



Calgary



# 2020 Citizen Perspectives Survey Report

## COVID-19 Snapshot 6

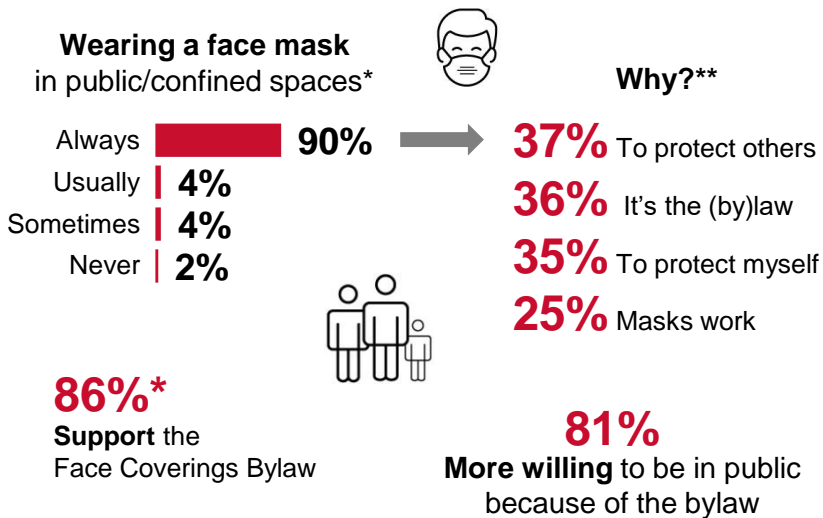
October 26, 2020

**Prepared by:**

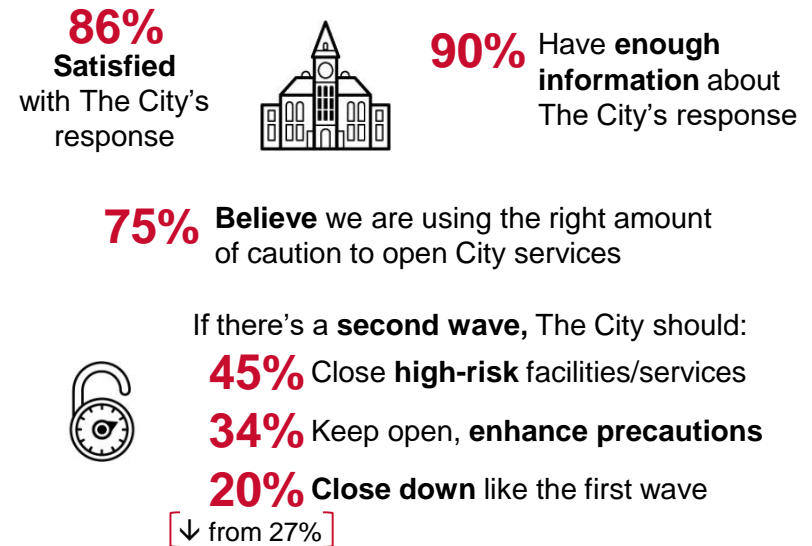
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# Highlights at a Glance

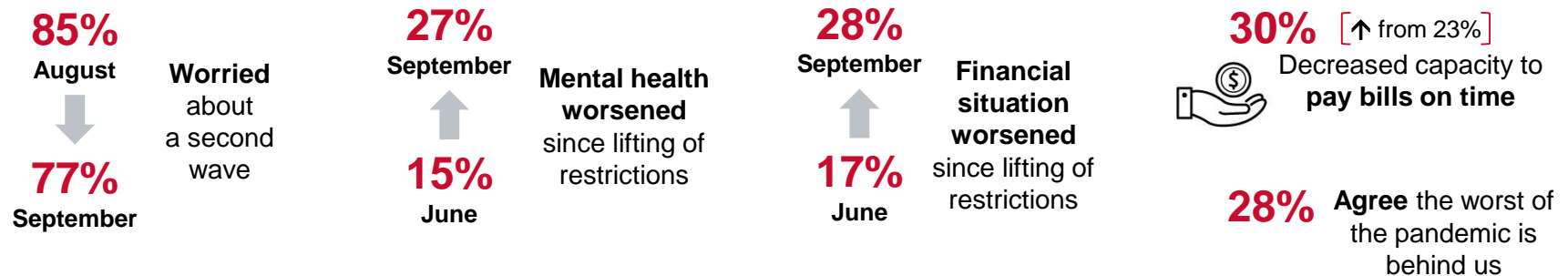
## FACE MASKS



## THE CITY'S COVID-19 RESPONSE



## COVID-19 PANDEMIC IMPACTS



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

\*\*Multiple responses allowed.

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# Background & Methodology

## Background

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

## Methodology

The survey was conducted by Leger from September 28 – October 8, 2020 with 500 Calgarians (aged 18 years or older) via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (26% of completed surveys) and cell phones (74%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 20.8 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.

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

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.

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

Notable statistically significant differences across demographics (e.g. age, gender) are included in Detailed Findings.

# Key Findings





## Key Findings

**The vast majority of Calgarians say they always wear a face mask in public and confined spaces but cite various reasons for doing so.**

- Most Calgarians (90%) report always wearing a face mask in public and confined spaces such as grocery stores, shopping malls and public transit. Only 4% wear one usually, 4% sometimes and 2% never.
- These respondents were asked to explain, in their own words, their reason(s) for always wearing a mask in public and confined spaces. The various reasons cited included protecting others (37%), the Face Coverings Bylaw (24%), to protect oneself (35%), and because masks work to stop/slow the spread of COVID-19 (25%).\*
- One-third (32%) of those who usually or sometimes wear a face mask say they don't always wear one because they don't believe in masks and/or think they're unnecessary, while some (14%) specified that masks are ineffective at stopping the spread of COVID-19. Others forget to bring/wear a mask (17%), think it's unnecessary as long as they social distance from others (15%), and/or have medical issues that prevent them from wearing a mask (15%).\*
- Due to the very small number of respondents who say they never wear a mask in public and confined spaces (n=11), their reasons for never wearing one cannot be reported quantitatively and might not be representative of other Calgarians who never wear a mask. The reasons given included having an exemption card, not believing that masks are effective against COVID-19, not believing that COVID-19 is as serious or as contagious as we've been told it is, not needing to because they aren't sick, and that it violates their rights.

\*Respondents were allowed to mention more than one reason, therefore the proportions do not total 100%.

## Key Findings – cont'd

**Support for the Face Coverings Bylaw remains strong and the majority of Calgarians agree it's made them more willing or confident to go shopping, visit restaurants, ride public transit and/or do other activities in public.**

- More than four-in-five Calgarians (86%) support (strongly or somewhat) the Face Coverings Bylaw, on par with 88% in August, with 76% strongly supporting the bylaw. Among Calgarians who support the bylaw, the most mentioned reason for doing so is that it helps stop the spread of COVID-19 (35%). The next most mentioned reason is that it protects everyone (18%).
- Reasons given for opposing the bylaw is that masks aren't effective (26% of opposers), they don't believe in the severity of COVID-19 (18%), that masks can be detrimental to physical and/or mental health (18%), and it violates their rights/freedom (17%).
- Four-in-five Calgarians (81%) agree (strongly or somewhat) they're more willing or confident to go shopping, visit restaurants, ride public transit and/or do other activities in public as a result of face coverings being mandatory in public indoor spaces. Around half (48%) strongly agree with this. In addition, since the bylaw was enacted, fewer Calgarians find it stressful to be in public during the pandemic (56%, down from 67% in July).

**Although there has been a drop in the proportion of Calgarians who are worried about a second wave of COVID-19, the majority continue to be worried and to disagree that the worst of the pandemic is behind us.**

- Around three-quarters (77%) of Calgarians agree (strongly or somewhat) that they're worried about a second wave of COVID-19, down from 85% in August when this question was first asked. It should be noted that the majority of data collection was completed before the recent spike in new COVID-19 cases in Alberta. A minority (28%) of Calgarians agree (strongly or somewhat) that the worst of the pandemic is behind us while 71% disagree (41% strongly).

## Key Findings – cont'd

**Compared to August, in the event of a second wave as strong as the first, fewer Calgarians would want The City to close facilities and limit services as it did during the first wave of the pandemic.**

- One-in-five Calgarians (20%, down from 27% in August) think that if there's a second wave of the pandemic as strong as the first, The City should close facilities and limit services as it did during the first wave of the pandemic. Less than a half (45%) would opt for The City to close only the facilities and limit only the services that are at high-risk for spreading COVID-19. One third (34%) would have The City keep facilities open and continue services but with enhanced precautions to limit the spread of the virus.

**Among Calgarians who experienced job or income loss as a result of the pandemic, there has been some improvement in terms of regaining employment/income; however, some Calgarians are still experiencing personal financial challenges.**

- Among Calgarians who experienced job or income loss due to the pandemic, the proportion who lost their job/pay but are working again is up 9 percentage points from August (from 12% to 21%). Conversely, the proportion who lost their job/income and are not yet working again has been declining steadily since June and is now 27%, down from 40%.
- An increasing proportion of Calgarians are reporting that their personal financial situation has worsened since the lifting of restrictions began on May 25. Currently, 28% of citizens say their personal financial situation has worsened (a lot or a little), up from 17% in June. The proportion of Calgarians who say their capacity to pay bills on time has been negatively impacted by the pandemic increased to 30% from 23% in August. Furthermore, one-quarter (27%) of Calgarians perceive the pandemic to be a major threat to their personal financial situation and another half (48%) see it as a minor threat.



## Key Findings – cont'd

### Opposers and supporters of the Face Coverings Bylaw differ in their opinions about the pandemic.

- Opposers are less likely than supporters to:
  - Be satisfied with The City's COVID-19 response (45% vs. 93%, respectively) and to trust The City regarding its pandemic response (24% vs. 74%)
  - Agree they believe we're using the right amount of caution to open services provided by The City (42% vs. 80% of supporters)
  - Agree they trust The City to make the right choices to re-open its services (38% vs. 81% of supporters)
  - Be concerned about becoming ill from COVID-19 (14% vs. 71%)
  - Be worried about a second wave (17% vs. 86%)
  - Find it stressful to be in public during the pandemic (29% vs. 61%)
  - Always wear a face mask in public and confined spaces (42% vs. 97%)
  - Think government decision-makers should prioritize public health over the economy when making decisions about re-opening the economy (2% vs. 33%)
- Opposers are more likely than supporters to:
  - Be between the ages of 25 and 54 (75% vs. 57%, respectively)
  - Have experienced job or income loss as a result of the pandemic (63% vs. 46%, among those who were employed at the beginning of the pandemic)
  - Think the worst of the pandemic is behind us (78% vs. 19%, respectively)
  - Think the economy should be prioritized over public health when government-decision makers are making decisions about re-opening the economy (48% vs. 5%)

# Detailed Findings





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

# Information about The City's COVID-19 Response

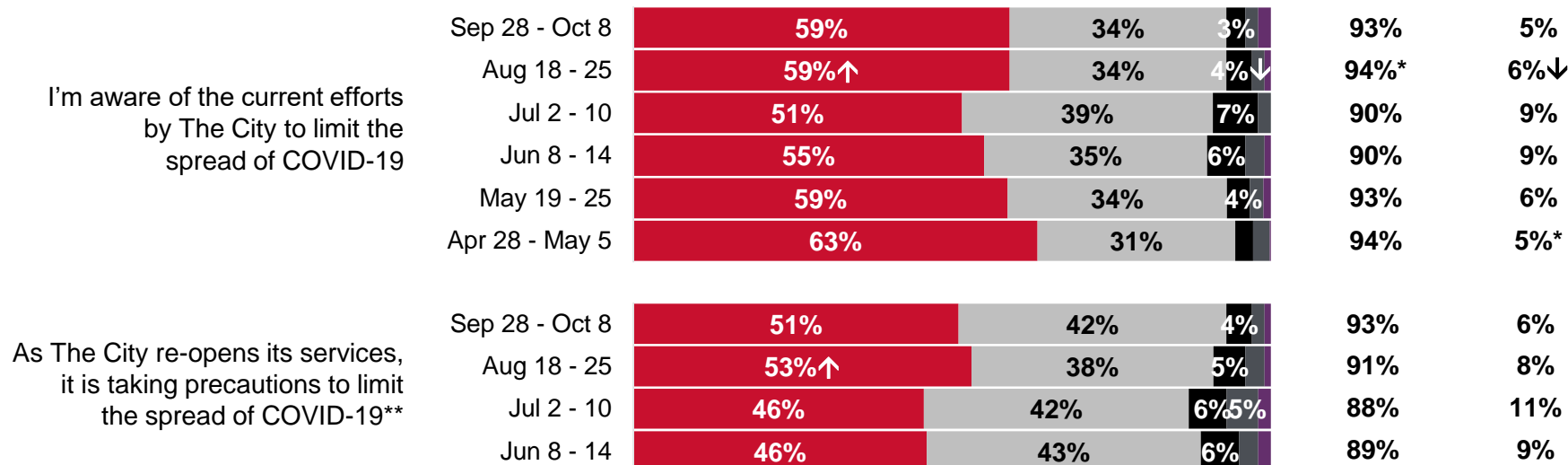
Most Calgarians agree they're aware of the current efforts by The City to limit the spread of COVID-19 (93%) and that as The City re-opens its service, it's taking precautions to limit the spread of the virus (93%).

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

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

Agree

Disagree



Note: 3% and lower not labelled

\*Rounding

**\*\*New question beginning June 8**

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

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



# Information about The City's COVID-19 Response

The majority of Calgarians agree they have enough information from The City about the pandemic in terms of what The City is doing to respond to COVID-19 (90%) and support available from The City to individuals (79%) and businesses (65%). Those who own and/or operate a business are as likely as those who don't to agree they have enough information about support available to businesses. More Calgarians aged 18 to 34 years than those 35 years of age or older agree they have enough information about support for individuals (93% vs. 70% 35 to 64 and 79% 65 or older).

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

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

						Agree	Disagree
I have enough information about what The City is doing to respond to COVID-19	Sep 28 - Oct 8	45%	45%	6%	4%	90%	10%
	Aug 18 - 25	42%	48%	6%	↓	90%↑	9%↓
	Jul 2 - 10	43%	42%	10%	↑ 4%	85%	14%
	Jun 8 - 14	44%	44%	7%	5%	88%	12%
	May 19 - 25	44%	43%	7%	4%	87%	11%
	Apr 28 - May 5	46%	42%	6%	6%	88%	11%*
I have enough information about support available from The City to individuals	Sep 28 - Oct 8	34%	45%	14%	5%	79%	19%
	Aug 18 - 25	31%	47%	13%	7%	78%	20%
	Jul 2 - 10	31%	46%	14%	6%	77%	21%*
	Jun 8 - 14	31%	47%	14%	6%	78%	20%
	May 19 - 25	31%	45%	11%	8% 4%	76%	20%*
	Apr 28 - May 5	33%	48%	12%	5%	82%*	17%
I have enough information about support available from The City to businesses	Sep 28 - Oct 8	22%	43%	19%	7% 9%	65%	26%
	Aug 18 - 25	21%	45%	17%	9% 9%	66%	26%
	Jul 2 - 10	21%	44%	18%	10% ↑ 8%	65%	27%*
	Jun 8 - 14	23%	48%	16%	6% 8%	70%*	21%*
	May 19 - 25	21%	46%	14%	9% 10%	67%↓	23%↑
	Apr 28 - May 5	27%	51%	10%	7% 6%	78%	16%*

Note: 3% and lower not labelled

\*Rounding

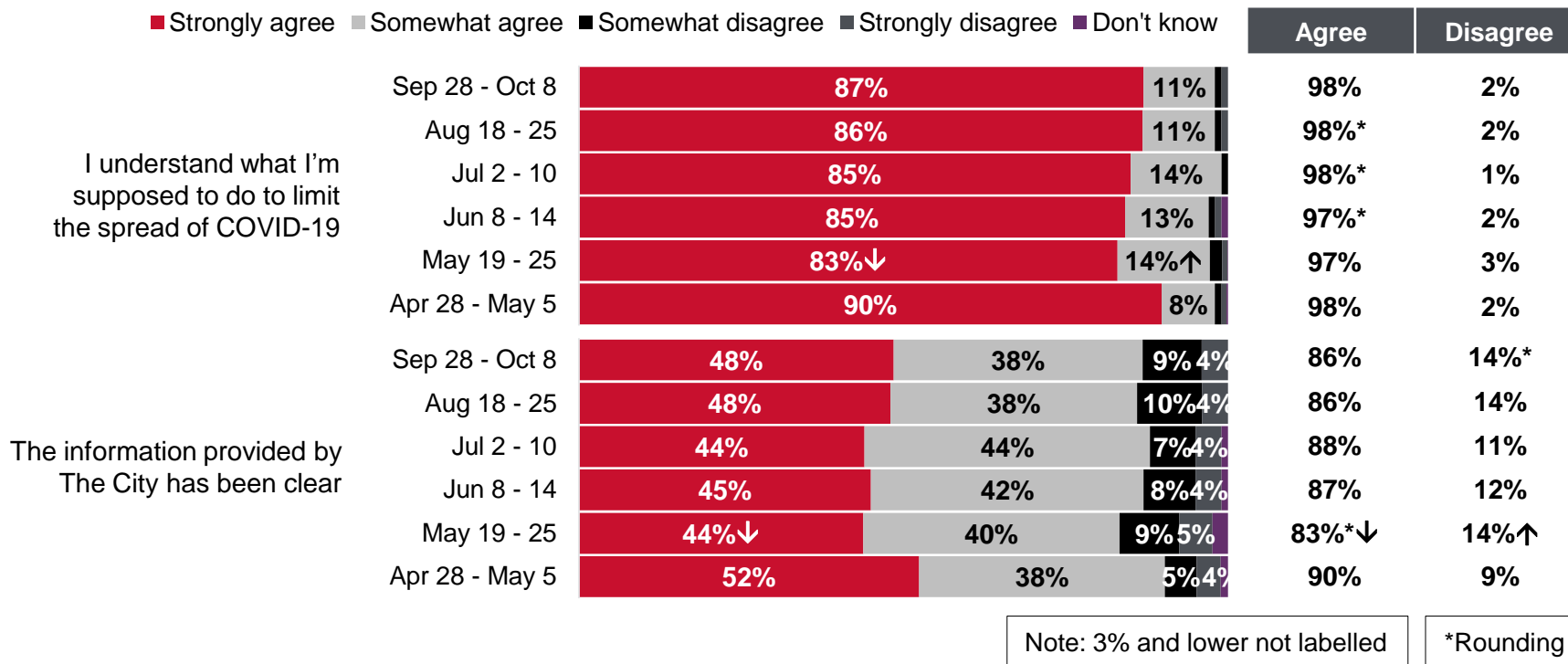
Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

# Quality of The City's COVID-19 Response

Nearly all Calgarians (98%) agree they understand how to limit the spread of COVID-19 and a large majority (86%) agree the information provided by The City has been clear. More Calgarians aged 18 to 34 years than those 35 years of age or older agree that the information provided by The City has been clear (97% vs. 81% 35 to 64 and 80% 65 or older).

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



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.

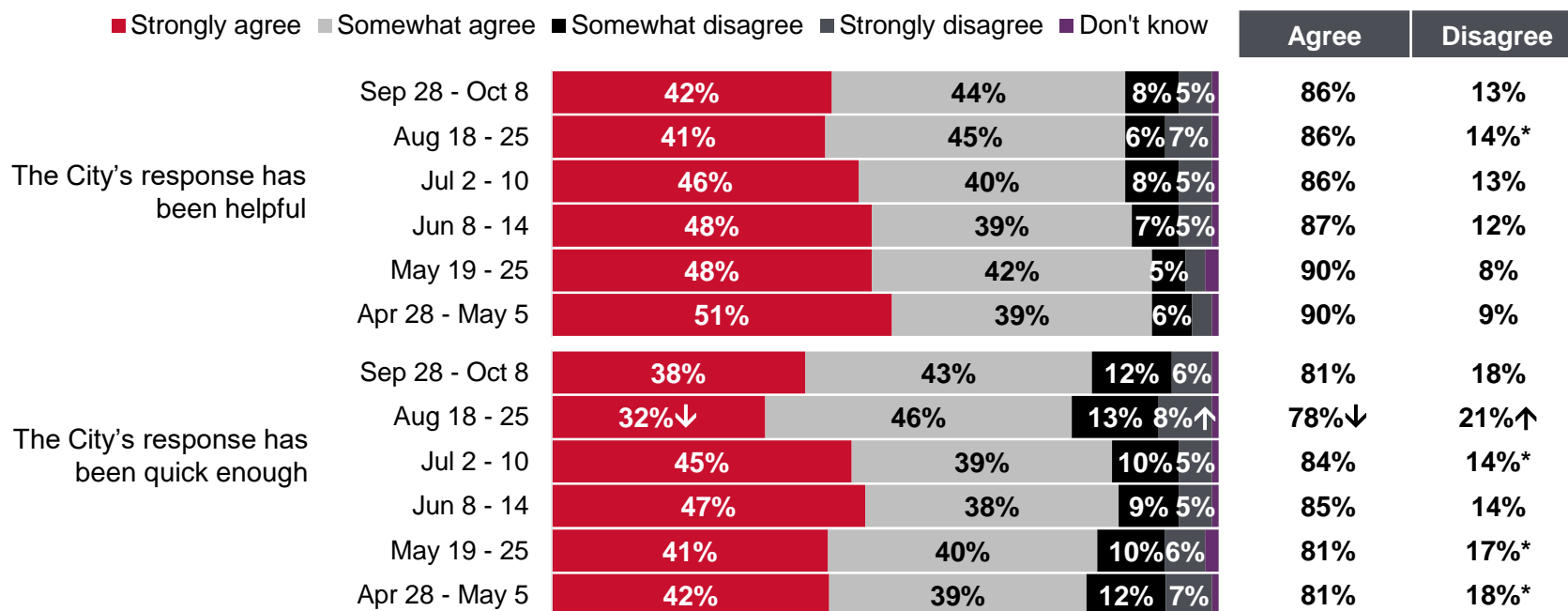
Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



# Quality of The City's COVID-19 Response

The majority of Calgarians agree The City's COVID-19 response has been helpful (86%) and quick enough (81%).

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



Note: 3% and lower not labelled

\*Rounding

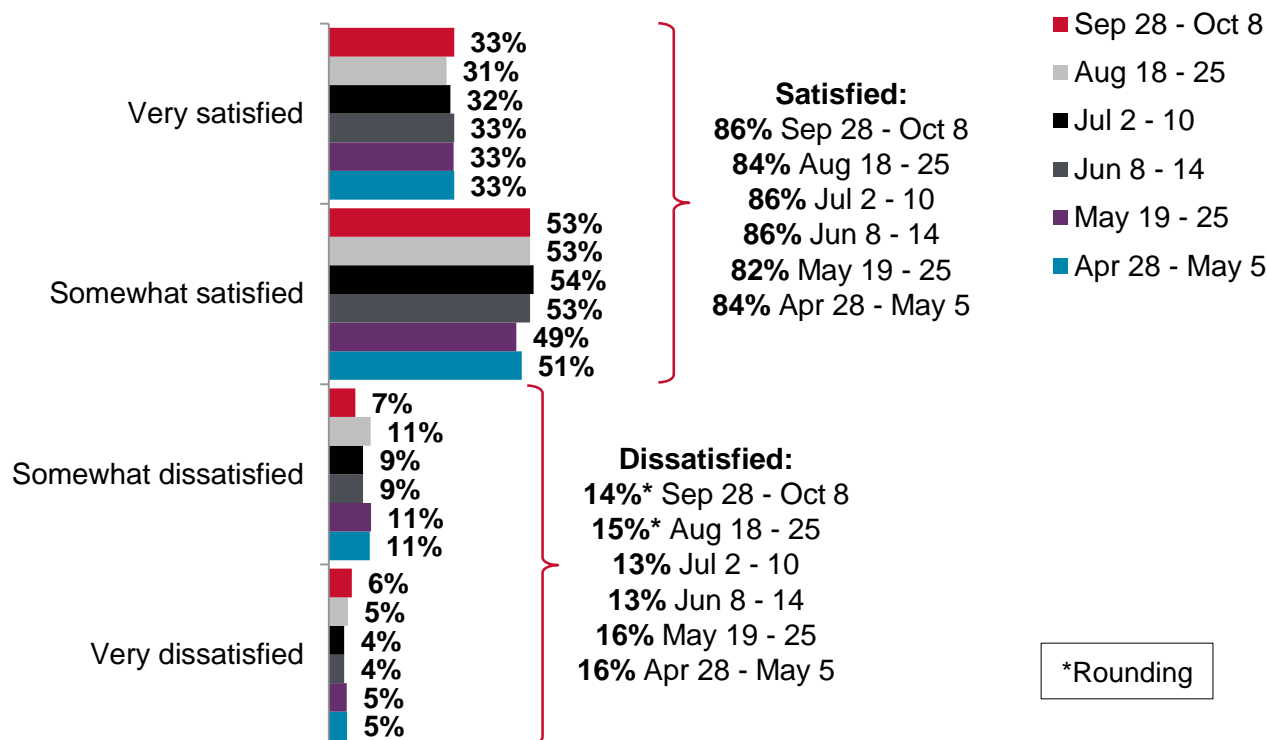
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

# Satisfaction with The City's COVID-19 Response

Satisfaction with The City's COVID-19 response remains consistent over the six snapshots, with 86% of Calgarians saying they're satisfied.

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

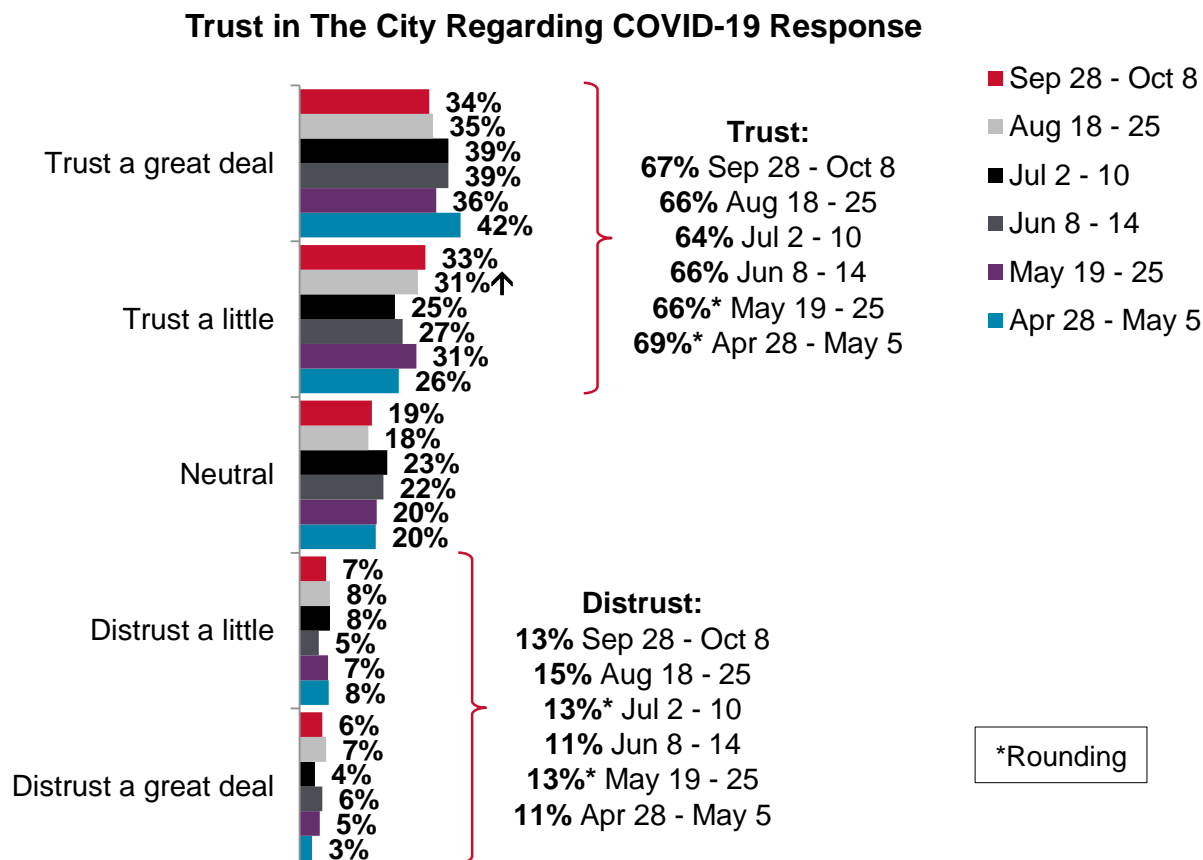


Overall, how satisfied are you with The City's COVID-19 response?

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

# Trust in The City's COVID-19 Response

On par with the previous snapshots, the majority (67%) of Calgarians trust The City regarding its COVID-19 response while a minority (13%) distrust The City and the remaining Calgarians (19%) being neutral. Those aged 35 years or older are more likely than those between the ages of 18 and 34 to distrust The City regarding its pandemic response (16% 35 to 64 and 17% 65 or older vs. 7% 18 to 34).



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 (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



## Concern about COVID-19 and the Pandemic

# Perceived Threat Level of COVID-19

The majority (84%) of Calgarians continue to view the pandemic as a major threat to Calgary's economy but are split on the level of threat to the health of Calgary's population as a whole, day-to-day life in their community, their mental and physical health and their personal financial situation. Business owners/operators are more likely than other Calgarians to say the pandemic is a major threat to their personal financial situation (39% vs. 24%, respectively). More females (35% vs. 23% of males) and younger Calgarians (36% 18 to 34 and 30% 35 to 64 vs. 16% 65 or older) see the pandemic as a major threat to their mental health.

## Perceived Threat Level of the COVID-19 Pandemic

■ Major threat

■ Minor threat

■ No threat

■ Don't know/  
refused

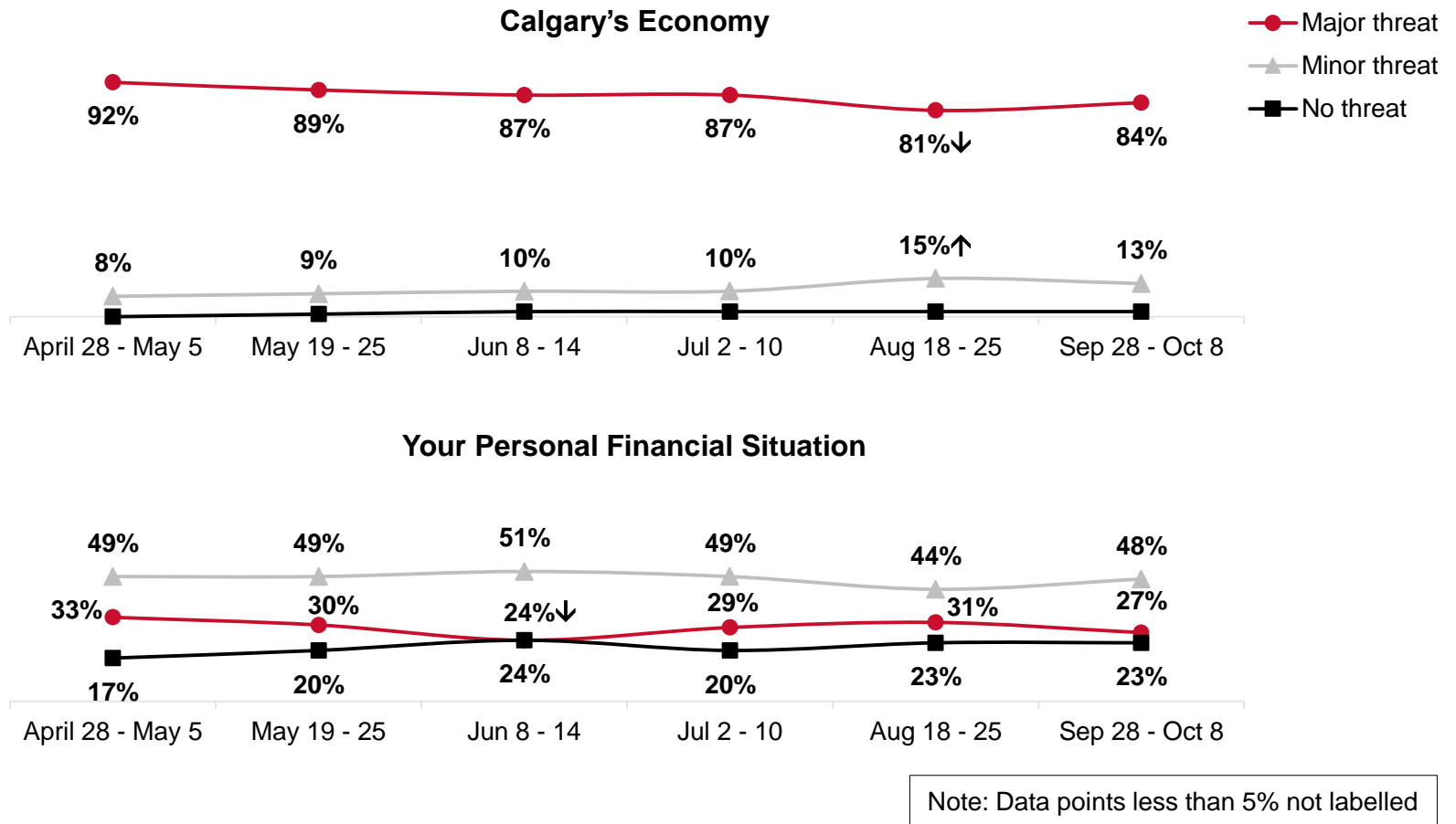
	Sep 28 – Oct 8	Aug 18 – 25	Jul 2 – 10	Jun 8 – 14	May 19 – 25	Apr 28 – May 5
Calgary's economy	84% 13% 2% 1%	81%↓ 15%↑ 2% 2%	87% 10% 2% 1%	87% 10% 2% 2%	89% 9% 1% 1%	92% 8% 0% 0%
The health of Calgary's population as a whole	51% 40% 7% 2%	50% 41% 6% 3%	50% 42% 5% 3%	47%↓ 42% 7%↑ 4%	58% 35% 4% 3%	60% 36% 4% 1%
Day-to-day life in your community	34% 50% 15% 1%	41% 47% 12% 0%	38% 51% 10% 0%	37% 51% 12%↑ 1%	43% 49% 7% 2%	46% 46% 7% 0%
Your mental health	29% 48% 22% 0%	29% 51% 19% 1%	32% 50% 18% 0%	28% 49% 23% 1%	26% 53% 19% 1%	n/a n/a n/a n/a
Your physical health*	28% 43% 28%↑ 1%	29% 49% 21% 1%	25% 54% 20% 0%	22% 56% 22% 0%	25% 56% 18% 1%	33% 52% 14% 1%
Your personal financial situation	27% 48% 23% 1%	31% 44% 23% 1%	29% 49% 20% 2%	24%↓ 51% 24% 1%	30% 49% 20% 1%	33% 49% 17% 0%

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

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

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

# Perceived Threat Level of COVID-19 Over Time

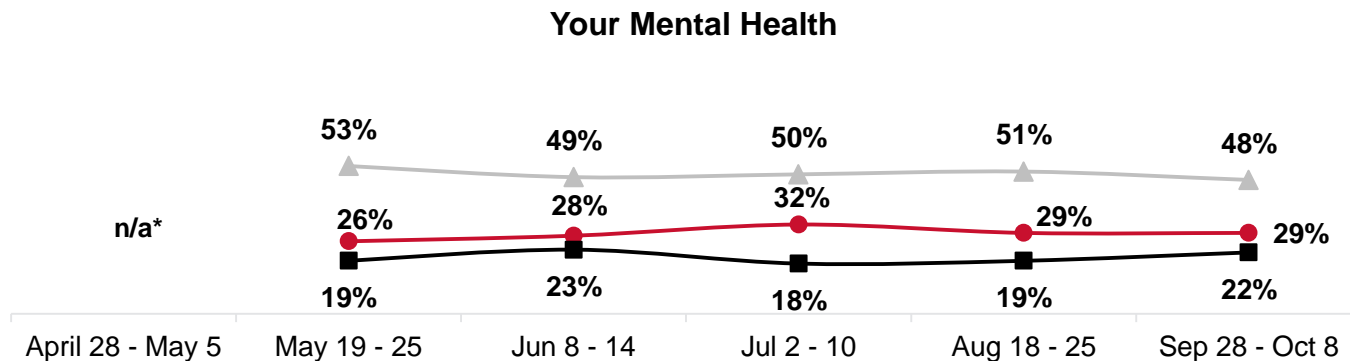
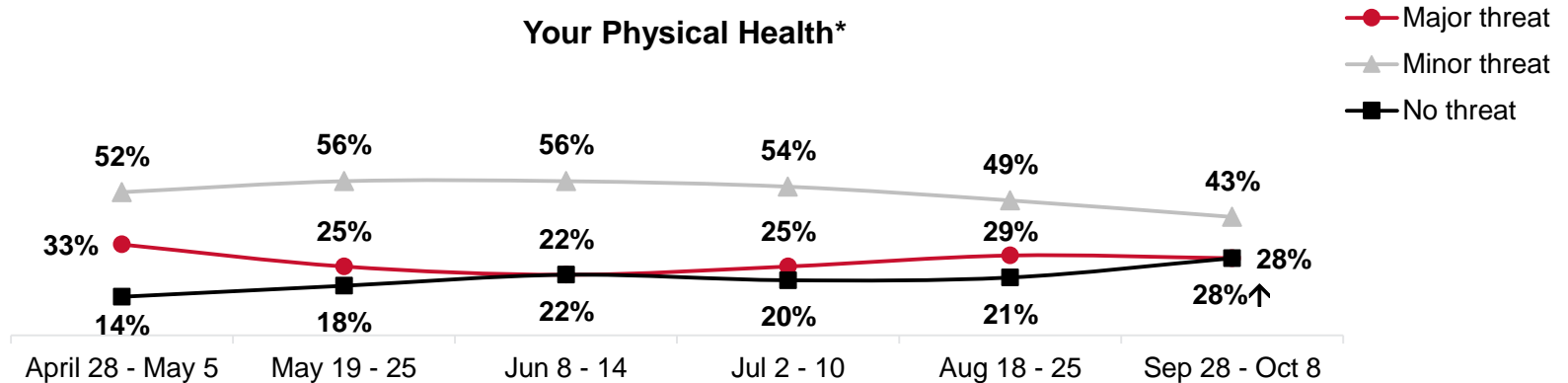


In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



# Perceived Threat Level of COVID-19 Over Time



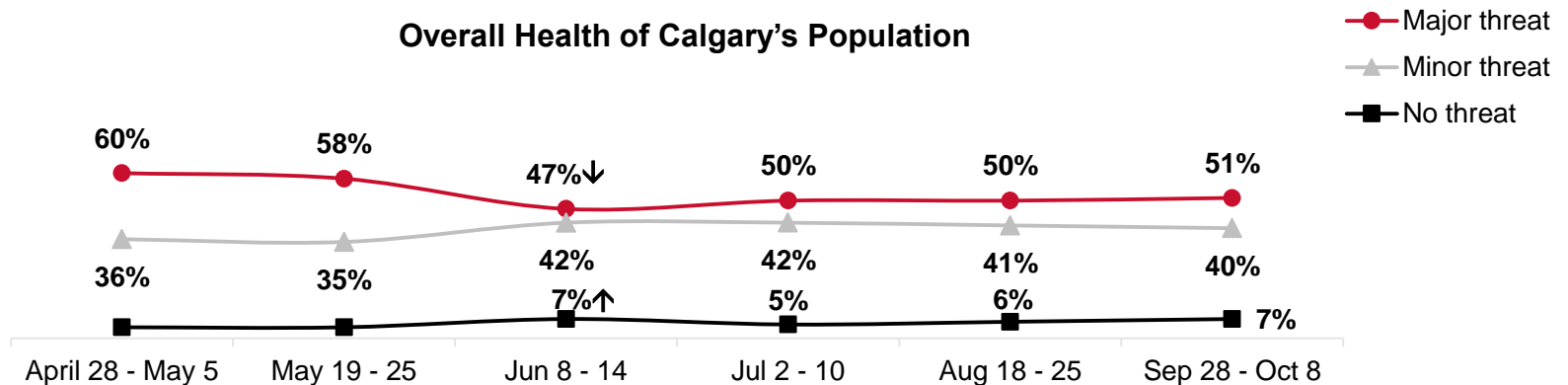
\*In Snapshot 1, the question asked about “personal health.” In Snapshot 2, the question was revised to specify “mental health” and “physical health” separately.

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

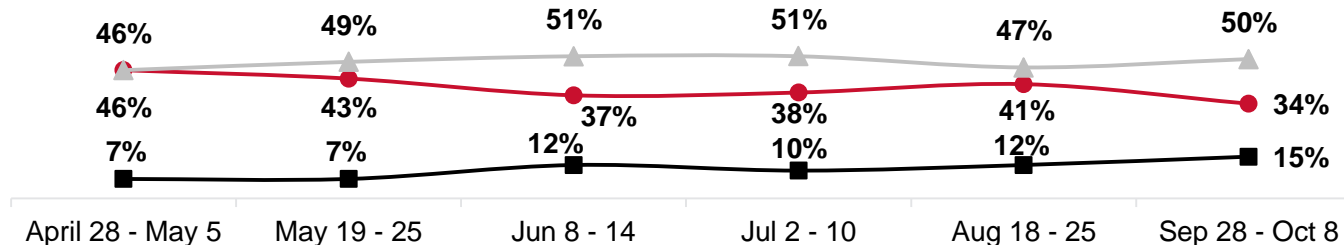
Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

# Perceived Threat Level of COVID-19 Over Time

Overall Health of Calgary's Population



Day-to-Day Life in Your Community



Note: Data points less than 5% not labelled

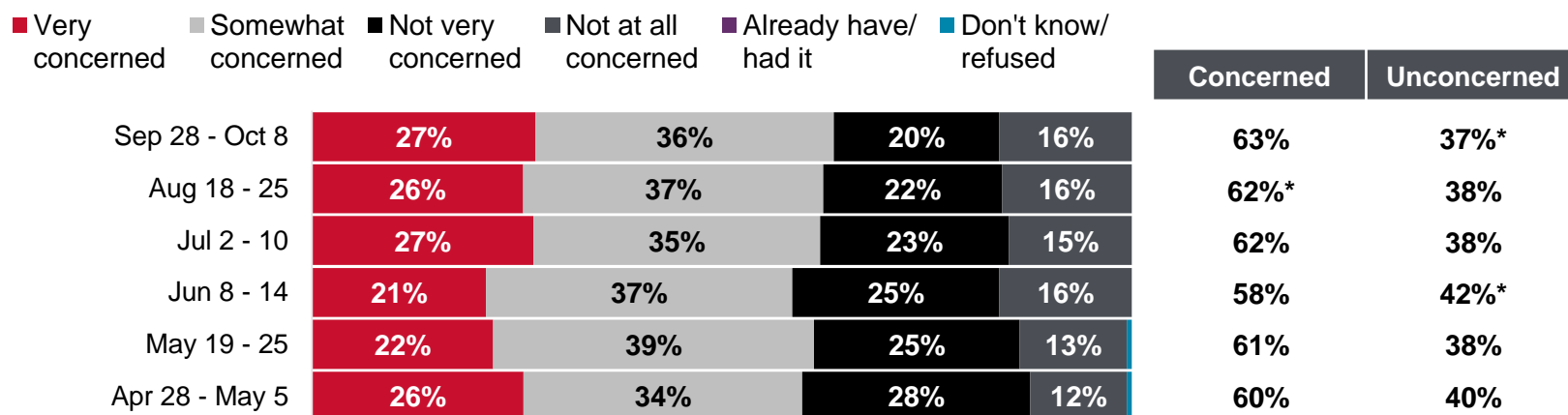
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

# Concern about Becoming Ill From COVID-19

Concern for oneself becoming ill from COVID-19 remains relatively stable over the six snapshots, with nearly two-thirds (63%) of Calgarians saying they're concerned about this happening.

## Concern about Oneself Becoming Ill from COVID-19



Note: 3% and lower not labelled

\*Rounding

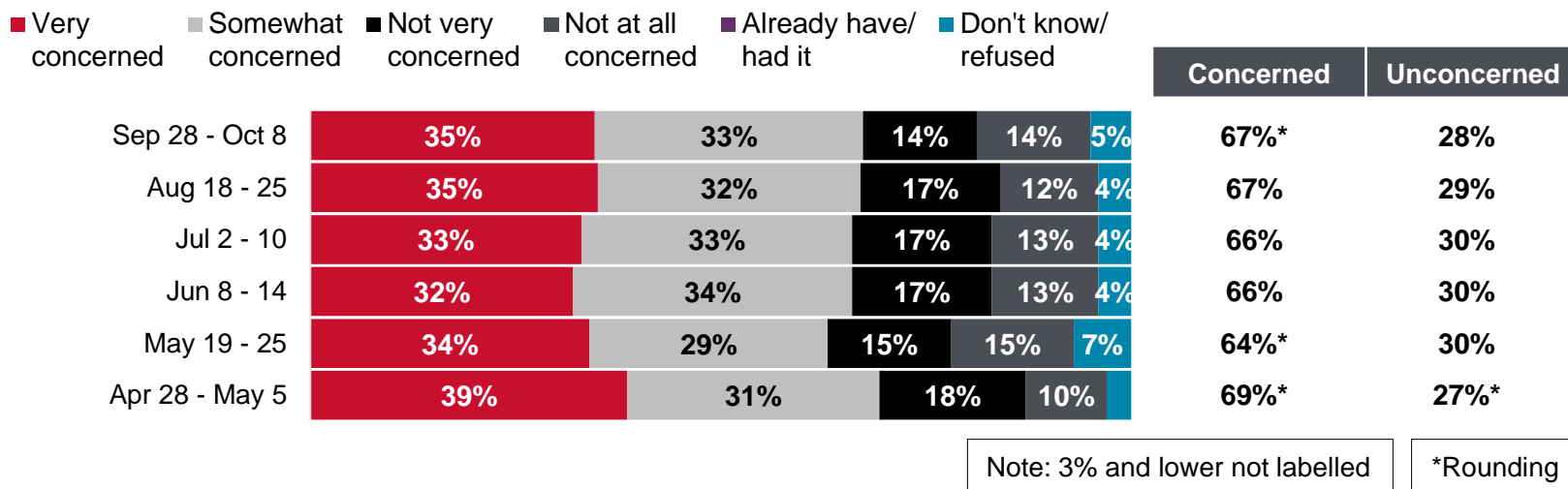
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

# Concern about Becoming Ill From COVID-19

Two-thirds (67%) of Calgarians are concerned about a member of their household becoming ill from COVID-19.

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



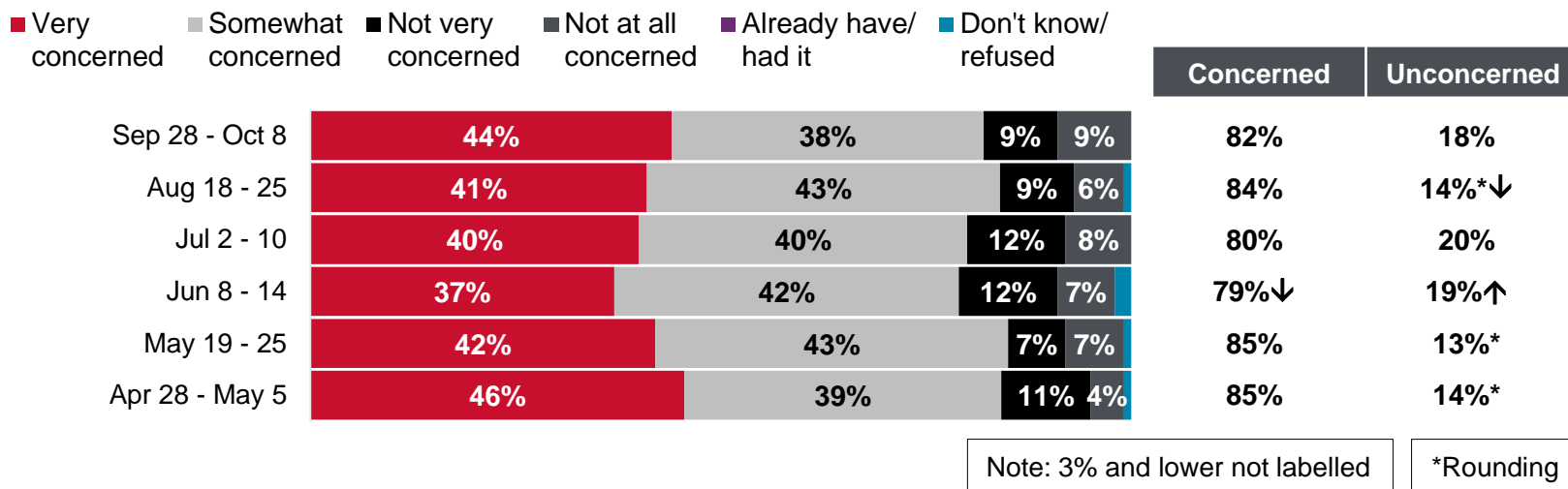
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

# Concern about Becoming Ill From COVID-19

A majority (82%) of Calgarians are concerned about family or friends outside of their household becoming ill from COVID-19.

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

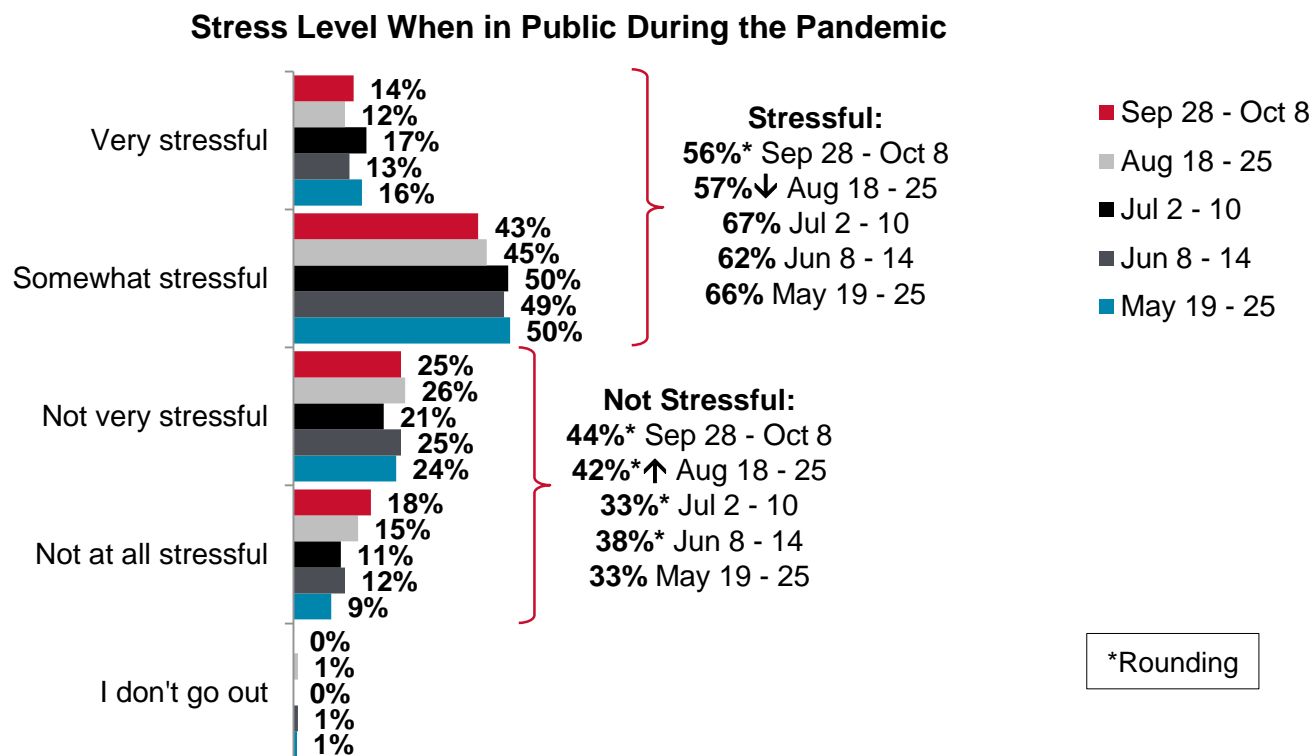


Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

# Stress Level When in Public During Pandemic

Just over one-half (56%) of Calgarians find it stressful to be out in public during the pandemic, on par with the last snapshot and down from a high of 67% in early July. More females than males (66% vs. 47%) find it stressful.



## New question beginning May 19

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

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400)



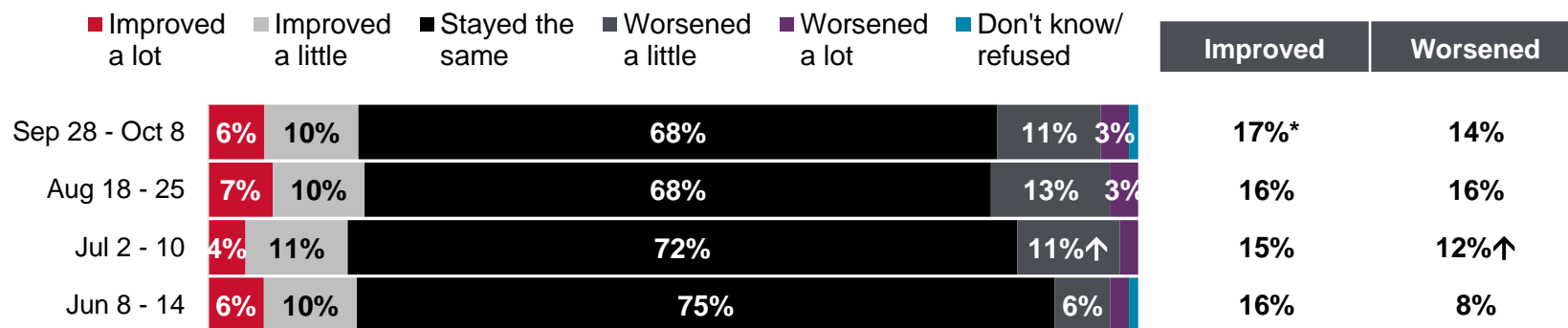


## Impacts of the COVID-19 Pandemic

# Changes in Physical Health

For the majority (68%) of Calgarians, their physical health has remained the same since the restrictions from the pandemic started being lifted on May 25. Physical health has worsened for 14% of Calgarians and improved for 17%.

## Change in Physical Health Since Lifting of Restrictions on May 25



Note: 2% and lower not labelled

\*Rounding

### New question beginning June 8

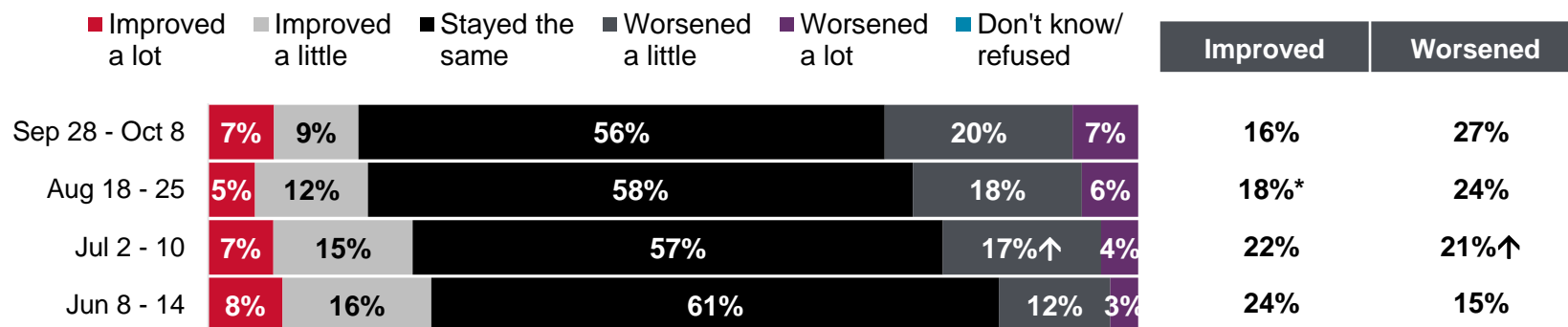
Since restrictions resulting from the pandemic started being lifted on May 25, would you say your physical health has improved, remained the same, or worsened?

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500)

# Changes in Mental Health

The proportion of Calgarians reporting that their mental health has worsened since restrictions due to the pandemic began to be lifted is on par with the last snapshot but continues to trend upward since June, when 15% of Calgarians said their mental health had worsened. Younger Calgarians (aged 18 to 64) are more likely than seniors (aged 65 or older) to say their mental health has worsened (37% 18 to 34 and 26% 35 to 64 vs. 13% 65 or older). Seniors, on the other hand, are more likely to say it's stayed the same (81% vs. 46% 18 to 34 and 54% 35 to 64).

## Change in Mental Health Since Lifting of Restrictions on May 25



Note: 2% and lower not labelled

\*Rounding

### New question beginning June 8

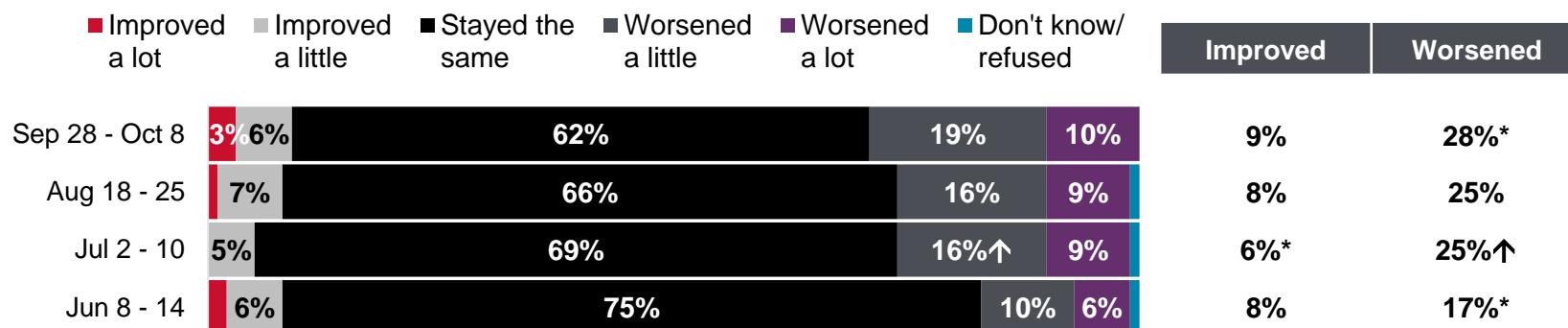
Since restrictions resulting from the pandemic started being lifted on May 25, would you say your mental health has improved, remained the same, or worsened?

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500)

# Changes in Personal Financial Situation

Just over one-quarter (28%) of Calgarians say their personal financial situation has worsened since the pandemic restrictions started being lifted. This is consistent with the last snapshot (25%) but the proportion has been trending up since June when 17% of Calgarians reported that their personal financial situation had worsened since May 25. More business owners/operators than other Calgarians report that their personal financial situation has worsened (40% vs. 26%, respectively).

## Change in Personal Financial Situation Since Lifting of Restrictions on May 25



Note: 2% and lower not labelled

\*Rounding

### New question beginning June 8

Since restrictions resulting from the pandemic started being lifted on May 25, would you say your personal financial situation has improved, remained the same, or worsened?

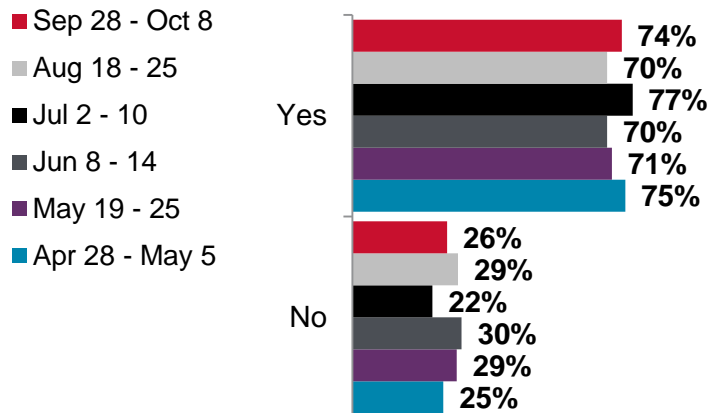
Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500)

# Impacts to Employment

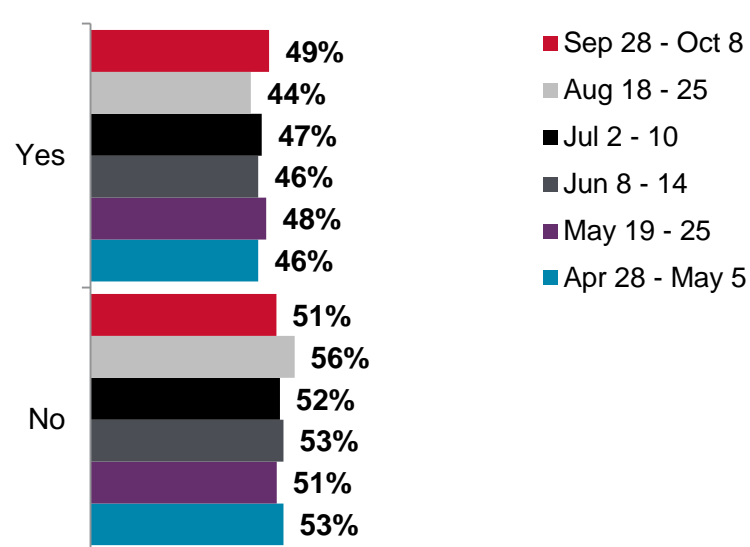
Of the three-quarters (74%) of Calgarians who were employed at the beginning of the pandemic, half report job or income loss due to the pandemic. More males than females (55% vs. 42%) experienced job or income loss, as did more business owners/operators than other Calgarians (64% vs. 45%).

*Note: Respondents who were not employed at the beginning of the pandemic include retired people, students, people who were unemployed but looking for work and those who were unemployed but not looking for work.*

## Employed at Beginning of Pandemic



## Experienced Job or Income Loss Due to COVID-19 Pandemic (of those employed at beginning of pandemic)



At the beginning of the COVID-19 pandemic, were you employed?  
This includes being self-employed.

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

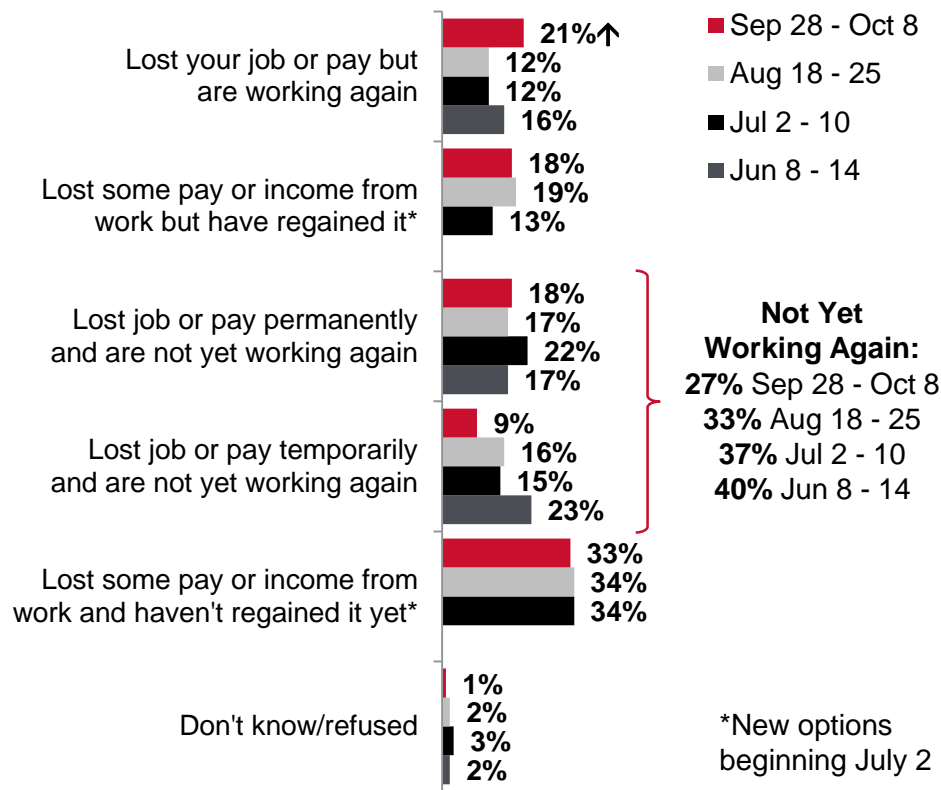
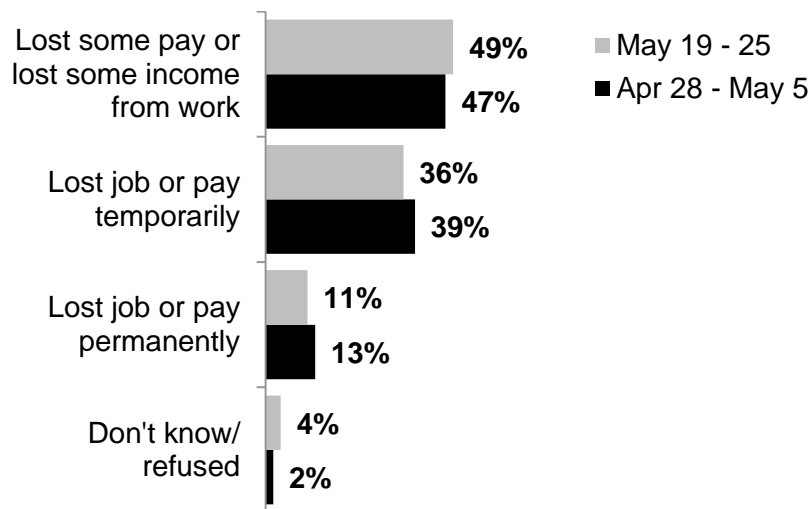
Have you experienced a job loss or income loss due to the COVID-19 pandemic?

Base: Respondents employed at the beginning of the pandemic (Sep 28 – Oct 8, n=347; Aug 18 – 25, n=326; Jul 2 – 10, n=373; Jun 8 – 14, n=337; May 19 – 25, n=267; Apr 28 – May 5, n=296)

# Impacts to Jobs and Income

Among Calgarians who experienced job or income loss as a result of the pandemic, a third (33%) lost some pay or income from work and haven't regained it yet. Approximately one quarter (27%) lost their job or pay either temporarily or permanently and are not yet working again; however, the proportion that lost their job or pay and are working again increased from 12% in the last snapshot to 21% currently. Calgarians aged 35 to 64 are more likely than those aged 18 to 34 to have lost some of their pay/income and not yet regained it (45% vs. 20%, respectively).

**Impact of COVID-19 Pandemic on Job and/or Pay**  
(of those who experienced job or income loss due to the pandemic)



Which of the following scenarios currently apply to you?

Base: Respondents who were employed at the beginning of the pandemic and experienced job or income loss as a result of the pandemic (Sep 28 – Oct 8, n=162; Aug 18 – 25, n=141; Jul 2 – 10, n=173; Jun 8 – 14, n=151; May 19 – 25, n=124; Apr 28 – May 5, n=134)

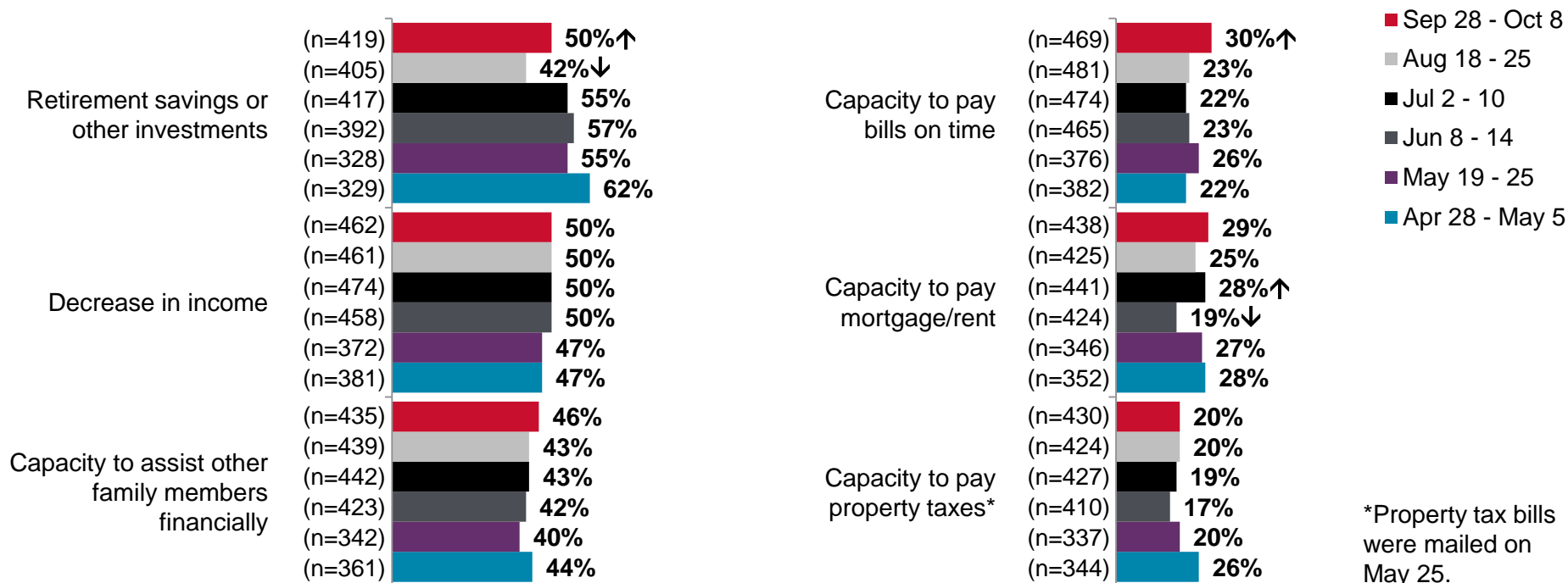


# Financial Impacts of COVID-19 Pandemic

One-half (50%) of Calgarians with retirement savings or other investments report a negative impact of the pandemic on these savings/investments. This is an increase after dropping from 55% in July to 42% in August. The proportion of Calgarians saying the pandemic has negatively impacted their capacity to pay bills on time is at 30%, up from 23% in August and the highest it's been since tracking began in April. Business owners/operators are more likely than other Calgarians to report a negative impact on their retirement savings/other investments (65% vs. 46%), a decrease in income (72% vs. 46%), a negative impact on their capacity to assist other family members financially (61% vs. 43%), and their ability to pay their mortgage or rent (41% vs. 27%).

## Negative Financial Impacts of COVID-19 Pandemic

(% yes of those to whom each is applicable)



\*Property tax bills were mailed on May 25.

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

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

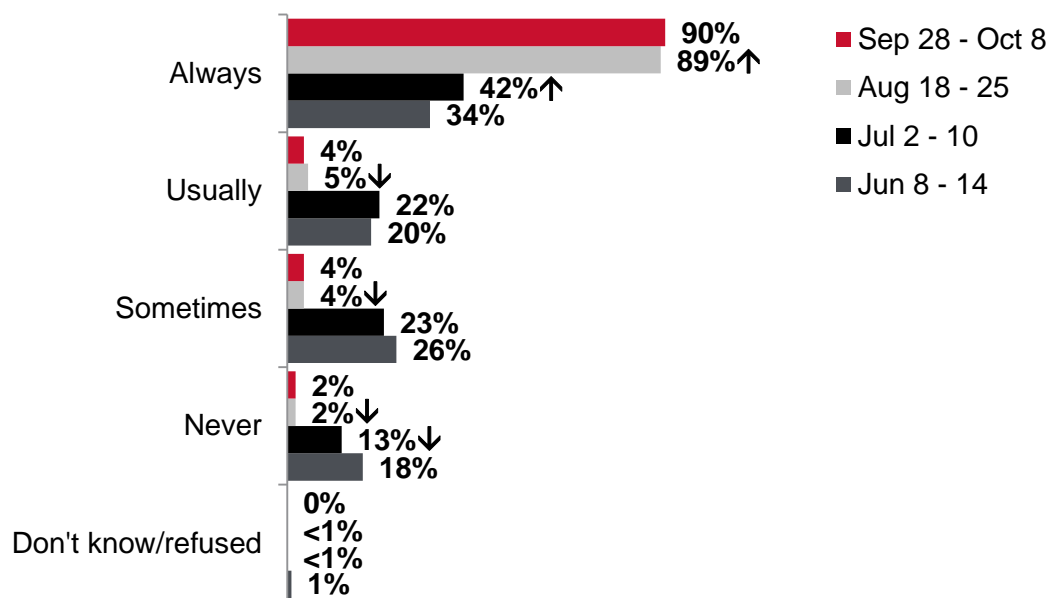


## Relaunch and Moving Forward

# Frequency of Wearing a Face Mask

On par with the last snapshot, the vast majority (90%) of Calgarians say they always wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit.

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



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

### New question beginning June 8

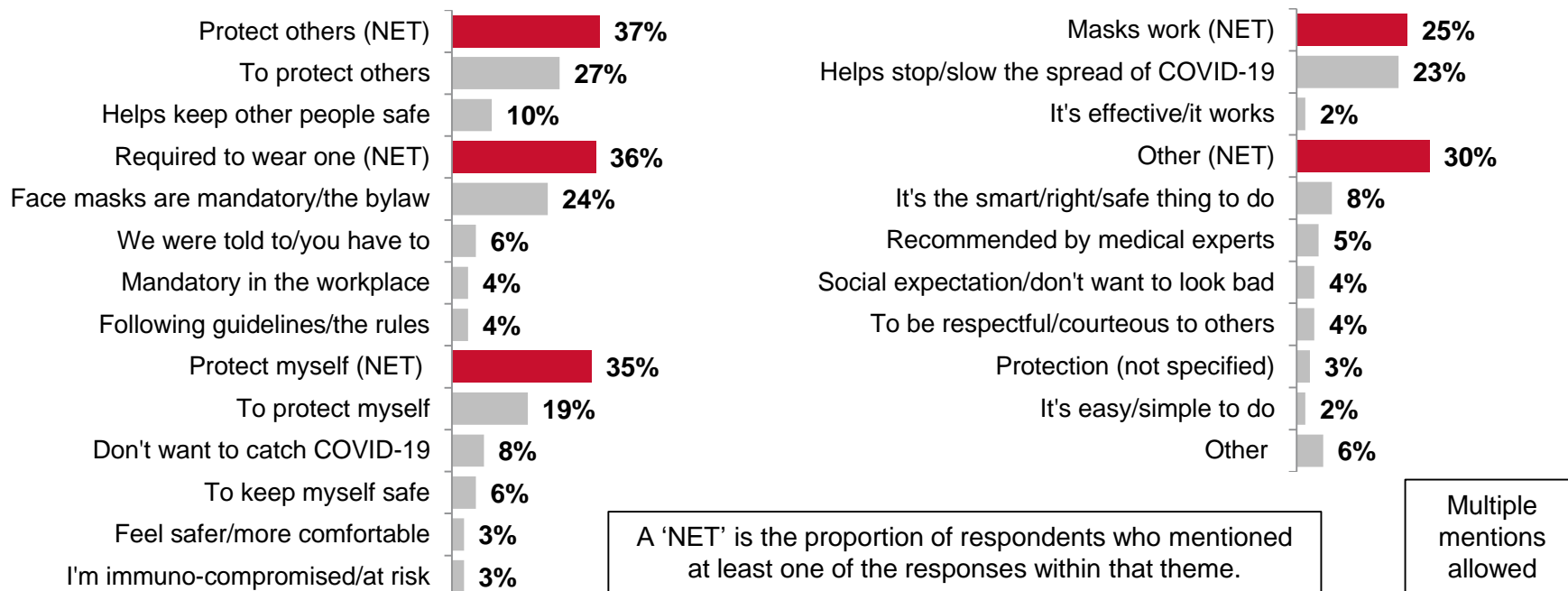
How often do you wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit?

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500)

# Reasons for Always Wearing a Face Mask in Public and Confined Spaces

The reasons given for always wearing a face mask in public and confined spaces are to protect others (37%), it's mandatory/it's the bylaw (36%), to protect oneself (35%), and masks work to stop/slow the spread of COVID-19 (25%).

## Reasons for Always Wearing a Face Mask in Public/Confined Spaces



**New question beginning September 28**

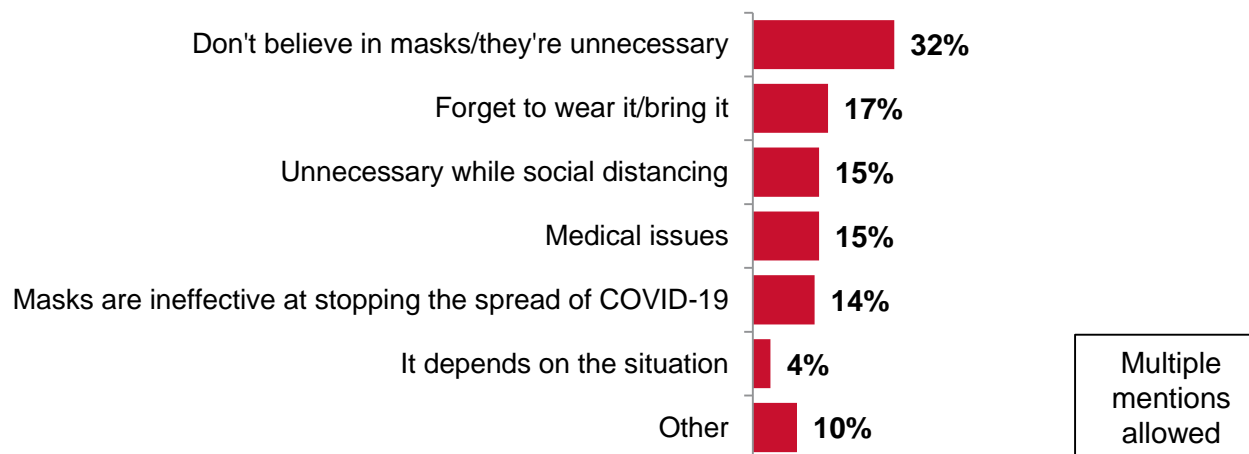
Why do you always wear a mask in public and confined spaces?

Base: Respondents who say they always wear a face mask in public and confined spaces (n=451)

# Reasons for Not Always Wearing a Face Mask in Public and Confined Spaces

Among those who usually or sometimes wear a face mask in public and confined spaces, the top reasons given for not always wearing one are that they don't believe in them or think they're not necessary (37%), a mask isn't necessary when social distancing (36%), they forget to wear it or bring it with them (27%) and they believe masks are ineffective at stopping the spread of the virus (24%).

## Reasons for Not Always Wearing a Face Mask in Public/Confined Spaces\*



**New question beginning September 28**

Why do you not always wear a mask in public and confined spaces?

Base: Respondents who say they usually or sometimes wear a face mask in public and confined spaces (n=38\*)

\*Caution:  
Small base size

# Reasons for Never Wearing a Face Mask in Public and Confined Spaces

The base size (n=11) for this question is too small to report the results numerically. Reasons given for never wearing a mask in public and confined spaces are:

- Having an exemption card
- Not believing that masks are effective at slowing or stopping the spread of COVID-19
- Not believing that COVID-19 is as contagious as we're being told it is
- Thinking that COVID-19 is really just a flu and has been blown out of proportion
- Not being sick (since masks are said to protect others from oneself while sick, no need to wear one if not sick)
- It's a rights violation
- It's a scam

**New question beginning September 28**

Why do you never wear a mask in public and confined spaces?

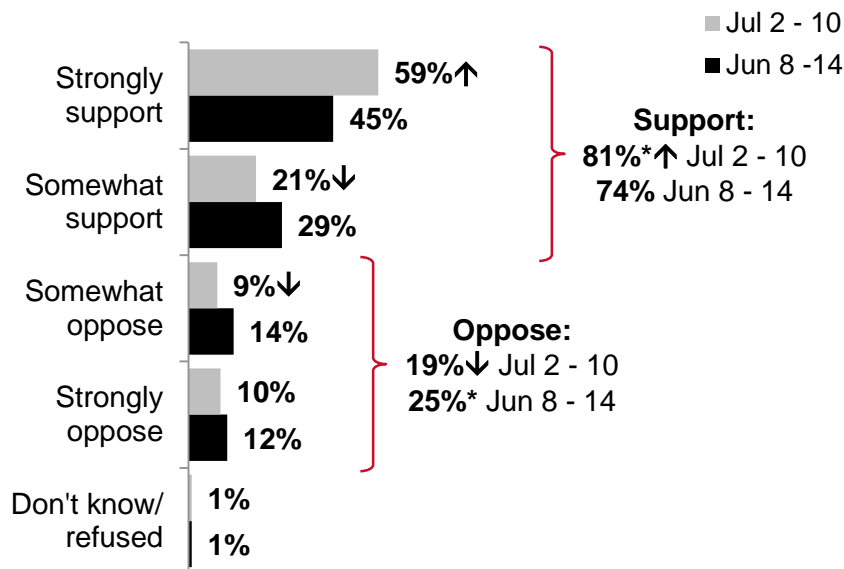
Base: Respondents who say they never wear a face mask in public and confined spaces (n=11)



# Support for Face Coverings Bylaw

Support for the Face Coverings Bylaw remains consistent with the last snapshot, with 86% of Calgarians supporting it.

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



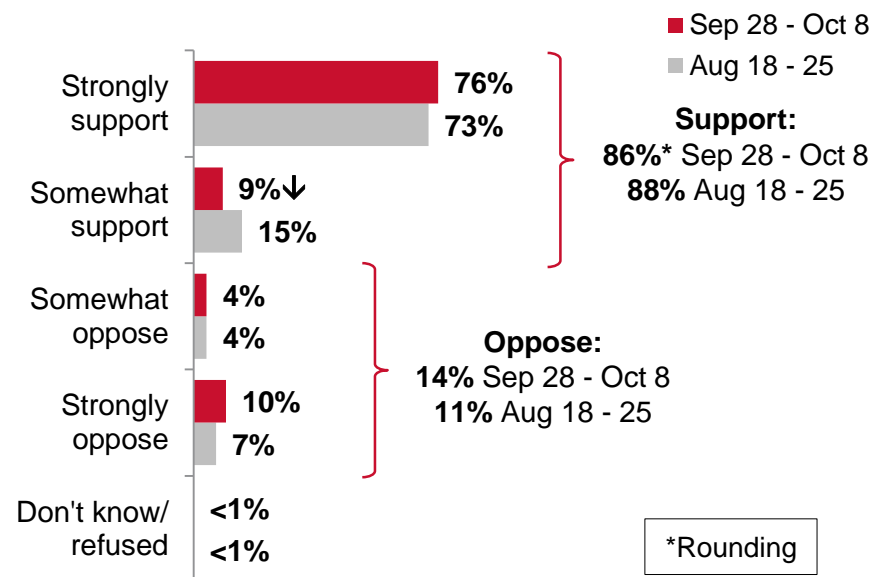
\*\*Note: Data collected before the decision to enact the bylaw was made.

### New question beginning June 8

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

Base: All respondents (Jul 2 – 10, n=500; Jun 8 – 14, n=500)

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



\*Rounding

### New question beginning August 18

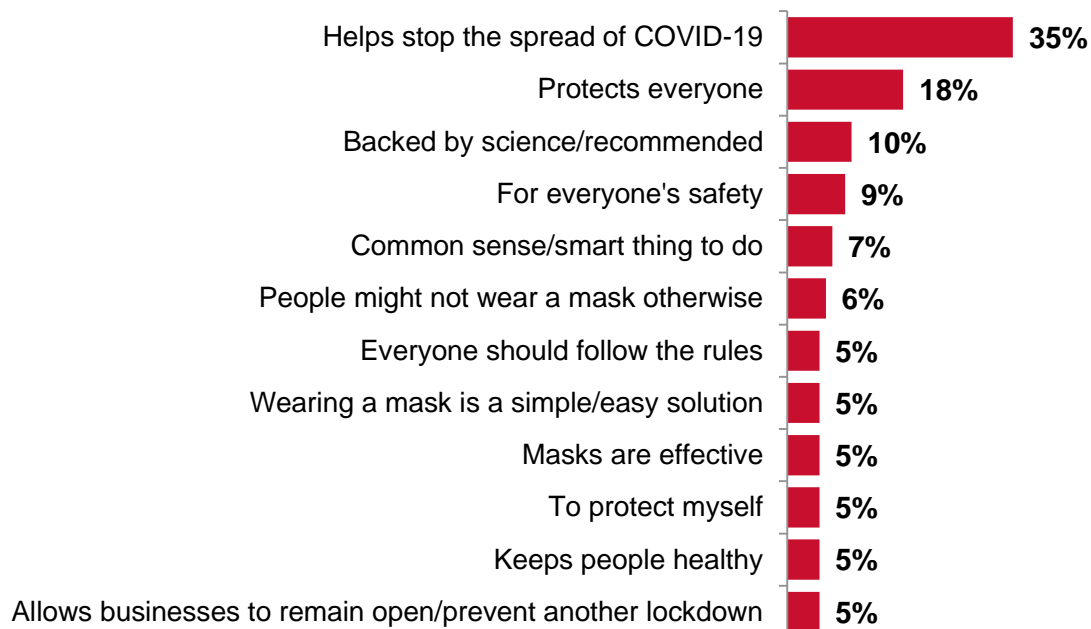
As you may already know, on July 21<sup>st</sup> City Council voted in favour of a bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. To what extent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

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500)

# Reasons for Supporting the Bylaw

The top reason for supporting the Face Coverings Bylaw is that it helps stop the spread of COVID-19, mentioned by 35% of those who support it. The next most mentioned reason is that it protects everyone (18%).

## Reasons for Supporting the Face Coverings Bylaw



Multiple  
mentions  
allowed

Note: Responses of less than 5% not shown.

**New question beginning September 28**

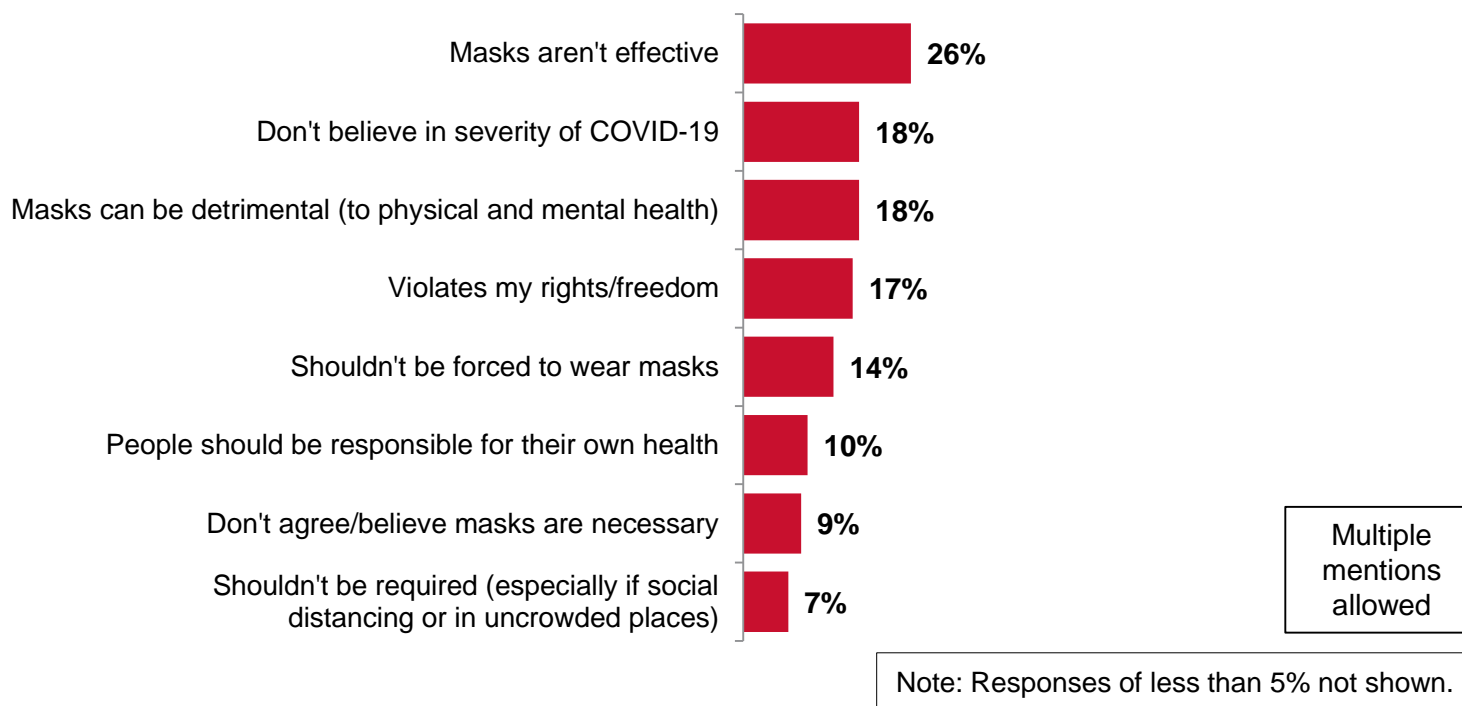
Why do you support the bylaw?

Base: Respondents who strongly or somewhat support the Face Coverings Bylaw (n=429)

# Reasons for Not Supporting the Bylaw

Reasons for lack of support of the Face Coverings Bylaw include the belief that masks aren't effective (mentioned by 26% of those who oppose the bylaw), lack of belief in the severity of COVID-19 (18%), that masks can be detrimental to our health (18%) and that it violates people's rights/freedom (17%).

## Reasons for Not Supporting the Face Coverings Bylaw



**New question beginning September 28**

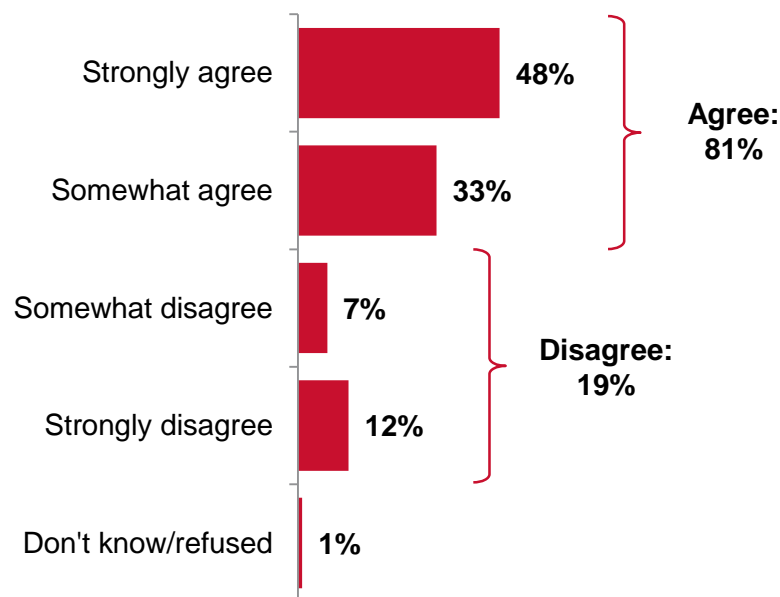
Why do you oppose the bylaw?

Base: Respondents who strongly or somewhat oppose the Face Coverings Bylaw (n=70)

# Impact of Bylaw on Willingness to be in Public

The majority (81%) of Calgarians agree that making face coverings mandatory in public indoor spaces makes them more willing or confident to go shopping, visit restaurants, ride transit or do other public activities. Seniors (aged 65 or older) are more likely than younger Calgarians to agree that they more willing or confident to be in public spaces because of mandatory face coverings (91% vs. 81% 18 to 34 and 77% 35 to 64).

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



### New question beginning September 28

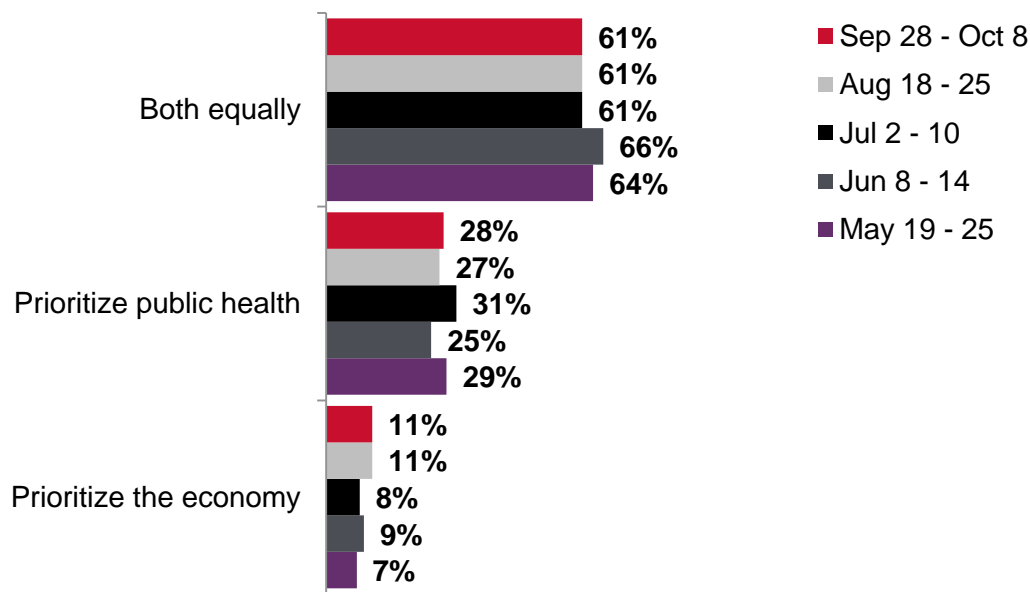
To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (Sep 28 – Oct 8, n=500)

# Prioritizing Public Health vs. Economy

The majority (61%) of Calgarians think that government decision-makers should balance public health and economic considerations when deciding how to re-open the economy while 28% want them to prioritize public health and 11% opt for the prioritization of the economy.

## Opinions about Prioritizing Public Health vs. the Economy



### New question beginning May 19

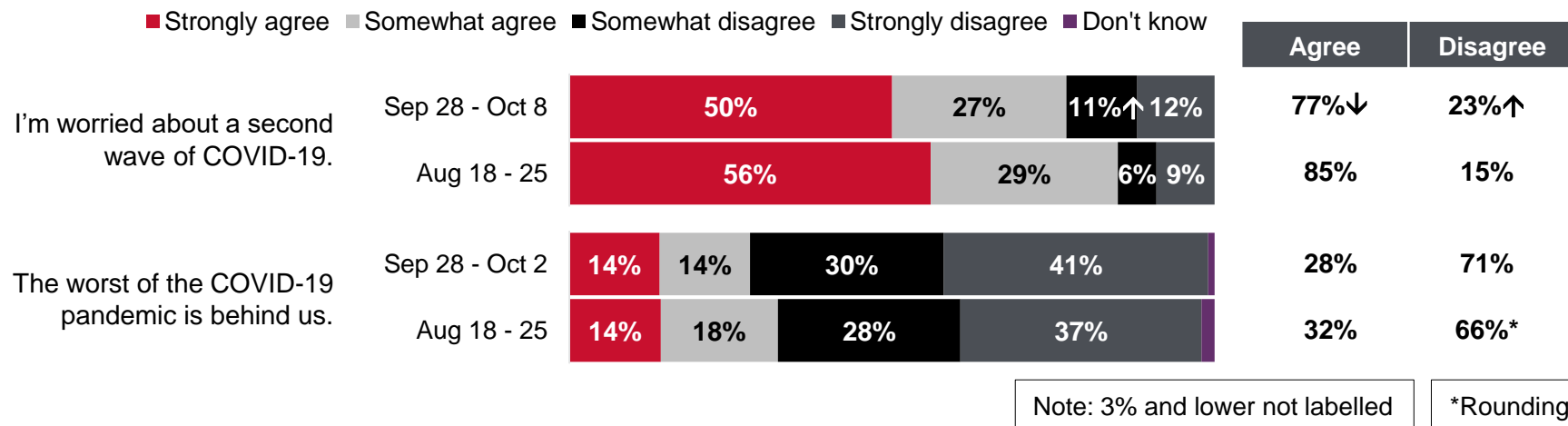
Government decision-makers have to balance the importance of public health and the economy when deciding how to re-open the economy. Do you think the priority should be public health, the economy, or both equally?

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400)

# Concern about a Second Wave

Three-quarters (77%) of Calgarians agree they're worried about a second wave of COVID-19, down from 85% in August. The proportion that agrees the worst of the pandemic is behind us remains relatively stable at 28% while 71% disagree that the worst has passed. More males than females (33% vs. 22%) agree the worst of the pandemic is behind us.

## Opinions about Re-opening Services and a Second Wave of COVID-19



### New question beginning August 18

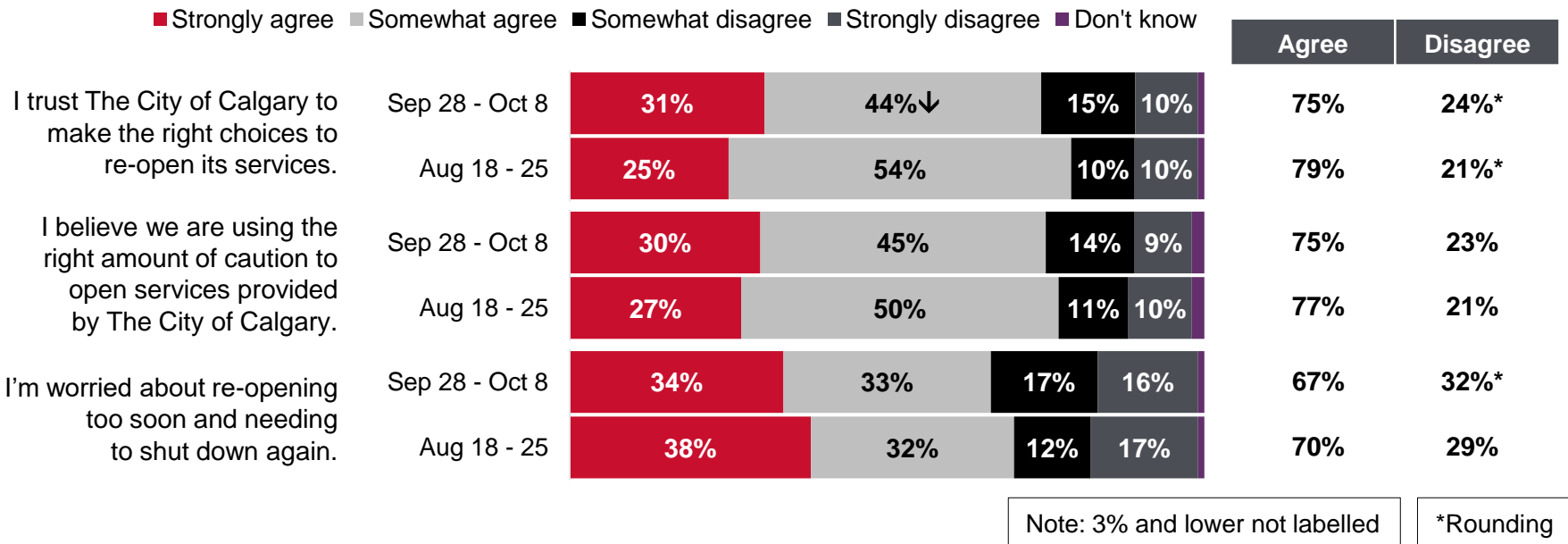
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500)



# Re-opening

The majority of Calgarians agree that they trust The City to make the right choices to re-open its services (75%), they believe we're using the right amount of caution to open City services (75%) and that they're worried about re-opening too soon and needing to shut down again (67%). Those aged 18 to 34 years are more likely than older Calgarians to agree they trust The City to make the right choices to re-open its services (83% vs. 71% 35 to 64 and 69% 65 or older).

## Opinions about Re-opening Services and a Second Wave of COVID-19



### New question beginning August 18

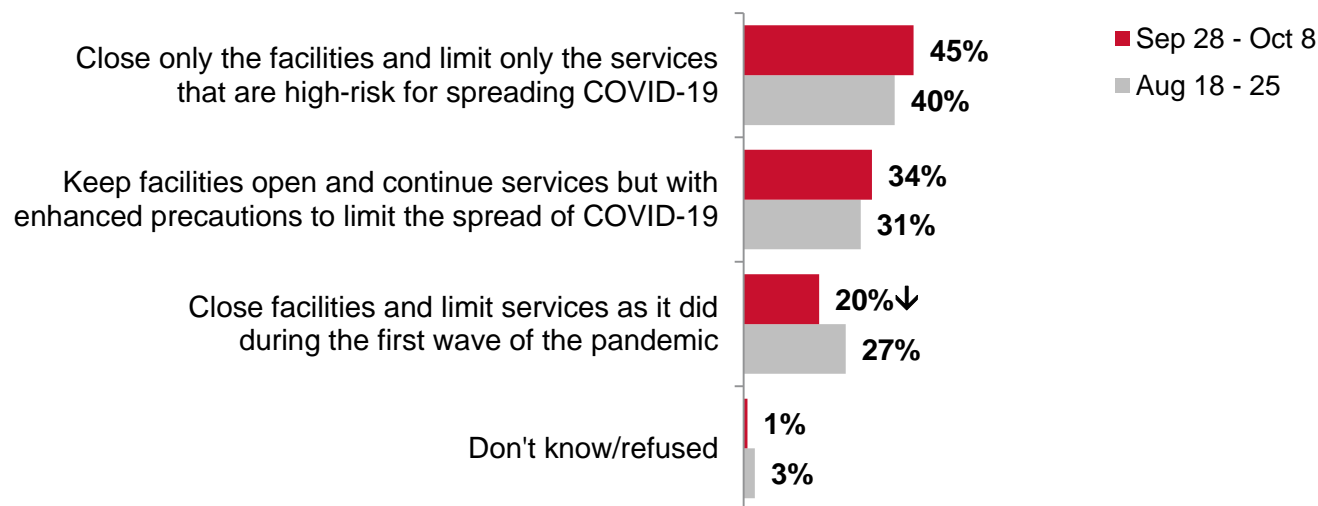
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500)

## City Services in the Event of a Second Wave

Calgarians remain split on what The City should do about its facilities and services if there's a second wave of the pandemic. Just less than half (45%) think The City should close only the facilities and limit only the services that are high-risk for spreading COVID-19. A third (34%) say The City should keep facilities open and continue services but with enhanced precautions to limit the spread of the virus. The least popular option is to close facilities and limit services as it did during the first wave of the pandemic, with 20% choosing this option, down from 27% in August. Calgarians aged 35 to 64 are more likely than other Calgarians to opt for The City keeping facilities and services open but with enhanced precautions (41% vs. 25% 18 to 34 and 29% 65 or older).

### Preference for What The City Should Do About its Facilities and Services if There's a Second Wave of the Pandemic



#### New question beginning August 18

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

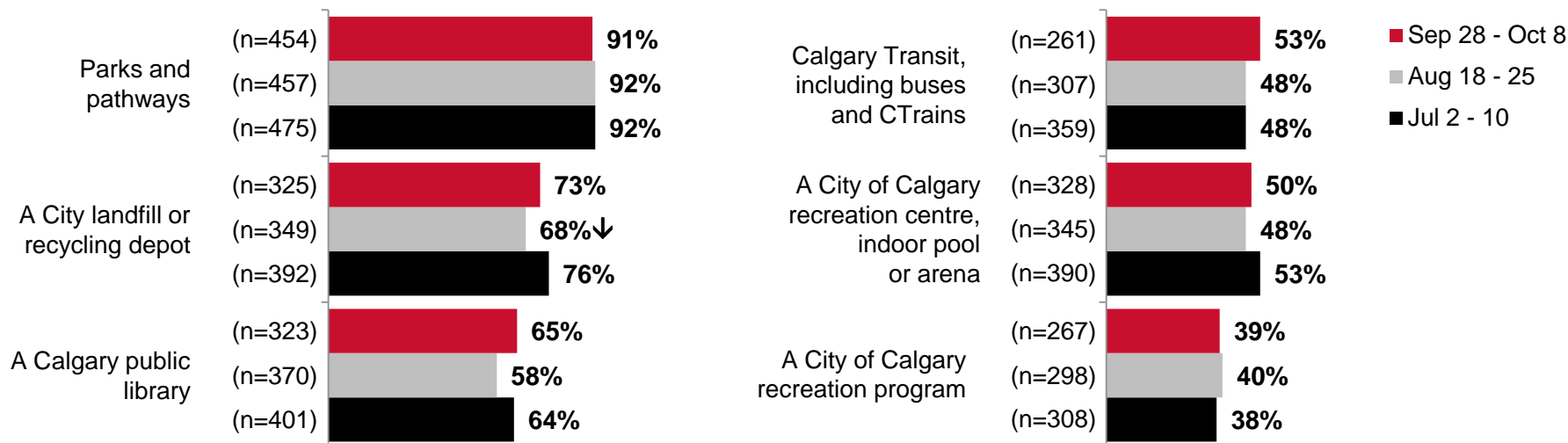
Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500)

# Intention to Use City Services and Facilities

Intention to use certain City services or facilities in October – November remains stable since August, with parks and pathways, City landfills or recycling depots and Calgary public libraries most likely to be used by those who would normally use them (91%, 73% and 65%, respectively). Only 39% of those who would normally use a City recreation program intend to do so.

## Intention to Use a City Service or Facility

(% yes of those who normally use it)



### New question beginning July 2

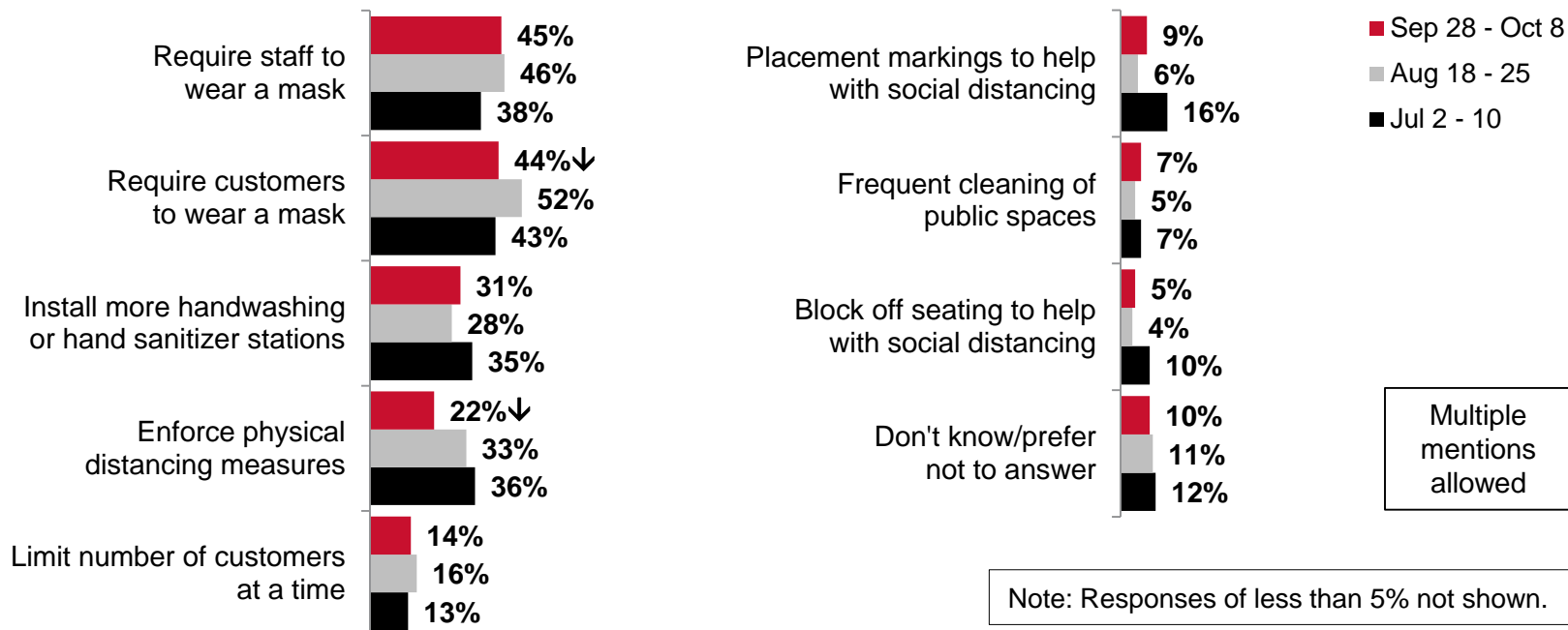
As restrictions are lifted, do you plan to use any of the following in Calgary in the next two months? If it's something you wouldn't normally use, please choose "not applicable."

Base: Respondents who normally used the service/facility before the pandemic (n=varies)

# Preferred Measures for Preventing Spread of COVID-19 at City Facilities/Services

When asked what The City could do to make them feel more comfortable in terms of the pandemic as The City re-opens its facilities and services, the top mentions were to require staff to wear a mask (45%), require customers to wear a mask (44%, down from 52% in August), and install more handwashing or hand sanitizer stations (31%). The proportion mentioning the enforcement of physical distancing measures declined to 22% from 33% in August.

## Measures that Would Make Citizens Feel More Comfortable as The City Re-opens its Facilities/Services



### New question beginning July 2

As The City re-opens its facilities and services, what are the most important measures to prevent the spread of COVID-19 that would make you feel more comfortable? [NOTE: Response options were not read to the respondent. Respondents' answers were coded into themes.]

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500)

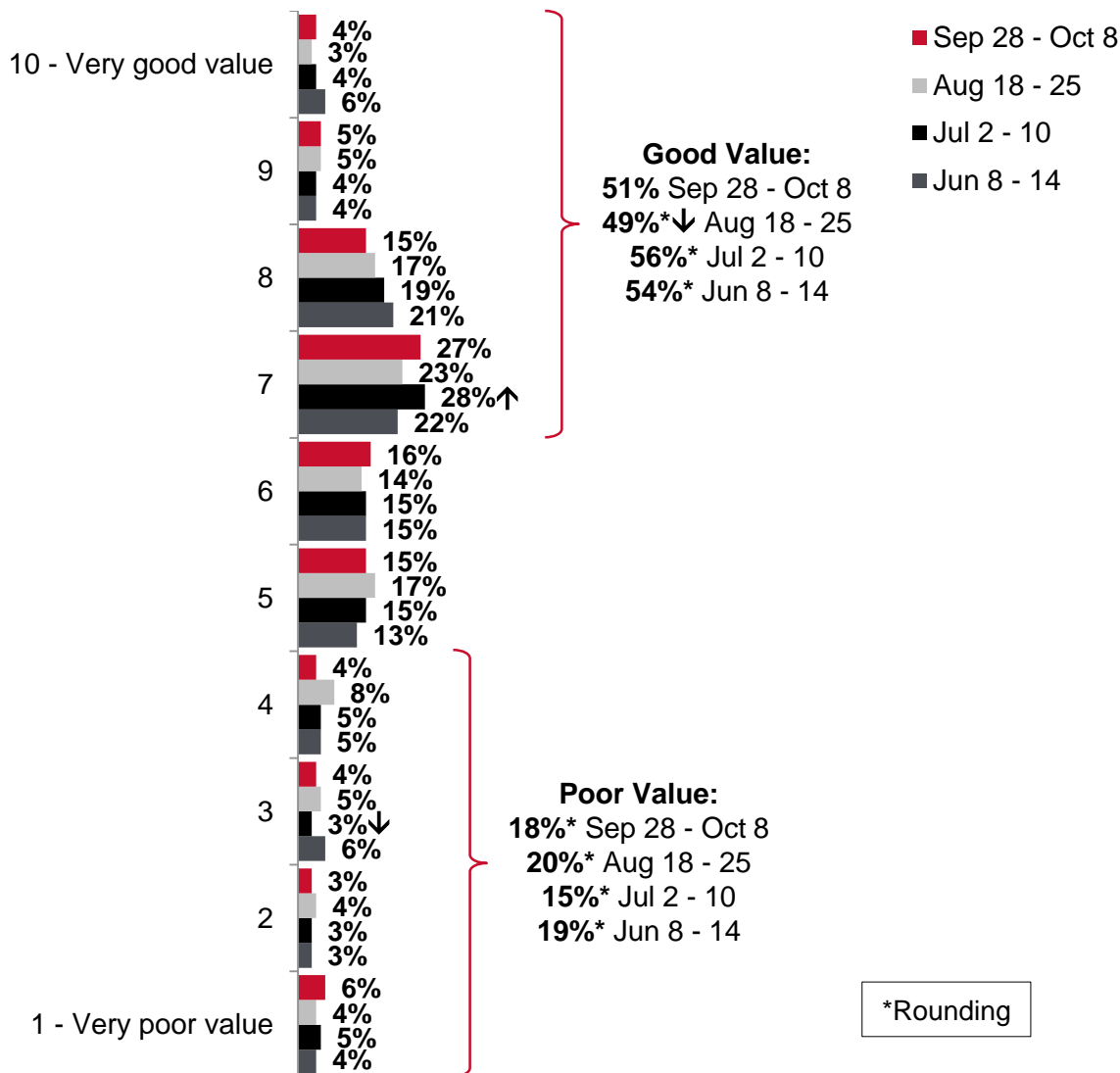


## City Taxation

# Perceived Value for Municipal Tax Dollars

Perceived value for municipal tax dollars is on par with the last snapshot, with half (51%) rating it as good. Calgarians aged 35 or older are more likely than those aged 18 to 34 to rate the value as poor (22% 35 to 64 and 23% 65 or older vs. 7% 18 to 34).

## Perceived Value for Municipal Property Tax Dollars



### New question beginning June 8

Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where “1” represents “very poor value” and “10” represents “very good value”.

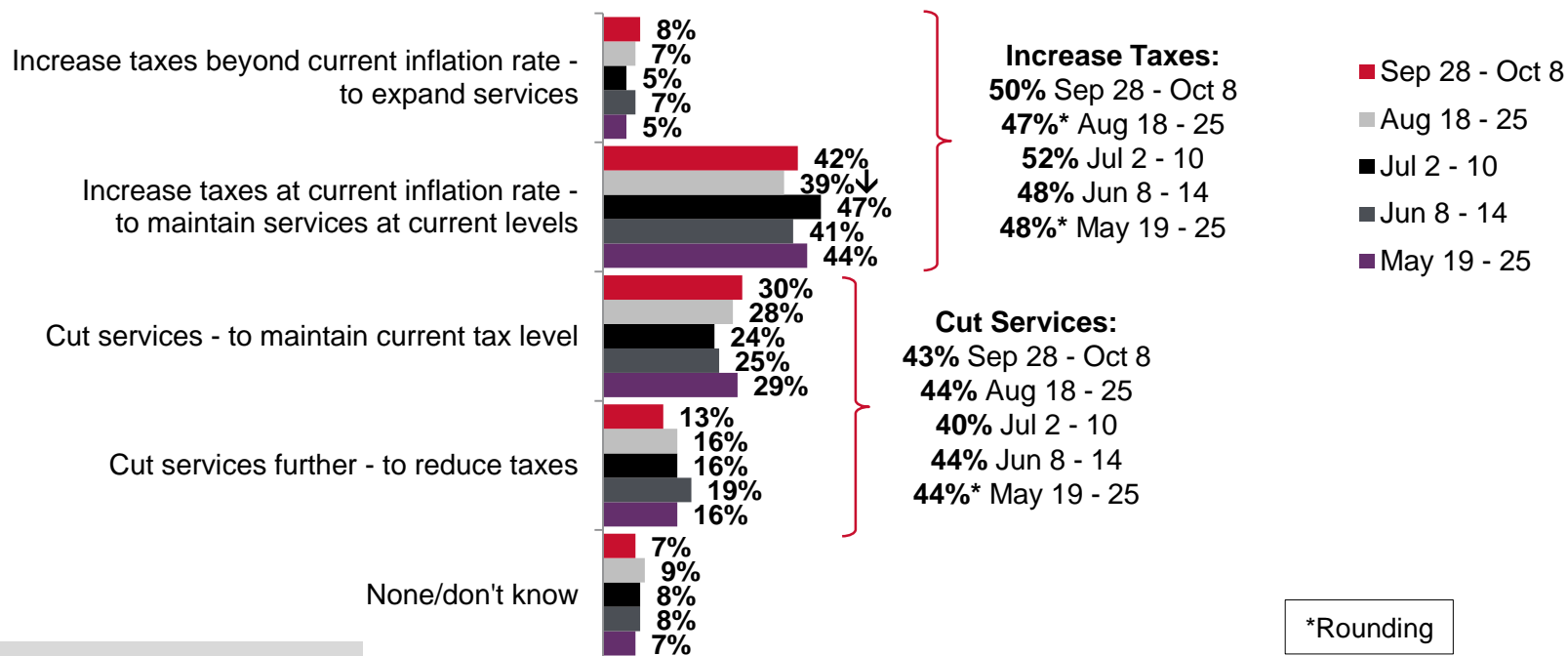
Base: All respondents, excluding those responding don't know” (Sep 28 – Oct 8, n=468; Aug 18 – 25, n=500; Jul 2 – 10, n=463; Jun 8 – 14, n=458)



# Balancing Taxation and Service Delivery Levels

Calgarians continue to be split between increasing taxes and cutting services. While 42% want The City to increase taxes at the current inflation rate to maintain current service levels, 30% think The City should cut services to maintain the current tax level. Much less popular are increasing taxes beyond the current inflation rate to expand services (8%) and cutting services further to reduce taxes (13%). Those aged 18 to 34 are more likely than older Calgarians to want The City to increase taxes (61% vs. 45% 35 to 64 and 43% 65 or older).

## Preference for Balancing Taxation and Service Delivery Levels



New question beginning May 19

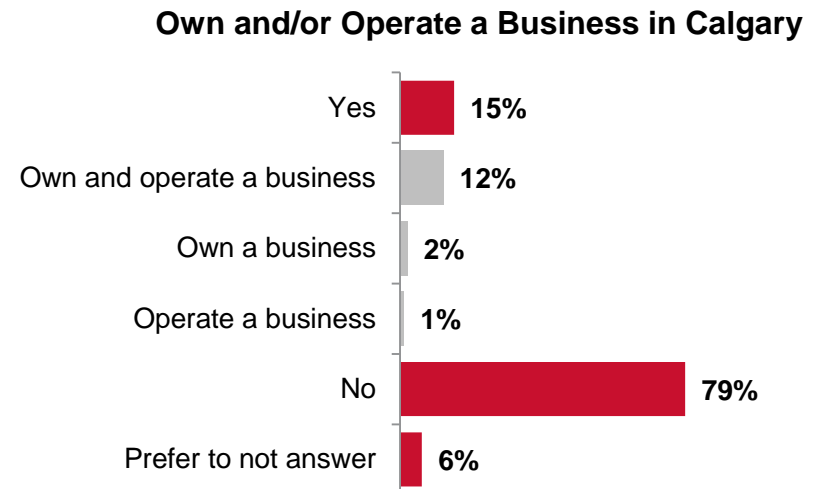
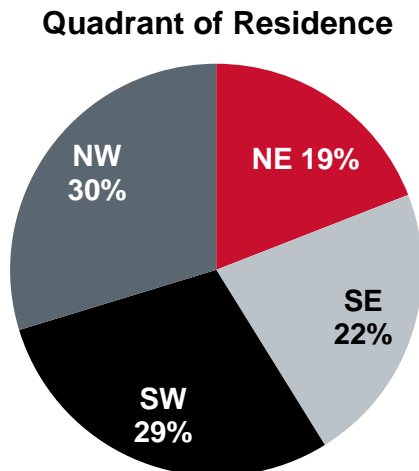
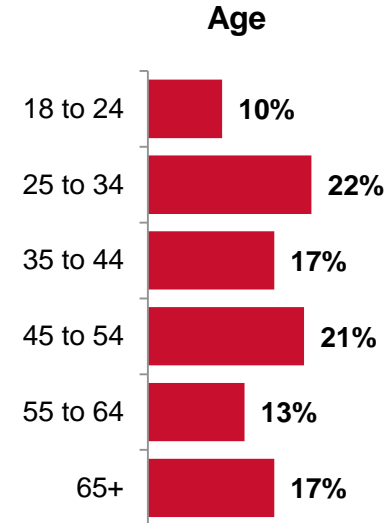
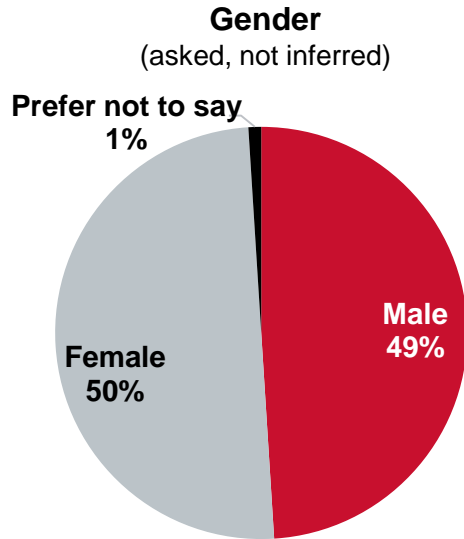
Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue? [Note: Response options "none" and "don't know" were not read to the respondent.]

Base: All respondents (Sep 28 – Oct 8, n=500; Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400)

# Demographics



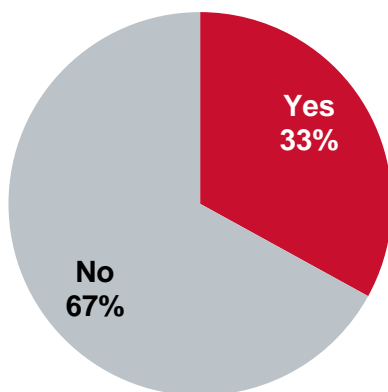
# Demographics



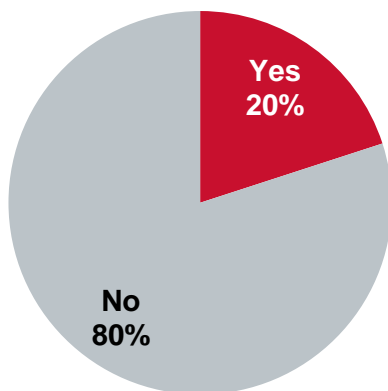
Base: All respondents (n=500)

## Demographics – cont'd

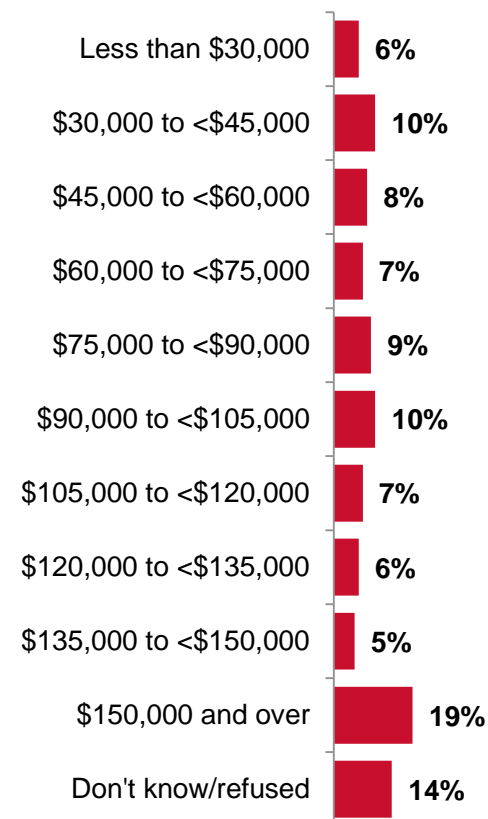
### Children Under the Age of 18 in the Household



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



### Annual Household Income



Base: All respondents (n=500)

# Questionnaire



# Questionnaire

## The City of Calgary 2020 Citizen Perspectives – COVID-19 Snapshot 6 September 23, 2020

### INT01. INTRODUCTION

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

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

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

### PREQ.

I want to let you know that the personal information collected in this survey is done so under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to provide guidance to The City of Calgary when it comes to making decisions regarding municipal matters. If you have questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-3617 and specifically mention the "2020 Citizen Perspectives Survey" or send a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5."

### SCREENERS

QS7. Are you 18 years of age or older?

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

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

QSEX. Record Gender (DO NOT ASK)

Male  
Female

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

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

4. 35 to 44 yrs
5. 45 to 54 yrs
6. 55 to 64 yrs
7. 65 to 74 yrs
8. 75 and older
99. Refused [DO NOT READ] [THANK AND END SURVEY]

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

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

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

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

### CITY COVID-19 RESPONSE

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

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.  
I have enough information about support available from The City to individuals.  
I have enough information about support available from The City to businesses.  
As The City reopens its services, it is taking precautions to limit the spread of COVID-19.

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



# Questionnaire – cont'd

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

**[ROTATE ITEMS]**

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

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

**CONCERN AND CONFIDENCE**

CV4. At the beginning of the COVID-19 pandemic, were you employed? This includes being self-employed.

Yes  
No  
Refused **[DO NOT READ]**

**[ASK IF YES OR REFUSED TO QCV4]**

CV5\_1. Have you experienced a job loss or income loss due to the COVID-19 pandemic?

Yes **(GO TO CV5\_2)**  
No **(SKIP TO CV6)**  
Don't know **[DO NOT READ] (SKIP TO CV6)**

CV5\_2. Please tell me which of the following scenarios currently apply to you: **[STOP WHEN YOU REACH THEIR RESPONSE]**

Lost your job or pay permanently and are not yet working again  
Lost your job or pay temporarily and are not yet working again  
Lost your job or pay but are working again  
Lost some of your work or lost some income from your work and haven't regained it yet  
Lost some of your work or lost some income from your work but have regained it  
Don't know **[DO NOT READ]**

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 retirement savings or other investments
- b. Decrease in your income (IF ASKED: This includes retirement income)
- c. Your capacity to assist other family members financially
- d. Your capacity to pay your mortgage or rent
- e. Your capacity to pay your property taxes
- f. 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]**

# Questionnaire – cont'd

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

**[ROTATE ITEMS]**

The worst of the COVID-19 pandemic is behind us.  
I'm worried about re-opening too soon and needing to shut down again.  
I'm worried about a second wave of COVID-19.  
I believe we are using the right amount of caution to open services provided by The City of Calgary.  
I trust The City of Calgary to make the right choices to re-open its services.

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. Since restrictions resulting from the pandemic started being lifted on May 25, would you say your [INSERT ITEM] has improved, remained the same, or worsened? [IF IMPROVED OR WORSENERD] Is that a lot or a little? How about [INSERT NEXT ITEM]?

**[ROTATE ITEMS]**

Your mental health  
Your physical health  
Your personal financial situation

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

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

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

**[IF CV26=ALWAYS OR NEVER, ASK CV26A]**

CV26a. Why do you [INSERT RESPONSE TO CV26] wear a face mask in public and confined spaces?

[OPEN-END]

**[IF CV26=USUALLY OR SOMETIMES, ASK CV26B]**

CV26b. Why do you not always wear a face mask in public and confined spaces?

[OPEN-END]

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

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

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

[OPEN-END]

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]

## Questionnaire – cont'd

CV32. As restrictions are lifted, do you plan to use any of the following in Calgary in the next two months? If it's something you wouldn't normally use, please choose "not applicable." The first is [INSERT FIRST ITEM]

[IF NECESSARY: The options are Yes, No, and Not Applicable. Please say "Not Applicable" if this is something you do not normally use.]

### [ROTATE ITEMS]

A Calgary Public Library  
A City of Calgary recreation centre, indoor pool or arena  
A City of Calgary recreation program (IF ASKED: fitness classes, daycamps, sports programs)  
Parks and pathways  
Calgary Transit, including buses and CTrains  
A City of Calgary landfill or recycling depot

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

CV33. As The City reopens its facilities and services, what are the most important measures to prevent the spread of COVID-19 that would make you feel more comfortable?

### [ACCEPT FIVE, DO NOT READ LIST]

Require staff to wear masks  
Require customers to wear masks  
Require staff to wear gloves  
Require customers to wear gloves  
Install more handwashing or hand sanitizer stations  
Limit number of customers at any time  
Placement markings to help with distancing  
Educational signage  
Pre-entry health screening  
Blocking off seating to help with distancing  
Installing plexiglass barriers  
Enforcement of physical distancing measures  
Other (please specify)  
Don't know [DO NOT READ]  
Prefer not to answer [DO NOT READ]

CV20. 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?

### [ROTATE]

The priority should be public health

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

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

CV37. If there's a second wave of COVID-19 and it is as strong as the first, which of the following do you think The City of Calgary should do regarding its facilities and services:

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

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

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

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

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

CV24. Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where "1" represents "very poor value" and "10" represents "very good value".

RECORD NUMBER [RANGE 1-10]

# Questionnaire – cont'd

CV23. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

- Increase taxes beyond current inflation rate – to expand services
- Increase taxes at current inflation rate – to maintain services at current levels
- Cut services – to maintain current tax level
- Cut services further – to reduce taxes
- None / 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?

## Questionnaire – cont'd

[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.]