Open Government Initiative Public Engagement Feedback.
Grand Falls-Windsor -- Baie Verte – Harbour Breton Region, September 23th, 2014.

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

- Live chat capability.
- Access to hard copies by request.
- Hard copies and also different formats.
- User friendly.
- Speak with someone on the phone directly.
- Phone as an option. Faster responses.
- Improved search engine. More user-friendly.
- Release through social media such as Facebook or Twitter.
- To publicize results of all consultations.
- House of Assembly verbatim gets publicized on the websites.
- Release through social media such as Facebook or Twitter.
- Release on social media and a building or office that you can go to and sit to talk with someone.
- Guide to best practices in searching.
- Easily accessible on the internet.
- Open by default.
  - Who would decide on what information is put on the website?
- Simplify the processes.
- Government should engage in updating its enterprise. Public sector application (enterprise) i.e. SAP or Oracle.
- Have someone to help people use the website, such as go to an office and find help.
- 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?

- Keep surveys short.
- Make it as convenient as possible.
- Use all forms of media! Use all forms of media!
- Notices in government offices and public buildings, post offices, doctor offices.
- Implement a "concerns" telephone line.
- Save the date. Notice in advance.
- Send notices to people over 60 by snail mail.
- Requests require acknowledgments.
- Public sessions are good.
  - Need to be better at spreading awareness.
- Regional accessibility facilitators.

- Government needs to reach out to youth more. Youth need to know more about government. If youth are more involved young, they will be more involved as an adult.
- More opportunities for youth involvement in government.
- Texting notifications (similar to the way phone companies do). Texting surveys, info, etc.
- Open to everyone. No judgment (age, appearance, etc.) Often not taken seriously if you look different.
- Government needs to use present structures better.
- Youth often don't feel welcome in engagements (feel looked at, etc.)
- Presentations and meetings at a variety of locations so that everyone is involved.
- Explain things in a common language. Easier to understand (use plain language).
- Provide background information to youth so they can participate and be informed.
- Use media such as radio, television and newsprint.
- Posters and public displays.
- Email blasts.
- Mail, paper docs, snail mail.

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

- Provide feedback/follow-up.
- More openness.
- Balanced partnerships. Feeling equal. Don't dismantle if it gets challenging.
- Has to be more open consultation on policies before they are put into legislation.
- Is true partnership really attainable?
- More communication between partners.
- Evaluate the need of the public.
- What is in-demand?
- A network of people to go to (backup person).
- Collaborate more in rural areas.
- Funding should be based on what works.
- Funding should be based more on information, not statistics.
  - What is being done instead of numbers.
- Collaborate with social media to get information out.
- Assign a person who listens and responds and asks for feedback on the partnership from non -government groups with no repercussions.
- If truly open, be receptive and accountable.
- Government should help partners in spreading the word.

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?

- Sign up for emails (emailing lists).
- Put on government website what we heard.
- Media.
  - Report summaries.
- Use local or closed circuit television.
- More live chats on websites, social media.
- If not at session, should be able to call somewhere to get results.
- Put *all* responses on their (government) website without altering.
- Recommendations in the newspaper.
- Government newsfeed.
- If policy developed as a result of consultations, publicly acknowledge the input.
- Verify the links! The ones for one for this session didn't.
- Part of the website for "what are we doing"" or statistics.
- Training sessions so that people in the community can share information.
- Sessions for special groups of people such as people with disabilities, so the information is available about certain topics and help.
- Staff helps you after sessions or someone to go to when you need help understanding government information.
- New website with different sections or 'pages'.

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

- Transparent, readable.
  - Accountability across all departments.
- Policy should include measureable objectives.
- It must be more than enhancing their website.
  - Seeking engagement, allow motions to stand debate.
- More information that is not blacked out.
  - More communication.
- Regular Skype sessions with government officials by bureaucrats.
- Open government action plan to set up a department to handle all communications.
- Variety of media and technology to get information to *everyone* (other than internet).
- Reach older and younger generations through media.
- Improve internet access.
- In-person facility.

- Consider costs of public when accessing government.
- Diversity in all areas.
- Webinars.
- Get youth involved (student councils involved in real government).
- Social website (blogs, two way communication, pages for different topics).
- Share to the partners so they can branch out to everyone else.