

REGISTRATION

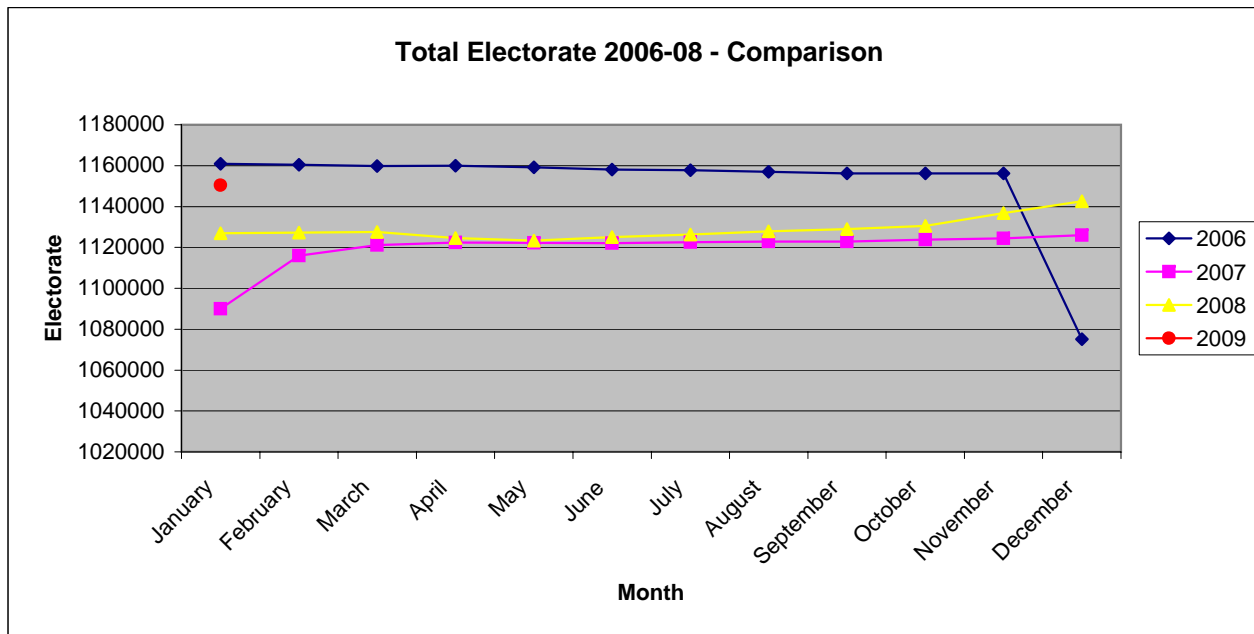
02.01.09 comparison with 01.12.08

| Area Office | Constituency | Total Published Electorate 01.12.08 | Total Published Electorate 02.01.09 | Difference | % Change |
|--------------|----------------------------|----------------------------------------------|----------------------------------------------|-------------|-------------|
| Belfast | BELFAST SOUTH | 50421 | 50749 | 328 | 0.65 |
| | BELFAST WEST | 51620 | 51958 | 338 | 0.65 |
| Londonderry | FOYLE | 68227 | 68769 | 542 | 0.79 |
| | EAST LONDONDERRY | 57945 | 58336 | 391 | 0.67 |
| Ballymena | NORTH ANTRIM | 74640 | 74915 | 275 | 0.37 |
| | MID ULSTER | 62845 | 63163 | 318 | 0.51 |
| Omagh | WEST TYRONE | 59909 | 60400 | 491 | 0.82 |
| | FERMANAGH AND SOUTH TYRONE | 67250 | 67962 | 712 | 1.06 |
| Banbridge 1 | UPPER BANN | 73697 | 74649 | 952 | 1.29 |
| | NEWRY AND ARMAGH | 73703 | 74360 | 657 | 0.89 |
| Banbridge 2 | SOUTH DOWN | 74696 | 75102 | 406 | 0.54 |
| | LAGAN VALLEY | 72328 | 72727 | 399 | 0.55 |
| Newtownabbey | BELFAST NORTH | 50989 | 51418 | 429 | 0.84 |
| | EAST ANTRIM | 58405 | 58737 | 332 | 0.57 |
| | SOUTH ANTRIM | 67598 | 67992 | 394 | 0.58 |
| Newtownards | BELFAST EAST | 50440 | 50641 | 201 | 0.40 |
| | STRANGFORD | 68249 | 68585 | 336 | 0.49 |
| | NORTH DOWN | 59585 | 59930 | 345 | 0.58 |
| TOTAL | | 1142547 | 1150393 | 7846 | 0.69 |

02.01.09 comparison with previous month

| Area Office | Constituency | Total Published Electorate 01.12.08 | Total Published Electorate 02.01.09 | Difference | % Change |
|--------------|----------------------------|----------------------------------------------|----------------------------------------------|-------------|-------------|
| Belfast | BELFAST SOUTH | 50421 | 50749 | 328 | 0.65 |
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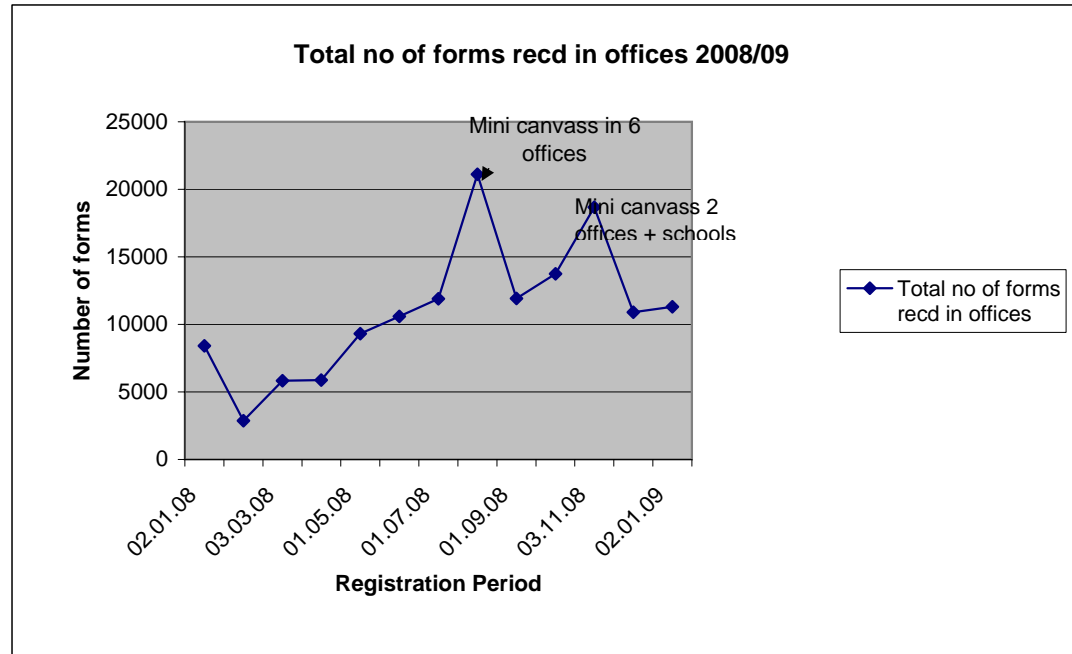
| TOTAL ELECTORATE | 2006 | 2007 | 2008 | 2009 |
|------------------|---------|---------|---------|---------|
| January | 1160838 | 1089928 | 1126982 | 1150393 |
| February | 1160492 | 1115965 | 1127258 | |
| March | 1159858 | 1121098 | 1127602 | |
| April | 1159896 | 1122330 | 1124624 | |
| May | 1159124 | 1122198 | 1123352 | |
| June | 1158139 | 1122105 | 1125053 | |
| July | 1157814 | 1122469 | 1126263 | |
| August | 1157051 | 1122839 | 1127833 | |
| September | 1156263 | 1122885 | 1128890 | |
| October | 1156263 | 1123846 | 1130596 | |
| November | 1156263 | 1124479 | 1136766 | |
| December | 1075116 | 1125979 | 1142547 | |



CHANGES TO REGISTER AND FORMS RECEIVED - 2 JANUARY 09 REVISED REGISTER

| Office | Constituency | Total No. of CR Claim forms recd in office | Modifications (including Z added) | Transfers | Additions | Total evidence letters issued | Total Deletions (deaths & removals) | Total Transactions | Published Electorate 1 December 08 | % |
|---------------|--------------------------|--------------------------------------------|-----------------------------------|-----------|-----------|-------------------------------|-------------------------------------|--------------------|------------------------------------|------|
| Belfast | Belfast South | 749 | 60 | 137 | 346 | 530 | 18 | 1091 | 50421 | 2.20 |
| | Belfast West | 873 | 88 | 123 | 371 | 654 | 10 | 1246 | 51620 | 2.42 |
| Newtownards | North Down | 730 | 47 | 139 | 393 | 83 | 68 | 730 | 59585 | 1.10 |
| | Strangford | 558 | 39 | 142 | 372 | 111 | 56 | 720 | 68249 | 1.07 |
| Newtownabbey | Belfast East | 482 | 34 | 104 | 260 | 95 | 53 | 546 | 50440 | 1.09 |
| | East Antrim | 373 | 41 | 92 | 360 | 298 | 13 | 804 | 58405 | 1.40 |
| Banbridge 1 | South Antrim | 768 | 46 | 59 | 460 | 142 | 26 | 733 | 67598 | 1.10 |
| | Belfast North | 413 | 56 | 78 | 489 | 116 | 26 | 765 | 50989 | 1.52 |
| Banbridge 2 | Upper Bann | 1286 | 27 | 104 | 994 | 279 | 45 | 1449 | 73697 | 2.00 |
| | Newry & Armagh | 881 | 33 | 72 | 719 | 199 | 50 | 1073 | 73703 | 1.48 |
| Omagh | South Down | 893 | 45 | 149 | 483 | 151 | 57 | 885 | 74696 | 1.22 |
| | Lagan Valley | 889 | 36 | 131 | 448 | 220 | 45 | 880 | 72328 | 1.22 |
| Ballymena | Fermanagh & South Tyrone | 535 | 27 | 104 | 733 | 163 | 40 | 1067 | 67250 | 1.47 |
| | West Tyrone | 279 | 38 | 153 | 458 | 129 | 31 | 809 | 59909 | 1.12 |
| Londonderry | North Antrim | 417 | 41 | 97 | 315 | 259 | 140 | 852 | 74640 | 1.15 |
| | Mid Ulster | 430 | 26 | 128 | 358 | 143 | 85 | 740 | 62845 | 1.19 |
| TOTALS | Foyle | 533 | 69 | 128 | 573 | 97 | 60 | 927 | 68227 | 1.40 |
| | East Londonderry | 207 | 36 | 81 | 405 | 49 | 36 | 607 | 57945 | 1.07 |
| TOTALS | | 11296 | 789 | 2021 | 8537 | 3718 | 859 | 15924 | 1142547 | 1.36 |

| Registration period | Total no of forms recd in offices |
|---------------------|-----------------------------------|
| 02.01.08 | 8419 |
| 01.02.08 | 2872 |
| 03.03.08 | 5828 |
| 01.04.08 | 5868 |
| 01.05.08 | 9316 |
| 02.06.08 | 10587 |
| 01.07.08 | 11891 |
| 01.08.08 | 21117 |
| 01.09.08 | 11927 |
| 01.10.08 | 13746 |
| 03.11.08 | 18681 |
| 01.12.08 | 10894 |
| 02.01.09 | 11296 |

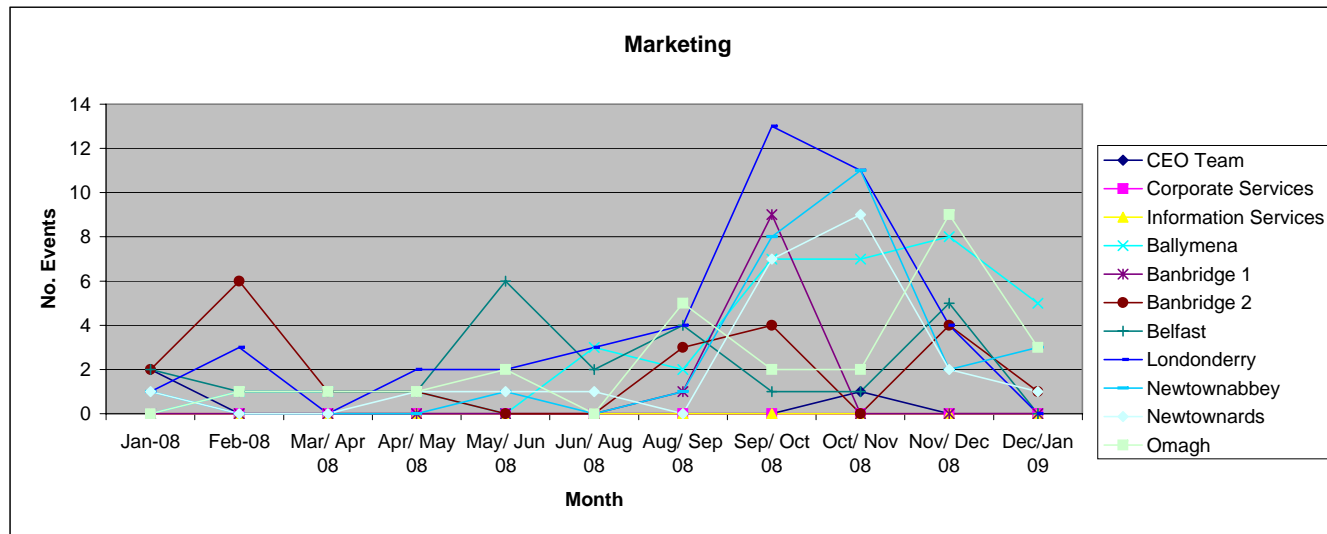


MARKETING

Dec 08 - Jan 09

| Area Office/Business Unit | No. of Presentations | Notes |
|----------------------------------|-----------------------------|--------------------------------------------------------------------------------------------|
| CEO Team | 0 | |
| Corporate Services | 0 | |
| Information Services | 0 | |
| Ballymena | 5 | 3 schools and 2 registration evenings - Ballycastle and Dunloy |
| Banbridge 1 | 0 | |
| Banbridge 2 | 1 | Attendance at Ballykinler Army Camp for Family Day and Registration Information |
| Belfast | 0 | |
| Londonderry | 0 | |
| Newtownabbey | 3 | Registration events at 3 schools, including presentation at Jordanstown Special School. |
| Newtownards | 1 | UUP conference - Registration information |
| Omagh | 3 | 3 Registration/ID events at 2 schools, St Michael's Enniskillen and Castlederg High School |
| TOTAL | 13 | |

| Area Office/Business Unit | Jan-08 | Feb-08 | Mar/ Apr 08 | Apr/ May 08 | May/ Jun 08 | Jun/ Aug 08 | Aug/ Sep 08 | Sep/ Oct 08 | Oct/ Nov 08 | Nov/ Dec 08 | Dec/Jan 09 |
|---------------------------|----------|-----------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|
| CEO Team | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Corporate Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Information Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ballymena | 0 | 1 | 1 | 1 | 0 | 3 | 2 | 7 | 7 | 8 | 5 |
| Banbridge 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 9 | 0 | 0 | 0 |
| Banbridge 2 | 2 | 6 | 1 | 1 | 0 | 0 | 3 | 4 | 0 | 4 | 1 |
| Belfast | 2 | 1 | 1 | 1 | 6 | 2 | 4 | 1 | 1 | 5 | 0 |
| Londonderry | 1 | 3 | 0 | 2 | 2 | 3 | 4 | 13 | 11 | 4 | 0 |
| Newtownabbey | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 8 | 11 | 2 | 3 |
| Newtownards | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 7 | 9 | 2 | 1 |
| Omagh | 0 | 1 | 1 | 1 | 2 | 0 | 5 | 2 | 2 | 9 | 3 |
| TOTAL | 9 | 12 | 4 | 7 | 12 | 9 | 20 | 51 | 42 | 34 | 13 |



MEDIA

Dec 08 - Jan 09

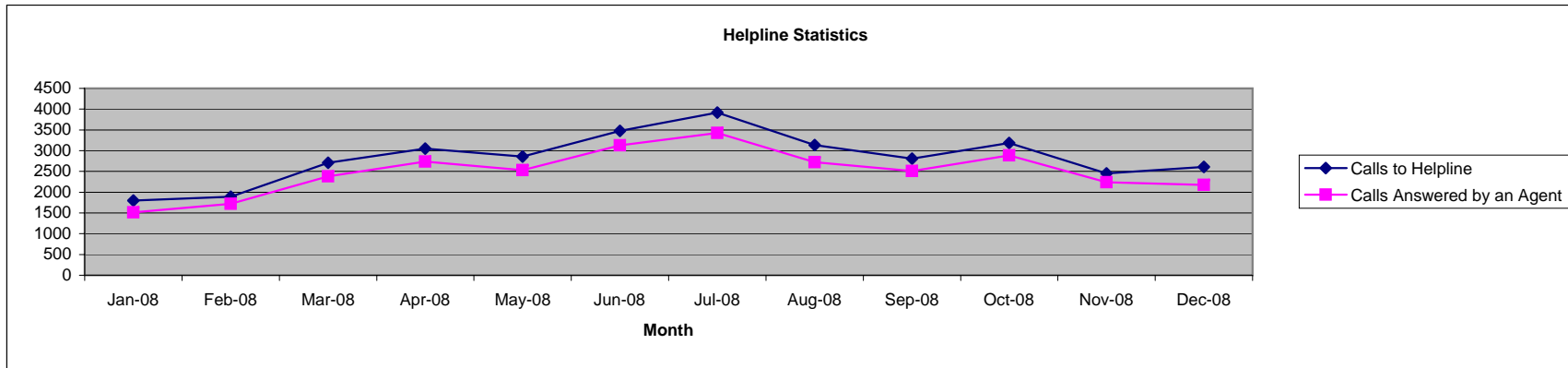
| Area Office/Business Unit | No. of Media Contacts | Notes |
|---------------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| CEO Team | 0 | |
| Corporate Services | 0 | |
| Information Services | 0 | |
| Ballymena | 4 | Article advertising Electoral Registration Evening - Ballymoney Times and Chronicle. Photograph of Registration Evening - Ballymena Times and Guardian |
| Banbridge 1 | 1 | Prize Draw photograph published in Portadown Times |
| Banbridge 2 | 0 | |
| Belfast | 0 | |
| Londonderry | 0 | |
| Newtownabbey | 0 | |
| Newtownards | 2 | Article re increase in eligible electorate. Electoral office stand at UUP conference shown on TV news. |
| Omagh | 2 | Ulster Herald and Tyrone Constitution articles regarding the increase in the local electorate |
| TOTAL | 9 | |

OTHER PUBLIC CONTACTS

Dec 08 - Jan 09

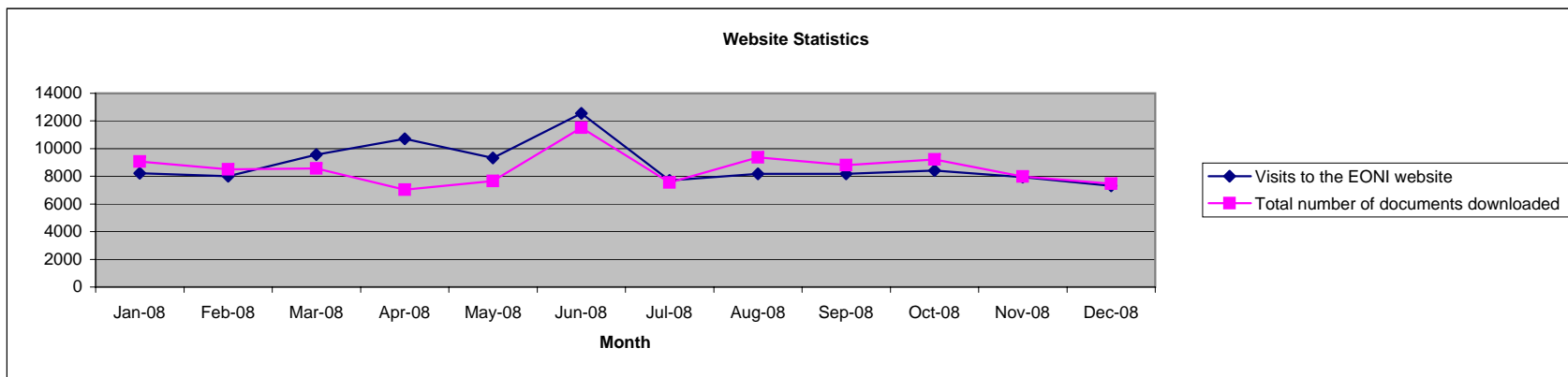
Helpline Statistics

| | Jan-08 | Feb-08 | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 |
|------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Calls to Helpline | 1799 | 1889 | 2709 | 3047 | 2856 | 3479 | 3918 | 3133 | 2805 | 3185 | 2453 | 2607 |
| Calls Answered by an Agent | 1511 | 1719 | 2384 | 2735 | 2532 | 3128 | 3426 | 2722 | 2506 | 2887 | 2237 | 2173 |
| Percentage of Calls Answered by an Agent | 84% | 91% | 88% | 90% | 89% | 90% | 87% | 87% | 89% | 91% | 91% | 83% |



Website Statistics

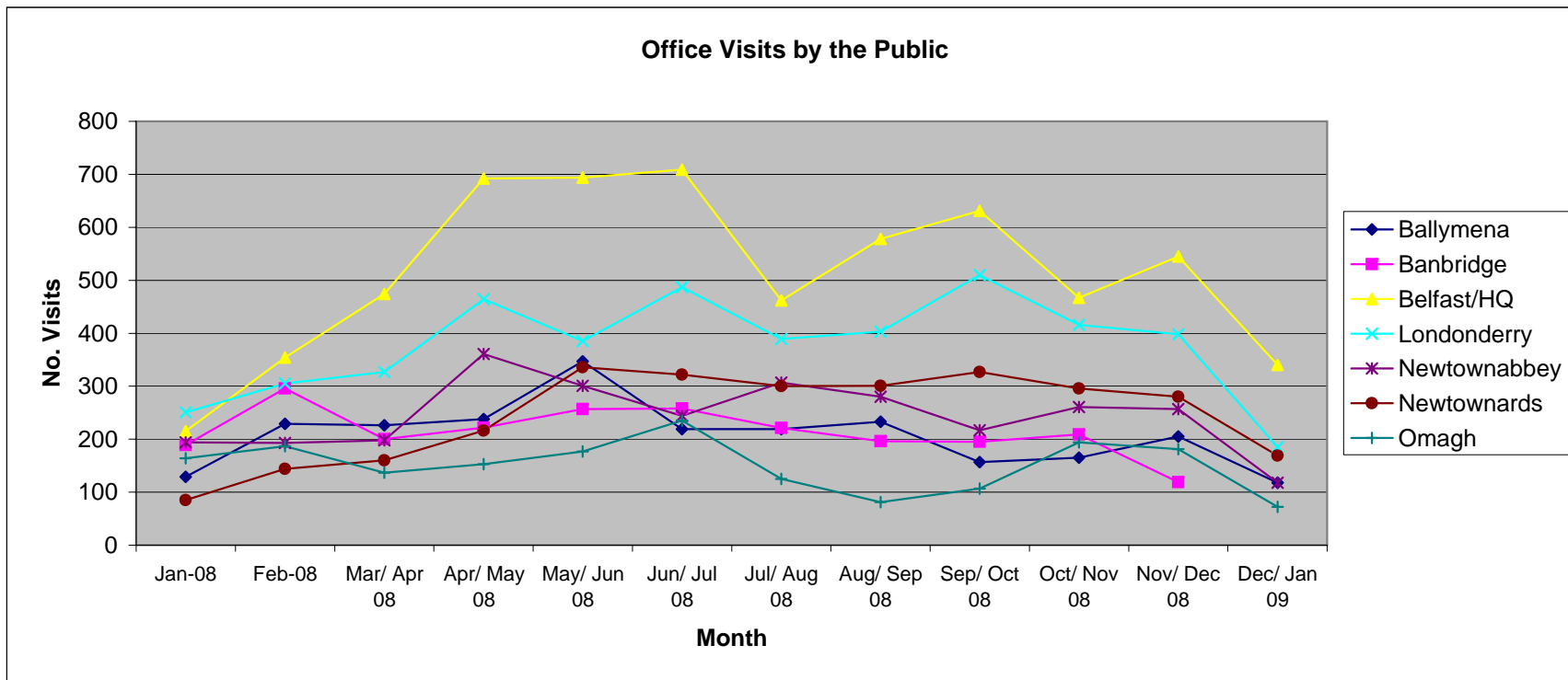
| | Jan-08 | Feb-08 | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Visits to the EONI website | 8214 | 8002 | 9559 | 10711 | 9322 | 12559 | 7699 | 8177 | 8171 | 8426 | 7940 | 7312 |
| Total number of documents downloaded | 9064 | 8501 | 8571 | 7035 | 7659 | 11515 | 7550 | 9362 | 8806 | 9221 | 7975 | 7461 |



Office Visits by the Public

May/Jun 2008

| Office | Jan-08 | Feb-08 | Mar/ Apr 08 | Apr/ May 08 | May/ Jun 08 | Jun/ Jul 08 | Jul/ Aug 08 | Aug/ Sep 08 | Sep/ Oct 08 | Oct/ Nov 08 | Nov/ Dec 08 | Dec/ Jan 09 |
|--------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Ballymena | 129 | 229 | 226 | 238 | 347 | 219 | 219 | 233 | 157 | 165 | 205 | 118 |
| Banbridge | 189 | 296 | 200 | 222 | 257 | 258 | 221 | 196 | 195 | 209 | 119 | |
| Belfast/HQ | 215 | 354 | 474 | 692 | 694 | 709 | 462 | 578 | 631 | 467 | 545 | 340 |
| Londonderry | 251 | 305 | 327 | 464 | 385 | 487 | 389 | 403 | 510 | 416 | 398 | 185 |
| Newtownabbey | 194 | 193 | 198 | 361 | 301 | 244 | 307 | 280 | 217 | 261 | 257 | 118 |
| Newtownards | 85 | 144 | 160 | 216 | 336 | 322 | 300 | 301 | 327 | 296 | 280 | 169 |
| Omagh | 164 | 187 | 137 | 153 | 177 | 235 | 125 | 81 | 107 | 194 | 181 | 72 |
| TOTAL | 1227 | 1708 | 1722 | 2466 | 2483 | 2474 | 2023 | 2072 | 2144 | 2008 | 1985 | 1002 |



STAFF

Dec 08 - Jan 09

| | | Notes | | |
|------------------------------------------------------------|------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------|----------------------------------|
| Percentage days lost due to sick absence (Year to Date) | 1.9[3.3] | Figure in brackets includes non-work related long term absence | | |
| Average flexi leave balance | 8.85 | | | |
| Number of staff with flexi leave balance exceeding maximum | 6 | Authorised carry-over period 18 September to 30 November Figure quoted is to week ending 26.12.2008. | | |
| Overtime paid - Permanent Staff Only | £ 56.36 | | | |
| Casual staff hours paid | October Weeks 26 - 30 | November Weeks 31 - 34 | December Weeks 35 - 39 | |
| HQ | 144.18 | 115.79 | 160.48 | includes 64 hours of paid leave |
| Belfast | 432.23 | 168.01 | 270.19 | includes 170 hours of paid leave |
| Newtownards | 358.71 | 251.84 | 164.03 | |
| Newtownabbey | 669.46 | 342.26 | 154.38 | |
| Banbridge A | 0.00 | 0.00 | 0.00 | |
| Banbridge B | 139.34 | 105.85 | 45.12 | |
| Omagh | 229.86 | 136.21 | 269.69 | |
| Ballymena | 459.98 | 123.73 | 0.00 | |
| Londonderry | 541.74 | 271.02 | 179.08 | |
| TOTAL | 2,975.50 | 1,514.71 | 1,242.97 | |

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ave

Dec 08 - Jan 09

Notes

| | | |
|-------------------------------------------------|---|-----------------------------------------------|
| Number of invoices submitted to FSD on time | | EONI continually pressurising FSD for figures |
| Number of invoices submitted to FSD out of time | 0 | |