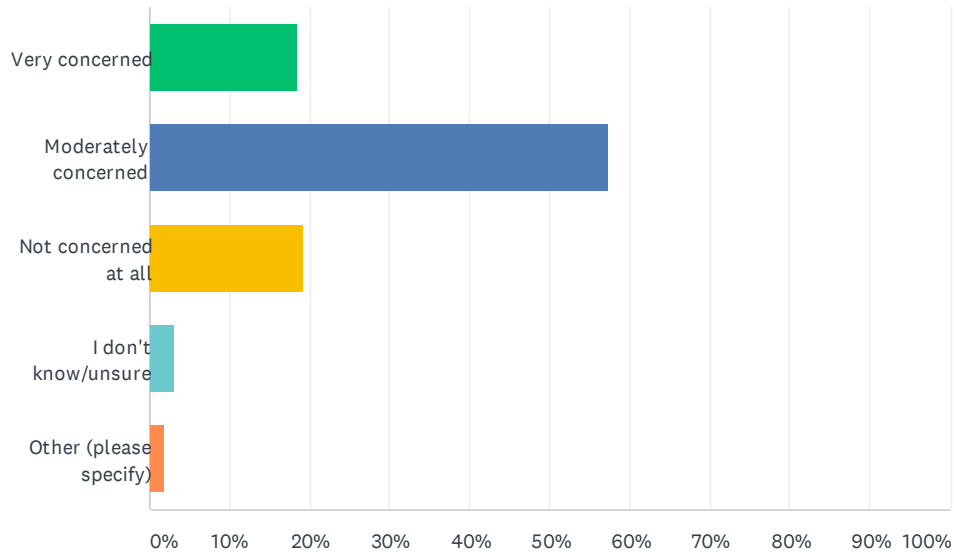


## Q1 What is your current level of concern in regards to COVID-19?

Answered: 1,051 Skipped: 0



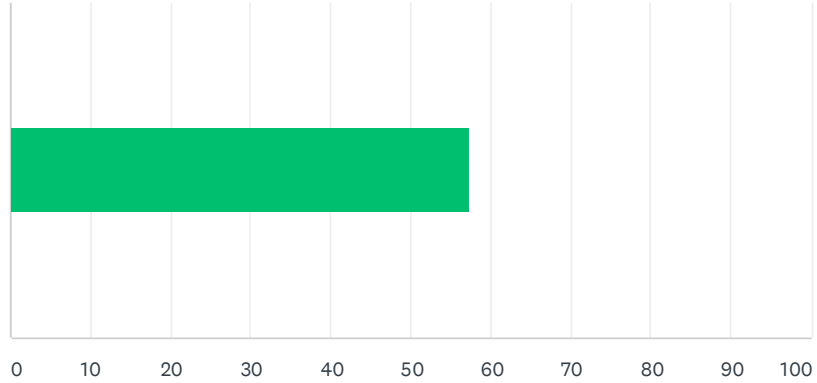
| ANSWER CHOICES         | RESPONSES |              |
|------------------------|-----------|--------------|
| Very concerned         | 18.36%    | 193          |
| Moderately concerned   | 57.28%    | 602          |
| Not concerned at all   | 19.31%    | 203          |
| I don't know/unsure    | 3.24%     | 34           |
| Other (please specify) | 1.81%     | 19           |
| <b>TOTAL</b>           |           | <b>1,051</b> |

## Downtown Lynchburg COVID-19 Recovery Survey

| #  | OTHER (PLEASE SPECIFY)  | DATE               |
|----|---|--------------------|
| 1  | A little concerned.   | 6/17/2020 2:00 PM  |
| 2  | Somewhat concerned  | 6/16/2020 10:17 PM |
| 3  | I think there is an overreacting problem.   | 6/16/2020 8:36 PM  |
| 4  | Highly  | 6/16/2020 6:19 PM  |
| 5  | Reasonably concerned  | 6/16/2020 5:14 PM  |
| 6  | Fed up with bogus restrictions  | 6/16/2020 5:09 PM  |
| 7  | Not personally concerned, but moderately concerned about minimizing the spread, etc.  | 6/16/2020 8:39 AM  |
| 8  | Reasonably concerned  | 6/16/2020 8:04 AM  |
| 9  | Not concerned   | 6/15/2020 7:29 PM  |
| 10 | A little concerned  | 6/15/2020 4:29 PM  |
| 11 | Mildly concerned  | 6/15/2020 3:53 PM  |
| 12 | Not really concerned, aware   | 6/15/2020 2:56 PM  |
| 13 | Mildly concerned  | 6/15/2020 1:30 PM  |
| 14 | Not concerned for myself. Concerned for those who are at risk, elderly, etc. And, concerned for the impact of a second wave of COVID on the economy and our businesses. | 6/15/2020 12:48 PM |
| 15 | I think I had it, so I feel like I am probably immune.  | 6/15/2020 12:41 PM |
| 16 | Not to concerned  | 6/15/2020 11:55 AM |
| 17 | I do not think it is a big deal, but I respect the safety of others.  | 6/15/2020 11:46 AM |
| 18 | On the local level, not particularly concerned due to the tiny number of infections. Moderately concerned for the more populated areas of our state.                    | 6/15/2020 11:46 AM |
| 19 | Somewhat concerned  | 6/15/2020 11:41 AM |

Q2 On a scale of "not at all" to "very", how comfortable are you resuming "normal" life as it was before COVID-19 prior to the release of a vaccine.

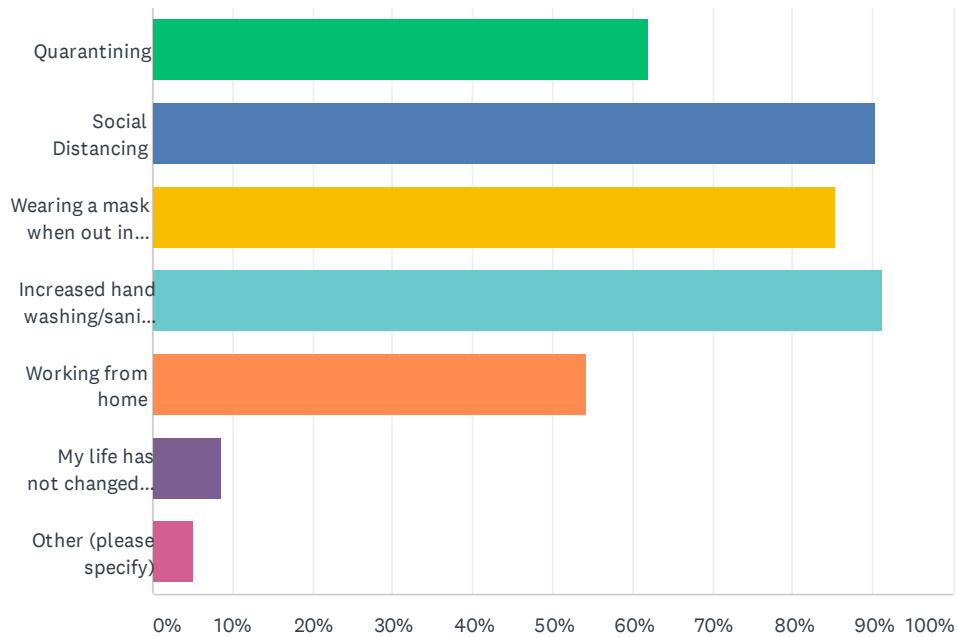
Answered: 1,051 Skipped: 0



| ANSWER CHOICES           | AVERAGE NUMBER | TOTAL NUMBER | RESPONSES |
|--------------------------|----------------|--------------|-----------|
|                          | 57             | 60,174       | 1,051     |
| Total Respondents: 1,051 |                |              |           |

### Q3 What precautions have you taken during the COVID-19 pandemic? (check all that apply)

Answered: 1,051 Skipped: 0



| ANSWER CHOICES                    | RESPONSES |     |
|-----------------------------------|-----------|-----|
| Quarantining                      | 61.85%    | 650 |
| Social Distancing                 | 90.29%    | 949 |
| Wearing a mask when out in public | 85.35%    | 897 |
| Increased hand washing/sanitizing | 91.25%    | 959 |
| Working from home                 | 54.14%    | 569 |
| My life has not changed much      | 8.56%     | 90  |
| Other (please specify)            | 5.04%     | 53  |
| Total Respondents: 1,051          |           |     |

## Downtown Lynchburg COVID-19 Recovery Survey

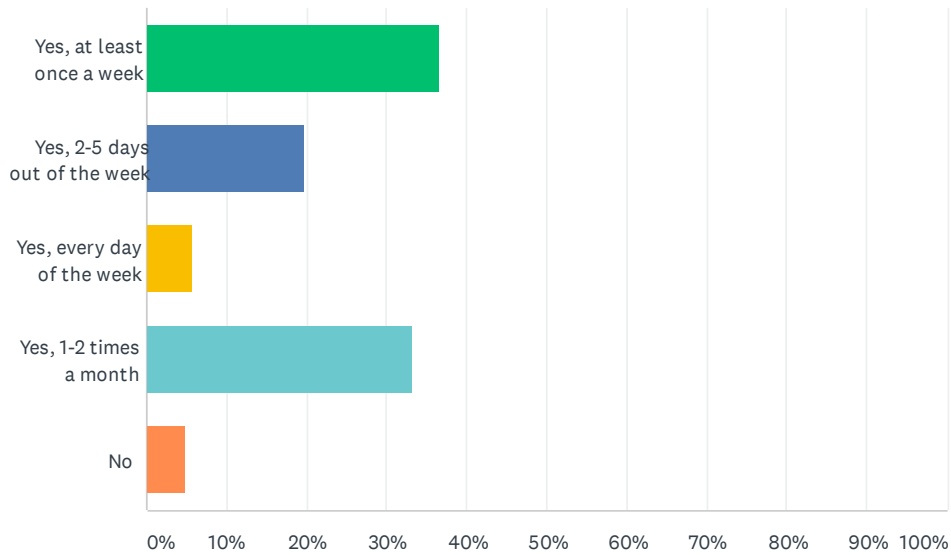
| #  | OTHER (PLEASE SPECIFY)  | DATE               |
|----|---|--------------------|
| 1  | Not going into stores   | 6/18/2020 11:14 AM |
| 2  | gloves  | 6/18/2020 4:49 AM  |
| 3  | Fewer trips out for errands   | 6/17/2020 10:01 PM |
| 4  | Refusing to patronize businesses that do not follow guidelines, especially masks.   | 6/17/2020 6:18 PM  |
| 5  | Watching CDC and news reports to stay informed  | 6/17/2020 2:00 PM  |
| 6  | limited outings: using grocery clicklist, online shopping   | 6/17/2020 12:58 PM |
| 7  | Wearing gloves when pumping gas & touching door knobs...  | 6/17/2020 10:59 AM |
| 8  | Wear mask when required   | 6/17/2020 10:28 AM |
| 9  | No house cleaners, no eating out, etc   | 6/17/2020 8:34 AM  |
| 10 | Staying at home much more than normal   | 6/17/2020 1:16 AM  |
| 11 | I wear a mask only when I have to   | 6/17/2020 12:29 AM |
| 12 | Only go to/from work, and grocery store for necessities   | 6/16/2020 10:29 PM |
| 13 | Limiting interactions with anyone who doesn't live in our home  | 6/16/2020 10:18 PM |
| 14 | Limiting gatherings sharply (church, meals with friends, etc.) + limiting travel  | 6/16/2020 10:16 PM |
| 15 | Scope of work has greatly changed   | 6/16/2020 8:07 PM  |
| 16 | Avoiding crowds   | 6/16/2020 8:06 PM  |
| 17 | NOT ALLOWING VISITS IN MY HOME, PERIOD.   | 6/16/2020 7:41 PM  |
| 18 | wipe down anything in the office that may be touched by others  | 6/16/2020 7:23 PM  |
| 19 | No travel, no visiting family   | 6/16/2020 7:16 PM  |
| 20 | Eating takeout and not going to stores except when necessary.   | 6/16/2020 7:15 PM  |
| 21 | staying home & neighbors have been great doing shopping   | 6/16/2020 6:56 PM  |
| 22 | No traveling  | 6/16/2020 6:37 PM  |
| 23 | avoiding large crowds, one shopper from a family at a time  | 6/16/2020 6:25 PM  |
| 24 | Not wearing all the time while out in public...   | 6/16/2020 5:13 PM  |
| 25 | only going places 1 at a time or playing outside with no other people   | 6/16/2020 4:21 PM  |
| 26 | Minimizing travel to places with a higher concentration of people   | 6/16/2020 4:14 PM  |
| 27 | I am an essential worker in a government city building, therefore it's too hard to practice social distancing, so nothing much has really changed for me. | 6/16/2020 2:20 AM  |
| 28 | Wiping all surfaces at public places that people touch- ie key pad, shopping cart gas pump etc.   | 6/15/2020 10:09 PM |
| 29 | have not visited Washington, D.C. grandchildren or been visited by them   | 6/15/2020 8:04 PM  |
| 30 | Taking more precautions when seeing hospice and home health patients  | 6/15/2020 6:39 PM  |
| 31 | no travel   | 6/15/2020 3:47 PM  |
| 32 | Regularly sanitizing all surfaces.  | 6/15/2020 3:25 PM  |
| 33 | No hugging, no socializing  | 6/15/2020 3:19 PM  |
| 34 | Less trips to grocery store   | 6/15/2020 3:16 PM  |
| 35 | Required to wear a mask at work   | 6/15/2020 3:04 PM  |
| 36 | I am a covid nurse  | 6/15/2020 2:14 PM  |
| 37 | Having to maintain daily life because my job didn't change but taking precautions for other around me   | 6/15/2020 2:10 PM  |
| 38 | School online   | 6/15/2020 1:59 PM  |
| 39 | Medically retired but having to miss Dr appt & usual bloodwork.   | 6/15/2020 1:50 PM  |

## Downtown Lynchburg COVID-19 Recovery Survey

|    |  |                    |
|----|--|--------------------|
| 40 | avoiding anyone who is not wearing a mask  | 6/15/2020 1:35 PM  |
| 41 | Partial distancing(not from young family(definitely from senior family), making bigger trips to stores instead of going as often.                          | 6/15/2020 1:30 PM  |
| 42 | Having anything delivered that can be.   | 6/15/2020 1:22 PM  |
| 43 | Rarely leaving my retirement facility  | 6/15/2020 1:14 PM  |
| 44 | Not getting together with friends  | 6/15/2020 1:02 PM  |
| 45 | physical distancing-the concept of Social Distancing is offensive to us!   | 6/15/2020 12:51 PM |
| 46 | I actually work from home normally, so that hasn't changed much. But I have taken steps to self quarantine, but lately I've been returning to more normal. | 6/15/2020 12:38 PM |
| 47 | Occasionally wearing a mask but only in area where social distance cannot be maintained  | 6/15/2020 12:16 PM |
| 48 | Wearing a mask All day while working at both of my jobs  | 6/15/2020 12:16 PM |
| 49 | Using curbside pickup for groceries  | 6/15/2020 12:12 PM |
| 50 | NOT eating out!  | 6/15/2020 12:11 PM |
| 51 | not touching things in public  | 6/15/2020 11:57 AM |
| 52 | Not hanging out with anyone  | 6/15/2020 11:38 AM |
| 53 | Not dining in a building or entering other non essential places.   | 6/15/2020 11:24 AM |

### Q4 Prior to COVID-19, were you a frequent visitor of Downtown Lynchburg for shopping, eating, entertainment, and services?

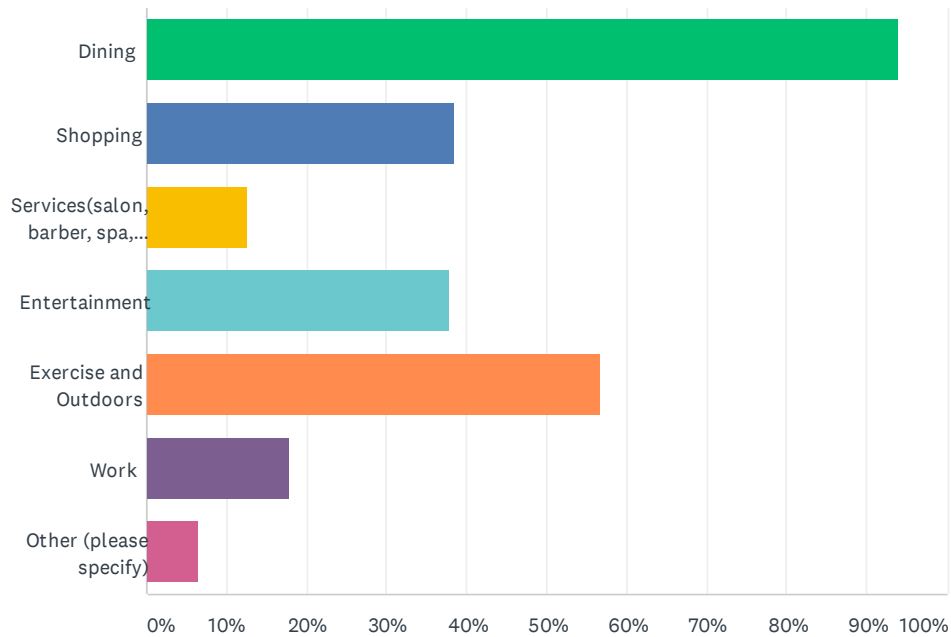
Answered: 1,051 Skipped: 0



| ANSWER CHOICES                | RESPONSES |              |
|-------------------------------|-----------|--------------|
| Yes, at least once a week     | 36.63%    | 385          |
| Yes, 2-5 days out of the week | 19.70%    | 207          |
| Yes, every day of the week    | 5.61%     | 59           |
| Yes, 1-2 times a month        | 33.21%    | 349          |
| No                            | 4.85%     | 51           |
| <b>TOTAL</b>                  |           | <b>1,051</b> |

### Q5 What are your main reasons for visiting Downtown Lynchburg? (check all that apply)

Answered: 1,051 Skipped: 0

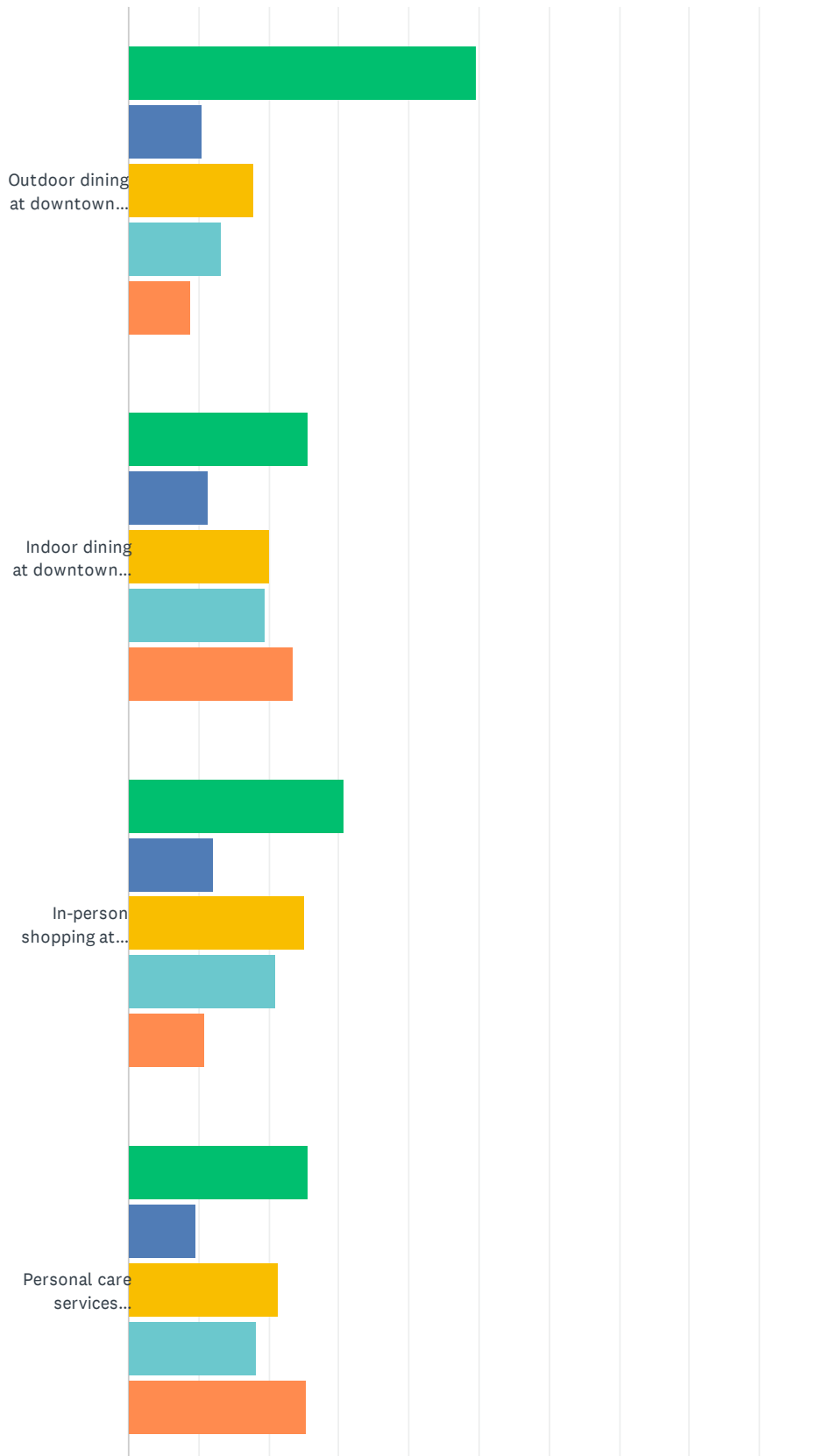


| ANSWER CHOICES                        | RESPONSES |     |
|---------------------------------------|-----------|-----|
| Dining                                | 94.01%    | 988 |
| Shopping                              | 38.53%    | 405 |
| Services(salon, barber, spa, massage) | 12.56%    | 132 |
| Entertainment                         | 37.77%    | 397 |
| Exercise and Outdoors                 | 56.61%    | 595 |
| Work                                  | 17.70%    | 186 |
| Other (please specify)                | 6.57%     | 69  |
| Total Respondents: 1,051              |           |     |

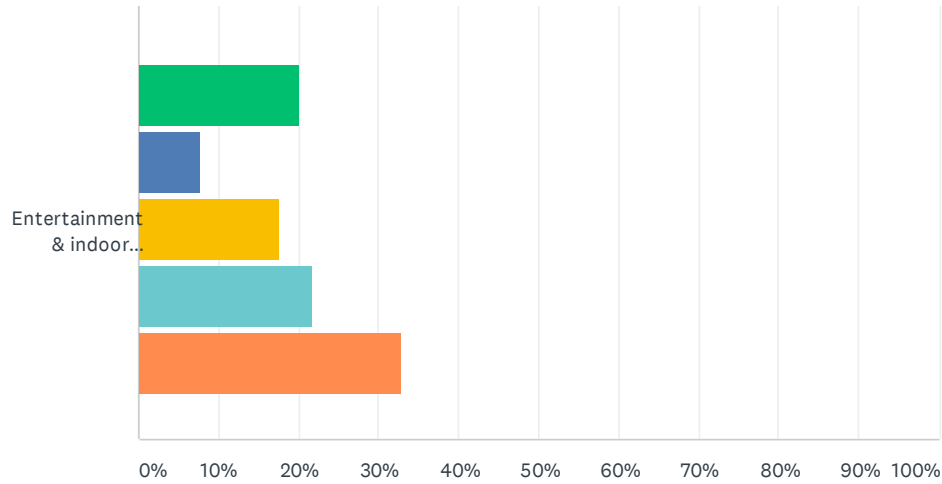


### Q6 As the reopening phases proceed, how long will it take you to return to the following activities:

Answered: 1,051 Skipped: 0



## Downtown Lynchburg COVID-19 Recovery Survey

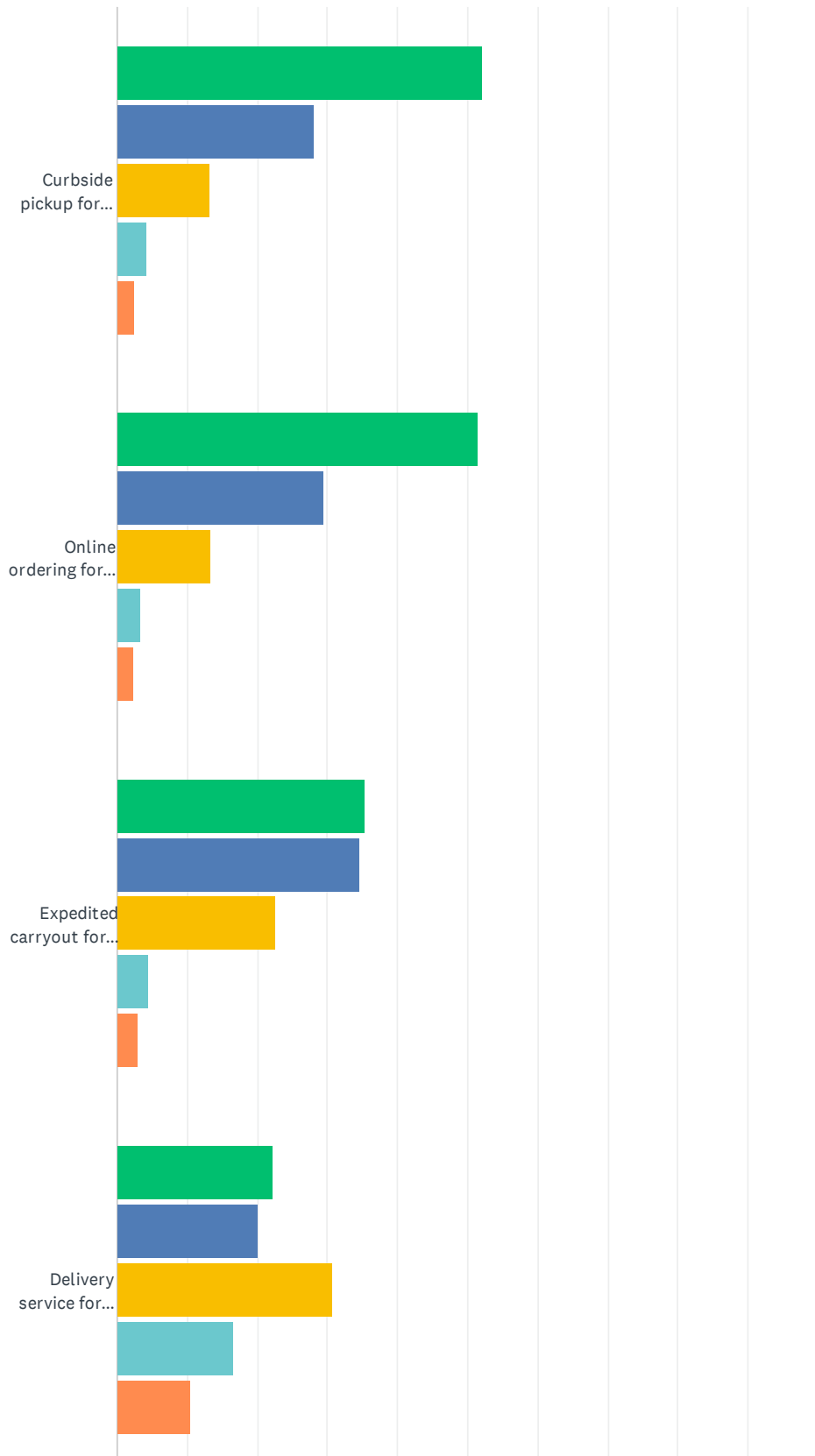


■ I am currently participating   
 ■ I plan to in the next week  
■ I plan to within the next month   
 ■ I plan to as we enter reopening Phase 3  
■ I will not until restrictions are fully lifted

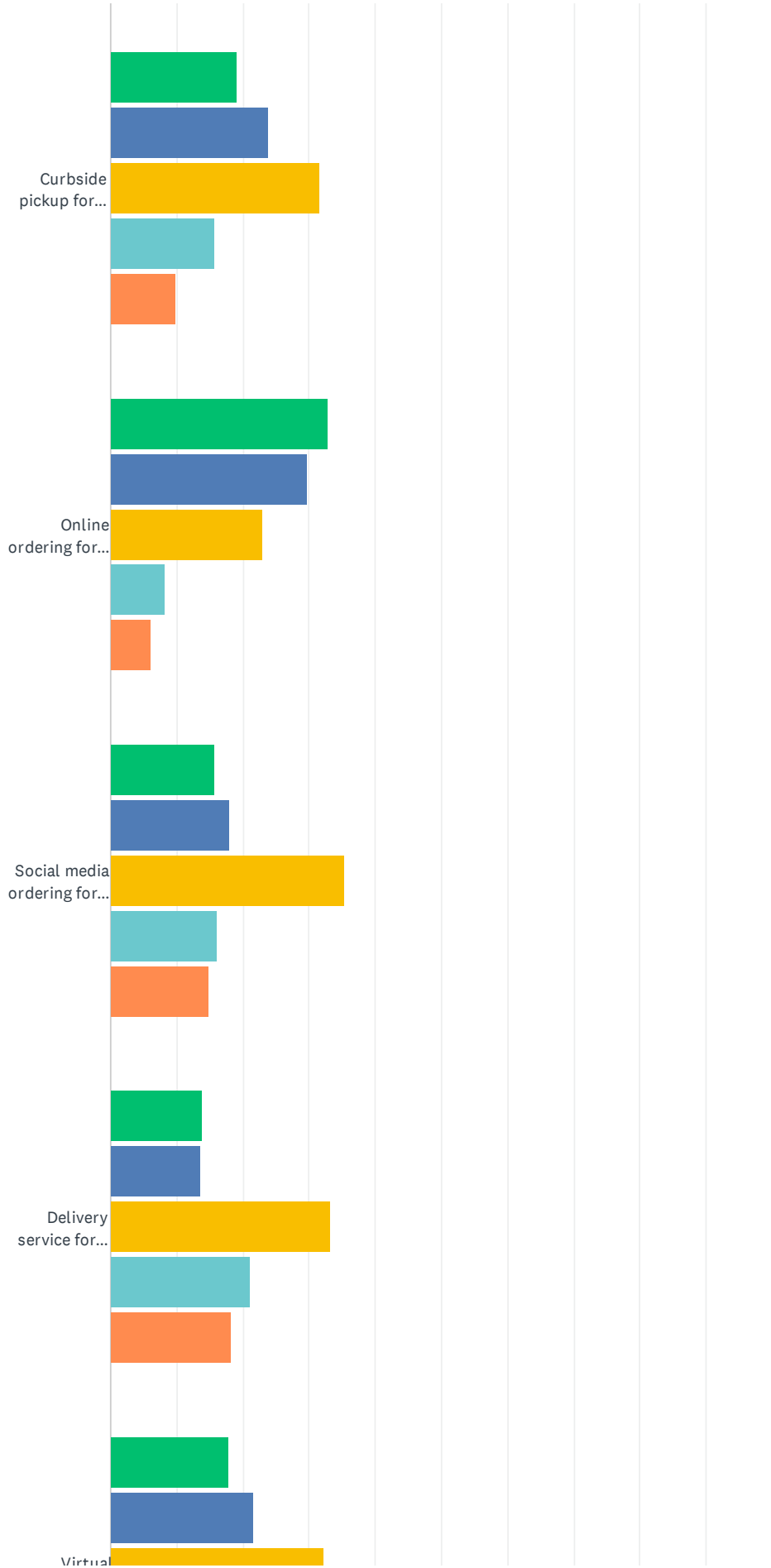
|  | I AM CURRENTLY PARTICIPATING | I PLAN TO IN THE NEXT WEEK | I PLAN TO WITHIN THE NEXT MONTH | I PLAN TO AS WE ENTER REOPENING PHASE 3 | I WILL NOT UNTIL RESTRICTIONS ARE FULLY LIFTED | TOTAL | WEIGHTED AVERAGE |
|--|------------------------------|----------------------------|---------------------------------|---|--|-------|------------------|
| Outdoor dining at downtown restaurants                                   | 49.57%<br>519                | 10.41%<br>109              | 17.86%<br>187                   | 13.28%<br>139                           | 8.88%<br>93                                    | 1,047 | 2.21             |
| Indoor dining at downtown restaurants                                    | 25.60%<br>268                | 11.37%<br>119              | 20.15%<br>211                   | 19.39%<br>203                           | 23.50%<br>246                                  | 1,047 | 3.04             |
| In-person shopping at downtown retailers                                 | 30.72%<br>317                | 12.21%<br>126              | 25.19%<br>260                   | 20.93%<br>216                           | 10.95%<br>113                                  | 1,032 | 2.69             |
| Personal care services (salon, massage parlor, yoga studio, spa, barber) | 25.58%<br>255                | 9.63%<br>96                | 21.36%<br>213                   | 18.15%<br>181                           | 25.28%<br>252                                  | 997   | 3.08             |
| Entertainment & indoor recreation (gyms, pools, etc)                     | 20.02%<br>203                | 7.69%<br>78                | 17.65%<br>179                   | 21.79%<br>221                           | 32.84%<br>333                                  | 1,014 | 3.40             |

### Q7 How important to you are the alternate business practices implemented at the beginning of the restrictions?

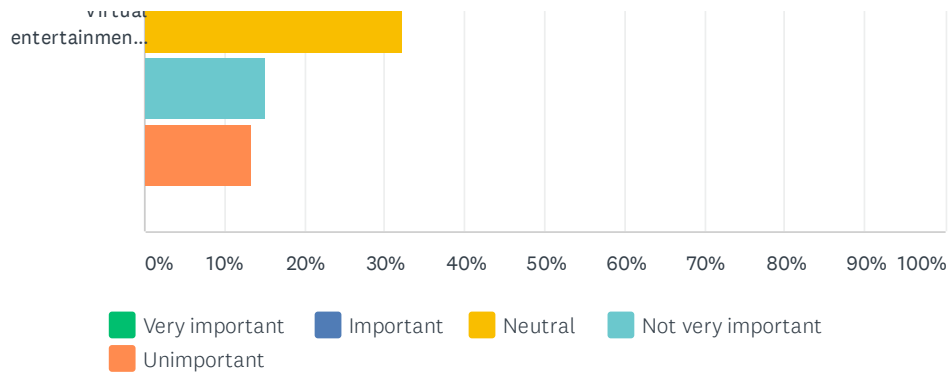
Answered: 1,051 Skipped: 0



# Downtown Lynchburg COVID-19 Recovery Survey



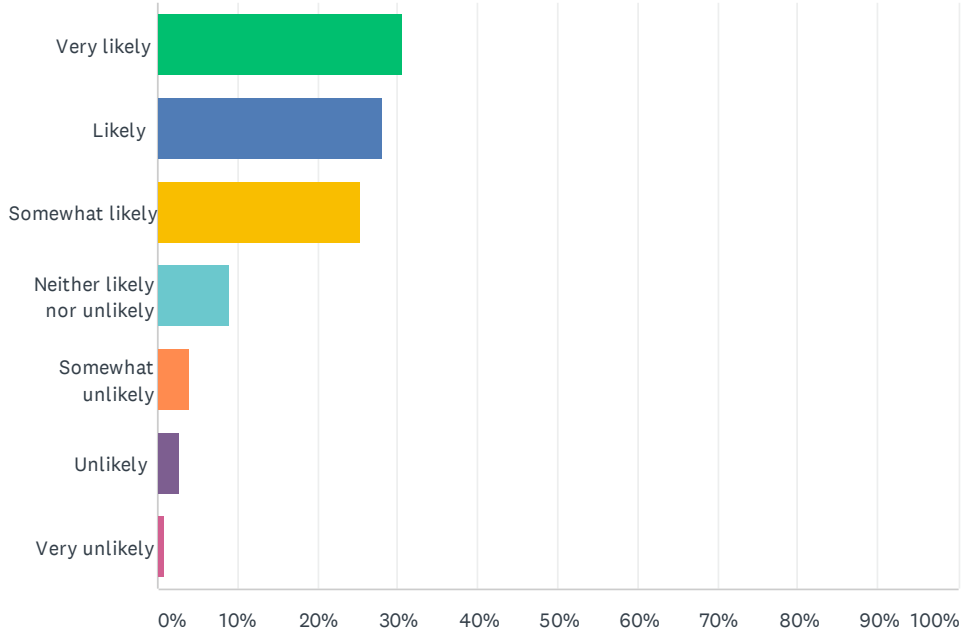
## Downtown Lynchburg COVID-19 Recovery Survey



|                                    | VERY IMPORTANT | IMPORTANT     | NEUTRAL       | NOT VERY IMPORTANT | UNIMPORTANT   | TOTAL | WEIGHTED AVERAGE |
|------------------------------------|----------------|---------------|---------------|--------------------|---------------|-------|------------------|
| Curbside pickup for restaurants    | 52.10%<br>547  | 28.00%<br>294 | 13.24%<br>139 | 4.19%<br>44        | 2.48%<br>26   | 1,050 | 1.77             |
| Online ordering for restaurants    | 51.53%<br>539  | 29.54%<br>309 | 13.29%<br>139 | 3.44%<br>36        | 2.20%<br>23   | 1,046 | 1.75             |
| Expedited carryout for restaurants | 35.41%<br>370  | 34.55%<br>361 | 22.58%<br>236 | 4.50%<br>47        | 2.97%<br>31   | 1,045 | 2.05             |
| Delivery service for restaurants   | 22.21%<br>233  | 20.11%<br>211 | 30.70%<br>322 | 16.49%<br>173      | 10.49%<br>110 | 1,049 | 2.73             |
| Curbside pickup for retail         | 19.08%<br>200  | 23.76%<br>249 | 31.58%<br>331 | 15.74%<br>165      | 9.83%<br>103  | 1,048 | 2.73             |
| Online ordering for retail         | 32.92%<br>344  | 29.67%<br>310 | 23.06%<br>241 | 8.23%<br>86        | 6.12%<br>64   | 1,045 | 2.25             |
| Social media ordering for retail   | 15.77%<br>165  | 17.97%<br>188 | 35.28%<br>369 | 16.16%<br>169      | 14.82%<br>155 | 1,046 | 2.96             |
| Delivery service for retail        | 13.77%<br>144  | 13.67%<br>143 | 33.27%<br>348 | 21.13%<br>221      | 18.16%<br>190 | 1,046 | 3.16             |
| Virtual entertainment & classes    | 17.70%<br>185  | 21.63%<br>226 | 32.15%<br>336 | 15.02%<br>157      | 13.49%<br>141 | 1,045 | 2.85             |

### Q8 If local downtown businesses offered their products and services through online shopping, how likely are you to shop with them as opposed to major national or global online retailers?

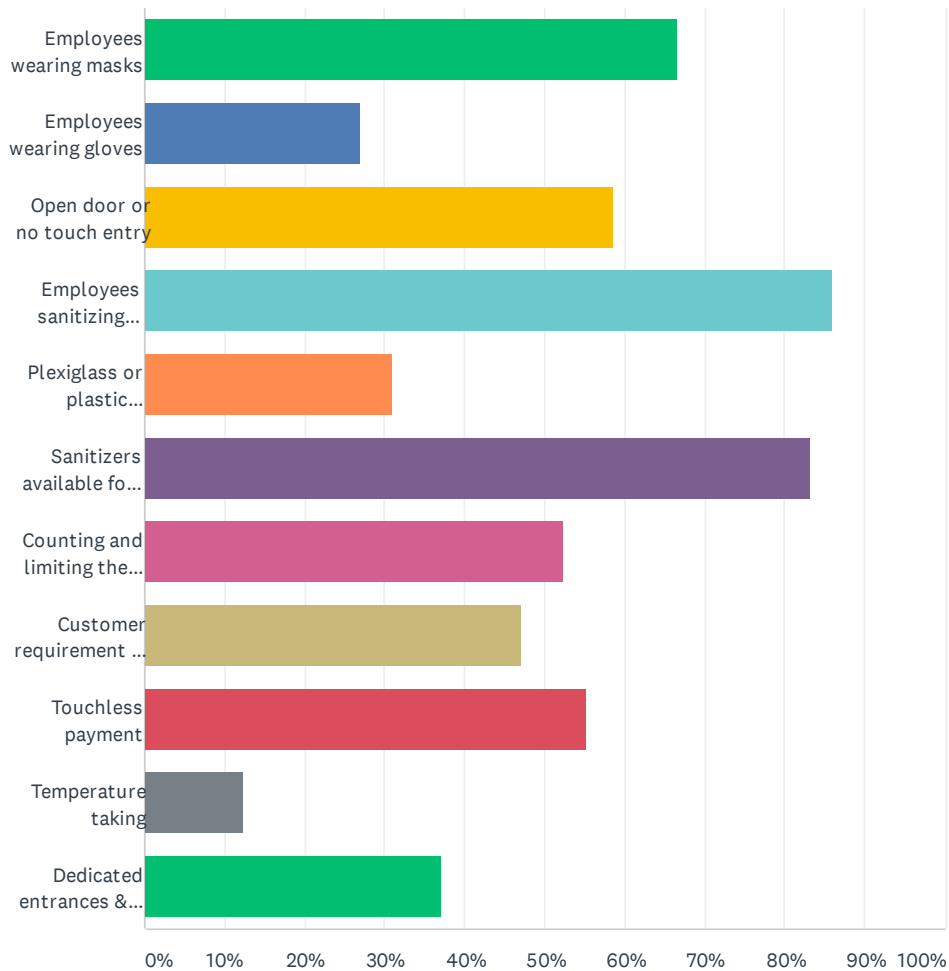
Answered: 1,051 Skipped: 0



| ANSWER CHOICES              | RESPONSES |              |
|-----------------------------|-----------|--------------|
| Very likely                 | 30.45%    | 320          |
| Likely                      | 27.97%    | 294          |
| Somewhat likely             | 25.21%    | 265          |
| Neither likely nor unlikely | 8.94%     | 94           |
| Somewhat unlikely           | 4.00%     | 42           |
| Unlikely                    | 2.66%     | 28           |
| Very unlikely               | 0.76%     | 8            |
| <b>TOTAL</b>                |           | <b>1,051</b> |

### Q9 What practices would you like to see downtown businesses implementing? (Check all that apply)

Answered: 1,051 Skipped: 0



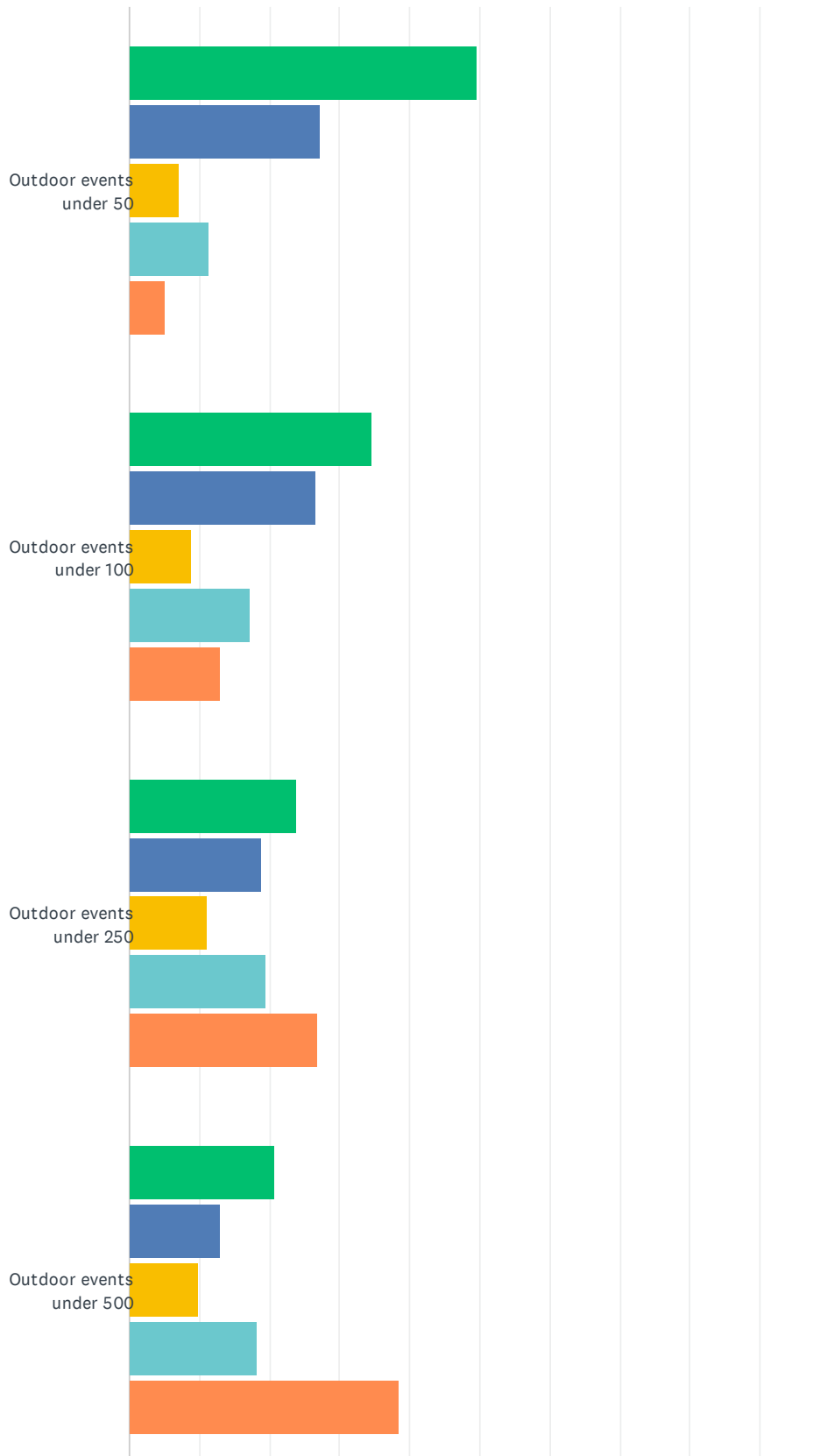
## Downtown Lynchburg COVID-19 Recovery Survey

| ANSWER CHOICES  | RESPONSES |     |
|---|-----------|-----|
| Employees wearing masks   | 66.60%    | 700 |
| Employees wearing gloves  | 26.93%    | 283 |
| Open door or no touch entry   | 58.52%    | 615 |
| Employees sanitizing commonly touched surfaces                            | 86.01%    | 904 |
| Plexiglass or plastic barriers  | 31.02%    | 326 |
| Sanitizers available for customer use                                     | 83.25%    | 875 |
| Counting and limiting the number of customers being served                | 52.24%    | 549 |
| Customer requirement to wear a mask indoors (when not eating or drinking) | 47.10%    | 495 |
| Touchless payment   | 55.28%    | 581 |
| Temperature taking  | 12.27%    | 129 |
| Dedicated entrances & exits to encourage one-way flow                     | 37.11%    | 390 |
| Total Respondents: 1,051  |           |     |

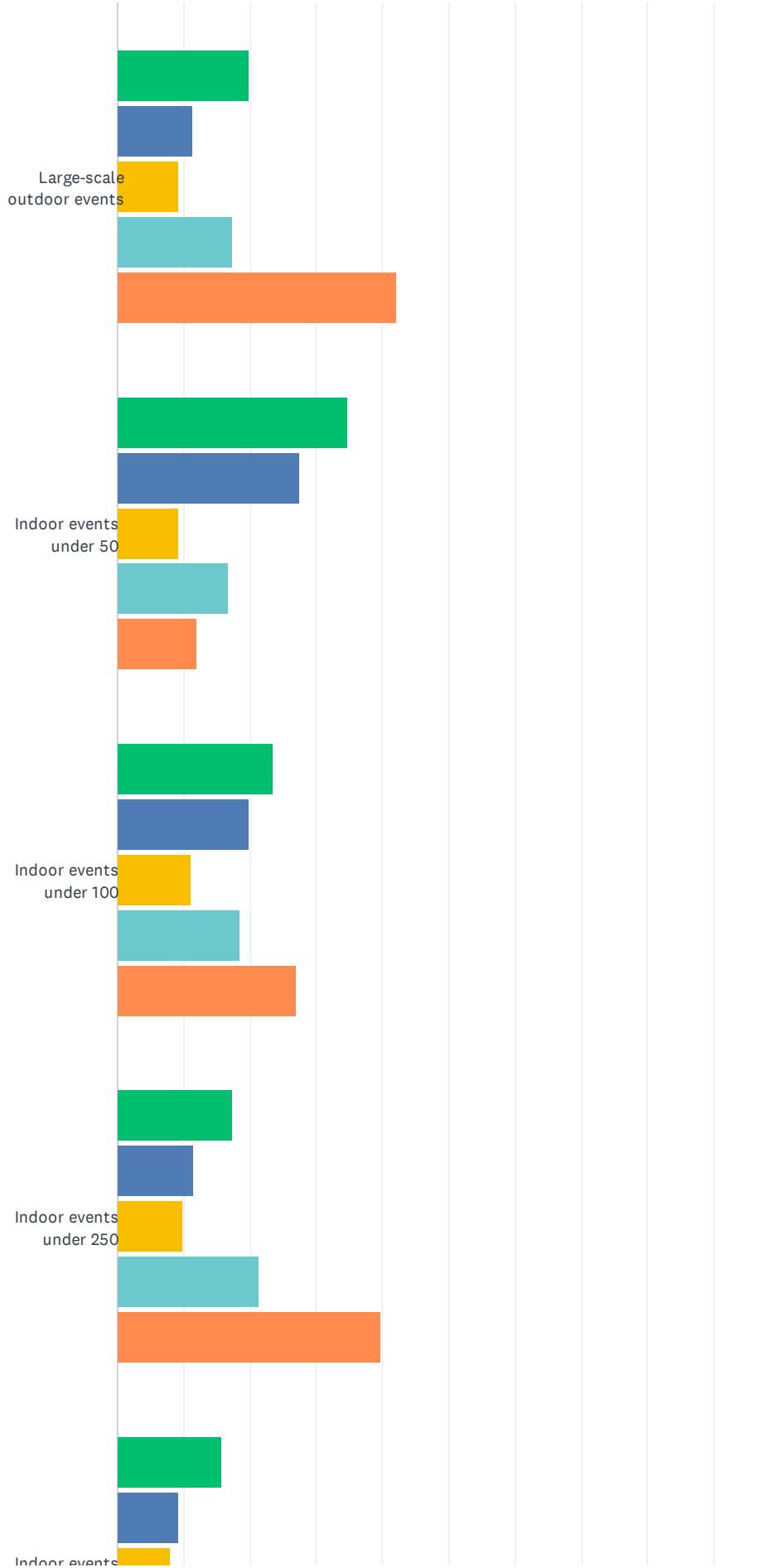


### Q10 In the coming months, while adhering to appropriate guidelines, how comfortable would you be attending public events?

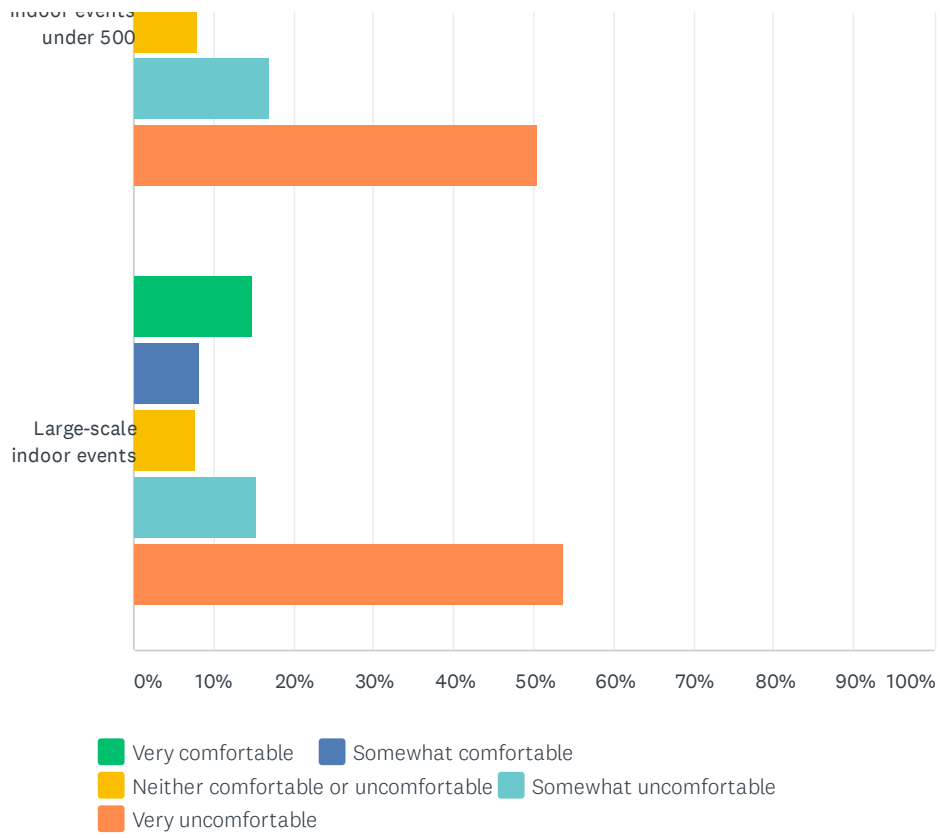
Answered: 1,051 Skipped: 0



# Downtown Lynchburg COVID-19 Recovery Survey



# Downtown Lynchburg COVID-19 Recovery Survey

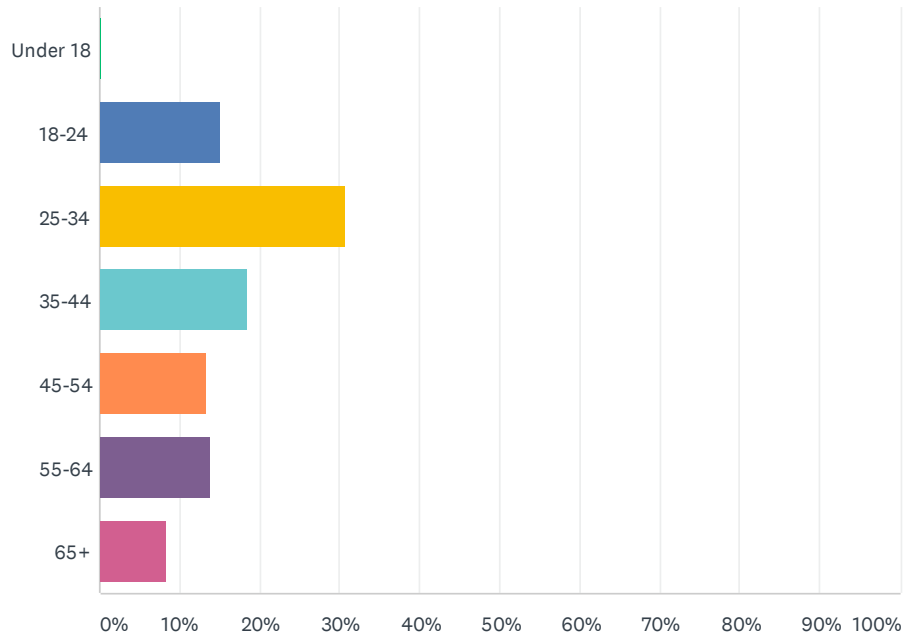


Downtown Lynchburg COVID-19 Recovery Survey

|                            | VERY COMFORTABLE | SOMEWHAT COMFORTABLE | NEITHER COMFORTABLE OR UNCOMFORTABLE | SOMEWHAT UNCOMFORTABLE | VERY UNCOMFORTABLE | TOTAL | WEIGHT AVERAGE |
|----------------------------|------------------|----------------------|--------------------------------------|------------------------|--------------------|-------|----------------|
| Outdoor events under 50    | 49.57%<br>521    | 27.21%<br>286        | 7.04%<br>74                          | 11.23%<br>118          | 4.95%<br>52        | 1,051 |                |
| Outdoor events under 100   | 34.54%<br>362    | 26.62%<br>279        | 8.78%<br>92                          | 17.08%<br>179          | 12.98%<br>136      | 1,048 |                |
| Outdoor events under 250   | 23.78%<br>249    | 18.82%<br>197        | 11.08%<br>116                        | 19.48%<br>204          | 26.84%<br>281      | 1,047 |                |
| Outdoor events under 500   | 20.63%<br>216    | 12.99%<br>136        | 9.84%<br>103                         | 18.15%<br>190          | 38.40%<br>402      | 1,047 |                |
| Large-scale outdoor events | 19.90%<br>207    | 11.35%<br>118        | 9.23%<br>96                          | 17.40%<br>181          | 42.12%<br>438      | 1,040 |                |
| Indoor events under 50     | 34.76%<br>365    | 27.43%<br>288        | 9.14%<br>96                          | 16.67%<br>175          | 12.00%<br>126      | 1,050 |                |
| Indoor events under 100    | 23.38%<br>245    | 19.94%<br>209        | 11.16%<br>117                        | 18.51%<br>194          | 27.00%<br>283      | 1,048 |                |
| Indoor events under 250    | 17.43%<br>182    | 11.59%<br>121        | 9.77%<br>102                         | 21.36%<br>223          | 39.85%<br>416      | 1,044 |                |
| Indoor events under 500    | 15.61%<br>163    | 9.29%<br>97          | 7.85%<br>82                          | 16.86%<br>176          | 50.38%<br>526      | 1,044 |                |
| Large-scale indoor events  | 14.90%<br>156    | 8.12%<br>85          | 7.83%<br>82                          | 15.28%<br>160          | 53.87%<br>564      | 1,047 |                |

## Q12 What is your age?

Answered: 1,048 Skipped: 3



| ANSWER CHOICES | RESPONSES |              |
|----------------|-----------|--------------|
| Under 18       | 0.29%     | 3            |
| 18-24          | 14.98%    | 157          |
| 25-34          | 30.82%    | 323          |
| 35-44          | 18.32%    | 192          |
| 45-54          | 13.36%    | 140          |
| 55-64          | 13.84%    | 145          |
| 65+            | 8.40%     | 88           |
| <b>TOTAL</b>   |           | <b>1,048</b> |