



# PUBLIC POLL FINDINGS AND METHODOLOGY

## Ipsos Poll on Consumer Behavior During COVID-19

Washington, DC, March 8, 2021

1. What level of threat do you think the coronavirus poses to you personally?

	<i>High threat (Net)</i>	Very high threat	High threat	Moderate threat	<i>Low threat (Net)</i>	Low threat	Very low threat	Don't know
<b>3/2-3 (N=1,115)</b>	33%	14%	19%	35%	32%	19%	12%	1%
<b>2/17-18 (N=1,115)</b>	34%	15%	19%	34%	30%	15%	15%	2%
<b>2/2-3 (N=1,115)</b>	35%	13%	22%	34%	29%	16%	14%	1%
<b>1/20-21 (N=1,115)</b>	41%	18%	23%	34%	25%	15%	10%	1%
<b>12/9-10 (N=1,112)</b>	39%	17%	22%	34%	25%	15%	10%	1%
<b>11/24-25 (N=1,114)</b>	40%	18%	21%	36%	23%	14%	9%	2%
<b>11/10-11 (N=1,113)</b>	40%	16%	23%	33%	25%	15%	11%	2%
<b>10/27-28 (N=1,115)</b>	38%	17%	20%	34%	27%	16%	11%	2%
<b>10/13-14 (N=1,114)</b>	36%	16%	21%	33%	29%	17%	12%	1%
<b>9/29-30 (N=1,115)</b>	35%	16%	18%	34%	30%	17%	13%	2%
<b>9/15-16 (N=1,113)</b>	36%	18%	18%	33%	29%	16%	12%	1%
<b>9/1-2 (N=1,113)</b>	33%	14%	19%	33%	32%	19%	14%	1%
<b>8/18-19 (N=1115)</b>	34%	14%	20%	37%	28%	17%	11%	1%
<b>8/4-5 (N=1,111)</b>	33%	14%	19%	37%	29%	17%	12%	2%
<b>7/21-22 (N=1,115)</b>	34%	15%	19%	36%	29%	19%	10%	1%
<b>6/23-24 (N=1,113)</b>	31%	14%	17%	34%	33%	20%	12%	2%
<b>6/8-9 (N=1,113)</b>	28%	12%	16%	32%	38%	23%	16%	2%
<b>5/28-29 (N=1,113)</b>	30%	12%	18%	34%	34%	20%	14%	2%
<b>5/14-15 (N=1,114)</b>	31%	13%	18%	36%	30%	18%	12%	3%
<b>5/4-5 (N=1,114)</b>	34%	15%	19%	35%	28%	17%	11%	2%
<b>4/27-28 (N=1,112)</b>	32%	15%	17%	34%	31%	20%	11%	



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### 1. What level of threat do you think the coronavirus poses to you personally? (Continued)

	High threat (Net)	Very high threat	High threat	Moderate threat	Low threat (Net)	Low threat	Very low threat	Don't know
<b>4/17-20 (N=1,111)</b>	32%	10%	22%	35%	31%	21%	10%	2%
<b>4/10-13 (N=1,114)</b>	36%	14%	22%	35%	26%	16%	10%	2%

### 2. There are often several phases or stages that people go through when times are hard. Which one of the following phases do you feel best describes your current situation regarding the COVID-19 pandemic?

	The pandemic has not reached my area, and so far there are no restrictions	I am getting ready for possible new restrictions, preparing, and stockpiling supplies where possible	I am reacting day-by-day to the restrictions and establishing new routines	I have adapted to the restrictions and settled into new routines	It seems restrictions will soon be lifted in my area	I am starting to do some things again that used to be restricted	I am doing most of the things I used to do pre-COVID	I feel the pandemic is behind me and am moving on with life
<b>3/2-3</b>	3%	5%	15%	47%	8%	9%	10%	4%
<b>2/17-18</b>	2%	7%	18%	46%	5%	7%	10%	5%
<b>2/2-3</b>	1%	6%	17%	48%	5%	8%	10%	5%
<b>1/20-21</b>	2%	8%	20%	49%	2%	4%	10%	3%
<b>12/9-10</b>	3%	16%	20%	44%	1%	3%	9%	3%
<b>11/24-25</b>	2%	19%	24%	37%	1%	4%	9%	3%
<b>11/10-11</b>	4%	16%	20%	41%	2%	6%	7%	4%
<b>10/27-28</b>	4%	13%	17%	41%	3%	9%	8%	4%
<b>10/13-14</b>	3%	11%	17%	40%	4%	11%	9%	4%
<b>9/29-30</b>	5%	10%	13%	39%	5%	12%	10%	5%
<b>9/15-16</b>	3%	7%	16%	42%	6%	11%	9%	5%
<b>9/1-2</b>	3%	7%	14%	43%	6%	13%	9%	4%
<b>8/18-19</b>	2%	9%	20%	42%	5%	13%	7%	3%
<b>8/4-5</b>	2%	9%	21%	42%	3%	11%	9%	3%
<b>7/21-22</b>	3%	11%	20%	38%	4%	12%	8%	4%
<b>6/23-24</b>	3%	7%	17%	33%	9%	18%	9%	4%
<b>6/8-9</b>	3%	5%	15%	27%	21%	10%	6%	3%
<b>5/28-29</b>	2%	5%	13%	37%	18%	13%	8%	4%
<b>5/14-15</b>	2%	5%	16%	33%	22%	10%	7%	5%
<b>5/4-5</b>	2%	6%	18%	41%	17%	5%	8%	3%
<b>4/27-28</b>	2%	5%	17%	41%	-	-	-	4%



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3. When it comes to planning for the future after the COVID-19 pandemic, which of the following best describes you?

	I'm stuck about what to do next	I have a lot of uncertainty	I have some uncertainty	I have no uncertainty
<b>3/2-3</b>	9%	24%	52%	16%
<b>2/17-18</b>	10%	26%	46%	18%
<b>2/2-3</b>	7%	29%	47%	17%
<b>1/20-21</b>	7%	28%	46%	19%
<b>12/9-10</b>	9%	28%	46%	17%
<b>11/24-25</b>	9%	29%	46%	16%
<b>11/10-11</b>	9%	31%	46%	14%
<b>10/27-28</b>	12%	32%	42%	13%
<b>10/13-14</b>	11%	30%	43%	16%
<b>9/29-30</b>	11%	29%	43%	18%
<b>9/15-16</b>	10%	29%	43%	18%
<b>9/1-2</b>	9%	32%	42%	16%
<b>8/18-19</b>	11%	33%	44%	13%
<b>8/4-5</b>	9%	31%	45%	15%
<b>7/21-22</b>	10%	32%	46%	12%
<b>6/23-24</b>	7%	32%	46%	15%
<b>6/8-9</b>	7%	30%	46%	18%
<b>5/28-29</b>	7%	28%	48%	18%
<b>5/14-15</b>	10%	30%	42%	18%
<b>5/4-5</b>	9%	33%	44%	15%



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4. On a five-point scale, with 5 being intolerable and 1 being not a problem at all, how much do COVID-19 restrictions in your area impact you personally? You may choose any number in between.

	5 - Intolerable	4	3	2	1 - Not a problem at all
<b>3/2-3</b>	6%	17%	43%	24%	10%
<b>2/17-18</b>	5%	17%	44%	21%	12%
<b>2/2-3</b>	6%	14%	44%	23%	12%
<b>1/20-21</b>	7%	15%	43%	23%	12%
<b>12/9-10</b>	6%	18%	44%	21%	11%
<b>11/24-25</b>	6%	16%	44%	23%	10%
<b>11/10-11</b>	8%	18%	41%	22%	11%
<b>10/27-28</b>	8%	15%	45%	21%	11%
<b>10/13-14</b>	7%	17%	44%	22%	10%
<b>9/29-30</b>	8%	17%	43%	21%	11%
<b>9/15-16</b>	7%	16%	42%	23%	12%
<b>9/1-2</b>	7%	16%	45%	22%	9%
<b>8/18-19</b>	7%	15%	48%	20%	11%
<b>8/4-5</b>	6%	15%	47%	21%	11%
<b>7/21-22</b>	7%	15%	47%	22%	9%
<b>6/23-24</b>	6%	15%	44%	23%	12%
<b>6/8-9</b>	6%	13%	45%	24%	12%
<b>5/28-29</b>	5%	16%	43%	24%	12%
<b>5/14-15</b>	8%	19%	41%	21%	12%
<b>5/4-5</b>	8%	19%	44%	20%	10%





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5. When do you think you will feel safe enough to start using each of the following services and activities?

a. Restaurants and bars

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	26%	31%
Within the next month	9%	11%
1-3 months from now	14%	19%
4-6 months from now	20%	17%
More than 6 months	28%	18%
I don't use this service	3%	4%

b. Hotels

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	19%	19%
Within the next month	7%	10%
1-3 months from now	11%	14%
4-6 months from now	19%	16%
More than 6 months	27%	24%
I don't use this service	17%	16%

c. Rental cars

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	13%	11%
Within the next month	5%	7%
1-3 months from now	8%	10%
4-6 months from now	10%	10%
More than 6 months	14%	14%
I don't use this service	49%	47%

d. Ride sharing services

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	10%	7%
Within the next month	4%	6%
1-3 months from now	8%	9%
4-6 months from now	10%	9%
More than 6 months	14%	13%
I don't use this service	54%	55%

e. Public transportation

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	10%	8%
Within the next month	4%	5%
1-3 months from now	7%	8%
4-6 months from now	9%	10%
More than 6 months	16%	14%
I don't use this service	53%	54%





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f. Driving my personal vehicle

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	78%	77%
Within the next month	4%	4%
1-3 months from now	5%	6%
4-6 months from now	4%	3%
More than 6 months	3%	2%
I don't use this service	6%	7%

g. Fitness centers/Studios/Gyms

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	12%	12%
Within the next month	6%	7%
1-3 months from now	9%	10%
4-6 months from now	12%	13%
More than 6 months	18%	16%
I don't use this service	43%	43%

h. Entertainment centers (movie theaters, concerts)

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	11%	10%
Within the next month	7%	7%
1-3 months from now	13%	13%
4-6 months from now	21%	21%
More than 6 months	34%	31%
I don't use this service	15%	17%

i. Shopping centers or malls

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	29%	30%
Within the next month	8%	10%
1-3 months from now	13%	16%
4-6 months from now	19%	16%
More than 6 months	24%	19%
I don't use this service	7%	9%

j. Grocery stores

	<b>1/20-21</b>	<b>3/2-3</b>
Now/I already am	71%	74%
Within the next month	6%	7%
1-3 months from now	9%	7%
4-6 months from now	7%	6%
More than 6 months	6%	5%
I don't use this service	1%	1%





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6. Thinking about when COVID-19-related closures and restrictions end, how will you proceed in using...?

a. Restaurants and bars

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	8%	9%	7%	8%	8%	8%	7%	9%	12%	10%
Will start using again immediately and about as much as I did before	28%	27%	26%	18%	25%	24%	25%	23%	32%	29%
Will wait until I'm sure it is safe but will use about as much as I did before	42%	41%	38%	33%	34%	35%	30%	31%	33%	30%
Will use less than I did before, for at least a few months	13%	14%	18%	26%	22%	21%	22%	22%	13%	17%
Will likely use less than I did before, permanently	4%	5%	5%	9%	7%	8%	11%	8%	6%	9%
I don't use this service	5%	5%	5%	5%	5%	5%	6%	7%	4%	4%





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### b. Hotels

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	4%	3%	4%	5%	4%	4%	4%	6%	7%	7%
Will start using again immediately and about as much as I did before	13%	13%	13%	14%	18%	16%	19%	18%	25%	23%
Will wait until I'm sure it is safe but will use about as much as I did before	35%	34%	33%	29%	28%	29%	26%	27%	30%	28%
Will use less than I did before, for at least a few months	14%	13%	20%	19%	20%	17%	18%	19%	13%	16%
Will likely use less than I did before, permanently	6%	6%	8%	12%	10%	10%	11%	10%	8%	8%
I don't use this service	27%	30%	22%	22%	22%	24%	21%	20%	17%	19%

### c. Rental cars

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	3%	3%	3%	3%	3%	3%	3%	4%	3%	5%
Will start using again immediately and about as much as I did before	7%	9%	9%	10%	9%	10%	13%	12%	16%	14%
Will wait until I'm sure it is safe but will use about as much as I did before	18%	18%	20%	17%	15%	14%	16%	15%	18%	17%
Will use less than I did before, for at least a few months	9%	6%	9%	10%	9%	9%	10%	11%	8%	10%
Will likely use less than I did before, permanently	4%	4%	6%	8%	8%	6%	7%	7%	5%	7%
I don't use this service	59%	59%	54%	53%	55%	57%	51%	52%	50%	47%





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### d. Ride sharing services

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	3%	3%	3%	3%	4%	3%	4%	4%	2%	4%
Will start using again immediately and about as much as I did before	9%	9%	9%	8%	8%	8%	10%	10%	13%	11%
Will wait until I'm sure it is safe but will use about as much as I did before	16%	16%	16%	14%	12%	13%	13%	13%	15%	12%
Will use less than I did before, for at least a few months	6%	7%	9%	9%	11%	9%	9%	9%	7%	11%
Will likely use less than I did before, permanently	4%	4%	5%	8%	6%	7%	8%	7%	5%	6%
I don't use this service	62%	61%	59%	57%	59%	59%	56%	56%	58%	56%

### e. Public transportation

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	3%	3%	2%	4%	3%	4%	4%	4%	4%	5%
Will start using again immediately and about as much as I did before	8%	8%	8%	8%	8%	8%	9%	9%	13%	9%
Will wait until I'm sure it is safe but will use about as much as I did before	17%	17%	17%	14%	15%	12%	12%	11%	15%	13%
Will use less than I did before, for at least a few months	7%	7%	10%	10%	9%	8%	10%	11%	7%	9%
Will likely use less than I did before, permanently	4%	5%	6%	8%	8%	7%	8%	8%	5%	7%
I don't use this service	61%	59%	57%	55%	58%	60%	57%	57%	57%	56%



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### f. Driving my personal vehicle

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	15%	14%	19%	18%	19%	18%	21%	20%	28%	26%
Will start using again immediately and about as much as I did before	46%	48%	43%	45%	42%	44%	46%	46%	46%	46%
Will wait until I'm sure it is safe but will use about as much as I did before	24%	21%	19%	19%	20%	17%	16%	17%	13%	12%
Will use less than I did before, for at least a few months	4%	6%	7%	7%	9%	8%	7%	9%	4%	6%
Will likely use less than I did before, permanently	1%	2%	2%	3%	4%	4%	3%	3%	2%	2%
I don't use this service	9%	9%	9%	7%	7%	9%	7%	5%	7%	7%

### g. Fitness centers/Studios/Gyms

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	7%	6%	7%	6%	5%	7%	5%	7%	8%	7%
Will start using again immediately and about as much as I did before	14%	14%	13%	11%	11%	11%	11%	12%	17%	13%
Will wait until I'm sure it is safe but will use about as much as I did before	22%	20%	20%	18%	20%	17%	15%	15%	17%	18%
Will use less than I did before, for at least a few months	7%	7%	9%	11%	10%	10%	11%	12%	7%	9%
Will likely use less than I did before, permanently	3%	4%	5%	8%	7%	6%	8%	9%	6%	7%
I don't use this service	47%	49%	46%	46%	46%	49%	51%	46%	45%	45%



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## h. Entertainment centers (movie theaters, concerts)

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	7%	6%	6%	6%	7%	8%	7%	7%	9%	9%
Will start using again immediately and about as much as I did before	18%	18%	15%	17%	15%	16%	15%	15%	23%	18%
Will wait until I'm sure it is safe but will use about as much as I did before	40%	36%	33%	28%	31%	29%	26%	26%	32%	27%
Will use less than I did before, for at least a few months	12%	15%	19%	21%	17%	18%	19%	21%	14%	20%
Will likely use less than I did before, permanently	6%	7%	8%	11%	12%	11%	16%	13%	9%	12%
I don't use this service	17%	18%	18%	18%	18%	19%	18%	18%	13%	16%

## i. Shopping centers or malls

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	6%	6%	6%	7%	6%	6%	7%	7%	10%	9%
Will start using again immediately and about as much as I did before	21%	21%	21%	19%	21%	21%	22%	23%	31%	29%
Will wait until I'm sure it is safe but will use about as much as I did before	42%	39%	37%	30%	30%	31%	29%	27%	31%	28%
Will use less than I did before, for at least a few months	15%	17%	18%	22%	21%	19%	22%	24%	13%	17%
Will likely use less than I did before, permanently	6%	6%	7%	11%	10%	12%	13%	11%	8%	9%
I don't use this service	10%	11%	11%	12%	11%	11%	7%	8%	7%	8%



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## j. Grocery stores

	4/10-13	4/17-20	5/4-5	5/14-15	7/21-22	8/4-5	11/24-25	12/9-10	1/20-21	3/2-3
Will start using again immediately and more than I did before	10%	9%	10%	11%	11%	12%	13%	11%	18%	19%
Will start using again immediately and about as much as I did before	43%	46%	45%	44%	45%	47%	46%	47%	47%	50%
Will wait until I'm sure it is safe but will use about as much as I did before	36%	35%	31%	28%	27%	25%	26%	25%	24%	19%
Will use less than I did before, for at least a few months	8%	8%	9%	12%	11%	10%	10%	12%	7%	8%
Will likely use less than I did before, permanently	2%	2%	4%	4%	5%	4%	4%	4%	2%	4%
I don't use this service	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%





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### 7. To what extent do you agree or disagree with the following statements?

#### Total Agree Summary

	<b>2/17-18</b>	<b>3/2-3</b>
If we loosen COVID-19 restrictions now, it will just lead to re-closing	58%	56%
We should wait until the COVID-19 case rate in my state reaches near zero before we lift all statewide restrictions	50%	48%
I'm going to wait until other people return to pre-COVID activities and see what seems safe	44%	47%
As soon as the COVID-19 case rate goes down in my state, we should lift all statewide restrictions	37%	37%
All Americans should return to pre-COVID activities now	25%	28%
Once I'm vaccinated, I will return to pre-COVID activities regardless of the actions of others	24%	28%

#### a. I'm going to wait until other people return to pre-COVID activities and see what seems safe

	<b>2/17-18</b>	<b>3/2-3</b>
Strongly agree	9%	10%
Somewhat agree	35%	36%
Neither agree nor disagree	29%	29%
Somewhat disagree	15%	14%
Strongly disagree	12%	10%
<i>Agree (Net)</i>	<i>44%</i>	<i>47%</i>
<i>Disagree (Net)</i>	<i>27%</i>	<i>24%</i>

#### b. All Americans should return to pre-COVID activities now

	<b>2/17-18</b>	<b>3/2-3</b>
Strongly agree	12%	12%
Somewhat agree	14%	16%
Neither agree nor disagree	18%	15%
Somewhat disagree	18%	23%
Strongly disagree	38%	35%
<i>Agree (Net)</i>	<i>25%</i>	<i>28%</i>
<i>Disagree (Net)</i>	<i>56%</i>	<i>57%</i>





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- c. Once I'm vaccinated, I will return to pre-COVID activities regardless of the actions of others

	<b>2/17-18</b>	<b>3/2-3</b>
Strongly agree	9%	10%
Somewhat agree	16%	18%
Neither agree nor disagree	32%	28%
Somewhat disagree	24%	26%
Strongly disagree	20%	18%
<i>Agree (Net)</i>	<i>24%</i>	<i>28%</i>
<i>Disagree (Net)</i>	<i>44%</i>	<i>44%</i>

- d. As soon as the COVID-19 case rate goes down in my state, we should lift all statewide restrictions

	<b>2/17-18</b>	<b>3/2-3</b>
Strongly agree	14%	14%
Somewhat agree	23%	23%
Neither agree nor disagree	26%	23%
Somewhat disagree	25%	25%
Strongly disagree	13%	15%
<i>Agree (Net)</i>	<i>37%</i>	<i>37%</i>
<i>Disagree (Net)</i>	<i>38%</i>	<i>39%</i>

- e. We should wait until the COVID-19 case rate in my state reaches near zero before we lift all statewide restrictions

	<b>2/17-18</b>	<b>3/2-3</b>
Strongly agree	19%	19%
Somewhat agree	31%	29%
Neither agree nor disagree	21%	18%
Somewhat disagree	14%	19%
Strongly disagree	16%	15%
<i>Agree (Net)</i>	<i>50%</i>	<i>48%</i>
<i>Disagree (Net)</i>	<i>30%</i>	<i>35%</i>

- f. If we loosen COVID-19 restrictions now, it will just lead to re-closing

	<b>2/17-18</b>	<b>3/2-3</b>
Strongly agree	26%	22%
Somewhat agree	32%	34%
Neither agree nor disagree	21%	21%
Somewhat disagree	12%	14%
Strongly disagree	9%	9%
<i>Agree (Net)</i>	<i>58%</i>	<i>56%</i>
<i>Disagree (Net)</i>	<i>21%</i>	<i>23%</i>





## PUBLIC POLL FINDINGS AND METHODOLOGY

8. How frequently, if at all, do you do the following right now?

### Total Often/Sometimes Summary

	<b>3/2-3</b>
Order restaurant takeout or delivery directly from an individual restaurant	67%
Order restaurant takeout or delivery using 3rd party delivery companies (e.g. Uber Eats, DoorDash, GrubHub, etc.)	38%
Dine in at a restaurant	38%

a. Order restaurant takeout or delivery using 3rd party delivery companies (e.g. Uber Eats, DoorDash, GrubHub, etc.)

	<b>3/2-3</b>
Often	12%
Sometimes	27%
Rarely	19%
Never	43%
<i>Often/Sometimes (Net)</i>	<b>38%</b>
<i>Rarely/Never (Net)</i>	<b>62%</b>

b. Order restaurant takeout or delivery directly from an individual restaurant

	<b>3/2-3</b>
Often	18%
Sometimes	49%
Rarely	21%
Never	12%
<i>Often/Sometimes (Net)</i>	<b>67%</b>
<i>Rarely/Never (Net)</i>	<b>33%</b>

c. Dine in at a restaurant

	<b>3/2-3</b>
Often	9%
Sometimes	28%
Rarely	30%
Never	32%
<i>Often/Sometimes (Net)</i>	<b>38%</b>
<i>Rarely/Never (Net)</i>	<b>62%</b>

9. Are you doing the following more or less now, compared to this time last year?

a. Ordering restaurant takeout or delivery using 3rd party delivery companies (e.g. Uber Eats, DoorDash, GrubHub, etc.)

	<b>3/2-3</b>
More	23%
About the same	24%
Less	13%
Not applicable	39%





## PUBLIC POLL FINDINGS AND METHODOLOGY

b. Ordering restaurant takeout or delivery directly from an individual restaurant

	<b>3/2-3</b>
More	33%
About the same	40%
Less	17%
Not applicable	10%

c. Dining in at a restaurant

	<b>3/2-3</b>
More	7%
About the same	27%
Less	60%
Not applicable	6%

10. **[Skipped if Q8a = 'Never']** Which of the following statements apply to your use of 3rd party food delivery companies? Select all that apply.

	<b>3/2-3 (N=608)</b>
I use these services to support restaurants I've ordered from before	32%
I use these services to have a variety of choices of restaurants/cuisines	30%
I use these services because it is more convenient than ordering from a restaurant directly	28%
I use these services to try out new places to eat	25%
I use these services because it is the only way I can get delivery in my area	21%
I use these services to try new dishes at restaurants I've ordered from before	18%
None of these	19%







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11. **[Skipped if Q8a = 'Never']** What is the most important factor for you in deciding which 3rd party food delivery company to use? You may select up to two.

	<b>3/2-3 (N=608)</b>
Availability of certain restaurants	34%
Low service fees	33%
Short wait times	22%
Customer service	18%
User experience on the app/website	13%
Loyalty benefits	10%
Ability to apply and/or adjust tips after ordering	9%
Ability to tip both the driver and restaurant	8%
Other	2%
None of these	13%

12. If each of these payment methods were made available to you in the next 12 months at stores and gas stations you typically visit, how likely would you be to use each?

### Total Likely Summary

	<b>3/2-3</b>
Pay using a traditional "insert your debit or credit card" method	89%
Pay with your phone, using Apple Pay or another mobile payment method	51%
Pay using your grocer's loyalty card that acts like a credit or debit card	49%
Pay by taking a picture of a QR code using your phone	38%
Pay by waving your palm over a scanner	28%
Pay by facial recognition at checkout	25%
Pay using a "chip" embedded under your skin	20%





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a. Pay with your phone, using Apple Pay or another mobile payment method

	<b>3/2-3</b>
Very likely	23%
Somewhat likely	28%
Not very likely	17%
Not at all likely	27%
Don't know	5%
<i>Likely (Net)</i>	<i>51%</i>
<i>Not Likely (Net)</i>	<i>44%</i>

b. Pay by taking a picture of a QR code using your phone

	<b>3/2-3</b>
Very likely	12%
Somewhat likely	26%
Not very likely	21%
Not at all likely	34%
Don't know	7%
<i>Likely (Net)</i>	<i>38%</i>
<i>Not Likely (Net)</i>	<i>55%</i>

c. Pay using your grocer's loyalty card that acts like a credit or debit card

	<b>3/2-3</b>
Very likely	19%
Somewhat likely	31%
Not very likely	19%
Not at all likely	24%
Don't know	8%
<i>Likely (Net)</i>	<i>49%</i>
<i>Not Likely (Net)</i>	<i>43%</i>

d. Pay by waving your palm over a scanner

	<b>3/2-3</b>
Very likely	11%
Somewhat likely	17%
Not very likely	19%
Not at all likely	46%
Don't know	7%
<i>Likely (Net)</i>	<i>28%</i>
<i>Not Likely (Net)</i>	<i>65%</i>

e. Pay by facial recognition at checkout

	<b>3/2-3</b>
Very likely	11%
Somewhat likely	14%
Not very likely	19%
Not at all likely	49%
Don't know	7%
<i>Likely (Net)</i>	<i>25%</i>
<i>Not Likely (Net)</i>	<i>68%</i>



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f. Pay using a “chip” embedded under your skin

	<b>3/2-3</b>
Very likely	8%
Somewhat likely	12%
Not very likely	9%
Not at all likely	65%
Don't know	5%
<i>Likely (Net)</i>	20%
<i>Not Likely (Net)</i>	75%

g. Pay using a traditional “insert your debit or credit card” method

	<b>3/2-3</b>
Very likely	67%
Somewhat likely	22%
Not very likely	6%
Not at all likely	3%
Don't know	2%
<i>Likely (Net)</i>	89%
<i>Not Likely (Net)</i>	9%

13. Are you currently working from home, for at least a majority of the time, because of the pandemic?

	<b>3/2-3</b>
Yes, working mostly from home	18%
Yes, working completely from home	16%
No	34%
I am not currently working	33%
<i>Yes (Net)</i>	34%





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14. [Asked if Q13 = ‘Yes, working mostly from home’ or ‘Yes, working completely from home’] Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

### Total Agree Summary

	<b>3/2-3 (N=352)</b>
Employers should be more flexible in terms of requiring employees to go to an office	76%
I want flexibility in the amount of time I go into the office	72%
I am more productive with a flexible work schedule	70%
I want to return to the office occasionally	62%
I miss being around my coworkers	59%
If my employer expected me to return to the office full time, I would consider looking for another job that didn't require me to return to the office, given the same salary and responsibility	42%
I want to return to the office full time	40%
I feel more burned out by work when I work from home	40%
My home is a difficult place to be productive	34%

- a. I want to return to the office full time

	<b>3/2-3</b>
Strongly agree	15%
Somewhat agree	25%
Neither agree nor disagree	19%
Somewhat disagree	16%
Strongly disagree	25%
<i>Agree (Net)</i>	<i>40%</i>
<i>Disagree (Net)</i>	<i>41%</i>

- b. I want to return to the office occasionally

	<b>3/2-3</b>
Strongly agree	20%
Somewhat agree	42%
Neither agree nor disagree	17%
Somewhat disagree	11%
Strongly disagree	10%
<i>Agree (Net)</i>	<i>62%</i>
<i>Disagree (Net)</i>	<i>21%</i>





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- c. If my employer expected me to return to the office full time, I would consider looking for another job that didn't require me to return to the office, given the same salary and responsibility

	<b>3/2-3</b>
Strongly agree	15%
Somewhat agree	27%
Neither agree nor disagree	29%
Somewhat disagree	16%
Strongly disagree	13%
<i>Agree (Net)</i>	<i>42%</i>
<i>Disagree (Net)</i>	<i>29%</i>

- d. I want flexibility in the amount of time I go into the office

	<b>3/2-3</b>
Strongly agree	35%
Somewhat agree	38%
Neither agree nor disagree	20%
Somewhat disagree	5%
Strongly disagree	3%
<i>Agree (Net)</i>	<i>72%</i>
<i>Disagree (Net)</i>	<i>7%</i>

- e. I am more productive with a flexible work schedule

	<b>3/2-3</b>
Strongly agree	34%
Somewhat agree	36%
Neither agree nor disagree	19%
Somewhat disagree	10%
Strongly disagree	1%
<i>Agree (Net)</i>	<i>70%</i>
<i>Disagree (Net)</i>	<i>11%</i>

- f. My home is a difficult place to be productive

	<b>3/2-3</b>
Strongly agree	11%
Somewhat agree	23%
Neither agree nor disagree	20%
Somewhat disagree	23%
Strongly disagree	23%
<i>Agree (Net)</i>	<i>34%</i>
<i>Disagree (Net)</i>	<i>46%</i>



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g. I feel more burned out by work when I work from home

	<b>3/2-3</b>
Strongly agree	11%
Somewhat agree	29%
Neither agree nor disagree	20%
Somewhat disagree	22%
Strongly disagree	19%
<i>Agree (Net)</i>	<i>40%</i>
<i>Disagree (Net)</i>	<i>41%</i>

h. I miss being around my coworkers

	<b>3/2-3</b>
Strongly agree	15%
Somewhat agree	44%
Neither agree nor disagree	20%
Somewhat disagree	9%
Strongly disagree	11%
<i>Agree (Net)</i>	<i>59%</i>
<i>Disagree (Net)</i>	<i>20%</i>

i. Employers should be more flexible in terms of requiring employees to go to an office

	<b>3/2-3</b>
Strongly agree	39%
Somewhat agree	37%
Neither agree nor disagree	18%
Somewhat disagree	4%
Strongly disagree	2%
<i>Agree (Net)</i>	<i>76%</i>
<i>Disagree (Net)</i>	<i>6%</i>

15. In your opinion, what is closest to the right mix of working from home versus working in an office for after pandemic restrictions are lifted?

	<b>3/2-3</b>
All at home	9%
Mostly at home	16%
Evenly split at home and at the office	22%
Mostly at the office	14%
All at the office	13%
Don't know/Not applicable	26%
<i>At Home (Net)</i>	<i>25%</i>
<i>At the Office (Net)</i>	<i>27%</i>





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### About the Study

These are some of the findings of the twenty-third wave of an Ipsos poll conducted between March 2-3, 2021. For this survey, a sample of 1,115 adults age 18+ from the continental U.S., Alaska, and Hawaii was interviewed online in English.

- The first wave was conducted between April 10-13, among 1,114 U.S. adults
- The second was conducted April 17-20, 2020, among 1,111 U.S. adults
- The third was conducted April 27-28, 2020, among 1,112 U.S. adults
- The fourth was conducted May 4-5, 2020, among 1,114 U.S. adults
- The fifth wave was conducted May 14-15, 2020, among 1,114 U.S. adults
- The sixth wave was conducted May 28-29, 2020, among 1,113 U.S. adults
- The seventh wave was conducted June 8-9, 2020, among 1,113 U.S. adults
- The eighth wave was conducted June 23-24, 2020, among 1,113 U.S. adults
- The ninth wave was conducted July 21-22, 2020, among 1,115 U.S. adults
- The tenth wave was conducted August 4-5, 2020, among 1,111 U.S. adults
- The eleventh wave was conducted August 18-10, 2020, among 1,115 U.S. adults
- The twelfth wave was conducted September 1-2, 2020, among 1,113 U.S. adults
- The thirteenth wave was conducted September 15-16, 2020, among 1,113 U.S. adults
- The fourteenth wave was conducted September 29-30, 2020, among 1,115 U.S. adults
- The fifteenth wave was conducted October 13-14, 2020, among 1,114 U.S. adults
- The sixteenth wave was conducted October 27-28, 2020, among 1,115 U.S. adults
- The seventeenth wave was conducted November 10-12, 2020, among 1,113 adults
- The eighteenth wave was conducted November 24-25, 2020, among 1,114 adults
- The nineteenth wave was conducted December 9-10, 2020, among 1,112 adults
- The twentieth wave was conducted January 20-21, 2021, among 1,115 adults
- The twenty-first wave was conducted February 2-3, 2021, among 1,115 adults
- The twenty-second wave was conducted February 17-18, 2021, among 1,115 adults

The sample for this study was randomly drawn from [Ipsos' online panel](#), partner online panel sources, and ["river" sampling](#) and does not rely on a population frame in the traditional sense. Ipsos uses fixed sample targets, unique to each study, in drawing a sample. After a sample has been obtained from the Ipsos panel, Ipsos calibrates respondent characteristics to be representative of the U.S. Population using standard procedures such as raking-ratio adjustments. The source of these population targets is U.S. Census 2018 American Community Survey data. The sample drawn for this study reflects fixed sample targets on demographics. Posthoc weights were made to the population characteristics on gender, age, race/ethnicity, region, and education.

Statistical margins of error are not applicable to online non-probability polls. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error and measurement error. Where figures do not sum to 100, this is due to the effects of rounding. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll has a credibility interval of plus or minus 3.3 percentage points for all respondents. Ipsos calculates a design effect (DEFF) for each study based on the variation of the weights, following the formula of Kish (1965). This study had a credibility interval adjusted for design effect of the following ( $n=1,115$ ,  $DEFF=1.5$ , adjusted Confidence Interval= $\pm 4.8$  percentage points).

- The first, fourth, fifth, sixth, seventh, eighth, ninth, eleventh, twelfth, thirteenth, fourteenth, fifteenth, sixteenth, seventeenth, eighteenth, twentieth, twenty-first, and twenty-second waves of this study have a credibility interval of plus or minus 3.3 percentage points for all respondents.





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- The second, third, tenth, and nineteenth waves of this study have a credibility interval of plus or minus 3.4 percentage points for all respondents.

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### About Ipsos

Ipsos is the world's third largest Insights and Analytics company, present in 90 markets and employing more than 18,000 people.

Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. We serve more than 5000 clients across the world with 75 business solutions.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

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