



Calgary



2020 Citizen Perspectives Survey Report COVID-19 Snapshot 3

June 26, 2020

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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 is conducted multiple times throughout the year. Recently, The City has used the Citizen Perspectives Survey to better understand Calgarian’s opinions, beliefs and concerns about the COVID-19 pandemic. This report presents the results of The City’s third COVID-19 Snapshot survey.

Methodology

The survey was conducted by Leger from June 8 to 14, 2020 with 500 Calgarians (aged 18 years or older) via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (34%) and cell phones (66%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 16.5 minutes in duration. The margin of error (MOE) for the total sample of n=500 is ± 4.4 percentage points, 19 times out of 20.

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

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.

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

Statistically significant differences across demographics such as age groups and gender are noted in the Key Findings.



Highlights at a Glance

THE CITY'S COVID-19 RESPONSE



89% Agree The City is taking precautions to prevent the spread of COVID-19 as it reopens its services

66% Trust The City regarding its response



86% Satisfied with The City's response

FINANCIAL IMPACTS

87% Think the pandemic is a **major threat** to Calgary's economy



40% Of employed people who lost their job/income due to pandemic are not yet working again



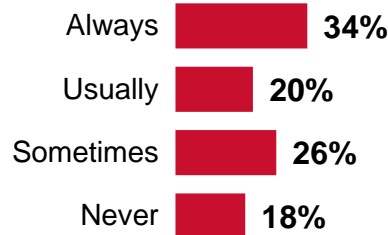
19% Impact on capacity to pay **mortgage/rent**

89% Can pay all their **property tax** this year



50% Experienced a **decrease in income**

WEARING FACE MASKS IN PUBLIC



74% Support mandatory use in public and confined spaces



MOVING FORWARD

24% Mental health improved since lifting of restrictions



62% Find it **stressful** to be in public



78% Comfortable going to their **workplace/office**



69% Comfortable going to a **public place** (e.g. malls, libraries)

40% Comfortable using **public transit**



25% Comfortable attending a **large gathering** (e.g. festival, sporting event)

Key Findings





Key Findings

Awareness of The City's current efforts to limit the spread of COVID-19 is still strong and the large majority of Calgarians agree that as The City reopens its services, it's taking precautions to limit the spread of the virus.

- The large majority (90%) of Calgarians continue to be aware of The City's current efforts to limit the spread of COVID-19, although it appears to be trending down slightly since late April/early May. Similarly, the majority (89%) agree ("strongly" or "somewhat") that as The City reopens its services, it's taking precautions to limit the spread of the virus, with nearly one-half (46%) "strongly" agreeing with this statement.
 - More females than males agree they're aware of The City's current efforts to limit the spread of COVID-19 (96% vs. 84%, respectively) and that as The City reopens its services, it's taking precautions to limit the spread of COVID-19 (93% vs. 84%).

The majority of Calgarians continue to think they have enough information about The City's COVID-19 response, support available from The City to individuals and, to a lesser extent, about support available to businesses.

- On par with the first two Snapshots, the majority of Calgarians agree ("strongly" or "somewhat") they have enough information about what The City is doing to respond to COVID-19 (88%) and about support available from The City to individuals (78%). When it comes to having enough information about support available from The City to businesses, fewer now agree with this (70% vs. 78% in Snapshot 1).
 - Nearly twice as many males as females (15% vs. 8%) disagree that they have enough information about what The City is doing to respond to COVID-19.
 - Those aged 18 to 34 years are more likely than those 35 years of age or older to agree they have enough information about support available from The City to businesses (80% of 18 – 34 vs. 68% of 35 – 64 and 61% of 65+).

Key Findings

Consistent with the first two Snapshots, the large majority of Calgarians are satisfied with The City's COVID-19 response, agreeing that it's been helpful and quick enough, while fewer (although still a majority) trust The City when it comes to its pandemic response.

- Nearly all Calgarians (97%) agree (“strongly” or “somewhat”) they understand what to do to limit the spread of COVID-19.
- The large majority agree (“strongly” or “somewhat”) The City’s response has been helpful (87%) and quick enough (85%) and that the information provided by The City has been clear (87%).
 - More females than males agree that The City's response has been helpful (91% vs. 83%) and quick enough (90% vs. 81%) .
- Consistent with the last two Snapshots, the large majority (86%) of Calgarians are satisfied (“very” or “somewhat”) with The City’s COVID-19 response, with one-third (33%) “very” satisfied.
 - Slightly more females than males (89% vs. 83%) are satisfied with The City’s COVID-19 response.
- The majority (66%) of Calgarians continue to trust (“a great deal” or “a little”) The City in terms of its COVID-19 response, with two-in-five (39%) reporting they trust The City “a great deal.”
 - More males than females (15% vs. 7%) distrust (“a great deal” or “a little”) The City regarding the COVID-19 response while more females than males (26% vs. 18%) are neutral.
 - More seniors (those aged 65 years or older) than Calgarians between the ages of 18 and 64 distrust The City (21% of 65+ vs. 10% of 18 – 34 and 9% of 35 – 64).

Key Findings

The large majority of Calgarians are in agreement that the pandemic poses a major threat to Calgary's economy but are split on the threat level regarding their personal financial situation and day-to-day life in their community.

- Although the majority of Calgarians continue to perceive the pandemic to be a major threat to Calgary's economy, this measure is trending down and has dropped to 87% from 92% in the first Snapshot.
 - More females than males (90% vs. 83%) perceive the pandemic to be a major threat to Calgary's economy.
- Compared to the first two Snapshots, fewer Calgarians say the pandemic is a major threat to their personal financial situation (24%, down from 30% in Snapshot 2) while the proportion perceiving it as no threat is trending up (24%, up from 17% in Snapshot 1) and one-half (51%) think it's a minor threat.
 - More males than females (29% vs. 19%) see it as a major threat to their personal financial situation.
 - More seniors (aged 65 years or older) than younger Calgarians (aged 18 to 64 years) say the pandemic poses no threat to their personal financial situation.
- There's a downward trend in seeing the pandemic as a major threat to day-to-day life in one's community (37%, down from 46% in Snapshot 1), while one-half (51%) say it's a minor threat and the proportion of Calgarians who think it's no threat has risen to 12% from 7% in the first two Snapshots.
 - Males are more likely than females (17% vs. 7%) to think the pandemic poses no threat to day-to-day life in their community.
 - Compared to their younger counterparts (aged 18 to 34 years), more Calgarians aged 35 years or older think the pandemic is no threat to day-to-day life in their community (14% 35 – 64 and 15% 65+ vs. 7% 18 – 24).

Key Findings

More Calgarians see the pandemic as a major threat to the health of Calgary's population as a whole than to their own mental or physical health, with the majority perceive the pandemic to be a minor or no threat to their mental and/or physical health.

- Compared to Snapshot 2, fewer see it as a major threat to the health of Calgary's population as a whole (47%, down from 58% in Snapshot 2) and Calgarians are now roughly split between seeing it as a major versus a minor threat, with only 7% saying it's no threat.
- The perceived threat of the pandemic to one's mental health is on par with Snapshot 2, with just over one-quarter (28%) thinking it's a major threat and one-half (49%) seeing it as a minor threat. Results are similar regarding one's physical health, with one-in-five (22%) thinking the pandemic is a major threat, 56% seeing it as a minor threat, and one-in-five (22%) saying it's no threat.
 - More females than males (33% vs. 23%) perceive the pandemic to be a major threat to their mental health.
 - More Calgarians aged 18 to 34 years than those 35 to 64 and 65 or older (41% vs. 24% and 18%, respectively) think the pandemic is a major threat to their mental health.
 - Calgarians aged 65 years or older are more likely than those younger than 65 to perceive the pandemic as a major threat to their physical health (33% 65+ vs. 20% 18 – 34 and 19% 35 – 64) and to say it's not a threat to their mental health (35% vs. 17% 18 -34 and 22% 35 – 64).

Key Findings

There remains concern about oneself, a household member and/or a family or friend outside of their household becoming ill from COVID-19 and a majority of Calgarians find it stressful to be out in public during the pandemic.

- Overall concern (“very” or “somewhat” concerned) with oneself or a household member becoming ill from COVID-19 (58% and 66%, respectively) hasn’t changed since Snapshot 1; however, the proportions reporting being “very” concerned are trending down.
 - Those aged 18 to 24 years are more likely than other Calgarians to be concerned that someone in their household will become ill from COVID-19 (85% vs. 68% 25 – 34, 63% 35 – 64 and 57% 65+).
 - Respondents with children (under the age of 18 years) in the home are more likely than others to be concerned about someone in their household becoming ill from COVID-19 (75% vs. 61%).
 - Those with a senior (aged 65 years or older) in the household are more likely than others to be concerned about someone in their household becoming ill from COVID-19 (75% vs. 63%).
- Being “very” concerned with family/friends outside the household becoming ill from COVID-19 is also trending down and saw a statistically significant drop in overall concern from 85% in the first two Snapshots to 79%.
- The majority of Calgarians continue to find it stressful (“very” or “somewhat”) to be out in public during the pandemic (62%, on par with 66% in Snapshot 2), although a minority find it “very” stressful (13%, consistent with 16% in Snapshot 2).
 - More females than males (70% vs. 53%) report they find it stressful to be out in public during the pandemic, with twice as many females as males (17% vs. 8%) saying it’s “very” stressful.



Key Findings

Calgarians' physical health has mostly stayed about the same or improved since the lifting of restrictions put in place to deal with the pandemic.

- In Snapshot 2, three-in-ten Calgarians (29%) reported that their physical health had worsened since the pandemic began and restrictions were put in place while the majority (62%) said it stayed the same as before the pandemic. Since then, three-quarters (75%) report that in the two to three weeks following the lifting of restrictions put in place to deal with the pandemic, their physical health has stayed the same and more than one-in-ten (16%) say it's improved.
 - More males than females (21% vs. 11%) report that their physical health has improved since restrictions started being lifted while more females than males say it's stayed about the same (80% vs. 70%).
 - Calgarians aged 65 years or older are more likely than others to say that since the restrictions started being lifted on May 25, their physical health has stayed about the same (86% vs. 72% 18 – 24 and 74% 35 – 64). More Calgarians aged 18 to 34 and 35 to 54 years (16% and 20%, respectively) than those 65 or older (4%) say their physical health has improved.
 - Respondents who have children (under the age of 18 years) in the home are more likely than those who don't to say their physical health has improved since the lifting of restrictions (22% vs. 12%).

Key Findings

The lifting of restrictions put in place because of the pandemic had a positive impact on the mental health of one-quarter of Calgarians although some report that their mental health has worsened.

- In Snapshot 2, two-in-five Calgarians (43%) reported that their mental health had worsened since the pandemic began and restrictions were put in place. One-quarter of Calgarians (24%) report that in the two to three weeks following the lifting of restrictions put in place to deal with the pandemic, their mental health has improved; however, 15% say their mental health has worsened.
 - Calgarians aged 65 years or older are more likely than others to say that since the restrictions started being lifted on May 25, their mental health has stayed about the same (81% vs. 51% 18 – 24 and 61% 35 – 64).
 - More Calgarians aged 18 to 34 and 35 to 54 years (29% and 26%, respectively) than those 65 or older (5%) say their mental health has improved.
 - Respondents who have children (under the age of 18 years) in the home are more likely than those who don't to say their mental health has improved since the lifting of restrictions (33% vs. 18%).

Key Findings

The lifting of restrictions put in place because of the pandemic has not improved the personal financial situation of most Calgarians and after losing their job or pay either temporarily or permanently, a minority are working again.

- In Snapshot 2, slightly more than two-in-five Calgarians (44%) reported that their personal financial situation had worsened since the pandemic began and restrictions were put in place. In the two to three weeks following the lifting of restrictions, the majority (75%) say their personal financial situation has stayed the same while nearly one-in-five (17%) say it's worsened and only around one-in-ten (8%) report that it's improved.
 - Calgarians aged 18 to 34 and those 35 to 64 are more likely than those 65 or older to report that their personal financial situation has improved since the restrictions started being lifted (11% and 7% vs. 2%, respectively).
- Of Calgarians who were employed at the beginning of the pandemic and experienced job or income loss as a result of the pandemic, two-in-five (41%) report having lost some pay or some income from work (as opposed to losing their job completely). Just as many (40%) are not yet working again after losing their job or pay temporarily (23%) or permanently (17%) while more than one-in-ten (16%) lost their job or pay but are working again.
 - More young adults (those aged 18 to 24 years) than Calgarians between the ages of 25 and 64 years experienced a job loss or income loss due to the pandemic (77% 18 – 24 vs. 48% 25 – 34 and 38% 35 – 64). The difference between the proportion of 18 to 24 year olds and those aged 65 years or older (62%) is not statistically significant.
 - More males than females (53% vs. 27%) lost some of their work or some of their work income as a result of the pandemic.



Key Findings

Fewer Calgarians who have a mortgage or pay rent are now reporting a negative impact of the pandemic on their capacity to make these payments and fewer homeowners are reporting a negative impact on their capacity to pay property taxes.

- The negative financial impacts of the pandemic on Calgarians has remained relatively consistent across the three Snapshots, with two exceptions. The proportion experiencing an impact on their capacity to pay mortgage/rent declined from 27% (of those who pay mortgage or rent) in Snapshot 2 to 19% and the proportion reporting an impact on their capacity to pay property taxes is trending down and is now at 17%, down from 26% in Snapshot 1.
 - Among those with retirement savings and/or other investments, more males than females (62% vs. 51%) report that the pandemic had a negative impact on these savings/investments.
 - Among Calgarians who have an income, more 18 to 34 than others report a decrease in their income (61% vs. 47% 35 – 64 and 34% 65+).
- The majority (80%) of Calgarians with a mortgage are able to pay all of their regular mortgage payment in June and just as many expect to be able to do so in July. These results are on par with those of the first two Snapshots; however, the proportion of mortgage holders who couldn't pay any of their payment in June was only 5%, down from 11% in May.
- Compared to the first two Snapshots, more homeowners in Calgary expect to pay all of their property tax to The City this year (89%, up from 81%) while the proportion who expect to pay most or some dropped to 9% from 14% in Snapshot 2. One-in-twenty (5%) expect to pay most and 4% some of their property tax. Note that property tax bills were mailed on May 25, prior to data collection for Snapshot 3 but after data collection for Snapshot 2.
- The majority of renters (84%) are able to pay all of their rent payment in June and just as many (83%) expect to be able to do so in July.
 - More female renters than male renters (92% vs. 75%) expect to be able to pay their entire rent payment in July while more males than females (21% vs. 5%) expect to pay most or some.

Key Findings

Consistent use of a face mask when in public and confined spaces is reported by a minority of Calgarians although there is strong support for making them mandatory.

- One-third (34%) of Calgarians say they always wear a face mask in public and confined spaces such as grocery stores, shopping malls and on public transit and 20% usually wear one. One-quarter (26%) wear one only sometimes and around one-in-five (18%) say they never wear a face mask in public.
 - More females than males (41% vs. 28%) say they always wear a face mask in public and confined spaces while more males than females (23% vs. 14%) say they never wear a face mask.
 - More seniors (aged 65 years or older) than other Calgarians report always wearing a face mask in public and confined spaces (48% vs. 34% of 18 to 34 and 30% of 35 to 64).
 - Those with a senior (aged 65 years or older) in the household are more likely than others to report always wearing a mask in public and confined spaces (44% vs. 32%).
- Nearly one-half (45%) “strongly” support making face masks/coverings mandatory in public and confined spaces and another 29% “somewhat” support it. One-quarter (25%) of Calgarians either “somewhat” or “strongly” oppose making face masks/coverings mandatory for everyone.
 - More females than males (80% vs. 67%) support making face masks/coverings mandatory for all people when in public and confined spaces.
 - Respondents who have children (under the age of 18 years) in the home are more likely than those who don’t to oppose mandatory use of face masks/coverings for all people in public and confined spaces (31% vs. 22%).
 - Those with a senior (aged 65 years or older) in the household are more likely than others to support mandatory use of face masks/coverings (85% vs. 71%).

Key Findings

The majority of Calgarians continue to want government decision-makers to balance public health and economic considerations when deciding how to re-open the economy and a small minority think the economy should be the priority.

- Calgarians' opinions about whether government decision-makers should prioritize public health or the economy when deciding how to re-open the economy hasn't changed since Snapshot 2. Two-thirds (66%) prefer that public health and the economy are equally considered, one-quarter (25%) think public health should be prioritized over the economy and the remaining one-in-ten (9%) opt for the economy to be the priority.
 - While the majority of both males and females (63% and 68%) think that government decision-makers should find a balance between public health and the economy when re-opening the economy, more males than females think the economy should be the priority (13% vs. 5%).

Key Findings

While Calgarians are now more likely to report being comfortable with some activities after restrictions are lifted,* it's mainly due to an increase in the proportion saying they'll be "somewhat" (as opposed to "very") comfortable.

- Compared to Snapshot 2, more Calgarians say they'll be comfortable doing certain activities as restrictions are lifted: receiving paramedical services (e.g. physiotherapy, chiropractic treatments, seeing a dentist), getting personal services (e.g. haircut, manicure, massage, cosmetic treatment), visiting public places such as malls or libraries, and eating in restaurants. These increases are mostly due to an increase in the proportion saying they'll be "somewhat" comfortable, as opposed to "very" comfortable.
 - Compared to Calgarians aged 35 years or older, more 18 to 34 year olds will be comfortable with receiving physiotherapy, chiropractic treatment and going to the dentist (86% vs. 77% 35 – 64 and 71% 65+).
 - Those with a senior (aged 65 years or older) in the household are less likely than others to say they'll feel comfortable receiving physiotherapy, chiropractic treatment and going to the dentist (70% vs. 81%).
- Comfort levels with going to their workplace/office, going to the gym or a fitness facility, using public transit, and attending a large public gathering have not changed since Snapshot 2.
 - More males than females say they'll be comfortable going to the gym/a fitness facility (51% vs. 41%) as well as using public transit (46% vs. 34%).
 - Twice as many males as females (33% vs. 16%) report they'll be comfortable attending a large public gathering.

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



Key Findings

The majority of Calgarians who normally use playfields or public parks, playgrounds, City golf courses and/or tennis or pickleball courts plan to do so this summer.

- Among those who normally use a playfield or public park for sports or other physical activity, the large majority (89%) intend to do so this summer. Many (78%) of those who generally use City of Calgary golf courses plan to do so this summer while around as many (74%) of those who take children to a playground will continue that behaviour this summer. The City's tennis and pickleball courts plan to be used by only two-thirds (67%) of those who normally use them.
 - More males than females (93% vs. 84%) plan to use a playfield or public park for sports or other physical activity this summer.
 - Fewer seniors (aged 65 years or older) than other Calgarians plan to use a playfield or public park for sports or other physical activity this summer (74% vs. 91% 18 – 34 and 90% 35 – 64).
 - More males than females (73% vs. 59%) plan to use City of Calgary tennis or pickleball courts this summer.
 - Those with a senior (aged 65 or older) in the home are less likely than others (52% vs. 71%) to use City of Calgary tennis or pickleball courts this summer.

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



Key Findings

Calgarians tend to think they're receiving good value from the property tax dollars but are split on whether The City should increase taxes or cut services in order to balance taxation and service delivery levels.

- Slightly more than one-half (54%) of Calgarians think they receive good value from their property tax dollars while one-in-five (19%) rate the value as poor.
- Calgarians' preferred approach to balancing taxation and service delivery levels hasn't changed since Snapshot 2, with nearly one-half (48%) preferring the option to increase taxes (mostly the option to increase at the current inflation rate to maintain current service levels). Around as many (44%) prefer The City cuts services to either maintain the current tax level or to reduce taxes.
 - More males than females think The City should cut services further in order to reduce taxes (23% vs. 16%).
 - Those aged 18 to 34 years are more likely than older Calgarians to opt for increasing taxes (60% vs. 42% 35 – 64 and 44% 65+).

Detailed Findings





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



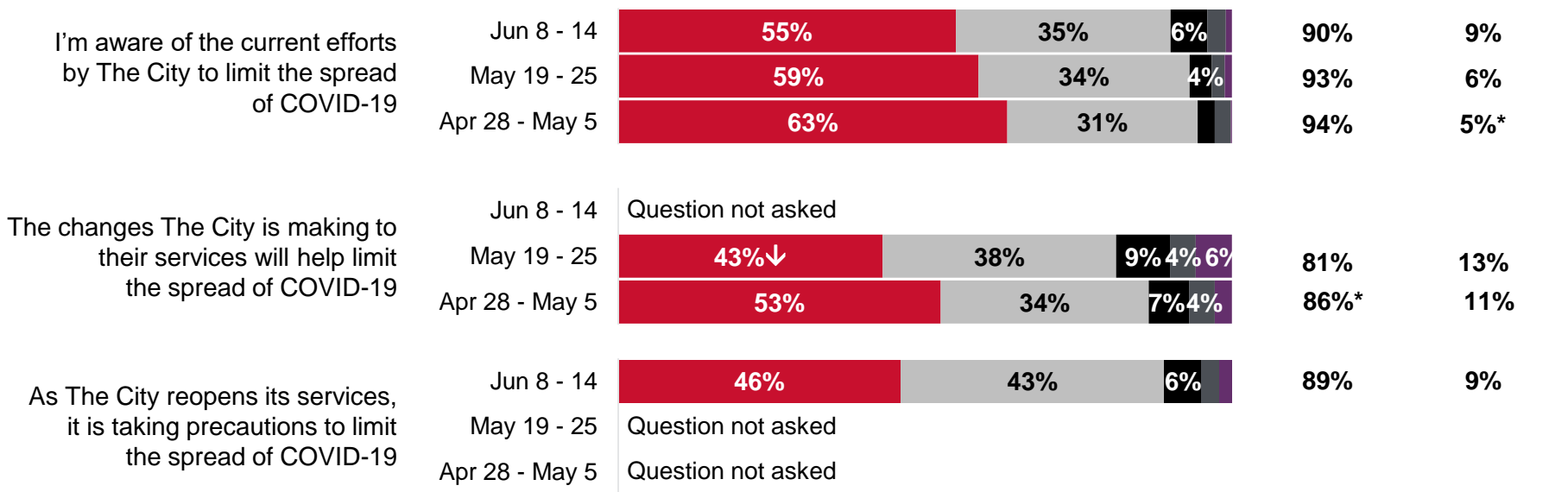
Information about The City's COVID-19 Response

The large majority (90%) of Calgarians continue to be aware of The City's current efforts to limit the spread of COVID-19, although it appears to be trending down slightly since late April/early May. Similarly, the majority (89%) agree that as The City reopens its services, it's taking precautions to limit the spread of the virus, with nearly one-half (46%) strongly agreeing with this statement.

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

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

Agree **Disagree**



Note: 3% and lower not labelled *Rounding

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

Base: All respondents (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

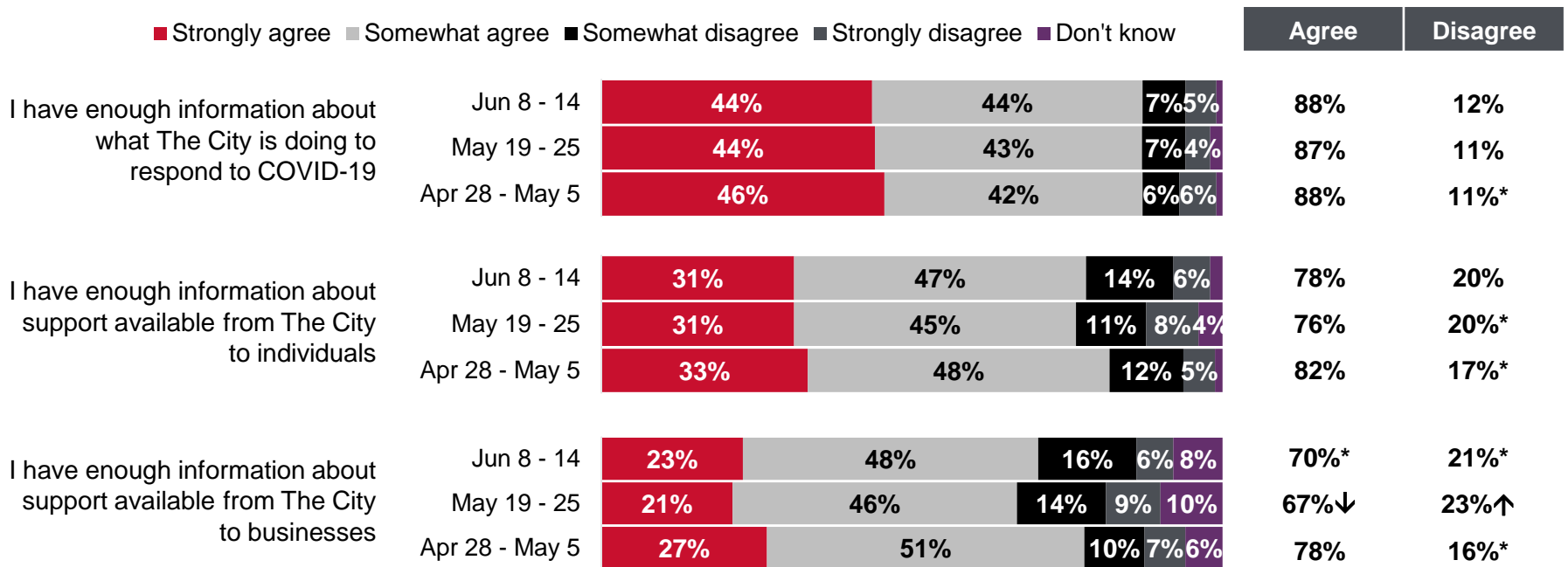


Information about The City's COVID-19 Response

On par with the first two Snapshots, the majority of Calgarians report having enough information about what The City is doing to respond to COVID-19 (88%) and about support available from The City to individuals (78%). When it comes to having enough information about support available from The City to businesses, fewer now agree with this (70% vs. 78% in Snapshot 1).

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

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



Note: 3% and lower not labelled *Rounding

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

Base: All respondents (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

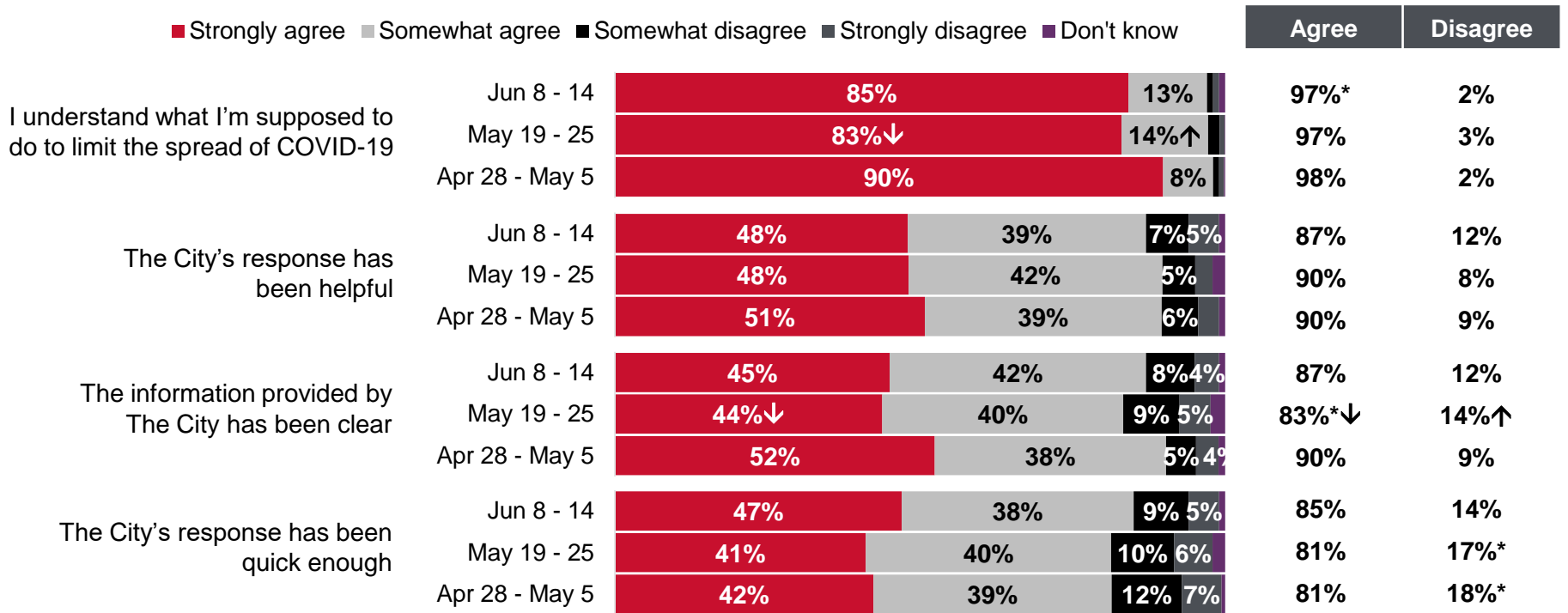


Quality of The City's COVID-19 Response

Nearly all Calgarians (97%) agree they understand what to do to limit the spread of COVID-19 while the large majority think The City's response has been helpful (87%), clear (87%), and quick enough (85%).

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

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



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.

*Rounding

Base: All respondents (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

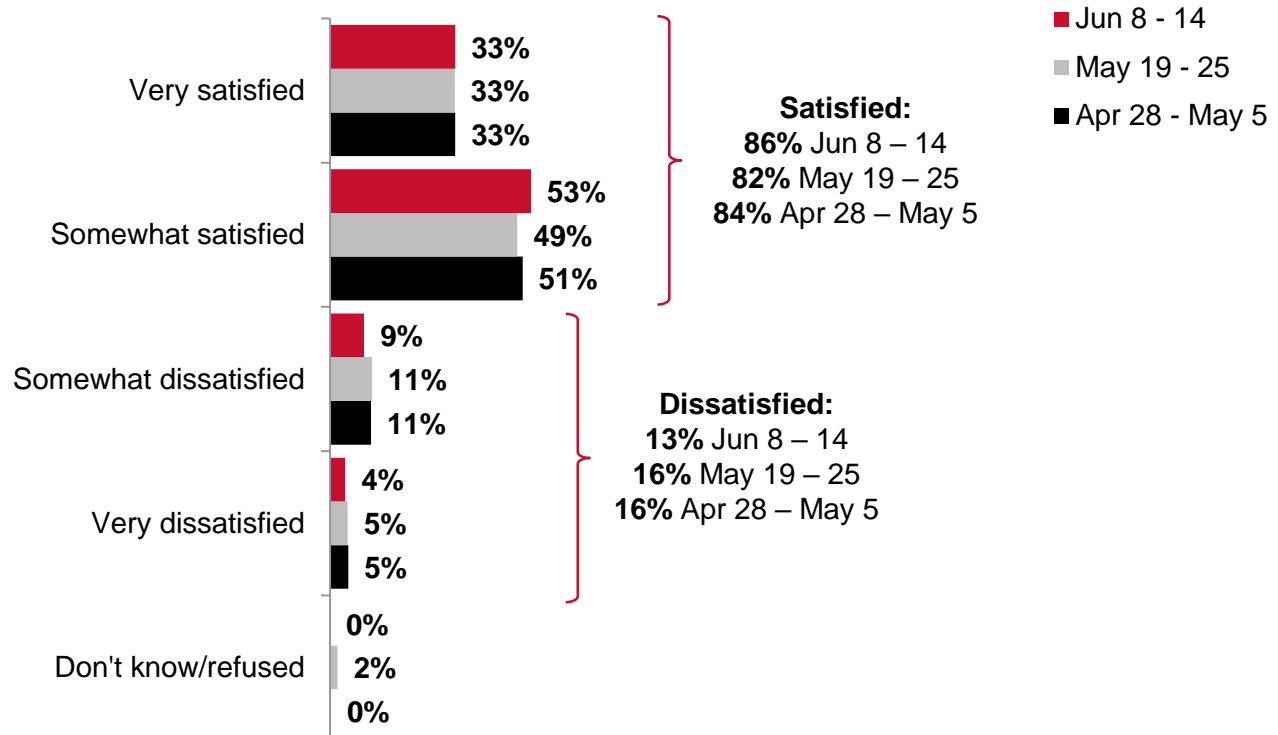
Note: 3% and lower not labelled



Satisfaction With The City's COVID-19 Response

Consistent with the first two Snapshots, the large majority of Calgarians are satisfied with The City's COVID-19 response, with one-third (33%) "very" satisfied.

Satisfaction with The City's COVID-19 Response



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

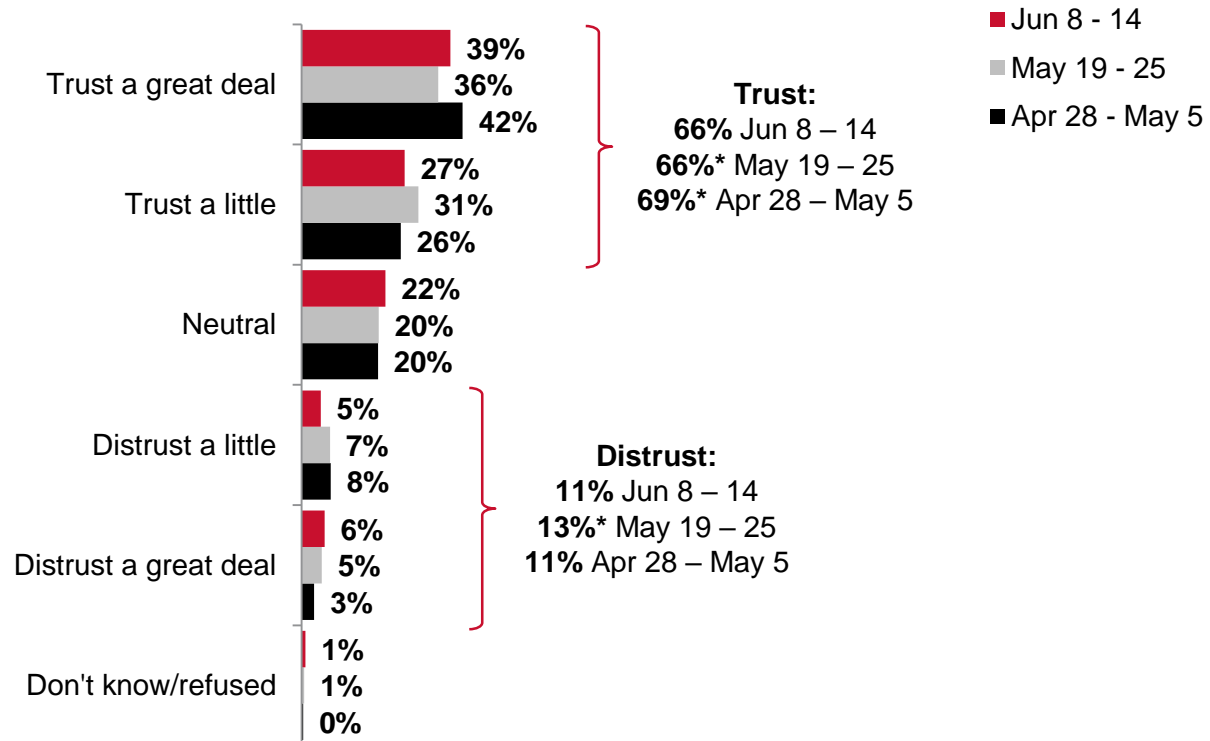
Base: All respondents (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



Trust In The City's COVID-19 Response

The majority (66%) of Calgarians continue to trust The City in terms of its COVID-19 response, with two-in-five (39%) reporting they trust The City “a great deal.”

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 (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



Concern about COVID-19 and the Pandemic

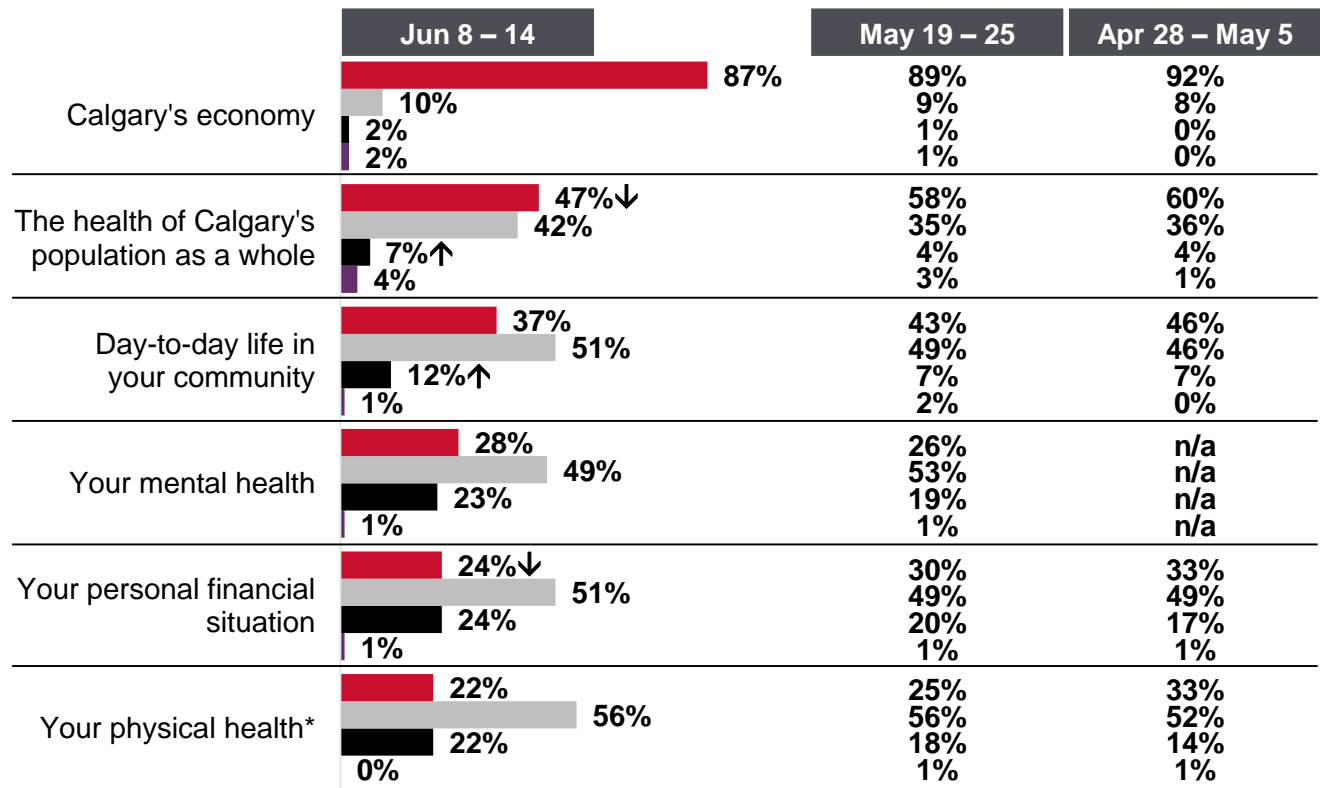


Perceived Threat Level of COVID-19

Although the majority of Calgarians continue to perceive the pandemic to be a major threat to Calgary’s economy, this measure is trending down. Compared to Snapshot 2, fewer see it as a major threat to the health of Calgary’s population as a whole (47%, down from 58%) and to their personal financial situation (24%, down from 30%), while there’s a downward trend in seeing the pandemic as a major threat to day-to-day life in one’s community.

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 (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

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

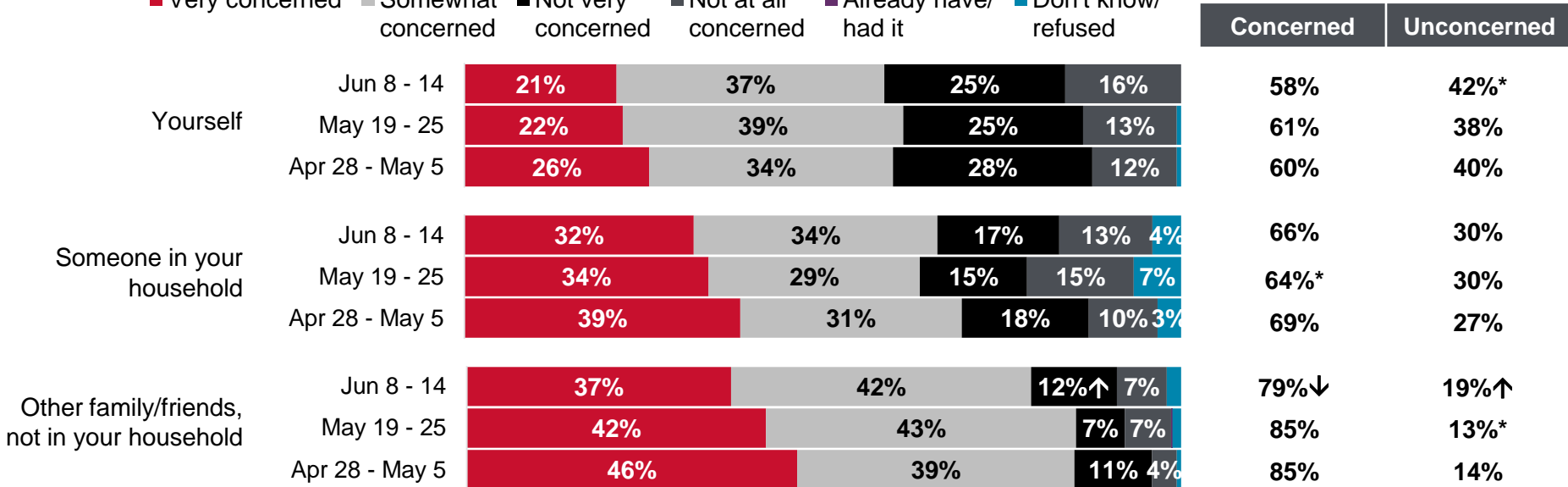


Concern about Becoming Ill From COVID-19

Overall concern with oneself or a household member becoming ill from COVID-19 (58% and 66%, respectively) hasn't changed since Snapshot 1; however, the proportions reporting being "very" concerned are trending down. Being "very" concerned with family/friends outside the household becoming ill from COVID-19 is also trending down and also saw a statistically significant drop in overall concern to 79% from 85% in the first two Snapshots.

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

Note: 3% and lower not labelled

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.

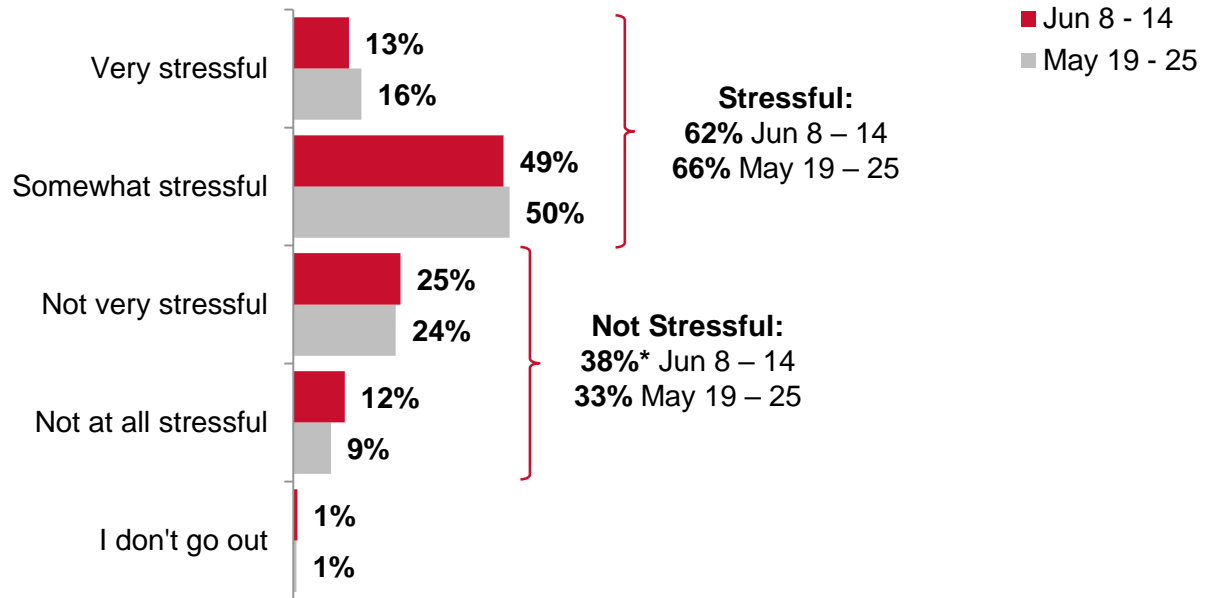
Base: All respondents (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



Stress Level When in Public During Pandemic

The majority of Calgarians continue to find it stressful to be out in public during the pandemic (62%, on par with 66% in Snapshot 2), although a minority find it “very” stressful (13%, consistent with 16% in Snapshot 2).

Stress Level When in Public During the Pandemic



New question beginning May 19

*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 (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



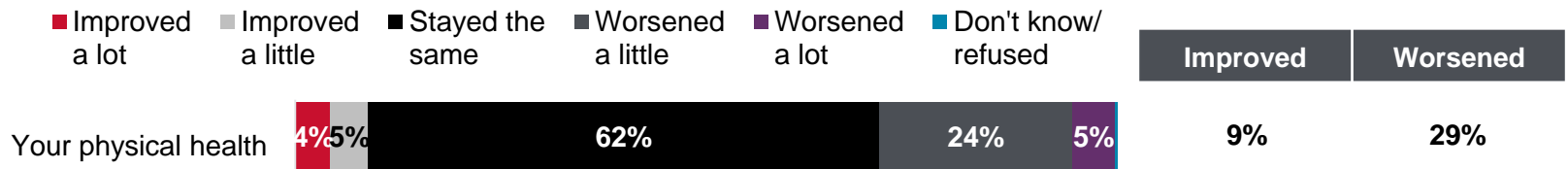
Impacts of the COVID-19 Pandemic



Changes in Physical Health

Following three-in-ten Calgarians (29%) reporting a worsening of their physical health as a result of the pandemic, more than one-in-ten (16%) say it's improved since the lifting of restrictions on May 25 and the majority report that it's stayed the same.

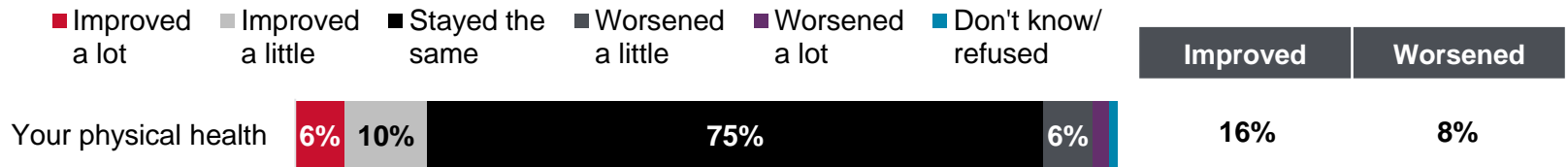
Change in Physical Health From Just Before the Pandemic to Before Lifting of Restrictions on May 25



Compared to just before the pandemic started and restrictions were put in place, would you say your physical health has improved, remained the same, or worsened?

Base: All respondents (May 19 – 25, n=400)

Change in Physical Health Since Lifting of Restrictions on May 25



Since restrictions resulting from the pandemic started being lifted on May 25, would you say your physical health has improved, remained the same, or worsened?

Base: All respondents (Jun 8 – 14, n=500)



Changes in Mental Health

In Snapshot 2, two-in-five Calgarians (43%) reported that their mental health had worsened since the pandemic began and restrictions were put in place. Since then, one-quarter of Calgarians (24%) report that in the two to three weeks following the lifting of restrictions put in place to deal with the pandemic, their mental health has improved.

Change in Mental Health Between From Just Before the Pandemic to Before Lifting of Restrictions on May 25

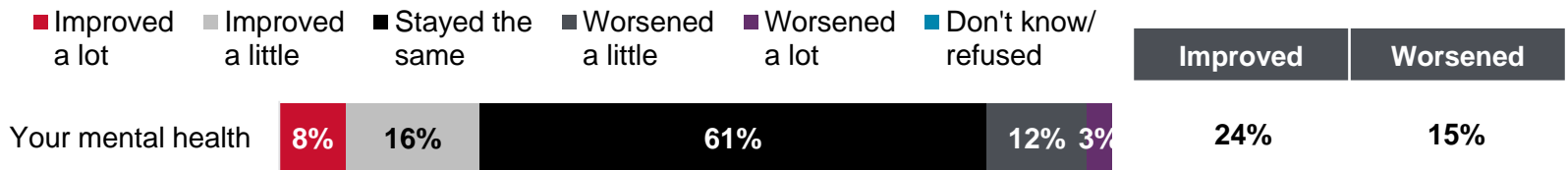


Compared to just before the pandemic started and restrictions were put in place, would you say your mental health has improved, remained the same, or worsened?

Base: All respondents (May 19 – 25, n=400)

*Rounding

Change in Mental Health Since Lifting of Restrictions on May 25



Since restrictions resulting from the pandemic started being lifted on May 25, would you say your mental health has improved, remained the same, or worsened?

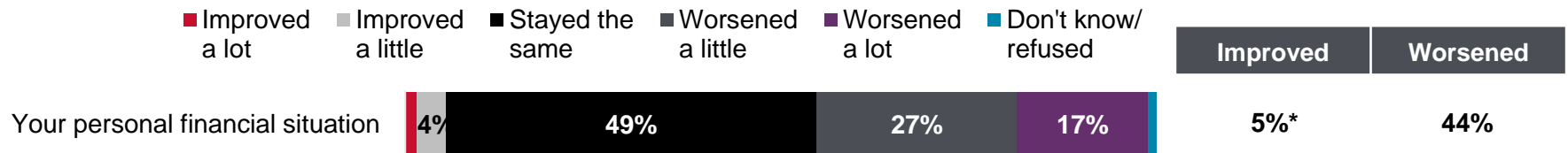
Base: All respondents (Jun 8 – 14, n=500)



Changes in Personal Financial Situation

In Snapshot 2, slightly more than two-in-five Calgarians (44%) reported that their personal financial situation had worsened since the pandemic began and restrictions were put in place. In the two to three weeks following the lifting of restrictions, the majority (75%) say their personal financial situation has stayed the same while nearly one-in-five (17%) say it's worsened.

Change in Personal Financial Situation From Just Before the Pandemic to Before Lifting of Restrictions on May 25

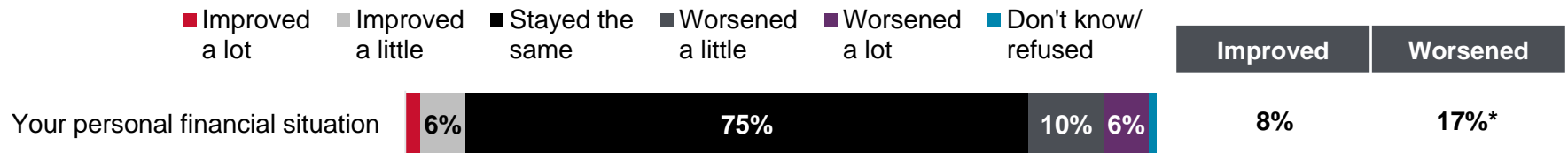


Compared to just before the pandemic started and restrictions were put in place, would you say your personal financial situation has improved, remained the same, or worsened?

Base: All respondents (May 19 – 25, n=400)

*Rounding

Change in Personal Financial Situation Since Lifting of Restrictions on May 25



Since restrictions resulting from the pandemic started being lifted on May 25, would you say your personal financial situation has improved, remained the same, or worsened?

Base: All respondents (Jun 8 – 14, n=500)

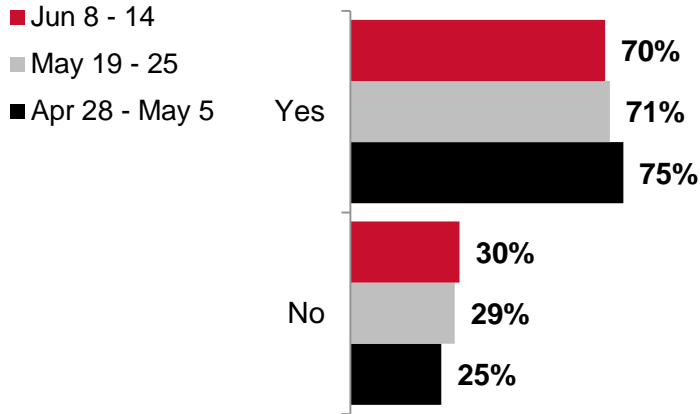


Impacts to Employment

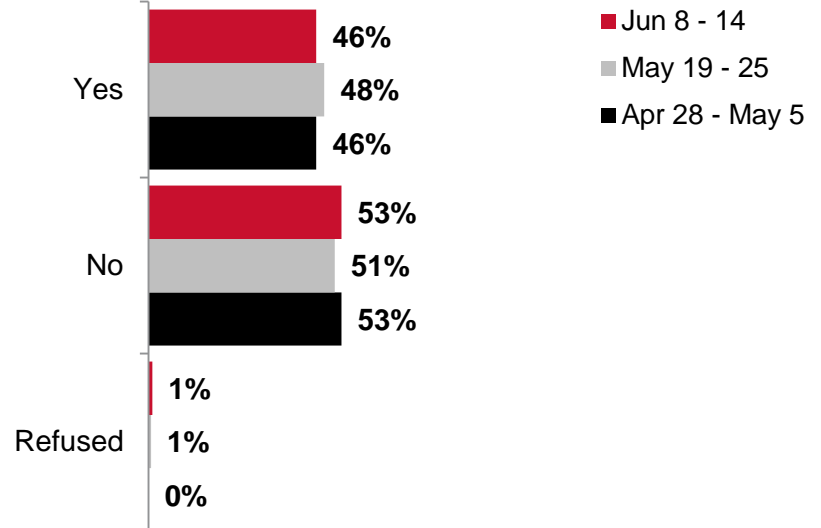
Job or income loss due to the COVID-19 pandemic was experienced by nearly one-half (46%) of Calgarians who were employed at the beginning of the pandemic.

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.

Employed at Beginning of Pandemic



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



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

Base: All respondents (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

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

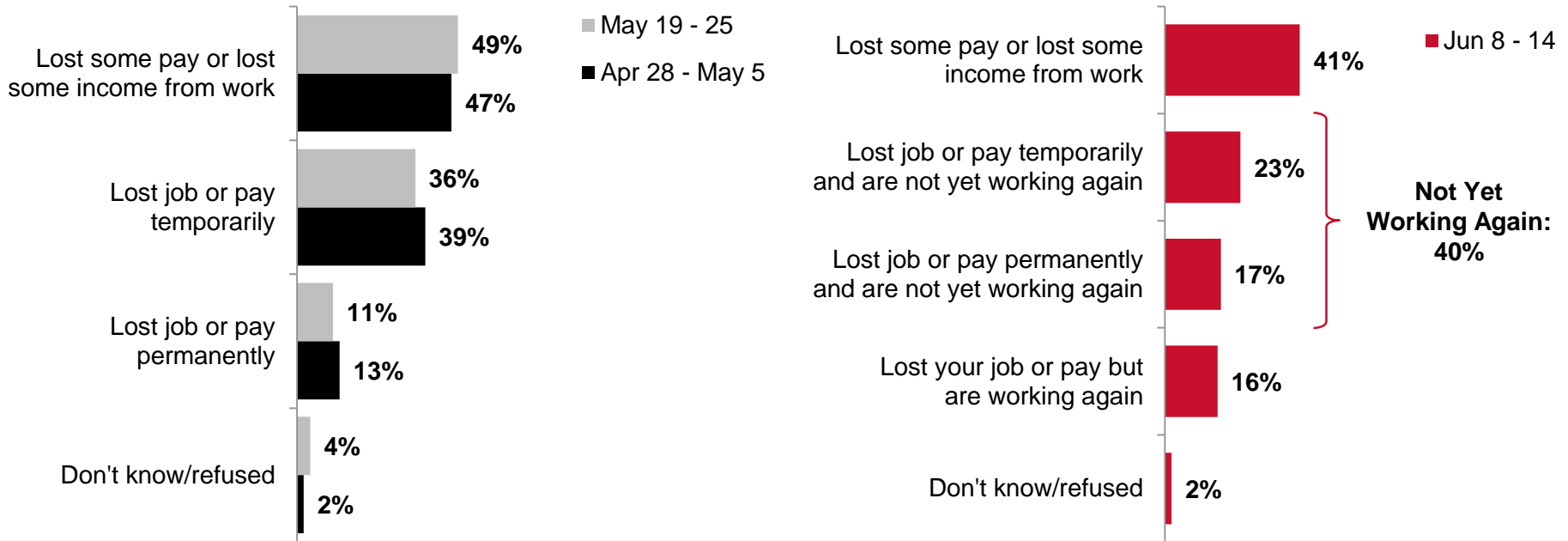
Base: Respondents employed at the beginning of the pandemic (Jun 8 – 14, n=337; May 19 – 25, n=267; Apr 28 – May 5, n=296)



Impacts to Jobs and Income

Of Calgarians who were employed at the beginning of the pandemic and experienced job or income loss as a result of the pandemic, two-in-five (41%) report having lost some pay or some income from work. Just as many (40%) are not yet working again after losing their job or pay temporarily (23%) or permanently (17%) while more than one-in-ten (16%) lost their job or pay but are working again.

Impact of COVID-19 Pandemic on Job and/or Pay
(of those who experienced job or income loss due to the pandemic)



Which of the following scenarios currently apply to you?

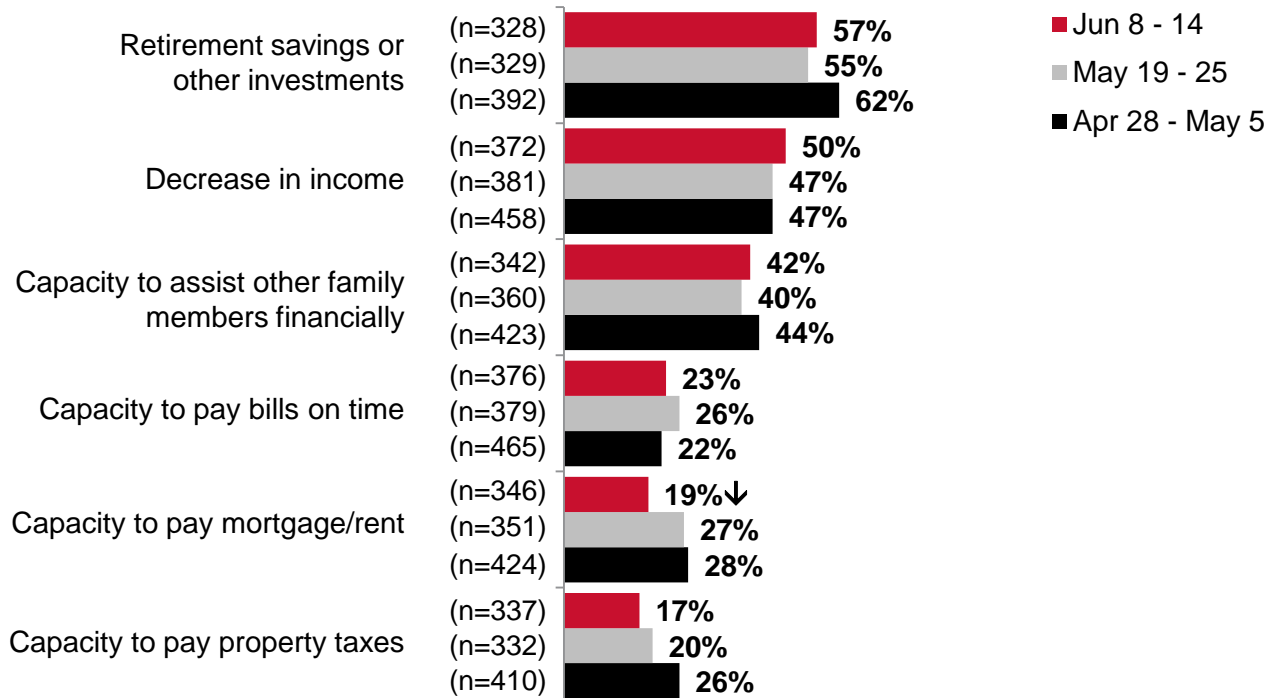
Base: Respondents who were employed at the beginning of the pandemic and experienced job or income loss as a result of the pandemic (Jun 8 – 14, n=151; May 19 – 25, n=124; Apr 28 – May 5, n=134)



Financial Impacts of COVID-19 Pandemic

The negative financial impacts of the pandemic on Calgarians has remained relatively consistent across the three Snapshots with two exceptions. The proportion experiencing an impact on their capacity to pay mortgage/rent declined from 27% (of those who pay mortgage or rent) in Snapshot 2 to 19% in Snapshot 3 and the proportion reporting an impact on their capacity to pay property taxes is trending down.

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



Note: Property tax bills were mailed on May 25.

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

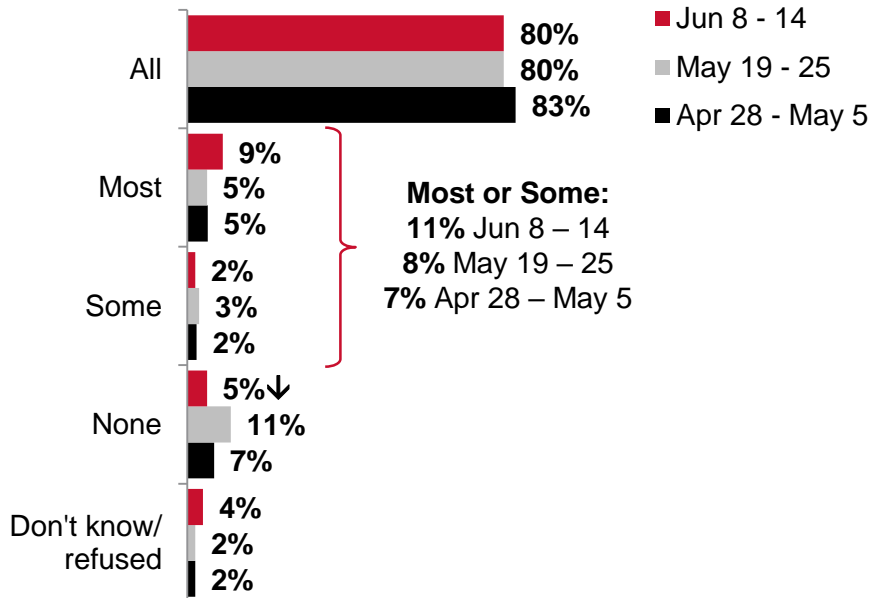
Base: All respondents, excluding those who answered “not applicable” (n=varies)



Impact To Ability To Pay Mortgage Payments

The majority (80%) of Calgarians with a mortgage are able to pay all of their regular mortgage payment in June and just as many expect to be able to do so in July. These results are on par with those of the first two Snapshots; however, the proportion of mortgage holders who couldn't pay any of their payment in June was only 5%, down from 11% in May.

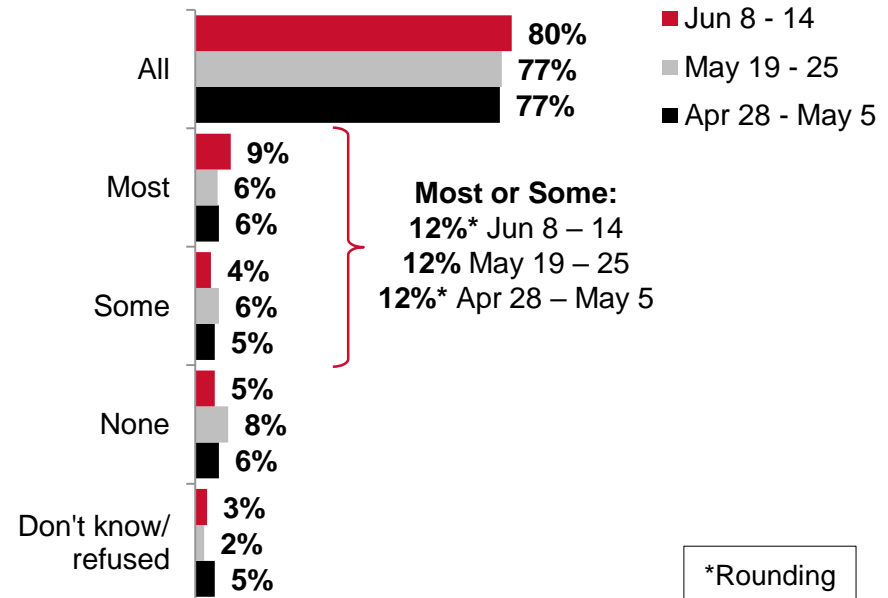
Proportion of Mortgage Payment Paid in Current Month
(among homeowners with mortgage payments)



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 (Jun 8 – 14, n=241; 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 (Jun 8 – 14, n=241; May 19 – 25, n=222; Apr 28 – May 5, n=220)

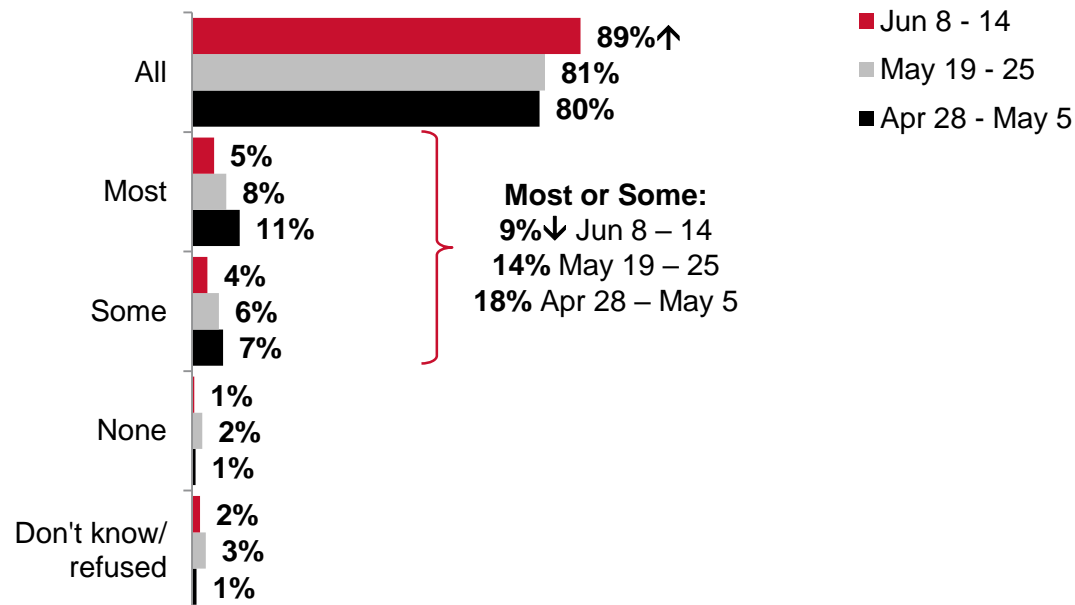
*Rounding



Impact To Ability To Pay Property Tax

Compared to the first two Snapshots, more homeowners in Calgary expect to pay all of their property tax to The City this year (89%, up from 81%) while 5% expect to pay most and 4% some of their property tax.

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



Note: Property tax bills were mailed on May 25.

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

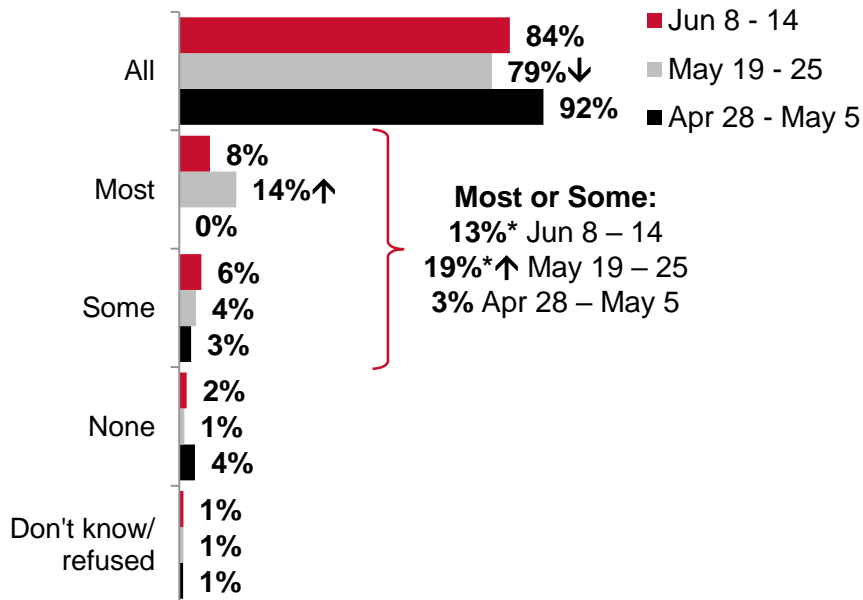
Base: Respondents who own their current place of residence and are responsible for property tax (Jun 8 – 14, n=370; May 19 – 25, n=305; Apr 28 – May 5, n=300)



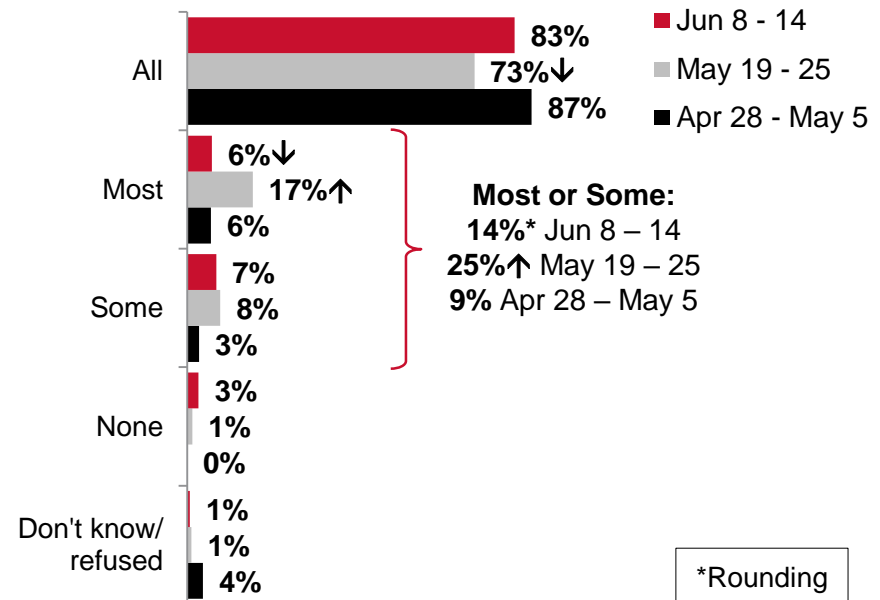
Impact To Ability To Pay Rent Payments

The majority of renters (84%) in Calgary are able to pay all of their rent payment in June and just as many (83%) expect to be able to do so in July.

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



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



*Rounding

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

Base: Respondents who rent their current place of residence (Jun 8 – 14, n=100; May 19 – 25, n=80; Apr 28 – May 5, n=79)

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 (Jun 8 – 14, n=100; May 19 – 25, n=80; Apr 28 – May 5, n=79)

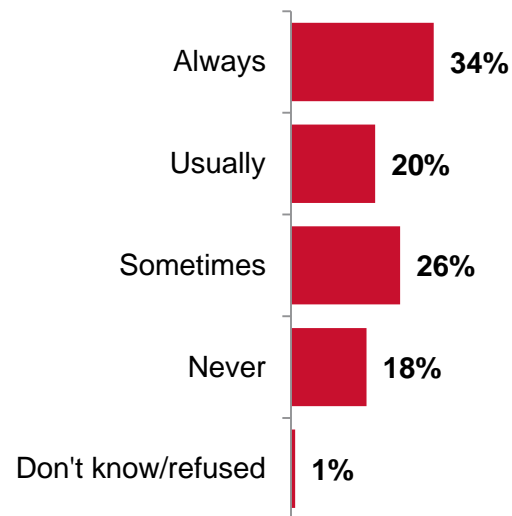


Relaunch and Moving Forward

Frequency of Wearing a Face Mask

One-third (34%) of Calgarians say they always wear a face mask in public and confined spaces such as grocery stores, shopping malls and on public transit and 20% usually wear one. One-quarter (26%) wear one only sometimes and around one-in-five (18%) say they never wear a face mask in public.

Frequency of Wearing a Face Mask in Public/Confined Spaces



New question beginning June 8

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

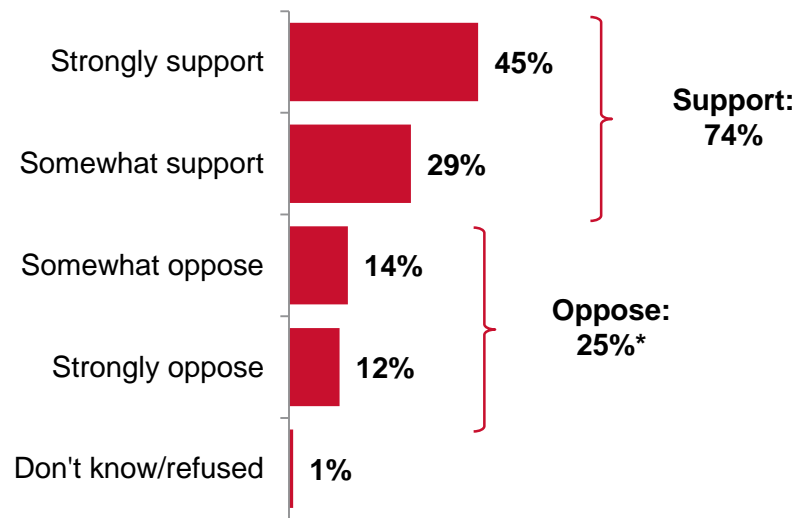
Base: All respondents (n=500)



Support for Mandatory Face Masks

Three-quarters (74%) of Calgarians support making face masks/coverings mandatory in public and confined spaces, with nearly one-half (45%) “strongly” supporting it and three-in-ten (29%) saying they “somewhat” support it. One-quarter (25%) of Calgarians oppose this idea are are split between “somewhat” or “strongly” opposing it.

Support for Making Face Masks Mandatory in Public/Confined Spaces



*Rounding

New question beginning June 8

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

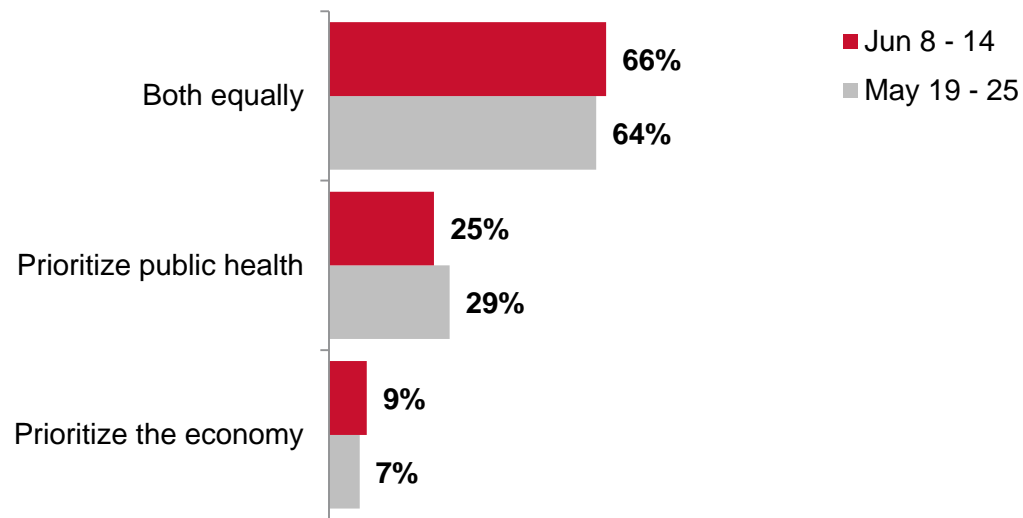
Base: All respondents (n=500)



Prioritizing Public Health vs. Economy

Calgarians' opinions about whether government decision-makers should prioritize public health or the economy when deciding how to re-open the economy hasn't changed since Snapshot 2. Two-thirds (66%) prefer that public health and the economy are equally considered, one-quarter (25%) think public health should be prioritized over the economy and the remaining one-in-ten (9%) opt for the economy to be the priority.

Opinions about Prioritizing Public Health vs. the Economy



New question beginning May 19

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

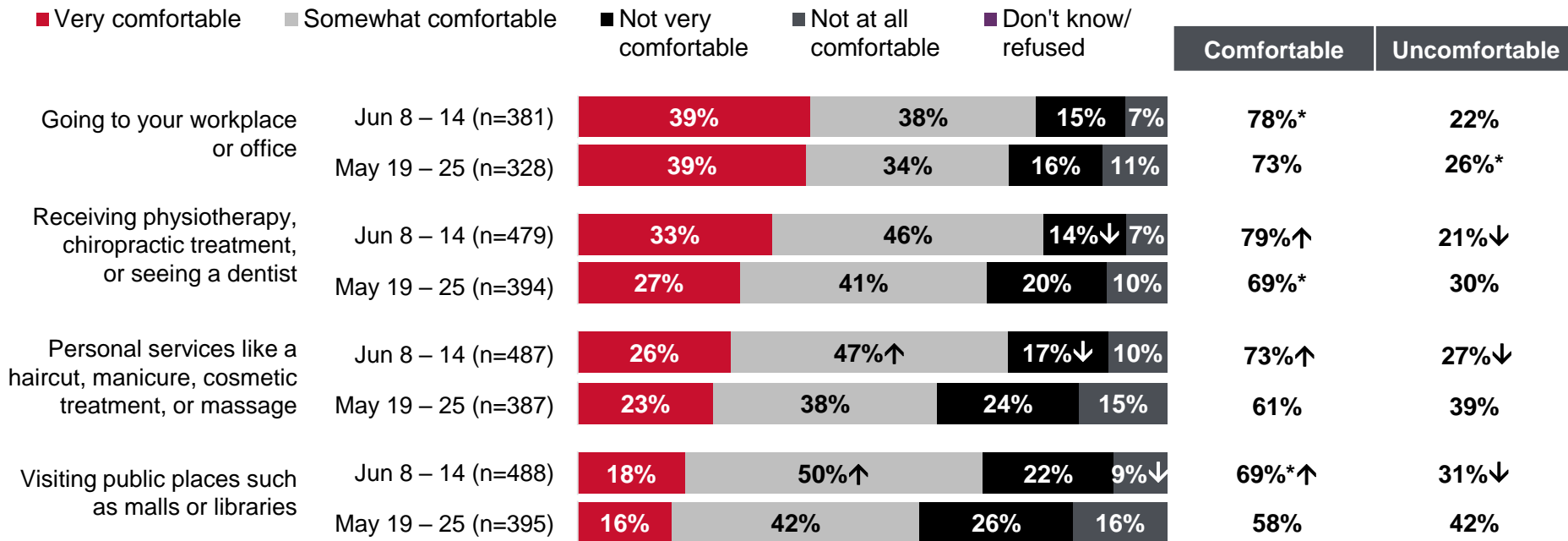
Base: All respondents (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



Comfort with Activities Post-Restrictions

Compared to Snapshot 2, more Calgarians say they'll be comfortable doing certain activities as restrictions are lifted: receiving paramedical services (e.g. physiotherapy, chiropractic treatments, seeing a dentist), getting personal services (e.g. haircut, manicure, massage, cosmetic treatment), visiting public places such as malls or libraries, and eating in restaurants (see next page). These increases are mostly due to an increase in the proportion saying they'll be "somewhat" comfortable, as opposed to "very" comfortable.

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 beginning May 19

*Rounding

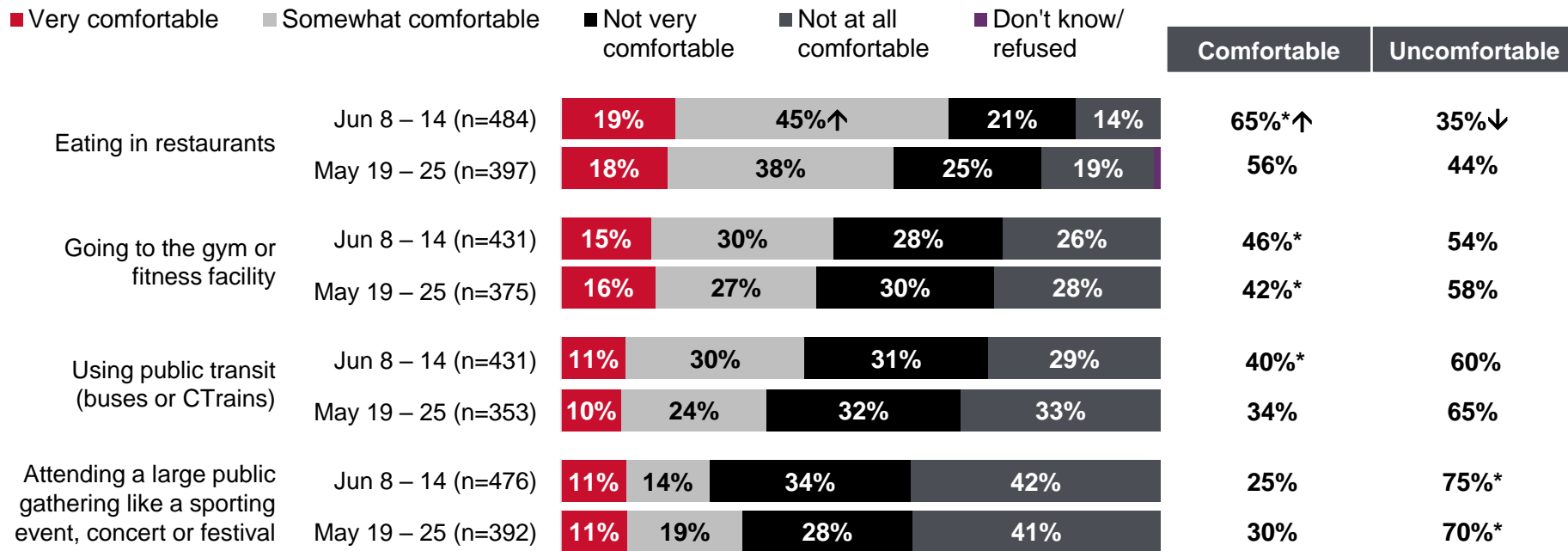
Once/As restrictions are lifted but before there is a COVID-19 vaccine, how comfortable will you be doing the following activities?
Base: All respondents, excluding those who answered "not applicable" (n=varies)



Comfort with Activities Post-Restrictions – cont'd

Compared to Snapshot 2, just as many Calgarians say they'll be comfortable going to their workplace/office (see previous page), going to the gym or a fitness facility, using public transit, and attending a large public gathering.

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 beginning May 19

*Rounding

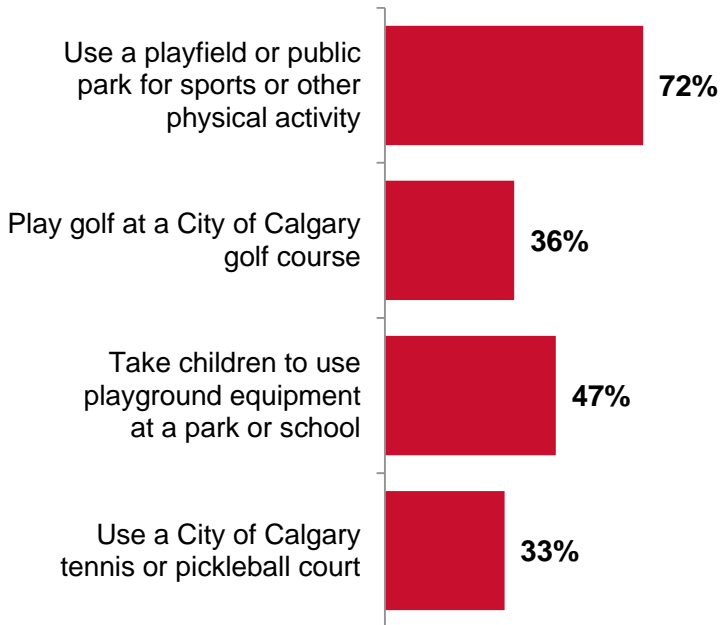
Once/As restrictions are lifted but before there is a COVID-19 vaccine, how comfortable will you be doing the following activities?
Base: All respondents, excluding those who answered "not applicable" (n=varies)



Intention to Use Outdoor Recreation Areas

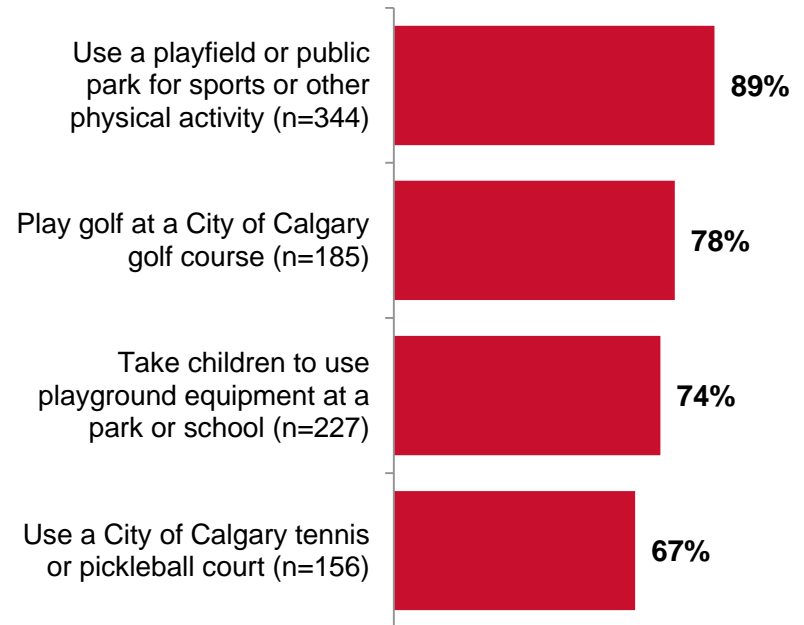
Among those who normally use a playfield or public park for sports or other physical activity, the large majority (89%) intend to do so this summer. Many (78%) of those who generally use City of Calgary golf courses plan to do so this summer while around as many (74%) of those who take children to a playground will continue that behaviour this summer. The City's tennis and pickleball courts plan to be used by two-thirds (67%) of those who normally use them.

Normally Do the Activity Before the Pandemic
(% yes)



Base: All respondents (n=500)

Intention to Use Outdoor Recreation Areas this Summer
(% yes of those who normally do the activity)



Base: Respondents who normally do the activity (n=varies)



New question beginning June 8

As restrictions are lifted and outdoor recreation areas re-open, do you plan to do any of the following activities this summer?



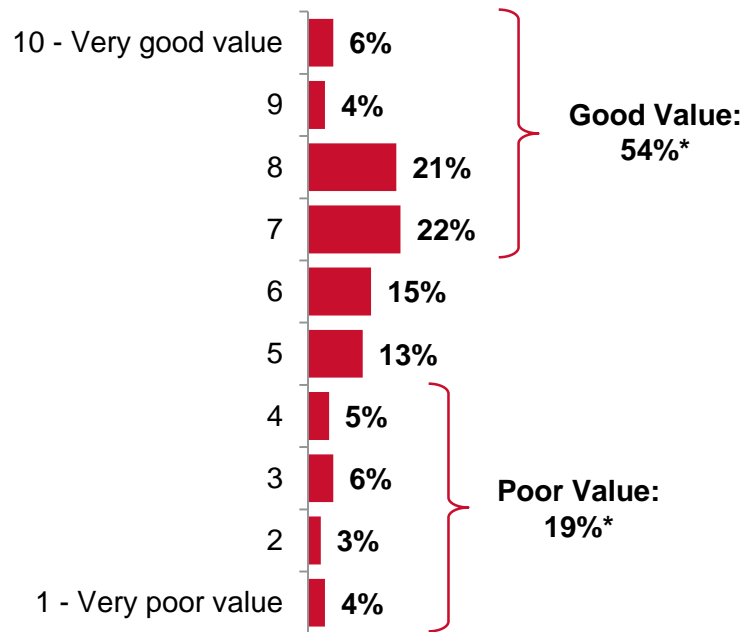
City Taxation



Perceived Value for Municipal Tax Dollars

Just over one-half (54%) of Calgarians think they get good value from their municipal property tax dollars, with a minority (19%) thinking the value they receive is poor.

Perceived Value for Municipal Tax Dollars



*Rounding

New question beginning June 8

Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where “1” represents “very poor value” and “10” represents “very good value”.

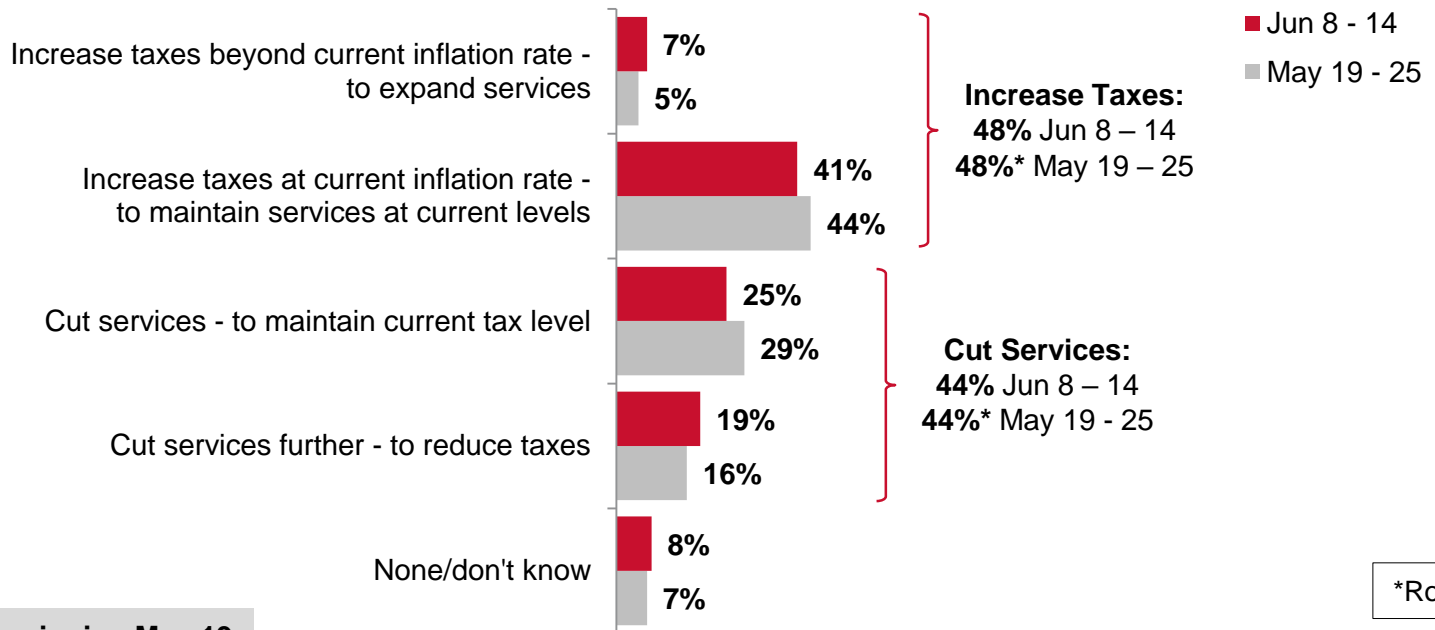
Base: All respondents, excluding those who answered “don’t know” (n=458)



Balancing Taxation and Service Delivery Levels

Calgarians' preferred approach to balancing taxation and service delivery levels hasn't changed since Snapshot 2, with nearly half (48%) preferring the option to increase taxes (mostly the option to increase at the current inflation rate to maintain current service levels). Around as many (44%) prefer The City cuts services to either maintain the current tax level or to reduce taxes.

Preference for Balancing Taxation and Service Delivery Levels



New question beginning May 19

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 (Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

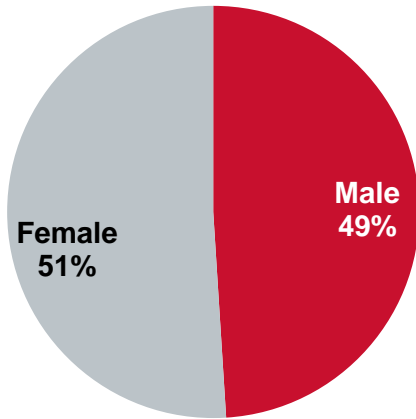
Demographics



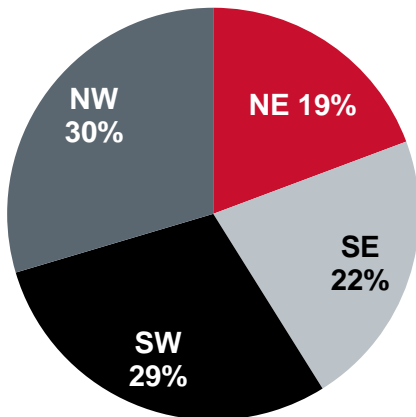


Demographics

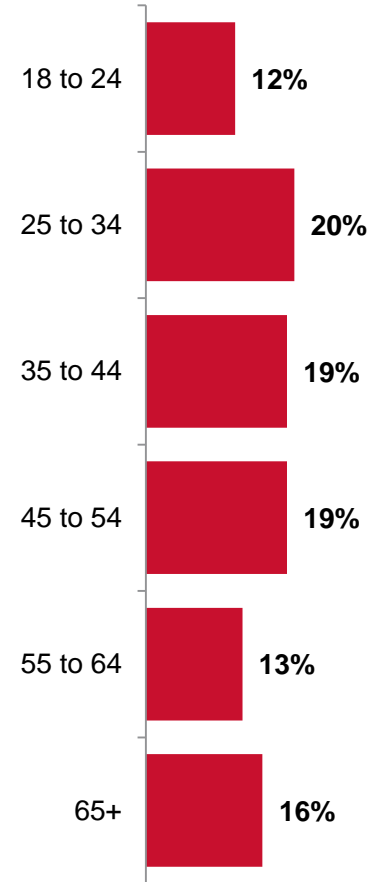
Gender
(asked, not inferred)



Quadrant of Residence



Age

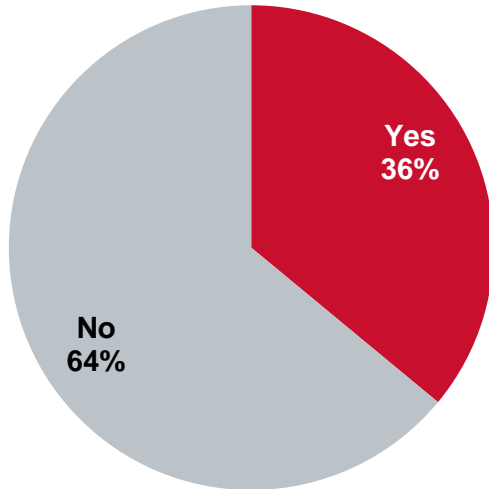


Base: All respondents (n=500)

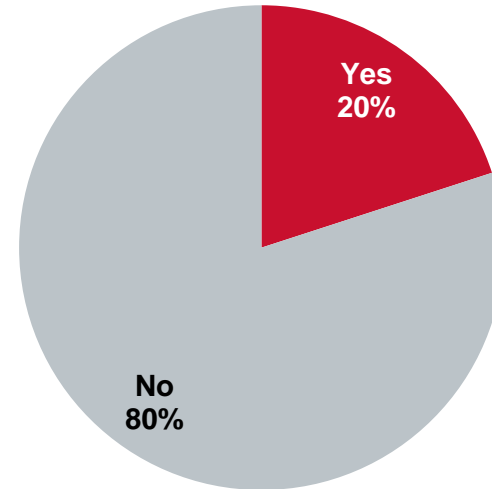


Demographics – cont'd

Children Under the Age of 18 in the Household



Senior (aged 65+ years) in the Household (other than the respondent)



Base: All respondents (n=500)

Questionnaire





**[The City of Calgary 2020 Citizen Perspectives – COVID-19 Snapshot 3
June 4, 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 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 "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
3. 25 to 34 yrs

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 3
June 4, 2020

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.
I have enough information about support available from The City to individuals.
I have enough information about support available from The City to businesses.
As The City reopens its services, it is taking precautions to limit the spread of COVID-19.

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



Questionnaire – cont'd

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 3
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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]**

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)

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 and are not yet working again
- Lost your job or pay temporarily and are not yet working again
- Lost your job or pay but are working again
- Lost some of your work or lost some income from your work
- Don't know **[DO NOT READ]**

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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 June?

- 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 July?

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

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)



Questionnaire – cont'd

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 3
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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 June?

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 July?

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

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

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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. Since restrictions resulting from the pandemic started being lifted on May 25, would you say your [INSERT ITEM] has improved, remained the same, or worsened? [IF IMPROVED OR WORSENE] Is that a lot or a little? How about...[INSERT NEXT ITEM]?

[ROTATE ITEMS]

Your mental health
Your physical health
Your personal financial situation

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

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

Always
Usually
Sometimes
Never
Don't know (DO NOT READ)

CV27. To what extent do you support or oppose making all people wear a mask or face covering while in public and confined spaces such as grocery stores, shopping malls and public transit?

Strongly support
Somewhat support
Somewhat oppose
Strongly oppose
Don't know (DO NOT READ)



Questionnaire – cont’d

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CV19. As restrictions are lifted but before there is a COVID-19 vaccine, how comfortable are you or 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
- 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)

CV25. As restrictions are lifted and outdoor recreation areas re-open, do you plan to do any of the following activities this summer? If it's something you don't normally do, please choose "not applicable" as your response.

[ROTATE ITEMS]

- A. Play golf at a City of Calgary golf course (IF ASKED: City golf courses are Confederation Park, Lakeview, Maple Ridge, McCall Lake, Richmond Green and Shaganappi Point)
- B. Use a playfield or public park for sports or other physical activity
- C. Take children to use playground equipment at a park or school
- D. Use a City of Calgary tennis or pickleball court

- Yes
- No
- Not applicable
- Don't know (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)

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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]

CV24. Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where "1" represents "very poor value" and "10" represents "very good value".

RECORD NUMBER [RANGE 1-10]

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)



Questionnaire – cont’d

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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

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.