

Appendix 1
Municipal Review of Civic Services Survey Methodologies and Reporting

	City of Calgary 2024	City of London 2024	City of St. John's 2024	City of Kelowna 2024	City of Winnipeg 2024	City of Vancouver 2023	City of Saskatoon
Population Stats Canada (July 1, 2024) Table 17-10-0155-01	1,569,133	488,640	126,154	165,200	843,640	756,008	308,626
Source	https://www.calgary.ca/research/satisfaction-survey.html#past	https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=112593	https://www.stjohns.ca/en/city-hall/citizen-satisfaction-survey.aspx	https://www.kelowna.ca/our-community/about-kelowna/citizen-survey	https://www.winnipeg.ca/city-governance/documents-reports/2024-citizen-satisfaction-survey	https://council.vancouver.ca/20230228/documents/spec1-AppendixC-Vancouver2023CivicSatisfactionSurveyResults.PDF	https://www.saskatoon.ca/civic-services-surveys
Sample Size	2,500	500	601	300	600	600 Residents 200 Businesses	800
Margin of Error Expressed in Percentage Points	± 2.0% ± 6.78 to 8.56% range depending on ward	± 4.38%	± 4.0% overall ± 8.9% by ward	± 5.7%	± 4.0%	± 4.0% Residents ± 6.9% Businesses	3.43%
Quotas	Age Gender Ward	n/a	Ward (120 surveys were completed in each of the 5 Wards)	n/a	n/a	n/a	Age Gender
Weighted Data	Age Gender Quadrant	Age Gender	Age Gender	Neighbourhood Distribution	Age Gender Income	Residents: • Age • Gender • Neighbourhood Businesses: • Business Size	Age Gender
Reported by Ward	Yes 14 Ward Reports https://www.calgary.ca/research/ward-reports.html	No	No Some questions in the main report are broken down by ward results	Does not have a ward system	No	Does not have a ward system	No
Demographics Collected	<ul style="list-style-type: none"> Gender Age Income Education Employment Status Quadrant Responsible for property taxes or rent Own or Rent Household Size Children or Seniors in House Tenure in Calgary Business Owner/ Operator Born in Canada Date of Arrival in Canada Disability in household Indigenous Identity Racialized 2SLGBTQIA+ Ethnicity 	<ul style="list-style-type: none"> Gender Age Education Level Identify as a Person with a Disability Children <18 Living at Home Household Income Race/Ethnicity 	<ul style="list-style-type: none"> Gender Age Housing (Own/Rent) Has Children Length of Time Living in St. John's Wards Employment Income Minority Status 	<ul style="list-style-type: none"> Gender Age Children under 18 in Household Years Living in Kelowna Area of City Income 	<ul style="list-style-type: none"> Age Own/Rent Home Level of Education Household Income Quadrant of City Ethnic Origin 	Residents: <ul style="list-style-type: none"> Neighbourhood/ Quadrant Gender Age Own/Rent Income Ethnicity Businesses: <ul style="list-style-type: none"> Neighbourhood/ Quadrant Business Size Own/Rent 	<ul style="list-style-type: none"> Age Gender Identifies as a Person with a Disability Identifies as Indigenous or Person of Colour Country Born Years Lived in Canada Housing (Own/Rent) Household income Side of River (collected by neighbourhood)