



Calgary



# 2022 Citizen Perspectives Survey Report

## COVID-19 Snapshot 18

September 7, 2022

**Prepared by:**

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

# Highlights at a Glance\*

## THE CITY'S COVID-19 RESPONSE

**69%** Satisfied with The City's response



**49%** Trust The City to respond successfully to a future pandemic

## FACE MASKING



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

<b>Always</b>	<b>Usually</b>	<b>Sometimes</b>	<b>Never</b>
<b>15%</b>	<b>13%</b>	<b>30%</b>	<b>41%</b>
[↓ from <b>23%</b> ]			[↑ from <b>30%</b> ]

## COVID-19 PANDEMIC IMPACTS

**63%**

Agree they have experienced a **negative impact on personal relationships** due to differing opinions about COVID-19



**31%**

[↓ from **38%**]

**Stressful** to be in public in previous month

**69%** Agree they are concerned about a **wave of COVID-19 in the fall**



## COMFORT AT EVENTS AND ON TRANSIT

**57%**

**Attended an outdoor event** with a large crowd in previous 2 months

**47%**

**Attended an indoor event** with a large crowd in previous 2 months



**Comfortable with:**

**72%** Attending an in-person event such as **City engagement** or a **research focus group**

**60%** Riding a **bus or CTrain** now that masks are not required

**68%** Attending an **indoor event** with a large crowd  
[↑ from **59%**]

\*Data collection: August 2 - 12, 2022; comparisons are to the last survey "COVID-19 Snapshot 17" (data collection May 9 - 19, 2022).

# Table of Contents

Highlights at a Glance .....	2
Background and Methodology .....	4
Key Findings .....	6
Detailed Findings .....	9
Opinions about The City's COVID-19 Response ..	10
Concern about COVID-19 and the Pandemic .....	14
Impacts of the COVID-19 Pandemic .....	27
Moving Forward .....	44
Demographics .....	59
COVID-19 Pandemic Timeline .....	62
Questionnaire .....	65

# 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 eighteenth COVID-19 Snapshot survey.

## Methodology

The survey was conducted by Advanis Aug 2 - 12, 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 (15% of completed surveys) and cell phones (85%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 15 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 seventeen 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
COVID-19 Snapshot 18	August 2 - 12, 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

**While some measures suggest COVID-19 is not viewed by Calgarians as being as big a threat as it was earlier this year, other measures suggest there is still concern.**

- The proportion of Calgarians saying COVID-19 is currently a major threat to the city's economy is down 11 percentage points since May (from 58% to 47%) and is the lowest it has been throughout the pandemic. Compared to May of this year, fewer Calgarians now see COVID-19 as a major threat to their physical health (21%, down from 28%), the overall health of Calgary's population (29%, down from 45%) and to day-to-day life in their community (18%, down from 28%).
- Other measures suggesting Calgarians see COVID-19 as a weakening threat include fewer Calgarians saying they 'always' wore a face mask in public in the previous month (15%, down from 23% in May and 30% in January of this year) and an increase in the proportion who say they 'never' wore a face mask in the previous month (41%, up from 30% in May). There has also been an increase in Calgarians saying they are or would be comfortable attending an indoor event with a large crowd in attendance in the next couple of months (68%, up from 59% in May). Although comfort attending an outdoor event with a large crowd in attendance in the next couple of months did not see a statistically significant increase compared to May of this year, at 76% it is the highest it has been to date. Additionally, the proportion of Calgarians who say they found it stressful to be in public in the previous month dropped from 38% in May to 31% in August and is the lowest it has been throughout the pandemic.
- Despite the above indicators, many Calgarians are still concerned about becoming ill from COVID-19 (49%) or having a household member (56%) or other family or friends outside of their household (70%) become ill from COVID-19. More than one-third of Calgarians (37%) say they are or would be uncomfortable taking a Calgary Transit bus or CTrain now that face masks are no longer required on public transit.
- Other indications of ongoing concern about COVID-19 are that the proportion of Calgarians who agree we should move past COVID-19 being treated as a pandemic and instead treat it as part of everyday life has remained stable at 70% since tracking of this measure began in March of this year and as many (69%) agree they are concerned there will be another wave of COVID-19 in Alberta this fall.

## Key Findings – cont'd

**For some Calgarians, particularly females and younger people, the pandemic continues to have a negative impact on their mental health and financial situation.**

- One-quarter (26%) of Calgarians say COVID-19 is currently a major threat to their mental health and while this is the lowest it has been since May 2020, there are notable gender and age differences. Females are more likely than males to see COVID-19 as a major threat to their mental health (34% vs. 17%, respectively), as are Calgarians under the age of 65 (35% 18 to 34 and 25% 35 to 64 vs. 14% 65 or older). Females and younger Calgarians are also more likely to say their mental health has worsened as a result of the pandemic (49% females vs. 36% males and 47% 18 to 34 vs. 34% 65 or older). For nearly one-tenth (7%) of Calgarians, being in public in the previous month was 'very' stressful, now that face masks are not required in public places.
- Nearly two-thirds (63%) of Calgarians agree they have experienced a negative impact on personal relationships as a result of differing opinions about COVID-19, while around one-half (48%) have experienced a negative impact on work/professional relationships.
- Financially, some Calgarians are still experiencing negative ramifications of the pandemic. One-fifth (20%) of Calgarians say COVID-19 is currently a major threat to their personal financial situation, with those 18 to 64 years of age more likely than seniors to hold this perception (25% 18 to 34 and 20% 35 to 64 vs. 12% 65 or older). Furthermore, three-in-ten Calgarians (30%) say their personal financial situation has worsened as a result of the pandemic. Among Calgarians whose financial situation is worse due to the pandemic, only around one-third (36%) expect it to be better six months from now, while as many (35%) think it will be about the same and nearly as many (29%) think it will be worse.
- Some Calgarians are experiencing a negative impact of the pandemic on their capacity to pay their bills on time (29%), to pay their mortgage/rent (20%) and/or to pay their property taxes (16%). Younger Calgarians are more likely than seniors to say the pandemic is having a negative impact on their capacity to pay bills on time (34% 18 to 34 and 29% 35 to 64 vs. 19% 65 or older) and to pay their mortgage/rent (24% 18 to 34 and 22% 35 to 64 vs. 10% 65 or older).



# Detailed Findings



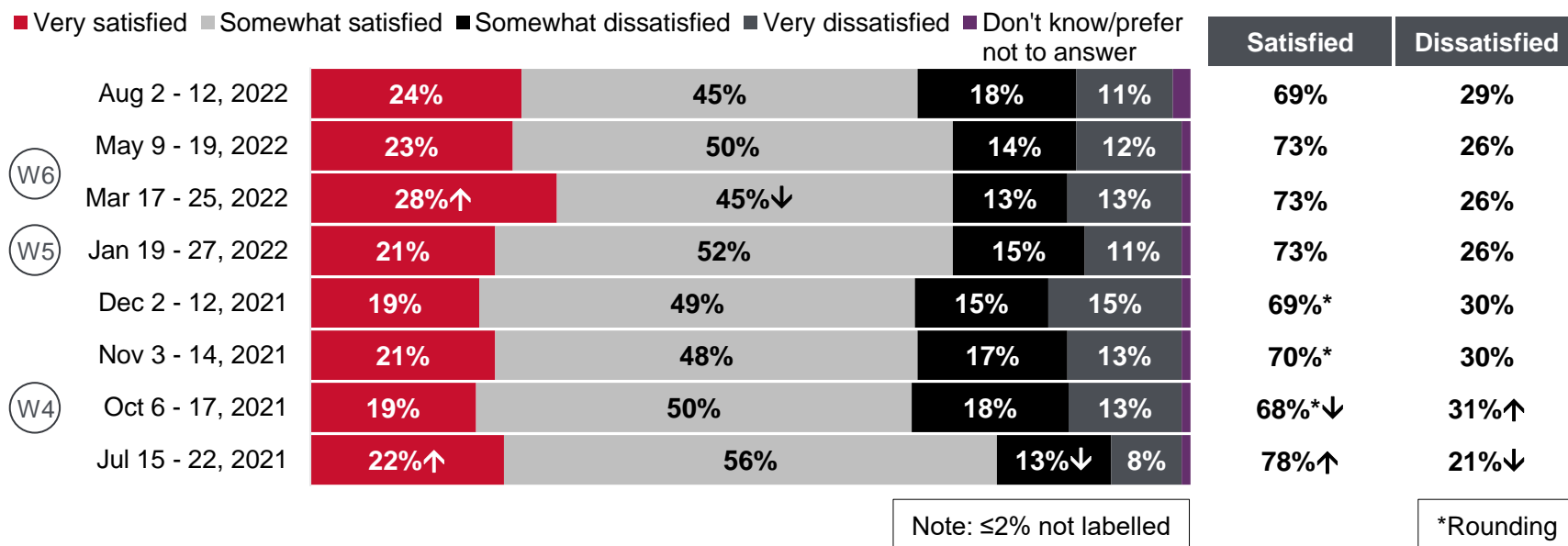


## Opinions about The City's COVID-19 Response

# Satisfaction with The City's COVID-19 Response

Seven-in-ten Calgarians (69%) are satisfied with The City's COVID-19 response over the past couple of years, on par with results dating back to October 2021.

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



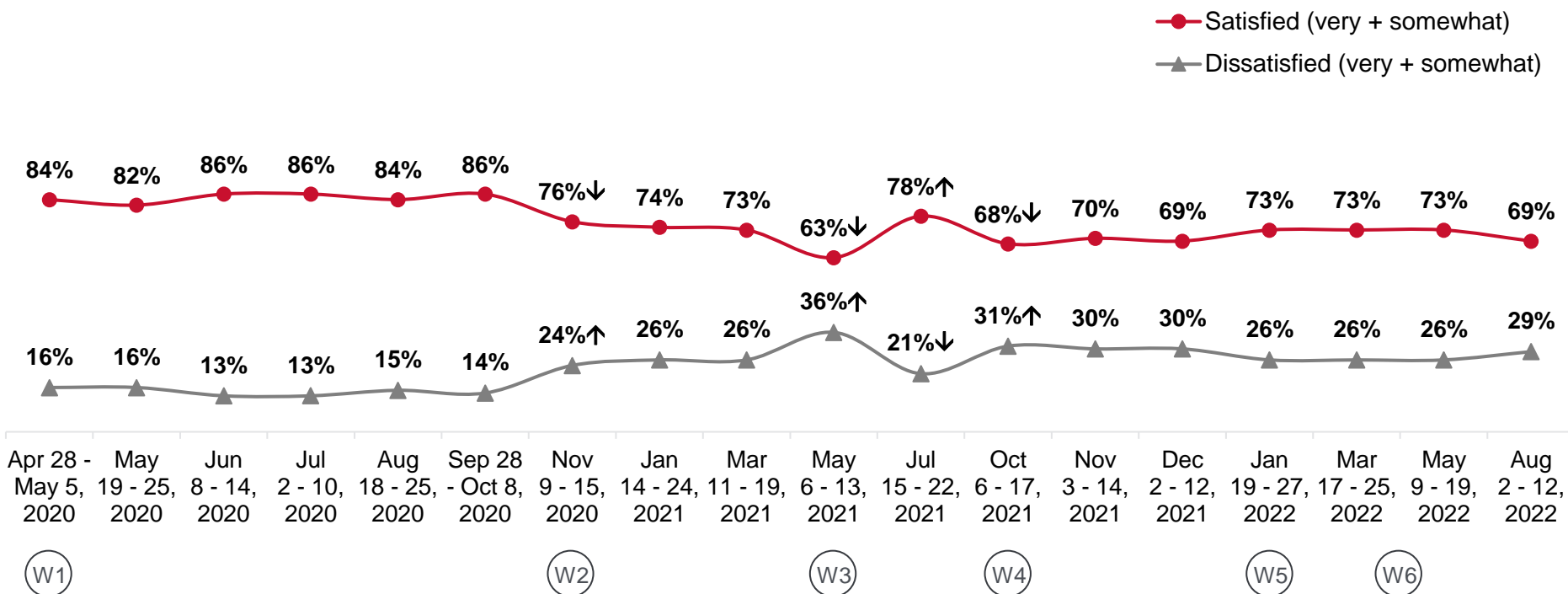
Beginning Mar 17, 2022: Thinking about The City's COVID-19 response over the past two years, overall, how satisfied or dissatisfied are you with The City's COVID-19 response?

Apr 28, 2020 - 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?

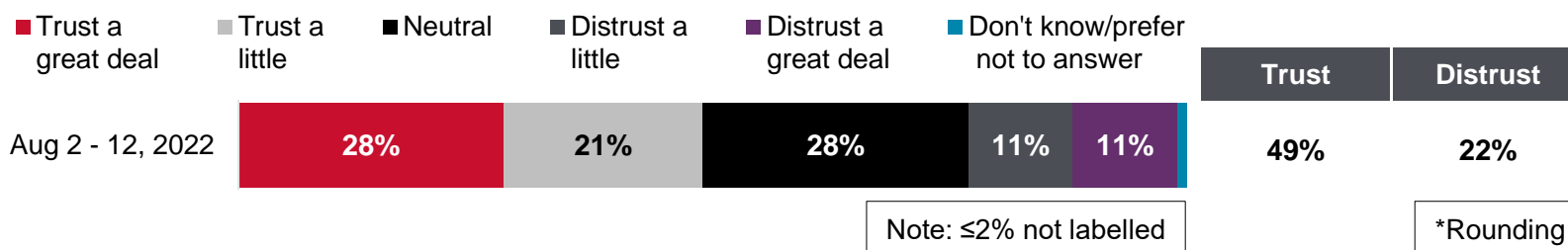
Apr 28, 2020 - Jan 27, 2022: Overall, how satisfied are you with The City's COVID-19 response?

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

# Trust The City to Respond to a Future Pandemic

One-half (49%) of Calgarians say they trust The City to respond successfully to a future pandemic, while just more than one-quarter (28%) neither trust nor distrust The City in this regard. Calgarians 18 to 34 years of age are less likely than those 35 to 64 to trust The City to successfully respond to a pandemic in the future (46% vs. 53%, respectively).

## Trust The City to Successfully Respond to a Pandemic in the Future



### New question beginning August 2, 2022

To what extent do you trust or distrust The City to successfully respond to a pandemic in the future?

Base: All respondents (n=500)



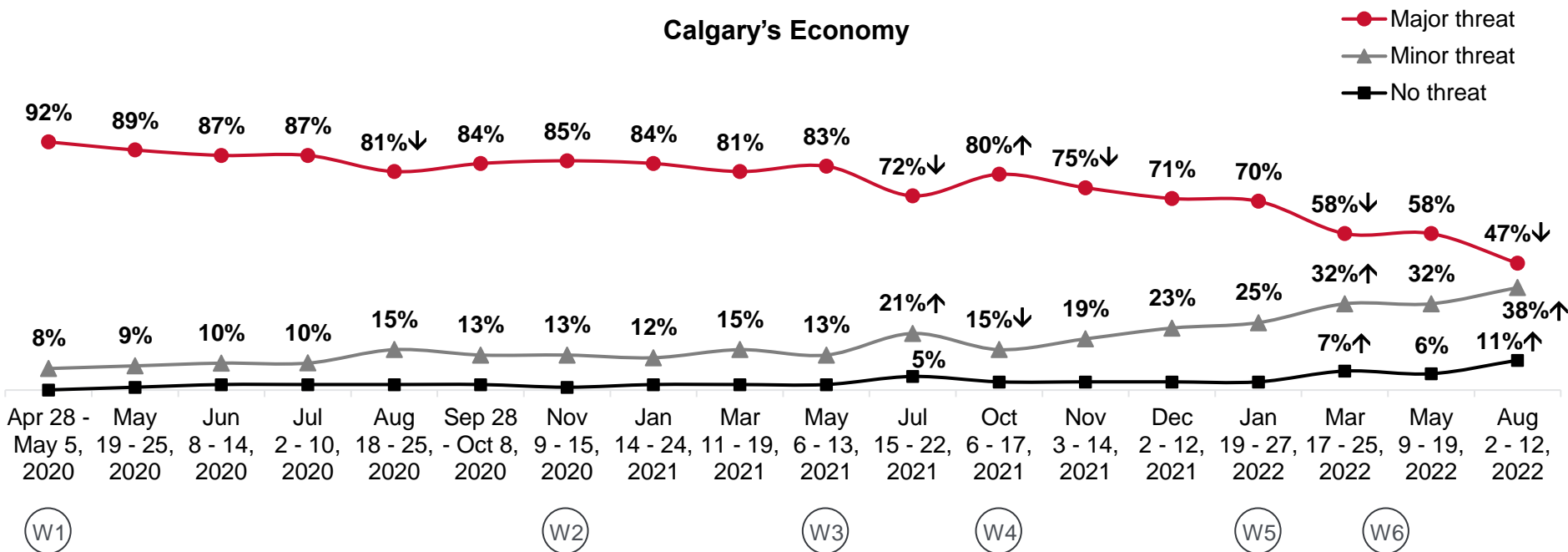


## Concern about COVID-19 and the Pandemic



# Perceived Threat Level of COVID-19

Around one-half (47%) of Calgarians say COVID-19 is currently a major threat to Calgary's economy, down 11 percentage points from May of this year and the lowest it has been to date. Nearly two-fifths (38%) think the pandemic is a minor threat to the city's economy, up from 32% in May. Females are more likely than males to see COVID-19 as a major threat to Calgary's economy (55% vs. 38%, respectively) while males are more likely than females to see it as a minor threat (46% vs. 32%, respectively). Other Calgarians who are more likely to perceive a major threat to Calgary's economy are those experiencing a negative impact of the pandemic on their ability to pay their bills on time (61% vs. 41% others), to pay their property taxes (63% vs. 42% others) or to pay their mortgage/rent (64% vs. 42% others).



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

Beginning Aug 2, 2022: In your opinion, how much of a threat is COVID-19 to each of the following at this point in time?

Apr 28, 2020 - May 19, 2022: 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)

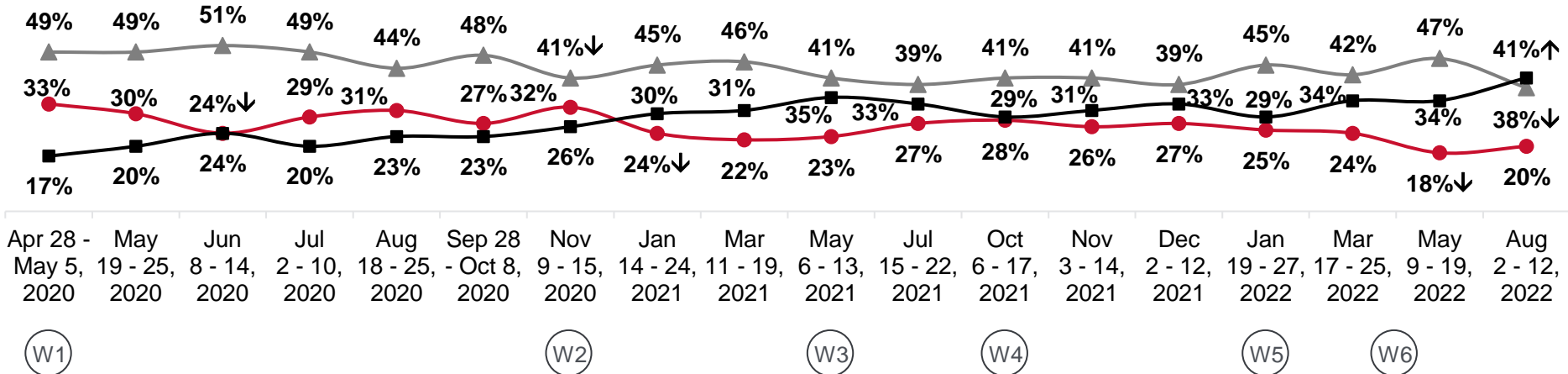
Note: <5% not labelled

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

One-fifth (20%) of Calgarians think COVID-19 is currently a major threat to their personal financial situation, on par with results from May of this year. Two-fifths (41%) say COVID-19 is a minor threat to their financial situation, down from 47% in May, and two-fifths (41%) say it does not pose a threat, up from 34% in May and the highest it has been to date. Younger Calgarians are more likely than seniors to see COVID-19 as a major threat to their personal financial situation (25% 18 to 34 and 20% 35 to 64 vs. 12% 65 or older). Those 35 years of age or older are more likely than younger adults to say it does not pose a threat to their personal financial situation (42% 35 to 64 and 53% 65 or older vs. 30% 18 to 34). Not surprisingly, other Calgarians who are more likely to perceive a major threat to their financial situation are those experiencing a negative impact of the pandemic on their ability to pay their bills on time (47% vs. 9% others), to pay their property taxes (46% vs. 13% others) or to pay their mortgage/rent (56% vs. 10% others).

## Your Personal Financial Situation

● Major threat  
▲ Minor threat  
■ No threat



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

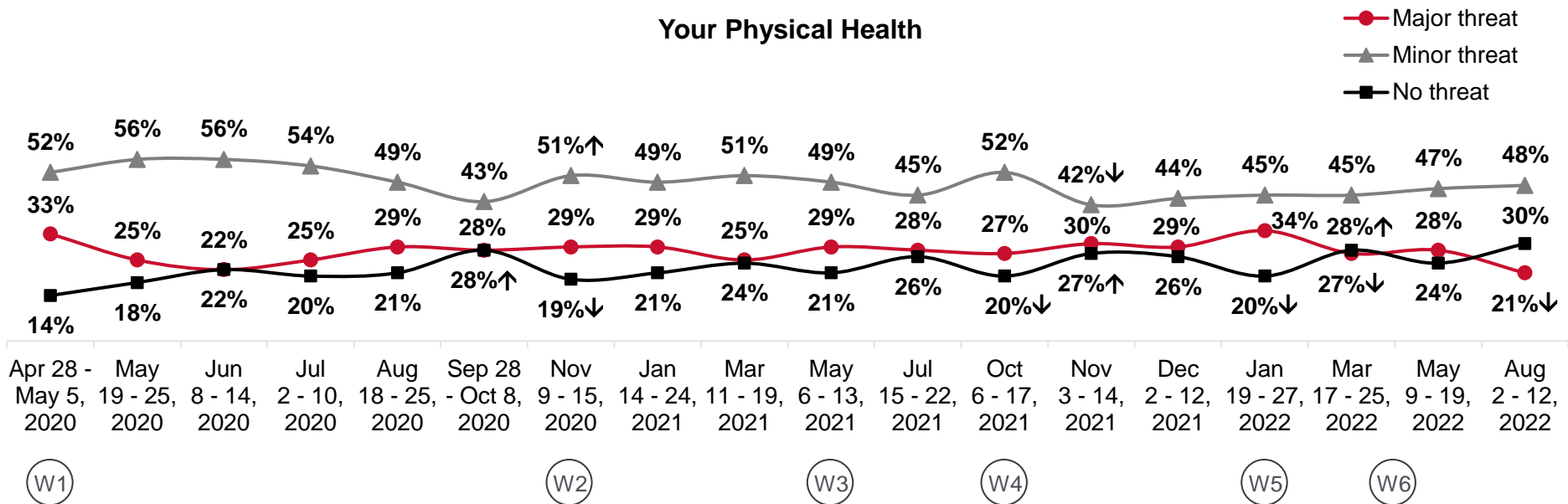
Beginning Aug 2, 2022: In your opinion, how much of a threat is COVID-19 to each of the following at this point in time?

Apr 28, 2020 - May 19, 2022: In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

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

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

One-fifth (21%) of Calgarians perceive COVID-19 to currently be a major threat to their physical health, down from 28% in May of this year and the lowest it has been since tracking began in April 2020. Still, one-half (48%) perceive COVID-19 to be a minor threat to their physical health. Three-in-ten (30%) say it does not pose a threat. Calgarians with annual household incomes less than \$45,000 are more likely than those with higher household incomes to see COVID-19 as a major threat to their physical health (34% vs. 17% \$105,000 to <\$135,000 and 14% \$135,000 or more).



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.

Beginning Aug 2, 2022: In your opinion, how much of a threat is COVID-19 to each of the following at this point in time?

Apr 28, 2020 - May 19, 2022: In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

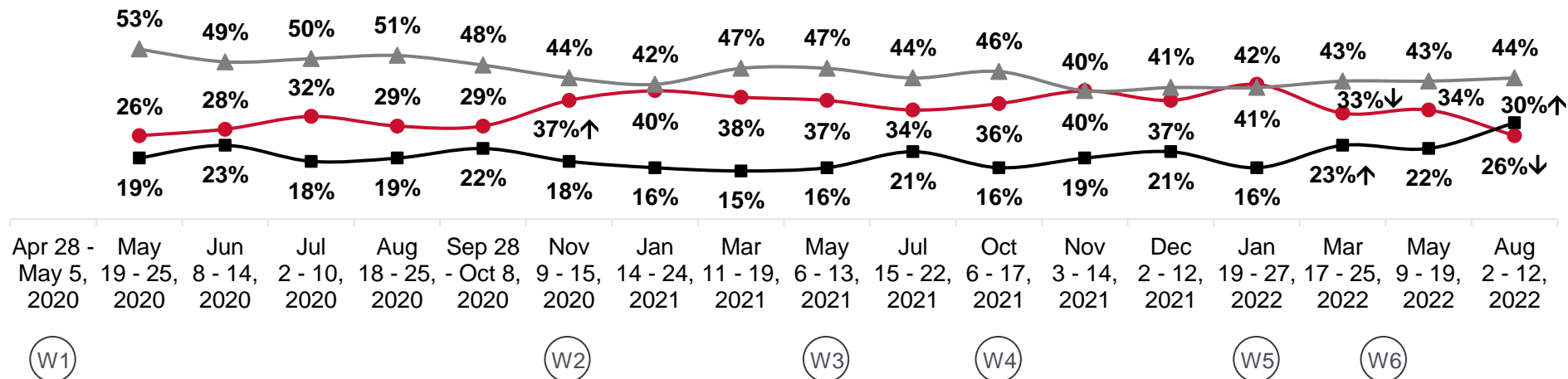
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)

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

One-quarter (26%) of Calgarians say COVID-19 is currently a major threat to their mental health, down from 34% in May of this year and the lowest it has been since tracking of this measure began in May 2020. More than two-fifths (44%) see COVID-19 as a minor threat to their mental health, consistent with results dating back to August 2020, and three-in-five (30%) think it is not a threat, up from 22% in May of this year. Females are more likely than males to say COVID-19 is a major threat to their mental health (34% vs. 17%, respectively), as are Calgarians 18 to 64 years of age compared to seniors (35% 18 to 34 and 25% 35 to 64 vs. 14% 65 or older). Other Calgarians who are more likely to perceive a major threat to their mental health are those experiencing a negative impact of the pandemic on their ability to pay their bills on time (37% vs. 23% others), to pay their property taxes (38% vs. 22% others) or to pay their mortgage/rent (42% vs. 22% others).

### Your Mental Health

● Major threat  
▲ Minor threat  
■ No threat



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.

Beginning Aug 2, 2022: In your opinion, how much of a threat is COVID-19 to each of the following at this point in time?

Apr 28, 2020 - May 19, 2022: In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

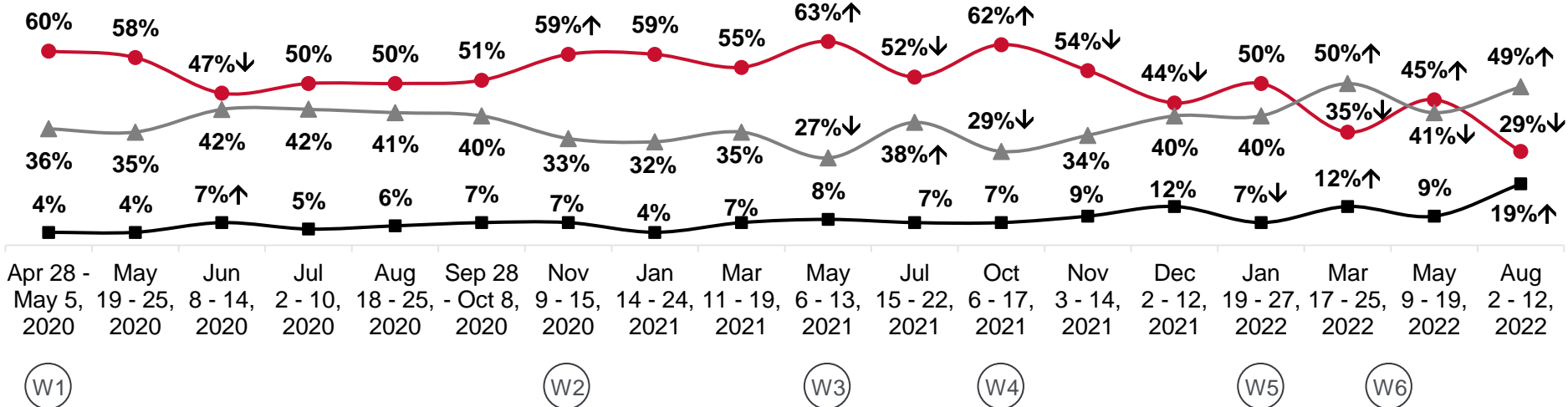
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)

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

Three-in-ten Calgarians (29%) say COVID-19 is currently a major threat to the overall health of Calgary's population, down from 45% in May of this year and the lowest it has been to date. One-half (49%) think COVID-19 is a minor threat, up from 41% in May, while one-fifth (19%) say it does not pose a threat to the overall health of Calgary's population, up from 9% in May and the highest to date. Females are more likely than males to see COVID-19 as a major threat in this regard (34% vs. 23%, respectively).

Overall Health of Calgary's Population

● Major threat  
▲ Minor threat  
■ No threat



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

Beginning Aug 2, 2022: In your opinion, how much of a threat is COVID-19 to each of the following at this point in time?

Apr 28, 2020 - May 19, 2022: In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

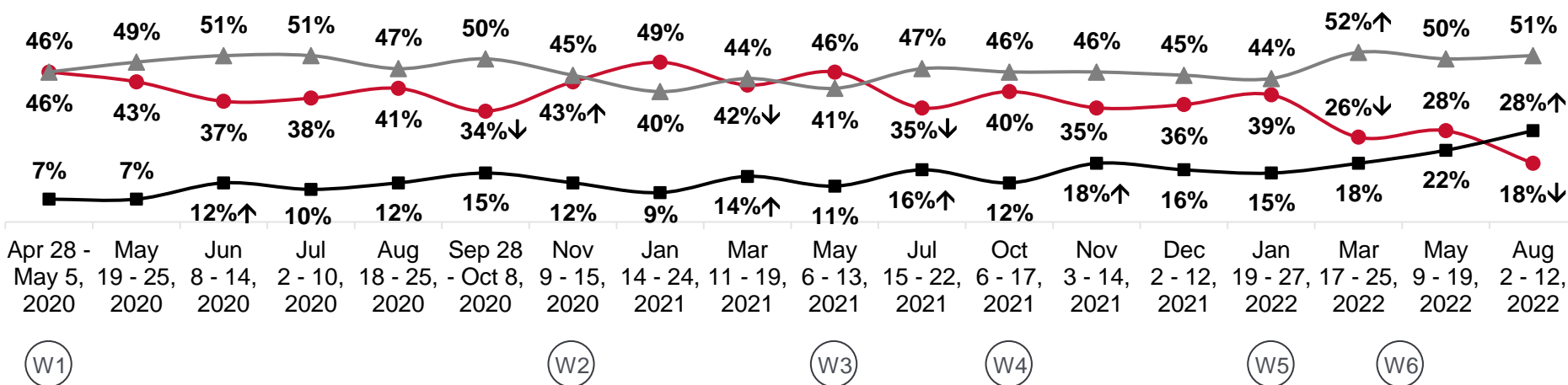
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)

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

Nearly one-fifth (18%) of Calgarians perceive COVID-19 to currently be a major threat to day-to-day life in their community, down from 28% in May of this year and the lowest it has been to date. The proportion of Calgarians who say COVID-19 is a minor threat remains steady at 51% and nearly three-in-ten (28%) think it does not pose a threat to day-to-day life in their community, up from 22% in May. Males are more likely than females to say COVID-19 does not pose a threat to the overall health of Calgary's population (32% vs. 24%, respectively).

## Day-to-Day Life in Your Community

- Major threat
- ▲ Minor threat
- No threat



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

Beginning Aug 2, 2022: In your opinion, how much of a threat is COVID-19 to each of the following at this point in time?

Apr 28, 2020 - May 19, 2022: In your opinion, how much of a threat is the COVID-19 pandemic for . . . ?

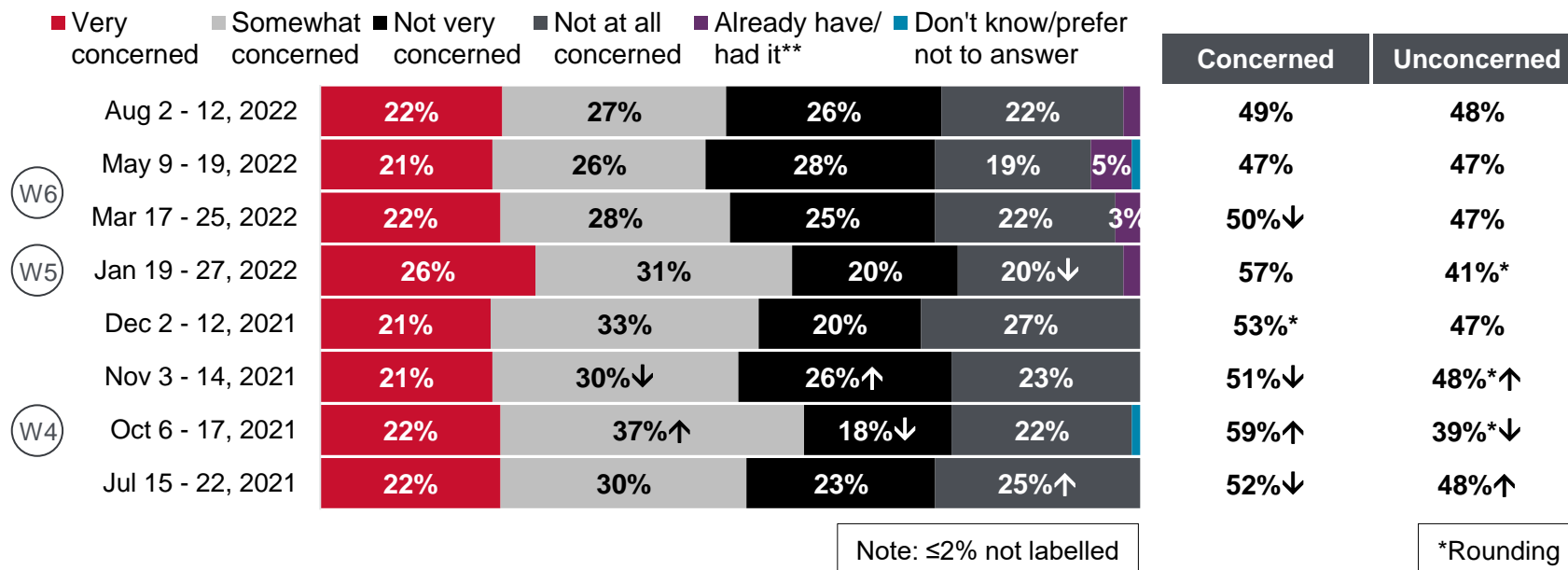
Base: All respondents (n=500, except May 19 - 25, 2020: n=400; Apr 28 - May 5, 2020: n=400)



# Concern about Self Becoming Ill

One-half (49%) of Calgarians are concerned about becoming ill from COVID-19, consistent with results dating back to March of this year and down from 57% in January. Females are more likely than males to be concerned about becoming ill from COVID-19 (59% vs 40%, respectively), as are seniors compared to younger Calgarians (63% 65 or older vs. 42% 18 to 34 and 48% 35 to 64).

## Concern about Oneself Becoming Ill from COVID-19



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

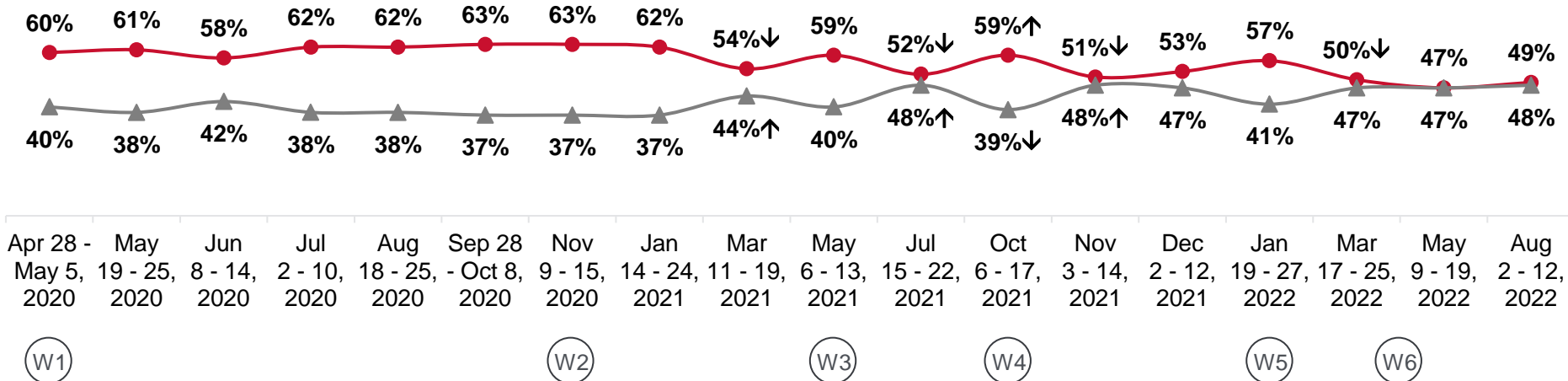
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (n=500)

# Tracking: Concern about Self Becoming Ill

## Concern about Oneself Becoming Ill from COVID-19

● Concerned (very + somewhat)  
▲ Not concerned (not at all + not very)



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

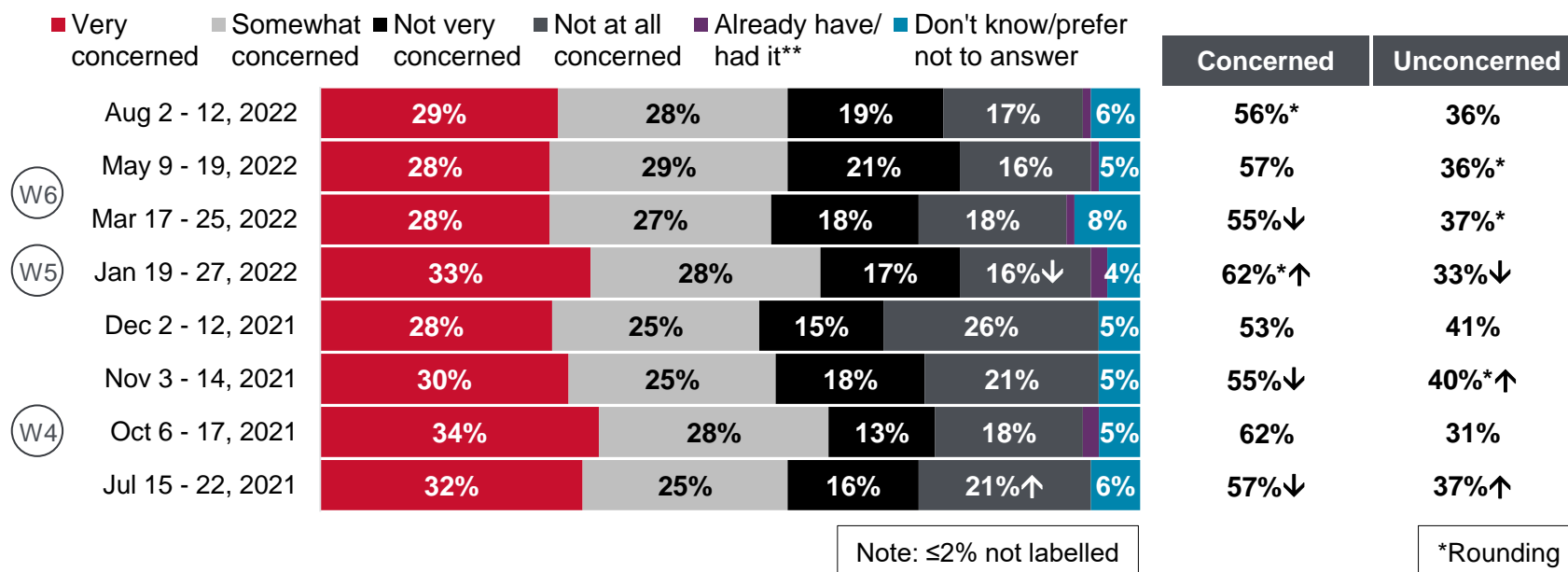
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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 (56%) of Calgarians are concerned about a household member becoming ill from COVID-19, consistent with results dating back to July 2021. Females are more likely than males to be concerned about a household member becoming ill from COVID-19 (63% vs 51%, respectively), as are younger Calgarians compared to their older counterparts (68% 18 to 34 vs. 50% 35 to 64 and 54% 65 or older).

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



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

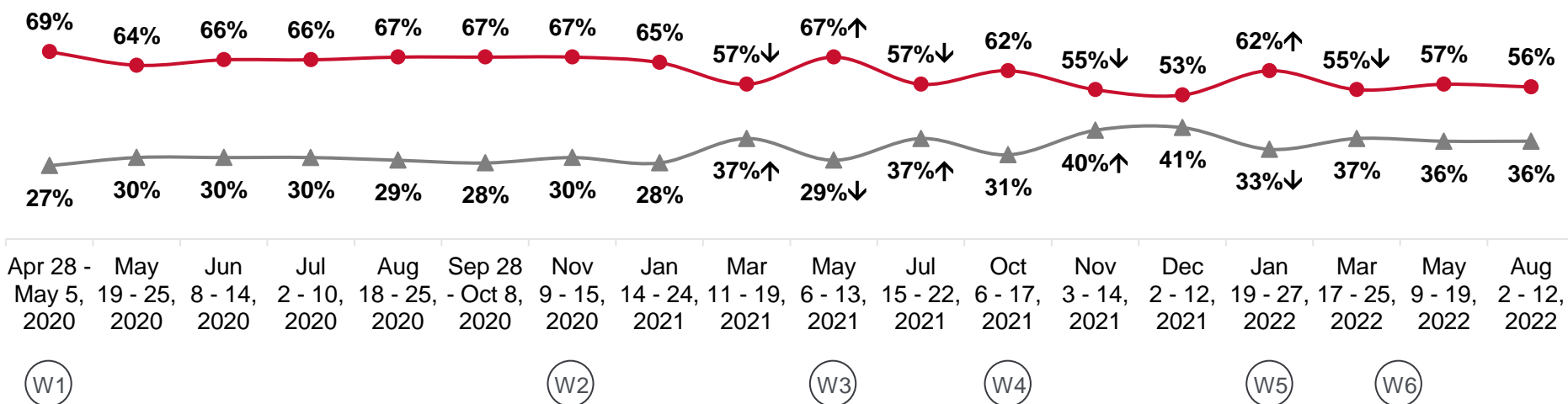
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

Base: All respondents (n=500)

# Tracking: Concern about Household Member Becoming Ill

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

● Concerned (very + somewhat)  
▲ Not concerned (not at all + not very)



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

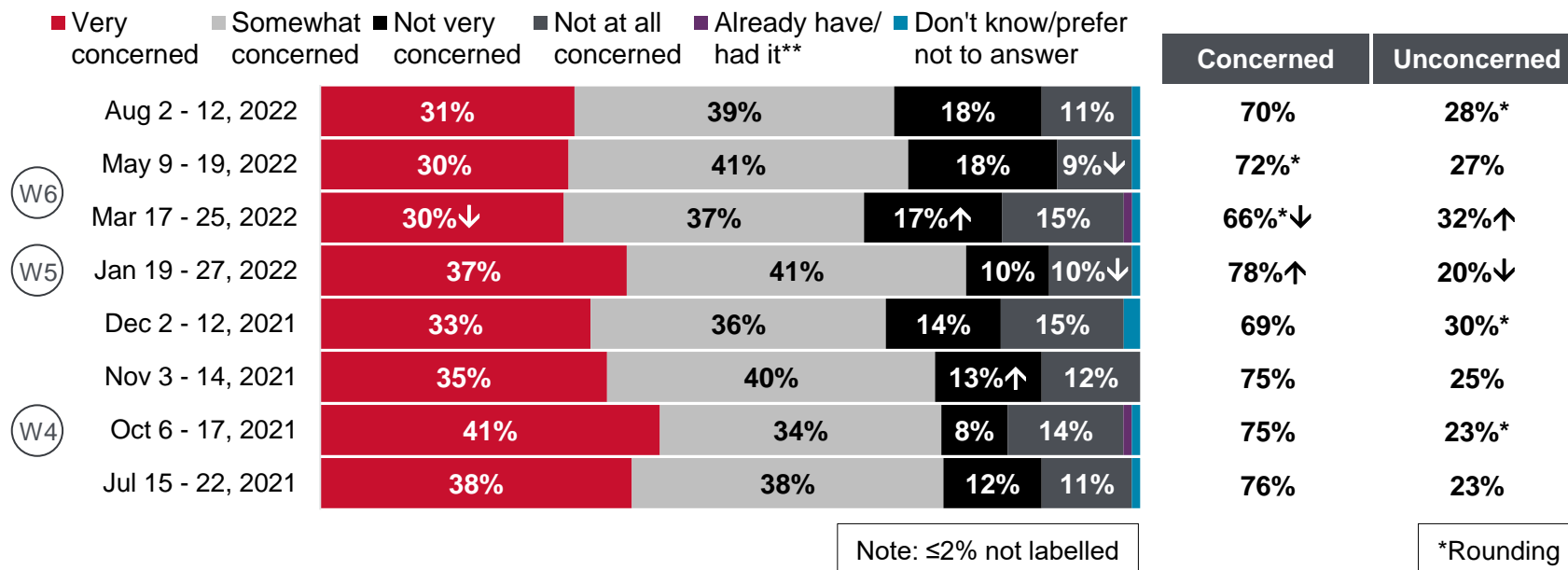
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Seven-in-ten Calgarians (70%) are concerned about family or friends outside of their household becoming ill from COVID-19, on par with results from May of this year but down from 78% in January. Females are more likely than males to be concerned about this (76% vs. 63%, respectively).

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



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

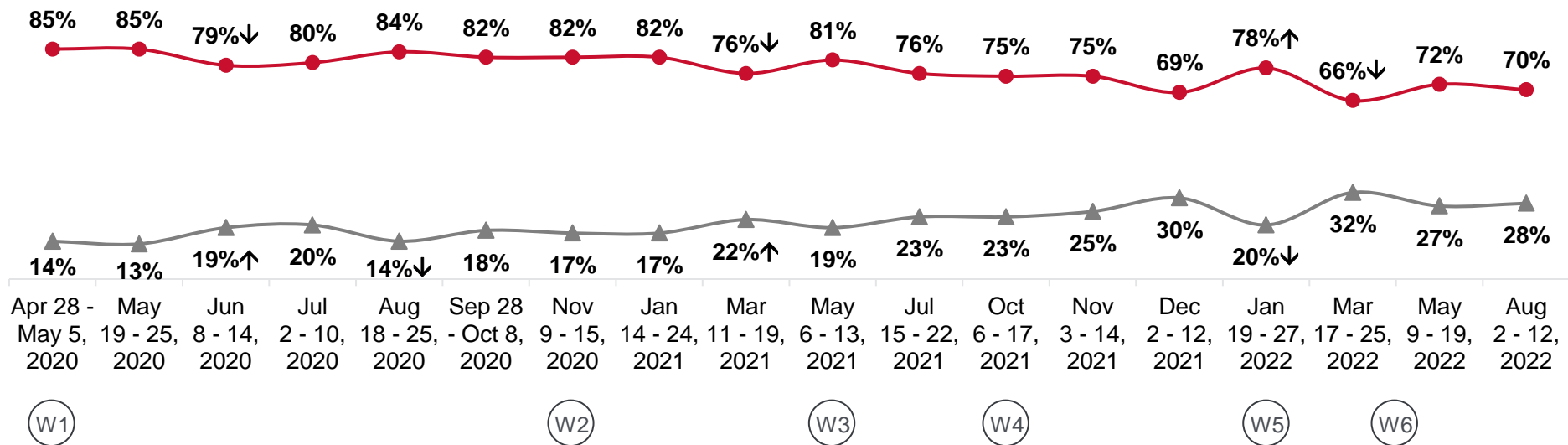
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

● Concerned (very + somewhat)  
▲ Not concerned (not at all + not very)



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)



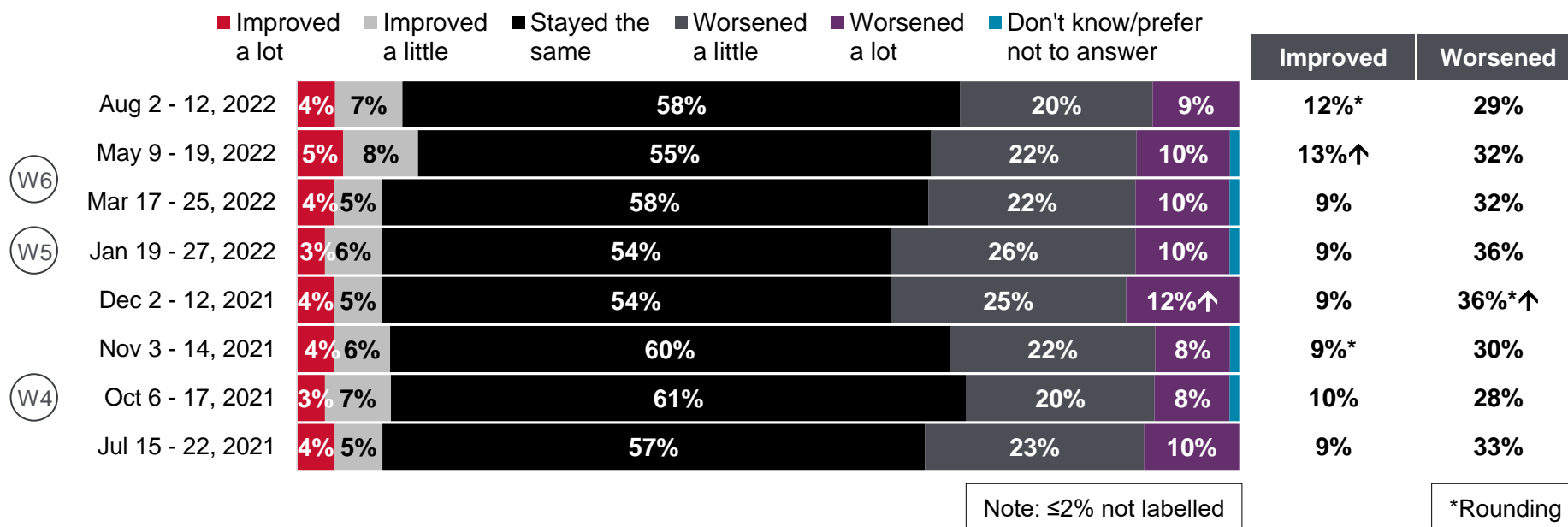


## Impacts of the COVID-19 Pandemic

# Changes in Physical Health

Around one-in-ten Calgarians (12%) say their physical health has improved as a result of the pandemic. Three-in-ten (32%) say their physical health is now worse because of the pandemic, consistent with results dating back to March of this year but down from 36% in January. Younger Calgarians are more likely than seniors to report their physical health has improved (13% 18 to 34 and 15% 35 to 64 vs. 4% 65 or older), while seniors are more likely to say it has stayed about the same during the pandemic (75% vs. 54% 18 to 34 and 54% 35 to 64). Those with annual household incomes of \$105,000 or more are more likely than those with household incomes of less than \$45,000 to say their physical health has improved as a result of the pandemic (16% \$105,000 to <\$135,000 and 16% \$135,000 or more vs. 2% less than \$45,000).

## Change in Physical Health as a Result of the Pandemic



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?

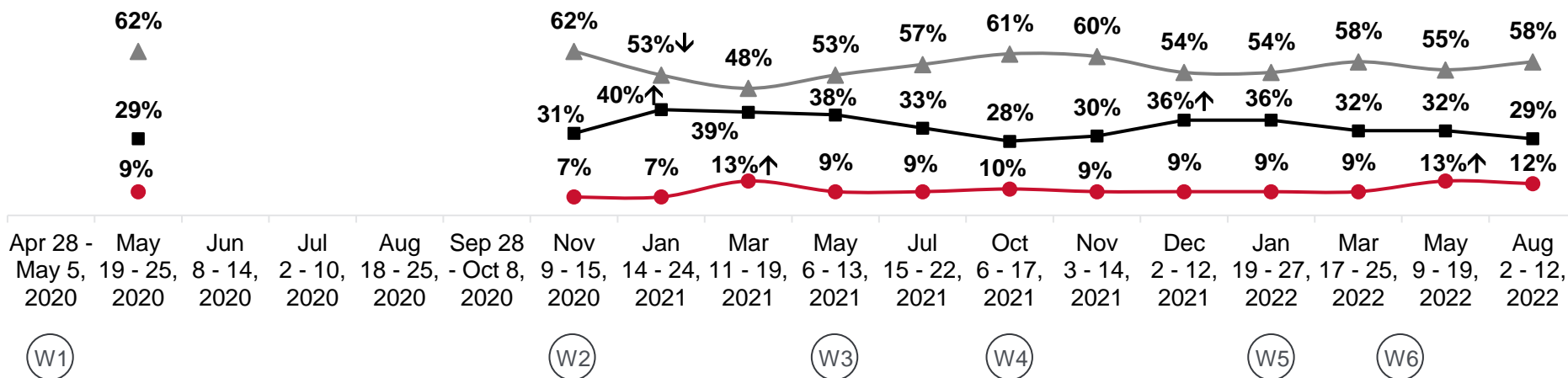
Nov 9, 2020 - Jul 22, 2021: Compared to before the pandemic began, would you say your physical health has improved, remained the same, or worsened?

Base: All respondents (n=500)

# Tracking: Changes in Physical Health

## Change in Physical Health as a Result of the Pandemic

- Improved (a lot + a little)
- ▲ Stayed the same
- Worsened (a lot + a little)



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

NOTE: Question first asked in May 2020 and not asked June to September 2020.

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

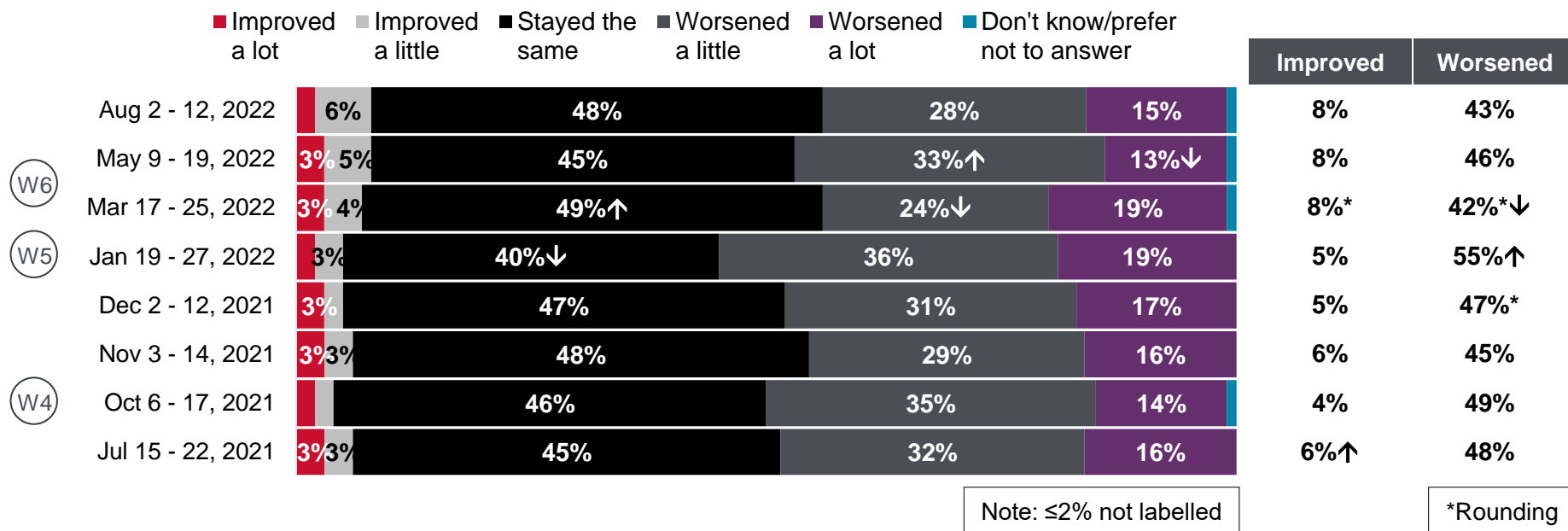
May 19 - 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your physical health has improved, remained the same, or worsened?

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

# Changes in Mental Health

Around one-tenth (8%) of Calgarians say their mental health has improved as a result of the pandemic. More than two-fifths (43%) report their mental health is now worse, on par with results dating back to March of this year but down from 55% in January. Females are more likely than males to say their mental health is worse as a result of the pandemic (49% vs. 36%, respectively), as are Calgarians 18 to 34 years of age compared to those 65 or older (47% vs. 34%, respectively). Seniors are more likely than younger Calgarians to report their mental health has stayed about the same (61% 65 or older vs. 43% 18 to 34 and 46% 35 to 64).

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

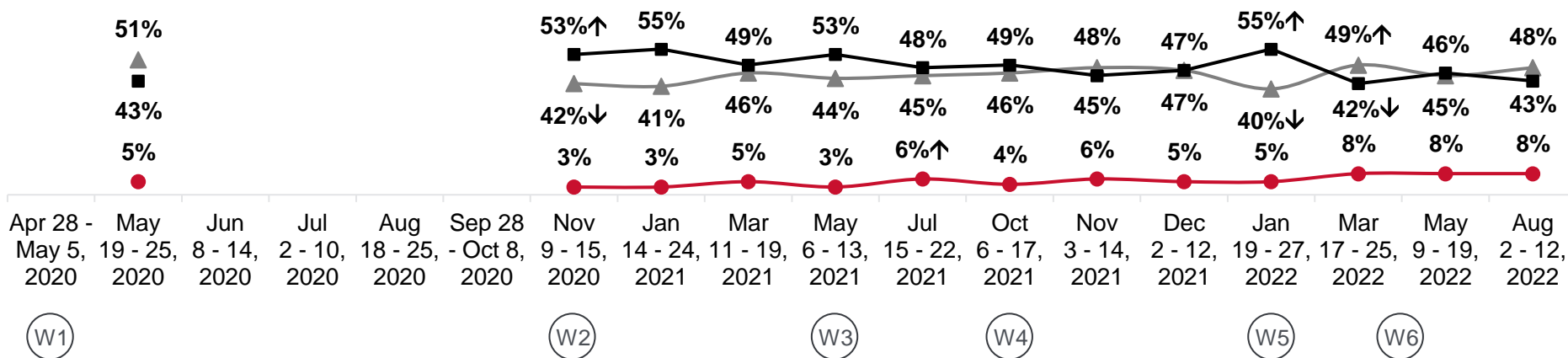


Beginning Oct 6, 2021: As of today, would you say your mental health has improved, remained the same, or worsened as a result of the pandemic?  
 Nov 9, 2020 - Jul 22, 2021: Compared to before the pandemic began, would you say your mental health has improved, remained the same, or worsened?  
 Base: All respondents (n=500)

# Tracking: Changes in Mental Health

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

- Improved (a lot + a little)
- ▲ Stayed the same
- Worsened (a lot + a little)



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

NOTE: Question first asked in May 2020 and not asked June to September 2020.

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 - Jul 22, 2021: Compared to before the pandemic began, would you say your mental health has improved, remained the same, or worsened?

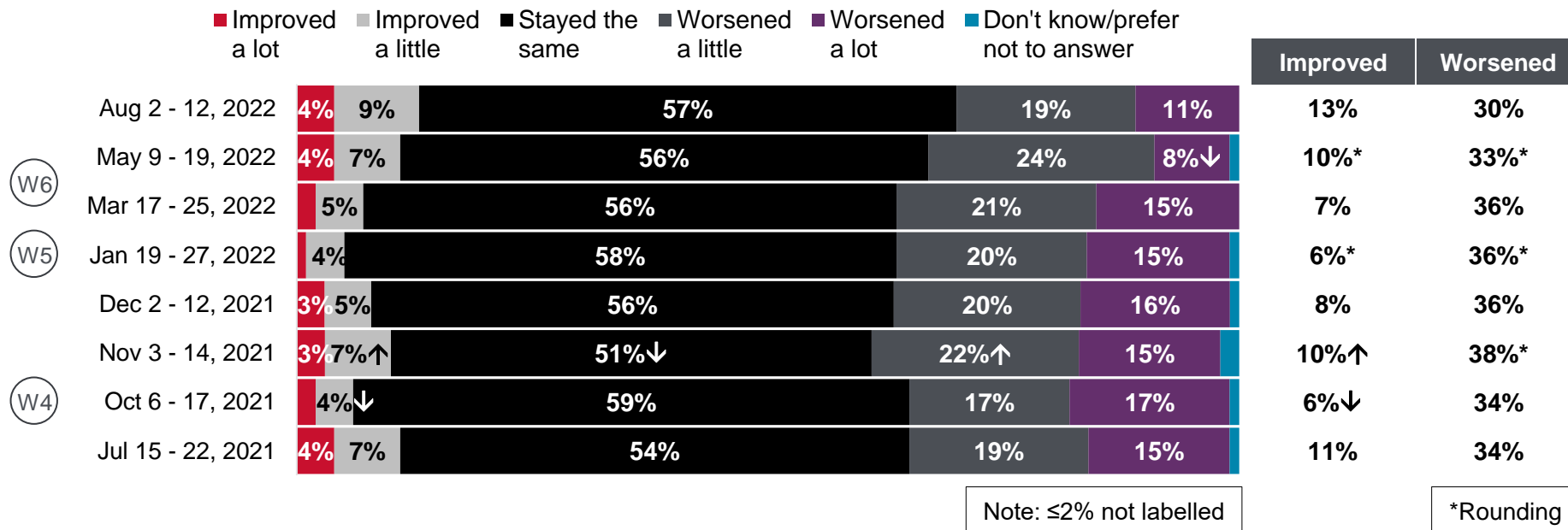
May 19 - 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your mental health has improved, remained the same, or worsened?

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

# Changes in Personal Financial Situation

More than one-in-ten Calgarians (13%) say their personal financial situation has improved as a result of the pandemic. Three-in-ten (30%) say their personal financial situation is now worse, consistent with results from May of this year but down from March and the lowest it has been to date. Males are more likely than females to say their personal financial situation has improved due to the pandemic (17% vs. 9%, respectively), as are younger Calgarians compared to seniors (16% 18 to 34 and 15% 35 to 64 vs. 3% 65 or older). Seniors are more likely than younger Calgarians to report their personal financial situation has stayed about the same (68% 65 or older vs. 53% 18 to 34 and 54% 35 to 64).

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



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?

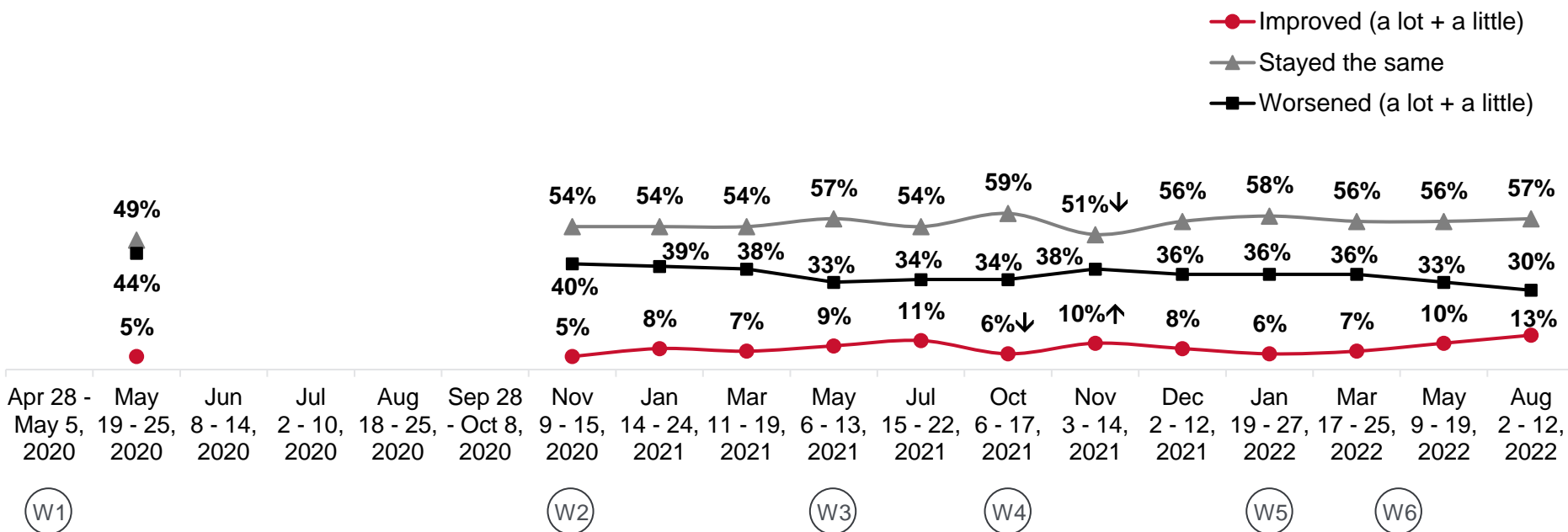
Nov 9, 2020 - Jul 22, 2021: Compared to before the pandemic began, would you say your personal financial situation has improved, remained the same, or worsened?

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."

NOTE: Question first asked in May 2020 and not asked June to September 2020.

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

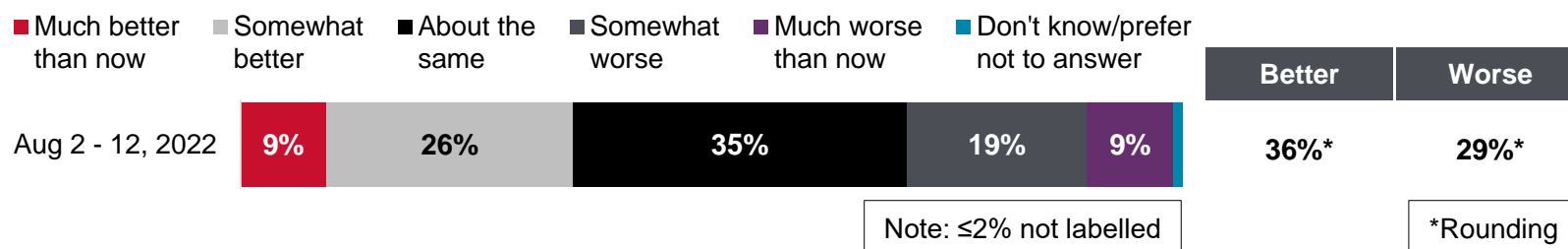
May 19 - 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your personal financial situation has improved, remained the same, or worsened?

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

# Expectation for Future of One's Financial Situation

Among Calgarians who say their personal financial situation has worsened due to the pandemic, more than one-third (36%) expect it to be better six months from now. As many (35%) think it will be about the same as it is now and three-in-ten (29%) expect it be worse than it is now. Males are more likely than females to expect their personal financial situation to be worse six months from now (39% vs. 20%, respectively), while females are more likely than males to think it will be about the same as it is now (42% vs. 25%, respectively). Calgarians 18 to 64 years of age are more likely than seniors to expect their financial situation will be better in six months (51% 18 to 34 and 34% 35 to 64 vs. 14% 65 or older).

## Expectation for Change in One's Personal Financial Situation Six Months from Now



### New question beginning August 2, 2022

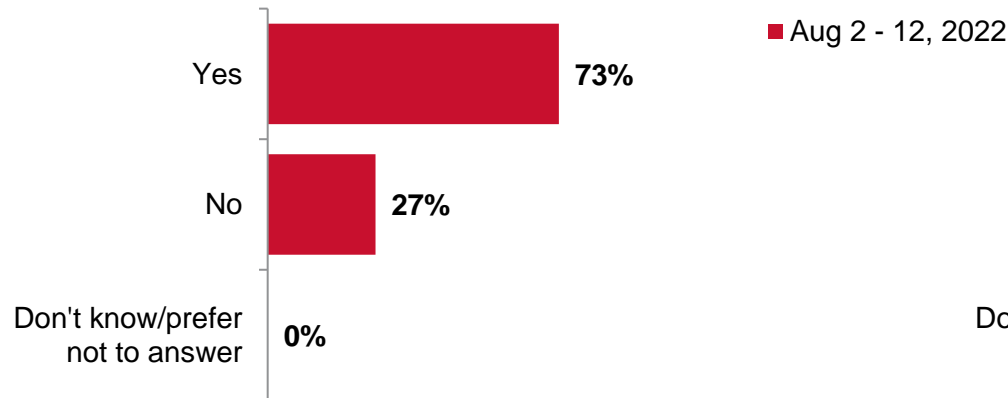
Thinking about your personal financial situation six months from now, do you expect it to be ...

Base: Respondents who say that as of today, their personal financial situation has worsened a little or a lot as a result of the pandemic (n=154)

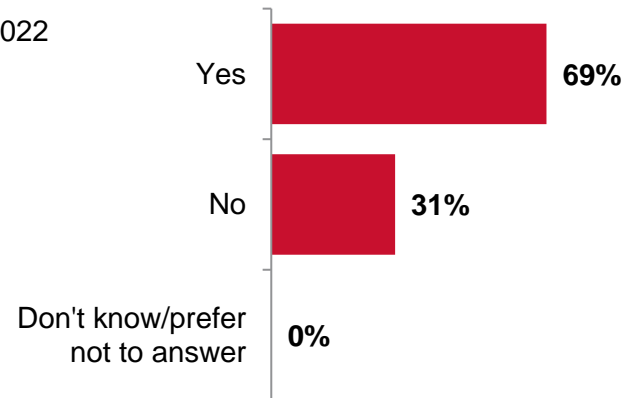
# Employment Impacted by Pandemic

Among Calgarians who were employed (including self-employed) at the beginning of the pandemic (March 2020), seven-in-ten (69%) say the pandemic impacted their employment in some way. Calgarians more likely than others to have had their employment impacted by the pandemic are females (75% vs. 62% males), those 18 to 34 years of age (81% vs. 64% 35 to 64 and 54% 65 or older), and those with annual household incomes of less than \$45,000 (91% vs. 69% \$105,000 to <\$135,000 and 57% \$135,000 or more). Other Calgarians who were more likely to say their employment was impacted by the pandemic are those experiencing a negative impact of the pandemic on their ability to pay their bills on time (84% vs. 61% others), to pay their property taxes (84% vs. 65% others) or to pay their mortgage/rent (84% vs. 64% others).

## Employed/Self-employed at Beginning of Pandemic



## Employment Impacted by Pandemic



### New question beginning August 2, 2022

At the beginning of the COVID-19 pandemic in March 2020, were you employed or self-employed?

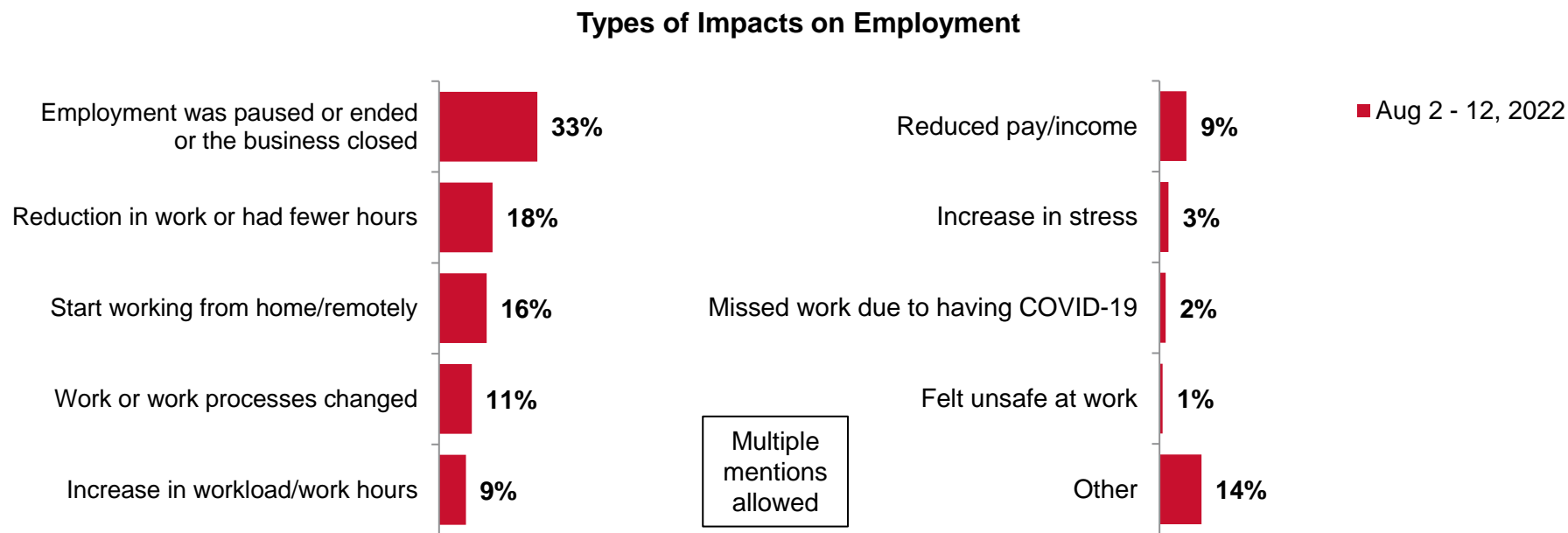
Base: All respondents (n=500)

Did the COVID-19 pandemic impact your employment in any way?

Base: Respondents employed at the beginning of the pandemic (n=336)

# Impacts on Employment

The most common impact on employment was a pause or end to employment or the closing of their employer's business (33%), followed by a reduction in work/work hours (18%) and a shift to working from home/remotely (16%).



## New question beginning August 2, 2022

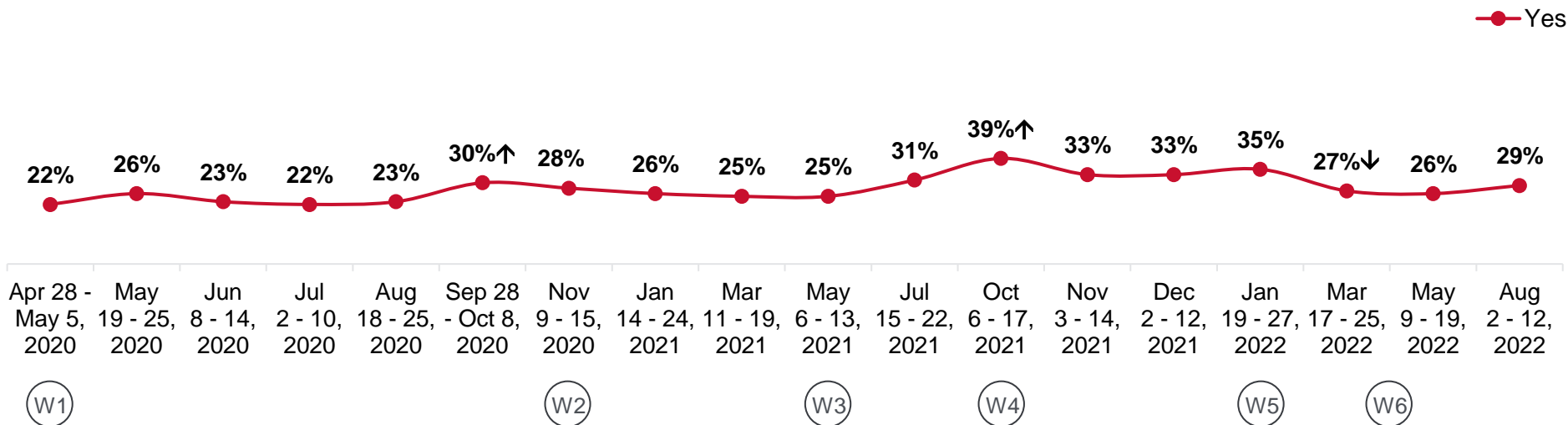
How did the pandemic impact your employment?

Base: Respondents who say the pandemic impacted their employment (n=336)

# Financial Impacts of the Pandemic

Three-in-ten Calgarians (29%) say the COVID-19 pandemic is having a negative impact on their capacity to pay their bills on time, consistent with results from spring of this year but down from 35% in January. Younger Calgarians are more likely than seniors to be experiencing a negative impact of the pandemic on their capacity to pay their bills on time (34% 18 to 34 and 29% 35 to 64 vs. 19% 65 or older). Residents of the NE are more likely than residents of the other quadrants to be experiencing this (45% vs. 25% SW, 24% SE and 27% NW). Calgarians with annual household incomes of less than \$105,000 are more likely than those with higher household incomes to say the pandemic is having a negative impact on their capacity to pay bills on time (48% less than \$45,000, 33% \$45,000 to <\$75,000 and 39% \$75,000 to <\$105,000 vs. 23% \$105,000 to <\$135,000 and 17% \$135,000 or more).

## Negative Impact on Capacity to Pay Bills on Time



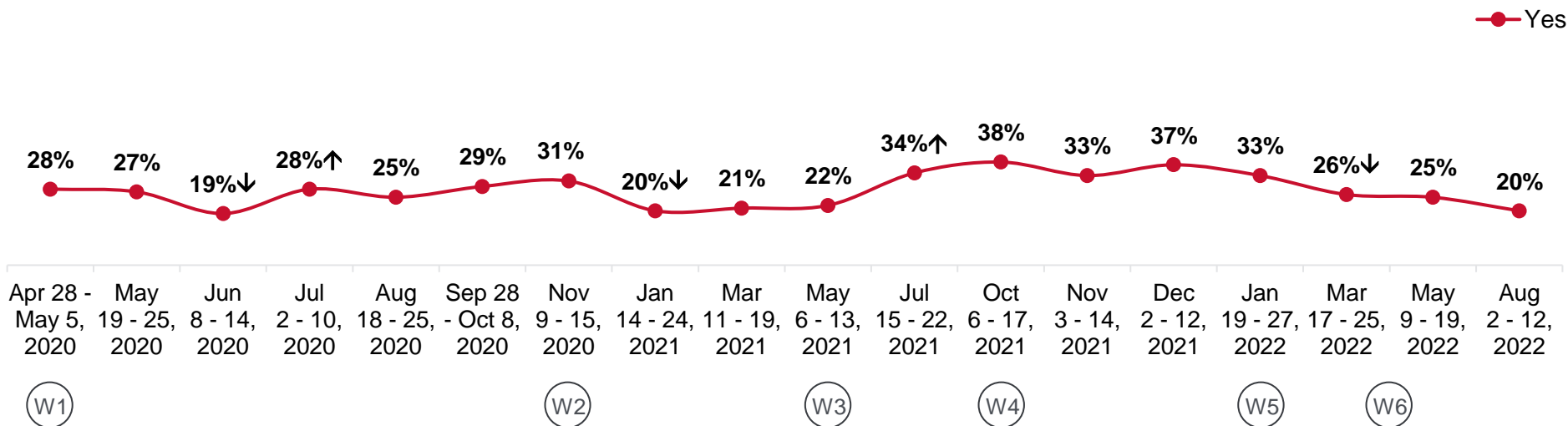
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

# Financial Impacts of the Pandemic – cont'd

One-fifth (20%) of Calgarians say the COVID-19 pandemic is having a negative impact on their capacity to pay their mortgage or rent at the moment, down from 33% in January of this year. Younger Calgarians are more likely than seniors to be experiencing a negative impact of the pandemic on their capacity to pay their mortgage or rent (24% 18 to 34 and 22% 35 to 64 vs. 10% 65 or older). Residents of the NE are more likely than those of the SW and NW to be experiencing this (31% vs. 16% and 16%, respectively). Calgarians with annual household incomes of less than \$45,000 are more likely than those with incomes of \$105,000 or more to say the pandemic is having a negative impact on their capacity to pay their mortgage or rent (38% vs. 18% \$105,000 to <\$135,000 and 13% \$135,000 or more).

## Negative Impact on Capacity to Pay Mortgage/Rent



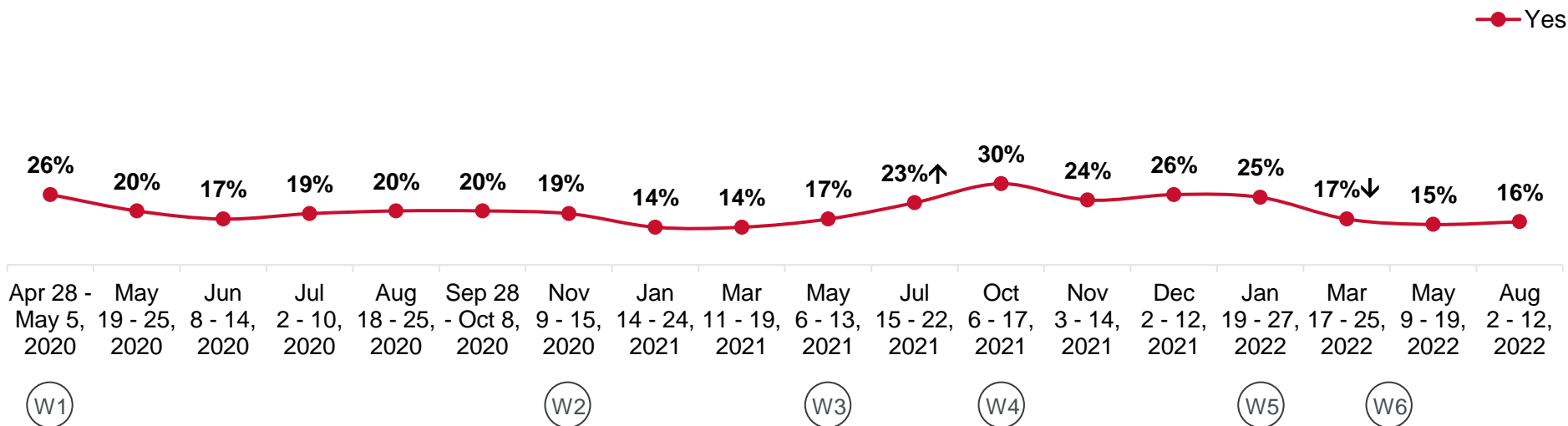
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:

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

# Financial Impacts of the Pandemic – cont'd

Fewer than one-fifth (16%) of Calgarians say the COVID-19 pandemic is having a negative impact on their capacity to pay their property taxes, on par with results from March and May of this year but down from 25% in January. Residents of the SE are more likely than residents of the other quadrants to be experiencing this (27% vs. 15% SW, 10% NW and 12% NE).

## 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)

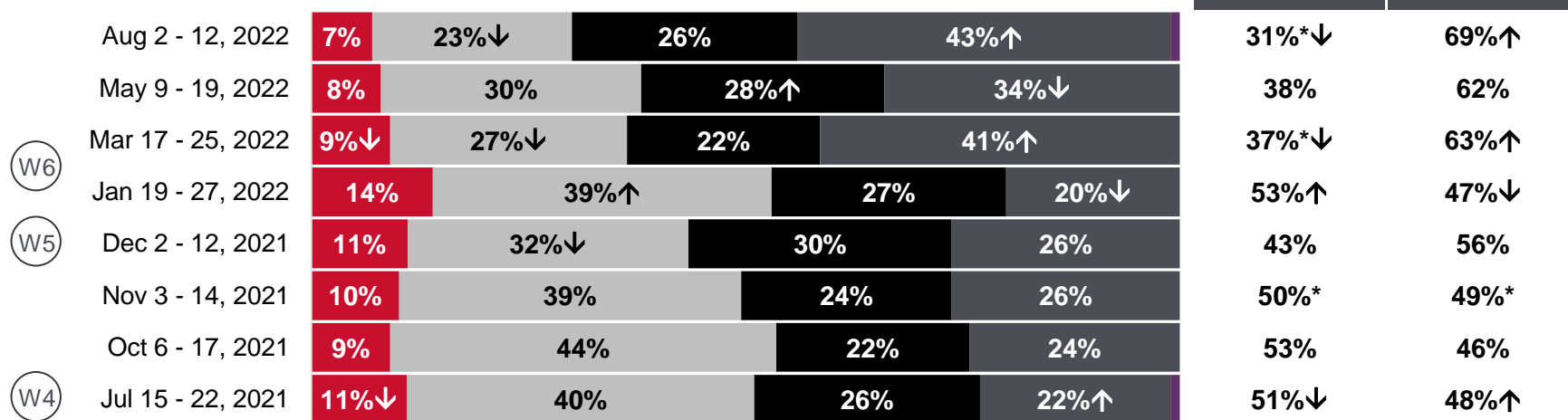


# Stress Level When in Public During Pandemic

Three-in-ten Calgarians (31%) say they found it stressful to be in public in the previous month now that face masks are only necessary where businesses/organizations required it. This is down from 38% in May of this year, with the proportion saying it was 'somewhat' stressful dropping from 30% to 23%. Conversely, there was an increase in the proportion of Calgarians saying it was 'not at all' stressful, from 34% to 43%. Females are more likely than males to say they found it stressful to be in public in the previous month (39% vs. 21%, respectively), as are seniors compared to younger Calgarians (37% 65 or older vs. 25% 18 to 34). Calgarians with annual household incomes of less than \$45,000 are more likely than those with incomes of \$105,000 or more to have found it stressful (43% vs. 23% \$105,000 to <\$135,000 and 23% \$135,000 or more).

## Stress Level When in Public

■ Very stressful ■ Somewhat stressful ■ Not very stressful ■ Not at all stressful ■ Don't know/prefer not to answer



Note: ≤2% not labelled

\*Rounding

Beginning Aug 2, 2022: As you might already know, face masks are now only necessary where a business or organization requires it. In the past month, to what extent do you find it stressful, if at all, to be in public?

Mar 17 - May 19, 2022: 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?

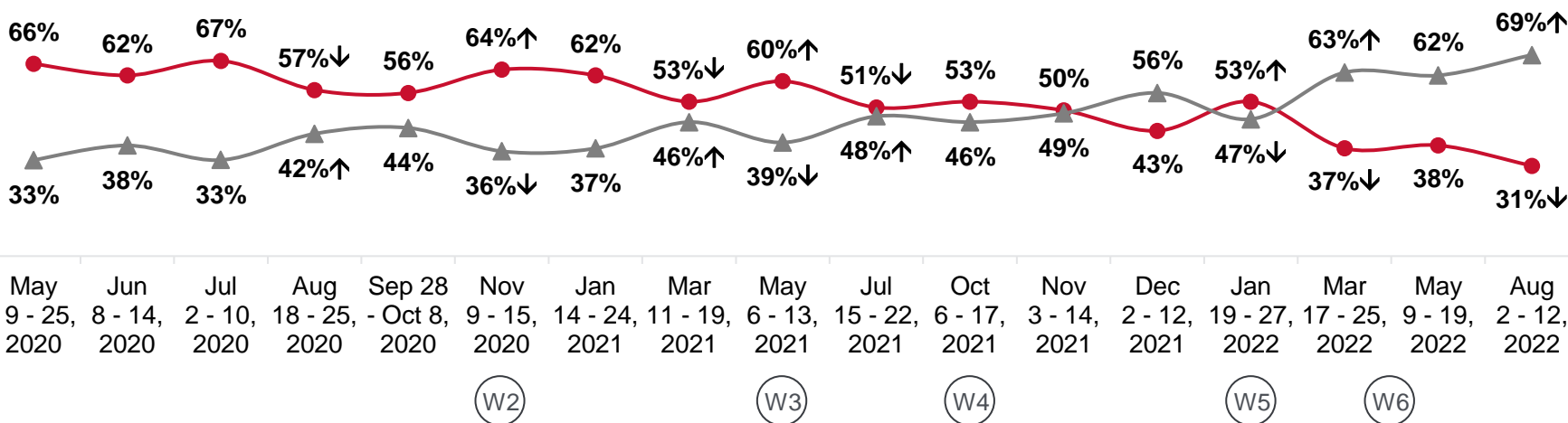
May 19, 2020 - Jan 27, 2022: During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

Base: All respondents (n=500)

# Tracking: Stress Level in Public During Pandemic

Stress Level When in Public During the Pandemic

● Stressful (very + somewhat)  
▲ Not stressful (not at all + not very)



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

NOTE: Question first asked in May 2020.

Beginning Aug 2, 2022: As you might already know, face masks are now only necessary where a business or organization requires it. In the past month, to what extent do you find it stressful, if at all, to be in public?

Mar 17 - May 19, 2022: 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?

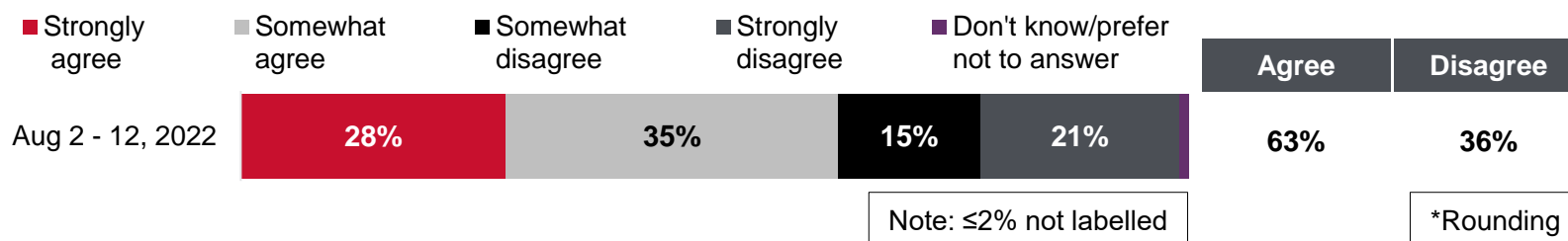
May 19, 2020 - Jan 27, 2022: During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

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

# Impact on Personal Relationships

More than three-fifths (63%) of Calgarians agree they have experienced a negative impact on their personal relationships as a result of differing opinions about COVID-19.

## I've Experienced a Negative Impact on my Personal Relationships as a Result of Differing Opinions about COVID-19



### New question beginning August 2, 2022

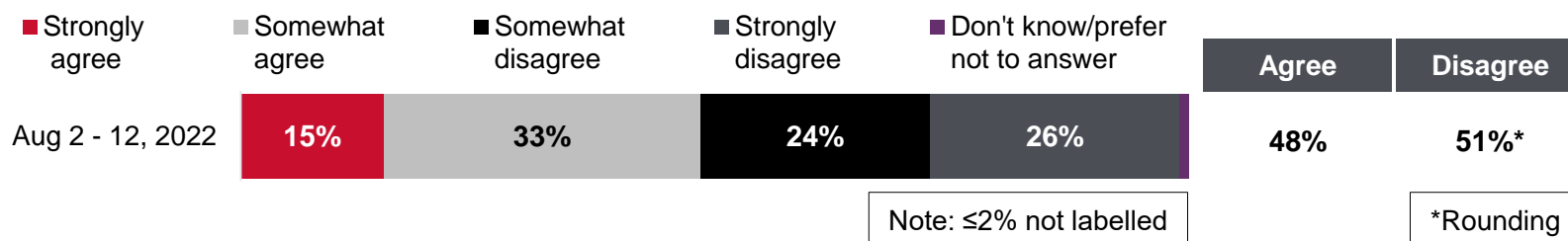
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: All respondents (n=500)

# Impact on Work/Professional Relationships

Nearly one-half (48%) of Calgarians agree they experienced a negative impact on their work or professional relationships as a result of differing opinions about COVID-19.

## I've Experienced a Negative Impact on my Work or Professional Relationships as a Result of Differing Opinions about COVID-19



### New question beginning August 2, 2022

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

Base: All respondents excluding those who answered "not applicable" (n=438)



## Moving Forward

# Measures Used to Protect Against COVID-19

One-half (50%) of Calgarians report wearing a face mask or shield in the previous month to protect against COVID-19, down from 62% in May of this year. Washing/sanitizing hands frequently is a measure that is trending up since this question was first asked in March of this year, from 37% in March to 46% in August. On par with results from May, one-third (33%) of Calgarians avoided being around other people and/or crowded places in the past month. Females are more likely than males to say they have worn a face mask or shield (59% vs. 40%, respectively), washed/sanitized their hands frequently (52% vs. 40%) or avoided being around other people and/or crowded places (43% vs. 23%) in the previous month to protect against COVID-19. Males are more likely than females to have not taken any measures (24% vs. 16%, respectively). Seniors are more likely than younger Calgarians to have worn a face mask or shield in the previous month (62% 65 or older vs. 46% 18 to 34 and 47% 35 to 64) but less likely to have washed/sanitized their hands frequently to protect against COVID-19 (33% 65 or older vs. 52% 18 to 34 and 47% 35 to 64).

## Measures Personally Used to Protect Against COVID-19



[NOTE: Open-ended question, meaning response options were not read to the respondent. Respondents' answers were coded into themes.]

Beginning Aug 2, 2022: In the past month, what, if any, measures have you personally used to protect against COVID-19? Please do not include measures you are required to take as part of your job or volunteer work.

Mar 17 - May 19, 2022: 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.

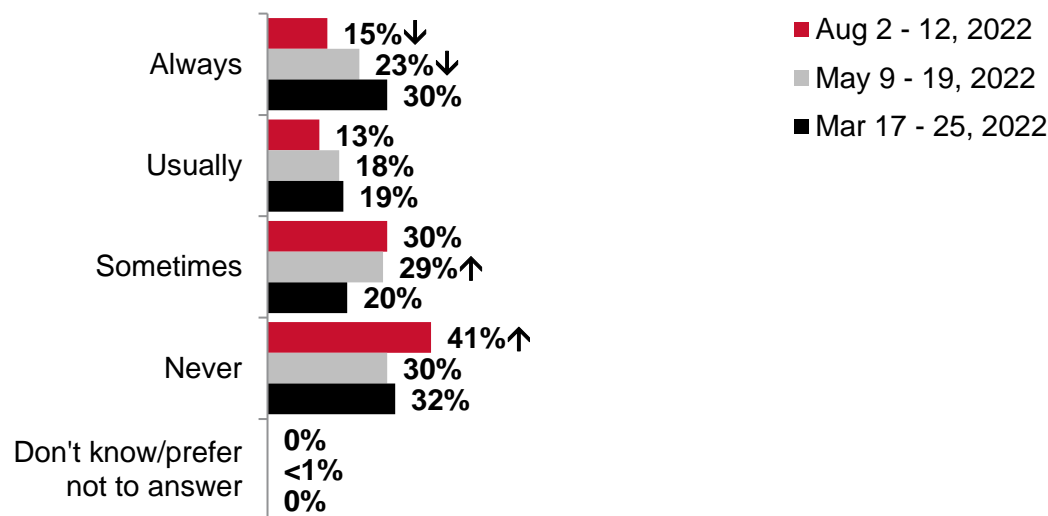
Base: All respondents (n=500)



# Frequency of Voluntarily Wearing a Face Mask

Less than one-fifth (15%) of Calgarians say the 'always' wear a face mask in public, down from 23% in May of this year and 30% in March. The proportion of Calgarians who say they 'never' wear a face mask in public jumped from 30% in May to 41% in August. Females are more likely than males to say they 'always' wear a face mask in public (20% vs. 10%, respectively), while males are more likely than females to say they 'never' do this (55% vs. 29%, respectively). Seniors are more likely than younger Calgarians to say they 'always' wear a face mask in public (26% 65 or older vs. 9% 18 to 34 and 15% 35 to 64) and less likely to say they 'never' wear a face mask in public (29% 65 or older vs. 43% 18 to 34 and 46% 35 to 64). Residents of the SE are less likely than residents of the other quadrant to 'always' wear a face mask in public (7% vs. 15% SW, 18% NW and 23% NE). Calgarians with annual household incomes of less than \$45,000 are more likely than those with household incomes of \$75,000 or more to say they 'always' do this (32% vs. 10% \$75,000 to <\$105,000, 9% \$105,000 to <\$135,000 and 9% \$135,000 or more).

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



Beginning Aug 2, 2022: In the past month, how often did you wear a face mask in public, not including where a business or organization still requires it?

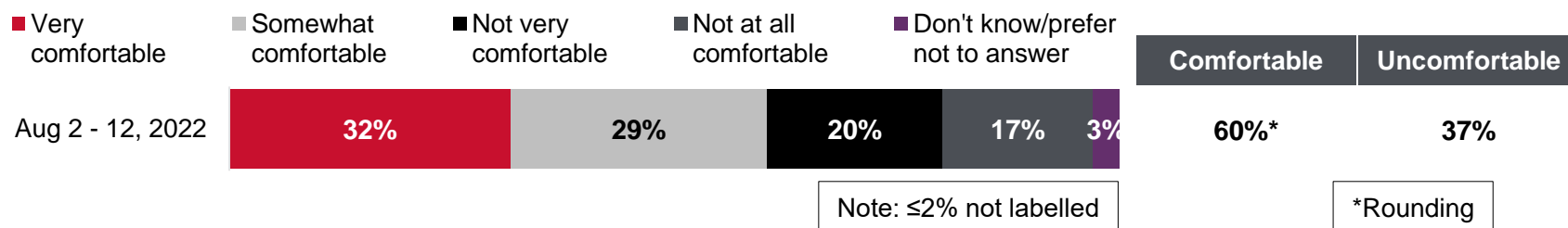
Mar 17 - May 19, 2022: Since March 1<sup>st</sup>, how often do you wear a face mask in public, not including where it's still required on public transit and in health care settings? Would you say ...?

Base: All respondents (n=500)

# Comfort on Transit Post-Face Mask Requirement

Three-fifths (60%) of Calgarians say they are or would be comfortable taking a Calgary Transit bus or CTrain now that face masks are no longer required on public transit. Males are more likely than females to be comfortable doing this (72% vs. 49%, respectively), as are younger Calgarians compared to seniors (70% 18 to 34 and 61% 35 to 64 vs. 44% 65 or older).

## Comfort Level Taking Calgary Transit Bus or CTrain Now that Face Masks are Not Required



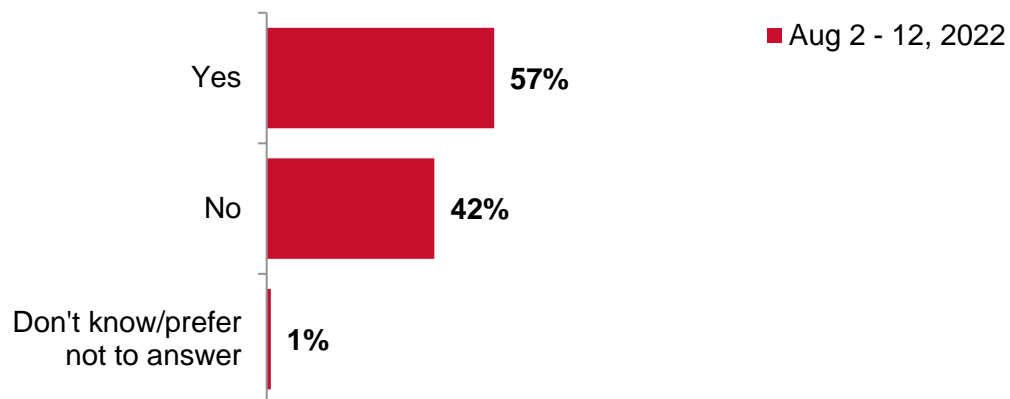
### New question beginning August 2, 2022

To what extent are you or would you be comfortable taking a Calgary Transit bus or CTrain now that face masks are no longer required on public transit?  
Base: All respondents (n=500)

## Attended an Outdoor Event with a Large Crowd

More than one-half (57%) of Calgarians attended an outdoor event with a large crowd in attendance in the previous two months. Younger Calgarians are more likely than seniors to have done this (68% 18 to 34 and 59% 35 to 64 vs. 36% 65 or older). Those with annual household incomes of \$75,000 or more are more likely than those with lower household incomes to have attended an outdoor event with a large crowd in attendance in the previous two months (62% \$75,000 to <\$105,000, 65% \$105,000 to <\$135,000 and 68% \$135,000 or more vs. 38% \$45,000 or less).

### Attended an Outdoor Event with a Large Crowd in Attendance in the Past 2 Months



#### New question beginning August 2, 2022

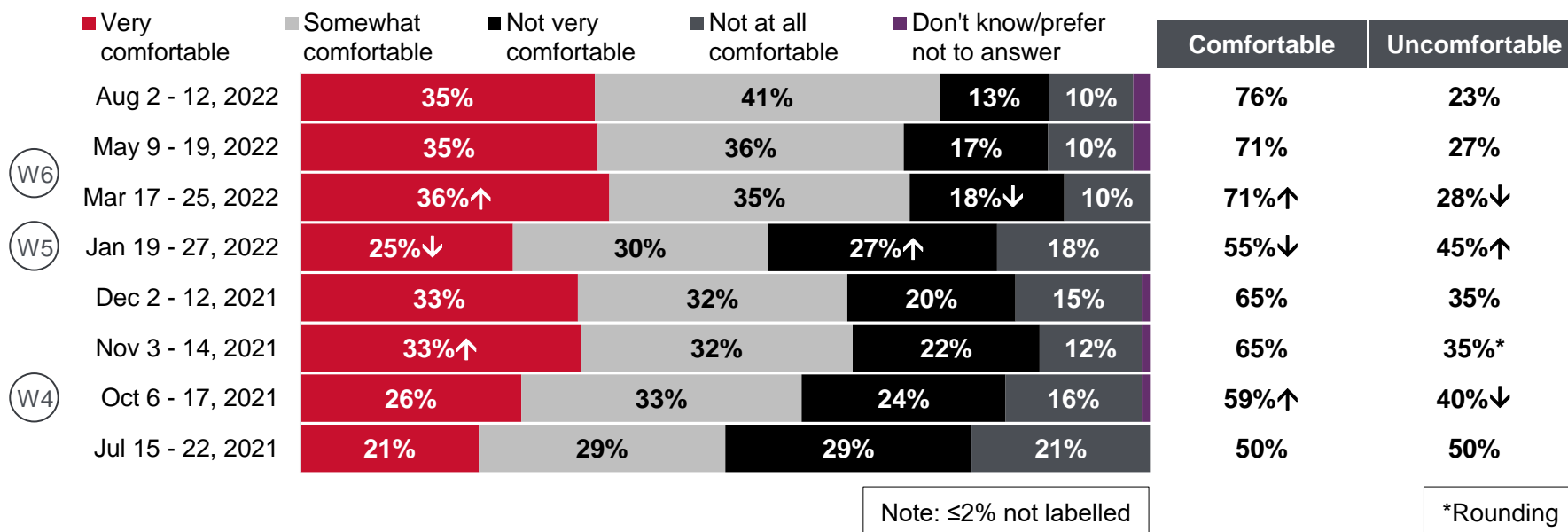
In the past two months, have you attended an outdoor event that had a large crowd in attendance?

Base: All respondents (n=500)

# Comfort Attending Outdoor Events

Three-quarters (76%) of Calgarians say they are or would be comfortable attending an outdoor event with a large crowd in attendance, on par with results from May of this year but up substantially from 55% in January and the highest it has been since tracking of this measure began in July 2021. Males are more likely than females to be comfortable attending an outdoor event with a large crowd in attendance over the next couple of months (82% vs. 71%, respectively), as are younger Calgarians compared to their older counterparts (89% 18 to 34 vs. 75% 35 to 64 vs. 57% 65 or older). Those with annual household incomes of \$75,000 or more are more likely than those with lower household incomes to be comfortable doing this (77% \$75,000 to <\$105,000, 83% \$105,000 to <\$135,000 and 83% \$135,000 or more vs. 59% \$45,000 or less).

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



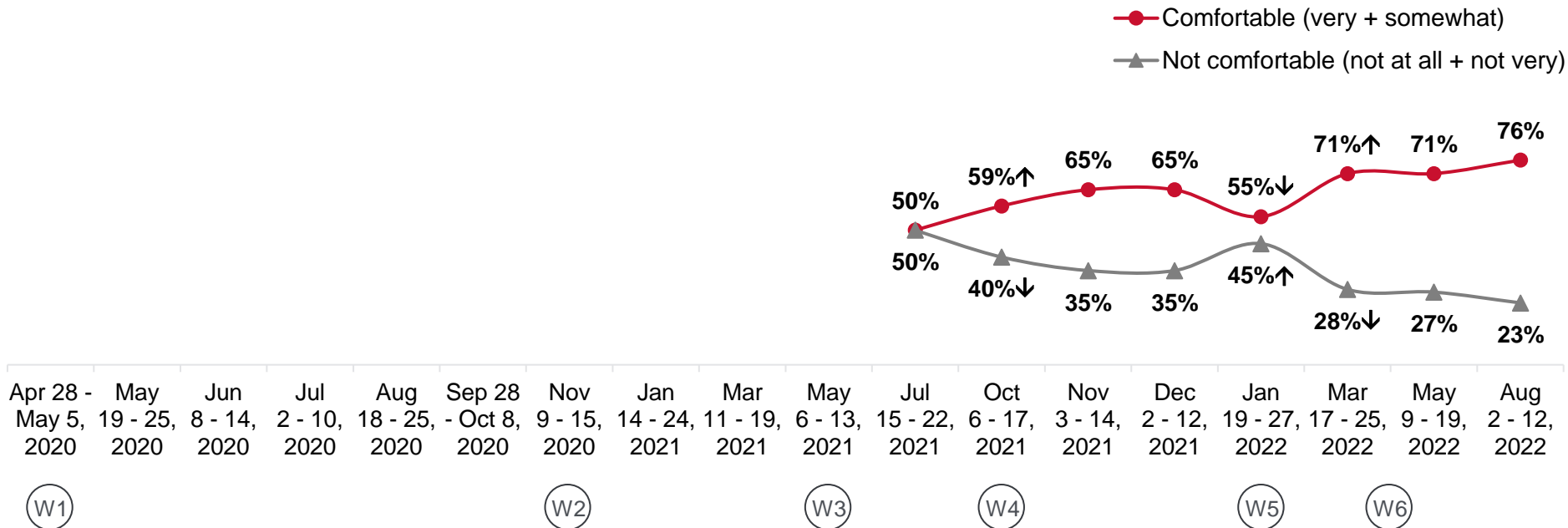
Beginning Oct 6, 2021: Over the next couple of months, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

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.”

NOTE: Question first asked in July 2021.

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?

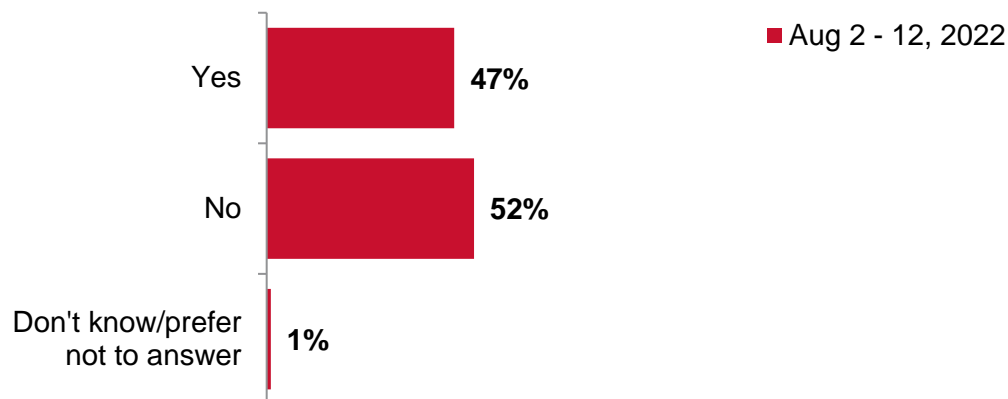
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

Base: All respondents (n=500)

# Attended an Indoor Event with a Large Crowd

Nearly one-half (47%) of Calgarians attended an indoor event with a large crowd in attendance in the previous two months. Younger Calgarians are more likely than seniors to have done this (51% 18 to 34 and 50% 35 to 64 vs. 34% 65 or older).

## Attended an Indoor Event with a Large Crowd in Attendance in the Past 2 Months



### New question beginning August 2, 2022

In the past two months, have you attended an indoor event that had a large crowd in attendance?

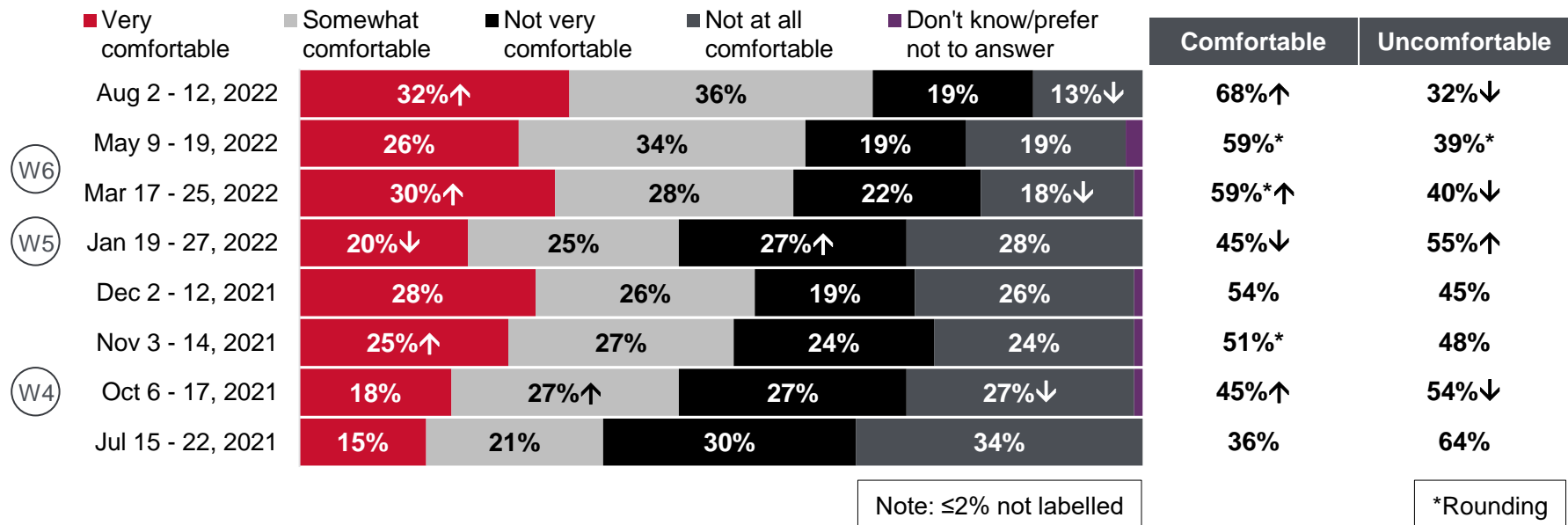
Base: All respondents (n=500)



# Comfort Attending Indoor Events

Around two-thirds (68%) of Calgarians are or would be comfortable attending an indoor event with a large crowd in attendance in the next couple of months, up from 59% in May of this year and the highest it has been since tracking of this measure began in July 2021. Males are more likely than females to be comfortable attending an indoor event with a large crowd in attendance over the next couple of months (78% vs. 58%, respectively), as are younger Calgarians compared to seniors (77% 18 to 34 and 69% 35 to 64 vs. 51% 65 or older). Residents of the SE are more likely than those of the SW and NW to be comfortable doing this (78% vs. 64% and 64%, respectively). Those with annual household incomes of more than \$45,000 are more likely than those with lower household incomes to be comfortable attending an indoor event with a large crowd in attendance (70% \$45,000 to <\$75,000, 67% \$75,000 to <\$105,000, 74% \$105,000 to <\$135,000 and 74% \$135,000 or more vs. 50% less than \$45,000).

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



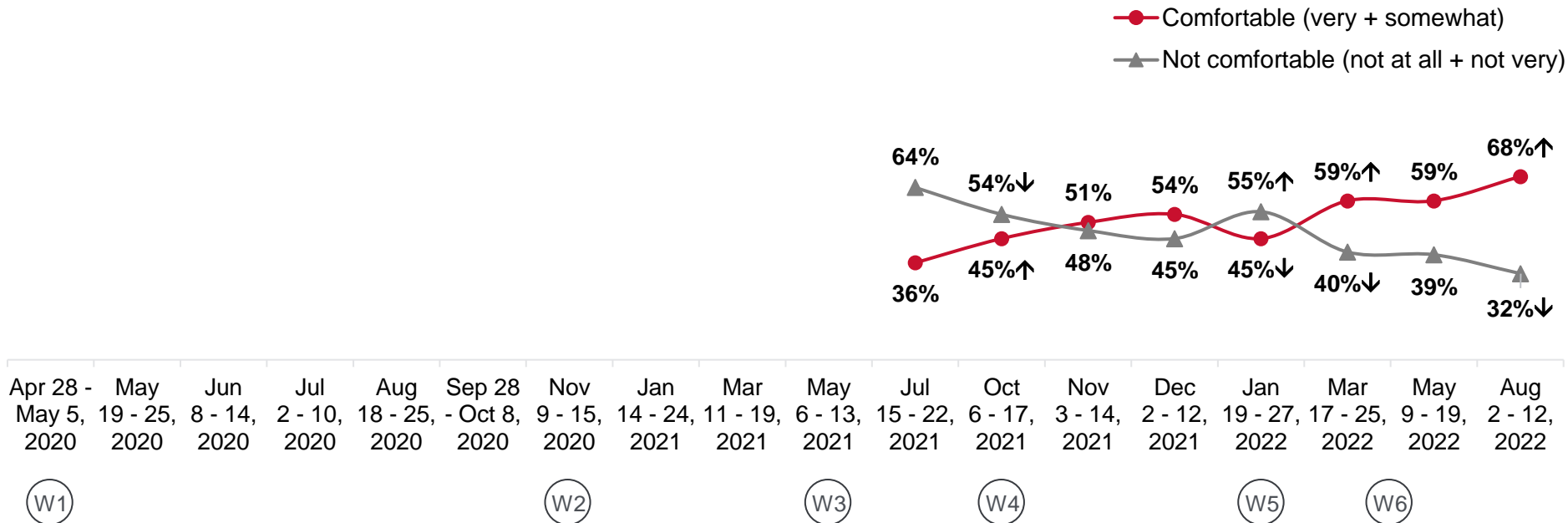
Beginning Oct 6, 2021: Over the next couple of months, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

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.”

NOTE: Question first asked in July 2021.

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?

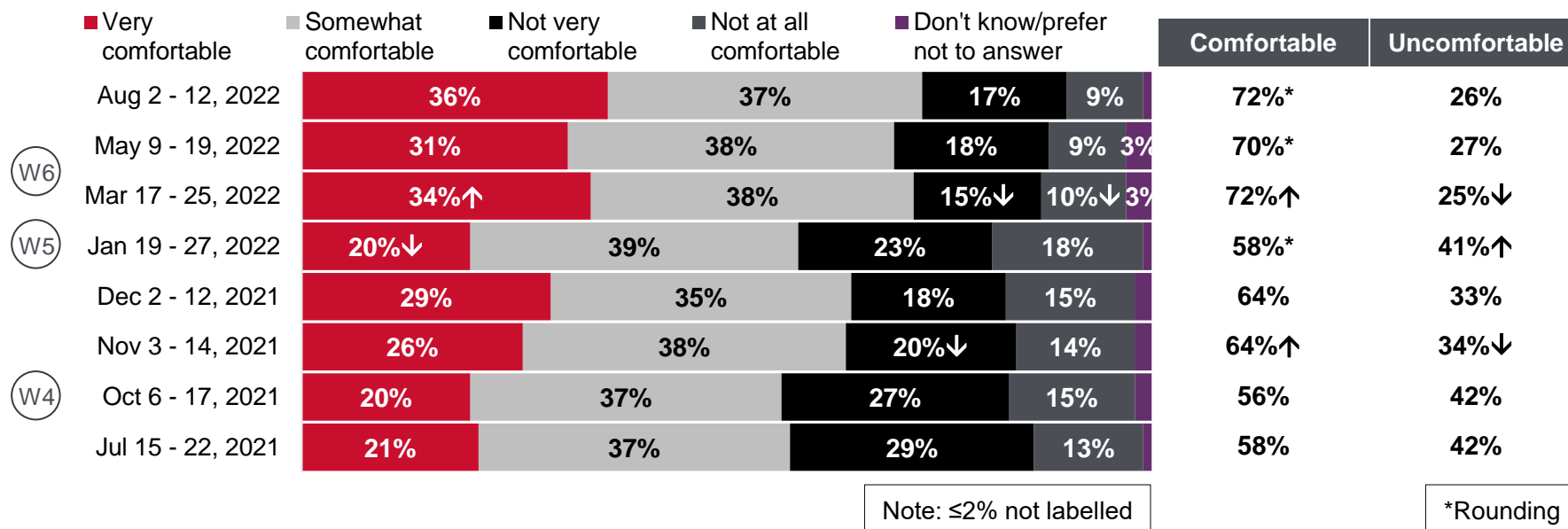
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

Base: All respondents (n=500)

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

Over the next couple of months, around seven-in-ten Calgarians (72%) are or would be comfortable attending an indoor event such as a City in-person public engagement event or a research focus group about a City project or issue. This is up from 58% in January of this year. Males are more likely than females to be comfortable doing this (80% vs. 65%, respectively), as are younger Calgarians (83% 18 to 34 vs. 72% 35 to 64 vs. 58% 65 or older). Those with annual household incomes of more than \$45,000 are more likely than those with lower household incomes to be comfortable attending an indoor event with a large crowd in attendance (76% \$45,000 to <\$75,000, 77% \$75,000 to <\$105,000, 73% \$105,000 to <\$135,000 and 81% \$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



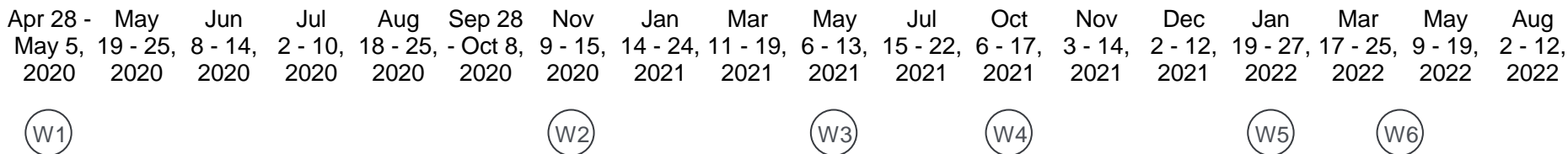
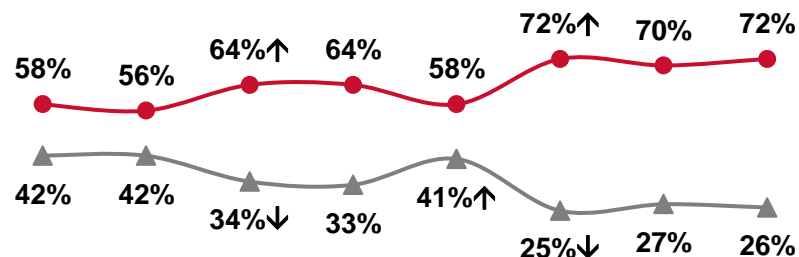
Over the next couple of months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

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**

● Comfortable (very + somewhat)  
▲ Not comfortable (not at all + not very)



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

NOTE: Question first asked in July 2021.

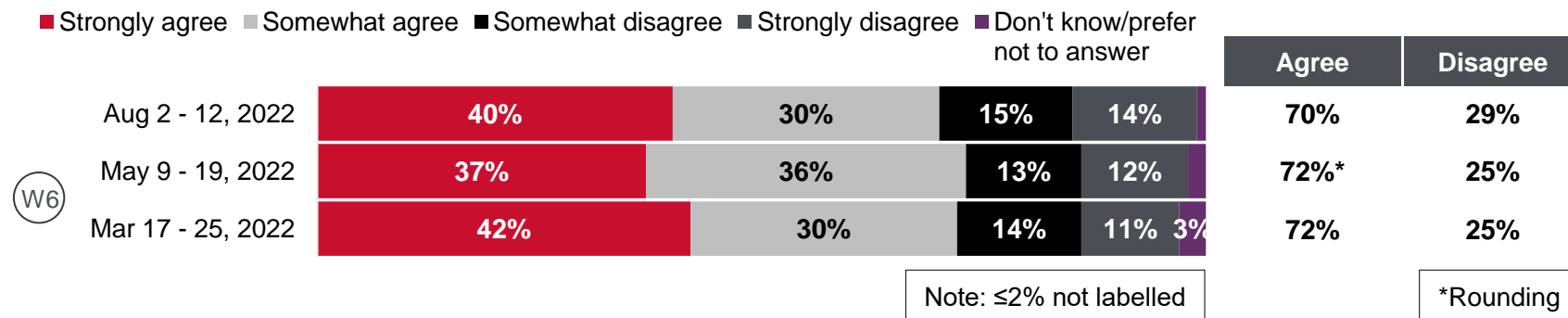
Over the next couple of months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

Base: All respondents (n=500)

# Opinion: We Should Start Treating COVID-19 as Part of Everyday Life

Seven-in-ten Calgarians (70%) think we should move past COVID-19 being treated as a pandemic and instead treat it as part of everyday life, consistent with results from March and May of this year.

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



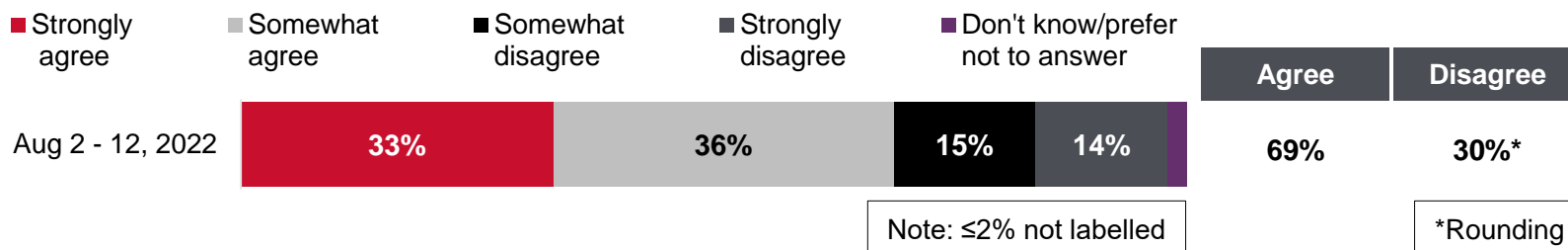
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: All respondents (n=500)

# Concern about the Pandemic

Seven-in-ten Calgarians (69%) agree they are concerned there will be another wave of COVID-19 in Alberta this fall. Females are more likely than males to be concerned about this (75% vs. 62%, respectively).

## I am Concerned there will be Another Wave of COVID-19 in Alberta in the Fall



### New question beginning August 2, 2022

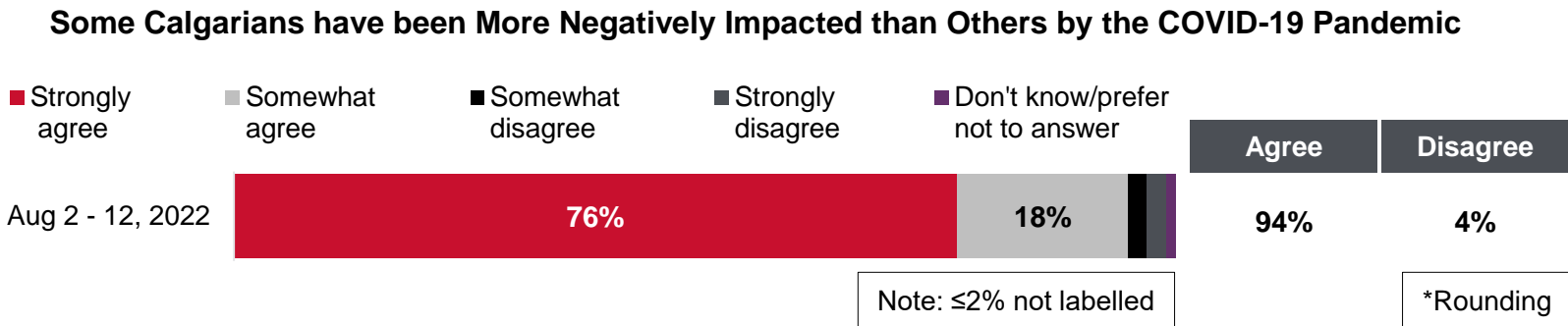
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: All respondents (n=500)



# Opinion: Some Calgarians More Negatively Impacted than Others by the Pandemic

Nearly all Calgarians (94%) agree some Calgarians have been more negatively impacted than others by the COVID-19 pandemic, with 76% saying they 'strongly' agree.



**New question beginning August 2, 2022**

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

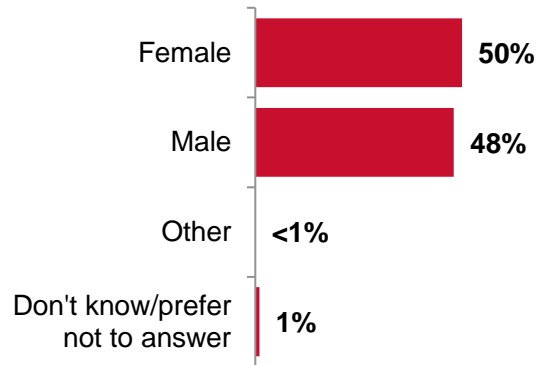
# Demographics



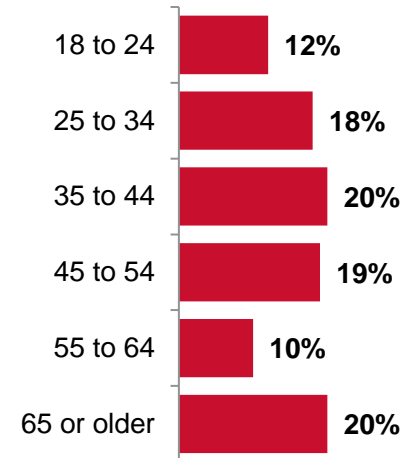
# Demographics

## Gender

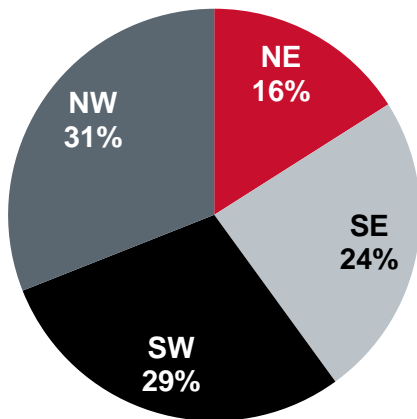
(asked, not inferred)



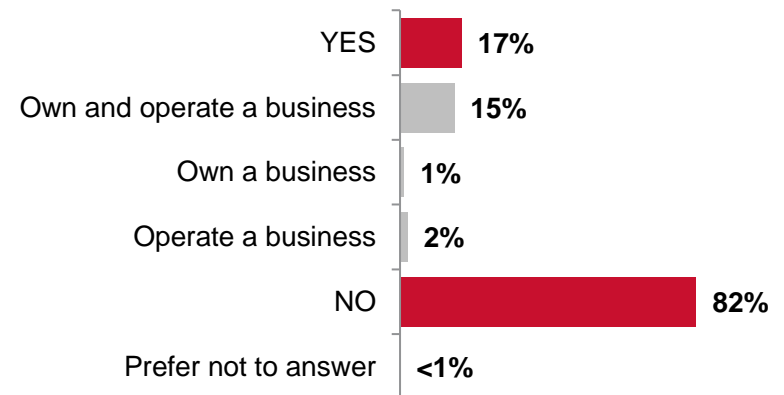
## Age



## Quadrant of Residence



## Own and/or Operate a Business in Calgary

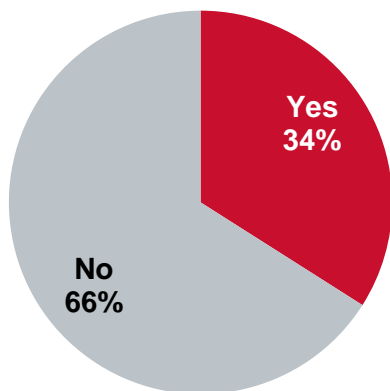


Base: All respondents (n=500)

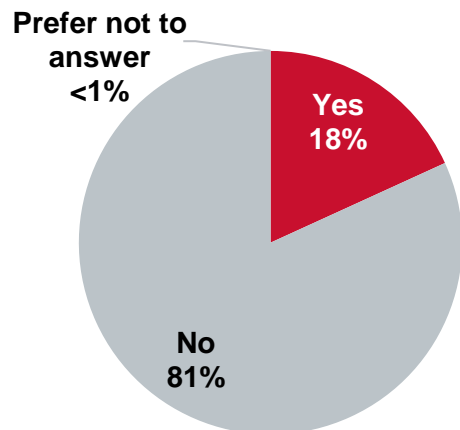
NOTE: Totals may not add to 100% due to rounding.

## Demographics – cont'd

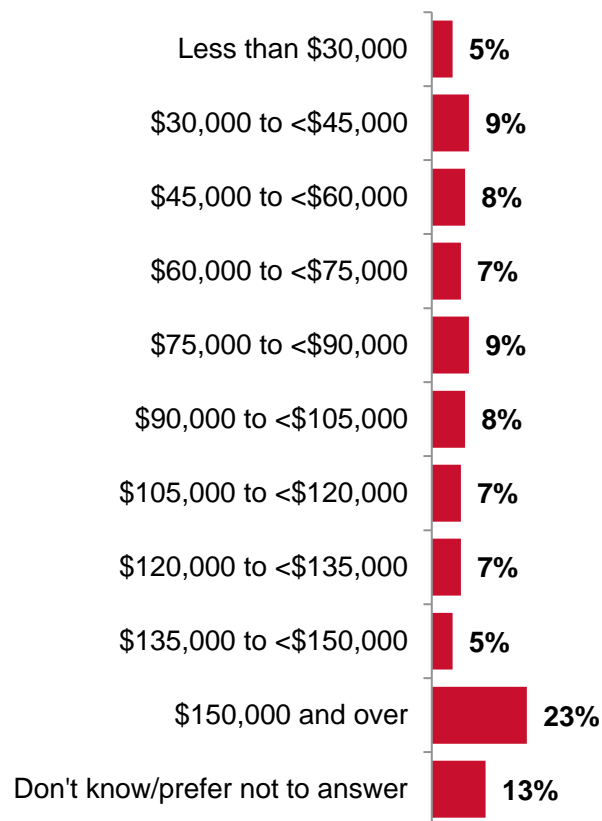
### Children Under the Age of 18 in the Household



### 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



# COVID-19 Pandemic Timeline

## 2022

- Jan 10 – PCR testing for COVID-19 in Alberta limited to people with risk factors for severe outcomes and those who live or work in high-risk settings
- 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
- Jun 14 – All remaining mandatory public health restrictions in Alberta are lifted; masking in Alberta Health Services and contracted health facilities shifts to organizational policy

# Questionnaire



# Questionnaire

## 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-xxxx 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 at this point in time? 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]

CV73. At the beginning of the COVID-19 pandemic in March 2020, were you employed or self-employed?

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

[IF CV73 IS YES, ASK CV74]

CV74. Did the COVID-19 pandemic impact your employment in any way? [INTERVIEWER NOTE: IF ASKED, THE IMPACT COULD BE POSITIVE OR NEGATIVE]

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

[IF CV74 IS YES, ASK CV75]

CV75. How did the pandemic impact your employment?

[OPEN END]  
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]

I am concerned there will be another wave of COVID-19 in Alberta in the fall.  
We should move past COVID-19 being treated as a pandemic and instead treat it as part of everyday life.  
Some Calgarians have been more negatively impacted than others by the COVID-19 pandemic.

[KEEP FOLLOWING TWO ITEMS TOGETHER AND IN ORDER]

I've experienced a negative impact on my personal relationships as a result of differing opinions about COVID-19.  
I've experienced a negative impact on my work or professional relationships as a result of differing opinions about COVID-19.

Strongly agree  
Somewhat agree  
Somewhat disagree  
Strongly disagree  
Don't know [DO NOT READ]  
Prefer not to answer [DO NOT READ]  
Not applicable [ONLY AVAILABLE FOR THE LAST STATEMENT]

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 WORSENERED] 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]

[IF PERSONAL FINANCIAL SITUATION WORSENERED A LITTLE OR A LOT, ASK:]

CV76. Thinking about your personal financial situation six months from now, do you expect it to be ...

Much better than it is now  
Somewhat better  
About the same  
Somewhat worse  
Much worse than it is now  
Don't know [DO NOT READ]

## Questionnaire – cont'd

Prefer not to answer [DO NOT READ]

CV57. As you might already know, face masks are now only necessary where a business or organization requires it. In the past month, 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. In the past month, what, if any, measures have you personally used 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. In the past month, how often did you wear a face mask in public, not including where a business or organization still requires it? Would you say ...

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

CV80. To what extent are you or would you be comfortable taking a Calgary Transit bus or C-Train now that face masks are no longer required on public transit? 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]

CV77. In the past two months, have you attended an outdoor event that had a large crowd in attendance?

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

CV52. Over the next couple of months, how comfortable are you or would you be attending an outdoor 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]

CV78. And in the past two months, have you attended an indoor event that had a large crowd in attendance?

Yes  
No  
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 indoor 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. Over the next couple of months, how comfortable are you or would you be attending an indoor 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]

# Questionnaire – cont'd

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]

CV79. To what extent do you trust or distrust The City to successfully respond to a pandemic in the future? Would you say that you trust The City 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]

## 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]

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



## Questionnaire – cont'd

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.**