



# SA 1<sup>st</sup> Forum Observer Mission Report

## Introduction

The SAFF managed to deploy.....members to act as observers during the August 2016 Local government elections. 1 was stationed at the IEC, Western Cape Results centre, 1 in Pretoria and 16 through various parts of the Cape Metropole.

Our report in respect of various voting stations follow.

The following were extremely positive observations that we made, and the authorities should build on it:

1. The SAPS officials were very visible and co-operative.
2. The IEC Results Operation centre was quite efficiently and professionally run.

We wish to highlight the following general concerns that we observed:

1. The IEC Elections handbook was interpreted differently by different presiding officers.
2. It appeared that the IEC had no wet-plan to deal with the situation for when it was going to rain.
3. It was quite instructive that it appeared that electoral officers did not have the same quality of training.
4. The fact that the police's weapons were very visible inside the voting stations.
5. It was quite clear how many of the voting stations in poorer areas were less well resourced than those of so-called more well off areas.

In order to improve the election process and experience for voters we suggest that the IEC and the relevant authorities consider the following, for future elections:

1. Our sense is that the police's weapons should not be visible inside the voting station.
2. Consider training staff, also in their home language.

Our observers generally found the experience an uplifting one and we are honored to have been able to play a small part in the advancement of our democracy. Our view is that the elections were generally free; fair; and accessible.

Adv. Rod Solomons

Convenor: SAFF



## Voting Stations Report

	Area of Concern	Description of Concern	Voting Station	Example	Recommendation
1.	Environment	Individuals encroaching on the voting boundary trying to influence the way people vote.	Oranjekloof, Hout Bay	At the Oranjekloof voting station in Hout Bay, there was a DA gazebo across the street from the gate, which was fine. My concern though was that one of the DA supporters was actually standing in the gate, engaging with voters as they arrived.	Verbal sanction required
2.	Polling Process	Voters not on the voter's roll	Oranjekloof, Hout Bay	In the short time that I was at the Oranjekloof voting station in Hout Bay, there were 2 people who arrived to vote and found that they were not on the voter's roll. There seems to be different issues, including changes in the ward demarcation, voters not registered at that voting station.	The person who scans the ID in the queue should be trained and authorised to advise people that they are in the wrong place and direct them to the correct place, so they don't spend all the time in the queue before finding out that they are in the wrong place.
3.	Polling Process	Address station in the wrong place	Iziko Lumko, Hout Bay	The address station was right at the entrance to the voting station, and therefore the first stop for voters before anything related to the actual vote. This caused some frustration with voters, because the process of providing an address took some time. And, there was at least one voter who was quite anxious because he had to go to work. They also seemed to have the impression that it was mandatory to provide the address	The address station must be the last station, just before the exit and the voters should be advised that providing the address at that time is not a mandatory part of the voting process
4.	Before Opening	The voting station opened 15 minutes late	Iziko Lumko, Hout Bay	No reasons given, ...	



5.	Polling Process	The secrecy of the voters ballot could have been compromised	Iziko Lumko, Hout Bay	At one stage, I saw the Presiding Office have a conversation with a staff member directly behind three voting booths. While it did not look like they were watching the voters, there were voters in each of the three booths, and the potential to compromise the secrecy of their vote existed.	It would be better to set up the booths against a wall, so that nobody can walk behind the person voting. This also prevents the voter, who has finished voting, from walking around behind the next voter, who is still voting.
6.	Before Opening	The secrecy of the voters ballot could have been compromised	Hangberg, Hout Bay	The booths are set up in a semi-circle, in such a way that people can walk behind the person voting.	It would be better to set up the booths against a wall, so that nobody can walk behind the person voting. This also prevents the voter, who has finished voting, from walking around behind the next voter, who is still voting.
7.	Before Opening	The voting station opened 15 minutes late	Hangberg, Hout Bay	It was reported to me by the party agents that they had, had an issue with the bar code scanner at the start, which prevented the voting station opening on time.	Scanners need to be thoroughly checked, and personnel fully trained before voting starts.
8.	Polling Process	Inefficient process	Hangberg, Hout Bay	The hall was set up with the two lines of tables doing the voters roll lookup, the thumb marking, and the ballot sheet issue, and the voters were being split based on their surname with A-L directed to one row and M-Z directed to another. At one stage, there was a backlog on the one queue and nobody in the other queue.	There should be one station with a voters' roll, even if the voters' roll is split, so the multiple processing lines could be load balanced, leading to more efficient processing. The voters' roll could also be marked more effectively, like a dictionary with the range of surnames on a page in big bold letters at the top.
9.	Polling Process	Person without the proper authority	Library, Hout Bay	The DA ward councillor candidate voted at Hangberg when I was there. He then showed up at the library, and was allowed in to engage with the Presiding Officer about an	Not sure. I thought it inappropriate that he could come into a voting station after already



				issue, but he had no visible credentials. And when I asked the Presiding Officer about this, he indicated that he had been a party agent the day before. But there was another DA party agent present.	having voted, but the party agent explanation might suffice.
10	Polling Process	Ballot paper issue to voters	Library, Hout Bay	The DA complained to the PO that a voter had reported getting only one ballot paper. Later, another lady complained that she had only been given the white ballot sheet. In both cases the PO ruled that they would not be able to get another sheet and cast the vote they claimed they had not cast. It should be noted that, in the case of the second lady, the staff member at the ballot boxes indicated that she had, in fact, deposited both white and yellow sheets.	I think the PO ruled correctly, but it is a concern that this issue came up twice in the short time that I was there.
11	Environment	Late opening of Voting Station	Khayelitsha 97141866	This Voting Station accommodated 4 substations and had voters queuing outside a closed station. The reason given was that the SAPS arrived late to escort the ballot boxes from Mitchells Plain Control Centre.	Dry runs should be conducted with all roll-players to ensure that the election process is conducted within the legal framework including Voting Stations opening on time.
12	Environment	Late closing of Voting Station	Khayelitsha 97141866	The Voting Station closed at 19:48 The Presiding Officer said that the Party Agents insisted that the Voting Station be kept open for longer because it opened later. There were no queues and only a few people trickled in. Party Agents could have applied undue pressure on the Presiding Officer.	There should be consistent application of the law. Presiding officers should be trained to deal with unforeseen circumstances (trouble-shooting exercises).
13	Environment	Unnecessary bottlenecks causing frustration and agitation –	Khayelitsha 97141866	The Voting Station accommodated 4 substations based on alphabetical separation. Initially there was no ushering of voters to direct them to the correct sub-station. This led to voters standing in long queues only to be directed to another long queue when they were in the wrong queue.	The Presiding Officer, Deputy Presiding Officer have to engage in problem-solving. This should be part of their training.



		potential violence.		This led to heightened anger and frustration. The Presiding Officer, Deputy Presiding Officer and Area Manager were at a loss for a solution to the growing frustration. The SAPS were concerned that violence may erupt			
14	Environment	No wheelchair access	Leonsdale Elsies River  Tafelsig Primary School  Khaelitsha 97142362				
15	Polling Process	Ballot boxes closed incorrectly	Khayelitsha 97141866	The Presiding Officer didn't seem to notice that the ballot boxes were sealed incorrectly even when it was pointed out to them. This potentially could allow for the box to be tampered with.			The problem didn't appear to be deliberate. Proper training could correct this problem as well as QUALITY ASSURANCE by the Area Manager.
16	Polling Process	Ballot boxes were unsealed.	Khayelitsha 97141866	The ballot boxes were unsealed and only sealed before counting began. The boxes were sealed in the presence of all the party agents. No tampering was suspected.			Training, training, training.
17.	Environment	Political campaigning / influence	Century City Club Ward 19100055 Voting district 97120548	Venue was suitable and had an entrance & exit point for ease of flow. PO displayed and expressed being overwhelmed. Was asking for help and	DA set up within the perimeter, with posters. at entrance of voting station	<b>Action Taken:</b> PO was prompted to the infringement and then asked Law enforcement to assist in marking the perimeter. A 2 <sup>nd</sup> visit to station confirmed that it was rectified <b>Recommendation:</b> Law enforcement with Area	



				<p>advice on every aspect</p> <p>Rated 3 – <b>Average</b>          Many incidents or irregularities were observed that had no significant effect on the integrity of the process</p>		<p>Managers to set up as part of logistics</p>
	Before Opening	Organisation of station			<p>At 7:20 DA Party Agent instructing PO as to set up required and was putting the ballot boxes together.</p> <p>No table had been set up for address harvesting</p>	<p><b>Action Taken</b>          “Thought out loud” the inappropriateness. DA then asked me not to report it. So she knew she was wrong          On 2<sup>nd</sup> visit – the table was in place  <b>Recommendation:</b>          Political parties should receive hefty fines</p>



	Poling Process	<p>Unauthorised person in polling station</p> <p>Complaint from voter &amp; part agent</p>			<p>The care taker of the building / club insisted in standing at the kiosk / bar area inside the poling station, Concern for his stock</p> <p>Voter complained about DA's poster at door (was before DA table was moved.</p> <p>Party Agent complained that DA Party Agent wouldn't include her / explain her activities with the ballot boxes</p>	<p><b>Action Taken:</b></p> <p>Care taker asked Law Enforcement to provide an officer to stand in.</p> <p>Party Agent was reminded of the rules</p> <p><b>Recommendation:</b> Venues to be carefully selected and legalities explained to venue owners Political parties should receive hefty fines</p>
18.	Polling Process	<p>ID books not checked against holder of ID. Anyone can vote on behalf of another in the area</p>	<p>Moth Memorial Hall Ward 19100055 Voting station 97120032</p>	<p>Venue was fairly suitable but only one entrance point which was not suitable for ease of flow.</p> <p>Rated 2 – <b>Poor</b> = incidents or irregularities were observed that could have significantly affect the integrity of the process</p>	<p><b>(SEE VIDEO)</b></p> <p>After ID was scanned to check for VD. Voters were directed to rows of chairs to wait at, An IEC official then collected 4 – 5 ID's at a time and took it to the officials to mark off the ballot roll, then ID's were return to voters and then directed to continue the process. One voter even left an ID behind</p>	<p><b>Action Taken:</b></p> <p>NONE. PO said that Area Manger approved it and the official won't change process as requested by PO PO said due to registration slip showing station he will accept passport as identification document</p> <p><b>Recommendation:</b></p> <p>The importance of identifying voters against their ID's has to be reinforced in the training</p>



		Passport used for Voting			Voter had slip showing that she registered there. She did indicate that she will ask her husband to take them back to collect ID, Because they were elderly , the PO authorised	Area Manger to be reminded that they are only responsible for getting the materials to the stations and that they PO are in charge of set up and process
19.	Polling Process	Communication of scanning result	Martin Adams Hall Ward 19100055 Voting district 97120010	Large spacious hall  Rated 4 – <b>Good</b> A few incidents or irregularities were observed that had no significant effect on the integrity of the process	A very upset and rude voter demanded to lodge a complaint because the official who scanned her ID at the outside gate of the venue, then did not read the result and just handed over the slip to wait in the queue On getting to the voters roll table, it was pointed out that the slip reads “ not registered to vote” Says she was 2 hours in a 20 min queue	<b>Action Taken:</b> Voter given sms number to check to see where she is registered because she insisted she is  <b>Recommendation:</b> During training emphasize the actions and why it is important
20.	Polling Process	Conduct od Party Agents	Milnerton Baptist Church Ward 19100055 Voting district 97120043	Large spacious hall but only one door used for entrance & exit  Rated 4 – <b>Good</b> A few incidents or irregularities were	The DA Part Agents positioned themselves in between each table that was part of the process. ( in other VD an area is allocated for agents) . When a voter asked a question from the PO they	<b>Action Taken:</b> After I alluded that this was not ideal, then the PO moved to end of the process, The Area manager then arrived and didn't agree, The PO won in the end,

		Address harvesting		observed that had no significant effect on the integrity of the process	insisted in knowing what the question was  This was set up at same table as the voters roll and was completed before voting	<b>Recommendation:</b> Area Manger to be reminded that they are only responsible for getting the materials to the stations and that they PO are in charge of set up and process
21.	Polling Process	Scanner details vs voters roll	Woodbridge Primary School Ward 19100055 Voting district 97120054	Large spacious hall with 2 doors but only 1 used for entrance & exit.  Rated 4 – <b>Good</b> A few incidents or irregularities were observed that had no significant effect on the integrity of the process	ID scan slip shows that VD is correct but still not found on voters roll.	<b>Action Taken:</b> Was still allowed to vote?  <b>Recommendation:</b>
22.	Polling Process	Voter frustration / confusion	Milnerton Primary School Ward 19100055 Voting district 97120076	Large spacious hall with 2 doors but only 1 used for entrance & exit. 3 Split ballot roll ( didn't get 2 <sup>nd</sup> door key from caretaker)  Rated 4 – <b>Good</b>	Poor signage or directions from staff as to the queuing system, had a 3 way split ballot roll	<b>Action Taken:</b> I kept on directing voters to officials to get assistance, <b>Recommendation</b> Standard directional signage and substation clear signs re alphabet



				A few incidents or irregularities were observed that had no significant effect on the integrity of the process		
23.	Environment	Voter Influence	Milnerton High School Ward 1910004 Voting district 97120087	A very large school with a potential large hall, but the voting took place in 3 small classrooms?  Rated 3 – <b>Average</b> Many incidents or irregularities were observed that had no significant effect on the integrity of the process	DA Member seated outside of perimeter puts on DA t-shirt and then walks up and down the queues inside the station when Official appear he pretend he is part of the waiting queue	<b>Action Taken:</b> I alerted PO who instructed the DA member to take off the shirt or stay outside the gate  <b>Recommendation</b>
	Before Opening	Very poor signage			3 sub stations were set up to indicate how the voters role was split, but signage was put on the ground , Due to queues in front it can't be seen	<b>Action Taken:</b> None could be taken, nothing to affix it on the walls <b>Recommendation</b> Standard Directional signage & for sub stations required
	Polling Process	Breakdown of communication. Irate voters			Scanning is done 500mtres away from the classrooms, and around a corner, Officials are not	<b>Action Taken:</b> I kept on directing voters to officials to get assistance, <b>Recommendation</b>



					telling votes which queue of 3 they should be in	Standard directional signage and substation clear signs re alphabet
	Accessibility	steps			The elderly & wheel chairs struggled to get into the classroom because of steps and narrow doors	<b>Action Taken:</b> Other voters help down the step <b>Recommendation</b> Main hall should be used or small ramps to be supplied
24.			Summer Greens Community Centre Ward 1910004 Voting district 97120098	Large spacious hall with an entrance & exit. It allowed for a split ballot roll and ease of flow  Rated 5 – <b>Very Good</b> = no incidents or irregularities were observed		<b>Action Taken:</b>  <b>Recommendation:</b>
25.	Environment	Political campaigning / influence	Sinenjongo High School Ward 19100004 Voting district 97120391	Venue consists of 3 containers. Fairly well signed inside station, No signage outside of venue.  Rated 3 – <b>Average</b>	DA, ANC & EFF tables right in front of gate with full activity. DA – music & balloons transporting people to voting station, EFF Membership Drive, ANC has ballot role and	<b>Action Taken:</b> none  <b>Recommendation:</b>



				Many incidents or irregularities were observed that had no significant effect on the integrity of the process	checks the names off just before voters go into station	
	Polling Process	Safety of damaged / cancelled ballot papers			In 5 minutes saw 6 cancelled ballots thrown on floor behind a chair	<b>Action Taken:</b> I was told that they will sort them out at the end of the day <b>Recommendation:</b> Special boxes for this?
	Accessibility	Narrow doors and stairs , Not wheel chair friendly at all			Steep ladder type of steps	<b>Action Taken:</b> None <b>Recommendation:</b> Choose other venue or have ground level containers
26.	Before Opening	The secrecy of the voters ballot compromised	Bothasig Community Hall Ward 19100005 Voting district 97140034	Large spacious hall with an entrance & exit. It allowed for a split ballot roll and ease of flow  Rated 5 – <b>Very Good</b> = no incidents or irregularities were observed	The open end of the voting booths were open to the public who are waiting to vote and are going through the process	<b>Action Taken:</b> The booths were turn around and made private  <b>Recommendation:</b> During training emphasize on following the recommend layouts
27.			Acacia Park Bowling Club Ward 19100056	spacious venue for the number of registered voters		<b>Action Taken:</b>  <b>Recommendation:</b>



			Voting district 97093299	Rated 5 – <b>Very Good</b> = no incidents or irregularities were observed		
28.			Maitland Town Hall Ward 19100056 Voting district 97090588	<p>Large spacious hall with an entrance &amp; exit. It allowed for a split ballot roll and ease of flow Excellent directional signage in the hall</p> <p>Best attentive Law Enforcement , I even had to sign their register</p> <p>Rated 5 – <b>Very Good</b> = no incidents or irregularities were observed</p>		<p><b>Action Taken:</b></p> <p><b>Recommendation:</b></p>
29.			Factreton Community Centre Ward 19100056 Voting district 97090623	<p>Large spacious hall 2 doors used for entrance &amp; exit. Split ballot role</p> <p>Rated 5 – <b>Very Good</b> = no incidents</p>		



				or irregularities were observed	
30	Environment	Party Individuals encroaching on the voting boundary trying to influence the way people vote.	Laerskool Danie Malan: VD 32952359	At the Laerskool Danie Malan voting station in Ward 79900002, there was a DA table right at the entrance to the hall, within the IEC boundary. My concern though was that the DA supporters were actually standing in the gate, engaging with voters as they arrived and writing down their names and telephone numbers. Another concern was that the IEC had not put up their demarcation tape to identify their boundary. Although the PO put it up afterwards, the DA still refused to leave and SAPS backup was called to forcibly remove them to beyond the boundary line. Their argument was that there were no boundary lines when they arrived in the morning. SAPS argument was that there were lines now and that they had to move.	Verbal sanction required and PO's to ensure that all logistics are attended to before commencement of voting.
31	Polling Process	ID Documents checked	Laerskool Danie Malan: VD 32952359	One voter used a certified copy of his ID and a SAPS affidavit. He was on the voters roll.  A couple went together into the same voting booth. Both voted.	PO was called over and allowed this voter to proceed.  PO's response was that it was in order because they are married.
32	Before Opening	The voting station opened 30 mins late  There were supposed to be 4	Pretoria Noord Stadsaal VD 32951662  VD32951662	No reason given but quite chaotic inside with everyone running around and PO throwing her hands in the air saying nobody listens to her. By then there was already a voter queue of approx. 500m outside.  For some unexplained reason the PO decided to have only two.	Clear instructions and allocation of roles to be communicated beforehand.  PO's should stick to the brief and follow laid-down procedures.



		sub-stations at this VD  The secrecy of the voters' ballot could have been compromised	Pta North Stadsaal VD 32951662	The booths are set up in a semi-circle, in such a way that people can walk behind the person voting.	It would be better to set up the booths against a wall, so that nobody can walk behind the person voting. This also prevents the voter, who has finished voting, from walking around behind the next voter, who is still voting.
33	Polling Process	Voters not on the voter's roll  Inefficient process	Pta North Stadsaal VD 32951662  VD32951662	In the two hours that I was at the Pta North Stadsaal voting station there were 6 people who arrived to vote and found that they were not on the voter's roll. There seems to be different issues, including voters not registered at that voting station, others who had been voting there previously but now suddenly not appearing on the roll and two people whose surnames both started with "V" not on the roll. The officials' roll ended at "Q" and not explanation could be given what happened to the rest of the alphabet. This caused a huge bottle-neck at the voters roll table.  The hall was set up with the two lines of tables doing the voters roll lookup, the thumb marking, and the ballot sheet issue, and the voters were being split based on their surname with A-L directed to one row and M-Z directed to another. At one stage, there was a backlog on the one queue and nobody in the other queue.	The person who scans the ID in the queue should be trained and authorised to advise people that they are in the wrong place and direct them to the correct place, so they don't spend all the time in the queue before finding out that they are in the wrong place. Also more training should be given especially to the younger officials who were very confused and appeared to not really know how the process is supposed to work. Some were struggling to follow the alphabet.  There should be one station with a voters' roll, even if the voters'



					roll is split, so the multiple processing lines could be load balanced, leading to more efficient processing. The voters' roll could also be marked more effectively, like a dictionary with the range of surnames on a page in big bold letters at the top.
34	Polling Process	Scanning machines faulty	Pta North Stadsaal VD 32951662	This voting station in ward 79900002 had the largest number of voters on the roll (5549) and had long queues the entire day. I went there 3 times (early morning, mid-day and before closing) They had to get 3 scanning machine replacements from Pretoria central, (PO got into her car and went to fetch) which resulted in the continuous long queues and unnecessary tension amongst voters. During my stint 6 people left.	These logistical issues need to be sorted out beforehand. Equipment need to be thoroughly checked prior to opening, even the day before perhaps and a drill done.
35	Polling Process	Address station in the wrong place.	Library Pta North VD 32951831	The address station was right at the entrance to the voting station, and therefore the first stop for voters before anything related to the actual vote. This caused some frustration with voters, because the process of providing an address took some time. They also seemed to have the	The address station must be the last station, just before the exit and the voters should be advised that providing the address at that time is not a mandatory part of the voting process



				impression that it was mandatory to provide the address if they wanted to vote.	
36	Polling Process	Person without the proper authority	Library Pta North VD 32951831	When I arrived there, a DA member was inside the library having an altercation with an IEC official about a ballot box whose lid was not closing properly, but she had no visible credentials. There was already a DA party agent present, not raising any concern about the gaping ballot box lid. The PO was at the other end of the room. When I asked the Presiding Officer about this, he indicated that “these people just want to cause trouble and throw their weight around”. I asked whether she had any credentials to be inside, and he then asked her to leave. Shortly after that an ANC member also came inside and praised the PO for telling the DA member to leave. But he had no right to be inside either, as there were already ANC party agents inside. After a lengthy conversation with the Presiding Officer, he left.	It seemed as if party members were just allowed to walk in and out of the voting station here. Not appropriate.
37	Polling Process	Complaints lodged during process	Library Pta North VD 32951831	Voters were complaining about the ballot box with the lid gaping and one voter was quite loud, saying he will go outside and tell everyone not to vote because the box is “open”. The PO was not willing to engage with the voter and then he came over to me. Told him I was just an observer but walked with him to the PO. This prompted the PO to get the voter to lodge a formal complaint.	Suggestion was made that PO should tape the lid down and get all the party agents present to witness the tape going down. It must be noted that the party agents were really not concerned about the gaping lid, as there were no visible signs that ballot papers could be accessed.



38	Polling Process	Ballot papers issued to voters.	Kleine Einstein Kleuterskool VD 32960819	IEC official was carelessly tearing off the ballot papers (due to being rushed because of queues) which left a corner of the ballot paper on the pad. Party agent raised the issue, as he was worried that paper might be considered spoilt.	PO was called over and said it was in order, as it was just the corner that was torn off and there was no printing on that corner. Accepted by party agent.
39	Environment		Greenhaven; Belgravia; Rondebosch Lansdowne Blomvlei Hanover Park Civic Thornton Rd Primary Penlyn	The process was very smooth and a very orderly process flowed. Hanover Park Civic; Blomvlei very vibrant with party stands lively many supporters were transported to venues.	
40		Long Queues	Savio Lansdowne Rylands High Rylands Primary York Road Lansdowne Bellmore Hanover Park	The queues were very long.	Perhaps more stations at the location could assist to avoid the long queues people were subjected to.
41		Proper training for officials. Signage at entrance More scanners for big venues	Ward 48 College of Cape Town Starling Primary	Bit of chaos as the voting station opened twenty minutes late. People queued since 5 am. Two stations were operational at the venue yet no signage at the entrance. Community was furious.	Better entrance of directive signage. Staff also was not well trained. They very moaning to each other about them not being trained. Once started process was fine. The biggest negative is that



					community complained that this is always the case at this station at election time. Etiquette should be introduced in the training as no officials came to make apologise to the people.
42		Ramps for disabled. Bigger space	Starling Primary	The venue is very cramped with a high amount of disabled people coming to vote. No ramps movement space inside class room too small with voting boxes space too narrow for wheel chairs to turn.	Perhaps the classrooms are not the best places to set up voting for disabled persons.
43	Before Opening	The voting station opened 20 minutes late	College of Cape Town	Scanner issue also only one on site with two stations	More scanners
44	Counting observation process	Counting Discrepancy.  Area Manager Disrespectful	Penlyn	The process took very long to sort votes. Discrepancies in counting and recounts were done. The error was found by part agents checked back when the counting officials was changed and a miscount took place. The presiding offer at the time had conferred to inform party agents of the miscount. This was overlooked at the count level but the presiding offer made them aware and the error was sorted.  Party Agents complained about the rude behaviour of the area manager to the IEC VD staff. This was witnessed as he conducted training for at least 20 minutes when fetching counter	The process could have been simplified if two boxes was use for the two different paper to save time at the end.  People skills need to be taught to area manager when addressing staff.  Food even coffee should be provided to IEC staff and party agents at this phase. Staff were really tired as counting only concluded after 12pm. The Human Factor needs to be considered.



45	Party Agents/			To small party present no training was given for there role	Citizen training must be done by the IEC, the process should form part of the curriculum and continues training.
46	Support to Elderly			The elderly need assistance in indicating the choice.	An information desk needs to be set up so that the elderly could understand the boxes.
47	Environment	There is no IEC staff allocated solely to help old people, people in wheel chair, and people with special needs, at entrance.	In General	When we were at Timor Hall (Plumstead) an old lady arrived who had a walking difficulty. An IEC PO was alerted to help her. I felt that the PO needs to focus on the voting process inside the voting station. In another station (Muizenberg High School), DA had a gazebo right at the entrance of the school, so it was a DA volunteer and Police officer who were helping out those people. I felt it should not be a politically affiliated person to help voters. At another station, a young lady came to complain that she wanted to drive her ailing mother close to the school hall. When she spoke to the PO, the PO refused.	A few IEC staff/volunteers should be allocated to welcome the voters at the entrance of the premise (School, hall etc). The staff needs to be able to pay attention to look at the length of the queue and be on look out for voters arriving who might need a help.
48	Environment and Polling process	The venue was not accssible to people in wheelchair	Muizenberg High School, Diep River Westcott Primary	While we were there (in 15 mintues), 2 people in wheelchair came to vote. They had to be led to the back door. The gentle man in wheelchair was lifted up the steps. The lady in a motorised wheelchair had to vote outside with party agents as witness. She complained that it is the third time that the IEC promised that they would make a ramp before the election but did not.	It is better not to promise something you cannot deliver (same as politicians). On the other hand, it will be helpful if they can come up with a solution.
49	Polling Process	The finger inking came after they were given ballot paper	Muizenberg High School	There were 5 separate voting stations in the hall, which was well-managed. But one of the line got mixed up between the person who was giving ballot paper and the person who was inking the finger.	The PO needs to be aware and check regularly.



50	Polling Process	A person sitting in the polling process were not wearing IEC Tshirt.	Lotus River VD97130897, Masiphumelele Ukanyo Primary	There was a person who was helping out at table but was not wearing the IEC t-shirt. She said there were not enough t shirt for everyone. At least one of them had a sticker but the one at Lotus River did not have sticker.	There should be enough T-shirts for each voting station. If not, they should have a sticker.
51	Polling Process	Inefficient process	Muizenberg High, Lotus River, Masiphumelele	Inside the hall seems to a few processing lines and not all busy but there was a long queue outside. It seems that there is not enough scanning machine to let voters go inside. It was too slow.	Is it possible for the busy station to have 3 machines?
52	Polling Process	Persons without proper authority	Du Noon Ward 1910104	At both 97120515, and 97120481, there were party agents inside the voting stations that were not marked as such, apparently due to them having run out of stickers. At 97120593 the person stationed at the ballot box, did not have a work contract with the IEC, the PO immediately made me aware of this, but said she had no choice but to let her work regardless.	
53	Polling process	Inking of left thumb	Hout Bay Oranjekloof	At Hout Bay library an Oranjekloof Moravian school the process flow was changed so that voters got ballots before their thumbs were inked, this resulted in hout bay library, that a few voters almost got to cast their ballots without having their fingers inked and had to be called back by officials.	
54	Environment	Campaigning by parties	Hout Bay Llandudno	While complying technically with the guidelines as laid out by the IEC, I found the DA stand right at the entrance to the voting station Llandudno primary school a little imposing, as all voter virtually had to get through it.	
55	Polling Process	Voter not allowed to vote	Hout Bay Christian Community Association	One person got denied to vote at hout bay christian community association, allegedly because there was a difference of one letter of how her name was spelt on her ID and the voters roll	

56	Closing Process	Vote counting	Parklands Ward 1910107	<p>Process of voting worked very efficiently. Vote counting all in all worked well. But there were some small interruptions. Despite no one being allowed in and out, people delivered food and for the police stationed at the voting station.</p> <p>One of the ACDP party representatives kept on touching ballots and was repeatedly reprimanded by both the PO and other Party agents.</p> <p>All numbers were reconciled properly during the counting, there was a mistake of 13 with the PR vote so they were recounted, and then incorrectly added up (3 cancelled votes were not deducted twice) but at the end of the PR count it was realized that there actually was a counting mistake of 3 (due to the 3 cancelled votes). Instead of counting all PR ballots a third time, all parties agreed only to count all parties except the DA and deduct them from the total vote with the assumption that all other numbers matched so this one would probably match as well, and that the previous count was merely an error by 3.</p> <p>One ACDP party agent just left the voting station after counting of the ward ballots was completed before the PR counting was completed, this was only noticed by other party agents and the PO a few minutes after he had left and he could not be found anymore.</p>	
57	Polling Process	Voting without ID	Ward 57 Alpha School	<p>I witnessed a voter being allowed to vote with his passport at the Alpha School. The voter spoke to the Presiding Officer and explained that he had driven for 6 hours from Knysna to vote but had had his ID stolen. The Presiding officer instructed staff to find name on voters roll and issue a ballot. I believe this was irregular.</p>	



58	Before opening	Missing documents	Ward 57 Alpha School	The Alpha School was missing the Ward Map and had to have it replaced on the morning of 3rd August. The voting station opened late with a reported delay of half an hour due to the missing document.	
59	Polling process	Space too small	Ward 57 Alpha School	However Alpha School voting station was far too small for a busy ward. It was a tiny classroom with only one entrance and with all the IEC staff it was cramped and chaotic with little room for Party Voting Agents or Observers. Much furniture and school supplies had been left in the room. Staff could not move around easily, the Presiding Officer was squashed in the corner of room behind a table with little movement possible, and if any conflict or issues had erupted, there was no room to deal as the narrow passage outside the room was for most of the day crammed with the voter queue. This was clearly uncomfortable for staff and voters which may have found the crowding anxiety provoking and uncomfortable.	
60	Polling process		Ward 57 Alpha School	At Alpha School ballot papers were being stamped in large numbers before voters reached the table with insufficient space to manage the overflow. Ballot papers were falling on the floor and it appeared that insufficient attention was being given to ensuring that each voter received the correct ballot papers.	
61	Polling process	Persons without proper authorisation	Ward 57 Black Pool Sports Center	The local Salt River Community Neighbourhood Watch, up to 10 persons at the time, were present in the Voting precinct. They were not accredited to the IEC and viewed their role as assisting the Police in security. They were not interfering with the process however not being accredited to be part of the IEC process and having simply "being	



				working with the Police" could potentially have led to objections by voters or party voting agents.	
62	Closing process	Police not properly briefed	Ward 57 Alpha School	A Policeman approached me asking details at closing and what was going to happen during the count and after. I found it concerning that the Presiding Officer had not developed a working relationship with these 3 Police that had been there all day, that the Police felt so excluded from the process and that they were not clear on their duties for the rest of the night.	
63	Closing process	Presiding officer inexperienced / not skilled	Ward 57 Alpha School	Early on, the Party Agents realized that the set up for counting was wholly inadequate and found extra tables so as to set up and accommodate the ballot piles. It was clear that the Party Voting Agents had more experience and organizational skills than the Presiding Officer and played an important role in assisting the process while not interfering with process itself. These ANC and DA agents worked closely together to ensure the process was free and fair and assisted in ways that would have no biased influence on the outcome or interfered with Presiding Officer's duties.	
64	Closing process	Presiding officer inexperienced / not skilled	Ward 57 Alpha School	There were objections during the counting. IEC staff were looking for and rejecting all ballots if the x went slightly over the box or if the voter used a tick even though it was a very clear indication which Party or candidate the voter had chosen. Most of these votes were where voters had made a very large x. After a significant pile of these accumulated, the Presiding Officer was approached by all 3 different Party Voting Agents and shown the relevant legislation as well as the IEC spoilt ballot indicator charts. The Presiding Officer stated that she "wanted everyone to be happy" and allowed the votes to be included. It is concerning that these votes	

				would have been discarded if the Party Agents had not been present. These were all DA votes and an EFF vote and the ANC Party Agent clearly supported the DA Party Agent on this matter. No EFF Party Agent was present.	
65	Disability Access	Disability Access	Ward 57 & Ward 77 Alpha School Zonnebloem Nest Rhodes High Blackpool Sports Centre Thandokhulu High School Hillcrest Primary School Schotze Kloof Civic Centre Jan van Riebeeck High School Good Hope Seminary Junior School Nazareth House	Only one of the eleven voting stations visited appeared to be disability friendly. Mostly the chosen venue presented physical barriers and attitudinal barriers of PO who when asked about disability challenges, replied that "they must get a special vote" and inferred that people with disabilities are not their concern because of accommodations of the special vote. All Presiding Officers recognized the shortcomings of the UBT system but had it available if needed. I noted no IEC staff with visible disabilities working or any observers with disabilities.	Venues are selected that are disability accessible Disability parking and drop off are reserved and clearly indicated Voting venues are sufficiently big enough and do not become too crowded and noisy so that the hearing impaired can hear instructions and increased anxiety is not experienced by voters with psychosocial impairments Information at the voting station should be more accessible. Posters explaining the process should be "easy read" using pictures and large print for that cannot read and the visually impaired. Braille explanations of process should be available. Information should clearly indicate that assistance can be requested from Presiding Officer. All IEC staff, especially Presiding Officers, should receive training regarding disability issues.

66	Disability Access	Disability Access	VS 97090702 Independent Church	Set up according to EMB. The venue not really conducive to people in wheelchairs - they could access the venue, but with difficulty in the sense that the entrance is not that easily accessible. The PO was extremely busy assisting voters who were physically challenged.	
67	Polling process	Party agents influencing	VS 97090702 Independent Church	Party agents were requested to leave as they had a list of voters names and were milling around one or two voters.	
68	Polling process	Unauthorised people approaching voting booth	VS 97090702 Independent Church	At one point two people approached the ballot boxes with a parent or other to assist them. This was brought to the attention of the PO and she immediately approached the IEC official who directed the people to the ballot boxes and instructed him to call her at all times and not to allow others to approach the boxes with voters.	
69	Before Opening	Venue setup confusing	VS 97090825 College of Cape Town	There was a large voter registration and hence the venues were split into three. The problem was that voters did not know about the three venues until after the scanning and found themselves walking from one venue to the next. As a result of the split, the PO was running around from one venue to the other. He wasn't identifiable as he had to hand over his sweater to a person who came in to assist at the last minute.	This could have been alleviated right at the beginning and told a - g use venue 1 and h - m - venue 2.
70	Before opening	Venue setup poor	VS 97090139 Gugulethu Sports Centre	Poorly organised. Only two tables set up for the whole process. PO and DPO were helping with the folding and stamping of the ballot papers and also the inking and the updating of addresses. Bottle-neck at the voters roll with voters complaining of having to stand in the queue for 2 hours and longer. They were frustrated.	



71	Polling process	Party agents close to ballot boxes	VS 97090139 Gugulethu Sports Centre	Party agents were found sitting behind the ballot boxes and were irate when requested to move from there.	
72	Closing process	Objection to count by Party Officer	VS 97130459 Plumstead High School	The counting had to be completed 3 times as they were unable to reconcile the numbers and in the end conceding 4 ballots that were unaccounted for. A party agent registered an Objection as he was not prepared to accept the decision by the Counting Officer to accept certain votes that had the crosses that went over the border of the box slightly. The final decision to close the process was accepted by all agents and myself when the PO asked if we were satisfied that she does so.	



## General Comments

### Kyoko Kimura and Patricia Manshon

Generally, it was very peaceful and relaxed. Masiphumelele had the most jovial energy where different political parties were singing and marching.

Thank you so much to all the IEC staff. You were all working so hard and well. We noticed that no White youth was involved at all the 12 stations we visited in IEC. I felt it was such a lost opportunity for all the youth to work together and learn to appreciate how our democratic process works.

### Pamela Court

What is not on the report ( not sure where to put the info) and that is an overview of the template that was given for the visually impaired,

The general consensus about it is that either they found that the voters can't read braille and those that did said the braille was only the numbers ( as can be seen on the tem[plate,]) and not the parties . You still need someone to read it out.

### Denzil Pedro Smit

I started out the morning doing three stations in Belhar, Excelsior Secondary, Erica Primary and Belhar high....all 3 had a very slow start to it in terms of voter turn out....This gave me ample time to observe and check out setup, layouts and volunteer officials at work. On the whole fairly well. One incident where there was confusion around 1 or 2 ballot boxes but it was cleared up very quickly when somebody mentioned that "Hulle het by die inligting sessie gesê ons kan een of twee het!"

Also at one of these 3 Centres, they did not have a template for the visually impaired...

After that we made our way to Kuilsriver where we first did the NG Kerk, in Van Riebeeck road where I also voted. By this time it was way after 10 and the queues were fairly long. The flow however was smooth once people got inside. Outside there was a bit of a bottle neck and confusion since they had 2 queues with one person with a scanner.....the PO was a bit of a control freak, one of those who NOW had a position of "power" and this led to her being completely territorial and of course losing control over several situations which she could have delegated.....other than that, all good, I voted and then moved on to the next station.....Alta Du Toit, Piet Fransman street, Amandelsig....pure bliss.....with coffee being served to voters, elderly offered seats while they waited, police and others escorting the disabled to the front of the queues etc. They even had parking marshals... This was also a station where 2 volunteers never showed up on the day but were not missed.....

Then went on to the Caravan Park, Van Riebeeck road.....all went well until the area manager saw us....One big venting session.....how there is no support or organisation on the part of the IEC up to "somebody should have thought about the rain....They had to move all 3 their stations under one roof and if you ask me, they did fairly well....but like I said....the fact that he felt unappreciated, under paid and not acknowledged, made him find fault all over....the process however, because of his team, went well....



Thereafter I went to Tuscany High School, Eerste River..... It was about 13:30 and everything was slow and quiet....Party agents fell asleep. Process went well besides the fact that the PO did not know that they had a template for the visually impaired, somewhere.....

After that session I then went to Bluedowns swimming pool. They had a very well set up station....the down side was that the ANC was "announcing, inviting, encouraging" voters to act in their favour over loud hailers....Inside the voting room we had people posing as party agents (ANC) who really had no authority to be there. The ward candidate with body guards, would do her rounds inside and amongst voters ensuring that people know where and how to vote....the PO, because of her nature and maybe ignorant of the fact that she did not have to help all over, missed these "visits" by ANC members....

On the whole, a great experience.

### Jennie Abrahams and Avril Jansen

The VS visited by Jennifer Abrahams and Avril Jansen were on the whole satisfactory, save for the last one i.e. Gugulethu Sports Centre and as set out in the comments above. As OBSERVERS we were well received at all VS. It was only at 1 VS that we were required to present identification, despite the fact that it could not be verified against any document. We found that when we approached a PO about something which we observed, they were very keen to rectify where needed. At Gugulethu, people tended to look on us as a 'lifeline' to the problem they were having, but soon understood that we were only there to observe. People with disabilities were attended to immediately. I'm concerned about those with disabilities and which we don't see - the invisible disability.

We found that because of the demarcation that many problems existed. One cannot put full blame on the IEC as they did request voters to ensure that they were registered. Had the voters verified their registration prior to Elections, this would have eradicated most of the problems insofar as it related to the voters roll and would have ensured a freer flow and movement within the station. Voters would also have discovered then that VS where they previously voted was no longer being utilised as was the case in Alicedale. The IEC deployed an official to re-direct the voters to the Independent Church in Grasmere Street. Personally, they should employ more IEC officials to assist. One cannot work non-stop for 12 hours and give 100% to the job at hand. Alternatively, the officials should move around in the station and not be seated too long at one table. This could help alleviate the problem. Imagine checking an alphabet for 12 hours. Fresh eyes would pick up names quicker.

While this was an exhausting experience, it was a learning experience and we are grateful that we could have been a part of this Election process to witness the process and to be able to give input insofar as it relates to improving our electoral system.