



Calgary



2022 Citizen Perspectives Survey Report COVID-19 Snapshot 16

April 13, 2022

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Highlights at a Glance*

PROTECTIVE MEASURES

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



Always
30%

Never
32%

- Measures used personally to protect against COVID-19****
- 59%** Face coverings
 - 37%** Wash/sanitize hands often
 - 27%** Avoid others/crowded places

THE CITY'S COVID-19 RESPONSE

73%
Satisfied with The City's response

53%
Trust The City regarding its COVID-19 response



73%
Trust The City to make the right decisions about providing its services safely

COVID-19 PANDEMIC IMPACTS



42% [↓ from **55%**]
Mental health worse due to the pandemic



Comfortable attending . . .

59%
[↑ from **45%**]
Indoor event with a large crowd



71%
[↑ from **55%**]
Outdoor event with a large crowd

37%
[↓ from **53%**]
Stressful to be in public

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

58%
[↓ from **70%**]
See pandemic as **major threat** to **Calgary's economy**

72%
[↑ from **58%**]
In-person event such as **City engagement or research focus group**

*Data collection: March 17 - 25, 2022; comparisons are to the last survey "COVID-19 Snapshot 15" (data collection January 19 - 27, 2022).

**Does not include measures required to be used for one's job or volunteer work.



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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 sixteenth COVID-19 Snapshot survey.

Methodology

The survey was conducted by Advanis March 17 - 25, 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 16.3 minutes in duration. The margin of error (MOE) for the total sample of $n=500$ is ± 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 fifteen 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

*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 and January 28, 2022

The approximate timing of the five 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)

Key Findings





Key Findings

Perception that the pandemic is a major threat to the economy, daily life, and mental health is declining and Calgarians overall are more comfortable in public than they were in January of this year.

- Compared to January of this year, fewer Calgarians see the pandemic as a major threat to Calgary's economy (58%, down from 70% and the lowest to date), to the health of Calgary's population overall (35%, down from 50% and the lowest to date), to their own mental health (33%, down from 42%), and to day-to-day life in their community (26%, down from 39% and the lowest to date).
- Three-quarters (75%) of Calgarians think the worst of the pandemic is behind us, an increase of 13 percentage points from January, and around as many (72%) agree with the statement "We should move past COVID-19 being treated as a pandemic and instead treat it as part of everyday life."
- Seven-in-ten Calgarians (71%) are or would be comfortable attending an outdoor event with a large crowd, up from 55% in January. Three-in-five (59%) are or would be comfortable attending an indoor event with a large crowd, up from 45% in January. When it comes to an indoor event such as a City engagement session or focus group about a City project or issue, seven-in-ten Calgarians (72%) say they are or would be comfortable attending, up from 58% in January.

Among Calgarians who stopped using Calgary Transit for any reason during the pandemic, a slight majority have resumed use since March 1st or plan to do so in the next couple of months.

- Among the one-third (34%) of Calgarians who used Calgary Transit at least occasionally in the months prior to the pandemic, nearly one-half (46%) stopped using it during the pandemic (for any reason). Among these Calgarians, just over one-half (55%) have resumed use as of March 1st or intend to do so in the next couple of months.

Key Findings – cont'd

Despite the lifting of the Pandemic Face Covering Bylaw, the majority of Calgarians say they at least sometimes voluntarily wear a face mask, although there are age and gender differences.

- When asked how often since March 1st they wear a face mask in public (not including where it is still required on public transit and in health care settings), three-in-ten (30%) say they 'always' do, 19% say 'usually,' and 20% say they 'sometimes' wear one. One-third (32%) of Calgarians say they 'never' where a face mask in public where it is not required.
- Seniors (65 years or older) are more likely than those 18 to 64 years of age to say they 'always' wear a face mask in public (40% vs. 25% 18 to 34 and 29% 35 to 64) while younger Calgarians are more likely than seniors to say they 'never' do (33% 18 to 34 and 35% 35 to 64 vs. 21% 65 or older).
- Males are more likely than females to say they 'never' wear a face mask in public where it is not required (37% vs. 26%, respectively).

The majority of Calgarians who were working from home because of the Province's work-from-home requirement have, or will be, returning to their work site at least part-time.

- Among Calgarians working from home as of February 2022 due to the Province's mandatory work-from-home requirement (or their employer's requirement), seven-in-ten (70%) have already returned to their work site, or will be returning to it, at least part-time.* Among those who have returned or will be returning*, one-half (49%) say their work site is located downtown.

*Caution: Small sample size

Detailed Findings





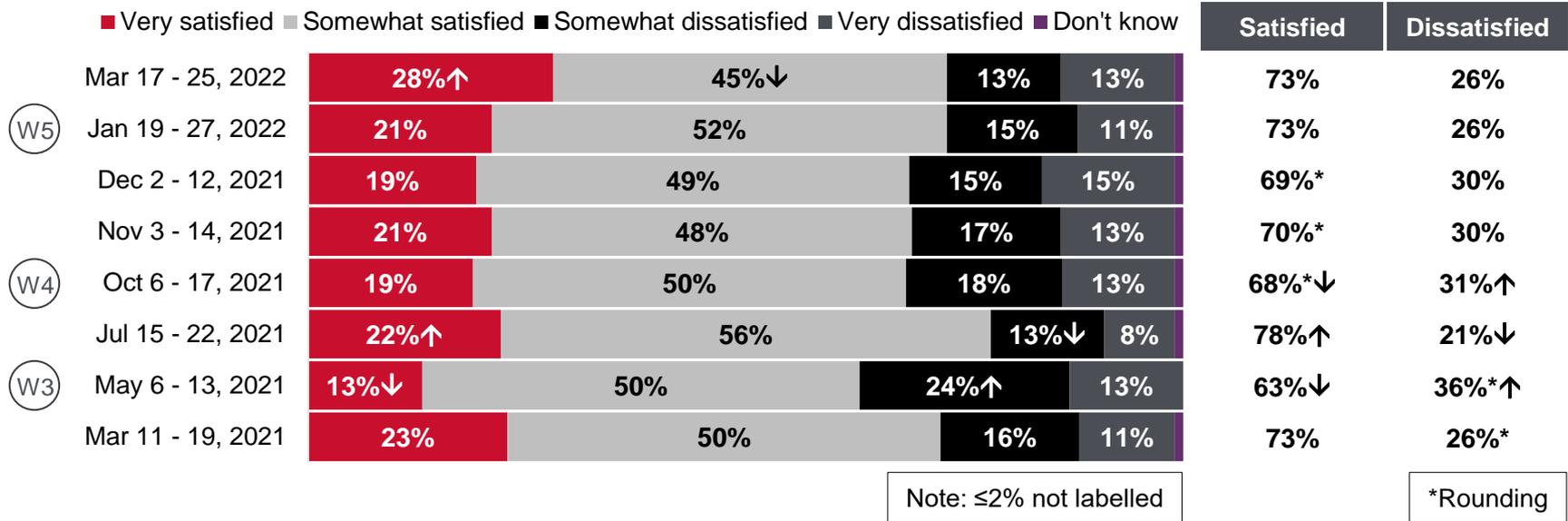
Opinions about The City's COVID-19 Response and Information



Satisfaction with The City's COVID-19 Response

When asked about their satisfaction with The City's overall COVID-19 response during the past two years, around three-quarters (73%) of Calgarians say they are satisfied. While this is consistent with results from January of this year, responses of 'very' satisfied increased to 28% from 21% in January while responses of 'somewhat' satisfied decreased by 7 percentage points. Residents of the NE are more likely than other Calgarians to be satisfied with The City's response (84% vs. 68% SW, 71% SE, and 72% NW). Calgarians aged 35 or older are nearly twice as likely as those 18 to 34 years of age to be 'very' satisfied (32% 35 to 64 and 33% 65 or older vs. 17% 18 to 34).

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?

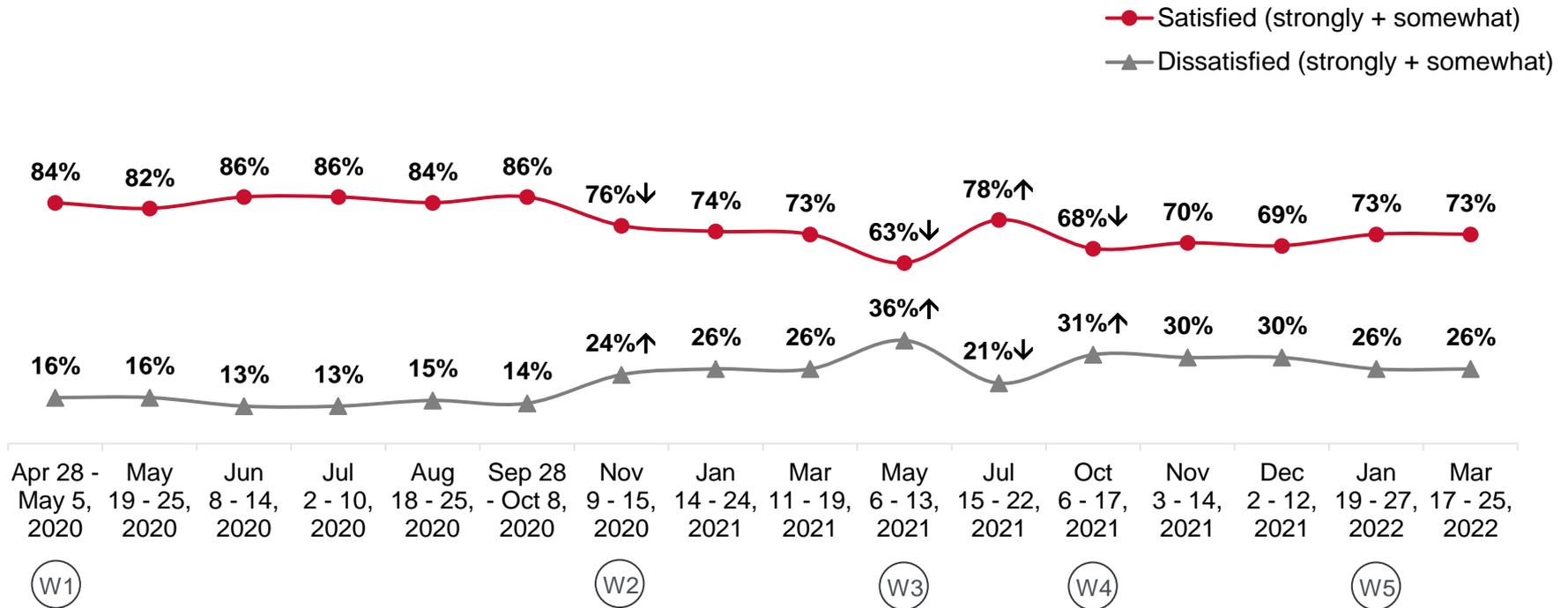
Jan 14, 2021 - Jan 27, 2022: Overall, how satisfied are you with The City's COVID-19 response?

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?

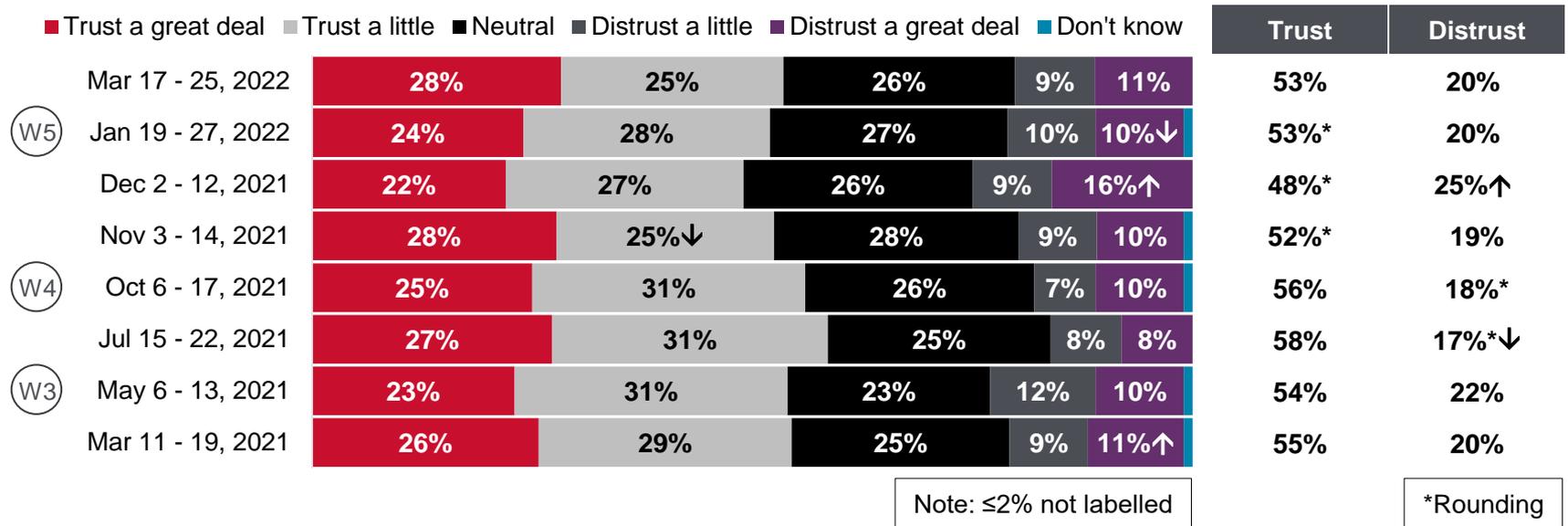
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



Trust in The City's COVID-19 Response

Around one-half (53%) of Calgarians say they trust The City overall in terms of its COVID-19 response over the past two years, consistent with results from January of this year. Males are more likely than females to distrust The City regarding its pandemic response (24% vs. 16%, respectively). Seniors (aged 65 or older) are more likely than Calgarians 18 to 34 years of age to trust The City (62% vs. 47%, respectively).

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 . . . ?

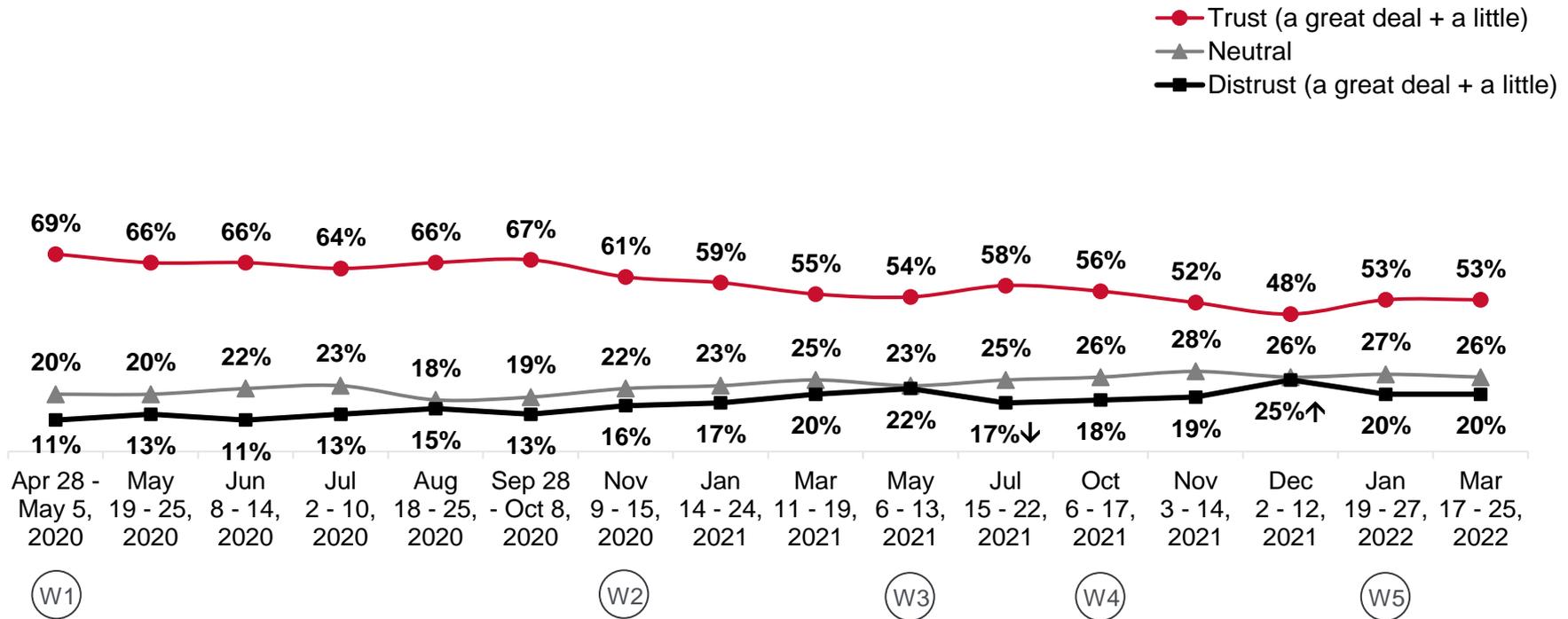
Jan 14, 2021 - Jan 27, 2022: Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

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 . . .?

Jan 14, 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?

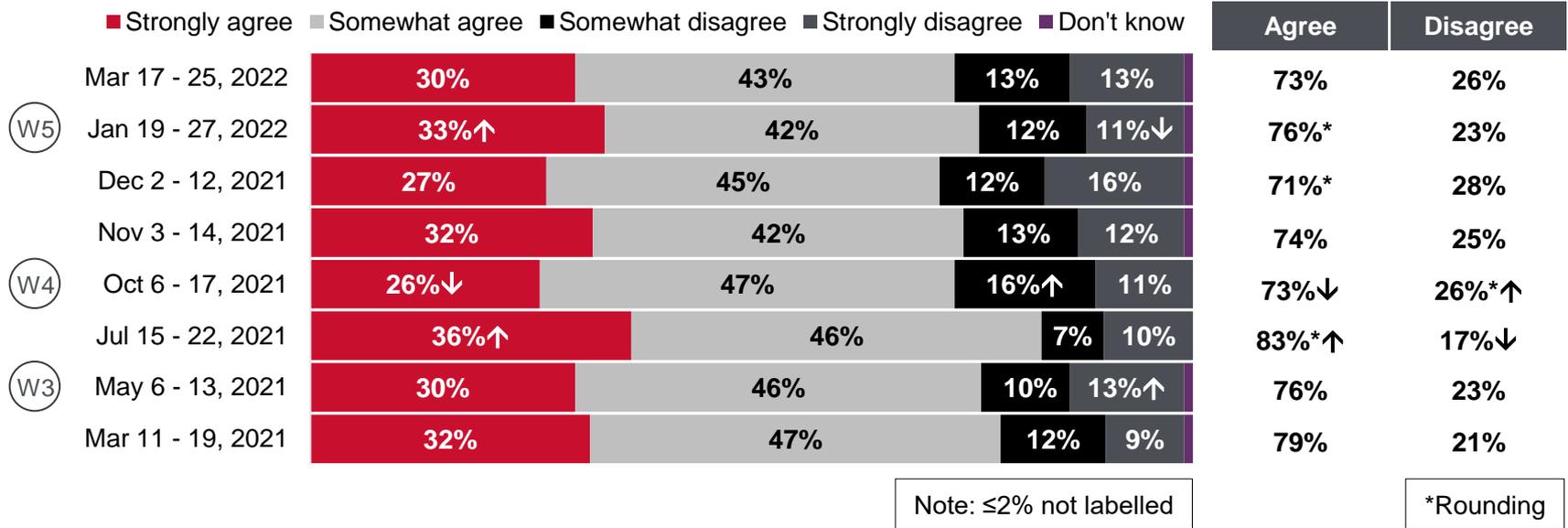
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



Trust The City to Provide Services Safely

Consistent with results dating back to October 2021, around one-quarter (73%) of Calgarians agree they trust The City to make the right decisions about providing its services safely during a pandemic.

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

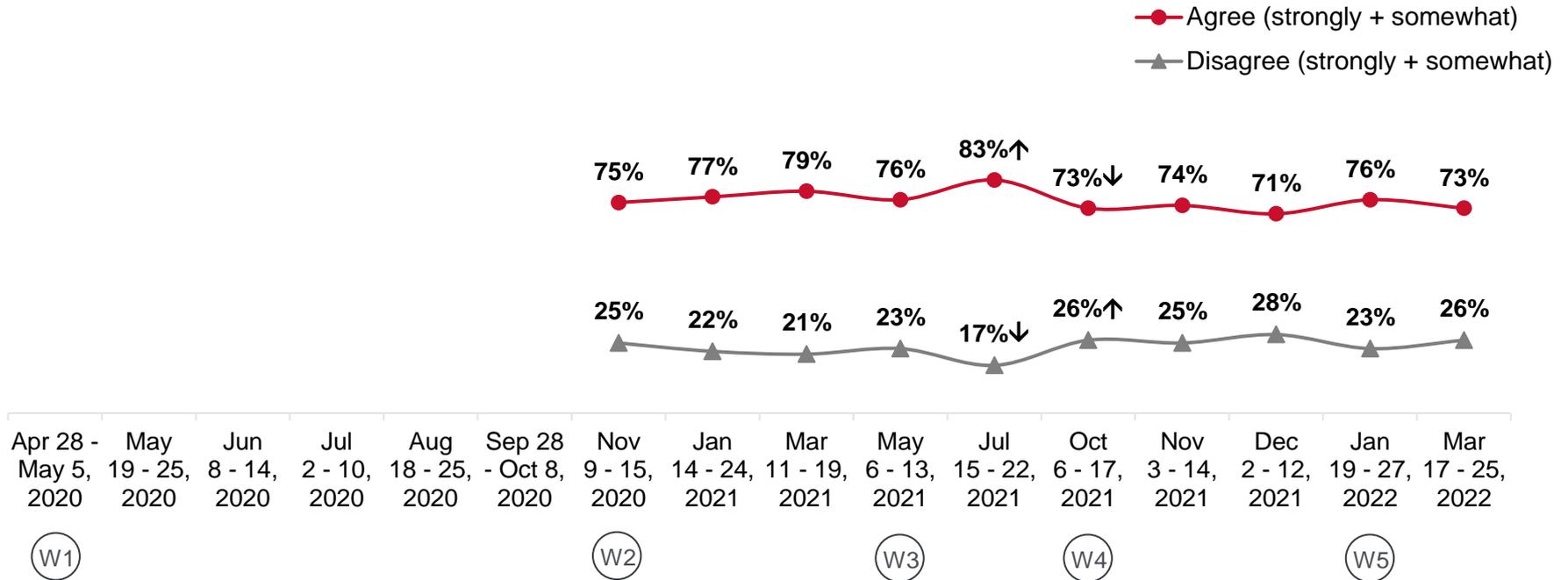


Beginning Mar 17, 2022: I trust The City to make the right decisions about providing its services safely during a pandemic.
 Jan 14, 2021 - Jan 27, 2022: I trust The City to make the right decisions about providing its services safely during the pandemic.
 For each of the following statements, please 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.

Jan 14, 2021 - 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)



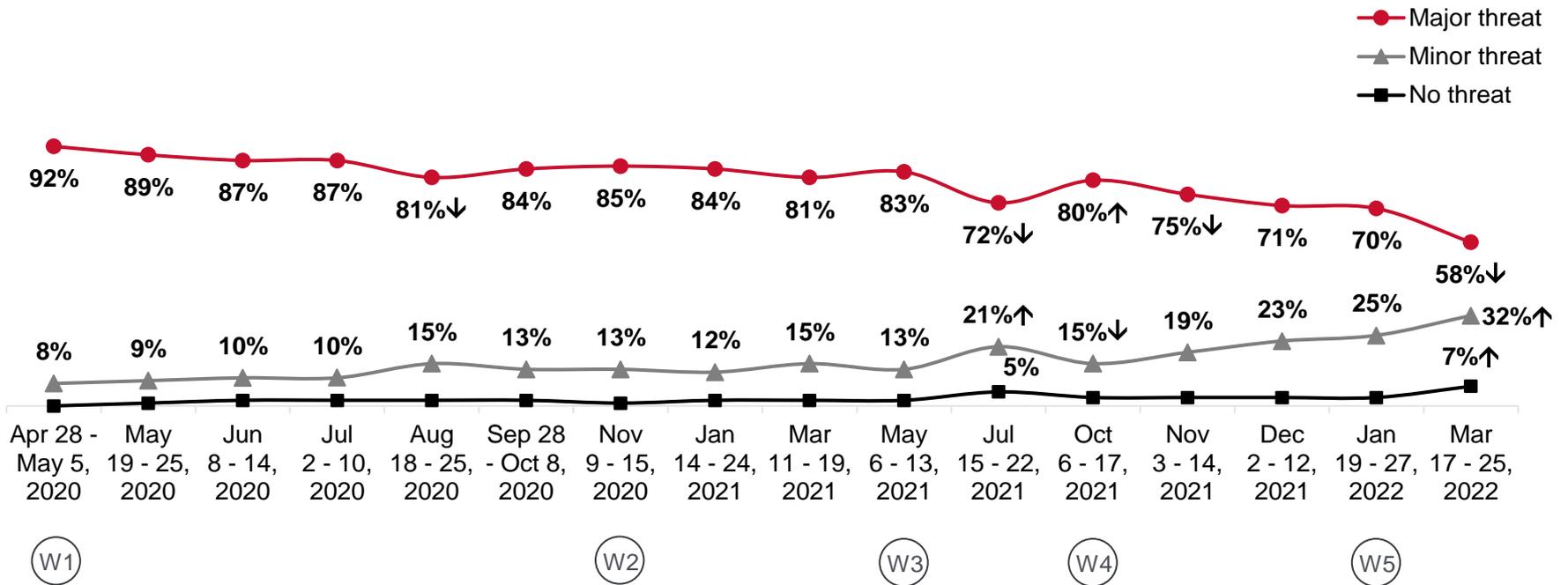
Concern about COVID-19 and the Pandemic



Perceived Threat Level of COVID-19

Around three-in-five Calgarians (58%) perceive the pandemic to be a major threat to Calgary’s economy, down from 70% in January of this year and the lowest to date; however, one-third (32%) see the pandemic as being a minor threat and only 7% say it is no 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)

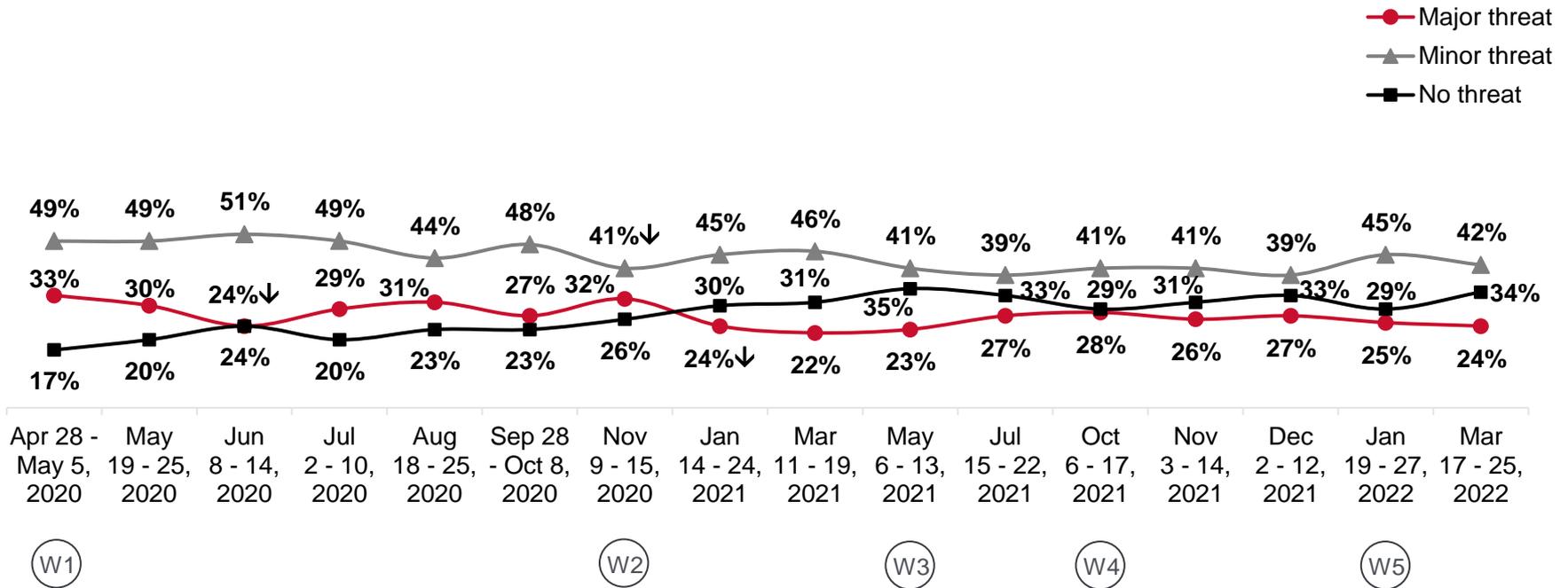
Note: <5% not labelled



Perceived Threat Level of COVID-19 – cont'd

Consistent with results since January 2021, one-quarter (24%) of Calgarians say the pandemic is a major threat to their personal financial situation while two-in-five (42%) perceive it to be a minor threat and one-third (34%) say it is no threat to their financial situation. As in previous Snapshots, seniors (65 or older) are less likely than younger Calgarians to perceive a major threat to their financial situation (10% vs. 30% 18 to 34 and 25% 35 to 64). Those with an annual household income of less than \$45,000 are much more likely to perceive a major threat to their personal financial situation (44% vs. 18% to 23% \$45,000 or more).

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 . . . ?

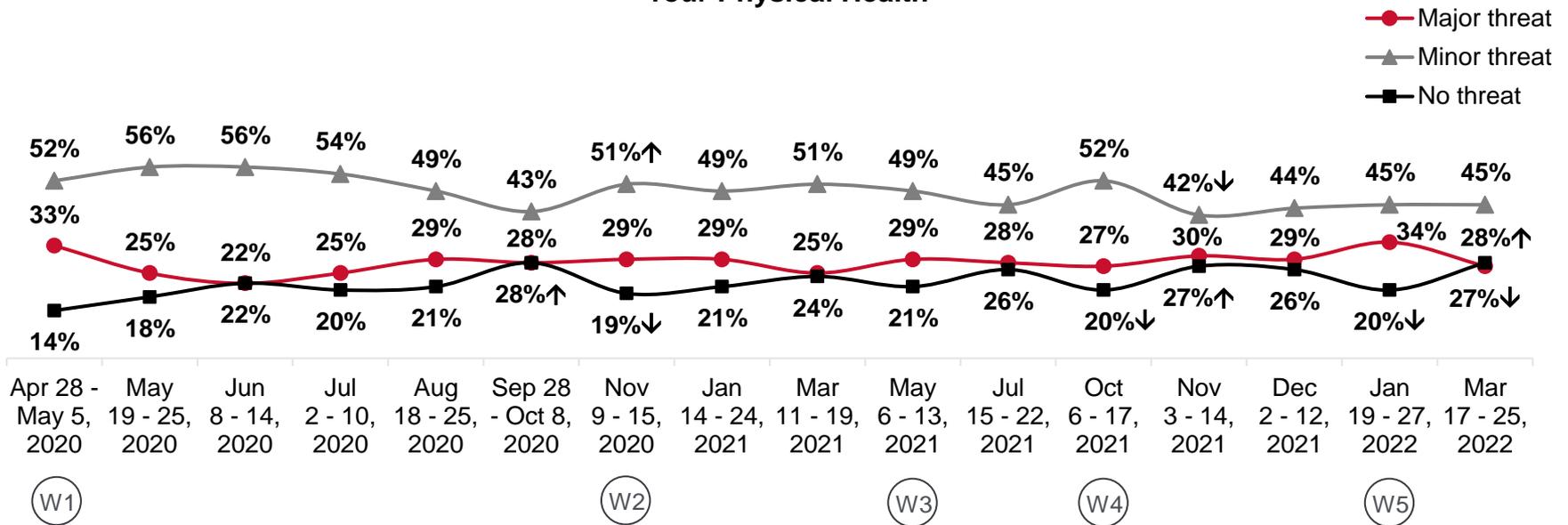
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



Perceived Threat Level of COVID-19 – cont'd

Around one-quarter (27%) of Calgarians see the pandemic as a major threat to their physical health, down from 34% in January of this year. Less than one-half (45%) perceive the pandemic to be a minor threat, consistent with results since November 2021. Around one-quarter (27%) of Calgarians say the pandemic is no threat to their physical health, up from 20% in January of this year and on par with results from November and December 2021. Females are more likely than males to say the pandemic is a major threat to their physical health (32% vs. 22%, respectively), as are those with a senior in the home compared to those without (38% vs. 25%, 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 . . . ?

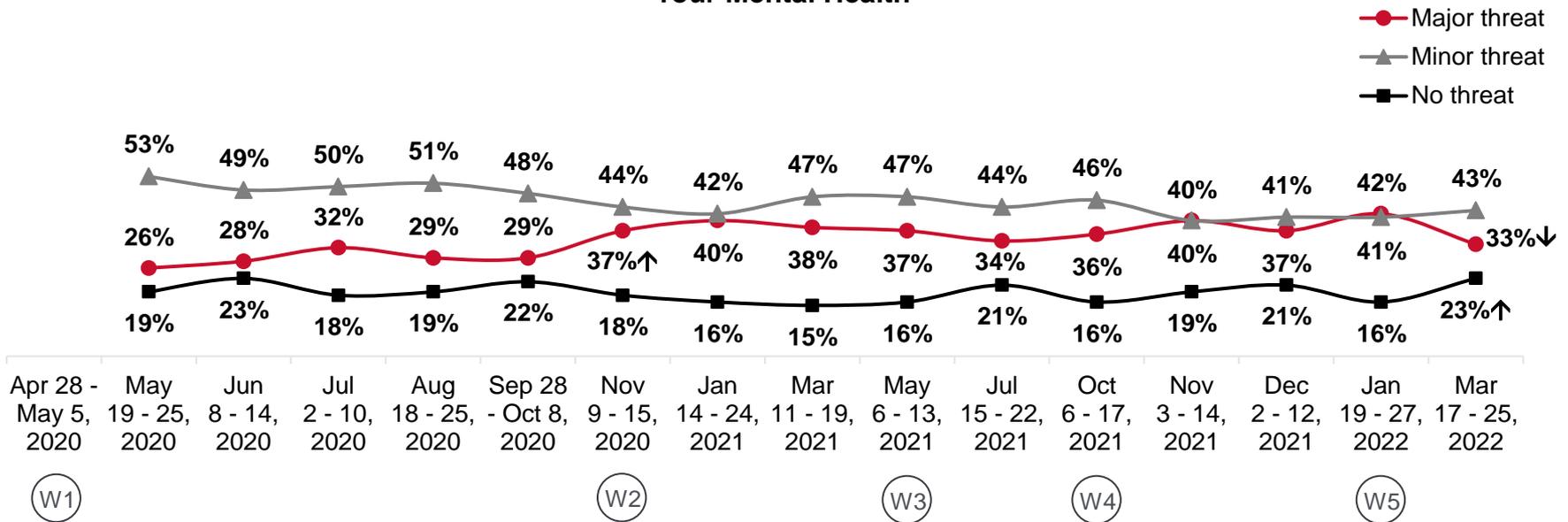
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



Perceived Threat Level of COVID-19 – cont'd

One-third (33%) of Calgarians perceive the pandemic to be a major threat to their mental health, down from 42% in January of this year. Around two-in-five (43%) say the pandemic is a minor threat to their mental health, consistent with results dating back to 2020, while around one-quarter (23%) of Calgarians say there is no threat to their mental health, up from 16% in January of this year. Females are more likely than males to say the pandemic is a major threat to their mental health (42% vs. 26%, respectively), as are Calgarians 18 to 64 years of age compared to seniors (40% 18 to 34 and 34% 35 to 64 vs. 22% 65 or older).

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 . . . ?

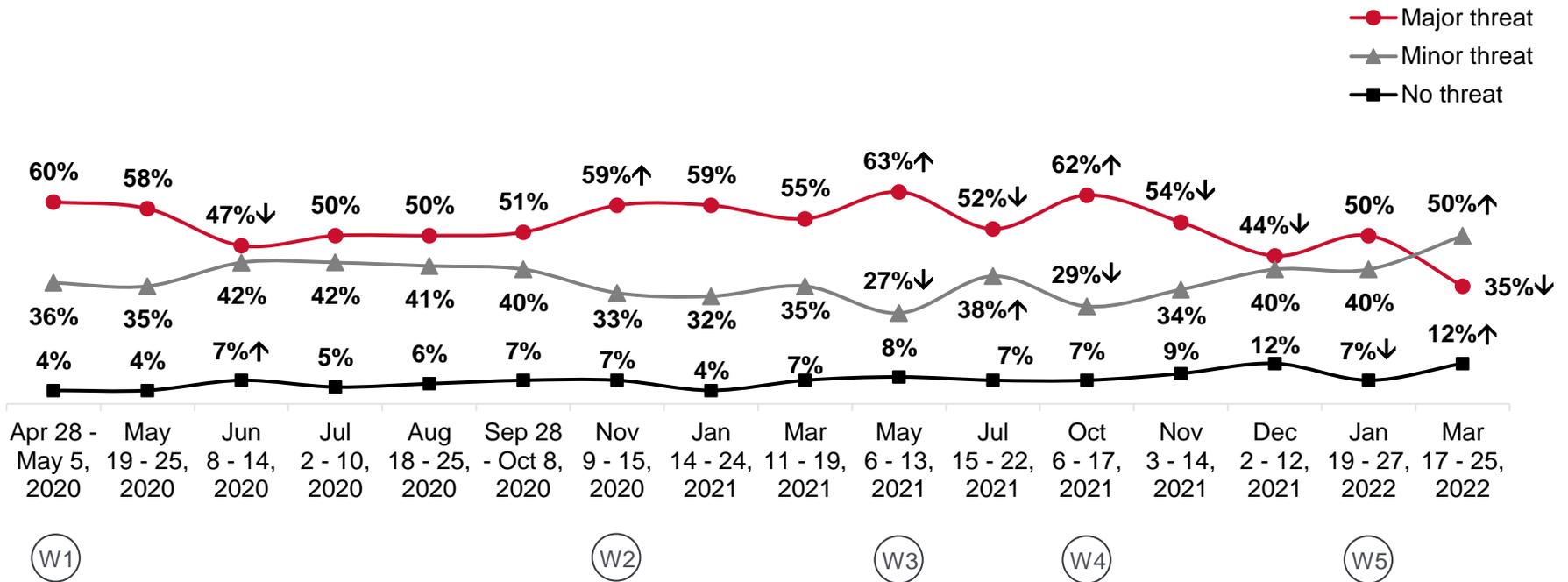
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



Perceived Threat Level of COVID-19 – cont'd

Around one-third (35%) of Calgarians think the pandemic is a major threat to the overall health of Calgary's population, down from 50% in January of this year and the lowest to date. One-half (50%) say the pandemic is a minor threat to the overall health of Calgarians, up from 40% in January, while only around one-in-ten (12%) say it is no threat. Females are more likely than males to see the pandemic as a major threat (42% vs. 29%, respectively), as are those 18 to 34 compared to those 35 to 64 years of age (43% vs. 32%, 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 . . . ?

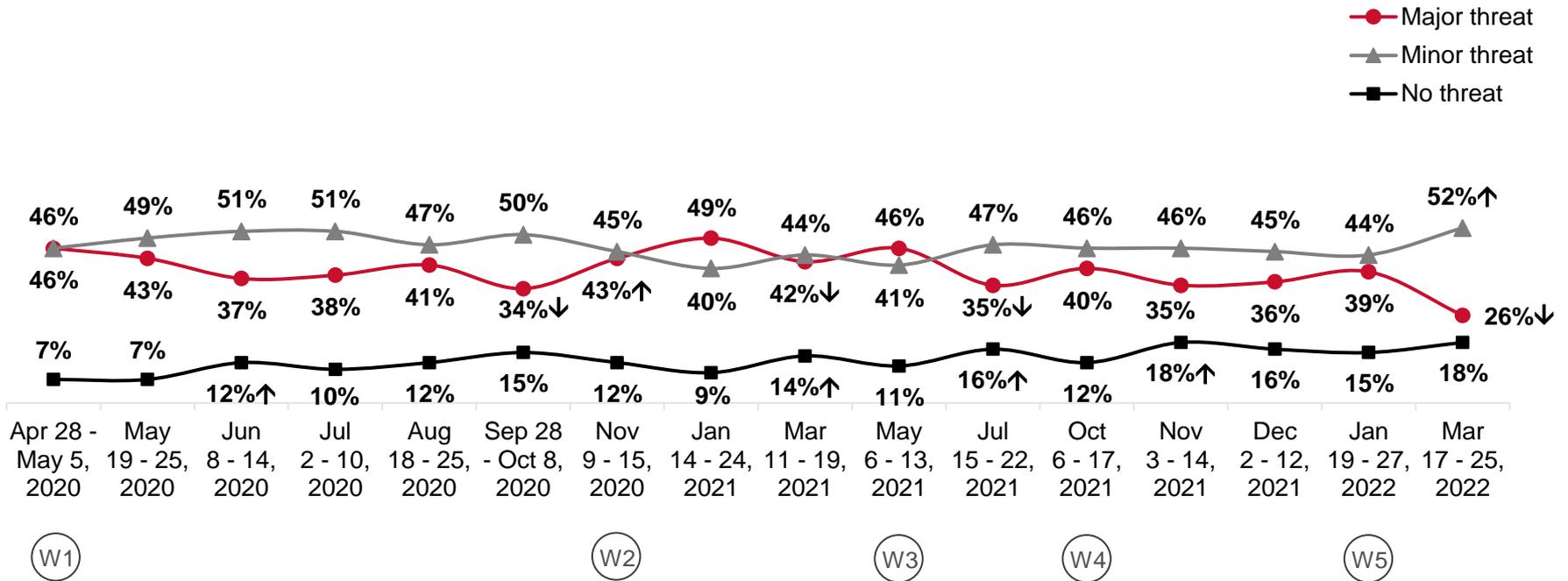
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



Perceived Threat Level of COVID-19 – cont'd

One-quarter (26%) of Calgarians perceive the pandemic to be a major threat to day-to-day life in their community, down from 39% in January of this year and the lowest to date. Around one-half (52%) see it as a minor threat, up from 44% in January, while nearly one-in-five (18%) say it is no threat to day-to-day life in their community. Those with children under the age of 18 in the household are more likely than those without to say the pandemic is a major threat in this regard (33% vs. 23%, 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 . . . ?

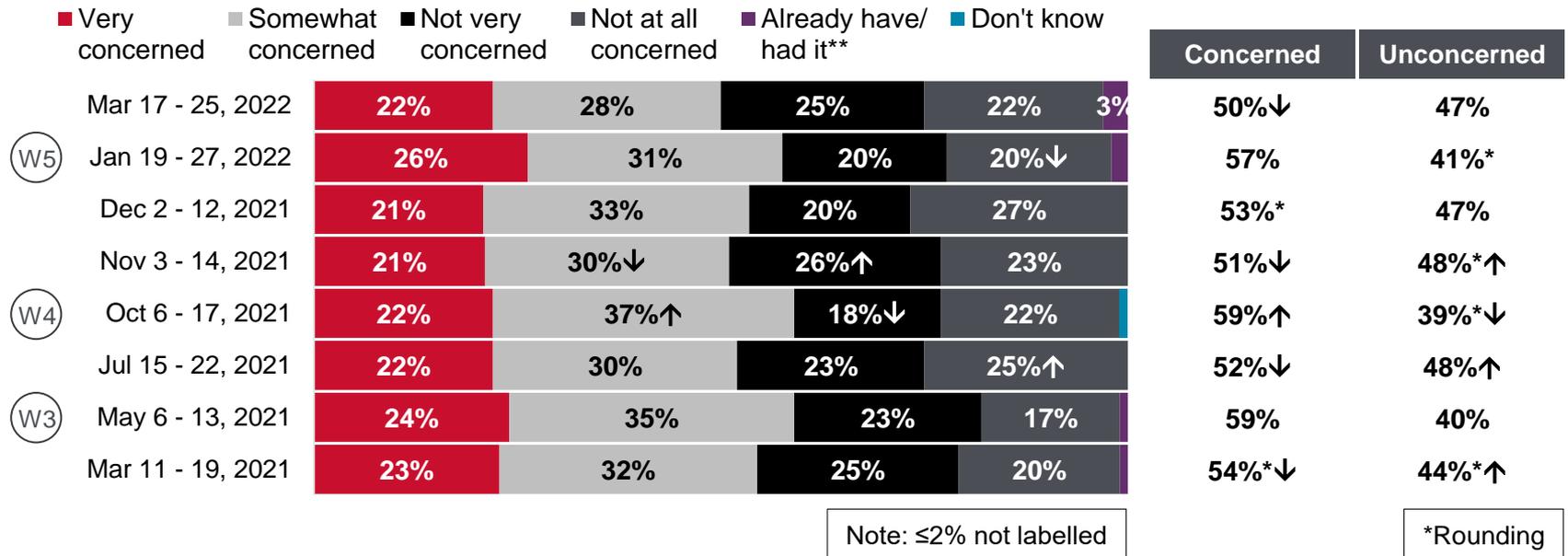
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



Concern about Self Becoming Ill

One-half (50%) of Calgarians are concerned about becoming ill from COVID-19, down from 57% in January of this year. Females are more likely than males to be concerned (56% vs. 44%, respectively), as are those with a senior in the household compared to those without (63% vs. 47%, respectively). Those with annual household incomes of less than \$45,000 are more likely than other Calgarians to be concerned about this (72% vs. 44% to 51% \$45,000 or more).

Concern about Oneself Becoming Ill from COVID-19



**This option was not read to the respondent.

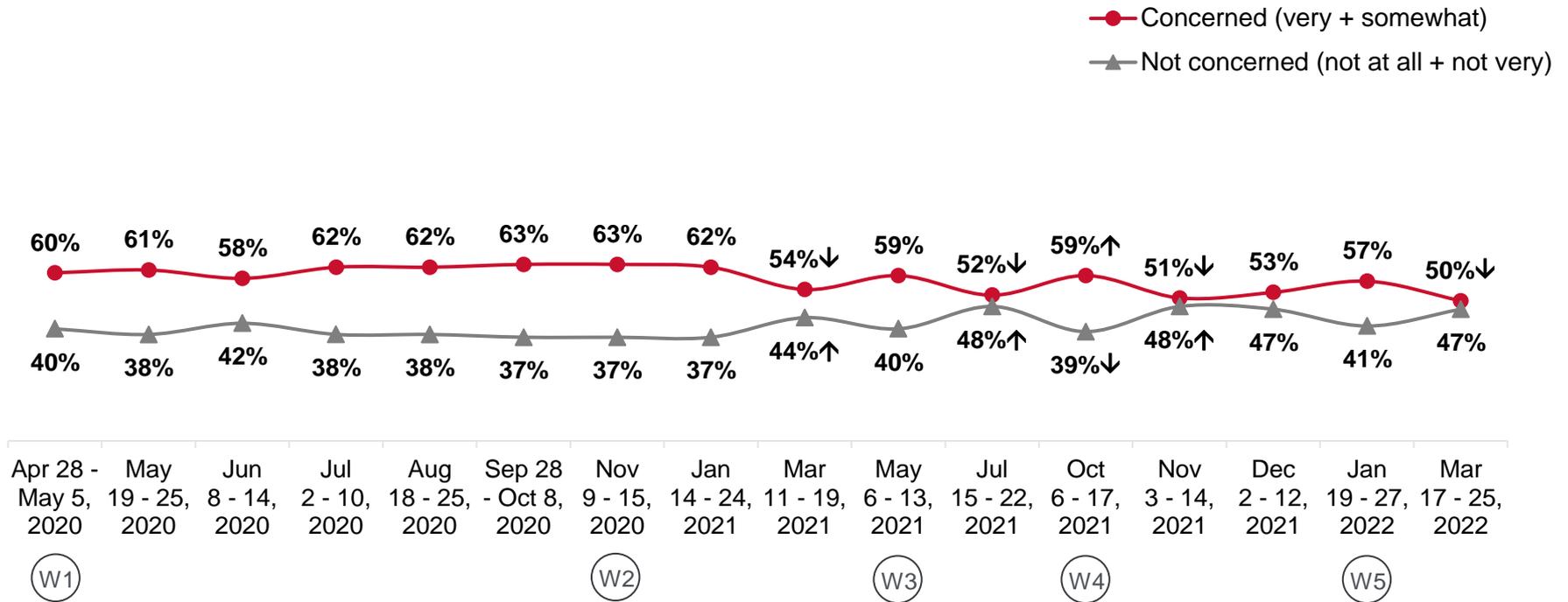
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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.

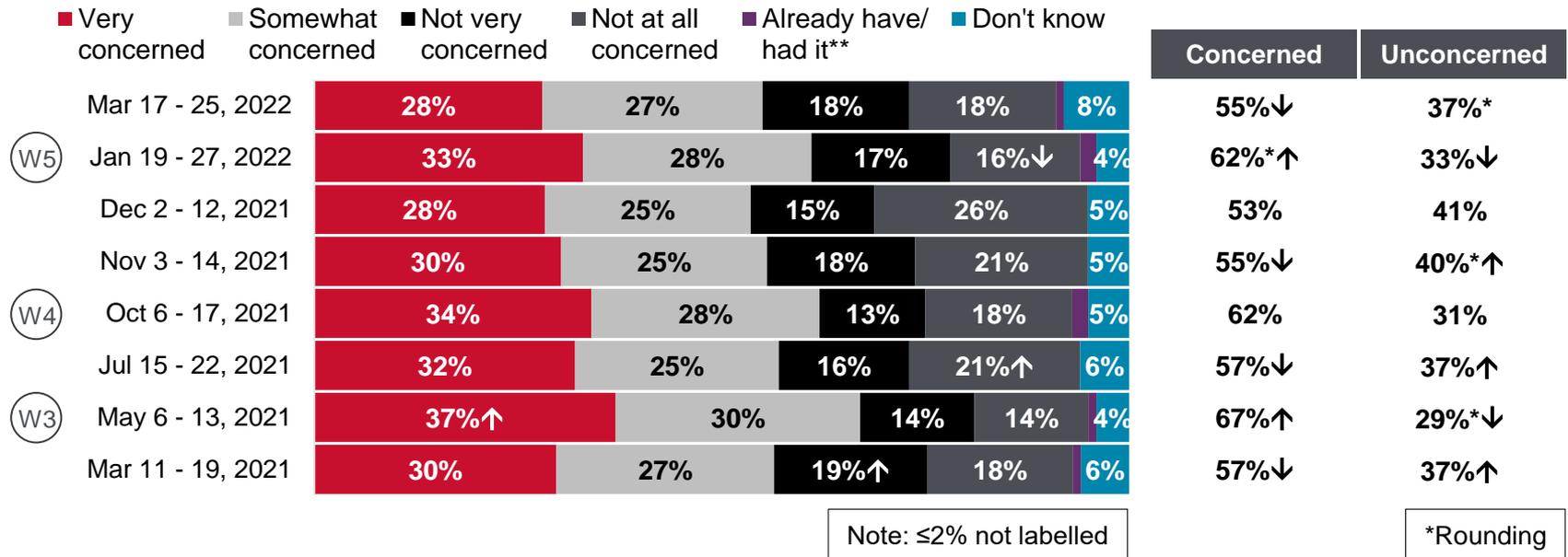
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



Concern about Household Member Becoming Ill

Just over one-half (55%) of Calgarians say they are concerned about a household member becoming ill from COVID-19, down from 62% in January of this year and on par with results from November and December 2021. Younger Calgarians are more likely than seniors to be concerned about this (63% 18 to 34 and 56% 35 to 64 vs. 38% 65 or older). Those with children under the age of 18 in the household are more likely than those without to be concerned (67% vs. 48%, respectively), as are those with a senior in the household compared to those without (68% vs. 52%, respectively).

Concern about a Household Member Becoming Ill from COVID-19



**This option was not read to the respondent.

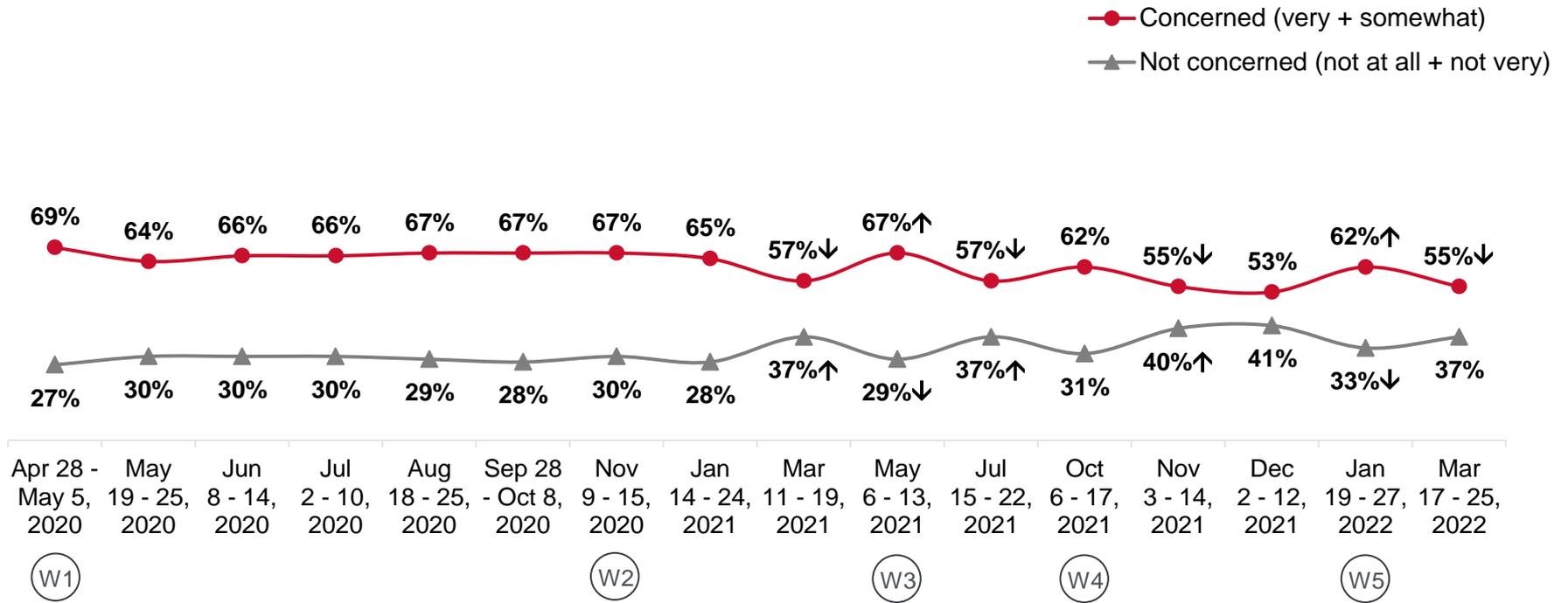
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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.

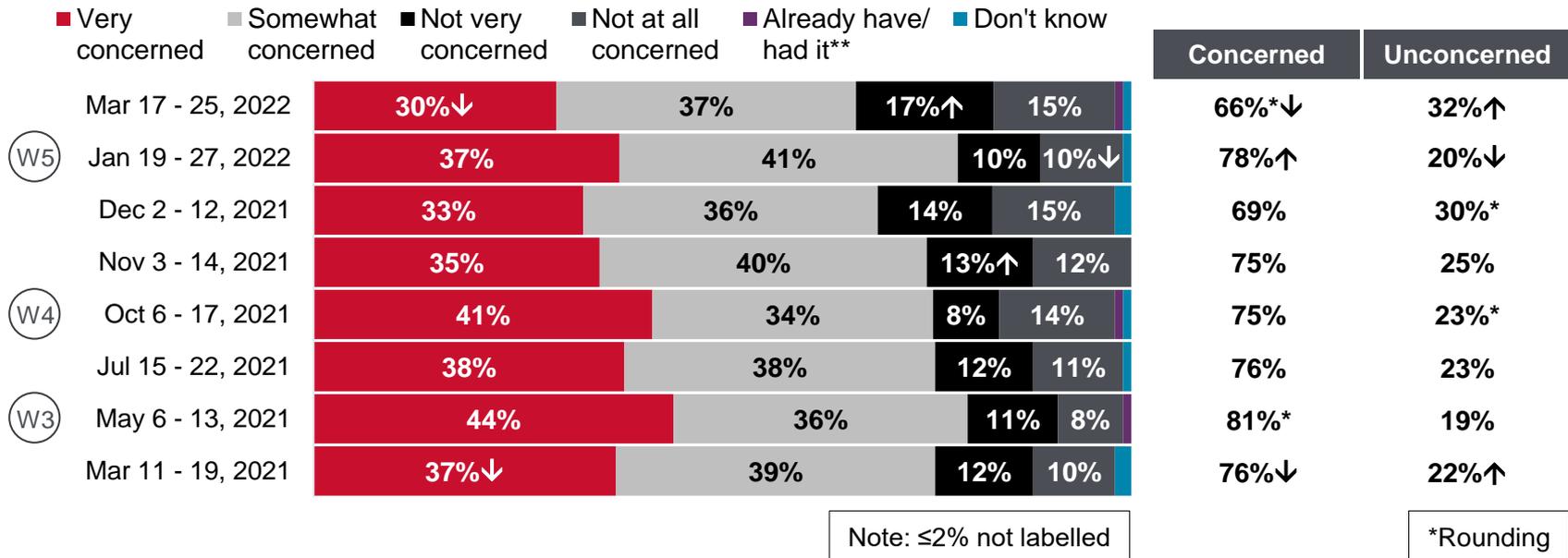
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



Concern about Other Family/Friends Becoming Ill

Two-thirds (66%) of Calgarians are concerned about family and/or friends outside of their household becoming ill from COVID-19, down from 78% in January of this year and on par with results from December 2021. In particular, responses of 'very' concerned dropped 7 percentage points since January (from 37% to 30%). Females are more likely than males to be concerned about this (73% vs. 60%, respectively).

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



**This option was not read to the respondent.

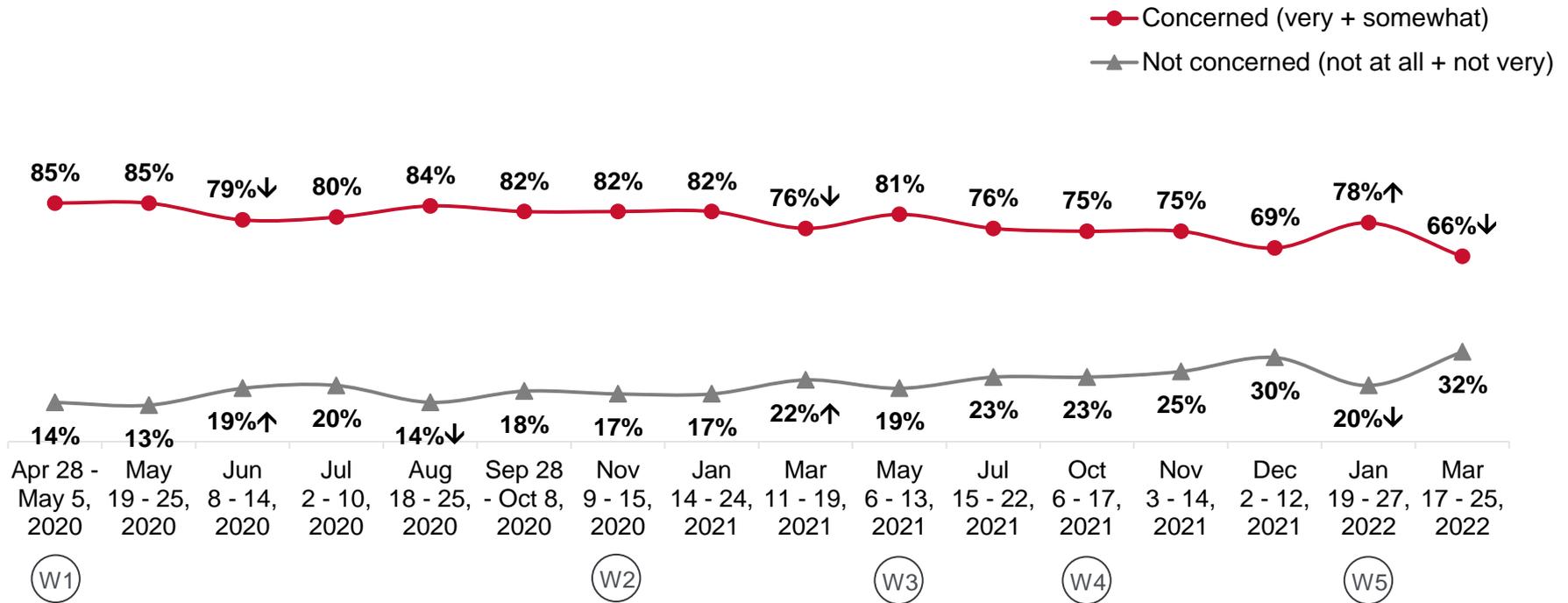
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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)



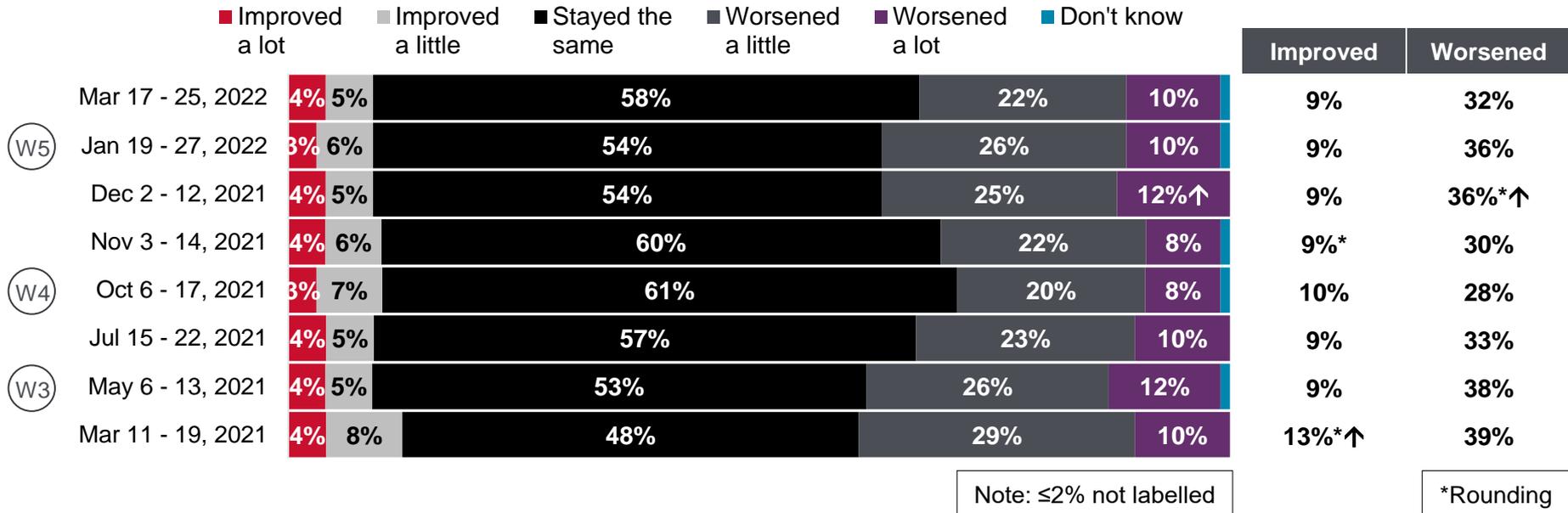
Impacts of the COVID-19 Pandemic



Changes in Physical Health

One-third (32%) of Calgarians say their physical health has worsened as a result of the pandemic, on par with results dating back to July 2021. Females are more likely than males to say their physical health has worsened (39% vs. 25%, respectively), as are younger Calgarians compared to seniors (38% 18 to 34 vs. 24% 65 or older).

Change in Physical Health as a Result of the Pandemic

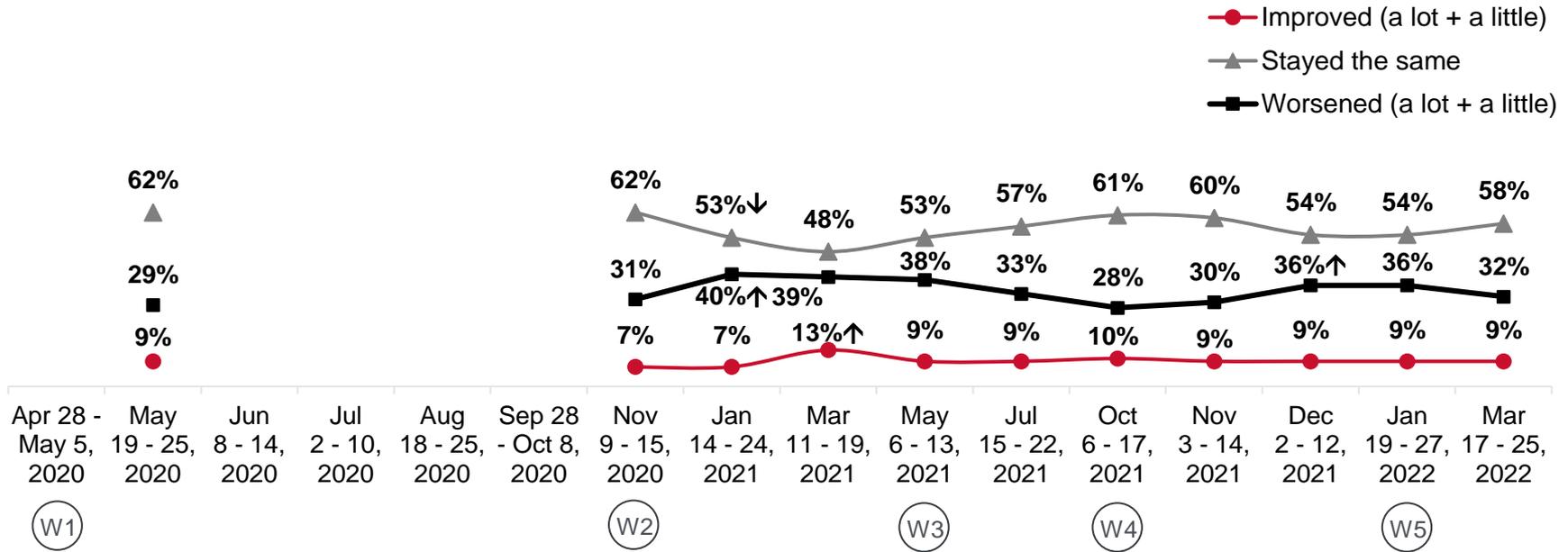


Beginning Oct 6, 2021: As of today, would you say your physical health has improved, remained the same, or worsened as a result of the pandemic?
 Jan 14 to Jul 22, 2021: Compared to before the pandemic began, would you say your physical health has improved, remained the same, or worsened?
 Base: All 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?

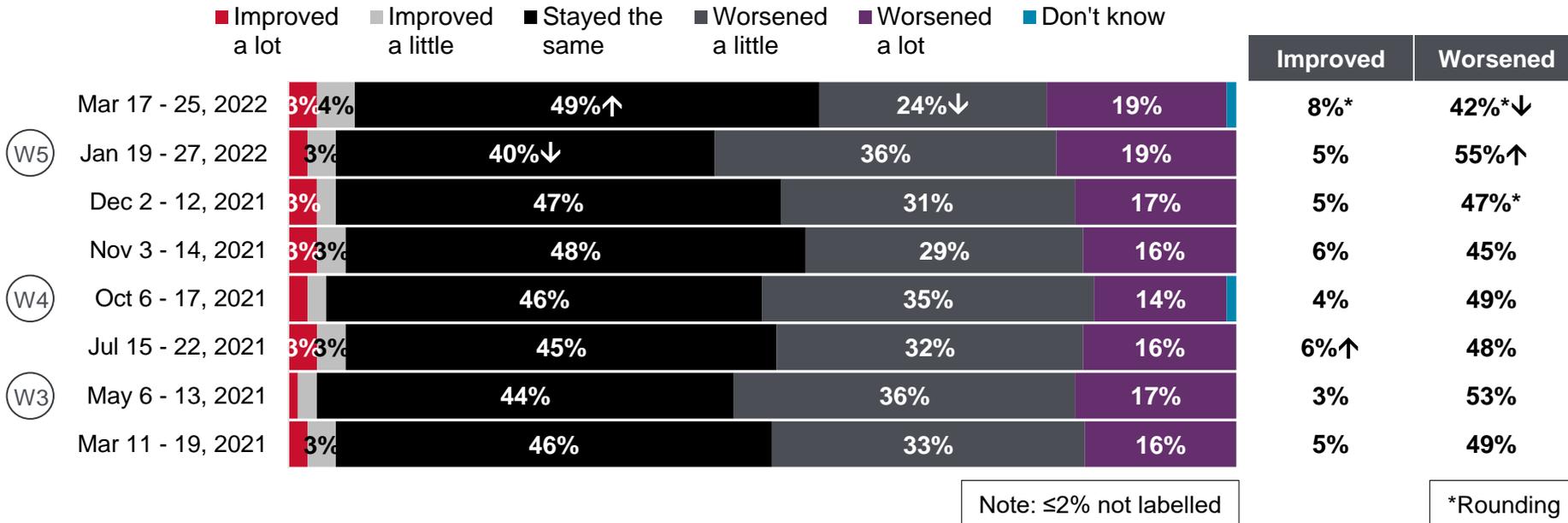
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)



Changes in Mental Health

Around two-in-five Calgarians (42%) say their mental health has worsened because of the pandemic, down from 55% in January of this year and the lowest since May 2020 (see next slide). Females are more likely than males to say the pandemic has negatively impacted their mental health (51% vs. 34%, respectively), as are younger Calgarians compared to seniors (50% 18 to 34 and 43% 35 to 64 vs. 29% 65 or older).

Change in Mental Health as a Result of the Pandemic

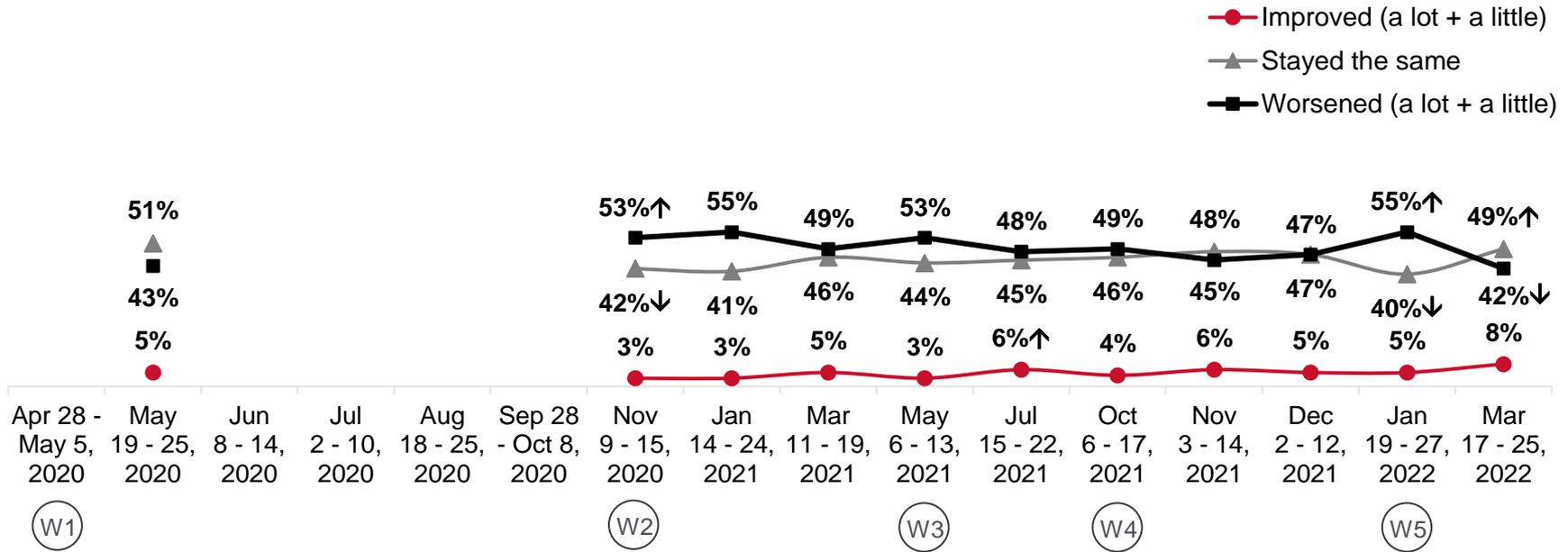


Beginning Oct 6, 2021: As of today, would you say your mental health has improved, remained the same, or worsened as a result of the pandemic?
 Jan 14 to Jul 22, 2021: Compared to before the pandemic began, would you say your mental health has improved, remained the same, or worsened?
 Base: All respondents (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.”

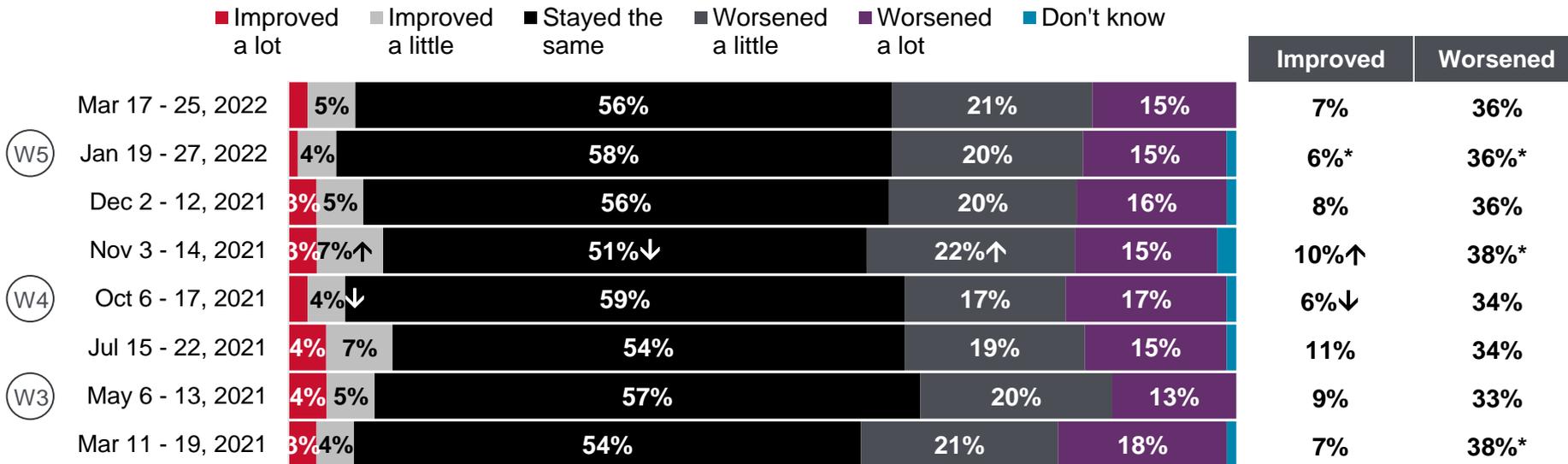
Beginning Oct 6, 2021: As of today, would you say your mental health has improved, remained the same, or worsened as a result of the pandemic?
 Nov 9, 2020 to Jul 22, 2021: Compared to before the pandemic began, would you say your mental health has improved, remained the same, or worsened?
 May 19 - 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

Around one-third (36%) of Calgarians say the pandemic has worsened their personal financial situation, consistent with results dating back to November 2020 (see next slide). Younger Calgarians are more likely than seniors to say the pandemic has negatively impacted their financial situation (43% 18 to 34 and 39% 35 to 64 vs. 18% 65 or older). Those with children under the age of 18 in the household are more likely than those without to have experienced a negative impact on their financial situation (43% vs. 33%, respectively).

Change in Personal Financial Situation as a Result of the Pandemic



Note: ≤2% not labelled

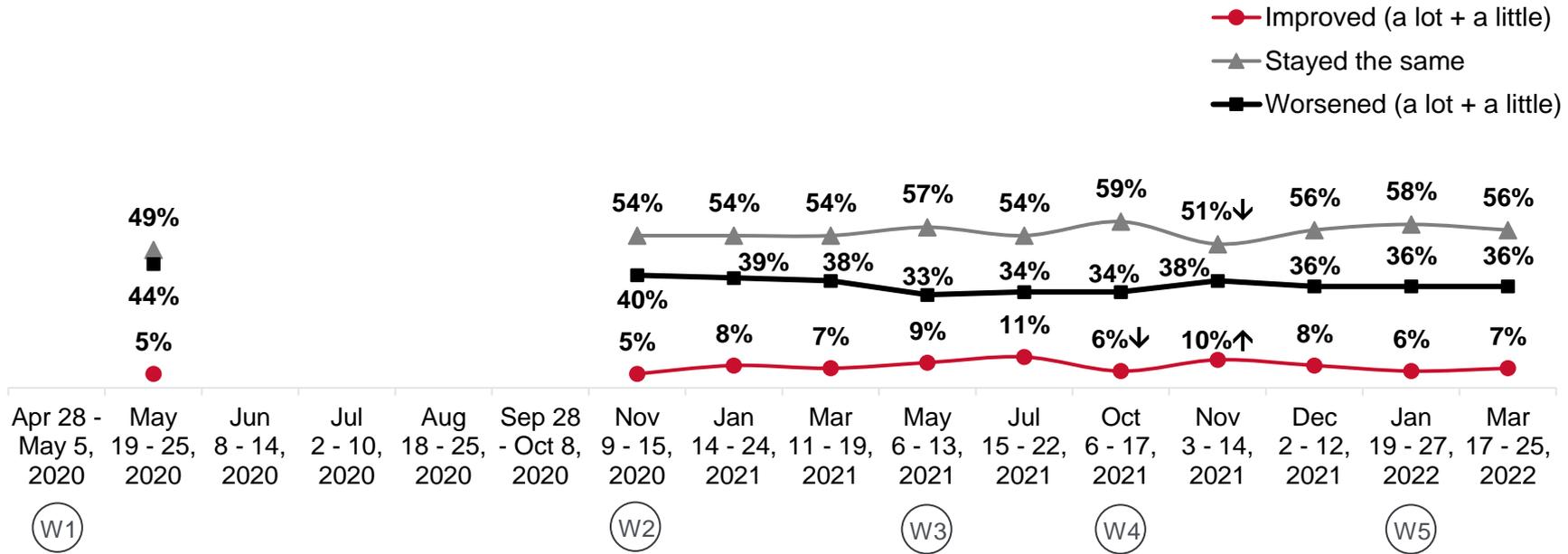
*Rounding

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?
 Jan 14 to 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?

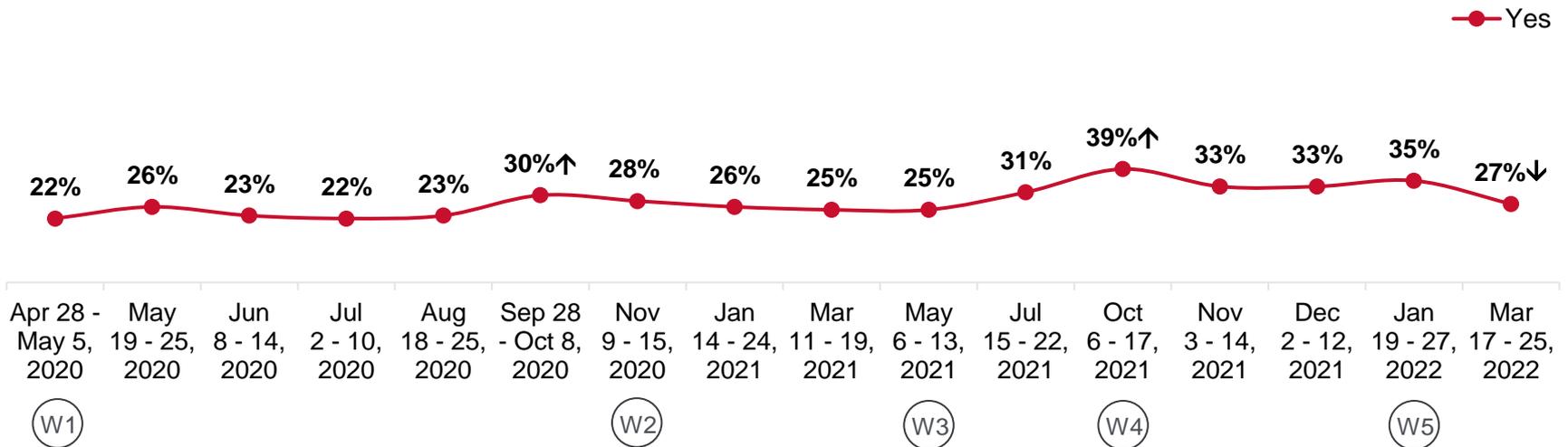
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)



Financial Impacts of the Pandemic

Around one-quarter (27%) of Calgarians say the pandemic is having a negative impact on their capacity to pay their bills on time, down from 35% in January of this year. Younger Calgarians are much more likely than seniors to answer ‘yes’ to this question (36% 18 to 34 and 30% 35 to 64 vs. 8% 65 or older). Those with children under the age of 18 in the household are more likely than those without to be experiencing this impact (34% vs. 24%, respectively), as are those without a senior in the household compared to those with (30% vs. 16%, respectively). Not surprisingly, Calgarians with annual household incomes of less than \$45,000 are more likely than those with higher incomes to say the pandemic has had a negative impact on their capacity to pay bills on time (50% vs. 19% to 32% \$45,000 or more).

Negative Impact on Capacity to Pay Bills on Time



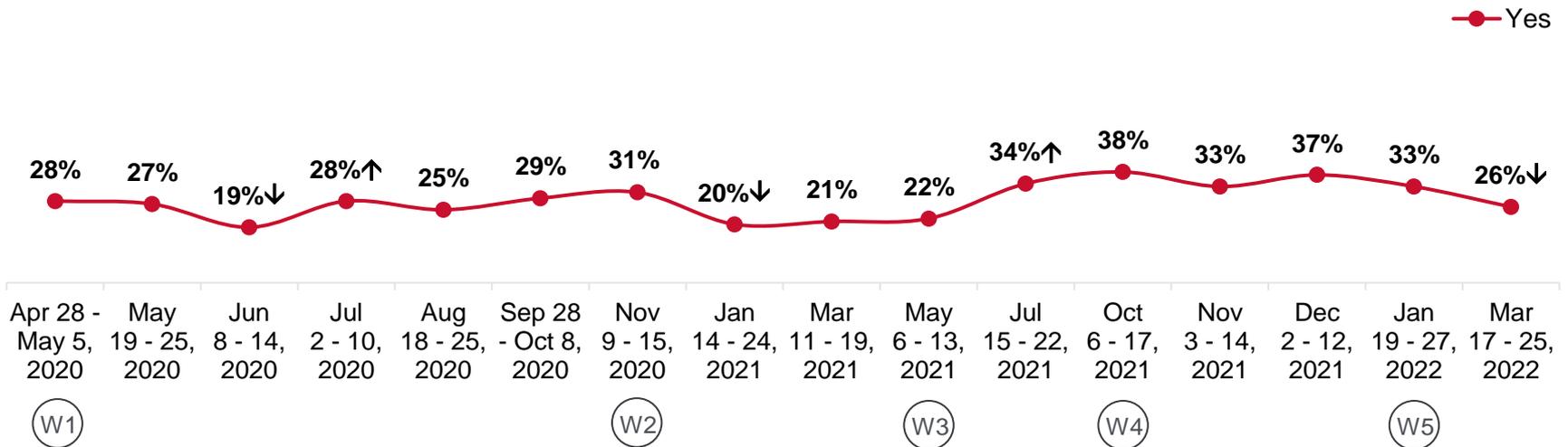
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes to paying your bills on time?
 Base: All respondents, excluding those who answered “not applicable” (n=varies)



Financial Impacts of the Pandemic – cont'd

One-quarter (26%) of Calgarians say the pandemic has had a negative impact on their capacity to pay their mortgage or rent, down from 33% in January of this year and the lowest since May 2021. Younger Calgarians are much more likely than seniors to answer 'yes' to this question (38% 18 to 34 and 27% 35 to 64 vs. 6% 65 or older). Calgarians with an annual household income of \$135,000 or more are less likely than others to be experiencing this impact (15% vs. 43% <\$45,000, 30% \$45,000 to <\$75,000, and 29% \$75,000 to <\$105,000).

Negative Impact on Capacity to Pay Mortgage/Rent



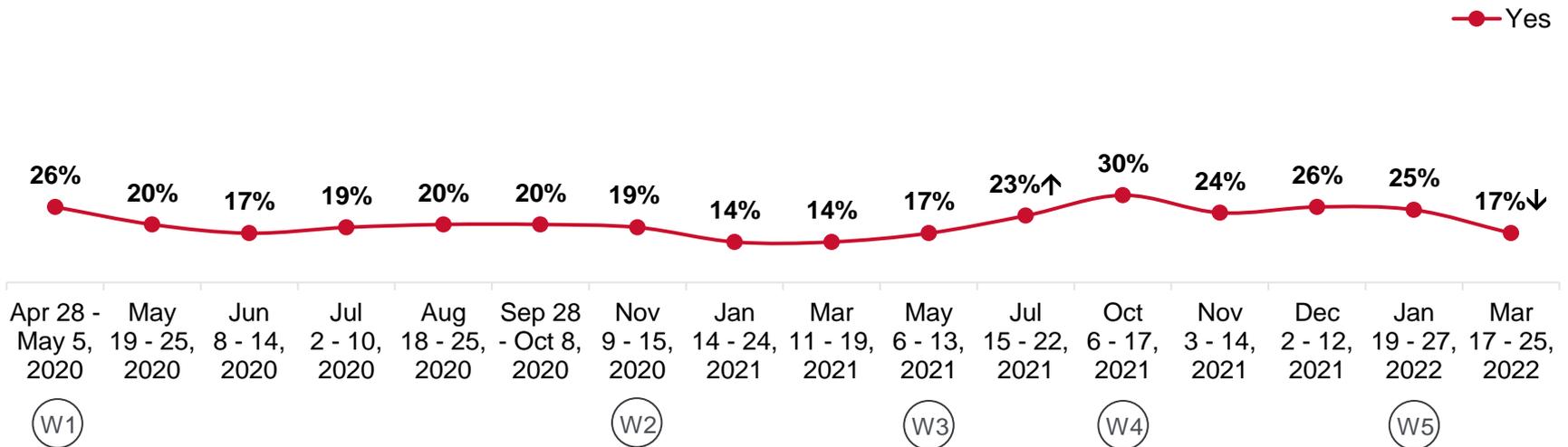
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes to paying your mortgage or rent?
 Base: All respondents, excluding those who answered "not applicable" (n=varies)



Financial Impacts of the Pandemic – cont'd

Around one-in-five Calgarians (17%) say the pandemic is having a negative impact on their capacity to pay their property taxes, down from 25% in January of this year and on par with results from early to mid 2021. Males are more likely than females to be experiencing this impact (20% vs. 13%, respectively), as are those 35 to 64 years of age compared to seniors (21% vs. 8% 65 or older). Calgarians with annual household incomes of less than \$45,000 are more likely than those with higher incomes to say the pandemic has had a negative impact on their capacity to pay property taxes (29% vs. 8% \$105,000 to <\$135,000 and 10% \$135,000 or more).

Negative Impact on Capacity to Pay Property Taxes



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

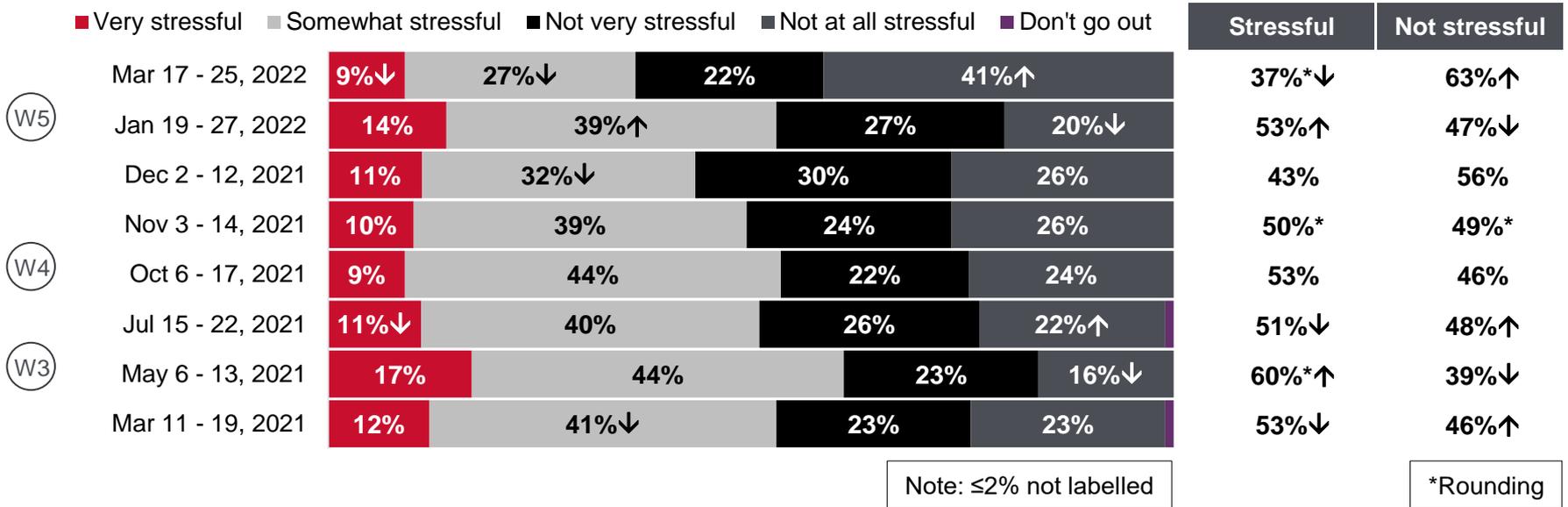
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:
 Base: All respondents, excluding those who answered “not applicable” (n=varies)



Stress Level When in Public During Pandemic

Around two-in-five Calgaryans (37%) say they find it stressful to be in public since the Province lifted most pandemic restrictions on March 1st, down from 53% who said in January of this year that it was stressful to be in public during the pandemic. Females are more likely than males to say it is stressful (45% vs. 29%, respectively), as are those with a senior in the household compared to those without (50% vs. 34%, respectively).

Stress Level When in Public During the Pandemic



Beginning Mar 17, 2022: As you might already know, on March 1st, 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 1st, to what extent do you find it stressful, if at all, to be in public?

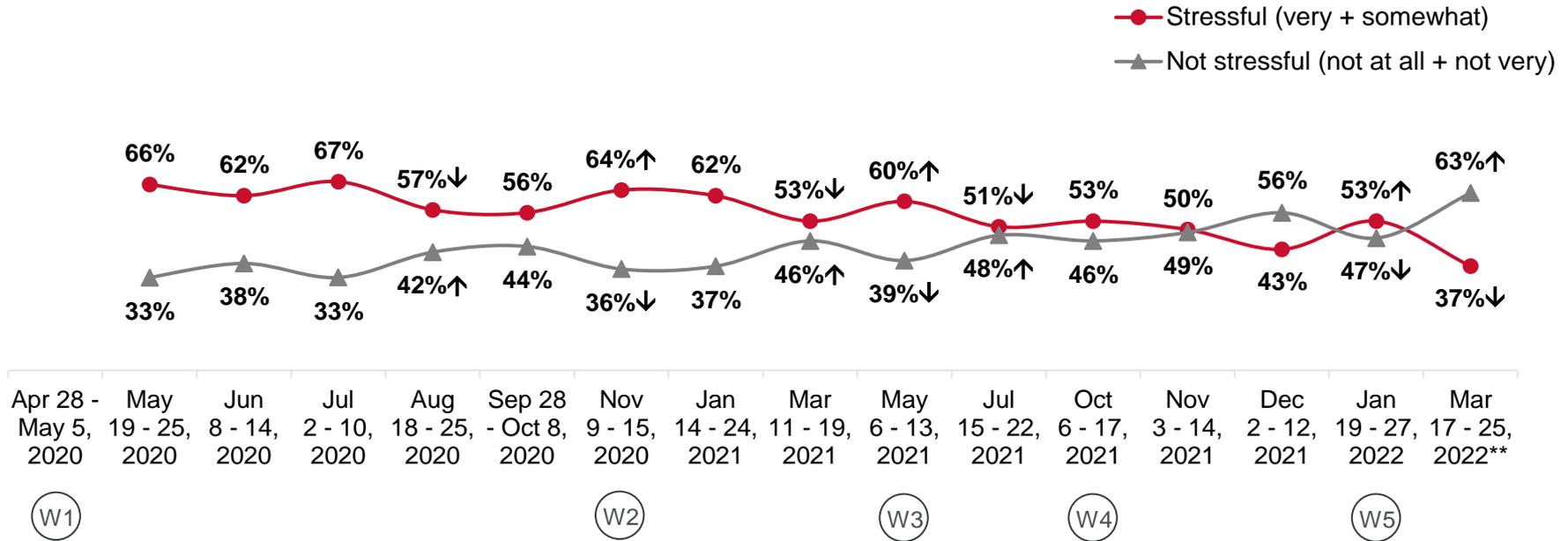
Jan 14, 2021 - Jan 27, 2022: During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

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 1st, 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 1st, to what extent do you find it stressful, if at all, to be in public?

Jan 14, 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 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



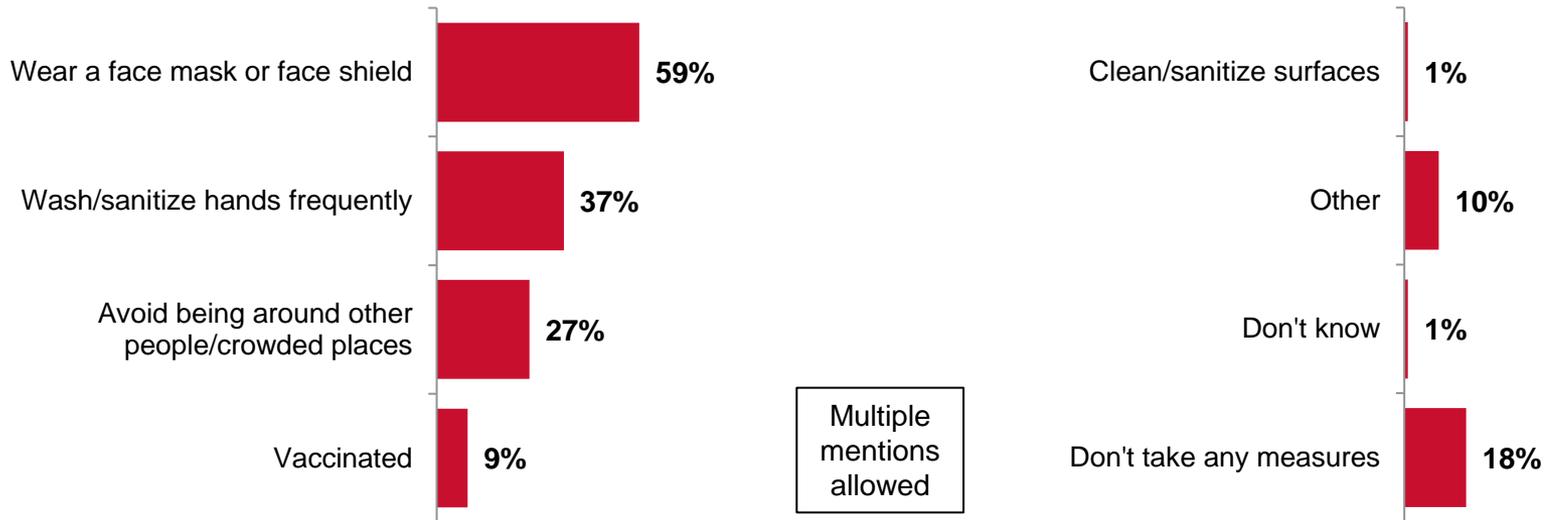
Moving Forward



Measures Used to Protect Against COVID-19

Measures taken by Calgarians to protect against COVID-19 (not including those required as part of their job or volunteer work) include wearing a face mask or shield (59%), washing and/or sanitizing their hands frequently (37%), and avoiding being around other people and/or crowded places (27%). Around one-in-five (18%) say they don't take any measures to protect against the virus. Females are more likely than males to wear a face mask (67% vs. 50%, respectively), wash/sanitize their hands frequently (44% vs. 30%), and to avoid others/crowded places (31% vs. 23%). Males are around twice as likely as females to say they don't take any measures (23% vs. 12%, respectively). Seniors (aged 65 or older) are more likely than younger Calgarians to say they wear a face mask/shield as protection (71% vs. 57% 18 to 34 and 55% 35 to 64). Younger Calgarians are more likely than seniors to say they wash/sanitize their hands frequently to protect against COVID-19 (45% 18 to 34 and 37% 35 to 64 vs. 24% 65 or older).

Measures Personally Used to Protect Against COVID-19



Since March 1st, 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.]

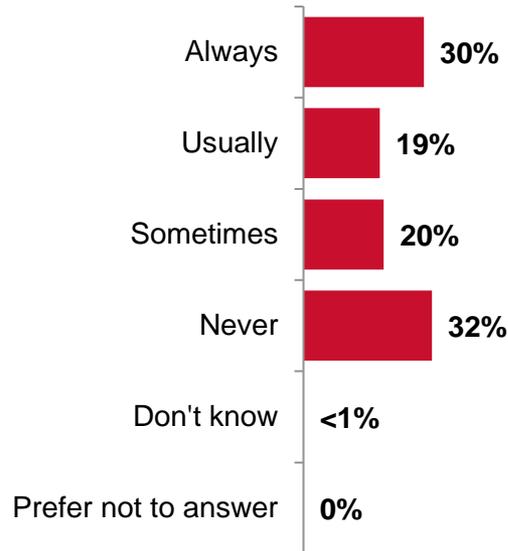
Base: All respondents (n=500)



Frequency of Voluntarily Wearing a Face Covering

Around one-third (30%) of Calgarians say they ‘always’ wear a face covering in public where it is not required. One-in-five (19%) ‘usually’ wear one and just as many (20%) ‘sometimes’ do. One-third (32%) say they ‘never’ wear a face covering in public (not including where it is required). Males are more likely than females to say they ‘never’ wear one where not required (37% vs. 26%, respectively). Seniors (65 or older) are more likely than younger Calgarians to ‘always’ wear a face covering in public (40% vs. 25% 18 to 34 and 29% 35 to 64). Conversely, younger Calgarians are more likely than seniors to say they ‘never’ wear one where not required (33% 18 to 34 and 35% 35 to 64 vs. 21% 65 or older). Those with a senior in the household are more likely than those without to ‘always’ wear a face covering in public (48% vs. 26%, respectively), as are those with annual household incomes less than \$45,000 compared to others (49% vs. 22% to 32% \$45,000 or more).

Frequency of Wearing a Face Covering in Public Where Not Required



Since March 1st, 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 ...?

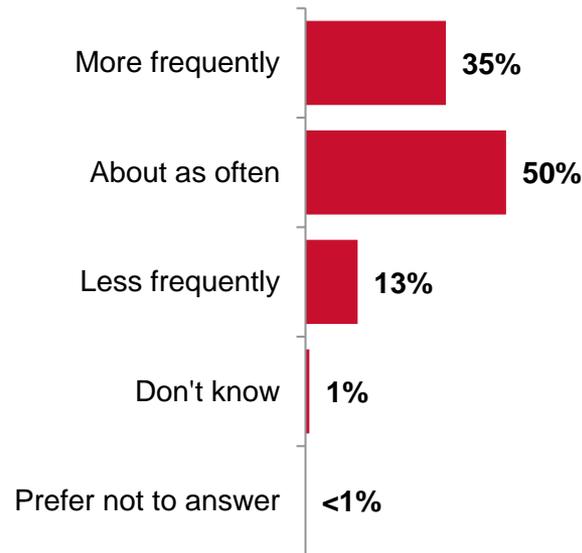
Base: All respondents (n=500)



Change in Frequency of Visiting Businesses

Around one-third (35%) of Calgarians say they are visiting businesses such as stores, restaurants, and entertainment venues more frequently in March than in January and February of this year. One-half (50%) are visiting as often and around one-in-ten (13%) less often than earlier in 2022. Males are more likely than females to be visiting businesses more often (41% vs. 29%, respectively), as are younger Calgarians compared to seniors (44% 18 to 34 and 35% 35 to 64 vs. 22% 65 or older). Conversely, seniors are more likely than younger Calgarians to say they're visiting businesses just as often in March as earlier in 2022 (61% vs. 43% 18 to 64 and 51% 35 to 64). Those without a senior in the household are more likely than those with a senior to be visiting stores, restaurants, and entertainment venues more often (37% vs. 24%, respectively).

Frequency of Visiting Business Compared to January/February



And since March 1st, would you say you've been visiting businesses such as stores, restaurants, and entertainment venues more frequently, less frequently, or about as often as you did in January and February of this year?

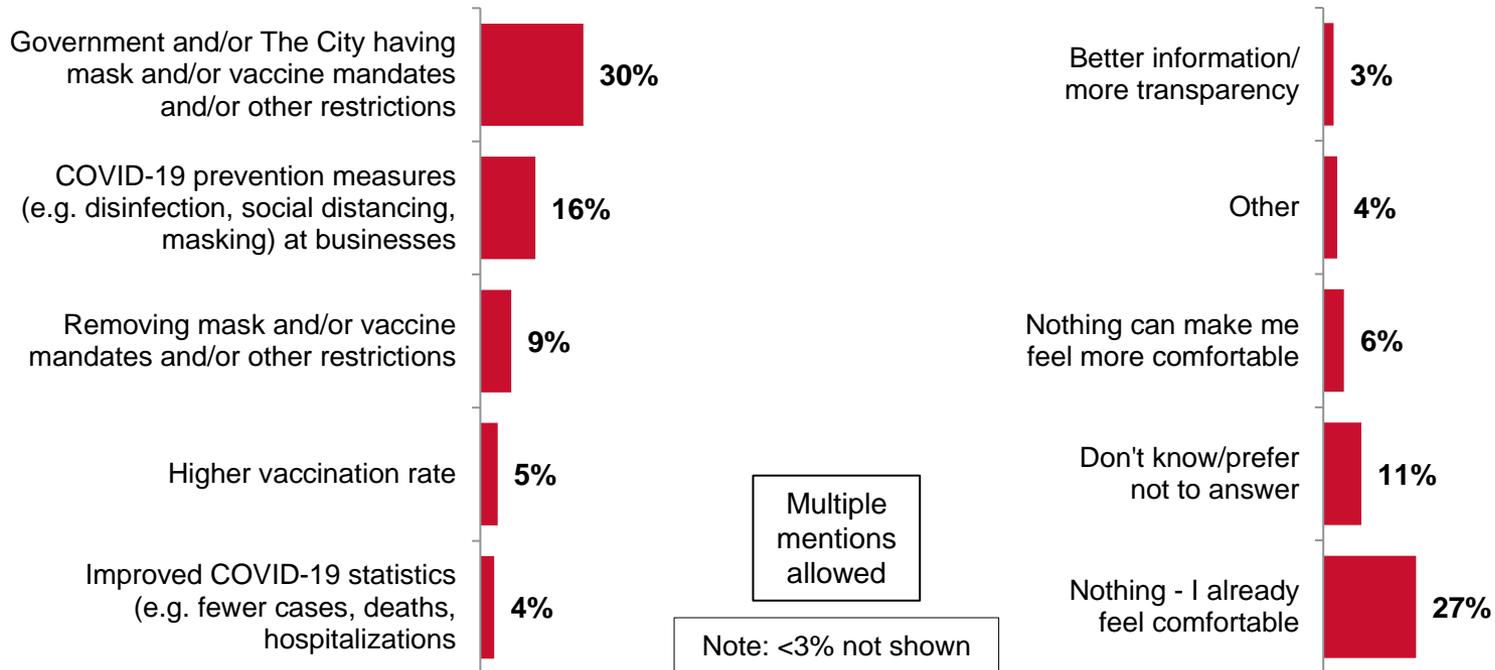
Base: All respondents (n=500)



Measures to Increase Comfort Regarding COVID-19 When in Public

Three-in-ten Calgarians (30%) say that government mask and/or vaccine mandates and/or other pandemic restrictions would help them feel more comfortable being in public and visiting businesses such as stores, restaurants and entertainment venues. Around as many Calgarians (27%) say they already feel comfortable enough.

Measures That Help or Would Help Respondents Feel More Comfortable in Public



Thinking about COVID-19, what, if anything, helps or would help you to feel more comfortable being in public and visiting businesses such as stores, restaurants and entertainment venues?

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

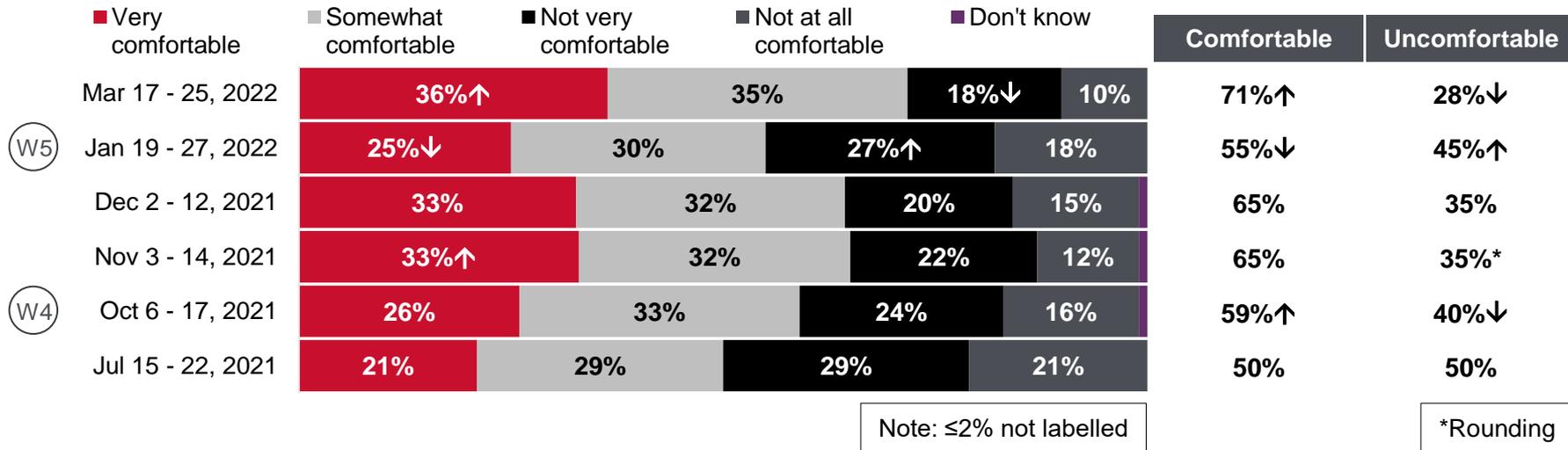
Base: All respondents (n=500)



Comfort Attending Outdoor Events

Seven-in-ten Calgarians (71%) say they are or would be comfortable attending an outdoor event with a large crowd in the next couple of months, up from 55% in January of this year and the highest to date. The proportion saying they are/would be 'very' comfortable increased 11 percentage points. Younger Calgarians are more likely than seniors to be comfortable with attending an outdoor event with a large crowd (75% 18 to 34 and 74% 35 to 64 vs. 58% 65 or older), as are those without a senior in the household compared to this with (75% vs. 53%, respectively).

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?

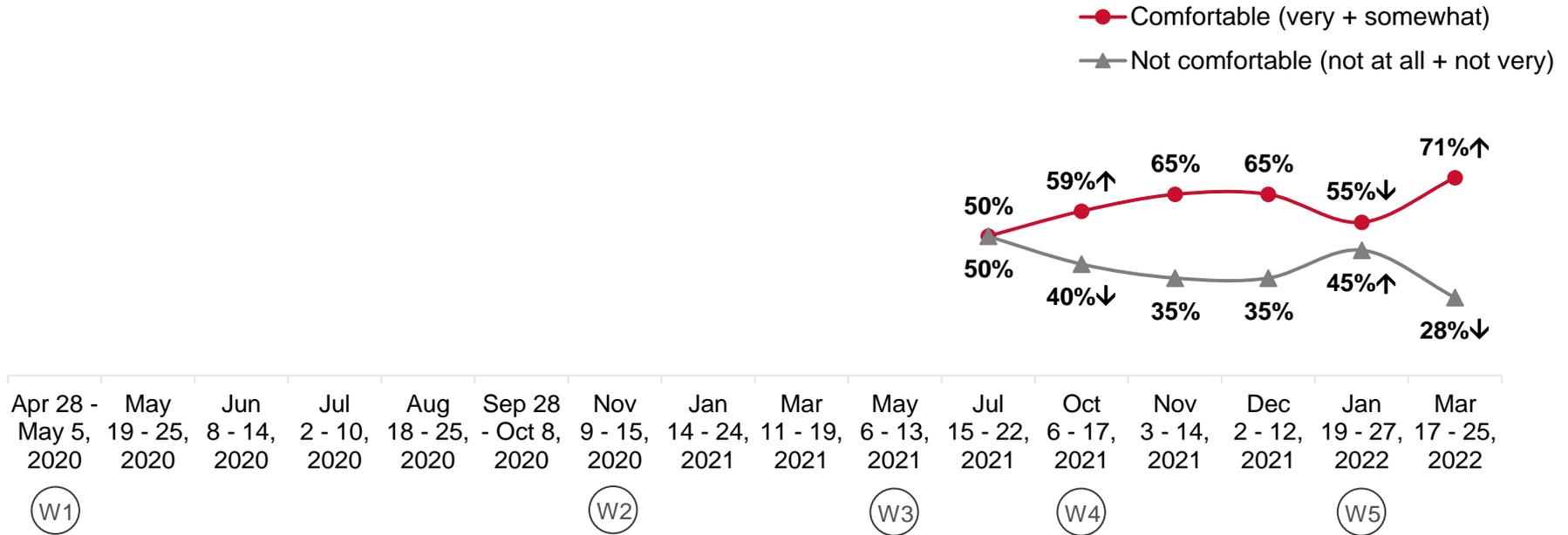
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

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?

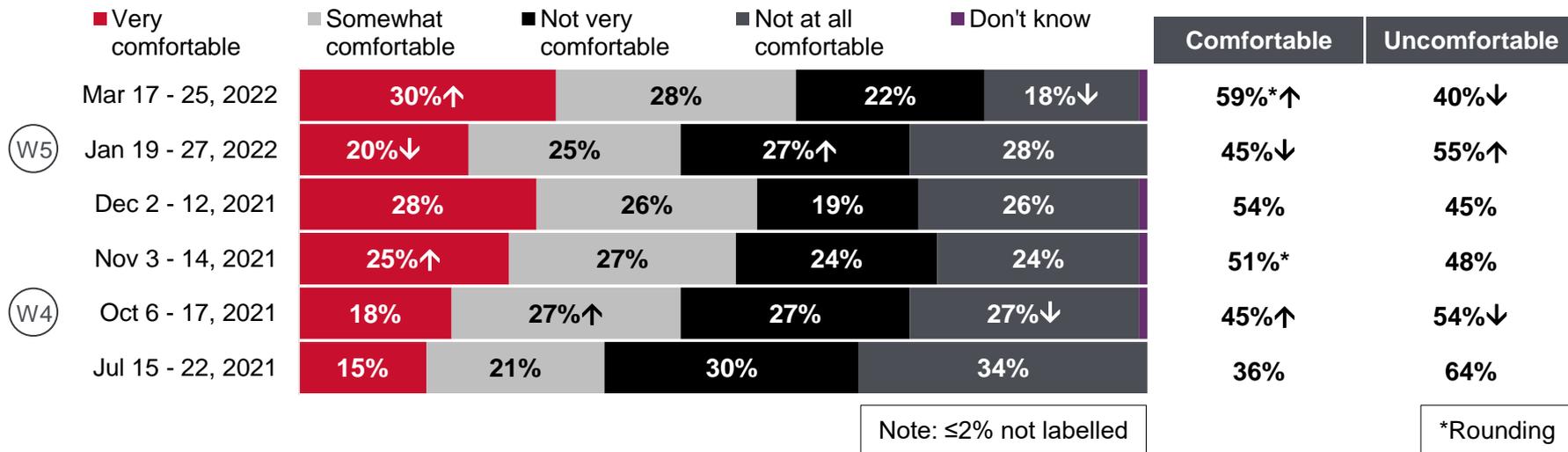
Base: All respondents (n=500)



Comfort Attending Indoor Events

Three-in-five Calgarians (59%) are or would be comfortable attending an indoor event with a large crowd over the next couple of months, up from 45% in January of this year and the highest to date. The proportion who say they would be 'very' comfortable with this increased 10 percentage points. Males are more likely than females to be comfortable attending an indoor event with a large crowd (69% vs. 48%). Younger Calgarians are more likely than seniors to be comfortable with this (60% 18 to 34 and 62% 35 to 64 vs. 46% 65 or older), as are those without a senior in the household compared to this with (61% vs. 46%, respectively).

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?

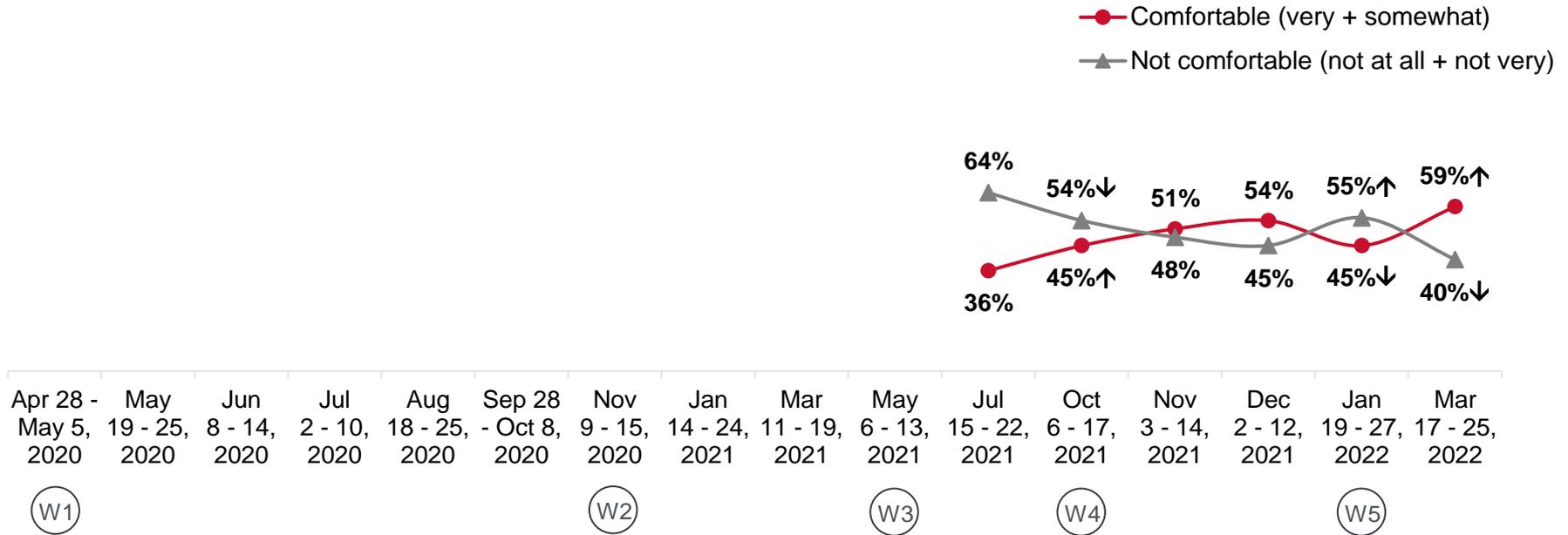
July 15 - 22, 2021: This summer, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

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?

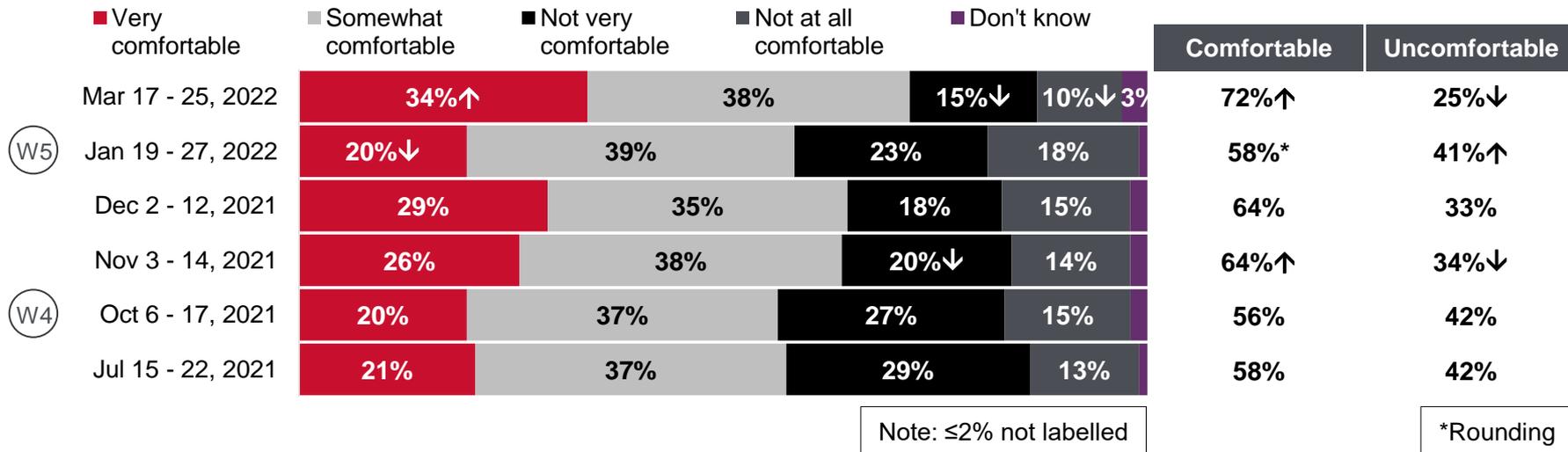
Base: All respondents (n=500)



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

Around seven-in-ten Calgaryans (72%) are or would be comfortable attending an indoor event like an in-person public engagement event or research focus group about a City project or City issue in the next three months, up from 58% in January of this year and the highest to date. Younger Calgaryans are more likely than seniors to be comfortable with this (79% 18 to 34 and 75% 35 to 64 vs. 52% 65 or older), as are those without a senior in the household compared to those with (75% vs. 56%, respectively).

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



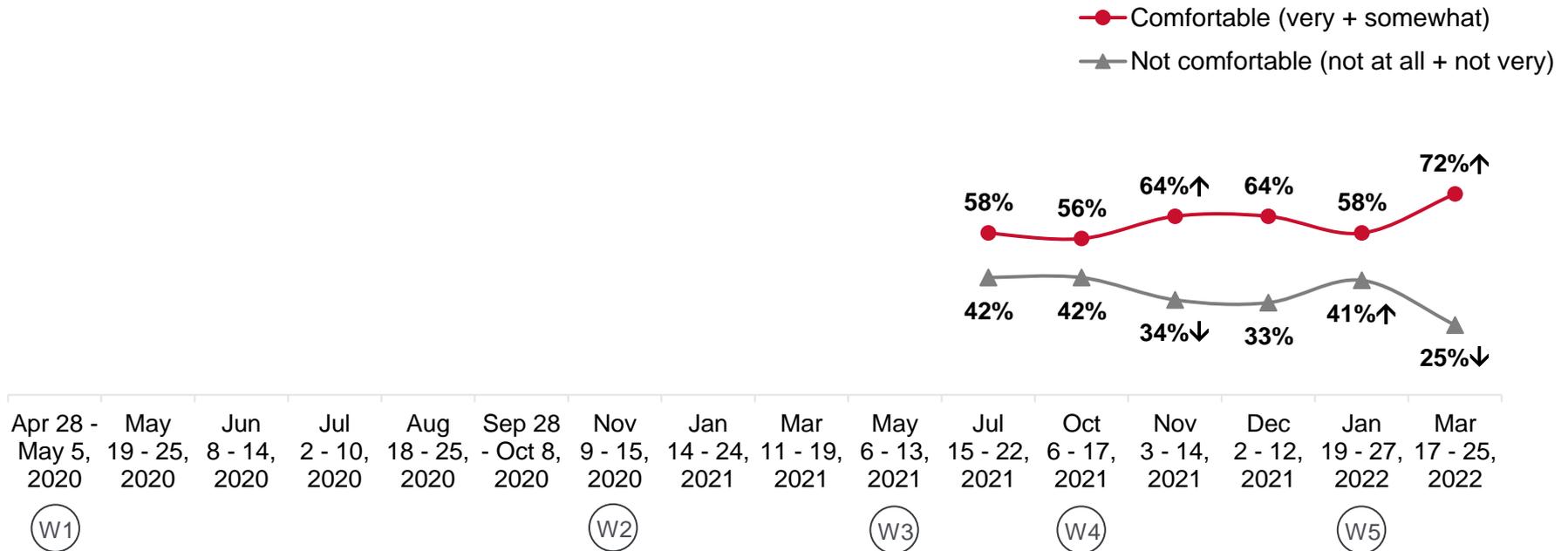
In the next three months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

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?

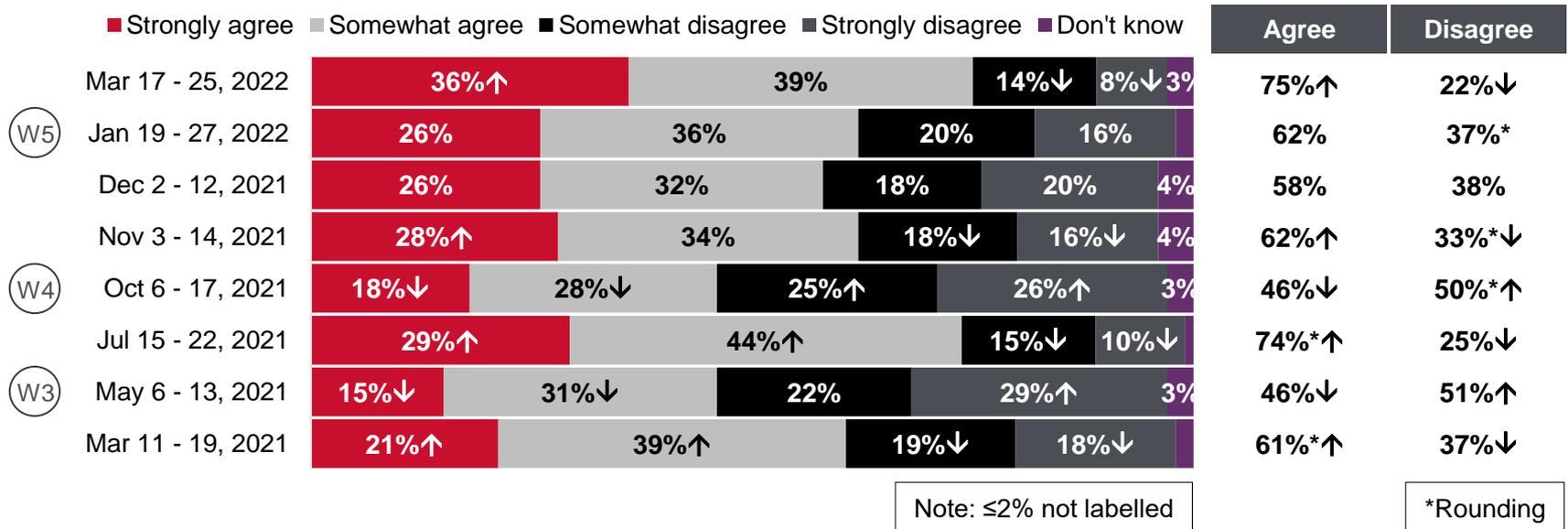
Base: All respondents (n=500)



Perceptions and Concern about the Pandemic

Three-quarters (75%) of Calgarians agree they think the worst of the pandemic is behind us, up from 62% in January of this year and on par with results from July 2021. The proportion who 'strongly' agree increased 10 percentage points. Those 35 to 64 years of age are more likely than seniors (65 or older) to agree the worst is behind us (77% vs. 65%, respectively).

The Worst of the COVID-19 Pandemic is Behind Us

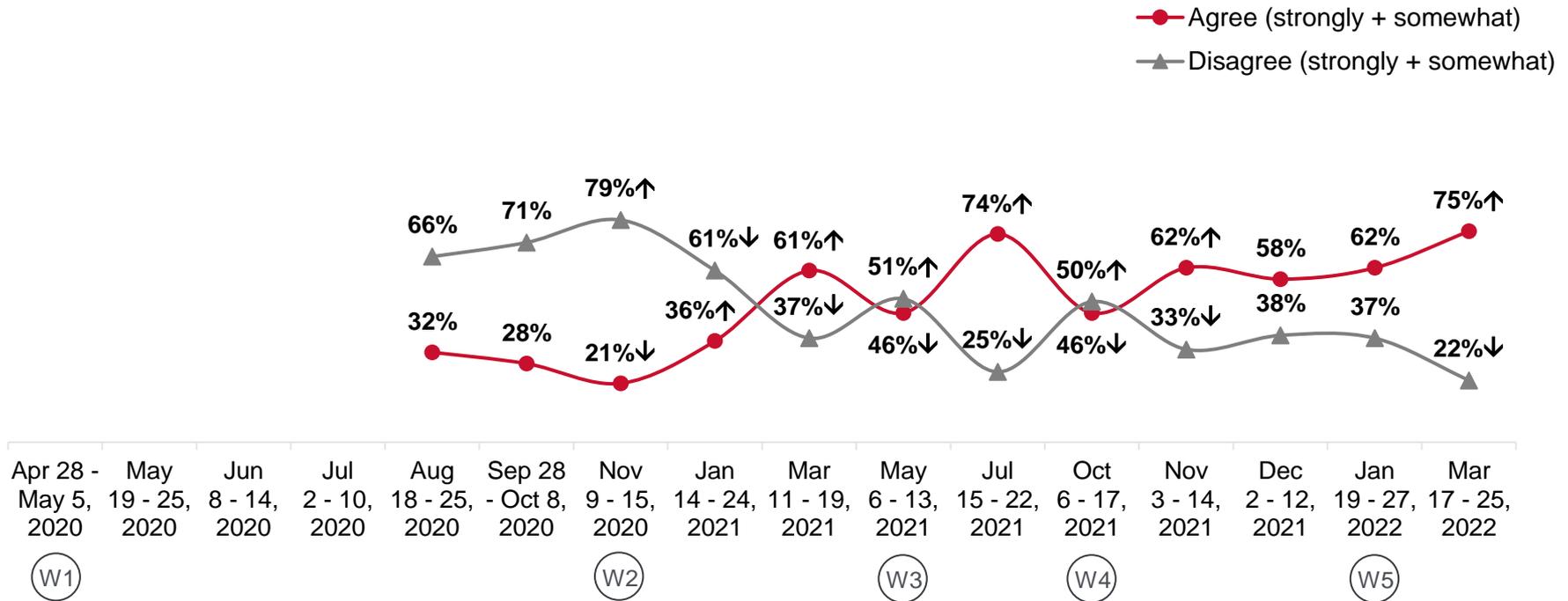


For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.
 Base: All respondents (n=500)



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.

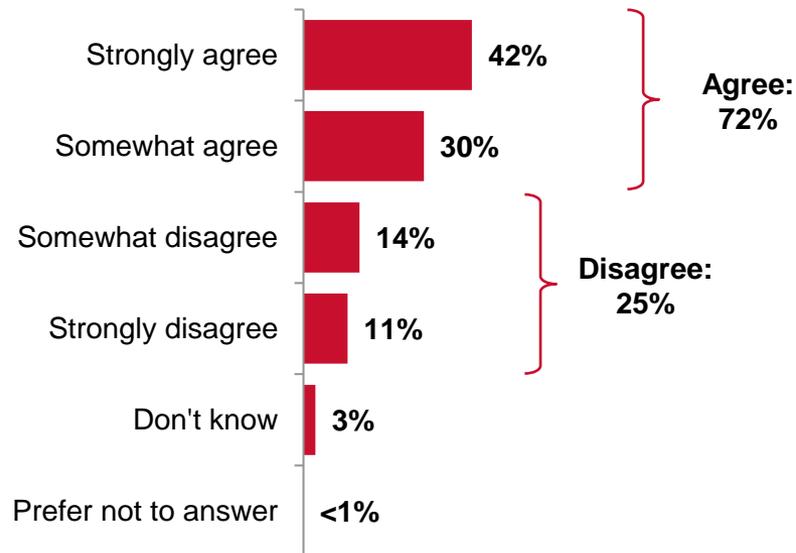
Base: All respondents (n=500)



Perceptions and Concern about the Pandemic

Around seven-in-ten Calgarians (72%) agree with the statement “We should move past COVID-19 being treated as a pandemic and instead treat it as part of everyday life.” Residents of the NE are more likely than other Calgarians to agree (86% vs. 71% SW, 69% SE, and 68% NW).

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



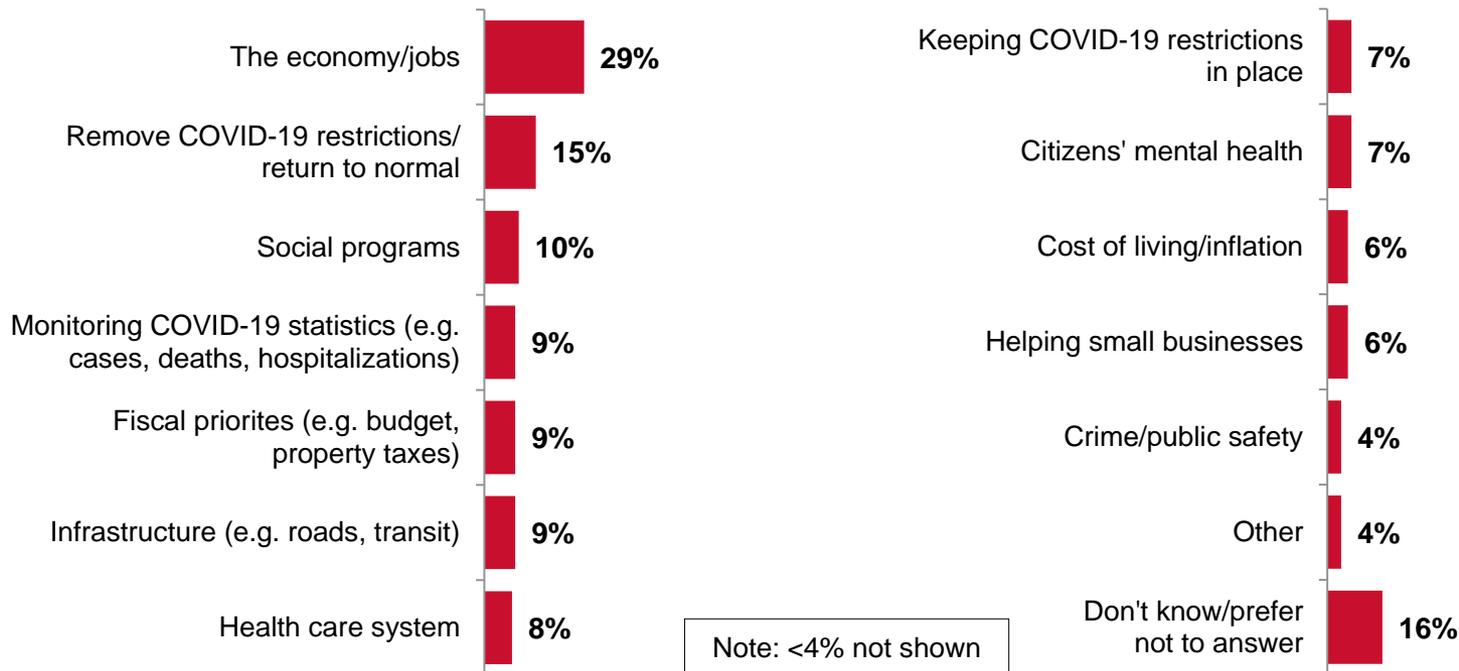
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.
 Base: All respondents (n=500)



What Citizens Think The City Should Focus On Over the Next Several Months

When asked what The City should focus on over the next several months as we recover from the pandemic, the most mentioned suggestion was the economy/jobs (29%). Those aged 35 to 64 are more likely than other Calgarians to think the economy/jobs should be the focus (35% vs. 24% 18 to 34 and 23% 65 or older). Seniors are more likely than younger Calgarians to say The City should focus on keeping COVID-19 restrictions in place (16% 65 or older vs. 3% 18 to 34 and 7% 35 to 64).

Respondents' Suggestions for Areas of Focus for The City over the Next Several Months



As we recover from the pandemic, what do you think The City should focus on over the next several months?

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

Base: All respondents (n=500)



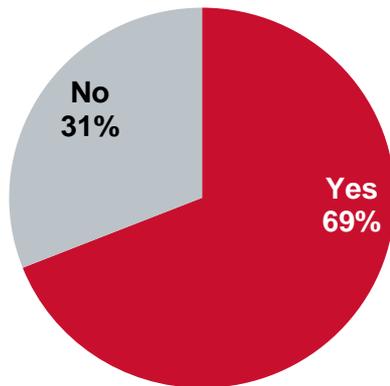
Working from Home and Return to Work Site



Work from Home vs. Work Site in February 2022

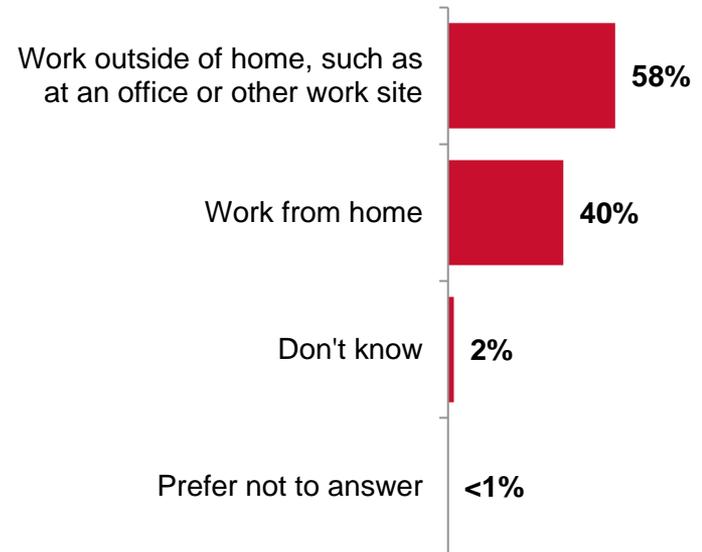
As of the end of February of this year, seven-in-ten Calgaryans (69%) were employed or self-employed. Among these citizens, around three-in-five (58%) worked mainly outside of their home (e.g. at an office or other work site) in February while two-in-five (40%) worked from home. Calgaryans 35 to 64 years of age were more likely than those 18 to 34 to be working from home in February (47% vs. 25%, respectively), as were residents of the SW compared to others (58% vs. 35% SE, 38% NW, and 21% NE). Those with an annual household income of \$135,000 or more were more likely than those with a household income of less than \$75,000 to work from home (55% vs. 20%, respectively).

Employed as of End of February 2022



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

Work from Home vs. Work Site in February 2022



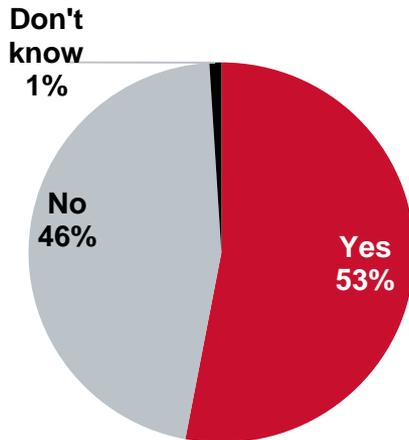
And in February of this year, did you mainly . . . ?
 Base: Respondents employed/self-employed as of Feb 28, 2022 (n=316)



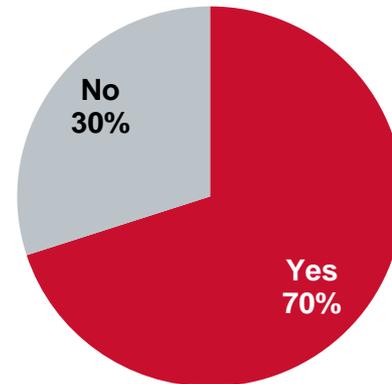
Return to Work Site at Least Part-time

Among Calgarians who were working from home in February of this year, around one-half (53%) were doing so because of the Province’s work-from-home requirement (or their employer required they work from home). Of those working from home because of the Province’s requirement*, seven-in-ten (70%) have or will be returning to their work site following the lifting of the requirement on March 1st.

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 (n=137)

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

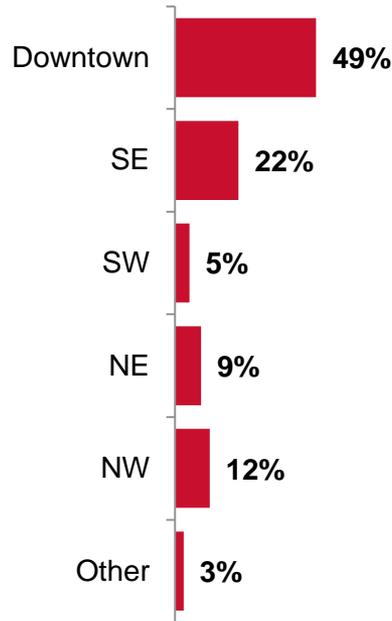
Base: Respondents working from home in February due to Province’s work from home requirements (n=72*)



Location of Work Site Returned/Returning To

Among Calgarians who have or will be returning to their work site following the lifting of the Province’s work-from-home requirement*, one-half (49%) will be returning to a work site 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 (n=50*)



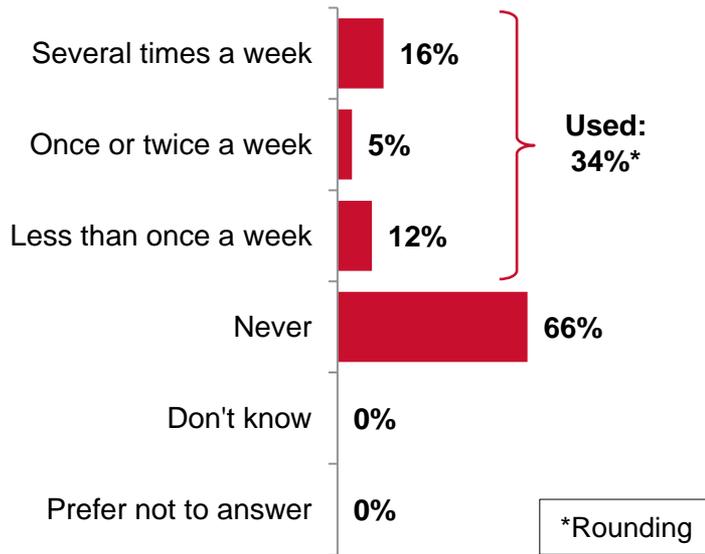
Transit Use Pre-Pandemic and Currently



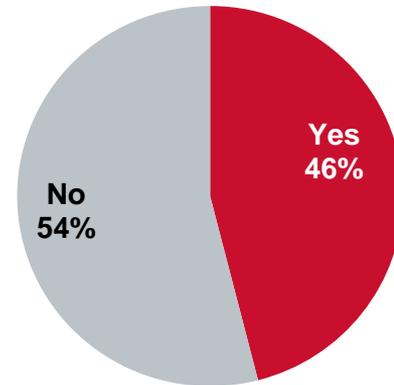
Transit Use Before and During Pandemic

In the months prior to the start of the pandemic, one-third (34%) of Calgarians used Calgary Transit at least occasionally to commute to and from work, school, or other activities. Among these citizens, nearly one-half (46%) stopped using Transit during the pandemic.

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?

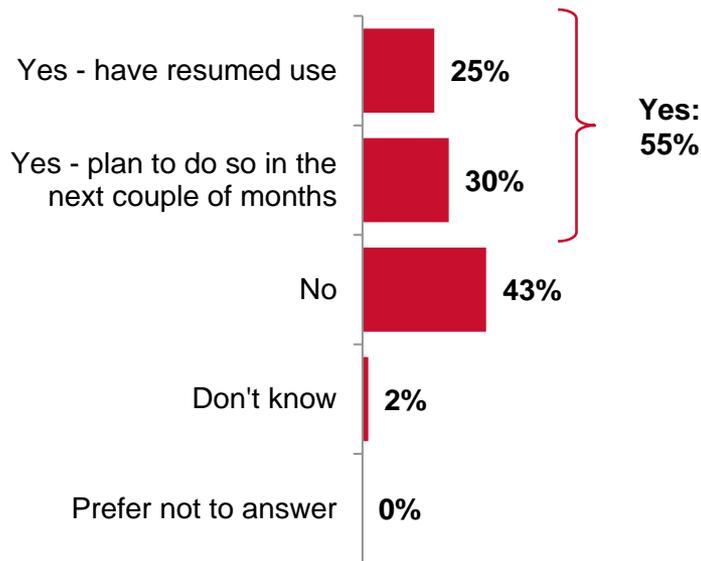
Base: Respondents who used Transit at least occasionally in the months prior to pandemic (n=163)



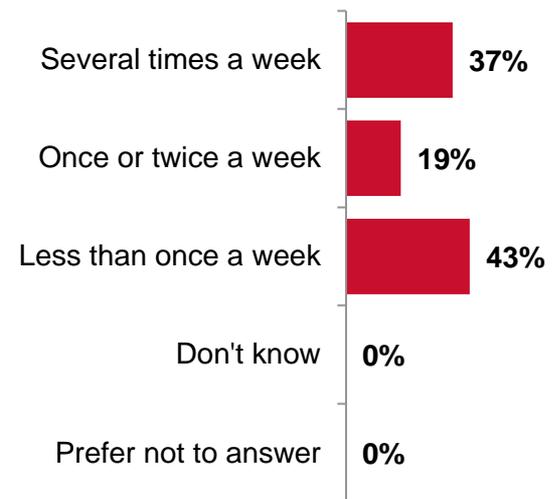
Use/Planned Use of Transit Since March 1, 2022

Among Calgarians who stopped using Calgary Transit during the pandemic, more than one-half (55%) have resumed use of Transit (25%) or plan to do so in the next couple of months (30%). Of these citizens*, close to two-in-five (37%) are using or plan to use Transit several times a week while one-in-five (19%) are or will be using it once or twice a week and nearly two-in-five (43%) less often than once a week.

Resumed Use of Calgary Transit



Frequency of Resumed/Planned Use*



*Caution: Small sample size

Since March 1st 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 (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 (n=45*)

Demographics

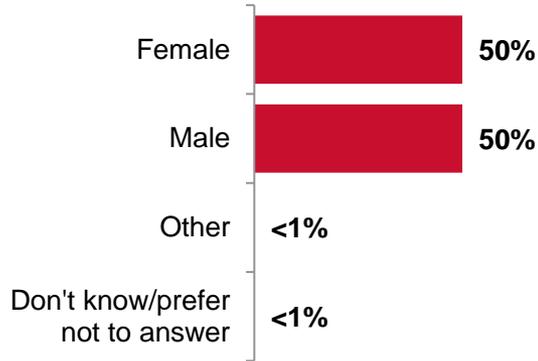




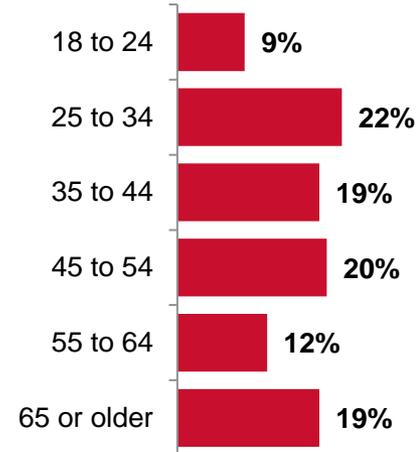
Demographics

Gender

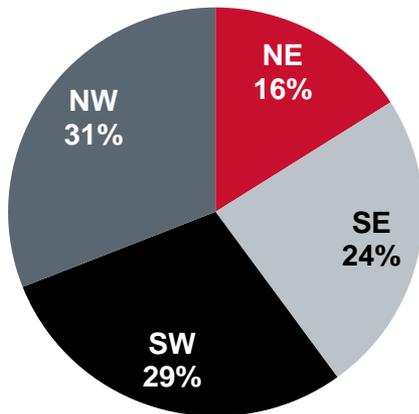
(asked, not inferred)



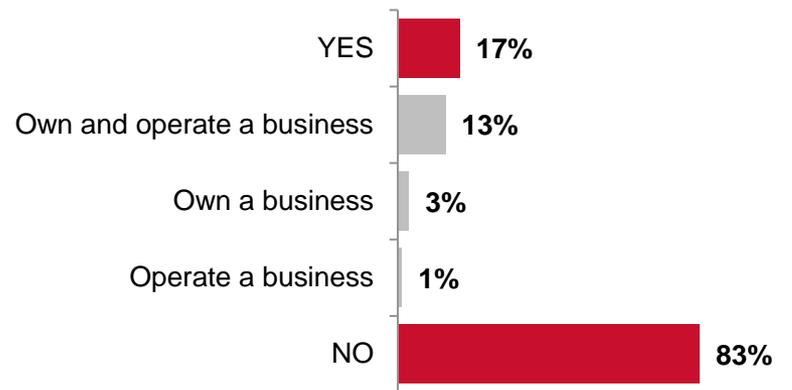
Age



Quadrant of Residence



Own and/or Operate a Business in Calgary



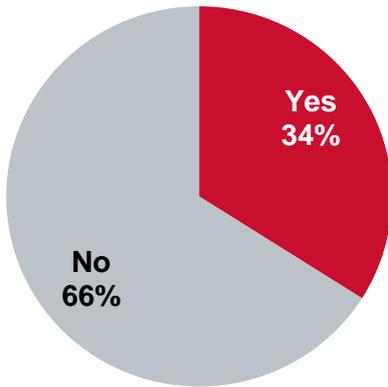
Base: All respondents (n=500)

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

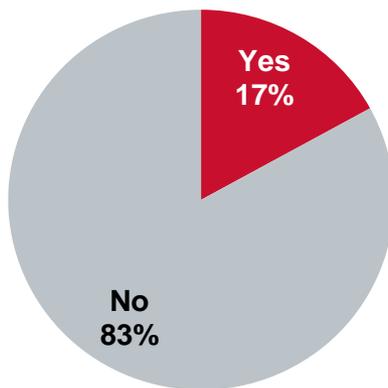


Demographics – cont'd

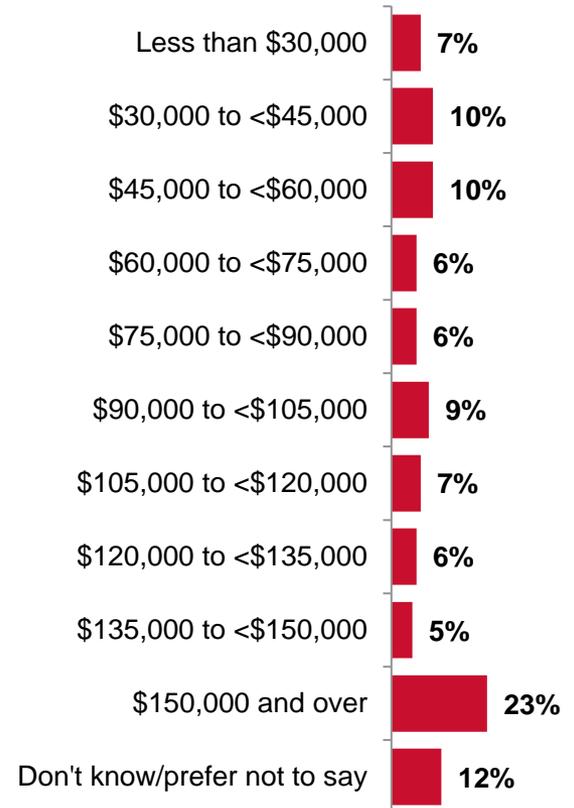
Children Under the Age of 18 in the Household



Senior (aged 65+ years) in the Household



Annual Household Income



Base: All respondents (n=500)

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

COVID-19 Pandemic Timeline





COVID-19 Pandemic Timeline

2020

- 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

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 403-268-3617 and specifically mention the "2022 Citizen Perspectives COVID-19 Survey", send an email to 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]

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]

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 WORSENERD] Is that a lot or a little?

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

Improved a lot

CV57. As you might already know, on March 1st, 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 1st, 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 1st, 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 1st, 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

CV60. And since March 1st, would you say you've been visiting businesses such as stores, restaurants and entertainment venues more frequently, less frequently, or about as often as you did in January and February of this year?

- More frequently
- Less frequently
- About as often
- Don't know [DO NOT READ]
- Prefer not to answer [DO NOT READ]

CV61. Thinking about COVID-19, what, if anything, helps or would help you to feel more comfortable being in public and visiting businesses such as stores, restaurants and entertainment venues?

- [OPEN END]
- Nothing – I already feel comfortable [EXCLUSIVE OPTION]
- Nothing can make me feel more comfortable [EXCLUSIVE OPTION]
- 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 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**.

CV62. As we recover from the pandemic, what do you think The City should focus on over the next several months?

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

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 28th of this year, were you employed or self-employed?

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



Questionnaire – cont'd

[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 1st, have you, or will you be, returning to your work site at least part-time?

- Yes
- No
- 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 1st 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]



Questionnaire – cont'd

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

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.