Newfoundland
Labrador

Open

Open Government Initiative

Public Engagement Session
Avalon Region
September 24, 2014
St. John's, NL

EE2019-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

Newfoundland
Labrador

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

Newfoundland
Labrador

Open Government Initiative

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

Newfoundland
Labrador

Purpose of this session

- Information sharing
- Idea generation (brainstorming possible actions)

Process

- Table Discussion
- Technology

Newfoundland
Labrador

# The region in which I live is…

1. Labrador
2. St. Anthony - Port au Choix
3. Corner Brook - Rocky Harbour
4. Stephenville - Port aux Basque
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

90%

10%

0%   0%   0%   0%   0%   0%   0%   0%

1.   2.   3.   4.   5.   6.   7.   8.   9.   10.
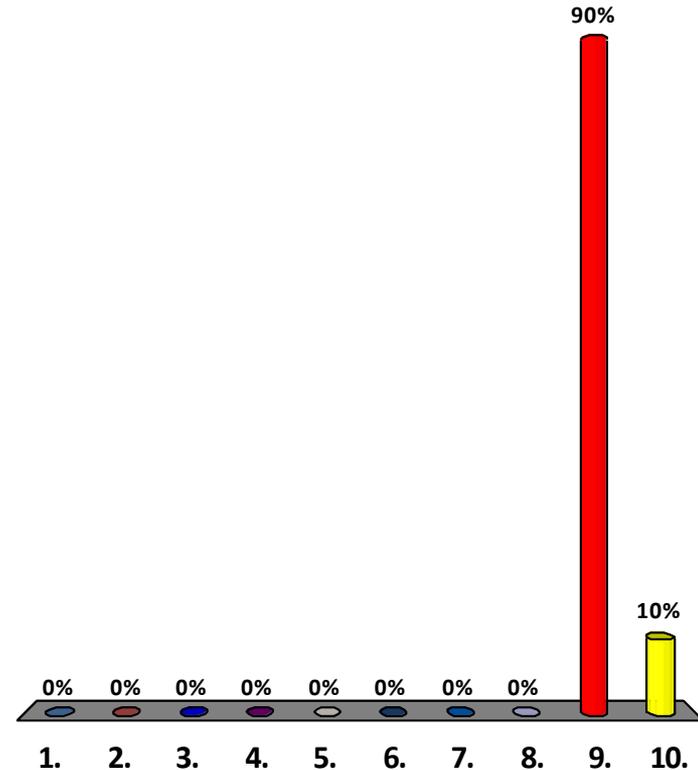
# Today I am or am representing:

1. Academic Institution
2. Business
3. Labour
4. Not-for profit
5. Interest/Advocacy/Advisory group
6. Citizen
7. Municipality
8. Government
9. Other
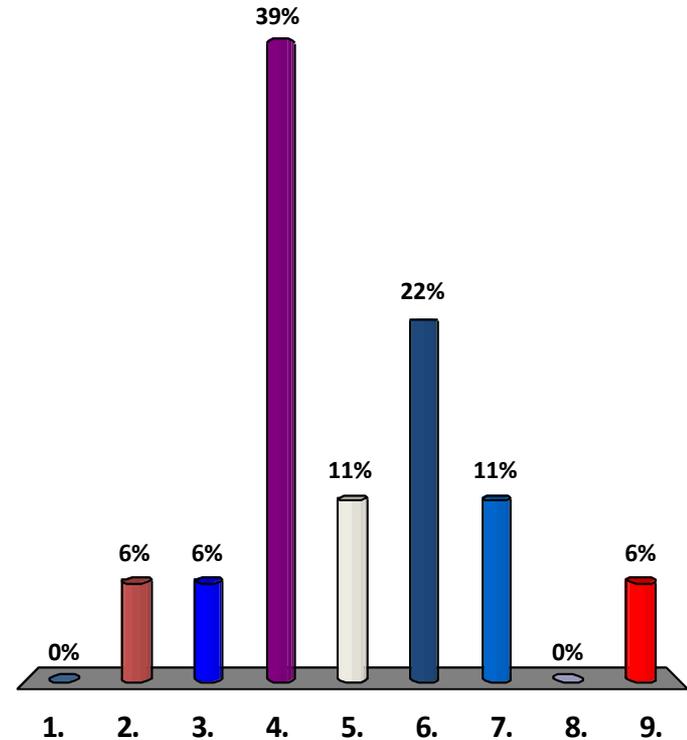
I previously provided input into the Open Government Initiative by:

(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

50%

18%

18%

9%

5%

0%

0%

1.   2.   3.   4.   5.   6.   7.
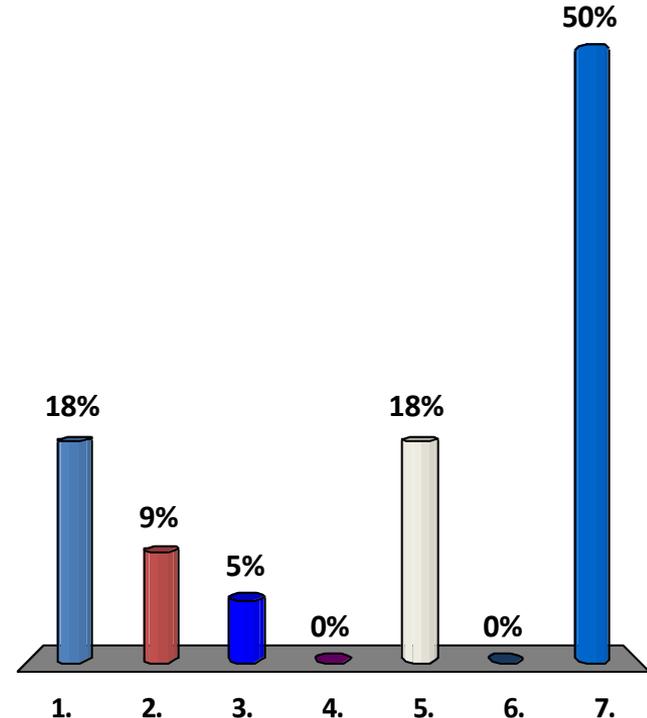
Public Engagement Process
- Overview -

What we heard

Engagement Efforts

- 30 information and engagement sessions
- 400+ participants
- 30 online submissions
- 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

Newfoundland
Labrador

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."

Newfoundland Labrador

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!

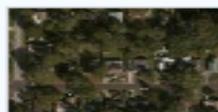Housing Land Availability Assessment – Data Constraints

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®: $481K
1 day on Zillow

2807 Northpointe Ln, Tamp...
3 beds, 3 baths, 2,592 sqft
6,098 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

19 Photos

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

27 Photos

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

10 Photos

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 ?	Rent Zestimate ?	Zestimate forecast
$195,523	**$1,273/mo**	To see Zestimate forecast Create a free account
+$54,179 Last 30 days	-$12 Last 30 days	One year
$178K — $215K	$1.1K — $1.7K	
Zestimate range	Zestimate range	

Zestimate ▾

1 year | 5 years | 10 years

Forecast

$300k
$200k
$100k
$0

This home
Riverside Heights
Tampa

Dec 2005   Dec 2007   Dec 2009   Dec 2011   Dec 2013
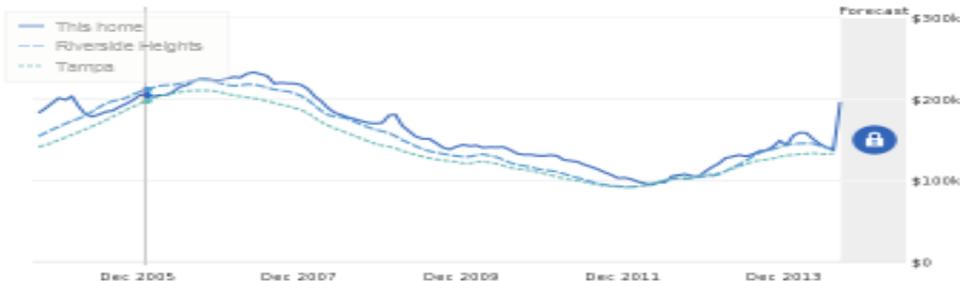
Price History

Date	Event	Price		$/sqft	Source
09/04/14	Listed for sale	$250,000	+22.0%	$162	Keller William...
06/11/04	Sold	$204,900	+504%	$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

78%   11%   11%   0%   0%   0%

1.   2.   3.   4.   5.   6.
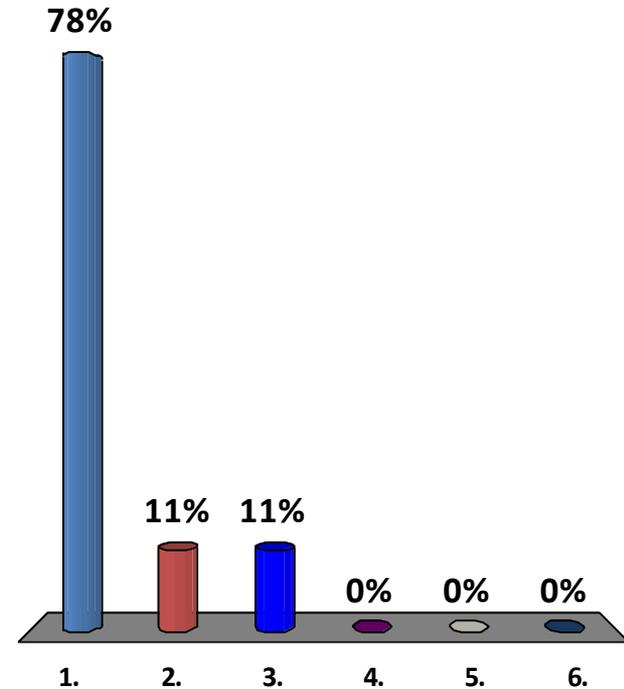
Government should develop an 'open by default' data and information policy that would improve access to government information and data.

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

69%
19%
0%
6%
0%
6%

1. 2. 3. 4. 5. 6.
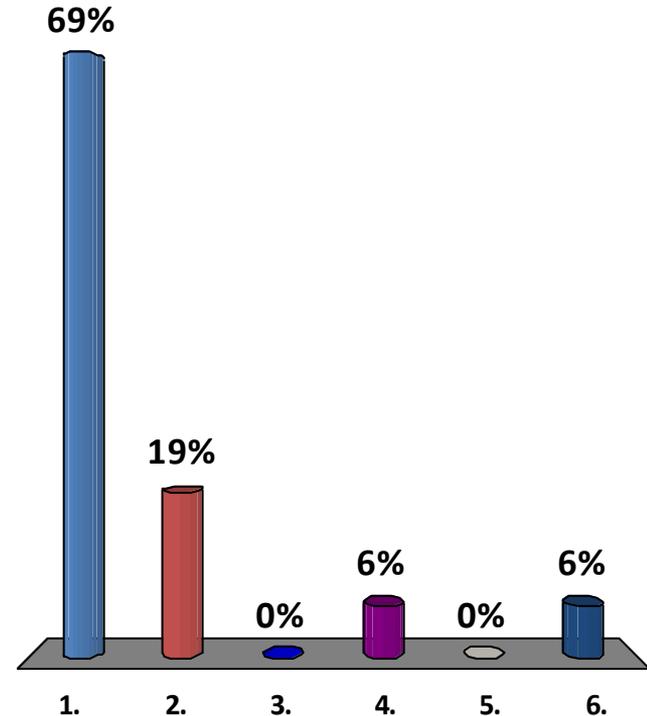
Do you have other ideas or suggestions about how government information and data could be more accessible and user friendly?

Discussion Question

Newfoundland Labrador

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"

Newfoundland
Labrador

Key Ideas: Other Jurisdictions

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

UK Government Web Archive

The National Archives is preserving UK government information published on the web
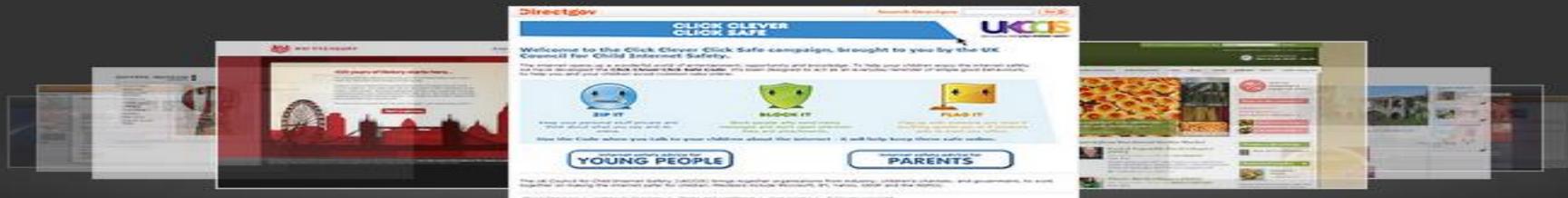
Click Clever, Click Safe

◄ ○ ►

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

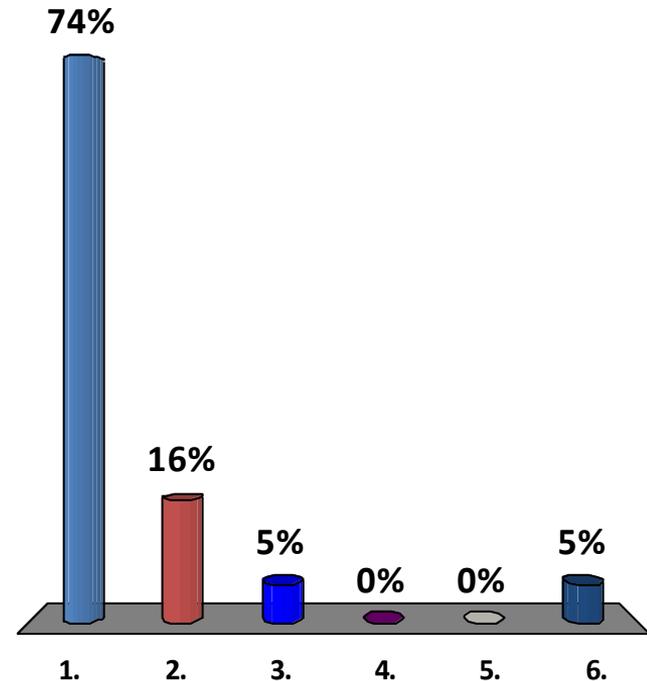See tweets archived from UK Government Twitter accounts.

**View Twitter archive**

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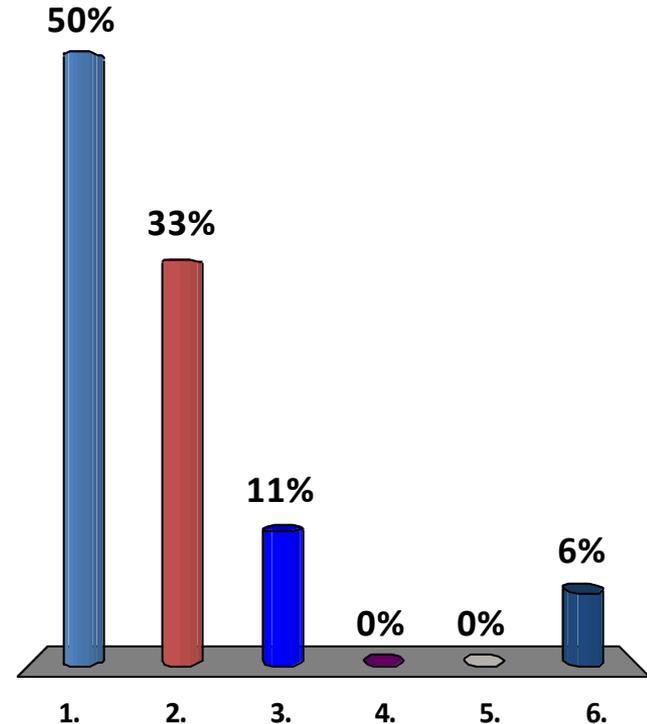
Do you have other ideas or suggestions about how government can do a better job of engaging the public?

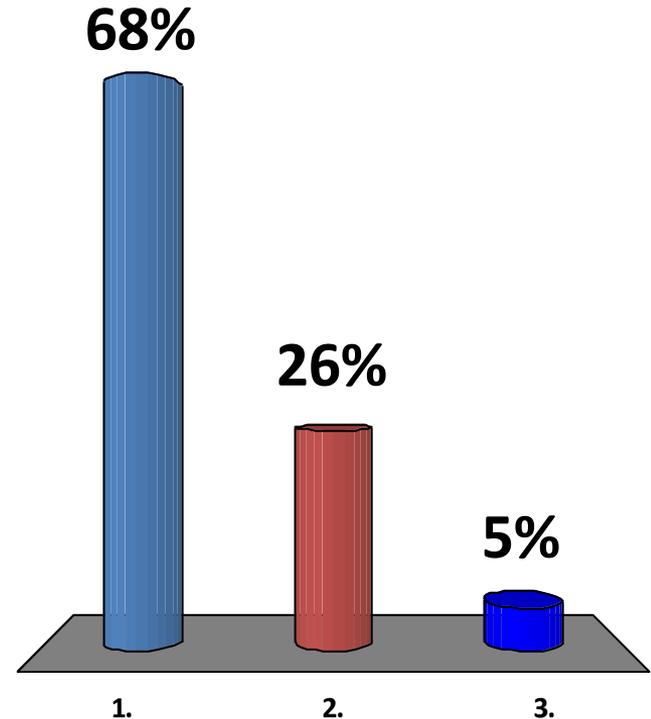Discussion Question

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"

Newfoundland
Labrador

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

1. Yes
2. No
3. Unsure

68%

26%

5%

1.   2.   3.

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"

Newfoundland
Labrador

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)

Newfoundland
Labrador

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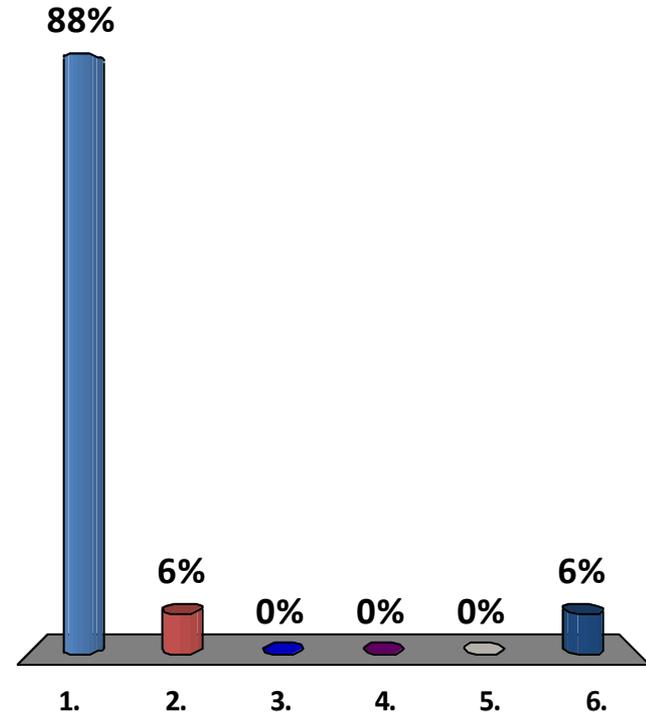
Government should obtain/use contact information (with permission) to keep citizens up to date on engagement events and results.

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

59%   18%   12%   6%   0%   6%
1.   2.   3.   4.   5.   6.
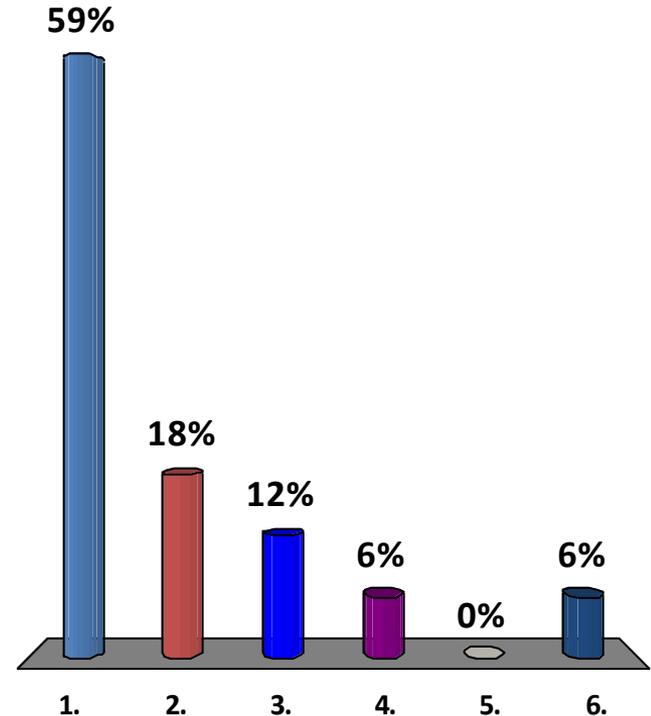
Do you have other ideas or suggestions about how government could be more responsive or proactive when it comes to informing citizens of the outcomes of a public engagement activity or process?

Discussion Question

Newfoundland Labrador

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

Discussion Question

Newfoundland
Labrador

Theme Team

Report Back

Idea/Suggestions: Accessibility/User friendliness

- Identify department/person to contact (who do you approach for info)
- Should make raw data accessible (not so much refining of data, both online and via apps)
- Timely release of unfiltered data
- Provide awareness, educate public how to navigate (make it user friendly)
- Create a progress tracker (citizen dashboard)
- Need for a culture shift within government

Idea/Suggestions: Participation/Technology

- Try different ways to encourage public participation (need variety)
- Target groups for info instead of waiting for it to come in
- Increase relationships between government and not-for-profits to obtain data and information/gather feedback
- Should be a bottom up approach as opposed to top down (ideas need to come from citizens)
- Should be more consultations/involve citizens in policy development
- People in decision making roles need to be visible
- Engage with all groups including immigrant population

Idea/Suggestions: Collaboration Challenges

- Encourage direct two way communication
- Need to have decision makers at the partnership table
- More engagement from other departments/not just OPE
- More sharing needed within departments and between departments
- Government shouldn't seek to control collaboration/partnership
- You have to practice collaboration/not just teach it
- Should be mutual trust between government and the partners involved

Idea/Suggestions: Government Responsiveness

- Be straight with people "even if it's ugly, tell us"
- Citizen alerts/need to inform people of issues right away (ex. Mount Pearl)
- Need to realize not all feedback will be positive
- Greater use of webinars (travel is expensive)
- Engagement may be an attitude/trust issue rather than a communications issue
- Ask people being engaged how they want to be informed of the outcome

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

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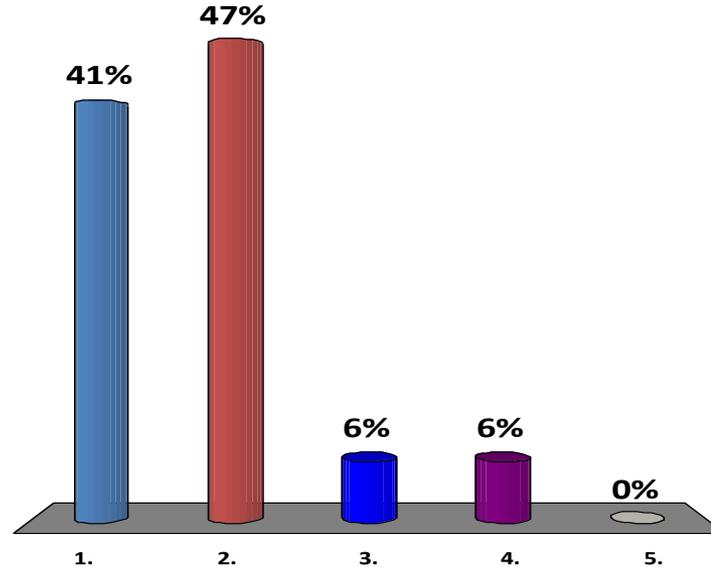5. Strongly Disagree

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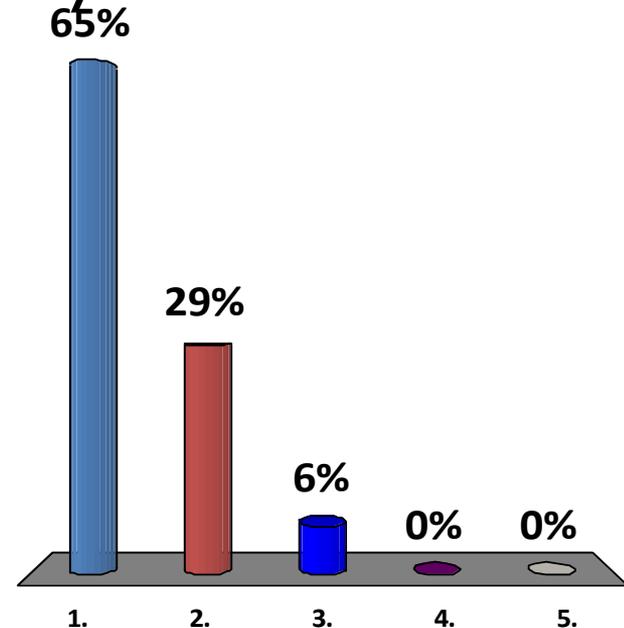
I found today's session (select all that apply)

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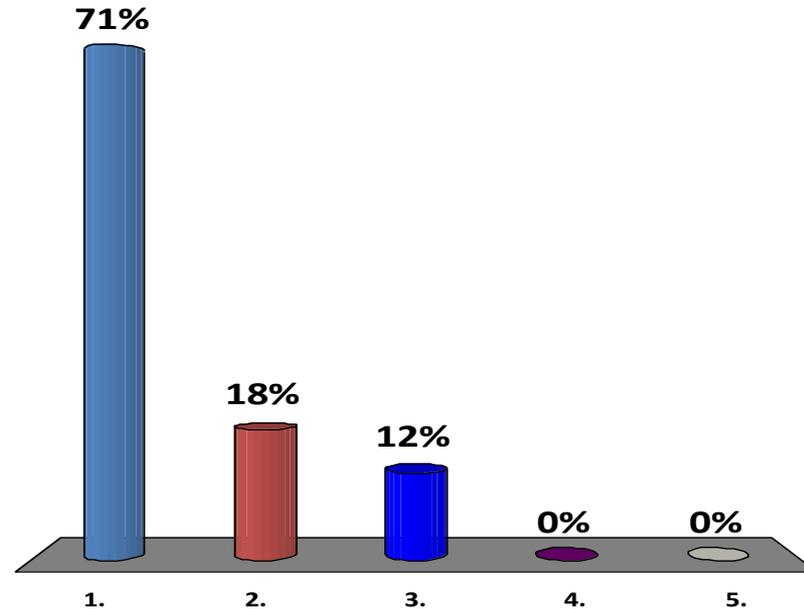7. Relevant
8. Irrelevant
9. Other

1.	2.	3.	4.	5.	6.	7.	8.	9.
23%	6%	19%	0%	23%	0%	23%	2%	4%
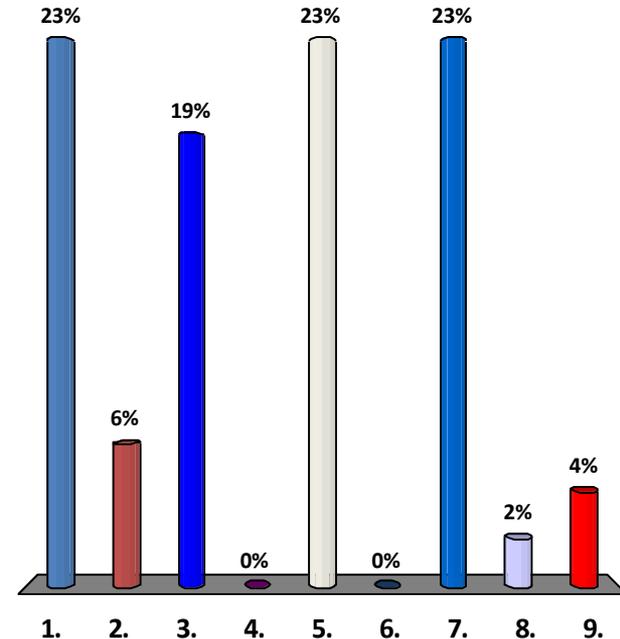
I liked the format of today's session.

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

71%   18%   12%   0%   0%
1.   2.   3.   4.   5.

Newfoundland
Labrador

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)

Newfoundland Labrador

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)

open.gov.nl.ca

Twitter	E-Mail	Telephone
@OPE_GovNL	OPE@gov.nl.ca	709.729.7072

Toll-Free:
1.877.895.8891

Newfoundland
Labrador

Open

Newfoundland
Labrador