Q1. What ideas do you have to make government in NL more open?

- Increase public awareness about how to access information and their rights
  - Misinformation
  - Lack of interest to go find for themselves.
- Mandated departmental proactive disclosures
- Community meetings about types of info and how to disclose/gather
- Easier access for the public to all data available
  - Engaging other depts. To share their data and understand what/how to share
  - Improve legislation
- Improve communications skills of employees
  - Hindered by work volume
- Contracts and agreements more available online
  - ATIPPA exemptions currently prevent release and slows down the process
  - Simplify how the contracts are structured to make release easier
- Put information out that is negative
  - Will improve trust – buy-in
  - Fear of the risk
- Consideration for private sector proprietary information
  - More engagement with private sector to see the benefit of releasing info that won't be harmful for them--get their buy in
- Knowledge sharing. Simplify the strategic planning process and plan so that it easier for the public to understand and be better used. The current process is very rigid.
- Our department does do an internal fast facts doc of their strategic plan
- Marine traffic data is highly accessed but not currently online. There are questions about the validity of some of it before sharing publically
- Antiquated data systems restrict what we can do with the data we gather.
- Some departments have multiple systems that capture differently so it can't be easily used
- Access to bureaucrats is very limited preventing some of the information from being shared by those who know it most. Especially technical topics.
- Any/all messages/communications are very controlled by the centre.
- Staff can't speak to the work they do without high level permissions. This creates misinformation
- Careful not to put too much data info out that is too much and becomes not useful or used.
- People like to talk to people. Be sensitive to different people's needs to have personal service

- Put proposals online. Seek public feedback by written form or vote such as a likert scale
- Will it be interesting to people, or will it be of minimal interest?
- The people who were interested might only be mildly interested
- You want to target the people who want to know about it
- You want to be careful about what you put out there
- Just because people aren't responding doesn't mean they aren't interested
- ATIPP consultations, few came out to them but when changes happened, such as those reported by the media, everyone cared
- Develop an open government section in cabinet papers
- A communications synopsis, or the open government section can be a subsection of the communications sections in cabinet paper
- An indication government is not working is there isn't a separation of governance and politics
- To have technical expertise at the executive level
- Employees are limited currently in what they can tell public or media, maybe a little more freedom
- Having to put everything to communications director is a problem
- We already post a lot of information. Despite this, people still think we are hiding things
- We don't have the people power and money to upload all of this in presentable forms
- Constrained by sameness, such as all web pages looking the same on gov site
- Six clicks to get to information too much
- On wheels linking website information
- It currently makes updates cumbersome
- The website is currently not good and editing it is really hard and cumbersome
- It's a lot of work currently to find the information you need right now
- Not everyone has the expertise to do web design or communications work
- We charge for information right now, so it should be more free information readily available
- Costs for information provides a huge impediment for people gathering information
- Why is that cost there? 5 dollars is a trivial amount, why charge at all.
- The problem with making everything free, there is a potential misuse of information
- Some governments look at it such as they gathered the information for it, so anyone can use it as they like
- Public information session, people may be left unsatisfied that answers have not been given, but maybe questions should be kept and then people should be contacted later by those who can answer it, maybe compiled in a document of questions from such a meeting and answered and put online

- In the short term, information should be considered of importance what is put up. Long term can be all the information
- Why put up the information public if it has only 4 views?
- Share working drafts of documents
- More public consultations
- Hold an annual general meeting with public
- Quarterly reports – short, concise
- Sharing of information: analysis of data that goes on within government
- Resources / permission / ownership
- Free information and data
- Feedback forms
- Org chart online
- Roles and responsibilities online (P.O's)
- Policies online
- Brochures
- Developer an Open Government section in Cabinet papers, maybe in the communications synopsis
- A better search engine for government website
- Find a way to engage citizens who are not a part of an interest group
- Encourage a culture of info sharing among all government employees
- Allow more employee-public-media interaction
- Public should be made aware of what "open gov" means for them. Information they give us may be shared. Forms should have disclaimer or check box
- Put proposals online and seek public feed back
- Put proposals online and have public vote
- In the short term gov should put out information and data that the public would actually want to use.
- Release reports in their entirety
- Public info sessions and follow up with FAQs
- Dialogue – listen for opportunities
- Accessibility – make processes user friendly
- Use of Technology – Balance with human contact
- Ensure support at the executive levels
- Resource it – not just an add-on to already full workloads
- Improve data systems – many are antiquated
- One pager fact sheet (knowledge sharing) or social media facts instead of annual report
- One major warehouse of data (stats can model) or students/profs to use for analysis
- Need resources in order to improve
- Release non-proprietary data
- Released (internal) consultants reports used in making decisions re: policy.

- Allow journalists access to bureaucrats that have specialized knowledge of programs/services to avoid misunderstandings and oversimplification
- Post marine traffic data online
- Conduct public consultations and post summary documents online
- Post "Fast Facts" documents online
- Ensure information is provided on a timely basis
- Hold more public consultations or use online feedback forms
- Website including clear and concise list of consultations, responses to consultations, dates, etc. (unedited).
- Geographic information made available through a single portal (this data is spread throughout different jurisdictions). Format is important here (what is the gov using vs. what does the public use)
- Greater access to data sets and more diverse data sets
- More efficient and clear search engines on internal site
- Communication (of data that already exists and is available) (community accounts, for example). Government needs to be clear as what the data represents. Understanding and awareness around how government makes decisions is important here. "Data-spinning" due to lack of clear communication of data is a disservice to the people.
- Department-exclusive forms and training materials may be beneficial to other departments (some material doesn't look "professional" enough to share, some departments may take a proprietary view on their materials).
- Integration of personal identity of government employees into work identities (e.g. government employees who interface frequently with the public could, in addition to their emails, could also have an integrated social media presence – such as an employee Facebook or LinkedIn account)
- Listing of government initiatives and their respective contacts, including their stage of progress, etc.
- Government websites are generally out of date, difficult to navigate, and just plain ugly. Often they are difficult to update. Staff should be given the skills to update the website, and a process should be put in place for departments to keep websites up to date.
- News releases and speeches may be online, but SHOULD be made more searchable (i.e. current process requires knowing the date of the release), speeches, press releases, and other media releases (which are already public) should be made more searchable.
- Provide internal access to more datasets/original data
- Better communications between lines of government departments
- Better communicate what ways government is currently open
- More effectively inform the context of provision of info/data
- More knowledgeable about the people that work for government

- Searchable database of news releases
- Make data collected by government available through a single web portal
- Clear website for consultations with list of consultations, responses to close consultations, due dates, etc.
- Set service standards for processing time and let the public be aware of times
- Website that informs what is available for sharing and what is not available for sharing and why.
- Make employees at all levels to have an open avenue for them to have some input into policy. In the past, asked but when it actually comes back out it looks very different.
- Formalize the process so it is consistent and delegation is at the approx. levels.
- Tenure results – information is available if you call or ask, this can be available on website.
- Preventing your idea from occurring:
- Authority to approve a process is not at my level.
- Anything about web base goes into a black hole. Move forward suggestion but don't get any response – even a "no" would be acceptable. Work on the process. If you ask for information there should be a reason why you can get the information
- Power struggles. Ex. Layoffs with no say in the decision. Power struggles between divisions in the same department.
- Resources are always an issue. i.e. Releasing of tenure application - IT resources to get from desktops to web based.
- Question if I have the authority to move from sharing locally to web based – doubt if I would get it past communications
- Priority – would it be a priority for my department to make this information more public vs other work duties.
- No clear process
- No way to gather stats. I don't have the ability to provide the information to departments. There needs to be a better approach to collecting data and information.
- Sometimes you are just afraid of what the repercussions will be. I don't think I will get fired but life can be made very difficult for me.
- Ensure it happens:
- Have to realize that at some point a bad stat will get out there.
- Partnerships between departments to share information on common clients. Departments partnering on common clients (ISSP Model)
- Make government funding commitments to communities/groups available to the public
- Share government wide initiatives (programs/services/policies) are share for more public input

- Clear flowcharts for information sharing – to ensure clear messages from departments to citizens
- Clearly identify what information will/should be made public – proactive disclosure. Ensure employees know what info is being collected and have this info collected in one place
- Have a searchable database for all projects funded by government to support communities/groups/businesses for all departments
- All studies conducted by departments should be released/published and made readily available – easy to find
- Better access to data that is already collected such as tourism visitation data
- Eliminate the ability for government employees to PIN messages – use email only to be more transparent
- Better sharing of changes to departments – ie structural changes, programs, staffing, etc
- Be clearer on how to make an ATIPP request (the internal process to employees who deal with them)
- Support for internal cross-departmental groups to meet and share regularly
- Make intergovernmental networking sessions a priority – instead of departments working in isolation
- Allow sharing between departments
- Formalized protocol for making an ATIPP request and make sure it is communicated to government employees
- Have one contact person for each department
- Ensure information is updated on a regularly (monthly) basis
- Make policy more accessible to the public. The public can only access the "tree tops" of government policy and not the details. The challenge lies in maintaining he changes.
- Exit interviews
- Streamline the land development referral process to prevent overlapping
- Post terms of references/bids/RFP's on website if they are funded by government
- Encourage departments to consult with stakeholders and clients before strategic planning activities take place
- All government commentary on project proposals should be provided to the clients
- Provide more financial information and analysis, though having systems to support would be important
- Take the politics out of bureaucratic work (ie TAO, ATTIPP)
- Too much politics/administration dichotomy
- Actively engage citizens/stakeholders. Consultations not an effective process
- More press releases that are timely
- Continue to use social media techniques
- Open forms to discuss new, potential directions

- Do approvals have to disclose approvals for environment activities and licenses
- fully explain issues addressed by media; not always at the appropriate level; provide the same to media and public;
- information in emails have to be on the subject only; the content is public .
- the HA voting has to be public
- official communication is different from actual
- communication personnel cannot be solely responsible; new positions for external communication
- internal communication needs to be de-silo-ed, including within each department
- internally, data could be shared to avoid duplication of cost, other resources, processes
- OCIO has limited capacity to accommodate data sharing
- Sense of ownership on data