

## Assignment #5-Roll-up

### Summary—26 participants

In this assignment the Canadian Youth Connection was told about a strategy being developed within the Government of Canada called the 'Service Vision for Canadians'. They were informed that its ultimate vision is to make it a lot easier for Canadians to obtain services, instead of having to go to different channels to obtain all their information. The youth were asked give their feedback to these questions:

- ✓ to give specific examples of what they would like changed in the way they obtain government information, and to list them!
- ✓ how do they go about getting services now?
- ✓ how can these service processes be improved?
- ✓ if they needed help from the Government, where would they want to go to get the help?

Almost all of the youth today are computer literate and **CHOOSE** to apply for everything online. If not that is when they will go to the government offices in person. A lot of the services they prefer to use the net for is:

- Internet banking
- Applying for student loans
- Enrolment in School
- Parking
- Applying for SIN
- Applying for health card
- Employment Insurance
- Passport
- Would like to be able to renew drivers license on-line
- Taxes

#### **Negative aspects of going in person:**

- Government employees are at times rude and impatient
- Too time consuming
- Expensive to park
- Have to wait in line
- Need to go during business hours and most people work
- Processing time takes too long
- When you are a youth, from a very rural area, it is intimidating to go and have to talk to a service representative at a government office. It would be nice if there was another option in order to avoid situations, such as this one.
- Customer service skills and people skills need working on because some are rude and nasty and they talk down to you if you ask questions and treat you like your stupid.
- SIN card ending up in someone else's mailbox.
- Finding the offices to do it is more difficult.

- Don't like the fact that you have to wait so long to get a passport back, what if you need one for emergency purposes
- Line up at the passport office are ridiculous
- Most frequent dealing with the government is through student loans. It is set up HORRIBLY, wait at least a month or two to straighten everything out, thus get your loan money way too late, etc
- the length of time it takes to get documents in especially when living in rural areas
- information is often very frustrating, especially passports because there are often many corrections which need to be made which ends up taking longer

#### **Positive aspects of the Service Vision:**

- They would only have to provide their address once
- They can access it 24/7 on the internet, because it is hard to get to it during the day
- Like how they can download the Income Tax forms and send them in.
- That you can use the internet if you need to i.e. for people who live out of town and don't have those services available where they live. Easier to go on the internet then to drive there.

#### **Worries about the Service Vision**

- If you make a mistake it seems difficult to correct them as oppose to in person, they change it right away
- Even though there is a long wait, at least you know it is done the right way
- Worried about privacy issues
- Security of their identity and information
- Having an online form and with the ability to choose which departments/branches/... the updated information is sent to would be good. However a little hassle would be a worthy trade-off versus having any information leaked/stolen.
- The option of online government service may not work effectively nor efficiently for rural Canadians or lower-income families who may not have direct access to the Internet or a computer for that matter. Creates a little more of a challenge for them. We must not forget about the elderly. A lot of them could be technically challenged and changing all services to online alone would not be fair to them as human beings. You have to still give the option of online or in person.
- Government needs to have places where people can go and use computers. Otherwise as the internet content increases, the lower income sector of the population would be discriminated against.
- Do not believe that the processes can be more efficient unless key elements of the process are compromised. i.e. Meaning security
- That a lot of the forms available on line but for a lot of them you need photo or require some form of identification. This can be a problem for some people who don't have the proper equipment to send this documentation off.

- Time is a big problem with a lot of the processes with going in person, seems online forms and submissions are crucial to saving time and money. The processing time just needs to speed up and maybe the Service Vision would solve this.

### **Recommendations:**

- Have a government helpline (i.e. 1-800-IMSTUCK)
- Help-directory (on the internet if it's more convenient)
- Make the guide lines as user friendly as possible in language that youth can understand.
- Having someone talk in their native tongue (at times, can't understand them because their accent is too thick)
- If there was a place you could go on to the government of Canada website where you can access forms available for the government available online. (one stop shopping) Need to have all this information in one place so people don't have to waste their time researching all of this stuff.
- Keeping them updated. So that we as the customers or users can really benefit and stay up to date.
- If I do want any help from the government I would like to find contacts on the internet, or perhaps the phone book just in case I have problems and need someone to talk to directly(who can help)
- Contact with the government for my student loan information. They do not provide an e-mail service for questions, but if they did, I would be sure to use that instead of the telephone.
- Having all the information centralized would be handy and save so much time.
- I would rather send an application for student loan via internet as oppose to snail mail. Not only will it get there quicker, but it will save on postage.
- Perhaps proofreading of the documents (double-check the information published in the documents.) If a mistake is made then have to go through the long process of getting it fixed
- General information that has phone numbers and addresses published that are relevant locally so the user can hunt down specific answers to questions that are not answered online.
- like to see one channel/network/website/phone service where I could apply online and for finding out information online instead of having to take the longer route and find it manually using outside, and sometimes third party websites
- It would be great if they made the PDF files so you could type all of your info on the computer and then print it out. This may make things easier for employees who are required to read the forms later if the information is typed out
- It would be great to fill in a form online and then to get an e-mail confirmation that your address has been changed on your driver's licence, OHIP card, vehicle registration, passport and any other government items that need to be changed. Having all the information centralized would be handy and save so much time.
- Have live help online for government departments. This could be set up similar to a call centre and they can interact directly with a representative and ask questions

about government services and programs. (Instant response by a representative is essential)

- Easy to find, reliable information, and easy access.
- Promotion needs work. Would like to see help available be through a toll free line (for communities without internet access) and through the youth.gc.ca. Would be nice to see something like the O Canada toll free line commercials and promote the services specifically to youth.
- Helpline - available after business hours so that it is accessible to youth
- What if they had youth running the program for the telephone information? Some youth would volunteer for this kind of service.
- there were some easy to understand and find sections on the government sites about filling out forms and phone numbers to call
- If there were some way to give your account #, branch #, and have it taken out of your bank account, as many youth do not have a credit card.
- Not having everything saved as a pdf document because some people do not have the right programs to open it!
- Should still have things like passports and such available in the paper form for people who are not comfortable with using the internet. (old folks)
- Federal and provincial levels of government ought to streamline their service delivery offices into one office.
- Have 20 or so delivery windows once provincial and federal amalgamated
- There would also be a large computer pool, where people could go to and use computers (that would only link to government of Canada websites) and access any and all information that is available.
- Free internet use seminars could be provided during the first few years, until all Canadians become internet-literate.
- The phone system should be set up so you can wait for a representative rather than get a busy signal and have to continuously call over and over and over, example is employment insurance.

**Actual Comments: \*Note: Each bullet represents a participants comments.**

- **Quels moyens utilises-tu présentement pour obtenir des services ? La procédure est-elle simple ou pourrait-elle être à améliorer ?**

Depuis quelques années, les services gouvernementaux ont facilité l'accès à certains services par exemple, les demandes d'informations s'effectuent maintenant sur Internet. Je trouve que cette nouvelle façon de procéder est accessible à tous, j'entends par ici les personnes de différentes classes sociales ainsi que les personnes âgées. En effet, on constate que le nombre de personnes âgées est de plus en plus élevé sur l'Internet, dernièrement une personne âgée, m'a confié qu'elle trouvait de plus de service accessible en ligne sur le site du gouvernement. À mon avis, il serait important d'augmenter le nombre de services en ligne. Je trouve très intéressant le concept de calcul pour les prestations des

enfants et des familles. De plus, je trouve très intéressant d'avoir accès à des publications en ligne, et ce, gratuitement. Depuis quelques années, je consulte le site du gouvernement du Canada pour trouver différentes ressources qui pourraient m'aider dans mes travaux de recherches. Je peux vous affirmer que mes demandes ont été répondues dans les quelques jours, et ce, avec un service de qualité. Les références demandées m'ont été fournies gratuitement. En ce qui concerne les demandes de passeports ou numéro d'assurance sociale, je crois que le gouvernement devrait simplifier les temps d'attente.

### **Comment ces services peuvent-ils être améliorés ?**

Je trouve très intéressant que les formulaires de demande soient sur le site Internet. Par contre, je crois qu'il serait appréciable de créer un logiciel qui nous permettrait de compléter les données par Internet. Par la suite, le gouvernement pourrait envoyer un accusé réception et les recommandations nécessaires pour l'obtention du passeport ou de la carte d'assurance sociale. Je crois que cette façon pourrait diminuer les temps d'attentes qui sont souvent trop longs, cette nouvelle méthode permettrait d'avoir un suivi en ligne des démarches effectuées et cela nous permettrait de voir ou en est rendue notre demande. De plus, cette méthode pourrait réduire les frais administratifs, de cette façon d'autres services pourraient être offerts à la population canadienne. Puisque la société actuelle est à l'ère des nouvelles technologies, je trouve qu'il serait important d'accentuer les services offerts par Internet. Comparativement à d'autres années, de nombreux services sont apparus sur les sites gouvernementaux. Je trouve très intéressant le concept pour calculer les prêts et bourses que nous pouvons effectuer nous même dans le confort de notre foyer. Je trouve qu'il serait important d'ajouter des services Internet pour les personnes d'âge mûr. En rédigeant cette activité, je me suis placée dans la peau d'une personne d'âge mûr qui recherche quelques renseignements sur le site du gouvernement, je trouve qu'il n'y a pas beaucoup de services offerts en ligne pour les personnes de cette catégorie d'âge. Je propose donc d'ajouter quelques services sur des sujets qui touchent ces personnes. Par exemple, on pourrait ajouter une section sur la planification de la retraite, on pourrait retrouver en ligne un forum de discussion permettant aux personnes de s'exprimer. De plus, je trouve qu'il serait intéressant d'ouvrir des forums de discussion sur différents sujets qui touchent tant les adultes que les adolescents. Par exemple, on pourrait ajouter des sections sur la préparation aux études postsecondaires. Je pense que vous devriez créer un forum de discussion sur les prêts et bourses, un professionnel en matière pourrait répondre aux différentes questions des jeunes.

- **How do you go about getting services now?**

Majority of times, I prefer to get info online. For example, I was researching on student loans online and filled in the application form online. I sometimes find that government employees are so stressed out in their jobs that they are rude when dealing with the public. It would be greatly appreciated if this was not the

case. I think it's great that one would only have to provide his/her new address once.

I personally am not familiar with all the processes of obtaining passports or SIN, as I've had a lot of them for a very long time. Those 'machines', whatever they are called, in malls that changes addresses of Driver's Licenses are pretty convenient, but I've never tried them out. I hate working on machines because if I make a mistake, I can't really correct or notice them in time. If I ever need help from the government regarding documents/paper work etc, I'd prefer a government helpline, like 1-800-IMSTUCK... although that is very unrealistic, knowing the resources needed for something like that. The second best option, is to have a help-directory (on the internet if it's more convenient) where I can search for things. And don't make it as complicated as those tax-return guides. (don't use those big fat political terms)

- **How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

As far as doing anything with the government there is no clear way to do it. Some things can, and have to, be done online or you have to talk to someone for other it's either. To apply for jobs I had to go online and the get my SIN I had to go to the bureau and talk to someone (mind you that was a few years ago) and I can only hope that you are able to use the internet to apply for one now a days. As for a passport, I don't have one.

As far as I am concerned as long as something can get done, and get done well it's worth the wait. But being in the technological age that we live in I do find myself becoming more and more impatient.

**How can these service processes be improved? If you needed help from the Government, where would you want to go to get the help?**

Personally I would make everything on the internet (being that is feasible to do so) because I find it much easier than going uptown, paying for parking and filling out a form only to have to pay for postage to send it away. Also the internet is open 24/7. It is a pain trying to get to a government. Building while going to school 9-5 because the times conflict.

If I needed help from the government I would want to phone and talk to someone. I like it more personal when I have a problem. Also, and I do not intend to be rude at all, but it would be easier to have people speak their native language on the other end instead of making it very hard on the other person. I myself and fully and completely bilingual but would not even consider being a French 'helper' at the other end of the phone, in person I would be a 'helper', but not over the phone. (I have not had this experience with the government it becomes increasingly frustrating trying to order computer from someone who struggles with English).

- **How do you go about getting services now?**

To apply for my passport, I did it though mail (snail mail). For my SIN I applied for it by going to the building (can't remember what it's called) and filled my form out there. There isn't much else that I have had to do because I am still in High School. I don't remember how long it took for me to get the passport but I hear that it takes like four months to get one now...that's way too long...what if an emergency came up, you didn't have a passport and you needed to leave the country in like a week or month...you wouldn't be able to leave.

To get help from the Government I would probably go on-line to see if it could help me any. If that doesn't work then I would go to one of the Government buildings in town.

- **How do you go about getting services now?**

As much as possible, I get it online, if there is something I absolutely can't get online, and then I'll go to wherever it is to get it. I would prefer applying online for things as much as possible... of course some things like a passport; you need to send in pictures with the application, so of course it wouldn't work for something like that to apply online. But in that case I at least get the application online and print it off.

**How can these service processes be improved?**

It would be good if there was a place on the government of Canada website where you could just go and could search all the forms available online. (or perhaps this already exists...).

The ability to have information shared between branches would be great... the less forms the better... or perhaps an online form and the ability to choose which departments/branches/... the updated information is sent to would be good. Of course with any personal information online, privacy and security is the most important thing... a little hassle would be a worthy trade-off versus having any information leaked/stolen.

Well, recently I have been applying for university and since I got a new job I needed to get some information from my bank. So, I have been trying to get services, and what I prefer firstly is doing things via internet, e-mail, and online applications. Secondly I like to do things over the phone. The only thing I would be worried about using the internet is safety, I mean hackers are always a couple of steps ahead of us or they catch up pretty quick. The issue of security is a very important one, especially when someone in china can know where you live. You would be surprised what one can get from a personal add, even if the only thing you have is their name and e-mail. So as I said I would prefer doing things over the internet, and my only worry is security. In my opinion what would improve internet services, is keeping them updated. So that we as the customers or users can really benefit and stay up to date. If I do want any help from the government I would like to find

contacts on the internet, or perhaps the phone book. From my experiences I have had no trouble, or any complications in particular. I mean sure things can always improve, but for me right now everything is good, as a student that is.

- **What the Government wants to know is how do you obtain information now? Is it through the phone? Perhaps the Internet?**

All information I find now pertaining to the government is through the internet. The only thing I need to use the phone for when in contact with the government is for my student loan information. They do not provide an e-mail service for questions, but if they did, I would be sure to use that instead of the telephone.

What if you needed to fill out an application form for a student loan...would you rather print it off and then mail it, or would you rather have the option to send it via the Internet?

I would rather send it via internet. Not only will it get there quicker, but also I will save on postage.

- **How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

The biggest problem with getting my passport was waiting in line at the passport office. That takes at least an hour. I found most of the information on HOW to apply online, but had to apply at a government office.

I do not mind this process because I feel for security reasons you should have to apply for a passport in person. It has been so long since I applied for my SIN that I cannot comment on it. If you needed help from the Government, where would you want to go to get the help?

Currently, my biggest and most frequent dealing with the government is through student loans. I think this is set up HORRIBLY. There is never just one person you can deal with, instead you have to deal with a variety of call-centre agents that know nothing about the hell you have been through trying to get your loan. They do not contact you when there is a problem, you have to call their CALL CENTRE once you realize that all your friend's loans came in and yours did not so something must be wrong. Once you call them they inform you of why you do not have a loan. Coincidentally this is usually the first week of school where your professors expect you to buy your texts, etc. Now you have to wait at least a month or two to straighten everything out, get your loan money way too late, etc. I would like to know how the government expects me to pay for my life while I am waiting two months for them to give me a small amount of their money that I will have to pay back quadruple. I will not even get into the interests payments....

- **How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**



Right now I go about getting government services in person, when possible as it is generally faster and easier, or by mail.

Despite the hassle involved in attaining a passport or other documents, I believe that it is necessary, especially when it is by mail, to ask for all of the photos, signatures and certificates. I don't have the problem with the services as they exist now, except for perhaps the length of time it takes especially when living in rural areas, and perhaps proofreading of the documents. I have known people to have their name misspelled or sex confused or birth date wrong and they had to go through the process of having things changed.

I am wary about recommending internet-submittal forms for important documents. Knowing what I do about internet security, I myself would not trust my highly personal and important information to be secure, despite encryption precautions. I would also worry about being able to verify identity online. I am not opposed to publishing an online, downloadable form to be printed off and sent in by mail.

**How can these service processes be improved? If you needed help from the Government, where would you want to go to get the help?**

I see few ways to improve these services, aside from the already suggested 'single service' whereby government departments communicate new changes of address, etc for people who are moving or who go through name changes, etc.

Perhaps the ironing of a few more people to aid the turn-around time (although I have noticed an improvement over the last few years) or to double-check the information published on the documents.

When looking for help from the governments easiest to go to a website for general information that has phone numbers and addresses published that are relevant locally so I can hunt down specific answers to my questions if they are not answered online. A similar list of local/national numbers/addresses in the phone book is also useful.

The new idea "Service Visions for Canadians" sounds like a huge new undertaking for the Government of Canada, one I hope will make things much easier for Canadians (especially New Canadians who may not be familiar with reaching so many channels of information and how to go about them).

- **How do I obtain information now?**

Currently, I obtain information from one main source – the Internet. I find it faster and easier than having to wait for a customer service representative to talk to me while waiting for a line to become free within the network. However, that works for me – who has access to high speed internet and a faster model computer. This same option may not work effectively nor efficiently for rural Canadians or

lower-income families who may not have direct access to the Internet or a computer for that matter.

In the past few years, I have received my Social Insurance Number, a Passport, and a Student Loan via applications. I applied online for my Student Loan, as it gave me an instant quote of the approximate amounts of financial assistance I may receive. However, for my Social Insurance Number and Passport, it required filling out a hard document in order to receive both. However, one important aspect of online forms is applicable when talking about the three above mentioned forms –they all require some form of identification. Passports require information in the form of documentation, photo ID's, etc. So did student loans upon requiring the document. The SIN requires two pieces of id to prove your status in Canada. So, the main thing to overcome is this obstacle when talking about SIN and Passports. Both processes were quick and efficient, with no major problems in my case. However, sometimes, especially when you are 18, from a very rural area, it is intimidating to go and have to talk to a service representative at a passport office. I am the type who would more prefer to apply on my own time over the Internet, since that is where I spend a lot of time anyways. But I think both options (if a NET option were available) would be the most productive way to do it. After-all, not everyone likes doing things over the net, but I think the option should be there.

### **How can these processes be improved?**

The only complaint and/or concern about these applicable programs and services are the fact that many of them are offered on various websites and sometimes difficult to find, unless you know where you are going. For example:

- To apply for a Social Insurance Number, you need to visit:

<http://www.hrdc.gc.ca/sin/>

- To apply for a Passport, you need to visit:

<http://www.ppt.gc.ca>

- To find out information about Student Aid, you need to visit:

<http://www.canlearn.ca/nslsc/index.cfm?langnslsc=en>

All of this requires a lot of time and research. Luckily, I knew that Youthpath.ca offered links to all of these. But what if you had no idea about youthpath.ca? or youth.gc.ca or

youth.ca ;-), where would you go and what would you do. Ultimately, you would have to turn to researching it from Canada.gc.ca – and that can take a VERY long time. The problem with Canada.gc.ca is that it is a much marketed website compared to YouthPath and many people would turn there to find what they would be looking for- but the information and links there are mainly just general links like “Human Resources Development Canada” – well, what do they do? Apparently, they offer the Social Insurance Programs and various student financial assistance programs. Having all of these services available on one channel or network of information, would greatly reduce the time needed to find these services, and online application forms would also shorten the time to actually mail the form to and from the applicant. Many of these applicable pieces

of information are essential for jobs, traveling to and from Canada, and even as proof of identification and are sometimes needed quickly. The wait for passports can be 2 weeks and if an emergency one is needed, it cannot be obtained quickly unless you pay up to and above the fees required for the passport itself so it can be shipped via Xpress post.

- **Where would I obtain this information? And suggestions for improvement.** Perhaps, like the Student Loan on-line application process, Social Insurance Number and Passport applications could be offered online with verification happening in an office when you go to pick up your Passport and/or submit your picture. ID's could be presented upon picking up your documentation, including photo ID's and supporting documentation/references. Many of these application procedures offered online or over the phone would benefit from the presentation of Identification upon picking up your document or providing supporting documentation for it. My boyfriend, at the moment, is receiving funding from HRDC and the Unemployment Insurance program for his education. He files his claim over the phone and/or the Internet – a great service feature and it also ensures he gets his financial assistance early and faster.

To solve the problem of where to get the information I would need to obtain certain services or programs, I would first off like to see on channel/network/website/phone service where I could apply online and for finding out information online instead of having to take the longer route and find it manually using outside, and sometimes third party websites. Yes, many of the programs above require proof of identification, but most of this, like the Student Loans Program, can be presented upon receipt of your document, or, in the case of passports, when you provide picture ID and supporting documentation before receiving your passport. Although sometimes, it is nice to talk to someone when you need the help but can't find it. That's where service offices and telephone lines would most definitely come in handy and usefulness.

- en y réfléchissant, je préfère utiliser plus le téléphone qu'internet et dans un moindre des cas, je vais me renseigner sur place! mais je pense que j'utilise plus le téléphone, parce qu'on a plusieurs choix, c'est-à-dire on peut avoir un agent en ligne qui peut nous donner plus d'amples explications par rapport à nos recherches sur internet qui des fois n'aboutissent! par exemple pour la demande du prêt et bourse j'avais essayé sur internet sa n'a pas marché! par-contre en retirant le dossier moi-même et en l'envoyant à la poste j'étais plus sûre! cela ne veut pas pour autant dire que les recherches sur internet n'aboutissent pas tout le temps! pour être plus performant, je pense qu'on devrait ajouter plus de détails, c'est-à-dire faire un site qui donne plus d'amples informations ou mettre des liens qui nous permettent de trouver de l'information. je pense que quand on veut obtenir l'aide du gouvernement le plus rapidement possible est de procéder par internet, car des fois quau téléphone la ligne et souvent occupée et il faut faire preuve de patience.

- **How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

I applied almost 2 years ago for Employment Insurance and did so online. I believe this was right around the time HRDC (HRSD) implemented the online forms. What a time saver! No line-ups, crowds or hassles. It was great. My only complaint about Employment Insurance at the time I accessed the services was the telephone system. In my opinion, the phone system should be set up so you can wait in a queue for a representative rather than get a busy signal and have to continuously call over and over and over (you get the point ☺) It was very frustrating to not be able to get through on the line for days at a time. I do realize that they must have a huge volume of calls on a daily basis but I believe that being able to wait is better than not getting through at all.

#### **How can these Services be improved?**

I'm currently looking into renewing my passport which expires this summer. There are forms available in PDF format to print. It would be great if they made the PDF files so you could type all of your info on the computer and then print it out. This may make things easier for employees who are required to read the forms later if the information is typed out. I do realize that passport forms cannot be entirely completed and submitted online because you are required to submit 2 pictures with a signature confirming your identity and your birth certificate. I would much rather fill forms out online than having to print them, fill them out and then mail them in.

I think the idea of having a central place to change/update addresses with proper agencies is awesome! It would be great to fill in a form online and then to get an e-mail confirmation that your address has been changed on your driver's licence, OHIP card, vehicle registration, passport and any other government items that need to be changed. And for a small fee new cards/passports would be issued in the mail. I know of people who do bother to change their address on these items because it's a pain to do it now. If things are easier for people then they may be more inclined to update their information as required. This service would also be beneficial to women who change their name when they get married. Having all the information centralized would be handy and save so much time.

Another great thing would be to have live help online for government departments. This could be set up similar to a call centre and they can interact directly with a representative and ask questions about government services and programs. For example if you had a tax related question you could go to the Canada Customs and Revenue site and type in a question and get an instant response.

I find if things can be done online, it is much more convenient and a huge time saver. Instead of standing in a line at an office or waiting on the phone in a queue for a representative to respond, I would prefer to access information quickly and easily via the Internet. If the option is available to submit forms online, I would do this for everything. It means the service is available 24/7 and you can't beat that!

- **What the Government wants to know is how do you obtain information now? Is it through the phone? Perhaps the Internet?**

Right now, I obtain information primarily through the internet. This is where I look first since I have access to the internet from both my university and home. I will start phoning people when I can't find what I'm looking for online.

**What if you needed to fill out an application form for a student loan...would you rather print it off and then mail it, or would you rather have the option to send it via the Internet?**

I would rather have the option to send it via the Internet

**How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

-I applied for my passport in person (very slow process, but I can understand why since it is such an important thing to get).

-I got my social insurance number in person.

-I found the Government of Canada's online travel guidelines very useful for my trip to Costa Rica this past summer.

-I used the Government websites to do job searches last year with little success

-The vehicle registration renewal is very useful (Alberta)

-Paying fines or speeding tickets for example should be available to be paid online (not that I speed :p)

**How can these service processes be improved? If you needed help from the Government, where would you want to go to get the help?**

I would really like to see the continued expansion of Government websites to allow for easier online processing and applications.

- **How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

The first place I would go and look for these services is the Internet. You can find almost anything on the net and I would expect to find services that I need if I look around. Next would be to ask someone, whether it be on the phone or in person. This could include friends, family, co-workers. Another source is the yellow pages or other services offered by local governments.

**How can these service processes be improved? If you needed help from the Government, where would you want to go to get the help?**

Some improvements should include: easy to find, reliable information, and easy access. If I needed help from the government I would expect to find help from their website. A website is always a good place to find info and it would be the first place people would go look if they need help.

- **How do you go about getting services now...give some examples...**

The process for applying is fine; it is finding the offices to do it are more difficult. When I got married and changed my name I had no idea where to go in terms of my SIN card, looking into a passport, etc. I asked around until I found someone that knew where I should go to get the information. Once I found the right offices, the process was simple and quick.

When I was in university I never changed my contact information because I had moved from a small town to a larger city and had no idea even where to look for information...

**How can these service processes be improved?**

The service is fine the promotion needs work. I would want the help available be through a toll free line (for communities without internet access) and through the youth.gc.ca.

I would like to see something like the O Canada toll free line commercials and promote the services specifically to youth.

Go about getting services: I often use the internet, (using the government site) if I have any general questions about something or I am in need of information. However, if I have looked on the internet and could not find what I was looking for- I have called the 1-800 numbers before. This is something which I do NOT enjoy. It is hard to explain to some of the people on the other end what exactly you are looking for. I know last year I had difficulty filling out my tax form and called for assistance. That was on heck of a dilemma.

**Improvements:**

I think there should be a specific number for 'youth' questions, similar to the site. And it should be available after business hours so that it is accessible to youth. I had to call during school hours so I could reach someone. It would be more widely used if available after school for kids. And it should be marketed, as the government sites are about the information available. What if they had youth running the program for the telephone information.... hey that's something I would want to do!!

- **How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

When I went to apply for my SIN card, I had to go all the way downtown to get the forms, and then I had to go all the way back downtown to drop them off. It was pretty much a pain in the arse, because I think I would have rather been able to fill out the information there and just hand them in.

This past summer I went in to apply for a new birth certificate, and the lady there was so rude. So I ended up mailing away for it, and it took forever to get it back.

I think my new health card was easiest to get, I just took in the form they sent me in the mail and ba boom I signed my name on their little card and got my picture taken, signed the organ donor card, and then they handed me a sheet, and told me it would be in the mail in two weeks, it was in a week!!!

**How can these service processes be improved? If you needed help from the Government, where would you want to go to get the help?**

I think that the people they hire should be trained on customer service skills and people skills because some of them are so rude and nasty, and you don't really feel comfortable asking them questions because they talk down to you if you do and treat you like your stupid.

My family usually uses the internet to get information. I've never had to actually get the information, usually my parents do it. We often just go to the local government office to request information, or ask to have the forms mailed to us (using the telephone). We are currently renewing our passports and had the paperwork sent to us, we then have to go to Winnipeg to complete the forms, because sending it through the Toronto office takes too long. Getting information is often very frustrating, especially passports because there are often many corrections which need to be made and because photos taken for them are not always guaranteed.

I personally don't know how the services can be improved. In the case of passports it would be nice if the sending paperwork through the Toronto office didn't take so long, and if they were more specific in the corrections which need to be made. It'd be nice if there were some easy to understand and find sections on the government sites about filling out forms and phone numbers to call.

- **How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

**How can these service processes be improved? If you needed help from the Government, where would you want to go to get the help?**

Well, I would honestly have to say that the last time I had to apply for passport/SIN #, I did it in person. It would be MUCH easier to apply online (I am not even aware if you can do that now!). For things like printing off and sending in forms and such, I use it all the time and I especially like how you can download the Income Tax forms and send them in. That's what I did this year, and I thought it was a great idea. At the same time, those (paper) packages are available all over (drugstores, post offices, etc)– but it's nice to print up the sheets you NEED, and not have to go through the whole package trying to figure it out.

I would LOVE to be able to renew my driver's license, passport, that sort of thing on the internet, and I would make use of it regularly, but I understand that security issues may prevent us from doing this. Too bad!

As for lost medical #'s, lost SIN cards, I think that if there is some way to ensure that it is secure, why not?

I guess I don't have a problem doing these things in person, but I know it would be much easier if I could do it online. AND if there were some way to give your account #, branch #, and have it taken out of your bank account, as many youth do not have a credit card.

I think that as far as the efficiency of getting these updates cards or new cards (etc) goes, its fine the way it is. If there is some way to go about it without the chance of a stranger having access to your private information, then that is fine as well. People do internet banking all the time, plus there are automated telephone numbers for credit card transactions and stuff. I think that it could work!

- **How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

I recently had to go about getting a passport and I found that it was just as easy to walk into the passport office and fill out the forms then you can have them mail it right to your door. That way I found that they could answer any questions you might have for you. However for those who couldn't get to a passport office I think being able to submit them online would be good, but then once again you have to worry about security issues. You don't want someone getting a hold of your passport forms.



**How can these service processes be improved? If you needed help from the Government, where would you want to go to get the help?**

I honestly don't know how to improve them, but I would suggest not having everything saved as a pdf document cause some people don't have the right programs to open it!

- **How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

Usually snail mail is how I currently apply for anything from the government now. Although this usually gets the job done it can be slow and I have had an experience of my SIN card ending up in someone else's mailbox. Not very secure that's for sure. Speed is another factor I don't think there is much you can do there.

**How can these service processes be improved? If you needed help from the Government, where would you want to go to get the help?**

110% I would want to go to the internet as long as they can keep their security high from hackers. The ease of use of the internet is amazing I buy my CD's and other things off of the internet why can't I apply for my SIN number on the internet. Speed is one of the major advantages of this and with everyone always on the run now days it always helps.

- Lorsque je cherche un renseignement, je le cherche d'abord sur Internet. Par exemple, il y a un mois je cherchais comment faire ma demande pour les bourses d'été en langue. J'ai cherché sur le site du ministère de l'éducation de ma province et cela m'a amené sur un autre site jeunesse. Il est parfois difficile de trouver ce qu'on recherche exactement sur Internet. Je trouve qu'il y a beaucoup de bla bla inutile. De plus, il m'est déjà arrivé d'appeler sur la ligne d'info-jeunesse du gouvernement du Canada et j'ai été très bien servi! Pour améliorer les services, le site internet devrait être plus clair.

Je préfère toujours faire imprimer une demande d'admission et l'envoyer par la poste que l'envoyer directement sur Internet. C'est toujours plus sûre par la poste même si c'est plus long.

L'idée d'appeler une seule personne lorsqu'on déménage est excellente. Mais, il faut d'abord s'assurer que le service est efficace. Si il y a un manque de communication tout est foutu.

**How do you go about getting services now...give some examples – How did I apply for a passport? A Social Insurance Number? Was the process satisfactory or could it be improved?**

As it happens, right now I am getting my passport (cousin's wedding this summer) and what I did was go into the passport office website and print off the forms. My mom had gone to the postal office and gotten the forms from there. I think that it

is important that they still be available through the postal offices. Although the Canadian government is doing a great job of having all things available through the internet, there is still a large sector of the population (older folk) that are not as comfortable with using the internet (my mom for example).

As for the submission, we have to either mail the form or drive 40 minutes to another city to hand in the application. A while ago I had to get my new Health Card, and I had to drive down to the other city to get it. Between, I live in Guelph, ON and the nearest place to get those services is Kitchener, ON.

- **How can these service processes be improved? If you needed help from the Government, where would you want to go to get the help?**

I was watching the keynote speech by Reg Alcock this morning (for the National Leadership Conference last week) and it talked about this sort of horizontal cooperation in service delivery. Here in Guelph we have several government service offices (driver's license, Provincial Government Information Offices, HRDC satellite office, Employment Offices, Welfare Offices, etc). The Government Information Office is part of a large office building that was built a few years ago, and it has a lot of information (business registration, land registry, industry Canada's Community access program office, OMAF, Environment Canada, etc). Now, the bad part of having so many offices in each city is the obvious cost of rent, and the cost to amalgamate them all into a single building would be ridiculous.

**How can these service processes be improved?**

In my opinion, the federal and provincial levels of government ought to streamline their service delivery offices into one office. This office would have windows (like health card offices, or driver license offices) where folks could get anything that needs their physical presence to provide documentation (such as for getting passports). There would also be a large computer pool, where people could go to and use computers (that would only link to government of Canada websites) and access any and all information that is available.

The current offices scattered through out the cities could be phased out in 10-20 years and you could have one of these main-delivery office in each city. For something like Guelph, with a growing population of 100k, a computer pool of 100 computers would probably do the trick, and something like 20n delivery windows. This might sound like a lot, but when you calculate the staffing cost, hydro, rent, etc, of the existing governmental offices, then it begins to make sense.

This way each department could have their headquarters where they wish, and if I needed to get a passport, health card, sin, driver's license, I just go to this main-delivery office and get it all. The speech from the throne in 1999 stipulated that:

"The Government will become a model user of information technology and the Internet. By 2004, our goal is to be known around the world as the government

most connected to its citizens, with Canadians able to access all government information and services on-line at the time and place of their choosing"

It also said that a website ([www.access.ca](http://www.access.ca)) would be the 'gateway to online Canadian government information, and 5 years later it is still "COMING SOON". Despite this, there are many other websites such as YouthPath that have a lot of great info or the main Canada.gc.ca website. I believe that the other side, the physical delivery side of it is missing. While the internet content is growing, in order to provide equal access to government (being realistic, not everyone has a computer or an internet connection) the government needs to have places where people can go and use computers. Otherwise as the internet content increases, the lower income sector of the population would be discriminated against. Along with this, free internet use seminars could be provided during the first few years, until all Canadians become internet-literate.

The 2nd chance office in Guelph (as does the one in Kitchener) has internet access to help youths find jobs. This is a small example of what I think would be a great way to make government services for Canadians.

In order to obtain information in this day and age, I would probably find the information online, then either mail (in cases of applications), or phone (if it is for specific information). Other methods of obtaining information would be to phone the 1-800-O-Canada hotline (but that usually takes a long time for the staff to find the information) or simply leave the information alone until the next time that information is needed.

If given the choice to apply for government programs (e.g. student loans, jobs, etc) I would choose online forms to be the most secure, fastest and most painless way to apply.

- **How do you go about getting services now.... Give examples?**

If I need to apply for a passport, I would go down to the passport office and pick up an application, get a photo taken at a nearby photography shop and then submit the entire completed application back at the passport office. For social insurance, I would also go down to the Government of Canada building (in town) and fill out an application there. The processes are usually pretty straight forward and they are usually not a big hassle. If I was still in high school, I could have submitted my SIN application at the student's services office in my high school and they would have taken care of the rest for me.

**How can these service processes be improved?**

I don't believe that the processes can be more efficient unless key elements of the process are compromised. I can't see application for passports being online in the

near future because the process of acquiring a passport requires a government official (public servant) to see you in person to verify your identity. Otherwise, national security issues would come up from lack of verification of passport applicants. Same goes for SIN applications.

- **How do you go about getting services now..... give some examples?**

The concept of a centralized database for personal information that is accessible to government agencies, departments, and other structures sounds great in theory. However, the reality is that if such a thing was to happen, the privacy rights of Canadians would be lost. As a Canadian, I would fear for the loss of privacy that would most likely occur in the case of abuse of access privileges, data theft due to hacking from domestic and foreign individuals, as well as the idea of a “tracking” mechanism for the government and/or other organizations that may be interested in tracking you down.

In Saskatchewan, the provincial government runs the liquor stores, vehicle insurance and registration, as well as utility service providers (electricity, energy and telecommunications). In this case, if such a database was developed for Saskatchewan residents, the effects on citizens’ privacy would not be as greatly impacted as citizens who live in other provinces of Canada. In Saskatchewan, the government would be the single largest user of the database because of the breadth of services provided by the public sector. However, in other provinces of Canada, private organizations run the likes of vehicle insurance, utilities and liquor stores. This means that instead of a few institutions/organizations utilizing your data, there would be dozens, if not hundreds of companies and organizations viewing your data. I, for one, would not want that many people to know that I have debts or what my medical history is (even if I have nothing to hide).

From your description of this “new” government initiative, it seems that profiles of Canadians stored in centralized systems managed by the government and accessible to anyone or any organization that has a license to it. Canadians are already wary of government programs and especially the gun registry. If the gun registry took billions to create, what would be the cost of something like this “Service Vision to Canadians”? Canadians do not need a government created bottomless pit to lose their privacy. Secondly, Canadians and most people around the world would not like to share that much personal information with everyone. The last thing anyone needs is have their financial or medical history published to the world.

If all of these considerations are taken into account and a method of controlling access is available and feasible, then the government should by all means, go for it.

### **How can these service processes be improved?**

In general I try to access all services via the internet. I believe that it is a lot easier and faster and plus you can do it from the comfort of your own home. However, not all services can be done on the internet, so for some I might have to contact the local government representative or office in order to access the service (i.e. renewing my health card).

Overall I have been very pleased with the services offered by the government. From my own experiences, I can not complain of any problems or inconveniences. My only suggestion would be to try to offer as many services as possible via the internet.

- **How do you go about getting services now..... And how can these service processes be improved?**

I think the question about government ability to facilitate quicker service is always a good idea. As far as the process for obtaining services from the government the idea that many separate departments handle different bits of your information may hinder the effectiveness of delivery of services. An example of this would be the fact that if I lost my wallet I would have to go to several different departments to recognize. I would get a health card from health Canada and a social insurance card from HRDC and a driver license from the minister of transport. In my opinion the government could better organize information services so that I can apply for all my necessary cards at one central information agency instead of separating the task up to various departments to create inefficiency. The government could create a sort of internet website where one would effectively be able to change all information that relates to the Canadian government. I feel that the idea of government having strict procedural rules for the organization and application of services, and many separate agencies that handle your information, may in fact reduce their ability to provide a service may better effect changes to all areas of your information (health, driver license, social insurance).