



Calgary



2019 Citizen Perspectives Survey Report

Climate Change

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Background & Methodology

Background

To help support City decisions, The City of Calgary surveys citizens about their opinions, preferences and attitudes. To help in “making life better every day” for Calgarians, The City conducts an ongoing Citizen Perspectives Survey fielded at various intervals through the year. This wave of the Citizen Perspectives Survey focused on opinions about extreme weather events, measure taken to mitigate impacts of these events, and climate change.

Methodology

The survey was conducted by NRG Research Group from September 16 – 23, 2019 with 504 Calgarians via telephone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (63%) and cell phones (37%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 16 minutes in duration. The margin of error (MOE) for the total sample of n=504 is ± 4.38 percentage points, 19 times out of 20.

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

Note: Statistically significant differences between 2018 and 2019 data are identified with a circle. Questions in the Climate Change section were new in the 2019 survey and as such, do not have corresponding 2018 data.

Key Findings & Overview of Findings



Key Findings

- Overall, one-half of Calgarians have become more supportive of taking action on climate change in the past year and a large majority of Calgarians agree we need to take action now, they're concerned about the issue, they want to do more to help prevent climate change and are taking action to do so, and that human activities and their own individual actions impact climate change. Most of the remaining Calgarians disagree with these statements, as opposed to taking a neutral stance.
- When asked if they think The City should do more, the same amount or less than it's currently doing to address climate change, one-third answered "more" and just as many aren't sure.
- While one-quarter of Calgarians haven't changed their support for action on climate change in the past year, one-in-five reported they are less supportive now.
- Those who agree that climate change is caused mostly by human activities and those who disagree differ notably in their agreement with various statements about climate change. Those who believe that human activities are the main contributor to climate change are substantially more likely to agree we need to take action now, they're concerned about the issue, they want to do more to help prevent climate change and are taking action to do so, and that their own individual actions impact climate change. However, a sizeable minority of those who disagree about the impact of human activities on climate change agree that we need to act now to address the issue, that they're concerned about it, and are taking action to help prevent climate change.
- Calgarians are generally satisfied with the state of Calgary's environment and the job The City is doing regarding environmental protection and helping citizens reduce their environmental impact.
- Calgarians predict at least as many or more weather and weather-related events in the next ten years but generally aren't very concerned about the impact they are having, or might have, on their life.
- Money is both a motivator for and a barrier to taking actions to save energy: the main reason Calgarians gave for saving energy is to save money and the number one reason for not doing more is the cost/not having enough money to do more.
- Citizens aren't in agreement about who should be leading citizens in taking action to reduce impacts of extreme weather events. Responses were mainly split between individuals/citizens, municipal government, provincial government, and federal government. Compared to last year, fewer said municipal government and slightly more said the federal government.
- Calgary continues to be a car dominant city in terms of typical mode of transportation to and from daily activities and overall, the likelihood to consider purchasing an electric or hybrid vehicle is not high.

Overview – Climate Change

The majority of Calgarians agree we need to act now to address climate change and they're concerned about the issue but fewer agree their individual actions contribute to the global impacts of climate change and that climate change is caused mostly by human activities.

- Three-quarters (76%) of Calgarians agree ('strongly' or 'somewhat') that "we need to act now to address climate change," with one-half (51%) answering 'strongly agree.' Just as many (76%) agree that they're "concerned about climate change," with 47% answering 'strongly agree.'
- Two-thirds (67%) of Calgarians agree with the statement "climate change is caused by mostly human activities" and just as many (68%) agree that their "individual actions contribute to the global impacts of climate change." Nearly three-in-ten Calgarians (28%) disagree ('strongly' or 'somewhat') that "climate change is caused by mostly human activities" and just as many disagree that their individual actions contribute to the global impacts of climate change.
- Around three-quarters (73%) agree they are "taking action to help prevent climate change" and the same proportion agree they "want to do more personally to help prevent climate change." Just as many (72%) agree "Calgarians should be doing more to help prevent climate change."
- While one-half of Calgarians (51%) 'strongly agree' that "we need to act now to address climate change" and 47% 'strongly agree' that they're "concerned about climate change," only one-quarter (25%) 'strongly agree' that they're "taking action to help prevent climate change" and 31% 'strongly agree' that their "individual actions contribute to the global impacts."

Overview – Climate Change (cont'd)

Calgarians who agree that climate change is caused by mostly human activities and/or that their individual actions contribute to the global impacts of climate change are substantially more likely than others to agree with the various statements about climate change.

- Agreement with each of the climate change statements is substantially higher among those who agree that “climate change is the result of mostly human activities” compared to those who disagree. It’s also much higher among those who agree that their own “individual actions contribute to climate change” than among those who disagree.
- Despite being less likely to agree with the climate statements, it should be noted that among those who disagree that the main cause of climate change is human activities and/or that their individual actions contribute to the global impacts of climate change, at least one-third agree with each of the climate change statements.

Agree (somewhat or strongly) with the following statements:	Climate change is caused by mostly human activities		My individual actions contribute to global impacts of climate change	
	Agree ¹ (n=330)	Disagree ² (n=154)	Agree ¹ (n=333)86%	Disagree ² (n=148)
I think we need to act now to address climate change	92%	41%	94%	38%
I am concerned about climate change	92%	42%	93%	39%
I want to do more personally to help prevent climate change	89%	38%	91%	35%
I am taking action to help prevent climate change	86%	48%	86%	45%
I think Calgarians should be doing more to help prevent climate change	89%	39%	91%	33%
My individual actions contribute to the global impacts of climate change	83%	34%	100%	-
Climate change is caused by mostly human activities	100%	-	82%	33%

Note: The “Neutral” categories aren’t reported due to very small sample sizes

¹=strongly + somewhat agree

²=strongly + somewhat disagree

 = Statistically significant difference

Overview – Climate Change (cont'd)

Although one-third of Calgarians think The City should be doing more to address climate change, just as many aren't sure.

- One-third (34%) of Calgarians think The City should be doing more than it currently is to address climate change. One-quarter (24%) think The City is doing the right amount and 8% think less should be done. One-third (34%) reported that they're 'not sure.'
- Those who agree climate change is caused by mostly human activities and those who disagree differ in their opinion about what The City is doing to address climate change. The former are much more likely to think The City should be doing more and less likely to think The City is doing the right amount or should be doing less. Statistically, there's no difference between the groups in terms of being unsure about this.

	Climate change is caused by mostly human activities	
	Agree ¹ (n=330)	Disagree ² (n=154)
The City should be doing more than it currently is	46%	13%
The City is currently doing the right amount	22%	32%
The City should be doing less than it currently is	3%	20%
Not sure	30%	36%

Note: The "Neutral" category isn't reported due to a very small sample size

¹=strongly + somewhat agree

²=strongly + somewhat disagree

 = Statistically significant difference

Overview – Climate Change (cont'd)

One-half of Calgarians reported becoming more supportive of taking action on climate change in past year; however, one-in-five are less supportive.

- One-half (51%) of Calgarians have become more supportive of taking action on climate change in the past year. One-quarter (26%) are neither more nor less supportive and one-in-five (21%) are less supportive.
- There were various reasons given for being more supportive in the last year. Around one-in-five (18%) mentioned an increase in extreme weather, 17% said it's because they've seen proof/evidence of climate change, 16% cited an increase in their general awareness of climate change, and 15% mentioned that we need to clean up the environment/be greener/reduce our carbon footprint. Mentions of seeing media reports (12%) rounded out the top five reasons for being more supportive of taking action on climate change in the last year.
- A variety of reasons were given for being less supportive: 18% said humans can't control climate change and the same proportion cited not believing what is being said about climate change and/or that "they" (unspecified) aren't being truthful.
- Perhaps not surprisingly, those who agree climate change is caused by mostly human activities are more likely than those who disagree to have become more supportive of taking action on climate change in the past year while the latter group was more likely to become less supportive. It's notable, however, that one-quarter (25%) of those who disagree still reported becoming more supportive of taking action in the past year.

	Climate change is caused by mostly human activities	
	Agree ¹ (n=330)	Disagree ² (n=154)
More supportive in the past year	63%	25%
Neither more nor less supportive in the past year	24%	28%
Less supportive in the past year	11%	43%
Not sure	2%	3%

Note: The "Neutral" category isn't reported due to a very small sample size

¹=strongly + somewhat agree

²=strongly + somewhat disagree

 = Statistically significant difference

Overview – Climate Change (cont'd)

Fewer Calgarians aged 65 years or older agree with the statements about climate change.

- Agreement with the statements about climate change is generally weaker among Calgarians aged 65 years or older (see table below), and more in this age group, along with those aged 55 to 64 years of age, have become less supportive of taking action on climate change in the last year (27% of those 55+ years of age vs. 17% of 18 – 24 year olds, 14% of 25 – 34 year olds, and 20% of 35 – 54 year olds).

Agree (strongly or somewhat)	Age (in years)				
	18 – 24 (n=28)	25 – 34 (n=60)	35 – 54 (n=212)	55 – 64 (n=81)	65+ (n=122)
I think we need to act now to address climate change	72%	86%	78%	76%	62%
I am concerned about climate change	83%	85%	78%	73%	61%
I want to do more personally to help prevent climate change	80%	81%	77%	71%	54%
I am taking action to help prevent climate change	54%	87%	78%	72%	58%
I think Calgarians should be doing more to help prevent climate change	72%	79%	75%	70%	61%
My individual actions contribute to the global impacts of climate change	74%	80%	69%	67%	53%
Climate change is caused by mostly human activities	76%	74%	70%	66%	51%

 = Statistically significant difference

Overview – Climate Change (cont'd)

Those with children under the age of 18 years in the household are slightly more likely to agree with the climate change statements.

- Calgarians with children under the age of 18 in the household are more likely than other Calgarians to agree with the statements about climate change (see table below). While only three of the differences are statistically significant, the other four follow the pattern of those with children under 18 being more likely to agree with the statements.

Agree (strongly or somewhat)	Children in Household	
	Yes (n=170)	No (n=333)
I think we need to act now to address climate change	84%	72%
I am concerned about climate change	80%	74%
I want to do more personally to help prevent climate change	81%	69%
I am taking action to help prevent climate change	77%	71%
I think Calgarians should be doing more to help prevent climate change	78%	69%
My individual actions contribute to the global impacts of climate change	76%	64%
Climate change is caused by mostly human activities	72%	65%

 = Statistically significant difference

Overview – Climate Change (cont'd)

Calgarians born in Canada are somewhat less likely than foreign-born Calgarians to agree with the climate change statements.

- Fewer Canadian-born Calgarians than those born outside of Canada agree with the statements about climate change (see table below).

Agree (strongly or somewhat)	Born in Canada	
	Yes (n=374)	No (n=129)
I think we need to act now to address climate change	72%	87%
I am concerned about climate change	72%	88%
I want to do more personally to help prevent climate change	68%	86%
I am taking action to help prevent climate change	71%	79%
I think Calgarians should be doing more to help prevent climate change	70%	79%
My individual actions contribute to the global impacts of climate change	63%	83%
Climate change is caused by mostly human activities	63%	78%

- While one-in-ten Calgarians (9%) born in Canada think The City should be doing less than it currently is doing, only 3% of those not born in Canada hold this opinion.
- The difference between the two groups in reporting they are more supportive of taking action on climate change in the last year (48% of Canadian-born vs. 58% of those born outside of Canada) is not statistically significant; however, directionally it aligns with foreign-born Calgarians being more concerned about climate change and believing we need to act now to address it. There were no differences between the two groups in terms of reasons for being more supportive in the last year.

 = Statistically significant difference

Overview – Climate Change (cont'd)

Calgarians of Asian descent are more likely to agree with the climate change statements.

- Calgarians who report their main ethnic background is Asian are much more likely to agree with the statements about climate change (see table below); however, they are no more likely than the other ethnic groups to think The City should be doing more than it currently is to address climate change.

Agree (strongly or somewhat)	Self-reported Main Ethnic Background*			
	Canadian/ French-Cdn (n=89)	Caucasian /white (n=135)	European (n=199)	Asian (n=69)
I think we need to act now to address climate change	72%	74%	72%	93%
I am concerned about climate change	77%	72%	72%	94%
I want to do more personally to help prevent climate change	72%	76%	64%	92%
I am taking action to help prevent climate change	78%	72%	69%	84%**
I think Calgarians should be doing more to help prevent climate change	73%	71%	66%	90%
My individual actions contribute to the global impacts of climate change	63%	63%	60%	93%
Climate change is caused by mostly human activities	64%	70%	58%	83%***

- More Calgarians of Asian descent than those reporting their main ethnic background as European have become more supportive of taking action on climate change in the last year (62% vs. 46%, respectively); however, there were no statistically significant differences in comparison to “Canadian/French-Canadian” and “Caucasian/white.”

*Sample sizes for other ethnic backgrounds were too small to report the results

**Statistically higher only in comparison to “European”

***Statistically higher only in comparison to “Canadian/French-Canadian” and “European”

 = Statistically significant difference

Overview – Climate Change: Comparison to Edmonton

- In 2018, the City of Edmonton commissioned Corporate Research Associates (CRA) to conduct the Climate Change & Energy Perceptions Survey with Edmontonians on Research Now's online research panel. The report was available on www.Edmonton.ca. Some of the questions from that survey was also asked in this Citizen Perspectives survey. Although comparisons to the Edmonton survey should be made with caution due to the difference in methodologies and timing of the surveys, there are some interesting observations to note.
 - Overall, far fewer Calgarians than Edmontonians were less neutral about the various climate change statements.
 - While no more than 4% of Calgarians selected “neither agree nor disagree” for any one of the statements, the range of Edmontonians giving this neutral answer was 12% to 25%.
 - Around twice as many Calgarians as Edmontonians disagreed with each of the statements.
 - In terms of agreement, the two cities were generally similar in their ratings. The statements with the biggest gaps for agreement were “I am taking action to help prevent climate change” (73% Calgary vs. 62% Edmonton), “I want to do more personally to help prevent climate change” (73% Calgary vs. 65% Edmonton), and “I think [Calgarians/Edmontonians] should be doing more to help prevent climate change” (72% Calgary vs. 65% Edmonton).
 - The data suggest more Edmontonians than Calgarians think their respective City should be doing more than it currently is doing to address climate change (43% Edmonton vs. 34% Calgary). In Calgary, one-third (34%) aren't sure about this, compared to 23% of Edmontonians.
 - Calgarians were more likely than Edmontonians to report they've become less supportive of taking action on climate change in the last year (21% vs. 10%, respectively) and less likely to have not changed their level of support (26% vs. 48%, respectively).

Overview – Extreme Weather Events

Since one year ago, there's been an increase in Calgarians rating the overall state of Calgary's environment as 'very good' and being 'very satisfied' with The City's protection of the environment and programs and services to help citizens reduce their environmental impact.

- Compared to one year ago, significantly more Calgarians rated the overall state of Calgary's environment as 'very good' (43%, up from 26% last year). Conversely, fewer rated it as 'good' (52%, down from 70% last year).
- One-quarter (25%) of Calgarians are 'very satisfied' with the job The City is doing to protect the environment, up from 18% in 2018. The majority of Calgarians (61%, down from 68% last year) are 'somewhat satisfied.'
- Around one-quarter (23%) are 'very satisfied' with The City's programs and services aimed at helping Calgarians reduce their environmental impact, up from 15% last year, while the majority of Calgarians (60%) rate their satisfaction as 'somewhat satisfied.'

The majority of Calgarians have been impacted by one or more extreme weather events in the past five years, on par with last year.

- Compared to 2018, this year fewer Calgarians reported being impacted by a heat wave in the past five years (16% in 2018 vs. 10% in 2019). Calgary experienced a heat wave in August 2018¹ (two months prior to last year's survey being conducted) while the summer preceding this year's survey was roughly average in terms of temperature.² Although last year's heat wave falls within the five year timeframe for this question, it's possible that it was no longer top-of-mind for some respondents.
- Statistically, being impacted by various other extreme weather events was on par with 2018.
- Around one-quarter (28%) of Calgarians haven't been impacted by any extreme weather events in the past five years.

¹CTVnews.ca article 'Calgary sets all-time heat record, as weather warnings blanket Western Canada', published Friday August 10, 2018; accessed on October 8, 2018

²Calgaryherald.com article 'Cool and rainy summer to end with a cool and rainy long weekend', published August 30, 2019; accessed October 8, 2019

Overview – Extreme Weather Events (cont'd)

Overall, Calgarians predict there will be at least as many, if not more, weather-related events such as wildfire/smoke, heat waves, snow/ice storms, hailstorms, severe winds, drought, flooding, tornados and pest/invasive plants or animals in the next ten years.

- Just over one-half (56%) think the next ten years will see more wildfires/smoke and one-third (34%) think it will be about the same frequency.
- Calgarians are split in terms of thinking there will be more (42%) or just as many (43%) heat waves in the next ten years.
- Calgarians are slightly more inclined to think there'll be about the same amount of, rather than more, snow/ice storms (48% vs. 42%, respectively).
- One-half (50%) think there will be just as many hailstorms as there are now while two-in-five (40%) think there will be more.
- Around one-third (34%) of Calgarians predict an increase in droughts while nearly one-half (47%) think there will be about the same amount and 14% think there'll be fewer droughts in the next ten years.
- One-third (34%) predict flooding will increase, although slightly more think there'll be about the same amount (44%) and one-in-five (19%) think there'll be a decrease in flooding.
- Compared to last year, more Calgarians now think we'll see an increase in severe winds (31% in 2018 vs. 39% in 2019) and/or tornados (17% in 2018 vs. 29% in 2019), although more think there will be around the same amount (52% for severe winds and 48% for tornados).
- One-half (51%) think there will be around the same amount of pests/invasive plants or animals while slightly more than one-quarter (28%) think there'll be an increase and 15% think this type of event will occur less often.

Overview – Extreme Weather Events (cont'd)

Predictions about increased frequency of weather-related events differs substantially between those who agree climate change is caused by mostly human activities and those who disagree.

- The overall results for Calgarians mask differences between those who agree that climate change is caused mostly by human activities and those who disagree, with the former being more likely to think there will be more of these weather-related events in the next ten years:

There will be <u>more</u> :	Climate change is caused by mostly human activities	
	Agree ¹ (n=330)	Disagree ² (n=154)
Wildfires/smoke	67%	32%
Heat waves	54%	19%
Snow or ice storms	51%	26%
Hailstorms	48%	23%
Severe winds	46%	24%
Droughts	44%	16%
Flooding	43%	17%
Tornados	36%	17%
Pests/invasive plant or animal species	34%	18%

Note: The “Neutral” category isn’t reported due to a very small sample size

¹=strongly + somewhat agree

²=strongly + somewhat disagree

- The majority of those who disagree about the cause of climate change being mostly human activity think there will be just as many of these weather-related events in the next ten years.

 = Statistically significant difference

Overview – Extreme Weather Events (cont'd)

Calgarians' actions to reduce the impact of extreme weather events haven't changed since last year, with four-in-five having taken at least one action.

- There were no statistically significant differences from last year to this year in terms of actions taken by Calgarians to reduce the impact of extreme weather events.
- Around one-third of Calgarians have attempted to reduce the impact of extreme weather events on their life by planting trees for shade (37%), improving water drainage on their property (36%), and/or protecting against insects/ticks (31%).
- Other actions taken include installing air conditioning (29%), planting drought-resistant plants (26%), purchasing an air purifier (26%), and upgrading to hail-resistant shingles (24%).
- Around one-in-five Calgarians (22%) reported having purchased flood insurance.

Overall, a slight majority of Calgarians are concerned about the impact extreme weather events are having, or might have, on their life but this overshadows a significant difference between those who agree climate change is caused mostly by human activities and those who disagree.

- Slightly more than one-half (58%) of Calgarians are concerned (17% 'very' and 41% 'somewhat') about the impact extreme weather events are having, or might have, on their life. Just over one-quarter (28%) are 'not very concerned' while 14% are 'not at all concerned.' Although the percentage of Calgarians reporting being 'somewhat concerned' dropped from 48% in 2018 to 41% this year, the proportion who are 'concerned' ('very' plus 'somewhat') is not statistically different from last year.
- Those who agree climate change is caused mostly by human activities are much more likely than those who disagree to be concerned about the impact of extreme weather events on their life: 23% vs. 4%, respectively, are 'very concerned' and 50% vs. 24% are 'somewhat concerned' (resulting in 73% vs. 28% being concerned). While around one-quarter (27%) of those who agree human activity is the largest contributor to climate change are not concerned ('not very' or 'not at all'), nearly three-quarters (72%) of those who disagree are not concerned.

Overview – Extreme Weather Events (cont'd)

Calgarians are somewhat split about who should be leading citizens in taking action to reduce impacts of extreme weather events: the municipal government, federal government, provincial government or individuals/citizens themselves.

- Top-of-mind opinions about who should be leading citizens in taking action to reduce impacts of extreme weather events has shifted somewhat compared to last year. The percentage of Calgarians for whom the municipal government is top-of-mind has dropped from 32% in 2018 to 20% this year. In terms of total mentions (i.e. top-of-mind plus “any others”), municipal government was mentioned by 40% this year compared to 49% last year.
- Conversely, the federal government as top-of-mind increased 6 percentage points, from 12% in 2018 to 18% this year, and from 33% last year to 40% this year in terms of total mentions.
- The notion that the provincial government should be leading citizens in taking action to reduce the impacts of extreme weather events is held by 13% of Calgarians, on par with last year.
- Individuals/citizens was the top-of-mind response for one-in-five Calgarians (21%) and was mentioned by 29% when total mentions is taken into account.

Overview – Home Energy Efficiency

Energy efficient appliances and programmable thermostats continue to be the predominant home energy efficiency improvements in Calgary.

- The most common home energy efficiency improvements made by Calgarians (either the current resident or a previous homeowner) are purchasing energy efficient appliances (75%) and installation of a programmable thermostat (68%).
- Three-in-five (60%) reported that they or a previous homeowner added weather-stripping or caulking around doors/windows and one-half (50%) have energy efficient windows.
- Among those who live in a single-detached or semi-detached home, a majority have an insulated basement (68%) and/or have an energy efficient furnace (60%). Increasing attic insulation and insulating exposed hot water pipes are less popular at 35% and 34%, respectively. Only 1% have solar panels.
- There are no statistically significant changes in these measures from 2018 to 2019.

Almost all Calgarians report turning off lights when not needed and most use energy efficient bulbs but fewer turn down the heat in their home or use cold water for laundry.

- The most common home energy efficiency behaviour practiced by Calgarians continues to be turning off lights when not needed (97%), followed by using energy efficient bulbs (91%).
- Three-quarters (76%) of Calgarians reported keeping the heat set to a lower temperature in the winter and slightly fewer wash laundry in cold water on a regular basis (70%), and just over one-half (58%) regularly unplug electronics when not in use.
- None of these measures have changed since last year.
- When asked if there are any other energy-saving actions they've taken, 6% reported minimizing the use of water and 3% said they've purchased a hybrid vehicle or reduced how much they drive. Around three-quarters (77%) said they are no other energy-savings actions they've taken.

Overview – Home Energy Efficiency (cont'd)

Compared to last year, this year fewer Calgarians said that saving money is their main motivation for taking actions to save energy; however, it's still the number one reason.

- This year, fewer Calgarians mentioned saving money as the main reason for taking actions to save energy (66% in 2019 vs. 56% in 2018) or one of the reasons (70% in 2019 vs. 80% in 2018). Other reasons are on par with last year's results.
 - The next most mentioned reason was to protect the environment and/or reduce greenhouse gas emissions and/or global warming (20% top-of-mind and 44% total mentions).
 - Very few (4%) specifically used the term “climate change” as the main reason for taking actions to save energy.
 - All other reasons given were mentioned by fewer than one-in-ten Calgarians.
- Those who agree climate change is caused by mostly human activities are more likely than those who disagree to say their main reason for taking actions to save energy is environment-related (e.g. protect the environment, reduce GHG emissions, climate change): 30% vs. 12%, respectively. Having said that, the top reason given by both groups is saving money (52% vs. 63%, respectively).

The most mentioned barrier to doing more to save energy is that it's cost-prohibitive.

- The main reason given for not doing more to save energy continues to be cost/not having the money (41%). More than one-in-ten (14%) said they already do as much as they can. One-in-ten (9%) reported that it's because it takes too much time or effort and/or it's inconvenient.
- Of those who agree climate change is caused by mostly human activities, 44% said the main reason for not doing more is cost/not having the money, compared to 33% of those who don't agree. Conversely, those who disagree that the predominant cause of climate change is human activities are more likely than others to say the main reason for not doing more is that they're already doing as much as they can (20% vs. 12%, conversely).

Overview – Home Energy Efficiency (cont'd)

Calgary continues to be a city in which the majority of citizens rely on their vehicle to get to and from daily activities and a minority are likely to consider buying an electric or hybrid vehicle.

- A majority of Calgarians (69%) drive their car to and from their daily activities while more than one-in-ten (16%) use public transit and 8% walk. Biking is the typical mode of daily transportation for 3% of Calgarians.
- Of those who own and operate a vehicle (89% of Calgarians), one-in-five (20%) said they are 'very likely' to consider purchasing an electric or hybrid vehicle, up from 13% last year. Just as many (21%) reported that they are 'somewhat likely' and one-quarter (26%) are 'not very likely.' One-third (32%) of Calgarians are 'not at all likely' to consider this type of purchase.
- Among those who own and operate a vehicle, Calgarians who agree climate change is caused by mostly human activities are more likely than those who disagree to be likely ('very' or 'somewhat') to consider purchasing an electric or hybrid vehicle (50% vs. 26%, respectively).

When it comes to who should be leading citizens in taking action to improve home energy efficiency, individuals/citizens are top-of-mind with Calgarians, followed by municipal government.

- When asked who they think should be leading citizens in taking action to improve home energy efficiency, one-quarter (26%) said individuals/citizens while municipal government was mentioned by one-in-five (21%). Provincial government and federal government were mentioned by fewer Calgarians at 14% and 12%, respectively.
- Taking into account total mentions, 31% mentioned individuals/citizens, two-in-five (41%) said municipal government, 39% mentioned provincial government, and 32% said federal government.

Detailed Findings





Climate Change

Climate Change Opinions

Perceptions about Climate Change

■ Strongly agree
 ■ Somewhat agree
 ■ Neither agree nor disagree
 ■ Somewhat disagree
 ■ Strongly disagree
 ■ Not sure

Agree ¹	Neutral	Dis-agree ²
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I think we need to act now to address climate change



76%

3%

21%

I am concerned about climate change

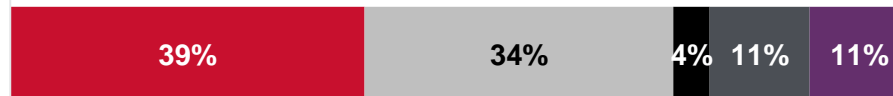


76%

3%

21%

I want to do more personally to help prevent climate change

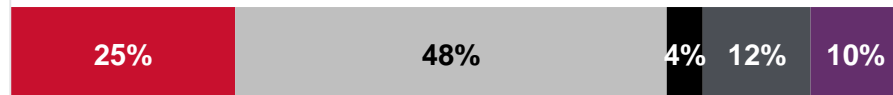


73%

4%

22%

I am taking action to help prevent climate change



73%

4%

23%

I think Calgarians should be doing more to help prevent climate change

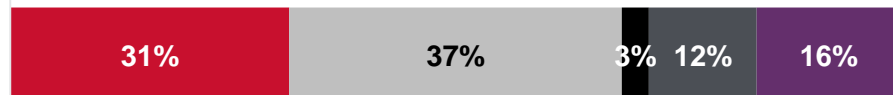


72%

4%

23%

My individual actions contribute to the global impacts of climate change



68%

3%

28%

Climate change is caused by mostly human activities



67%

4%

28%

¹=strongly + somewhat agree

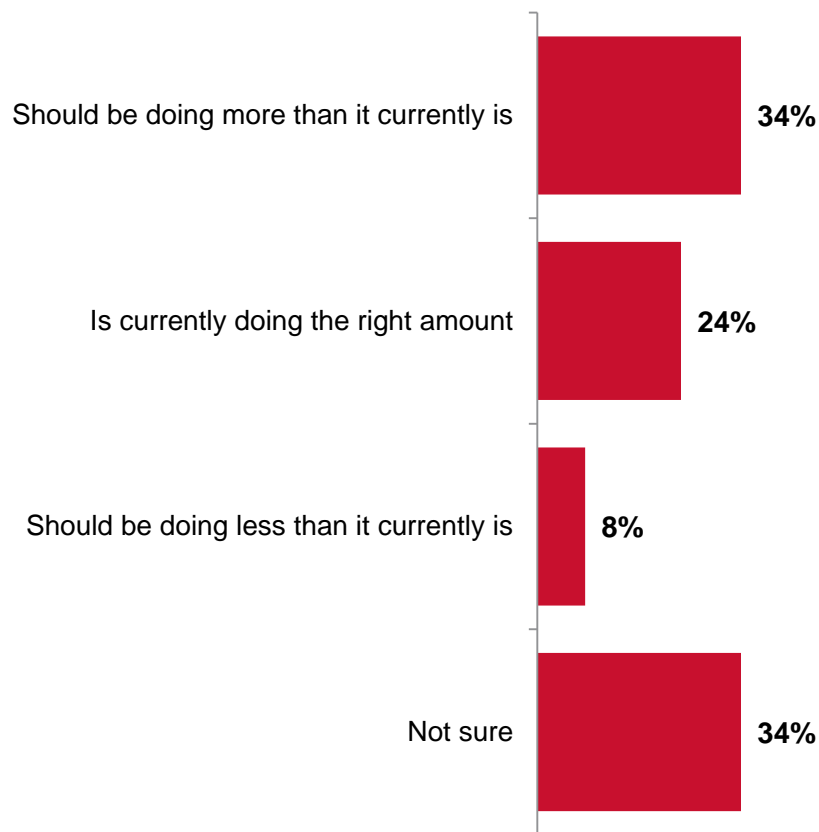
²=strongly + somewhat disagree

C1. The next few statements are about how you personally feel about climate change. To what extent do you agree or disagree with the following . . . ?

Base size: All respondents (n=504)

Perception of The City's Efforts to Address Climate Change

Opinion about the Work The City is Doing to Address Climate Change

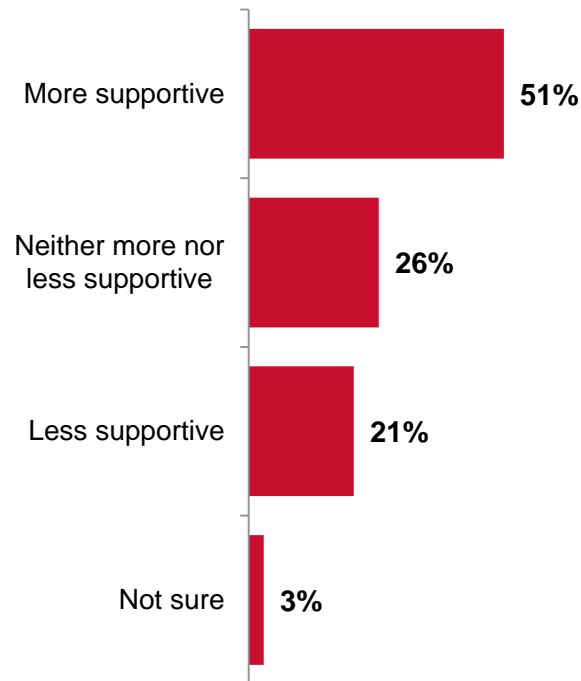


C2. Please tell me which of the following statements best describes your opinion about what The City of Calgary is doing to address climate change?
Do you think The City . . .

Base size: All respondents (n=504)

Change in Support for Taking Action on Climate Change

Change in Support for Taking Action on Climate Change in the Past Year

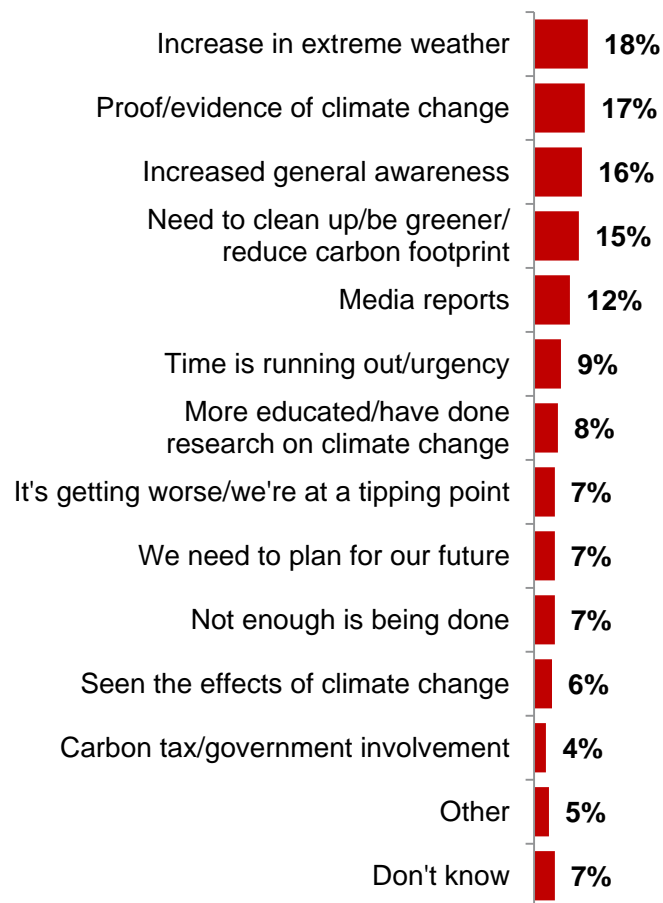


C3. In the past year, have you become more or less supportive of taking action on climate change?

Base size: All respondents (n=504)

Reasons for Change in Support in Last Year

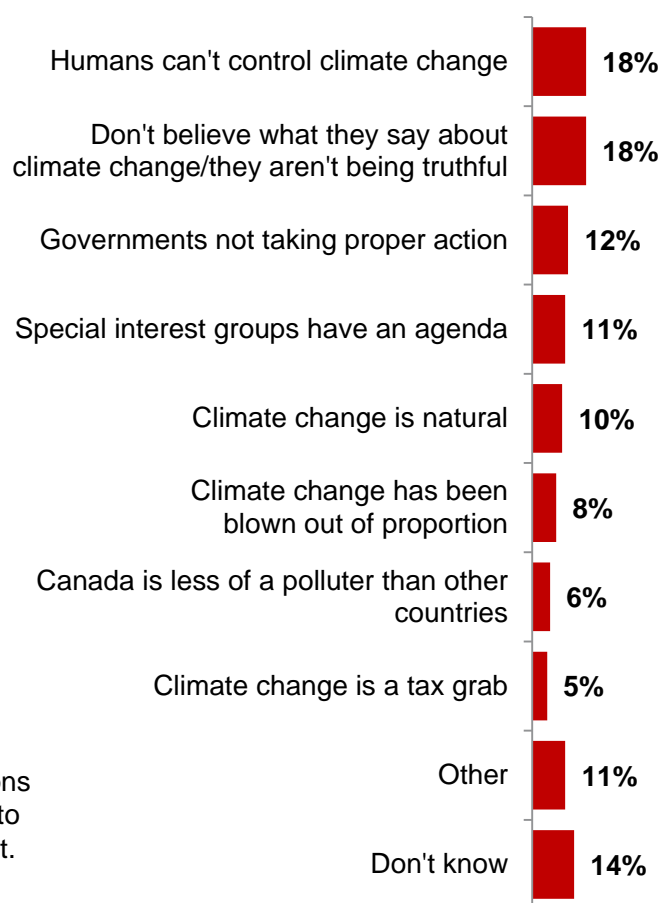
Reasons for Being More Supportive of Taking Action on Climate Change in the Last Year



Multiple
mentions
allowed

NOTE:
Response options
were not read to
the respondent.

Reasons for Being Less Supportive of Taking Action on Climate Change in the Last Year



C4. Why has your level of support for taking action on climate change changed in the last year? Please be as specific as possible.

Base size: Respondents who answered 'more supportive' to C3 (n=249)

C4. Why has your level of support for taking action on climate change changed in the last year? Please be as specific as possible.

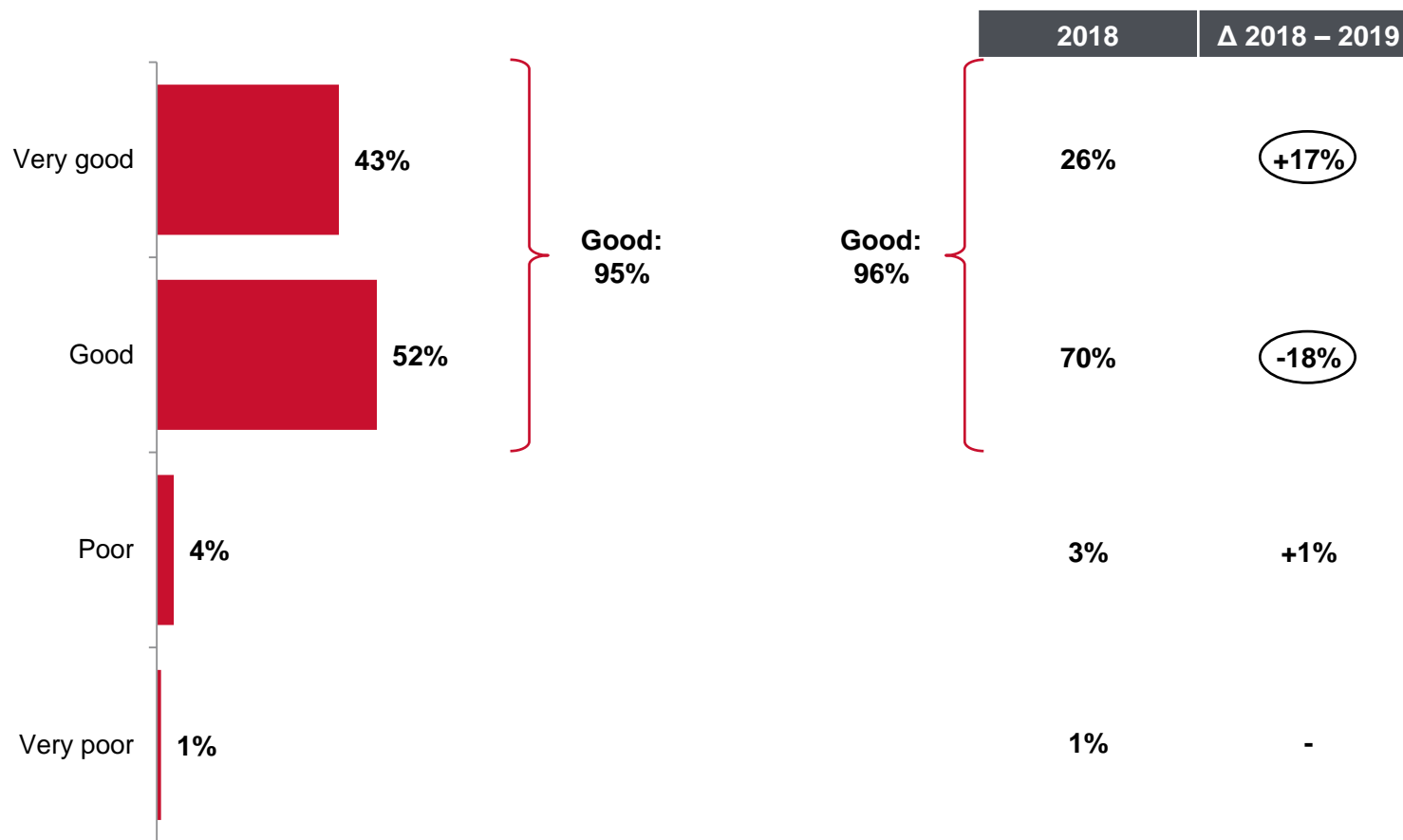
Base size: Respondents who answered 'less supportive' to C3 (n=111)



Perceptions of Calgary's Environment and The City's Protection Efforts

Perception of State of Calgary's Environment

Perception of the Overall State of Calgary's Environment



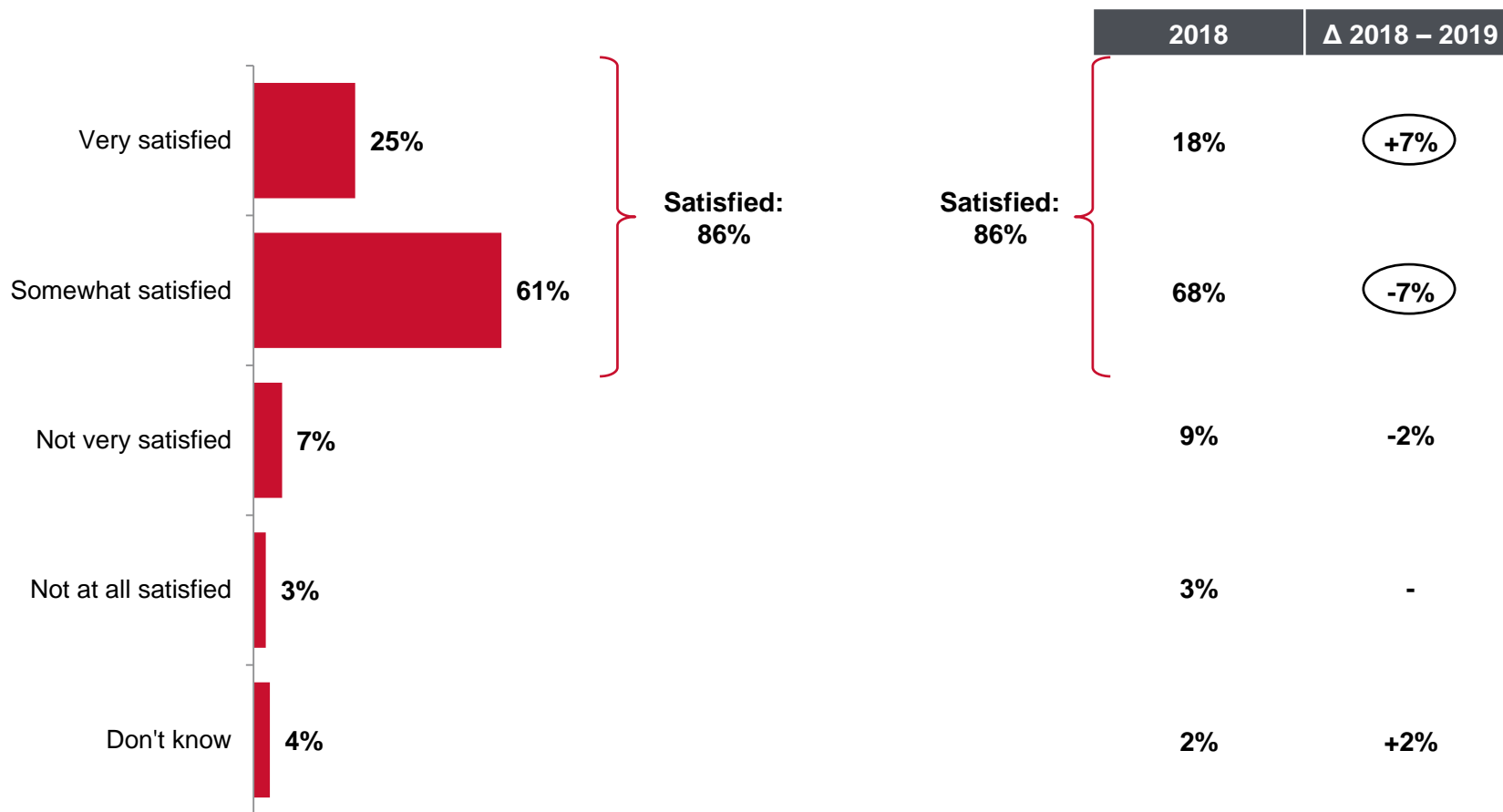
E1. Thinking about things such as air, water, and land quality in the city, how would you rate the overall state of Calgary's environment today?

Base size: All respondents (n=504 in 2019, n=500 in 2018)

= Statistically significant difference

Satisfaction with The City's Protection of the Environment

Satisfaction with the Job The City is Doing to Protect the Environment



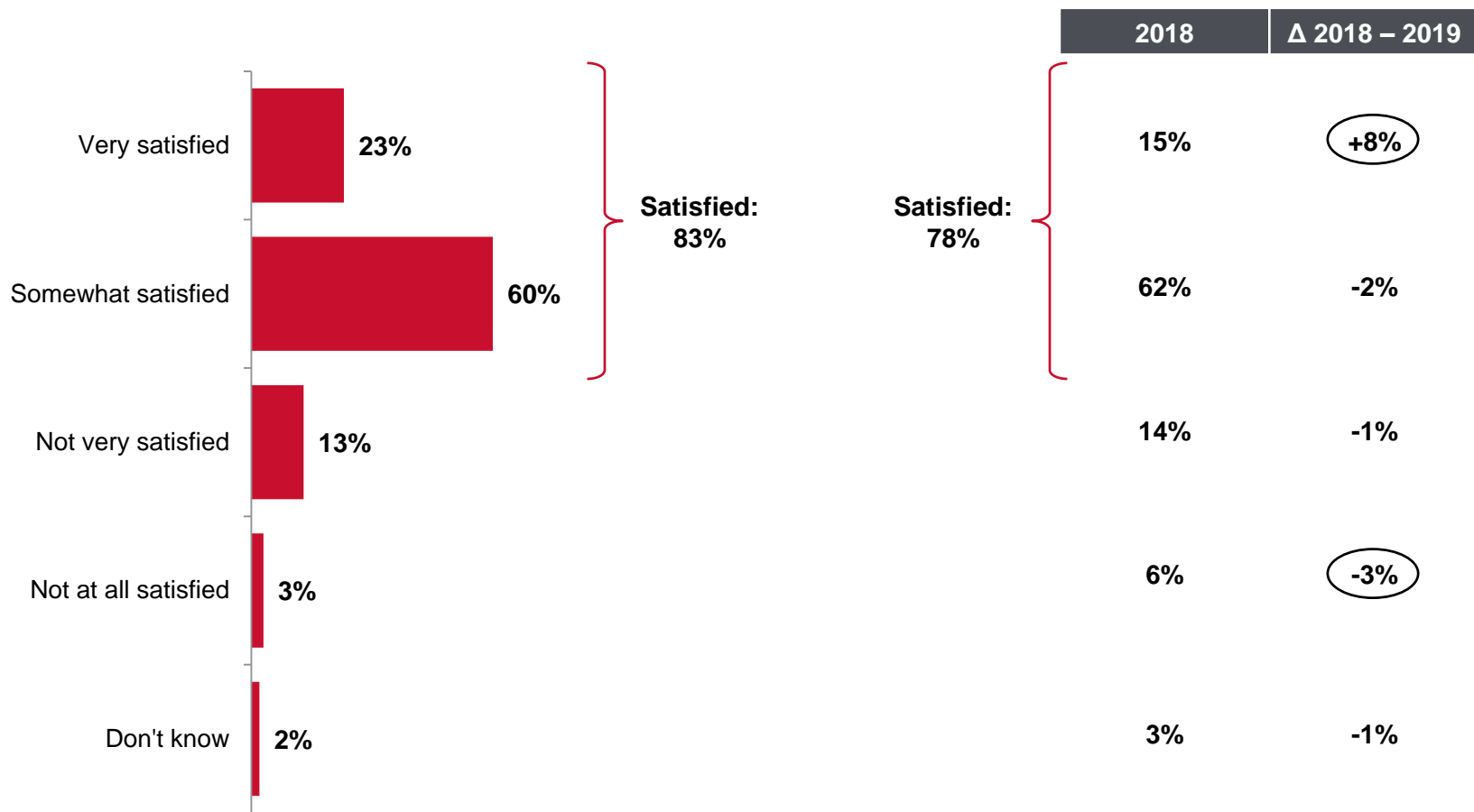
E2. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Base size: All respondents (n=504 in 2019, n=500 in 2018)

= Statistically significant difference

Satisfaction with The City's Programs/Services to Help Calgarians Reduce Environmental Impact

Satisfaction with The City's Programs and Services to Help Calgarians Reduce Environmental Impact



E3. How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?

Base size: All respondents (n=504 in 2019, n=500 in 2018)

*Rounding

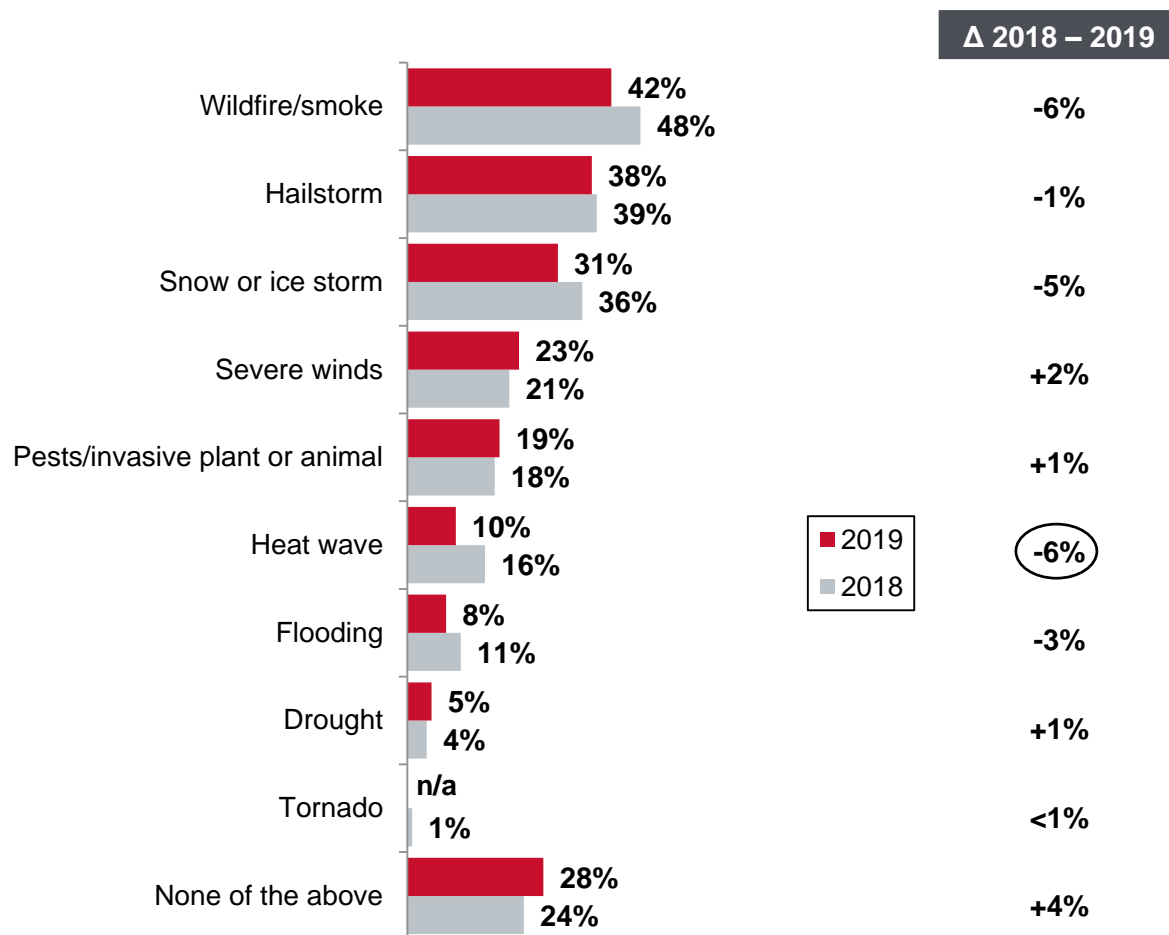
 = Statistically significant difference



Extreme Weather Events

Extreme Weather Events

Percentage of Calgarians Impacted by Types of Extreme Weather Events in Past 5 Years



W1. Have you been impacted by any of the following weather events in the past 5 years?

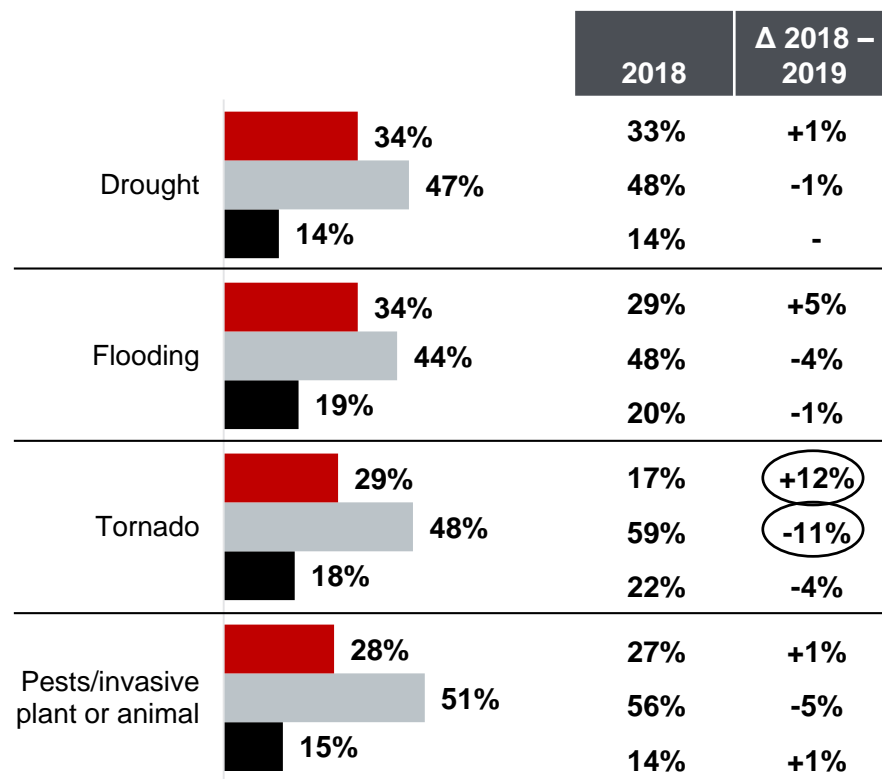
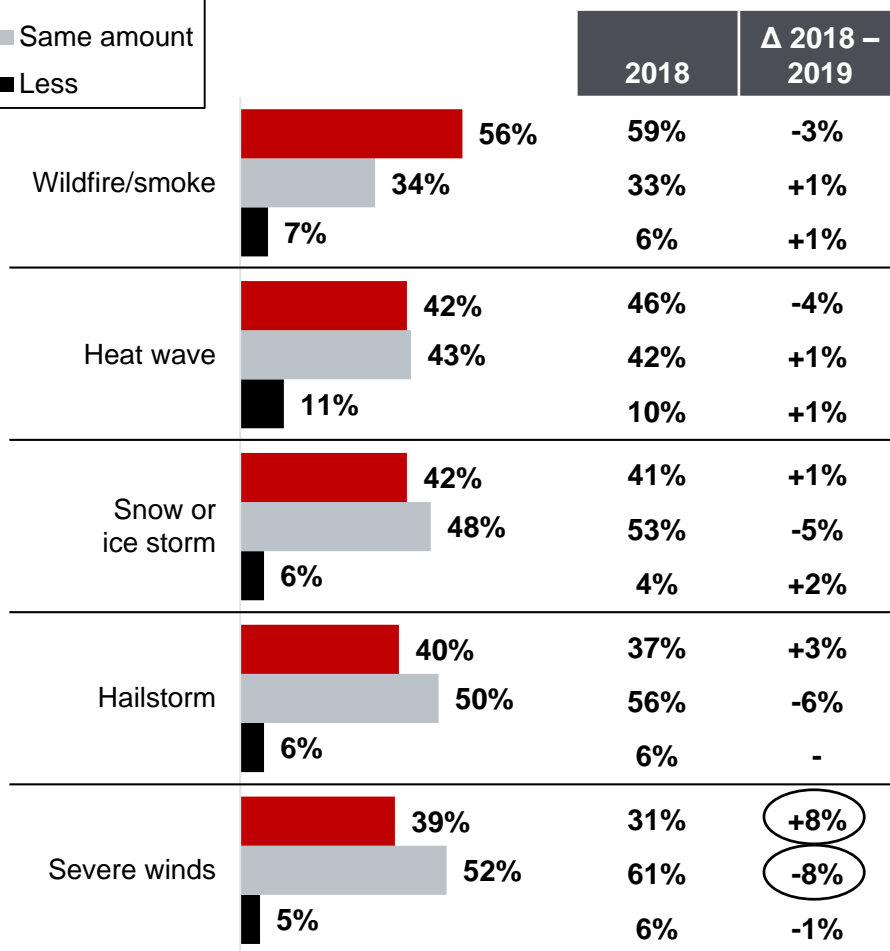
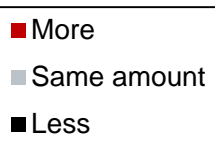
By impacted, I mean where there has been damage, you have incurred costs, health impacts or injury.

Base size: All respondents (n=504 in 2019, n=500 in 2018)

= Statistically significant difference

Predicted Future Frequency of Weather Events

Opinions about Frequency of Weather-Related Events in the Next 10 Years



Note: Percentages do not total 100% due to responses of “don’t know”

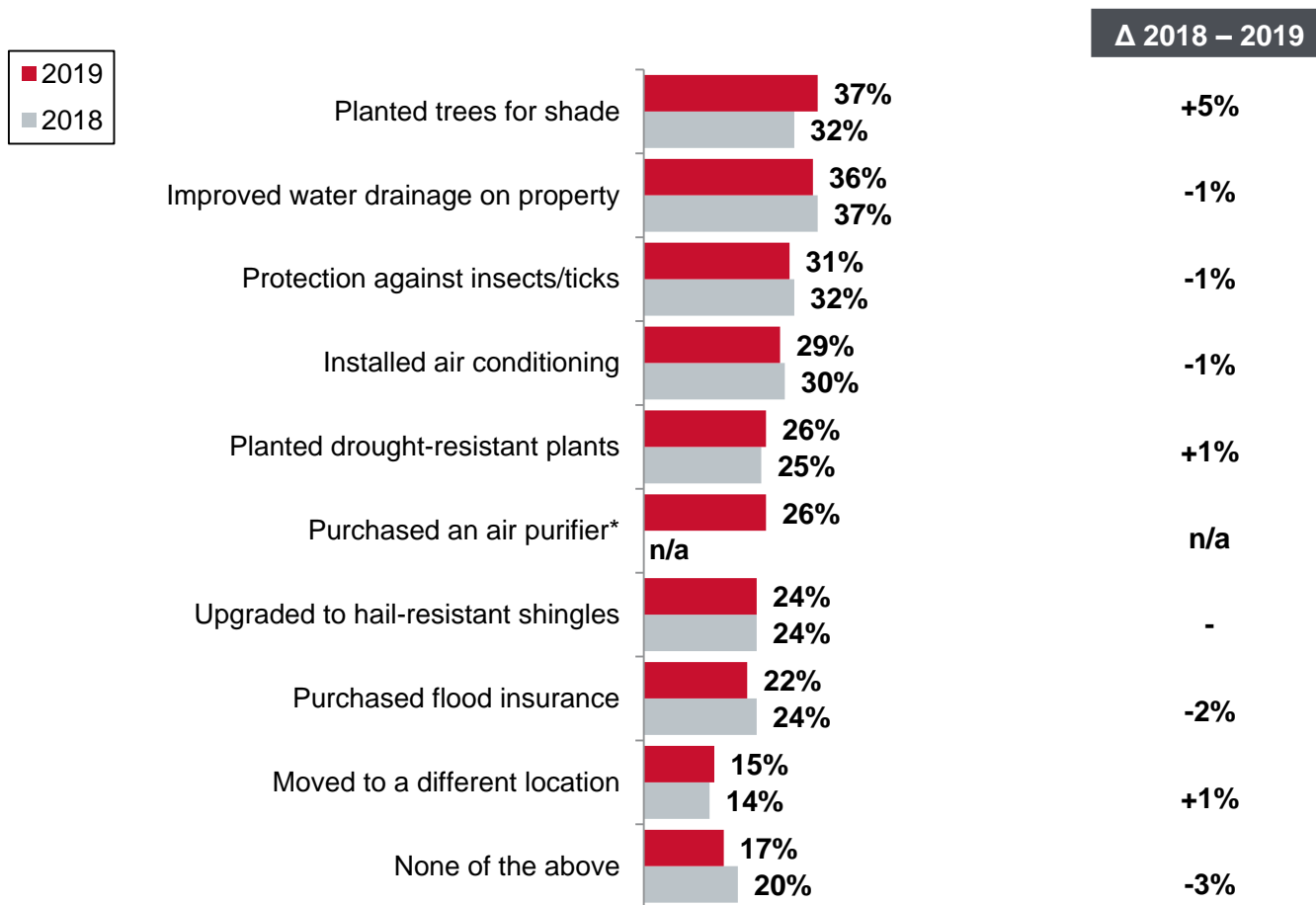
W2. Please tell me if you think there will be more, less or about the same amount of each of the following weather-related events in the next 10 years.

Base size: All respondents (n=504 in 2019, n=500 in 2018)

○ = Statistically significant difference

Actions Taken to Reduce Impact

Actions Taken by Calgarians to Reduce Impact of Extreme Weather Events on Them



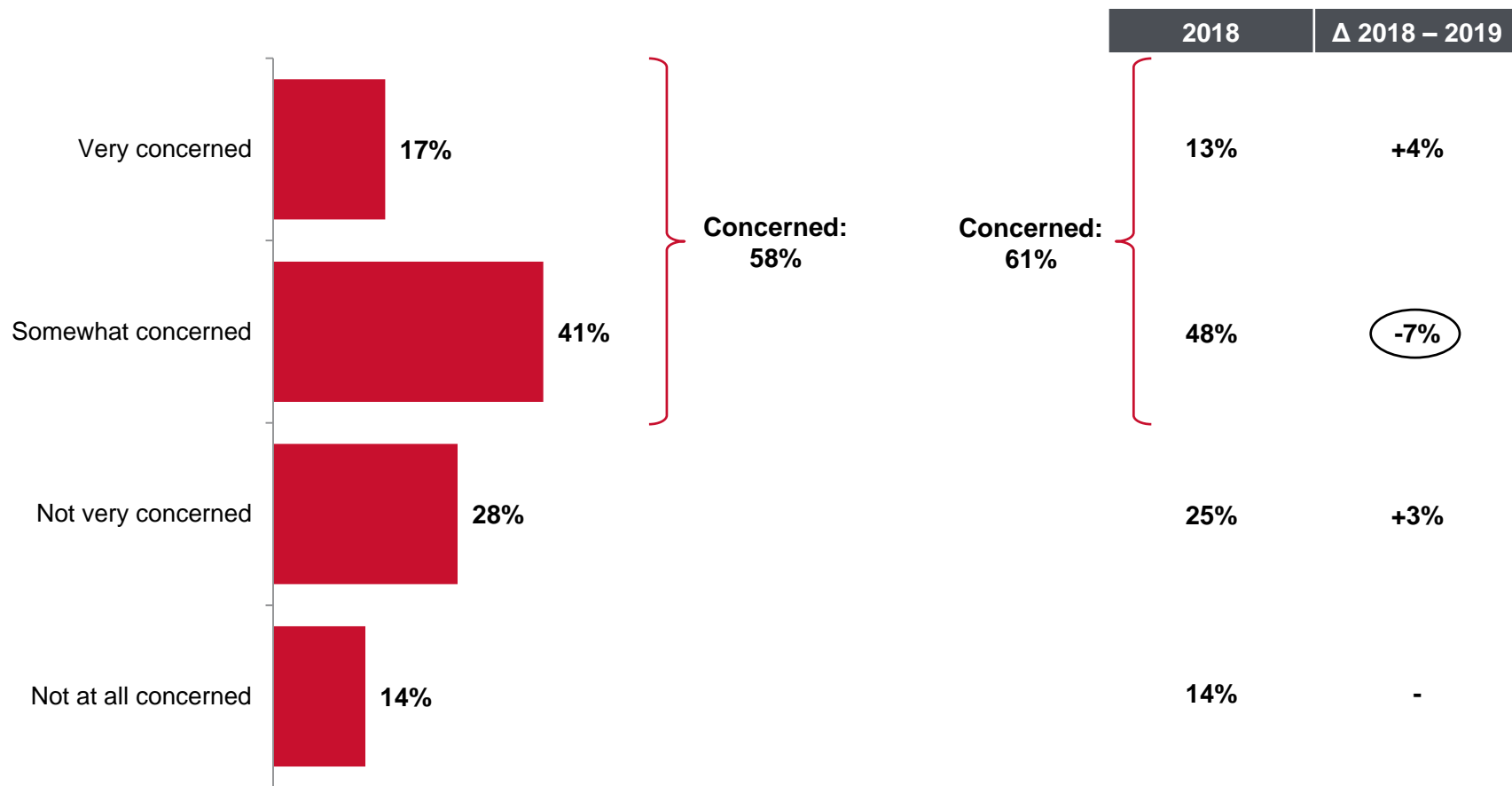
W3. Please indicate if you have done any of the following to reduce the impact of these types of events on you.

Base size: All respondents (n=504 in 2019, n=500 in 2018)

*Added in the 2019 survey

Concern about Impact of Extreme Weather

Concern about Impact of Extreme Weather Events on Oneself



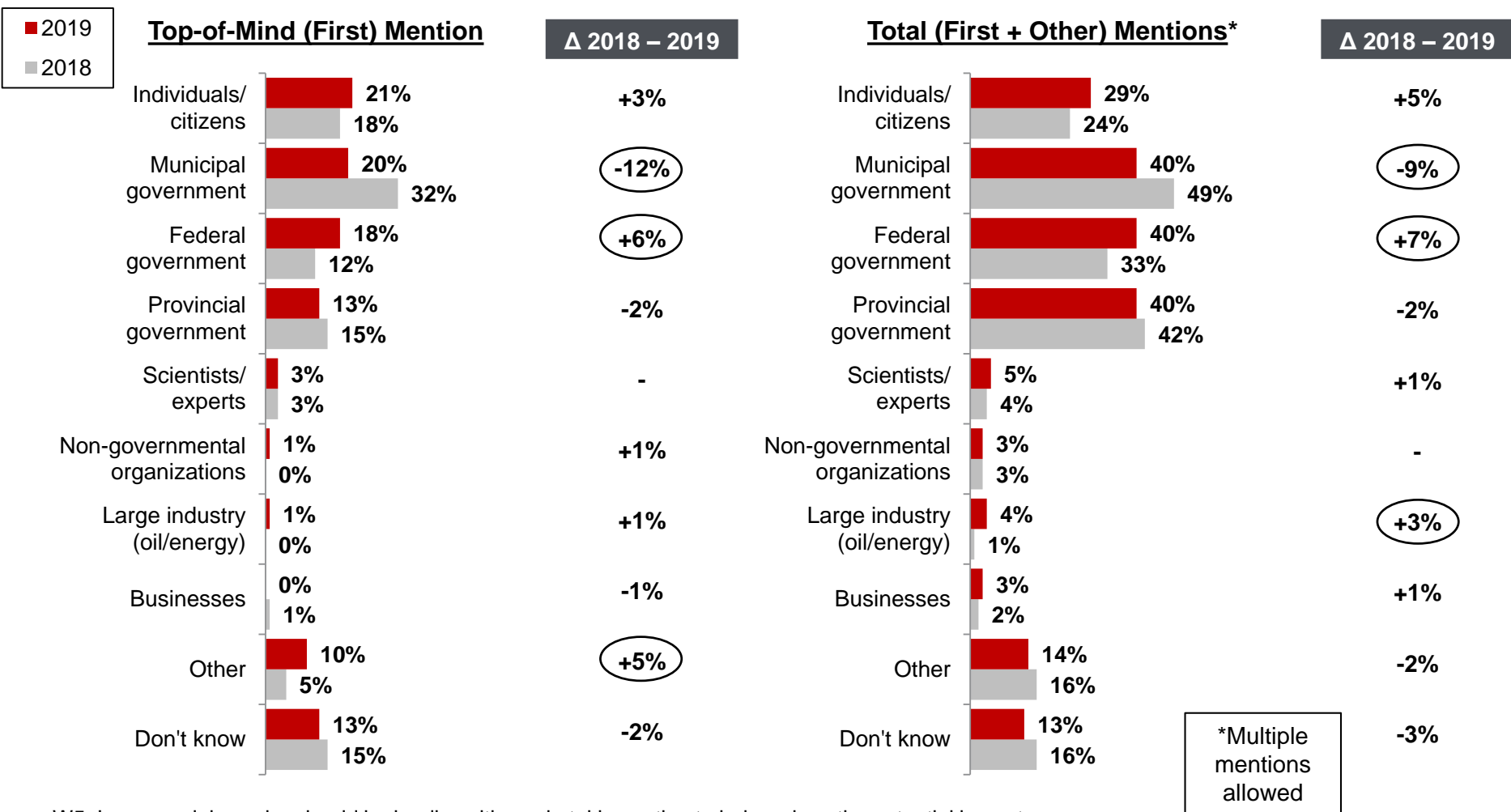
W4. How concerned are you about the impact that extreme weather events are having, or might have, on your life?

Base size: All respondents (n=504 in 2019, n=500 in 2018)

= Statistically significant difference

Perceived Leadership Responsibility

Perception of Who Should be Leading Citizens in Taking Action to Reduce Impacts of Extreme Weather Events



W5. In your opinion, who should be leading citizens in taking action to help reduce the potential impacts of extreme weather events? Any others? [NOTE: Response options were not read to the respondent.]

Base size: All respondents (n=504 in 2019, n=500 in 2018)

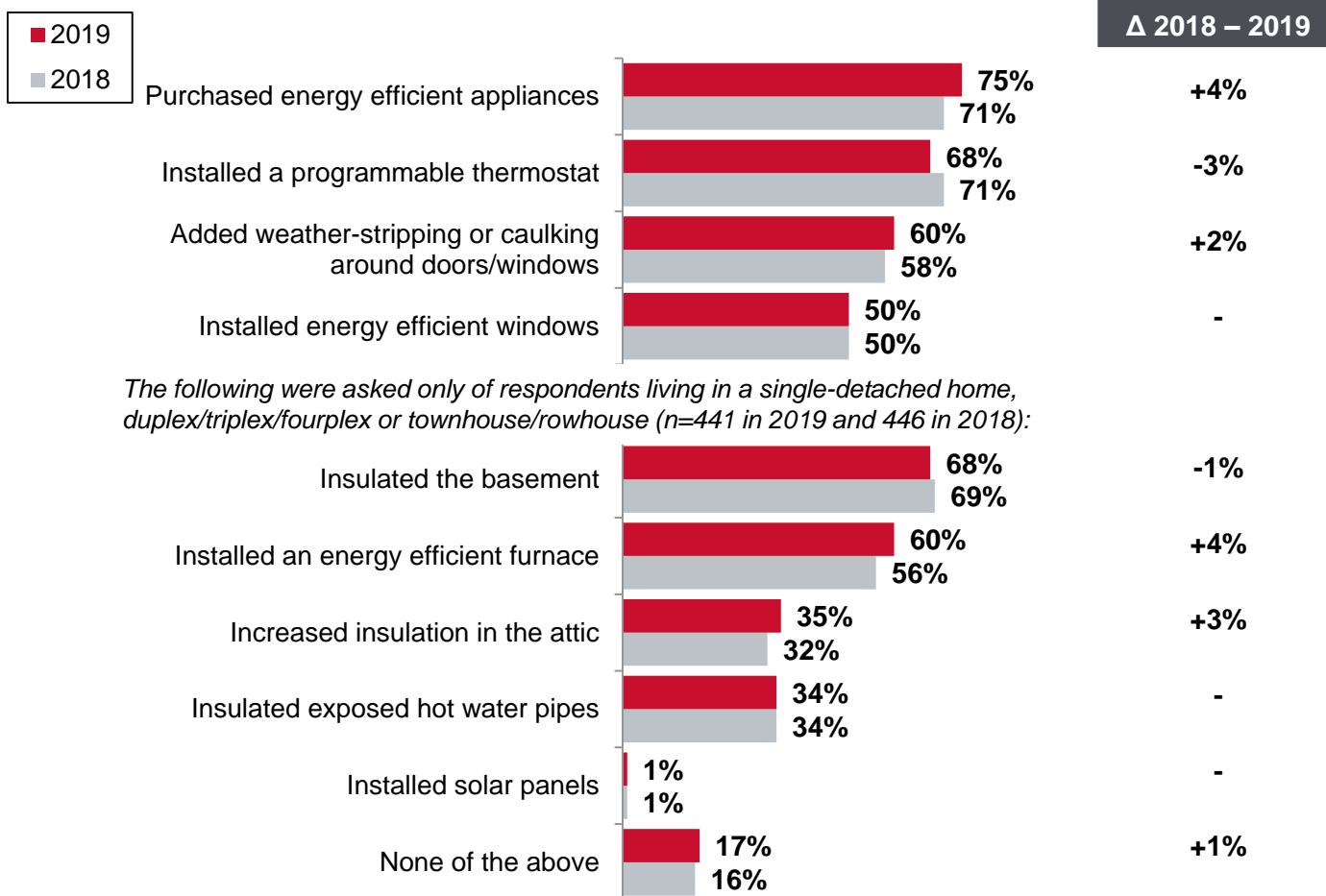
○ = Statistically significant difference



Home Energy Efficiency

Home Energy Efficiency Improvements

Home Energy Efficiency Improvements Undertaken by Respondent or Previous Homeowner

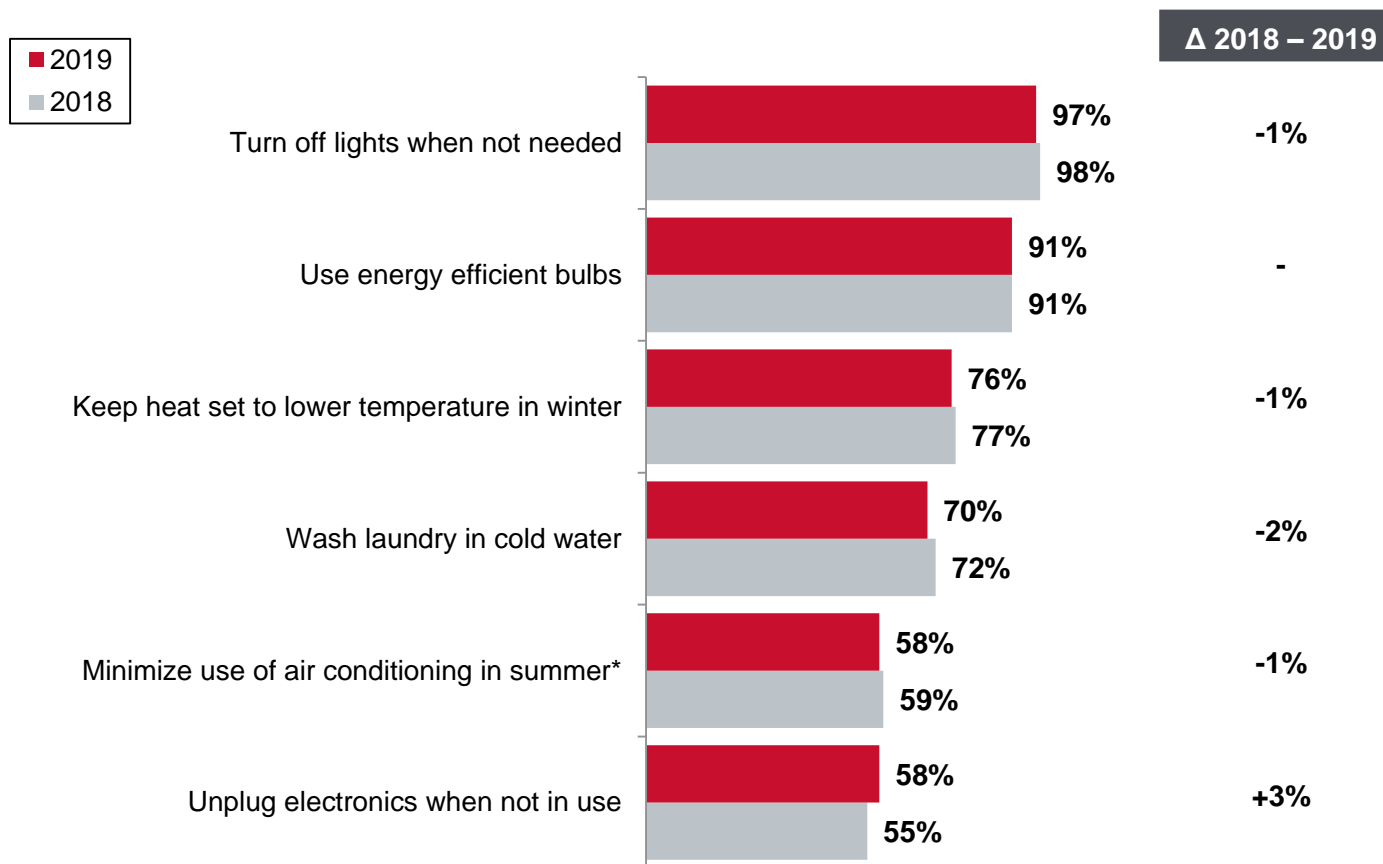


EF2. Please tell me which of the following actions you've done to your home or was done to your home by a previous owner.

Base size: All respondents (n=504 in 2019, n=500 in 2018, unless noted otherwise)

Home Energy Efficiency Behaviours

Home Energy Efficiency Behaviours Regularly Undertaken by Calgarians



*Note: In 2019, 25% of respondents answered “not applicable” to this question. When recalculated with the “not applicable” responses excluded, 77% minimize use of air conditioning in the summer. In 2018, it was 78%.

EE12A. And which of the following do you regularly do to save energy in your home?

Base size: All respondents (n=504 in 2019, n=500 in 2018)

Home Energy Efficiency Behaviours – cont'd

Other Home Energy Efficiency Behaviours Regularly Undertaken by Calgarians

	2019	2018	Δ 2018 – 2019
Minimize the use of water	6%	6%	-
Energy conservation (general)	4%	-	+4%
Purchased hybrid vehicle/reduced driving	3%	2%	+1%
Reducing use of appliances/electronics	3%	3%	-
"Green energy" such as rain barrels, gardening	2%	-	+2%
Using alternative transportation (e.g. walking, biking, transit)	2%	-	+2%
Closing blinds, windows and doors	2%	-	+2%
Hanging clothes to dry/handwashing clothes	2%	1%	+1%
Installed water efficient taps, shower heads, low flow, etc.	2%	-	+2%
Recycling/composting	2%	-	+2%
Use of timers and Smart devices to regulate water and electricity flow	1%	-	+1%
Turning heat down at night or when out	1%	2%	-1%
Insulated main living area	1%	1%	-
Other	1%	-	+1%
Nothing	77%	74%	+3%

Multiple
mentions
allowed

EE13. Are there any other energy-saving actions you've taken? [NOTE: Response options were not read to the respondent.]

Base size: All respondents (n=504 in 2019, n=500 in 2018)

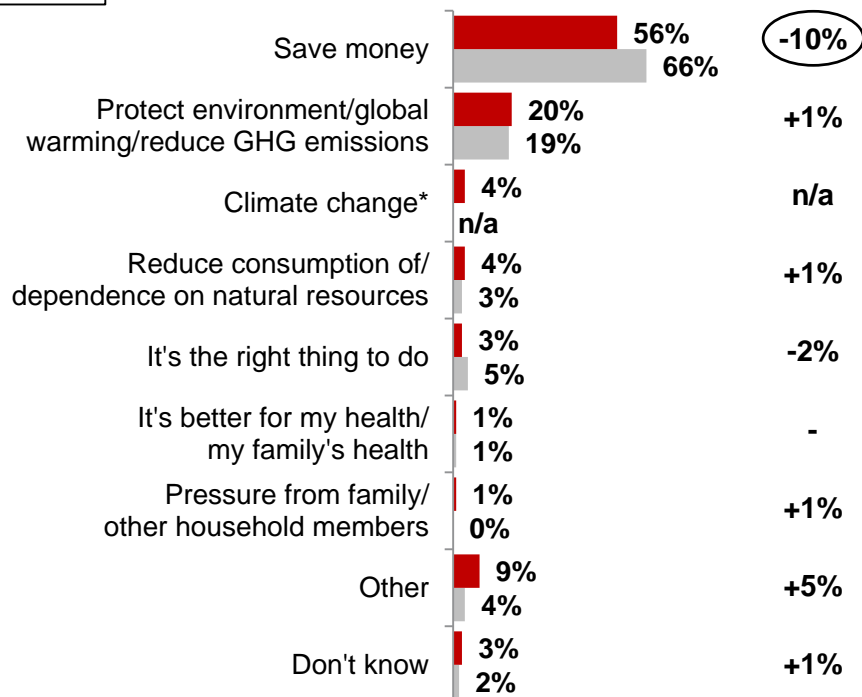
Reasons for Taking Actions to Save Energy

Reasons Given for Taking Actions to Save Energy

■ 2019
■ 2018

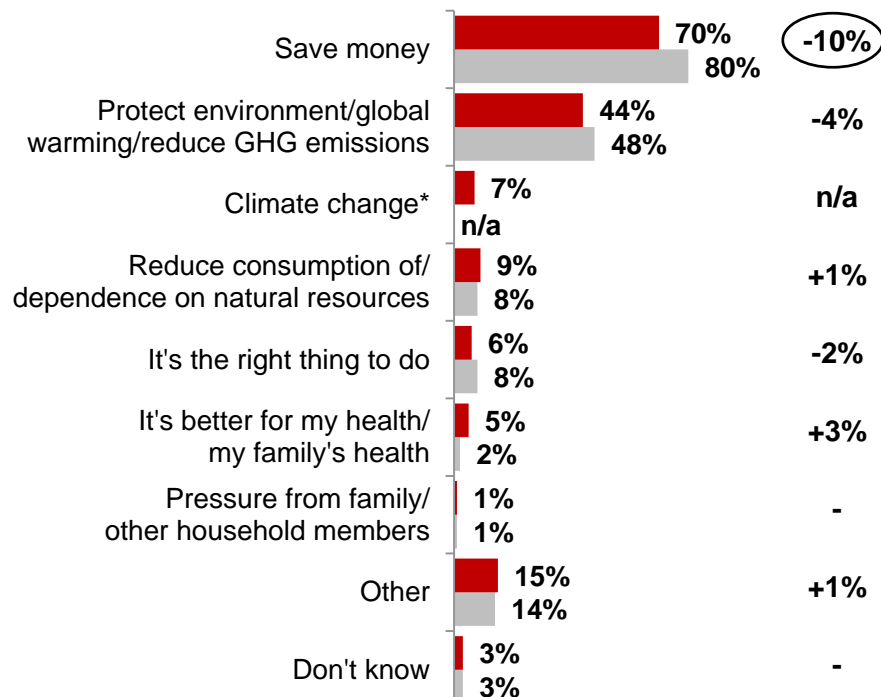
Top-of-Mind (First) Mention

Δ 2018 – 2019



Total (First + Other) Mentions*

Δ 2018 – 2019



*Multiple mentions allowed

*In the 2019 survey, "climate change" was a separate category from "protect environment/global warming/reduce GHG emissions" in order to determine how many Calgarians would use the specific term as a reason for taking action to save energy.

EE14A. What is your main reason for taking actions to save energy?

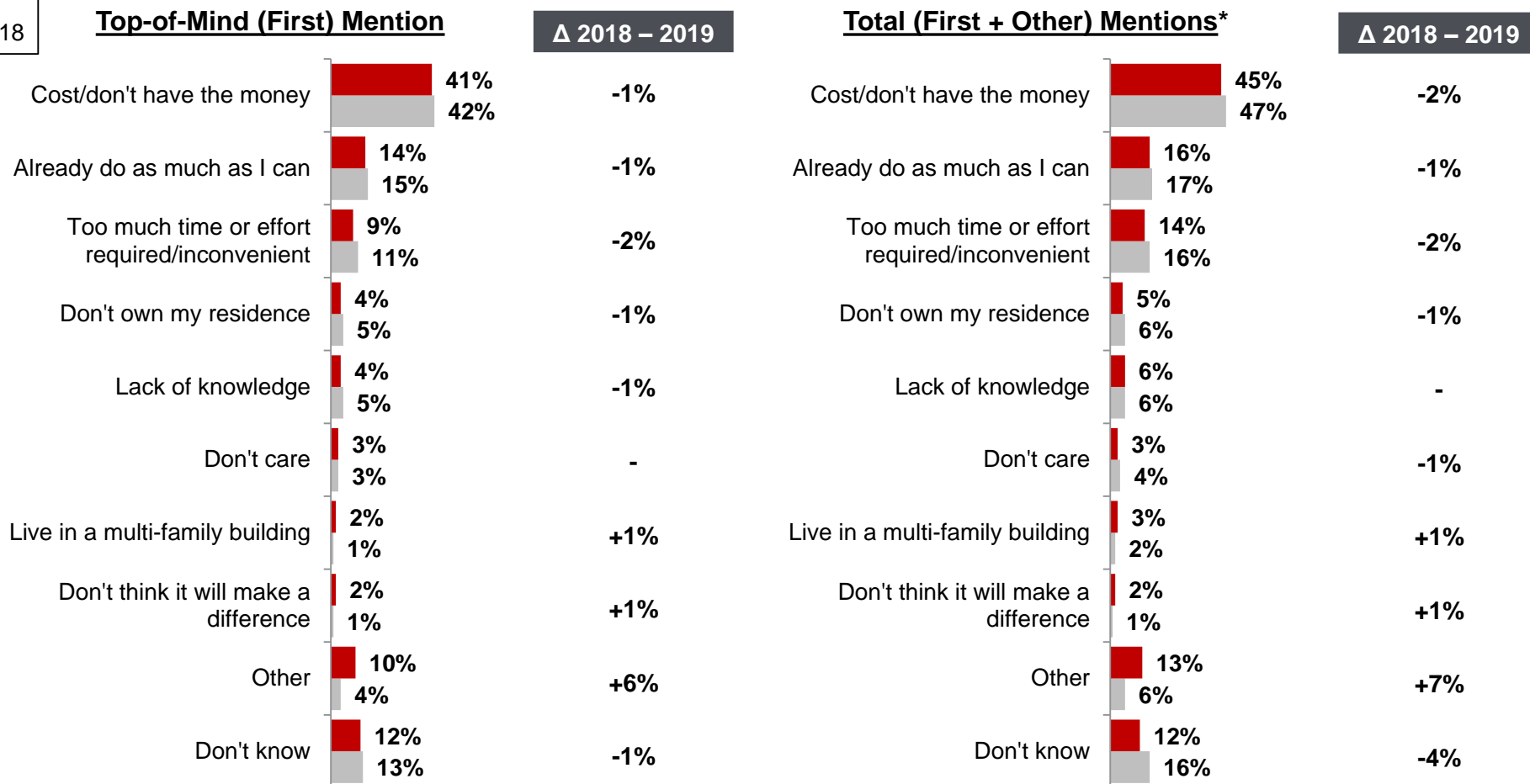
[NOTE: Response options were not read to the respondent.]

Base size: All respondents (n=504 in 2019, n=500 in 2018)

○ = Statistically significant difference

Reasons for Not Doing More to Save Energy

Reasons Given for Not Doing More to Save Energy



EF5. What prevents you from doing more to save energy? Are there any other reasons?

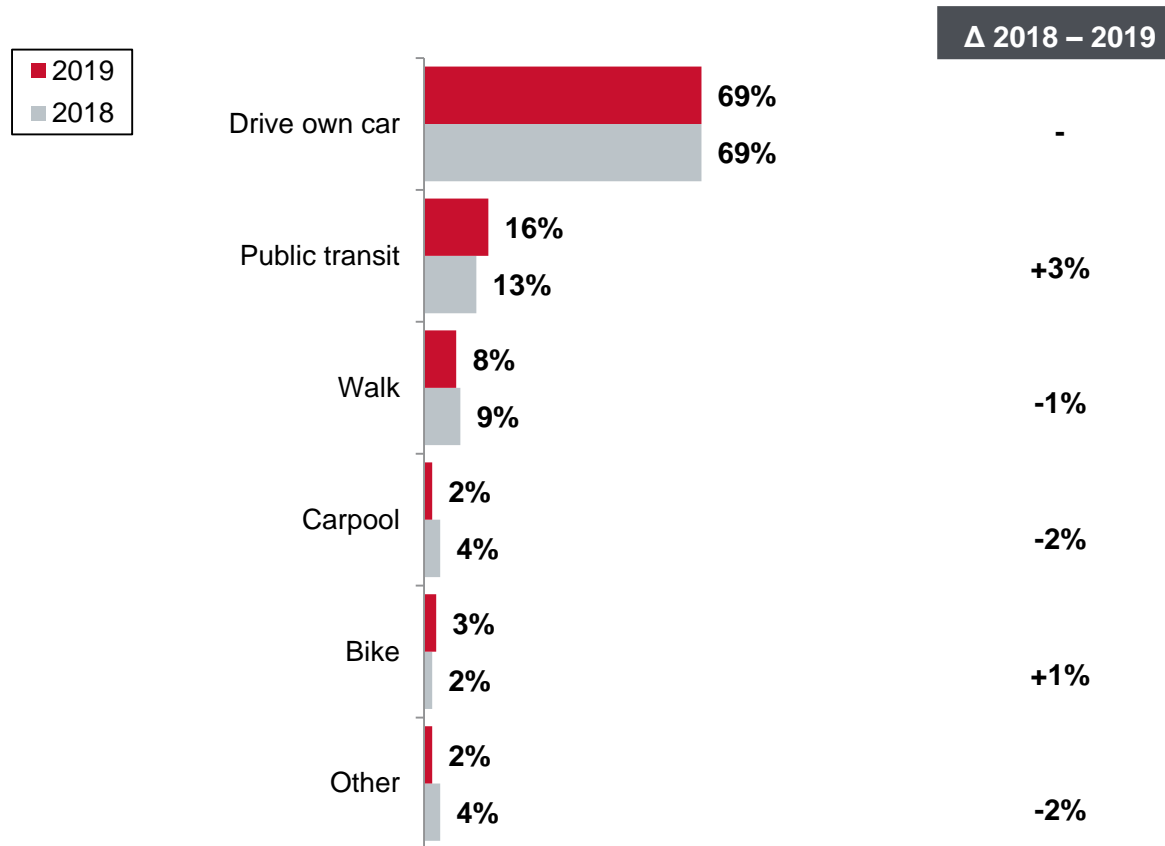
NOTE: Response options were not read to the respondent.

Base size: All respondents (n=504 in 2019, n=500 in 2018)

*Multiple mentions allowed

Typical Mode of Daily Transportation

Typical Mode of Commute To and From Daily Activities

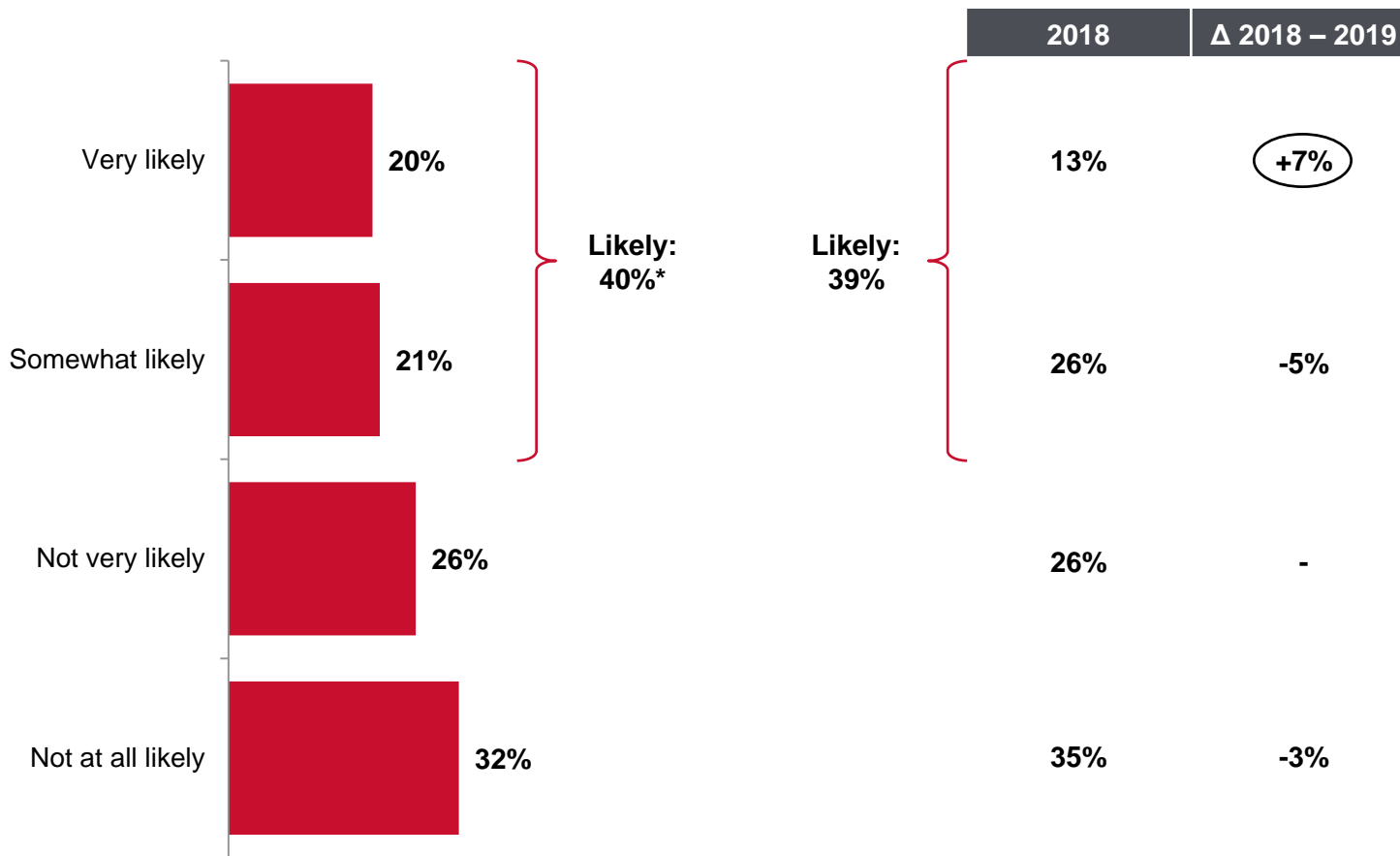


EF7. How do you typically commute to and from your daily activities? Do you . . . ?

Base size: All respondents (n=504 in 2019, n=500 in 2018)

Likelihood to Consider Purchasing an Electric or Hybrid Vehicle

Likelihood to Consider Purchasing an Electric or Hybrid Vehicle Among Calgarians who Own and Operate a Vehicle



*Rounding

EF9. How likely are you to consider purchasing an electric vehicle or hybrid vehicle?

Base size: Respondents who own and operate a vehicle (n=462)

= Statistically significant difference

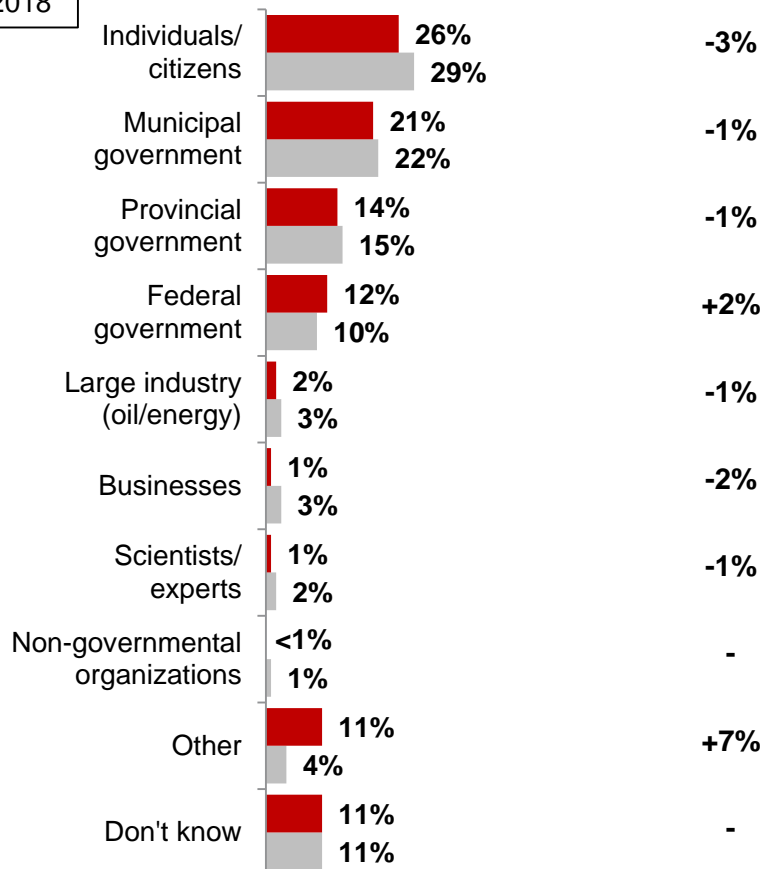
Perceived Leadership Responsibility

Perception of Who Should be Leading Citizens in Taking Action to Improve Home Energy Efficiency

■ 2019
■ 2018

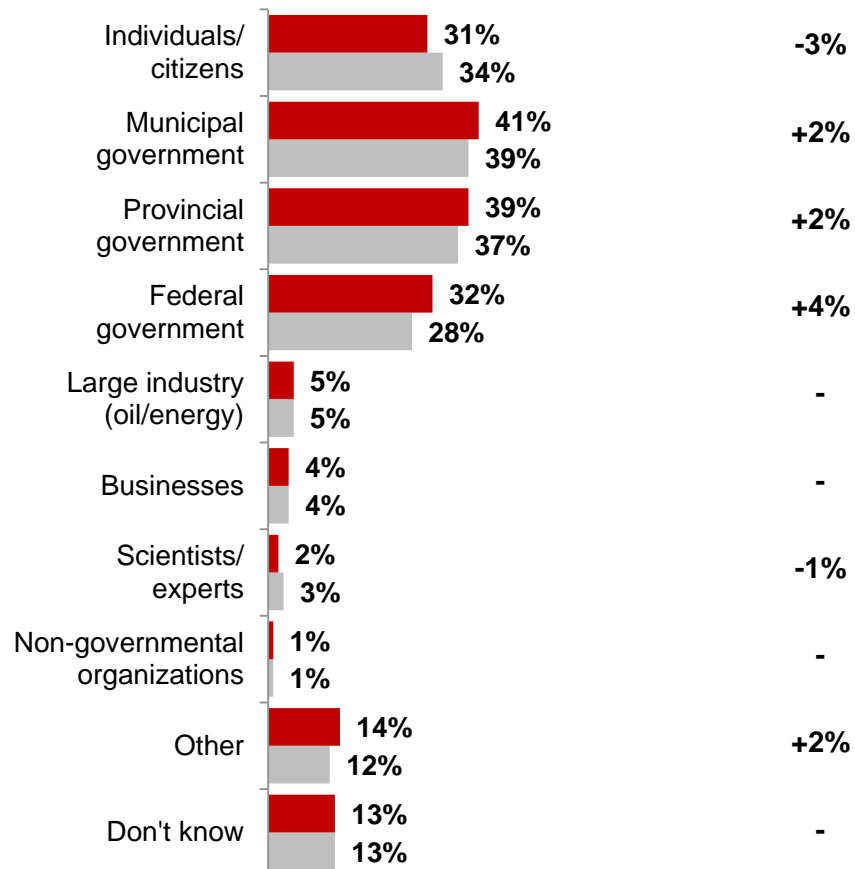
Top-of-Mind (First) Mention

Δ 2018 – 2019



Total (First + Other) Mentions*

Δ 2018 – 2019



EF10. In your opinion, who should be leading citizens in taking action to improve home energy efficiency? Any others?

NOTE: Response options were not read to the respondent.

Base size: All respondents (n=504 in 2019, n=500 in 2018)

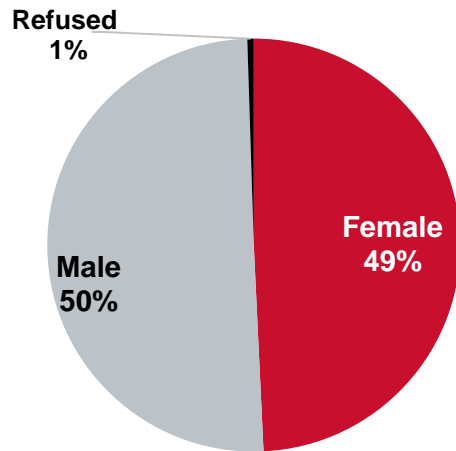
*Multiple mentions allowed

Demographics

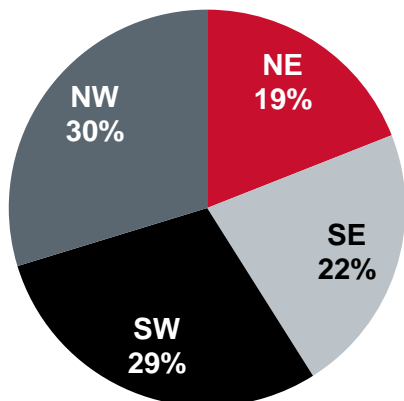


Demographics

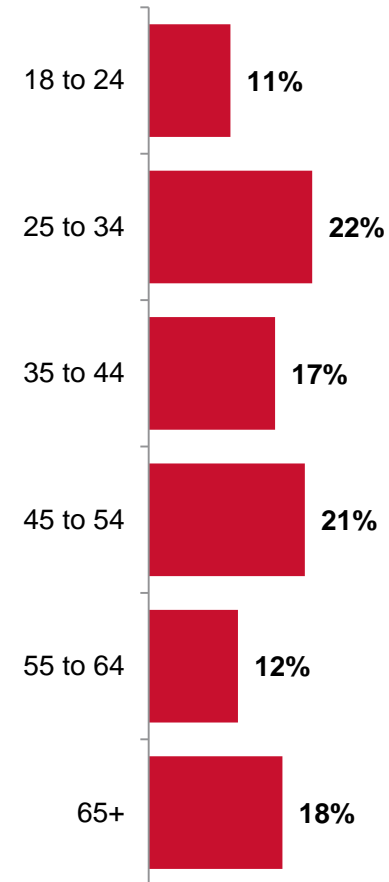
Gender
(asked, not inferred)



Quadrant of Residence



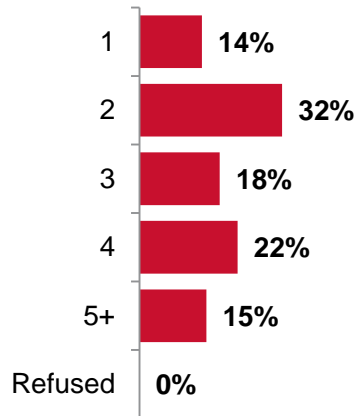
Age



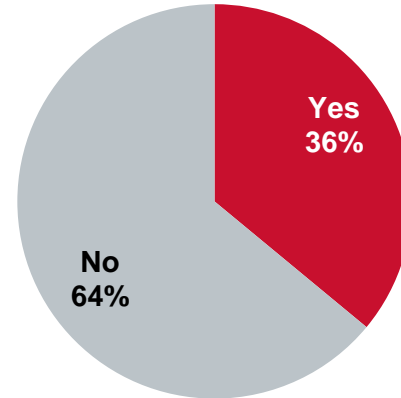
n=504 unless otherwise specified

Demographics – cont'd

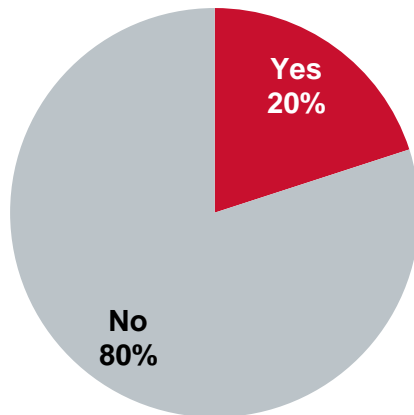
Household Size



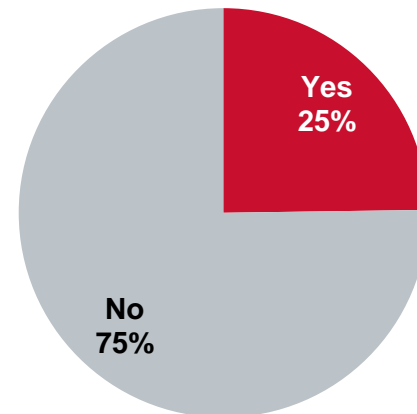
Children Under the Age of 18 in the Household



Self-reported Disability (Respondent or Family Member)



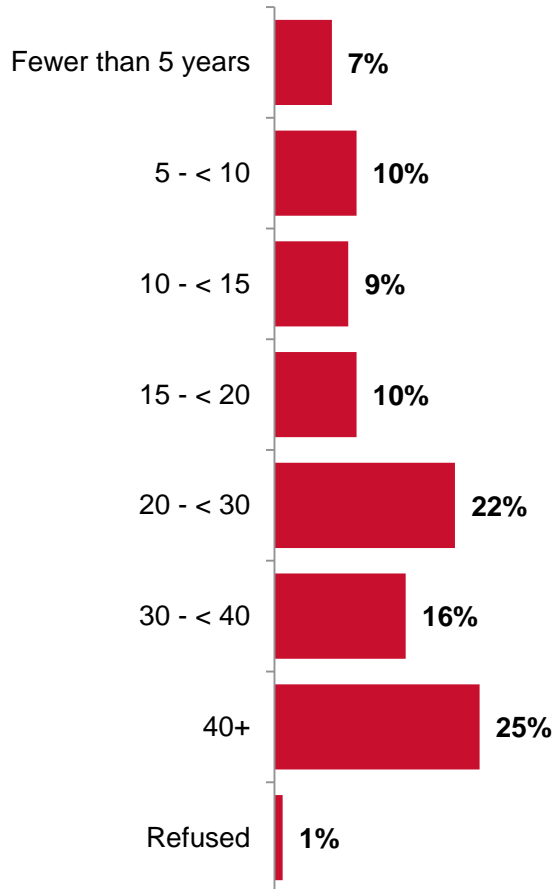
Senior (aged 65+ years) in the Household



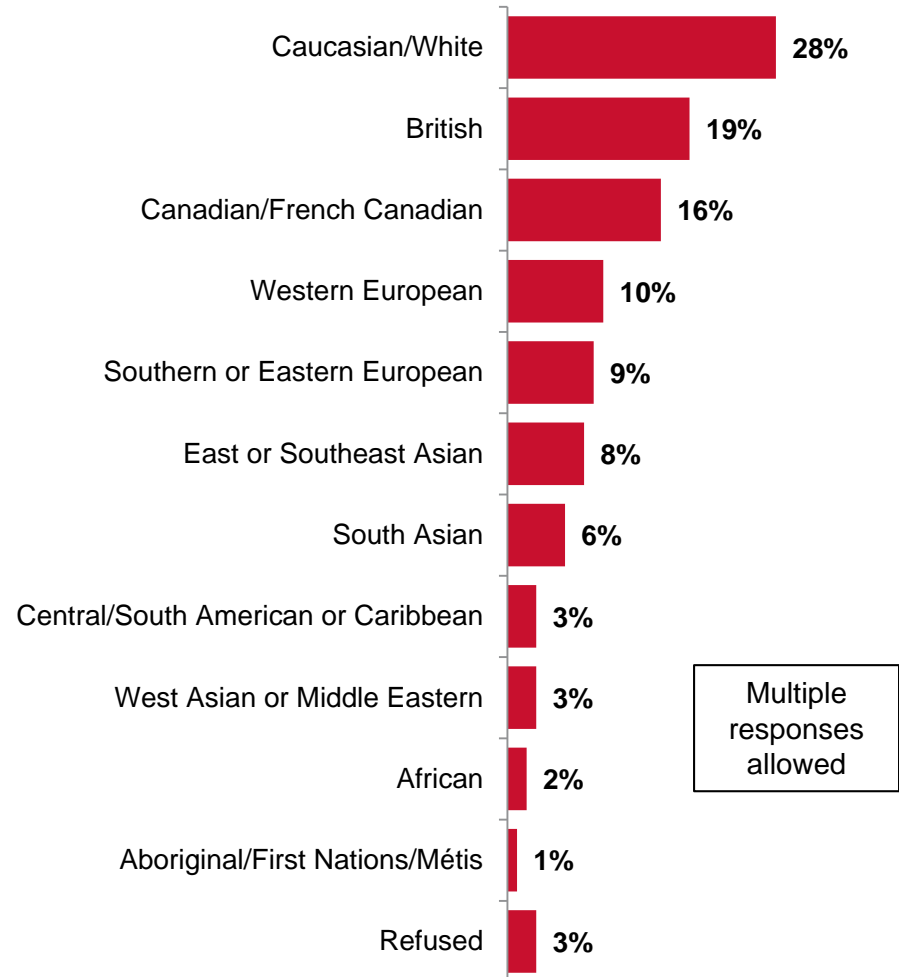
n=504 unless otherwise specified

Demographics – cont'd

Years Lived in Calgary



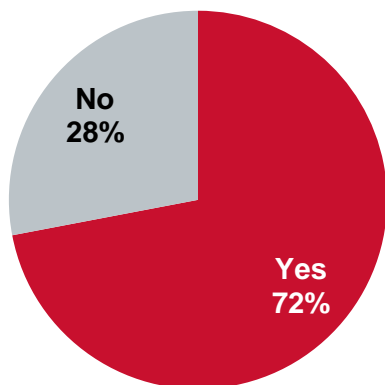
Main Ethnic Background



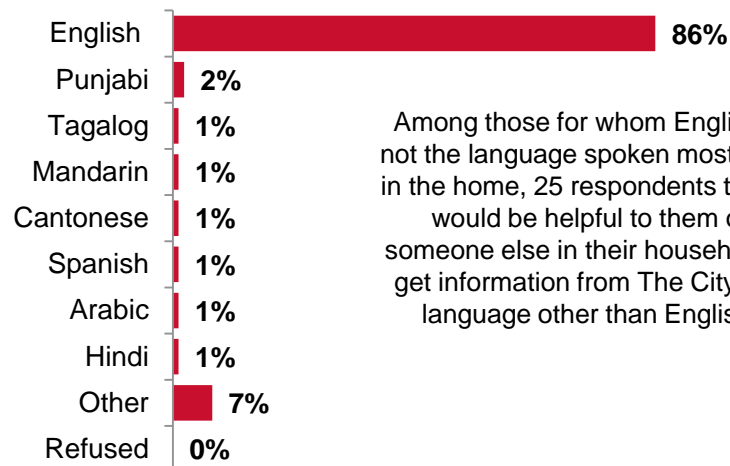
n=504 unless otherwise specified

Demographics – cont'd

Born in Canada



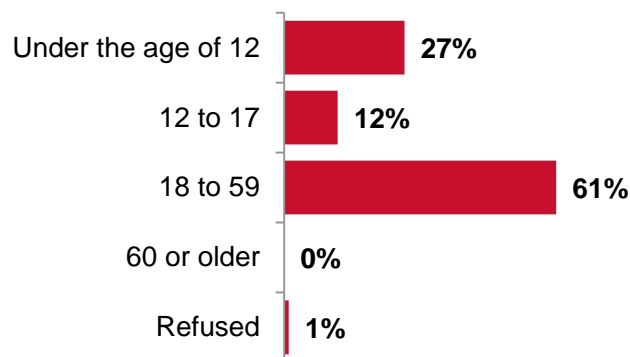
Language Spoken Most in the Home



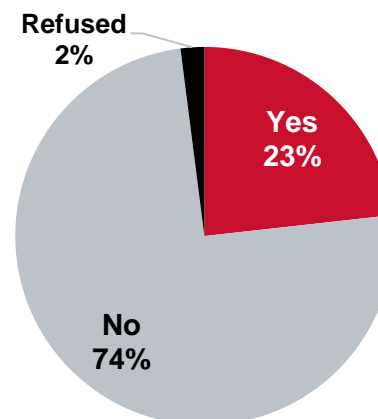
Among those for whom English is not the language spoken most often in the home, 25 respondents think it would be helpful to them or someone else in their household to get information from The City in a language other than English.

Age Upon Arrival in Canada

(among those not born in Canada, n=129)



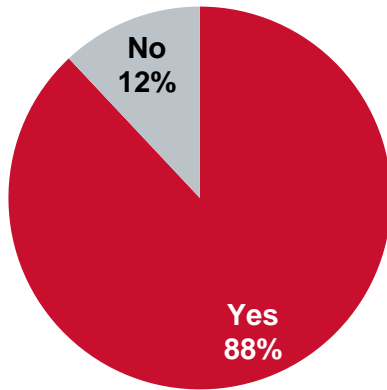
Self-Report as a Member of a Visible Minority



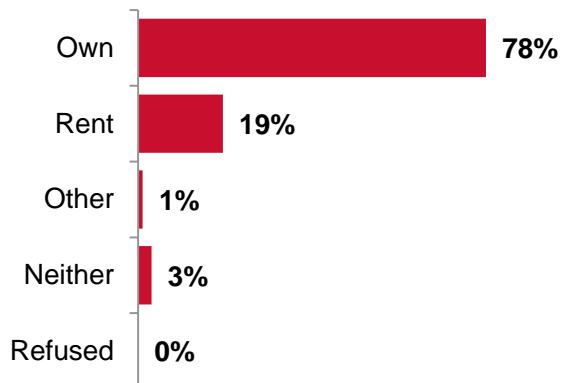
n=504 unless otherwise specified

Demographics – cont'd

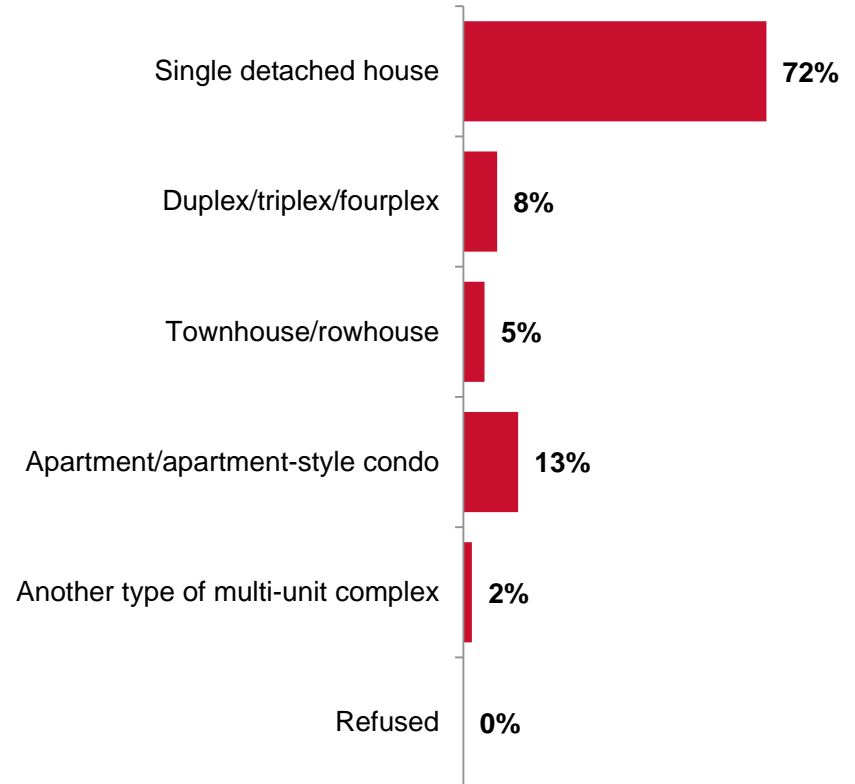
Primarily or Jointly Responsible for Paying Taxes or Rent in Household



Home Ownership



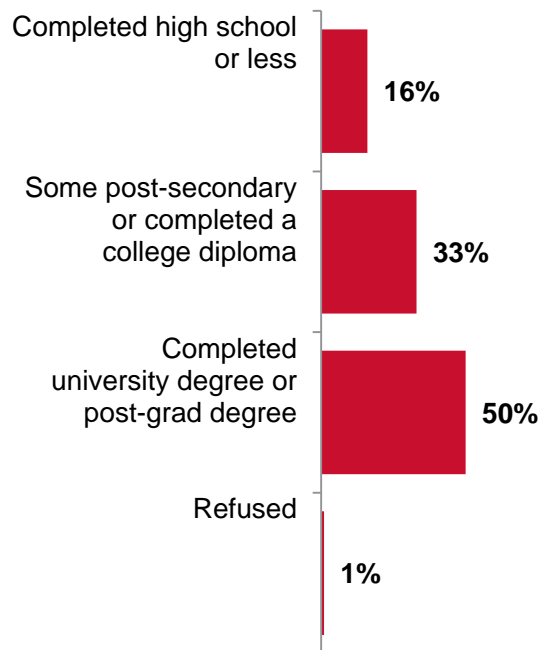
Dwelling Type



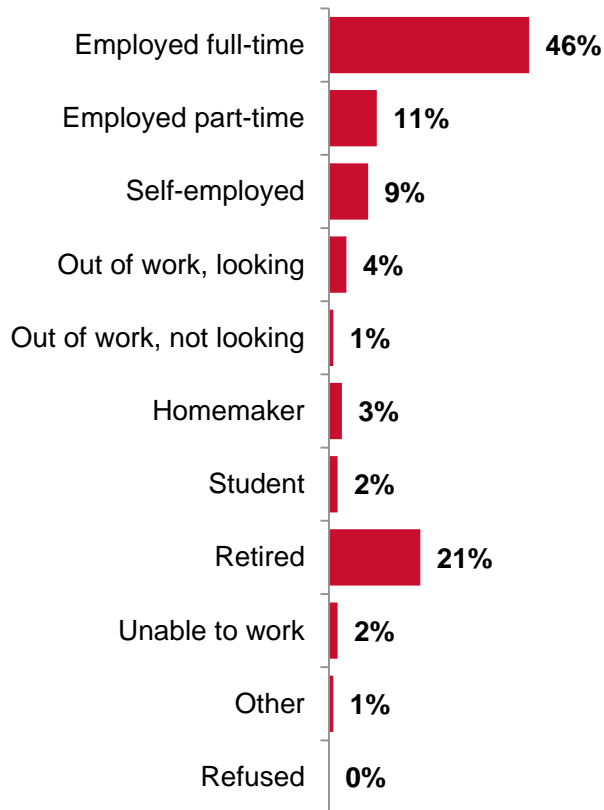
n=504 unless otherwise specified

Demographics – cont'd

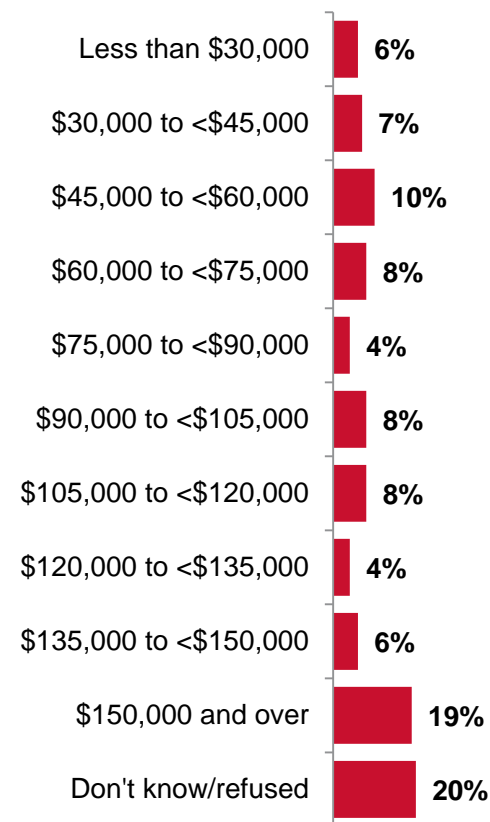
Highest Level of Schooling Obtained



Employment Status



Household Income



n=504 unless otherwise specified

Edmonton Data: Climate Change Opinions



Edmonton Survey: Climate Change & Energy Perceptions

In 2018, the City of Edmonton commissioned Corporate Research Associates (CRA) to conduct the Climate Change & Energy Perceptions Survey with Edmontonians on Research Now's online research panel. According to the report, dated August 2018, it was an online survey of 1,000 Edmontonians (aged 18 years or older), conducted June 18 – 24, 2018. Data were weighted to reflect age, gender and region, using 2016 Census data. The report was downloaded from www.edmonton.ca on October 7, 2019.

This Citizen Perspectives survey asked some of the same questions about climate change as were asked in the Edmonton survey. The following slides present the relevant data from the Edmonton survey.

As the methodology used for the Edmonton survey (online) is different from the one used in this survey (telephone) and they were conducted approximately one year apart, direct comparisons should be made with caution.

Edmonton Survey: Climate Change & Energy Perceptions

Perceptions about Climate Change

■ Strongly agree ■ Somewhat agree ■ Neither agree nor disagree ■ Somewhat disagree ■ Strongly disagree ■ Not sure

Agree ¹	Neutral	Dis-agree ²
--------------------	---------	------------------------

I think we need to act now to address climate change

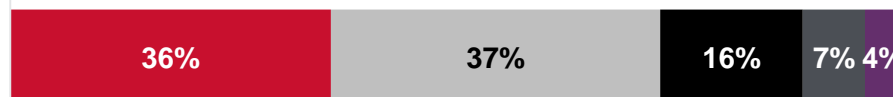


72%

17%

8%

I am concerned about climate change

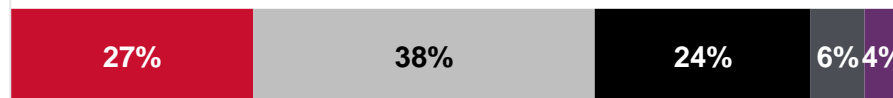


73%

16%

11%

I want to do more personally to help prevent climate change



65%

24%

10%

I am taking action to help prevent climate change

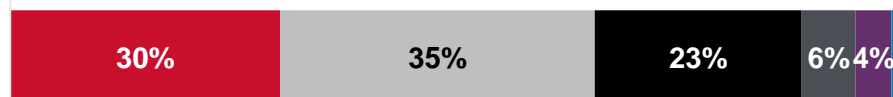


62%

25%

11%

I think Edmontonians should be doing more to help prevent climate change

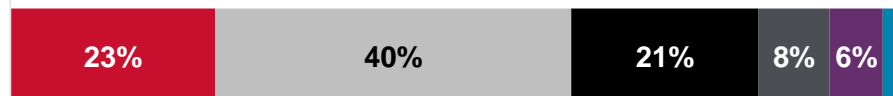


65%

12%

10%

My individual actions contribute to the global impacts of climate change

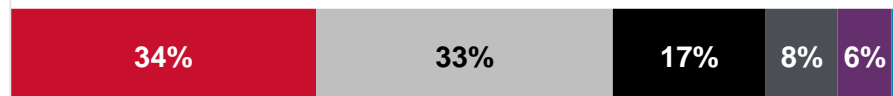


63%

21%

14%

Climate change is caused by mostly human activities



67%

17%

14%

¹=strongly + somewhat agree

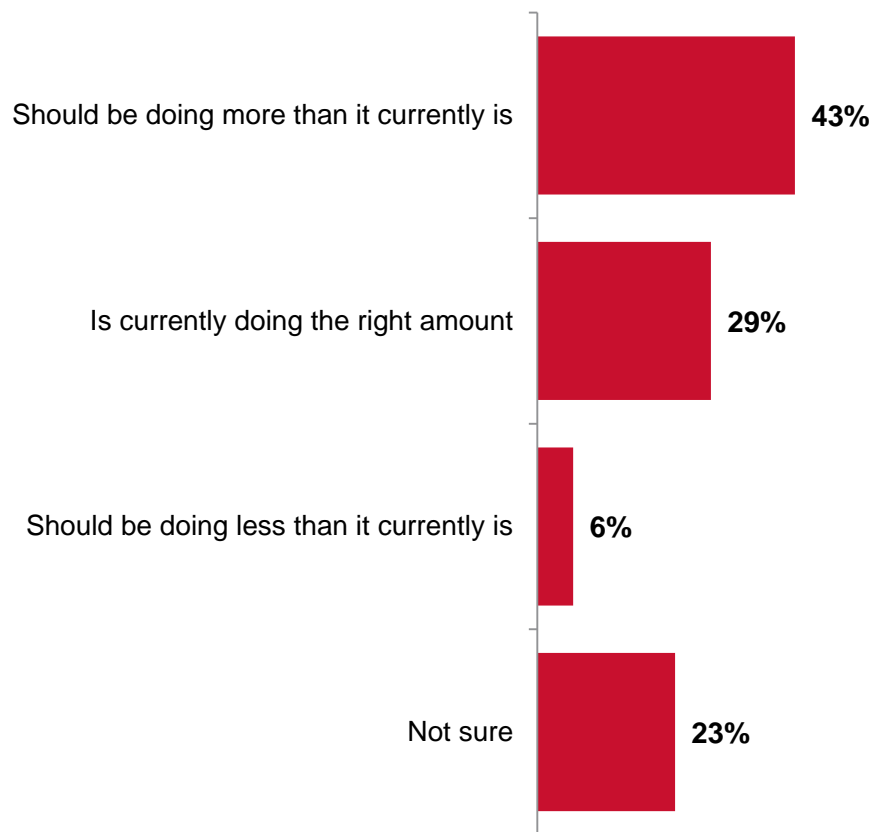
²=strongly + somewhat disagree

Q1a. The next few statements are about how you personally feel about climate change. To what extent do you agree or disagree with the following . . . ?

Base size: All respondents (n=1,000)

Edmonton Survey: Climate Change & Energy Perceptions

Opinion about the Work the City is Doing to Address Climate Change

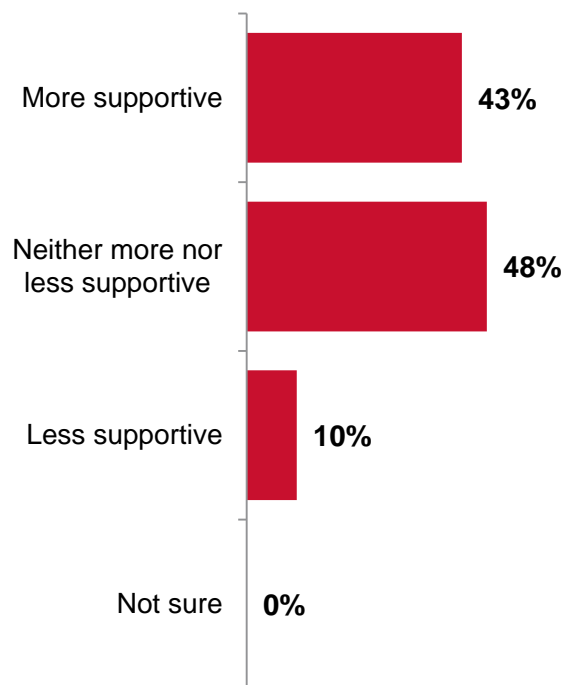


Q3. Do you think the City of Edmonton should be doing more than it currently is, is currently doing the right amount, should be doing less than it currently is, or not sure?

Base size: All respondents (n=1,000)

Edmonton Survey: Climate Change & Energy Perceptions

Change in Support for Taking Action on Climate Change in the Last Year

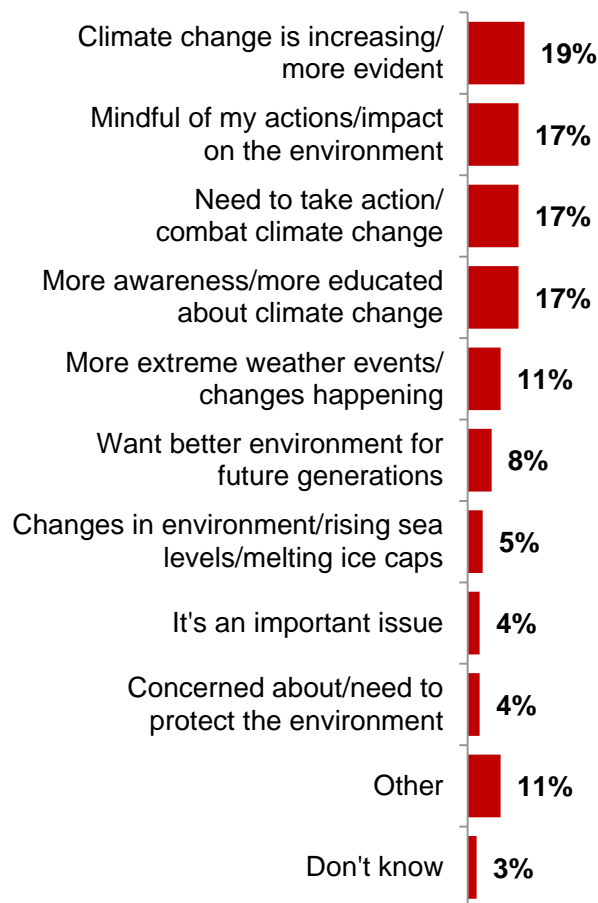


Q5. In the past year, have you become more or less supportive of taking action on climate change?

Base size: All respondents (n=1,000)

Edmonton Survey: Climate Change & Energy Perceptions

Reasons for Being More Supportive of Taking Action on Climate Change in the Last Year



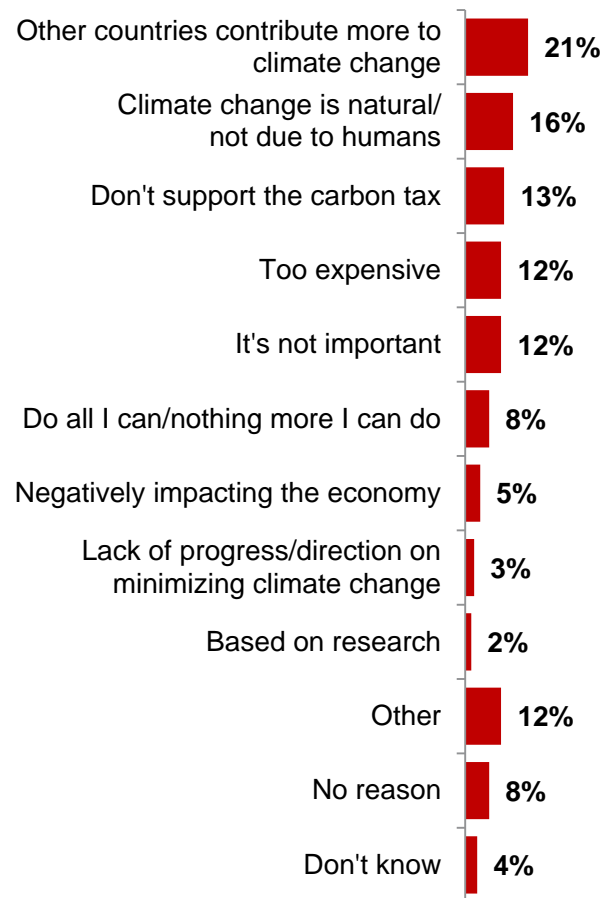
Multiple
mentions
allowed

NOTE:
Response options
were not shown to
the respondent.
Respondents
answered in their
own words and these
responses were
coded for themes.

Q6. Why has your level of support for taking action on climate change changed in the last year? Please be as specific as possible.

Base size: Respondents who answered 'more supportive' to Q5 (n=399)

Reasons for Being Less Supportive of Taking Action on Climate Change in the Last Year



Q6. Why has your level of support for taking action on climate change changed in the last year? Please be as specific as possible.

Base size: Respondents who answered 'less supportive' to Q5 (n=97)

Questionnaire



Questionnaire

The City of Calgary 2019 Citizen Perspectives Survey – Wave 6 September 13, 2019

INTRODUCTION

Hello, my name is _____. I'm calling from NRG Research Group, 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 living 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 "2019 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.

SCREENERS

I want to let you know that the information from this survey is collected 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 "2019 Citizen Perspectives Survey" or send a letter to The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5.

S1. Are you 18 years of age or older?

1. Yes [CONTINUE]
2. No, May I please speak with someone who is? [REPEAT INTRODUCTION]
3. No, not qualified / available [THANK & TERMINATE]

[TRACK GENDER QUOTAS WITHIN QUADRANTS – BASED ON S3 AND S4]

S3. Record Gender (DO NOT ASK)

Male
Female

S4. 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

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8. 75 and older
9. Refused [DO NOT READ]

[TRACK AGE QUOTAS WITHIN QUADRANTS/GENDER – BASED ON S5, S3 AND S4]

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

S5. 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

[If outside of Calgary go to End]

1. To begin, on a scale of "1" to "10" where "1" represents "very poor" and "10" represents "very good," how would you rate your overall quality of life in the city of Calgary today?

Q1 = [1-10], Refused = 98

2. On a scale of 1 – 10 where "1" represents "not at all satisfied" and "10" represents "very satisfied," how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Q2 = [1-10], Refused = 98

ENVIRONMENT

E1. Thinking about things such as air, water, and land quality in the city, how would you rate the overall state of Calgary's environment today? Would you say that it is (READ LIST)

Very good
Good
Poor
Very poor
Don't know (DO NOT READ)

E2. How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you (READ LIST)?

Very satisfied
Somewhat satisfied
Not very satisfied

Questionnaire – cont'd

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Not at all satisfied
Don't know (DO NOT READ)
Refused (DO NOT READ)

E3. How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact? Are you (READ LIST)?

(INTERVIEWER NOTE: programs and services include such things as Blue cart recycling, multi-family recycling, Green Cart, water use reduction programs, carpooling support, and public education including school programming)

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

WEATHER EVENTS

W1. Have you been impacted by any of the following weather events in the past 5 years? By impacted, I mean where there has been damage, you have incurred costs, health impacts, or injury. [READ AND SELECT ALL THAT APPLY]

[RANDOMIZE]
Snow or ice storm
Hailstorm
Severe winds
Flooding
Drought
Tornado
Pests or invasive plant or animal species
Heat wave
Wildfire/smoke

W2. Please tell me if you think there will be more, less, or about the same amount of each of the following weather-related events in the next 10 years?

[RANDOMIZE]
Snow or ice storm
Hailstorm
Severe winds
Flooding
Drought
Tornado
Pests or invasive plant or animal species
Heat wave
Wildfire/smoke

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More
Less
About the same
Don't know [DO NOT READ]

W3. Please indicate if you have done any of the following to reduce the impact of these types of events on you? Please answer yes, or no.

[RANDOMIZE, READ EACH ITEM]
Upgraded to hail-resistant shingles
Purchased flood insurance
Planted drought-resistant plants
Planted trees for shade
Protection against insects and ticks
Improved water drainage on my property
Moved to a different location
Installed air conditioning
Purchased an air purifier
Other (please specify):
Nothing [DO NOT READ]
Don't know [DO NOT READ]

W4. How concerned are you about the impact that extreme weather events are having, or might have, on your life?

Very concerned
Somewhat concerned
Not very concerned
Not at all concerned

W5. In your opinion, who should be leading citizens in taking action to help reduce the potential impacts of extreme weather events?

[PRE-CODE LIST; DO NOT READ; MULTI-PUNCH; RECORD FIRST MENTION SEPARATELY]
Individuals/citizens
Businesses
Government (PROBE FOR MUNICIPAL, PROVINCIAL OR FEDERAL GOVERNMENT)
Municipal government
Provincial government
Federal government
Large industry (e.g. oil/energy companies)
Non-governmental organizations
Scientists/Experts
Other (please specify):
Don't know [EXCLUSIVE]

Questionnaire – cont'd

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ENERGY EFFICIENCY

EF1. To ensure we ask only questions that are relevant to you, please tell me which of the following best describes the type of home you live in:

Single detached house (INTERVIEWER NOTE: This includes bungalow, split level, 2-story, suite in a house, etc.)
Duplex, triplex or fourplex
Townhouse or rowhouse
Apartment or apartment-style condominium
Another type of multi-unit complex (INTERVIEWER NOTE: This includes mobile home park, trailer park, seniors home, etc.)

EF2. Please tell me which of the following actions you've done to your home or was done to your home by a previous owner.
(INTERVIEWER NOTE: Repeat the question if needed after first few items in list.)

[RANDOMIZE; READ LIST]

Installed a programmable thermostat
Purchased energy efficient appliances
Added weather-stripping or caulking around doors and windows
Installed energy efficient windows

[DO NOT ASK THE FOLLOWING 5 ITEMS IF QEF1 IS "APARTMENT/APARTMENT-STYLE CONDO" OR "ANOTHER TYPE OF MULTI-UNIT COMPLEX"]

Installed an energy efficient furnace
Insulated your basement
Increased insulation in your attic
Insulated exposed hot water pipes
Installed solar panels

Yes

No

Not applicable (DO NOT READ; SELECT ONLY IF RESPONDENT INDICATES IT DOESN'T APPLY TO THEM)

EF3. And which of the following do you regularly do to save energy in your home?

[ASK ALL; RANDOMIZE; READ LIST; MULTI-PUNCH]

Keep the heat set at a lower temperature in the winter
Minimize use of air conditioning in the summer
Turn off lights when they are not needed
Wash laundry in cold water
Unplug electronics when not in use
Use energy efficient light bulbs

Yes

No

Not applicable (DO NOT READ; SELECT ONLY IF RESPONDENT INDICATES IT DOESN'T APPLY TO THEM)

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EF4. Are there any other energy-saving actions you've taken?

[OPEN END]

No [DO NOT READ]

[IF "YES" TO ANY IN EF2 OR EF3, ASK EF5; ELSE SKIP TO EF6]

EF5. What is your main reason for taking actions to save energy? Are there any other reasons?

[PRE-CODE LIST; DO NOT READ; MULTI-PUNCH; RECORD FIRST MENTION SEPARATELY]

Save money
Protect the environment/reduce greenhouse gas emissions/global warming/pollution
Climate change
It's better for my health/my family's health
Reduce consumption of/dependence on natural resources
It's the right thing to do
Pressure from family/other members of the household
Received grant/program assistance
Protect animals and/or other non-human species
Other (please specify):
Don't know [EXCLUSIVE]

EF6. What prevents you from doing more to save energy? Are there any other reasons?

[PRE-CODE LIST; DO NOT READ; MULTI-PUNCH; RECORD FIRST MENTION SEPARATELY]

Cost/don't have the money
Too much time or effort required/inconvenient
Don't think it will make a difference
Don't care
Don't own my residence
Live in a multi-family residence/building
Already do as much as I can
Other (please specify):
Don't know [EXCLUSIVE]

EF7. How do you typically commute to and from your daily activities? Do you ... (READ LIST – ACCEPT RESPONSE BEFORE FINISHING LIST)

Drive your car [SKIP TO EF9]

Carpool

Public transit

Walk

Bike

Other (please specify):

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Questionnaire – cont'd

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EF8. Do you own and operate a vehicle?

Yes
No [SKIP TO QEF10]

EF9. How likely are you to consider purchasing an electric vehicle or hybrid vehicle in the next three years? (INTERVIEWER NOTE: If asked, these are vehicles powered exclusively by electricity stored in its rechargeable batteries or by a combination of an electric motor and another power source. Examples of these types of vehicle are the Nissan LEAF, Ford Focus Electric, Tesla Model 3, Mitsubishi Outlander PHEV, Ford F-150 Hybrid, Toyota Prius)

Very likely
Somewhat likely
Not very likely
Not at all likely
Don't drive [DO NOT READ]

EF10. In your opinion, who should be leading citizens in taking action to improve home energy efficiency? Any others?

[PRE-CODE LIST; DO NOT READ; MULTI-PUNCH; RECORD FIRST
MENTION SEPARATELY]
Individuals/citizens
Businesses
Government (PROBE FOR MUNICIPAL, PROVINCIAL OR FEDERAL
GOVERNMENT)
Municipal government
Provincial government
Federal government
Large industry (e.g. oil/energy companies)
Non-governmental organizations
Scientists/Experts
Other (please specify):
Don't know [EXCLUSIVE]

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CLIMATE CHANGE

C1. The next few statements are about how you personally feel about climate change. To what extent do you agree or disagree with the following statements?

Strongly agree
Somewhat agree
Neither agree nor disagree
Somewhat disagree
Strongly disagree
Not sure

[RANDOMIZE]

I am concerned about climate change.
Climate change is caused mostly by human activities.
My individual actions contribute to the global impacts of climate change.
I think Calgarians should be doing more to help prevent climate change.
I want to do more personally to help prevent climate change.
I think we need to act now to address climate change.
I am taking action to help prevent climate change.

C2. Please tell me which of the following statements best describes your opinion about what The City of Calgary is doing to address climate change. Do you think The City . . .

Should be doing more than it currently is,
Is currently doing the right amount,
Should be doing less than it currently is, or
You're not sure

C3. In the past year, have you become more or less supportive of taking action on climate change?

More supportive
Neither more nor less supportive
Less supportive
Not sure (DO NOT READ)

[IF 'MORE SUPPORTIVE' OR 'LESS SUPPORTIVE' IN C3, ASK C4]

C4. Why has your level of support for taking action on climate change changed in the last year? Please be as specific as possible.

[OPEN END]

Questionnaire – cont'd

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DEMOGRAPHICS

And finally I have a few questions that will be used to help us classify responses.

DQ1. How many people, including yourself, live in your household?

RECORD NUMBER (RANGE 1 – 10)

[IF 2 OR MORE IN DQ1 ASK DQ2 AND DQ3, ELSE SKIP TO DQ4]

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

Yes
No

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

Yes
No

[ASK ALL]

DQ4. Are you either primarily or jointly responsible for paying property taxes or rent in your household?

Yes
No

DQ5. Do you own or rent your current place of residence?

Own
Rent
Other (VOLUNTEERED)
Neither (DO NOT READ)

DQ6. How many years have you lived in Calgary? (IF LESS THAN 1 YEAR ENTER 0)

Enter number []

DQ7. We want to ensure our research is reflective of all Calgarians. Were you born in Canada?

Yes [go to DQ9]
No [go to DQ8]

[IF YES OR DK/REF, SKIP TO DQ13, ELSE CONTINUE WITH DQ8]

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DQ8. How old were you when you arrived in Canada? (READ LIST)

Under the age of 12
12 to 17
18 to 59
60 or older
(DO NOT READ) Decline to respond

DQ9. As you know, Canadians come from many different ethnic backgrounds. What is your main ethnic background? (DO NOT READ LIST. ACCEPT UP TO 2 RESPONSES.) (PROBE TO CLARIFY ONLY IF NECESSARY)

Canadian/French Canadian
Caucasian/White
British (English/Scottish/Welsh/Irish)
Western European (from Austria, Belgium, France, Germany, Netherlands, or other)
Southern or Eastern European (from Greece, Italy, Portugal, Spain, Bosnia, Croatia, Serbia, Czech Republic, Hungary, Poland, Slovakia, Ukraine, former Soviet Republics, or other)
South Asian (Punjabi, Indian, Tamil, Sri Lankan, Pakistani, Bangladeshi, Nepalese)
East or Southeast Asian (from China, Hong Kong, Japan, North or South Korea, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam or other)
West Asian or Middle Eastern (from Afghanistan, Iran, Iraq, Israel, Lebanon, Saudi Arabia, Syria, Turkey or other)
African
Central/South American or Caribbean (from Argentina, Brazil, Colombia, El Salvador, Guatemala, Mexico, Venezuela, Barbados, Jamaica, or other)
Aboriginal/First Nations/Métis
Other (Specify)
Decline / Refuse to respond

DQ10. And what language do you speak most often at home? (PROBE TO CLARIFY ONLY IF NECESSARY)

English
French
Tagalog
Punjabi
Chinese (Interviewer note: some may report 'Chinese' without specifying further in the question on language spoken most often at home. These may include:
Mandarin
Cantonese
Hakka
Taiwanese
Chaochow
Fukien
Shanghainese

Questionnaire – cont'd

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Spanish
Italian
Arabic
Hindi
Creoles
Bengali
Persian/Farsi
Urdu
Russian
Vietnamese
Korean
Other (specify)

[ASK DQ11 IF DQ10 NOT EQUAL TO ENGLISH]

DQ11. Would it be helpful to you or someone in your household to get information from The City in a language other than English? [IF DQ10=English OR DK/Refuse, SKIP TO DQ13]

Yes
No

[ASK DQ12 IF YES TO DQ11]

DQ12. In what other languages would you like to receive information from The City? (DO NOT READ LIST) [ACCEPT ALL RESPONSES]

French
Spanish
Cantonese
Mandarin
Vietnamese
Tagalog
Punjabi
Urdu
Arabic
Other (Please specify)

DQ13. What is the highest level of schooling that you have obtained? (READ LIST)

Completed high school or less
Some post secondary or completed a college diploma
Completed university degree or post-grad degree

DQ13B. What best describes your employment status? Would you say you are...

Employed full time
Employed part time
Self-employed
Out of work and looking for work
Out of work but not currently looking for work
A homemaker
A student

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Retired
Unable to work
Other

DQ14. Which of the following categories best describes the total annual income, before taxes, of all the members of your household? Please stop me when I get to your category.
(READ LIST – ACCEPT RESPONSE BEFORE FINISHING LIST)

Less than \$90,000
\$90,000 and over
[DO NOT READ] Don't Know/Refused

[IF "Less than \$90,000" ASK DQ15. IF "\$90,000 and over" ASK DQ16. IF DK/REF, GO TO DQ17]

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

Less than \$30,000
\$30,000 to just under \$45,000
\$45,000 to just under \$60,000
\$60,000 to just under \$75,000
\$75,000 to just under \$90,000

DQ16. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

\$90,000 to just under \$105,000
\$105,000 to just under \$120,000
\$120,000 to just under \$135,000
\$135,000 to just under \$150,000
\$150,000 and over

DQ17. Do you consider yourself a member of a visible minority?

Yes
No
Refused [DO NOT READ]

DQ18. Do you or a member of your family have a disability?

Yes
No
Refused [DO NOT READ]

What is your gender?

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

DO NOT READ LIST EXCEPT TO CLARIFY

01 – Male
02 – Female

Questionnaire – cont'd

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03 – Other – please specify
99 – Refused / prefer not to say

DQ18. Finally, The City of Calgary conducts citizen research year round to help better understand the needs and perspectives of Calgarians. Would you be interested in participating in future City research projects?

Yes
No
Don't know

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

DQ19A. Could I please have an email address where we can contact you?

[RECORD EMAIL ADDRESS. ENSURE VALID EMAIL FORMAT.]

DQ19B. Could I please have your first name and confirm your telephone number?

[RECORD FIRST NAME AND CONFIRM TELEPHONE NUMBER]

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