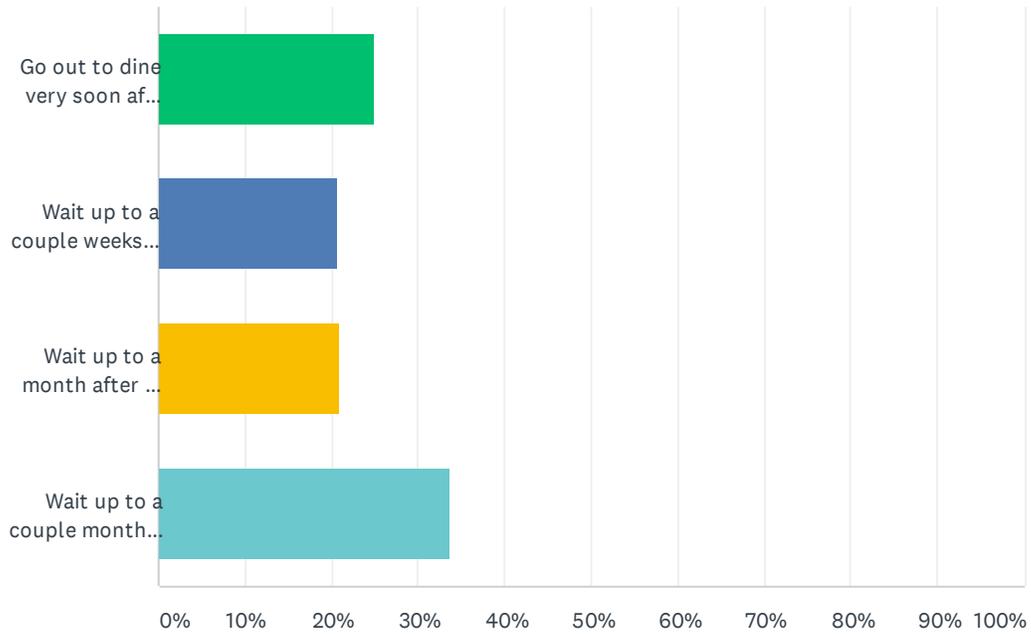


Community Survey of Sentiment on Returning to Local Business

General Survey

Q1 As restaurants reopen for seated dining, do you expect to:

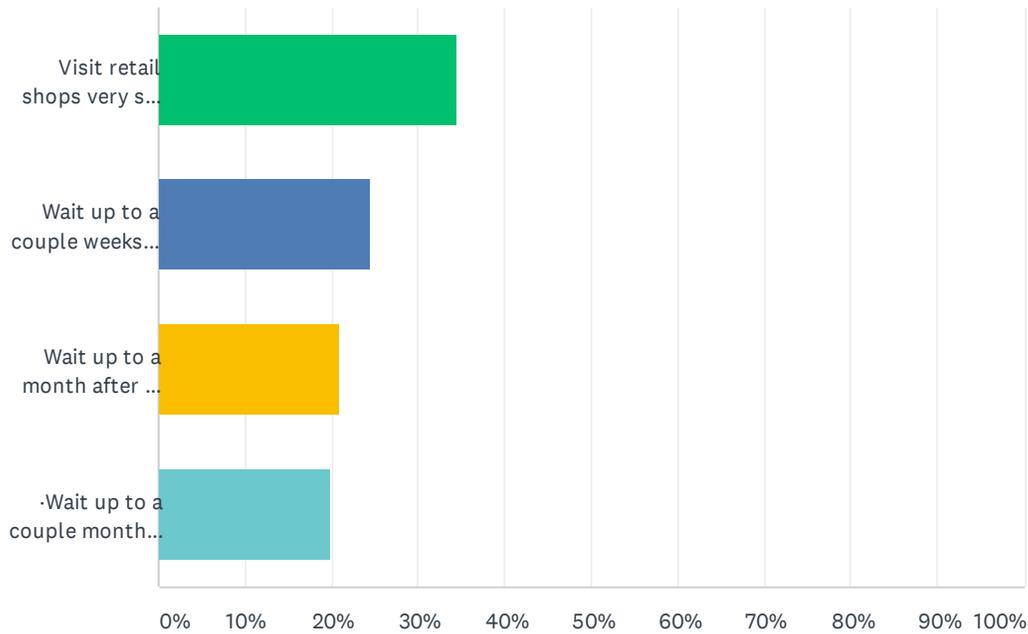
Answered: 1,492 Skipped: 11



ANSWER CHOICES	RESPONSES	
Go out to dine very soon after reopening	24.87%	371
Wait up to a couple weeks after the reopening date	20.64%	308
Wait up to a month after the reopening date	20.91%	312
Wait up to a couple months or more after the reopening date	33.58%	501
TOTAL		1,492

Q2 As retail shops (clothing, jewelry, books, art supplies, décor, furniture, etc.) reopen, do you expect to:

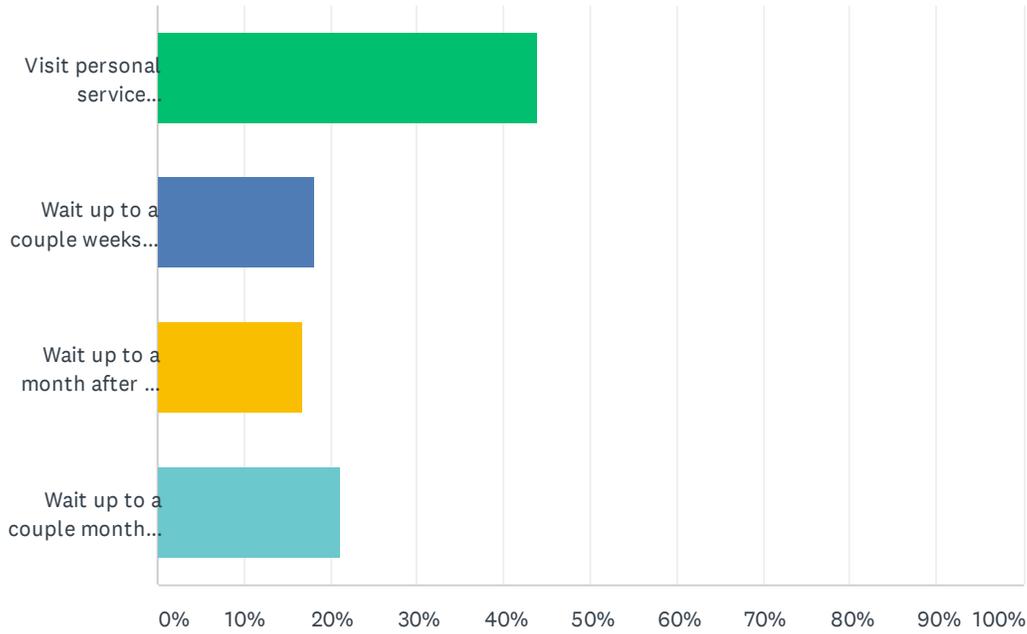
Answered: 1,494 Skipped: 9



ANSWER CHOICES	RESPONSES	
Visit retail shops very soon after reopening	34.61%	517
Wait up to a couple weeks after the reopening date	24.50%	366
Wait up to a month after the reopening date	21.02%	314
Wait up to a couple months or more after the reopening date	19.88%	297
TOTAL		1,494

Q3 As personal service establishments (hair care, skin care, nails, massage, etc.) reopen, do you expect to:

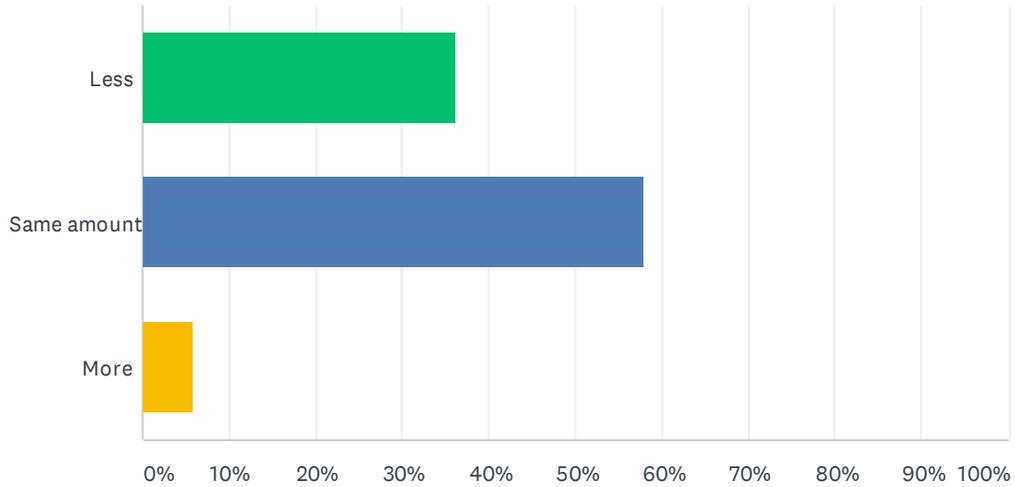
Answered: 1,491 Skipped: 12



ANSWER CHOICES	RESPONSES	
Visit personal service establishments very soon after reopening	43.93%	655
Wait up to a couple weeks after the reopening date	18.18%	271
Wait up to a month after the reopening date	16.83%	251
Wait up to a couple months or more after the reopening date	21.06%	314
TOTAL		1,491

Q4 As local businesses reopen, do you expect to do less, more or the same amount of online shopping as you've been doing during the stay-at-home period?

Answered: 1,494 Skipped: 9



ANSWER CHOICES	RESPONSES
Less	36.21% 541
Same amount	58.03% 867
More	5.76% 86
TOTAL	1,494

Q5 For each of the following expected or potential safety measures to allow business to reopen, please indicate whether the measure would make you very comfortable, somewhat comfortable, neither uncomfortable nor comfortable, somewhat uncomfortable or very uncomfortable as you return to shopping or dining at local small businesses:

Answered: 1,498 Skipped: 5

Community Sentiment on Returning to Local Businesses

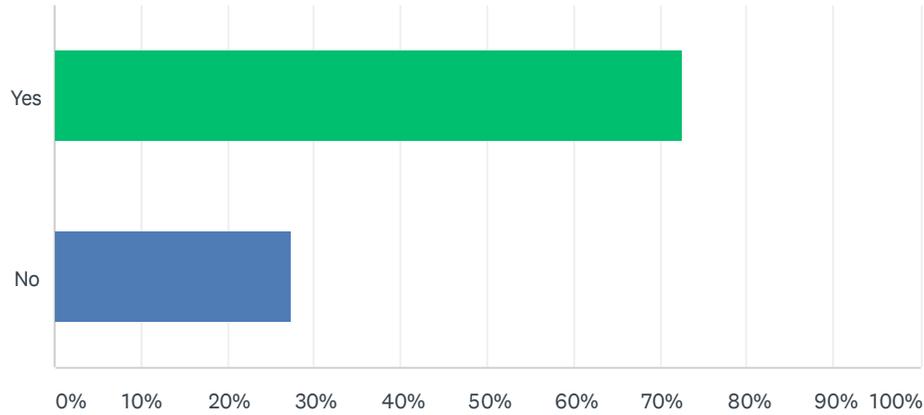
	VERY COMFORTABLE	SOMEWHAT COMFORTABLE	NEITHER UNCOMFORTABLE NOR COMFORTABLE	SOMEWHAT UNCOMFORTABLE	VERY UNCOMFORTABLE	TOTAL
Delivery services	57.56% 849	19.25% 284	18.10% 267	4.00% 59	1.08% 16	1,475
Curbside pickup	64.81% 952	21.10% 310	11.10% 163	1.97% 29	1.02% 15	1,469
All staff wear face masks	62.92% 940	21.69% 324	8.84% 132	3.48% 52	3.08% 46	1,494
All staff wear gloves	38.01% 566	23.44% 349	26.80% 399	6.58% 98	5.17% 77	1,489
Gloves offered to customers	27.77% 411	18.51% 274	38.24% 566	7.09% 105	8.38% 124	1,480
Masks worn by all customers	62.22% 929	17.88% 267	8.10% 121	4.02% 60	7.77% 116	1,493
Hand sanitizer station at entrance of establishment	72.41% 1,084	18.84% 282	7.35% 110	0.67% 10	0.73% 11	1,497
Plexiglass barriers separate staff and patrons at checkout	56.45% 845	24.32% 364	13.89% 208	2.87% 43	2.47% 37	1,497
Six-foot separation demarcations are placed where customers line up	59.76% 894	23.46% 351	11.36% 170	2.61% 39	2.81% 42	1,496
Limitations are set up on numbers of customers in the establishment at one time	59.52% 891	24.85% 372	9.49% 142	3.07% 46	3.07% 46	1,497
Touch-free payment systems at checkout	63.65% 949	18.85% 281	14.35% 214	1.34% 20	1.81% 27	1,491
Touch-free doors at entry/exit	65.86% 978	18.59% 276	13.33% 198	0.88% 13	1.35% 20	1,485
Menus, store inventory and/or advertisements available online and outside the store to reduce time required to browse inside store/restaurant	56.84% 848	22.12% 330	17.36% 259	1.81% 27	1.88% 28	1,492
Outdoor dining	51.51% 767	28.68% 427	13.16% 196	5.31% 79	1.34% 20	1,489
Outdoor shopping options	44.69% 665	28.83% 429	20.16% 300	4.70% 70	1.61% 24	1,488

Q6 Summary What else might businesses do to make you feel comfortable while shopping/dining/being served at their establishments?

N	%	Comments/Suggestions for Safety
107	12.8%	Masks worn by all customers/signs requiring masks/ensure masks are worn correctly/provide masks if people don't have them
78	9.3%	Ensure cleanliness/ sanitization throughout/frequent sanitizing/clean bathrooms/post cleaning schedule/touchless faucets/paper towels
74	8.8%	Other precaution
54	6.4%	Just open up/get back to normal/we need to reopen now
51	6.1%	Social distancing/separation between tables/one way aisles/space in aisles/
48	5.7%	All staff wear face masks/wear mask correctly
46	5.5%	Limitations are set up on numbers of customers in the establishment at one time/ensure adequate space so no crowding
42	5.0%	Enforce guidelines/refuse service to those who don't comply/ensure employees follow rules/ ensure customers know rules
35	4.2%	Don't Know
34	4.1%	Hand sanitizer/disinfectant wipes station at entrance of establishment/on tables at counter /hand washing stations
29	3.5%	Be sure staff is healthy/no working when ill/take staff, customers temps/don't allow sick customers in store or restaurant/allow sick leave/provide employee testing
23	2.7%	Not until Covid is contained/until there is a vaccine until Phase 4
22	2.6%	All listed above are good/sufficient
21	2.5%	Sign or communications about measures being taken to protect customers/what is expected/
21	2.5%	Nothing unspecified
20	2.4%	Robust on-line options for shopping/ordering/online options/prepay on line
19	2.3%	Curbside pickup/drop off for returns/take out pick-up
18	2.1%	Follow Governor's/CDC advice and regulations/County regulations
18	2.1%	Close streets/Main street/to allow social distancing/more outdoor dining space
18	2.1%	Be courteous/nice/welcoming to customers/be professional
17	2.0%	Outdoor dining
17	2.0%	Keep entrances wide open/ open windows and doors to allow fresh air flow/have fresh air flow/good HVAC/Good air flow
17	2.0%	Utilize reservation or appointment system for shopping/dining
16	1.9%	Other/don't want restrictions/keep gov out of it/we are adults/can take care of ourselves
16	1.9%	Nothing, I am comfortable
15	1.8%	Disposable/single use/menus, silverware, condiments/no touch menus
13	1.5%	Special hours/discounts for seniors/ those at risk
13	1.5%	Nothing I am not comfortable
7	0.8%	Touch-free payment systems at checkout/self checkout
6	0.7%	All staff wear gloves
6	0.7%	Other comment
5	0.6%	Menus, store inventory and/or advertisements available online and outside the store to reduce time required to browse inside store/restaurant
4	0.5%	Outdoor shopping options
4	0.5%	Gather contact information
3	0.4%	Gloves required for customers
2	0.2%	Gloves offered to customers/gloves encouraged
2	0.2%	Six-foot separation demarcations are placed where customers line up
2	0.2%	Touch-free doors at entry/exit
1	0.1%	Plexiglass barriers separate staff and patrons at checkout

Q7 Would you be willing to pay slightly more for goods and services at businesses that implement enhanced safety measures (beyond the minimum necessary)?

Answered: 1,471 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	72.60%	1,068
No	27.40%	403
TOTAL		1,471