Institute On Governance
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CITIZEN DELIBERATIVE DECISION-MAKING

Evaluation of the Ontario Citizens' Assembly on Electoral Reform

May 2007

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TABLE OF CONTENTS

List of Tables:

Evaluation of the Ontario Citizens' Assembly on Electoral Reform

Summary of Findings

The Ontario Citizens' Assembly was created to assess and recommend whether to retain Ontario's current electoral system or adopt a different one. The Assembly consisted of 103 randomly selected citizens from each of the electoral ridings in Ontario, plus the Chair. They were supported by a Secretariat and over the course of eight months from September 2006 to May 2007 learned about electoral systems, consulted with a broad cross-section of Ontarians, deliberated and decided on their recommendation.

The Institute On Governance was contracted by the Secretariat to monitor and evaluate the Assembly process. The IOG developed success factors, objectives, indicators and targets before the process began and monitored achievement throughout the three phases of the Assembly – learning, consultation and deliberation. Information was collected through surveys, focus groups, observation, documentation and interviews. Regular monitoring reports were provided to the Secretariat as well as baseline and interim evaluation reports. This report provides the final results of our evaluation.

During the learning phase, a group of citizens with very little prior knowledge of electoral systems and the principles for assessing them became knowledgeable in a relatively short period of time. The Assembly members were motivated to learn and were assisted by a well thought out learning plan, the use of a variety of educational methods and materials, the engaging style of the Academic Director, and the support of the rest of the learning team.

Prior to and during the consultation phase, communication went out in all regions of Ontario about the Citizens' Assembly and about opportunities for the public to participate. The Citizens' Assembly website was an important means of communicating to the public and 58,002 Ontarians visited the site. Key stakeholders and organizational networks were also used to convey messages to the public. It was difficult initially to engage the media and many networks in the topic of electoral reform but electoral reform, social planning and youth organizations were highly engaged.

Through written submissions, presentations at public consultation meetings and other forms of participation, the Citizens' Assembly heard from a broad range of Ontarians about their views on electoral systems. This included all age groups, all regions, specifically targeted groups, and those in favour and those opposed to electoral system reform. The number of written submissions was however lower than targeted and women's participation was lower than that of men. An analysis of the input from the public was provided to the Assembly prior to the first meeting of the deliberation phase and both the analysis and the views of the public were found to be useful and informative by the Assembly.

During the deliberation phase, dialogue was promoted through an exchange of ideas and opinions in an atmosphere of mutual respect. Members were focused and able to frame the debate in terms of agreed principles and objectives. Deliberations were completed and decisions made within a tight timeframe. Effective deliberations were supported by the Chair, the deliberation plan, the continuing learning support, and interaction among the members themselves. At the end of the deliberations, the Assembly members took ownership of the decisions that were made.

Throughout the process, the Assembly was very well supported by the Secretariat team. This was a major contributing factor to maintaining the high degree of enthusiasm and commitment of the Assembly members. The final report of the Assembly was delivered on schedule and the estimated expenditure was within budget. This success was due to the skills, effort, commitment and flexibility of the entire Secretariat.

The whole Assembly process was undertaken in an open and transparent manner and is well documented for the benefit of future exercises of a similar nature. It serves as a model of how to engage and empower citizens to deliberate and decide on selected public policy questions.

Introduction

On 27 March 2006 the Ontario Government announced the creation of a Citizens' Assembly on Electoral Reform to assess Ontario's current electoral system and other electoral systems and make a recommendation on retaining the current system or adopting a new one. Any recommendation for change was to be put to the Ontario electorate in a referendum during the next provincial election.

In July 2006, the Ontario Citizens' Assembly Secretariat contracted the Institute On Governance (IOG) to develop and implement ways to monitor and evaluate the Citizens' Assembly on Electoral Reform. The scope of work covered the learning, consultation and deliberation phases of the Citizens' Assembly[1]. The purpose of the monitoring was to provide ongoing advice to inform project planning and execution including ways to adapt and revise where necessary. The purpose of the evaluation was to assess the success of the Citizens' Assembly process in meeting its objectives and to document best practices and lessons learned as an historical record and to assist other jurisdictions embarking on similar undertakings in the future.

Success factors and objectives were developed with the Secretariat in September 2006 for monitoring and evaluation purposes. These were based on the terms of reference of the Assembly as outlined in Ontario Regulation 82/06[2], as well as principles of deliberative decision-making – educating citizens about an issue, fostering an open discussion of the

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[1] The scope of work did not cover the decision to create a Citizens' Assembly, its mandate, the selection of the members (except for the Secretariat's support role in that process), nor the referendum.
[2] Refer to Appendix B-3, "Democracy at Work: The Ontario Citizens' Assembly on Electoral Reform", Ontario Citizens' Assembly Secretariat.

possible solutions, and enabling citizens to formulate decisions based on agreed values and principles.

Indicators and targets for the objectives were also set in advance. These took into account the experience of the B.C. Citizens' Assembly - tailored to the Ontario context - as well as other consultative processes in Ontario such as the Post Secondary Education Review. Data collection instruments based on the indicators were administered during the learning phase (September to November 2006), the consultation phase (November 2006 to January 2007) and the deliberation phase (February to April 2007) of the Assembly.

The IOG provided monitoring reports based on the success factors and objectives to the Secretariat throughout the three phases of the Assembly. The recommendations in the monitoring reports were discussed within the Secretariat and with the Assembly members who formed a Monitoring and Evaluation Advisory Committee, and improvements were made to the process while it was underway[3].

A Baseline Evaluation Report was prepared in October 2006 and an Interim Evaluation Report was prepared in March 2007 after the learning and consultation phases. This final evaluation report has been prepared at the end of the deliberation phase and provides the results of the evaluation of all of the phases, success factors and objectives of the Citizens' Assembly.

After a discussion of the evaluation methodology that was used, the report summarizes the results for each of the objectives organized by the three phases, identifies some of the lessons learned from the experience, and draws conclusions. Statistical tables and other information supporting the findings and conclusions are contained in various appendices at the end of the report.

This report should be read in conjunction with the Secretariat's background report – "Democracy At Work: The Ontario Citizens' Assembly on Electoral Reform" – which provides details on how the Assembly process was undertaken.

Success Factors

The predetermined success factors and related objectives were:

⇒ **Success Factor 1: The Citizens' Assembly members are empowered to deliberate and decide.**

- **Learning**
  The Assembly members are educated about Ontario's current electoral system and different electoral systems and the principles for assessing electoral systems.

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[3] The Secretariat's response to the monitoring reports is further described in the above-mentioned report, in particular Chapter 14.

- **Deliberation**
  The Assembly process facilitates group cohesion, dialogue and deliberation.

- **Decision**
  The Assembly members have ownership of the Assembly's decisions.

- **Support**
  The Assembly is well supported by the Secretariat team.

⇒ **Success Factor 2: A broad range of Ontarians engage in the Citizens' Assembly process.**

- **Awareness**
  The Ontario public knows about the Citizens' Assembly process and opportunities to participate.

- **Participation**
  A broad range of Ontarians participates in the Citizens' Assembly process.

- **Input**
  Input from the public informs the Citizens' Assembly deliberations.

⇒ **Success Factor 3: The Citizens' Assembly process is seen as a model for citizen engagement and deliberation on public policy questions.**

- **Transparency**

  The Assembly process is transparent and well documented for the historical record and for the benefit of future exercises.

Methodology

The data collection instruments that were used during the learning, consultation and deliberation phases included:

- Brief Surveys of the members after each weekend session[4].
- Detailed Surveys of the members at the beginning (Detailed Survey 1) and end of the learning phase (Detailed Survey 2), at the end of the consultation phase (Detailed Survey 3), and at the end of the deliberation phase (Detailed Survey 4)[5].

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[4] Two examples of the Brief Surveys are contained in Appendix G-1 of "Democracy at Work". All of the questions related to this evaluation are included in tables in the appendices to this report.
[5] Although many of the questions in the detailed surveys were intended to be used for future academic research, some of the questions were linked to the monitoring and evaluation of the Assembly process and are reported on in this report.

- Focus Groups on selected issues at four of the learning sessions and four of the deliberation sessions. The Focus Groups consisted of up to eight randomly selected Assembly members. A Focus Group was also held with the facilitators at the end of the learning phase, and with the Secretariat staff excluding senior management at the end of the consultation phase[6].
- Assembly Observation Checklists completed by our observer for a portion of each weekend Assembly meeting[7].
- Public Surveys at each of the public consultation meetings[8].
- Public Meeting Observation Checklists completed by a member of the Secretariat staff at each public consultation meeting[9].
- Review of plans, reports, Assembly binders, and other supporting documentation and information from the Secretariat.
- Interviews with the Chair, senior management of the Secretariat, some members of the Monitoring and Evaluation Advisory Committee, some of the facilitators, and others on conclusion of the process[10].

The key data collection instruments were the brief and detailed surveys of the members. Completed surveys were entered onto the Statistical Package for the Social Sciences (SPSS) and various analyses were run. This facilitated an evaluation of the outcome of the process from the members' point of view in terms of learning, consultation, deliberation and decision-making. When those views are presented in this report, they represent the average across all of the members who completed the surveys. Because the average ratings tended to be high, we have also reported on the number of members whose ratings were less favourable.

The focus groups permitted a fuller discussion of the key success factors and areas for improvement related to an issue from the members', facilitators' or staff's perspective. Observation, documentation and interviews provided further substantiation and contextualisation. All of the information provided from members and staff through surveys or focus groups was kept anonymous in order to protect privacy and confidentiality.

Acknowledgements

The monitoring and evaluation services were provided by the following team:

Gail Motsi	Project Manager, Focus Group Facilitator and Observer (2 weekend sessions)
Lyn McDonell	Focus Group Facilitator and Observer (10 weekend sessions)
Don Hall	Social Science Advisor
Marilynn Best	Survey Data Entry and Administrative Support

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[6] Appendix 1 contains a list of the focus groups.
[7] Appendix 2 contains the learning and deliberation Assembly Observation Checklists.
[8] The Public Consultation Meeting Survey is contained in Appendix G-2 of "Democracy at Work" and selected questions are included in tables in the appendices to this report.
[9] Appendix 3 contains the Public Meeting Observation Checklist.
[10] Appendix 4 contains a list of the interviews conducted.

The IOG would like to acknowledge the ongoing support and assistance provided by the Citizens' Assembly Secretariat throughout the process. Although we retained our independence, we could not have carried out the assignment without their cooperation and we were honoured to be part of an historic process.

We would also like to thank the Assembly members who completed the surveys and participated in the focus groups. They approached these tasks with diligence and cooperation, despite the additional time and effort that was required on their part[11].

The conclusions in this report are entirely those of the monitoring and evaluation team and do not necessarily represent the views of the Secretariat or Assembly members.

Learning Phase

Learning Objective: The Assembly members are educated about Ontario's current electoral system and different electoral systems and the principles for assessing electoral systems.

Targets

- The knowledge and confidence of members has increased after the learning phase.
- The average of each of the ratings related to learning is maintained at 4.0 (satisfied) out of 5 or higher.[12]
- The majority of members consider the pacing of the plenary and small groups to be "just right".[13]

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[11] The completion rate for the brief surveys was 93% to 98% of the members attending a weekend session.
[12] Unless otherwise indicated, the scale that was used in brief survey questions was a five point scale. Respondents were asked to rate a positive statement as follows: 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; and 5 = Strongly Agree. To make it easier to understand the results, the average ratings for all respondents were converted to a level of satisfaction in the following way: less than 3 – dissatisfied or very dissatisfied; around 4 – satisfied; around 4.5 – very satisfied.
[13] The original indicator identified was "the average of each of the ratings for the pacing of plenary and small groups is maintained at 2.0 out of 3." This was based on a survey question which asked members whether the pacing was "too fast", "just right" or "too slow", assigned a value of 1, 2 and 3 respectively. Because the responses were not on a scale, however, it was not appropriate to use the average as an indicator. The indicator has therefore been changed to the one presented here.

Summary of Results

Knowledge and Confidence of Members

How informed about electoral systems do you feel?

Mean (0-10)

Before/After Learning Phase
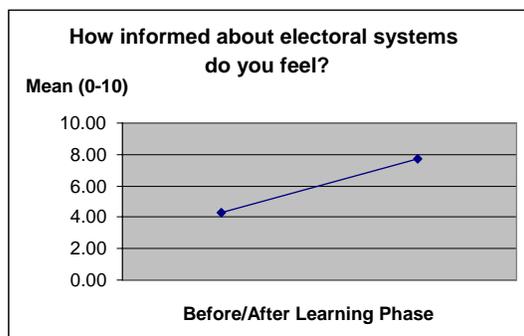
The members' assessment of the degree to which they felt informed about electoral systems increased substantially over the course of the learning phase. The mean on a scale from 0 (not informed) to 10 (very informed) increased from 4.32 before the learning phase to 7.68 after the learning phase (refer to Table 1, Appendix 5).

The members' ability to answer questions about electoral systems also increased. Members were asked four questions related to electoral systems in other countries. At the beginning of the learning phase, less than 10% of members could answer three or more of the four questions correctly. By the end of the learning phase, over 80% could answer three or four questions correctly (refer to Table 2, Appendix 5).

The confidence of members that their understanding of the material on electoral systems was adequate increased from 3.5% of members in Weekend 1 of the learning phase to 74.1% of members in Weekend 6 (refer to Table 3, Appendix 5). Members at the focus group on Weekend 5 of the learning phase indicated that they felt they were generally ready and prepared for the consultations.

The increase in the knowledge and confidence of the members was also supported by the views of the Chair, Academic Director and the facilitators. Our observations also noted that members had gained a greater facility with the terms and language of electoral systems and the complexity of the issues.

Ratings Related to Learning
All of the ratings related to the learning objective - educational support, preparation, balance, organization, understanding, usefulness, individual plenary sessions, and small group sessions - were over 4.0 (satisfied) across all six weekend sessions of the learning phase. The composite ratings[14] of learning support ranged from 4.42 to 4.64 (very satisfied) over the six weekend sessions and the combined rating[15] across all six sessions was 4.50 (very satisfied) – refer to Table 4, Appendix 5. No member had a composite rating of less than 3 (dissatisfied or very dissatisfied) in any weekend session.

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[14] Composite ratings refer to the composite of all ratings related to a particular objective – in this case learning - in a weekend session. Further details on each individual rating are provided in the appendices.
[15] Combined ratings refer to the combination of all composite ratings related to a particular objective – in this case learning – across all of the weekend sessions in a phase.

A bivariate analysis of the ratings related to learning support indicated that the level of satisfaction was not affected by the gender, age, education or language of the Assembly members nor was it related to the views of the members at the start of the learning phase about whether Ontario's electoral system needed to be changed[16].

The focus group on learning in Weekend 4 of the learning phase indicated that the learning approach was generally working. The mix of lectures, small groups and panels was welcome and the pacing and allocation of time were considered adequate. More panels and more time with panellists were requested. Website access was a problem for some members with dial-up access or no access, and the use of more French in the Assembly was requested.

Our observation also indicated that almost all of the observed plenary and small group sessions were very well run, supporting materials were provided, questions of clarification were adequately addressed, the members were highly engaged, and they were given an opportunity to participate. On a few occasions, plenary or small group sessions were considered to be too rushed or the amount of material to be covered was too extensive. There were also a few instances where the objectives of a session were not clarified at the outset. An effort appeared to have been made to address these issues at subsequent sessions.

Pacing of the Plenary and Small Group Sessions
On average across the six weekend sessions in the learning phase, more than 85% of the members considered the pace of the plenary sessions to be "just right" and more than 87% of the members considered the pace of the small group sessions to be "just right". Of the other members, more considered pacing to be "too fast" than "too slow" – refer to Tables 5 and 6, Appendix 5.

Lessons Learned

At the beginning of the deliberation phase, Assembly members were asked to rate various activities in terms of usefulness for learning. The following activities were rated highly, in rank order (refer to Table 7, Appendix 5):

1) Plenary lectures by staff
2) Plenary talks by visitors
3) Small group sessions
4) Personal study
5) Plenary discussions by the whole assembly
6) Informal conversations with staff
7) Informal conversations with other members

Members, the Secretariat, and evaluators noted the key role played by the Academic Director who delivered most of the plenary lectures. The lectures were both interesting and informative and were pitched at a level that the members could easily understand.

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[16] In this case, and every other reference to bivariate analysis, we have used a .05 level of statistical significance – i.e. $p < .05$.

Other key success factors identified were:

1) focussing on the major electoral systems and the key questions for each electoral system;
2) using a diversity of methods – plenary, small groups, simulations, structured and unstructured conversations, etc.
3) using a diversity of materials – slide presentations, IDEA Handbook, From Votes to Seats, Billy Ballot animation, other readings and an annotated bibliography.

The major drawback noted was the lack of time to run more simulations, have more active learning sessions, and learn about mixed systems in more detail.

Conclusion

The results indicate that it is possible to take a group of citizens with very little prior knowledge of an issue and the underlying values, and educate them in a relatively short period of time so that they can independently deliberate and decide on a public policy recommendation.

The successful achievement of the objectives of the learning phase cannot be attributed to any one particular aspect of the learning support provided to members, but is a function of a combination of:

- the Academic Director
- the rest of the learning support team including the facilitators
- the learning plan
- the learning methods used
- the learning support materials provided
- the motivation and effort of the members themselves.

Consultation Phase

Awareness Objective: The Ontario public knows about the Citizens' Assembly process and opportunities to participate.

Targets

- Timely and accurate information on the Citizens' Assembly, public meetings and written submissions conveyed through a range of media covering all regions of the province.
- At least 50,000 Ontario unique visitors downloading at least 10,000 copies of key documents.

Summary of Results

Communications

Information on the Assembly, public meetings and written submissions was conveyed through a range of media covering all regions of the province (refer to Tables 9 and 10 in Appendix 6). This included:

- 461 news reports, editorials and informative pieces to 31 March 2007
- 122 advertisements for public consultation meetings in local and regional newspapers
- 46,681 consultation guides and brochures distributed around the province.

Website

The Citizens' Assembly website was visited by 58,002 unique Ontario visitors from 1 July 2006 to 9 May 2007. During the same period, there were 15,769 downloads of documents in a number of formats as well as 27,133 views of the video "Billy Ballot" (refer to Table 11, Appendix 6).

Public Surveys

According to the Secretariat's records, 1,973 members of the public attended the 41 public consultation meetings held in 35 cities and towns across the province from 20 November 2006 to 25 January 2007. 890 members of the public completed the public surveys – a completion rate of 45%.

Responses to the surveys indicate that information about the Citizens' Assembly was received through a variety of mechanisms – the media were mentioned most often, followed by word of mouth (refer to Table 12, Appendix 6). Information about the meetings was also received through a variety of mechanisms – the media, word of mouth and the Citizens' Assembly website were mentioned most often (refer to Table 13, Appendix 6). Outreach by members was also important to communications although more informal.

The public also learned more about the Assembly and the written submission process at the meetings themselves (refer to Tables 14 and 15, Appendix 6). Over 80% of respondents agreed that they had learned more about the Citizens' Assembly and its work at the meetings and 98% knew they could send their views to the Citizens' Assembly in writing.

Lessons Learned

There were many comments in the public surveys about the need to increase publicity about the Citizens' Assembly and the consultation meetings. The focus of communications about the Assembly and opportunities to participate was through the media and through networks – business, organized labour, women's groups, youth groups, Aboriginal organizations, community development organizations, the francophone community, and disability organizations.

Engagement of the media and networks was made difficult by the fact that the concept of a citizens' assembly was not well known or understood and that the issue of electoral reform was not a priority for a number of networks, interest groups and the mainstream press. The human interest stories about the Assembly members were well received by the media in smaller and more regional centres, but not by the media in the larger centres, particularly Toronto.

That being said, the Assembly was generally well received by the public at the meetings and media interest heightened towards the end of the consultation phase. Members were assisted to become effective communicators. Key stakeholders were identified and involved. Certain networks or organizations which combined organizational ability, interest in electoral reform, and direct access to support were able to effectively engage in the process – i.e. the Students' Assembly, the Social Planning Network of Ontario, TV Ontario and some of the universities and colleges. The Secretariat also modified plans during the consultations to generate more media interest – for example, by moving a meeting in Toronto to a bigger venue and marketing it heavily with the result that more than 200 people attended and Toronto media coverage was generated.

Suggested improvements include:

- Not overlapping the end of the learning phase and the beginning of the consultations, and providing a longer time period for the consultations
- Allocating more resources including staff to communications and networking
- Following up more with networks to ensure that materials and information that is provided is disseminated to their members
- Monitoring the results of communications and networking more closely.

Without a province wide public survey, it is not possible to determine what the general level of awareness was. It is therefore also not possible to determine whether and how communications and networking could have been more targeted or extensive.

Conclusion

Communication went out in all regions of Ontario about the Citizens' Assembly and about opportunities to participate, and was picked up by the print, radio and television media. The public who attended the public consultation meetings indicated that the media were their primary source of information about the Assembly and the meetings. The Citizens' Assembly website was also an important means of communicating the opportunity to make a presentation or written submission.

Participation Objective: A broad range of Ontarians participate in the Citizens' Assembly process.

Targets
- 350 presenters at 30 public meetings over six weeks.
- At least 1500 people make written submissions.

- Presenters and submitters come from a broad range[17] of the Ontario electorate in terms of geographic location, age and gender.
- Presentations and submissions cover a range of views in terms of electoral systems and principles for assessing them.

Summary of Results

Presenters
According to the Secretariat's records, 501 people made presentations at the 41 public consultation meetings that were held throughout the province. 295 of those people registered beforehand or at the meeting and information about gender and age could be collected. 206 did not register and therefore no demographic information is available. Of the 295 registered presenters, 77% were male and 23% were female and all age ranges were represented among the presenters (refer to Table 16, Appendix 7).

More than 83% of the respondents who had pre-registered to make a presentation indicated that the registration process was easy or no problem (refer to Table 17, Appendix 7).

According to the report on the public consultation meetings prepared by the Secretariat[18], a diversity of opinion was expressed at the meetings. This included views on the nine principles and characteristics of electoral systems – accountability, effective parliament, effective parties, fairness of representation (demographic representation, proportionality, and geographic representation), legitimacy, stable and effective government, stronger voter participation, voter choice, and simplicity and practicality[19]. It also included different views on the current electoral system in Ontario and preferred electoral systems from the four major families of electoral systems – plurality systems, majority system, proportional representation systems, and mixed systems[20] - as well as other systems developed by participants themselves. Participants also expressed views within and outside of the mandate of the Assembly including: the possible referendum, the size of the legislature, civics education, activities of parties, campaign financing, voter eligibility and voters' lists, the role of the media, and the Citizens' Assembly process itself.

Written Submissions
According to the report on written submissions prepared by the Secretariat[21], 986 submissions were received from 889 individuals or organizations from 25 October 2006 to just after 31 January 2007 – about three-fifths of the target of 1500 individuals that was set at the outset. 657 of the submissions were received in the last two weeks of January. The deadline for submissions was extended to 28 February 2007, bringing the total to

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[17] Note: a broad range does not imply a representative sample.
[18] "What We Heard: A Report on the Ontario Citizens' Assembly Public Consultation Meetings", February 2007.
[19] The regulation that created the Citizens' Assembly directed the Assembly to consider the first eight principles and characteristics in this list, and the Assembly added the ninth principle.
[20] For more information on electoral systems, refer to "From Votes to Seats: Four Families of Electoral Systems" prepared by Larry Johnston under the direction of the Ontario Citizens' Assembly Secretariat.
[21] "What We Read: A Report on Written Submissions to the Ontario Citizens' Assembly", February 2007.

1036 submissions overall. The additional submissions were not part of the report prepared for the Citizens' Assembly in February and are not included in the analysis below.

The individuals who made submissions represented all age groups. 79% of the submissions were from men and 21% from women. 95% of the submissions came from Ontario from 99 of the current 103 electoral districts. No submissions were received from Scarborough-Agincourt, Simcoe-Grey, York Centre, or York West.

54 submissions were made on behalf of organizations including advocacy organizations, businesses, labour unions, political parties, religious organizations, student groups, and women's groups.

According to the report, 77% of the submissions expressed an opinion about electoral system reform. Of these 89.78% favoured change and 10.22% favoured keeping the current electoral system. Those favouring change recommended various electoral systems on the basis of principles such as fairness of representation, legitimacy, stronger voter participation, and voter choice. Those favouring retention of the current electoral system did so on the basis of principles such as stable and effective government, accountability, and simplicity and practicality. Many submissions expressed appreciation for the Assembly process, some expressed concerns about the cost and objectives of the exercise, and a few questioned the use of citizens to formulate a recommendation on electoral system design. Other issues raised included the possible referendum, public education, voter participation, accessibility for people with disabilities, nomination of candidates and other issues.

Other Participation
Four special outreach meetings around the province were attended by 115 people from various communities – people with low income, single parents, immigrants, people with disabilities and people with personal and/or community work experience on issues such as literacy, housing and homelessness, hunger, support to seniors, youth and families. The outreach meetings followed a different format than the public consultation meetings - there were no pre-registered presenters and attendees participated in a facilitated discussion on principles and electoral systems.

A separate Students' Assembly was held from November 16-19, 2006 involving 103 youth aged 14 to 18 years. The Students' Assembly was organized and run separately from the Citizens' Assembly, but received some support from the Secretariat. Classroom assemblies were also supported as part of the process, reaching an estimated 2,400 students across the province by February 2007.

Lessons Learned

Over 90% of the respondents to the public surveys agreed or strongly agreed that presenters were given enough time to present and answer questions (refer to Table 18, Appendix 7). There were many comments about the need to increase public participation during the meetings – for example by providing more opportunities for the public to question presenters; more opportunities for the public to make comments; and more

public education on electoral systems. Close to 80% of the respondents, however, agreed or strongly agreed that the public was given a chance to raise questions (refer to Table 19, Appendix 7).

There were a few comments in the public surveys about the need to get a broader representation of views or presenters (e.g. those favouring retention of the current system and those representing women, visible minorities, First Nations, or other groups). There were also a few comments in the public surveys that were critical of the venues – suggesting that they were not large enough, they were not accessible enough, there was insufficient parking or they were not close to public transit routes. It was suggested that more accessible public buildings like schools should be used for similar exercises in the future.

The lessons learned in relation to communications and networking in the previous section are also relevant in terms of participation. In addition, the on-line registration process was reported to have been easy to use and was useful in capturing certain demographic information about pre-registered presenters. The online submission process was also useful in capturing certain demographic information about submitters.

Conclusion

Through written submissions, presentations at public meetings, and other forms of participation, the Citizens' Assembly heard from a broad range of Ontarians about their views on the principles for assessing electoral systems, Ontario's electoral system, and their preferred electoral system. This included all age groups, both genders, all regions, specifically targeted groups, and those in favour of reform and those opposed to reform. The targeted number of presenters was exceeded, but the number of written submissions was less than targeted. The public who attended the meetings were appreciative of the effort to educate and engage them.

Participation by women as presenters and submitters was lower than men. We do not know whether this normally occurs or is unusual for public consultation exercises. We would recommend that future public consultation exercises collect data of this kind and consider what outreach strategies might be needed to increase the involvement of women or other social, linguistic or demographic groups.

Input Objective: Input from the public informs the Citizens' Assembly deliberations.

Targets
- A majority of members find the submissions informative and useful.[22]

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[22] The original target was that at least 85% of the submissions should be relevant. The filter that was applied to the submissions on the website however did not permit this type of analysis to be done. The members' views of the submissions have therefore been used instead.

- Analysis of public and outreach meetings and synthesis of written submissions up to 31 January 2007 submitted prior to the first weekend session of deliberations, posted on the website, and valued by a majority of Citizens' Assembly members.

Summary of Results

Relevance of Presentations and Submissions
Members were asked in the detailed survey at the end of the consultation phase how informative they found the written submissions and the public meetings. Over 87% of members found the written submissions to be very or somewhat informative (refer to Table 20, Appendix 8). Over 95% of the members found the public meetings to be very or somewhat informative (refer to Table 21, Appendix 8). There were a few comments in the public surveys about some of the presentations being off the topic.

Analysis of Consultations
Notes on the public meetings, summaries of each written submission, and the written submissions themselves were provided continually during the consultation phase on the Citizens' Assembly website. Reports on the key themes from the public meetings, the written submissions, and the outreach meetings were tabled at the first weekend of the deliberation phase and posted on the website. The feedback was highly valued by the Citizens' Assembly members (refer to Table 22, Appendix 8).

Lessons Learned

One of the keys to ensuring that inputs from the public were relevant to the mandate of the Assembly was the consultation guide and brochure that was made available in both hard copy and electronically on the website.

Conclusion

Input from the public at public meetings and through written submissions was provided in a timely and ongoing manner to the Citizens' Assembly members and was found by them to be useful and informative. An analysis of the input was also provided in a timely and comprehensive manner and was valued by the members.

Deliberation Phase

Deliberation Objective: The Assembly facilitates group cohesion, dialogue and deliberation.

Targets

- The average rating of the process in terms of procedures and adherence to values is maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.
- The average rating of participation by the members is maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.

- The average ratings of relationship issues – community, commitment, enjoyment, enthusiasm – are maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.

Summary of Results

Ratings of Procedures and Values
The Assembly agreed on the values and procedures for working together during the first weekend session of the learning phase. These included: equality of opportunity to participate; commitment and focus on the shared objectives; respect for each others' opinions; listening and learning from each other; and a comfortable environment of mutual trust, cooperation and fun.

Members' ratings of various positive statements related to those procedures and values were monitored throughout the Citizens' Assembly. The focus of this evaluation will however be on the ratings during the deliberation phase when group cohesion, dialogue and deliberation were most critical to success.

The composite ratings related to the deliberation objective ranged from 4.48 to 4.80 (very satisfied) over the six weekend sessions of the deliberation phase (refer to Table 23, Appendix 9). The combined rating across all six sessions was 4.53 (very satisfied). In three of the weekend sessions, 1 or 2 members had a composite rating less than 3 (dissatisfied or very dissatisfied). In the other three weekend sessions, no members had a composite rating less than 3.

A bivariate analysis of the ratings in the deliberation phase indicated that the level of satisfaction was not affected by the gender, age, education or language of the Assembly members. The level of satisfaction was however related to the members' electoral system preference in two of the votes of the Assembly[23] - members who were in the minority were slightly less highly satisfied than members who were in the majority.

The Chair, Academic Director, facilitators, evaluators and focus group participants also noted the members' degree of adherence to the values and procedures of the Assembly, with very rare instances of disrespect or conflict. When making interventions, we observed members linking their points to the electoral principles and electoral design objectives that were most important to them, respecting the opinions of others, and being brief and to the point. The facilitators noted that members needed to be reminded less about the agreed values in the group sessions as the values became internalized. The Chair was seen to provide an opportunity for all opinions to be expressed.

Participation
The average of the members' ratings of their ability to raise questions and express their views ranged from 4.43 to 4.80 (very satisfied) over the six weekend sessions of the

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[23] The two decisions in Weekends 4 and 5 of deliberations and the results were: 75 – Mixed Member Proportional (MMP) versus 25 – Single Transferable Vote (1 spoiled ballot, 2 members absent); and 86 – MMP versus 16 – Single Member Plurality (one member absent).

deliberation phase (refer to Table 24, Appendix 9). The combined participation rating across all six sessions was 4.50 (very satisfied).

The average of the members' ratings of the encouragement to participate and the level of participation in the medium sized groups ranged from 4.58 to 4.66 (very satisfied) over the weekend sessions (refer to Table 25, Appendix 9). The combined group participation rating across five sessions[24] was 4.56 (very satisfied).

Close to 93% of the members who completed the detailed survey at the end of the deliberation phase agreed or strongly agreed that every Assembly member had had an equal opportunity to present their views (refer to Table 26, Appendix 9). One member was not sure and six members somewhat disagreed. No members strongly disagreed.

The Chair, Academic Director, facilitators, evaluators and focus group participants also noted the high level of participation by the members, particularly in the groups, in the Friday evening discussions, and in informal discussions.

Ratings of Relationship Issues
The average of members' ratings of statements related to community, commitment, enjoyment and enthusiasm exceeded 4.0 (satisfied) for every weekend session in the deliberation phase. The combined rating for relationship issues across all six weekend sessions was 4.67 (very satisfied) – refer to Table 27, Appendix 9. At most four members had a rating less than 3 (dissatisfied or very dissatisfied) and that was for enjoyment in the fourth weekend session. No members expressed dissatisfaction with any of the four relationship issues in Weekends 1, 3 and 6 of the deliberation phase.

The Chair, Academic Director, facilitators and evaluators also noted the high degree of enthusiasm, the seriousness with which the members undertook their task, and the collegiality among members.

Lessons Learned

The deliberation phase was more difficult than the learning phase because the members had to start making decisions within a tight and inflexible timeframe. At the same time, the deliberations had to be structured so as to allow all opinions to be heard and to generate support for the Assembly's final decision on the basis of the process that was followed. The phase began with some uncertainty about the number of alternative systems that would be designed, and about what those alternative systems would be.

Some of the key factors to the success of the deliberations that were identified were:

1) The Chair - the role of the Chair in the deliberations was pivotal. He had to ensure that all were heard; that the views of the members were respected; that members agreed with the process that was followed, the way decisions were made, and when decisions were made; and that the Assembly kept on track. He also had to find a balance between those members who thought that deliberations

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[24] There were no medium sized groups in the last weekend session of the deliberation phase.

were too rushed, and those members who did not want to reopen issues that had already been decided upon. In the view of the members, the evaluators, and the Secretariat, the Chair did an excellent job in this role.

2) The deliberation plan – the plan structured the deliberations into manageable segments of work, built in flexible time to adjust and adapt if new issues emerged, and provided for discussions in both plenary and medium sized groups. An initial imbalance between plenary and the group sessions was adjusted, and more time was provided in the Open Forum for members to raise issues of concern to them. The decision to move to medium sized groups from the smaller groups was generally supported by the members, the Secretariat and the facilitators because it reduced the number of report backs and narrowed the number of options for consideration.

3) Learning support - additional information was provided with a very quick turnaround to support the deliberations as issues or questions arose.

Some suggestions that were made about how the deliberations might have been further improved include:

- More preparation of the members during the consultation phase for the deliberations and the decisions that had to be made related to the major electoral systems;
- More input from the facilitators into the preparations for each of the weekend sessions;
- More time for deliberations – although perhaps not by adding another weekend session but by making better use of each of the weekend sessions or extending the time period of some of the sessions.

Conclusion

The deliberations of the Citizens' Assembly promoted dialogue through an exchange of ideas and opinions in an atmosphere of mutual respect. Members were committed and focused and were able to frame the debate in terms of agreed principles and objectives. Despite having chosen two alternative electoral systems to design and despite the number of issues that needed to be addressed for each system, the members were able to complete their deliberations and come to decisions within a tight timeframe. Effective deliberation was encouraged by a number of factors including: the Chair, the deliberation plan, the continuing learning support, and interaction among the members themselves.

Decision Objective: The Assembly members have ownership of the Assembly's decisions.

Targets

- The final decision of the Assembly is supported by more than 90% of the members present.

- The average of the ratings related to the decision-making process is maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.

Summary of Results

Final Decision

The Assembly took a number of decisions during the deliberation phase including what alternative systems to design, what the design elements of the alternative systems should be, what was the best alternative system, whether to keep Ontario's current electoral system (Single Member Plurality) or adopt the Assembly's Mixed Member Proportional (MMP) system, and whether to recommend the Assembly's MMP system to the people of Ontario[25]. The latter decision is considered to be the final decision and provides an indication of the support of the members for the decision-making process, regardless of how they might have voted for the other decisions.

The result of the vote on the final decision was:

Vote	No.	% of those present
Yes	94	92.16%
No	8	7.84%
Absent	1	

Ratings of Decision-Making

Members were asked in brief surveys during the deliberation phase about their views on the decisions that were taken, how they were taken, and the neutrality of the Chair, Academic Director, other Secretariat staff and the facilitators. The combined ratings for each statement were all over 4.0 (satisfied). The overall rating across all of the statements and all of the weekend sessions was 4.51 (very satisfied) – refer to Table 29, Appendix 10. The highest number of members with a composite decision-making rating of less than 3 (dissatisfied or very dissatisfied) was 5 members in the second weekend session of deliberations. Other weekend sessions had 0, 1 or 2 members who were dissatisfied or very dissatisfied.

A bivariate analysis of the ratings related to decision-making indicates that the level of satisfaction was not affected by the gender, age, education or language of the Assembly members. The level of satisfaction was related to the way members voted between MMP and STV and between MMP and SMP - members who were in the minority were slightly less highly satisfied on average than members who were in the majority.

Lessons Learned

Members were asked to rate various activities in terms of their usefulness for making the final decision about the best electoral system for Ontario (refer to Table 30, Appendix 10). Plenary lectures by staff were rated most highly. Medium-sized group sessions,

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[25] Details on the decisions taken during the deliberation phase are contained in "Democracy at Work", Chapter 10.

plenary discussions, informal conversation with other members, plenary talks by visitors, personal study, and informal conversations with staff were also rated highly.

Our Assembly observation indicated that the Chair made the decision questions clear as well as the method of decision-making that was to be used – show of hands, alternative vote, secret ballot, two-round vote. Members were given an opportunity to comment on the decision and on the decision method.

Conclusion

The Assembly members took ownership of the decisions that were made by the Assembly. By the end of the deliberation phase, an overwhelming majority supported the recommendation of the Assembly regardless of their personal preferences. The Chair, Academic Director, facilitators and other staff were perceived to be neutral and unbiased throughout the process. This success was due to the foundation laid by the learning and deliberations of the members, assisted by the clarity of the decisions to be made and the method to be applied in making them.

Across All Phases

Support Objective: The Assembly is well-supported by the Secretariat team.

Targets

- The enthusiasm of members is maintained throughout the process.
- No Members withdraw other than for personal reasons.
- Attendance at all sessions is at least 90%.
- The average of each of the ratings related to Secretariat support is maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.
- The final estimate of expenditure is within budget.
- The report is submitted to the Minister by May 15, 2007.

Summary of Results

Enthusiasm

The members' degree of enthusiasm in terms of the Citizens' Assembly remained high throughout the process. The mean on a scale from 0 (not enthusiastic) to 10 (very enthusiastic) was over 9 throughout the entire process (refer to Table 32, Appendix 11). Almost all members looked forward to the next weekend session Table 33, Appendix 11). Our observations throughout the learning and deliberation phases also consistently noted the high level of enthusiasm.
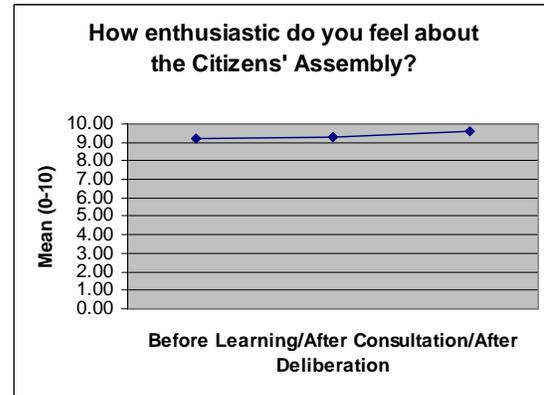
Withdrawal

From the time they were selected, no members withdrew from the Assembly.

At the end of the process, members were asked what impact the Assembly had had on them, their family life, their work, and their community involvement. While in some cases family life and work had been negatively affected, more than 83% of the members indicated that they had benefited personally (refer to Tables 34 to 37, Appendix 11). The benefits mentioned included personal growth, broadened horizons, increased self-confidence, and better citizenship.

Attendance

Attendance was 94% or higher throughout the Assembly (refer to Table 38, Appendix 11). 75% of the members were present for all twelve of the weekend sessions; 21% were absent for only 1 session; and 4% were absent for 2 to 4 sessions.

Secretariat Support Ratings

During the learning and deliberation phases, members were asked to rate a series of positive statements related to Secretariat support – selection support, learning support, staff support, preparation, commitment, enthusiasm, and consultation support. The composite rating was over 4.5 (very satisfied) at all of the weekend sessions (refer to Tables 39 and 40, Appendix 11). The combined average rating for the learning phase was 4.70 (very satisfied), and the combined average rating for the deliberation phase was 4.65 (very satisfied). No members had a composite rating for Secretariat support of less than 3 (dissatisfied or very dissatisfied) in any of the twelve weekend sessions.

A bivariate analysis after the learning phase indicated that the level of satisfaction in terms of Secretariat support was not affected by the gender, age, education or language of the Assembly members.

The open-ended comments from members in the brief surveys were consistently full of praise for the work of the Secretariat. The responsiveness of the Secretariat to the needs of the members and the attention to detail, despite the tight time pressures of the Assembly process, was greatly appreciated by members. Our observation of the Assembly indicated that the logistical arrangements at the venue were generally very good. Some logistical issues that were raised – e.g. bussing, parking, and signage - were addressed at subsequent sessions.

The first brief survey of the learning phase asked members whether they were well informed during the selection process about what they would be required to do as a Citizens' Assembly member. The average rating was 4.31 (satisfied to very satisfied). Members at the focus group on Weekend 2 of the learning phase indicated that the support by the Secretariat during the selection process was good. As a result, Assembly members were clear on the commitment required and how they would have to organize their personal lives.

In the fourth brief survey during the learning phase, members were asked whether they understood what their role would be during the consultation phase and how they would be supported in carrying out this role. The average rating was 4.45 (very satisfied). The same question was asked in Detailed Survey 3 after the consultation phase, and the average rating was 4.37 (satisfied to very satisfied). Members also found the consultation guide useful and informative.

Members of the public rated the organization of the public consultation meetings highly. Over 86% of respondents agreed or strongly agreed that the meetings were well organized, and less than 4% of respondents disagreed or strongly disagreed (refer to Table 41, Appendix 11).

Expenditure
The total budget allocation for the Citizens' Assembly was $6 million. Actual expenditure to the fiscal year end, 31 March 2007, was $4,186,638. Projections are that total expenditure by the end of the process will be within the budget.

Report
The final report of the Assembly was submitted on 15 May 2007, the deadline set out in Ontario Regulation 82/06.

Lessons Learned
The key success factors identified in focus groups and interviews were:

- Highly organized and committed staff
- Supportive leadership and management
- Responsiveness and attention to detail
- Flexibility and teamwork
- Regular and ongoing communication with members
- The benefit of the British Columbia Citizens' Assembly experience

- Using outside expertise for some tasks – for example, the writing of the background report or setting up the website.

One area that was suggested for improvement was the availability or quality of technology critical to the functioning of the Secretariat – i.e. cellphones, networking, and laptops for the staff who needed them.

Conclusion

The Assembly was very well supported by the Secretariat throughout all phases and the Secretariat met all of its major objectives within the time and budget available. This success was due to the skill, effort, commitment and flexibility of all members of the Secretariat – both management and staff.

Transparency Objective: The Assembly process is transparent and well documented for the historical record and for the benefit of future exercises.

Targets

- Synthesis of relevant targets
- Media is more neutral or positive than negative.
- Process is documented in writing and on video and audiotape and is accessible.

Summary of Results

Summary of Targets

Achievement of the various targets for the success factors and objectives of the Assembly were tracked throughout all stages of the process and a final summary is provided at the end of this section in the form of an Evaluation Scorecard. As the Scorecard indicates, many of the targets were exceeded and only one target (on written submissions) was less than fully met.

Media Content

The Secretariat monitored media editorials, news reports and informative pieces throughout the Assembly process but up to date information was not available at the time of writing this report. According to their analysis, of the 461 media articles published to 31 March 2007, 90% were positive. Following the decision by the Assembly, there were columnists who were critical of the decision, but generally not of the Assembly process itself.

Documentation

The Assembly was well documented in written and video form. The process that was followed is described in detail in the background report, "Democracy at Work: The Ontario Citizens' Assembly on Electoral Reform". The TVO website contains video footage of the weekend sessions. The consultation meetings were documented in writing in the compilation report and to some extent in video or audio footage taped by college students.

Published documents will be available from Publications Ontario and Service Ontario and through a network of libraries. The website will be transferred to the Democratic Renewal Secretariat to remain publicly available as an historical record, and the files of the Secretariat will be archived.

Lessons Learned

In the last detailed survey, members were asked about the importance of various aspects of the Assembly in contributing to its success. All of the aspects listed were rated highly, and in the following order: the learning phase, the Academic Director, the Chair, the deliberation phase, the Citizens' Assembly members, the interaction among members, other Secretariat staff, the facilitators, the consultation phase, and conversations with other people (refer to Table 43, Appendix 12).

The last brief survey in the deliberation phase also asked members to identify the key factors in the success of the Assembly. The most frequent responses related to the commitment, hard work, and mutual respect of the members; and the organization and support of the Secretariat including the Chair, the Academic Director and the facilitators.

When asked what they had enjoyed most about the process, respondents overwhelmingly mentioned getting to know their fellow members and learning about electoral systems. When asked what they had enjoyed least, several respondents identified the compact schedule and tiring weekends and the bussing between the hotel and the meeting venue, followed by the commute to Toronto and the early mornings. Many respondents did not identify anything that they did not enjoy.

The Ontario Citizens' Assembly also generated considerable interest across Canada and internationally, signified by the number of other Canadian and international visitors to the Citizens' Assembly website.

Conclusion

The Assembly process has been undertaken in an open and transparent manner. It has also been well documented for the benefit of future exercises of a similar nature. While it is only one approach to involving citizens in addressing important issues of public policy, it has demonstrated the results that can be achieved when citizens are engaged and empowered.

It is hoped that this evaluation report also contributes to the transparency of the process.

Evaluation Scorecard

Success Factor	Objective	Indicator	Target	Result
Success Factor 1: The Citizens' Assembly members are empowered to deliberate and decide.	Learning - The Assembly members are educated about Ontario's current electoral system and different electoral systems and the principles for assessing electoral systems.	Knowledge of electoral systems and principles	Knowledge of members has increased after the learning phase.	Self assessment: increase from 4.32 to 7.68 out of 10. 3 to 4 correct answers - increase from 9.28% to 80.65% of members.
		Confidence in ability to assess electoral systems	Confidence of members has increased after the learning phase.	Increase in confidence from 3.5% in WE1 to 74.1% by WE 6.
		Ratings related to learning	The average is maintained at 4.0 (satisfied) out of 5 or higher.	Combined rating of 4.5 (very satisfied).
		Pace and level of learning sessions	The majority of members consider the pacing of the plenary and small groups to be "just right".	More than 85% of members.
	Deliberation - The Assembly facilitates group cohesion, dialogue and deliberation.	Ratings of the process in terms of procedures and adherence to values	The average is maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.	Combined rating of 4.53 (very satisfied).
		Ratings of participation by the members.	The average is maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.	Combined rating of 4.50 (very satisfied) for participation overall; 4.56 (very satisfied) for participation in group sessions.
		Ratings of the relationship issues – community, commitment, enjoyment, enthusiasm	The average is maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.	Combined rating of 4.67 (very satisfied).

Success Factor	Objective	Indicator	Target	Result
	Decision-Making - The Assembly members have ownership of the Assembly's decisions.	Degree of support for the final decision of the Assembly.	The final decision of the Assembly is supported by more than 90% of the members present.	92.16% in favour.
		Rating of the process by which decisions are taken.	The average of the ratings related to decision-making process is maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.	Combined rating of 4.51 (very satisfied).
	Support – The Assembly is well-supported by the Secretariat team.	Enthusiasm for the Assembly process	The enthusiasm is maintained throughout the process.	Enthusiasm > 9.0 out of 10 throughout Assembly.
		Drop out rate and attendance of members	No members withdraw other than for personal reasons. Attendance at all sessions is at least 90%.	No withdrawals. Attendance 94% or higher.
		Ratings of Secretariat support by Assembly members	The average of each of the ratings related to Secretariat support is maintained at 4.0 (satisfied) out of 5 or higher throughout the Citizens' Assembly.	Combined rating of 4.70 (very satisfied) in the learning phase; 4.65 (very satisfied) in the deliberation phase.
		Date of submission of report	Report submitted to Minister by May 15, 2007	Submitted May 15, 2007.
		Expenditure against budget	Final estimate of expenditure is within budget.	Estimate within budget.

Success Factor	Objective	Indicator	Target	Result
Success Factor 2: A broad range of Ontarians engage in the Citizens' Assembly process	Awareness – the Ontario public knows about the Citizens' Assembly process and opportunities to participate.	Media coverage Distribution of consultation guide and brochure	Timely and accurate information on the Citizens' Assembly, public meetings and written submissions conveyed through a range of media covering all regions of the province.	To 31 March 2007: 461 articles in all regions; 122 ads for meetings, 46,681 guides and brochures.
		Website statistics	At least 50,000 Ontario unique visitors downloading at least 10,000 copies of key documents.	To 9 May 2007: 58,002 Ontario unique visitors; 15,769 downloads
	Participation – a broad range of Ontarians participate in the Citizens' Assembly process	Number, characteristics and views of presenters at public meetings	350 presenters at 30 public meetings over six weeks. Presenters come from a broad range of the Ontario electorate in terms of geographic location, age and gender. Presentations cover a range of views in terms of electoral systems and principles for assessing them.	501 presenters at 41 meetings. All electoral districts, all age ranges, both genders. All major families of electoral systems and principles.

Success Factor	Objective	Indicator	Target	Result
		Number, characteristics and views of public making written submissions.	At least 1500 people make written submissions. Submitters come from a broad range of the Ontario electorate in terms of geographic location, age and gender. Submissions cover a range of views in terms of electoral systems and principles for assessing them.	To 31 January 2007: 986 submissions from 889 individuals & 54 organizations. All but 4 electoral districts, all age groups, both genders. All major electoral systems and principles. Total submissions by 28 February 2007: 1,036
	Input – input from the public informs the Citizens' Assembly deliberations	Proportion of input that is related to electoral systems, principles, and Assembly process versus other issues outside of the Assembly's mandate.	A majority of members view the submissions as informative and useful.	Over 87% of members (written submissions). Over 95% of members (public meetings).
		Comprehensiveness, accessibility, relevance and timeliness of synthesis of inputs.	Analysis of public and outreach meetings and synthesis of written submissions up to 31 January 2007, submitted prior to the first weekend session of deliberations, posted on the website, and valued by majority of Citizens' Assembly members.	Report submitted by first weekend of deliberations. Over 95% of members value feedback.

Success Factor	Objective	Indicator	Target	Result
Success Factor 3: The Citizens' Assembly process is seen as a model for citizen engagement and deliberation on public policy questions.	Transparency – the Assembly process is transparent and well documented for the historical record and for the benefit of future exercises.	Synthesis of two previous success factors.	Synthesis of relevant targets	All but one target met or exceeded.
		Media content	Media is more neutral or positive than negative.	To 31 March 2007 - 90% neutral or positive.
		Documented process	Process is documented in writing and on video and audiotape and is accessible.	Extensive documentation in a variety of formats, accessible through Publications Ontario and Service Ontario.

Focus Groups

Date	Participants	Topic
30 September, 2006	8 Assembly members	Secretariat support during the selection process
14 October 2006	7 Assembly members	Assembly values and procedures
28 October 2006	8 Assembly members	Learning program, learning contract, learning approach, learning materials, and learning support
11 November 2006	8 Assembly members	Consultation plan, members' role at consultation meetings
25 November 2006	8 Facilitators	Small groups, role of facilitators, assessment of members' learning
8 February 2007	All but one member of the Secretariat staff, excluding senior management	Roles & responsibilities of the Secretariat, structure and operations of the Secretariat, personal impact of workload
3 March 2007	7 Assembly members	Adherence to the agreed values of the Assembly; deliberation and decision-making process; decisions taken.
17 March 2007	8 Assembly members	Process followed in the design of the MMP electoral system; deliberation & decision-making process; decisions taken.
31 March 2007	7 Assembly members	Process followed in the design of the STV electoral system; deliberation & decision-making process for the working models of MMP and STV; decisions taken.
14 April 2007	7 Assembly members	Deliberation and decision-making process for the finalization of the working models for MMP and STV and the selection of the preferred alternative model; decisions taken.

Assembly Observation Checklist – Learning Phase

Date: _____
Observer: _____
Note: Comments should be provided for any "poor" or similar type of ratings. It is not necessary to comment on satisfactory or higher ratings.

Venue	
How easy is it to locate Osgoode Law School once on York University campus? (e.g. exterior signage) Comment:	☐ Very easy ☐ Satisfactory ☐ Difficult
How easy is it to locate the plenary sessions? (e.g. interior signage) Comment:	☐ Very easy ☐ Satisfactory ☐ Difficult
How accessible is the venue to the public? (e.g. open doors, security procedures) Comment:	☐ Very accessible ☐ Satisfactory ☐ Difficult to access
Are members and the public being well received? (e.g. greeting, registration, provision of materials, time required) Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Approximately how many members of the public attended? (check registration list after the session)	_____
Is the venue wheelchair accessible? (building, rooms, washrooms) Comment:	☐ Very accessible ☐ Satisfactory ☐ Not very accessible ☐ Inaccessible
Are members mingling freely with each other before the sessions and during breaks? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
What is the atmosphere like among the members in terms of excitement, frustration, energy, etc.? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
What is the quality of the refreshments provided? Comment:	☐ Very good ☐ Satisfactory ☐ Poor

Plenary Session Title: _____ Chair: _____	Start Time: _____ End Time: _____
Did the session start on time?	☐ Yes ☐ No
Were the objectives of the session clarified at the outset? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Did the presenter hold the attention of the members? Comment:	☐ Very well ☐ Satisfactory ☐ Poor

Was the presenter shown respect by the Chair and the members? Comment:	☐ A lot ☐ Satisfactory ☐ Not enough
Were supporting materials provided that enhanced the presentation? (more detail, references) Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Did the pace of the presentation appear to be suitable for the members? Comment:	☐ Too fast ☐ Just right ☐ Too slow
Was the level of the presentation appropriate for the members? (e.g. plain language, avoidance of acronyms, not too much jargon) Comment:	☐ Too advanced ☐ Just right ☐ Too simple
Were any visual aids that were used (e.g. charts, diagrams) legible and visible? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Was there sufficient opportunity for questions and answers? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Was participation encouraged from a wide range of members? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Did the session remain focused on the topic under consideration? Comment:	☐ Very focused ☐ Satisfactory ☐ Unfocused
How well did the Chair manage the session? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Are facilities available for simultaneous translation? Comment:	☐ Whenever requested ☐ Sometimes when requested ☐ Not available at all
What was the level of interest and enthusiasm shown by members? Comment:	☐ High ☐ Moderate ☐ Low
Did the session end on time? Comment:	☐ Yes ☐ No

Small Group Session: **Room:** _____ **Facilitator:** _____	**Start Time:** _____ **End Time:** _____
Did the session start on time? Comment:	☐ Yes ☐ No
Were the objectives of the session clarified at the outset? Comment:	☐ Very well ☐ Satisfactory ☐ Poor

Was the pace of the discussion suitable for the members? Comment:	☐ Too fast ☐ Just right ☐ Too slow
Was the level of the discussion appropriate for the members? Comment:	☐ Too advanced ☐ Just right ☐ Too simple
Was there sufficient opportunity for comments, questions and answers? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Was participation encouraged from all members? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Was participation equitable – i.e. every member was able to speak as much as they wanted to, although the amount of air time might not be equally distributed?	☐ Very equitable ☐ Satisfactory ☐ Inequitable
Did the session remain focused on the topic under consideration? Comment:	☐ Very focused ☐ Satisfactory ☐ Unfocused
Were the members applying the information that they received in the preceding plenary session? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Were speakers shown respect by other members and the facilitator? (e.g. not interrupted, given full attention, not criticized for expressing an opinion) Comment:	☐ A lot ☐ Satisfactory ☐ Not enough
Did the facilitator answer questions of clarification well and appear knowledgeable about the subject matter? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
How well did the facilitator manage the discussions? (e.g. encouraging participation, keeping on track, dealing with conflict, remaining neutral) Comment:	☐ Very well ☐ Satisfactory ☐ Poor
What was the level of interest and enthusiasm shown by members? Comment:	☐ High ☐ Moderate ☐ Low
Did the session end on time? Comment:	☐ Yes ☐ No

Assembly Observation Checklist – Deliberation Phase

Date: _____
Observer: _____
Note: Comments should be provided for any "poor" or similar type of ratings. It is not necessary to comment on satisfactory or higher ratings.

Venue	
Are members and the public being well received? (e.g. greeting, registration, provision of materials, time required) Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Approximately how many members of the public attended? (check registration list after the session)	_____
Are members mingling freely with each other before the sessions and during breaks? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
What is the atmosphere like among the members in terms of excitement, frustration, energy, etc.? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
What is the quality of the refreshments provided? Comment:	☐ Very good ☐ Satisfactory ☐ Poor

Plenary Session Title: _____ Chair: _____ Presenter(s): _____ _____	Start Time: _____ End Time: _____
Did the session start on time?	☐ Yes ☐ No
Were the objectives of the session clarified at the outset? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
If there is a presentation:	
Did the presenter hold the attention of the members? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Was the presenter shown respect by the Chair and the members? Comment:	☐ A lot ☐ Satisfactory ☐ Not enough
Were supporting materials provided that enhanced the presentation? (more detail, references) Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Did the pace of the presentation appear to be suitable for the members? Comment:	☐ Too fast ☐ Just right ☐ Too slow

Was the level of the presentation appropriate for the members? (e.g. plain language, avoidance of acronyms, not too much jargon) Comment:	☐ Too advanced ☐ Just right ☐ Too simple
Were any visual aids that were used (e.g. charts, diagrams) legible and visible? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
If deliberation and decision-making	
Was the decision question clear for the Members?	☐ Very clear ☐ Satisfactory ☐ Not very clear
Was the process for decision-making made clear to Members?	☐ Very clear ☐ Satisfactory ☐ Not very clear
If there were minority opinions advanced, did the group have adequate time to hear and consider them?	☐ Very good ☐ Satisfactory ☐ Poor
Overall, did there appear to be adequate time for discussion prior to the vote or decision taken?	☐ Very good ☐ Satisfactory ☐ Poor
Did all members participate in the decision? (Estimate level of active participation)	☐ All ☐ Most ☐ Some
For all plenary sessions:	
Was there sufficient opportunity for questions and answers? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Was participation encouraged from a wide range of members? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Did the session remain focused on the topic under consideration? Comment:	☐ Very focused ☐ Satisfactory ☐ Unfocused
How well did the Chair manage the session? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
What was the level of interest and enthusiasm shown by members? Comment:	☐ High ☐ Moderate ☐ Low
Did the session end on time? Comment:	☐ Yes ☐ No

Medium Sized Group **Room:** _____ **Facilitators:** _____ _____	**Start Time:** _____ **End Time:** _____
Did the session start on time? Comment:	☐ Yes ☐ No
Were the objectives of the session clarified at the outset? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Was the pace of the discussion suitable for the members? Comment:	☐ Too fast ☐ Just right ☐ Too slow
Was the level of the discussion appropriate for the members? Comment:	☐ Too advanced ☐ Just right ☐ Too simple
Was there sufficient opportunity for comments, questions and answers? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Was participation encouraged from all members? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Was participation equitable – i.e. every member was able to speak as much as they wanted to, although the amount of air time might not be equally distributed?	☐ Very equitable ☐ Satisfactory ☐ Inequitable
Did the session remain focused on the topic under consideration? Comment:	☐ Very focused ☐ Satisfactory ☐ Unfocused
Were speakers shown respect by other members and the facilitators? (e.g. not interrupted, given full attention, not criticized for expressing an opinion) Comment:	☐ A lot ☐ Satisfactory ☐ Not enough
Did the facilitators answer any questions of clarification well and appear knowledgeable about the subject matter? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
How well did the facilitators manage the discussions? (e.g. encouraging participation, keeping on track, dealing with conflict, remaining neutral) Comment:	☐ Very well ☐ Satisfactory ☐ Poor
What was the level of interest and enthusiasm shown by members? Comment:	☐ High ☐ Moderate ☐ Low
Did the session end on time? Comment:	☐ Yes ☐ No

Public Meeting Observation Checklist

Date: _____ **Location:** _____
Observer: _____
Note: Comments should be provided for any "poor" or similar type of ratings. It is not
necessary to comment on satisfactory or higher ratings.

Venue	
How easy is it to locate the meeting place? (e.g. exterior signage) Comment:	☐ Very easy ☐ Satisfactory ☐ Difficult
How easy is it to locate the meeting room? (e.g. interior signage) Comment:	☐ Very easy ☐ Satisfactory ☐ Difficult
How accessible is the venue to the public? (e.g. open doors, security procedures) Comment:	☐ Very accessible ☐ Satisfactory ☐ Difficult to access
Is the venue wheelchair accessible? (building, rooms, washrooms) Comment:	☐ Very accessible ☐ Satisfactory ☐ Not very accessible ☐ Inaccessible
Are members, presenters and the public being well received? (e.g. greeting, registration, provision of materials, speed of the process) Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Are publications available in French and English?	☐ Yes ☐ No
Approximately how many members of the public are attending?	_____
How many Assembly members are attending?	_____
Is there any media in attendance? If so, who?	
Are there any factors that could influence attendance? (e.g. weather, competing events such as a major hockey game)	

Introductory Session Host: _____ Facilitator: _____	Start Time: _____
Did the session start on time? If not, why not?	☐ Yes ☐ No
Were the objectives of the meeting clarified at the outset? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Were the Assembly members and the facilitator introduced?	☐ Yes ☐ No
Was the format of the meeting explained? Comment:	☐ Very well ☐ Satisfactory ☐ Poor

Did the public appear interested in the video? Comment:	☐ A lot ☐ Satisfactory ☐ Very little
Was the public told that they could make a written submission to the Assembly?	☐ Yes ☐ No
Was the procedure for making written submissions clearly explained? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Presentation Session:	**No. of Pre-Registered Presenters:** _____
Did the presenters stay focused on the subject of electoral systems and/or principles for assessing electoral systems? Comment:	☐ Most or all ☐ Some ☐ Few or none
Were the presenters shown respect by the facilitator and the members? (e.g. not interrupted without reason, not criticized) Comment:	☐ A lot ☐ Satisfactory ☐ Not enough
Was the level of the presentations appropriate for the members? (e.g. plain language, avoidance of acronyms, not too much jargon) Comment:	☐ Too advanced ☐ Just right ☐ Too simple
If not a French or bilingual meeting, did anyone request French language services in advance or register to make a French presentation and was simultaneous translation provided? Comment:	☐ Yes ☐ No
If a bilingual meeting, was simultaneous translation provided? Comment:	☐ Yes ☐ No
Was there sufficient opportunity for questions and answers after each presentation (3-5 mins.)? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
How many unregistered presentations were made by the public?	_____
Did the session end on time?	☐ Yes ☐ No

Group Dialogue and Wrap Up:	**End Time:** _____
Was there sufficient opportunity for dialogue, questions and answers? Comment:	☐ Very good ☐ Satisfactory ☐ Poor
Was participation encouraged from the public? Comment:	☐ A lot ☐ Satisfactory ☐ A little
Were members of the public shown respect (e.g. not interrupted, given full attention, not criticized for expressing an opinion)? Comment:	☐ A lot ☐ Satisfactory ☐ Not enough
Did the meeting end on time (10 p.m. or earlier)?	☐ Yes ☐ No

General	
How well did the facilitator manage the meeting? (e.g. encouraging participation, keeping on track, dealing with conflict, remaining neutral) Comment:	☐ Very well ☐ Satisfactory ☐ Poor
What was the level of interest and enthusiasm shown by the CA members attending? Comment:	☐ High ☐ Moderate ☐ Low
Did the facilitator (or note taker) answer questions of clarification well and appear knowledgeable about the subject matter? Comment:	☐ Very well ☐ Satisfactory ☐ Poor
Was simultaneous translation required and provided for public questions and comments? Comment:	☐ Whenever requested ☐ Sometimes when requested ☐ Not available at all

List of Interviews

Name	Position	Date
Secretariat Senior Management		
George Thomson	Chair	11 May 2007
Karen Cohl	Executive Director	7 May 2007
Barry Koen-Butt	Executive Lead Communications	7 May 2007
Susan Pigott	Executive Lead Citizen Engagement	9 May 2007
Jonathan Rose	Academic Director	2 March 2007 9 May 2007
Facilitators		
Marielle Bérubé	Facilitator (All Phases – bilingual group)	10 May 2007
Michael Johns	Facilitator (All Phases)	4 May 2007
Amanda Rogers	Facilitator (Deliberation Phase)	10 May 2007
Democratic Renewal Secretariat		
Leslie Cooke	Assistant Deputy Minister	10 May 2007
Monitoring and Evaluation Advisory Committee		
Al Joseph	Assembly member	7 May 2007
Wendy Lawrence	Assembly member	9 May 2007

Learning Objective Detailed Results

Knowledge of Members

Members were asked in Detailed Surveys 1 and 2, before and after the learning phase, how informed they felt about electoral systems on a scale of 0 to 10.

How informed about electoral systems do you feel?
(not informed)   **(very informed)**
            0   1   2   3   4   5   6   7   8   9   10

The results were as follows:

Table 1 Informed About Electoral Systems

		Detailed Survey 1	Detailed Survey 2
N	Valid	97	100
	Missing	6	3
Mean		**4.32**	**7.68**
Median		5.00	8.00
Std. Deviation		2.220	1.348

The members were asked the following four electoral system knowledge questions in Detailed Survey 1 and Detailed Survey 3.

We would like to determine how well known some political facts are. Please respond to the best of your knowledge, without using outside help. Indicate the name or circle "no" if you don't recall.

1. Do you know a country which has the same voting system as in Canada, that is, the candidate with the most votes wins?
   No   **Yes, name:**_____

2. Do you know a country where people have two votes, one for the party they prefer and one for the local candidate they prefer?
   No   **Yes, name:**_____

3. Do you know a country where voters get to rank the candidates in their order of preference?
   No   **Yes, name:**_____

4. Do you know a country where they have proportional representation, that is, the percentage of seats a party gets is about the same as the percentage of the votes it got?
   No   **Yes, name:**_____

The responses were corrected by an expert in electoral systems and the results for all 103 members were as follows:

Table 2 Electoral System Knowledge

No. of correct answers	Detailed Survey 1 (Before Learning Phase)		Detailed Survey 3 (After Consultation Phase)	
	No. of members	% of members	No. of members	% of members
0	87	89.69%	16	17.20%
1	0	0.00%	0	0.00%
2	1	1.03%	2	2.15%
3	3	3.09%	20	21.51%
4	6	6.19%	55	59.14%
	97	100.00%	93	100.00%

Confidence of Members

Members were asked in Detailed Survey 3 at what point they were confident that they adequately understood the material.

Was there some point in the Assembly process where you were confident that you adequately understood the material on electoral systems? (Please indicate which answer comes closest to your experience.)

_____ Weekend 1 (September 9-10, 2006)
_____ Weekend 2 (September 30 to October 1, 2006)
_____ Weekend 3 (October 14-15, 2006)
_____ Weekend 4 (October 28-29, 2006)
_____ Weekend 5 (November 11-12, 2006)
_____ Weekend 6 (November 25-26, 2006)
_____ During the consultation phase (November 20, 2006 to January 25, 2007)
_____ Other, please identify: _____

The results were:

Table 3 Confidence in Understanding

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Weekend 1	3	2.9	3.5	3.5
	Weekend 2	1	1.0	1.2	4.7
	Weekend 3	5	4.9	5.9	10.6
	Weekend 4	16	15.5	18.8	29.4
	Weekend 5	22	21.4	25.9	55.3
	Weekend 6	16	15.5	18.8	**74.1**
	During the consultation phase	18	17.5	21.2	95.3
	Other	4	3.9	4.7	100.0
	Total	85	82.5	100.0	
Missing	System	18	17.5		
Total		103	100.0		

Learning Ratings

At the end of each weekend session in the learning phase, members were asked to rate a series of positive statements related to learning support according to the following rating scale.

Rating Scale	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5

The composite rating across all of the statements in each weekend session, and the combined rating across all six weekend sessions are presented in the following table.

Table 4 Learning Support Composite and Combined Ratings

	N	Mean	Std. Dev
Brief Survey 1	100	**4.47**	0.37
Brief Survey 2	99	**4.43**	0.37
Brief Survey 3	93	**4.51**	0.36
Brief Survey 4	99	**4.42**	0.48
Brief Survey 5	99	**4.64**	0.38
Brief Survey 6	100	**4.58**	0.37
Combined Rating		**4.50**	

Further detail on each of the survey statements and the ratings are provided at the end of this appendix.

Pacing of Plenary and Small Group Sessions

Members were asked in the brief surveys during the learning phase whether the pacing of the plenary and small group sessions was too slow, just right or too fast. The results were:

Table 5 Pacing of Plenary Sessions

Response	% of Members						Total No.	Total %
	Brief Survey 1	Brief Survey 2	Brief Survey 3	Brief Survey 4	Brief Survey 5	Brief Survey 6		
too fast	14.6	4.6	10.0	13.5	11.5	7.3	58	10.34
just right	**75.0**	**90.8**	**86.7**	**83.3**	**87.5**	**88.5**	**478**	**85.20**
too slow	10.4	4.6	3.3	3.1	1.0	4.2	25	4.46
Total	100.0	100.0	100.0	100.0	100.0	100.0	561	100.00

Table 6 Pacing of Small Groups

Response	% of Members						Total No.	Total %
	Brief Survey 1	Brief Survey 2	Brief Survey 3	Brief Survey 4	Brief Survey 5	Brief Survey 6		
too fast	14.6	3.3	3.3		18.1	6.1	43	7.57
just right	**80.2**	**90.2**	**91.3**	**93.8**	**79.8**	**89.8**	**497**	**87.50**
too slow	5.2	6.5	5.4	6.3	2.1	4.1	28	4.93
Total	100.0	100.0	100.0	100.0	100.0	100.0	568	100.00

Lessons Learned

In Detailed Survey 3 at the end of the consultation phase, members were asked to rate various learning activities in terms of their usefulness. The results are presented in the following table.

Please rate the following activities in terms of what was most useful for LEARNING. (Please circle your answer for each question, where 1 means least useful and 7 means most useful.)

Table 7 Usefulness of Activities for Learning

	N	Minimum	Maximum	Mean
a. Plenary lectures by staff	94	4	7	6.36
b. Plenary talks by visitors	94	1	7	5.97
c. Plenary discussions by the whole assembly	94	1	7	5.34
d. Small group sessions	94	1	7	5.62
e. Informal conversations with staff	90	2	7	5.31
f. Informal conversations with other members	91	2	7	5.26
g. Discussion on the web forum	87	1	7	3.82
h. Personal study	92	2	7	5.58
i. Conversation with family, friends, and/or other people in your riding	93	1	7	4.61

Table 8 Learning Objective Ratings - Brief Surveys 1-6

Label	Question	26 Nov Average	12 Nov Average	29 Oct Average	15 Oct Average	1 Oct Average	10 Sept Average
Learning Support	I have been able to seek educational support if I needed it.	4.68	4.71	4.78	4.72	4.65	
Preparation	I was provided with the information and materials I needed to prepare for this weekend session and I knew what to expect.	4.65	4.68	4.66	4.59	4.52	4.28
Balance	There was an appropriate balance between plenary and small group discussions.	4.37	4.19	4.58	4.40	4.33	4.37
Organization	The weekend session was well organized and I could follow the material presented.	4.68	4.64	4.70	4.66	4.67	4.75
Understanding	The session this weekend raised my level of understanding about electoral systems and the principles that can be used to assess them.	4.52	4.66	4.58	4.43	4.47	4.20
Usefulness	The session this weekend was a useful start in preparing me for the kinds of decisions I will have to make as a member of the Citizens' Assembly.	4.57	4.72	4.61	4.56	4.41	4.45
Simulations	The simulations were a useful way to see how changing variables affects election results.	4.73					
Electoral Reform	Experiences from other jurisdictions: The expert presentations and discussions on Saturday helped me to understand how one's choice of principles can shape electoral systems.		4.78				
Proportional Systems	I understand how list proportional systems work.			4.37			
Electoral Systems	I understand the main types of electoral systems.				4.30		
Legislature	I understand the role and function of the legislature.					4.31	
Mixed System Simulation	The mixed system simulation improved my understanding of how mixed systems work.	4.59					

Label	Question	26 Nov Average	12 Nov Average	29 Oct Average	15 Oct Average	1 Oct Average	10 Sept Average
Single Transferable Vote	I understand how the single transferable vote works.			4.28			
Plurality Systems	I understand the principles and characteristics of plurality systems.				4.28		
Parties	I understand the role and function of political parties.					4.22	
Overview of Learning	I understand what is expected of me during the learning phase.						4.49
STV	The STV simulation improved my understanding of how STV systems work.	4.56					
Mixed Systems	I understand how mixed systems work.			4.13			
Majority Systems	I understand the principles and characteristics of majority systems.				4.27		
Principles	I understand how principles can be applied to assess different electoral systems.					4.28	
Electoral Systems	I understand the importance of electoral systems, what they consist of and why values are important in assessing them.						4.48
Working Group Presentation	The working group presentations helped me to learn more about some specific issues regarding electoral systems.	4.17					
Ontario's FPTP System	I have a good understanding of Ontario's current electoral system.				4.40		
Working Groups	The working groups are a good way for the Assembly to learn more about some specific issues regarding electoral systems.					4.37	
Plenary Usefulness	The plenary sessions were a useful part of the overall Citizens' Assembly process.	4.69	4.79	4.76	4.73	4.57	4.67
SG Questions	My facilitator answered questions of clarification satisfactorily.	4.72	4.68	4.60	4.67	4.60	4.62
SG Clarification	The small group discussions helped clarify the issues and my opinions.	4.52	4.54	4.54	4.49	4.35	4.34

Label	Question	26 Nov Average	12 Nov Average	29 Oct Average	15 Oct Average	1 Oct Average	10 Sept Average
SG Useful	The small group discussions were a useful part of the overall Citizens' Assembly process.	4.69	4.66	4.65	4.66	4.57	4.65
Composite Learning Avg.		**4.5789**	**4.6448**	**4.4188**	**4.5100**	**4.4315**	**4.4716**

Awareness Objective Detailed Results

Communications

Media coverage to 31 March 2007 was as follows:

Table 9 Media Coverage to 31 March 2007

Type of Articles (All Media)	Number
News reports	268
Editorials	118
Informative	75
Total	**461**
Region (Print Media Only)	**Number**
Northern Ontario	69
Eastern Ontario	100
Western Ontario	25
Golden Horseshoe	57
Southwestern Ontario	51
Central Ontario	45
Northeastern Ontario	17
Total	**364**

A total of 122 advertisements were placed for the consultation meetings in local and regional newspapers.

Distribution statistics for the consultations guides and brochures were as follows:

Table 10 Distribution of Consultation Guides and Brochures

Publication	Total Quantities Distributed
Citizens Talking to Citizens: Public Consultation Guide - Ontario Citizens Assembly on Electoral Reform	15,064
Discoutons entre citoyens: Guide de consultation publique - Assemblée des citoyens sur la réforme électorale de l'Ontario	4,282
1792 Citizens Assembly Consultation Brochure	23,927
1792 citoyens assemblée consultation brochure	3,408
Total	**46,681**

Selected website statistics provided by the Secretariat are:

Table 11 Top Requested File Types by Downloads
From 1 July 2006 to 9 May 2007

Rank	File Type	Downloads
1	Pdf Files	11752
2	Word Document	3877
3	Compressed Zip Files	42
4	Excel File	41
5	Rich Text Format	30
6	Powerpoint	27
	Total	**15769**
	Secondary File Types	
1	Billy Ballot	27133
2	Windows Media (Video)	199
3	Real Player (Audio)	19

Public Surveys

1,973 people attended the 41 public consultation meetings and 890 completed public surveys – a 45% completion rate. In the surveys, the public were asked how they had heard about the Citizens' Assembly and the public consultation meetings.

How did you learn about the Citizens' Assembly?

Table 12 Public Source of Information About Citizens' Assembly

Responses	No. of mentions	%
Media	353	31.5
Other	279	24.9
Word of mouth	244	21.8
Political party/org	156	13.9
CA website	87	7.8
Total	1119	100.0

How did you hear about this meeting?

Table 13 Public Source of Information About Consultation Meetings

Responses	No. of mentions	%
Media	289	27.6
Word of mouth	213	20.3
CA website	193	18.4
Other	168	16.0
Political party/org	116	11.1
CA member	54	5.2
CA poster	14	1.3
Total	1047	100.0

The public were also asked in the surveys whether they had learned more about the Citizens' Assembly and its work at the meeting. The results are presented below.

At this meeting I learned more about the Citizens' Assembly and its work.

Rating Scale	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
	1	2	3	4	5

Table 14 Public Education About Citizens' Assembly

		Frequency	Valid Percent	Cumulative Percent
Valid	Strongly Agree	336	39.6	39.6
	Agree	358	42.2	**81.7**
	Neither Agree nor Disagree	119	14.0	95.8
	Disagree	19	2.2	98.0
	Strongly Disagree	17	2.0	100.0
	Total	849	100.0	

The public were also asked whether they knew that they could send their views in writing. The response was:

I know that I can send my views to the Citizens' Assembly in writing.

Table 15 Public Awareness of Opportunity to Make Written Submissions

		Frequency	Percent	Valid Percent
Valid	no	17	1.9	2.0
	yes	842	94.6	**98.0**
	Total	859	96.5	100.0
No Response		31	3.5	
Total		890	100.0	

Participation Objective Detailed Results

Presenters

According to the Secretariat's database, information on the registered presenters is presented in the table below.

Table 16 Demographic Data on Registered Presenters

Gender	Number	% of Total
Male	227	77
Female	68	23
Total	**295**	**100**
Age Group	**Number**	**% of Total**
17 and under	3	1
17-24	11	4
25-39	53	18
40-54	85	29
55-70	81	27
70+	19	6
Incomplete	43	15
Total	**295**	**100**

How did you find the registration process (if pre- registered)?

Table 17 Ease of Pre-Registration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easy	82	44.1	56.6	56.6
	No problem	39	21.0	26.9	**83.4**
	Difficult	24	12.9	16.6	100.0
	Total	145	78.0	100.0	

Note: 57.5% of the total 252 pre-registered presenters completed surveys.

Lessons Learned

The responses to questions in the public surveys related to the presentations and participation are presented in the tables below.

The presenters were given enough time to present and answer questions.

Rating Scale	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
	1	**2**	**3**	**4**	**5**

Table 18 Adequate Time for Presenters

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	440	49.4	52.0	52.0
	Agree	327	36.7	38.7	**90.7**
	Neither Agree nor Disagree	41	4.6	4.8	95.5
	Disagree	31	3.5	3.7	99.2
	Strongly Disagree	7	.8	.8	100.0
	Total	846	95.1	100.0	
Missing	System	44	4.9		
Total		890	100.0		

There was a chance for members of the public to raise questions.

Table 19 Opportunity for Questions from the Public

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	390	43.8	50.3	50.3
	Agree	228	25.6	29.4	**79.7**
	Neither Agree nor Disagree	60	6.7	7.7	87.5
	Disagree	49	5.5	6.3	93.8
	Strongly Disagree	48	5.4	6.2	100.0
	Total	775	87.1	100.0	
Missing	System	115	12.9		
Total		890	100.0		

Input Objective Detailed Results

Relevance

In Detailed Survey 3 after the consultation phase, members were asked how informative they found the written submissions and the public consultation meetings. The results are presented in the tables below.

Of the submissions that have been sent into the Assembly's website:
    Did you find the submissions:

        Informative?
        __Very   __Somewhat   __Not very   __Not at all

Table 20 Assembly Members' Views of Written Submissions

Written Submissions Informative		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very	17	16.5	19.5	19.5
	Somewhat	59	57.3	67.8	**87.4**
	Not very	11	10.7	12.6	98.9
	Not at all	1	1.0	1.1	100.0
	Total	88	85.4	100.0	
Missing	System	15	14.6		
Total		103	100.0		

Did you find the public meetings you attended:

        Informative?
        __Very   __Somewhat   __Not very   __Not at all

Table 21 Assembly Members' Views of Public Meetings

Public Meetings Informative		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very	50	48.5	53.8	53.8
	Somewhat	39	37.9	41.9	**95.7**
	Not very	4	3.9	4.3	100.0
	Total	93	90.3	100.0	
Missing	System	10	9.7		
Total		103	100.0		

Analysis of Consultations

In the first brief survey after the consultation phase, members were asked whether the feedback on consultations had improved their understanding of the themes raised. The results are shown in the table below.

Consultation Feedback: I have a better understanding of the themes raised during the public consultations.

Rating Scale	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5

Table 22 Usefulness of Analysis of Public Consultations

		Frequency	Valid Percent	Cumulative Percent
Valid	Strongly Agree	50	53.2	53.2
	Agree	40	42.6	**95.7**
	Neutral	3	3.2	98.9
	Strongly Disagree	1	1.1	100.0
	Total	94	100.0	

Deliberation Objective Detailed Results

Values and Procedures

At the end of each weekend session in the deliberation phase, members were asked to rate a series of positive statements related to the values and procedures of the Assembly - focus, community, participation, consensus, commitment, enjoyment, enthusiasm, respect and neutrality - as well as positive statements related to deliberation support from the learning team, balance, organization, discussion, usefulness, and plenary and medium group discussions.

The rating scale used was:

Rating Scale	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	**2**	**3**	**4**	**5**

The composite rating for these statements for each of the weekend sessions in the deliberation phase and the combined rating across all sessions are presented in the table below.

Table 23 Deliberation Composite and Combined Ratings

	N	Mean	Std. Deviation
Brief Survey D1	98	**4.60**	.423
Brief Survey D2	98	**4.54**	.462
Brief Survey D3	93	**4.61**	.420
Brief Survey D4	97	**4.48**	.516
Brief Survey D5	95	**4.64**	.602
Brief Survey D6	94	**4.80**	.317
Combined Rating		**4.53**	

Further details are provided at the end of this appendix.

Participation

During the deliberation phase, members were asked to rate two statements related to participation overall and participation in the medium-sized groups.

> **Participation** - I was able to raise questions and express my views as much as I wanted to.
> **Group Participation** - The facilitators of my medium sized group sessions encouraged every group member to participate and participation was generally high.

The results across all of the surveys in the deliberation phase are presented in the tables below.

Table 24 Rating of Participation Overall

Deliberation Phase	N	Mean	Std. Deviation
Participation – WE1	98	4.50	.692
Participation – WE2	97	4.43	.762
Participation – WE3	93	4.63	.506
Participation- WE4	95	4.51	.713
Participation – WE5	94	4.69	.704
Participation – WE6	93	4.80	.405
Combined Participation		4.4928	.57231

Table 25 Rating of Participation in Medium-Sized Groups

Deliberation Phase[26]	N	Mean	Std. Deviation
MG Participation – WE1	95	4.58	.629
MG Participation – WE2	93	4.65	.602
MG Participation – WE3	93	4.66	.500
MG Participation – WE4	97	4.60	.656
MG Participation – WE5	93	4.61	.676
Combined MG Participation		4.5560	.50724

Detailed Survey 4 after the deliberation phase also asked members about participation.

Every Assembly member had an equal opportunity to present their views.

Strongly agree	**Somewhat agree**	**Somewhat disagree**	**Strongly disagree**	**Not sure**
1	**2**	**3**	**4**	**8**

Table 26 Opportunity to Participate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	74	71.8	76.3	76.3
	Somewhat agree	16	15.5	16.5	**92.8**
	Somewhat disagree	6	5.8	6.2	99.0
	Strongly disagree	0	0.0	0.0	99.0
	Not sure	1	1.0	1.0	100.0
	Total	97	94.2	100.0	
Missing	System	6	5.8		
Total		103	100.0		

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[26] Note: There were no medium sized groups in the last weekend session of the deliberation phase.

Relationship Issues

In the brief surveys, members were asked to rate positive statements related to community, commitment, enjoyment and enthusiasm. The results across all weekend sessions in the deliberation phase are reported in the table below:

Rating Scale	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5

Table 27 Rating of Relationship Issues

	Mean	Std. Deviation
Combined Commitment	4.8201	.35383
Combined Community	4.5526	.47085
Combined Enjoyment	4.6407	.49472
Combined Enthusiasm[27]	4.6795	.46727
Combined Relationship Ratings	**4.6741**	.37135

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[27] The combined enthusiasm rating is for weekends 1 to 5 of the deliberation phase only since the statement was "I am looking forward to the next weekend session."

Table 28 Deliberation Objective Ratings - Brief Survey D1-D6

Label	Question	29 April Average	15 April Average	1 April Average	18 Mar Average	4 Mar Average	18 Feb Average
Learning Support	The Chair and Learning Team have supported me in deliberating and making decisions.		4.71	4.58	4.67	4.51	4.69
Balance	There was an appropriate balance between plenary and medium-sized group discussions.		4.71	4.44	4.53	4.37	4.33
Organization	The weekend session was organized to support good discussion and decision-making.	4.79	4.68	4.41	4.60	4.51	4.61
Participation	I was able to raise questions and express my views as much as I wanted to.	4.80	4.69	4.51	4.63	4.43	4.50
Discussion	I was interested in the points of view expressed by others during the weekend.	4.80	4.65	4.53	4.70	4.71	4.56
Focus	CA members are focused on the mandate and committed to the process.	4.83	4.71	4.50	4.66	4.58	4.76
Community	CA members show respect for each other and openness to each others' views.	4.79	4.62	4.43	4.68	4.41	4.58
Usefulness	The session this weekend was useful in preparing me to make a final decision about whether to change Ontario's electoral system, and if so, what alternative system to recommend.		4.70	4.33	4.52	4.49	4.59
Consensus	The decisions taken this weekend were taken fairly.	4.83	4.76	4.46	4.64	4.47	4.67
Commitment	I feel the work of the Citizens' Assembly is important.	4.95	4.85	4.81	4.84	4.81	4.87
Enjoyment	Overall, I enjoyed this weekend session.	4.86	4.71	4.49	4.66	4.53	4.72
Workshop on Final Report	My workshop on the final report allowed members to provide useful input on the final report.	4.74	4.65				
Discussion of Final Report	The Plenary discussion on the final report was useful for making the final decision on approval of the report.	4.70					
Open Forum	CA members were able to make observations and ask questions.	4.80	4.68	4.50	4.34	4.56	

Label	Question	29 April Average	15 April Average	1 April Average	18 Mar Average	4 Mar Average	18 Feb Average
Enthusiasm	I am looking forward to the next weekend session.		4.71	4.60	4.69	4.60	4.74
Open Forum	I am comfortable with the proposed approach to the deliberation phase.						4.54
Outstanding MMP Design Issue	The plenary discussion was useful in discussing overhangs and finalizing the MMP design.		4.60				
Completing STV Design	The plenary discussions on completing and approving the design of the STV system were useful.			4.05			
Design STV System	The plenary discussions on the design of the STV system were useful.				4.35		
Design MMP System	The plenary discussions on the design of the MMP system were useful.					4.43	
Making Final Decisions	The plenary discussions on making final decisions highlighted the relative merits of the SMP and MMP systems.		4.69				
Completing MMP Design	The plenary discussions on completing and approving the design of the MMP system were useful.			4.16			
Outstanding Issues, Models–MMP	The plenary discussions about the outstanding issues related to the design of the MMP System were useful.				4.49		
Selecting 2nd System to Design	The members' and plenary discussions on selecting a second system to design were useful.					4.21	
Approach to Final Report & Ancillary Issues	I am comfortable with the approach the Assembly is taking to produce a final report and on ancillary issues to include in it.		4.74				
Weighing the Two Alternatives	The plenary discussions on weighing the two alternative systems were useful.			4.44			
Key Objectives	The plenary discussions on the key objectives for electoral system design were useful.						4.49
Selecting a System	The plenary discussions on the ranking of alternative electoral systems against the key design objectives were useful.						4.50

Label	Question	29 April Average	15 April Average	1 April Average	18 Mar Average	4 Mar Average	18 Feb Average
MG Respect	The facilitators of my medium sized group sessions treated every group member with respect and valued all of our opinions.		4.72	4.63	4.78	4.66	4.71
MG Participation	The facilitators of my medium sized group sessions encouraged every group member to participate and participation was generally high.		4.61	4.60	4.66	4.65	4.58
MG Focus	The facilitators of my medium sized group sessions kept the discussion focused.		4.68	4.61	4.68	4.62	4.57
Captured Key Points	The reporters from my medium sized group sessions captured and presented the key points of our group discussions.		N/A	4.61	4.57	4.63	4.68
Broadened Discussion	The medium sized group sessions broadened the discussion and gave me a chance to hear more perspectives.		4.59	4.59	4.66	4.58	4.55
MG Clarification	The medium sized group discussions helped clarify the issues and my opinions.		4.57	4.43	4.60	4.52	4.43
MG Useful	The medium sized group discussions were a useful part of the overall CA process.		4.65	4.57	4.70	4.65	4.69
IND Useful	The informal discussions I have had with other Assembly members have been useful in clarifying my views.		4.61	4.47	4.48	4.55	4.49
Deliberation Composite Avg.		**4.8040**	**4.6369**	**4.4847**	**4.6135**	**4.5402**	**4.6006**

Decision-Making Objective Detailed Results

Rating of Decision-Making

In the brief surveys during the deliberation phase, members were asked to rate four positive statements related to how fair and informed the decisions were and the neutrality of the Chair, Academic Director, facilitators and other Secretariat staff. The rating scale used was:

Rating Scale	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5

The combined ratings across all six surveys for each statement are presented in the table below:

Table 29 Combined Decision Objective Ratings

Brief Surveys D1-D6	Mean	Std. Deviation
Consensus - The decisions taken this weekend were taken fairly	4.5175	.72338
Decision-Making - The decisions made this weekend were reasonable and well-informed decisions	4.3779	.73337
Neutrality - The Chair, Academic Director and other Secretariat staff remained neutral and impartial throughout the weekend.	4.5638	.67565
MG Neutrality - The facilitators of my medium sized group sessions remained neutral and did not push their ideas on the group.	4.6797	.58185
Overall Decision-Making Ratings BS D1-6	**4.5064**	.66770

Further detail on the ratings is provided at the end of this appendix.

Lessons Learned

Detailed Survey 4 asked members to rate various activities in terms of what was most useful to them in making their final decision.

Please rate the following activities in terms of what was most useful for YOUR PERSONAL FINAL DECISION about the best electoral system for Ontario.
(Please circle your answer for each question, where 1 means least useful and 7 means most useful.)

Table 30 Usefulness of Activities for Final Decision

	N	Mean	Std. Deviation
a. Plenary lectures by staff	97	6.13	.964
b. Medium-sized group sessions	97	5.98	1.216
c. Plenary discussions by the whole assembly	96	5.89	1.160
d. Informal conversations with other members	94	5.88	1.106
e. Plenary talks by visitors	96	5.84	1.292
f. Personal study	94	5.73	1.337
g. Informal conversations with staff	94	5.46	1.241
h. Conversation with family, friends, and/or other people in your riding	95	4.76	1.562
i. Discussion on the web forum	90	4.56	1.849
Valid N (listwise)	86		

Table 31 Decision Objective Ratings - Brief Surveys D1-D6

Label	Question	29 April Average	15 April Average	1 April Average	18 March Average	4 March Average	18 Feb Average
Consensus	The decisions taken this weekend were taken fairly.	4.83	4.76	4.46	4.64	4.47	4.67
Decision-Making	The decisions made this weekend were reasonable and well-informed decisions.	4.77	4.72	4.12	4.49	4.14	4.57
Neutrality	The Chair, Academic Director and other Secretariat staff remained neutral and impartial throughout the weekend.	4.85	4.78	4.51	4.59	4.53	4.78
MG Neutrality	The facilitators of my medium sized group sessions remained neutral and did not push their ideas on the group.		4.80	4.72	4.78	4.62	4.74
Composite Decision-Making Average		**4.8172**	**4.7325**	**4.4330**	**4.6156**	**4.4405**	**4.6811**

Secretariat Support Objective Detailed Results

Enthusiasm

Members were asked in Detailed Surveys 1, 3 and 4 how enthusiastic they felt about the Citizens' Assembly.

How enthusiastic do you feel about the Citizens' Assembly?
(not enthusiastic)   **(very enthusiastic)**
                        0   1   2   3   4   5   6   7   8   9   10

The results were:

Table 32 Enthusiasm for the Citizens' Assembly

	Detailed Survey 1	Detailed Survey 3	Detailed Survey 4
N	97	94	98
Mean	**9.24**	**9.28**	**9.61**

Members were also asked in each of the brief surveys during the learning and deliberation phases whether they were looking forward to the next weekend session.

I am looking forward to the next weekend session.

Rating Scale	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5

Table 33 Enthusiasm for Next Weekend Session

Learning Phase Enthusiasm	N	Mean	Deliberation Phase Enthusiasm	N	Mean
Brief Survey1	100	**4.84**	Brief Survey D1	98	**4.74**
Brief Survey 2	100	**4.83**	Brief Survey D2	97	**4.60**
Brief Survey 3	92	**4.77**	Brief Survey D3	93	**4.69**
Brief Survey 4	99	**4.80**	Brief Survey D4	95	**4.60**
Brief Survey 5	99	**4.83**	Brief Survey D5	93	**4.71**
Brief Survey 6	97	**4.81**			

Withdrawal

Detailed Survey 4 asked members what impact their involvement had had on them.

What impact has your involvement in the Assembly had on your family life, your work, your community involvement and you as a person? If the Assembly had a positive or negative impact, please specify:

Table 34 Impact on Family Life

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Positive	45	43.7	46.4	46.4
	Neutral	44	42.7	45.4	91.8
	Negative	8	7.8	8.2	100.0
	Total	97	94.2	100.0	
Missing	System	6	5.8		
Total		103	100.0		

Table 35 Impact on Work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Positive	27	26.2	29.0	29.0
	Neutral	58	56.3	62.4	91.4
	Negative	8	7.8	8.6	100.0
	Total	93	90.3	100.0	
Missing	System	10	9.7		
Total		103	100.0		

Table 36 Impact on Community Involvement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Positive	38	36.9	39.6	39.6
	Neutral	56	54.4	58.3	97.9
	Negative	2	1.9	2.1	100.0
	Total	96	93.2	100.0	
Missing	System	7	6.8		
Total		103	100.0		

Table 37 Personal Impact

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Positive	81	78.6	83.5	83.5
	Neutral	16	15.5	16.5	100.0
	Total	97	94.2	100.0	
Missing	System	6	5.8		
Total		103	100.0		

Attendance

Attendance during the Assembly was as follows:

Table 38 Assembly Attendance

Date of Weekend Session	Attendance (including the Chair)	% Total (of 104)
September 9 & 10, 2006	103	99.04%
September 30 & October 1, 2006	104	100.00%
October 14 & 15, 2006	98	94.23%
October 28 & 29, 2006	102	98.08%
November 11 & 12, 2006	102	98.08%
November 25 & 26, 2006	103	99.04%
February 17 & 18, 2007	103	99.04%
March 3 & 4, 2007	101	97.12%
March 17 & 18, 2007	101	97.12%
March 31 & April 1, 2007	103	99.04%
April 14 & 15, 2007	103	99.04%
April 28 & 29, 2007	100	96.15%

Secretariat Support Ratings

During the learning and deliberation phases, members were asked to rate a series of positive statements related to Secretariat support – selection support, learning support, staff support, preparation, commitment, enthusiasm, and consultation support. The rating scale was:

Rating Scale	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5

The composite ratings for Secretariat Support for each weekend by phase are provided in the tables below. Further details are provided at the end of the appendix.

Table 39 Secretariat Support Composite and Combined Ratings - Learning Phase

	N	Mean	Std. Deviation
Composite Support	100	**4.63**	.345
Composite Support	98	**4.72**	.346
Composite Support	93	**4.78**	.294
Composite Support	99	**4.68**	.362
Composite Support	99	**4.79**	.335
Composite Support	100	**4.77**	.324
Combined Support BS1-6		**4.70**	.306

Table 40 Secretariat Support Composite and Combined Ratings - Deliberation Phase

	N	Mean	Std. Deviation
Composite Support	98	**4.73**	.414
Composite Support	98	**4.64**	.463
Composite Support	93	**4.73**	.395
Composite Support	97	**4.62**	.486
Composite Support	94	**4.75**	.445
Composite Support	94	**4.81**	.337
Combined Support BSD1-6		**4.65**	.427

At the public meetings during the consultation phase, the public were asked to rate a statement about the organization of the meeting on the following scale.

Rating Scale	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
	1	**2**	**3**	**4**	**5**

The results were:

Table 41 Organization of Public Consultation Meetings

The meeting was well organized.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	407	45.7	49.1	49.1
	Agree	310	34.8	37.4	**86.5**
	Neither Agree nor Disagree	82	9.2	9.9	96.4
	Disagree	21	2.4	2.5	98.9
	Strongly Disagree	9	1.0	1.1	100.0
	Total	829	93.1	100.0	

Table 42 Secretariat Support Objective Ratings - Brief Survey 1 - D6

Label	Question	29 April Mean	15 April Mean	1 April Mean	18 Mar Mean	4 Mar Mean	18 Feb Mean	26 Nov Mean	12 Nov Mean	29 Oct Mean	15 Oct Mean	1 Oct Mean	10 Sept Mean
Selection Support	During the selection process, I was well informed about what I would be required to do as a Citizens' Assembly Member.												4.31
Learning Support (Learning Phase)	I have been able to seek educational support if I needed it.							4.68	4.71	4.78	4.72	4.65	
Learning Support (Deliberation Phase)	The Chair and Learning Team have supported me in deliberating and making decisions.		4.71	4.58	4.67	4.51	4.69						
Participant Support	The staff of the Citizens' Assembly Secretariat has been readily available and helpful.	4.84	4.84	4.70	4.80	4.77	4.86	4.85	4.83	4.83	4.91	4.85	4.86
Preparation	I was provided with the information and materials I needed to prepare for this weekend session and I knew what to expect.	4.74	4.65	4.41	4.66	4.52	4.60	4.65	4.68	4.66	4.59	4.52	4.28
Commitment	I feel the work of the Citizens' Assembly is important	4.95	4.85	4.81	4.84	4.81	4.87	4.86	4.87	4.80	4.89	4.78	4.86
Enthusiasm	I am looking forward to the next weekend session.		4.71	4.60	4.69	4.60	4.74	4.81	4.83	4.80	4.77	4.83	4.84
Consultation Support	I understand what my role will be during the consultation phase and how I will be supported in carrying out this role.									4.45			

Label	Question	29 April Mean	15 April Mean	1 April Mean	18 Mar Mean	4 Mar Mean	18 Feb Mean	26 Nov Mean	12 Nov Mean	29 Oct Mean	15 Oct Mean	1 Oct Mean	10 Sept Mean
Communications Workshop	The communications workshop was helpful in preparing me to communicate with the public and the media.	4.69											
Composite Support Average		**4.805**	**4.753**	**4.624**	**4.728**	**4.643**	**4.727**	**4.768**	**4.785**	**4.680**	**4.778**	**4.719**	**4.630**

Contributing Factors

Lessons Learned

Detailed Survey 4 asked members what contributed most to the success of the Assembly.

How would you rate the following aspects in terms of their importance in contributing to the success of the Assembly?
(Please circle your answer for each question, where 1 means not important and 7 means extremely important.)

Table 43 Contribution to Success of Assembly

	N	Minimum	Maximum	Mean	Std. Deviation
The learning phase	96	4	7	6.64	.651
The Academic Director	97	4	7	6.62	.756
The Chair	97	3	7	6.61	.785
The deliberation phase	97	1	7	6.58	.801
The Citizens' Assembly members	96	5	7	6.56	.662
The interaction among members	94	3	7	6.47	.799
Other Secretariat staff	94	2	7	6.44	.979
The facilitators	96	4	7	6.39	.910
The consultation phase	97	2	7	5.95	1.054
Conversation with family, friends, and/or other people in your riding	95	1	7	5.48	1.428
Valid N (listwise)	89				

Citizen Deliberative Decision-making: Evaluation of the Ontario Citizens' Assembly on Electoral Reform

This report provides an independent evaluation of the Ontario Citizens' Assembly on Electoral Reform – a unique exercise in citizen engagement in the province. The evaluation looks at the achievement of three key success factors – the empowerment of Assembly members to deliberate and decide; the engagement of a broad range of Ontarians through consultations; and the establishment of the Citizens' Assembly as a model for citizen dialogue on public policy questions.

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