



Calgary



# 2020 Citizen Perspectives Survey Report COVID-19 Snapshot 4

July 21, 2020

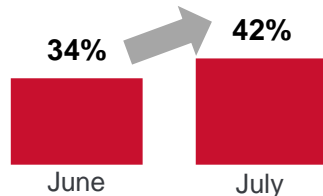
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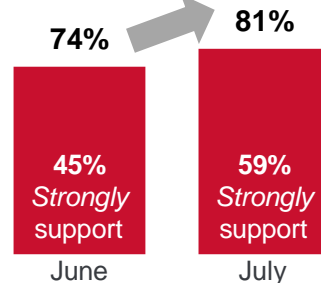
# Highlights at a Glance

## FACE MASKS\*

**Always** wear a face mask in public/confined spaces



**Support** mandatory face mask use in public/confined spaces



## THE CITY'S COVID-19 RESPONSE

**88%** Agree The City is taking precautions to prevent the spread of COVID-19 as it reopens its services



**86%** Satisfied with The City's response

**64%** Trust The City regarding its response

Suggestions for preventative measures for City facilities/services:

- 43%** Customers must wear a mask
- 38%** Staff must wear a mask
- 36%** Ensure physical distancing is followed
- 35%** More handwashing/hand sanitizer stations



## COVID-19 PANDEMIC IMPACTS

**67%** Find it **stressful** to be in public



**21%** Mental health worsened since lifting of restrictions



**87%** Think the pandemic is a **major threat** to Calgary's economy



**25%** Financial situation worsened since lifting of restrictions



**34%** Of those who lost some pay/income from their work haven't regained it yet



**37%** Of employed people who lost their job/income due to the pandemic are not yet working again

**28%** July  
**19%** June



Negative impact on their capacity to pay **mortgage/rent**

**19%** Negative impact on their capacity to pay **property tax**



\*Data collection occurred before the decision to enact the bylaw was made.

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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 fourth COVID-19 Snapshot survey.

## Methodology

The survey was conducted by Leger from July 2 to 10, 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 (17%) and cell phones (83%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 16.7 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 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 three Snapshots are shown for comparison purposes. Where a difference between Snapshots is statistically significant, it is noted with an arrow: ↓ or ↑

Statistically significant differences across demographics such as age groups and gender are noted in the Key Findings.

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

# Key Findings





## Key Findings

**The vast majority of Calgarians still agree that they're aware of the current efforts by The City to curb the spread of COVID-19 and that as The City reopens its services, it's taking precautions to limit the spread of the virus.**

- Nine-in-ten (90%) Calgarians agree that they're aware of The City's current efforts to limit the spread of COVID-19; however, the proportion who 'strongly agree' with this has declined from 63% in Snapshot 1 to 51% currently.
- Around nine-in-ten (88%) Calgarians agree that as The City reopens its services, it's taking precautions to limit the spread of COVID-19. This is on par with Snapshot 3, which is the first time respondents were asked about this.

**Calgarians continue to be satisfied with The City's COVID-19 response and consider it to have been helpful and quick enough.**

- Satisfaction with The City's COVID-19 response has remained consistent over the four Snapshots, with more than four-in-five (86%) Calgarians satisfied.
- More than four in five agree The City's response has been helpful (86%) and quick enough (84%).
- More females than males are satisfied with The City's response (90% vs. 82%, respectively) and that it's been helpful (89% vs. 83%).

## Key Findings – cont'd

**Calgarians continue to say they have enough information about The City's COVID-19 response and support available from The City and that information about its response has been clear.**

- More than four-in-five (85%) Calgarians agree they have enough information about what The City is doing to respond to COVID-19 and around three-quarters (77%) think they have enough information about support available from The City to individuals. Fewer agree they have enough information about support available to businesses (65%) and this is down from Snapshot 1 (78%).
- Nearly nine in ten (88%) agree that the information provided by The City has been clear.
- More males than females (33% vs. 22%) disagree that they have enough information about support available from The City to businesses.
- Calgarians aged 18 to 34 years are more likely than other Calgarians (35 or older) to agree that the information provided by The City has been clear (95% vs. 85% of 35 to 64 year olds and 85% of those aged 65 years or older) and that they have enough information about support available from The City to businesses (73% vs. 62% 35 to 64 and 59% 65 or older).

**The majority of Calgarians trust The City in terms of its COVID-19 response, although this appears to be trending down since Snapshot 1.**

- While the majority of Calgarians (64%) trust The City in terms of its COVID-19 response, this proportion appears to be trending down: 69% in Snapshot 1 to 66% in Snapshots 2 and 3 and 64% in this Snapshot.

## Key Findings – cont'd

**The vast majority of Calgarians continue to perceive the pandemic to be a major threat to Calgary's economy but are split about the threat level to the health of Calgary's population as a whole, day-to-day life in their community, their health and personal financial situation.**

- On par with the previous Snapshots, around nine-in-ten (87%) Calgarians say the pandemic is a major threat to Calgary's economy and most of the remaining Calgarians think it's a minor threat (10%).
- There is much less consensus about the threat level to:
  - The health of Calgary's population as a whole (50% major, 42% minor, 5% no threat);
  - Day-to-day life in their community (38% major, 51% minor, 10% no threat);
  - Their mental health (32% major, 50% minor, 18% no threat);
  - Their physical health (25% major, 54% minor, 2% no threat); and,
  - Their personal financial situation (29% major, 49% minor, 20% no threat).
- More females than males (91% vs. 84%) think the pandemic is a major threat to Calgary's economy while more males than females (13% vs. 7%) see it as a minor threat.
- Females are more likely than males (37% vs. 27%) to say the pandemic is a major threat to their mental health.
- More males than females (34% vs. 25%) think the pandemic is a major threat to their personal financial situation.
- Calgarians under the age of 65 years, a group most likely to be in the workforce, are twice as likely as seniors (65 or older) to say the pandemic is a major threat to their personal financial situation (32% of 18 to 34 year olds and 31% of those 35 to 64 vs. 14% of seniors).
- More younger Calgarians (64 years or younger) than seniors (65 or older) perceive a major threat to their mental health (40% 18 to 34 and 31% 35 to 64 vs. 18% seniors). Conversely, more seniors than younger Calgarians think the pandemic is not a threat at all to their mental health (36% seniors vs. 13% 18 to 34 and 15% 35 to 64) or their physical health (29% seniors vs. 19% 18 to 34 and 18% 35 to 64).



## Key Findings – cont'd

**Although Calgarians continue to be concerned about themselves or a household member becoming ill from COVID-19, more are concerned about other family or friends who don't live in their household.**

- Around three-in-five (62%) Calgarians are concerned about themselves becoming ill from COVID-19 and two thirds (66%) are concerned about someone in their household, consistent with the first three Snapshots. Fewer are 'very concerned' than 'somewhat concerned' about themselves while concern about someone in their household is evenly split between 'very' and 'somewhat.'
- Four in five (80%) are concerned, split evenly between 'very' and 'somewhat,' about other family or friends who don't live in their household. This is down from 85% in Snapshots 1 and 2 but on par with Snapshot 3.
- Not surprisingly, more seniors (aged 65 or older) than younger Calgarians (under 65) are 'very concerned' about themselves becoming ill from COVID-19 (41% vs. 23% 18 to 34 and 25% 35 to 64).

**Many Calgarians, particularly females, say they find it stressful to be out in public during the pandemic, although more say it's 'somewhat' rather than 'very' stressful.**

- Two-thirds (67%) of Calgarians say they find it stressful when they're out in public during the pandemic; however, one half (50%) say it's 'somewhat stressful,' compared to around one in five (17%) finding it 'very stressful.'
- More females than males (74% vs. 59%) find it stressful, with the difference largely resulting from a difference in ratings of 'somewhat' (56% females vs. 44% males) rather than 'very' (18% females vs. 15% males).
- Residents of the northeast (NE) quadrant are more likely than those in the southeast (SE) and southwest (SW) quadrants (78% vs. 60% and 64%, respectively) to say it's stressful to be out in public (the difference between northeast and northwest (NW) residents is not statistically significant).

## Key Findings – cont'd

**More Calgarians reported changes to their mental health than to their physical health since the lifting of restrictions due to COVID-19 began on May 25 and the proportions reporting negative changes are higher than in the last Snapshot.**

- Following the lifting of restrictions beginning on May 25, more than one-in-ten (15%) Calgarians say their physical health has improved while one in five (22%) say the same about their mental health.
- One in ten (12%) report that their physical health has worsened since restrictions started being lifted, up from 8% in the last Snapshot, and one in five (21%) say their mental health has worsened, up from 15% in the last Snapshot.
- Despite more females than males thinking the pandemic is a major threat to their mental health (see page 8), there are no gender differences in terms of reported changes in mental health.
- Calgarians aged 64 years or younger are more than twice as likely as seniors (65 or older) to say that since restrictions started being lifted, their mental health has improved (24% 18 to 34 and 24% 35 to 64 vs. 10% 65 or older). Seniors are much more likely to say their mental health has stayed the same (77% vs. 55% 18 to 34 and 53% 35 to 64).

**The majority of Calgarians report that their personal financial situation has either stayed the same or worsened since restrictions started being lifted.**

- Seven-in-ten (69%) Calgarians say their personal financial situation has stayed the same since before restrictions began being lifted on May 25 and one quarter (25%) say it's worsened, up from 17% in the last Snapshot.
- More males than females (32% vs. 18%) report their financial situation has worsened while more females than males say it's remained the same (76% vs. 62%).
- Seniors (aged 65 or older) are more likely than others to say their financial situation has stayed the same (82% vs. 69% 18 to 34 and 65% 35 to 64) and less likely to say it's improved (1% vs. 7% 18 to 34 and 6% 35 to 64).

## Key Findings – cont'd

**Among Calgarians who were employed at the beginning of the pandemic but experienced a job or income loss because of it, the majority either lost their job and aren't yet working again or lost some pay/income from their job and haven't regained it yet.**

- Among the three-quarters (77%) of Calgarians who were employed at the beginning of the pandemic, around one half (47%) experienced job or income loss due to the pandemic. Of these Calgarians, one third (34%) lost some pay/income from work and haven't regained it yet and around one in ten (13%) lost some pay/income but have regained it. Around two in five (37%) lost their job permanently (22%) or temporarily (15%) and are not yet working again while one in ten (12%) are working again.
- Among those who were employed at the beginning of the pandemic, more seniors (aged 65 or older) than younger Calgarians (18 to 64) experienced a job or income loss as a result of the pandemic (70%\* vs. 47% 18 to 34 and 46% 35 to 64).
- Compared to those living in the SW and NW, more residents of the NE and SE who lost their job or pay are working again (22% NE and 21% SE vs. 6% SW and 5% NW).

\*Caution: Based on small sample size

## Key Findings – cont'd

**The proportions of Calgarians reporting negative impacts of the pandemic on their retirement savings/other investments, income, capacity to assist other family members financially, capacity to pay bills on time and capacity to pay their property tax have remained relatively consistent since the first Snapshot.**

- There's been no statistically significant changes in the proportions of Calgarians saying they've experienced negative impacts on their retirement savings/other investments (55%), income (50%), capacity to help other family members financially (43%), and capacity to pay bills on time (22%).
- After a decrease in the proportion of Calgarians reporting a negative impact on their capacity to pay their mortgage/rent, from 27% in Snapshot 2 to 19% in Snapshot 3, it's jumped back up to 28%.
- Among Calgarians with retirement savings/other investments, those between the ages of 18 and 34 are less likely than their older counterparts to say the pandemic had a negative impact on these savings/investments (39% vs. 62% 35 to 64 and 60% 65 or older).
- Fewer seniors (65 or older) than other Calgarians say their income decreased as a result of the pandemic (35% vs. 53% 18 to 34 and 52% 35 to 64).
- Among those who financially assist other family members, more NE residents than those in the SW and SE experienced a negative impact on their capacity to do this (58% vs. 37% SW and 36% SE; the difference between NE and NW residents is not statistically significant).
- Among Calgarians with mortgage or rent payments, more younger Calgarians (aged 18 to 64 years) than seniors say their capacity to make their payments was negatively impacted by the pandemic (34% 18 to 34 and 28% 35 to 64 vs. 11% 65 or older).
- The capacity to pay property taxes has been negatively impacted for more males than females (23% vs. 15%) while capacity to pay bills on time has been negatively impacted for more females than males (27% vs. 18%).

## Key Findings – cont'd

**Self-reported consistent use of face masks in public and confined spaces is up from the last Snapshot, as is support for mandatory face mask use.\***

- The proportion of Calgarians reporting that they always wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit is up eight percentage points (from 34% to 42%) from Snapshot 3, while the proportion saying they never wear one dropped from 18% to 13%.
- More seniors (65 or older) than other Calgarians (18 to 64) say they always wear a face mask in public and confined spaces (62% vs. 32% 18 to 34 and 42% 35 to 64) while Calgarians between the ages of 18 and 64 are more than twice as likely as seniors to say they sometimes wear a face mask (29% 18 to 34 and 23% 35 to 64 vs. 10% 65 or older).
- Calgarians who live with a senior are more likely than others (60% vs. 38%) to report always wearing a face mask in public and confined spaces.
- Four-in-five (81%) Calgarians support ('strongly' or 'somewhat') making face masks mandatory in public and confined spaces, up from three quarters (74%) in Snapshot 3. The proportion saying they 'strongly support' this jumped from less than one half (45%) to three in five (59%) while those who 'somewhat support' dropped from three in ten (29%) to one in five (21%). The proportion who 'somewhat oppose' mandatory face mask use also dropped, from 14% in Snapshot 3 to 9% in this Snapshot.
- Although there isn't a statistically significant difference between age groups in terms of overall support ('strongly' plus 'somewhat' support), more seniors than Calgarians aged 18 to 64 'strongly support' mandatory face mask use (72% vs. 57% 18 to 34 and 57% 35 to 64). The same is true for those with a senior in the household, with three quarters (74%) saying they 'strongly support' mandatory face mask use, compared to just over one-half (56%) of those who don't live with a senior.

\*Data collection occurred before the decision to enact the bylaw was made.

## Key Findings – cont'd

**The majority of Calgarians continue to prefer that government decision-makers balance public health and economic considerations when deciding how to reopen the economy.**

- Three-in-five (61%) Calgarians say that government decision-makers should balance the importance of public health and the economy equally when making decisions about reopening the economy, three in-ten (31%) prefer that public health be prioritized and one in ten (8%) think the economy should be the priority.
- Four times as many males as females (12% vs. 3%) think the priority should be the economy.
- Compared to Calgarians aged 35 to 64 years, more younger Calgarians (aged 18 to 34 years) and seniors (65 or older) think the priority should be public health (37% 18 to 34 and 36% 65 or older vs. 25% 35 to 64).

**While the vast majority of Calgarians plan to use parks and pathways this summer, fewer intend to use other types of indoor and outdoor City facilities and services.**

- Among Calgarians who would normally use parks and pathways in the city, the vast majority (92%) plan to use them this summer. Of those who would use City landfills or recycling depots, three quarters (76%) say they'll use them this summer.
- Other indoor and outdoor City facilities or services that the majority of its users plan to visit this summer are public playfields such as a baseball diamond or soccer field (66%), a Calgary public library (64%), outdoor recreation areas such as a basketball court, skatepark or tennis court (62%), and outdoor playgrounds (61%).
- Facilities that will be used by one-half or fewer of its regular users are City of Calgary golf courses (53%), City of Calgary recreation centres, indoor pools or arenas (53%), Calgary Transit, including buses and C-Trains (48%), outdoor wading pools or spray parks (40%), City of Calgary recreation programs (38%), and outdoor public pools, not including a wading pool or spray park (32%).



## Key Findings – cont'd

**Calgarians' suggestions for measures The City could take to limit the spread of COVID-19 as its facilities and services reopen include customers and staff being required to wear masks, enforcing physical distancing, and providing handwashing or hand sanitizer stations.**

- Respondents were asked what they think (in their own words) are the most important measures The City can take to prevent the spread of COVID-19 as it reopens its facilities and services. The top mentioned responses were to require customers to wear a mask (43%), require staff to wear a mask (38%), enforce physical distancing measures (36%), and install more handwashing or hand sanitizing stations (35%).
- More females than males say The City should enforce physical distancing measures as it reopens its facilities and services (42% vs. 30%), install more handwashing or hand sanitizing stations (41% vs. 29%), and implement pre-entry health screening (8% vs. 2%).
- Residents of the NE quadrant are more likely than those living in the SE and NW to mention enforce physical distancing measures (49% vs. 26% SE and 34% NW; the difference between NE and SW is not statistically significant).
- Compared to residents of the SW and NE, more SE and NW residents say more frequent cleaning of public spaces would make them feel more comfortable as The City reopens its facilities and services (12% SE and 9% NW vs. 3% NE and 3% SW).
- Calgarians with a senior (65 or older) in the household are more likely than others who don't live with a senior to suggest limiting the number of customers at a time (20% vs. 11%) and requiring staff to wear gloves (11% vs. 2%).

## Key Findings – cont'd

**Most Calgarians didn't switch from accessing City services in person or by calling 311 to accessing them online or via an app since the beginning of the pandemic.**

- Fewer than one-in-ten (7%) Calgarians used a City service online or through a mobile app that they would normally have used in person or by calling 311. Of these respondents, bus schedule/Transit information, recreation services enquiries, and contacting 311 (no specific reason given) were the top three reasons/services at 16%, 15% and 14%, respectively.
- Due to a small sample size, satisfaction ratings with their experience can't be reported; however, qualitatively speaking, respondents who accessed a service online or via an app were mostly very or somewhat satisfied with the experience. The reasons for being satisfied included that it was quick and effective, easy to use, they were able to find the answers to their questions, they were provided with good customer service, and response time was quick.

## Key Findings – cont'd

**A slight majority of Calgarians rate the value they receive for their property tax dollars as good and around one-half think The City should increase taxes to maintain or expand services rather than cutting services.**

- Slightly more than one-half (56%) of Calgarians rate the value they feel they receive from their municipal property tax dollars as good while just over one in ten (15%) rate it as poor.
- Twice as many males as females (20% vs. 10%) rate the value for property tax dollars as poor.
- Calgarians aged 35 years or older are more likely than 18 to 34 year olds to rate the value as poor (19% 35 to 64 and 17% 65 or older vs. 7% 18 to 34).
- Around one-half of Calgarians (52%) prefer The City balance taxation and service delivery levels by increasing taxes, although most of these respondents (47%) prefer taxes be increased at the current inflation rate to maintain service levels while only one in twenty (5%) would like taxes increased beyond the current inflation rate in order to expand services.
- Two in five (40%) prefer The City cut services, with one quarter (24%) saying to cut services to maintain the current tax level and more than one in ten (16%) opting for cutting services further to reduce taxes.
- More females than males (58% vs. 46%) would like The City to increase taxes (mainly increase taxes at the current inflation rate) while males are more likely than females (46% vs. 33%) to prefer cutting services.
- Calgarians aged 35 years or older are more likely than 18 to 34 year olds to prefer The City cut services further to reduce taxes (19% 35 to 64 and 21% 65 or older vs. 8% 18 to 34).
- More residents of the NE than the other three quadrants responded “none/don’t know” (16% NE vs. 7% SW, 6% SE and 6% NW).

# Detailed Findings







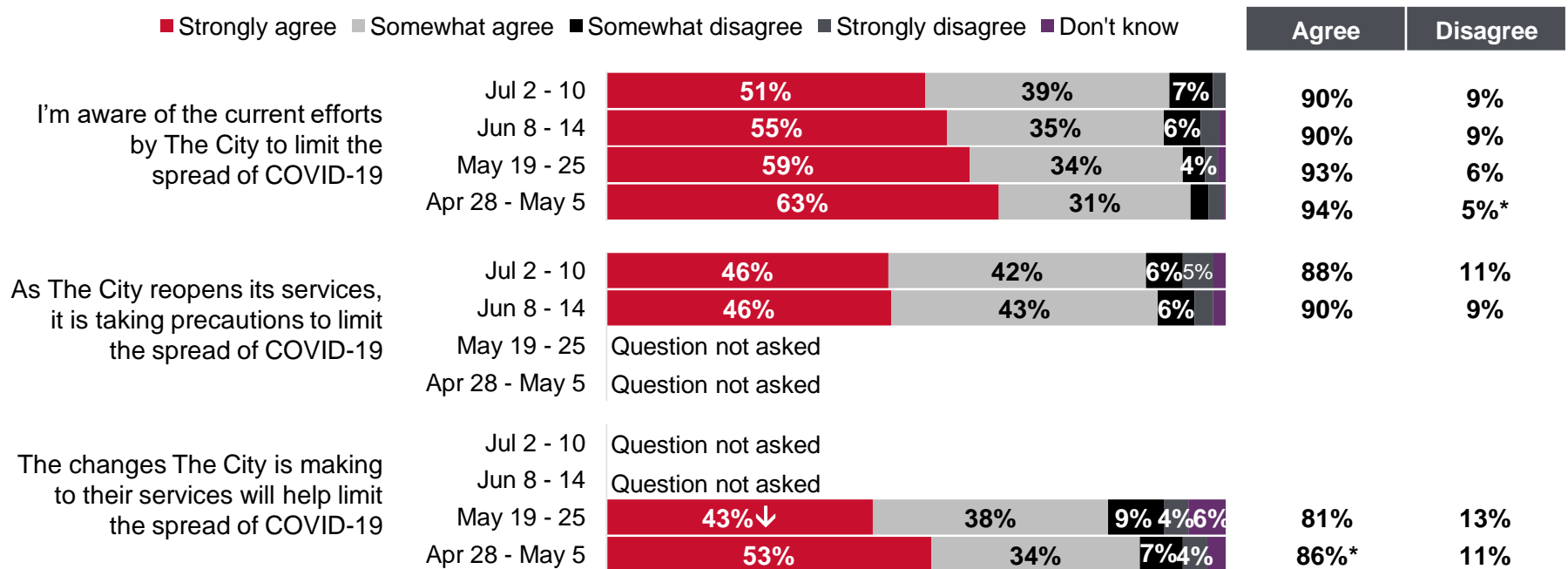
## Opinions about The City's COVID-19 Response and Information

# Information about The City's COVID-19 Response

Overall, the proportion of Calgarians that agree they're aware of The City's current efforts to limit the spread of COVID-19 is consistent with the last Snapshot (90%) although ratings of 'strongly agree' have been trending down since the first Snapshot survey while ratings of 'somewhat agree' are trending up. Calgarians continue to agree that as The City reopens its services, it's taking precautions to limit the spread of the virus (88%).

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

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



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

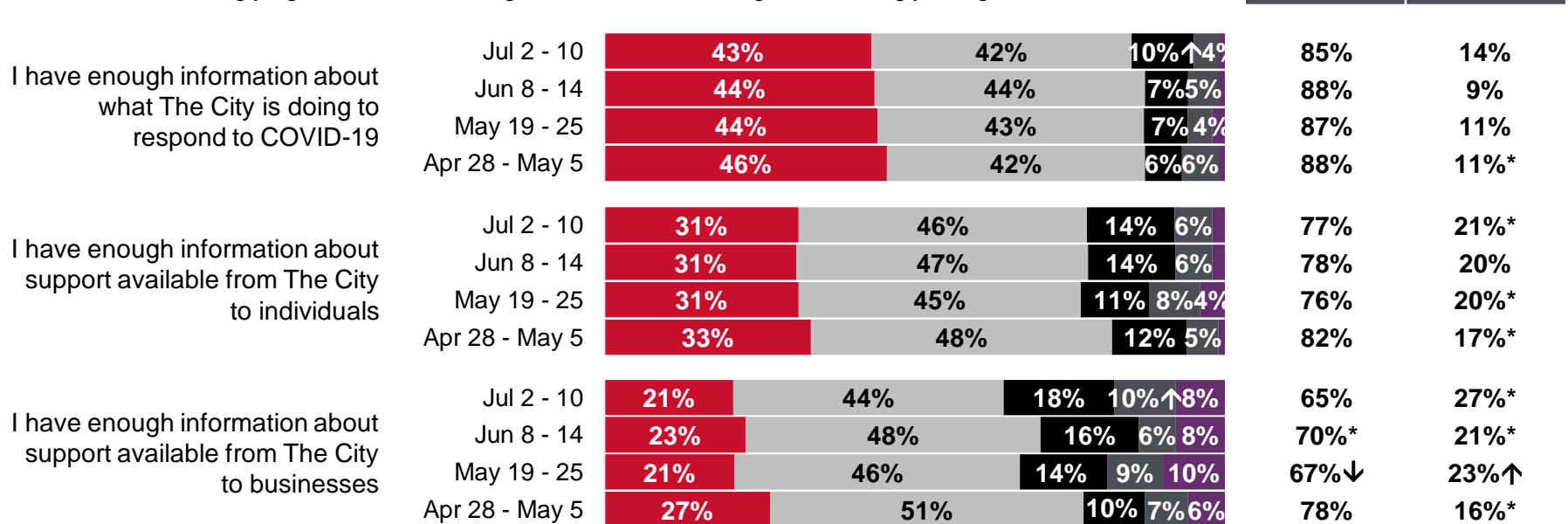


# Information about The City's COVID-19 Response

On par with the previous Snapshots, Calgarians generally think they have enough information about what The City is doing to respond to COVID-19 (85% agree) and about support available from The City to individuals (77%) and, to a lesser extent, to businesses (65%).

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

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



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 (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

Consistent with the last Snapshot, nearly all Calgarians (98%) agree that they understand what they're supposed to do to limit the spread of COVID-19 and the vast majority (88%) agree the information provided by The City has been clear. The City's response has been helpful (86%) and quick enough (84%).

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

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

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know					Agree	Disagree
I understand what I'm supposed to do to limit the spread of COVID-19	Jul 2 - 10	<div><div>85%</div><div>14%</div><div></div></div>			98%*	1%
	Jun 8 - 14	<div><div>85%</div><div>13%</div><div></div></div>			97%*	2%
	May 19 - 25	<div><div>83%↓</div><div>14%↑</div><div></div></div>			97%	3%
	Apr 28 - May 5	<div><div>90%</div><div>8%</div><div></div></div>			98%	2%
The information provided by The City has been clear	Jul 2 - 10	<div><div>44%</div><div>44%</div><div>7%4%</div></div>			88%	11%
	Jun 8 - 14	<div><div>45%</div><div>42%</div><div>8%4%</div></div>			87%	12%
	May 19 - 25	<div><div>44%↓</div><div>40%</div><div>9%5%</div></div>			83%*↓	14%↑
	Apr 28 - May 5	<div><div>52%</div><div>38%</div><div>5%4%</div></div>			90%	9%
The City's response has been helpful	Jul 2 - 10	<div><div>46%</div><div>40%</div><div>8%5%</div></div>			86%	13%
	Jun 8 - 14	<div><div>48%</div><div>39%</div><div>7%5%</div></div>			87%	12%
	May 19 - 25	<div><div>48%</div><div>42%</div><div>5%</div></div>			90%	8%
	Apr 28 - May 5	<div><div>51%</div><div>39%</div><div>6%</div></div>			90%	9%
The City's response has been quick enough	Jul 2 - 10	<div><div>45%</div><div>39%</div><div>10%5%</div></div>			84%	14%*
	Jun 8 - 14	<div><div>47%</div><div>38%</div><div>9%5%</div></div>			85%	14%
	May 19 - 25	<div><div>41%</div><div>40%</div><div>10%6%</div></div>			81%	17%*
	Apr 28 - May 5	<div><div>42%</div><div>39%</div><div>12%7%</div></div>			81%	18%*

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.

Note: 3% and lower not labelled

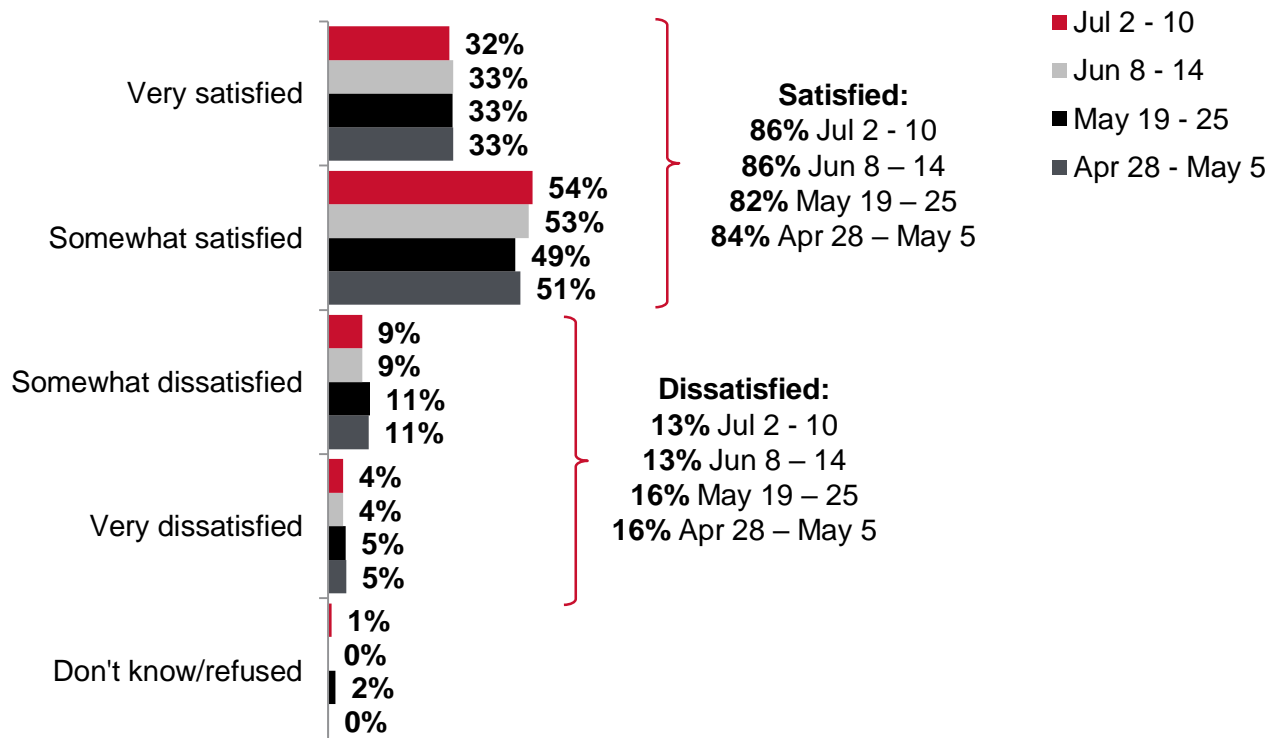
\*Rounding

Base: All respondents (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

Calgarians' satisfaction with The City's COVID-19 response continues to be high, with the majority (86%) saying they're satisfied (32% 'very' and 54% 'somewhat').

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



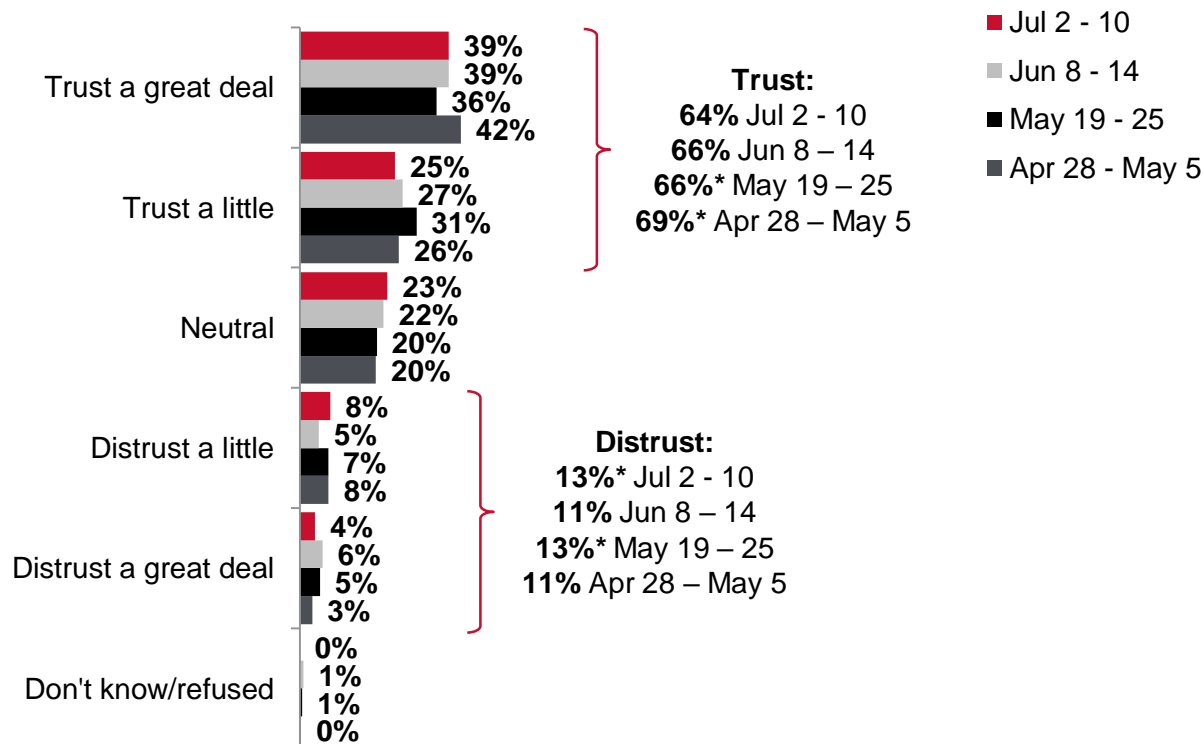
Overall, how satisfied are you with The City's COVID-19 response?

Base: All respondents (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

Trust in The City regarding its COVID-19 response remains consistent with the previous Snapshots, with around two-thirds (64%) of Calgarians saying they trust The City (39% 'a great deal' and 25% 'a little'). Only a minority (13%) expresses distrust.

## 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?

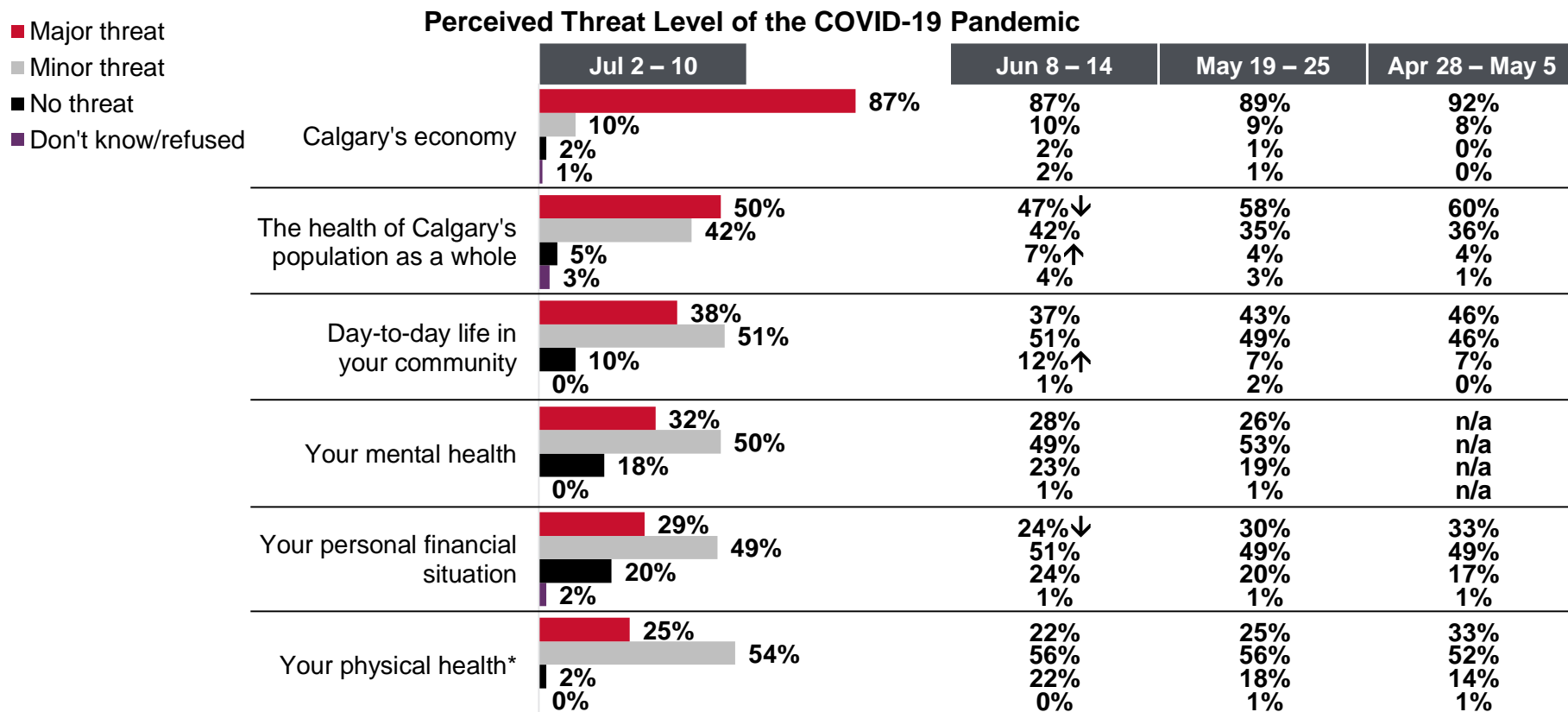
Base: All respondents (Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



## Concern about COVID-19 and the Pandemic

# Perceived Threat Level of COVID-19

On par with the last Snapshot, Calgarians are largely in consensus that the pandemic is a major threat to Calgary's economy (87%) while they are split on the threat level 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.



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

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

\*In COVID-19 Snapshot 1, the question asked about "personal health." In Snapshot 2, the question was revised to specify "mental health" and "physical health" separately.

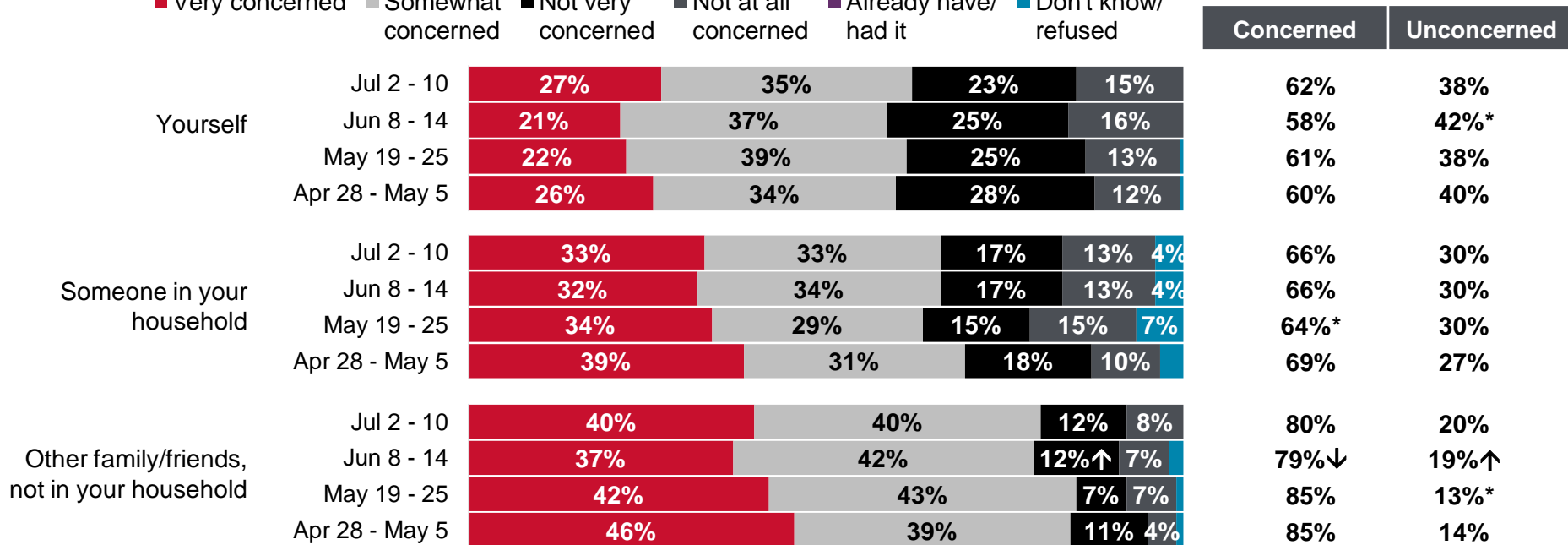


# Concern about Becoming Ill From COVID-19

The majority of Calgarians continue to be concerned about themselves (62%) or someone in their household (66%) becoming ill from COVID-19 but more are concerned about other family/friends who don't live with them (80%).

## Concern about Becoming Ill from COVID-19

■ Very concerned  
 ■ Somewhat concerned  
 ■ Not very concerned  
 ■ Not at all concerned  
 ■ Already have/had it  
 ■ Don't know/refused



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

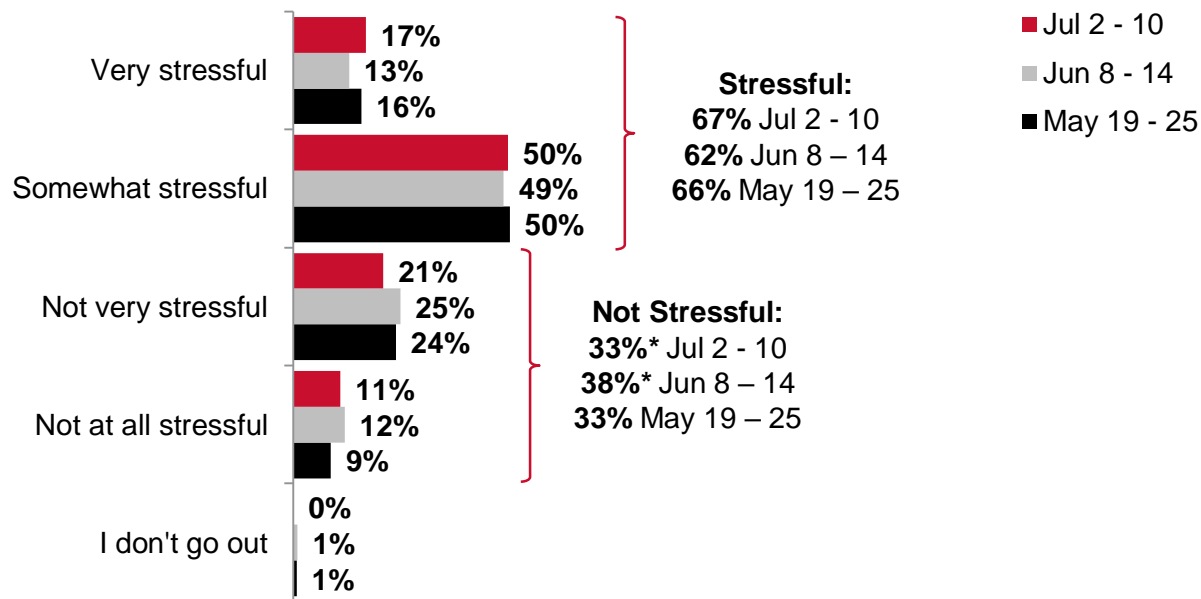
\*Rounding

Note: 3% and lower not labelled

# Stress Level When in Public During Pandemic

The majority of Calgarians (67%) continue to find it stressful to be out in public during the pandemic, with nearly one in five (17%) saying it's 'very stressful' and one half (50%) characterizing it as 'somewhat stressful.' Only one-in-ten Calgarians (11%) say it's 'not at all stressful' to be in public during the pandemic.

## Stress Level When in Public During the Pandemic



**New question beginning May 19**

\*Rounding

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

Base: All respondents (Jul 2 - 10, n=500; Jun 8 - 14, n=500; May 19 - 25, n=400)

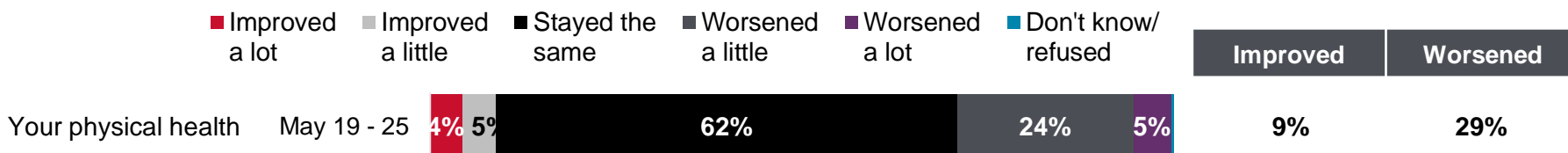


## Impacts of the COVID-19 Pandemic

# Changes in Physical Health

Prior to the lifting of restrictions beginning on May 25, three-in-ten Calgarians (29%) reported that their physical health had worsened since just before the pandemic started. Following the lifting of restrictions, a minority of Calgarians (16% in Snapshot 3 and 15% in Snapshot 4) reported an improvement in their physical health; however, the proportion saying it's worsened increased slightly from the last Snapshot, from 8% to 12%.

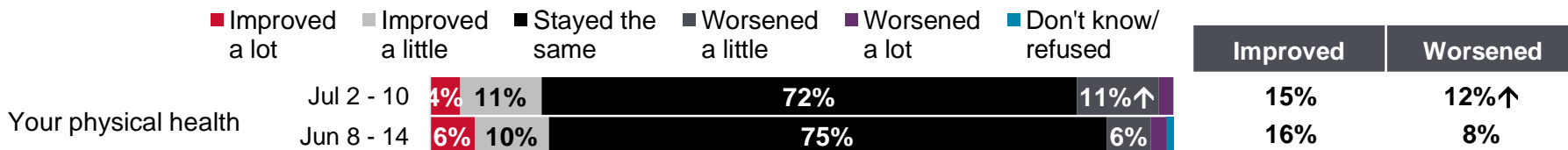
## Change in Physical Health From Just Before the Pandemic to Before Lifting of Restrictions on May 25



Compared to just before the pandemic started and restrictions were put in place, would you say your physical health has improved, remained the same, or worsened?

Base: All respondents (May 19 – 25, n=400)

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



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 (Jul 2 – 10, n=500; Jun 8 – 14, n=500)

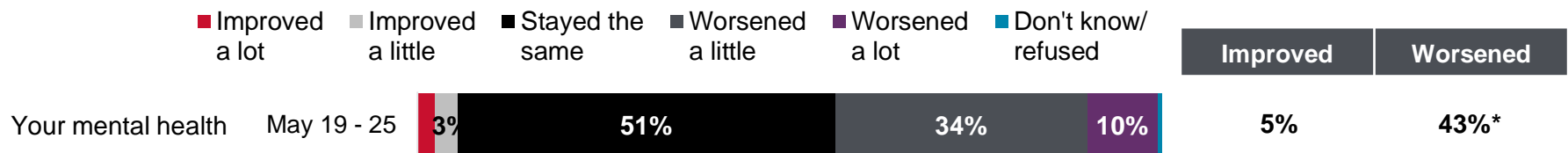
Note: 2% and lower not labelled



# Changes in Mental Health

Prior to the lifting of restrictions beginning on May 25, around four-in-five Calgarians (43%) reported that their mental health had worsened since just before the pandemic started. Following the lifting of restrictions, some said their mental health improved (24% in Snapshot 3 and 22% in Snapshot 4) while the proportion saying it's worsened increased from 15% in Snapshot 3 to 21% in Snapshot 4.

## Change in Mental Health Between From Just Before the Pandemic to Before Lifting of Restrictions on May 25

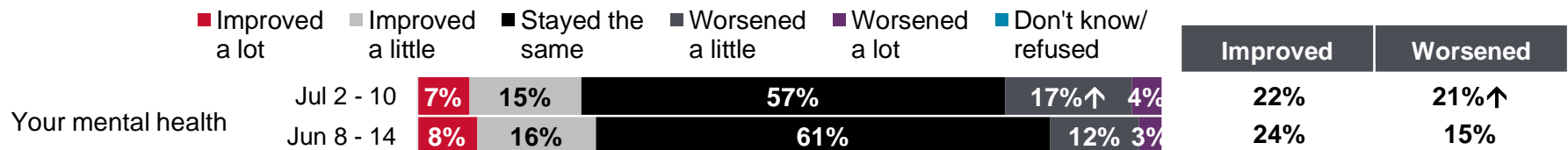


Compared to just before the pandemic started and restrictions were put in place, would you say your mental health has improved, remained the same, or worsened?

Base: All respondents (May 19 – 25, n=400)

\*Rounding

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



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?

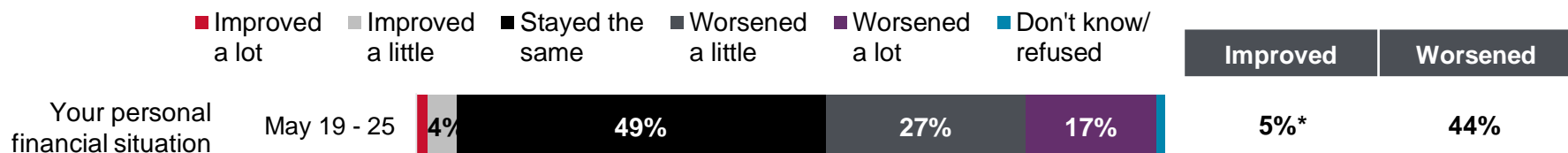
Base: All respondents (Jul 2 – 10, n=500; Jun 8 – 14, n=500)

Note: 2% and lower not labelled

# Changes in Personal Financial Situation

Prior to the lifting of restrictions beginning on May 25, around four-in-five Calgarians (44%) said their personal financial situation worsened since just before the pandemic started. Following the lifting of restrictions, fewer than one in ten (8% in Snapshot 3 and 6% in Snapshot 4) say it improved while the proportion saying it's worsened increased from 17% in Snapshot 3 to 25% in Snapshot 4.

## Change in Personal Financial Situation From Just Before the Pandemic to Before Lifting of Restrictions on May 25

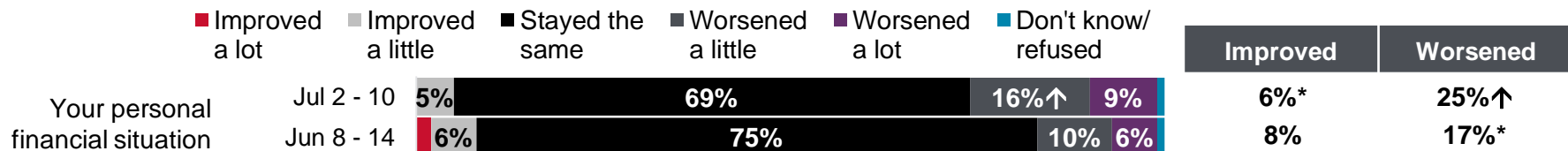


Compared to just before the pandemic started and restrictions were put in place, would you say your personal financial situation has improved, remained the same, or worsened?

Base: All respondents (May 19 – 25, n=400)

\*Rounding

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



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 (Jul 2 – 10, n=500; Jun 8 – 14, n=500)

Note: 2% and lower not labelled

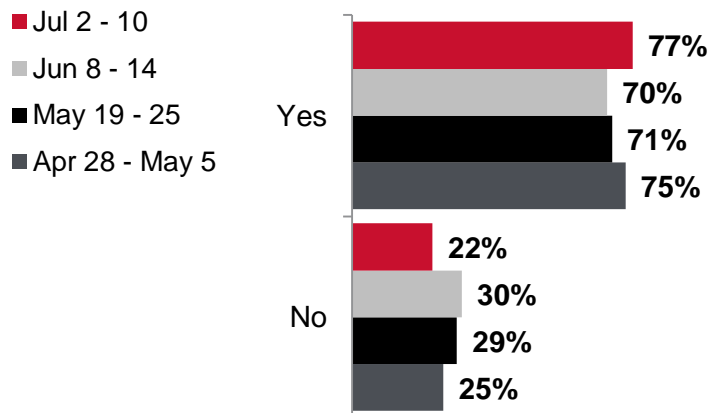


# Impacts to Employment

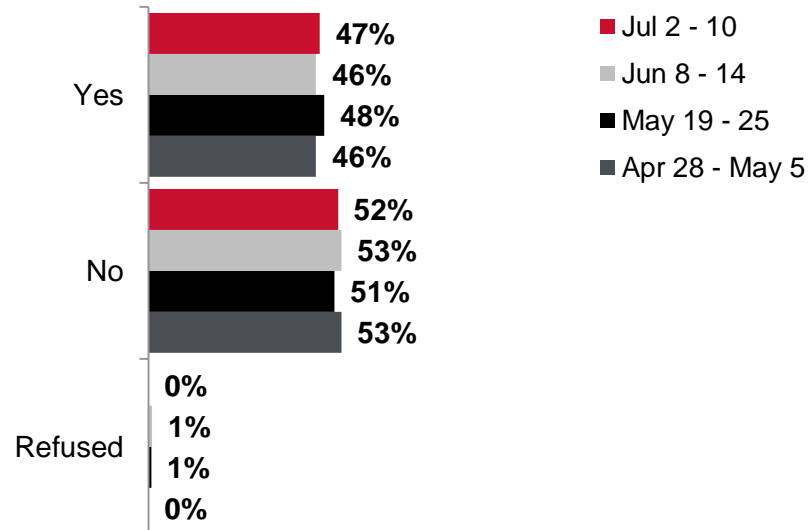
Around one-half (47%) of Calgarians who were employed at the beginning of the pandemic experienced job or income loss due to the pandemic.

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

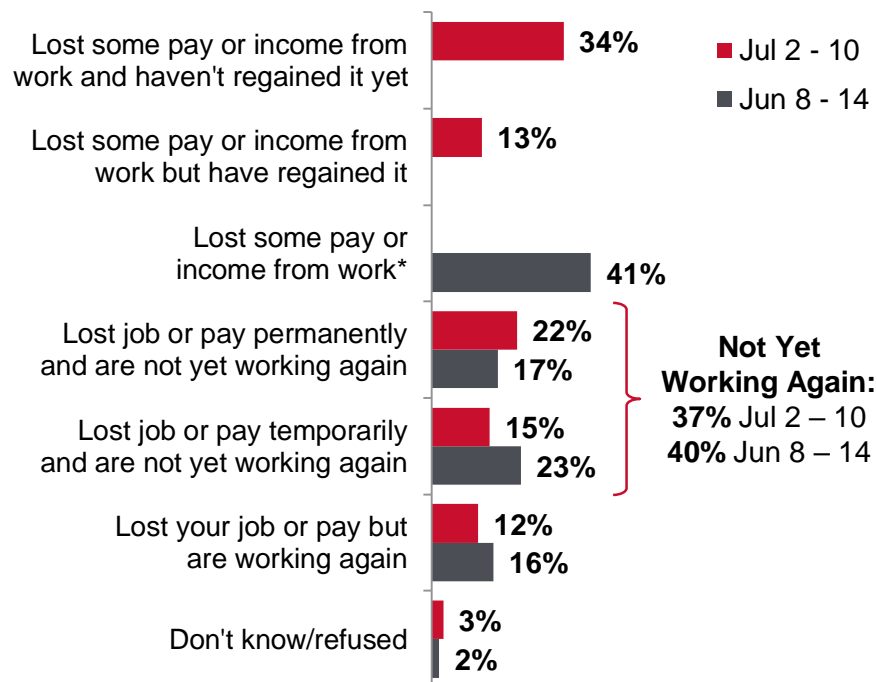
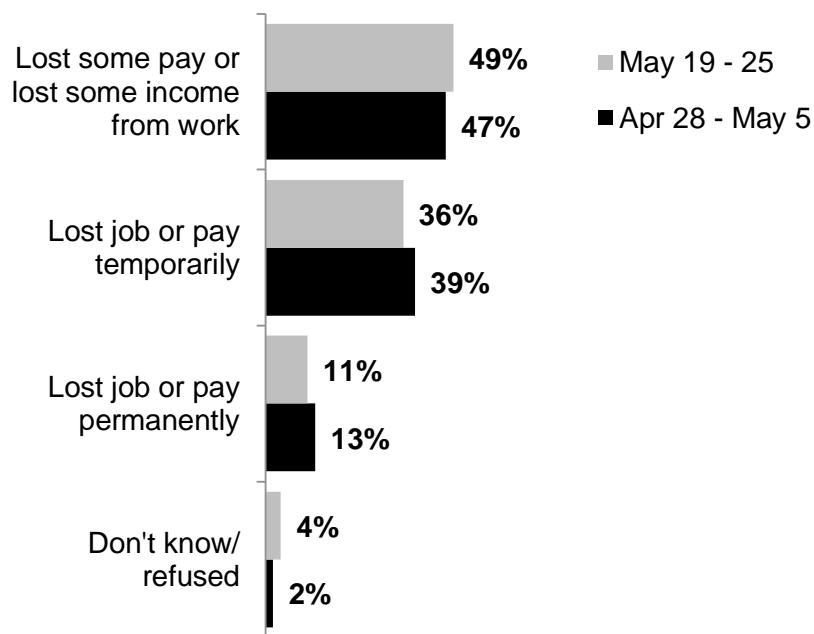
Have you experienced a job loss or income loss due to the COVID-19 pandemic?

Base: Respondents employed at the beginning of the pandemic  
(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 those who experienced job or income loss as a result of the pandemic, one third (34%) lost some pay or income and haven't regained it yet while around one in ten (13%) have regained it. Nearly four in five (37%) lost their job permanently (22%) or temporarily (15%) and are not yet working again and around one in ten (12%) lost their job or pay but are working again.

**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?

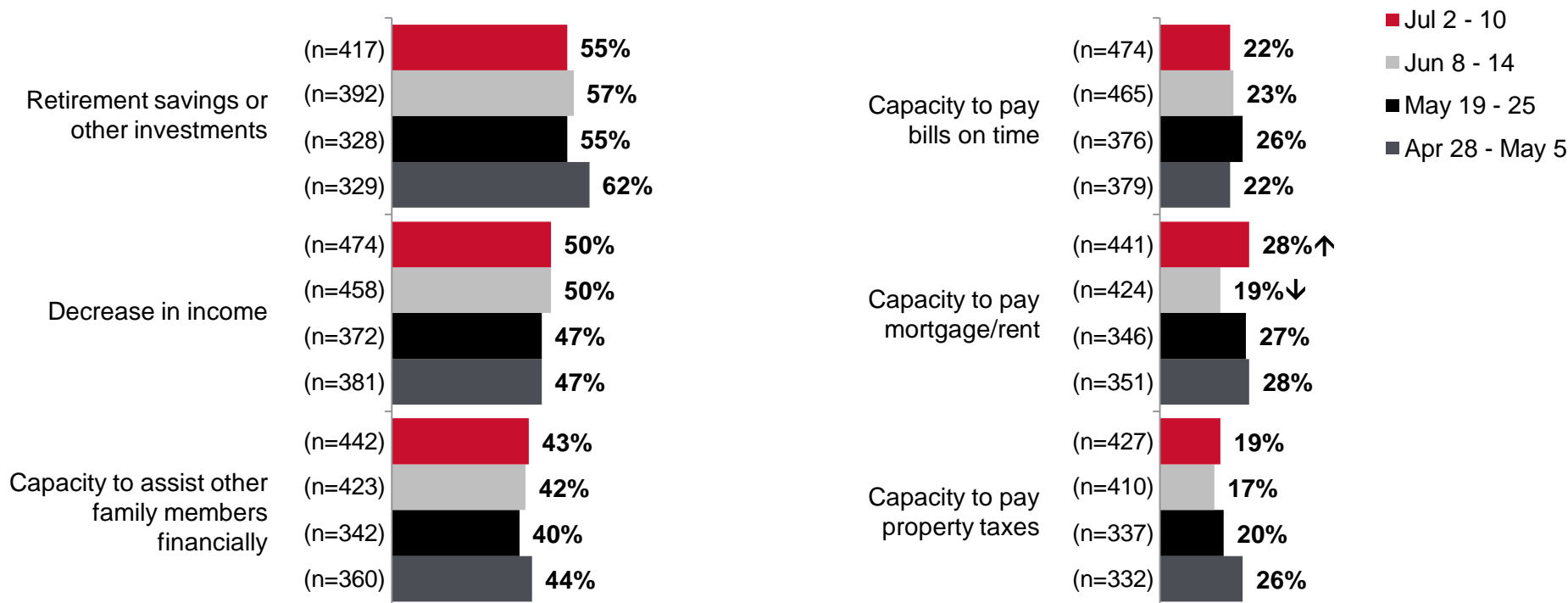
Base: Respondents who were employed at the beginning of the pandemic and experienced job or income loss as a result of the pandemic (Jul 2 – 10, n=173; Jun 8 – 14, n=151; May 19 – 25, n=124; Apr 28 – May 5, n=134)

\*In the current Snapshot, the option of “lost some pay or income from work” was split into the two separate options shown above it in the chart.

# Financial Impacts of COVID-19 Pandemic

Proportions of Calgarians reporting various negative financial impacts of the COVID-19 pandemic are on par with the last Snapshot with the exception of their capacity to pay their mortgage or rent. After a drop from 27% in Snapshot 2 (May 19 – 25) to 19% in Snapshot 3 (June 8 – 14), the proportion has risen to 28%.

**Negative Financial Impacts of COVID-19 Pandemic**  
(% yes of those to whom each is applicable)



Note: 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)



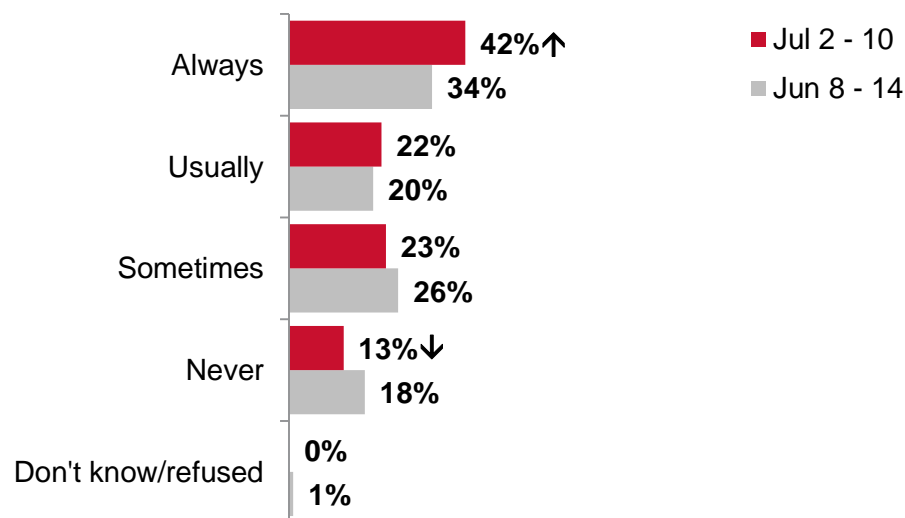
## Relaunch and Moving Forward

# Frequency of Wearing a Face Mask

Compared to the last Snapshot, the proportion of Calgarians reporting that they always wear a face mask in public and confined spaces increased from one third (34%) to four in five (42%). This was accompanied by a drop in Calgarians saying they never wear one in public and confined spaces, from 18% to 13%.

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

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



### 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?

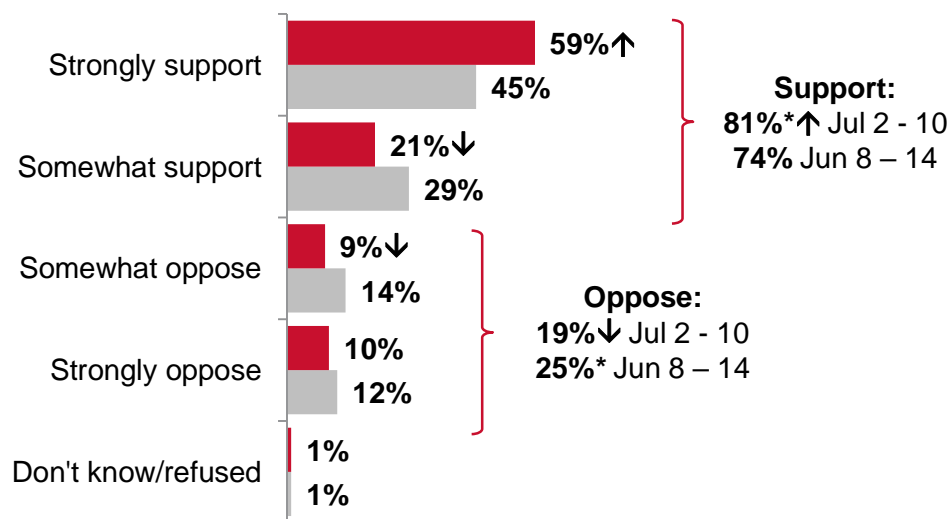
Base: All respondents (Jul 2 – 10, n=500; Jun 8 – 14, n=500)

# Support for Mandatory Face Masks

Support for mandatory wearing of face masks in public and confined spaces increased seven percentage points from the last Snapshot and now sits at four-in-five Calgarians (81%), owing to an increase in the proportion of Calgarians who 'strongly support' this idea (59%, up from 45% in the last Snapshot). Mandatory face mask use is still 'strongly opposed' by one-in-ten (10%) Calgarians.

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

## Support for Making Face Masks Mandatory in Public/Confined Spaces



\*Rounding

### 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?

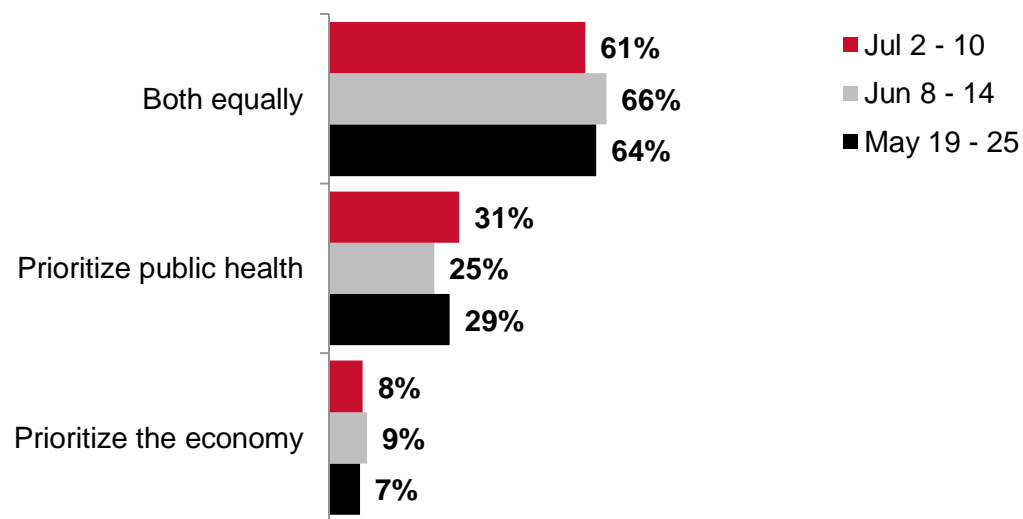
Base: All respondents (Jul 2 – 10, n=500; Jun 8 – 14, n=500)



# Prioritizing Public Health vs. Economy

On par with the last two Snapshots, the majority (61%) of Calgarians prefer that government decision-makers balance the importance of both public health and the economy when making decisions about reopening the economy. Three in ten (31%) think public health should be prioritized over the economy while only around one in ten (8%) think the economy should be the priority.

## Opinions about Prioritizing Public Health vs. the Economy



### New question beginning May 19

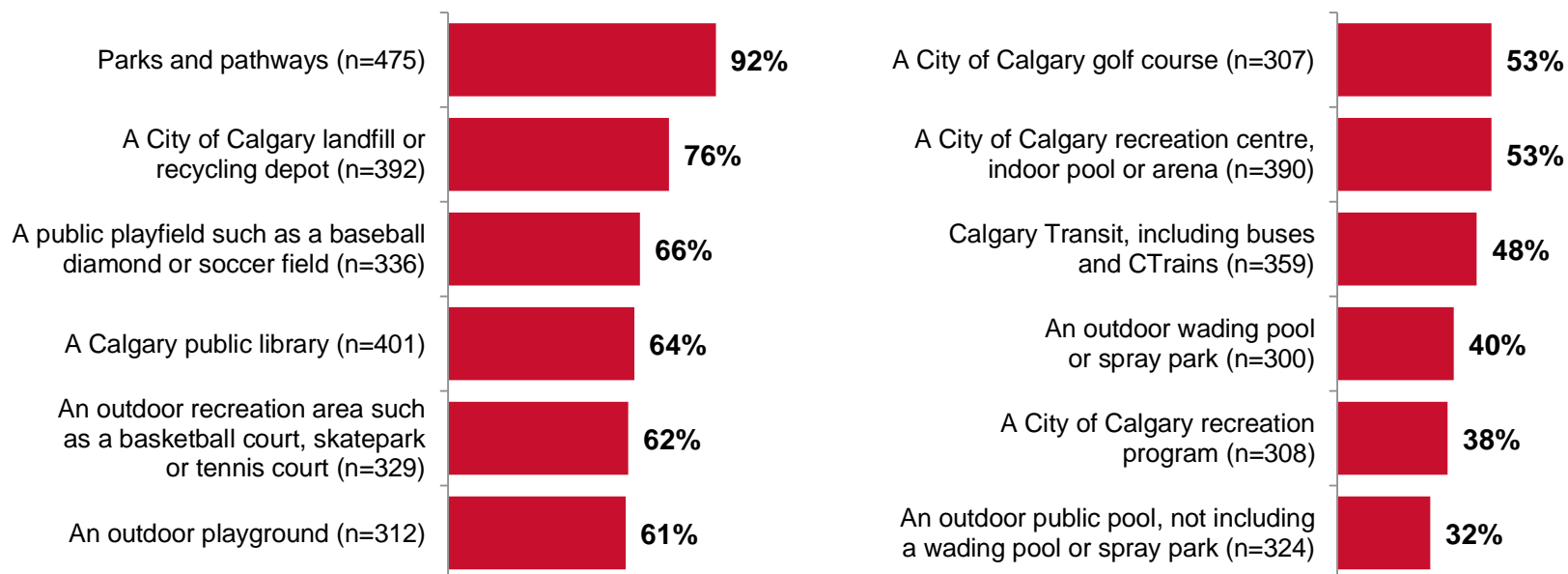
Government decision-makers have to balance the importance of public health and the economy when deciding how to reopen the economy. Do you think the priority should be public health, the economy, or both equally?

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

# Intention to Use City Services and Facilities

Among Calgarians who normally use parks and pathways, most (92%) plan to do so in the next two months. Fewer Calgarians plan to use other outdoor and indoor City services/facilities this summer, particularly outdoor public pools (32% of those who normally would use them), a City recreation program (38%), and an outdoor wading pool or spray park (40%).

**Intention to Use a City Service or Facility**  
(% yes of those who normally use it)



**New question beginning July 2**

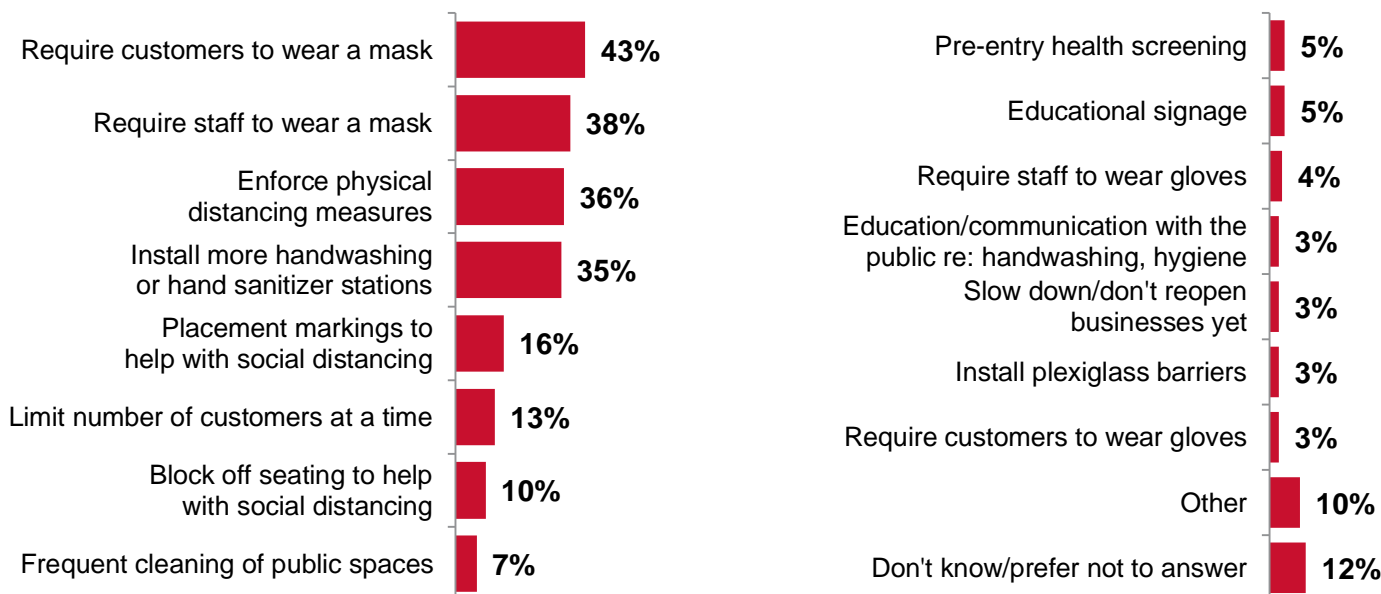
As restrictions are lifted, do you plan to use any of the following in Calgary in the next two months? If it's something you wouldn't normally use, please choose "not applicable."

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 about preventative measures that would make Calgarians feel more comfortable as The City reopens its facilities and services, the top mentions were requiring customers to wear a mask (43%), requiring staff to wear a mask (38%), enforcing physical distancing measures (36%), and installing more handwashing or hand sanitizer stations (35%).

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



Multiple mentions allowed

### New question beginning July 2

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? [NOTE: Response options were not read to the respondent. Respondents' answers were coded into themes.]

Base: All respondents (n=500)



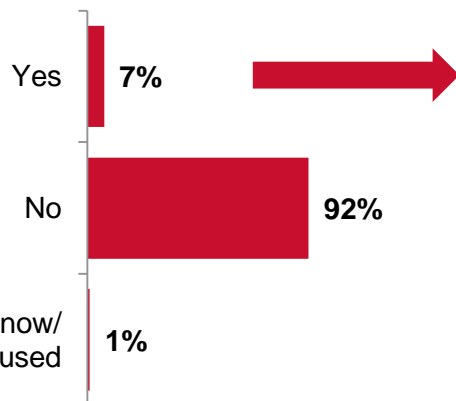
## Use of City Services Online During Pandemic

# Use of City Services Online Instead of In Person

Since the beginning of the pandemic, a small minority (7%) of Calgarians used a City service online or through a mobile app that they would normally have used in person or by calling 311. Of these respondents, bus schedule/Transit information, recreation services enquiries, and contacting 311 (no specific reason given) were the top three reasons/services at 16%, 15% and 14%, respectively.

## Used/Accessed City Service Online/via App Since Beginning of the Pandemic

(services they would normally have done in person or by calling 311)

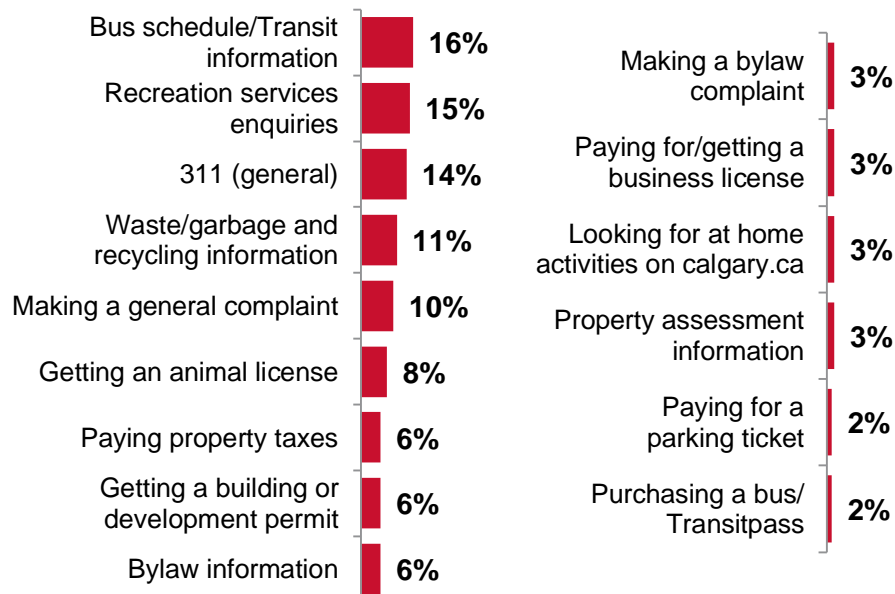


### New question beginning July 2

Since the beginning of the pandemic, have you used any City of Calgary services online, including using a City mobile app, that you would normally have done in person or by calling 311?

Base: All respondents (n=500)

## Services Used/Accessed Online/via App (% yes of those who used a City service online/via app\*)



Multiple mentions allowed

### New question beginning July 2

Which services did you use/access? [NOTE: Response options were not read to the respondent. Respondents' answers were coded into themes.]

Base: Respondents who used a City service online/via app (n=37\*)

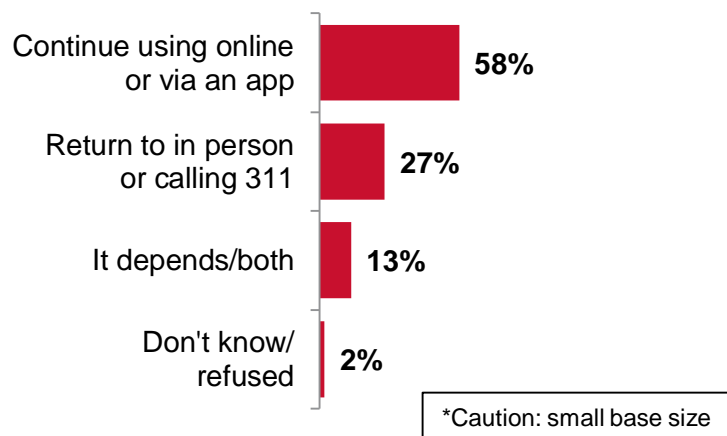
\*Caution: small base size

# Intention to Use City Services Online

Among Calgarians who used a City service online or via an app since the beginning of the pandemic but would normally have done so in person or by calling 311, around three in five (58%) say they'll continue using City services online or through an app. Around one quarter (27%) will return to using the services in person or by calling 311 and around one in-ten (13%) say it depends and/or both. Among other Calgarians, four in five (81%) say they'll consider using a City service online or via an app in the future.

## Intention to Use City Service Online/via App Again

(% yes of those who used a City service online/via app\*)



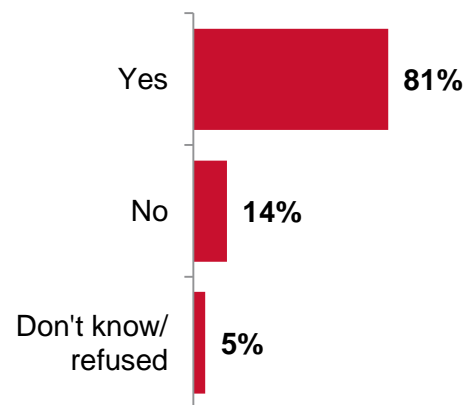
### New question beginning July 2

As restrictions are lifted and regular business resumes, do you plan to continue using City of Calgary services online or through an app, or return to accessing them in person or by calling 311?

Base: Respondents who used a City service online/via app, n=37\*

## Would Consider Using a City Service Online/via App in the Future

(among those who didn't use a City service online/via an app that they would normally do in person or by calling 311)



### New question beginning July 2

Would you consider using City of Calgary services online or through an app in the future?

Base: Respondents who didn't use a City service online/via app (n=456)

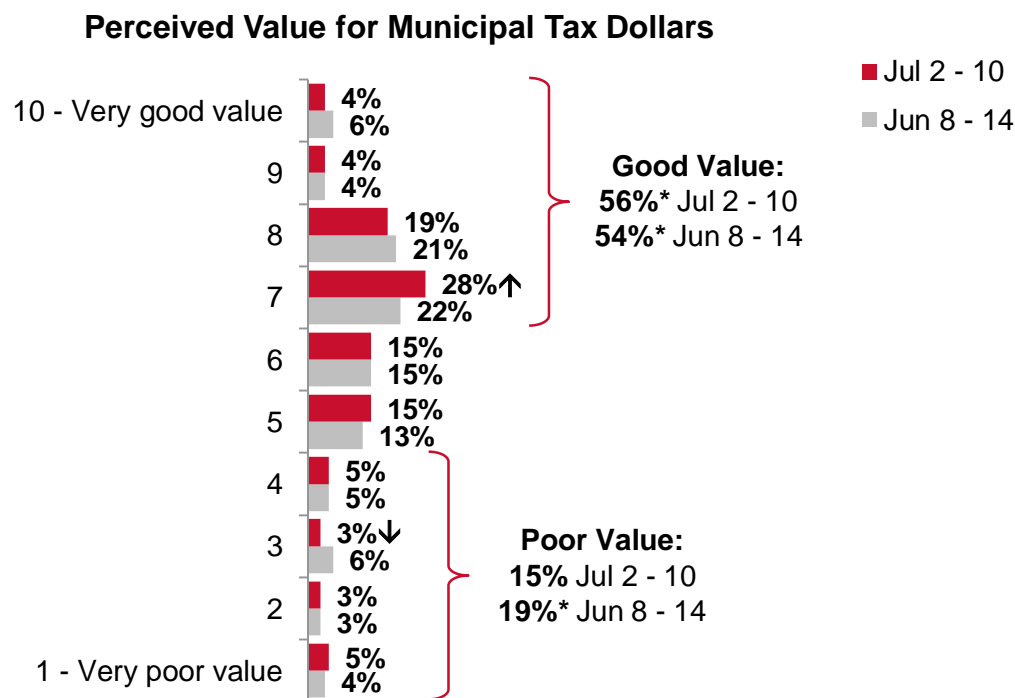




## City Taxation

# Perceived Value for Municipal Tax Dollars

Slightly more than one-half (56%) of Calgarians say they receive good value from their municipal property tax dollars, on par with results from the last Snapshot. Just over one in ten (15%) rate the value as poor.



\*Rounding

## New question beginning June 8

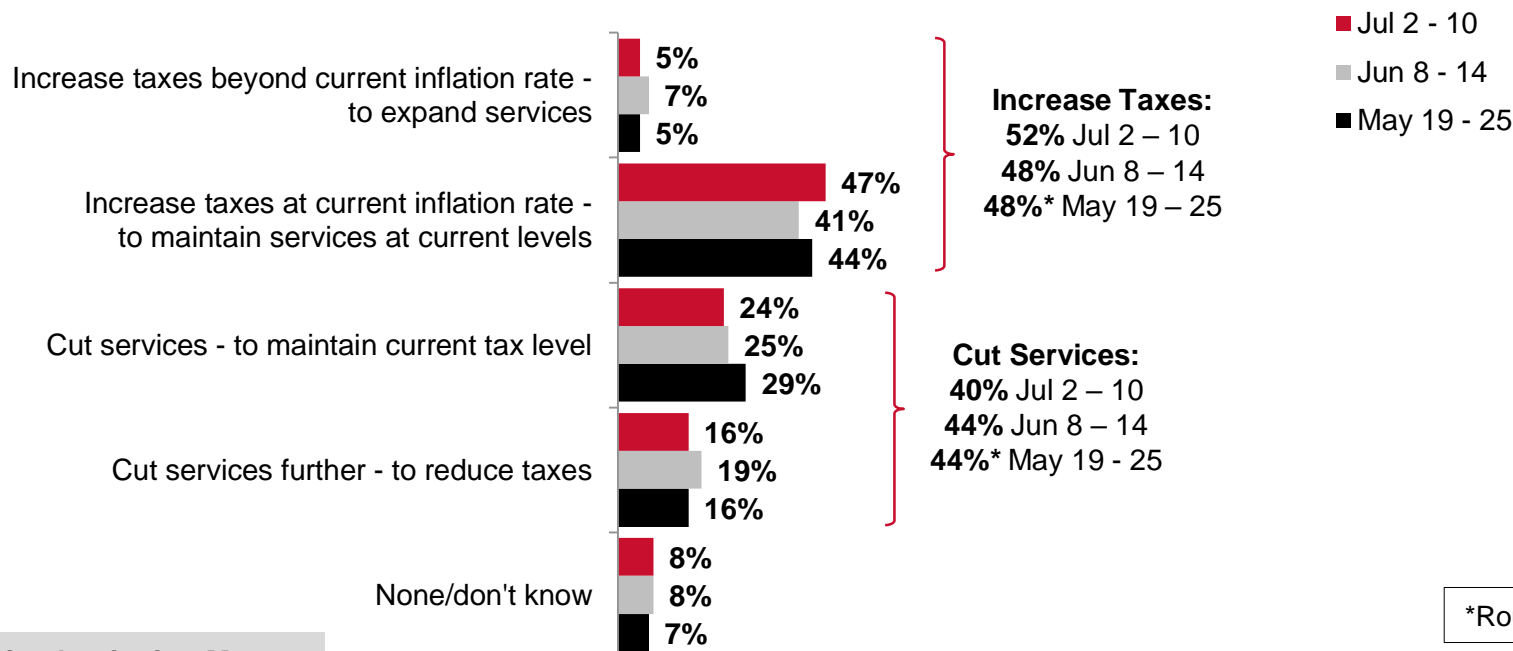
Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax 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 who answered “don’t know” (Jul 2 – 10, n=463; Jun 8 – 14, n=458)

# Balancing Taxation and Service Delivery Levels

Consistent with the last two Snapshots, around one-half (47%) of Calgarians would like The City to balance taxation and service delivery levels by increasing taxes at the current inflation rate to maintain current service levels. Only one in twenty (5%) would prefer The City increase taxes beyond the inflation rate in order to expand services. Cutting services to maintain the current tax level is the preferred option of one quarter (24%) while cutting services further to reduce taxes is the preference of just more than one in ten (16%).

## 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.]

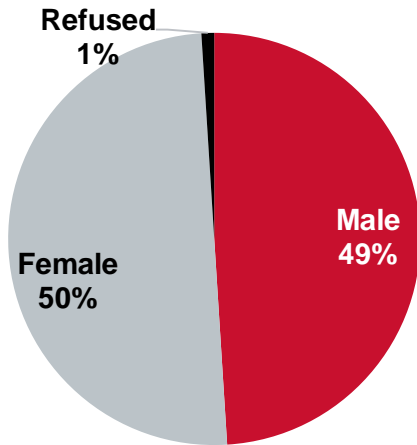
Base: All respondents (Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400)

# Demographics

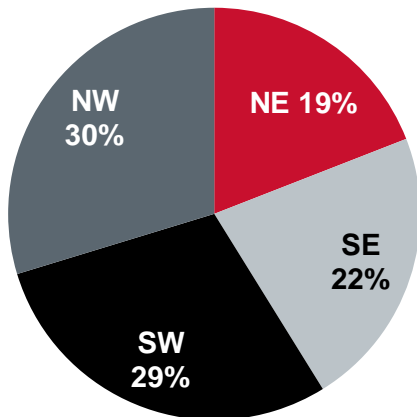


# Demographics

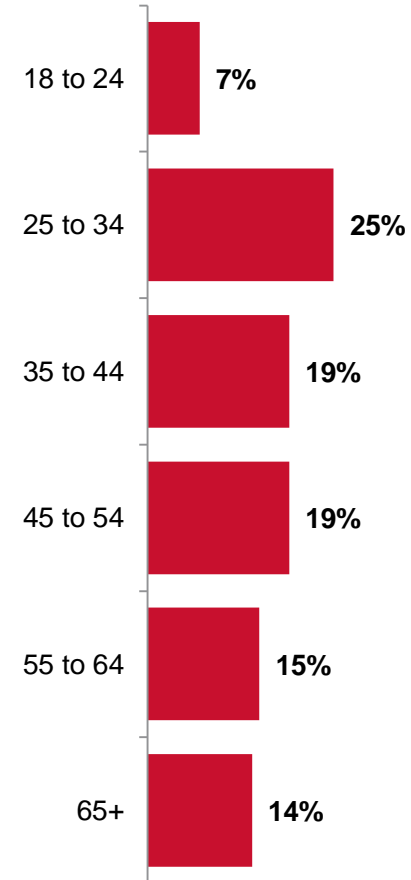
**Gender**  
(asked, not inferred)



**Quadrant of Residence**



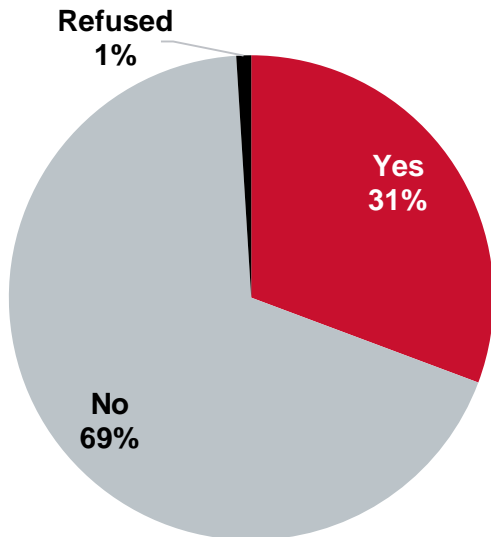
**Age**



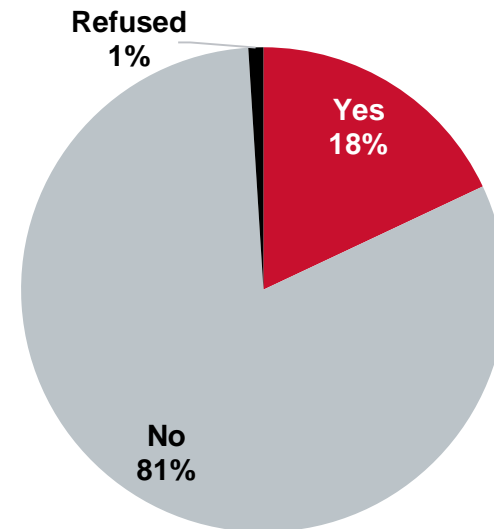
Base: All respondents (n=500)

## Demographics – cont'd

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



**Senior (aged 65+ years) in the Household  
(other than the respondent)**



Base: All respondents (n=500)



# Questionnaire



## [The City of Calgary 2020 Citizen Perspectives – COVID-19 Snapshot 4 June 30, 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

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June 30, 2020

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

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 4  
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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]**

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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

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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 WORSENE] 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]

CV27. 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?

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

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CV28. Since the beginning of the pandemic, have you used any City of Calgary services online, including using a City mobile app, that you would normally have done in person or by calling 311? (IF ASKED: Services such as animal licensing, getting a business license or applying for a building permit) (INTERVIEWER NOTE: CALLING 311 IS DIFFERENT THAN USING 311 WEB/ONLINE OR THE APP FOR THE PURPOSE OF THIS SURVEY)

- Yes
- No
- Don't know [DO NOT READ]

[IF YES AT CV28]

CV29A. Which services did you use/access?

[ACCEPT UP TO 3; DO NOT READ LIST]

- Looking for At home activities on calgary.ca
- Garbage collection information/ Waste & Recycling Services information or reminders
- Bus schedule or Transit information
- Property assessment information
- Bylaw information
- Making a bylaw complaint
- Paying property taxes
- Getting an animal license
- Paying for a parking ticket
- Paying for or getting a business license
- Getting a building or development permit
- Making a general complaint
- Applying for a job
- Applying for Fair Entry
- Purchasing a bus/Transit pass
- Applying for a Residential Parking Permit
- Other (please specify) [RECORD EACH SEPARATELY]
- Don't know (DO NOT READ)

[FOR EACH SERVICE IN CV29A, ASK CV29B AND CV29C]

CV29B. How satisfied were you with your online or app experience regarding [INSERT ITEM FROM CV29A]?

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

CV29C. Why were you [INSERT RESPONSE FROM CV29B]?

[OPEN-ENDED RESPONSE]

# Questionnaire – cont'd

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**[IF YES at CV28]**

CV30. As restrictions are lifted and regular business resumes, do you plan to continue using City of Calgary services online or through an app, or return to accessing them in person or by calling 311?

Continue using online or an app  
Return to accessing them in person or calling 311  
It depends/both [DO NOT READ]  
Don't know [DO NOT READ]

**[IF NO or DON'T KNOW at CV28]**

CV31. Would you consider using City of Calgary services online or through an app in the future?

Yes  
No  
It depends/both [DO NOT READ]  
Don't know [DO NOT READ]

CV30. 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]?

**[ROTATE ITEMS]**

A Calgary Public Library  
An outdoor recreation area such as a basketball court, skatepark or tennis court  
A City of Calgary recreation centre, indoor pool or arena  
A City of Calgary recreation program (IF ASKED: fitness classes, daycamps, sports programs)  
An outdoor playground  
A City of Calgary golf course (IF ASKED: City golf courses are Confederation Park, Lakeview, Maple Ridge, McCall Lake, Richmond Green and Shaganappi Point)  
A public playfield such as a baseball diamond or soccer field  
Parks and pathways  
An outdoor public pool, not including a wading pool or spray park (IF ASKED: Silver Springs, Forest Lawn, Mount Pleasant, or Stanley Park)  
An outdoor wading pool or spray park (IF ASKED: Riley Park, Prairie Winds, South Glenmore Park)  
Calgary Transit, including buses and CTrains  
A City of Calgary landfill or recycling depot

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

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CV31. 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.

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]

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# Questionnaire – cont'd

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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]

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)

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## DEMOGRAPHICS

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

- 1 Yes
- 2 No
- 99 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"]

- 1 Yes
- 2 No
- 99 Refused

DQ23. And finally...what is your gender?

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

### DO NOT READ LIST EXCEPT TO CLARIFY

- 01 – Male
- 02 – Female
- 95 – Other – please specify
- 99 – Refused / prefer not to say

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