



OPEN GOVERNMENT

CITY OF TORONTO STAFF SURVEY 2015

The City's Open Government Committee and senior staff promote an organizational culture of greater collaboration and openness. In 2015, the committee conducted a survey to learn more about the views City staff have on Open Government.

WHAT STAFF SAID

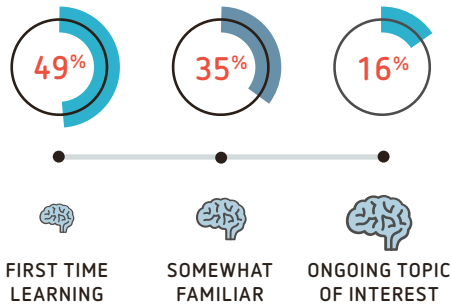
SURVEY PARTICIPATION

1,772 RESPONDENTS

FROM

45 DIVISIONS

FAMILIARITY WITH OPEN GOVERNMENT



WHAT DOES OPEN GOVERNMENT MEAN TO ME

- Important to my work and to the public.
- Transparency; being accessible and accountable.
- Building transparency and accessibility into processes and services.

“ In my division, we are working to release more information on our website for public use. We try to anticipate what information people may want based on past inquiries. Now we are releasing information on a quarterly basis. ”

SUPPORT

HOW HAVE YOU BEEN SUPPORTED TO BE OPEN?

- 15% Providing good customer service and accurate information.
- 14% Education/awareness/training on Open Government and associated policies.
- 12% Transparency in decision-making process and business process.

“ Working toward making information more available to the public can help inform and encourage their participation in the City's planning. ”

58% HAVE BEEN SUPPORTED IN BEING OPEN

42% HAVE NOT BEEN SUPPORTED IN BEING OPEN

CHALLENGES

BARRIERS IN ATTEMPTING TO BE MORE OPEN

45% EXPERIENCED CHALLENGES IN BEING OPEN

- PRIVACY
- PROTECTIONISM
- LACK OF RESOURCES
- FEAR & LIABILITY
- NO COLLABORATION

“ A barrier was the unwillingness of different divisions to collaborate as each division had their own competing goals and timelines! ”

NEXT STEPS

WHAT CAN THE CITY CONTINUE TO DO IN ORDER TO BE MORE OPEN?

- Provide more information online on city services/ programs, including more mapping tools and more open data mandatory training for staff.
- Be transparent in decision-making processes and business processes.
- Educate/train/bring awareness to the concept of open government and associated policies for internal staff.

“ The City can encourage divisions to embrace and use social media to engage and communicate with the public. ”

WHAT SHOULD THE CITY'S NEXT OPEN GOVERNMENT PRIORITY BE?

- Educate all staff/public/ members of council on open government; consider mandatory training for staff.
- Easier access to City information, i.e. user-friendly websites and apps; provide options to citizens who do not have access to Internet.
- Foster collaboration and information sharing amongst staff and between divisions.

“ Focusing on innovation and creativity in the City should be a priority. Open dialogue would help foster both of these goals. ”