



Calgary



# 2022 Citizen Perspectives Survey Report COVID-19 Snapshot 15

February 14, 2022

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# Highlights at a Glance\*

## FACE MASKS & BYLAWS

**82%**  
[↑ from **74%**]  
Support  
**Pandemic Face  
Covering Bylaw**

**74%**  
[↑ from **67%**]  
Support  
**Vaccine Passport  
Bylaw**

**78%** [↑ from **70%**]  
**More willing/confident** to be in public  
because of mandatory face coverings



## THE CITY'S COVID-19 RESPONSE

**73%**  
**Satisfied** with The  
City's response



**53%**  
**Trust** The City regarding  
its **COVID-19 response**

The City's response has been...  
**helpful** **quick enough**  
**73%** **74%**

**76%**  
**Trust The City to**  
**make the right decisions**  
about providing its  
services safely

## COVID-19 PANDEMIC IMPACTS



**55%** [↑ from **47%**]  
**Mental health** has **worsened**  
due to the pandemic

**53%**  
[↑ from **43%**]  
**Stressful**  
to be in public

**53%**  
**Worried**  
the pandemic  
is going to  
**get worse**

**85%**  
[↑ from **68%**]  
Have had or  
personally know  
someone who has  
**had COVID-19**

**62%**  
Think the **worst**  
**is behind us**



**45%**  
[↓ from **54%**]  
**Indoor** event  
with a large crowd

**Comfortable** attending . . .



**55%**  
[↓ from **65%**]  
**Outdoor** event  
with a large crowd

**58%**  
In-person event such as  
**City engagement or  
research focus group**

\*Data collection: January 19 - 27, 2022; comparisons are to the last survey "COVID-19 Snapshot 14" (data collection December 2 - 12, 2021).

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# Background & Methodology

## Background

The City of Calgary surveys citizens about their opinions, preferences, and attitudes in order to help support data-driven City decision-making. The Citizen Perspectives Survey is one of the ways by which data are collected, and this survey is conducted multiple times throughout the year. Since April 2020, The City has used the Citizen Perspectives Survey to better understand Calgarians' opinions, beliefs, and concerns about the COVID-19 pandemic. This report presents the results of The City's fifteenth COVID-19 Snapshot survey.

## Methodology

The survey was conducted by Advanis January 19 - 27, 2022 with 500 Calgarians (aged 18 years or older) via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (29% of completed surveys) and cell phones (71%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 15 minutes in duration. The margin of error (MOE) for the total sample of  $n=500$  is  $\pm 4.4$  percentage points, 19 times out of 20.

To ensure the data were 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 2019 Civic Census for age and gender.

Where applicable, results from the previous fourteen Snapshots are shown for comparison purposes. Where a difference from the previous Snapshot is statistically significant, it is noted with an arrow: ↓ or ↑

# Background & Methodology – cont'd

## Data Collection Dates

Survey	Data collection dates	n=
COVID-19 Snapshot 1	April 29 - May 5, 2020	400
COVID-19 Snapshot 2	May 19 - 25, 2020	400
COVID-19 Snapshot 3	June 8 - 14, 2020	500
COVID-19 Snapshot 4	July 2 - 10, 2020	500
COVID-19 Snapshot 5	August 18 - 25, 2020	500
COVID-19 Snapshot 6	September 28 - October 8, 2020	500
COVID-19 Snapshot 7	November 9 - 15, 2020*	500
COVID-19 Snapshot 8	January 14 - 24, 2021	500
COVID-19 Snapshot 9	March 11 - 19, 2021	500
COVID-19 Snapshot 10	May 6 - 13, 2021	500
COVID-19 Snapshot 11	July 15 - 22, 2021	500
COVID-19 Snapshot 12	October 6 - 17, 2021	500
COVID-19 Snapshot 13	November 3 - 14, 2021*	500
COVID-19 Snapshot 14	December 2 - 12, 2021	500
COVID-19 Snapshot 15	January 19 - 27, 2022	500

\*No interviewing on November 11 (Remembrance Day)

The approximate timing of the five waves\*\* of the pandemic is noted in the charts as:

Wave 1 (W1)

Wave 2 (W2)

Wave 3 (W3)

Wave 4 (W4)

Wave 5 (W5)

\*\*Source: <https://www.chi-csm.ca/> (Centre for Health Informatics, Cumming School of Medicine, University of Calgary); May 27, 2021, October 29, 2021 and January 28, 2022



# Key Findings



## Key Findings

### **Support for the Pandemic Face Covering Bylaw and the Vaccine Passport Bylaw increased after slipping over the last three months of 2021 and is higher among seniors than younger Calgarians.**

- Around four-in-five Calgarians (82%) support the Pandemic Face Covering Bylaw, up from 74% in December 2021 and on par with October 2021. Seniors (65 or older) are more likely than those between the ages of 35 and 64 to support this bylaw (90% vs. 78%, respectively).
- Three-quarters (74%) of Calgarians support the Vaccine Passport Bylaw, up from 67% in December 2021 and on par with results from October and November 2021. Seniors (65 or older) are more likely than younger Calgarians to support this bylaw (84% vs. 69% 18 to 34 and 74% 35 to 64).
- In addition, the proportion of Calgarians who agree mandatory face coverings in public indoor spaces makes them more willing or confident to go shopping, visit restaurants, ride transit or do other public activities increased to 78% from 70% in December 2021. Females are more likely than males to agree with this (84% vs. 73%, respectively), as are seniors (65 or older) compared to younger Calgarians (88% vs. 73% 35 to 64).

### **The proportion of Calgarians who have been, or personally know someone who has been, confirmed to have COVID-19 increased since December 2021.**

- Not surprisingly, given the highly transmissible Omicron variant of Alberta's fifth wave of the pandemic, the vast majority (85%) of Calgarians say they have been confirmed to have COVID-19 and/or personally know someone who has been confirmed to have it, up from 68% in December 2021 and 28 percentage points higher than January 2021. Those 35 to 64 years of age are more likely than seniors (65 or older) to have had, or know someone who has had, COVID-19 (91% vs. 75%, respectively), as are those with children under the age of 18 in the household compared to other Calgarians (92% vs. 81%, respectively). Those with household incomes of \$75,000 or higher are more likely than those with lower incomes to answer 'yes' to this question (90% \$75,000 to <\$105,000, 93% \$105,000 or higher vs. 74% <\$45,000 and 78% \$45,000 to <\$75,000).

## Key Findings – cont'd

**Residents of the NE are more likely than other Calgarians to say they are experiencing concern and stress and that their capacity to pay their bills on time is being negatively impacted by the pandemic.**

- Compared to other Calgarians, residents of the NE are more likely to say they are concerned about becoming ill from COVID-19 (77% vs. 44% SE, 56% SW, and 58% NW). They are also more likely than residents of the SE and SW to be concerned about a household member becoming ill (77% vs. 50% and 60%, respectively) and more likely than residents of the three other quadrants to be 'very' concerned about a family member or friend outside of their household becoming ill from COVID-19 (53% vs. 35% SE, 30% SW, and 38% NW).
- NE residents are more likely than other Calgarians to agree they are worried the pandemic is going to get worse (69% vs. 50%, SE, 46% SW, and 54% NW) and to find it stressful to be in public during the pandemic (67% vs. 46% SE, 52% SW, and 52% NW).
- Residents of the NE are more likely than those of the other quadrants to say the pandemic is having a negative impact on their capacity to pay bills on time (50% vs. 32% SE, 33% SW, and 32% NW).



# Detailed Findings



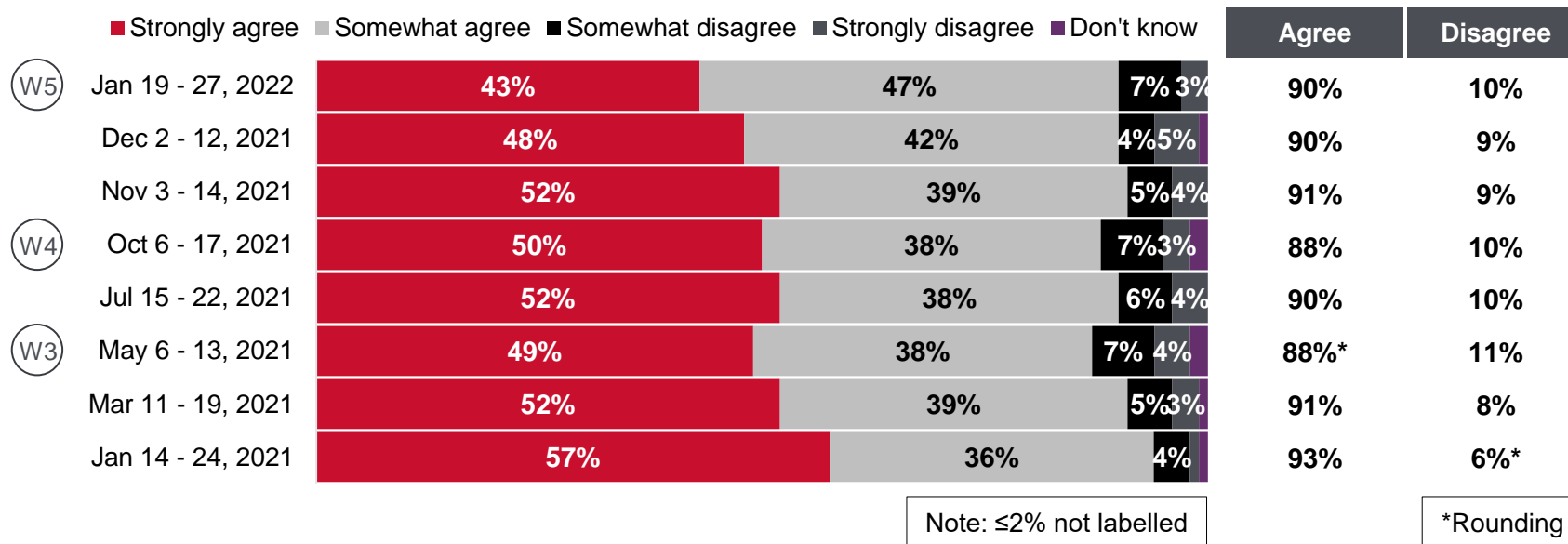


## Opinions about The City's COVID-19 Response and Information

# Awareness of The City's COVID-19 Response

Nine-in-ten Calgarians (90%) agree they are aware of The City's current efforts to limit the spread of COVID-19. While this is consistent with results throughout 2021, the proportion who 'strongly' agree is down 14 percentage points from January 2021.

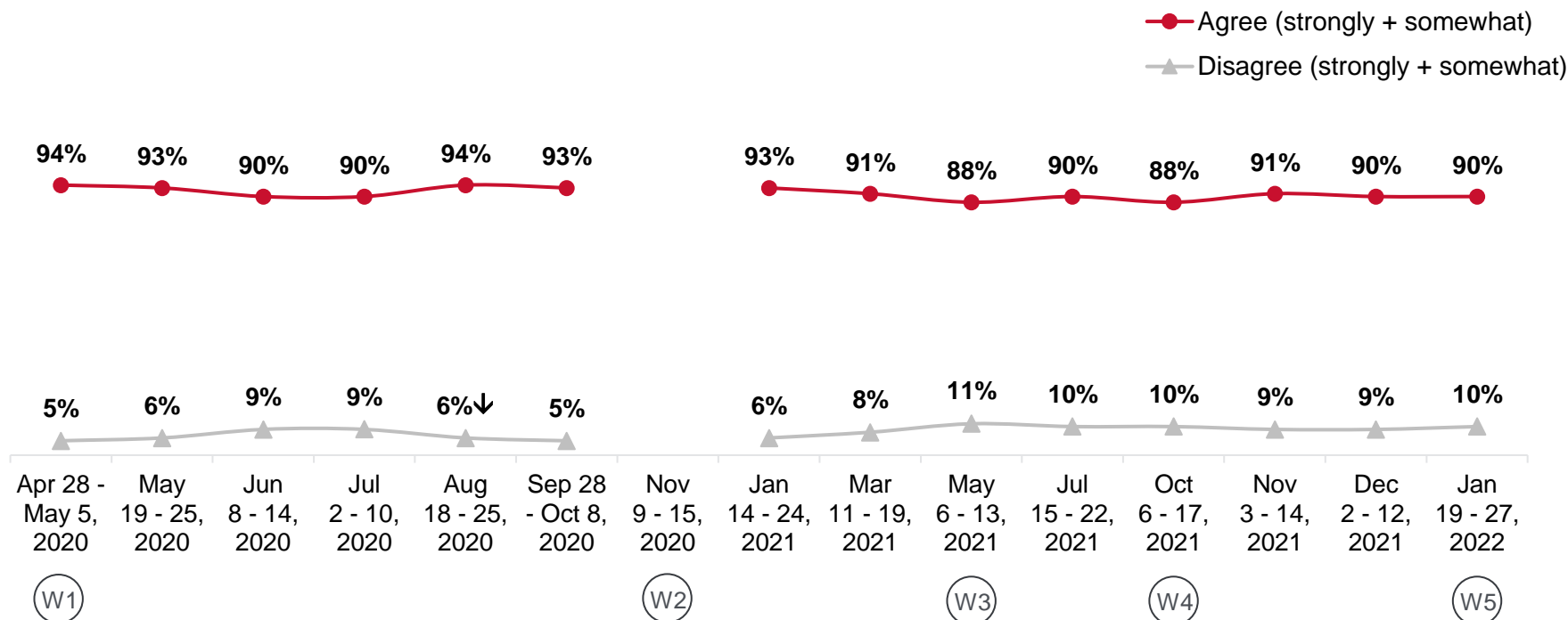
## I'm Aware of the Current Efforts by The City to Limit the Spread of COVID-19



Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
Base: All respondents (n=500)

# Tracking: Awareness of The City's COVID-19 Response

## I'm Aware of the Current Efforts by The City to Limit the Spread of COVID-19



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

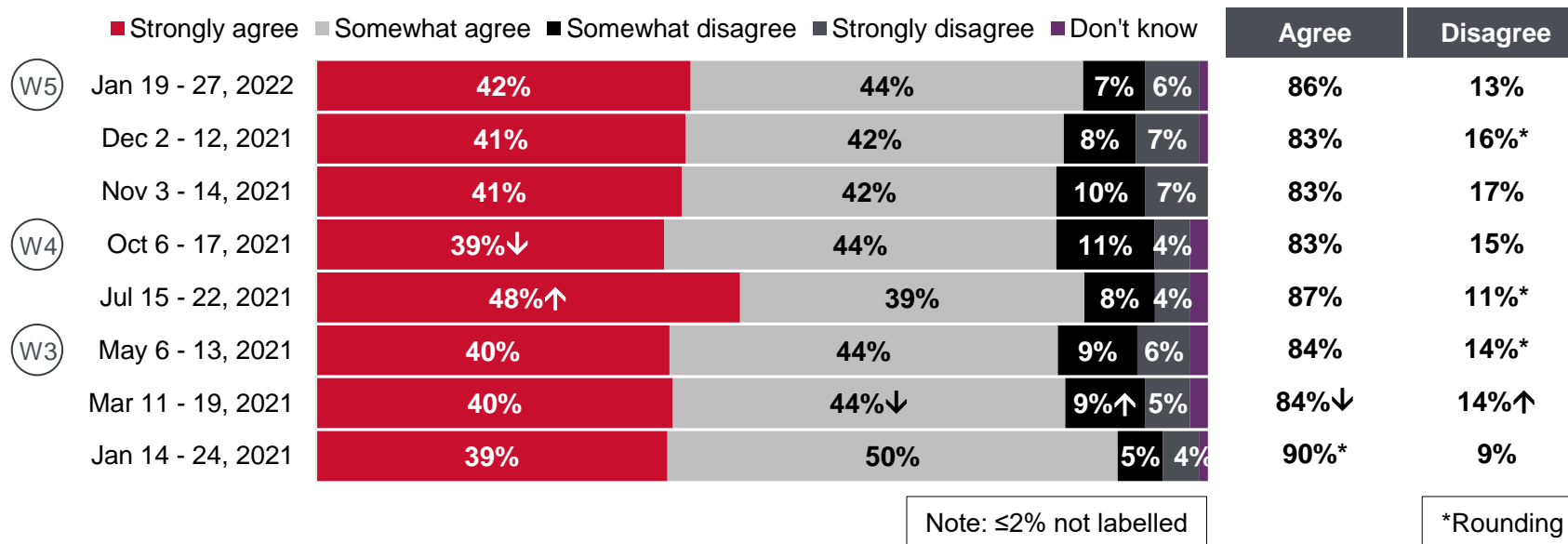
Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Quantity of The City's COVID-19 Information

The majority (86%) of Calgarians agree they have enough information about what The City is doing to respond to COVID-19, consistent with results throughout 2021.

## I Have Enough Information about what The City is Doing to Respond to COVID-19

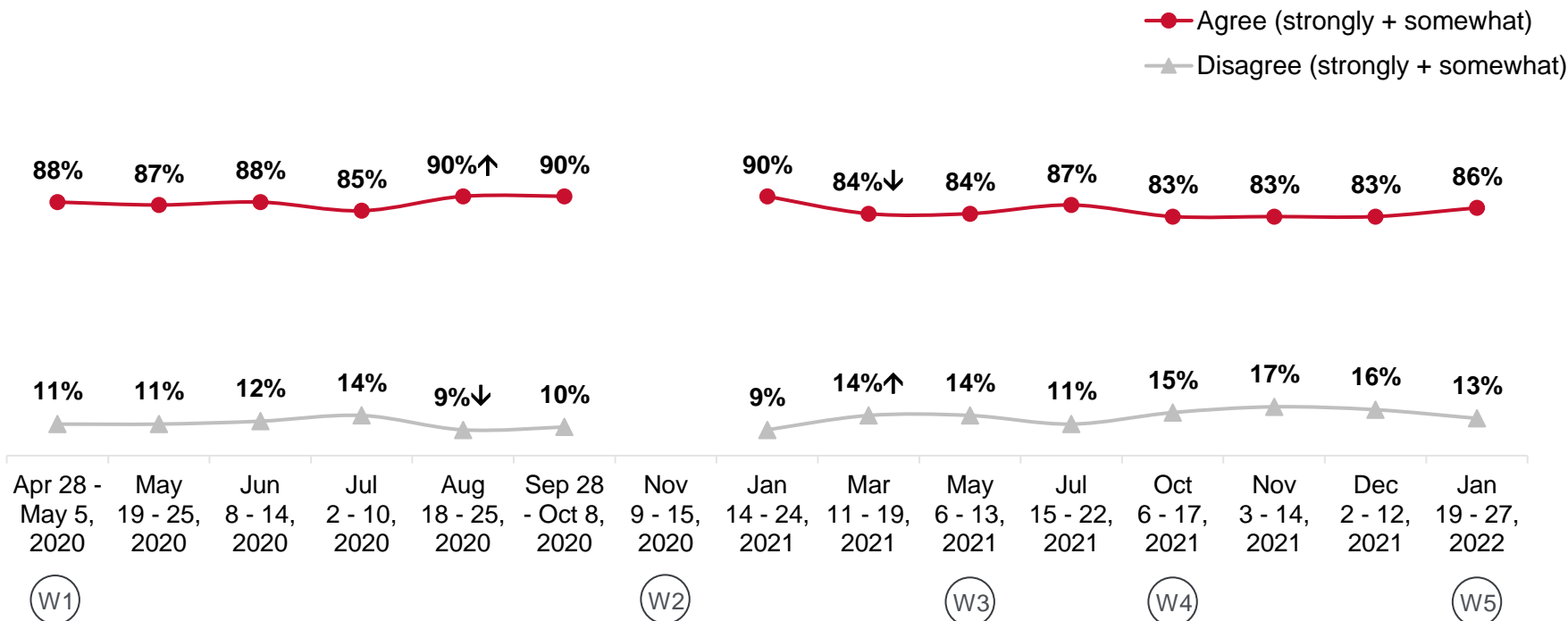


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
Base: All respondents (n=500)



# Tracking: Quantity of The City's COVID-19 Information

## I Have Enough Information about what The City is Doing to Respond to COVID-19



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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

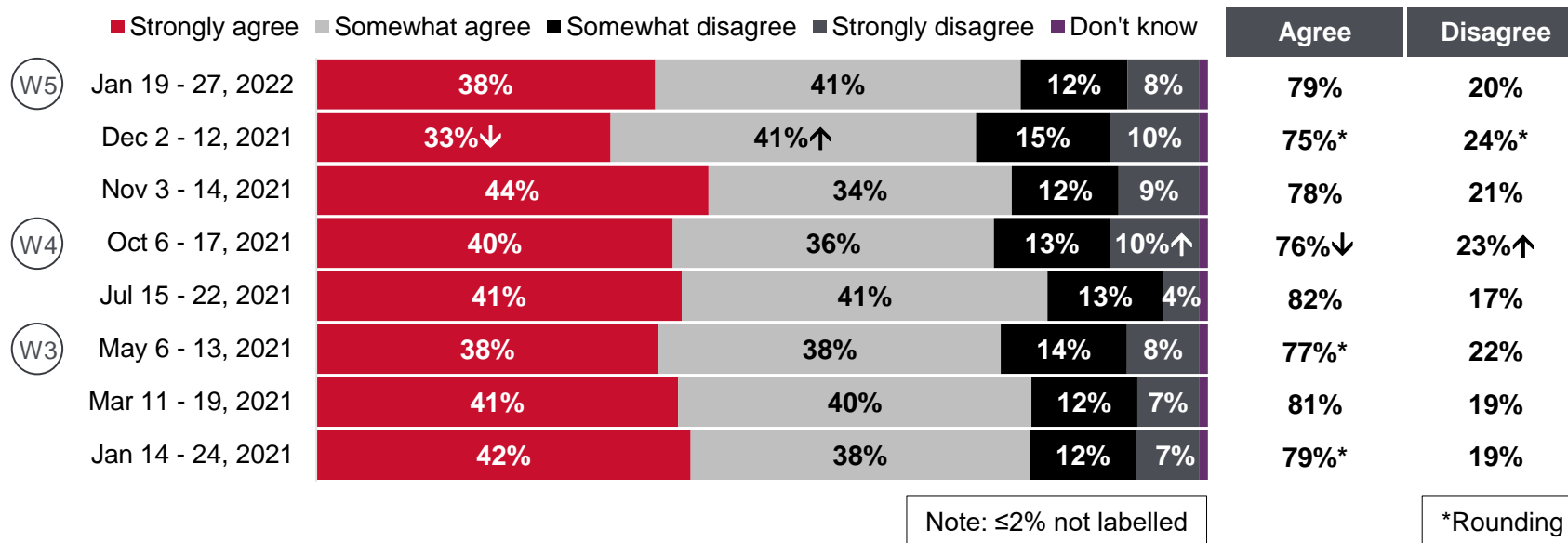
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Clarity of The City's COVID-19 Information

Four-in-five Calgarians (79%) agree the information provided by The City has been clear, on par with results throughout 2021.

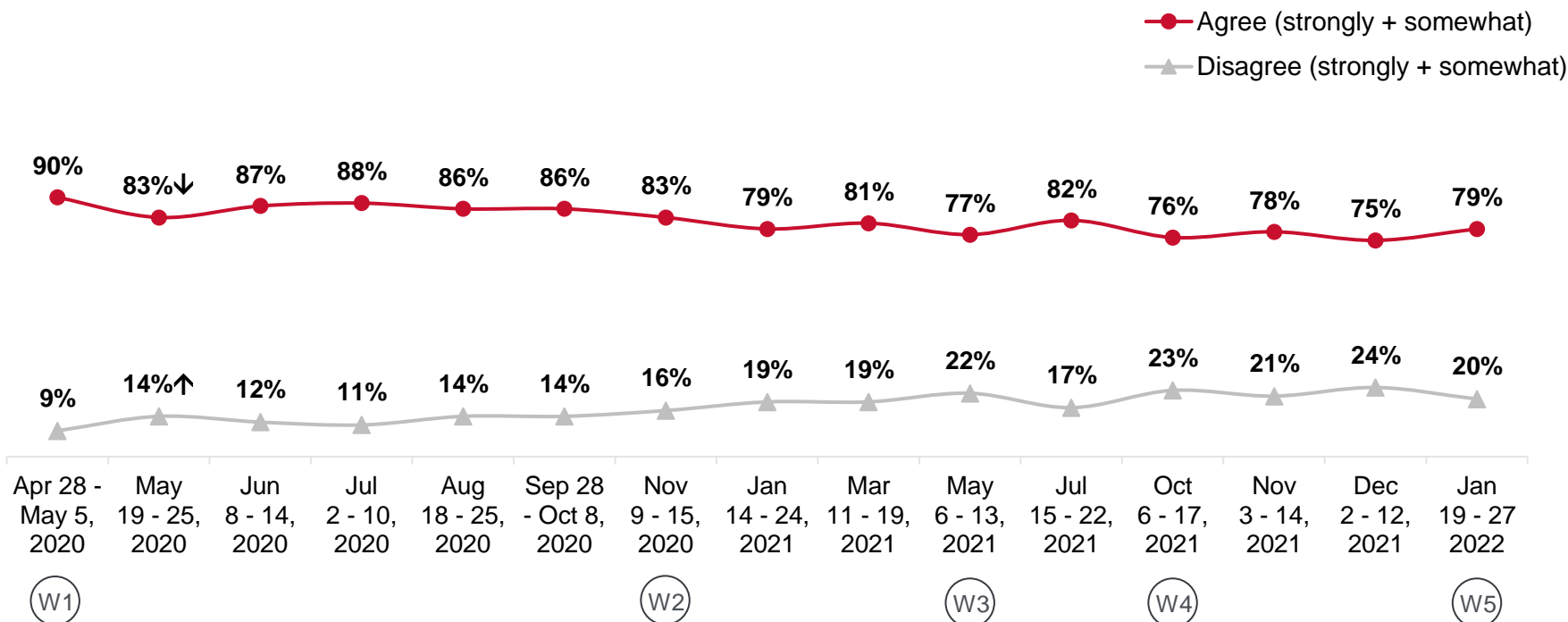
## The Information Provided by The City has been Clear



Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ....  
 Base: All respondents (n=500)

# Tracking: Clarity of The City's COVID-19 Information

## The Information Provided by The City has been Clear



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

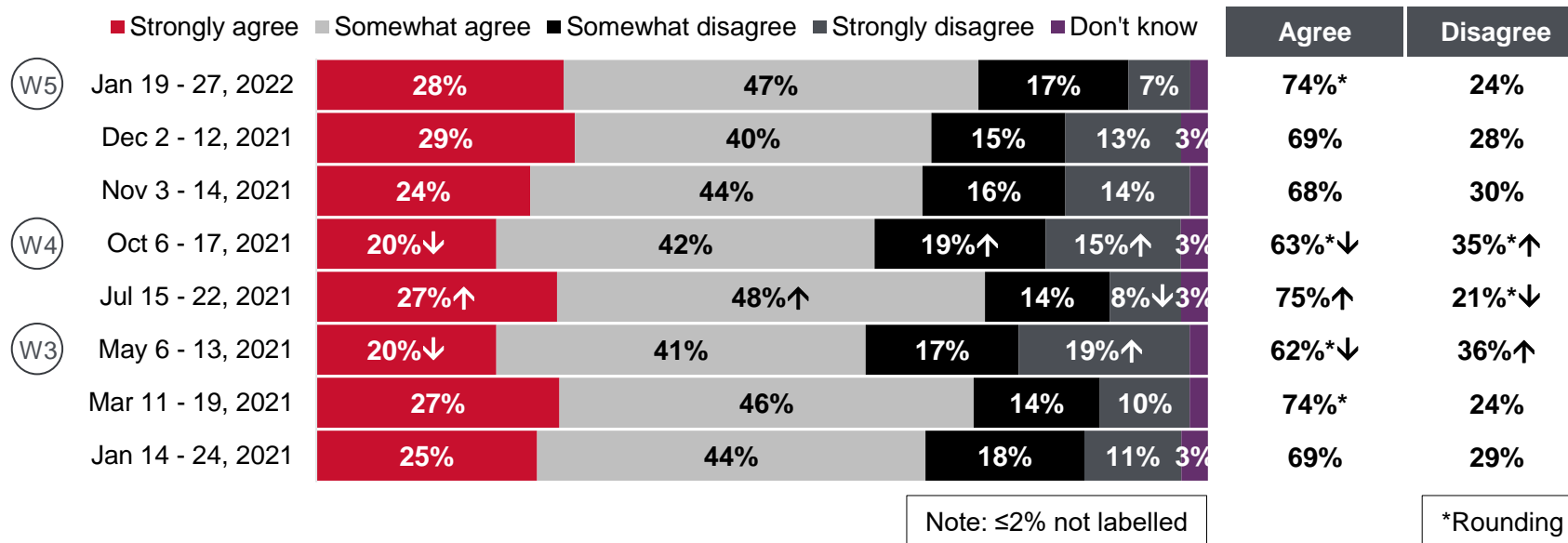
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ....

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Speed of The City's COVID-19 Response

Three-quarters (74%) of Calgarians agree The City's response has been quick enough. This is approximately 11 percentage points higher than during the third and fourth waves of the pandemic.

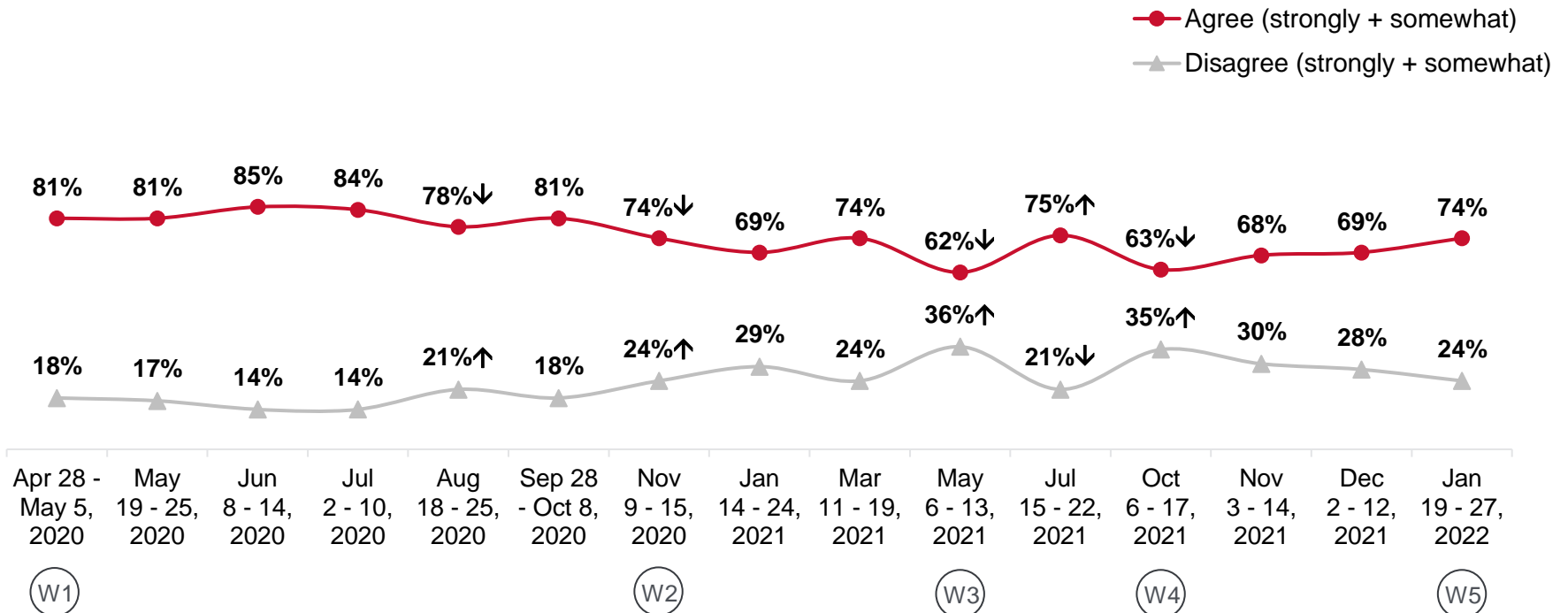
## The City's Response has been Quick Enough



Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ....  
Base: All respondents (n=500)

# Tracking: Speed of The City's COVID-19 Response

## The City's Response has been Quick Enough



Note: Total might not equal 100% due to responses of "don't know" and "prefer not to answer."

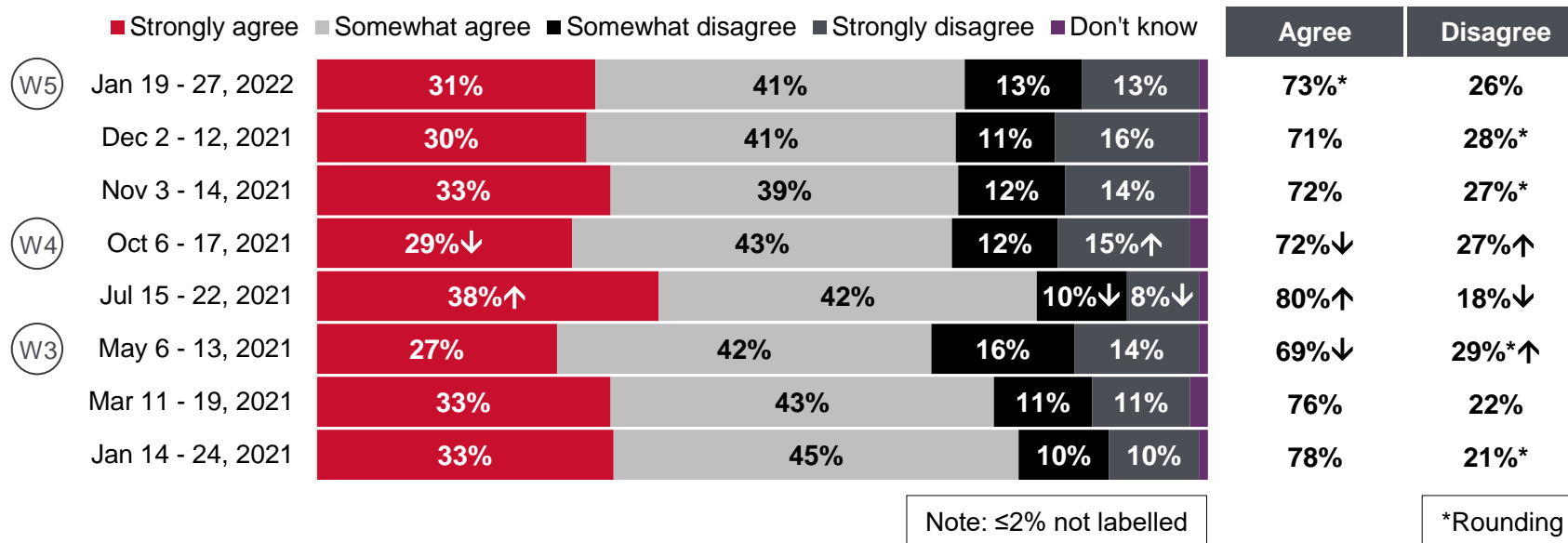
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ....

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Helpfulness of The City's COVID-19 Response

Around three-quarters (73%) of Calgarians agree The City's response has been helpful, consistent with results from late 2021 but lower than July 2021 (80%). Those with a senior in the household are more likely than those without to disagree with this (28% vs. 18%, respectively).

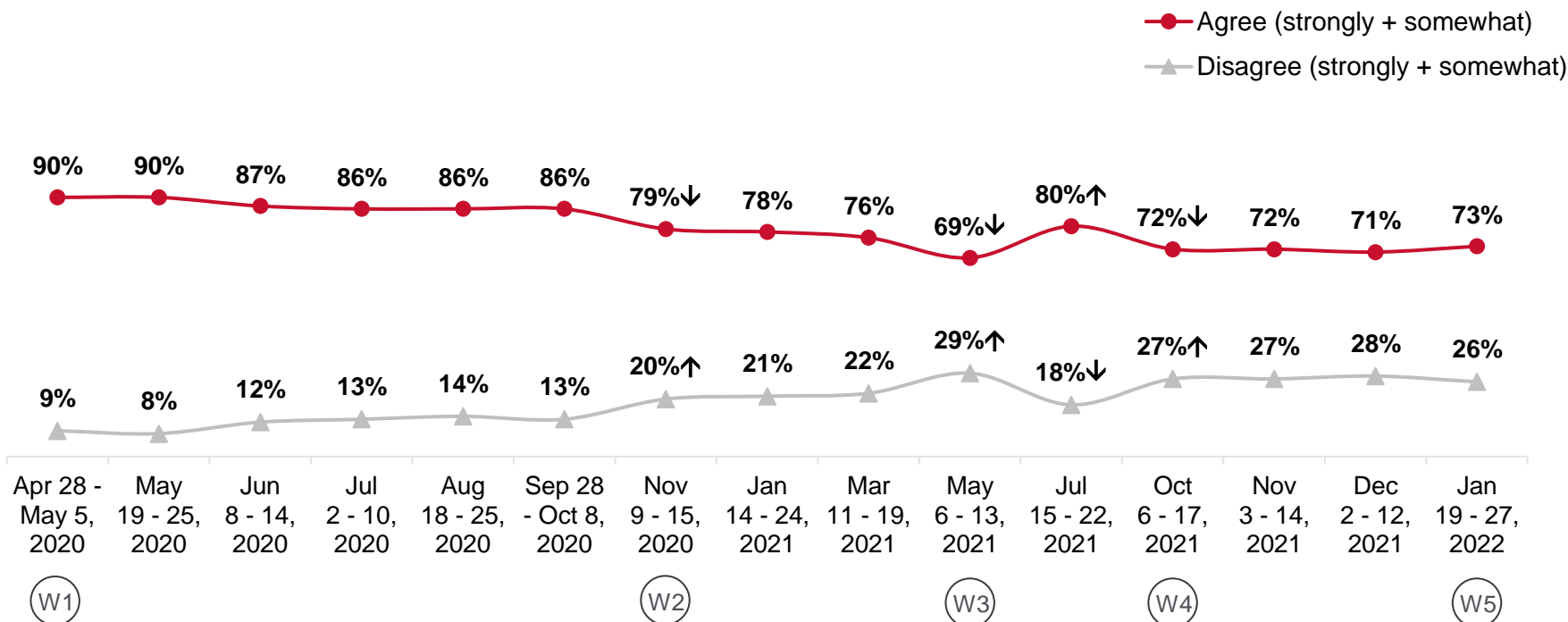
## The City's Response has been Helpful



Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ....  
Base: All respondents (n=500)

# Tracking: Helpfulness of The City's COVID-19 Response

## The City's Response has been Helpful



Note: Total might not equal 100% due to responses of "don't know" and "prefer not to answer."

Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ....

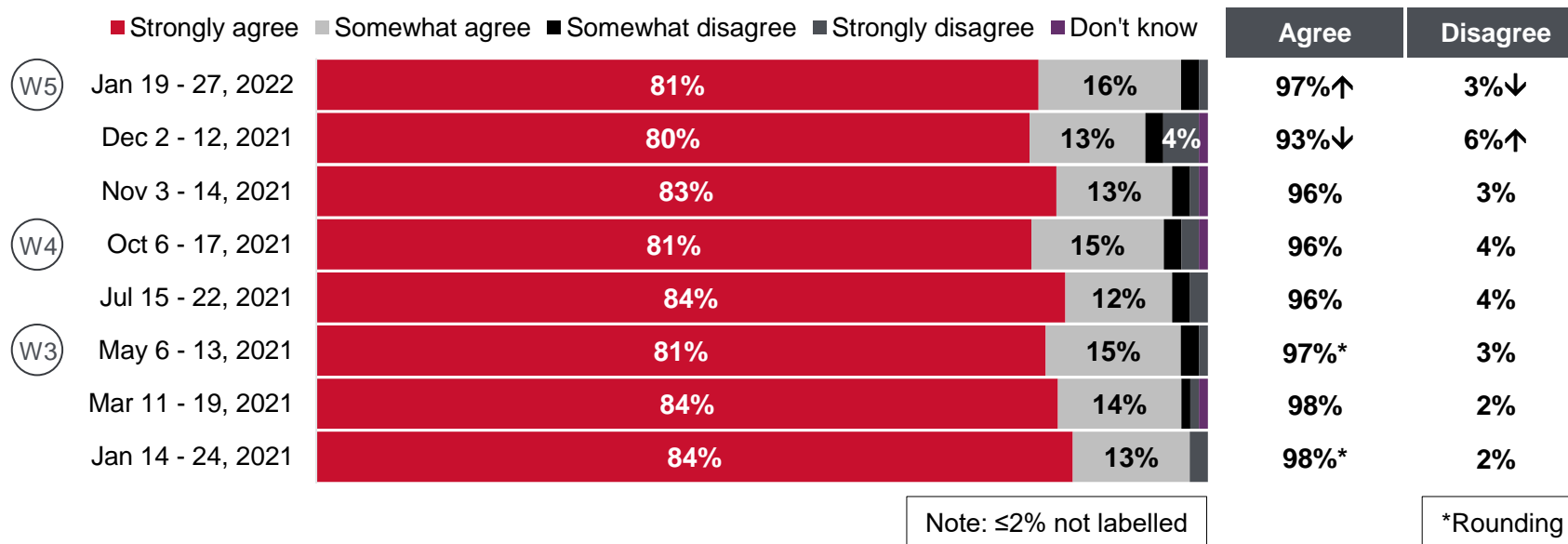
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Understand How to Limit COVID-19 Spread

Nearly all Calgarians (97%) agree they understand what they are supposed to do to limit the spread of COVID-19, up from 93% in December 2021. Calgarians aged 18 to 34 and 65 or older are more likely than those 35 to 64 to agree (99% and 99% vs. 95%, respectively).

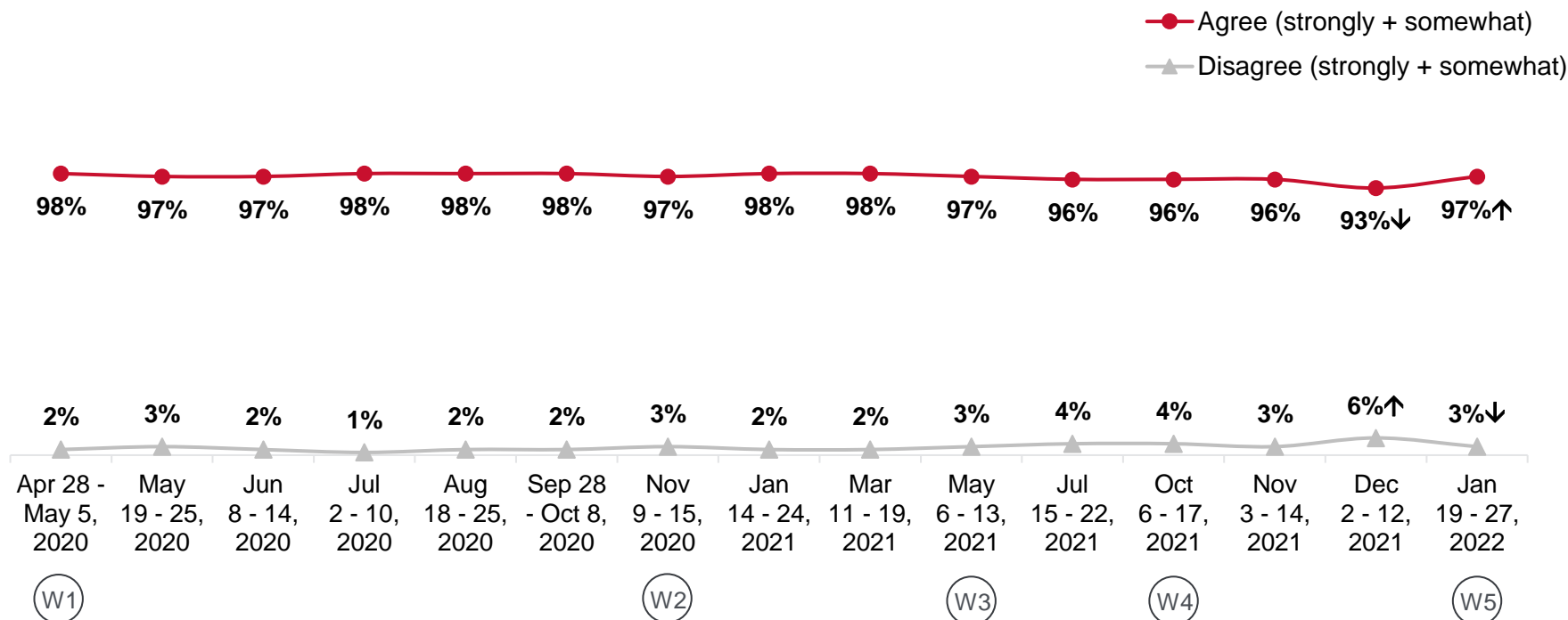
## I Understand what I'm Supposed to do to Limit the Spread of COVID-19



Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ....  
Base: All respondents (n=500)

# Tracking: Understand How to Limit COVID-19 Spread

## I Understand what I'm Supposed to do to Limit the Spread of COVID-19



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

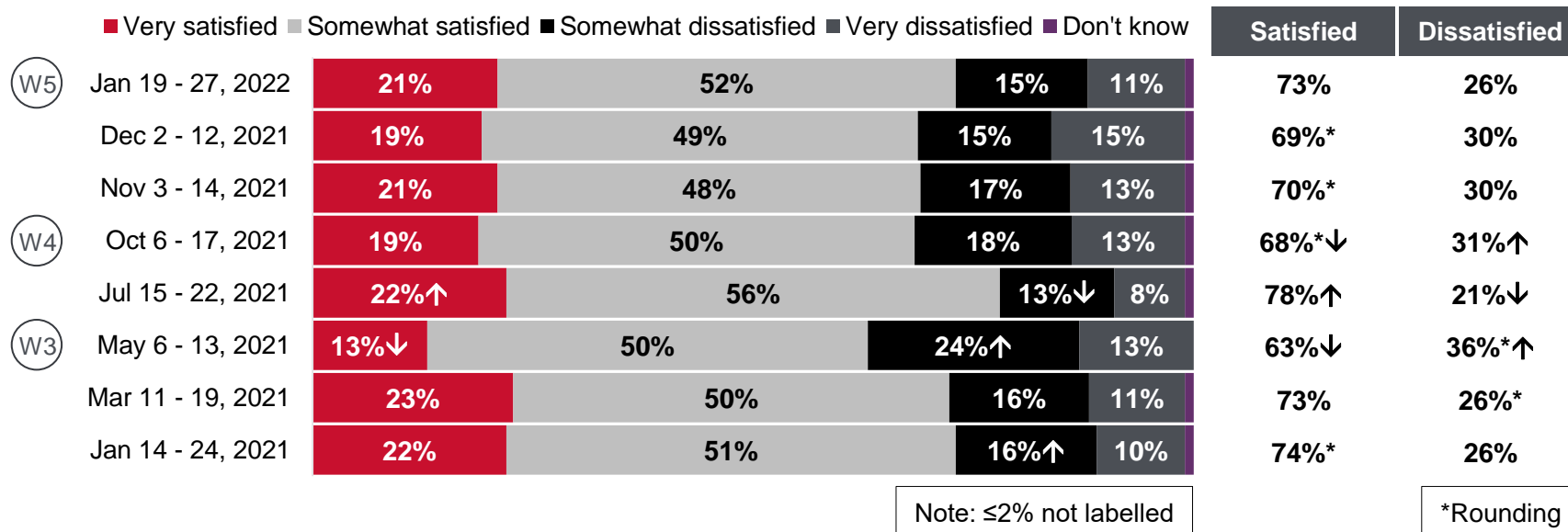
Thinking about The City’s COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ....

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Satisfaction with The City's COVID-19 Response

Approximately three-quarters (73%) of Calgarians are satisfied with The City's pandemic response, on par with results from November and December 2021.

## Satisfaction with The City's COVID-19 Response

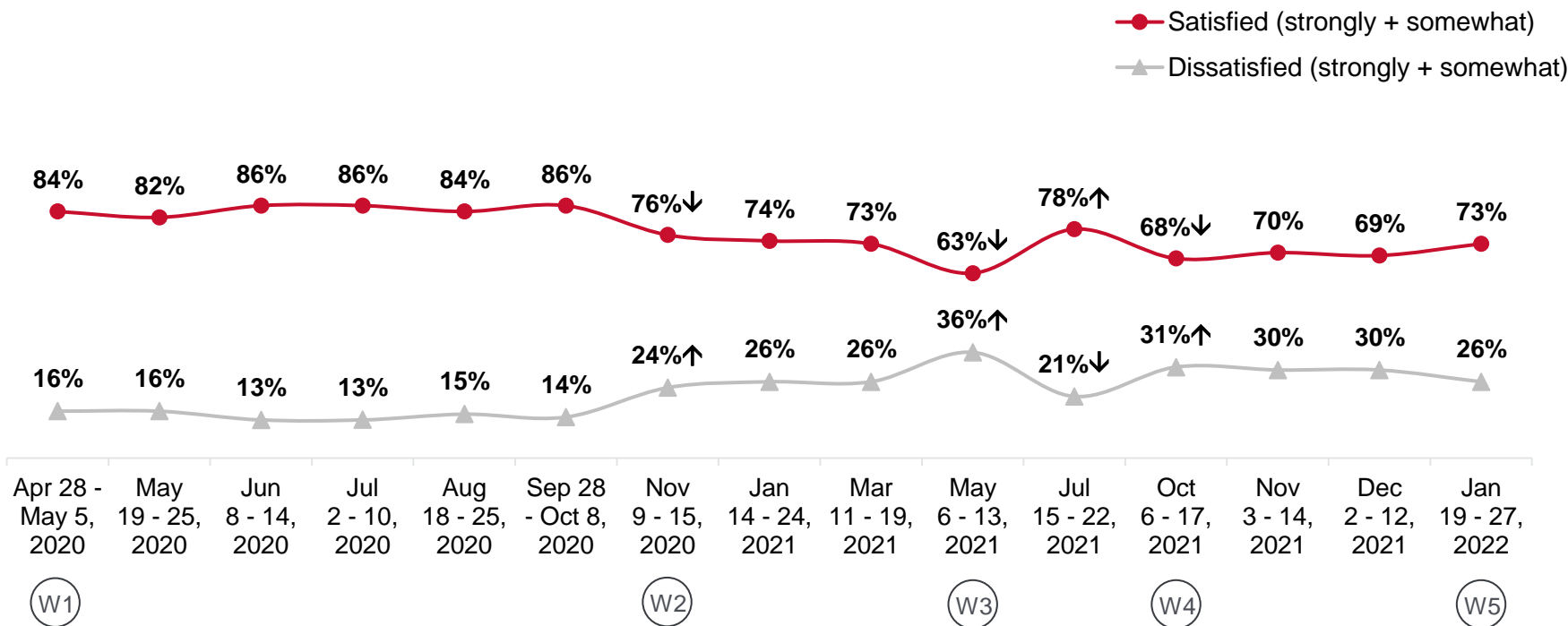


Overall, how satisfied are you with The City's COVID-19 response?

Base: All respondents (n=500)

# Tracking: Satisfaction with The City's COVID-19 Response

Satisfaction with The City's COVID-19 Response



Note: Total might not equal 100% due to responses of "don't know" and "prefer not to answer."

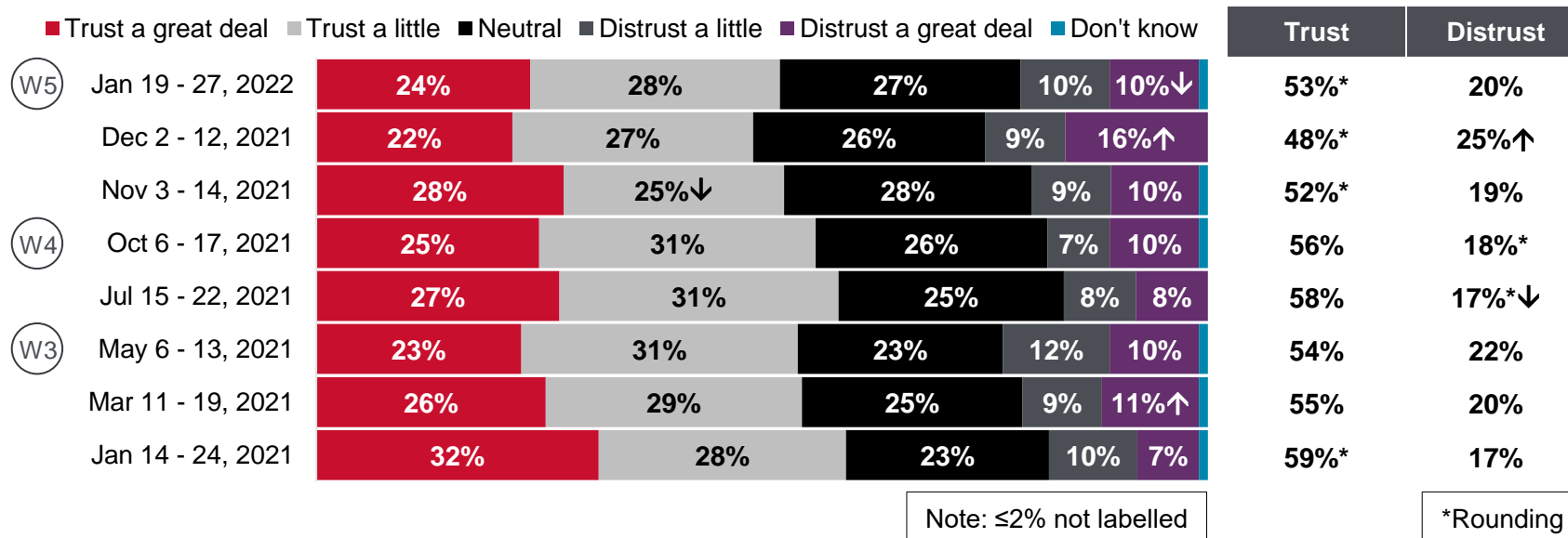
Overall, how satisfied are you with The City's COVID-19 response?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Trust in The City's COVID-19 Response

Around one-half (53%) of Calgarians trust The City in terms of its COVID-19 response, which is generally consistent with results throughout 2021. Those 35 years of age or older are more likely than younger Calgarians to trust The City regarding its pandemic response (58% 35 to 64 and 57% 65 or older vs. 42% 18 to 34).

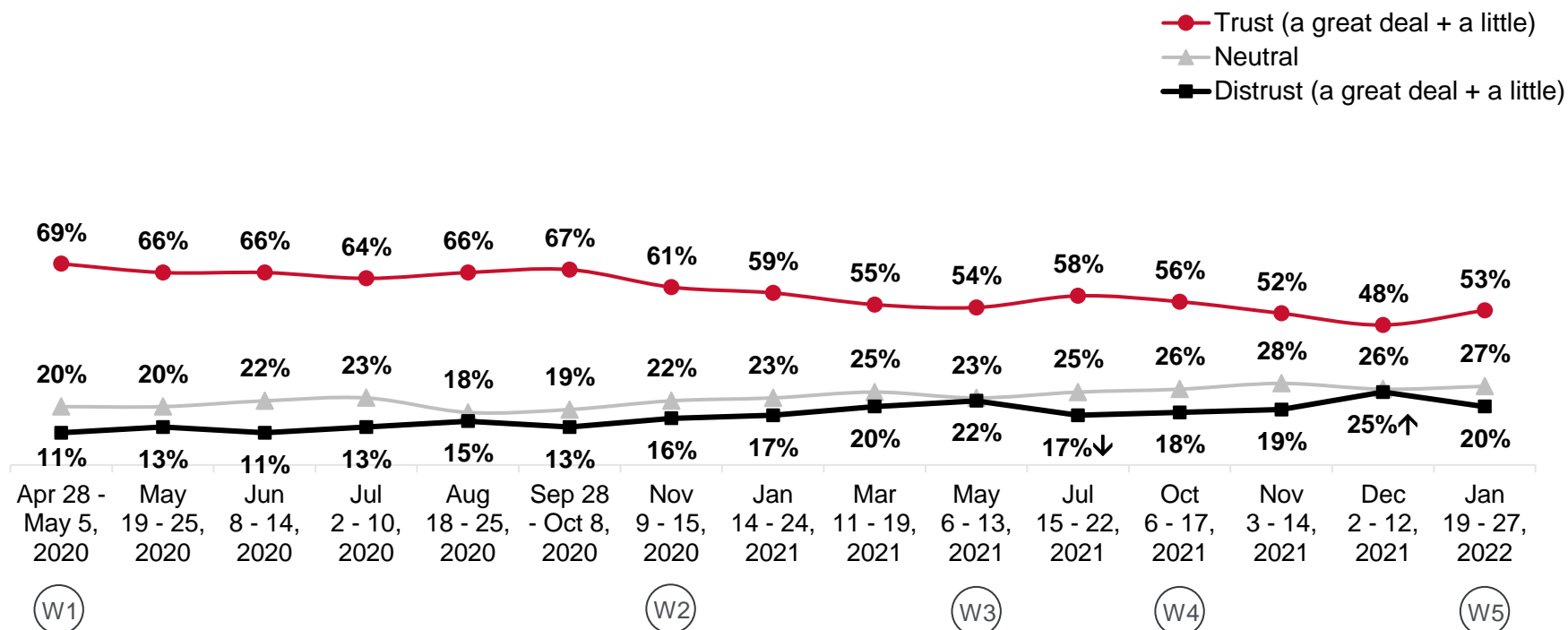
## Trust in The City Regarding COVID-19 Response



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=500)

# Tracking: Trust in The City's COVID-19 Response

Trust in The City Regarding COVID-19 Response



Note: Total might not equal 100% due to responses of "don't know" and "prefer not to answer."

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?

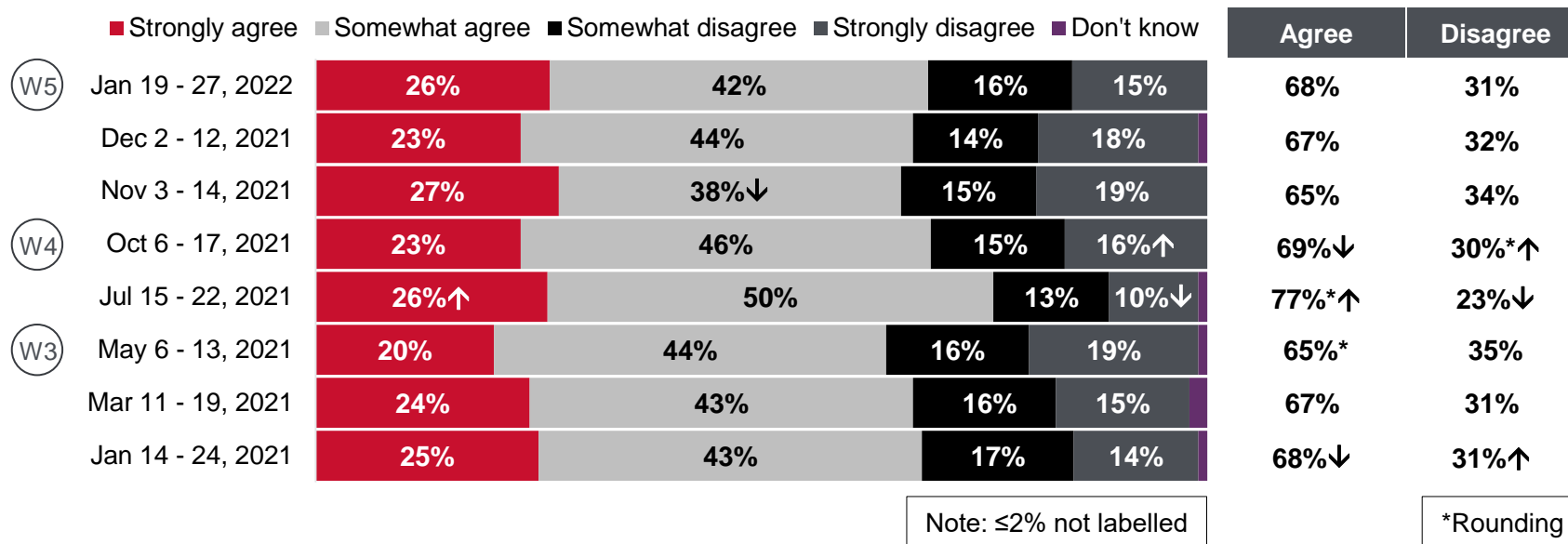
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Trust The City Regarding Re-opening Services

Approximately seven-in-ten Calgarians (68%) agree they trust The City to make the right choices about re-opening its services, consistent with results since October 2021. Those with children under the age of 18 in the household are more likely than others to agree they trust The City in this regard (75% vs. 65%, respectively).

## Trust The City to Make the Right Choices to Re-open its Services

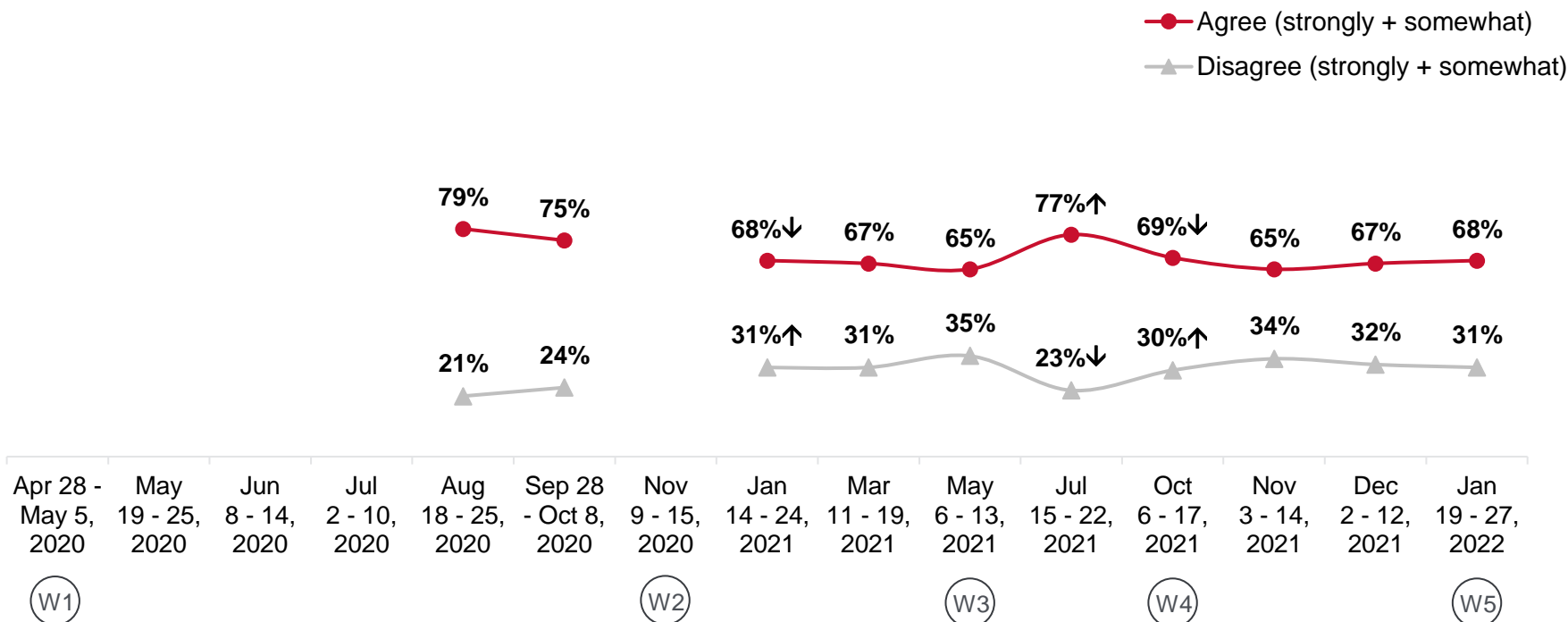


For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: All respondents (n=500)

# Tracking: Trust The City Regarding Re-opening Services

## I Trust The City of Calgary to Make the Right Choices to Re-open its Services



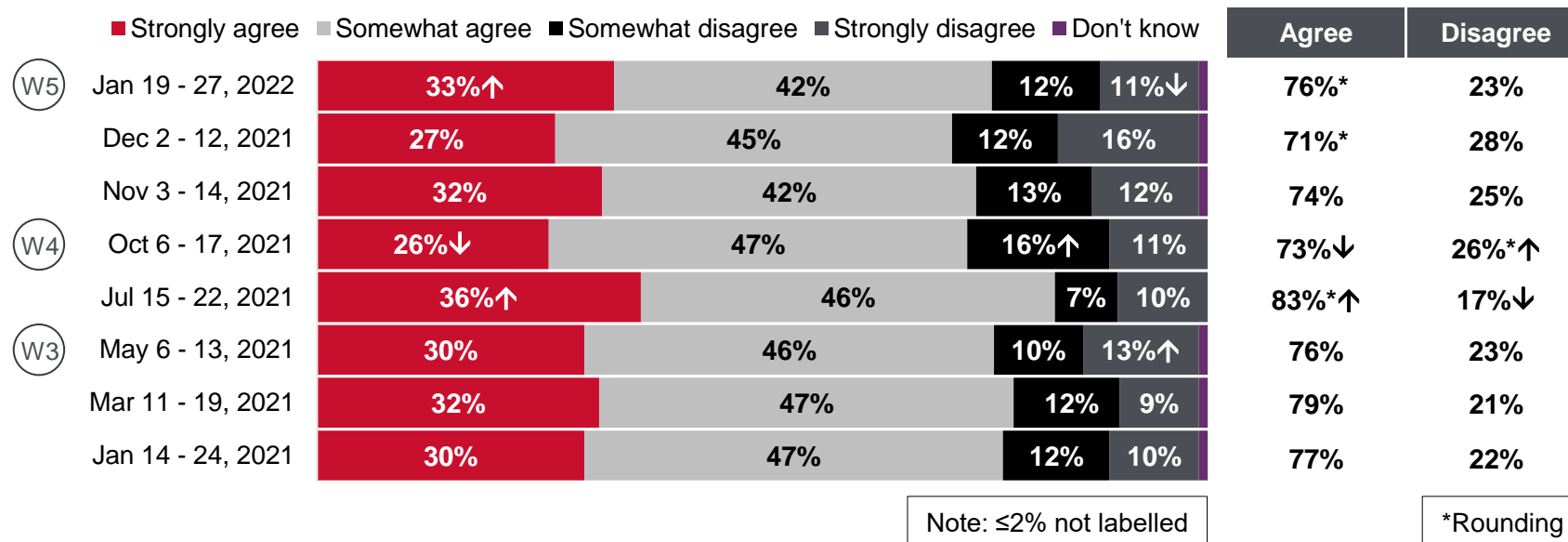
Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
Base: All respondents (n=500)

# Trust The City to Provide Services Safely

Three-quarters (76%) of Calgarians agree they trust The City to make the right decisions about providing its services safely during the pandemic, with a higher proportion 'strongly' agreeing compared to December 2021 (33% vs. 27%, respectively). Those with children under the age of 18 in the household are more likely than those without to agree with this (82% vs. 72%, respectively).

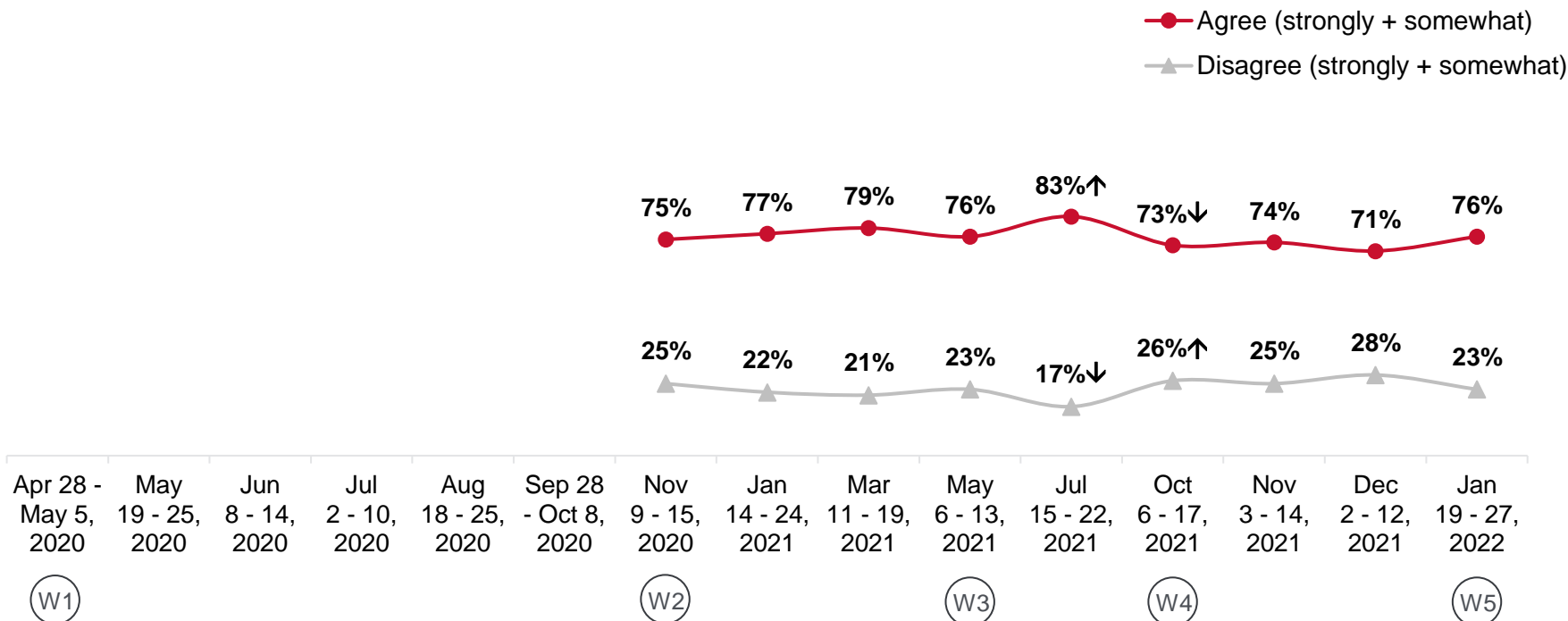
## Trust The City to Make the Right Decisions about Providing its Services Safely During the Pandemic



For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
Base: All respondents (n=500)

# Tracking: Trust The City to Provide Services Safely

## I Trust The City to Make the Right Decisions about Providing its Services Safely During the Pandemic



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
Base: All respondents (n=500)

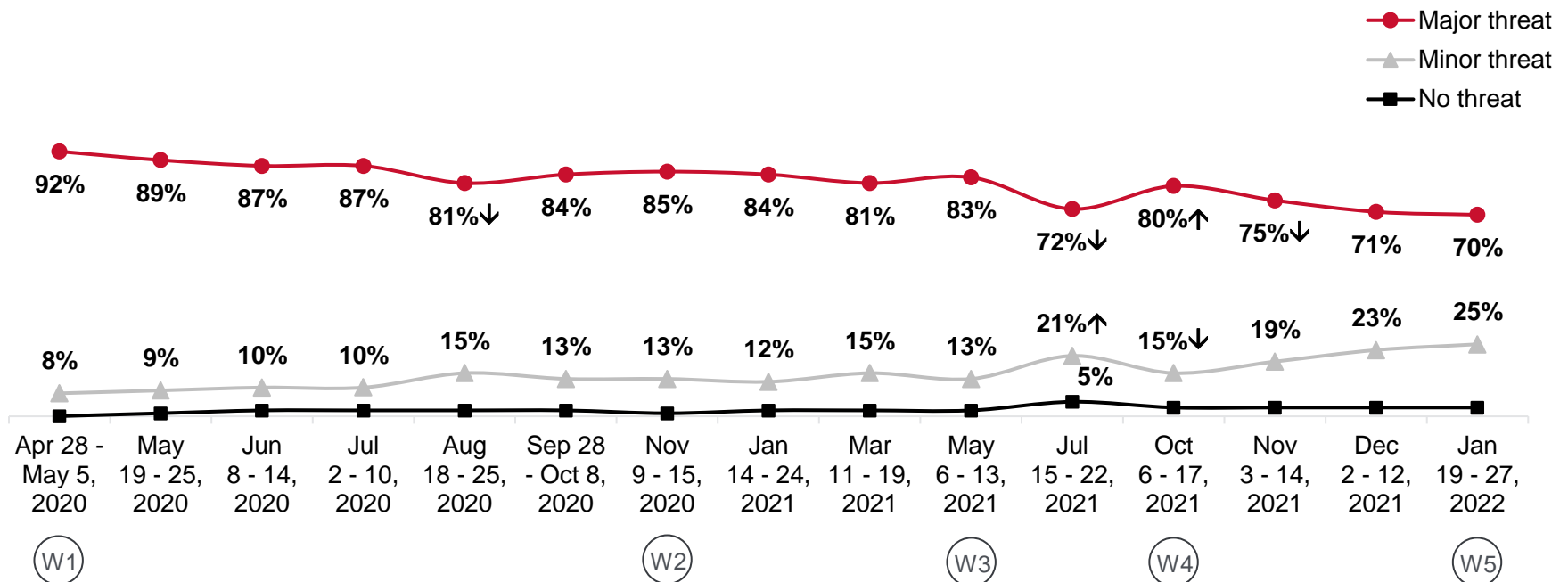


## Concern about COVID-19 and the Pandemic

# Perceived Threat Level of COVID-19

Seven-in-ten Calgarians (70%) view the pandemic as a major threat to Calgary's economy. This is consistent with December 2021 but 14 percentage points lower than January 2021. The proportion who think it is a minor threat to Calgary's economy is up 13 percentage points compared to January 2021.

## Calgary's Economy



Note: Total might not equal 100% due to responses of "don't know" and "prefer not to answer."

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

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

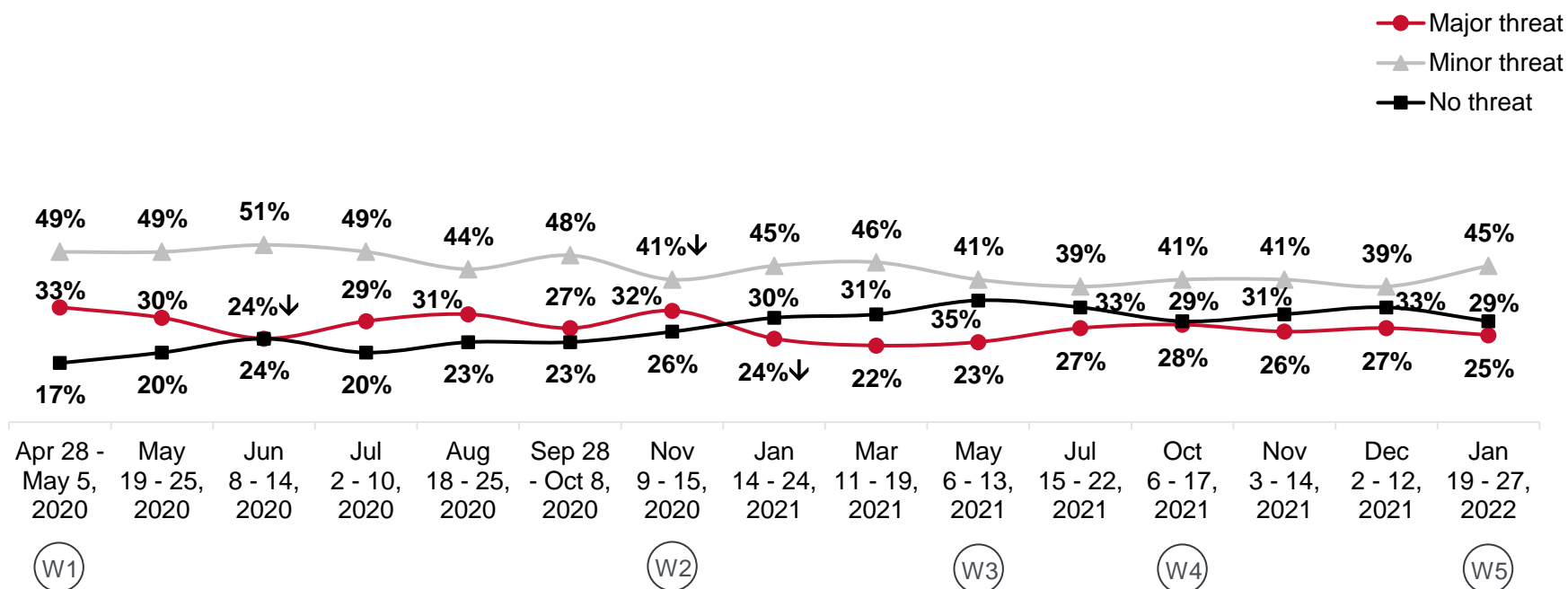
Note: <5% not labelled



# Perceived Threat Level of COVID-19 – cont'd

One-quarter (25%) of Calgarians say the pandemic is a major threat to their personal financial situation, on par with January 2021. Fewer than one-half (45%) view the pandemic as a minor threat to their financial situation and three-in-ten (29%) say the pandemic is no threat.

## Your Personal Financial Situation



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

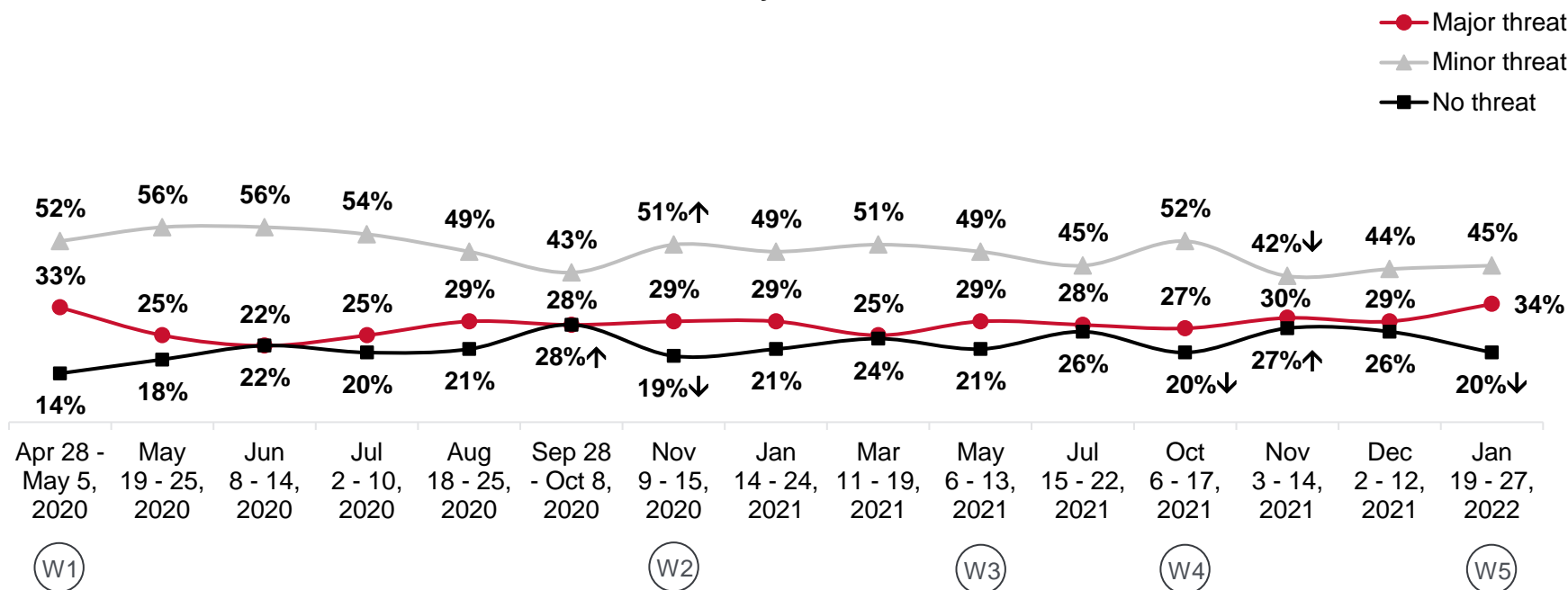
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Perceived Threat Level of COVID-19 – cont'd

One-third (34%) of Calgarians view the pandemic as a major threat to their physical health and less than one-half (45%) see it as a minor threat. The proportion saying the pandemic is no threat to their physical health dropped 6 percentage points from December 2021.

## Your Physical Health



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Apr 28 - May 5, 2020: The question asked about “personal health.” Beginning May 19, 2020: The question was revised to specify “mental health” and “physical health” separately.

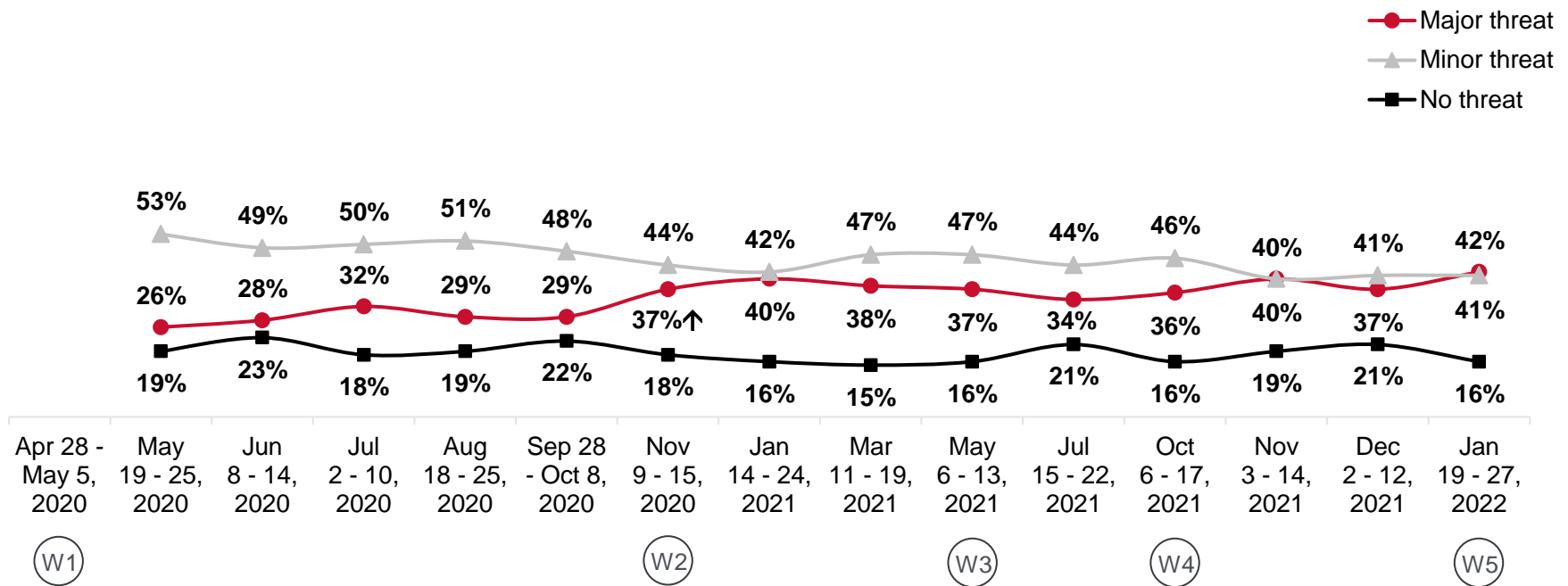
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

## Perceived Threat Level of COVID-19 – cont'd

As many Calgarians view the pandemic as a major threat (42%) to their mental health as see it as a minor threat (41%). Only a minority (16%) think the pandemic is no threat to their mental health. Younger Calgarians are more likely than their older counterparts to say the pandemic as a major threat (54% 18 to 34 vs. 42% 35 to 64 vs. 27% 65 or older). Despite seniors being less likely to say it is a major threat to their mental health, one-half (51%) view it as a minor threat.

### Your Mental Health



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Apr 28 - May 5, 2020: The question asked about “personal health.” Beginning May 19, 2020: The question was revised to specify “mental health” and “physical health” separately.

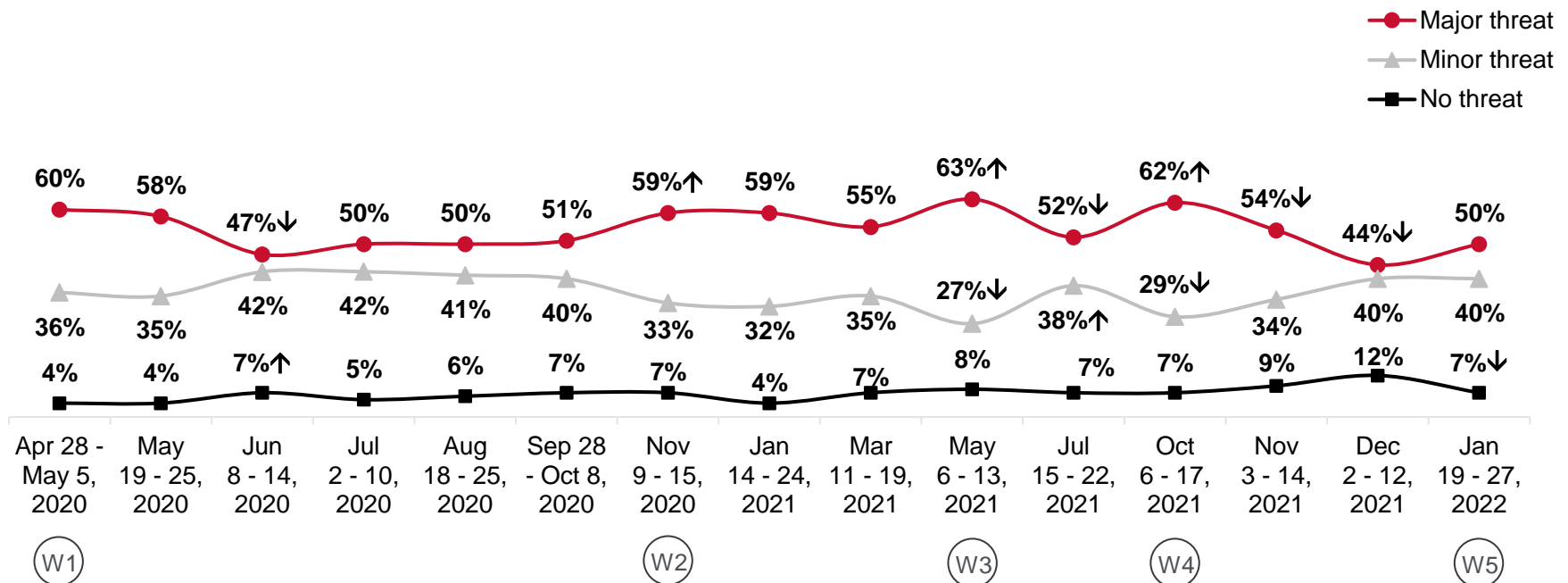
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

## Perceived Threat Level of COVID-19 – cont'd

One-half (50%) of Calgarians see the pandemic as a major threat to the health of Calgary's population as a whole. Two-in-five (40%) say it is a minor threat and only around one-in-ten (7%) say it is no threat, down from 12% in December 2021. Females are more likely than males to view the pandemic as a major threat to the overall health of Calgary's population (57% vs. 43%, respectively) while males are more likely than females to say it is a minor threat (47% vs. 33%, respectively). Younger Calgarians and seniors are more likely than others to say it is a major threat (58% 18 to 34 and 57% 65 or older vs. 43% 35 to 64).

### Overall Health of Calgary's Population



Note: Total might not equal 100% due to responses of "don't know" and "prefer not to answer."

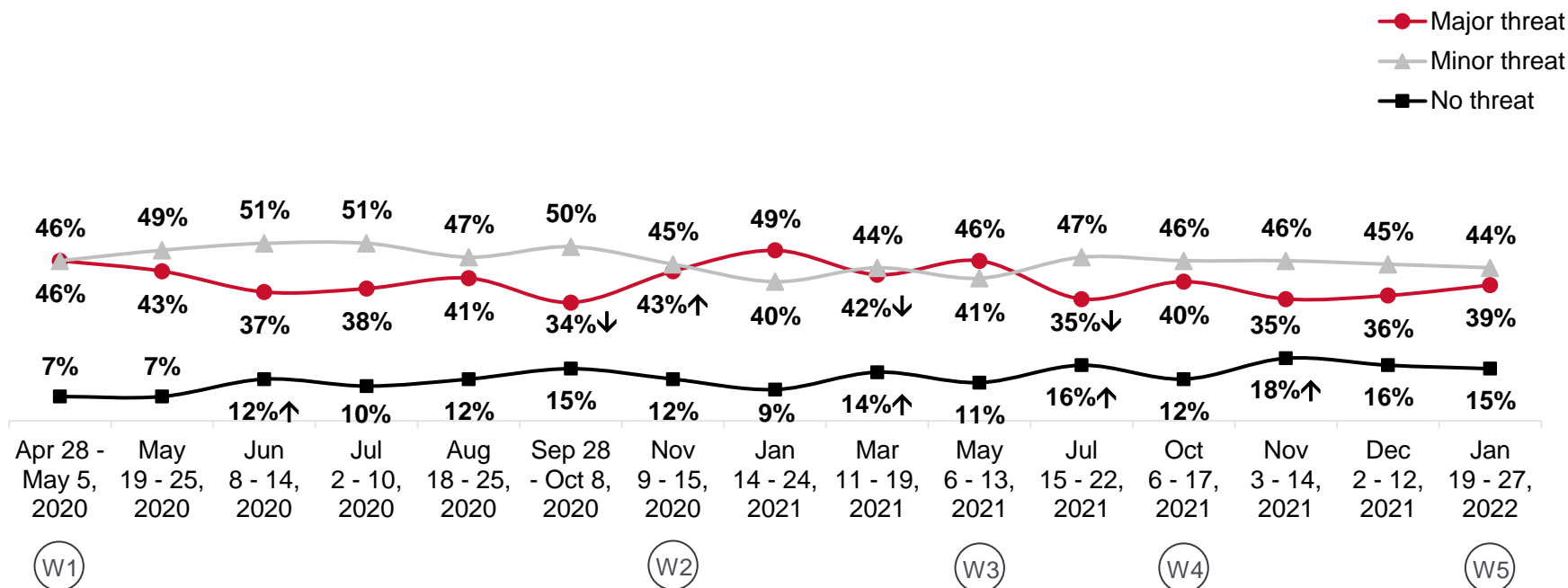
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Perceived Threat Level of COVID-19 – cont'd

Around as many Calgarians see the pandemic as a major threat (39%) to day-to-day life in their community as see it as a minor threat (44%) while just more than one-in-ten (15%) say it is no threat. The proportion saying the pandemic is a major threat to day-to-day life in their community is 10 percentage points lower than it was in January 2021.

## Day-to-Day Life in Your Community



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

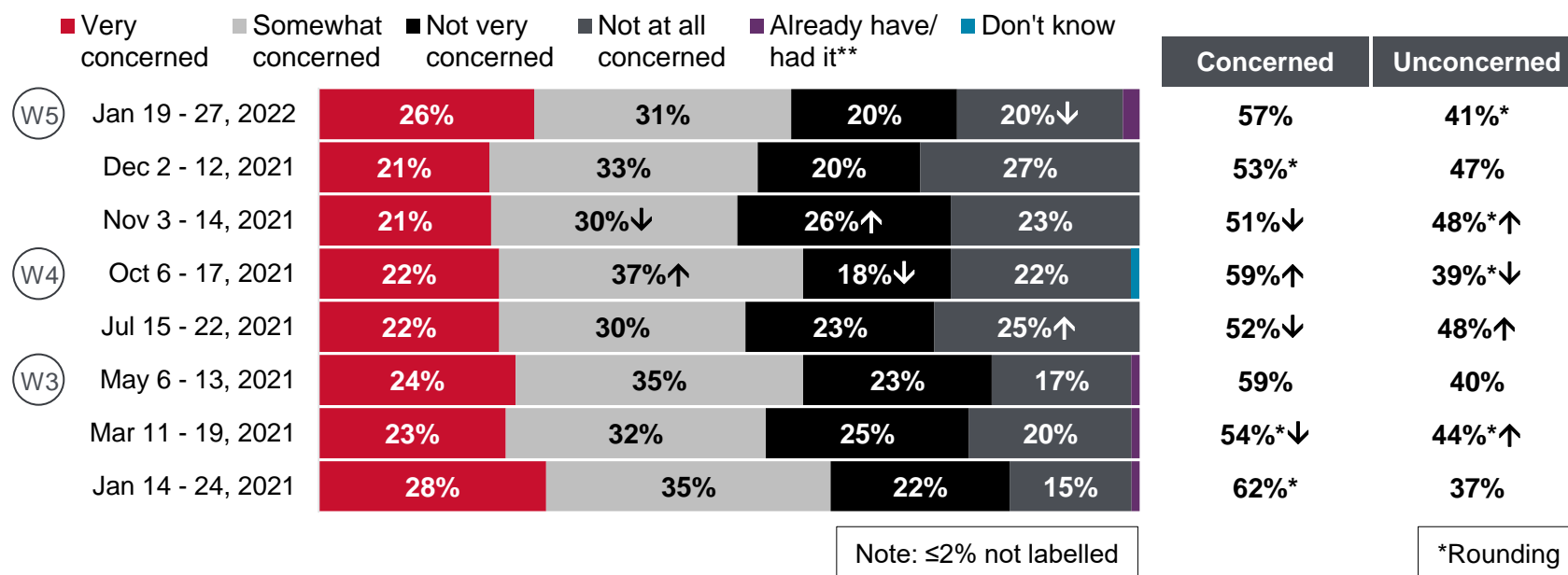
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Concern about Self Becoming Ill

Approximately three-in-five Calgarians (57%) are concerned about becoming ill from COVID-19. Seniors are more likely than younger Calgarians to be concerned about this (71% 65 or older vs. 55% 18 to 34 and 54% 35 to 64). Residents of the NE are more likely than those of the other quadrants to be concerned (77% vs. 44% SE, 56% SW, and 58% NW). Those with a senior in the household are more likely than those without to be concerned (68% vs. 55%, respectively).

## Concern about Oneself Becoming Ill from COVID-19



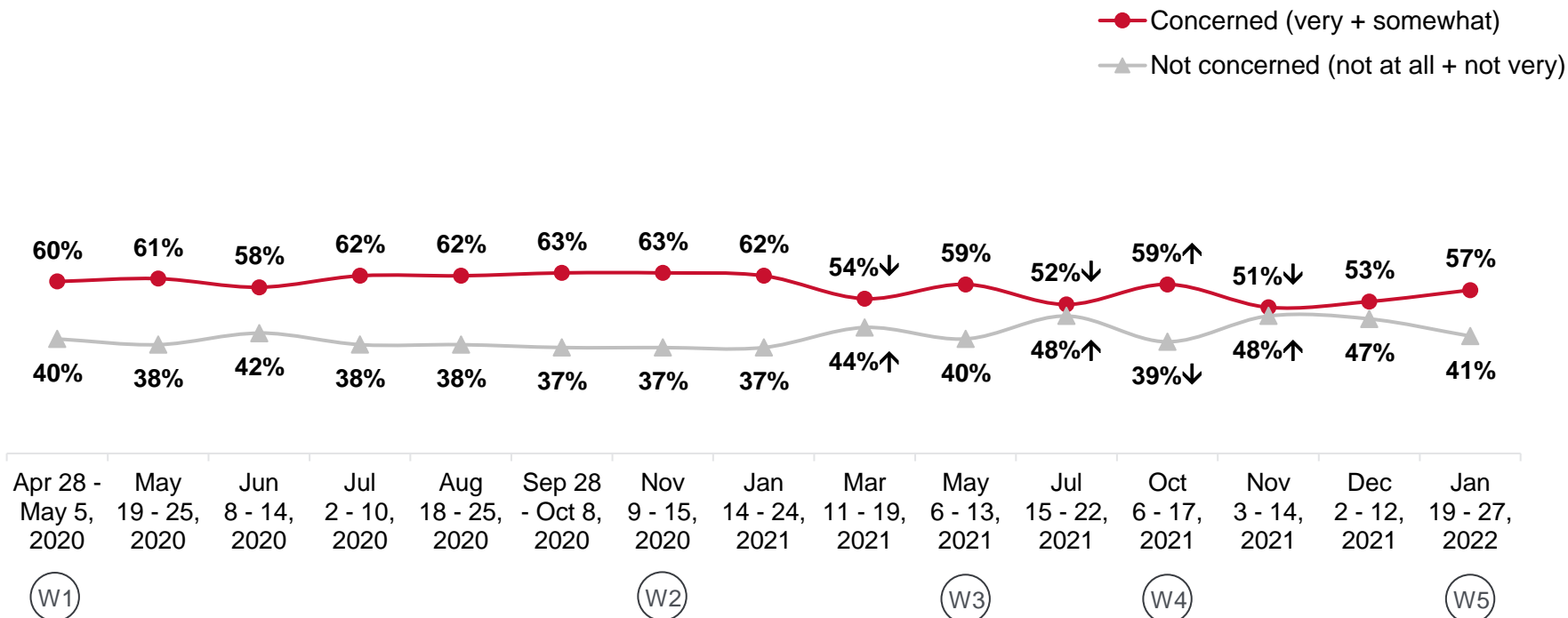
\*\*This option was not read to the respondent.

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=500)

# Tracking: Concern about Self Becoming Ill

## Concern about Oneself Becoming Ill from COVID-19



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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.

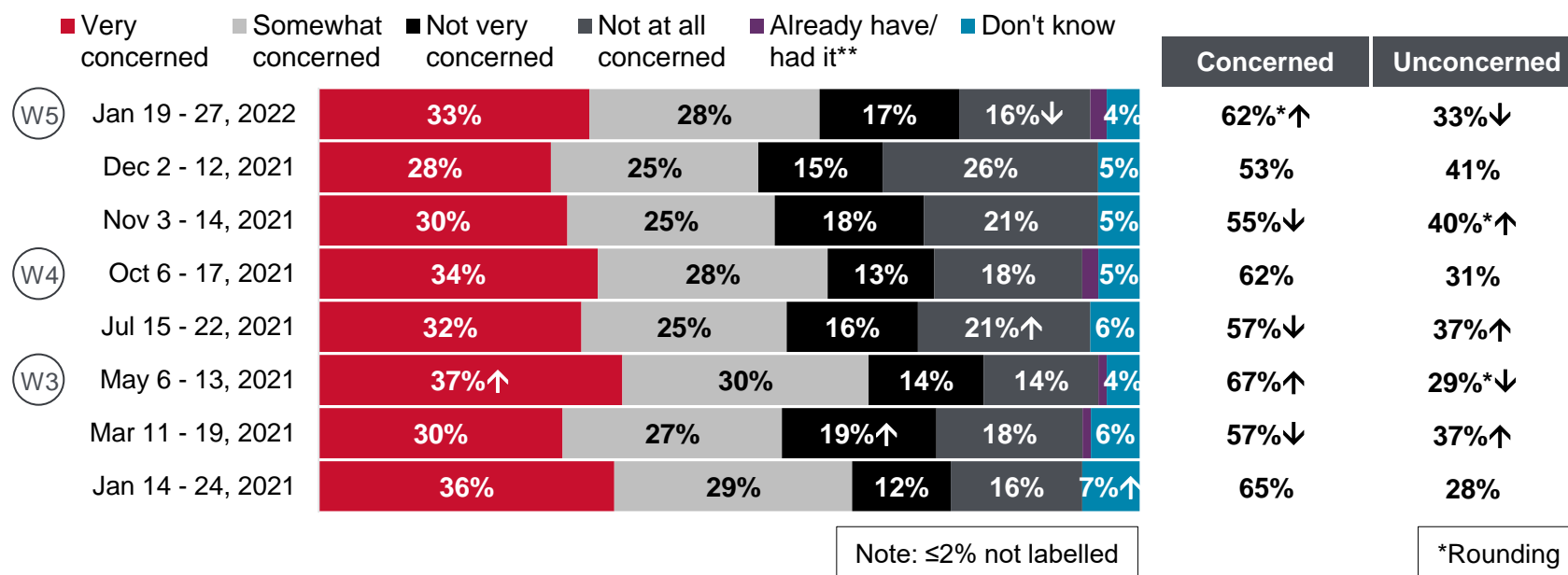
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Concern about Household Member Becoming Ill

Three-in-five Calgarians (62%) are concerned about a household member becoming ill from COVID-19, up from 53% in December 2021 and on par with Wave 4 of the pandemic in October 2021. Residents of the NE are more likely than those of the SE and SW to be concerned (77% vs. 50% and 60%, respectively). Those with a senior in the household are more likely than those without to be concerned about this (75% vs. 58%, respectively).

## Concern about a Household Member Becoming Ill from COVID-19



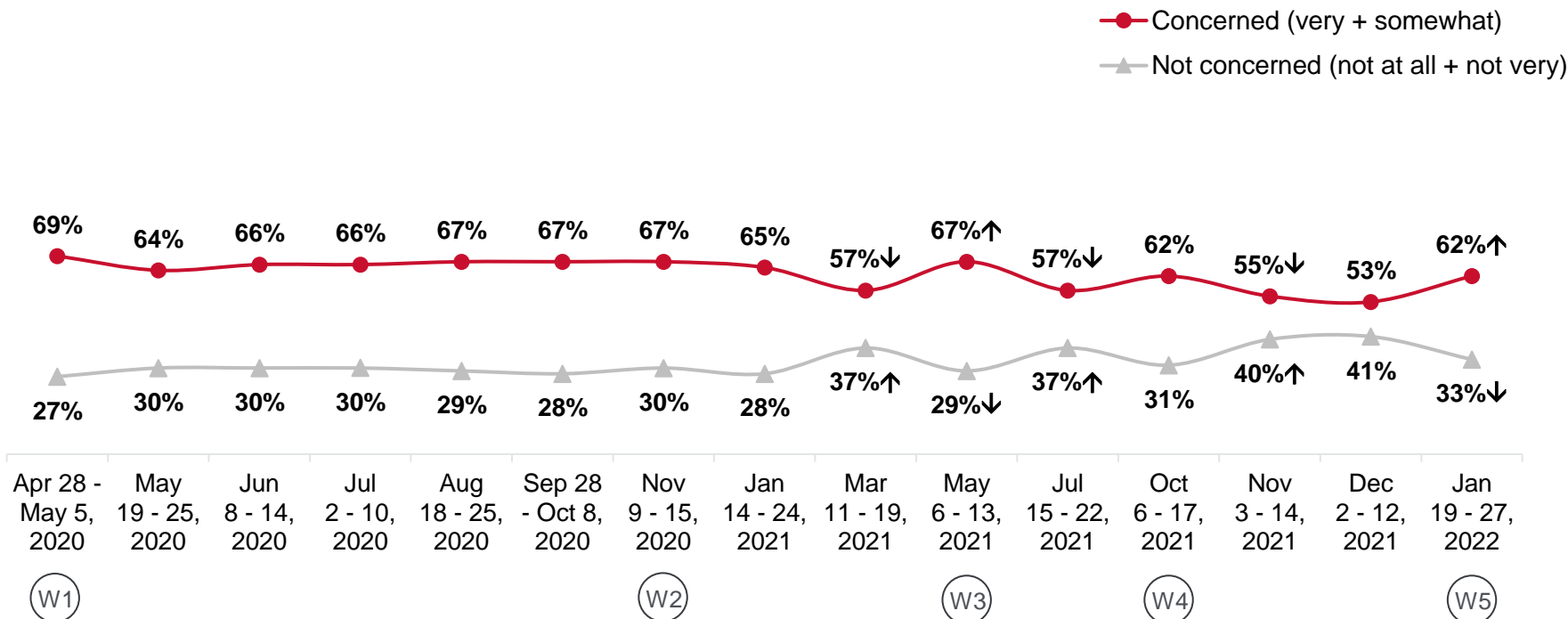
\*\*This option was not read to the respondent.

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=500)

# Tracking: Concern about Household Member Becoming Ill

## Concern about a Household Member Becoming Ill from COVID-19



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

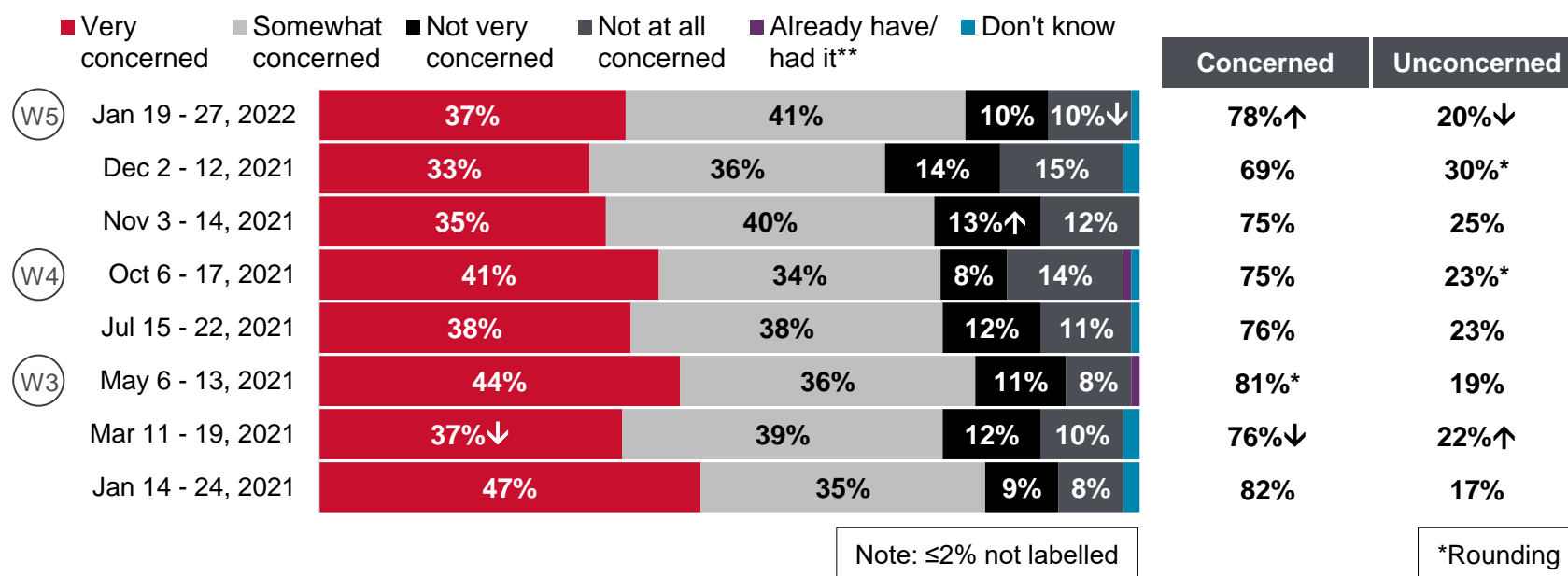
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Concern about Other Family/Friends Becoming Ill

Around four-in-five Calgarians (78%) are concerned about family or friends outside of their household becoming ill from COVID-19, up from 69% in December 2021. Although overall concern (very + somewhat) is not statistically different across quadrants, residents of the NE are more likely than others to be 'very' concerned (53% vs. 30% SW, 35% SE, and 38% NW).

## Concern about Family/Friends (not in the household) Becoming Ill from COVID-19



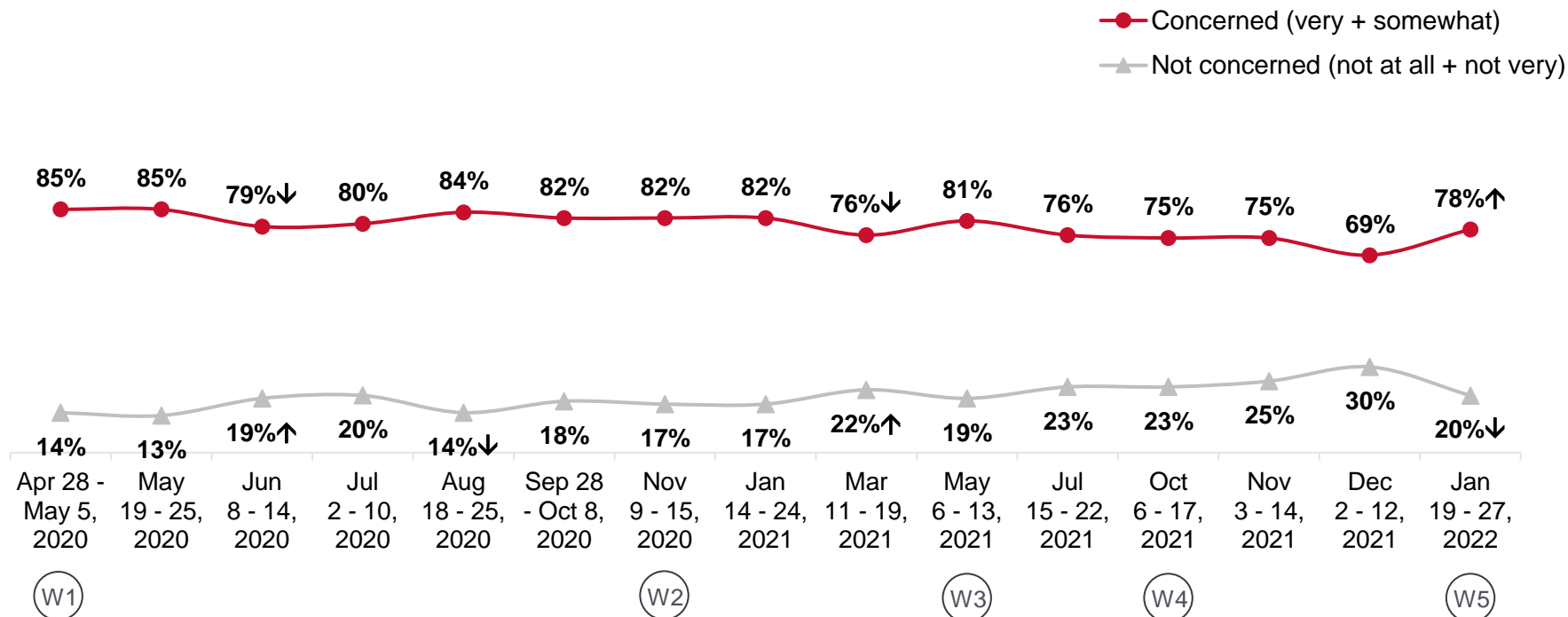
\*\*This option was not read to the respondent.

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=500)

# Tracking: Concern about Other Family/Friends Becoming Ill

## Concern about Family/Friends (not in the household) Becoming Ill from COVID-19



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

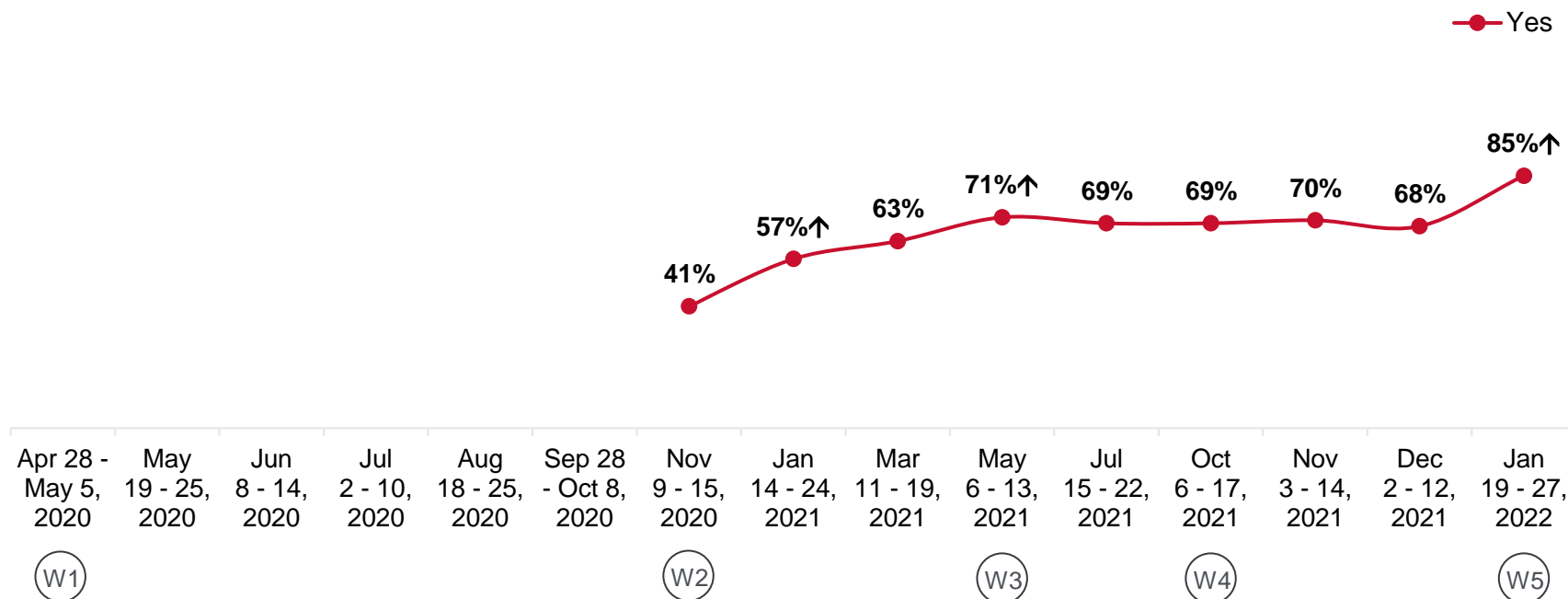
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Have or Know Someone who has/had COVID-19

More than four-in-five Calgarians (85%) have, or personally know someone who has, been confirmed to have COVID-19, up from 68% in December 2021. Those 35 to 64 years of age are more likely than seniors (65 or older) to answer 'yes' to this question (91% vs. 75%, respectively), as are those with children under the age of 18 in the household compared to those without (92% vs. 81%, respectively). Calgarians with household incomes of \$75,000 or higher are more likely than those with lower incomes to answer 'yes' (90% \$75,000 to <\$105,000, 93% \$105,000 or higher vs. 74% <\$45,000 and 78% \$45,000 to <\$75,000).

## Have or Know Someone Who has been Confirmed to have COVID-19



Have you or someone you know such as a family member, friend, colleague or acquaintance been confirmed to have COVID-19?

Base: All respondents (n=500)



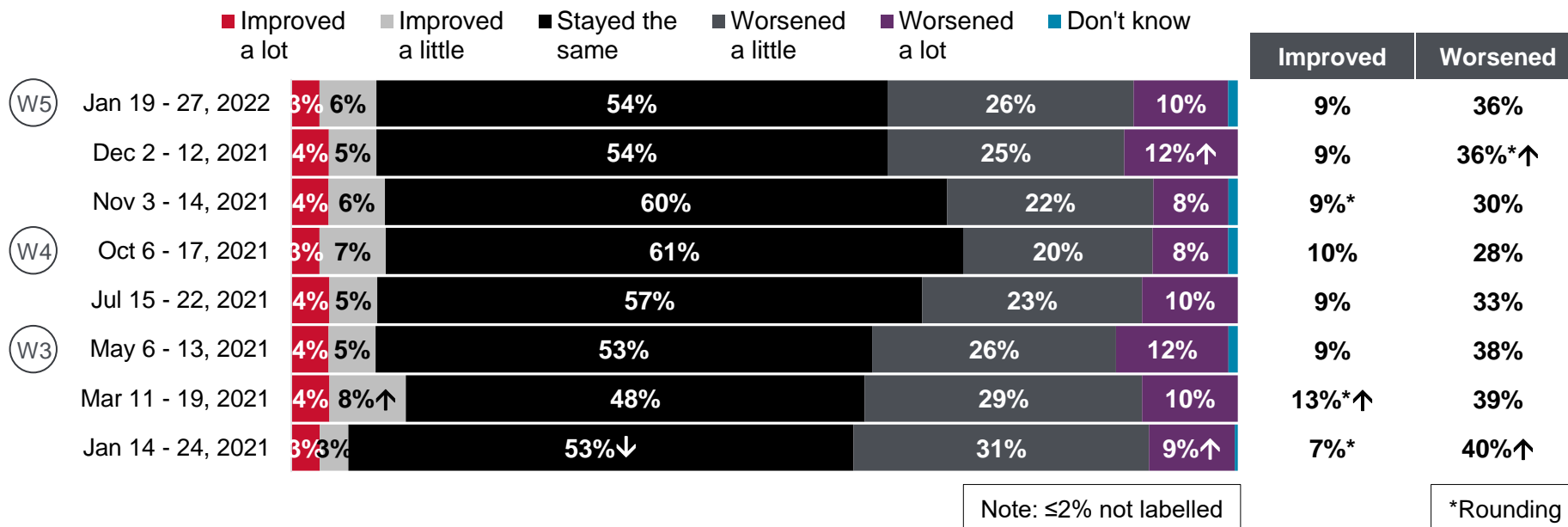
## Impacts of the COVID-19 Pandemic



# Changes in Physical Health

Around one-third (36%) of Calgarians say their physical health has worsened as a result of the pandemic, consistent with December 2021 while one-in-ten (9%) say it has improved. Younger Calgarians are more likely than seniors to say their physical health has improved as a result of the pandemic (13% 18 to 34 and 9% 35 to 64 vs. 3% 65 or older).

## Change in Physical Health Since the Pandemic Began

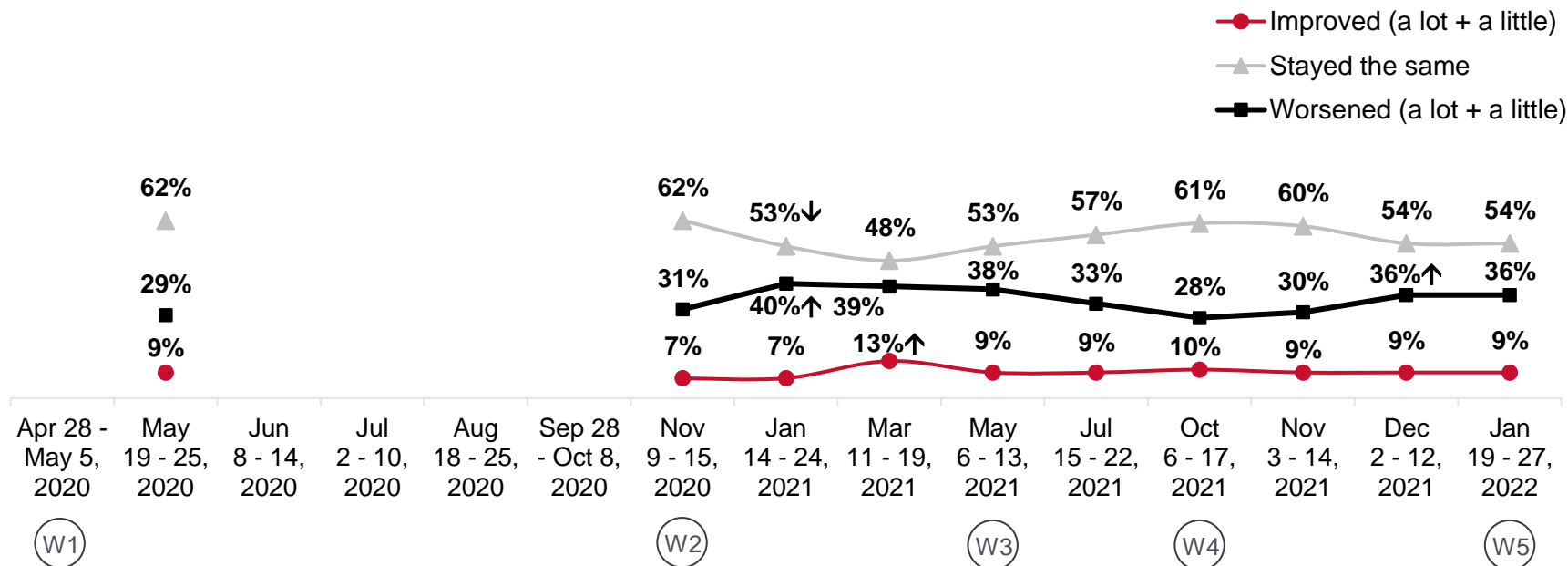


Beginning Oct 6, 2021: As of today, would you say your physical health has improved, remained the same, or worsened as a result of the pandemic?  
 Jan 14 to Jul 22, 2021: Compared to before the pandemic began, would you say your physical health has improved, remained the same, or worsened?  
 Base: All respondents (n=500)



# Tracking: Changes in Physical Health

## Change in Physical Health Since the Pandemic Began



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Oct 6, 2021: As of today, would you say your physical health has improved, remained the same, or worsened as a result of the pandemic?

Nov 9, 2020 to Jul 22, 2021: Compared to before the pandemic began, would you say your physical health has improved, remained the same, or worsened?

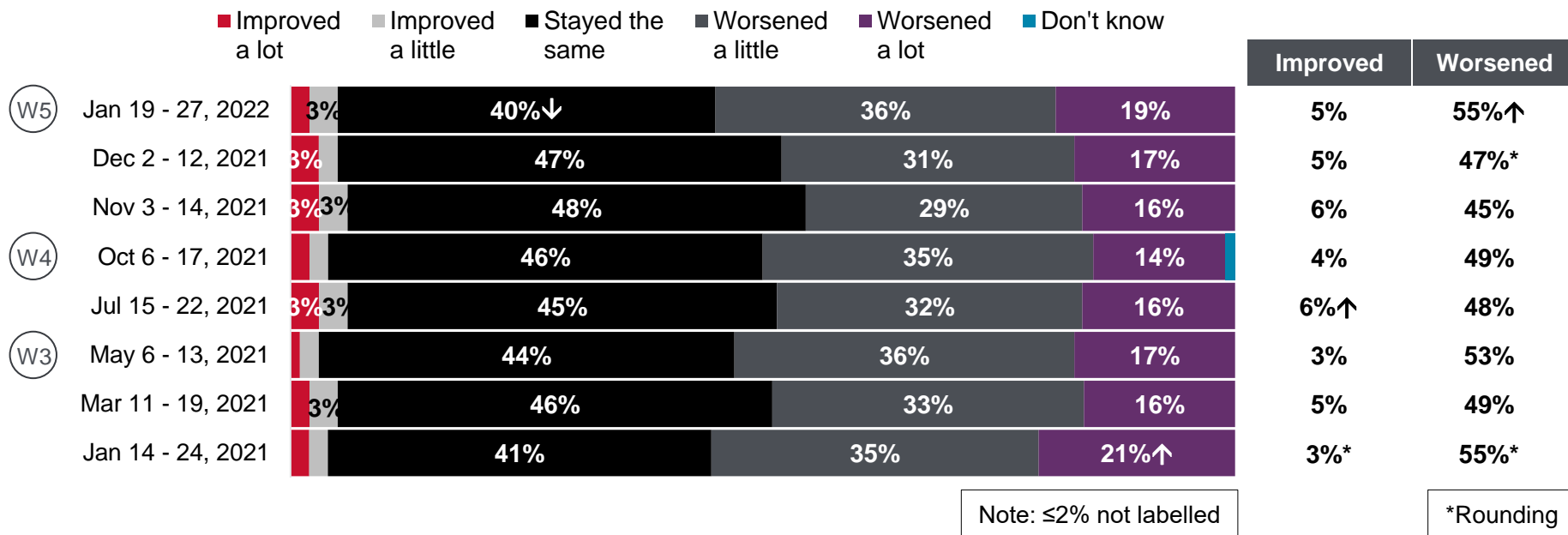
May 19 - 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your physical health has improved, remained the same, or worsened?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

# Changes in Mental Health

More than one-half (55%) of Calgarians say their mental health has worsened because of the pandemic, up from 47% in December 2021 and on par with January 2021. The proportion who say their mental health has remained about the same dropped 7 percentage points from December 2021. Younger Calgarians are more likely than their older counterparts to say their mental health has worsened (66% 18 to 34 vs. 52% 35 to 64 and 43% 65 or older). Those with children under the age of 18 in the household are more likely than those without to say their mental health has improved (10% vs. 2%, respectively). Calgarians without a senior in the household are more likely than those with to say their mental health has worsened (58% vs. 44%, respectively).

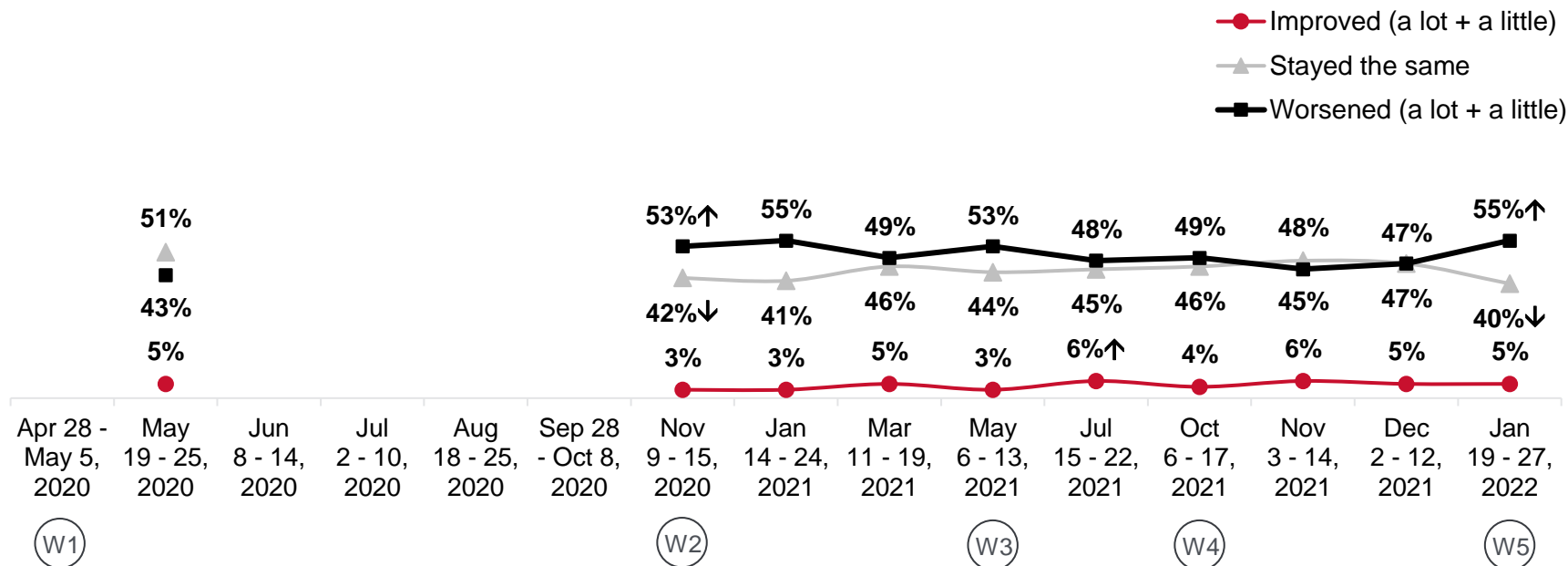
## Change in Mental Health Since the Pandemic Began



Beginning Oct 6, 2021: As of today, would you say your mental health has improved, remained the same, or worsened as a result of the pandemic?  
 Jan 14 to Jul 22, 2021: Compared to before the pandemic began, would you say your mental health has improved, remained the same, or worsened?  
 Base: All respondents (n=500)

# Tracking: Changes in Mental Health

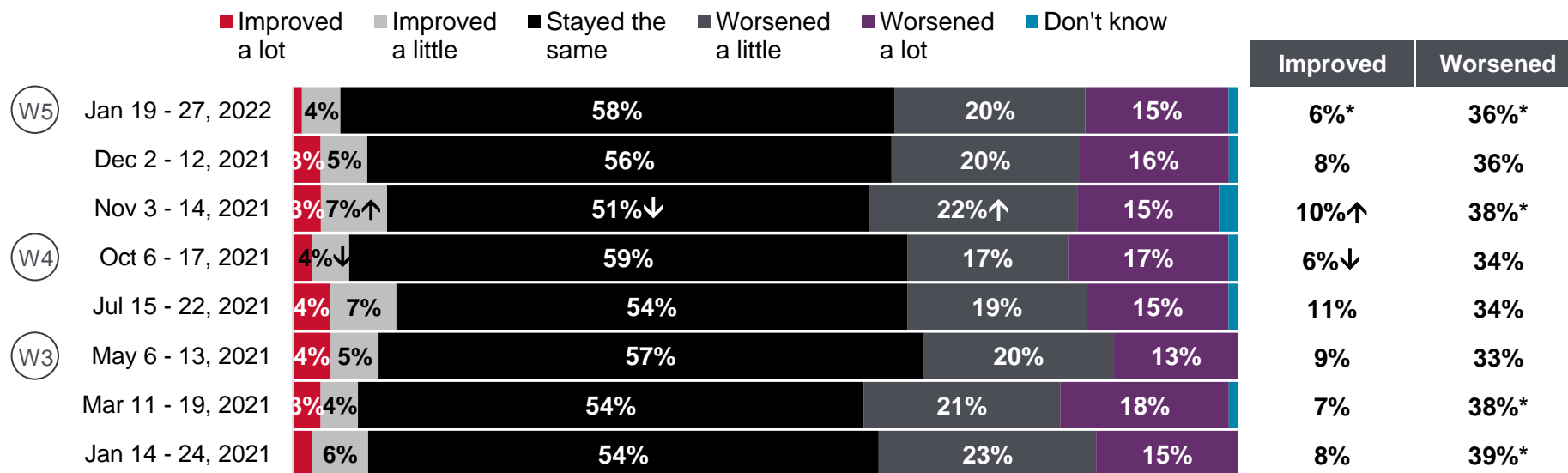
## Change in Mental Health Since the Pandemic Began



# Changes in Personal Financial Situation

Around one-third (36%) of Calgarians say their personal financial situation has worsened as a result of the pandemic, on par with results throughout 2021. Younger Calgarians are more likely than seniors to say their financial situation has worsened (40% 18 to 34 and 39% 35 to 64 vs. 21% 65 or older) while seniors are more likely than others to say it has remained about the same (76% vs. 52% 18 to 34 and 55% 35 to 64). Calgarians with household incomes between \$45,000 and <\$75,000 are more likely than others to say their personal financial situation has worsened (58% vs. 36% <\$45,000, 39% \$75,000 to <\$105,000, 23% \$105,000 to <\$135,000, and 25% \$135,000 or more).

## Change in Personal Financial Situation Since the Pandemic Began



Note: ≤2% not labelled

\*Rounding

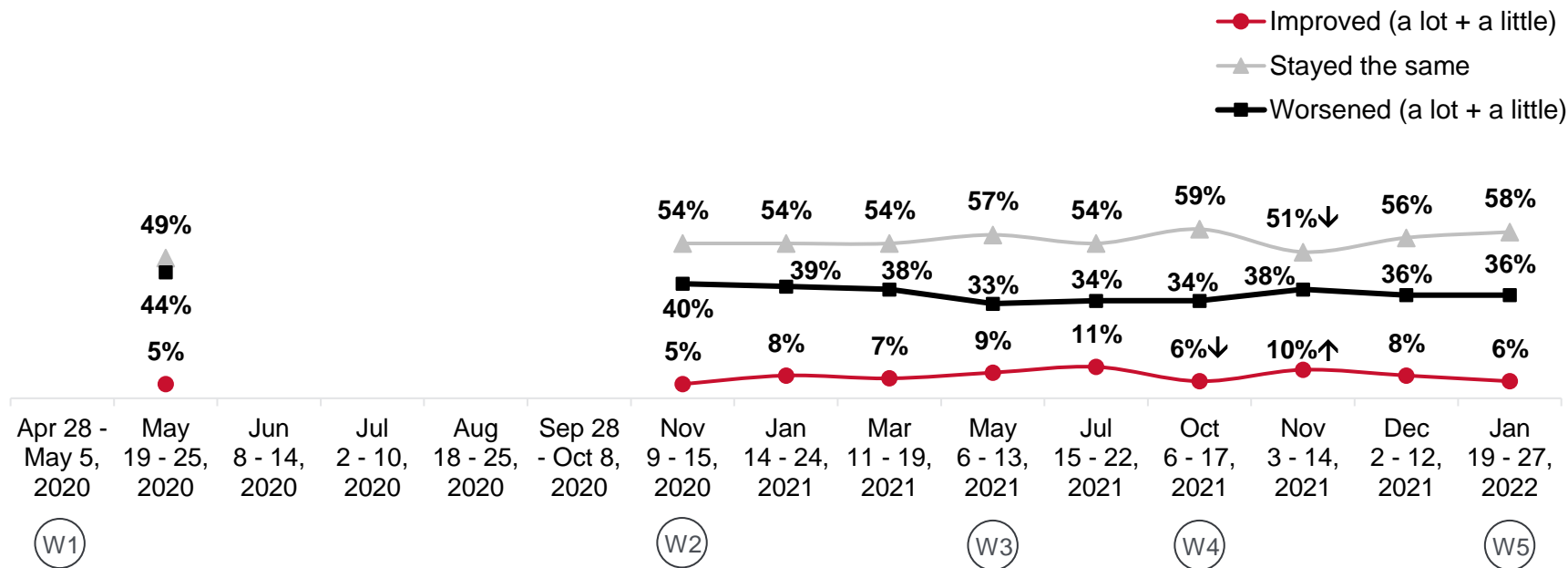
Beginning Oct 6, 2021: As of today, would you say your personal financial situation has improved, remained the same, or worsened as a result of the pandemic?

Jan 14 to Jul 22, 2021: Compared to before the pandemic began, would you say your personal financial situation has improved, remained the same, or worsened?

Base: All respondents (n=500)

# Tracking: Changes in Personal Financial Situation

## Change in Personal Financial Situation Since the Pandemic Began



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Oct 6, 2021: As of today, would you say your personal financial situation has improved, remained the same, or worsened as a result of the pandemic?

Nov 9, 2020 to Jul 22, 2021: Compared to before the pandemic began, would you say your personal financial situation has improved, remained the same, or worsened?

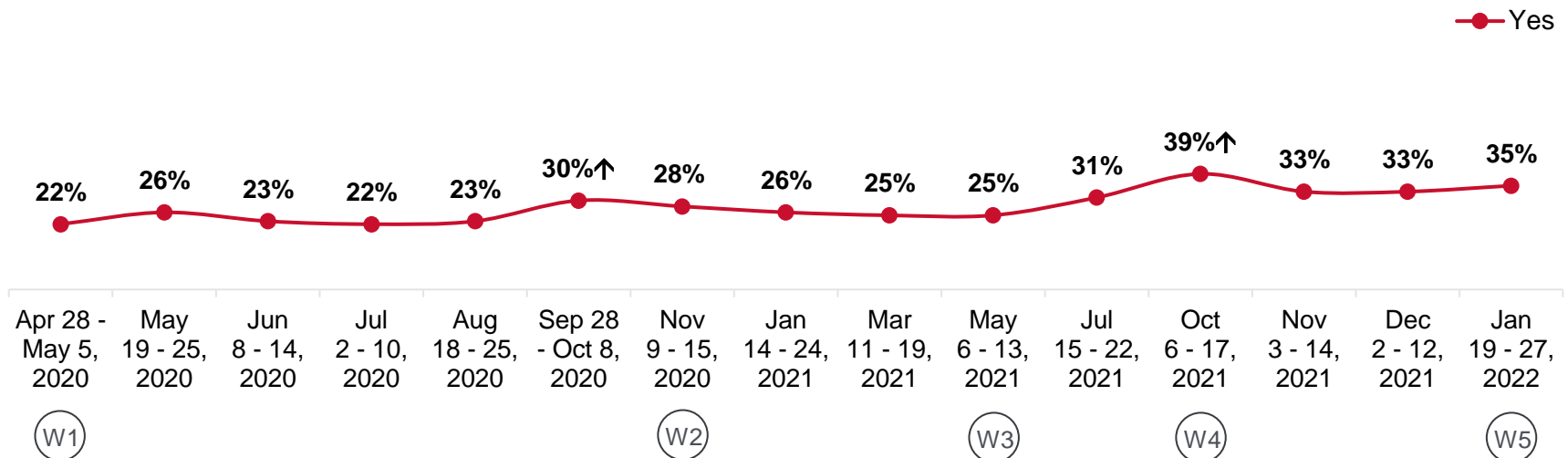
May 19 - 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your personal financial situation has improved, remained the same, or worsened?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

# Financial Impacts of the Pandemic

Around one-third (35%) say the pandemic is currently having a negative impact on their capacity to pay their bills on time, consistent with results since July 2021 but up 9 percentage points from January 2021. Calgarians between the ages of 18 and 64 are more likely than seniors to be experiencing this (44% 18 to 34 and 36% 35 to 64 vs. 17% 65 or older). Residents of the NE are more likely than those of the other quadrants to say the pandemic is having a negative impact on their capacity to pay bills on time (50% vs. 32% SE, 32% NW, and 33% SW). Calgarians with household incomes less than \$75,000 are more likely than those with higher incomes to be experiencing this (49% <\$45,000 and 56% \$45,000 to <\$75,000 vs. 36% \$75,000 to <\$105,000, 24% \$105,000 to <\$135,000 and 20% \$135,000 or more).

## Negative Impact on Capacity to Pay Bills on Time



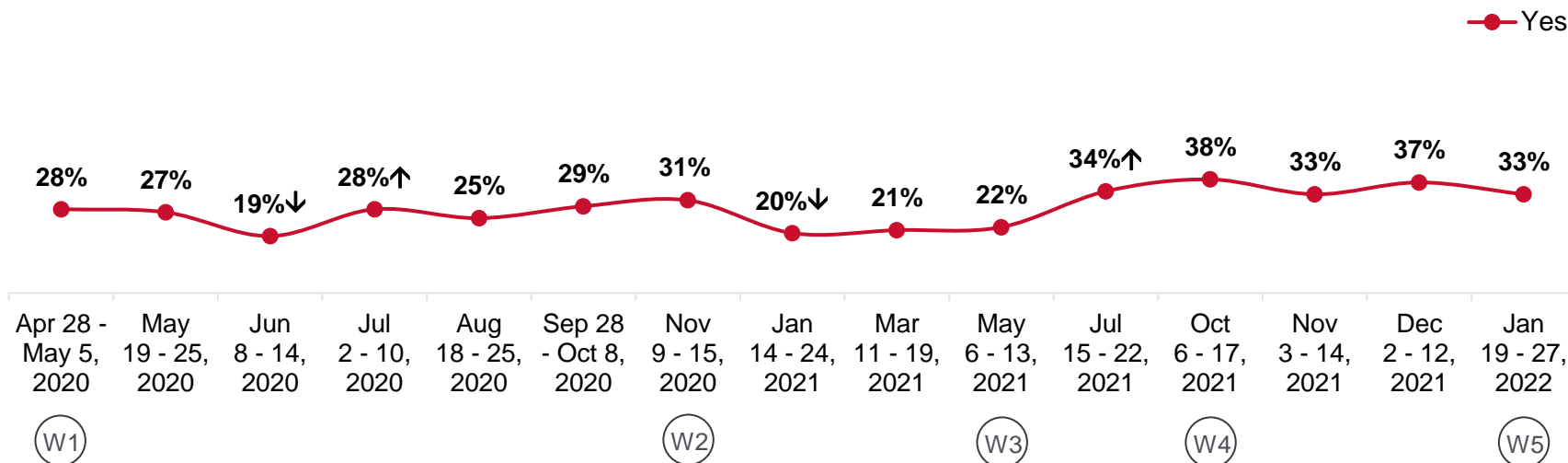
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

Base: All respondents, excluding those who answered "not applicable" (n=varies)

## Financial Impacts of the Pandemic – cont'd

One-third (33%) say the pandemic is currently having a negative impact on their capacity to pay their mortgage or rent, consistent with results since July 2021 but 13 percentage points higher than January 2021. Calgarians between the ages of 18 and 64 are more likely than seniors to be experiencing this (40% 18 to 34 and 35% 35 to 64 vs. 15% 65 or older). Those with children under the age of 18 in the household are more likely than those without to say the pandemic is having a negative impact on their capacity to pay their mortgage or rent (41% vs. 29%, respectively). Calgarians with household incomes less than \$105,000 are more likely than those with higher incomes to be experiencing this (42% <\$45,000, 52% \$45,000 to <\$75,000, and 39% \$75,000 to <\$105,000 vs. 21% \$105,000 to <\$135,000 and 20% \$135,000 or more).

### Negative Impact on Capacity to Pay Mortgage/Rent



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

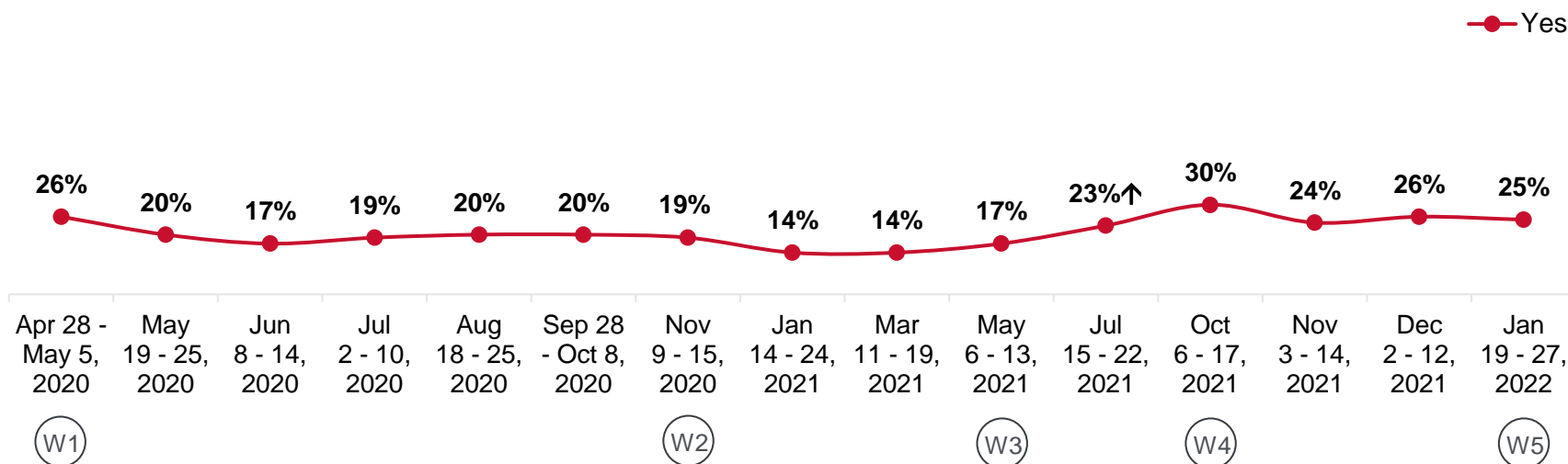
Base: All respondents, excluding those who answered "not applicable" (n=varies)



## Financial Impacts of the Pandemic – cont'd

One-quarter (26%) say the pandemic is currently having a negative impact on their capacity to pay their property taxes, consistent with results since July 2021 but 11 percentage points higher than January 2021. Calgarians between the ages of 35 and 64 are more likely than seniors (65 or older) to be experiencing this (28% vs. 15%, respectively). Those with children under the age of 18 in the household are more likely than those without to say the pandemic is having a negative impact on their capacity to pay their mortgage or rent (33% vs. 20%, respectively). Calgarians with household incomes less than \$105,000 are more likely than those with higher incomes to be experiencing this (31% <\$45,000, 36% \$45,000 to <\$75,000, and 32% \$75,000 to <\$105,000 vs. 18% \$105,000 to <\$135,000 and 14% \$135,000 or more).

### Negative Impact on Capacity to Pay Property Taxes



**Note: Property tax bills were mailed on May 25, 2020 and May 25, 2021**

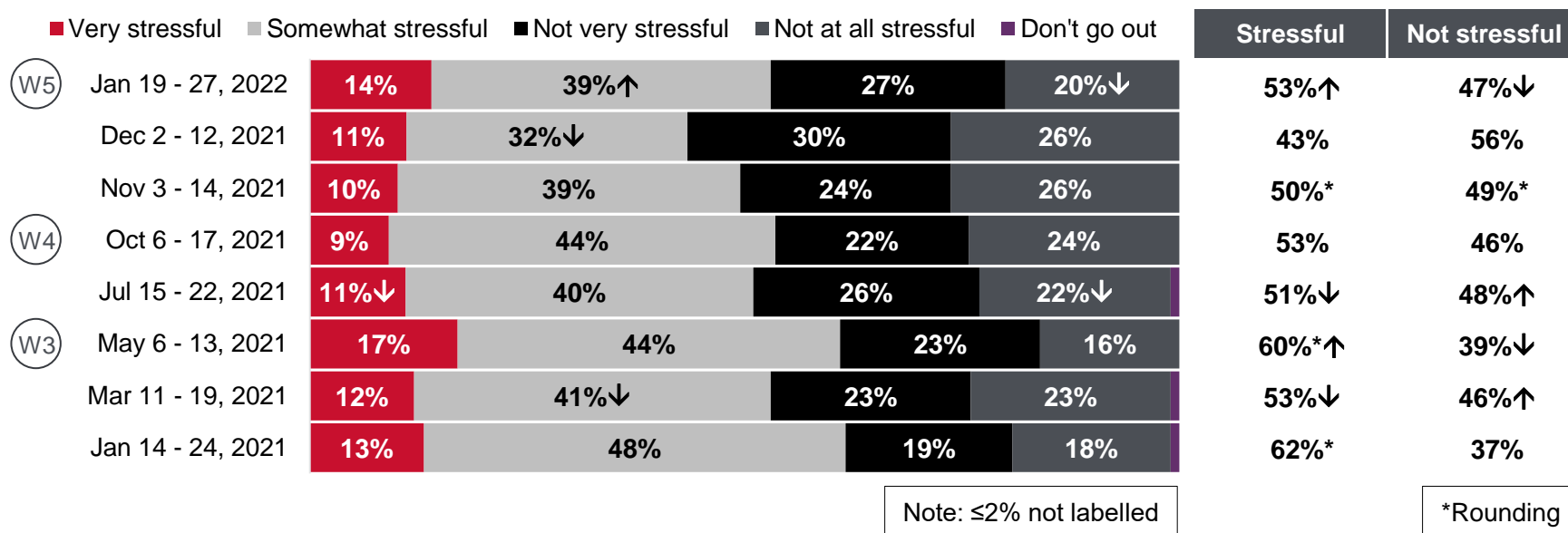
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

Base: All respondents, excluding those who answered "not applicable" (n=varies)

# Stress Level When in Public During Pandemic

Around one-half (53%) of Calgarians find it stressful to be in public during the pandemic, up from 43% in December 2021 but lower than in January 2021 (62%). Females are more likely than males to say it is stressful (60% vs. 45%, respectively). Residents of the NE are more likely than those of the other quadrants to find it stressful (67% vs. 46% SE, 52% SW, and 52% NW). Calgarians with a household income of \$135,000 or more are less likely than others to say it is stressful (37% vs. 59% <\$45,000, 50% \$45,000 to <\$75,000, 65% \$75,000 to <\$105,000, and 59% \$105,000 to <\$135,000).

## Stress Level When in Public During the Pandemic

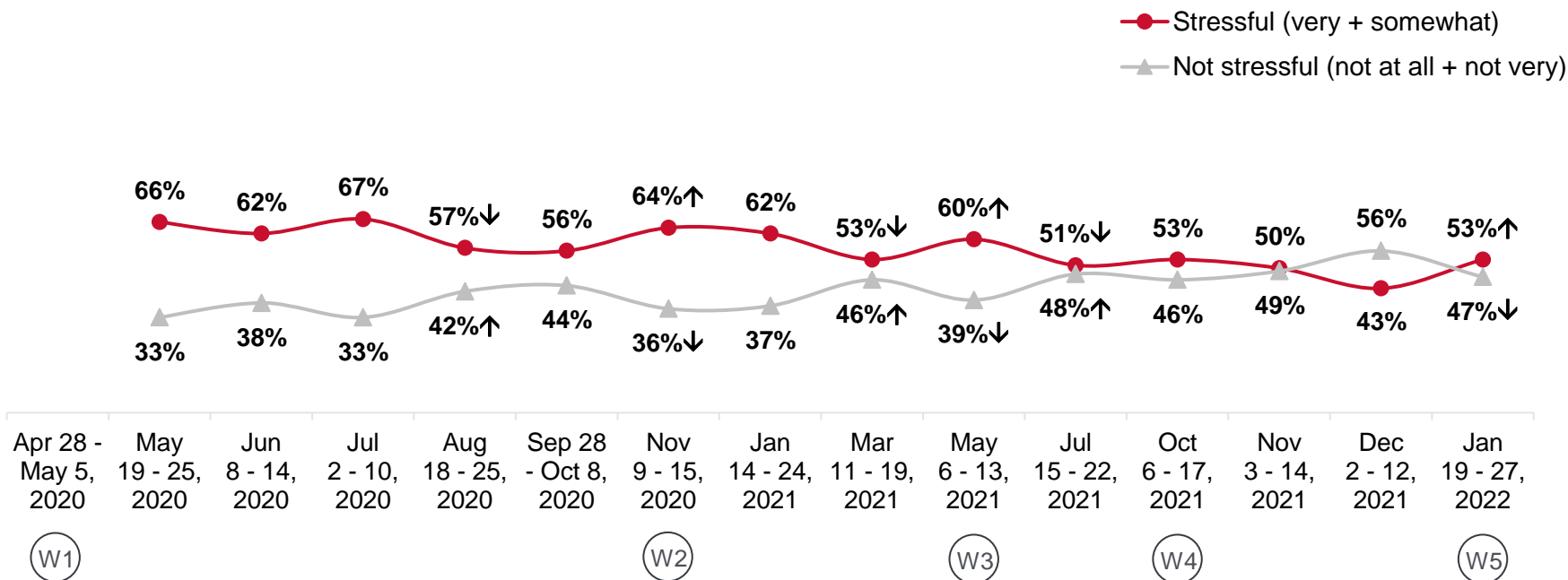


During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

Base: All respondents (n=500)

# Tracking: Stress Level When in Public During Pandemic

Stress Level When in Public During the Pandemic



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

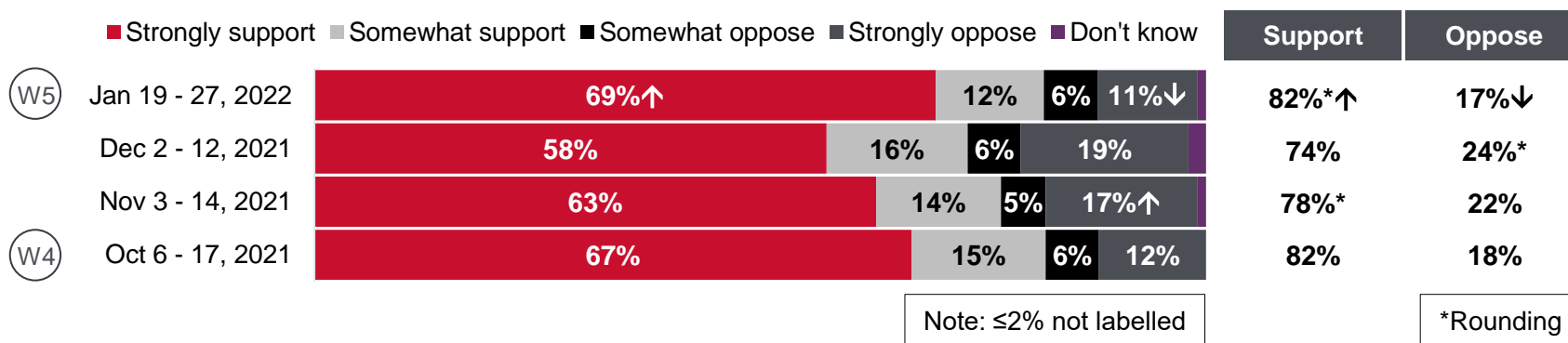


## Moving Forward

# Support for the Pandemic Face Covering Bylaw

Around four-in-five Calgarians (82%) support the Pandemic Face Covering Bylaw, up from 74% in December 2021 and on par with October 2021. Seniors (65 or older) are more likely than those between the ages of 35 and 64 to support this bylaw (90% vs. 78%, respectively). Calgarians with children under the age of 18 in the household are less likely than those without to support the Pandemic Face Covering Bylaw (75% vs. 85%, respectively), as are those who do not have a senior in the household compared to those who do (79% vs. 92%, respectively). Calgarians with a household income of less than \$45,000 are more likely than others to support this bylaw (96% vs. 82% \$45,000 to <\$75,000, 77% \$75,000 to <\$105,000, 82% \$105,000 to <\$135,000, and 78% \$135,000 or more).

## Support for the Pandemic Face Covering Bylaw



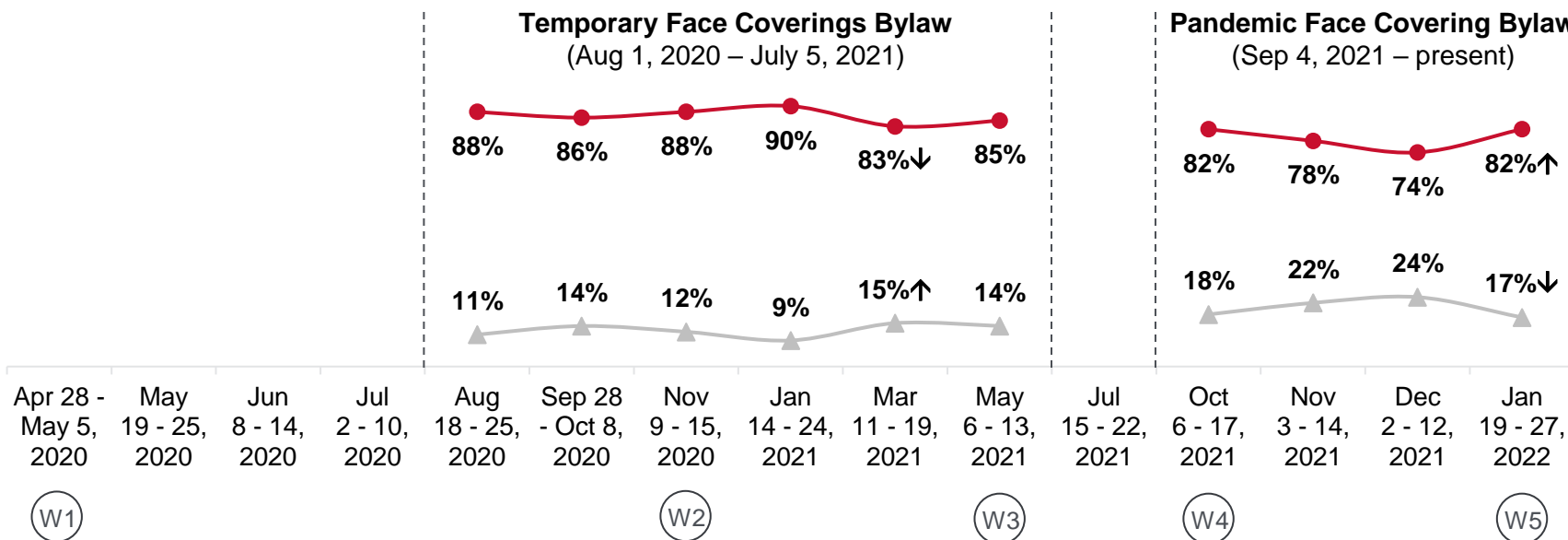
On September 4<sup>th</sup>, the Pandemic Face Covering Bylaw came into effect. It requires face coverings be worn on public transit, in private vehicles for hire, in public indoor spaces such as stores and places of worship, and in City of Calgary owned or operated facilities and buildings. To what extent do you support or oppose this bylaw?

Base: All respondents (n=500)

# Tracking: Support for Face Covering Bylaws

## Support for Face Covering Bylaws

—● Support (strongly + somewhat)  
—▲ Oppose (strongly + somewhat)



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Aug 18, 2020 to May 13, 2021: On July 21<sup>st</sup> City Council voted in favour of a bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. To what extent do you support or oppose this bylaw?

Base: All respondents (n=500)

Beginning Oct 6, 2021: On September 4<sup>th</sup>, the Pandemic Face Covering Bylaw came into effect. It requires face coverings be worn on public transit, in private vehicles for hire, in public indoor spaces such as stores and places of worship, and in City of Calgary owned or operated facilities and buildings. To what extent do you support or oppose this bylaw?

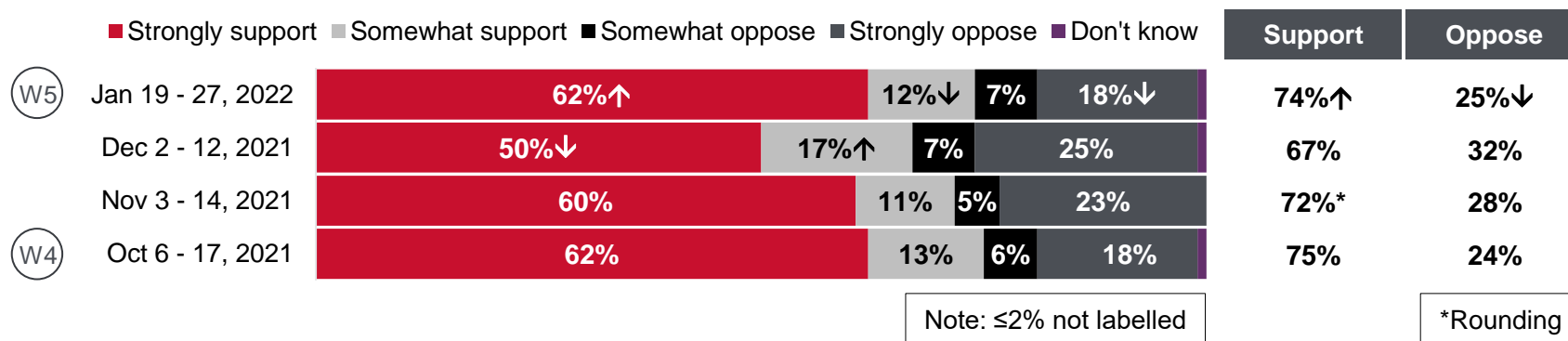
Base: All respondents (n=500)



# Support for the Vaccine Passport Bylaw

Three-quarters (74%) of Calgarians support the Vaccine Passport Bylaw, up from 67% in December 2021 and on par with results from October and November 2021. Seniors (65 or older) are more likely than younger Calgarians to support this bylaw (84% vs. 69% 18 to 34 and 74% 35 to 64). Those without a senior in the household are less likely than those with a senior in the household to support the Vaccine Passport Bylaw (71% vs. 84%, respectively).

## Support for the Vaccine Passport Bylaw



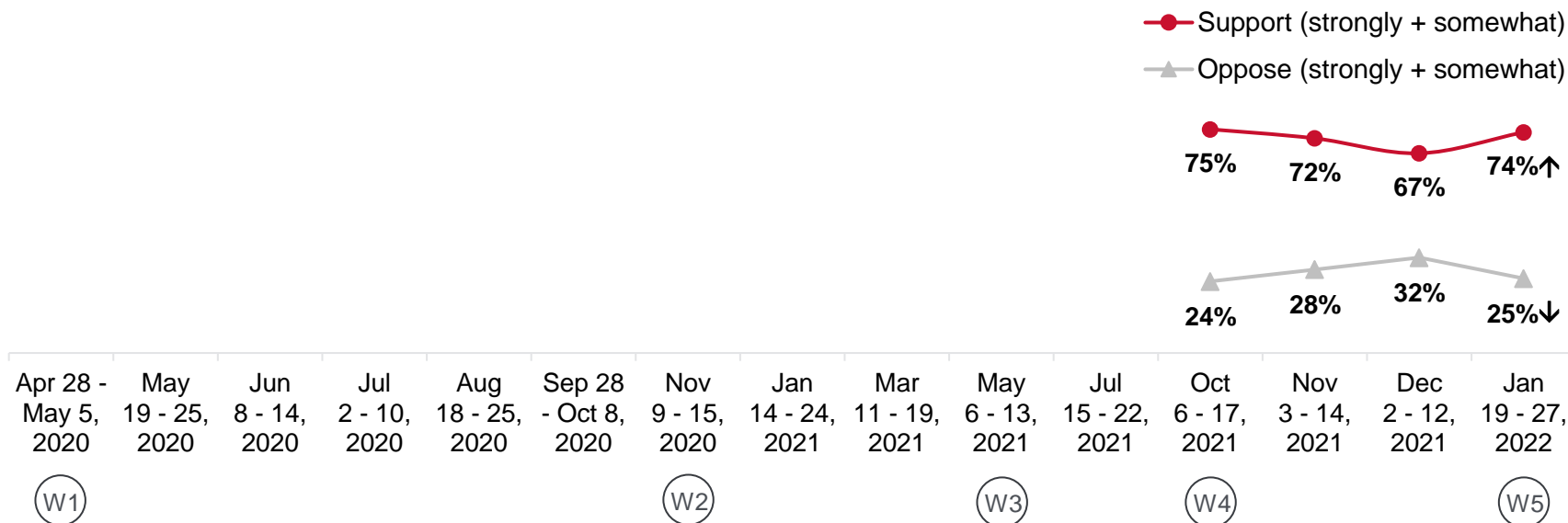
On September 23rd, The City implemented the Vaccine Passport Bylaw that applies to Calgary businesses such as restaurants, nightclubs, casinos, sporting and entertainment venues, and fitness and recreation facilities. The bylaw makes it mandatory for businesses to require customers aged 12 and older to provide proof of COVID-19 vaccination, a recent negative COVID-19 test, or a medical exemption letter. To what extent do you support or oppose this bylaw?

Base: All respondents (n=500)



# Tracking: Support for the Vaccine Passport Bylaw

## Support for the Vaccine Passport Bylaw



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

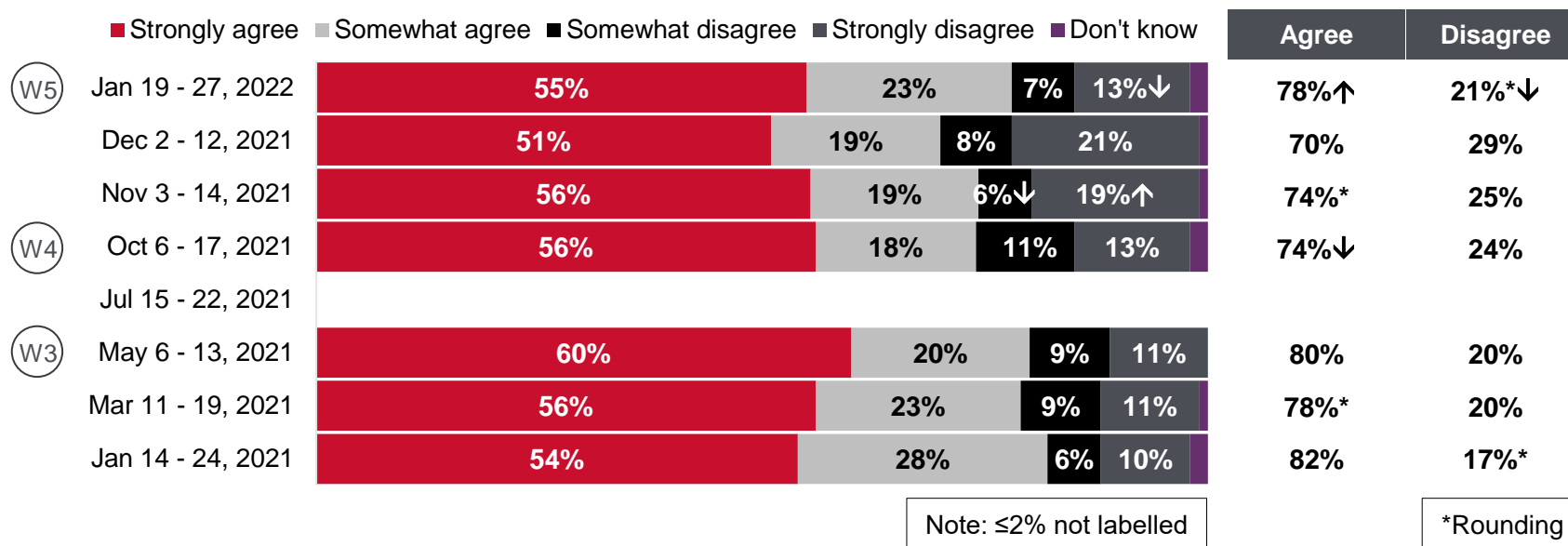
On September 23rd, The City implemented the Vaccine Passport Bylaw that applies to Calgary businesses such as restaurants, nightclubs, casinos, sporting and entertainment venues, and fitness and recreation facilities. The bylaw makes it mandatory for businesses to require customers aged 12 and older to provide proof of COVID-19 vaccination, a recent negative COVID-19 test, or a medical exemption letter. To what extent do you support or oppose this bylaw?

Base: All respondents (n=500)

# Impact of Bylaw on Willingness to be in Public

Around four-in-five Calgarians (78%) agree mandatory face coverings in public indoor spaces make them more willing or confident to go shopping, visit restaurants, ride transit or do other public activities, up from 70% in December 2021 and on par with results from earlier in 2021. Females are more likely than males to agree with this (84% vs. 73%, respectively), as are seniors (65 or older) compared to younger Calgarians (88% vs. 73% 35 to 64). Those with children under the age of 18 in the household are less likely than those without to agree (72% vs. 81%, respectively), as are those without a senior in the household compared to others (75% vs. 89%, respectively). Calgarians with incomes of less than \$45,000 are more likely than those with higher incomes to agree mandatory face coverings make them more willing to be in public (93% vs. 77% \$45,000 to <\$75,000, 78% \$75,000 to <\$105,000, 81% \$105,000 to <\$135,000, and 69% \$135,000 or more).

## Mandatory Face Coverings in Public Indoor Spaces Increase Willingness/Confidence to be in Public

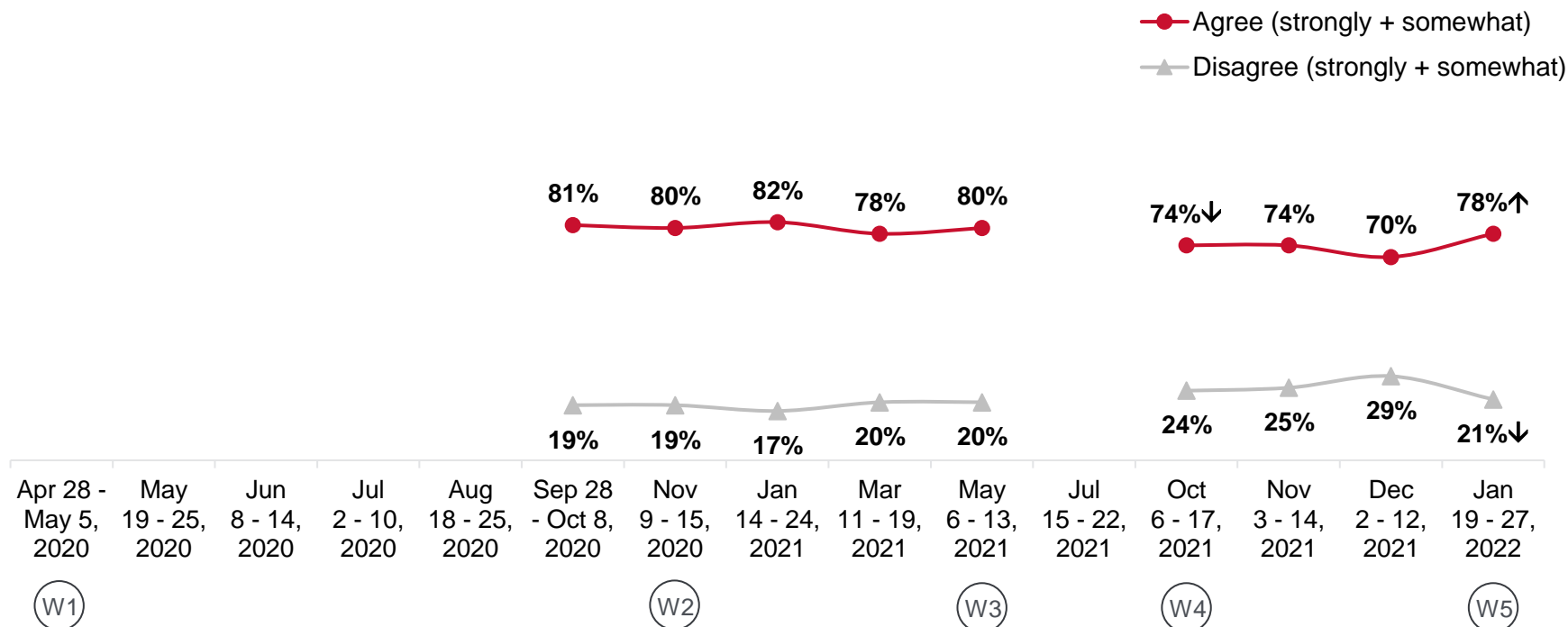


To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (n=500)

# Tracking: Impact of Bylaw on Willingness to be in Public

## Mandatory Face Coverings in Public Indoor Spaces Increase Willingness/Confidence to be in Public



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

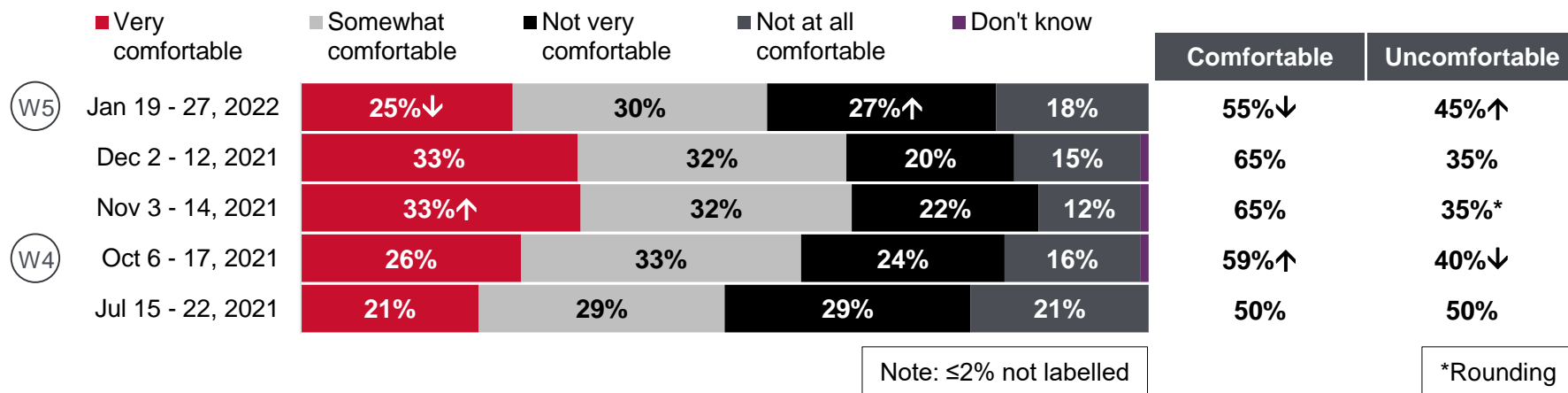
To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (n=500)

# Comfort Attending Outdoor Events

More than one-half (55%) of Calgarians say they are or would be comfortable attending an outdoor event with a large crowd over the next couple of months, down from 65% in November and December 2021. Those between the ages of 18 and 64 are more likely than seniors (65 or older) to say they are or would be comfortable doing this (63% 18 to 34 and 55% 35 to 64 vs. 41%, respectively). Residents of the SE are more likely than those of the NE and NW to be comfortable (64% vs. 44% and 50%, respectively).

## Comfort with Attending an Outdoor Event with a Large Crowd in the Next Couple of Months



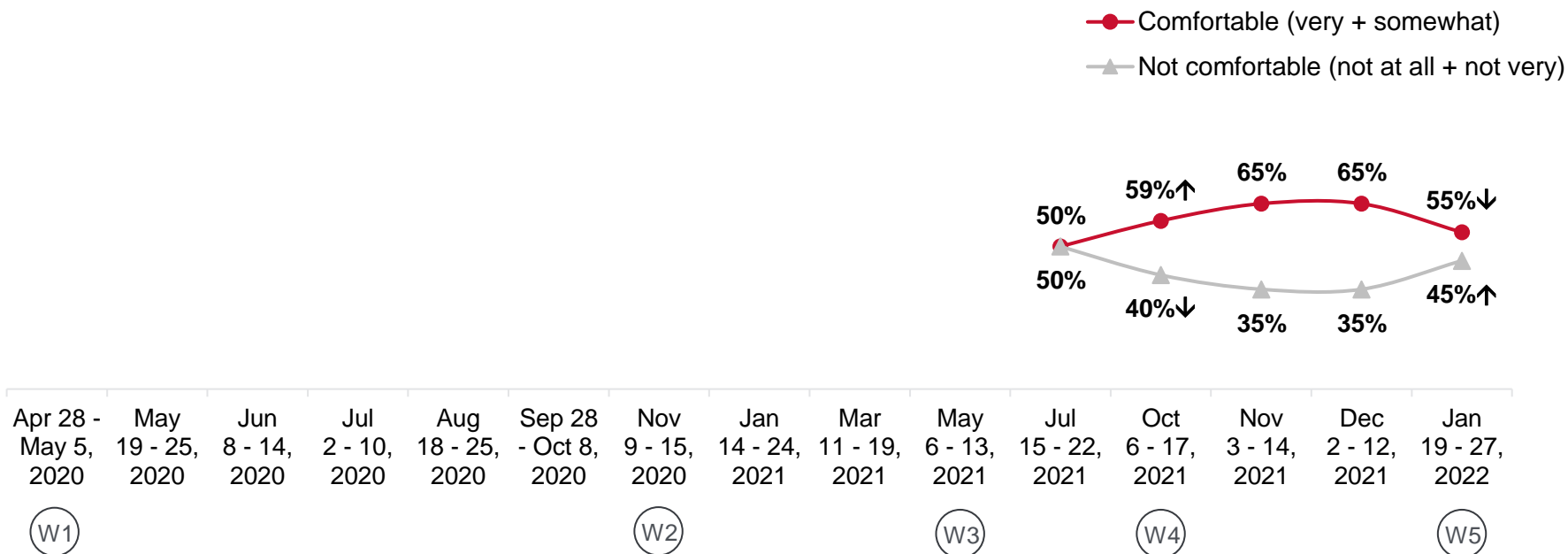
Beginning Oct 6, 2021: Over the next couple of months, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

Base: All respondents (n=500)

# Tracking: Comfort Attending Outdoor Events

## Comfort with Attending an Outdoor Event with a Large Crowd in the Next Couple of Months



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Oct 6, 2021: Over the next couple of months, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

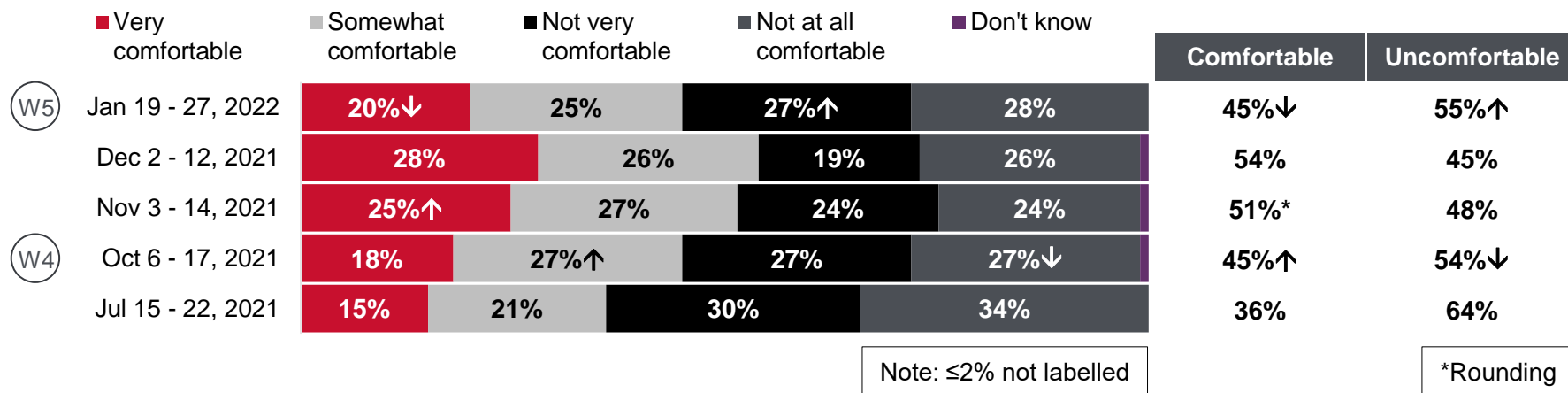
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

Base: All respondents (n=500)

# Comfort Attending Indoor Events

Fewer than one-half (45%) of Calgarians say they are or would be comfortable attending an indoor event with a large crowd over the next couple of months, down from 54% in December 2021 and on par with October 2021. Males are more likely than females to be comfortable with this (50% vs. 40%, respectively), as are younger Calgarians compared to seniors (55% 18 to 34 and 46% 35 to 64 vs. 26% 65 or older). Residents of the SE are more likely than those of the NE and NW to be comfortable (53% vs. 33% and 40%, respectively).

## Comfort with Attending an Indoor Event with a Large Crowd in the Next Couple of Months



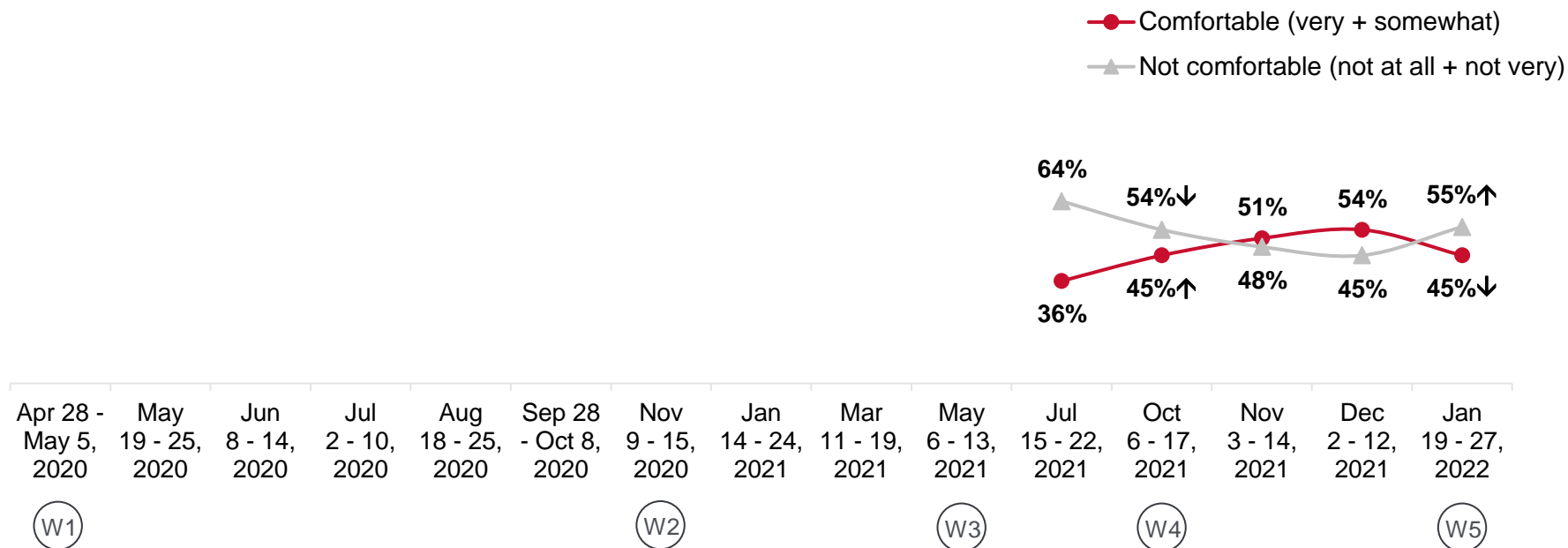
Beginning Oct 6, 2021: Over the next couple of months, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

Base: All respondents (n=500)

# Tracking: Comfort Attending Indoor Events

## Comfort with Attending an Indoor Event with a Large Crowd in the Next Couple of Months



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Oct 6, 2021: Over the next couple of months, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

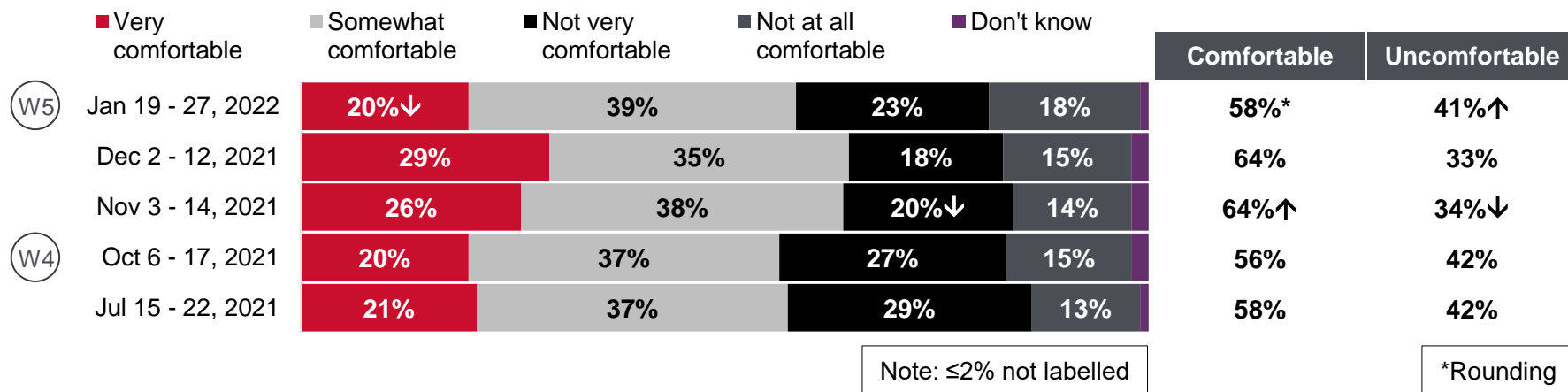
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

Base: All respondents (n=500)

# Comfort Attending an Indoor Event such as City In-person Engagement or Research Focus Group

Approximately three-in-five Calgarians (58%) are or would be comfortable attending an indoor event such as a City in-person public engagement event or a research focus group in the next three months, down from 64% in November and December 2021. The proportion saying they are or would be 'very' comfortable declined 9 percentage points. Males are more likely than females to say they are or would be comfortable (64% vs. 52%, respectively), as are younger Calgarians compared to seniors (63% 18 to 34 and 63% 35 to 64 vs. 37% 65 or older). Those with children under the age of 18 in the household are more likely than those without to be comfortable with this (65% vs. 54%, respectively). Calgarians with a senior in the household are less likely than those without to be comfortable (47% vs. 61%, respectively).

## Comfort Attending an Indoor Event such as City In-Person Public Engagement or a Research Focus Group in the Next Three Months



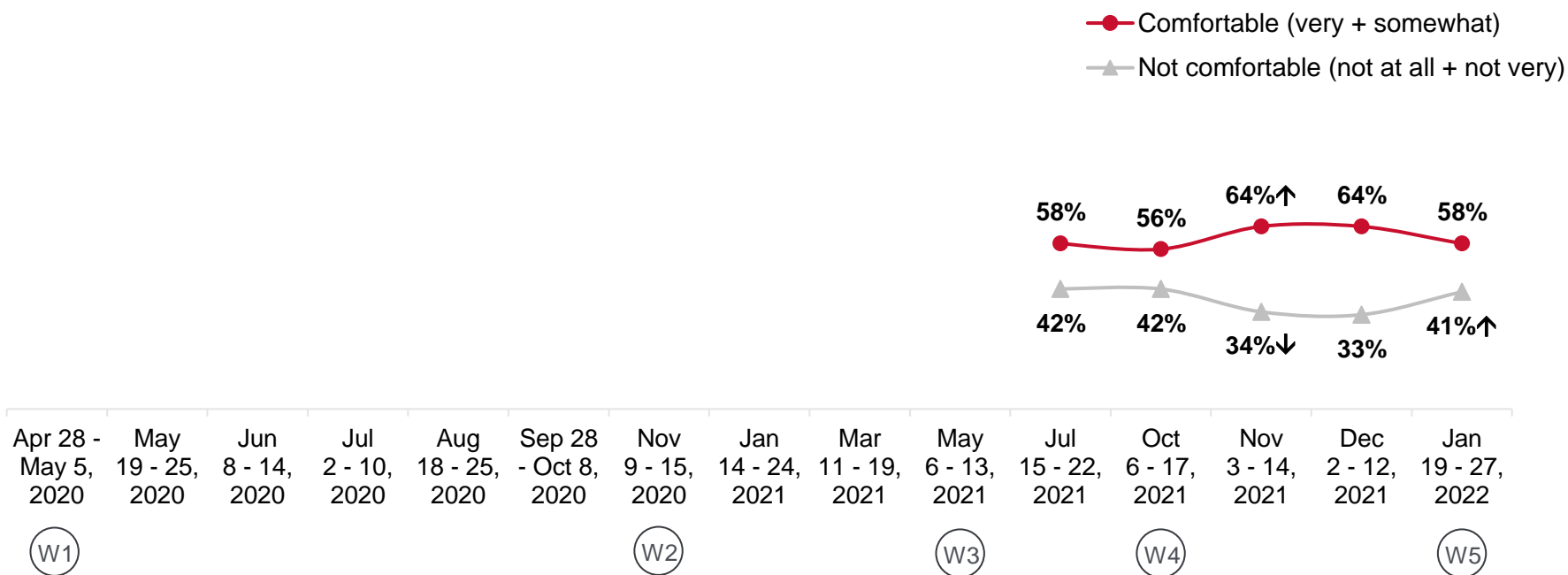
In the next three months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

Base: All respondents (n=500)



# Tracking: Comfort Attending an Indoor Event such as City In-person Engagement or Research Focus Group

## Comfort Attending an Indoor Event such as a City In-Person Public Engagement or a Research Focus Group in the Next Three Months



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

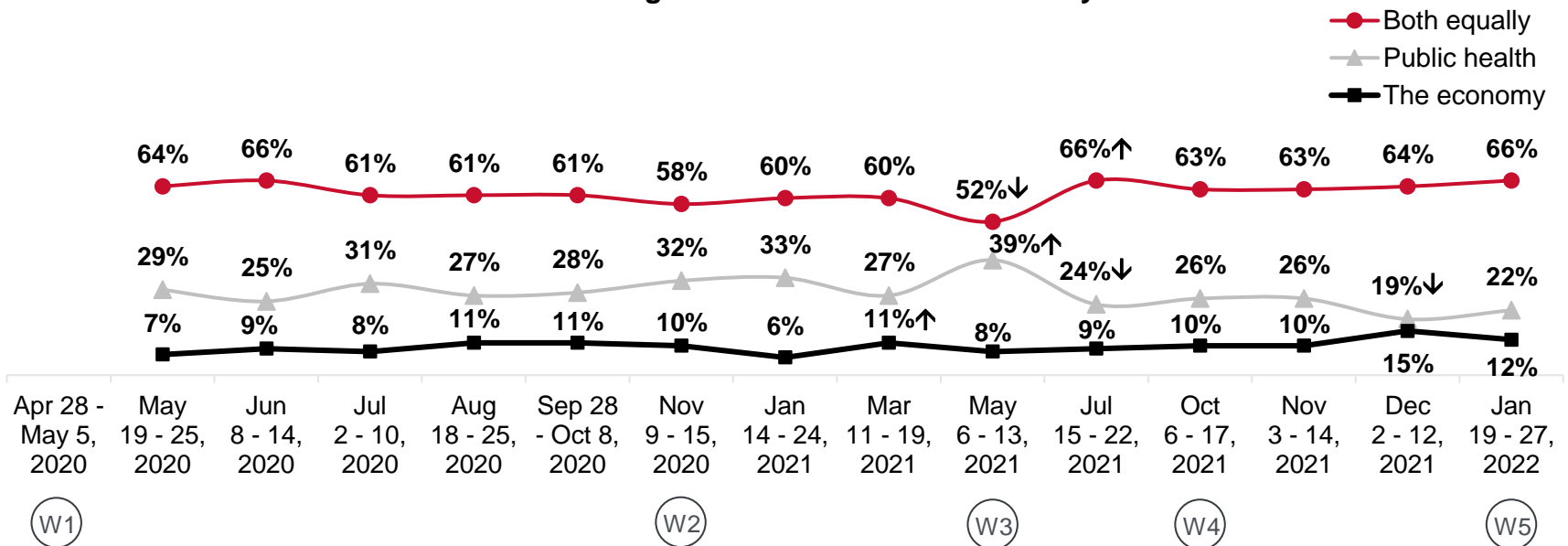
In the next three months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

Base: All respondents (n=500)

# Prioritizing Public Health vs. Economy

Two-thirds (66%) of Calgarians think government decision-makers should balance the priorities of public health and the economy equally when making decisions about actions and restrictions to reduce the spread of COVID-19, on par with results since July 2021. Around one-in-five (22%) think public health should be the priority while only one-in-ten (12%) think it should be the economy. Those between the ages of 35 and 64 are twice as likely as seniors (65 or older) to say the priority should be the economy (14% vs. 7%, respectively). Residents of the NW are more likely than those of the other quadrants to think government decision-makers should balance public health and economy equally (32% vs. 10% SE, 20% NE, and 21% SW).

Prioritizing Public Health vs. the Economy



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Nov 9, 2020: Government decision-makers have to balance the importance of public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19. Do you think the priority should be public health, the economy, or both equally?

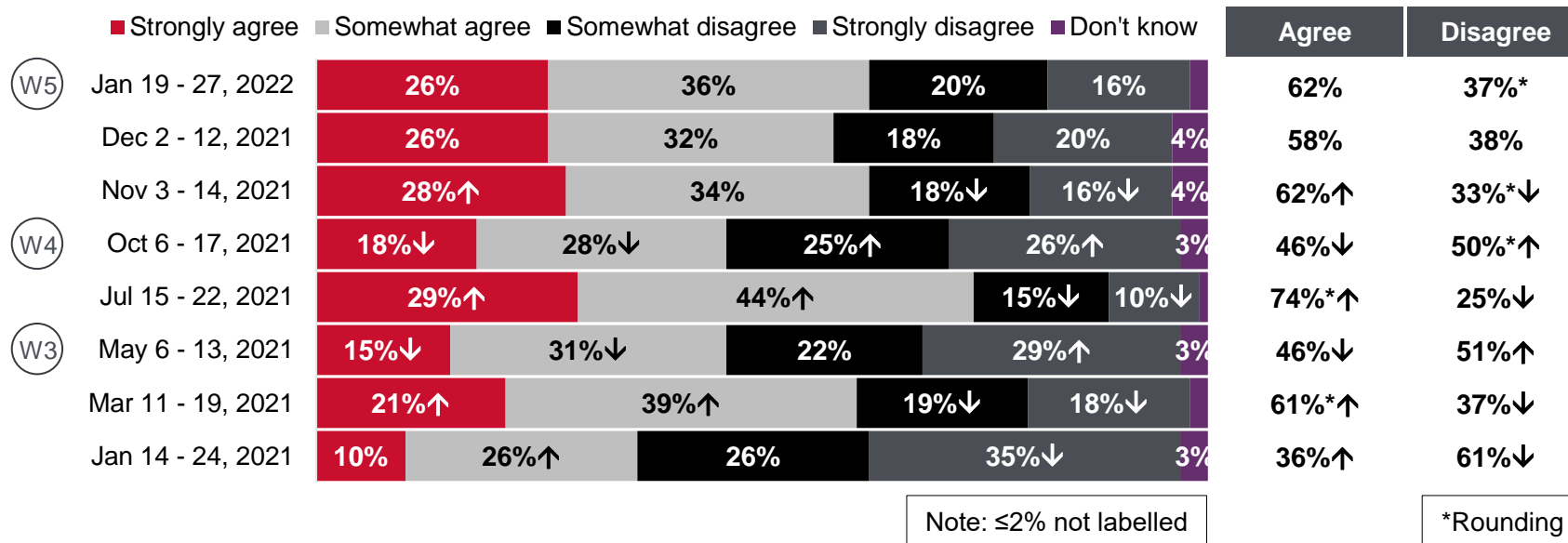
May 19 - Oct 8, 2020: Government decision-makers have to balance the importance of public health and the economy when deciding how to re-open the economy. Do you think the priority should be public health, the economy, or both equally?

Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

# Perceptions and Concern about the Pandemic

Around three-in-five Calgarians (62%) agree the worst of the pandemic is behind us, on par with results from November and December 2021 but higher than during Wave 4 of the pandemic (46%). Those between the ages of 35 and 64 are more likely than seniors (65 or older) to agree with this (66% vs. 55%, respectively). Residents of the SW are more likely than those of the NW and NE to agree the worst of the pandemic is behind us (70% vs. 55% and 56%, respectively).

## The Worst of the COVID-19 Pandemic is Behind Us

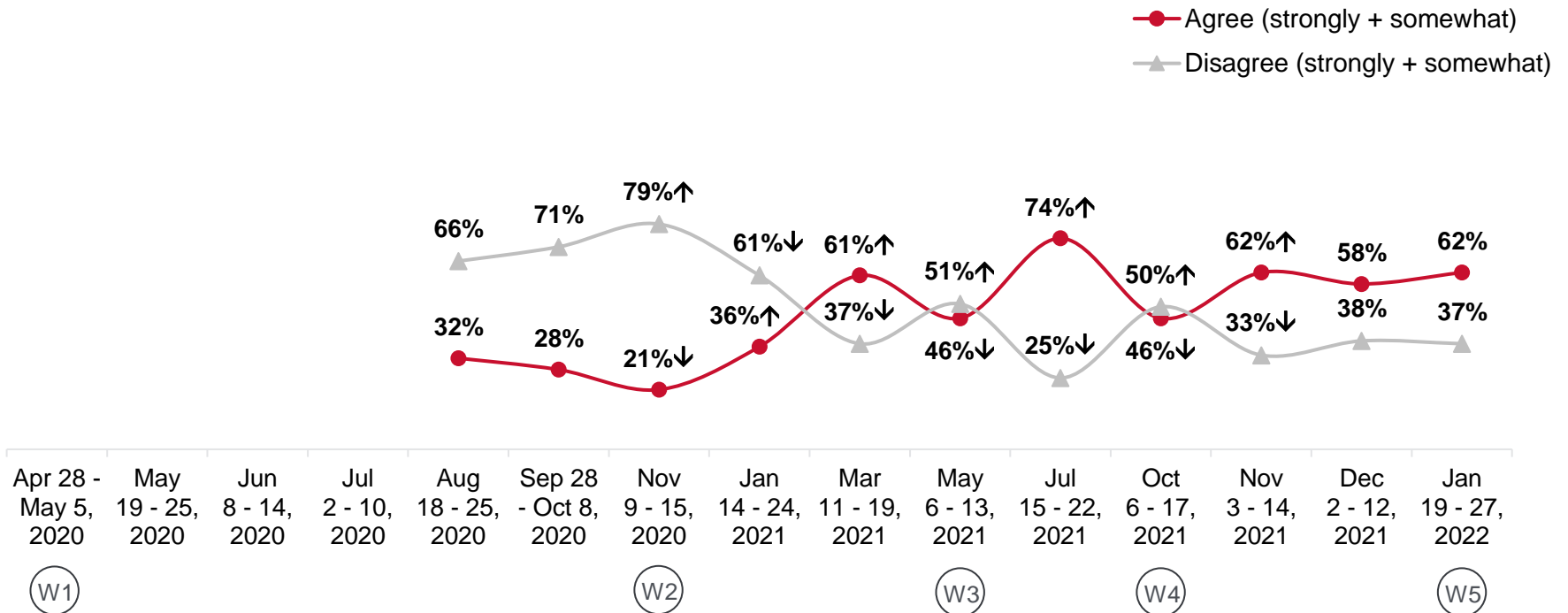


For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: All respondents (n=500)

# Perceptions and Concern about the Pandemic

## The Worst of the COVID-19 Pandemic is Behind Us



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

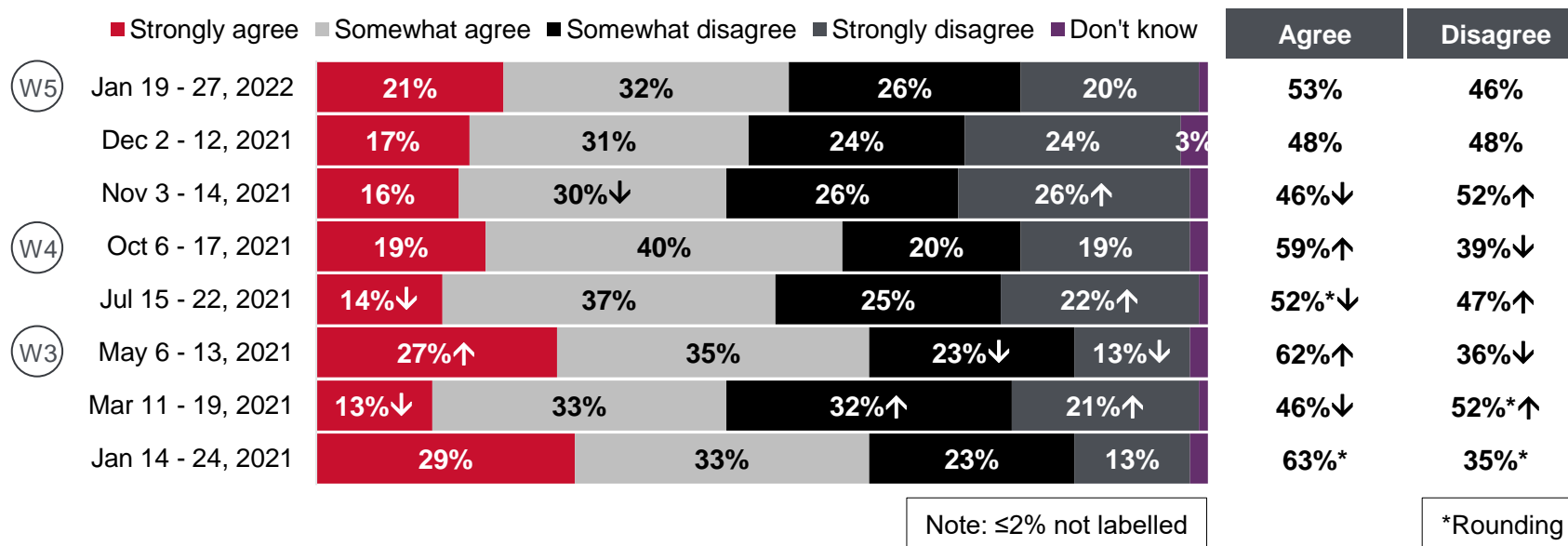
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: All respondents (n=500)

# Perceptions and Concern about the Pandemic

Around one-half (53%) of Calgarians agree they are worried the pandemic is going to get worse, on par with results from December 2021 but 10 percentage points lower than January 2021. Those between the ages of 18 and 34 are more likely than those 35 to 64 to agree with this (61% vs. 48%, respectively), as are residents of the NE compared to those of the other quadrants (69% vs. 46% SW, 50%, SE, and 54% NW). Calgarians with household incomes lower than \$105,000 are more likely than those with incomes of \$135,000 or more to agree (67% <\$45,000, 57% \$45,000 to <\$75,000, and 60% \$75,000 to <\$105,000 vs. 40% \$135,000 or more).

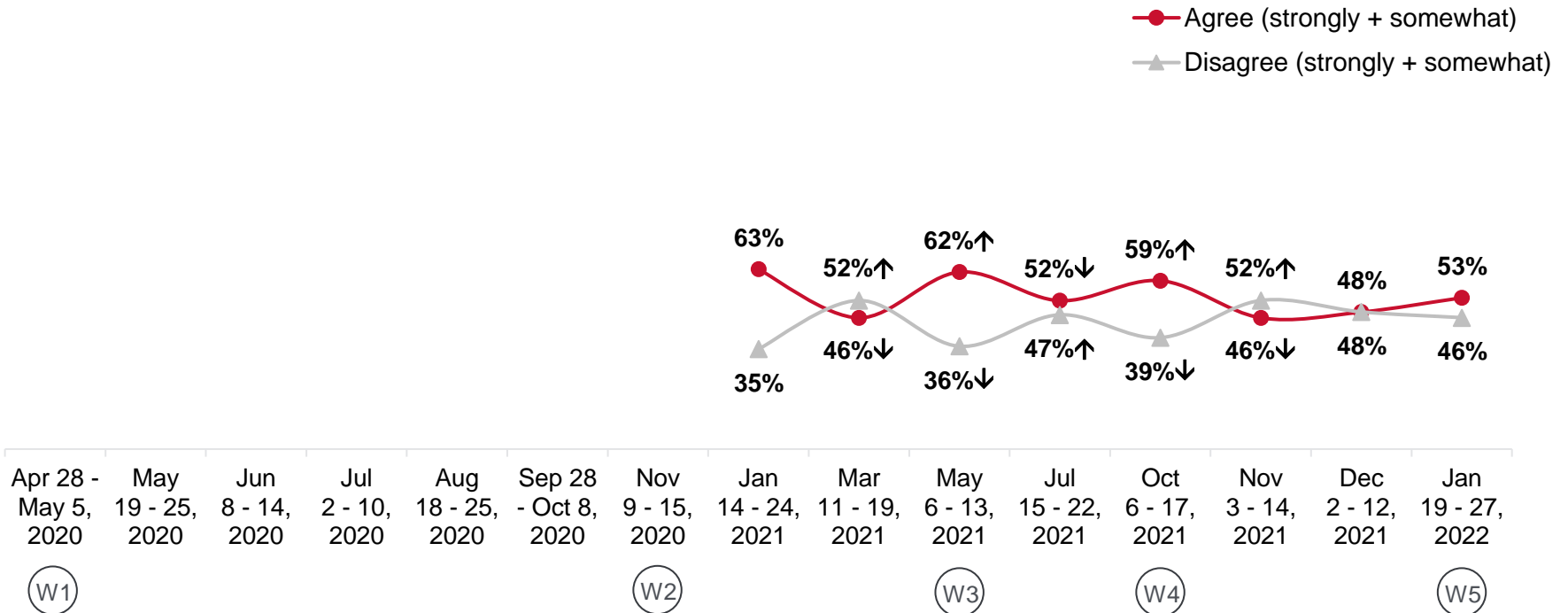
## Worried the Pandemic is Going to Get Worse



For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
Base: All respondents (n=500)

# Perceptions and Concern about the Pandemic

## I'm Worried the Pandemic is Going to Get Worse



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: All respondents (n=500)

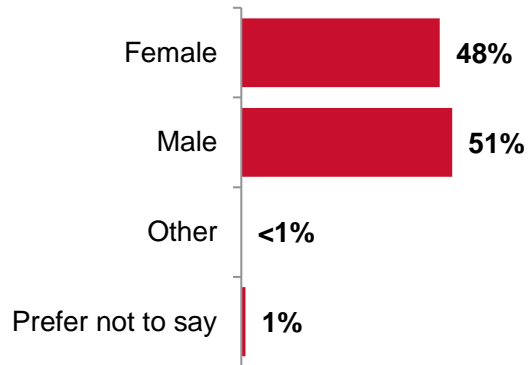
# Demographics



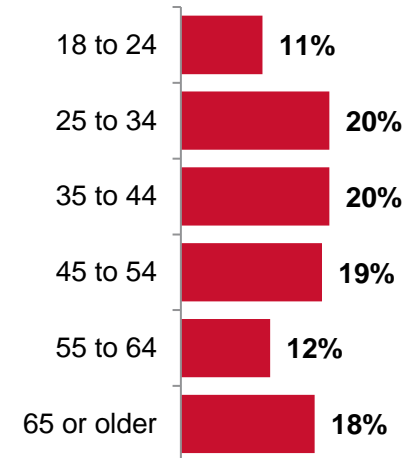
# Demographics

## Gender

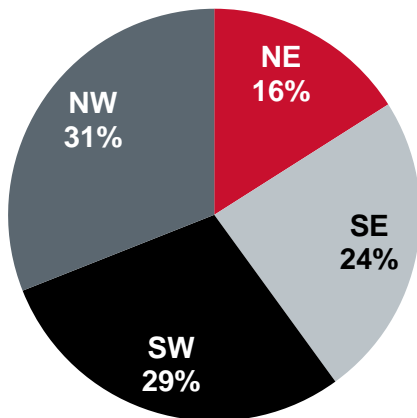
(asked, not inferred)



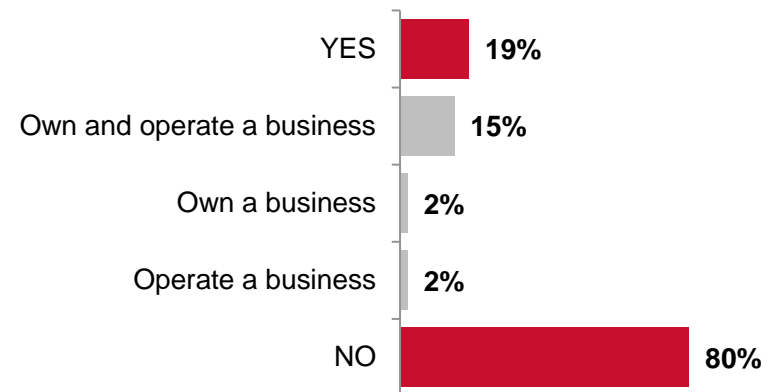
## Age



## Quadrant of Residence



## Own and/or Operate a Business in Calgary



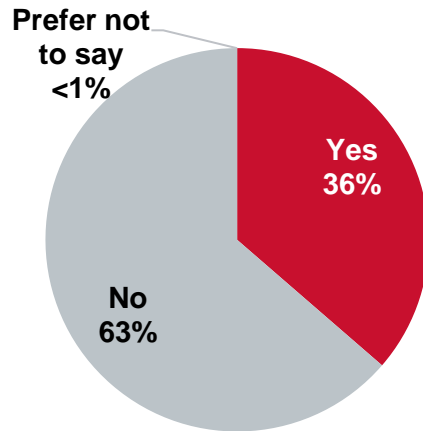
Base: All respondents (n=500)

NOTE: Totals may not add to 100% due to rounding and/or responses of "Prefer to not answer"

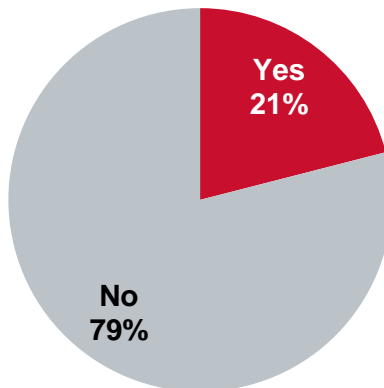


## Demographics – cont'd

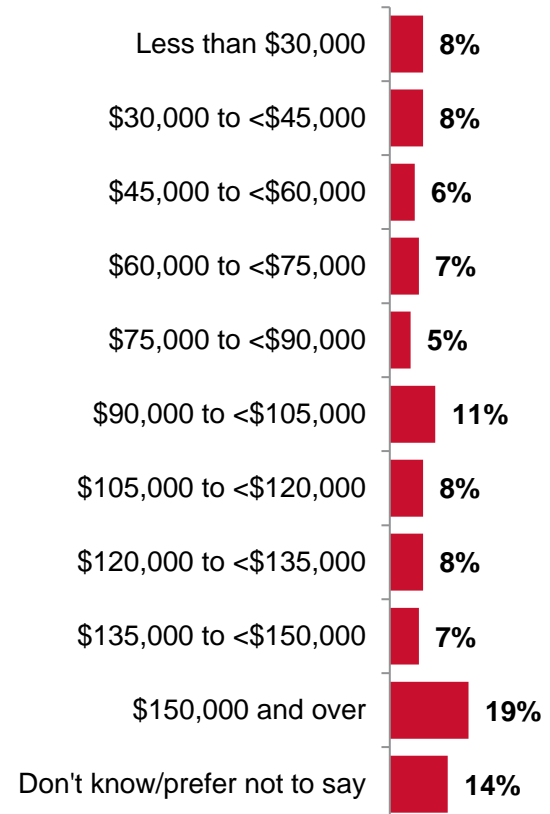
### Children Under the Age of 18 in the Household



### Senior (aged 65+ years) in the Household



### Annual Household Income



Base: All respondents (n=500)

NOTE: Totals may not add to 100% due to rounding and/or responses of "Prefer to not answer"

# COVID-19 Pandemic Timeline



# COVID-19 Pandemic Timeline

## 2020

- Jan 25 – First presumptive case in Canada
- Jan 27 – First confirmed case in Canada
- Mar 5 – First presumptive case in Alberta; beginning Wave 1
- Mar 8 – Canada records first COVID-19 death
- Mar 11 – World Health Organization declares pandemic
- Mar 15 – City declares State of Local Emergency (SOLE), closes non-essential businesses/services, City facilities, pools and libraries, and all daycares; Alberta schools closed to in-person classes
- Mar 17 – Alberta declares State of Public Health Emergency
- Mar 18 – Canada-USA border closed to non-essential travel
- Mar 19 – Alberta records first COVID-19 death
- Apr 23 – 2020 Calgary Stampede cancelled
- May 13 – Alberta implements Stage 1 of relaunch (excl. Calgary)
- May 25 – Phase 1 of relaunch begins in Calgary and Brooks
- Jun 1 – COVID-19 testing available to all Albertans
- Jun 12 – Alberta implements Stage 2 of relaunch; Calgary's SOLE expires
- Jun 16 – Alberta's State of Public Health Emergency expires
- Aug 1 – Temporary Face Coverings Bylaw in effect
- Sep 1 – Return to class for Kindergarten – Grade 12
- Oct 3 – Approximate beginning of Wave 2
- Nov 24 – Alberta restricts social gatherings and closes high schools to in-person classes until after Christmas break
- Dec 8 – Alberta declares enhanced restrictions on indoor and outdoor gatherings and businesses

## 2021

- Feb 8 – Step 1 restrictions lifted in Alberta
- Feb 24 – Vaccine available to all Albertans aged 75+ years
- Feb 28 – Step 2 restrictions lifted in Alberta
- Mar 15 – Vaccine available to Albertans aged 65 years or older
- Mar 16 – Approximate beginning of Wave 3
- Mar 30 – Vaccine available to Albertans born in 1957 or later and to those aged 12-64 with eligible underlying conditions
- Apr 9 – Alberta returns to Stage 1
- Apr 20 – AstraZeneca vaccine becomes available to Albertans aged 40+
- May 4 – Alberta announces new restrictions, moves schools to online
- May 6 – Vaccine available to Albertans aged 30 years or older
- May 10 – Vaccine available to Albertans aged 12 years or older
- May 26 – Alberta announces "Open for Summer Plan" (OfS Plan)
- Jun 1 – Alberta lifts some restrictions in Phase 1 of OfS Plan
- Jun 10 – Alberta lifts more restrictions in Phase 2
- Jul 1 – Alberta lifts all remaining restrictions in Phase 3
- Jul 5 – Calgary repeals Face Covering Bylaw
- Aug 18 – Approximate beginning of Wave 4
- Sep 4 – Pandemic Face Covering Bylaw in effect
- Sep 15 – Alberta implements new restrictions
- Sep 20 – Restrictions Exemption Program in effect
- Sep 23 – Vaccine Passport Bylaw in effect
- Dec 24 – Approximate beginning of Wave 5; restrictions on restaurants and bars, interactive activities, and large venues take effect

# Questionnaire



# Questionnaire

## INT01. INTRODUCTION

We are conducting a study among adult Calgarians about the impact of COVID-19 in Calgary and would like to include your input, which should only take about 15 minutes. Would now be a good time?

(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 "2022 Citizen Perspectives Survey." City staff would be happy to address your concerns.)

## PREQ.

Before we get started, 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 403-268-3617 and specifically mention the "2022 Citizen Perspectives COVID-19 Survey", send an email to [research@calgary.ca](mailto:research@calgary.ca) 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. To confirm, are you 18 years of age or older and do you currently live in Calgary?

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
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. (DO NOT READ) Does not live in Calgary [THANK AND END SURVEY]

## CITY COVID-19 RESPONSE

In this survey, 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.

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



# Questionnaire – cont'd

Strongly disagree  
Don't know [DO NOT READ]

## CONCERN AND CONFIDENCE

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

- a. Your capacity to pay your mortgage or rent
- b. Your capacity to pay your property taxes
- c. Your capacity to pay your bills on time

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

CV13. In your opinion, how much of a threat is the COVID-19 pandemic for each of the following? Starting with ... would you say it is ... ?

### [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 physical health  
Your mental health

A major threat  
A minor threat  
Not a threat  
Don't know [DO NOT READ]

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]

CV38. Have you or someone you know such as a family member, friend, colleague or acquaintance been confirmed to have COVID-19?

Yes  
No  
Don't know [DO NOT READ]

CV34. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. The first is [INSERT STATEMENT].

### [ROTATE ITEMS]

I trust The City of Calgary to make the right choices to re-open its services.  
The worst of the COVID-19 pandemic is behind us.  
I trust The City to make the right decisions about providing its services safely during the pandemic.  
I'm worried that the pandemic is going to get worse.

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

CV17. During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful? Would you say you find it ...

Very stressful  
Somewhat stressful  
Not very stressful  
Not at all stressful  
I don't go out at all [DO NOT READ]  
Don't know [DO NOT READ]

CV18. As of today, would you say that each of the following has improved, remained the same, or worsened as a result of the pandemic? [IF IMPROVED OR WORSENERED] Is that a lot or a little?

### [ROTATE ITEMS]

Your mental health  
Your physical health  
Your personal financial situation

Improved a lot  
Improved a little  
Remained about the same  
Worsened a little  
Worsened a lot  
Don't know [DO NOT READ]

# Questionnaire – cont'd

CV55. On September 4<sup>th</sup>, 2021, the Pandemic Face Covering Bylaw came into effect. It requires face coverings be worn on public transit, in private vehicles for hire, in public indoor spaces such as stores and places of worship, and in City of Calgary owned or operated facilities and buildings. To what extent do you support or oppose this bylaw? Would you say ...

Strongly support  
Somewhat support  
Somewhat oppose  
Strongly oppose  
Don't know [DO NOT READ]

CV56. On September 23<sup>rd</sup>, 2021, The City implemented the Vaccine Passport Bylaw that applies to Calgary businesses such as restaurants, nightclubs, casinos, sporting and entertainment venues, and fitness and recreation facilities. The bylaw makes it mandatory for businesses to require customers aged 12 and older to provide proof of COVID-19 vaccination, a recent negative COVID-19 test, or a medical exemption letter.

To what extent do you support or oppose this bylaw? [REPEAT LIST ONLY IF NEEDED]

Strongly support  
Somewhat support  
Somewhat oppose  
Strongly oppose  
Don't know [DO NOT READ]

CV36b. To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public. Would you say you ...

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

CV52. Over the next couple of months, how comfortable are you or would you be attending an outside event that has a large crowd in attendance? Would you say you are ...

Very comfortable  
Somewhat comfortable  
Not very comfortable  
Not at all comfortable  
Don't know (DO NOT READ)

CV53. Over the next couple of months, how comfortable are you or would you be attending an inside event that has a large crowd in attendance? [REPEAT LIST IF NEEDED]

Very comfortable  
Somewhat comfortable  
Not very comfortable  
Not at all comfortable  
Don't know (DO NOT READ)

CV54. In the next three months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue? [REPEAT LIST IF NEEDED]

Very comfortable  
Somewhat comfortable  
Not very comfortable  
Not at all comfortable  
Don't know (DO NOT READ)

CV20. Government decision-makers have to balance the importance of public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19. Do you think the priority should be ...

[ROTATE ITEMS 1 & 2]  
Public health  
The economy  
Or both equally  
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

# Questionnaire – cont'd

Distrust a little  
Distrust a great deal  
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?

Yes  
No  
Refused

DQ3.

IF UNDER 65: Is there anyone aged 65 years or older living in your household?

IF 65 OR OVER: Besides yourself, is there anyone else aged 65 years or older living in your household?

Yes  
No  
Refused

DQ30. Do you own or operate a business in Calgary?

Yes, own and operate a business  
Yes, own a business  
Yes, operate a business  
No, don't own or operate a business  
Prefer to not answer [DO NOT READ]

DQ13. Which of the following categories best describes the total annual income, before taxes, of all the members of your household? (READ LIST)

1 Less than \$90,000  
2 \$90,000 and over  
99 [DO NOT READ] Don't Know / Refused (SKIP TO DQ16)

[IF "Less than \$90,000" ASK DQ14. IF "\$90,000 and over" ASK DQ15. IF DK/REF, GO TO DQ16]

DQ14. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

1 Less than \$30,000  
2 \$30,000 to just under \$45,000  
3 \$45,000 to just under \$60,000  
4 \$60,000 to just under \$75,000  
5 \$75,000 to just under \$90,000  
99 (DO NOT READ) Refused

DQ15. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

1 \$90,000 to just under \$105,000  
2 \$105,000 to just under \$120,000  
3 \$120,000 to just under \$135,000  
4 \$135,000 to just under \$150,000  
5 \$150,000 and over  
99 Refused

DQ23. And 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

Male  
Female  
Other – please specify  
Refused / prefer not to say

DQ18. Would you be interested in participating in future research related to The City of Calgary?

Yes  
No (SKIP TO CLOSE)  
Don't know (SKIP TO CLOSE)

[IF "YES" ASK NEXT, ELSE SKIP TO CLOSE]

DQ18A. Could I please have an email address where we can contact you?

[RECORD EMAIL ADDRESS. ENSURE VALID EMAIL FORMAT.]

DQ18B. Could I please have your first name and a telephone number you can be best reached at?

[RECORD FIRST NAME AND CONFIRM/CHANGE TELEPHONE NUMBER]

DQ18C. Is this phone number a cell phone or a landline?

1 Cell phone  
2 Landline  
99 Prefer not to answer

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