



# 2021 Citizen Perspectives Survey Report COVID-19 Snapshot 12

ISC: Unrestricted

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# Highlights at a Glance\*

## FACE MASKS & BYLAWS

**82%**  
Support  
Pandemic Face  
Covering Bylaw

**75%**  
Support  
Vaccine Passport  
Bylaw



**74%**  
More willing/confident to be in public  
because of mandatory face coverings

## THE CITY'S COVID-19 RESPONSE

**68%** [↓ from 78%]  
Satisfied with The  
City's response



**56%**  
Trust The City regarding  
its COVID-19 response

The City's response has been . . .

helpful **72%** [↓ from 80%]  
quick enough **63%** [↓ from 75%]

**73%**  
[↓ from 83%]  
Trust The City to  
make the right decisions  
about providing its  
services safely

## COVID-19 PANDEMIC IMPACTS

The pandemic is a **major threat** to  
Calgary's economy

**80%**  
[↑ from 72%]



**53%**  
Stressful  
to be in public

**46%**  
[↓ from 74%]  
Think the **worst**  
is behind us

**59%**  
Worried  
the pandemic is  
going to get worse



Comfortable attending . . .

**45%** [↑ from 36%]  
Indoor event  
with a large crowd

**59%** [↑ from 50%]  
Outdoor event  
with a large crowd



**56%**  
In-person event such as  
City engagement or research focus group

\*Data collection: October 6 - 17, 2021; comparisons are to the last survey "COVID-19 Snapshot 11" (data collection July 15 - 22, 2021).



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## 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 twelfth COVID-19 Snapshot survey.

## Methodology

The survey was conducted by Leger from October 6 - 17, 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 (17% of completed surveys) and cell phones (83%) 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 ten 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) Wave 4 (W4)

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
COVID-19 Snapshot 11	July 15 - 22, 2021	500
COVID-19 Snapshot 12	October 6 - 17, 2021	500

\*No interviewing on November 11 (Remembrance Day)

\*\*Source: <https://www.chi-csm.ca/> (Centre for Health Informatics, Cumming School of Medicine, University of Calgary); May 27, 2021 and October 29, 2021

# Key Findings



## Key Findings

**Support for the new Pandemic Face Covering Bylaw and the Vaccine Passport Bylaw is strong and the majority of Calgarians agree that mandatory face coverings in public indoor spaces make them more willing to be in public.**

- The majority (82%) of Calgarians support (67% 'strongly' and 15% 'somewhat') the Pandemic Face Covering Bylaw that came into effect on September 4, 2021.
- Three-quarters (75%) support (62% 'strongly' and 13% 'somewhat') the Vaccine Passport Bylaw implemented by The City on September 23, 2021. Seniors (65 or older) are much more likely than younger Calgarians to support the bylaw (92% vs. 66% 18 to 34 and 76% 35 to 64).
- Among those who oppose the Vaccine Passport Bylaw, two-in-five (39%) support the Pandemic Face Covering Bylaw, suggesting that some who are opposed to the Vaccine Passport Bylaw see value in other measures to reduce the spread of COVID-19.
- Three-quarters (74%) of Calgarians agree (56% 'strongly' and 18% 'somewhat') that mandatory face coverings in public indoor spaces makes them more willing or confident to go shopping, visit restaurants, ride transit and do other activities in public. Females are more likely than males to agree with this (80% vs. 68%, respectively) and seniors are more likely than younger Calgarians to agree (89% 65 or older vs. 71% 18 to 34 and 71% 35 to 64).



# Key Findings – cont’d

## Satisfaction with The City’s COVID-19 response and perceptions that it has been quick enough and helpful dropped in October.

- Satisfaction with The City’s COVID-19 response dropped to 68%, down from 78% in July. Agreement that The City’s response has been quick enough and helpful also slipped since July: from 75% to 63% and from 80% to 72%, respectively. There’s a distinct pattern of slips in satisfaction and perceptions of the speed and helpfulness of The City’s response, with these measures dropping during the second, third and fourth waves of the pandemic. These measures increased between the third and fourth waves before declining in the fourth wave.

	Sep 28 - Oct 8, 2020	Nov 9 - 15, 2020	Jan 14 - 24, 2021	Mar 11 - 19, 2021	May 6 - 13, 2021	Jul 15 - 22, 2021	Oct 6 - 17, 2021
<b>Satisfied with The City’s response</b>	86%	76%↓	74%	73%	63%↓	78%↑	68%↓
<b>The City’s response is quick enough</b>	81%	74%↓	69%	74%	62%↓	75%↑	63%↓
<b>The City’s response is helpful</b>	86%	79%↓	78%	76%	69%↓	80%↑	72%↓

Wave 2

Wave 3

Wave 4

- August 1, 2020 Temporary Face Coverings Bylaw in effect
- November 24, 2020 The Province announces new restrictions
- April 9, 2021 Alberta returns to Stage 1 of restrictions
- May 26, 2021 Alberta announces “Open for Summer Plan”
- July 5, 2021 Temporary Face Coverings Bylaw repealed
- September 4, 2021 Pandemic Face Covering Bylaw in effect
- September 15, 2021 The Province’s Restriction Exemption Program in effect
- September 23, 2021 Vaccine Passport Bylaw in effect



## Key Findings – cont'd

### **Compared to this past summer, more Calgarians would be comfortable attending an outdoor or indoor event with a large crowd in attendance.**

- Four-in-five Calgarians (59%) are or would be comfortable attending an outdoor event with a large crowd over the next couple of months, up from half (50%) in July.
- Nearly one-half (45%) are or would be comfortable attending an indoor event with a large crowd over the next couple of months, up from 36% in July.
- Comfort with attending an indoor event such as in-person public engagement or a research focus group for The City is stable at 56%.
- Calgarians aged 18 to 34 years are more likely than older Calgarians, particularly seniors (65 or older), to be comfortable attending any of these types of events.

# Detailed Findings





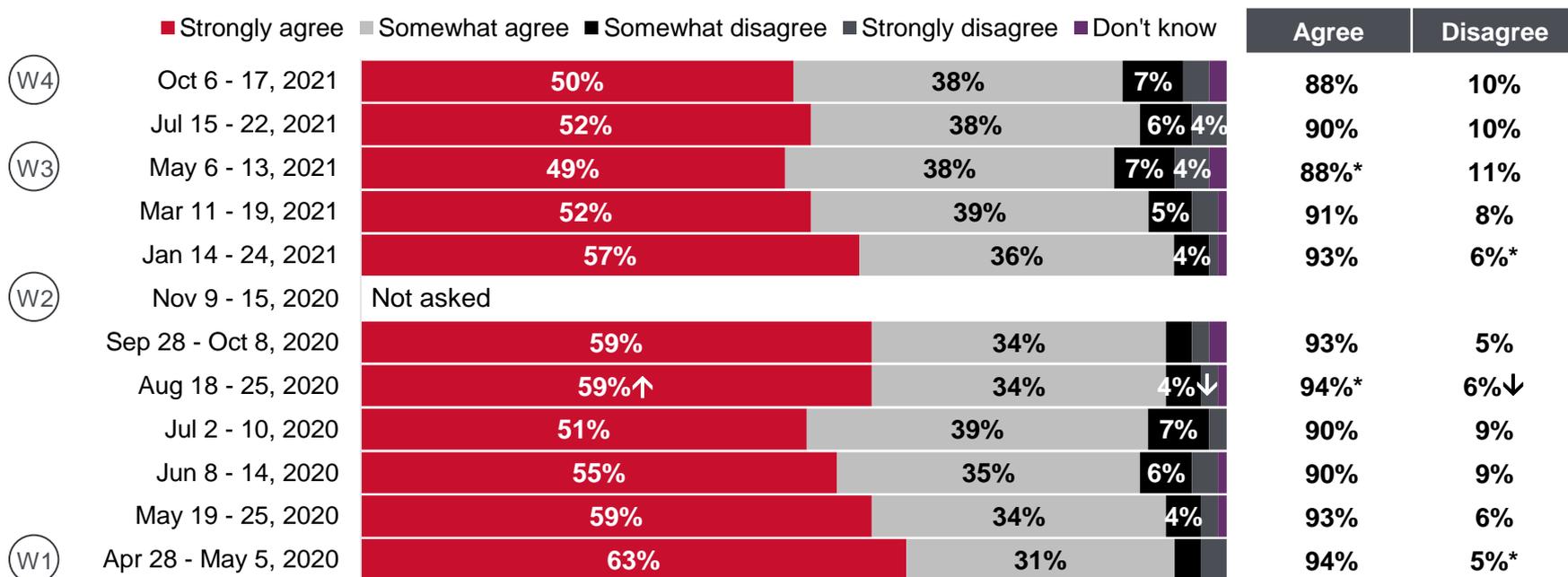
## Opinions about The City's COVID-19 Response and Information



# Awareness of The City's COVID-19 Response

Consistent with previous Snapshot surveys, the majority (88%) of Calgarians are aware of The City's current efforts to limit the spread of COVID-19. Seniors (65 or older) are more likely than younger Calgarians to agree (95% vs. 86% 18 to 34 and 87% 35 to 64).

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



Note: ≤3% not labelled

\*Rounding

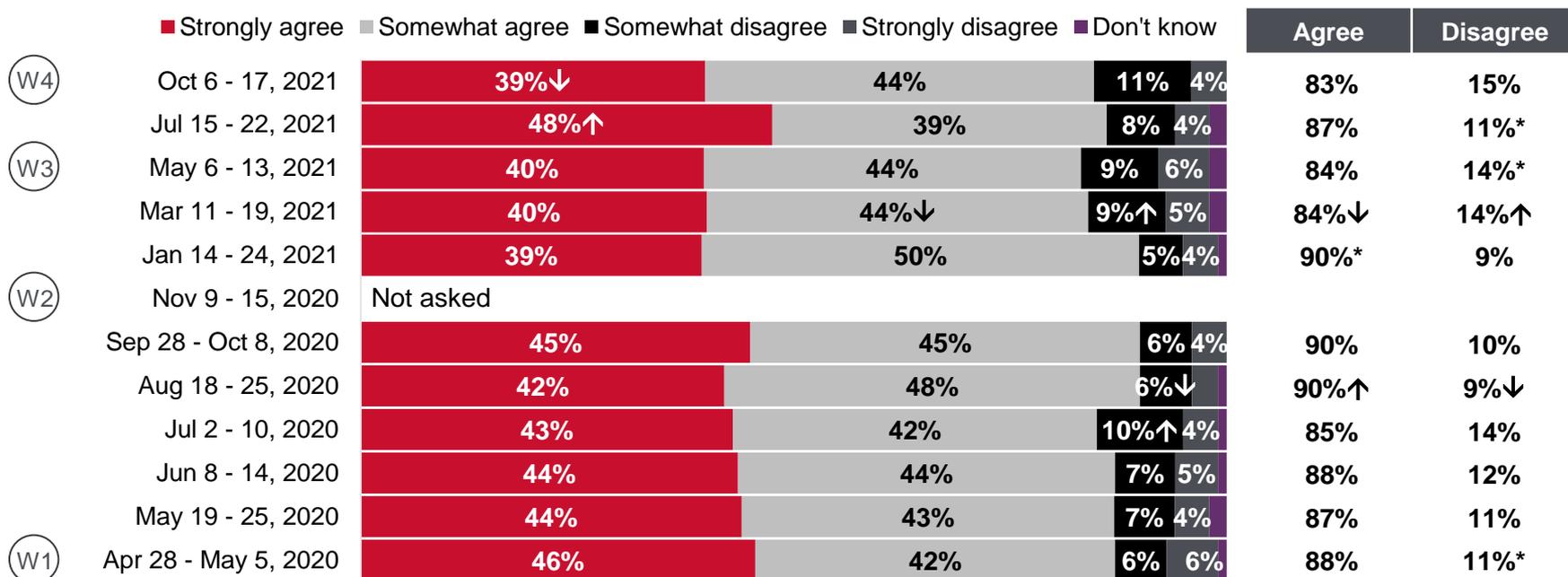
Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Quantity of The City's COVID-19 Information

The majority of Calgarians (83%) agree they have enough information about The City's pandemic response, on par with previous Snapshot surveys.

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



Note: ≤3% not labelled

\*Rounding

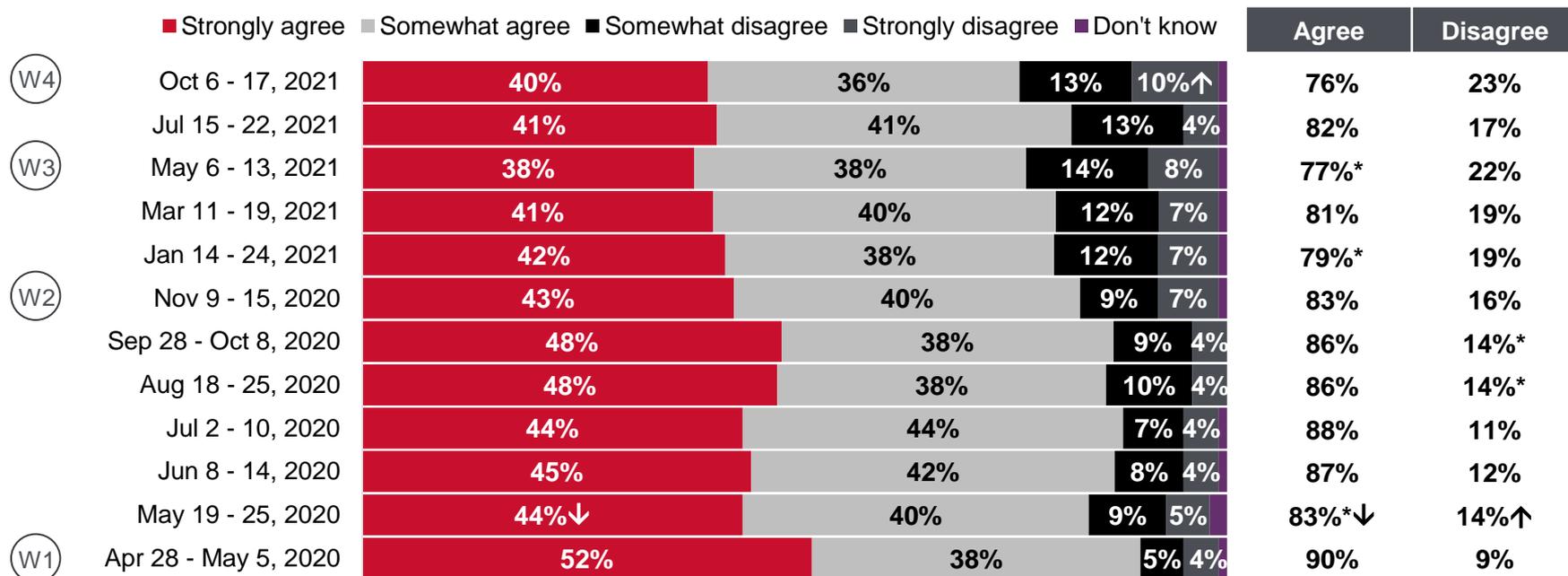
Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Clarity of The City's COVID-19 Information

Three-quarters (76%) of Calgarians agree the information provided by The City has been clear, down from 90% at the beginning of the pandemic.

## The Information Provided by The City has been Clear



Note: ≤3% 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.

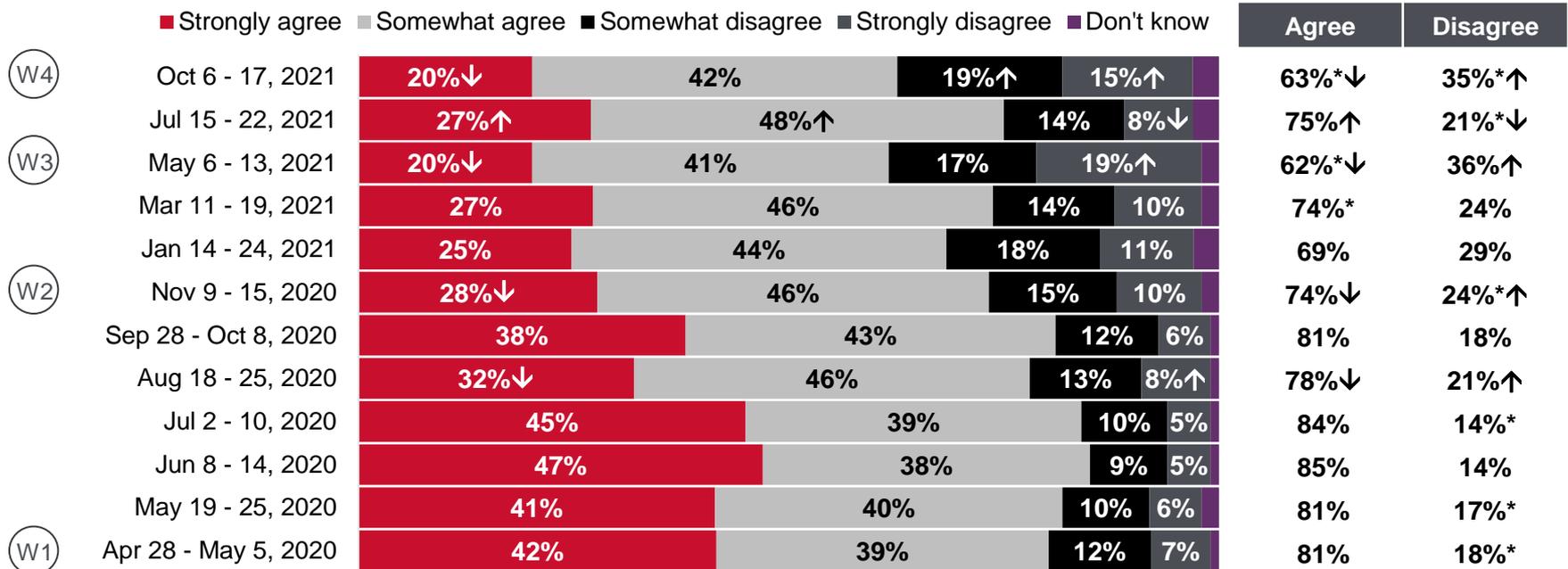
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Speed of The City's COVID-19 Response

Around three-in-five Calgarians (63%) agree The City's response has been quick enough, down from 75% in July but on par with results during the third wave of the pandemic in May. Perceptions that The City's response has been quick enough is down from a high of 85% in June 2020. Seniors (65 or older) are more likely than younger Calgarians to agree with this statement (75% vs. 54% 18 to 34 and 64% 35 to 64).

## The City's Response has been Quick Enough



Note: ≤3% 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.

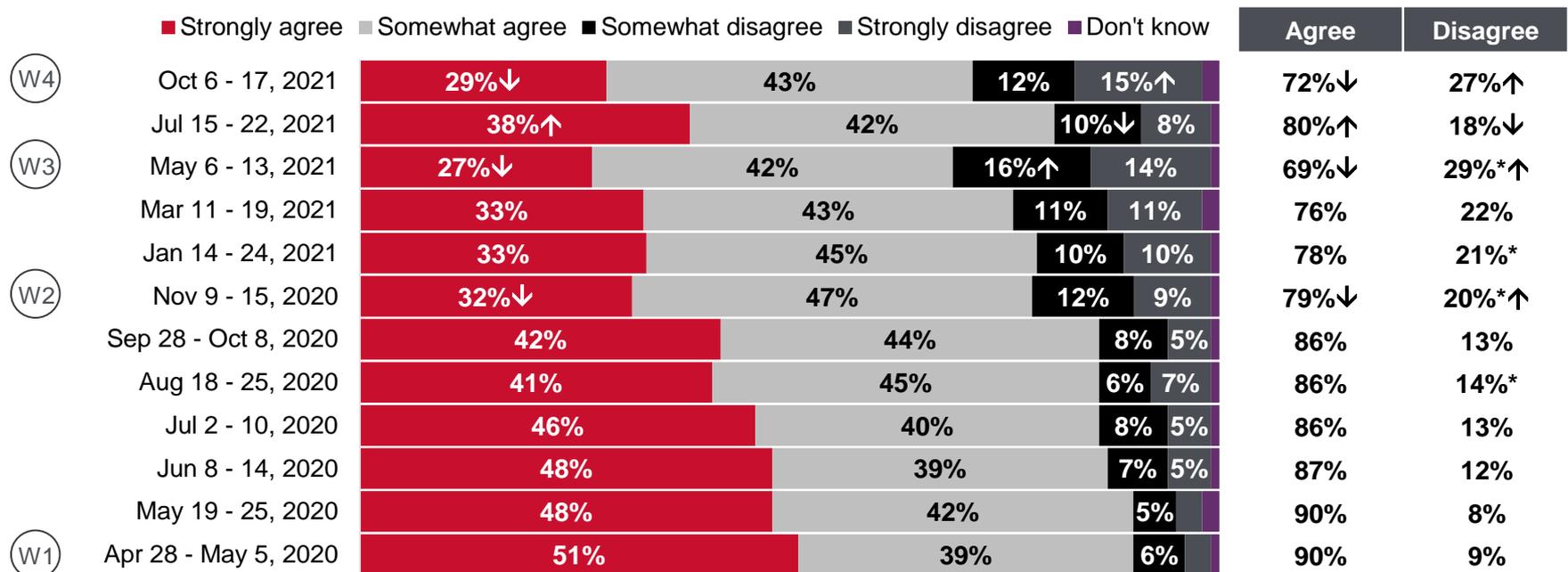
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Helpfulness of The City's COVID-19 Response

Nearly three-quarters (72%) of Calgarians agree The City's response has been helpful, down from 80% in July but on par with results during the third wave of the pandemic in May. Perceptions that The City's response has been helpful is down from a high of 90% at the beginning of the pandemic. Seniors (65 or older) are more likely than others to agree with this statement (85% vs. 68% 18 to 34 and 70% 35 to 64).

## The City's Response has been Helpful



Note: ≤3% 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.

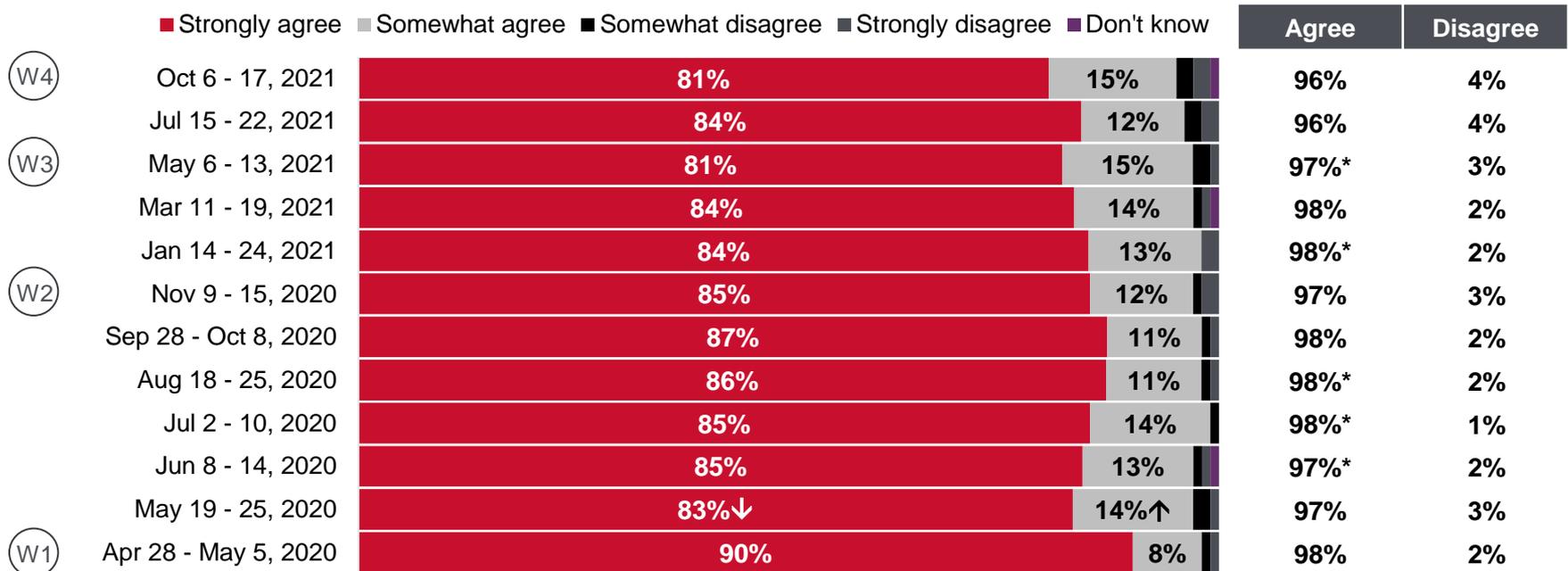
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Understand How to Limit COVID-19 Spread

Nearly all Calgarians (96%) agree they understand what to do to limit the spread of COVID-19.

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



Note: ≤3% 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.

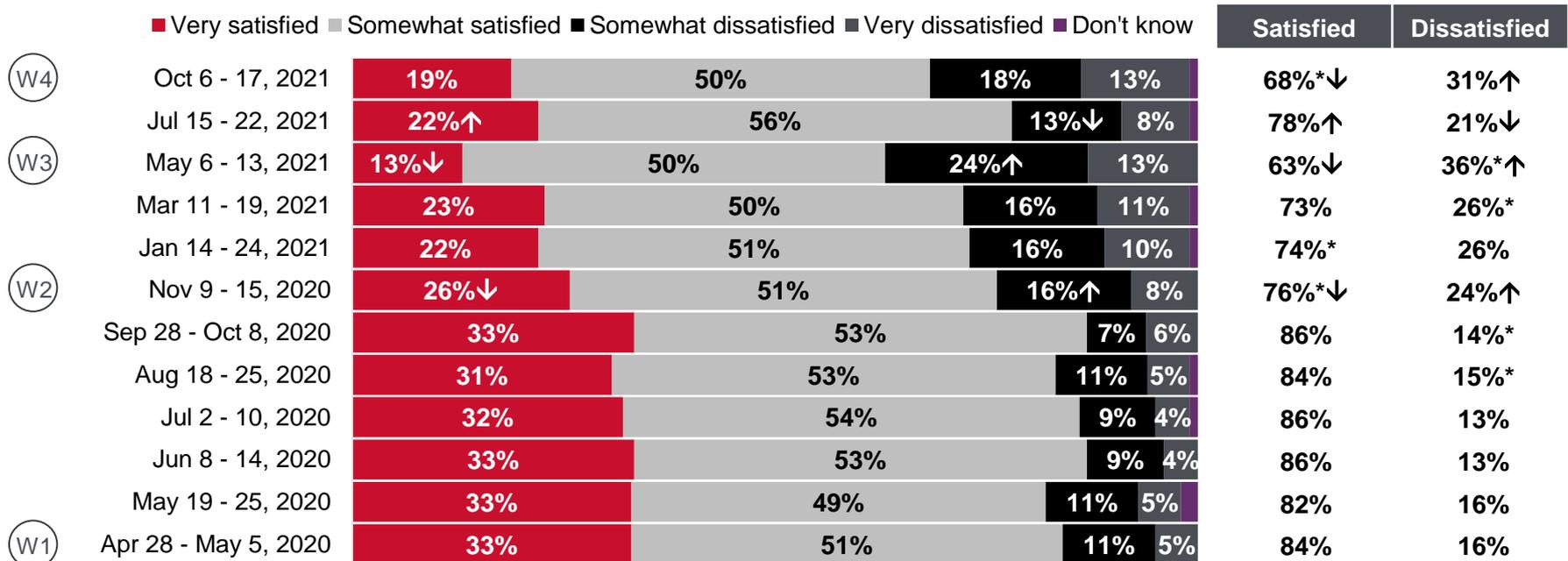
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Satisfaction with The City's COVID-19 Response

Around two-thirds (68%) of Calgarians are satisfied with The City's COVID-19 response, down from 78% in July but on par with results during the third wave of the pandemic in May. Satisfaction is 18 percentage points lower than the high of 86% in the fall of 2020. Seniors (65 or older) are more likely than other Calgarians to be satisfied with The City's pandemic response (84% vs. 61% 18 to 34 and 68% 35 to 64).

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



Note: ≤3% not labelled

\*Rounding

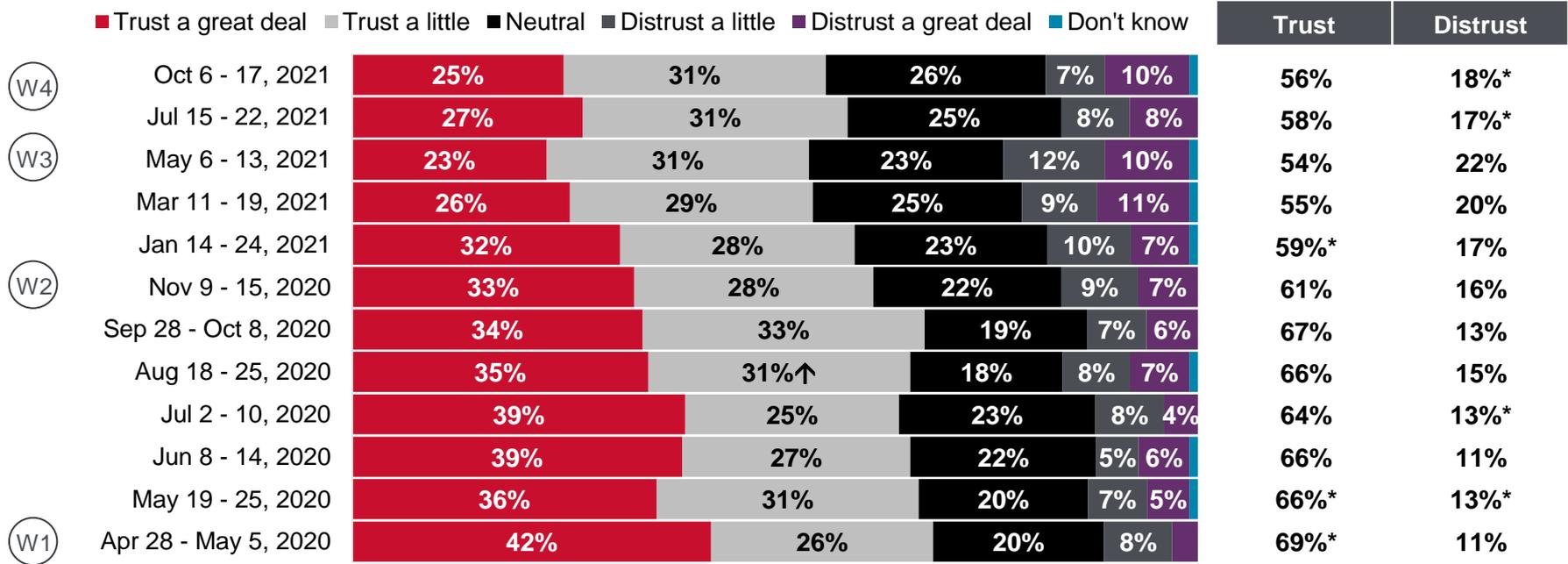
Overall, how satisfied are you with The City's COVID-19 response?  
 Base: All respondents (n=500)



# Trust in The City's COVID-19 Response

Trust in the City's pandemic response remains stable since January, at 56%, but is down 13 percentage points since the beginning of the pandemic. Seniors (65 or older) are more likely than younger Calgarians to trust The City (68% vs. 53% 18 to 34 and 53% 35 to 64).

## Trust in The City Regarding COVID-19 Response



Note: ≤3% not labelled

\*Rounding

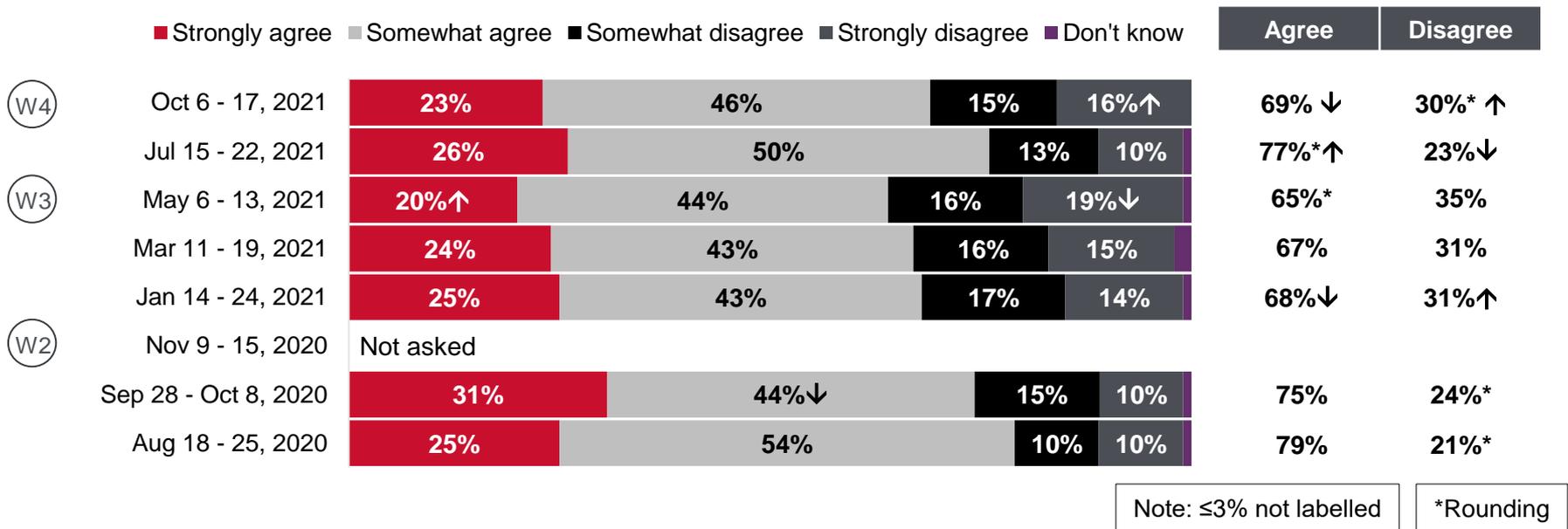
Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?  
 Base: All respondents (n=500)



# City Services During the Pandemic

Seven-in-ten Calgarians (69%) agree they trust The City to make the right choices to re-open its services, down from 77% in July. Seniors (65 or older) are more likely than younger Calgarians to agree with this (79% vs. 66% 18 to 34 and 68% 35 to 64).

## Trust The City to Make the Right Choices to Re-open its Services



### New question beginning August 18, 2020

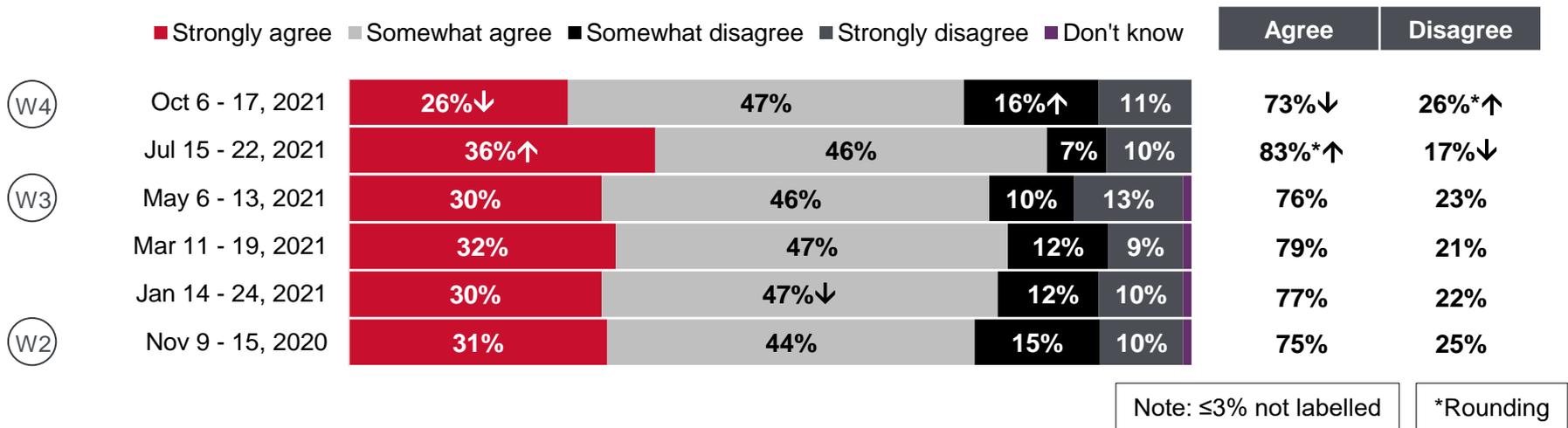
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: All respondents (n=500)



# City Services During the Pandemic

Three-quarters (73%) of Calgarians agree they trust The City to make the right decisions about providing its services safely during the pandemic, down from a high of 83% in July. Seniors (65 or older) are more likely than other Calgarians to agree with this (87% vs. 70% 18 to 34 and 71% 35 to 64), as are residents of the NE compared to those of the SW and NW (82% vs. 70% and 70%, respectively).

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



**New question beginning November 9, 2020**

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)

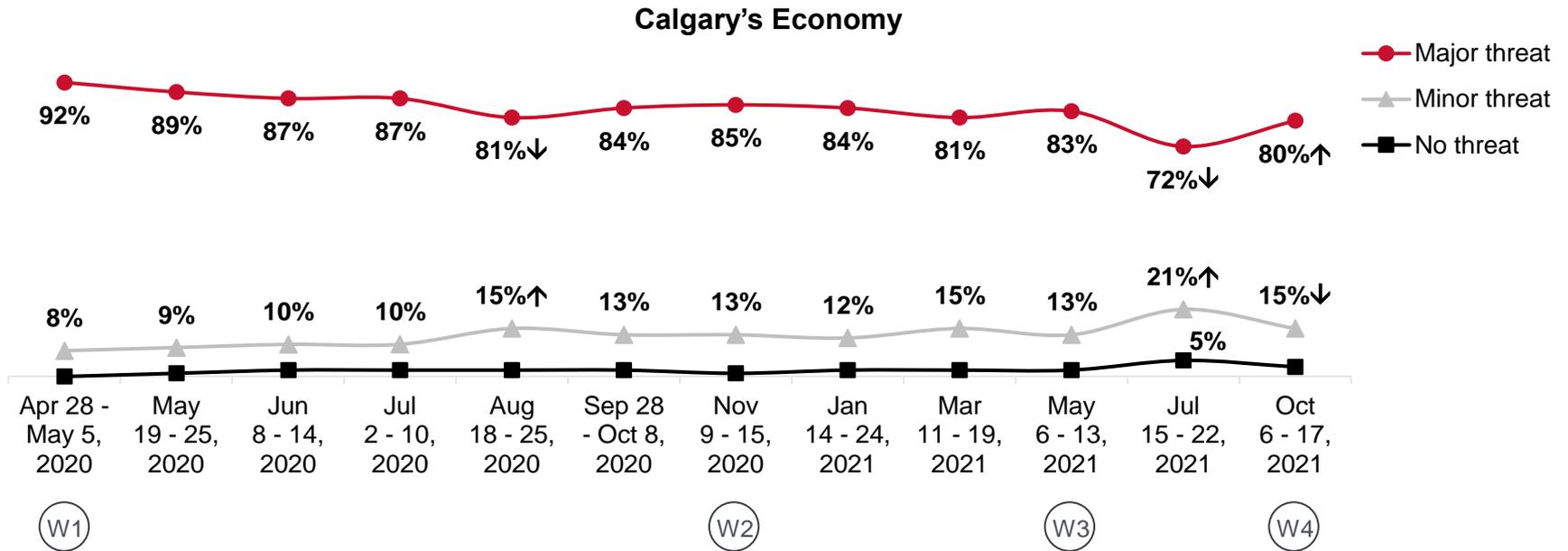


## Concern about COVID-19 and the Pandemic



# Perceived Threat Level of COVID-19

The majority (80%) of Calgarians still think the pandemic is a major threat to Calgary's economy, up from 72% in July but down from a high of 92% at the beginning of the pandemic.



Note: <5% not labelled

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

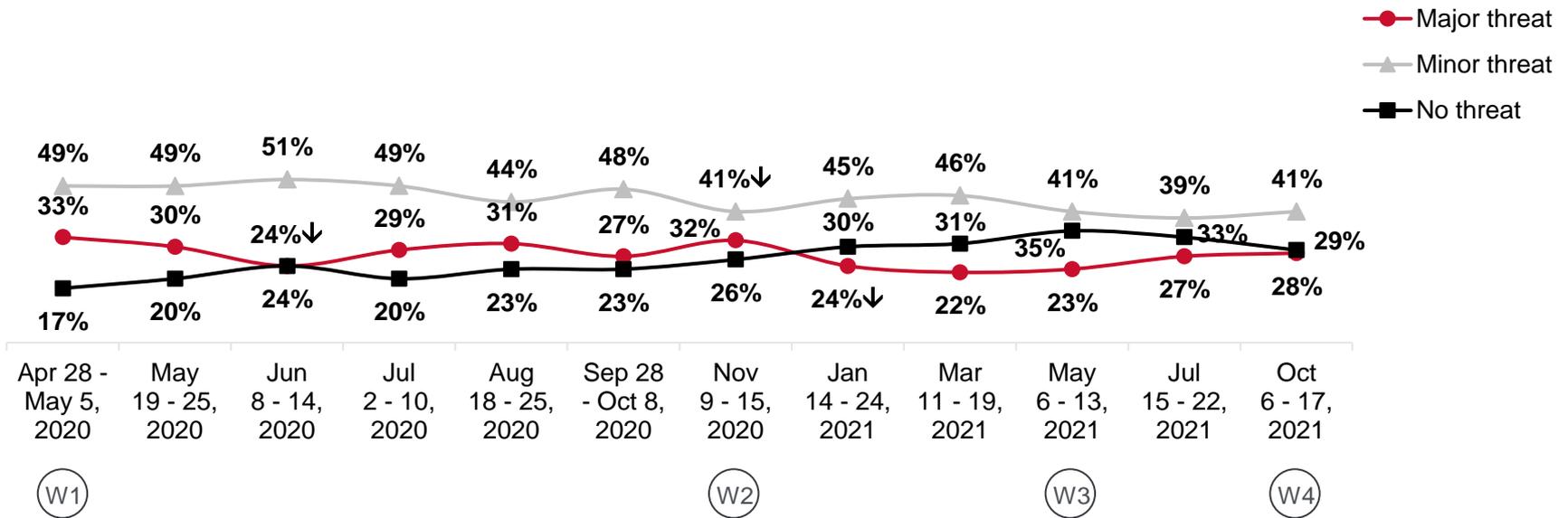
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



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

The pandemic continues to be perceived as a minor threat to one's personal financial situation by two-in-five Calgarians (41%). Those aged 18 to 34 and 35 to 64 more likely than seniors (65 or older) to hold this perception (31% and 30% vs. 17%, respectively). Calgarians with relatively lower household incomes are also more likely than others to say the pandemic is a major threat to their financial situation (46% < \$45,000 and 42% \$45,000 to < \$75,000 vs. 17% \$105,000 or more).

Your Personal Financial Situation



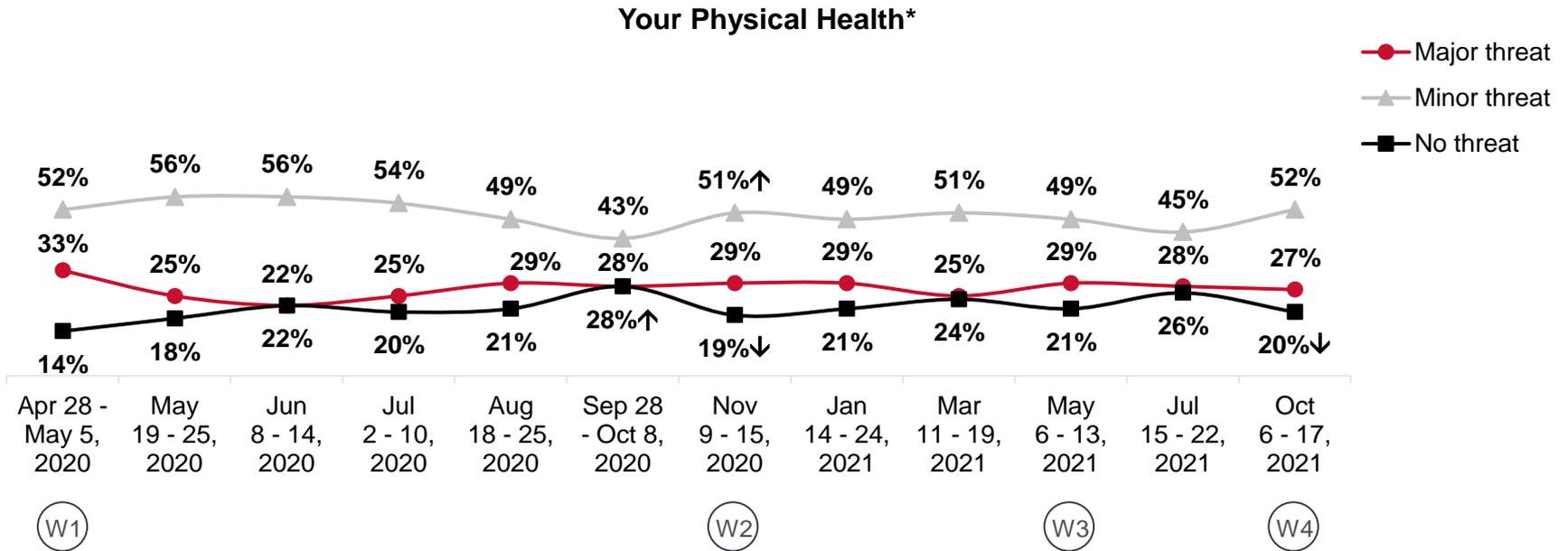
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

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



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

Around one-quarter (27%) of Calgarians say the pandemic is a major threat to their physical health, on par with previous Snapshot surveys, while half (52%) think it's a minor threat and a fifth (20%) don't see it as a threat to their physical health. Males are twice as likely as females to say the pandemic is no threat to their physical health (27% vs. 14%, respectively).



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

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

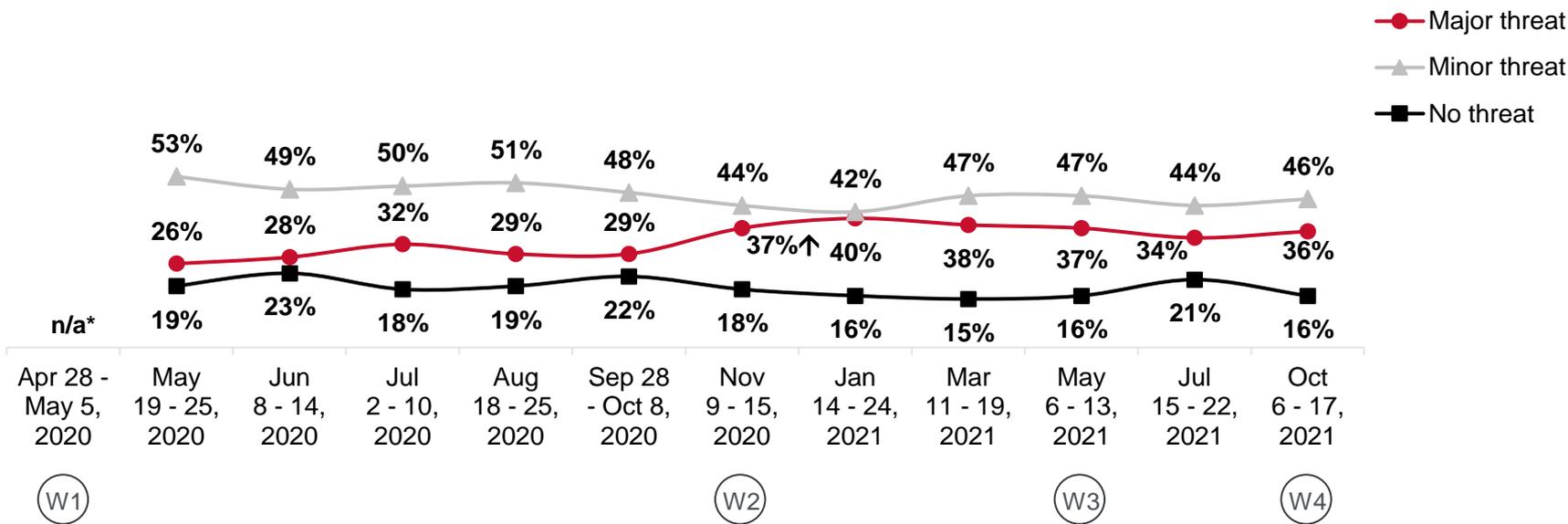
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



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

Nearly two-in-five Calgarians (36%) perceive the pandemic to be a major threat to their mental health and slightly less than half (46%) think it's a minor threat. Seniors (65 or older) are twice as likely as younger Calgarians to say the pandemic doesn't pose a threat to their mental health (29% vs. 12% 18 to 34 and 15% 35 to 64).

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

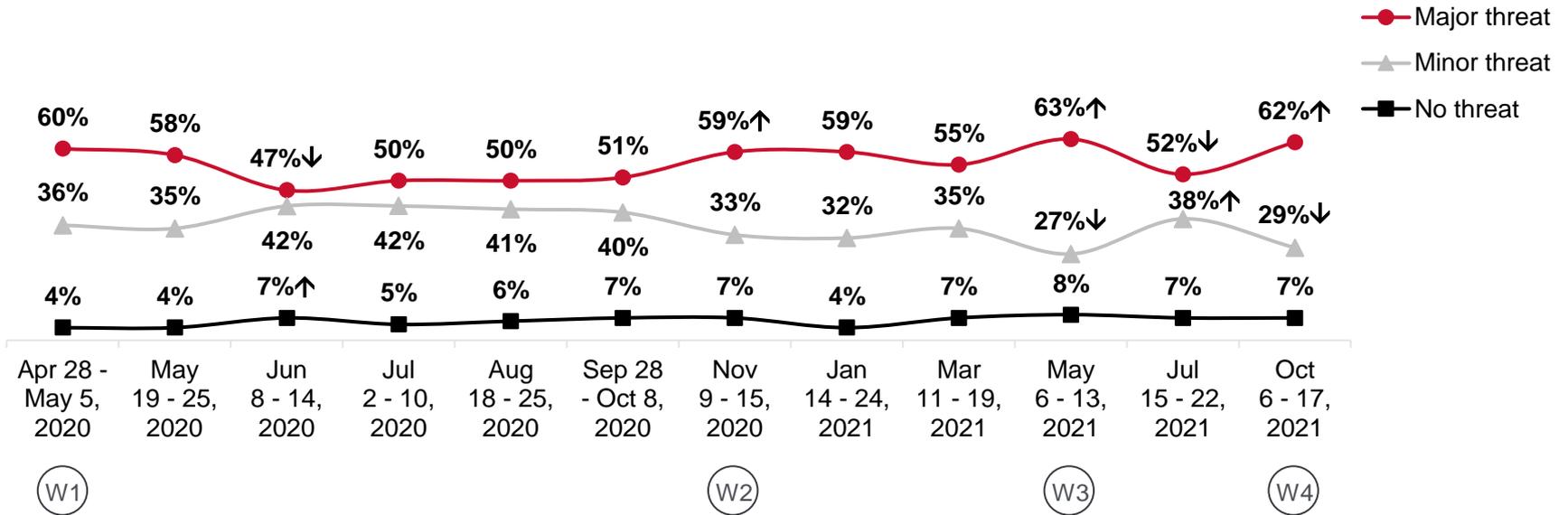
\*In Snapshot 1, the question asked about "personal health." In Snapshot 2, the question was revised to specify "mental health" and "physical health" separately.



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

Three-in-five Calgarians (62%) perceive the pandemic to be a major threat to the health of Calgary's population overall, up from 52% in July. Three-in-ten (29%) think it's a minor threat, down from 38% in July. Females are more likely than males to think the pandemic is a major threat to the overall health of Calgary's population (70% vs. 53%, respectively).

Overall Health of Calgary's Population



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

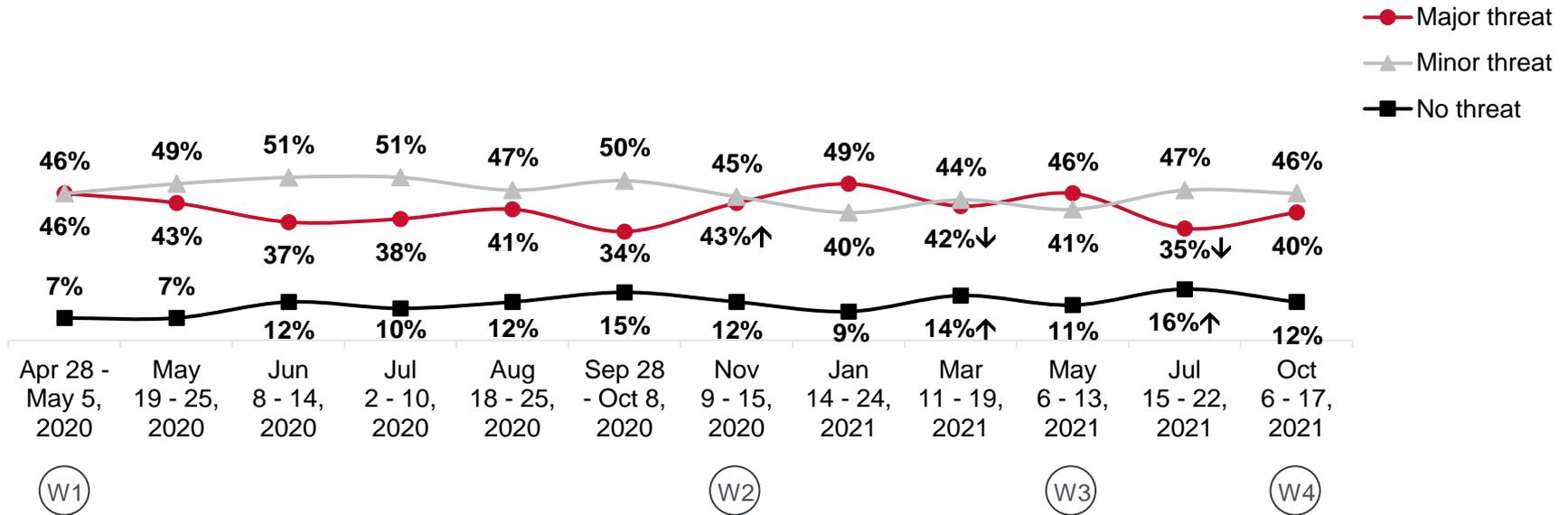
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



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

Calgarians are split between thinking the pandemic is a major threat and a minor threat to day-to-day life in their community (40% vs. 46%, respectively). Those aged 35 years or older are more likely to say the pandemic is no threat to day-to-day life in their community (14% 35 to 64 and 17% 65 or older vs. 7% 18 to 34).

Day-to-Day Life in Your Community



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

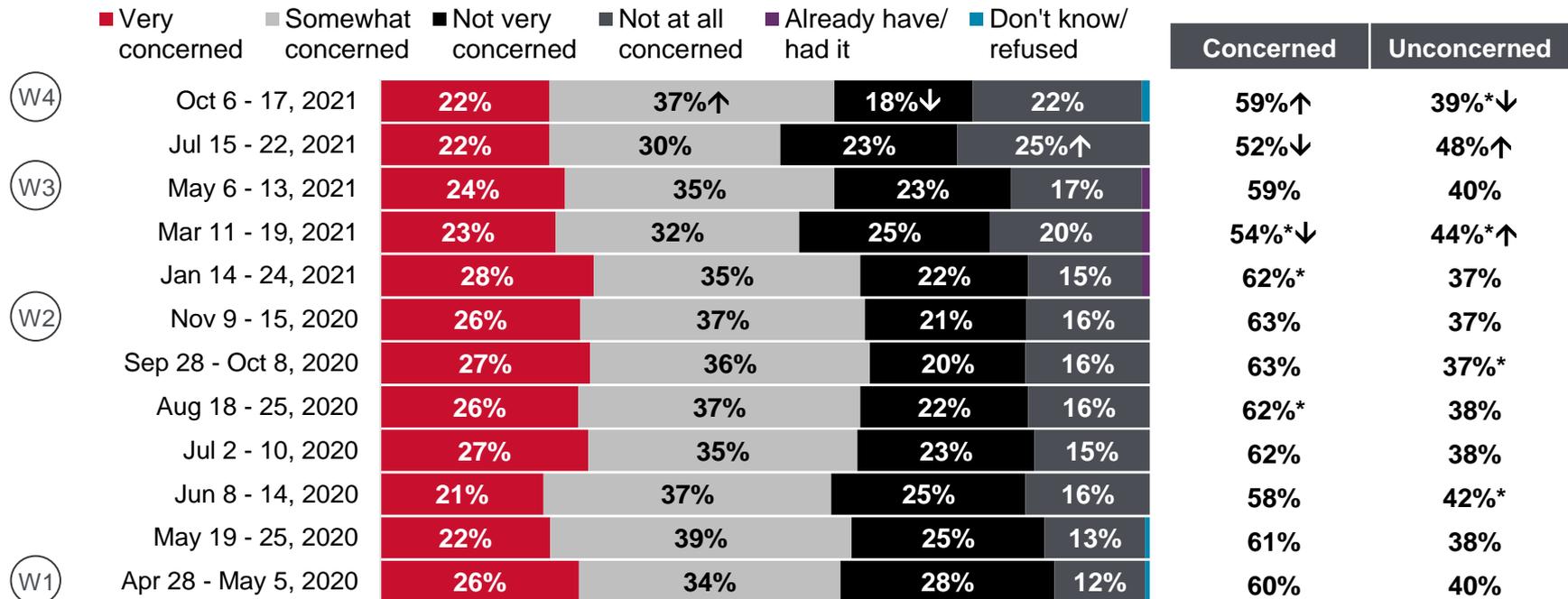
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Concern about Becoming Ill

Three-in-five Calgarians (59%) are concerned about becoming ill from COVID-19, up from 52% in July but on par with results in May.

## Concern about Oneself Becoming Ill from COVID-19



Note: ≤3% 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.

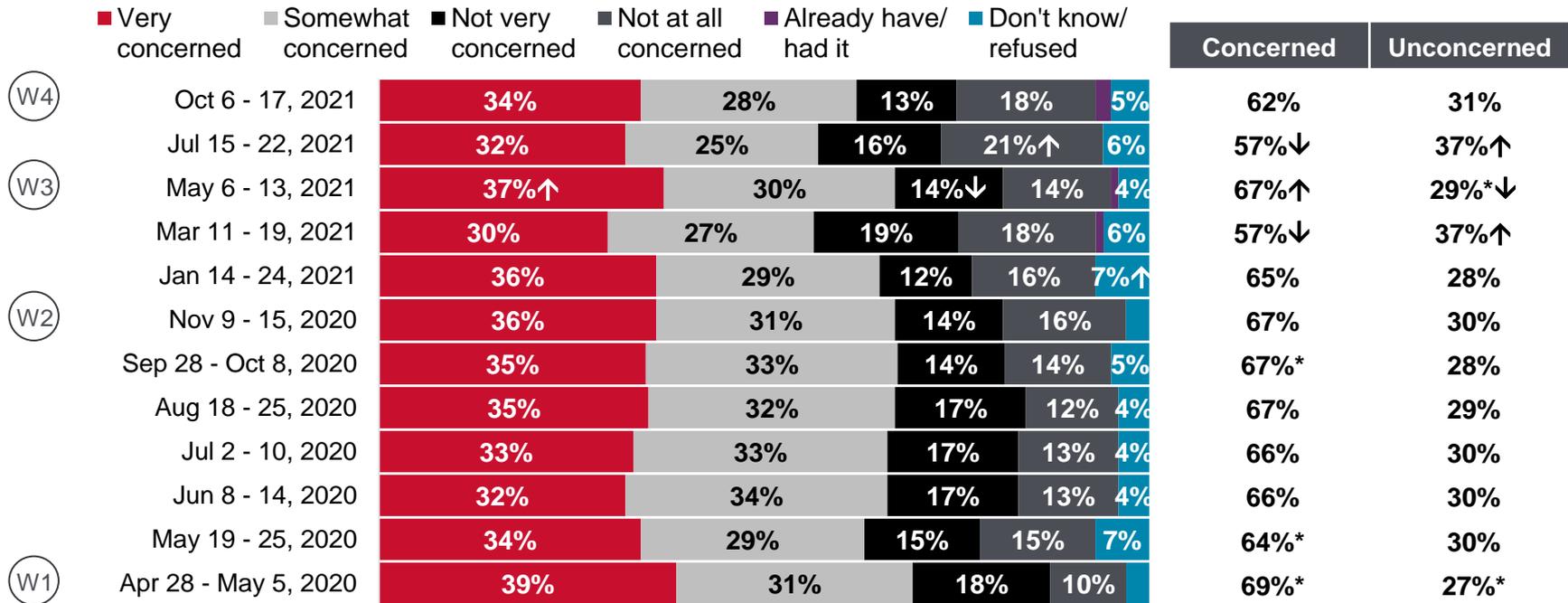
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Concern about Becoming Ill – cont'd

Two-in-five Calgarians (62%) are concerned about a household member becoming ill from COVID-19. Males are more likely than females to be unconcerned about this (37% vs. 26%, respectively).

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



Note: ≤3% 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.

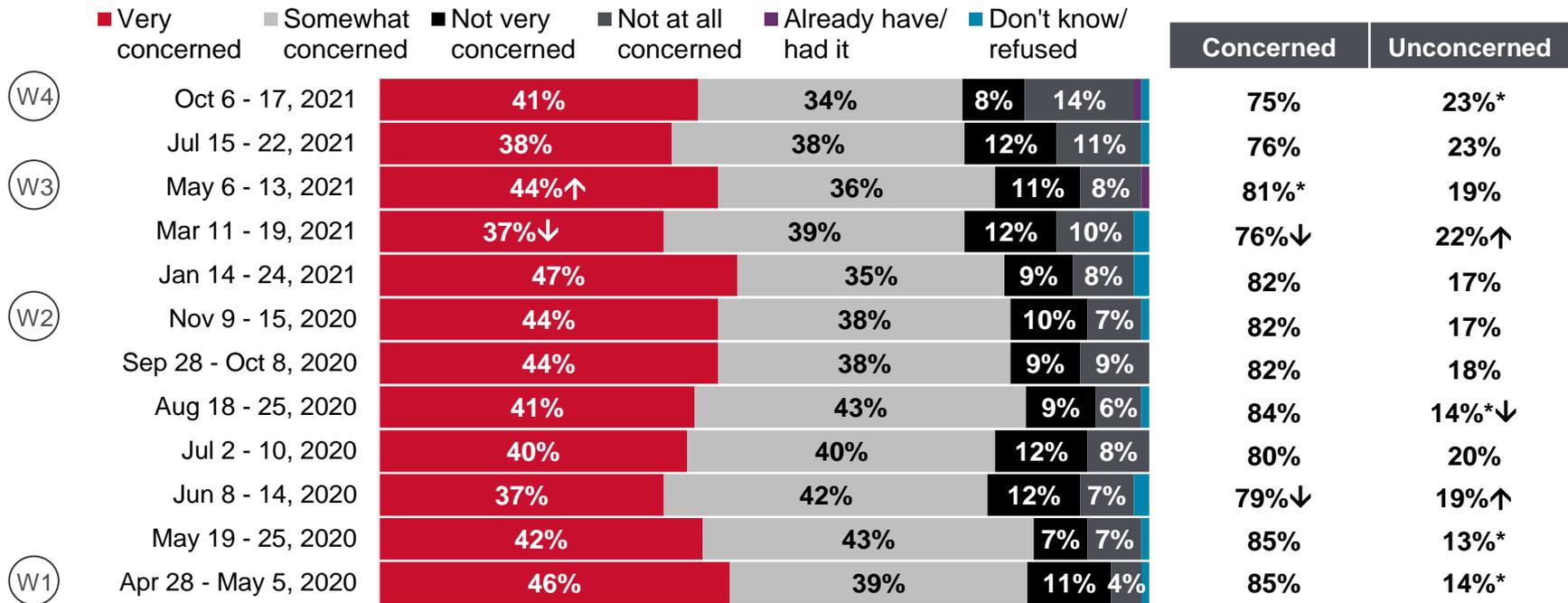
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Concern about Becoming Ill – cont'd

Three-quarters (75%) of Calgarians are concerned about a family or friend outside of their household becoming ill from COVID-19, consistent with results from July but down 10 percentage points since the beginning of the pandemic. Residents of the SW are more likely than those of the SE and NW to be concerned about this (84% vs. 68% and 68%, respectively). Males are more likely than females to be unconcerned about this (28% vs. 18%, respectively).

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



Note: ≤3% 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.

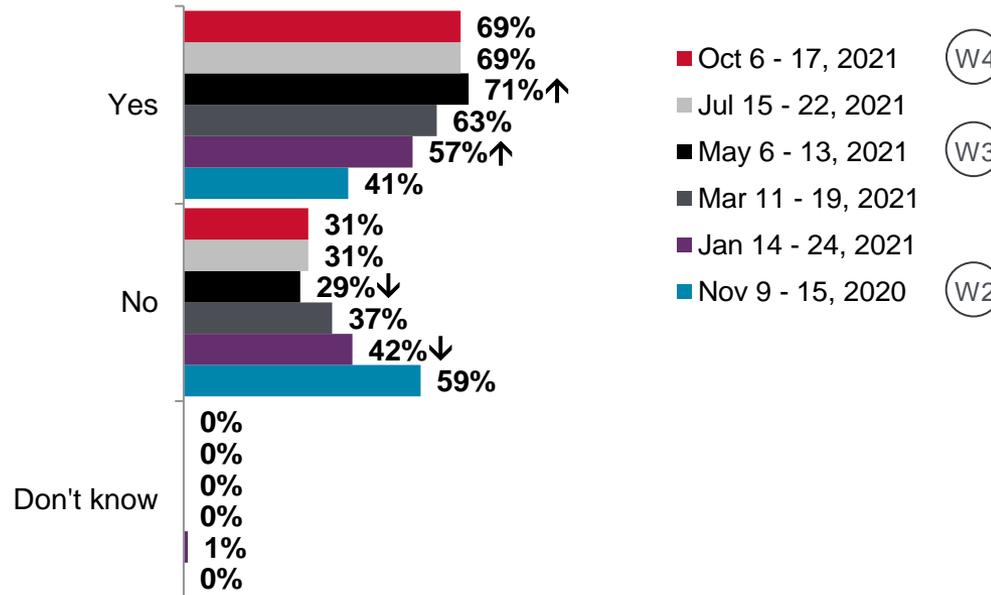
Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Have or Know Someone who has/had COVID-19

Seven-in-ten Calgarians (69%) have had, or know someone who has been confirmed to have, COVID-19. Calgarians aged 18 to 64 are much more likely than seniors to answer 'yes' (73% 18 to 34 and 73% 35 to 64 vs. 47% 65 or older).

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



**New question beginning November 9, 2020**

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)



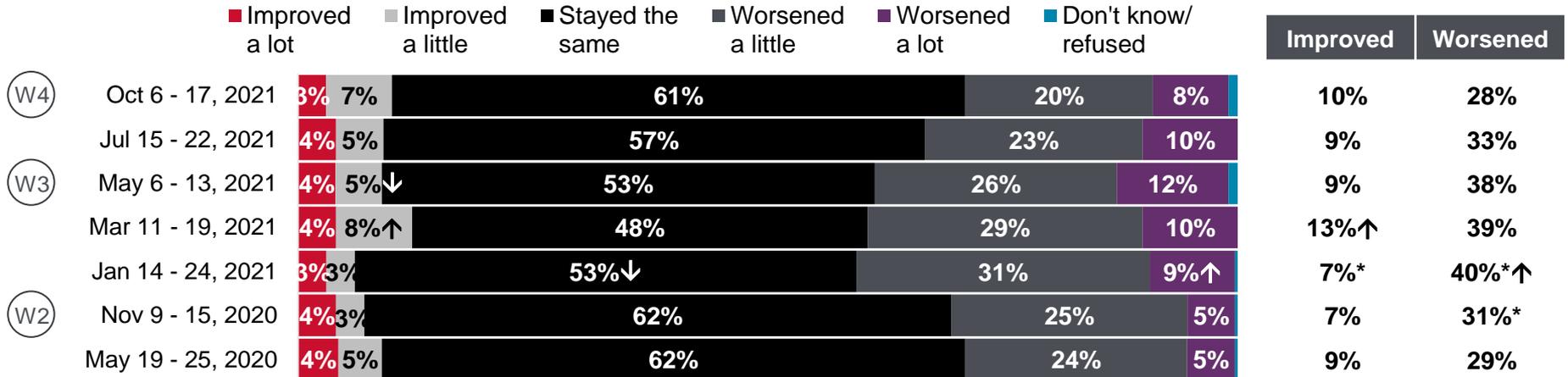
## Impacts of the COVID-19 Pandemic



# Changes in Physical Health

Around three-in-ten Calgarians (28%) say their physical health has worsened as a result of the pandemic, although this is down from 40% at the beginning of 2021.

## Change in Physical Health Since the Pandemic Began



Note: ≤2% not labelled      \*Rounding

### New question beginning May 19, 2020

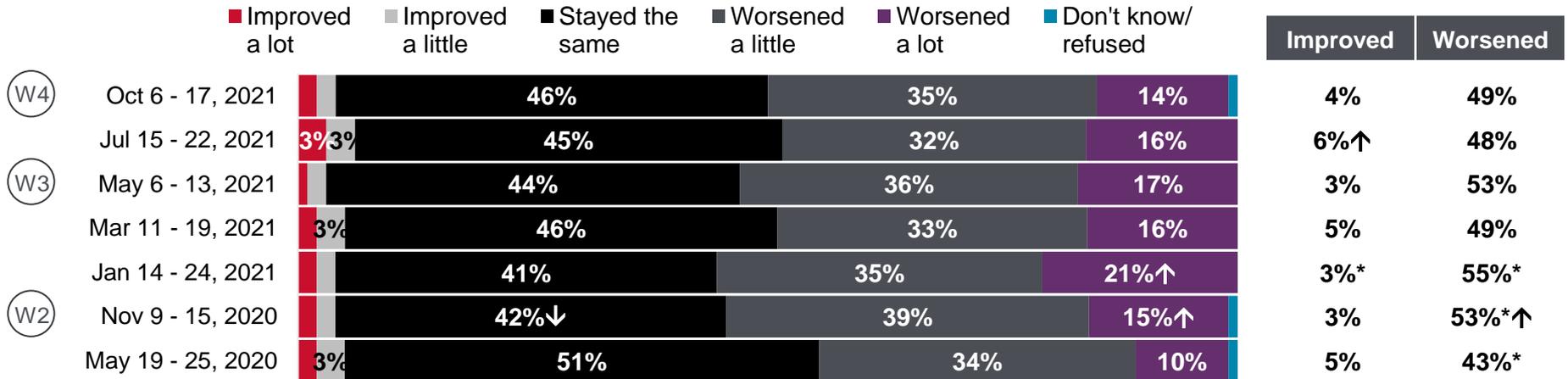
October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?  
 Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?  
 May 19 – 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)



# Changes in Mental Health

One-half (49%) of Calgarians say their mental health has worsened as a result of the pandemic. Females are more likely than males to report that the pandemic has worsened their mental health (58% vs. 40%, respectively), as are those aged 35 to 64 years compared to older Calgarians (53% vs. 37% 65 or older).

## Change in Mental Health Since the Pandemic Began



Note: ≤2% not labelled      \*Rounding

### New question beginning May 19, 2020

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?  
 Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?  
 May 19 – 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)

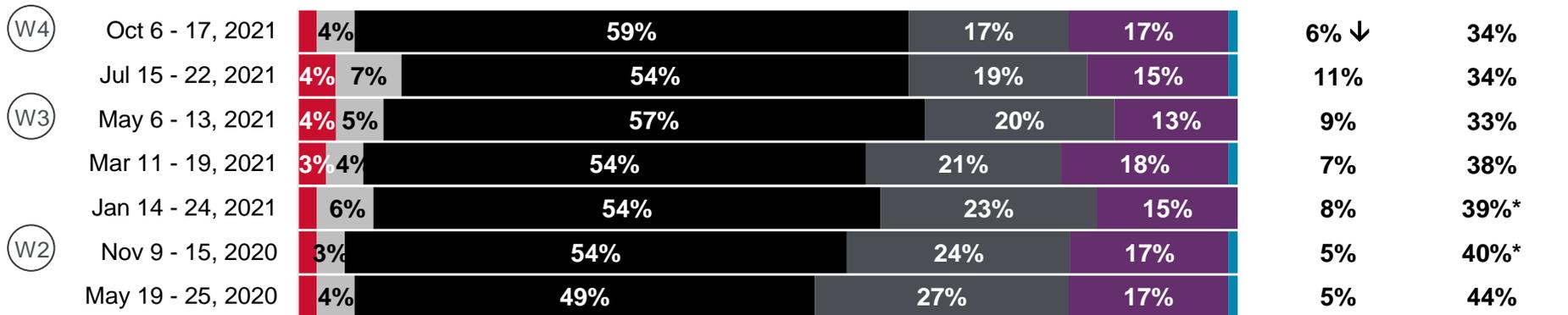


# Changes in Financial Situation

One-third (34%) of Calgarians say their personal financial situation has worsened as a result of the pandemic, down from 44% in May 2020. Younger Calgarians are more likely than seniors to say their personal financial situation has worsened (37% 18 to 34 and 35% 35 to 64 vs. 20% 65 or older). Those in lower income households are more likely than those in higher income households to say the pandemic has worsened their personal financial situation (48% < \$45,000 and 52% \$45,000 to < \$75,000 vs. 18% \$135,000 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



Note: ≤2% not labelled      \*Rounding

### New question beginning May 19, 2020

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?  
 Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?  
 May 19 – 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)



# Financial Impacts of the Pandemic

The pandemic has had a negative impact on capacity to pay bills on time for two-in-five Calgarians (39%), up from 31% in July and the highest to date. Those between the ages of 18 and 64 are more likely than seniors to be experiencing this (53% 18 to 34 and 36% 35 to 64 vs. 19% 65 or older). Those with lower household incomes are also more likely to say the pandemic is negatively impacting their capacity to pay bills on time (60% < \$45,000 and 56% \$45,000 to < \$75,000 vs. 35% \$75,000 to < \$105,000, 28% \$105,000 to < \$135,000, and 25% \$135,000 or more).

**Negative Impact on Capacity to Pay Bills on Time**  
 (% yes of those to whom it's applicable)



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



# Financial Impacts of the Pandemic – cont'd

Around two-in-five Calgarians (38%) say the pandemic is having a negative impact on their ability to pay their mortgage or rent. This is up 18 percentage points since the beginning of 2021. Those between the ages of 18 and 34 are more likely than older Calgarians to be experiencing this (55% 18 to 34 vs. 32% 35 to 64 and 24% 65 or older), as are residents of the NE compared to those of the SW and SE (53% vs. 33% and 25%, respectively). Those with lower household incomes are also more likely to say the pandemic is negatively impacting their capacity to pay their mortgage or rent (70% < \$45,000 vs. 48% \$45,000 to < \$75,000, 42% \$75,000 to < \$105,000, 25% \$105,000 to < \$135,000 and 19% \$135,000 or more).

**Negative Impact on Capacity to Pay Mortgage/Rent**  
 (% yes of those to whom it's applicable)



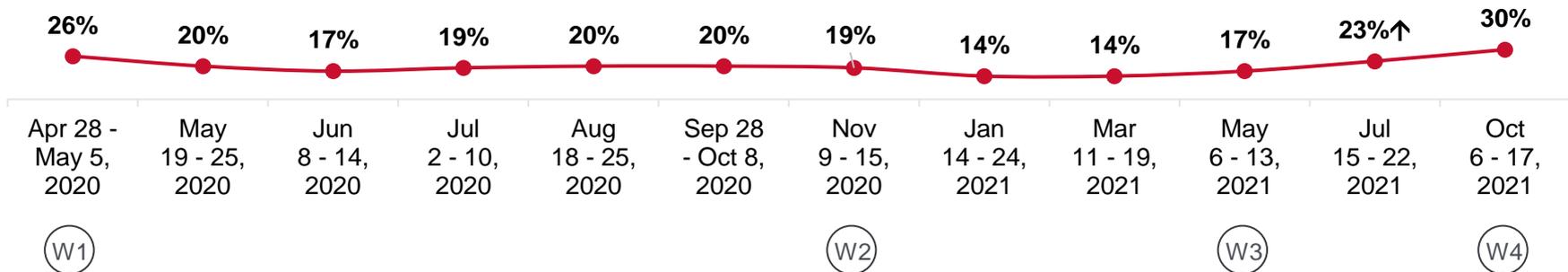
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:  
 Base: All respondents, excluding those who answered “not applicable” (n=varies)



# Financial Impacts of the Pandemic – cont'd

Three-in-ten Calgarians (30%) say the pandemic is having a negative impact on their ability to pay their property taxes. This is up 16 percentage points since the beginning of 2021. Younger Calgarians (18 to 34) are more likely than seniors (65 or older) to be experiencing a negative impact of the pandemic on their capacity to pay property taxes (42% vs. 20%, respectively). Residents of the NW and NE are more likely to be experiencing this (37% NW and 53% NE vs. 19% SW and 15% SE). Those with lower household incomes are also more likely to say the pandemic is negatively impacting their capacity to pay their property taxes (57% < \$45,000 and 46% \$45,000 to < \$75,000 vs. 16% \$105,000 to < \$135,000 and 17% \$135,000 or more).

**Negative Impact on Capacity to Pay Property Taxes**  
 (% yes of those to whom it's applicable)



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

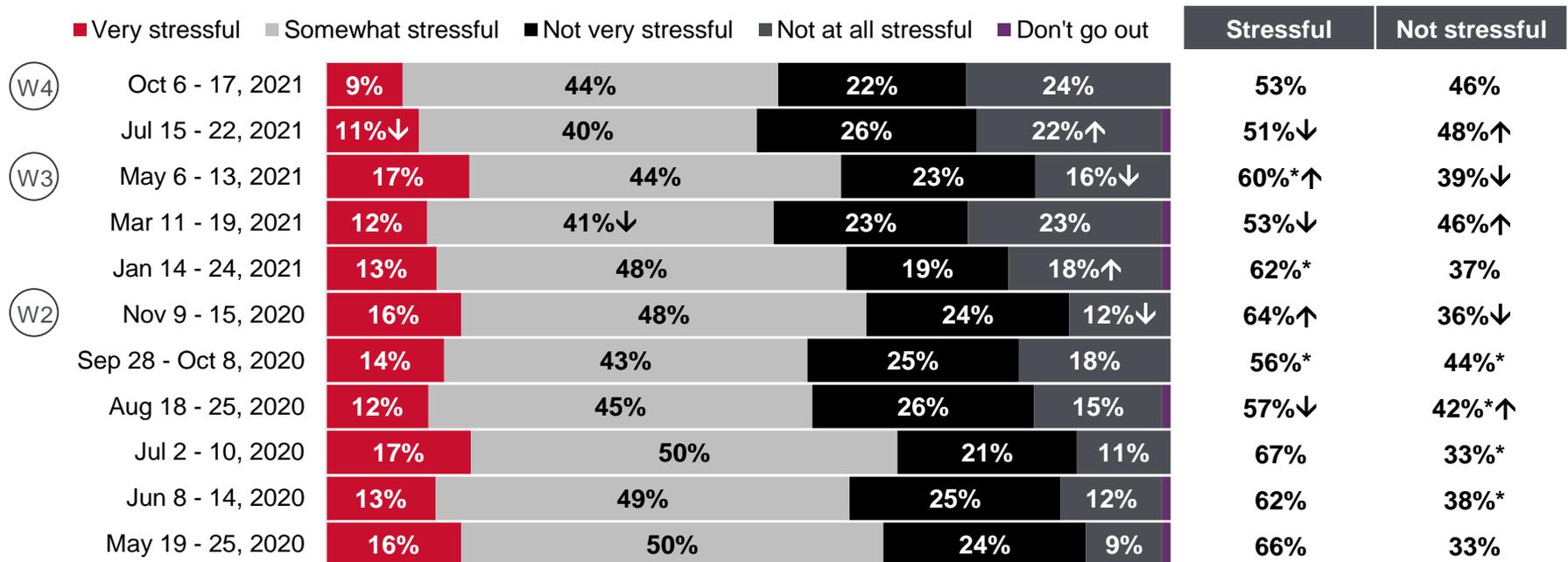
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes:  
 Base: All respondents, excluding those who answered "not applicable" (n=varies)



# Stress Level When in Public During Pandemic

Approximately one-half (53%) of Calgarians find it stressful to be in public during the pandemic, down from 66% in May 2020. Females are more likely than males to find it stressful (60% vs. 46%, respectively) as are residents of the NE compared to other Calgarians (74% vs. 53% SW, 53% SE, and 40% NW).

Stress Level When in Public During the Pandemic



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)



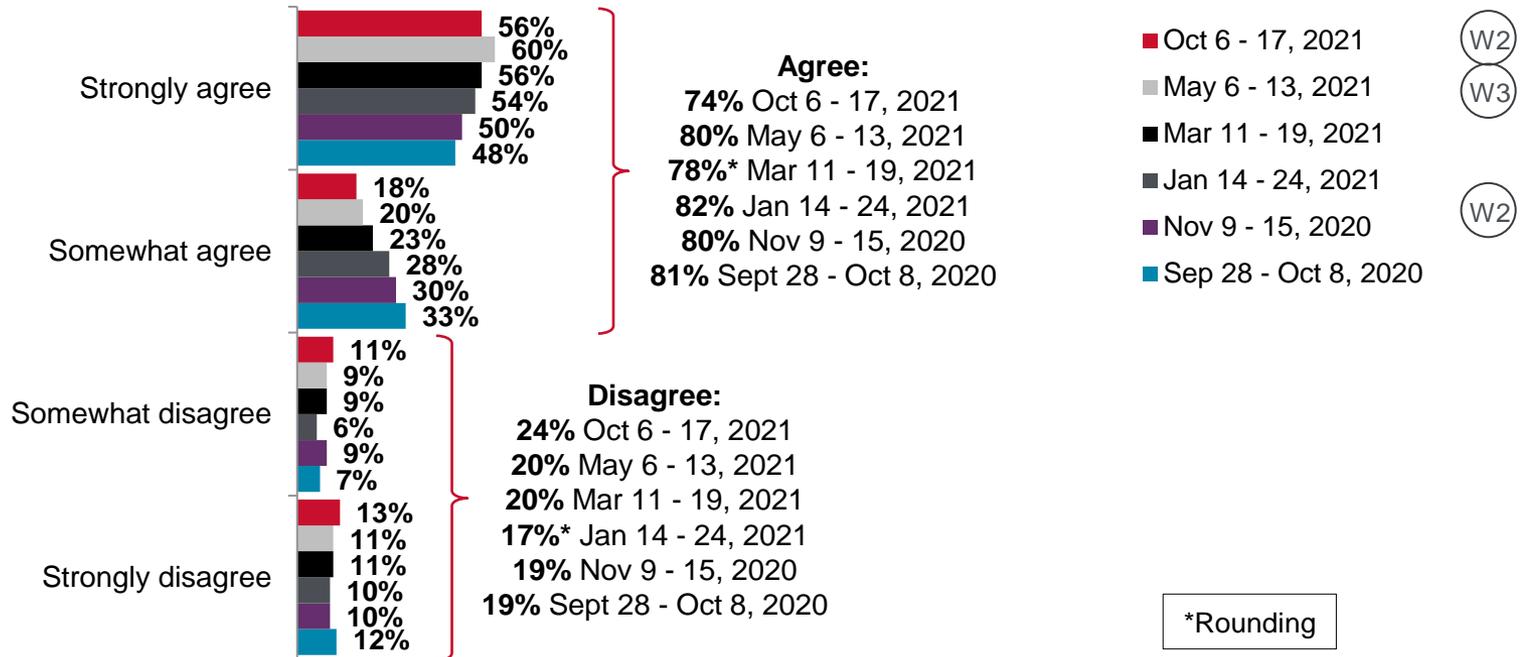
## Moving Forward



# Impact of Bylaw on Willingness to be in Public

Three-quarters (74%) of Calgarians agree that mandatory face coverings in public indoor spaces makes them more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public. Females are more likely than males to agree (80% vs. 68%, respectively) and seniors are more likely than younger Calgarians to agree (89% 65 or older vs. 71% 18 to 34 and 71% 35 to 64).

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



**New question beginning September 28, 2020**

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.

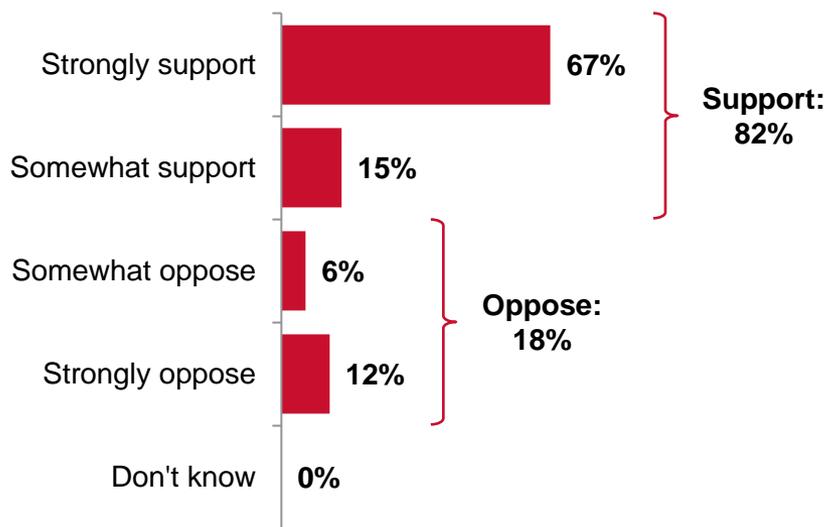
Base: All respondents (n=500)



# Support for the Pandemic Face Covering Bylaw

The majority (82%) of Calgarians support the Pandemic Face Covering Bylaw that came into effect on September 4, 2021. Females are more likely than males to support the bylaw (87% vs. 77%, respectively). Seniors (65 or older) are more likely than younger Calgarians to support the new bylaw (90% vs. 78% 18 to 34 and 82% 35 to 64).

**Support for the Pandemic Face Covering Bylaw**



**New question beginning October 6, 2021**

On September 4<sup>th</sup>, the Pandemic Face Covering Bylaw came into effect. It requires face coverings be worn on public transit, in private vehicles for hire, in public indoor spaces such as stores and places of worship, and in City of Calgary owned or operated facilities and buildings. To what extent do you support or oppose this bylaw?

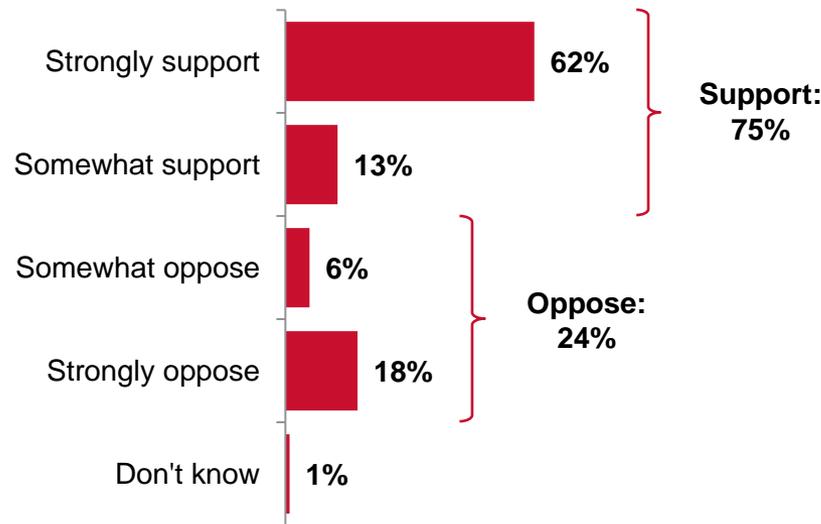
Base: All respondents (n=500)



# Support for the Vaccine Passport Bylaw

Three-quarters (75%) of Calgarians support the Vaccine Passport Bylaw that came into effect on September 23, 2021. Seniors (65 or older) are more likely than younger Calgarians to support this bylaw (92% vs. 66% 18 to 34 and 76% 35 to 64).

**Support for the Vaccine Passport Bylaw**



**New question beginning October 6, 2021**

On September 23rd, The City implemented the Vaccine Passport Bylaw that applies to Calgary businesses such as restaurants, nightclubs, casinos, sporting and entertainment venues, and fitness and recreation facilities. The bylaw makes it mandatory for businesses to require customers aged 12 and older to provide proof of COVID-19 vaccination, a recent negative COVID-19 test, or a medical exemption letter. To what extent do you support or oppose this bylaw?

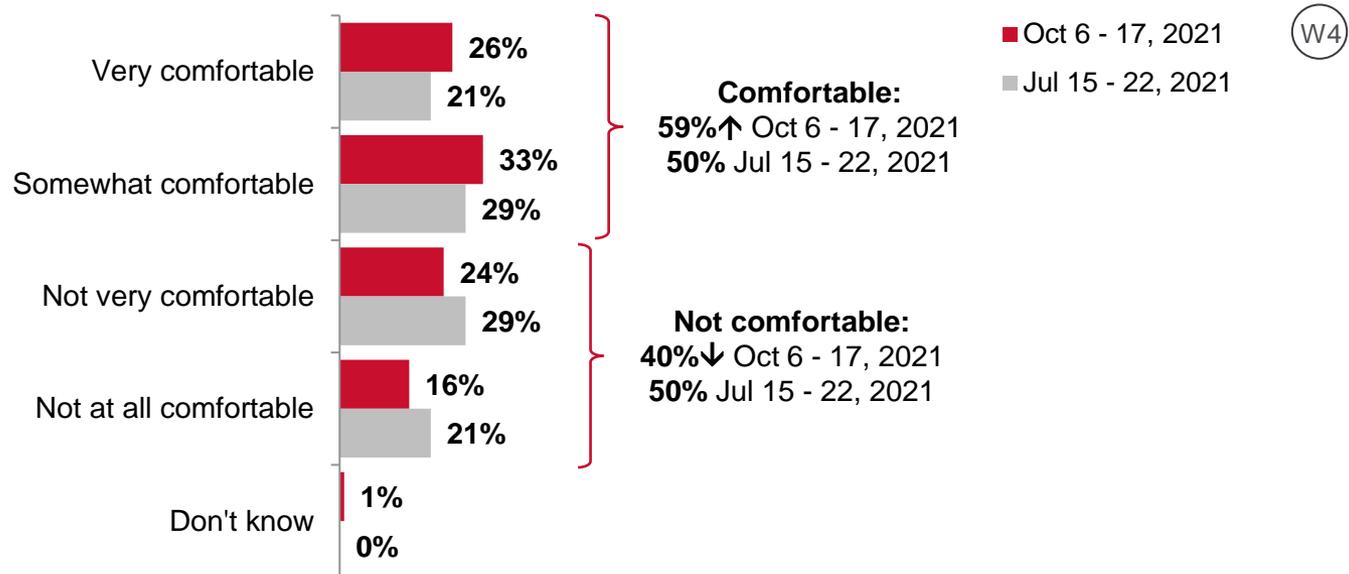
Base: All respondents (n=500)



# Comfort with Attending Outdoor Events with Large Crowds in the Next Couple of Months

Three-in-five Calgarians (59%) say that over the next couple of months, they are or would be comfortable attending an outdoor event with a large crowd in attendance, up from 50% who said they'd be comfortable doing so over the past summer. Those aged 18 to 34 years are more likely than older Calgarians to be comfortable with this (72% vs. 56% 35 to 64 and 43% 65 or older). Residents of the NE are less likely than those of the SE and NW to be comfortable attending an outside event with a large crowd (44% vs. 64% and 67%, respectively).

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



October 6 - 17, 2021: Over the next couple of months, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

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

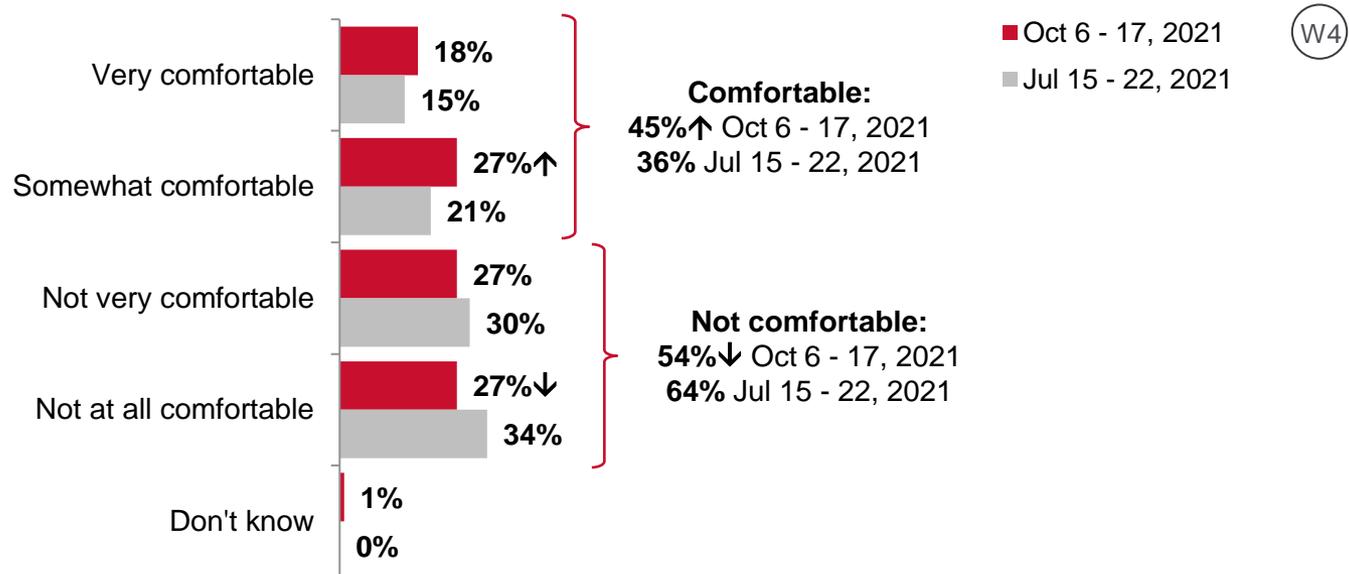
Base: All respondents (n=500)



# Comfort with Attending Indoor Events with Large Crowds in the Next Couple of Months

Nearly one-half (45%) of Calgarians say that over the next couple of months, they are or would be comfortable attending an indoor event with a large crowd in attendance, up from 36% who said they'd be comfortable doing so over the past summer. Males are more likely than females to be comfortable with this (54% vs. 36%, respectively). Younger Calgarians are more likely than seniors to be comfortable attending an indoor event with a large crowd (55% 18 to 34 and 44% 35 to 64 vs. 29% 65 or older).

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



October 6 - 17, 2021: Over the next couple of months, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

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

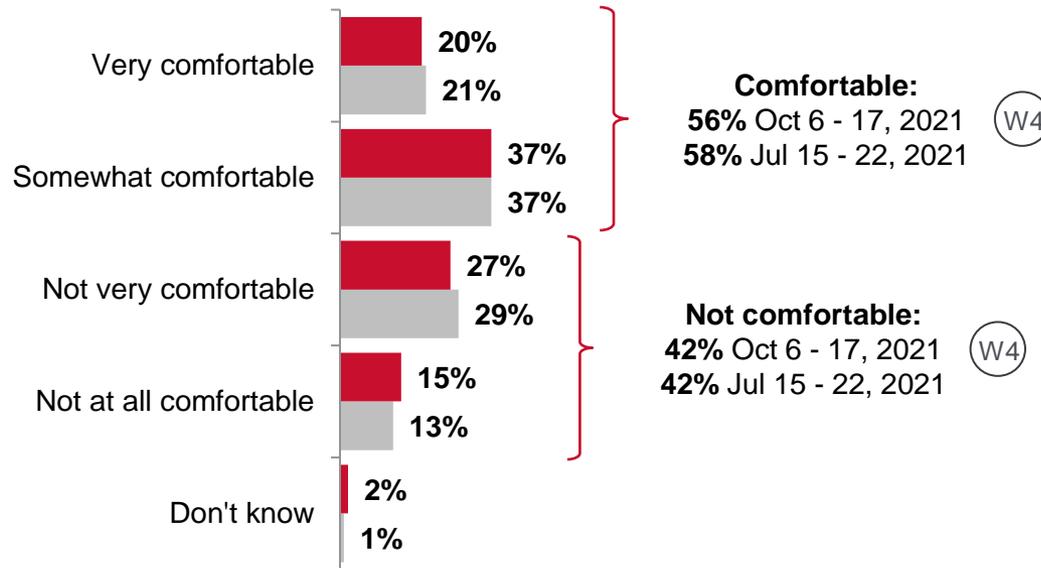
Base: All respondents (n=500)



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

More than one-half of Calgarians (56%) say they would be comfortable attending an indoor event such as a City in-person public engagement event or research focus group in the next three months. Twice as many males as females say they would be 'very' comfortable (27% vs. 13%). Younger Calgarians are more likely than their older counterparts to be comfortable with this (69% 18 to 34 vs. 54% 35 to 64 vs. 40% 65 or older).

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



**New question beginning July 15, 2021**

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

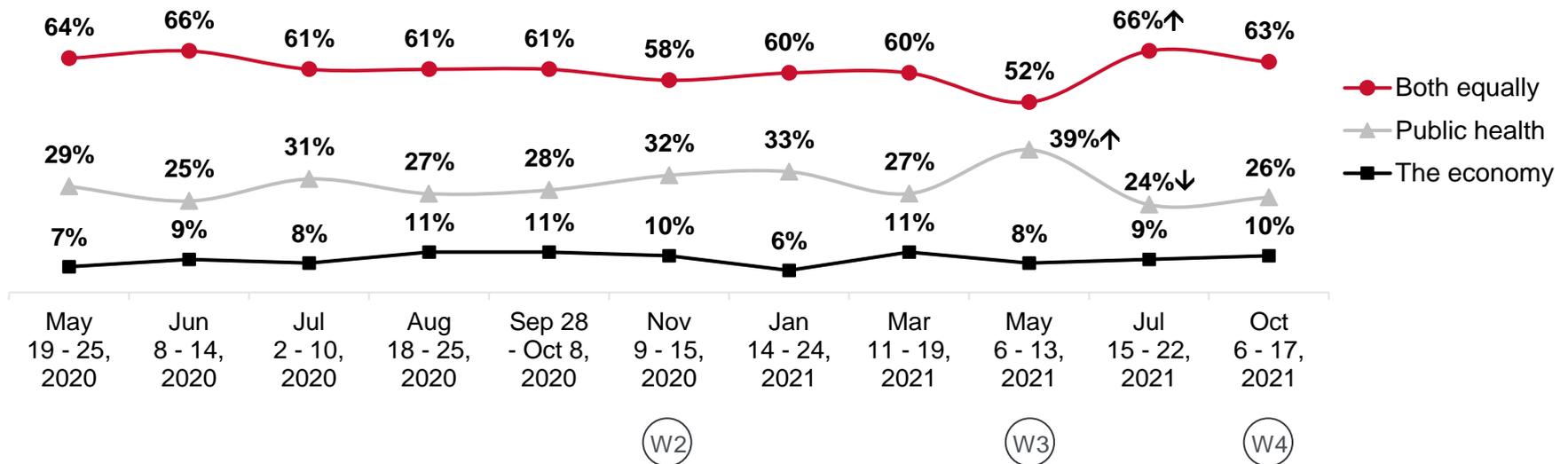
Base: All respondents (n=500)



# Prioritizing Public Health vs. Economy

Around two-thirds (63%) of Calgarians think government decision-makers should consider public health and the economy equally when making decisions about actions and restrictions to reduce the spread of COVID-19, while one-quarter (26%) think public health should be the priority. Residents of the SE and the NW are more likely than those of the NE to say the economy should be the priority (14% and 15% vs. 4%, respectively). Males are more likely than females to think the economy should be prioritized (14% vs. 7%, respectively).

Prioritizing Public Health vs. the Economy



**New question beginning May 19, 2020**

Beginning Nov 9 – 15, 2020: 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?

May 19 – Oct 8, 2020: 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, 2020, n=400)

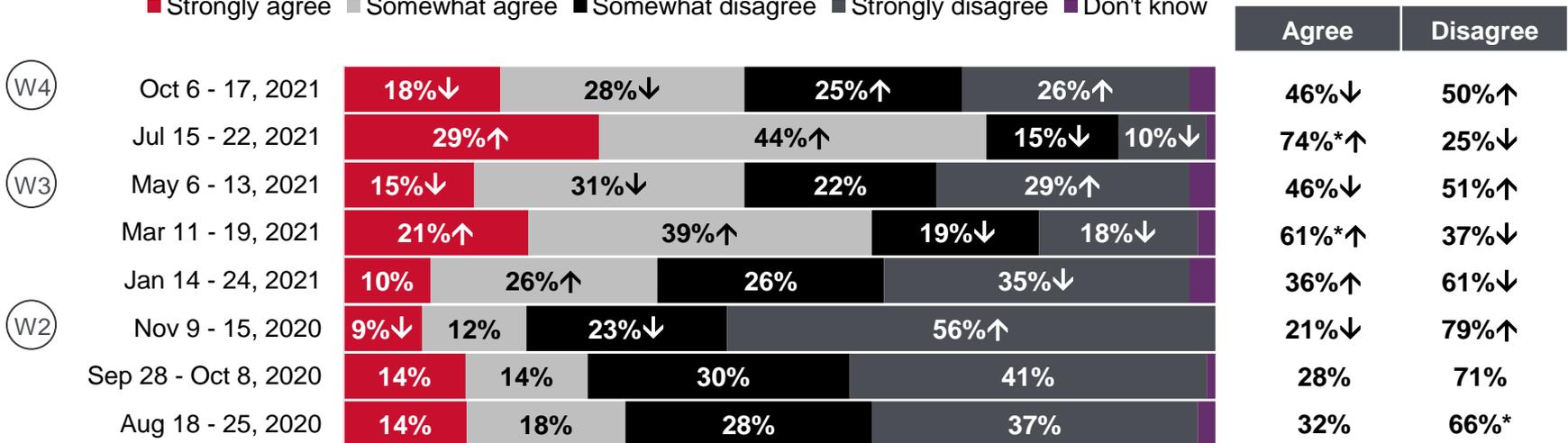


# Perceptions and Concern about the Pandemic

The proportion of Calgarians who agree the worst of the pandemic is behind us dropped from 74% in July to 46% in October, on par with results from May of this year. Males are more likely than females to agree with this (54% vs. 39%, respectively), as are younger Calgarians compared to seniors (52% 18 to 34 vs. 36%, respectively).

## The Worst of the COVID-19 Pandemic is Behind Us

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



Note: 3% and lower not labelled

\*Rounding

### New question beginning August 18, 2020

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)

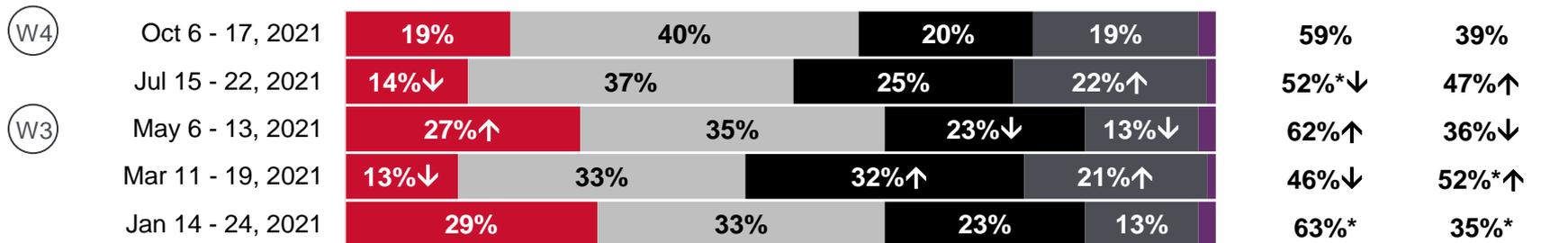


# Perceptions and Concern about the Pandemic

Three-in-five Calgarians (59%) agree they're worried that the pandemic is going to get worse. Females are more likely than males to agree (67% vs. 51%, respectively).

## Worried the Pandemic is Going to Get Worse

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



Note: 3% and lower not labelled

\*Rounding

### New question beginning January 14, 2021

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

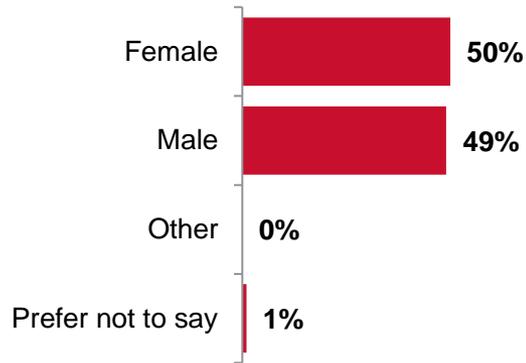




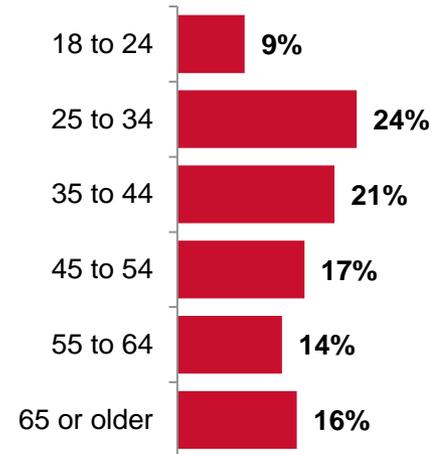
# Demographics

## Gender

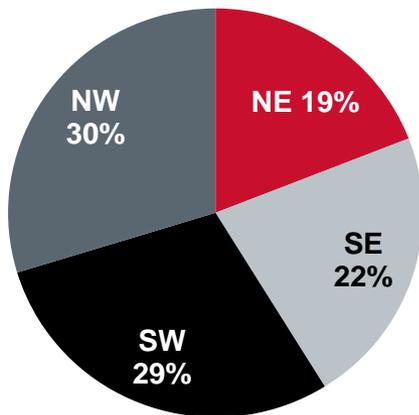
(asked, not inferred)



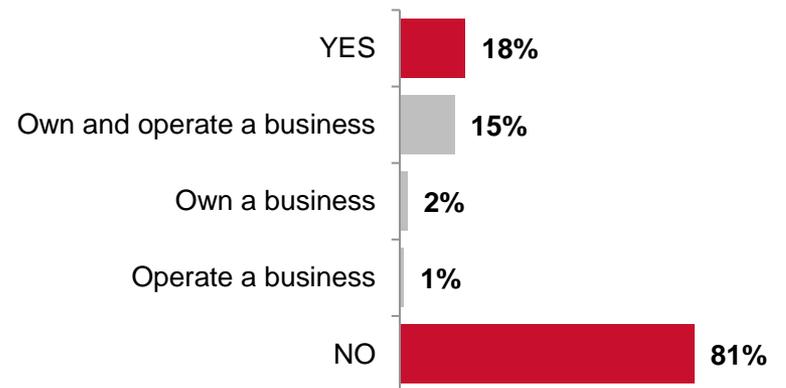
## Age



## Quadrant of Residence



## Own and/or Operate a Business in Calgary



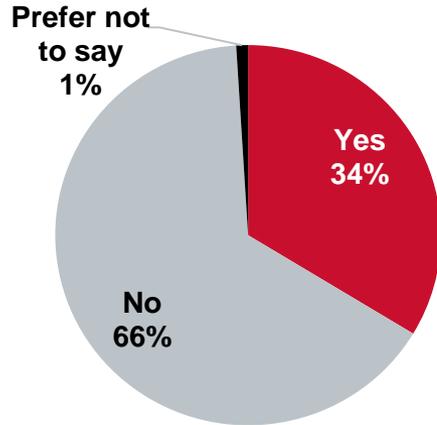
Base: All respondents (n=500)

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

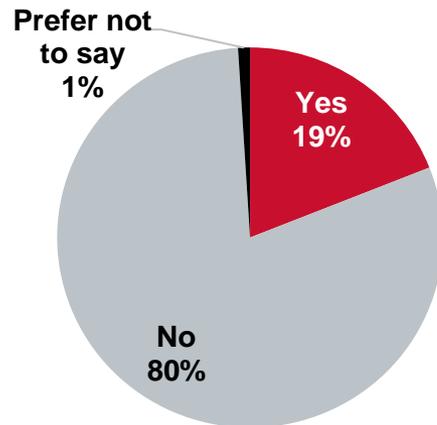


# Demographics – cont'd

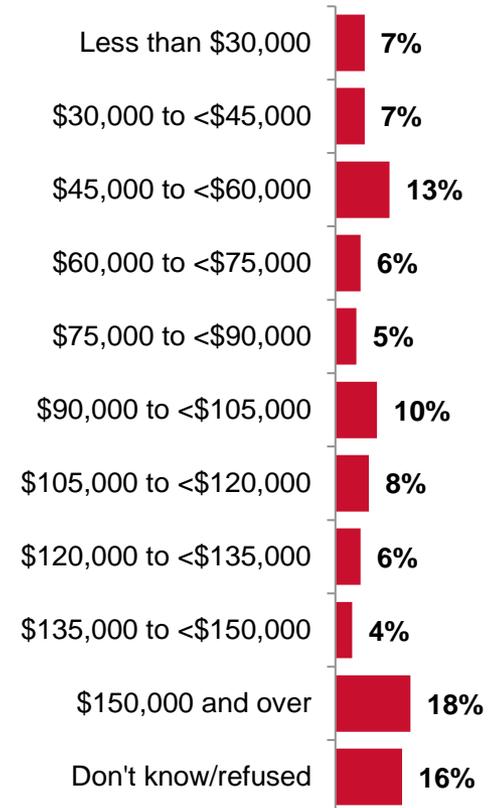
**Children Under the Age of 18 in the Household**



**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"

# COVID-19 Pandemic Timeline





# 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 (excl. Calgary)

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 8 – Alberta declares enhanced 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 February 8 – Step 1 restrictions lifted in Alberta

February 14 – End of Wave 2

February 24 – Vaccine available to all Albertans aged 75+ years

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 in 1957 or later and to those 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 and closes 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

May 26 – Alberta announces "Open for Summer Plan" (OfS Plan)

June 1 – Alberta lifts some restrictions in Phase 1 of OfS Plan

June 10 – Alberta lifts more restrictions in Phase 2

July 1 – Alberta lifts all remaining restrictions in Phase 3

July 5 – Calgary repeals Face Covering Bylaw

September 4 – Pandemic Face Covering Bylaw in effect

September 15 – Alberta implements new restrictions

September 20 – Restrictions Exemption Program in effect

September 23 – Vaccine Passport Bylaw in effect

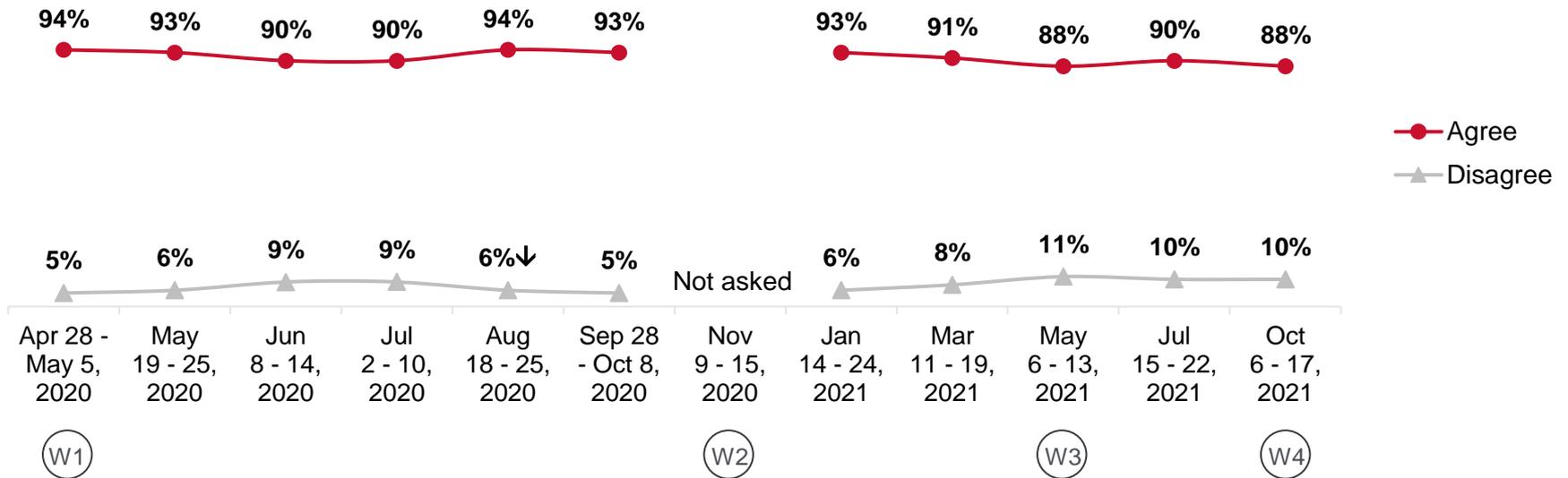
# Trending Charts





# 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

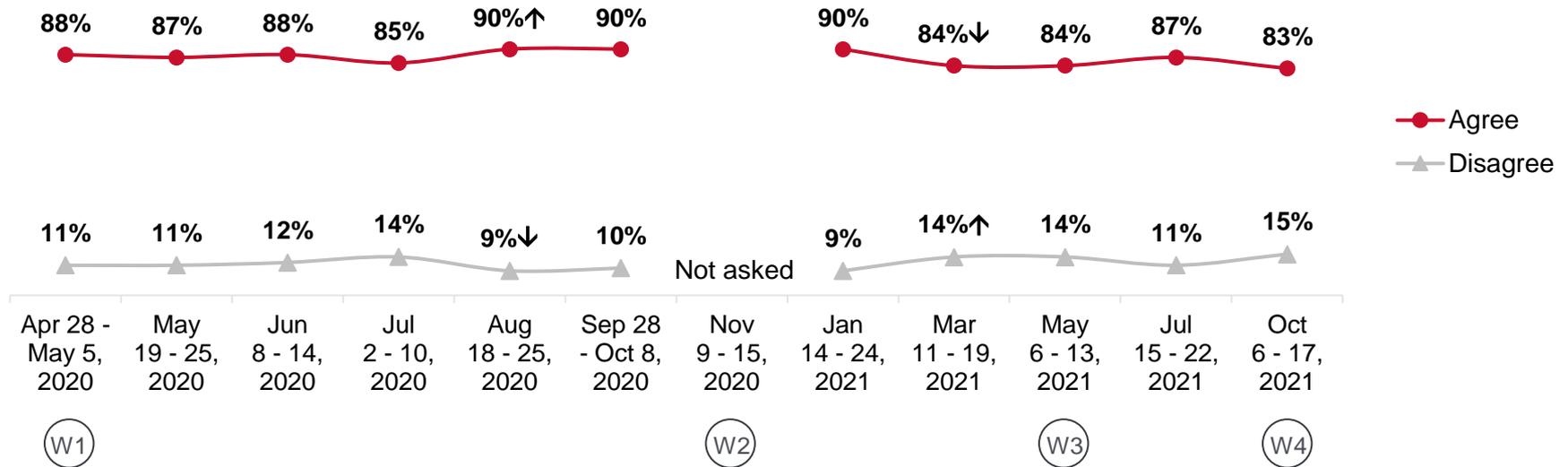


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Quantity of The City's COVID-19 Information

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

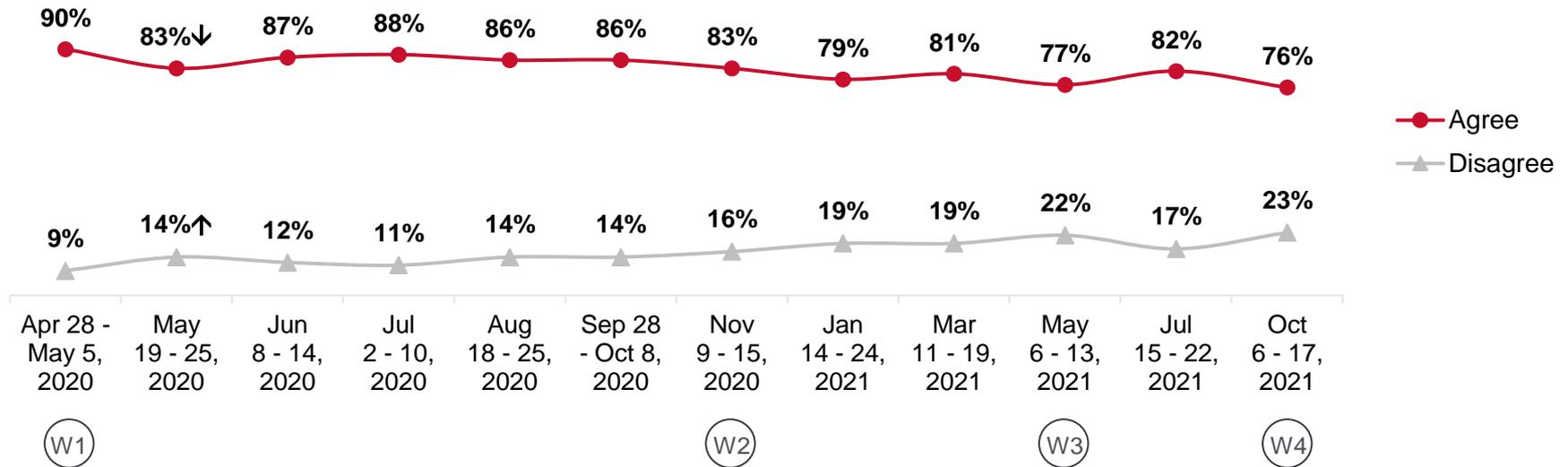


Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# Clarity of The City's COVID-19 Information

The Information Provided by The City has been Clear



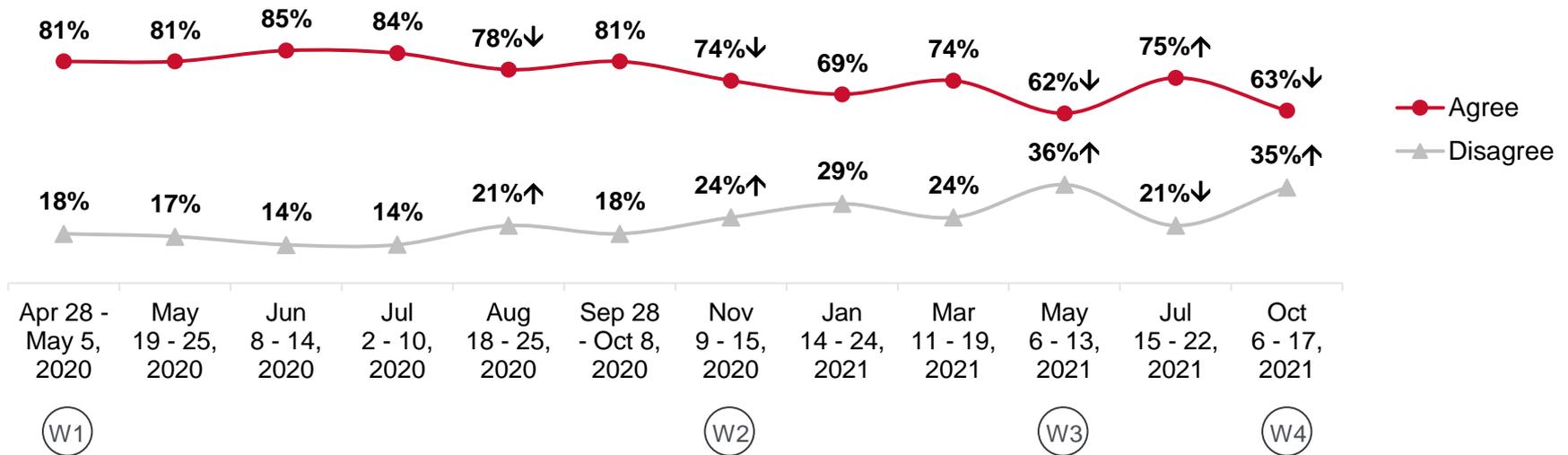
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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



# Speed of The City's COVID-19 Response

The City's Response has been Quick Enough

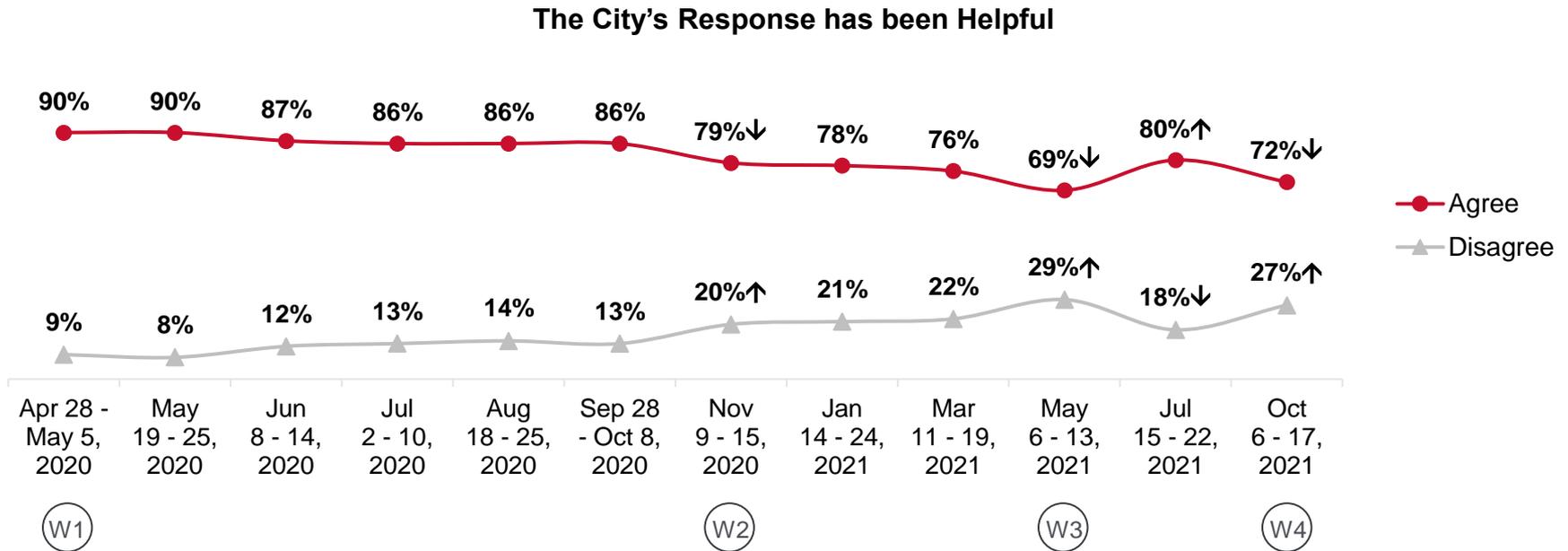


Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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



# The City's Response has been Helpful



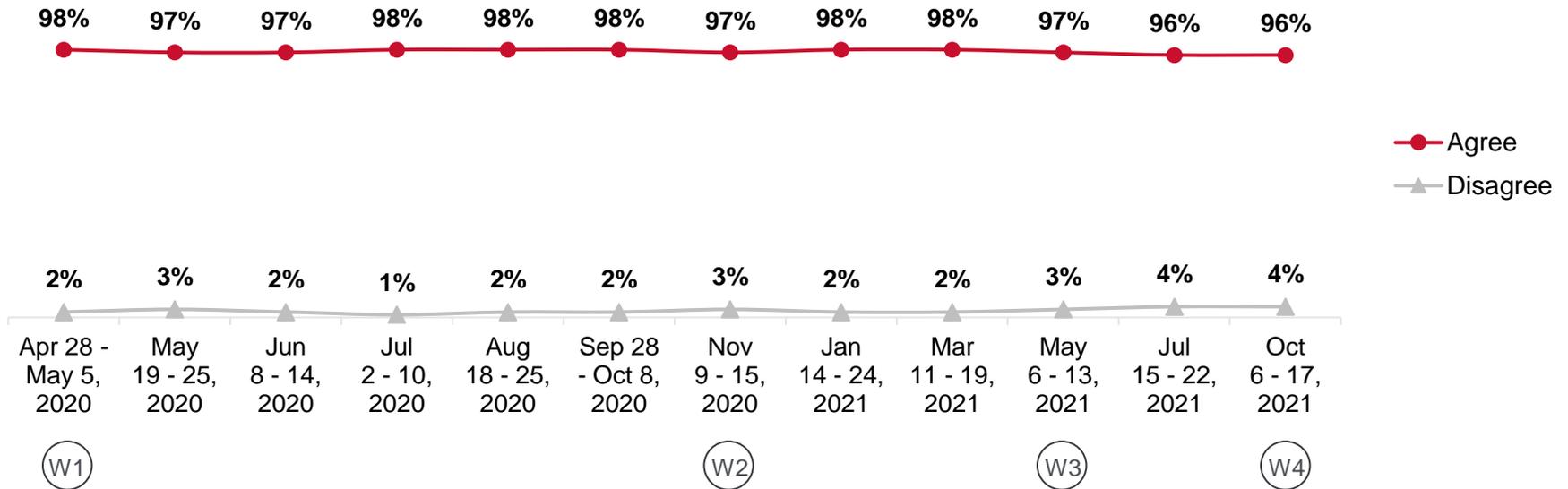
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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



# Understand How to Limit COVID-19 Spread

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



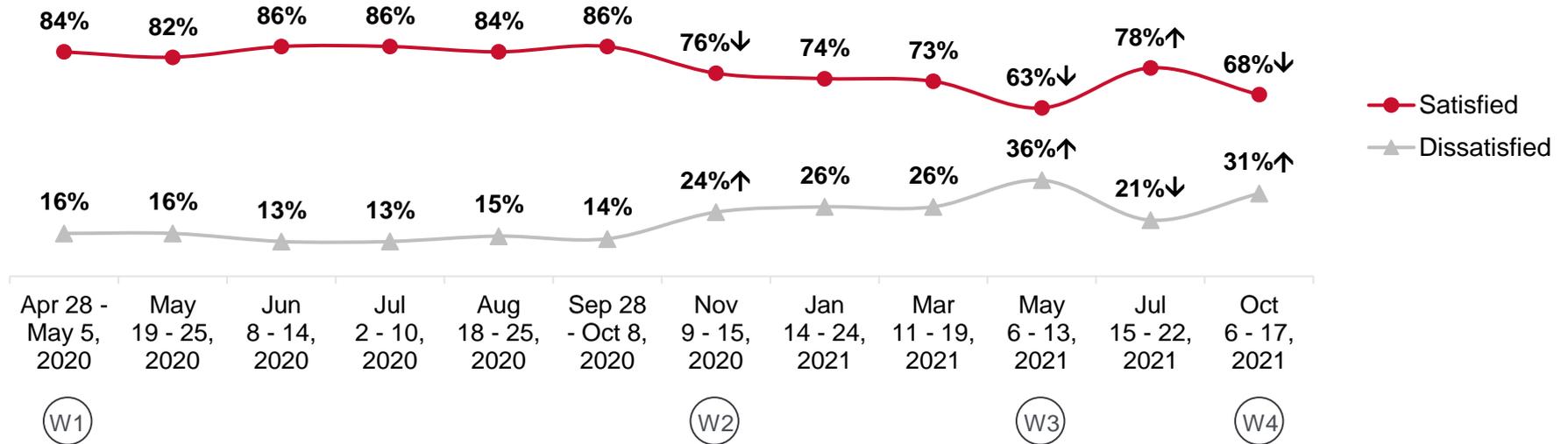
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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



# Satisfaction with The City's COVID-19 Response

Satisfaction with The City's COVID-19 Response



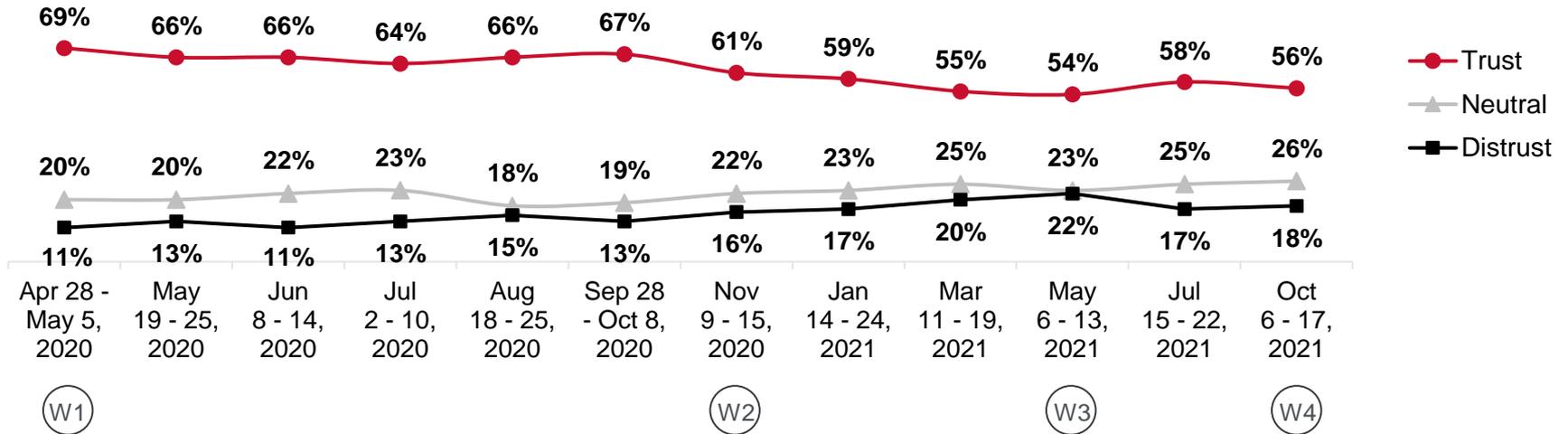
Overall, how satisfied are you with The City's COVID-19 response?

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



# Trust in The City's COVID-19 Response

Trust in The City Regarding COVID-19 Response

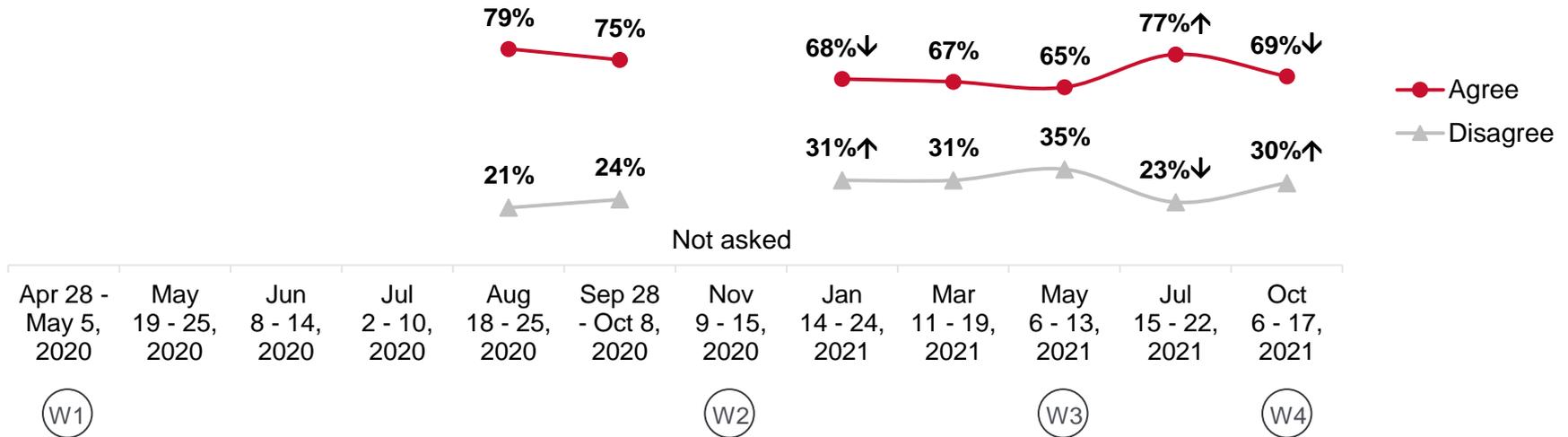


Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400; Apr 28 - May 5, 2020, n=400)



# City Services During the Pandemic

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



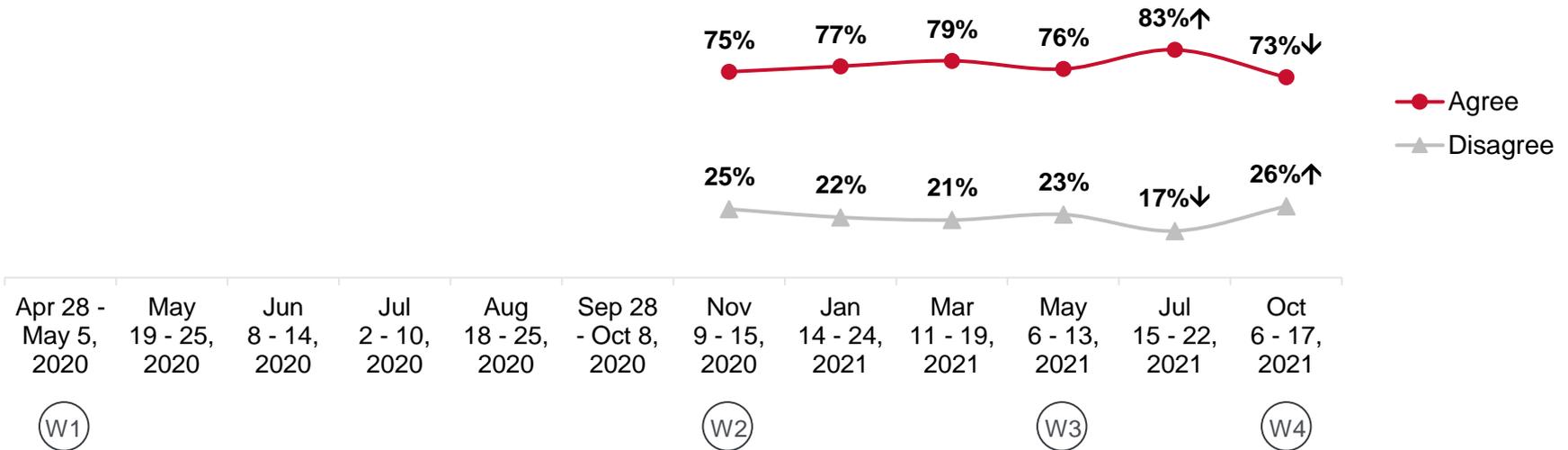
**New question beginning Aug 18, 2020**

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



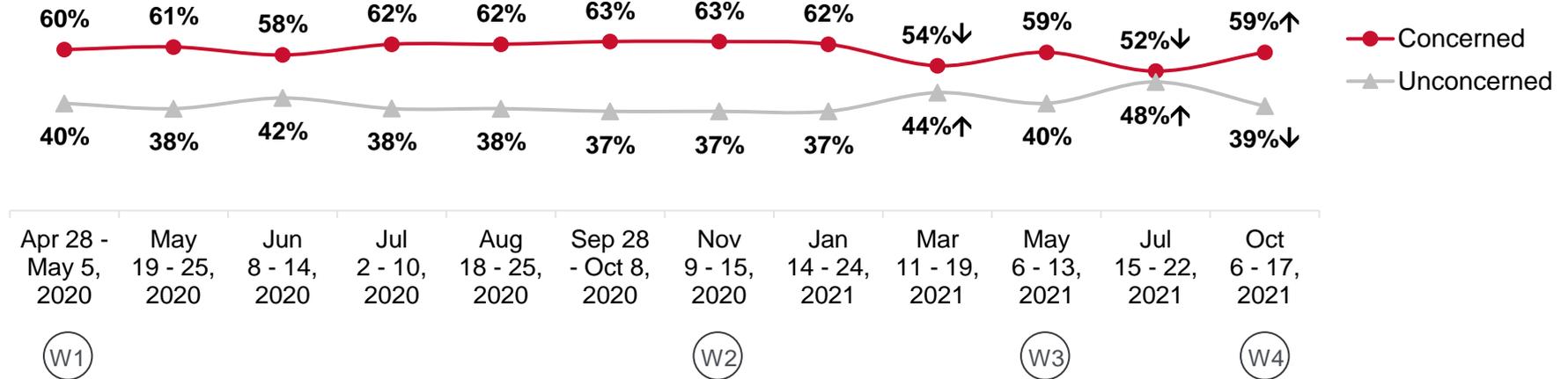
**New question beginning Jan 14, 2021**

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



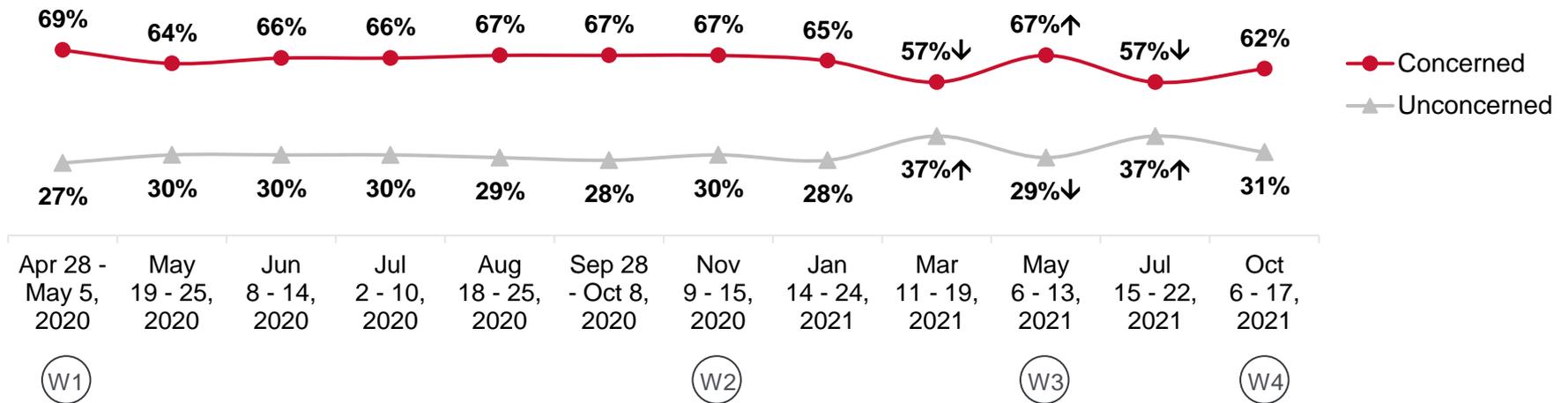
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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



# Concern for Household Members re: COVID-19

Concern about a Household Member Becoming Ill from COVID-19



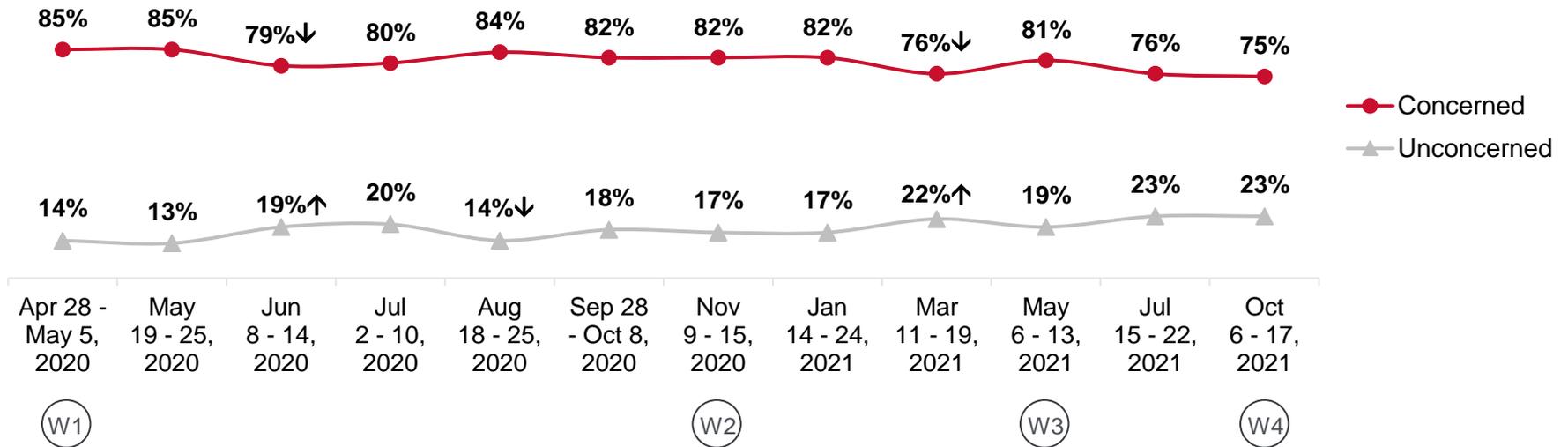
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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



# Concern for Others re: COVID-19

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



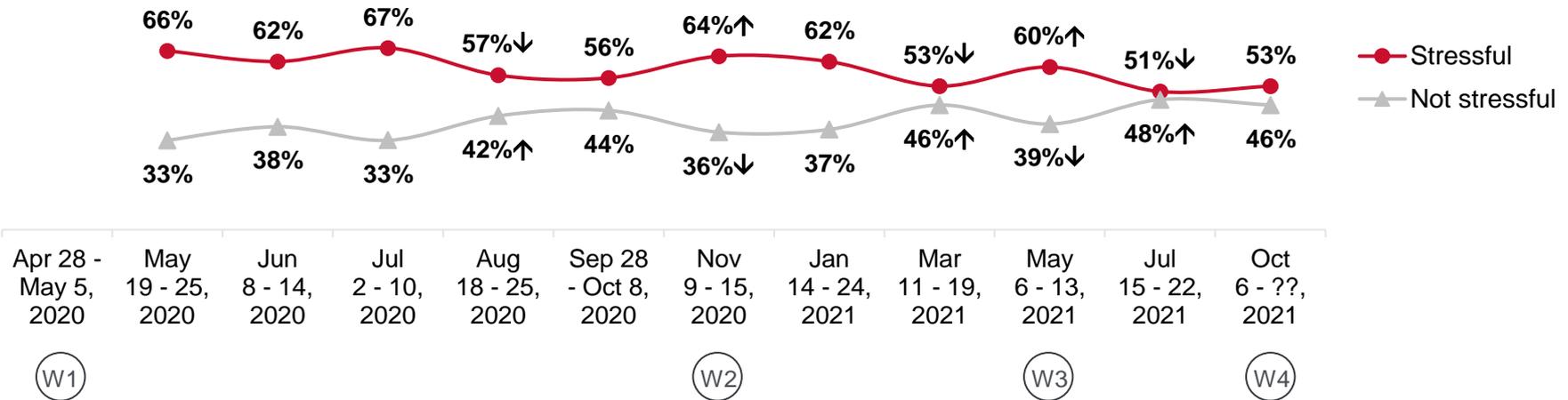
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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



# Stress Level When in Public During Pandemic

Stress Level When in Public During the Pandemic



**New question beginning May 19, 2020**

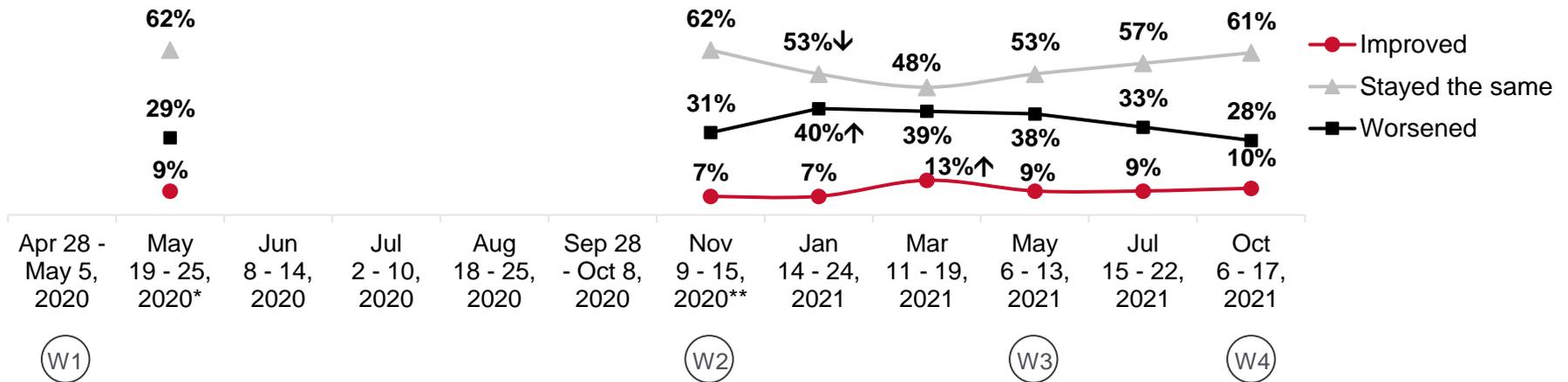
During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

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



# Changes in Physical Health

Change in Physical Health Since the Pandemic Began



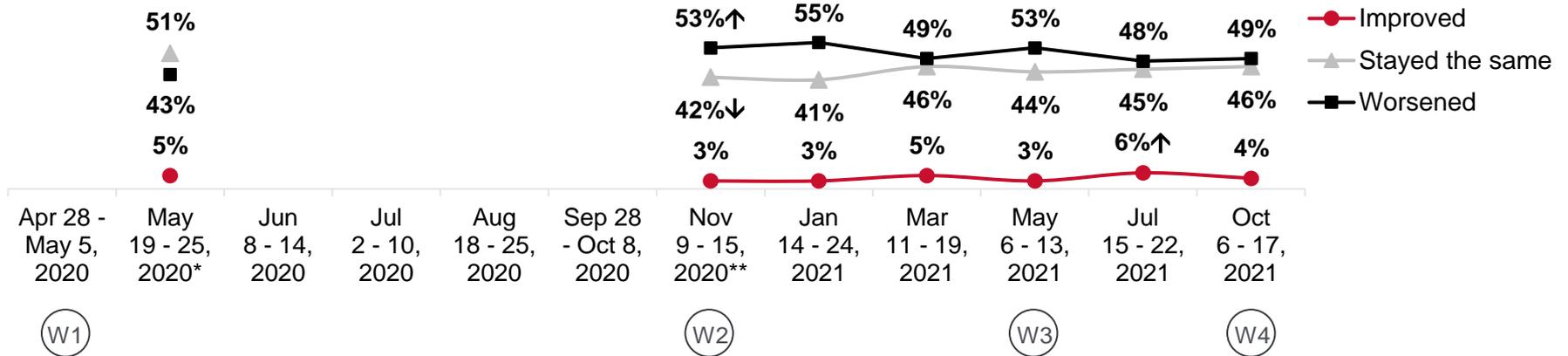
**New question beginning May 19, 2020**

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?  
 Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?  
 May 19 – 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?  
 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)



# Changes in Mental Health

Change in Mental Health Since the Pandemic Began



**New question beginning May 19, 2020**

October 6 - 17, 2021: As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic?

Beginning Nov 9 – 15, 2020: Compared to before the pandemic began, would you say your [ITEM] has improved, remained the same, or worsened?

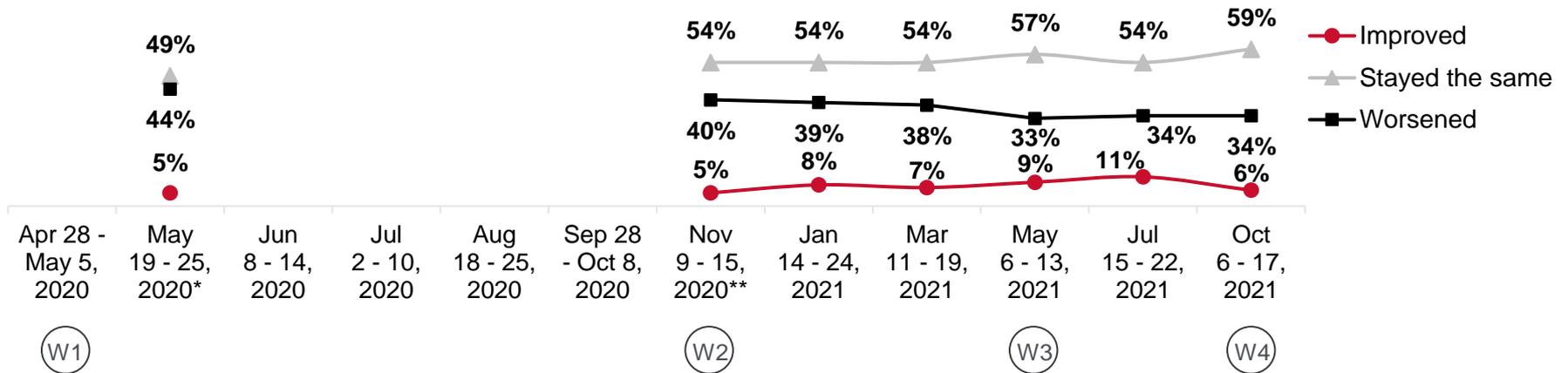
May 19 – 25, 2020: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?

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



# Changes in Financial Situation

Change in Personal Financial Situation Since the Pandemic Began



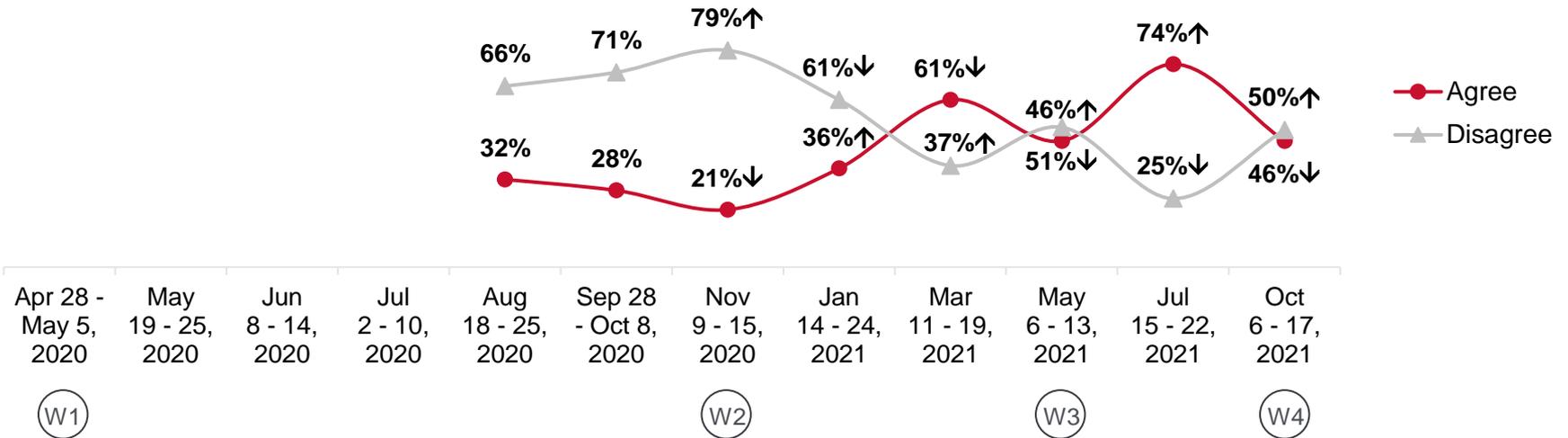
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 Base: All respondents (n=500 except: May 19 - 25, 2020, n=400)



# Perceptions and Concern about the Pandemic

The Worst of the COVID-19 Pandemic is Behind Us



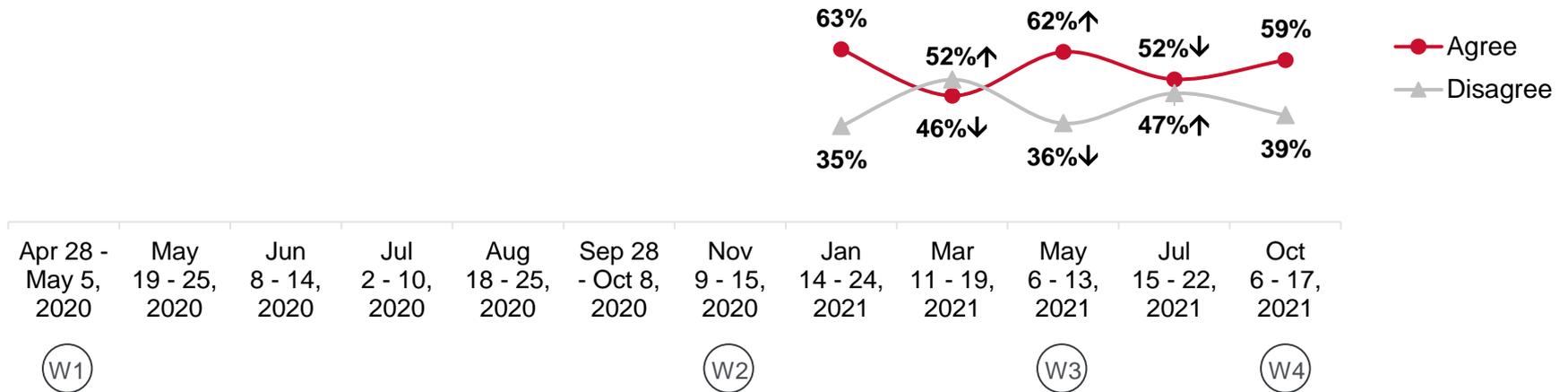
**New question beginning Aug 18, 2020**

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, 2021**

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 12  
October 6, 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](mailto:research@calgary.ca) or send a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5."

## SCREENERS

QS7. Are you 18 years of age or older?

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

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

QSEX. Record Gender (DO NOT ASK)

Male  
Female

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

1. 18 to 19 yrs
2. 20 to 24 yrs
3. 25 to 34 yrs
4. 35 to 44 yrs
5. 45 to 54 yrs
6. 55 to 64 yrs
7. 65 to 74 yrs

8. 75 and older
99. Refused [DO NOT READ] [THANK AND END SURVEY]

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

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

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

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

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

## CITY COVID-19 RESPONSE

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

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

### [ROTATE ITEMS]

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

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

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.



# Questionnaire – cont'd

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

## CONCERN AND CONFIDENCE

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

- a. Your capacity to pay your mortgage or rent
- b. Your capacity to pay your property taxes
- c. Your capacity to pay your bills on time

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

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

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

- A major threat
- A minor threat
- Not a threat

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

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

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

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

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

CV34. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. The first is [INSERT STATEMENT].

- [ROTATE ITEMS]
- I 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. As of today, would you say your [INSERT ITEM] has improved, remained the same, or worsened as a result of the pandemic? [IF IMPROVED OR WORSENERD] Is that a lot or a little?

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

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



# Questionnaire – cont'd

CV55. On September 4<sup>th</sup>, the Pandemic Face Covering Bylaw came into effect. It requires face coverings be worn on public transit, in private vehicles for hire, in public indoor spaces such as stores and places of worship, and in City of Calgary owned or operated facilities and 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]

CV56. On September 23rd, The City implemented the Vaccine Passport Bylaw that applies to Calgary businesses such as restaurants, nightclubs, casinos, sporting and entertainment venues, and fitness and recreation facilities. The bylaw makes it mandatory for businesses to require customers aged 12 and older to provide proof of COVID-19 vaccination, a recent negative COVID-19 test, or a medical exemption letter.

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]

CV52. Over the next couple of months, how comfortable are you or would you be attending an outside event that has a large crowd in attendance?

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

CV53. Over the next couple of months, how comfortable are you or would you be attending an inside event that has a large crowd in attendance?

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

CV54. In the next three months, how comfortable are you or would you be attending an inside event like an in-person public engagement event or research focus group about a City project or City issue?

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

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



# Questionnaire – cont'd

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

3 \$120,000 to just under \$135,000  
 4 \$135,000 to just under \$150,000  
 5 \$150,000 and over  
 99 Refused

**DEMOGRAPHICS**

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

Yes  
 No  
 Refused

DQ3. Is there anyone aged 65 years or older living in your household?  
 [PROGRAMMER: IF RESPONDENT IS 65 OR OLDER, PREFACE QUESTION WITH "BESIDES YOURSELF"]

Yes  
 No  
 Refused

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

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

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

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

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

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

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

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.**