



Calgary



2021 Citizen Perspectives Survey Report COVID-19 Snapshot 14

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Prepared by:

The Corporate Research Team
Customer Service & Communications
The City of Calgary
research@calgary.ca

Highlights at a Glance

FACE MASKS & BYLAWS

74%
Support
Pandemic Face
Covering Bylaw

67%
Support
Vaccine Passport
Bylaw



70%
More willing/confident to be in public
because of mandatory face coverings

THE CITY'S COVID-19 RESPONSE

69%
Satisfied with The
City's response



48%
Trust The City regarding
its COVID-19 response

The City's response has been . . .

helpful
71%

quick enough
69%

71%
Trust The City to
make the right decisions
about providing its
services safely

COVID-19 PANDEMIC IMPACTS

The pandemic is a **major threat** to
Calgary's economy

71%

58%
Think the **worst**
is behind us

Comfortable attending . . .



54%
Indoor event
with a large crowd

65%
Outdoor event
with a large crowd

43%
Stressful
to be in public



48%
Worried
the pandemic is
going to get worse



64%
In-person event such as
City engagement or
research focus group

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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 fourteenth COVID-19 Snapshot survey.

Methodology

The survey was conducted by Leger from December 2 - 12, 2021 with 500 Calgarians (aged 18 years or older) via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (32% of completed surveys) and cell phones (68%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 14.5 minutes in duration. The margin of error (MOE) for the total sample of n=500 is ± 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 2016 Civic Census for age and gender.

Where applicable, results from the previous thirteen 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	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 - March 19	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

*No interviewing on November 11 (Remembrance Day)

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

Wave 1 (W1) Wave 2 (W2) Wave 3 (W3) Wave 4 (W4)

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

Key Findings



Key Findings

Support for the Pandemic Face Coverings Bylaw and the Vaccine Passport Bylaw is slipping since October 2021.

- Support for the Pandemic Face Coverings Bylaw is 74%, down from 82% in October, while support for the Vaccine Passport Bylaw is 67%, down from 75% in October 2021. The proportion of Calgarians who 'strongly support' the Vaccine Passport Bylaw declined from 60% in November 2021 to 50% in December 2021.
- Calgarians 18 to 64 years of age are driving the decline in support for the Pandemic Face Coverings Bylaw: while support among seniors has remained stable since October 2021, support among those 35 to 64 dropped from 82% in October to 72% in December and support among those 18 to 34 dropped from 78% to 70% during this time.

Calgarians with children under the age of 18 in the household are more likely than those without to be experiencing mental health and financial impacts of the pandemic.

- Those with minor children in the household are more likely than those without to say:
 - Their mental health has worsened as a result of the pandemic (54% vs. 43%, respectively);
 - Their personal financial situation has worsened because of the pandemic (42% vs. 31%);
 - The pandemic is currently having a negative impact on their ability to pay their mortgage/rent (43% vs. 29%); and
 - The pandemic is currently having a negative impact on their ability to pay their bills on time (43% vs. 31%).

Key Findings

Results for the total survey sample masks notable differences between females and males.

- Females are more likely than males to:
 - Agree they understand what they are supposed to do to limit the spread of COVID-19 (96% vs. 89%, respectively);
 - Agree they trust The City to provide its services safely during the pandemic (76% vs. 66%);
 - Be concerned about becoming ill from COVID-19 (61% vs. 45%) and/or be concerned about a family member or friend outside of their household becoming ill from it (74% vs. 64%);
 - Say their physical health has worsened as a result of the pandemic (43% vs. 30%);
 - Find it stressful to be in public during the pandemic (51% vs. 35%);
 - Be worried the pandemic is going to get worse (56% vs. 40%); and
 - Support the Pandemic Face Coverings Bylaw (79% vs. 69%), support the Vaccine Passport Bylaw (72% vs. 63%), and agree mandatory face coverings make them more willing or confident to be in public during the pandemic (78% vs. 62%).
- Females are less likely than males to:
 - Think government decision-makers should prioritize the economy over public health when making decisions about actions and restrictions to reduce the spread of COVID-19 (9% vs. 21%, respectively);
 - Be comfortable attending an outdoor event with a large crowd in the next couple of months (57% vs. 73%);
 - Be comfortable attending an indoor event with a large crowd in the next couple of months (45% vs. 63%); and
 - Be comfortable attending an indoor event like an in-person public engagement event or research focus group about a City project or City issue in the next three months (58% vs. 71%).

Detailed Findings





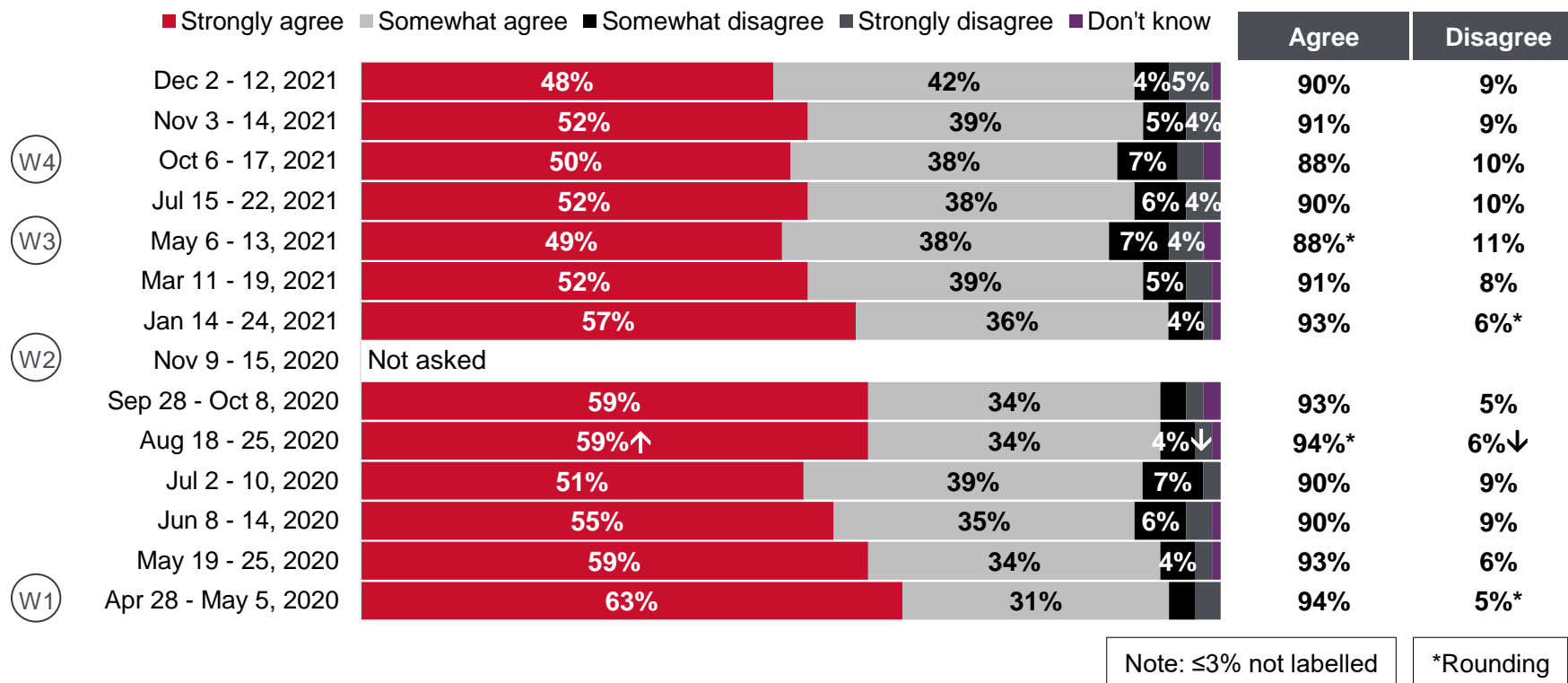
Opinions about The City's COVID-19 Response and Information

Awareness of The City's COVID-19 Response

Consistent with results dating back to April 2020, the vast majority (90%) of Calgarians are aware of The City's current efforts to limit the spread of COVID-19.

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

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know



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

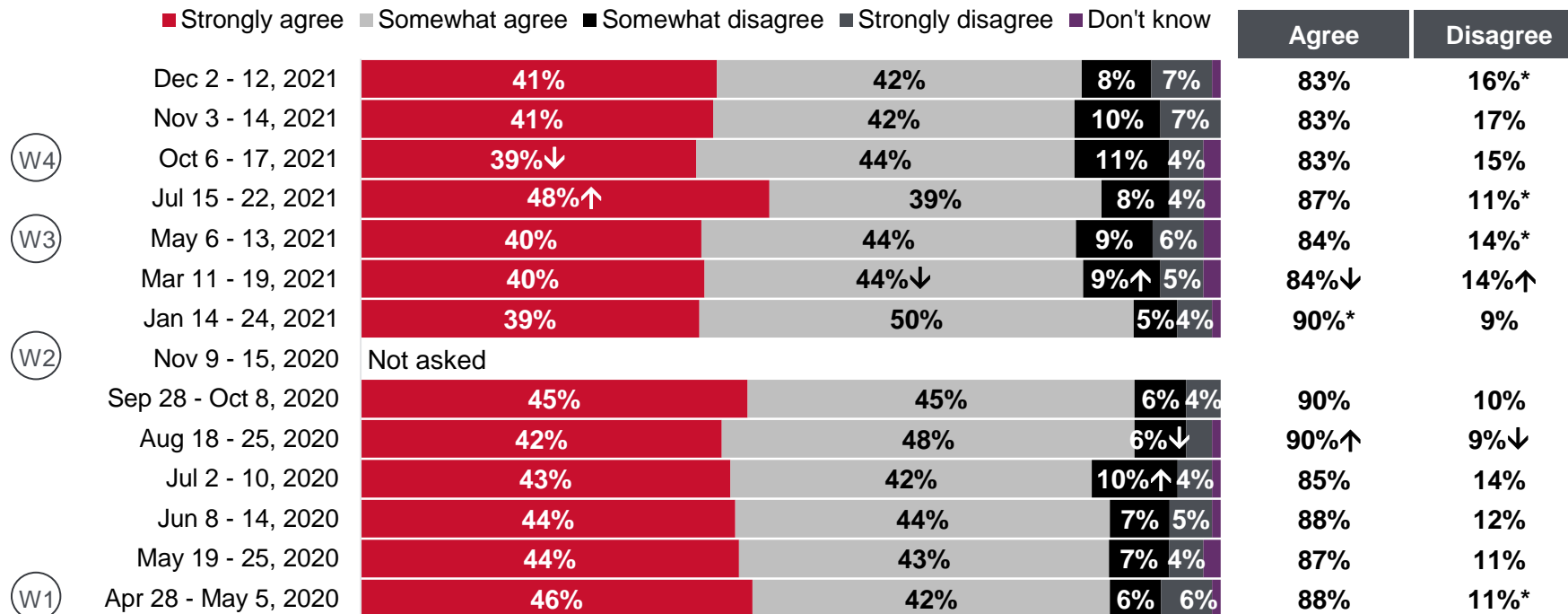
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

Quantity of The City's COVID-19 Information

Around four-in-five Calgarians (83%) agree they have enough information about what The City is doing to respond to COVID-19, on par with results since October 2021 but down from 90% in January 2021.

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



Note: ≤3% not labelled

*Rounding

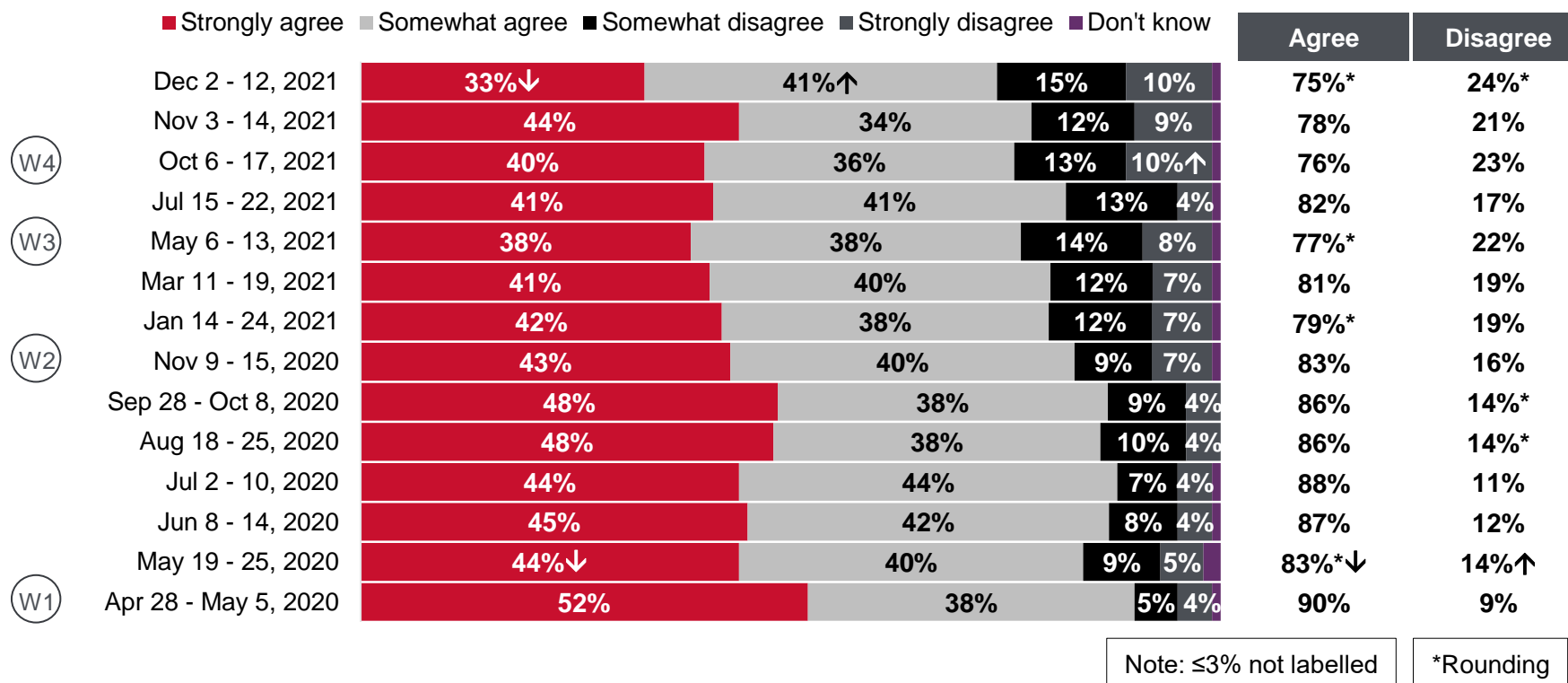
Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

Three-quarters (75%) of Calgarians agree the information provided by The City has been clear, on par with results from earlier in the year but down from 90% in April/May 2020. Ratings of 'strongly' agree dropped from 44% in November 2021 to 33% in December 2021 and is the lowest it has been to date. Females are more likely than males to agree (79% vs. 70%, respectively).

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 with each of the following statements.

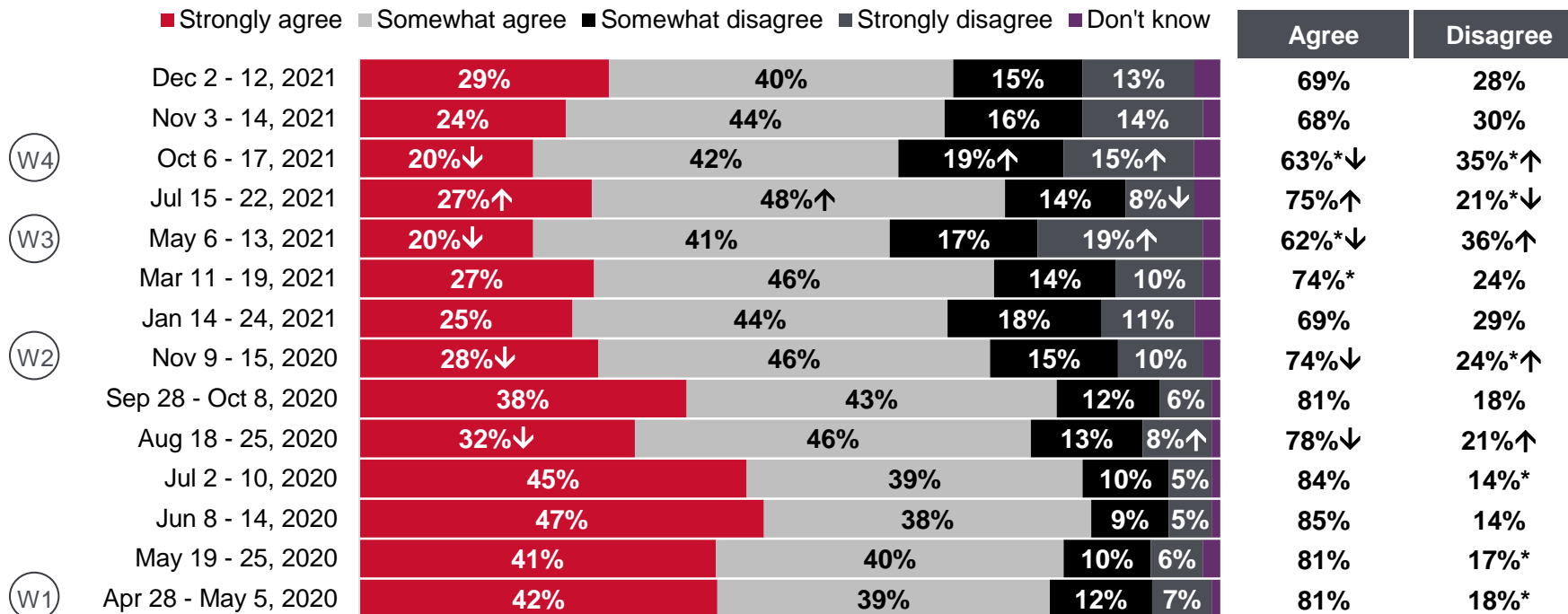
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

Speed of The City's COVID-19 Response

Seven-in-ten Calgarians (69%) agree The City's response has been quick enough, down from 81% in April 2020 and May 2020.

The City's Response has been Quick Enough

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know



Note: ≤3% not labelled

*Rounding

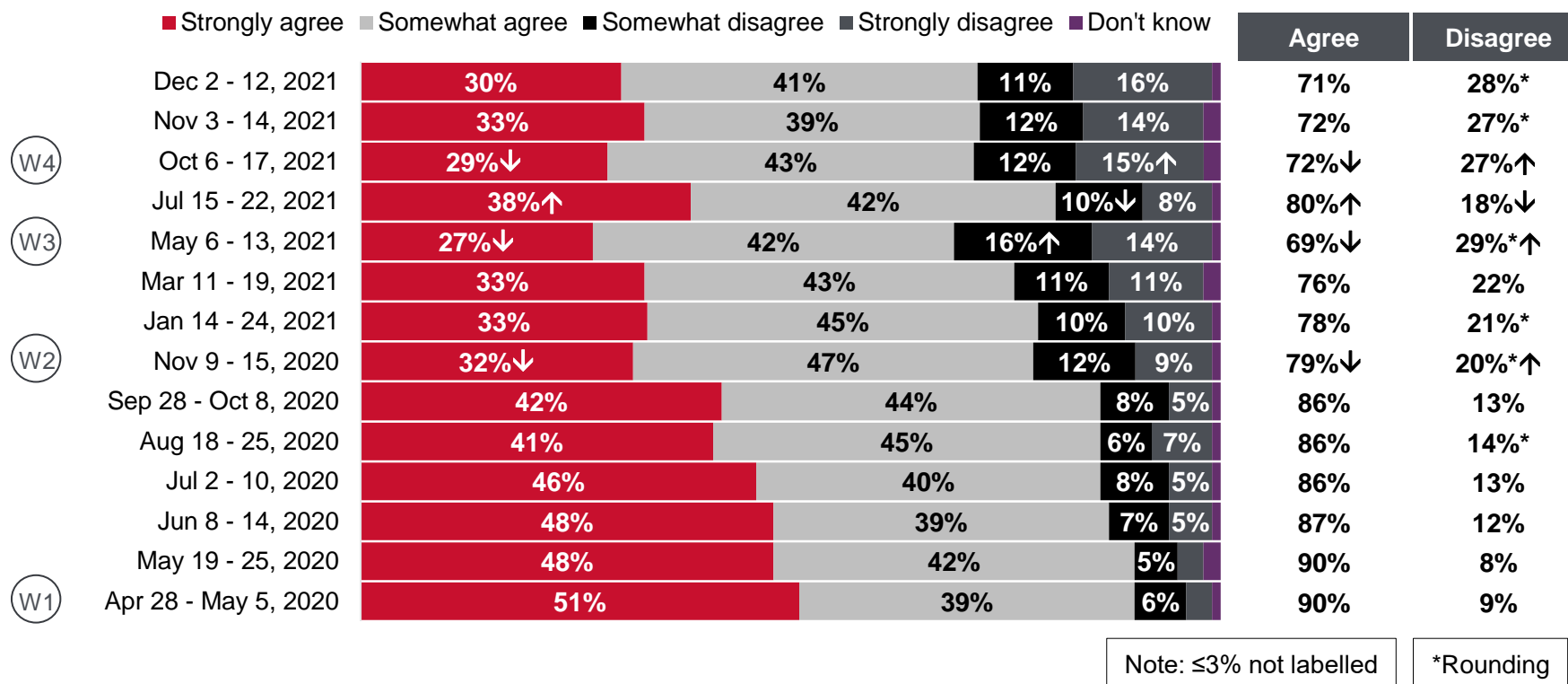
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

Helpfulness of The City's COVID-19 Response

Seven-in-ten Calgarians (71%) agree The City's response has been helpful, on par with results from October 2021 and November 2021 but down from 78% in January 2021. Seniors (65 or older) are more likely than those 35 to 64 years of age to agree (80% vs. 67%, respectively). Those with children under the age of 18 in the household are more likely than those without to disagree The City's response has been helpful (34% vs. 24%, respectively).

The City's Response has been Helpful



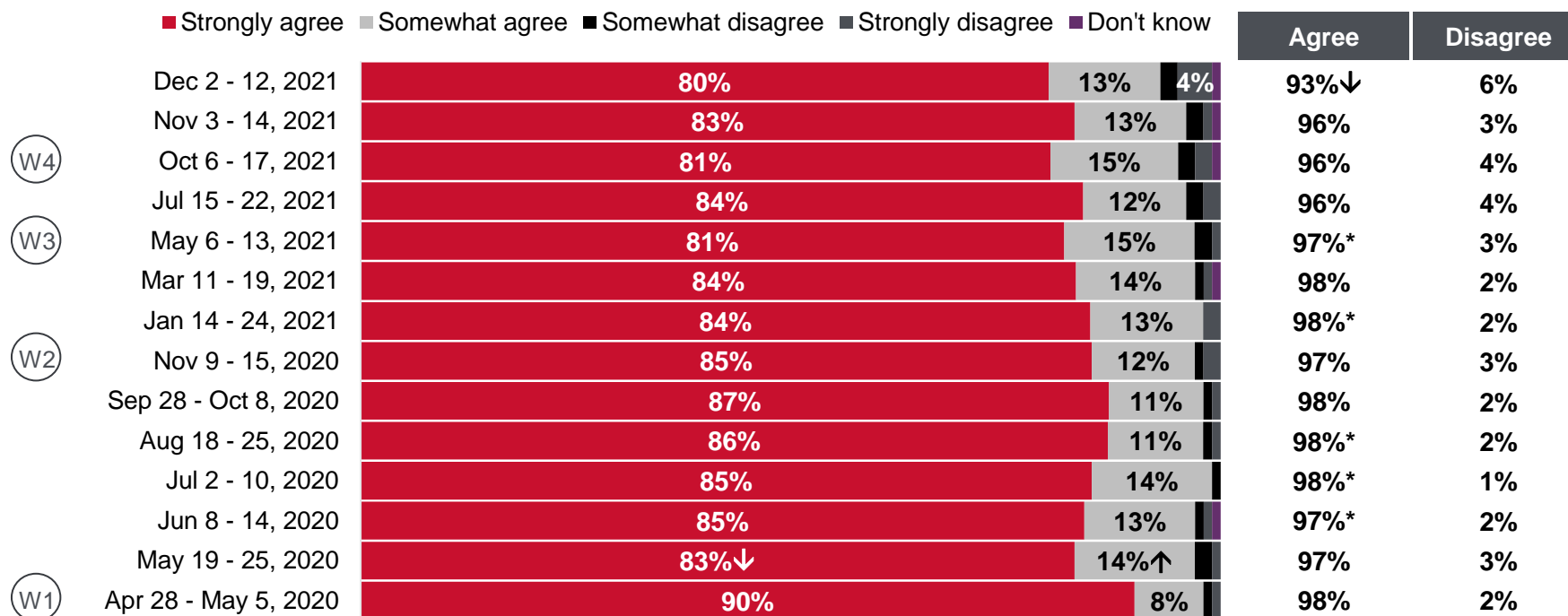
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

Understand How to Limit COVID-19 Spread

The vast majority (93%) of Calgarians agree they understand what they are supposed to do to limit the spread of COVID-19, down slightly from 96% in November 2021 and 98% in January 2021. Females are more likely than males to agree (96% vs. 89%, 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 with each of the following statements.

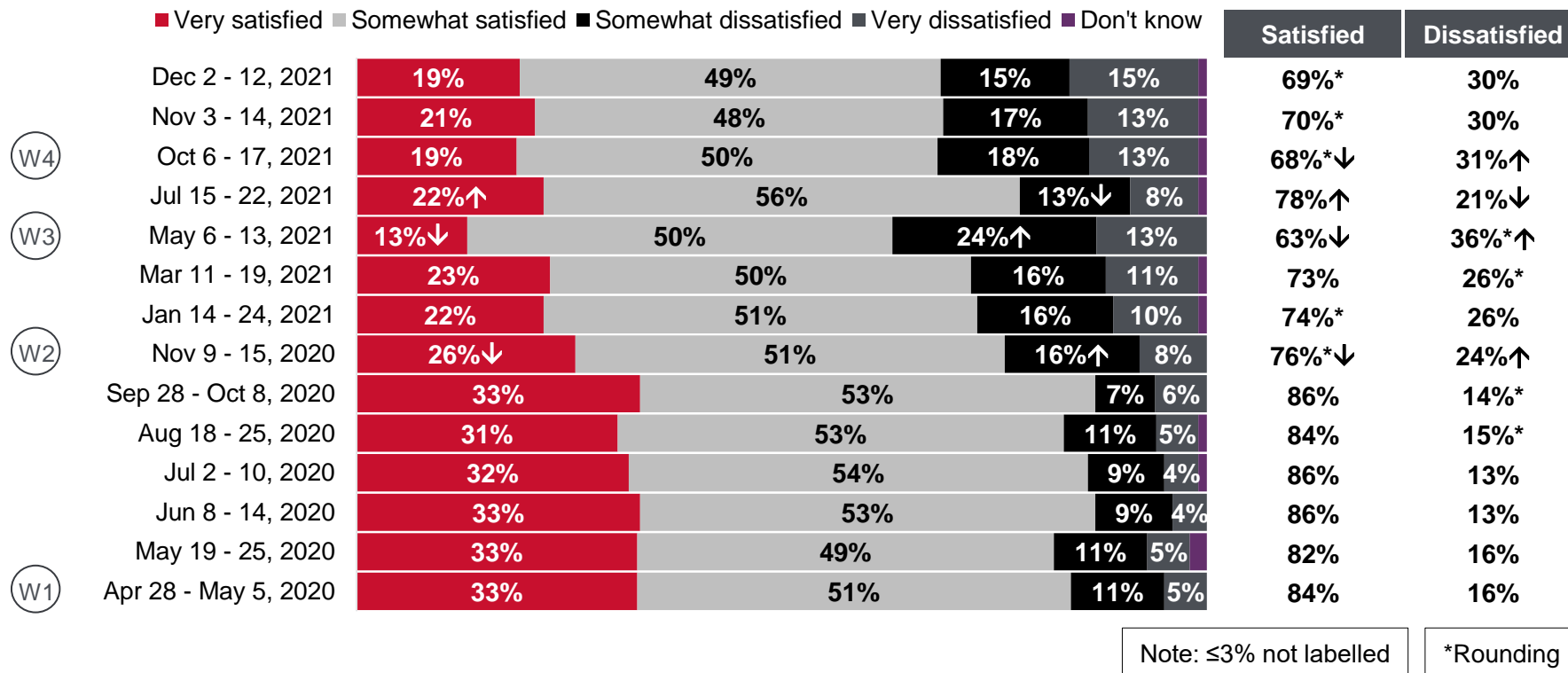
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

Satisfaction with The City's COVID-19 Response

Seven-in-ten Calgarians (69%) are satisfied with The City's pandemic response, on par with results from October 2021 and November 2021. Seniors are more likely than younger Calgarians to be satisfied (86% 65 or older vs. 61% 18 to 34 and 67% 35 to 64).

Satisfaction with The City's COVID-19 Response

■ Very satisfied ■ Somewhat satisfied ■ Somewhat dissatisfied ■ Very dissatisfied ■ Don't know



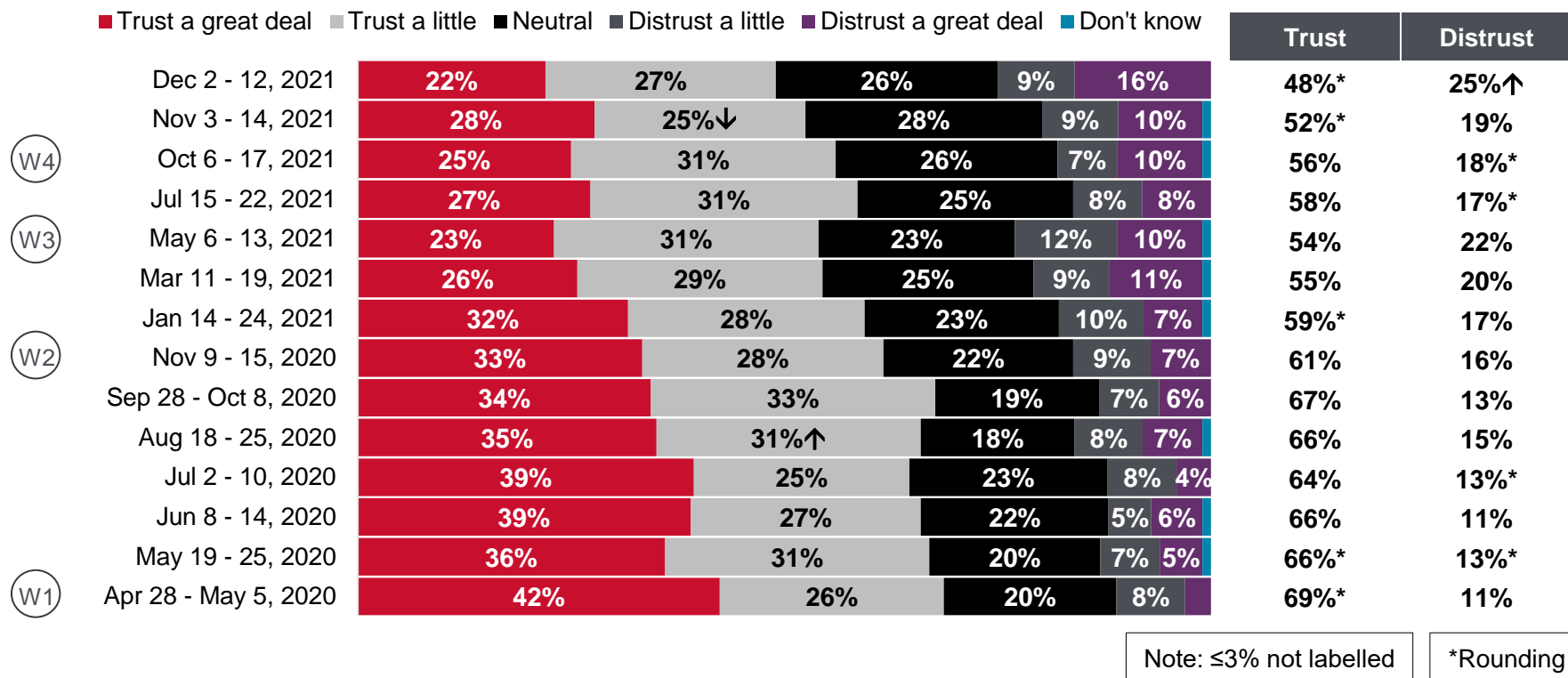
Overall, how satisfied are you with The City's COVID-19 response?

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 (48%) of Calgarians trust The City regarding its COVID-19 response, on par with results from November 2021 but down from 59% in January 2021. The proportion of Calgarians who say they distrust The City in terms of its pandemic response increased from 19% in November 2021 to 25% in December 2021.

Trust in The City Regarding COVID-19 Response



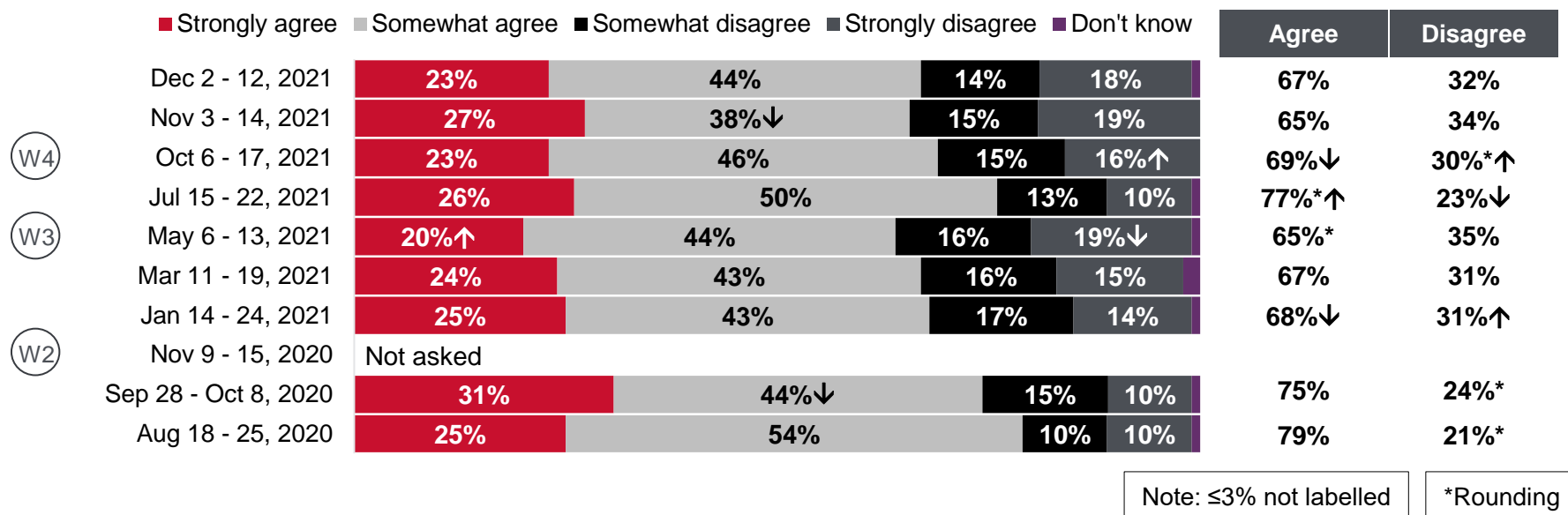
Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

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

City Services During the Pandemic

Two-thirds (67%) of Calgarians agree they trust The City to make the right choices to re-open its services, on par with results from October 2021 and November 2021. Seniors (65 or older) are more likely than those 35 to 64 years of age to agree (77% vs. 64%, respectively).

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



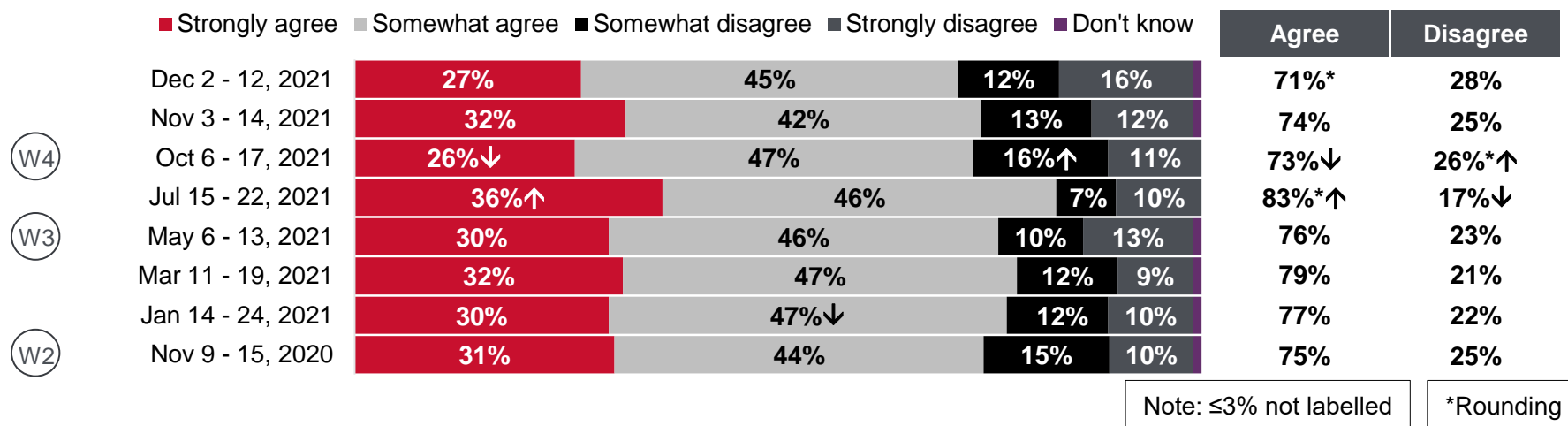
New question beginning August 18, 2020

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)

City Services During the Pandemic

Seven-in-ten Calgarians (71%) agree they trust The City to make the right decisions about providing its services safely during the pandemic, consistent with results from October 2021 and November 2021 but down from a high of 83% in July 2021. Females are more likely than males to agree (76% vs. 66%, respectively), as are seniors (65 or older) compared to those 35 to 64 years of age (82% vs. 68%, respectively). Residents of the NE are more likely than those of the SW and SE to agree (82% vs. 69% and 66%, respectively).

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



New question beginning November 9, 2020

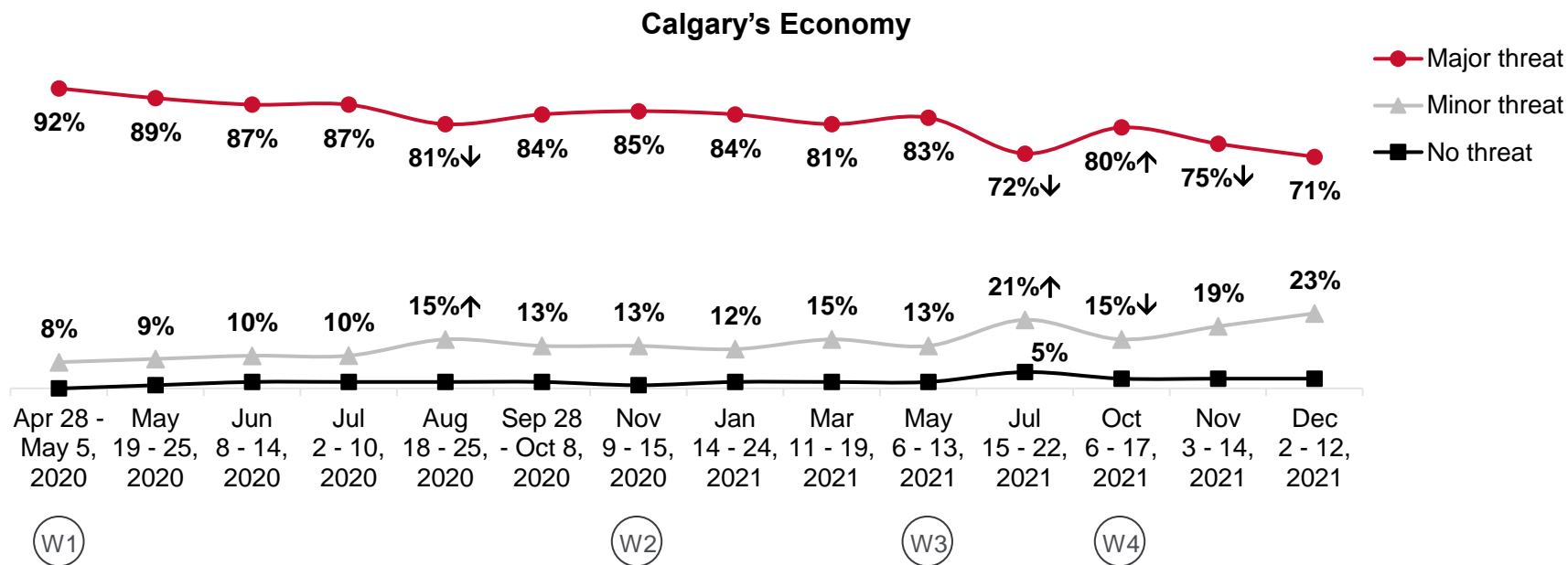
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.
Base: All respondents (n=500)



Concern about COVID-19 and the Pandemic

Perceived Threat Level of COVID-19

Although the proportion who perceive the pandemic to be a major threat to Calgary's economy is lower than in 2020 and early 2021, the majority (71%) of Calgarians hold this view. Females are more likely than males to see it as a major threat to the city's economy (79% vs. 63%, respectively).



Note: <5% not labelled

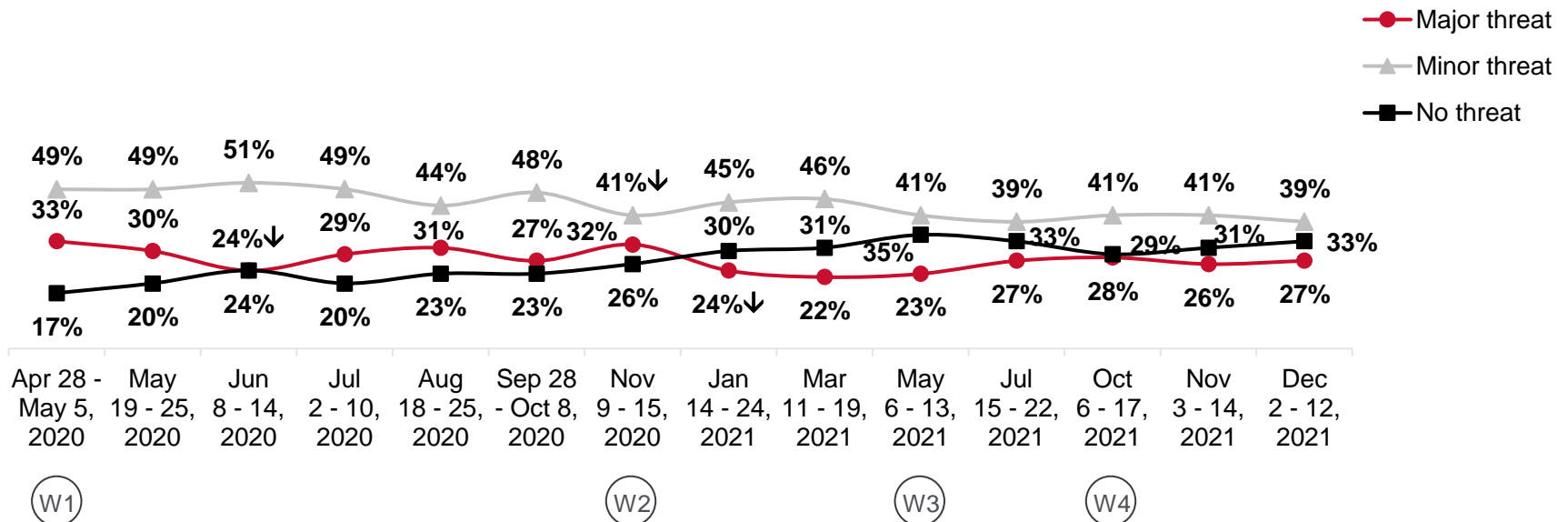
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

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

Calgarians are more likely to view the pandemic as a minor threat (39%) or no threat (33%) than as a major threat (27%) to their personal financial situation. Calgarians 18 to 64 years of age are more likely than seniors to see it as a major threat (35% 18 to 34 and 27% 35 to 64 vs. 14% 65 or older). Calgarians who don't have children under the age of 18 in the household are more likely than those who do to say the pandemic is no threat to their personal financial situation (40% vs. 23%, respectively) while those with children in the household are more likely than others to say it is a minor threat (49% vs. 33%, respectively). Those with a senior in their household are more likely than those without to say the pandemic is no threat to their personal financial situation (48% vs. 29% respectively) and less likely to say it is a major threat (18% vs. 30% no senior in the household). Those with household incomes less than \$135,000 are also more likely than others to say the pandemic is a major threat (35% <\$45,000, 37% \$45,000 - <\$75,000, 33% \$75,000 - <\$105,000, and 35% \$105,000 - <\$135,000 vs. 9% \$135,000 or more).

Your Personal Financial Situation

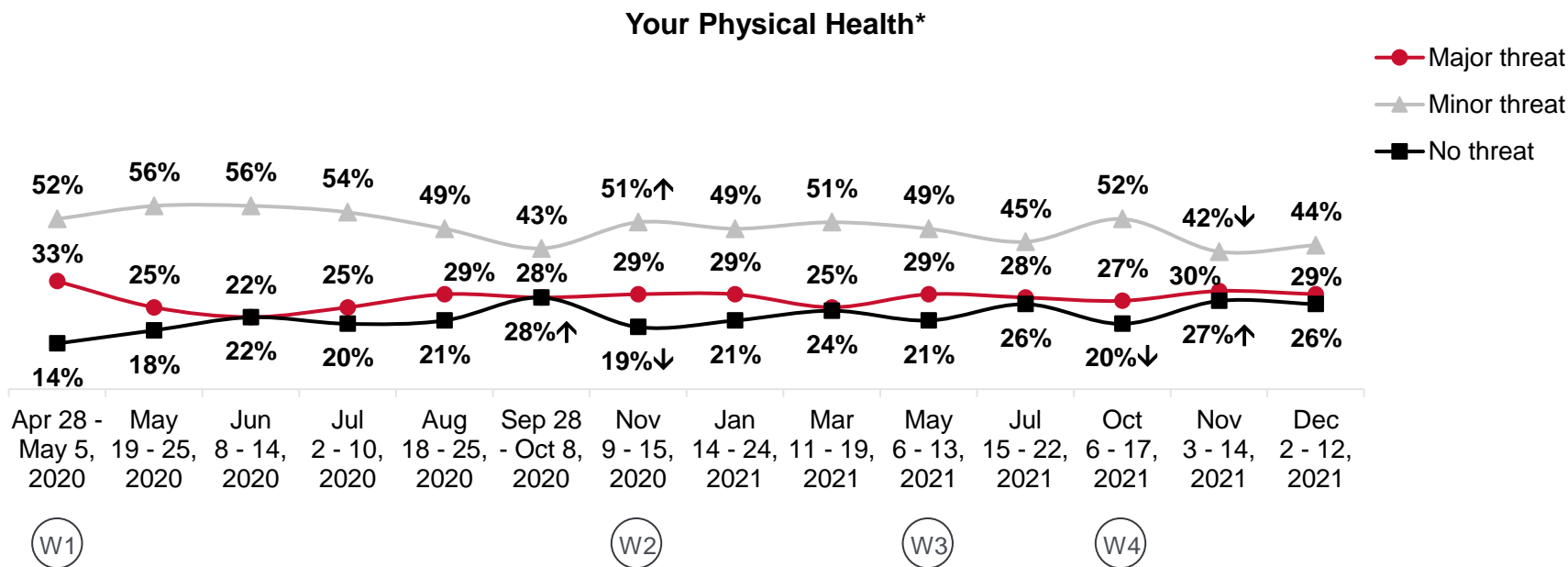


In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

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

Less than one-half (44%) of Calgarians see the pandemic as a minor threat to their physical health while three-in-ten (29%) perceive it to be a major threat and around as many (26%) say it is no threat, consistent with results from November 2021. Females are more likely than males to say COVID-19 is a major threat to their physical health (34% vs. 24%, respectively).



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

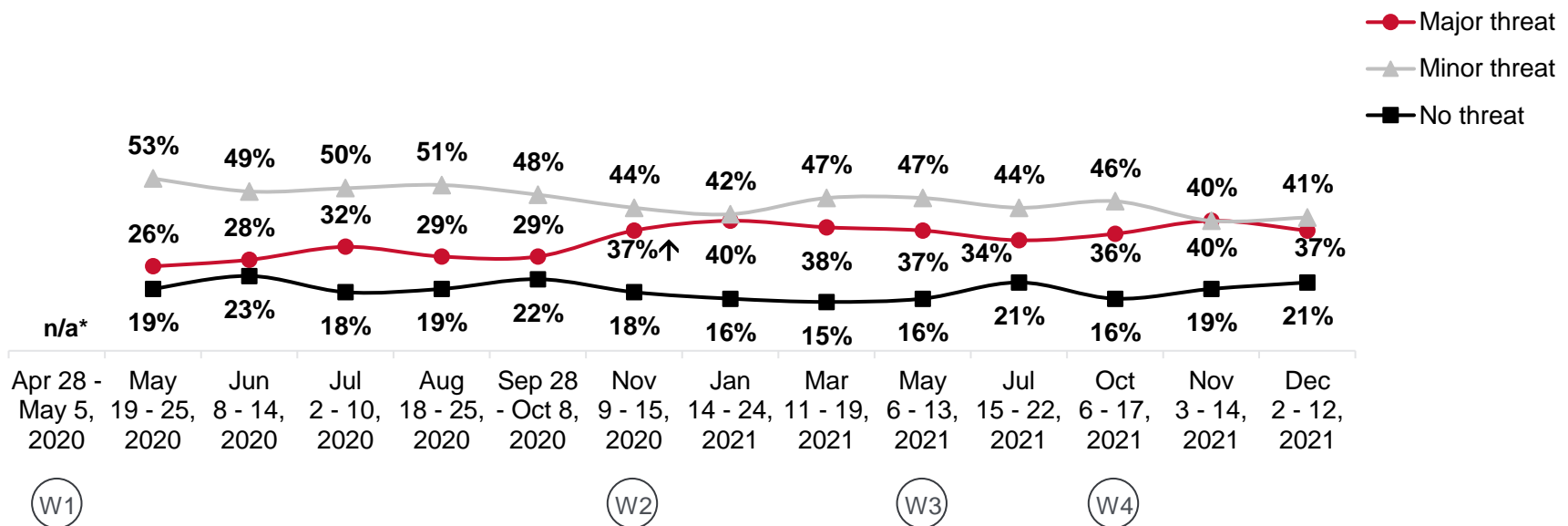
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

*In Snapshot 1, the question asked about "personal health." In Snapshot 2, the question was revised to specify "mental health" and "physical health" separately.

Perceived Threat Level of COVID-19 – cont'd

Around as many Calgarians perceive the pandemic to be a major threat (37%) as a minor threat (41%) to their mental health, on par with results from November 2021. Calgarians 18 to 64 years of age are more likely than seniors to view the pandemic as a major threat to their mental health (44% 18 to 34 and 38% 35 to 64 vs. 23% 65 or older). One-in-five (21%) say it is no threat to their mental health, although males are more likely than females to hold this view (26% vs. 16%, respectively). Calgarians with a child under the age of 18 in the household are more likely than those without to perceive the pandemic to be a major threat to their mental health (46% vs. 31%, respectively). Those with a senior in the household are more likely than those without to say it poses no threat (32% vs. 18%, respectively).

Your Mental Health



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

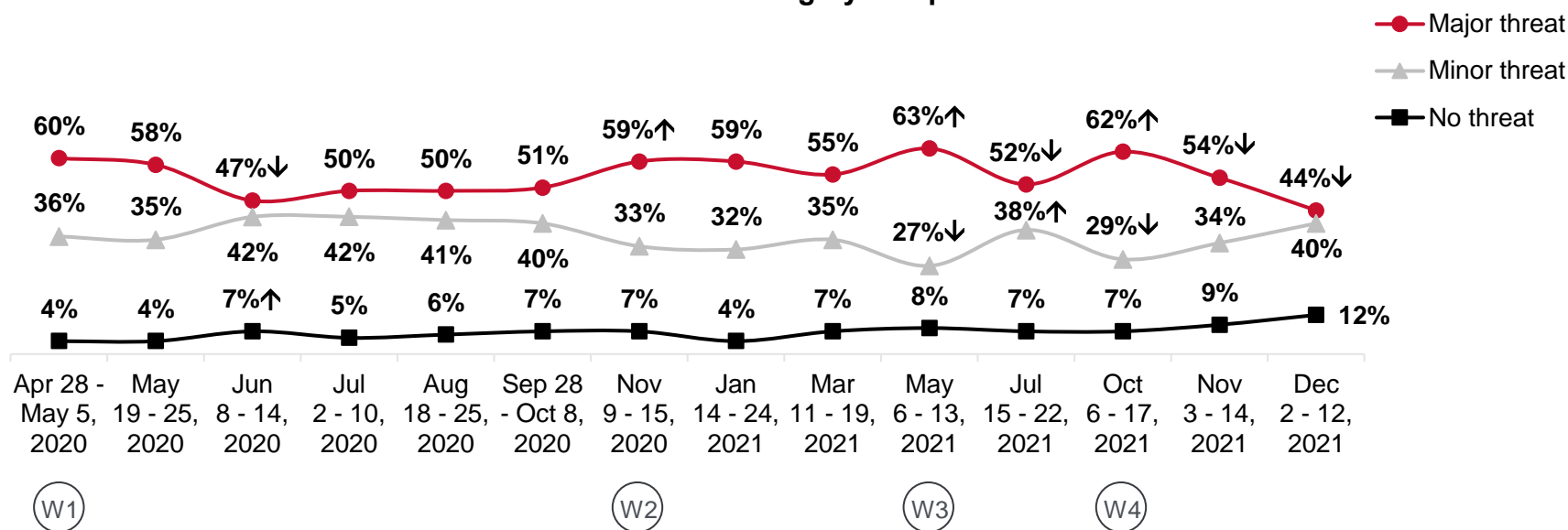
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

*In Snapshot 1, the question asked about "personal health." In Snapshot 2, the question was revised to specify "mental health" and "physical health" separately.

Perceived Threat Level of COVID-19 – cont'd

Less than one-half (44%) of Calgarians see the pandemic as a major threat to the overall health of Calgary's population, down from 54% in November 2021, and around as many (40%) think it is a minor threat. Only one-in-ten (12%) say it is no threat to the health of Calgarians overall.

Overall Health of Calgary's Population



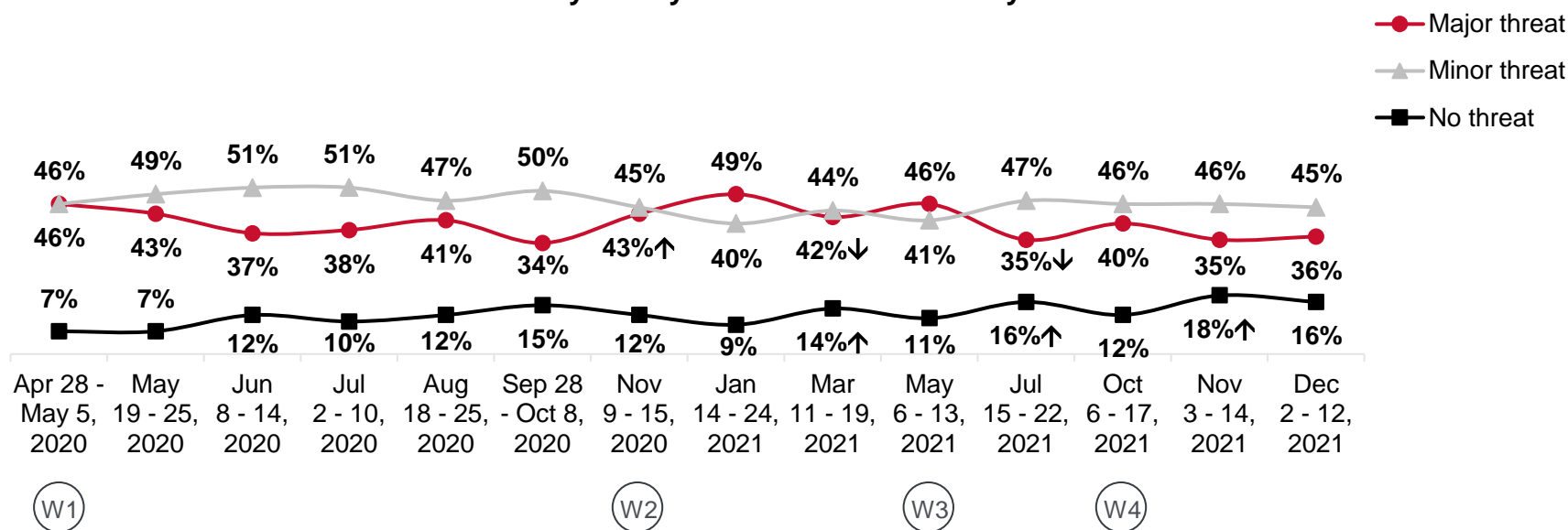
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

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

Less than one-half (45%) of Calgarians think the pandemic is a minor threat to day-to-day life in their community while around one-third (36%) say it is a major threat and fewer than one-in-five (16%) see it as no threat. Those without children under the 18 in the household are more likely than those with to say the pandemic is not a threat to day-to-day life in their community (11% vs. 19%, respectively), as are those with a senior in the household compared to those without (28% vs. 13%, respectively).

Day-to-Day Life in Your Community



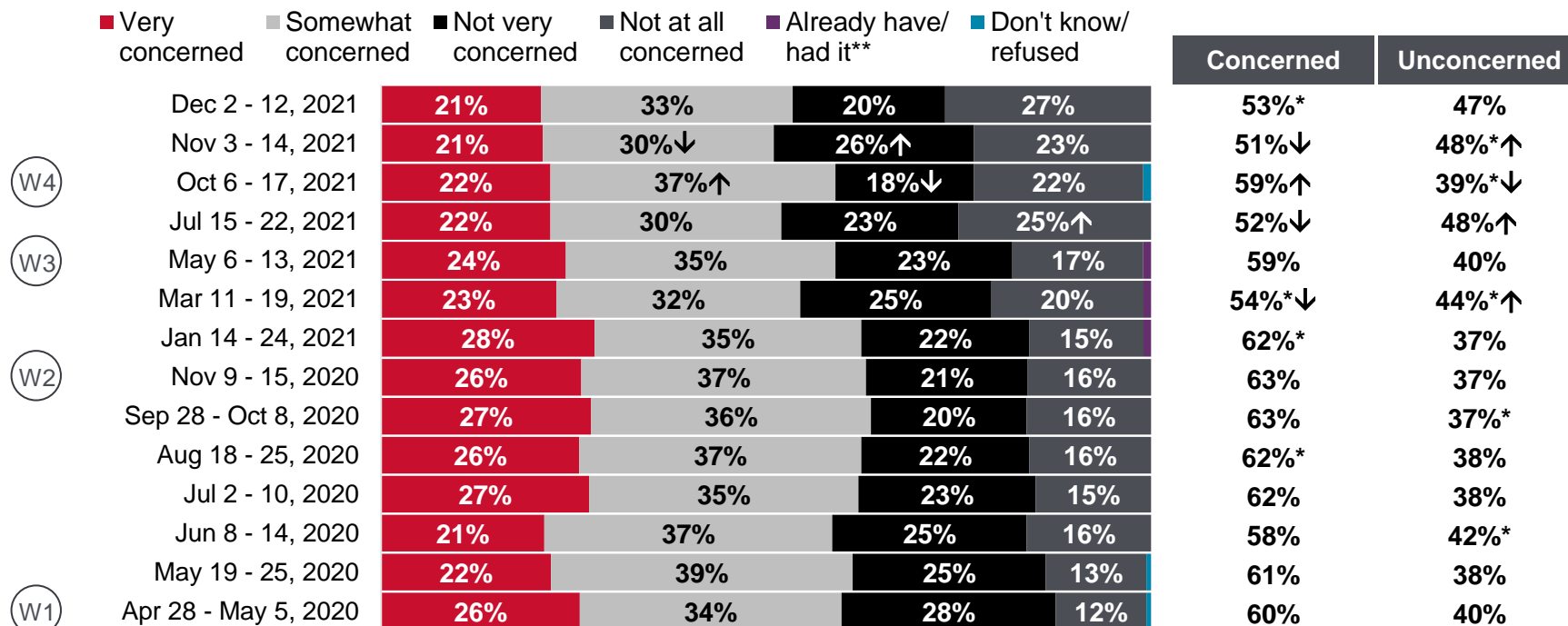
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

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

Concern about Becoming Ill

Around one-half (53%) of Calgarians are concerned about becoming ill from COVID-19, down from 62% in January 2021. Females are more likely than males to be concerned about this (61% vs. 45%, 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 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

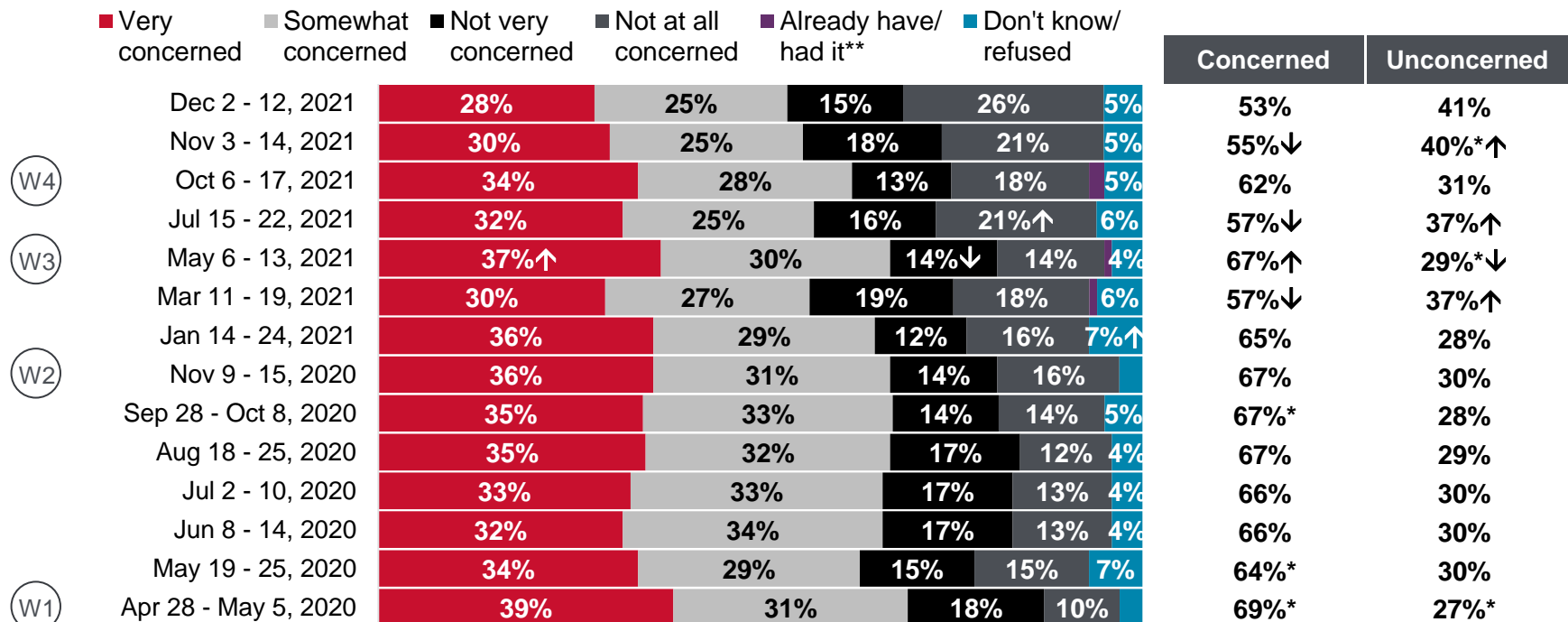
Note: ≤3% not labelled

*Rounding

Concern about Becoming Ill – cont'd

Around one-half (53%) of Calgarians are concerned about a household member becoming ill from COVID-19, down from 65% in January 2021. Those with children under the age of 18 in the household are more likely than those without to be concerned about this (62% vs. 47%, respectively), as are those with a senior in the household compared to those without (68% vs. 50%, 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 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

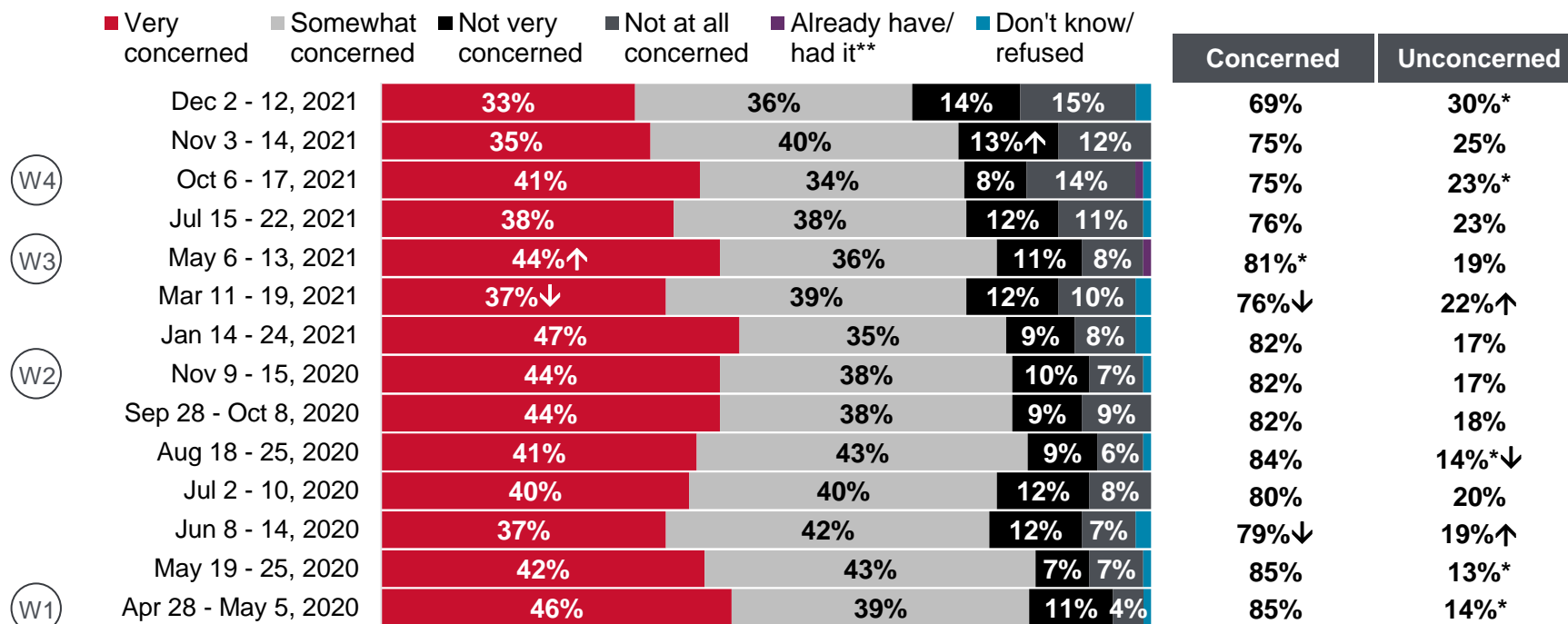
Note: ≤3% not labelled

*Rounding

Concern about Becoming Ill – cont'd

Seven-in-ten Calgarians (69%) are concerned about family or friends outside of their household becoming ill from COVID-19, down from 82% in January 2021. Females are more likely than males to be concerned about this (74% vs. 64%, respectively).

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 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

Note: ≤3% not labelled

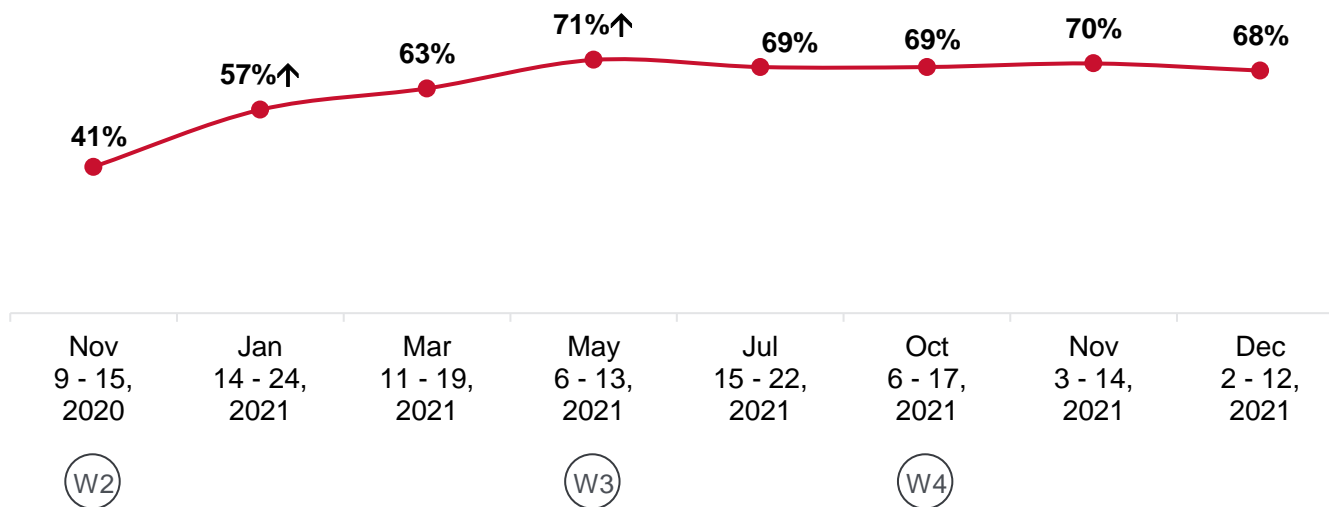
*Rounding

Have or Know Someone who has/had COVID-19

Seven-in-ten Calgarians (68%) say they have been confirmed to have COVID-19 and/or know someone who has, consistent with results since March 2021 but higher than in January 2021 (57%). Those 35 to 64 years of age are more likely than seniors to answer 'yes' to this question (73% 35 to 64 vs. 54% 65 or older). Calgarians with household incomes of \$135,000 or higher are more likely than those with lower incomes to have been, or know someone who has been, confirmed to have COVID-19 (85% vs. 57% <\$45,000, 70% \$45,000 to <\$75,000, and 63% \$75,000 to <\$105,000).

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

(% yes)



New question beginning November 9, 2020

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)



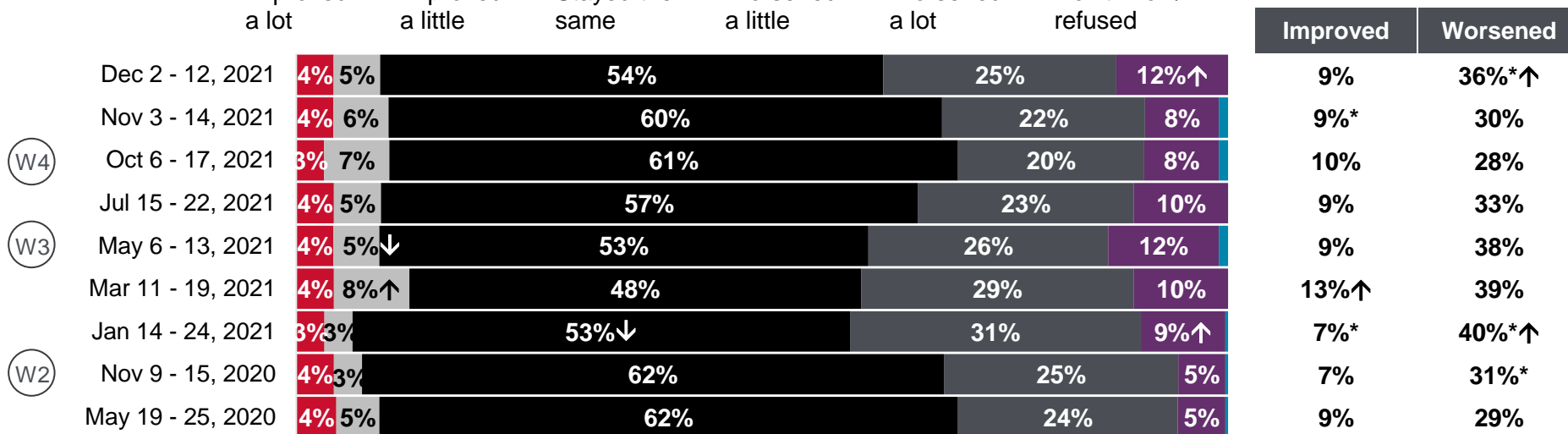
Impacts of the COVID-19 Pandemic

Changes in Physical Health

Around one-third (36%) of Calgarians say their physical health has worsened as a result of the pandemic, up from 30% in November 2021 and on par with results from early in 2021. Females are more likely than males to say their physical health has worsened (43% vs. 30%, respectively) while males are more likely than females to say it has improved as a result of the pandemic (14% vs. 5%, respectively). Seniors are more likely than others to report their physical health has remained about the same (67% 65 or older vs. 50% 18 to 34 and 53% 35 to 64).

Change in Physical Health Since the Pandemic Began

■ Improved a lot ■ Improved a little ■ Stayed the same ■ Worsened a little ■ Worsened a lot ■ Don't know/refused



New question beginning May 19, 2020

Note: ≤2% not labelled

*Rounding

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?

Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] 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 [ITEM] has improved, remained the same, or worsened?

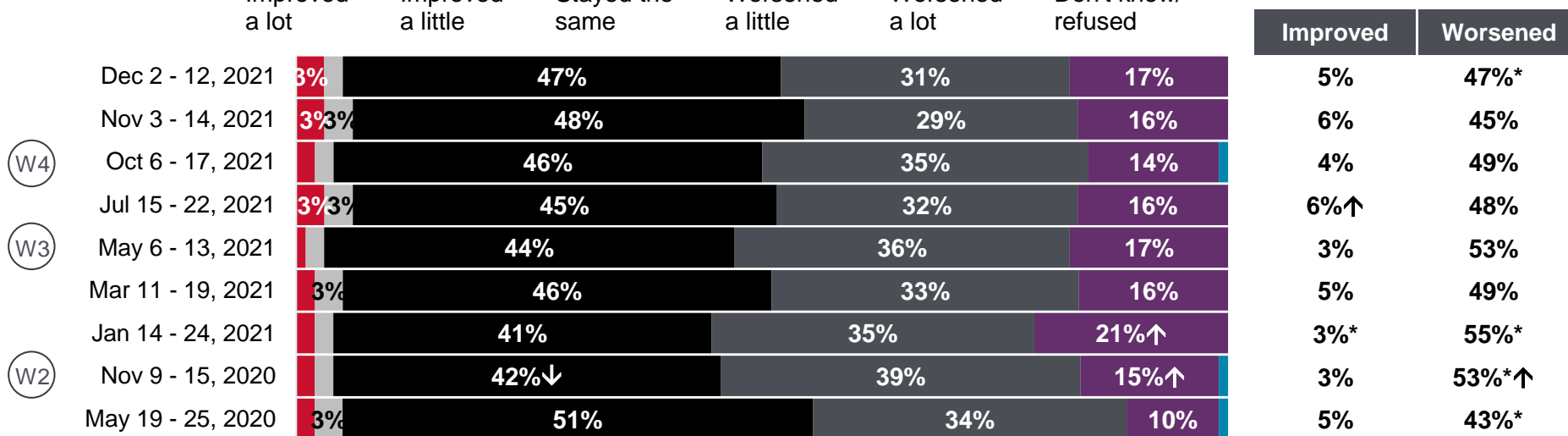
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

Changes in Mental Health

Around one-half (47%) of Calgarians say their mental health has worsened as a result of the pandemic, down from 55% in January 2021 and consistent with results from March 2021. Those with children under the age of 18 in the household are more likely than those without to say their mental health is worse because of the pandemic (54% vs. 43%, respectively).

Change in Mental Health Since the Pandemic Began

■ Improved a lot ■ Improved a little ■ Stayed the same ■ Worsened a little ■ Worsened a lot ■ Don't know/refused



New question beginning May 19, 2020

Note: ≤2% not labelled

*Rounding

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?

Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] 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 [ITEM] has improved, remained the same, or worsened?

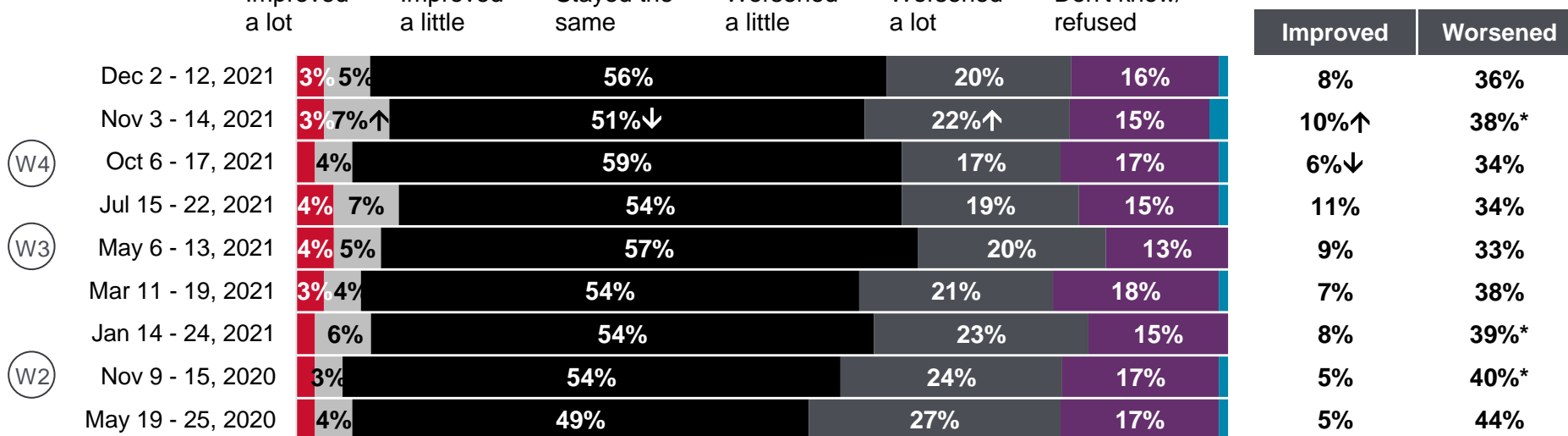
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

Changes in Personal Financial Situation

Around one-third (36%) of Calgarians say their personal financial situation has worsened as a result of the pandemic, consistent with results throughout 2021. Those 18 to 64 years of age are more likely than seniors to report their financial situation is worse because of the pandemic (41% 18 to 34 and 39% 35 to 64 vs. 15% 65 or older). Calgarians with children under the age of 18 in the household are more likely than those without to say their financial situation is worse as a result of the pandemic (42% vs. 31%, respectively). Calgarians with household incomes of \$135,000 or higher are less likely than those with lower incomes to say their financial situation has worsened (13% vs. 55% <\$45,000, 46% \$45,000 to <\$75,000, and 40% \$75,000 to <\$105,000).

Change in Personal Financial Situation Since the Pandemic Began

■ Improved a lot ■ Improved a little ■ Stayed the same ■ Worsened a little ■ Worsened a lot ■ Don't know/refused



New question beginning May 19, 2020

Note: ≤2% not labelled

*Rounding

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?

Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

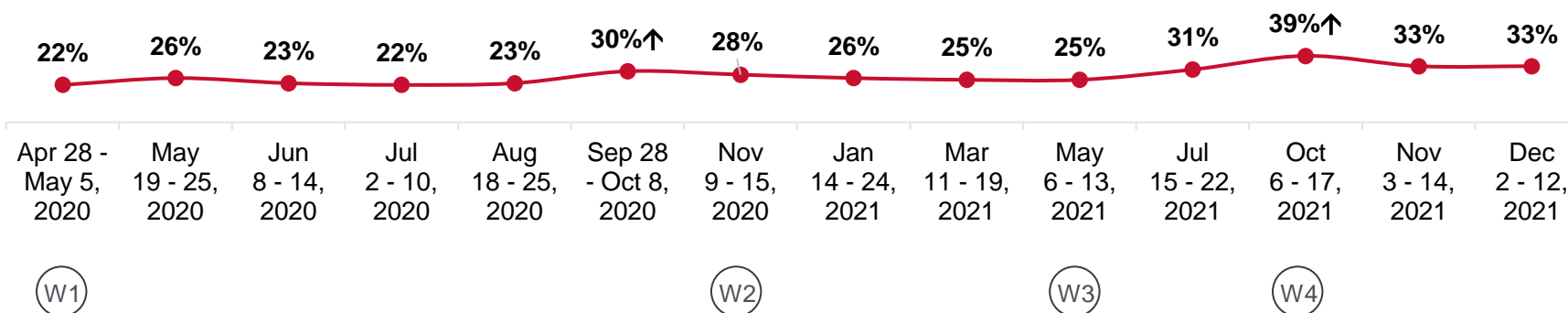
May 19 – 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?

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

Financial Impacts of the Pandemic

One-third (33%) say the pandemic is having a negative impact on their capacity to pay their bills on time, on par with results from November 2021 but up from 26% in January 2021. Those 18 to 64 years of age are more likely than seniors to be experiencing this (47% 18 to 34 and 32% 35 to 64 vs. 12% 65 or older). Calgarians with children under the age of 18 in the household are also more likely than others to say the pandemic has negatively impacted their capacity to pay their bills on time (41% vs. 29% of those without). Calgarians with household incomes of \$135,000 or higher are less likely than those with lower incomes to be experiencing this (10% vs. 59% <\$45,000, 43% \$45,000 to <\$75,000, 46% \$75,000 to <\$105,000, and 34% \$105,000 to <\$135,000).

Negative Impact on Capacity to Pay Bills on Time (% yes of those to whom it is applicable)



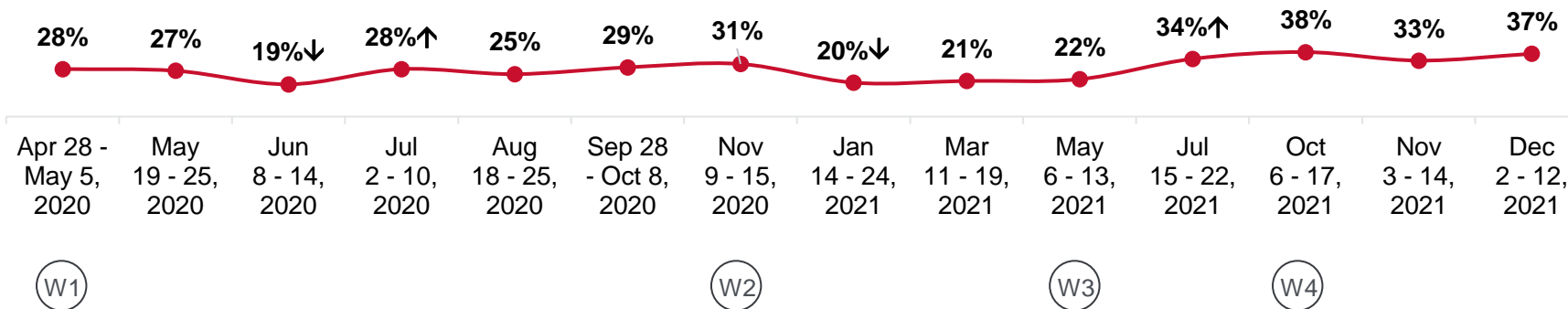
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

Financial Impacts of the Pandemic – cont'd

Nearly two-in-five (37%) say that at the moment, the pandemic has had a negative impact on their capacity to pay their mortgage/rent, higher than in early 2021. Calgarians 18 to 64 years of age are more likely than seniors to be experiencing this (48% 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 also more likely than others to have their capacity to pay their mortgage/rent negatively impacted by the pandemic (43% vs. 31% without). Calgarians with household incomes of \$135,000 or higher are less likely than those with lower incomes to be experiencing this (10% vs. 61% <\$45,000, 48% \$45,000 to <\$75,000, 45% \$75,000 to <\$105,000, and 34% \$105,000 to <\$135,000).

Negative Impact on Capacity to Pay Mortgage/Rent (% yes of those to whom it is applicable)



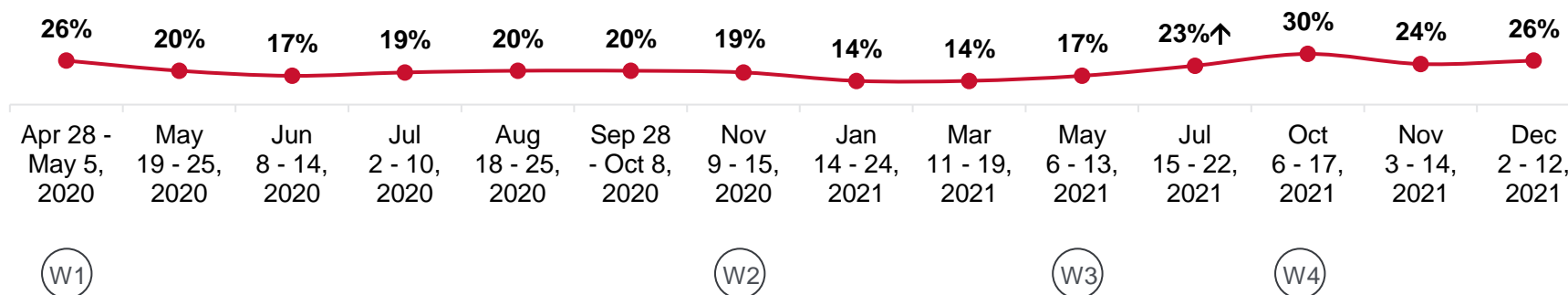
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

Financial Impacts of the Pandemic – cont'd

One-quarter (25%) say the pandemic is having a negative impact on their capacity to pay their property taxes, up from 14% in January but consistent with results since property tax bills were mailed out on May 25, 2021. Calgarians 18 to 64 years of age are more likely than seniors to be experiencing this (31% 18 to 34 and 28% 35 to 64 vs. 15% 65 or older). Calgarians with household incomes of \$135,000 or higher are less likely than those with lower incomes to be experiencing this (11% vs. 41% <\$45,000, 48% \$45,000 to <\$75,000, 27% \$75,000 to <\$105,000, and 26% \$105,000 to <\$135,000).

Negative Impact on Capacity to Pay Property Taxes (% yes of those to whom it is applicable)



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

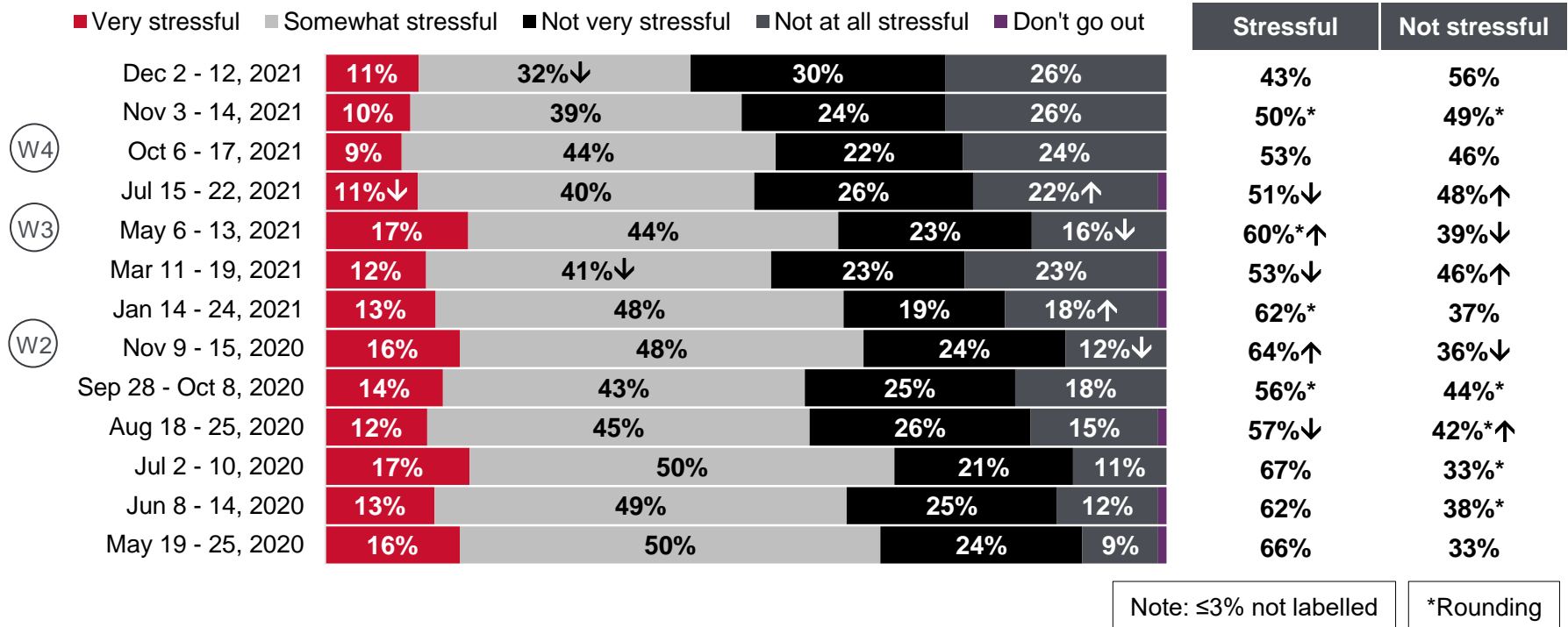
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

Stress Level When in Public During Pandemic

Less than one-half (43%) of Calgarians find it stressful to be in public during the pandemic, on par with November results but down from 53% during the fourth wave in October 2021. Females are more likely than males to say it is stressful (51% vs. 35%, respectively).

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)

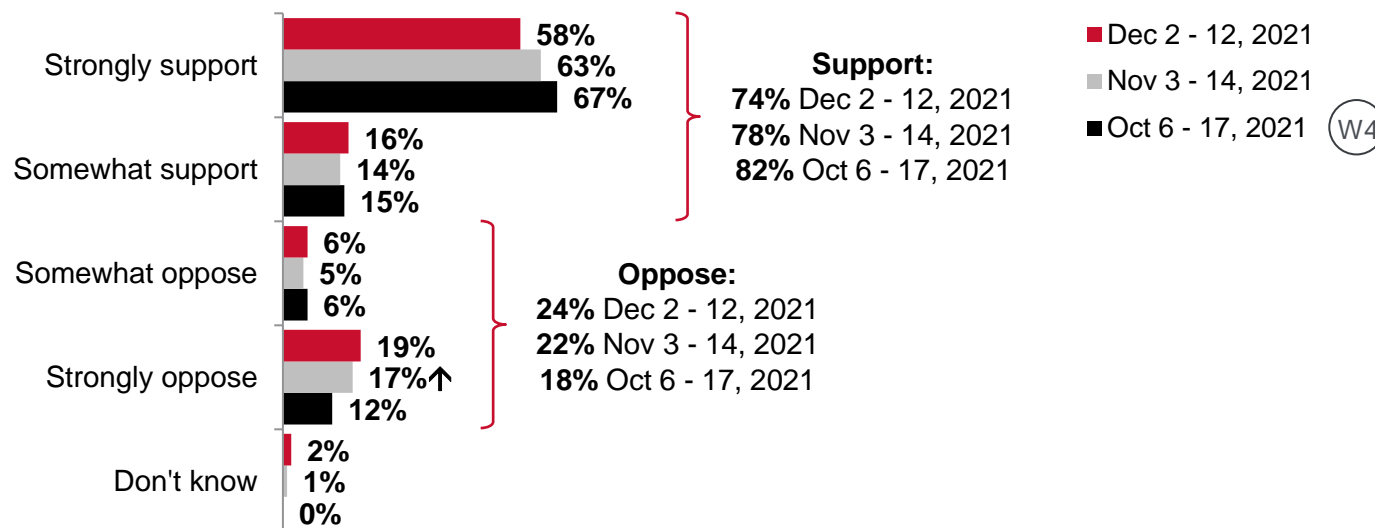


Moving Forward

Support for the Pandemic Face Covering Bylaw

Three-quarters (74%) of Calgarians support the Pandemic Face Covering Bylaw, down from 82% in October 2021. Females are more likely than males to support this bylaw (79% vs. 69%, respectively), as are seniors compared to younger Calgarians (88% 65 or older vs. 70% 18 to 34 and 72% 35 to 64). Calgarians with children under 18 in the household are less likely than those without to support the bylaw (68% vs. 79%, respectively), as are those without a senior in the household compared to those with (72% vs. 85%, respectively).

Support for the Pandemic Face Covering Bylaw



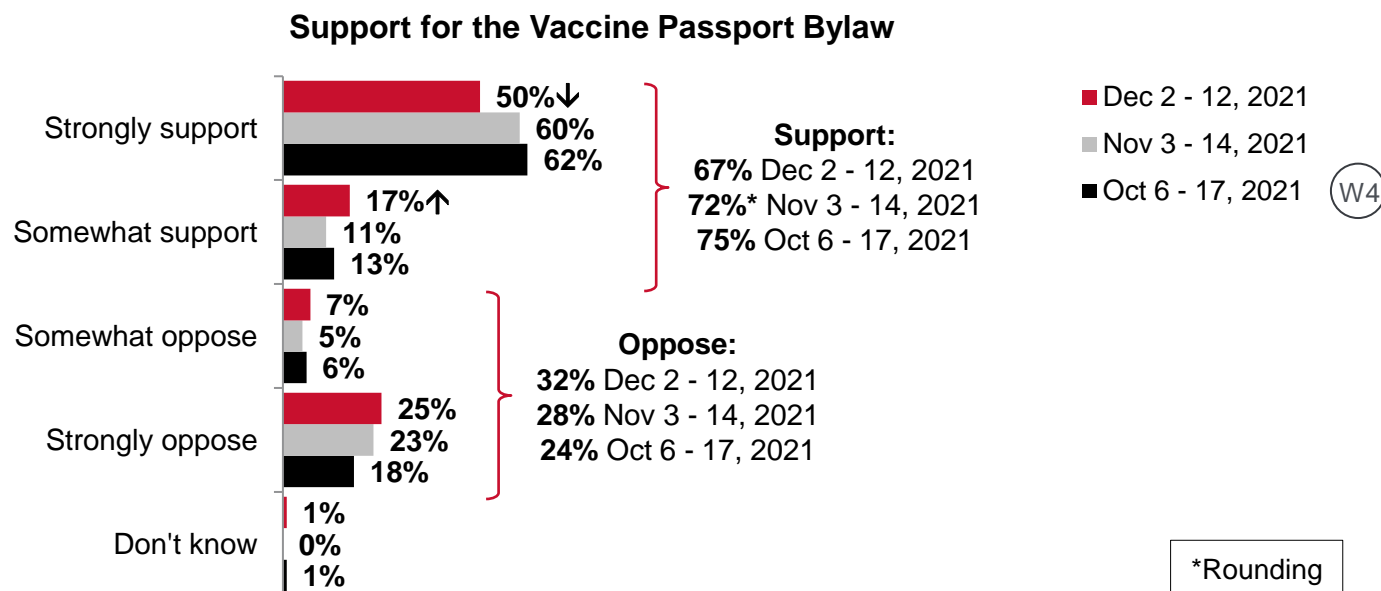
New question beginning October 6, 2021

On September 4th, 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

Two-thirds (67%) of Calgarians support the Vaccine Passport Bylaw, down from 75% in October 2021. The proportion of Calgarians who 'strongly' support the bylaw dropped 10 percentage points from November 2021 while ratings of 'somewhat' support increased 6 percentage points. Females and seniors are more likely to support this bylaw (72% females vs. 63% males; 85% 65 or older vs. 56% 18 to 34 and 68% 35 to 64). Calgarians with children under 18 in the household are less likely than those without to support the bylaw (60% vs. 72%, respectively), as are those without a senior in the household compared to those with (64% vs. 80%, respectively).



New question beginning October 6, 2021

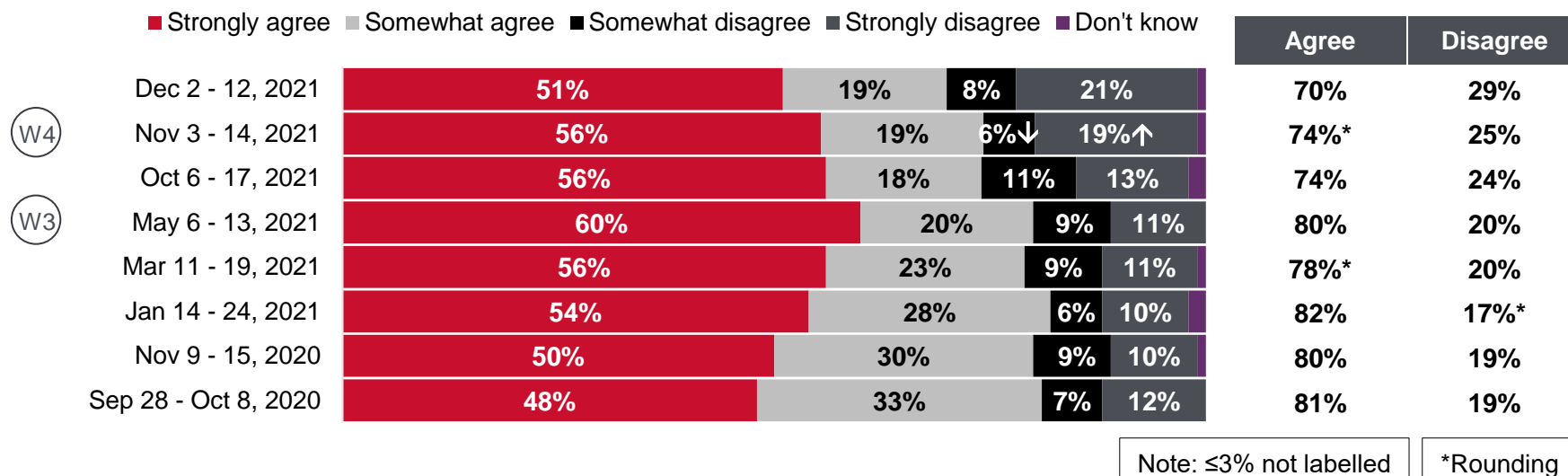
On September 23rd, The City implemented the Vaccine Passport Bylaw that applies to Calgary businesses such as restaurants, nightclubs, casinos, sporting and entertainment venues, and fitness and recreation facilities. The bylaw makes it mandatory for businesses to require customers aged 12 and older 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

Seven-in-ten Calgarians (70%) agree mandatory face coverings in public indoor spaces makes them more willing or confident to go shopping, visit restaurants, ride transit or do other activities in public. While consistent with results from October 2021 and November 2021, this is down from a high of 82% in January 2021. Females are more likely than males to agree (78% vs. 62%, respectively), as are seniors (65 or older) compared to younger Calgarians (86% vs. 61% 18 to 34 and 70% 35 to 64).

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



New question beginning September 28, 2020

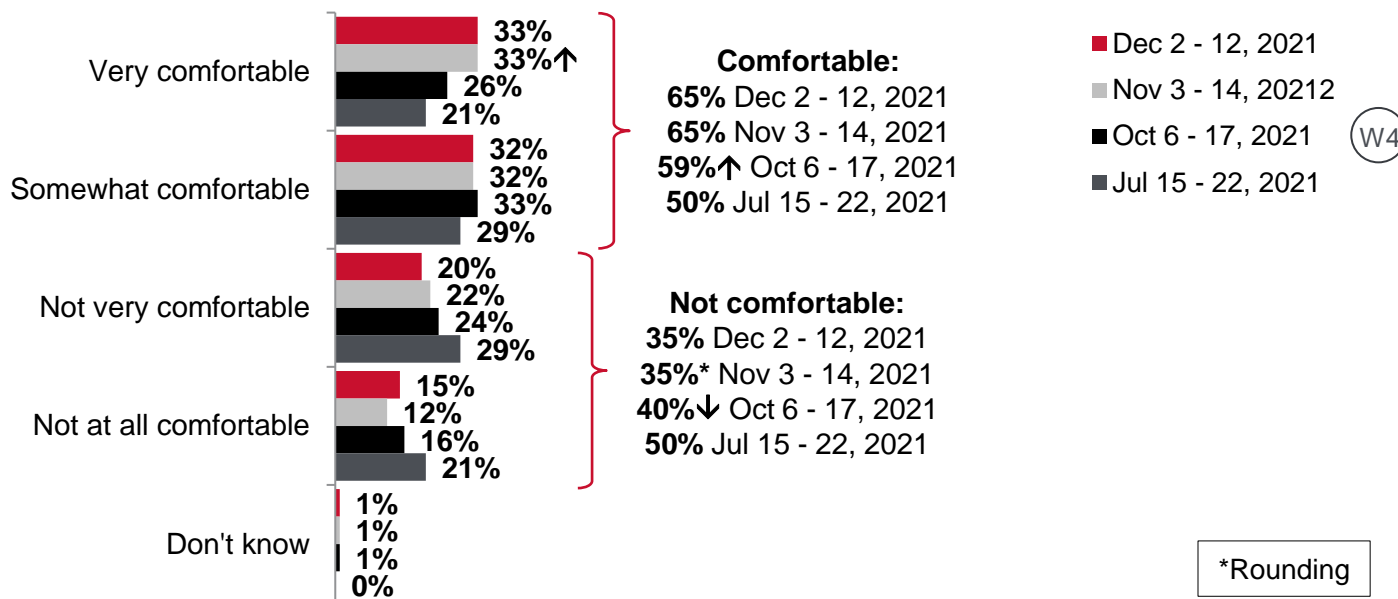
To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (n=500)

Comfort with Attending Outdoor Events with Large Crowds in the Next Couple of Months

Two-thirds (65%) of Calgarians say they are or would be comfortable attending an outdoor event with a large crowd in the next couple of months, on par with results from November 2021 but up from 50% in July 2021. Males are more likely than females to be comfortable with this (73% vs. 57%, respectively), as are younger Calgarians compared to seniors (75% 18 to 34 and 67% 35 to 64 vs. 38% 65 or older). Calgarians with children under 18 in the household are more likely than those without to be comfortable (60% vs. 72%, respectively), as are those without a senior in the household compared to those with (68% vs. 49%, respectively). Those with household incomes of \$135,000 or higher are more likely than others to be comfortable with this (79% vs. 60% <\$45,000, 60% \$45,000 to <\$75,000, and 62% \$75,000 to <\$105,000).

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



New question beginning July 15, 2021

October 6 - 17, 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?

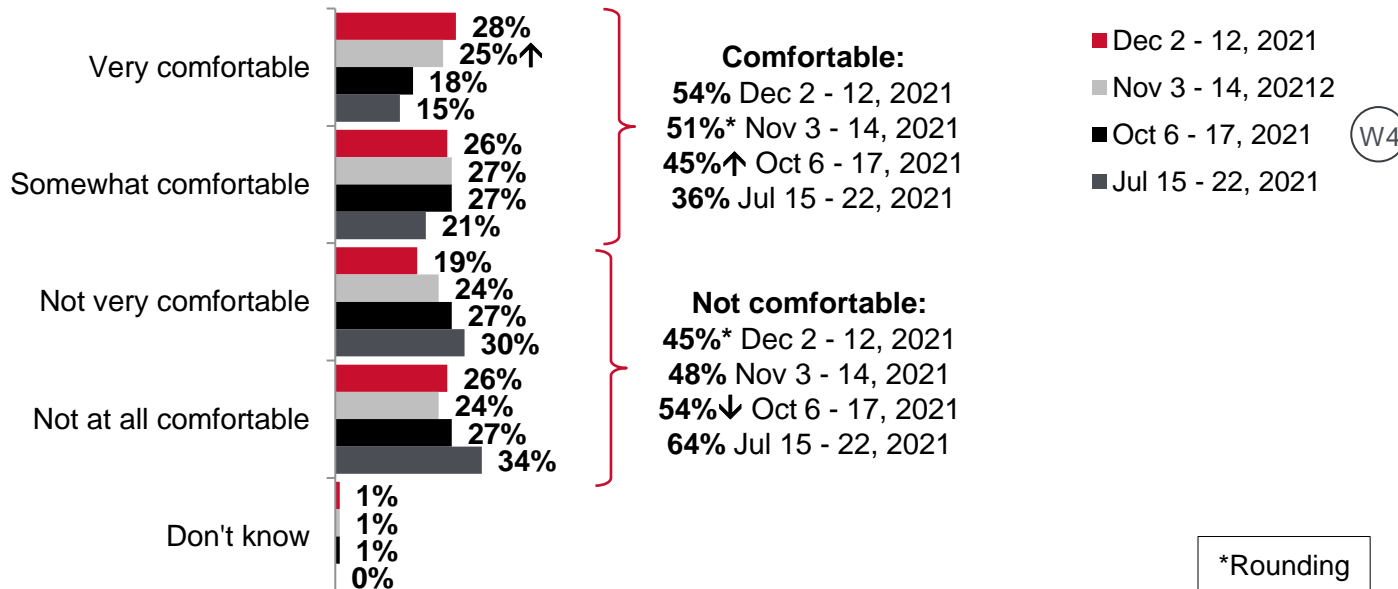
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

Base: All respondents (n=500)

Comfort with Attending Indoor Events with Large Crowds in the Next Couple of Months

Around one-half (54%) of Calgarians are or would be comfortable attending an indoor event with a large crowd over the next couple of months, on par with results from November 2021 but up from 36% in July 2021. Males are more likely than females to be comfortable with this (63% vs. 45%, respectively). Younger Calgarians are much more likely than seniors to be comfortable with this (67% 18 to 34 and 57% 35 to 64 vs. 21% 65 or older). Calgarians without a senior in the household are more likely than those with to be comfortable with this (58% vs. 33%, respectively). Those with household incomes of \$105,000 or higher are more likely than others to be comfortable with this (72% \$105,000 to <\$135,000 and 69% \$135,000 or higher vs. 47% <\$45,000, 50% \$45,000 to <\$75,000, and 51% \$75,000 to <\$105,000).

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



New question beginning July 15, 2021

October 6 - 17, 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?

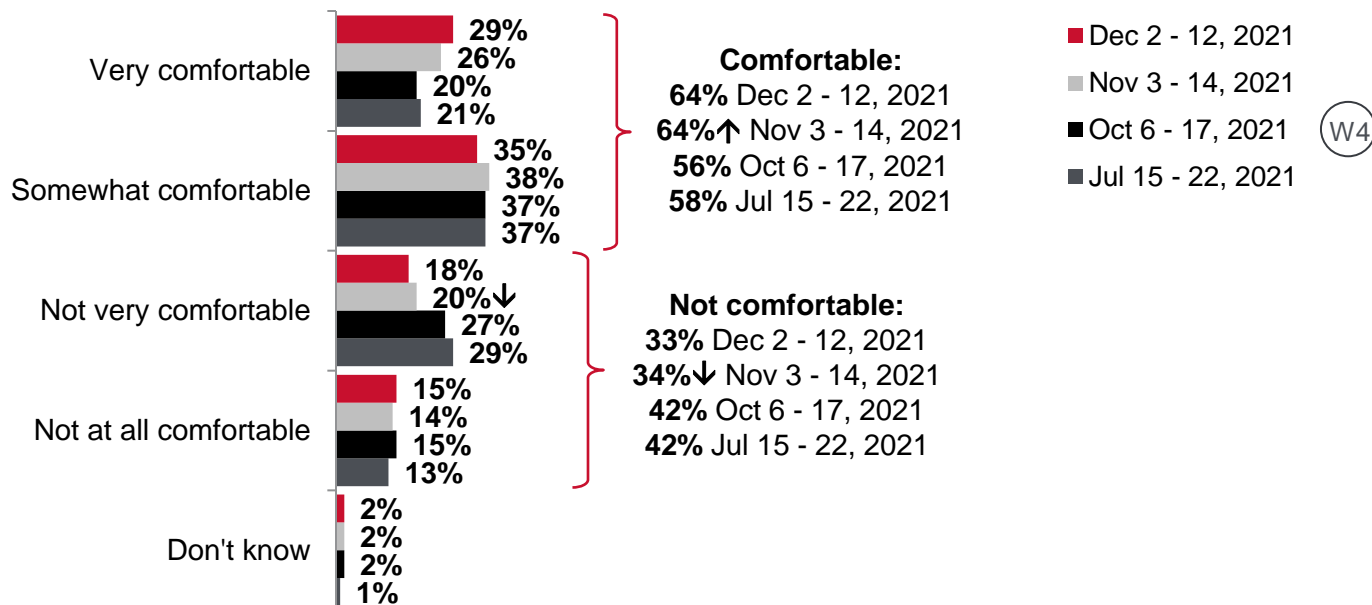
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

Base: All respondents (n=500)

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

Around two-thirds (64%) of Calgarians are or would be comfortable attending an inside event like an in-person public engagement event or research focus group about a City project or City issue over the next couple of months. While on par with results from November 2021, this is up from 56% in October 2021. Males are more likely than females to be comfortable with this (71% vs. 58%, respectively). Calgarians 18 to 34 years of age are more likely than their older counterparts to be comfortable with this (75% vs. 63% 35 to 64 vs. 43% 65 or older). Calgarians with children under 18 in the household are more likely than those without to be comfortable (71% vs. 60%, respectively), as are those without a senior in the household compared to those with (69% vs. 44%, respectively).

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



New question beginning July 15, 2021

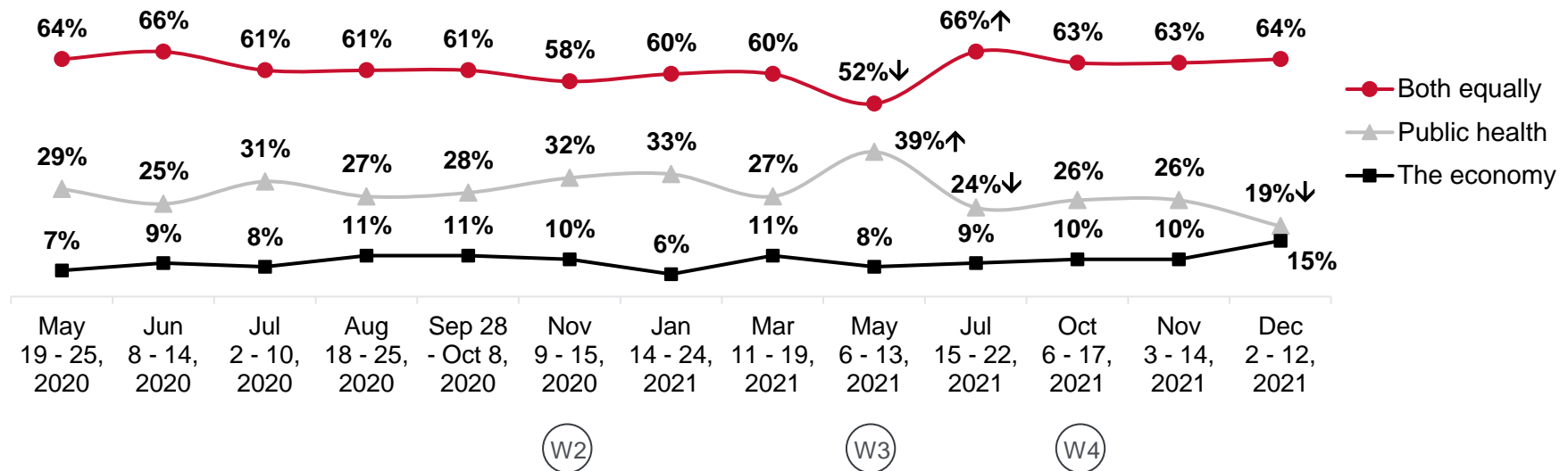
In the next three months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

Base: All respondents (n=500)

Prioritizing Public Health vs. Economy

Around two-thirds (64%) of Calgarians think government decision-makers should balance public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19, consistent with results since July 2021 and up from a low of 52% in May 2021. One-in-five (19%) think public health should be the priority, down from 26% in November 2021 and the lowest it has been since May 2020. Females are more likely than males to say public health and economic considerations should be balanced equally (69% vs. 59%, respectively) while males are more likely than females to think the economy should be the priority (21% vs. 9%, respectively). Those 18 to 64 years of age are more likely than seniors to think the economy should be prioritized (19% 18 to 34 and 16% 35 to 64 vs. 5% 65 or older).

Prioritizing Public Health vs. the Economy



New question beginning May 19, 2020

Beginning Nov 9 – 15, 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?

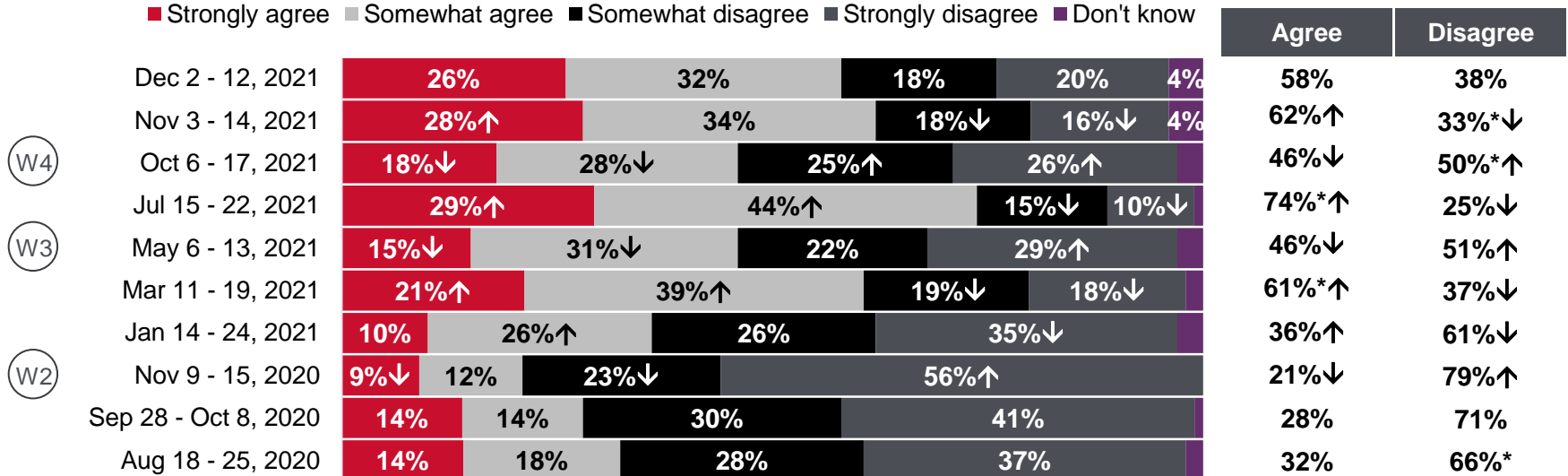
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

Perceptions and Concern about the Pandemic

Around three-in-five Calgarians (58%) think the worst of the pandemic is behind us, consistent with results from November 2021 and up from 46% in October 2021 but still lower than the high of 74% in July 2021. Younger Calgarians are more likely than seniors to think this (69% 18 to 34 and 58% 35 to 64 vs. 37% 65 or older). Those without a senior in the household are more likely than those with to agree the worst is behind us (62% vs. 41%, respectively).

The Worst of the COVID-19 Pandemic is Behind Us

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know



Note: ≤3% not labelled

*Rounding

New question beginning August 18, 2020

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

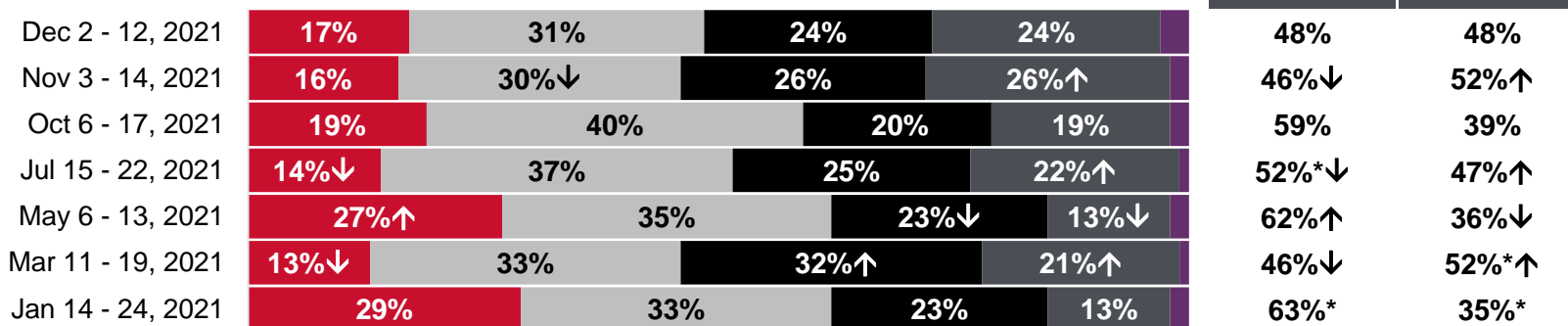
Base: All respondents (n=500)

Perceptions and Concern about the Pandemic

Around one-half (48%) of Calgarians agree they are worried the pandemic is going to get worse, on par with results from November 2021 but down from 59% in October 2021. Females are more likely than males to agree (56% vs. 40%, respectively). Those with household incomes of \$135,000 or higher are less likely than others to agree (32% vs. 57% <\$45,000, 51% \$45,000 to <\$75,000, and 53% \$75,000 to <\$105,000).

Worried the Pandemic is Going to Get Worse

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know



Note: ≤3% not labelled

*Rounding

New question beginning January 14, 2021

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)

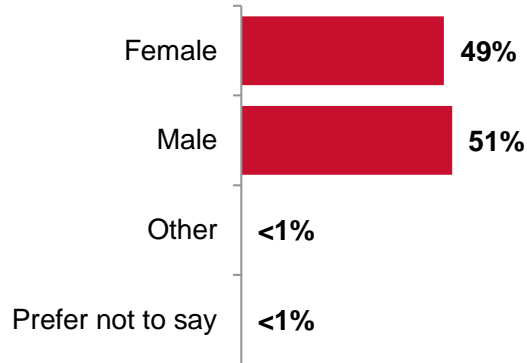
Demographics



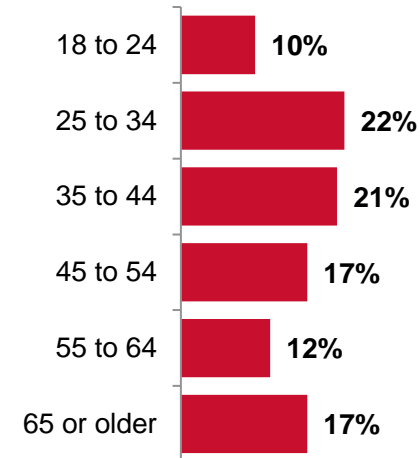
Demographics

Gender

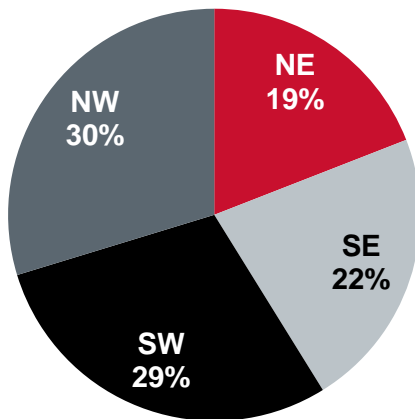
(asked, not inferred)



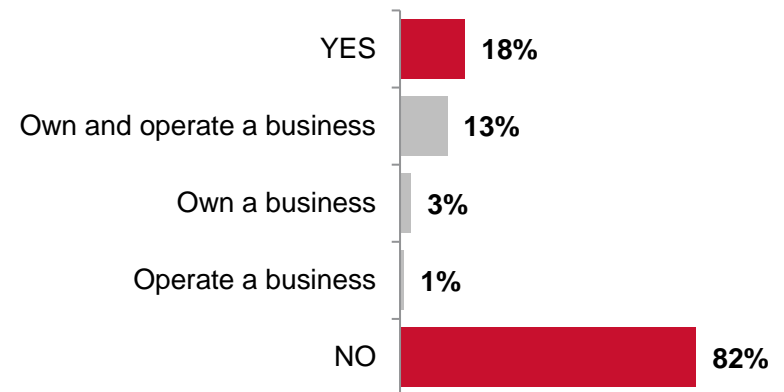
Age



Quadrant of Residence



Own and/or Operate a Business in Calgary

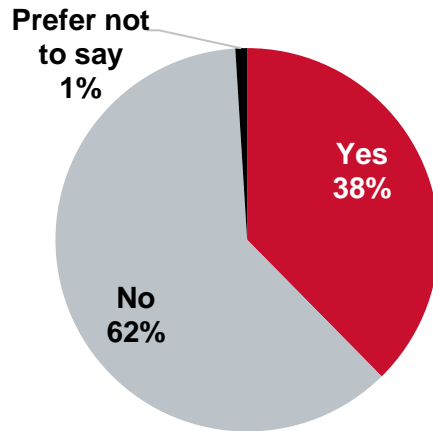


Base: All respondents (n=500)

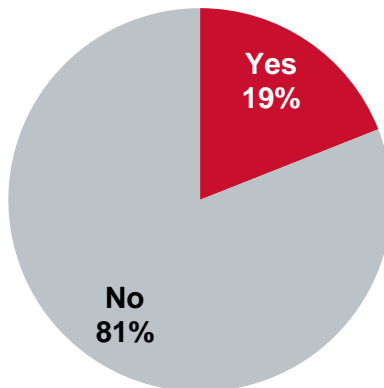
NOTE: Totals may not add to 100% due to rounding and/or responses of "Prefer to not answer"

Demographics – cont'd

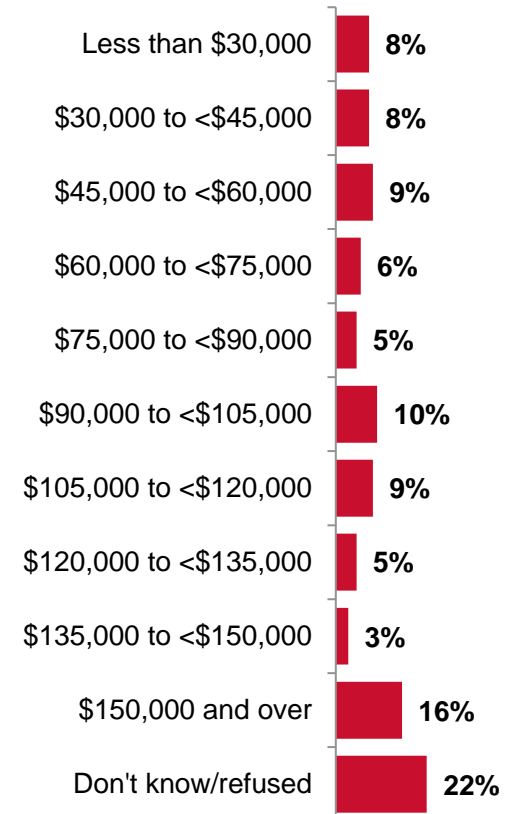
Children Under the Age of 18 in the Household



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 January 25 – First presumptive case in Canada

January 27 – First confirmed case in Canada

March 5 – First presumptive case in Alberta; beginning Wave 1

March 8 – Canada records first COVID-19 death

March 11 – World Health Organization declares pandemic

March 15 – City of Calgary declares State of Local Emergency (SOLE) and closes non-essential business and services, City-owned/operated facilities, pools and libraries, and all daycares; Alberta schools closed to in-person classes

March 17 – Alberta declares State of Public Health Emergency

March 18 – Canada-USA border closed to non-essential travel

March 19 – Alberta records first COVID-19 death

April 23 – 2020 Calgary Stampede cancelled

May 13 – Alberta implements Stage 1 of relaunch (excl. Calgary)

May 15 – End Wave 1

May 25 – Phase 1 of relaunch begins in Calgary and Brooks

June 1 – COVID-19 testing available to all Albertans

June 12 – Alberta implements Stage 2 of relaunch; Calgary's SOLE expires

June 16 – Alberta's State of Public Health Emergency expires

August 1 – Temporary Face Coverings Bylaw in effect

September 1 – Return to class for Kindergarten – Grade 12

October 3 – Beginning of Wave 2

November 24 – Alberta restricts social gatherings and closes high schools to in-person classes until after Christmas break

December 8 – Alberta declares enhanced restrictions on indoor and outdoor gatherings and businesses

December 15 – First vaccine doses available to long-term care residents and health care workers in Alberta

2021 February 8 – Step 1 restrictions lifted in Alberta

February 14 – End of Wave 2

February 24 – Vaccine available to all Albertans aged 75+ years

February 28 – Step 2 restrictions lifted in Alberta

March 15 – Vaccine available to Albertans aged 65 years or older

March 16 – Beginning of Wave 3

March 30 – Vaccine available to Albertans born in 1957 or later and to those aged 12-64 with eligible underlying conditions

April 9 – Alberta returns to Stage 1

April 20 – AstraZeneca vaccine becomes available to Albertans aged 40 years or older

May 4 – Alberta announces new restrictions and closes schools for in-person classes

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)

June 1 – Alberta lifts some restrictions in Phase 1 of OfS Plan

June 10 – Alberta lifts more restrictions in Phase 2

July 1 – Alberta lifts all remaining restrictions in Phase 3

July 5 – Calgary repeals Face Covering Bylaw

September 4 – Pandemic Face Covering Bylaw in effect

September 15 – Alberta implements new restrictions

September 20 – Restrictions Exemption Program in effect

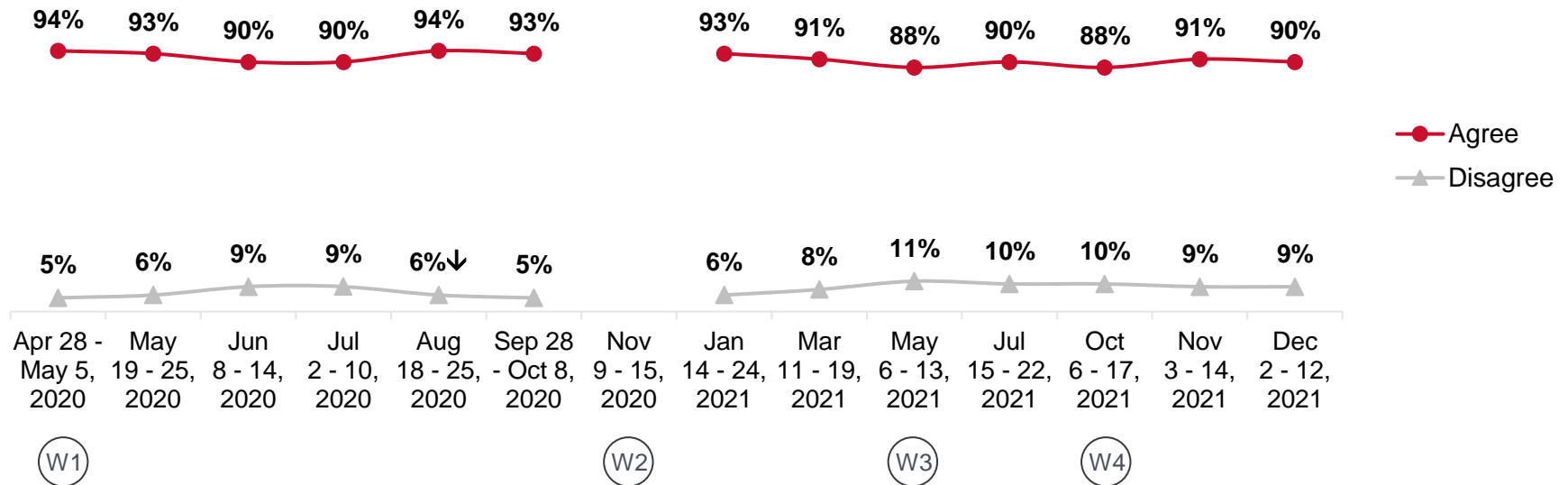
September 23 – Vaccine Passport Bylaw in effect

Trending Charts



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

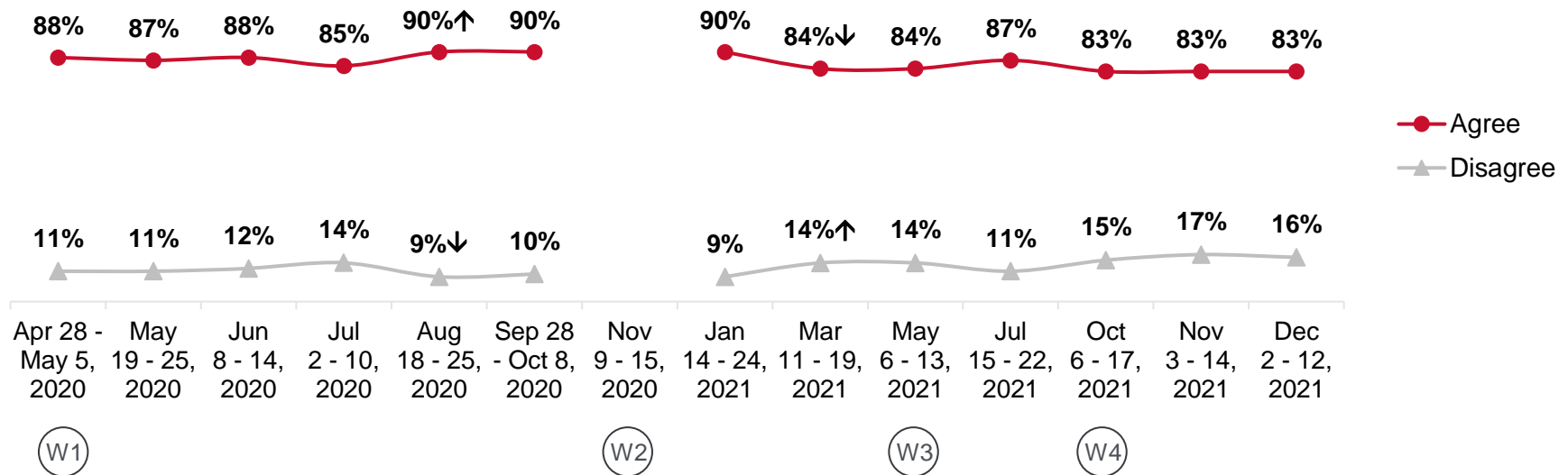


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

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

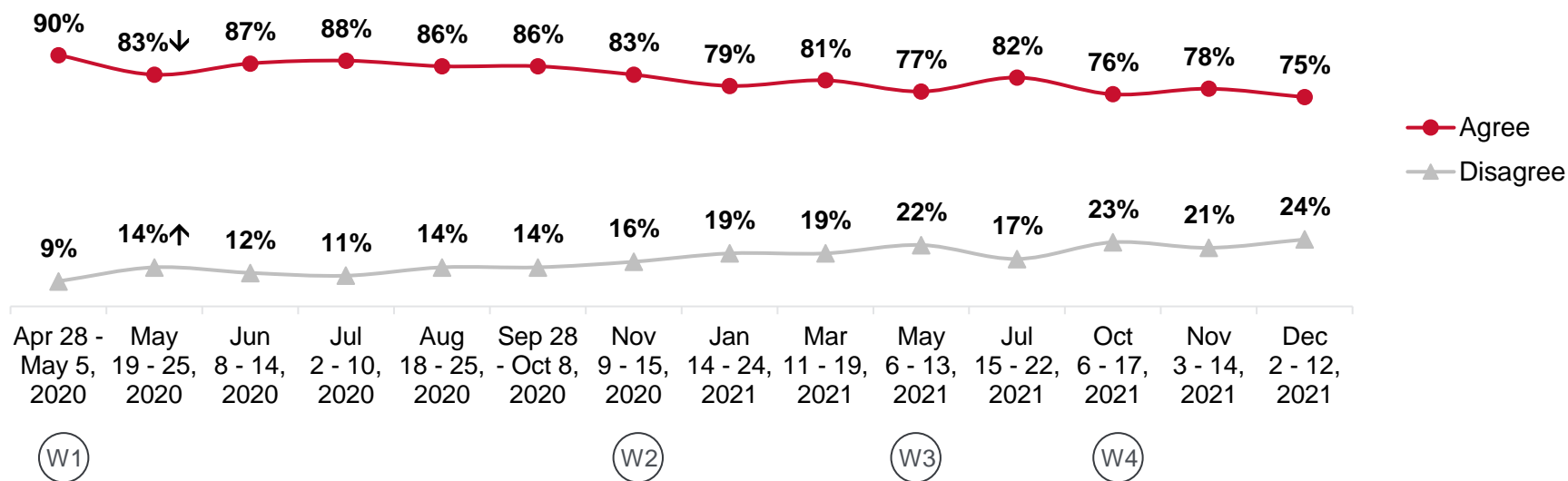


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

Clarity of The City's COVID-19 Information

The Information Provided by The City has been Clear

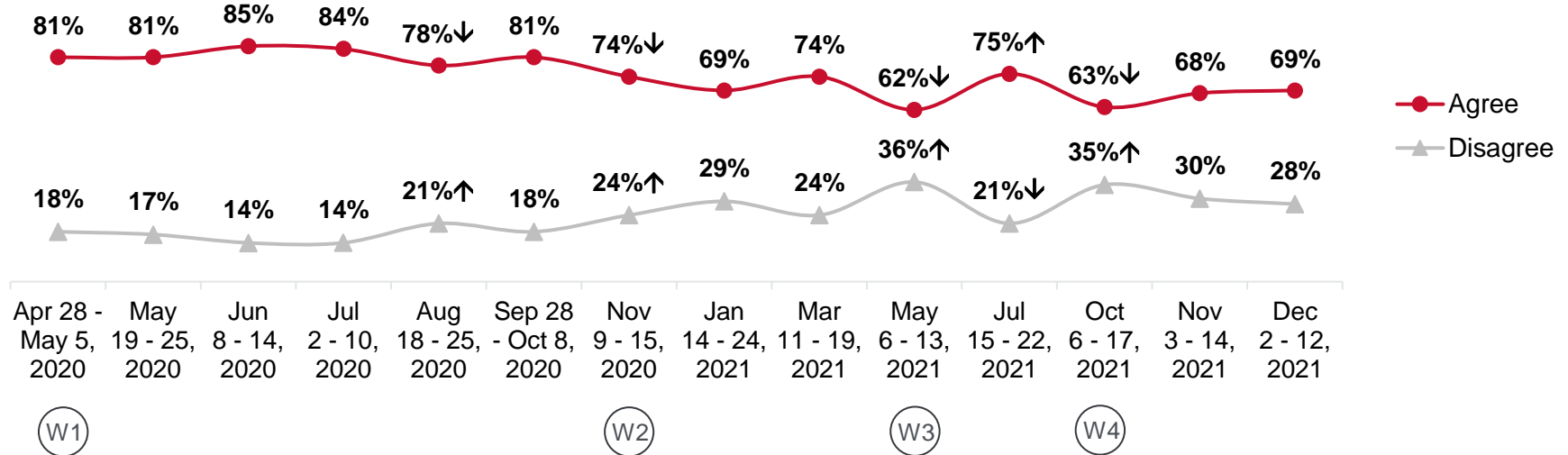


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

Speed of The City's COVID-19 Response

The City's Response has been Quick Enough

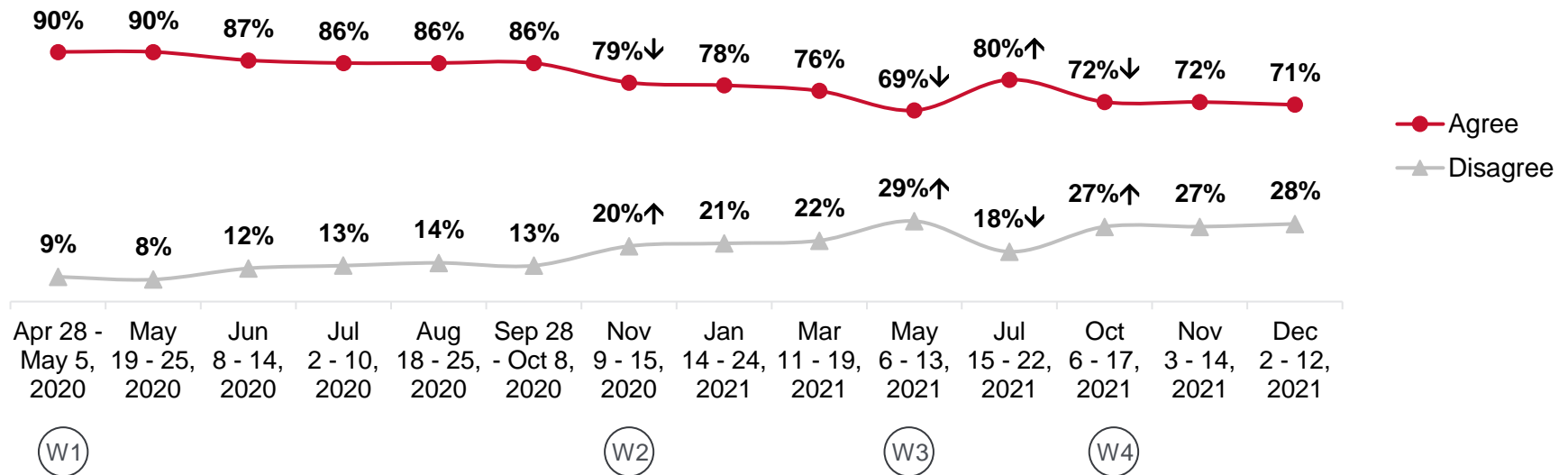


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

The City's Response has been Helpful

The City's Response has been Helpful

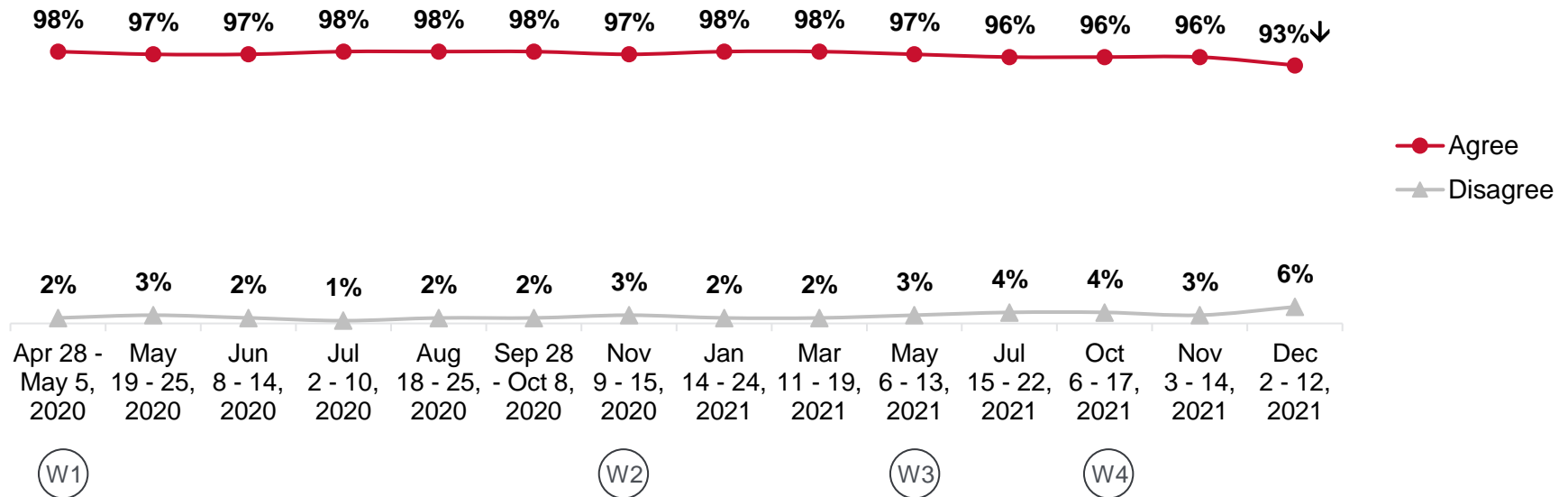


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

Understand How to Limit COVID-19 Spread

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

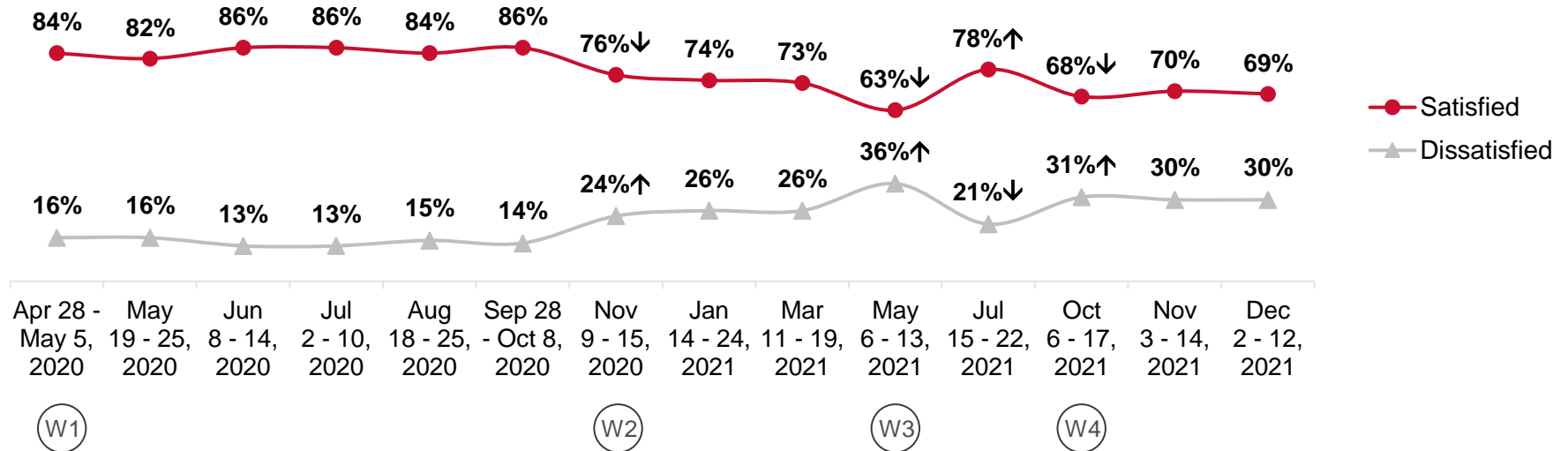


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

Satisfaction with The City's COVID-19 Response

Satisfaction with The City's COVID-19 Response

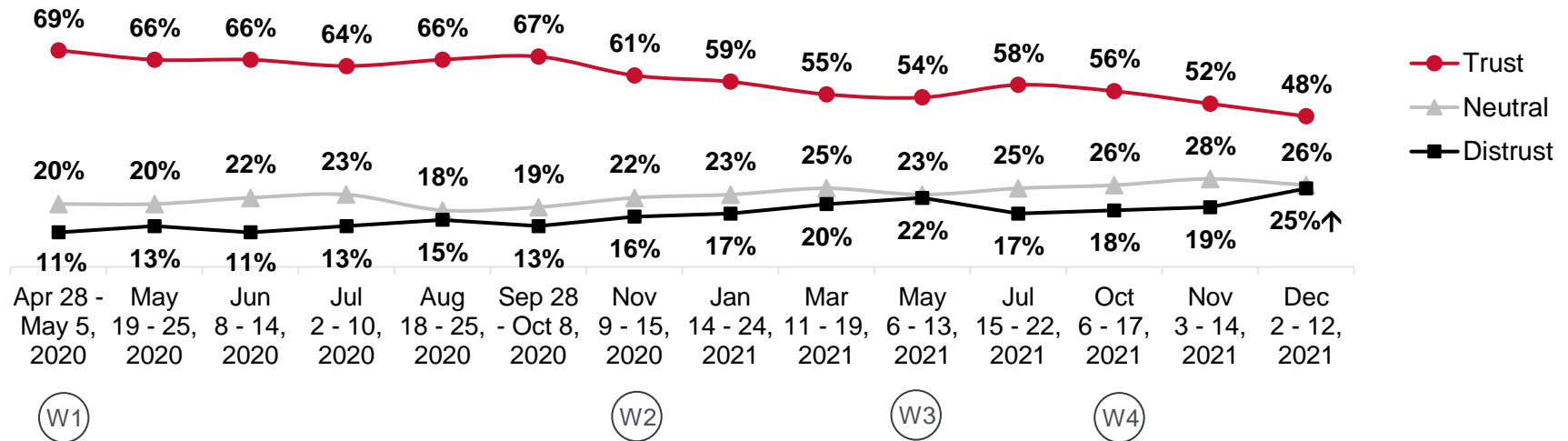


Overall, how satisfied are you with The City's COVID-19 response?

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

Trust in The City's COVID-19 Response

Trust in The City Regarding COVID-19 Response

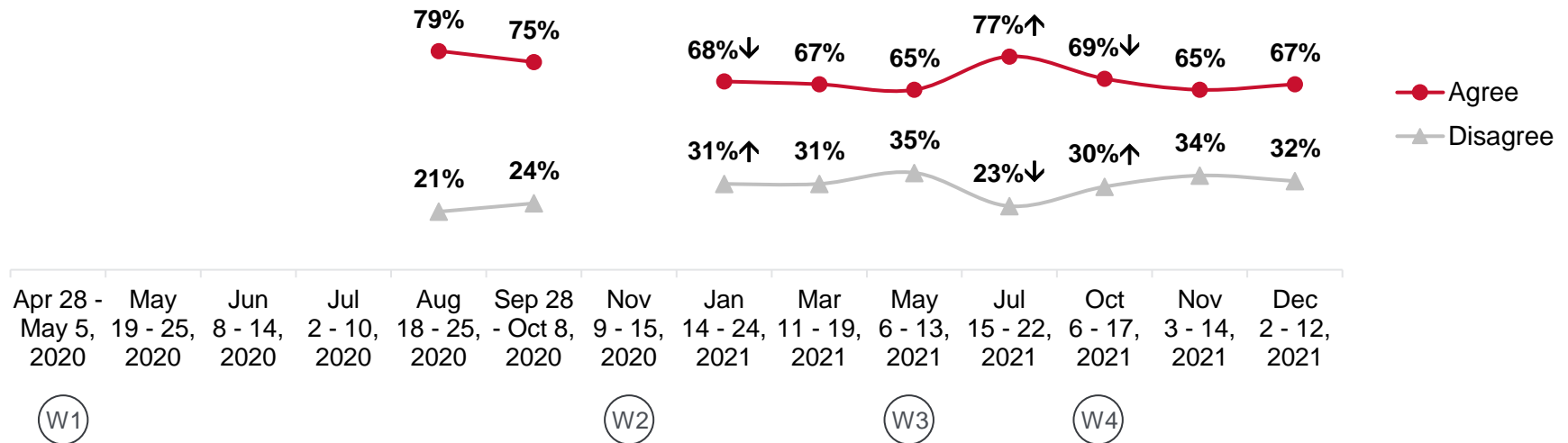


Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

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

City Services During the Pandemic

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

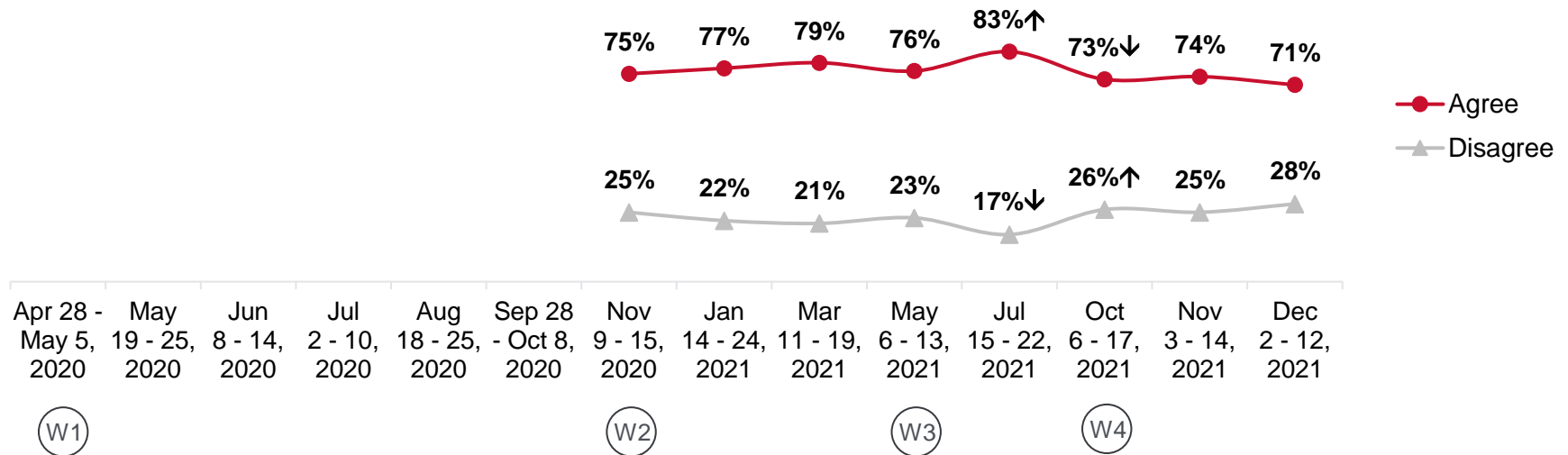


New question beginning Aug 18, 2020

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)

City Services During the Pandemic – cont'd

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

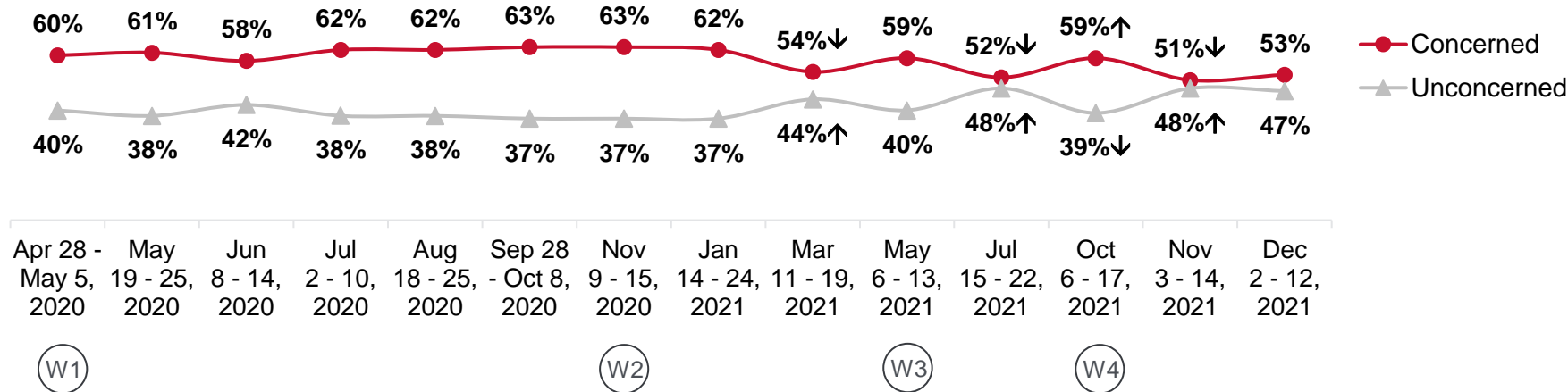


New question beginning Jan 14, 2021

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 for Oneself re: COVID-19

Concern about Oneself Becoming Ill from COVID-19

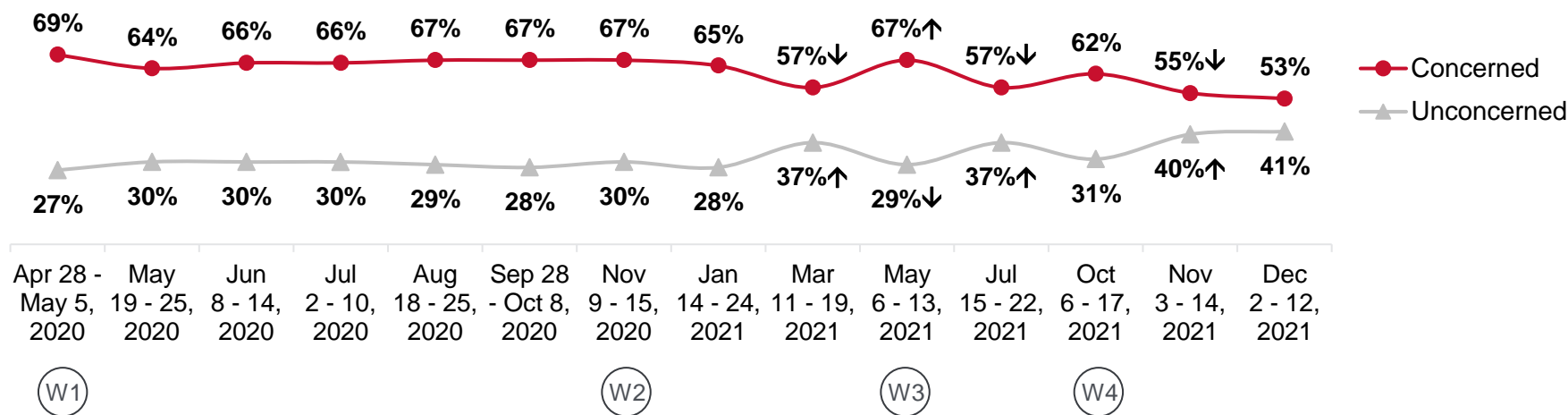


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Concern for Household Members re: COVID-19

Concern about a Household Member Becoming Ill from COVID-19

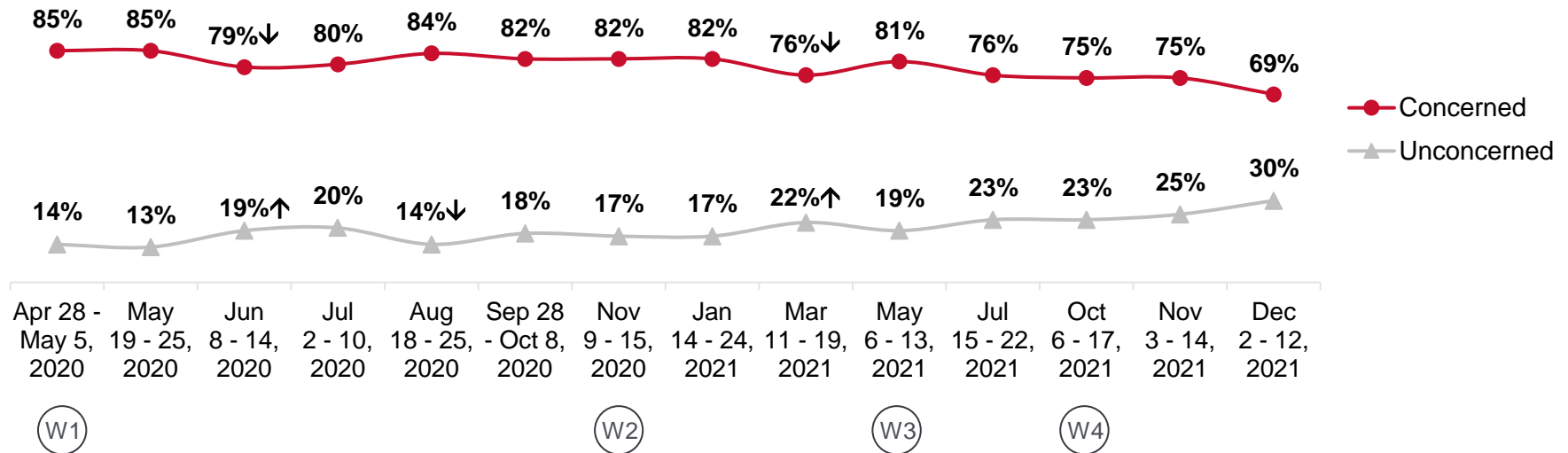


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Concern for Others re: COVID-19

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

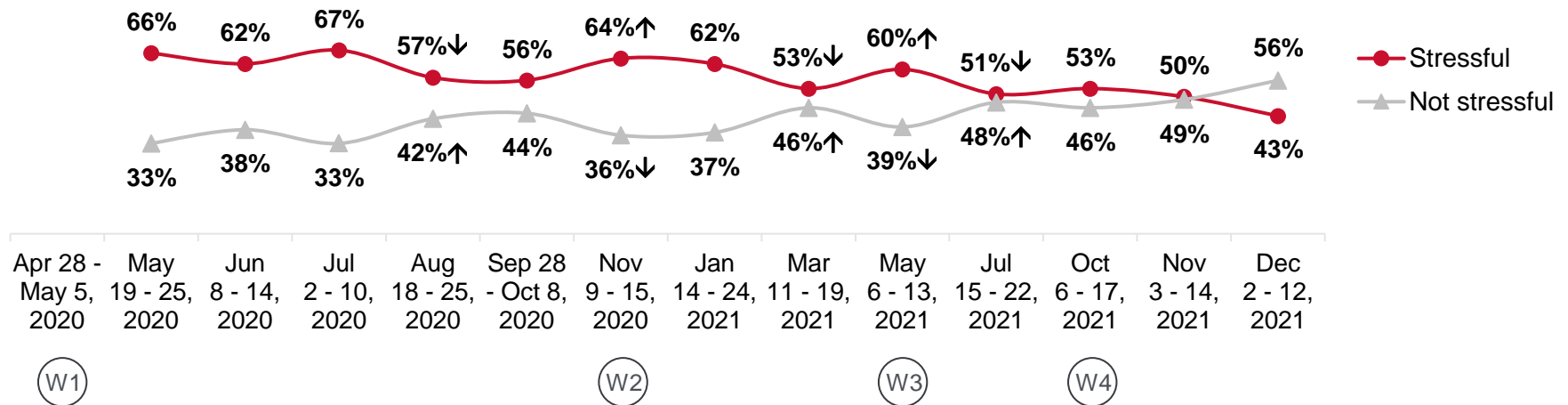


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Stress Level When in Public During Pandemic

Stress Level When in Public During the Pandemic



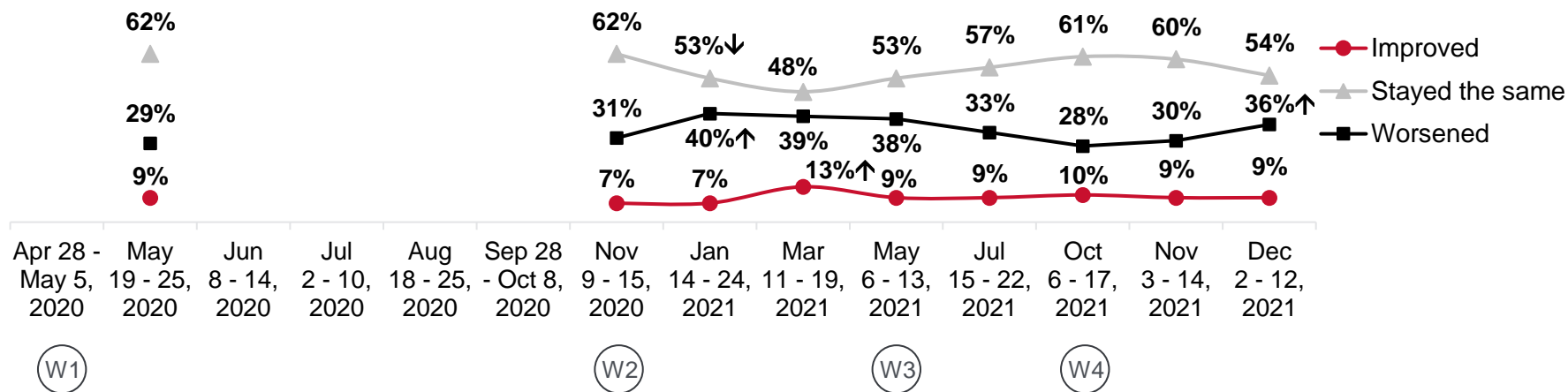
New question beginning May 19, 2020

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)

Changes in Physical Health

Change in Physical Health Since the Pandemic Began



New question beginning May 19, 2020

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?

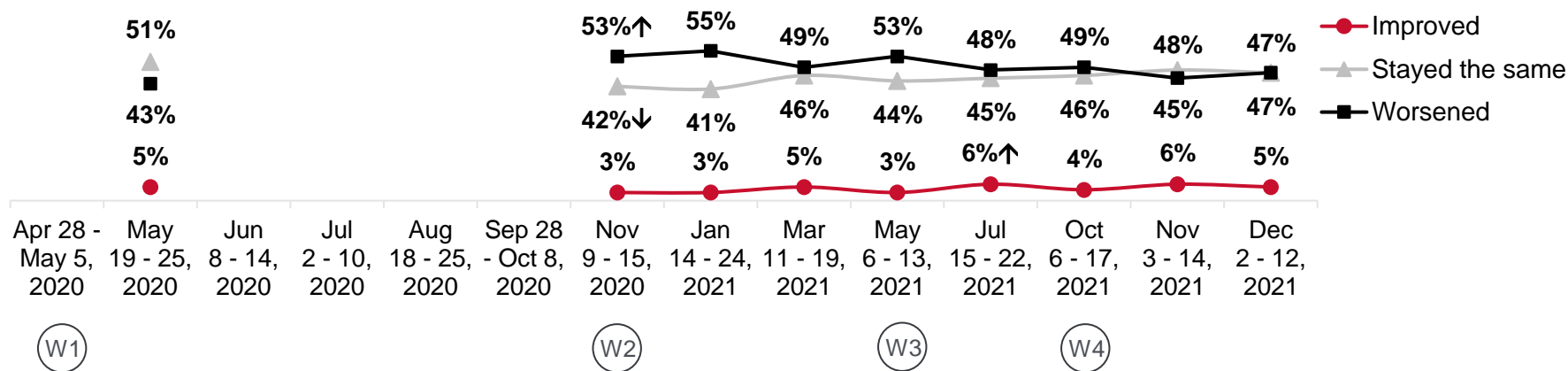
Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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

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

Changes in Mental Health

Change in Mental Health Since the Pandemic Began



New question beginning May 19, 2020

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?

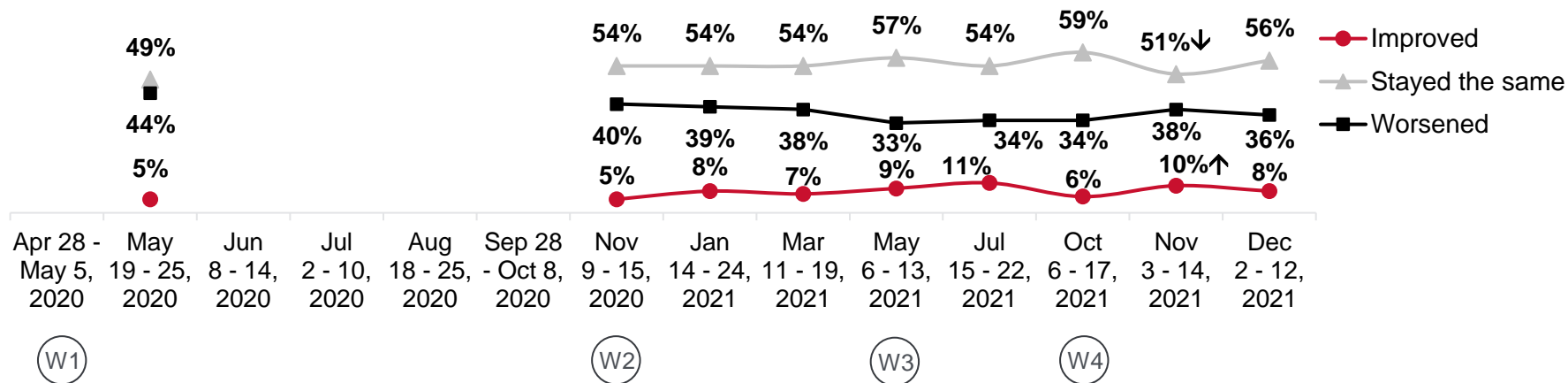
Beginning Nov 9 - 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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

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

Changes in Financial Situation

Change in Personal Financial Situation Since the Pandemic Began



New question beginning May 19, 2020

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?

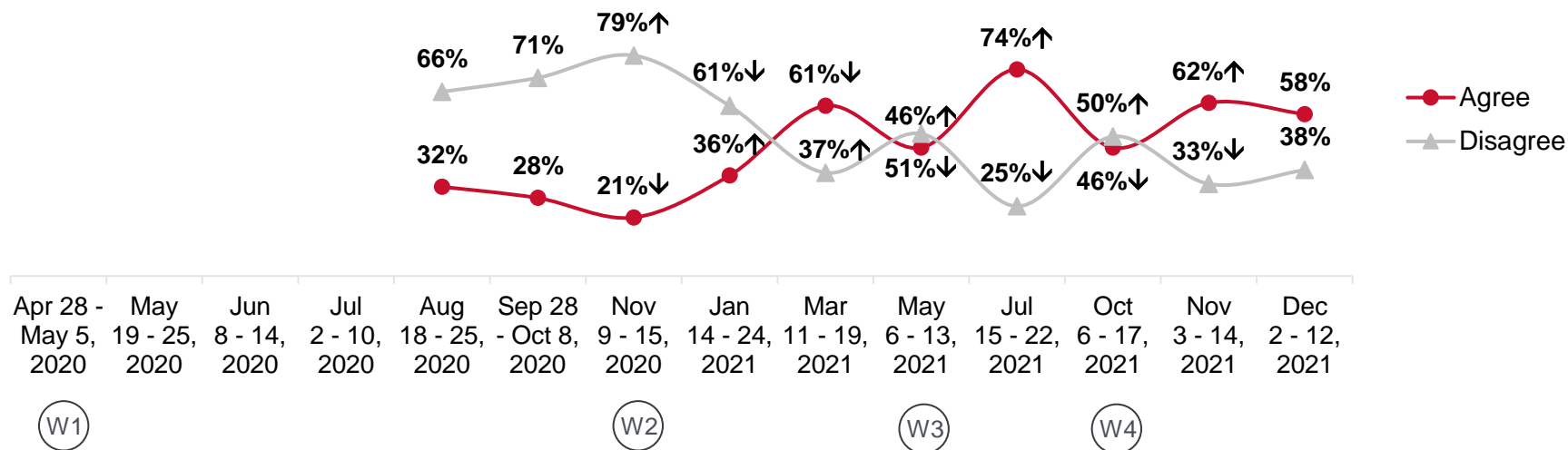
Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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

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

Perceptions and Concern about the Pandemic

The Worst of the COVID-19 Pandemic is Behind Us



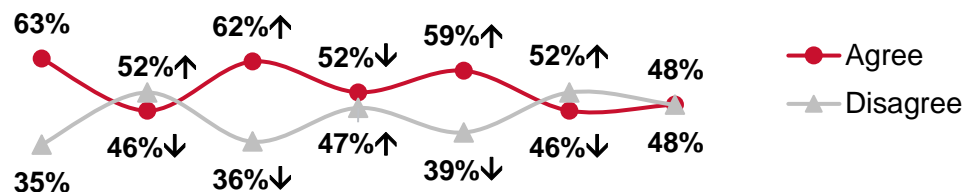
New question beginning Aug 18, 2020

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



Apr 28 - May 5, 2020 May 19 - 25, 2020 Jun 8 - 14, 2020 Jul 2 - 10, 2020 Aug 18 - 25, 2020 Sep 28 - Oct 8, 2020 Nov 9 - 15, 2020 Jan 14 - 24, 2021 Mar 11 - 19, 2021 May 6 - 13, 2021 Jul 15 - 22, 2021 Oct 6 - 17, 2021 Nov 3 - 14, 2021 Dec 2 - 12, 2021

W1

W2

W3

W4

New question beginning Jan 14, 2021

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)

Questionnaire



Questionnaire

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 "2021 Citizen Perspectives Survey." City staff would be happy to address your concerns.)

The survey will take approximately 15 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 403-268-3617 and specifically mention the "2021 Citizen Perspectives COVID-19 Survey", send an email to 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. 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
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.

Questionnaire – cont'd

Strongly agree
Somewhat agree
Somewhat disagree
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 the following? If it's 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...?

[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

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?

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 your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic? [IF IMPROVED OR WORSENERD] 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 4th, 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?

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

CV56. 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?

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.

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?

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?

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?

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 public health, the economy, or both equally?

[ROTATE]
The priority should be public health
The priority should be the economy
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. Is there anyone aged 65 years or older living in your household?

[PROGRAMMER: IF RESPONDENT IS 65 OR OLDER, PREFACE QUESTION WITH "BESIDES YOURSELF"]

Yes
No
Refused

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

Own and operate a business
Own a business
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.