

## REGISTRATION

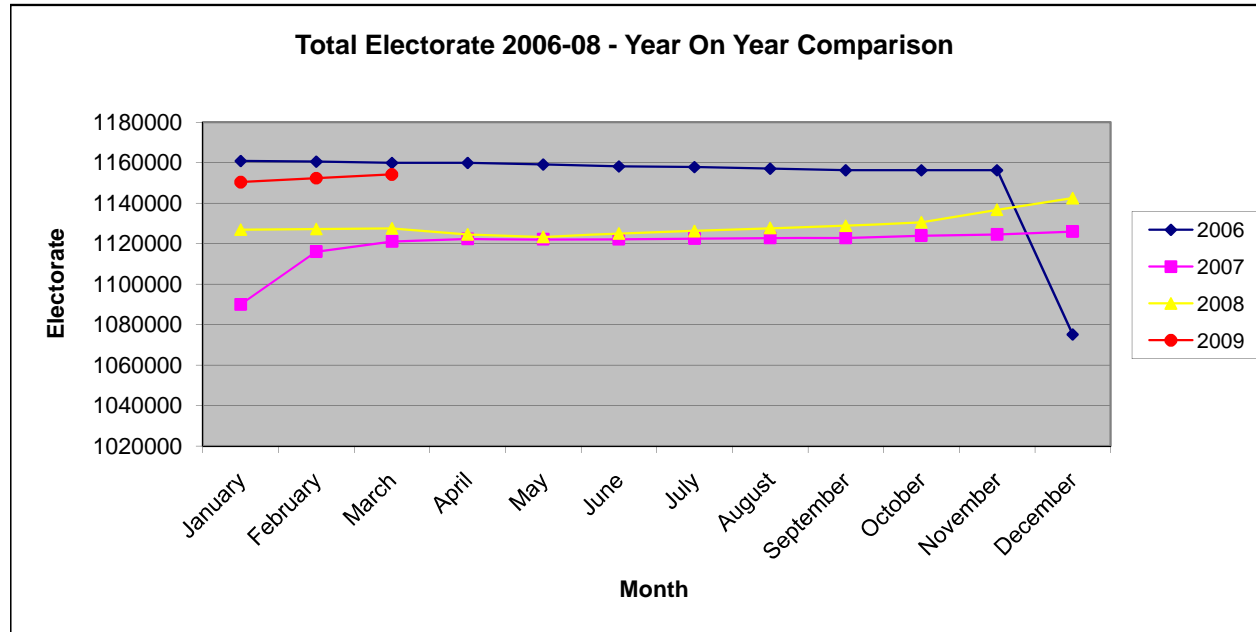
02.03.09 comparison with 01.12.08

Area Office	Constituency	Total Published Electorate 01.12.08	Total Published Electorate 02.03.09	Difference	% Change
Belfast	BELFAST SOUTH	50421	50914	493	0.98
	BELFAST WEST	51620	52039	419	0.81
Londonderry	FOYLE	68227	69074	847	1.24
	EAST LONDONDERRY	57945	58463	518	0.89
Ballymena	NORTH ANTRIM	74640	75242	602	0.81
	MID ULSTER	62845	63585	740	1.18
Omagh	WEST TYRONE	59909	60528	619	1.03
	FERMANAGH AND SOUTH TYRONE	67250	68063	813	1.21
Banbridge 1	UPPER BANN	73697	74835	1138	1.54
	NEWRY AND ARMAGH	73703	74600	897	1.22
Banbridge 2	SOUTH DOWN	74696	75468	772	1.03
	LAGAN VALLEY	72328	73081	753	1.04
Newtownabbey	BELFAST NORTH	50989	51596	607	1.19
	EAST ANTRIM	58405	59048	643	1.10
	SOUTH ANTRIM	67598	68164	566	0.84
Newtownards	BELFAST EAST	50440	50753	313	0.62
	STRANGFORD	68249	68727	478	0.70
	NORTH DOWN	59585	60048	463	0.78
<b>TOTAL</b>		<b>1142547</b>	<b>1154228</b>	<b>11681</b>	<b>1.02</b>

## 02.03.09 comparison with previous month

Area Office	Constituency	Total Published Electorate 02.02.09	Total Published Electorate 02.03.09	Difference	% Change
Belfast	BELFAST SOUTH	50834	50914	80	0.16
	BELFAST WEST	51999	52039	40	0.08
Londonderry	FOYLE	69015	69074	59	0.09
	EAST LONDONDERRY	58457	58463	6	0.01
Ballymena	NORTH ANTRIM	75164	75242	78	0.10
	MID ULSTER	63483	63585	102	0.16
Omagh	WEST TYRONE	60430	60528	98	0.16
	FERMANAGH AND SOUTH TYRONE	67964	68063	99	0.15
Banbridge 1	UPPER BANN	74681	74835	154	0.21
	NEWRY AND ARMAGH	74397	74600	203	0.27
Banbridge 2	SOUTH DOWN	75173	75468	295	0.39
	LAGAN VALLEY	72885	73081	196	0.27
Newtownabbey	BELFAST NORTH	51557	51596	39	0.08
	EAST ANTRIM	58870	59048	178	0.30
	SOUTH ANTRIM	68087	68164	77	0.11
Newtownards	BELFAST EAST	50731	50753	22	0.04
	STRANGFORD	68669	68727	58	0.08
	NORTH DOWN	59983	60048	65	0.11
<b>TOTAL</b>		<b>1152379</b>	<b>1154228</b>	<b>1849</b>	<b>0.16</b>

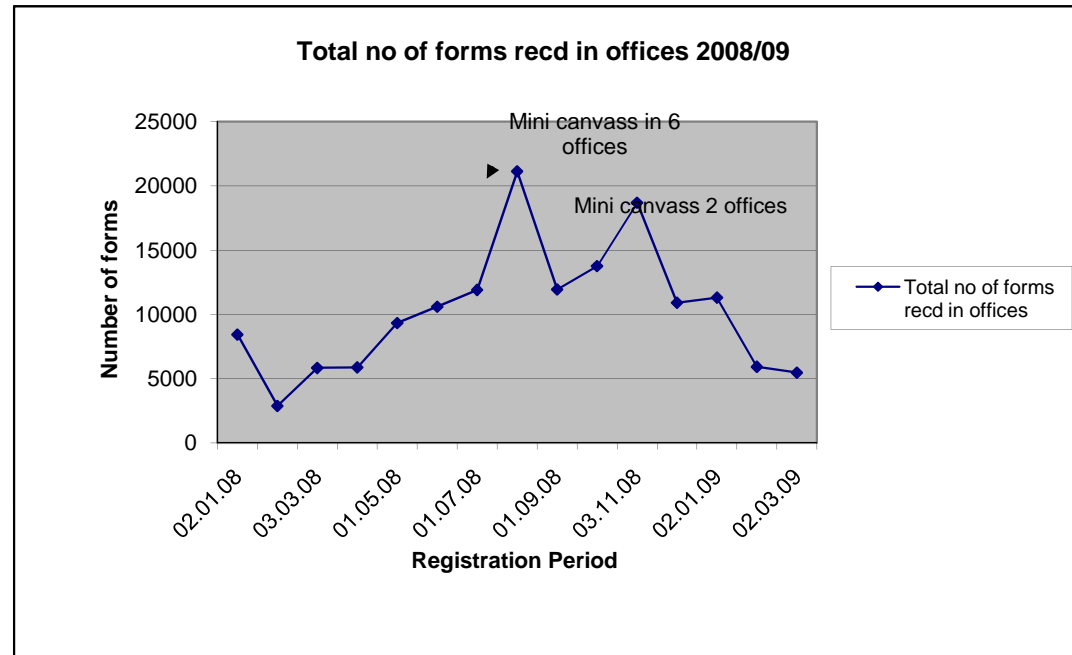
TOTAL ELECTORATE	2006	2007	2008	2009
January	1160838	1089928	1126982	1150393
February	1160492	1115965	1127258	1152379
March	1159858	1121098	1127602	1154228
April	1159896	1122330	1124624	
May	1159124	1122198	1123352	
June	1158139	1122105	1125053	
July	1157814	1122469	1126263	
August	1157051	1122839	1127833	
September	1156263	1122885	1128890	
October	1156263	1123846	1130596	
November	1156263	1124479	1136766	
December	1075116	1125979	1142547	



**CHANGES TO REGISTER AND FORMS RECEIVED - 2 MARCH 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 2 February 2009	%
Belfast	Belfast South	365	43	73	142	237	526	1021	50834	2.01
	Belfast West	294	65	42	127	160	69	463	51999	0.89
Newtownards	North Down	265	23	86	97	144	54	404	59983	0.67
	Strangford	247	30	61	120	39	70	320	68669	0.47
Newtownabbey	Belfast East	234	34	41	87	48	60	270	50731	0.53
	East Antrim	232	10	43	213	60	44	370	58870	0.63
	South Antrim	271	22	54	145	95	56	372	68087	0.55
Banbridge 1	Belfast North	188	21	36	97	86	36	276	51557	0.54
	Upper Bann	404	27	73	252	97	113	562	74681	0.75
Banbridge 2	Newry & Armagh	410	37	58	286	104	67	552	74397	0.74
	South Down	556	16	154	336	84	82	672	75173	0.89
Omagh	Lagan Valley	587	39	84	255	93	53	524	72885	0.72
	Fermanagh & South Tyrone	233	20	60	123	87	29	319	67964	0.47
Ballymena	West Tyrone	141	19	71	102	47	19	258	60430	0.43
	North Antrim	188	28	81	117	162	54	442	75164	0.59
Londonderry	Mid Ulster	189	86	70	125	110	53	444	63483	0.70
	Foyle	431	58	89	108	118	59	432	69015	0.63
	East Londonderry	224	33	34	68	45	58	238	58457	0.41
<b>TOTALS</b>		5459	611	1210	2800	1816	1502	7939	1152379	0.62

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
02.02.09	5915
02.03.09	5459

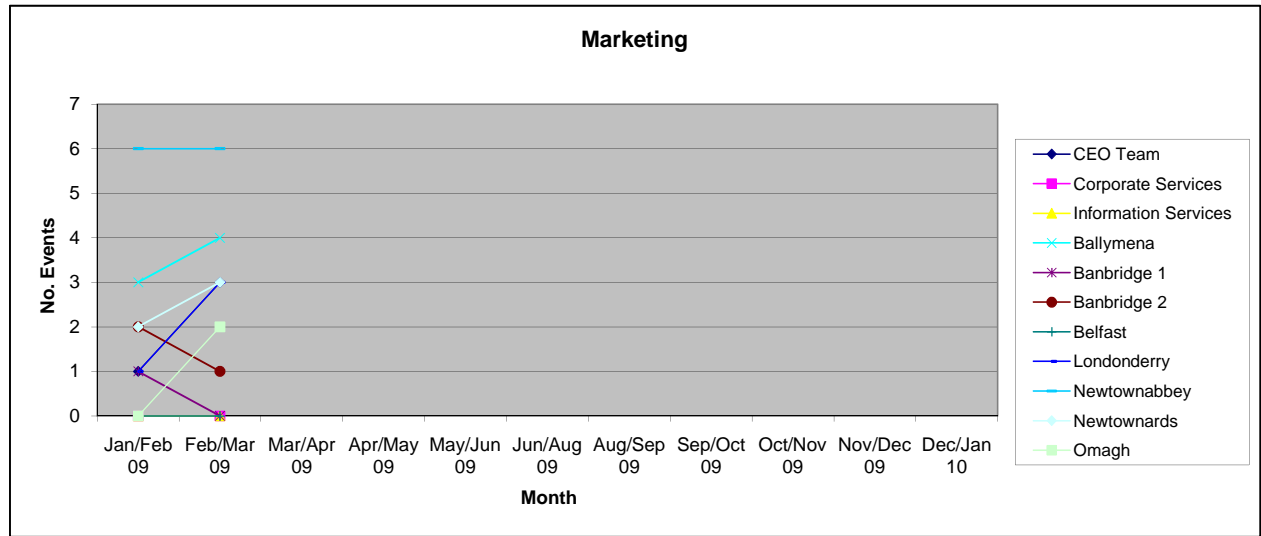


**MARKETING**

Feb - Mar 09

<b>Area Office/Business Unit</b>	<b>No. of Presentations</b>	<b>Notes</b>
CEO Team	3	Free Prize Draw, RNID interview, Presentation to Larne Rotary Club
Corporate Services	0	
Information Services	0	
Ballymena	4	1 Post Primary School, 2 Post Primary Special Schools, 1 Political Party Registration and ID Event
Banbridge 1	0	
Banbridge 2	1	St Patrick's GS Downpatrick, Nursing Home Visits Lisburn, Warrenpoint, Killeel and Downpatrick
Belfast	0	
Londonderry	3	3 Special Schools attended for registration and ID
Newtownabbey	6	5 mainstream schools and 1 Special school
Newtownards	3	2 School Visits with presentations and presentation of prize draw cheque where I was required to speak to the school Assembly.
Omagh	2	1 Special School, 1 Secondary Level School
<b>TOTAL</b>	<b>22</b>	

Area Office/Business Unit	Jan/Feb 09	Feb/Mar 09	Mar/Apr 09	Apr/May 09	May/Jun 09	Jun/Aug 09	Aug/Sep 09	Sep/Oct 09	Oct/Nov 09	Nov/Dec 09	Dec/Jan 10
CEO Team	1	3									
Corporate Services	0	0									
Information Services	0	0									
Ballymena	3	4									
Banbridge 1	1	0									
Banbridge 2	2	1									
Belfast	0	0									
Londonderry	1	3									
Newtownabbey	6	6									
Newtownards	2	3									
Omagh	0	2									
<b>TOTAL</b>	<b>16</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**MEDIA**

Feb - Mar 09

Area Office/Business Unit	No. of Media Contacts	Notes
CEO Team	9	1 BBC TV, 1 Radio & 5 Newspaper, 2 The Nolan Show,
Corporate Services	0	
Information Services	0	
Ballymena	2	Newspaper article re Registration and ID Event - Northern Constitution. Ken Mack and cameraman - Rathlin Island polling place inspection
Banbridge 1	0	
Banbridge 2	0	
Belfast	1	article about European Election, in Polish magazine LinkPolksa and on their website
Londonderry	0	
Newtownabbey	0	
Newtownards	2	County Down Spectator and Glenlola website - Photograph re: Prize Draw
Omagh	0	
<b>TOTAL</b>	<b>14</b>	

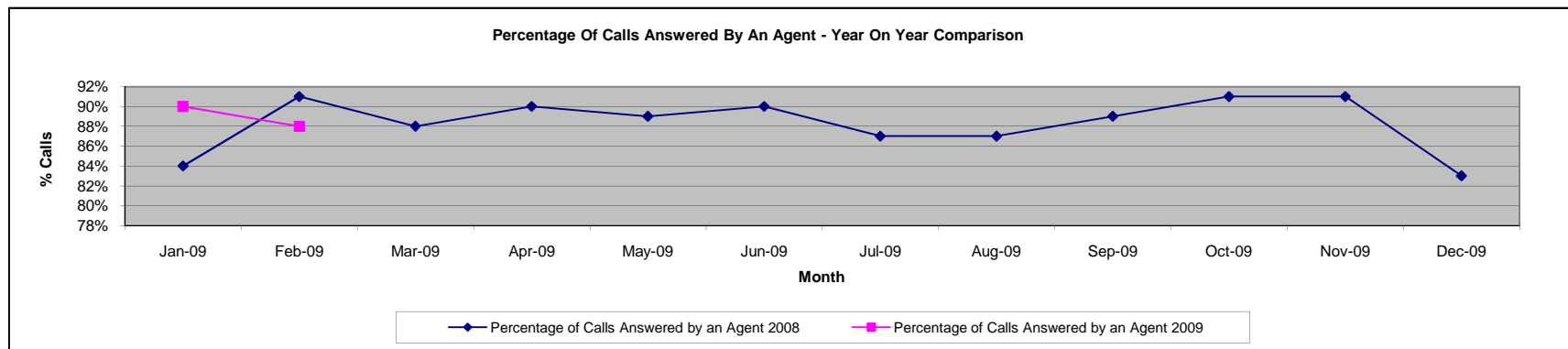
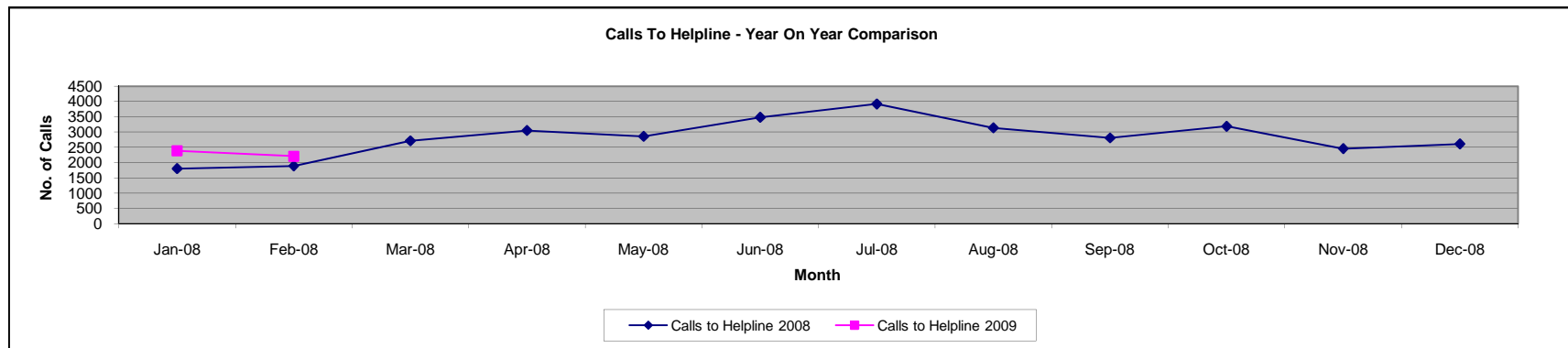


## OTHER PUBLIC CONTACTS

### Helpline Statistics

2008	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 2008	1799	1889	2709	3047	2856	3479	3918	3133	2805	3185	2453	2607
Calls Answered by an Agent 2008	1511	1719	2384	2735	2532	3128	3426	2722	2506	2887	2237	2173
Percentage of Calls Answered by an Agent 2008	84%	91%	88%	90%	89%	90%	87%	87%	89%	91%	91%	83%

2009	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Calls to Helpline 2009	2386	2207										
Calls Answered by an Agent 2009	2151	1943										
Percentage of Calls Answered by an Agent 2009	90%	88%										

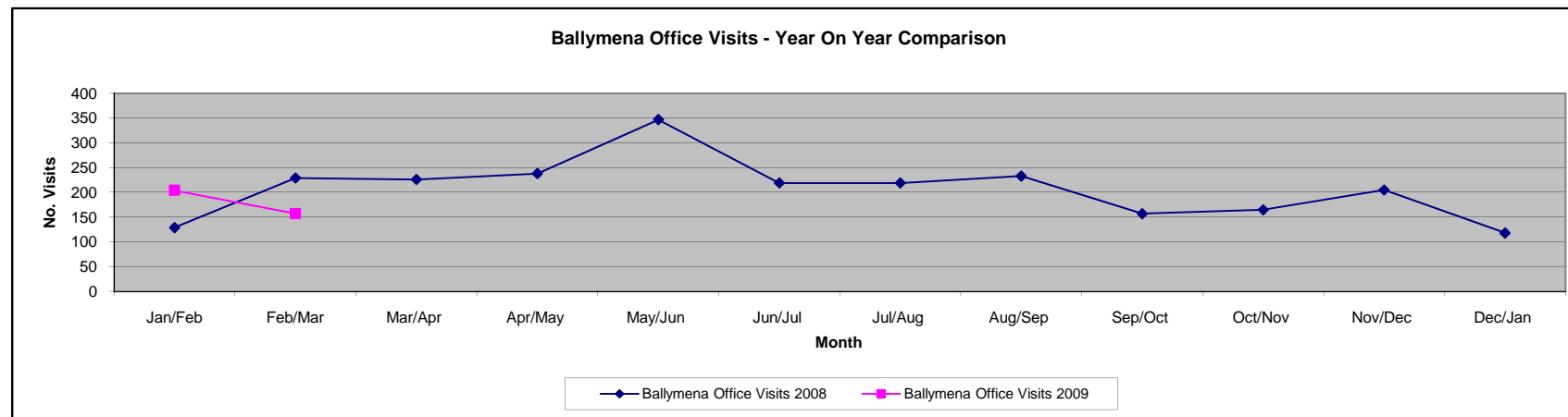




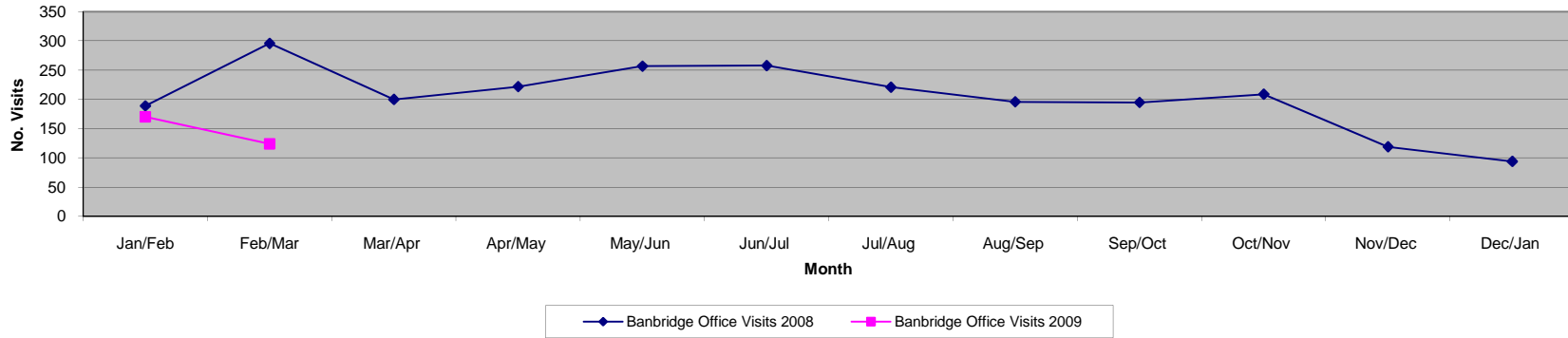
## Office Visits by the Public

2008	Jan	Feb	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2008	129	229	226	238	347	219	219	233	157	165	205	118
Banbridge Office Visits 2008	189	296	200	222	257	258	221	196	195	209	119	94
Belfast/HQ Office Visits 2008	215	354	474	692	694	709	462	578	631	467	545	340
Londonderry Office Visits 2008	251	305	327	464	385	487	389	403	510	416	398	185
Newtownabbey Office Visits 2008	194	193	198	361	301	244	307	280	217	261	257	118
Newtownards Office Visits 2008	85	144	160	216	336	322	300	301	327	296	280	169
Omagh Office Visits 2008	164	187	137	153	177	235	125	81	107	194	181	72
<b>TOTAL OFFICE VISITS 2008</b>	<b>1227</b>	<b>1708</b>	<b>1722</b>	<b>2466</b>	<b>2483</b>	<b>2474</b>	<b>2023</b>	<b>2072</b>	<b>2144</b>	<b>2008</b>	<b>1985</b>	<b>1096</b>

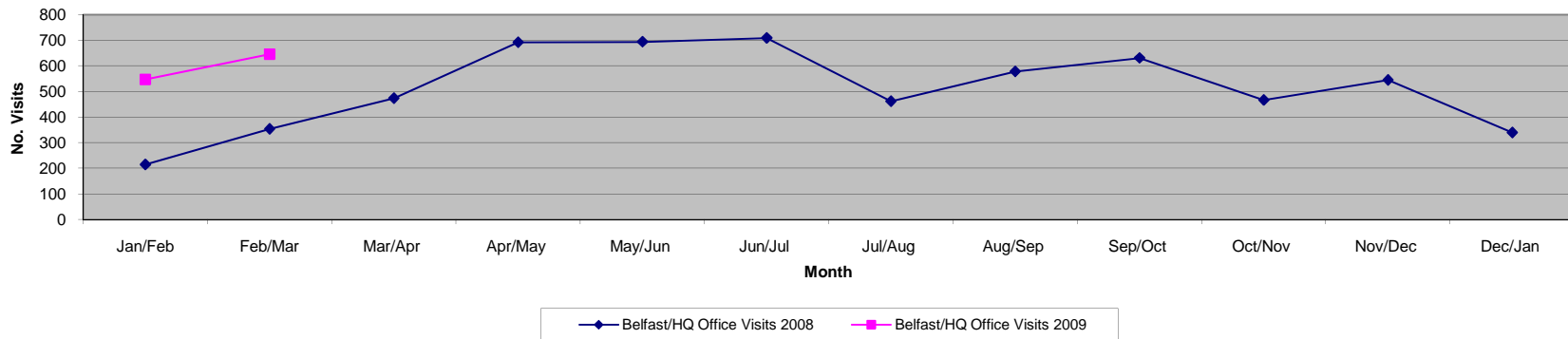
2009	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2009	204	157										
Banbridge Office Visits 2009	170	124										
Belfast/HQ Office Visits 2009	547	645										
Londonderry Office Visits 2009	199	332										
Newtownabbey Office Visits 2009	163	230										
Newtownards Office Visits 2009	217	263										
Omagh Office Visits 2009	129	110										
<b>TOTAL OFFICE VISITS 2009</b>	<b>1629</b>	<b>1861</b>										



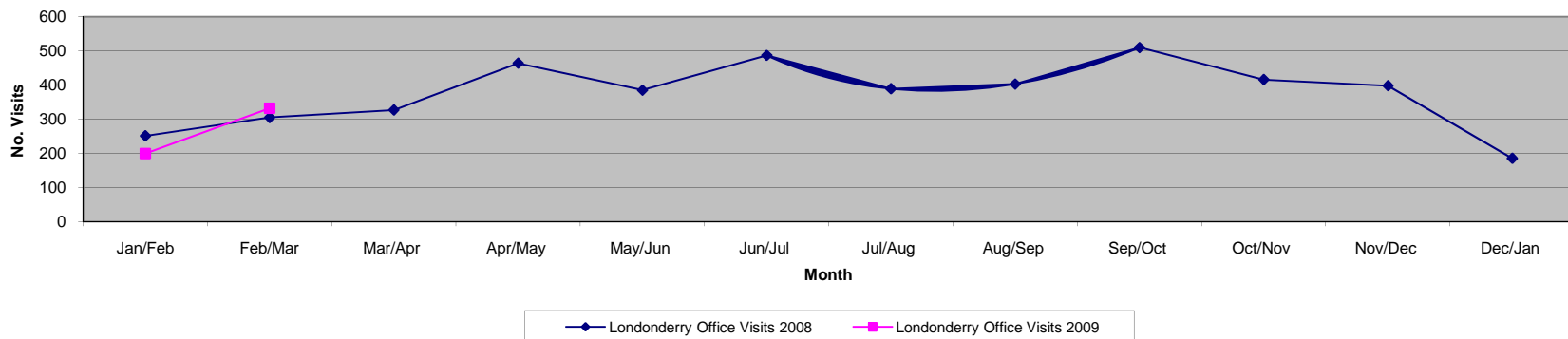
**Banbridge Office Visits - Year On Year Comparison**



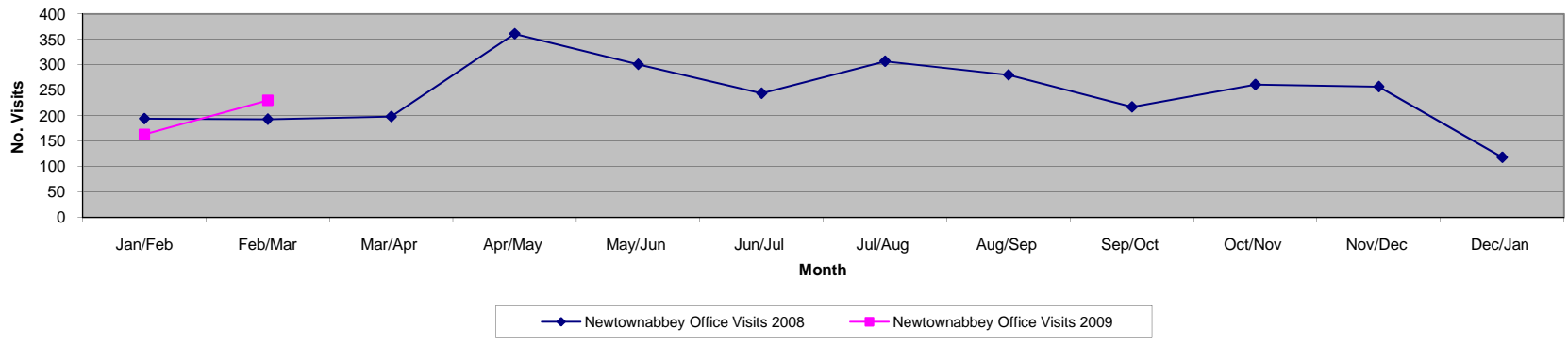
**Belfast/HQ Office Visits - Year On Year Comparison**



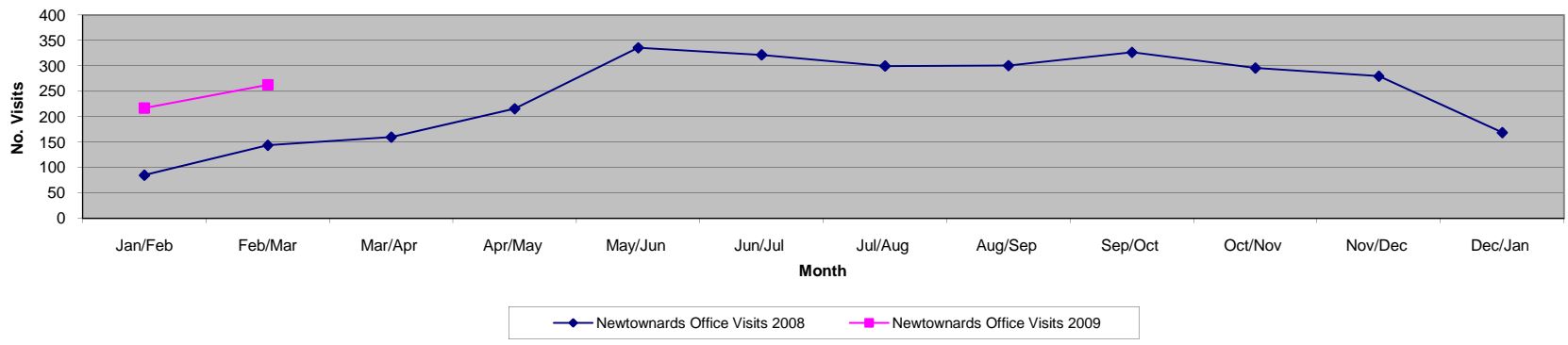
**Londonderry Office Visits - Year On Year Comparison**



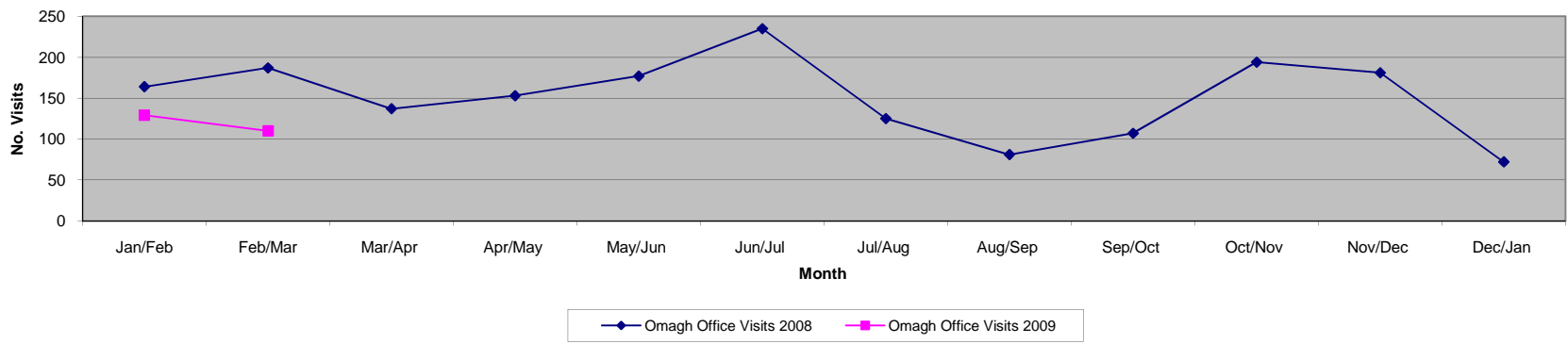
**Newtownabbey Office Visits - Year On Year Comparison**



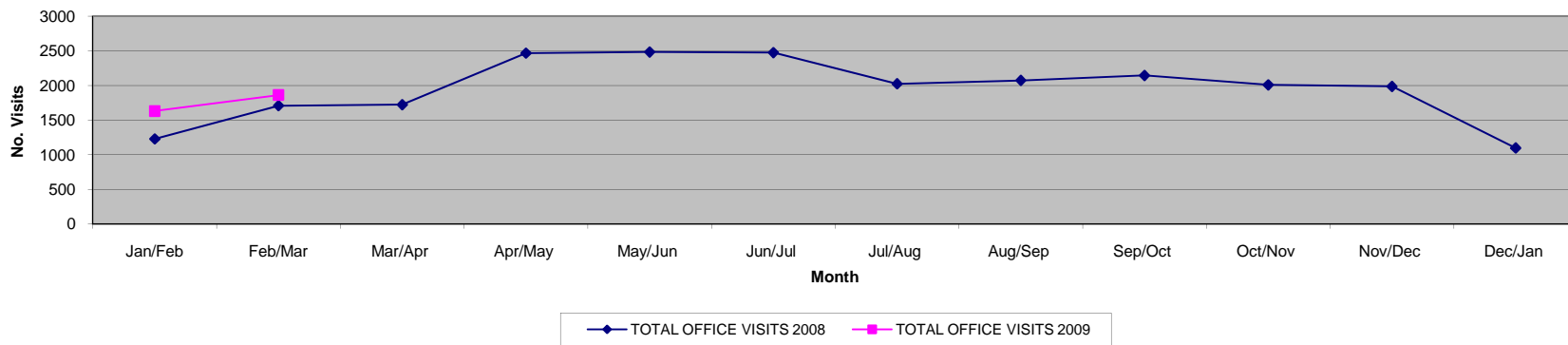
**Newtownards Office Visits - Year On Year Comparison**



**Omagh Office Visits - Year On Year Comparison**



Total Office Visits - Year On Year Comparison



## STAFF

Feb - Mar 09

		Notes	
Percentage days lost due to sick absence (Year to Date)	1.7[3.1]	Figure in brackets includes non-work related long term absence	
Average flexi leave balance	8.79		
Number of staff with flexi leave balance exceeding maximum	3	Authorised carry-over period 18 September to 30 November - 2 AEOs still have excess credit and IT	
Overtime paid - Permanent Staff Only			
Casual staff hours paid	<b>December Weeks 35 - 39</b>	<b>January Weeks 40 - 43</b>	<b>February Weeks 44 - 47</b>
HQ	160.48	102.16	164.73
Belfast	270.19	39.44	69.25
Newtownards	164.03	204.31	4.50
Newtownabbey	154.38	68.10	65.84
Banbridge A	0.00	0.00	0.00
Banbridge B	45.12	61.87	190.36
Omagh	269.69	135.64	393.33
Ballymena	0.00	0.00	39.43
Londonderry	179.08	65.36	65.84
<b>TOTAL</b>	<b>1,242.97</b>	<b>676.88</b>	<b>993.28</b>

Feb - Mar 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	