

**SOUTHLAND DISTRICT COUNCIL
RESIDENT SATISFACTION SURVEY
APRIL 2019**

RESIDENT SATISFACTION SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES/FACILITIES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

SOUTHLAND DISTRICT COUNCIL

APRIL 2019



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NB: Please note the following explanations for this report:



Figures that are comparably lower than percentages for other respondent types.



Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

Please note that unusual or one-off occurrences, such as climatic events, can affect ratings.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

Icons used in this report made by Freepik from www.flaticon.com

A. SITUATION AND OBJECTIVES

The mission statement for Southland District Council reads ...

"Working together for a better Southland."

Council has engaged a variety of approaches, both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's to conduct its Residents Survey in April 2019.

The survey determines how well Council is performing in terms of specific services / facilities offered and consultation with its residents.

* * * * *

B. RESIDENT SURVEY SPECIFICATIONS

Sample Size

This Resident Satisfaction Survey was conducted with 381 residents of Southland District.

The survey is framed on the basis of the Wards, as the elected representatives are associated with a particular Ward.

Interviewers were spread across the five Wards as follows:

Mararoa / Waimea	96
Waia / Aparima	86
Winton / Wallacetown	102
Waihopai / Toetoes	77
Stewart Island / Rakiura	20
	<u>381</u>

In addition 10 interviews were done with Invercargill residents who are Southland District ratepayers.

Interview Type

Interviewing was conducted mainly by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

Sample Selection

The white pages of the telephone directory were used as the main sample source, with every "xth" number being selected; that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

A door-to-door sample of 40 residents was conducted this year. This was targeted at those aged 18 to 44 as this age group in particular, is increasingly difficult to contact by phone, with 20 in the Winton / Wallacetown Ward and 20 in the Waihopai / Toetoes Ward.

Quota sampling was used to ensure an even balance of male and female respondents.

A target of interviewing 100 residents aged 18 to 44 years was also set.

Households were screened to ensure they fell within the Southland District Council's geographical boundaries.

Respondent Selection

Respondent selection within the household was also randomised, with the eligible person being the man/woman normally resident in the household, aged 18 years or over, who had the next birthday.

Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

Sample Weighting

Weightings were applied to the sample data, to reflect the Ward, gender and age group proportions in the area as determined by Statistics New Zealand 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Southland District. Bases for subsamples are shown in the Appendix.

* Note: 2013 Census figures are based on the Council's structure prior to the August 2013 Local Government commissions representation restructure. In the 2013 Census there were 12 Wards. We have made the following groupings:

Current Wards	2013 Census Wards
Mararoa/Waimea	Te Anau, Five Rivers and Waikaia
Waiau/Aparima	Riverton, Tuatapere and Wallace
Winton/Wallacetown	Winton and Wallacetown
Waihopai/Toetoes	Waihopai, Toetoes and Te Tipua
Stewart Island/Rakiura	Stewart Island/Rakiura

Where we specify a "base", we are referring to the actual number of respondents interviewed.

Survey Dates

All interviews were conducted from Friday 12th April to Friday 19th April 2019.

Comparison Data

Comparison has been made, where applicable, with previous surveys. These surveys were not conducted by NRB.

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group, and not between each socio-economic group and the total.

Where survey results have been compared with previous years, NRB has used the following for comparative purposes, for a sample of 400 residents:

above/below	±7% or more
slightly above/below	±5% to 6%
on par with	±3% to 4%
similar to	±1% to 2%

Margin Of Error

The survey is a quota sample, designed to cover the important variables within the population. Therefore, we are making the assumption that it is appropriate to use the error estimates that would apply to a simple random sample of the population.

The following margins of error are based on a simple random sample. The maximum likely error limits occur when a reported percentage is 50%, but more often than not the reported percentage is different, and margins of error for other reported percentages are shown below. The margin of error approaches 0% as a reported percentage approaches either 100% or 0%.

Margins of error rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and reported percentages are:

Sample Size	Reported Percentage				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	±4%	±4%	±4%	±4%	±3%
450	±4%	±4%	±4%	±4%	±3%
400	±5%	±5%	±5%	±4%	±3%
300	±6%	±6%	±5%	±5%	±3%
200	±7%	±7%	±6%	±6%	±4%

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 381 respondents, at a reported percentage of 50%, is plus or minus 5%.

Response Rate

The response rate for the 2019 Southland District Council Residents Survey was **66%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

Significant Difference

This is a test to determine if the difference in a result between two separate surveys is significant. Significant differences rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and midpoints are:

Sample Size	Midpoint				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	6%	6%	6%	5%	4%
450	7%	7%	6%	6%	4%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 381 respondents is 7%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

Please note that while the Resident Satisfaction Survey report is, of course, available to residents, the Mayor and Councillors, and Council staff, it is not available to research or other companies to use or leverage in any way for commercial purposes.

* * * * *



C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Southland District Council residents, to the services provided for them by their Council and their elected representatives.

The Southland District Council commissioned the Resident Satisfaction Survey as a means of measuring their effectiveness in representing the wishes and the viewpoints of their residents. Understanding residents' opinion and needs will allow Council to be more responsive towards its citizens.

2019 RESULTS

	Overall (including don't know) %
Solid Waste	
Percentage of residents satisfied (very satisfied / satisfied) with ...	
Wheelie bin collection	72
Location of the refuse transfer stations	70
Location of the recycling centres	68
Opening hours of the refuse transfer stations	57
Governance	
Percentage of residents who have confidence (very confident / somewhat confident) in Council decision-making	75
Percentage of residents satisfied (very satisfied / satisfied) that Council decision-making reflects local and District needs	40
Communication	
Percentage of residents satisfied (very satisfied / satisfied) with Council communications	51

2019 RESULTS (EXCLUDING DON'T KNOWS)

	2019 Base %	2019 %
Solid Waste		
Percentage of residents satisfied (very satisfied / satisfied) with ...		
Location of the refuse transfer stations	306	91
Wheelie bin collection	307	90
Location of the recycling centres	295	89
Opening hours of the refuse transfer stations	269	85
Governance		
Percentage of residents who have confidence (very confident / somewhat confident) in Council decision-making	367	78
Percentage of residents satisfied (very satisfied / satisfied) that Council decision-making reflects local and District needs	373	41
Communication		
Percentage of residents satisfied (very satisfied / satisfied) with Council communications	336	61

COMPARISON - RESULTS (EXCLUDING DON'T KNOW)

	Southland 2019		Southland 2017	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
Refuse and Recycling				
Location of refuse transfer stations	91 ↑	10 ↓	84	17
Wheelie bin collection	90 =	10 =	94	5
Location of the recycling centres	89 =	10 =	83	17
Opening hours of refuse stations	85 ↑	15 ↓	75	25

Key: ↑ above/slightly above the 2017 result ↓ below/slightly below the 2017 result = similar/on par to the 2017 result

Note: Results exclude don't know readings

2019 RESULTS BY WARD

	Ward				
	Mararoa/ Waimea %	Waiiau/ Aparima %	Winton/ Wallace- town %	Waihopai/ Toetoes %	Stewart Island/ Rakiura* %
Solid Waste					
Percentage of residents satisfied (very satisfied / satisfied) with ...					
Wheelie bin collection	77	74	74	61	49
Location of the refuse transfer stations	69	69	81	59	100
Location of the recycling centres	73	68	69	61	95
Opening hours of the refuse transfer stations	56	56	63	47	95
Governance					
Percentage of residents who have confidence (very confident / somewhat confident) in Council decision-making	73	76	79	72	80
Percentage of residents satisfied (very satisfied / satisfied) that Council decision-making reflects local and District needs	39	34	43	43	21
Communication					
Percentage of residents satisfied (very satisfied / satisfied) with Council communications	59	58	44	42	62

* caution: small base (N=20)

2019 RESULTS BY AREA - OVERALL

	Area	
	Rural %	Urban %
Solid Waste		
Percentage of residents satisfied (very satisfied / satisfied) with ...		
Wheelie bin collection*	54	(95)
Location of the refuse transfer stations	58	(87)
Location of the recycling centres	60	(80)
Opening hours of the refuse transfer stations	48	(68)
Governance		
Percentage of residents who have confidence (very confident / somewhat confident) in Council decision-making	76	75
Percentage of residents satisfied (very satisfied / satisfied) that Council decision-making reflects local and District needs	37	43
Communication		
Percentage of residents satisfied (very satisfied / satisfied) with Council communications	53	49

* Council provides a wheelie bin service for rubbish and recycling to all properties within particular boundaries, usually townships. The service is available to people in rural areas, en route to townships, where practicable.

2019 RESULTS - BY INVERCARGILL* NON-RESIDENT RATEPAYERS

	Invercargill* Non-resident Ratepayers %
Solid Waste	
Percentage of residents satisfied (very satisfied / satisfied) with ...	
Location of the recycling centres	50
Wheelie bin collection	50
Location of the refuse transfer stations	30
Opening hours of the refuse transfer stations	10
Governance	
Percentage of residents who have confidence (very confident / somewhat confident) in Council decision-making	90
Percentage of residents satisfied (very satisfied / satisfied) that Council decision-making reflects local and District needs	60
Communication	
Percentage of residents satisfied (very satisfied / satisfied) with Council communications	100

* caution: small base N=10

SUMMARY OF EXTERNAL KPI'S AGAINST 2019 RESULTS*

Activity		Target %	2019 Result*
Solid Waste	Percentage of residents satisfied with the location of the refuse transfer stations	80	91
	Percentage of residents satisfied with the wheelie bin collection	90	90
	Percentage of residents satisfied with the location of the recycling centres	80	89
	Percentage of residents satisfied with the transfer station opening hours	80	85
Governance	Percentage of residents who have confidence in Council decision-making	85	78
	Percentage of residents that Council decision-making reflects local and District needs	85	41
Communication	Percentage of residents satisfied with Council communications	50	61

* 2019 results excludes those residents who are unable to comment

REFUSE AND RECYCLING

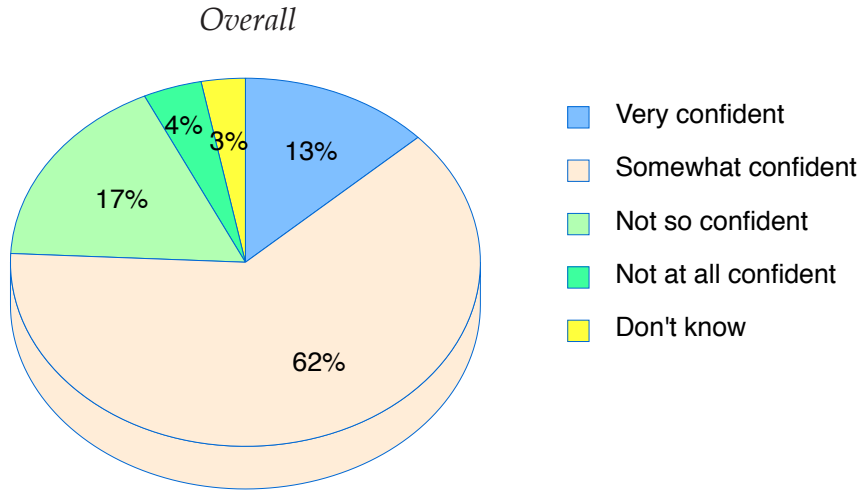
Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Not applicable/ Don't know %
The Wheelie Bin collection [†]	40	32	72	5	3	8	21
The location of the refuse transfer stations	24	46	70	5	3	8	22
The location of the recycling centres	23	45	68	6	2	8	24
The opening hours of the refuse transfer stations [†]	17	40	57	8	2	10	34

[†] does not add to 100% due to rounding

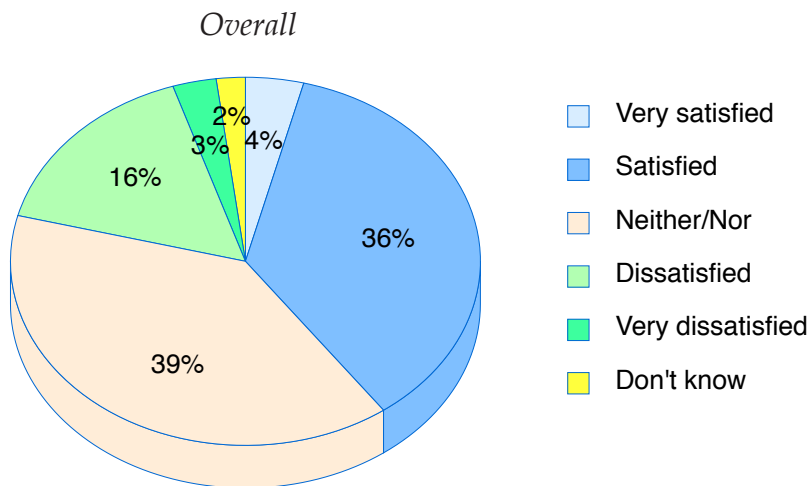
GOVERNANCE

How Confident Are Residents In Council Decision Making



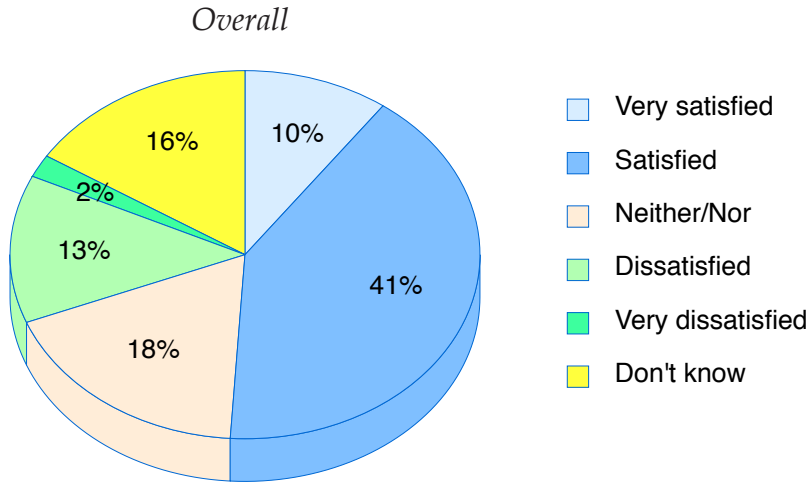
(Does not add to 100% due to rounding)

How Satisfied Are Residents That Council Decision Making Reflects Local And District Needs



COMMUNICATION AND ENGAGEMENT

Satisfaction With Council Communication



* * * * *

D. MAIN FINDINGS

Throughout this Communitrak™ report, comparisons are made with the National Average of Local Authorities and with a Peer Group of similar Local Authorities.

For New Plymouth District Council, this Peer Group of similar Local Authorities are those comprising a provincial city or town(s), together with a rural component.

NRB has defined the **Provincial Peer Group** as those Territorial Authorities where from 66% to 91% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Ashburton District Council
 Gisborne District Council
 Gore District Council
 Grey District Council
 Hastings District Council
 Horowhenua District Council
 Marlborough District Council
 Masterton District Council
 Queenstown Lakes District Council

Rotorua Lakes Council
 South Waikato District Council
 Taupo District Council
 Thames Coromandel District Council
 Timaru District Council
 Waipa District Council
 Whakatāne District Council
 Whangarei District Council

NB: where bases are small (<30) no comparison have been made. For small bases, the estimates of results are not statistically reliable due to the high margin of error. For Stewart Island-Rakiura Ward, where the base is 20, the margin of error is ±21.9%. For Invercargill non-resident ratepayers where the base is 10, the margin of error is ±31%.

The results of these non-resident ratepayers are included in the Ward where their property is located.

2019 Base = 381

2017 Base = 542 telephone, 66 online

2014 Base = 751 telephone

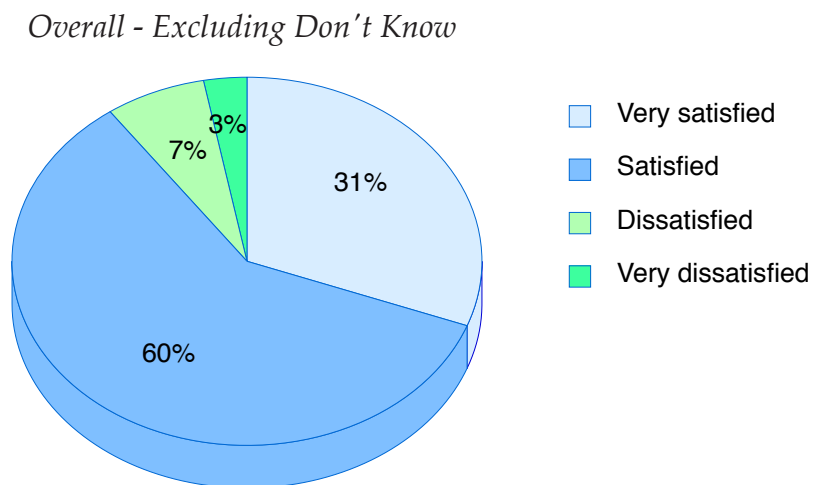
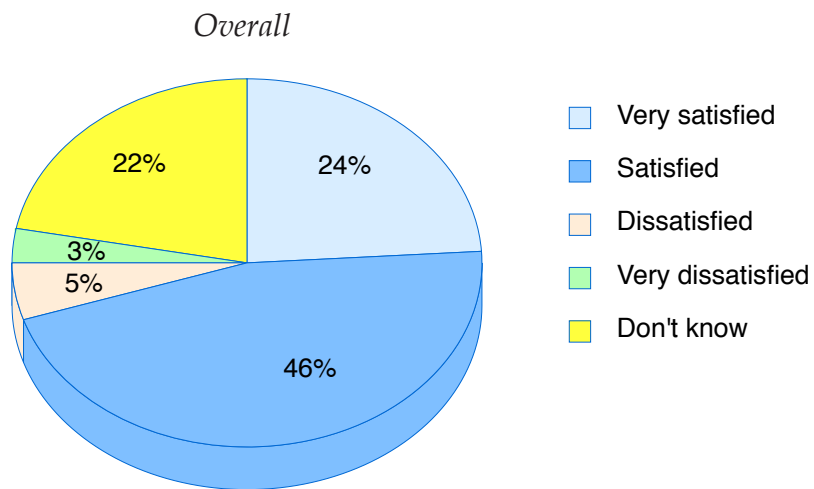
2011 Base = 842 self-completion survey



1. REFUSE AND RECYCLING

A. REFUSE AND RECYCLING

i. The Location Of The Refuse Transfer Stations



Base = 306

Overall, 70% of residents are satisfied with the location of the refuse transfer stations, while 8% are dissatisfied. 22% are unable to comment.

Rural residents are more likely to be dissatisfied, than Urban residents.

Of those residents who are able to comment (excluding the 22% who said 'don't know'), 91% are satisfied (84% in 2017) and 10% are dissatisfied (17% in 2017).

Satisfaction With Location Of Refuse Transfer Stations

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall* 2019	24	46	70	5	3	8	22
Excluding Don't Know							
2019 [†]	31	60	91	7	3	10	-
2017 [†]	33	51	84	11	6	17	-
2014	37	41	78	15	7	22	-
2011 [†]	19	62	81	15	5	20	-
Ward							
Mararoa/Waimea	23	46	69	4	2	6	25
Waiau/Aparima	26	43	69	1	-	1	30
Winton/Wallacetown	24	57	81	6	1	7	12
Waihopai/Toetoes	20	39	59	10	7	17	24
Stewart Island/Rakiura**	61	39	100	-	-	-	-
Area							
Rural	13	45	58	8	4	12	30
Urban	39	48	87	2	-	2	11

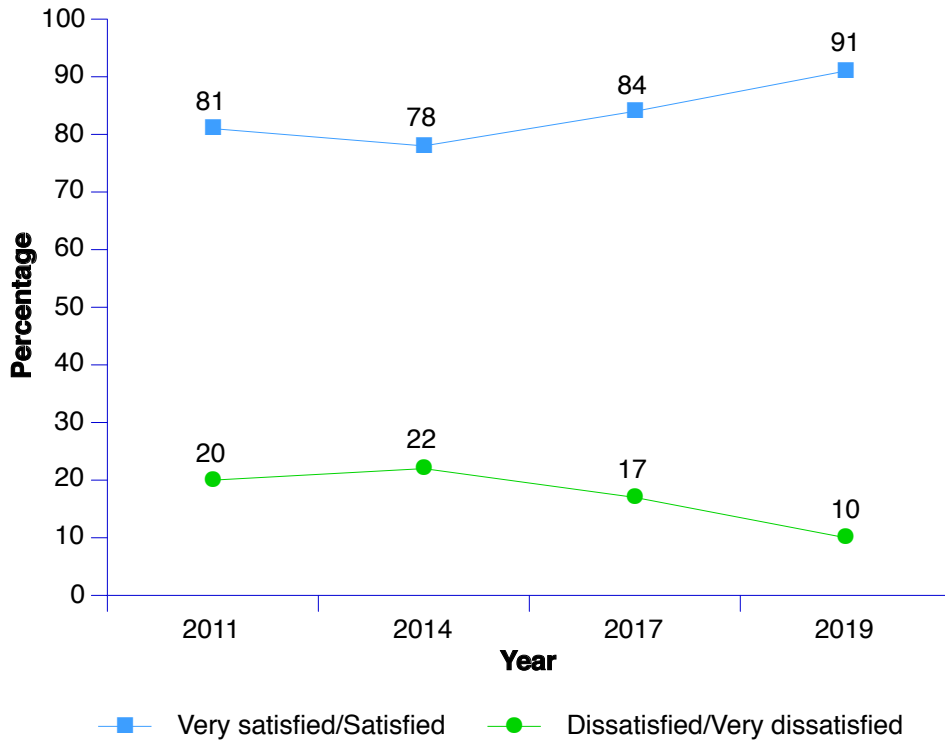
% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

* readings prior to 2019 **exclude** don't know

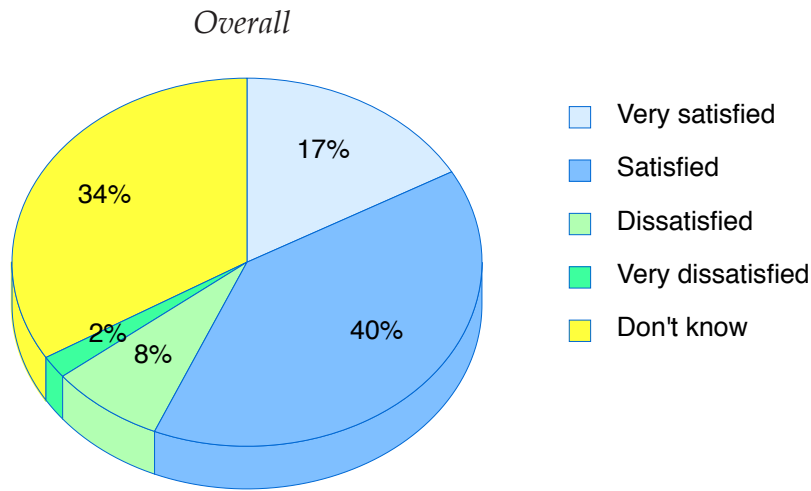
** caution small base

[†] does not add to 100% due to rounding

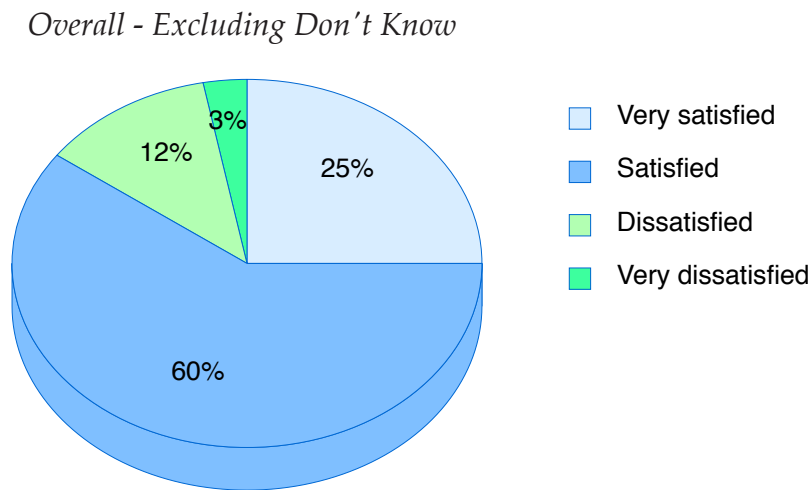
Location Of Refuse Transfer Stations (excluding don't know)



ii. Opening Hours Of The Refuse Transfer Stations



(does not add to 100% due to rounding)



Base = 269

Overall, 57% of residents are satisfied with the opening hours of the refuse transfer station, while 10% are dissatisfied. 34% are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are dissatisfied.

Of those residents who are unable to comment (excluding the 34% who said don't know), 85% are satisfied (75% in 2017) and 15% dissatisfied (25% in 2017).

Satisfaction With The Opening Hours Of The Refuse Transfer Stations

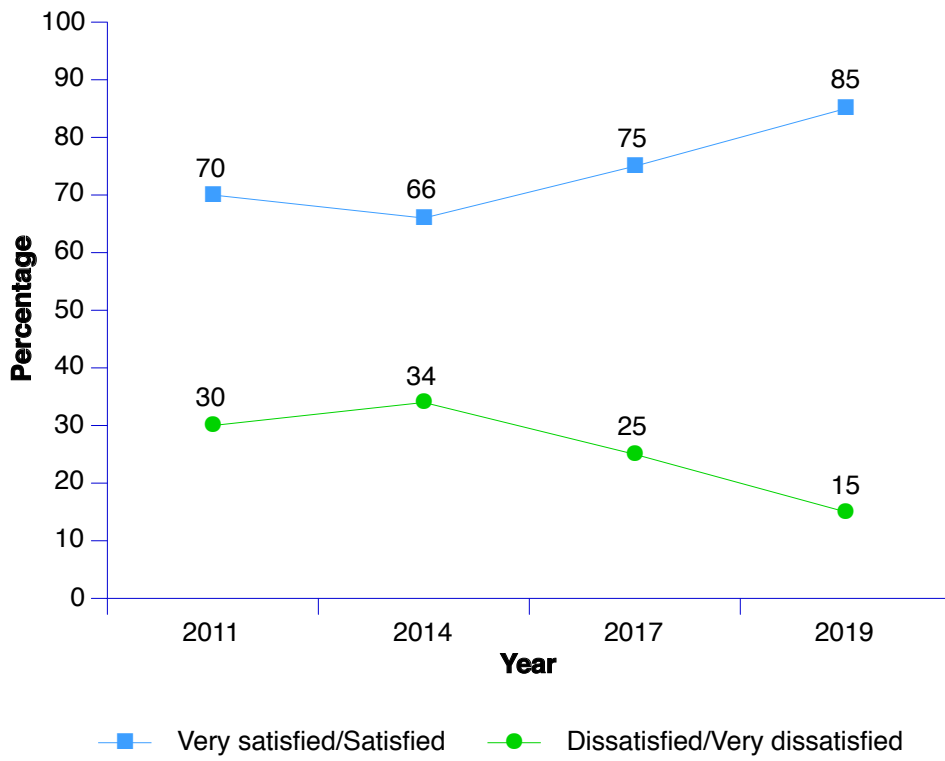
	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall* 2019 [†]	17	40	57	8	2	10	34
Excluding Don't Know							
2019	25	60	85	12	3	15	-
2017	28	47	75	18	7	25	-
2014	22	44	66	25	9	34	-
2011	11	59	70	22	8	30	-
Ward							
Mararoa/Waimea	18	38	56	8	1	9	35
Waiau/Aparima	19	37	56	8	-	8	36
Winton/Wallacetown	15	48	63	11	4	15	22
Waihopai/Toetoes	11	36	47	5	3	8	45
Stewart Island/Rakiura**	59	36	95	-	-	-	5
Area							
Rural	11	37	48	6	3	9	43
Urban	25	43	68	11	1	12	20

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

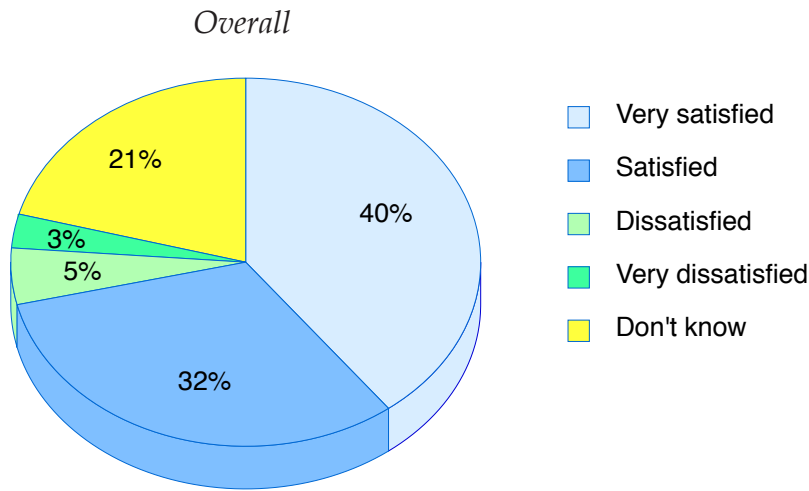
* readings prior to 2019 **exclude** don't know

** caution: small base

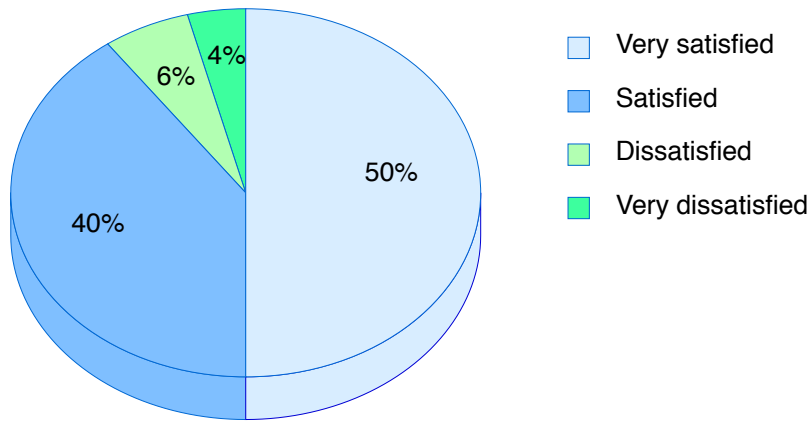
Opening Hours Of The Refuse Transfer Stations (excluding don't know)



iii. The Wheelie Bin Collection



Overall - Excluding Don't Know



Base = 307

Overall 72% of residents are satisfied with the wheelie bin collection, including 40% who are very satisfied.

8% are dissatisfied and 21% are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are dissatisfied. However, it appears that Waihopai-Toetoes Ward residents are slightly more likely to feel this way, than other Ward residents.

Of those residents who are able to comment (excluding the 21% who said don't know), 90% are satisfied (94% in 2017) and 10% dissatisfied (5% in 2017).

Satisfaction With Wheelie Bin Collection

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall* 2019 [†]	40	32	72	5	3	8	21
Excluding Don't Know							
2019	50	40	90	6	4	10	-
2017 [†]	56	38	94	3	2	5	-
2014	60	33	93	5	2	7	-
2011	34	59	93	5	2	7	-
Ward							
Mararoa/Waimea [†]	43	34	77	3	2	5	19
Waiau/Aparima [†]	46	28	74	2	-	2	25
Winton/Wallacetown	36	38	74	6	2	8	18
Waihopai/Toetoes	35	26	61	9	9	18	21
Stewart Island/Rakiura ^{**}	31	18	49	4	-	4	47
Area^{**◇}							
Rural	26	28	54	6	5	11	35
Urban	59	36	95	3	1	4	1

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

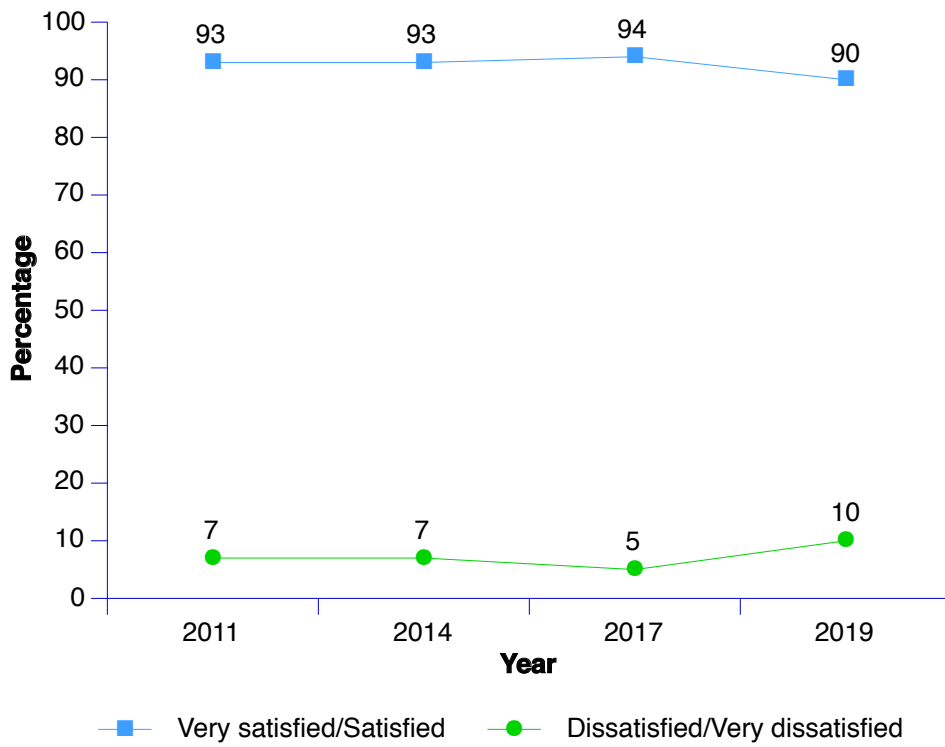
* readings prior to 2019 **exclude** don't know

** caution: small base

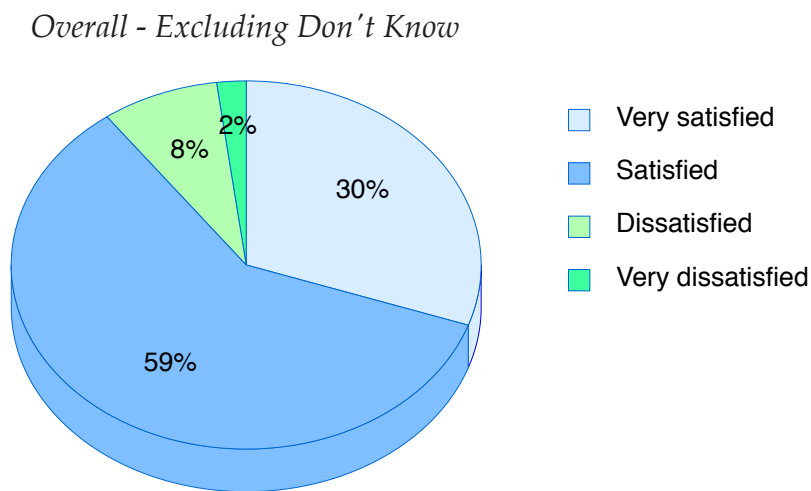
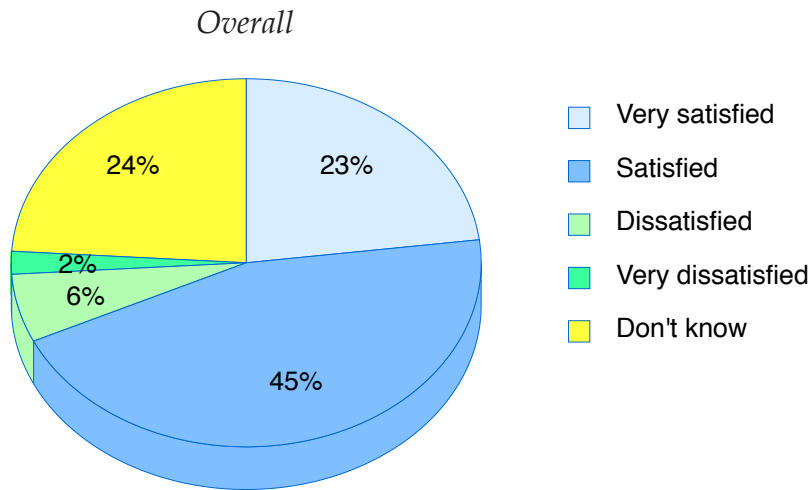
◇ Council provides a wheelie bin service for rubbish and recycling to all properties within particular boundaries, usually townships. The service is available to people in rural areas, en route to townships, where practicable.

† does not add to 100% due to rounding

Wheelie Bin Collection (excluding don't know)



iv. The Location Of The Recycling Centres



Base = 295
(does not add to 100% due to rounding)

68% of residents are satisfied with the location of the recycling centres, while 8% are dissatisfied. 24% are unable to comment.

Rural residents are more likely to be dissatisfied, than Urban residents.

Of those residents who are able to comment (excluding the 24% who said don't know), 89% are satisfied (83% in 2017) and 10% dissatisfied (17% in 2017).

Satisfaction With The Location Of The Recycling Centres

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall* 2019	23	45	68	6	2	8	24
Excluding Don't Know							
2019 [†]	30	59	89	8	2	10	-
2017	35	48	83	11	6	17	-
2014	31	48	79	15	6	21	-
2011	18	59	77	17	6	23	-
Ward							
Mararoa/Waimea	33	40	73	4	2	6	21
Waiau/Aparima	25	43	68	4	-	4	28
Winton/Wallacetown [†]	19	51	70	5	3	8	23
Waihopai/Toetoes	13	48	61	11	3	14	25
Stewart Island/Rakiura**	(58)	37	(95)	-	-	-	5
Area							
Rural	15	45	60	9	4	(13)	27
Urban	(34)	46	(80)	1	-	1	19

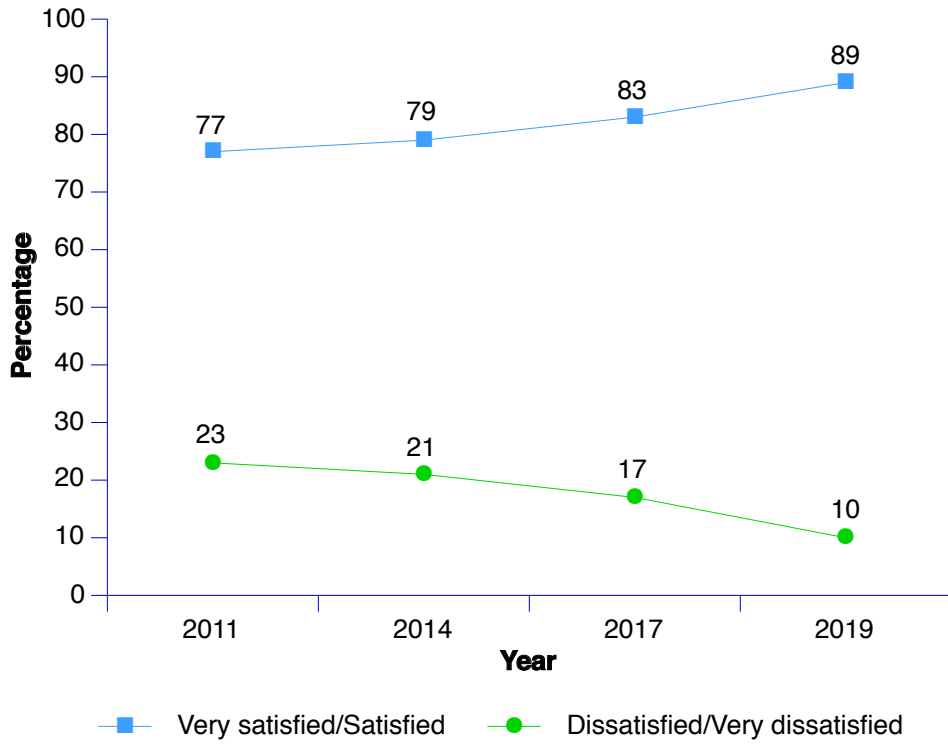
% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

* readings prior to 2019 **exclude** don't know

** caution: small base

[†] does not add to 100% due to rounding

Location Of The Recycling Centres (excluding don't know)

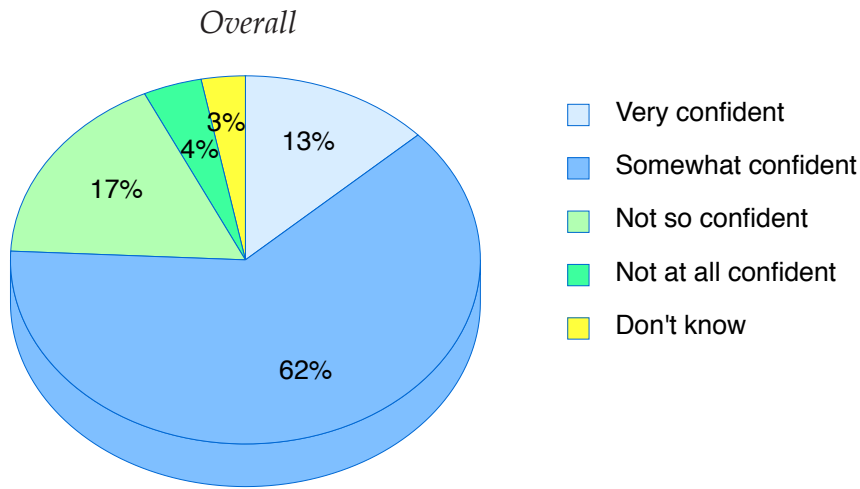




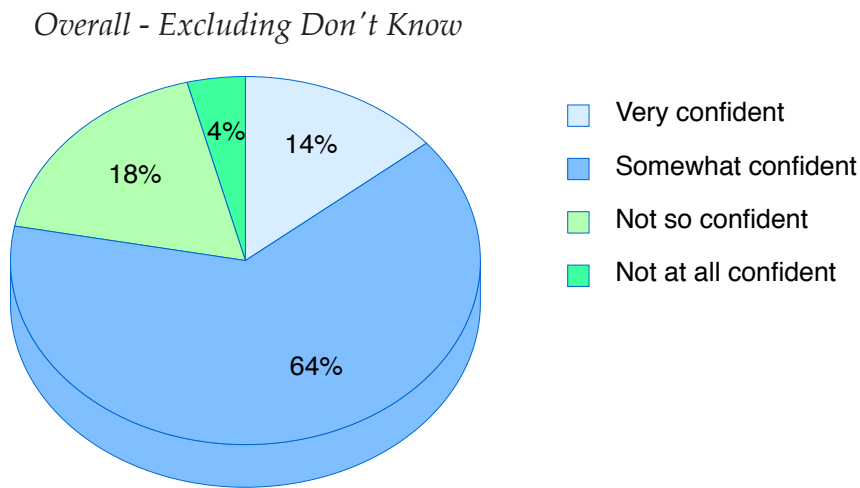
2. GOVERNANCE

A. COUNCIL DECISION MAKING

i. How Confident Are Residents In Council Decision Making?



(does not add to 100% due to rounding)



Base = 367

75% of residents are very confident / somewhat confident in Council decision making, while 21% are not so confident / not at all confident.

Men are more likely to feel not so confident / not at all confident, than women.

Of those able to comment, excluding the 3% who said don't know, 78% are very confident / somewhat confident, while 22% are not so confident / not at all confident.

How Confident Are Residents With Council Decision Making

	Extremely confident %	Very confident %	Somewhat confident %	Not so confident %	Not at all confident %	Don't know %
Overall 2019 [†]	-	13	62	17	4	3
Excluding Don't Know 2019	-	14	64	18	4	-
Ward						
Mararoa/Waimea	-	14	59	18	9	-
Waiau/Aparima	-	13	63	16	3	5
Winton/Wallacetown	-	10	69	17	1	3
Waihopai/Toetoes [†]	-	16	56	19	4	4
Stewart Island/Rakiura**	-	30	50	3	8	9
Area						
Rural	-	15	61	17	5	2
Urban	-	12	63	18	3	4
Gender						
Male	-	14	56	21	6	3
Female	-	13	68	13	3	3

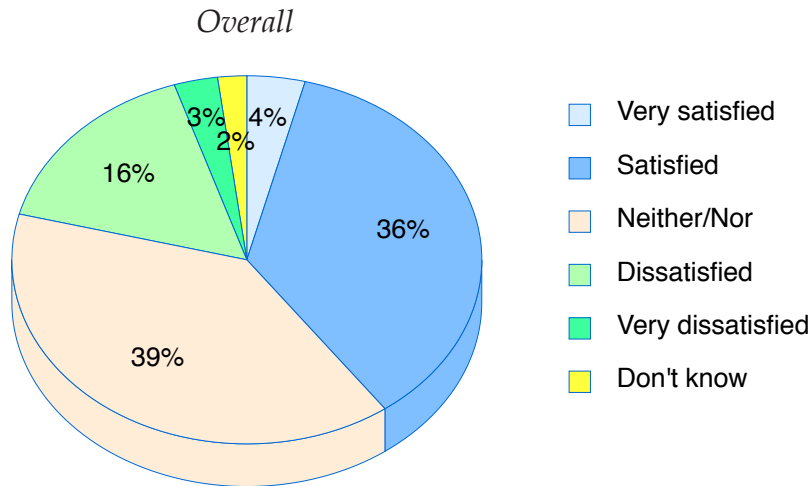
% read across

NB: not asked prior to 2019

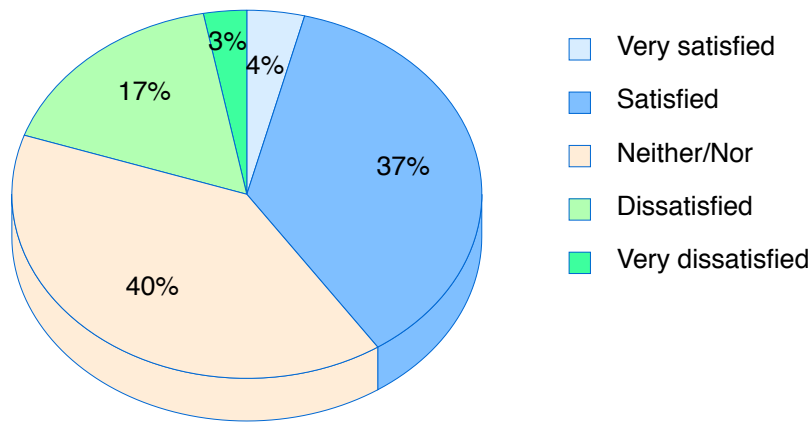
** caution: small base

[†] does not add to 100% due to rounding

ii. Level Of Satisfaction



Overall - Excluding Don't Know



Base = 373
 (does not add to 100% due to rounding)

40% of residents who are satisfied that Council decision making reflects local and District needs, while 19% are dissatisfied. 39% are neither satisfied nor dissatisfied.

Men are more likely to be dissatisfied, than women.

Excluding those who are unable to comment (excluding the 2% who said don't know), 41% are satisfied and 20% dissatisfied.

How Satisfied Are Residents That Council Decision Making Reflects Local And District Needs

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither/ Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Total District 2019	4	36	40	39	16	3	19	2
Excluding Don't Know								
2019 [†]	4	37	41	40	17	3	20	-
Ward								
Mararoa/Waimea	-	39	39	32	26	3	29	-
Waiau/Aparima	4	30	34	47	13	3	16	3
Winton/Wallacetown	6	37	43	39	13	4	17	1
Waihopai/Toetoes [†]	3	40	43	39	13	2	15	2
Stewart Island/Rakiura ^{**†}	8	13	21	26	30	-	30	24
Area								
Rural	2	35	37	39	18	4	22	2
Urban	6	37	43	40	14	2	16	1
Gender								
Male	2	35	37	39	18	5	23	1
Female	5	38	43	40	15	-	15	2

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

** caution: small base

[†] does not add to 100% due to rounding

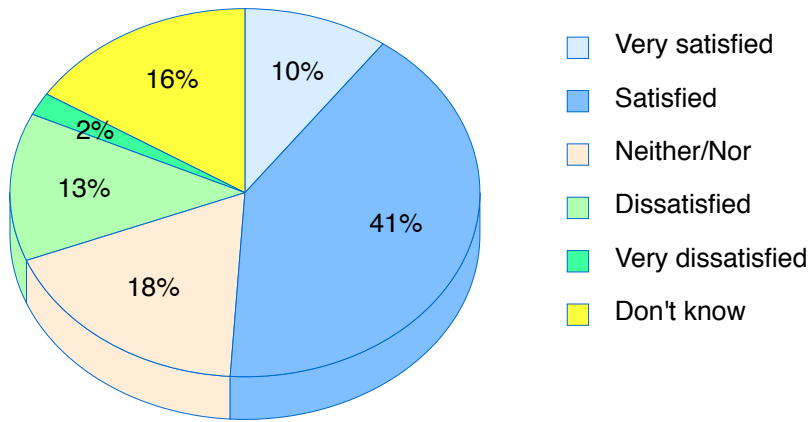
NB: not asked prior to 2019



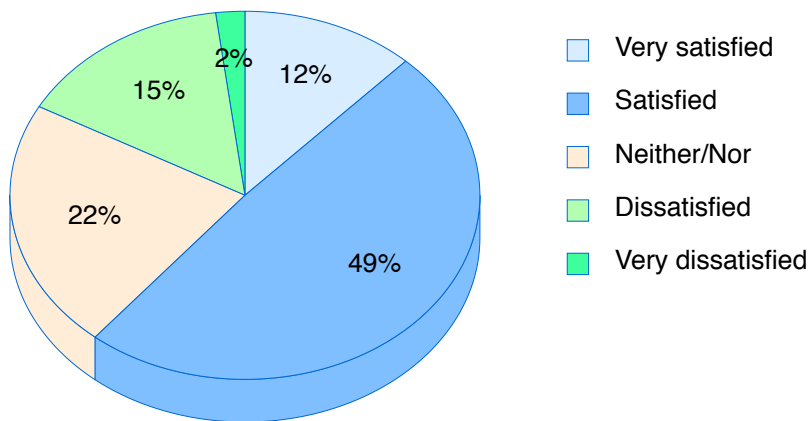
3. COMMUNICATION AND ENGAGEMENT

A. SATISFACTION

Overall



Overall - Excluding Don't Know



Base = 336

51% of residents are satisfied with Council communication, while 15% are dissatisfied. 18% are neither satisfied nor dissatisfied and 16% are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are dissatisfied.

Excluding those residents who are unable to comment (the 16% who said don't know), 61% are satisfied and 17% are dissatisfied.

Satisfaction With Council Communication

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither/ Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Total District 2019	10	41	51	18	13	2	15	16
Excluding Don't Know 2019	12	49	61	22	15	2	17	-
Ward								
Mararoa/Waimea [†]	13	46	59	19	17	4	21	-
Waiau/Aparima	10	48	58	27	12	1	13	2
Winton/Wallacetown	7	37	44	14	11	-	11	(31)
Waihopai/Toetoes	9	33	42	13	10	1	11	(34)
Stewart Island/Rakiura ^{**†}	27	35	62	11	28	-	28	-
Area								
Rural	9	44	53	15	15	2	17	15
Urban	12	37	49	23	10	1	11	17

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

** caution: very small base

[†] does not add to 100% due to rounding

NB: not asked prior to 2019

* * * * *

E. APPENDIX A: Base By Sub-Sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Ward	Mararoa/Waimea	96	94
	Waiau/Aparima	86	94
	Winton/Wallacetown	102	100
	Waihopai/Toetoes	77	88
	Stewart Island/Rakiura	20	5
Gender	Male	194	198
	Female	187	183
Age	18 - 44 years	98	164
	45 - 64 years	128	144
	65+ years	155	72

* Interviews are intentionally conducted to give a relatively robust sample base within each Area. Post-stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also refer to pages 2 to 5.

APPENDIX B: Verbatims

Q.5 Do you have any further comments about any of the questions we have asked?

- *It would be handy to have refuse transfer and recycling in the country districts.*
- *Living in Winton, is good, you have access to library and pay rates, etc, all in the one place.*
- *A green waste collection would be a good idea, especially for older people.*
- *Am dissatisfied with the refuse and recycling as it probably about 25 minutes away from where we live. Dipton West. In my experience more recently is building consents when going to find compliance and it had been filed away in the wrong place. If council makes a mistake there is no apology and told by council that 95% of builders are filling in the forms wrong and if this is the case the forms are too hard to fill in or more education needs to be made to the builder so why should I have to sort this out.*
- *Annoyed we can't put green waste (lawn clippings) in the wheelie bin. No nothing else, basically get nowhere anyway.*
- *Building and consent department, cannot get correct info from council, when it comes to applications seems arbitrary.*
- *Bin collection, a green bin for weeds, etc, rubbish bin RED could be collected more often in the summer. We do put our complaints into the council office, good staff there.*
- *Building consents always takes too long and hold up the businesses and progress in all sorts of areas.*
- *Closure of Beach Road, left too long to sort problem.*
- *Communication, not enough, especially re local projects.*
- *Contractors are digging up areas but we don't know why. A lot of work around Winton and we are not sure why. Lot of road work around Winton, never seems to end.*
- *Council are ruled by heads of finance etc they are puppets.*
- *Council didn't not listen to any of the District input when they floated the idea of doing away with the Community Boards. It was not a popular idea and the Council got rid of them anyway. The Community Boards were a good way for locals to have input into the Council and now we don't.*
- *Council is all propaganda for themselves, staff and ego.*
- *Council need to act more on infrastructure.*
- *Councils decision making doesn't listen to the community democratically. The government puts legislation in place and the council treats this as gospel rather than consult the community.*
- *Decision making, eg freedom camping bylaw in Lumsden passed with little local consultation, spent a lot of money on big parking area. Freedom campers are the worst visitors to have. Also, we didn't get any chance to make submissions on the consents granted to a petroleum company.*
- *Didn't bitumen the driveway in Chester Street. Footpaths around Four Square in Otautau are poor, she had a fall. Dog control could be better.*
- *Dissatisfied with Council decision making. Mayor and Chief Executive have too much influence.*
- *Dissatisfied with opening hours and it is only leaving Sunday morning for those working. It is open at night in the summer and in the winter it is not allowing little time for workers to use. I feel that the council does a lot of talk and no action, generally for our area Western Southland.*
- *Don't accept that ratepayers need to pay 24/7 wifi in Lumsden.*

- Don't know a lot about the decision making, see bits and pieces on Facebook but don't know much. Refuse, very expensive, \$32 for small trailer. Could be why there's fly tipping.
- For our local refuse station it would be good if they were open longer in the summer. I am also dissatisfied about the museum closure and what are they going to do about it?
- From what I know of the council it won't make any difference if I make comments here.
- Grading of gravel roads should be more frequent and roadside culverts getting blocked needs periodic clearing. Abandon provision of libraries and stick to core functions.
- Have to pay other provider for service in rural area.
- I am a bit disappointed about the decisions around the cycle trail.
- I am not very happy with the roadside spraying because they spray in the wind and it drifts into the paddocks.
- I believe that bins should only be collected when they are nearly full, to save on resources.
- I don't where the refuse or recycling is around Athol. It seems that the council don't listen to what the people want. A lot of the stuff is community based opposed to the council like the wheelie bins which is expensive and why?
- I don't where the refuse stations are. Why don't the council get this Environment Southland in their offices and do the rates together. The Environment Southland rates are getting more and more expensive and you see their trucks on the road fixing up there muck ups. The Environment rates has been doubled in two years. The council should get rid of them and take the work over themselves.
- I don't think they rely enough on local knowledge, Council staff seem to think they are a cut above locals and things go wrong and then we locals end up footing the bill. The council staff doesn't seem to know anything and they need to rely on outside people. If they put something to a local vote but if the vote goes against what Council wants then Council seem to disregard the democratic will of the people.
- I feel a lot of our money out Wyndham way is put in the wrong areas and when you are wanting something there is no money at all. there was a lady who was doing it voluntary of doing the Wyndham gardens but as she hasn't had any council experience she is not allowed to put cones out. the town is not looking as good as it was. Am dissatisfied with the road at Wyndham, gravel roads. We are not allowed to use the same building for the museum as it is an earthquake risk and we are not getting any help from the council. We are fighting a big battle with the museum at the moment. Roothing is dreadful, Woods Road, full of potholes and corrugations and its dangerous.
- I feel the increase in rates over the years is too excessive.
- I have been to a few meetings in the past and I wasn't overly satisfied with the response of the council representatives. They don't seem to actually want to listen as they already appeared to have made a decision. I know it comes down to money and budget but the council just focus on the issues they want to and don't listen to the community.
- I have more comments about roading, the overall upgrading is ok, just roading.
- I just think that it should be easier to recycle and I think there should be at least more, or even one local drop off point.
- I just think that the red wheelie bin one week and yellow the next, I think they should both be each week, I'm now rural and have trouble getting rid of rubbish.
- I know there is a lot of engagement opportunities in community, but community don't like to engage and prefer to complain.
- I live 6 minutes out of Edendale and I can't have recycling bins so I have to pay. The opening hours are not enough for us workers. I am also concerned with the maintenance of council flats and gardens.
- I live outside of Winton so I am rural on a lifestyle block. We have no rubbish collection unless we do it privately.

- I rang a month ago as I am a caretaker at the Otautau to come and fix the washing machine and I am still waiting so I do not have a facility for permanents and tourists that comes.
- I rang the Council about some trees that need cutting back as they inhibit my view of our Road on Great North Road and they also create a big mess. The Council has not responded.
- I read that somewhere that a lot of water down near the dump and the council will have do something like changing the area of it. It's very wet there. The manner of the man running it could be better, he could more approachable. I think it has a lot to learn about dealing with people. He is a wee bit officious.
- I think both the red and yellow bins should be emptied every week and if council makes plans for around the area they should put flyers around coz some old people don't have face book.
- I think that a district council should have more regular maintenance of the gardens in Browns. it is on the main road and it does not look good. it looks uncared for.
- I think the cost and arrogance of people to doing this is over the top. The health and safety is ridiculous at what has to be done. We were told that they were told by council that we had to have a building permit to put up a tent that would be for about 100 people. This is more cost absolutely stupid. Bureaucracy slows things down.
- I think we are disadvantaged because we have to travel to recycling in Wyndham.
- I wish they would put the rates down. Valuation goes down but rates don't.
- I would criticise the expense of the refuse centres, I walk dog along beach, a lot of litter is dropped on beach because people consider the dump too expensive.
- I would like them to consider maintenance on rural roading and bridges instead of the cycle track.
- I'd like to know why they (council) took our wheelie bins away.
- I'm dissatisfied with the way Council have joined Wallacetown and Winton.
- Improve rubbish collection.
- In my location there is no recycling service, it would be good if they extended recycling to rural areas within the Southland District.
- It is awkward that they have to transfer the wheelie bin 800m from their boundary gate to the main road. Also disagrees with the recent decision to transfer sewerage from Te Anau to Manapouri some 19 km and would prefer it to be treated to be potable locally and distributed on to a rural location. Did participate in recent ratepayer consultations.
- It is hard to pay bills when you are older. I am 80 this year. It would be nice if there were more facilities to take council bill payments. What do you do if you can't get into town. We need places in other areas.
- It is your opinion that Southland District Council does not do recycling.
- It would be difficult to verbalise, because the council has a huge range of activities that it is involved in, some of which that are done quite well, and other decisions seem to be out of left field and don't seem to make sense.
- It would be good if they could keep longer hours. It used to be open from 2 till 6 and now from the start of April it has changed to close at 4 pm. It would be better if it stayed open longer as people are clearing up their grounds for the winter. We work all week and need more time at the weekends to do jobs.
- It would be good to be able to get rid of the green waste and recycling at any time.
- It would be great to know the opening hours of the refuse and recycling depots. It would be good to have a garden waste wheelie bin as there are a lot of locals in Winton who are now longer able to drive to take this to the refuse centre.
- It would be nice to have longer opening hours for the transfer station.
- It would be useful to be supplied with a garden refuse bin.
- I've grown tired of all the stuff, but I'm quite ok with going to Council directly.
- Listen to locals more.

- *More signs to slow down.*
- *More toilet facilities. In the area.*
- *My personal opinion I feel the council needs a change we need to bring a new young and energetic people for us to go forward. I feel some of the councillors we have at this minute are past the used by date and they aren't up with the trends and up to date with new ways to make the council work.*
- *Need more recycling centres, need one in nightcaps. seems the council staff are making decisions for the councillors eg some bylaws changed without consultation. The local ratepayers not kept in touch with important decisions being made.*
- *No but we need more parking as it is hard to find car parking some days.*
- *No, as no satisfaction from earlier communications.*
- *No, not really. I feel very strong about the bike trail, ratepayers' money going into it for a limited sector of people. Not a lot make use of it, Mossburn to Lumsden Trail.*
- *No. I am quite happy with everything.*
- *No. I think the staff are very good, cheerful with a smile on their faces.*
- *The water is terrible, we buy bottled water. It is so gross. doesn't run clear, has gross taste, can taste it in coffee.*
- *No. We are very happy, have great services.*
- *No, they are weird, boring. Don't see the point.*
- *Not happy with the frequency of collection. In the summer the red bin needs to be collected weekly.*
- *Not really, well it needs a good tidy up. People are happy with what they pay, but it needs something done and with sewerage.*
- *Not so much but I wish the centres were open more so I could access it more.*
- *Not too happy about sewerage line overflowing on my paddocks.*
- *On communication, cost of printing a colour newsletter is excessive.*
- *Opening hours are ok, but would be handy if they were collected weekly, (bins).*
- *Our local museum now classed as earthquake risk and so council closed it. I feel that's unnecessary. Our community of 230 ratepayers can't fundraise several million for a new museum, shouldn't be put in the position of having to do that. I did serve on local community board here, Wyndham, Edendale. At the moment the Chairwoman is just behaving like a bully, she seems to make the decisions and its 'my way or the highway' type of thing.*
- *People often don't turn up to meetings, the council must be disappointed in turnouts. I'm pleased that I go. decision making, reasonably satisfied. The big drainage thing I had no idea how big it is. They are working on that know. but maintenance needs to be done. I think the ones making decisions are doing quite a good job.*
- *Peterson Hill, need a mirror on the blind corner. Visitor levy should be used for Stewart Island development not the whole of Southland. So many BnBs and holiday homes, hard for people coming to live, work on Stewart Island to get homes to live in. Infrastructure under pressure.*
- *Phoned council about a drain, they couldn't find us. they went to the wrong address. keep saying they referred, they referred. Not good communication.*
- *Problem drains blocked Wyndham, Florence Street please solve the problem.*
- *Protect waterways more have strenuous guidelines for dairy farming.*
- *Pyramid bridge, when is the new one going up! Costing mounting up for travellers.*
- *Rates are far too expensive in Wyndham for what we get.*

- *Recycling centre too small, always full, Tuatapere. Rubbish, not enough bins for campervans around town. Need big skips for visitors. Too many things done before public informed. We get told that the decision has been made. We are not informed enough as to what is going on with the Council, can't get radio reception here either. Council needs to improve animal control, dogs are driving us crazy in Tuatapere, constantly barking dogs. No use ringing animal control.*
- *Recycling collection it gets at the stage where you feel that you are doing part of the job.*
- *Recycling in the Lime Hills district closest to me.*
- *Recycling we take to Winton, bit far. Council does a fair job.*
- *Recycling, we put our beer bottles in a cardboard box in the recycling and we got stickered because of that. We thought that was a bit ridiculous. No, no more.*
- *Refuse, kerbside good, but greenwaste collection costs and people dump it!*
- *Refuse, should be a station in Waikaia. Refuse, have to travel one hr to go to take refuse.*
- *Refuse centre station is the costs. Not set by council but feel the contractor is too high. Lower would prevent dumping on the side of the roads. Especially green waste.*
- *Refuse opening hours to be opened more frequently or access to the recycling without the refuse being open. It could be a good idea to recycling bins being in a more prominent place so people will use them more often. Hours in the summer they could be open longer. There was publication that came out of an annual plan I think that went to all households to get peoples response and wonder if a glossy brochure and am not sure that it would hit the people that would have their say and the cost would be very costly. Would perhaps something on the internet be more cost effective with the number of people that would have replied or got involved.*
- *Refuse station charges put off residents from using. Wheelie bin system works well; two thirds recycling and one third rubbish. 14 million dollar cycle trail is a white elephant. Queenstown gets the benefit. Change the route to have it within Southland.*
- *Roads, Pourakino Valley Road, Ermedale Road, Mitchell Road, grader been on and still potholes and corrugations.*
- *Rubbish, a few holiday homes and when visitors leave they put rubbish on kerbside but that can sit there for up to a week before truck comes. Needs to be some way of addressing issue, maybe a central collection point cleared more regularly. decision making, wharf Port William rebuilt, serves only 1-2 water taxis daily, money would've been spent better on the Olva and Golden Bay wharves. Needs better cost benefit analysis.*
- *Rubbish, rubbish on the side of road from airport towards Winton, really disgusting.*
- *Rubbish, would like rubbish services in Dipton and a recycling centre. Pyramid Bridge in Wendon out for 2 years and nothing physically happened.*
- *Rural residents need to be made aware of refuse and recycling options.*
- *Should look after their ratepayer coming second to tourism we pick up the tab.*
- *Sick of the roadworks. Gravel roads could be maintained more regularly especially in winter. More money spent on redoing roads rather than patching them.*
- *Some of the decisions Council makes sometimes isn't best for the amount of money spent on certain projects eg the cycle trail, too many of them and not good value for money.*
- *Sometimes they tell us it's too heavy (the bins) and they leave a tag to tell us and don't empty it. We don't know how heavy is too heavy.*
- *Staff getting too big, things could be better.*
- *Stewart Island is difficult for council, because of needs and isolation. has different needs. need further consultation, a democratic voting system.*
- *That is a very broad question. Needs to be more specific.*
- *The closest recycling centre to Thornbury is Riverton and it's often closed when we can get there. A recycling depot in Thornbury would be really good and well used.*

- The Council are doing a very good job, seeing some benefits from our rates.
- The Council building inspection process takes far too long and it holds up businesses and building work in our area.
- The Council need to put a bit more time into Stewart Island. I think they treat us like a thorn in their side and they ignore us.
- The council needs to do something about Winding Creek Bridge as in another heavy rain the bridge really get washed out. It was stupid that they were putting rocks, etc, to stabilise the bridge about 12 months ago and nothing has been since. It is a worry if it is washed out it will go through the camping ground and the rugby club. This needs to be dealt with.
- The Council's communication to our community could be better regarding the opening hours of the recycling centre. A fridge magnet would be useful or a guide to opening hours.
- The Councillors all seem to have their own agendas that they're to push through which I don't believe are always in the best interests of the District.
- The dump opening hours are problematic for working people. Some items are difficult to get rid of too.
- The First Edition council magazine is a complete waste of money, it could be better online. We need more recycling centres around the District and more recycling options. Also I would prefer the contract be given to Southern Disabilities rather than an organisation from outside the region. The Council don't supply wheelie bins out our way so we have to pay a private contractor.
- The girls at the office do a wonderful job, keep up with the movement of the area Riverton, eg, building consents.
- The hours at the transfer station are not long enough and the cost is high. They really need to be open from 9-5pm. Council decision making is we are having a lot of problems with water disposal at the airport, Manapouri Airport and they are not listening to people on this. We don't hear much from council about what is happening here at all. At Te Anau.
- The hours, could be open longer.
- The questions you were asked sometimes you are satisfied and other times you are not.
- The rates are always the same rising, and you would like to see them held for a year or two.
- The recycling station is so far away it takes me 20 minutes to drive to it which defeats the purpose of doing the recycling. I enjoy the council magazine that comes out in the mail.
- The SDC should seek local advice.
- The tip hours are confusing, different hours shown. The gate is a way from the road so can't tell if tip is open. Needs clearer signage of open hours Not happy with signage to library toilets more signage for other toilets. Also, more parking at the library.
- The transfer station fees are far too high. A lot of people are on about that. It doesn't encourage the people to use the transfer stations. Queries don't seem to get dealt with. Things just go around in circles with the council. No one takers control.
- The way they are charging my rates at \$2,800 per year doesn't take into account that I am a retiree. This is okay when you are earning a living but not so now. There is no provision for retirees. I am RD 1.
- The website hard to follow.
- The wheelie bin collectors don't come down our road, we have to take a bin approx. four kms to be collected. We would prefer a collection closer to where we live.
- There is a feeling in our community that Council is running a closed shop in regards to meetings, and the decision making processes. The Council puts out lovely glossy pamphlets but they don't actually communicate a lot of information about processes. There is also some discomfort regarding the Wards changes and who we get to vote for and how we are represented. The lack of transparency doesn't reflect well on democracy.

- *They are just spending money on a library bus and a waste of time, on a cycle trail that has had 14 million and they are losing their direction. I am not sure why councils getting into things that are not their basic requirements. Councils are to deliver services to the people they have lost their way and are trying to dance to everyone's tune when they should remember that we pay \$100,000 a year for our property rates and are paying for halls out there that should be deleted. They are just not crippling the situation and Thong has good intentions and a good fellow but he hasn't got leadership skills. We are paying for tourists and we are farmers. We need bridges repaired. Get back to basics.*
- *They are not good at communicating with the local people before they make any changes whether it be bylaws or major infrastructure changes.*
- *They are unusual questions, haven't had a lot to do with it so don't know much of what is going on, I am long way from Invercargill and from Gore, feel I don't belong to any place.*
- *They do a good job.*
- *They need to meet our needs more cost saving etc top heavy with staff.*
- *They need to pick up their game on water quality. It's the rivers.*
- *Think general feeling that when the CDA that the decision was made before the consultation, before any residents it was window dressing on a decision already made. Replacing the headquarters which are not in council area. Going to rebuild should be Winton not outside it.*
- *Think people are concerned about council merging, little towns like us will be left behind.*
- *Tip, not open when working people can get to it, not open after 5. One or two nights a week would help. I don't think the Councillors ask the ordinary ratepayers their opinions often enough. Riverton north of the hotel lots of problems with rabbits, overrun with them.*
- *Toilets more toilets. Too many tourists. Freedom campers need to be addressed immediately. Weirs beach, freedom camping stop. 45 camper van we counted and one toilet. Fortrose Road foreshore, 14 cars, 15 campervans and two toilets, needs addressed immediately.*
- *Two good representatives on Council. In this area. Have to watch freedom campers, they don't pay for anything in our district.*
- *Upper Newburn Road is the busiest road in the district despite being a dead end road. It is a gravel road and the dust is horrendous. Farm trucks cause a lot of the dust and damage. The speed limit needs attention too as cars speed over the road and there is a blind bend on a hill, it's dangerous.*
- *Very dissatisfied with the process of the change of the zoning from coastal to urban.*
- *Very pleased with them.*
- *Very satisfied, no complaints.*
- *We are not close to a refuse and recycling centre that why I don't use them. Some of the decisions they make like the bridge at Pyramid that have taken too long to make the decision of what they are going to do about replacing the bridge.*
- *We aren't ratepayers so we don't get access to wheelie bins and rubbish bags.*
- *We are wondering about an non-organic rubbish collection if this will be done again. It used to be done about every two years. This cleans the town up so well, Riversdale.*
- *We discuss at home how the council needed to do more for environment before this point, re: dairy farms. They continued to grant consents when they should have reigned that in ages ago, now farmers are paying.*
- *We have to keep our eyes and ears open to find out what is going on. people should go to council meetings, go into the office and keep in touch don't just rely on the media.*
- *We need to look to the future, be pro-active. Road marking needs to be marked more clearly and updated.*

- We used to have a very functional Wallacetown Community Board. It has been amalgamated with the Winton Board. I am concerned that Wallacetown needs might get a bit lost. The Green waste recycling station is only open on a Sunday afternoon. This can mean that people are hanging onto their green waste.
- We would like footpath and some curbing. I am on Sweeney Street and there is quite a lot of traffic during the day. We have to walk on the road. They do cut the grass though. We don't get a lot for what our rates are.
- Wheelie bin, collection on rural road, just not main areas. Roading state of our gravel roads are not to satisfaction. every single time we have to ring, it gets dangerous with pot holes. don't come frequently enough.
- When you get notices you expect them to be followed out. We have had two notices in the past regarding turning off the water but neither time did it happen. It was the same road.
- Where is the tip and what opening hours?
- Why do they send out 1st edition? Huge cost, and how many people do read it?
- Would like more refuse areas.
- Yep, why do they not have some sort of recycling outside gates, I can't get in during the open hours, and I feel councils building consent process has a miscommunication within departments and there is no consistency.
- Yes re recycling of farming plastic products, eg, 25 x 20 litre drums to get rid of.
- You wanted to return the yellow bin but wasn't allowed to despite living within sight of the recycling centre. Is the material being separated? By IHC workers? Possible waste of time.

Don't know/No/None/Not really/No suggestions (214 Residents).

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