

# MOTIVATIONS

# BEHAVIORS

# FRUSTRATIONS

# GOALS

I feel an emotional connection to community causes

- feels emotional connection to causes that they reach out about
- being involved is too emotionally demanding
- sign out and return later for policy change because she's a parent about those changes
- felt good that she attempted to take action on something she cared about

COVID-19 updates are important to me because it's greatly affected me and my community

- I had to look up updates for COVID-19 for a website
- most important information is consistent because it has greatly affected the community
- Covid updates are very important
- COVID updates are important to know what phase we are in

I like receiving text message notifications

- when it comes to the testing, I like the texting everything else.
- convenient thing to have a text message about updates about updates that concern me.
- it's 2021 I want to get text messages about updates about updates that concern me.

I have online accounts through different gov't agencies

- created an account on NYC.gov to file taxes
- has an account with the Medical Corps
- established account with unemployment
- has an account with office of professions to be able to renew license

I wish gov't information was more centralized

- would like to have a central place where I can go with a government website.
- information is not centralized so I am constantly switching between different websites.
- would like to have a central place where I can go with a government website.

I feel it takes too many clicks to find info

- no good way to go back to information
- information can be hard to find because it's not organized and it's not clear what you're looking for.
- when searching for info, it takes too many clicks to find what you're looking for.
- long process of links to access what they want

I want transparency from my gov't

- the whole point of government is transparency and accountability.
- there's really no way to hold them honest or hold them accountable.
- transparency is important to hold them accountable.
- because if there's no direct follow through, it's not really being transparent.

I use google as an efficient way to find Gov't Info

- uses Google often
- Google is first place they go
- I just google it and see what pops up.
- it's the only way to find what you're looking for.

I want to be more involved in local politics

- I really wanted to work on the city government but I don't have the time.
- would like to be involved with local politics but I don't have the time.
- wants to be more involved in their community
- wants to be more involved in local politics
- wants to become more involved in local politics

I feel more connected to politicians on social media because they feel more human

- appreciates that when officials are trying to get more involved with social media
- feels more connected to politicians on social media because they feel more human
- likes that they are trying to get more involved with social media
- feels more connected to politicians on social media because they feel more human

Having a gov't account makes finding info easier

- because you have a gov't account, it's easier to find what you're looking for.
- having a gov't account makes finding info easier
- because you have a gov't account, it's easier to find what you're looking for.

I download application (for licenses, voting, etc) information from gov't sites

- DMV permit application
- forms for new ID
- the best thing is that you can download the forms and fill them out at home.
- download information on city jobs and programs because it's easier to find what you're looking for.

Accessing information is easy for me because I've had to do it for a long time

- grew up paying attention to civic info
- had to do it for a long time
- accessing information is easy for me because I've had to do it for a long time

I have trouble navigating through city websites because they are unorganized

- they could have the different sections separate a little bit better.
- the website is messy and it's hard to find what you're looking for.
- I don't like the layout of the website. It's not very user-friendly.
- city website is not easy to use because it's a mess
- thinks gov't sites are messy

I receive too many notifications, so it's hard to figure out what is actually important

- because they send so many unnecessary notifications, it's hard to figure out what is actually important.
- receive too many notifications, so it's hard to figure out what is actually important
- because they send so many unnecessary notifications, it's hard to figure out what is actually important.

I wish there was an easier way to contact someone about important issues surrounding work

- there's no better way to contact someone about important issues surrounding work.
- wish there was an easier way to contact someone about important issues surrounding work
- there's no better way to contact someone about important issues surrounding work.

I want up to the minute updates

- streaming platforms have to work with our governing
- wants quick access to updated information
- think it would be hard to get updates in real time without leaving late

I feel city-wide information covers all I need to know

- feel city-wide information covers all I need to know
- more interested in city-wide info than neighborhood
- generally looks at info for city overall because it has the most information

I think it's important to be involved in local politics because it's where I'll see the most change

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- important to be involved in local politics because it's where I'll see the most change

When reaching out to gov't officials, I like using prewritten templates

- likes using templates/m messages others write
- using prewritten templates when reaching out to gov't officials
- likes using templates/m messages others write

I don't participate in the politics of this community

- doesn't feel part of the community
- why would I get involved if I didn't feel like I was part of the community?
- consider self informed, but not involved
- registered to vote in home state, not NYC

I prefer email notifications

- we get his emails, and he says this happening
- secure email is great
- prefer email notifications

I rely on other accurate means to get gov't info

- I call 311
- rely on other accurate means to get gov't info
- I call 311

# USER ATTITUDES

I feel social media is an effective platform for Gov't info because it's accessible to many people

- social media makes messages more accessible
- feels like social media is an effective platform for Gov't info because it's accessible to many people
- social media makes messages more accessible

I feel like I can count on community council members to respond to my messages with care

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I feel diverse forms of contact help me get the info I need

- I do prefer hardcopy mail
- feels that having multiple routes for getting information is really helpful
- They get alerts on their phones about what's happening in the city

It was easy for me to register to vote / find absentee ballot information online

- registered to vote / find absentee ballot information online
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- registered to vote / find absentee ballot information online

I don't want an account for gov't sites if I don't absolutely have to

- no account for gov sites
- don't want an account for gov't sites if I don't absolutely have to
- no account for gov sites

I think TV is a good way to get information since a lot of people watch it

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Language accessibility is important to me

- likes accessibility options (language, text size)
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I believe to be truly transparent, our government is obligated to release all of its data

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I feel transparent communication is factual and not up for interpretation

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I have trouble trusting some information from unofficial sites because it is not always verified

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I feel frustrated seeking election information

- frustrated seeking election information
- feel frustrated seeking election information
- frustrated seeking election information

I want a gov't website that is better organized with less text

- want a gov't website that is better organized with less text
- pages have too much text
- want a gov't website that is better organized with less text

I don't know where to navigate to on the gov't site, so I just search the info I'm looking for

- don't know where to navigate to on the gov't site, so I just search the info I'm looking for
- pages have too much text
- it's very rare that I actually go to their website first.
- starts with search on site

I feel gov't info isn't easily accessible

- gov't info isn't easily accessible
- feel gov't info isn't easily accessible
- gov't info isn't easily accessible

I feel lots of information is irrelevant because sites are outdated

- lots of information is irrelevant because sites are outdated
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The gov't has to have diverse ways of communicating with people because some have resources that others don't

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I feel government language can come off as confusing when it is not presented in a clear and direct manner

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Gov't sites don't clearly label information

- gov't sites don't clearly label information
- labels aren't clear
- time frame of law wasn't made clear

I feel gov't websites should have more interactive and engaging options

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