



Calgary



2021 Citizen Perspectives Survey Report COVID-19 Snapshot 10

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Highlights at a Glance*

FACE MASKS

94%**
Always wear a face mask
in public/confined spaces

85%
Support the Face
Coverings Bylaw

80%
More willing
to be in public
because of the bylaw



49% [↓ from 57%]
Agree The City is
sufficiently enforcing
the bylaw

THE CITY'S COVID-19 RESPONSE

63% [↓ from 73%]
Satisfied with The
City's response

The City's response has been . . .

69% [↓ from 76%]
helpful

62% [↓ from 74%]
quick enough

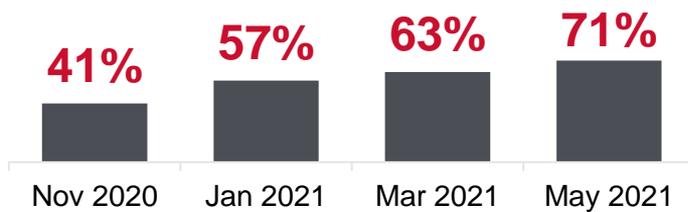


54%
Trust The City regarding
its **COVID-19 response**

65%
Trust The City to
make the right choices
to re-open its services

COVID-19 PANDEMIC IMPACTS

Have/had or know someone who **has/had COVID-19**:



60% [↑ from 53%]
Stressful to be in public
during the pandemic



46%
[↓ from 61%]
Think the **worst**
is behind us

59%
Concerned about
oneself
becoming ill
from COVID-19

67% [↑ from 57%]
Concerned about
household member
becoming ill
from COVID-19

62%
[↑ from 46%]
Worried the pandemic
is **going to get worse**



76%
Intend to get **vaccinated**
(among those not already)

*Data collection: May 6 - 13, 2021, comparisons are to the last survey wave "COVID-19 Snapshot 9" (data collection March 11 - 19, 2021).

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



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Background & Methodology

Background

The City of Calgary surveys citizens about their opinions, preferences, and attitudes in order to help support data-driven City decision-making. The Citizen Perspectives Survey is one of the ways by which data are collected, and 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 tenth COVID-19 Snapshot survey.

Methodology

The survey was conducted by Leger from May 6 to 13, 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 (34% of completed surveys) and cell phones (66%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 15 minutes in duration. The margin of error (MOE) for the total sample of n=500 is ± 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.

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

The approximate timing of the peak of each of the three waves of the pandemic (for the purposes of this report, peak is defined as number of new COVID-19 cases confirmed**) is noted in charts with: Wave 1 (W1) Wave 2 (W2) Wave 3 (W3)

**Source: <https://www.chi-csm.ca/> (Centre for Health Informatics, Cumming School of Medicine, University of Calgary); May 27, 2021

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
COVID-19 Snapshot 9	March 11 - March 19	500
COVID-19 Snapshot 10	May 6 - 13, 2021	500

*No interviewing on November 11 (Remembrance Day)



COVID-19 Pandemic Timeline

2020 January 25 – First presumptive case in Canada

January 27 – First confirmed case in Canada

March 5 – First presumptive case in Alberta; beginning Wave 1

March 8 – Canada records first COVID-19 death

March 11 – World Health Organization declares pandemic

March 15 – City of Calgary declares State of Local Emergency (SOLE) and closes non-essential business and services, City-owned/operated facilities, pools and libraries, and all daycares; Alberta schools closed to in-person classes

March 17 – Alberta declares State of Public Health Emergency

March 18 – Canada-USA border closed to non-essential travel

March 19 – Alberta records first COVID-19 death

April 23 – 2020 Calgary Stampede cancelled

May 13 – Alberta implements Stage 1 of relaunch, with the exception of Calgary and Brooks

May 15 – End Wave 1

May 25 – Phase 1 of relaunch begins in Calgary and Brooks

June 1 – COVID-19 testing available to all Albertans

June 12 – Alberta implements Stage 2 of relaunch; Calgary's SOLE expires

June 16 – Alberta's State of Public Health Emergency expires

August 1 – Temporary Face Coverings Bylaw in effect

September 1 – Return to class for Kindergarten – Grade 12

October 3 – Beginning of Wave 2

November 24 – Alberta restricts social gatherings and closes high schools to in-person classes until after Christmas break

December 5 – 1,879 cases recorded in Alberta (the province's highest single day count)

December 8 – Alberta declares enhanced restrictions to limit the spread of COVID-19, including restrictions on indoor and outdoor gatherings and businesses

December 15 – First vaccine doses available to long-term care residents and health care workers in Alberta

2021 January 11 – High school students return to class

January 14 – Alberta eases some restrictions on personal services

February 8 – Step 1 restrictions lifted in Alberta

February 14 – End of Wave 2

February 24 – Vaccine available to Albertans aged 75 years or older not living in a long-term care residence

February 28 – Step 2 restrictions lifted in Alberta

March 15 – Vaccine available to Albertans aged 65 years or older

March 16 – Beginning of Wave 3

March 30 – Vaccine available to Albertans born between 1957 and 1963 as well as adults aged 12-64 with eligible underlying conditions

April 9 – Alberta returns to Stage 1

April 20 – AstraZeneca vaccine becomes available to Albertans aged 40 years or older

May 4 – Alberta announces new restrictions on public gatherings, retail capacity, personal care services and outdoor dining at restaurants, and closing schools for in-person classes

May 6 – Vaccine available to Albertans aged 30 years or older

May 10 – Vaccine available to Albertans aged 12 years or older

Key Findings



Key Findings

Calgarians' perceptions of The City's pandemic response has become somewhat less favourable during the third wave of the pandemic.

- As of the third wave of the pandemic, fewer Calgarians think The City's response has been quick enough (62%, down from 74% in March) and/or helpful (69%, down from 76% in March).
- Satisfaction with The City's response to the pandemic dropped from 73% in March to 63% in May. It is now 21 percentage points lower than when tracking began in late April/early May 2020.
- One-half (49%) of Calgarians think The City is sufficiently enforcing the Face Coverings Bylaw, down from 57% in March.

Calgarians' optimism about the pandemic has waned since earlier this spring, although the Face Coverings Bylaw continues to make the majority more willing to engage in activities in public during this time.

- Following optimism in March that the worst of the pandemic was behind us (61% agreeing), fewer now think the worst has passed (46%). Conversely, compared to March, more Calgarians agree they're worried the pandemic is going to get worse (62%, up from 46%).
- More Calgarians are once again finding it stressful to be in public during the pandemic. After dropping from 62% in January to 53% in March, there's been an increase in May to 60%.
- Notably, a majority (80%) of Calgarians agree that making face masks mandatory in some public places increases their willingness or confidence to be in public, on par with results going back to Fall 2020. Of note, although overall agreement (i.e. 'strongly' agree plus 'somewhat' agree) hasn't changed, there's been an increase in the proportion of those who 'strongly' agree, from 48% in Fall 2020 to 60% in May 2021.



Key Findings – cont'd

There is still a strong appetite for government decision-makers to prioritize both public health and the economy equally; however, preference for prioritizing public health over the economy increased since March.

- Although more Calgarians still prefer that government decision-makers prioritize both public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19, there's been an increase in preference for prioritizing public health. In May, 39% said government decision-makers should prioritize public health, up from 27% in March. Conversely, there was a decrease in the support for prioritizing both public health and the economy, from 60% in March to 52% in May.
 - The increase in the proportion wanting government decision-makers to prioritize public health since March is mostly due to an increase among females as opposed to males (17 percentage points increase vs. 5 points increase, respectively).

Detailed Findings





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

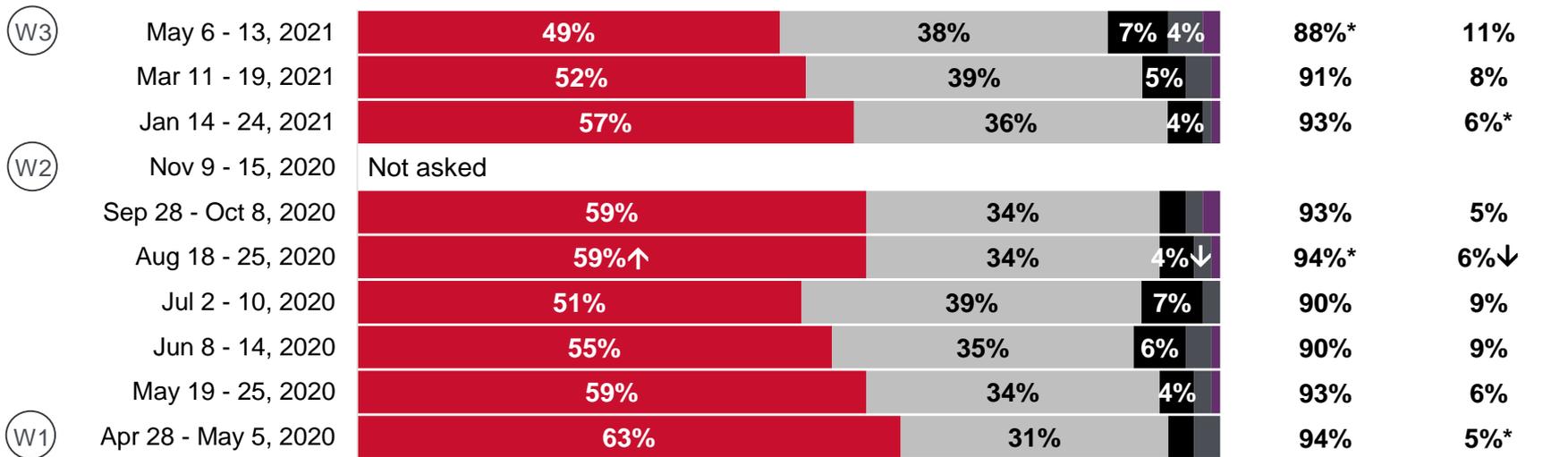


Awareness of The City's COVID-19 Response

The majority (88%) of Calgarians agree they're aware of The City's current efforts to limit the spread of COVID-19, although this is down from a high of 94% last August.

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, 2020, n=400; Apr 28 - May 5, 2020, n=400)

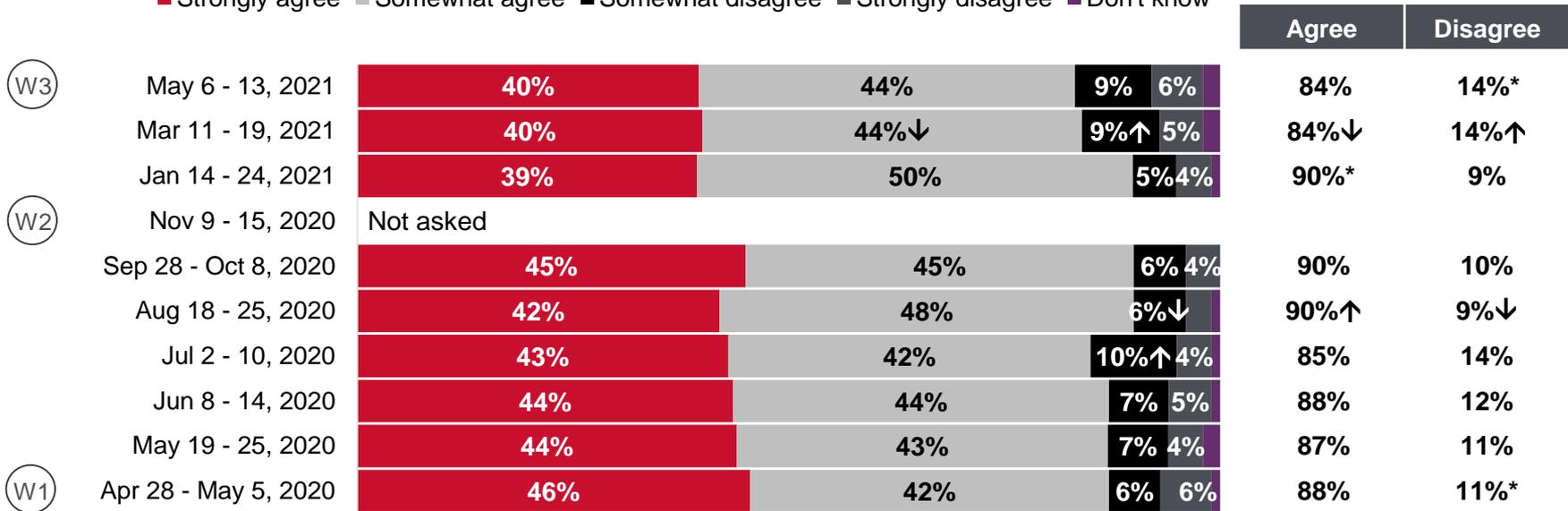


Quantity of The City's COVID-19 Information

Consistent with results this past March, the majority (84%) of Calgarians agree they have enough information about The City's COVID-19 response, although this is down from 90% in January.

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)

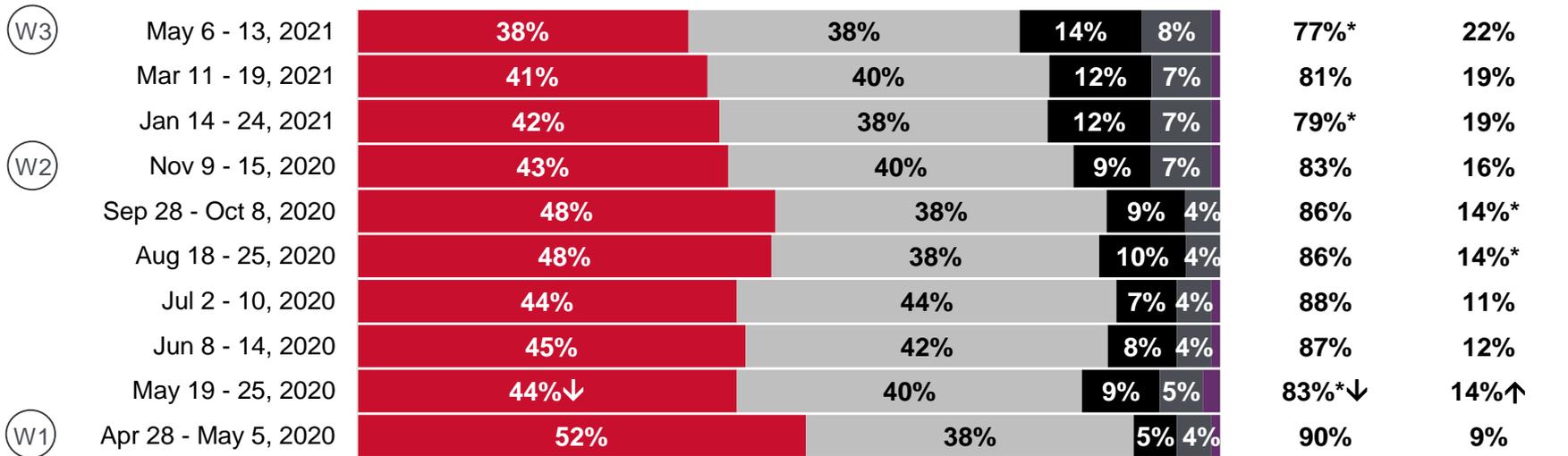


Clarity of The City's COVID-19 Information

Around three-quarters (77%) of Calgarians agree the information provided by The City has been clear, on par with results from recent Snapshots but down from a high of 90% in late April/early May 2020. Residents of the SE are more likely than other residents to agree the information from The City has been clear (87% vs. 77% SW, 73% NW and 71% NE).

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)

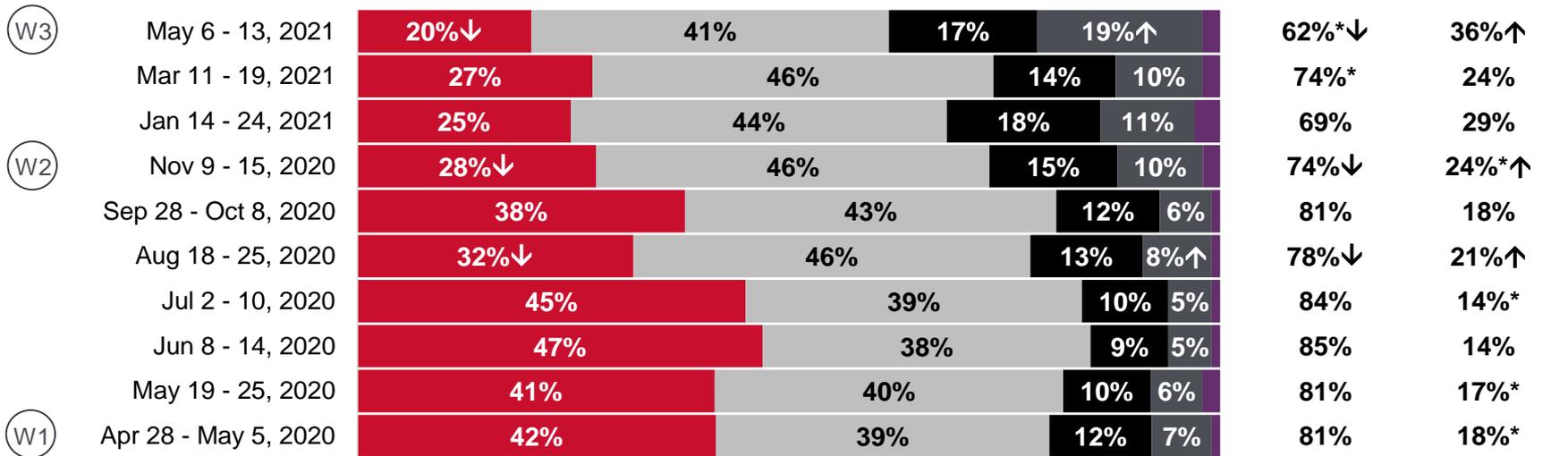


Speed of The City's COVID-19 Response

The proportion of Calgarians who agree The City's response has been quick enough dropped to 62%, from 74% in March, and is at its lowest point since late April/early May 2020. Ratings of 'strongly agree' dropped 7 percentage points while ratings of 'strongly disagree' increased 9 points compared to March 2021.

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)

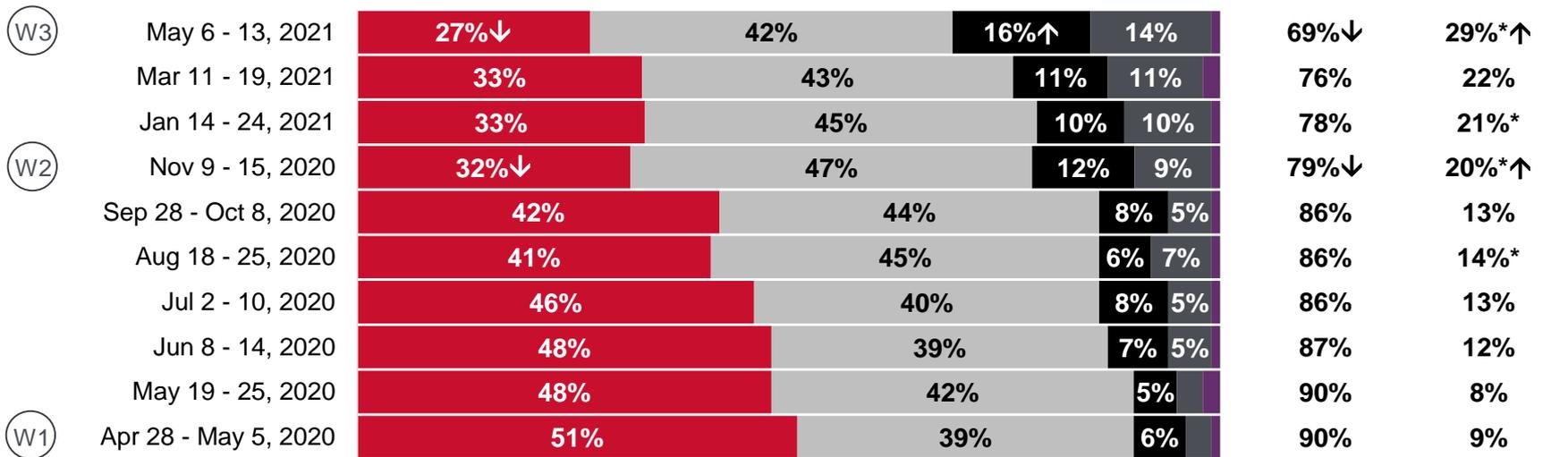


Helpfulness of The City's COVID-19 Response

Seven-in-ten Calgarians (69%) agree The City's response has been helpful, down from 76% in March and from a high of 90% in early April through May 2020. This decline over the past year is largely the result of a drop in ratings of 'strongly agree,' from 51% in late April/early May 2020 to 27% in May 2021.

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)

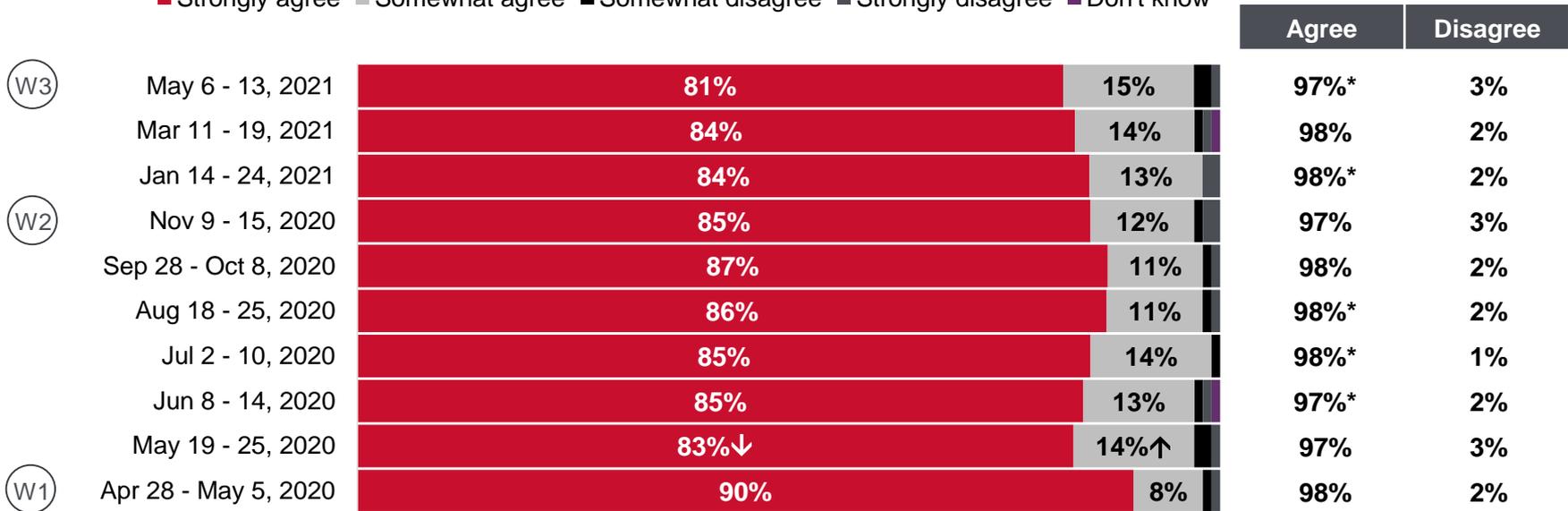


Understand How to Limit COVID-19 Spread

Nearly all Calgarians (97%) agree they understand what they're supposed to do to limit the spread of COVID-19 and this has remained consistent since the first COVID-19 Snapshot survey was conducted in Spring of 2020.

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)

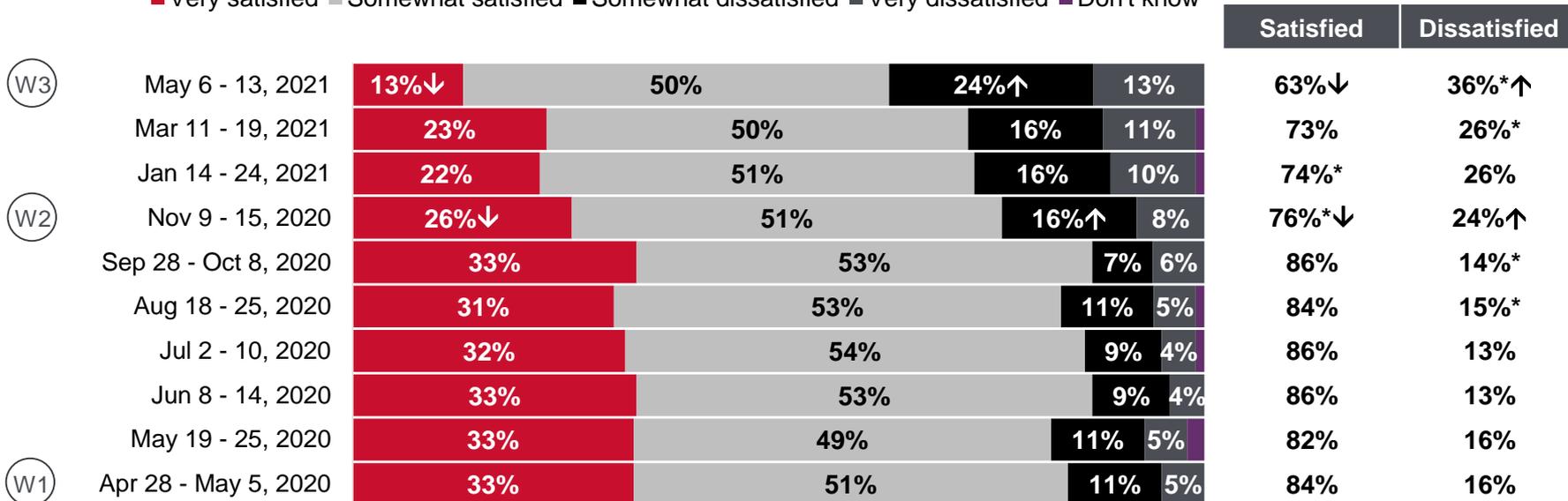


Satisfaction with The City's COVID-19 Response

The proportion of Calgarians satisfied with The City's COVID-19 response dropped 10 percentage points since March, from 73% to 63%, and is at its lowest point since late April/early May 2020.

Satisfaction with The City's COVID-19 Response

■ Very satisfied ■ Somewhat satisfied ■ Somewhat dissatisfied ■ Very dissatisfied ■ Don't know



Note: 3% and lower not labelled

*Rounding

Overall, how satisfied are you with The City's COVID-19 response?
 Base: All respondents (n=500)

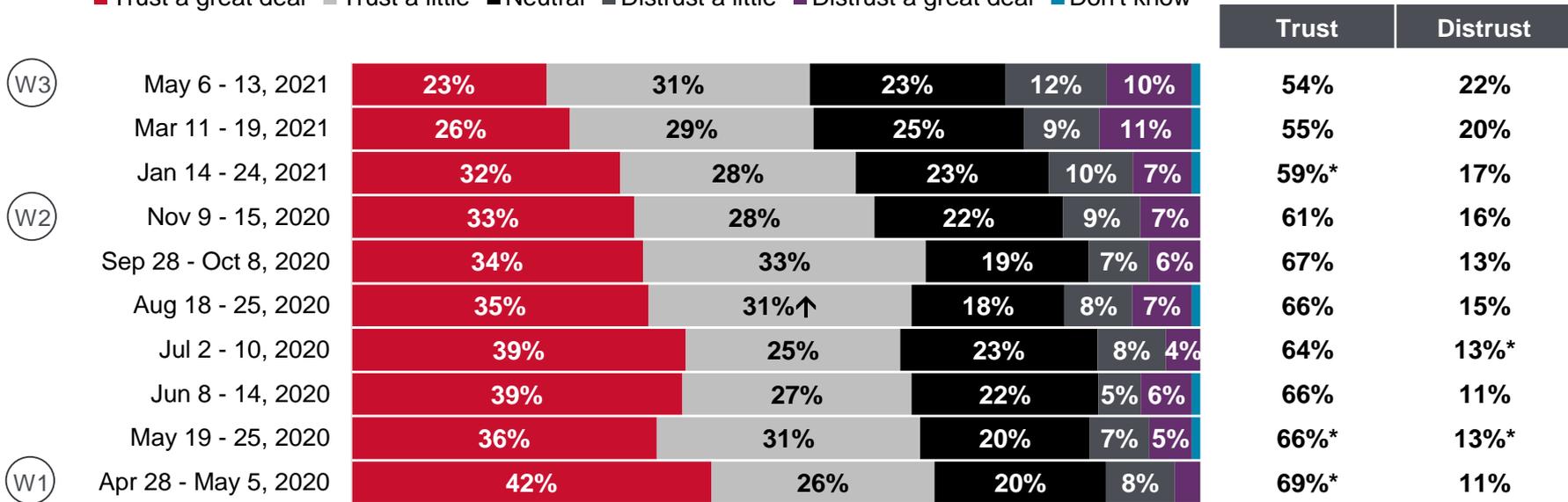


Trust in The City's COVID-19 Response

Slightly more than one-half (54%) of Calgarians say they trust The City in terms of its COVID-19 response, on par with results in March but down from a high of 69% in late April/early May 2020. Calgarians between the ages of 18 and 34 years are less likely than older Calgarians to trust The City regarding its pandemic response (45% vs. 59% 35 to 64 and 60% 65 or older).

Trust in The City Regarding COVID-19 Response

■ Trust a great deal ■ Trust a little ■ Neutral ■ Distrust a little ■ Distrust a great deal ■ Don't know



Note: 3% and lower not labelled *Rounding

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)



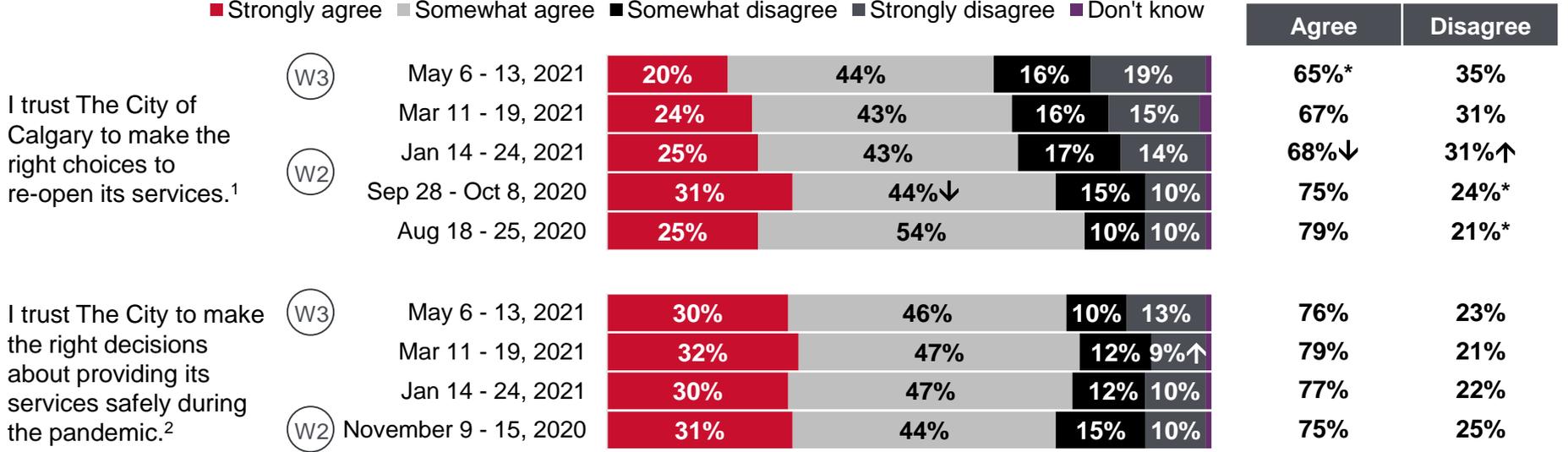
City Services During the Pandemic

Two-thirds (65%) of Calgarians agree they trust The City to make the right choices to re-open its services, consistent with results from January and March but down from a high of 79% in August 2020.

Three-quarters (76%) of Calgarians agree they trust The City to make the right decisions about providing its services safely during the pandemic, on par with results from January and March. Females are more likely than males to agree with this (80% vs. 71%).

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

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



Note: 3% and lower not labelled

*Rounding

¹New question beginning August 18
²New question beginning January 14

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

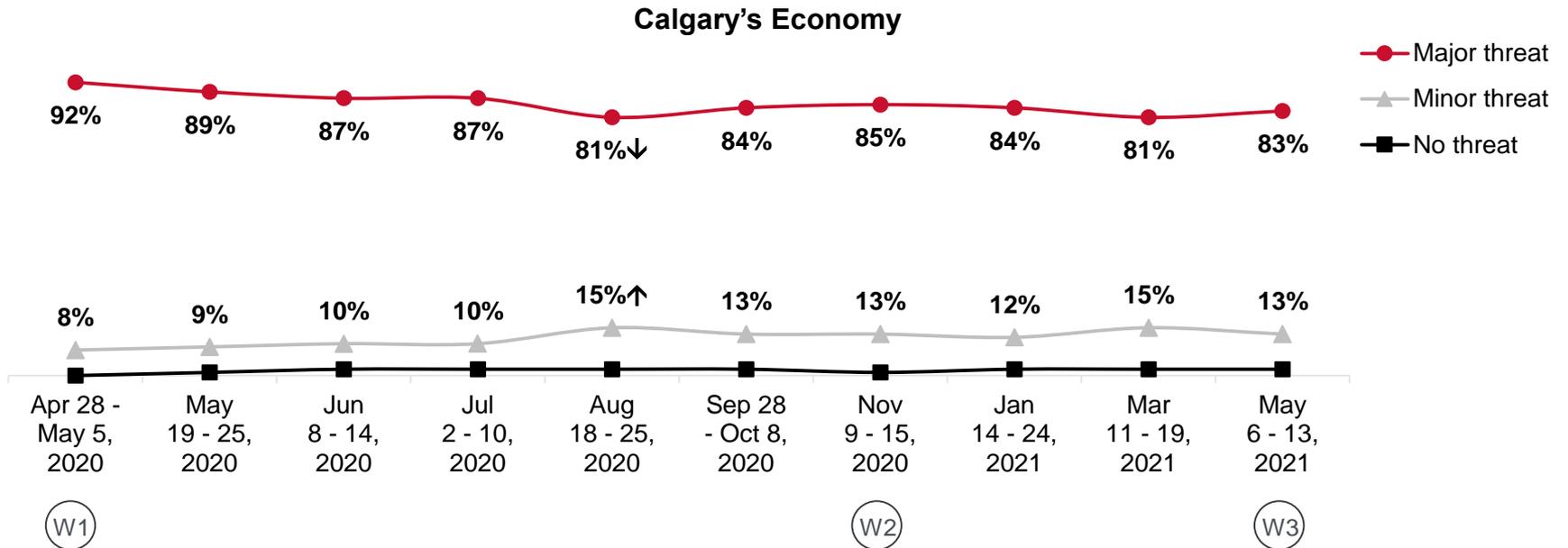


Concern about COVID-19 and the Pandemic



Perceived Threat Level of COVID-19

Consistent with results since August 2020, around four-in-five Calgarians (83%) see the pandemic as a major threat to Calgary’s economy. This is down 9 percentage points since late April/early May 2020. Residents of the SW and NE are more likely than those of the NW to view the pandemic as a major threat to Calgary’s economy (87% and 88% vs. 78%, respectively).



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)

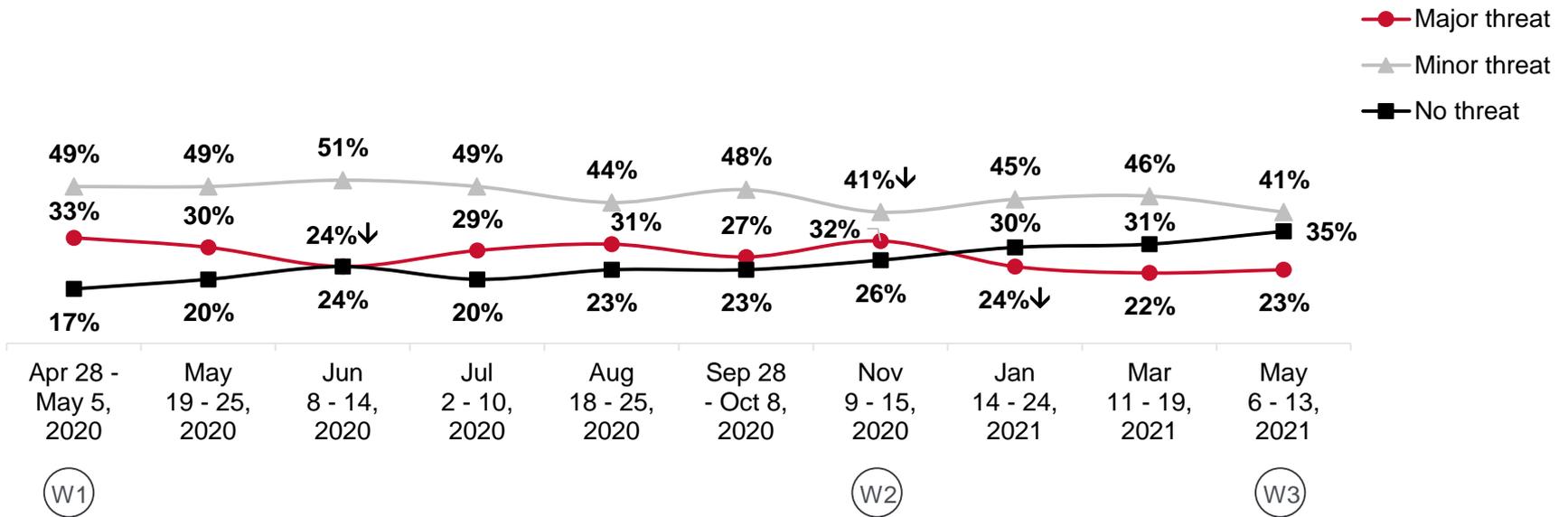
Note: Data points less than 5% not labelled



Perceived Threat Level of COVID-19 – cont'd

Around one-quarter (23%) of Calgarians think the pandemic is a major threat to their personal financial situation while more see it as either a minor threat (41%) or no threat (35%). Seniors (those aged 65 or older) are much less likely to say the pandemic is a major threat to their financial situation (7% vs. 23% 18 to 34 and 29% 35 to 64). Calgarians with lower household incomes are more likely than others to see the pandemic as a major threat to their financial situation (33% <\$45K, 37% \$45K - <\$75K, 24% \$75K - <\$105K, 16% \$105K - <\$135K and 16% \$135K or more).

Your Personal Financial Situation



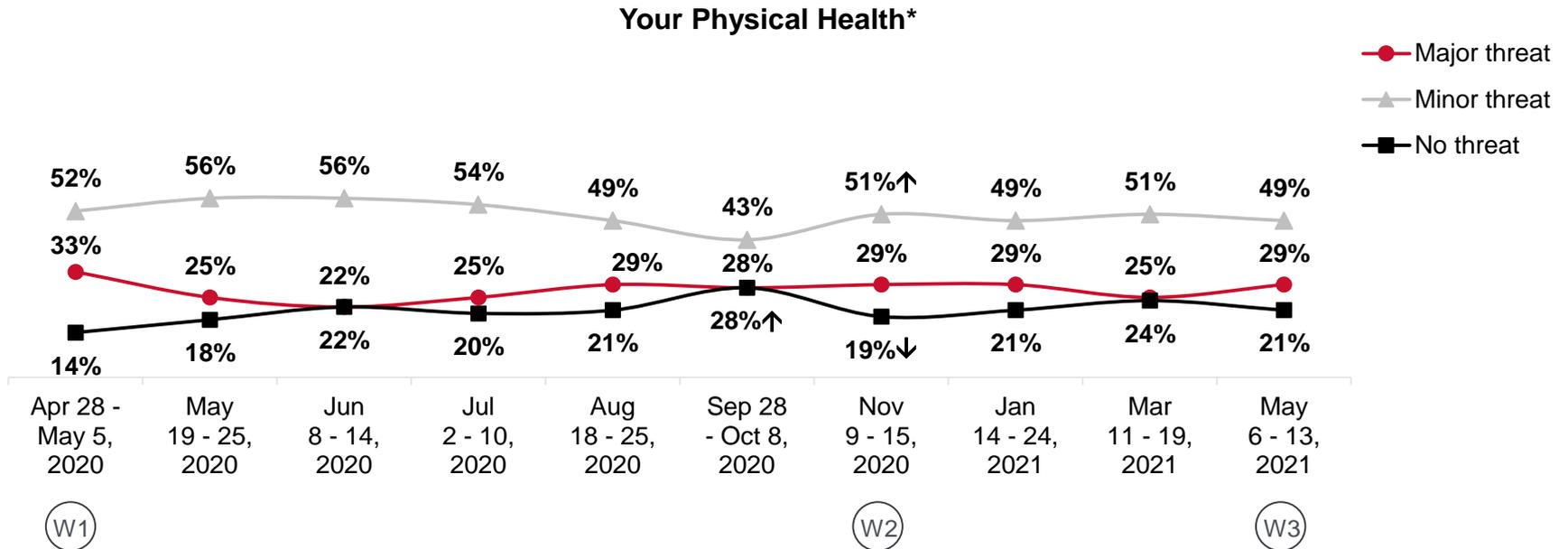
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?
 Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Note: Data points less than 5% not labelled



Perceived Threat Level of COVID-19 – cont'd

Three-in-ten Calgarians (29%) perceive the pandemic to be a major threat to their physical health, consistent with results since August 2020, while half (49%) see it as a minor threat. More males than females say the pandemic is no threat to their physical health (26% vs. 16%, respectively).



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)

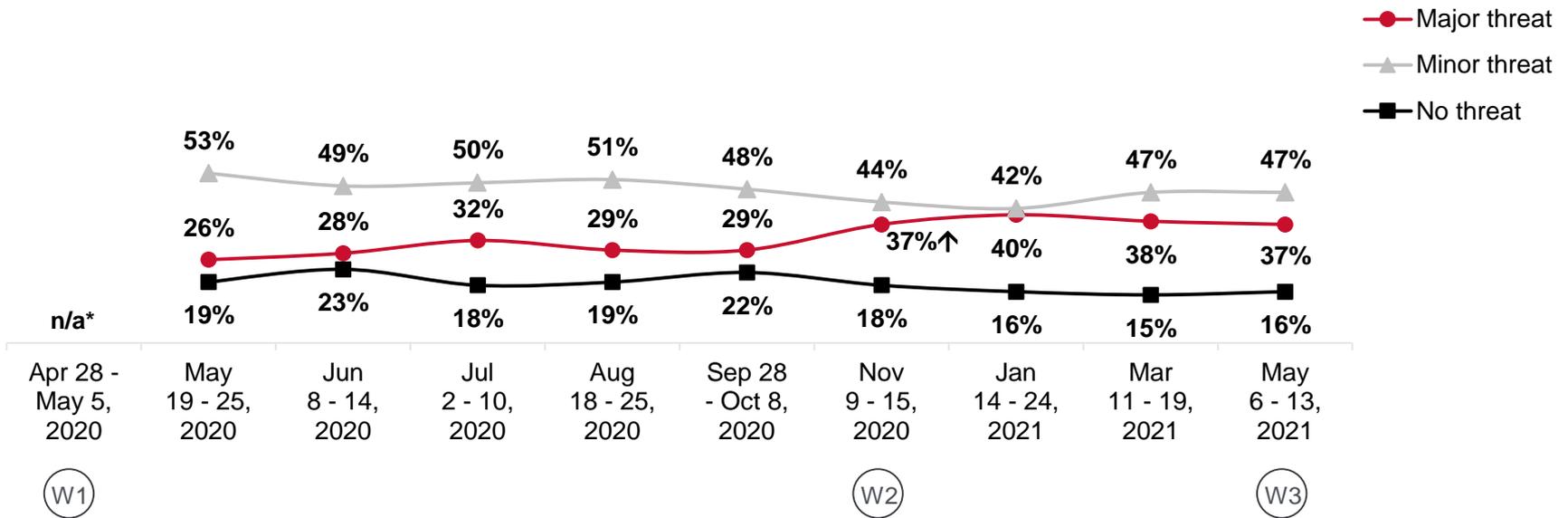
*In Snapshot 1, the question asked about “personal health.” In Snapshot 2, the question was revised to specify “mental health” and “physical health” separately.



Perceived Threat Level of COVID-19 – cont'd

Nearly two-in-five Calgarians (37%) say the pandemic is a major threat to their mental health while nearly half (47%) think it's a minor threat. Females are more likely than males to perceive the pandemic as a major threat to their mental health (47% vs. 27%, respectively) while more males than females say it's no threat (21% vs. 10%, respectively). Compared to seniors, younger Calgarians are more likely to see the pandemic as a threat to their mental health (41% 18 to 34 and 41% 35 to 64 vs. 20% 65 or older).

Your Mental Health



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)

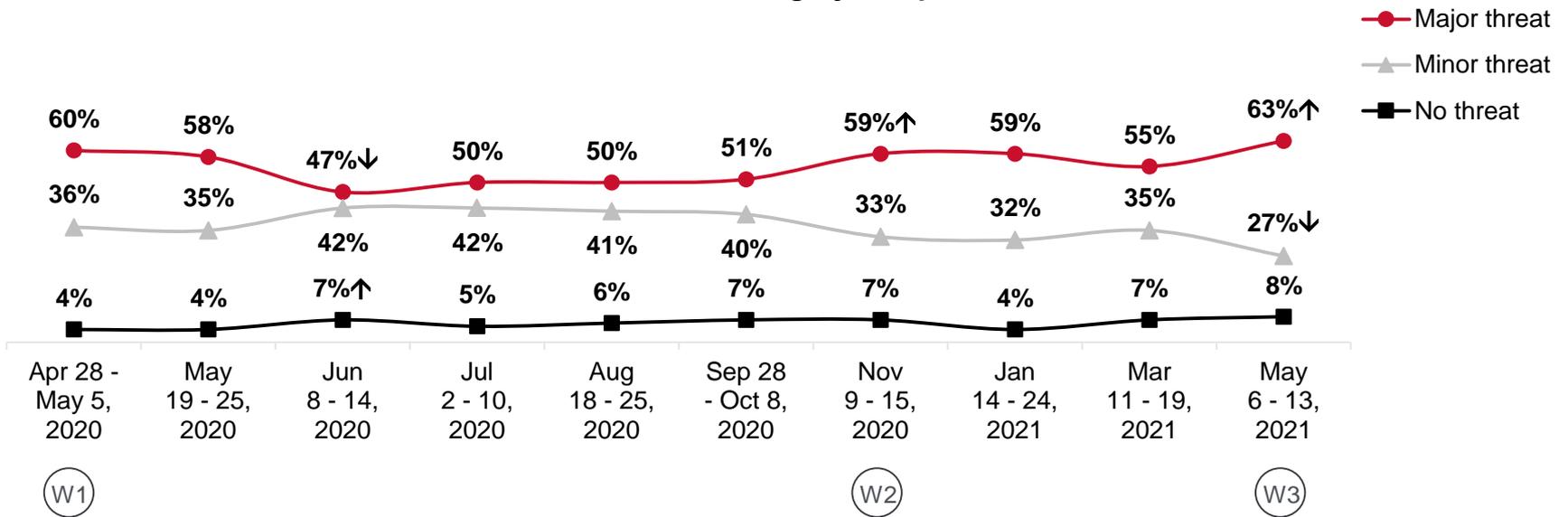
*In Snapshot 1, the question asked about “personal health.” In Snapshot 2, the question was revised to specify “mental health” and “physical health” separately.



Perceived Threat Level of COVID-19 – cont'd

Nearly two-thirds (63%) of Calgarians perceive the pandemic to be a major threat to the overall health of Calgary's population, up from 55% in March and on par with results from late April/early May 2020. Around a quarter (27%) see it as a minor threat. Females are more likely than males to say it's a major threat (71% vs. 55%, respectively).

Overall Health of Calgary's Population



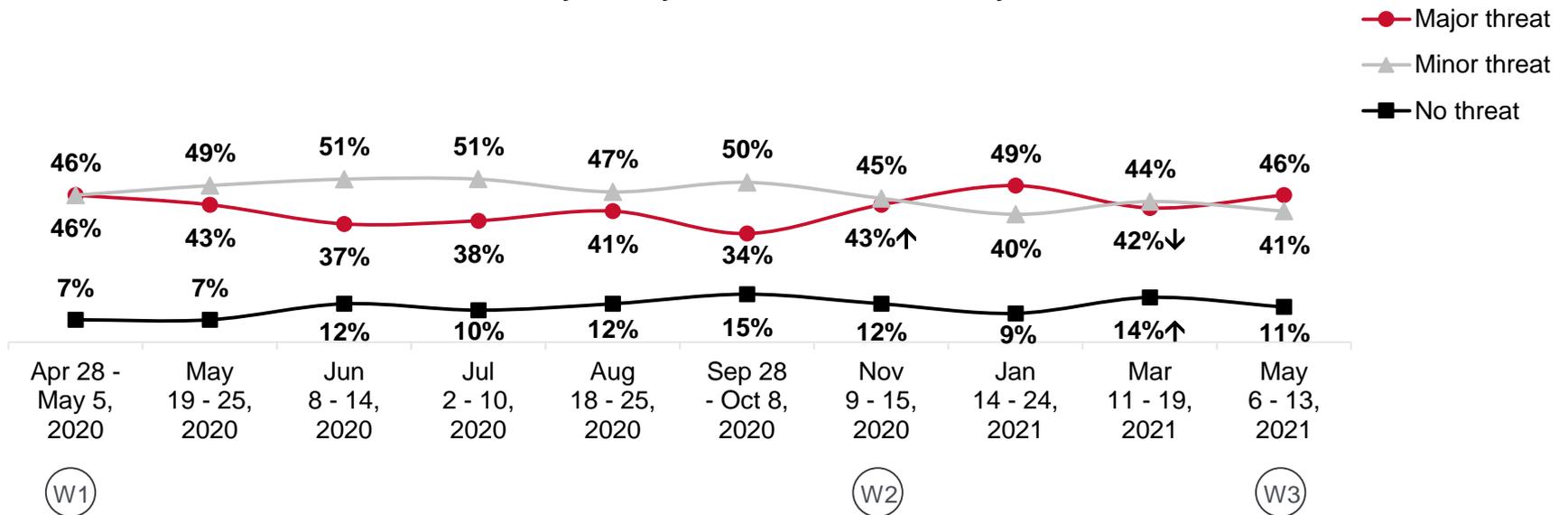
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?
 Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)



Perceived Threat Level of COVID-19 – cont'd

Just less than one-half (46%) of Calgarians think the pandemic is a major threat to day-to-day life in their community while nearly as many (41%) say it's a minor threat. Females are more likely than males to perceive it to be a major threat (51% vs. 41%, respectively).

Day-to-Day Life in Your Community



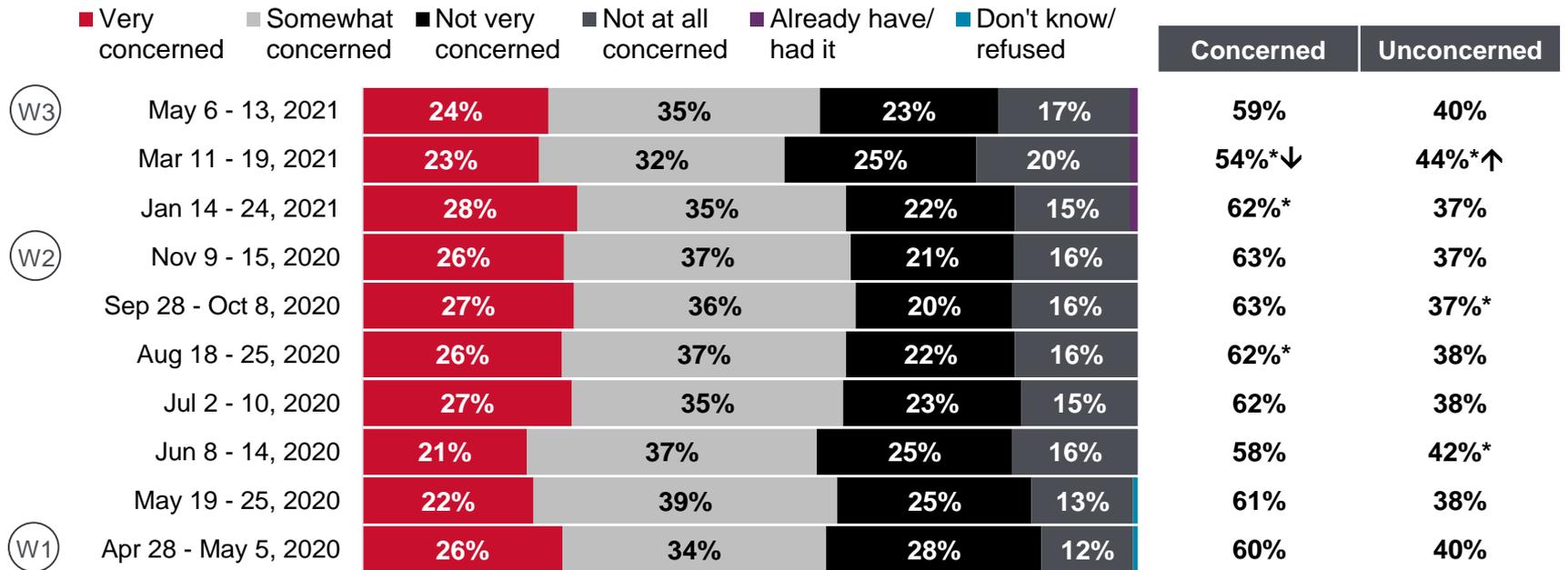
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?
 Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)



Concern about Becoming Ill From COVID-19

Three-in-five Calgarians (59%) are concerned about becoming ill from COVID-19. More females than males are concerned about this (65% vs. 53%, respectively).

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.

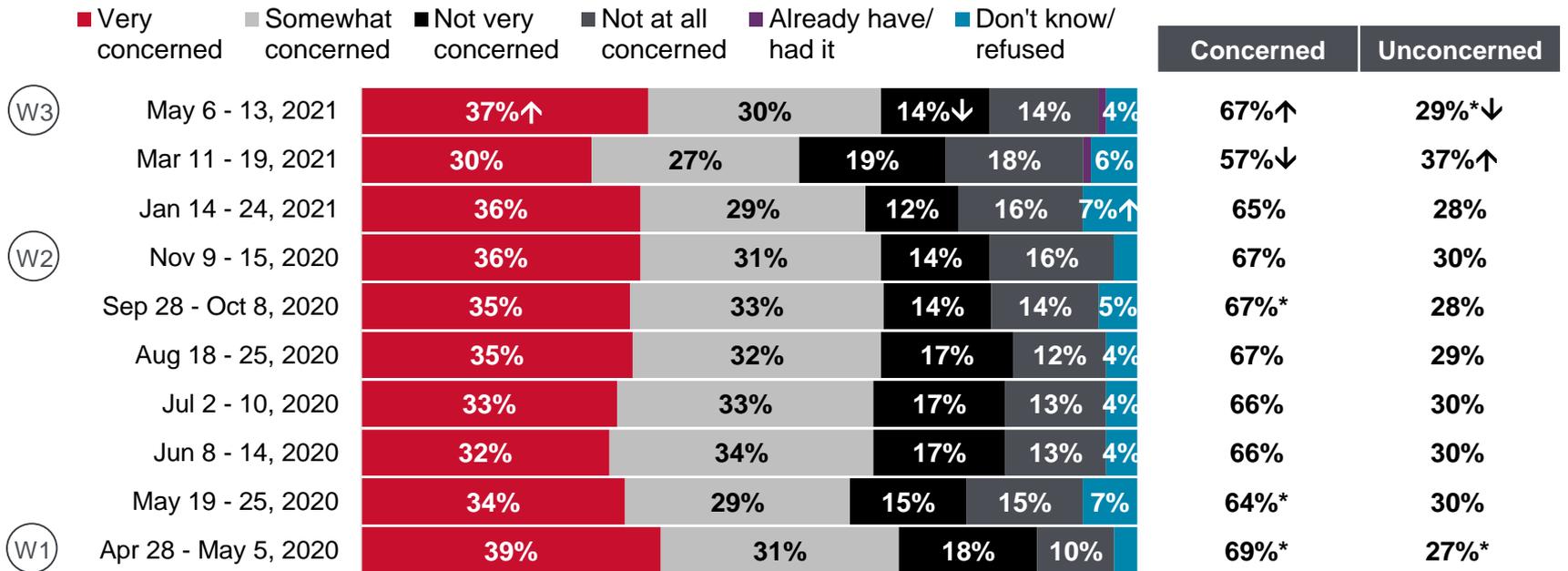
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)



Concern about Becoming Ill From COVID-19

Two-thirds (67%) of Calgarians are concerned about a household member becoming ill from COVID-19, up from 10 percentage points in March, when it dropped from 65% to 57%. It's now back on par with results from late April/early May 2020 through January 2021. Females are more likely than males to be concerned about a household member getting sick from COVID-19 (73% vs. 60%, respectively). Those with a senior in the household are also more likely than others to be concerned about this (79% vs. 64%, respectively).

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.

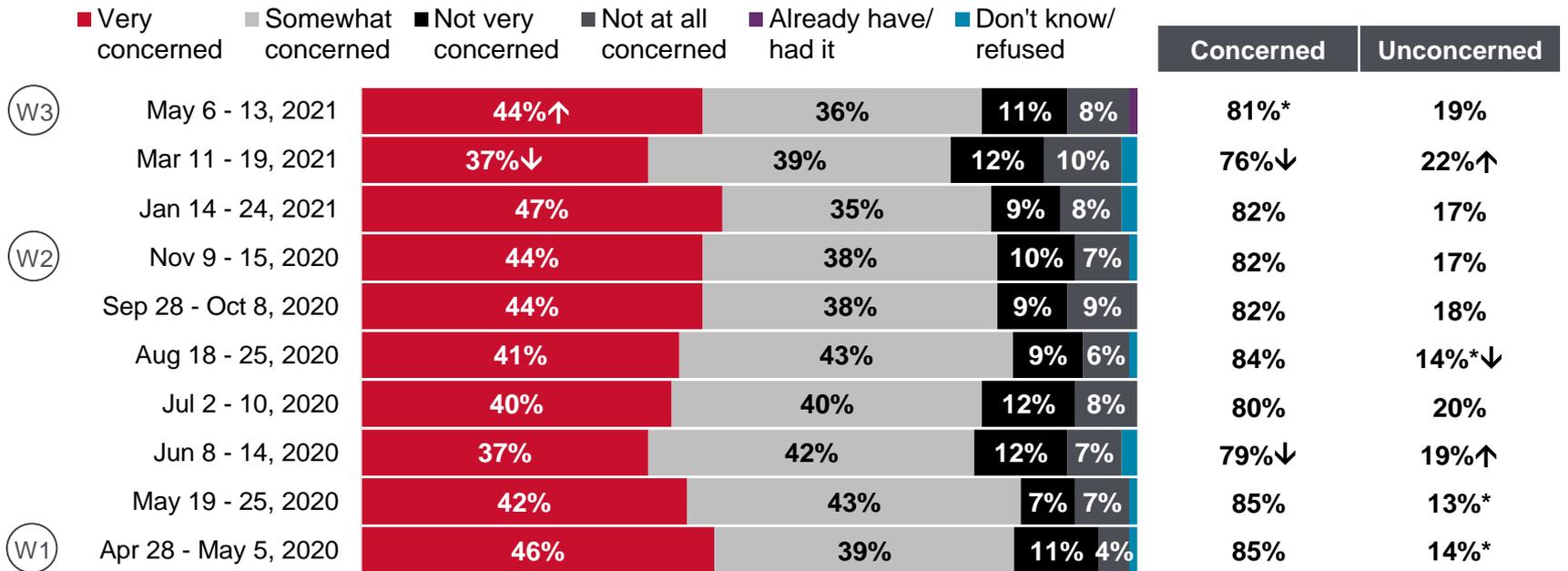
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)



Concern about Becoming Ill From COVID-19

Four-in-five Calgarians (81%) are concerned about family or friends who don't reside with them becoming ill from COVID-19. Females are more likely than males to be concerned about this (85% vs. 76%, respectively).

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.

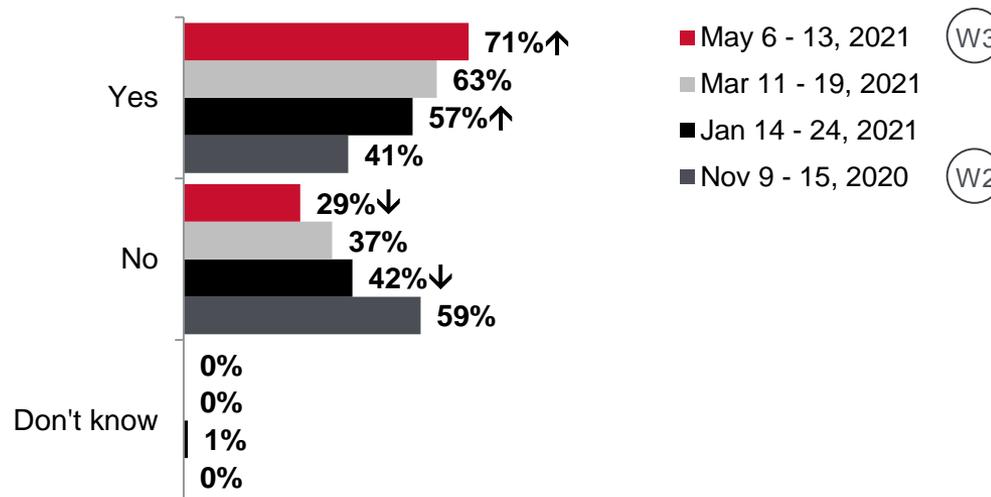
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)



Have or Know Someone who has/had COVID-19

The majority (71%) of Calgarians have either been confirmed to have COVID-19 or know someone who has, up from 63% in March and from 41% last November. Calgarians aged 18 to 64 years are much more likely than seniors (aged 65 years or older) to have had COVID-19 or know someone who has (74% 18 to 34 and 76% 35 to 64 vs. 50% 65 or older). Calgarians with household incomes of \$45,000 or more are more likely than others to have had COVID-19 or know someone who has (72% \$45K - <\$75K, 72% \$75K - <\$105K, 75% \$105K - <\$135K and 85% \$135K or more vs. 55% <\$45K).

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)



Impacts of the COVID-19 Pandemic

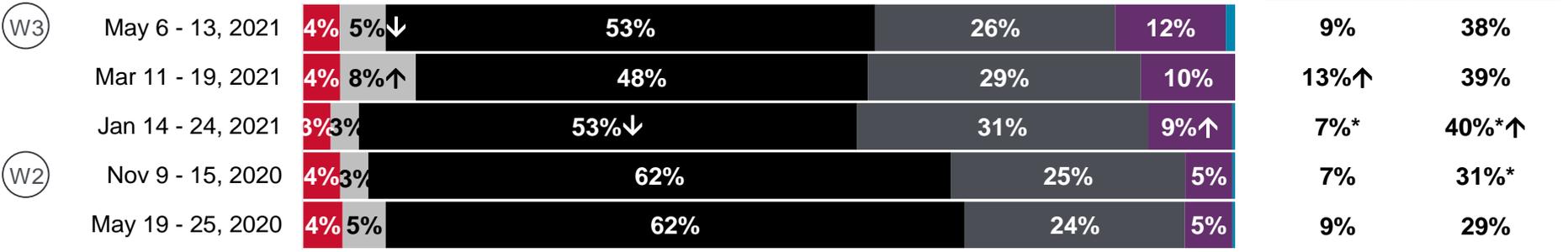


Changes in Physical Health

Two-in-five Calgaryans (38%) report their physical health has worsened since before the pandemic began, on par with results from January through March. For around half (53%), their physical health has stayed about the same. More females than males say their physical health has worsened during the pandemic (43% vs. 32%, respectively).

Change in Physical Health Since the Pandemic Began

■ Improved a lot
 ■ Improved a little
 ■ Stayed the same
 ■ Worsened a little
 ■ Worsened a lot
 ■ Don't know/refused



Note: 2% and lower not labelled *Rounding

Beginning Nov 9 - 15: 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 (n=500 except: May 19 - 25, n=400)



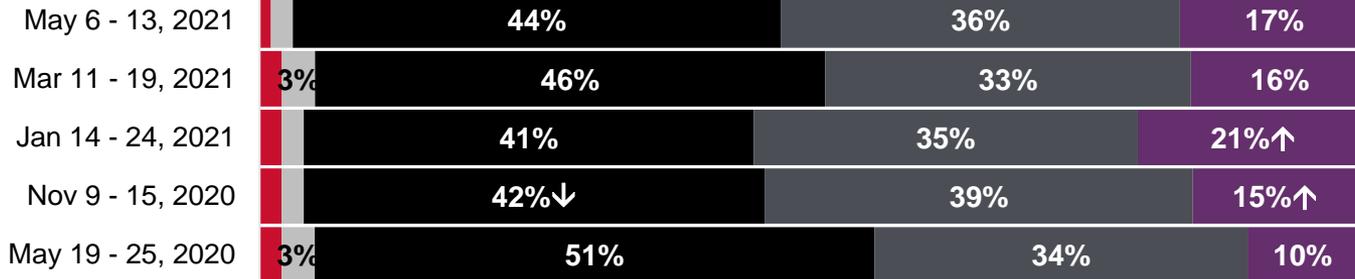
Changes in Mental Health

Around one-half (53%) of Calgarians say their mental health has worsened during the pandemic. This is on par with results since November and 10 points higher than in May 2020. Females are more likely than males to report that their mental health is worse than before the pandemic began (59% vs. 47%, respectively). Calgarians aged 18 to 64 years are more likely than seniors (those 65 years or older) to say their mental health has worsened (58% 18 to 34 and 53% 35 to 64 vs. 42% 65 or older), while seniors are more likely to say it's stayed about the same as before the pandemic (56% vs. 37% 18 to 34 and 44% 35 to 64).

Change in Mental Health Since the Pandemic Began

■ Improved a lot
 ■ Improved a little
 ■ Stayed the same
 ■ Worsened a little
 ■ Worsened a lot
 ■ Don't know/refused

W3



Improved	Worsened
3%	53%
5%	49%
3%*	55%*
3%	53%*↑
5%	43%*

Note: 2% and lower not labelled

*Rounding

W2

Beginning Nov 9 - 15: 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 (n=500 except: May 19 - 25, n=400)



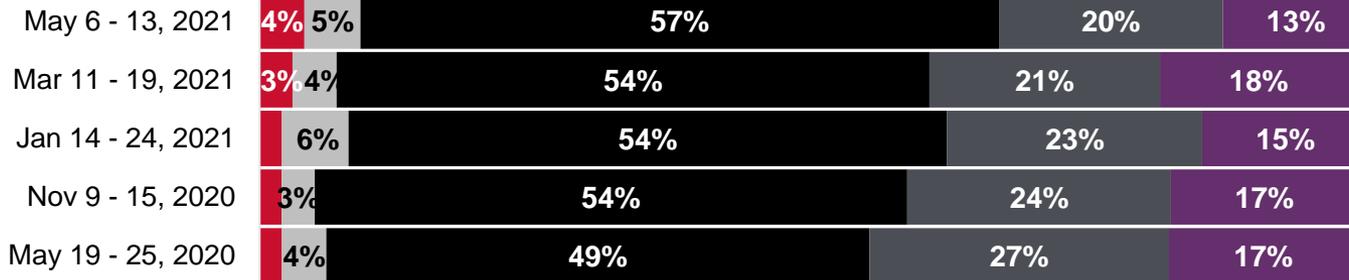
Changes in Financial Situation

One-third (33%) of Calgarians report their personal financial situation has worsened during the pandemic, down from 44% in May 2020. Calgarians 18 to 64 years of age are more likely than seniors (65 years or older) to say their personal financial situation is worse compared to before the pandemic began (36% 18 to 34 and 36% 35 to 64 vs. 20% 65 or older). Calgarians with lower household incomes are more likely than others to say their financial situation has worsened (45% <\$45K, 51% \$45K - <\$75K, 28% \$75K - <\$105K, 30% \$105K - <\$135K and 24% \$135K or more).

Change in Personal Financial Situation Since the Pandemic Began

■ Improved a lot
 ■ Improved a little
 ■ Stayed the same
 ■ Worsened a little
 ■ Worsened a lot
 ■ Don't know/refused

W3



Improved	Worsened
----------	----------

9%	33%
7%	38%
8%	39%*
5%	40%*
5%	44%

Note: 2% and lower not labelled

*Rounding

Beginning Nov 9 - 15: 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 (n=500 except: May 19 - 25, n=400)

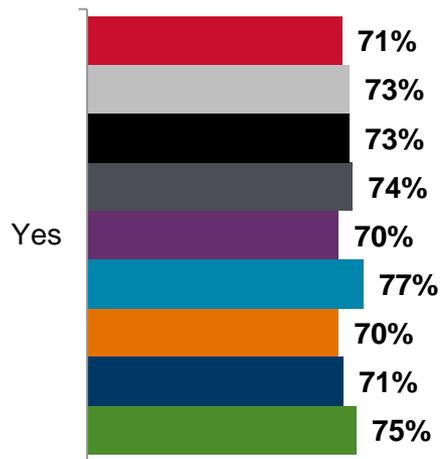


Impacts to Employment

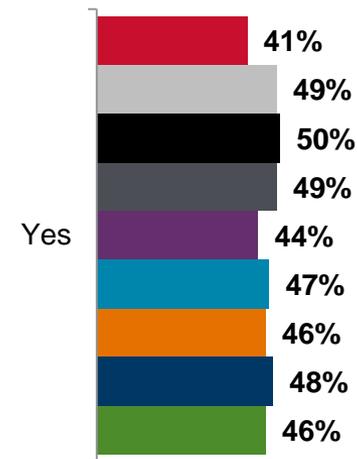
Of the majority (71%) of Calgarians employed at the beginning of the pandemic, two fifths (41%) have experienced job or income loss due to the pandemic. Job or income loss was more likely for those with lower household incomes (70% <\$45K, 55% \$45K - <\$75K, 42% \$75K - <\$105K, 29% \$105K - <\$135K and 29% \$135K or more).

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?

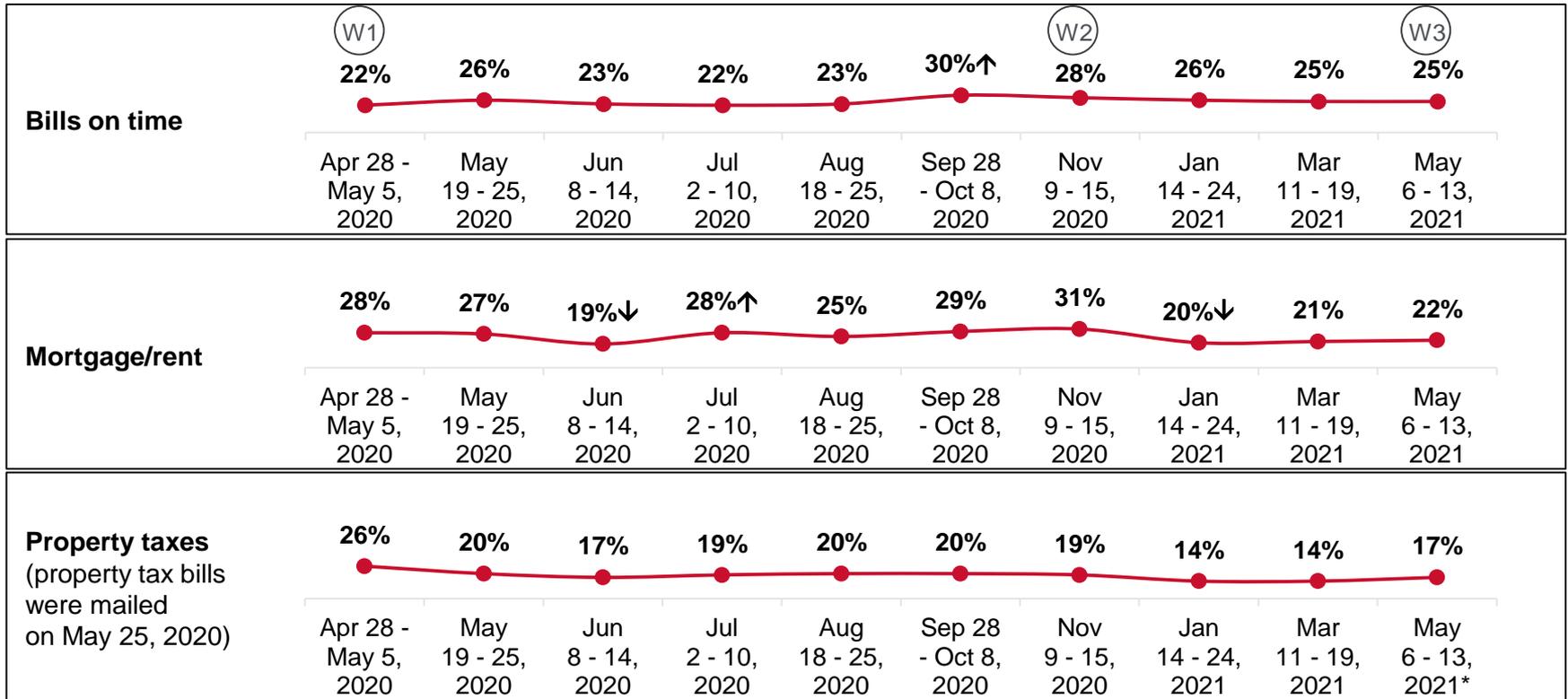
Base: Respondents employed at the beginning of the pandemic (May 6 - 13, n=329; Mar 11 - 19, n=342; Jan 14 - 24, n=339; Sep 28 - Oct 8, n=347; Aug 18 - 25, n=326; Jul 2 - 10, n=373; Jun 8 - 14, n=337; May 19 - 25, n=267; Apr 28 - May 5, n=296)



Financial Impacts of COVID-19 Pandemic

The pandemic is having a negative impact on the ability of one-quarter (25%) of Calgarians to pay their bills on time. Around as many (22%) report a negative impact on their capacity to pay their mortgage/rent and fewer (17%) say the pandemic is negatively impacting their ability to pay their property taxes (note that property tax bills for 2021 had not yet been mailed at the time of data collection). Calgarians between the ages of 18 and 44 years are more likely than seniors (aged 65 or older) to be experiencing a negative impact on their ability to pay bills on time (33% vs. 16%, respectively). Residents of the NE are more likely than those of the SW and NW to be having difficulty paying their property taxes (29% vs. 13% and 14%, respectively).

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

*The 2021 property tax bills had not been mailed at time of data collection.



Stress Level When in Public During Pandemic

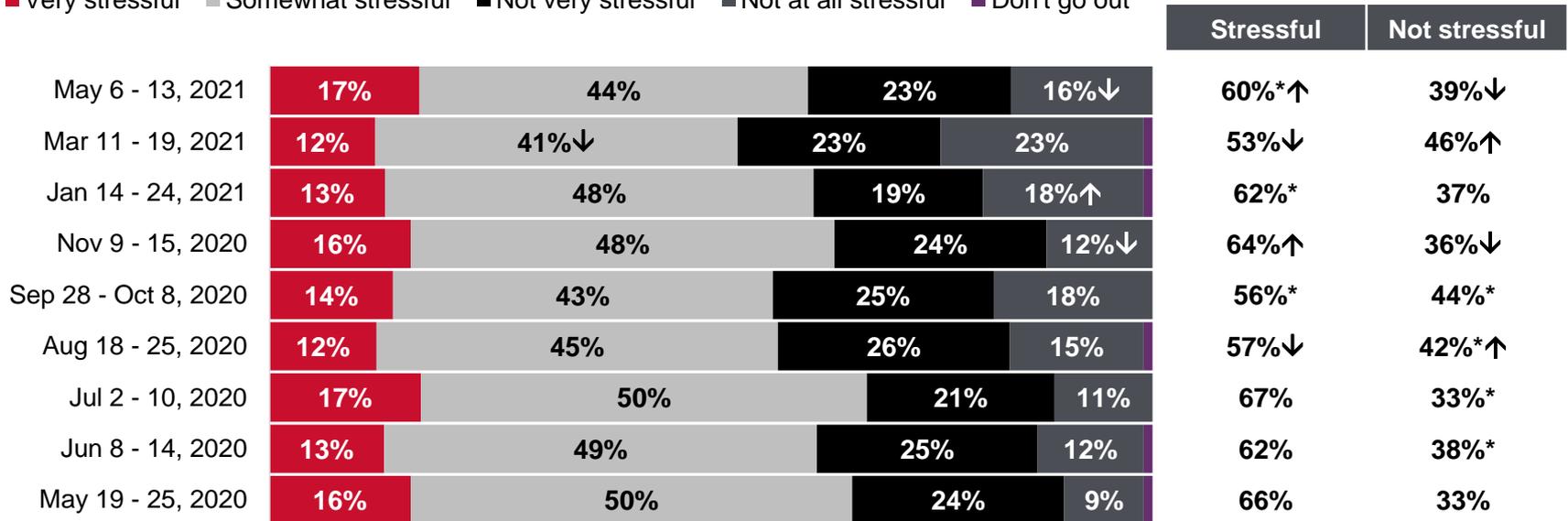
Three-in-five Calgarians (60%) find it stressful to be in public during the pandemic, up from 53% in March. Females are more likely than males to say they find it stressful (69% vs. 50%, respectively). Residents of the SE are less likely than residents of the other quadrants to find it stressful to be in public during the pandemic (48% vs. 62% SW, 64% NW and 65% NE).

Stress Level When in Public During the Pandemic

■ Very stressful ■ Somewhat stressful ■ Not very stressful ■ Not at all stressful ■ Don't go out

W3

W2



Note: 3% and lower not labelled

*Rounding

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

Base: All respondents (n=500)



Moving Forward



Frequency of Wearing a Face Mask

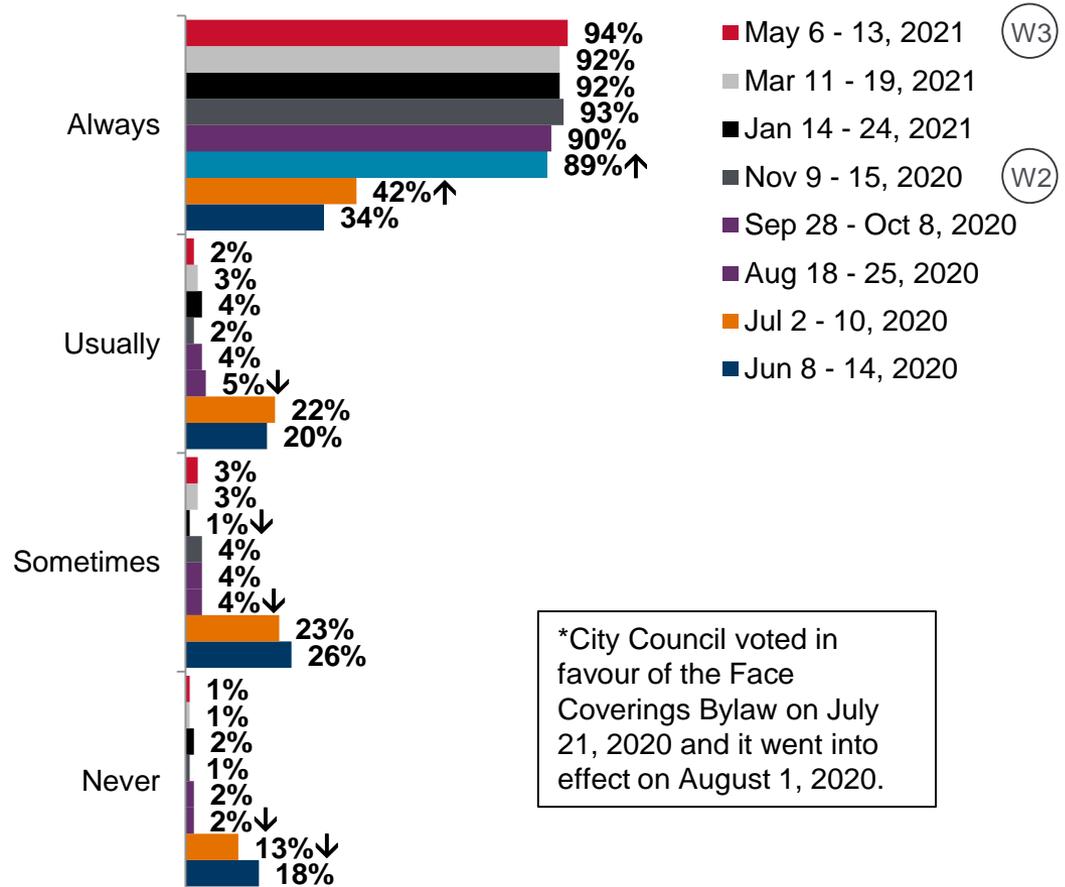
The vast majority say they always wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit, on par with results dating back to the Face Coverings Bylaw coming into effect (August 1, 2020).

Among those who support the Face Coverings Bylaw, 96% say they always wear a face mask in public and confined spaces, compared to 80% of those who oppose the bylaw.

Calgarians who intend to get or have already been vaccinated against COVID-19 are more likely than those who do not intend to get vaccinated** to always wear a face mask in public and confined spaces (77% vs. 97%, respectively).

**Caution: Small sample size

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

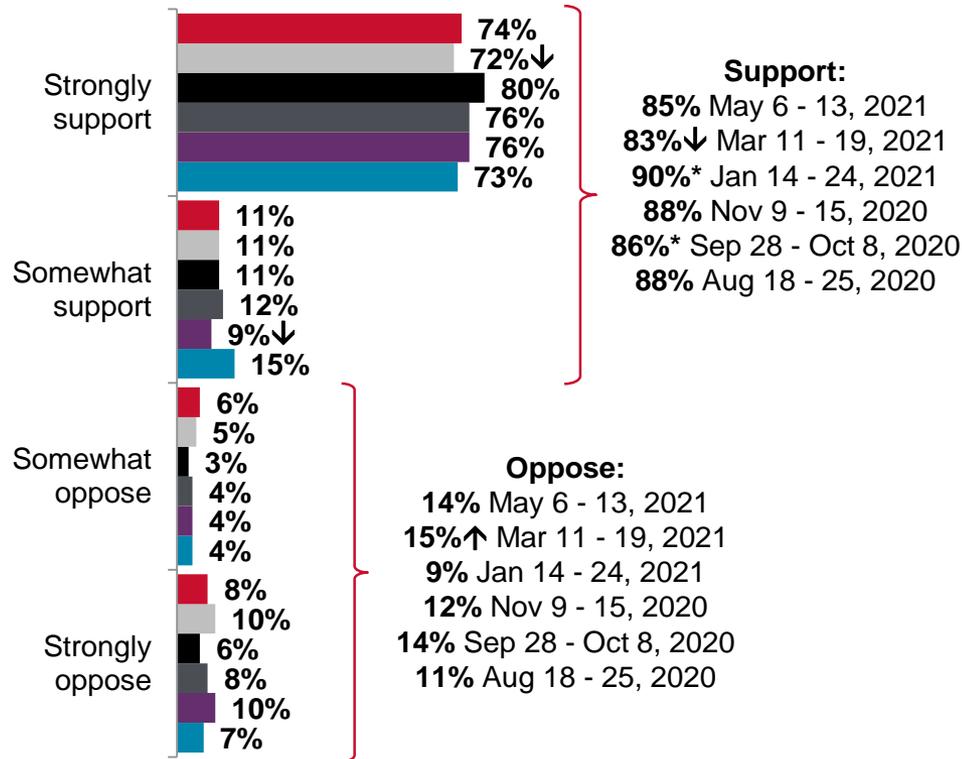
Three-quarters (74%) of Calgarians support the Face Coverings Bylaw. Females are more likely than males to support the bylaw (89% vs. 82%, respectively).

Seniors (aged 65 years or older) are more likely than those aged 18 to 34 years to support the bylaw (93% vs. 78%, respectively).

Calgarians who intend to get or have already been vaccinated against COVID-19 are much more likely than those who do not intend to get vaccinated** to support the bylaw (93% vs. 50%, respectively).

**Caution: Small sample size

Support for Face Coverings Bylaw



- May 6 - 13, 2021 (W3)
- Mar 11 - 19, 2021
- Jan 14 - 24, 2021
- Nov 9 - 15, 2020 (W2)
- Sep 28 - Oct 8, 2020
- Aug 18 - 25, 2020

*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?

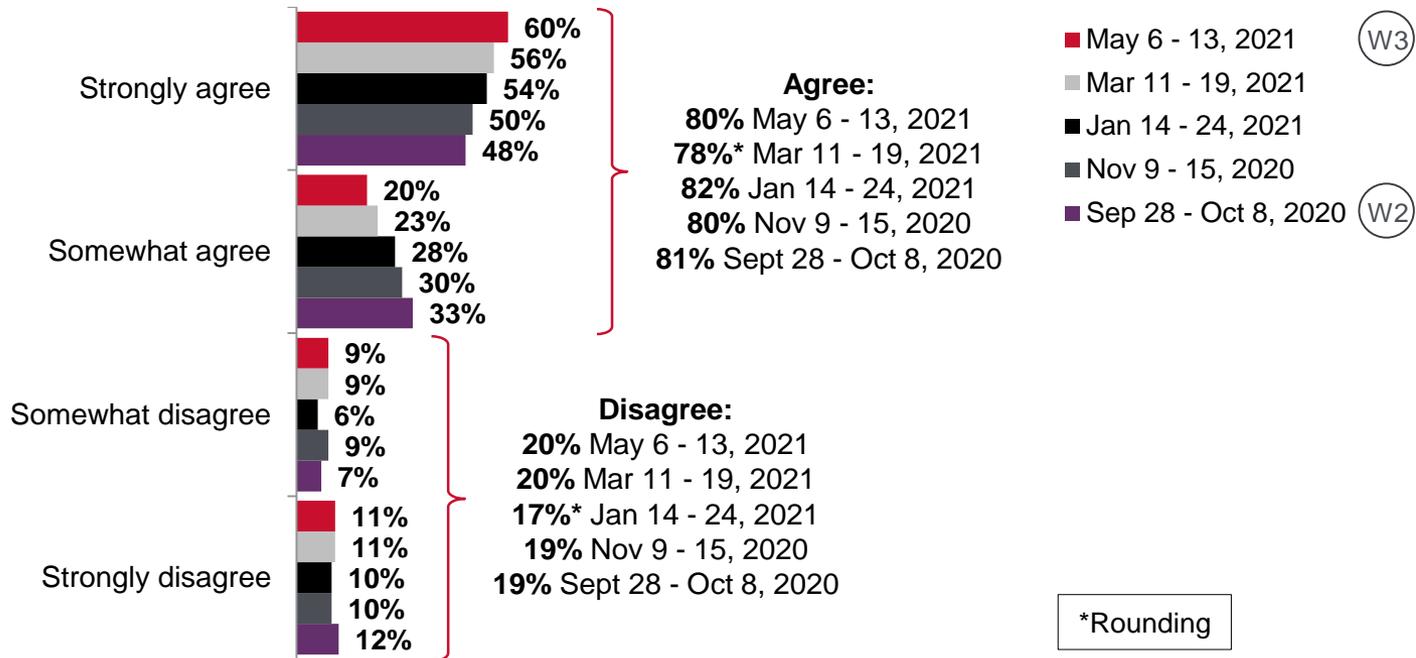
Base: All respondents (n=500)



Impact of Bylaw on Willingness to be in Public

Consistent with results going back to Fall 2020, four-in-five Calgarians (80%) agree that mandatory face coverings in public indoor spaces increase their willingness or confidence to go shopping, visit restaurants, ride transit or do other activities in public. More females than males agree with this (84% vs. 75%, respectively), as do more seniors (aged 65 or older) than younger Calgarians (92% vs. 73% 18 to 34 and 80% 35 to 64).

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



New question beginning September 28

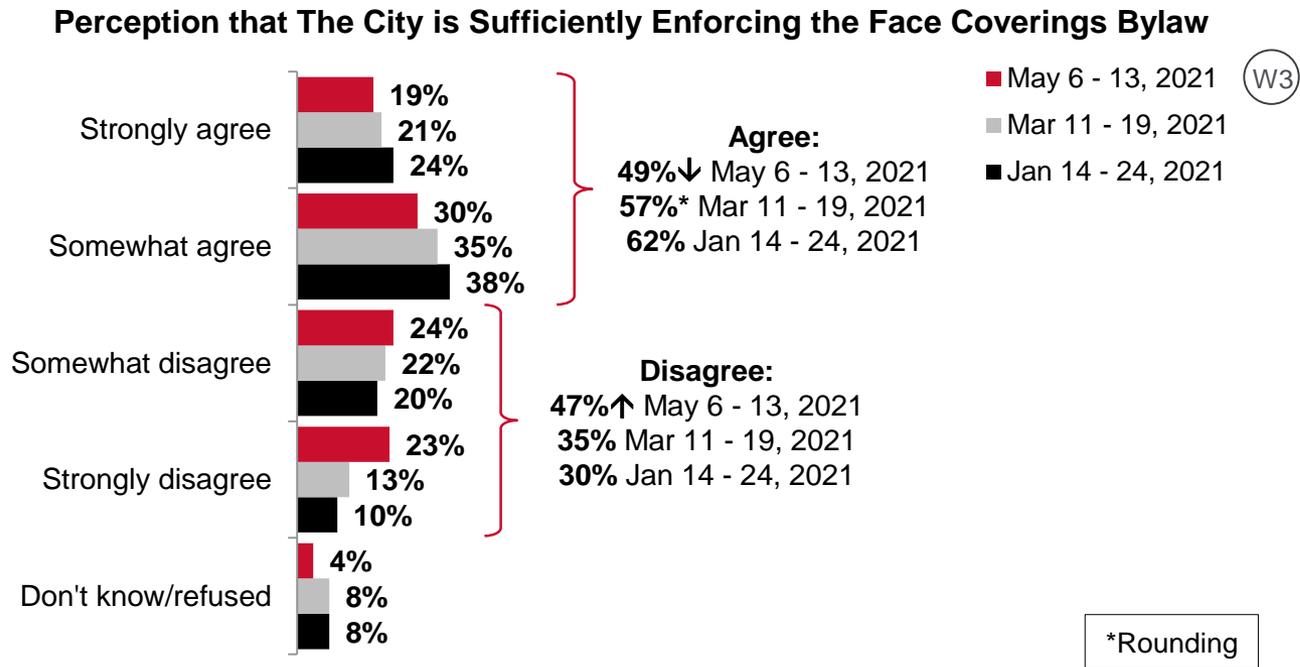
To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (n=500)



Perception that The City is Sufficiently Enforcing the Face Coverings Bylaw

One-half (49%) of Calgarians agree The City is sufficiently enforcing the Face Coverings Bylaw, down from 57% in March and from 62% at the beginning of 2021.



New question beginning January 14

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

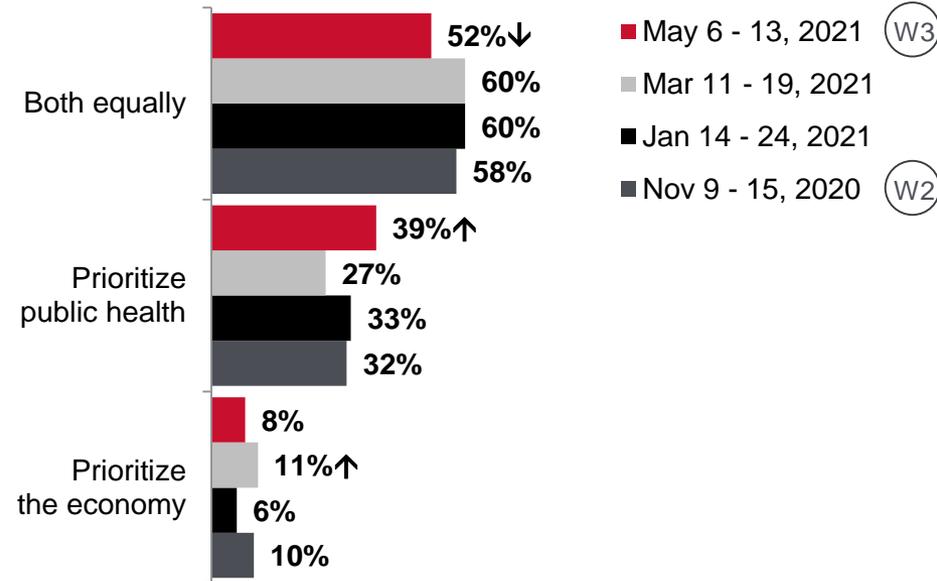
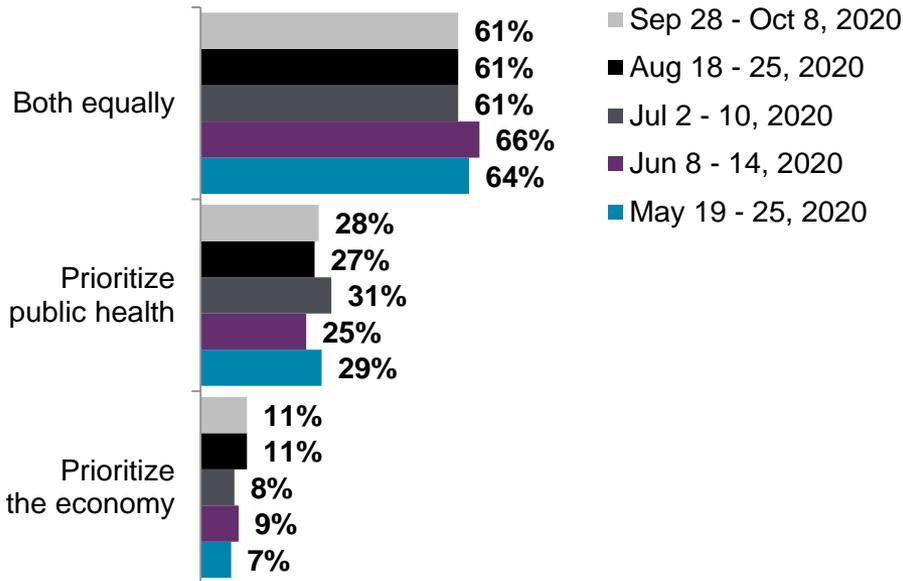
Base: All respondents (n=500)



Prioritizing Public Health vs. Economy

Around one-half (52%) of Calgarians think government decision-makers should prioritize both public health and the economy equally when making decisions about actions and restrictions to reduce the spread of COVID-19, down from 60% in March and at its lowest since tracking began. The proportion of Calgarians who think public health should be the priority increased from 27% in March to 39% in May. Females are more likely than males to think public health should be prioritized over the economy (45% vs. 32%, respectively) while males are more likely than females to think the economy should be the priority (13% vs. 3%, respectively). Residents of the SW and SE are more likely than those of the NW to say the economy should be the priority (10% and 13% vs. 4%, respectively).

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?

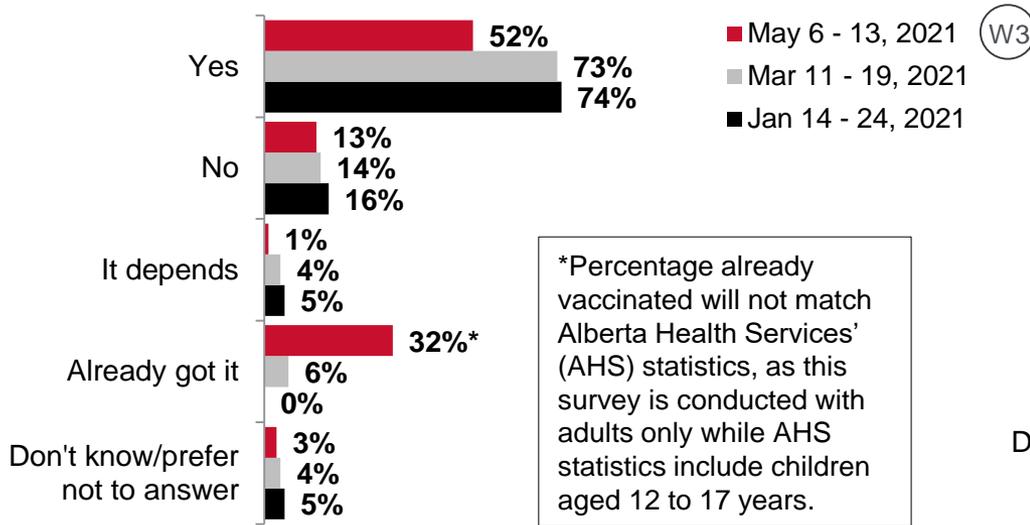
Base: All respondents (n=500)



Intention to Get the COVID-19 Vaccine

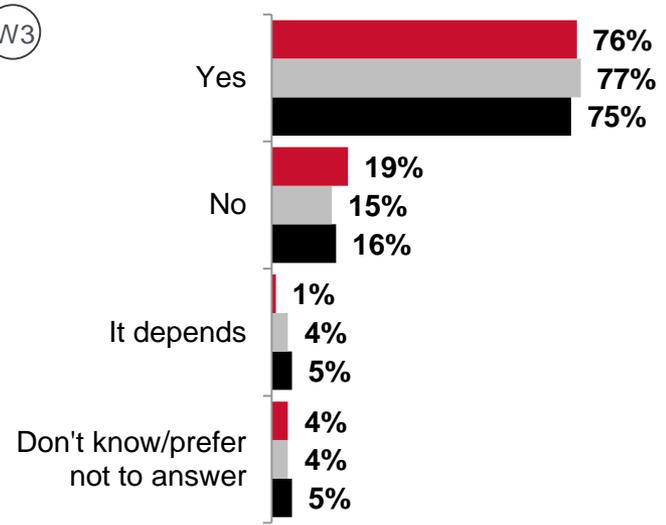
Three-quarters (76%) of Calgarians who have not yet been vaccinated against COVID-19 intend to get a vaccine when it's available to them, while one fifth (19%) do not intend to get one. One-third (32%) of Calgarians aged 18 or older have received at least one COVID-19 vaccine shot as of mid May. Among those not already vaccinated, residents of the SW, SE and NE are more likely than those of the NW to say they don't intend to get a COVID-19 vaccine (21%, 21% and 25% vs. 10%, respectively).

Intention to get a COVID-19 Vaccine
(all respondents)



Base: All respondents (n=500)

Intention to get a COVID-19 Vaccine
(excluding respondents already vaccinated)



Base: Respondents not already vaccinated (May 6 - 13, n=319; Mar 11 - 19, n=465; Jan 14 - 24, n=499)

New question beginning January 14

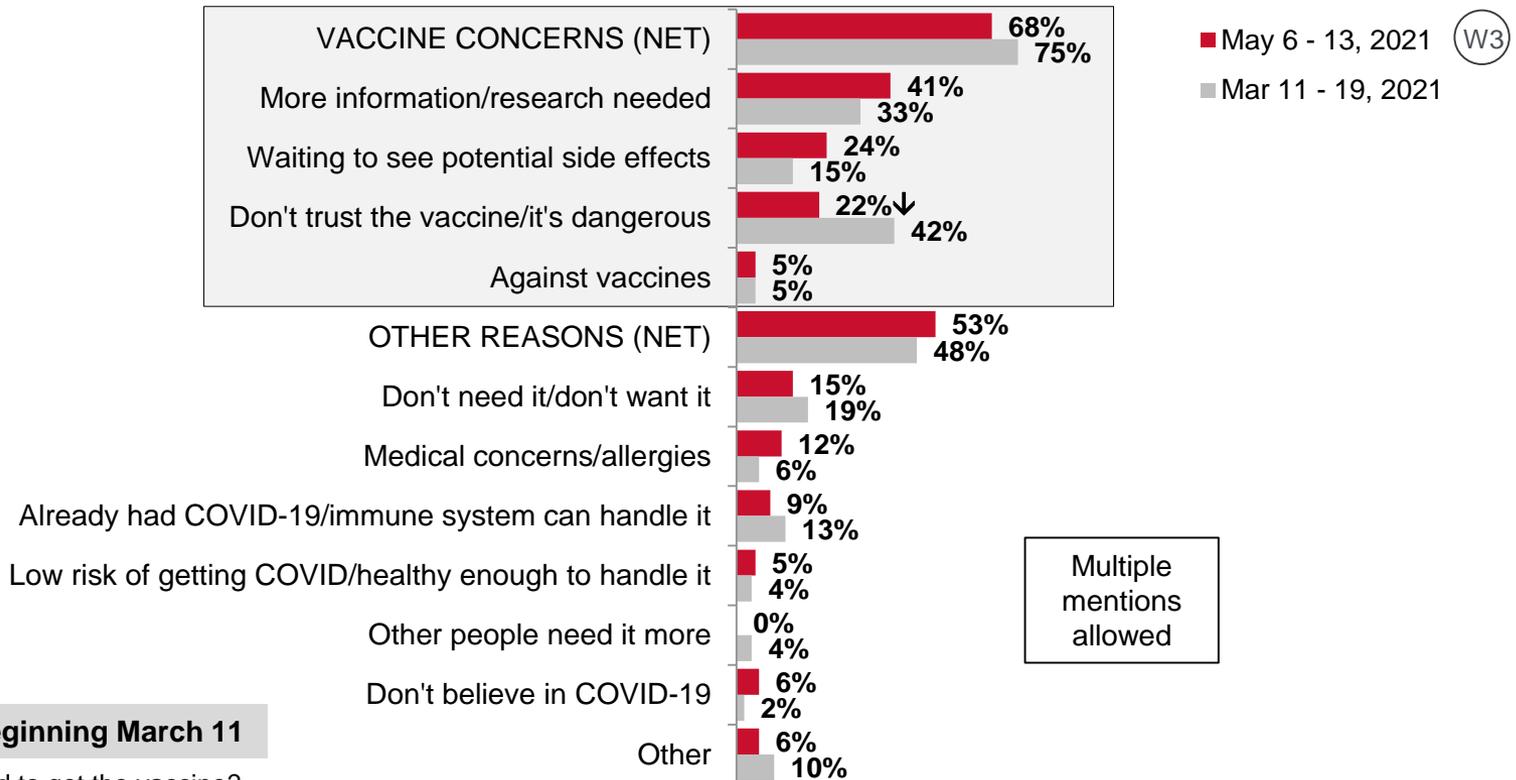
When a COVID-19 vaccine is available to the general public, do you intend to get it?



Reasons for Not Intending to Get a COVID-19 Vaccine

Concerns about the COVID-19 vaccines are the most mentioned reasons for not intending to get one (68% in total). Specific reasons needing more information and/or research on the vaccines (41%), waiting to see potential side effects (24%), and lack of trust and/or believing the vaccines are dangerous (22%, down from 42% in March). Other reasons include that they simply don't need/want it (15%), they have medical concerns/allergies (12%) and they have already had COVID-19 and/or believe their immune system can handle the virus (9%).

Reasons Given for Not Intending to Get a COVID-19 Vaccine When it's Available**



New question beginning March 11

Why do you not intend to get the vaccine?
 [Note: Response options were not read to respondents]

Base: Respondents who do not intend to get a COVID-19 vaccine (May 6 - 13, n=51**; Mar 11 - 19, n=465; n=65**)

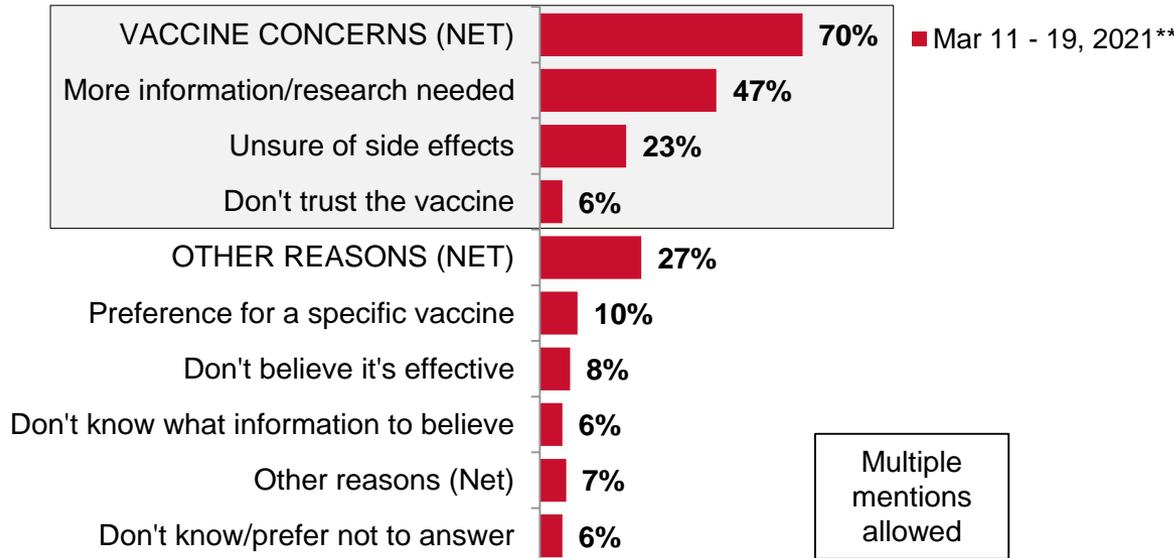
**Caution: Small sample size



Reasons for Being Unsure About Getting a COVID-19 Vaccine

Due to a very small sample size of respondents answering the question, “Why do you say it depends/you’re unsure?” in May, results cannot be reported quantitatively; however, the main reason mentioned was vaccine concerns (i.e. needing more information about the vaccines and/or more research done on them).

Reasons Given for Being Unsure About Getting a COVID-19 Vaccine When it’s Available



Base: Respondents who answered 'it depends' or 'don't know' to the question about intention to get a COVID-19 vaccine (n=33**)

Main reason given for being unsure May 6 - 16, 2021***:

Vaccine concerns
(more information/research needed)

Base: Respondents who answered 'it depends' or 'don't know' to the question about intention to get a COVID-19 vaccine (n=16***)

New question beginning March 11

Why do you say it depends/you’re unsure?
[Note: Response options were not read to respondents]

**Caution: Small sample size
***Sample size too small to report quantitative results

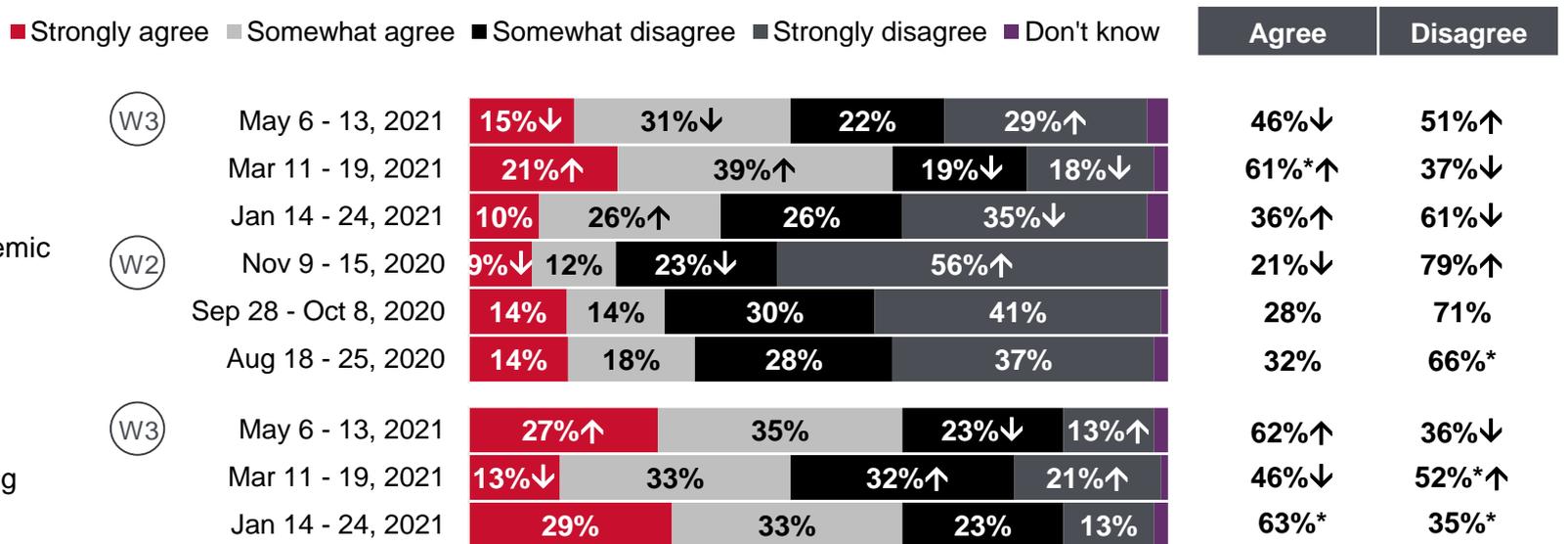


Perceptions and Concern about the Pandemic

Following the peak of new cases in Alberta during the third wave, just less than one-half (46%) of Calgarians think the worst of the pandemic is behind us, down from 61% in March when it was at its highest point since tracking of this question began in August 2020.

Conversely, the proportion of Calgarians agreeing that they're worried the pandemic is going to get worse jumped from 46% in March to 62% in May. Females are more likely than males to agree with this (71% vs. 53%, respectively) while seniors (aged 65 years or older) are more likely than younger Calgarians to agree (74% vs. 59% 18 to 34 and 60% 35 to 64).

Perceptions about the Pandemic



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

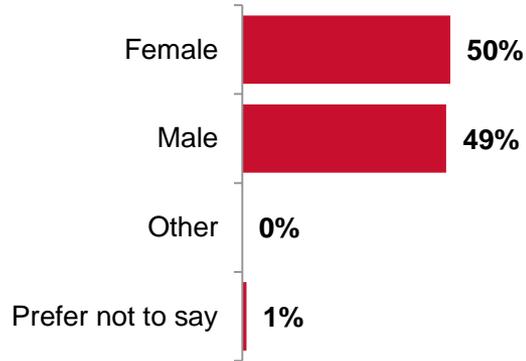




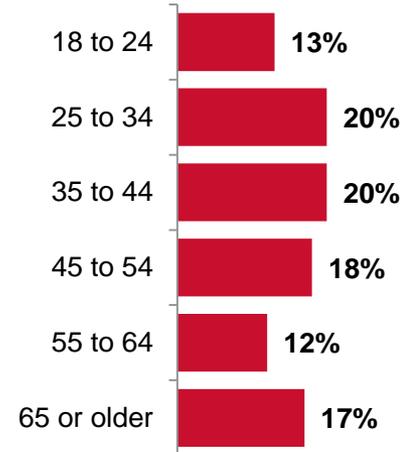
Demographics

Gender

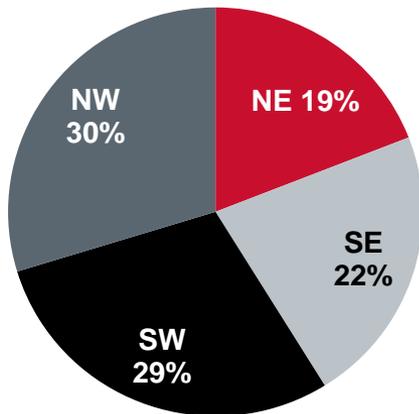
(asked, not inferred)



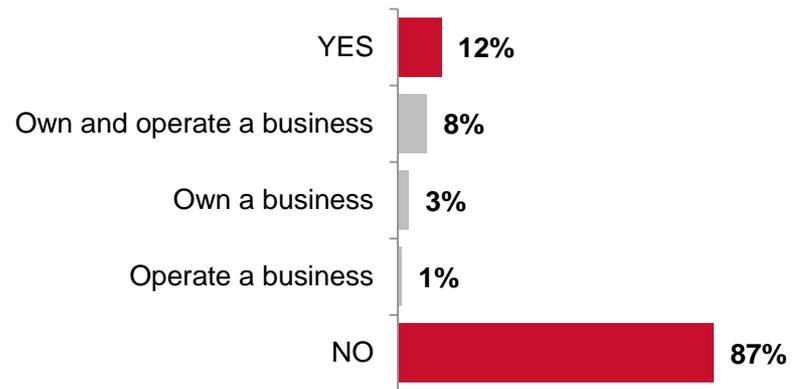
Age



Quadrant of Residence



Own and/or Operate a Business in Calgary



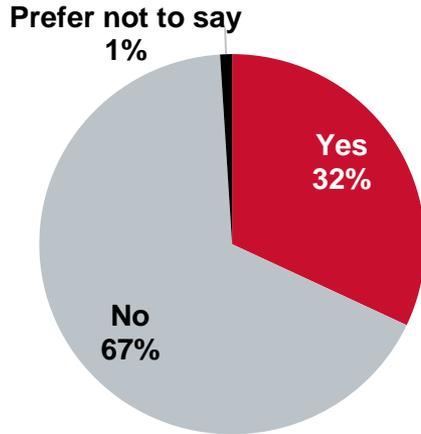
Base: All respondents (n=500)

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

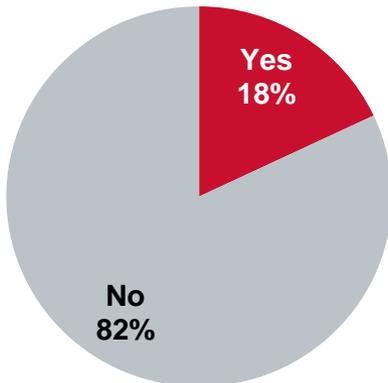


Demographics – cont'd

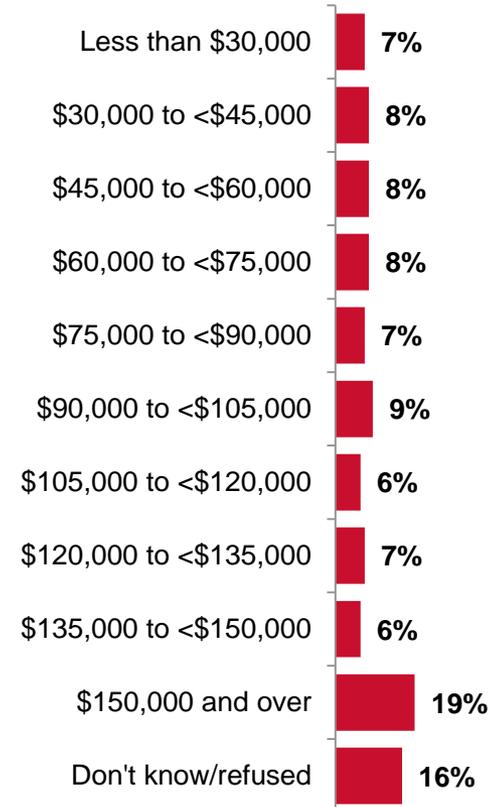
Children Under the Age of 18 in the Household



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



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"

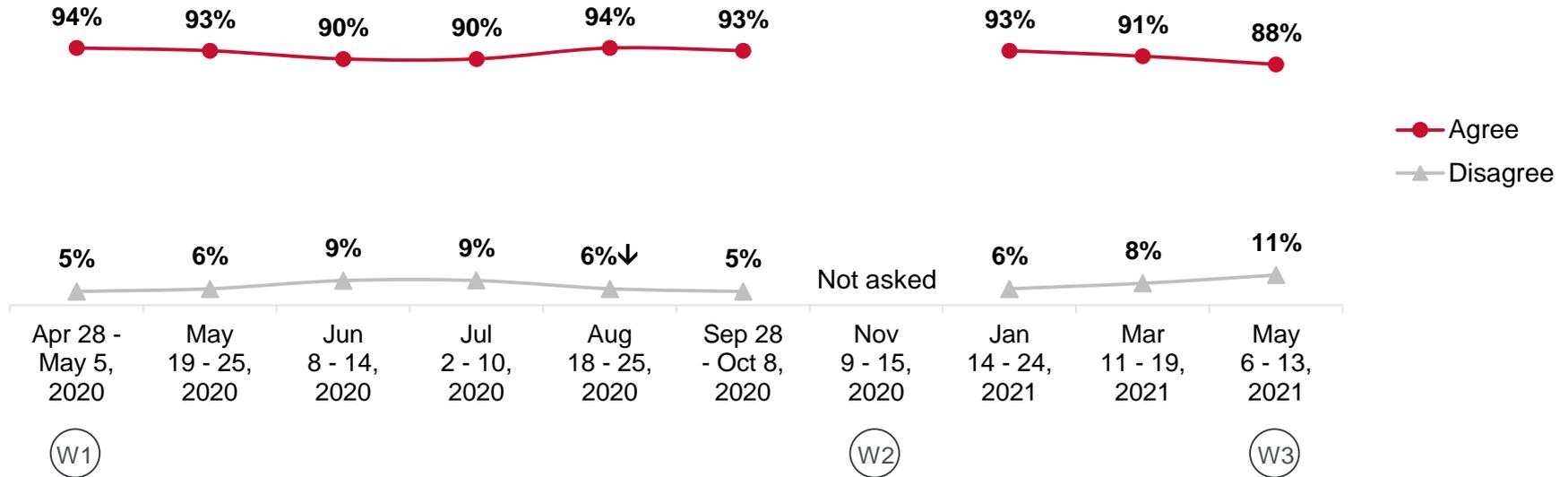
Trending Charts





Awareness of The City's COVID-19 Response

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

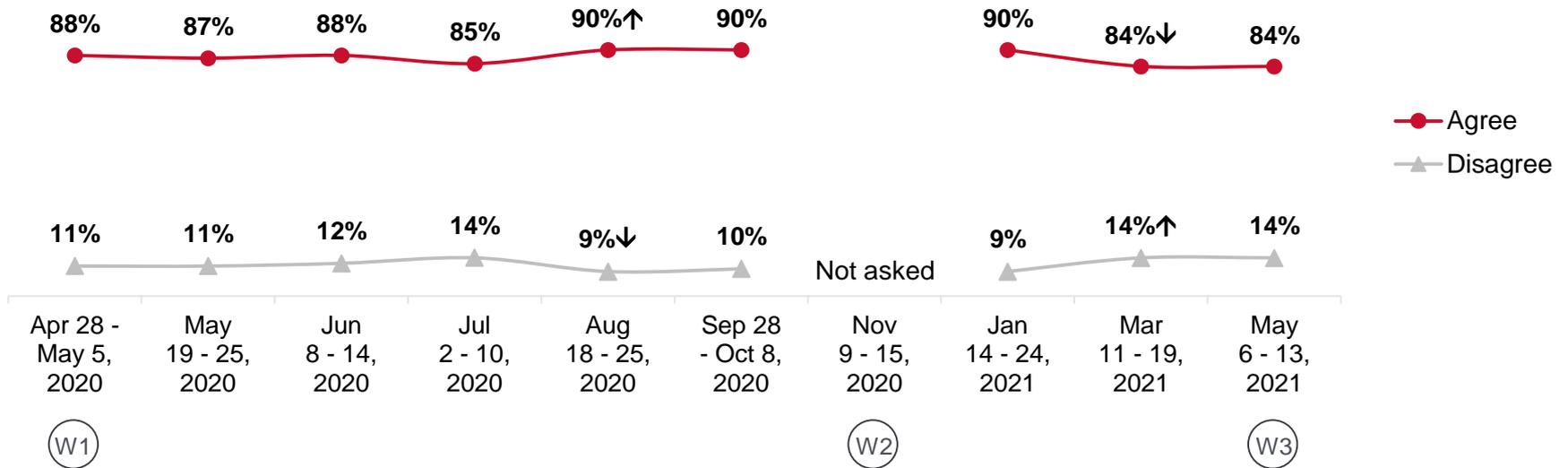


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.
 Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)



Quantity of The City's COVID-19 Information

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

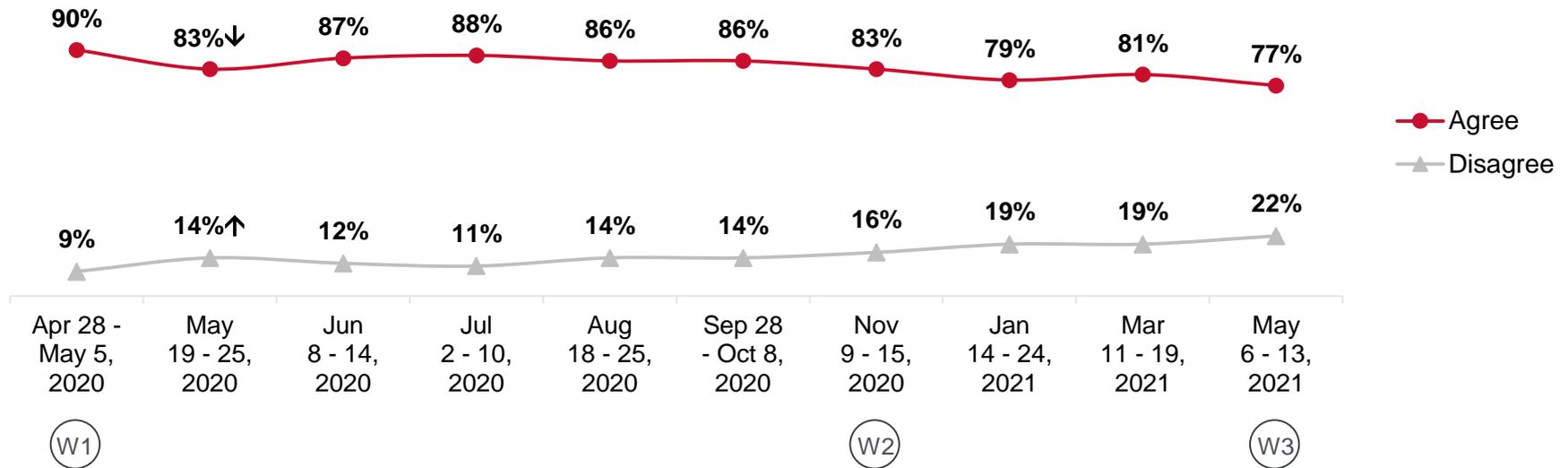


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.
 Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)



Clarity of The City's COVID-19 Information

The Information Provided by The City has been Clear



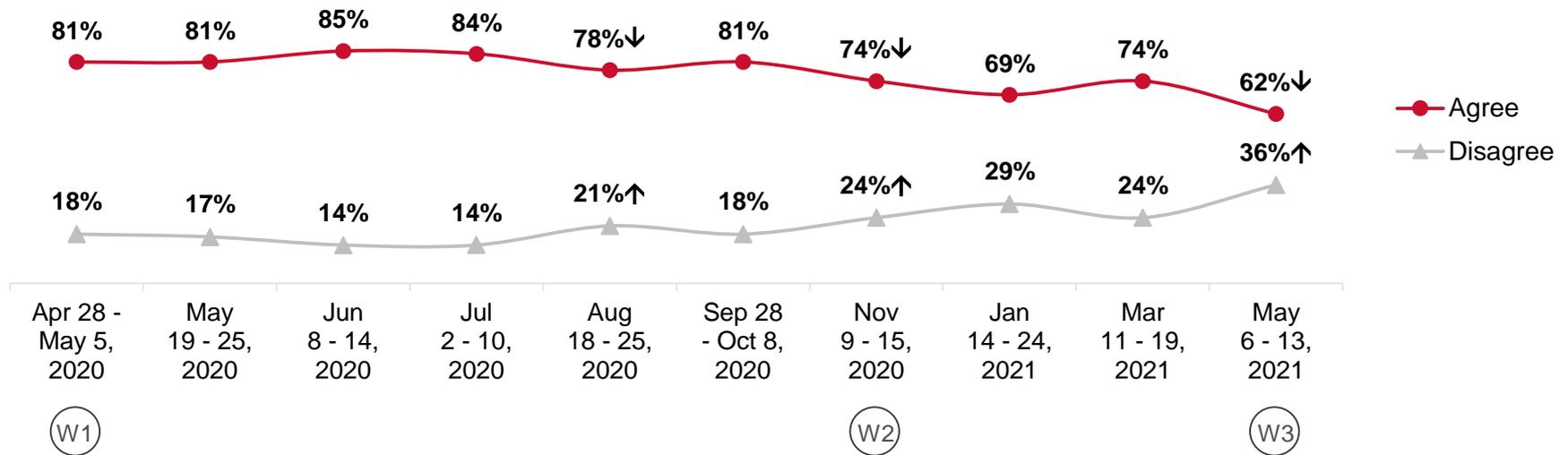
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

The City's Response has been Quick Enough



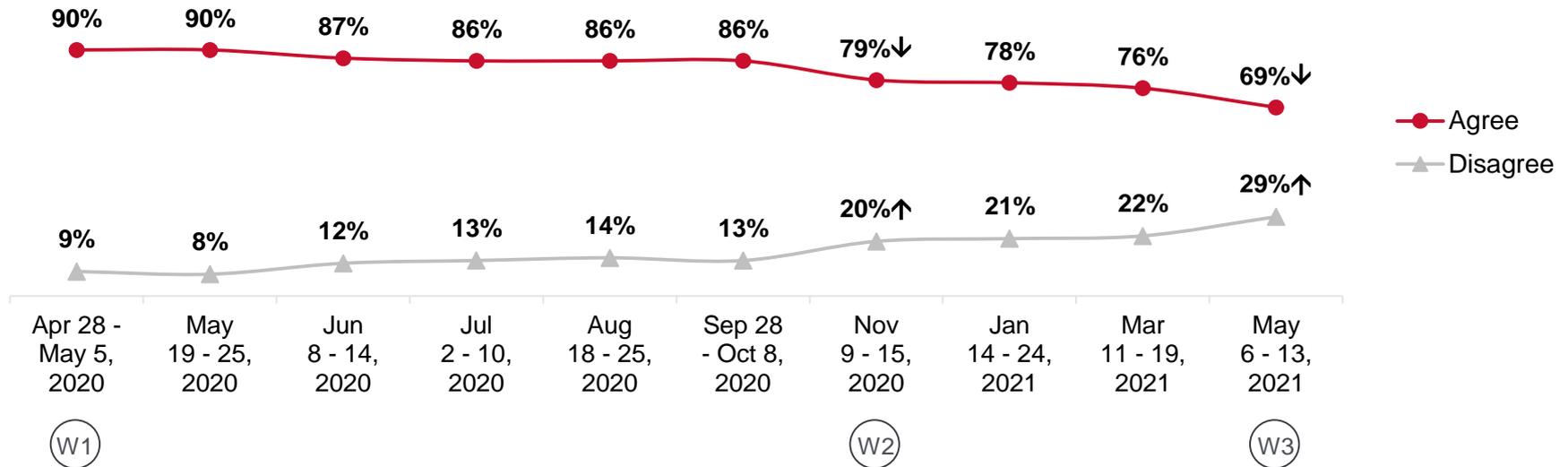
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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



The City's Response has been Helpful

The City's Response has been Helpful



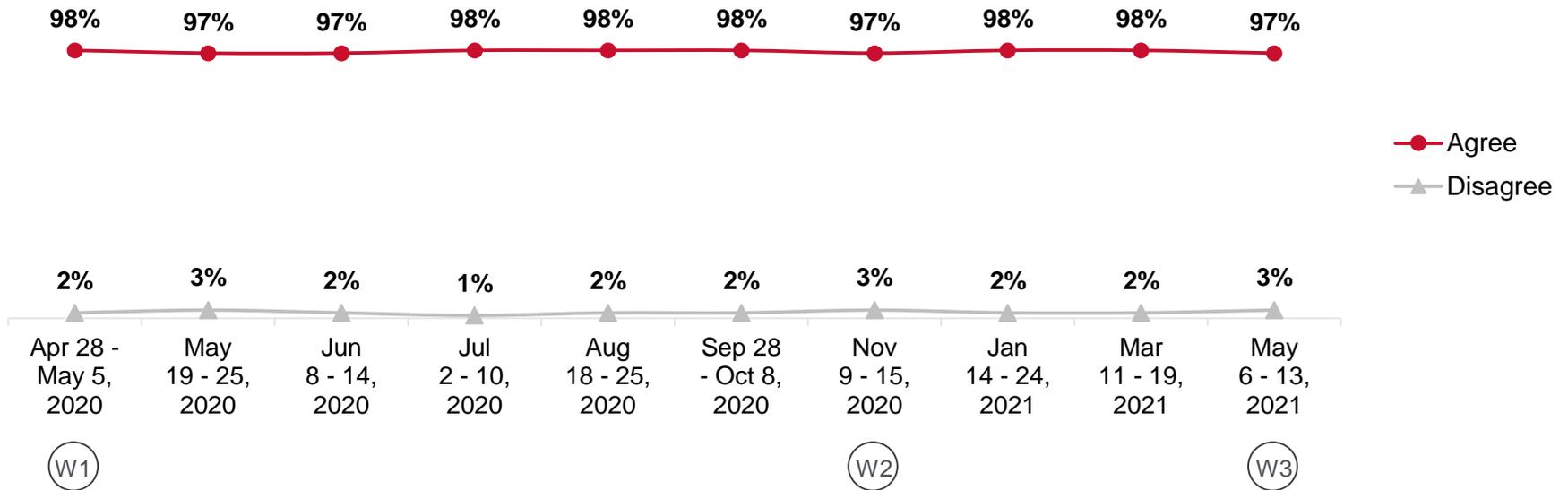
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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



Understand How to Limit COVID-19 Spread

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



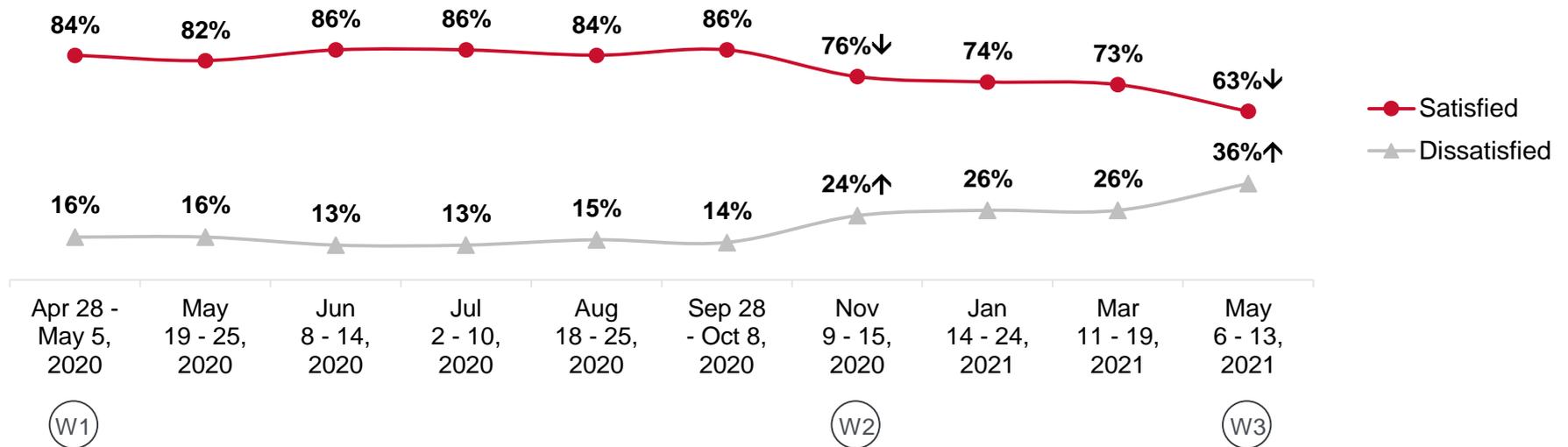
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

Satisfaction with The City's COVID-19 Response



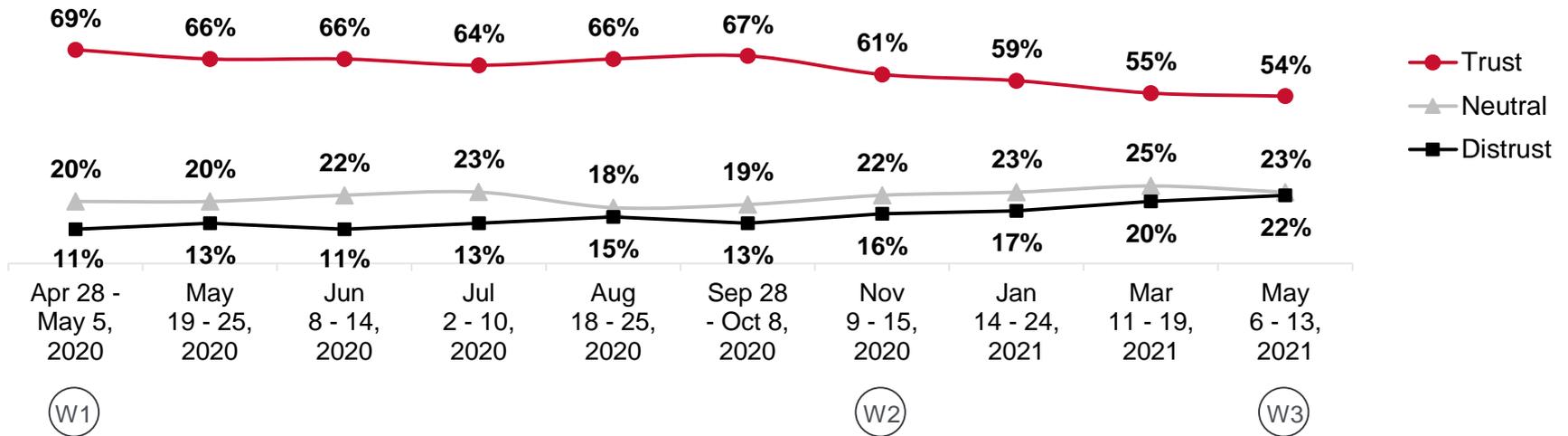
Overall, how satisfied are you with The City's COVID-19 response?

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

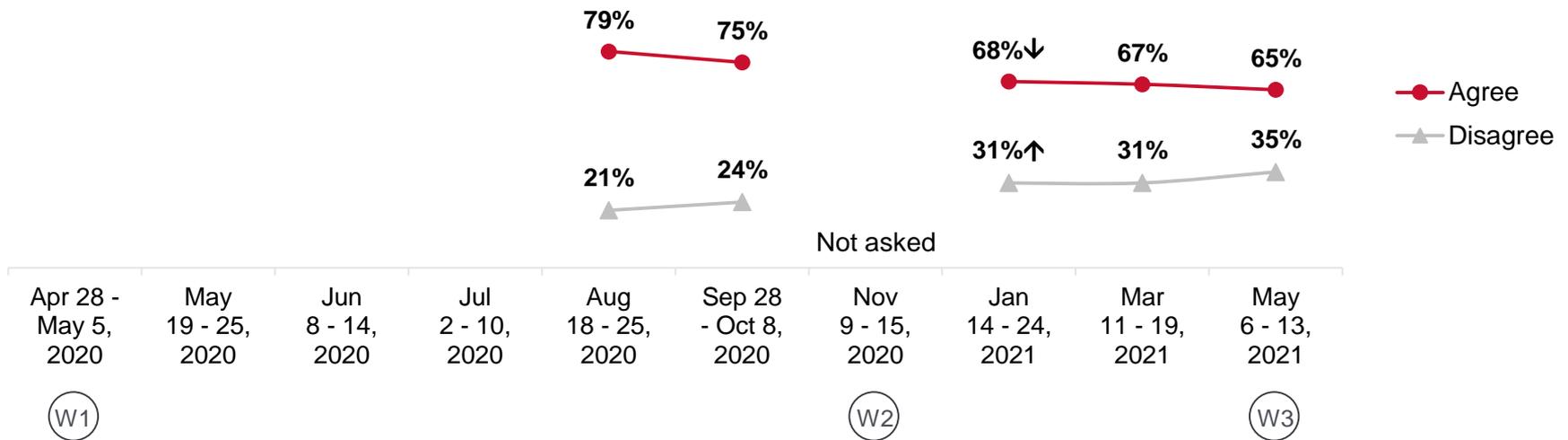


Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?
 Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)



City Services During the Pandemic

I Trust The City of Calgary to Make the Right Choices to Re-open its Services



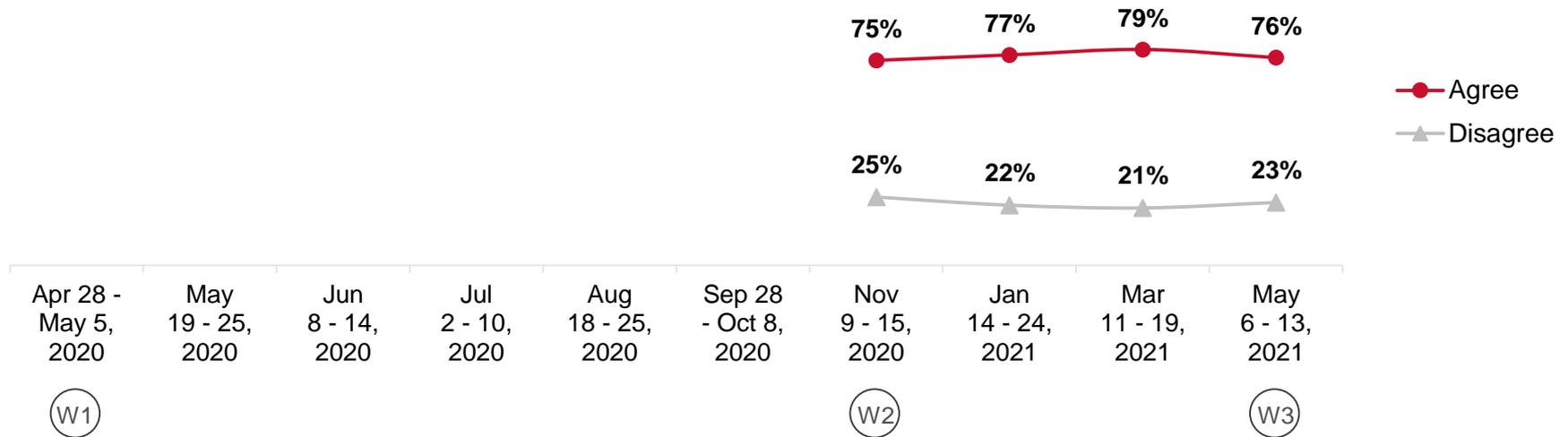
New question beginning Aug 18

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)



City Services During the Pandemic – cont'd

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



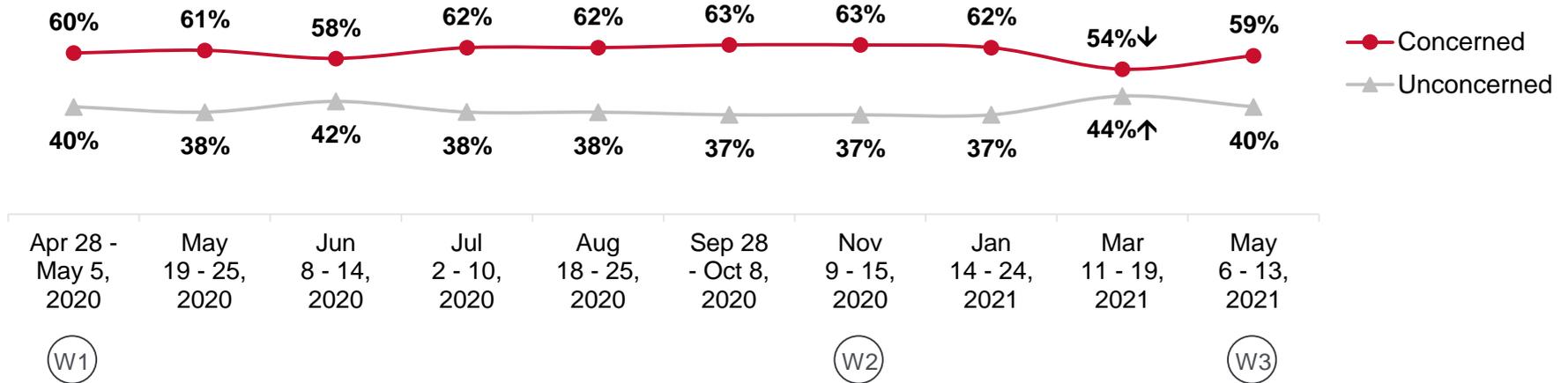
New question beginning Jan 14

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 for Oneself re: COVID-19

Concern about Oneself Becoming Ill from COVID-19



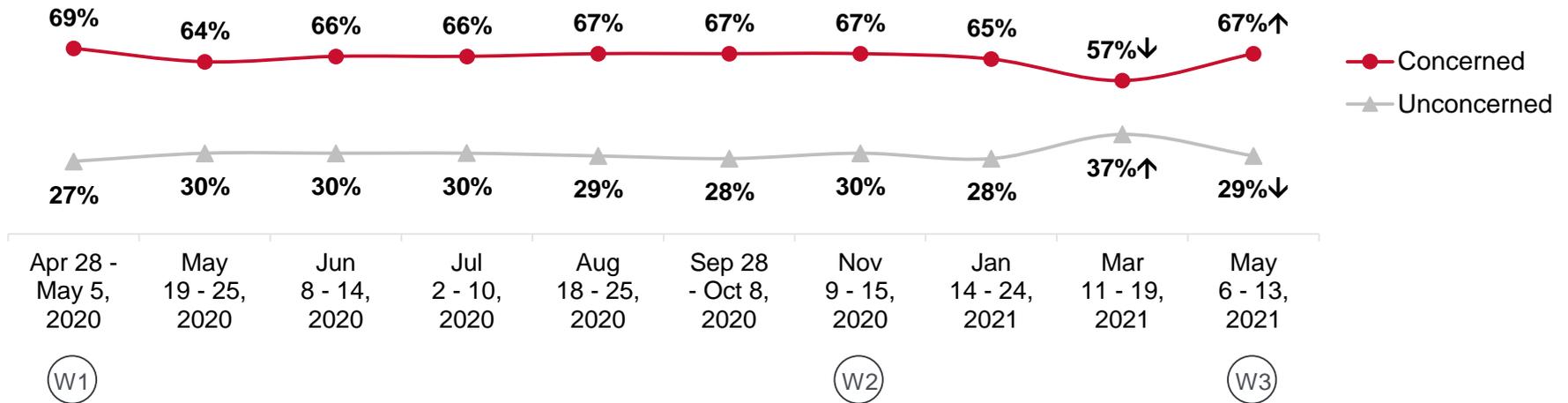
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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



Concern for Household Members re: COVID-19

Concern about a Household Member Becoming Ill from COVID-19



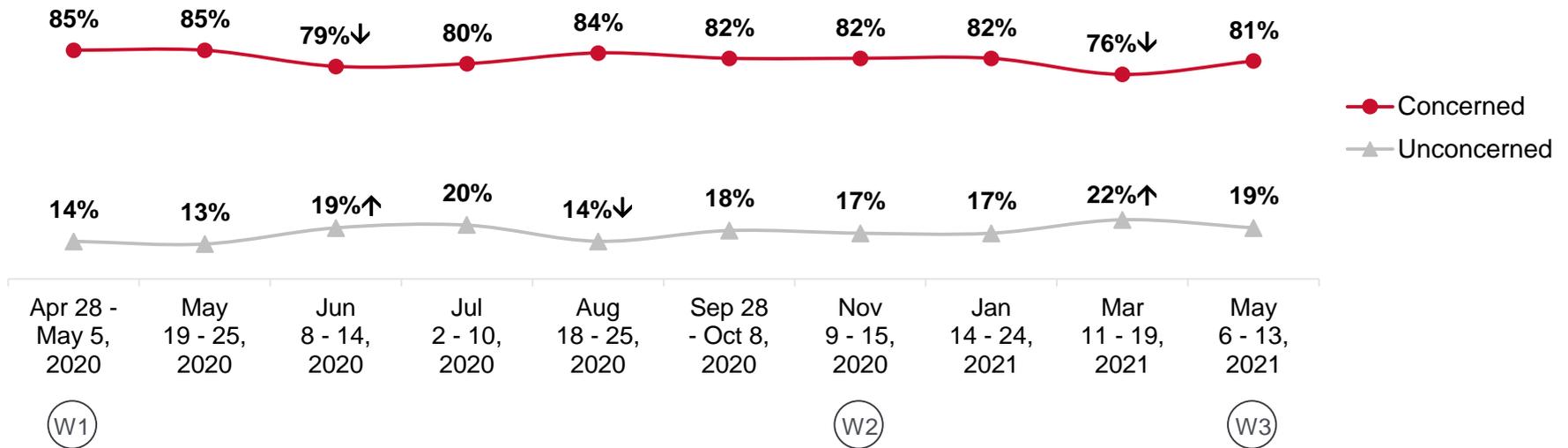
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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



Concern for Others re: COVID-19

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



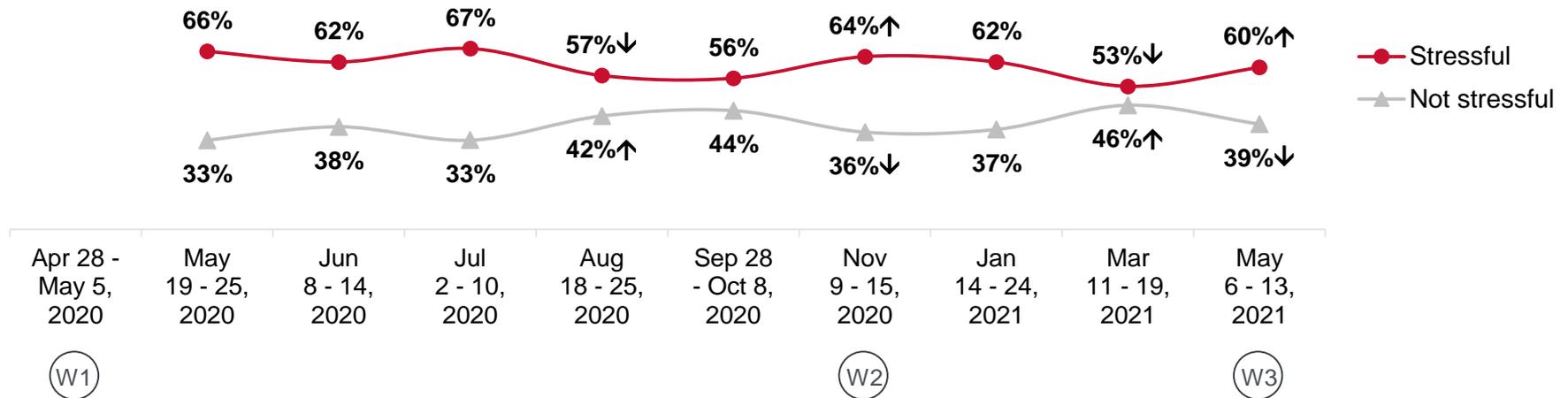
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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



Stress Level When in Public During Pandemic

Stress Level When in Public During the Pandemic



New question beginning May 19

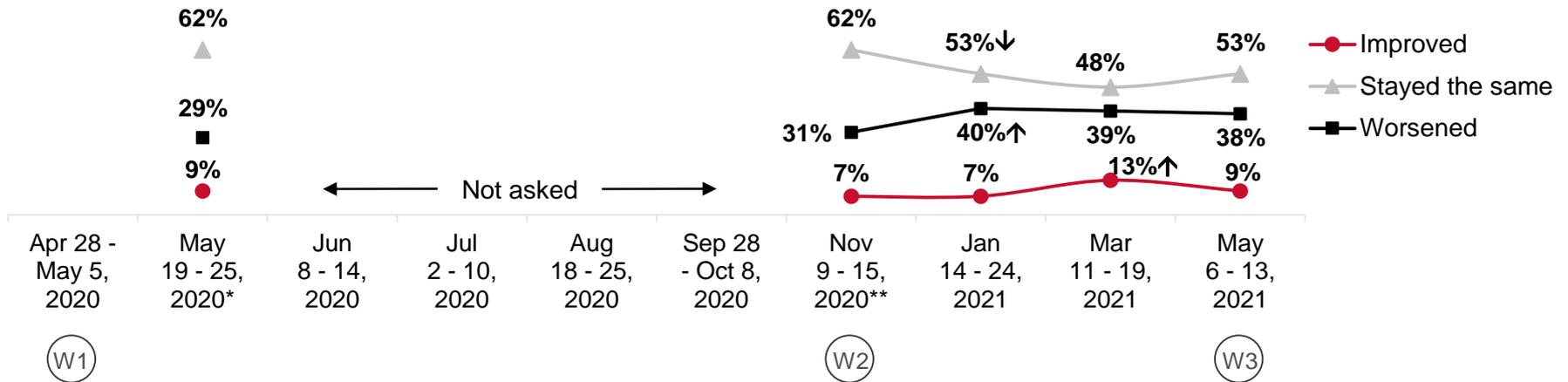
During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

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



Changes in Physical Health

Change in Physical Health Since the Pandemic Began



New question beginning May 19

*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?

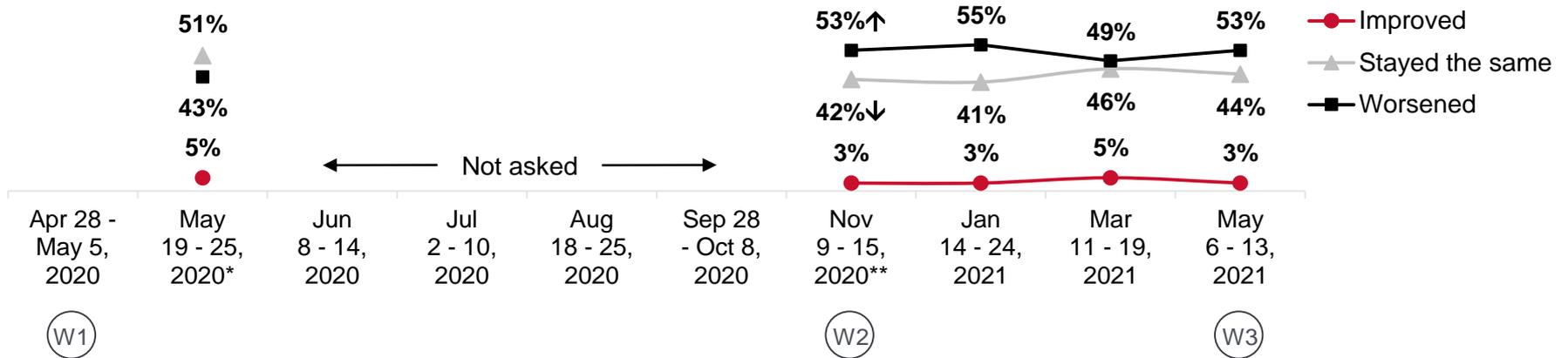
**Beginning Nov 9 - 15: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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



Changes in Mental Health

Change in Mental Health Since the Pandemic Began



New question beginning May 19

*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?

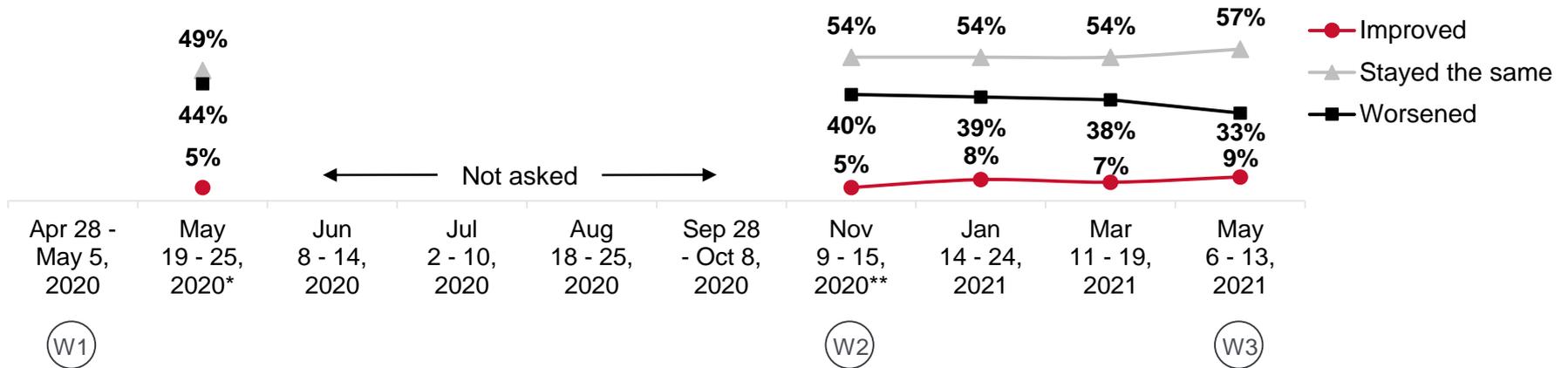
**Beginning Nov 9 - 15: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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



Changes in Financial Situation

Change in Personal Financial Situation Since the Pandemic Began



New question beginning May 19

*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?

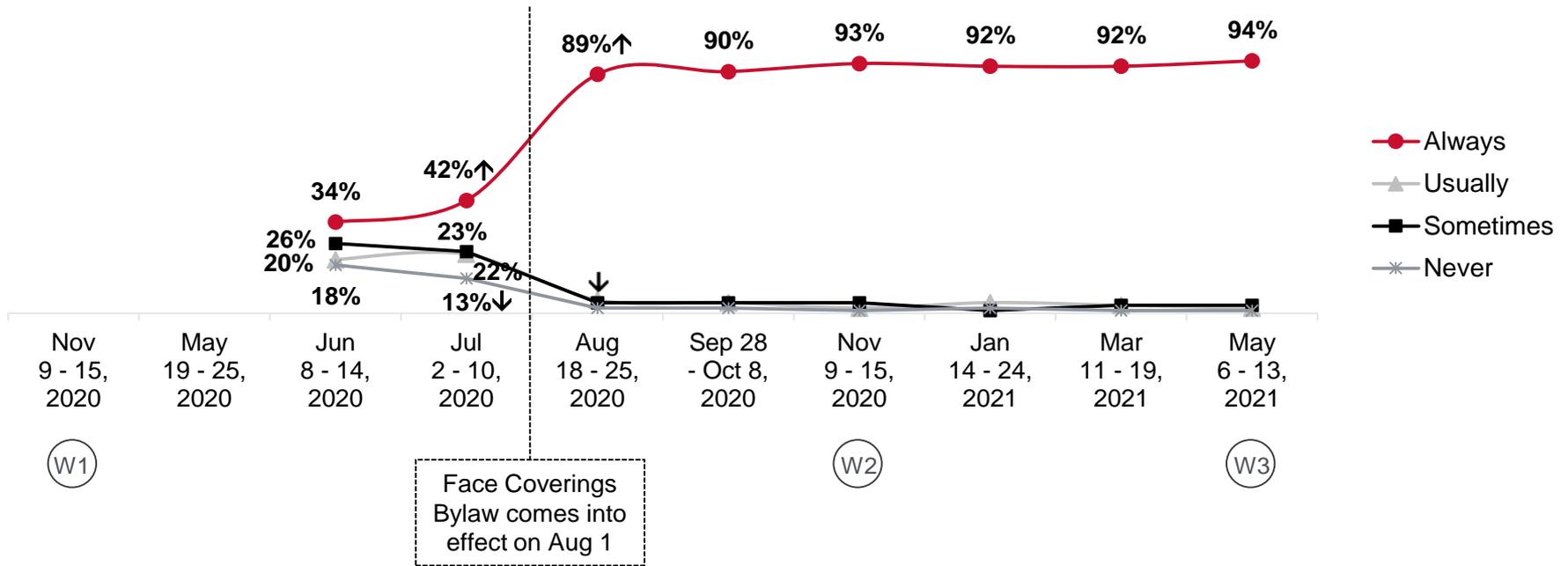
**Beginning Nov 9 - 15: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

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



Frequency of Wearing a Face Mask

Frequency of Wearing a Face Mask in Public/Confined Spaces



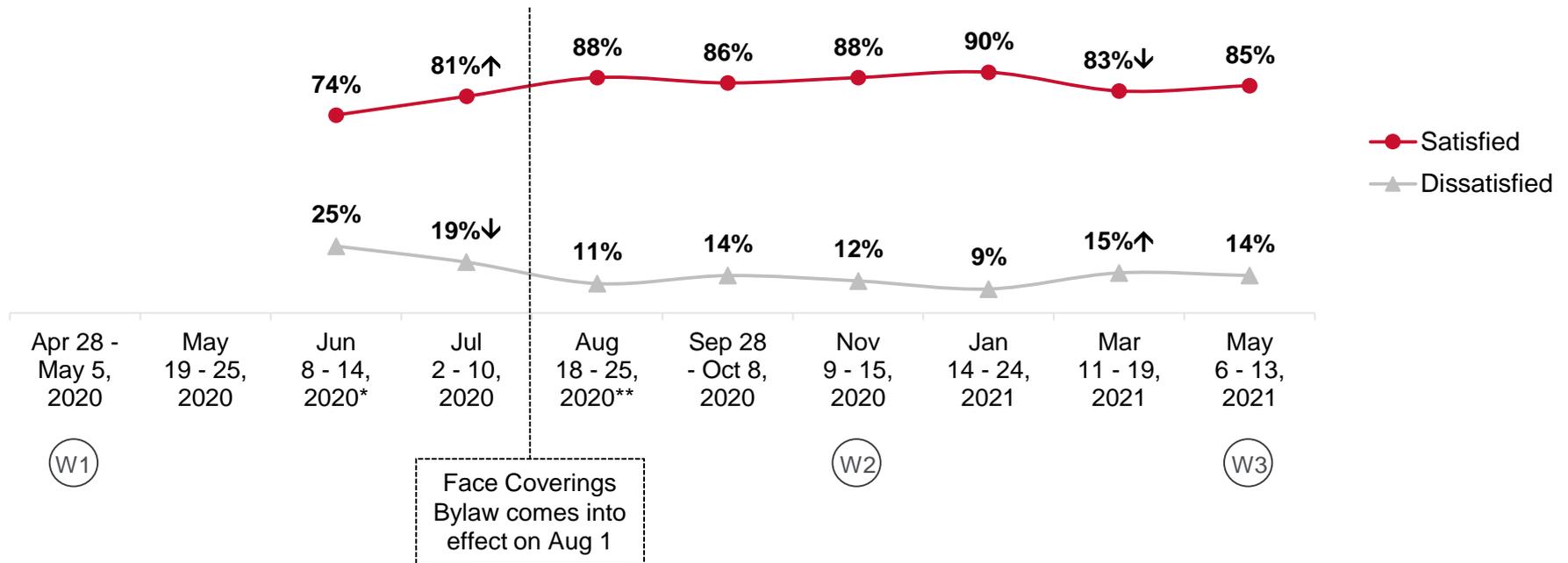
New question beginning Jun 8

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

Support for Making Face Masks Mandatory in Public and Confined Spaces/Face Coverings Bylaw



New question beginning Jun 8

*Jun 8 – Jul 10: 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?

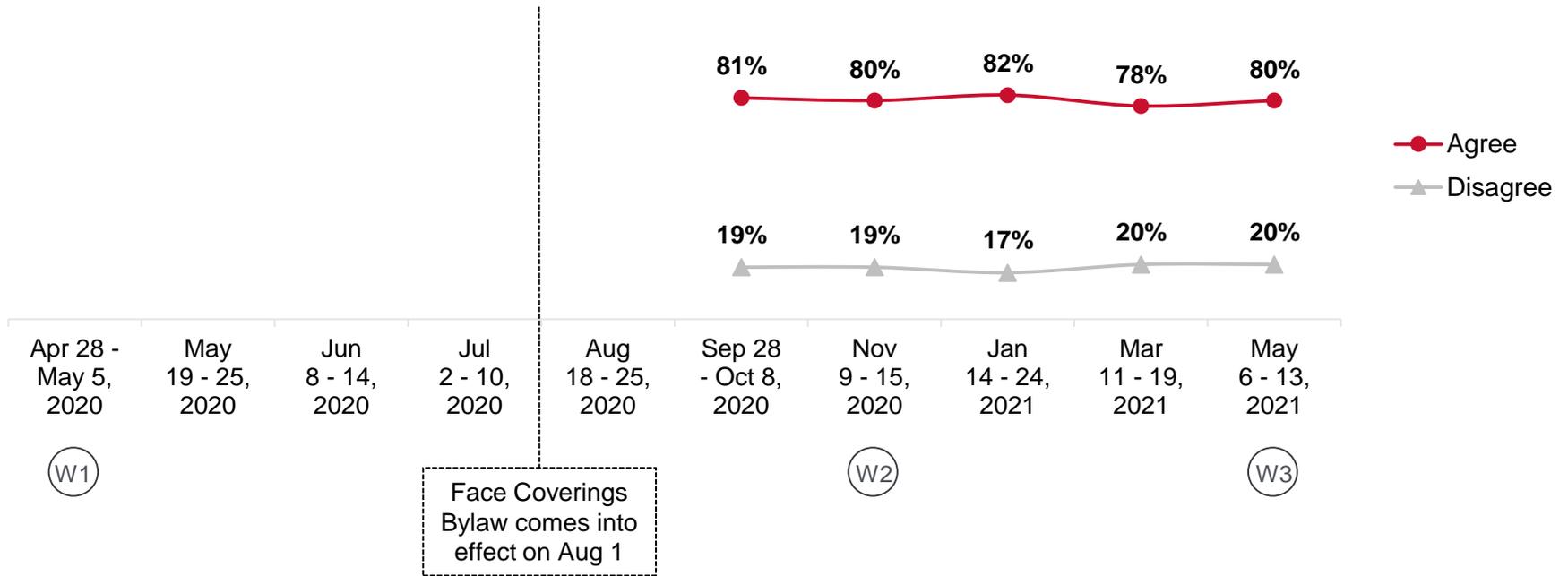
**Beginning Aug 18: As you may already know, on July 21st City Council voted in favour of a bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. To what extent do you support or oppose this bylaw?

Base: All respondents (n=500)



Impact of Bylaw on Willingness to be in Public

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



New question beginning Sep 28

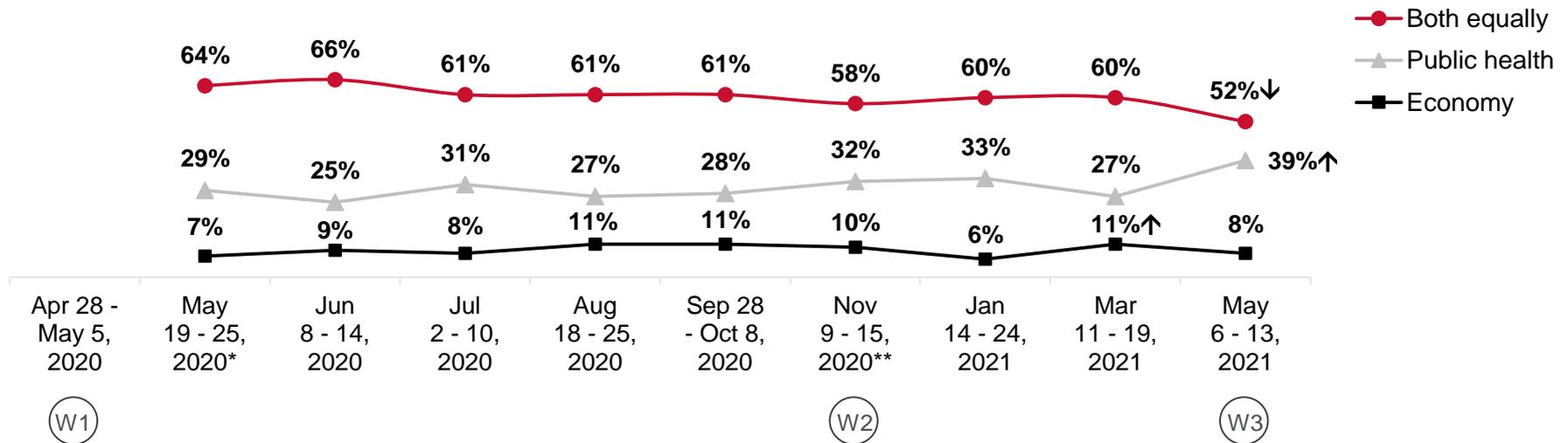
To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (n=500)



Prioritizing Public Health vs. the Economy

Opinions about Prioritizing Public Health vs. the Economy



New question beginning May 19

*May 19 - Oct 8: 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?

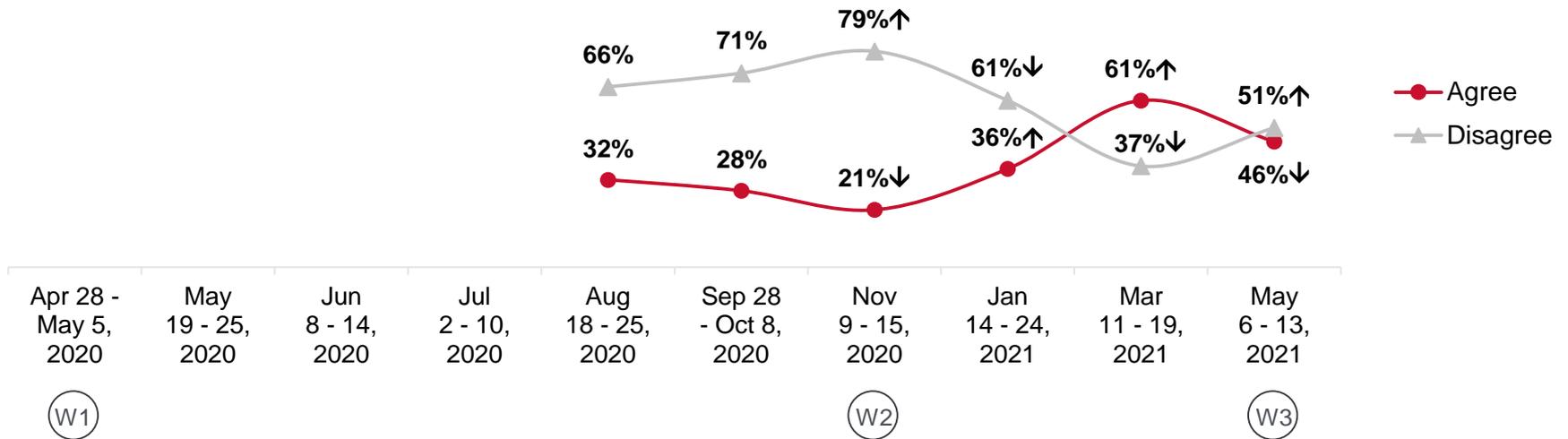
**Beginning Nov 9: Government decision-makers have to balance the importance of public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19. Do you think the priority should be public health, the economy, or both equally?

Base: All respondents (n=500)



Perceptions and Concern about the Pandemic

The Worst of the COVID-19 Pandemic is Behind Us



New question beginning Aug 18

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

I'm Worried the Pandemic is Going to Get Worse



New question beginning Jan 14

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)

Questionnaire





[The City of Calgary 2021 Citizen Perspectives – COVID-19 Snapshot 10
April 15, 2021

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 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. 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.



Questionnaire – cont'd

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

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]



Questionnaire – cont’d

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 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.
 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]

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]**

CV42. Do you intend to get a COVID-19 vaccine when one is available to you?

- Yes
- No
- Already got it **[DO NOT READ]**
- It depends **[DO NOT READ]**
- Refused **[DO NOT READ]**

[IF CV42=NO, ASK CV43]

CV43. Why do you not intend to get the vaccine?

[OPEN-END]

[IF CV42=IT DEPENDS, ASK CV44]

CV44. Why do you say it depends?

[OPEN-END]

[IF CV42=DON'T KNOW, ASK CV45]

CV45. Why are you unsure?

[OPEN-END]

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]**

Questionnaire – cont'd

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.