



Calgary



# 2022 Citizen Perspectives Survey Report COVID-19 Snapshot 17

June 3, 2022

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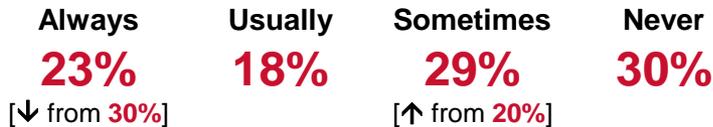


# Highlights at a Glance\*

## FACE MASKS



Frequency of **wearing a face covering** in public where not required . . .



## THE CITY'S COVID-19 RESPONSE

**73%**  
Satisfied with The City's response

**53%**  
Trust The City regarding its **COVID-19 response**



**72%**  
Trust The City to **make the right decisions** about providing its services safely

## COVID-19 PANDEMIC IMPACTS



**38%**  
Stressful to be in public

**46%**  
Mental health worse due to the pandemic

**72%** Agree we should move on to treating COVID-19 as part of everyday life



**58%**  
See pandemic as major threat to Calgary's economy

Comfortable attending . . .

**59%**  
Indoor event with a large crowd



**71%**  
Outdoor event with a large crowd

**70%**  
In-person event such as City engagement or research focus group

\*Data collection: May 9 - 19, 2022; comparisons are to the last survey "COVID-19 Snapshot 16" (data collection March 17 - 25, 2022).



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# Background and Methodology

## Background

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

## Methodology

The survey was conducted by Advanis May 9 -19, 2022 with 500 Calgarians (aged 18 years or older) via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (16% of completed surveys) and cell phones (84%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 14 minutes in duration. The margin of error (MOE) for the total sample of n=500 is  $\pm 4.4$  percentage points, 19 times out of 20.

To ensure the data were gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city quadrant of the general population aged 18 and older. Data were then weighted to the 2019 Civic Census for age and gender.

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



# Background and Methodology – cont'd

## Data Collection Dates

| 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, 2020 | 500 |
| COVID-19 Snapshot 7  | November 9 - 15, 2020*         | 500 |
| COVID-19 Snapshot 8  | January 14 - 24, 2021          | 500 |
| COVID-19 Snapshot 9  | March 11 - 19, 2021            | 500 |
| COVID-19 Snapshot 10 | May 6 - 13, 2021               | 500 |
| COVID-19 Snapshot 11 | July 15 - 22, 2021             | 500 |
| COVID-19 Snapshot 12 | October 6 - 17, 2021           | 500 |
| COVID-19 Snapshot 13 | November 3 - 14, 2021*         | 500 |
| COVID-19 Snapshot 14 | December 2 - 12, 2021          | 500 |
| COVID-19 Snapshot 15 | January 19 - 27, 2022          | 500 |
| COVID-19 Snapshot 16 | March 17 - 25, 2022            | 500 |
| COVID-19 Snapshot 17 | May 9 - 19, 2022               | 500 |

\*No interviewing on November 11 (Remembrance Day)

\*\*Source: <https://www.chi-csm.ca/> (Centre for Health Informatics, Cumming School of Medicine, University of Calgary); May 27, 2021, October 29, 2021, January 28, 2022 and June 1, 2022.

The approximate timing of the six waves\*\* of the pandemic is noted in the charts as:

Wave 1 (W1)

Wave 2 (W2)

Wave 3 (W3)

Wave 4 (W4)

Wave 5 (W5)

Wave 6 (W6)

# Key Findings





# Key Findings

## Most results have remained stable since March of this year.

- Measures that have remained stable since March are:
  - Satisfaction with The City's pandemic response (73% satisfied).
  - Trust in The City regarding its pandemic response (53% trust).
  - Trust in The City to make the right decisions about providing its services safely during a pandemic (72% trust).
  - Perceptions of the threat level (major, minor or no threat) of the pandemic to:
    - Calgary's economy (58%, 32% and 6%, respectively),
    - One's physical health (28%, 47% and 24%),
    - One's mental health (34%, 43%, and 22%) and
    - Day-to-day life in their community (28%, 50% and 22%).
  - Concern for oneself, household members and other family/friends becoming ill from COVID-19 (47%, 57% and 72%, respectively).
  - The pandemic has worsened their physical health (32%), mental health (46%) and financial situation (33%).
  - A negative impact on one's capacity to pay bills on time, mortgage/rent and property taxes (26%, 25% and 15%, respectively).
  - Being in public since the lifting of most pandemic restrictions on March 1<sup>st</sup> is stressful (38%).
  - Being comfortable attending outdoor events (71%) and indoor events (59%) with a large crowd, as well as attending events such as City in-person public engagement or a research focus group (70%).
  - Agreement with the statements "The worst of the COVID-19 pandemic is behind us" (72%) and "We should move past COVID-19 being treated as a pandemic and instead treat it as part of everyday life" (72%).
  - Wearing a face mask/shield (62%) and/or washing/sanitizing one's hands frequently (40%) in order to protect against COVID-19.



## Key Findings – cont'd

- Measures that have changed since March are:
  - The proportion of Calgarians saying the pandemic is a major threat to their personal financial situation (18%, down from 24% in March) and to the overall health of Calgary's population (45%, up from 35%).
  - The pandemic has improved their physical health (13%, up from 9%).
  - The proportion of Calgarians avoiding being around other people/in crowded places (34%, up from 27%).
  - The proportion of Calgarians who say they always wear a face mask where not required (23%, down from 30%) and those who say they sometimes wear one (29%, up from 20%).

# Detailed Findings





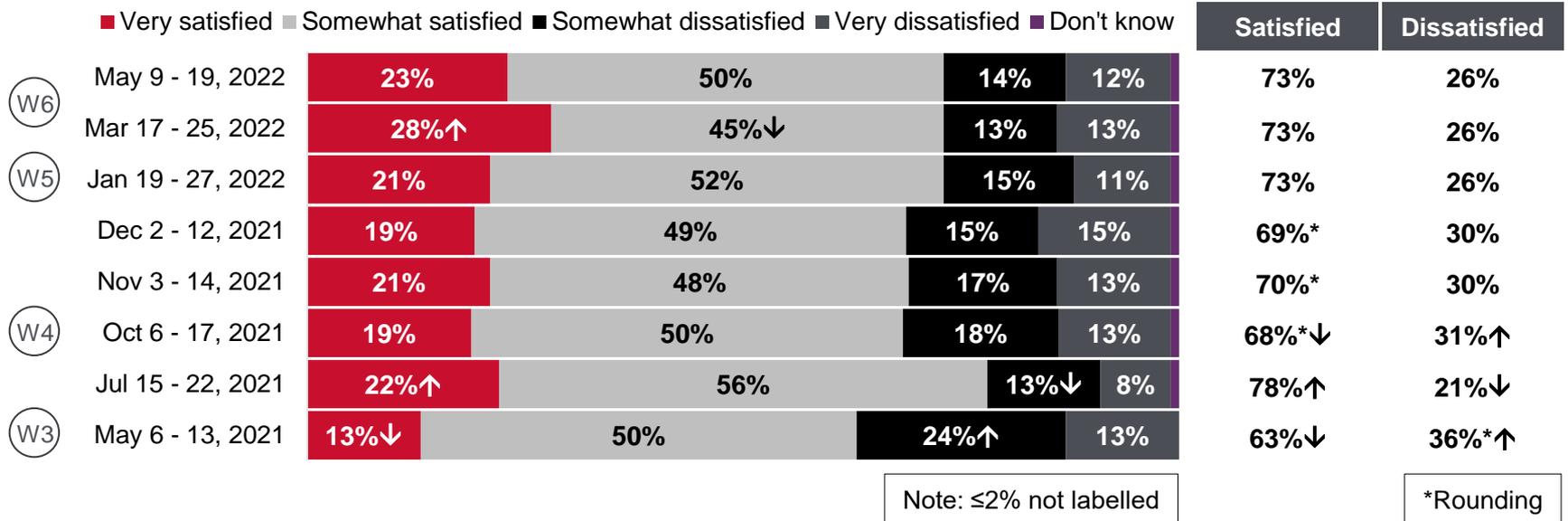
## Opinions about The City's COVID-19 Response



# Satisfaction with The City's COVID-19 Response

Satisfaction with The City's COVID-19 response remains unchanged from March, with 73% of Calgarians saying they are satisfied. Females are more likely than males to be satisfied (79% vs. 68%, respectively).

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



Beginning Mar 17, 2022: Thinking about The City's COVID-19 response over the past two years, overall, how satisfied or dissatisfied are you with The City's COVID-19 response?

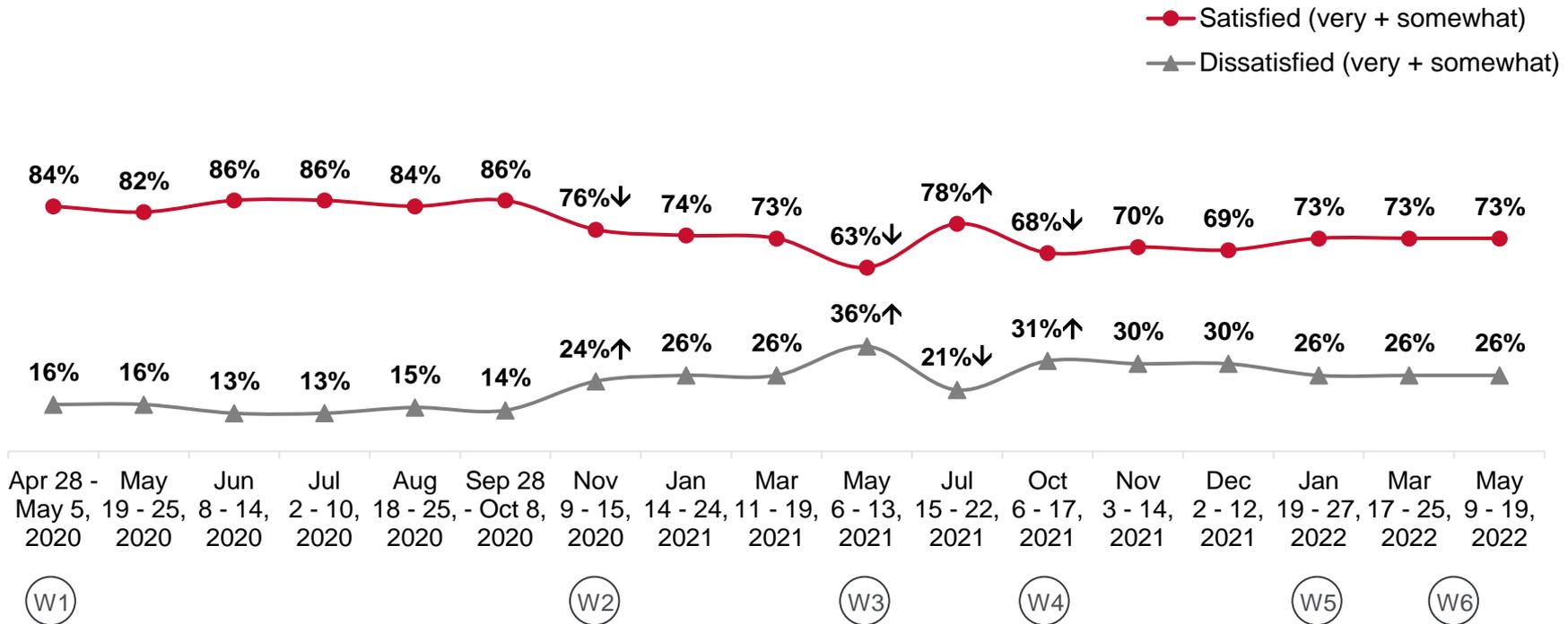
May 6, 2021 - Jan 27, 2022: Overall, how satisfied are you with The City's COVID-19 response?

Base: All respondents (n=500)



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

Satisfaction with The City's COVID-19 Response



Note: Total might not equal 100% due to responses of “don't know” and “prefer not to answer.”

Beginning Mar 17, 2022: Thinking about The City's COVID-19 response over the past two years, overall, how satisfied or dissatisfied are you with The City's COVID-19 response?

Apr 28, 2020 - Jan 27, 2022: Overall, how satisfied are you with The City's COVID-19 response?

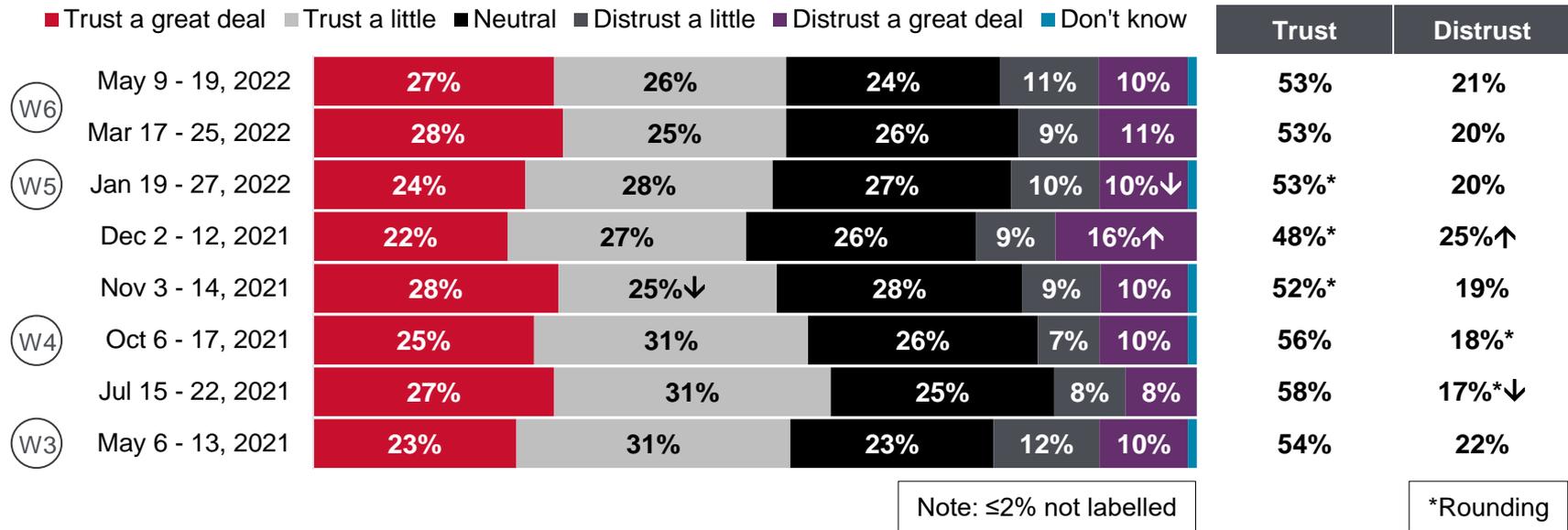
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



# Trust in The City's COVID-19 Response

As with satisfaction with The City's COVID-19 response, trust in The City's response remains unchanged from March. Around one-half (53%) of Calgarians say they trust The City regarding its response over the past two years. Females are more likely than males to trust The City (60% vs. 48%, respectively) while males are more likely than females to say they distrust The City in terms of its pandemic response (26% vs. 16%, respectively). Those with children in the household are more likely than those without to trust The City regarding its pandemic response (61% vs. 49%, respectively). Calgarians 35 to 64 years of age are more likely than those 65 or older to trust The City (58% vs. 44%, respectively). SE residents are more likely than other Calgarians to distrust The City (31% vs. 18% SW, 19% NW and 17% NE).

## Trust in The City Regarding COVID-19 Response



Beginning Mar 17, 2022: Taking into account all the things that you think are important about the COVID-19 response over the past two years, overall, how much do you trust or distrust The City of Calgary? Would you say that you trust The City of Calgary . . . ?

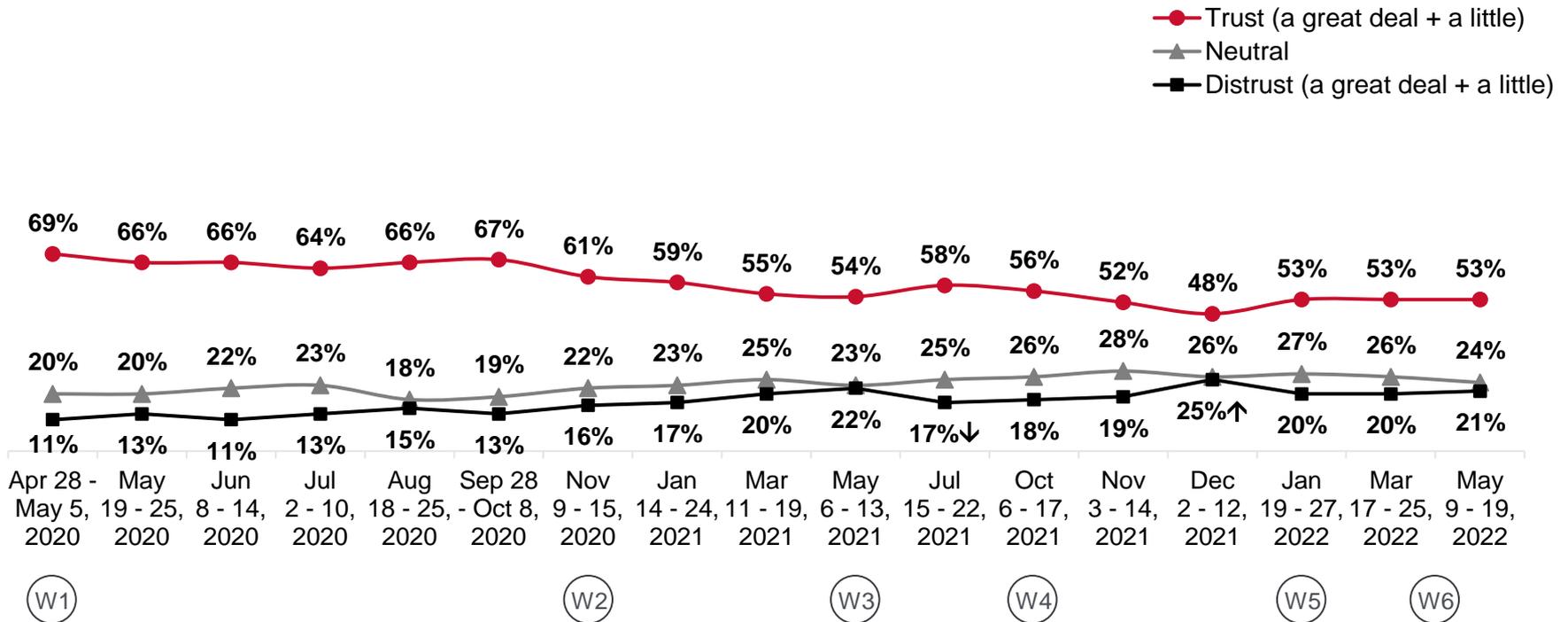
May 6, 2021 - Jan 27, 2022: Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

Base: All respondents (n=500)



# Tracking: Trust in The City's COVID-19 Response

Trust in The City Regarding COVID-19 Response



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Mar 17, 2022: Taking into account all the things that you think are important about the COVID-19 response over the past two years, overall, how much do you trust or distrust The City of Calgary? Would you say that you trust The City of Calgary . . . ?

April 28, 2020 - Jan 27, 2022: Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

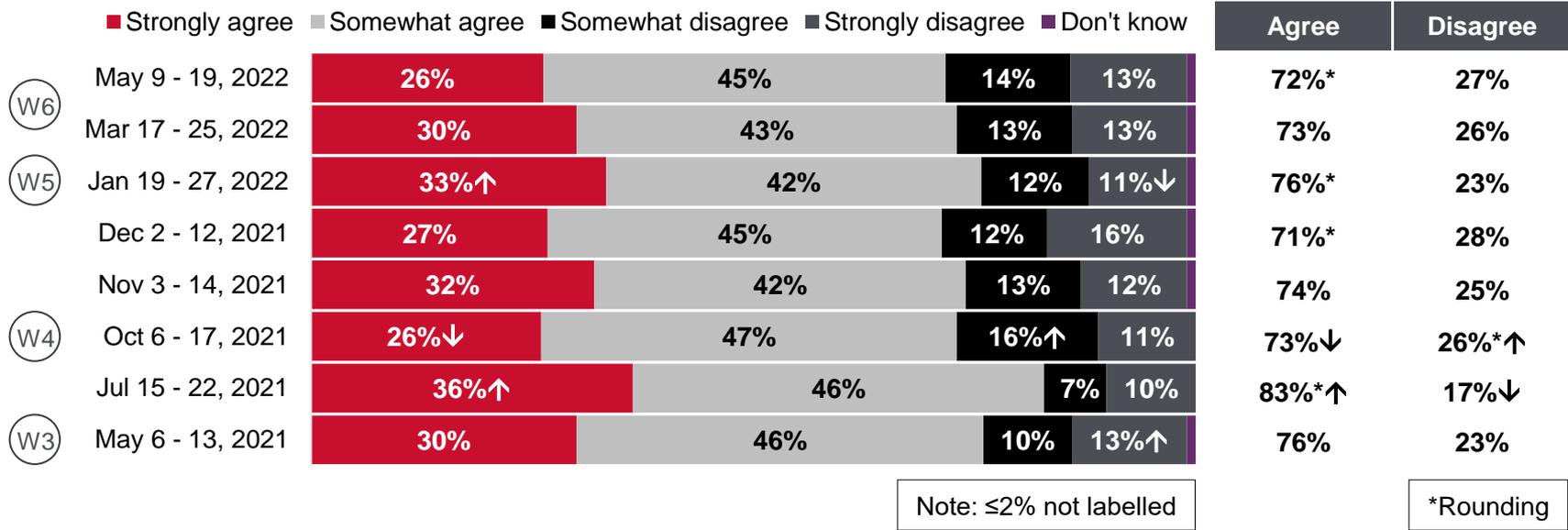
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



# Trust The City to Provide Services Safely

Around seven-in-ten (72%) Calgarians trust The City to make the right decisions about providing its services safely during a pandemic, on par with results in March. Females are more likely than males to trust The City in this regard (77% vs. 68%, respectively).

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

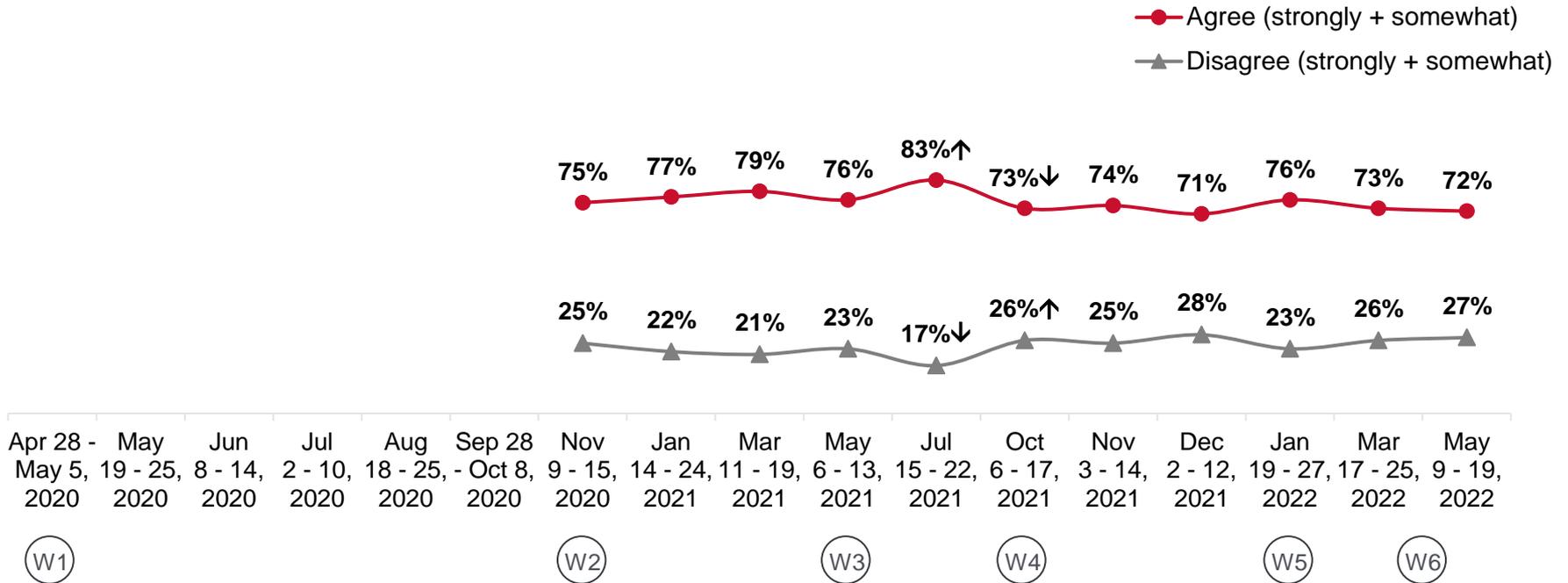


Beginning Mar 17, 2022: I trust The City to make the right decisions about providing its services safely during a pandemic.  
 May 6, 2021 - Jan 27, 2022: I trust The City to make the right decisions about providing its services safely during the pandemic.  
 For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: All respondents (n=500)



# Tracking: Trust The City to Provide Services Safely

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



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Mar 17, 2022: I trust The City to make the right decisions about providing its services safely during a pandemic.

Nov 9, 2020 - Jan 27, 2022: I trust The City to make the right decisions about providing its services safely during the pandemic.

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

Base: All respondents (n=500)



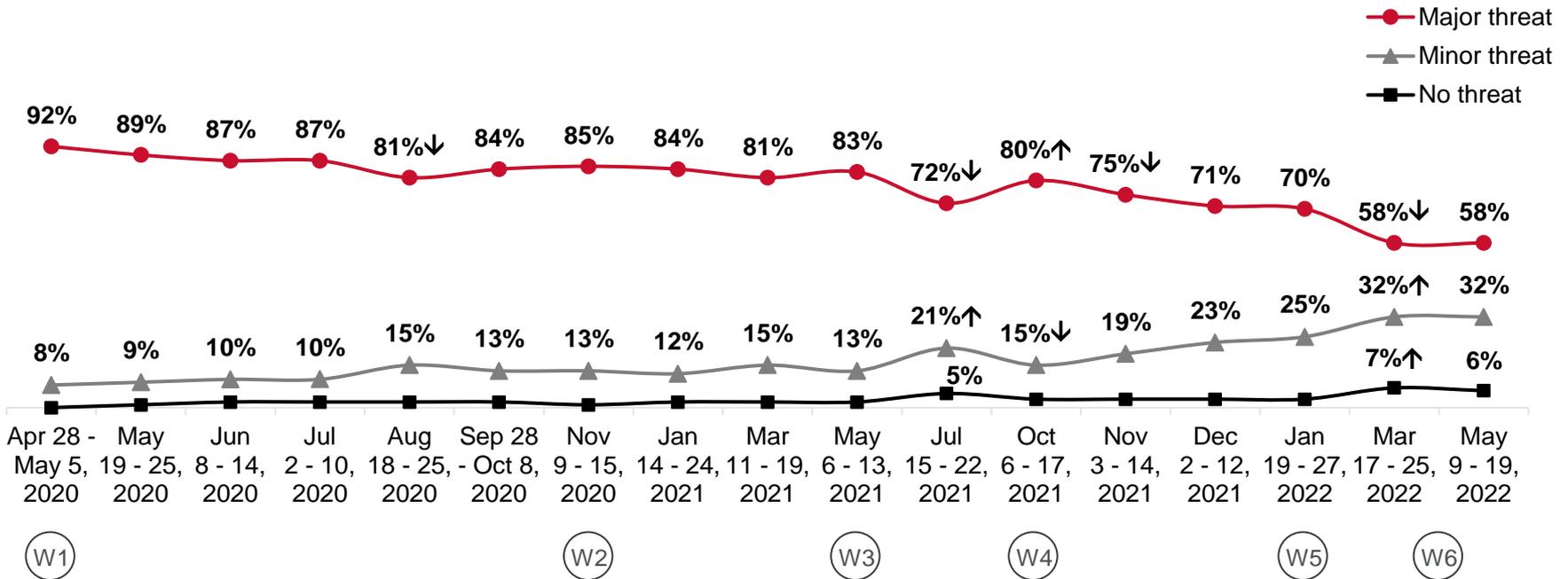
## Concern about COVID-19 and the Pandemic



# Perceived Threat Level of COVID-19

Consistent with results in March, nearly three-fifths (58%) of Calgarians view the pandemic as a major threat to the city’s economy and one-third (32%) see it as a minor threat.

Calgary’s Economy



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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

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

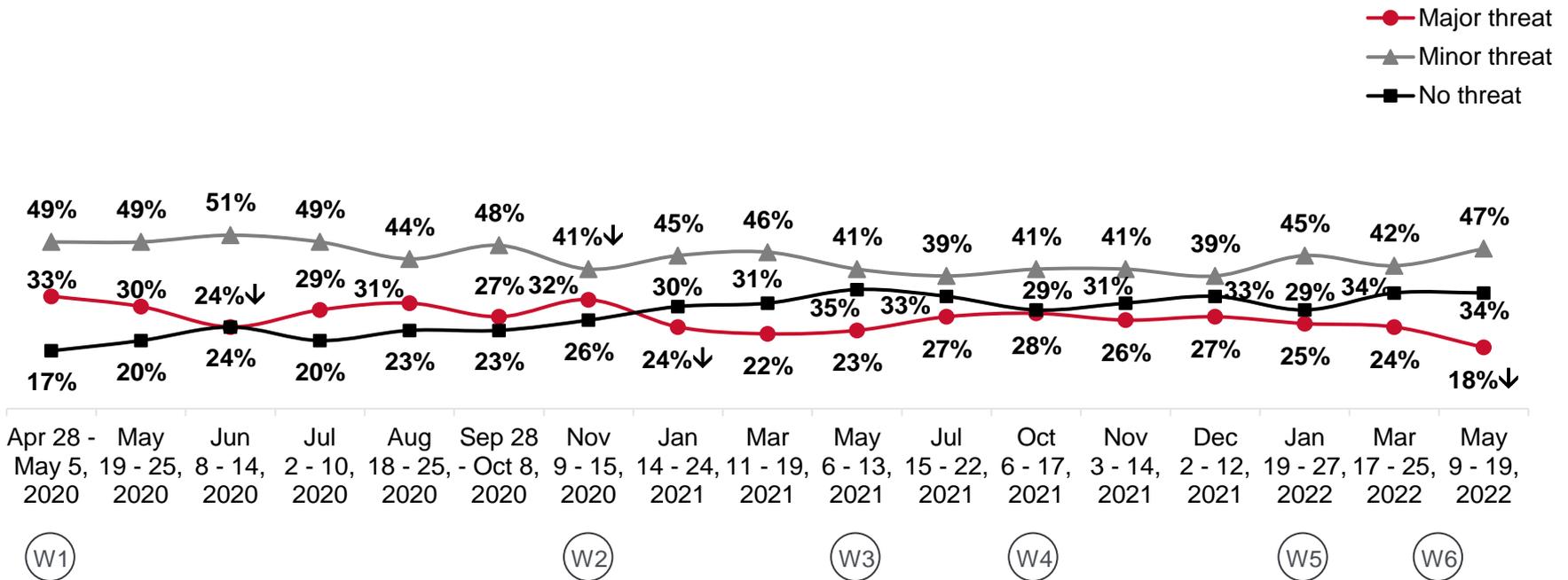
Note: <5% not labelled



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

Nearly one-fifth (18%) of Calgarians view the pandemic as a major threat to their personal financial situation, down from one-quarter (24%) in March. Nearly one-half (47%) perceive it as a minor threat and one-third (34%) see no threat to their personal financial situation from the pandemic, on par with results in March. Those 35 years of age or older are more likely than those 18 to 34 to say the pandemic is no threat to their personal financial situation (36% 35 to 64 and 46% 65 or older vs. 24% 18 to 34).

## Your Personal Financial Situation



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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

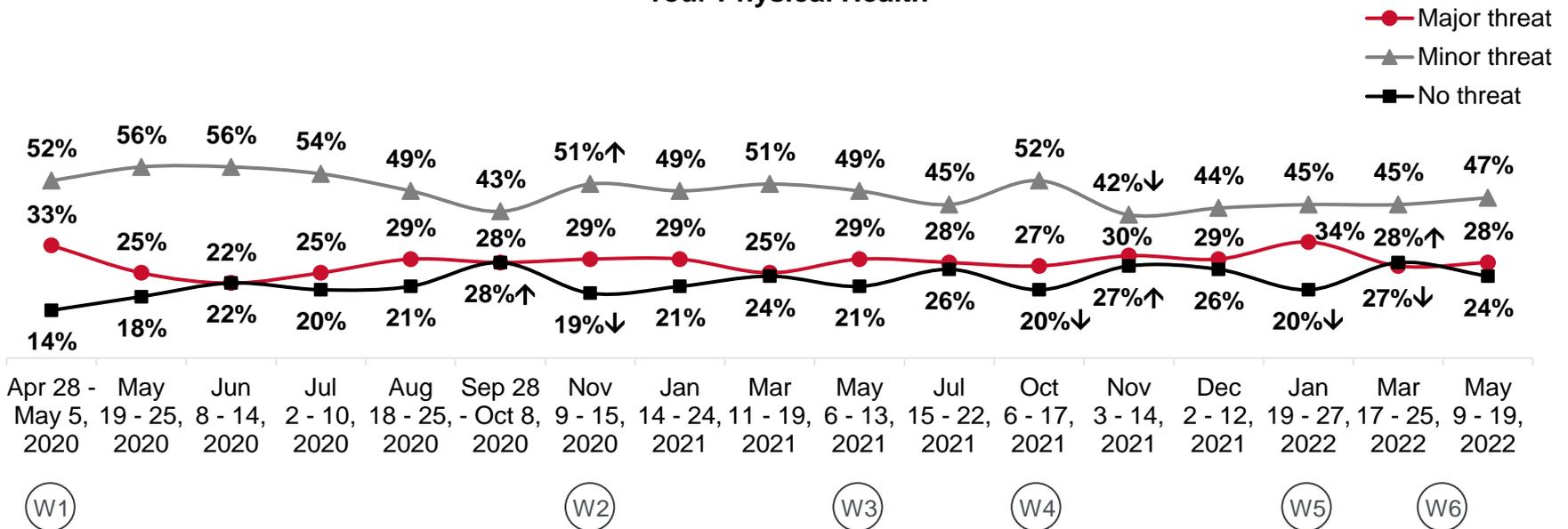
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



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

Nearly three-in-ten (28%) Calgarians say the pandemic is a major threat to their physical health while nearly one-half (47%) see it as a minor threat and one-quarter (24%) say it is no threat. Females are more likely than males to perceive the pandemic to be a major threat to their physical health (34% vs. 22%, respectively) while males are more likely than females to say it is no threat (28% vs. 20%, respectively).

Your Physical Health



Note: Total might not equal 100% due to responses of “don't know” and “prefer not to answer.”

Apr 28 - May 5, 2020: The question asked about “personal health.” Beginning May 19, 2020: The question was revised to specify “mental health” and “physical health” separately.

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

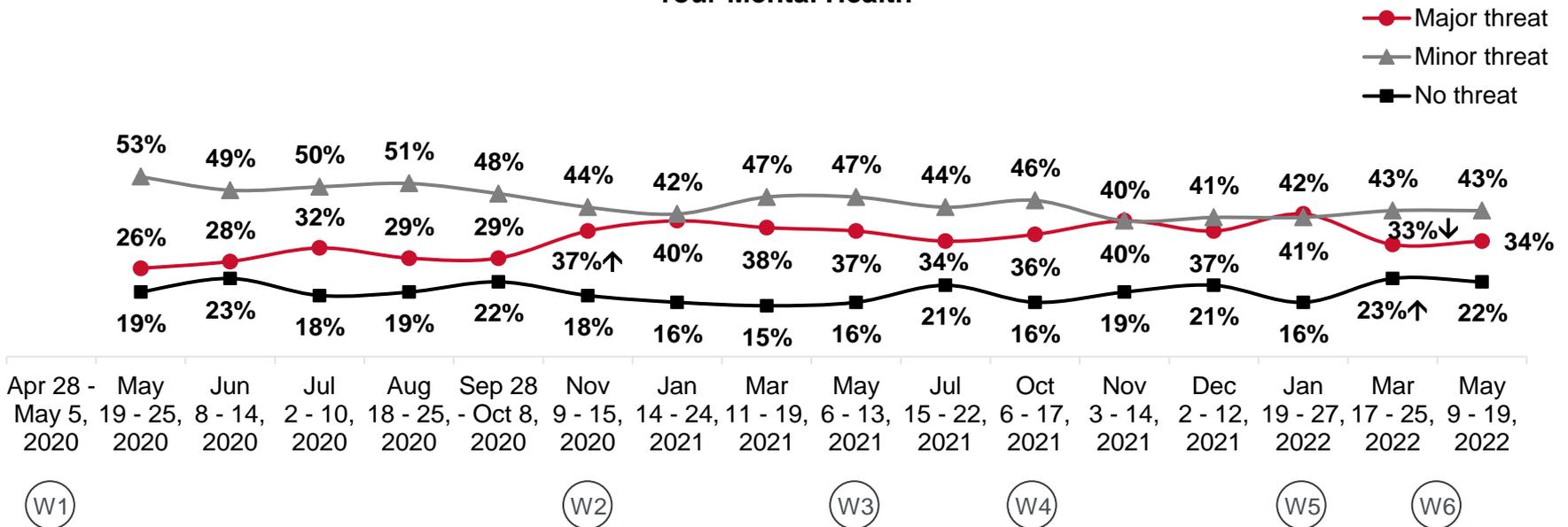
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



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

Perceptions of the threat level of the pandemic to one’s mental health remains unchanged since March. One-third (34%) of Calgarians see the pandemic as a major threat, more than two-fifths (43%) say it is a minor threat and around one-fifth (22%) perceive no threat to their mental health. Those 18 to 34 years of age are more likely than older Calgarians to view the pandemic as a major threat to their mental health (43% vs. 32% 35 to 64 and 26% 65 or older). Seniors (65 or older) are more likely than those 18 to 64 to say the pandemic is no threat (34% vs. 16% 18 to 34 and 22% 35 to 64). Males are more likely than females to say the pandemic is no threat to their mental health (29% vs. 16%, respectively).

Your Mental Health



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Apr 28 - May 5, 2020: The question asked about “personal health.” Beginning May 19, 2020: The question was revised to specify “mental health” and “physical health” separately.

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

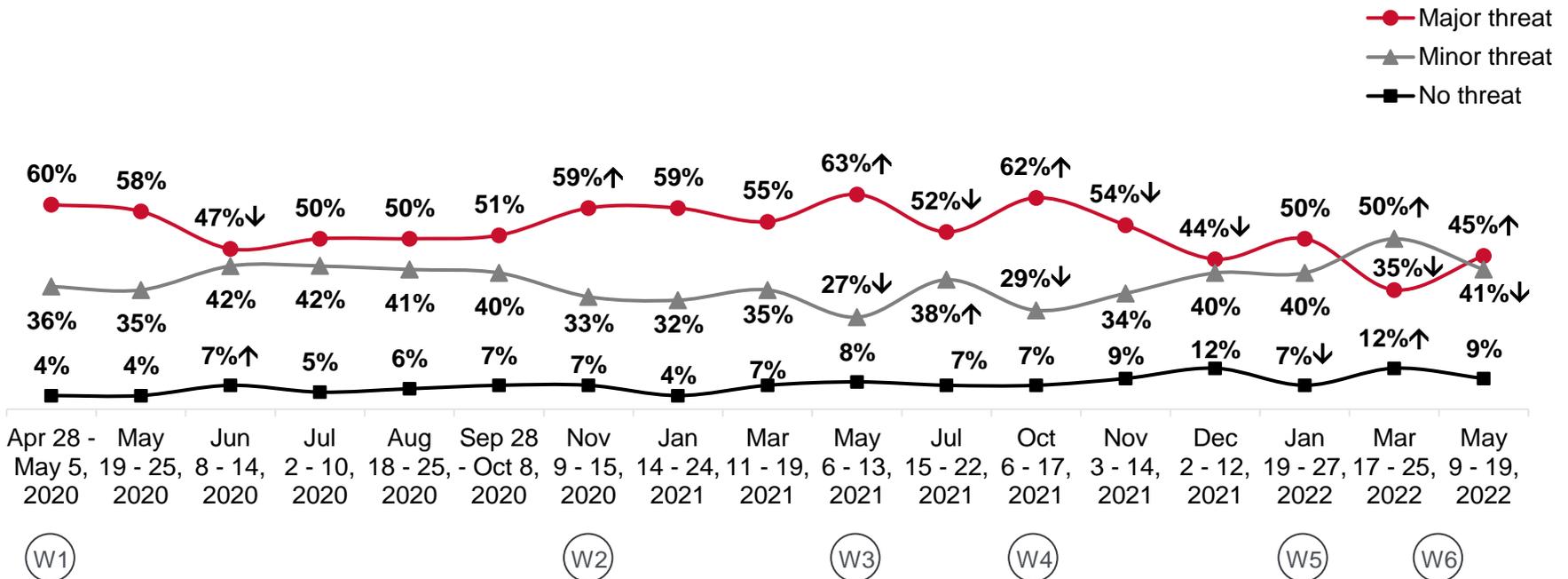
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



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

More than two-fifths (45%) of Calgarians say the pandemic is a major threat to the overall health of the city's population, up from 35% in March. Two-fifths (41%) view the pandemic as minor threat, down from a high of 50% in March. One-in-ten (9%) say the pandemic poses no threat to the overall health of Calgary's population, on par with results in March. Females are more likely than males to say the pandemic is a major threat (50% vs. 40%, respectively) while males are more likely than females to view it as a minor threat (46% vs. 35%, respectively).

Overall Health of Calgary's Population



Note: Total might not equal 100% due to responses of "don't know" and "prefer not to answer."

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

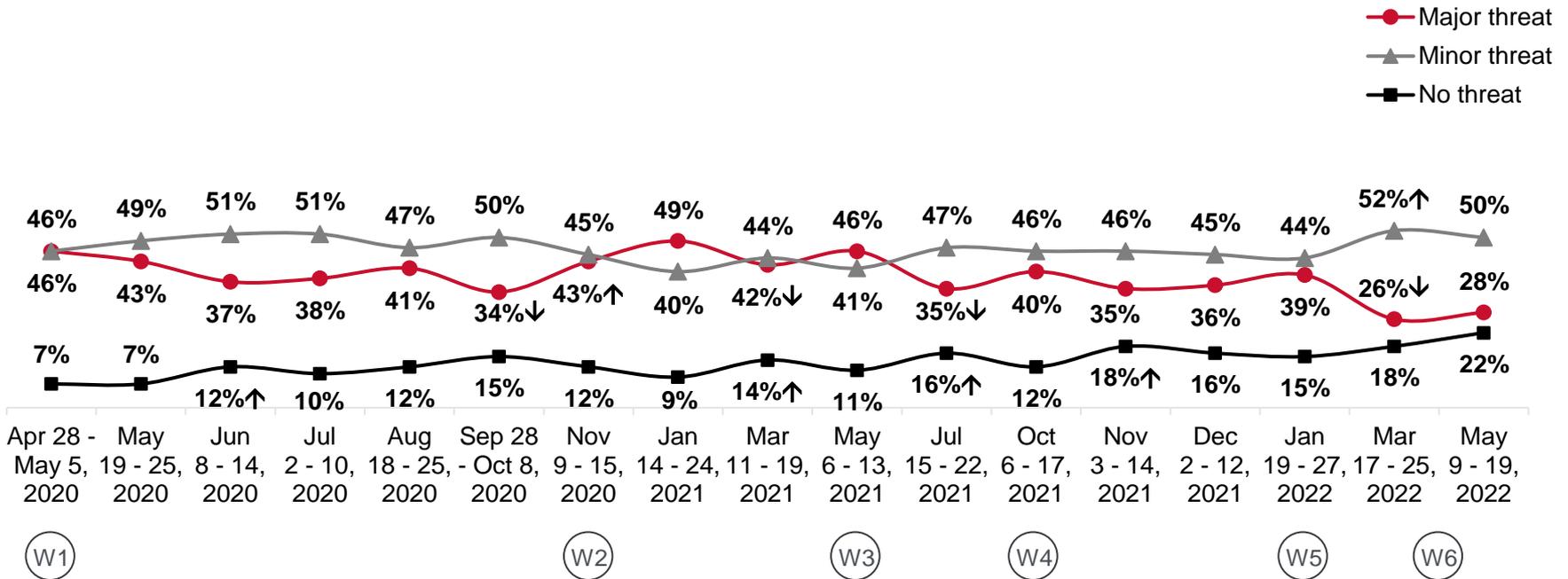
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



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

On par with results in March, nearly three-in-ten (28%) Calgarians see the pandemic as a major threat to day-to-day life in their community, one-half (50%) say it is a minor threat and around one-fifth (22%) perceive it to be no threat. Calgarians living with a senior (65 or older) are more likely than those not living with a senior to say it is a major threat to day-to-day life in their community (39% vs. 25%, respectively).

Day-to-Day Life in Your Community



Note: Total might not equal 100% due to responses of “don't know” and “prefer not to answer.”

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

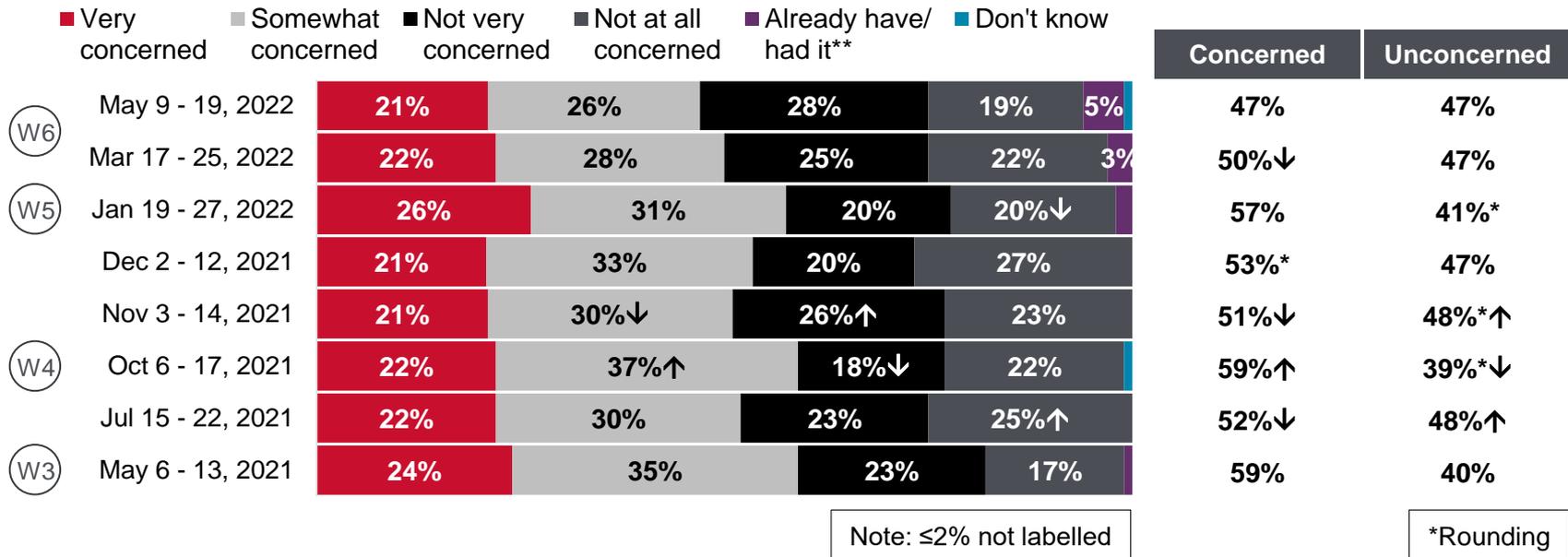
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



# Concern about Self Becoming Ill

Nearly one-half (47%) of Calgarians are concerned about becoming ill from COVID-19, consistent with results in March. Females are more likely than males to be concerned with this (54% vs. 40%, respectively), as are seniors compared to younger Calgarians (56% 65 or older vs. 41% 18 to 34).

## Concern about Oneself Becoming Ill from COVID-19



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

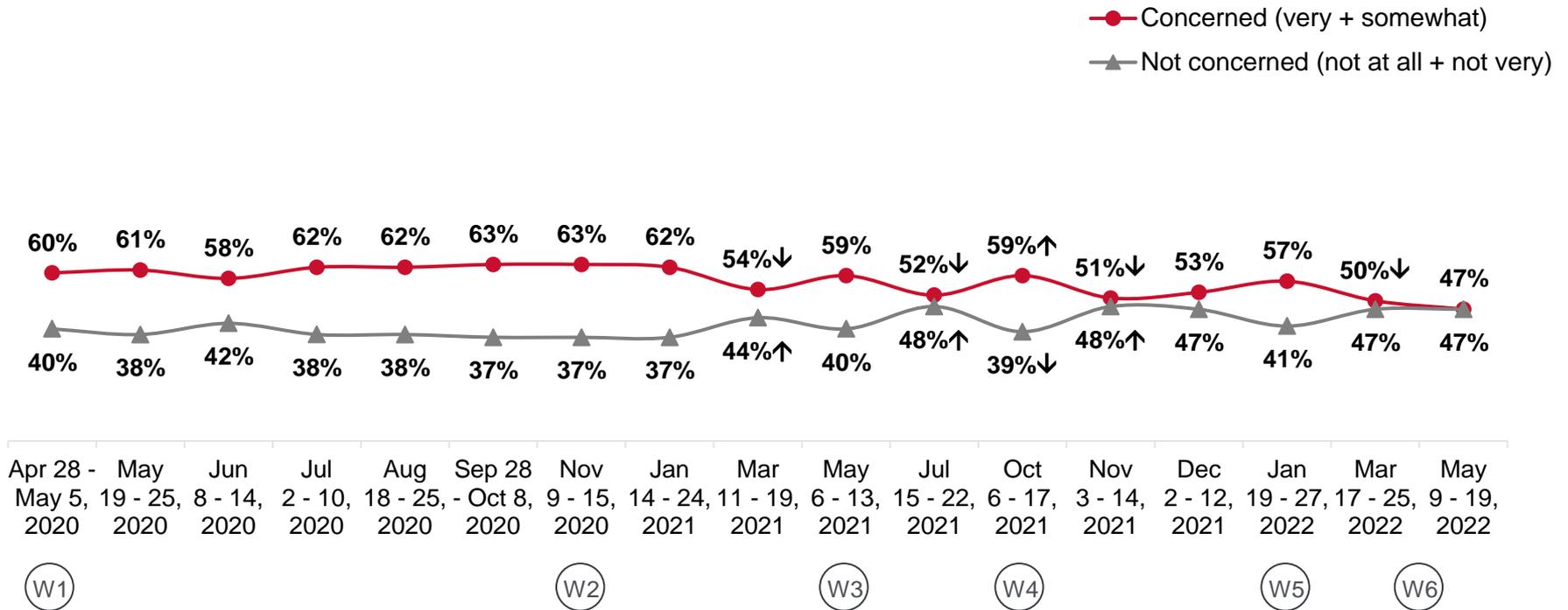
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (n=500)



# Tracking: Concern about Self Becoming Ill

Concern about Oneself Becoming Ill from COVID-19



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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

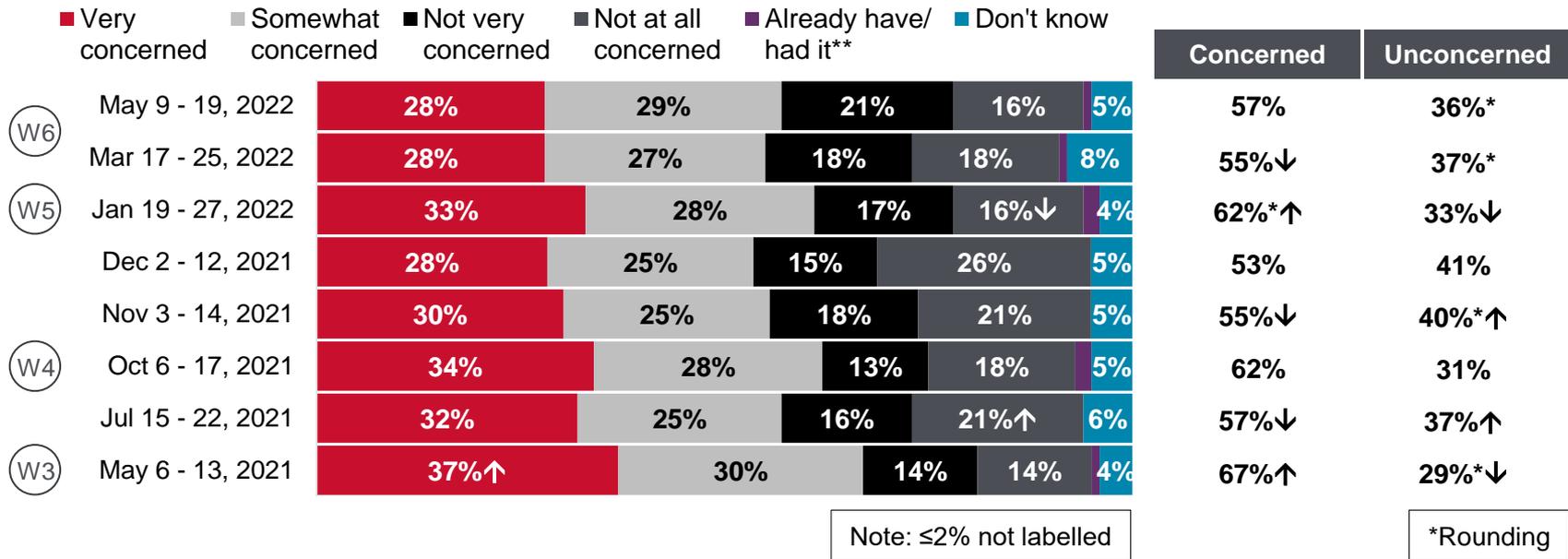
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



# Concern about Household Member Becoming Ill

More than one-half (57%) of Calgarians are concerned about a household member becoming ill from COVID-19, consistent with results in March. Those living with a senior (65 or older) are more likely than others to be concerned about this (76% vs. 54%, respectively), as are those with children under the age of 18 in the household compared to those without (64% vs. 53%, respectively). Males are more likely than females to say they are not concerned about a household member becoming ill from COVID-19 (42% vs. 31%, respectively).

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



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

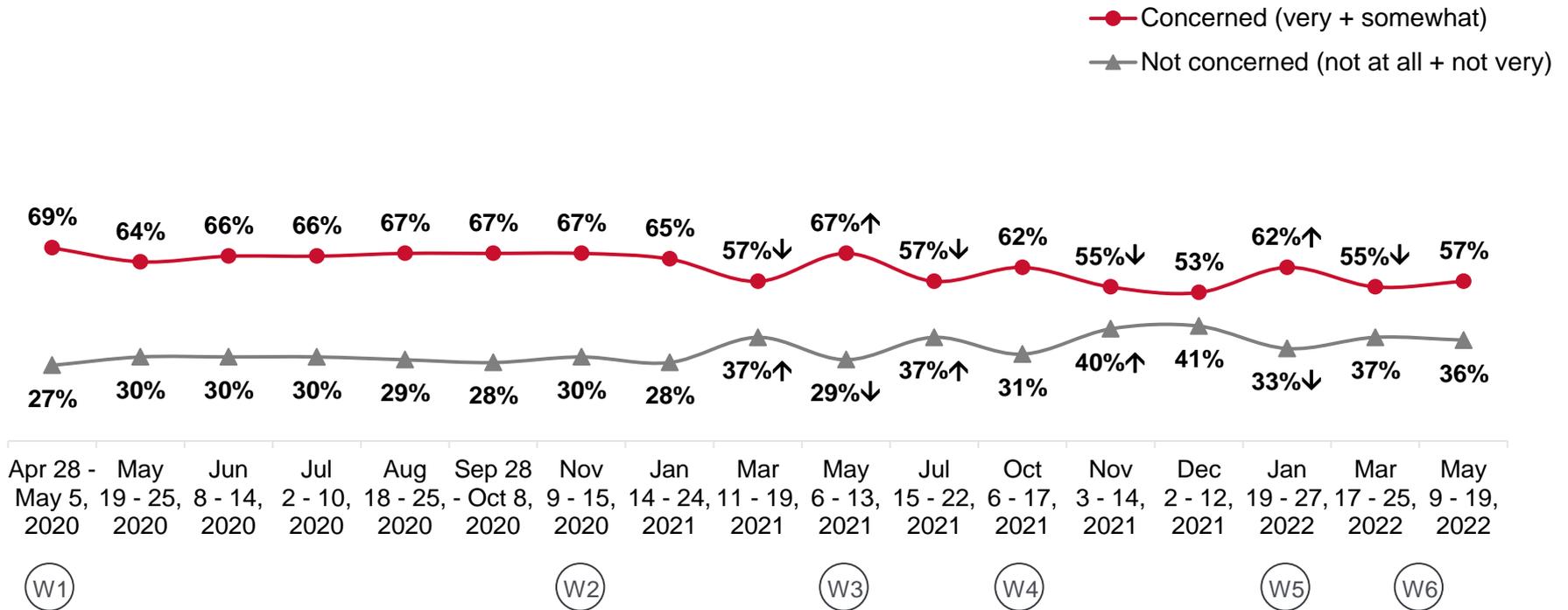
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (n=500)



# Tracking: Concern about Household Member Becoming Ill

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



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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

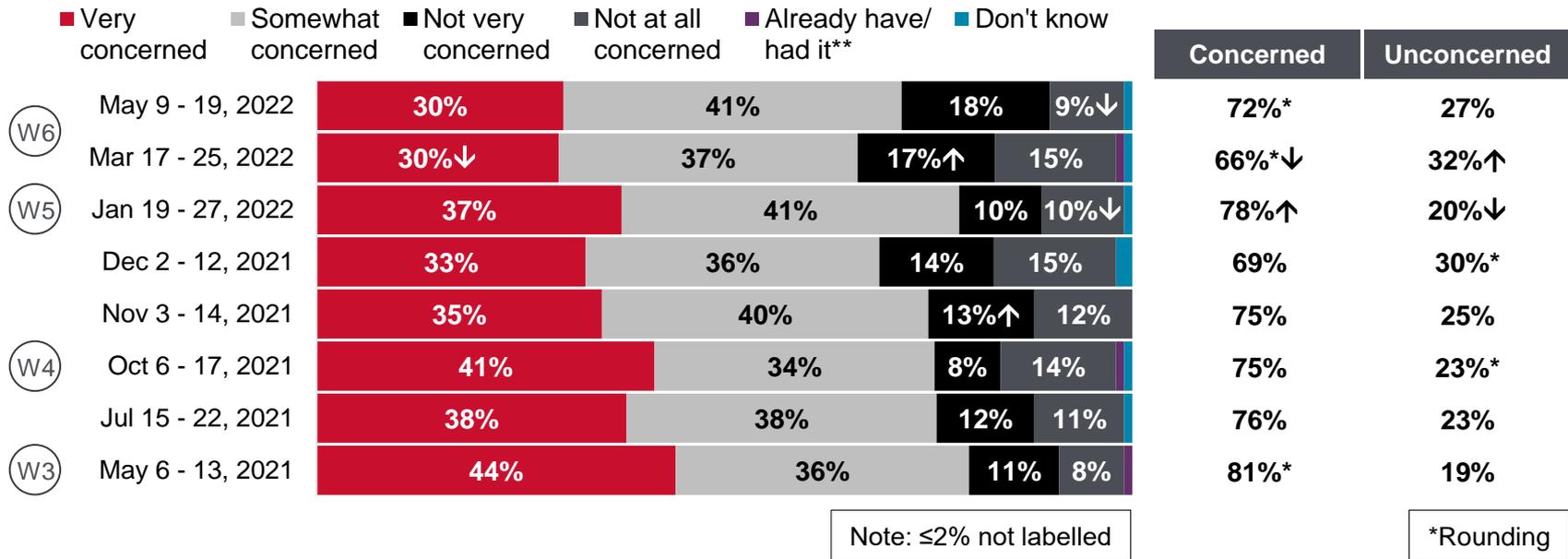
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



# Concern about Other Family/Friends Becoming Ill

Around seven-in-ten (72%) Calgarians are concerned about family and/or friends outside of their household becoming ill from COVID-19, on par with results in March. Females are more likely than males to be concerned about this (78% vs. 65%, respectively).

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



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

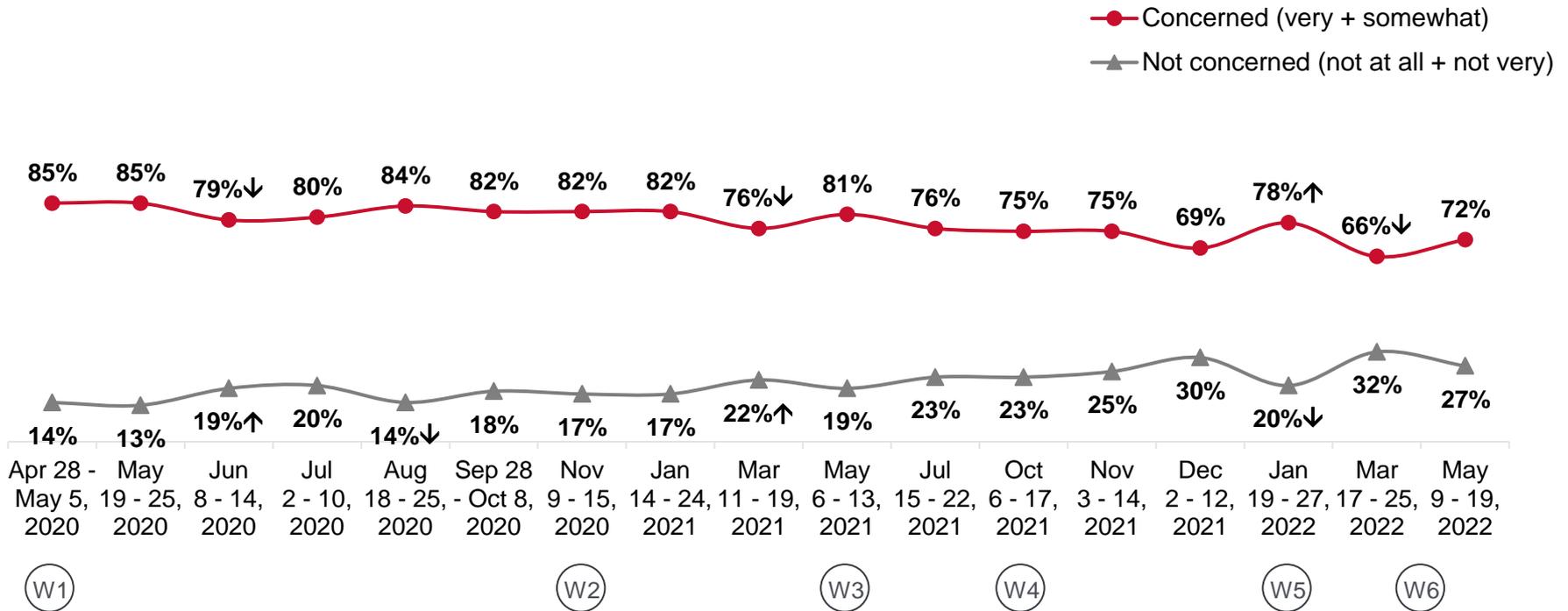
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (n=500)



# Tracking: Concern about Other Family/Friends Becoming Ill

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



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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

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



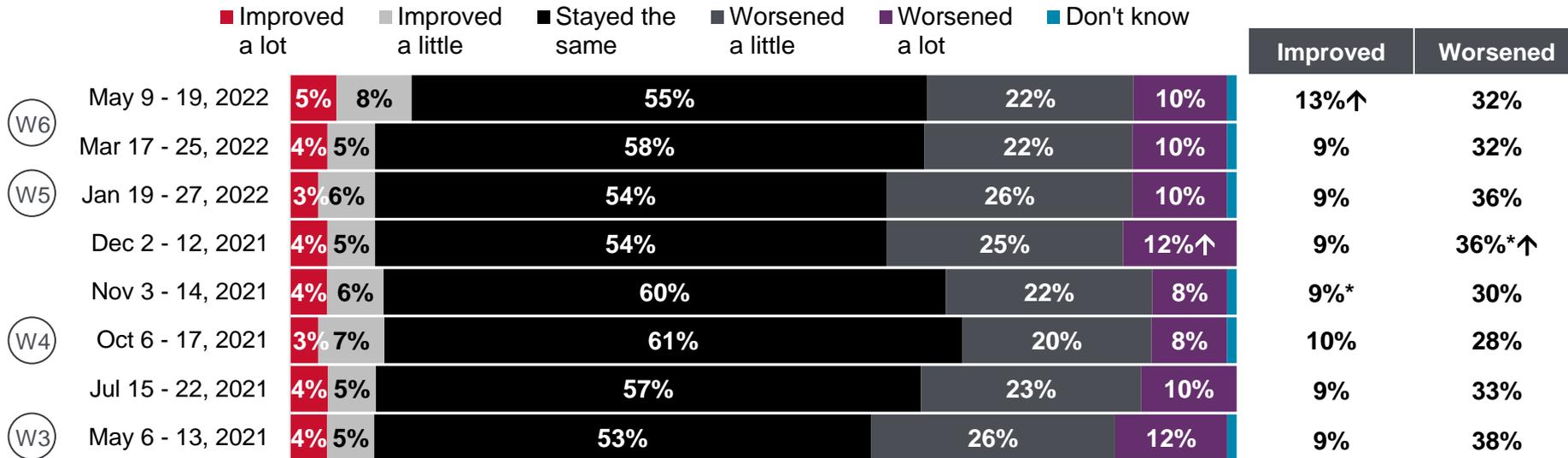
## Impacts of the COVID-19 Pandemic



# Changes in Physical Health

More than one-in-ten (13%) Calgarians say their physical health has improved as a result of the pandemic, up from 9% in March, while one-third (32%) say it has worsened. Males are more likely than females to say their physical health has improved (17% vs. 9%, respectively) while females are more likely than males to say it has worsened (37% vs. 26%, respectively). Those 18 to 64 years of age are more likely than older Calgarians to say their physical health has improved as a result of the pandemic (14% 18 to 34 and 14% 35 to 64 vs. 6% 65 or older).

Change in Physical Health as a Result of the Pandemic



Note: ≤2% not labelled

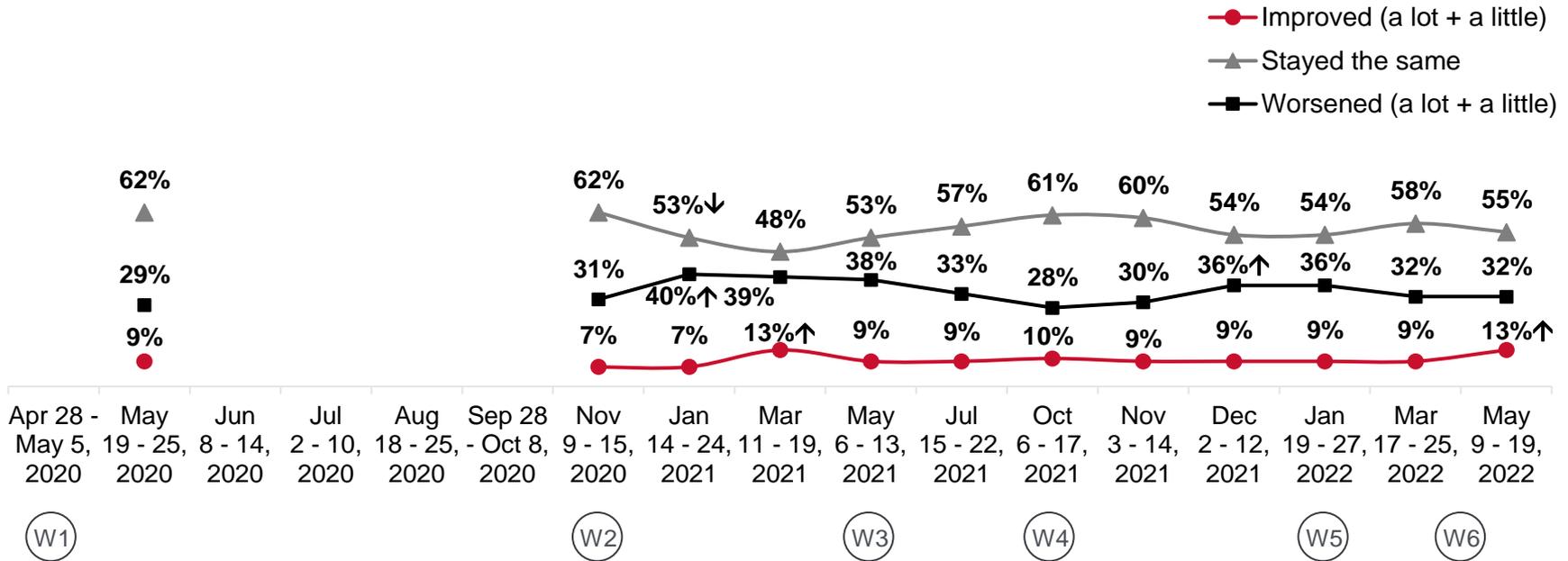
\*Rounding

Beginning Oct 6, 2021: As of today, would you say your physical health has improved, remained the same, or worsened as a result of the pandemic?  
 May 6 - Jul 22, 2021: Compared to before the pandemic began, would you say your physical health has improved, remained the same, or worsened?  
 Base: All respondents (n=500)



# Tracking: Changes in Physical Health

Change in Physical Health as a Result of the Pandemic



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Oct 6, 2021: As of today, would you say your physical health has improved, remained the same, or worsened as a result of the pandemic?

Nov 9, 2020 to Jul 22, 2021: Compared to before the pandemic began, would you say your physical health has improved, remained the same, or worsened?

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

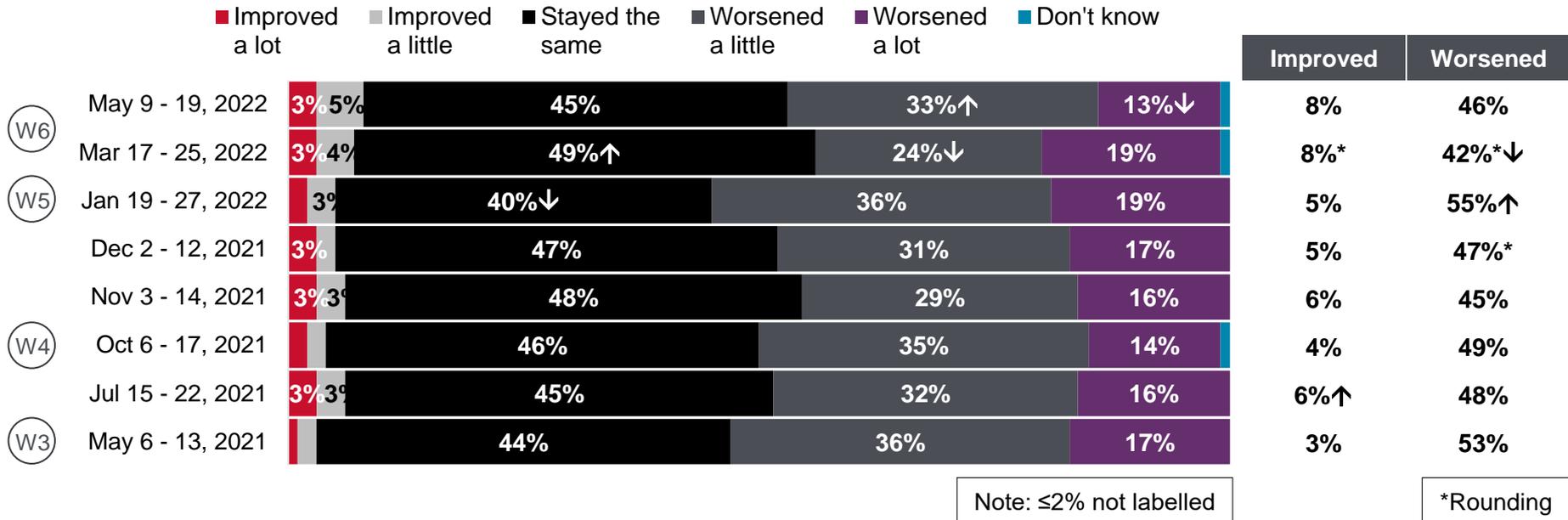
Base: All respondents (n=500, except May 19 - 25, 2020: n=400)



# Changes in Mental Health

Nearly one-in-ten (8%) Calgarians say their mental health has improved because of the pandemic and nearly one-half (46%) say it has worsened, on par with results in March. Females are more likely than males to say their mental health has worsened as a result of the pandemic (53% vs. 38%, respectively), as are those 18 to 34 years of age compared to older Calgarians (58% vs. 41% 35 to 64 and 41% 65 or older). Residents of the NE are more likely than other Calgarians to say their mental health has improved (17% vs. 5% SW, 7% SE and 7% NW).

**Change in Mental Health as a Result of the Pandemic**

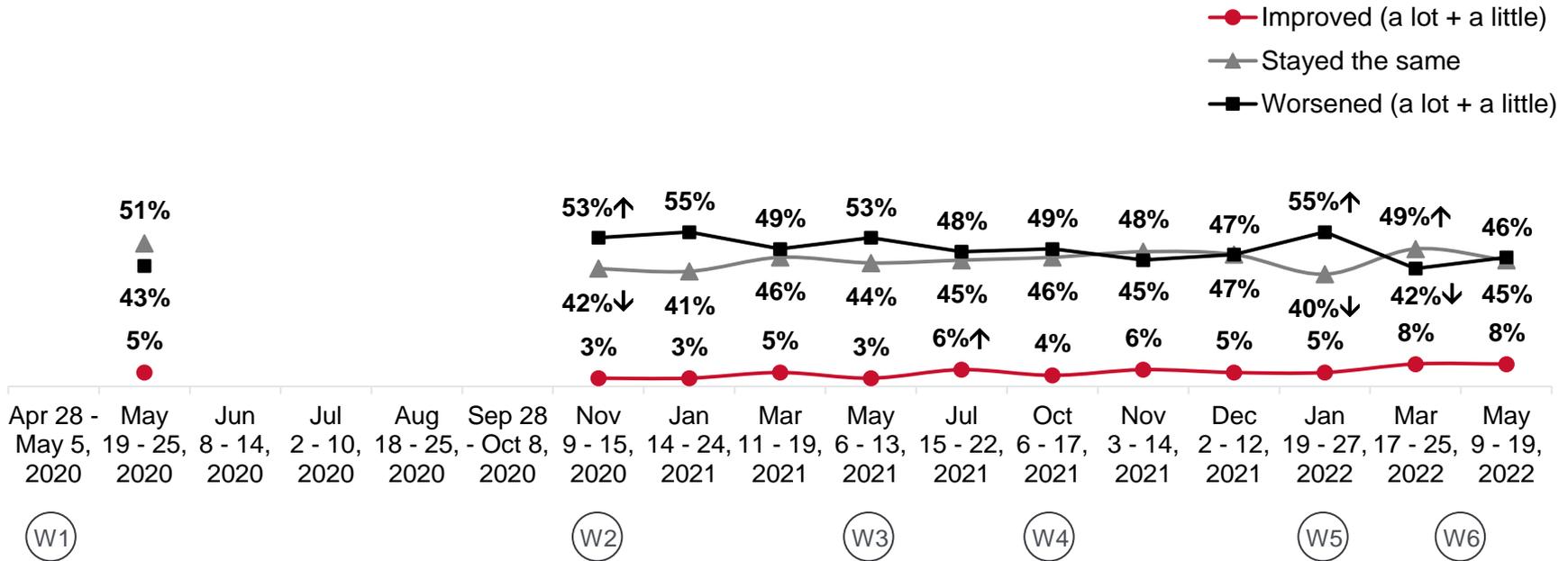


Beginning Oct 6, 2021: As of today, would you say your mental health has improved, remained the same, or worsened as a result of the pandemic?  
 May 6 - Jul 22, 2021: Compared to before the pandemic began, would you say your mental health has improved, remained the same, or worsened?  
 Base: All respondents (n=500)



# Tracking: Changes in Mental Health

Change in Mental Health as a Result of the Pandemic



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

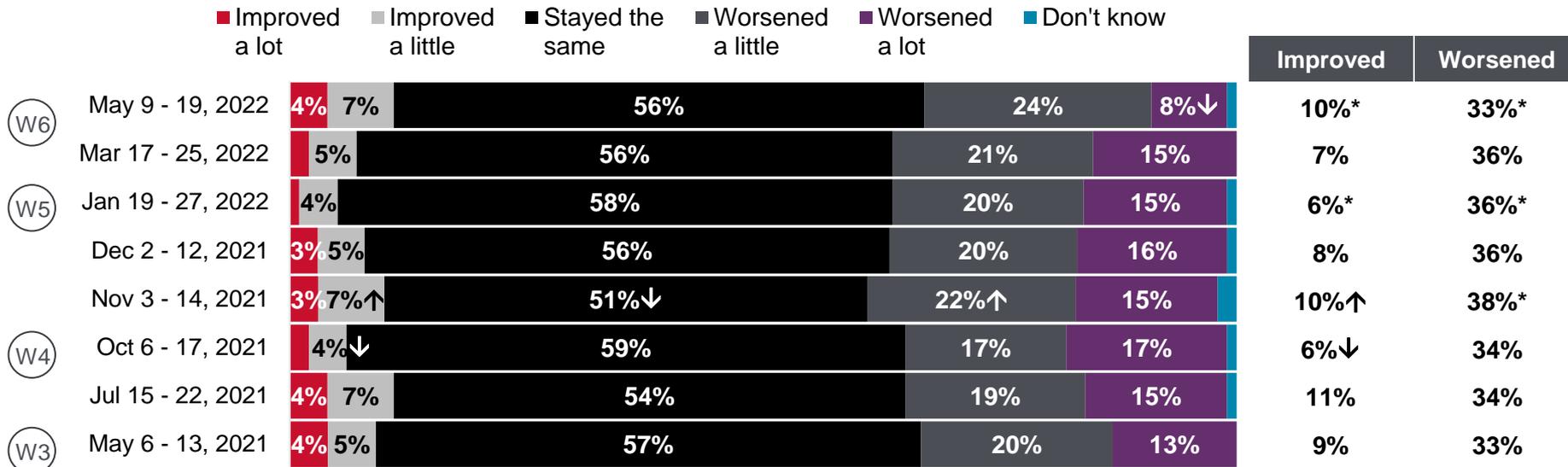
Beginning Oct 6, 2021: As of today, would you say your mental health has improved, remained the same, or worsened as a result of the pandemic?  
 Nov 9, 2020 to Jul 22, 2021: Compared to before the pandemic began, would you say your mental health has improved, remained the same, or worsened?  
 May 19 - 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your mental health has improved, remained the same, or worsened?  
 Base: All respondents (n=500, except May 19 - 25, 2020: n=400)



# Changes in Personal Financial Situation

On par with results in March, one-in-ten (10%) Calgarians say their personal financial situation has improved as a result of the pandemic while one-third (33%) say it has worsened. Males are more likely than females to say their personal situation has worsened (37% vs. 28%, respectively). Those 18 to 64 years of age are more likely than seniors to say their personal financial situation has improved as a result of the pandemic (12% 18 to 34 and 12% 35 to 64 vs. 4% 65 or older). Calgarians with children under the age of 18 in the household are more likely than others to say their financial situation has improved (17% vs. 6%, respectively), as are those not living with a senior (65 or older) compared to those who are (12% vs. 3%, respectively). Calgarians with a lower household income are more likely than those with a higher income to say their financial situation has worsened as a result of the pandemic (50% <\$45,000 vs. 23% \$105,000 to <\$135,000 and 27% \$135,000 or more).

## Change in Personal Financial Situation as a Result of the Pandemic



Note: ≤2% not labelled

\*Rounding

Beginning Oct 6, 2021: As of today, would you say your personal financial situation has improved, remained the same, or worsened as a result of the pandemic?

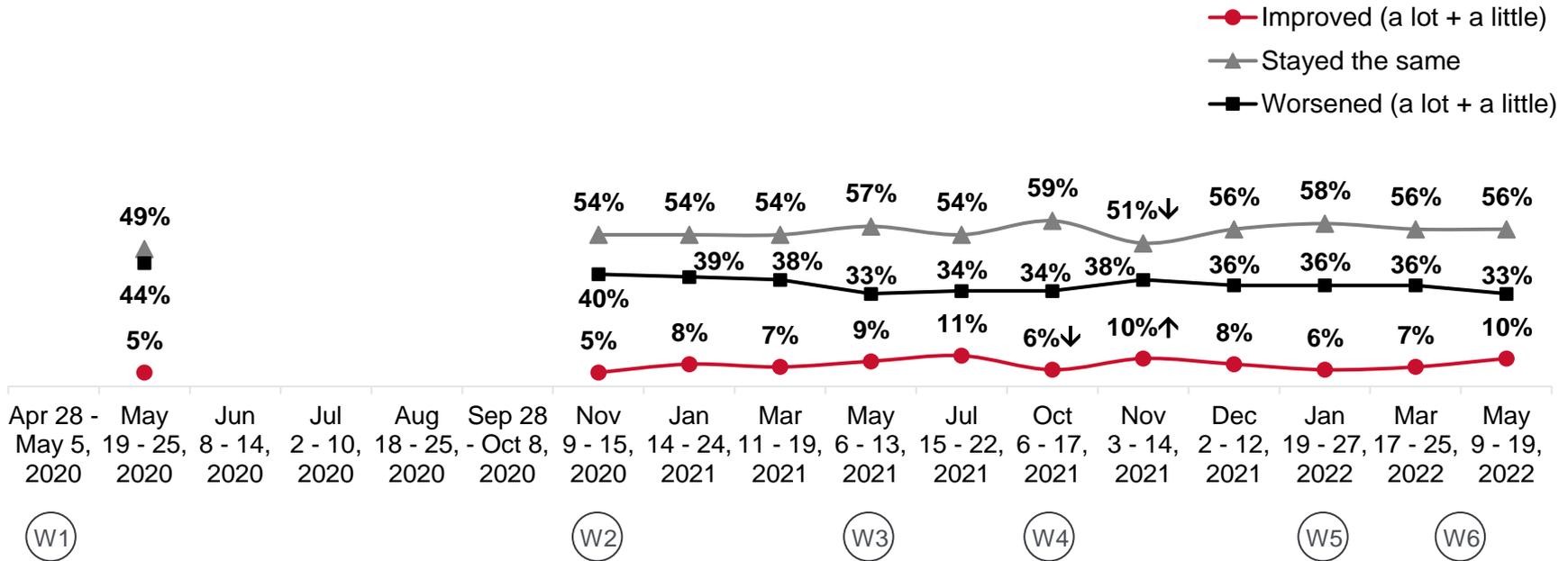
May 6 - Jul 22, 2021: Compared to before the pandemic began, would you say your personal financial situation has improved, remained the same, or worsened?

Base: All respondents (n=500)



# Tracking: Changes in Personal Financial Situation

Change in Personal Financial Situation as a Result of the Pandemic



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Oct 6, 2021: As of today, would you say your personal financial situation has improved, remained the same, or worsened as a result of the pandemic?

Nov 9, 2020 to Jul 22, 2021: Compared to before the pandemic began, would you say your personal financial situation has improved, remained the same, or worsened?

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

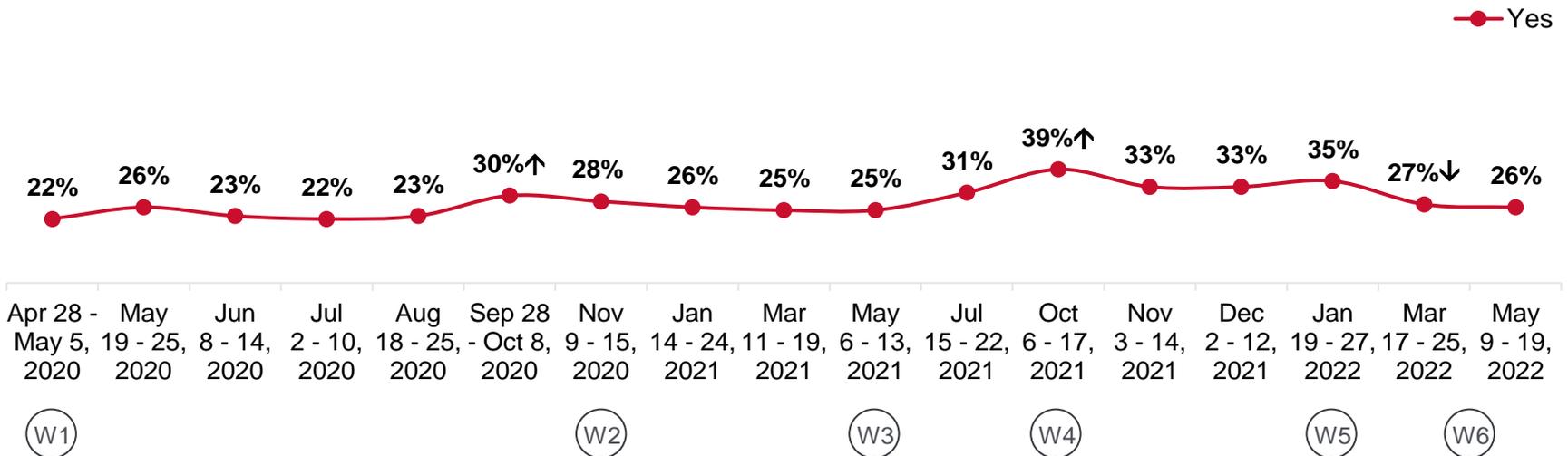
Base: All respondents (n=500, except May 19 - 25, 2020: n=400)



# Financial Impacts of the Pandemic

One-quarter (26%) of Calgarians say the pandemic is currently having a negative impact on their capacity to pay bills on time, consistent with results in March. Younger Calgarians are more likely than seniors to say they are experiencing this (35% 18 to 34 vs. 24% 35 to 64 vs. 15% 65 or older). Those with children under the age of 18 in the household are more likely than those without to say the pandemic is having a negative impact on their capacity to pay bills on time (33% vs. 21%, respectively), as are those with a lower household income compared to other Calgarians (52% <\$45,000 vs. 32% \$45,000 to <\$75,000 and 34% \$75,000 to <\$105,000 vs. 10% \$105,000 to <\$135,000 and 14% \$135,000 or more).

Negative Impact on Capacity to Pay Bills on Time



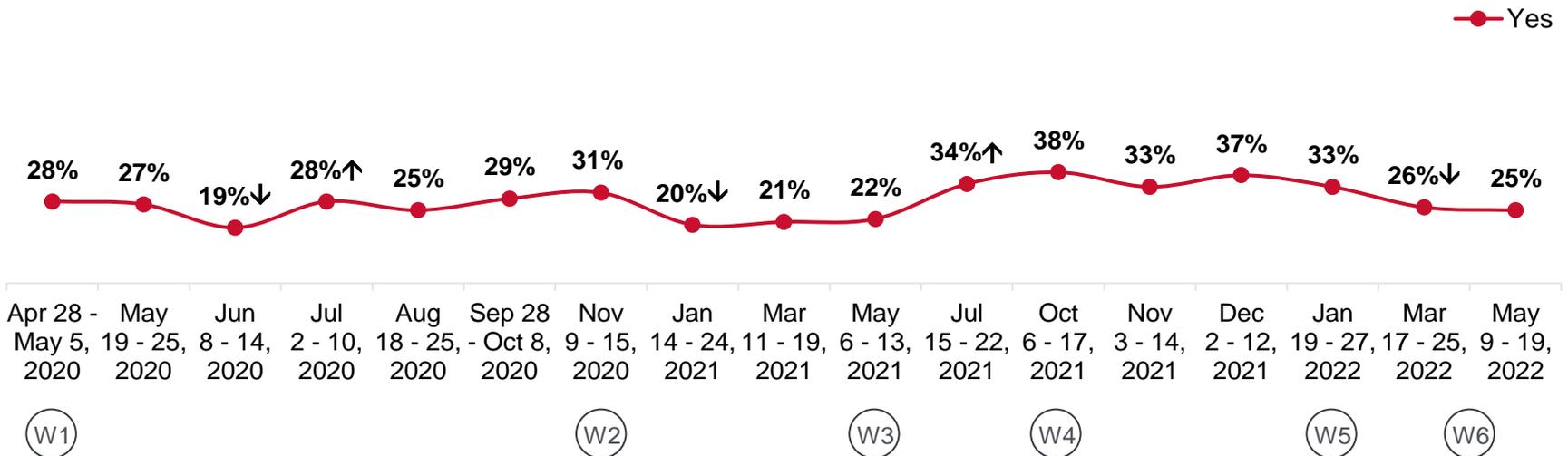
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes to paying bills on time?  
 Base: All respondents, excluding those who answered “not applicable” (n=varies)



# Financial Impacts of the Pandemic – cont'd

Consistent with results in March, one-quarter (25%) of Calgarians are experiencing a negative impact of the pandemic on their capacity to pay their mortgage or rent. Those 18 to 34 years of age are more likely than seniors (65 or older) to be experiencing this (33% vs. 15%, respectively). Calgarians with a lower household income are more likely than those with a higher income to say the pandemic is having a negative impact on their capacity to pay mortgage or rent (58% <\$45,000 vs. 35% \$45,000 to <\$75,000 and 32% \$75,000 to <\$105,000 vs. 6% \$105,000 to <\$135,000 and 12% \$135,000 or more).

Negative Impact on Capacity to Pay Mortgage/Rent



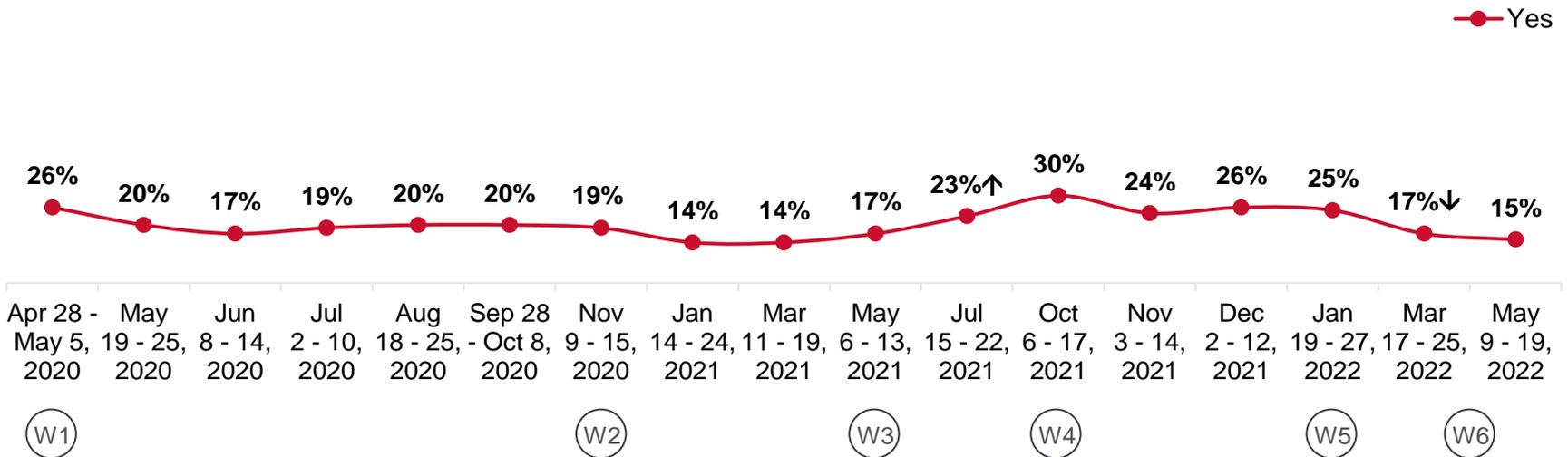
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes to:   
 Base: All respondents, excluding those who answered “not applicable” (n=varies)



# Financial Impacts of the Pandemic – cont'd

More than one-in-ten (15%) Calgarians say the pandemic is having a negative impact on their capacity to pay property taxes, on par with results in March. Those with children under the age of 18 in the household are more likely than those without to be experiencing this (20% vs. 11%, respectively). Calgarians with a lower household income are more likely than those with a higher income to say the pandemic is having a negative impact on their capacity to pay mortgage or rent (32% <\$45,000, 26% \$45,000 to <\$75,000 and 21% \$75,000 to <\$105,000 vs. 2% \$105,000 to <\$135,000 and 6% \$135,000 or more).

## Negative Impact on Capacity to Pay Property Taxes



**Note: Property tax bills were mailed on May 25, 2020, May 25, 2021 and May 24, 2022.**

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

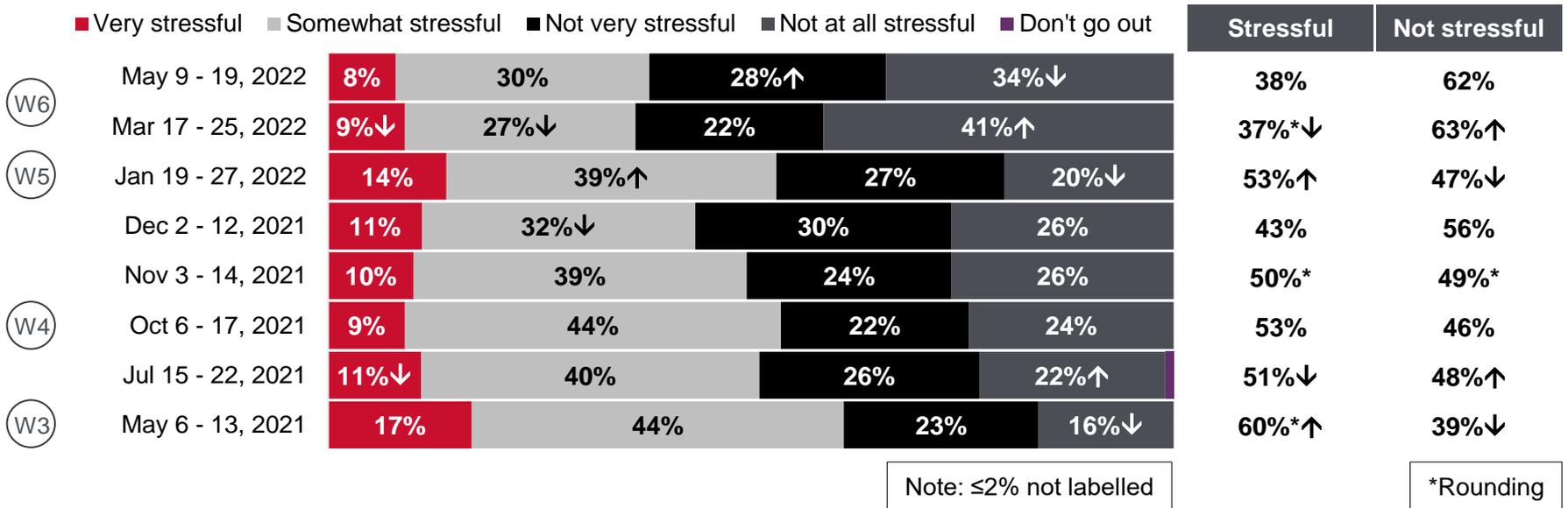
Base: All respondents, excluding those who answered “not applicable” (n=varies)



# Stress Level When in Public During Pandemic

Consistent with results in March, nearly two-fifths (38%) of Calgarians find it stressful to be in public since the lifting of most of Alberta’s pandemic restrictions on March 1, 2022. Females are much more likely than males to say they find it stressful (49% vs. 26%, respectively), mostly due to a difference in ratings of ‘somewhat’ (40% vs. 20%) rather than ‘very’ stressful. NW residents are more likely than residents of the SE and NE to say they find it stressful to be in public (47% vs. 34% and 28%, respectively). Those without children under the age of 18 in the household are more likely than those with children in the household to find it stressful to be in public (44% vs. 28%, respectively).

## Stress Level When in Public



Beginning Mar 17, 2022: As you might already know, on March 1<sup>st</sup>, the Province lifted most pandemic restrictions. This includes capacity limits for businesses as well as mandatory face masks, except for on public transit and in health care settings. Since March 1<sup>st</sup>, to what extent do you find it stressful, if at all, to be in public?

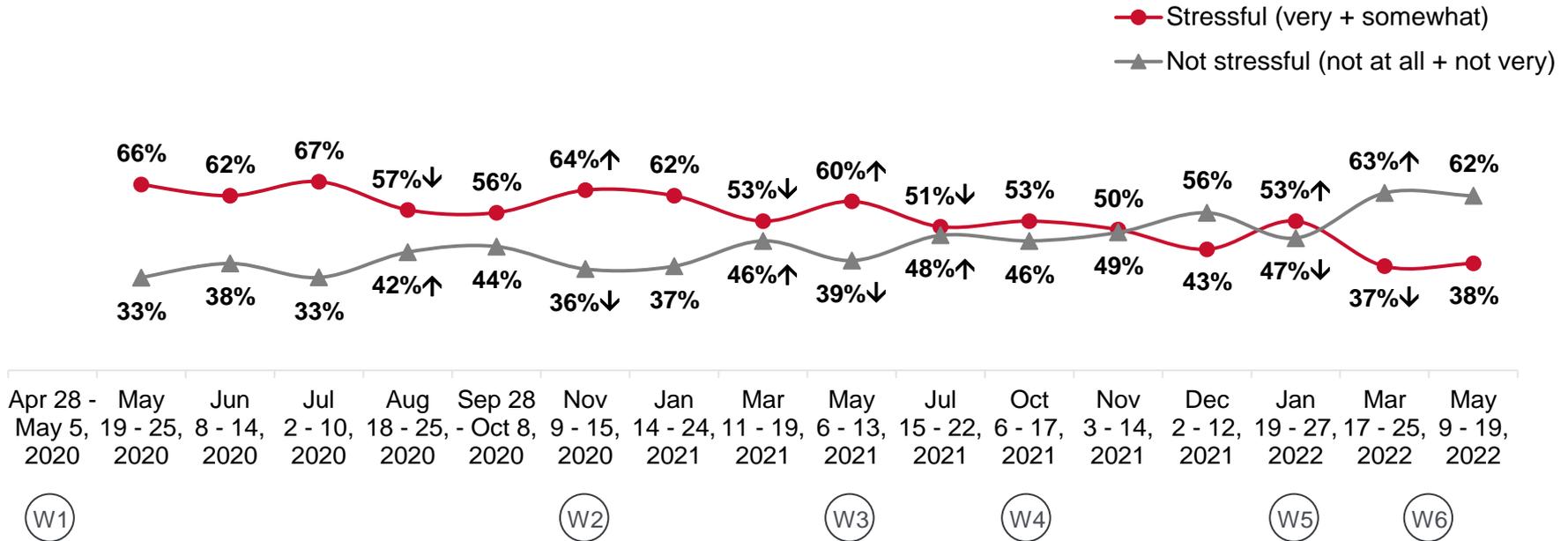
May 6, 2021 - Jan 27, 2022: During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

Base: All respondents (n=500)



# Tracking: Stress Level in Public During Pandemic

Stress Level When in Public During the Pandemic



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

Beginning Mar 17, 2022: As you might already know, on March 1<sup>st</sup>, the Province lifted most pandemic restrictions. This includes capacity limits for businesses as well as mandatory face masks, except for on public transit and in health care settings. Since March 1<sup>st</sup>, to what extent do you find it stressful, if at all, to be in public?

May 19, 2020 - Jan 27, 2022: During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

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



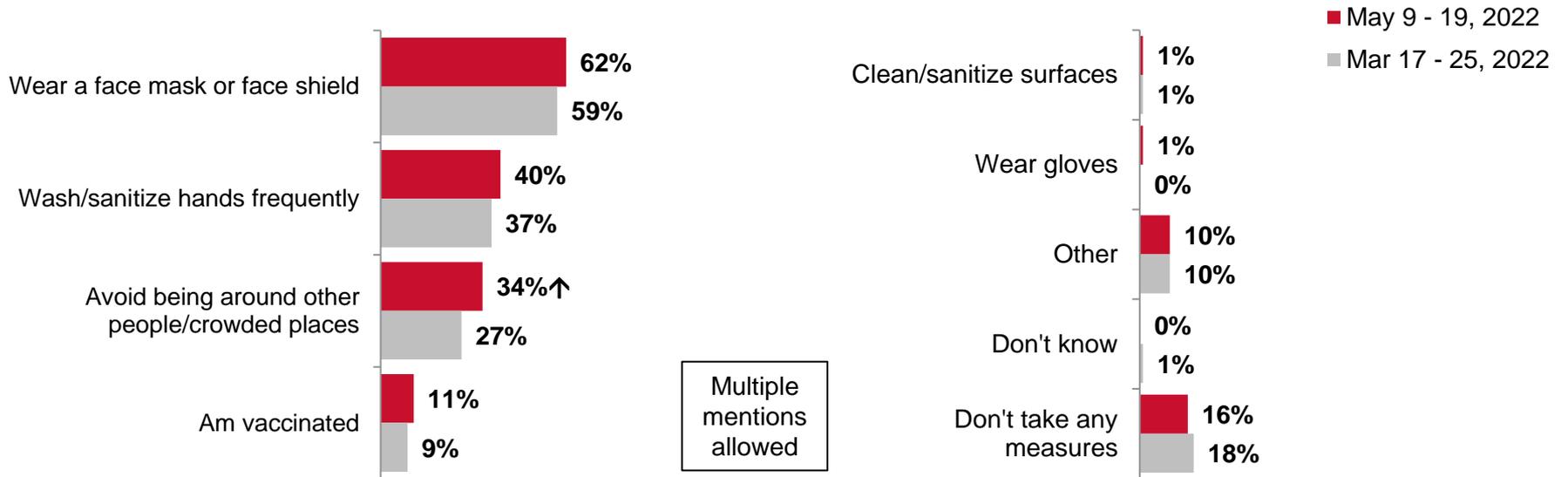
## Moving Forward



# Measures Used to Protect Against COVID-19

Around three-fifths (62%) of Calgarians say they wear a face mask or shield to protect against COVID-19 and two-fifths (40%) wash and/or sanitize their hands frequently. One-third (34%) avoid being around other people and/or in crowded places, up from 27% in March. Females are more likely than males to wear a face mask/shield (71% vs. 54%, respectively), wash/sanitize their hands frequently (47% vs. 34%), and to avoid being around other people/crowded places (40% vs. 28%). Males are more likely than females to say they don't take any measures to protect against COVID-19 (23% vs. 9%, respectively). Younger Calgarians are more likely than seniors to say they wash/sanitize their hands frequently to protect against COVID-19 (44% 18 to 34 and 43% 35 to 64 vs. 23% 65 or older). NW residents are more likely than residents of the SW and SE to wear a face mask/shield (72% vs. 60% and 52%, respectively). Those with children under the age of 18 in the household are more likely than those without to wash/sanitize their hands frequently (47% vs. 36%, respectively) but less likely to avoid being around other people/crowded places (29% vs. 38%).

**Measures Personally Used to Protect Against COVID-19**



Since March 1<sup>st</sup>, what, if any, measures do you personally use to protect against COVID-19? Please do not include measures you are required to take as part of your job or volunteer work.

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

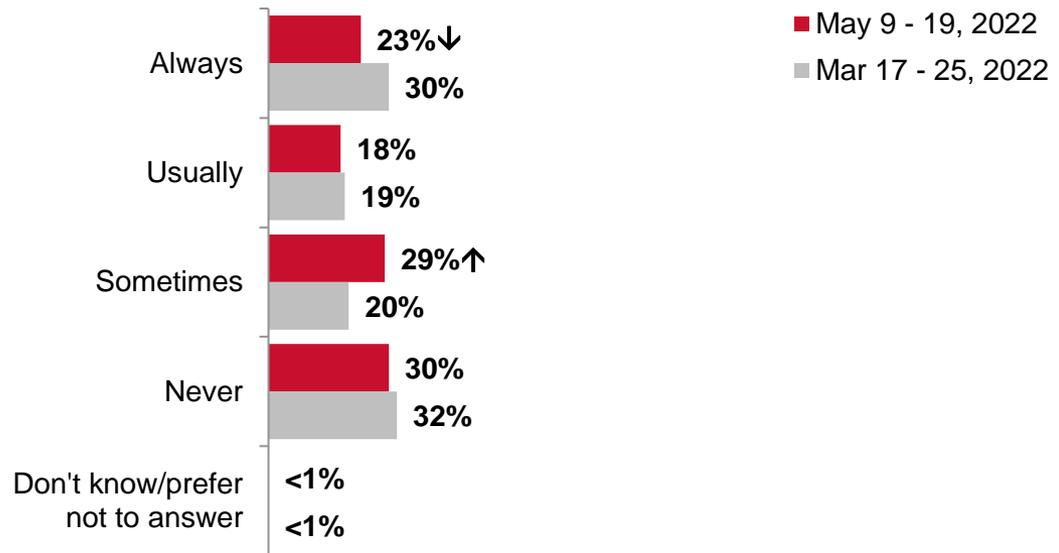
Base: All respondents (n=500)



# Frequency of Voluntarily Wearing a Face Mask

Around one-quarter (23%) of Calgarians say they always wear a face mask in public where it is not required, down from 30% in March. Three-in-ten (29%) say they sometimes wear a mask where it is not required, up from 20% in March. Calgarians 35 years of age or older are more likely than those 18 to 34 to say they always wear a face mask (26% 35 to 64 and 28% 65 or older vs. 13% 18 to 34). Calgarians with a lower household income are more likely than those with a higher income to say they always wear a face mask where it is not required (33% <\$45,000, 22% \$45,000 to <\$75,000 and 29% \$75,000 to <\$105,000 vs. 6% \$105,000 to <\$135,000). Males are more likely than females to say they never wear a face mask (35% vs. 24%, respectively), as are those 18 to 34 years of age compared to seniors (35% vs. 22% 65 or older). Those who do not live with a senior are more likely than those who do to never wear a face mask where it is not required (32% vs. 17%, respectively).

## Frequency of Wearing a Face Covering in Public Where Not Required



Since March 1<sup>st</sup>, how often do you wear a face mask in public, not including where it's still required on public transit and in health care settings? Would you say ...?

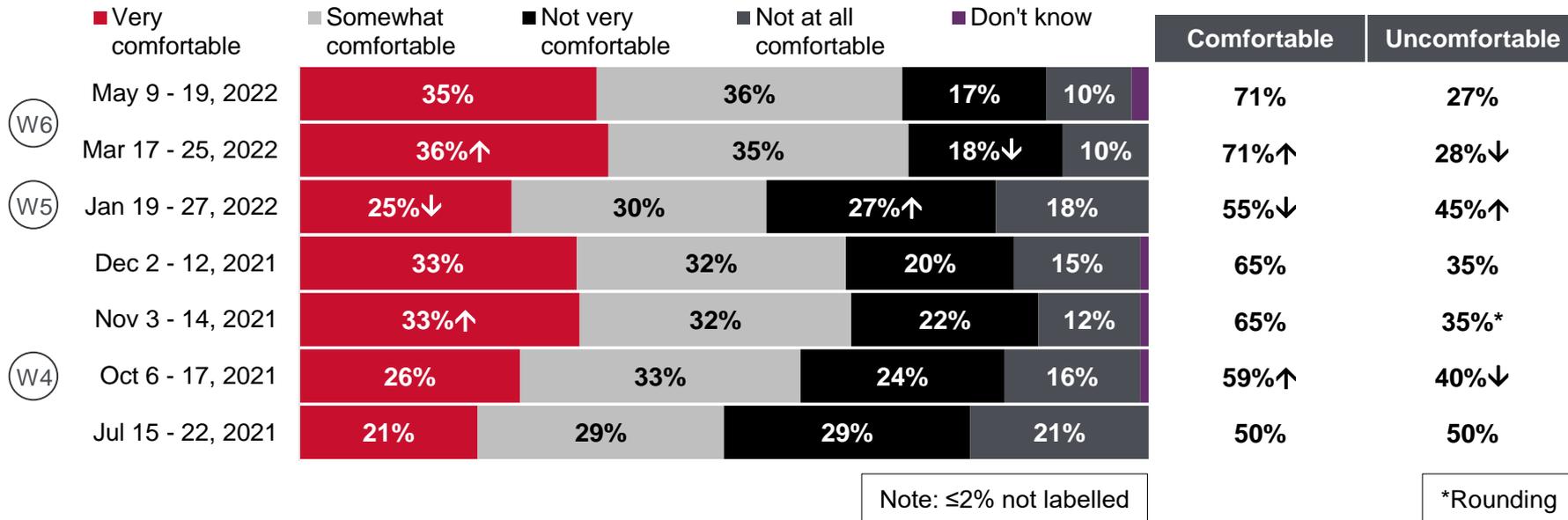
Base: All respondents (n=500)



# Comfort Attending Outdoor Events

Seven-in-ten (71%) Calgarians are or would be comfortable attending an outdoor event with a large crowd in the next couple of months, on par with results in March. Younger Calgarians are more likely than seniors to be comfortable with this (81% 18 to 34 vs. 71% 35 to 64 vs. 56% 65 or older). Calgarians with a higher household income are more likely than those with a lower income to be comfortable with this (76% \$75,000 to <\$105,000, 74% \$105,000 to <\$135,000 and 80% \$135,000 or more vs. 54% <\$45,000).

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



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

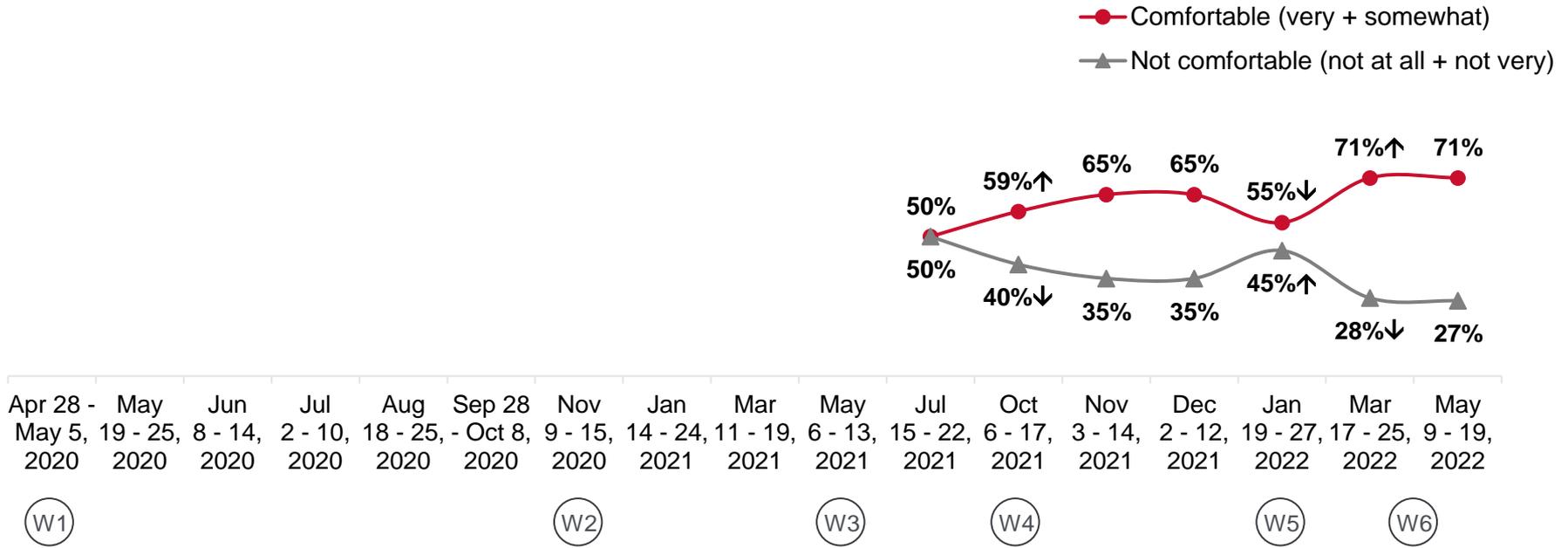
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

Base: All respondents (n=500)



# Tracking: Comfort Attending Outdoor Events

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



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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

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

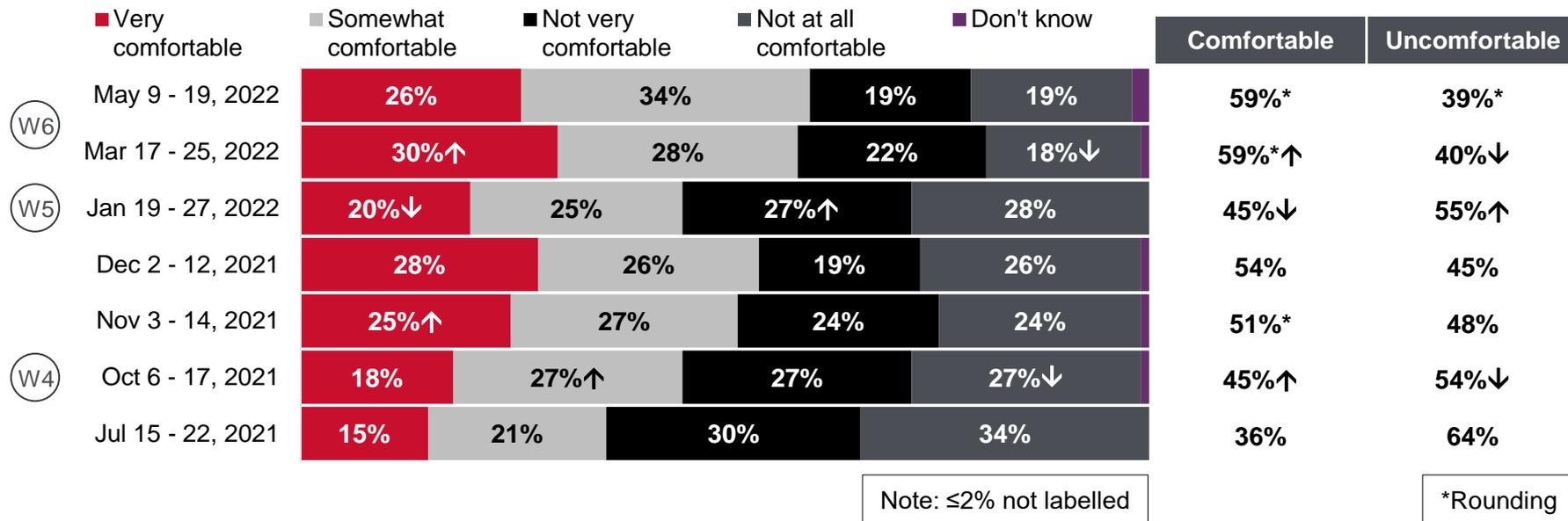
Base: All respondents (n=500)



# Comfort Attending Indoor Events

Three-fifths (59%) of Calgarians are or would be comfortable attending an indoor event with a large crowd in the next couple of months, consistent with results in March. Males are more likely than females to be comfortable with this (64% vs. 55%, respectively), due to a difference in ratings of 'very' (31% vs. 20%) rather than 'somewhat' comfortable. Those 18 to 34 years of age are more likely than older Calgarians to be comfortable attending an indoor event with a large crowd (69% vs. 57% 35 to 64 and 48% 65 or older).

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



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

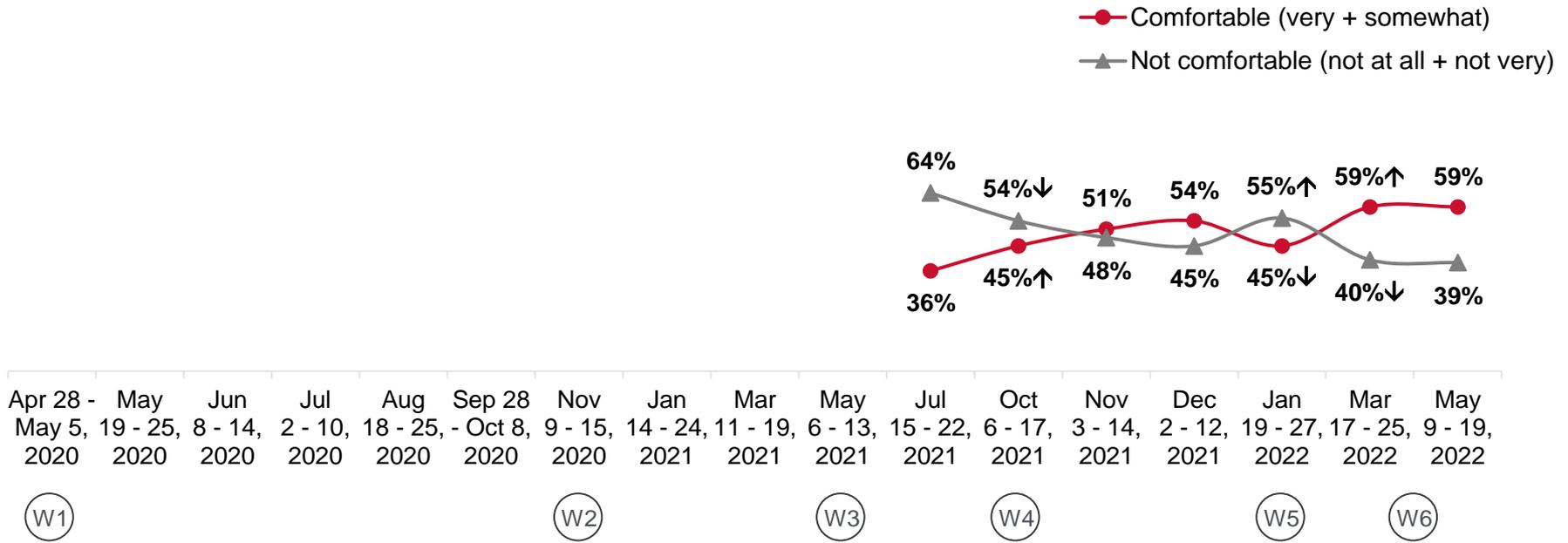
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

Base: All respondents (n=500)



# Tracking: Comfort Attending Indoor Events

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



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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

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

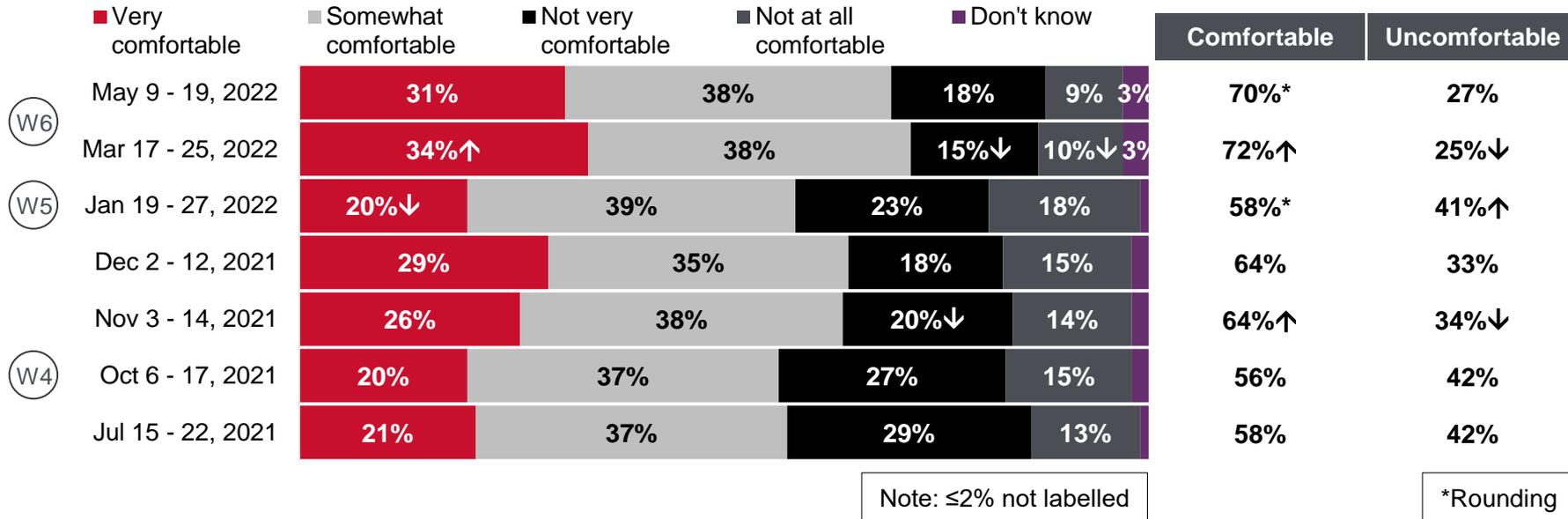
Base: All respondents (n=500)



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

Consistent with results in March, seven-in-ten (70%) Calgarians are or would be comfortable attending an indoor event such as a City in-person public engagement event or a research focus group in the next three months. Those 18 to 34 years of age are more likely than older Calgarians to be comfortable with this (79% vs. 68% 35 to 64 and 57% 65 or older). Calgarians with a higher household income are more likely than those with a lower income to be comfortable attending this type of indoor event (70% \$75,000 to <\$105,000, 72% \$105,000 to <\$135,000 and 78% \$135,000 or more vs. 49% <\$45,000).

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



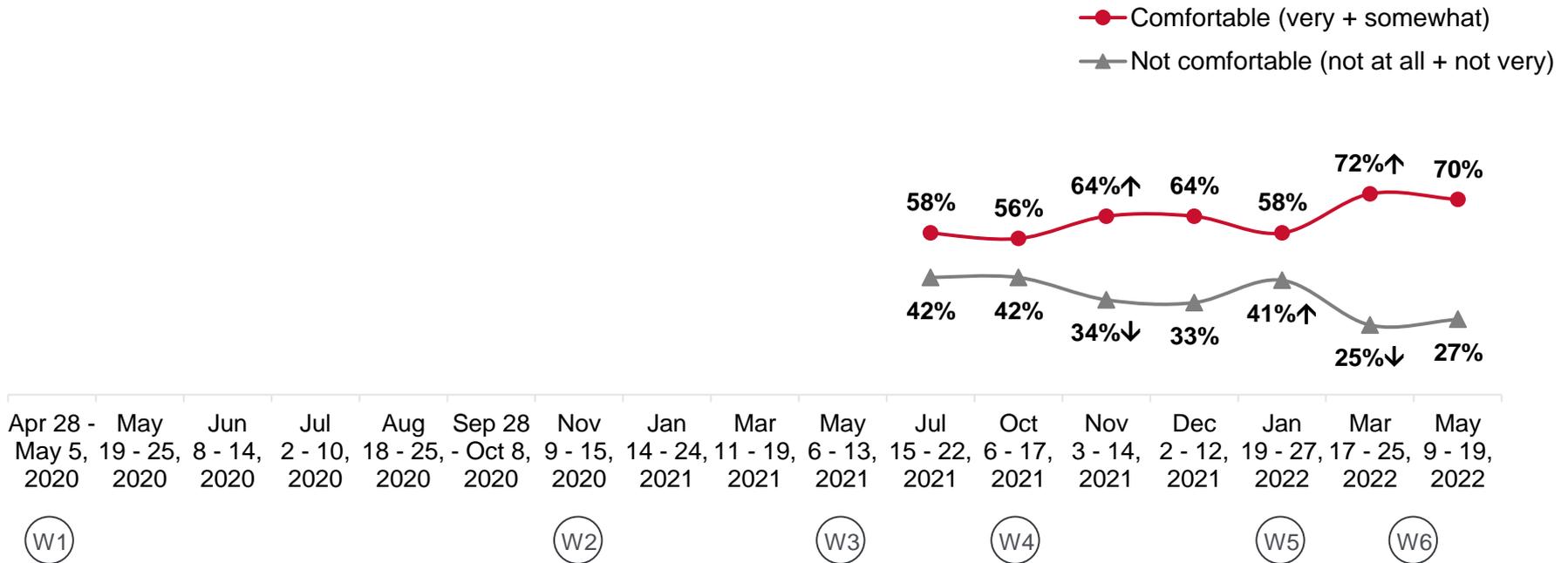
In the next three months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

Base: All respondents (n=500)



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

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



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

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

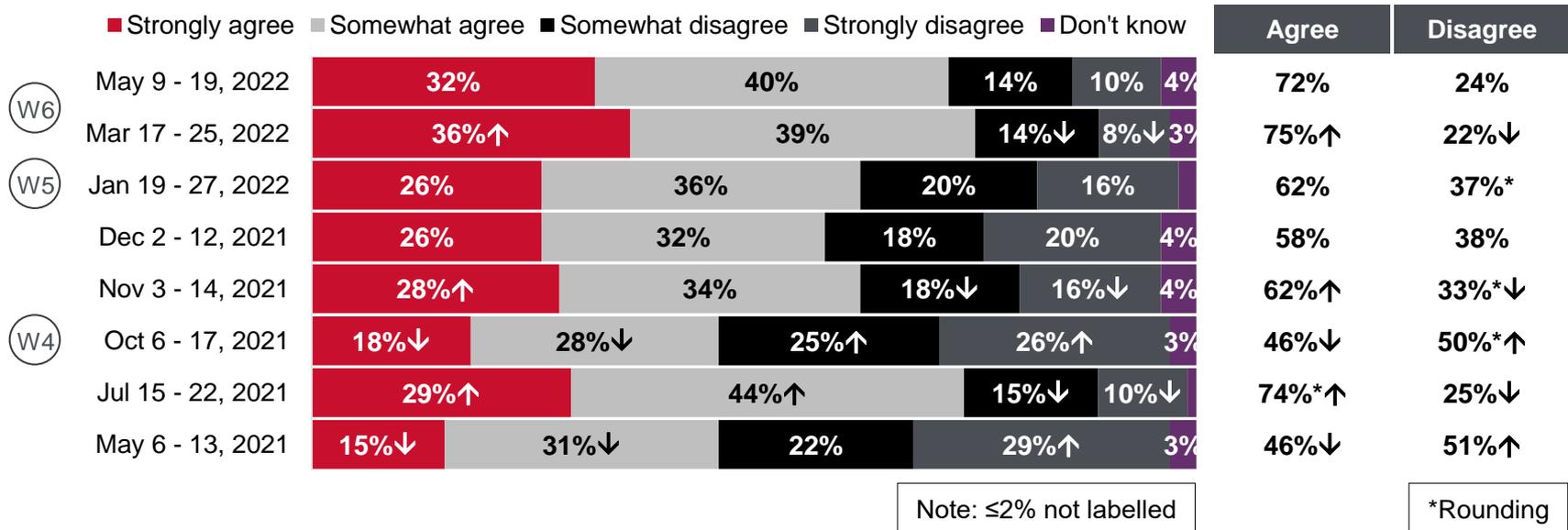
Base: All respondents (n=500)



# Perceptions and Concern about the Pandemic

Consistent with results in March, around seven-in-ten (72%) Calgarians agree with the statement “The worst of the pandemic is behind us.”

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

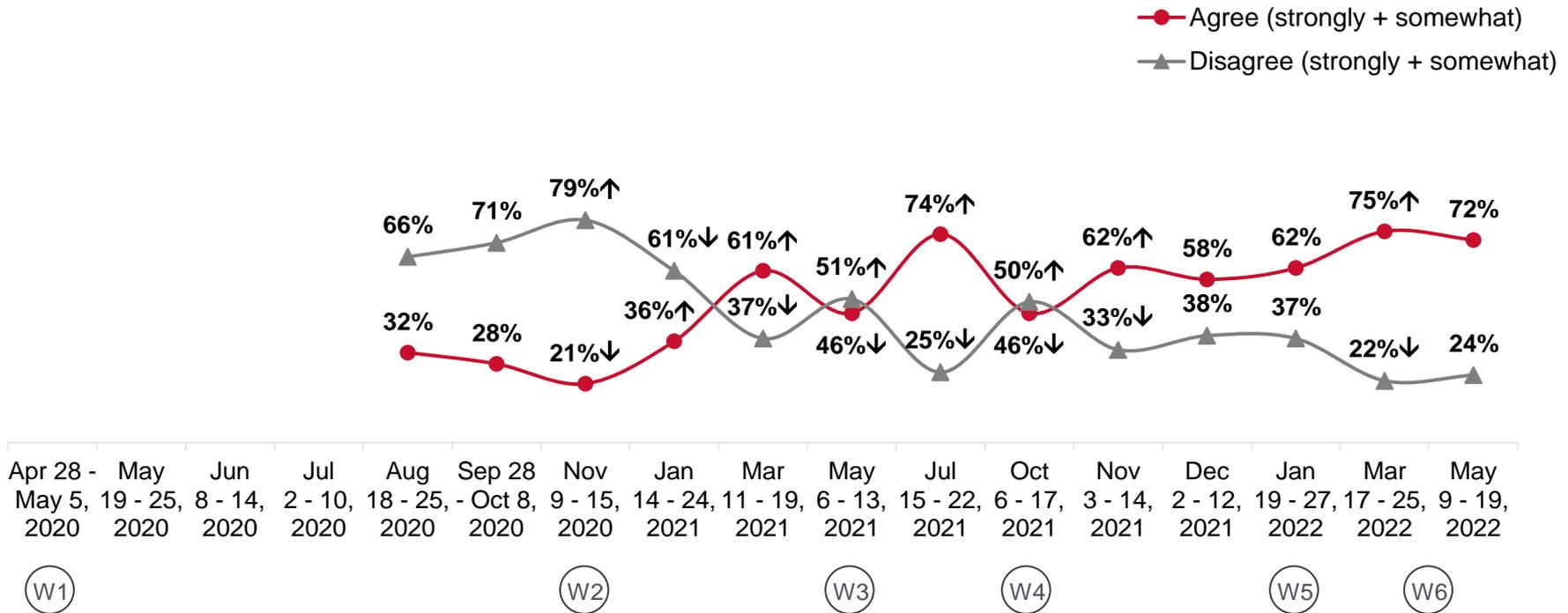


For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: All respondents (n=500)



# Tracking: Perceptions and Concern about the Pandemic

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



Note: Total might not equal 100% due to responses of “don’t know” and “prefer not to answer.”

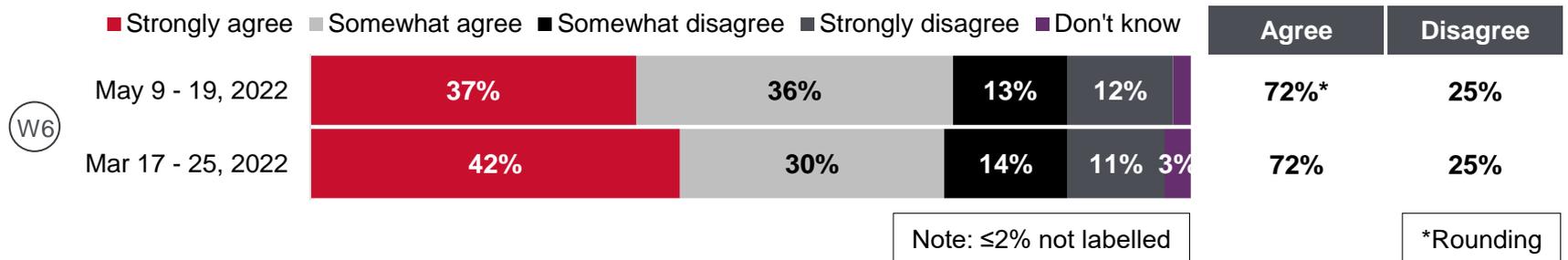
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: All respondents (n=500)



# Perceptions and Concern about the Pandemic

Around seven-in-ten (72%) Calgarians agree with the statement “We should move past COVID-19 being treated as a pandemic and instead treat it as part of everyday life.” Males are more likely than females to agree with this statement (77% vs. 68%, respectively) due to a difference in ratings of ‘strongly’ (42% vs. 32%) rather than ‘somewhat’ agree. Calgarians with children under the age of 18 in the household are more likely than those without to agree with this statement (78% vs. 69%, respectively).

## We Should Move Past COVID-19 Being Treated as a Pandemic and Instead Treat it as Part of Everyday Life



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

Base: All respondents (n=500)



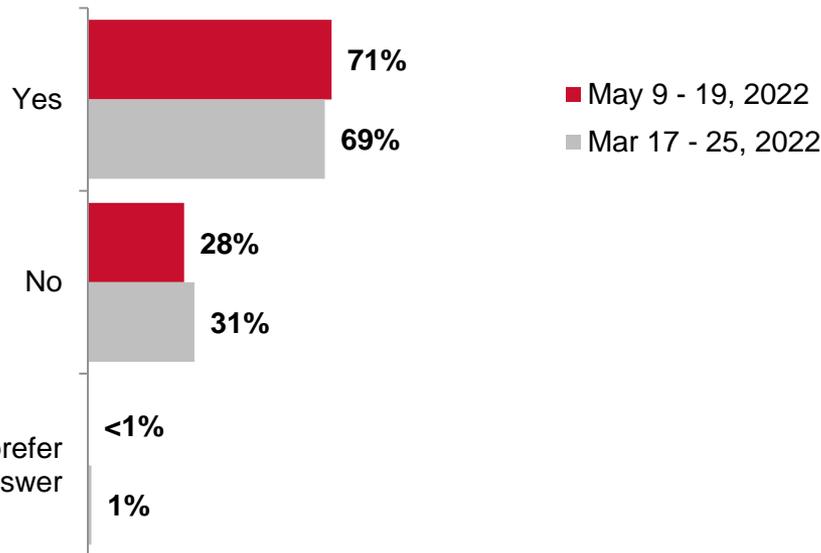
## Working from Home and Return to Work Site



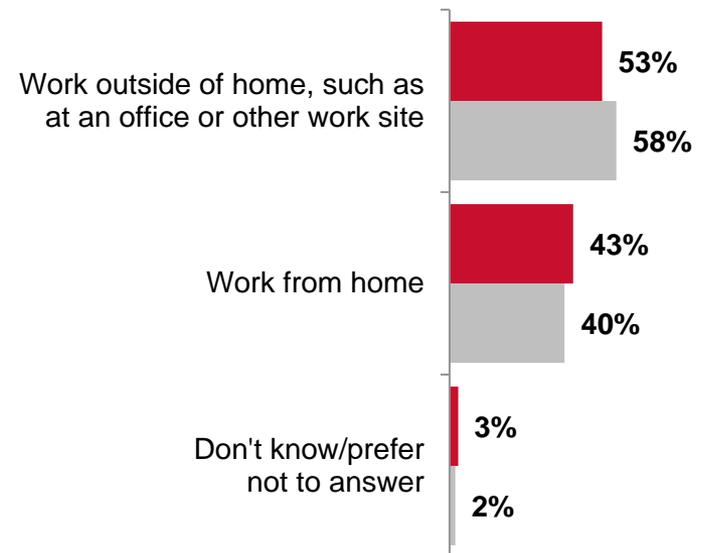
# Work from Home vs. Work Site in February 2022

Among the seven-in-ten (71%) Calgarians who were employed (including self-employed) at the end of February 2022, around two-fifths (43%) worked from home in February. Females are more likely than males to have worked from home (56% vs. 33%, respectively). Those with a household income of \$135,000 or greater are more likely than other Calgarians to have worked from home in February this year (61% \$135,000 or more vs. 19% \$45,000 to <\$75,000, 34% \$75,000 to <\$105,000 and 49% \$105,000 to <\$135,000).

**Employed as of End of February 2022**



**Work from Home vs. Work Site in February 2022**



As of February 28th of this year, were you employed or self-employed?  
 Base: All respondents (n=500)

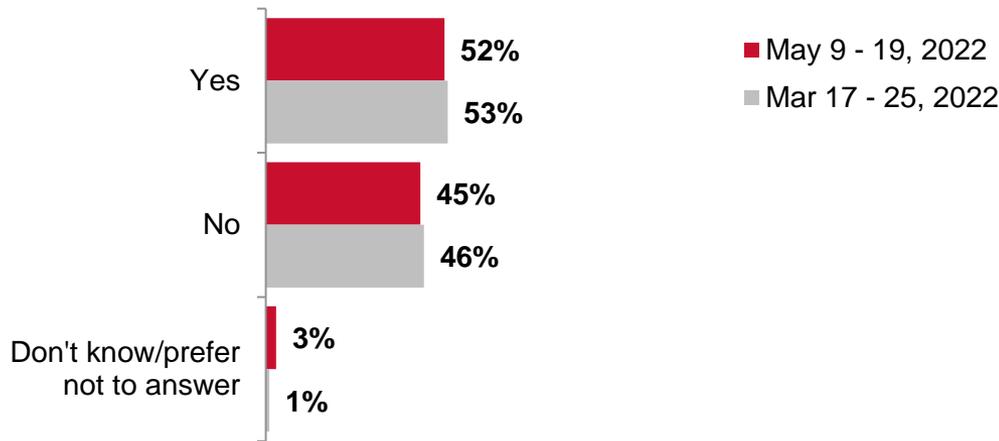
And in February of this year, did you mainly . . . ?  
 Base: Respondents employed/self-employed as of Feb 28, 2022  
 (May 9 - 19, 2022: n=341; Mar 17 - 25, 2022: n=316)



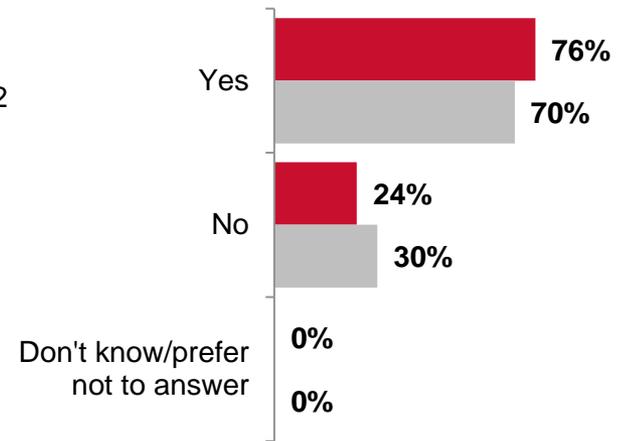
# Return to Work Site at Least Part-time

Among Calgarians who were working from home in February 2022, around one-half (52%) were doing so because of the mandatory work-from-home requirement. Males are more likely than females to have been working from home because of this requirement (62% vs. 44%, respectively). Of those who were working from home due to the requirement, three-quarters (76%) have returned or will be returning to their work site at least part-time.

**Working Home Due to Mandatory Work-from-home Requirement**



**Returning to Work Site at Least Part-time\***



\*Caution: Small sample size

Were you working from home because of the Province's mandatory work-from-home requirement? [INCLUDES EMPLOYER'S WORK FROM HOME REQUIREMENT]

Base: Respondents working from home in February (May 9 - 19, 2022: n=147; Mar 17 - 25, 2022: n=137)

Following the lifting of the Province's mandatory work-from-home requirement on March 1<sup>st</sup>, have you, or will you be, returning to your work site at least part-time?

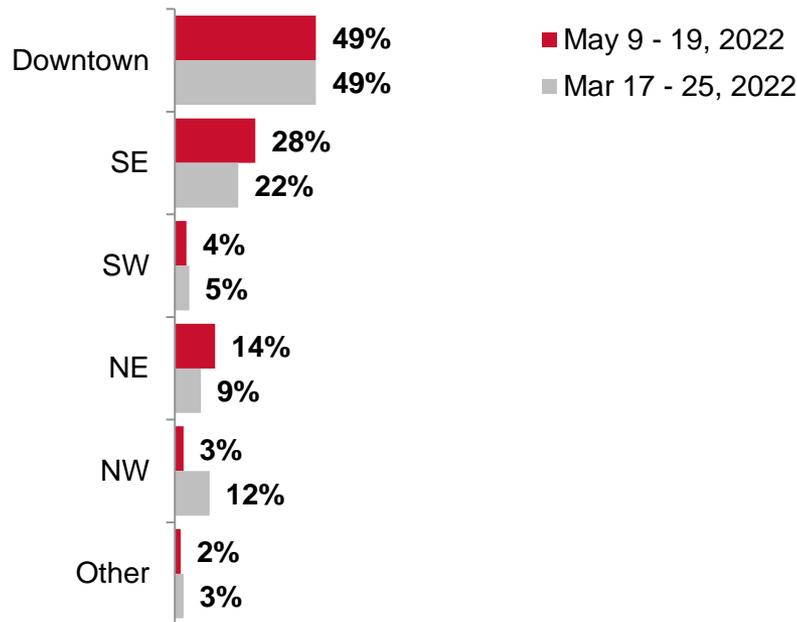
Base: Respondents working from home in February due to Province's work from home requirements (May 9 - 19, 2022: n=76; Mar 17 - 25, 2022: n=72\*)



# Location of Work Site Returned/Returning To

Among those Calgarians who were working from home in February 2022 because of the mandatory work-from-home requirement and who have returned (or plan to return) to their work site at least part-time, one-half (49%) say the work site is located downtown.

## Location of Work Site to Which Respondents Have or Will Return at Least Part-time\*



\*Caution: Small sample size

And is that work site located in:

Base: Respondents who worked from home in February due to Province's work from home requirements but have returned or will return to their work site at least part-time (May 9 - 19, 2022: n=58\*; Mar 17 - 25, 2022: n=50\*)



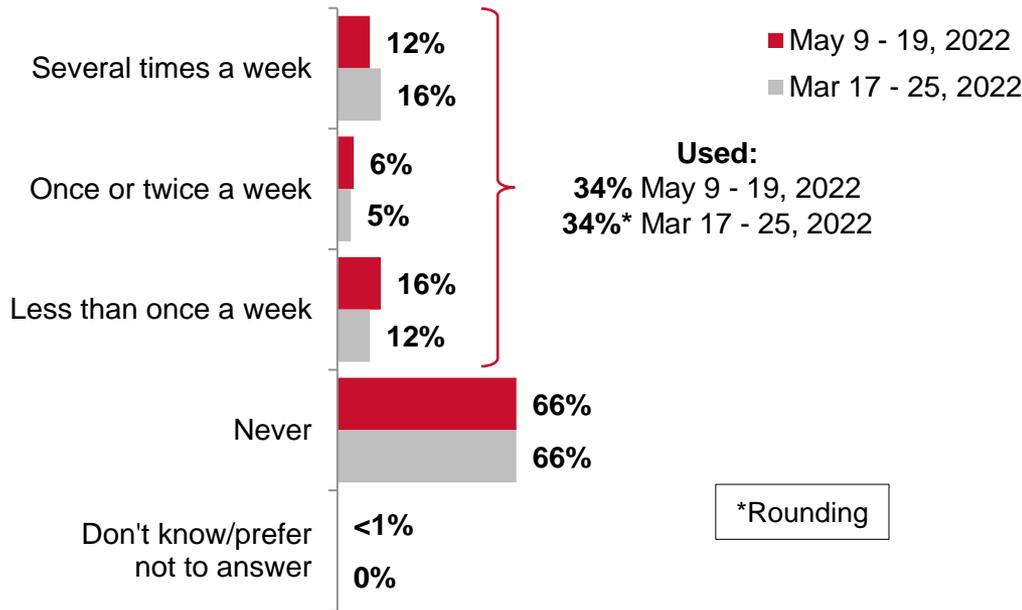
## Transit Use Pre-Pandemic and Currently



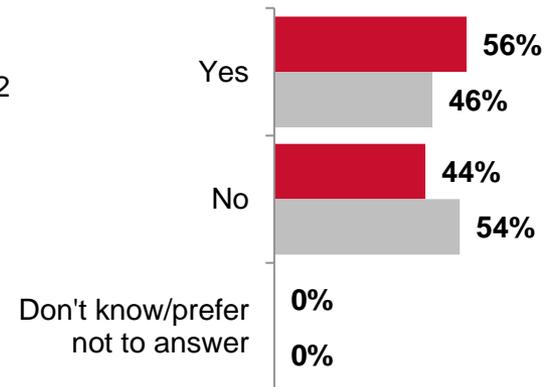
# Transit Use Before and During Pandemic

One-third (34%) of Calgarians say that in the months prior to the pandemic, they used Calgary Transit at least occasionally to commute to and from work, school or other activities. Those 18 to 34 years of age are more likely than older Calgarians to have used Transit at least occasionally prior to the pandemic (49% vs. 26% 35 to 64 and 33% 65 or older). Among those who used Transit at least occasionally, more than one-half (56%) stopped using Transit during the pandemic. Females are more likely than males to have stopped using Transit (63% vs. 47%, respectively).

Use of Calgary Transit in Months Prior to Pandemic



Stopped Using Calgary Transit During Pandemic



In the months prior to the start of the pandemic, approximately how often did you use Calgary Transit to commute to and from work, school or other activities?

Base: All respondents (n=500)

During the pandemic, did you stop using Calgary Transit for any reason?

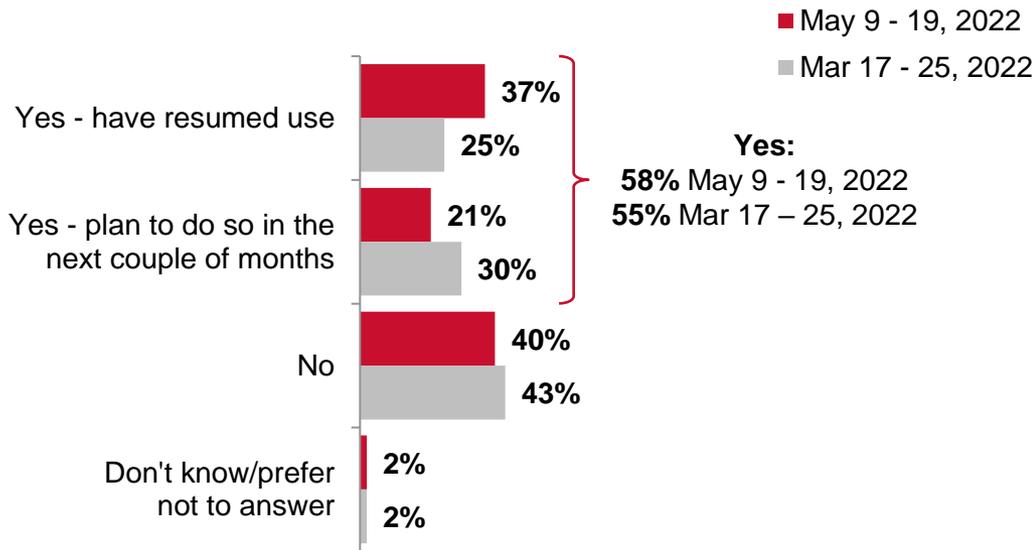
Base: Respondents who used Transit at least occasionally in the months prior to pandemic (May 9 - 19, 2022: n=163; Mar 17 - 25, 2022: n=163)



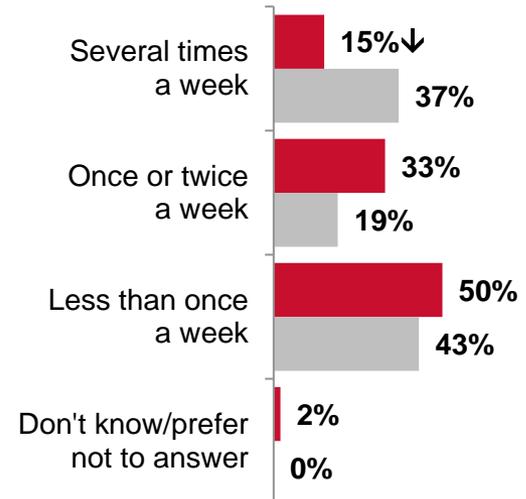
# Use/Planned Use of Transit Since March 1, 2022

Since March 1, 2022, nearly three-fifths (58%) of those who stopped using Transit during the pandemic have resumed using it or plan to do so in the next couple of months. Among these Calgarians, more than one-in-ten (15%) have used or plan to use Transit several times a week, down from 37% in March. One-third (33%) use or plan to use Transit once or twice a week and one-half (50%) less than once a week.

## Resumed/Plan to Resume Use of Calgary Transit



## Frequency of Resumed/Planned Use\*



\*Caution: Small sample size

Since March 1<sup>st</sup> of this year, have you resumed use of Calgary Transit or do you plan to do so in the next couple of months?

Base: Respondents who used Transit at least occasionally in the months prior to pandemic and stopped using it for any reason during the pandemic (May 9 - 19, 2022: n=92; Mar 17 - 25, 2022: n=83)

And how frequently are you now using Calgary Transit or plan to use it in the next couple of months?

Base: Respondents who used Transit at least occasionally in the months prior to pandemic, stopped using it for any reason during the pandemic, and have resumed or will resume using it (May 9 - 19, 2022: n=52\*; Mar 17 - 25, 2022: n=45\*)

# Demographics

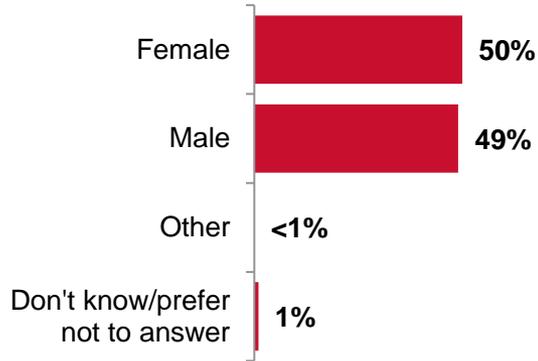




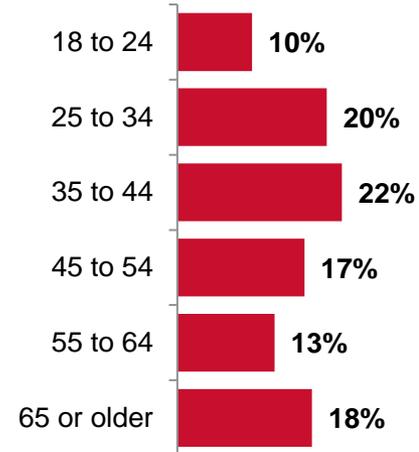
# Demographics

## Gender

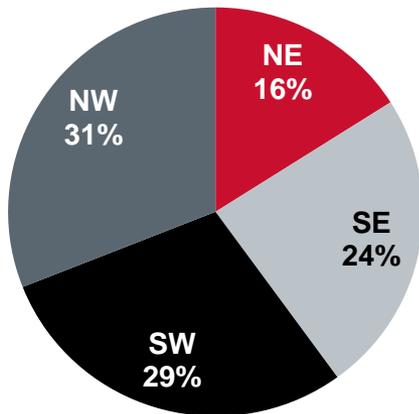
(asked, not inferred)



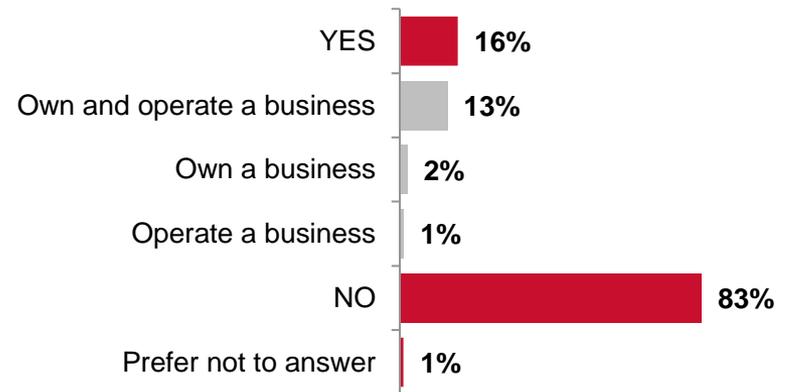
## Age



## Quadrant of Residence



## Own and/or Operate a Business in Calgary



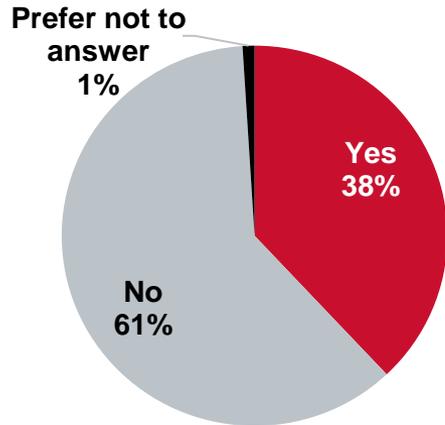
Base: All respondents (n=500)

NOTE: Totals may not add to 100% due to rounding.

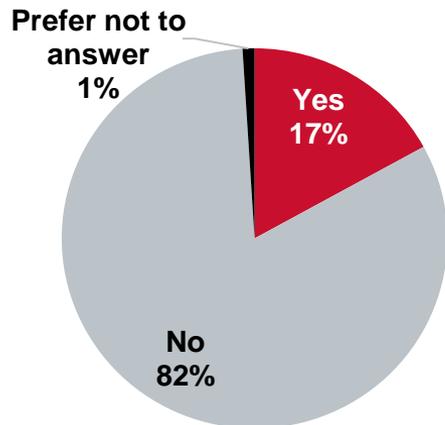


# Demographics – cont'd

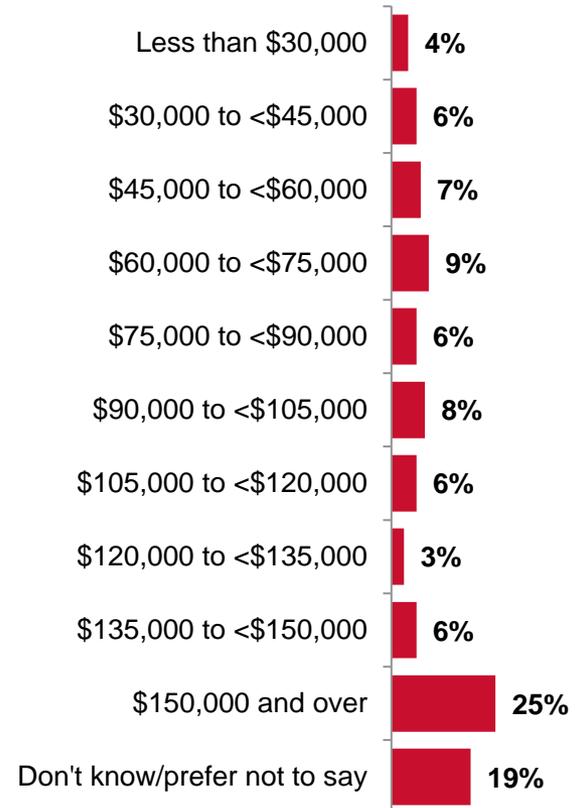
**Children Under the Age of 18 in the Household**



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



**Annual Household Income**



Base: All respondents (n=500)

NOTE: Totals may not add to 100% due to rounding.

# COVID-19 Pandemic Timeline





# COVID-19 Pandemic Timeline

## 2020

- Jan 25 – First presumptive case in Canada
- Jan 27 – First confirmed case in Canada
- Mar 5 – First presumptive case in Alberta; beginning Wave 1
- Mar 8 – Canada records first COVID-19 death
- Mar 11 – World Health Organization declares pandemic
- Mar 15 – City declares State of Local Emergency (SOLE), closes non-essential businesses/services, City facilities, pools and libraries, and all daycares; Alberta schools closed to in-person classes
- Mar 17 – Alberta declares State of Public Health Emergency
- Mar 18 – Canada-USA border closed to non-essential travel
- Mar 19 – Alberta records first COVID-19 death
- Apr 23 – 2020 Calgary Stampede cancelled
- May 13 – Alberta implements Stage 1 of relaunch (excl. Calgary)
- May 25 – Phase 1 of relaunch begins in Calgary and Brooks
  - Jun 1 – COVID-19 testing available to all Albertans
- Jun 12 – Alberta implements Stage 2 of relaunch; Calgary's SOLE expires
- Jun 16 – Alberta's State of Public Health Emergency expires
- Aug 1 – Temporary Face Coverings Bylaw in effect
- Sep 1 – Return to class for Kindergarten – Grade 12
- Oct 3 – Approximate beginning of Wave 2
- Nov 24 – Alberta restricts social gatherings and closes high schools to in-person classes until after Christmas break
- Dec 8 – Alberta declares enhanced restrictions on indoor and outdoor gatherings and businesses

## 2021

- Feb 8 – Step 1 restrictions lifted in Alberta
- Feb 24 – Vaccine available to all Albertans aged 75+ years
- Feb 28 – Step 2 restrictions lifted in Alberta
- Mar 15 – Vaccine available to Albertans aged 65 years or older
- Mar 16 – Approximate beginning of Wave 3
- Mar 30 – Vaccine available to Albertans born in 1957 or later and to those aged 12-64 with eligible underlying conditions
- Apr 9 – Alberta returns to Stage 1
- Apr 20 – AstraZeneca vaccine becomes available to Albertans aged 40+
- May 4 – Alberta announces new restrictions, moves schools to online
- May 6 – Vaccine available to Albertans aged 30 years or older
- May 10 – Vaccine available to Albertans aged 12 years or older
- May 26 – Alberta announces “Open for Summer Plan” (OfS Plan)
  - Jun 1 – Alberta lifts some restrictions in Phase 1 of OfS Plan
  - Jun 10 – Alberta lifts more restrictions in Phase 2
  - Jul 1 – Alberta lifts all remaining restrictions in Phase 3
  - Jul 5 – Calgary repeals Face Covering Bylaw
- Aug 18 – Approximate beginning of Wave 4
- Sep 4 – Pandemic Face Covering Bylaw in effect
- Sep 15 – Alberta implements new restrictions
- Sep 20 – Restrictions Exemption Program in effect
- Sep 23 – Vaccine Passport Bylaw in effect
- Dec 24 – Approximate beginning of Wave 5; restrictions on restaurants and bars, interactive activities, and large venues take effect

## 2022

Feb 8 – Alberta announces easing of restrictions

Feb 9 – Alberta's Restrictions Exemption Program is discontinued and The City's Vaccine Passport Bylaw lifted

Feb 14 – Alberta's mask requirement for schools and for children 12 and younger is discontinued

Mar 1 – Alberta's face mask requirement, capacity and gathering restrictions, and work-from-home requirement are discontinued and The City's Pandemic Face Covering Bylaw is lifted

Mar 8 – Approximate beginning of Wave 6

# Questionnaire





The City of Calgary 2022 Citizen Perspectives – COVID-19 Snapshot 17  
May 2, 2022

## INT01. INTRODUCTION

We are conducting a study among adult Calgarians about the impact of COVID-19 in Calgary and would like to include your input, which should only take about 15 minutes. Would now be a good time?

(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 "2022 Citizen Perspectives Survey." City staff would be happy to address your concerns.)

## PREQ.

Before we get started, 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 "2022 Citizen Perspectives COVID-19 Survey", send an email to [research@calgary.ca](mailto:research@calgary.ca) or send a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5."

## SCREENERS

QS7. To confirm, are you 18 years of age or older and do you currently live in Calgary?

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.

## CONCERN AND CONFIDENCE

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

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

Yes  
No  
Not applicable  
Don't know [DO NOT READ]  
Prefer not to answer [DO NOT READ]

CV13. In your opinion, how much of a threat is COVID-19 to each of the following? Starting with ... would you say it is ... ?

[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



# Questionnaire – cont'd

- A major threat
- A minor threat
- Not a threat
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

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]
- Prefer not to answer [DO NOT READ]

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

- [ROTATE ITEMS]**  
 The worst of the COVID-19 pandemic is behind us.  
 I trust The City to make the right decisions about providing its services safely during a pandemic.  
 We should move past COVID-19 being treated as a pandemic and instead treat it as part of everyday life.

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

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

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

- Improved a lot
- Improved a little
- Remained about the same
- Worsened a little
- Worsened a lot
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

CV57. As you might already know, on March 1<sup>st</sup>, the Province lifted most pandemic restrictions. [This includes capacity limits for businesses as well as mandatory face masks, except for on public transit and in health care settings. Since March 1<sup>st</sup>, to what extent do you find it stressful, if at all, to be in public? Would you say you find it:

- 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]
- Prefer not to answer [DO NOT READ]

CV58. Since March 1<sup>st</sup>, what, if any, measures do you personally use to protect against COVID-19? Please do not include measures you are required to take as part of your job or volunteer work.

- [PRE-CODE LIST; DO NOT READ; ACCEPT UP TO 6 RESPONSES]**  
 Wash/sanitize hands frequently  
 Wear a face mask or shield  
 Wear gloves  
 Avoid being around other people/crowded places  
 Vaccination  
 Other (please specify):  
 Don't take any measures [EXCLUSIVE OPTION]  
 Don't know [EXCLUSIVE OPTION]  
 Prefer not to answer [EXCLUSIVE OPTION]

CV59. Since March 1<sup>st</sup>, how often do you wear a face mask in public, not including where it's still required on public transit and in health care settings? Would you say ...

- Always
- Usually
- Sometimes
- Never
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]



# Questionnaire – cont'd

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

- Very comfortable
- Somewhat comfortable
- Not very comfortable
- Not at all comfortable
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

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

- Very comfortable
- Somewhat comfortable
- Not very comfortable
- Not at all comfortable
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

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

- Very comfortable
- Somewhat comfortable
- Not very comfortable
- Not at all comfortable
- Don't know [DO NOT READ]
- Prefer not to answer [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. Thinking about The City's COVID-19 response over the past two years, overall, how satisfied or dissatisfied 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]
- Prefer not to answer [DO NOT READ]

CV16. And taking into account all the things that you think are important about the COVID-19 response over the past two years, overall 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]
- Prefer not to answer [DO NOT READ]

CV63. As of February 28<sup>th</sup> of this year, were you employed or self-employed?

- Yes
- No
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

[IF CV63 = YES, ASK CV64]

CV64. And in February of this year, did you mainly . . . ?

- Work outside of home, such as at an office or other work site
- Work from home
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

[IF CV64 = WORK FROM HOME, ASK CV66]

CV66. Were you working from home because of the Province's mandatory work-from-home requirement?

[IF ASKED: This required people who were able to do their job from home to work from home instead of their usual work location.]

- Yes [INCLUDE RESPONDENTS WHO SAY THEIR EMPLOYER REQUIRED THEM TO WORK FROM HOME]
- No
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

[IF CV66 = YES, ASK CV67]

CV67. Following the lifting of the Province's mandatory work-from-home requirement on March 1<sup>st</sup>, have you, or will you be, returning to your work site at least part-time?

- Yes
- No



# Questionnaire – cont'd

Don't know [DO NOT READ]  
Prefer not to answer [DO NOT READ]

**[IF CV67 = YES OR DON'T KNOW, ASK CV68]**

CV68. And is that work site located in:  
**[STOP READING LIST WHEN REACHED RESPONDENT'S ANSWER]**

- Downtown
- The SE
- The SW
- The NE
- The NW
- Other (please specify): [DO NOT READ]

CV69. In the months prior to the start of the pandemic, approximately how often did you use Calgary Transit to commute to and from work, school, or other activities? Please stop me when I get to your category.

- Never
- Less than once a week
- Once or twice a week
- Several times a week
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

**[IF "LESS OFTEN THAN ONCE A WEEK" OR MORE OFTEN, ASK CV70]**

CV70. During the pandemic, did you stop using Calgary Transit for any reason?

- Yes
- No
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

**[IF CV70=YES, ASK CV71]**

CV71. Since March 1<sup>st</sup> of this year, have you resumed use of Calgary Transit or do you plan to do so in the next couple of months?

- Yes – have resumed use
- Yes – plan to do so in the next couple of months
- No
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

**[IF CV71=YES, ASK CV72]**

CV72. And how frequently are you now using Calgary Transit or plan to use it in the next couple of months:

- Less than once a week
- Once or twice a week
- Several times a week
- Never [DO NOT READ]
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

## DEMOGRAPHICS

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

- Yes
- No
- Refused

DQ3.

IF UNDER 65: Is there anyone aged 65 years or older living in your household?

IF 65 OR OVER: Besides yourself, is there anyone else aged 65 years or older living in your household?

- Yes
- No
- Refused

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

- Yes, own and operate a business
- Yes, own a business
- Yes, operate a business
- No, don't own or 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]**



# Questionnaire – cont'd

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

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

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

- 1 \$90,000 to just under \$105,000
- 2 \$105,000 to just under \$120,000
- 3 \$120,000 to just under \$135,000
- 4 \$135,000 to just under \$150,000
- 5 \$150,000 and over
- 99 Refused

DQ23. And what is your gender?

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

**DO NOT READ LIST EXCEPT TO CLARIFY**

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

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

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

[IF “YES” ASK NEXT, ELSE SKIP TO CLOSE]

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

[RECORD EMAIL ADDRESS. ENSURE VALID EMAIL FORMAT.]

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

[RECORD FIRST NAME AND CONFIRM/CHANGE TELEPHONE NUMBER]

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

- 1 Cell phone
- 2 Landline
- 99 Prefer not to answer

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