

# Government Services

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## Introduction

During the recent Reality Check Workshops, topical experts and members of the public worked together in small groups to examine a particular topic in-depth. During the two-hour workshops they worked with a trained facilitator to complete the following exercises:

- 1) Review of Ideas. Participants reviewed all of the ideas related to their topic that were collected during the community Idea Gathering Sessions.
- 2) Critical Questions. Participants engaged in a discussion of two Critical Questions, which had been identified by the *Vision for Staten Island* Steering Committee. The facilitator recorded the results of the discussion on flipchart paper, and then helped the group summarize major areas of agreement and disagreement.
- 3) Implementation Recommendations. At the end of the discussion period, each participant wrote down two practical, specific strategies or implementation steps to help Staten Island achieve its vision for their topic.

The results from the Government Services group are provided below. Note that responses have been recorded verbatim, and some errors may remain due to handwriting legibility. Responses are numbered for reference purposes only; this does not indicate any sense of priority.

### Critical Question 1:

How can we encourage greater accountability and transparency in government?

1. More involvement in graffiti clean-up
2. Require owners to maintain properties
3. Charge owners for clean-up
4. Staten Islanders paying for Verrazano Bridge
5. Payment MTA vs. services
6. Enforce poop law
7. Equal per capita for money put in. Equal to population
8. Increase enforcement of all traffic regulations
9. Get people to vote
10. Better disclosures, easier disclosure of public information

### Critical Question 1 SUMMARY:

No summary was provided.

### Critical Question 2:

How can the public and city agencies work together to impact the delivery of services on Staten Island?

1. Greater involvement in quality of life issues
2. Transparency between government and citizenry
3. Education through town hall meetings
4. 311 system is very effective!
5. 311 as quantifying complaints and resource distribution

**Critical Question 2 SUMMARY:**

1. Communication!
2. Responsibility!

**Implementation Recommendations:**

Consider the draft vision statement, the ideas gathered from the public, and your group's discussion of critical questions. Please recommend two practical, specific strategies or implementation steps that you would recommend to help Staten Island achieve its vision for your topic.

1. Enforcement of law
2. Increased enforcement of regulations
3. Public education programs at civic associations and community events
4. Citizen participation and agency cooperation
5. Better use of media
6. Have information in plain, easy-to-understand language
7. Increase communication between community and government with an eye toward citizens taking greater responsibility
8. Make more financial info more easily available online
9. Public to become more involved
10. Enforce laws by all city agencies

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