



“Supporting Small Businesses through the COVID-19 Recovery” Survey Questions for Community Residents and Consumers

1. As the recovery from the COVID-19 crisis proceeds, how long did/will you wait before dining out?
 - I dined out as soon as local restaurants reopened.
 - I waited a few days after local restaurants reopened to dine out again.
 - I waited a few weeks after local restaurants reopened to dine out again.
 - I waited a month or two after local restaurants reopened to dine out again.
 - I haven't yet dined out in local restaurants, but I will likely start dining out again within the next week.
 - I haven't yet dined out in local restaurants, but I will likely start dining out again within the next few weeks.
 - I haven't yet dined out in local restaurants, but I will likely start dining out again within a month.
 - I haven't yet dined out in local restaurants, but I will likely start dining out again within a month or two.
 - I haven't yet dined out in local restaurants, but I will likely start dining out again within a few months.
 - I haven't yet dined out in local restaurants, and I will likely wait more than a few months before dining out again.

2. As the recovery from the COVID-19 crisis proceeds, how long did/will you wait before shopping for non-essential items in local small businesses?
 - I went out to shop for non-essential items as soon as local small businesses reopened.
 - I waited a few days to go out and shop for non-essential items after local small businesses reopened.
 - I waited a few weeks to go out and shop for non-essential items after local small businesses reopened.
 - I waited a month or two to go out and shop for non-essential items after local small businesses reopened.
 - I haven't yet gone out to shop for non-essential items in local small businesses, but I will likely start within the next week.
 - I haven't yet gone out to shop for non-essential items in local small businesses, but I will likely start within the next few weeks.
 - I haven't yet gone out to shop for non-essential items in local small businesses, but I will likely start within a month.
 - I haven't yet gone out to shop for non-essential items in local small businesses, but I will likely start in a month or two.
 - I haven't yet gone out to shop for non-essential items in local small businesses, but I will likely start within a few months.
 - I haven't yet gone out to shop for non-essential items in local small businesses, and I will likely wait more than a few months.

3. What away-from-home dining experience would you prefer as the recovery from the COVID-19 crisis proceeds?
 - Regular Dine-in Service
 - Reservation-Only Service

- Private Events
 - Other (please specify)
4. Would you like to see curbside options for restaurants continue as the recovery from the COVID-19 crisis proceeds?
 - Yes, permanently
 - Yes, until there is a vaccine or COVID-19 is no longer a threat
 - No
 5. How often would you like to have meals from local restaurants delivered to your home as the recovery from the COVID-19 crisis proceeds, compared to before the COVID-19 crisis?
 - Much less often than before the COVID-19 crisis
 - Somewhat less often than before the COVID-19 crisis
 - About as often as before the COVID-19 crisis
 - Somewhat more often than before the COVID-19 crisis
 - Much more often than before the COVID-19 crisis
 6. How often would you like to have groceries delivered to your home as the recovery from the COVID-19 crisis proceeds, compared to before the COVID-19 crisis?
 - Much less often than before the COVID-19 crisis
 - Somewhat less often than before the COVID-19 crisis
 - About as often as before the COVID-19 crisis
 - Somewhat more often than before the COVID-19 crisis
 - Much more often than before the COVID-19 crisis
 7. Prior to local stores reopening, how much of your regular shopping did you shift to online retailers?
 - I didn't do any online shopping while local stores were closed.
 - I did some online shopping while local stores were closed and probably spent less than 25% of what I normally spent prior to COVID-19.
 - I did some online shopping while local stores were closed and probably spent 25 to 50% of what I normally spent prior to COVID-19.
 - I did some online shopping while local stores were closed and probably spent 50 to 75% of what I normally spent prior to COVID-19.
 - I did some online shopping while local stores were closed and probably spent 75 to 100% of what I normally spent prior to COVID-19.
 - I did some online shopping while local stores were closed and probably spent more than what I normally spent prior to COVID-19.
 8. As the recovery from the COVID-19 crisis proceeds, how much of your regular shopping do you expect to do through online retailers?
 - I don't expect to do any online shopping.
 - I expect to do less than 25% of my shopping online.
 - I expect to do between 25 and 50% of my shopping online.
 - I expect to do between 50 and 75% of my shopping online.
 - I expect to do between 75 and 100% of my shopping online.
 - I expect I will do virtually all shopping online.

9. If local merchants offered their products and services through online shopping, how likely would you shop through local retailers online stores compared to major national or global online retailers?
- Very unlikely to shop through local retailers online compared to major national and global online retailers
 - Somewhat unlikely to shop through local retailers online compared to major national and global online retailers
 - Neither likely nor unlikely to shop through local retailers online compared to major national and global online retailers
 - Somewhat likely to shop through local retailers online compared to major national and global online retailers
 - Very likely to shop through local retailers online compared to major national and global online retailers
 - (Separately) Please provide any comments you might have on this
10. For each of the following changes to business operations, please indicate whether the change would make you much more likely, more likely, neither more or less likely, less likely, or much less likely to shop or dine at a small business (or not sure)?
- Posted notice outside on steps the business is taking to prevent the spread of the novel coronavirus
 - All staff at a store or restaurant wear face masks
 - All staff at a store or restaurant wear gloves
 - Plexiglass barriers separate staff and patrons at checkout
 - Demarcations on the ground show six-foot gaps in places where customers queue up
 - Strict limitations are set on the number of customers or diners in the space at the same time
 - Touch free payment systems at checkout
 - Touch free doors at entry and exit
 - Menus, store inventory, and/or advertisements available online and outside the store to limit time required browsing while inside
 - More outdoor options for shopping / eating at local restaurants and retailers
 - Delivery services from shops / restaurants
 - Curbside pickup at shops / restaurants
 - Shopping/ordering online with in-person pickup
 - Shopping/ordering over the phone with in-person pickup
 - Membership / subscription options at restaurants and retailers
 - Gloves are given out to all customers entering the store
 - Masks are worn by all customers in a store
 - Hand sanitizer station at the entrance to the store / restaurant
 - Hand sanitizer station next to benches and trash cans along the sidewalk outside businesses
11. Would you, as the customer, be willing to pay more for the goods and services in businesses that implement increased safety precautions?
- Yes
 - No
12. While adhering to appropriate social distancing guidelines, how comfortable would you be attending a large *indoor* event?

- Very uncomfortable
- Somewhat uncomfortable
- Neither uncomfortable nor comfortable
- Somewhat comfortable
- Very comfortable

13. While adhering to appropriate social distancing guidelines, how comfortable would you be attending a large *outdoor* event?

- Very uncomfortable
- Somewhat uncomfortable
- Neither uncomfortable nor comfortable
- Somewhat comfortable
- Very comfortable

14. We appreciate your loyalty to local businesses. Please share with us any other ideas and suggestions that you feel would make your shopping/dining/service experiences more comfortable as we all navigate our new normal.

- Comment Box

15. How do you identify in terms of gender?

- Male
- Female
- Other

16. What is your age?

- 0-17
- 18-34
- 35-49
- 50-64
- 65+

17. How do you identify in terms of your race/ethnicity? (Please select all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino/a/x
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- White
- Other

18. Which best describes your current employment?

- Own your own business/full-time
- Full-time employed
- Part-time employed
- Unemployed, at present and prior to COVID-19
- Unemployed, job recently lost as consequence of COVID-19
- Retired
- Full-time student
- Full-time homemaker