



Newfoundland  
Labrador



Open

# Open Government Initiative

Public Engagement Session  
Stephenville-Port aux Basques Region  
September 17, 2014  
Plum Point, NL

EE2016-G

# An open government...

- Is transparent, accountable and responsive to the public (both citizens and stakeholder groups)
- Increases access to information/data
- Provides meaningful opportunities for dialogue and collaboration between/with government and the public
- Uses innovative activities, strategies and approaches to better connect people to their government
- Leads to enhanced knowledge-sharing, innovation, dialogue, trust and collaboration which in turn leads to better policies, decisions, programs and services

# What is the Open Government Initiative?

- A bold and ambitious Government-wide initiative launched by the Premier in March (with the OPE as 'lead-department')
- An initiative that will result in GNL's first ever Open Government Action Plan
- An effort that is underpinned by an extensive public engagement process
- An effort that will lead to enhanced data and information sharing, better engagement and collaboration

# Open Government Initiative

- Based on international standards/best practices
- In keeping with many other jurisdictions
- 4 pillars:
  - Open Information
  - Open Data
  - Dialogue
  - Collaboration

# Purpose of this session

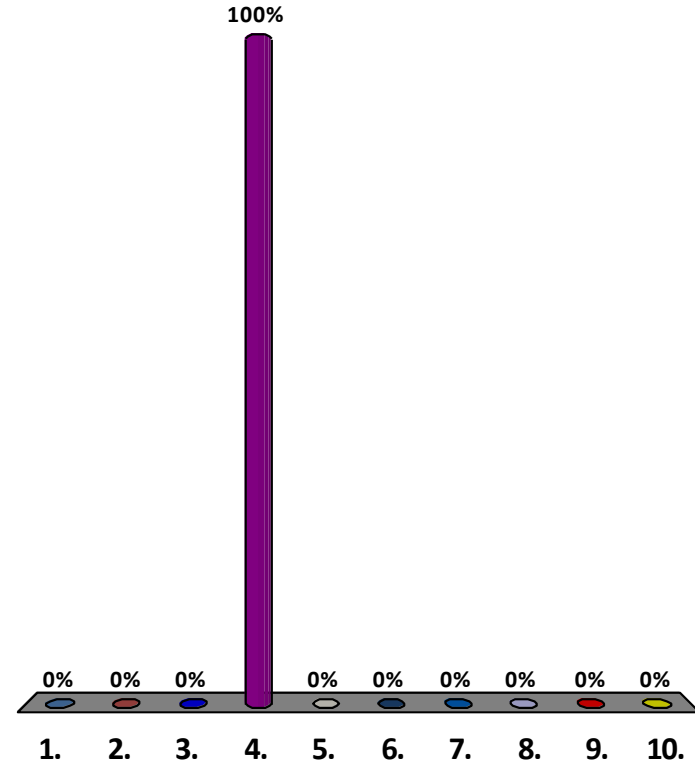
- Information sharing
- Idea generation (brainstorming possible actions)

# Process

- Table Discussion
- Technology

# The region in which I live is...

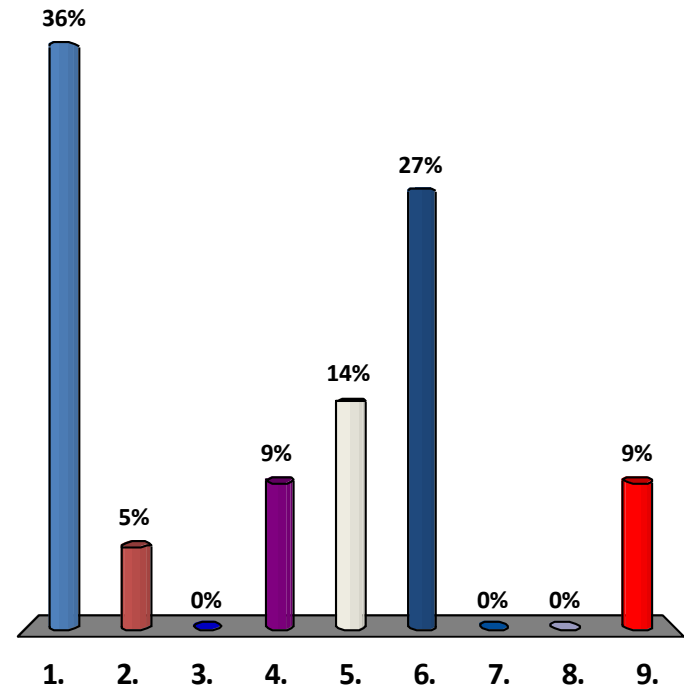
1. Labrador
2. St. Anthony - Port au Choix
3. Corner Brook - Rocky Harbour
4. Stephenville - Port aux Basques
5. Grand Falls - Windsor - Baie Verte - Harbour Breton
6. Gander - New-Wes-Valley
7. Clarenville - Bonavista
8. Burin Peninsula
9. Northeast Avalon
10. Other Avalon





# Today I am or am representing:

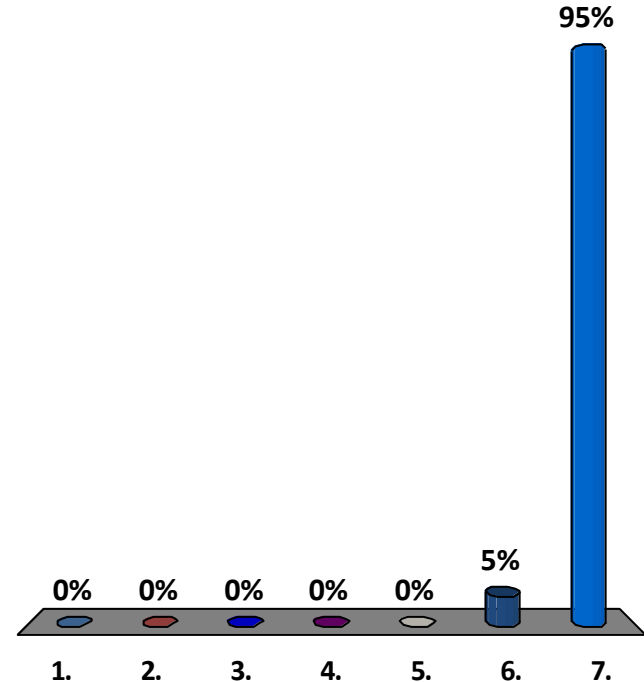
1. Academic Institution
2. Business
3. Labour
4. Not-for profit
5. Interest/Advocacy/Advisory group
6. Citizen
7. Municipality
8. Government
9. Other



# I previously provided input into the Open Government Initiative by:

(Select all that apply)

1. Attending an in-person session
2. Completing an online survey
3. Email submission
4. Mail submission
5. Social media
6. Telephone conversation
7. I have not provided input prior to today



# Public Engagement Process

## - Overview -

### What we heard

# Engagement Efforts

- 30 information and engagement sessions
- 400+ participants
- 30 online feedback forms collected
- 260+ questionnaires completed
- 1500 unique ideas, comments and suggestions about how to make GNL more open

# Emerging Themes

- Accessibility/User friendliness
- Participation/Technology
- Collaboration Challenges
- Government Responsiveness

# Theme Discussion

Accessibility/User friendliness

# Examples: What we heard

- “Sometimes we know the info/data is available, but we can’t access it or find it”
- “Right now, you have to open like 60 different documents and search them all individually”
- “No central place to collect and store data”
- “Not every report has it available to pull out the specific data that the public are looking for”
- “Public accounts, estimates, budget speeches, etc. they are in pictures not data formats. Need to pull out every piece of data. It is not in an excel or usable format.”

# Key Ideas: Other Jurisdictions

- “One stop shop” for data/information
- Making data/information easier to use
- Getting public input re: what data/information is priority
- “Open by Default” approach





Transparency and Open Data:  
Priorities for 2014



New UK Location Metadata Editor



The Linked Open British National  
Bibliography



Strengthening the  
National Information  
Infrastructure (NII)



Public servants, open  
data wants you!



Housing Land  
Availability  
Assessment – Data  
Constraints



Less searching. More savings. <sup>or</sup>  
You could save \$525 by combining  
Auto & Home.  
[www.statefarm.com](http://www.statefarm.com)

## Tampa Real Estate

5,566 results, 19 unmapped.

Featured Newest Cheapest [more -](#)



● House For Sale  
**\$134,900**  
Zestimate®: \$114K  
1 day on Zillow

4006 W Land Ave, Tampa, FL  
3 beds, 2 baths, 1,188 sqft  
5,662 sqft lot  
Built in 1964



● House For Sale  
**\$250,000**  
Zestimate®: \$196K  
1 day on Zillow

813 W Woodlawn Ave, Tam...  
3 beds, 2 baths, 1,542 sqft  
7,840 sqft lot  
Built in 1949



● House For Sale  
**\$575,000**  
Zestimate®: \$451K  
1 day on Zillow

2807 Northpointe Ln, Tamp...  
3 beds, 3 baths, 2,592 sqft  
6,058 sqft lot  
Built in 1998



● House For Rent  
**\$1,550/mo**  
Rent Zestimate®: \$1.2K  
1 day on Zillow

6317 N 22nd St, Tampa, FL  
4 beds, 2 baths, 1,518 sqft  
0.46 ac lot  
Built in 1958



● House For Rent  
**\$3,100/mo**  
Rent Zestimate®: \$2.6K  
1 day on Zillow

10553 Martinique Isle Dr, T...  
4 beds, 3 baths, 4,096 sqft  
0.32 ac lot  
Built in 2006



● Condo For Rent  
**\$800/mo**  
Rent Zestimate®: \$821  
1 day on Zillow

4335 Aegean Dr APT 142A,...  
1 bed, 1 bath, 760 sqft  
Built in 1981



● Condo For Rent  
**\$1,995/mo**  
Rent Zestimate®: \$1.5K  
1 day on Zillow

777 N Ashley Dr UNIT 1615...  
2 beds, 2 baths, 888 sqft  
Built in 2007



## Home Values

Add seller comment

Zestimate <sup>(?)</sup>

**\$195,523**

+**\$54,179** Last 30 days

\$178K \$215K

Zestimate range

Rent Zestimate <sup>(?)</sup>

**\$1,273/mo**

-**\$12** Last 30 days

\$1.1K \$1.7K

Zestimate range

Zestimate forecast



To see Zestimate forecast  
Create a free account

One year

Zestimate <sup>(?)</sup>

1 year | 5 years | 10 years



## Price History

Date	Event	Price	\$/sqft	Source
09/04/14	Listed for sale	\$250,000 <b>+22.0%</b>	\$162	Keller William...
06/11/04	Sold	\$204,900 <b>+504%</b>	\$132	Public Record
11/30/00	Sold	\$33,900	\$21	Public Record

[+ More](#)

## Tax History

Find assessor information on the county website

Year	Property taxes	Change	Tax assessment	Change
2013	\$750	-0.1%	\$73,593	1.7%
2012	\$751	-17.2%	\$72,363	-10.9%
2011	\$907	-30.2%	\$81,181	-18.9%

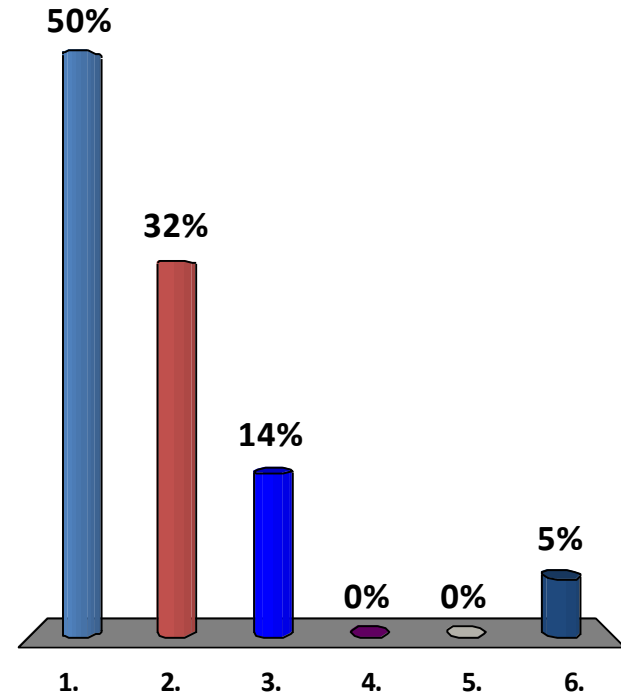
[+ More](#)

# Accessibility/User friendliness

Polling

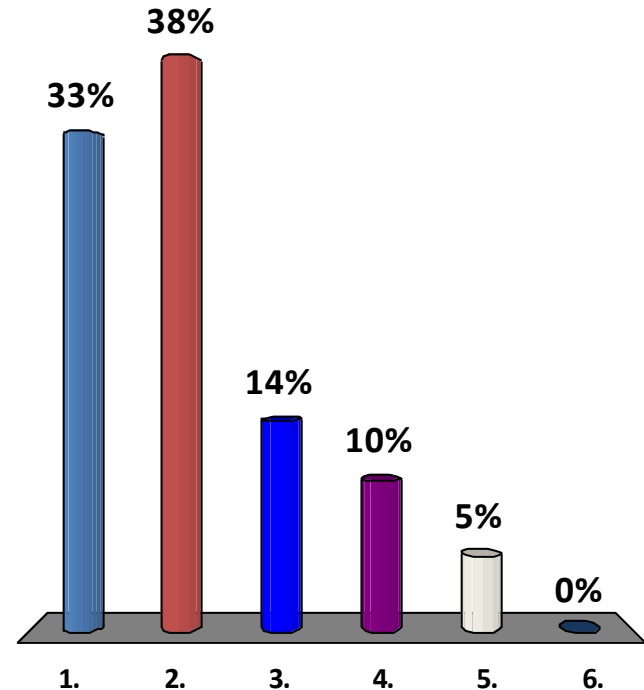
Government should create a “one stop shop” website and app that would make it easier to access government information and data.

1. Strongly Agree
2. Agree
3. Unsure
4. Disagree
5. Strongly Disagree
6. I do not know



Government should develop an 'open by default' data and information policy that would improve access to government information and data.

1. Strongly Agree
2. Agree
3. Unsure
4. Disagree
5. Strongly Disagree
6. I do not know



Do you have other ideas or suggestions about how government information and data could be more accessible and user friendly?

Discussion Question

# Theme Discussion

Participation/Technology

# Examples: What we heard

- “The current [GNL] website is not designed to reach out to people”
- “We are asked to attend sessions but there’s a feeling that the decision has already been made”
- “Most times I think that it is a done deal. It’s more optics. It’s disingenuous, not open enough and no follow up”
- “Public sessions are intimidating; will I be asked something?, how do I dress?, will I be smart enough?, etc...”



# Examples: What we heard

- “Locations are not always accessible. Public Sessions are not geared or accommodating to persons with disabilities. Logistics need to be accessible to individuals with disabilities (physical, hearing, seeing)”
- “Something to remember with online things such as social media is to keep in mind an older population who don’t use such technologies”
- “Need something in place for seniors, those that are not tech savvy”

# Key Ideas: Other Jurisdictions

- “Open Policy-Making”
- Online Platforms for Engagement (including apps)

## Submit New Form



### **Council Speakers List**

Got something to say? Sign up and have your say



### **Graffiti Reporter**

Graffiti in your community? Tell us about it here...



### **Request for Information**

Submit a public records request while on the go



# UK Government Web Archive

The National Archives is preserving UK government information published on the web



Click Clever, Click Safe

## Search the UK Government Web Archive



Search by keyword, category, or narrow down to a specific website.

[Search](#)

## Browse our A to Z



Find a site in our collection by browsing our full A-Z list.

[Browse our A to Z](#)

## Twitter archive



See tweets archived from UK Government Twitter accounts.

[View Twitter archive](#)

**Browse**

**Popular**

**News**

[A to Z](#)

[Business, industry, economics and finance](#)

[Central and Regional Government](#)

[Culture and leisure](#)

[Environment](#)

[Health, well-being and care](#)

[Home affairs, public order, justice and rights](#)

[Honours, awards and appointments](#)

[International affairs and defence](#)

[People, community and housing](#)

[Public inquiries, inquests and royal commissions](#)

[Transport, communication, science and technology](#)

[Work, education and skills](#)

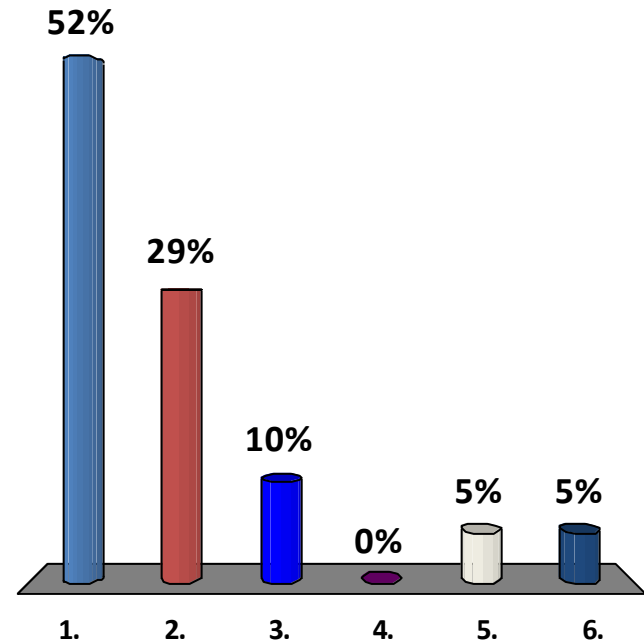
**Quick links**

# Participation/Technology

Polling

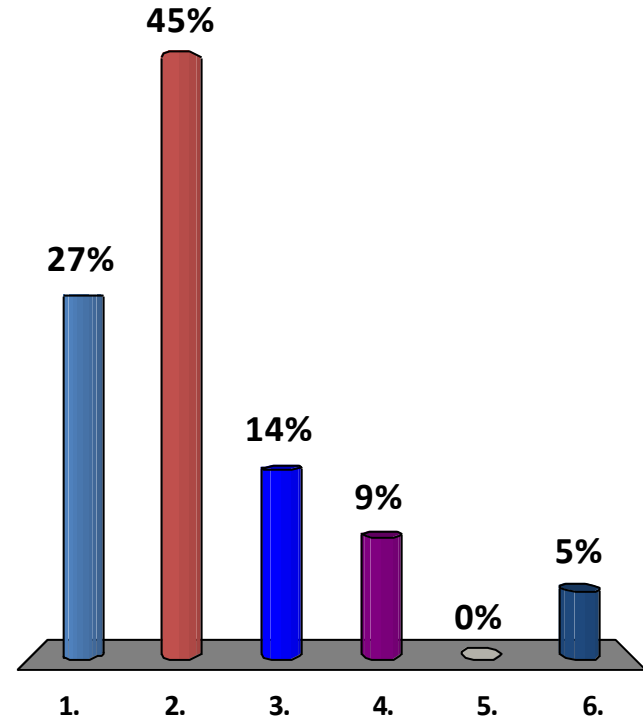
Government should use innovative engagement tools/approaches to increase opportunities for public input

1. Strongly Agree
2. Agree
3. Unsure
4. Disagree
5. Strongly Disagree
6. I do not know



Government should create a tool (app) that serves as a one-stop-shop for engagement (lists and reports on all opportunities; allows citizens to provide input, etc.).

1. Strongly Agree
2. Agree
3. Unsure
4. Disagree
5. Strongly Disagree
6. I do not know



Do you have other ideas or suggestions about how government can do a better job of engaging the public?

Discussion Question



# Theme Discussion

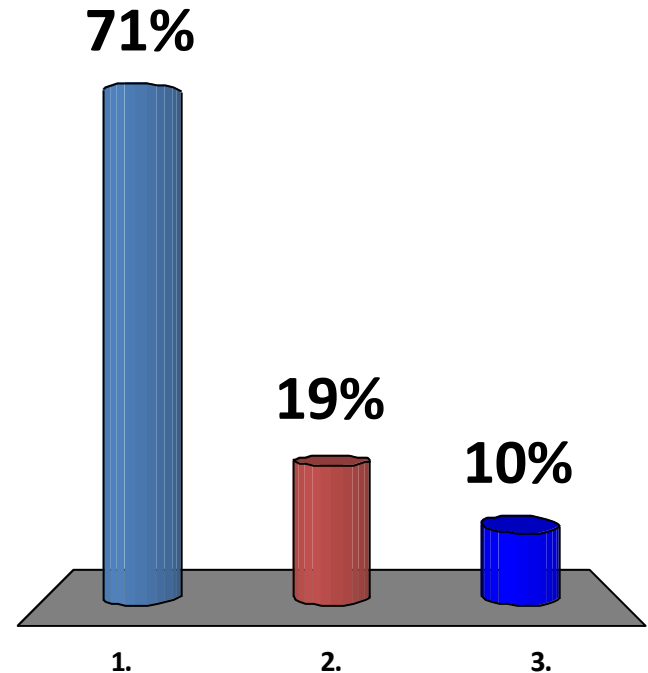
## Collaboration Challenges

# Examples: What we heard

- “Access to bureaucrats is very limited”
- “Clarification of roles in the collaboration is needed upfront”
- “Determining where like-minded entities with a lot in common exist and building bridges”
- “Providing money doesn’t equal a partnership”
- “Manage and clarify the expectations of such collaborations or partnerships”

Have you been part of a group that has had collaborative relationships with the GNL?

1. Yes
2. No
3. Unsure



Do you have any ideas or suggestions on how government can be a better partner when collaborating with external groups?

Discussion Question

# Theme Discussion

Government Responsiveness

# Examples: What we heard

- “There needs to be a balance struck. ‘Engaging just to engage’ or ‘engaging to look good’ is not a good way to engage”
- “Engagement should only take place if the process will influence the decision at hand, and ensure that participants feel respected and heard”

# Examples: What we heard

- “Timely reporting and follow-up needs to be a priority, preferably within a matter of weeks”
- “No acknowledgement from government that your opinions were received or of any value. If you pay money to consult with the public then it would be nice to get some form of acknowledgement that what you had to say was heard”

# Key Ideas: Other Jurisdictions

- Pilot projects to improve communication
- Obtain/use (with permission) contact information to keep people up to date re: how their input affected decisions)

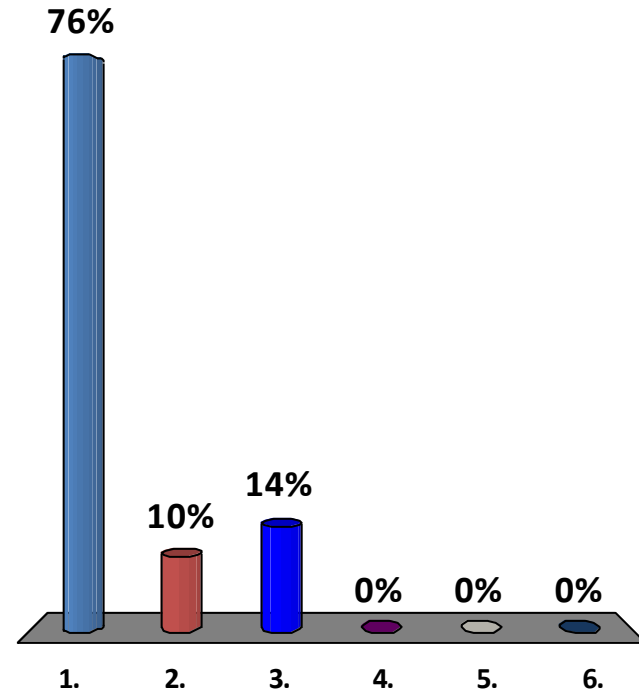


# Government Responsiveness

Polling

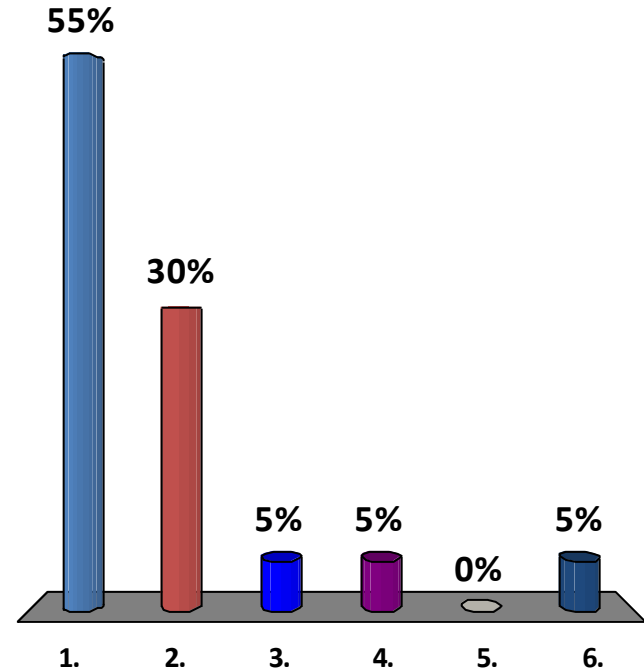
# Government should consider new ways to improve its communications with citizens.

1. Strongly Agree
2. Agree
3. Unsure
4. Disagree
5. Strongly Disagree
6. I do not know



Government should obtain/use contact information (with permission) to keep citizens up to date on engagement events and results.

1. Strongly Agree
2. Agree
3. Unsure
4. Disagree
5. Strongly Disagree
6. I do not know



Do you have other ideas or suggestions about how government could be more responsive or proactive when it comes to informing citizens of the outcomes of a public engagement activity or process?

Discussion Question

Do you have any additional ideas re: possible actions that the GNL should consider when developing its first Open Government Action Plan?

Discussion Question

Theme Team

Report Back

# Idea/Suggestions: Accessibility/User friendliness

- Need human to answer the phone when contacting government not voice automated service
- Access to raw data in usable format (excel)
- Multi-pronged approach to provide/access info (not solely technology, one stop shop, public by default, human contact)
- Focus on end user of info as opposed to general citizen
- Better search engine on government website
- Accessible info consolidated and better organized
- Removal of Bill 29
- Cross reference links to info

# Idea/Suggestions: Participation/Technology

- MHA accessibility/visibility key
- Town hall/public meetings where people can voice their opinion in districts with MHA'S (quarterly possibly, variety of locations in district)
- MHA offices should be resource center, represent our issues, and report back to citizens
- Engage different segments of population (seniors, youth, low income, rural, etc) in an appropriate way
- Engage youth and seniors (high school students, post secondary students, university, 50+ associations, community groups)
- Freedom of speech for government employees (eg. Scientists within a university)
- Civil services are there for public. "They are there for us, we are not there for them."  
(businesses)



# Idea/Suggestions: Collaboration Challenges

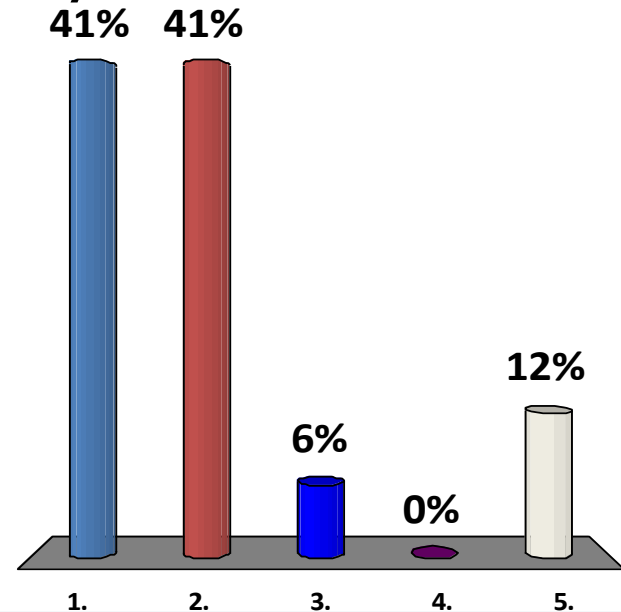
- Accessibility to MHA and the “right” government employees  
(clear line of communication)
- Build trust with public
- Equality/fairness between industries for government priorities  
(not all about oil and gas)
- Reduce red tape (ex. Grants. Approval times, stipulations, explanations why they were given)
- Connect government agencies with external groups (face-to-face communication)
- Make collaboration and public engagement genuine (do not enforce patronage or not just for electoral purposes)
- Government should mirror the expectations of partners

# Idea/Suggestions: Government Responsiveness

- Timely response to issues brought to government
  - Use a tracking/ticketing system for government forms
  - Establish a prioritization system of issues
- Use of different mediums to relay information (Media, Internet, Tv, Social media, Newsletter, Post secondary institutions)
- Interactive site where people can decide what information they want, like the television guide, where people aren't having information thrown at them all at once.
- A program that should display events both in and out of the House of Assembly
- Report back to those that took the time to come to an event (email, mail)
- Make sure it's not a rubber stamping process for decisions (ex. Environmental assessments)

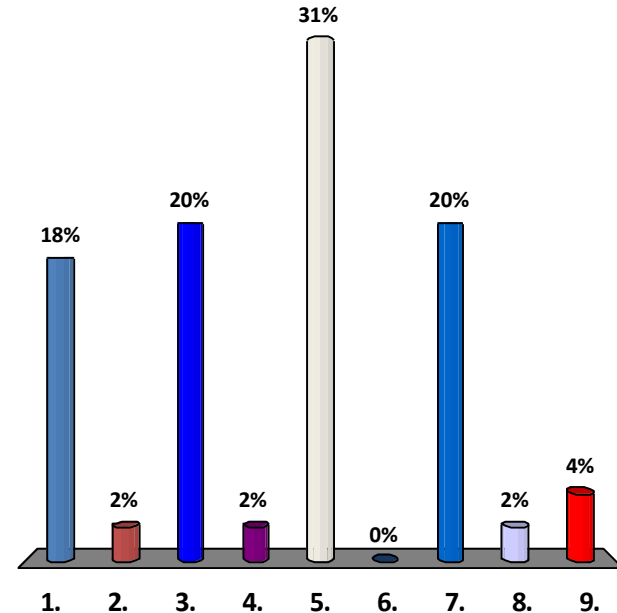
# I was given enough notice to participate in today's session.

1. Strongly Agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree



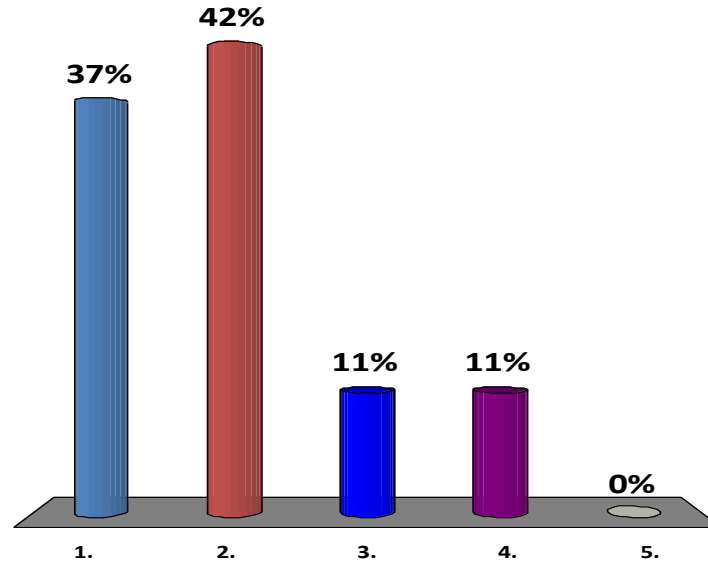
# I found today's session (select all that apply)

1. Informative
2. Uninformative
3. A good use of my time
4. A waste of my time
5. Engaging
6. Unengaging
7. Relevant
8. Irrelevant
9. Other



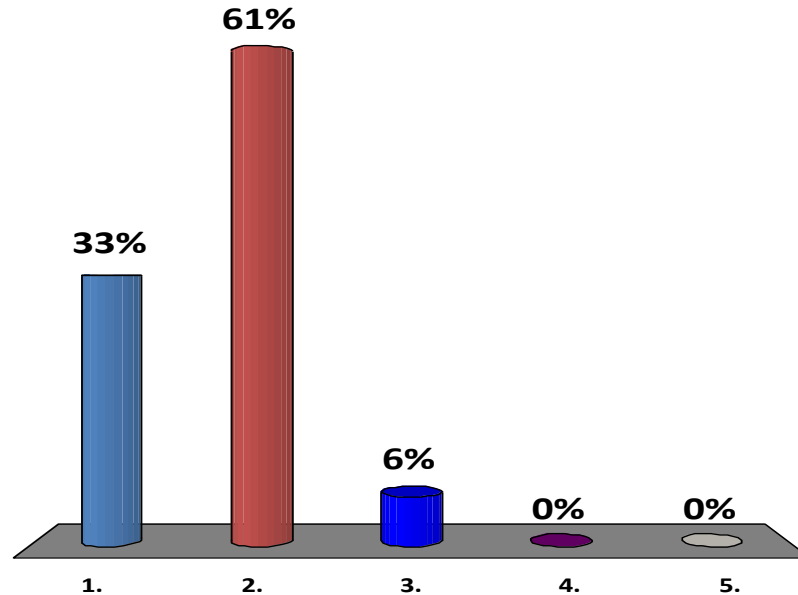
# I liked the format of today's session.

1. Strongly Agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree



# I had an opportunity to have my say today.

1. Strongly Agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree



# Open Government Commitment

- Comprehensive Public Engagement (ongoing)
- Online tools; social media; feedback forms (ongoing)
- Face to face meetings and other interactive dialogue sessions (ongoing)
- Input received posted, in a timely manner (ongoing)
- Determine themes and prepare and release a “what we heard” document (fall)

# Open Government Commitment

- Release a Draft Action Plan with a request for additional public input (fall)
- Release a final Action Plan (late fall/early winter)



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Newfoundland  
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