



BRITISH
COLUMBIA

Citizen Engagement in
British Columbia



We support ministries across government to create quality public engagement projects that support better policy and programs for British Columbians.

Our quality vision

1. A clear question or set of questions for the process
2. A clear statement about how the answers will be used and for what
3. Where possible, direct interaction with a decision maker
4. A strong invitation to potential participants
5. As positive an opportunity to learn about the issues as possible
6. As positive an opportunity to discuss and provide input on the issues as possible
7. A public report back on what was heard and what was done after the process has concluded

Delivery model

- GCPE has the lead on the plan
- GCPE Citizen Engagement unit supports ministries with design, good practice, technology, procurement vehicles and delivery
- Ministries supply leadership, expertise, budget and strategic direction
- Cost recovery ensures the service improves over time

Three ideas about what that means

- Consultation
- Co-design
- Co-production

Two key methodologies

- Public engagement/public participation good practices
- Service design/user experience

Three key ways we measure success

- What is the reach of the initiative?
- Who participated?
- How did what we learn turn into results?

What have we been up to?



Recent projects

2013

- BC Liquor Policy Review
- BC Services Card/Digital Services
- Persons With Disabilities
- Rural Safety and Speed
- Drive BC
- Service BC
- Civil Resolutions Tribunal

2014

- Area Tenures: Forestry
- Agriculture Land Commission
- BC Transportation Plan
- Mapping a Student Journey
- Residential Tenancy
- Starting a Restaurant in BC

2015

- BC Scholarships & Awards
- Reducing Red Tape for British Columbians
- BC Developers' Exchange
- Launch of the Service Design Playbook
- BC Registries Service Design Project
- Service Analytics Pilot Project

2016

- Climate Leadership
- Emergency Program Act
- McKenzie Interchange
- First Voices

Liquor Policy



B.C. Liquor Policy Review

► Engagement Total

SEPT 14TH - OCT 31ST

TOTAL SINCE LAUNCH:

SITE VISITS: **76,255**

NUMBER OF COMMENTS: **4,364**

COMMENT RATINGS: **41,195**

MENTIONS ON TWITTER: **4,892**

NUMBER OF EMAILS: **3,587**

AVERAGE VISIT DURATION: **8 MIN :6 SEC**

STAKEHOLDER MEETINGS: **65**

Starting a Restaurant



Childcare Subsidy Application



Digital Services



Online public digital survey - 1,100 responses.

Specialists' Forum - 100 experts for a two day conference in Vancouver.

Citizen User Panel - a series of workshops conducted with 35 randomly selected people representative of B.C.'s diverse range of ages and backgrounds .

Forest Tenures



Area-Based Forests Tenures

► Weekly Engagement Counter

APR 1, 2014 – MAY 30, 2014

SINCE LAUNCH:

STAKEHOLDER MEETINGS	97
FIRST NATIONS WORKSHOPS	3
STAKEHOLDER SUBMISSIONS	62
EMAIL SUBMISSIONS	4,276
WEB SITE VISITS	8,658
BLOG COMMENTS	179
BLOG RATINGS	1,008
AVERAGE SITE VISIT min	10:12
MENTIONS ON TWITTER	479

Transportation

Learn About Your Region

SELECT A LOCATION

Province

Take the Digital Survey

- Overview 
- Highways & Sideroads 
- Cycling & Pedestrian 
- Transit 
- Ferries 
- Airports 
- Ports 
- Rail 
- Future 



British Columbia is one of the largest, most geographically diverse places in the world. Covering close to 945,000 square kilometres, the province is nearly four times the size of Great Britain, two-and-a-half times larger than Japan, and larger than every U.S. state except Alaska.

British Columbians are linked together and to the world by an integrated transportation network that moves people and goods by road, rail, air and water. Transportation is key to BC's success; it contributed \$1 billion in gross domestic product (GDP) in 2013 and directly employed more than 121,000 people.

BC ON THE MOVE: A Ten Year Transportation Plan

► Final Engagement Counter

OCT 7, 2014 – DEC 12, 2014

SINCE LAUNCH:

WEBSITE VISITS

44,048

SURVEYS COMPLETED

12,649

MENTIONS ON TWITTER

2,200

EMAIL SUBMISSIONS

175

AVERAGE SITE VISIT min/sec

7:40

BC Developers' Exchange



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Ongoing
- DataBC**
Ongoing
- BC Parks Volunteer Community**
Ongoing

Find Consultation and Dialogue Opportunities

SEARCH

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Sign Up by Email:

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Build Your Community

Get involved and make your community a better place. From mentoring to safety to the environment, there are lots of opportunities to have an impact in your community and make BC better.

[Browse Opportunities](#)

What We've Learned

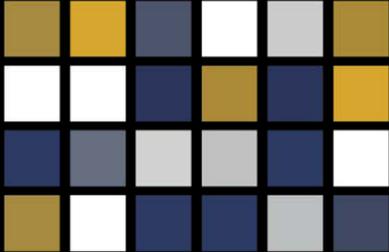
You spoke and we listened. We've taken note of everyone's input and analyzed what it all means. Review the results of recent discussions or search for outcomes of older dialogues.

[Find Consultations and Dialogues with Published Results](#)

About

GovTogetherBC is the hub for government engagement opportunities that require your participation - to listen, get informed and speak up. It supports the government in its objective to become more transparent and accessible. Watch [this video](#) to learn more about what govTogetherBC has to offer.

[More](#)



DataBC

GOVERNMENT RESIDENTS ENVIRONMENT EDUCATION BUSINESS HEALTH & SAFETY EMPLOYMENT ABOUT B.C.

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Geographic Services

Discover, view, analyze and locate data using DataBC's geographic tools and services.

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- [Learn about iMapBC](#)

What is DataBC?

Open Data Initiative

Geographic Services

Datasets

Applications & Web Services

Featured

- [Fire Locations - Current](#)
(Geospatial)
- [MSP Blue Book](#)
(Non-Geospatial)
- [BC Personal Information Directory \(PID\)](#)
(Non-Geospatial)
- [FYE10 - Employees with a gross salary of \\$75...](#)
(Non-Geospatial)
- [FYE10 - BC Government Transfers](#)
(Non-Geospatial)

FYE10 - BC Government Transfers

February 24, 2012

For the fiscal year 2009-2010, government transfers. Published in the Province of British Columbia Public Accounts 2009-10, audited statements. [Learn more](#)

DataBC Blog

Charting a New Path - Environmental Reporting BC and Code Sharing

March 16, 2015

By Stephanie Hazlitt and Andy Teucher, the Environmental Reporting BC team Environmental Reporting BC has published code in GitHub. We are a pathfinder project in the BCDevExchange, an experiment led by the Province of

Who do we design for?

Aditi, Active Mom

“My kids come first, I want to do things that make it better for them”



Mick, Frustrated Citizen

“Man, things are just so screwed up. It seems there is no getting ahead...and the government is just as bad as those SOB's on Wall Street.



Eric, Activist

“If we don’t take care of it today, it won’t be there tomorrow. It’s so frustrating when people don’t understand that.”



Samuel, Retiree

“Now that I have more time, I’d like to spend it helping out other folks”

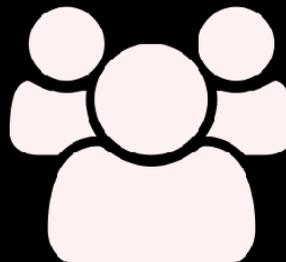


***Twyla, Industry
Expert***

“It’s great to be involved at an association level, but sometimes I don’t see the science driving the policy as much as I’d like to see”



What tools support us?



To build your program

- **Corporate endorsement later, not first**—go prove the approach works before asking for space in corporate plans or core policy
- **Effort on culture building is a must**—but make culture change a creative, fun thing
- **Mix your skills**—experienced public servants, engagement specialists, MBA types etc.
- **Mix your methods**— win with both reach and depth

Resources for you

- **Citizen Engagement Handbook (shortly to be updated)**
<http://tinyurl.com/BCCEHandbook>
- **Service Design Playbook: <http://tinyurl.com/BCServiceDesign>**
- **Citizen Engagement Webtoolkit on Github: <https://github.com/bcgov/citizen-engagement-web-toolkit>**



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