



# Community Covid-19 Sentiment Survey

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**Page 1** (Note: Page numbers refer to web pages in the online survey)

## **We Need To Hear From You!**

**Our lives have all been disrupted by the Covid-19 health crisis. As local governments, businesses and all of us move toward the winter season, we need your input to plan the next steps in response to the ongoing pandemic.**

**Please take a few minutes to provide your opinions and share priorities on important issues that affect our health and our economy during these challenging times.**

**This research is sponsored by the International Downtown Association in partnership with your local community leaders. Rest assured that all your answers are confidential and will be reported only in aggregate along with all other responses.**

*(Note: The survey may be completed on a computer or a mobile device, but a computer is recommended, as it provides the best experience. You may save your responses and return to finish at a later time by clicking the Save and Continue Later link at the top of a page.)*

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## Page 2

**Regarding policies since last March related to Covid-19, how would you rate the response of your local leaders and public health officials to the pandemic?**

- ☐ Too restrictive and overreaching
- ☐ About right
- ☐ Not restrictive and safe enough
- ☐ Not sure

**Please share any comments you have on the response of local officials:**

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**Now thinking about local restaurants, stores and other businesses, how would you rate their overall response to the pandemic?**

- ☐ Too restrictive and overreaching in their policies towards customers
- ☐ About right
- ☐ Not careful and thorough enough in protecting customers
- ☐ Not sure

**Assuming health and safety guidelines (such as social distancing, providing hand sanitizing stations and wearing face coverings) are followed, how comfortable are you visiting the following businesses or events?**

	<b>Very Uncomfortable</b>	<b>Somewhat Uncomfortable</b>	<b>Somewhat Comfortable</b>	<b>Very Comfortable</b>	<b>Not Sure</b>
Restaurants offering indoor seating	( )	( )	( )	( )	( )
Restaurants offering outdoor seating	( )	( )	( )	( )	( )
Retail stores	( )	( )	( )	( )	( )
Barbershops and salons	( )	( )	( )	( )	( )
Gyms and recreation centers	( )	( )	( )	( )	( )
Movie theaters	( )	( )	( )	( )	( )
Airbnb or other short term rent by owner properties	( )	( )	( )	( )	( )
Hotels	( )	( )	( )	( )	( )
Outdoor concerts or gatherings	( )	( )	( )	( )	( )
Outdoor spectator sports (baseball, soccer, etc.)	( )	( )	( )	( )	( )
Indoor concerts and sports	( )	( )	( )	( )	( )

	<b>Very Uncomfortable</b>	<b>Somewhat Uncomfortable</b>	<b>Somewhat Comfortable</b>	<b>Very Comfortable</b>	<b>Not Sure</b>
Public libraries and local government buildings	( )	( )	( )	( )	( )
Organized running events or charity walks	( )	( )	( )	( )	( )
Outdoor festivals, farmers markets, etc.	( )	( )	( )	( )	( )
Bars and night clubs	( )	( )	( )	( )	( )
Offices not open to the general public	( )	( )	( )	( )	( )

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## Page 3

With regards to standard Covid-19 safety precautions, if an outdoor event such as a concert or holiday lighting were to occur downtown or near your home in the next few months, how likely would you be to attend under the following conditions?

	Very likely to attend	Somewhat likely to attend	Somewhat unlikely to attend	Very unlikely to attend
<u>Without</u> enforced safety precautions	( )	( )	( )	( )
With safety precautions <u>strictly</u> enforced	( )	( )	( )	( )

Please share any comments you have on holding outdoor events in your community during the pandemic:

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## Page 4

**Please rate your level of comfort regarding your health with each of the following:**

	<b>Not at all comfortable 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Very comfortable 5</b>
Indoor dining in a restaurant without capacity restrictions	( )	( )	( )	( )	( )
Indoor dining with seating capacity restrictions - 50% or less	( )	( )	( )	( )	( )
Open air outdoor dining (may include portable heaters)	( )	( )	( )	( )	( )
Outdoor dining under a tent	( )	( )	( )	( )	( )

**As winter approaches and Covid-19 continues to be a concern, do you think restaurants should be allowed to offer indoor dining?**

- ( ) Yes, with no restrictions
- ( ) Yes, with safety protocols and seating limits enforced
- ( ) No due to health risks
- ( ) Not sure

**Please share any comments you have about dining indoors at restaurants this winter:**

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## Page 5

**Please rate how important the following practices are to increasing your level of comfort while eating indoors at a restaurant:**

	<b>Not at all important 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Very important 5</b>
All staff and customers required to wear masks	( )	( )	( )	( )	( )
Distance maximized between tables	( )	( )	( )	( )	( )
Frequent disinfecting of all surfaces	( )	( )	( )	( )	( )
Windows open for ventilation	( )	( )	( )	( )	( )
Limits on customers inside – 50% of normal or less	( )	( )	( )	( )	( )
Touchless menus, payment, etc.	( )	( )	( )	( )	( )
Regular enforcement of safety practices	( )	( )	( )	( )	( )
Other (specify below)	( )	( )	( )	( )	( )

**If you provided a rating for an "other" practice related to eating indoors at a restaurant, please specify here:**

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**Do you think recently expanded outdoor restaurant seating in sidewalks, parking spaces, streets, etc. should be made permanent when Covid-19 restrictions are lifted?**

- ( ) Yes, make the changes permanent
  - ( ) Yes, but keep the expanded seating only at certain times and places
  - ( ) No, return all public spaces to their original uses
  - ( ) Not sure
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## Page 6

**Are you currently working remotely all or part of the time due to Covid-19?**

- ☐ Yes      ☐ No

**Logic: Hidden unless: #13 Question "Are you currently working remotely all or part of the time due to Covid-19?" is one of the following answers ("Yes")**

**When do you anticipate returning to your office or place of work on a regular basis?**

- ☐ Within the next 1-3 months  
☐ 3-6 months  
☐ 6-12 months  
☐ Unknown at this time  
☐ Never. Remote working will likely be permanent
- 

## Page 7

**When you visit the downtown area for work, shopping, dining, etc. what mode of transportation do you use most frequently to travel there?**

- ☐ Personal vehicle  
☐ Train, subway or light rail  
☐ Bus  
☐ Uber, Lyft or taxi  
☐ Walk or bike  
☐ Other (please specify): \_\_\_\_\_

**Thinking about the upcoming winter season, how comfortable are you using the following types of transportation?**

	<b>Not at all comfortable 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Very comfortable 5</b>
Commercial airline flights	( )	( )	( )	( )	( )
Commuter trains, subways or light rails	( )	( )	( )	( )	( )
Busses and shuttles	( )	( )	( )	( )	( )
Uber, Lyft, or taxi rides	( )	( )	( )	( )	( )
Personal vehicle belonging to you or your family	( )	( )	( )	( )	( )

**Thinking about public transportation, how important are the following to making you feel comfortable?**

	<b>Not at all important 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Very important 5</b>
Frequent cleaning/disinfecting of seating, doors, restrooms, etc.	( )	( )	( )	( )	( )
Limits on seating capacity to allow distancing	( )	( )	( )	( )	( )
All employees & passengers required to wear masks	( )	( )	( )	( )	( )
Touchless ticketing, access, etc.	( )	( )	( )	( )	( )
Extra ventilation measures where possible	( )	( )	( )	( )	( )
Strict enforcement of safety protocols	( )	( )	( )	( )	( )

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## Page 8

**Regarding the upcoming holiday season, do you expect your holiday spending to be:**

- ☐ Much higher than a typical year
- ☐ Somewhat higher
- ☐ About the same as a typical year
- ☐ Somewhat less
- ☐ Much less than a typical year
- ☐ Not sure

**How comfortable do you feel shopping in big box retail stores (Costco, Target, etc.)?**

<b>Not at all comfortable 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Very comfortable 5</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**How comfortable do you feel shopping in small retail stores (boutiques, art galleries, etc.)?**

<b>Not at all comfortable 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Very comfortable 5</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Thinking about online shopping vs. going to stores this holiday season, do you think you will:**

- ☐ Spend significantly more online this year than normal
- ☐ Spend slightly more online
- ☐ Keep my spending ratio about the same between online and retail stores
- ☐ Spend slightly more in retail stores vs. online this year
- ☐ Spend significantly more in physical stores than online

**Now thinking about visiting your downtown district for shopping, dining, or leisure, do you think over the next 3-5 months you will:**

- ☐ Visit downtown more often than usual
- ☐ Visit downtown about the same as usual
- ☐ Visit downtown less often than usual
- ☐ Not sure

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## Page 9

**How important are the following precautions in making you feel more comfortable and safe if you were to go shopping or attend a public gathering?**

	<b>Not at all important 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Very important 5</b>
All employees required to wear a mask	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All customers required to wear a mask	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assurance of employee testing for Covid-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	<b>Not at all important 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Very important 5</b>
Merchandise quarantine or mandatory steaming of garments that are tried on	( )	( )	( )	( )	( )
Enforced social distancing practices	( )	( )	( )	( )	( )
Safety certification by local agency or independent inspector	( )	( )	( )	( )	( )
Temperature checks required for customer entry/employee entry	( )	( )	( )	( )	( )
Regular disinfecting/cleaning regimen prominently posted	( )	( )	( )	( )	( )
Plexiglass barriers at checkout	( )	( )	( )	( )	( )
Limited number of customers allowed in a business at one time	( )	( )	( )	( )	( )
Hand sanitizer available to customers	( )	( )	( )	( )	( )

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## Page 10

Over the next 3-6 months, how concerned are you about the following?

	Not at all Concerned	Not Very Concerned	Somewhat Concerned	Very Concerned	Don't Know
Risk of you or your family contracting Covid-19	( )	( )	( )	( )	( )
Risk from Covid-19 to the health of vulnerable groups such as seniors and those with preexisting health conditions	( )	( )	( )	( )	( )
Local hospitals being overwhelmed with infected patients	( )	( )	( )	( )	( )
A national or global economic recession	( )	( )	( )	( )	( )
Loss of restaurants, retailers and other small businesses in your community	( )	( )	( )	( )	( )
Losing your job or continuing to be unemployed	( )	( )	( )	( )	( )
Financial impact on family members or friends	( )	( )	( )	( )	( )
Loss of quality of life from the inability to do things you enjoy	( )	( )	( )	( )	( )
Mental health challenges in your community due to Covid-19's impact	( )	( )	( )	( )	( )

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## Page 11

**Do you think your community should welcome overnight visitors this winter as a way to support the local economy and small businesses?**

- ☐ Yes, with no restrictions
- ☐ Yes, with some restrictions
- ☐ No
- ☐ Not sure

**Please share any comments you have regarding welcoming visitors to your community:**

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## Page 12

**How likely are you to travel this winter (November-January) that involves overnight stays away from home?**

- ☐ Very Likely      ☐ Likely      ☐ Unlikely      ☐ Very Unlikely      ☐ Not Sure

**How likely are you to travel this spring (February-April) that involves overnight stays away from home?**

- ☐ Very Likely      ☐ Likely      ☐ Unlikely      ☐ Very Unlikely      ☐ Not Sure

**What is your preferred method for staying informed on what is happening downtown in general and related to Covid-19?**

- ☐ Downtown/District website
  - ☐ Individual business websites
  - ☐ Email newsletters
  - ☐ Social media
  - ☐ Local newspaper—online or print
  - ☐ Local television or radio
  - ☐ Other (please specify): \_\_\_\_\_
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## **Page 13**

**Finally, a couple of questions to help us categorize your responses. All responses are confidential.**

**What year were you born? \_\_\_\_\_**

**Do you have any preexisting health conditions that place you in a higher risk category for COVID-19?**

- ☐ Yes      ☐ No      ☐ Not sure

**Are you:**

- ☐ Male
- ☐ Female
- ☐ I prefer to self-identify as: \_\_\_\_\_
- ☐ Prefer not to answer

**What is your home ZIP or Postal code? (Or your country of residence if not in the U.S. or Canada)**

Home ZIP or Postal code: \_\_\_\_\_

**OR**, country of residence (if not U.S. or Canada):

\_\_\_\_\_

**Which of these categories best describes your current household?**

- ☐ Single, no children
- ☐ Single with children at home
- ☐ Single, children no longer at home (empty nester)
- ☐ Couple no children
- ☐ Couple with children at home
- ☐ Couple, children no longer at home (empty nester)
- ☐ Multi-generational home (grandparents, parents, children)

**Are you willing to participate in a follow-up survey in approximately 60 - 90 days?**

☐ Yes (please enter email address, which will be used only for follow-up research):

\_\_\_\_\_

☐ No

\_\_\_\_\_

**Thank You!**

**Thank you for participating in this survey. Your responses will help your local government and businesses understand how they can best serve your needs in the future.**

**[Click here](#), or go to [downtown.org](http://downtown.org) to learn more about the sponsor of this survey, IDA (the International Downtown Association).**