

**Question 1: Do you have other ideas or suggestions about how government information and data could be made more accessible and user friendly?**

- Agreements/contracts should be open.
- Problems with privacy access. Open up to all information and privacy can be breached. It's alright as it is!
- What should not be private?
- Under the Open Government there will be appeals. The appeal group should be made up of some outside group who are objective.
- Office of Public Engagement should have a contact that will be able to answer a phone and look up information for those who are unable to use the internet (seniors).
- Phone. Some sort of an education on the other end to assist people.
- A 1-800 # for each department of government with an understanding person on the other end, with a human being answering.
- Technology loses the personal connection X2.
- Hard to get a hold of someone costly. Cell is more user-friendly.
- No personal connection when I call government offices.
- No accessibility to members.
- Take a lesson from municipal governments; reports are open, meetings are open, personal information (ha) private.
- Members (MHA's) should be relaying more information to constituents.
- Want to talk to Minister and not 5 people in between.
- Government websites are not user-friendly. Lack of clarity. Takes a long time to wade through.
- Update website on contact info.
- Questionnaires too long, too hard to fill out.
- Departments are not aligned with information they should have (how come we're on different pages).
- Look at the platform and hopefully get information without 2-3 clicks.
- More simplified search engine for the new "open data" website, if that is even possible.
- We are programmed to be suspect of the government and if all information was available we would not understand most technical jargon.
- Forms that take a lot of time.
- Specific information (land for farm use) should be easily located.
- Throw away the black pencil.
- More timely release of information.
- Directories not up to date.

## Open Government Initiative Public Engagement Feedback.

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- Drop the "techno" language. Entirely different attitude, cut out all communication staff, connect contact info.
- Access to Privacy. May need to put aside & look at access; where to get it and who can give it to you.
- Contact person is wrong & have to talk to many others to get info.
- Open, by default, should protect privacy of the individuals or group or interest or business.
- Only truly private information (i.e. children's info).
- Information available so as to not affect or indoctrinate the individual.

### **Question 2: Do you have other ideas or suggestions about how government can do a better job of engaging the public?**

- We need responses that deal with the presentation.
  - At least we deserve an answer.
- How to get the information to everyone in a balanced means.
- No communication/engagement on major projects (consult before it starts).
- MHA's should tour their district with engagement officials.
- Access to Ministers is much harder than to MHA's.
- Times of meetings.
  - General public can't attend daytime meetings.
- Applying for information is a barrier!
- Civil servants culture has to change in some cases.
  - Civil servants limit possibilities.
- More public awareness!
- Real clear policy on who should get the information i.e. schools, clinics, etcetera.
- We can suggest whatever, if it's not listened to or acted on where is the positivity?
- Should be a pro/con fact sheet of decisions/policies made available.
- Open government initiative is starting the process.
- About trust. What's happening inside government to make them more responsive?
- Make people accountable. If they need information, they should get it.
- About attitude not tools to use. How government behaves, not tools.
- Discussion forum.
- Program like Bizpal.
- Twitter, e-mail.
- Government cultural shift.

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- More public awareness campaigns.

## **Question 3: Do you have any ideas or suggestions on how government can be a better partner when collaborating with external groups?**

- Self-serve option access.
- Put a tracking number on proposals.
- Everything stops before election.
- If a group puts anything forward to government, there should be follow up/progress tracked (what stage is it in? Where is it?)
- Certain issues take way too long to get responses. Unbelievable it takes so long for the bureaucrats to do anything.
- Slow to get responses.
- Government thinks hard about participation when cost of participation is unequal (more cost if in rural Newfoundland).
- Is rural Newfoundland an external group? Geographic issues.
- More difficult business dealing with government than nonprofit. Business stereotyped maybe?
- Declare yourself in one way as a stakeholder. Do you have to be nonprofit business, etc?
- No point in talking to anyone if they are not listening or engaged. You can do what you like, but if the will is not there it's a big waste of time. If you strike the decision-maker at the right place and time, it's the only chance you have.
- Be at the table and hearing what others in the collaborative are doing.
- Departments have to be straight forward & establish trust.
  - Work together, can't talk out of both sides of your mouth.
- Middle-level bureaucrats can't deal with the public.
  - Too much approval needed, authority needs to be provided to competent people.
- Logistically it is hard to get the higher level decision maker. Somehow the people representing government on the ground need to be able to participate and have decision-making authority.
- Reverse the process.
  - Deal with higher level decision-makers vs. lower individuals that can't make decisions.
- Decisions can't be pre-made. Waste of stakeholder's time "collaboration in bad faith".
- Collaborations/partnerships need to deal with local issue; can't fit in same formula.

**Question 4: Do you have other ideas or suggestions about how government could be more responsive or proactive when it comes to informing you of the outcomes of public engagement activities?**

- It's better than it has been. Technology is helpful.
- Make use of social media to be more responsible.
- Government Facebook page.
- Terminology. Stop using acronyms.
- Review what federal government is doing and implement provincially.
- Progress tracker on initiatives/programs.
- Information that is being submitted should have progress tracking.
- Who will use it? What form will it appear in & who will get it? & when?
- Outcomes response to budget consultations.
- By responding to all submissions.
- We get what we heard but not what we did.
- Make information available to those who are interested.
- Send to towns or regional stakeholders and ask them to circulate/share.
- Has to be some way to get citizens to look at the information/opportunities for response.
- IPAC (Institute of Public Administration of Canada), provincial government should have a similar channel.
- Newspaper as a way to inform people.
- By telephone, give members and a report to all recipients. Go back to some of the old ways.

**Question 5: Do you have any additional ideas re: possible actions that the GNL should consider when developing its first Open Government Action Plan?**

- Communication! Communication! Communication!
- University to engage adults in relearning citizenship and governance.
- Open by default policy helps scrap bill 29.
- Bureaucrats are making decisions, their attitudes need to change.
- Who owns the medical documents at the local facility (personal file)? Who owns the school documents at the school (personal file)? Some let the file go with the wrong person. Some charge photocopy fee. Some say no file stays.
- In order for action plan to work we have to have departments on board and working together.

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- Broaden website with maps and click-to-see (example: crown lands).
- Ease of access to crown land/government services data.
- Barriers to development because you can't access government offices.
- Get it moving faster than most issues!
- Have a different fundamental about citizenship in schools.
- Repeal Bill 29! Fire the works! Members are just mouthpieces!
- Scrap Bill 29 and start by scratch.