

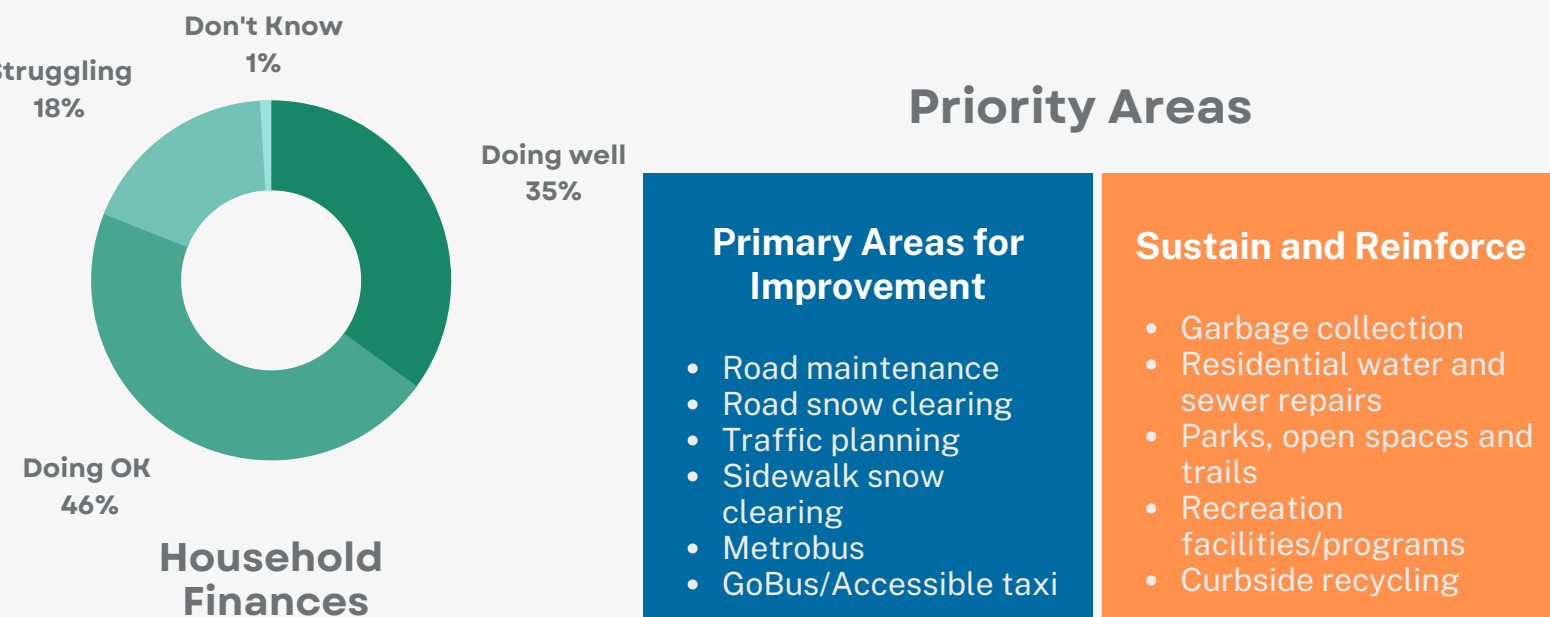
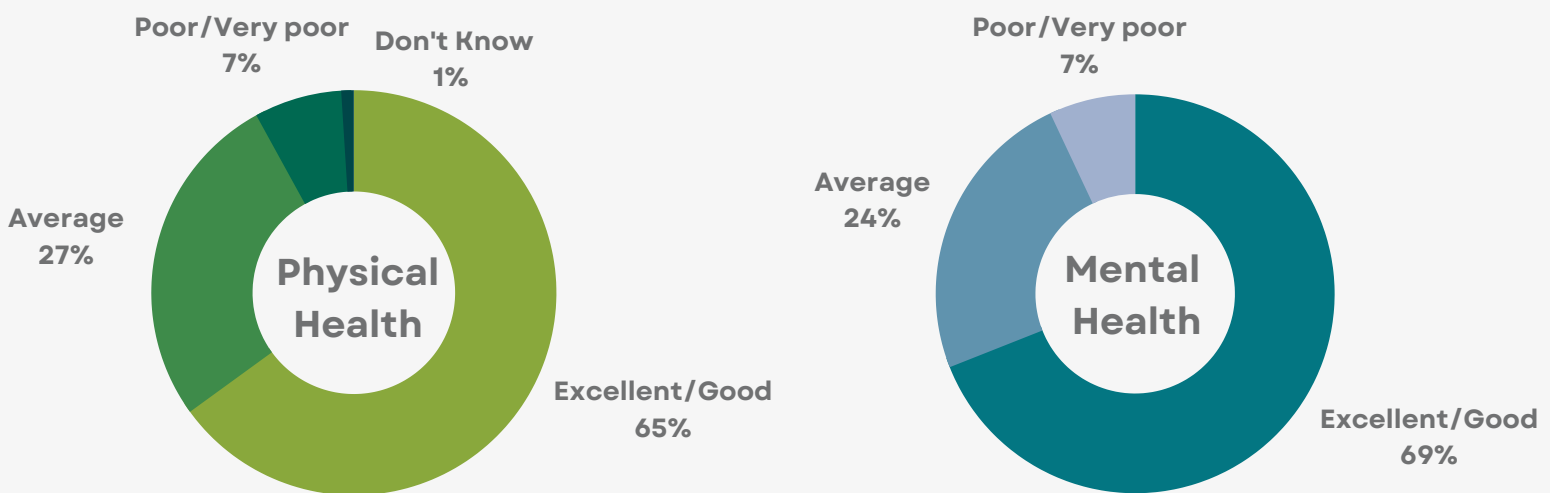
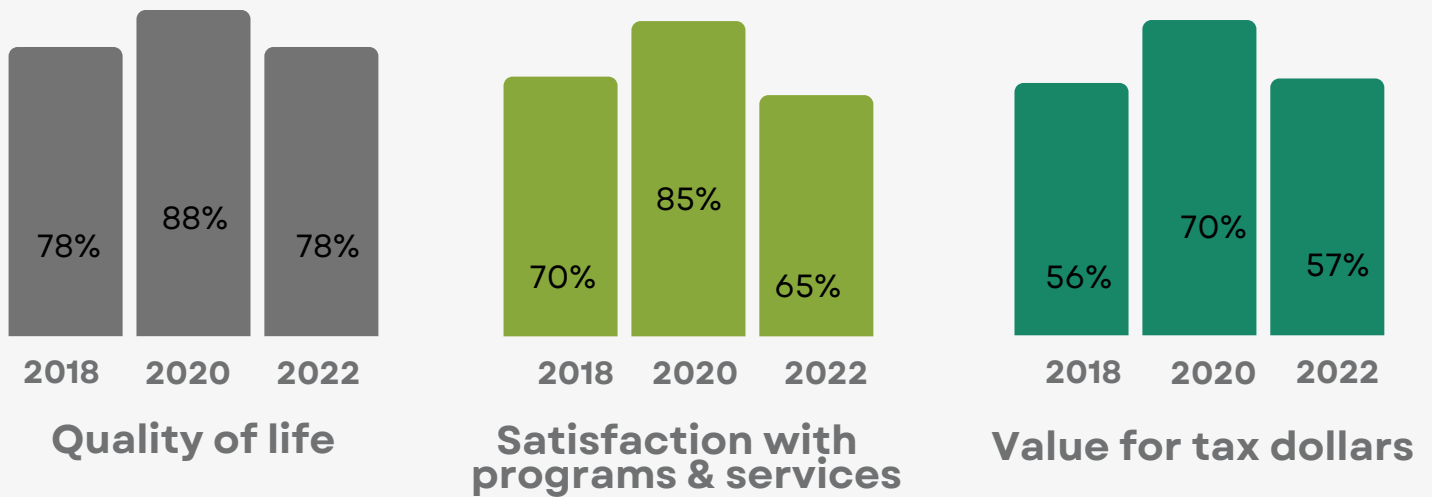
# ST. JOHN'S

## 2022 Resident Satisfaction Survey

The City of St. John's Resident Satisfaction Survey conducted in 2018 and 2020 was repeated again in 2022 to measure any changes in perceptions over time. Between September 22nd and October 13th, a total of 603 telephone surveys were completed (168 landline/435 cell) resulting in an overall margin of error of  $\pm 4.0$  percentage points 19 times out of 20. 120 surveys were completed in each of the 5 Wards of the City using a stratified sampling approach.

The sample size was increased from 500 to 603 this year to allow us to collect more data for minority groups. Results were weighted by age and gender based on the most recent census data, making the study statistically valid and representative of the City of St. John's.

### Ratings of 7 or higher on a 10 point scale



**86%**  
Find City staff Courteous, Helpful and Knowledgeable



To read the full report, visit [stjohns.ca](http://stjohns.ca)