



Calgary



2021 Citizen Perspectives Survey Report COVID-19 Snapshot 8

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Highlights at a Glance

FACE MASKS

92%*
Always wear a face mask
in public/confined spaces

82%
More willing
to be in public
because of the bylaw



90%*
Support the
Face Coverings Bylaw

62%
Agree The City is
sufficiently enforcing
the bylaw

THE CITY'S COVID-19 RESPONSE

74%
Satisfied
with The City's
response



68% [↓ from **75%**]
Trust The City to make
the right choices to
re-open its services

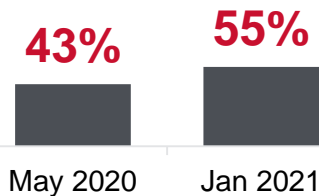
The City's response has been . . .

helpful **78%** quick enough **69%**

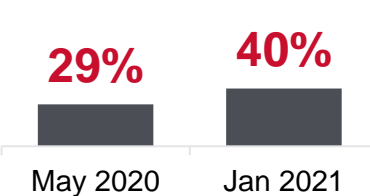
64% [↓ from **75%**]
Believe we're **using the right amount of caution**
to re-open City services

COVID-19 PANDEMIC IMPACTS

Mental health worsened
(since pre-pandemic)



Physical health worsened
(since pre-pandemic)



87% Think we're in a **second wave**

57% [↑ from **41%**]
Have/had or know someone
who **has/had COVID-19**

36% [↑ from **21%**]
Think the **worst**
is behind us

62% Stressful to be
in public during
the pandemic



24% [↓ from **32%**]
Pandemic is a **major threat** to
personal financial situation



74%
Intend to get
vaccinated

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

Table of Contents

Highlights at a Glance	2
Background & Methodology	4
Key Findings	5
Detailed Findings	9
Opinions about The City’s COVID-19 Response and Information.....	10
Concern about COVID-19 and the Pandemic	20
Impacts of the COVID-19 Pandemic	29
Relaunch and Moving Forward	33
Demographics	44
Questionnaire	47

Background & Methodology

Background

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

Methodology

The survey was conducted by Leger from January 14 – 24, 2021 with 500 Calgarians (aged 18 years or older) via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (42% of completed surveys) and cell phones (58%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 16.5 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 2016 Civic Census for age and gender.

Survey	Data collection dates	n=
COVID-19 Snapshot 1	April 29 – May 5, 2020	400
COVID-19 Snapshot 2	May 19 – 25, 2020	400
COVID-19 Snapshot 3	June 8 – 14, 2020	500
COVID-19 Snapshot 4	July 2 – 10, 2020	500
COVID-19 Snapshot 5	August 18 – 25, 2020	500
COVID-19 Snapshot 6	September 28 – October 8	500
COVID-19 Snapshot 7	November 9 – 15, 2020*	500
COVID-19 Snapshot 8	January 14 – 24, 2021	500

*No interviewing on November 11 (Remembrance Day)

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

Key Findings



Key Findings

Calgarians' satisfaction with and trust in The City's pandemic response has slipped since last Spring, particularly among males, younger Calgarians and southeast residents.

- The proportion of Calgarians reporting that they're satisfied with The City's COVID-19 response (74%) is down 10 percentage points from last Spring (late April/early May). This corresponds with a 10 percentage point drop in trust in The City's response during the same timeframe, from 69% to 59%.
- These declines are largely the result of changes in satisfaction and trust ratings among males, those aged 18 to 34 years old, and residents of the southeast. Compared to last Spring, there's been a 15 percentage point drop in the proportion of males reporting being satisfied with The City's pandemic response and a 13 point decrease in males saying they trust The City in terms of its response. For females, the decreases were only 6 percentage points for each of satisfaction and trust.
- The proportion of Calgarians aged 18 to 34 years who are satisfied with The City's response has dropped 22 percentage points, while among 35 to 64 year olds, the decline was only 7 percentage points and satisfaction among seniors (65 or older) didn't change.
- The proportion of southeast residents satisfied with The City's response is 15 percentage points lower than it was last Spring and trust in The City dropped 21 points among this group. By comparison, drops in these ratings among residents of other quadrants ranged from 4 to 12 percentage points.
- Other ratings related to The City's pandemic response are also lower than last Spring. The proportions of Calgarians agreeing that The City's response has been helpful and that it's been quick enough dropped from 90% to 78% and 81% to 69%, respectively. As with the satisfaction and trust ratings, these declines are driven mainly by decreases in ratings among males, 18 to 34 year olds, and southeast residents.

Key Findings – cont'd

Calgarians, particularly females and younger citizens, continue to experience worsening mental health during the pandemic and the proportion saying that their physical health has worsened has increased since last November.

- Just over half of Calgarians (55%) say their mental health has worsened compared to before the pandemic began, up from 43% last May and on par with last November. Similarly, the proportion of Calgarians perceiving the pandemic to be a major threat to their mental health is higher than last May (40% vs. 26%).
- Worsening of one's mental health during the pandemic is more likely to be reported by females (61% vs. 49% males); however, the proportion of males saying their mental health has worsened since the pandemic began increased from 33% last May to 49% now (compared to an increase of 7 percentage points among females).
- Calgarians aged 18 to 64 years are also more likely to report their mental health has worsened (63% 18 to 34 and 60% 35 to 64 vs. 28% 65 or older). While there's been no change between last May and now in terms of seniors (65 or older) saying their mental health has worsened, the proportions of younger Calgarians reporting this has increased (15 percentage points among 18 to 34 year olds and 16 points among 35 to 64 year olds).
- After remaining steady last May and November, the proportion of Calgarians reporting a worsening of their physical health during the pandemic increased from 31% to 40%. While the survey didn't collect specific information about physical health impacts, it's possible that this is the result of a combination of: physical manifestations of mental health issues and stress, gym closures, and cold weather making outdoor activity less likely.

Key Findings – cont'd

Although the majority of Calgarians intend to be vaccinated against COVID-19, seniors (aged 65 or older) and residents of the southwest and northwest are more likely to do so.

- Three-quarters of Calgarians (74%) report they intend to get a COVID-19 vaccine when it's available to the general public.
- While 84% of seniors say they'll get vaccinated, 70% of 18 to 34 year olds and 74% of those 35 to 64 say they intend to do so.
- Calgarians who live in the southwest and northwest are more likely than those in the northeast to plan to get vaccinated (81% SW and 78% NW vs. 64% NE; 70% of SE residents intend to get vaccinated but this is not statistically significant from the other quadrants).

Detailed Findings





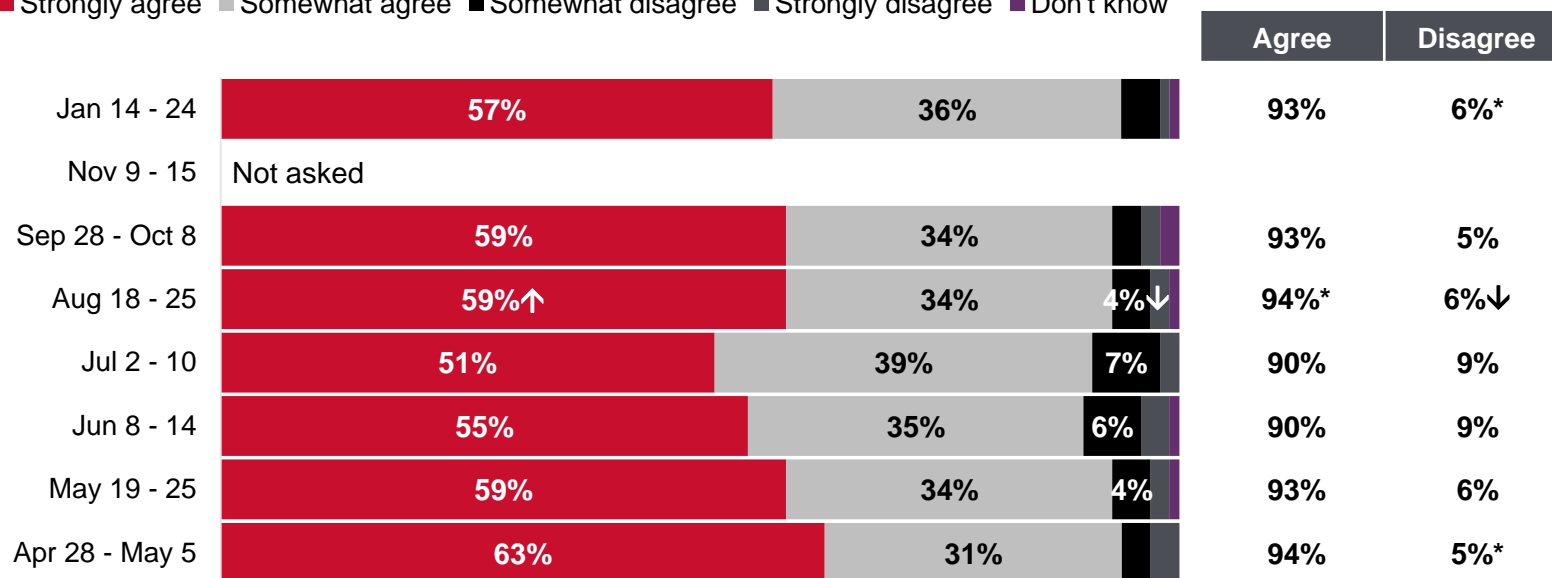
Opinions about The City's COVID-19 Response and Information

Awareness of The City's COVID-19 Response

On par with previous results, most Calgarians (93%) are aware of The City's current efforts to limit the spread COVID-19.

I'm Aware of the Current Efforts by The City to Limit the Spread of COVID-19

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



Note: 3% and lower not labelled

*Rounding

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

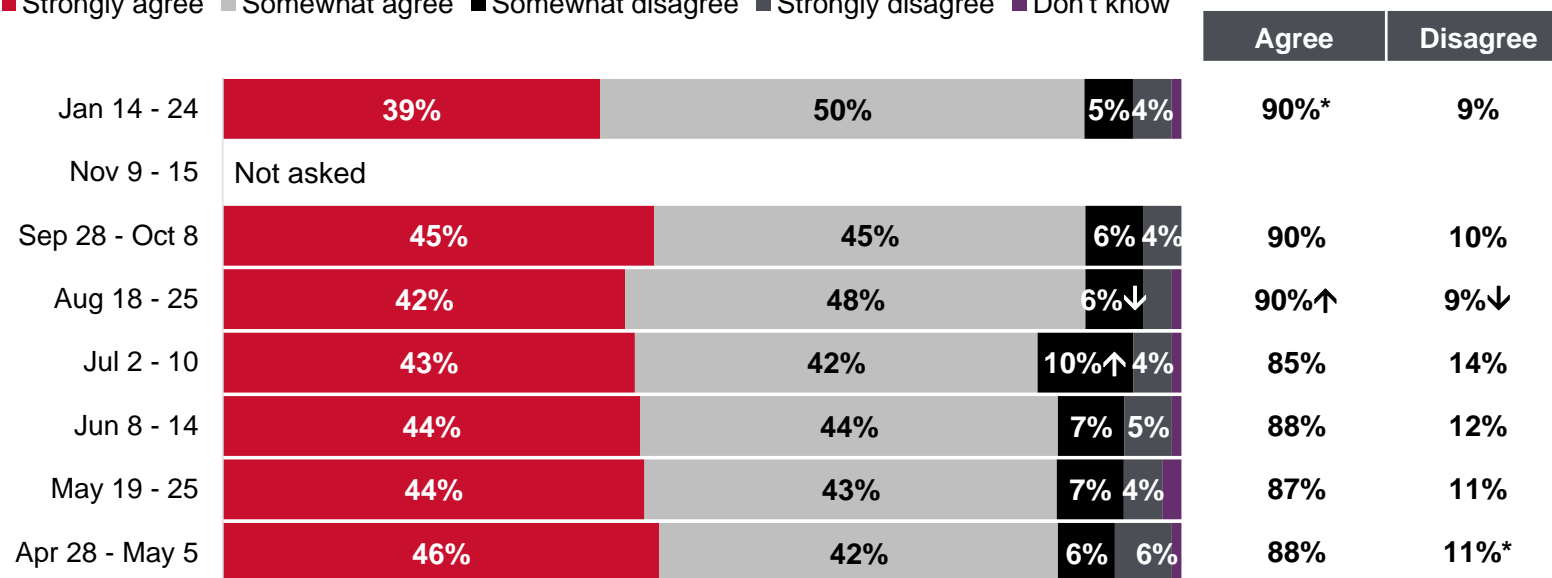
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Quantity of The City's COVID-19 Information

The vast majority of Calgarians (90%) continue to have enough information about what The City is doing to respond to COVID-19.

I have Enough Information about what The City is Doing to Respond to COVID-19

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



Note: 3% and lower not labelled

*Rounding

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

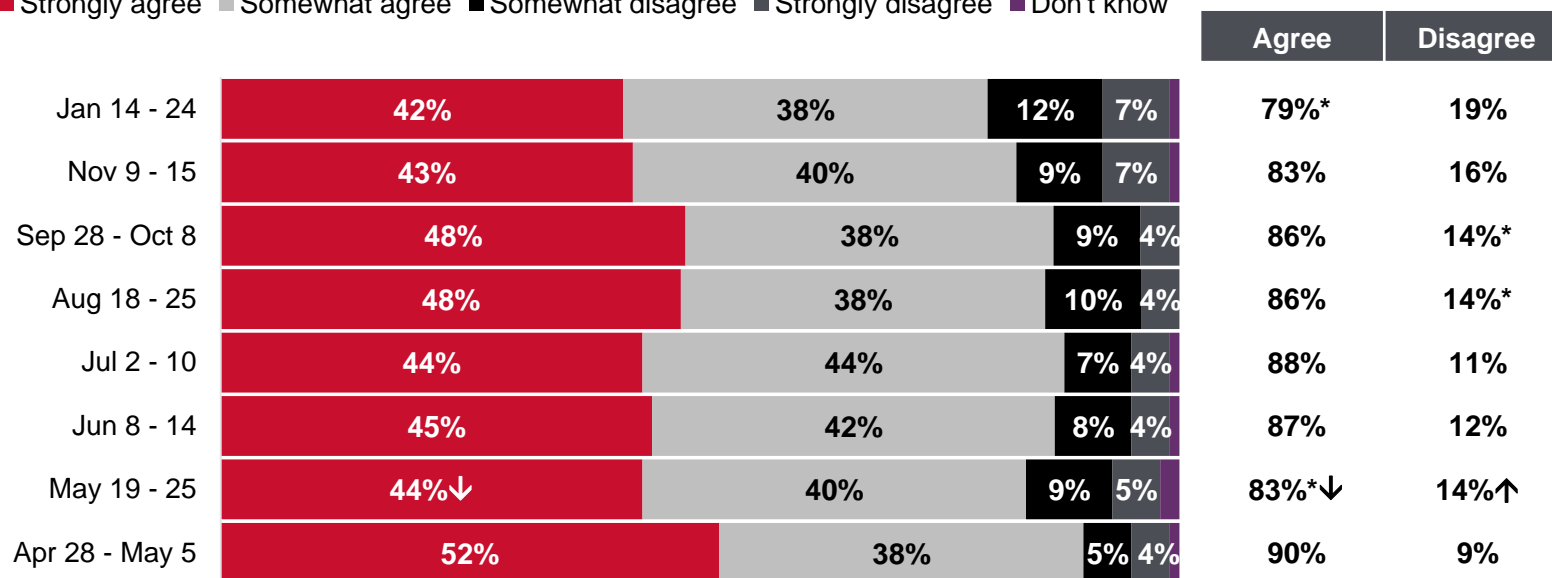
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Clarity of The City's COVID-19 Information

Although the majority of Calgarians (79%) agree the information about COVID-19 provided by The City has been clear, fewer agree compared to late April/early May last year (90%).

The Information Provided by The City has been Clear

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



Note: 3% and lower not labelled

*Rounding

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

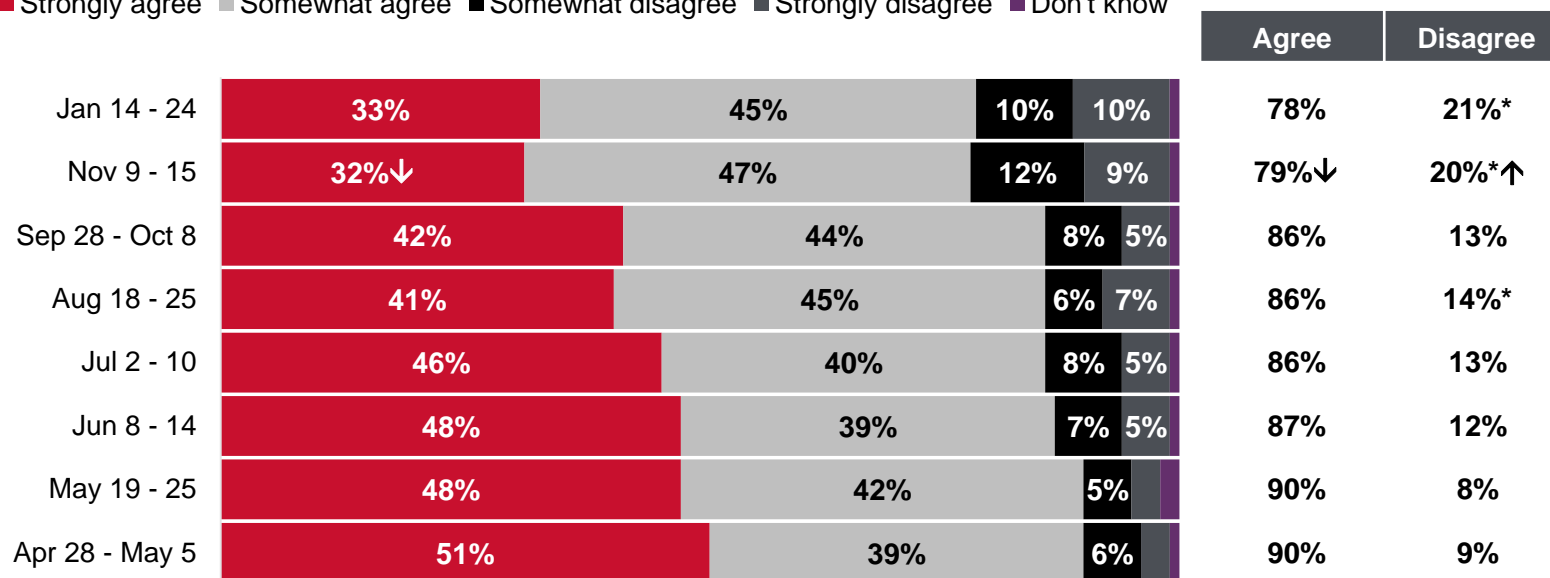
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Helpfulness of The City's COVID-19 Response

While the majority of Calgarians (78%) agree that The City's response has been helpful (on par with last November), this proportion has dropped since early last Fall (90%). Females are more likely than males to agree (84% vs. 72%), while residents of the southeast are less likely than residents of the southwest and northwest to agree (69% SE vs. 81% SW and 81% NW).

The City's Response has been Helpful

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



Note: 3% and lower not labelled

*Rounding

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

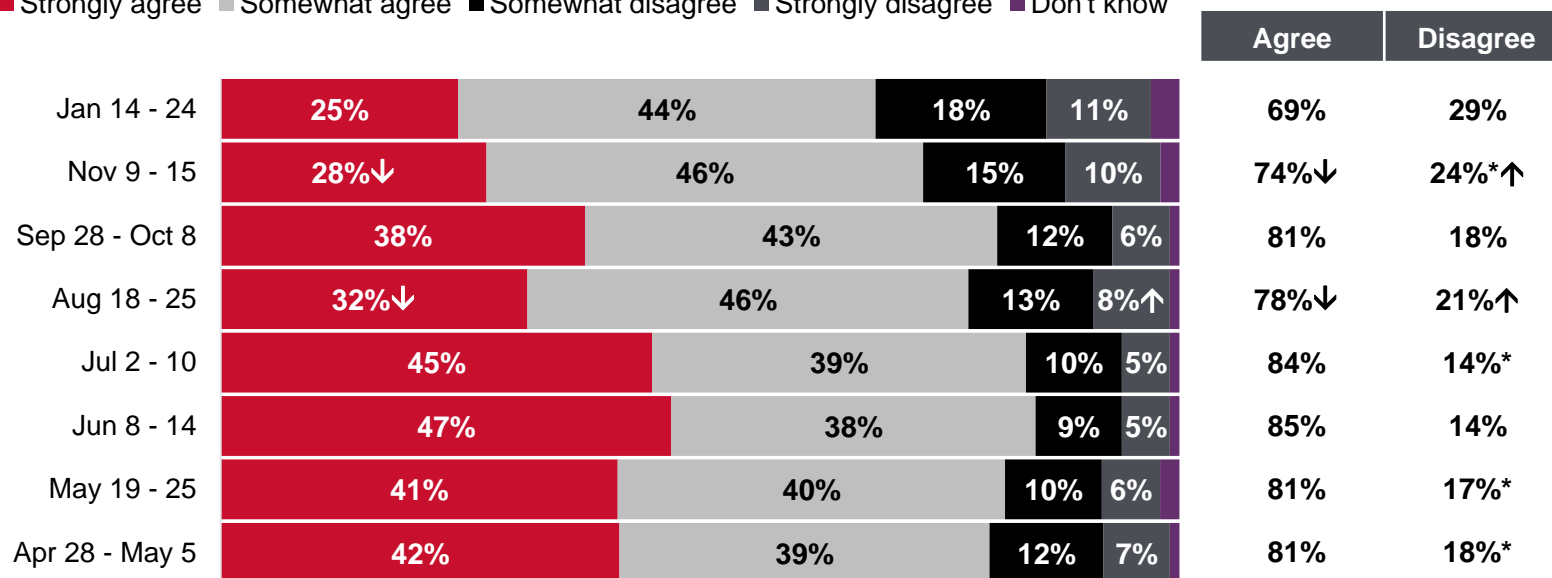
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Speed of The City's COVID-19 Response

Seven-in-ten Calgarians (69%) agree The City's response has been quick enough, down from a high of 85% last June. Those aged 35 years or older are more likely than 18 to 34 year olds to agree (74% 35 to 64 and 73% 65 or older vs. 58% 18 to 34).

The City's Response has been Quick Enough

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



Note: 3% and lower not labelled

*Rounding

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

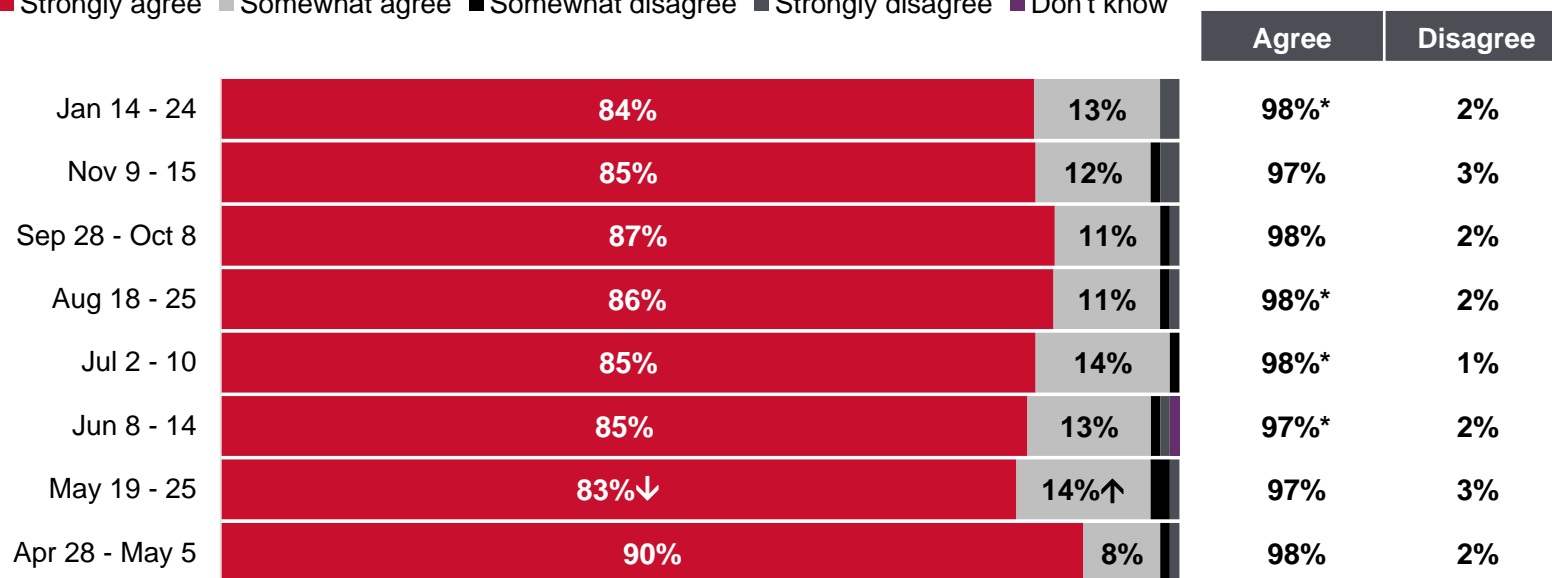
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Understand How to Limit COVID-19 Spread

Nearly all Calgarians (98%) agree they understand what they're supposed to do to limit the spread of COVID-19 and this has remained consistent since last April.

I Understand what I'm Supposed to do to Limit the Spread of COVID-19

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



Note: 3% and lower not labelled

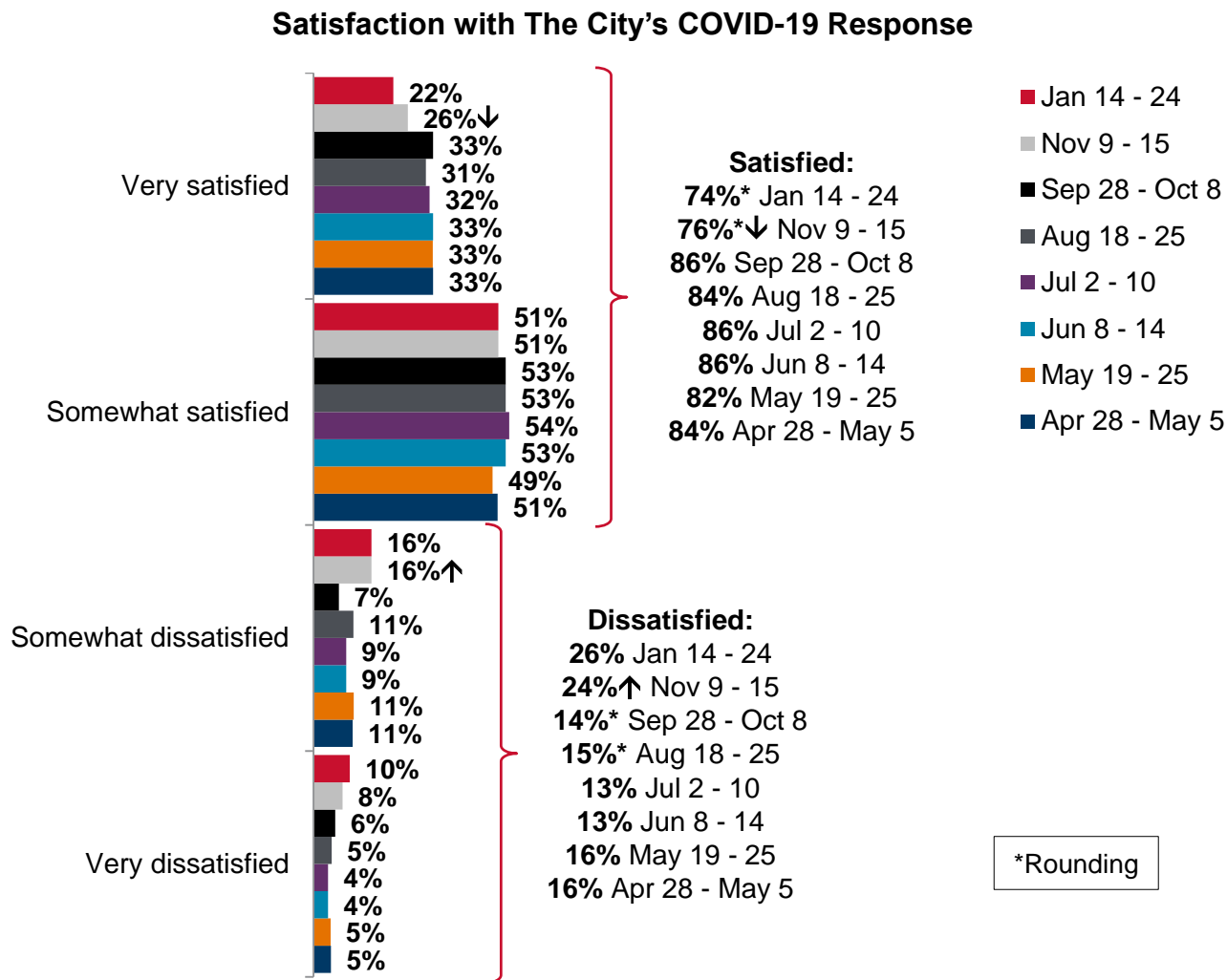
*Rounding

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

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

Satisfaction with The City's COVID-19 Response

Three-quarters (74%) of Calgarians are satisfied with The City's response, consistent with last November but down from 86% early last Fall. Females are more likely than males to be satisfied with The City's response to the pandemic (80% vs. 68%), as are Calgarians aged 35 or older (79% 35 to 64 and 85% 65 or older vs. 60% 18 to 34). Fewer business owners/operators than other Calgarians are satisfied (54% vs. 70%).



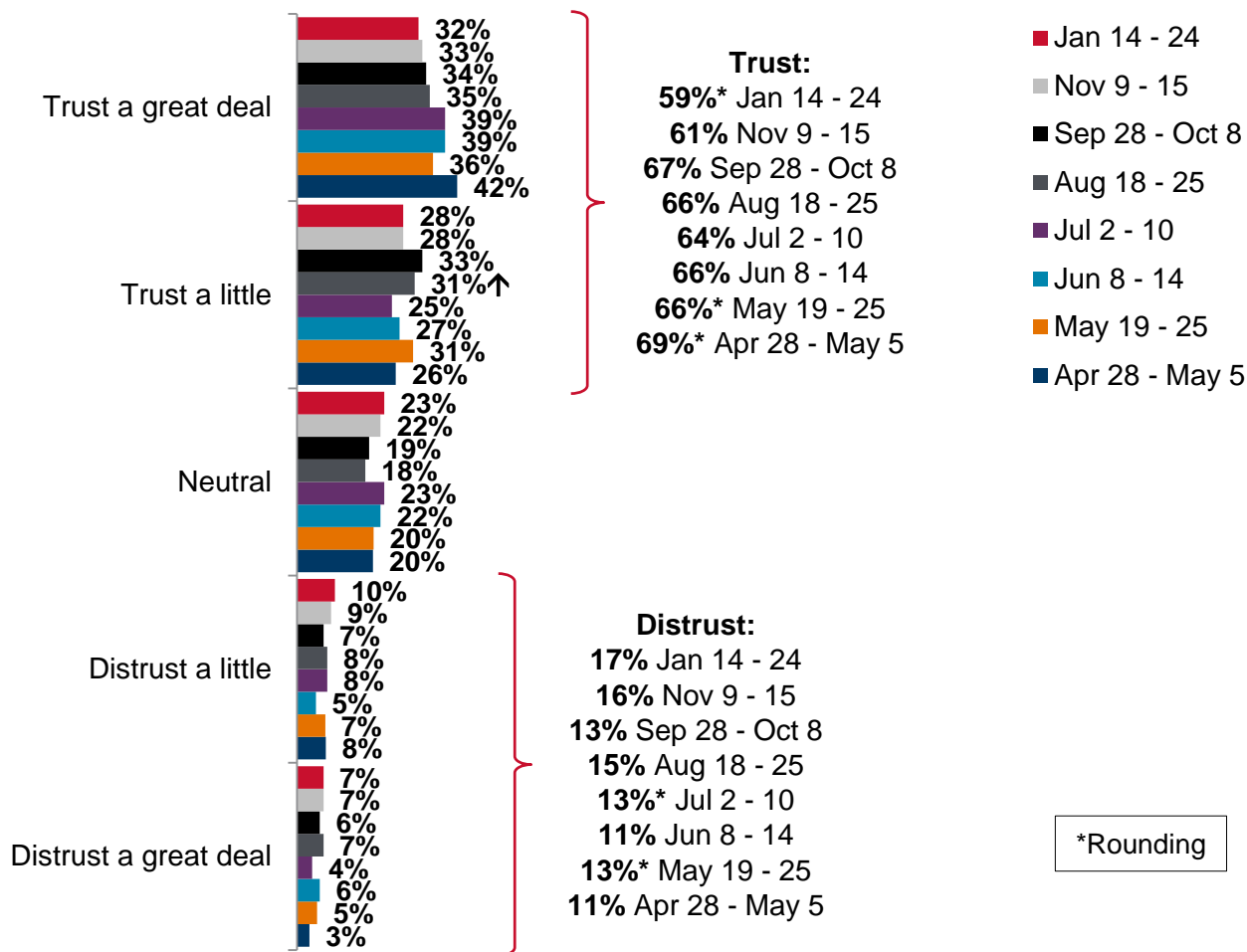
Overall, how satisfied are you with The City's COVID-19 response?

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

Trust in The City's COVID-19 Response

Trust in The City Regarding COVID-19 Response

A slight majority of Calgarians (59%) trust The City regarding its COVID-19 response, down 10 percentage points from late April/early May last year. More females than males trust The City (65% vs. 53%). Those aged 35 or older are also more likely to trust The City regarding its response to the pandemic (62% 35 to 64 and 70% 65 or older vs. 49% 18 to 34). Southwest and northwest residents are more likely than those in the southeast to trust The City (66% SW and 64% NW vs. 46% SE). Fewer business owners/operators than other Calgarians trust The City in terms of its response (46% vs. 61%).

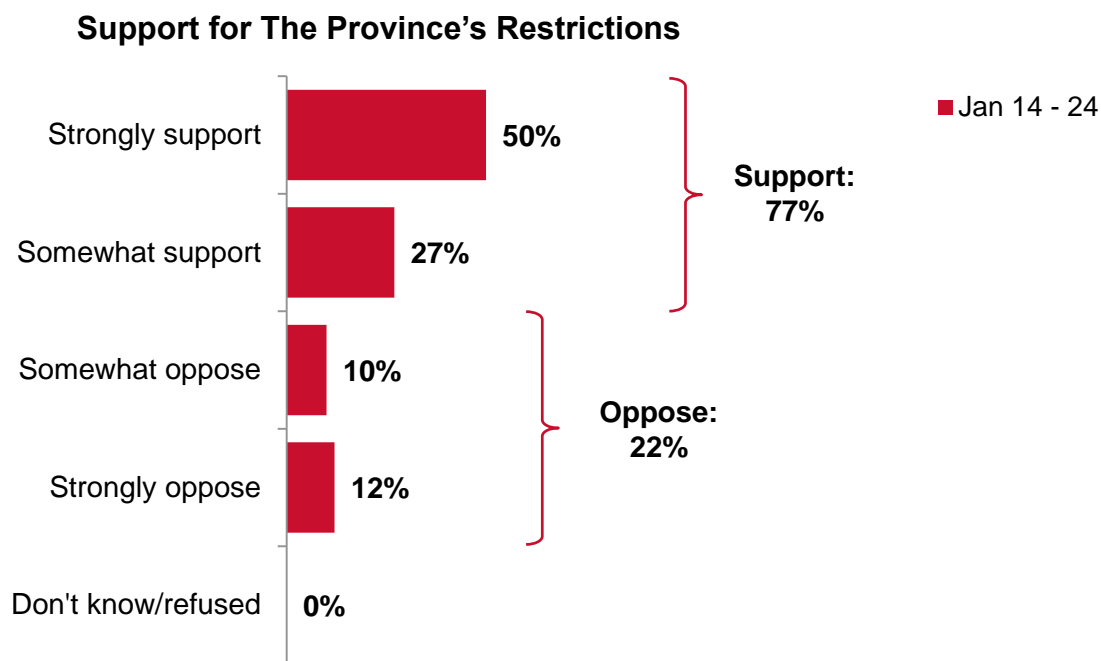


Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

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

The Province's COVID-19 Response

Three-quarters of Calgarians (77%) support the Province's restrictions enacted in December. More females than males support the Province's restrictions (84% vs. 71%), while seniors (65 or older) are more likely than younger Calgarians to support them (92% vs. 72% 18 to 34 and 76% 35 to 64).



New question beginning January 14

As you may already know, in December, the Province of Alberta announced restrictions to slow the spread of COVID19. The restrictions included mandatory face masks in all indoor public places and workplaces, the closure of gyms and recreation facilities, the closure of restaurants and bars to in-person dining, and a ban on indoor and outdoor social gatherings. Overall, to what extent do you support or oppose the Province's restrictions?

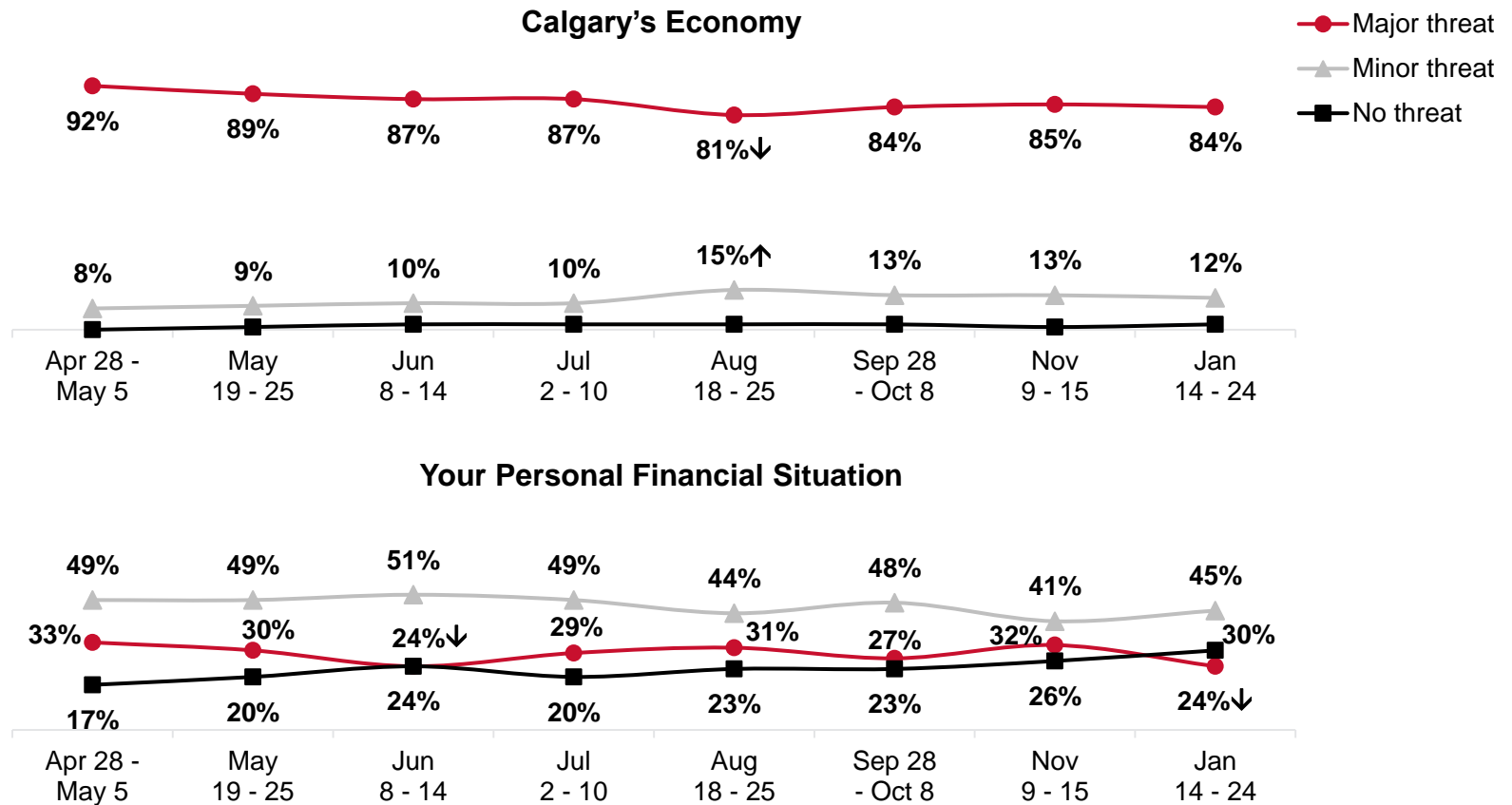
Base: All respondents (n=500)



Concern about COVID-19 and the Pandemic

Perceived Threat Level of COVID-19 – cont'd

The majority of Calgarians (84%) continue to see the pandemic as a major threat to Calgary's economy; however, the proportion viewing it as a major threat to their personal financial situation has dropped to 24% from 32% in November. Seniors (aged 65 or older) are the most likely age group to say the pandemic is no threat to their personal financial situation (52% vs. 25% 18 to 34 and 25% 35 to 64). Northeast residents are more likely than those in the southeast and northwest to see a major threat to their financial situation (35% NE vs. 20% SE and 16% NW).



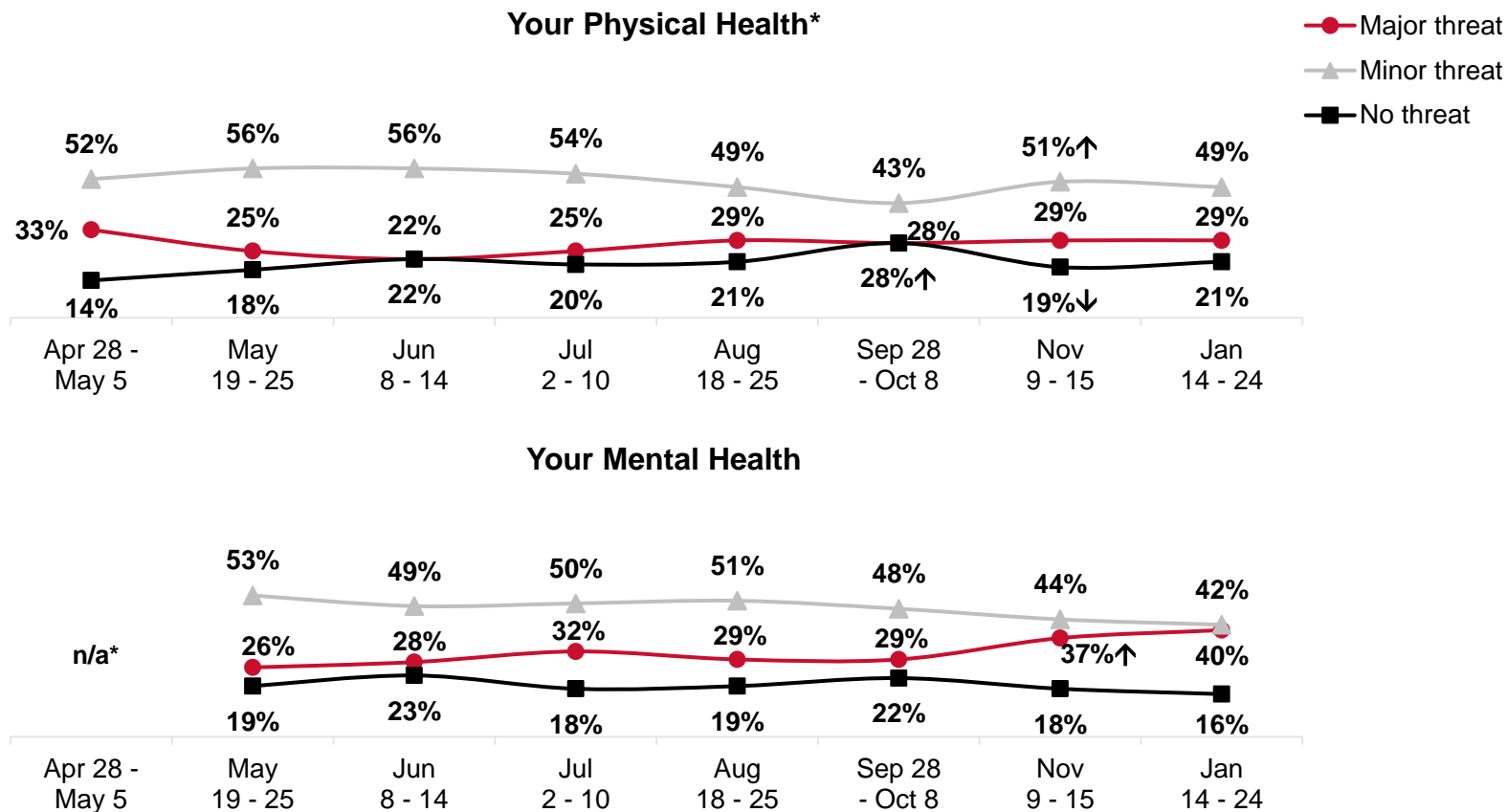
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

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

Note: Data points less than 5% not labelled

Perceived Threat Level of COVID-19 – cont'd

Three-in-ten Calgarians (29%) see the pandemic as a major threat to their physical health while four-in-ten (40%) perceive it to be a major threat to their mental health, up from 26% last May. Younger Calgarians (aged 18 to 34) are less likely than others to see the pandemic as a major threat to their physical health (20% vs. 32% 35 to 64 and 37% 65 or older) but more likely to see it as a major threat to their mental health (53% vs. 39% 35 to 34 and 23% 65 or older).

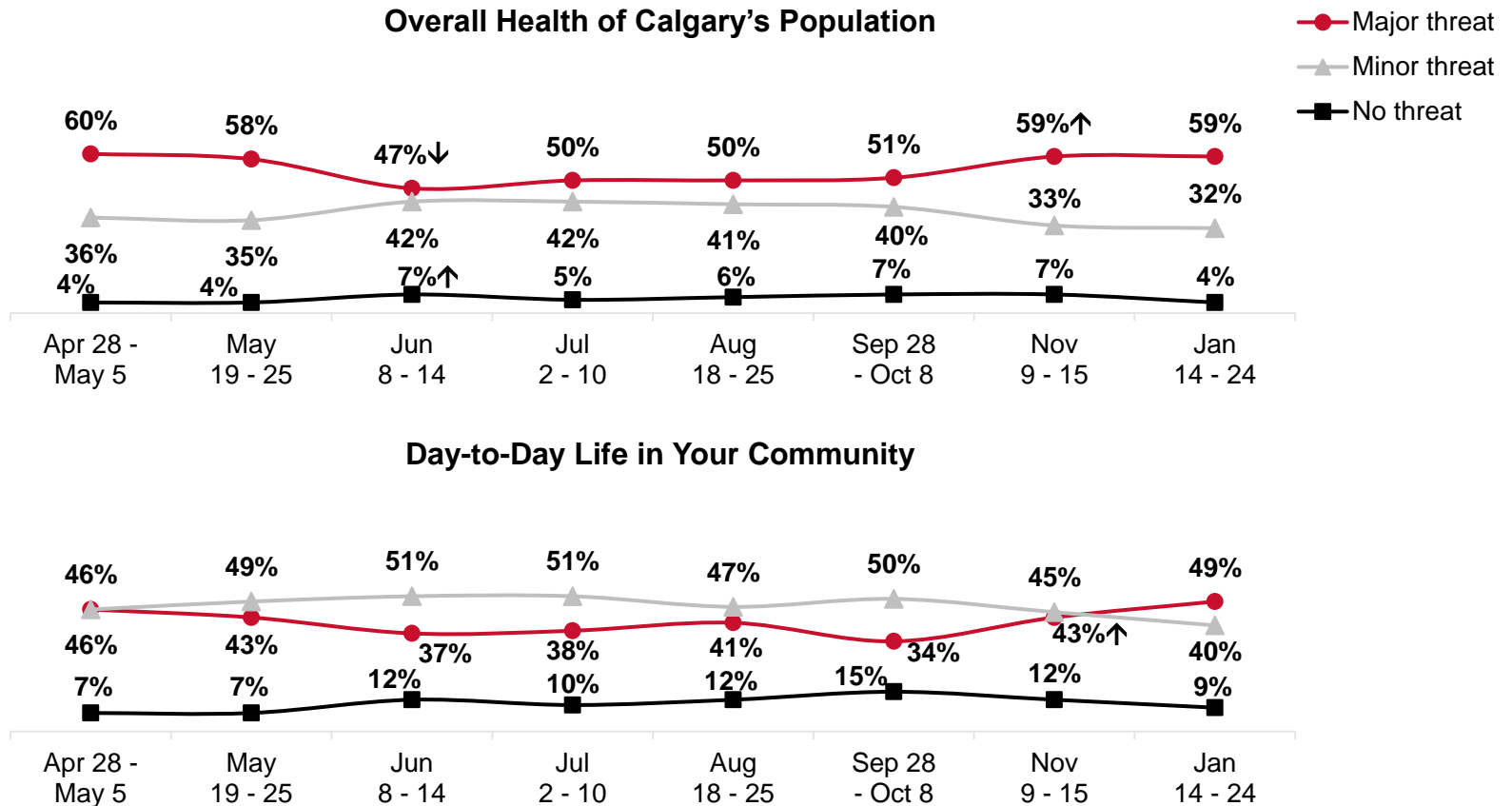


In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?
 Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

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

Perceived Threat Level of COVID-19 – cont'd

Three-in-five Calgarians (59%) think the pandemic is a major threat to the overall health of Calgary's population, up from a low of 47% last June, and half (49%) see it as a major threat to day-to-day life in their community, up from a low of 34% last September. More females than males view the pandemic as a major threat to the overall health of Calgary's population (65% vs. 54%).



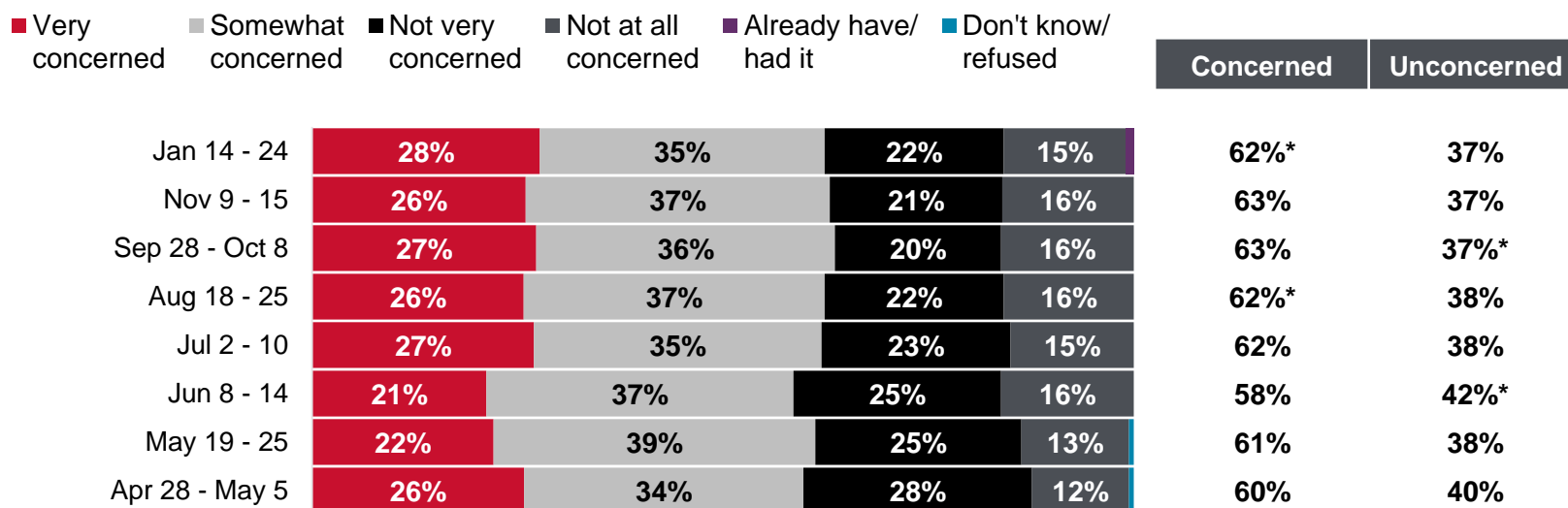
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

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

Concern about Becoming Ill From COVID-19

Three-in-five Calgarians (62%) are concerned about becoming ill from COVID-19, on par with results dating back to late April/early May last year. More females than males are concerned about this (69% vs. 55%), as are more Calgarians aged 35 years or older (66% 35 to 64 and 73% 65 or older vs. 51% 18 to 34).

Concern about Oneself Becoming Ill from COVID-19



Note: 3% and lower not labelled

*Rounding

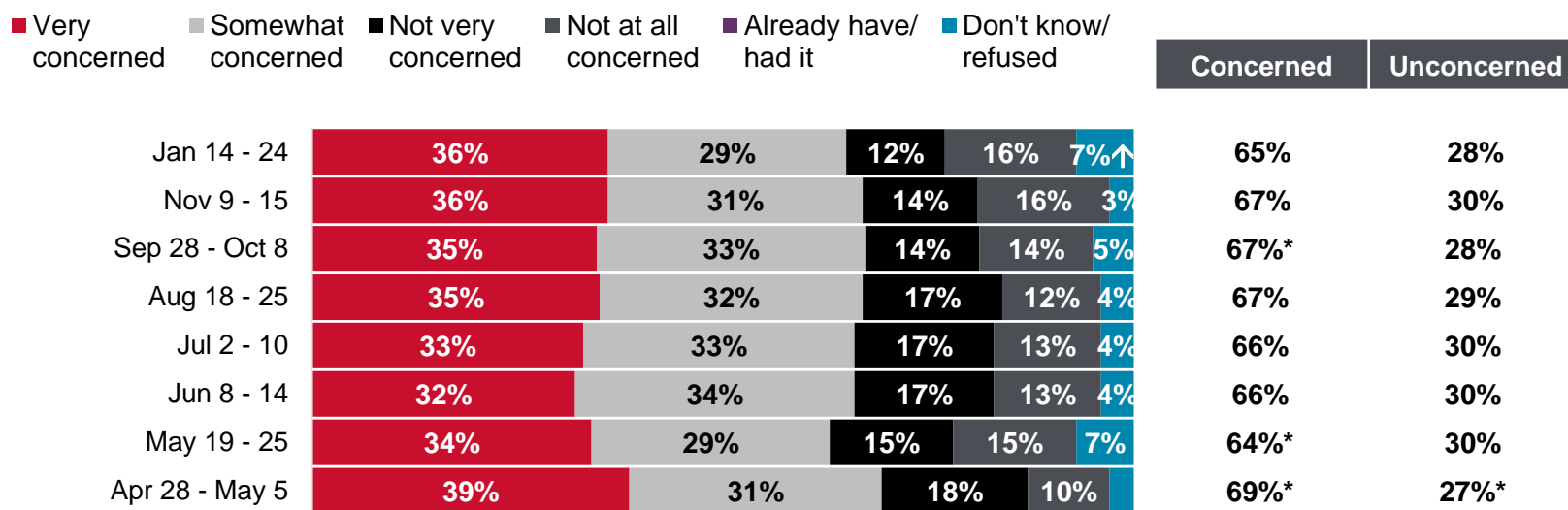
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Concern about Becoming Ill From COVID-19

Two-thirds of Calgarians (65%) are concerned about one of their household members becoming ill from COVID-19, on par with results from the first seven Snapshots. Females are more likely than males to be concerned about a household member getting sick from COVID-19 (70% vs. 60%). Those with a senior in the household are also more likely to be concerned (83% vs. 61% of those without a senior in the household).

Concern about a Household Member Becoming Ill from COVID-19



Note: 3% and lower not labelled

*Rounding

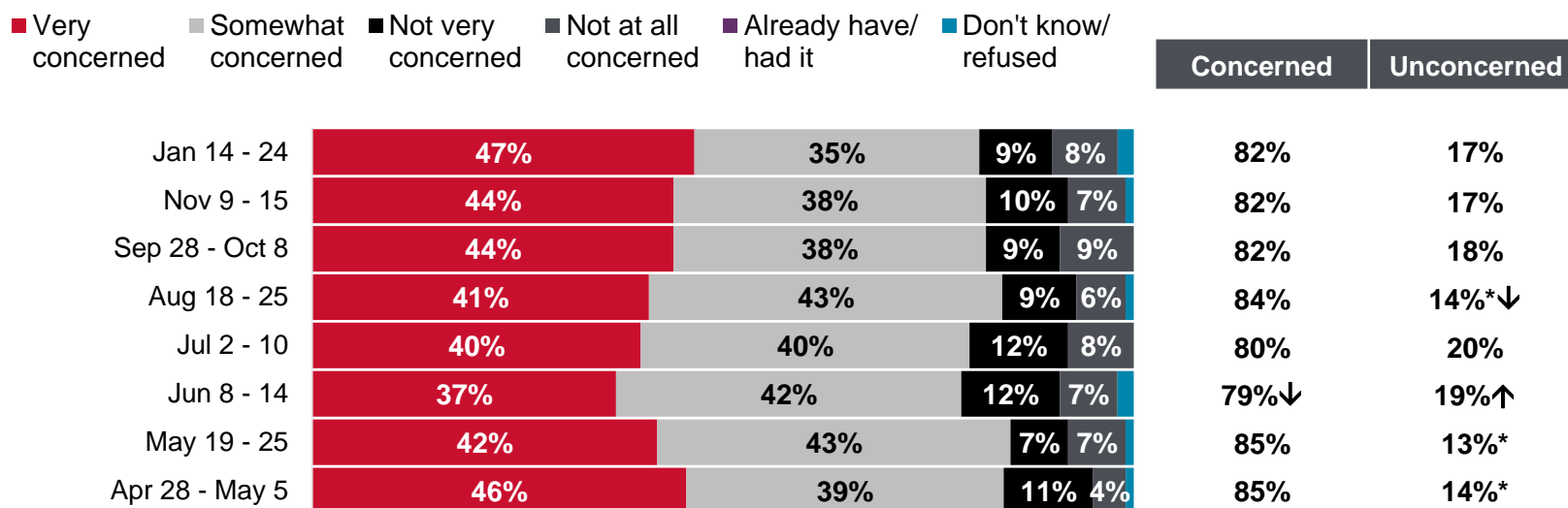
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Concern about Becoming Ill From COVID-19

Four-in-five Calgarians (82%) are concerned about family and friends not living in their household becoming ill from COVID-19. More females than males are concerned about this (86% vs. 77%).

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



Note: 3% and lower not labelled

*Rounding

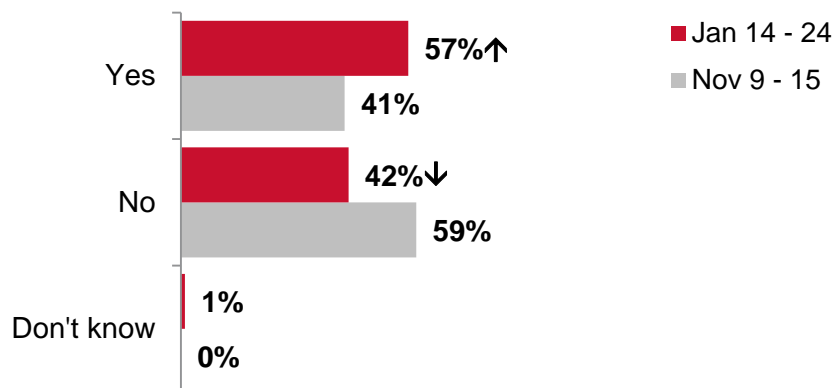
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Have or Know Someone who has/had COVID-19

A slight majority of Calgarians (57%) have been or know someone confirmed to have COVID-19, up from 41% last November. Fewer seniors (aged 65 or older) than younger Calgarians have or know someone who's received a COVID-19 diagnosis (33% vs. 59% 18 to 34 and 64% 35 to 64).

Have or Know Someone Who has been Confirmed to have COVID-19



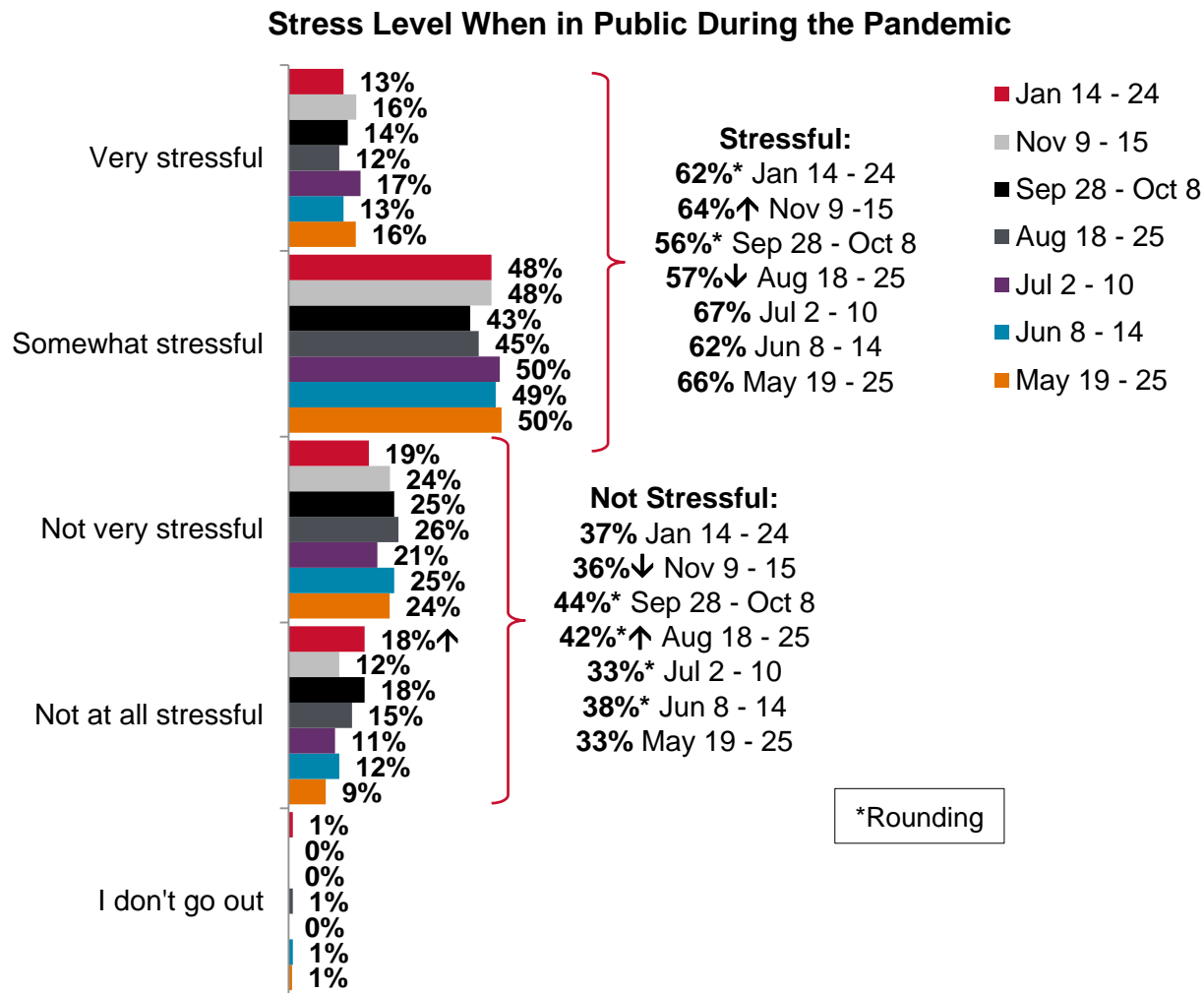
New question beginning November 9

Have you or someone you know such as a family member, friend, colleague or acquaintance been confirmed to have COVID-19?

Base: All respondents (n=500)

Stress Level When in Public During Pandemic

Around three-in-five Calgarians (62%) find it stressful to be in public during the pandemic, although this is mostly due to ratings of 'somewhat' rather than 'very' stressful. More females than males say being in public is stressful during the pandemic (73% vs. 51%).



New question beginning May 19

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

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

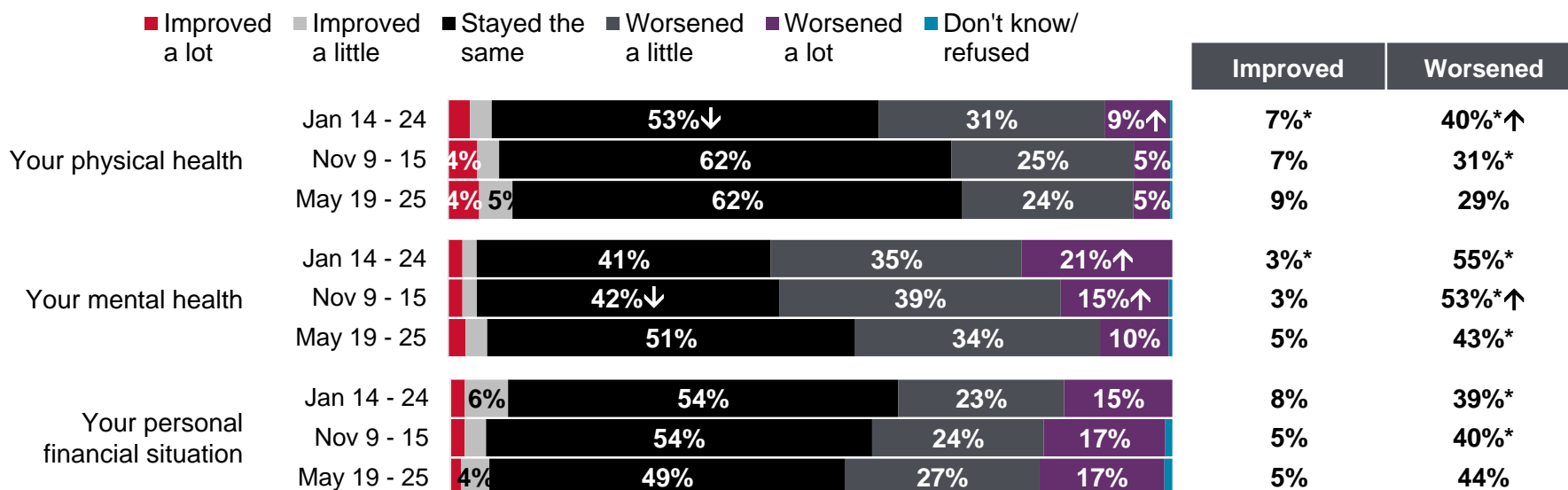


Impacts of the COVID-19 Pandemic

Changes in Health and Financial Situation

An increasing proportion of Calgarians report that their mental health has worsened since the pandemic began – 55%, up from 43% last May. Fewer, but still a significant minority (40%), now say their physical health has worsened since the pandemic began, up from 29% last May and 31% last November. For two-in-five Calgarians (39%), their personal financial situation has worsened, while around half (54%) say it's stayed the same. Females are more likely than males to say their mental health has worsened (61% vs. 49%), while more males than females had their personal financial situation worsen because of the pandemic (45% vs. 33%). Calgarians aged 18 to 64 are more likely than seniors to say they're experiencing a decline in mental health (63% 18 to 34 and 60% 35 to 64 vs. 28% 65 or older) and their personal financial situation (46% 18 to 34 and 41% 35 to 64 vs. 20% 65 or older).

Changes Since the Pandemic Began



Note: 3% and lower not labelled

*Rounding

Nov 9 - 15 and Jan 14 - 24: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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

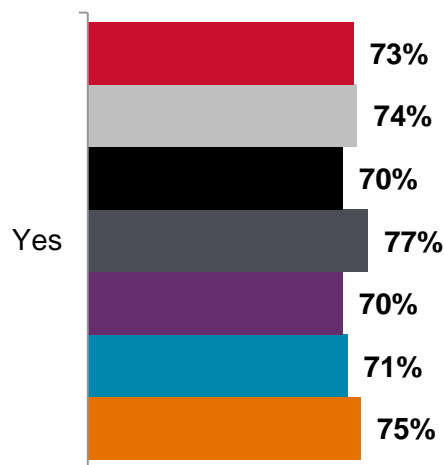
Base: All respondents (Jan 14 - 24, n=500; Nov 9 - 15, n=500; May 19 - 25, n=400)

Impacts to Employment

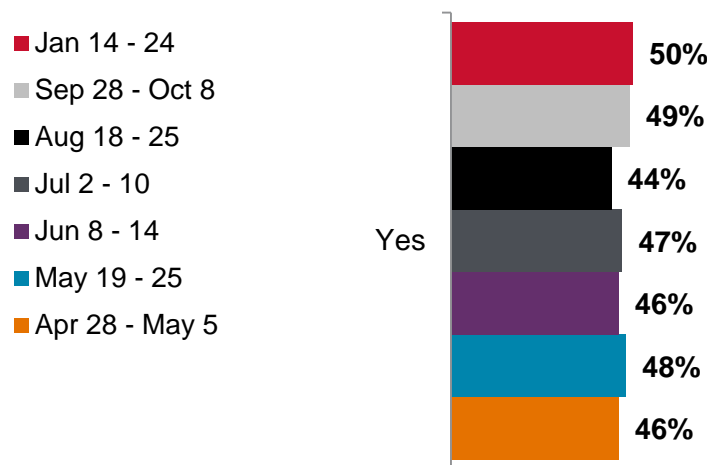
Among the three-quarters of Calgarians (73%) employed at the beginning of the pandemic, half (50%) experienced job or income loss as a result of the pandemic. Males are more likely than females (55% vs. 44%) to have lost their job or income. Pandemic-related job/income loss has also been experienced by more business owner/operators than other Calgarians (68% vs. 46%).

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

Employed at Beginning of Pandemic



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



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

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

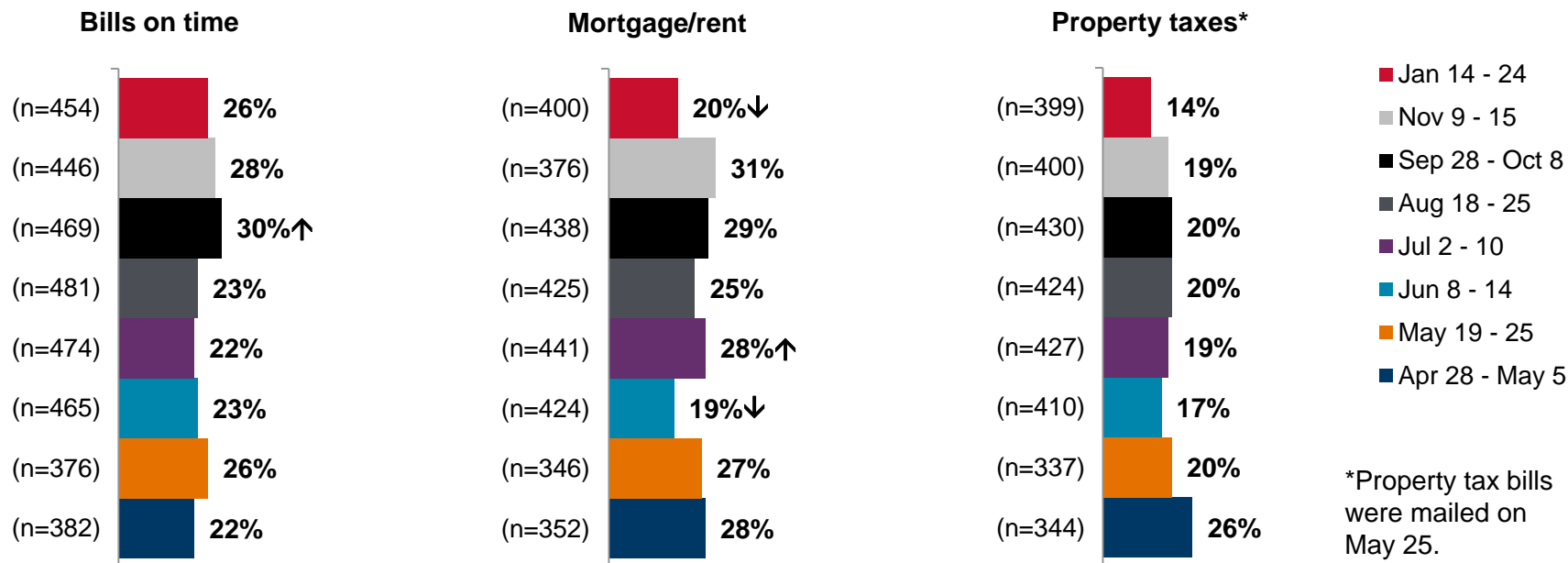
Have you experienced a job loss or income loss due to the COVID-19 pandemic?

Base: Respondents employed at the beginning of the pandemic
(Jan 14 - 24, n=339; Sep 28 - Oct 8, n=347; Aug 18 - 25, n=326; Jul 2 - 10, n=373; Jun 8 - 14, n=337; May 19 - 25, n=267; Apr 28 - May 5, n=296)

Financial Impacts of COVID-19 Pandemic

One-quarter of Calgarians (26%) report the pandemic is currently having a negative impact on their capacity to pay bills on time while one fifth (20%) are experiencing an impact on their mortgage/rent, down from 31% last November. A minority (14%) say the pandemic is having a negative impact on their ability to pay their property taxes. Seniors (aged 65 or older) are less likely than their younger counterparts to say the pandemic is having a negative impact on their capacity to pay their mortgage/rent (7% vs. 27% 18 to 34 and 20% 35 to 64).

Negative Impact on Capacity to Pay . . . (% yes of those to whom each is applicable)



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

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

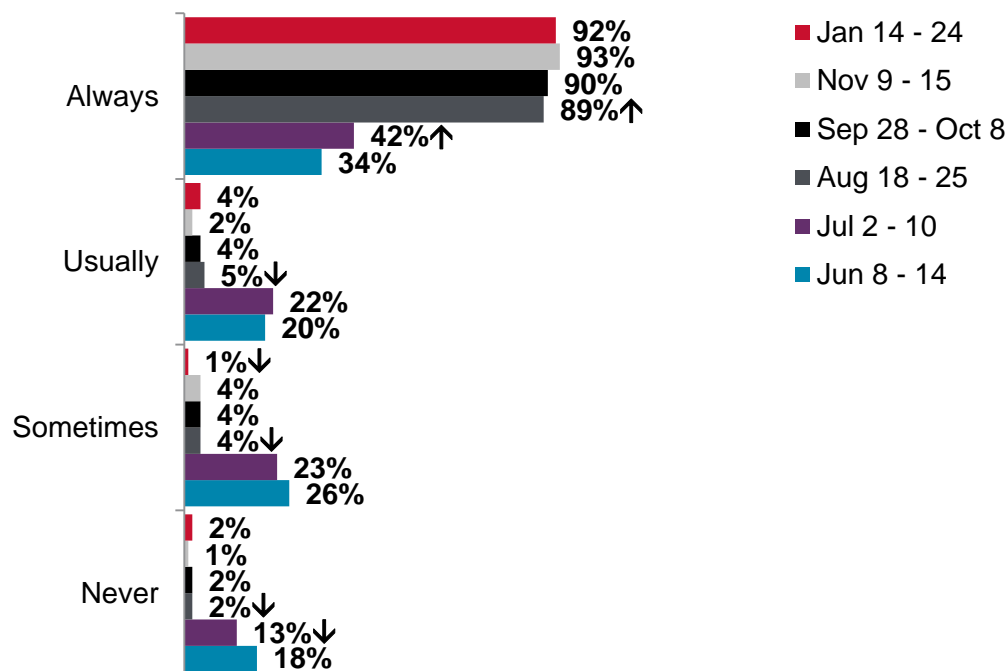


Relaunch and Moving Forward

Frequency of Wearing a Face Mask

Consistent with results since the Face Coverings Bylaw came into effect, most Calgarians (92%) report always wearing a face mask in public and confined spaces such as grocery stores, shopping malls and on public transit. Females are more likely than males to always wear one (96% vs. 89%), as are those with a senior in their household (97% vs. 91% of those without).

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



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

New question beginning June 8

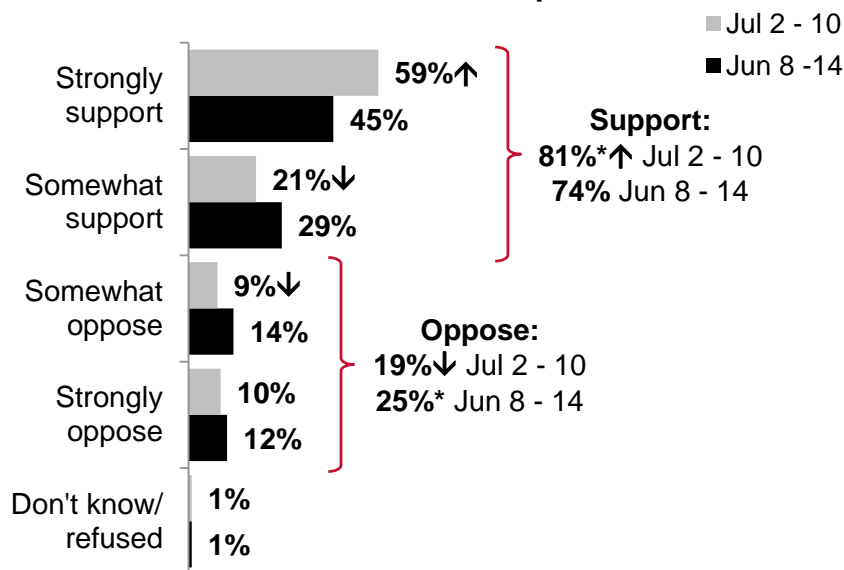
How often do you wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit?

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

Support for Face Coverings Bylaw

Nine-in-ten Calgarians (90%) support the Face Coverings Bylaw, with 80% 'strongly' supporting it (up from 73% last August). Females are more supportive than males (95% vs. 85%).

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



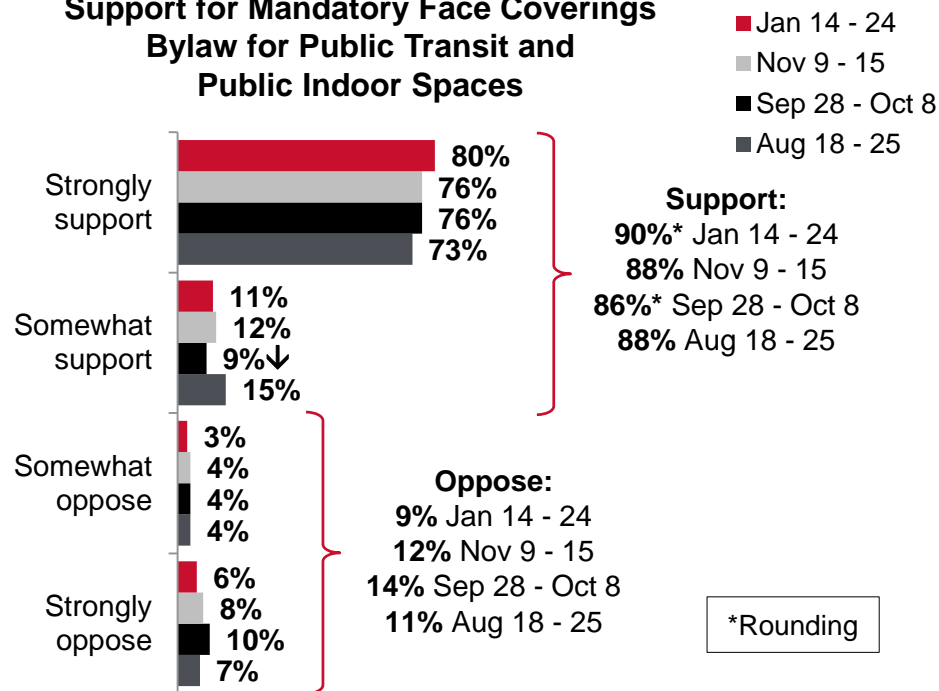
**Note: Data collected before the decision to enact the bylaw was made.

New question beginning June 8

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

Base: All respondents (n=500)

Support for Mandatory Face Coverings Bylaw for Public Transit and Public Indoor Spaces



*Rounding

New question beginning August 18

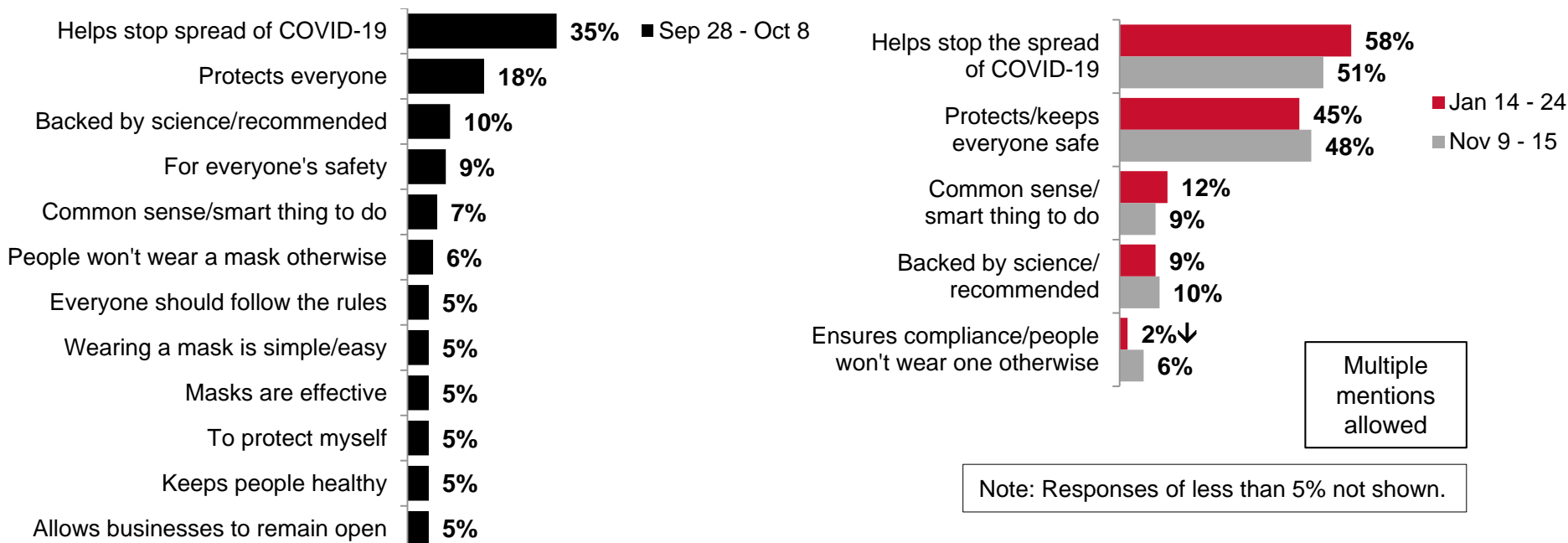
As you may already know, on July 21st City Council voted in favour of a bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. To what extent do you support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

Base: All respondents (n=500)

Reasons for Supporting the Bylaw

The main reason for supporting the Face Coverings Bylaw continues to be that it helps stop the spread of COVID-19 (58%), followed by the belief that it protects/keeps everyone safe (45%).

Reasons for Supporting the Face Coverings Bylaw*



New question beginning September 28; *Due to a change in the way responses were coded in the current and last Snapshot, results from Sep 28 - Oct 8 are not directly comparable to results from Nov 9 - 15 and Jan 14 - 24.

Why do you support the bylaw?

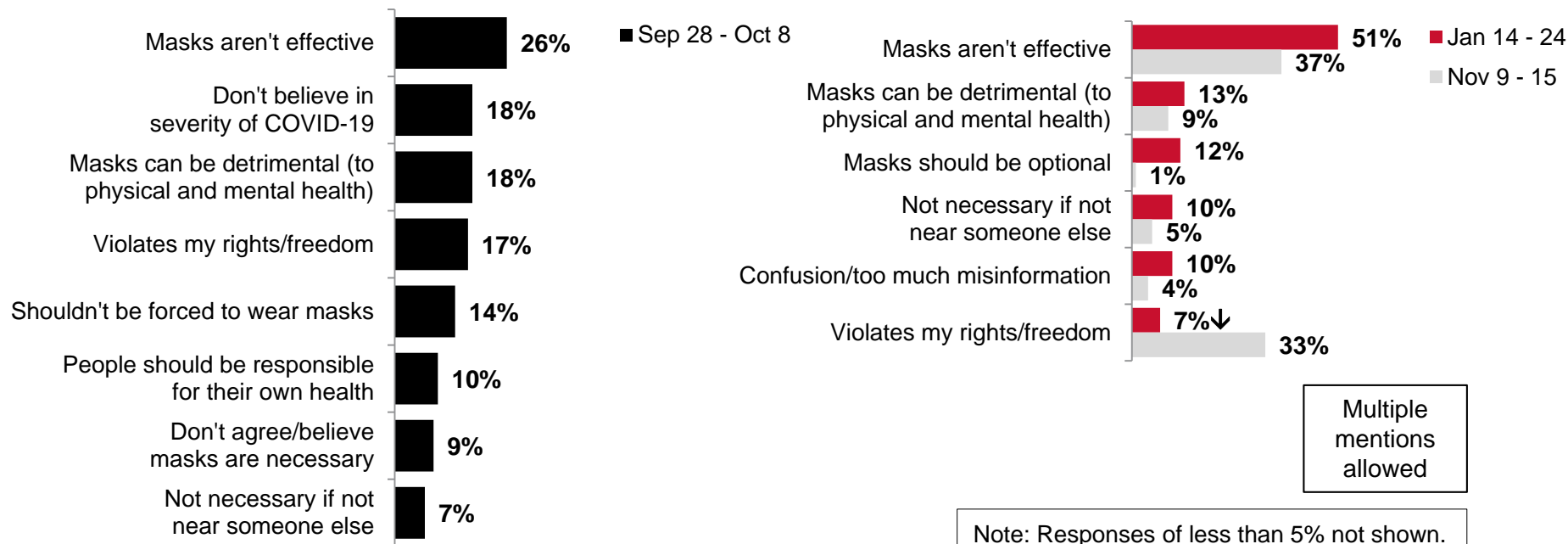
[Note: Response options were not read to respondents]

Base: Respondents who strongly or somewhat support the Face Coverings Bylaw (Jan 14 - 24, n=448; Nov 9 -15, n=446; Sep 28 - Oct 8, n=429)

Reasons for Not Supporting the Bylaw

Among the minority of Calgarians who don't support the Face Coverings Bylaw (9%), the most mentioned reason for their lack of support is the belief that masks aren't effective (51%).

Reasons for Not Supporting the Face Coverings Bylaw



New question beginning September 28; *Due to a change in the way responses were coded in the current and last Snapshot, results from Sep 28 - Oct 8 are not directly comparable to results from Nov 9 - 15 and Jan 14 - 24.

Why do you oppose the bylaw?

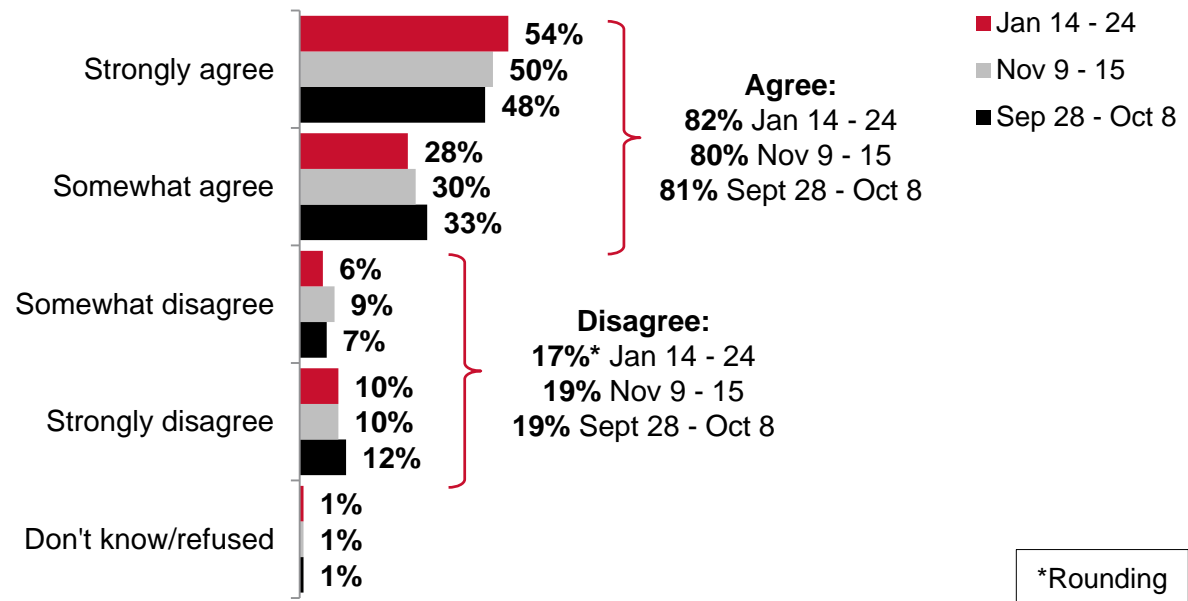
[Note: Response options were not read to respondents]

Base: Respondents who strongly or somewhat oppose the Face Coverings Bylaw (Jan 14 - 24, n=49; Nov 9 - 15, n=52; Sep 28 - Oct 8, n=70)

Impact of Bylaw on Willingness to be in Public

Four-in-five Calgarians (82%) agree that the Face Coverings Bylaw makes them more willing or confident to go shopping, visit restaurants, ride public transit and do other activities in public. Females are more likely than males to agree with this (86% vs. 78%), as are seniors compared to younger Calgarians (93% 65 or older vs. 75% 18 to 34 and 83% 35 to 64). Residents of the southeast are more likely than those in the southwest and northwest to disagree that the bylaw makes them more willing or confident to be out in public (25% SE vs. 14% SW and 14% NW).

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



New question beginning September 28

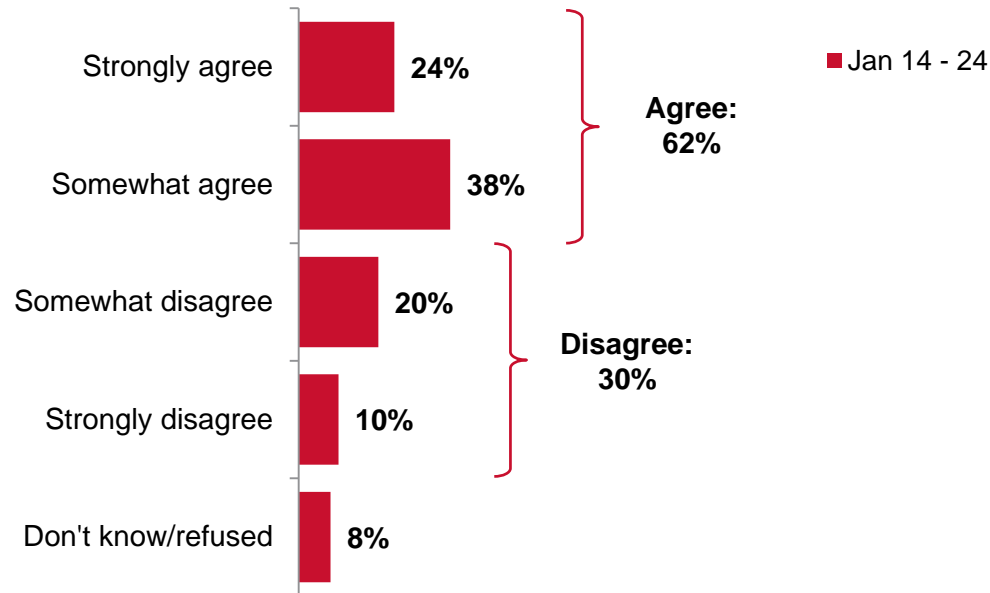
To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (n=500)

Perception that The City is Sufficiently Enforcing the Face Coverings Bylaw

Three-in-five Calgarians (62%) agree that The City is sufficiently enforcing the Face Coverings Bylaw.

Perception that The City is Sufficiently Enforcing the Face Coverings Bylaw



New question beginning January 14

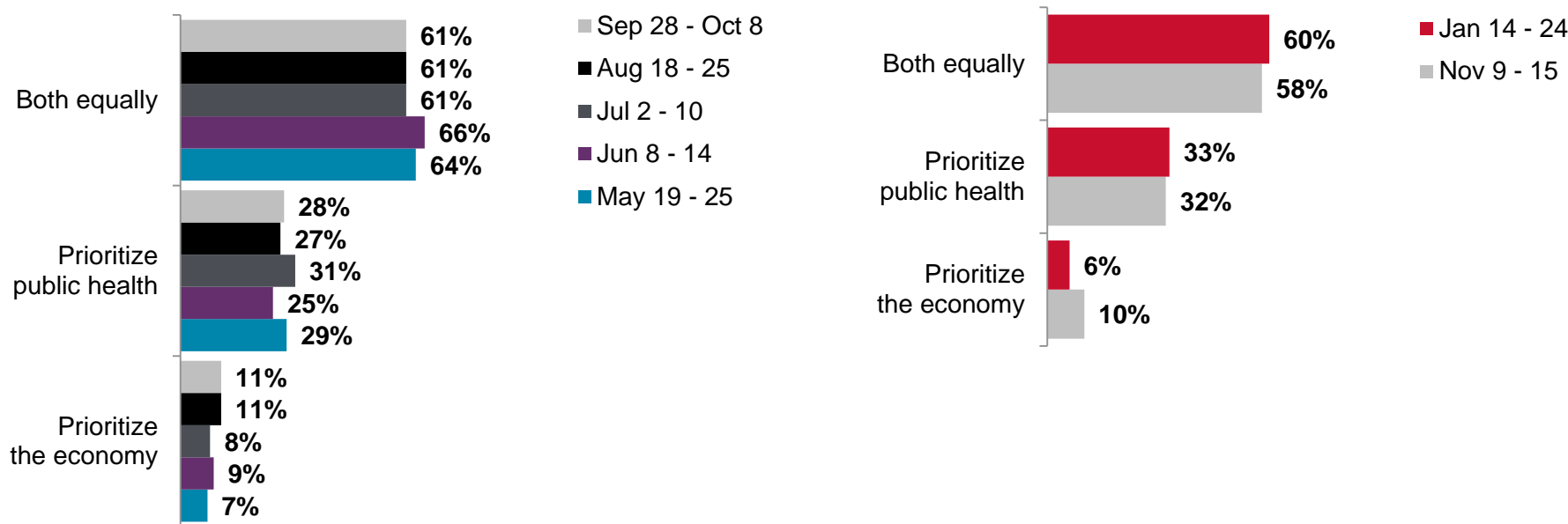
To what extent do you agree or disagree that The City is sufficiently enforcing the Face Coverings Bylaw?

Base: All respondents (n=500)

Prioritizing Public Health vs. Economy

A slight majority of Calgarians (60%) believe public health and the economy should be equally prioritized when government decision-makers make decisions about actions and restrictions to reduce the spread of COVID-19. Only a small minority (6%) think the economy should take priority. More males than females think the economy should be the priority (10% vs. 3%). Those between the ages of 18 and 64 are also more likely to want decision-makers to prioritize the economy over public health (9% 18 to 34 and 6% 35 to 64 vs. 1% 65 or older).

Opinions about Prioritizing Public Health vs. the Economy



New question beginning May 19

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

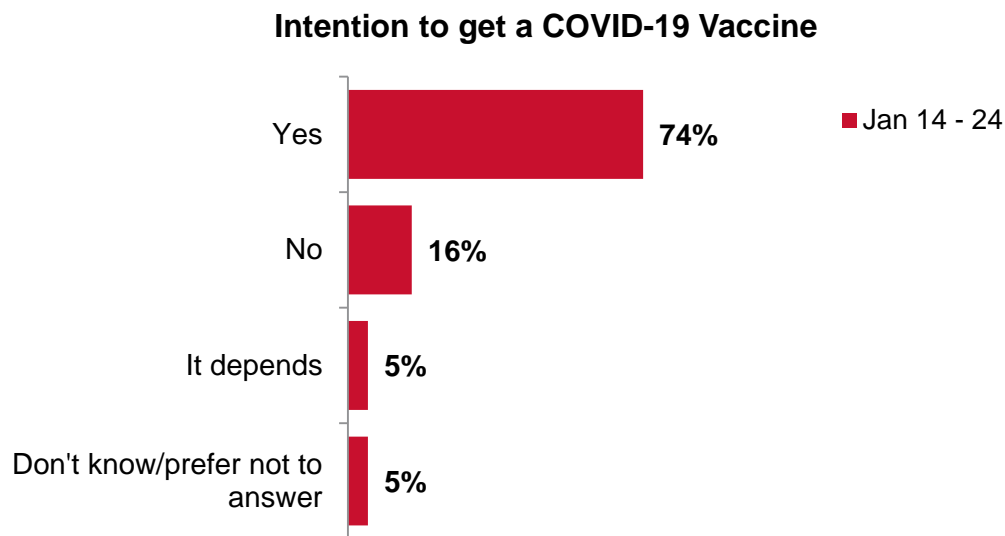
Base: All respondents (n=500 except: May 19 - 25, n=400)

Government decision-makers have to balance the importance of public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19. Do you think the priority should be public health, the economy, or both equally?

Base: All respondents (n=500)

Intention to Get the COVID-19 Vaccine

Three-quarters of Calgarians (74%) intend to get a COVID-19 vaccine when it's available to the general public. Seniors (aged 65 or older) are more likely than younger Calgarians to intend to get a COVID-19 vaccine (84% vs. 70% 18 to 34 and 75% 35 to 64). Compared to residents of the northeast, more Calgarians in the southwest and northwest intend to get vaccinated (81% SW and 78% NW vs. 64% NE).



New question beginning January 14

When a COVID-19 vaccine is available to the general public, do you intend to get it?

Base: All respondents (n=500)

Perceptions and Concern about the Pandemic

The proportion of Calgarians who agree the worst of the pandemic is behind us increased to 36% from 21% last November. The majority of Calgarians (87%) agree we're experiencing a second wave of the pandemic and nearly two thirds (63%) are worried the pandemic is going to get worse. Males are more likely than females to think the worst is behind us (43% vs. 29%) and less likely to think we're experiencing a second wave (83% vs. 91%). Younger Calgarians are more likely than seniors to agree the worst is behind us (49% 18 to 34 and 33% 35 to 64 vs. 21% 65 or older) and less likely to be worried that the pandemic is going to get worse (60% 18 to 34 and 61% 35 to 64 vs. 72% 65 or older).

Perceptions about the Pandemic

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

					Agree	Disagree
The worst of the COVID-19 pandemic is behind us. ¹	Jan 14 - 24	10%	26%↑	26%	35%↓	36%↑ 61%↓
	Nov 9 - 15	9%↓	12%	23%↓	56%↑	21%↓ 79%↑
	Sep 28 - Oct 8	14%	14%	30%	41%	28% 71%
	Aug 18 - 25	14%	18%	28%	37%	32% 66%*
I think we're experiencing a second wave of COVID-19 now. ²	Jan 14 - 24	60%↓	27%↑	4%7%	87%	11%
	Nov 9 - 15	71%	18%	4%7%	88%*	11%
I'm worried the pandemic is going to get worse. ³	Jan 14 - 24	29%	33%	23%	13%	63%* 35%*

¹New question beginning August 18

²New question beginning November 9

³New question beginning January 14

Note: 3% and lower not labelled

*Rounding

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)

City Services During the Pandemic

Compared to last August, fewer Calgarians now trust The City to make the right choices to re-open its services (68%, down from 79%) and believe we're using the right amount of caution to re-open City services (64%, down from 77%). Around three-quarters of Calgarians (77%) trust The City to make the right decisions about providing its services safely during the pandemic. Residents of the southwest and northwest are more likely than those in the southeast to trust The City to make the right choices to re-open its services (73% SW and 70% NW vs. 57% SE). Business owners/operators are less likely than other Calgarians to trust The City regarding this (54% vs. 70%) and to believe we're using the right amount of caution to re-open City services (48% vs. 67%). More females than males agree they trust The City to make the right decisions about providing its services safely during the pandemic (81% vs. 73%).

Perceptions about The City Re-opening Services and Providing Services During the Pandemic

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

Agree Disagree

I trust The City of Calgary to make the right choices to re-open its services. ¹	Jan 14 - 24	25%	43%	17%	14%	68%↓	31%↑
	Sep 28 - Oct 8	31%	44%↓	15%	10%	75%	24%*
	Aug 18 - 25	25%	54%	10%	10%	79%	21%*
I believe we are using the right amount of caution to re-open services provided by The City of Calgary. ¹	Jan 14 - 24	23%↓	42%	20%↓	13%	64%*↓	33%↑
	Sep 28 - Oct 8	30%	45%	14%	9%	75%	23%
	Aug 18 - 25	27%	50%	11%	10%	77%	21%
I trust The City to make the right decisions about providing its services safely during the pandemic. ²	Jan 14 - 24	30%	47%	12%	10%	77%	22%

¹New question beginning August 18

²New question beginning January 14

Note: 3% and lower not labelled

*Rounding

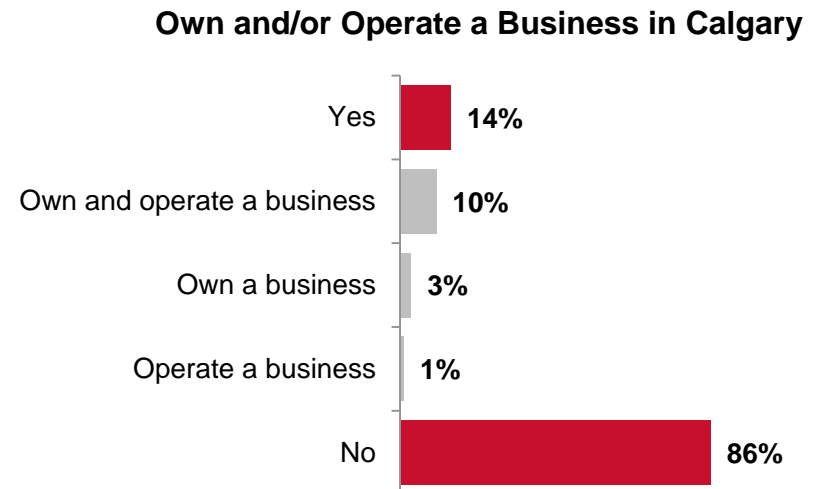
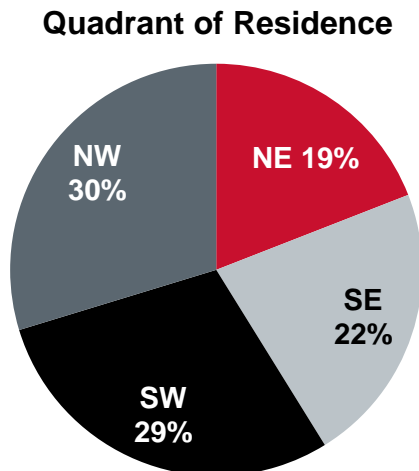
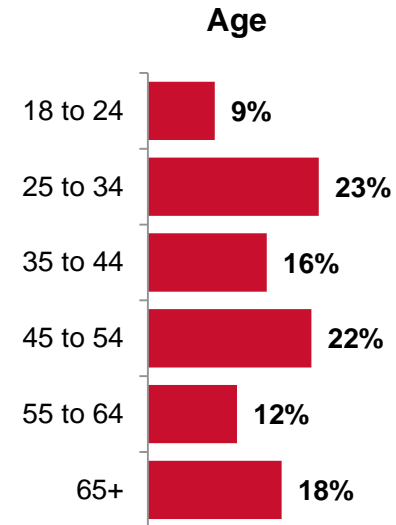
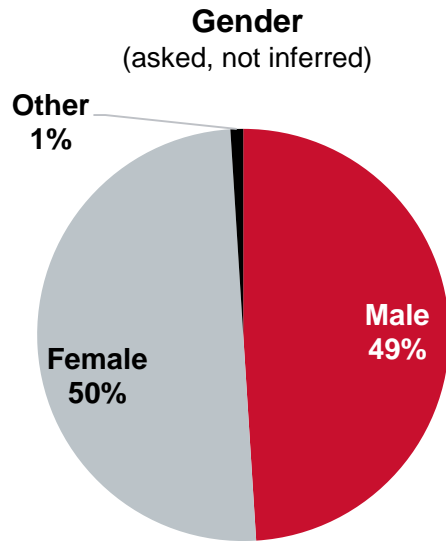
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: All respondents (n=500)

Demographics



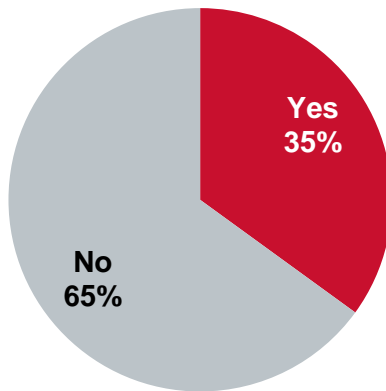
Demographics



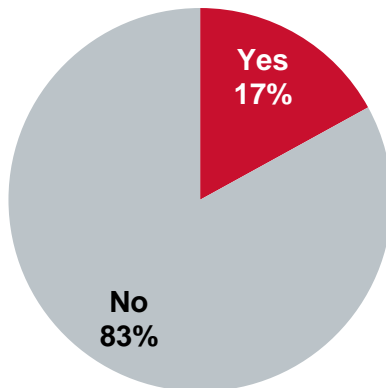
Base: All respondents (n=500)

Demographics – cont'd

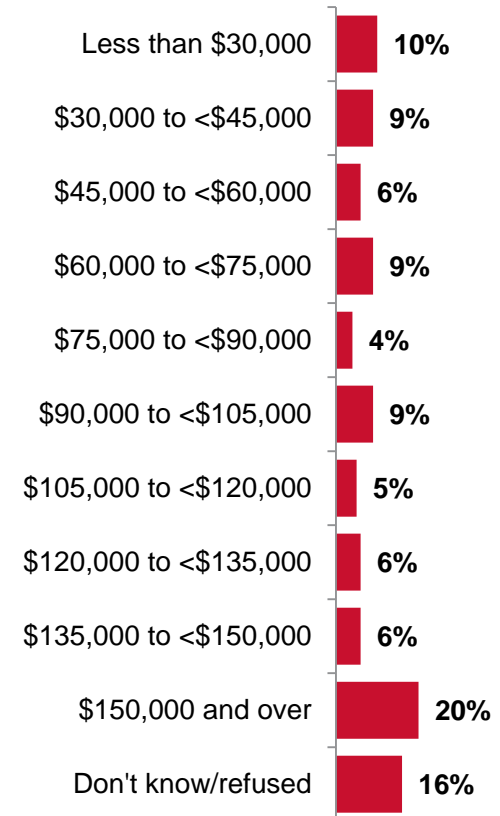
Children Under the Age of 18 in the Household



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



Annual Household Income



Base: All respondents (n=500)

Questionnaire



INT01. INTRODUCTION

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

(INTERVIEWER NOTE: IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "2021 Citizen Perspectives Survey." City staff would be happy to address your concerns.)

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

PREQ.

I want to let you know that the personal information collected in this survey is done so under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to provide guidance to The City of Calgary when it comes to making decisions regarding municipal matters. If you have questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-3617 and specifically mention the "2021 Citizen Perspectives Survey" or send an email to research@calgary.ca.

SCREENERS

QS7. Are you 18 years of age or older?

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

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

QSEX. Record Gender (DO NOT ASK)

Male
Female

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

1. 18 to 19 yrs
2. 20 to 24 yrs
3. 25 to 34 yrs
4. 35 to 44 yrs

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

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

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

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

1. Southwest
2. Southeast
3. Northwest
4. Northeast

99. (DO NOT READ) Refused [THANK AND END SURVEY]

96. (DO NOT READ) Does not live in Calgary [THANK AND END SURVEY]

CITY COVID-19 RESPONSE

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

CV1. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements. How about...? (REPEAT LIST IF NECESSARY)

[ROTATE ITEMS]

I am aware of the current efforts by The City to limit the spread of COVID-19.
I have enough information about what The City is doing to respond to COVID-19.

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

Questionnaire – cont'd

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

[ROTATE ITEMS]

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

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

CONCERN AND CONFIDENCE

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

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

[ASK IF YES OR REFUSED TO QCV4]

CV5_1. Have you experienced a job loss or income loss due to the COVID-19 pandemic?

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

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

- a. Your 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]**

CV13. In your opinion, how much of a threat is the COVID-19 pandemic for...?

[ROTATE ITEMS]

The economy of Calgary
The health of Calgary's population as a whole
Day-to-day life in your community
Your personal financial situation
Your physical health
Your mental health

A major threat
A minor threat
Not a threat

CV14. Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19. How about...? **(REPEAT LIST IF NECESSARY)**

Yourself
Someone in your household
Other family or friends, not in your household

Very concerned
Somewhat concerned
Not very concerned
Not at all concerned
Confirmed or suspected to already have/had it **[DO NOT READ]**
Don't know **[DO NOT READ]**

CV38. Have you or someone you know such as a family member, friend, colleague or acquaintance been confirmed to have COVID-19?

Yes
No
Don't know **[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 believe we are using the right amount of caution to re-open services provided by The City of Calgary.
I trust The City of Calgary to make the right choices to re-open its services.
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 the pandemic.

Questionnaire – cont'd

I think we're experiencing a second wave of COVID-19 now.
I'm worried that the pandemic is going to get worse.

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

CV17. During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

Very stressful
Somewhat stressful
Not very stressful
Not at all stressful
I don't go out at all [DO NOT READ]
Don't know [DO NOT READ]

CV18. Compared to before the pandemic began, would you say your [INSERT ITEM] has improved, remained the same, or worsened? [IF IMPROVED OR WORSENERD] Is that a lot or a little? How about [INSERT NEXT ITEM]?

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

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

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

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

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

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

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

[DO NOT READ; PRE-CODE LIST; ACCEPT UP TO THREE RESPONSES]
The bylaw/masks helps slow or stop the spread of COVID-19 (or "the virus")
Protects everyone/keeps everyone safe
Backed by science/recommended by doctors or medical experts
Common sense/the smart thing to do
Masks aren't effective/don't stop or slow the spread of COVID-19 (or "the virus")
COVID-19 isn't that serious/contagious/it's been blown out of proportion
Violates my rights/freedoms
Not necessary if people are social distancing or it's not crowded
Masks can be/are detrimental to health (physical or mental)
Other (please specify):
Don't know [DO NOT READ]

CV36b. To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

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

CV40. To what extent do you agree or disagree that The City is sufficiently enforcing the Face Coverings Bylaw?

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

Questionnaire – cont'd

CV20. Government decision-makers have to balance the importance of public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19. Do you think the priority should be public health, the economy, or both equally?

[ROTATE]

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

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

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

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

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

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

CV41. As you may already know, in December, the Province of Alberta announced restrictions to slow the spread of COVID19. The restrictions included mandatory face masks in all indoor public places and workplaces, the closure of gyms and recreation facilities, the closure of restaurants and bars to in-person dining, and a ban on indoor and outdoor social gatherings. Overall, to what extent do you support or oppose the Province's restrictions?

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

CV42. When a COVID-19 vaccine is available to the general public, do you intend to get it?

- Yes
- No
- It depends [DO NOT READ]
- Don't know [DO NOT READ]
- Already got it [DO NOT READ]

DEMOGRAPHICS

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

- Yes
- No
- Refused

DQ3. Is there anyone aged 65 years or older living in your household?

[PROGRAMMER: IF RESPONDENT IS 65 OR OLDER, PREFACE QUESTION WITH "BESIDES YOURSELF"]

- Yes
- No
- Refused

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

- Own and operate a business
- Own a business
- Operate a business
- Prefer to not answer [DO NOT READ]

DQ13. Which of the following categories best describes the total annual income, before taxes, of all the members of your household? (READ LIST)

- 1 Less than \$90,000
- 2 \$90,000 and over
- 99 [DO NOT READ] Don't Know / Refused (SKIP TO DQ16)

[IF "Less than \$90,000" ASK DQ14. IF "\$90,000 and over" ASK DQ15. IF DK/REF, GO TO DQ16]

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

- 1 Less than \$30,000
- 2 \$30,000 to just under \$45,000
- 3 \$45,000 to just under \$60,000

Questionnaire – cont'd

4 \$60,000 to just under \$75,000
5 \$75,000 to just under \$90,000
99 (DO NOT READ) Refused

99 Prefer not to answer

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

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