

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

- Excel format.
- What information are people specifically looking for?
- No problem finding what is needed. Government website/Google.
- Having search engine on government website is good idea.
- Behind the scenes information to be more available.
- What statistics is government using? Access to the raw data.
- Database running on keywords when searched.
- Some find it unnecessary to know what government is up to.
- The ability to receive information without the use of the computer: MHA, Telephone, etc.
- Increased face-to-face service, include human element.
- One-stop-shop scenario.
- Accommodating people without computers or knowhow. De-automate services.
- Make sure to cross reference links to other information involved.
- AES recipients can connect face-to-face.
- Different platforms.
- Removal of bill-C29. Emphasis on those that seek the information, rather than average citizen.
- Dedicated person to disseminating information, particularly with context to medical care i.e. transportation, drug cards, etc.
- Some find it difficult to find government phone number for an office. Sometimes phone/email is all people are searching for.
- Difficult to get a voice for the government.
- Human contact for aiding in troublesome bureaucracy. Decreasing emphasis on rapid centralization.
- Information to be consolidated, and better organized.
- Information should be more readily available.
- Abolition of secretive action, giving accurate information rather than propaganda. Removal of Bill-C29.
- Regional government representative to disseminate information.
- Removal of government private decision-making.
- A number to call with human contact, no automated voices. Human contact can lead to more satisfactory results.
- Bulletin directory, updated regularly (quarterly).
- Information that is being made public should be public by default.
- Television channel directory.

Open Government Initiative Public Engagement Feedback

Port aux Basques Region, September 17, 2014

- Increase accountability for electoral promises.
- Decrease barriers for media's access to information.
- Telephone calls should be answered by a person.
- Some directions on how to properly use the government websites would be very helpful.
- We need human interaction on telephones, and they should be on toll free numbers

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

- Get into districts more often; face-to-face. MHAs, etc.
- Quarterly town hall/public meetings where people can voice their opinion.
- Sometimes people only know the face/name of local MHAs. Do not know them personally like they should.
- Social media should be used by government and officials.
- More MHA accessibility
- Civil services are there for public. Main aim should be towards business people, and the like of whom can aid the town in a positive way.
- Do not follow trends of other governments and organizations, search for finer solutions.
- An office for seniors to have assistance with policy and other information.
- "They are there for us, we are not there for them." The government should be there to facilitate the local businesses and possible businesses, whether good or bad.
- Provinces need to combine knowledge with public opinions before making decisions.
- MHA's should represent our issues and should be disseminating information back to us.
- There should be public meetings dedicated to disseminating info.
- Dedicated telephone line.
- MHA offices should be a resource center.
- The only time the government hears the public is when the public is making noise; creating a big issue. Otherwise, government does not hear public often.
- Prioritize protection of criticism of government decisions. Opinions of specialized individuals must also be priority over the layman.
- Freedom of speech for government employees.
- Government should be collaborating with the 50+ clubs for information dissemination.

Open Government Initiative Public Engagement Feedback

Port aux Basques Region, September 17, 2014

- Do not allocate all resources into technology, prioritize multiple options.
- Freedom to speak out regardless of job situation e.g. scientists within a university.
- Access provincial associations by the government for information dissemination.
- High school students should be engaged by government.
- Post secondary institutions should be contacted by government to give out information.
- Keep universities free of government pressure to agree with government decisions.
- Government newsletter should be brought to the public showing changes that are happening and how to contact people who can explain these changes.
- Engage rural communities and reach for opinions from them. Hold sessions in obscure regions.
- Seek out options that are outside of technology.
- Telephone line for people below the poverty line.
- Established trained volunteers to speak with people in poverty.
- Focus on more than the most major topics. What is popular is not necessarily the most important.
- More community organizations and services run through and by volunteers.

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

- Return of local or regional offices, education, health, increase human engagement.
- Less red tape.
- Better transparency showing that government is actually listening.
- Access the government/right people to have an influence, having a clear line of communication with the proper people.
- Public places i.e. libraries not open enough. Having to raise money for books etc.
- Accessibility of MHA.
- Removal of House of Assembly.
- Government agencies disconnected from external groups, no face-to-face communication.
- Do not enforce patronage within government supported groups, or individuals. Make collaboration genuine.
- Ministers and staff should be accessible at any provincial association meeting.
- Make public engagements constant, not just for electoral purposes.
- Town councils could hold meetings for citizen opinions and bring them to MHAs and staff.

Open Government Initiative Public Engagement Feedback

Port aux Basques Region, September 17, 2014

- Make genuine responses to public opinion. Government needs to listen but it isn't hearing. Needs to be open to opinion shifts.
- Youth committee for under town council to bring youth perspective to government.
- Elected officials need to be out in public view.
- Reduce presence of propaganda created on government money for large industries, treat smaller industries with greater fairness.
- Services needed to have more empathy when dealing with the public.
- Government needs to act in a trustworthy way in order to be trusted.
- Oil and gas should not be so prioritized within government.
- Reduce stipulations and reduce time before entities can talk about grants and why they were given.
- Reduce time before grants can be provided.
- Arrogance of public service people should be addressed.
- Mirroring expectations of partners.

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?

- Use of media would be very effective I.e. television, internet, etc.
- Improve feedback within the bureaucracy; provide people with knowledge of government processing. Have ticketing, or tracking system for people using government forms.
- Newsletter.
- Social media.
- Media outlets outside the government.
- Introduce prioritizing system within government forms to improve engagement. Give estimates on the time it will take to process forms.
- Timely responses are necessary to issues brought to the government.
- Government agencies and post-secondary institutions utilized to produce and publish information.
- Someone in the government to let the public know what is going on in small simple points. Nothing long, and difficult to read on the spot.
- Target audience should be considered.
- News Letter, mail.
- House television channel should be expanded to include the results of information sessions in and out of the house.
- Community network site, where government can post local goings on; something interactive where people can decide what information they want,

Open Government Initiative Public Engagement Feedback

Port aux Basques Region, September 17, 2014

like the television guide, where people aren't having information thrown at them all at once.

- There should be a program that should display events both in and out of the house.
- Results should be out in the public media.
- Create new system for environmental assessment. More accountability and oversight. Environmental assessments cannot be a "rubber stamping" process.
- By requested email or by mail to review results of engagement.
- People who attend should be informed.
- Government cannot be predisposed to forcing a project ahead while using environmental assessments as a tool to do this.

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

- Rebuild trust between the populace and government. End reliance and building of blind trust among the uninvolved and uneducated on the issues at hand.
- Increase willingness for government to engage with the public, and build trust.
- ABOLISH BILL-C29.
- Allow greater access to information to the public in general. Increase open policy making. (Don't make decisions behind closed doors.)
- Streamline forms.
- Streamlining community grants and forms.
- Government not listening, and open government is a direct result of government being closed.
- Information on community accounts is hard to decipher, and interpret.