



American Experiences Survey: A Nationally Representative Multi-Mode Survey

August 2023 Omnibus Results

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. March results are based on interviews conducted from August 11 - 21, 2023. This document includes all sections of the omnibus survey for this month: AI chatbots; plasticizers in food wrap; alcohol use perceptions; rear seat seatbelt use; vacuuming habits; used tire purchases; and customer service.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were administered both online and by phone. In total, NORC collected 2,062 interviews, 1,951 by web mode and 111 by phone mode, 1,988 in English and 74 in Spanish. Final data are weighted by age, gender, race/Hispanic ethnicity, housing tenure, telephone status, education, and Census Division to be proportionally representative of the US adult population.

Key demographic characteristics (after weighting is applied) of this sample are presented below:

51% female; median age of 47 years old; 61% white, non-Hispanic; 36% 4-year college graduates; and 60% have a household income of \$50,000 or more.

The margin of error for results based on the total sample is +/- 2.64 percentage points at the 95% confidence level. Smaller subgroups will have larger error margins, and only those subgroups for which there are at least 100 unweighted cases are included.

TOPLINE RESULTS WITH MONTHLY TRENDS

The August omnibus contained seven blocks of questions (one for each topic listed above). Respondents saw blocks in a random order.

The questions presented below were shown to respondents in this order within sections unless otherwise noted. Where appropriate, question verbiage, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

Also shown, where available, are trends over time. Not every item was asked on every recent omnibus survey, and where minor revisions to the wording of an item or response choices were made, they are noted below. *Note these changes may impact comparability of results.*

Prepared by CR Survey Research Department, August 2023

www.cr.org

Survey Notes for Monthly Trends

April 2022 results are based on interviews conducted from April 7-18, 2022, with a nationally representative sample of 2,224 US adults.

April 2023 results are based on interviews conducted from April 6-17, 2023, with a nationally representative sample of 2,121 US adults.

AI CHATBOTS

CHAT_NODE.

The next section is about text-based generative artificial intelligence (AI) chatbots like ChatGPT. These are interactive computer programs that humans can have a conversation with by typing. In addition to making conversation, they can respond to instructions like "Write an email cancelling my appointment" or "Make a list of common baby names" or "What are three themes in *War and Peace*?"

We are not interested in task-focused chatbots, like some online customer service tools.

CHAT1. [PROMPT RESPONDENT TWICE IF NO RESPONSE INITIALLY SELECTED. RANDOMIZE ITEMS, HOLDING "OTHER," "I HAVE USED AN AI CHATBOT, BUT I DO NOT REMEMBER WHAT IT WAS," AND "I HAVE NOT USED AN AI CHATBOT" AT END IN THAT ORDER. "I HAVE USED AN AI CHATBOT, BUT I DO NOT REMEMBER WHAT IT WAS" AND "I HAVE NOT USED AN AI CHATBOT" WERE EXCLUSIVE.]

Which, if any, of the following AI chatbots have you used in the [past three months](#)?

Select all that apply.

Remember, we are only interested in text-based AI. Please do not include other forms of AI you may have used, such as ones that generate images, audio, or video.

	Total
	%
ChatGPT	19
Bing AI	6
Bard by Google	4
YouChat	1
OpenAI Playground	1
HuggingChat	1
Sparrow by DeepMind	1
ChatSonic	0
Other, please specify	2
I have used an AI chatbot in the past three months, but I do not remember what it was	4
I have not used an AI chatbot in the past three months	69
Base: All respondents	2,062

CHAT2. [SHOW IF CHAT1 RESPONSE IS NOT "I HAVE NOT USED AN AI CHATBOT," SKIPPED ONLINE OR ON PHONE, OR "DON'T KNOW" FROM PHONE RESPONDENTS. RANDOMIZE RESPONSE OPTIONS, KEEPING BOTH "WRITE, RE-WRITE, OR EDIT" OPTIONS TOGETHER; KEEPING BOTH "COME UP WITH IDEAS" OPTIONS TOGETHER; AND HOLDING "OTHER" AND "NO PARTICULAR TASK" AT END IN THAT ORDER. "NO PARTICULAR TASK" WAS EXCLUSIVE.]

You said that you have used an AI chatbot in the past three months. Which, if any, of the following have you used an AI chatbot to do?

Select all that apply.

	Total
	%
Answer a question, using the chatbot instead of a search engine	35
Have it explain something	35
Write, re-write, or edit something <u>to accomplish a task</u>	23
Come up with ideas <u>for an assignment</u> for work or school	17
Come up with ideas <u>not for a work or school task</u> , like plans for a six-year-old's birthday party, gift ideas for a boss's retirement, and so on	17
Have it summarize a longer piece of text	14
Write, re-write, or edit something for an <u>artistic or entertainment purpose</u>	14
Get recommendations, such as what TV show to watch next, where to go eat, what to buy, and so on	13
Have a conversation with someone	13
Translate something from one language to another	12
Generate computer code	10
Come up with travel plans	9
Other, please specify	4
No particular task, I just wanted to see what it was like	13
Base: Respondents who have used an AI chatbot in the past three months	581

CHAT3. [SHOW IF CHAT1 RESPONSE IS NOT "I HAVE NOT USED AN AI CHATBOT," SKIPPED ONLINE OR ON PHONE, OR "DON'T KNOW" FROM PHONE RESPONDENTS. RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NO PARTICULAR REASON" AT END IN THAT ORDER. "NO PARTICULAR REASON" WAS EXCLUSIVE.]

Now we are interested in why you used an AI chatbot for these tasks, rather than doing it yourself, asking someone else, or looking up information in another way.

Which, if any, of the following are reasons you chose to use an AI chatbot to do what you did?

Select all that apply.

	Total
	%
I thought it would be fun	37
I thought it would save time	36
It made the task easier or less stressful	35
I like to use new technology	32
I wanted a second opinion or help brainstorming	29
I thought the results would be better if I used it	21
Other, please specify	3
No particular reason, I just wanted to play with it	17
Base: Respondents who have used an AI chatbot in the past three months	581

PLASTICIZERS IN FOOD WRAP

BPA_INTRO.

This section is about food packaging and food storage containers.

BPA1. [RANDOMIZE GRID ITEMS ACROSS TWO SCREENS, KEEPING "IT IS UNSAFE TO MICROWAVE FOOD IN PLASTIC CONTAINERS UNLESS THOSE CONTAINERS ARE LABELED 'MICROWAVE-SAFE'" AND "IT IS UNSAFE TO MICROWAVE FOOD IN ANY PLASTIC CONTAINER" TOGETHER. ROTATE "TRUE" AND "FALSE" IN RESPONSE SCALE.]

Please indicate whether each of the following statements is true or false, so far as you know.	
	Total
<i>It is <u>unsafe</u> to microwave food in plastic containers unless those containers are labeled "microwave-safe"</i>	
	%
True	75
False	11
Unsure	14
Base: All respondents	2,053
<i>Some food packaging contains BPA, a chemical that may be unhealthy for people</i>	
	%
True	69
False	4
Unsure	28
Base: All respondents	2,041
<i>Some food packaging contains phthalates, chemicals that may be unhealthy for people</i>	
	%
True	58
False	3
Unsure	39
Base: All respondents	2,043
<i>It is <u>unsafe</u> to use plastic wrap in the microwave</i>	
	%
True	57
False	20
Unsure	22
Base: All respondents	2,040

BPA1. [CONTINUED.]

<i>The FDA tests food packaging to make sure it is safe</i>	
	%
True	41
False	15
Unsure	44
Base: All respondents	2,048
<i>It is <u>unsafe</u> to use wax paper in the microwave</i>	
	%
True	36
False	21
Unsure	43
Base: All respondents	2,043
<i>It is <u>unsafe</u> to microwave food in <u>any</u> plastic container</i>	
	%
True	28
False	47
Unsure	25
Base: All respondents	2,049

BPA2. [RANDOMIZE ORDER OF "YES" OPTIONS. "NO" ALWAYS SHOWED AT END AND WAS EXCLUSIVE.]

Do you ever avoid using <u>packaged foods</u> because of concerns about chemicals?	
Select <u>all</u> that apply.	
	Total
	%
Yes, concerns about chemicals <u>in the food itself</u>	31
Yes, concerns about chemicals in the <u>packaging</u>	27
No	55
Base: All respondents	2,062

BPA3. [SHOW ITEMS IN THE FOLLOWING ORDER: "PLASTIC CONTAINERS LABELED 'DISHWASHER-SAFE'"; "PLASTIC CONTAINERS LABELED 'MICROWAVE-SAFE'"; "OTHER PLASTIC CONTAINERS"; "PACKAGED FOOD"; "PLASTIC WRAP." ROTATE RESPONSE SCALE, ALWAYS HOLDING "NOT APPLICABLE" AT END.]

How often, if ever, do you microwave food using each of the following types of containers or coverings?	
	Total
Plastic containers labeled "microwave-safe"	
	%
NET: Once a week or more	58
More than once a day	8
About once a day	13
Less than once a day but more than once a week	20
About once a week	18
Less often than once a week	18
Never or almost never	19
Not applicable; I never use a microwave at all	3
No response or said "don't know" on phone	2
Base: All respondents	2,062
Plastic containers labeled "dishwasher-safe"	
	%
NET: Once a week or more	46
More than once a day	5
About once a day	11
Less than once a day but more than once a week	15
About once a week	16
Less often than once a week	17
Never or almost never	31
Not applicable; I never use a microwave at all	4
No response or said "don't know" on phone	2
Base: All respondents	2,062
Packaged food designed to be microwaved in the package, like single-serving oatmeal cups or steam-in-microwave frozen vegetables	
	%
NET: Once a week or more	47
More than once a day	3
About once a day	7
Less than once a day but more than once a week	17
About once a week	19
Less often than once a week	26
Never or almost never	22
Not applicable; I never use a microwave at all	3
No response or said "don't know" on phone	2
Base: All respondents	2,062

BPA3. [CONTINUED.]

Other plastic containers	
	%
NET: Once a week or more	37
More than once a day	4
About once a day	7
Less than once a day but more than once a week	13
About once a week	14
Less often than once a week	16
Never or almost never	41
Not applicable; I never use a microwave at all	4
No response or said "don't know" on phone	3
Base: All respondents	2,062
Plastic wrap	
	%
NET: Once a week or more	21
More than once a day	2
About once a day	3
Less than once a day but more than once a week	8
About once a week	8
Less often than once a week	14
Never or almost never	59
Not applicable; I never use a microwave at all	5
No response or said "don't know" on phone	2
Base: All respondents	2,062

Note: "No response or said 'don't know' on phone was not a response option, but is shown because a higher than usual percentage of respondents skipped the questions this way.

ALCOHOL USE PERCEPTIONS

ALCOHOL_INTRO.

This section is about your beliefs and perceptions about some kinds of alcohol use, as well as some non-alcoholic drinks. We will not ask about your own alcohol consumption.

ALCOHOL1. [RANDOMIZE ORDER OF ITEMS.]

In the last few years, non-alcoholic beers, wines, and spirits have become more widely available, as have mocktails: mixed drinks that do not contain alcohol. We are interested in how interested you are in these drinks.

For each type of drink below, please indicate how interested you are in trying it.

Please respond only for drinks sold as non-alcoholic beer, wine, and so on; we are not interested in root beer, ginger beer, grape juice, and so on.

	Total
Non-alcoholic beer	
	%
I have already tried this	28
I have not tried this, but I am <u>interested</u> in trying it	12
I have not tried this and I am <u>not</u> interested in trying it	61
Base: All respondents	2,046
Non-alcoholic cocktails, or "mocktails"	
	%
I have already tried this	27
I have not tried this, but I am <u>interested</u> in trying it	23
I have not tried this and I am <u>not</u> interested in trying it	50
Base: All respondents	2,041
Non-alcoholic wine	
	%
I have already tried this	12
I have not tried this, but I am <u>interested</u> in trying it	22
I have not tried this and I am <u>not</u> interested in trying it	66
Base: All respondents	2,048
Non-alcoholic spirits, like non-alcoholic gin	
	%
I have already tried this	7
I have not tried this, but I am <u>interested</u> in trying it	21
I have not tried this and I am <u>not</u> interested in trying it	72
Base: All respondents	2,045

ALCOHOL2. [ROTATE "LESS" AND "MORE" IN QUESTION STEM AND ROTATE RESPONSE SCALE TO MATCH, ALWAYS HOLDING "UNSURE" AT END.]

In the last few years, hard seltzers have also become popular. These are carbonated alcoholic drinks like White Claw, Truly, or Vizzy.

Compared to a regular can of beer (5% ABV), do you think a can of hard seltzer has less, the same, or more alcohol content?

	Total
	%
Less than in a regular beer	14
About the same as in a regular beer	37
More than in a regular beer	18
Unsure	31
Base: All respondents	2,050

ALCOHOL3.

When you hear the phrase "a moderate amount of alcohol," what does that mean to you?

For the purposes of this question, one alcoholic drink is five ounces (one glass) of wine; 12 ounces (one can or bottle) of most beers, hard seltzers, or ciders; or 1.5 ounces (one shot) of hard alcohol, such as vodka, scotch, or gin.

	Total
	%
Less than one alcoholic drink per day	38
One or two alcoholic drinks per day	49
Three or four alcoholic drinks per day	10
More than four alcoholic drinks per day	2
Base: All respondents	2,023

ALCOHOL4. [ROTATE RESPONSE SCALE.]

Which of the following statements do you think is most true?

For the purposes of this question, one alcoholic drink is five ounces (one glass) of wine; 12 ounces (one can or bottle) of most beers, hard seltzers, or ciders; or 1.5 ounces (one shot) of hard alcohol, such as vodka, scotch, or gin.

	Total
	%
Drinking one or two alcoholic drinks per day has health <u>benefits</u> for most adults	13
Drinking one or two alcoholic drinks per day does not affect health for most adults	38
Drinking one or two alcoholic drinks per day is <u>unhealthy</u> for most adults	48
No response or said "don't know" on phone	2
Base: All respondents	2,062

Note: "No response or said 'don't know' on phone was not a response option, but is shown because a higher than usual percentage of respondents skipped the questions this way.

ALCOHOL5. [ROTATE ORDER OF "HAVING ONE ALCOHOLIC DRINK ON THREE DIFFERENT DAYS" AND "HAVING ALL THREE ALCOHOLIC DRINKS ON ONE DAY," ALWAYS HOLDING "NO DIFFERENCE" AT END.]

Which of the following options do you believe is better for general long-term health for someone who has three alcoholic drinks in a week?

	Total
	%
Having one alcoholic drink on three different days	62
Having all three alcoholic drinks on one day	6
No difference	32
Base: All respondents	2,025

REAR SEAT PASSENGERS

REAR_INTRO.

This section is about driving a vehicle with passengers located in the rear, or back, seat.

REAR1. [PROMPT RESPONDENT ONCE IF NO RESPONSE INITIALLY SELECTED.]

About how often do you, or someone in your household, drive a vehicle with a passenger seated in the <u>back seat</u> ?		
	AUGUST 2023	APRIL 2022
	Total	Total
	%	%
NET: Ever drive with passengers in backseat	71	72
More than once a day	15	16
Once a day	8	5
Three to six times a week	9	10
One to two times a week	11	12
Two to three times a month	10	11
Once a month or less	17	17
Never or almost never	25	25
Not applicable - no one in my household drives a vehicle	4	3
Base: All respondents	2,060	2,223

REAR2. [SHOW IF REAR1 = ANY RESPONSE MORE OFTEN THAN "NEVER OR ALMOST NEVER." PRESENTED IN THIS ORDER: "BOOSTER," "SEATBELT" (ORDER OF SIDE/CENTER ROTATED), "UNBUCKLED," AND "I HAVE NOT DRIVEN AN ADULT IN THE BACKSEAT." "I HAVE NOT DRIVEN AN ADULT IN THE BACKSEAT" WAS EXCLUSIVE.]

In the <u>past 30 days</u> , which, if any, of the following have been used by an <u>adult passenger</u> (or child over the age of 10) in the <u>back seat</u> of your vehicle, or a vehicle driven by someone in your household?		
	AUGUST 2023	APRIL 2022
	Total	Total
	%	%
Vehicle seatbelt in an outboard/side back seat	58	49
Vehicle seatbelt in the middle/center back seat	30	26
Booster seat that uses vehicle seatbelt	15	12
Seated in back seat unbuckled	10	13
I have not, nor has anyone in my household, driven an adult passenger (or child over the age of 10) in the back seat of the vehicle in the past 30 days	18	28
Base: Respondents who ever have any passenger in the back seat	1,432	1,543

REAR3. [RANDOMIZE ORDER OF "A LAP BELT AND A SHOULDER BELT WORN ACROSS MY CHEST"; "A LAP BELT AND A SHOULDER BELT WORN UNDER MY ARM"; AND "A LAP BELT WITH A SHOULDER BELT BEHIND MY BACK." HOLD "A LAP BELT ONLY," "OTHER," "I DO NOT USUALLY WEAR A SEATBELT IN THE BACK SEAT," AND "NOT APPLICABLE" AT END IN THAT ORDER.]

Which of the following <u>best</u> describes how you usually wear a seatbelt when you ride in the <u>back seat</u> of a vehicle?	
	Total
	%
A lap belt and a shoulder belt worn <u>across my chest and shoulder</u>	71
A lap belt and a shoulder belt worn <u>under my arm</u> instead of over my shoulder	5
A lap belt with a shoulder belt put <u>behind my back</u>	4
A lap belt only, because my vehicle does not have shoulder belts in the back seat	2
Other, please specify:	0
I usually do not wear a seatbelt in the back seat	9
Not applicable; I never ride in the back seat	8
Base: All respondents	2,042

REAR4. [SHOW IF REAR3 = "I USUALLY DO NOT WEAR A SEATBELT IN THE BACK SEAT." RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NO PARTICULAR REASON" AT END IN THAT ORDER. "NO PARTICULAR REASON" WAS EXCLUSIVE.]

You said that you usually do not wear a seatbelt when you ride in the <u>back seat</u> . Which, if any, of the following are reasons you do not?	
	Total
	%
I think the back seat is safe enough without it	35
It is uncomfortable	25
I just forget	18
It is difficult to find the belt or buckle	12
Other, please specify	3
No particular reason, I just don't	30
Base: Respondents who do not usually wear a seatbelt when riding in the back seat	167

VACUUMING HABITS

PET1. [PROMPT RESPONDENT TWICE IF NO RESPONSE INITIALLY SELECTED. RESPONSE OPTIONS DISPLAYED IN ORDER SHOWN. "NO" WAS EXCLUSIVE.]

Do you currently have a pet?		
Select <i>all that apply</i> .		
	AUGUST 2023	APRIL 2023
	Total	Total
	%	%
Yes, a dog	45	42
Yes, a cat	28	28
Yes, a pet other than a dog or cat	8	6
No	35	39
Base: All respondents	2,062	2,121

VAC1. [PROMPT RESPONDENT TWICE IF NO RESPONSE INITIALLY SELECTED. RANDOMIZE RESPONSE OPTIONS, HOLDING "I DO NOT USE ANY VACUUM CLEANERS" AT END. "I DO NOT USE ANY VACUUM CLEANERS" WAS EXCLUSIVE.]

Which, if any, of the following kinds of vacuum cleaners do you or someone in your household use <u>at least once a month</u> in your home?	
Select <i>all that apply</i> .	
	Total
	%
Full-size upright vacuum	54
Stick vacuum--that is, a skinny, lightweight vacuum	25
Handheld vacuum, like a Dustbuster or Shark	22
Canister vacuum--that is, a vacuum with a flexible hose that connects to a portable canister	18
Robotic vacuum, like a Roomba or Eufy	16
Central system--that is, one where the hose connects directly into the wall of your home	4
I do not use any vacuum cleaners at least once a month in my home	8
Base: All respondents	2,062

VAC2. [SHOW IF "STICK VACUUM" SELECTED IN VAC1. RESPONSE OPTIONS SHOWN IN THE FOLLOWING ORDER: "POWER CORD"; "BATTERY POWERED"; "UNSURE."]

You said that you or someone else uses a stick vacuum in your home. Does it have a power cord or is it battery-powered?

If you have more than one, please respond for the one that gets used most often.

	Total
	%
Battery powered	49
Power cord	49
Unsure	2
Base: Respondents who have stick vacuums	503

VAC3. [RANDOMIZE ACROSS TWO SCREENS.]

Please indicate whether, so far as you know, it is possible to clean each of the following with a vacuum cleaner. That is, will a vacuum cleaner clean it well and without damaging it?

Please respond thinking of all types of vacuums and vacuum attachments, such as brushes or crevice cleaners.

	Total
	%
Rugs or carpets	
	%
Yes, a vacuum cleaner will clean this well and safely	92
No, a vacuum cleaner will not clean this well or will damage it	4
Unsure	4
Base: All respondents	2,041
Hard floors--that is, wood, tile, linoleum, and so on	
	%
Yes, a vacuum cleaner will clean this well and safely	76
No, a vacuum cleaner will not clean this well or will damage it	15
Unsure	9
Base: All respondents	2,042
Stairs	
	%
Yes, a vacuum cleaner will clean this well and safely	81
No, a vacuum cleaner will not clean this well or will damage it	9
Unsure	10
Base: All respondents	2,040

VAC3. [CONTINUED.]

<i>Upholstery on furniture</i>	
	%
Yes, a vacuum cleaner will clean this well and safely	75
No, a vacuum cleaner will not clean this well or will damage it	13
Unsure	12
Base: All respondents	2,037
<i>Vents, woodwork, molding, or windowsills</i>	
	%
Yes, a vacuum cleaner will clean this well and safely	66
No, a vacuum cleaner will not clean this well or will damage it	21
Unsure	13
Base: All respondents	2,035
<i>Pet beds</i>	
	%
Yes, a vacuum cleaner will clean this well and safely	59
No, a vacuum cleaner will not clean this well or will damage it	18
Unsure	23
Base: All respondents	2,041
<i>Mattresses</i>	
	%
Yes, a vacuum cleaner will clean this well and safely	54
No, a vacuum cleaner will not clean this well or will damage it	23
Unsure	24
Base: All respondents	2,031
<i>Ceiling fans, lighting fixtures, and other objects on the ceiling</i>	
	%
Yes, a vacuum cleaner will clean this well and safely	41
No, a vacuum cleaner will not clean this well or will damage it	40
Unsure	19
Base: All respondents	2,039

VAC4. [SHOW IF ANY RESPONSE OTHER THAN "I DO NOT USE ANY VACUUM CLEANERS" SELECTED IN VAC1, OR IF VAC1 WAS SKIPPED ONLINE OR BY PHONE, OR IF PHONE RESPONDENT SAID "DON'T KNOW" TO VAC1. ITEMS SHOWN IN SAME ORDER AS VAC3. "PET BEDS" ONLY SHOWED TO THOSE WHO INDICATED THEY OWN A PET IN PET1.]

Please indicate how often you (or someone else) clean each of the following in your home with a vacuum cleaner.	
	Total
Rugs or carpets	
	%
More than once a week	29
About once a week	36
Every couple of weeks	15
About once a month	9
Every few months	4
About every six months	1
About once a year	1
Less often than once a year	1
Never	1
Not applicable; I do not have this in my home	3
Base: Respondents who have at least one vacuum cleaner they or someone in the household uses at least once a month	1,878
Hard floors--that is, wood, tile, linoleum, and so on	
	%
More than once a week	26
About once a week	32
Every couple of weeks	15
About once a month	8
Every few months	4
About every six months	1
About once a year	1
Less often than once a year	1
Never	9
Not applicable; I do not have this in my home	3
Base: Respondents who have at least one vacuum cleaner they or someone in the household uses at least once a month	1,874

VAC4. [CONTINUED.]

<i>Pet beds</i>	Weighted %
	%
More than once a week	9
About once a week	16
Every couple of weeks	14
About once a month	11
Every few months	10
About every six months	4
About once a year	2
Less often than once a year	3
Never	17
Not applicable; I do not have this in my home	14
Base: Respondents who have pets and have at least one vacuum cleaner they or someone in the household uses at least once a month	1,190
<i>Stairs</i>	
	%
More than once a week	8
About once a week	17
Every couple of weeks	13
About once a month	11
Every few months	7
About every six months	2
About once a year	1
Less often than once a year	1
Never	7
Not applicable; I do not have this in my home	31
Base: Respondents who have at least one vacuum cleaner they or someone in the household uses at least once a month	1,878
<i>Upholstery on furniture</i>	
	%
More than once a week	6
About once a week	17
Every couple of weeks	16
About once a month	16
Every few months	16
About every six months	8
About once a year	5
Less often than once a year	4
Never	11
Not applicable; I do not have this in my home	2
Base: Respondents who have at least one vacuum cleaner they or someone in the household uses at least once a month	1,875

VAC4. [CONTINUED.]

<i>Vents, woodwork, molding, or windowsills</i>	
	%
More than once a week	4
About once a week	11
Every couple of weeks	13
About once a month	18
Every few months	17
About every six months	9
About once a year	7
Less often than once a year	6
Never	14
Not applicable; I do not have this in my home	2
Base: Respondents who have at least one vacuum cleaner they or someone in the household uses at least once a month	1,882
<i>Ceiling fans, lighting fixtures, and other objects on the ceiling</i>	
	%
More than once a week	4
About once a week	6
Every couple of weeks	9
About once a month	13
Every few months	17
About every six months	8
About once a year	6
Less often than once a year	6
Never	27
Not applicable; I do not have this in my home	5
Base: Respondents who have at least one vacuum cleaner they or someone in the household uses at least once a month	1,879
<i>Mattresses</i>	
	%
More than once a week	3
About once a week	6
Every couple of weeks	7
About once a month	11
Every few months	12
About every six months	9
About once a year	9
Less often than once a year	9
Never	33
Not applicable; I do not have this in my home	1
Base: Respondents who have at least one vacuum cleaner they or someone in the household uses at least once a month	1,873

USED TIRES

UT1.

In the <u>past 10 years</u> , have you purchased one or more <u>used</u> tires for a car or truck that you own or lease?	
	Total
	%
Yes	30
No	64
Not applicable; I have not owned or leased a car or truck in the past 10 years	7
Base: All respondents	2,048

UT2. [SHOW IF UT1 = "YES." RANDOMIZE RESPONSE OPTIONS, KEEPING BOTH "IN PERSON" ITEMS TOGETHER; KEEPING BOTH "ONLINE" ITEMS TOGETHER; AND HOLDING "OTHER" AT END.]

From which, if any, of the following did you <u>most recently</u> buy any used tires?	
	Total
	%
From a tire store <u>in person</u>	63
From an individual <u>in person</u> , such as at a garage sale or roadside stand	9
From a tire store <u>online</u>	8
Auto salvage yard	7
From an individual <u>online</u> , such as through Craigslist, eBay, or Facebook Marketplace	5
From a friend or family member	4
Other, please specify:	4
Base: Respondents who have purchased used tires in the past 10 years	587

CUSTOMER SERVICE

CS1. [ROTATE ORDER OF "SMALL BUSINESS" AND "NATIONAL CHAIN" IN QUESTION STEM AND ROTATE IN RESPONSE SCALE TO MATCH. THOSE OPTIONS DISPLAYED FIRST, FOLLOWED BY "THE SAME QUALITY"; "IT DEPENDS ON THE INDIVIDUAL BUSINESS"; "UNSURE"; AND "NOT APPLICABLE," IN THAT ORDER.]

When you have had problems with a product or service, have you generally received better customer service from a small business or national chain?

For this question, we are interested only in contacting customer service by phone or online-- not talking face-to-face.

	Total
	%
It depends on the individual business	37
Small business	23
The same quality of customer service from both kinds of business	14
National chain	10
Not applicable; I do not have experience with customer service from both kinds of business	8
Unsure	8
Base: All respondents	2,053

CS2.

Now, think about the most recent time you contacted customer service about an issue with a product or service. How long did it take to get your issue resolved?

Please respond with the total time it took to get results. For example, if you talked with someone for five minutes to get a refund, and it took a week for the money to appear in your bank account, you would select "At least one week."

	Total
	%
Less than one hour	34
At least one hour but less than one day	19
At least one day but less than one week	19
At least one week but less than one month	13
One month or more	6
It was never resolved	8
No response or said "don't know" on phone	2
Base: All respondents	2,062

Note: "No response or said 'don't know' on phone was not a response option, but is shown because a higher than usual percentage of respondents skipped the questions this way.

CS3. [ROTATE RESPONSE SCALE. IF "AUTOMATED SERVICES WORK BETTER FOR ALL CUSTOMER SERVICE SITUATIONS" SHOWN FIRST, THEN THE MIDDLE TWO ITEMS DISPLAYED AS "AUTOMATED SERVICES, LIKE PHONE MENUS OR CHATBOTS, WORK BETTER FOR COMPLICATED CUSTOMER SERVICE SITUATIONS, BUT TALKING TO A PERSON WORKS BETTER FOR SIMPLE CUSTOMER SERVICE SITUATIONS" AND "AUTOMATED SERVICES, LIKE PHONE MENUS OR CHATBOTS, WORK BETTER FOR SIMPLE CUSTOMER SERVICE SITUATIONS, BUT TALKING TO A PERSON WORKS BETTER FOR COMPLICATED CUSTOMER SERVICE SITUATIONS, IN THAT ORDER. IF "TALKING TO A PERSON WORKS BETTER FOR ALL CUSTOMER SERVICE SITUATIONS" SHOWN FIRST, THEN THE MIDDLE TWO ITEMS DISPLAYED AS "TALKING TO A PERSON WORKS BETTER FOR COMPLICATED CUSTOMER SERVICE SITUATIONS, BUT AUTOMATED SERVICES, LIKE PHONE MENUS OR CHATBOTS, WORK BETTER FOR SIMPLE CUSTOMER SERVICE SITUATIONS" AND "TALKING TO A PERSON WORKS BETTER FOR SIMPLE CUSTOMER SERVICE SITUATIONS, BUT AUTOMATED SERVICES, LIKE PHONE MENUS OR CHATBOTS, WORK BETTER FOR COMPLICATED CUSTOMER SERVICE SITUATIONS," IN THAT ORDER.]

Sometimes, customer service is provided by a person. Other times, customer service can be done without a person, like requesting a refund online, messaging a chatbot on the business's app or website, or going through menus in a phone call.

Which of the following statements do you most agree with, even if none are exactly right?

	Total
	%
Automated services, like phone menus or chatbots, work better for <u>all</u> customer service situations	3
Automated services, like phone menus or chatbots, work better for <u>complicated</u> customer service situations, but talking to a person works better for <u>simple</u> customer service situations	5
Automated services, like phone menus or chatbots, work better for <u>simple</u> customer service situations, but talking to a person works better for <u>complicated</u> customer service situations	41
Talking to a person works better for <u>all</u> customer service situations	51
Base: All respondents	2,028

CONTACT:

Tess M. Yanisch
 Senior Research Associate
Tess.Yanisch@consumer.org