

15/10/2023 - E +1 SITREPS

As at 2.43pm on 15/10/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELECTION DAY SITREPS 5 14102023 - FINAL .docx
Overview	Summary of the current event <ul style="list-style-type: none">Post election process
Voting Services	GENERAL UPDATE Overseas Operations <ul style="list-style-type: none">Completed Election Day with over 100,000 votes issued and over 80,000 votes received.All services closed as per schedule and website messaging updated accordingly.Hosted the international visitors visit to Overseas Operations.Thank you to everyone who helped us get through the day. Auckland North Region <ul style="list-style-type: none">[REDACTED] 6(c) [REDACTED]Many of the electorates finished a lot later than in 2020.No issues with scrutineers. Scrutineers left at 7pm. Auckland South Region <ul style="list-style-type: none">Long night with most electorates reporting on time, except for Mangere, Mt Roskill and Panmure-Otahuhu who were late.Huge number of Special Votes (SV). Central North Island Region <ul style="list-style-type: none">Long day for our electorates yesterday, but a real sense of satisfaction reported from all electorates.Some electorates are working at minimum levels today.Issues with reconciliations not balancing that will need to be resolved in the next couple of days.Grateful for the support we received from several teams across the commission.Incident with 3 electorate scrutineers not leaving by 7pm and shadowing Electorate Managers. Contacted the Legal & Policy team. Informed the scrutineers of the guidelines. Police were called but they left by 7.25pm before police arrived. Lower North Island Region <ul style="list-style-type: none">Managed issues across the electorates and HQs.Lots of tired Voting Place Managers (VPMs) last night but lots of cheers in Headquarters (HQs) as they arrived to drop things back.HQs having a slightly later start today to sort out Shared votes and Special Votes.Managed queues with Voter Assistants.

South Island Region

- Tree fell at Christchurch outside the voting place.



- 20 voting places came back with preliminary counts.
- 40 voting places lost power. Some had mobile outages.
- An incident at Selwyn voting place, tyres were slashed. 4 personal vehicles and 1 rental vehicle. Support from Regional Security & Resilience Advisor and Police. This wasn't an election targeted event.
- All scrutineers left on time.



Voting Services:

- Significant issue raised with HQ staff being unable to enter the 'Maintain' Payroll function in EMS. Fixed as of 12:50pm.
- A number of close election night results have been identified, with four electorates with a difference of 106 or fewer votes.

Enrolment

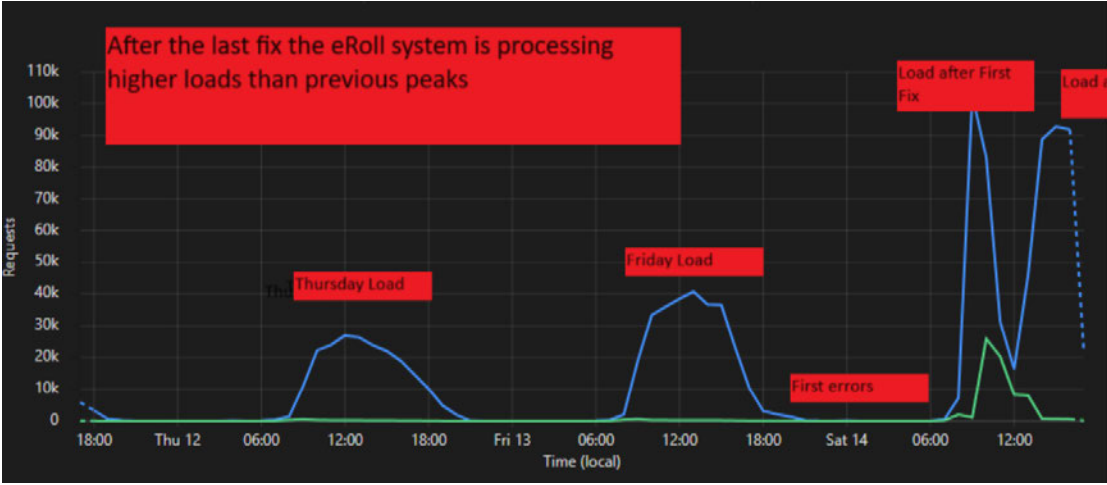
GENERAL UPDATE:

- Nothing to report.
- 91k in the queues, processing time is 25k average per day.

IT

GENERAL UPDATE:

- Worked with OneNZ and Voting Services to fix the issue with mobile connection outages due to the weather impact across a number of voting places.
- Managed the issue with permission for the Payroll function

	<ul style="list-style-type: none"> Update on eRoll after the fix (5.29pm, 14 Oct), exceeding higher volumes to process requests and performs well. 
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Final media release at 3am. Media focus on parties, candidates and change of government. Some criticism of the Electoral Commission's performance and comments from political leader. Working on a response to Te Pāti Māori. Social media has been busy and working through some challenging issues. 2k comments NZ Herald data team acknowledged successful delivery of the results through media feed.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Over 4000 enquiries were received on the election day. Top enquiries were about Where to Vote (21%), How to Vote (17%) and Unable to get to a voting place (14%). Enquiries to enable voting were prioritised. Feedback received about turning people away or the close of voting place were escalated to VS immediately.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to report.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> A number of security incidents during the day but largely low-level and isolated – full report on Monday Scrutineers caused challenges but only 3 refused to leave at 7pm in Rotorua. The Electorate Manager managed to convince them to leave without needing to trespass them before Police arrived
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Focus shifting to support the payroll and resolving residual ER matters.