

## Yellows Feedback Template

**Name:** Marianne Nguyen

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| Chapter<br>Subsection<br>Heading<br>Page Number                                                      | Issue or<br>Sentence<br>to be<br>rewritten | Comment or suggested edits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Other<br>information<br>for context |
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| <b>Chapter:</b> 6A<br>PRRT<br><br><b>Subsection:</b><br>Introduction<br><br><b>Page Number:</b><br>3 |                                            | <p>Across Ontario, people access government services and information every day. The government's Program Review, Renewal and Transformation (PRRT) approach is modernizing government programs and services to improve the lives of Ontarians. This includes enhancing the online experience, using evidence and data to improve services and outcomes, and reinvesting savings found through efficiencies and lowered costs to support vital programs and services that Ontarians rely on, such as health care and education.</p> <p>To support the sustainable funding of these public services, a fair and balanced tax system where everyone pays their share is essential. When entities intentionally avoid paying their tax obligations, the integrity of the tax system is compromised. This results in an uneven playing field for legitimate businesses, and in turn, jeopardizes the government's ability to support key priorities.</p> <p>Transforming government delivery takes time, but recent initiatives are helping to accelerate that change, including pilot testing new approaches.</p> <p>The government also continues to demonstrate its strong commitment to fully transparent financial reporting, which is a key element to delivering on accountability for the use of public funds. This chapter provides updates on the province's financial reporting, including updates on pension accounting and plans to modernize the Financial Administration Act (FAA) to support the monitoring and control of any contingent liabilities arising from contractual obligations entered</p> |                                     |

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| <b>Subsection:</b><br>Behavioural<br>Insights Unit<br><br><b>Page Number:</b><br>4 |  | <p><b>Improving Programs and Services through Behavioural Science Research</b></p> <p>Programs and services work best when they are designed with the people who use them in mind. Ontario's Behavioural Insights Unit (BIU) is a leader in supporting the design and redesign of public services that better reflect how people respond to, engage with and use these services.</p> <p>Results from jurisdictions around the world show that public services are easier to use and enable people to make positive choices when policy and programs incorporate behavioural science research, which provides insights into how people make decisions and act upon them in actual situations.</p> <hr/> <p>Applying behavioural science insights to public policy and service design leads to:</p> <ul style="list-style-type: none"> <li>• Higher <b>return on investment</b>, through low-to-no cost solutions that generate substantially improved outcomes;</li> <li>• <b>Evidence generation</b> about what works using scientific and statistical methods;</li> <li>• Accelerated public sector <b>innovation</b>, by lowering the cost and risk inherent in experimentation; and</li> <li>• <b>Choice preservation</b> that encourages behavior change rather than enforcing it.</li> </ul> <hr/> <p><b>Successes to Date</b></p> <p>Since 2015, the BIU has completed several pilot projects that have significantly improved outcomes and services for Ontarians while also lowering costs:</p> <ul style="list-style-type: none"> <li>➤ Increased online licence plate renewal by 42 per cent, resulting in cost savings of over \$28,000.</li> </ul> |  |

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|                                                                         |  | <ul style="list-style-type: none"> <li>➤ Increased the number of tax returns filed within 10 days by 40 per cent.</li> <li>➤ Increased the number of organ and tissue donor registrations by 143 per cent.</li> <li>➤ Increased traffic to the Ministry of Labour’s website by 144 per cent, thus increasing the number of homeowners who are aware of the risks of using unlicensed roofers who are part of the underground economy.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                         |
| <b>Subsection:</b><br>Moving<br>Forward<br><br><b>Page Number:</b><br>5 |  | <p>In 2017, the BIU will continue to focus on supporting initiatives that use behavioural science insights to improve outcomes and accelerate innovative program delivery.</p> <p><b>Advancing the Goals of the Poverty Reduction Strategy</b></p> <p>Working with multiple government partners, behavioural insights are being applied to make it easier for parents to save more and earlier on for their children’s education. Increased education savings can help enhance the number of students attending post-secondary education, leading to a better educated workforce and fewer people living in poverty.</p> <p><b>Improving the Health and Well-being of Ontarians</b></p> <p>The BIU is aiming to improve the health of women living in Ontario. In partnership with Cancer Care Ontario and the Ministry of Health and Long-Term Care, a pilot is underway to help increase the number of women who participate in cervical cancer screening when they are due. Lessons learned from this pilot can be scaled up and applied to other Ontario screening programs, potentially resulting in more lives saved.</p> <p><b>Optimizing Digital Services and Reducing Regulatory Burden for Businesses</b></p> <p>The BIU is currently working to make public services more convenient for people and businesses to access online, 24 hours a day, 7 days a week. Renewing vehicle licenses online, for example, can save Ontarians the additional time and effort required to renew in person. The BIU is also conducting a trial that makes it easier and faster to comply with vehicle licensing regulations</p> | <p>Advise against speaking about how online options reduce government costs; begs the question how.</p> |

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|                                                                               |               | through an online option.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                    |
| <b>Subsection:</b><br>Centre of Excellence<br><br><b>Page Number:</b><br>5    | Subhead title | Needs to be rewritten so it's more active and results-oriented                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                    |
| <b>Subsection:</b><br>Centre of Excellence<br><br><b>Page Number:</b><br>5    |               | <p>Using evidence-based decision making, the government is designing and delivering programs and services more efficiently and effectively to better address the needs and improve the outcomes of Ontarians. Key examples include:</p> <ul style="list-style-type: none"> <li>➤ Redesigning post-secondary financial support so that it is more simple, transparent and effective at helping students and families plan their education.</li> <li>➤ Evaluating the impacts of a basic income pilot to support low-income Ontarians to reach their full potential.</li> <li>➤ Developing better measurement tools and adopting a stronger outcomes-focused approach to improve health and social outcomes, and stability for people living in supportive housing.</li> <li>➤ Using lived experience, research and data analytics to help ensure successful integration and positive outcomes for Syrian refugees in Ontario.</li> <li>➤ Enabling communities to take a more pro-active and outcomes-focused approach to police services, based on risk intervention, prevention and social development through the new Community Safety and Well-Being and Policing Effectiveness and Modernization grants.</li> </ul> | <p>Basic income is not just about social assistance.</p> <p>Last bullet is too wordy and not very clear. Please rewrite in the style the previous bullets have been rewritten.</p> |
| <b>Subsection:</b><br>Transforming Statistics<br><br><b>Page Number:</b><br>6 |               | <p><b><i>Transforming Statistics</i></b></p> <p>Accurate and credible statistics are a critical component of evidence-based decision making. Currently, Ontario has a highly decentralized approach to data management and is the only province in Canada without some form of official statistical entity. Better coordination and centralization of data activities may result in efficiencies by avoiding duplicated efforts in data collection and analysis.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Is this something we really need to include in the Budget?                                                                                                                         |

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|                                                                                                                   |  | <p>That is why Ontario is modernizing statistics through the Statistics Transformation initiative by developing new efficient, cost-effective and transparent ways to deliver data and statistical services while ensuring the privacy of Ontarians personal information is maintained.</p> <p>Going forward, the initiative will increase access to government's data, research and analytics, and ensure that the government can provide timely, reliable and official statistics for Ontario.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                       |
| <p><b>Subsection:</b><br/>Modernizing Information and Information Technology</p> <p><b>Page Number:</b><br/>7</p> |  | <p>The government's information and information technology (IT) systems are the backbone of many public services. Having already exceeded its 2016-17 savings target, Ontario is well on its way to achieving its commitment to improve IT productivity and cost efficiency to achieve \$100 million in annual savings by 2020 while maintaining service levels for the benefit of all Ontarians.</p> <p>The Province has already taken a number of foundational steps that will lead to lower costs for government IT delivery in the future. This includes reducing the use of fee-for-service vendors, establishing centralized IT service management functions, and improving the management of software licences.</p> <p>In the next phase of modernization, IT will be focused on supporting government business and citizen-centred service delivery, including management and oversight of projects, more agile technology development, risk management and procurement.</p> | <p>I understand the \$100M savings target ramps up over time, but including the \$17M makes it look like the target may be unachievable.</p> <p>Please plain language the last paragraph, which is too technical.</p> |
| <p><b>Subsection:</b><br/>Modernizing Transfer Payment Administration</p> <p><b>Page Number:</b></p>              |  | <p>There are thousands of transfer payment recipient organizations across Ontario that provide a range of vital public services on behalf of the government.</p> <p>To support a more modern and efficient government, the Province is simplifying and standardizing the management of transfer payments. These changes will streamline processes for transfer payment recipients, such as non-profit community agencies, enabling them to spend less time on administration and more time on providing services for Ontarians.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                       |

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