



C2020-0632 Spring 2020 Research Results  
2020 Citizen Perspectives Survey Report: COVID-19  
Snapshot 2

Combined Meeting of Council  
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# Background & Methodology

## Background

To help support City decisions, The City of Calgary surveys citizens about their opinions, preferences and attitudes. To help in “making life better every day” for Calgarians, The City conducts the Citizen Perspectives Survey at various intervals through the year. This wave of the survey focused on opinions, beliefs and concerns about the COVID-19 pandemic and is the second wave of the survey.

## Methodology

The survey was conducted by Leger from May 19 – 25, 2020 with 400 Calgarians via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (31%) and cell phones (69%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 10.8 minutes in duration. The margin of error (MOE) for the total sample of n=400 is  $\pm 4.9$  percentage points, 19 times out of 20.

To ensure the data was 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.

The first wave of this survey was conducted April 29 – May 5, 2020 and where applicable, results are shown for both the first and second waves for comparison purposes. Where a difference between the first wave and this wave is statistically significant, it is noted with an arrow: ↓ or ↑

Statistically significant differences across age groups and between genders are included in the Key Findings section.

# Key Findings



## Key Findings

**Overall, most Calgarians are aware of The City's efforts to limit the spread of COVID-19, and the majority agree they have enough information about The City's pandemic response and support available from The City.**

- More than nine-in-ten Calgarians (93%) agree (strongly or somewhat) they're aware of the efforts by The City to limit the spread of COVID-19; however, compared to the previous wave conducted in late April/early May, fewer strongly agree that the changes The City is making to their services will help limit the spread of the virus (43%, down from 53%).
- There were no statistically significant changes from last wave in terms of Calgarians' agreement that they have enough information about what The City is doing to respond to COVID-19 (87% agree) and that they have enough information about support available from The City to individuals (76%). There was a decline in agreement about having enough information about support available from The City to businesses (67%, down from 78% last wave).
  - More females than males agree they have enough information about The City's response to the pandemic (92% vs. 81%, respectively), about support available from The City to individuals (81% vs. 71%), and about support available from The City to businesses (73% vs. 60%).

## Key Findings – cont'd

**Calgarians continue to think The City's response has been helpful and quick enough although since the last wave, there's been a drop in agreement that the information provided by The City has been clear.**

- Consistent with the last wave in late April/early May, the majority of Calgarians agree (strongly or somewhat) that The City's response has been helpful (90%) and quick enough (81%).
- While the majority still agree that the information provided by The City has been clear, the proportion agreeing has dropped from 90% last wave to 83% this wave, with the decline being largely attributable to fewer responses of strongly agree.
- Nearly all Calgarians (97%) agree they understand what they're supposed to do to limit the spread of COVID-19; however, compared to last wave, fewer strongly agree (83%, down from 90%).



## Key Findings – cont'd

### **Compared to the last wave, just as many Calgarians report experiencing job or income loss due to the pandemic.**

- Among those reporting they were employed at the beginning of the pandemic, one-half (48%) report experiencing job or income loss as a result of the pandemic.
- Temporary job or income loss was higher among women than men who were employed at the beginning of the pandemic (49% vs. 25%, respectively) while loss of some work or income was higher among men than women (58% vs. 37%, respectively).
- Among all Calgarians, regardless of pre-pandemic employment status, one-third (34%) experienced some or complete job/income loss, with only 4% of all Calgarians losing their job/income permanently.

### **The financial impact of COVID-19 experienced by the largest proportion of Calgarians was to retirement and/or other investments, followed by a decrease in income and capacity to assist other family members financially.**

- On par with last wave, just over one-half (55%) of Calgarians with retirement savings or other investments report experiencing a negative financial impact on them and among Calgarians with an income, around one-half (47%) have had a decrease in their income.
- For those who assist other family members financially, two-in-five (40%) have been negatively impacted in this capacity.



## Key Findings – cont'd

**Consistent with the last wave, the majority of Calgarians with mortgage payments paid all of their mortgage in April and May and expect to pay all of it in June while the majority of homeowners expect to pay all of their property tax\* this year.**

- The majority of Calgarians with mortgage payments report having paid all of their mortgage payment in April (83%) and May (80%) and expect to pay all of it in June (77%).
- Four-in-five Calgarians (81%) expect to be able to pay their entire property tax bill this year (consistent with last wave), while most others think they'll be able to pay most (8%) or some (6%).

**Although the majority of renters were able to pay all of their rent in April and May, fewer were able to do so in May and expect to be able to in June.**

- In April, most renters (92%) reported paying all their rent that month but in May, this dropped to 79%, with the proportion paying most of their rent increasing from 0% in April to 14% in May.
- Around three-quarters (73%) of renters anticipate being able to pay all of their rent in June and 17% expect they'll pay most of it.

\*Property owners had not yet received their City of Calgary 2020 tax bill at the time the survey was conducted.



## Key Findings – cont'd

### **Calgarians continue to view the COVID-19 pandemic as a major threat to the city's economy and less a threat to their personal financial situation.**

- On par with the last wave, the majority of Calgarians (89%) see the pandemic as a major (rather than minor or no) threat to Calgary's economy.
  - Compared to Calgarians under 65 years of age, fewer older Calgarians (aged 65 years or older) view the pandemic as a major threat to the economy (92% vs. 80%, respectively).
- The pandemic is seen as a major threat to the health of Calgary's population as a whole by just over one-half (58%) of Calgarians while 35% say it's a minor threat, on par with the last wave.
  - Females are more inclined than males to see a major threat to the health of Calgary's population (67% vs. 49%, respectively).
- Consistent with the last wave, Calgarians are split on whether it's a major (43%) or minor (49%) threat to their community's daily life.
- As in the last wave, around one-third (30%) think COVID-19 is a major threat to their personal financial situation while one-half (49%) think it's a minor threat and one-in-five (20%) say it's no threat.
  - Calgarians aged 65 years or older are much more likely than their younger counterparts (under the age of 65) to say the pandemic is no threat (37% vs. 16%, respectively) to their financial situation, perhaps reflecting the older population's reliance on income that wasn't impacted by the pandemic (e.g. Canada Pension Plan payments, Old Age Security, and/or private pension plan income).

## Key Findings – cont'd

**A slight majority of Calgarians perceive the pandemic as a minor threat to their physical and mental health while one-quarter see it as a major threat and one-in-five say it's no threat.**

- One-quarter (26%) think the pandemic is a major threat to their mental health, one-half (53%) think it's a minor threat and one-in-five (19%) say it's no threat to their mental health. The results for threat level to physical health are nearly identical (25% major, 56% minor, and 18% no threat).
  - More females than males perceive a major threat to their mental health (33% vs. 20%, respectively).
  - Compared to seniors (those aged 65 years or older), more than twice as many younger Calgarians (under the age of 65) report that the pandemic is a major threat to their mental health (32% of 18 to 34 year olds and 27% of those 35 to 64 vs. 11% of 65 or older). Conversely, more seniors than those under the age of 64 (34% vs. 17%) see it as no threat to their mental health.

**Calgarians continue to be more concerned about family and friends outside their household than themselves or other household members becoming ill from COVID-19.**

- On par with the last wave, more than four-in-five Calgarians (85%) said they're concerned (very or somewhat) about other family/friends outside of their household becoming ill from COVID-19, compared to 64% concerned about someone in their household and 61% concerned about themselves.

## Key Findings – cont'd

**The majority of Calgarians report finding it stressful when they need to leave their house and be out in public during the pandemic; however, this is mostly due to finding it somewhat, rather than very, stressful.**

- Two-thirds (66%) say they find it stressful (very or somewhat) when they have to leave their house and be out in public during the pandemic, although one-half (50%) find it somewhat stressful compared to 16% who say it's very stressful.
  - More females than males find it stressful (72% vs. 60%, respectively), with around twice as many women as men saying it's very stressful (21% vs. 11%).

## Key Findings – cont'd

**Many Calgarians report that since the start of the pandemic, their mental health and financial situation (and to a lesser extent, their physical health) have worsened.**

- Around two-in-five Calgarians (43%) report their mental health has worsened (a lot or a little) since the pandemic started while one-half (51%) say it's stayed about the same.
  - More females than males report a worsening of their mental health (54% vs. 33%, respectively).
- Three-in-ten (29%) say their physical health has worsened while the majority (62%) report it's stayed the same and one-in-ten (9%) say it's improved.
  - Compared to those aged 35 or older, more Calgarians aged 18 to 34 years say their physical health has worsened (40% vs. 25% of those aged 35 to 64 and 19% of those 65 years or older).
  - Fewer residents of the NE quadrant than those in the other three quadrants say their physical health has worsened (15% vs. 33% SW, 34% SE, and 29% NW).
- One's personal financial situation has stayed the same for one-half (49%) of Calgarians while nearly as many (44%) said it's worsened.
  - Among Calgarians aged 18 to 34, 12% report an improvement in their personal financial situation, compared to only 2% of those 35 to 64 and 4% of seniors (65 or older). Those 35 to 64 are most likely to say their personal financial situation has worsened (51% vs. 37% aged 18 to 34 and 38% of seniors).
  - Residents of the SE are more likely to say their financial situation has improved (14% vs. 3% SW, 4% NW, and 2% NE).

## Key Findings – cont'd

### **Calgarians' satisfaction with The City's COVID-19 response and trust in The City regarding its pandemic response remain strong and on par with the last wave.**

- Consistent with the last wave, four-in-five Calgarians (82%) are satisfied (very or somewhat) with The City's COVID-19 response, with one-third (33%) very satisfied.
  - More females than males are satisfied (88% vs. 76%, respectively).
- Two-thirds (66%) trust (a great deal or a little) The City regarding its COVID-19 response, with 36% saying they trust The City a great deal. One-in-five (20%) of Calgarians are neutral, leaving a minority (13%) reporting they distrust (a great deal or a little) The City.
  - Twice as many males as females (17% vs. 8%, respectively) distrust The City in terms of its pandemic response.

### **Calgarians are split between whether The City should increase taxes at the current inflation rate to maintain current service levels or it should cut services (to maintain or reduce taxes).**

- Around two-in-five Calgarians (44%) would like The City to increase taxes at the current inflation rate to maintain services at current levels while just as many would like The City to either cut services to maintain the current tax level (29%) or cut services further to reduce taxes (16%). Only one-in-twenty (5%) would most like The City to increase taxes beyond the current inflation rate to expand services.

## Key Findings – cont'd

**The majority of Calgarians would like government decision-makers to balance public health and economic considerations or prioritize public health when re-opening the economy while only a small minority would like the economy to be the priority.**

- Around two-thirds (64%) think government decision-makers should prioritize public health and the economy equally when re-opening the economy while three-in-ten (29%) say public health should be the priority and only 7% think the economy should take precedence.
  - More males than females (11% vs. 4%) think the priority should be the economy.

**The majority of Calgarians are satisfied with Alberta's Relaunch Strategy, although mostly somewhat rather than very satisfied, and many think the pace is just about right.**

- Three-quarters (73%) of Calgarians are satisfied (very or somewhat) with the Province's Relaunch Strategy, with just over one-half (56%) saying they're somewhat satisfied.
- Slightly more than one-half (56%) think the pace of Alberta's Relaunch Strategy is just about right while around three-in-ten (28%) say it's too fast and 13% think the pace is too slow.



## Key Findings – cont'd

**Calgarians' comfort level with doing activities\* after restrictions have been lifted (but before there's a vaccine) varies and fewer anticipate being comfortable with activities potentially involving close proximity to many people at a time.**

- Around three-quarters (73%) of those who usually work at an office or other workplace say they'll be comfortable (very or somewhat) going there post-restrictions, although only 39% will be very comfortable.
- Nearly as many (69%) will be comfortable receiving physiotherapy, chiropractic treatment or seeing a dentist while slightly fewer (61%) will be comfortable getting personal services such as a haircut, manicure, cosmetic treatment or massage.
- Visiting public places such as malls or libraries and eating in restaurants will be comfortable for just over one-half (58% and 56%, respectively).
  - Fewer females than males (49% vs. 62%) say they'll be comfortable eating in restaurants.
- Going to the gym or a fitness facility, using public transit and attending a large public gathering (e.g. a sporting event, concert, or festival) are the activities with which the lowest proportion of Calgarians anticipate they'll be comfortable (42%, 34% and 30%, respectively).
  - Fewer females than males (24% vs. 37%) will be comfortable attending a large public gathering.

**An analysis of results across age categories revealed that the age group that differed most was those aged 65 years or older; the results for young adults, aged 18 to 24 years, typically aligned with those of Calgarians 25 to 64 years of age.**

\*Among those for whom each activity is applicable (i.e. excluding those who answered "not applicable").

# Detailed Findings







# Information about The City's COVID-19 Response

Most Calgarians continue to agree they're aware of The City's current efforts to limit the spread of COVID-19 and a substantial proportion agree they that have enough information about The City's COVID-19 response and about support available from The City to individuals. A majority agree that the changes The City made to services help limit the spread of the virus.

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

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

							Agree	Disagree
I'm aware of the current efforts by The City to limit the spread of COVID-19	May 19 - 25						93%	6%
	Apr 28 - May 5						94%	5%*
I have enough information about what The City is doing to respond to COVID-19	May 19 - 25						87%	11%
	Apr 28 - May 5						88%	11%*
The changes The City is making to their services will help limit the spread of COVID-19	May 19 - 25						81%	13%
	Apr 28 - May 5						86%*	11%
I have enough information about support available from The City to individuals	May 19 - 25						76%	20%*
	Apr 28 - May 5						82%	17%
I have enough information about support available from The City to businesses	May 19 - 25						67%↓	23%
	Apr 28 - May 5						78%	16%*

\*Rounding

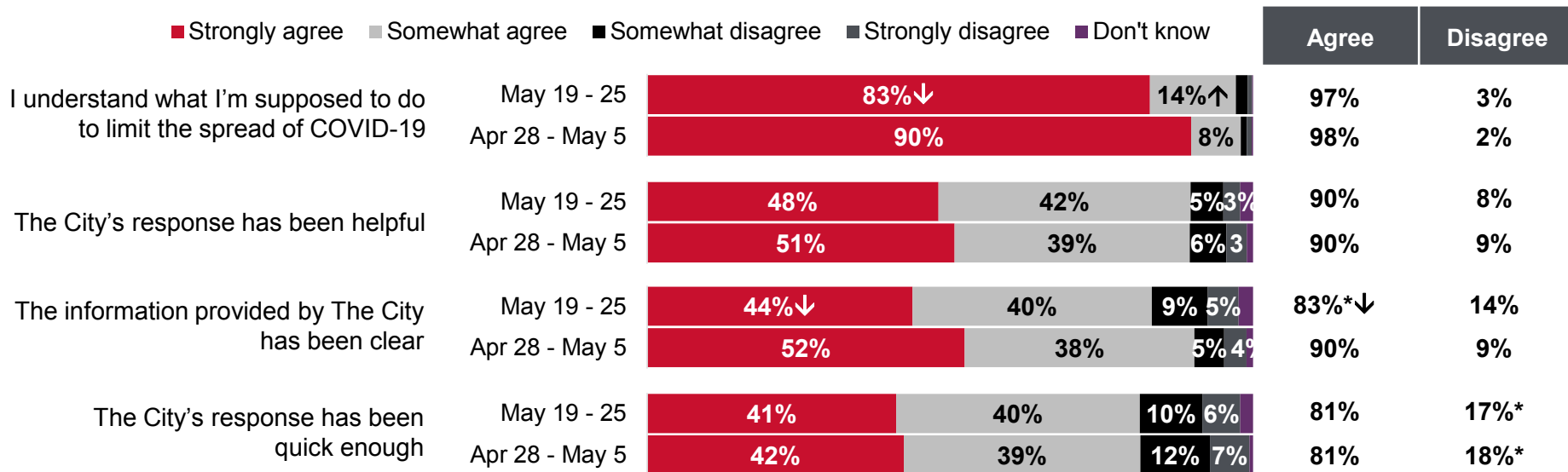
Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
Base: All respondents (n=400)



# Quality of The City's COVID-19 Response

Nearly all Calgarians agree they understand what they're supposed to do to limit the spread of the virus and most think The City's response has been helpful. Slightly fewer agree the information provided by The City has been clear and this is down by seven percentage points since the last survey.

## Opinions about the Quality of The City's COVID-19 Response



\*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=400)

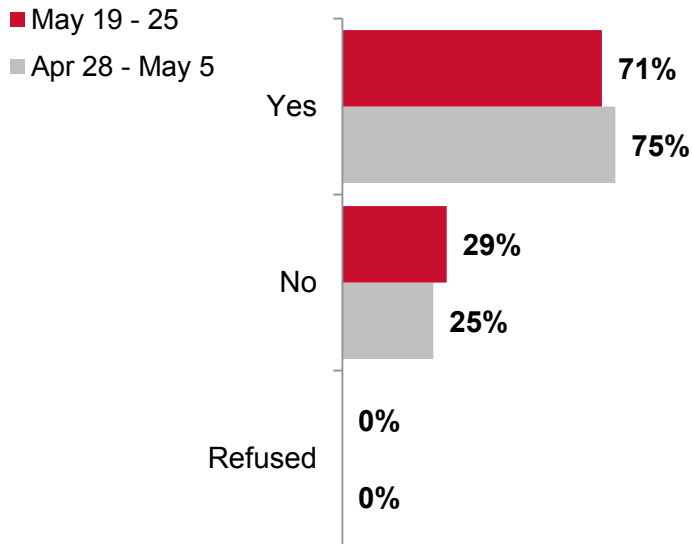


# Impacts to Employment

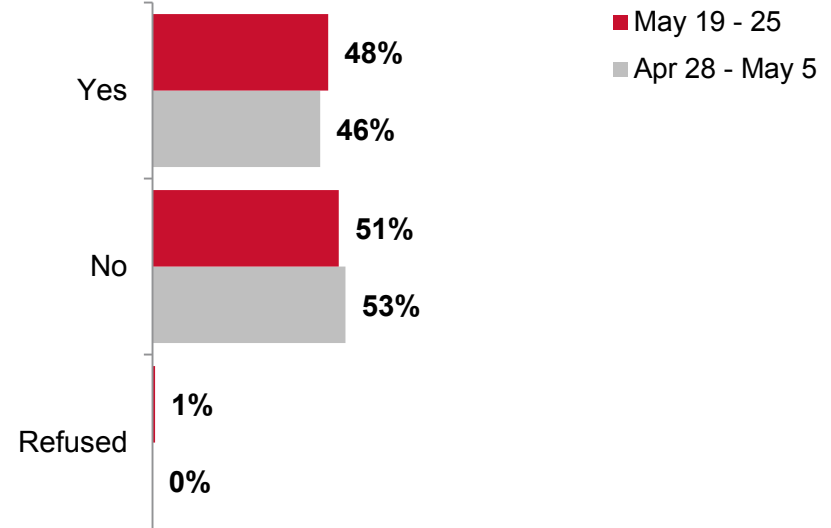
The majority of Calgarians were employed at the beginning of the pandemic and among them, one-half experienced job or income loss due to the pandemic.

*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.*

## Employment Status at Beginning of Pandemic



## Experience 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=400)

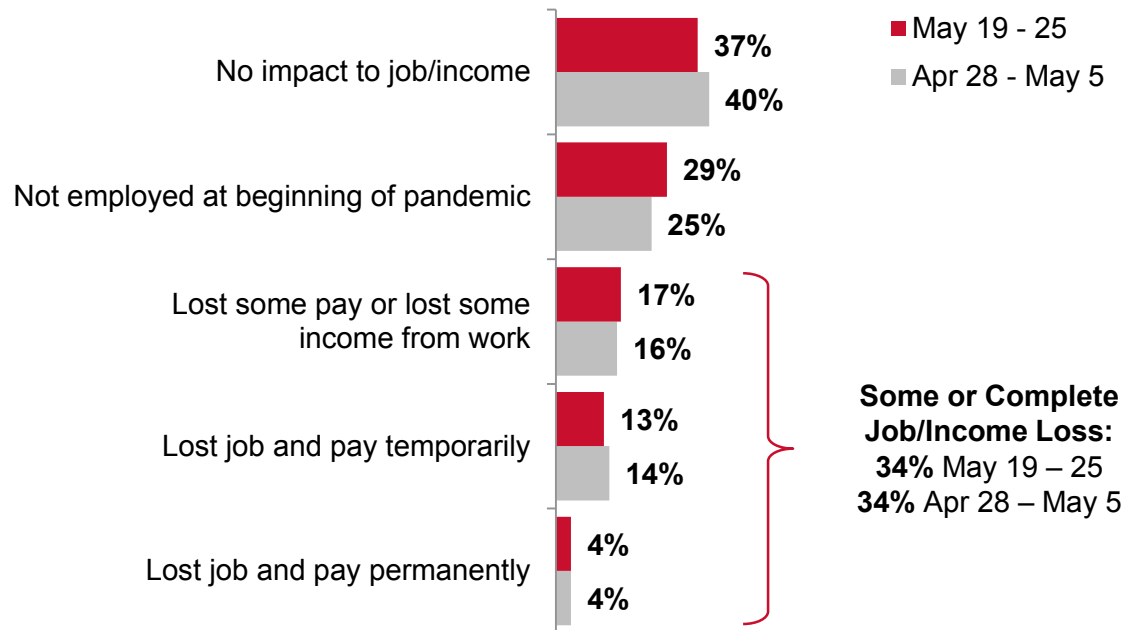
Have you experienced a job loss or income loss due to the COVID-19 pandemic?  
Base: Respondents employed at the beginning of the pandemic (May 19 – 25, n=267; Apr 28 – May 5, n=296)



# Impacts to Jobs and Income

Among the adult Calgary population, one-third experienced at least some job and/or income loss as a result of the COVID-19 while the remaining Calgarians either weren't employed at the beginning of the pandemic or didn't experience an impact to their job or income.

**Impact of COVID-19 Pandemic on Job and/or Pay**



At the beginning of the COVID-19 pandemic, were you employed? This includes being self-employed. Have you experienced a job loss or income loss due to the COVID-19 pandemic? Which of the following scenarios currently apply to you?

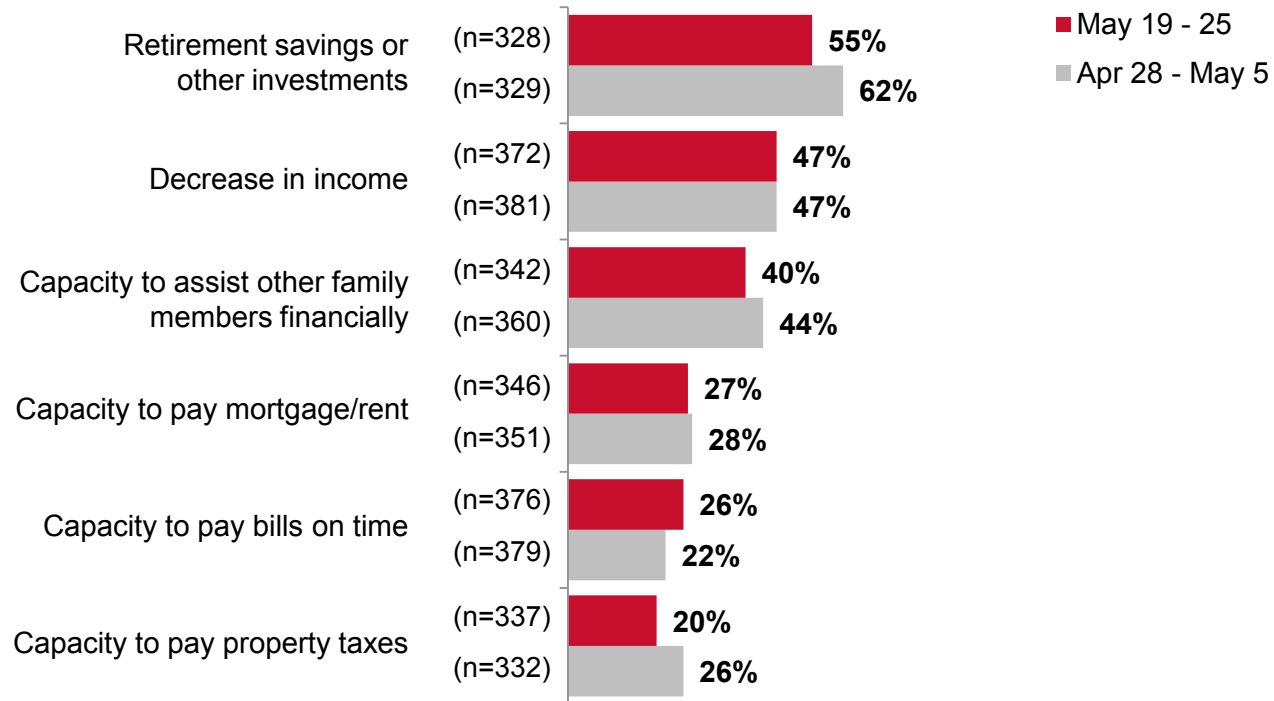
Base: All respondents who answered the questions about employment (n=393)



# Financial Impacts of COVID-19 Pandemic

The pandemic had an impact on the retirement savings or other investments of over one-half of Calgarians who have them. Among those with an income, one-half experienced a decrease. A minority experienced impacts on their capacity to pay their mortgage/rent, capacity to pay bills on time and/or to pay property taxes.

**Financial Impacts of COVID-19 Pandemic**  
(% yes of those to whom each is applicable)



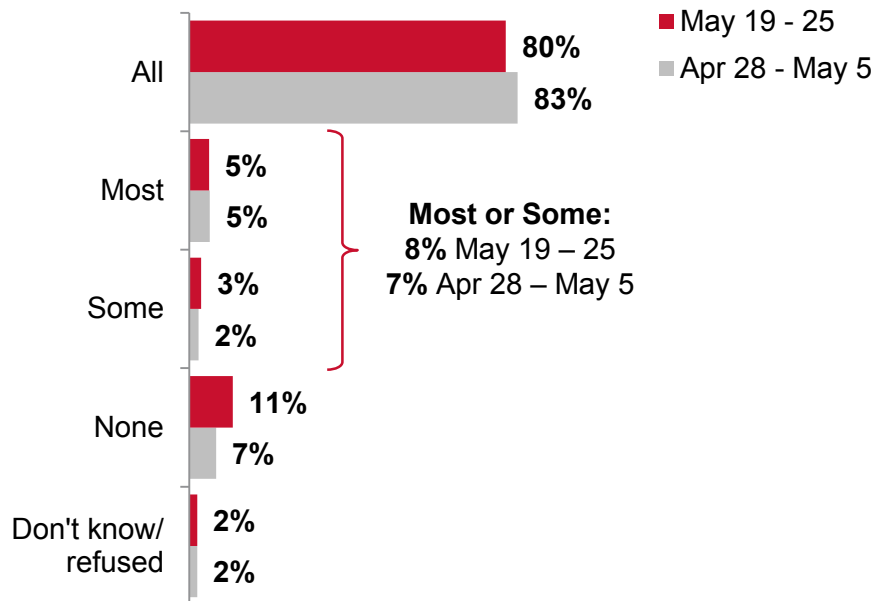
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes to the following:  
Base: All respondents to whom each is applicable (n=varies)



# Impact To Ability To Pay Mortgage Payments

Four-in-five Calgarians with a mortgage were able to pay all of their May mortgage payments and around as many anticipate they'll be able to pay all of it in June. Around one-in-ten paid only most or some in May and one-in-ten paid none. Just as many expect to pay less than all of their June payment.

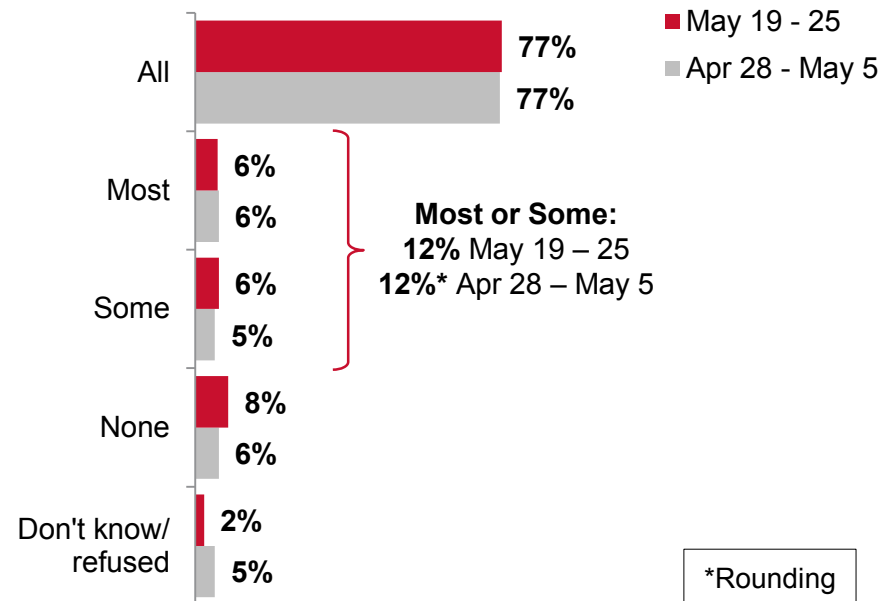
**Proportion of Mortgage Payment Paid in Current Month**  
(among homeowners with mortgage payments)



What proportion of your regular mortgage payment were you able to pay in [current month]?

Base: Respondents who own their current place of residence and have mortgage payments (May 19 – 25, n=222; Apr 28 – May 5, n=220)

**Expected Proportion of Mortgage Payment to be Paid in Following Month**  
(among homeowners with mortgage payments)



What proportion of your regular mortgage payment do you expect to be able to pay in [following month]?

Base: Respondents who own their current place of residence and have mortgage payments (May 19 – 25, n=222; Apr 28 – May 5, n=220)

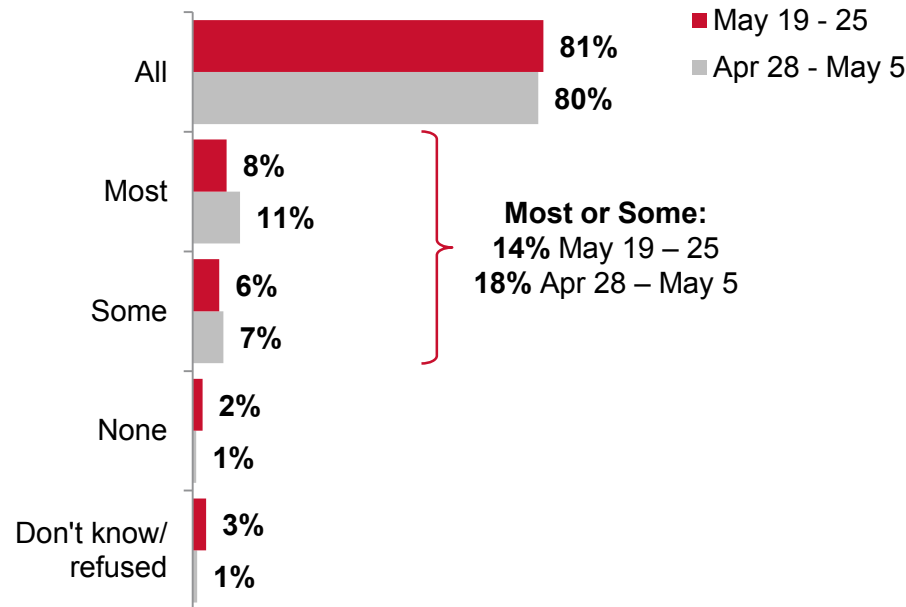
\*Rounding



# Impact To Ability To Pay Property Tax

The majority of Calgary homeowners expect to pay all of their property tax bill this year with most others planning to pay at most or at least some.

**Expected Proportion of Property Tax to be Paid this Year**  
(among homeowners responsible for property tax)



What proportion of your property tax do you expect to be able to pay to The City of Calgary this year?

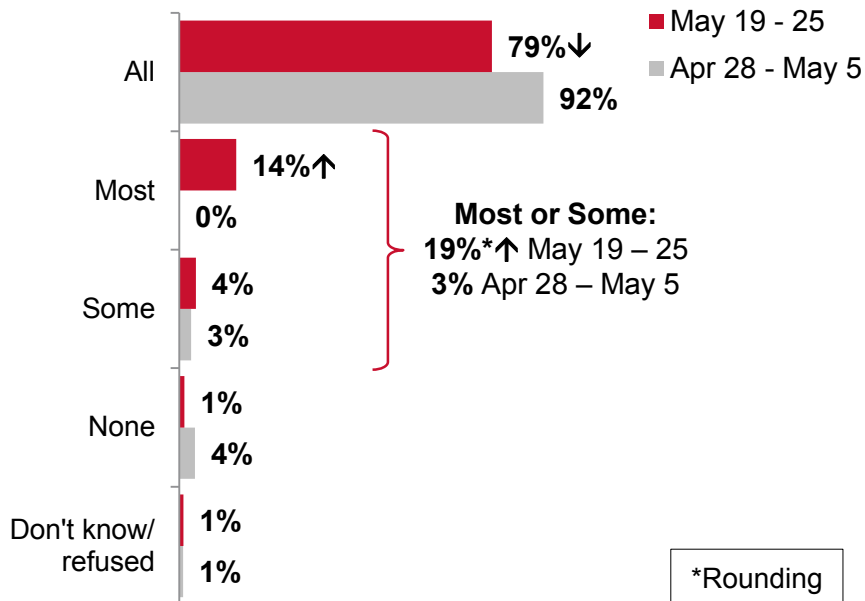
Base: Respondents who own their current place of residence and are responsible for property tax (May 19 – 25, n=305; Apr 28 – May 5, n=300)



# Impact To Ability To Pay Rent Payments

Fewer renters were able to pay their full rent payment in May than in April, down from nine-in-ten to eight-in-ten, but most of those who weren't able to pay their full rent were able to pay most. Renters anticipate a similar situation in June.

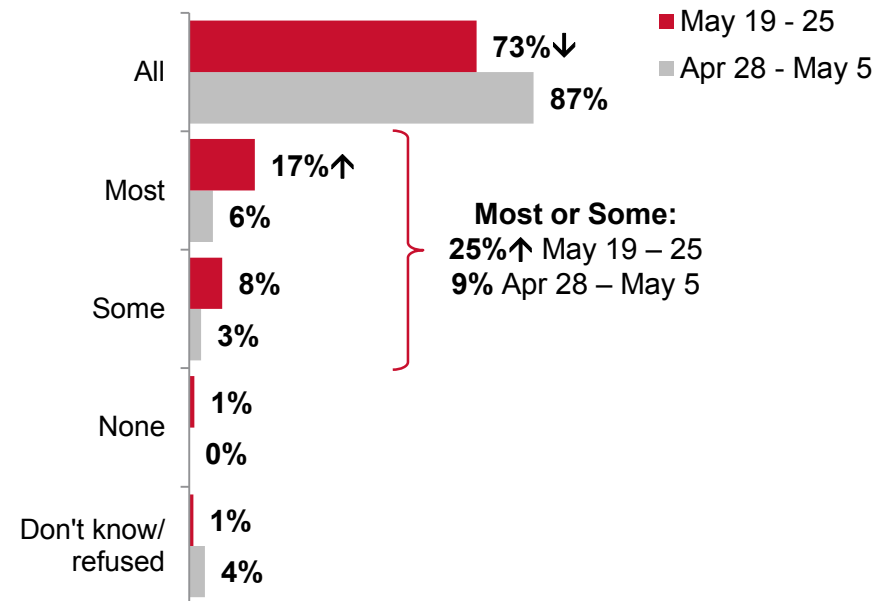
**Proportion of Rent Payment Paid in Current Month**  
(among renters)



What proportion of your regular rent payment were you able to pay in [current month]?

Base: Respondents who rent their current place of residence  
(May 19 – 25 , n=80; Apr 28 – May 5, n=79)

**Expected Proportion of Rent Payment to be Paid in the Following Month**  
(among renters)



What proportion of your regular rent payment do you expect to be able to pay in [following month]?

Base: Respondents who rent their current place of residence  
(May 19 – 25 , n=80; Apr 28 – May 5, n=79)



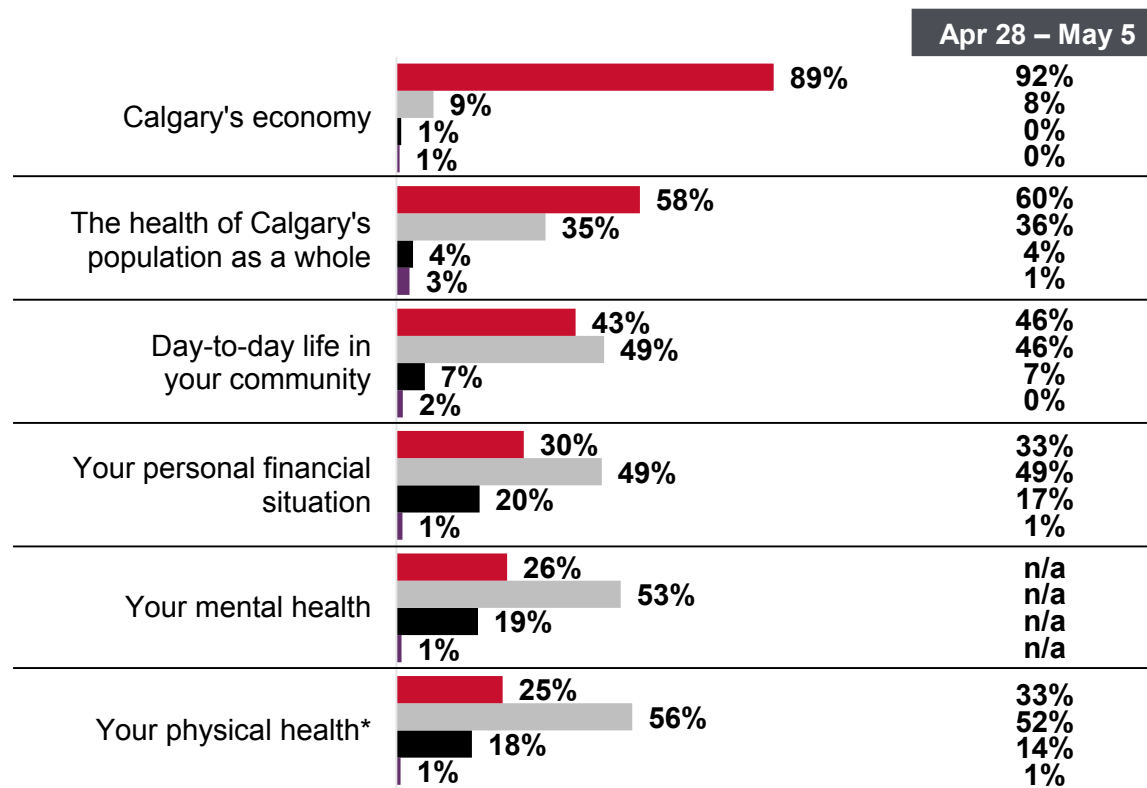


# Perceived Threat Level of COVID-19

The large majority of Calgarians continue to think COVID-19 is a major threat to Calgary’s economy and although a minority perceive the pandemic to be a major threat to their personal financial situation, mental health and physical health, around one-half view it as a minor threat rather than no threat.

## Perceived Threat Level of the COVID-19 Pandemic

- Major threat
- Minor threat
- No threat
- Don't know/refused



In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?  
Base: All respondents (n=400)

\*In COVID-19 Snapshot #1, the question asked about “personal health” and in Snapshot #2, the question was revised to specify “mental health” and “physical health” separately.

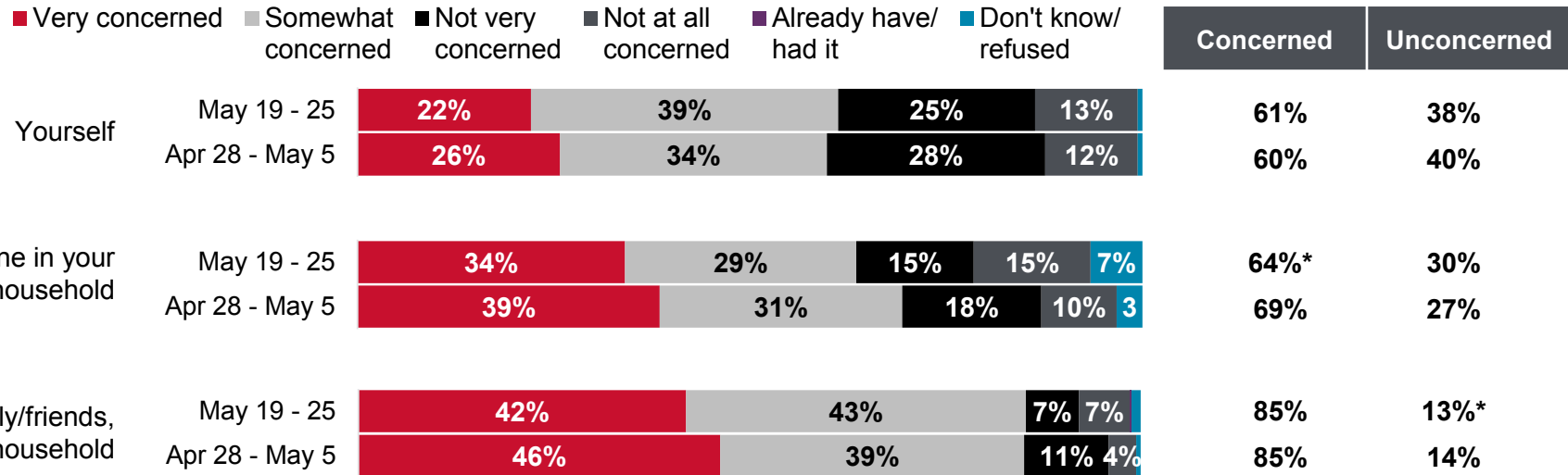


# Concern about Becoming Ill From COVID-19

Calgarians' concern about themselves, someone in their household and/or other family and friends becoming ill from COVID-19 hasn't waned since the first survey, with more being concerned about family/friends outside of their household than about someone they live with or themselves.

## Concern about Becoming Ill from COVID-19

■ Very concerned  
 ■ Somewhat concerned  
 ■ Not very concerned  
 ■ Not at all concerned  
 ■ Already have/had it  
 ■ Don't know/refused



\*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.

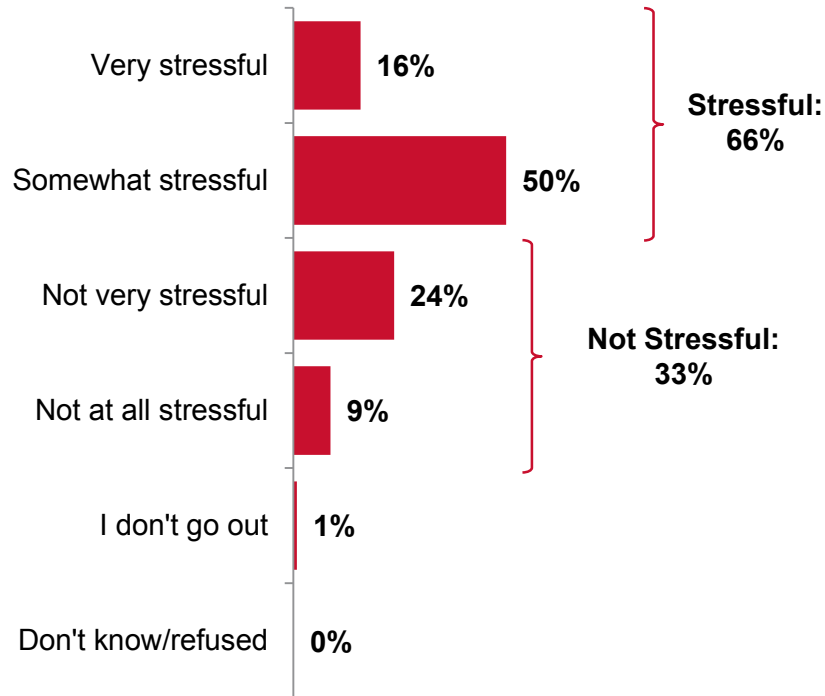
Base: All respondents (n=400)



# Stress Level When in Public During Pandemic

While a minority of Calgarians reported that being out in public during the pandemic is very stressful for them, one-half find it somewhat stressful and only one-in-ten said it's not at all stressful.

**Stress Level When in Public During the Pandemic**



**New question this wave**

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

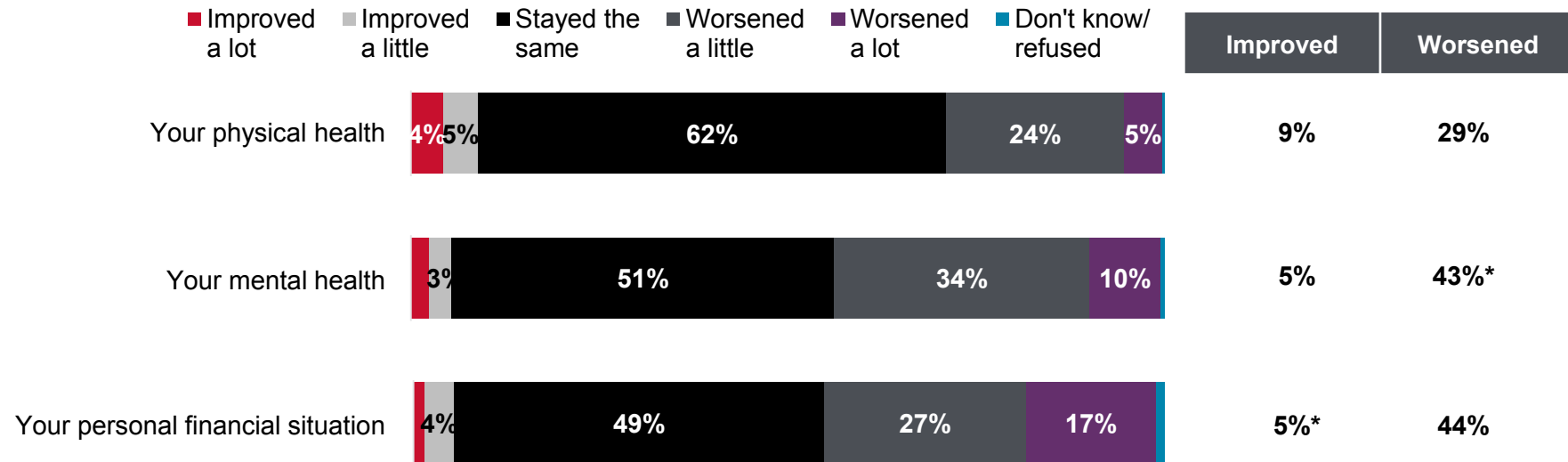
Base: All respondents (n=400)



# Changes in Personal Health and Finance

Mental health and personal finances have worsened since the beginning of the pandemic for just over two-in-five Calgarians while they've remained the same for one-half. Fewer report worsened physical health, with the majority saying their physical health has stayed the same.

## Changes in Personal Health and Financial Situation Since Before the Pandemic



\*Rounding

### New question this wave

Compared to just before the pandemic started and restrictions were put in place, would you say your [INSERT ITEM] has improved, remained the same, or worsened? [IF IMPROVED OR WORSENERD] Is that a lot or a little?

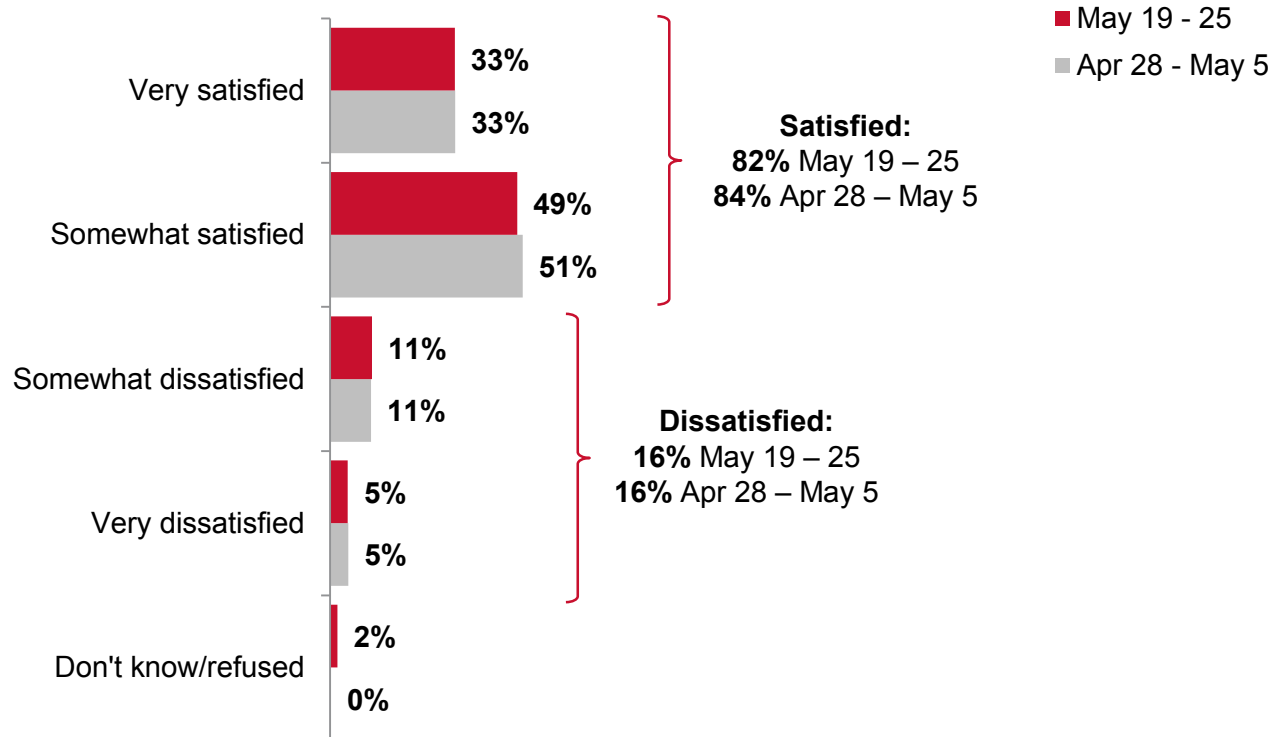
Base: All respondents (n=400)



# Satisfaction With The City's COVID-19 Response

Calgarians' satisfaction with The City's COVID-19 response hasn't changed since late April/early May – the majority are satisfied either very or somewhat.

Satisfaction with The City's COVID-19 Response



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

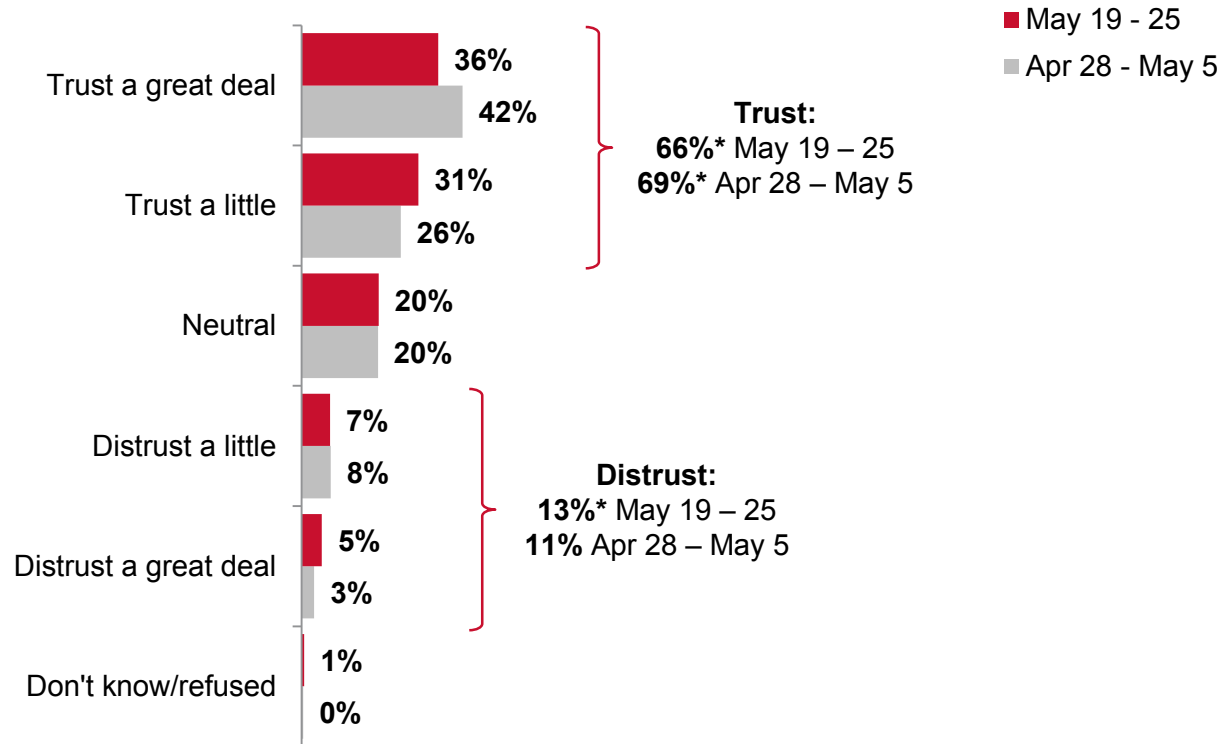
Base: All respondents (n=400)



# Trust In The City's COVID-19 Response

The majority of Calgarians continue to trust The City in terms of its COVID-19 response. While it appears as if there's been a decline in the percentage of Calgarians answering "trust a great deal," the difference is not statistically significant.

**Trust in The City Regarding COVID-19 Response**



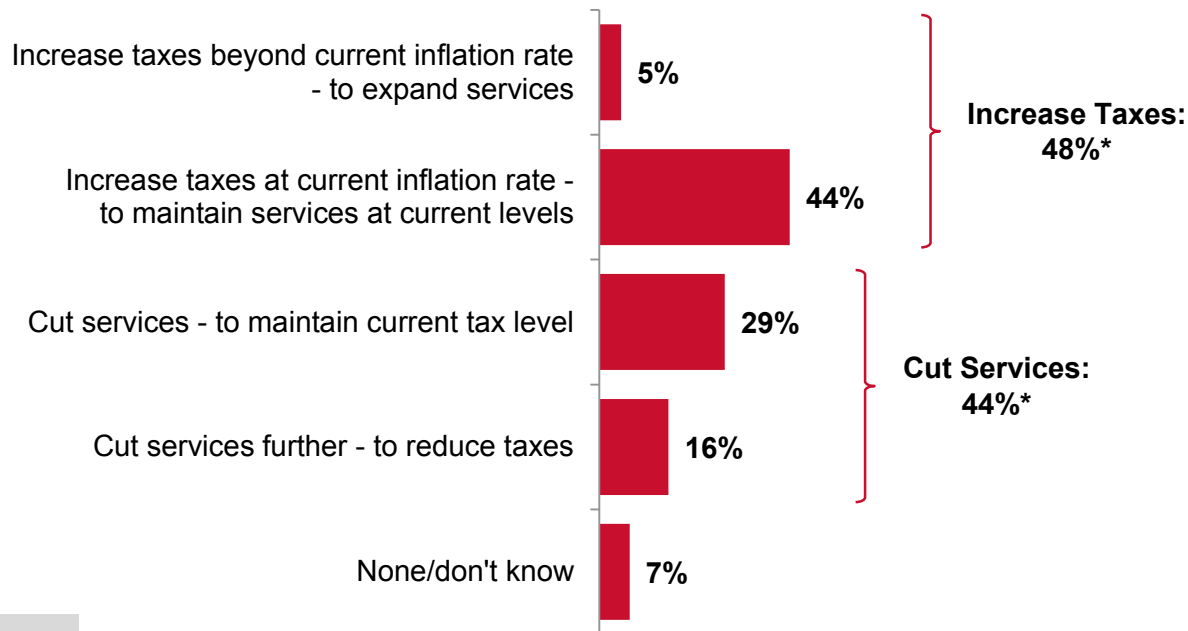
Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?  
Base: All respondents (n=400)



# Balancing Taxation and Service Delivery Levels

Calgarians are split between whether The City should increase taxes at the current inflation rate to maintain current service levels or it should cut services (to maintain or reduce taxes), with the most popular option being increasing taxes at the current inflation rate in order to maintain current service levels.

**Preference for Balancing Taxation and Service Delivery Levels**



\*Rounding

**New question this wave**

Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

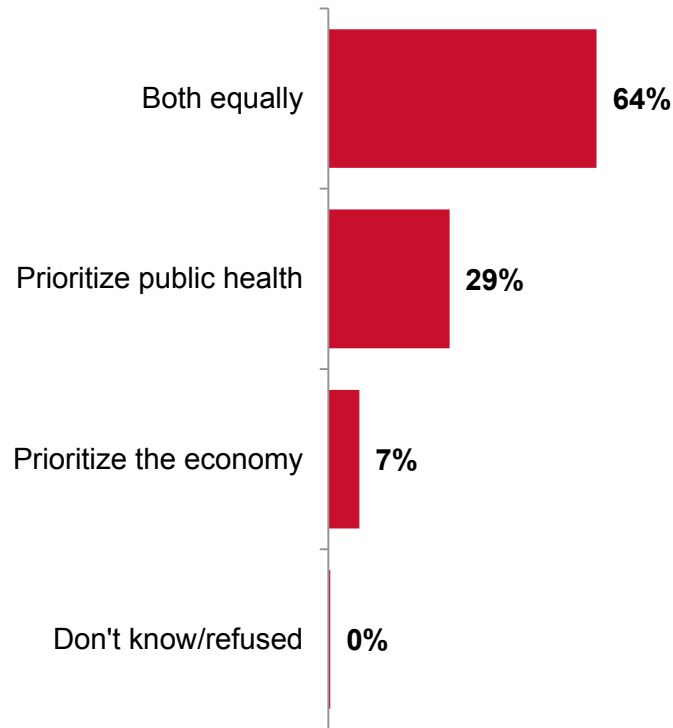
Base: All respondents (n=400)



# Prioritizing Public Health vs. Economy

The majority of Calgarians think government decision-makers should balance public health and economic considerations when re-opening the economy while three-in-ten say to prioritize public health. Only a small minority think the economy should take priority over public health.

**Opinions about Prioritizing Public Health vs. the Economy**



**New question this wave**

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=400)

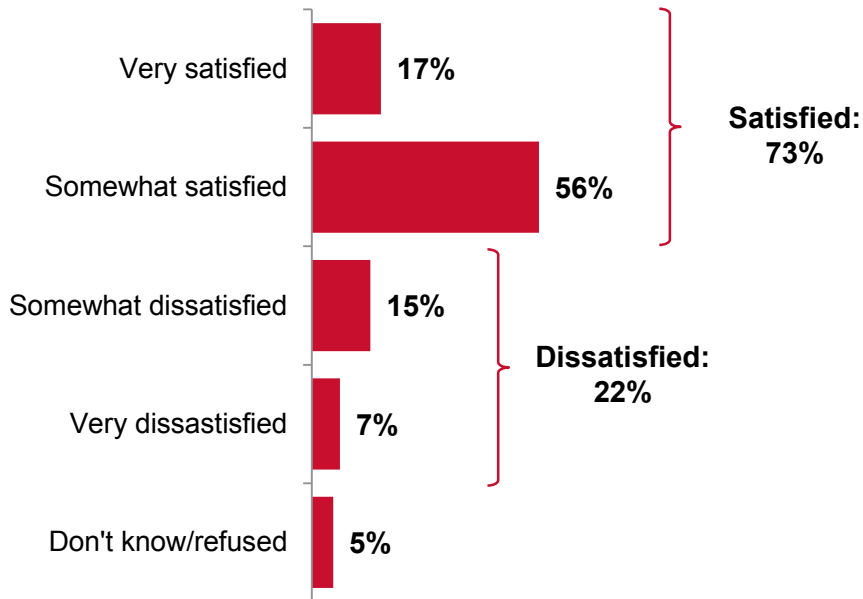




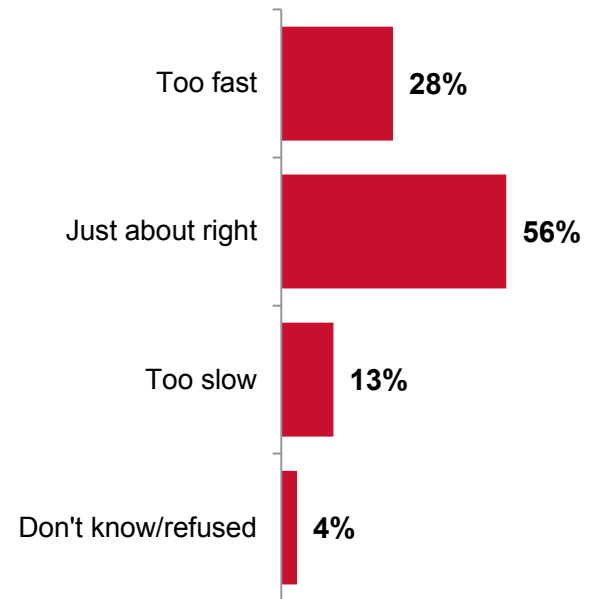
# Alberta's Relaunch Strategy

Three-quarters of Calgarians are satisfied with Alberta's Relaunch Strategy although this is mainly due to ratings of "somewhat" rather than "very" satisfied. Just over one-half of Calgarians think the pace of relaunch is "just about right" while three-in-ten say it's too fast.

**Satisfaction with Alberta's Relaunch Strategy**



**Opinion about Pace of Alberta's Relaunch Strategy**



**New question this wave**

The province of Alberta has recently released their Relaunch Strategy. How satisfied or dissatisfied are you with the plan? Is that very or somewhat?  
Base: All respondents (n=400)

**New question this wave**

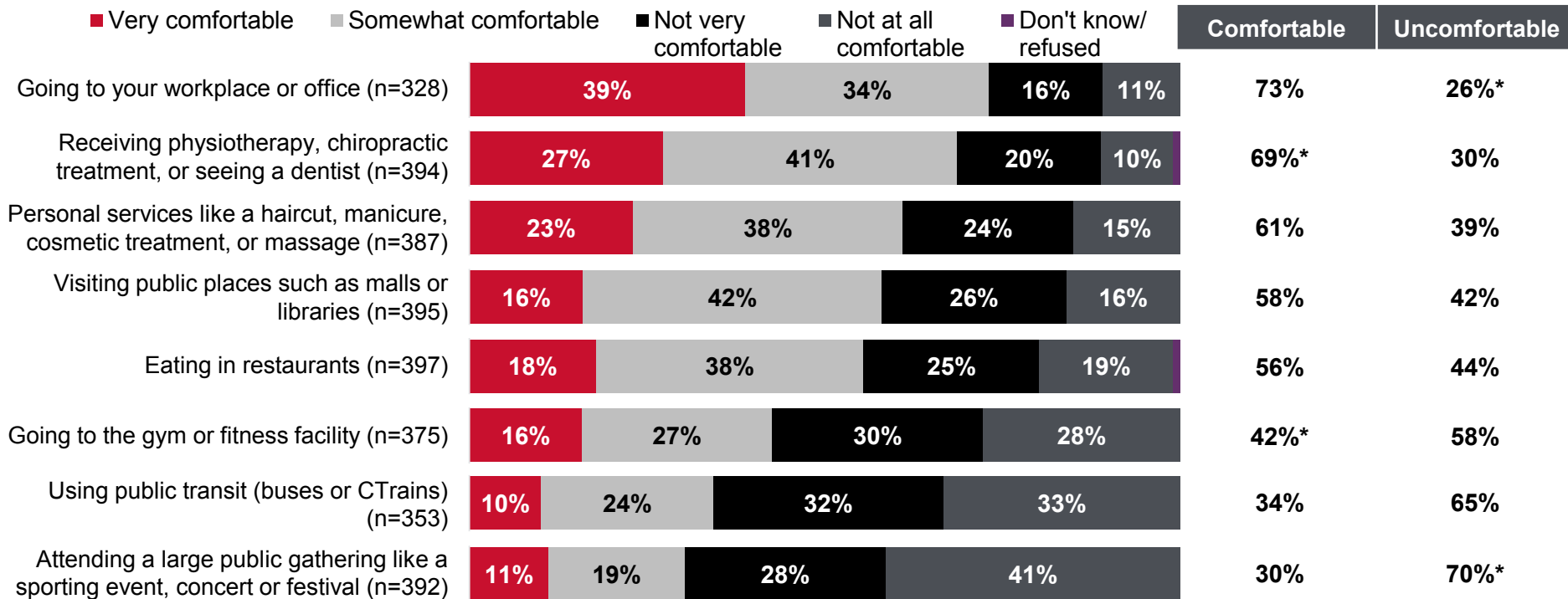
Do you think the pace of Alberta's Relaunch Strategy is too slow, just about right, or too fast?  
Base: All respondents (n=400)



# Comfort with Activities After Restrictions Lifted

Three-quarters of Calgarians anticipate that, post-restrictions, they'll be comfortable with going to their workplace/office and almost as many will be comfortable with receiving para-medical services. Comfort is lowest for activities that generally involve being in close proximity to many people at time: going to the gym, using public transit, and attending large public gatherings.

## Anticipated Comfort Levels with Activities After Restrictions are Lifted but Before there is a COVID-19 Vaccine (among those for whom each activity is applicable)



**New question this wave**

\*Rounding

Once restrictions are lifted but before there is a COVID-19 vaccine, how comfortable will you be doing the following activities?  
Base: All respondents to whom each is applicable (n=varies)



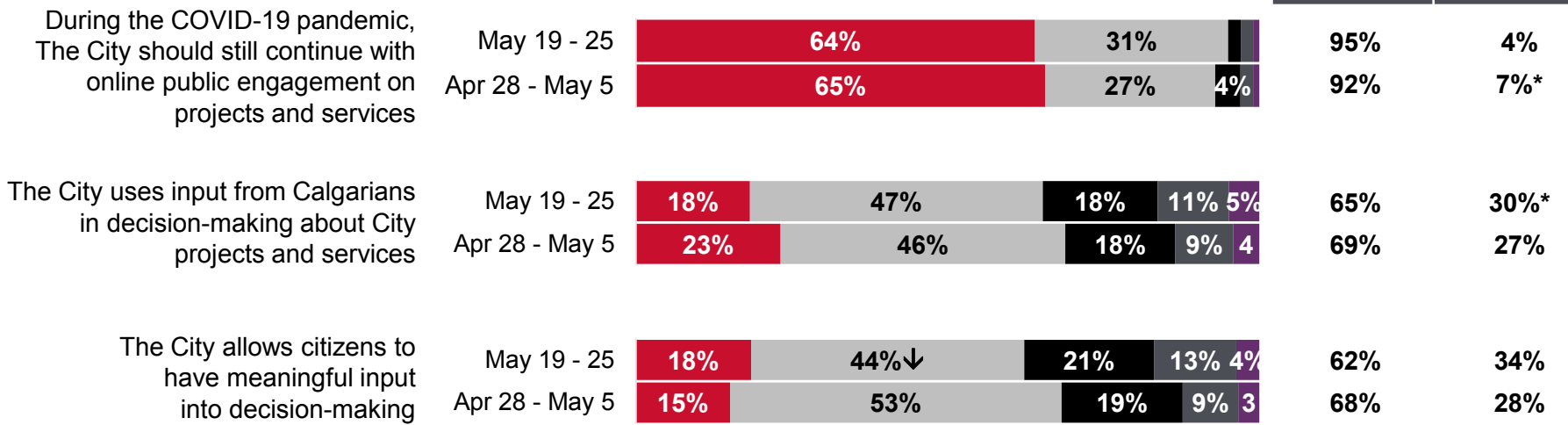
# Opinions About Citizen Input

The majority of Calgarians agree The City allows citizens to have meaningful input into decision-making and uses the input while nearly all agree that during the pandemic, The City should continue with online public engagement on projects and services.

## Opinions about Citizen Input

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

Agree	Disagree
-------	----------



\*Rounding

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

Base: All respondents (n=400)

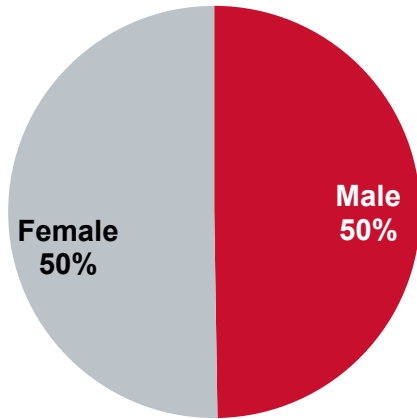
# Demographics



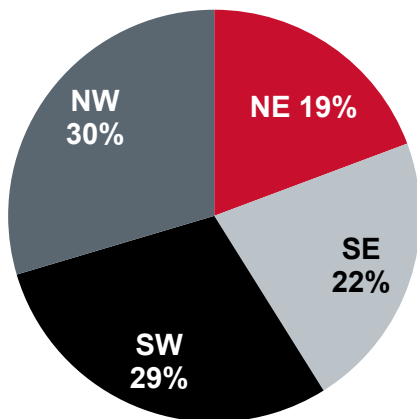


# Demographics

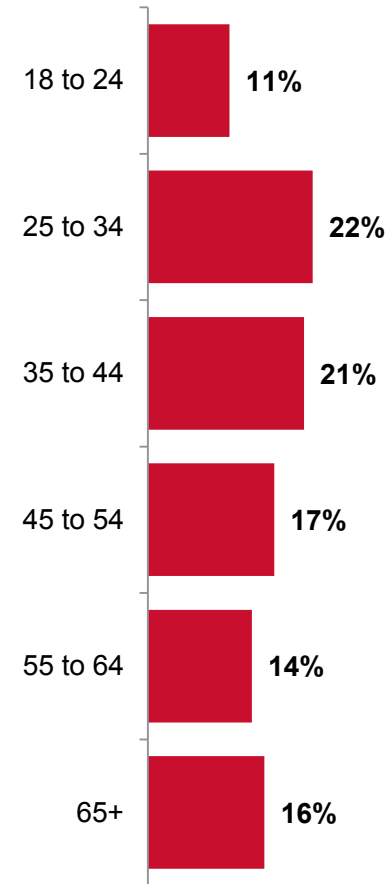
**Gender**  
(asked, not inferred)



**Quadrant of Residence**



**Age**

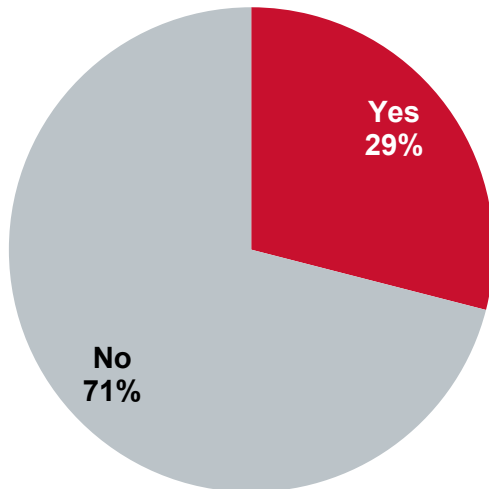


Base: All respondents (n=400)

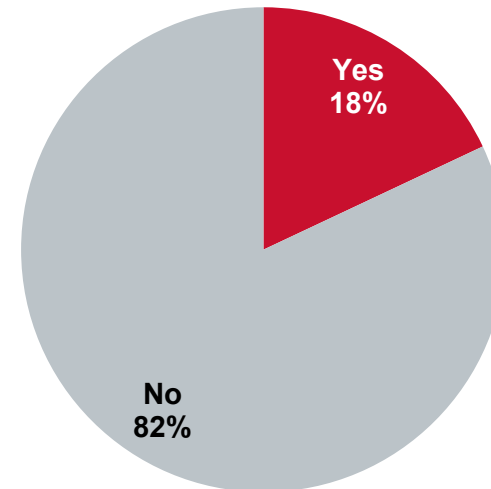


## Demographics – cont'd

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



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



Base: All respondents (n=400)

# Questionnaire





**[The City of Calgary 2020 Citizen Perspectives – COVID-19 Snapshot #2  
May 15, 2020**

**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 "2020 Citizen Perspectives Survey." City staff would be happy to address your concerns.)

The survey will take approximately 10 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 "2020 Citizen Perspectives Survey" 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

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot #2  
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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**

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.  
I have enough information about support available from The City to individuals.  
I have enough information about support available from The City to businesses.  
The changes the City is making to their services will help limit the spread of COVID-19.

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





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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]**

CV3. Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements about The City?

**[ROTATE ITEMS]**

The City allows citizens to have meaningful input into decision-making.  
The City uses input from Calgarians in decision-making about City projects and services.  
During the COVID-19 pandemic, The City should still continue with online public engagement on projects and services.

- 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 (go to CV5\_2)
- No (SKIP TO CV6)
- Don't know **[DO NOT READ] (SKIP TO CV6)**

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CV5\_2. Please tell me which of the following scenarios currently apply to you: **[STOP WHEN YOU REACH THEIR RESPONSE]**

- Lost your job or pay permanently
- Lost your job or pay temporarily
- Lost some of your work or lost some income from your work
- 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 retirement savings or other investments
- b. Decrease in your income (IF ASKED: This includes retirement income)
- c. Your capacity to assist other family members financially
- d. Your capacity to pay your mortgage or rent
- e. Your capacity to pay your property taxes
- f. Your capacity to pay your bills on time

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

CV7. Do you own or rent your current place of residence?

- Own
- Rent
- [DO NOT READ]** Neither / Other (Please Specify)

CV8. **[ASK IF OWN TO QCV7]**

What proportion of your regular mortgage payment are you able to pay in May?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- Don't have mortgage payments **[DO NOT READ, SKIP CV9]**
- Not responsible for the mortgage **[DO NOT READ, SKIP CV9]**
- Don't know **[DO NOT READ]**

CV9. **[ASK IF OWN TO QCV7]**

What proportion of your regular mortgage payment do you expect to be able to pay in June?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- Don't know **[DO NOT READ]**



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**CV10. [ASK IF OWN TO QCV7]**

What proportion of your property tax do you expect to be able to pay to the City of Calgary this year?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- Not responsible for the property tax [DO NOT READ]
- Don't know [DO NOT READ]

**CV11. [ASK IF RENT TO QCV7]**

What proportion of your regular rent payment are you able to pay in May?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- Not responsible for the rent [DO NOT READ, SKIP CV12]
- Don't know [DO NOT READ]

**CV12. [ASK IF RENT TO QCV7]**

What proportion of your regular rent payment do you expect to be able to pay in June?

- All (100%)
- Most (more than 50%)
- Some (50% or less)
- None (0%)
- 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

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**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]

**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 just before the pandemic started and restrictions were put in place, 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]

**CV19. Once restrictions are lifted but before there is a COVID-19 vaccine, how comfortable will you be doing the following activities – very, somewhat, not very, or not at all?**

**[ROTATE ITEMS]**

- A. Having personal services like a haircut, manicure, cosmetic treatment, or massage
- B. Receiving physiotherapy, chiropractic treatment, or seeing a dentist
- C. Eating in restaurants



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- D. Visiting public places such as malls or libraries
- E. Going to your workplace or office
- F. Going to the gym or fitness facility
- G. Using public transit (buses or CTrains)
- H. Attending a large public gathering like a sporting event, concert, or festival

Very comfortable  
Somewhat comfortable  
Not very comfortable  
Not at all comfortable  
Not applicable  
Don't know / Refusal (DO NOT READ)

CV20. 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?

**[ROTATE]**

- 1 The priority should be public health
- 2 The priority should be the economy
- 3 Both equally
- 9 Don't know / Refusal (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]

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CV21. The province of Alberta has recently released their Relaunch Strategy. How satisfied or dissatisfied are you with the plan? Is that very or somewhat?

Very satisfied  
Somewhat satisfied  
Somewhat dissatisfied  
Very dissatisfied  
Don't know / Refusal (DO NOT READ)

CV22. Do you think the pace of Alberta's Relaunch Strategy is too slow, just about right, or too fast?

Too slow  
Just about right  
Too fast  
Don't know / Refusal (DO NOT READ)

CV23. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

- Increase taxes beyond current inflation rate – to expand services
- Increase taxes at current inflation rate – to maintain services at current levels
- Cut services – to maintain current tax level
- Cut services further – to reduce taxes
- None / Don't know (DO NOT READ)

**DEMOGRAPHICS**

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

- 1 Yes
- 2 No
- 99 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"]**

- 1 Yes
- 2 No
- 99 Refused



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DQ23. And finally...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**

01 – Male

02 – Female

95 – Other – please specify

99 – Refused / prefer not to say

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