



Calgary



2020 Citizen Perspectives Survey Report COVID-19 Snapshot

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Background & Methodology

Background

To help support City decisions, The City of Calgary surveys citizens about their opinions, preferences and attitudes. To help in “making life better every day” for Calgarians, The City conducts the Citizen Perspectives Survey at various intervals through the year. This wave of the survey focused on opinions, beliefs and concerns about the COVID-19 pandemic.

Methodology

The survey was conducted by Leger from April 29 – May 5, 2020 with 400 Calgarians via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (26%) and cell phones (74%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 10.8 minutes in duration. The margin of error (MOE) for the total sample of n=400 is ± 4.9 percentage points, 19 times out of 20.

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city quadrant of the general population aged 18 and older. Data were then weighted to the 2016 Civic Census for age and gender.

Key Findings



Key Findings

Awareness and understanding of details of The City's COVID-19 response is very strong, and Calgarians have enough information about support available and are optimistic that the changes will be successful.

- Nearly all respondents (94%) agree (strongly or somewhat) they are aware of The City's efforts (63% strongly).
- Most Calgarians (88%) agree they have enough information about The City's response (46% strongly) and that the changes The City is making to services will help limit the spread (86%, 53% strongly).
- There is strong awareness of information about specific support available both for individuals (82%) and businesses (78%).

The City's response measures have been well understood and information provided has been clear, helpful, and quick enough.

- There is almost universal agreement (98%) that Calgarians understand what they are supposed to do to limit the spread (90% strongly).
- Nine-in-ten respondents agree the information has been clear (90%, 52% strongly) and helpful (90%, 51% strongly).
- Four-in-five agree that The City's response has been quick enough (81%, 42% strongly).

Key Findings – cont'd

At the onset of the pandemic, 75% of Calgarians were employed or self-employed, and of those, nearly half (46%) reported job or income loss due to the pandemic.

- Among those who were employed at the beginning of the pandemic, more men than women were affected by job or income loss due to the pandemic (53% vs. 40%, respectively).

While some Calgarians have experienced job or income loss as a result of the pandemic, some have not been affected.

- Under one-half (40%) of Calgarians reported no impact to their work or income.
- One-quarter (25%) were not employed prior to the pandemic (either unemployed, retired, students, or otherwise not in the work force).
- Among Calgarians overall, 16% lost some pay or income, 14% lost their job and pay temporarily, and 4% lost their job and pay permanently.
 - Partial job losses affected more of those aged 35 to 64 than other Calgarians, while temporary job losses were more common for those 18 to 34 years of age. Permanent job losses affected all age groups evenly.

Because many Calgarians experienced impacts to their employment, perceived financial impacts of the pandemic are widespread.

- The financial impact for a majority of respondents was to retirement savings and investments (62%), followed by a decrease in income (47%), and ability to assist family members financially (44%).
- One-quarter felt a negative impact to their ability to pay their mortgages or rent (28%), property taxes (26%), and/or bills (22%).

Key Findings – cont'd

Very few homeowners who have mortgage payments had trouble paying their mortgage in April, and do not anticipate having an issue paying in full in May.

- In April, 83% were able to pay in full, 7% were able to pay some or most of their mortgage, and 7% were not able to pay any.
- Three-quarters (77%) expect to be able to pay in full in May, 12% expect to pay some or most, and 6% do not expect to be able to pay any.

Very few homeowners expect to be unable to pay their property tax to The City this year.

- The majority (80%) of Calgary homeowners expect to pay all their property tax this year, 18% expect to pay most or some, and only 1% expect to pay none.

Similar to homeowners, renters did not notice an impact in their ability to pay rent in April, with some anticipating making partial payments in May, although they still expect to be able to pay most of their rent.

- In April, 92% were able to pay in full, 3% were able to pay some or most of their rent, and 4% were not able to pay any.
- A vast majority (87%) expect to be able to pay in full, 9% expect to pay some or most, and none anticipate paying none of it (4% responded “don’t know” or “refused”).

Key Findings – cont'd

Calgarians see COVID-19 as a major threat to Calgary, communities, and to a lesser extent, themselves.

- Most Calgarians perceive the threat to Calgary's economy to be major (92%, 8% minor threat).
- Respondents indicate they see a threat (60% major, 36% minor) to the health of Calgary's population as a whole.
 - The threat was seen as stronger by women and households with children under 18.
- Slightly fewer indicated a threat to day-to-day life in their community (46% major, 46% minor).
- Calgarians reported much less sense of threat to their personal health (33% major, 52% minor).
 - Households with children and households without seniors over 65 were more likely to indicate a minor threat.
- The lowest perceived threat is to one's personal financial situation, with 33% saying they felt a major threat and 49% saying minor.
 - Respondents who have experienced job or income losses are significantly more likely to feel a major threat to their personal financial situation.

Calgarians are concerned about becoming ill from COVID-19, and concerned about their family and friends, both in and outside their households, becoming ill.

- Concern is strongest about family or friends outside of the household becoming ill (85%, 46% very concerned), followed by concern for people in their household (69%, 39% very concerned), and then themselves (60%, 26% very concerned).
 - People who are concerned about others outside their household tend to also be concerned about people inside their household and about themselves.
 - Concern is often higher among respondents with children or seniors in the household.

Key Findings – cont'd

The majority of Calgarians are satisfied with The City's COVID-19 response.

- Just over four-in-five Calgarians (84%) indicated they are satisfied (33% very satisfied).
 - Those who are satisfied tend to be more aware of The City's efforts and feel they have enough clear information and understand what to do.
 - Respondents who have suffered negative financial impacts or income loss tend to be less satisfied with the response.

In terms of The City's COVID-19 response, trust in The City is quite high.

- The majority of Calgarians (69%) said they trust The City regarding its COVID-19 response, and most of those (42%) said they have a great deal of trust.
 - Those who are more aware of The City's efforts and feel they have enough clear information and understand what to do, and who are satisfied with The City's response also indicate higher levels of trust.
 - Less trusting respondents tend to also be less satisfied with The City's response, and tend to have suffered negative financial impacts.

Respondents feel strongly that despite the pandemic, The City should continue with online public engagement on projects.

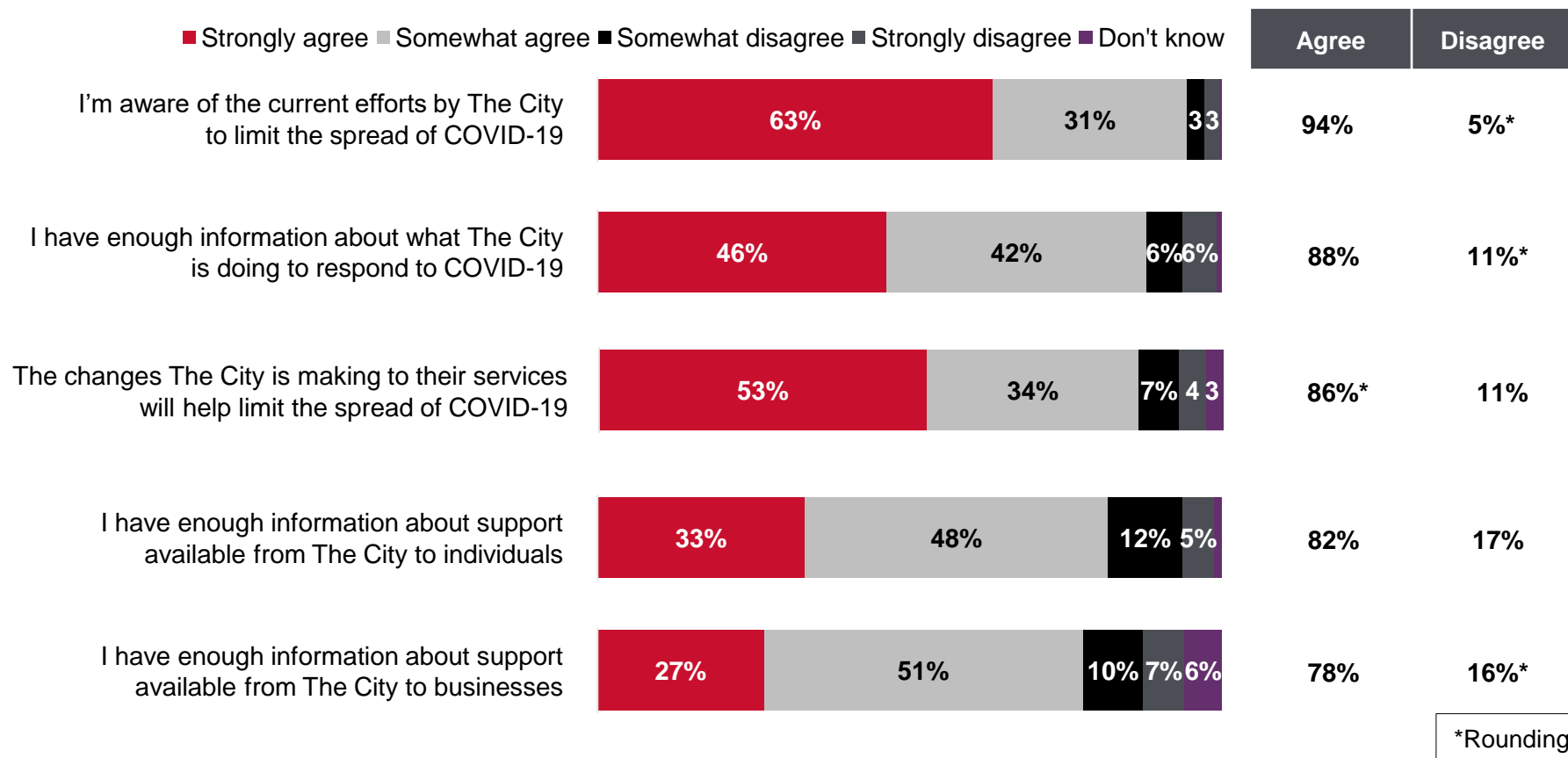
- Most (92%) of respondents said The City should still continue with online public engagement (65% strongly agree).
 - This sentiment is stronger among households with children.
- Calgarians feel The City uses input from Calgarians in decision-making (69%, 23% strongly) and that The City allows citizens to have meaningful input into decision-making (68%, 15% strongly).
 - Those who agree with these tend to be more aware of The City's response efforts and feel they have enough clear information and understand what to do.
 - Respondents who aren't satisfied with or who don't trust The City's response tend to disagree.

Detailed Findings



Information about The City's COVID-19 Response

Overall awareness of The City's COVID-19 response is very strong, and respondents indicate they have enough information.

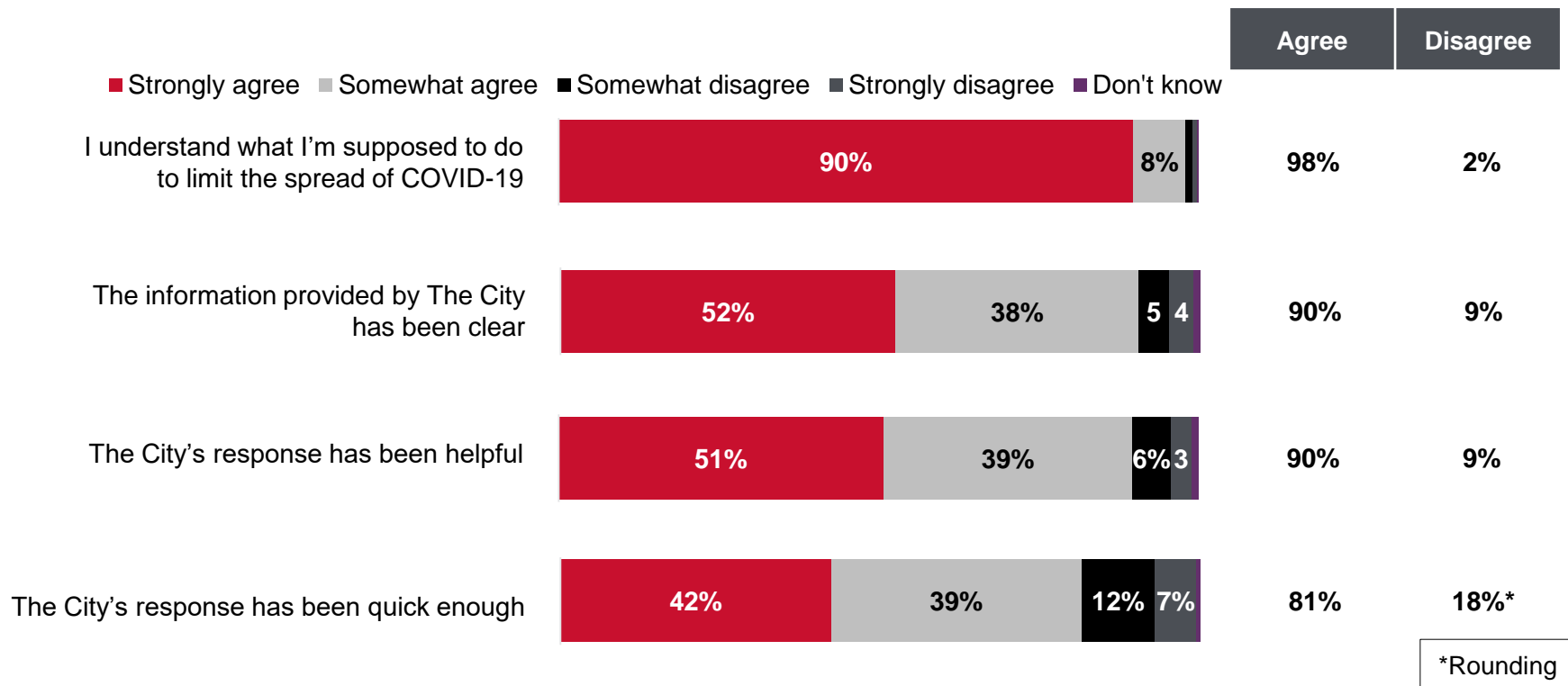


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

Base: All respondents (n=400)

Quality of The City's COVID-19 Response

Respondents understand what The City is asking them to do, and agree that information provided has been clear, helpful, and quick enough.



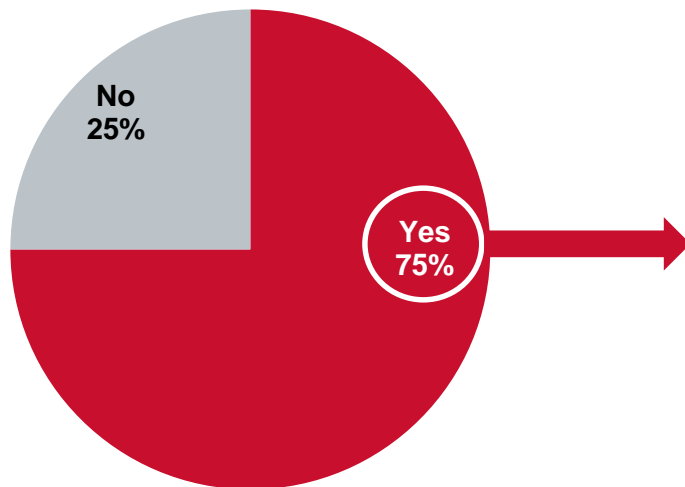
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

Base: All respondents (n=400)

Impacts to Employment

Three-quarters of Calgarians were employed at the beginning of the pandemic and nearly one-half reported having experienced job or income loss due to the pandemic.

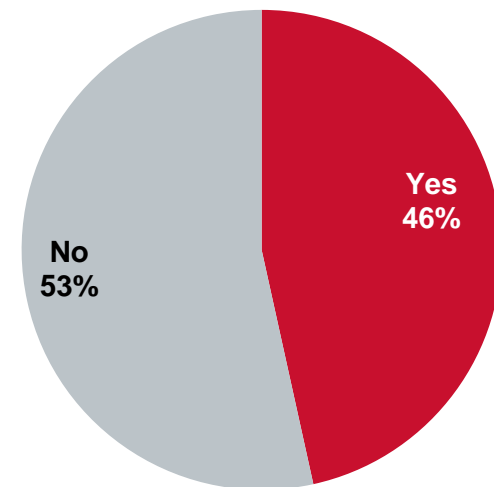
Employment Status at Beginning of Pandemic



At the beginning of the COVID-19 pandemic, were you employed?
This includes being self-employed.

Base: All respondents (n=400)

Experience Job or Income Loss Due to COVID-19 Pandemic
(of those employed at beginning of pandemic)



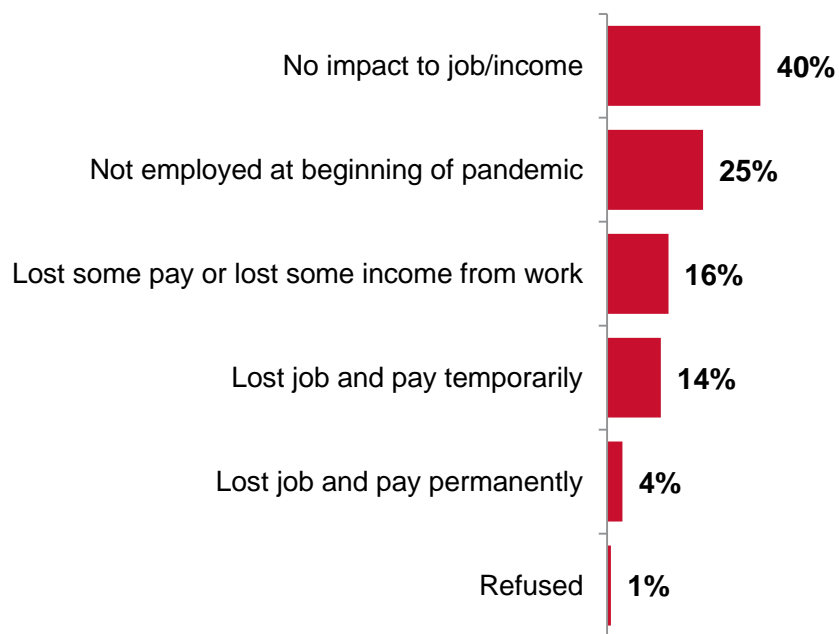
Have you experienced a job loss or income loss due to the COVID-19 pandemic?

Base: Respondents employed at the beginning of the pandemic (n=296)

Impacts to Jobs and Income

One-third of Calgarians have experienced some loss of their job or income as a result of the pandemic, although a very small minority reported losing their job/pay permanently.

Impact of COVID-19 Pandemic on Job and Pay



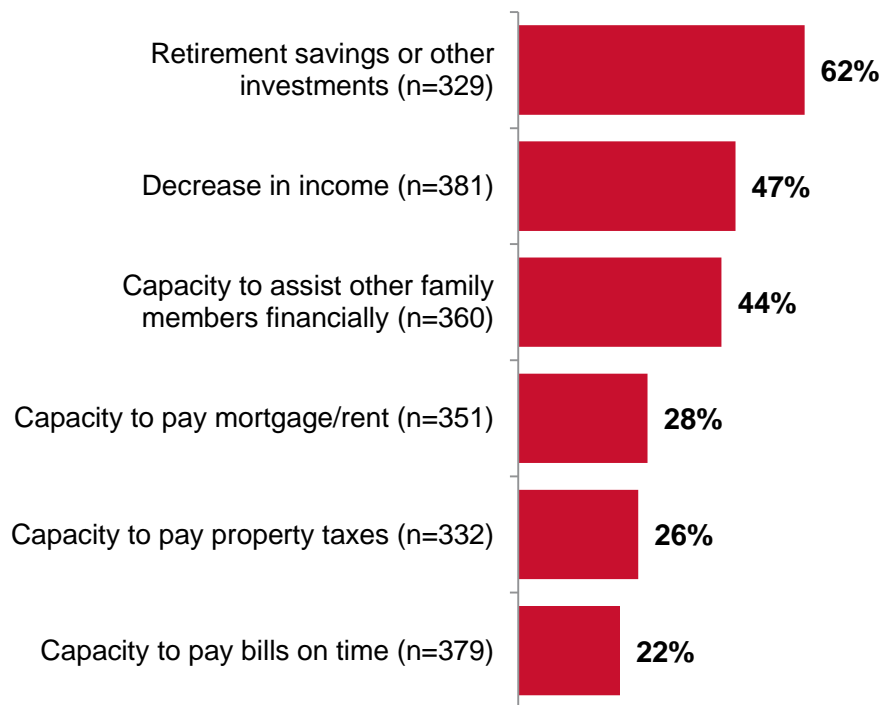
At the beginning of the COVID-19 pandemic, were you employed? This includes being self-employed. + Have you experienced a job loss or income loss due to the COVID-19 pandemic? + Which of the following scenarios currently apply to you?

Base: All respondents (n=400)

Financial Impacts of COVID-19 Pandemic

Although many respondents reported impacts to their employment, only one-quarter felt a negative impact to their ability to pay their mortgages, rent, property taxes, or bills. The largest impact is to retirement savings and investments.

Financial Impacts of COVID-19 Pandemic
(% yes of those to whom each is applicable)



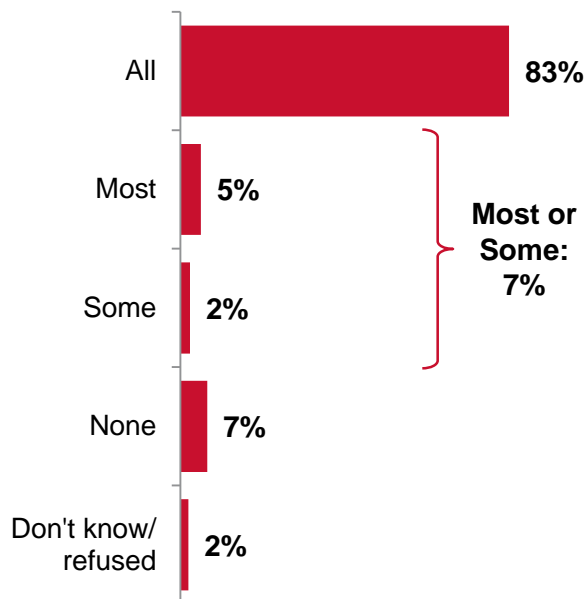
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes to the following:

Base: All respondents to whom each is applicable (n=varies)

Impact To Ability To Pay Mortgage Payments

Among homeowners who have mortgage payments, very few respondents had trouble paying their mortgage in April, and do not expect to be unable to pay in full in May.

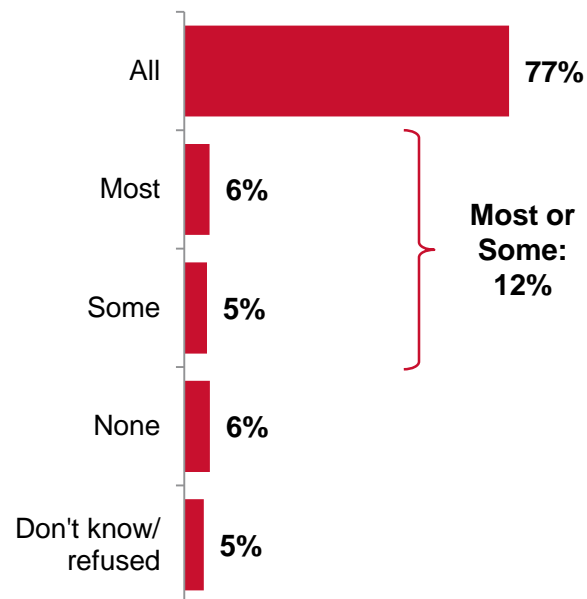
Proportion of Mortgage Payment Paid in April
(among homeowners with mortgage payments)



What proportion of your regular mortgage payment were you able to pay in April?

Base: Respondents who own their current place of residence and have mortgage payments (n=220)

Expected Proportion of Mortgage Payment to be Paid in May
(among homeowners with mortgage payments)



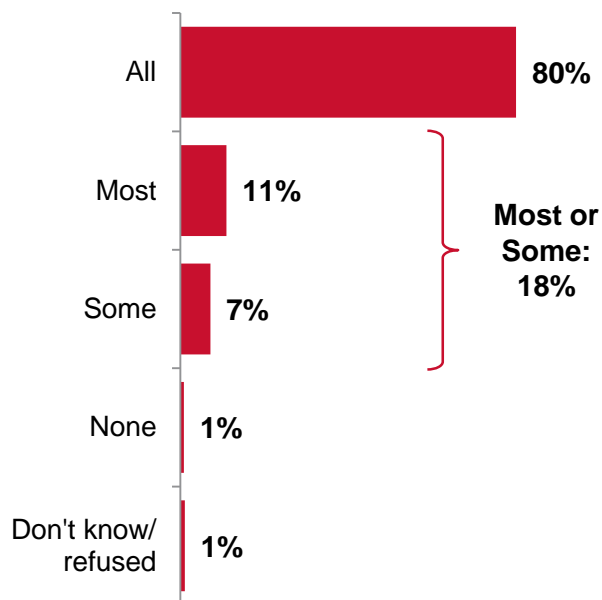
What proportion of your regular mortgage payment do you expect to be able to pay in May?

Base: Respondents who own their current place of residence and have mortgage payments (n=220)

Impact To Ability To Pay Property Tax

Very few homeowners expect to be unable to pay their property tax. One-in-five indicate they expect to pay most or some, but four-in-five expect to pay all.

Expected Proportion of Property Tax to be Paid this Year
(among homeowners responsible for property tax)



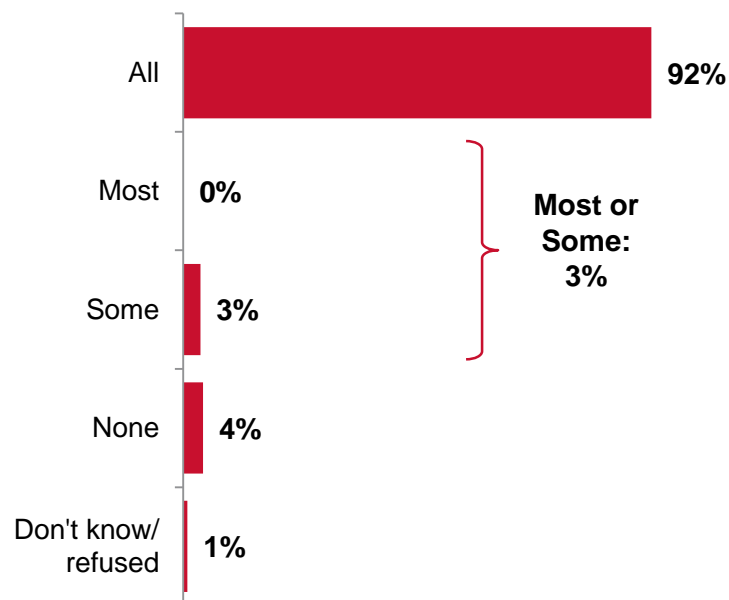
What proportion of your property tax do you expect to be able to pay to The City of Calgary this year?

Base: Respondents who own their current place of residence and are responsible for property tax (n=300)

Impact To Ability To Pay Rent Payments

Similar to homeowners, renters did not notice an impact in their ability to pay rent in April. Slightly more anticipate making partial payments in May, but they still expect to be able to pay most of their rent.

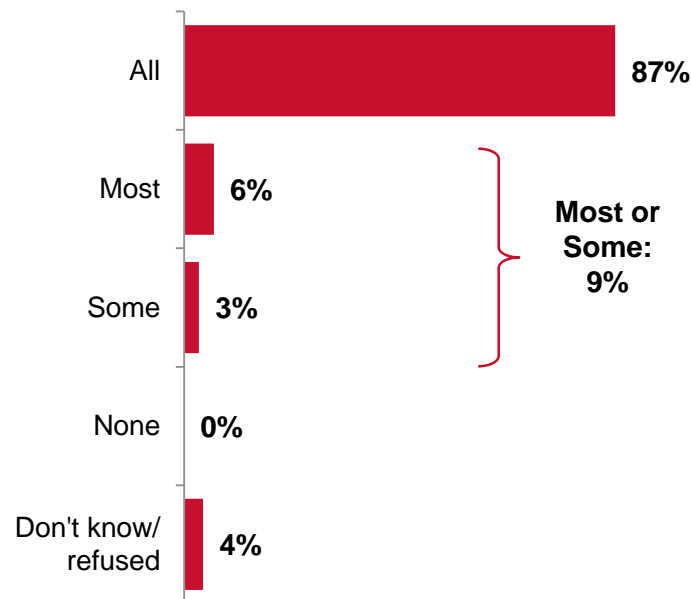
Proportion of Rent Payment Paid in April
(among renters)



What proportion of your regular rent payment were you able to pay in April?

Base: Respondents who rent their current place of residence (n=79)

Expected Proportion of Rent Payment to be Paid in May
(among renters)



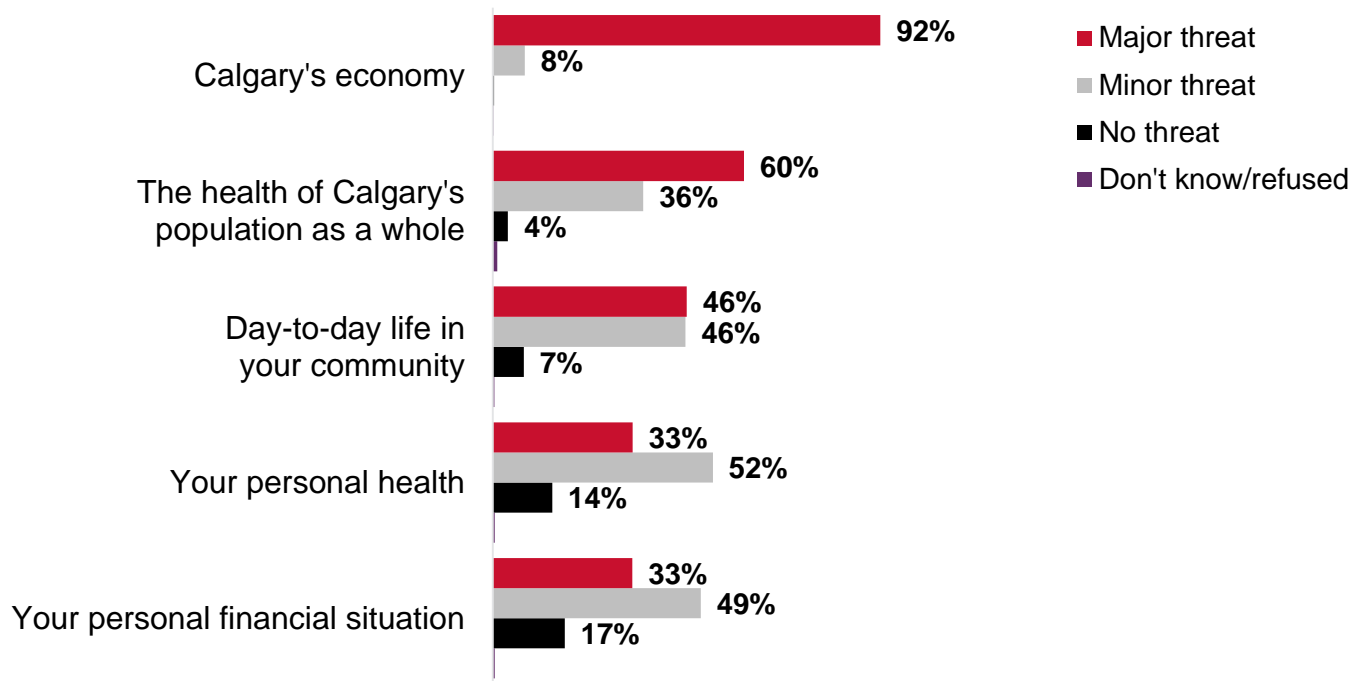
What proportion of your regular rent payment do you expect to be able to pay in May?

Base: Respondents who rent their current place of residence (n=79)

Perceived Threat Level of COVID-19

Calgarians see COVID-19 as a major threat to Calgary's economy. Respondents indicate the threat is stronger to the city and their communities, and less of a threat to themselves personally.

Perceived Threat Level of the COVID-19 Pandemic



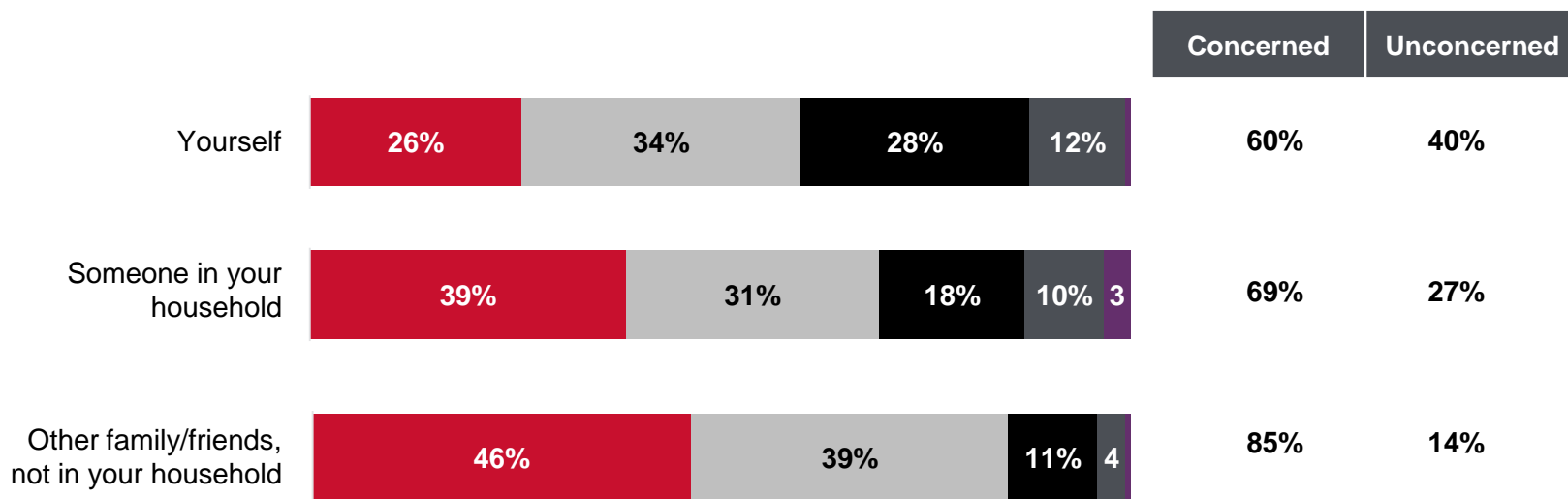
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

Base: All respondents (n=400)

Concern About Becoming Ill From COVID-19

Concern about becoming ill is also stronger for others than it is for respondents themselves, with more than four-in-five expressing concern about family and friends outside their household.

■ Very concerned ■ Somewhat concerned ■ Not very concerned ■ Not at all concerned ■ Don't know



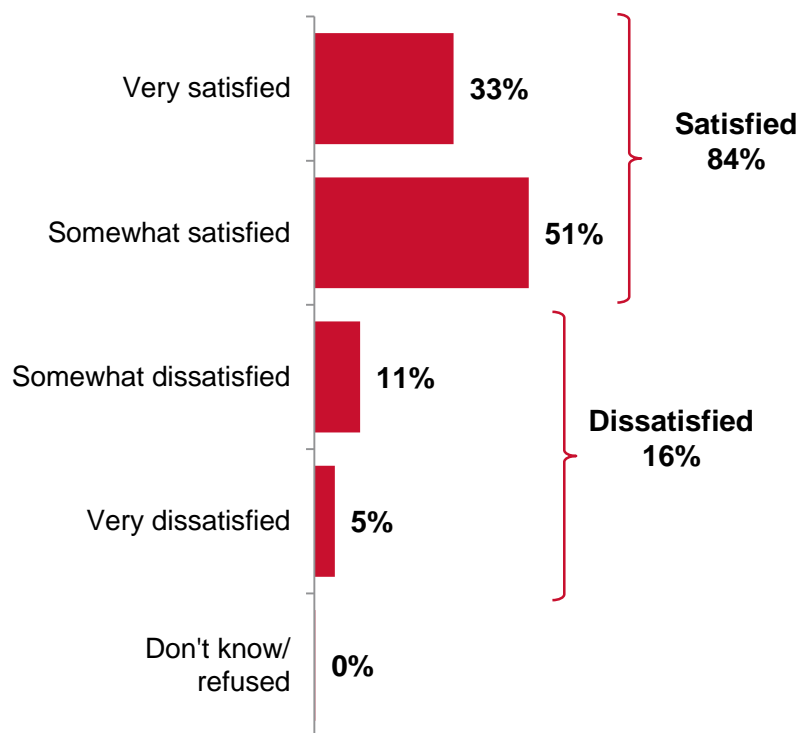
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (n=400)

Satisfaction With The City's COVID-19 Response

The City's COVID-19 response is satisfactory for most respondents, although the strength of satisfaction could be stronger, with one-half saying they are somewhat satisfied.

Satisfaction with The City's COVID-19 Response



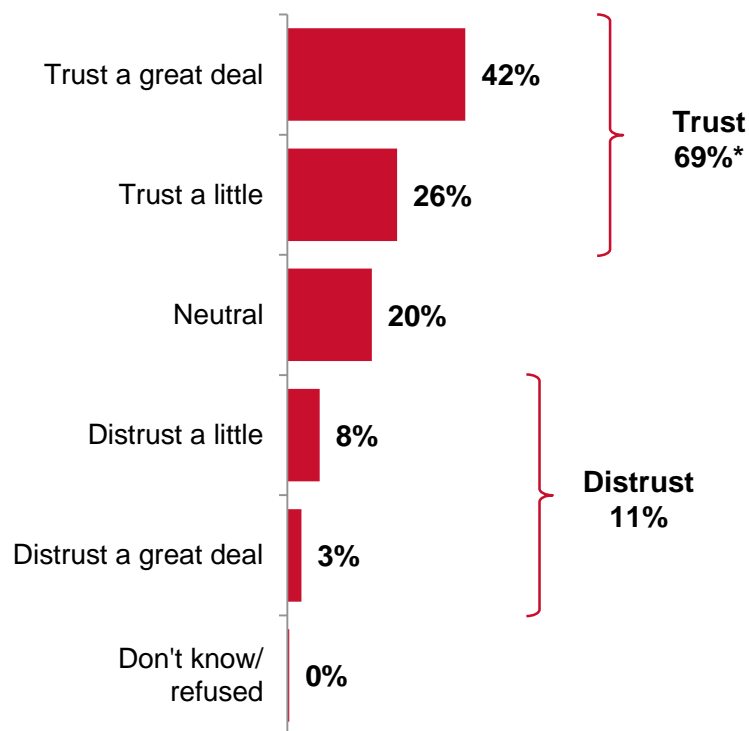
Overall, how satisfied are you with The City's COVID-19 response?

Base: All respondents (n=400)

Trust In The City's COVID-19 Response

Trust in The City considering the COVID-19 response is quite high, with two-thirds of respondents saying they trust The City, and most of those saying they have a great deal of trust.

Trust in The City Regarding COVID-19 Response



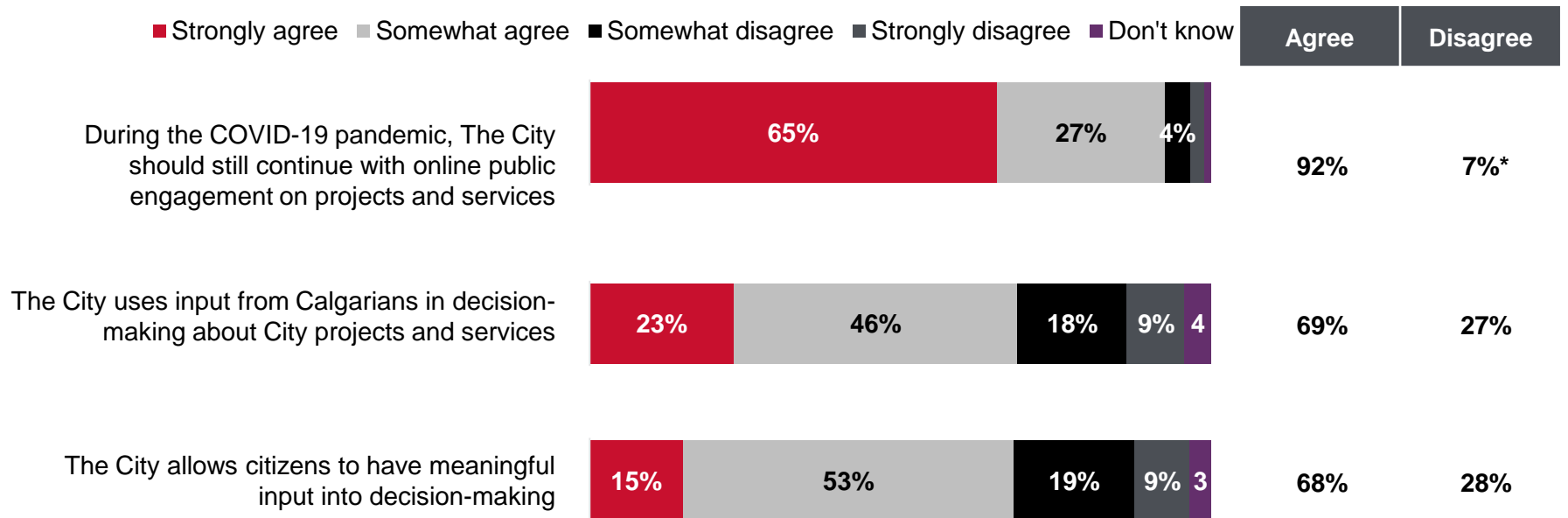
*Rounding

Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

Base: All respondents (n=400)

Opinions About Public Input

Respondents are in agreement that The City should still continue with public engagement, in an online form for now. Two-thirds agree that public input is meaningful and is used in decision-making.



*Rounding

Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements about The City.

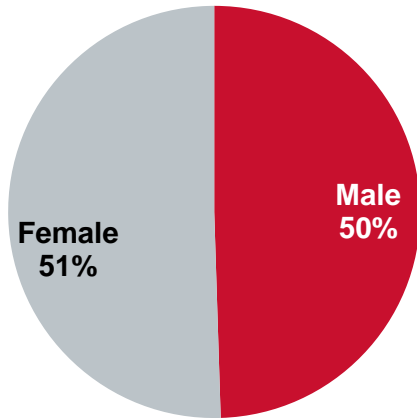
Base: All respondents (n=400)

Demographics

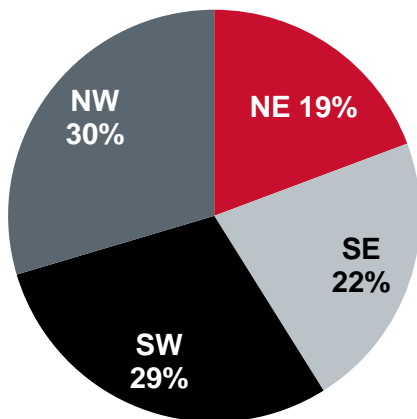


Demographics

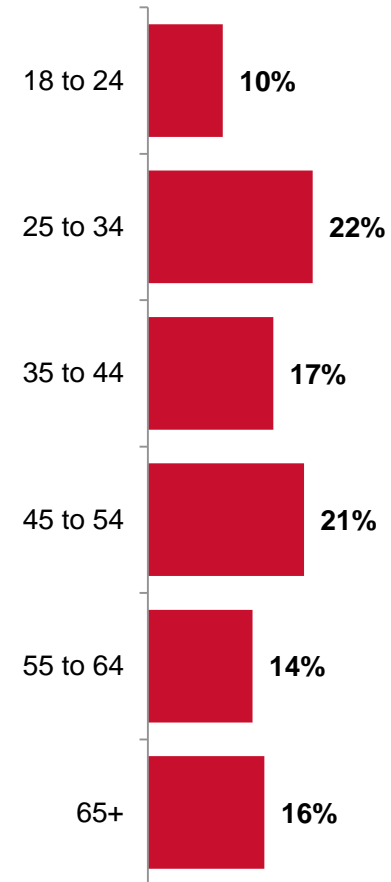
Gender
(asked, not inferred)



Quadrant of Residence



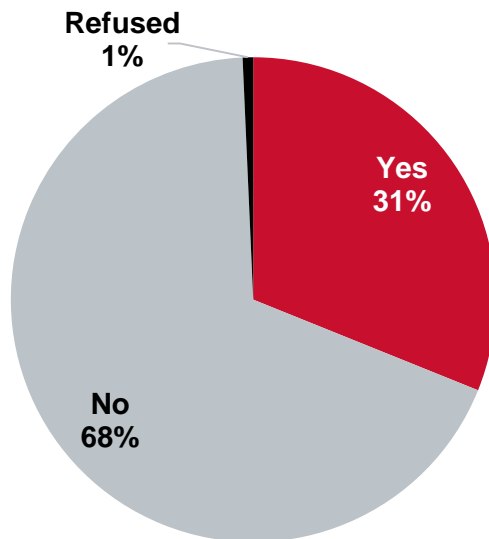
Age



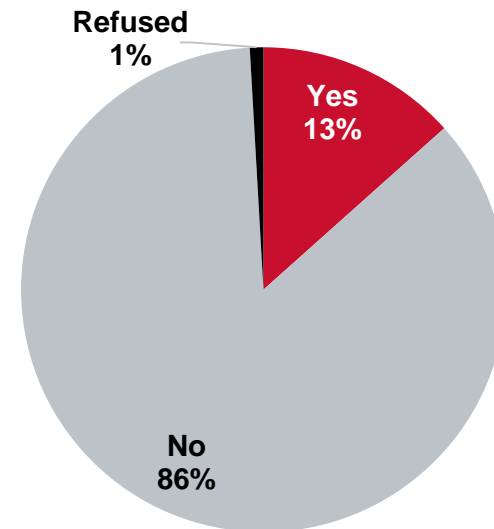
Base: All respondents (n=400)

Demographics – cont'd

**Children Under the Age of 18
in the Household**



Senior (aged 65+ years) in the Household



Base: All respondents (n=400)

Questionnaire



Questionnaire

The City of Calgary 2020 Citizen Perspectives – Mini-Wave 3 (COVID-19 Snapshot) April 28, 2020

INT01. INTRODUCTION

Hello, my name is _____. I'm calling from Leger, a national public opinion research company. I am not selling anything. The City of Calgary has commissioned us to conduct a survey to understand your opinions about the impact of COVID-19 in Calgary.

(INTERVIEWER NOTE: IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "2020 Citizen Perspectives Survey." City staff would be happy to address your concerns.)

The survey will take approximately 10 minutes depending on your answers. Before we begin I have a few questions about you.

PREQ.

I want to let you know that the personal information collected in this survey is done so under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to provide guidance to The City of Calgary when it comes to making decisions regarding municipal matters. If you have questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-6732 and specifically mention the "2020 Citizen Perspectives Survey" or send a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5."

SCREENERS

QS7. Are you 18 years of age or older?

1. Yes [CONTINUE]
2. No → may I please speak with someone who is? [REPEAT INTRODUCTION – INCLUDING THE FOIP STATEMENT]
3. No → not qualified / no one available [THANK & TERMINATE]

[TRACK GENDER QUOTAS WITHIN QUADRANTS – BASED ON QS1 AND QSEX]

QSEX. Record Gender (DO NOT ASK)

Male
Female

QS4. And which of the following age groups do you belong to? Just stop me when I get to your age group.

1. 18 to 19 yrs
2. 20 to 24 yrs
3. 25 to 34 yrs
4. 35 to 44 yrs

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5. 45 to 54 yrs
6. 55 to 64 yrs
7. 65 to 74 yrs
8. 75 and older
99. Refused [DO NOT READ] [THANK AND END SURVEY]

AGESEX. [TRACK AGE QUOTAS WITHIN QUADRANTS/GENDER – BASED ON QSEX, QS1 AND QS4]

Male 18 to 34
Male 35 to 54
Male 55 Plus
Female 18 to 34
Female 35 to 54
Female 55 Plus

QS1. Can you tell me which quadrant of the city you live in? (WAIT FOR RESPONSE – READ LIST TO CLARIFY IF NEEDED)

1. Southwest
2. Southeast
3. Northwest
4. Northeast
99. (DO NOT READ) Refused [THANK AND END SURVEY]
96. (FO NOT READ Does not live in Calgary [THANK AND END SURVEY])

Questionnaire – cont'd

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CITY COVID-19 RESPONSE

When we say 'The City of Calgary' or 'The City', we mean the Municipal government including Council and Administration.

CV1. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements. How about...? **(REPEAT LIST IF NECESSARY)**

[ROTATE ITEMS]

I am aware of the current efforts by The City to limit the spread of COVID-19.
I have enough information about what The City is doing to respond to COVID-19.
I have enough information about support available from The City to individuals.
I have enough information about support available from The City to businesses.
The changes the City is making to their services will help limit the spread of COVID-19.

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Don't know **[DO NOT READ]**

CV2. Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements

[ROTATE ITEMS]

The information provided by The City has been clear.
The City's response has been quick enough.
The City's response has been helpful.
I understand what I'm supposed to do to limit the spread of COVID-19.

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Don't know **[DO NOT READ]**

CV3. Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements about The City?

[ROTATE ITEMS]

The City allows citizens to have meaningful input into decision-making.
The City uses input from Calgarians in decision-making about City projects and services.
During the COVID-19 pandemic, The City should still continue with online public engagement on projects and services.

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Don't know **[DO NOT READ]**

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CONCERN AND CONFIDENCE

CV4. At the beginning of the COVID-19 pandemic, were you employed? This includes being self-employed.

Yes
No
Refused **[DO NOT READ]**

[ASK IF YES OR REFUSED TO QCV4]

CV5_1. Have you experienced a job loss or income loss due to the COVID-19 pandemic?

Yes **(go to CV5_2)**
No **(SKIP TO CV6)**
Don't know **[DO NOT READ] (SKIP TO CV6)**

CV5_2. Please tell me which of the following scenarios currently apply to you: **[STOP WHEN YOU REACH THEIR RESPONSE]**

Lost your job or pay permanently
Lost your job or pay temporarily
Lost some of your work or lost some income from your work
Don't know **[DO NOT READ]**

CV6. At the moment, has the COVID-19 pandemic had a negative impact on you financially, when it comes to the following. If it's not applicable to you, please let me know.

- a. Your retirement savings or other investments
- b. Decrease in your income (IF ASKED: This includes retirement income)
- c. Your capacity to assist other family members financially
- d. Your capacity to pay your mortgage or rent
- e. Your capacity to pay your property taxes
- f. Your capacity to pay your bills on time

Yes
No
Not applicable
Don't know **[DO NOT READ]**

CV7. Do you own or rent your current place of residence?

Own
Rent
[DO NOT READ] Neither / Other (Please Specify)

Questionnaire – cont'd

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CV8. [ASK IF OWN TO QCV7]

What proportion of your regular mortgage payment were you able to pay in April?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- Don't have mortgage payments [DO NOT READ, SKIP CV9]
- Not responsible for the mortgage [DO NOT READ, SKIP CV9]
- Don't know [DO NOT READ]

CV9. [ASK IF OWN TO QCV7]

What proportion of your regular mortgage payment do you expect to be able to pay in May?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- Don't know [DO NOT READ]

CV10. [ASK IF OWN TO QCV7]

What proportion of your property tax do you expect to be able to pay to the City of Calgary this year?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- Not responsible for the property tax [DO NOT READ]
- Don't know [DO NOT READ]

CV11. [ASK IF RENT TO QCV7]

What proportion of your regular rent payment were you able to pay in April?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- Not responsible for the rent [DO NOT READ, SKIP CV12]
- Don't know [DO NOT READ]

CV12. [ASK IF RENT TO QCV7]

What proportion of your regular rent payment do you expect to be able to pay in May?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- Don't know [DO NOT READ]

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**CV13. In your opinion, how much of a threat is the COVID-19 pandemic for...?
(IF ASKED: Health includes both physical and mental health)**

[ROTATE ITEMS]

- The economy of Calgary
- The health of Calgary's population as a whole
- Day-to-day life in your community
- Your personal financial situation
- Your personal health

- A major threat
- A minor threat
- Not a threat

CV14. Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19. How about...? (REPEAT LIST IF NECESSARY)

- Yourself
- Someone in your household
- Other family or friends, not in your household

- Very concerned
- Somewhat concerned
- Not very concerned
- Not at all concerned
- Confirmed or suspected to already have/had it [DO NOT READ]
- Don't know [DO NOT READ]

Just a reminder, when we say 'The City of Calgary' or 'The City', we mean the Municipal government including Council and Administration.

CV15. Overall, how satisfied are you with The City's COVID-19 response? Are you...?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know [DO NOT READ]

CV16. Taking into account all the things that you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary? Would you say that you trust The City of Calgary a great deal, trust The City a little, are neutral, distrust The City a little, or distrust The City a great deal?

- Trust a great deal
- Trust a little
- Neutral
- Distrust a little
- Distrust a great deal



Questionnaire – cont'd

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Never heard of this organization **[DO NOT READ]**
Don't know **[DO NOT READ]**

DEMOGRAPHICS

DQ2. Do you have any children under the age of 18 living in your household?

- 1 Yes
- 2 No
- 99 Refused

DQ3. Is there anyone aged 65 years or older living in your household?

[PROGRAMMER: PLEASE SKIP DQ3 IF 7 OR 8 TO QS4]

[STATS: PLEASE BACK CODE ANYONE WHO SAID 7 OR 8 TO QS4 BACK INTO THIS QUESTION]

- 1 Yes
- 2 No
- 99 Refused

DQ23. And finally...what is your gender?

IF NECESSARY - DO NOT READ EXCEPT TO CLARIFY: Gender refers to the gender that a person internally feels and/or the gender a person publicly expresses in their daily life, including at work, while shopping, or accessing other services, in their home or in the broader community.

DO NOT READ LIST EXCEPT TO CLARIFY

- 01 – Male
- 02 – Female
- 95 – Other – please specify
- 99 – Refused / prefer not to say

This completes the survey. Thank you very much for taking the time to provide feedback.



Appendix A: Detailed Findings by Gender

Gender Comparison

Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements:

	Male (n=191)	Female (n=209)
I am aware of the current efforts by The City to limit the spread of COVID-19		
Agree (strongly + somewhat)	92%	97%
Disagree (strongly + somewhat)	7%	3%
I have enough information about what The City is doing to respond to COVID-19		
Agree (strongly + somewhat)	88%	85%
Disagree (strongly + somewhat)	14%	8%
I have enough information about support available from The City to individuals		
Agree (strongly + somewhat)	82%	82%
Disagree (strongly + somewhat)	17%	17%
I have enough information about support available from The City to businesses		
Agree (strongly + somewhat)	76%	80%
Disagree (strongly + somewhat)	18%	15%
The changes The City is making to their services will help limit the spread of COVID-19		
Agree (strongly + somewhat)	86%	87%
Disagree (strongly + somewhat)	11%	11%

Gender Comparison – cont'd

Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following:

	Male (n=191)	Female (n=209)
The information provided by The City has been clear		
Agree (strongly + somewhat)	88%	93%
Disagree (strongly + somewhat)	11%	7%
The City's response has been quick enough		
Agree (strongly + somewhat)	78%	85%
Disagree (strongly + somewhat)	21%	15%
The City's response has been helpful		
Agree (strongly + somewhat)	88%	91%
Disagree (strongly + somewhat)	11%	8%
I understand what I'm supposed to do to limit the spread of COVID-19		
Agree (strongly + somewhat)	97%	99%
Disagree (strongly + somewhat)	3%	1%

Gender Comparison – cont'd

Impact of pandemic on job/income

Yes	Male (n=187)	Female (n=209)
No impact to job/income	38%	43%
Not employed at beginning of pandemic	22%	29%
Lost job or pay permanently	4%	5%
Lost job or pay temporarily	16%	11%
Lost some of work or lost some income from work	20%	13%

Gender Comparison – cont'd

At the moment, has the COVID-19 pandemic had a negative impact on your financially when it comes to:
(among those for whom it's applicable)

Yes	Male (n=varies)	Female (n=varies)
Your retirement savings or other investments	67% ↑	56%
Decrease in your income	55% ↑	40%
Your capacity to assist other family members financially	49% ↑	39%
Your capacity to pay your mortgage or rent	30%	25%
Your capacity to pay your property taxes	28%	23%
Your capacity to pay your bills on time	24%	20%

Gender Comparison – cont'd

What proportion of your regular mortgage payment were you able to pay in April?
(among those who own their current place of residence and have a mortgage payment)

Yes	Male (n=111)	Female (n=111)
All	86%	78%
Most	6%	4%
Some	1%	4%
None	6%	7%

What proportion of your property tax do you expect to be able to pay to The City of Calgary this year?
(among those who own their current place of residence?)

Yes	Male (n=142)	Female (n=161)
All	78%	79%
Most	13%	9%
Some	8%	6%
None	0%	2%

What proportion of your regular mortgage payment do you expect to be able to pay in May?
(among those who own their current place of residence and have a mortgage payment)

Yes	Male (n=111)	Female (n=109)
All	78%	76%
Most	8%	5%
Some	5%	6%
None	5%	8%

Gender Comparison – cont'd

What proportion of your regular rent payment were you able to pay in April?
(among those who rent their current place of residence)

Yes	Male (n=38)	Female (n=41)
All	97%	88%
Most	0%	0%
Some	0%	6%
None	3%	4%

What proportion of your regular rent payment do you expect to be able to pay in May?
(among those who rent their current place of residence)

Yes	Male (n=38)	Female (n=41)
All	91%	84%
Most	6%	6%
Some	0%	5%
None	0%	0%

Gender Comparison – cont'd

In your opinion, how much of a threat is the COVID-19 outbreak for . . .

	Male (n=191)	Female (n=209)		Male (n=191)	Female (n=209)
Your personal health			The health of Calgary's population		
Major threat	31%	36%	Major threat	52%	67% ↑
Minor threat	54%	50%	Minor threat	42% ↑	30%
No threat	15%	13%	No threat	5%	2%
Your personal financial situation			The economy of Calgary		
Major threat	32%	34%	Major threat	91%	93%
Minor threat	52%	47%	Minor threat	9%	7%
No threat	16%	18%	No threat	0%	0%
Day-to-day life in your community					
Major threat	44%	49%			
Minor threat	48%	43%			
No threat	7%	8%			

Gender Comparison – cont'd

Are you very concerned, somewhat concerned, not very concerned or not at all concerned about each of the following people becoming ill for COVID-19?

	Male (n=191)	Female (n=209)
Yourself		
Concerned (very + somewhat)	55%	64%
Not concerned (very + at all)	44%	36%
Someone in your household		
Concerned (very + somewhat)	67%	72%
Not concerned (very + at all)	31%	24%
Other family/friends, not in your household		
Concerned (very + somewhat)	86%	85%
Not concerned (very + at all)	13%	15%

Gender Comparison – cont'd

How satisfied are you with The City's COVID-19 response?

	Male (n=191)	Female (n=209)
Satisfied (very + somewhat)	83%	86%
Dissatisfied (very + somewhat)	17%	14%

Taking into account all the things that you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

	Male (n=191)	Female (n=209)
Trust (a great deal + a little)	66%	71%
Neutral	20%	20%
Distrust (a great deal + a little)	13%	9%

Gender Comparison – cont'd

Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about The City . . .

	Male (n=191)	Female (n=209)
The City allows citizens to have meaningful input into decision-making		
Agree (strongly + somewhat)	66%	70%
Disagree (strongly + somewhat)	30%	27%
The City uses input from Calgarians in decision-making about City projects and services		
Agree (strongly + somewhat)	67%	70%
Disagree (strongly + somewhat)	27%	27%
During the COVID-19 pandemic, The City should still continue with online public engagement on projects and services		
Agree (strongly + somewhat)	92%	92%
Disagree (strongly + somewhat)	7%	6%



Appendix B: Detailed Findings by Age

Age Group Comparison

Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements:

	18 – 34 (n=70)	35 – 64 (n=251)	65+ (n=79)
I am aware of the current efforts by The City to limit the spread of COVID-19			
Agree (strongly + somewhat)	96%	96%	87%
Disagree (strongly + somewhat)	4%	4%	12%
I have enough information about what The City is doing to respond to COVID-19			
Agree (strongly + somewhat)	87%	89%	86%
Disagree (strongly + somewhat)	13%	10%	13%
I have enough information about support available from The City to individuals			
Agree (strongly + somewhat)	83%	83%	74%
Disagree (strongly + somewhat)	17%	16%	20%
I have enough information about support available from The City to businesses			
Agree (strongly + somewhat)	82%	75%	78%
Disagree (strongly + somewhat)	16%	18%	12%
The changes The City is making to their services will help limit the spread of COVID-19			
Agree (strongly + somewhat)	90%	85%	83%
Disagree (strongly + somewhat)	10%	12%	9%

Age Group Comparison – cont'd

Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following:

	18 – 34 (n=70)	35 – 64 (n=251)	65+ (n=79)
The information provided by The City has been clear			
Agree (strongly + somewhat)	94%	90%	84%
Disagree (strongly + somewhat)	5%	9%	13%
The City's response has been quick enough			
Agree (strongly + somewhat)	74%	85%	84%
Disagree (strongly + somewhat)	26%	14%	14%
The City's response has been helpful			
Agree (strongly + somewhat)	92%	89%	87%
Disagree (strongly + somewhat)	8%	10%	12%
I understand what I'm supposed to do to limit the spread of COVID-19			
Agree (strongly + somewhat)	99%	99%	95%
Disagree (strongly + somewhat)	1%	1%	4%

Age Group Comparison – cont'd

Impact of pandemic on job/income

Yes	18 – 34 (n=70)	35 – 64 (n=249)	65+ (n=77)
No impact to job/income	38% ↑	49% ↑	16%
Not employed at beginning of pandemic	22%	15%	66% ↑
Lost job or pay permanently	6%	4%	3%
Lost job or pay temporarily	24% ↑	10%	4%
Lost some of work or lost some income from work	10%	22% ↑	10%

Age Group Comparison – cont'd

At the moment, has the COVID-19 pandemic had a negative impact on your financially when it comes to:
(among those for whom it's applicable)

Yes	18 – 34 (n=varies)	35 – 64 (n=varies)	65+ (n=varies)
Your retirement savings or other investments	29%*	77% ↑	61% ↑
Decrease in your income	45%	51%	41%
Your capacity to assist other family members financially	42%	47%	39%
Your capacity to pay your mortgage or rent	31%	27%	25%
Your capacity to pay your property taxes	22%*	28%	23%
Your capacity to pay your bills on time	19%	24%	21%

*Small base size; interpret results with caution

Age Group Comparison – cont'd

What proportion of your regular mortgage payment were you able to pay in April?
(among those who own their current place of residence and have a mortgage payment)

Yes	18 – 34 (n=26*)	35 – 64 (n=165)	65+ (n=31*)
All	82%	84%	76%
Most	9%	3%	9%
Some	0%	4%	0%
None	4%	6%	15%

What proportion of your property tax do you expect to be able to pay to The City of Calgary this year?
(among those who own their current place of residence)

Yes	18 – 34 (n=23**)	35 – 64 (n=209)	65+ (n=67)
All	76%	78%	84%
Most	15%	10%	9%
Some	4%	9%	3%
None	0%	1%	0%

What proportion of your regular mortgage payment do you expect to be able to pay in May?
(among those who own their current place of residence and have a mortgage payment)

Yes	18 – 34 (n=25*)	35 – 64 (n=164)	65+ (n=31*)
All	90% ↑	76%	67%
Most	6%	5%	16%
Some	0%	8%	0%
None	4%	6%	9%

*Small base size; interpret results with caution

**Base size too small to report results

Age Group Comparison – cont'd

What proportion of your regular rent payment were you able to pay in April?
(among those who rent their current place of residence)

Yes	18 – 34 (n=30*)	35 – 64 (n=41*)	65+ (n=8**)
All	89%	96%	-
Most	0%	0%	-
Some	5%	2%	-
None	7%	0%	-

What proportion of your regular rent payment do you expect to be able to pay in May?
(among those who rent their current place of residence)

Yes	18 – 34 (n=30*)	35 – 64 (n=41*)	65+ (n=8**)
All	84%	93%	-
Most	7%	5%	-
Some	4%	2%	-
None	0%	0%	-

*Small base size; interpret results with caution

**Base size too small to report results

Age Group Comparison – cont'd

In your opinion, how much of a threat is the COVID-19 outbreak for . . .

	18 – 34 (n=70)	35 – 64 (n=251)	65+ (n=79)
Your personal health			
Major threat	28%	35%	38%
Minor threat	57%	53%	41%
No threat	15%	12%	19%
Your personal financial situation			
Major threat	28%	39%	25%
Minor threat	52%	49%	46%
No threat	20%	12%	30%
Day-to-day life in your community			
Major threat	44%	50%	42%
Minor threat	47%	45%	46%
No threat	9%	5%	12%
Health of Calgary's population			
Major threat	59%	59%	62%
Minor threat	38%	35%	33%
No threat	3%	4%	2%
The economy of Calgary			
Major threat	90%	94%	90%
Minor threat	10%	6%	9%
No threat	0%	<1%	1%

Age Group Comparison – cont'd

Are you very concerned, somewhat concerned, not very concerned or not at all concerned about each of the following people becoming ill for COVID-19?

	18 – 34 (n=70)	35 – 64 (n=251)	65+ (n=79)
Yourself			
Concerned (very + somewhat)	52%	61%	72% ↑
Not concerned (very + at all)	48% ↑	39% ↑	26%
Someone in your household			
Concerned (very + somewhat)	75%	67%	67%
Not concerned (very + at all)	24%	30%	27%
Other family/friends, not in your household			
Concerned (very + somewhat)	85%	86%	84%
Not concerned (very + at all)	15%	14%	14%

Age Group Comparison – cont'd

How satisfied are you with The City's COVID-19 response?

	18 – 34 (n=70)	35 – 64 (n=251)	65+ (n=79)
Satisfied (very + somewhat)	82%	86%	83%
Dissatisfied (very + somewhat)	18%	14%	17%

Taking into account all the things that you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

	18 – 34 (n=70)	35 – 64 (n=251)	65+ (n=79)
Trust (a great deal + a little)	60%	74%	68%
Neutral	32%	14%	14%
Distrust (a great deal + a little)	7%	11%	18%

Age Group Comparison – cont'd

Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about The City . . .

	18 – 34 (n=70)	35 – 64 (n=251)	65+ (n=79)
The City allows citizens to have meaningful input into decision-making			
Agree (strongly + somewhat)	78% ↑	65%	59%
Disagree (strongly + somewhat)	21%	31%	36%
The City uses input from Calgarians in decision-making about City projects and services			
Agree (strongly + somewhat)	76%	67%	60%
Disagree (strongly + somewhat)	21%	28%	34%
During the COVID-19 pandemic, The City should still continue with online public engagement on projects and services			
Agree (strongly + somewhat)	93%	93%	86%
Disagree (strongly + somewhat)	7%	5%	12%