

In February, Gore and Mataura experienced heavy rain resulting in severe flooding which peaked on February 5th and 6th, 2020. This state of emergency affected the district in terms of closure of roads, boil water notices, flooding in homes and a call for evacuation of areas at risk. Many residents were affected, though it appeared that roading and infrastructure bore the brunt of the force.

With the residents' survey being scheduled to start in March 2020, the decision was made to include three questions related to the flooding. This was to help the Council understand what sources were used to obtain information, what the Council did well in its response, and what could have been improved.

### 3.1 Sources of Information

Residents used various sources to obtain information about the flooding in Gore and Matura. The most common source was radio (in general), followed by the Council Facebook Page.



**Figure 3.1 Methods Used to Obtain Information about the Flooding in Gore and Mataura (mentions over 5%)**

	% of respondents	Number of respondents
Radio	48%	267
Council Facebook page	35%	194
Emergency Management Southland	24%	135
Word of mouth	24%	132
Antenno – The Council's free mobile app	15%	82
Emergency response services (FENZ, Police, ST John, LandSAR, etc.)	13%	72
Council Website	13%	70
Newspaper articles	11%	62
Civil Defence Emergency Mobile Alert	6%	36
Television	6%	34
Other general online, social media outlets (general)	10%	58
Other	19%	106
<b>Total respondents</b>		<b>556</b>

### 3.2 Perceptions of the Council's Response

Given the opportunity to let the Council know both what they did well, and what they could have improved, 77% of respondents (427 respondents) mentioned something the Council did well, whereas 40% (225 respondents) mentioned something that could have been done better.

Comments show that Council performed well in their communication, and in the evacuations. However, some thought that they could have handled the dross/ouvea premix in the Mataura paper mill better. This was mentioned in particular by residents from Mataura.

*“Acted okay considering the circumstances. It crept up on us and no one expected the torrential rain.”*

*“I liked the fact you erred well on the side of caution regarding the evacuation. It meant people were well out of harm's way in the event of the river breaching its banks, which fortunately it did not.”*

*“My in-laws are from Mataura. Not as much information in Mataura as there was in Gore.”*

*“Still kept dross in Mataura and is still here.”*

**Figure 3.2 What Council Did Well in their Flood Response**

	Total sample	Total number of respondents
Provided a comment	77%	427
Communication	35%	193
Evacuation	18%	100
Handled well/general positives	8%	44
Proactive/good response time	6%	33
Good staff/services performance	3%	15
Community organisation	2%	10
Closures	2%	10
Emergency centres	2%	9
Pumping/repairing	1%	5
Sandbagging	1%	5
Other	2%	13
Not sure/don't know	23%	129
<b>Total respondents</b>		<b>556</b>

**Figure 3.3 What Council Could Have Done Better in their Flood Response**

	<b>Total sample</b>	<b>Total number of respondents</b>
Provided a comment	40%	225
Removed the dross/ouvea premix from the Mataura paper mill	9%	48
Evacuation	5%	28
Provided more/better information	4%	23
Been more proactive (flood warnings/ starting pumps earlier, etc.)	4%	22
Used other channels for communication	4%	20
Provided more/ regular updates	3%	19
Road closures	3%	18
More transparency/honesty	2%	12
More/better information for Mataura situation specifically	2%	11
Sandbagging	2%	10
Upgrade/fix stormwater infrastructure	1%	7
Power being shut off	1%	6
Informing people when they could return home	1%	6
Utilised other groups/people to help better	1%	5
Yes/probably but nothing specified	1%	4
Other	3%	19
Nothing	41%	229
Did a good job	3%	18
Don't know	15%	84
<b>Total respondents</b>		<b>556</b>

Respondents were given the opportunity to provide additional feedback on several topics. All verbatim answers collected are listed below and sorted by sampling method.

## **QH2**

### **Was there one thing in particular that you thought the council did well in response to the Gore and Mataura flooding?**

*Base: All residents*

#### **Random sample - phone survey**

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Acted okay considering the circumstances. It crept up on us and no one expected the torrential rain.

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As far as I know they handled the situation quite well.

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Because I work at St John's part-time I heard about what great work Civil Defence and the Gore District Council did. I heard about how well the Civil Defence was run and they were also limiting people going over the bridge and that sort of stuff.

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Being available at the Civil Defence centre.

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Being there for our neighbours when there was the floods, helping out with all the moving out of the dirty furniture and cleaning out all the yuck water. Helping the community and giving out supplies.

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Blocking the roads pretty early in the morning. Tuesday morning the road to Tapanui, that was very good because water had started to come on the road as well.

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Cell phone notification.

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Certainly gave people plenty of warning. No excuses for people not to get out.

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Clear and timely messaging to everybody.

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Clearing people away and moving people to safety away from flood risk areas.

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Closing the roads and getting people off and getting them safe. I think it was more Civil Defence doing the work on that side of it.

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Closing the roads quite early.

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Closing the school.

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Communication with the public. It kept people informed in advance what might or might not be happening.

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Communication.

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Communication.

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Communication.

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Communication. Going around and checking on people if they didn't have a smartphone and just generally knocking on every door.

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Communication. Through the website, and the National Program.

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Dealt with it pretty well. No one knew how bad it was going to get.

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Definitely the media coverage. I think it is a lot easier now with Facebook. The information after the floods was good also.

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Did as much as they could when they could.

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Early evacuations, unlike 1978 flood.

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Early notification of the floods.

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Emergency signal we got on the cell phones telling us to evacuate was all in good timing.

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Evacuating everyone was done pretty fast and quickly.

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Evacuating the people that were affected within a few days.

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Everything was good as far I am aware.

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From what I read I suppose, closing roads, closing access to the area and being responsive to it quickly. It was a quick response.

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Getting everybody out was a big thing for the Council to do. I just think they did the right thing and even if we were nowhere near it, at least they tried to cover themselves which is fair enough.

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Getting everyone evacuated just in case.

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Getting everything blocked off quick.

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Getting onto the evacuation very quickly and getting everyone out safely.

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Getting people evacuated early.

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Getting people out of the houses was a good job. Got people out in plenty of time, people were moaning and groaning but it was good they got them out while it was dry.

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Getting rid of the flooding and the extra water that was around. I just think that they got rid of it so quickly.

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Getting the information out early and being prepared if we had to move.

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Getting the information out to the public. Keeping it updated all the time.

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Getting the message of getting everyone out and keeping everyone safe was pretty good.

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Getting the message out so that everyone could know.

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Getting the people evacuated when they need to. They didn't evacuate everyone at once they did it in stages.

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Good communication.

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Good information and kept informed. Communication.

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Good quick response.

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Got everybody before they needed to evacuate them.

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Got everyone out didn't they. There were no hiccups.

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How they kept us informed.

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I appreciate that they had a lot on their plate at the time.

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I didn't know anything about it until it was all finished. I went into town and it was all closed and I wasn't sure why. My friends who were evacuated said what they did was very good.

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I didn't think they did a very good job. They put everyone out who wasn't even going to be flooded. There was no one in charge. Haven't been flooded at all in my life and we had to go away for the whole day. Put people out on Rolleston Street which was a bit stupid.

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I do think communication was very good and the response team excellent.

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I don't think the staff could be faulted, they were everywhere.

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I guess communication was pretty on to it. We were not directly affected so were a bit removed from needing to know exactly what was going on.

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I guess the evacuations and just getting everyone sandbagging.

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I guess the evacuations were a good idea.

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I guess they did the sandbags and stuff and we were surrounded with water. They didn't tell us to evacuate, we took it upon ourselves to get out. We got out by tractor. My husband got the neighbours out by tractor and he got out by jet boat.

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I guess they evacuated people from houses.

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I guess they put their emergency plan into action quite well. Things like, which areas people needed to evacuate and where they should go to.

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I guess they were very cautious with evacuating and things but we weren't involved in that directly so I can't really comment.

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I have nothing to complain about, as far as I was concerned it went smoothly. I can't pinpoint anything really.

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I hooked into Antenno on "the Tuesday evening", but I should have hooked into it earlier. On the Tuesday morning before I went to work and packed a bag because I wasn't sure.

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I know that lots of people told me that the Mayor did an exceptional job but other than that I'm not really sure.

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I liked that amount of warning they gave out. Kept up to date. They moved us very quickly with ouvea mix in Mataura. There were buses available to evacuation centres.

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I live in Ontario Street and we were told to get out straight away. They weren't very happy when I said I had to get a change of clothes, my pills and then I had to ring two members of the family to see if I could go stay there. That took time and they were a bit impatient with me and usually as soon as the rivers get to the stage of flooding they usually get a pump and do some sandbagging but that wasn't done before I left.

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I mean they were fast with setting up evacuation points and doing all the door knocking.

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I suppose evacuating Mataura.

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I suppose forcing the need to evacuate the southern end of the town.

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I suppose stopping the place getting flooded.

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I suppose they did well in the fact that they responded to that pretty quickly for at risk property and those close to the river. We are miles from it.

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I suppose they got evacuations done in a timely order for the ones affected.

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I suppose they tried to keep people informed about what was happening and kept roads open for as long as they could.

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I suppose they were on the ball and quick to respond to everything. Friends over the bridge were evacuated. Because it didn't affect us, we didn't really get involved in it.

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I think actually going around and knocking on doors to see what was happening which was good for the ones that needed to be evacuated.

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I think everything went pretty well. I think the way everything was done was pretty good from what I can see anyway.

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I think getting everyone out was a good move.

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I think just notifying everyone of what the situation was, it was very good, they did a very good job.

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I think overall they were good with their information.

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I think probably from what I have heard, but I think the way they let people know very quickly and took hold of the whole situation quickly was very good. Everyone we spoke to seemed to agree with that.

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I think that they did the whole thing very well.

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I think the Council did an excellent job all round especially for the people in the front lines.

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I think the operation went really well. They had places people could go to straight away, knew exactly what to take and where to go. Really well done! When we got up there were Council workers and police making sure everyone was evacuating and if anyone had any problems they were there to assist.

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I think the overall experience, the emergency services and everyone involved. Everything was under control.

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I think the response in Gore itself. The trauma for elderly people living on their own. I think acting as quickly as the Council did was well done. Some of the emotion in aftermath.

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I think their evacuation process was very good in that there was very good communication with those that needed to be evacuated by going door to door to make sure people had been evacuated. Quite a robust system in place, if people refused to evacuate we picked them up and brought them out.

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I think they did a good job overall.

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I think they did a pretty good job overall.

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I think they did a pretty good job. They set up the centres.

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I think they did everything reasonably well and reasonably quickly. The clean-up is taking a little while.

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I think they did ok with trying to keep people informed and keeping the place safe.

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I think they did overall a good job. They got people out their homes quickly. We weren't evacuated at all. I did have someone call and check everything was ok with us but that was after the flooding really.

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I think they did the best that they could with the circumstances. It's a hard one as it is unpredictable with a natural disaster. I think they did well in all areas considering the resources they had.

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I think they did the whole thing well.

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I think they did their best to keep us up to date with the information we needed to know. Through the app there were lots of notifications and updates on the Facebook page.

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I think they did very well if I'm honest. I thought it was going to come straight through. They had all the people out there. I know one chap that was out working on the flood banks and he could feel it moving. He didn't think it would hold but it did and they kept people up-to-date.

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I think they did whole lot well.

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I think they gave us a lot of notice. Like a lot of warning and I think that was a good thing.

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I think they handle the whole thing very well.

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I think they handled it very well, there was plenty of information on the radio.

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I think they handled it well. Probably overreacted as it probably wasn't as bad as it was made out to be.

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I think they handled the situation very well. The only thing that let them down was lack of communication. It was going very well, lots out there from them. The more serious it got, the quieter they got. There was not enough information out there. They needed to keep updating people.

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I think they kept everyone up to date through the radio and they had people on the ball when it came to evacuations. They did a pretty good job.

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I think they reacted at the right speed and got everyone evacuated calmly.

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I think they responded early which is a very good thing.

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I think they sand bagged really well.

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I think they told everyone what was happening and looked after the older people and people that didn't have power.

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I think they were good at warning people about the dross in the paper mill.

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I think they were on top of the problems before they arrived. Whether it was Civil Defence or Gore District Council I don't know.

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I thought as far as I was concerned they were on the ball. I was very happy with everything overall for me personally.

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I thought for a small district we were well informed and I felt like we were getting enough information as far as evacuating.

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I thought it was good that they evacuated the elderly people out of the rest home early just in case something happened.

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I thought overall they handled it very well. Overall, getting people out where they needed and got all the pumps in place.

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I thought the communication was good and that they kept it as updated as they possibly could.

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I thought there's not a hell of a lot you can do. You just have to make sure the people in low lying areas are okay. I used to be on community patrol.

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I thought they communicated pretty well with the townspeople and surrounding districts.

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I thought they did a pretty good job of setting up evacuation stations and helping everyone out.

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I thought they did amazing in general.

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I thought they did well generally. They even came around the next day to make sure we were alright

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I thought they did well. I feel that the way we were told to evacuate was strange. If you did not have a phone how were you to know?

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I thought they evacuated the town at a really good time. They didn't wait until the middle of the night which I thought that was good for the elderly.

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I thought they handled the whole thing damn well. To me I wasn't personally involved but I think they did a good job. They evacuated people in plenty of time from what I know as I wasn't personally involved. Yeah, they did really well.

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I thought they were pretty quick off the mark and there was one thing in the app alerting you to evacuate. I live in West Gore and I think that google maps sees Gore as East Gore.

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I thought they were really good with keeping up to date with communication.

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I was heavily involved in the flood at Riversdale several years ago, same river it was. I was in Civil Defence and still take an interest in these things even though I'm over 80 now. I thought they did a very good job warning people before the episode was even happening, having people to move out if the flood got worse. They warned people who were never going to be affected but always there as a chance.

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I was quite impressed about the alert. Don't know if that was something to do with the Council.

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Information coming out was good.

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Informing everyone of which roads were closed.

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Isolated a vulnerable part of the town. Did a pretty good job to be honest.

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It's a bit hard when you've only got a radio station, think they did alright. They did set up the centres to go to, I think they were well done. There was a gross over reaction.

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Just getting all the community together to help.

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Just keeping the locals up-to-date and informing us. Plus the radio too, kept us up to date as well.

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Just the communicating with community, letting us know, keeping the community up-to-date and what we should do. Evacuations they set up, that was quite good.

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Just the information they put online was fantastic but radio was next to none. It was brilliant!

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Keeping everybody up to date with it. Keeping information up to date.

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Keeping everyone informed about the situation very impressed.

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Keeping everyone informed, evacuating everybody reasonably quickly.

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Keeping everyone up to date.

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Keeping up with the play, letting everyone know that the river is still rising and to be ready to evacuate. They gave people a chance to shift stock etc. They did far better than the flooding in 1978. Can't really compare the two.

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Keeping us informed about the floods and what was happening.

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Keeping us informed, evacuation procedures, plans.

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Keeping us up to date with what was happening was really good.

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Kept pretty well-informed. Someone knocking on our door when we were to be evacuated.

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Kept us updated.

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Kept us up to date.

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Let people know early. Gave us a plan to walk out.

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Letting us know when we could shift back into our houses.

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Luke Howden on the radio gave good updates.

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Making sure that everything was evacuated well before flooding.

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Making the decision to evacuate people early was a good idea.

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Never paid much attention. We had a death in the family at the time so I wasn't paying much attention.

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No one got injured and no one got hurt.

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Not hesitating to evacuate people from the lower surrounding areas.

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Not too sure. Probably that they put in precautions even though it didn't burst the banks.

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Notifying the people in advance.

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One thing they did well was probably evacuation. They got us out before the flooding became too bad. I can only go by my experiences here in Matura and yeah, they got us out and the support afterwards was quite good as well. They warned us early and got us out before it got too bad.

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One thing was alerts that were coming out and the response to prepare a bag. So, when alert came through to go now, just pick everything up and go when alert comes.

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Organising the community in Gore around the centre they had set up.

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Our street got evacuated and they were pretty good with the information and got everyone out.

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Overall, I think they did a good job at acting promptly to ensure the safety of the people. Evacuations seemed to be managed well.

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Overall, I thought it was really good to be sitting here at night and a warning comes through saying if in low lying areas to get out now. Pack a bag and move out. Even though we knew we weren't in immediate danger we responded and put passports in a bag and monitored it from there on. We heeded the warning. I thought it was good of the Council to do that and pretty organised. I thought you never know, it could be catastrophic really, we don't know.

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Plenty of chance of warning that events were happening and were likely to happen, such as flooding and evacuation.

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Preparing everyone to get out in a convenient time.

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Preparing the community/people early for the worst-case scenario such as banks bursting.

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Pretty efficient. As soon as the flooding started they were into getting people out of houses and set up.

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Probably controlling people, getting everyone out of their houses and making sure everyone was safe.

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Probably getting everyone in East Gore out of the flood zone.

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Probably letting people know it was on the way and what was happening. The forewarning was pretty good.

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Probably not the Council but the radio getting live updates from the helicopters really helped everyone keeping up to date. The Council Facebook page was also good.

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Probably shutting down areas and moving people out.

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Probably the evacuation.

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Probably the information that was sent out via the emergency management on our cell phone, radio and Facebook, social media, Gore district app Antenno.

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Probably the updates. People could get information from local radio and find out if they were high risk and prepare for evacuation. They did everything they could to keep the radio stations online and people informed.

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Probably the way everyone took it very seriously and got everyone away and sorted very quickly.

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Probably updating us on what was happening.

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Probably when they updated the information to the community. When they kept posting and having the emergency team set up.

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Prompt communication. The council rang up my husband who is a builder to help evacuate.

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Putting up the sandbags.

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Radio updates.

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Response overall was pretty good really.

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Sandbagging.

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Staff going out and ascertaining what the problem actually was such as building inspectors out checking affected households. What the Council needed to be doing to help and seeing where the problems were. I thought that was good.

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Supplying food to people who didn't have anywhere to go. Their homes were flooded.

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The alerts on the phone. Not sure if this was the Council.

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The alerts were probably ideal.

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The Civil Defence alert was a good thing.

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The communication was excellent via Hokonui Radio. Obviously their preparedness was good.

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The communication was good, you knew what was coming. I felt from the outskirts it was cool, calm and collected.

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The communication.

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The community help.

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The contact and all the information letting people know about it. Being well-informed.

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The did everything well.

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The evacuation and emergency division.

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The evacuation process in taking people out of potentially harm's way.

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The evacuation that they carried out with the early warning at the beginning of the day. They managed to get the people out of the lower lying areas of Gore at the beginning of the day.

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The evacuation! They were very thorough about that.

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The got information out very well on what roads were closed etc. Generally what was going on.

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The information they gave out; updates of progress, when we were evacuated and general information.

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The interaction with Council staff.

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The locations of what areas in the flood zone areas, the maps, were quite good. We've got family elsewhere, so it was good we could ring them and tell them to come up here.

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The main thing was the way they kept us informed and the evacuation was impressive. I am up on the hill and I was able to view what was going on and we had evacuees here and the vehicles were brought up here. A lot of care went into it.

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The ones that had to shift were looked after very well.

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The police were good and the information was clear. The maintaining the whole town was good, and also the Civil Defence information.

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The press conferences. You gave enough information once you had it.

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The quick response they had.

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The regular updates were really informative.

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The response was quick. The Council sent people around door to door to get people ready.

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The response was reasonably quick.

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The text messages alerts gave us plenty of time. We live two blocks away from the river so I thought that it was very well organised. We had plenty of time to move everything, get everything we needed and leave.

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The thing I do believe they did well, not so much during but after, was that Tracy Hicks came down and fronted up to the community. I thought that was good because there was a lot of tension in the room because of the pre- mix. He explained we are not the only town with that problem and the fact that they have been working behind the scenes for a long time to get it sorted. It took a lot of courage to face up to community when a lot of people were heated and not wanting to listen.

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The way they handled the clean-up was great and the response was great.

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The way they organised people to shift. I had a very ill wife here and when the fire brigade came they had an ambulance within four minutes to shift her to the hospital.

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The whole lot; planning and everything else.

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Their communication was good.

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There were details on there about the times we had to evacuate.

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There were one or two areas that they did well in.

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They acted decisively. They made decisions and stuck with them.

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They certainly did well evacuating the town and moving people out quickly in anticipation. It didn't affect us, but I would say that. Getting the message out there.

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They coordinated efforts with the police. Getting people evacuated.

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They did a good job getting everyone out of the flood zone areas.

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They did a good job of the paper mill.

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They did a marvellous job all round.

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They did an excellent job of moving half the town out of the area. If the banks of the Maitai had broken its banks, we would have got very wet.

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They did as well as they possibly could, I think.

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They did brilliantly in pumping out the blocked drains very quickly.

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They did evacuate people that they thought could be in danger, so the Council were proactive.

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They did everything pretty good really.

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They did pretty well overall, nothing that stands out.

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They did well in evacuating areas that were under threat.

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They did well to have no major incidents. No loss of life. It could have been a lot worse.

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They did well to keep us all updated on what was going on.

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They did well.

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They evacuated and made sure everyone knew what was going on and made sure everyone was safe during this time.

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They evacuated Maitai.

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They evacuated people quite well and made sure anyone at risk was safe.

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They evacuated well and got people out.

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They got Gore evacuated quickly and I think they did very well.

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They handled it quite well as a whole.

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They handled it quite well.

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They handled it reasonably well.

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They just responded as they should.

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They kept everyone up-to-date.

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They kept people well informed. Constant updates on the radio and evacuation notices. I feel people had enough time to evacuate.

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They kept us informed when we were told to get out of here. We are on Salford Street so they made us leave. They did pretty good.

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They kept us informed. Right before they said to evacuate to high ground, some places in Gore were evacuated. I was trapped across the bridge and they didn't allow us to come back here. I had to spend all day in the evacuation centre, at the church. There were many people evacuated there and staff from Gore District Council were there.

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They let us know it was coming.

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They let us know. We got plenty of alert time.

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They looked after us very well by relocating us to Edendale.

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They probably evacuated people from Gore in town which was probably a good idea at the time. We're out of town so we didn't see any of it. I know some people that were evacuated. They went to Croydon Lodge and spent some time up there. I think the Gore Council put on a lunch for the people that were evacuated.

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They reacted in good time.

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They reacted pretty quickly.

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They responded really well. It was quite a difficult situation and they managed it well.

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They seemed to be very prompt, they would make a few mistakes in some things, but let's face it we are all human, but they did the best that they could.

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They seemed to do everything. They seemed to have good updates on the radio. We knew when the bridge was going to close and open. We were very well-informed considering our lack of technology.

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They sent one of their Council staff members outdoor knocking and it felt good. They were delivering information about evacuation and necessary things to take with us.

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They set up a drop-in centre in Mataura and they provided food, shelter and for people to be moved on if they needed accommodation out of town.

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They sort of kept everyone up to date pretty well.

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They stepped up like no one has ever stepped up before. Why I say that is because they actually came to our door personally (a member of the council) knowing my wife and my age group, asking if everyone was okay, did we need any help. We're not in the flood zone as such but I felt that it was so caring, no one has ever done that before. I have to give them 110% for that.

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They stopped it from wiping out Gore through more of the community involved with sandbagging. They took it in their own hands from what I've been told.

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They told Abernethy Contracting to block streets, organising things. Just with their organisation of signs and blocking of streets.

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They took quick action and did pretty well. Heard from the Council the evening before the flooding happened.

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They went from door to door to let people know if they had to evacuate and they kept an eye on them.

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They were certainly proactive in trying to keep people safe, not that it personally affected me, but I was aware of proactive stance. The fact that warning people, keeping them posted of river levels etc.

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They were given information early and on time just in case anything bad happens. We evacuated as well.

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They were good at closing roads and alerting the people who needed to be alerted.

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They were good with the information and keeping people up to date.

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They were great.

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They were pretty good at keeping us informed on what was going on especially on the radio. They had a specific channel for the floods and their app, Antenno, was really good.

---

They were pretty good with relaying information and updates on road closures. They were good with information.

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---

They were quite prompt with the updates on social media as they happened.

---

They were very quick in giving us a warning. They sent us all a text, saying about getting a 'go bag' ready. It said to get everyone ready just in case of an evacuation. Our facility also got a call to tell us to get all the residents ready.

---

Updated us whenever they could which was appreciated by us. The Facebook page was good.

---

Updates.

---

Updating everyone as everything was happening.

---

Updating the information on the Facebook page.

---

Using the Antenno App kept us up to date with what was happening and what time we were allowed back home. It worked really well, was factual information and it was really good.

---

We relied on the people of the town or neighbours and the general public. Because the Council really didn't have anything to do with it. It sounds weird but how were they going to help us? People helped one another.

---

We were given information through the radio. Well, the radio announcer Luke Howden was getting information from someone. The Mayor and some of the Councillors may have been on there, or senior staff, and gave good feedback.

---

We were reasonably well-informed and kept up to date.

---

Well I thought the information on Facebook was good. I thought there could have been more and earlier but still.

---

Well, I thought it was a good idea to evacuate some of us in Gore. We were one of them. I think they have done very well there.

---

What I like was how the information was given out to the people E.g. Facebook and the app. Maybe the information needs to be got out there just a wee bit quicker.

---

Yeah, they advised us of evacuation and safety.

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### **Self-selecting sample - online survey**

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A couple of Council workers were extremely rude and over-bearing when out walking in town.

---

Advising the public early that there could be flooding and to be prepared for evacuation.

---

All services working together not just the Council.

---

All the emergency services did very well.

---

App.

---

Being in Maitua most of our contact was with Emergency Southland and three Southland Council staff when we were evacuated.

---

Being proactive.

---

Blocking off roads.

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Closing off flood zones was well done.

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---

Closing the bridge.

---

Collection of rubbish.

---

Communicating with us.

---

Communication and updates.

---

Communication was good via Facebook.

---

Communication with the public.

---

Communication.

---

Communication.

---

Door to door contact prior to evacuations checking on people.

---

Early actions.

---

Early evacuation and taking the doubt about when to go early really helped stop any panic, in my opinion.

---

Early evacuation warning.

---

Effective communication around evacuations in Gore. The Council staff out checking on residents in Gore.

---

Environment Southland did a really good job and were most helpful.

---

Erring on the side of caution. Being organised.

---

Evacuated people in good time.

---

Evacuating people during daylight hours.

---

Evacuating people early.

---

Evacuating town well before peak flow when the data showed it was going to be big.

---

Evacuation in Gore and Mataura.

---

Evacuation of a large area.

---

Evacuations.

---

Evacuations.

---

Excellent management of excavation.

---

Excellent.

---

Facebook newsfeed.

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Facebook updates.

---

Fast response.

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Felt Gore was treated with far more respect than Mataura.

---

Free collection of any water damaged household items.

---

Frequently updated.

---



---

Gathering people to help.

---

Getting everyone to safety.

---

Getting information to the public.

---

Getting water pumped away.

---

Good communication.

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Good control of the situation.

---

Got everyone out safely.

---

Got everyone out.

---

Got people out to higher ground before it when pear shaped. Great work but always room to improve for new learning next time.

---

Great communication. Good job calling evacuation early as it was better to be safe than sorry. Possibly a small inconvenience for some but better than the option of not evacuating and having banks give way and flood the town and then try and get people out. Would not have been an easy task.

---

Great to deal with. We had plenty of information.

---

Had venues for the affected to go to.

---

How quickly they acted to get people evacuated.

---

I did not see one Council person throughout the entire mess. Only police and the fire brigade were in Matura. I cannot say the Council did anything right considering we were only evacuated because of all the dross not because of the flooding as we live up the hill.

---

I have seen streets being pumped out that have never been pumped before.

---

I liked the fact you erred well on the side of caution regarding the evacuation. It meant people were well out of harms way in the event of the river breaching its banks, which fortunately it did not.

---

I never saw much of the Council and I was involved in the flood. All my information I got from my cell phone with alerts from Civil Defence and the local radio.

---

I think they did a great job in Gore.

---

Information on Antenno app.

---

Informed us quickly both verbally, on Facebook, the radio and by prompt signage in bad spots.

---

It all seemed to run smoothly and my home was in very real danger of flooding.

---

Job well done.

---

Keeping Antenno up-to-date.

---

Keeping everybody well-informed. Great updates. We all knew what the situation was.

---

Keeping everyone informed.

---

Keeping everyone updated.

---

Keeping information on Antenno updated.

---

---

Keeping Luke Howden on Hokonui radio informed.

---

Keeping people informed.

---

Keeping people updated.

---

Keeping people up-to-date.

---

Keeping residents informed.

---

Keeping us all informed.

---

Keeping us updated, everyone involved worked quickly, efficiently and really well together. Most impressed with the response and actions taken. We were kept informed every step of the way.

---

Keeping us up-to-date.

---

Kept Antenno app updated so well.

---

Kept everyone in the loop.

---

Kept everyone informed.

---

Kept most people updated.

---

Kept people very well-informed on what was going on.

---

Kept the Antenno app updated.

---

Kept us up-to-date.

---

Kept us up-to-date.

---

Letting everyone know what was happening.

---

Lie about the situation in Maitara.

---

Lies.

---

Lots of updates during this time especially Facebook which was always updated.

---

Lots of updates.

---

Managed evacuations well.

---

Monitoring roading and keeping people updated.

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Monitoring the flow of the river and acting early to allow people time to get sorted.

---

No, it was about as expected for a one in 20 year event.

---

None. Just right.

---

Not really. I didn't really feel we were really kept informed or updated. It was more about Gore rather than Maitara.

---

NZ

---

Organizing people.

---

Patrolling the areas that were flooded and hosting areas for evacuees.

---

---

Planned for the worst.

---

Preparing ahead of time and taking an active approach.

---

Preparing the residents for possible flooding in Gore, Maturua and other places.

---

Pretty quick with updates regarding Gore. We knew what was happening.

---

Prompt action.

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Prompt repair of rural road scour damage with grading.

---

Providing extra rubbish collection for clean-up.

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Quick response and updates online.

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Quick to put out warnings to people in low lying areas. The updates on radio throughout the day were good.

---

Regular updates to our area.

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Risk

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Road closures.

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Sandbagging early.

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Sandbagging.

---

Sending out updates through the Antenno app.

---

Setting up emergency centres.

---

Sharing information and being prepared.

---

Sharing information as they had it despite what other people have said on Facebook. If you don't have the information then you cant pass it on. The Civil Defence warnings and evacuating people soon enough so it wasnt dangerous.

---

Shifting people out early on Wednesday.

---

Staff were proactive in their response.

---

Still kept dross in Matura and is still here.

---

Supporting residents with evacuations and keeping everyone informed.

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Swift evacuation.

---

The centres for displaced people to stay at.

---

The clean-up costs.

---

The communication given to residents was excellent. It was timely, clear and thorough.

---

The constant information.

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The flow of information was brilliant especially the Facebook page co-ordination with Emergency Southland, GDC and the Radio station. The Council staff also went above and beyond. Thank you.

---

The information passed onto local radio and organizing of volunteers.

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The planning done before hand appeared superb.

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The services post flood were timely and useful especially the extra rubbish pickups.

---

The workers on the ground were great.

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Their response for Gore was amazing.

---

There was nothing in particular that the Council did well.

---

They had services in the right areas when required.

---

Tried to keep us all updated.

---

Updates through Hokonui radio.

---

Updates were good.

---

Updates.

---

Updating Hokonui Radio.

---

Up-to-date information.

---

Up-to-date reports.

---

Used the Antenno app for updates.

---

Using Cave FM to get information out to locals.

---

Very clear about the evacuation process.

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Very organized in evacuating us.

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Visiting us after our basement was flooded twice from stormwater run off from Thomas, Devon and Onslow Streets. Matt Bayliss visited us which was much appreciated.

---

Volunteer organisation went well.

---

Watch it happen again.

---

We were kept well-informed right through the time.

---

Well organised with zones for evacuation.

---

Well-informed.

---

Went well in general.

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Why not ask what they did not do well? I heard you were not going to pay a contracting firm for the sandbagging they did, which saved houses and businesses. They mustered their own volunteers.

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### QH3

## Was there something they could have done better?

*Base: All residents*

### Random sample - phone survey

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As far as I could see the reaction from the Council for community members who were directly involved. I think they were on top of it.

---

Better information regarding Mataura.

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Better storage place for ouvea premix than beside a river that floods every 5 years or so.

---

Bit better warning on the premix especially the fact that the premix was going to cause the evacuation having to leave our animals. Bit more notice we could have been let know the night before.

---

Boundary creek which is the stream immediately north of Mataura. The river back-washed up that creek and flooded Mataura. The stop banks need to be extended, especially where State Highway One crosses the river.

---

Close the roads nearer to the rivers. They only had so many resources. People were working pretty flat out.

---

Communicate better.

---

Communication through the Civil Defence with regards to emergency access points.

---

Communication was probably suspect. We have a shed down in the evacuated area so I went down to look at it and didn't find out that it had been closed until I went down there. Other people who worked on the property had been told that it had been closed. However, I own the yard and I didn't get notified. I don't know how they went about notifying people. Also, I think the electricity shut off was good until a certain point, but I think it should have been held off a bit because it affects people with pumps.

---

Crossed information; releasing information so all the sources were in agreement. I think that's how we started getting miscommunication. One example was when we got back to Mataura at the road block when we asked why we got a message that the dross at paper-mill had been compromised. The person I left the message with when I rang back the District Council, was that stuff had been done which was a false report. They should not have written that report because it wasn't factual. There was another false report of houses being burgled.

---

Don't let companies dump toxic waste.

---

During the civil defence emergency, we were evacuated to areas deemed to be safe. There were no officials there to direct people from out of town where to go. On the roads, you didn't really know where to go. You were literally following people. Especially the roads. I went to the lodge and there were people outside who didn't even know which part of the lodge anyone had to go to. Overall, the information wasn't great. They should have had signs up or people directing you where to go. There was no official direction for people where to go. People should have been seated and let know where they could go and what was available. In terms of the signage, it was more the day before when we left work. They had shut State Highway 1. If you were out of town you would have no idea. There were literally just chains of cars. There was literally nothing.

---

Easier way for people to get to their homes. Streets were blocked off so people couldn't get to their homes.

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Flood didn't directly affect us. Indirectly it did. The Civil Defence and the Council worked in unison and told "refugees" that had to leave, were not necessarily sufficiently forced to leave, just told why they should.

---

Get rid of the dross; poisonous chemical sitting in the Maitua Paper Mill from Te-wai.

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Get rid of the ouvea mix ages ago so there wasn't any concerns over it.

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Got the stuff out of the paper mill.

---

Hard to inform people over the radio station. I was in Maitua when the '78 flood was in town. I was in the next two floods too. Its hard to get information. We thought Hokonui Gold did a good job.

---

Have more communication and not leave us in the dark about certain things. I'm not sure what their strategy was.

---

I can't talk for everyone else from Gore but we had to inform the authorities that we needed a jet boat to get people out.

---

I did wonder about them cutting the electricity for East Gore. I was just wondering when we were quite high up why would we would have to go without power so why couldn't they isolate it.

---

I don't believe so; I was not personally affected, so I don't have any issues.

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I don't have any problem with what they did.

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I don't know if you know about the dross that was stored near the river at Maitua. That's probably not a good thing. COVID 19 has taken over that, so it's still sitting there. That's probably a bit of a concern.

---

I don't think so, the only thing that did annoy me was that PowerNet shut off power when they didn't seem to have reason to shut it off. It seemed to be in regions that weren't being evacuated which seemed unnecessary.

---

I don't think so. I think everyone adapted well.

---

I don't think so. Just top marks. They were good.

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I don't think so. There was nothing they could have done about it.

---

I don't think their accuracy of water levels was well-informed. There was too much hysteria on their part. They said East Gore was breaching, but it was in no danger of breaching. The Maitua River wasn't the problem. The Waikaka River was the problem. The bed of the river has been rising with all the gravel in it.

---

I don't think they informed the people properly. We had a cell phone but we didn't get any messages on it.

---

I felt there wasn't enough information about what was going on at the time such as closing roads. It was hard to find out any information but I found out anyway. There wasn't enough information on who was to be evacuated because my phone was telling me I was having to be evacuated and I didn't classify myself in the flood zone.

---

I guess sometimes there were delays getting the official word when there was talk in the community. I guess this was to make sure the right information was getting out to the community.

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I guess there were parts that were confusing. There was an announcement that some parts of the town should be evacuated but they contained evacuation centers E.g. Robertson Street.

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I just think they actually removed people from houses that were never going to be at risk. They did a blanket evacuation of houses, especially in East Gore and the Broughton Street area, which was unnecessary. They closed the bridge which was never at risk but they closed it anyway.

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I just thought it was a wee bit long before we could get back to our houses.

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I really have nothing bad to say. I think they did really well this time so I don't think there is anything bad to say. I'm not just saying that, I really think they did very well.

---

I stayed at home a lot, because I thought it's no use going out and getting in the road by going and watching things. No, I would not really have an opinion on that for the overall, because I stayed at home to make sure I did not get on the road for anyone who is good in those situations.

---

I suppose for those across the floodbank and some of the other areas, it was scary for people being so close. They could have put barriers up. Basically just the safety of the kids.

---

I think in Pukerau here, where I live, there's supposed to be a place for run off at the corner. It's has been broken under the road for many, many years and never fixed. I don't know who's supposed to fix it. Run off- try and keep water as far from houses so there's a place for water to go. When it rains and there's a lot the water that has no where to go. So, if you're living on the flat, the water doesn't really have anyplace to go and it just sits.

---

I think that the Gore stuff was done quite well but the information faded out once Mataura and those ones were not in their houses but Gore ones were.

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I think the co-ordination around the road closures and things like that. You kind of had to go to one website to find out about rural roads, Gore District Council website, Southland District Council website, and NZTA for main highways. Probably the whole co-ordination thing as information wasn't in real time on the website saying roads were open when they were closed and vice versa closed when they were open. A delay in information getting on to the website.

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I think the Police could have done better with communication.

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I think they could have done warnings a bit earlier so that people could start planning. I noticed a lot of people panicking when they started saying evacuate.

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I think they did it well. No complaints.

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I think they did very well. People groaned about having to leave their homes but better than having to be rescued.

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I think they want to look at town boundaries, where the flood actually came. There's no way it's going to get up here, yet they put a lot of people out. A lot of streets got people coming to them, I just didn't think it was right.

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I think they were over the top when evacuating people, it seemed like overkill.

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I thought they should have been on to sandbagging. There are businesses around that they could have used one tonne and half tonne bags of lime from the local fertilizer works to bag off low lying areas. Also plug the gates on some of the culverts would have stopped some flooding too.

---

I was working the night before and I had to go through flood waters on Pomahaka Road at the bottom of Conical Hill.

---

If the Council could look into the future a bit regarding the weather. They do a good job with log jams at the bridge. There's still a pile there. You do the best you can with a group of like-minded people. I think it's important to have a good cross section of experienced heads on the Council especially the older age brackets.

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If you don't have modern phone to receive emergency alarm. Mine is really old and didn't go off.

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In Maitua, a lot of people wouldn't have had to move out of their houses if that pre mix hadn't of been stored there. It shouldn't have been stored there in the first place. When is it going to get moved, in how many years? Scared of the gas that comes off when mixed with water from the flooding and water did get mixed with it.

---

In the first place, if they didn't put the ammonia in the mill the whole town would not have been evacuated. Make the flood defenses better on the whole bank better and the drainage better to make it better in the future.

---

In those situations it is how things are communicated. I think the person to person door knocking was excellent.

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Informing the public was terrible. I was looking on social media and it wasn't very informative.

---

It was really good because on the Tuesday night I got an alert. I work in a rest home. It was apparent from the alert that Resthaven would be evacuated. I was able to alert our manager that Parata would need to accept evacuees. I visited Resthaven, and advised that Parata was preparing to accept evacuees and offered transport. Because of that it meant we could actually go out and prepare. We cooked meals and provided a community meal service. The next day the power went off at 8:20am, because we had that alert, it meant we could go and put mince on.

---

It's a hard one because there were certain roads that were closed that you didn't know about. I used the New Zealand Transport Association website which was updated very regularly and was very helpful.

---

Kept Maitua people more informed. Great with Gore, when the risk eased they stopped posting things. Lots of people down that way and Maitua were left wondering what was going on.

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Lack of communication.

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Maybe put a bit more information out as we were hearing a lot of rumours.

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Maybe they didn't have to evacuate the whole of Maitua.

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Maybe they should have used the radio more. The local station went off and we had no information on the radio at all.

---

More communication. We could have been let back into to the town a lot sooner than what we were.

---

More information and quicker information response. People want to know what is happening now, not in an hour. More honest information. We found a lot of information from the Council was incorrect particularly about the dross in Maitua. We were told no water got in, but we know for a fact it did and so did everyone else. They knew water was coming from the headwaters. To be honest they, in my opinion, should have shut the bridges earlier as they knew the water was coming.

---

More transparent information. I can't think of anymore to say about that.

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My concern was that the Civil Defence headquarters was within the flooded area, when other citizens in that area had been asked to evacuate.

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My in-laws are from Maitua. Not as much information in Maitua as there was in Gore.

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Need to get rid of the poison stuff in the paper mill.

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No, we weren't really involved that much.

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Not from my understanding, we didn't have any problems.

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Not on facebook so had to search for updated information sometimes

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Not stored that sh\*\* in the Mataura paper mill.

---

On the evacuation, there is a lot of elderly people being evacuated so there was a little bit confusion. They were moved from one rest home to another just up the road which led to people wondering what was going on. There are a lot of vulnerable elderly (dementia / hearing). We need better network for people moving them as they didn't fully understand what was going on.

---

Only through hearsay as apparently they could have perhaps reduced some of the flooding in Toronto Street if some different action was taken. People who made comments didn't have all the information. I think Council people were doing their best. An unqualified statement really.

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Ouvea remix chemical in the paper mill. There was 5 or 6 hours before anyone knew what was going on which is a big time lapse. People were evacuated but they didn't actually know why. It was because of that chemical as it turns out.

---

Overkill! We went up the hill to our sons house. Even if the banks burst we would have been okay. I understand why they did that but just a bit overkill.

---

Perhaps people in our situation who want to give help. Give us an idea how we can help such as practical solutions. Not so much donating money but working bees etc. Where were people sleeping? Did they need accommodation? Someone to co-ordinate a more personal response, not physical but more comforting. We have the capacity here.

---

Pretty big area for them to cover, so they did really well.

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Prior to the flood, they could have made sure that the ouvea mix was removed from Mataura long ago.

---

Probably communicating with the people who were helping. My husband went to help with the buses but ended up hanging around as he wasn't told he wasn't needed.

---

Probably heaps of things they could have done better. Communication in places where people were getting evacuated to. We were told that people getting evacuated did not know what was happening, no food or anything was supplied or asked about food for them.

---

Probably helping people that were stranded. We had a lot of people that were stranded with nowhere to go. Mostly touristy people. Confused as to which roads were open and which were closed.

---

Probably looked after their workers a bit better in Mataura as far as food and refreshments.

---

Probably wish they had got the chemical stuff in the shed in Mataura sorted out a long time ago and been moved before something like this occurred.

---

Remove Ouvea pre- mix from the old paper mill here in Mataura. When water touches it, it turns toxic and then leaks into the air. It's the reason why the whole town got evacuated. It's a major concern to our community and livelihoods as well.

---

Road closures were a bit hard where there was flooding and the roads weren't closed. It all happened so fast, they probably ran out of road closure signs and cones. App and google maps app were not kept up to date with road closures so that was a really difficult one for me.

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Shut the waste gates at Oxford Street, to stop water running back into the town.

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Some aspects of phone alerts that weren't satisfactory such as the message came in 'mandatory evacuations.' I didn't really access the map of low lying areas. Message mandatory evacuation meant we were unsure if that was related to us or not. I don't think some people would have handled that very well if they were on their own and a bit elderly. It was bit concerning and left me unsure of where we stood.

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Something needs to be done with the drainage system because it backs up during the flooding.

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Sometimes some of the people got very officious in removing people from their homes when the flooding wasn't near their homes, and they got very upset.

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Spent money in the past on infrastructure but the stormwater system hasn't been getting necessary upgrades for 35 years. Instead of on flower gardens and flags.

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Stay where we are and don't panic and wait for the announcement from the Council for the bridge to open.

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The chemicals should never have been stored in the paper mill in Mataura.

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The conserve water notices and the boil water notices. I had heard about them online, but I know people who don't have internet that wouldn't have heard about them.

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The crap in Mataura, the poison, it was by the river, it was held in the old mill that there is a big problem it shouldn't have been there. The water quality afterwards I didn't feel was back to normal. They said it was back to normal quite quickly but I didn't understand how it could be back to normal so quickly after we were told we had to boil it to get rid of the e-coli. I don't know how it got back to normal so fast. Considering one day we had to keep boiling and the next day it was OK. The pipes couldn't have been cleaned so fast.

---

The day after there was talk that they were going to update us at 11am and there was a wee bit of an update. Then we didn't hear anything till they told us that we could go home at 6. It just seemed like a long time for there to be no information. It would have been better if they had said something along the lines of we are making a decision at 6pm.

---

The early notification for evacuating everyone. The chemicals in the paper mill. It should not have been in a place near water. Whether in flood or not, people could be affected. Especially around public and houses. It's not good.

---

The flood detour at Morrison Road into Pinnacle Road into East Gore. All of sudden become a very heavily used section of roading. Places where the road was not wide enough and places that needed more gravel maintenance. There are places where it was through to the clay on Pinnacle Road. Since I made contact, I've had a call from roading staff to say what the plans are so have had a response and that's the first time that has happened.

---

The flood didnt affect us apart from the odd road being closed. I wasnt really involved in it as we were high and dry.

---

The flooding in Ontario Street was completely avoidable. They never initiated any sandbagging and the Council staff saw what was going on.

---

The flow of information was good but it did seem to take a long time to get information out there but then again I understand from a technical standpoint that they had to check facts before putting it out there. So, no I thought they did very well.

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The high and mighty attitude of Council workers. If people weren't running around telling everyone to get out of there, they were stopping people from getting on with the job of packing up to get out. They were over-the-top.

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The lower part of Gore that got flooded; it was a shame that something could not have been done there quicker.

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The Mataura Paper Mill.

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The mill down in Mataura. I don't know that was handled as well as it could have been.

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The mix in the paper mill should never have been there in the first place. It comes down to money. They said they would store it and obviously got paid for it. I'm not sure but that's the way I see it.

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The old paper mill has caused more problems than anybody else.

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The only thing I thought was their map was quite small even when you magnified it up still quite hard to read.

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The only thing that effected us was road closures at Waikaka and Gore. I think they handled it very well.

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The ouvea in the paper mill. That's why we couldn't get back into our house.

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The stuff about the chemicals in the paper mill. Don't know if that's to do with them.

---

The timeframe of letting people back into Mataura and letting people live in Mataura. They left it right until Thursday night which really dragged it out. They also created some confusion through slack communication by delaying telling of the flooding taking place in Mataura.

---

There needed to be more information. There were very few updates as to what was going on.

---

There were areas that were badly flooded, but there were small pockets that they could have done better. They know it floods. It always floods.

---

There were roads diverting traffic out of Gore which tourists and residents were travelling on and they led to flooded roads, so they had to turn back.

---

They could have been a bit more honest with us and communicated with us. I found out more sitting on the cordon in three hours than they told us in days on the radio or the website and the news. We never heard anything about the shed. They advertised that they knew where every evacuated person was. However, we took our 90 year old neighbours with us and left a note on their door about who we were and how to contact us. However they never contactd us. So them knowing where everyone was is a lie. Tracy Hicks did a very good job at avoiding all the questions at the news conferences. Cordon was dropped for Matuara at 6pm and I got it but people at the refuge centre didn't even know that the cordon had been dropped.

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They could have been a quicker off the mark. The radio station seemed to be better than the Council.

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They could have dealt with the chemical situation in the old paper mill.

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They could have explained through the day what was going on. The MP for the National party, Hamish Walker, told us what was going on. Even the press couldn't tell us. Lots of people going around the streets and we couldn't move.

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They could have given people the choice to evacuate in Gore. My house is disable friendly and I could have coped with it.

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They could have got on the move a lot quicker. Getting organised with warning people and so on. They were slow at getting on to the waistwater in Mataura.

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They could have got rid of the dross out of the paper mill before that happened, about four years ago.

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They could have moved the mix out of the mill before waiting three years to do it.

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They could have notified the businesses and residents in that area and told them the river was coming up. They could have had more time to prepare as they only had about two hours to prepare. They could have installed sandbags and started pumping a lot sooner. That would have alleviated a lot of issues.

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They could have sandbagged at the entrance of the tip and Toronto Street.

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They could've listened to the people out here and closed the road sooner.

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They probably could have put more information on the Facebook page.

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They probably should have let the Maitland people know earlier that they could have returned to the town.

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They seem to run smoothly from what we saw on the news. From what friends from Gore said they were quite pleased with how they reacted.

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They shut down power to a lot of Gore, which unfortunately shut down the power to the pumps. They need to work this out on a finer scale to figure out how not to turn off the power to the pumps.

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They turned the power off and it turned the pumps off that pump storm water out from the town. They have a monitor on river levels at Hamilton Park but it would be much more preferable if they had one at the Maitland/Otaki area. They used to have one up there.

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They were lacking in communication in a big way.

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To advertise it on television for elderly and disabled people.

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To let us know it was all over. They didn't do it early enough.

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Was happy with their processes.

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We didn't get tapped on our door but I don't think they thought it would affect us. We thought they were amazing.

---

Well, they need to get the ammonia stuff out of the paper mill in Maitland. That's what they need to do.

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We've got friends over the bridge. They were flooded in East Gore, Waikaka dump area caught people out from behind. Some bagging around the Ontario Street area may have helped some of those places. The water came pretty quickly but if they had done this it may have saved some of those houses.

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When I rang up to volunteer they only had their phone service who was unable to put through names for volunteering. Unable to help further.

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When the McConnell Street residents were allowed back in, there were areas with a lot of water. They could have been pumping the water out instead of leaving the residents to it.

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When they renewed the refuse station in Gore they lowered the stopbank so that big trucks could get in there. They omitted to sandbag the area and water ended up on Ontario Street.

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Yes, I think so, we didn't really know where we could go. Someone else let us know the night before, but if not we would have gone up to high ground and sat in our car.

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**Self-selecting sample - online survey**

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Acted quicker.

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Advice around power outages and expected length of time it would be out.

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After hours phone service didn't know who to put us in touch with during the first lot of stormwater entry to our basement. We had to phone the fire brigade, who once they arrived at our place, found it difficult to get in touch with appropriate Council personnel. Therefore, we feel this is an area of communication which could be improved.

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Been truthful.

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Better communication for people moved out of their home.

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Better communication once the Gore residents were allowed back home. Nothing about Mataura on the radio. It came in dribs and drabs.

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Better information.

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Checking on rural people. There were many rural people who were in more danger than town people but were not helped to evacuate. They were only checked on the day after the flood started to recede. I know of people who couldn't get to safety because they were blocked off and the Council didn't check on them.

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Cleared the paper mill.

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Communicated clearly and have trained some staff with some knowledge who answered the 0800 number.

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Communication E.g. some businesses were informed how serious it was getting prior to Wednesday and were given plenty of time to move stock and safeguard their business but these were only large businesses. Plenty of the smaller businesses a lot closer to the river had ten minutes at best to lift a few items up higher with no time to sandbag areas near sumps, doorways or to move expensive non-replaceable equipment and stock. These business owners and displaced citizens were then left to scroll through local media to see what was happening. It caused many people huge amounts of stress and distress.

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Communication was slow or non-existent and if it wasn't for Hokonui Gold no-one would have known what was going on.

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Didn't need to evacuate every house because there was no truthful explanation as to why and still to this day no honest explanation has been told.

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Don't evacuate areas that are higher than the flood banks and ensure all valves are turned off when pumps are required to be shut down. Not sure why this as been kept from the public.

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Dross

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Earlier notifications for flooded houses and businesses in Ontario Street from Waikaka Stream.

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Evacuation in Gore could have been earlier.

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Everything else I had to get updates from another source about my home town because GDC failed to provide information that was relevant to me. When I asked I was told to read through over 500 comments to get information.

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Everything.

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Fix ouvea problem.

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Fix the drainage in Gore and people wouldn't have got flooded by stormwater.

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Flood valves should have been turned off. As the old guys use to. It was stupid to turn the power off.

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Give more up dates.

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Given explanation to public as to the way they had to leave home especially when the were river was already dropping.

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Given Mataura residents more regular updates rather than them all being about Gore.

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Got rid of the dross stored in Mataura. Procrastination on this matter is not acceptable.

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Had already removed the dross out of our town.

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Had been open, honest and transparent regarding details of the safety of the ouvea premix stored in the Mataura Paper Mill.

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Had some kind of plan in place, so Civil Defence, emergency services and the fire brigade people did not work 36 hours straight with little or no sleep. It's a safety issue.

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Had someone taking calls on Waitangi Day.

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Happy with what they did.

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Heaps

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Honesty

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I don't believe so.

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I felt I was ok with information supplied.

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I felt the Council did an amazing job. I couldn't criticise one thing. The only issues seemed to be citizens lack of common sense and personal safety. Obviously the ouvea premix was of a huge concern to myself and the majority of the district. I think that the Council needs to follow every avenue possible to move it somewhere other than beside a river.

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I think you did well.

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I thought the response was great.

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I wasn't in Gore at the time. My husband had no way of knowing what was happening and he lives in East Gore as he has no app or Facebook.

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Inform us better on Mataura, especially the dross. I believe we were misinformed about the the dross in Mataura. We didn't hear much about it. It was like a secret.

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Information on Facebook.

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Information was sketchy in the afternoon even though there was little to report until it was made clear that there would be an announcement after five o'clock.

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It was great you were dispelling myths. Maybe if this could have been done a little sooner. I know its hard.

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Just have one person on radio giving out information. Not everybody has the internet.

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Keep pressing for dross removal.

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Kept us more informed not in the dark.

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Kept us more updated and not had that stuff at the Mataura Paper Mill.

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Let us know what was happening. Taking photos and posting online so that way people didn't feel the need to be rushing around and going out and about trying to see what was happening.

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Letting us know if the flood banks had been breached or not so we would have known what to expect.

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Listen to the people.

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Mataura looting could have been avoided with a bit more effort.

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Maybe a dedicated radio programme with constant up-dates.

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Ministry of Environment notification regarding the dump. Team dedicated to studying landfill issues. Power updates to help assist in returning elderly citizens back home. Known flooding areas they should had their annual maintenance done on culverts, most are too small now for capacity or filled with sediment or gravel. No alerts to farmers in flood zones to move stock to higher ground on Tuesday evening from Federated Farmers or Environment Southland.

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More communication.

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More details on road closures as there are roads in the district with same name but different area.

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More information on Gore District Council website.

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More information on road closures.

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Moved that material from Mataura Paper Mill.

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Moved the crap out of the Mataura Paper Mill.

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Never having that dross stored in Mataura would have saved a lot of undue stress.

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No not really.

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No, all went well.

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No, I'm happy with how the Council responded. Even going above and beyond overnight to make contact with people in the flood zones.

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No, they did a fantastic job.

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Nope, not that I know of.

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Not allowed the dross to be consented near a river. I feel there could have been more action responded quicker after we were allowed back into our homes.

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Not clear enough when to leave.

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Not enough information updates.

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Not had 10,000 tonnes of premix in a paper mill, not said to the media that there was no water in paper mill, not waited till the flood to action the removal of it given the near miss two years prior. The fact it was still allowed to be stored with no bond posted. Hindsight though.

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Not had ouvea mix in Mataura. It was disgusting to put a whole town at risk.

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Not really important but we could have used exemptions or alternative places to let our dog run off leash while all of the allowed places were closed.

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Not turning the water off which caused water to back up in the built-up areas of town. There was no need to evacuate such a big area of Gore.

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Obviously the handling of the Mataura Paper Mill.

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Perhaps warned people there was flooding early on in East Gore on Tuesday. They would have realised things were bad.

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Premix removal.

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Preventing the efforts of some on Toronto Street from trying to save homes and buildings, which was ridiculous, and also in not dealing with the dross in Mataura beforehand.

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Probably.

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Put out a flood warning earlier.

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Put out more local information.

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Realise that the Waikaka River was rising and water was going to flow down Toronto Street to flood houses in Ontario Street. This was starting to happen about 2.30 pm on Tuesday.

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Regular maintenance of stormwater drains.

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Remember that residents are standing right next to you when you are discussing issues.

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Remove that sh\*\* from the paper mill.

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Sandbagging dump area.

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Sandbagging the Salford/Wigan Street end of the flood bank earlier. The water level was very high here before sandbags started appearing.

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Sandbags more quickly to the end of Salford Street.

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Started pumps to get rid of water sooner.

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Stood firm for Mataura. Get rid of the toxic chemicals in the paper mill.

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Stop patting themselves on the back and do the work.

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Tell the truth.

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Telling people road closed to Knapdale when no water on road.

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The bridge connecting the main township and East Gore should have been closed for longer and when they reopened it, it should have been managed e.g. so many vehicles across at one time.

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The organisation of evacuation with the police could have been better. Also, making sure the town was more protected as apparently it was only being watched by camera.

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They could have done what Luke Howden did. His reports were more accurate and reassuring than any of the Councils.

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They knew the weak points and should have dealt with it properly well ahead of time.

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Think it went as well as it could of.

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To not have the premix at Mataura paper mill.

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Took a record of people going out of town and where they were going.

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Updated Mataura people more.

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Utilised groups like Landsar better.

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Very hard to comment as I live out of the flood plan on a hill.

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Was hard to know when I could return home. There were lots of information on evacuating but nothing to say it was safe to return home.

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We heavily relied on the Civil Defence Facebook page and emergency calls. We were disappointed with the lack of information by the Gore District Council.

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We rang on Waitangi Day and we went through to the after call hours. Thought the Council would still have staff available.

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Yes some of those Council workers who were up at the river banks and by the parks need to learn they are not cops and learn to respect other people. Perhaps in the next emergency this could be made very clear to them. The attitude was over the top and quite frankly abusive and bullying. Was in town with visitors from Canada at the time and this reflected very poorly on Gore.

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Yes, admit Mataura residents were mainly evacuated because of the ouvea pre-mix, not the flooding. You have lied to the media.

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Yes, the situation with the old paper mill in Mataura.

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Yes, they didn't open the outlet on Huron Street so all the water pumped just flooded my property instead of actually going out the other side of the floodbank.

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Yes, they should have sandbagged a small area and saved Ontario Street. They could also come and explain why we were flooded and how it will be prevented next time.

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