

## CHAPTER 10

### CENTRAL SUPPORT

#### Section 1 – The Joint Co-ordination Centre

10.1 The REO set up a Joint Co-ordination Centre (“JCC”) at AWE, which operated from 7:00 am on the polling day, and ceased operation one hour after all candidates, electors and public had left the polling and counting station. The JCC included representatives of the REO, the Airport Authority of Hong Kong (in view of the venue’s close proximity to the airport), the AWE, TD, Hong Kong Police Force, Fire Services Department (“FSD”), MTR Corporation running the Airport Express Line, and the Long Win and Citybus Companies running bus routes serving AWE.

10.2 Apart from the JCC, various functional units were deployed on the polling day, including the ushering and marshalling team, transportation support and shuttle bus services team, venue security team, venue logistics support team (overseeing seating area for EC members, refreshment areas, candidates’ rooms etc), Information Technology support team, Enquiry Hotline team, Media Relations Unit, administrative support teams at the REO Harbour Centre Office and the Cornwall House Office, as well as polling station logistics support team. There was also an SIC, which was responsible for receiving reports on voter turnout rates from the PRO and reports on complaints from the RO, PRO and the CC. Individual rooms were also provided for the EAC and staff of the CAB, RO, D of J, Hong Kong Police Force, ISD, CAS, AMS and REO.

10.3 Signals of closed-circuit televisions (“CCTVs”) outside the AWE were

transmitted to the JCC for surveillance and security control. As such facilities enabled the JCC to gain first-hand information on happenings outside the venue, the JCC was able to act promptly in response to activities taking place outside the AWE which might affect the smooth conduct of the election.

## **Section 2 – The Complaints Centre**

10.4 Since both the polling station and the counting station were located in AWE, the CC was set up at the AWE (rather than in the REO office as in other major elections) to handle any complaints received. This was to ensure that complaints could be handled more efficiently on-site. It also facilitated efficient communication with the EAC, RO and AROs stationed in the same venue.

10.5 The CC was set up at the polling and counting stations to receive and process election-related complaints from the public who could lodge their complaints by phone, by fax or through the internet. The CC was manned by staff of the Complaints Unit of the EAC Secretariat and operated throughout the polling hours.