



Duluth Business Reopening Survey

Survey Participation: 722 Responses

Survey Run Dates: Monday, May 11, 2020 at 12:00pm – Wednesday, May 12 at 11:59pm

Survey Distribution: Facebook, Instagram, Twitter, Press Release

1. Are you currently ordering takeout from Duluth restaurants?

Choices	Percentage	Count
Yes	 85.18%	615
No	 14.82%	107
Total		722

2. If you answered yes to the question above, please check all that apply for you to continue.

Choices	Percentage	Count
Restaurant employees wearing masks	 68.56%	495
Pickup inside or right outside the restaurant (you DO have to exit your vehicle)	 52.77%	381
Restaurant employees wearing gloves	 49.86%	360
Curbside pickup (you DO NOT have to exit your vehicle)	 49.17%	355
Total Entries		722
<i>Unanswered</i>		<i>139</i>

3. Have you experienced any parking issues when picking up a to go order?

Choices	Percentage	Count
No	 92.09%	640
Yes	 7.91%	55
Total		695
<i>Unanswered</i>		<i>27</i>

4. If you answered yes to the above questions, please explain.

Answers included:

- Too many/overcrowding of “non-dining”/Town Green guests
- All parking taken up by new construction
- Unorganized/Confusing restaurant processes
- Lack of designated/reserved/metered spaces
- This is nothing new/parking is always bad
- Long wait times



5. Would numbered parking spaces encourage you to order?

Choices	Percentage	Count
Yes	 61.16%	433
No	 38.84%	275
Total		708
<i>Unanswered</i>		<i>14</i>

6. If yes, do you think shopping areas should designate such spaces?

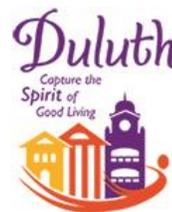
Choices	Percentage	Count
Yes	 72.43%	465
No	 27.57%	177
Total		642
<i>Unanswered</i>		<i>80</i>

7. Would you stop getting takeout from a restaurant if it resumes dine in service?

Choices	Percentage	Count
No	 67.80%	480
Yes	 32.20%	228
Total		708
<i>Unanswered</i>		<i>14</i>

8. When do you plan to dine in a restaurant again?

Choices	Percentage	Count
Not until the existence of an approved COVID-19 vaccine or anti-viral	 20.11%	145
as soon as possible	 19.97%	144
August or beyond	 15.95%	115
within the month of June	 12.21%	88
within the month of July	 9.43%	68
by the end of May	 6.80%	49
Not sure	 0.55%	4
Other [View]	 14.98%	108
Total		721
<i>Unanswered</i>		<i>1</i>



Other responses included:

- When the pandemic is under control
- When social distancing and mask protocols being enforced
- When the CDC, health officials and scientists recommend reopening
- When the infection rate falls significantly
- When a vaccine is available

9. Do you plan to dine with individuals that live outside your household?

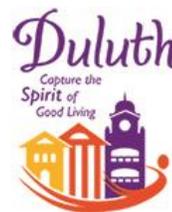
Choices	Percentage	Count
No	 53.89%	388
Yes	 46.11%	332
Total		720
<i>Unanswered</i>		<i>2</i>

10. How do you feel about plexiglass dividers in between tables?

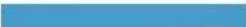
Choices	Percentage	Count
Comforting	 30.35%	217
Off-putting	 28.81%	206
Necessary	 21.26%	152
Other	 1.54%	11
Not necessary	 0.84%	6
Unnecessary	 0.56%	4
Not sure	 0.56%	4
Other [View]	 16.08%	115
Total		715
<i>Unanswered</i>		<i>7</i>

11. Would you sit at a bar to dine?

Choices	Percentage	Count
No	 67.73%	487
Yes	 32.27%	232
Total		719
<i>Unanswered</i>		<i>3</i>



12. How do you prefer to order food & beverages?

Choices	Percentage	Count
Verbally to a server	 47.27%	338
From your phone or other device	 36.78%	263
Marked on a paper with limited server contact (ie. server picks up the paper after a signal)	 10.63%	76
Other	 0.42%	3
n/a	 0.28%	2
not ordering	 0.14%	1
Any of the three options, as long as the server has a mask.	 0.14%	1
Other [View]	 4.34%	31
Total		715
<i>Unanswered</i>		<i>7</i>

Other responses included:

- Whatever method makes the restaurant employees feel the most comfortable
- Online menus

13. Do you expect your server to wear a mask?

Choices	Percentage	Count
Yes	 83.19%	599
No	 16.81%	121
Total		720
<i>Unanswered</i>		<i>2</i>

14. Do you expect your server to wear gloves?

Choices	Percentage	Count
Yes	 56.41%	405
No	 43.59%	313
Total		718
<i>Unanswered</i>		<i>4</i>



15. Do you expect kitchen employees to wear a mask?

Choices	Percentage	Count
Yes	 87.50%	630
No	 12.50%	90
Total		720
<i>Unanswered</i>		<i>2</i>

16. Do you expect kitchen employees to wear gloves?

Choices	Percentage	Count
Yes	 85.58%	617
No	 14.42%	104
Total		721
<i>Unanswered</i>		<i>1</i>

17. Would you prefer disposable cutlery and/or cups?

Choices	Percentage	Count
Yes	 53.96%	388
No	 46.04%	331
Total		719
<i>Unanswered</i>		<i>3</i>

18. How would you prefer to pay for your check?

Choices	Percentage	Count
Contactless Payment	 50.07%	361
Credit Card	 45.91%	331
Cash	 4.02%	29
Total		721
<i>Unanswered</i>		<i>1</i>



19. When do you plan to schedule personal services again (art classes, yoga, hair, nail, massage)?

Choices	Percentage	Count
as soon as possible	 20.39%	147
August or beyond	 18.31%	132
Not until the existence of an approved COVID-19 vaccine or anti-viral	 16.23%	117
within the month of June	 11.93%	86
by the end of May	 9.71%	70
within the month of July	 9.29%	67
Other	 0.42%	3
Other [View]	 13.73%	99
Total		721
<i>Unanswered</i>		<i>1</i>

Other responses included:

- Already have started scheduling personal services
- Once the number of Covid-19 cases has declined substantially
- Uncertain
- When the CDC, health officials and scientists say it is safe to do so
- When all employees and visitors are practicing social distancing and are wearing masks
- When the technician is comfortable performing the service

20. Do you expect the retail employees to wear masks?

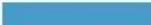
Choices	Percentage	Count
Yes	 80.89%	584
No	 19.11%	138
Total		722

21. Do you expect the retail employees to wear gloves?

Choices	Percentage	Count
No	 52.84%	381
Yes	 47.16%	340
Total		721
<i>Unanswered</i>		<i>1</i>



22. When do you plan to shop at local retail stores again?

Choices	Percentage	Count
as soon as possible	 28.06%	202
August or beyond	 19.31%	139
within the month of June	 12.50%	90
Not until the existence of an approved COVID-19 vaccine or anti-viral	 12.08%	87
within the month of July	 9.03%	65
by the end of May	 7.92%	57
Not sure	 0.83%	6
Other [View]	 10.28%	74
Total		720
<i>Unanswered</i>		<i>2</i>

Other responses included:

- When the CDC, health officials and scientists say it is safe to do so
- When all employees and visitors are practicing social distancing and are wearing masks
- Once the number of Covid-19 cases has declined substantially
- We are doing online shopping only for the foreseeable future
- Only when absolutely necessary and curbside pickup is preferred

23. Do you expect the service providers to wear masks?

Choices	Percentage	Count
Yes	 84.05%	606
No	 15.95%	115
Total		721
<i>Unanswered</i>		<i>1</i>

24. Do you expect the service providers to wear gloves?

Choices	Percentage	Count
Yes	 56.61%	407
No	 43.39%	312
Total		719
<i>Unanswered</i>		<i>3</i>



25. Among this list, which 3 items are the most important to you?

Choices	Percentage	Count
Regular and visible sanitation of surfaces	 55.26%	399
Reduced overall capacity	 49.58%	358
Adequately spaced table configurations	 46.12%	333
All staff in masks and gloves	 42.38%	306
Temperature checks for employees	 34.76%	251
Contactless payment	 19.11%	138
Temperature checks for guests	 16.90%	122
Other		
Touchless restrooms	 16.20%	117
Mobile ordering	 16.07%	116
Reduced server contact	 12.74%	92
Other	 6.65%	48
I want nothing to change	 6.09%	44
	Total Entries	722
	<i>Unanswered</i>	<i>6</i>

26. If you answered “other” to the questions above, please explain here.

Answers included:

- Proper sanitizing and adequate/upgraded ventilation
- Adequate temperature reading for all who enter
- Masks required by all
- Government should stay out of it and let the businesses and guests decide what is best for them
- Gloves not required/proper education on glove use
- Masks and gloves required by all
- Disposable paper and plastic products
- Stay closed until there is a vaccine
- Provide more outdoor dining areas
- All items listed are majorly important
- Reduce crowds that are waiting for next in line at capacity-filled restaurant

We received the following additional feedback as well.

- People (staff and guests) aren't being practicing safety measures
- Touchless pay preferred
- Awesome job/Good practices/Thanks/Please continue to-go ordering option
- Long wait times/No response to phone calls