



Calgary



2020 Citizen Perspectives Survey Report COVID-19 Snapshot 5

September 11, 2020

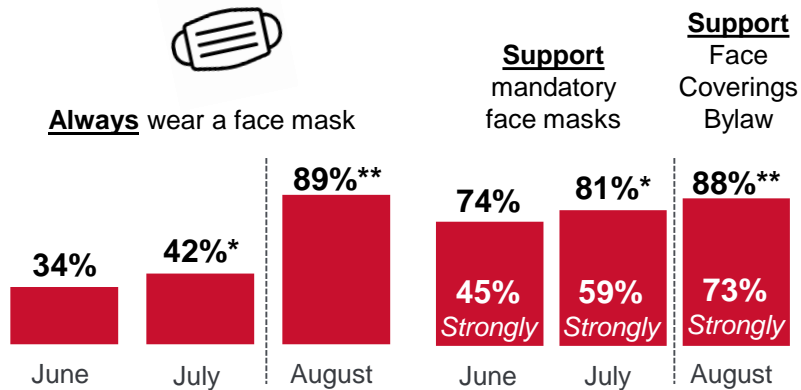
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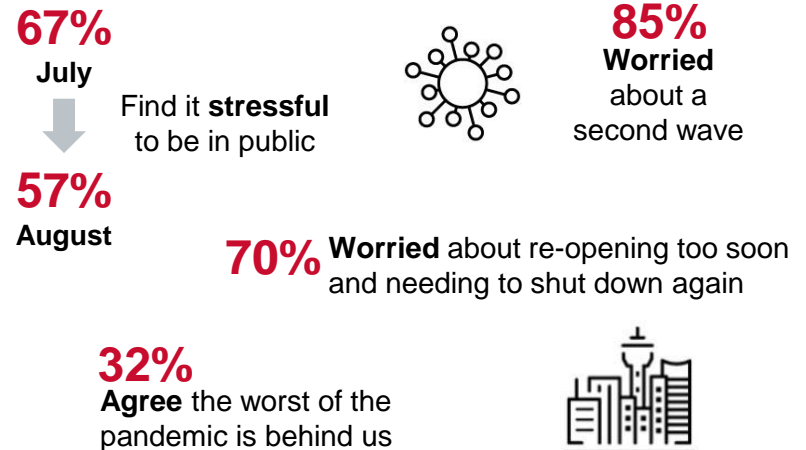


Highlights at a Glance

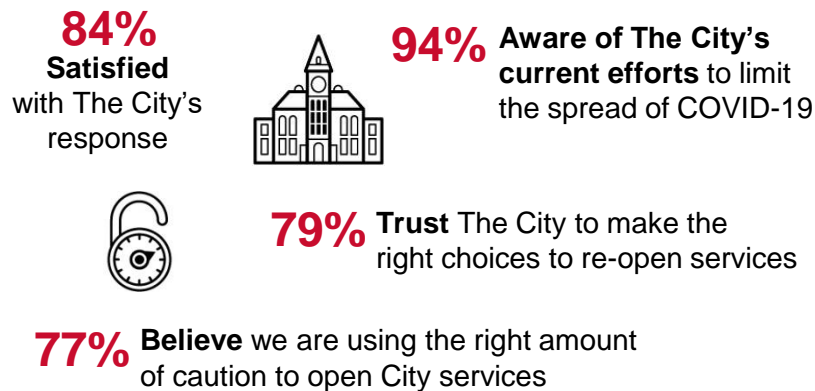
FACE MASKS



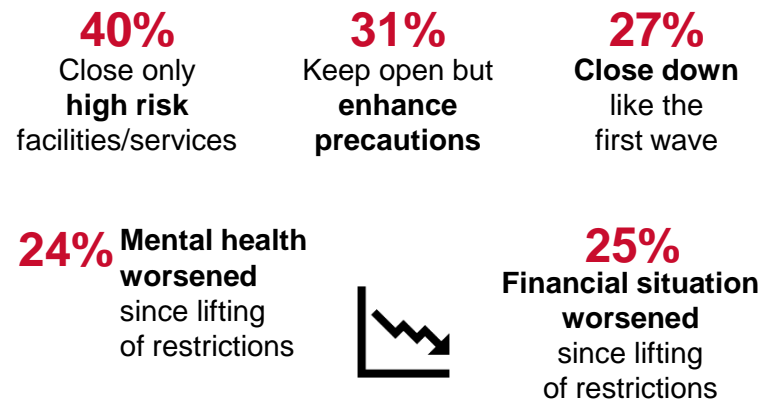
COVID-19 PANDEMIC IMPACTS



THE CITY'S COVID-19 RESPONSE



In the event of a second wave, The City should...



*Data collection occurred before the decision to enact the Face Coverings Bylaw was made.

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



Table of Contents

Highlights at a Glance	2
Background & Methodology	4
Key Findings	5
Detailed Findings	11
Opinions about The City’s COVID-19 Response and Information.....	12
Concern about COVID-19 and the Pandemic	19
Impacts of the COVID-19 Pandemic	23
Relaunch and Moving Forward	30
City Taxation	38
Demographics	41
Questionnaire	44



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 fifth COVID-19 Snapshot survey.

Methodology

The survey was conducted by Leger from August 18 – 25, 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 (28% of completed surveys) and cell phones (72%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 18.4 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
COVID-19 Snapshot 4	July 2 – 10, 2020	500
COVID-19 Snapshot 5	August 18 – 25, 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 four Snapshots are shown for comparison purposes. Where a difference from the previous Snapshot is statistically significant, it is noted with an arrow: ↓ or ↑

Notable statistically significant differences across demographics (e.g. age groups, gender) are noted in the Key Findings.

Key Findings





Key Findings

Although a majority of Calgarians still perceive the pandemic to be a major threat to Calgary's economy, this proportion is declining.

- The proportion of citizens perceiving the pandemic as a major threat to Calgary's economy has declined from 92% in Snapshot 1 to 81% in Snapshot 5, and is a six-percentage point drop from 87% in Snapshot 4. Most of the remaining Calgarians (15%) see it as a minor threat.

Compared to other Calgarians, those with children under the age of 18 living in their home are more likely to be experiencing negative financial impacts as a result of the pandemic.

- Calgarians with children under the age of 18 in the home are more likely than those without to say the pandemic has negatively impacted their capacity to pay their mortgage/rent (31% vs. 21%, respectively), their capacity to pay property taxes (31% vs. 15%), and the capacity to pay bills on time (29% vs. 20%).

Among Calgarians who were employed at the beginning of the pandemic and experienced job or income loss as a result of the pandemic, one third lost their job or pay permanently and aren't yet working again.

- Just under one-half (44%) of Calgarians who were employed at the beginning of the pandemic experienced a job or income loss due to the pandemic. Among these Calgarians:
 - 33% lost their job or pay permanently or temporarily but are not yet working again,
 - 34% lost some pay or income from work and haven't regained it yet,
 - 19% lost some pay or income from work and have regained it, and
 - 12% lost their job or pay but are working again.

Key Findings – cont'd

Compared to Snapshot 4, fewer Calgarians find it stressful to be out in public during the pandemic.

- Just over one-half of Calgarians (57%) find it stressful when they have to be out in public during the pandemic, down from 67% in Snapshot 4. Around one in ten (12%) find it 'very' stressful while almost 45% say it's 'somewhat' stressful.

The proportion of Calgarians who say they always wear a face mask in public and confined spaces jumped significantly following the Face Coverings Bylaw coming into effect on August 1.

- Following the Face Coverings Bylaw coming into effect on August 1, the vast majority (89%) of Calgarians say they always wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit, up from 42% in Snapshot 4. Calgarians reporting that they usually wear a face mask is at 5% (down from 22% in Snapshot 4) while those who wear it sometimes is at 4% (down from 23% in Snapshot 4). Only 2% of Calgarians now say they never wear a face mask in public and confined spaces, down from 13% in Snapshot 4.

The large majority of Calgarians support the Face Covering Bylaw, with most 'strongly' (as opposed to 'somewhat') supporting it.

- Around nine-in-ten Calgarians (88%) support the bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. Three quarters (73%) 'strongly' support the bylaw and 15% 'somewhat' support it.
 - Opposition to the bylaw is higher among Calgarians aged 35 to 64 (16% vs. 8% 18 to 34 and 2% 65 or older) and residents of the SE (21% vs. 9% SW, 8% NW, and 10% NE).

Key Findings – cont'd

The majority of Calgarians are worried about a second wave of COVID-19 and don't think the worst of the pandemic is behind us yet.

- More than four-in-five Calgarians (85%) agree they're worried about a second wave of COVID-19, with 56% 'strongly' agreeing.
- Two-thirds (66%) of Calgarians disagree that the worst of the COVID-19 pandemic is behind us, with 37% 'strongly' disagreeing, and 32% agree the worst has passed.
- Those between the ages of 18 and 64 years (35% 18 to 34 and 34% 35 to 64 vs. 20% 65 or older) are more likely to think the worst of the pandemic is behind us as are residents of the SE and NE (38% SE and 41% NE vs. 28% SW and 25% NW).

Calgarians are split regarding what The City should do about its facilities and services if there's a second wave of COVID-19 that is as strong as the first wave.

- Two-in-five Calgarians (40%) would want The City to close only the facilities and limit only the services that are high risk for spreading COVID-19 in the event of a second wave of COVID-19 that's as strong as the first. Three in ten (31%) would prefer The City keep facilities open and continue services but with enhanced precautions to limit the spread of COVID-19. Nearly as many (27%) think The City should close facilities and limit services as it did during the first wave.
- Residents of the SW and SE are more likely to want facilities and services kept open with precautions in place (37% SW and 36% SE vs. 22% NW and 26% NE).

Key Findings – cont'd

The majority of Calgarians trust The City to make the right choices to re-open services and believe The City is using the right amount of caution when opening its services but are worried about re-opening too soon and needing to shut down again.

- Four-in-five Calgarians (79%) agree they trust The City to make the right choices to re-open its services and as many (77%) agree they believe The City is using the right amount of caution to open services it provides.
- Seven in ten (70%) agree they're worried about re-opening too soon and needing to shut down again.

Females are more likely than males to report negative mental health impacts as a result of the pandemic. They are also more likely to always wear a face mask in public and confined spaces and to be supportive of the Face Coverings Bylaw.

- More females than males think the pandemic is a major threat to their mental health (37% vs. 21%) and say their mental health has worsened since restrictions began being lifted on May 25 (30% vs. 18%). Females are also more likely than males (65% vs. 50%) to find it stressful to be out in public during the pandemic.
- Females are more likely than males to be worried about a second wave (90% vs. 80%) and to disagree that the worst of the pandemic is behind us (72% vs. 59%).
- In the event of a second wave that is as strong as the first, more females than males would want The City to close only facilities and limit only services that are high risk for spreading the virus (45% vs. 35%) while more males than females (36% vs. 25%) think The City should keep facilities open and continue services but with enhanced precautions in place.
- More females than males say they always wear a face mask in public and confined spaces (94% vs. 84%) and support the Face Coverings Bylaw (93% vs. 83%).

Key Findings – cont'd

Business owners/operators are more likely than other Calgarians to report negative financial impacts as a result of the pandemic and to express distrust of The City regarding its pandemic response.

- Twice as many business owners/operators as other Calgarians say their personal financial situation has worsened since May 25 (43% vs. 21%, respectively). Among those who were employed at the beginning of the pandemic, more business owners/operators have experienced job or income loss as a result of the pandemic (67% vs. 37% of other Calgarians).
- Business owners/operators are also more likely than other Calgarians to be experiencing the following impacts as a result of the pandemic:
 - a decrease in income (72% vs. 45%, respectively),
 - decreased capacity to pay their mortgage/rent (36% vs. 22%),
 - decreased capacity to pay their property taxes (33% vs. 18%), and
 - decreased capacity to pay their bills on time (36% vs. 20%).
- Business owners/operators are more likely than other Calgarians to prefer The City cut services further to reduce taxes (27% vs. 13%), less likely to say The City should increase taxes at the current inflation rate to maintain current service levels (27% vs. 42%), and less likely to want taxes increased beyond the current inflation rate to expand services (2% vs. 9%).
- Twice as many business owners/operators as other Calgarians (26% vs. 13%) say they distrust The City regarding its pandemic response.

Detailed Findings





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

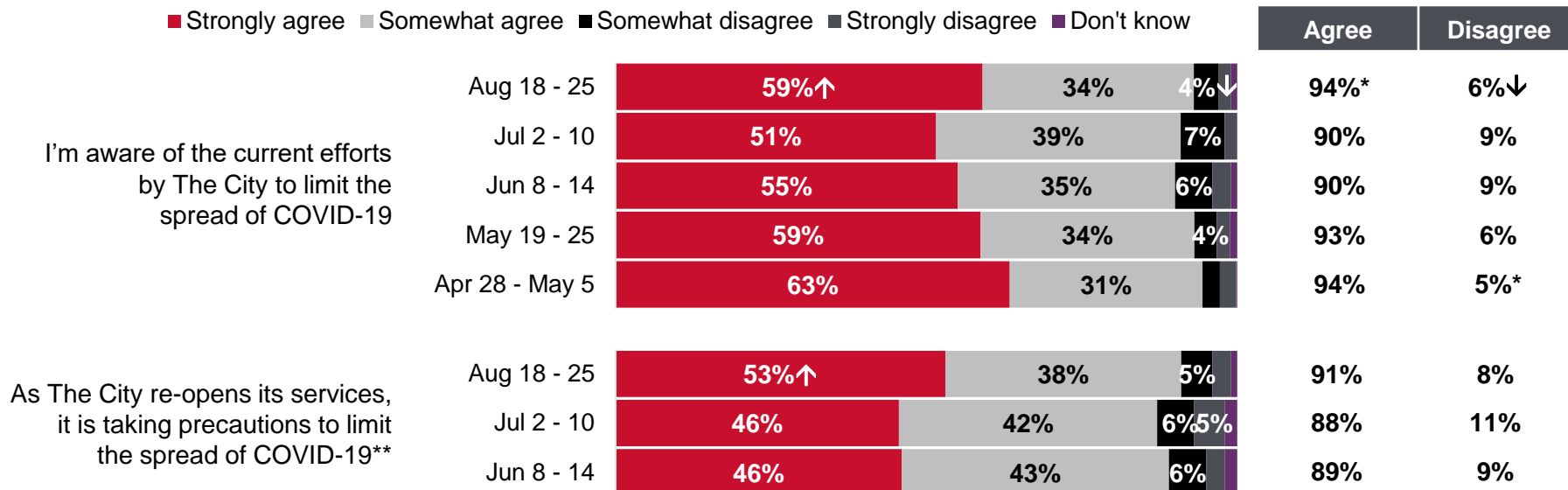


Information about The City's COVID-19 Response

The majority of Calgarians continue to agree they're aware of The City's current efforts to limit the spread of COVID-19 (94%) and that as The City re-opens its services, it's taking precautions to limit the spread of the virus (91%). Compared to Snapshot 4, more Calgarians now 'strongly' agree with both statements. The proportion 'strongly' agreeing they're aware of The City's current efforts to limit the spread of COVID-19 increased from 51% to 59% while 'strongly' agreeing that The City is taking precautions as it re-opens increased from 46% to 53%.

Opinions about The City's COVID-19 Response

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



Note: 3% and lower not labelled

*Rounding

****New question beginning June 8**

Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.
 Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



Information about The City's COVID-19 Response

The majority of Calgarians agree they have enough information about what The City is doing to respond to COVID-19, up from 85% in Snapshot 4 to 90% currently. The majority continue to think they have enough information about support available from The City to individuals (78%), although fewer think they have enough information about support available from The City to businesses (66%).

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

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

							Agree	Disagree	
I have enough information about what The City is doing to respond to COVID-19	Aug 18 - 25	42%	48%	6%	↓	90%↑	9%↓		
	Jul 2 - 10	43%	42%	10%	↑	85%	14%		
	Jun 8 - 14	44%	44%	7%	5%	88%	12%		
	May 19 - 25	44%	43%	7%	4%	87%	11%		
	Apr 28 - May 5	46%	42%	6%	6%	88%	11%*		
I have enough information about support available from The City to individuals	Aug 18 - 25	31%	47%	13%	7%	78%	20%		
	Jul 2 - 10	31%	46%	14%	6%	77%	21%*		
	Jun 8 - 14	31%	47%	14%	6%	78%	20%		
	May 19 - 25	31%	45%	11%	8%	76%	20%*		
	Apr 28 - May 5	33%	48%	12%	5%	82%*	17%		
I have enough information about support available from The City to businesses	Aug 18 - 25	21%	45%	17%	9%	9%	66%	26%	
	Jul 2 - 10	21%	44%	18%	10%	↑	8%	65%	27%*
	Jun 8 - 14	23%	48%	16%	6%	8%	70%*	21%*	
	May 19 - 25	21%	46%	14%	9%	10%	67%↓	23%↑	
	Apr 28 - May 5	27%	51%	10%	7%	6%	78%	16%*	

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 (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



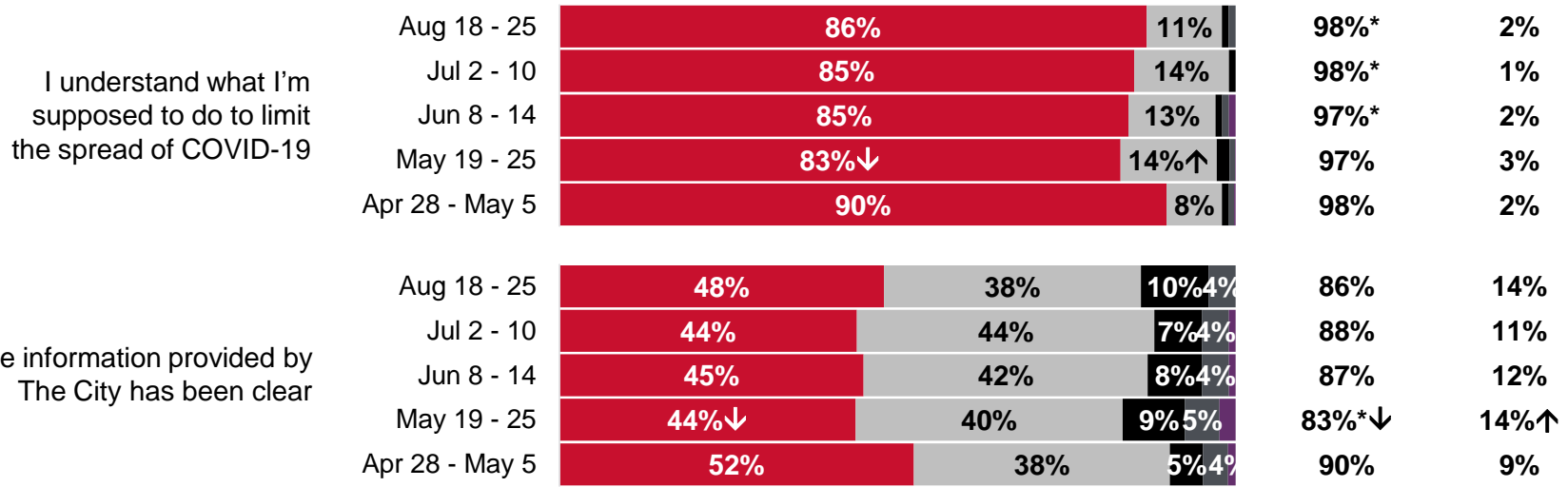
Quality of The City's COVID-19 Response

Nearly all Calgarians (98%) agree they understand what they're supposed to do to limit the spread of COVID-19 and the majority (86%) think the information provided by The City has been clear, on par with previous snapshots.

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

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

Agree	Disagree
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Note: 3% and lower not labelled

*Rounding

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

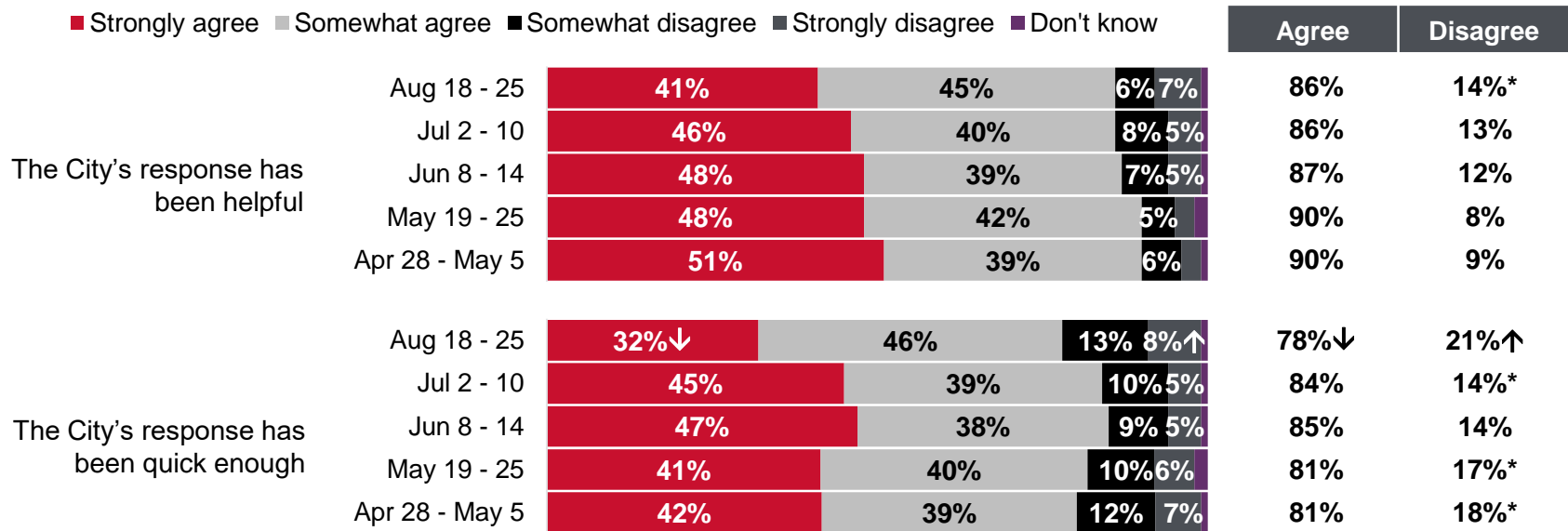
Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



Quality of The City's COVID-19 Response

Nearly nine-in-ten Calgarians (86%) agree The City's response has been helpful, consistent with the previous four snapshots. While the majority (78%) agree The City's response has been quick enough, this is a drop from 84% in Snapshot 4.

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



Note: 3% and lower not labelled *Rounding

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

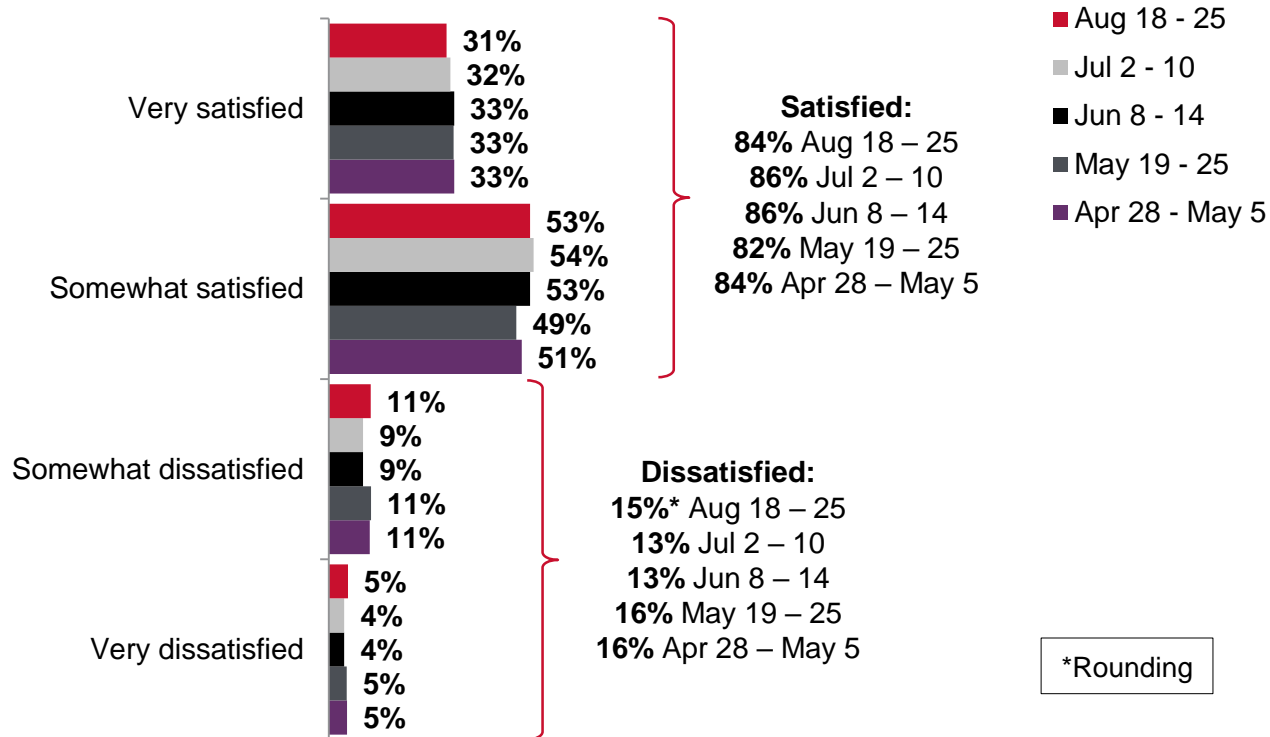
Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



Satisfaction with The City's COVID-19 Response

Satisfaction with The City's COVID-19 response remains high at 84% of Calgarians, having remained steady since Snapshot 1.

Satisfaction with The City's COVID-19 Response



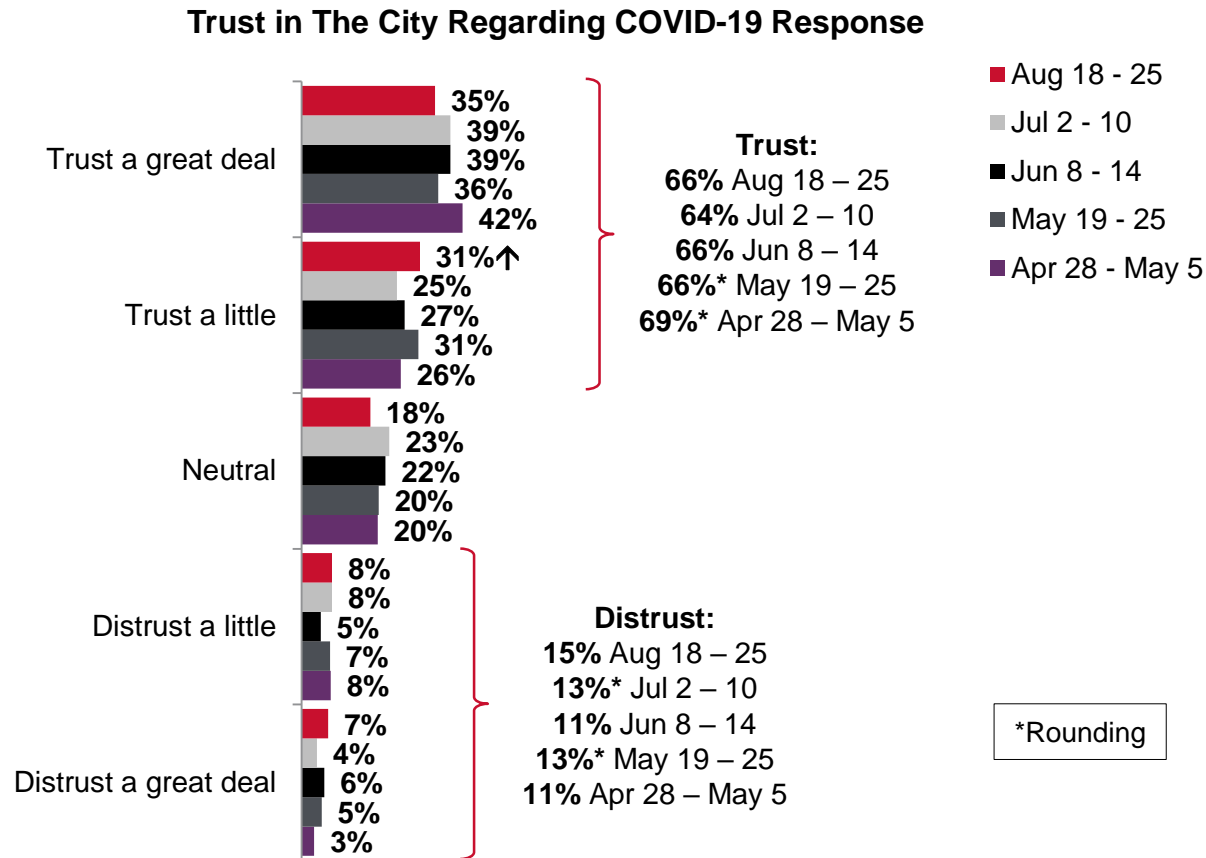
Overall, how satisfied are you with The City's COVID-19 response?

Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; 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 regarding its COVID-19 response, with around one third trusting The City 'a great deal.' The remaining Calgarians are split between a neutral opinion (18%) and distrusting The City (15%).



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 (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



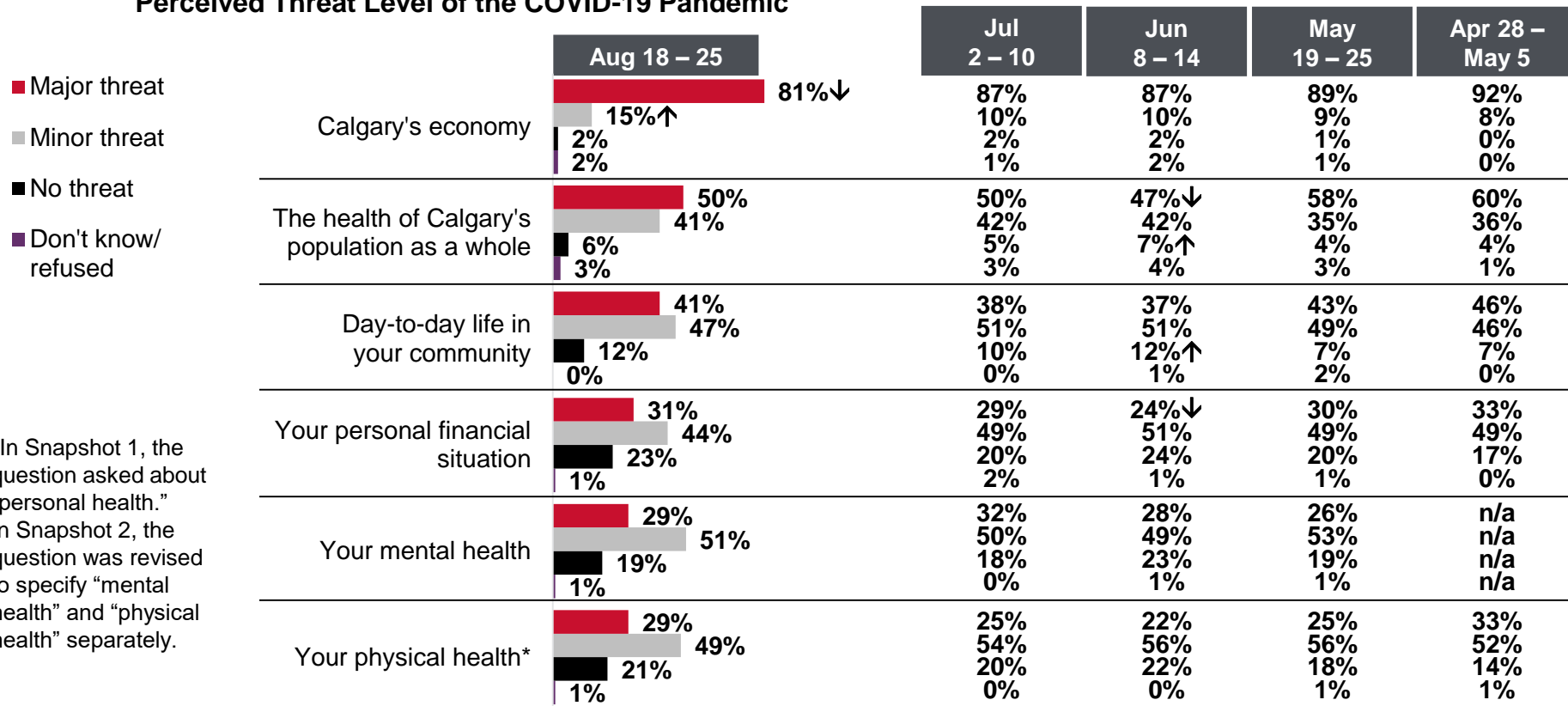
Concern about COVID-19 and the Pandemic



Perceived Threat Level of COVID-19

The proportion of Calgarians perceiving the pandemic as a major threat to Calgary’s economy has dropped six percentage points since the last snapshot, from 87% to 81%. Perceived levels of threat to the health of Calgary’s population overall, day-to-day life in one’s community, one’s personal financial situation and their physical and mental health have remained consistent with previous snapshots.

Perceived Threat Level of the COVID-19 Pandemic



*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 . . . ?

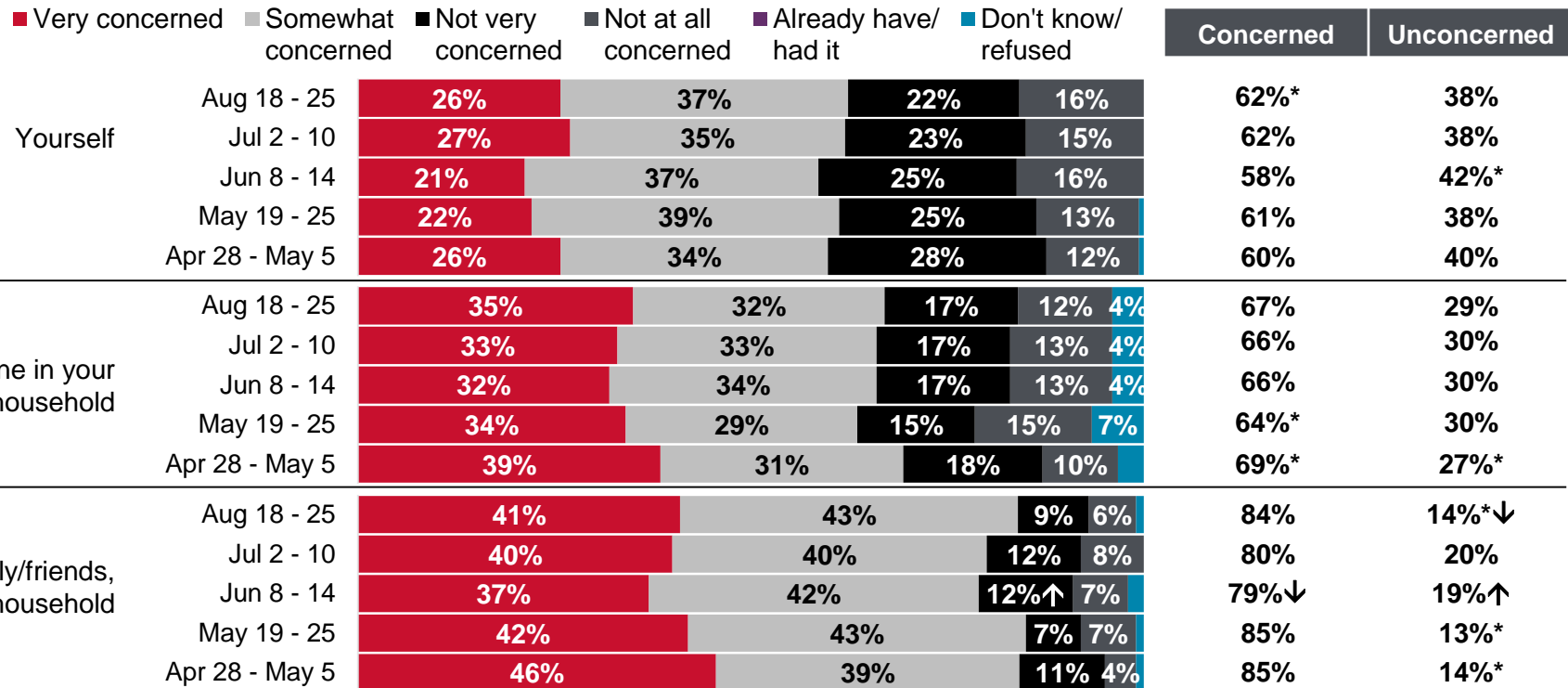
Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)



Concern about Becoming Ill From COVID-19

Consistent with previous snapshots, more Calgarians are concerned about others becoming ill from COVID-19 than they are about themselves. More than four in five (84%) are concerned about family or friends outside of their household, two thirds (67%) about someone in their household, and around three in five (62%) about themselves.

Concern about 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 (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400; Apr 28 – May 5, n=400)

Note: 3% and lower not labelled

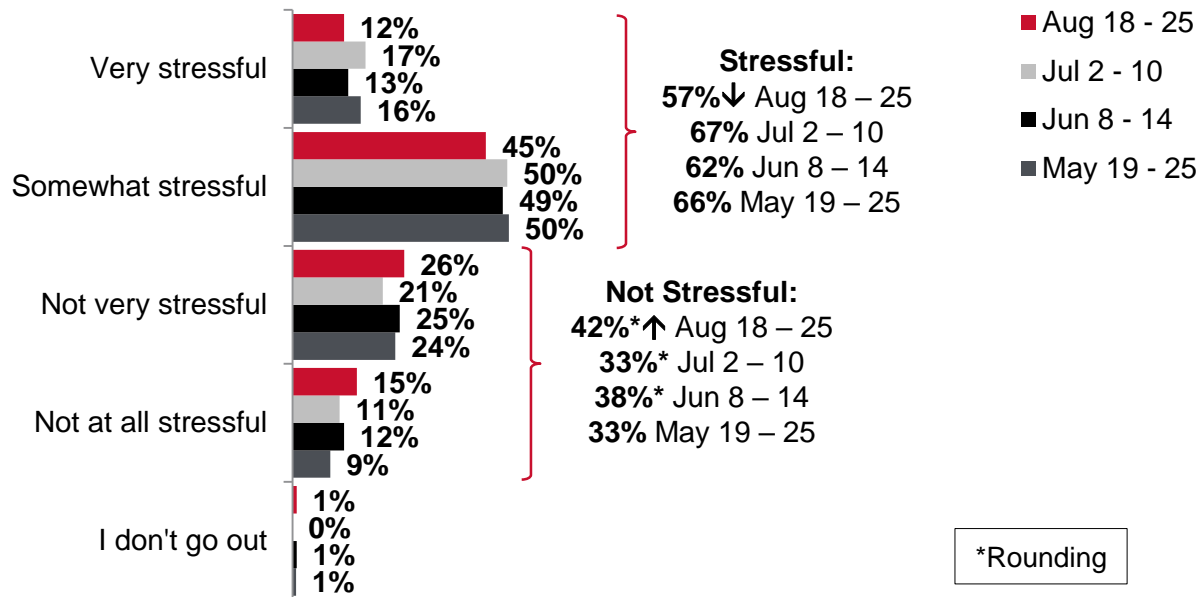
*Rounding



Stress Level When in Public During Pandemic

A slight majority (57%) of Calgarians report that leaving the house and being out in public during the pandemic is stressful but this has dropped ten percentage points since Snapshot 4. Conversely, more now say it's not stressful (42%, up from 33%), although only a minority (15%) find it's 'not at all' stressful.

Stress Level When in Public During the Pandemic



New question beginning May 19

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

Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400)



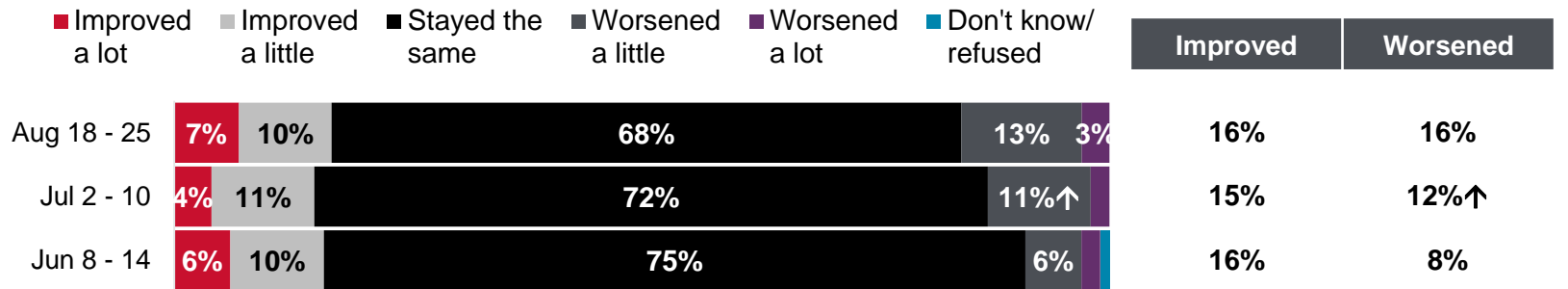
Impacts of the COVID-19 Pandemic



Changes in Physical Health

The majority (68%) of Calgarians say their physical health has stayed the same since restrictions resulting from the pandemic started being lifted on May 25. However, this proportion has been trending down since Snapshot 3 (75%), while the proportion stating their physical health has worsened is trending up, from 8% in Snapshot 3 to 12% in Snapshot 4 and 16% now.

Change in Physical Health Since Lifting of Restrictions on May 25



Note: 2% and lower not labelled *Rounding

New question beginning June 8

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?

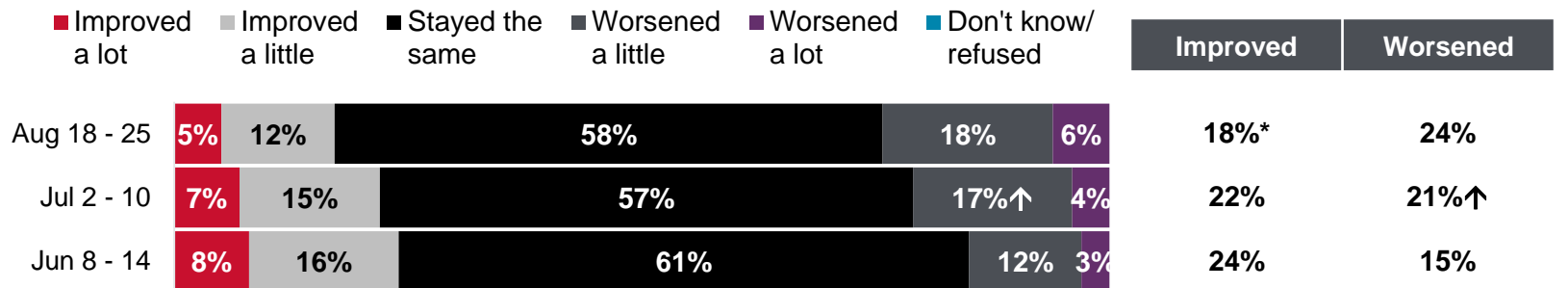
Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500)



Changes in Mental Health

Although there are no statistically significant changes between the last snapshot and the current one when it comes to self-reported changes in mental health since restrictions started being lifted on May 25, the proportion of Calgarians reporting their mental health has improved is trending down. The proportion saying it's worsened is trending up. In Snapshot 3, one-quarter (24%) of Calgarians reported an improvement in their mental health and is now at 18%. Conversely, one-quarter (24%) now say their mental health has worsened, up from 15% in Snapshot 3.

Change in Mental Health Since Lifting of Restrictions on May 25



Note: 2% and lower not labelled

*Rounding

New question beginning June 8

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?

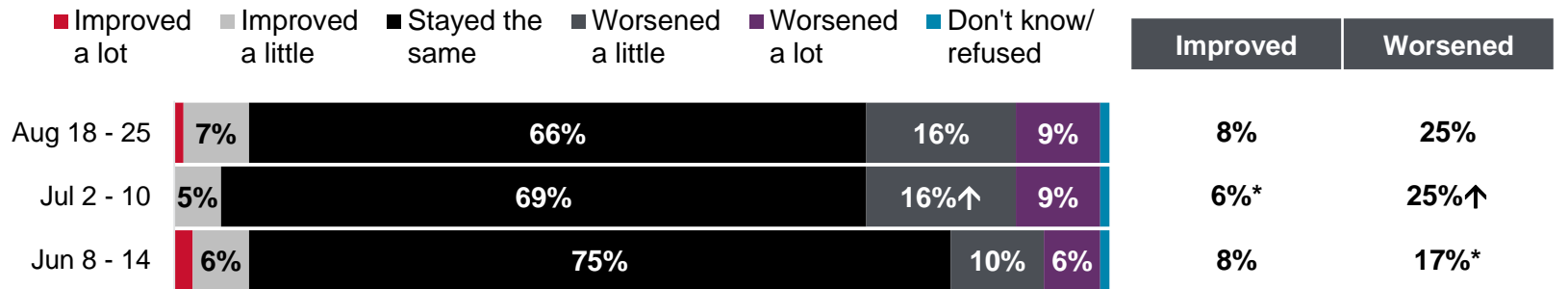
Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500)



Changes in Personal Financial Situation

The proportion of Calgarians saying their personal financial situation has stayed the same since the restrictions resulting from the pandemic started being lifted on May 25 is trending down, from three quarters (75%) in Snapshot 3 to two thirds (66%) now. Consistent with the last snapshot, one-quarter of Calgarians (25%) report their personal financial situation has worsened since restrictions started being lifted.

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



Note: 2% and lower not labelled *Rounding

New question beginning June 8

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 (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500)

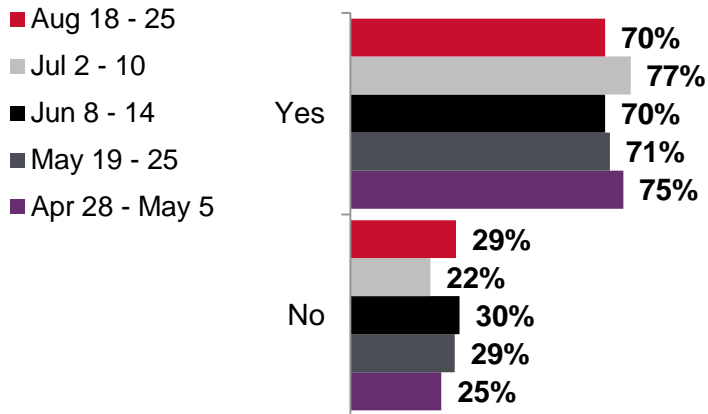


Impacts to Employment

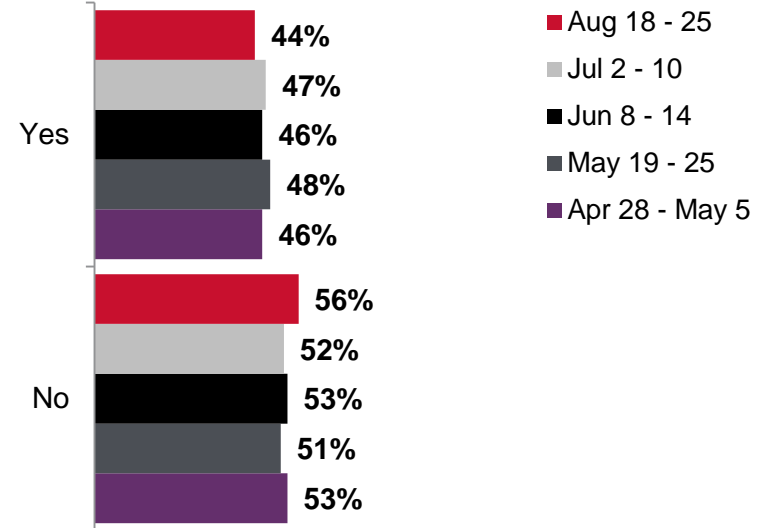
Just under one-half (44%) of Calgarians who were employed at the beginning of the pandemic report they experienced job or income loss due to the pandemic.

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

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 (Aug 18 – 25, n=500; Jul 2 – 10, n=500; 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?

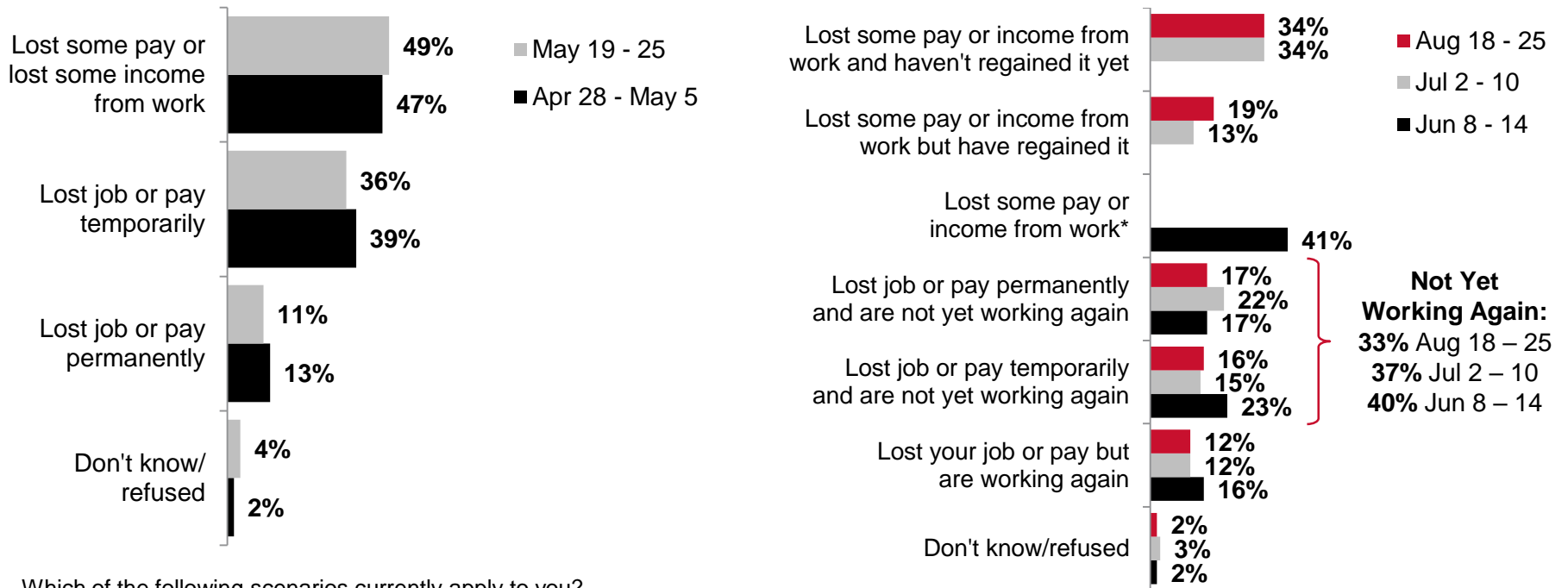
Base: Respondents employed at the beginning of the pandemic (Aug 18 – 25, n=326; Jul 2 – 10, n=373; Jun 8 – 14, n=337; May 19 – 25, n=267; Apr 28 – May 5, n=296)



Impacts to Jobs and Income

One-third (33%) of Calgarians who were employed at the beginning of the pandemic and experienced job or income loss due to the pandemic are not yet working again. Although this is statistically consistent with Snapshot 4, this proportion is trending down since Snapshot 3. Another one third (34%) lost some pay or income from work and haven't regained it yet, one in five (19%) lost some pay or income from work and regained it, while around one in ten (12%) lost their job or pay completely 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 (Aug 18 – 25, n=141; Jul 2 – 10, n=173; Jun 8 – 14, n=151; May 19 – 25, n=124; Apr 28 – May 5, n=134)

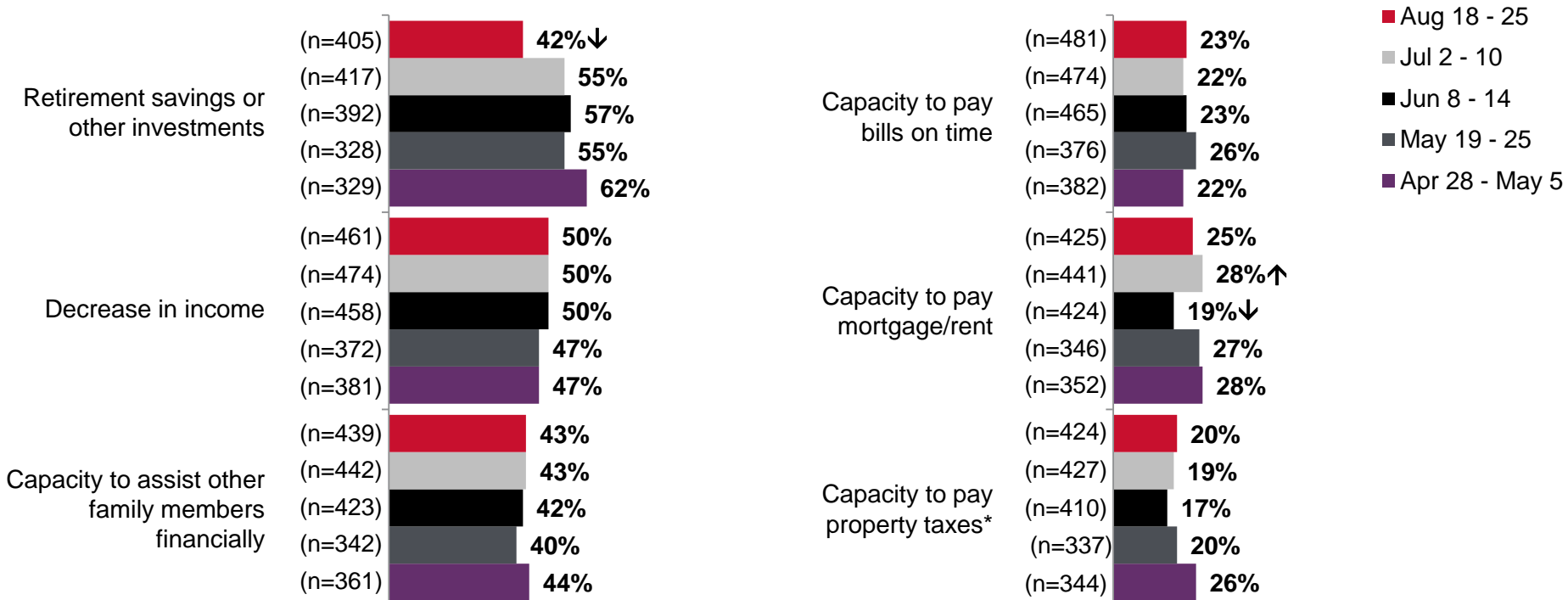
*In Snapshot 4, the option of “lost some pay or income from work” was split into the two separate options shown above it in the chart.



Financial Impacts of COVID-19 Pandemic

The proportion reporting a negative financial impact of the pandemic on their retirement savings/other investments has dropped from just over one half (55%) in Snapshot 4 to two in five (42%) and is down from 62% in Snapshot 1. The decline might be the result of gains made in these savings/investments following the initial hit in the early weeks of the pandemic. The proportions reporting other negative financial impacts are consistent with previous snapshots.

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



*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)



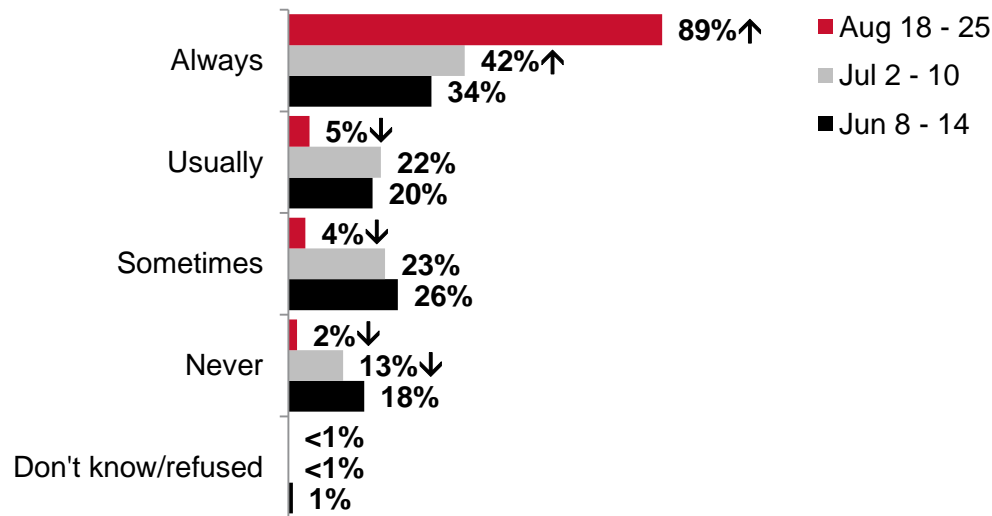
Relaunch and Moving Forward



Frequency of Wearing a Face Mask

Following the implementation of the Face Coverings Bylaw in Calgary on August 1, the proportion of Calgarians saying they always wear a face mask in public and confined spaces more than doubled, from 42% in Snapshot 4 to 89% now. Conversely, fewer reported wearing one usually (5%, down from 22%), sometimes (4%, down from 23%) and never (2%, down from 13%).

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



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

New question beginning June 8

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

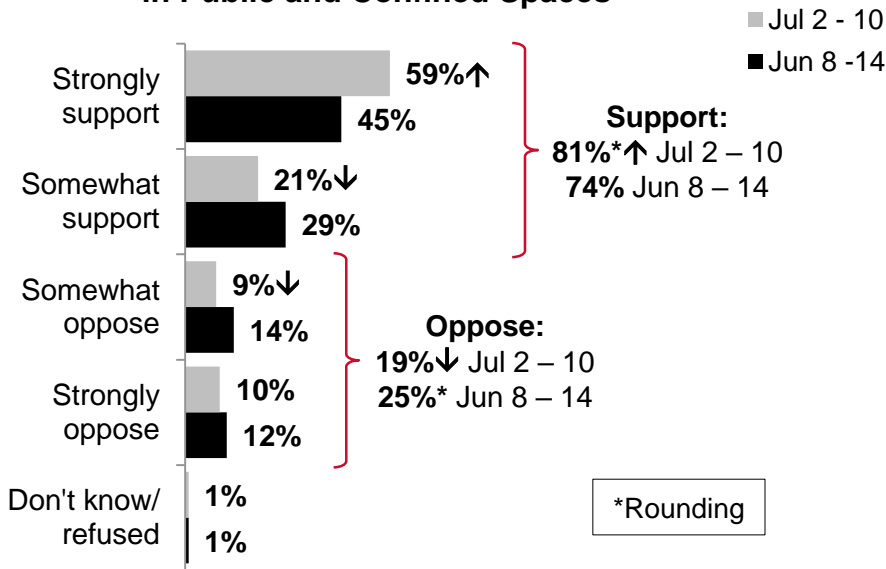
Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500)



Support for Face Coverings Bylaw

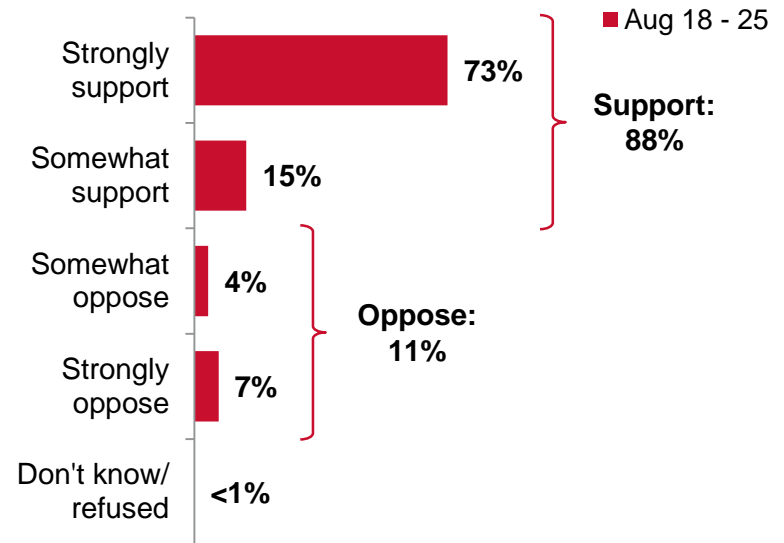
Prior to the vote in favour of enacting the Face Coverings Bylaw, four-in-five (81%) Calgarians supported the idea of making all people wear a mask or face covering while in public and confined spaces. Following the implementation of the Face Coverings Bylaw, nearly nine in ten (88%) support the bylaw, with the majority (73%) ‘strongly’ supporting it.

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



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

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



New question beginning August 18

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

Base: All respondents (n=500)

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?

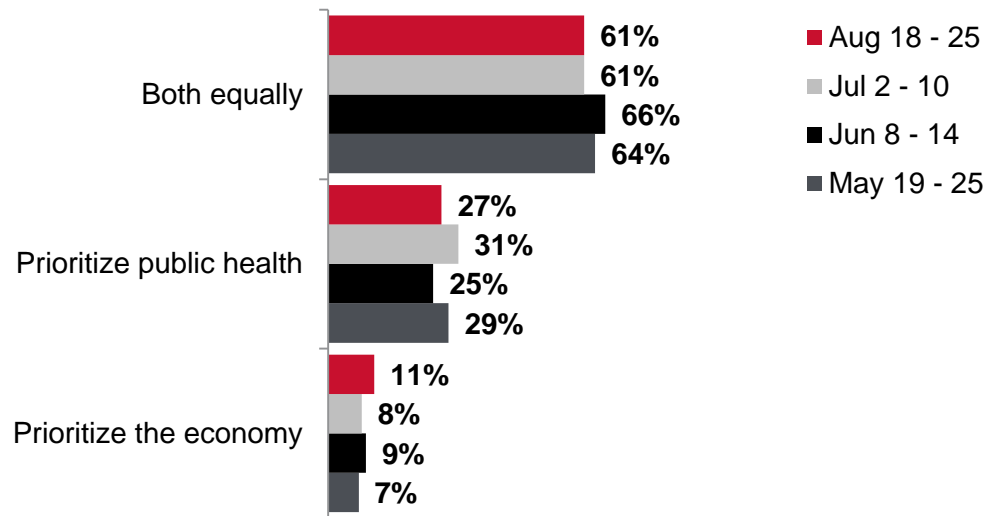
Base: All respondents (Jul 2 – 10, n=500; Jun 8 – 14, n=500)



Prioritizing Public Health vs. Economy

The majority (61%) of Calgarians continue to prefer government decision-makers balance public health and the economy equally when re-opening the economy while around one quarter (27%) think public health should be prioritized and one in ten think the economy should 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 (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400)

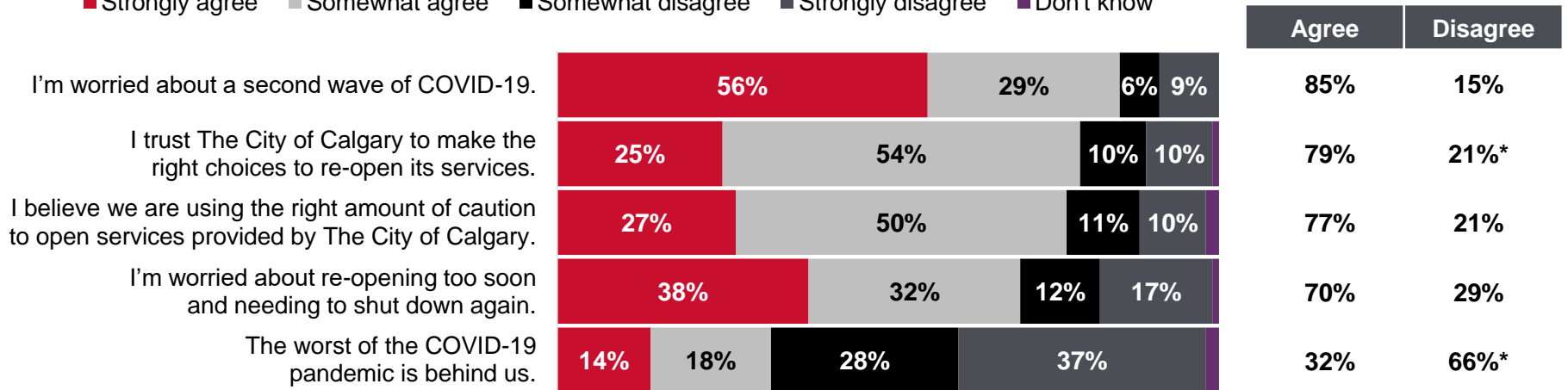


Re-opening and Concern about a Second Wave

A large majority (85%) of Calgarians agree they're worried about a second wave of COVID-19 (with over half 'strongly' agreeing) while two thirds (66%) disagree that the worst of the pandemic is behind us. The majority agree they trust The City to make the right choices to re-open its services (79%) and that they believe we are using the right amount of caution to open services provided by The City (77%). Slightly fewer are worried about re-opening too soon and needing to shut down again (70%).

Opinions about Re-opening Services and a Second Wave of COVID-19

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



Note: 3% and lower not labelled *Rounding

New question beginning August 18

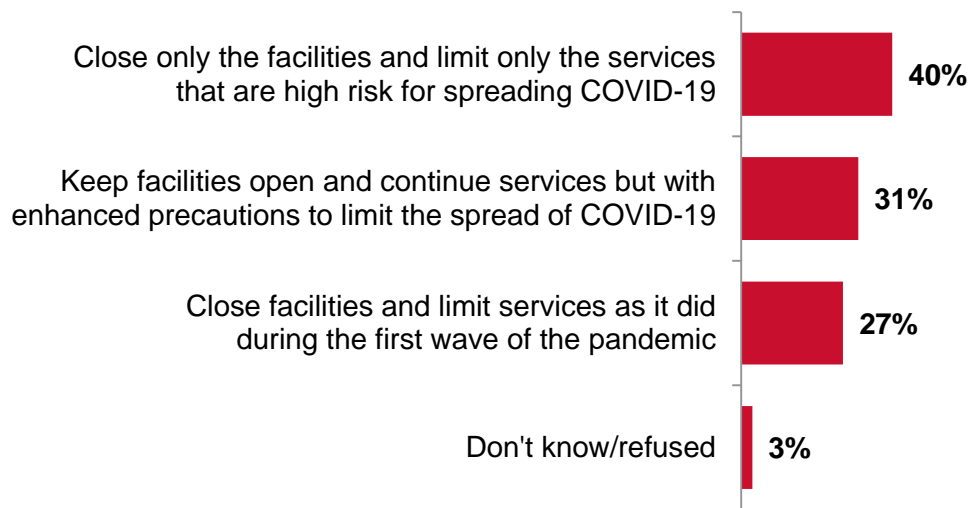
For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.
 Base: All respondents (n=500)



City Services in the Event of a Second Wave

In the event of a second wave of the pandemic, Calgarians don't agree on what The City should do about its facilities and services. One in five (40%) think The City should close only the facilities and limit only the services that are high risk for spreading COVID-19. Three in ten (31%) prefer The City keep facilities open and continue services but with enhanced precautions to limit the spread of the virus and around one quarter (27%) think The City should close facilities and limit services as it did during the first wave.

Preference for What The City Should Do About its Facilities and Services if There's a Second Wave of the Pandemic



New question beginning August 18

If there's a second wave of COVID-19 and it is as strong as the first, which of the following do you think The City of Calgary should do regarding its facilities and services:

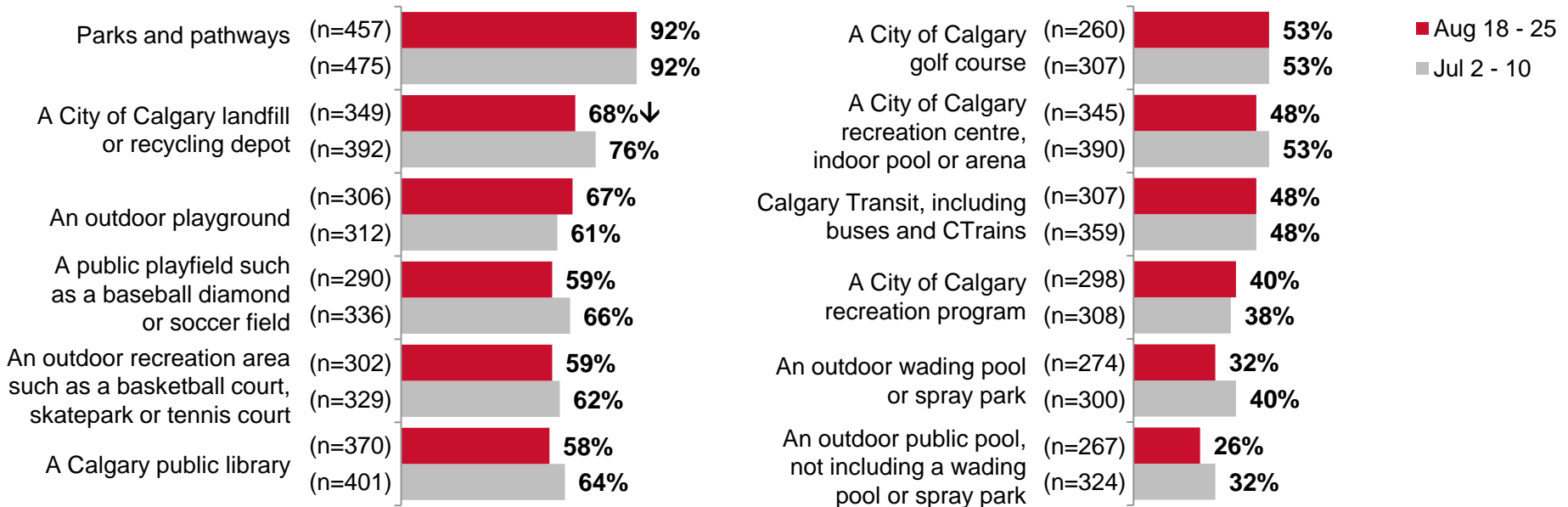
Base: All respondents (n=500)



Intention to Use City Services and Facilities

Calgarians' intention to use City services or facilities remained consistent since Snapshot 4 with the exception of using a City landfill or recycling depot, which dropped from 76% to 68%, although this could be due to getting closer to the end of the busy season for landfills (April to October).

Intention to Use a City Service or Facility
(% yes of those who normally use it)



New question beginning July 2

As restrictions are lifted, do you plan to use any of the following in Calgary in the next two months? If it's something you wouldn't normally use, please choose "not applicable."

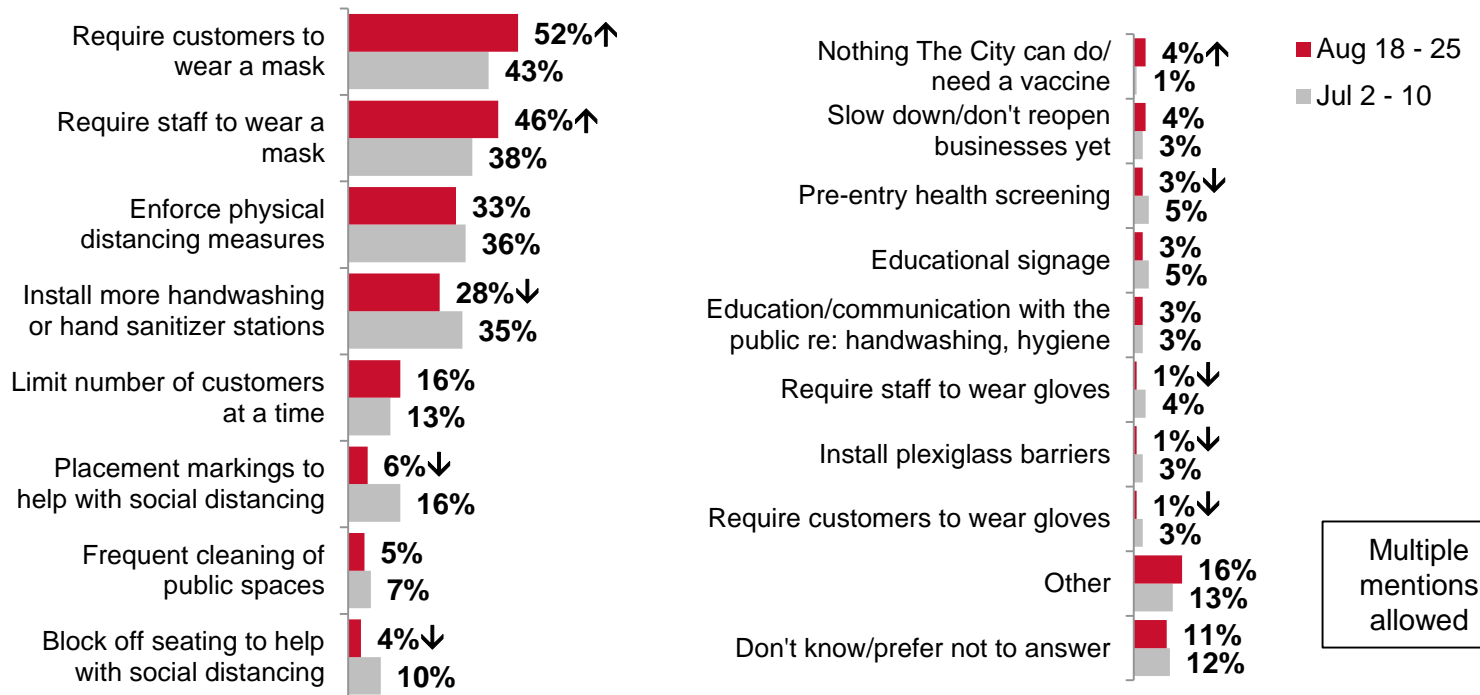
Base: Respondents who normally used the service/facility before the pandemic (n=varies)



Preferred Measures for Preventing Spread of COVID-19 at City Facilities/Services

Compared to Snapshot 4, more customers now mention requiring customers (52%, up from 43%) and staff (46%, up from 38%) to wear a mask to prevent the spread of COVID-19, which is not surprising given that the Face Coverings Bylaw came into effect just over two weeks prior to this survey being conducted. Enforcing physical distancing measures (33%) and installing more handwashing or hand sanitizer stations (28%) are still mentioned by citizens as important preventative measures as The City re-opens its facilities and services.

Measures that Would Make Citizens Feel More Comfortable as The City Re-opens its Facilities/Services



New question beginning July 2

As The City re-opens its facilities and services, what are the most important measures to prevent the spread of COVID-19 that would make you feel more comfortable? [NOTE: Response options were not read to the respondent. Respondents' answers were coded into themes.]

Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500)



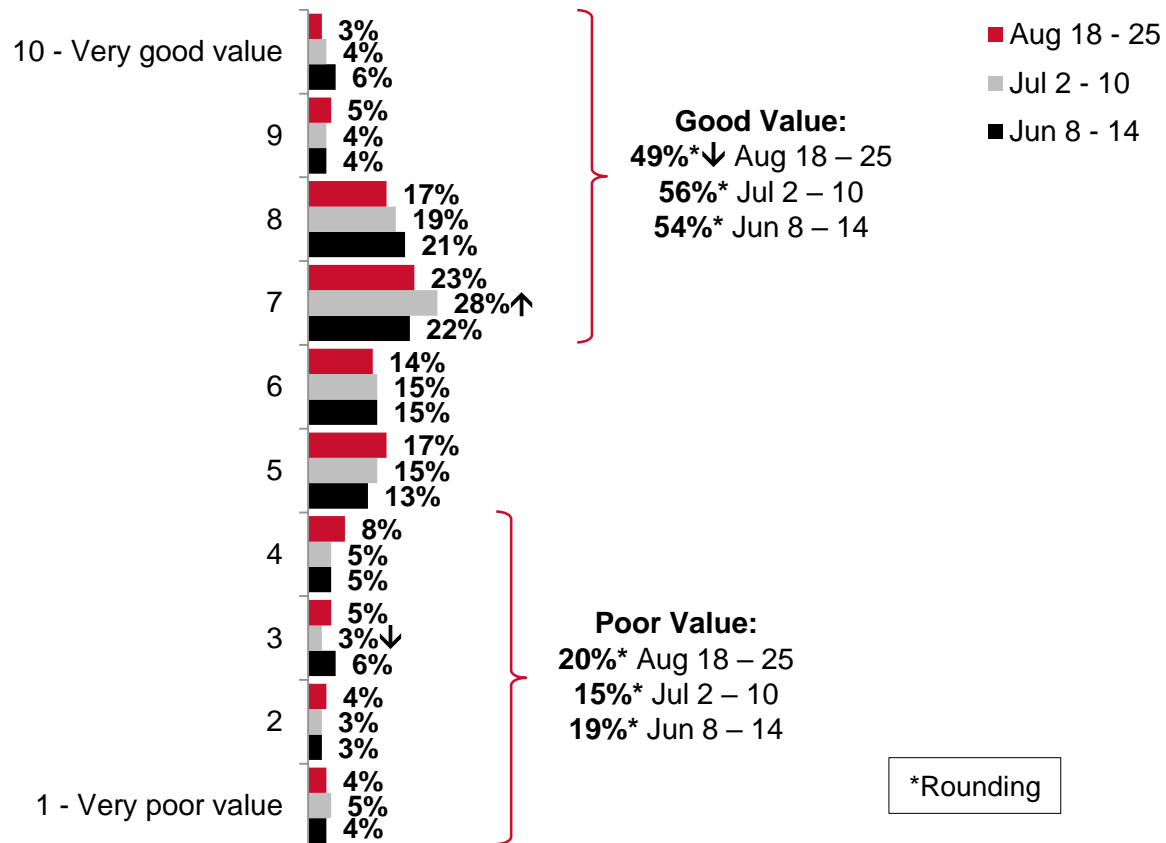
City Taxation



Perceived Value for Municipal Tax Dollars

Compared to Snapshot 4, fewer Calgarians now think they receive good value for their municipal property tax dollars. One half (49%) rate the value as good, down from 56% in Snapshot 4.

Perceived Value for Municipal Property Tax Dollars



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”.

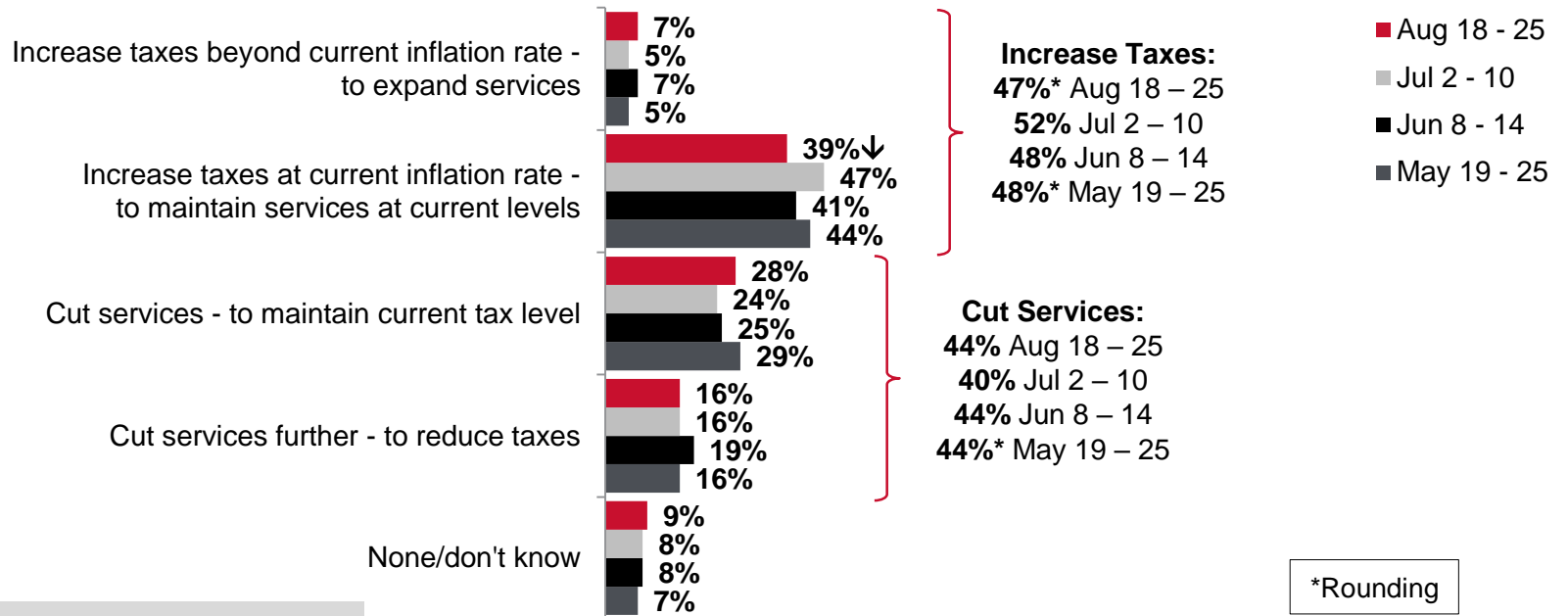
Base: All respondents, excluding those who answered “don’t know” (Aug 18 – 25, n=500; Jul 2 – 10, n=463; Jun 8 – 14, n=458)



Balancing Taxation and Service Delivery Levels

Calgarians remain split about whether The City should increase taxes (47%) or cut services (44%) to balance taxation and service delivery levels. When it comes to options for increasing taxes, Calgarians generally opt for increasing taxes at the current inflation rate to maintain current service levels (39%) as opposed to increasing taxes beyond the current inflation rate in order to expand services (7%). Cutting services to maintain the current tax level is the preferred choice of more than one-quarter of Calgarians (28%) while fewer want The City to cut services further to reduce taxes (16%).

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? [Note: Response options “none” and “don’t know” were not read to the respondent.]

Base: All respondents (Aug 18 – 25, n=500; Jul 2 – 10, n=500; Jun 8 – 14, n=500; May 19 – 25, n=400)

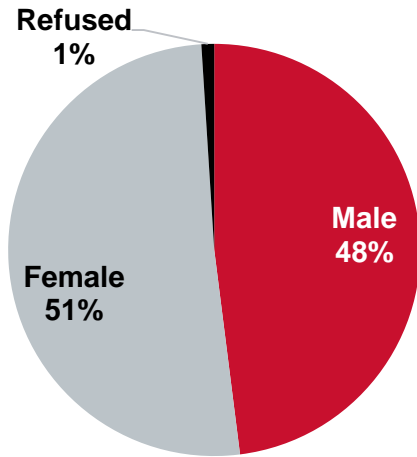
Demographics



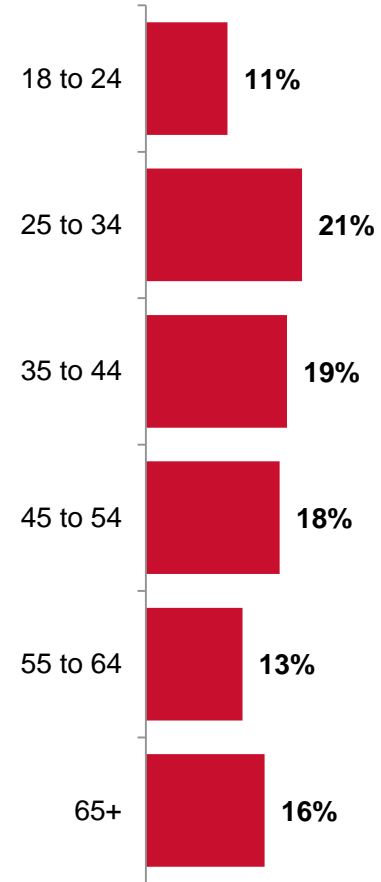


Demographics

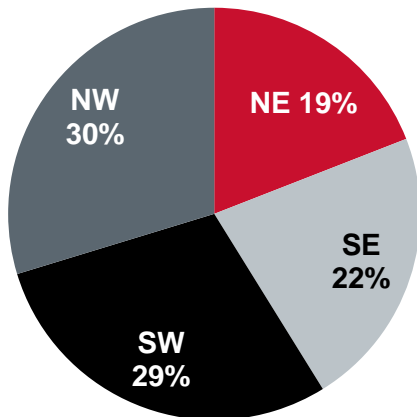
Gender
(asked, not inferred)



Age



Quadrant of Residence

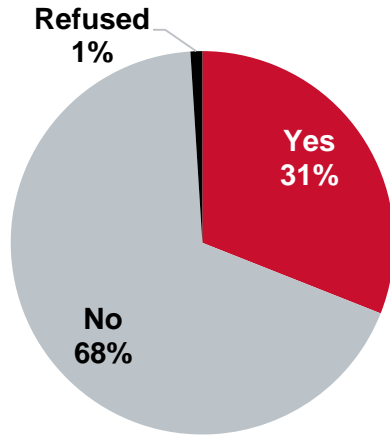


Base: All respondents (n=500)

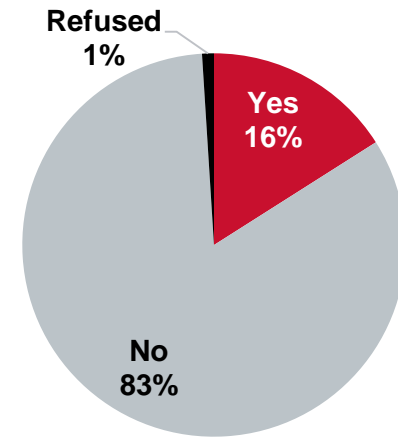


Demographics – cont'd

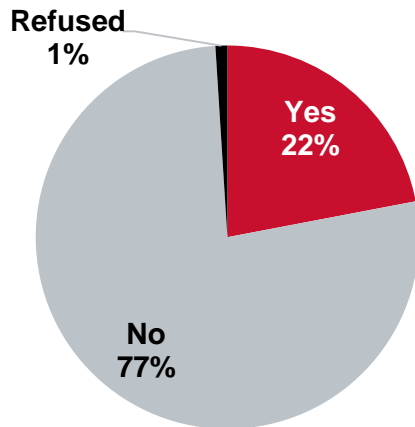
Children Under the Age of 18 in the Household



Own and/or Operate a Business in Calgary



**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 5
August 10, 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 5
August 10, 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 5
August 10, 2020

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 and haven't regained it yet

Lost some of your work or lost some income from your work but have regained it

Don't know **[DO NOT READ]**

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 5
August 10, 2020

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]**

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]**



Questionnaire – cont'd

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 5
August 10, 2020

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]

The worst of the COVID-19 pandemic is behind us.
I'm worried about re-opening too soon and needing to shut down again.
I'm worried about a second wave of COVID-19.
I believe we are using the right amount of caution to open services provided by The City of Calgary.
I trust The City of Calgary to make the right choices to re-open its services.

- 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. 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]

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 5
August 10, 2020

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

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

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

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

CV32. As restrictions are lifted, do you plan to use any of the following in Calgary in the next two months? If it's something you wouldn't normally use, please choose "not applicable." The first is [INSERT FIRST ITEM]?

[IF NECESSARY: The options are Yes, No, and Not Applicable. Please say "Not Applicable" if this is something you do not normally use.]

[ROTATE ITEMS]

- A Calgary Public Library
- An outdoor recreation area such as a basketball court, skate park or tennis court
- A City of Calgary recreation centre, indoor pool or arena
- A City of Calgary recreation program (IF ASKED: fitness classes, daycamps, sports programs)
- An outdoor playground
- A City of Calgary golf course (IF ASKED: City golf courses are Confederation Park, Lakeview, Maple Ridge, McCall Lake, Richmond Green and Shaganappi Point)
- A public playfield such as a baseball diamond or soccer field
- Parks and pathways
- An outdoor public pool, not including a wading pool or spray park (IF ASKED: Silver Springs, Forest Lawn, Mount Pleasant, or Stanley Park)
- An outdoor wading pool or spray park (IF ASKED: Riley Park, Prairie Winds, South Glenmore Park)
- Calgary Transit, including buses and CTrains
- A City of Calgary landfill or recycling depot

- Yes
- No



Questionnaire – cont'd

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 5
August 10, 2020

Not applicable
Don't know [DO NOT READ]

CV33. As The City reopens its facilities and services, what are the most important measures to prevent the spread of COVID-19 that would make you feel more comfortable?

- [ACCEPT FIVE, DO NOT READ LIST]
- Require staff to wear masks
 - Require customers to wear masks
 - Require staff to wear gloves
 - Require customers to wear gloves
 - Install more handwashing or hand sanitizer stations
 - Limit number of customers at any time
 - Placement markings to help with distancing
 - Educational signage
 - Pre-entry health screening
 - Blocking off seating to help with distancing
 - Installing plexiglass barriers
 - Enforcement of physical distancing measures
 - Other (please specify)
 - Don't know [DO NOT READ]
 - Prefer not to answer [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]
- 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**.

CV37. If there's a second wave of COVID-19 and it is as strong as the first, which of the following do you think The City of Calgary should do regarding its facilities and services:

- Close facilities and limit services as it did during the first wave of the pandemic
- Close only the facilities and limit only the services that are high risk for spreading COVID-19
- Keep facilities open and continue services but with enhanced precautions to limit the spread of COVID-19
- Don't know [DO NOT READ]

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 5
August 10, 2020

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

The City of Calgary 2020 Citizen Perspectives Survey – COVID-19 Snapshot 5
August 10, 2020

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]

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

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