



Calgary



# 2021 Citizen Perspectives Survey Report COVID-19 Snapshot 13

December 6, 2021

**Prepared by:**

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

# Highlights at a Glance\*

## FACE MASKS & BYLAWS

**78%**  
Support  
Pandemic Face  
Covering Bylaw

**72%**  
Support  
Vaccine Passport  
Bylaw



**74%**  
More willing/confident to be in public  
because of mandatory face coverings

## THE CITY'S COVID-19 RESPONSE

**70%**  
Satisfied with The  
City's response



**52%**  
Trust The City regarding  
its COVID-19 response

The City's response has been . . .  
**72%** helpful **68%** quick enough

**74%**  
Trust The City to  
make the right decisions  
about providing its  
services safely

## COVID-19 PANDEMIC IMPACTS

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

**75%**  
[↓ from **80%**]

**50%**  
Stressful  
to be in public



**62%**  
[↑ from **46%**]  
Think the **worst**  
is behind us

**46%**  
[↓ from **59%**]  
**Worried**  
the pandemic is  
going to get worse



**Comfortable** attending . . .

**51%**  
Indoor event  
with a large crowd



**65%**  
Outdoor event  
with a large crowd

**64%** [↑ from **56%**]  
In-person event such as  
**City engagement or**  
**research focus group**

\*Data collection: November 3 - 14, 2021; comparisons are to the last survey "COVID-19 Snapshot 12" (data collection October 6 - 17, 2021).

# Table of Contents

Highlights at a Glance .....	2
Background & Methodology .....	4
Key Findings .....	5
Detailed Findings .....	9
Opinions about The City's COVID-19 Response and Information.....	10
Concern about COVID-19 and the Pandemic ....	21
Impacts of the COVID-19 Pandemic .....	32
Moving Forward .....	40
Demographics .....	50
COVID-19 Pandemic Timeline .....	53
Trending Charts .....	55
Questionnaire .....	75

# Background & Methodology

## Background

The City of Calgary surveys citizens about their opinions, preferences, and attitudes in order to help support data-driven City decision-making. The Citizen Perspectives Survey is one of the ways by which data are collected, and this survey is conducted multiple times throughout the year. Since April 2020, The City has used the Citizen Perspectives Survey to better understand Calgarians' opinions, beliefs, and concerns about the COVID-19 pandemic. This report presents the results of The City's thirteenth COVID-19 Snapshot survey.

## Methodology

The survey was conducted by Leger from November 3 - 14, 2021 with 500 Calgarians (aged 18 years or older) via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (18%) of completed surveys) and cell phones (82%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 15.7 minutes in duration. The margin of error (MOE) for the total sample of n=500 is  $\pm 4.4$  percentage points, 19 times out of 20.

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

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

The approximate timing of each of the four waves\*\* of the pandemic is noted in charts with: Wave 1 (W1) Wave 2 (W2) Wave 3 (W3) Wave 4 (W4)

Survey	Data collection dates	n=
COVID-19 Snapshot 1	April 29 - May 5, 2020	400
COVID-19 Snapshot 2	May 19 - 25, 2020	400
COVID-19 Snapshot 3	June 8 - 14, 2020	500
COVID-19 Snapshot 4	July 2 - 10, 2020	500
COVID-19 Snapshot 5	August 18 - 25, 2020	500
COVID-19 Snapshot 6	September 28 - October 8	500
COVID-19 Snapshot 7	November 9 - 15, 2020*	500
COVID-19 Snapshot 8	January 14 - 24, 2021	500
COVID-19 Snapshot 9	March 11 - March 19	500
COVID-19 Snapshot 10	May 6 - 13, 2021	500
COVID-19 Snapshot 11	July 15 - 22, 2021	500
COVID-19 Snapshot 12	October 6 - 17, 2021	500
COVID-19 Snapshot 13	November 3 - 14, 2021*	500

\*No interviewing on November 11 (Remembrance Day)

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

# Key Findings



## Key Findings

**Support for the Pandemic Face Covering Bylaw and the Vaccine Passport Bylaw remains strong, particularly among seniors, and mandatory face coverings continue to make the majority of Calgarians more willing to be in public during the pandemic.**

- Nearly four-in-five Calgarians (78%) support the Pandemic Face Covering Bylaw, on par with results from October. Nearly two-thirds (63%) ‘strongly’ (as opposed to ‘somewhat’) support it. Seniors (65 years of age or older) are more likely than younger Calgarians to support this bylaw (87% vs. 70% 18 to 34). Support is also stronger among residents of the NW and NE (85% and 91%, respectively vs. 73% SW and 62% SE) and females (83% vs. 72% males).
- Around seven-in-ten Calgarians (72%) support the Vaccine Passport Bylaw, consistent with results from October. Three-in-five (60%) ‘strongly’ (as opposed to ‘somewhat’) support this bylaw. Seniors (65 or older) are more likely than younger Calgarians to support it (86% vs. 63% 18 to 34 and 72% 35 to 64). Residents of the SE are less likely than others to support the Vaccine Passport Bylaw (57% vs. 69% SW, 80% NW, and 80% NE).
- Consistent with results from October, three-quarters (74%) of Calgarians agree mandatory face coverings in public indoor spaces make them more willing or confident to go shopping, visit restaurants, ride transit, etc. Seniors (65 or older) are more likely than others to agree (85% vs. 69% 18 to 34 and 74% 35 to 64), as are residents of the NW and NE (82% and 84%, respectively vs. 71% SW and 60% SE).

## Key Findings – cont'd

**Results indicate Calgarians are becoming increasingly comfortable with attending events with large crowds, although more are comfortable attending an outdoor event than an indoor one.**

- Two-thirds (65%) of Calgarians say they are or would be comfortable ('very' or 'somewhat') attending an outdoor event with a large crowd over the next couple of months. Although this is not statistically different from October's results (59%), it is 15 percentage points higher than in July (50%). Additionally, there is a statistically significant increase in the proportion saying they are/would be 'very' comfortable (33%, up from 26% in October).
- Compared to outdoor events, fewer Calgarians (51%) say they are or would be comfortable attending an indoor event with a large crowd over the next couple of months. As is the case with comfort with outdoor events, this is not statistically different from October's results (45%) but is 15 percentage points higher than in July (36%). There is also a statistically significant increase in the proportion saying they are/would be 'very' comfortable (25%, up from 18% in October).
- Nearly two-thirds (64%) of Calgarians are or would be comfortable attending an indoor event like an in-person public engagement event or a research focus group about a City project or issue, up from 56% in October.
- Younger Calgarians are more likely than seniors (65 or older) to be comfortable with attending outdoor and indoor events with large crowds and indoor events such as a City public engagement event or focus group:
  - Outdoor event with a large crowd – 75% 18 to 34 and 66% 35 to 64 vs. 42% 65 or older
  - Indoor event with a large crowd – 60% 18 to 34 and 52% 35 to 64 vs. 34% 65 or older
  - Indoor City public engagement event or focus group – 73% 18 to 34 and 63% 35 to 64 vs. 50% 65 or older
- Males are more likely than females to be comfortable attending any of these three types of events:
  - Outdoor event with a large crowd – 70% vs. 60%, respectively
  - Indoor event with a large crowd – 58% vs. 44%
  - Indoor City public engagement event or focus group – 72% vs. 56%

## Key Findings – cont'd

### **Results suggest females may be more likely than males to be experiencing worry and mental health impacts as a result of the pandemic.**

- Females are more likely than males to perceive the pandemic to be a major threat to their own mental health (50% vs. 30%, respectively), their physical health (36% vs. 25%), the health of Calgarians overall (62% vs. 45%), and the economy (80% vs. 69%). They are also more likely than males to say their mental health has worsened as a result of the pandemic (51% vs. 39%, respectively) and they find it stressful to be in public during the pandemic (62% vs. 37%).
- Females are more likely than males to be concerned about becoming ill from COVID-19 (57% vs. 45%, respectively) and about family or friends outside of their household getting sick from COVID-19 (79% vs. 70%).
- Females are less likely than males to agree the worst of the pandemic is behind us (55% vs. 69%, respectively) and more likely to 'strongly' agree that they're worried the pandemic is going to get worse (19% vs. 12%).

# Detailed Findings



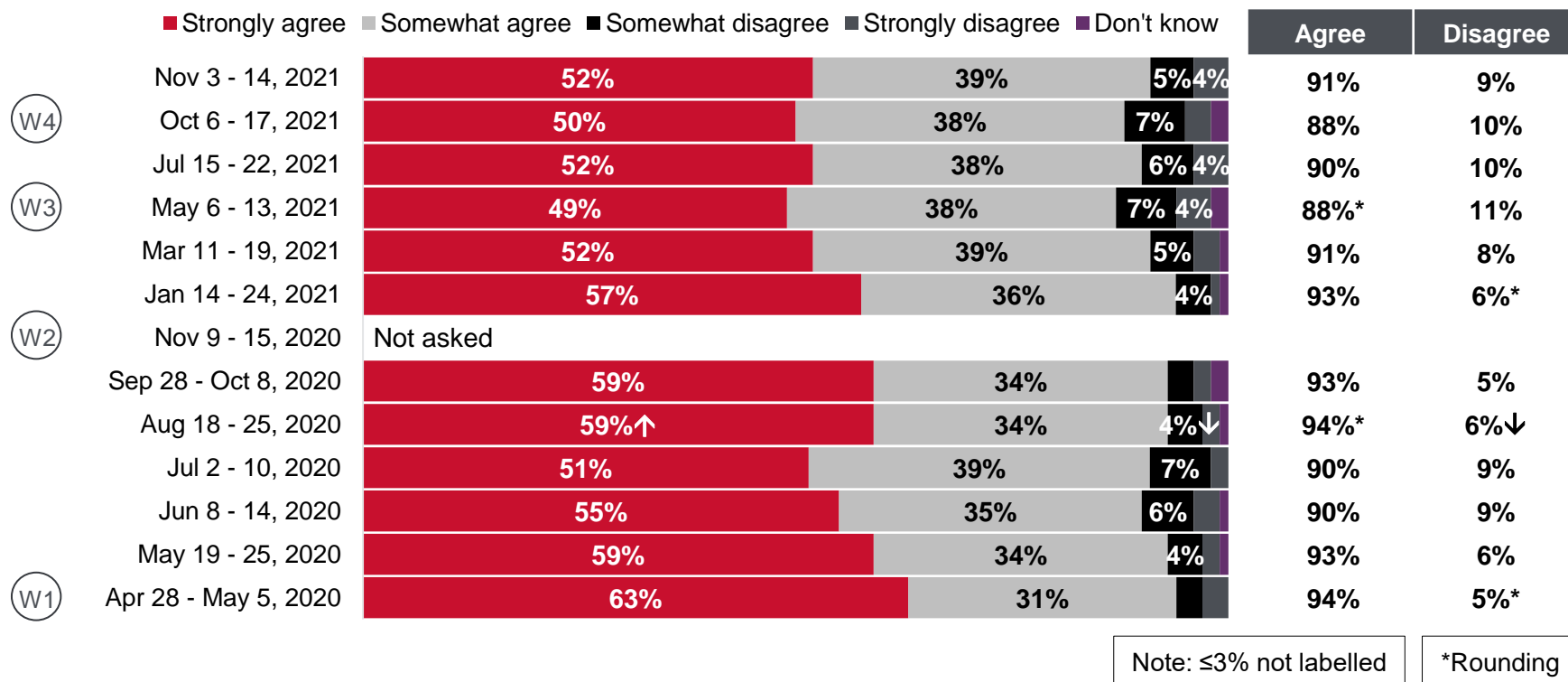


## Opinions about The City's COVID-19 Response and Information

# Awareness of The City's COVID-19 Response

Consistent with previous Snapshot Survey results, the vast majority (91%) of Calgarians agree they're aware of The City's current efforts to limit the spread of COVID-19. Those with children under the age of 18 in the home are more likely than others to agree (95% vs. 90%, respectively).

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



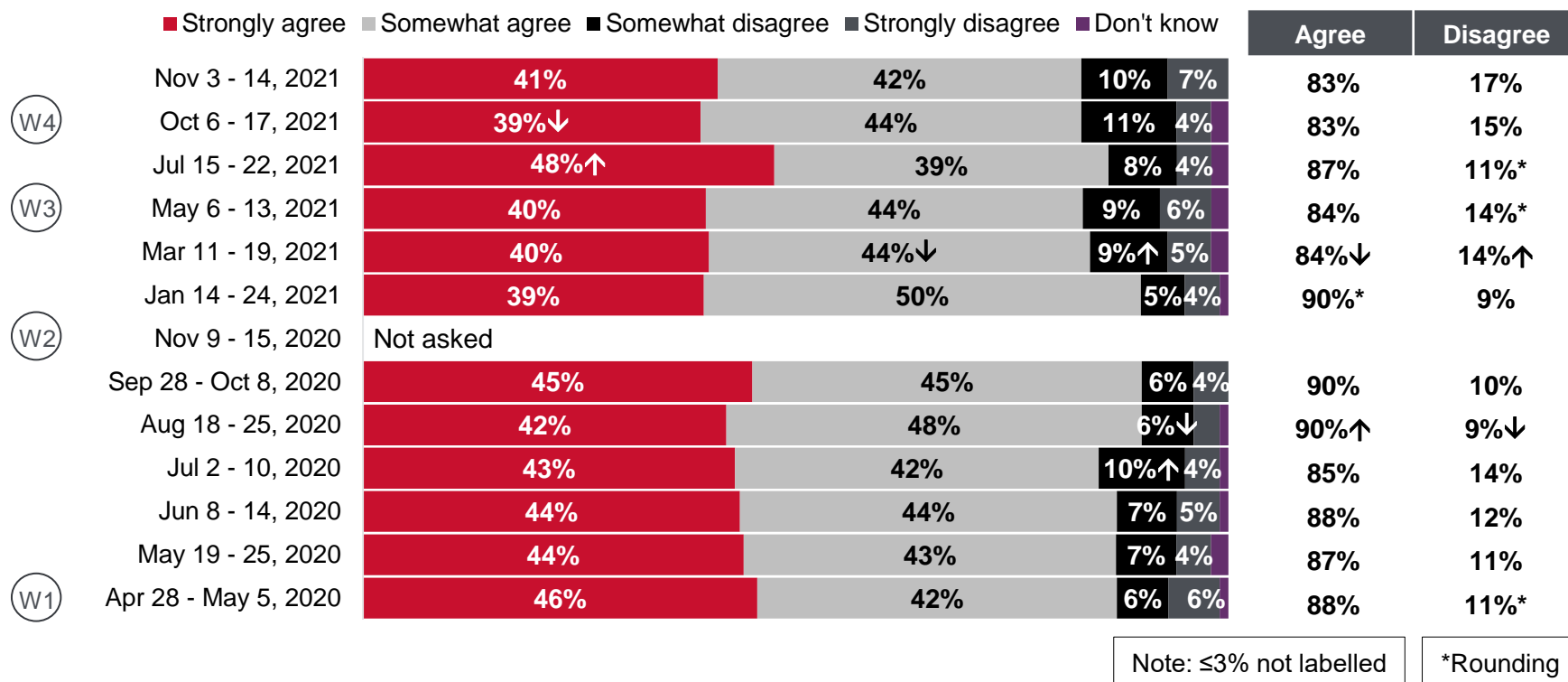
Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

# Quantity of The City's COVID-19 Information

The majority (83%) of Calgarians agree they have enough information about what The City is doing to respond to COVID-19; however, those from higher income households are more likely than others to agree (95% \$135,000 or more vs. 74% <\$45,000, 80% \$45,000 to <\$75,000 and 82% \$75,000 to <\$105,000).

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



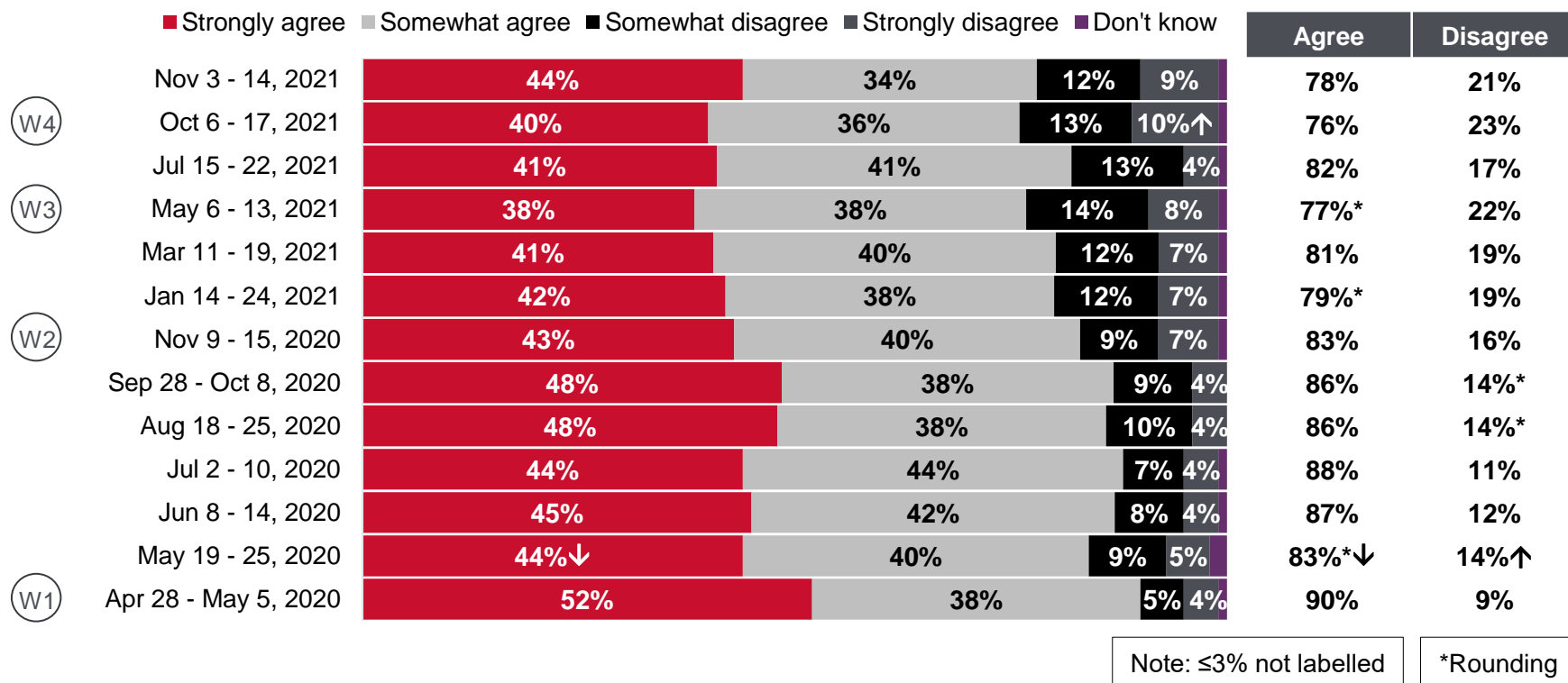
Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

# Clarity of The City's COVID-19 Information

Around three-quarters (78%) of Calgarians agree the information provided by The City has been clear.

## The Information Provided by The City has been Clear



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

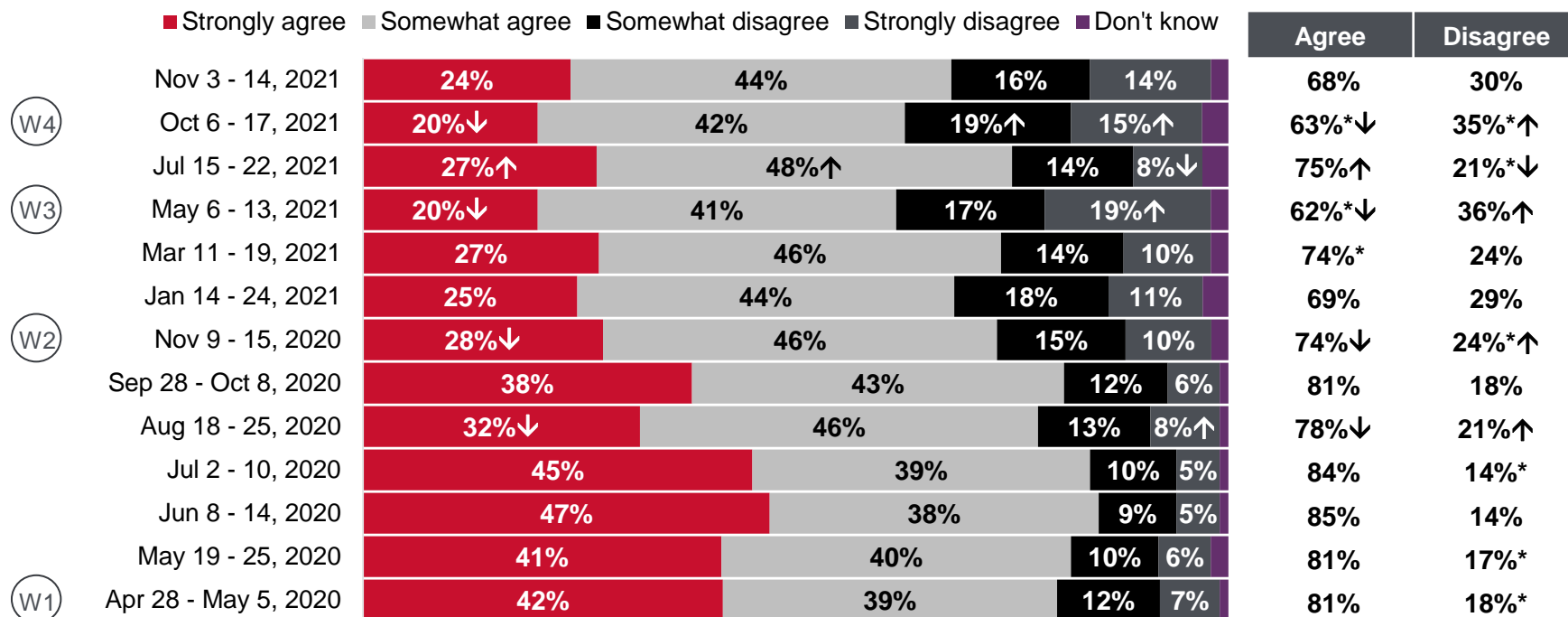
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Speed of The City's COVID-19 Response

Around two-thirds (68%) of Calgarians agree The City's pandemic response has been quick enough.

## The City's Response has been Quick Enough

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



Note: ≤3% not labelled

\*Rounding

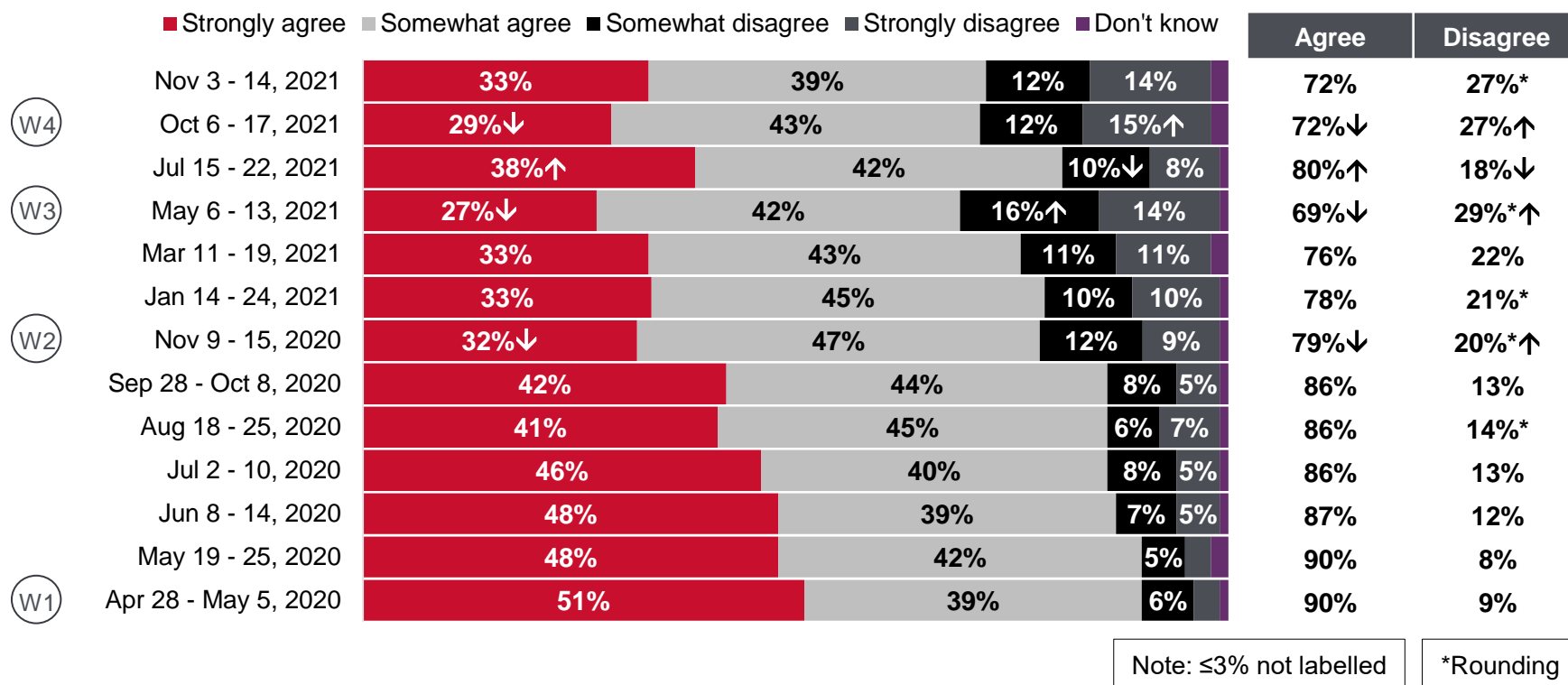
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

# Helpfulness of The City's COVID-19 Response

Around seven-in-ten (72%) agree The City's pandemic response has been helpful, identical to results in October.

## The City's Response has been Helpful



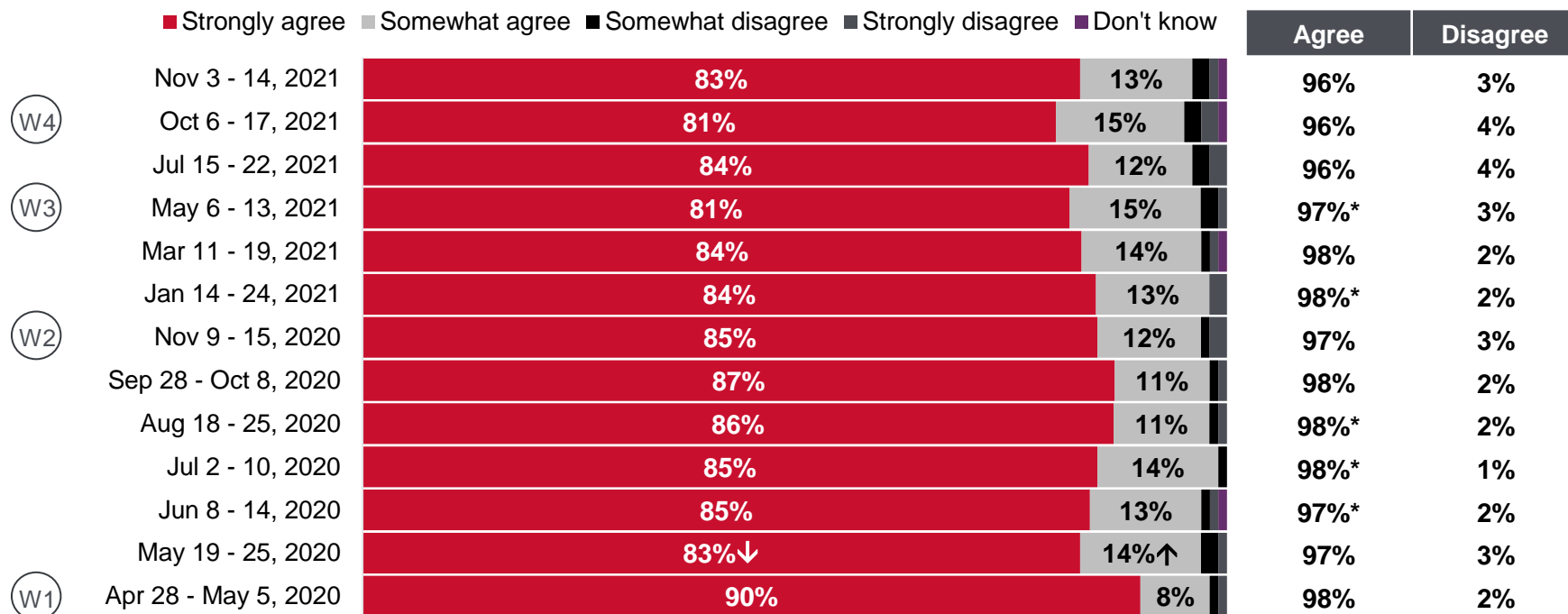
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

# Understand How to Limit COVID-19 Spread

Nearly all Calgarians (96%) agree they understand what to do to limit the spread of COVID-19.

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



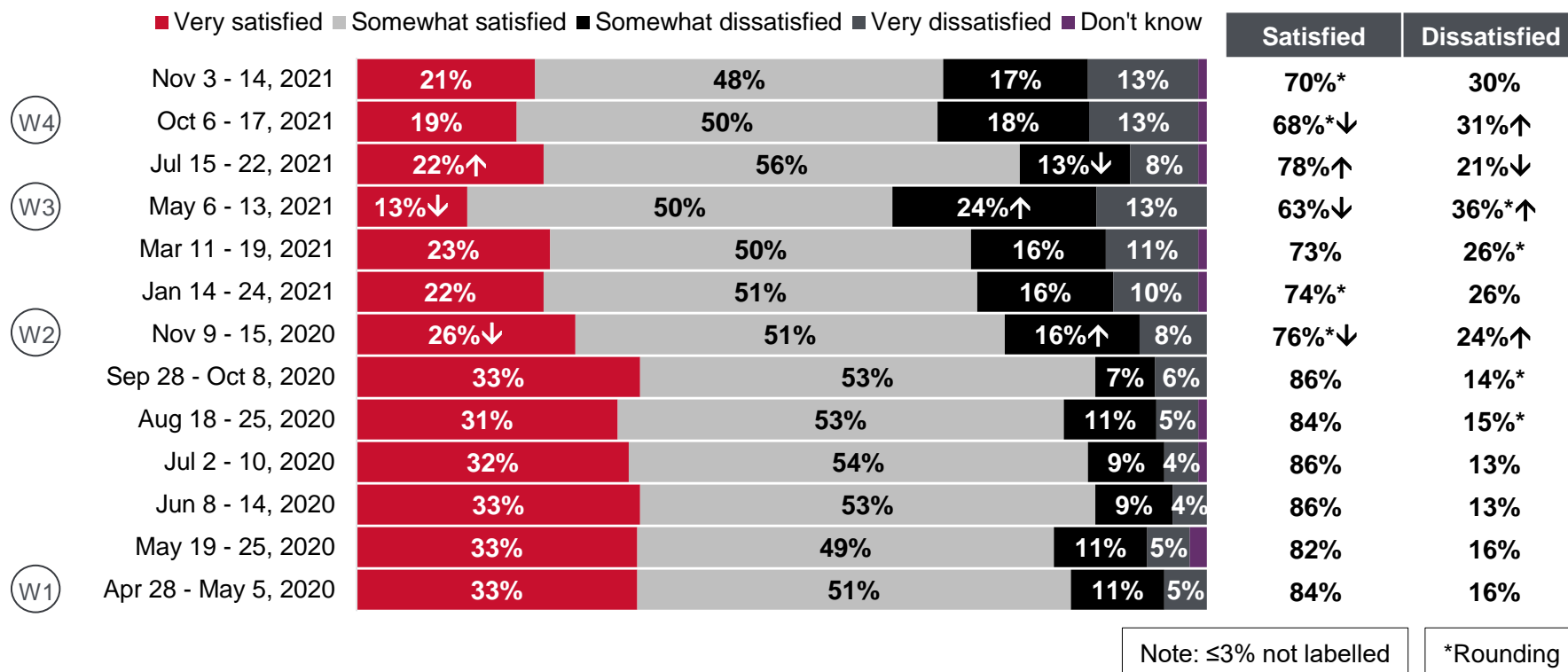
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

# Satisfaction with The City's COVID-19 Response

Seven-in-ten Calgarians (70%) are satisfied with The City's pandemic response, consistent with results from one month prior. Females are more likely than males to be satisfied (74% vs. 65%, respectively), as are seniors compared to younger Calgarians (81% 65 or older vs. 63% 18 to 34 and 69% 35 to 64). Residents of the NE are more likely than those of the other quadrants to be satisfied with The City's response (86% vs. 65% SW, 57% SE, and 73% NW).

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



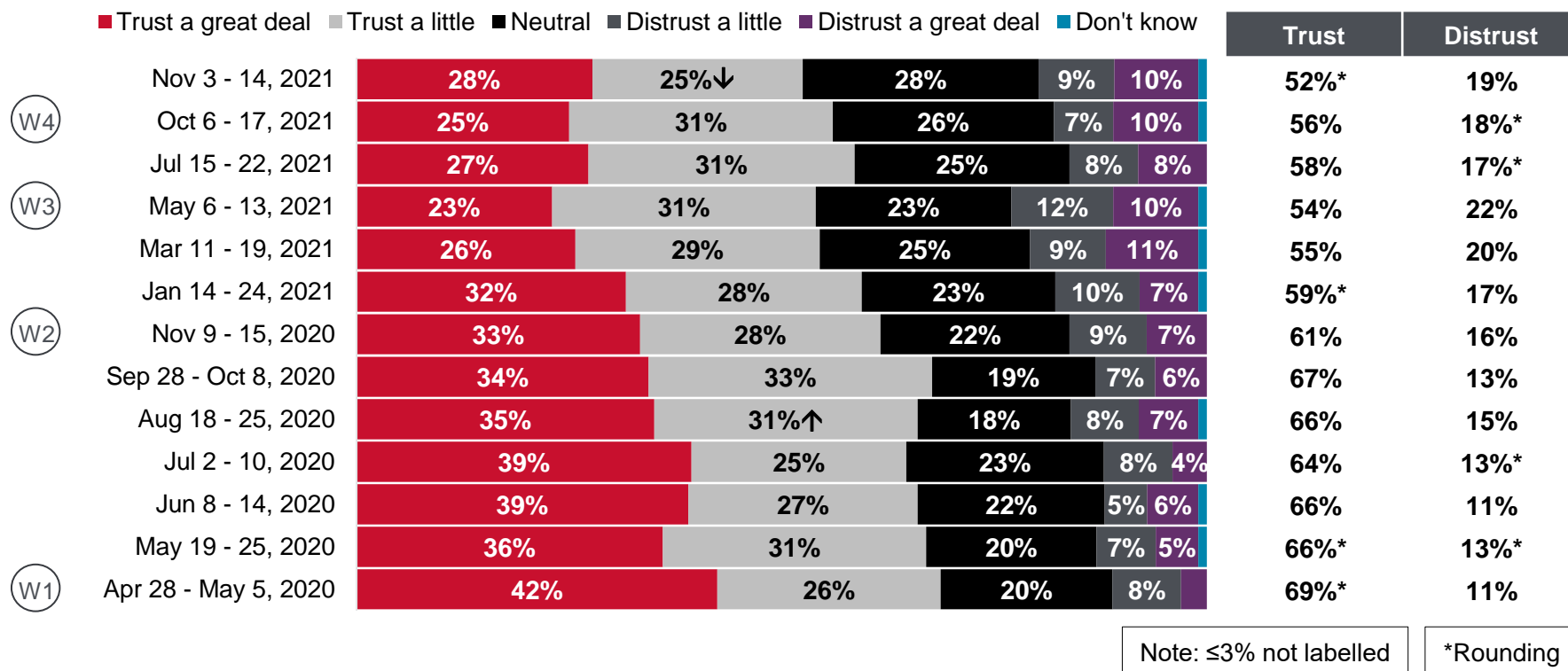
Overall, how satisfied are you with The City's COVID-19 response?

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

# Trust in The City's COVID-19 Response

Around one-half (52%) of Calgarians trust The City in terms of its COVID-19 response, the lowest it has been since the beginning of the pandemic but generally on par with results throughout 2021. Compared to other Calgarians, residents of the SE are more likely to distrust The City regarding its pandemic response (32% vs. 20% SW, 18% NW, and 6% NE).

## Trust in The City Regarding COVID-19 Response



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

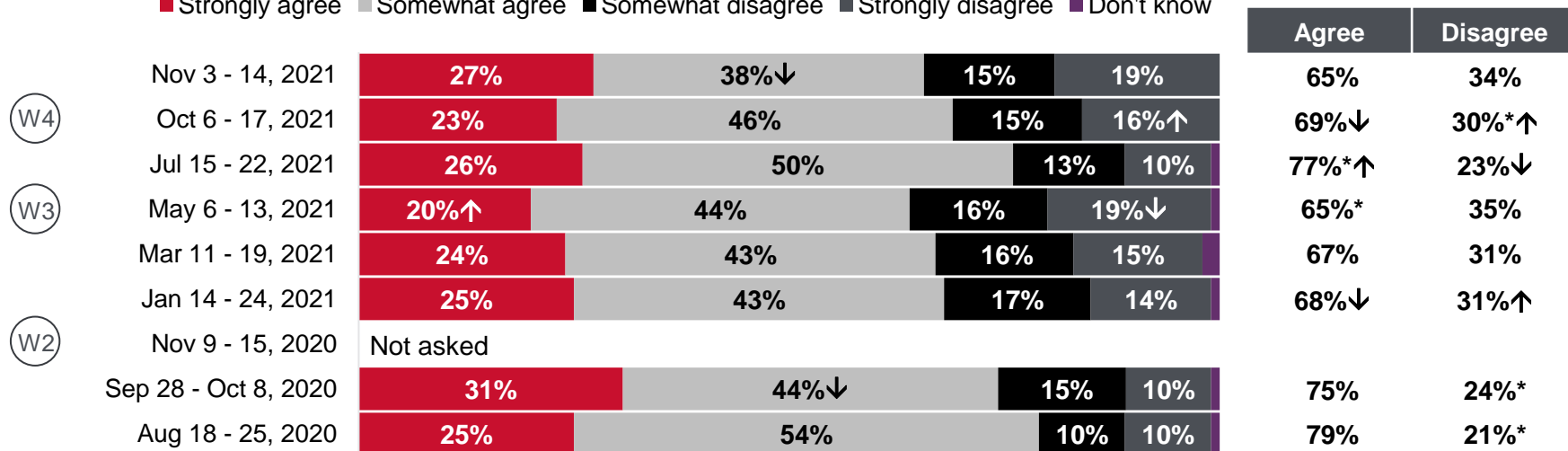
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# City Services During the Pandemic

Two-thirds (65%) of Calgarians agree they trust The City to make the right choices to re-open its services, on par with results from October. Those aged 35 years or older are more likely than those 18 to 34 to agree (69% 35 to 64 and 74% 65 or older vs. 54% 18 to 34).

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

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



Note: ≤3% not labelled

\*Rounding

### New question beginning August 18, 2020

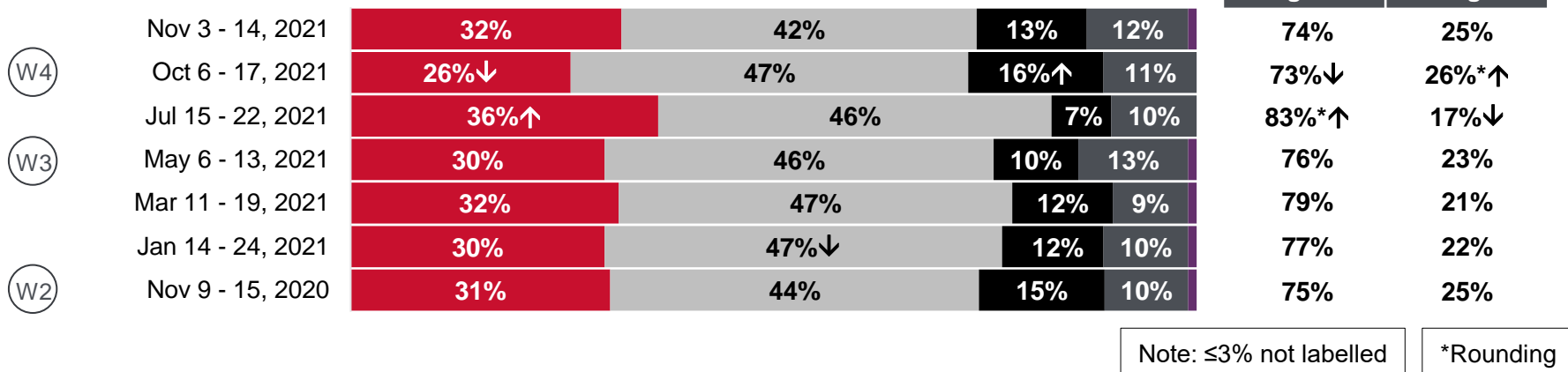
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
Base: All respondents (n=500)

# City Services During the Pandemic

Three-quarters (74%) of Calgarians agree they trust The City to make the right decisions about providing its services safely during the pandemic, on par with results from October. Residents of the NW and NE are more likely than other Calgarians to agree (80% NW and 81% NE vs. 68% SW and 69% SE).

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

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



**New question beginning November 9, 2020**

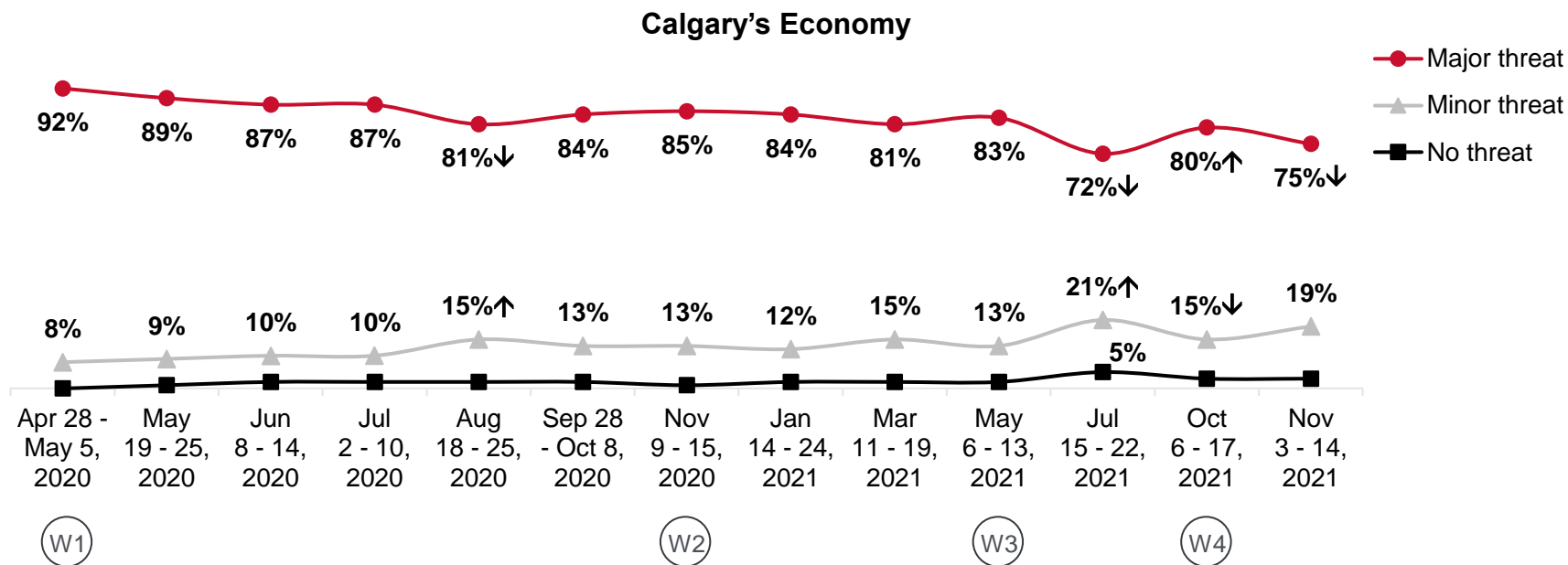
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
Base: All respondents (n=500)



## Concern about COVID-19 and the Pandemic

# Perceived Threat Level of COVID-19

Three-quarters (75%) of Calgarians perceive the pandemic to be a major threat to Calgary's economy, down from 80% in October. Females are more likely than males to think it is a major threat to the economy (80% vs. 69%, respectively), as are younger Calgarians compared to seniors (80% 18 to 34 and 75% 35 to 64 vs. 62% 65 or older).



Note: <5% not labelled

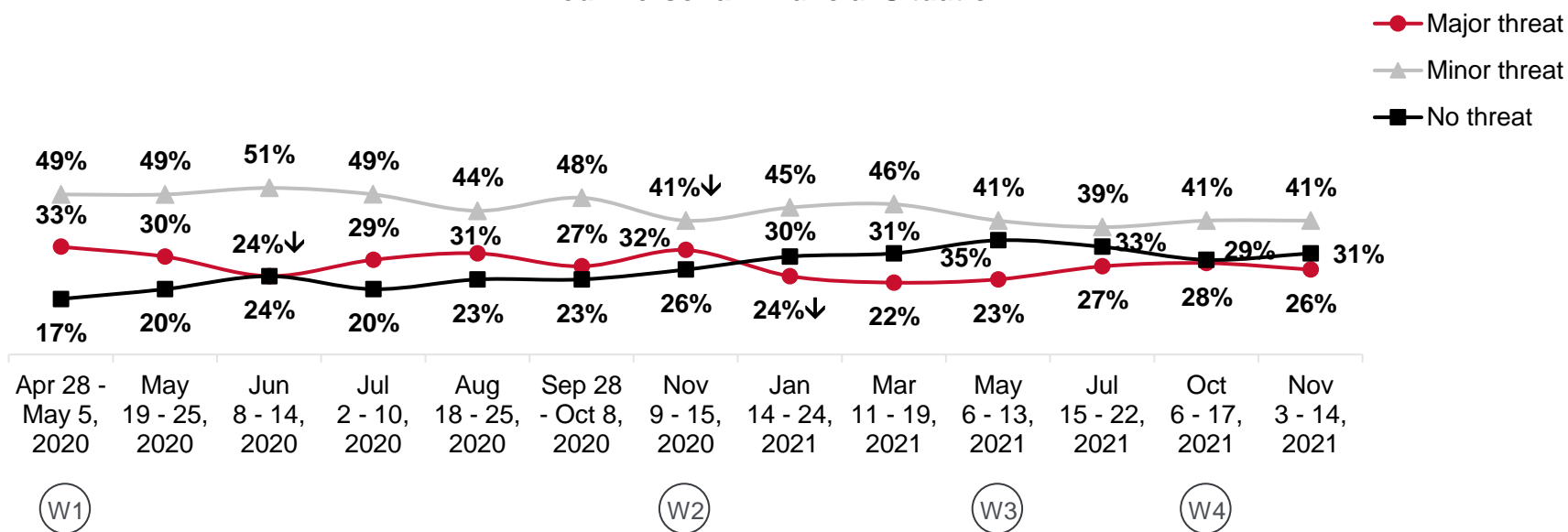
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

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

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

One-quarter (26%) of Calgarians see the pandemic as a major threat to their personal financial situation. Younger Calgarians are more likely than seniors to say it is a major threat (29% 18 to 34 and 30% 35 to 64 vs. 11% 65 or older).

## Your Personal Financial Situation

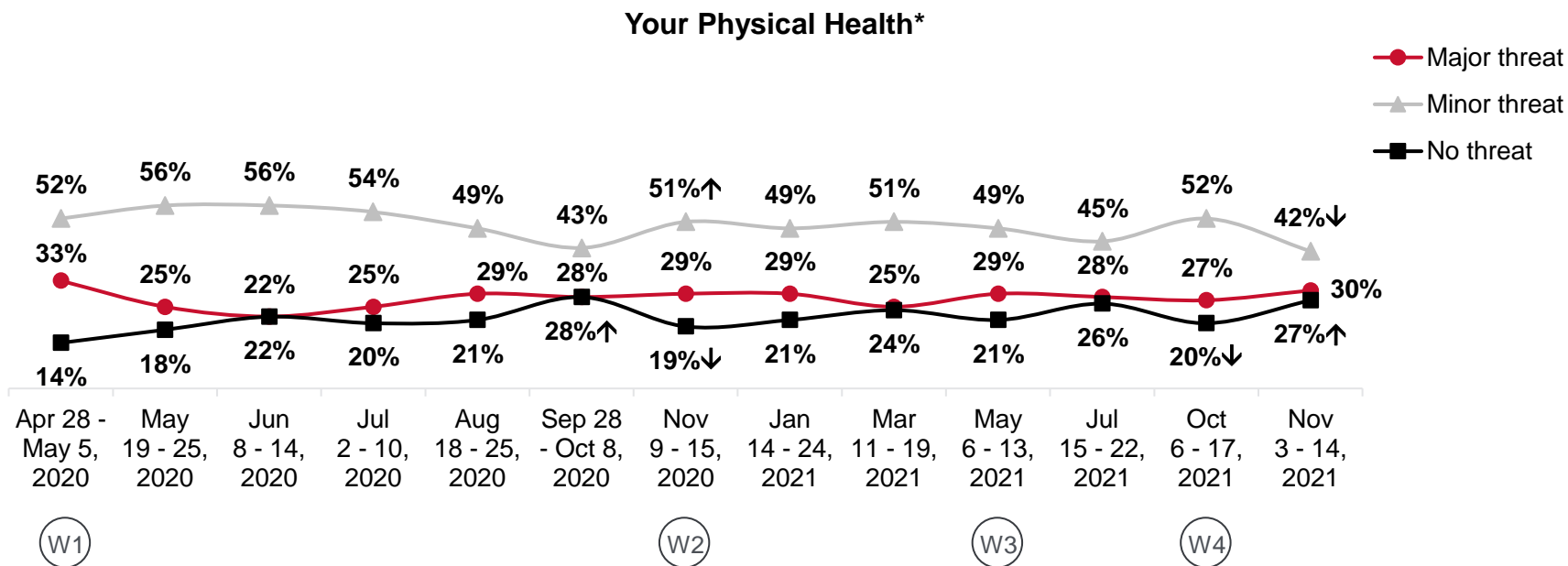


In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

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

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

Three-in-ten Calgarians (30%) perceive the pandemic to be a major threat to their physical health. Females are more likely than males to say it is a major threat (36% vs. 25%, respectively). The proportion rating the pandemic as a minor threat to their physical health dropped 10 percentage points from October (52% to 42%) while the proportion saying it is no threat is up 7 percentage points (27%) compared to October (20%).



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

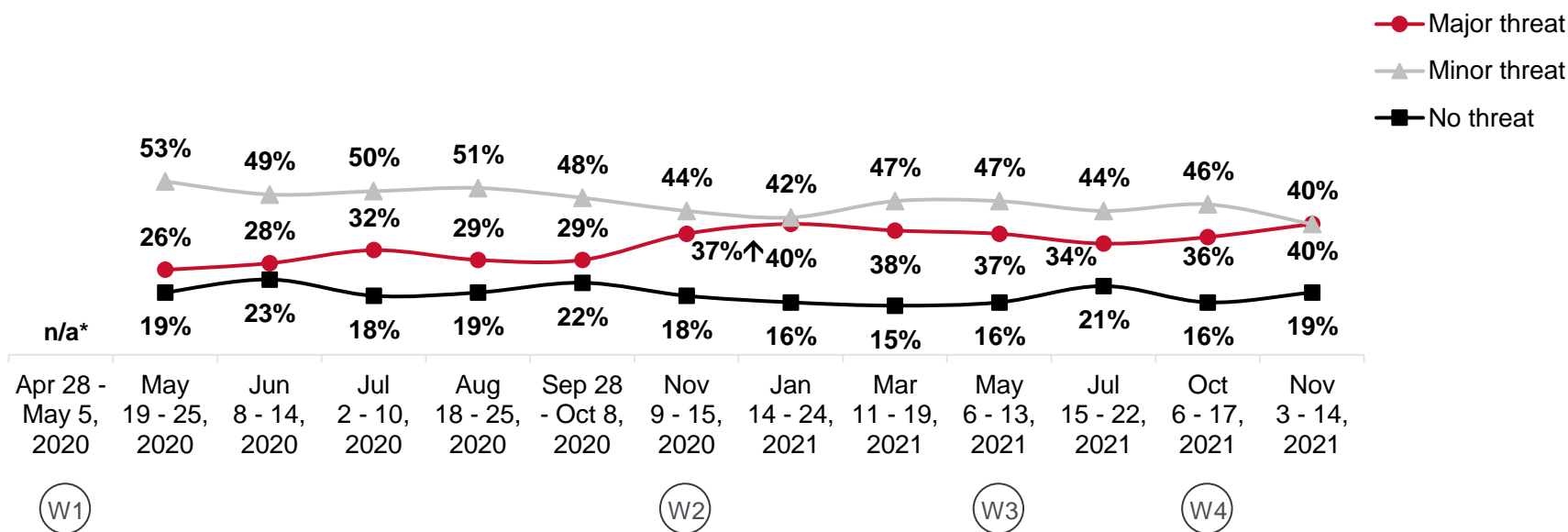
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

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

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

As many Calgarians say the pandemic is a major threat to their mental health (40%) as say it is a minor threat (40%). Females are more likely than males to perceive the pandemic to be a major threat to their mental health (50% vs. 30%, respectively) while males are more likely than females to say it is a minor threat (46% vs. 34%, respectively) or not a threat (24% vs. 15%, respectively). Younger Calgarians are more likely than their older counterparts to think the pandemic is major threat (54% 18 to 34 vs. 38% 35 to 64 vs. 19% 65 or older).

## Your Mental Health



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

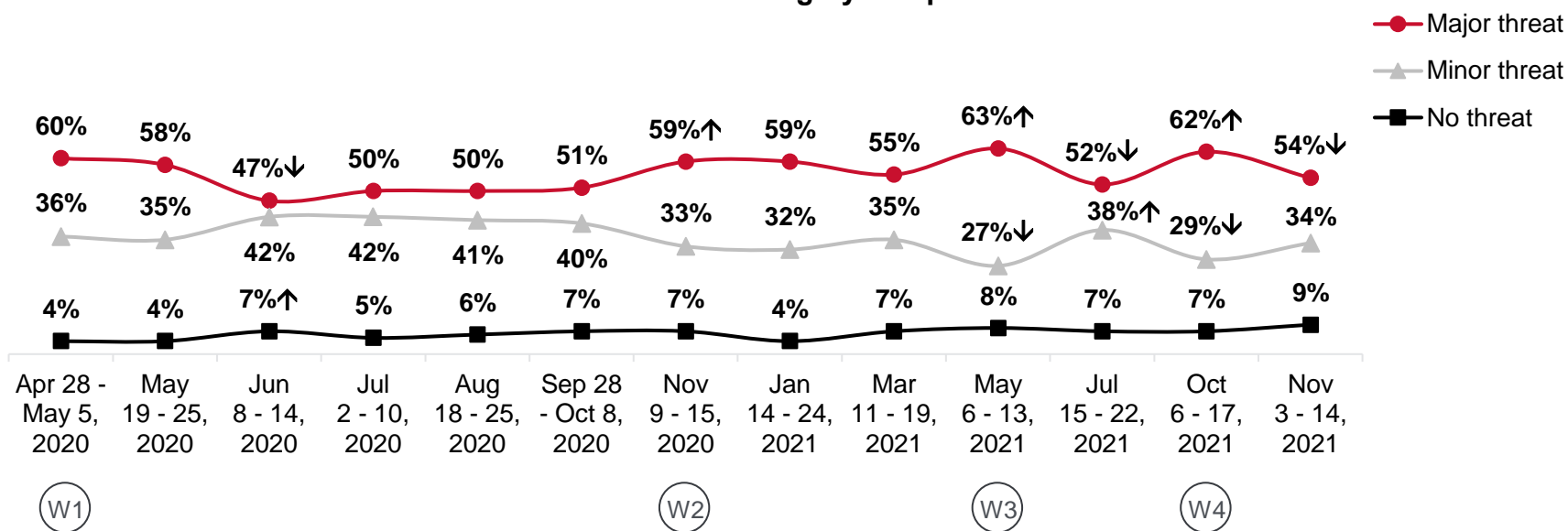
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

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

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

Around one-half (54%) of Calgarians see the pandemic as a major threat to the overall health of Calgarians, down from 62% in October. This follows a pattern of increasing during a wave of the pandemic and dropping post-wave. Females are more likely than males to perceive a major threat to the overall health of citizens (62% vs. 45%, respectively) while males are more likely than females to see it as a minor threat (40% vs. 29%, respectively).

Overall Health of Calgary's Population



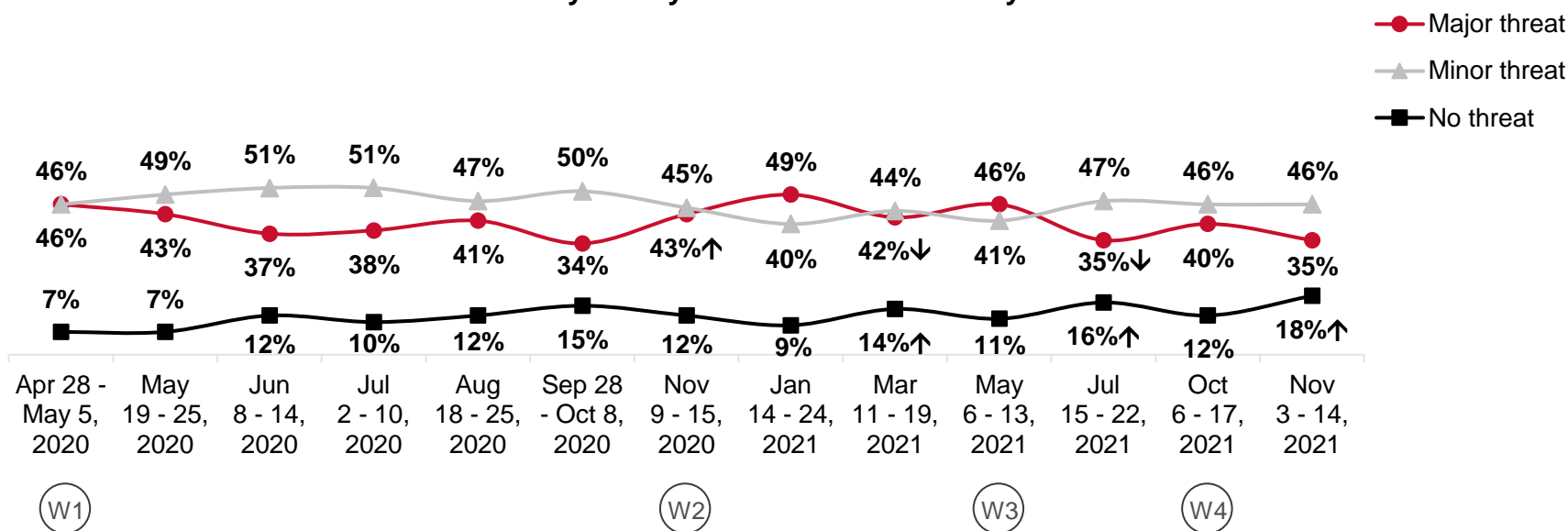
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

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

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

Around one-third (35%) of Calgarians perceive the pandemic to be a major threat to day-to-day life in their community while almost one-half (46%) say it is a minor threat. The proportion who say it is no threat to day-to-day life in their community increased 6 percentage points from October, from 12% to 18%. Residents of the SE are more likely than those of the NW and NE to think the pandemic is no threat to day-to-day life in their community (27% vs. 13% NW and 13% NE).

## Day-to-Day Life in Your Community



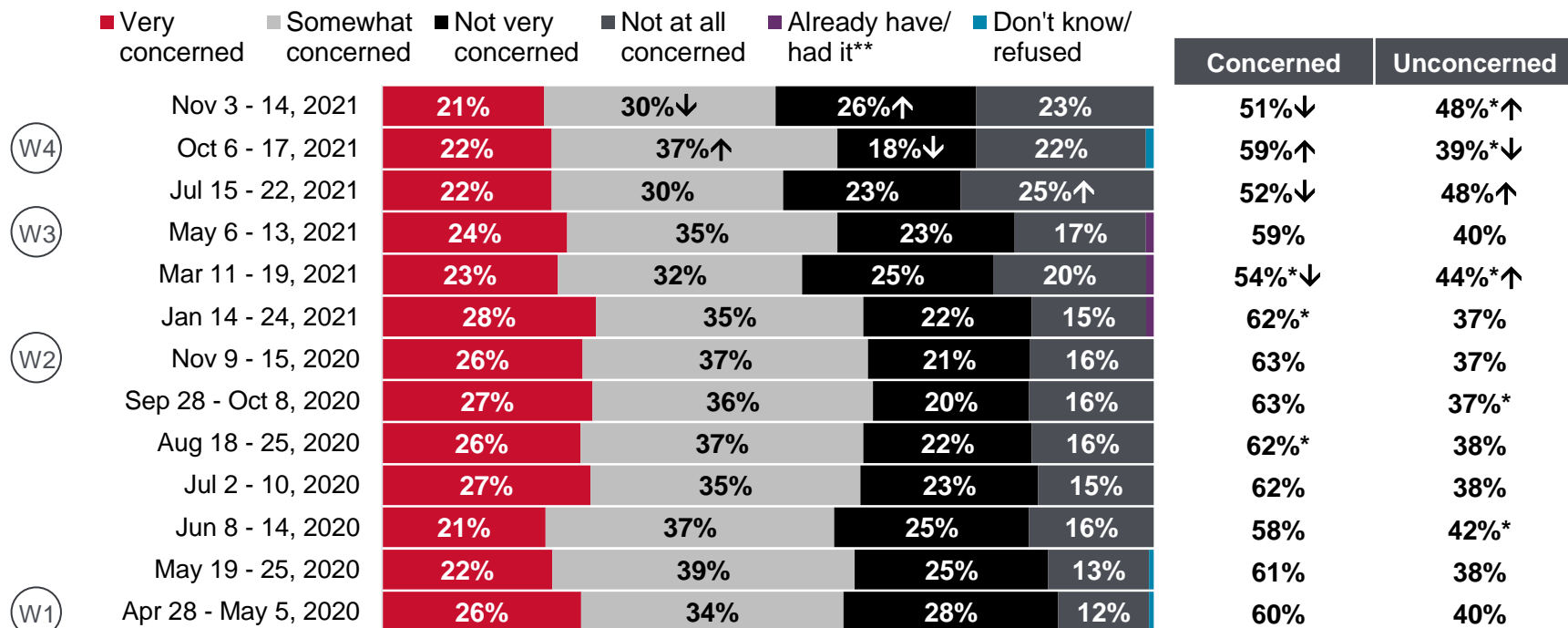
In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

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

# Concern about Becoming Ill

One-half (51%) of Calgarians are concerned about becoming ill from COVID-19, down from 59% in October and on par with results from July. Females are more likely than males to be concerned about this (57% vs. 45%, respectively). Residents of the SE are less likely than other Calgarians to be concerned about becoming ill from COVID-19 (35% vs. 55% SW, 53% NW, and 61% NE). Younger Calgarians are more likely than seniors to say they are not concerned about this (54% 18 to 34 vs. 40% 65 or older)

## Concern about Oneself Becoming Ill from COVID-19



\*\*This option was not read to the respondent.

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

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

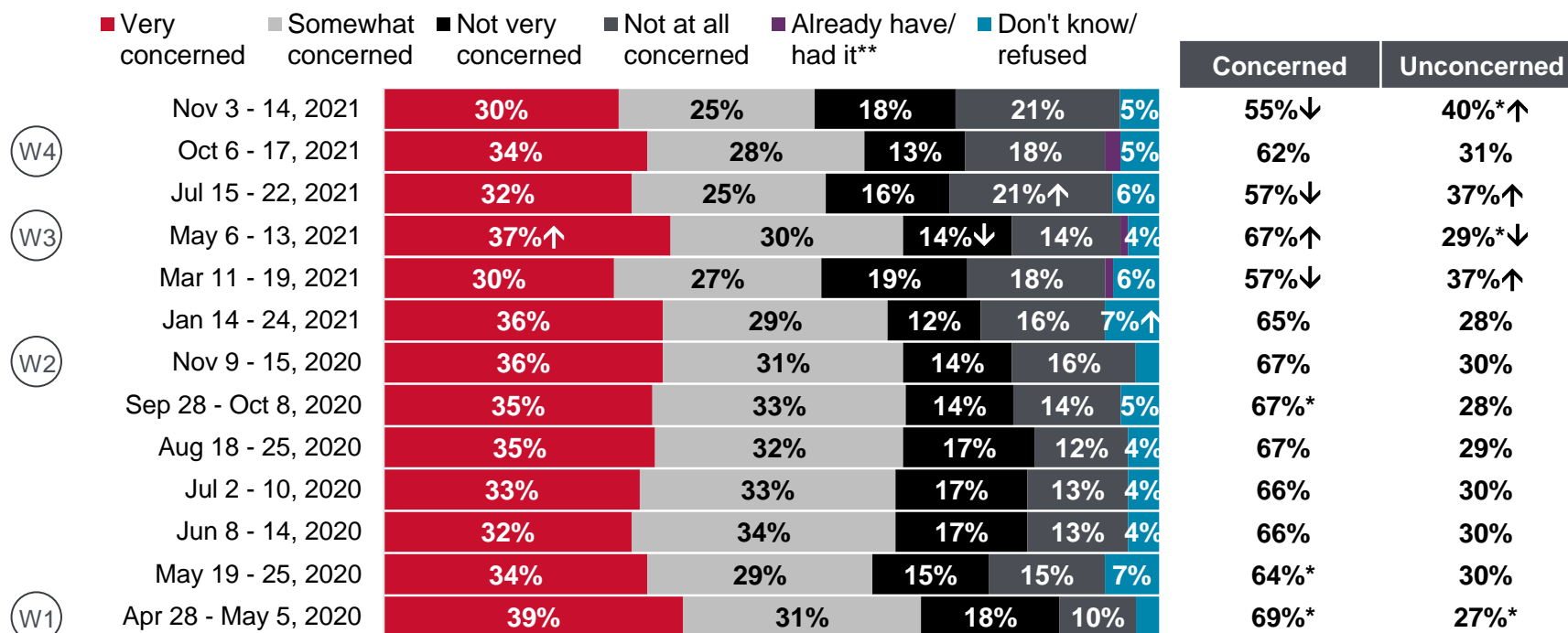
Note: ≤3% not labelled

\*Rounding

## Concern about Becoming Ill – cont'd

Just over one-half (55%) of Calgarians are concerned about a household member becoming ill from COVID-19, down from 62% in October and on par with results from July. Males are more likely than females to say they are not concerned (45% vs. 34%, respectively). Those with a senior in the household are much more likely than those without to be concerned about this (76% vs. 50%, respectively).

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



\*\*This option was not read to the respondent.

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

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

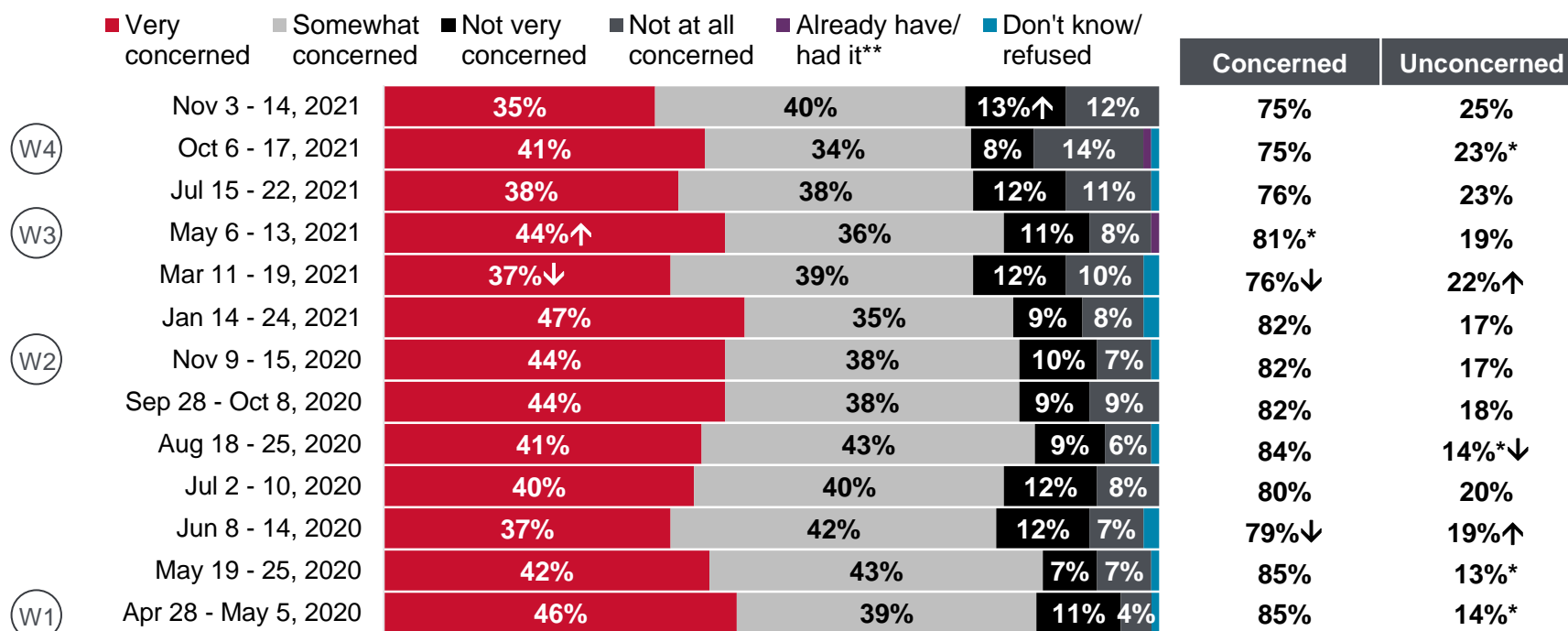
Note: ≤3% not labelled

\*Rounding

# Concern about Becoming Ill – cont'd

Three-quarters (75%) of Calgarians are concerned about family and/or friends outside of their household becoming ill from COVID-19, on par with results from July and October. Females are more likely than males to be concerned about this (79% vs. 70%, respectively).

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



\*\*This option was not read to the respondent.

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

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

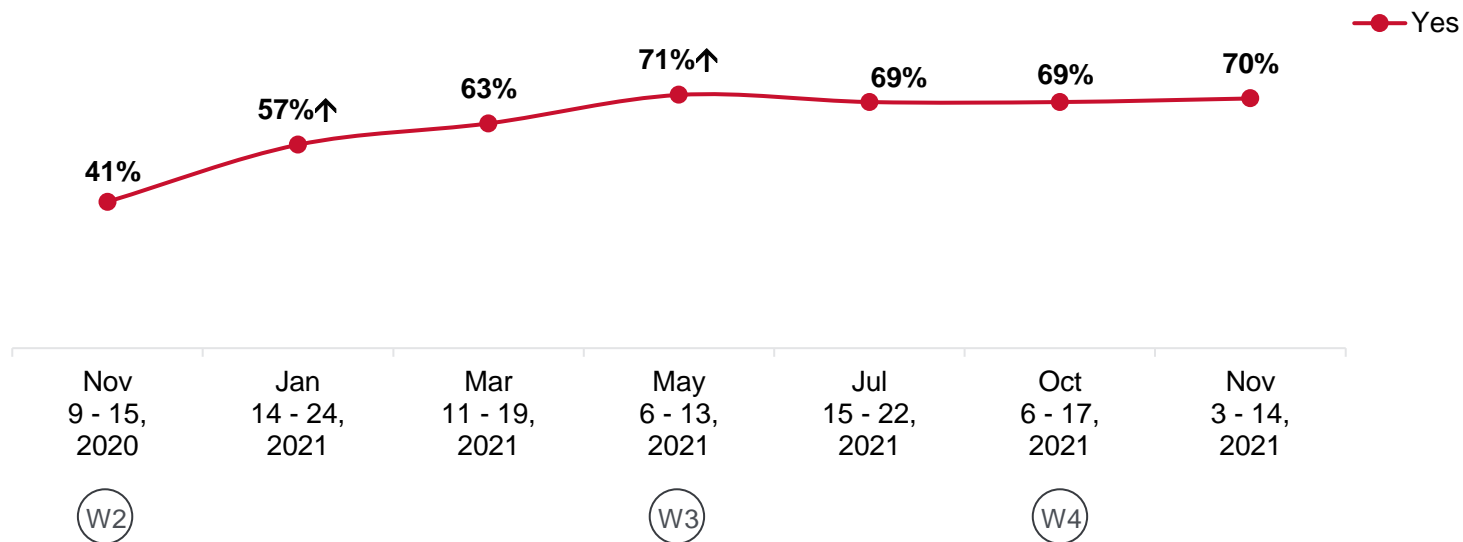
Note: ≤3% not labelled

\*Rounding

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

Seven-in-ten Calgarians (70%) have been confirmed to have had COVID-19 or know someone who has, on par with results dating back to May of this year. Younger Calgarians are more likely than seniors to answer 'yes' to this question (76% 18 to 34 and 74% 35 to 64 vs. 48% 65 or older).

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



### New question beginning November 9, 2020

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

Base: All respondents (n=500)



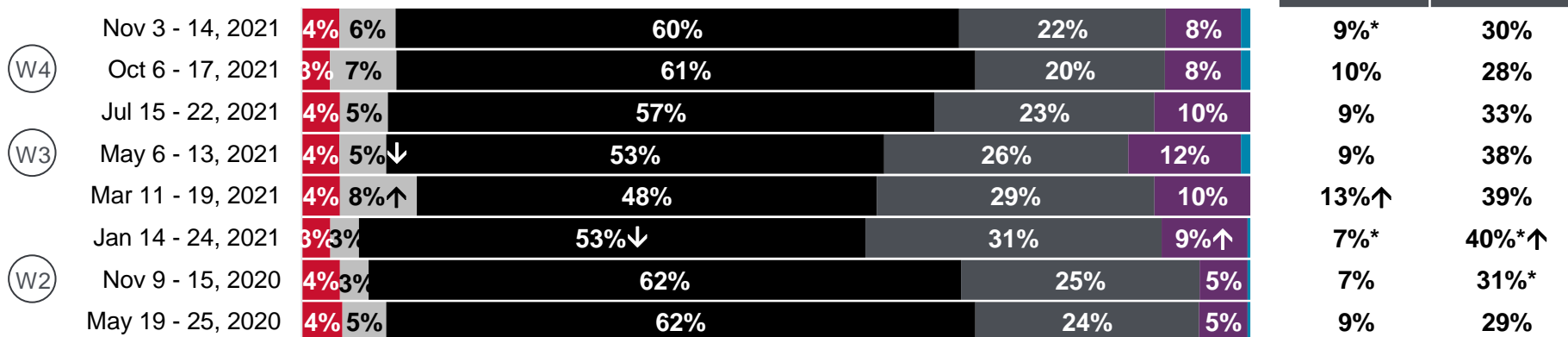
## Impacts of the COVID-19 Pandemic

# Changes in Physical Health

Three-in-ten Calgarians (30%) say their physical health has worsened as a result of the pandemic, on par with results from July and October but down from a high of 40% in January of this year. Younger Calgarians are more likely than seniors to say their physical health has worsened (34% 18 to 34 and 32% 35 to 64 vs. 14% 65 or older).

## Change in Physical Health Since the Pandemic Began

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



Note: ≤2% not labelled

\*Rounding

### New question beginning May 19, 2020

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

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

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

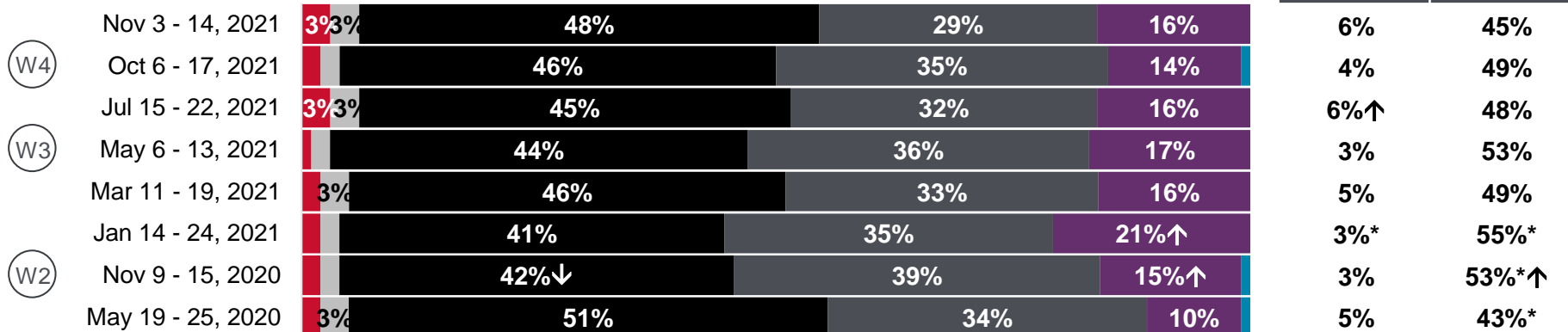
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

# Changes in Mental Health

Just under one-half (45%) of Calgarians say the pandemic has worsened their mental health. This is down from a high of 55% in January of this year. Females are more likely than males to say their mental health has worsened (51% vs. 39%, respectively), as are younger Calgarians compared to seniors (55% 18 to 34 and 47% 35 to 64 vs. 23% 65 or older).

## Change in Mental Health Since the Pandemic Began

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



Note: ≤2% not labelled

\*Rounding

### New question beginning May 19, 2020

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

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

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

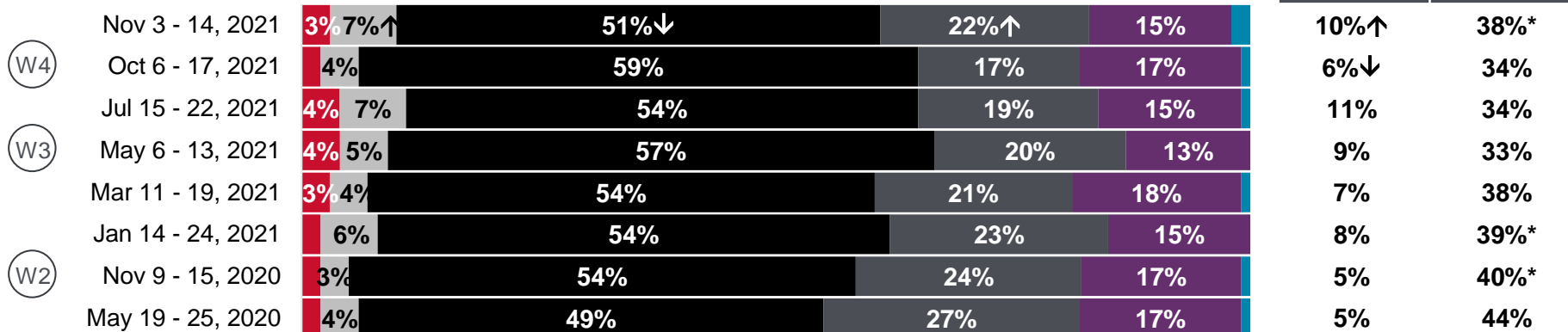
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

# Changes in Personal Financial Situation

Around two-in-five Calgarians (38%) say the pandemic has resulted in a worsened personal financial situation. Those aged 18 to 34 are more likely than older Calgarians to say this (47% vs. 35% 35 to 64 and 27% 65 or older). Compared to Calgarians with household incomes of \$105,000 or more, those with lower household incomes are more likely to say their personal financial situation has worsened (52% <\$45,000, 54% \$45,000 to <\$75,000 and 41% \$75,000 to <\$105,000 vs. 26% \$105,000 to <\$135,000 and 22% \$135,000 or more).

## Change in Personal Financial Situation Since the Pandemic Began

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



Note: ≤2% not labelled

\*Rounding

### New question beginning May 19, 2020

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

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

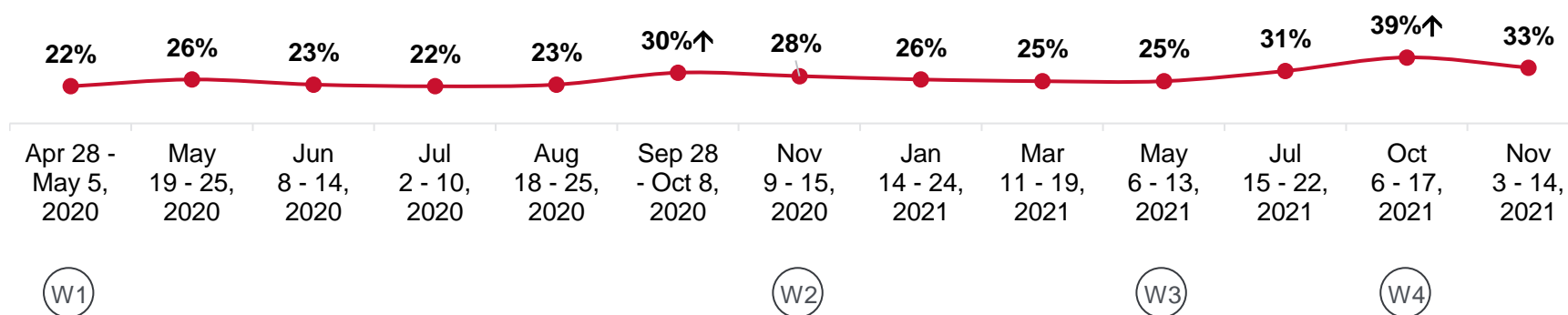
May 19 – 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?

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

# Financial Impacts of the Pandemic

One-third (33%) of Calgarians say the pandemic has had a negative impact on their capacity to pay bills on time. Calgarians aged 18 to 34 are more likely than seniors to be experiencing this (40% vs. 23%, respectively). Those in households with lower incomes are more likely than others to say the pandemic has had a negative impact on their capacity to pay bills on time (54% <\$45,000 and 57% \$45,000 to <\$75,000 vs. 30% \$75,000 to <\$105,000, 23% \$105,000 to <\$135,000, and 12% \$135,000 or more).

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



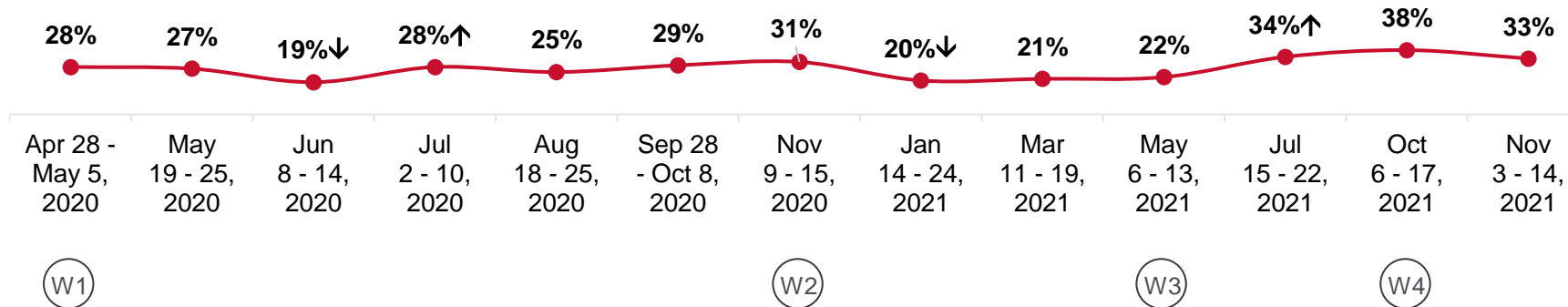
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

## Financial Impacts of the Pandemic – cont'd

One-third (33%) of Calgarians say the pandemic has had a negative impact on their capacity to pay their mortgage or rent. Compared to Calgarians with household incomes of \$105,000 or more, those with lower household incomes are more likely to be experiencing this (49% <\$45,000, 50% \$45,000 to <\$75,000 and 37% \$75,000 to <\$105,000 vs. 20% \$105,000 to <\$135,000 and 13% \$135,000 or more).

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



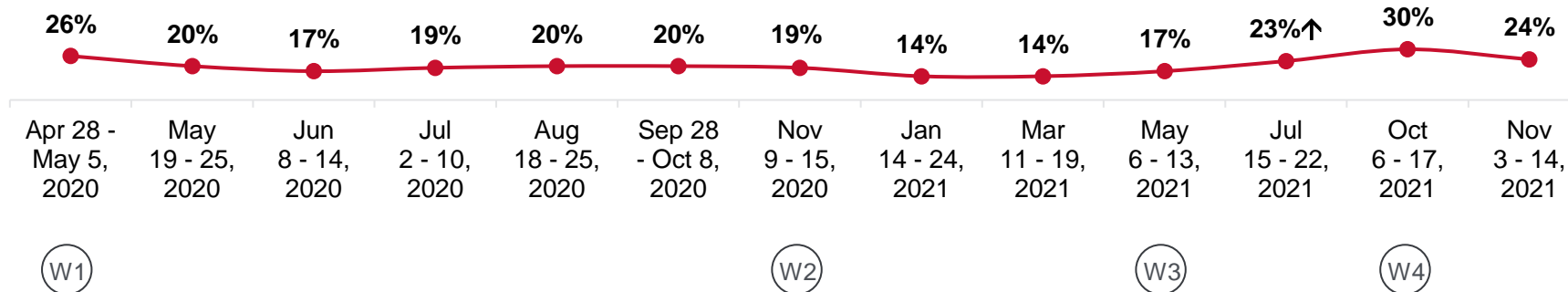
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

## Financial Impacts of the Pandemic – cont'd

One-quarter (24%) of Calgarians say the pandemic has had a negative impact on their capacity to pay property taxes. Compared to Calgarians with household incomes of \$135,000 or more, those with lower household incomes are more likely to be experiencing this (45% <\$45,000, 34% \$45,000 to <\$75,000 and 24% \$75,000 to <\$105,000 vs. 9% \$135,000 or more).

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



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

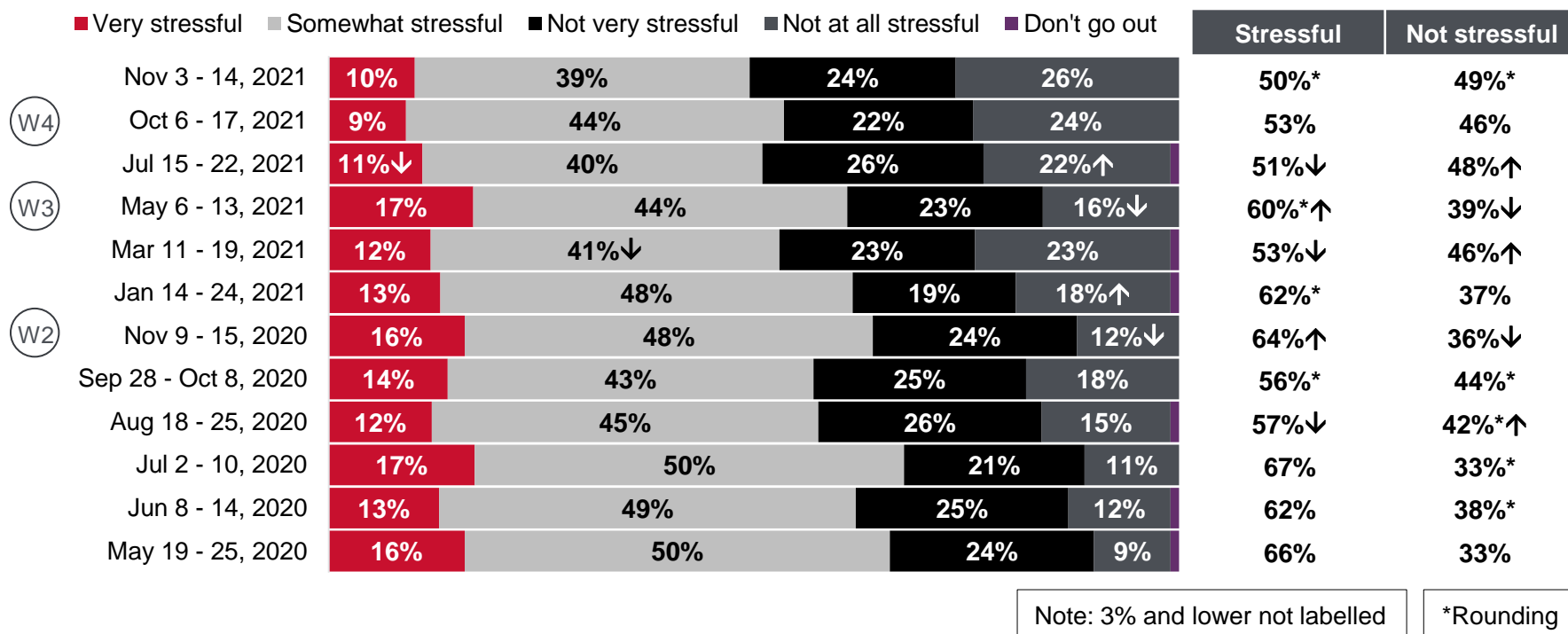
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

# Stress Level When in Public During Pandemic

Calgarians are evenly split in terms of finding it stressful (50%) versus not stressful (49%) when in public during the pandemic. Females are much more likely than males to say it is stressful (62% vs. 37%, respectively). Compared to Calgarians with household incomes of \$135,000 or more, those with lower household incomes are more likely to find it stressful to be in public during the pandemic (53% <\$45,000, 59% \$45,000 to <\$75,000 and 55% \$75,000 to <\$105,000 vs. 35% \$135,000 or more).

## Stress Level When in Public During the Pandemic



During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

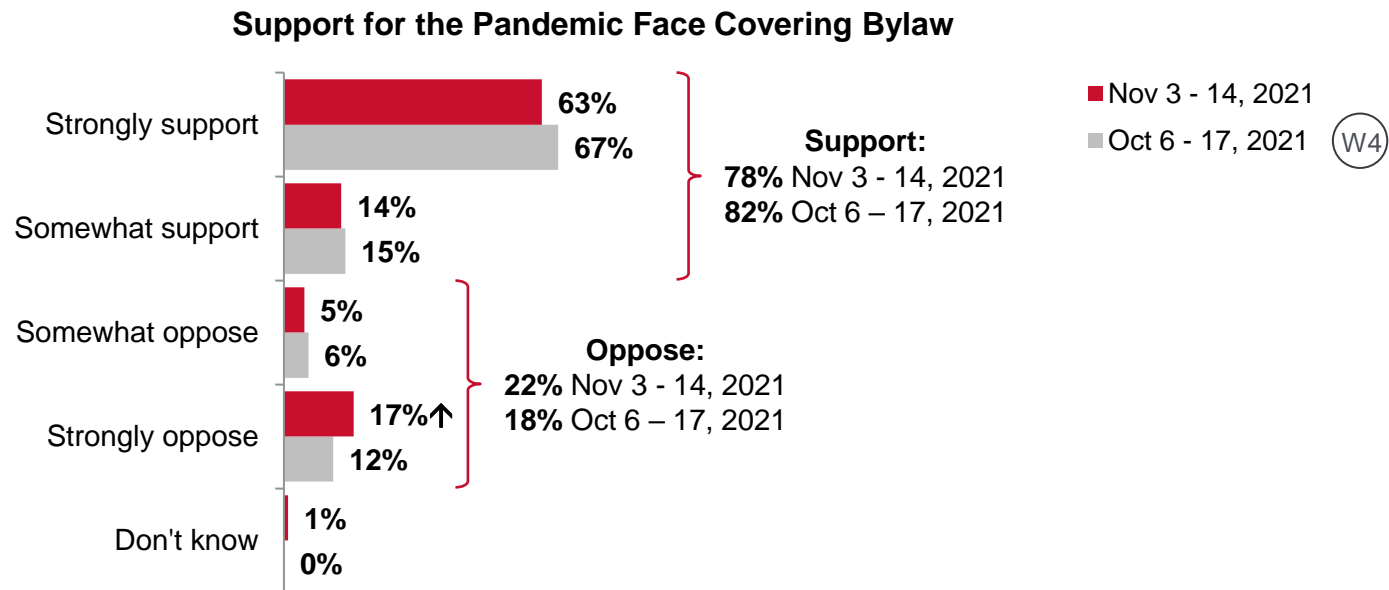
Base: All respondents (n=500)



## Moving Forward

# Support for the Pandemic Face Covering Bylaw

Nearly four-in-five Calgarians (78%) support the Pandemic Face Covering Bylaw. Females are more likely than males to support this bylaw (83% vs. 72%, respectively), as are seniors compared to younger Calgarians (87% 65 or older vs. 70% 18 to 34). Residents of the NW and NE are more likely than those of the SW and SE to support this bylaw (85% and 91% vs. 73% and 62%, respectively).



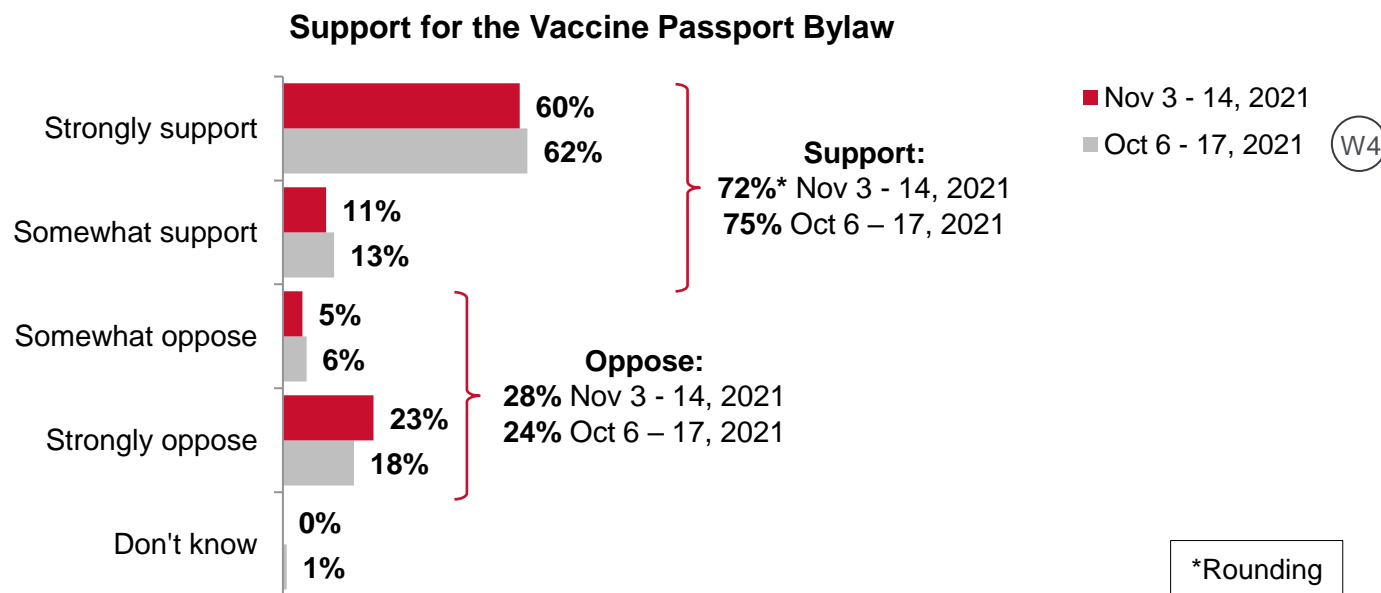
## New question beginning October 6, 2021

On September 4<sup>th</sup>, the Pandemic Face Covering Bylaw came into effect. It requires face coverings be worn on public transit, in private vehicles for hire, in public indoor spaces such as stores and places of worship, and in City of Calgary owned or operated facilities and buildings. To what extent do you support or oppose this bylaw?

Base: All respondents (n=500)

# Support for the Vaccine Passport Bylaw

Around seven-in-ten Calgarians (72%) support the Vaccine Passport Bylaw. Seniors are more likely than younger Calgarians to support this bylaw (86% 65 or older vs. 63% 18 to 34 and 72% 35 to 64). Residents of the SW, NW, and NE are more likely than those of the SE to support this bylaw (69%, 80%, and 80% vs. 57%, respectively).



## New question beginning October 6, 2021

On September 23rd, The City implemented the Vaccine Passport Bylaw that applies to Calgary businesses such as restaurants, nightclubs, casinos, sporting and entertainment venues, and fitness and recreation facilities. The bylaw makes it mandatory for businesses to require customers aged 12 and older to provide proof of COVID-19 vaccination, a recent negative COVID-19 test, or a medical exemption letter. To what extent do you support or oppose this bylaw?

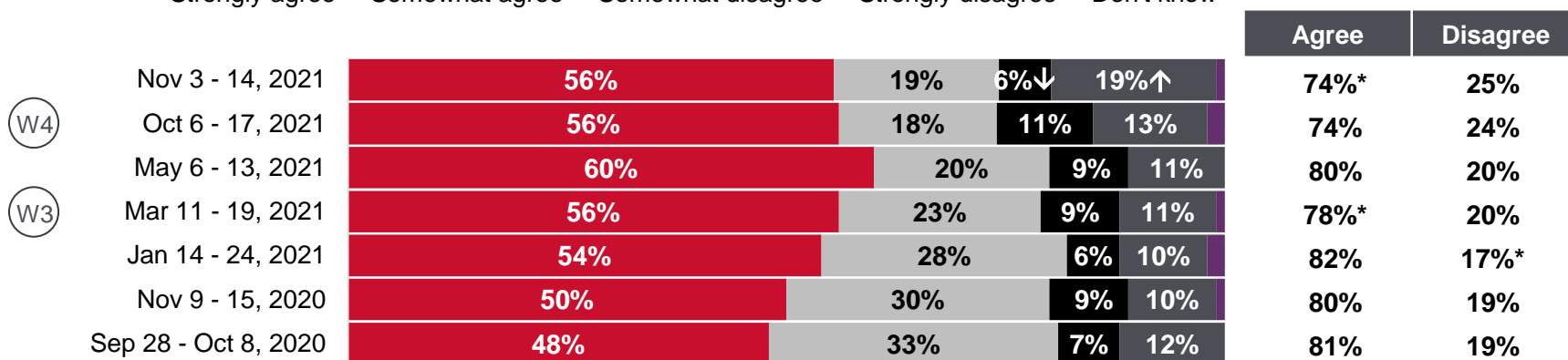
Base: All respondents (n=500)

# Impact of Bylaw on Willingness to be in Public

Three-quarters (74%) of Calgarians agree mandatory face coverings in public indoor spaces makes them more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public. This is identical to results from October. Seniors are more likely than younger Calgarians to agree (85% 65 or older vs. 69% 18 to 34 and 74% 35 to 64), as are residents of the NW and NE compared to others (82% NW and 84% NE vs. 71% SW and 60% SE). Males are more likely than females to disagree (30% vs. 20%, respectively).

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

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



Note: 3% and lower not labelled

\*Rounding

### New question beginning September 28, 2020

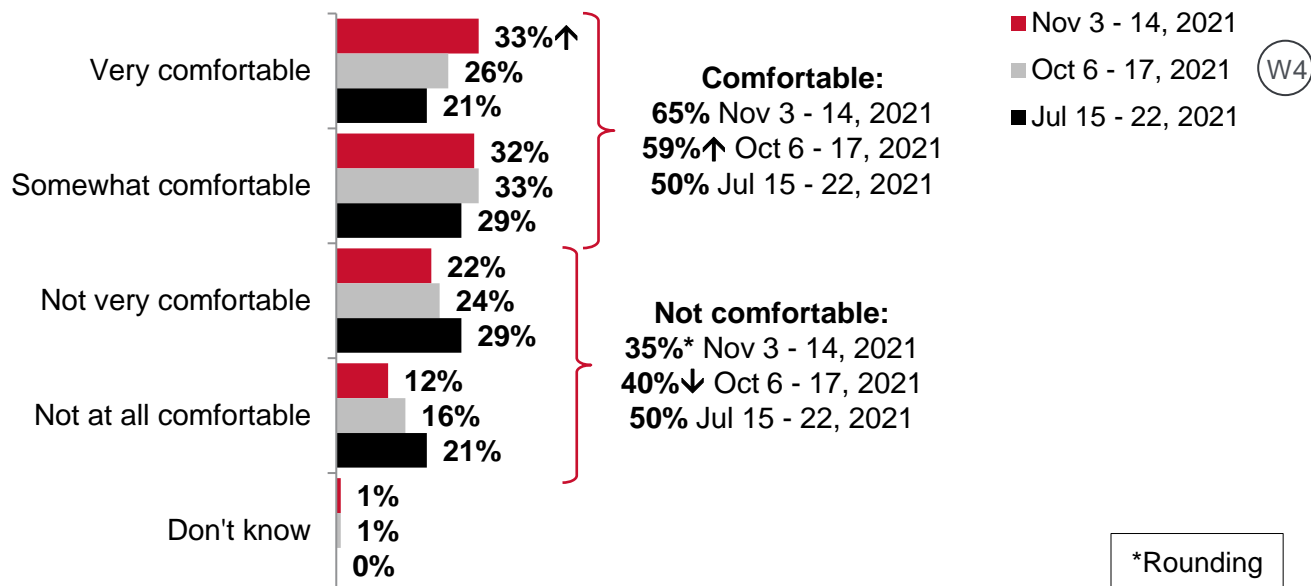
To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (n=500)

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

Two-thirds (65%) of Calgarians say they are or would be comfortable attending an outside event with a large crowd in the next couple of months. Although this is statistically consistent with results from October, the proportion who are/would be 'very' comfortable (increased from 26% in October to 33% in November), suggesting a trend of Calgarians being increasingly comfortable attending outdoor events with large crowds. Males are more likely than females to be comfortable with this (70% vs. 60%, respectively), as are younger Calgarians compared to seniors (75% 18 to 34 and 66% 35 to 64 vs. 42% 65 or older).

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



### New question beginning July 15, 2021

Beginning October 6 - 17, 2021: Over the next couple of months, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

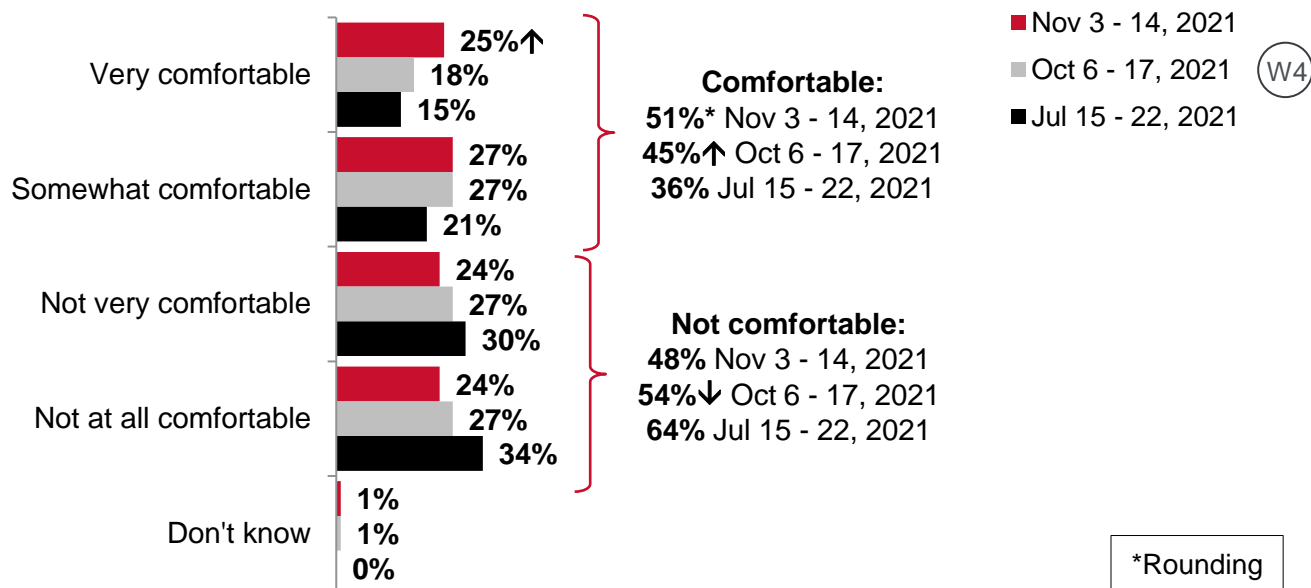
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

Base: All respondents (n=500)

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

One-half (51%) of Calgarians are or would be comfortable attending an indoor event with a large crowd in the next couple of months. As is the case with outdoor events, although this is statistically consistent with results from October, the proportion who are/would be 'very' comfortable increased (from 18% in October to 25% in November), suggesting a trend of Calgarians being increasingly comfortable attending indoor events with large crowds. Males are more likely than females to be comfortable with this (58% vs. 44%, respectively), as are younger Calgarians compared to seniors (60% 18 to 34 and 52% 35 to 64 vs. 34% 65 or older). Residents of the SE are more likely than other Calgarians to be comfortable with this (65% vs. 52% SW, 44% NW, and 44% NE).

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



### New question beginning July 15, 2021

Beginning October 6 - 17, 2021: Over the next couple of months, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

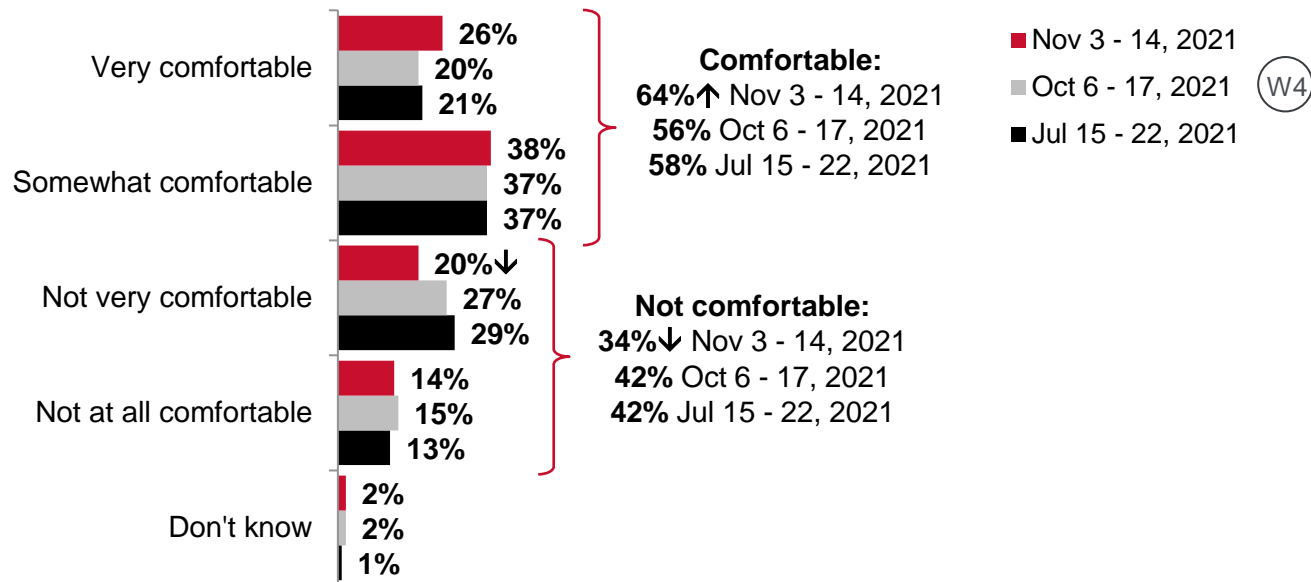
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

Base: All respondents (n=500)

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

Nearly two-thirds (64%) of Calgarians are or would be comfortable attending an inside event like an in-person public engagement event or research focus group about a City project or issue, up from 56% in October. Males are more likely than females to be comfortable with this (72% vs. 56%, respectively), as are younger Calgarians compared to seniors (73% 18 to 34 and 63% 35 to 64 vs. 50% 65 or older). Residents of the SE are more likely than those of the NW and NE to be comfortable with this (73% vs. 60% and 55%, respectively).

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



### New question beginning July 15, 2021

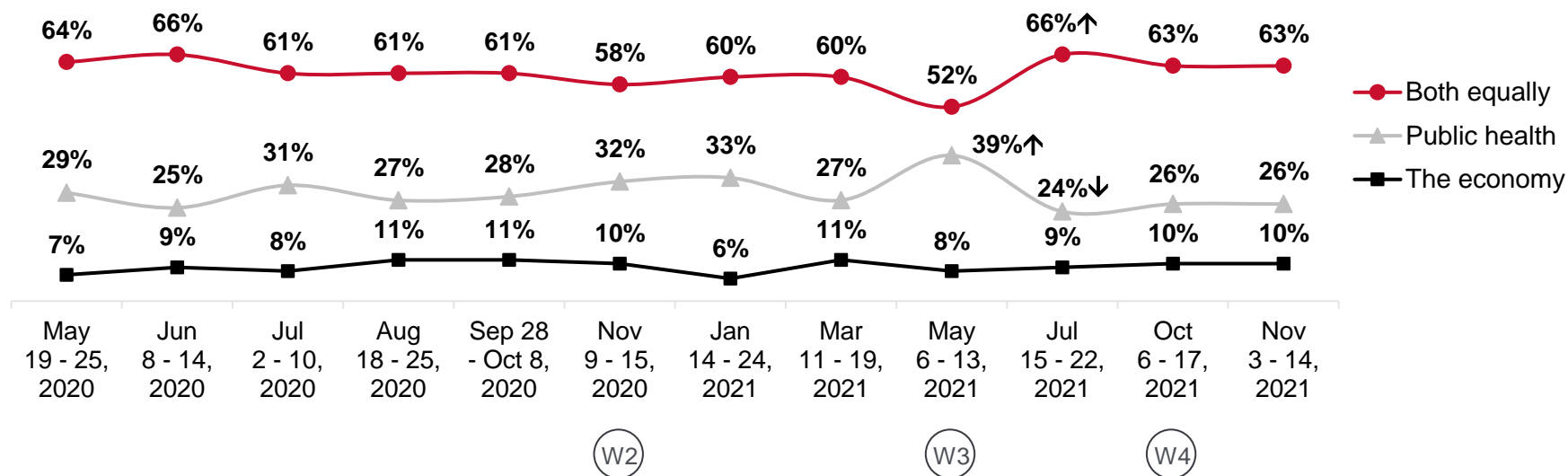
In the next three months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

Base: All respondents (n=500)

# Prioritizing Public Health vs. Economy

Around three-in-five Calgarians (63%) think government decision-makers should prioritize public health and the economy equally, consistent with results from July and October. One-quarter (26%) say public health should be prioritized and one-in-ten (10%) think the economy should be the priority. Residents of the SW are more likely than those of the NW and NE to think the economy should be prioritized over public health (16% vs. 7% and 7%, respectively).

Prioritizing Public Health vs. the Economy



## New question beginning May 19, 2020

Beginning Nov 9 – 15, 2020: Government decision-makers have to balance the importance of public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19. Do you think the priority should be public health, the economy, or both equally?

May 19 – Oct 8, 2020: Government decision-makers have to balance the importance of public health and the economy when deciding how to re-open the economy. Do you think the priority should be public health, the economy, or both equally?

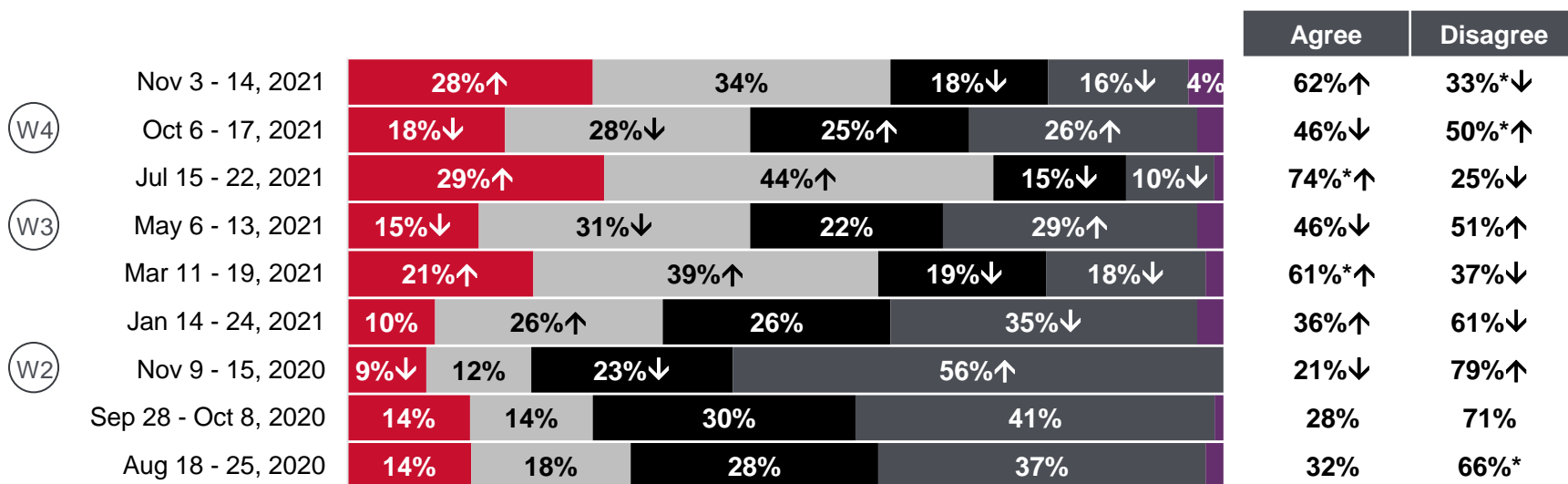
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

# Perceptions and Concern about the Pandemic

Around three-in-five Calgarians (62%) think the worst of the pandemic is behind us, up from 46% in October but still lower than the high of 74% in July. Males are more likely than females to think this (69% vs. 55%, respectively), as are younger Calgarians compared to seniors (70% 18 to 34 vs. 53% 65 or older).

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

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



Note: 3% and lower not labelled

\*Rounding

### New question beginning August 18, 2020

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

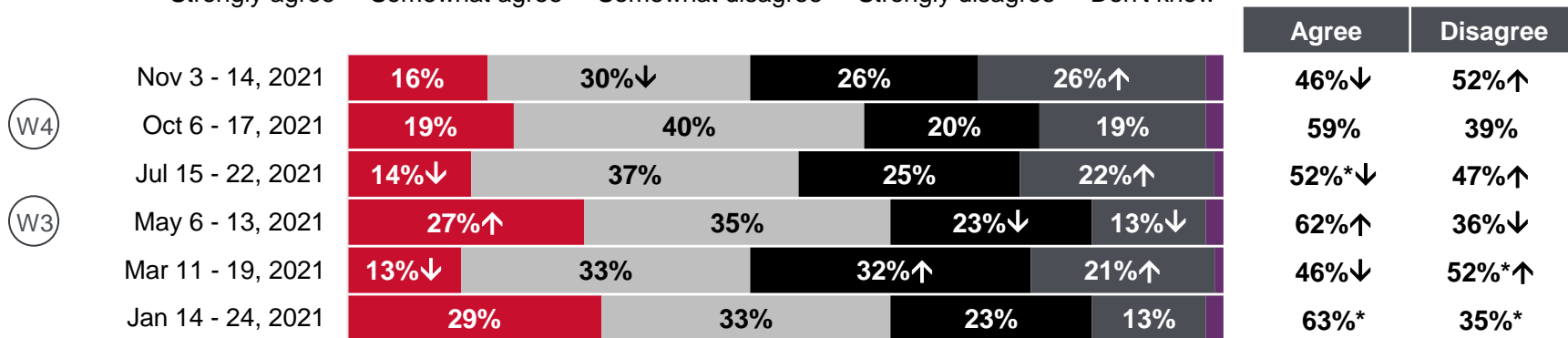
Base: All respondents (n=500)

# Perceptions and Concern about the Pandemic

Just under one-half (46%) of Calgarians are worried the pandemic is going to get worse, down from 59% in October. Residents of the NW and NE are more likely than those of the SW and SE to think this (54% NW and 55% NE vs. 37% SW and 41% SE).

## Worried the Pandemic is Going to Get Worse

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



Note: 3% and lower not labelled

\*Rounding

### New question beginning January 14, 2021

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

Base: All respondents (n=500)

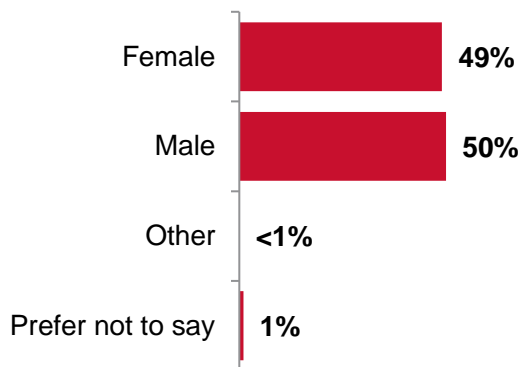
# Demographics



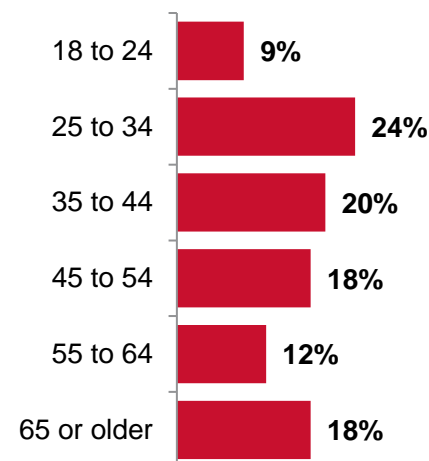
# Demographics

## Gender

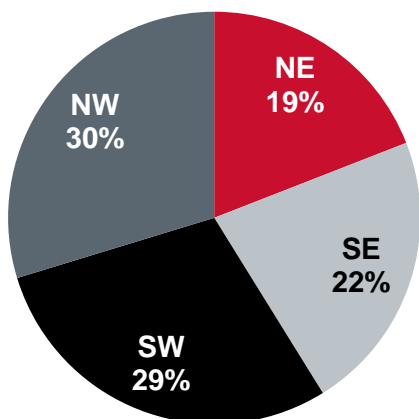
(asked, not inferred)



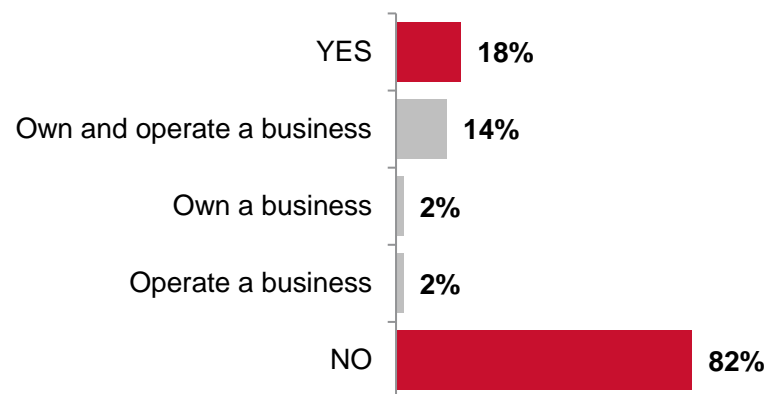
## Age



## Quadrant of Residence



## Own and/or Operate a Business in Calgary

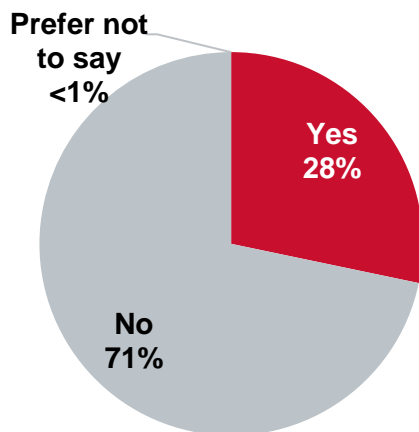


Base: All respondents (n=500)

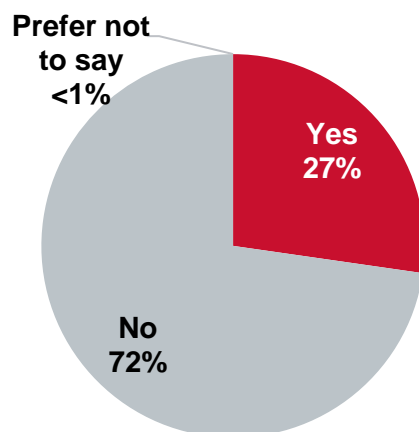
NOTE: Totals may not add to 100% due to rounding and/or responses of "Prefer to not answer"

## Demographics – cont'd

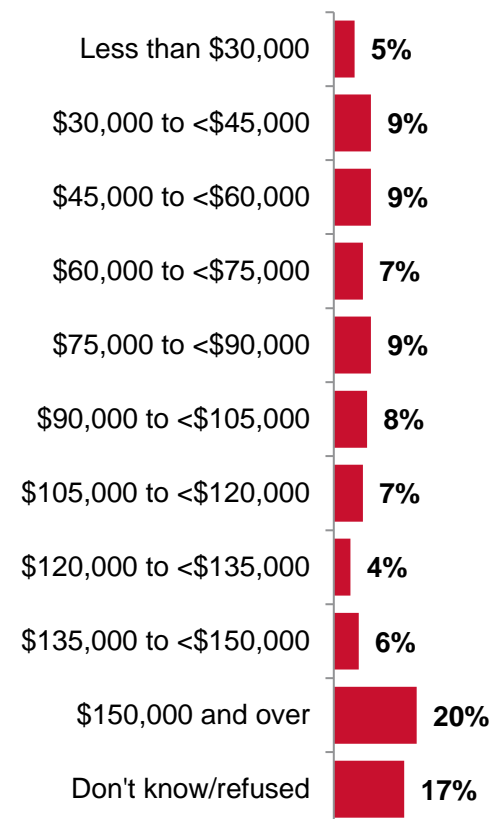
### Children Under the Age of 18 in the Household



### Senior (aged 65+ years) in the Household



### Annual Household Income



Base: All respondents (n=500)

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

# COVID-19 Pandemic Timeline



# COVID-19 Pandemic Timeline

2020 January 25 – First presumptive case in Canada

January 27 – First confirmed case in Canada

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

March 8 – Canada records first COVID-19 death

March 11 – World Health Organization declares pandemic

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

March 17 – Alberta declares State of Public Health Emergency

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

March 19 – Alberta records first COVID-19 death

April 23 – 2020 Calgary Stampede cancelled

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

May 15 – End Wave 1

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

June 1 – COVID-19 testing available to all Albertans

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

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

August 1 – Temporary Face Coverings Bylaw in effect

September 1 – Return to class for Kindergarten – Grade 12

October 3 – Beginning of Wave 2

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

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

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

2021 February 8 – Step 1 restrictions lifted in Alberta

February 14 – End of Wave 2

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

February 28 – Step 2 restrictions lifted in Alberta

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

March 16 – Beginning of Wave 3

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

April 9 – Alberta returns to Stage 1

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

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

May 6 – Vaccine available to Albertans aged 30 years or older

May 10 – Vaccine available to Albertans aged 12 years or older

May 26 – Alberta announces "Open for Summer Plan" (OfS Plan)

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

June 10 – Alberta lifts more restrictions in Phase 2

July 1 – Alberta lifts all remaining restrictions in Phase 3

July 5 – Calgary repeals Face Covering Bylaw

September 4 – Pandemic Face Covering Bylaw in effect

September 15 – Alberta implements new restrictions

September 20 – Restrictions Exemption Program in effect

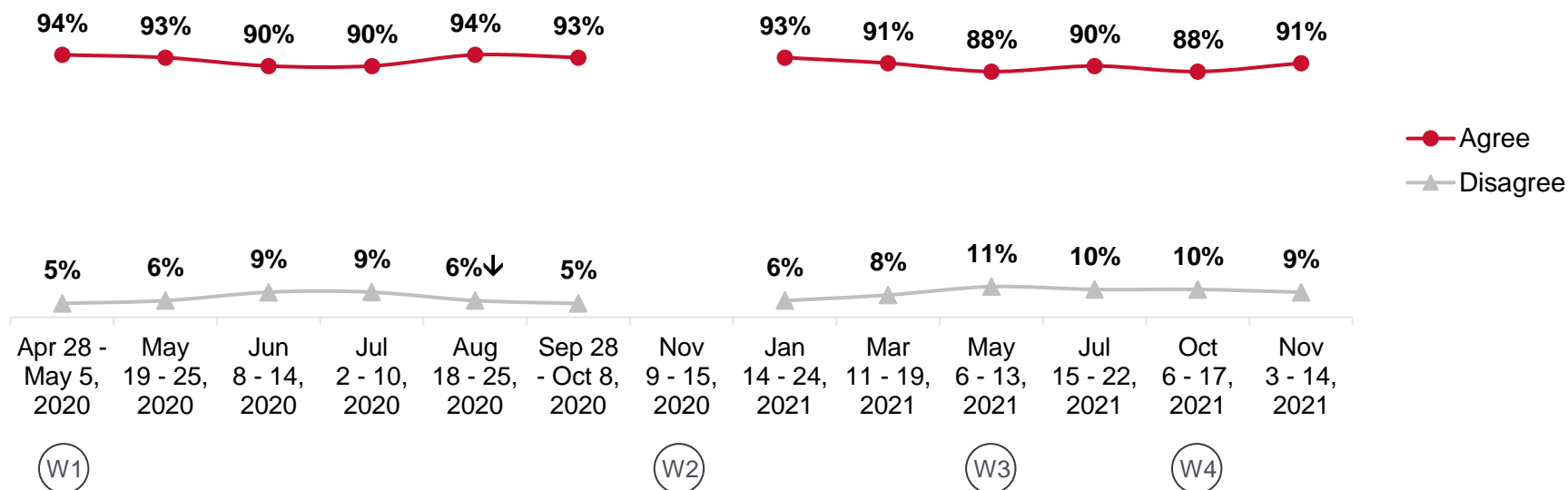
September 23 – Vaccine Passport Bylaw in effect

# Trending Charts



# Awareness of The City's COVID-19 Response

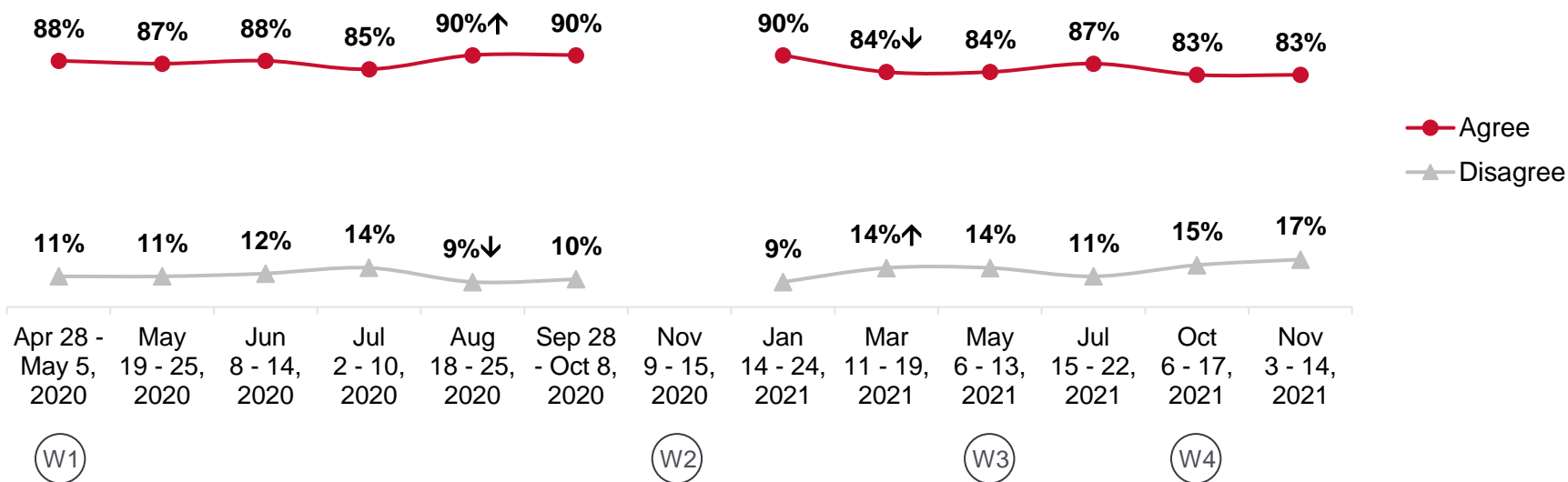
## I'm Aware of the Current Efforts by The City to Limit the Spread of COVID-19



Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Quantity of The City's COVID-19 Information

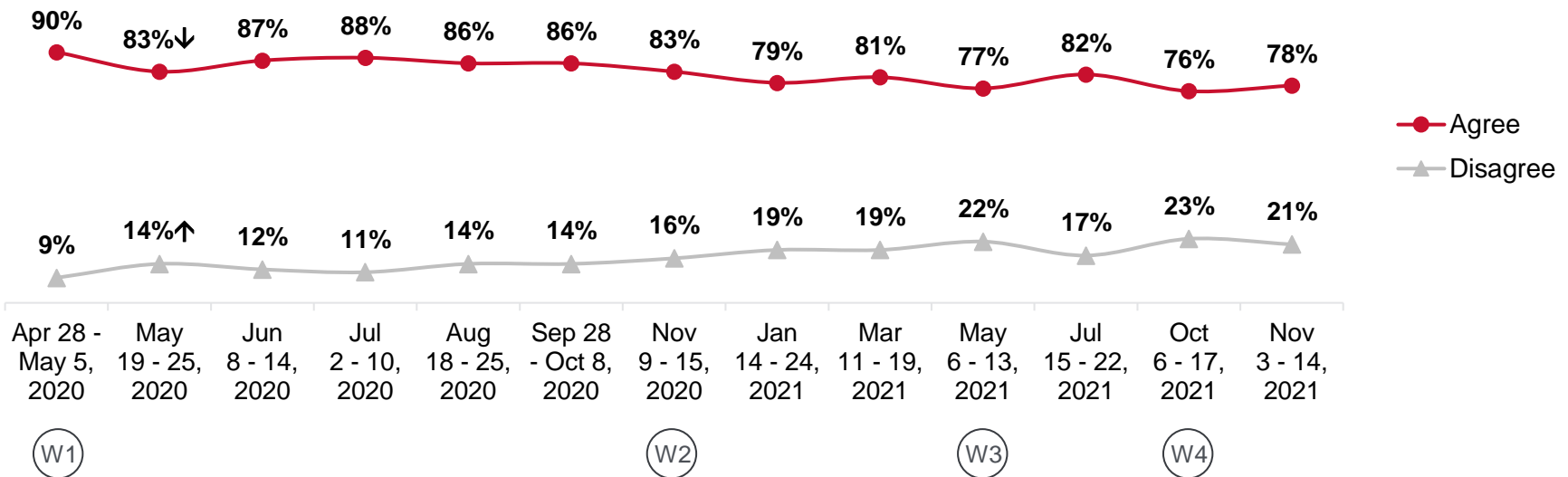
## I Have Enough Information about what The City is Doing to Respond to COVID-19



Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# Clarity of The City's COVID-19 Information

## The Information Provided by The City has been Clear

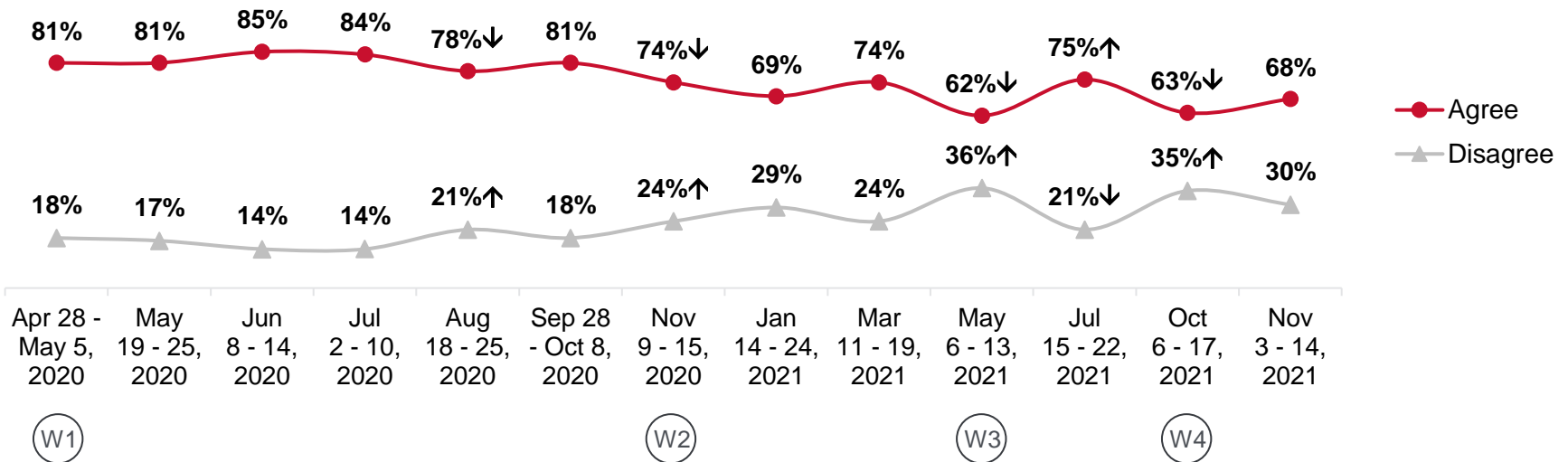


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

# Speed of The City's COVID-19 Response

## The City's Response has been Quick Enough

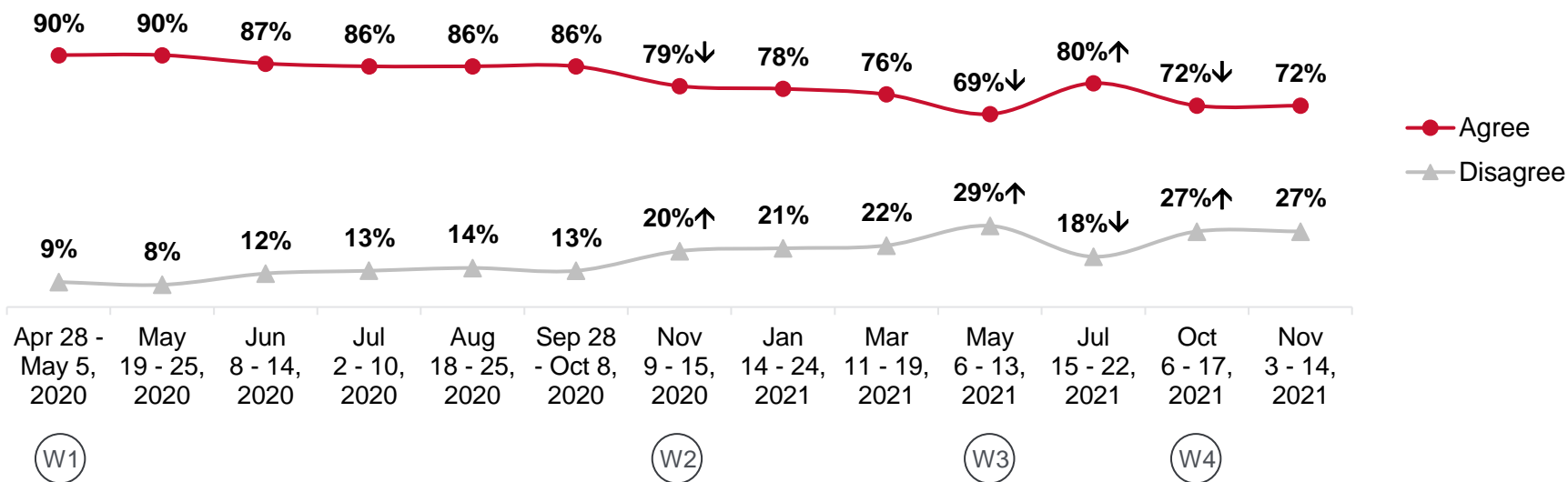


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

# The City's Response has been Helpful

The City's Response has been Helpful

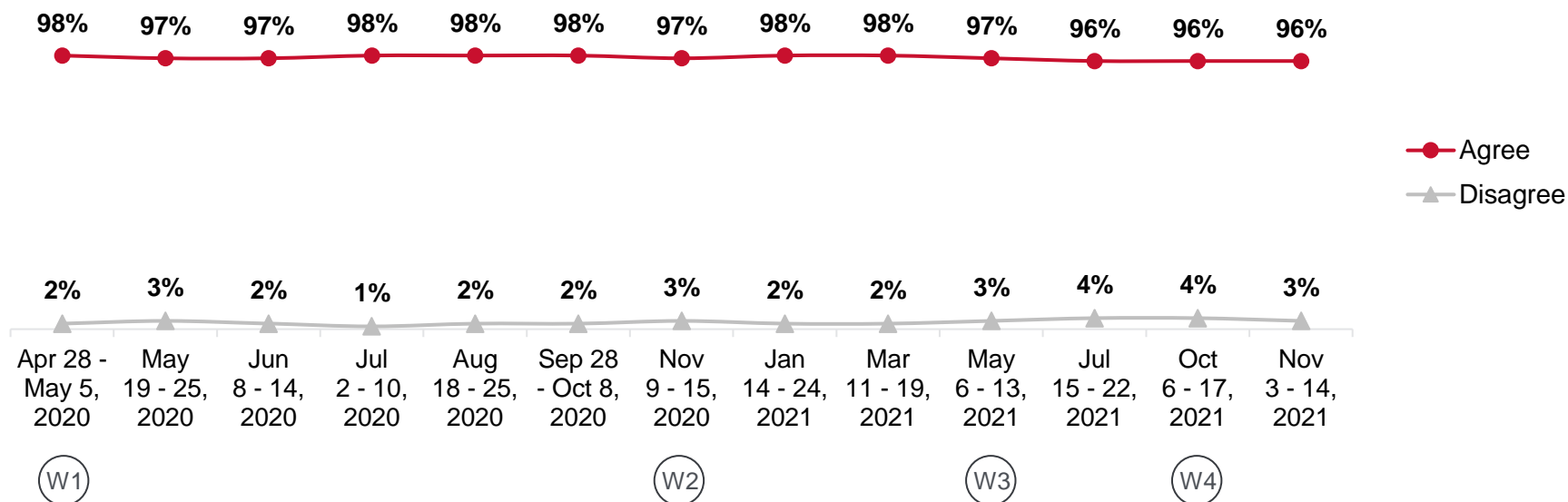


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

# Understand How to Limit COVID-19 Spread

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

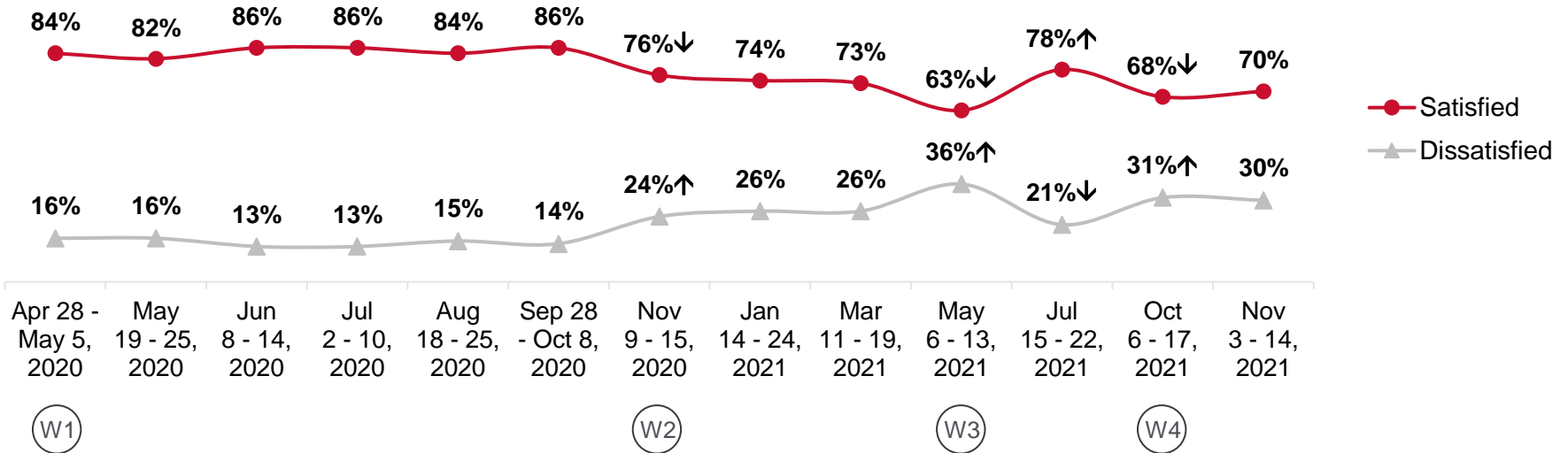


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

# Satisfaction with The City's COVID-19 Response

Satisfaction with The City's COVID-19 Response

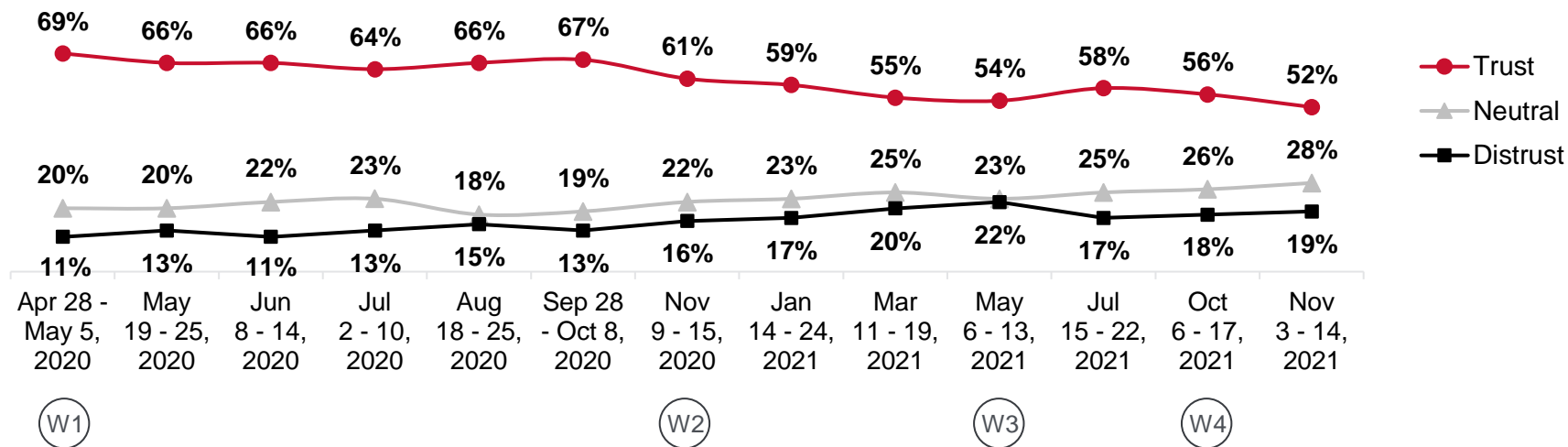


Overall, how satisfied are you with The City's COVID-19 response?

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

# Trust in The City's COVID-19 Response

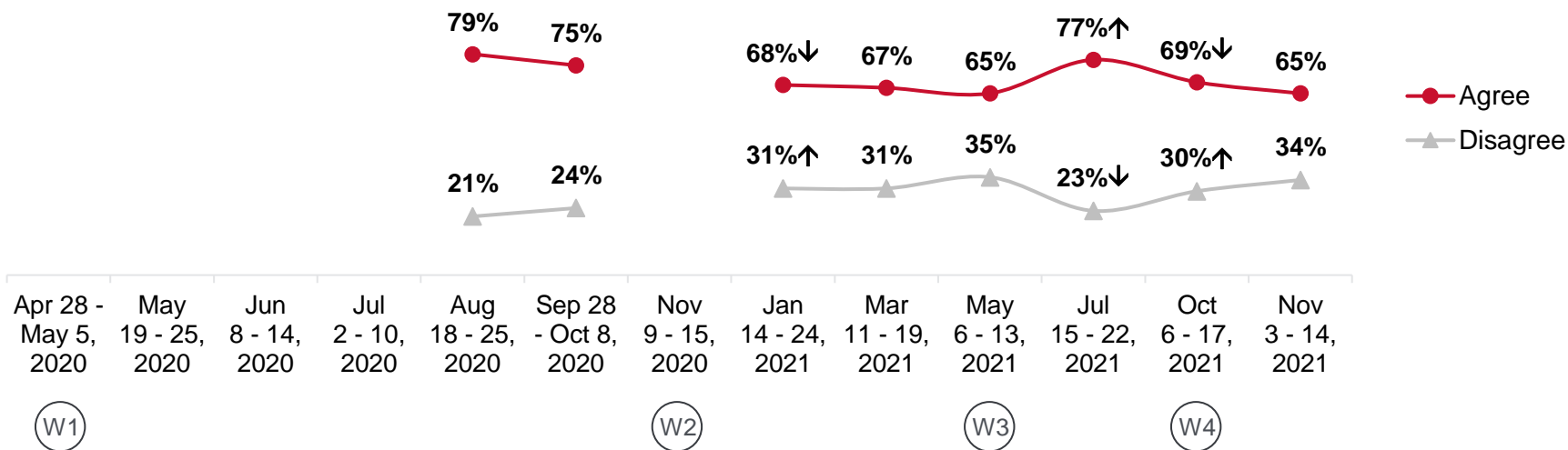
Trust in The City Regarding COVID-19 Response



Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)

# City Services During the Pandemic

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

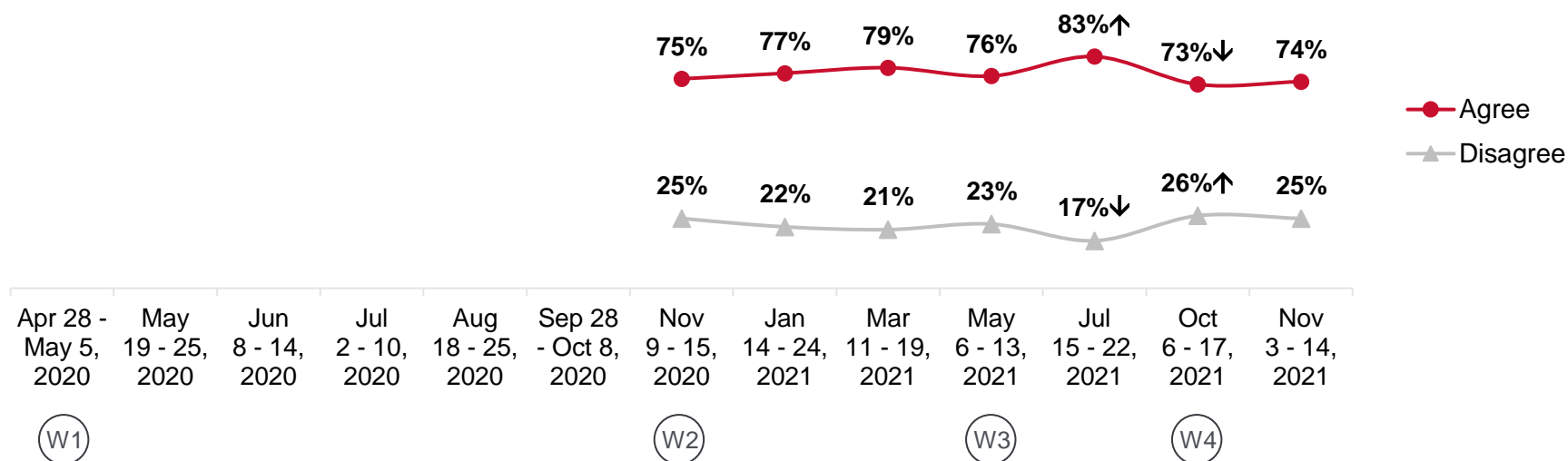


### New question beginning Aug 18, 2020

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

# City Services During the Pandemic – cont'd

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

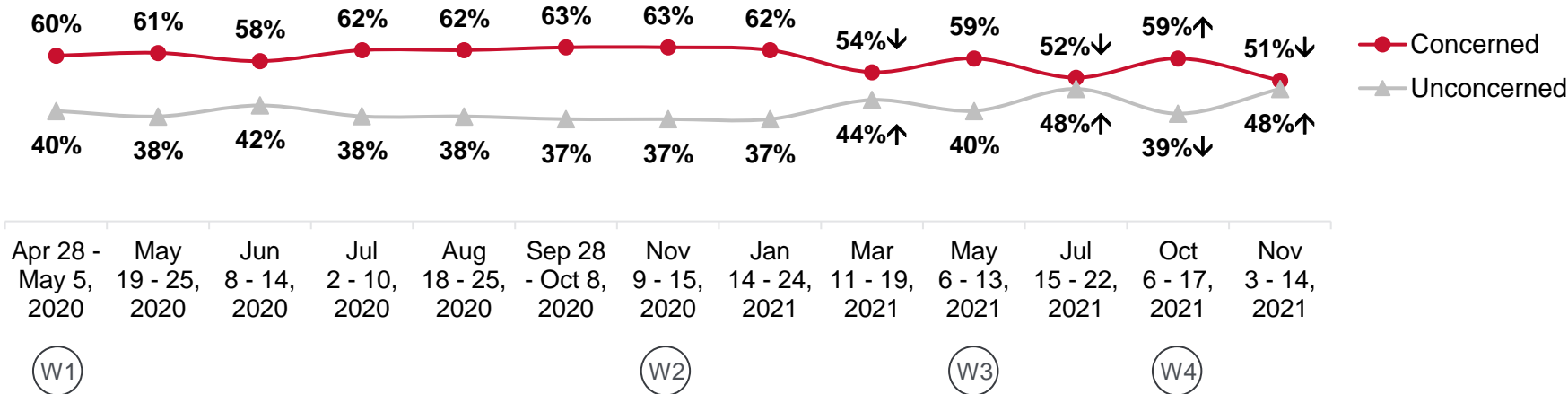


**New question beginning Jan 14, 2021**

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

# Concern for Oneself re: COVID-19

## Concern about Oneself Becoming Ill from COVID-19

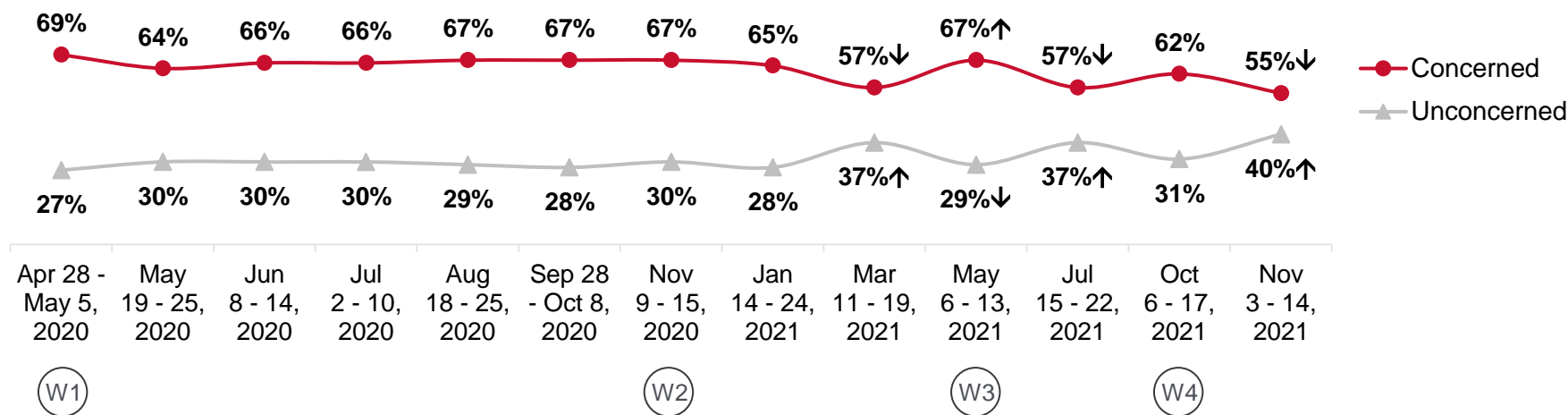


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

# Concern for Household Members re: COVID-19

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

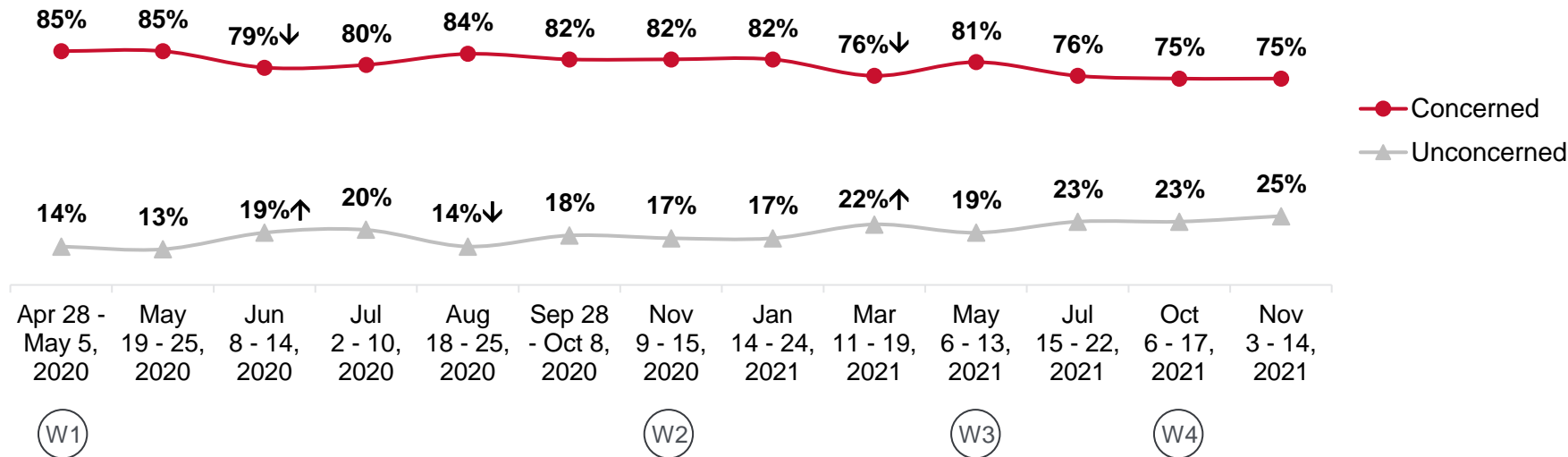


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

# Concern for Others re: COVID-19

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

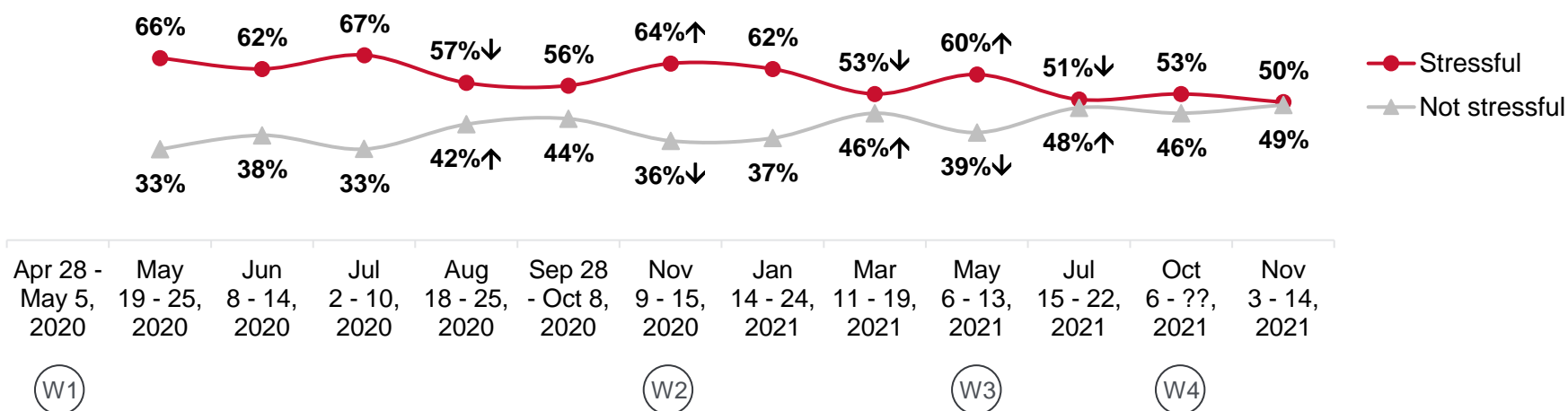


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

# Stress Level When in Public During Pandemic

Stress Level When in Public During the Pandemic



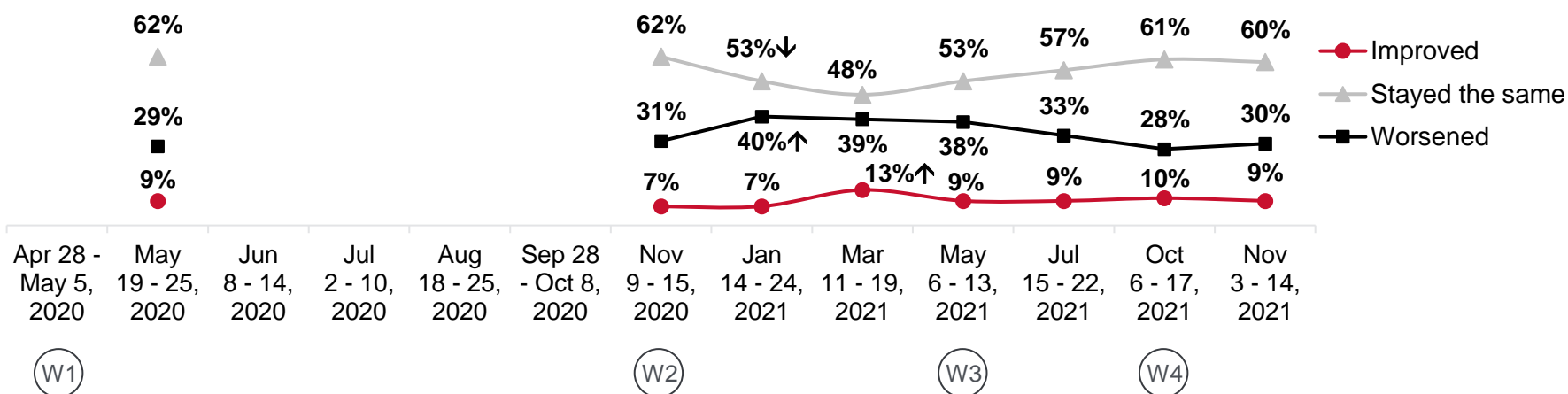
## New question beginning May 19, 2020

During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

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

# Changes in Physical Health

## Change in Physical Health Since the Pandemic Began



### New question beginning May 19, 2020

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

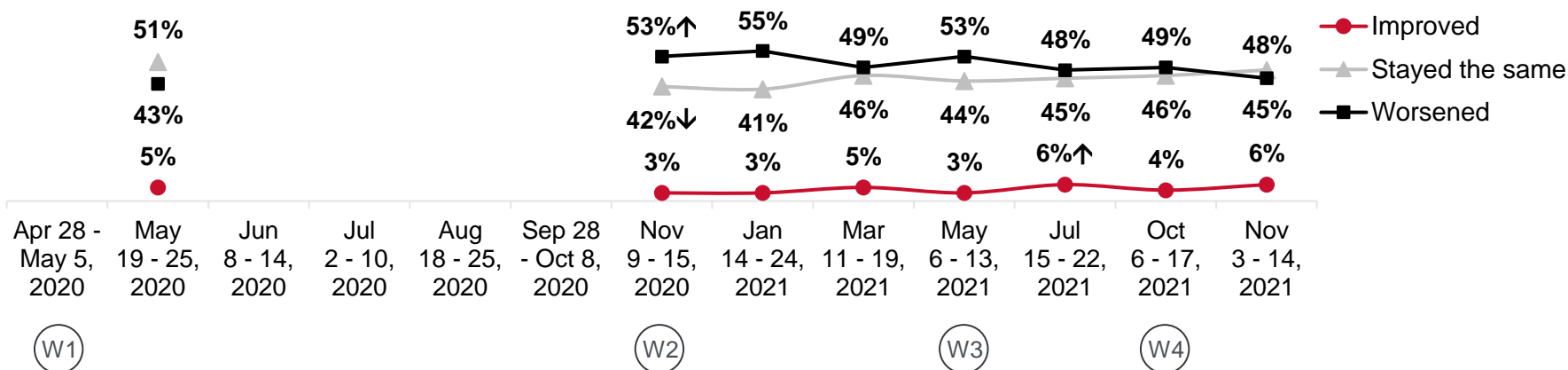
Beginning Nov 9 - 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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

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

# Changes in Mental Health

## Change in Mental Health Since the Pandemic Began



### New question beginning May 19, 2020

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

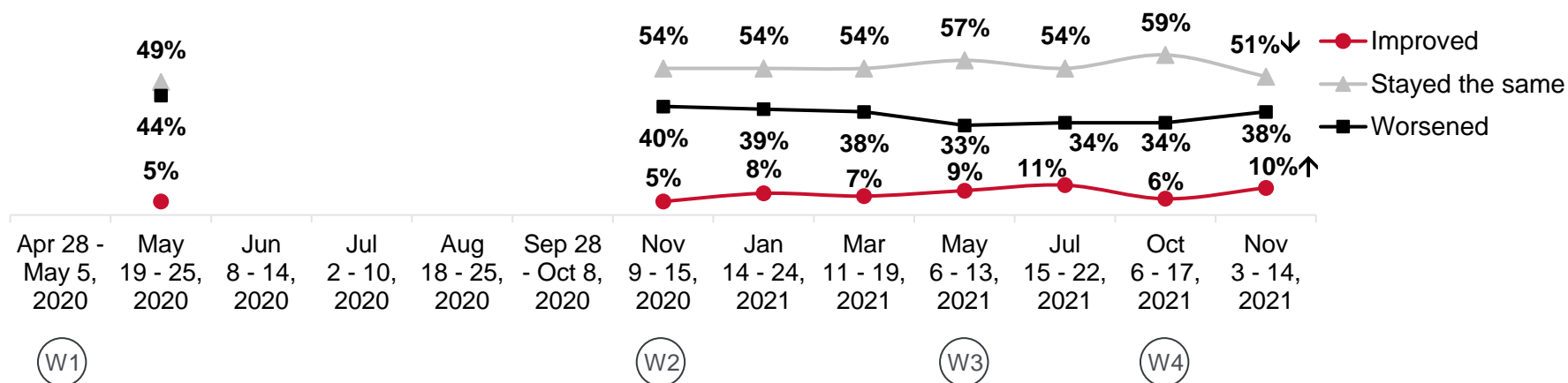
Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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

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

# Changes in Financial Situation

## Change in Personal Financial Situation Since the Pandemic Began



### New question beginning May 19, 2020

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

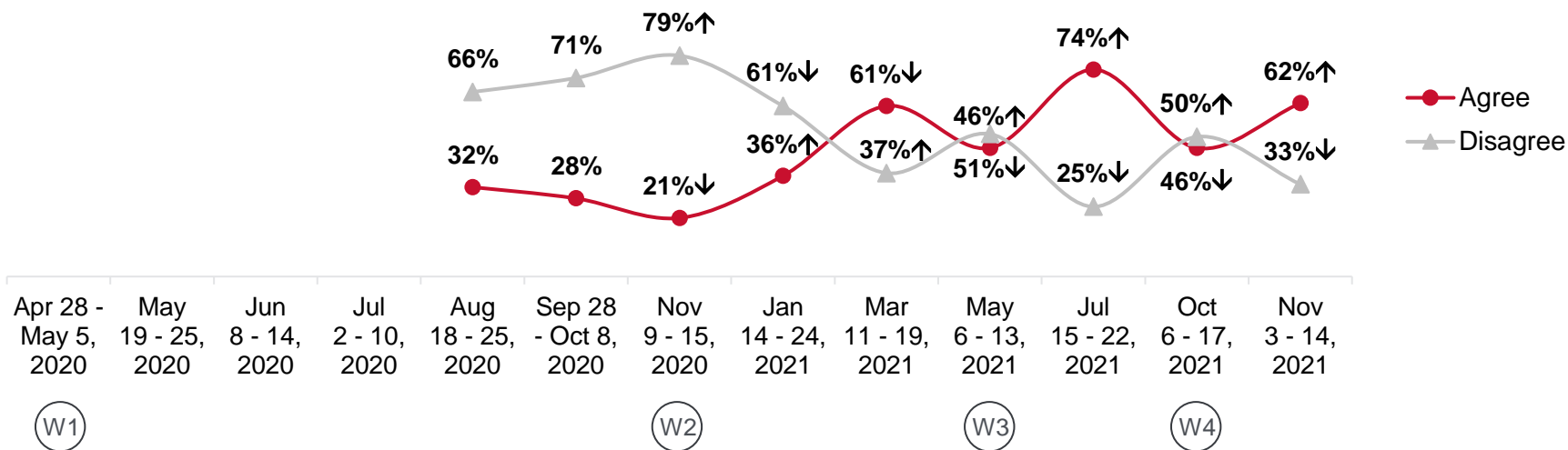
Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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

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

# Perceptions and Concern about the Pandemic

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

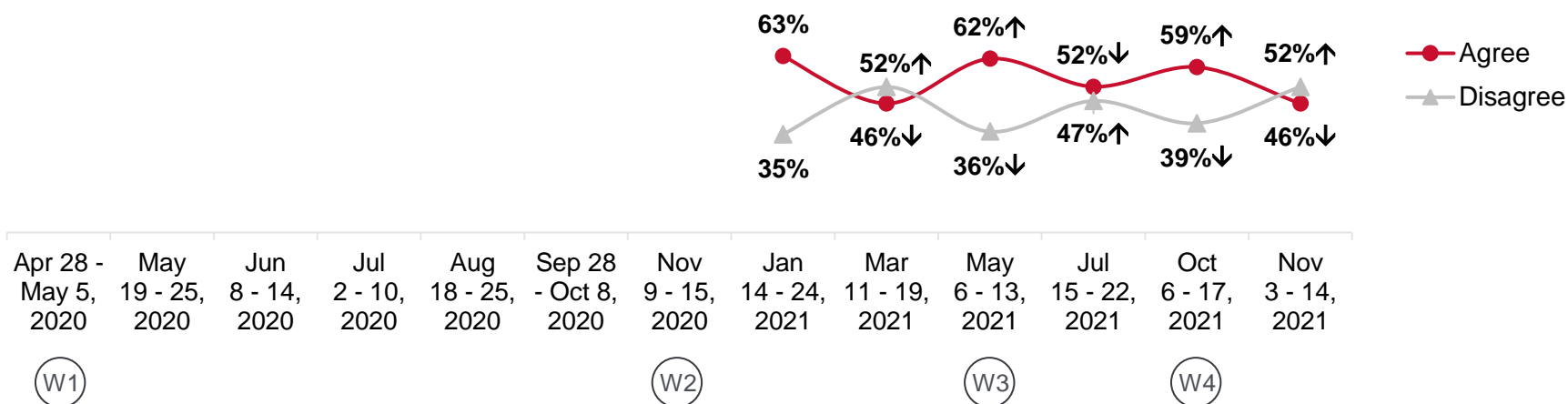


### New question beginning Aug 18, 2020

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

# Perceptions and Concern about the Pandemic

## I'm Worried the Pandemic is Going to Get Worse



### New question beginning Jan 14, 2021

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

# Questionnaire



The City of Calgary 2021 Citizen Perspectives – COVID-19 Snapshot 13  
November 1, 2021

## INT01. INTRODUCTION

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

(INTERVIEWER NOTE: IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "2021 Citizen Perspectives Survey." City staff would be happy to address your concerns.)

The survey will take approximately 15 minutes depending on your answers. Before we begin, I have a few questions about you.

## PREQ.

I want to let you know that the personal information collected in this survey is done so under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to provide guidance to The City of Calgary when it comes to making decisions regarding municipal matters. If you have questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-3617 and specifically mention the "2021 Citizen Perspectives COVID-19 Survey", send an email to [research@calgary.ca](mailto:research@calgary.ca) or send a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5."

## SCREENERS

QS7. Are you 18 years of age or older?

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

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

QSEX. Record Gender (DO NOT ASK)

Male  
Female

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

1. 18 to 19 yrs
2. 20 to 24 yrs
3. 25 to 34 yrs
4. 35 to 44 yrs
5. 45 to 54 yrs
6. 55 to 64 yrs
7. 65 to 74 yrs

8. 75 and older
99. Refused [DO NOT READ] [THANK AND END SURVEY]

AGESEX. [TRACK AGE QUOTAS WITHIN QUADRANTS/GENDER – BASED ON QSEX, QS1 AND QS4]

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

QS1. Can you tell me which quadrant of the city you live in? (WAIT FOR RESPONSE – READ LIST TO CLARIFY IF NEEDED)

1. Southwest
2. Southeast
3. Northwest
4. Northeast
99. (DO NOT READ) Refused [THANK AND END SURVEY]
96. (DO NOT READ) Does not live in Calgary [THANK AND END SURVEY]

## CITY COVID-19 RESPONSE

In this survey, when we say 'The City of Calgary' or 'The City', we mean the Municipal government including Council and Administration.

CV1. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements. How about...? (REPEAT LIST IF NECESSARY)

### [ROTATE ITEMS]

I am aware of the current efforts by The City to limit the spread of COVID-19.  
I have enough information about what The City is doing to respond to COVID-19.

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

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

### [ROTATE ITEMS]

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

# Questionnaire – cont'd

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

## CONCERN AND CONFIDENCE

CV6. At the moment, has the COVID-19 pandemic had a negative impact on you financially, when it comes to the following? If it's not applicable to you, please let me know.

- a. Your capacity to pay your mortgage or rent
- b. Your capacity to pay your property taxes
- c. Your capacity to pay your bills on time

Yes  
No  
Not applicable  
Don't know [DO NOT READ]

CV13. In your opinion, how much of a threat is the COVID-19 pandemic for...?

[ROTATE ITEMS]  
The economy of Calgary  
The health of Calgary's population as a whole  
Day-to-day life in your community  
Your personal financial situation  
Your physical health  
Your mental health

A major threat  
A minor threat  
Not a threat

CV14. Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19. How about...? (REPEAT LIST IF NECESSARY)

Yourself  
Someone in your household  
Other family or friends, not in your household

Very concerned  
Somewhat concerned  
Not very concerned  
Not at all concerned  
Confirmed or suspected to already have/had it [DO NOT READ]  
Don't know [DO NOT READ]

CV38. Have you or someone you know such as a family member, friend, colleague or acquaintance been confirmed to have COVID-19?

Yes  
No  
Don't know [DO NOT READ]

CV34. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. The first is [INSERT STATEMENT].

[ROTATE ITEMS]  
I trust The City of Calgary to make the right choices to re-open its services.  
The worst of the COVID-19 pandemic is behind us.  
I trust The City to make the right decisions about providing its services safely during the pandemic.  
I'm worried that the pandemic is going to get worse.

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

CV17. During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

Very stressful  
Somewhat stressful  
Not very stressful  
Not at all stressful  
I don't go out at all [DO NOT READ]  
Don't know [DO NOT READ]

CV18. As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic? [IF IMPROVED OR WORSENE] Is that a lot or a little?

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

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

## Questionnaire – cont'd

CV55. On September 4<sup>th</sup>, the Pandemic Face Covering Bylaw came into effect. It requires face coverings be worn on public transit, in private vehicles for hire, in public indoor spaces such as stores and places of worship, and in City of Calgary owned or operated facilities and buildings. To what extent do you support or oppose this bylaw?

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

CV56. On September 23<sup>rd</sup>, The City implemented the Vaccine Passport Bylaw that applies to Calgary businesses such as restaurants, nightclubs, casinos, sporting and entertainment venues, and fitness and recreation facilities. The bylaw makes it mandatory for businesses to require customers aged 12 and older to provide proof of COVID-19 vaccination, a recent negative COVID-19 test, or a medical exemption letter.

To what extent do you support or oppose this bylaw?

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

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

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

CV52. Over the next couple of months, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

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

CV53. Over the next couple of months, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

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

CV54. In the next three months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

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

CV20. Government decision-makers have to balance the importance of public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19. Do you think the priority should be public health, the economy, or both equally?

[ROTATE]  
The priority should be public health  
The priority should be the economy  
Both equally  
Don't know [DO NOT READ]

Just a reminder, when we say 'The City of Calgary' or 'The City', we mean the **Municipal government including Council and Administration**.

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

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

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

Trust a great deal  
Trust a little  
Neutral

# Questionnaire – cont'd

Distrust a little  
Distrust a great deal  
Never heard of this organization [DO NOT READ]  
Don't know [DO NOT READ]

## DEMOGRAPHICS

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

Yes  
No  
Refused

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

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

Yes  
No  
Refused

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

Own and operate a business  
Own a business  
Operate a business  
Prefer to not answer [DO NOT READ]

DQ13. Which of the following categories best describes the total annual income, before taxes, of all the members of your household? (READ LIST)

1 Less than \$90,000  
2 \$90,000 and over  
99 [DO NOT READ] Don't Know / Refused (SKIP TO DQ16)

[IF "Less than \$90,000" ASK DQ14. IF "\$90,000 and over" ASK DQ15. IF DK/REF, GO TO DQ16]

DQ14. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

1 Less than \$30,000  
2 \$30,000 to just under \$45,000  
3 \$45,000 to just under \$60,000  
4 \$60,000 to just under \$75,000  
5 \$75,000 to just under \$90,000  
99 (DO NOT READ) Refused

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

1 \$90,000 to just under \$105,000  
2 \$105,000 to just under \$120,000

3 \$120,000 to just under \$135,000  
4 \$135,000 to just under \$150,000  
5 \$150,000 and over  
99 Refused

DQ23. And what is your gender?

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

DO NOT READ LIST EXCEPT TO CLARIFY

Male  
Female  
Other – please specify  
Refused / prefer not to say

DQ18. Would you be interested in participating in future research related to The City of Calgary?

Yes  
No (SKIP TO CLOSE)  
Don't know (SKIP TO CLOSE)

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

DQ18A. Could I please have an email address where we can contact you?

[RECORD EMAIL ADDRESS. ENSURE VALID EMAIL FORMAT.]

DQ18B. Could I please have your first name and a telephone number you can be best reached at?

[RECORD FIRST NAME AND CONFIRM/CHANGE TELEPHONE NUMBER]

DQ18C. Is this phone number a cell phone or a landline?

1 Cell phone  
2 Landline  
99 Prefer not to answer

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