



Calgary



2020 Citizen Perspectives Survey Report Climate Change

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Background & Methodology

Background

To help support City decisions, The City of Calgary surveys citizens about their opinions, preferences and attitudes. To help in “making life better every day” for Calgarians, The City conducts the Citizen Perspectives Survey at various intervals through the year. In 2018, The City ran a wave of the survey on the topic of extreme weather and home energy efficiency. In 2019 and 2020, the survey was conducted again but with the addition of questions about climate change.

Methodology

The survey was conducted by Leger from October 19 – 29, 2020 with 500 Calgarians via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (48%) and cell phones (52%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 20.6 minutes in duration. The margin of error (MOE) for the total sample of n=500 is ± 4.9 percentage points, 19 times out of 20.

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



Highlights

- Calgarians tend to be somewhat satisfied with The City's efforts to protect the environment and help Calgarians reduce their environmental impact; however, half of Calgarians want The City to do more than it currently is doing to address climate change.
- There are some shifts in Calgarians' beliefs about climate change, suggesting more citizens are becoming aware of the topic and want to take action against climate change.
- Females, younger adults and those of Asian descent are more likely than their counterparts to be concerned about climate change, think their actions contribute to climate change, say they're taking action and want to do more personally to combat it, and to think Calgarians should be doing more.
- Saving money continues to be the top reason for taking actions to save energy and the barrier to doing more to save energy is mainly the cost/not having enough money to do more.
- Compared to the past two years, fewer Calgarians now say they're likely to consider buying an electric or hybrid vehicle, which could be the result of Calgary's economic downturn made worse by the COVID-19 pandemic.

Detailed Findings





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



Key Findings: Calgary's Environment

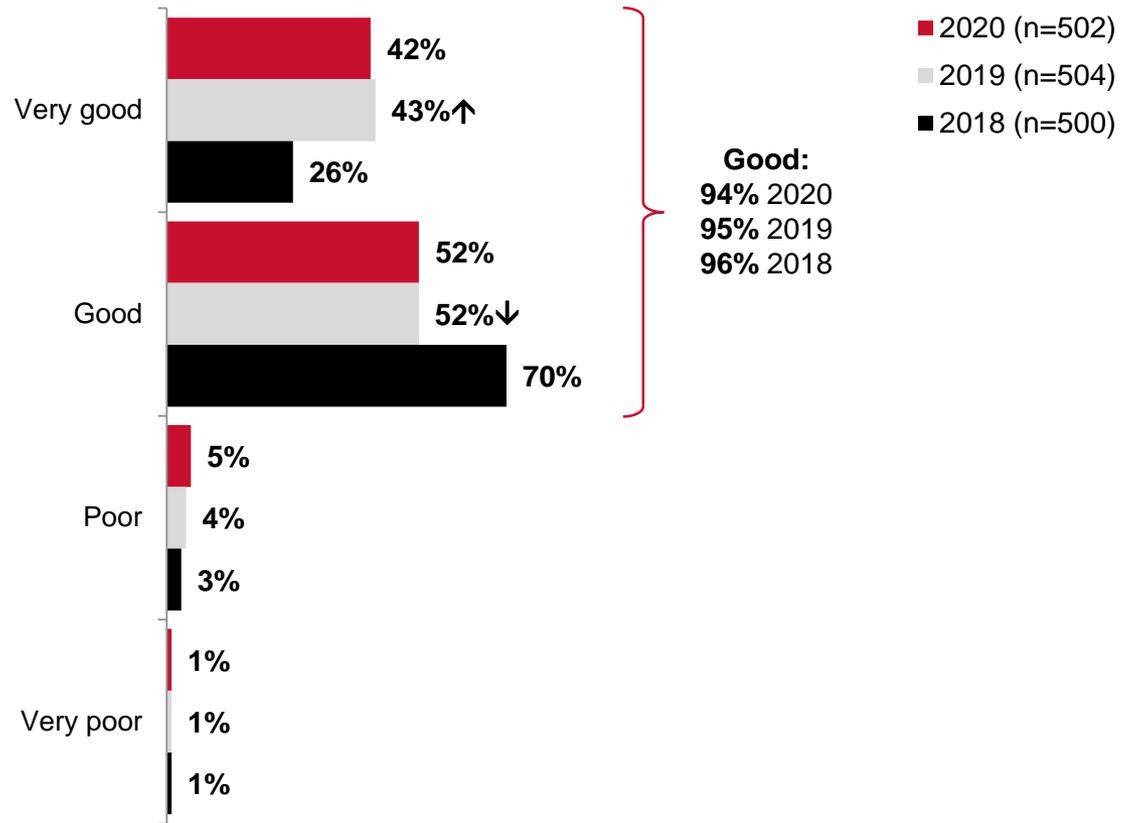
Calgarians tend to be somewhat satisfied with The City's efforts to protect the environment and help Calgarians reduce their environmental impact.

- Most Calgarians (94%) rate the current overall state of Calgary's environment as good (42% 'very good' and 52% 'good'), on par with last year.
- The majority (83%) of Calgarians are satisfied with the job The City is doing to protect the environment (24% 'very satisfied' and 59% 'somewhat satisfied').
- The majority (78%) are satisfied with The City's programs and services aimed at helping Calgarians reduce their environmental impact (22% 'very satisfied' and 56% 'somewhat satisfied').



Perception of State of Calgary's Environment

Perception of the Overall State of Calgary's Environment



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

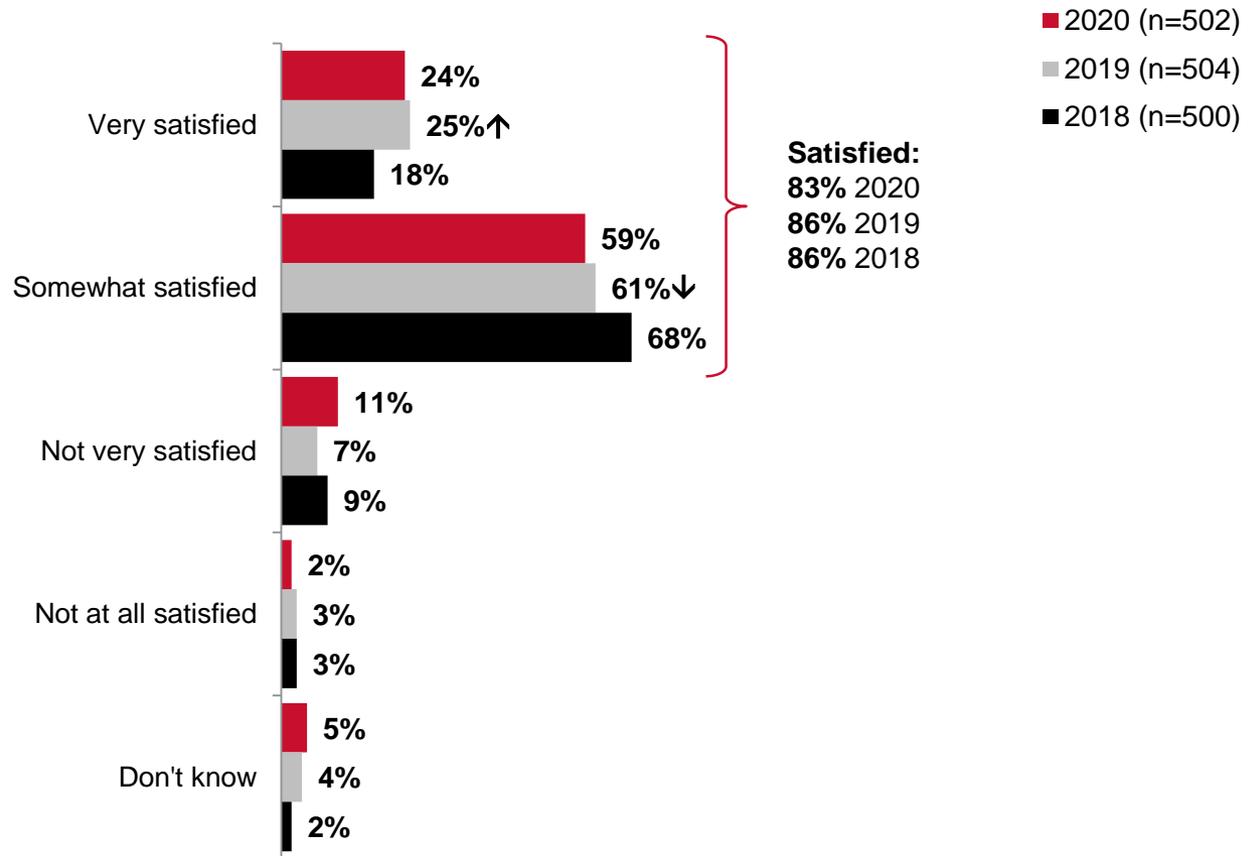
Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Satisfaction with The City's Protection of the Environment

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



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

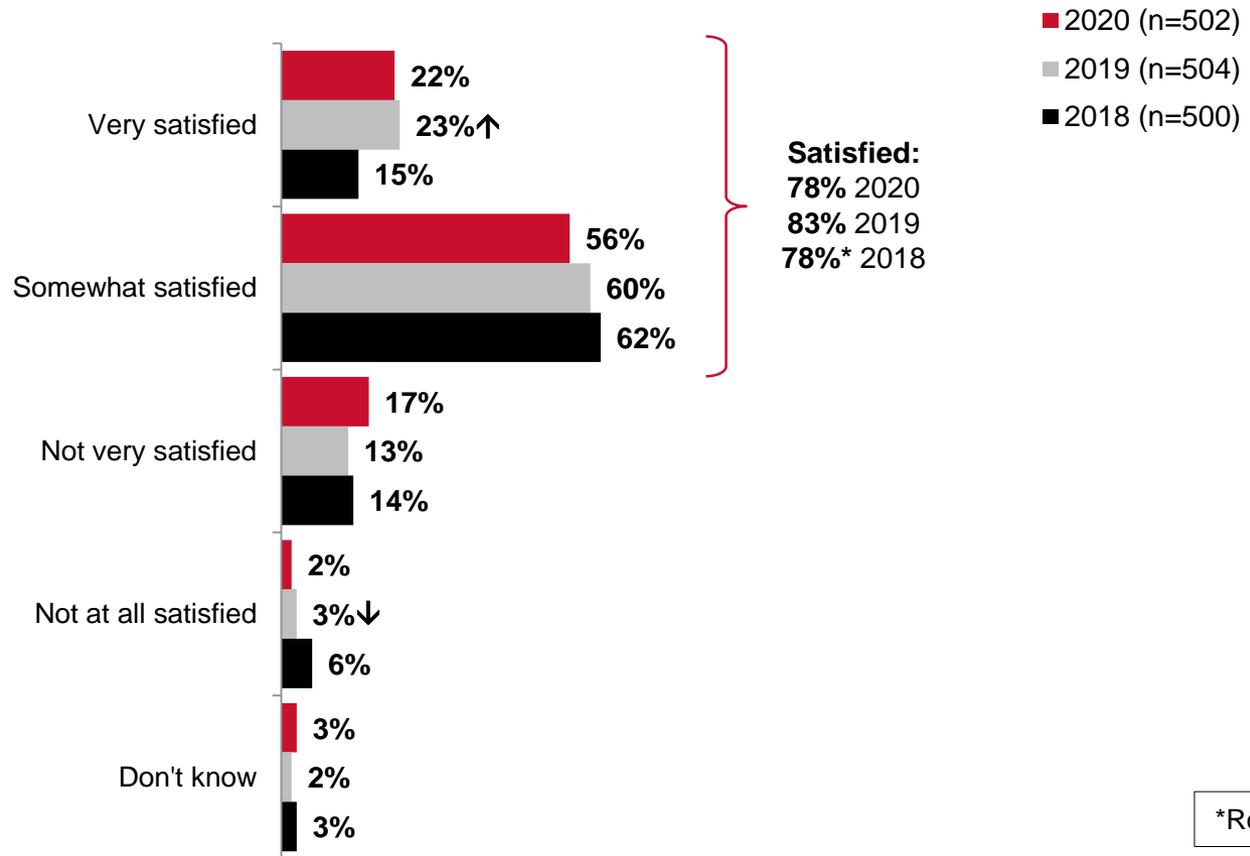
Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



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

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



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

Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Climate Change



Key Findings: Climate Change

Ratings for various statements about climate change point to an increase in Calgarians' awareness of the impact of human activities, including their own, on climate change.

- The majority of Calgarians agree ('strongly' or 'somewhat') with each of the statements about climate change:
 - I'm concerned about climate change (80%)
 - I think we need to act now to address climate change (79%)
 - I'm taking action to help prevent climate change (79%)
 - I want to do more personally to help provide climate change (78%)
 - I think Calgarians should be doing more to help prevent climate change (77%)
 - My individual actions contribute to the global impacts of climate change (77%)
 - Climate change is caused mostly by human activities (76%)
- Compared to 2019, more Calgarians now agree they are taking action to help prevent climate change (79% vs. 73% in 2019), that their individual actions contribute to the global impacts of climate change (77% vs. 68% in 2019), and that climate change is caused mostly by human activities (76% vs. 67% in 2019).
- Compared to last year, fewer Calgarians disagree that they're concerned about climate change (16%, down from 21% in 2019), that we need to address climate change now (15%, vs. 21% in 2019), that they're taking action to help prevent climate change (15% vs. 23% in 2019), that they personally want to do more to help prevent climate change (16% vs. 22% in 2019), that their individual actions contribute to the global impacts of climate change (18% vs. 28% in 2019), and that climate change is caused mostly by human activities (20% vs. 28% in 2019).



Key Findings: Climate Change – cont'd

Females are more likely than males to agree with each of the climate change statements.

Agree (strongly or somewhat)	Females (n=258)	Males (n=242)
I am concerned about climate change	87%	72%
I think Calgarians should be doing more to help prevent climate change	84%	69%
I think we need to act now to address climate change	86%	72%
Climate change is caused mostly by human activities	82%	69%
My individual actions contribute to the global impacts of climate change	83%	70%
I am taking action to help prevent climate change	85%	74%
I want to do more personally to help prevent climate change	82%	73%

Overall, the proportion agreeing with the statements is lower among older Calgarians.

Agree (strongly or somewhat)	18 – 34 (n=104)	35 – 54 (n=175)	55+ (n=223)
I am concerned about climate change	91%	79%	69%
I think Calgarians should be doing more to help prevent climate change	89%	78%	61%
I think we need to act now to address climate change	89%	81%	66%
Climate change is caused mostly by human activities	87%	78%	61%
My individual actions contribute to the global impacts of climate change	83%	81%	63%
I am taking action to help prevent climate change	87%	81%	69%
I want to do more personally to help prevent climate change	92%	79%	60%



Key Findings: Climate Change – cont'd

Calgarians of Asian descent are generally more likely than those who self-identify as Canadian/French Canadian, Caucasian/white or European to agree with the statements about climate change and to have become more supportive of taking action in the past year.

Agree (strongly or somewhat)	Ethnic Background*			
	Canadian/ French Cdn. (n=75)	Caucasian/ white (n=171)	European (n=182)	Asian (n=62)
I am concerned about climate change	74%	76%	79%	91%
I think Calgarians should be doing more to help prevent climate change	65%	77%	72%	93%
My individual actions contribute to the global impacts of climate change	63%	77%	74%	90%
I am taking action to help prevent climate change	71%	79%	80%	93%
I want to do more personally to help prevent climate change	65%	77%	73%	99%

- Two-thirds (66%) of Calgarians of Asian descent say that in the past year, they've become more supportive of taking action against climate change, compared to 43% of those identifying as Canadian/French Canadian, 47% of Calgarians identifying as Caucasian/white, and 52% of European descent.

*Base sizes for other ethnic backgrounds are too small to report the results.

Key Findings: Climate Change – cont'd

Compared to 2019, more Calgarians now think The City should be doing more to address climate change.

- One-half (51%) of Calgarians think The City should be doing more than it currently is to address climate change, up from 34% in 2019. The proportion responding that they're not sure whether The City should be doing more, is doing the right amount or should be doing less dropped from 34% in 2019 to 9% this year. A third (33%) think The City is currently doing the right amount while 7% say The City should be doing less.
- Males are more likely than females to think The City should be doing less (13% vs. 2%).
- Older Calgarians are less likely than younger Calgarians to think The City should be doing more (37% of those 55 or older vs. 64% 18 to 34 and 51% 35 to 54).

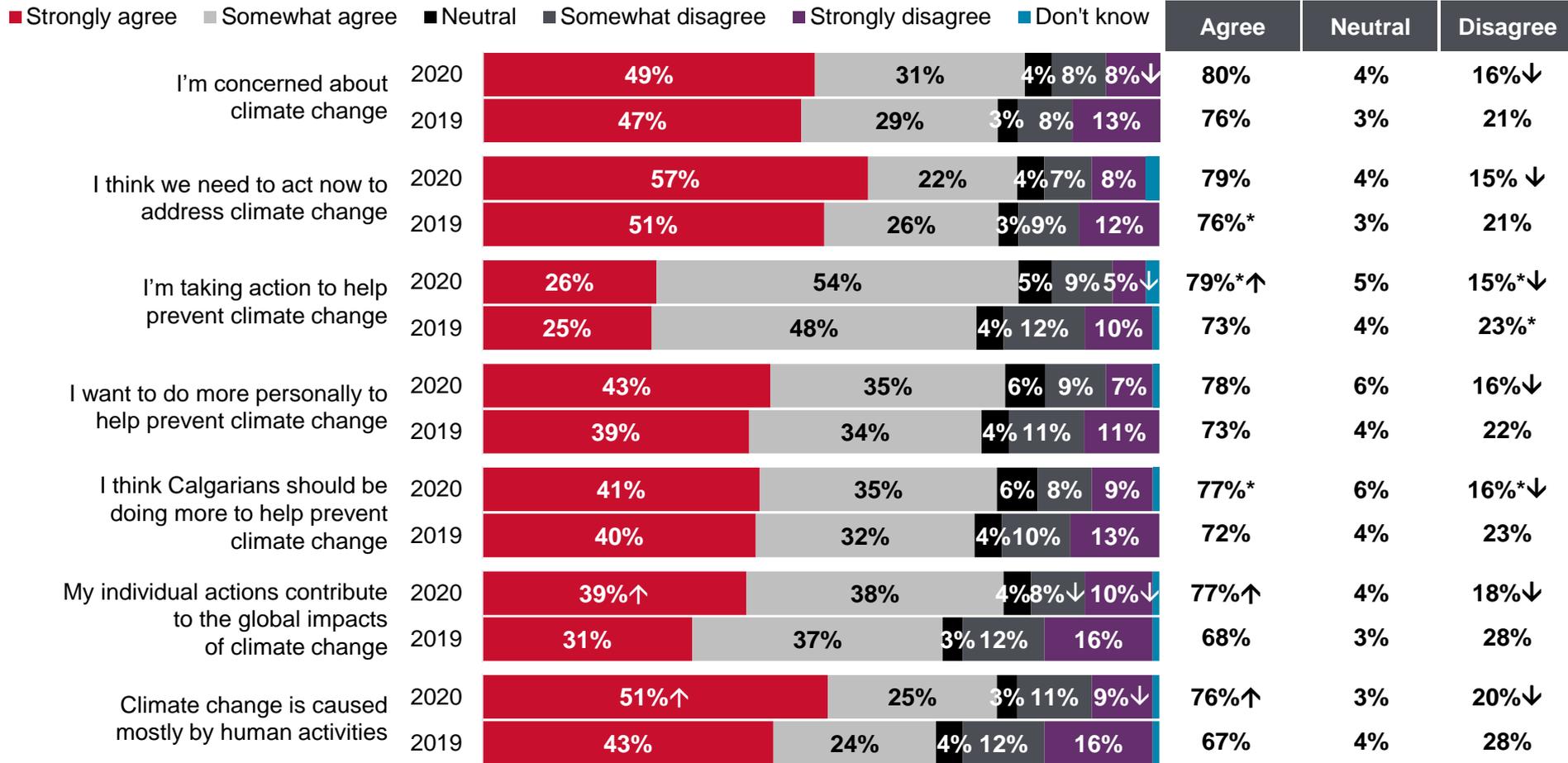
One-half of Calgarians say they've become more supportive of taking action on climate change in the past year and compared to 2019, fewer report having become less supportive.

- One-half (53%) of Calgarians say they've become more supportive of taking action on climate change in the past year, on par with last year.
- This year, fewer Calgarians report becoming less supportive: 14% compared to 21% in 2019.
- Males are more likely than females to have become less supportive (20% vs. 7%).
- Becoming more supportive is more likely among younger Calgarians (66% 18 to 34, 51% 35 to 54 and 43% 55 or older) while having become less supportive is more likely among older Calgarians (22% 55 or older, 14% 35 to 54, and 6% 18 to 34).



Climate Change Opinions

Perceptions about Climate Change



*Rounding

C1. The next few statements are about how you personally feel about climate change.

To what extent do you agree or disagree with the following?

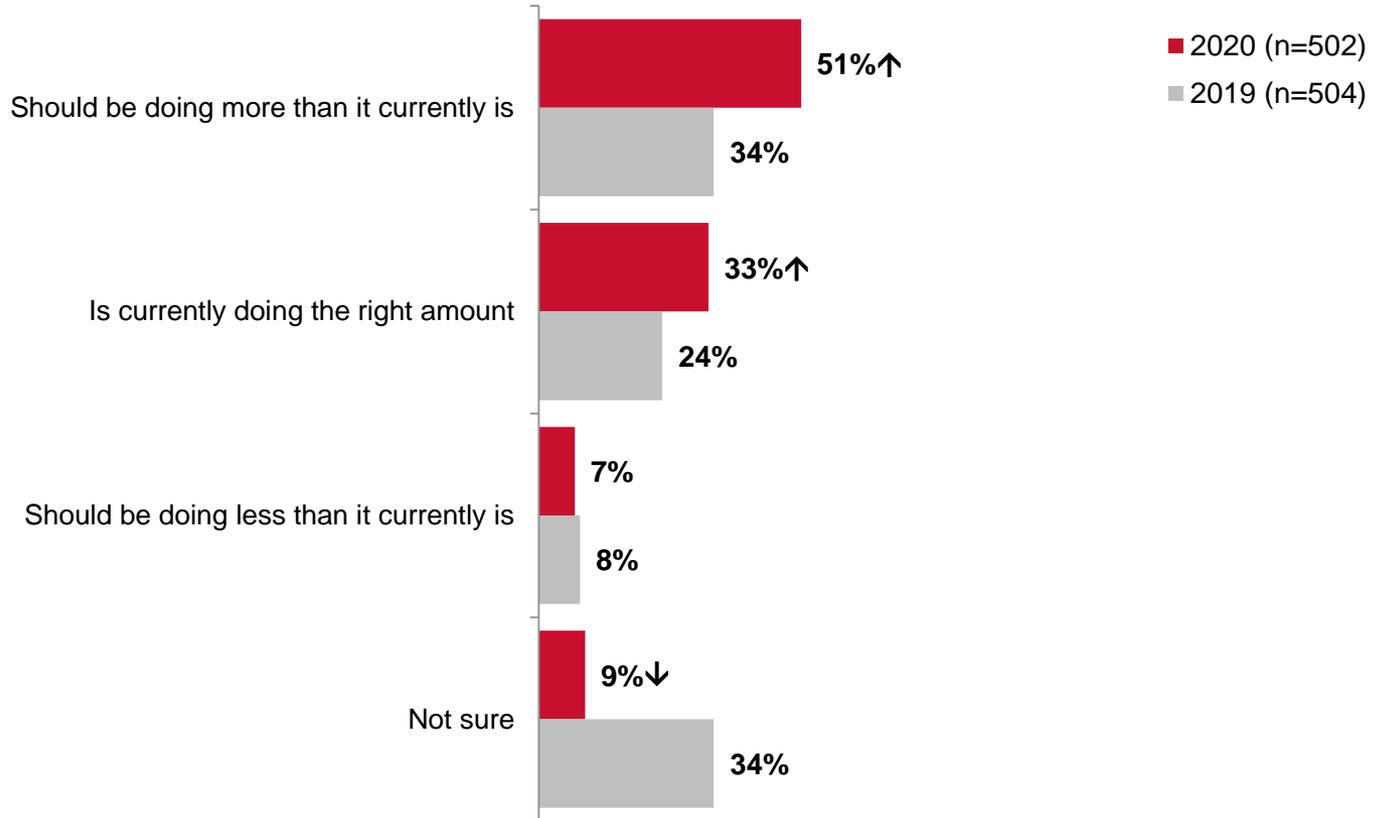
Base size: All respondents (2020: n=502; 2019: n=504)

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Perception of The City's Efforts to Address Climate Change

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



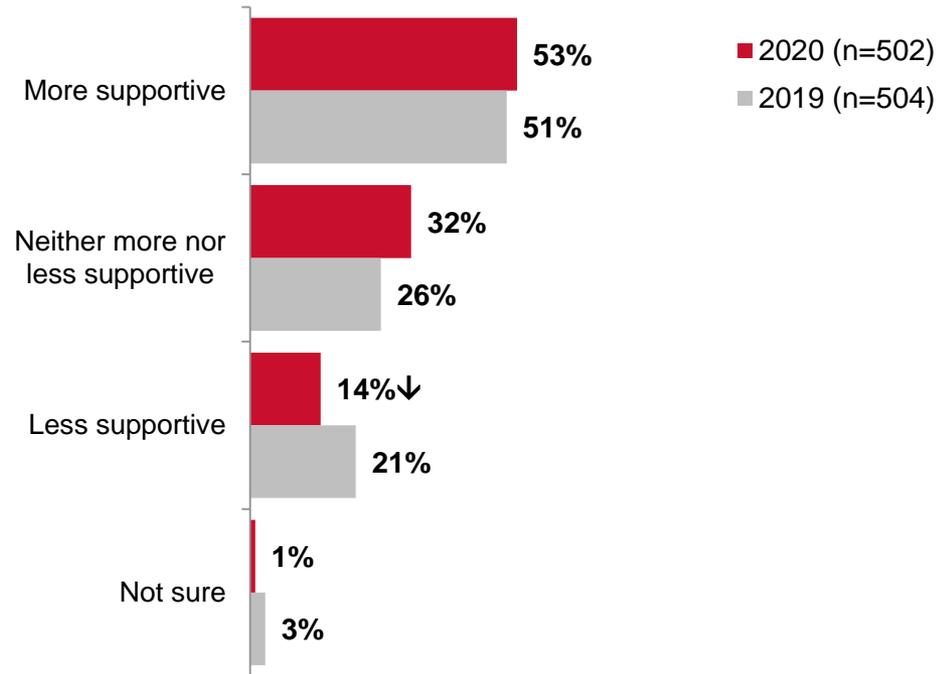
C2. Please tell me which of the following statements best describes your opinion about what The City of Calgary is doing to address climate change? Do you think The City . . .
 Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Change in Support for Taking Action on Climate Change

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



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

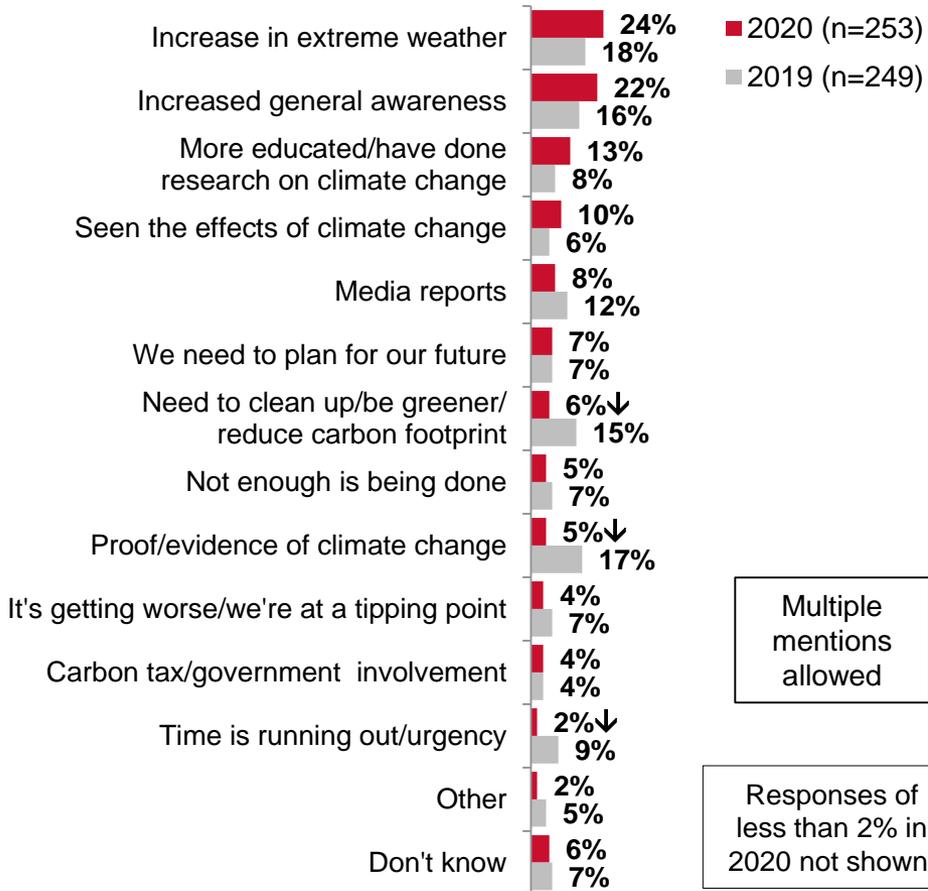
Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year

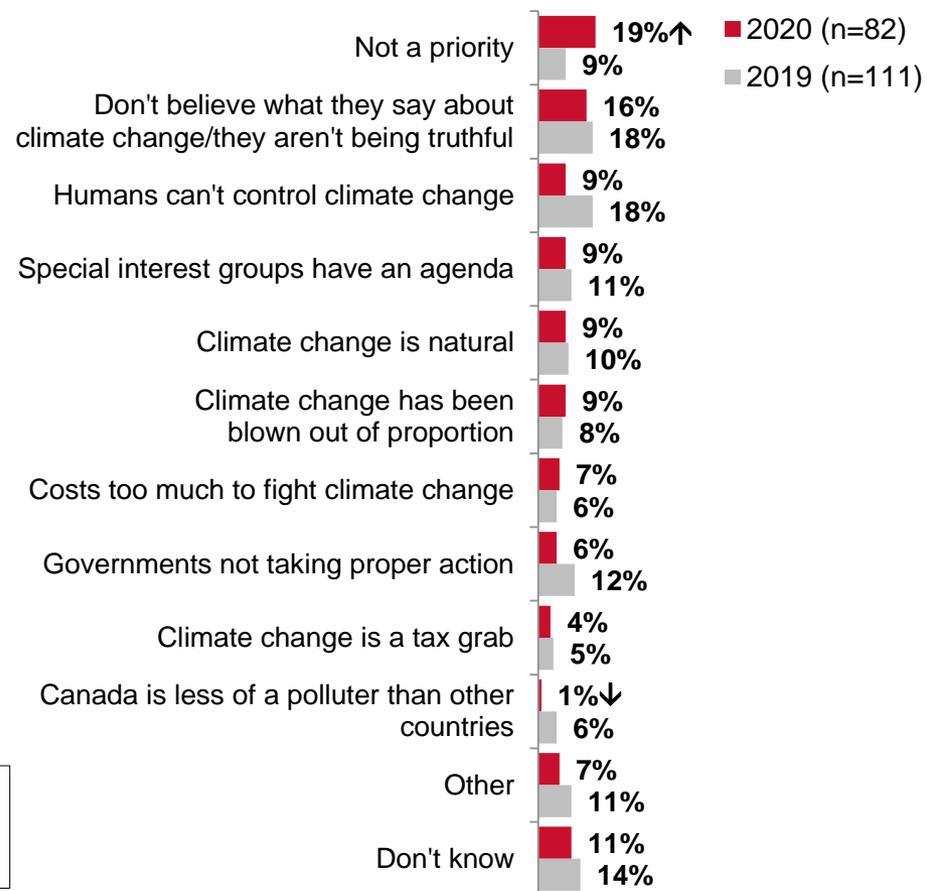


Reasons for Change in Support in Last Year

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



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



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

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

Base size: Respondents who answered 'more supportive'/'less supportive' to C3

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Extreme Weather Events



Key Findings: Extreme Weather

Compared to 2019, fewer Calgarians report having been impacted by some extreme weather events in the past five years.

- The proportion of Calgarians who report they haven't been impacted by extreme weather events in the past five years increased from 28% in 2019 to 37% this year.
- Compared to last year, fewer Calgarians say they've been impacted by hailstorms (28%, down from 38%), snow or ice storms (25%, down from 31%) and severe winds (17%, down from 23%). While the drop in the proportion saying they've been impacted by wildfire/smoke (37% compared to 42% last year) isn't statistically significant, it's been trending down since 2018 (48%).

More Calgarians now anticipate there will be more hailstorms in the next ten years.

- This year sees an increase in the proportion of Calgarians anticipating there will be more hailstorms in the next ten years (54%, up from 40% in 2019).
- The majority believe there will be the same amount or more of the extreme weather events in the next ten years.
- Males are more likely than females to think there will be fewer snow or ice storms (10% vs. 4%), hailstorms (7% vs. 2%), severe winds (8% vs. 2%), flooding (23% vs. 13%), heat waves (12% vs. 6%), and wildfires/smoke (11% vs. 2%).

Key Findings: Extreme Weather – cont'd

The majority of Calgarians, particularly females, are somewhat or very concerned about the impact of extreme weather events.

- Three-in-five Calgarians (62%) are concerned about the impact that extreme weather events are having, or might have, on their life (14% 'very concerned' and 48% 'somewhat concerned').
- More females than males are concerned about the impact of extreme weather events on their life (69% vs. 55%).
- Southeast residents are less likely to be concerned (48% vs. 63% SW, 70% NW and 64% NE).
- Calgarians not born in Canada are more likely than Canadian-born to be concerned (72% vs. 59%).

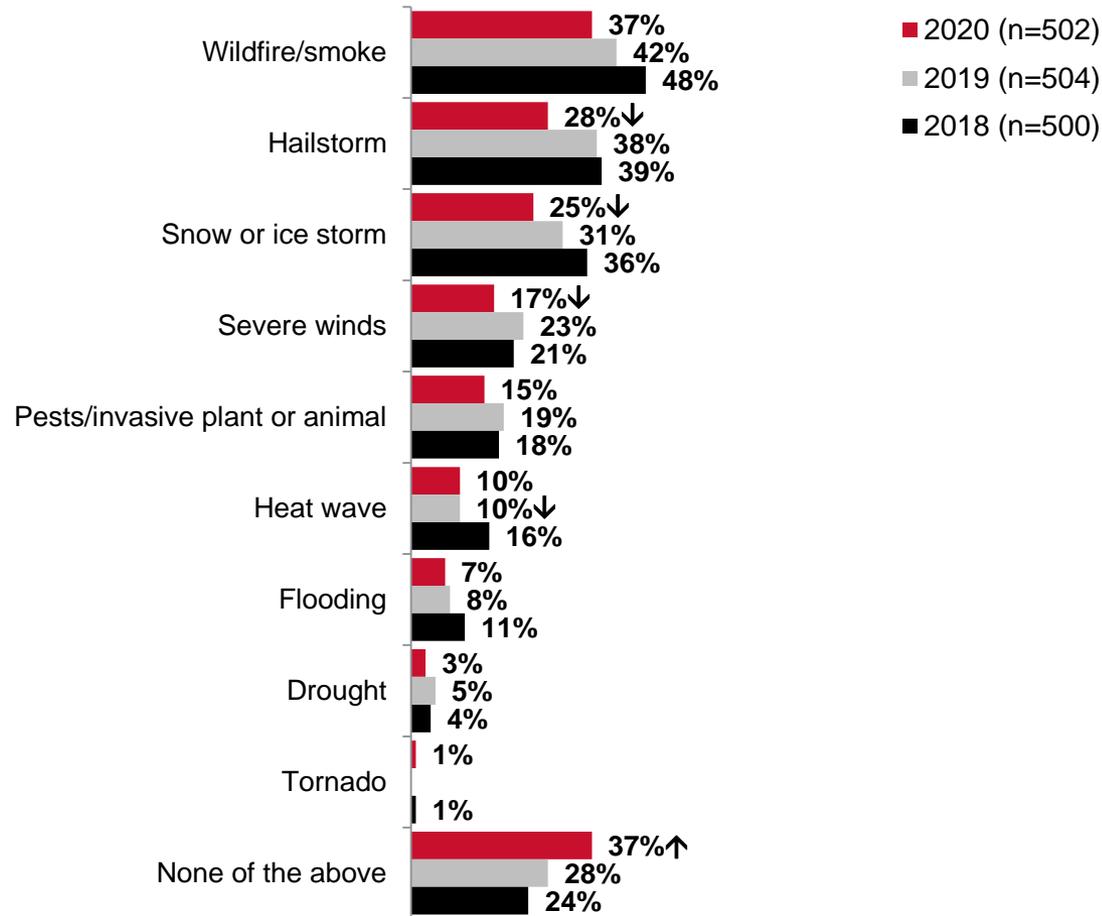
Municipal and provincial governments top the list of people or organizations Calgarians think should be leading citizens in taking action to help reduce the potential impacts of extreme weather events.

- Respondents were asked who they think should be leading citizens in taking action to help reduce the potential impacts of extreme weather events. Top-of-mind (i.e. first) mentions included municipal government (21%), provincial government (21%, up from 13% last year), individuals/citizens (17%), and the federal government (15%).
- In terms of total mentions (first mention plus others), municipal government was mentioned by 49% (up from 40% last year), provincial government by 49% (also up from 40% last year), federal government by 39% and individuals/citizens by 29%).



Extreme Weather Events

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



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

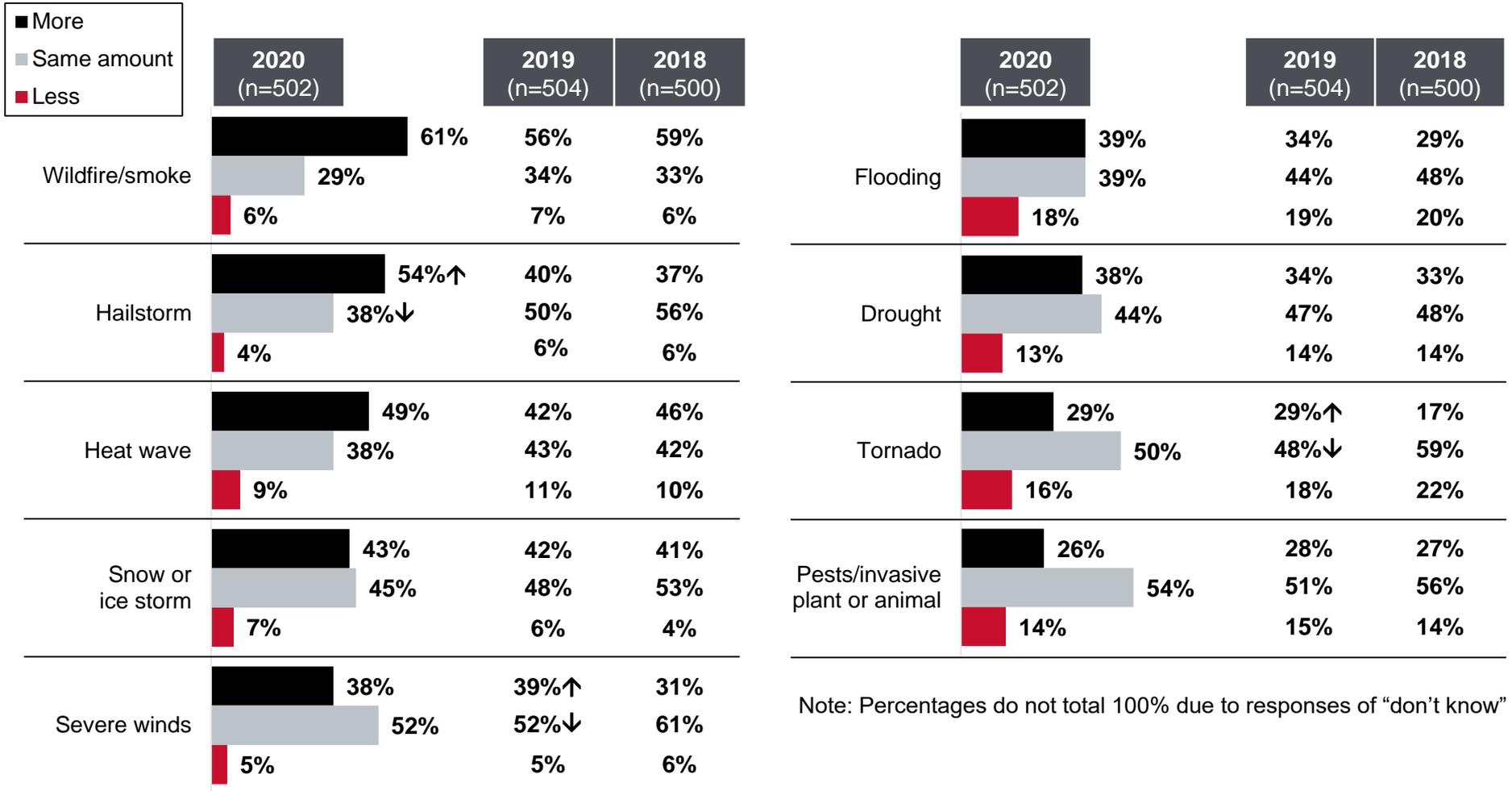
Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Predicted Future Frequency of Weather Events

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



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

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

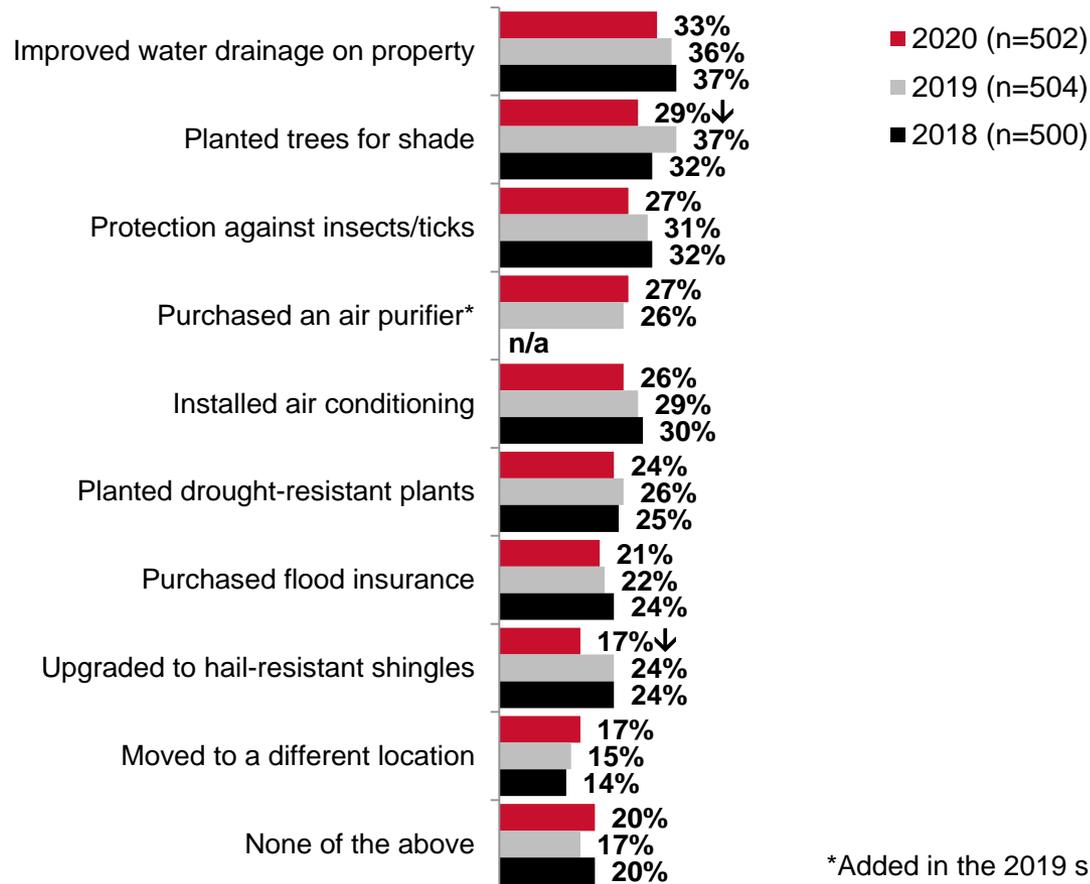
Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Actions Taken to Reduce Impact

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



*Added in the 2019 survey

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

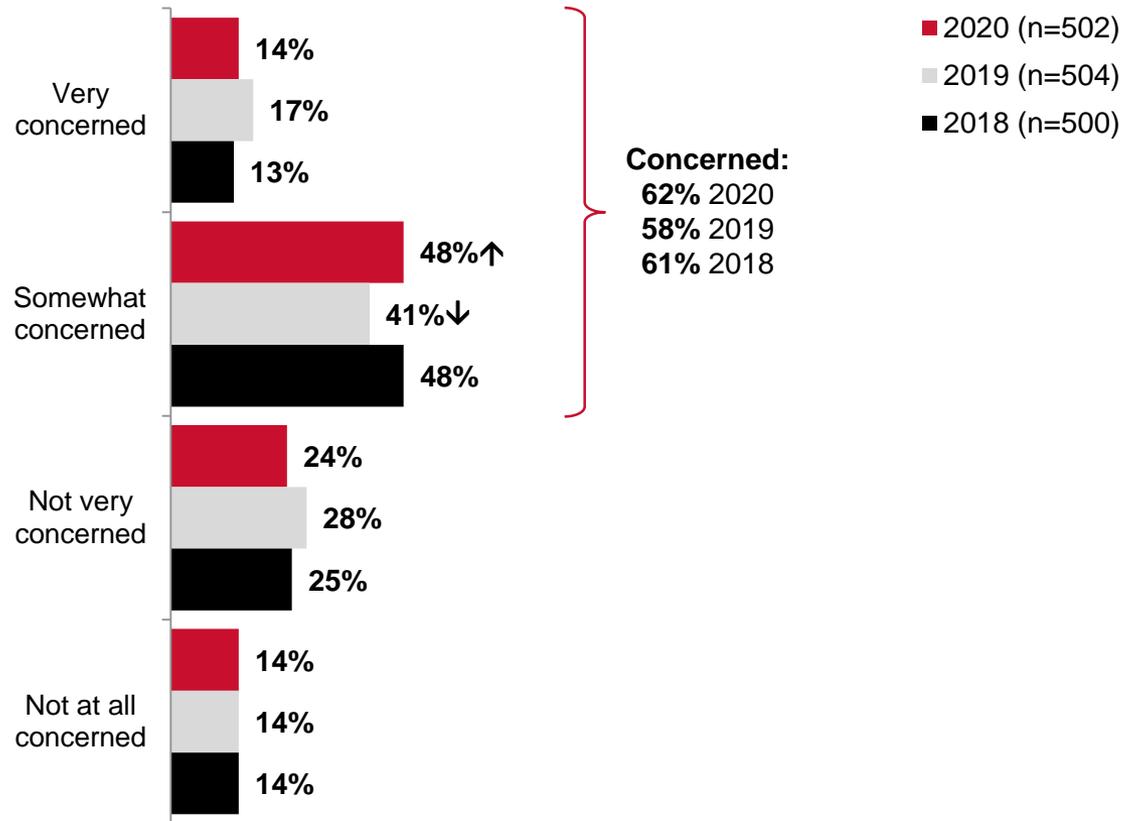
Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Concern about Impact of Extreme Weather

Concern about Impact of Extreme Weather Events on Oneself



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

Base size: All respondents

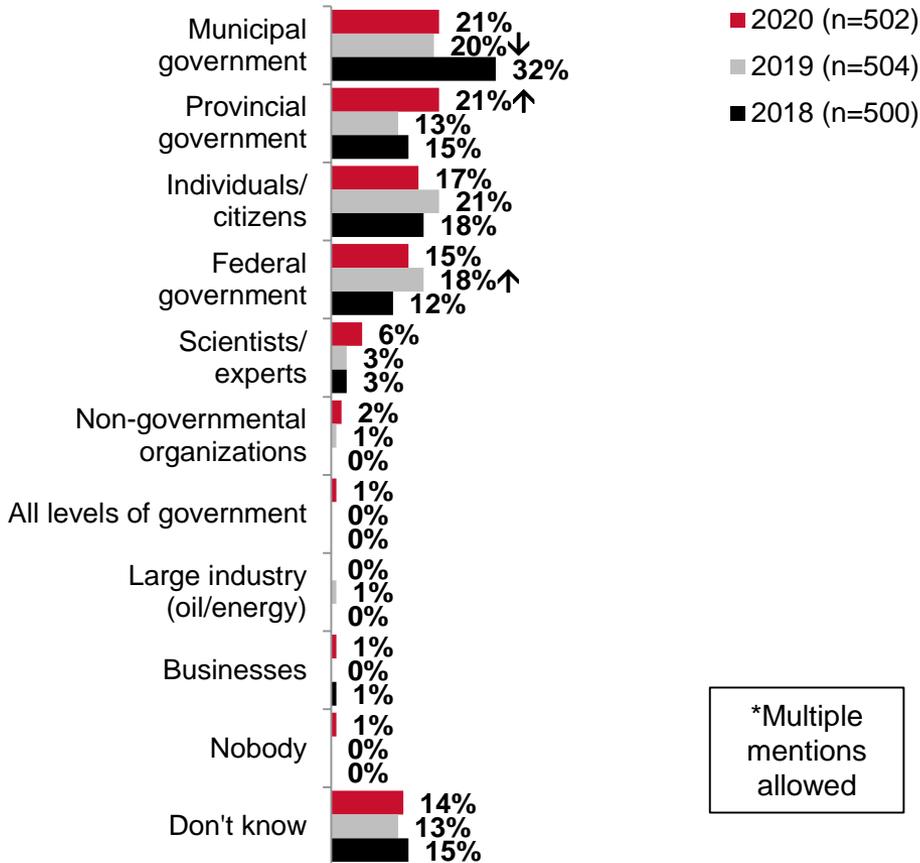
↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



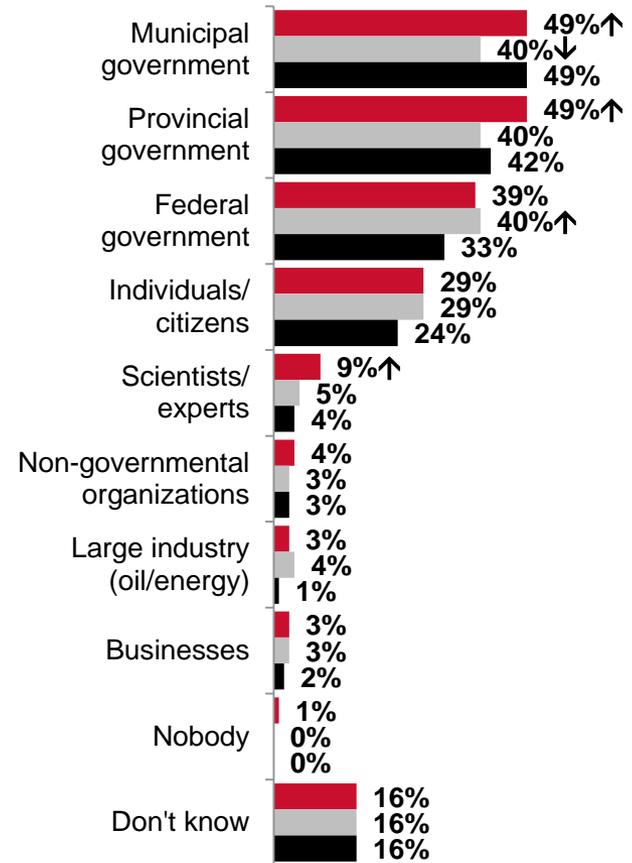
Perceived Leadership Responsibility

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

Top-of-Mind (First) Mention



Total (First + Other) Mentions*



*Multiple mentions allowed

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

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

Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Home Energy Efficiency



Key Findings: Home Energy Efficiency

Rates of various home energy efficiency improvements have remained stable since 2018.

- The most common improvements undertaken by the respondent or a previous home owner is purchasing energy efficient appliances (70%), installing a programmable thermostat (66%), and insulating the basement (71%) of those who live in a home with a basement).
- More females than males reported having:
 - Weather-stripping or caulking around doors and windows (65% vs. 50%)
 - Energy-efficient windows (56% vs. 43%)
 - An energy-efficient furnace (65% vs. 55%)

Calgarians aged 35 or older are more likely than younger Calgarians to have undertaken (or was done by a previous homeowner) home energy improvements.

Agree (strongly or somewhat)	18 – 34 (n=104)	35 – 54 (n=175)	55+ (n=223)
Programmable thermostat	52%	75%	68%
Energy efficient appliances	58%	72%	82%
Weather-stripping or caulking around doors and windows	45%	61%	67%
Energy efficient windows	32%	53%	64%
Energy efficient furnace	47%	59%	74%
Increased insulation in the attic	16%	30%	47%

Key Findings: Home Energy Efficiency – cont'd

The majority of Calgarians report practicing home energy efficiency behaviours, particularly turning off lights when not in use and using energy efficient bulbs.

- Nearly all Calgarians (97%) say they turn off lights when not needed to save energy in their home. The vast majority (91%) also report using energy efficient bulbs. Three-quarters (76%) of Calgarians keep their heat set to a lower temperature in the winter while nearly as many (72%) wash laundry in cold water to save energy. These results are on par with those from 2018 and 2019.
- Females are more likely than males to say they turn off lights when they're not needed (99% vs. 96%), set the heat at a lower temperature in the winter (81% vs. 70%), wash laundry in cold water (78% vs. 65%), and unplug electronics when not in use (61% vs. 50%).

Saving money is more likely than environmental concerns to be the reason Calgarians take actions to save energy.

- The most mentioned top-of-mind (i.e. first) reason for taking actions to save energy is to save money (55%), followed by protecting the environment/global warming/reducing greenhouse gas emissions (24%). The specific term “climate change” was used by 4% of respondents, meaning the total proportion of Calgarians taking action for environmental reasons is 28%. Total mentions (first plus others) see saving money mentioned by 76%, protecting the environment/global warming/reducing greenhouse gas emissions by 50% and another 9% saying “climate change” specifically.
- The most mentioned top-of-mind reason for not doing more to save energy is the cost/not having the money needed (41%), followed at a distance by already doing as much as they can (11%). In terms of total mentions, 47% say cost/not having the money needed and 13% say they're already doing as much as they can.



Key Findings: Home Energy Efficiency – cont'd

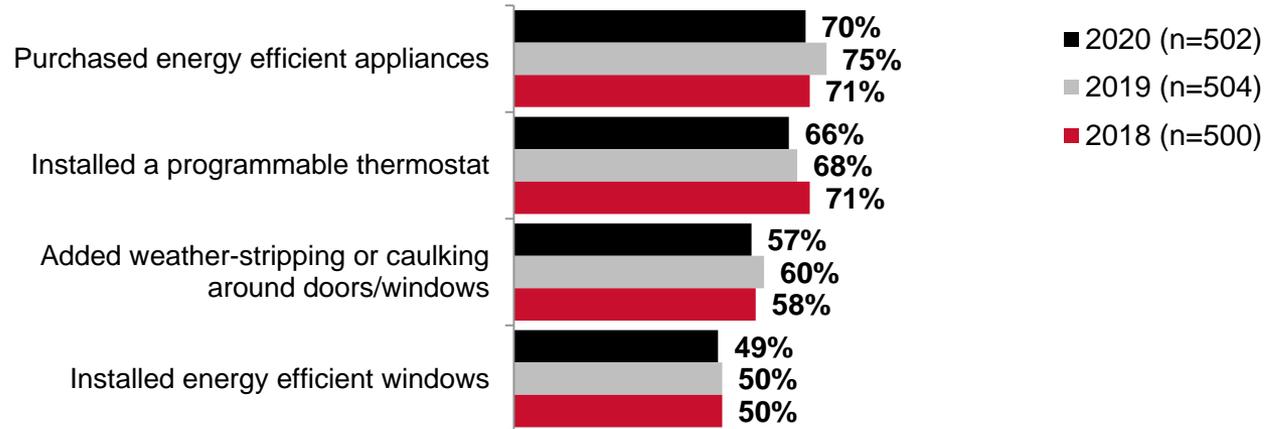
Compared to 2019, this year fewer Calgarians are likely to consider purchasing an electric or hybrid vehicle.

- On par with results from 2018 and 2019, nearly seven in ten Calgarians (69%) drive their own vehicle to and from their daily activities. There's been a slight decrease in use of public transit (11%, down from 16% in 2019) but this is not surprising given the COVID-19 pandemic in 2020.
- The proportion of those who own and operate a vehicle and say they're likely ('very' or 'somewhat') to consider purchasing an electric or hybrid vehicle has dropped from 42% in 2019 to 32% this year. Those saying they are 'not at all likely' jumped from 32% last year to 44% this year.
- Calgarians of Asian descent are more likely than other Calgarians to say they're likely to consider purchasing an electric or hybrid vehicle (55% vs. 25% – 29% of other ethnic backgrounds). Similarly, foreign-born Calgarians are more likely than those born in Canada (43% vs. 28%) to be likely to consider making this purchase.

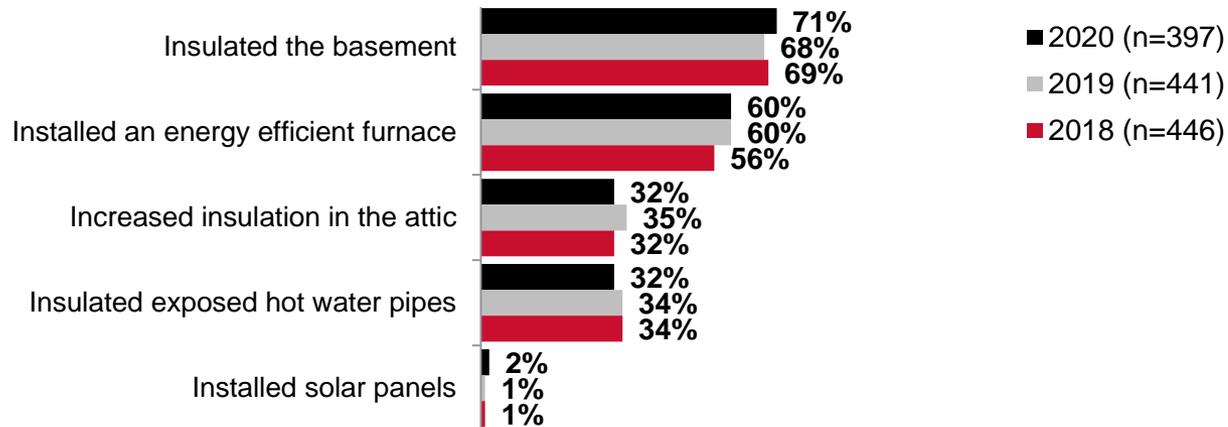


Home Energy Efficiency Improvements

Home Energy Efficiency Improvements Undertaken by Respondent or Previous Homeowner



The following were asked only of respondents living in a single-detached home, duplex/triplex/fourplex or townhouse/rowhouse:



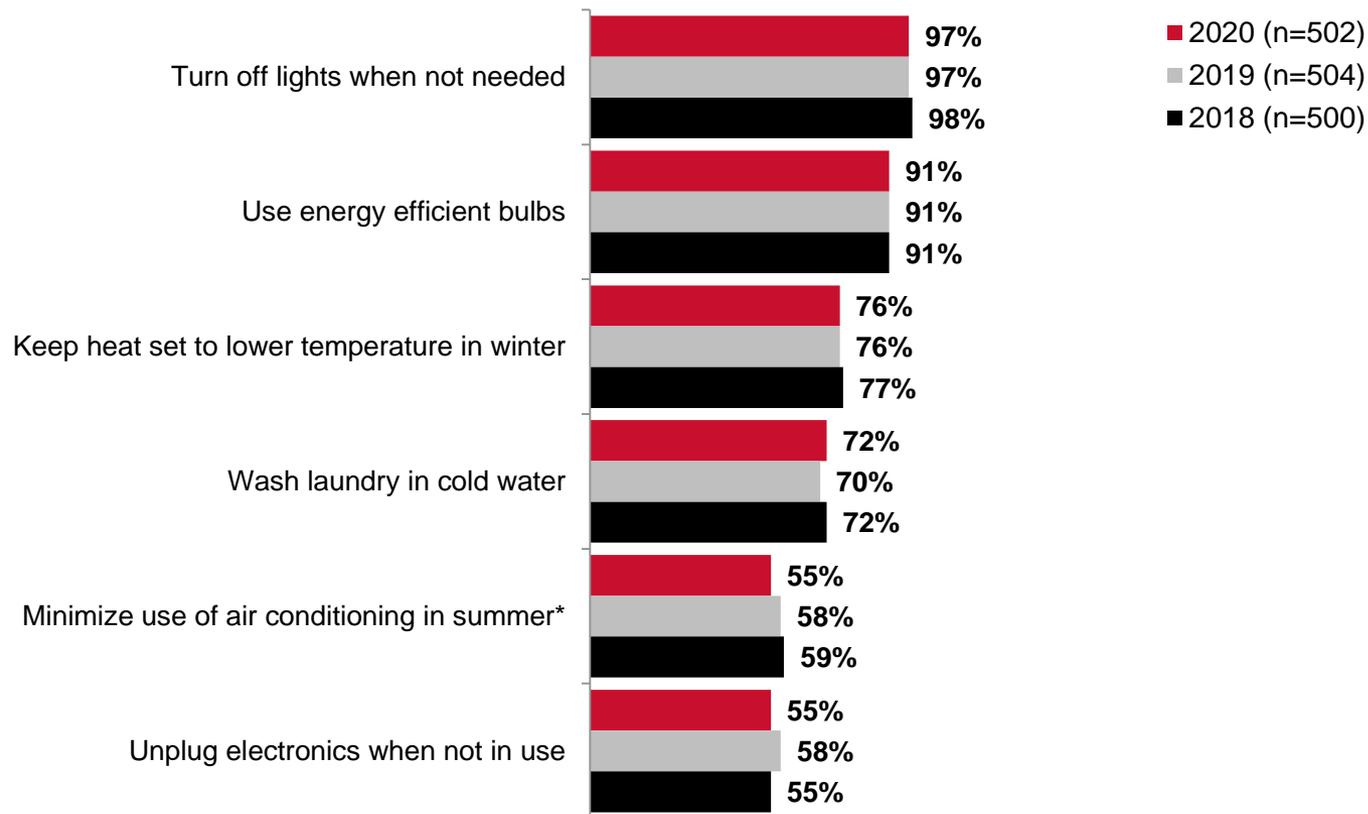
EF2. Please tell me which of the following actions you've done to your home or was done to your home by a previous owner.

Base size: All respondents unless otherwise specified



Home Energy Efficiency Behaviours

Home Energy Efficiency Behaviours Regularly Undertaken by Calgarians



*Note: In 2020, 27% of respondents answered “not applicable” to this question. When recalculated with the “not applicable” responses excluded, 76% minimize their use of air conditioning in the summer. In 2019, it was 77% and in 2018 it was 79%.

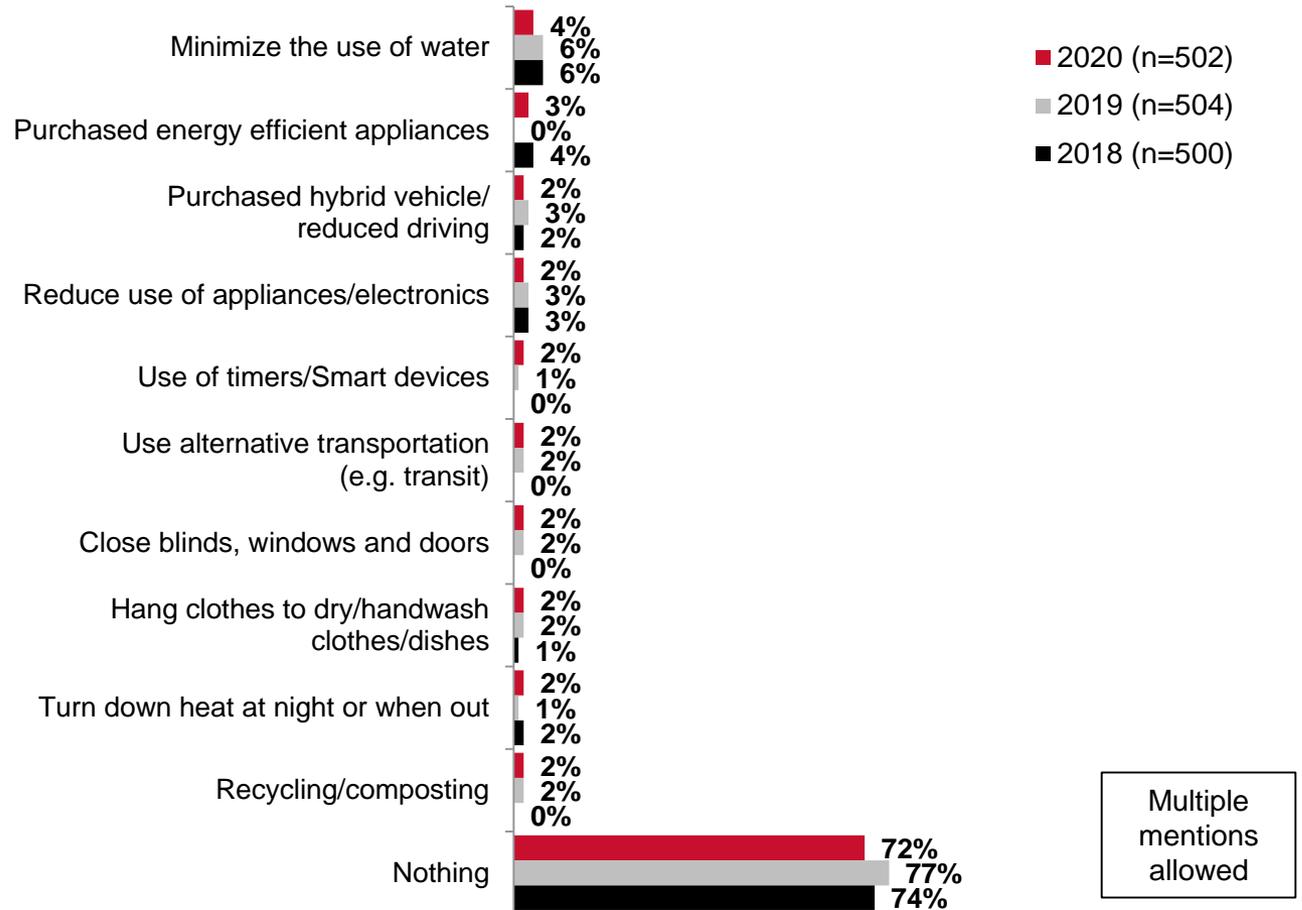
EE12A. And which of the following do you regularly do to save energy in your home?

Base size: All respondents



Home Energy Efficiency Behaviours – cont'd

Other Home Energy Efficiency Behaviours Regularly Undertaken by Calgarians



EE13. Are there any other energy-saving actions you've taken?

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

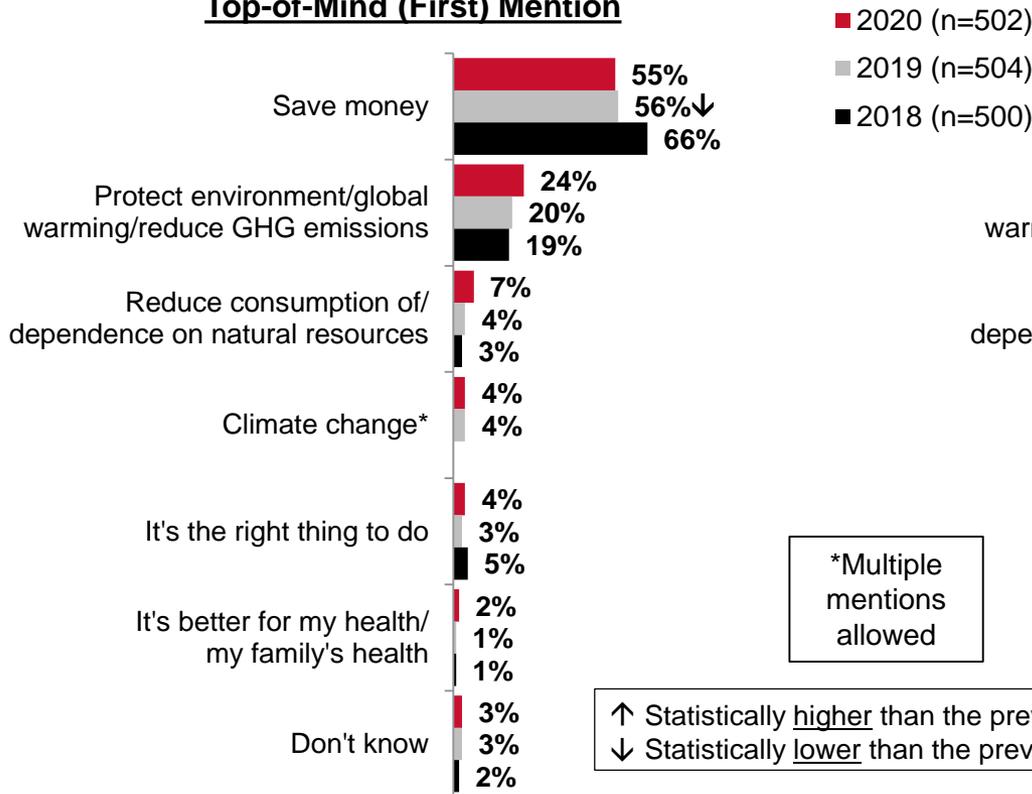
Base size: All respondents



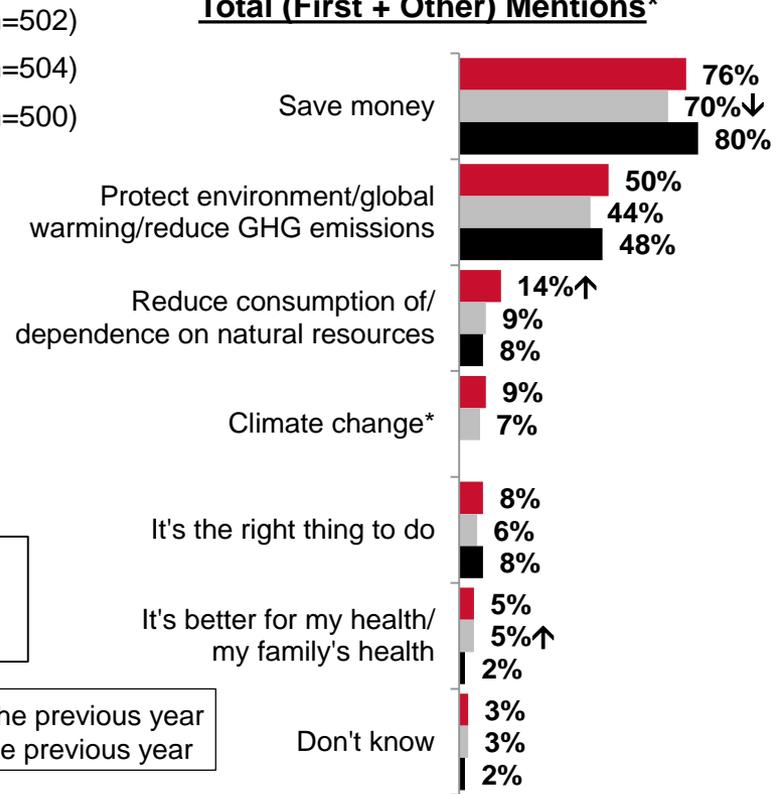
Reasons for Taking Actions to Save Energy

Reasons Given for Taking Actions to Save Energy

Top-of-Mind (First) Mention



Total (First + Other) Mentions*



*Multiple mentions allowed

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year

Responses of less than 2% in 2020 not shown.

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

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

Base size: All respondents

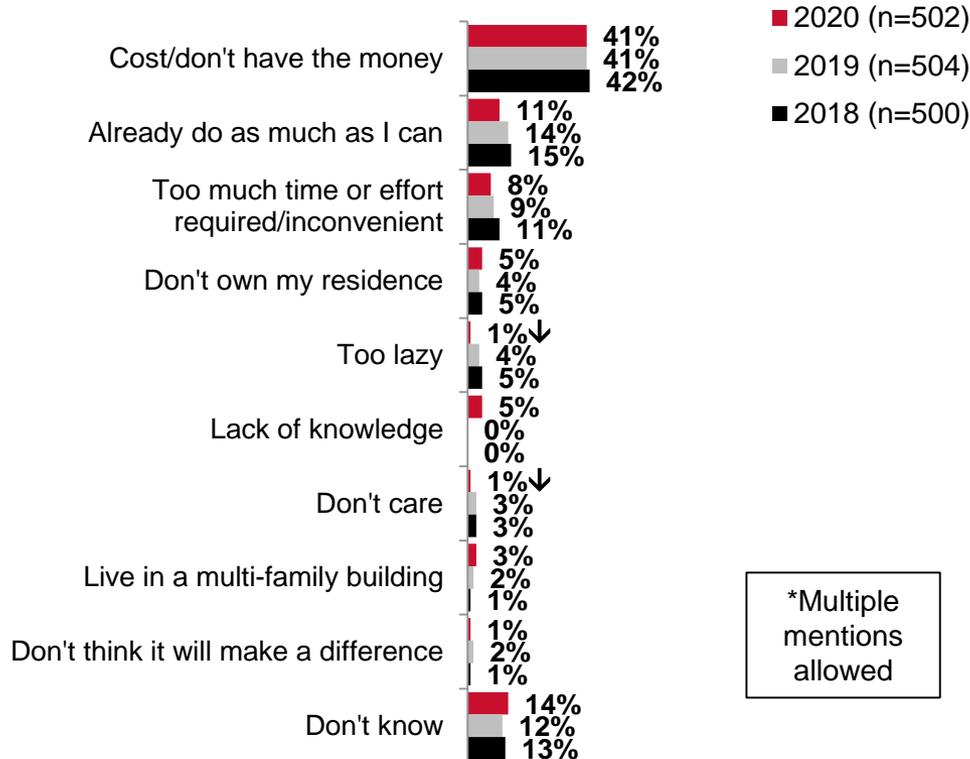
*In the 2019 survey, "climate change" was a separate category from "protect environment/global warming/ reduce GHG emissions" in order to determine how many Calgarians would use the specific term as a reason for taking action to save energy.



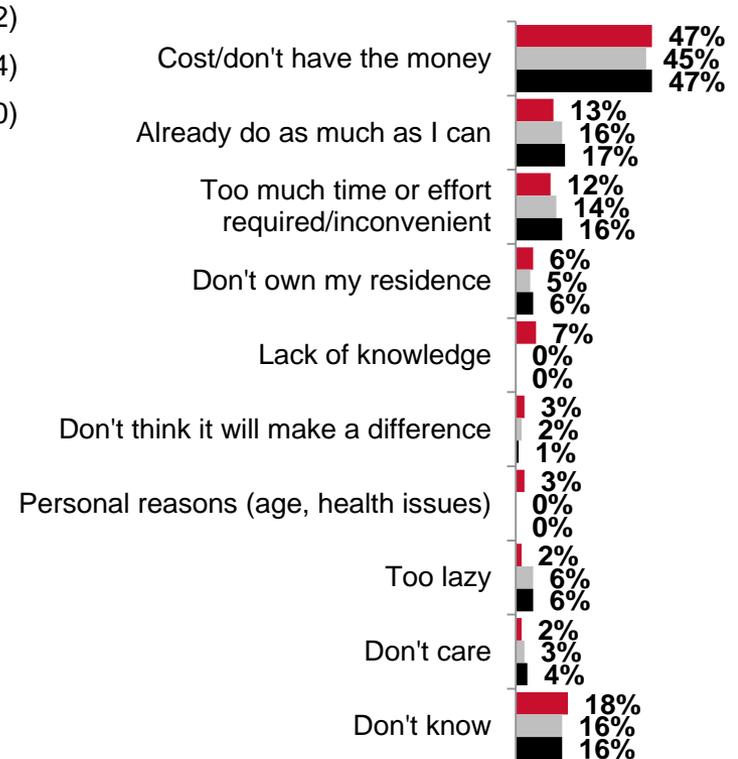
Reasons for Not Doing More to Save Energy

Reasons Given for Not Doing More to Save Energy

Top-of-Mind (First) Mention



Total (First + Other) Mentions*



*Multiple mentions allowed

Responses of less than 2% in 2020 not shown.

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

NOTE: Response options were not read to the respondent.

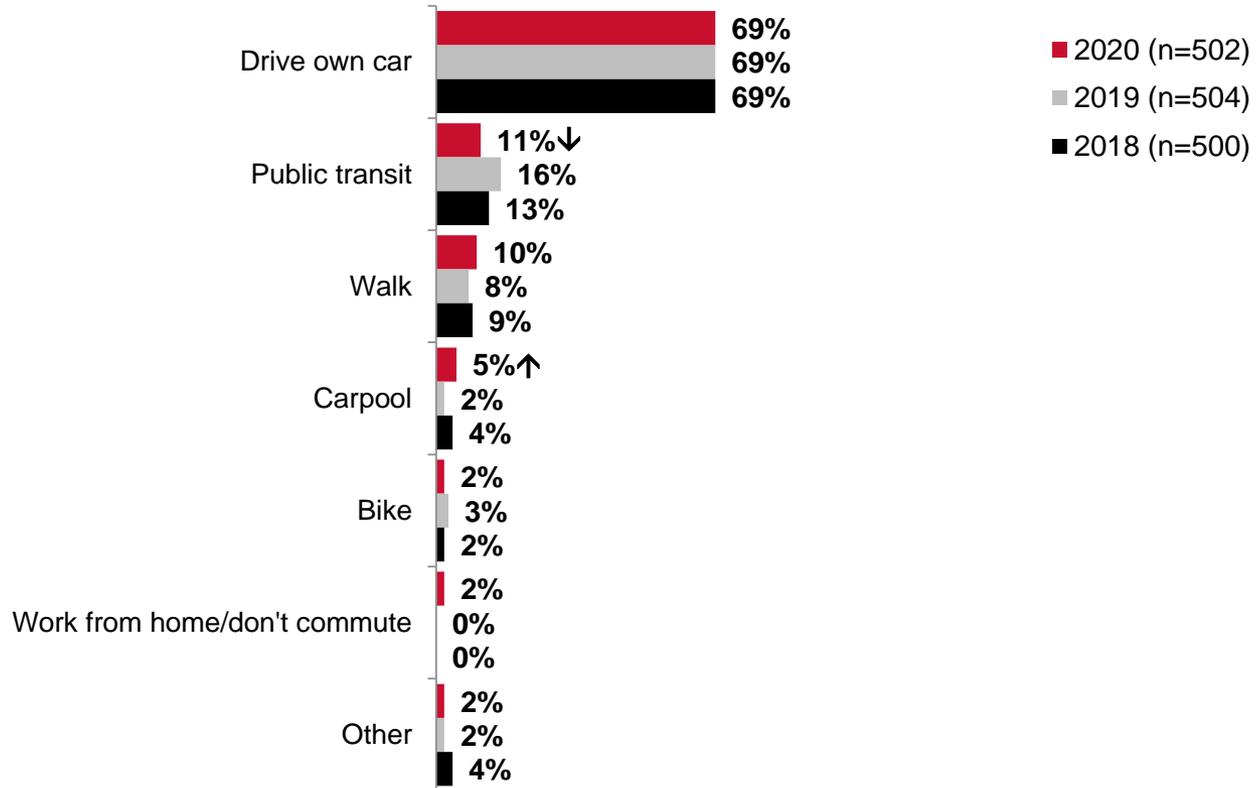
Base size: All respondents (n=504 in 2019, n=500 in 2018)

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Typical Mode of Daily Transportation

Typical Mode of Commute To and From Daily Activities



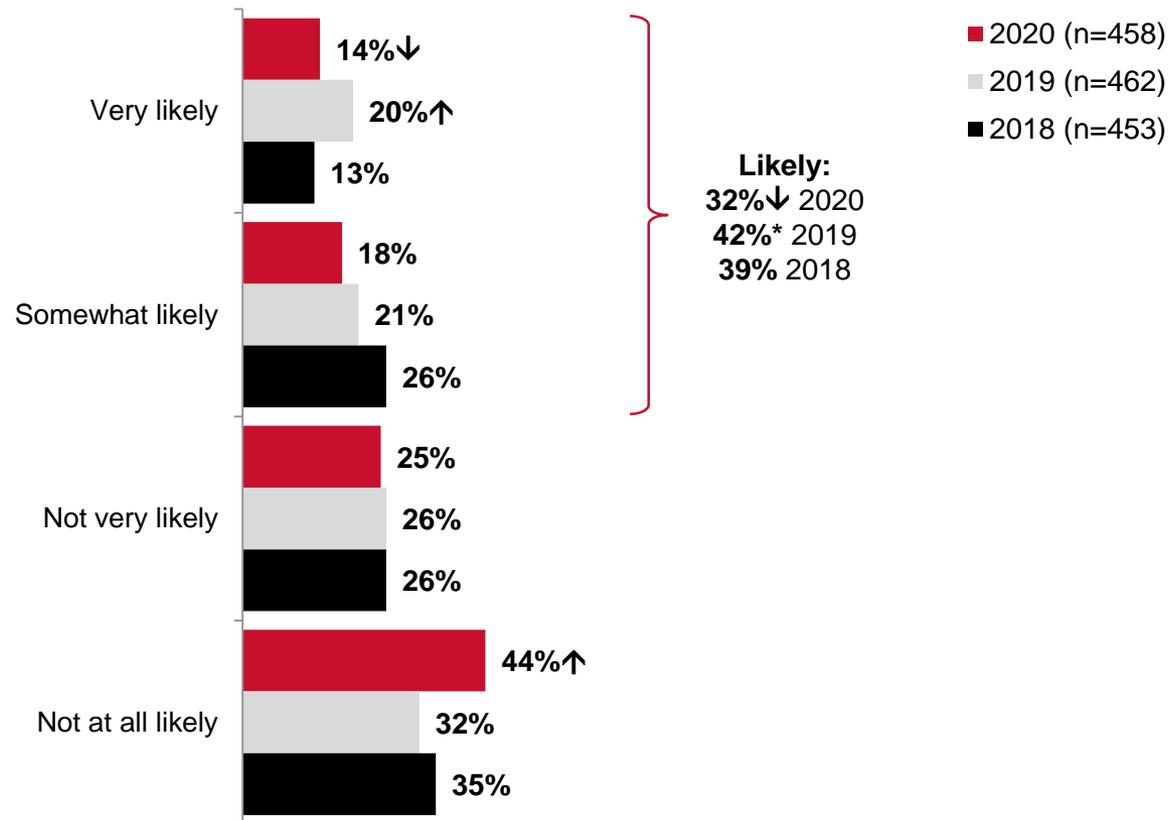
EF7. How do you typically commute to and from your daily activities? Do you . . . ?
 Base size: All respondents

↑ Statistically higher than the previous year
 ↓ Statistically lower than the previous year



Likelihood to Consider Purchasing an Electric or Hybrid Vehicle

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



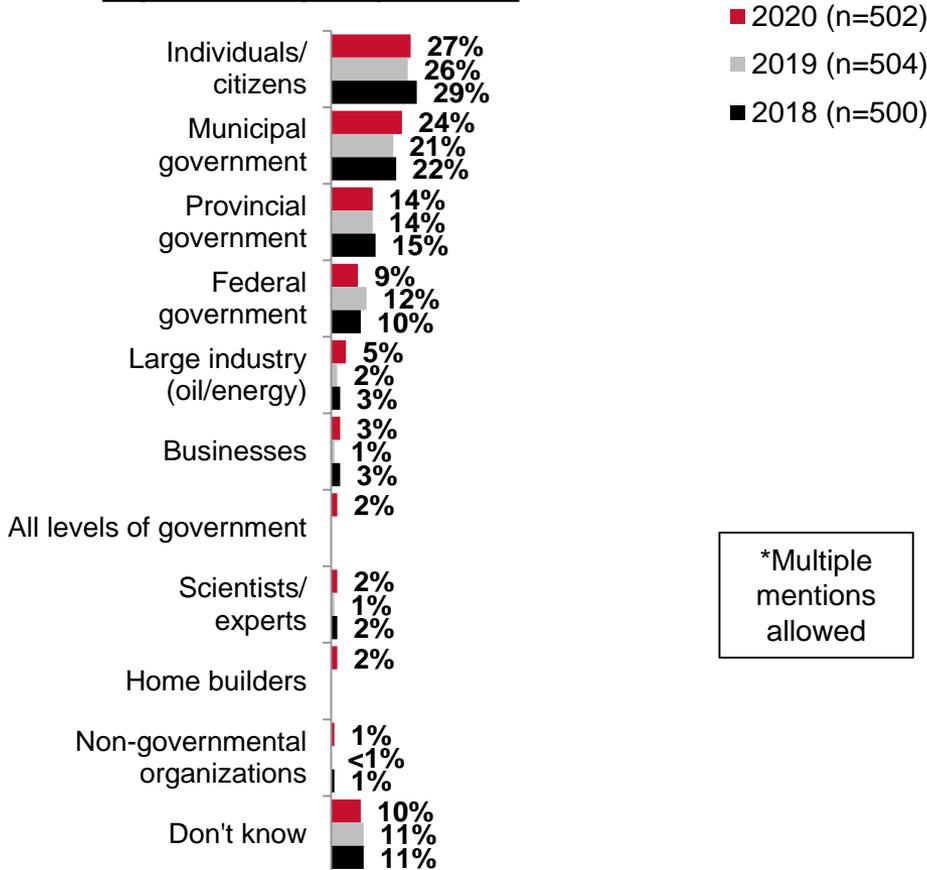
EF9. How likely are you to consider purchasing an electric vehicle or hybrid vehicle?
 Base size: Respondents who own and operate a vehicle



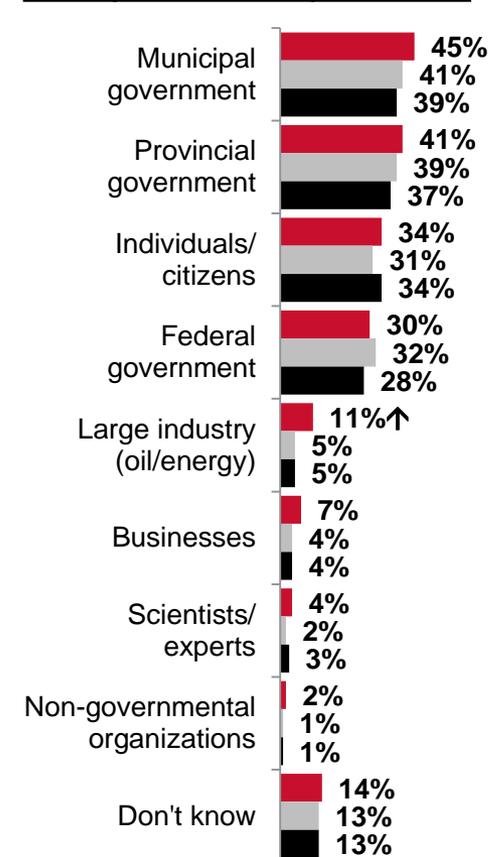
Perceived Leadership Responsibility

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

Top-of-Mind (First) Mention



Total (First + Other) Mentions*



*Multiple mentions allowed

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

NOTE: Response options were not read to the respondent.

Base size: All respondents

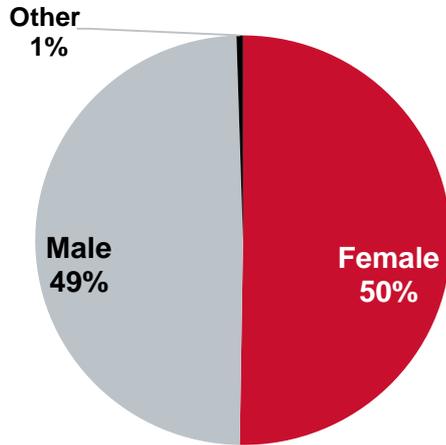
Demographics



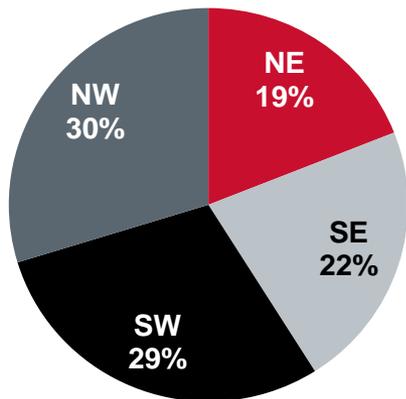


Demographics

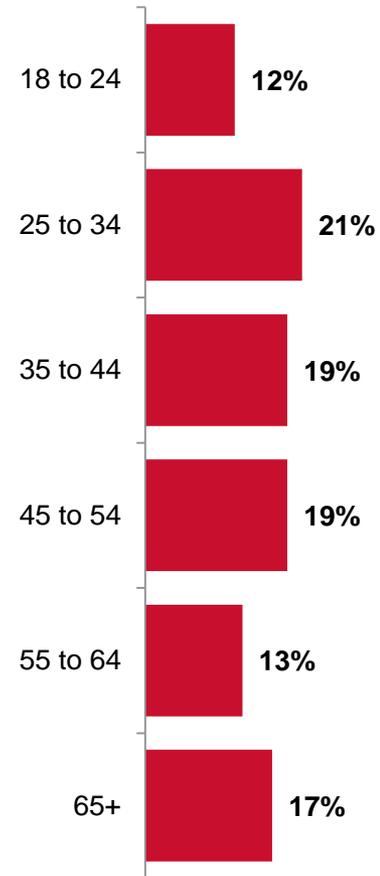
Gender
(asked, not inferred)



Quadrant of Residence



Age

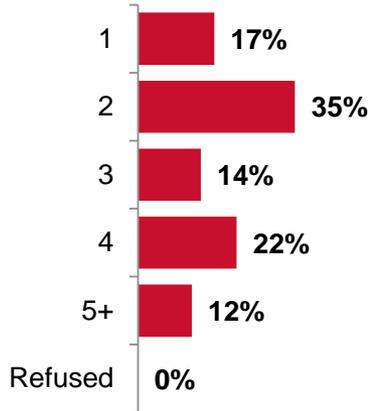


Base size: All respondents (n=502) unless otherwise specified

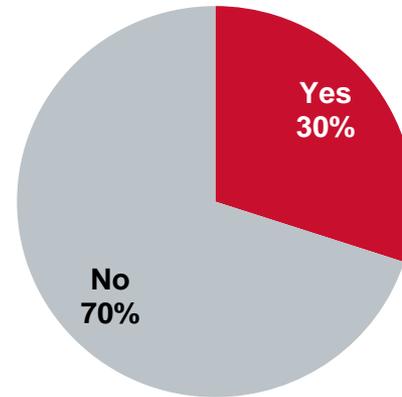


Demographics – cont'd

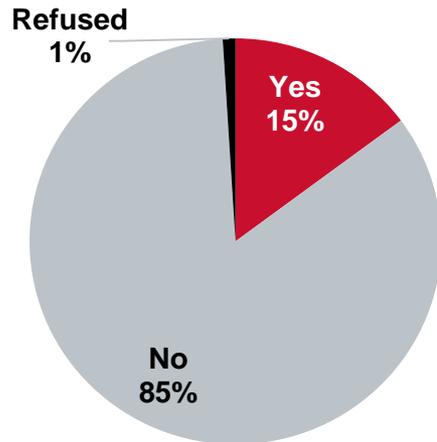
Household Size



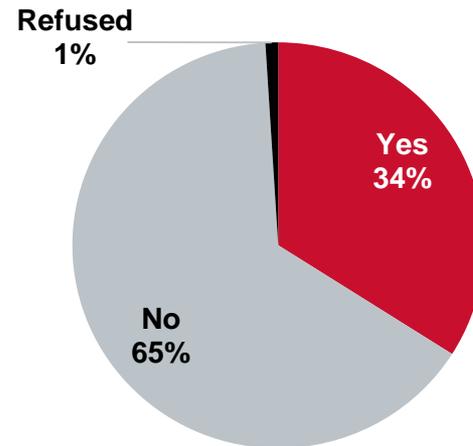
Children Under the Age of 18 in the Household



Self-reported Disability (Respondent or Family Member)



Senior (aged 65+ years) in the Household

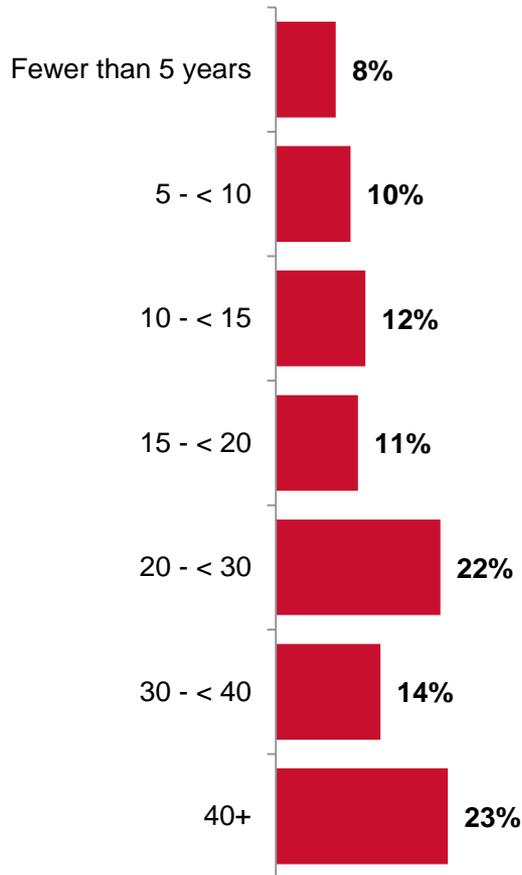


Base size: All respondents (n=502) unless otherwise specified

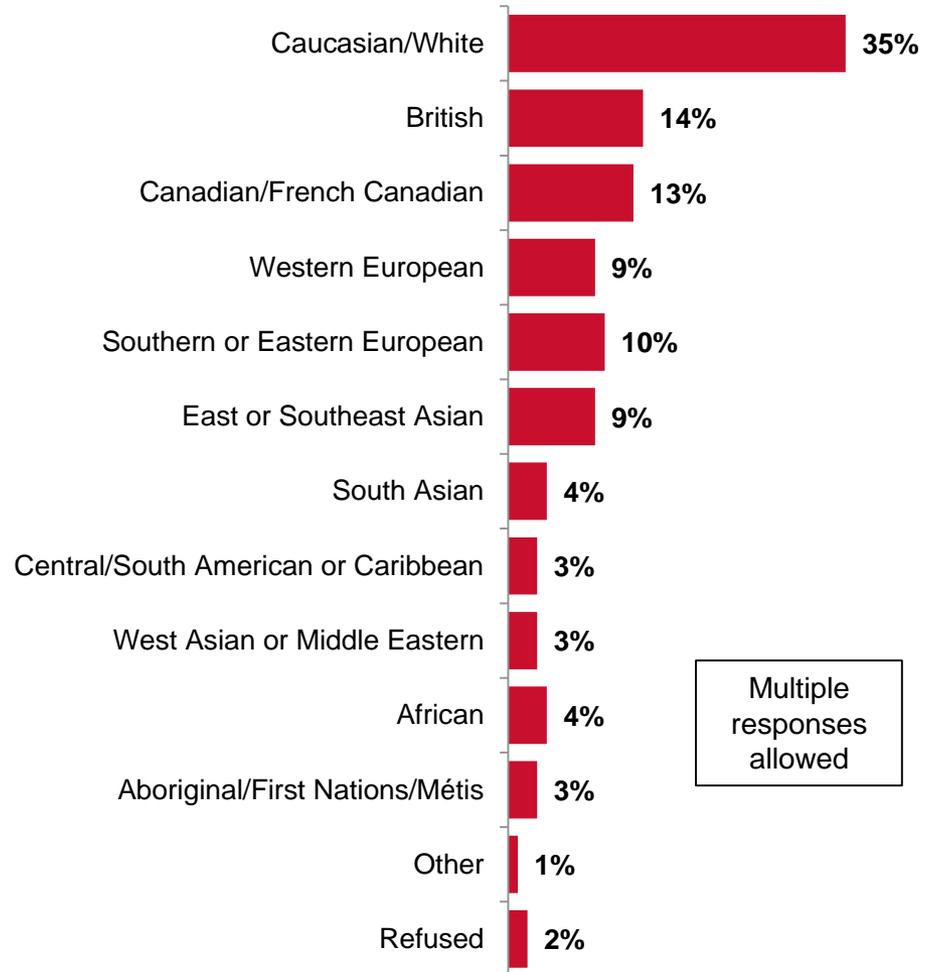


Demographics – cont'd

Years Lived in Calgary



Main Ethnic Background

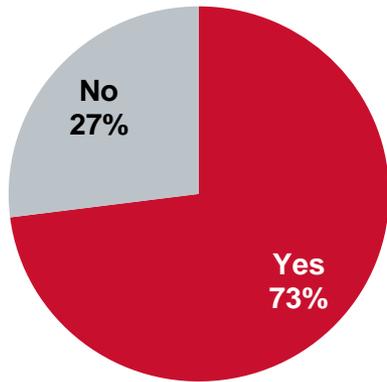


Base size: All respondents (n=502) unless otherwise specified

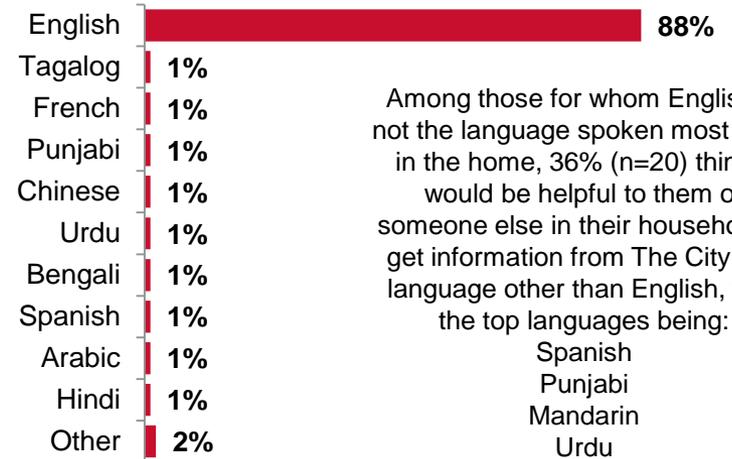


Demographics – cont'd

Born in Canada



Language Spoken Most in the Home

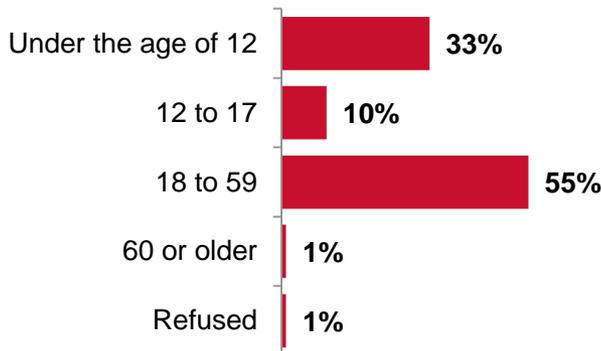


Among those for whom English is not the language spoken most often in the home, 36% (n=20) think it would be helpful to them or someone else in their household to get information from The City in a language other than English, with the top languages being:

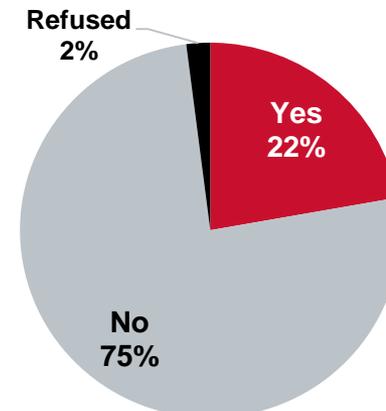
- Spanish
- Punjabi
- Mandarin
- Urdu

Age Upon Arrival in Canada

(among those not born in Canada, n=126)



Self-Report as a Member of a Visible Minority

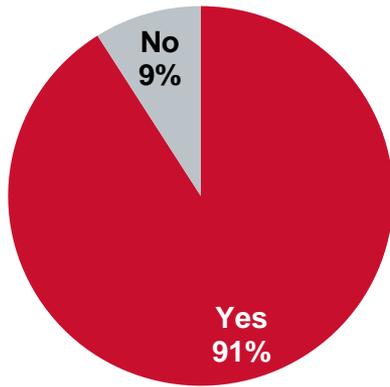


Base size: All respondents (n=502) unless otherwise specified

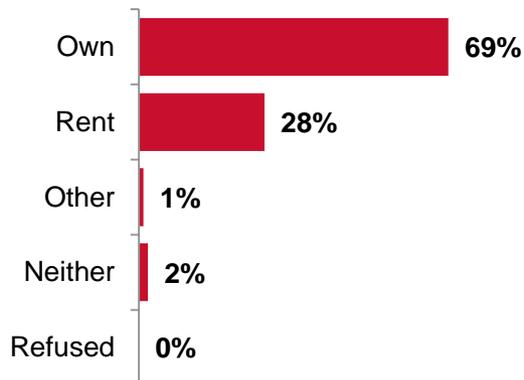


Demographics – cont'd

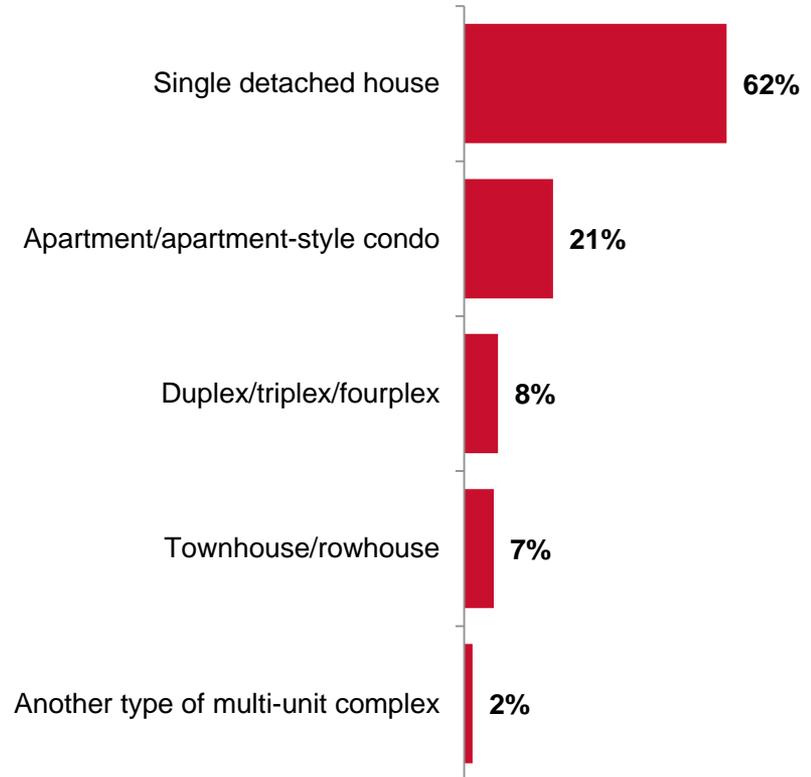
Primarily or Jointly Responsible for Paying Taxes or Rent in Household



Home Ownership



Dwelling Type

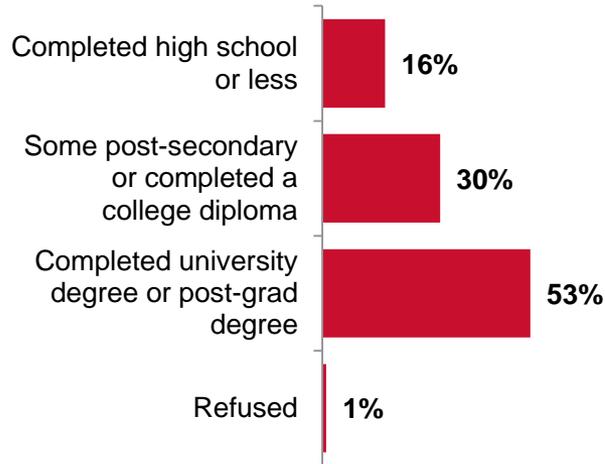


Base size: All respondents (n=502) unless otherwise specified

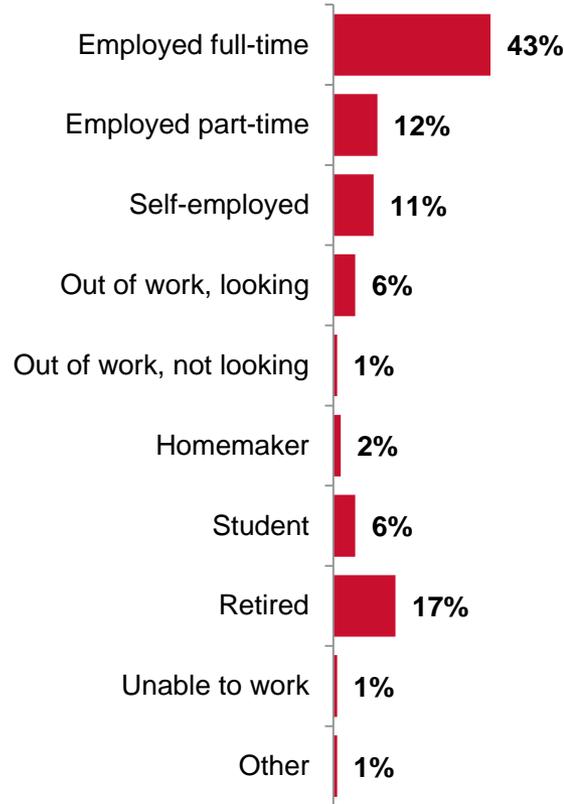


Demographics – cont'd

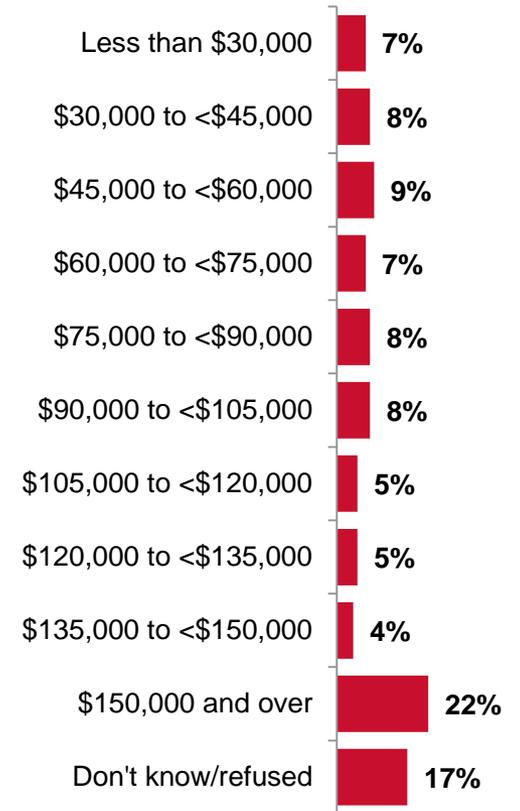
Highest Level of Schooling Obtained



Employment Status



Household Income



Base size: All respondents (n=502) unless otherwise specified

Questionnaire





**[The City of Calgary 2020 Citizen Perspectives Survey – Climate Change
October 7, 2020**

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."

S1. Are you 18 years of age or older?

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

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

S3. Record Gender (DO NOT ASK)

Male
Female

S4. And which of the following age groups do you belong to? Just stop me when I get to your age group.

1. 18 to 19 yrs
2. 20 to 24 yrs
3. 25 to 34 yrs
4. 35 to 44 yrs
5. 45 to 54 yrs
6. 55 to 64 yrs
7. 65 to 74 yrs
8. 75 and older
9. Refused [DO NOT READ]

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

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

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

S5. Can you tell me which quadrant of the city you live in? (WAIT FOR RESPONSE – READ LIST TO CLARIFY IF NEEDED)

1. Southwest
2. Southeast
3. Northwest
4. Northeast

[If outside of Calgary go to End]

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

Q1 = [1-10], Refused = 98

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

Q2 = [1-10], Refused = 98

ENVIRONMENT

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

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

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

Very satisfied
Somewhat satisfied
Not very satisfied



Questionnaire – cont’d

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

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

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

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

WEATHER EVENTS

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

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

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

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

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

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

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

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

Very concerned
 Somewhat concerned
 Not very concerned
 Not at all concerned

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

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



Questionnaire – cont'd

ENERGY EFFICIENCY

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

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

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

[RANDOMIZE; READ LIST]

- Installed a programmable thermostat
- Purchased energy efficient appliances
- Added weather-stripping or caulking around doors and windows
- Installed energy efficient windows
- [DO NOT ASK THE FOLLOWING 5 ITEMS IF QEF1 IS "APARTMENT/APARTMENT-STYLE CONDO" OR "ANOTHER TYPE OF MULTI-UNIT COMPLEX"]
- Installed an energy efficient furnace
- Insulated your basement
- Increased insulation in your attic
- Insulated exposed hot water pipes
- Installed solar panels

- Yes
- No
- Not applicable (DO NOT READ; SELECT ONLY IF RESPONDENT INDICATES IT DOESN'T APPLY TO THEM)

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

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

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

- Yes
- No
- Not applicable (DO NOT READ; SELECT ONLY IF RESPONDENT INDICATES IT DOESN'T APPLY TO THEM)

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

[OPEN END]
No [DO NOT READ]

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

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

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

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

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

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

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

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

- Drive your car [SKIP TO EF9]
- Carpool
- Public transit
- Walk
- Bike
- Other (please specify):



Questionnaire – cont'd

EF8. Do you own and operate a vehicle?

- Yes
- No [SKIP TO QEF10]

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

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

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

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

CLIMATE CHANGE

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

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

[RANDOMIZE]

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

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

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

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

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

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

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

[OPEN END]



Questionnaire – cont'd

DEMOGRAPHICS

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

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

RECORD NUMBER (RANGE 1 – 10)

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

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

- Yes
- No

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

- Yes
- No

[ASK ALL]

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

- Yes
- No

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

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

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

Enter number []

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

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

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

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

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

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

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

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

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



Questionnaire – cont'd

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

[ASK DQ11 IF DQ10 NOT EQUAL TO ENGLISH]

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

- Yes
- No

[ASK DQ12 IF YES TO DQ11]

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

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

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

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

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

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

- Retired
- Unable to work
- Other

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

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

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

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

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

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

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

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

- Yes
- No
- Refused [DO NOT READ]

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

- Yes
- No
- Refused [DO NOT READ]

What is your gender?

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

DO NOT READ LIST EXCEPT TO CLARIFY

- 01 – Male
- 02 – Female



Questionnaire – cont'd

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

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

Yes
No
Don't know

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

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

[RECORD EMAIL ADDRESS. ENSURE VALID EMAIL FORMAT.]

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

[RECORD FIRST NAME AND CONFIRM TELEPHONE NUMBER]

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