



Calgary



# 2021 Citizen Perspectives Survey Report COVID-19 Snapshot 11

August 18, 2021

**Prepared by:**

The Corporate Research Team  
Customer Service & Communications  
The City of Calgary  
[research@calgary.ca](mailto:research@calgary.ca)

# Highlights at a Glance\*

## FACE MASKS



## THE CITY'S COVID-19 RESPONSE

**78%** [↑ from 63%]  
Satisfied with The City's response



**58%**  
Trust The City regarding its **COVID-19 response**

The City's response has been . . .

**80%** [↑ from 69%]  
helpful

**75%** [↑ from 62%]  
quick enough

**83%** [↑ from 76%]  
Trust The City to make the right choices about providing its services safely

## COVID-19 PANDEMIC IMPACTS

The pandemic is **major threat** to . . .

**Calgary's economy**

**72%** [↓ from 83%]

**overall health of Calgary's population**

**52%** [↓ from 63%]

**52%** [↓ from 59%]  
Concerned about oneself becoming ill from COVID-19

**57%** [↓ from 67%]  
Concerned about household member becoming ill from COVID-19

Comfortable attending . . .

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



**51%** [↓ from 60%]  
Stressful to be in public



**74%** [↑ from 46%]  
Think the **worst** is behind us



**52%** [↓ from 62%]  
Worried the pandemic is **going to get worse**

**50%**  
Outside event with large crowd

**36%**  
Inside event with large crowd

\*Data collection: July 5 - 22, 2021; comparisons are to the last survey wave "COVID-19 Snapshot 10" (data collection May 6 - 13, 2021).

\*\*Data collection occurred after the Face Coverings Bylaw was repealed.

# Table of Contents

Highlights at a Glance .....	2
Background & Methodology .....	4
Key Findings .....	5
Detailed Findings .....	9
Opinions about The City's COVID-19 Response and Information.....	10
Concern about COVID-19 and the Pandemic ....	20
Impacts of the COVID-19 Pandemic .....	31
Moving Forward .....	39
Demographics .....	47
COVID-19 Pandemic Timeline .....	50
Trending Charts .....	52
Questionnaire .....	74

# 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 eleventh COVID-19 Snapshot survey.

## Methodology

The survey was conducted by Leger from July 15 to 22, 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 (29% of completed surveys) and cell phones (71%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 15 minutes in duration. The margin of error (MOE) for the total sample of n=500 is  $\pm 4.4$  percentage points, 19 times out of 20.

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

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

The approximate timing of the peak of each of the three waves of the pandemic (for the purposes of this report, peak is defined as number of new COVID-19 cases confirmed\*\*) is noted in charts with: Wave 1 (W1) Wave 2 (W2) Wave 3 (W3)

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

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

\*No interviewing on November 11 (Remembrance Day)



# Key Findings



## Key Findings

**Following the repeal of the Face Coverings Bylaw on July 5, a minority of Calgarians say they always wear a face mask in places where it's not required and fewer young adults are doing so.**

- After the Face Coverings Bylaw was repealed (and at the time of data collection), face coverings were required only in specific places such as public transit, taxis and other rideshare vehicles, City facilities, and some healthcare facilities. In addition, a business can require face coverings in their establishment. One-third (34%) of Calgarians say they always wear a face mask in places where it's not required either by law or by the business' policy.
- While 42% of seniors (aged 65 or older) and 37% of those aged 35 to 64 say they always wear a face mask where not required of them, only 26% of Calgarians aged 18 to 34 do so.
- Residents of the NE are more likely than those in the SW and SE to always wear a face mask where not required (48% vs. 28% and 32%, respectively).

**The majority of Calgarians are likely to visit a business (e.g. store, restaurant) this summer even if a face mask isn't required for customers and employees; however, mandatory face masks in City-owned facilities make many more comfortable going there.**

- Four-in-five Calgarians (81%) say that this summer, they're likely to visit a store, restaurant or other business in Calgary that doesn't require customers or employees to wear a face mask.
- Despite the majority of Calgarians being likely to patronize a business that doesn't require face masks, three-quarters (74%) agree that making face coverings mandatory in City-owned and operated facilities and offices makes them more comfortable to go to these places.

## Key Findings – cont'd

**One-half of Calgarians say they're comfortable attending outdoor events with a large crowd in attendance while fewer are comfortable attending indoor events with a large crowd; however, more citizens would be comfortable attending an indoor event such as a City engagement event or a research focus group.**

- One-half (50%) of Calgarians say they're comfortable attending an outdoor event with a large crowd this summer, while only 36% are comfortable attending an indoor event with a large crowd. Males are more likely than females to be comfortable going to an indoor event (45% vs. 27%, respectively).
- When it comes to attending an indoor event like an in-person engagement event or research focus group about a City project or issue, 58% of Calgarians say they would be comfortable doing so. Residents of the NE are less likely than those of the NW and SW to be comfortable attending these types of inside events (44% vs. 60% and 66%, respectively).
  - Those who say they would not be comfortable attending an in-person event such as a City engagement event or research focus group are more likely than those who would be comfortable to:
    - See the pandemic as a major threat to the health of Calgary's population as a whole (67% vs. 42%), to day-to-day life in their community (42% vs. 31%), and to their physical health (37% vs. 21%);
    - Be concerned about becoming ill from COVID-19 (67% vs. 41%), about a household member becoming ill (74% vs. 45%), or about another friend or family member outside of the household becoming ill from COVID-19 (86% vs. 68%);
    - Find it stressful to be in public during the pandemic (69% vs. 39%);
    - Worry that the pandemic is going to get worse (70% vs. 39%); and
    - Always wear a face mask where it's not required (49% vs. 23%).

## Key Findings – cont'd

### **Satisfaction with The City's COVID-19 response increases after slipping in Spring 2021.**

- After slipping from 73% in March of this year to 63% in May, overall satisfaction with The City's pandemic response is now at 78%.
- Among Calgarians who are satisfied with The City's response, a majority (69%) also trust The City in terms of its response (compared to only 17% of those who are dissatisfied).
- Three-quarters (75%) of Calgarians agree The City's response has been quick enough, up from 62% in May and on par with results in March. Agreement that The City's response has been helpful also increased since May, from 69% to 80%.
- Around three-quarters (77%) of Calgarians agree they trust The City to make the right choices to re-open its services, up from 65% in May, and trust in The City to make the right decisions about providing its service safely during the pandemic increased from 76% in May to 83%.



# Detailed Findings





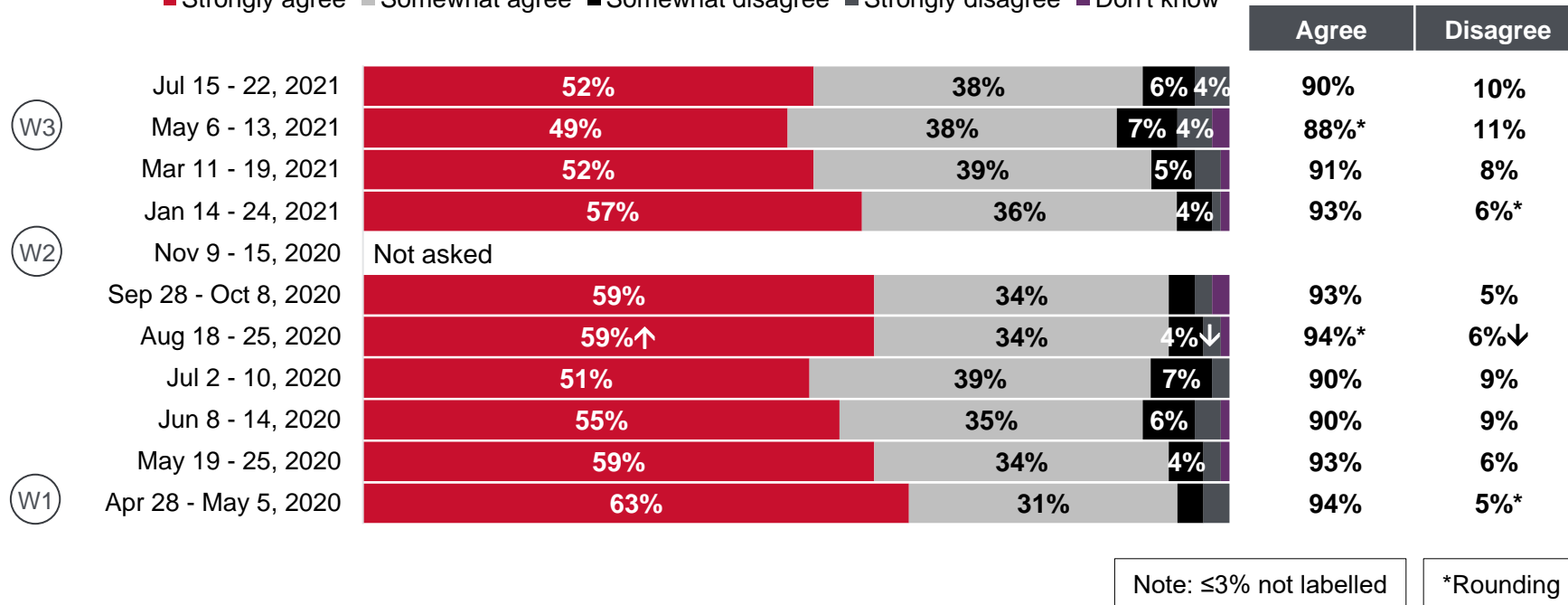
## Opinions about The City's COVID-19 Response and Information

# Awareness of The City's COVID-19 Response

The majority (90%) of Calgarians agree they're aware of The City's current efforts to limit the spread of COVID-19, with females more likely than males to agree (93% vs. 87%).

## 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.

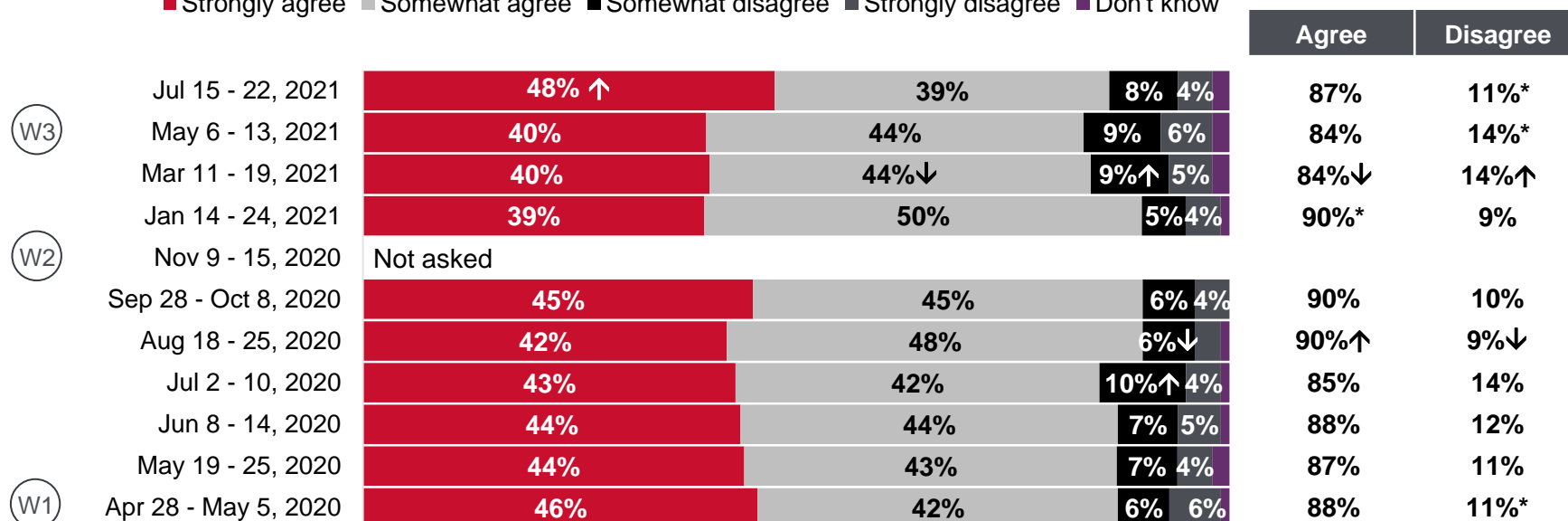
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Quantity of The City's COVID-19 Information

The majority (87%) of Calgarians agree they have enough information about The City's COVID-19 response. Females are more likely than males to agree (92% vs. 82%).

## 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)

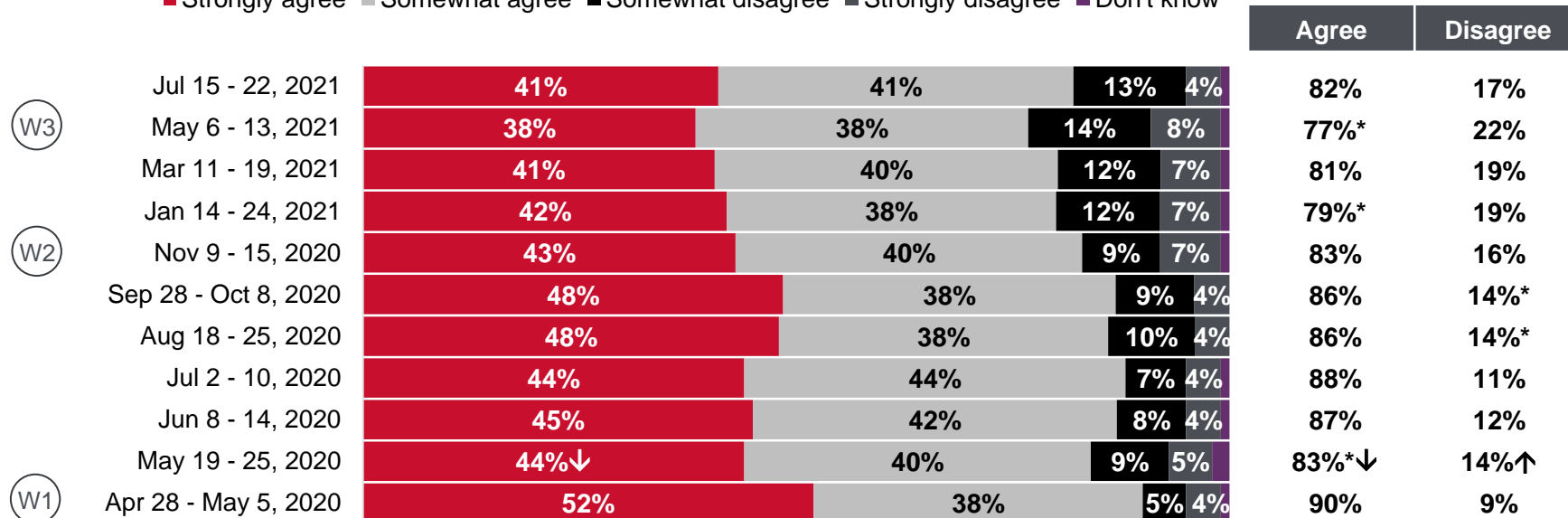


# Clarity of The City's COVID-19 Information

Four-in-five Calgarians (82%) agree the information provided by The City has been clear. Females are more likely than males to agree with this statement (88% vs. 76%).

## The Information Provided by The City has been Clear

■ 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)

# Speed of The City's COVID-19 Response

Three-quarters (75%) of Calgarians agree The City's response has been quick enough, up from 62% in May and on par with March 2021 results. Those aged 35 years or older are more likely than 18 to 34 year olds to agree (82% 35 to 64 and 81% 65 or older vs. 61% 18 to 34). SW residents are more likely than SE and NE residents to disagree that The City's response has been quick enough (28% vs. 17% and 11%, respectively).

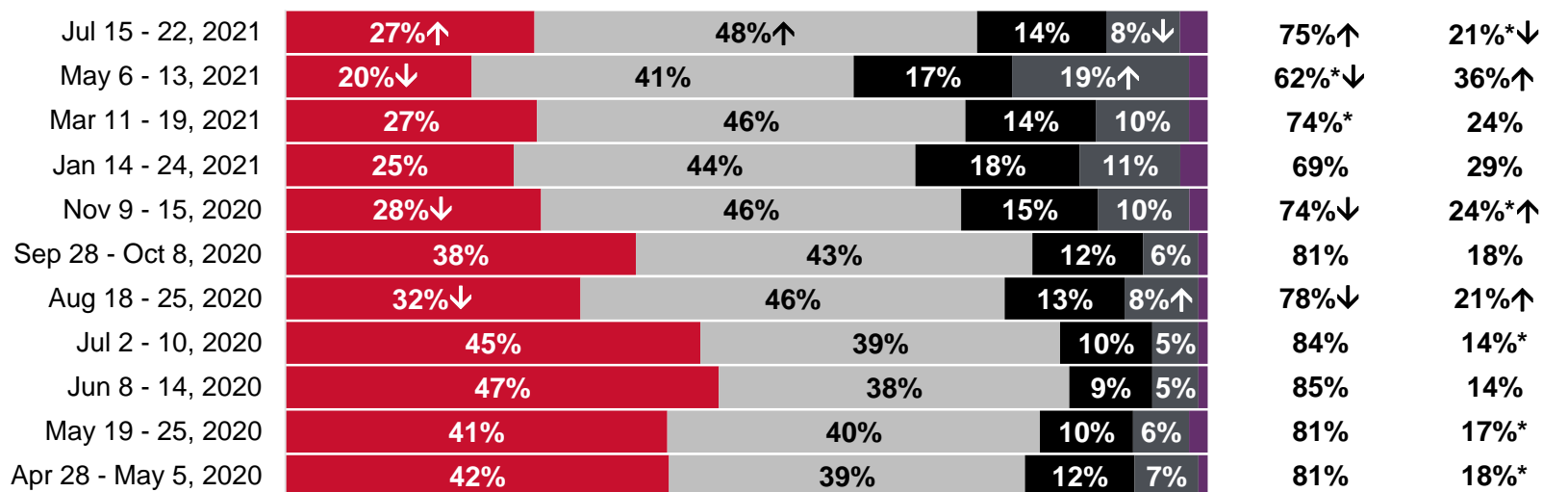
## The City's Response has been Quick Enough

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

W3

W2

W1



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)

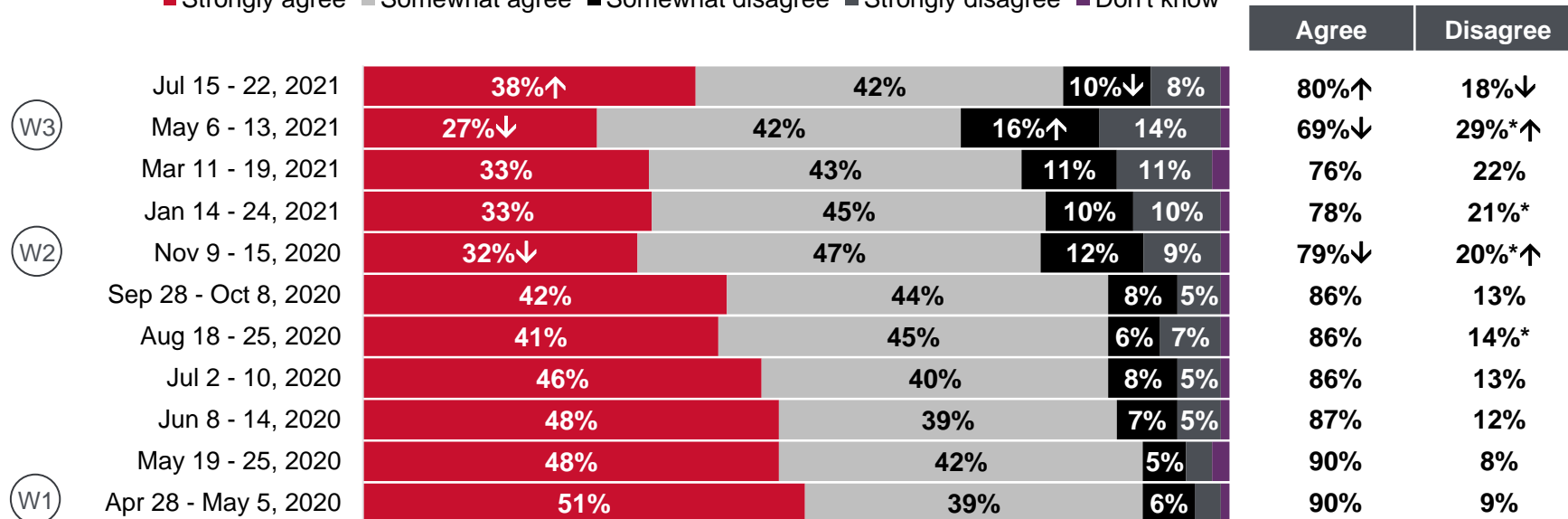


# Helpfulness of The City's COVID-19 Response

The majority (80%) of Calgarians agree The City's response has been helpful, up from 69% in May. Females are more likely than males to agree (85% vs. 76%).

## The City's Response has been Helpful

■ 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.

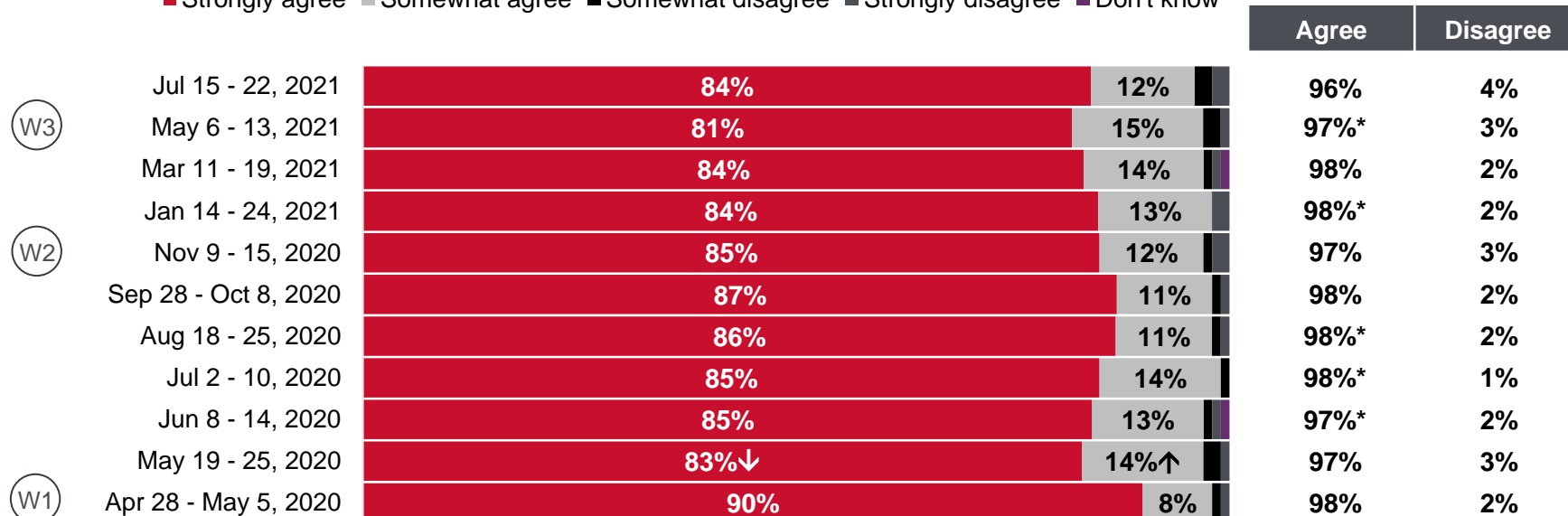
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Understand How to Limit COVID-19 Spread

Nearly all Calgarians (96%) agree they understand what they're supposed to do to limit the spread of COVID-19 and this has remained consistent since the first COVID-19 Snapshot survey was conducted in Spring of 2020.

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

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



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.

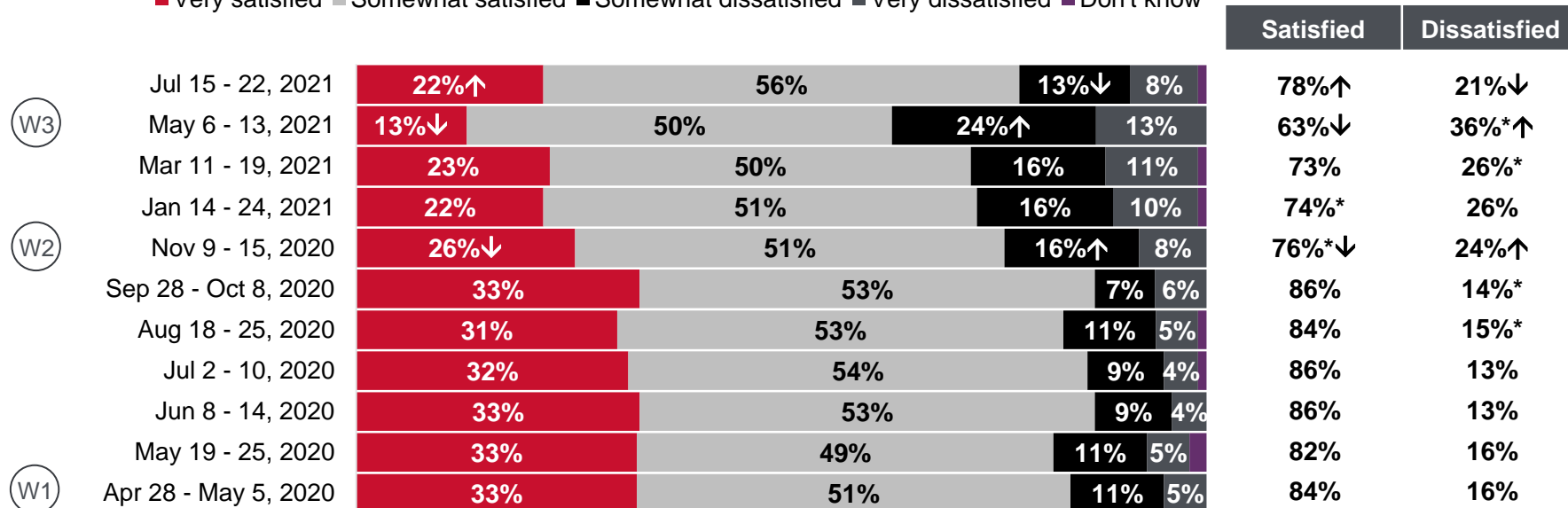
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Satisfaction with The City's COVID-19 Response

The majority (78%) of Calgarians are satisfied with The City's COVID-19 response, up from 63% in May. Calgarians with an annual household income of less than \$45,000 are less likely than those with higher incomes to be satisfied (65% vs. 81% to 86% of higher income groups).

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

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



Note: ≤3% not labelled

\*Rounding

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

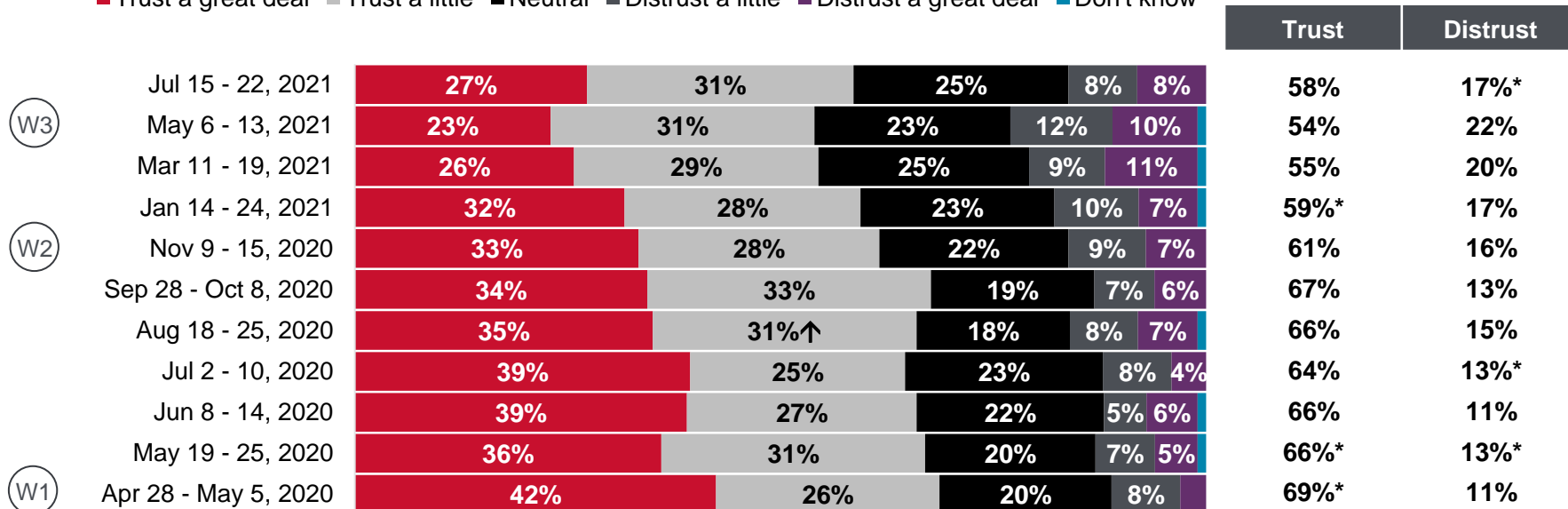
Base: All respondents (n=500)

# Trust in The City's COVID-19 Response

Nearly three-in-five Calgarians (58%) trust The City in terms of its COVID-19 response while one-quarter (25%) are neutral and just less than one-fifth (17%) distrust The City. Males are more likely than females to distrust The City's COVID-19 response (22% vs. 11%) while females are more likely than males to be neutral (31% vs. 20%).

## Trust in The City Regarding COVID-19 Response

■ Trust a great deal ■ Trust a little ■ Neutral ■ Distrust a little ■ Distrust a great deal ■ Don't know



Note: ≤3% not labelled

\*Rounding

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

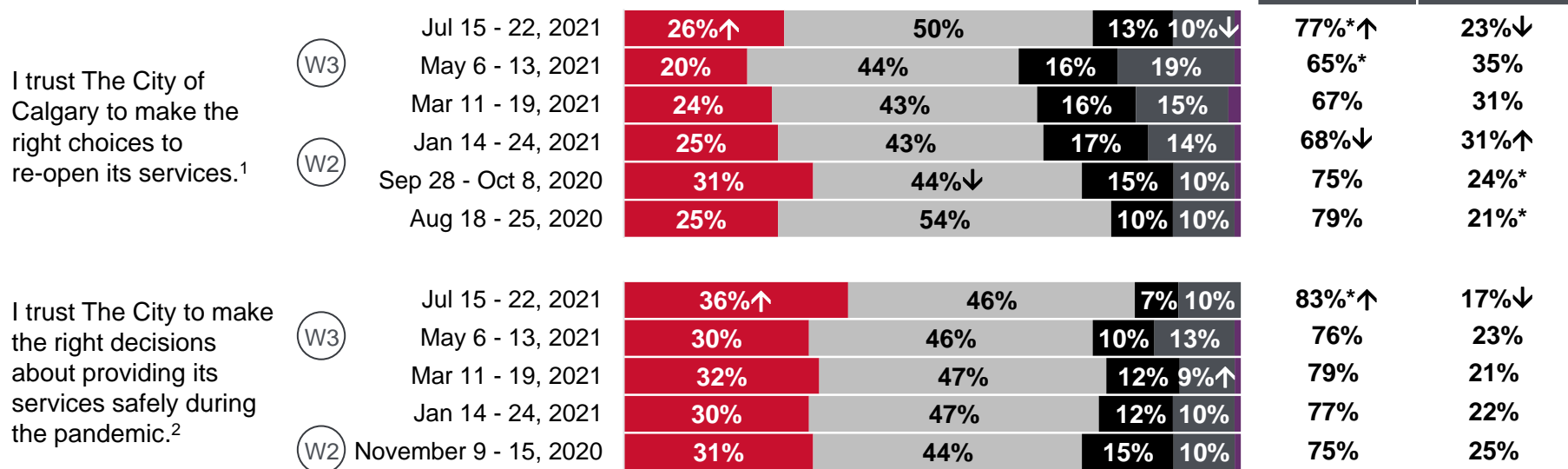
Base: All respondents (n=500)

# City Services During the Pandemic

Around three-quarters (77%) of Calgarians agree they trust The City to make the right choices to re-open its services, up from 65% in May. The majority (83%) of Calgarians agree they trust The City to make the right decisions about providing its services safely during the pandemic – an all time high since the start of the pandemic. Females are more likely than males to agree (87% vs. 78%, respectively).

## Perceptions about The City Re-opening Services and Providing Services During the Pandemic

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



<sup>1</sup>New question beginning August 18, 2020

<sup>2</sup>New question beginning January 14, 2021

Note: ≤3% not labelled

\*Rounding

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)

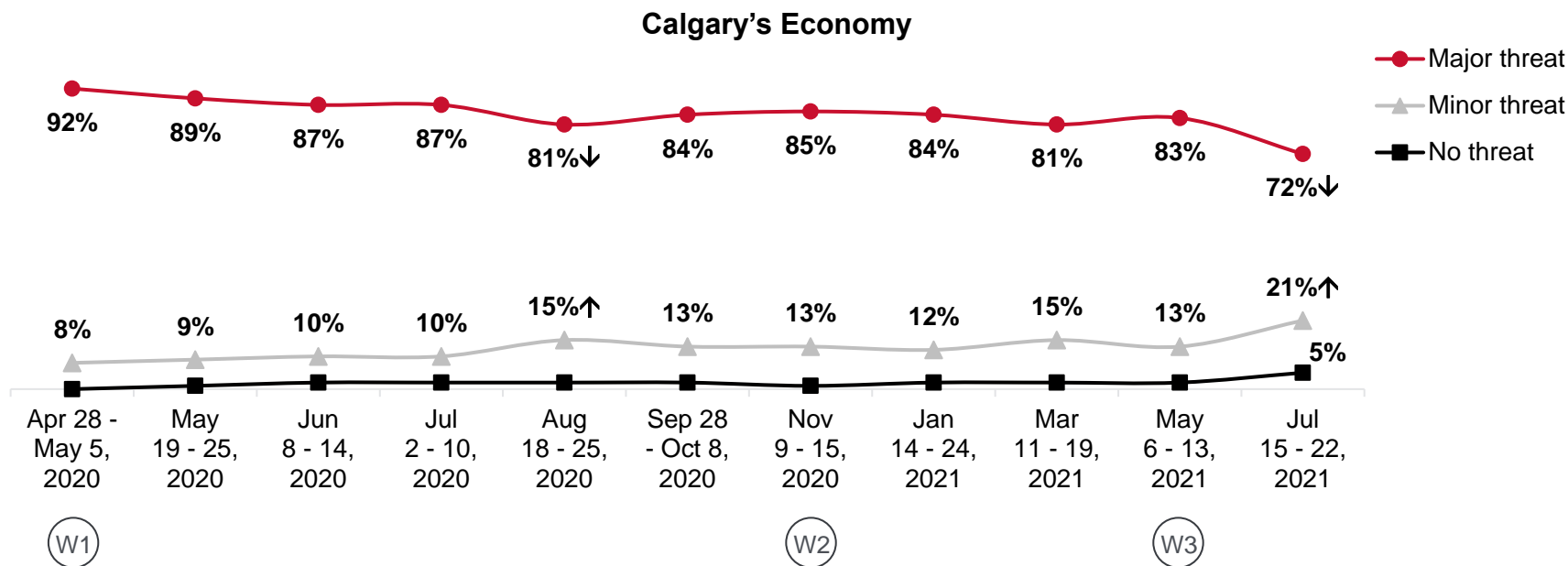


## Concern about COVID-19 and the Pandemic



# Perceived Threat Level of COVID-19

While a majority (72%) of Calgarians see the pandemic as a major threat to Calgary's economy, this is down from 83% in May and is the lowest it's been since the first COVID-19 Snapshot survey was conducted in Spring 2020. Fewer than one-quarter (21%) of Calgarians perceive the pandemic to be a minor threat to Calgary's economy, up from 13% in May. Females are more likely than males to perceive COVID-19 as a major threat to Calgary's economy (77% vs. 67%). Residents of the SW are more likely than those of the NW and NE to consider it a major threat (83% vs. 62% and 70%, respectively).



Note: <5% not labelled

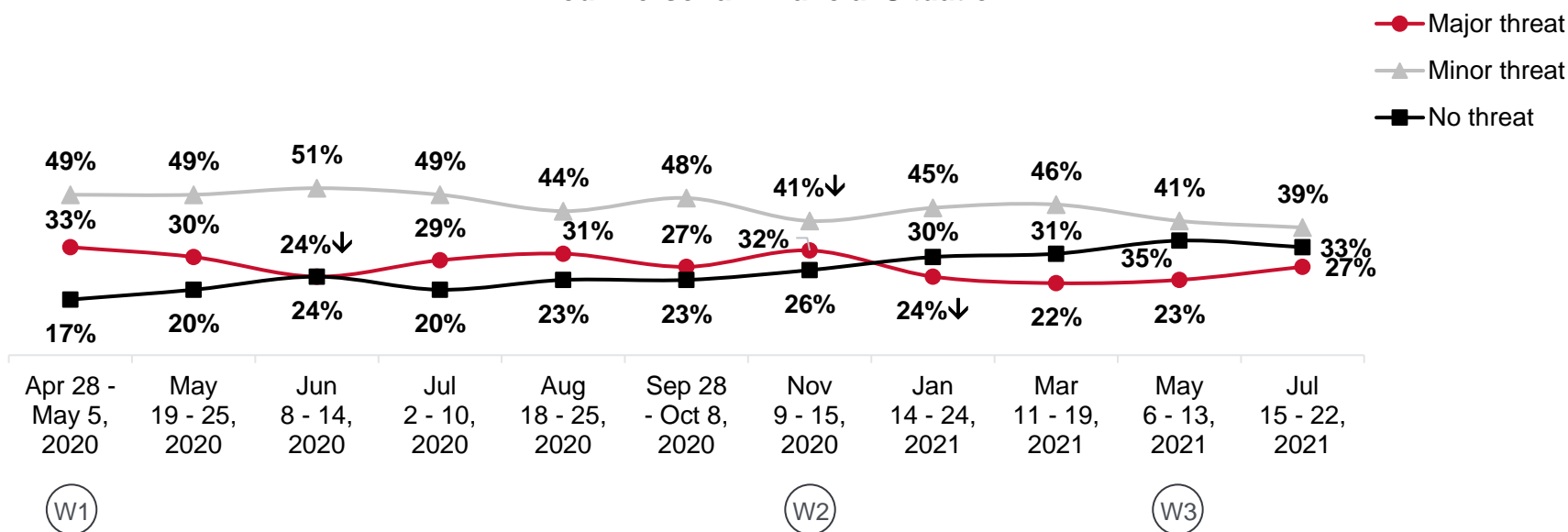
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

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

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

Around one-quarter (27%) of Calgarians perceive the pandemic to be a major threat to their personal financial situation and 39% think it's a minor threat. Those aged 18 to 64 years are much more likely than older Calgarians to see the pandemic as a major threat to their personal financial situation (33% 18 to 34 and 28% 35 to 64 vs. 12% 65 or older).

## Your Personal Financial Situation

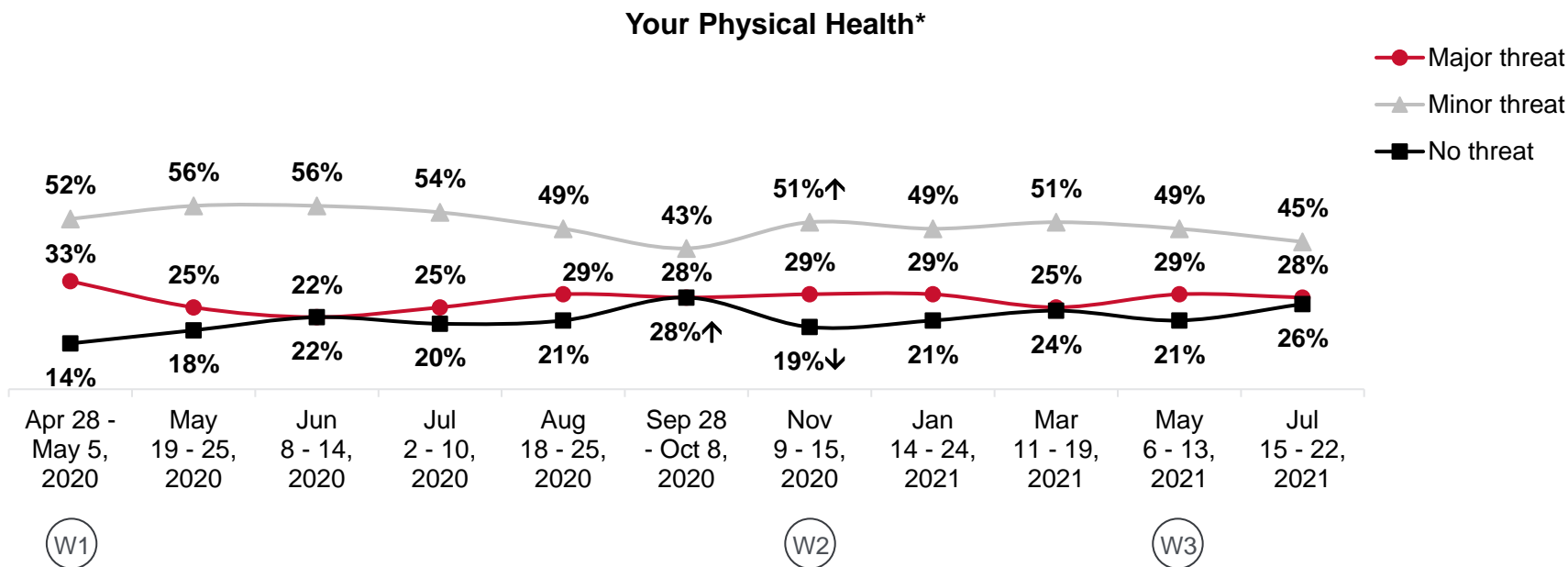


In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

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

A minority (28%) of Calgarians perceive the pandemic to be a major threat to their physical health while fewer than half (45%) see it as a minor threat. Females are more likely than males to perceive COVID-19 as a threat to their physical health (33% vs. 22%).



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

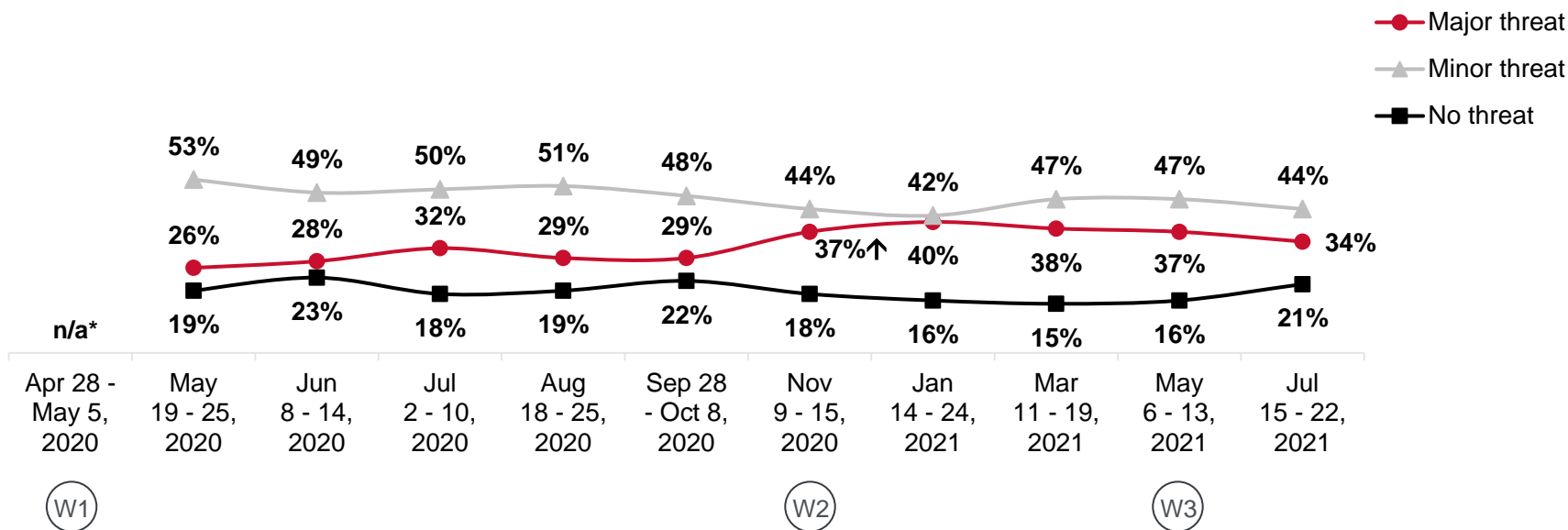
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

\*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

One-third (34%) of Calgarians view the pandemic as a major threat to their mental health and nearly half (44%) think it's a minor threat. Males are more likely than females to say COVID-19 is not a threat to their mental health (25% vs. 16%). Seniors (those aged 65 years or older) are more likely than younger Calgarians to say the pandemic is no threat to their mental health (41% vs. 10% 18 to 34 and 21% 35 to 64).

## Your Mental Health



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

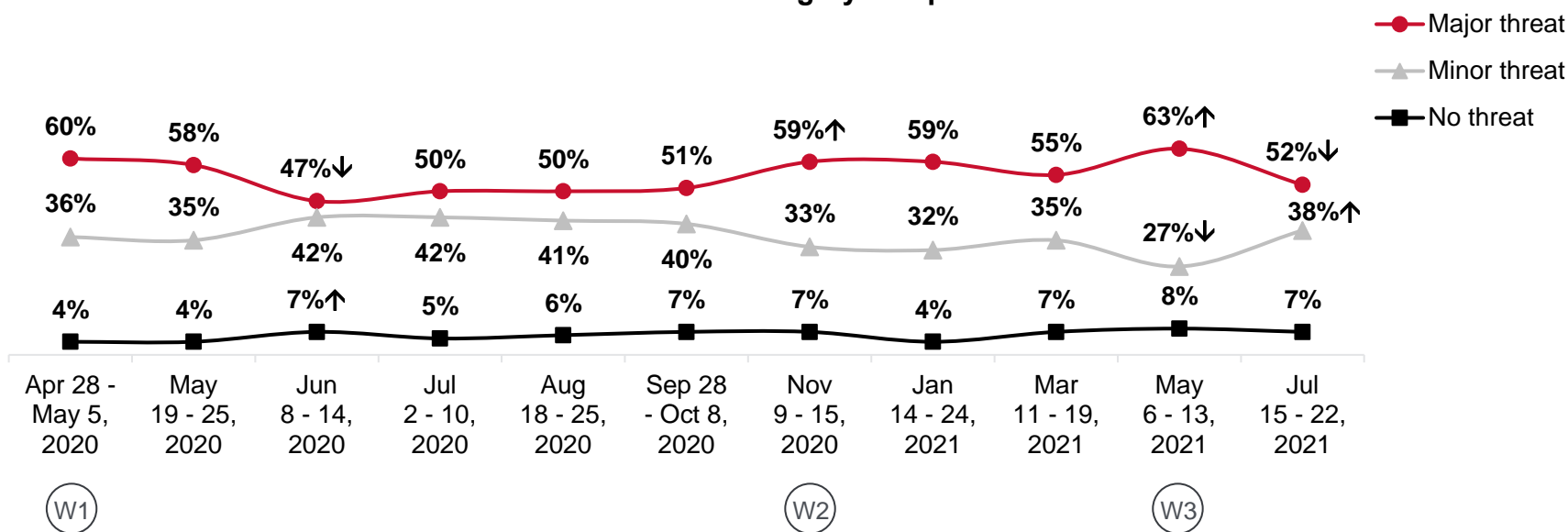
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

\*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

One-half (52%) of Calgarians perceive the pandemic to be a major threat to the health of Calgary's population as-a-whole, down from 63% in May. Conversely, the proportion of Calgarians viewing COVID-19 as a minor threat to the health of Calgary's population increased 11 percentage points since May, from 27% to 38%. Females are more likely than males to think COVID-19 is a major threat to the health of Calgary's population as-a-whole (61% vs. 44%). Younger Calgarians are more likely than their older counterparts to perceive a major threat (63% 18 to 34 vs. 48% 35 to 64 and 47% 65 or older).

Overall Health of Calgary's Population



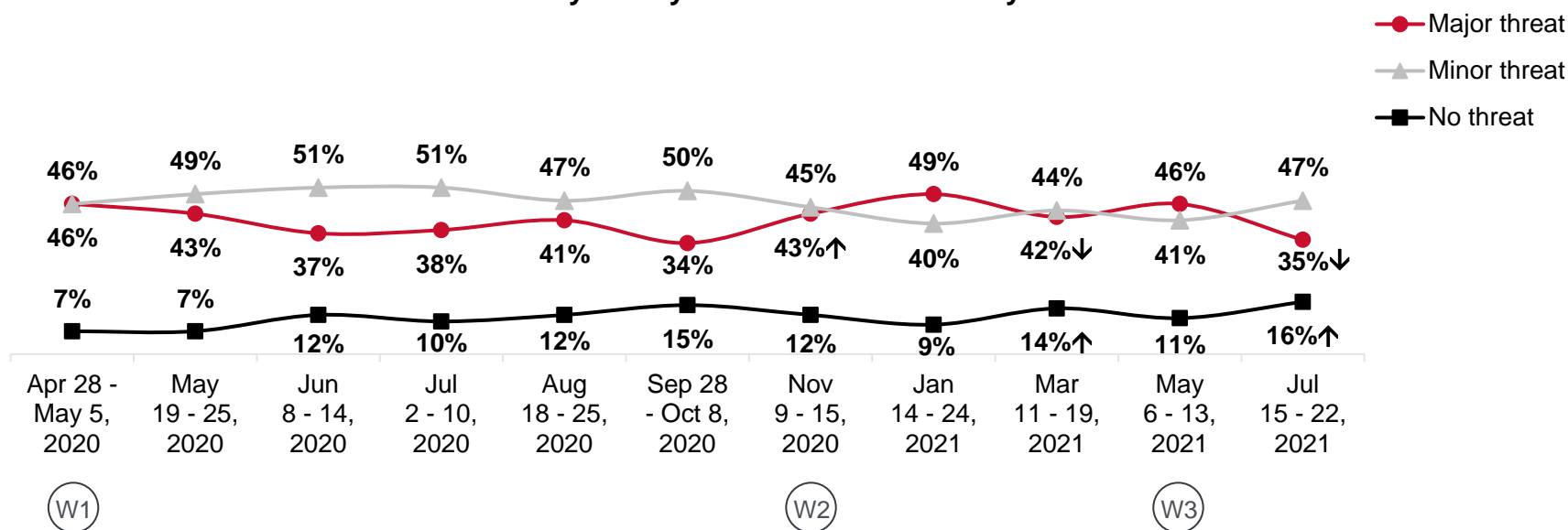
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

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

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

Around one-third (35%) of Calgarians see COVID-19 as a major threat to day-to-day life in their community, down from 46% in May. Seniors (aged 65 or older) are more likely than younger Calgarians to say the pandemic is no threat to day-to-day life in their community (29% 65 or older vs. 9% 18 to 34 and 17% 35 to 64).

## Day-to-Day Life in Your Community



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

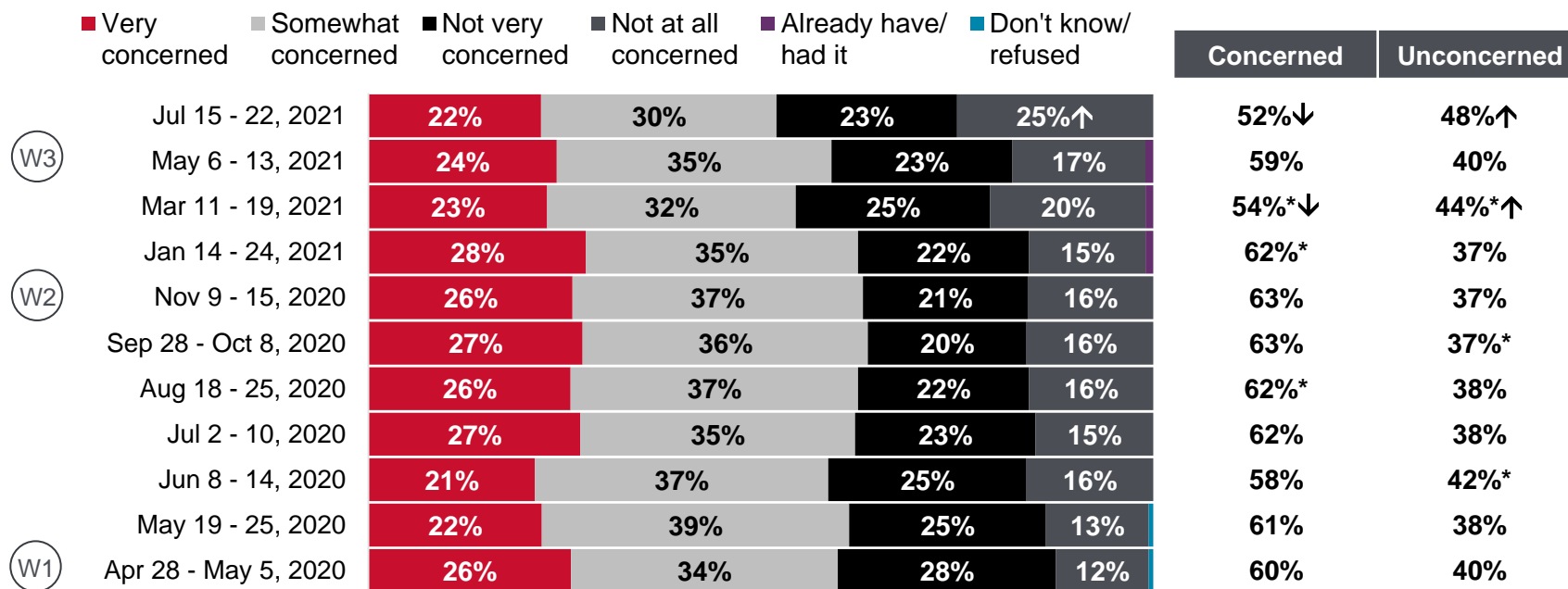
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



## Concern about Becoming Ill

Around one-half (52%) of Calgarians are concerned about becoming ill from COVID-19, down from 59% in May and the lowest to date. Calgarians between the ages of 18 and 64 are more likely than those 65 years or older to be concerned about this (57% 18 to 34 and 53% 35 to 64 vs. 39% 65 or older).

### Concern about Oneself Becoming Ill from COVID-19



Note: ≤3% not labelled

\*Rounding

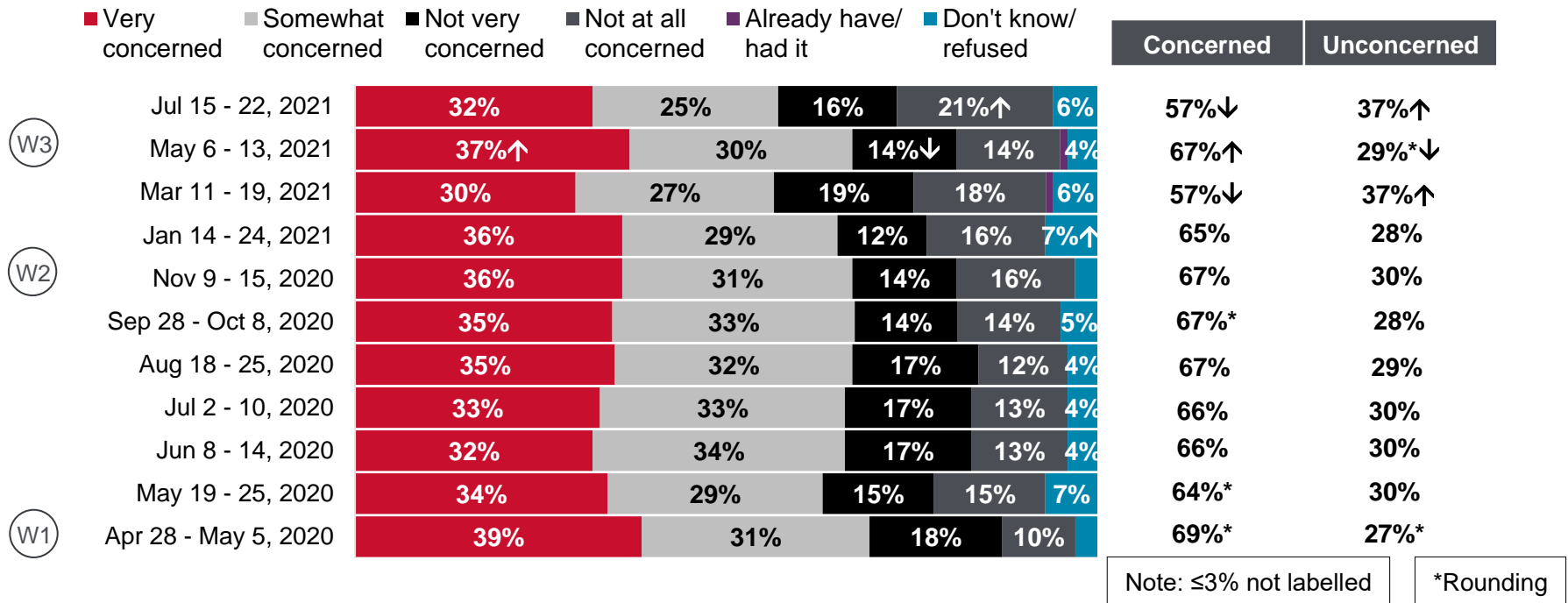
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

## Concern about Becoming Ill – cont'd

More than one-half (57%) of Calgarians are concerned about a member of their household becoming ill from COVID-19, down from 67% in May. Calgarians between the ages of 18 and 64 are more likely than those 65 years or older to be concerned about this (67% 18 to 34 and 57% 35 to 64 vs. 39% 65 or older). NE residents are more likely than residents of the SE and NW to be concerned about a household member becoming ill from COVID-19 (71% vs. 51% and 54%, respectively).

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



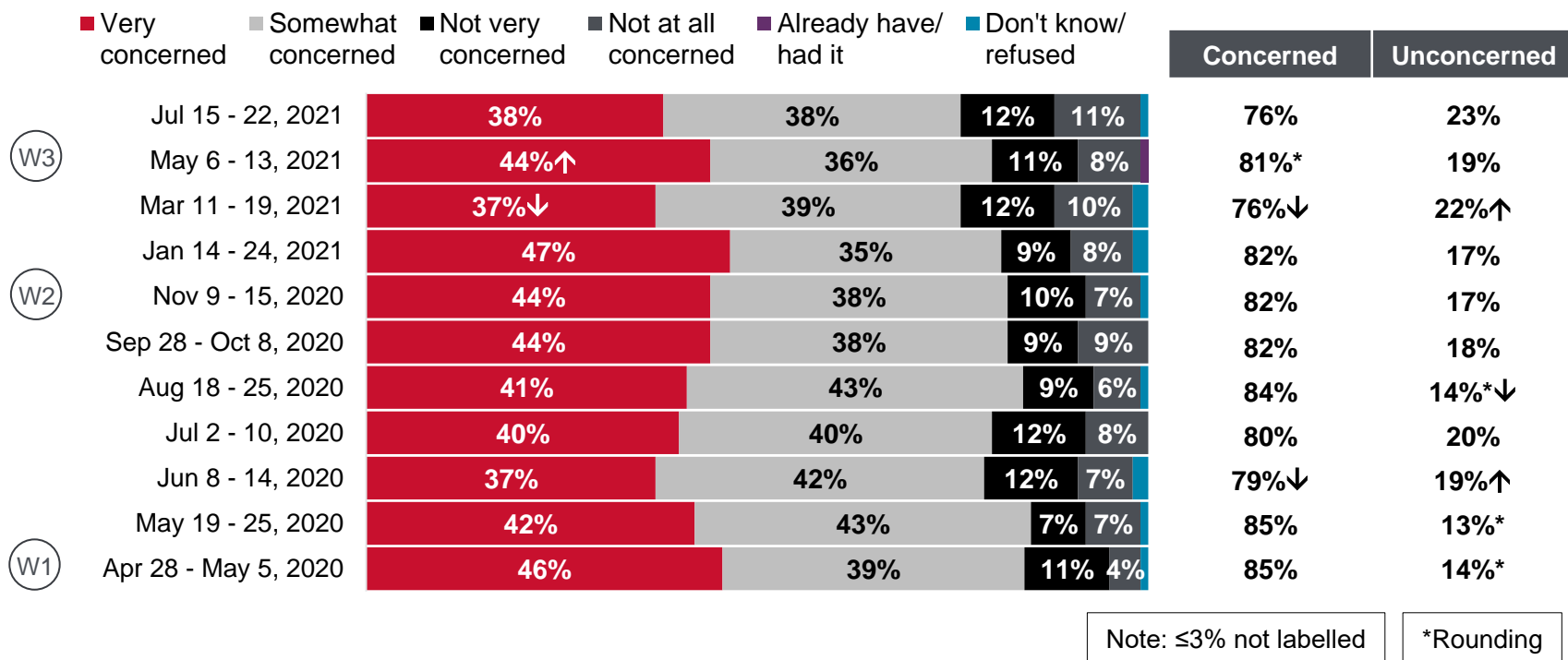
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

# Concern about Becoming Ill – cont'd

Three-quarters (76%) of Calgarians are concerned about family or friends who don't reside with them becoming ill from COVID-19. Those aged 18 to 64 years are more concerned than seniors about this (85% 18 to 34 and 75% 35 to 64 vs. 61% 65 or older).

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



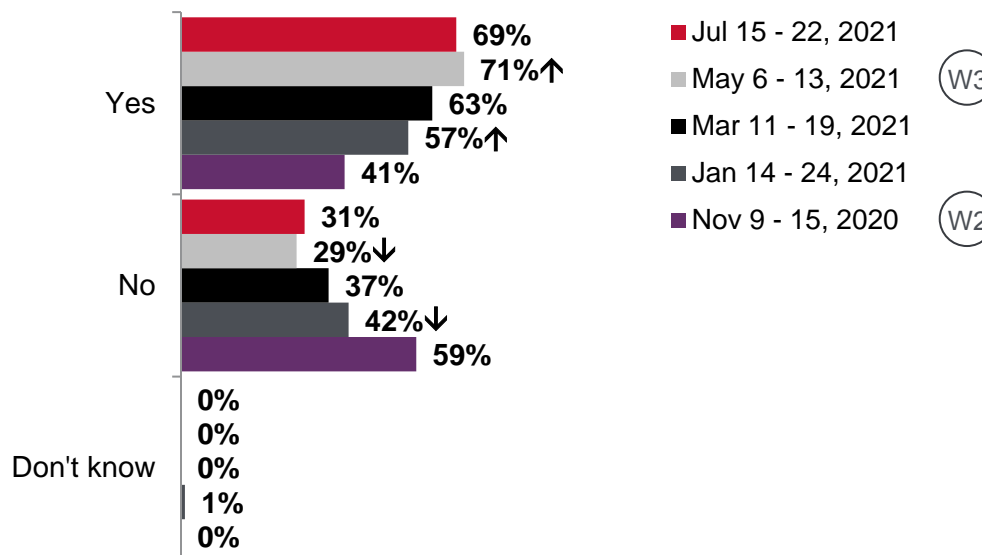
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

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

Seven-in-ten Calgarians (69%) have either been confirmed to have COVID-19 or personally know someone who has been confirmed to have it, consistent with results in May. Calgarians with children in the household are more likely to have had or know someone who has had COVID-19 than those who do not have children in the household (78% vs. 64%). Younger Calgarians are much more likely than seniors to have been and/or know someone confirmed to have COVID-19 (73% 18 to 34 and 72% 35 to 64 vs. 51% 65 or older).

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



### 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)



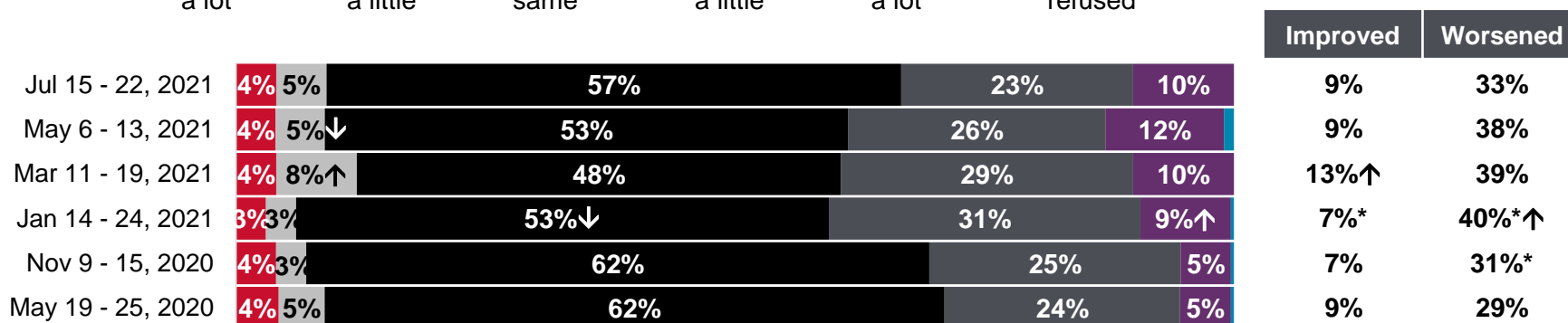
## Impacts of the COVID-19 Pandemic

# Changes in Physical Health

One-third (33%) of Calgarians report their physical health has worsened during the pandemic, down from a high of 40% in January. Calgarians aged 18 to 64 are more likely than seniors to say their physical health has worsened (36% 18 to 34 and 39% 35 to 64 vs. 14% 65 or older).

## 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



Note: ≤2% not labelled

\*Rounding

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)

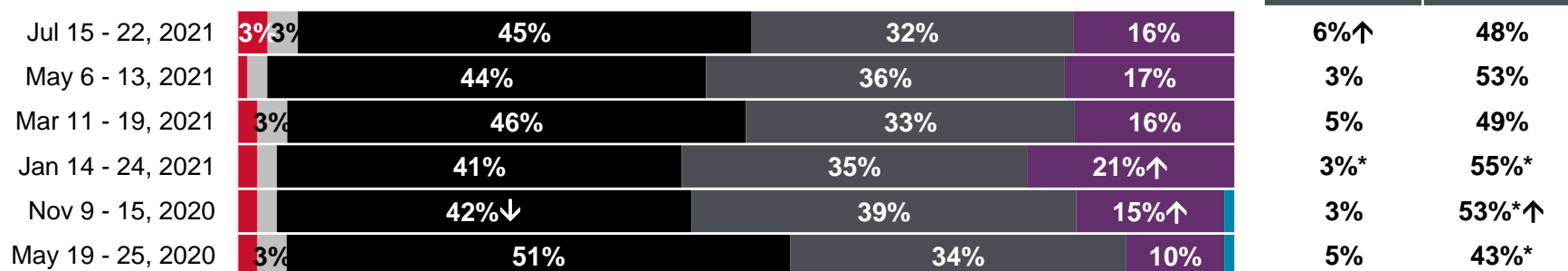


# Changes in Mental Health

One-half (48%) of Calgarians report their mental health has worsened during the pandemic, down from a high of 55% in January. More females than males say their mental health has worsened (56% vs. 41%) as do Calgarians aged 18 to 64 years compared to seniors (57% 18 to 34 and 49% 35 to 64 vs. 32% 65 or older).

## 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



Note: ≤2% not labelled

\*Rounding

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?

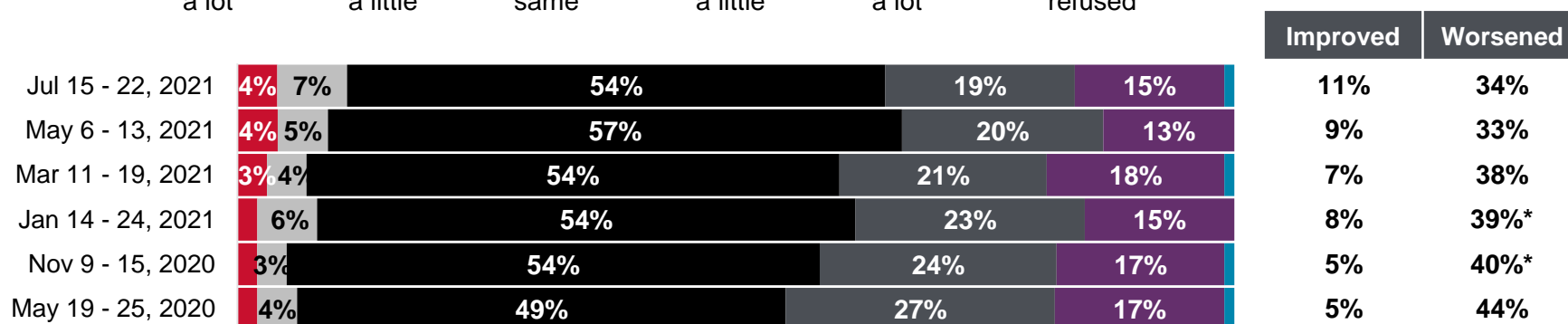
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

# Changes in Financial Situation

One-third (34%) of Calgarians say their personal financial situation has worsened since the beginning of the pandemic, consistent with results in May. Males are more likely than females to report their personal financial situation is worse than just prior to the pandemic (40% vs. 29%). Calgarians aged 18 to 64 are more likely than seniors to say their financial situation has worsened (37% 18 to 34 and 38% 35 to 64 vs. 19% 65 or older).

## 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



Note: ≤2% not labelled

\*Rounding

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

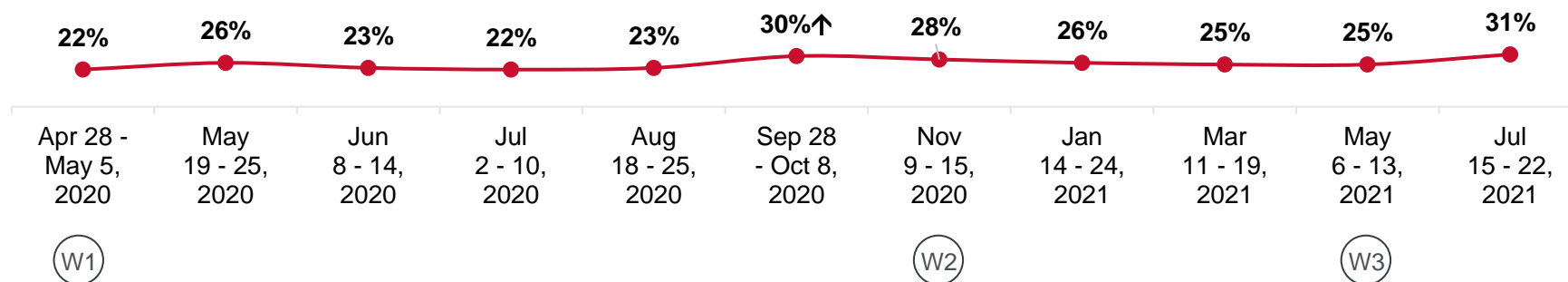
May 19 – 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?

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

# Financial Impacts of the Pandemic

Nearly one-third (31%) of Calgarians are experiencing a negative impact of the pandemic on their capacity to pay bills on time. Younger Calgarians are more likely than seniors to be experiencing this (36% 18 to 34 and 33% 35 to 64 vs. 17% 65 or older). Residents of the NE are more likely than others to say the pandemic is having a negative impact on their ability to pay bills on time (49% vs. 28% NW, 26% SW and 26% SE). Those with household incomes of less than \$75,000 are also more likely than others to say the pandemic is having a negative impact on their capacity to pay bills on time (56% less than \$45,000 and 43% \$45,000 to <\$75,000 vs. 16% - 29% of those with higher household incomes).

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



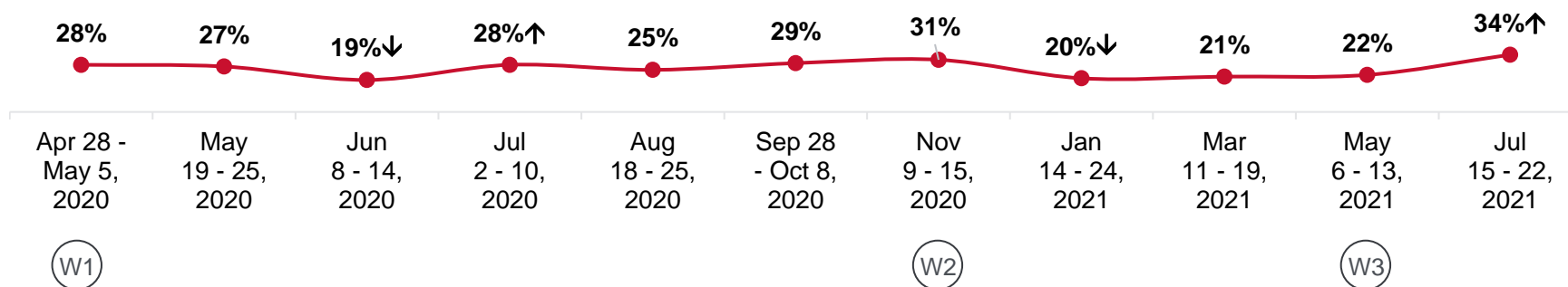
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

## Financial Impacts of the Pandemic – cont'd

One-third (34%) of Calgarians are experiencing a negative impact of the pandemic on their capacity to pay their mortgage or rent, up from 22% in May and the highest since tracking began in Spring 2020. Younger Calgarians are more likely than seniors to be experiencing this (38% 18 to 34 and 35% 35 to 64 vs. 15% 65 or older). Residents of the NE are more likely than those of the NW and SE to say the pandemic is having a negative impact on their ability to pay bills on time (51% vs. 26% and 24%, respectively). Those with household incomes of less than \$75,000 are also more likely than others to say the pandemic is having a negative impact on their capacity to pay bills on time (55% less than \$45,000 and 50% \$45,000 – <\$75,000 vs. 16% - 34% of those with higher household incomes).

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



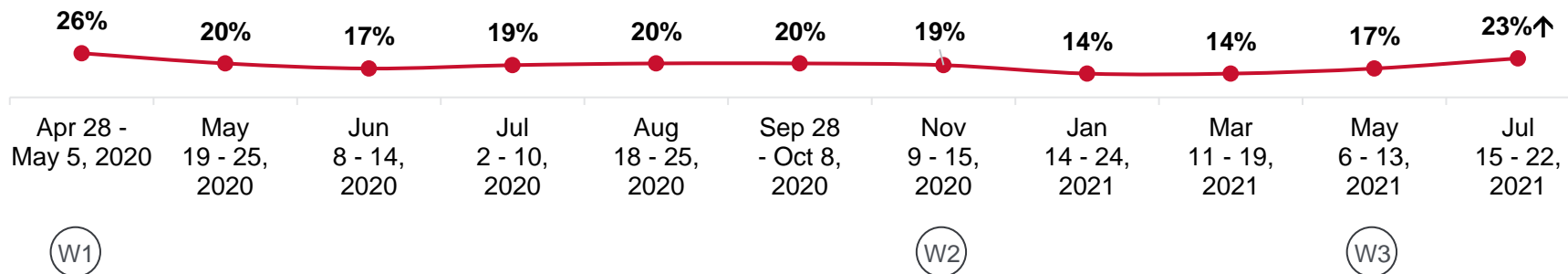
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

## Financial Impacts of the Pandemic – cont'd

Around one-quarter (23%) of Calgarians who pay property taxes are experiencing a negative impact of the pandemic on their capacity to pay their property tax bill, up from 17% in May (note that property tax bills were mailed to Calgarians on May 25, which was after data collection was completed for the Snapshot survey in May). Younger Calgarians are more likely than seniors to be experiencing this (28% 18 to 34 and 25% 35 to 64 vs. 12% 65 or older). Those with household incomes of less than \$75,000 are also more likely than others to say the pandemic is having a negative impact on their capacity to pay bills on time (43% less than \$45,000 and 42% \$45,000 – <\$75,000 vs. 13% - 17% of those with higher household incomes).

### Negative Impact on Capacity to Pay Property Taxes (% yes of those to whom it's 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

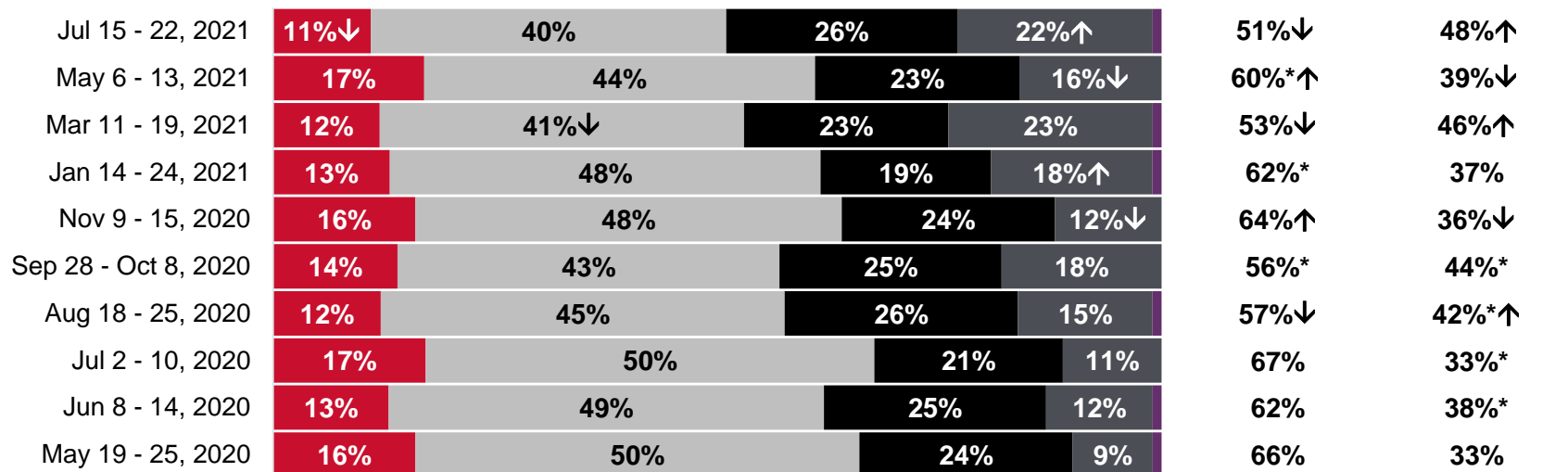
Around one-half (51%) of Calgarians find it stressful to be in public during the pandemic, down from 60% in May and on par with results in March. Residents of the NE are more likely than other Calgarians to say they find it “very” stressful (22% vs. 8% NW, 9% SW and 9% SE). The proportion of Calgarians saying they find it stressful to be in public during the pandemic is higher among those with lower household incomes (62% <\$45,000 and 60% \$45,000 to <\$75,000 vs. 39% \$135,000 or more).

## Stress Level When in Public During the Pandemic

■ Very stressful ■ Somewhat stressful ■ Not very stressful ■ Not at all stressful ■ Don't go out

W3

W2



Note: 3% and lower not labelled

\*Rounding

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)



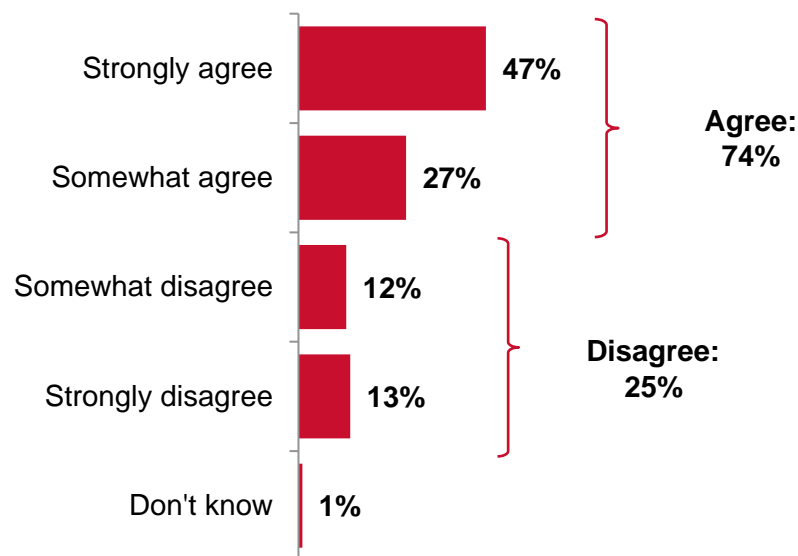


## Moving Forward

## Mandatory Face Coverings in City-owned Places

Three-quarters (74%) of Calgarians agree that face coverings being mandatory in City-owned and operated facilities and offices makes them more comfortable visiting those locations. Younger Calgarians and seniors are more likely than their middle-aged counterparts to agree (80% 18 to 34 and 78% 65 or older vs. 69% 35 to 64). The proportion of Calgarians saying mandatory masks make them feel more comfortable is higher among those with lower household incomes (82% <\$45,000 and 81% \$45,000 to <\$75,000 vs. 66% \$135,000 or more).

### Mandatory Face Coverings in City-owned Facilities/Offices Increase Comfort Level



#### New question beginning July 15, 2021

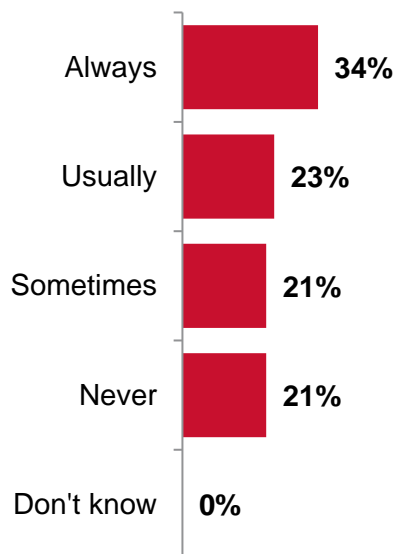
To what extent do you agree or disagree with the following statement: Mandatory face coverings in City-owned and operated facilities and offices makes me more comfortable going to those places.

Base: All respondents (n=500)

## Wearing a Face Covering Where Not Required

After the Face Covering Bylaw was repealed, one-third of Calgarians (34%) say they always wear a mask where it's not required. Those aged 35 years or older are more likely than younger Calgarians to say they always do this (37% 35 to 64 and 42% 65 or older vs. 26% 18 to 34). Residents of the NE are more likely than those of the SW and SE to always wear a mask where not required (48% vs. 28% and 32%, respectively). Calgarians with household incomes of \$135,000 or more are less likely than others to always wear a mask where not required (22% vs. 37% - 43% of those with household incomes less than \$135,000).

### Frequency of Wearing a Face Covering Where Not Required



#### New question beginning July 15, 2021

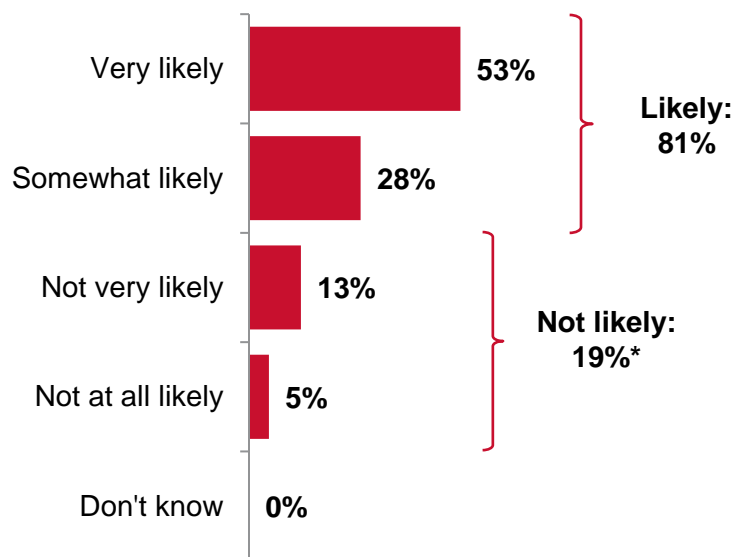
As you may know, on July 5<sup>th</sup>, City Council voted in favour of repealing the Face Coverings Bylaw. Face coverings are now required only in specific places such as public transit, taxis and other rideshare vehicles, City facilities, and some healthcare facilities. In addition, businesses may require face coverings be worn by customers. Since July 5<sup>th</sup>, how often have you worn a face covering where it wasn't required?

Base: All respondents (n=500)

# Likelihood of Visiting a Place Not Requiring Customers/Employees to Wear a Face Covering

The majority (81%) of Calgarians say that this summer, they are likely to visit a store, restaurant, or other Calgary business that doesn't require customers or employees to wear a face covering. Just over one-half (53%) say they are "very" likely. Residents of the NE are much less likely than other Calgarians to be likely to visit these locations (62% vs. 79% NW, 89% SW, and 90% SE).

## Likelihood of Visiting a Store, Restaurant or Other Calgary Business that Doesn't Require Customers or Employees to Wear a Face Covering



### New question beginning July 15, 2021

This summer, how likely are you to visit a store, restaurant or other business in Calgary that does not require customers or employees wear a face covering?

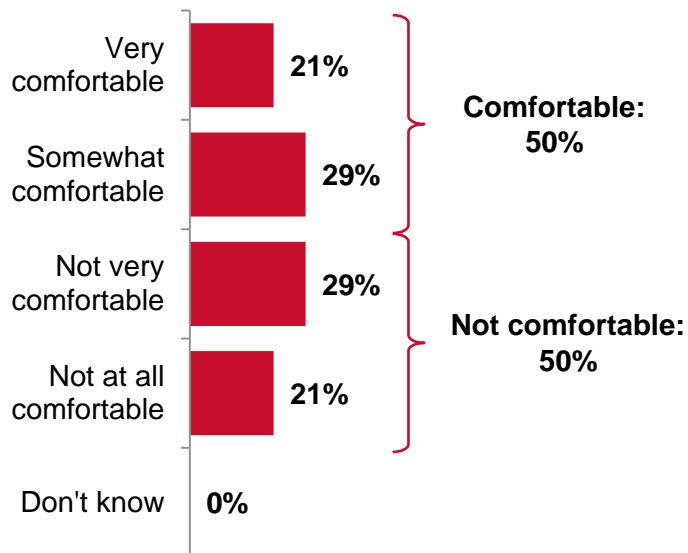
Base: All respondents (n=500)

# Comfort at Indoor and Outdoor Events with Large Crowds this Summer

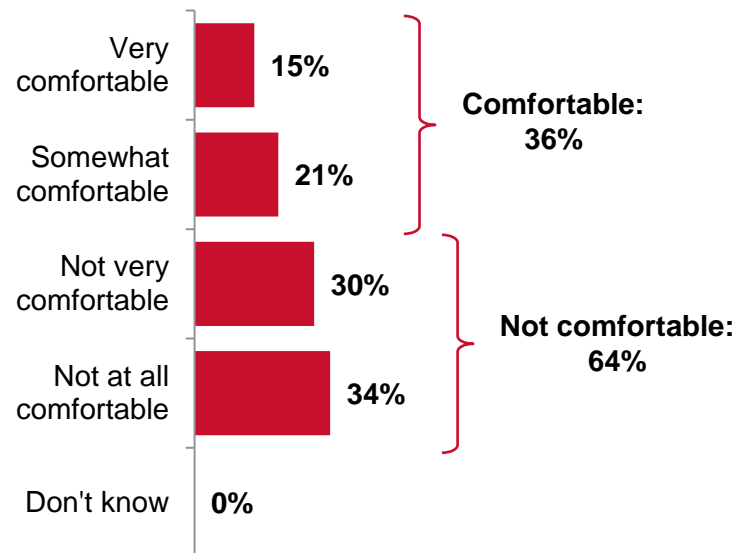
Calgarians are evenly split on comfort level with attending an outside event with a large crowd this summer. Residents of the NE are less likely than those of the SW and SE to be comfortable attending an outdoor event (39% vs. 55% and 56%, respectively).

When it comes to attending an indoor event with a large crowd, fewer Calgarians are comfortable (36% vs. 64% not comfortable). Males are more likely than females to be comfortable doing this (45% vs. 27%).

## Comfort with Attending an Outside Event with a Large Crowd in Attendance this Summer



## Comfort with Attending an Inside Event with a Large Crowd in Attendance this Summer



### New questions beginning July 15, 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)

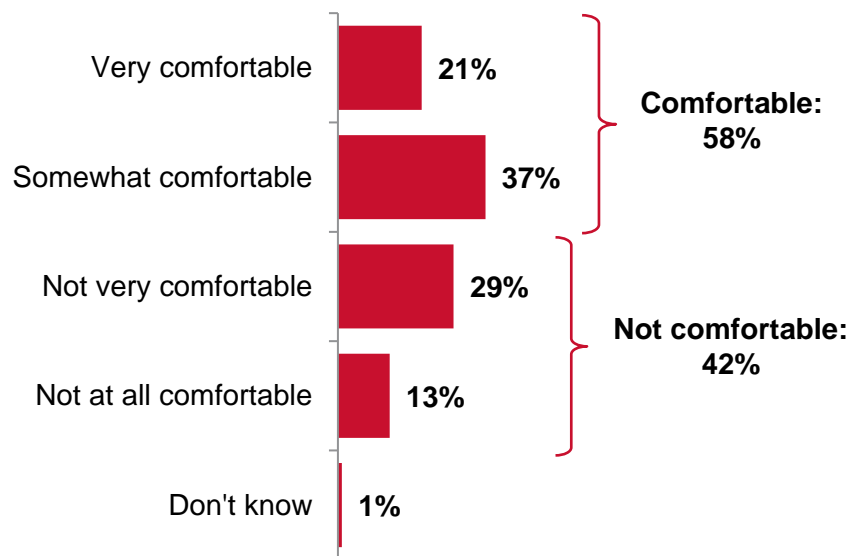
This summer, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

Base: All respondents (n=500)

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

More than one-half of Calgarians (58%) say they would be comfortable attending an inside event such as a City in-person public engagement or research focus groups in the next three months. Twice as many males as females say they would be “very” comfortable (28% vs. 14%). Residents of the NE are less likely than those of the NW and SW to be comfortable attending these types of inside events (44% vs. 60% and 66%, respectively).

## Comfort Attending an Inside 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?

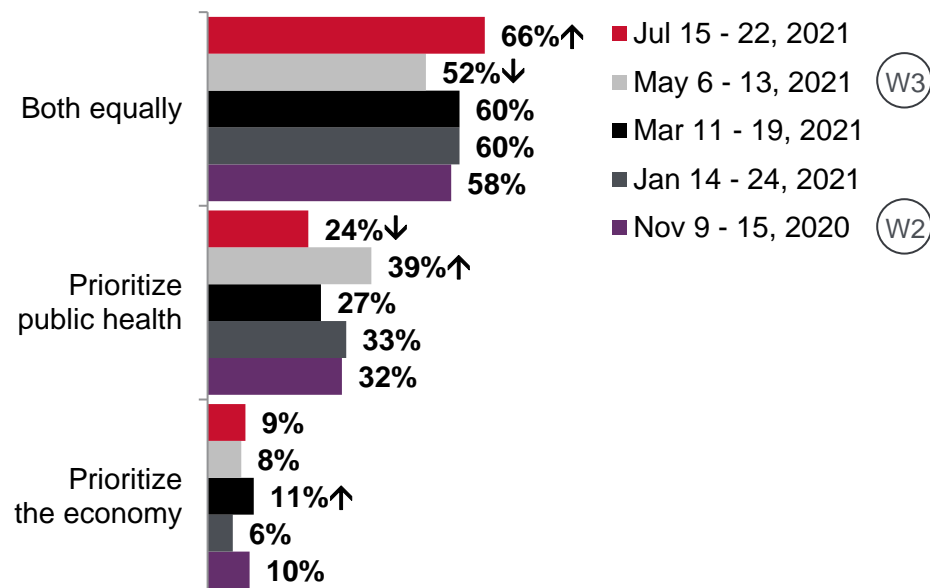
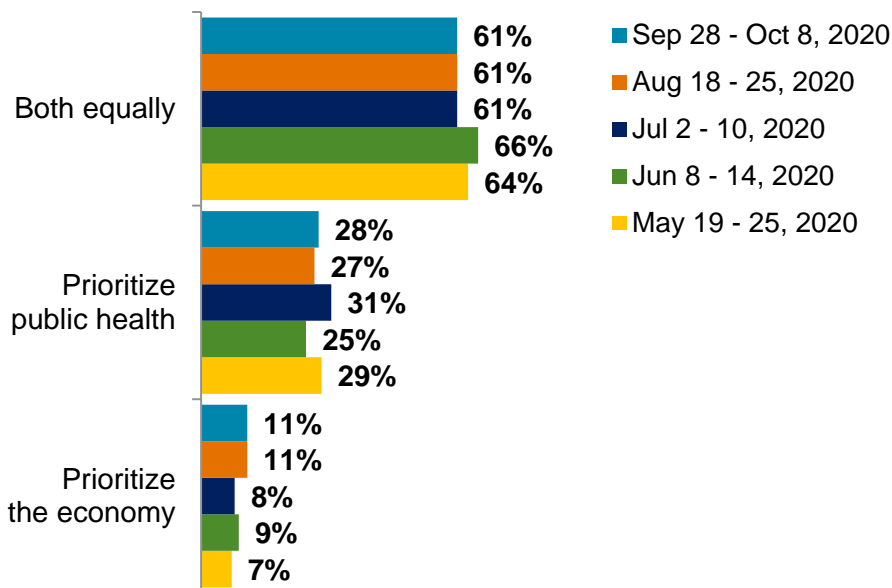
Base: All respondents (n=500)



# Prioritizing Public Health vs. Economy

Two-thirds (66%) of Calgarians think government decision-makers should prioritize public health and the economy equally when making decisions about actions and restrictions to reduce the spread of COVID-19, up from 52% in May. Conversely, the proportion of Calgarians who think public health should be the priority dropped to 24% from 39% in May. Conversely, the proportion of Calgarians who think public health should be the priority dropped to 24% from 39% in May.

## Opinions about Prioritizing Public Health vs. the Economy



### New question beginning May 19, 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)

### Question revised beginning November 9, 2020

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

Base: All respondents (n=500)

# Perceptions and Concern about the Pandemic

Three-quarters (74%) of Calgarians agree the worst of the COVID-19 pandemic is behind us, up from 46% in May and the highest point since this question was first asked in August 2020. Despite optimism that the worst of the pandemic is behind us, one-half of Calgarians (52%) are worried the pandemic is going to get worse; however, this is down from 62% in May.

## Perceptions about the Pandemic

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

The worst of the COVID-19 pandemic is behind us.<sup>1</sup>

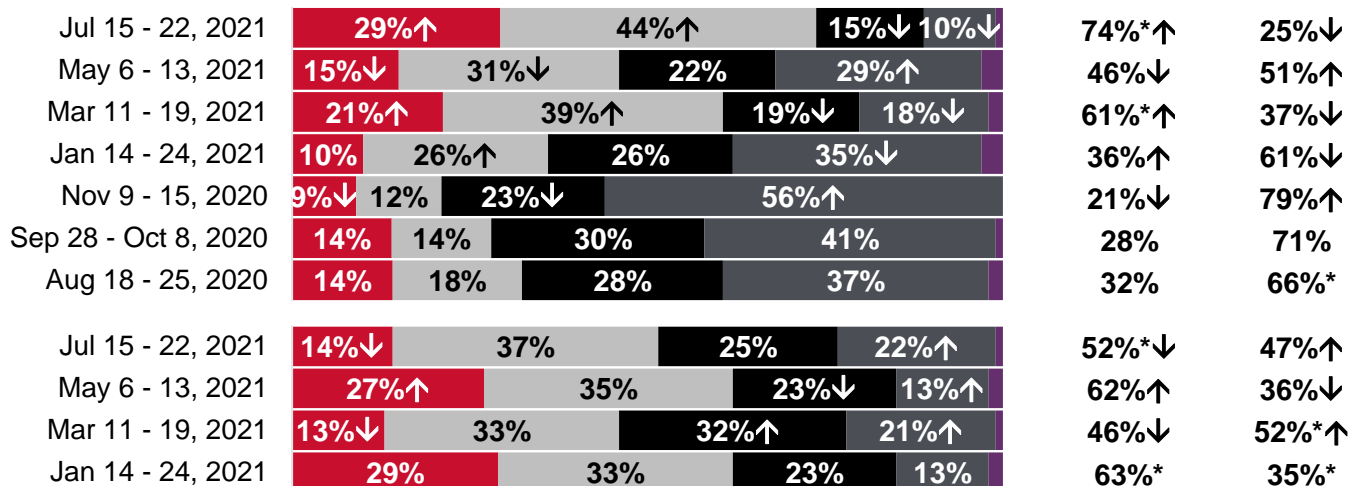
(W3)

(W2)

I'm worried the pandemic is going to get worse.<sup>2</sup>

(W3)

Agree Disagree



Note: 3% and lower not labelled

\*Rounding

<sup>1</sup>New question beginning August 18, 2020

<sup>2</sup>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)

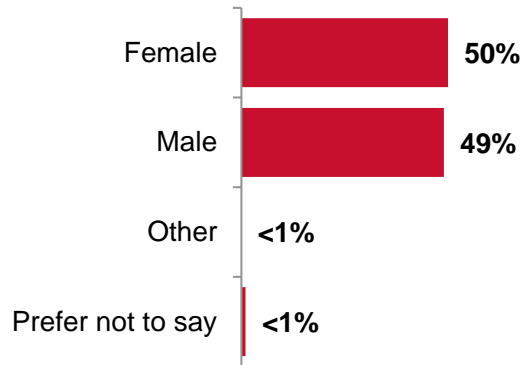
# Demographics



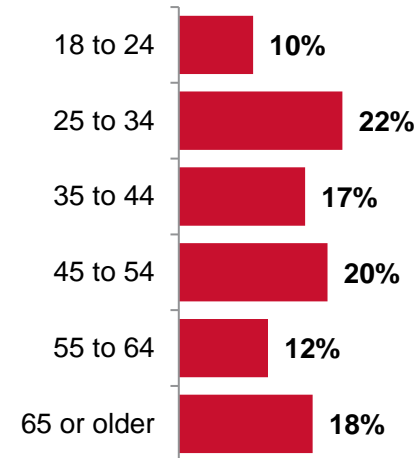
# Demographics

## Gender

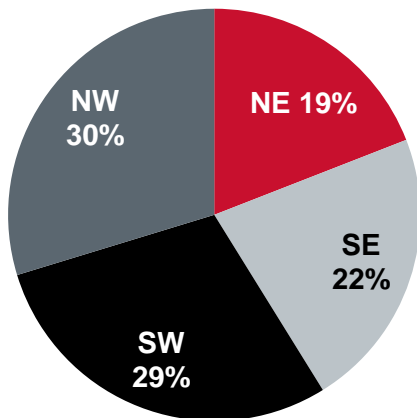
(asked, not inferred)



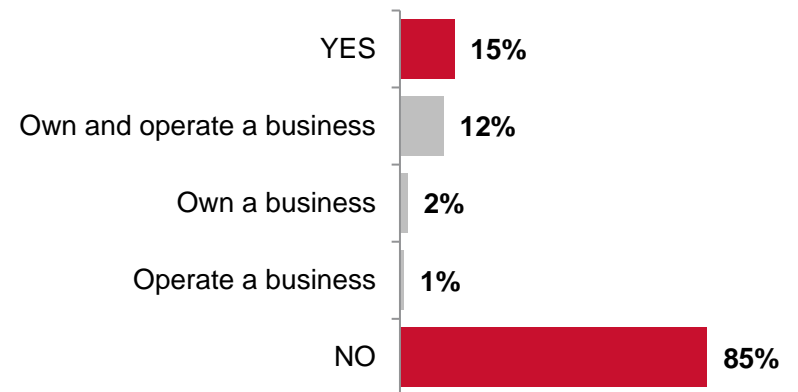
## Age



## Quadrant of Residence



## Own and/or Operate a Business in Calgary

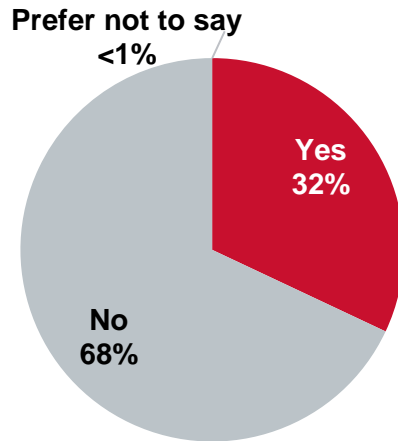


Base: All respondents (n=500)

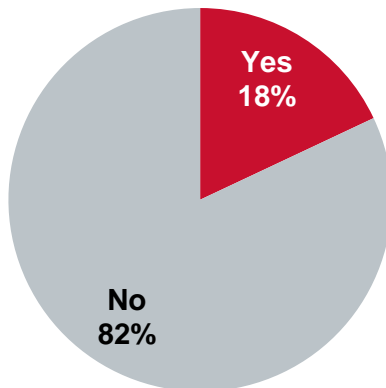
NOTE: Totals may not add to 100% due to rounding and/or responses of "Prefer to not answer"

## Demographics – cont'd

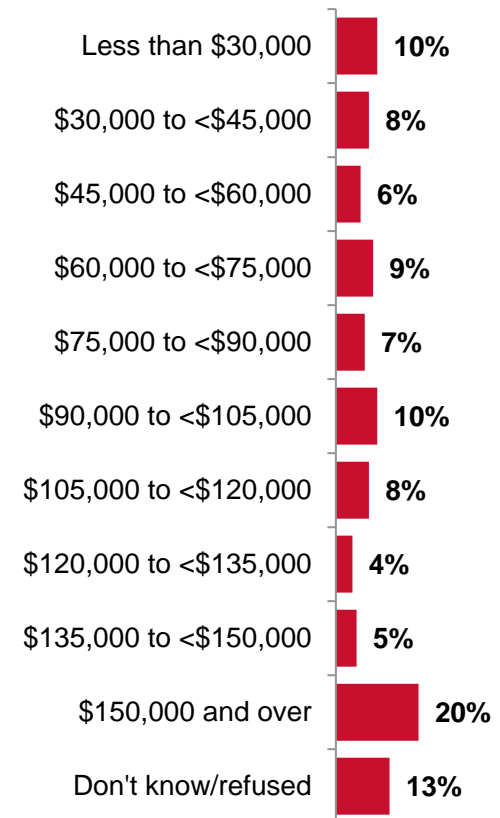
### Children Under the Age of 18 in the Household



### Senior (aged 65+ years) in the Household (not including the respondent)



### 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 5 – Alberta's highest single day count: 1,879 cases recorded

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 January 11 – High school students return to class

January 14 – Alberta eases some restrictions on personal services

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

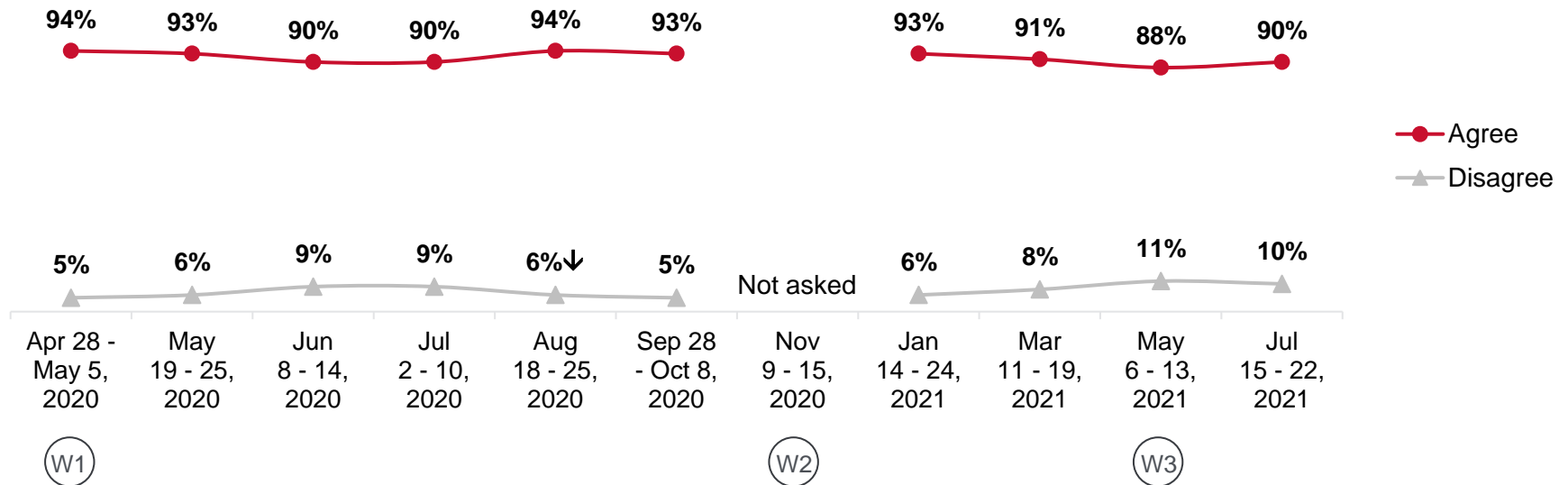
July 5 – Calgary repeals Face Coverings Bylaw

# 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

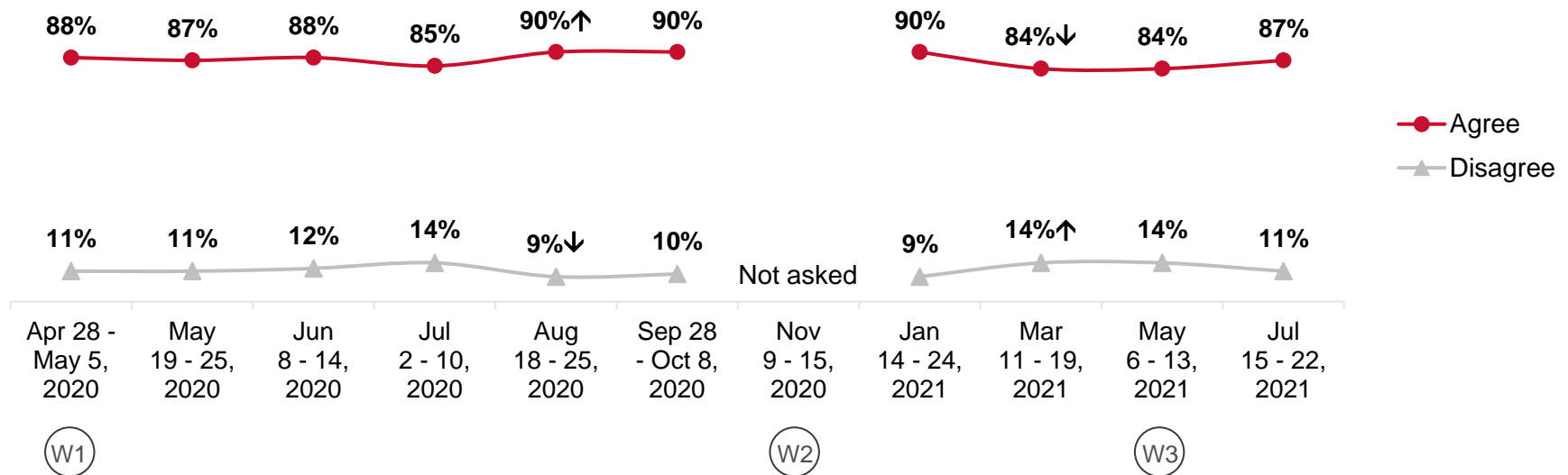


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

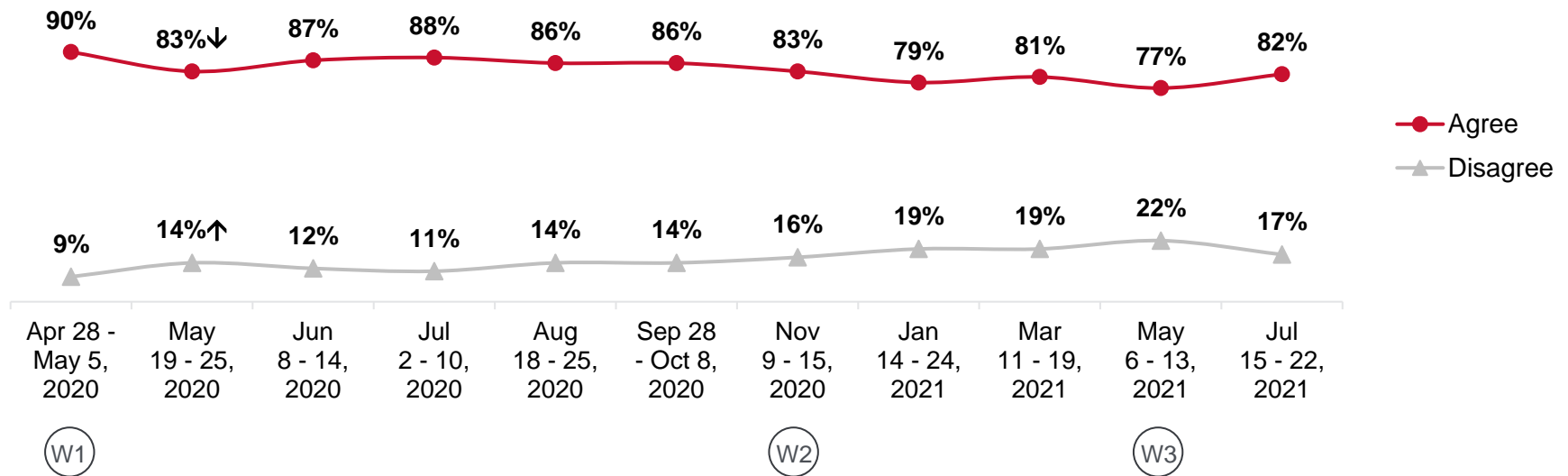


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

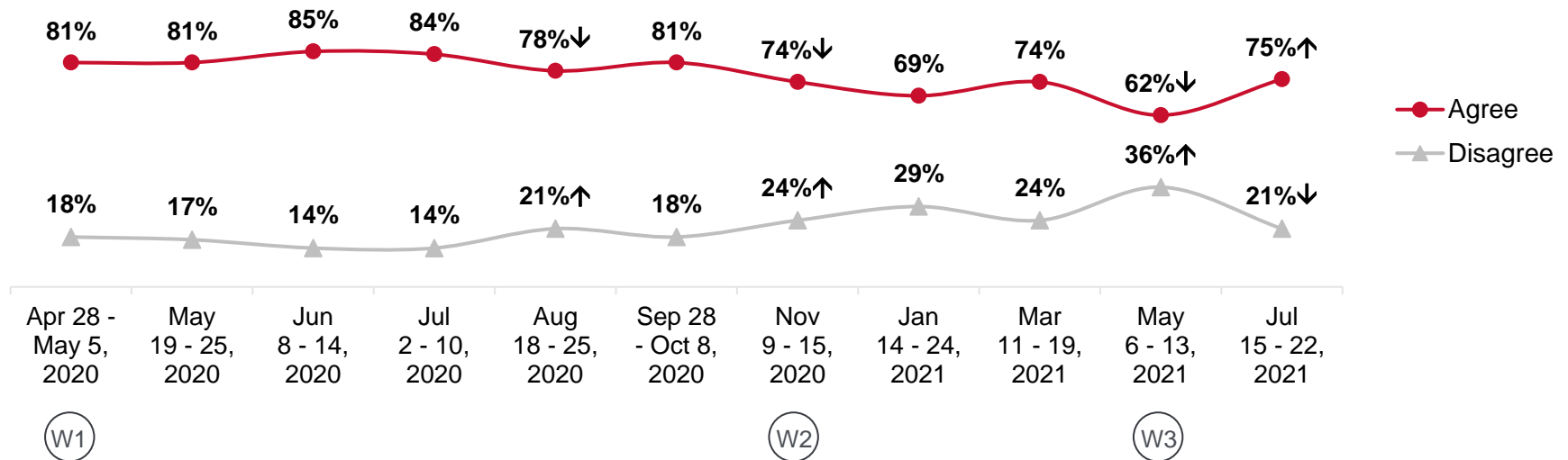


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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.

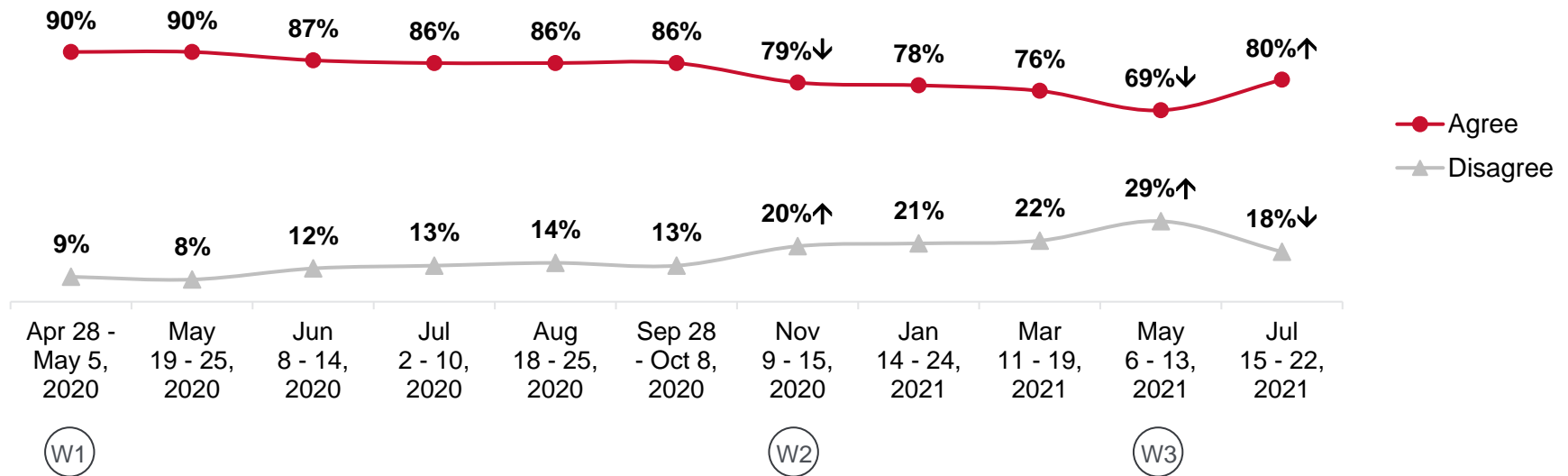
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)





# The City's Response has been Helpful

The City's Response has been Helpful

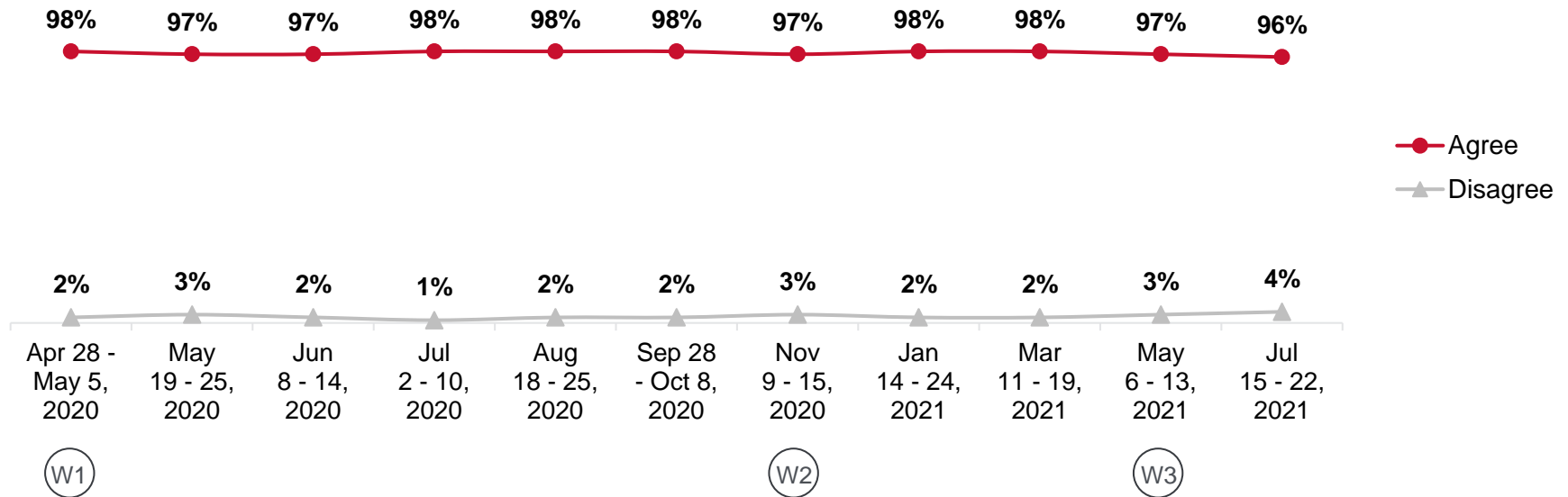


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

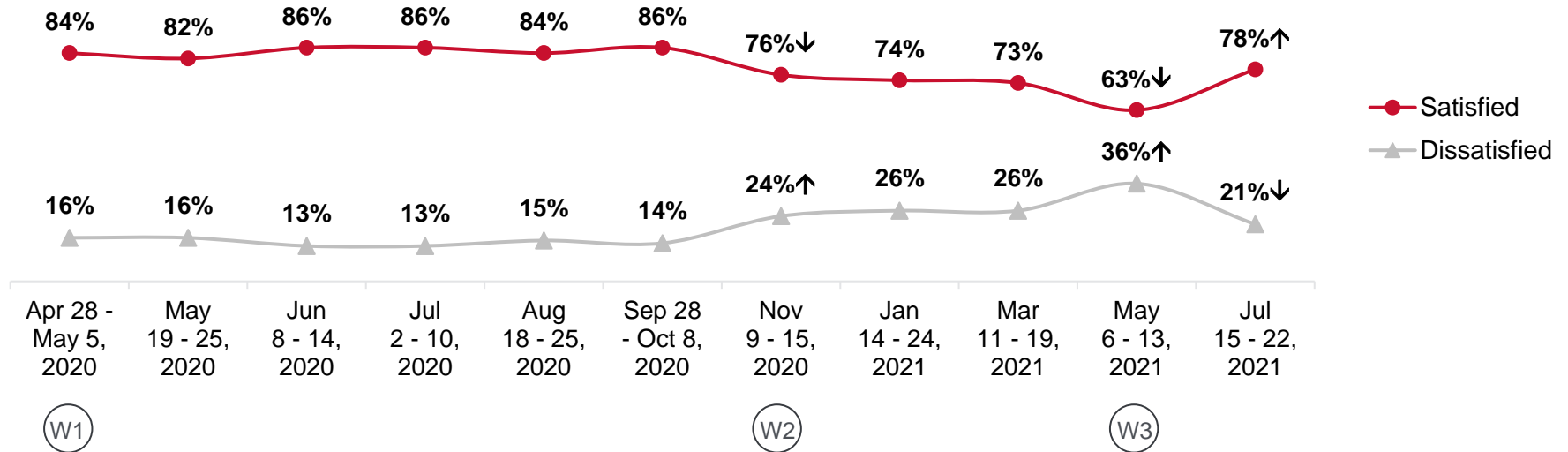


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

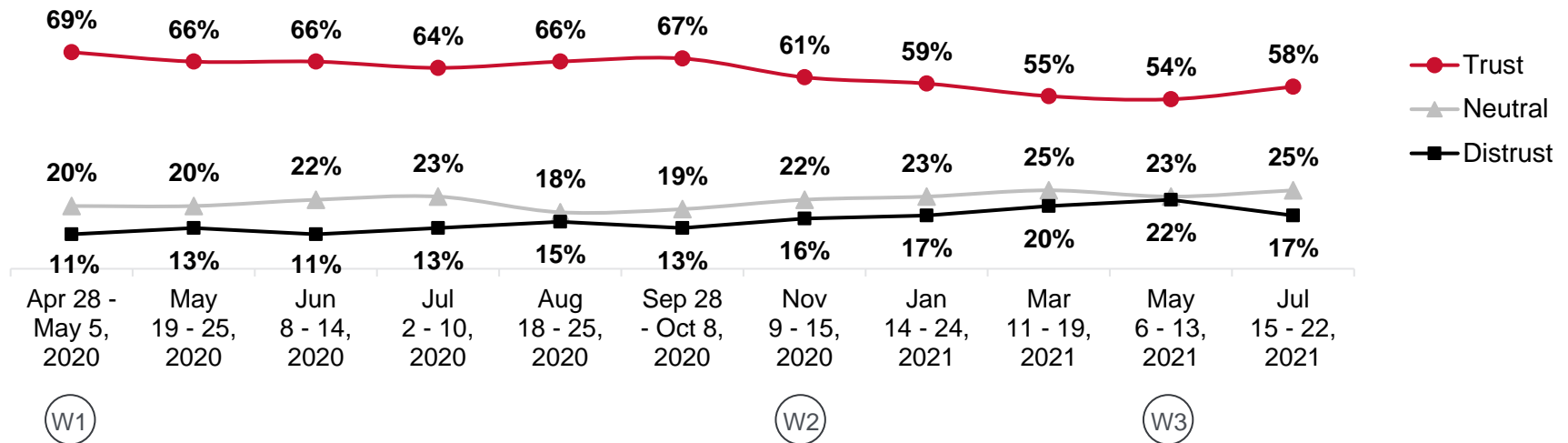


Overall, how satisfied are you with The City's COVID-19 response?

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

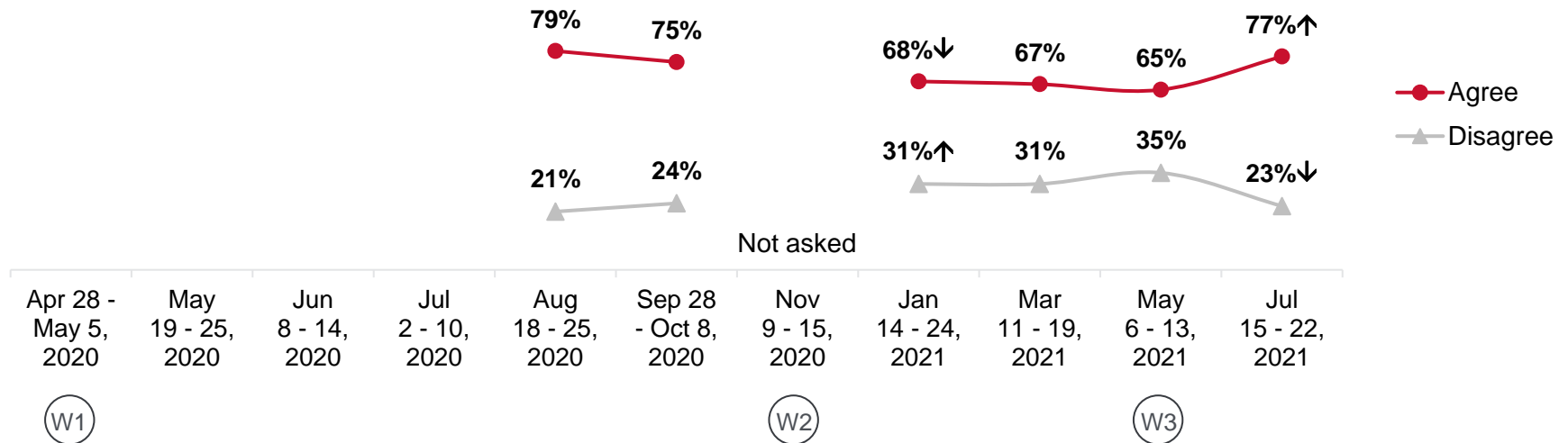


Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

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

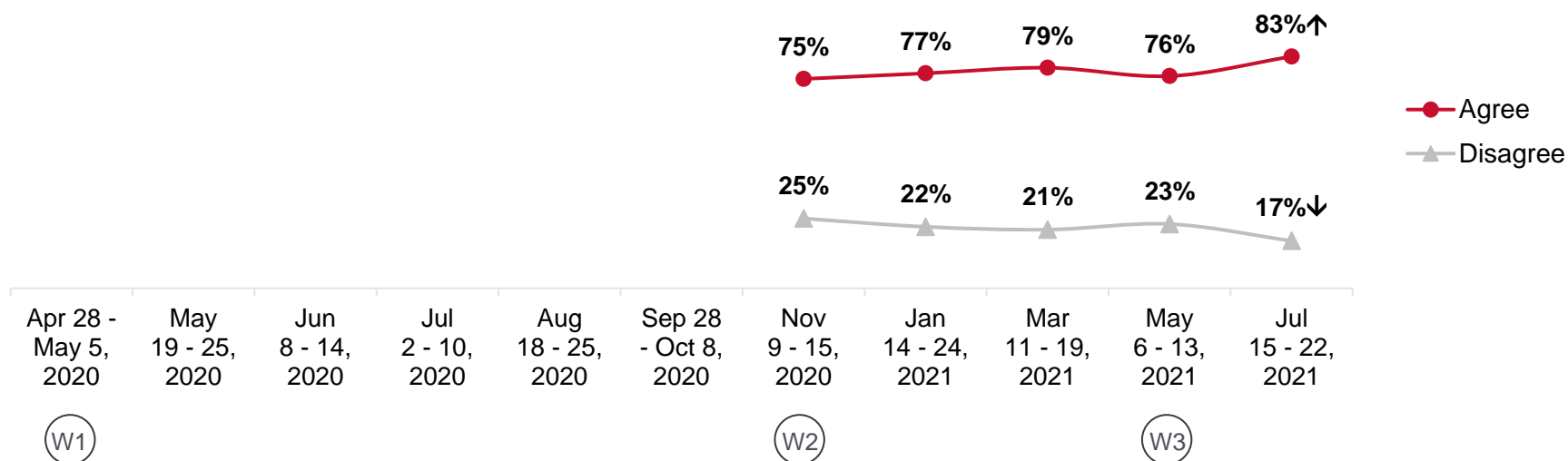


**New question beginning Aug 18, 2020**

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**

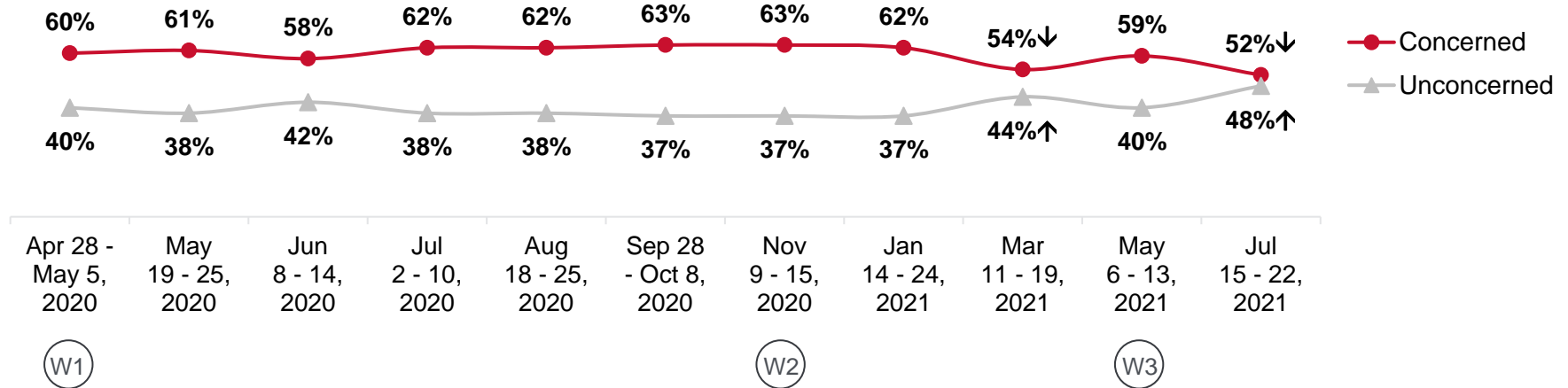


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
Base: All respondents (n=500)



# Concern for Oneself re: COVID-19

## Concern about Oneself Becoming Ill from COVID-19

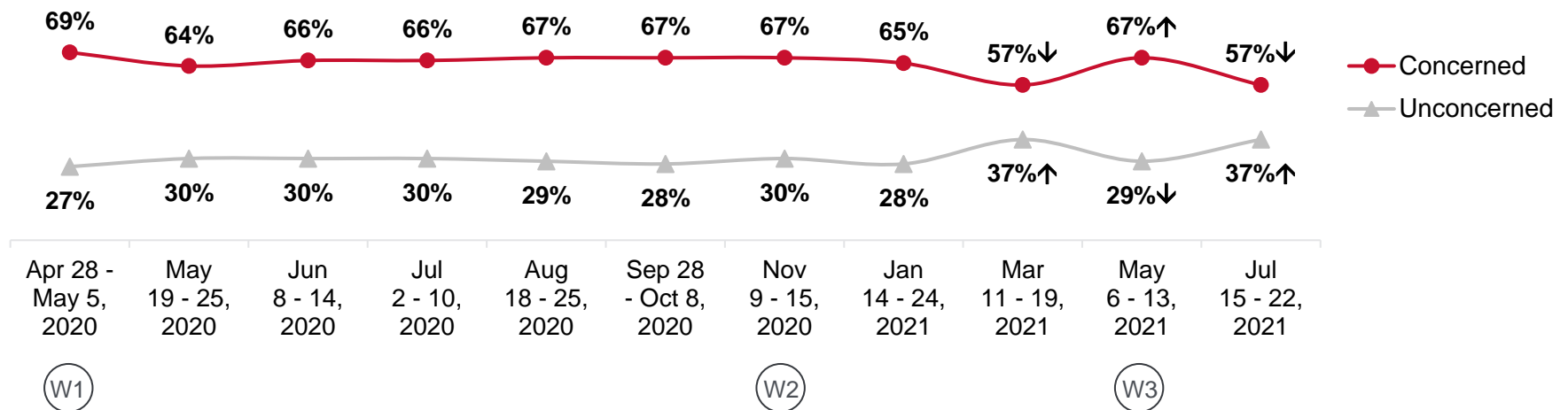


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

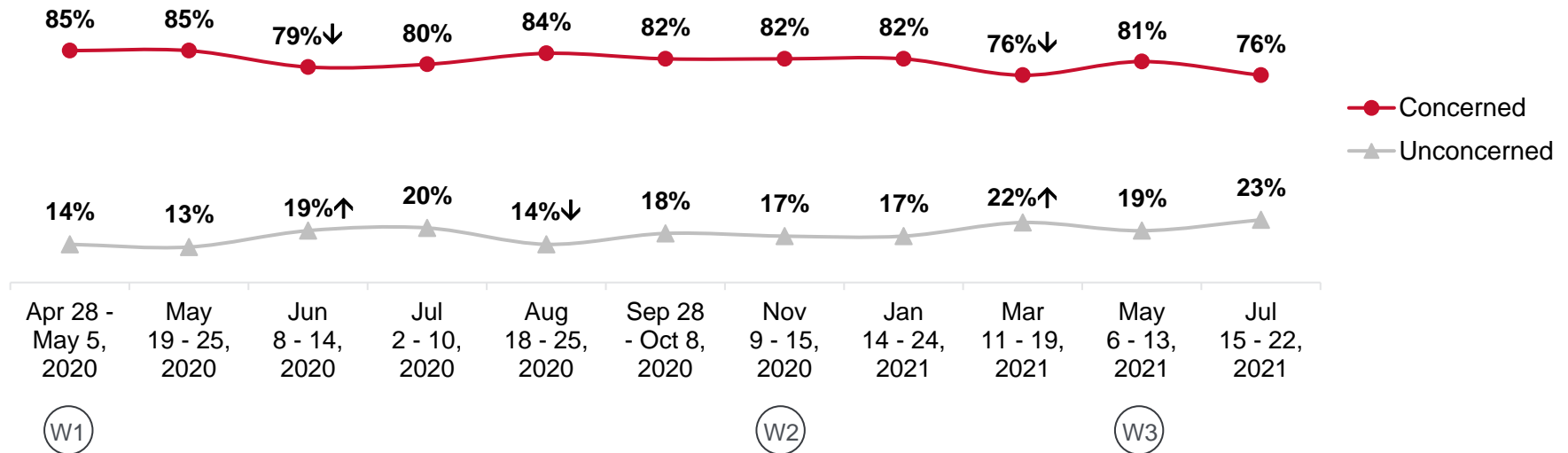


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

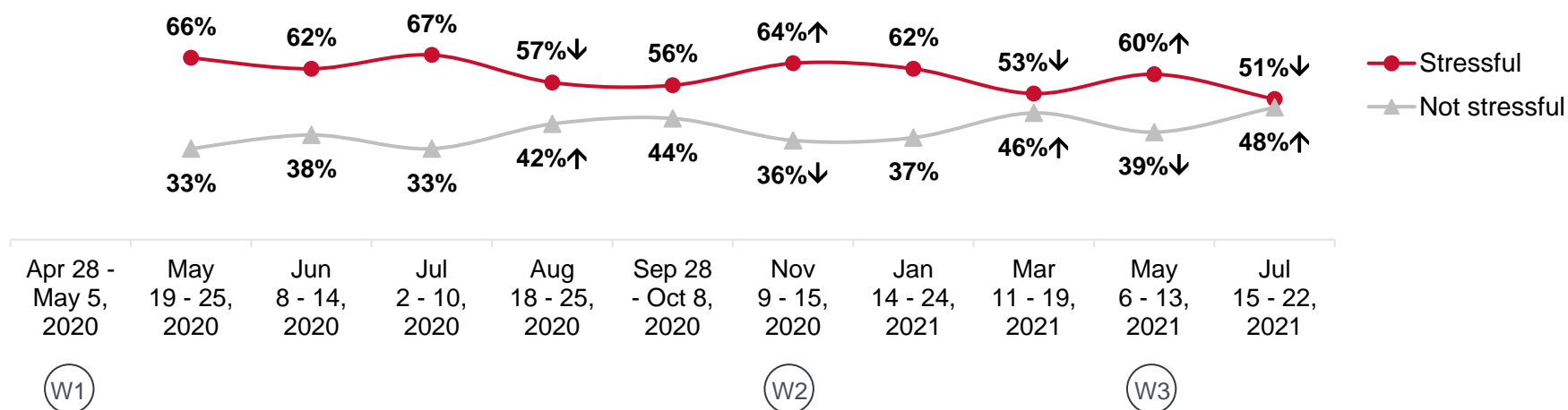


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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



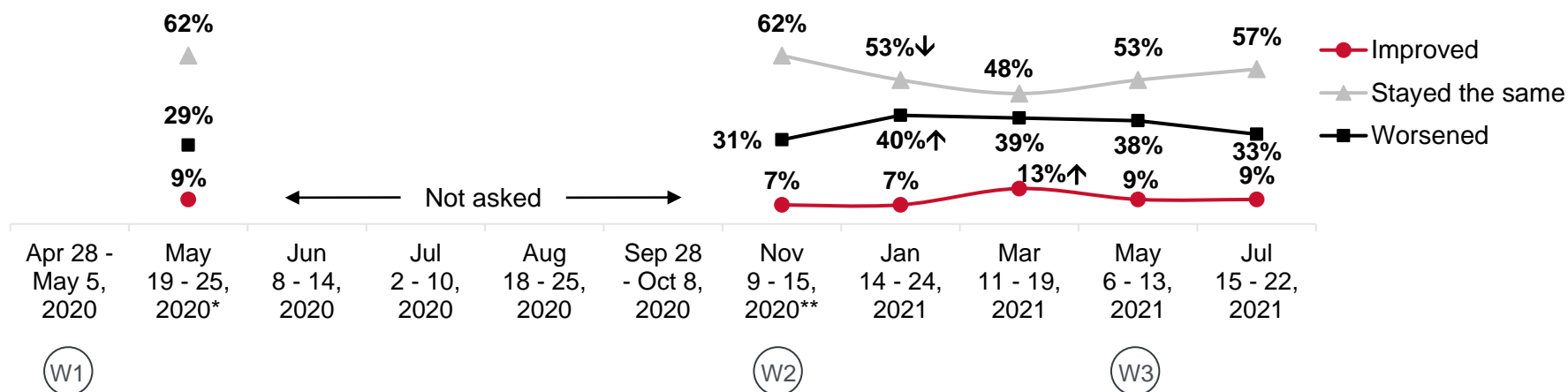
## New question beginning May 19, 2020

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

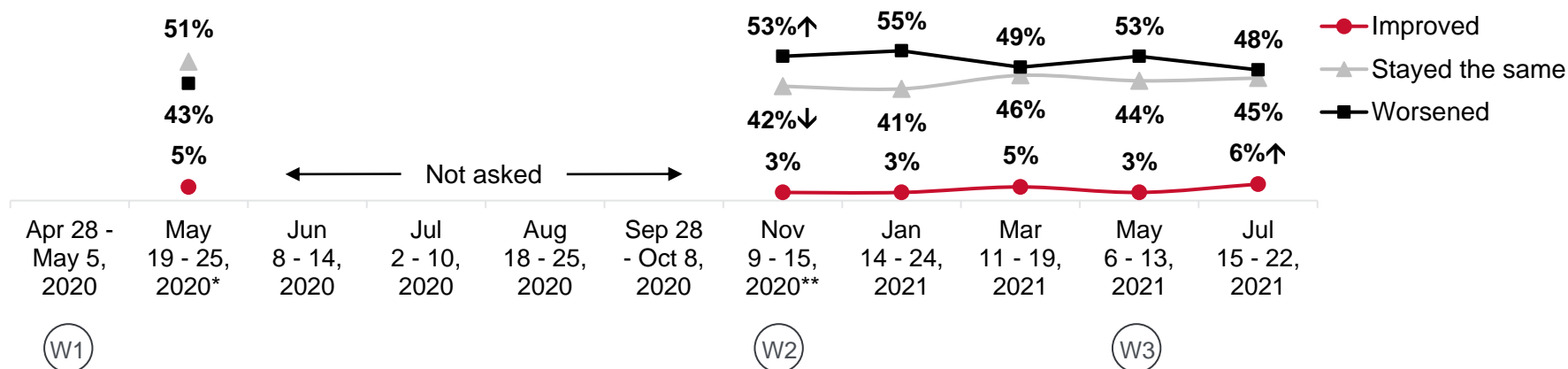
\*May 19 - 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?

\*\*Beginning Nov 9 - 15, 2020: Compared to before the pandemic began, 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

\*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?

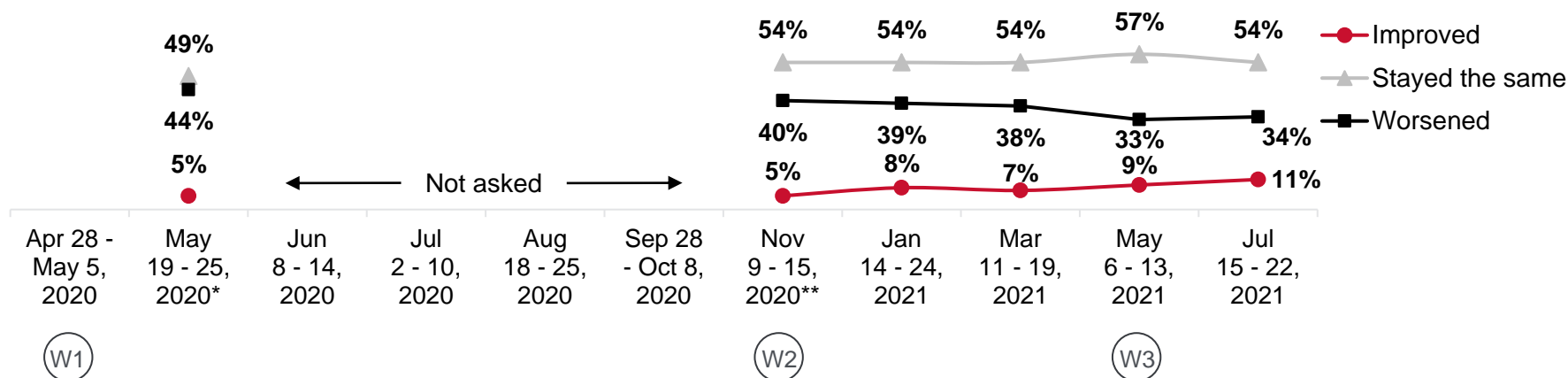
\*\*Beginning Nov 9 - 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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

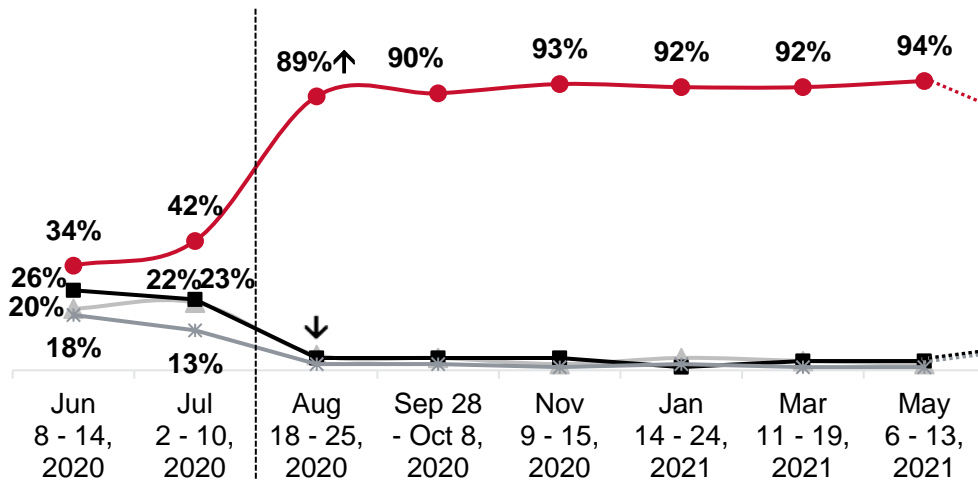
\*May 19 - 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?

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

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

# Frequency of Wearing a Face Mask

Frequency of Wearing a Face Mask in Public/Confined Spaces

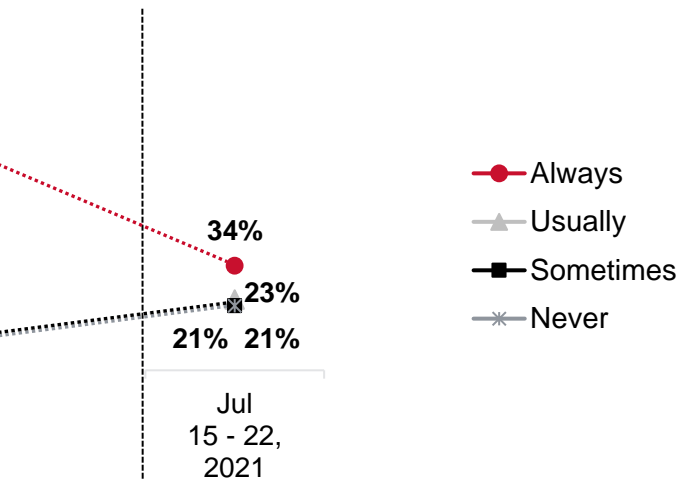


Face Coverings Bylaw comes into effect on Aug 1

W2

W3

Frequency of Wearing a Face Mask Where Not Required



Face Coverings Bylaw repealed on Jul 5

## New question beginning Jul 15, 2021

As you may know, on July 5<sup>th</sup>, City Council voted in favour of repealing the Face Coverings Bylaw. Face coverings are now required only in specific places such as public transit, taxis and other rideshare vehicles, City facilities, and some healthcare facilities. In addition, businesses may require face coverings be worn by customers. Since July 5<sup>th</sup>, how often have you worn a face covering where it wasn't required?

Base: All respondents (n=500)

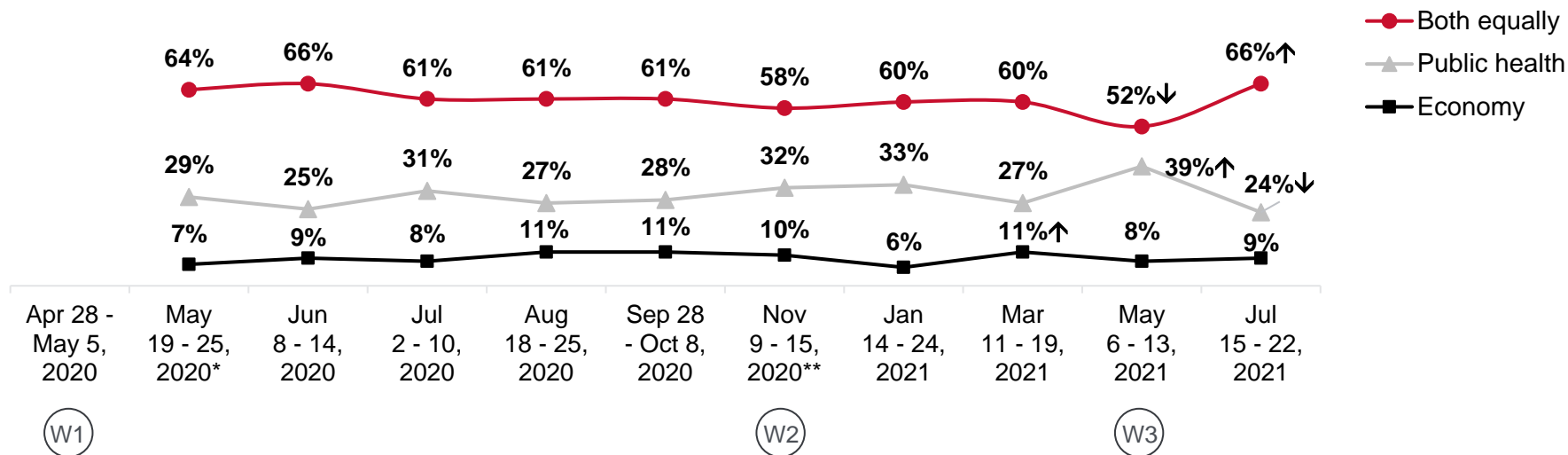
## New question beginning Jun 8, 2020

How often do you wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit?

Base: All respondents (n=500)

# Prioritizing Public Health vs. the Economy

Opinions about Prioritizing Public Health vs. the Economy



## New question beginning May 19, 2020

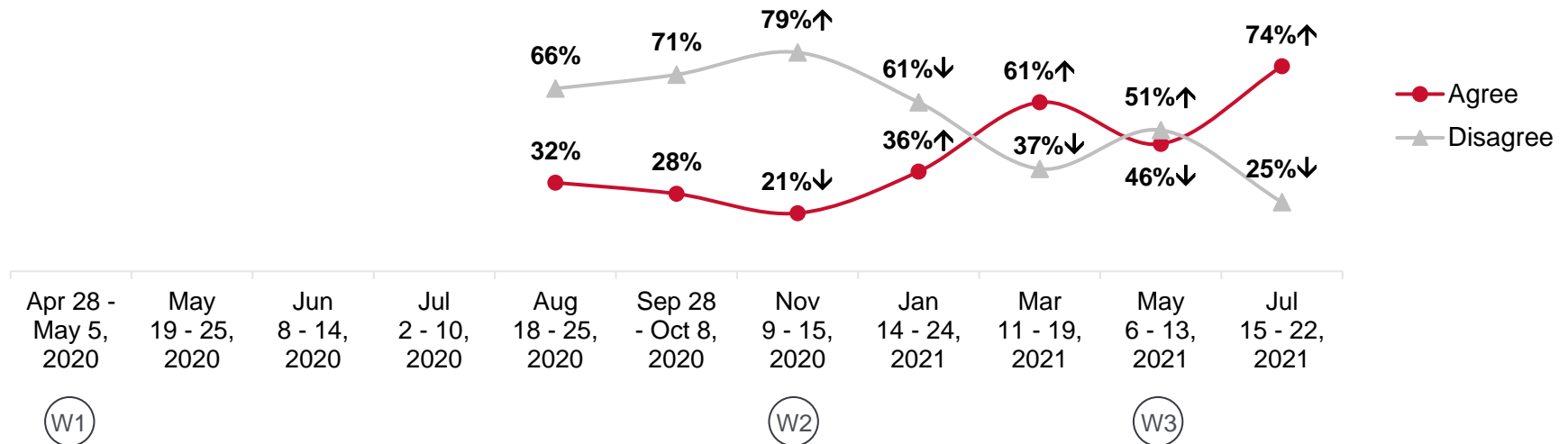
\*May 19 - Oct 8: Government decision-makers have to balance the importance of public health and the economy when deciding how to re-open the economy. Do you think the priority should be public health, the economy, or both equally?

\*\*Beginning Nov 9: 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?

Base: All respondents (n=500)

# Perceptions and Concern about the Pandemic

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

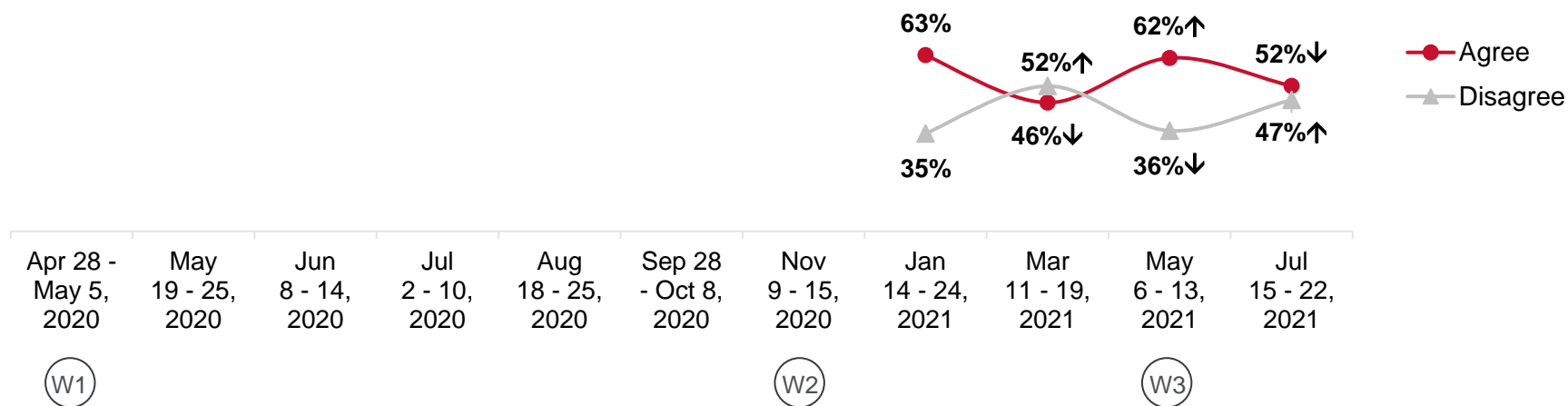


### New question beginning Aug 18, 2020

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



### 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

## The City of Calgary 2021 Citizen Perspectives – COVID-19 Snapshot 11 July 12, 2021

### 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](mailto:research@calgary.ca) or send a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5."

### SCREENERS

QS7. 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.

# Questionnaire – cont'd

The City's response has been helpful.  
I understand what I'm supposed to do to limit the spread of COVID-19.

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

## 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. Compared to before the pandemic began, would you say your [INSERT ITEM] has improved, remained the same, or worsened? [IF IMPROVED OR WORSENERD] Is that a lot or a little? How about [INSERT NEXT ITEM]?

[ROTATE ITEMS]  
Your mental health  
Your physical health  
Your personal financial situation

Improved a lot  
Improved a little  
Remained about the same

## Questionnaire – cont'd

Worsened a little  
Worsened a lot  
Don't know [DO NOT READ]

CV49. To what extent do you agree or disagree with the following statement: Mandatory face coverings in City-owned and operated facilities and offices makes me more comfortable going to those places.

Strongly agree  
Somewhat agree  
Somewhat disagree  
Strongly disagree  
Don't know (DO NOT READ)

CV50. As you may know, on July 5<sup>th</sup>, City Council voted in favour of repealing the Face Coverings Bylaw. Face coverings are now required only in specific places such as public transit, taxis and other rideshare vehicles, City facilities, and some healthcare facilities. In addition, businesses may require face coverings be worn by customers. Since July 5<sup>th</sup>, how often have you worn a face covering where it wasn't required?

Always  
Usually  
Sometimes  
Never  
Don't know (DO NOT READ)

CV51. This summer, how likely are you to visit a store, restaurant or other business in Calgary that does not require customers or employees wear a face covering?

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

CV52. This summer, 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. This summer, 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.