

**Government Renewal Initiative
Clareville
February 16, 2016**

Q1. Thinking of all of the thing government spends your money on to provide residents of the province with services, what are the three things that could be stopped in order to save money?
Government needs program for resettlement of smaller communities. Other smaller communities that are isolated. That are costly to provide services
Need to consider tourism industry when considering services to smaller communities. Should we close them when people may want to visit them?
What do services cost for smaller communities? What can local people do to make it sustainable?
Change health care to a co-pay system. People pay more for their health care. Pay to have a MCP card. Health care costs are too high
Consider some form of hybrid in health care that can still protect universality. If people could pay for more health care they may choose to do so
Concerns that this creates a two tier health care system
Health care burden is going to increase
40% of NLers are overweight. People are unhealthy which contributes to health cost
Junk food is cheaper than healthy food
Unincorporated towns and Local Service Districts have to be dealt with. These towns get money from government but no more additional tax like incorporated towns do
Towns get financial support from government that Local Service Districts do not
If we regionalize towns they will want more services such as fire protection, pavement
How would [regionalization] impact the government budget, is it revenue neutral?
Regionalization of services
Bring back school fee/tax
Lower cost of education/healthcare
Do we need full day kindergarten? What are the benefits?
Muskrat Falls has to be stopped. Have private enterprise construct the project
We should entertain [the] idea of asking Quebec to take equity stake in Muskrat Falls
What % of revenues are coming from Alberta jobs?
Put Muskrat Falls project on hold
With respect to having to replace roads so often, control use of studs on tires
Better use of materials for road construction Ex. build 10 kms of good quality road as opposed to 15 kms of inferior quality roads that don't last as long
Do road work in the overnights instead of in the day, when there are fewer interruptions due to traffic
Implement a user-pay system for roads ex. Toll booths
Government should begin to hold citizens accountable – start to sue people
Health care
Hold citizens accountable again to not visit hospitals for every single ailment when maybe it's not necessary – sign of a good emergency room is one that's empty; not one that's busy. Individuals should be educated to lead healthier lives
Increase cost of junk foods to make them less desirable
Need to change attitudes around working only x # of months in a year and then draw EI benefits to get people away from that mentality to make them willing to accept work year round

Prevent public servants from taking such a great amount of sick leave prior to retiring
Find a way to allow government departments to fire/lay off workers who abuse leave
Stop making decisions based on political reasons and make them based on fiscal reality
One stop shopping for health care services (combined in one location in a larger centre – look at population). Be able to have many tests/services in one location at one time
Give people a bonus at end of year for not using up all their sick time
Reduce government travel
Halt implementation of full day kindergarten
Close up Corner Brook campus of MUN and have all students/programs available in St. John's
Resettle small isolated communities
Stop paying MHA pensions so early
Road work – doesn't last: change formula of pavement
Not taking government vehicle home from work
Buses are not full; could use smaller buses
Making people accountable for waste; paying contractors for bad work; ensure quality work is performed
French immersion – doubling teacher load – remove
Halt full day kindergarten
College campuses down to 10
Busing needs to be more efficient
Winter patching is a waste; should be better repairs done in summer season
Same with ruts
Ambulance – turnaround from St. John's don't wait for patients long enough
Nurse practitioner should be used more around the province
How many hospitals are needed – reevaluate; use buildings as term care; duplication of service – example Grand Falls & Gander; Clarendville & Bonavista should be one each.
Duplication of service needs to be eliminated – renal dialysis
Maintaining extensive road network in sparsely populated areas; figure out a class of road for priority; regional basis
Cost of serving the rural areas of the province; long roads to dying communities
Costs of ferries to remote islands; should be able to live there but should be willing to pay for it
Helicopters going to Fogo – too expensive
Manage better, still did have surplus at \$120 barrel of oil
Catalina school with Bonavista so close; Swift Current and other examples
Administrative costs in health care; so many notices of appointments by mail, not needed
Grants to groups; given out when not needed; trying to figure out what to do with them; should only be given where plans are already in place
Municipalities feel forced to use consultants to prepare plans to access funds; should be based on towns own proposals, don't need consultants
Regionalize municipal services
Focus on the health care, we need to be responsible for our own health to cost less
Educational process to cut cost
Cost us more here than anywhere in Canada
We concentrate more on treatment rather than prevention

Duplicate cost for ambulance services – empty comes back – should wait
Shouldn't be unlimited
Should have a token fee to pay \$5/\$10 to avoid unnecessary visits to doctor
People make appointments in advance "just in case" so others who need can't get appointments
Reorganization of the health care system to reduce cost
All "call ins" and sick days and those people who cover shifts in health care are duplicate costs
How much does smoking cost – time, productivity, And it's unfair to the non-smokers
Illegal cigarettes lose taxes
All day Kindergarten should be reconsidered – split days of the week for full days (3 days per week such as Ontario) Need to hire more teachers
Cancel carry over sick leave
Someone on sick leave the last year before retirement – position cannot be filled
Or put a small incentive there to pay a portion of what isn't used
Population of small suburb over entire province – cost of living on island with ferry service
Local service district receiving all government services but not charged same as municipalities
Implement County system for all communities to pay the same fees
Older people living in rural communities who get sick more often and have to travel by ambulance to hospital more often with increased costs
Productivity in health care system decreased. One time one manager ran everything via in-house of one hospital. Now there are multiple managers from all over for one hospital
Cut the public service. Largest number of salaries being paid by the rest of the population
Corporate tax needs to be analyzed to see if targeted tax cuts/credits are really bringing in benefits to the province e.g. film tax credits
Full day kindergarten should be deferred. It may make sense but will cost we hear \$30 million annually. Does the benefit outweigh the cost?
Inclusion in schools was a fantastic idea but is not being resourced properly. Full day kindergarten is the same. Questionable benefits but we do not have the resources to do it properly. It's a child care program. Issues not only around teaching units but space, bussing, other programming allocations, counselling services, etc.
Full day kindergarten also a big issue for multi-grade schools where K-2 are in the same classroom.
Outside consultants – can we utilize internal resources and expertise instead?
Elimination of a tuition freeze on non-resident students at MUN – students from outside of NL should be paying higher than resident students. Why are we subsidizing students from other provinces?
Utilize government owned facilities instead of renting space
NL English School District is renting Atlantic Place at a huge cost
Old liquor store building is for sale for years. Other government properties can be sold off instead of maintaining and insuring
Nalcor debt is growing! Hope it provides an alternative avenue for Churchill Falls. Is it the right project now?
Should have gone ahead with the increase in the HST. By not going ahead with the increase in January we are already losing revenue. Could be temporary and possibly tied to a balanced budget or increase in oil revenues. Same as Atlantic Canada and would not put us in a disadvantage
Revise MHA pension plans as they have with the public sector pension plans. Part of pension negotiations with NL Teachers Association was a promissory note and joint trusteeship arrangement. Half of unfunded liability came off government books. Examine similar pension plans for liability

Heath care administration. Too many managers in health care administration
Clamp down on sick leave abuse in health care. Double and triple paying staff when there is abuse of sick leave. Sick leave doesn't need to be cut, but it needs to be closely monitored. Effective management needed
Bring in an incentive for unused sick leave
Effectively manage family leave
Local service districts need to contribute to public services for roads
Closing small schools may increase bussing costs but needs to be evaluated. Costs need to be analyzed

Q2. Given the financial challenges facing our province, what three things do you think government could do to raise money (increase revenue)?
We have room to increase revenue in agriculture, forestry and double value of the fishery
We need to establish a renewable resource development commission to focus on Agriculture, Forestry and Fish.
Increase HST to 15%
Will they decrease the HST when revenues improve? [Consider it]
Is that a good idea to raise HST at this time because of financial issues?
Does a lower HST give us a competitive advantage?
Middle class not getting break on a raised HST
If we want to live here we all have to pay taxes
Memorial University not subsidized to the extent they are. Do not offer cheaper fees for international students. We should not be lower with other universities
Costly for students from outside Avalon
Consider personal income tax rate
Will provincial government claw back savings created by changes in Federal tax rates?
Increase gas tax as price comes down. Floating scale as price goes up and down.
Get more value out of natural resources. Invest more money in these sectors. Invest in marketing
New and innovative ways to market industries such as cod fishery
More diversified economy
Put HST back on the table (1%?)
Allow public servants to take a leave of absence whenever they want or for whatever reason (less restrictions)
Implement a luxury tax (on items over a certain dollar value)
Memorial University – should we be pumping so much of taxpayers money into that institution which is not benefiting everyone directly? Increase tuition fees to cover costs
Sell off excess government assets
Toll booths on roads
Annual registration on all ATVs and snowmobiles
User fees on some health care services, or after a certain amount of usage of particular services (# visits)
Increase tourism development – tap into the resources we have and promote them more to particular markets
Open more fish plants - job creation
Generate more revenue from the fishery

More stimulus programs;
Remedial education; more effective education system; keeps people off the streets – falling through the cracks;
Municipalities are run efficiently; however, when problems arise it becomes very difficult. Example water problems; had to deal with 3 departments only got ‘information’ not ‘advise’. Directed to consultant, very expensive; should be more direct way to assist.
Willing to pay more taxes – if getting good service
Track down dead beat dads
People on methadone; should be more prevention – better education system
Should be put to work, earn the money
Business taxes need to be raised; lowest in Atlantic Provinces
Personal taxes can also go up; should have option to buy shares – invest in the province, repayable as they mature
HST should be increased the 2%
Gas taxes should be inversed as rate goes down, tax goes up – keep at same number
Local service districts should not be allowed to continue to receive services
Higher taxes would be hard on seniors, fixed income
Tax on larger businesses could go up
User fees can help keep things in check; ex health system;
Cost of gas is a concern; someone is making a lot on it
Concern with Local Service Districts escaping taxing
Pay a premium at health care facility – Alberta example
90/10 formula for municipalities could be adjusted in hard times – maybe 80/20; or ability to repay
Allowed to tax Bull Arm; Oil Refinery; transshipment facility – fair formula; regional approach; shared out based on population or similar formula
Need big projects for Bull Arm on more consistent bases
Should put back some fees that previous government took out. But it should be feasible and cost effective. Shouldn’t cost MORE than the amount it will save. (Red Seal exam in NL is \$150 but \$400 in Alberta)
Apprentices get paid to go to school. Other provinces charge
Collection of fines. Give it to a collection agency. Millions of dollars not collected or don’t have the government resources to collect
If the individuals can’t pay, get them to work (cut brush)
If you sell your vehicle, the license plate should stay with you
Although people would not like it. Have a set rate for gasoline/diesel. Keep the price a bit higher since we’re used to paying the higher price anyway. Fuel surcharges have not decreased even though the price has gone down
Establishment of a county system (versus local service districts) with increased costs /taxes will raise money
Do we need fire trucks in every community
We know HST is going up...to match other provinces
Disagree with increase to HST for biggest purchase you will make – a house
We must fix this problem for our children/grandchildren
Cancel GST rebate. Those paying for it do not receive it

Not everyone who receives social services can't work. Many businesses need workers.
[Income support] should not just be handed over. Must have to work for it
All core bills should be paid directly by government. Income support/welfare is inefficient
ATV/snowmobile licensing – annually such as vehicles and trailers
Should have “trail passes” licenses for ATV as well as the existing snow machines
HST increase
Raise corporate tax similar to rates in Atlantic Canada
5 cent per Litre surcharge on gasoline. Or could be a “sliding tax” that keeps gas at a certain minimum level
Raise taxes on cigarettes and alcohol (sin taxes)
People need to pay more if we want services to be maintained. Simple as that
Sell off government assets not being utilized – closed schools, buildings, land, etc.
MUN 10% tuition increase. Increase fees at College. That is affordable if it's done across the board. NOT increasing residence fees which are unfair to rural students not living in Census Metropolitan Area St. John's area. More revenues from tuition increase than with residence fees
Bring taxation across the board to Atlantic Canada
Fees – user fees. MCP cards? Licenses?
Market our ocean services at Marine Institute to outside NL – user pay
Not school tax. No. Kills the lower income families and makes education inequitable.
Increase centralization of health care services to make it more economical to offer.
Examine where certain services of health care can be privatized – where efficiencies can be made – blood collections; mammograms; ultrasounds; MRI. Or is there a way to find efficiencies in moving services from private into public (e.g. MRI private in N.S. and our province will pay to have a patient go to Nova Scotia for this service)
Do an independent review of every crown corporation to look for inefficiencies
Cut out large bonuses to corporate leaders at Nalcor etc. are not warranted
Eastern Health is top heavy for management
One big school district has \$10 million more larger operating budget than the four smaller school boards. There are more Senior Education Officers now than there ever was. Not needed
The Department of Education in PEI is now the school managers – no school board. Is one needed? Only thing the school board does is mediate between Department of Education and school. No need

Q3. How can government be more innovative or efficient to provide quality services at lower costs?
Look at all government departments, take back some of the tender contracts that will make costs cheaper
Tender out more services to private operators
One stop shop idea for government departments
Combine departments Such as Business, Agriculture, Forestry, Fishery under one agency
Current infrastructure funding is not efficient. Need to maintain services, cannot go 4 or 5 years with more funding. Not have one funding % for everyone
Administrative cost of health care is too high
Too many administrative people
More room for 3P (Private Public Partnerships) in health care, transportation, education

Listen to the people doing the job on a daily basis
Talk to government employees about saving money
Not a lot of accountability in government departments
Department of Justice spends a lot on inquires
Look at the social assistance program
Walk-in clinics available, and more than just to see a doctor but also to have other health care services provided there at same time ex. Check cholesterol, blood work, etc.
Use email and new technology for making/changing doctor appointments, and connecting with health care professionals
Government should be forced to operate within an annual operating budget without borrowing to enable overspending (like municipalities)
House more government offices/Departments in single locations within communities, to save on rental costs and other operating expenses
Health care should be reviewed to see why we're spending so much more per capita than other jurisdictions. Apply LEAN principles. Review medically discharged patients care. Alternate level of care. Use outcome measurement tools
Increase quality of pavement; less repair costs
Better education; more incentives to get off social services; into training
Make them work for their money
Young people going through the cracks could be paying taxes;
Study health care and education; why have costs exploded the way it has? Reduction of boards, why hasn't this achieved its goal of reducing costs?
K-12 physical education should be mandatory, helps with health care costs in the long term
Junk food tax
Need to start marketing Bull Arm now; repair work; storage; refits;
Pay for good ideas – civil servants, prize or reward if ideas save money; Health care workers;
Towns have entrepreneur fund to give as reward for good ideas brought forward
Waste management; why are we sending it all to Robinhood bay; not reducing carbon footprint; not cost efficient; could have just been regionalized
Cross train more staff to provide more efficient coverage
Deliver as much services/programs on-line
Eliminate \$10 savings for processing on-line. Have the same fee because it's still the same service that a government worker had to process
Fewer, more specialized service delivery people. Smaller offices. Less cost
More Walk-in clinics to reduce number of hospital visits
Don't need all those specialized health services in every community (MRI, CT scan) Dialysis of course would need to stay local. More centralized
Keeping people healthier and living in their own homes for longer
Private partnerships? No issue with two tier system. Those who can/want to pay, will decrease the wait times for others. Some services are already using that somewhat (i.e. physiotherapy)
Is there merit in going from private to public where it can be cheaper if a service is internalized?
Have Department of Education be the school board. No need for an intermediary body. Divisions can be done, including a whole division for French schools
More efficient use of vacant space versus renting space

Resettlement needs to be examined. Islands and remote communities off island of Newfoundland are costing an enormous amount of money. Grey River, St. Brendan's Island, Long Island, Petite Forte, Gaultis, Ramea, Bell Island. Ferry services, schools, hydro generating, road infrastructure, snow clearing, no employment opportunities, etc. Life there is good but not sustainable. Resettlement policies need to be changed around percentage vote and viable communities

User fees for ferry services need to increase to offset cost of a choice to remain living on islands

Q 4. Is there anything else that you would like to suggest/add to the discussion?

Are we spending too much on lawyers for defendants?

Look at federal/provincial arrangements for cost sharing programs. Increase to 90/10.

We have a friendly Federal government

Agriculture needs to be more diversified

60% of fibre material not used. Sawmill operators can only get one year permits

Change legislation to allow more power options to put it on the grid

Reinstate foreign nominee investment program

Divided highway between Clarenville and St. John's

If this is the start to bringing about real change for the better then the current government is to be commended

Glad to see the government is trying to do something and seeking public input in a real way

Engagement is a key piece to obtaining buy-in when decisions are made; if it's decided after public consultation then people will believe they must have suggested it

Health care is the highest government expenditure so maybe the first focus of cutting or change should be there

Consider amalgamation to reduce number of town councils

Don't envy government's position, but welcome to the world of municipalities

Do not download further on municipalities

Bite the bullet and make the cuts necessary

Need certainty now – do it and get it over with

Downsize the geographic foot print we serve,

Message to our youth that borrowing is OK, if borrowing now asking youth to pay for it

We need to deal with ourselves, not pass it on to our youth

Muskat Falls – must be finished; is needed

Less generous on services offered i.e.. Taxies for social services etc. can't afford it

Should people who went away and worked in other provinces and now move back home at 65 to retire...they paid their taxes to other provinces - should we pay for them now. How much does fed government put into provincial health care

Lower the ratio for Resettlement vote. Any vote is 50%

Road signage should come back to increase/improve tourism – increase numbers with guidelines and increase fees

Government should not be afraid to increase fees or taxes. Those who will pay the most will not oppose as much. Those who contribute less will complain the most

Solutions/results cannot happen quickly. It will take a process. Don't try to rush. The changes will have to be gradual

MHA salaries...to get good, qualified people you should pay good money
Stem costs in health care by focusing efforts on diet and physical activities, especially among our youth. Schools need to be the focus of changing our future
Mental health services are important. But now is not the time to be spending on a new Waterford Hospital. Focus on programs and outreach services. Addiction services and treatment centres for youth need to be addressed
Education system need to examine bussing contracts, particularly where there are multiple schools in an area. Opening and closing times for schools can be coordinated so buses pick up students from multiple schools. Schools that are closing for lunch and bussing students at lunch should stop
Diversification of economy. We are too dependent on our oil. We had a past without oil
Government needs to spend its political capital. Make tough choices
Use our Liberal members to lobby for federal support. We are being doubly affected because we are dependent on jobs from Alberta as well