



Calgary



2020 Citizen Perspectives Survey Report

COVID-19 Snapshot 7

December 7, 2020

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Highlights at a Glance

FACE MASKS

93%*

Always wear a face mask
in public/confined spaces



88%* **Support** the Face Coverings Bylaw



87%
Support
continuation of
the bylaw

80%
More willing to be in public
because of the bylaw

88% Think we're in a **second wave** of the pandemic

THE CITY'S COVID-19 RESPONSE

76% [↓ from **86%**]
Satisfied
with The City's
response



79% [↓ from **86%**]
The City's response
has been
helpful

75%
Trust The City to make
the right decisions about
providing services safely
during the pandemic

74% [↓ from **81%**]
The City's response
has been
quick enough

COVID-19 PANDEMIC IMPACTS

53%
November
↑
43%
May
Mental health
worsened
since before the
pandemic began



64%
November
↑
56%
October
Stressful to be
in public during
the pandemic



59% [↑ from **51%**]
Pandemic is a **major threat** to the
health of Calgary's population overall

41%
Have/had or
know someone who
has/had COVID-19

*Data collection occurred after the Face Coverings Bylaw came into effect.

Table of Contents

Highlights at a Glance	2
Background & Methodology	4
Key Findings	5
Detailed Findings	8
Opinions about The City’s COVID-19 Response and Information.....	9
Concern about COVID-19 and the Pandemic	15
Impacts of the COVID-19 Pandemic	25
Relaunch and Moving Forward	28
Demographics	42
Questionnaire	45

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 is conducted multiple times throughout the year. Recently, The City has used the Citizen Perspectives Survey to better understand Calgarian's opinions, beliefs and concerns about the COVID-19 pandemic. This report presents the results of The City's seventh COVID-19 Snapshot survey.

Methodology

The survey was conducted by Leger from November 9 - 15, 2020 (paused on November 11 for Remembrance Day) with 500 Calgarians (aged 18 years or older) via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (27% of completed surveys) and cell phones (73%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 14.6 minutes in duration. The margin of error (MOE) for the total sample of n=500 is ± 4.4 percentage points, 19 times out of 20.

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

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

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

*No interviewing on November 11 (Remembrance Day)

Key Findings



Key Findings

Compared to previous months, fewer Calgarians are satisfied with The City's COVID-19 response; however, the majority continue to trust The City.

- Three-quarters (76%) of Calgarians say they're satisfied with The City's COVID-19 response, down from 86% in October, and is the lowest satisfaction rating to date.
- The proportions of Calgarians agreeing that The City's response has been helpful and quick enough also declined in November. Four in five (79%) agree The City's response has been helpful, down from 86% in October, and three quarters (74%) agree The response has been quick enough, down from 81% in October.
- Three-in-five Calgarians (61%) trust The City regarding its COVID-19 response and three quarters (75%) trust The City to make the right decisions about providing its services safely during the pandemic.

Support for the Face Coverings Bylaw remains strong and the majority of Calgarians support the continuation of the bylaw.

- Approximately nine-in-ten Calgarians (88%) support the Face Coverings Bylaw, with 76% 'strongly' supporting it, and as many (87%) support the continuation of the bylaw (with 75% 'strongly' supporting this).
- Four-in-five Calgarians (80%) agree that the bylaw makes them more willing/confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Key Findings – cont'd

Compared to recent months, there's an increase in Calgarians seeing the pandemic as a threat to mental health, their community, and the health of Calgary's population overall.

- Compared to October, more Calgarians say the pandemic is a major threat to their mental health (37%, up from 29%), to day-to-day life in their community (43%, up from 34%), and to the health of Calgary's population as a whole (59%, up from 51%). The proportion perceiving the pandemic as a major threat to their mental health is the highest to date.
- One-half (51%) of Calgarians say the pandemic is a minor threat to their physical health, up from 43% in October. Fewer now say the pandemic is no threat to their physical health: 19%, down from 28% in October.
- Around one-half (53%) of Calgarians say that compared to just before the pandemic began, their mental health has worsened. This is up from 43% when Calgarians were asked this question in May.
- The proportion of Calgarians who find it stressful to be in public during the pandemic is 64%, up from 56% in October, and is now on par with results from May through July. This increase coincides with the reporting of several hundreds of new cases of COVID-19 each day in Alberta.

The vast majority of Calgarians think we're experiencing a second wave of COVID-19 now and a substantial minority, particularly Calgarians between the ages of 18 and 64, have had or know someone who has had COVID-19.

- Around nine-in-ten Calgarians (88%) agree we're experiencing a second wave of COVID-19, with 71% 'strongly' agreeing.
- Two-in-five Calgarians (41%) say they have been or know someone who has been confirmed to have COVID-19. Calgarians between the ages of 18 and 64 are more likely than seniors (aged 65 or older) to say they or someone they know has had the virus (50% 18 to 34 and 40% 35 to 64 vs. 28% 65 or older).

Detailed Findings





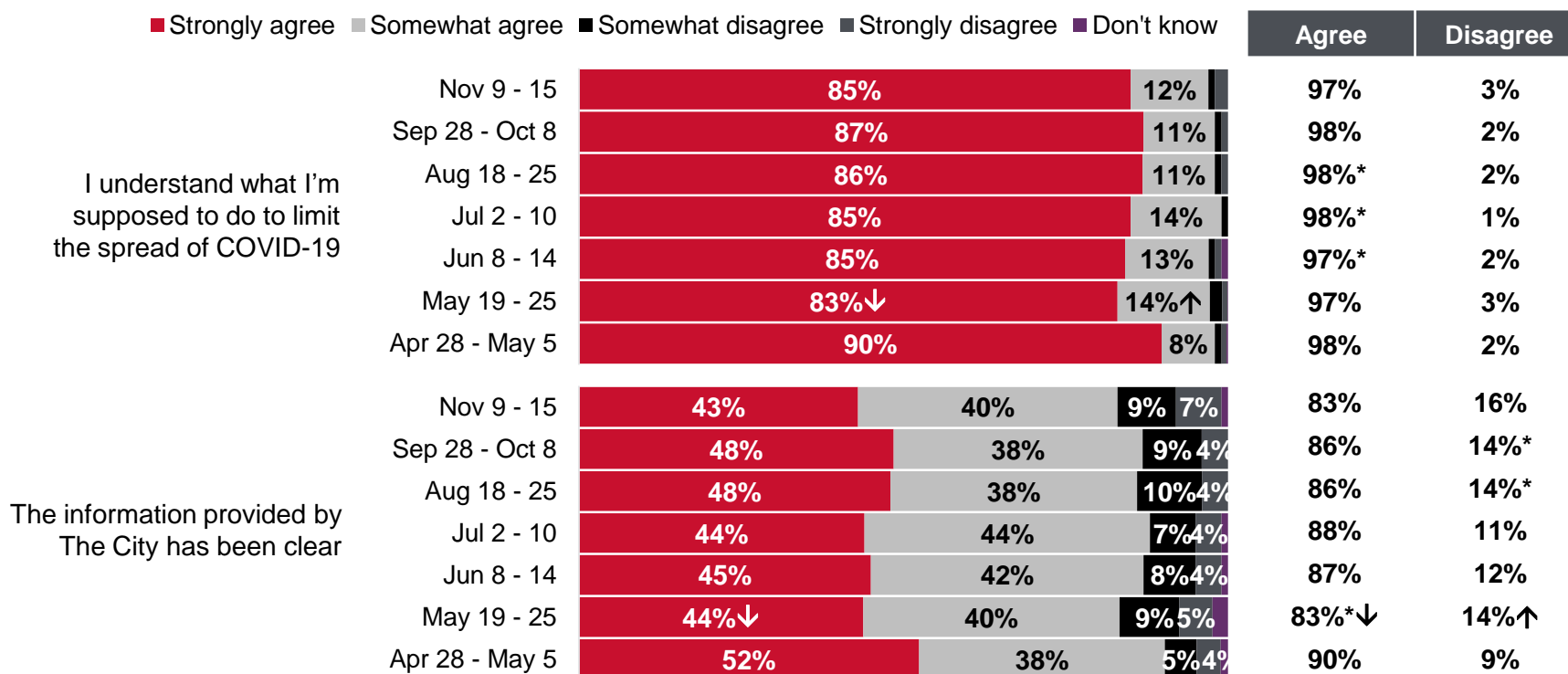
Opinions about The City's COVID-19 Response and Information

Quality of The City's COVID-19 Response

Nearly all Calgarians (97%) understand what they're supposed to do to limit the spread of COVID-19 and the majority (83%) agree the information provided by The City has been clear.

Opinions about the Quality of The City's COVID-19 Response

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



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, n=400; Apr 28 - May 5, n=400)

Note: 3% and lower not labelled

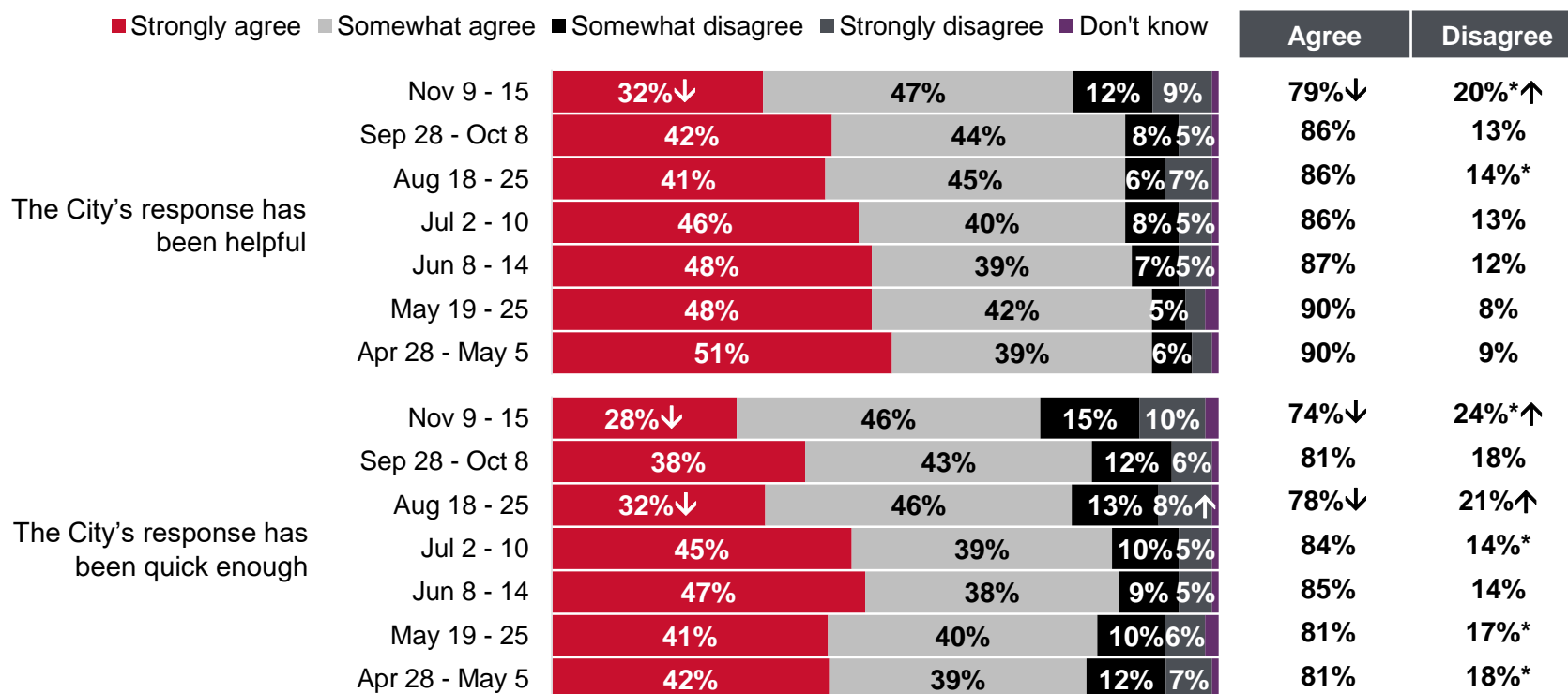
*Rounding

Quality of The City's COVID-19 Response

Agreement that The City's response has been helpful has dropped to 79% from 86% in October while agreement that The City's response has been quick enough dropped to 74% from 81% in the same timeframe.

Opinions about the Quality of The City's COVID-19 Response

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



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.

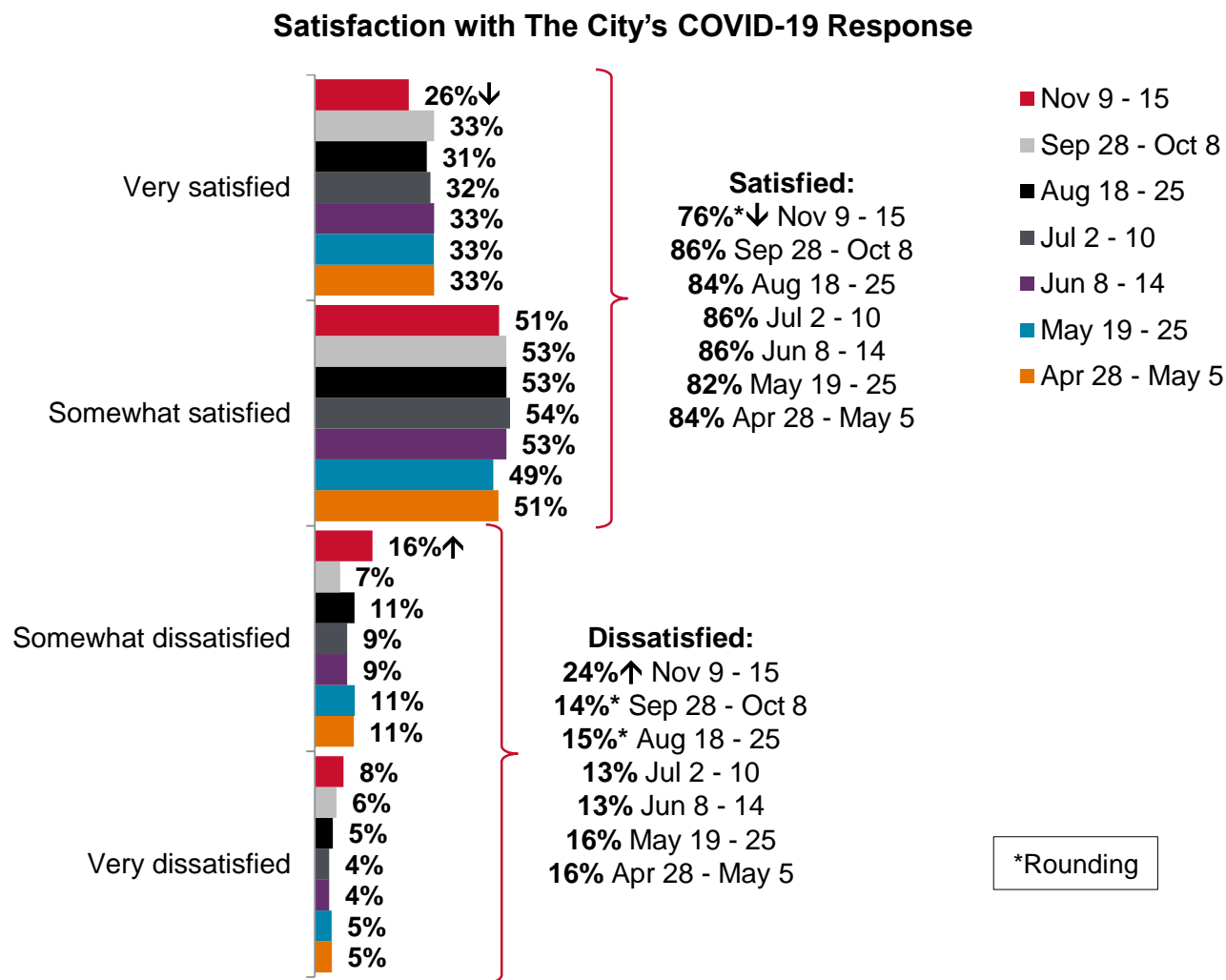
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Note: 3% and lower not labelled

*Rounding

Satisfaction with The City's COVID-19 Response

Three-quarters (76%) of Calgarians are satisfied with The City's COVID-19 response, down from 86% in October.



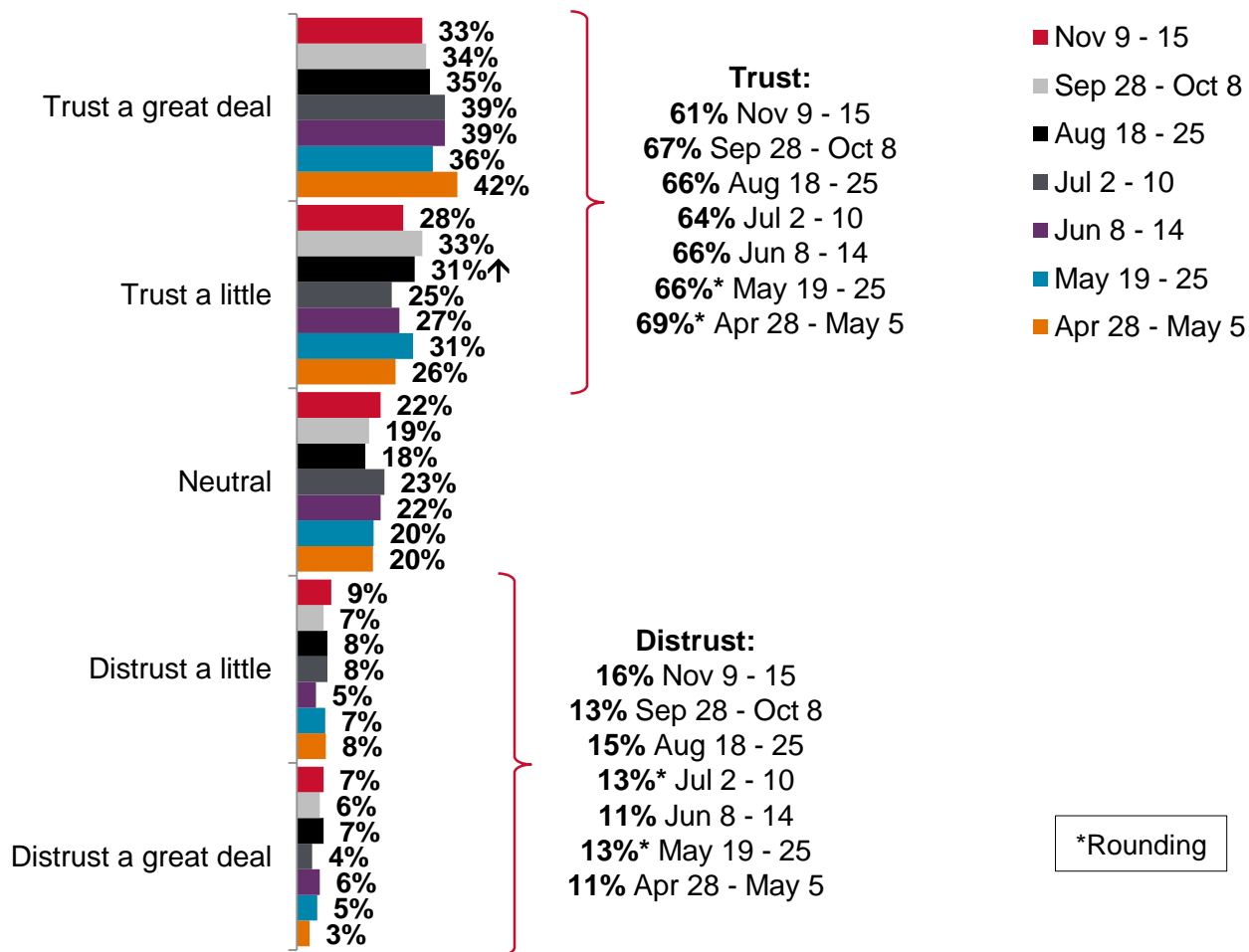
Overall, how satisfied are you with The City's COVID-19 response?

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

Trust in The City's COVID-19 Response

Trust in The City Regarding COVID-19 Response

Three-in-ten Calgarians (61%) trust The City regarding its COVID-19 response. The difference from 67% in October is not statistically significant but could indicate the beginning of a downward trend.



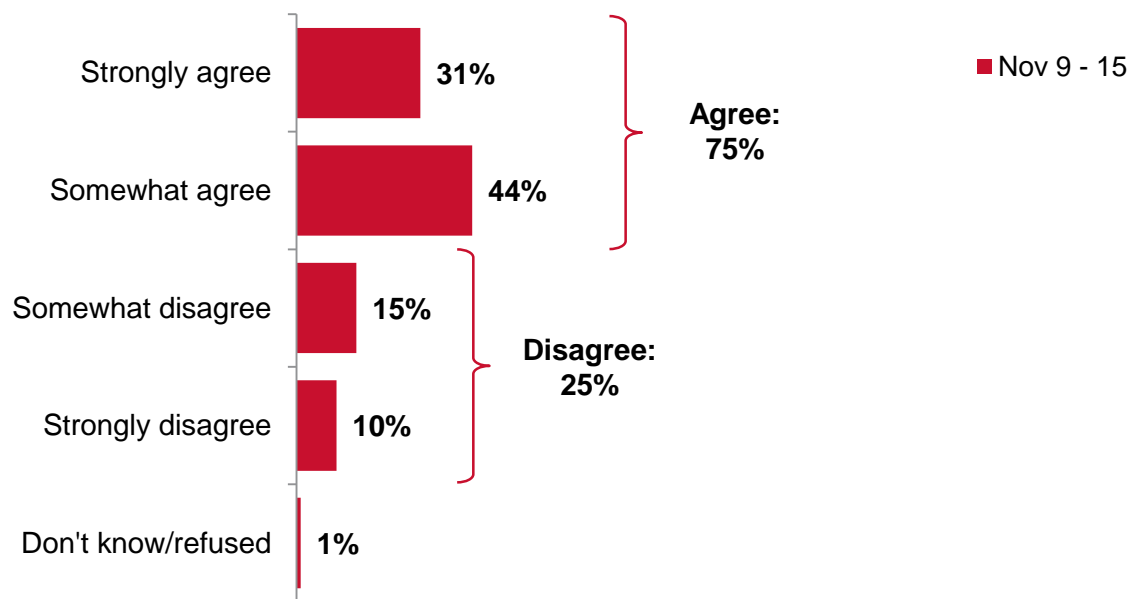
Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

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

Trust in The City to Make Decisions about its Services During the Pandemic

Three-quarters (75%) of Calgarians trust The City to make the right decisions about providing its services safely during the pandemic.

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



New question beginning November 9

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. I trust The City to make the right decisions about providing its services safely during the pandemic?

Base: All respondents (n=500)

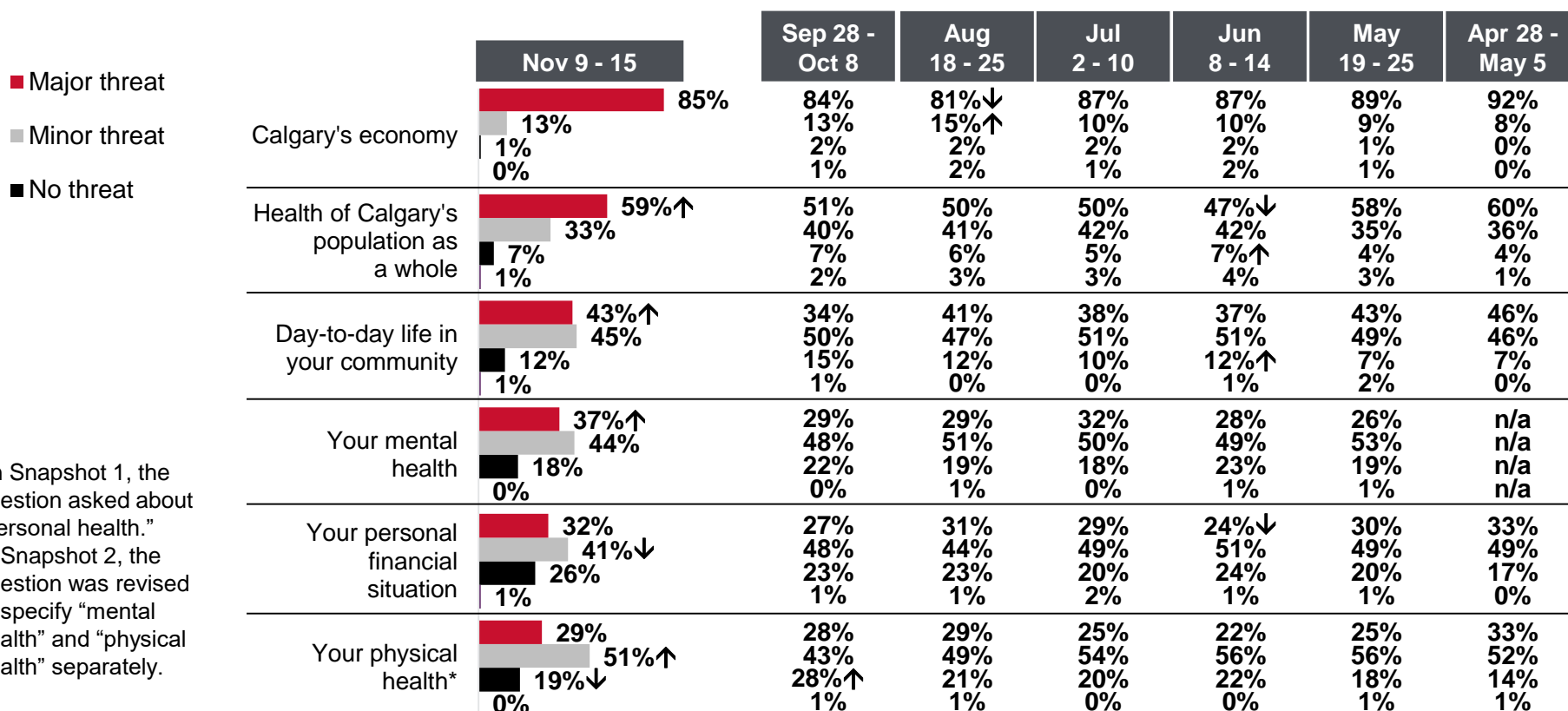


Concern about COVID-19 and the Pandemic

Perceived Threat Level of COVID-19

Compared to October, in November more Calgarians view the pandemic as a major threat to the health of Calgary's population as a whole (59%, up from 51%), to day-to-day life in their community (43%, up from 34%), and to their mental health (37%, up from 29%). There has also been an increase in perception that the pandemic is a minor threat to one's physical health (51%, up from 43%), accompanied by a decrease in the view that it's no threat to their physical health (19%, down from 28%).

Perceived Threat Level of the COVID-19 Pandemic

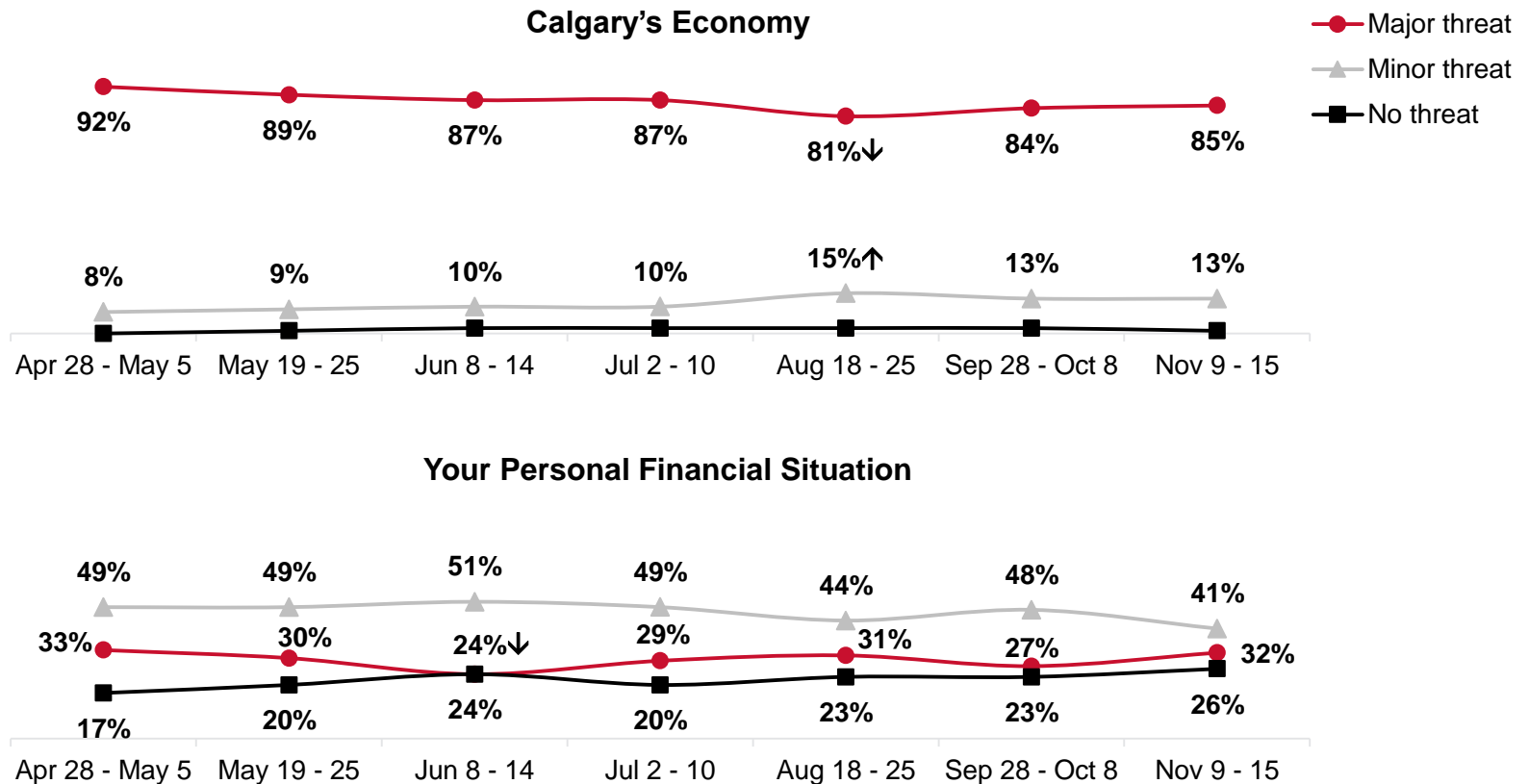


*In Snapshot 1, the question asked about "personal health." In Snapshot 2, the question was revised to specify "mental health" and "physical health" separately.

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

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

Perceived Threat Level of COVID-19 Over Time

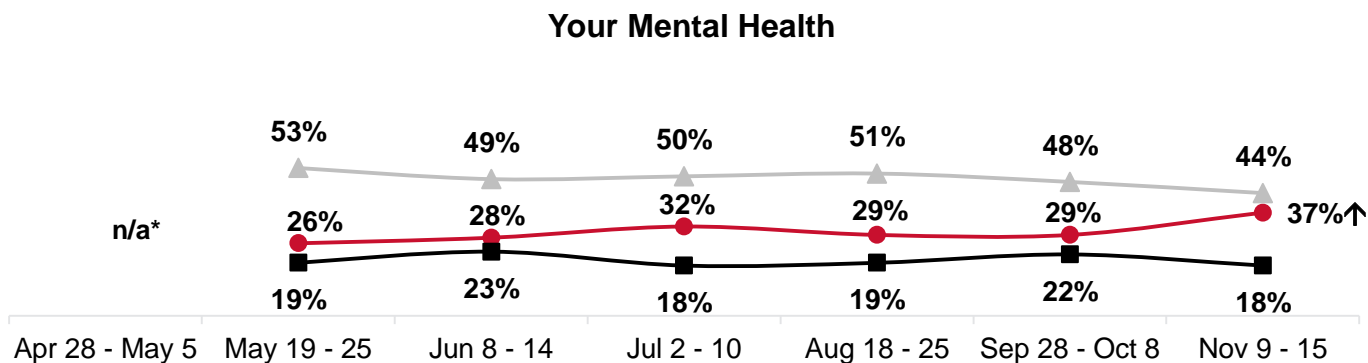
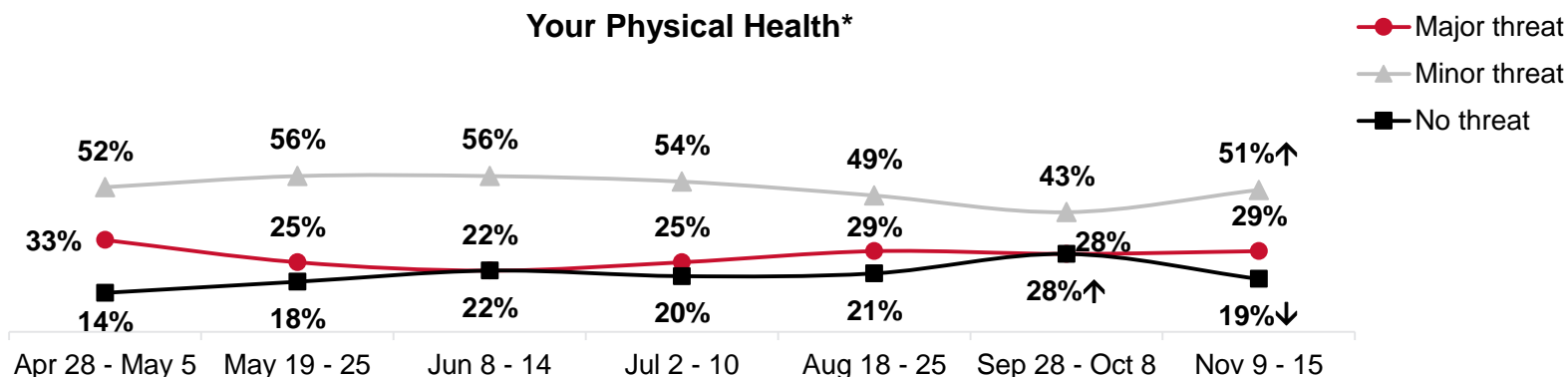


Note: Data points less than 5% not labelled

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

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

Perceived Threat Level of COVID-19 Over Time



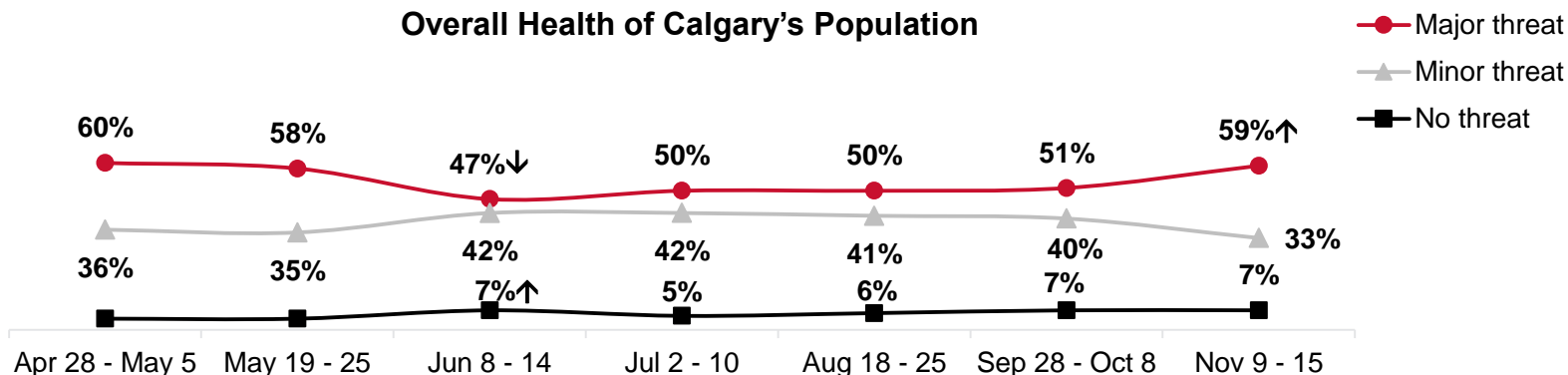
*In Snapshot 1, the question asked about “personal health.” In Snapshot 2, the question was revised to specify “mental health” and “physical health” separately.

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

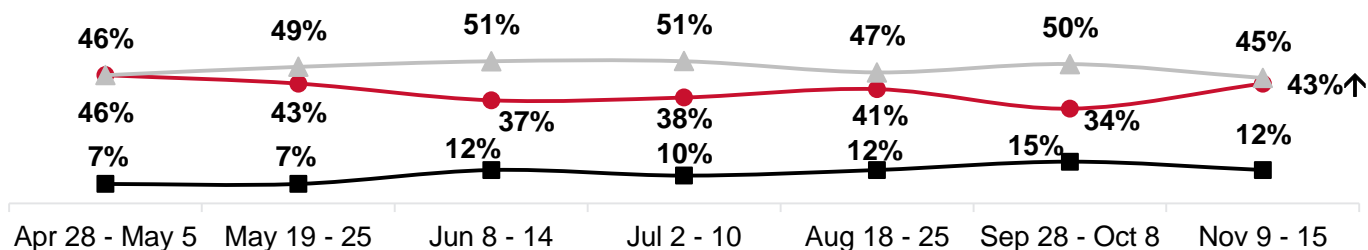
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Perceived Threat Level of COVID-19 Over Time

Overall Health of Calgary's Population



Day-to-Day Life in Your Community



Note: Data points less than 5% not labelled

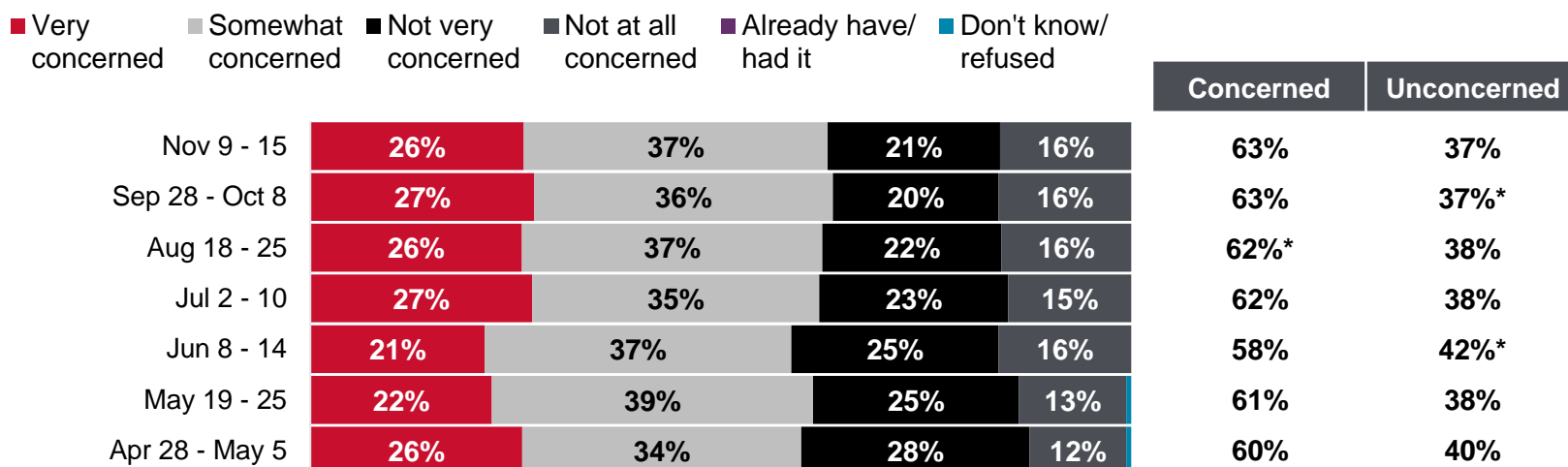
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

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

Concern about Becoming Ill From COVID-19

There's been no change in Calgarians' concern about becoming ill from COVID-19, with 63% saying they're concerned. Younger Calgarians (aged 18 to 24) are less likely than their older counterparts to be concerned about becoming ill from the virus (51% vs. 66% 35 to 64 and 76% 65 or older). Males are also less likely to be concerned (55% vs. 70% females).

Concern about Oneself Becoming Ill from COVID-19



Note: 3% and lower not labelled

*Rounding

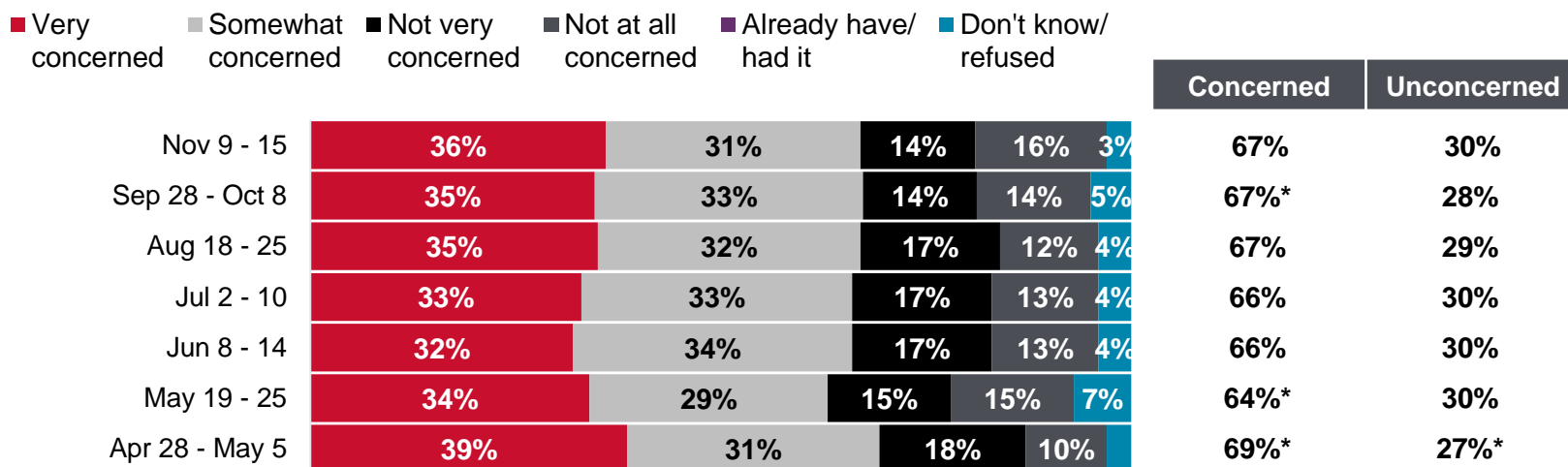
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Concern about Becoming Ill From COVID-19

There's been no change in Calgarians' concern about one of the household members becoming ill from COVID-19, with 67% saying they're concerned.

Concern about a Household Member Becoming Ill from COVID-19



Note: 3% and lower not labelled

*Rounding

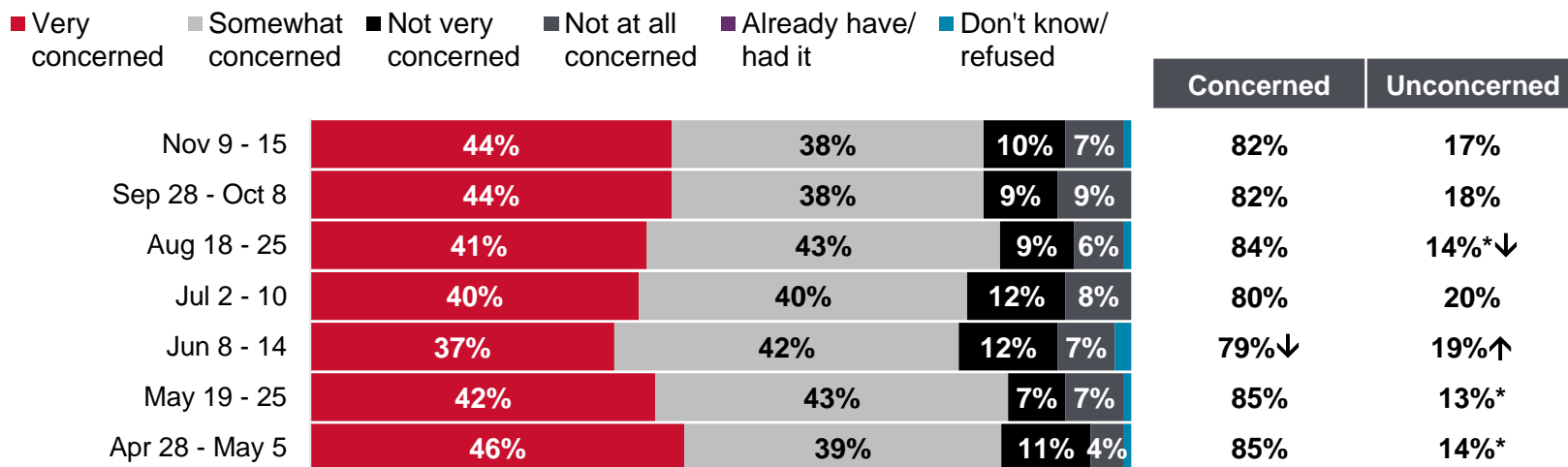
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Concern about Becoming Ill From COVID-19

There's been no change in Calgarians' concern about family or friends (not in their household) becoming ill from COVID-19, with 82% saying they're concerned. Females are more likely than males (88% vs. 76%) to be concerned about this.

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



Note: 3% and lower not labelled

*Rounding

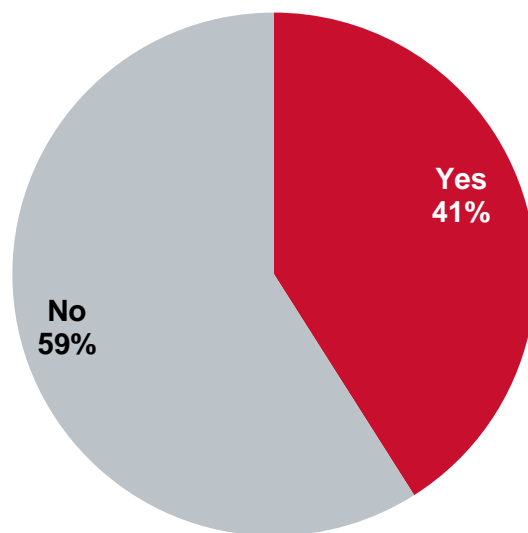
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Have or Know Someone who has/had COVID-19

Two-in-five Calgarians (41%) have been or personally know someone who has been confirmed to have COVID-19. Calgarians between the ages of 18 and 64 are more likely than seniors (aged 65 or older) to say they or someone they know has had the virus (50% 18 to 34 and 40% 35 to 64 vs. 28% 65 or older).

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



New question beginning November 9

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

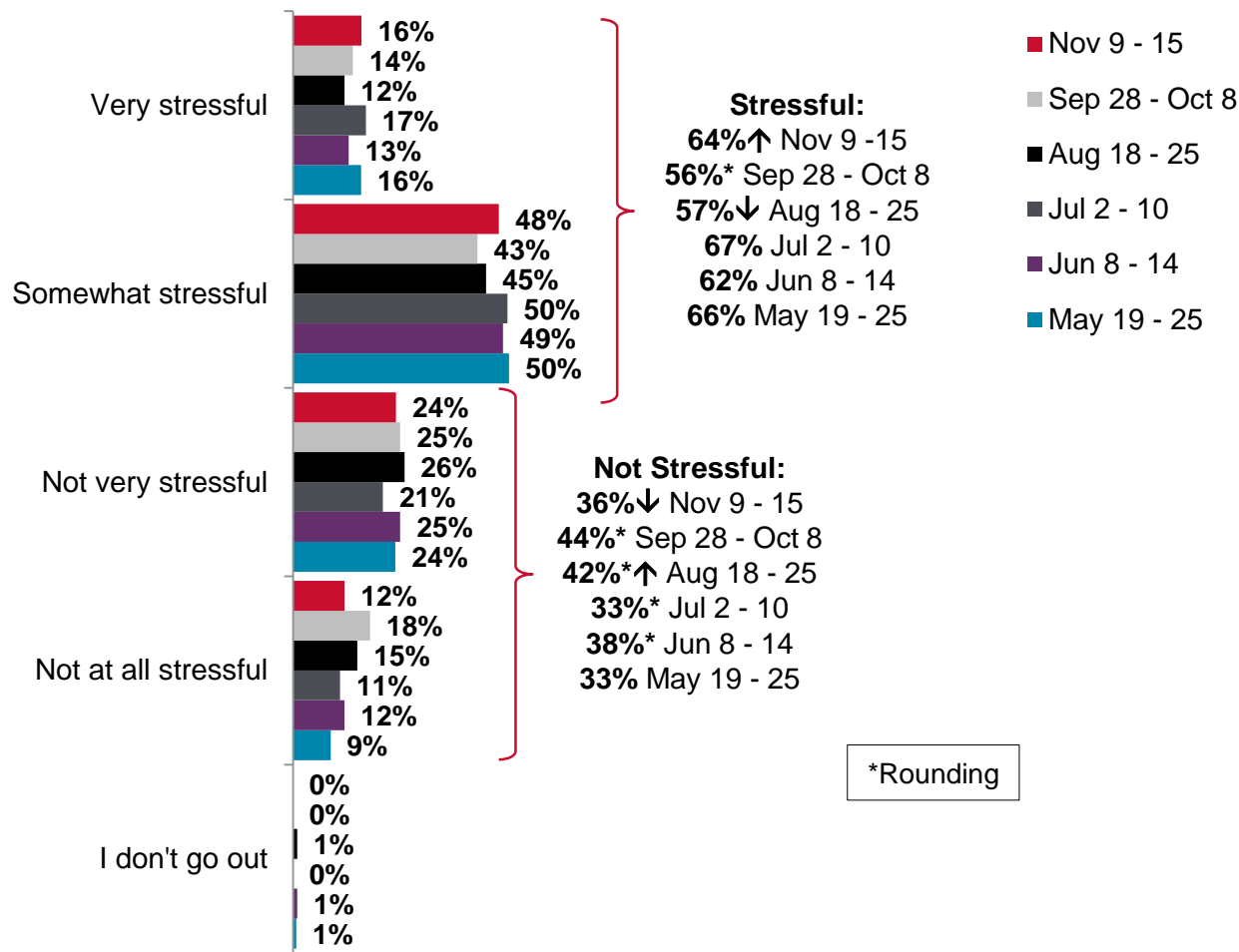
Base: All respondents (n=500)

Stress Level When in Public During Pandemic

The proportion of Calgarians who say it's stressful to be in public during the pandemic sits at 64%, up from 56% in October.

Those who are more likely to say they find it stressful to be in public during the pandemic are females (72% vs. 55% males) and residents of the NE (74% vs. 56% SE and 58% SW, the difference between NE and NW is not statistically significant).

Stress Level When in Public During the Pandemic



New question beginning May 19

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, n=400; Apr 28 - May 5, n=400)



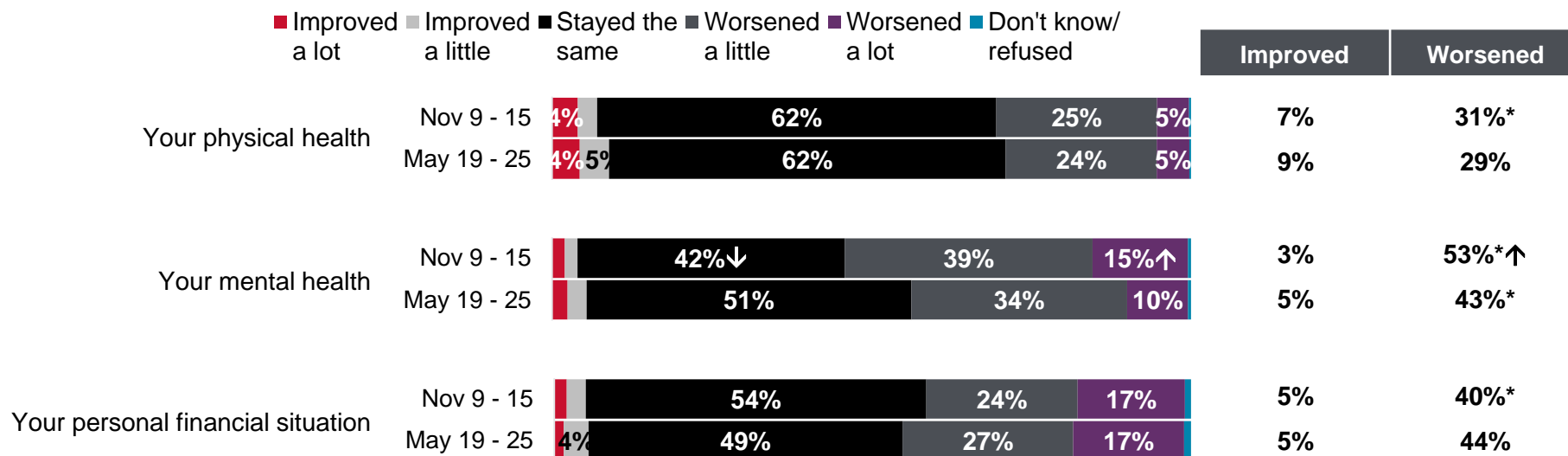
Impacts of the COVID-19 Pandemic

Changes in Health and Financial Situation

One-half (53%) of Calgarians say their mental health has worsened since before the pandemic began, up from 43% in May. Females are more likely than males (65% vs. 42%) to have worsening mental health. Calgarians between the ages of 18 and 64 are also more likely to be experiencing worsened mental health (58% 18 to 34 and 55% 35 to 64 vs. 39% 65 or older).

Three-in-ten Calgarians (31%) say their physical health has worsened since before the pandemic began, on par with results in May. Two in five (40%) say their personal financial situation has worsened, also consistent with May results. Calgarians between the ages of 18 and 64 are also more likely to say their financial situation has worsened (45% 18 to 34 and 45% 35 to 64 vs. 20% 65 or older).

Changes Since Before the Pandemic Began



Note: 3% and lower not labelled

*Rounding

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

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

Base: All respondents (Nov 9 - 15, n=500; May 19 - 25, n=400)

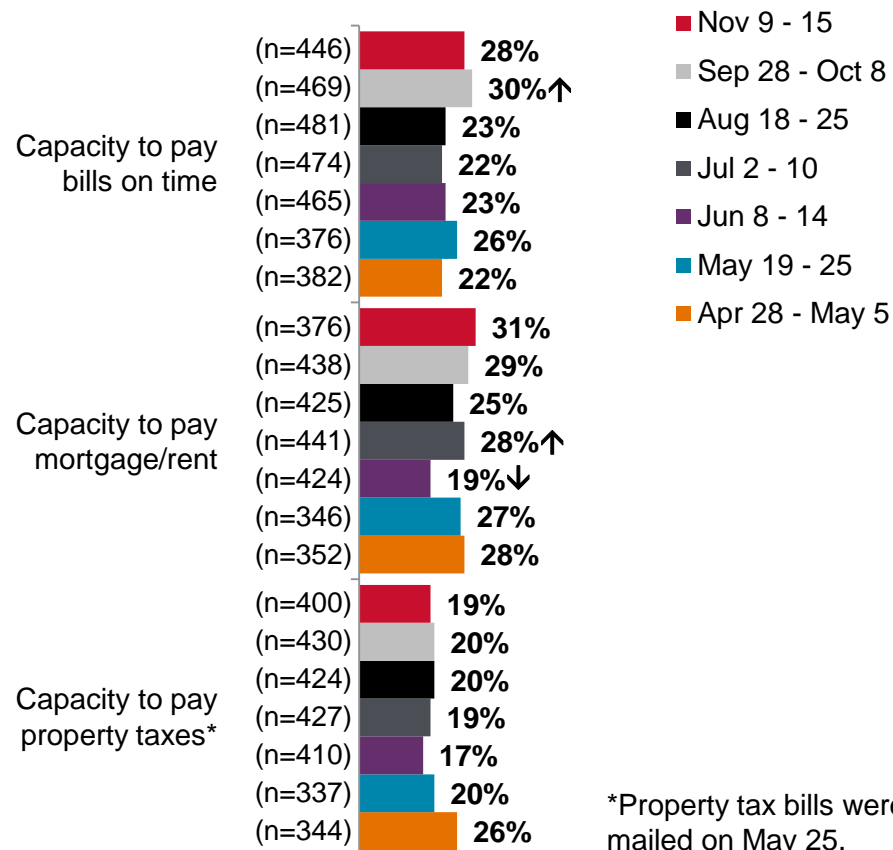
Financial Impacts of COVID-19 Pandemic

Negative Financial Impacts of COVID-19 Pandemic

(% yes of those to whom each is applicable)

Negative financial impacts of the pandemic on Calgarians' capacity to pay bills on time, to pay their mortgage/rent and to pay property taxes haven't changed since October. Around three in ten have experienced a negative impact on their capacity to pay bills on time (28%) and to pay their mortgage/rent (31%). One in five (19%) say their capacity to pay property taxes has been negatively impacted because of the pandemic.

Calgarians aged 18 to 64 are more likely than those aged 65 or older to say their capacity to pay their mortgage/rent has been negatively impacted (38% 18 to 34 and 31% 35 to 64 vs. 14% 65 or older). Business owners/operators are more likely to have their capacity to pay property taxes negatively impacted (32% vs. 17% of other Calgarians).



*Property tax bills were mailed on May 25.

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

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

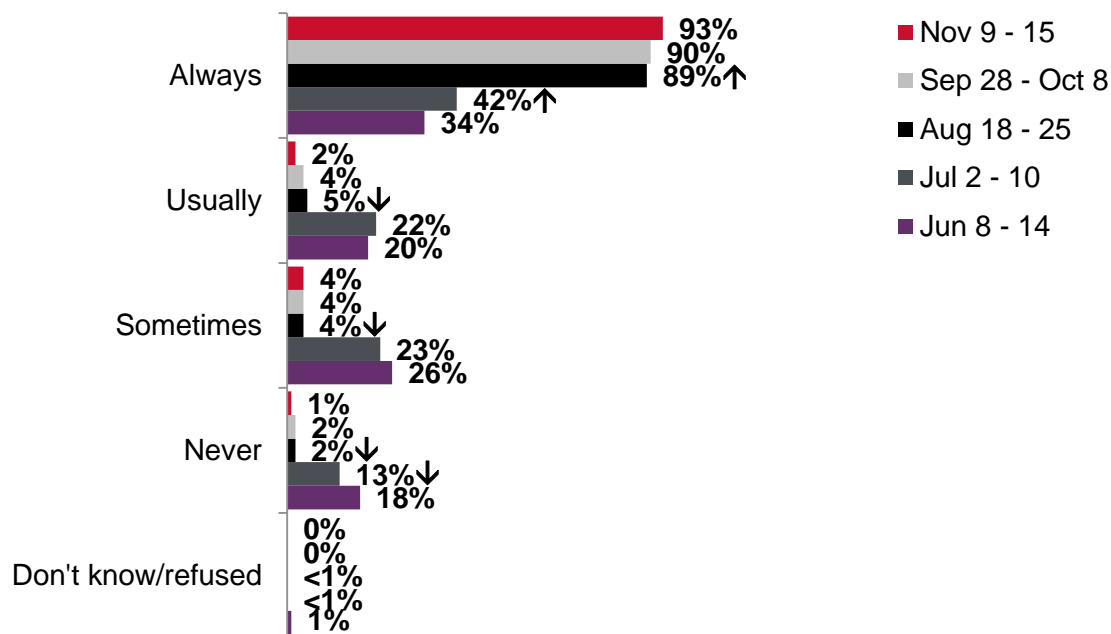


Relaunch and Moving Forward

Frequency of Wearing a Face Mask

Most Calgarians (93%) say they always wear a face mask in public and confined spaces such as grocery stores, shopping malls, and public transit. Males are less likely than females to always wear a face mask (89% vs. 96%).

Frequency of Wearing a Face Mask in Public/Confined Spaces*



*City Council voted in favour of the Face Coverings Bylaw on July 21, 2020 and it went into effect on August 1, 2020.

New question beginning June 8

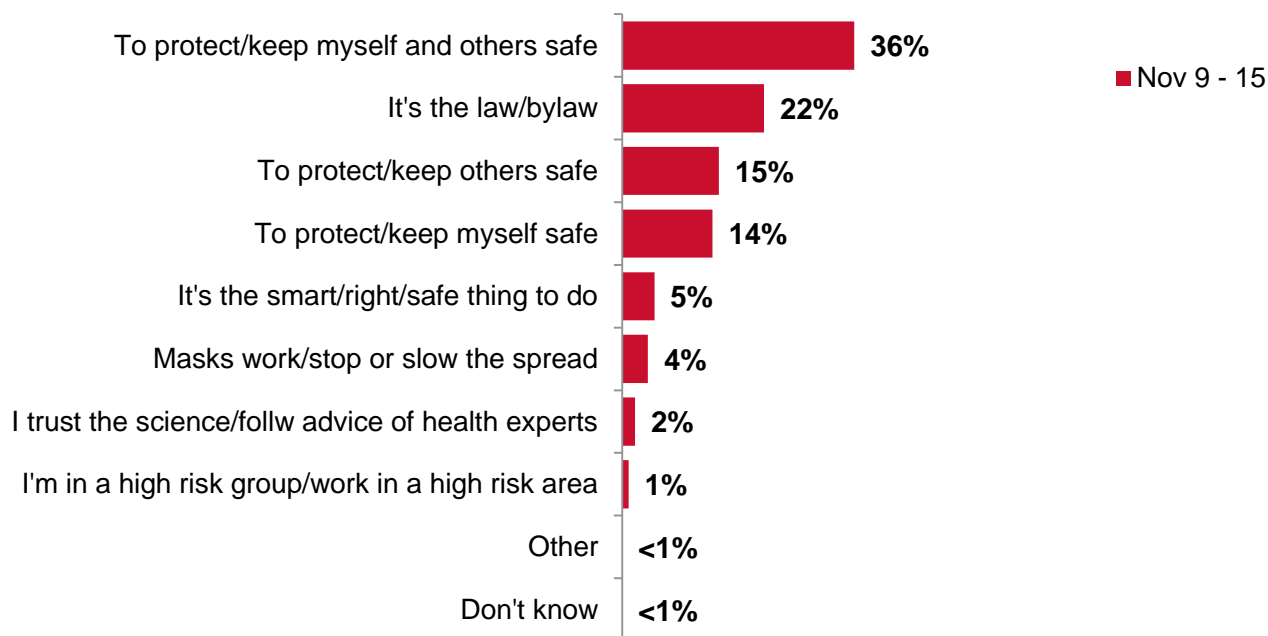
How often do you wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit?

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

Main Reason for Always Wearing a Face Mask in Public and Confined Spaces

The most mentioned main reason for always wearing a face mask is *to protect/keep myself and others safe* (36%), followed by *it's the law/bylaw* (22%), *to protect/keep others safe* (15%), and *to protect/keep myself safe* (14%).

Main Reason for Always Wearing a Face Mask in Public/Confined Spaces



New question beginning November 9

What is your main reason for always wearing a mask in public and confined spaces?

[Note: Response options were not read to respondents]

Base: Respondents who say they always wear a face mask in public and confined spaces (n=469)

Main Reason for Not Always Wearing a Face Mask in Public and Confined Spaces

The base size (n=24) for this question is too small to report the results numerically. Main reasons given for not always wearing a mask in public and confined spaces are:

- Forgetting to bring a mask/wear a mask
- Having a condition/issue
- Don't believe in masks/don't think they're necessary
- Masks are unnecessary while social distancing

New question beginning November 9

What is your main reason for not always wearing a mask in public and confined spaces?

[Note: Response options were not read to respondents]

Base: Respondents who say they usually or sometimes wear a face mask in public and confined spaces (n=24*)

*Base size too small to
report quantitative results

Main Reason for Never Wearing a Face Mask in Public and Confined Spaces

The base size (n=7) for this question is too small to report the results numerically. Main reasons given for never wearing a mask in public and confined spaces are:

- Having an exemption card/medical condition that means they can't wear a mask
- Not believing that masks are effective at slowing or stopping the spread of COVID-19
- Not being sick (since masks are said to protect others from oneself while sick, no need to wear one if not sick)

New question beginning November 9

What is your main reason for never wearing a mask in public and confined spaces?

[Note: Response options were not read to respondents]

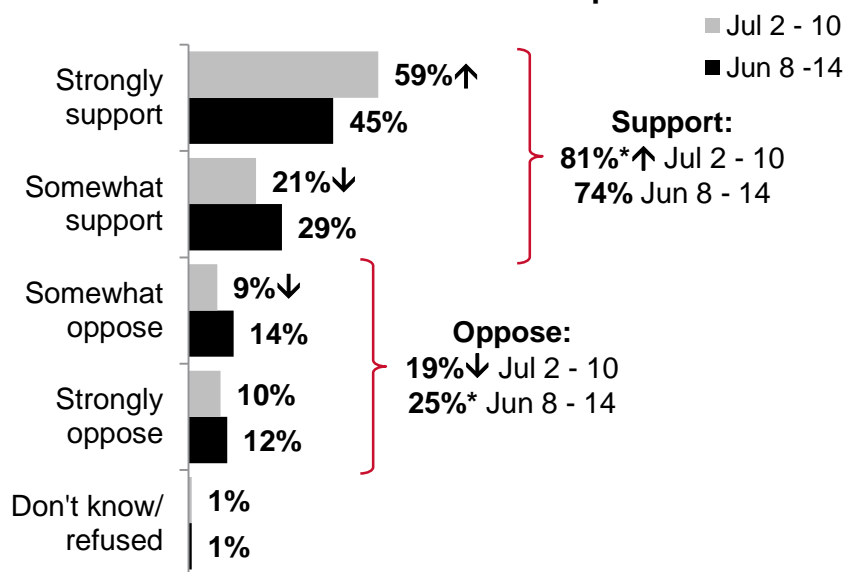
Base: Respondents who say they never wear a face mask in public and confined spaces (n=7*)

*Base size too small to report quantitative results

Support for Face Coverings Bylaw

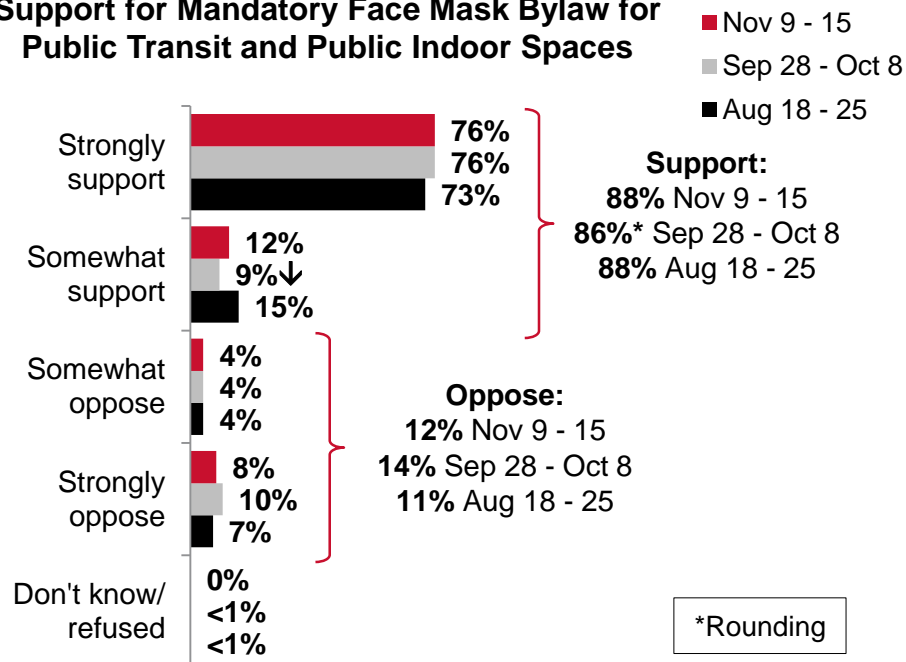
The majority (88%) of Calgarians support the Face Coverings Bylaw. Females are more likely than males (94% vs. 82%) to support the bylaw and residents of the SW and NW are more likely than other Calgarians to 'strongly' support the bylaw (85% SW and 83% NW vs. 64% SE and 64% NE).

Support for Making Face Masks Mandatory in Public and Confined Spaces**



**Note: Data collected before the decision to enact the bylaw was made.

Support for Mandatory Face Mask Bylaw for Public Transit and Public Indoor Spaces



*Rounding

New question beginning August 18

As you may already know, on July 21st City Council voted in favour of a bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. To what extent do you support or oppose this bylaw?

Base: All respondents (n=500)

New question beginning June 8

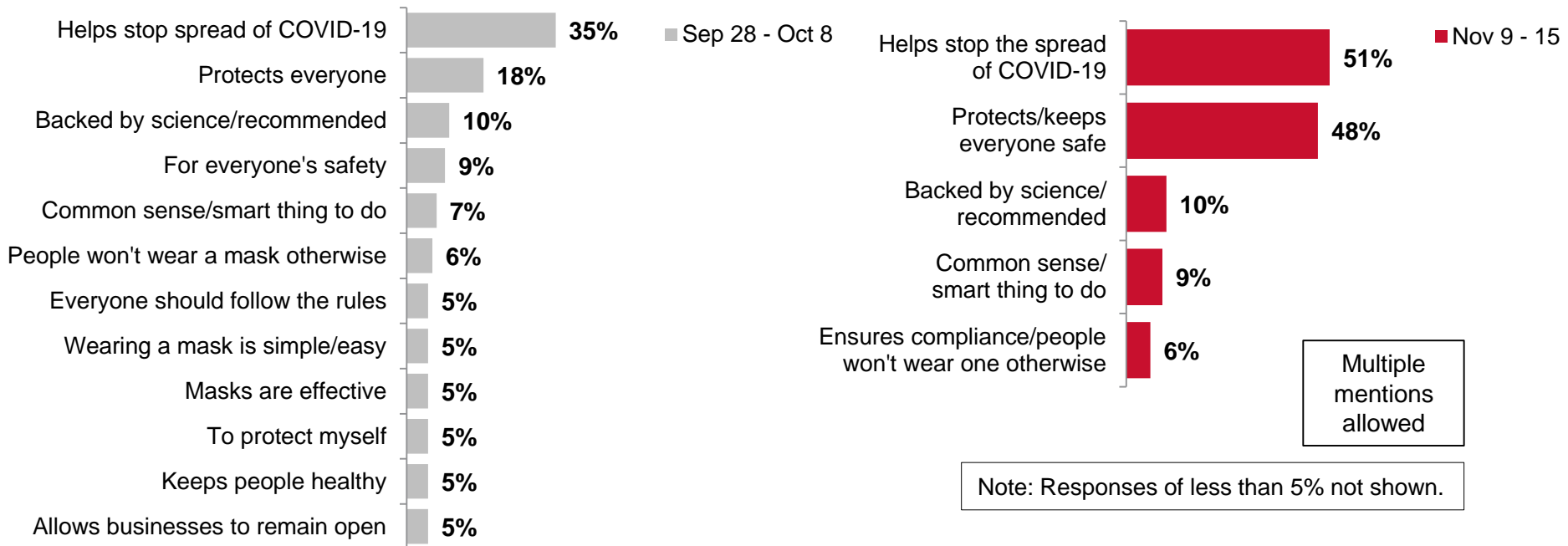
To what extent do you support or oppose making all people wear a mask or face covering while in public and confined spaces such as grocery stores, shopping malls and public transit?

Base: All respondents (n=500)

Reasons for Supporting the Bylaw

Among those who support the bylaw, half (51%) say it's because *masks work to help stop the spread of COVID-19* and around as many (48%) say it's because *it protects/keeps everyone safe*.

Reasons for Supporting the Face Coverings Bylaw*



New question beginning September 28; *Due to a change in the way responses were coded in the current Snapshot, results from Sep 28 - Oct 8 and Nov 9 - 15 are not directly comparable.

Why do you support the bylaw?

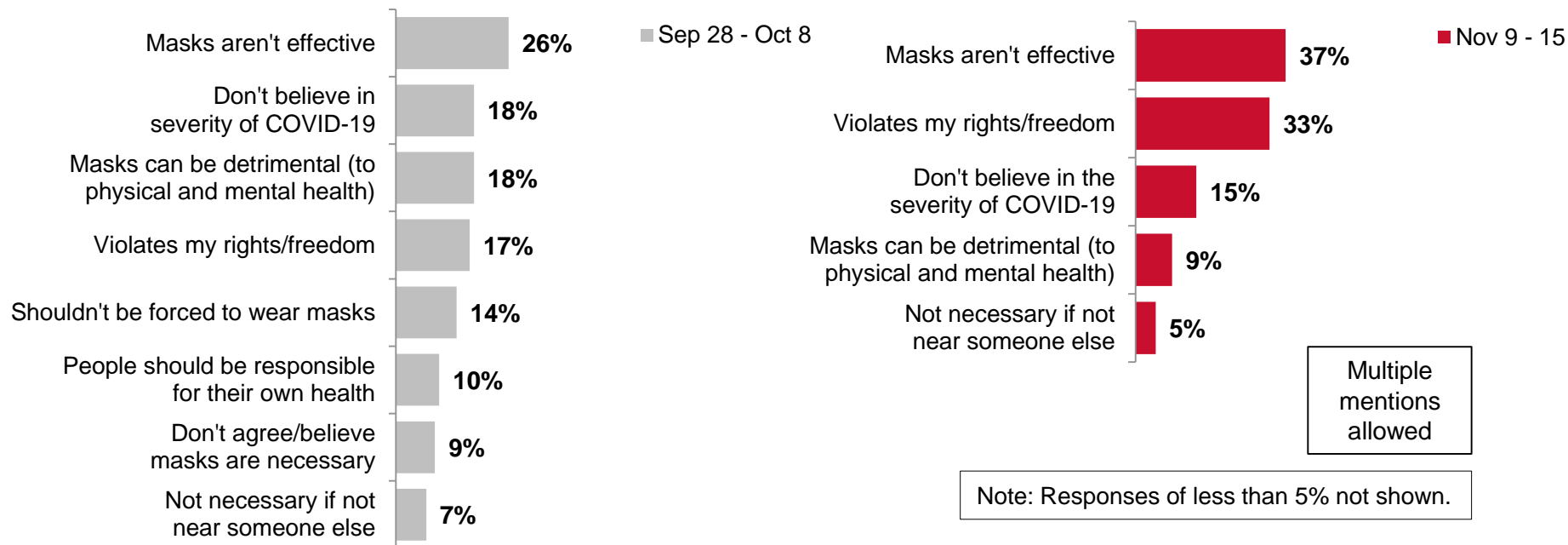
[Note: Response options were not read to respondents]

Base: Respondents who strongly or somewhat support the Face Coverings Bylaw (Sep 28 - Oct 8, n=429; Nov 9 -15, n=446)

Reasons for Not Supporting the Bylaw

Those who oppose the bylaw say it's because *masks aren't effective* (37%) and/or *it violates my rights/freedom* (33%).

Reasons for Not Supporting the Face Coverings Bylaw



New question beginning September 28; *Due to a change in the way responses were coded in the current Snapshot, results from Sep 28 - Oct 8 and Nov 9 - 15 are not directly comparable.

Why do you oppose the bylaw?

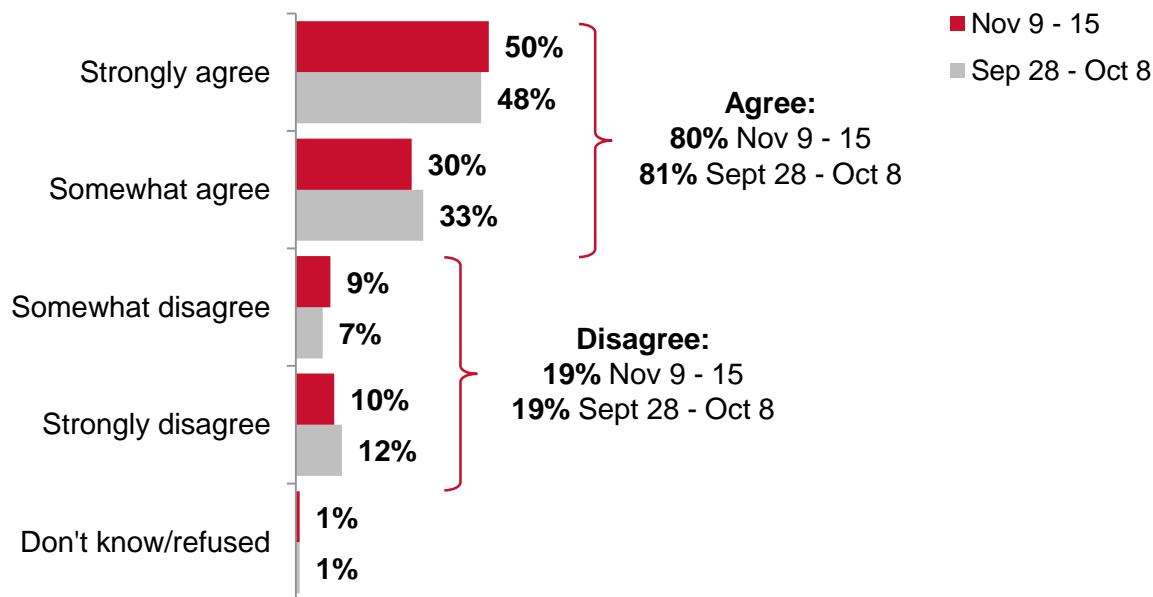
[Note: Response options were not read to respondents]

Base: Respondents who strongly or somewhat oppose the Face Coverings Bylaw (Sep 28 - Oct 8, n=70; Nov 9 - 15, n=52)

Impact of Bylaw on Willingness to be in Public

Four-in-five Calgarians (80%) agree that mandatory face coverings in public indoor spaces make them more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public. Those who are more likely to agree with this are seniors (90% 65 or older vs. 77% 18 to 34 and 78% 35 to 64) and residents of the SW (91% vs. 81% NW, 76% SE and 65% NE).

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



New question beginning September 28

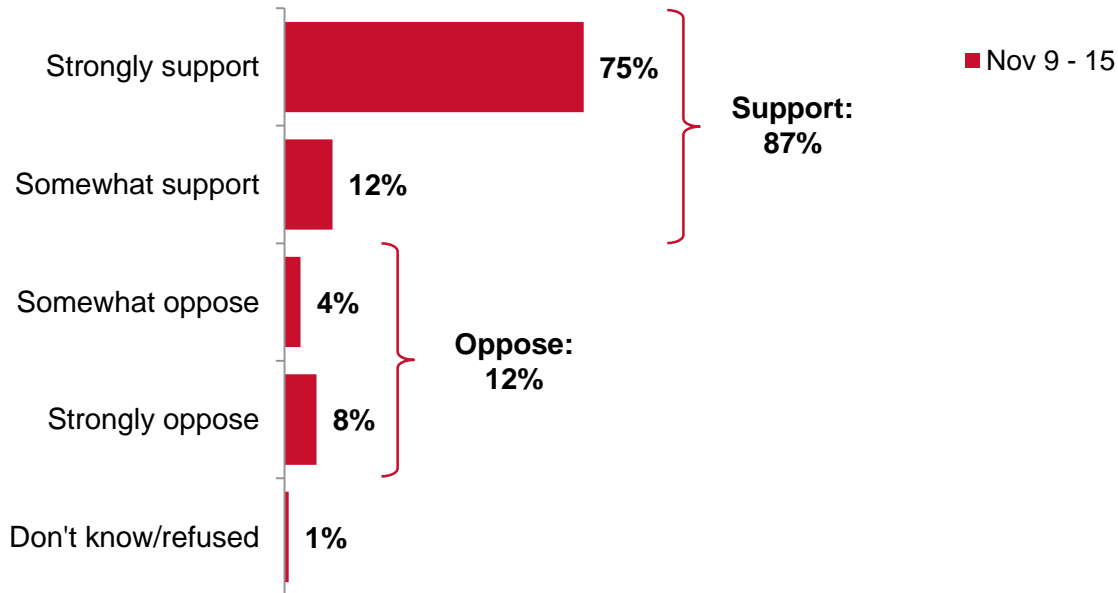
To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (n=500)

Extending the Face Coverings Bylaw

The majority (87%) of Calgarians support the continuation of the Face Covering Bylaw. Those who are more likely to support the continuation of the bylaw are females (90% vs. 84% males), seniors (93% 65 or older vs. 83% 18 to 34 and 87% 35 to 64), and residents of the SW and NW (93% and 92% NW, respectively vs. 79% SE and 80% NE).

Support for Extending the Duration of the Face Coverings Bylaw



New question beginning November 9

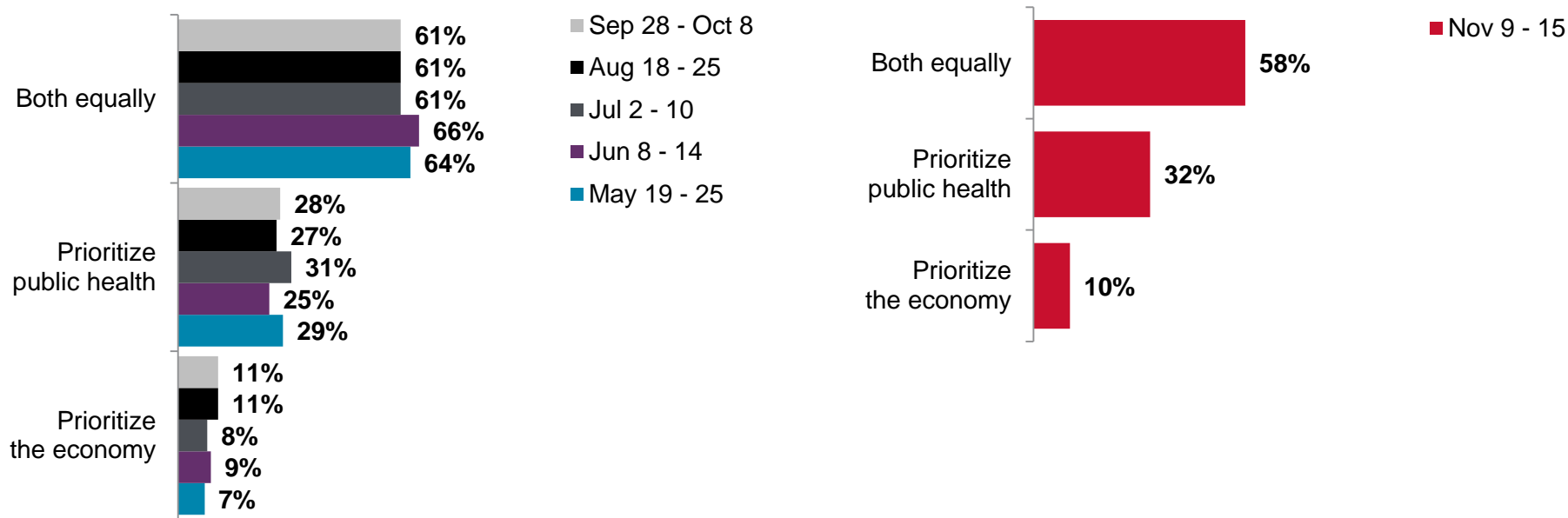
In December, City Council will be deciding if it is necessary to extend the bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. To what extent do you support or oppose the continuation of this bylaw?

Base: All respondents (n=500)

Prioritizing Public Health vs. Economy

Around three-in-five Calgarians (58%) think that when making decisions about actions and restrictions to reduce the spread of COVID-19, government decision-makers should equally consider public health and the economy. Three in ten (32%) think public health should be prioritized over the economy while 10% think the economy should be the priority. Residents of the SE are more likely than those in the SW and NW to think the priority should be the economy (19% vs. 5% and 8%; the difference between SE and NE is not statistically significant).

Opinions about Prioritizing Public Health vs. the Economy



New question beginning May 19

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, n=400)

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?

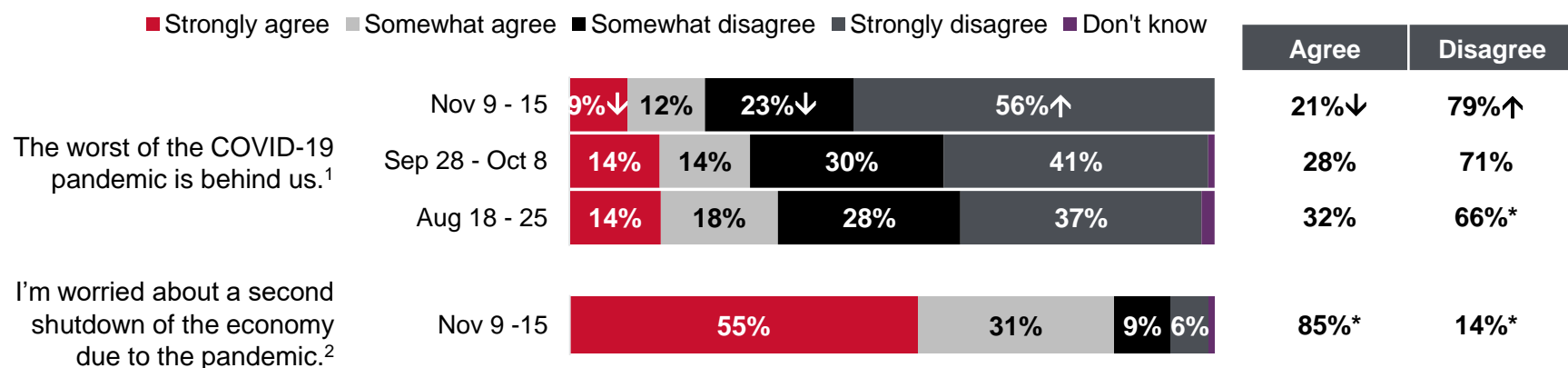
Base: All respondents (n=500)

Perceptions and Concern about the Pandemic

One-in-five Calgarians (21%) say the worst of the COVID-19 pandemic is behind us, down from 28% in October and 32% in August. Conversely, the proportion who disagree has risen to 79%, up from 71% in October and 66% in August. Males are somewhat more likely than females (25% vs. 17%) to think the worst is behind us. Calgarians between the ages of 18 and 64 are also more likely to think so (26% 18 to 34 and 22% 35 to 64 vs. 9% 65 or older). Residents of the SE are more likely than those in the SW and NW to say the worst of the pandemic is behind us (28% vs. 17% and 17%; the difference between SE and NE is not statistically significant).

The majority (85%) of Calgarians agree they're worried about a second shutdown of the economy due to the pandemic.

Perceptions about the Pandemic



Note: 3% and lower not labelled

*Rounding

¹New question beginning August 18

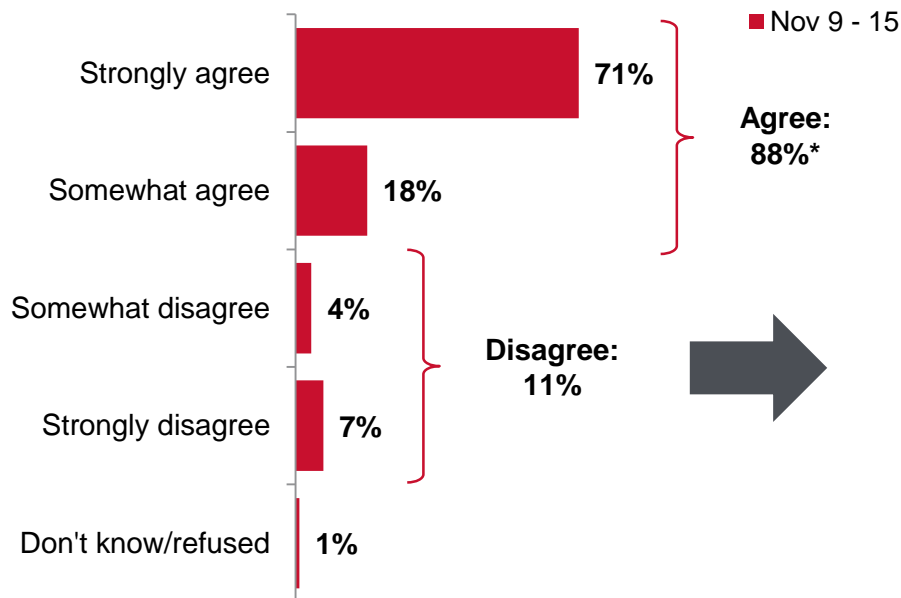
²New question beginning November 9

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)

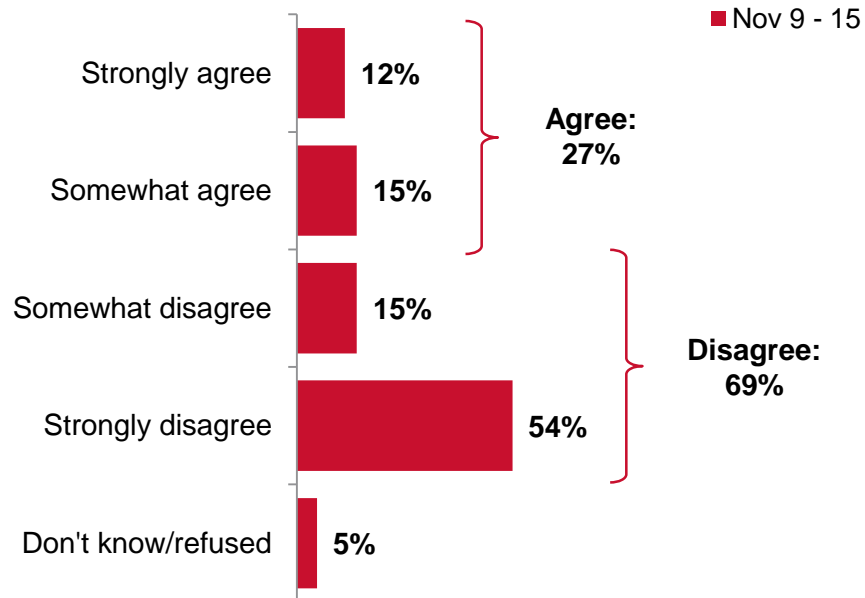
Opinion about Second Wave of COVID-19

The majority (88%) of Calgarians agree (71% 'strongly') that we're experiencing a second wave of COVID-19. Of the minority who disagree, around one quarter (27%) agree they're worried about a second wave. Residents of the SW and NW are more likely than those in the SE to think we're in a second wave of the pandemic (92% and 93% vs. 82%; the difference between SW/NW and the NE is not statistically significant).

I Think We're Experiencing a Second Wave of COVID-19 Now



I'm Worried about a Second Wave of COVID-19



New question beginning November 9

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)

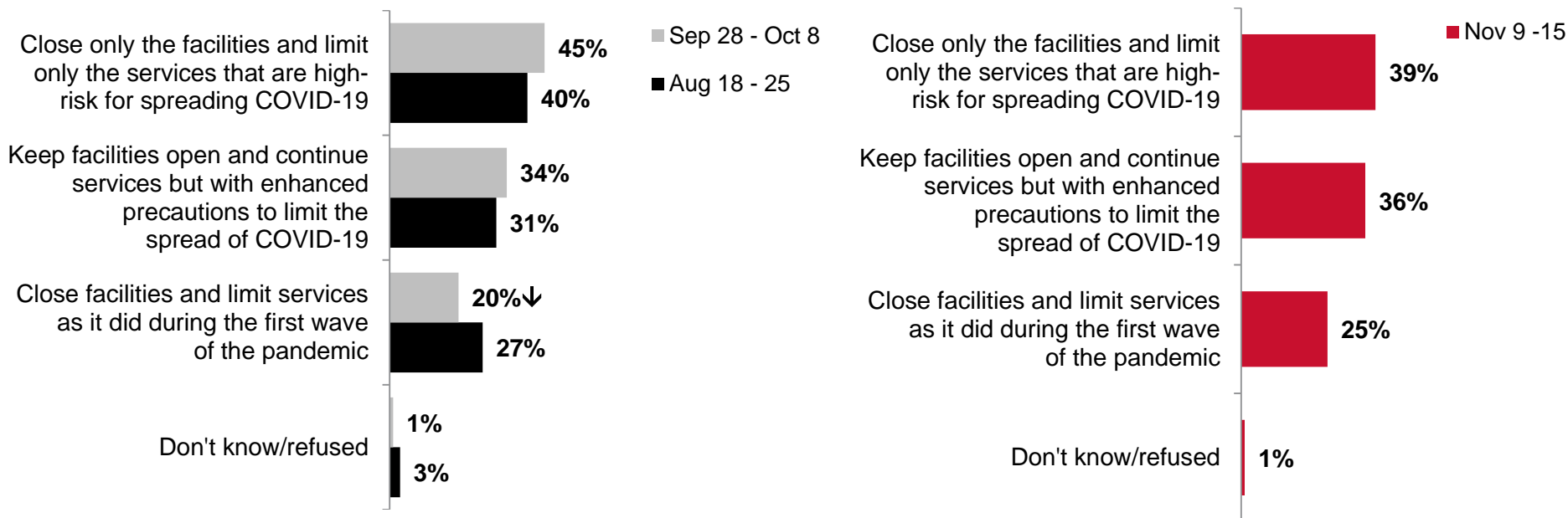
New question beginning November 9

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.
Base: Respondents who disagree that we're experiencing a second wave of COVID-19 now (n=50)

City Services in the Event of More Cases

Calgarians are split on what The City should do regarding its facilities and services if the number of new COVID-19 cases and hospitalizations continue to rise. Two in five (39%) think The City should close only the facilities and limit only the services that are high-risk for spreading COVID-19 while nearly as many (36%) think The City should keep facilities open and continue services but with enhanced precautions in place. One-quarter (25%) of Calgarians think The City should close facilities and limit services as it did during the first wave of the pandemic.

Preference for What The City Should Do About its Facilities and Services



New question beginning August 18

If there's a second wave of COVID-19 and it is as strong as the first, which of the following do you think The City of Calgary should do regarding its facilities and services:

Base: All respondents (n=500)

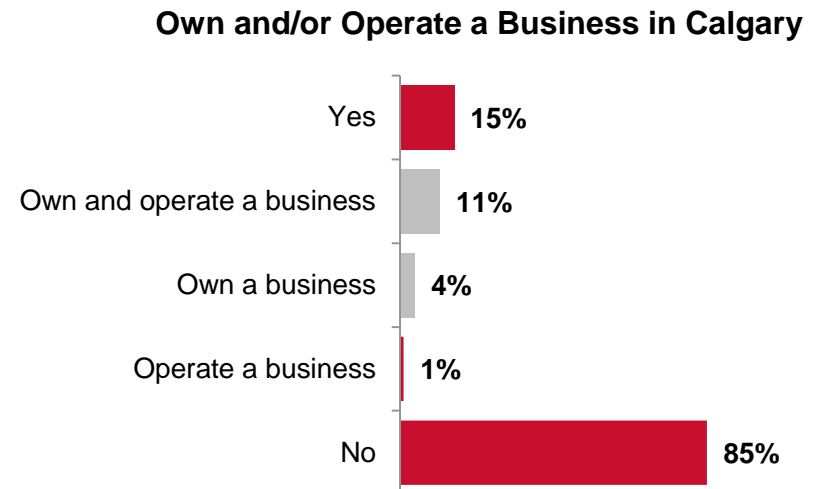
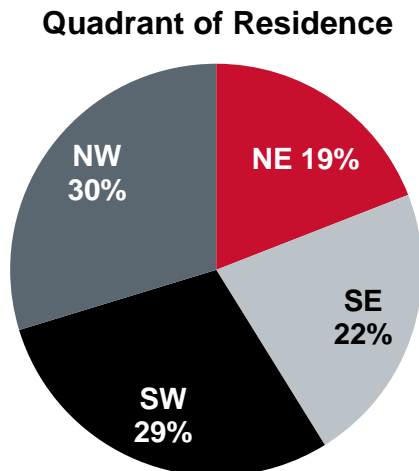
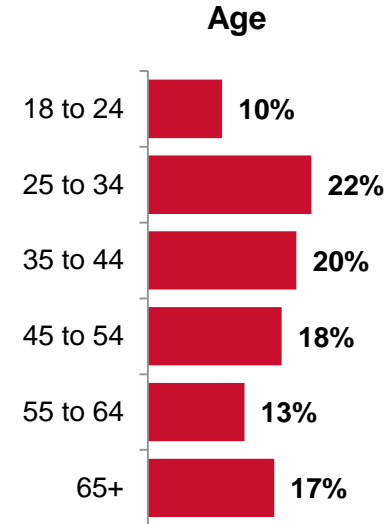
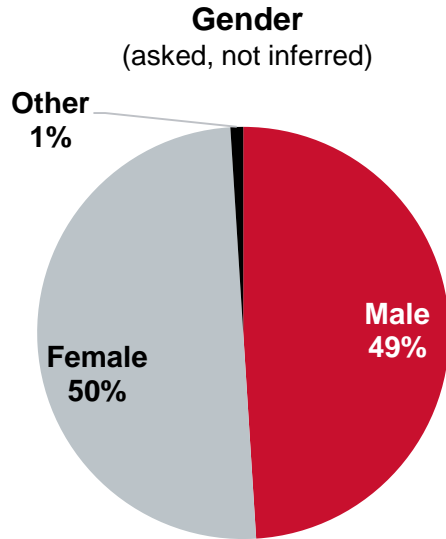
If the number of new COVID-19 cases and hospitalizations continue to rise, which of the following do you think The City of Calgary should do regarding its facilities and services:

Base: All respondents (n=500)

Demographics



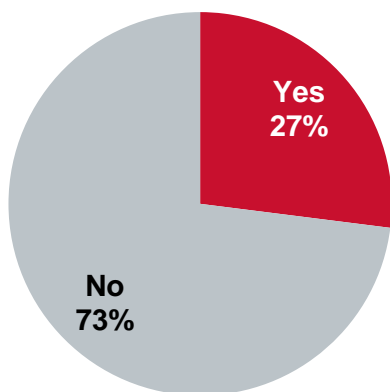
Demographics



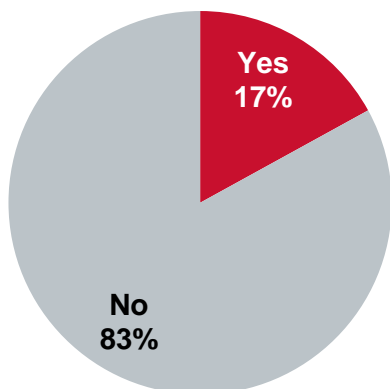
Base: All respondents (n=500)

Demographics – cont'd

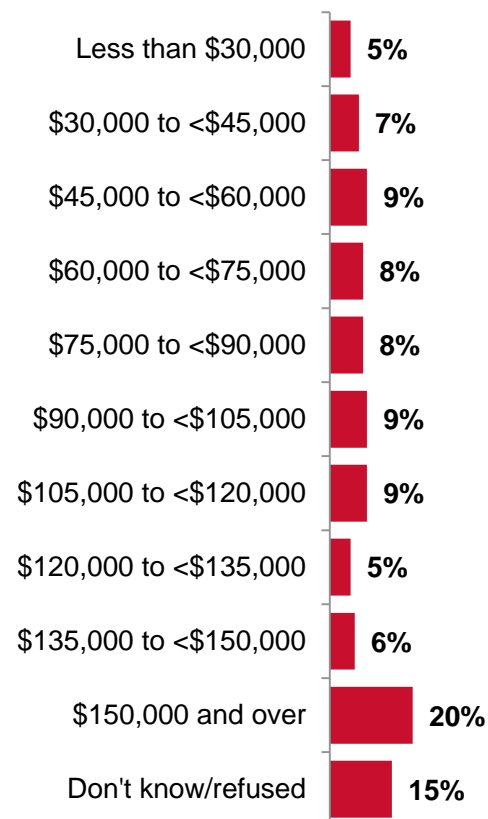
Children Under the Age of 18 in the Household



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



Annual Household Income



Base: All respondents (n=500)

Questionnaire



Questionnaire

The City of Calgary 2020 Citizen Perspectives – COVID-19 Snapshot 7 November 9, 2020

INT01. INTRODUCTION

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

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

The survey will take approximately 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 "2020 Citizen Perspectives Survey" or send a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5."

SCREENERS

QS7. Are you 18 years of age or older?

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

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

QSEX. Record Gender (DO NOT ASK)

Male
Female

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

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

4. 35 to 44 yrs
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.

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

[ROTATE ITEMS]

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

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

Questionnaire – cont'd

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]

The worst of the COVID-19 pandemic is behind us.
I'm worried about a second shutdown of the economy due to the pandemic.
I trust The City to make the right decisions about providing its services safely during the pandemic.
I think we're experiencing a second wave of COVID-19 now.
[IF STATEMENT ABOVE = SOMEWHAT DISAGREE OR STRONGLY DISAGREE, ASK FOLLOWING STATEMENT]
I'm worried about a second wave of COVID-19.

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 WORSENERED] Is that a lot or a little? How about [INSERT NEXT ITEM]?

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

Questionnaire – cont'd

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

CV26. How often do you wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit?

Always
Usually
Sometimes
Never
Don't know [DO NOT READ] [SKIP TO QCV36]

[IF CV26=ALWAYS OR NEVER, ASK CV26A]

CV26a. What is your main reason for [INSERT RESPONSE TO CV26] wearing a face mask in public and confined spaces?

[DO NOT READ; PRE-CODE LIST IF CV26=ALWAYS; ACCEPT ONE RESPONSE ONLY]

To protect myself/keep myself safe from COVID-19 (or "the virus")
To protect others/keep others safe from COVID-19 (or "the virus")
To protect myself and others/keep myself and others safe from COVID-19 (or "the virus")

[SELECT THIS CODE IF RESPONDENT SPECIFICALLY MENTIONS BOTH THEMSELVES AND OTHERS]

It's the law/the bylaw
Masks work/masks work to stop or slow the spread of COVID-19 (or "the virus")
It's the smart/right/safe thing to do
Other (please specify):
Don't know [DO NOT READ]

[DO NOT READ; PRE-CODE LIST IF CV26=NEVER ACCEPT ONE RESPONSE ONLY]

Have an exemption card/medical condition that means I don't have to wear one
Masks aren't effective/don't stop or slow the spread of COVID-19 (or "the virus")
COVID-19 isn't that serious/contagious/it's been blown out of proportion
I'm not sick so aren't a risk to others
Violates my rights/freedoms
Other (please specify):
Don't know [DO NOT READ]

[IF CV26=USUALLY OR SOMETIMES, ASK CV26B]

CV26b. What is your main reason for not always wearing a face mask in public and confined spaces?

[DO NOT READ; PRE-CODE LIST ACCEPT ONE RESPONSE ONLY]

Masks aren't effective/don't stop or slow the spread of COVID-19 (or "the virus")
Have a medical condition/medical issues
Sometimes I forget to bring one/wear one
Don't need a mask if social distancing
It depends on the situation
Other (please specify):
Don't know [DO NOT READ]

CV36. On July 21st City Council voted in favour of a bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. To what extent do you support or oppose this bylaw?

Strongly support
Somewhat support
Somewhat oppose
Strongly oppose
Don't know [DO NOT READ] [SKIP TO QCV36B]

CV36a. Why do you [INSERT RESPONSE TO CV36] the bylaw?

[DO NOT READ; PRE-CODE LIST; ACCEPT UP TO THREE RESPONSES]

The bylaw/masks helps slow or stop the spread of COVID-19 (or "the virus")
Protects everyone/keeps everyone safe
Backed by science/recommended by doctors or medical experts
Common sense/the smart thing to do
Masks aren't effective/don't stop or slow the spread of COVID-19 (or "the virus")
COVID-19 isn't that serious/contagious/it's been blown out of proportion
Violates my rights/freedoms
Not necessary if people are social distancing or it's not crowded
Masks can be/detrimental to health (physical or mental)
Other (please specify):
Don't know [DO NOT READ]

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

Strongly agree
Somewhat agree

Questionnaire – cont'd

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

CV39. In December, City Council will be deciding if it is necessary to extend the bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. To what extent do you support or oppose the continuation of this bylaw?

Strongly support
Somewhat support
Somewhat oppose
Strongly oppose
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**.

CV37. If the number of new COVID-19 cases and hospitalizations continue to rise, which of the following do you think The City of Calgary should do regarding its facilities and services:

Close facilities and limit services as it did during the first wave of the pandemic
Close only the facilities and limit only the services that are high risk for spreading COVID-19
Keep facilities open and continue services but with enhanced precautions to limit the spread of COVID-19
Don't know [DO NOT READ]

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

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

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

Trust a great deal
Trust a little
Neutral
Distrust a little
Distrust a great deal
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)

Questionnaire – cont'd

[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.