



Calgary



2021 Citizen Perspectives Survey Report

COVID-19 Snapshot 9

March 31, 2021

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Highlights at a Glance

FACE MASKS

92%*
Always wear a face mask
in public/confined spaces

83% [↓ from 90%]
Support the Face
Coverings Bylaw

78%
More willing
to be in public
because of the bylaw



57%
Agree The City is
sufficiently enforcing
the bylaw

THE CITY'S COVID-19 RESPONSE

73%
Satisfied
with The City's
response



55%
Trust The City regarding
its **COVID-19** response

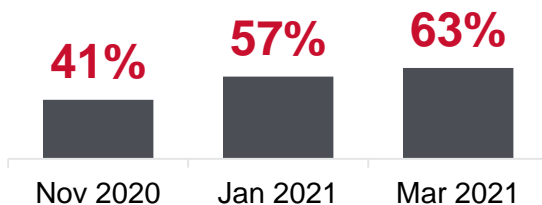
The City's response has been . . .

76% helpful **74%** quick enough

67%
Trust The City to
make the right choices
to re-open its services

COVID-19 PANDEMIC IMPACTS

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



53% [↓ from 62%]
Stressful to be in public
during the pandemic



54% [↓ from 62%]
Concerned about
oneself
becoming ill
from COVID-19

57% [↓ from 65%]
Concerned about
household member
becoming ill
from COVID-19

61%
[↑ from 36%]
Think the **worst**
is behind us

73%
Intend to get
vaccinated



46%
[↓ from 63%]
Worried the pandemic
is going to get worse

27%
Accessed
social support services
not needed pre-pandemic

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

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Background & Methodology

Background

The City of Calgary surveys citizens about their opinions, preferences, and attitudes in order to help support data-driven City decision-making. The Citizen Perspectives Survey is one of the ways by which data are collected, and this survey is conducted multiple times throughout the year. Recently, The City has used the Citizen Perspectives Survey to better understand Calgarians' opinions, beliefs, and concerns about the COVID-19 pandemic. This report presents the results of The City's ninth COVID-19 Snapshot survey.

Methodology

The survey was conducted by Leger from March 11 to 19, 2021 with 500 Calgarians (aged 18 years or older) via phone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (32% of completed surveys) and cell phones (68%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 15 minutes in duration. The margin of error (MOE) for the total sample of n=500 is ± 4.4 percentage points, 19 times out of 20.

To ensure the data were gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city quadrant of the general population aged 18 and older. Data were then weighted to the 2016 Civic Census for age and gender.

Survey	Data collection dates	n=
COVID-19 Snapshot 1	April 29 – May 5, 2020	400
COVID-19 Snapshot 2	May 19 – 25, 2020	400
COVID-19 Snapshot 3	June 8 – 14, 2020	500
COVID-19 Snapshot 4	July 2 – 10, 2020	500
COVID-19 Snapshot 5	August 18 – 25, 2020	500
COVID-19 Snapshot 6	September 28 – October 8	500
COVID-19 Snapshot 7	November 9 – 15, 2020*	500
COVID-19 Snapshot 8	January 14 – 24, 2021	500
COVID-19 Snapshot 9	March 11 – March 19	500

*No interviewing on November 11 (Remembrance Day)

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

COVID-19 Pandemic Timeline

2020 January 25	First presumptive case in Canada	2020 September 1	Return to class for Kindergarten – Grade 12
January 27	First confirmed case in Canada	November 24	Province of Alberta restricts social gatherings and closes high schools (move to online classes) until after Christmas break
March 5	First presumptive case in Alberta	December 5	1,879 cases recorded in Alberta (the province's highest single day count)
March 8	Canada records first COVID-19 death	December 8	Province of Alberta declares enhanced restrictions to limit the spread of COVID-19, including restrictions on indoor and outdoor gatherings and businesses
March 11	World Health Organization declares pandemic	December 15	First vaccine doses made available to long-term care residents and health care workers in Alberta
March 15	City of Calgary declares State of Local Emergency (SOLE) and closes non-essential business and services, City-owned/operated facilities, pools and libraries Province of Alberta closes schools (move to online classes) and daycares	2021 January 11	High school students return to class
March 17	Province of Alberta declares State of Public Health Emergency	January 14	Province of Alberta eases some restrictions for personal services
March 18	Canada-USA border closed to non-essential travel	February 8	Province of Alberta eases some restrictions for restaurants, indoor fitness, and kids' sports
March 19	Alberta records first COVID-19 death	February 24	Vaccine made available to Albertans aged 75 years or older not living in a long-term care residence
April 23	2020 Calgary Stampede cancelled	March 29	Alberta suspended AstraZeneca COVID-19 vaccine for those under the age of 55
May 13	Province of Alberta implements Stage 1 of relaunch, with the exception of Calgary and Brooks	March 30	Vaccine made available to Albertans born between 1957 and 1963 as well as adults aged 16-64 with eligible underlying conditions
May 25	Phase 1 of relaunch begins in Calgary and Brooks		
June 1	COVID-19 testing available to all Albertans		
June 12	Province of Alberta implements Stage 2 of relaunch Calgary's SOLE expires		
June 16	Alberta's State of Public Health Emergency expires		
August 1	Temporary Face Coverings Bylaw in effect		

Key Findings



Key Findings

Compared to January, fewer Calgarians are now concerned about themselves and loved ones becoming ill from COVID-19, support for the bylaw has slipped, and more Calgarians are optimistic about the pandemic's trajectory.

- Compared to January, fewer Calgarians now report being concerned about themselves, household members, and other family or friends becoming ill from COVID-19. The proportion concerned about themselves dropped from 62% in January to 54% in March. Those concerned about household members becoming ill from COVID-19 decreased to 57%, from 65% in January. Concern for other family and friends (not living in their household) declined from 82% of Calgarians in January to 76% in March.
- The proportion of Calgarians saying they find it stressful to be in public during the pandemic dropped from 62% in January to 53% in March. Stress when in public has declined particularly among females (from 73% in January to 59% in March).
- Compared to January, more Calgarians now agree that the worst of the pandemic is behind us (61%, up from 36%). Those aged 35 or older are more responsible for this increase in optimism than are 18 to 34 years olds (an increase from 33% to 65% among 35 to 64 year olds and an increase from 21% to 51% among 65 or older).
- Conversely, there's been a drop in the proportion of Calgarians worried the pandemic is going to get worse: from 63% in January to 46% in March. Again, this is attributed largely to those aged 35 to 64 (44%, down from 61%) and those 65 or older (47%, down from 72%).
- Approximately four-in-five Calgarians (83%) say they support the bylaw, down from 90% in January.

Key Findings – cont'd

Since the beginning of the pandemic, one-quarter of Calgarians needed to access social support services that they didn't use prior to the pandemic.

- One-quarter (27%) of Calgarians reported having needed to access social support services that they didn't use prior to the beginning of the pandemic. Those aged 18 to 34 years were more likely than older Calgarians to do this (43% vs. 23% 35 to 64 and 6% 65 or older).
- The social support services used the most are financial in nature, including the Canada Emergency Response Benefit (accessed by 52% of these respondents) and Employment Insurance (13%). A minority accessed the Canada Recovery Sickness Benefit (5%) and/or the Canada Emergency Student Benefit (4%). Other types of services accessed include mental health support (13%), food banks (5%), employment support (3%), and family support (3%).
- Of those who accessed social support services not used prior to the pandemic, the majority (79%) say the services were easy to access.

Detailed Findings





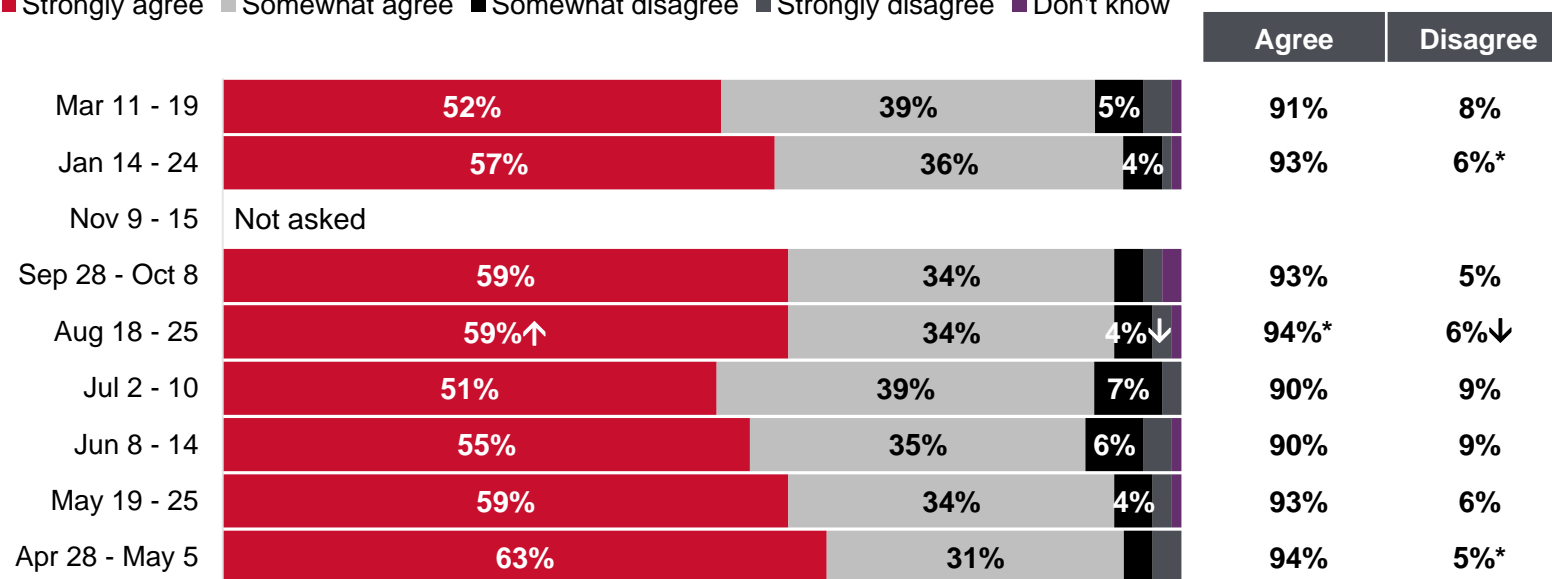
Opinions about The City's COVID-19 Response and Information

Awareness of The City's COVID-19 Response

The vast majority (91%) of Calgarians say they're aware of The City's current efforts to limit the spread of COVID-19. More than twice as many SE residents (13%) as SW (5%) and NW (5%) residents disagree that they're aware of The City's efforts.

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

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



Note: 3% and lower not labelled

*Rounding

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

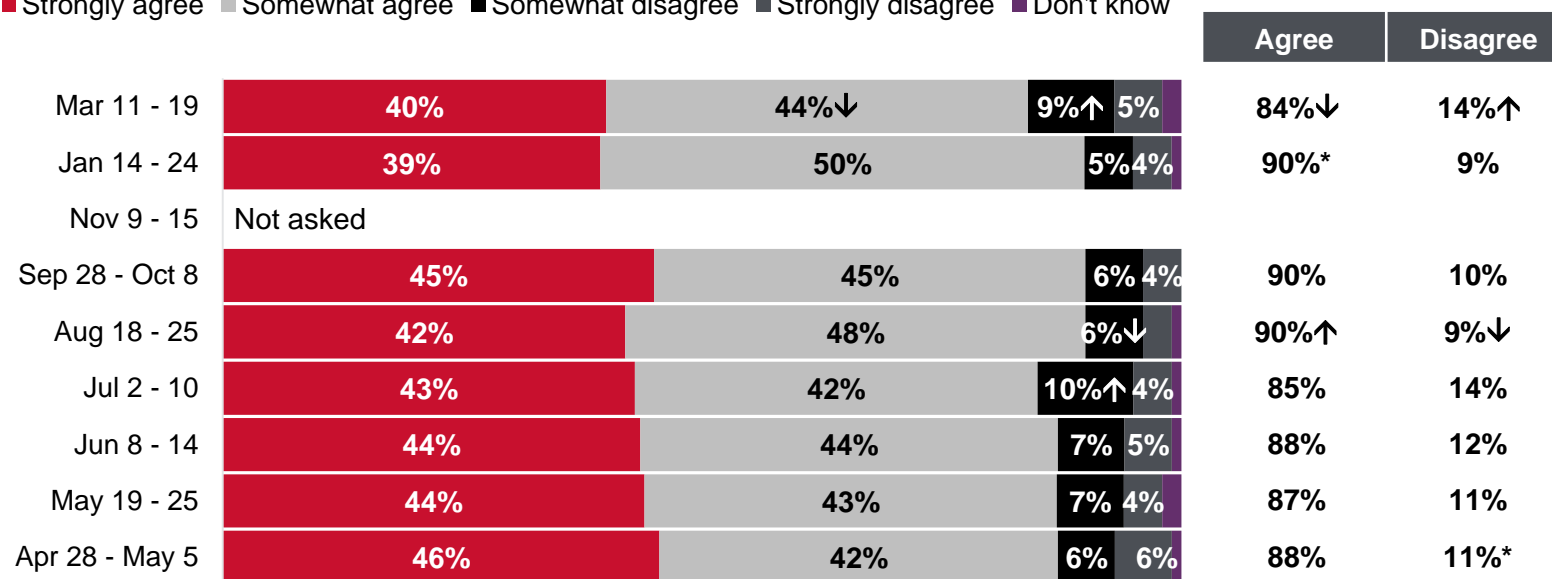
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Quantity of The City's COVID-19 Information

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

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

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



Note: 3% and lower not labelled

*Rounding

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

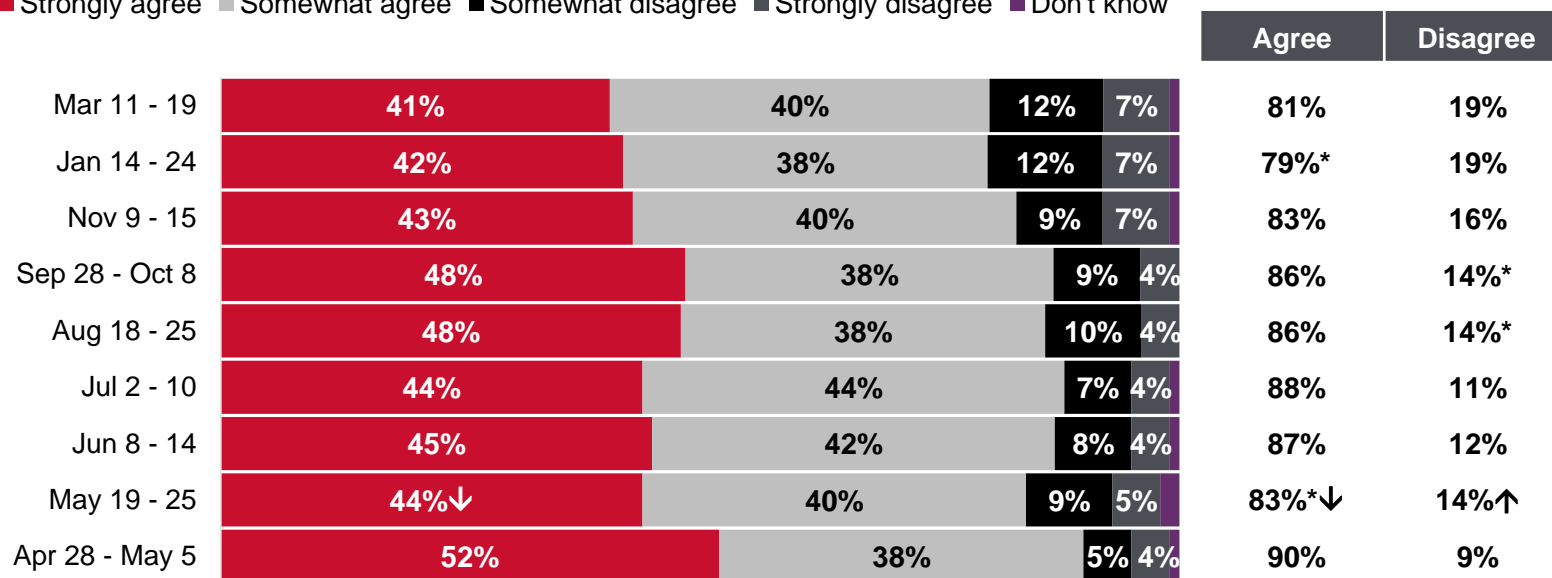
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Clarity of The City's COVID-19 Information

Four-in-five Calgarians (81%) agree the information provided by The City has been clear, although seniors (those aged 65 or older) are less likely than others to agree with this (68% vs. 83% 18 to 34 and 84% 35 to 64).

The Information Provided by The City has been Clear

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



Note: 3% and lower not labelled

*Rounding

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

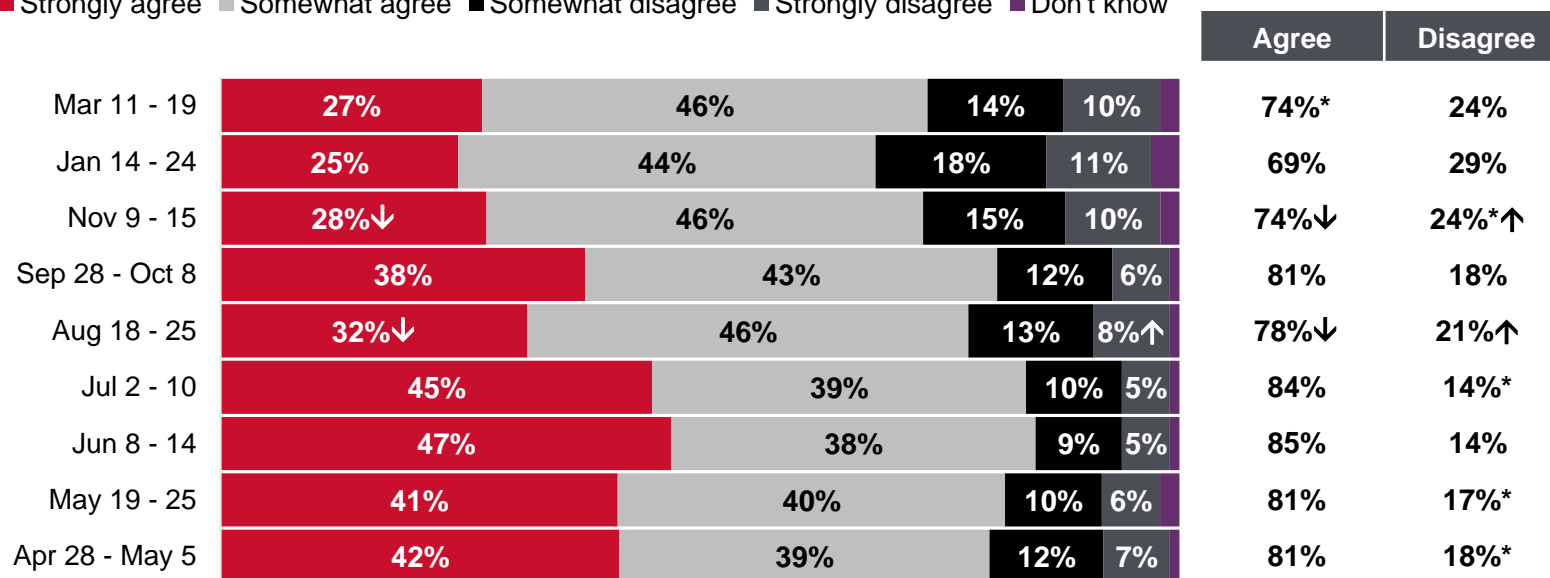
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Speed of The City's COVID-19 Response

Three-quarters (74%) of Calgarians agree The City's response has been quick enough, on par with results since November. Those aged 18 to 34 are less likely than those 35 to 64 to agree with this statement (63% vs. 81%, respectively). SE and NE residents are more likely than NW residents to disagree that The City's response has been quick enough (30% and 31% vs. 18%, respectively).

The City's Response has been Quick Enough

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



Note: 3% and lower not labelled

*Rounding

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

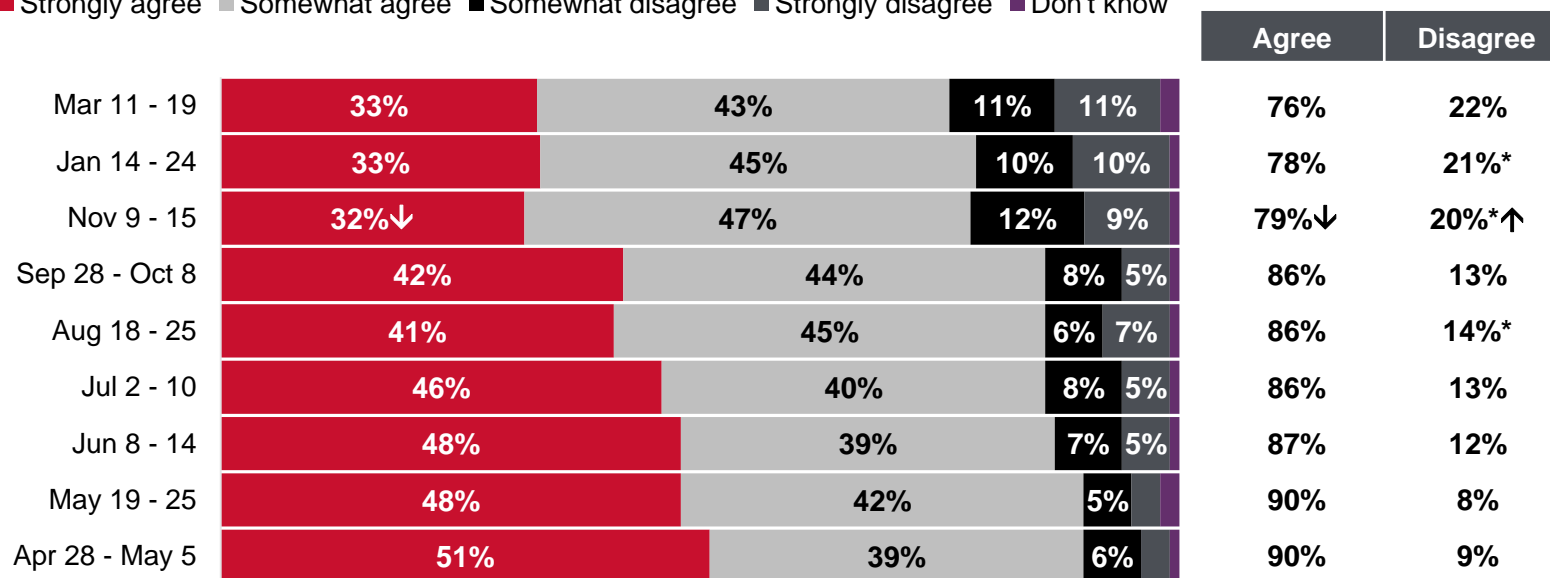
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Helpfulness of The City's COVID-19 Response

Three-quarters (76%) of Calgarians agree The City's response has been helpful, consistent with results from January but down 10 percentage points since last Fall.

The City's Response has been Helpful

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



Note: 3% and lower not labelled

*Rounding

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

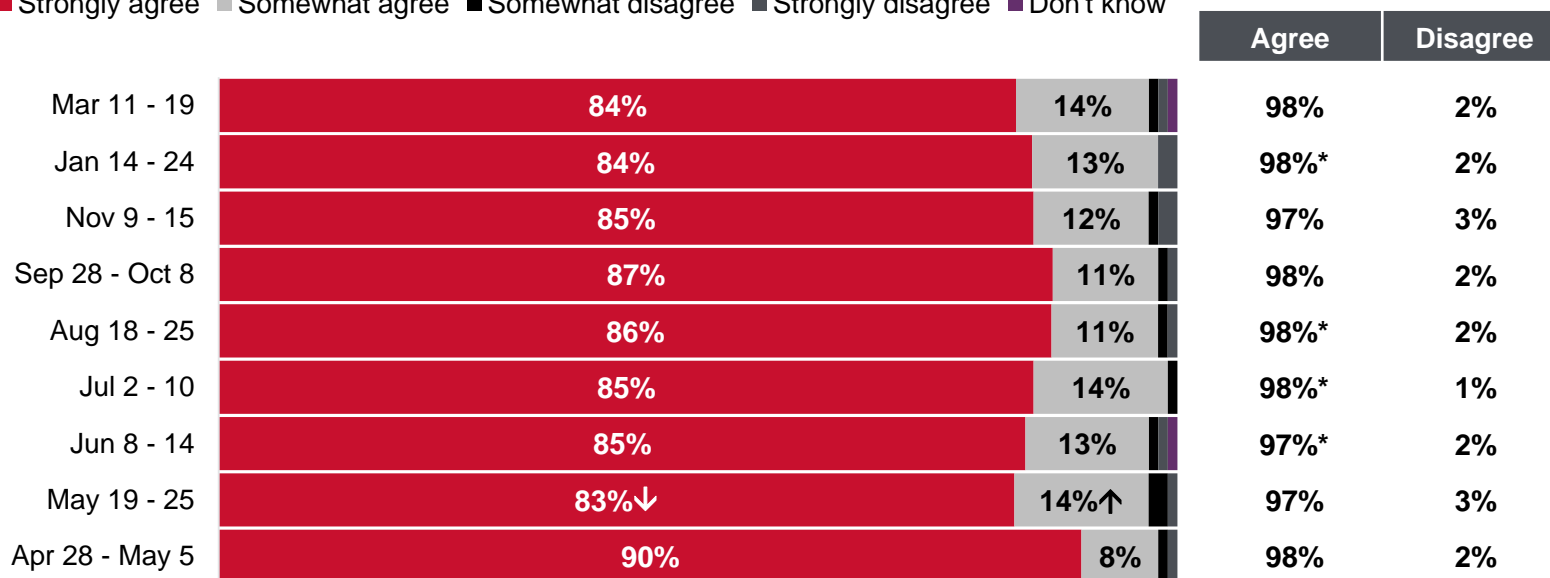
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

Understand How to Limit COVID-19 Spread

Nearly all Calgarians (98%) agree they understand what they're supposed to do to limit the spread of COVID-19 and this has remained consistent since the first COVID-19 Snapshot survey was conducted in Spring of 2020.

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

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



Note: 3% and lower not labelled

*Rounding

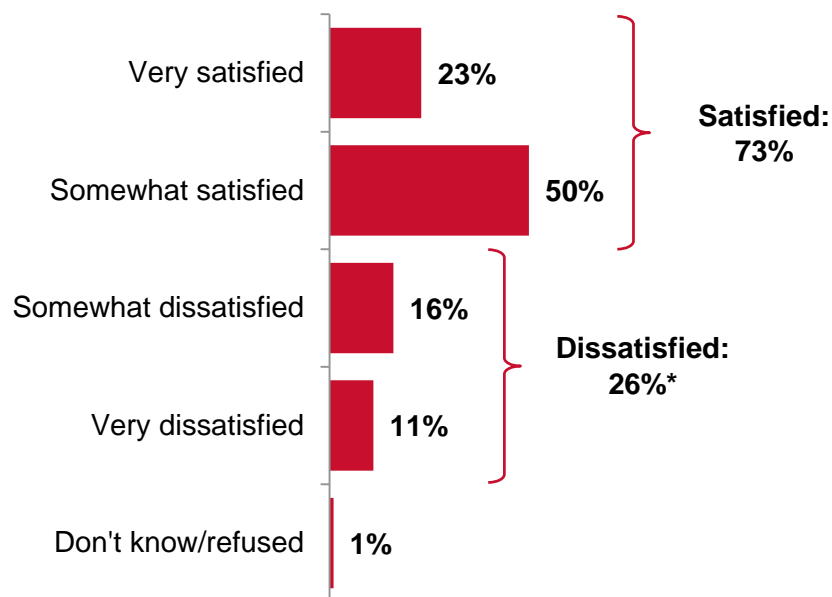
Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements.

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

Satisfaction with The City's COVID-19 Response

The majority (73%) of Calgarians are satisfied with The City's COVID-19 response. Females are more likely than males to be satisfied (77% vs. 68%, respectively).

Satisfaction with The City's COVID-19 Response



*Rounding

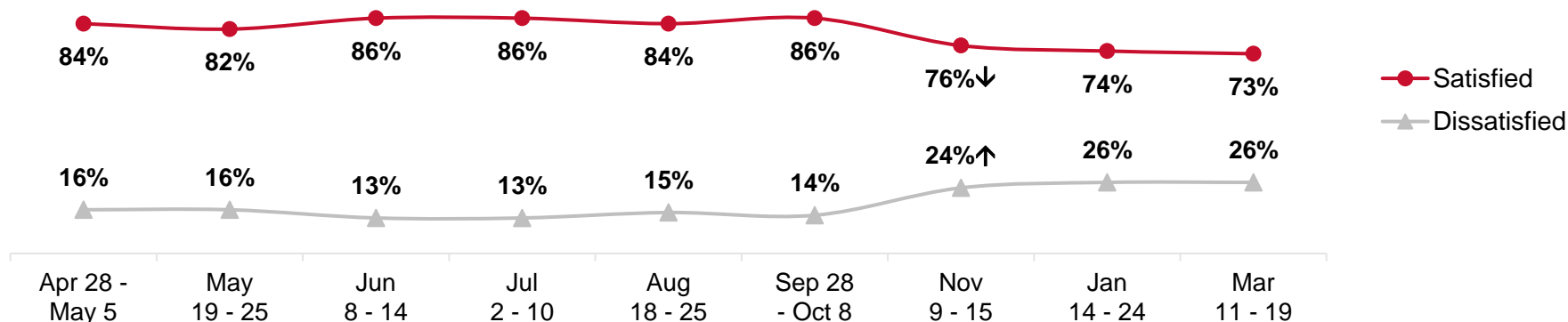
Overall, how satisfied are you with The City's COVID-19 response?

Base: All respondents (n=500)

Satisfaction with The City's COVID-19 Response

Satisfaction with The City's COVID-19 response is consistent with results from January; however, it remains lower than in April through October of 2020.

Satisfaction with The City's COVID-19 Response



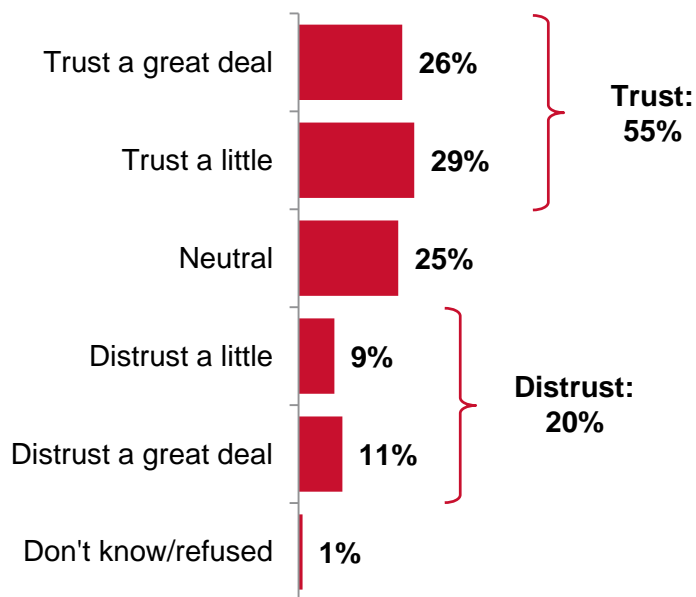
Overall, how satisfied are you with The City's COVID-19 response?

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

Trust in The City's COVID-19 Response

Slightly more than one-half (55%) of Calgarians say they trust The City in terms of its COVID-19 response while one-quarter (25%) are neutral and a fifth (20%) distrust The City. Residents of the NW are more likely than SW and SE residents to trust The City (64% vs. 49% and 46%, respectively). Residents of the SE are more likely than residents of the other quadrants to distrust The City 'a great deal' (19% vs. 8% SW, 9% NW and 9% NE).

Trust in The City Regarding COVID-19 Response



*Rounding

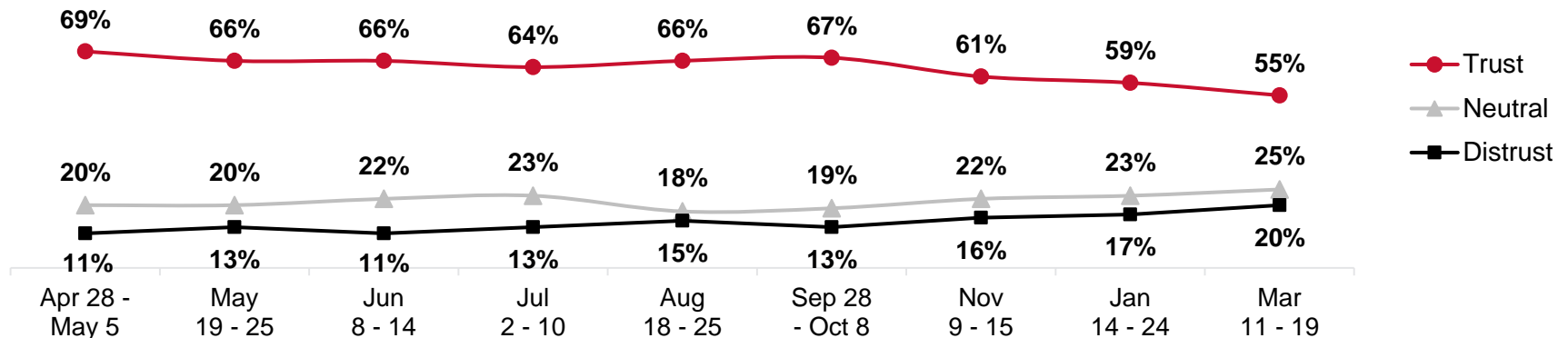
Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

Base: All respondents (n=500)

Trust in The City's COVID-19 Response

Although the drop in trust in The City regarding its COVID-19 response from January to March isn't statistically significant, it is down 12 percentage points since last Fall and continues to trend down since that time.

Trust in The City Regarding COVID-19 Response



Taking into account all the things you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary?

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

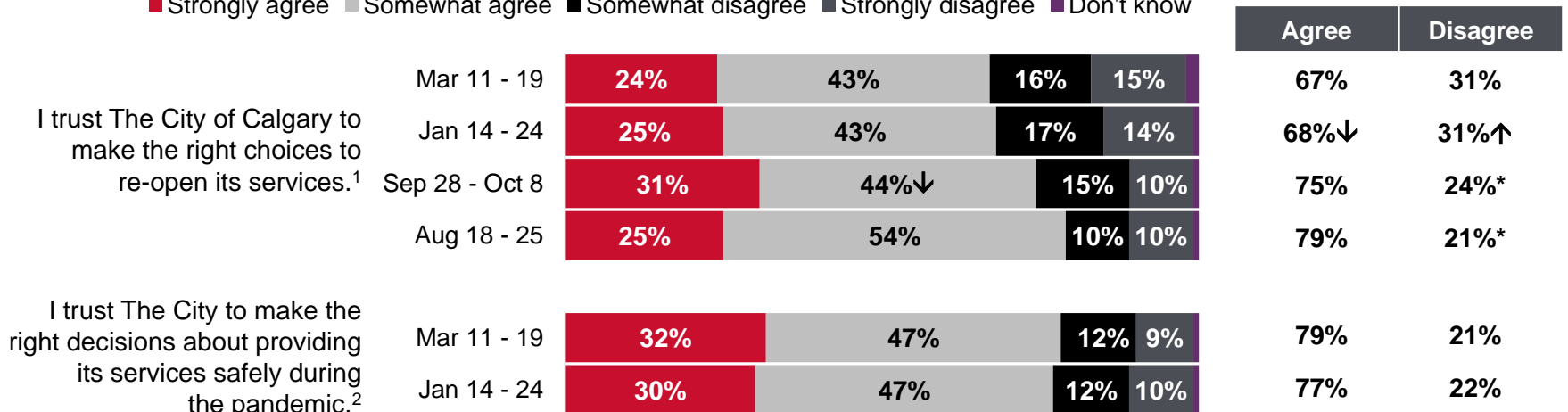
City Services During the Pandemic

Two-thirds (67%) of Calgarians agree they trust The City to make the right choices to re-open its services. Females are more likely than males to agree (73% vs. 61%) as are younger Calgarians compared to their older counterparts (76% 18 to 34 vs. 64% 35 to 64 and 59% 65 or older).

Four-in-five Calgarians (79%) agree they trust The City to make the right decisions about providing its services safely during the pandemic. Females are more likely than males to agree (84% vs. 74%, respectively). Calgarians aged 18 to 34 are more likely than older Calgarians to agree they trust The City in this regard (85% vs. 76% 35 to 64 and 74% 65 or older).

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

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



Note: 3% and lower not labelled

*Rounding

¹New question beginning August 18

²New question beginning January 14

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

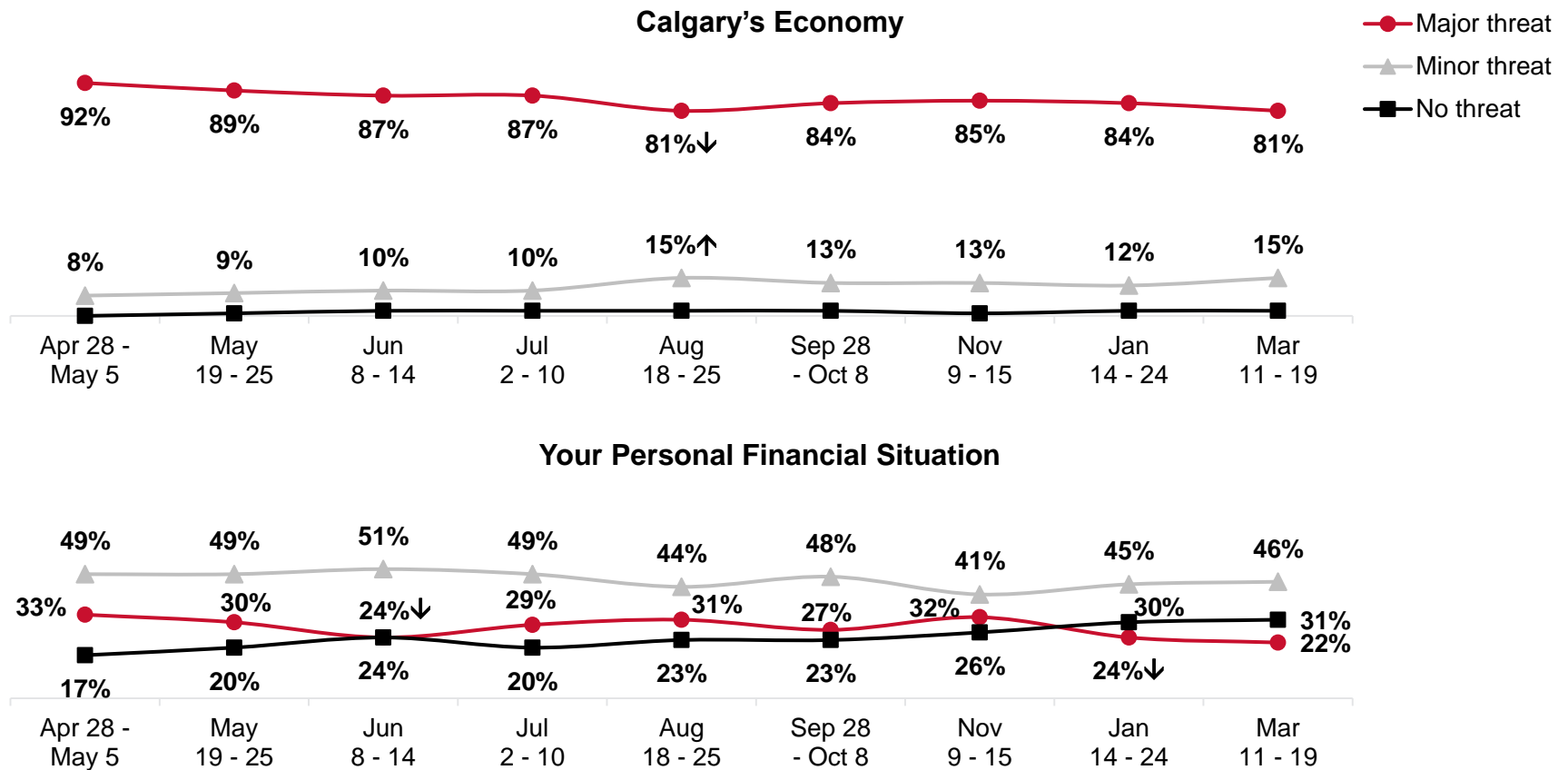
Base: All respondents (n=500)



Concern about COVID-19 and the Pandemic

Perceived Threat Level of COVID-19 – cont'd

Four-in-five Calgarians (81%) see the pandemic as a major threat to Calgary's economy, down 11 percentage points since the first COVID-19 Snapshot survey was conducted in Spring 2020. Slightly less than one-quarter (22%) of Calgarians perceive the pandemic to be a major threat to their personal financial situation and slightly less than half (46%) think it's a minor threat. Those aged 18 to 64 years are much more likely than older Calgarians to see the pandemic as a major threat to their personal financial situation (29% 18 to 34 and 23% 35 to 64 vs. 6% 65 or older).



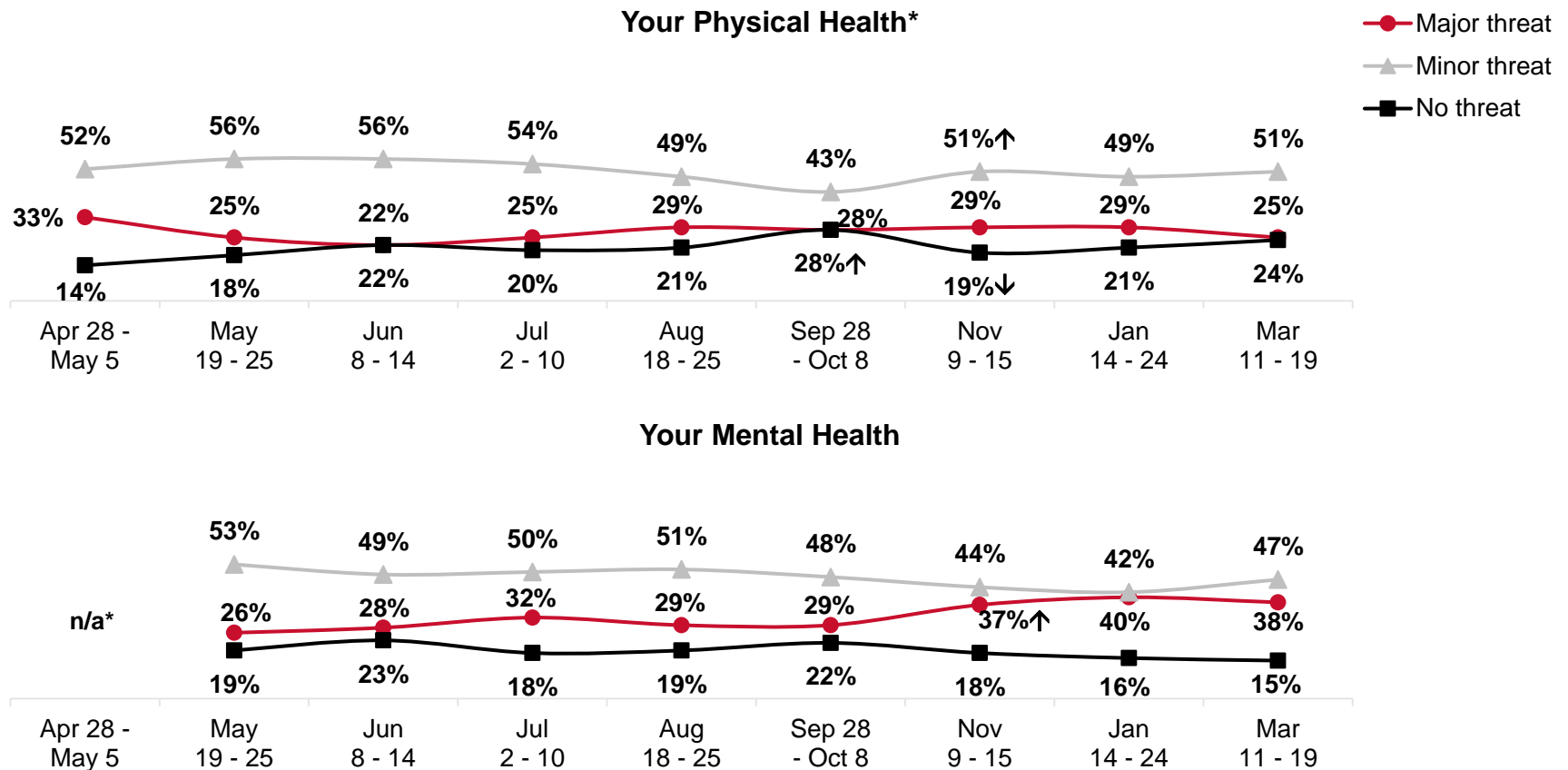
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

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

Note: Data points less than 5% not labelled

Perceived Threat Level of COVID-19 – cont'd

A minority (25%) of Calgarians perceive the pandemic to be a major threat to their physical health while half (51%) see it as a minor threat. Around two-in-five Calgarians (38%) view the pandemic as a major threat to their mental health and nearly half (47%) think it's a minor threat. Those aged 18 to 64 years are more likely than older Calgarians to see the pandemic as a major threat to their mental health (42% 18 to 34 and 39% 35 to 64 vs. 23% 65 or older).



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

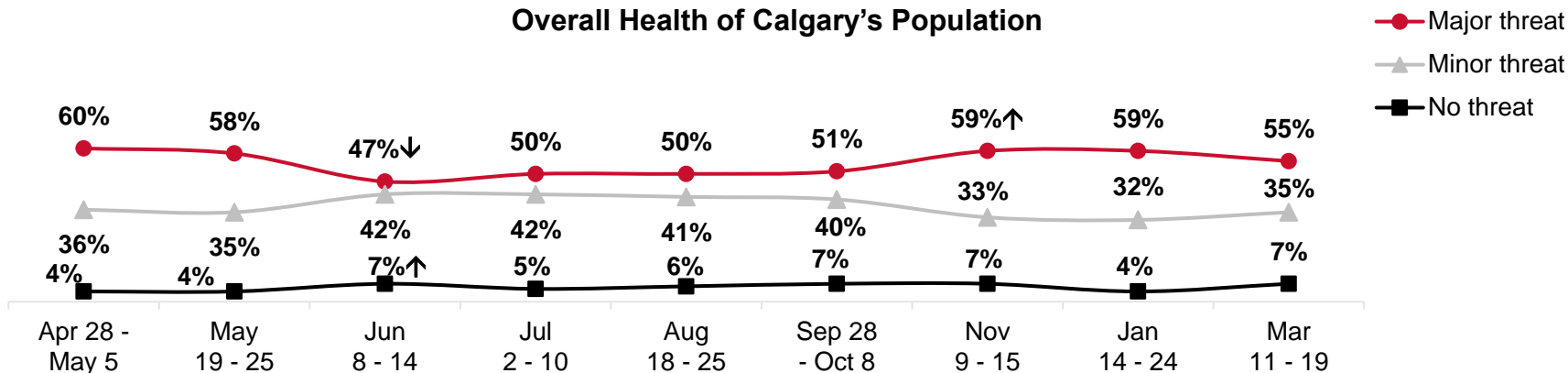
Base: All respondents (n=500 except: May 19 - 25, n=400; Apr 28 - May 5, n=400)

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

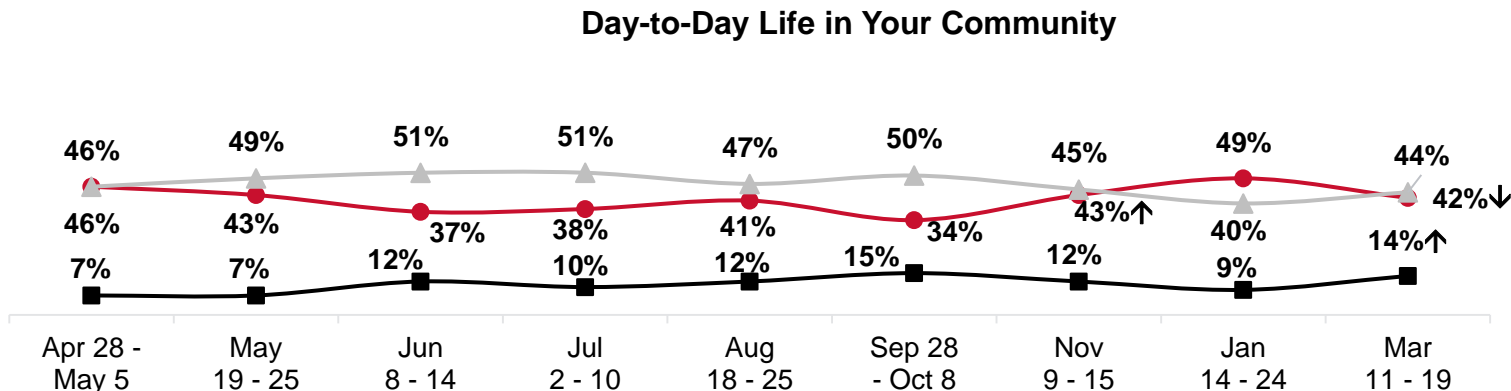
Perceived Threat Level of COVID-19 – cont'd

Slightly more than one-half (55%) of Calgarians perceive the pandemic to be a major threat to the health of Calgary's population as a whole. Fewer (42%) see it as a major threat to day-to-day life in their community, down 7 percentage points from January. Residents of the NE are less likely than residents of the other quadrants to see the pandemic as a major threat to day-to-day life in their community (30% vs. 44% SW, 44% SE and 45% NW).

Overall Health of Calgary's Population



Day-to-Day Life in Your Community



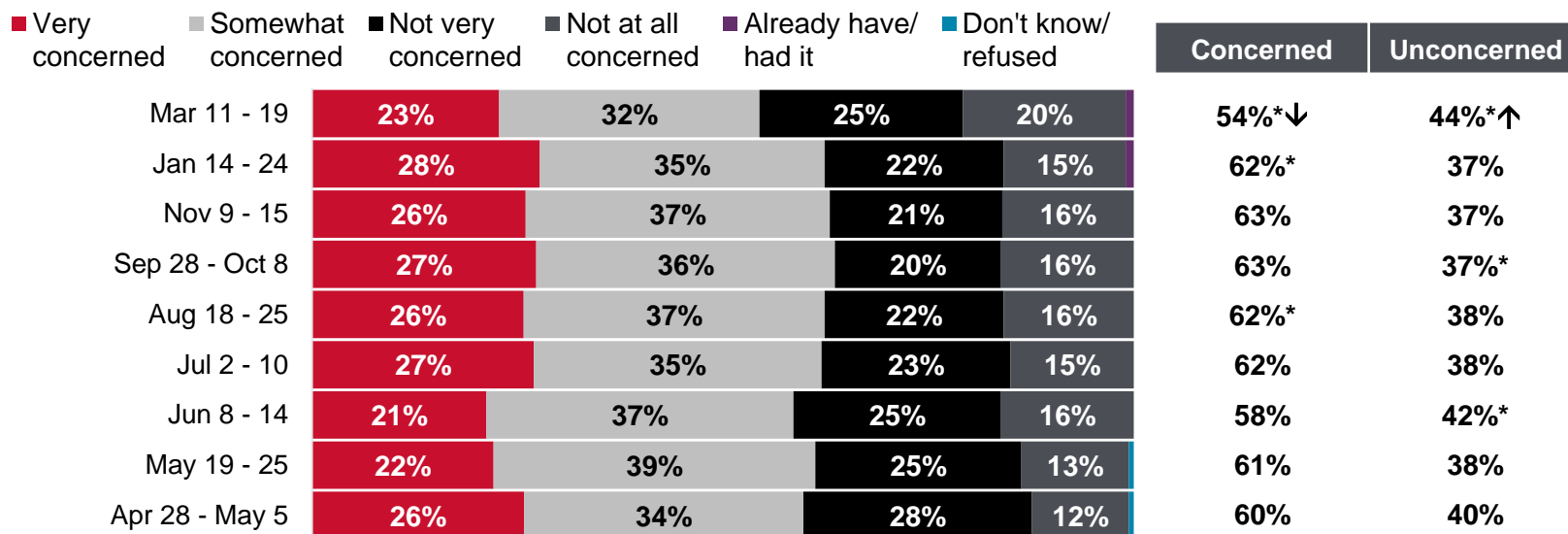
In your opinion, how much of a threat is the COVID-19 outbreak for . . . ?

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

Concern about Becoming Ill From COVID-19

Around one-half (54%) of Calgarians are concerned about becoming ill from COVID-19, down from 62% in January and the lowest to date. A decline in concern from January to March is more pronounced among females (57%, down from 69%), those aged 35 to 64 years (55%, down from 66%), and SE residents (49%, down from 62%) compared to other Calgarians. Seniors (those 65 or older) are more likely than those aged 18 to 34 to be concerned (65% vs. 47%, respectively).

Concern about Oneself Becoming Ill from COVID-19



Note: 3% and lower not labelled

*Rounding

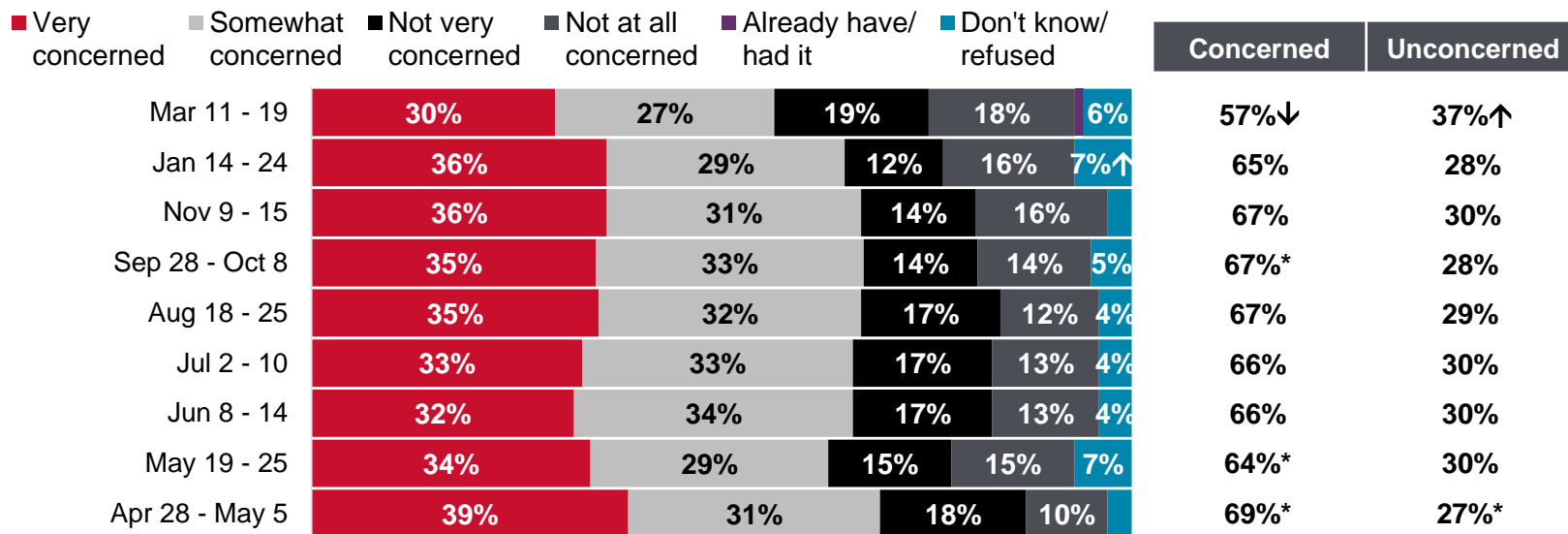
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Concern about Becoming Ill From COVID-19

More than one-half (57%) of Calgarians are concerned about a member of their household becoming ill from COVID-19, down from 65% in January and the lowest to date. Calgarians largely driving this decline in concern about household members are females (59%, down from 70%), 35 to 64 year olds (55%, down from 70%), and SW (53%, down from 65%) and NW (58%, down from 69%).

Concern about a Household Member Becoming Ill from COVID-19



Note: 3% and lower not labelled

*Rounding

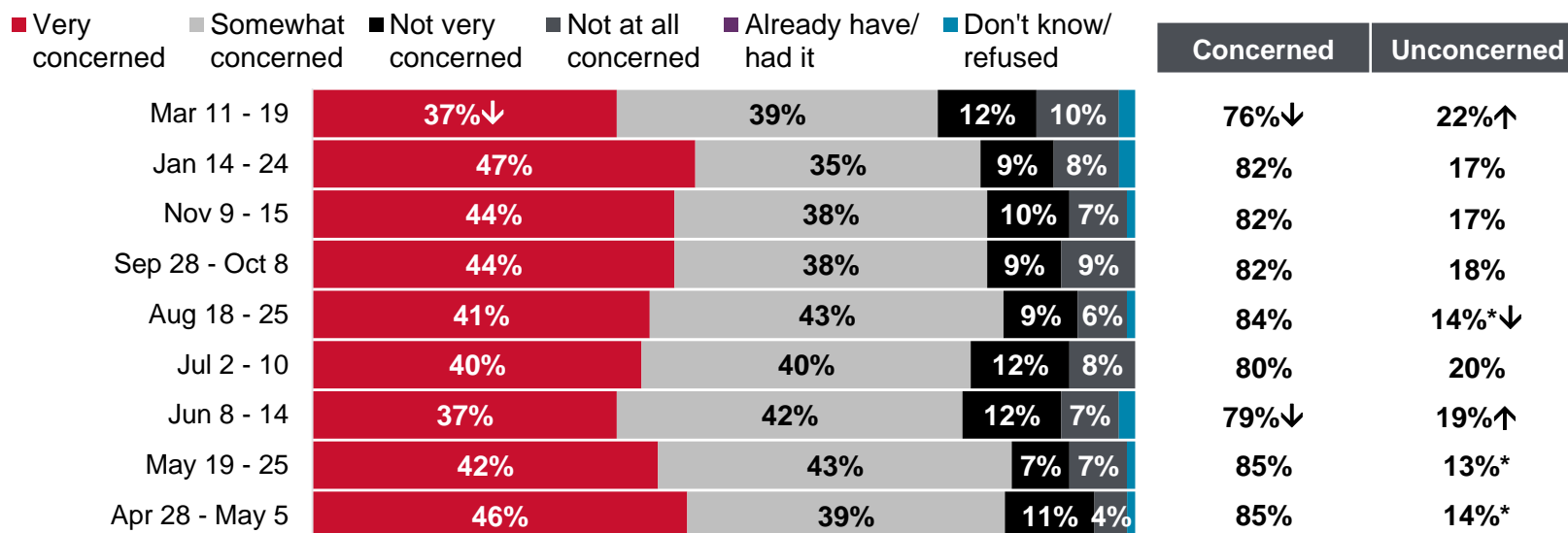
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Concern about Becoming Ill From COVID-19

Three-quarters (76%) of Calgarians are concerned about family or friends who don't reside with them becoming ill from COVID-19, down from 82% in January and the lowest to date. Females are more likely than males to be concerned about this (80% vs. 71%, respectively).

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



Note: 3% and lower not labelled

*Rounding

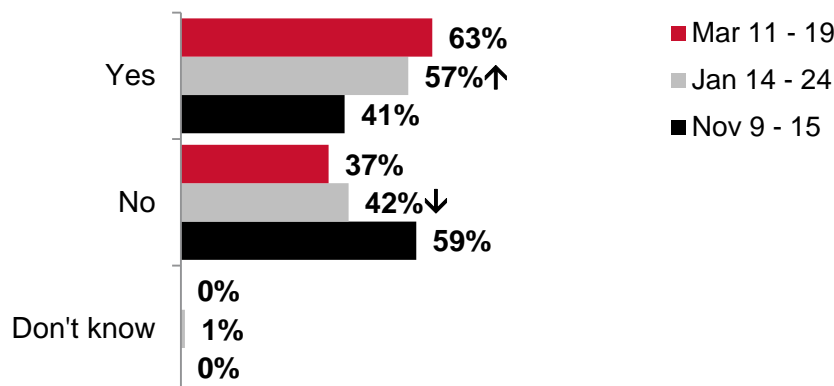
Please tell me whether you are very concerned, somewhat concerned, not very concerned, or not at all concerned with each of the following people becoming ill from COVID-19.

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

Have or Know Someone who has/had COVID-19

Nearly two-thirds (63%) of Calgarians have either been confirmed to have COVID-19 or personally know someone who has been confirmed to have it. This is up 22 percentage points since this question was first asked in November. Younger Calgarians (aged 18 to 64) are more likely than seniors (65 or older) to have been and/or know someone confirmed to have COVID-19 (67% 18 to 34 and 64% 35 to 64 vs. 51% 65 or older).

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



New question beginning November 9

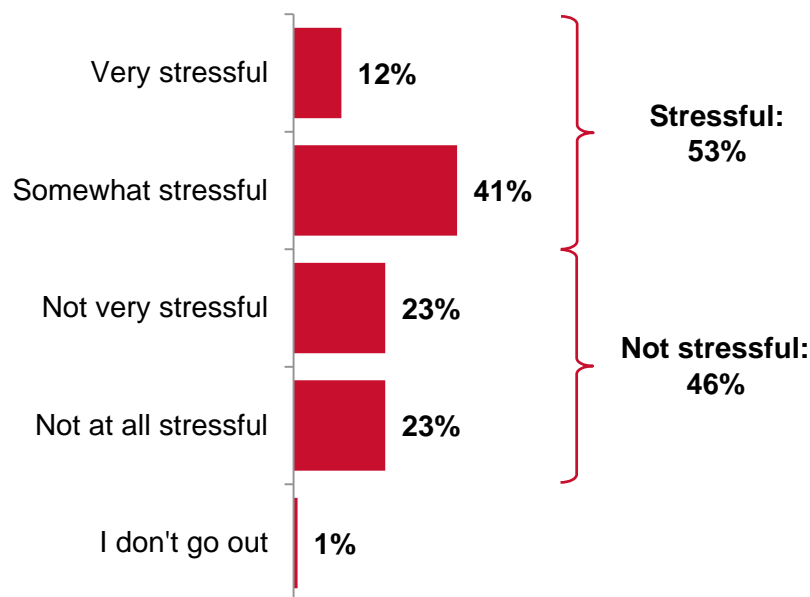
Have you or someone you know such as a family member, friend, colleague or acquaintance been confirmed to have COVID-19?

Base: All respondents (n=500)

Stress Level When in Public During Pandemic

Around one-half (53%) of Calgarians find it stressful to be in public during the pandemic. Females are more likely than males to say they find it stressful (59% vs. 46%, respectively).

Stress Level When in Public During the Pandemic



*Rounding

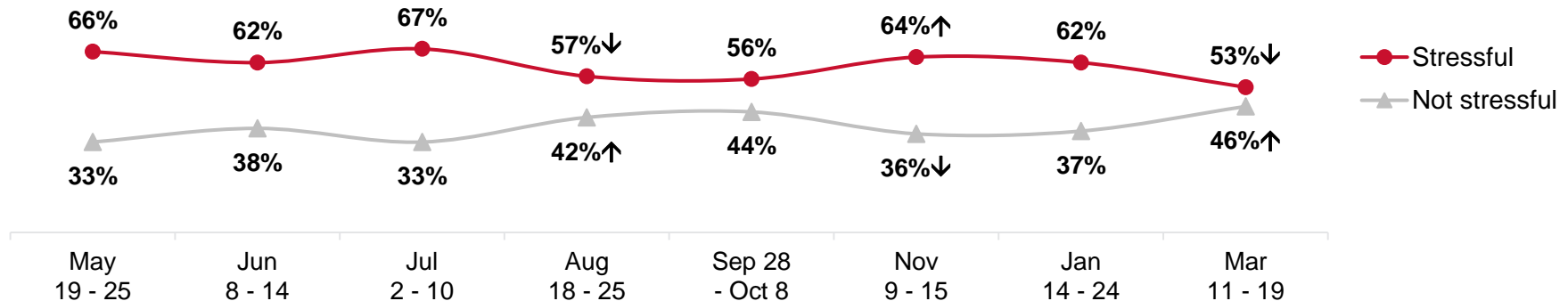
During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

Base: All respondents (n=500)

Stress Level When in Public During Pandemic

The proportion of Calgarians saying they find it stressful being in public during the pandemic (53%) is down 9 percentage points since January and is the lowest it's been since this question was first asked in May. This decline is attributed more to females (59%, down from 73%) and those aged 35 to 64 years (52%, down from 63%) than to other Calgarians.

Stress Level When in Public During the Pandemic



New question beginning May 19

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

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

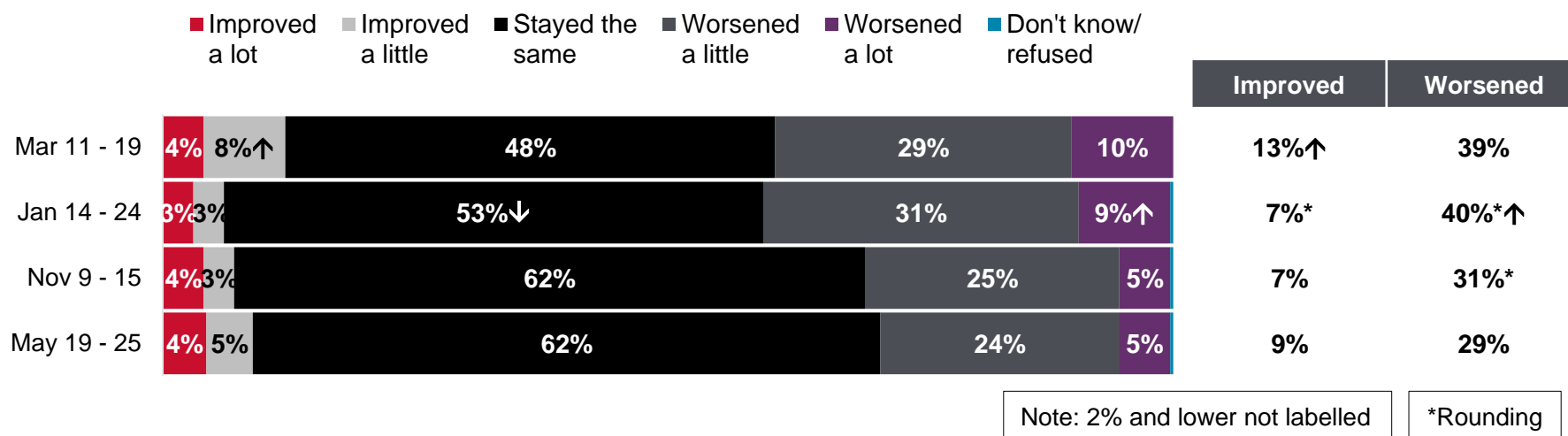


Impacts of the COVID-19 Pandemic

Changes in Physical Health

Although the proportion of Calgarians who report that their physical health has worsened during the pandemic (39%) is consistent with results from January, there's been a slight increase in Calgarians reporting that it's improved (13%, up from 7%). Calgarians aged 18 to 64 are more likely than seniors (those 65 or older) to say their physical health has improved (17% 18 to 34 and 12% 35 to 64 vs. 6% 65 or older) while seniors are more likely to say its stayed about the same as before the pandemic (62% vs. 42% 18 to 34 and 47% 35 to 64).

Change in Physical Health Since the Pandemic Began



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

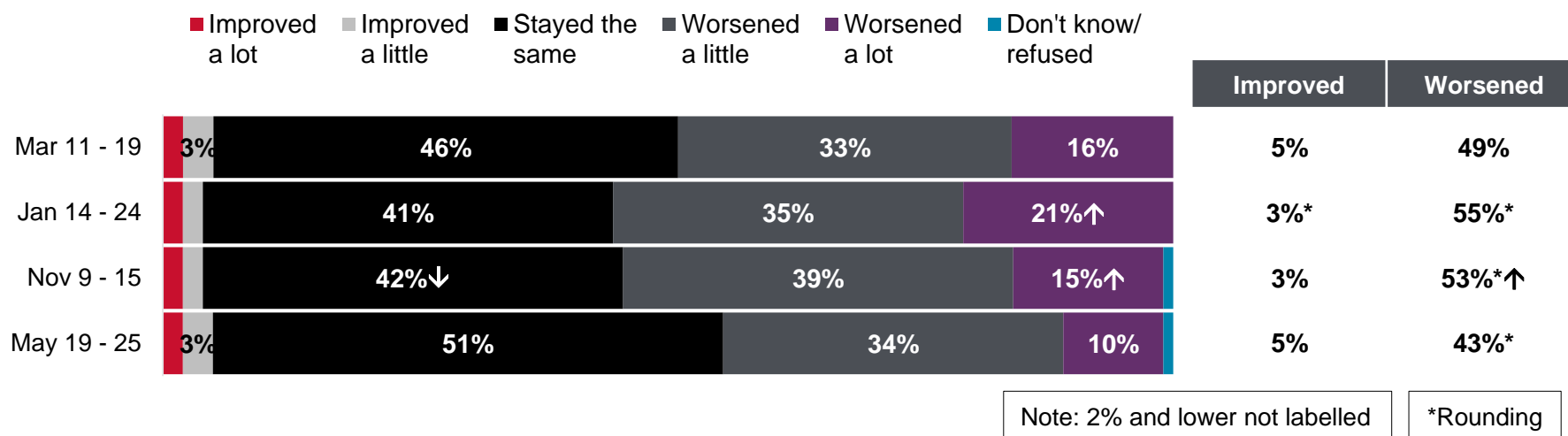
May 19 - 25: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?

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

Changes in Mental Health

One-half (49%) of Calgarians report their mental health has worsened during the pandemic. Calgarians aged 18 to 64 are more likely than seniors (those 65 or older) to say their mental health has worsened (50% 18 to 34 and 52% 35 to 64 vs. 37% 65 or older), while seniors are more likely to say it's stayed about the same as before the pandemic (58% vs. 44% 18 to 34 and 42% 35 to 64).

Change in Mental Health Since the Pandemic Began



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

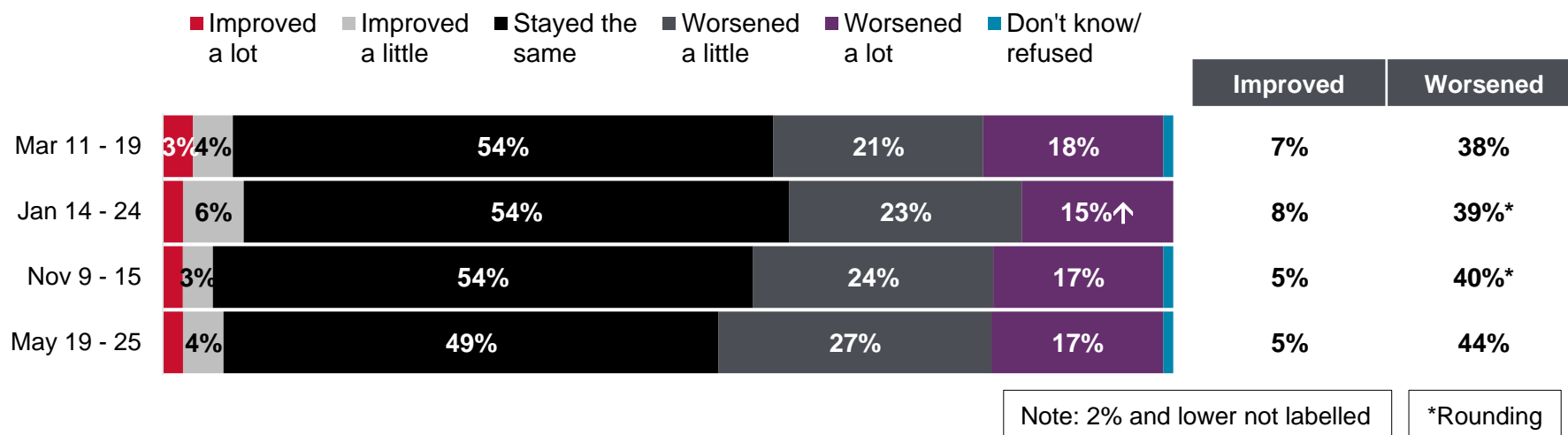
May 19 - 25: Compared to just before the pandemic started and restrictions were put in place, would you say your [ITEM] has improved, remained the same, or worsened?

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

Changes in Financial Situation

Around two-in-five Calgarians (38%) say their personal financial situation has worsened since the beginning of the pandemic, consistent with results from January. Calgarians aged 18 to 64 are more likely than seniors (those 65 or older) to say their financial situation has worsened (46% 18 to 34 and 38% 35 to 64 vs. 23% 65 or older), while seniors are more likely to say it's stayed about the same as before the pandemic (71% vs. 44% 18 to 34 and 55% 35 to 64).

Change in Personal Financial Situation Since the Pandemic Began



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

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

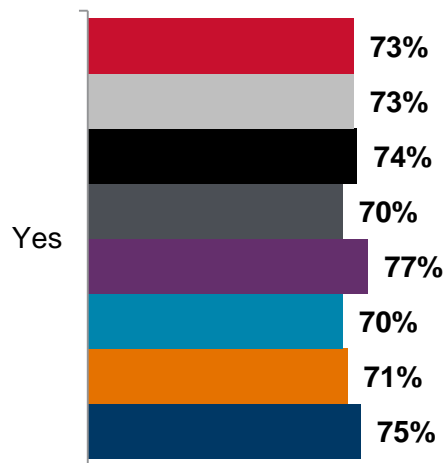
Base: All respondents (n=500 except: May 19 - 25, n=400)

Impacts to Employment

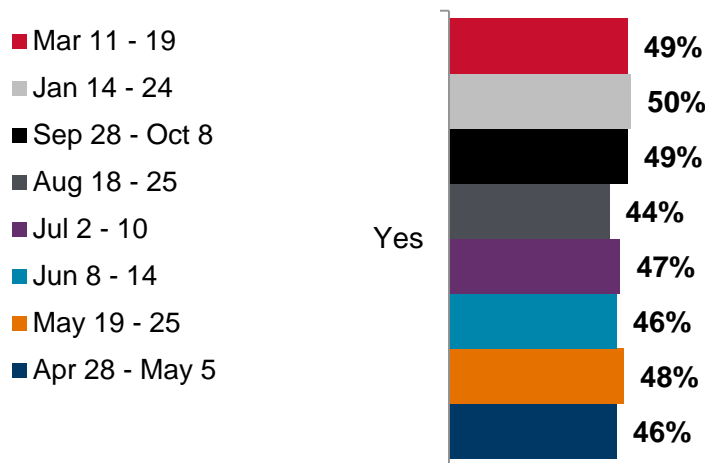
Of the majority (73%) of Calgarians employed at the beginning of the pandemic, half (49%) have experienced job or income loss due to the pandemic. Residents of the SE and NE are more likely than NW residents to have experienced this (52% and 61% vs. 37%, respectively), as are those aged 18 to 34 compared to 35 to 64 (58% vs. 44%, respectively).

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

Employed at Beginning of Pandemic



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



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

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

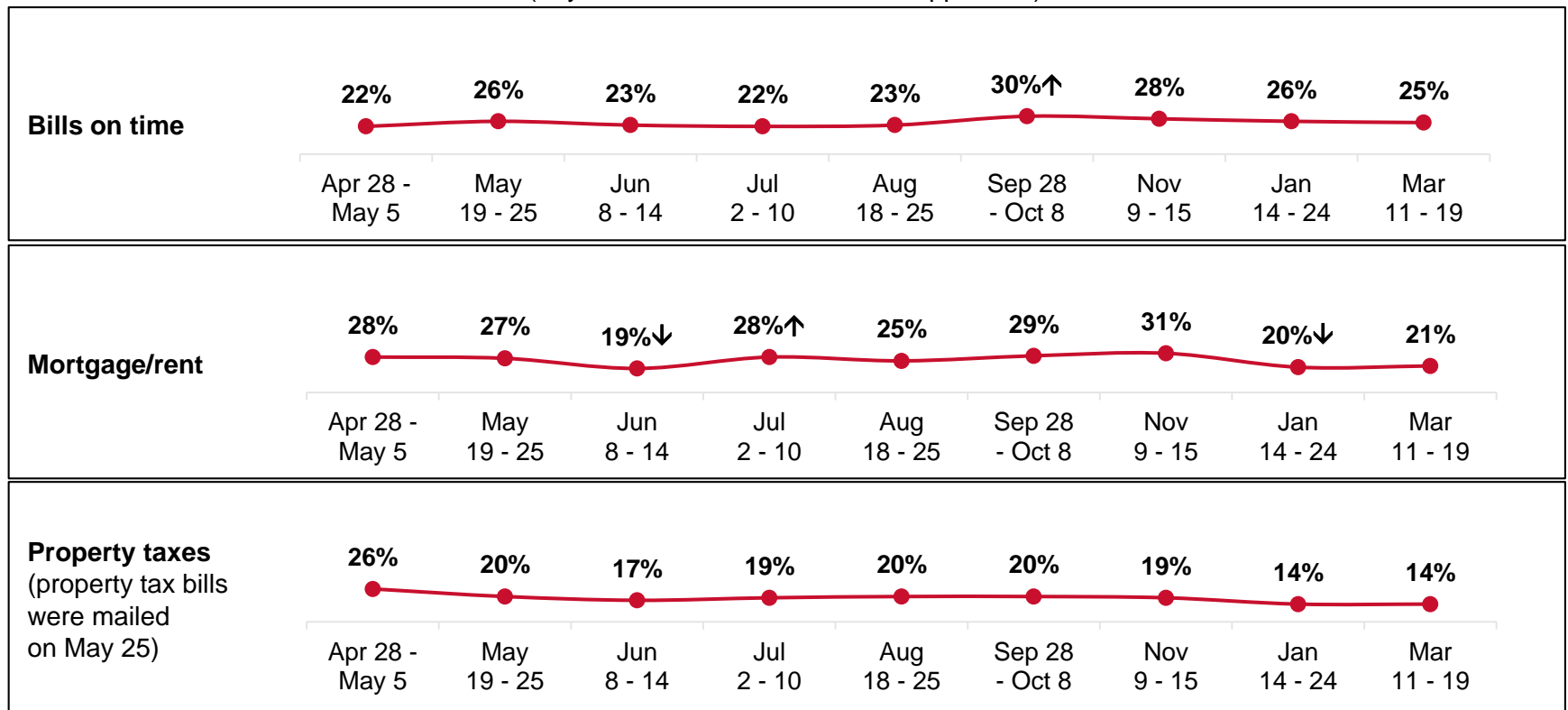
Have you experienced a job loss or income loss due to the COVID-19 pandemic?

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

Financial Impacts of COVID-19 Pandemic

A minority of Calgarians say the pandemic is having a negative impact on their ability to pay their bills on time (25%), their mortgage/rent (21%), and/or their property taxes (14%). Calgarians aged 18 to 64 are more likely than seniors (those 65 or older) to report a negative impact on their capacity to pay bills on time (33% 18 to 34 and 25% 35 to 64 vs. 11% 65 or older) and/or to pay their mortgage/rent (28% 18 to 34 and 19% 35 to 64 vs. 10% 65 or older). Residents of the SE and NE are more likely than NW residents to say the pandemic has negatively impacted their capacity to pay their mortgage/rent (25% and 33% vs. 12%, respectively) and/or their property taxes (18% and 25% vs. 7%, respectively).

Negative Impact on Capacity to Pay . . . (% yes of those to whom each is applicable)



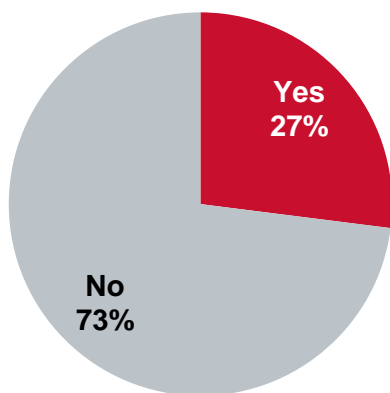
At the moment, has the COVID-19 pandemic had a negative impact on you financially when it comes to the following:

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

Use of Social Support Services During Pandemic

Around one-quarter (27%) of Calgarians have needed to access social support services that they didn't use prior to the pandemic. Calgarians aged 18 to 34 were more likely than other Calgarians to do this (43% vs. 23% 35 to 64 and 6% 65 or older). The support services used by the majority (72%) were financial in nature, with half (52%) accessing CERB and a minority (13%) using EI. Around a tenth (13%) accessed mental health support.

Needed to Access Social Support Services not used Before the Pandemic

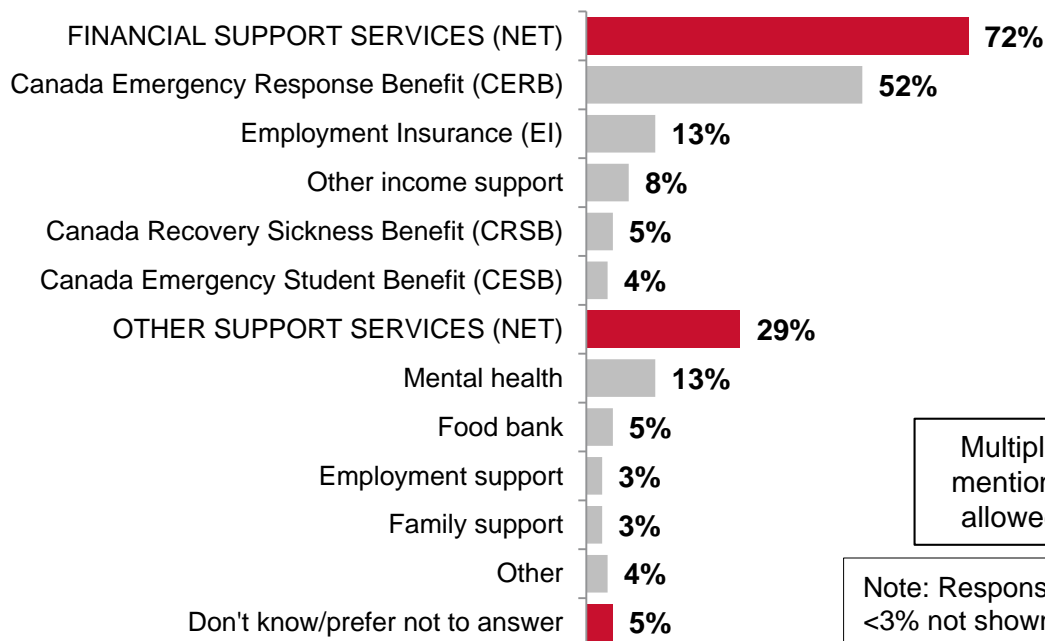


New question beginning March 11

Since the pandemic began, have you needed to access social support services that you didn't use prior to the beginning of the pandemic?

Base: All respondents (n=500)

Social Support Services Needed Since the Beginning of the Pandemic (among those who needed to access social support services)



Multiple mentions allowed

Note: Responses <3% not shown.

New question beginning March 11

Which social services did you need to access?

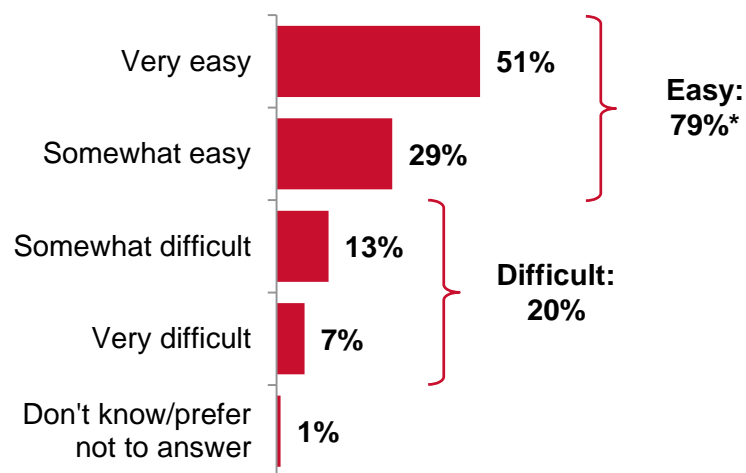
[Note: Response options were not read to respondents]

Base: Respondents who accessed a social support service (n=119)

Ease of Accessing Social Support Services

Among Calgarians who needed to access support services that they didn't use prior to the pandemic, the majority (79%) found it easy to access them. Sample sizes for demographic subgroups are too small to analyze differences.

Ease of Accessing Social Support Services Needed (among those who needed to access social support services)



New question beginning March 11

Overall, how easy was it to access the social support services?

Base: Respondents who accessed a social support service (n=119)

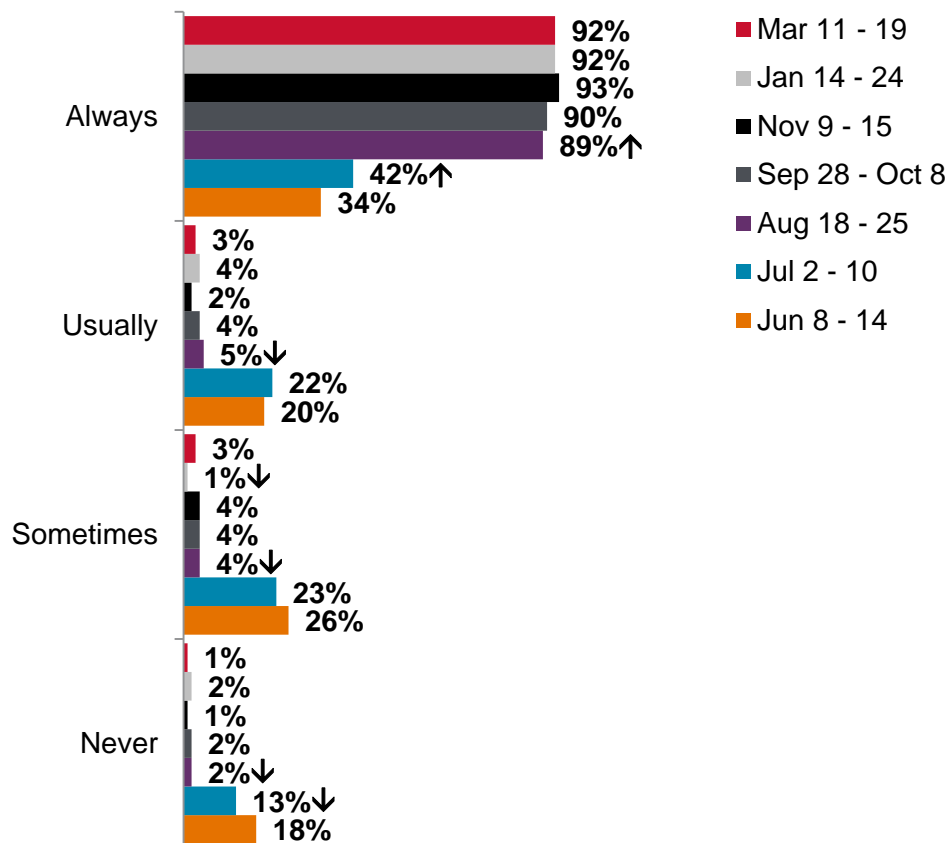


Relaunch and Moving Forward

Frequency of Wearing a Face Mask

Most Calgarians (92%) say they always wear a face mask in public and confined spaces such as grocery stores, shopping malls, and public transit.

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



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

New question beginning June 8

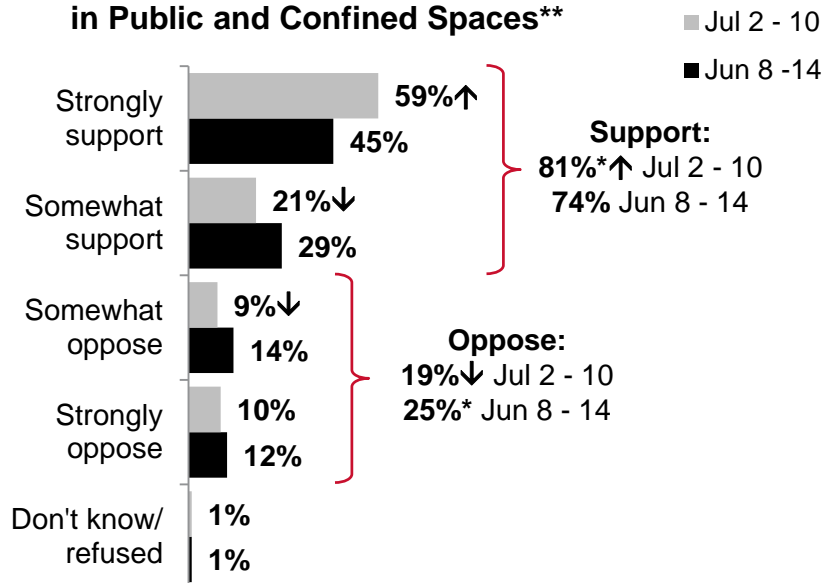
How often do you wear a face mask in public and confined spaces such as grocery stores, shopping malls and public transit?

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

Support for Face Coverings Bylaw

The majority (83%) of Calgarians support the Face Coverings Bylaw, although this is down from 90% in January. Females are more likely than males to support the bylaw (87% vs. 80%, respectively); however, support among females has dropped from 95% in January. Support among seniors (those aged 65 or older) has also declined since January, from 96% to 86%, putting them on par with Calgarians aged 18 to 64 when it comes to bylaw support.

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



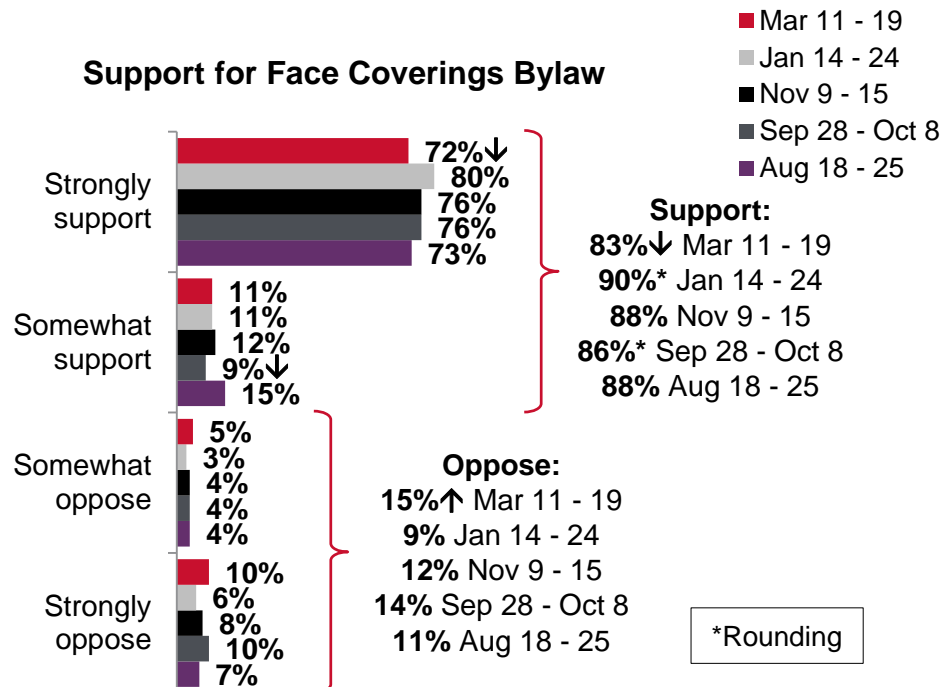
**Note: Data collected before the decision to enact the bylaw was made.

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)

Support for Face Coverings Bylaw



*Rounding

New question beginning August 18

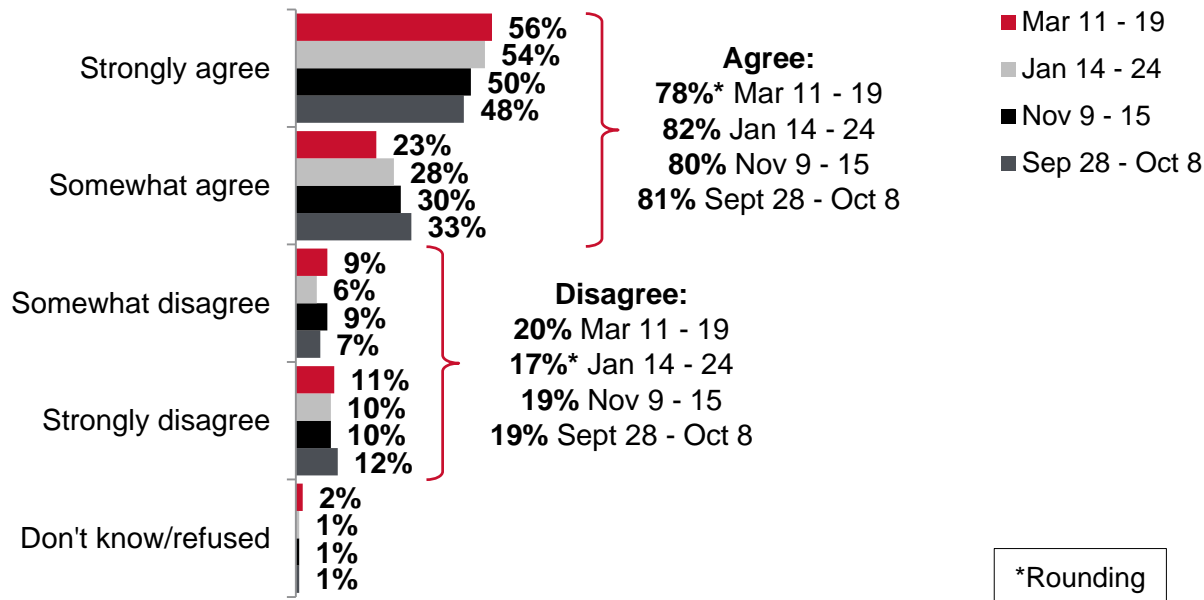
As you may already know, on July 21st City Council voted in favour of a bylaw that requires face masks or coverings be worn on public transit and in public indoor spaces such as retail stores and shopping malls, recreation centres and public common spaces in office buildings. To what extent do you support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

Base: All respondents (n=500)

Impact of Bylaw on Willingness to be in Public

Slightly more than three-quarters (78%) of Calgarians agree that mandatory face coverings in public and indoor spaces make them more willing or confident to go shopping, visit restaurants, ride transit or do other activities in public. Seniors (those aged 65 or older) are more likely than those aged 35 to 64 to agree (87% vs. 75%, respectively).

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



New question beginning September 28

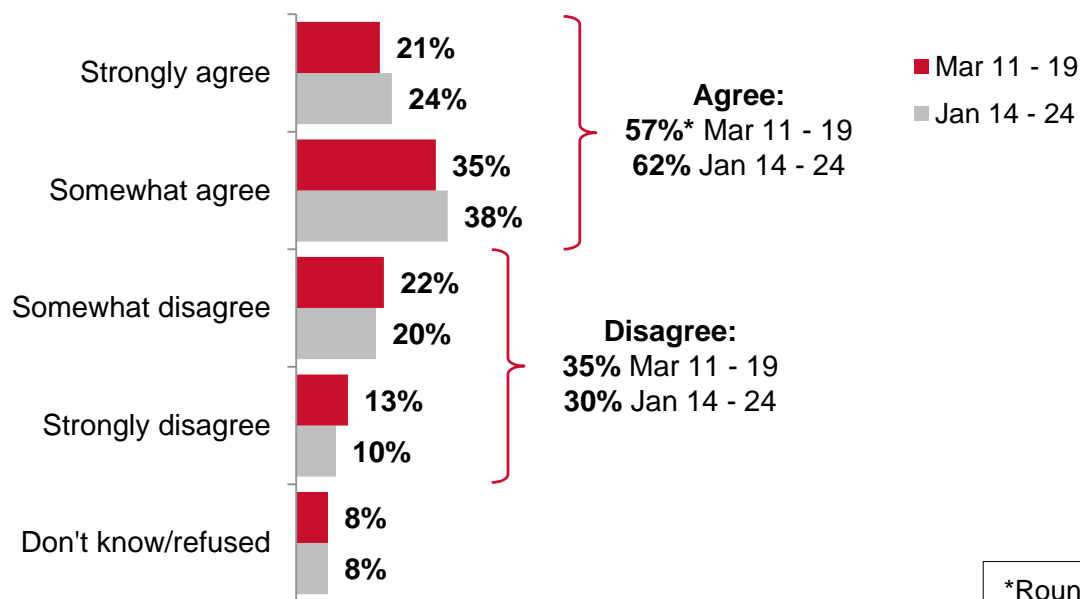
To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

Base: All respondents (n=500)

Perception that The City is Sufficiently Enforcing the Face Coverings Bylaw

More than one-half (57%) of Calgarians agree The City is sufficiently enforcing the Face Coverings Bylaw, with females being more likely than males to agree (62% vs. 52%, respectively).

Perception that The City is Sufficiently Enforcing the Face Coverings Bylaw



New question beginning January 14

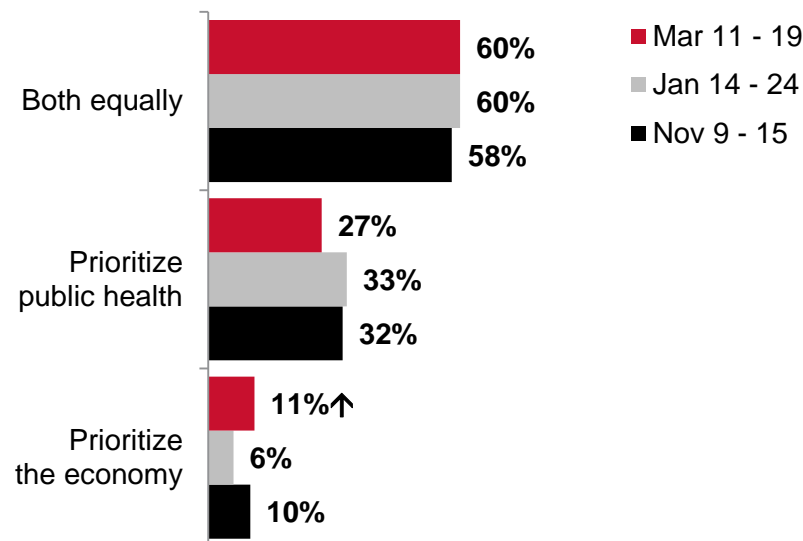
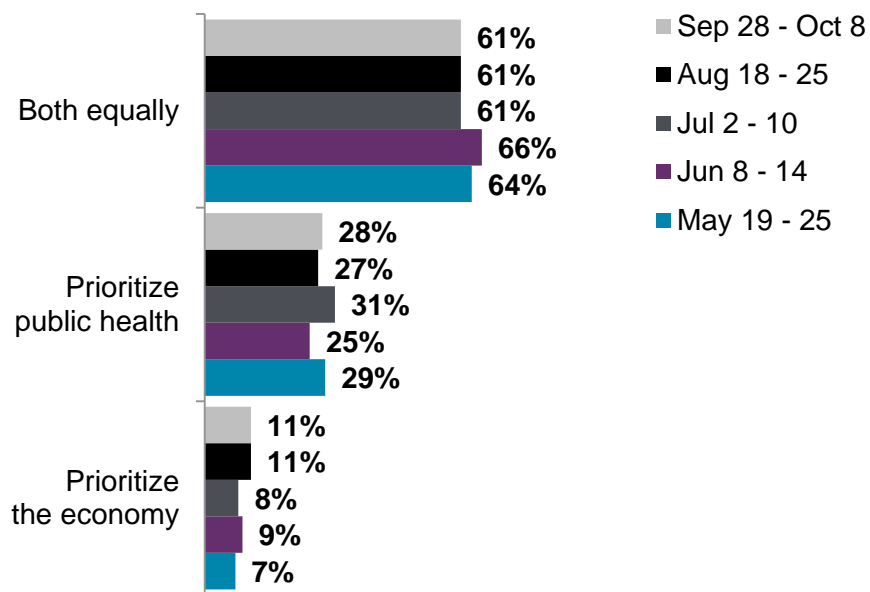
To what extent do you agree or disagree that The City is sufficiently enforcing the Face Coverings Bylaw?

Base: All respondents (n=500)

Prioritizing Public Health vs. Economy

Three-in-ten Calgarians (60%) think government decision-makers should prioritize public health and the economy equally when making decisions about actions and restrictions to reduce the spread of COVID-19, on par with January's results. The proportion of Calgarians who think the economy should be the priority sits at 11%, up from 6% in January. Males are more likely than females to say the priority should be the economy (14% vs. 8%, respectively).

Opinions about Prioritizing Public Health vs. the Economy



New question beginning May 19

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

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

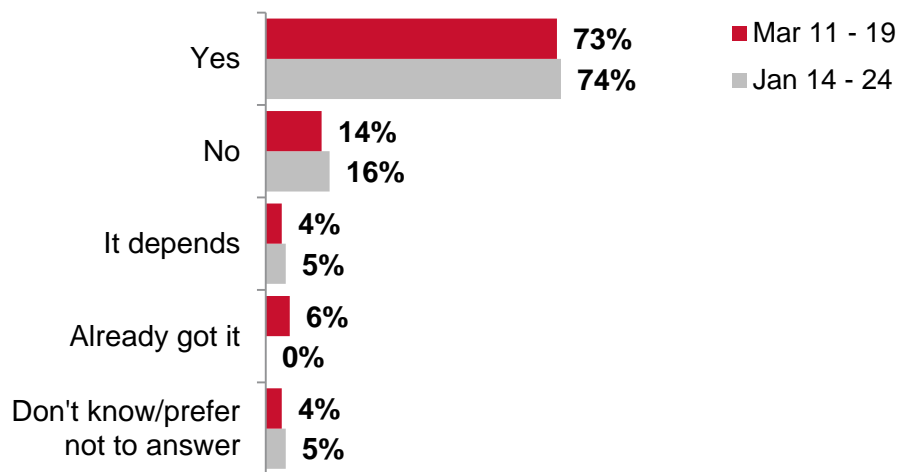
Government decision-makers have to balance the importance of public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19. Do you think the priority should be public health, the economy, or both equally?

Base: All respondents (n=500)

Intention to Get the COVID-19 Vaccine

Three-quarters (73%) of Calgarians intend to get a COVID-19 vaccine when it's available to them and slightly more than a tenth (14%) do not intend to get one. Fewer than one-in-ten Calgarians (6%) have already received a COVID-19 vaccine. Not surprisingly given that in Alberta, vaccines had been made available only to health care workers and seniors at the time of data collection, seniors (aged 65 or older) are much more likely to have already been vaccinated (25% vs. 3% 18 to 34 and 1% 35 to 64).

Intention to get a COVID-19 Vaccine



New question beginning January 14

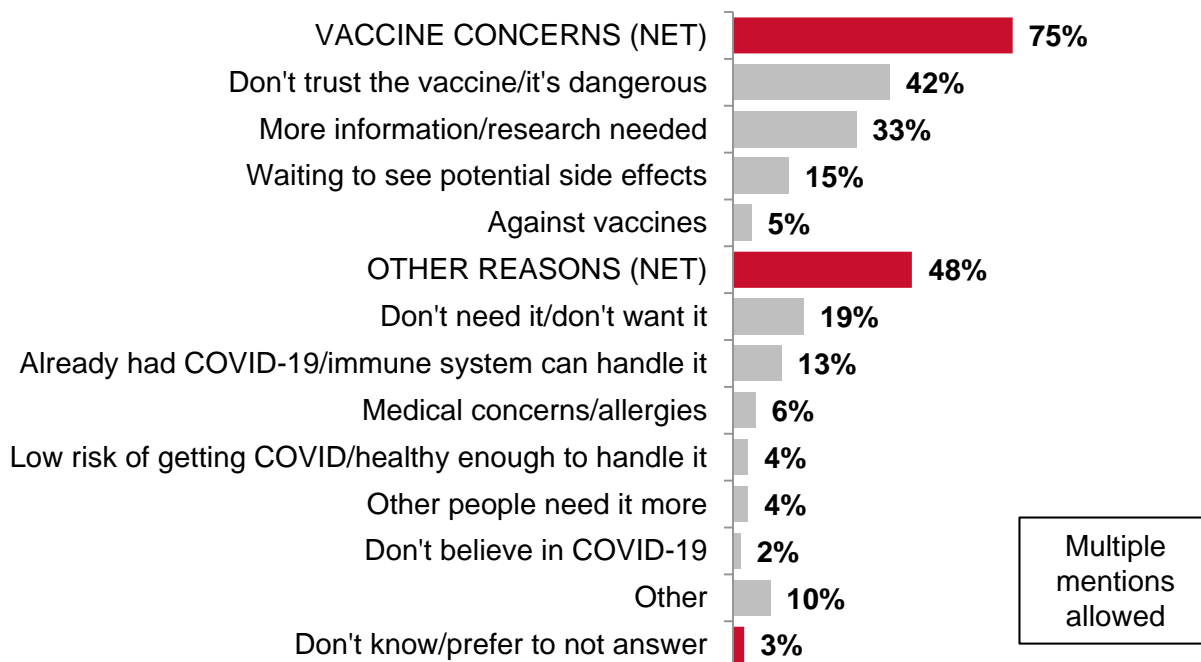
When a COVID-19 vaccine is available to the general public, do you intend to get it?

Base: All respondents (n=500)

Reasons for Not Intending to Get a COVID-19 Vaccine

Concerns about the COVID-19 vaccines are the most mentioned reasons for not intending to get one (75% in total). Specific reasons include lack of trust and/or believing the vaccines are dangerous (42%), needing more information and/or research on the vaccines (33%), and waiting to see potential side effects (15%). A fifth (19%) say they simply don't need/want it while slightly fewer (13%) have already had it and/or believe their immune system can handle the virus.

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



New question beginning March 11

Why do you not intend to get the vaccine?

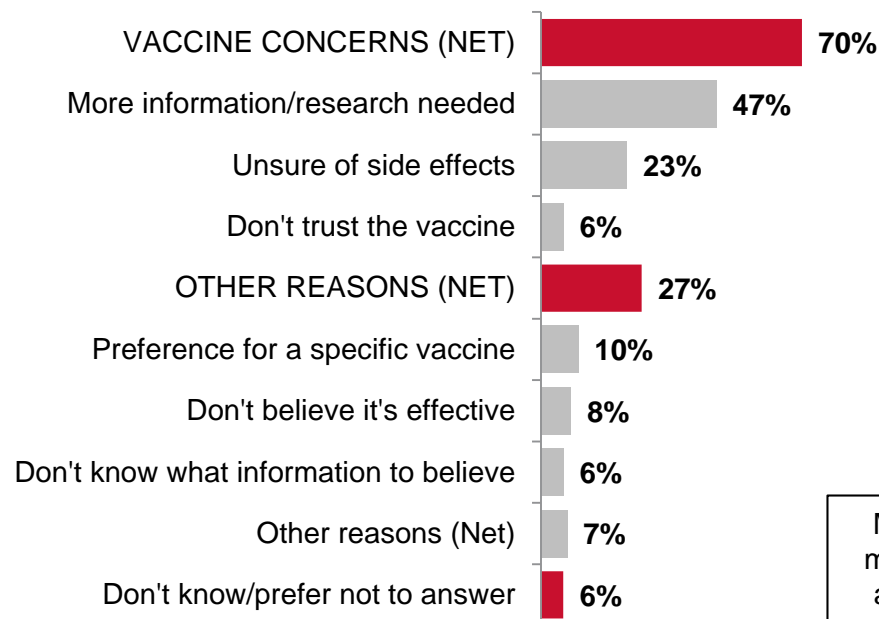
[Note: Response options were not read to respondents]

Base: Respondents who do not intend to get a COVID-19 vaccine (n=65)

Reasons for Being Unsure About Getting a COVID-19 Vaccine**

Concerns about the COVID-19 vaccines are the most mentioned reasons for not being sure about getting one (70% in total). Specifically, around half (47%) of these Calgarians said that they need to see more information about the vaccines and/or that more research on them is needed. Approximately a quarter (23%) aren't sure/don't know if they'll get a vaccine because they're unsure of the side effects.

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



Multiple
mentions
allowed

**Caution: Small base size

New question beginning March 11

Why do you say it depends/you're unsure?

[Note: Response options were not read to respondents]

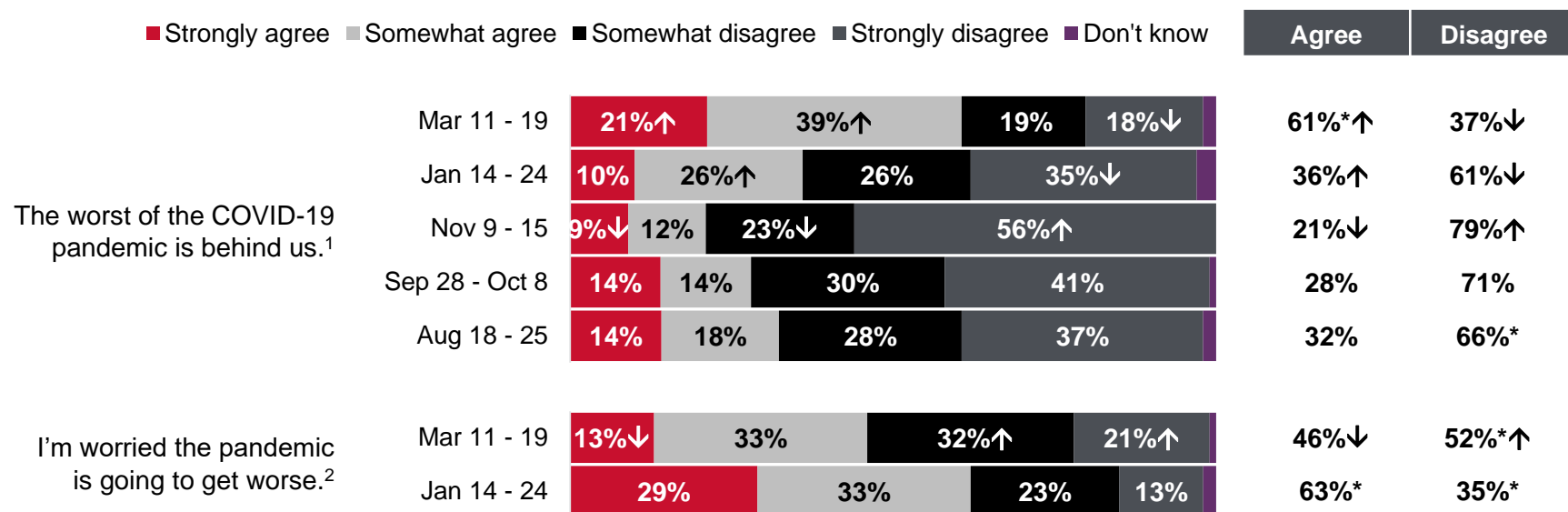
Base: Respondents who answered 'it depends' or 'don't know' to the question about intention to get a COVID-19 vaccine (n=33**)

Perceptions and Concern about the Pandemic

Three-in-five Calgarians (61%) agree the worst of the COVID-19 pandemic is behind us, up from 36% in January and the highest point since this question was first asked in August. This bump in optimism is attributable more to those aged 35 or older (65%, up from 33% for 35 to 64 year olds, and 51%, up from 21% for 65 or older) than to 18 to 34 year olds. Males are more likely than females to agree (66% vs. 55%, respectively).

Compared to January, fewer Calgarians are worried the pandemic is going to get worse (46%, down from 63% in January). This is owing largely to a decrease in the proportions of those aged 65 years or older (47%, down from 72%) and 35 to 64 years (44%, down from 61%) agreeing that the pandemic is going to get worse.

Perceptions about the Pandemic



¹New question beginning August 18

²New question beginning January 14

Note: 3% and lower not labelled

*Rounding

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

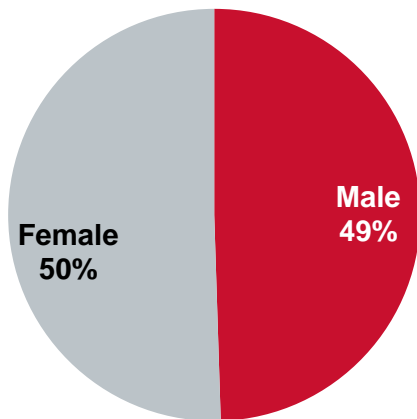
Base: All respondents (n=500)

Demographics

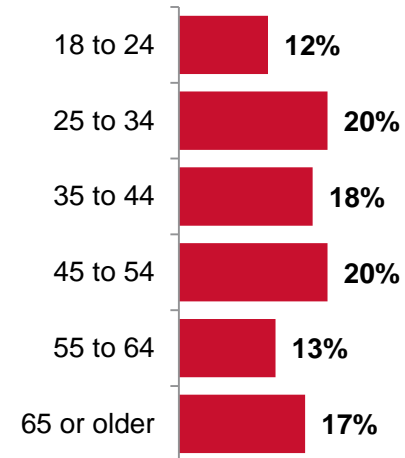


Demographics

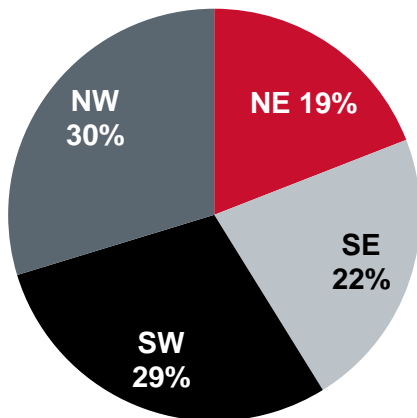
Gender
(asked, not inferred)



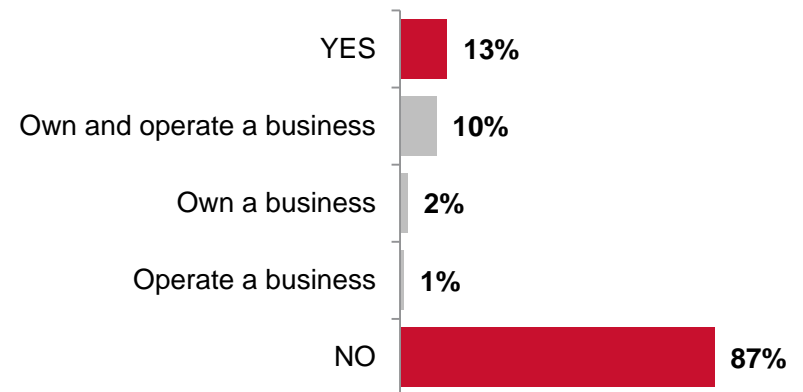
Age



Quadrant of Residence



Own and/or Operate a Business in Calgary

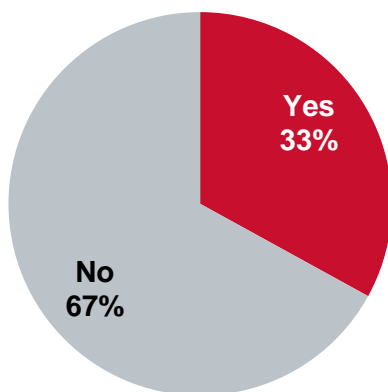


Base: All respondents (n=500)

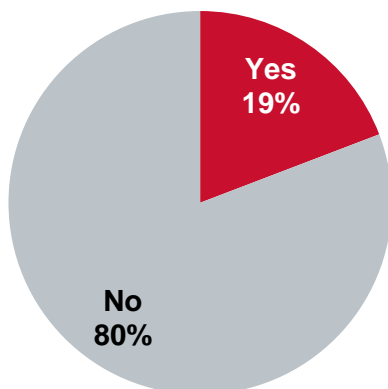
NOTE: Totals may not add to 100% due to rounding and/or responses of "Prefer to not answer"

Demographics – cont'd

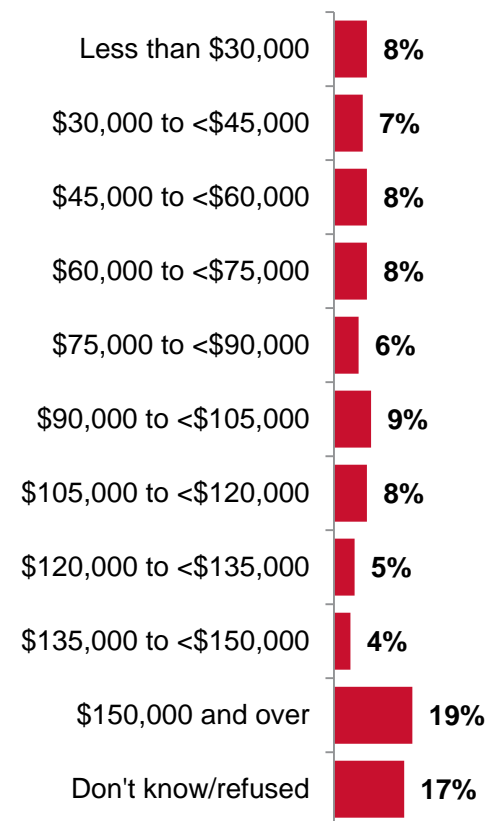
Children Under the Age of 18 in the Household



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



Annual Household Income



Base: All respondents (n=500)

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

Questionnaire



Questionnaire

[The City of Calgary 2020 Citizen Perspectives – COVID-19 Snapshot 9
March 8, 2021]

INT01. INTRODUCTION

Hello, my name is _____. I'm calling from Leger, a national public opinion research company. I am not selling anything. The City of Calgary has commissioned us to conduct a survey to understand your opinions about the impact of COVID-19 in Calgary.

(INTERVIEWER NOTE: IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "2021 Citizen Perspectives Survey." City staff would be happy to address your concerns.)

The survey will take approximately 15 minutes depending on your answers. Before we begin I have a few questions about you.

PREQ.

I want to let you know that the personal information collected in this survey is done so under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to provide guidance to The City of Calgary when it comes to making decisions regarding municipal matters. If you have questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-3617 and specifically mention the "2021 Citizen Perspectives COVID-19 Survey", send an email to research@calgary.ca or send a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5."

SCREENERS

QS7. Are you 18 years of age or older?

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

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

QSEX. Record Gender (DO NOT ASK)

Male
Female

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

1. 18 to 19 yrs
2. 20 to 24 yrs

3. 25 to 34 yrs
4. 35 to 44 yrs
5. 45 to 54 yrs
6. 55 to 64 yrs
7. 65 to 74 yrs
8. 75 and older
99. Refused [DO NOT READ] [THANK AND END SURVEY]

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

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

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

1. Southwest
2. Southeast
3. Northwest
4. Northeast
99. (DO NOT READ) Refused [THANK AND END SURVEY]
96. (DO NOT READ) Does not live in Calgary [THANK AND END SURVEY]

CITY COVID-19 RESPONSE

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

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

[ROTATE ITEMS]

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

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

Questionnaire – cont'd

CV2. Thinking about The City's COVID-19 response, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements

[ROTATE ITEMS]

The information provided by The City has been clear.
The City's response has been quick enough.
The City's response has been helpful.
I understand what I'm supposed to do to limit the spread of COVID-19.

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

[CONCERN AND CONFIDENCE]

CV4. At the beginning of the COVID-19 pandemic, were you employed? This includes being self-employed.

Yes
No
Refused [DO NOT READ]

[ASK IF YES OR REFUSED TO QCV4]

CV5_1. Have you experienced a job loss or income loss due to the COVID-19 pandemic?

Yes
No
Don't know [DO NOT READ]

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

- Your capacity to pay your mortgage or rent
- Your capacity to pay your property taxes
- Your capacity to pay your bills on time

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

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

[ROTATE ITEMS]

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

A major threat
A minor threat
Not a threat

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

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

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

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

Yes
No
Don't know [DO NOT READ]

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

[ROTATE ITEMS]

I trust The City of Calgary to make the right choices to re-open its services.
The worst of the COVID-19 pandemic is behind us.
I trust The City to make the right decisions about providing its services safely during the pandemic.
I'm worried that the pandemic is going to get worse.

Questionnaire – cont'd

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

CV17. During this pandemic, when you have to leave your house and be out in public, to what extent do you find it stressful?

Very stressful
Somewhat stressful
Not very stressful
Not at all stressful
I don't go out at all [DO NOT READ]
Don't know [DO NOT READ]

CV18. Compared to before the pandemic began, would you say your [INSERT ITEM] has improved, remained the same, or worsened? [IF IMPROVED OR WORSENERD] Is that a lot or a little? How about [INSERT NEXT ITEM]?

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

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

CV46. Since the pandemic began, have you needed to access social support services that you didn't use prior to the beginning of the pandemic? Examples of social services include income support, family support services, mental health or addiction support, employment services, and food banks. (INTERVIEWER NOTE: If asked, this includes the Canada Emergency Response Benefit (CERB) and the Canada Recovery Sickness Benefit (CRSB))

Yes
No [SKIP TO CV26]
Don't know [DO NOT READ] [SKIP TO CV26]

CV47. Which social services did you need to access? (ACCEPT UP TO 5) (INTERVIEWER NOTE: If respondent mentions "financial support", clarify if it was CERB or CRSB or another form of financial support)

Canada Emergency Response Benefit (CERB)
Canada Recovery Sickness Benefit (CRSB)
Other (please specify):

CV48. Overall, how easy was it to access the social support services??

Very easy
Somewhat easy
Somewhat difficult
Very difficult
Don't know [DO NOT READ]

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

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

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

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

CV36b. To what extent do you agree or disagree with the following statement: Mandatory face coverings in public indoor spaces makes me more willing or confident to go shopping, visit restaurants, ride transit, or do other activities in public.

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

Questionnaire – cont'd

CV40. To what extent do you agree or disagree that The City is sufficiently enforcing the Face Coverings Bylaw?

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

CV20. Government decision-makers have to balance the importance of public health and the economy when making decisions about actions and restrictions to reduce the spread of COVID-19. Do you think the priority should be public health, the economy, or both equally?

[ROTATE]
The priority should be public health
The priority should be the economy
Both equally
Don't know [DO NOT READ]

Just a reminder, when we say 'The City of Calgary' or 'The City', we mean the Municipal government including Council and Administration.

CV15. Overall, how satisfied are you with The City's COVID-19 response? Are you...?

Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied
Don't know [DO NOT READ]

CV16. Taking into account all the things that you think are important about the COVID-19 response, how much do you trust or distrust The City of Calgary? Would you say that you trust The City of Calgary a great deal, trust The City a little, are neutral, distrust The City a little, or distrust The City a great deal?

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

CV42. When a COVID-19 vaccine is available to the general public, do you intend to get it?

Yes
No
It depends [DO NOT READ]
Don't know [DO NOT READ]
Already got it [DO NOT READ]

[IF CV42=NO, ASK CV43]

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

[OPEN-END]

[IF CV43=IT DEPENDS, ASK CV44]

CV44. Why do you say it depends?

[OPEN-END]

[IF CV43=DON'T KNOW, ASK CV45]

CV45. Why are you unsure?

[OPEN-END]

DEMOGRAPHICS

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

Yes
No
Refused

DQ3. Is there anyone aged 65 years or older living in your household?

[PROGRAMMER: IF RESPONDENT IS 65 OR OLDER, PREFACE QUESTION WITH "BESIDES YOURSELF"]

Yes
No
Refused

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

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

Questionnaire – cont'd

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

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

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

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

- 1 Less than \$30,000
- 2 \$30,000 to just under \$45,000
- 3 \$45,000 to just under \$60,000
- 4 \$60,000 to just under \$75,000
- 5 \$75,000 to just under \$90,000
- 99 (DO NOT READ) Refused

DQ15. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

- 1 \$90,000 to just under \$105,000
- 2 \$105,000 to just under \$120,000
- 3 \$120,000 to just under \$135,000
- 4 \$135,000 to just under \$150,000
- 5 \$150,000 and over
- 99 Refused

DQ23. And what is your gender?

[IF NECESSARY - DO NOT READ EXCEPT TO CLARIFY:] Gender refers to the gender that a person internally feels and/or the gender a person publicly expresses in their daily life, including at work, while shopping, or accessing other services, in their home or in the broader community.

DO NOT READ LIST EXCEPT TO CLARIFY

- Male
- Female
- Other – please specify
- Refused / prefer not to say

DQ18. Would you be interested in participating in future research related to The City of Calgary?

- Yes
- No (SKIP TO CLOSE)
- Don't know (SKIP TO CLOSE)

[IF "YES" ASK NEXT, ELSE SKIP TO CLOSE]

DQ18A. Could I please have an email address where we can contact you?

[RECORD EMAIL ADDRESS. ENSURE VALID EMAIL FORMAT.]

DQ18B. Could I please have your first name and a telephone number you can be best reached at?

[RECORD FIRST NAME AND CONFIRM/CHANGE TELEPHONE NUMBER]

DQ18C. Is this phone number a cell phone or a landline?

- 1 Cell phone
- 2 Landline
- 99 Prefer not to answer

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