

Open Government Initiative Public Engagement Feedback.

Labrador Region - Thursday October 2, 2014

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

- Lots of data in portals, overwhelming for the public, when you get the data, it might not mean much to anybody, if government goes down that road if there is a level of analysis, it would be easier to have meaning. Briefing notes being available would give some sense of the decisions that are being made.
- Better search engine
- If I have to find information, the old search engine gives results that are old, in a format that doesn't provide sense to the typical user. Some sort of app could make things easier.
- When doing a crown land search, it is very cumbersome. Selecting by the street address would be better
- I'm concerned about voicing my opinion about what I want to put out there. when I get on the public engagement board I felt like I could voice my opinions when that isn't the case. The purpose should be to voice your opinions, government should be more open to people coming under public engagement. I found that I would come to meeting thinking that it should be a completely open discussion about the wants and needs and I feel personally that it is not there. Listen to us, we are in need, listen to us!
- We have concerns, and needs. I thought when I got on the board that this focus would be back on the public voice and it is not there. We have concern in our region, listen to us take it for what it's worth.
- A lot of time there is a document with a weird name and unless you know that name you cannot search for the file. If there is a lot of multimedia it is hard to process.
- Will accessible information be available online? The information that I want online I can't see being available. All information, not just what the government thinks should be open, should be open. No legislation pass should be needed.
- Engagement should be the back and forth of a conversation. There should be a place people can go and ask questions. Issues with internet connectivity might be a problem for parts of the province. There should be more frequency

processes to give more opportunity. it often comes down to making information available when I do not think that is necessary engagement .

- All-purpose website may not be desirable.
- Sometimes you don't know what department you are looking for. Something more like a google-front end might be good

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

- Lower scs (sic) sector do not come out to sessions like this.
- These people do not come out to this type of session.
- We have community feasts where everybody comes together to informally come together to make an opinion, I find that works
- More specific type of idea of in information they want to have in response. Do not use leading questions.
- Let the public have the opportunity to have engagement.
- When people come to meetings then they need the feedback that they know they are being heard. the government needs to show people that their comments are being used and integrated and that it's not just a one off whereby people are not actually being listened to. Either the government comes back to the people and lets them know that their information has been validated in some way.
- Need to get the government in touch with the people like in health and services and given the people more of a voice in terms of facilities that they want to use.
- Seems to be a lot of apathy. There should be some want to show the public how the information affects them. Once a decision is made, then the government decides to respond.
- People are coming to engagements to voice a concern. If the opportunity is there, people will engage. need to reach out to communities
- One voice is important, and it only takes one voice to make a difference. One perspective could allow others to see new perspectives that have never normally been heard. Listen to the people that are voicing their perspectives.

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

- From my experience. One of the things I find frustrating is the lack of flexibility from government frameworks. Government is slow to move and change.
- I have many managers to respond to, it's hard to voice my opinion directly

- There is an important level of government that seems to be getting the least amount of influence on their town. Why don't other levels of government partner with each other to do more?
- Should be more connections with the municipalities
- If any group collaborates with any other group, they can do more.
- Open dialogue will allow groups to come together.

Question 4 : 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?

- Sometimes with all this technology, we are forgetting the older ways to connect with people such as door to door conversations with people. In all the effort to improve technology, you cannot forget the old fashioned ways of connecting to people, because not everyone is technologically capable.
- If there was a Deputy Minister for the Deputy Minister meetings it would be a better way to allow information and advice and I believe this is something that is missing. These people have the power to make decisions and I can see that if people want to feel as though they are heard, they will want to see their opinions see and acted upon.
- People who in their day to day job see how government affects others are able to provide valuable input as they have the flexibility within their work arrangements. It's better to have these options and flexibility.
- Advertise, and go to the people
- There is no good way to advertise to everybody. There are multiple resources that target multiple demographics.
- There needs to be mixed messages not just relying on people to respond to the same type of outreach.
- There are new tech solutions that will provide people in the town to respond to multiple news pages, but this would require someone monitoring these news pages and there is nobody keeping up these pages.
- There are coffee shops and where people freely talk about issues within the government. Having this type of environment allows people to freely discuss.

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

- All government departments need similar access and electronic resources