



American Experiences Survey:
A Nationally Representative Multi-Mode Survey
April 2021 Omnibus Results – Full Survey

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. April results are based on interviews conducted from April 9-19, 2021. **This document includes the full survey, which covers topics related to COVID-19, thoughts about post-pandemic life, consumer confidence, mattresses, and recalls.**

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were conducted in English and in Spanish, and were administered both online and by phone. In total NORC collected 2,288 interviews, 2,190 by web mode and 98 by phone mode. 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.

The margin of error for results based on the total sample is +/-2.92 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 April omnibus contained six blocks of questions (items on consumer experiences, COVID-19, post-COVID plans and attitudes, a second section on consumer experiences, disposing of mattresses, and product recalls). Respondents saw the first four blocks first, in that order; the mattresses and recalls sections followed in a randomized 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, April 2021

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Survey Notes for Monthly Trends

March 2021 results are based on interviews conducted from March 4-15, 2021 with a nationally representative sample of 2,144 US adults.

February 2021 results are based on interviews conducted from February 4-15, 2021 with a nationally representative sample of 2,514 US adults.

January 2021 results are based on interviews conducted from January 7-19, 2021 with a nationally representative sample of 2,223 US adults.

December 2020 results are based on interviews conducted from December 10-21 with a nationally representative sample of 2,982 US adults.

November 2020 results are based on interviews conducted from November 5-16 with a nationally representative sample of 2,851 US adults.

October 2020 results are based on interviews conducted from October 8-26 with a nationally representative sample of 2,670 US adults.

September 2020 results are based on interviews conducted from September 11-21 with a nationally representative sample of 2,303 US adults.

August 2020 results are based on interviews conducted from August 7-19 with a nationally representative sample of 2,236 US adults.

July 2020 results are based on interviews conducted from July 9-20 with a nationally representative sample of 2,031 US adults.

June 2020 results are based on interviews conducted from June 4-16 with a nationally representative sample of 1,014 US adults.

May 2020 results are based on interviews conducted from May 8-18 with a nationally representative sample of 2,085 US adults.

April 2020 results are based on interviews conducted from April 2-14 with a nationally representative sample of 2,164 US adults.

March 2020 results are based on interviews conducted from March 5-16 with a nationally representative sample of 1,079 US adults.

STATE OF THE CONSUMER, PART I

CONSCONF. [RANDOMIZE ITEMS ACROSS THREE SCREENS, FOUR ON THE FIRST TWO, THREE ON THE LAST. RANDOMLY FLIP DIRECTION OF RESPONSE SCALE.]

How confident are you that....			
	APRIL '21 AES	APRIL 2017 CONSUMER VOICES II	JAN 2017, CONSUMER VOICES I
	Total	Total	Total
	%	%	%
<i>Our country's food supply is safe and free of contamination</i>			
Highly confident	7	10	7
Moderately confident	38	29	32
Slightly confident	34	31	30
Not at all confident	21	30	30
Base: All respondents*	2,280	1,007	1,012
<i>Medications, including antibiotics, are being prescribed safely</i>			
Highly confident	13	20	15
Moderately confident	42	35	43
Slightly confident	31	25	26
Not at all confident	13	19	16
Base: All respondents*	2,277	1,007	1,012
<i>Going forward, you will have access to quality health care, for example, doctors' visits, necessary tests, treatments, and medications</i>			
Highly confident	17	29	31
Moderately confident	39	30	33
Slightly confident	30	24	19
Not at all confident	13	17	16
Base: All respondents*	2,284	1,007	1,012
<i>Going forward, you and people important to you will have access to affordable health insurance coverage</i>			
	APRIL '21 AES	APRIL 2017 CONSUMER VOICES II	JAN 2017, CONSUMER VOICES I
Highly confident	9	17	17
Moderately confident	31	25	28
Slightly confident	38	27	26
Not at all confident	21	30	29
Base: All respondents*	2,279	1,007	1,012
<i>Banks and investment companies are acting transparently and responsibly to charge reasonable fees and protect your investments</i>			
Highly confident	4	7	7
Moderately confident	25	26	27
Slightly confident	41	33	34
Not at all confident	31	32	31
Base: All respondents*	2,277	1,007	1,012
<i>Your personal data, such as social security number, health history, and financial information, is private and not distributed without your knowledge</i>			
Highly confident	6	10	10
Moderately confident	19	19	25
Slightly confident	34	29	29
Not at all confident	42	41	36
Base: All respondents*	2,280	1,007	1,012

CONSCONF. [CONTINUED.]

<i>Going forward, renewable and sustainable energy sources, such as wind, solar, and water power, will be affordable and available to American consumers</i>	APRIL '21 AES	APRIL 2017 CONSUMER VOICES II	JAN 2017, CONSUMER VOICES I
Highly confident	9	17	12
Moderately confident	34	32	34
Slightly confident	38	30	32
Not at all confident	19	20	21
Base: All respondents*	2,278	1,007	1,012
<i>Going forward, most Americans seeking higher education will be able to afford it</i>			
Highly confident	4	8	6
Moderately confident	20	22	25
Slightly confident	43	34	35
Not at all confident	34	35	34
Base: All respondents*	2,281	1,007	1,012
<i>The government will hold the auto industry accountable to high standards of safety and transparency</i>			
Highly confident	9	17	19
Moderately confident	38	36	42
Slightly confident	37	24	22
Not at all confident	16	21	15
Base: All respondents*	2,278	1,007	1,012
<i>Going forward, the companies that sell consumer goods and services will resolve safety problems openly and quickly</i>	APRIL '21 AES	APRIL 2017 CONSUMER VOICES II	JAN 2017, CONSUMER VOICES I
Highly confident	5	8	9
Moderately confident	31	40	41
Slightly confident	46	32	33
Not at all confident	18	18	16
Base: All respondents*	2,274	1,007	1,012
<i>Going forward, consumers will have competitive choices for cable TV, phone, and internet services</i>			
Highly confident	13	20	18
Moderately confident	31	31	31
Slightly confident	33	23	24
Not at all confident	23	24	26
Base: All respondents*	2,281	1,007	1,012
*Consumer Voices surveys did not base out Don't Know/Refused responses. These are usually 1% or less, but this is why these columns may sum to less than 100% in all cases. Bases given include these Don't Know/Refused cases.			

SOCSUSTAIN. [RANDOMIZE RESPONSE OPTIONS. 'NONE OF THE ABOVE' IS EXCLUSIVE AND ALWAYS SHOWN LAST.]

Below are several claims that might be put on a product. Please indicate if you would generally be willing to pay more for a product with that claim.

Select all that apply.

	Total
	%
Made or grown in the U.S.A.	59
Fair trade, meaning the producers or workers were paid a living wage	50
Green, eco-friendly, or safe for the environment	47
Humanely raised, certified humane or had any other animal welfare label, for products made from animals	41
None of these	17
Base: All respondents	2,288

COVID-19

COVCONCERNNOW.

How concerned or not concerned are you about COVID-19 continuing to spread in your local area over the next month?

	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	DECEMBER 2020 AES	NOVEMBER 2020 AES	OCTOBER 2020 AES	SEPTEMBER 2020 AES	AUGUST 2020 AES	JULY 2020 AES	JUNE 2020 AES	MAY 2020 AES
	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%	%	%	%
Very concerned	28	30	40	51	51	44	42	44	53	41	41
Somewhat concerned	38	34	36	30	30	32	33	34	29	34	36
Not too concerned	22	25	17	13	14	17	18	16	12	16	18
Not concerned at all	12	11	7	6	5	6	7	6	5	8	6
Total very/somewhat concerned	66	64	76	81	81	77	75	78	82	76	76
Total not too/not at all concerned	34	36	24	19	19	23	25	22	18	24	24
Base: All respondents	2,287	2,140	2,514	2,977	2,850	2,668	2,300	2,233	2,031	1,014	2,082

Note: May and June 2020 AES did not emphasize the words "next month" as there was no COVCONCERN6MOS to contrast with.

COVCONCERN6MOS.

How concerned or not concerned are you about COVID-19 continuing to spread in your local area over the NEXT 6 MONTHS?

	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	DECEMBER 2020 AES	NOVEMBER 2020 AES	OCTOBER 2020 AES	SEPTEMBER 2020 AES	AUGUST 2020 AES	JULY 2020 AES
	Total	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%	%
Very concerned	26	26	35	44	49	45	41	44	53
Somewhat concerned	37	36	38	34	32	31	35	33	29
Not too concerned	25	27	20	15	14	18	17	17	13
Not concerned at all	12	12	8	6	6	7	7	6	6
Total very/somewhat concerned	63	61	73	78	81	76	76	76	82
Total not too/not at all concerned	37	39	27	22	19	24	24	24	18
Base: All respondents	2,275	2,123	2,505	2,948	2,809	2,643	2,282	2,214	2,031

COVVACCINE.

As of April 19th, all American adults will be eligible for vaccines to protect against COVID-19.

Have you gotten a COVID-19 vaccine?

	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES
	Total	Total	Total	Total
	%	%	%	%
Yes	58	30	17	5
No	42	70	83	95
Base: All respondents	2,283	2,133	2,512	2,221

Note: Prior to April 2021, the first sentence read, "Vaccines to protect against COVID-19 are currently in the early stages of distribution."

COVVACCOURSE. [SHOW IF COVVACCINE = "YES."]

Have you had a full course of the COVID-19 vaccine?

For the Pfizer or Moderna vaccine, this means having had both shots; for the Johnson & Johnson vaccine, it means having had the single shot.

	Total
	%
Yes	76
No	24
Base: Respondents who said they have gotten a COVID-19 vaccine	1,432

COVVACFULL. [SHOW IF COVVACCOURSE = "YES."]

How long has it been since your final COVID-19 vaccine shot?

	Total
	%
Less than two weeks	27
Two weeks or more	73
Base: Respondents who said they have had a full course of the COVID-19 vaccine	1,075

COVADULTVAC. [SHOW IF COVVACCINE = "NO."]

When one becomes available to you, what is the likelihood that you will get a COVID-19 vaccine?

	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES
	Total	Total	Total	Total
	%	%	%	%
Very likely	21	40	46	44
Somewhat likely	21	21	21	24
Not too likely	25	17	16	15
Not at all likely	33	21	17	17
Base: Respondents who said they have not had a COVID-19 vaccine	849	1,444	2,079	2,098

Note: Prior to January 2021, COVVACCINE was not asked, so COVADULTVAC was shown to all respondents. See below.

COVADULTVAC. [CONTINUED, WITH ADDITIONAL COVVACCINE DATA]

When one becomes available to you, what is the likelihood that you will get a COVID-19 vaccine?										
	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES	NOVEMBER 2020 AES	OCTOBER 2020 AES	SEPTEMBER 2020 AES	JULY 2020 AES	MAY 2020 AES
	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%	%	%
NET Very likely or already received	67	58	55	47						
(I already received it-- from COVVACCINE)	58	30	17	5						
Very likely	9	29	38	42	38	32	29	32	42	40
Somewhat likely	9	15	18	22	28	31	32	28	25	25
Not too likely	11	12	13	15	17	19	19	20	16	17
Not at all likely	14	15	14	16	17	18	20	20	16	17
Base: All respondents	2,282	2,137	2,506	2,217	2,973	2,833	2,661	2,287	2,031	2,080

Note: Percentages for 2021 include data from two questions—whether or not the individual has been vaccinated yet, and, among those who have not yet been vaccinated, how likely they say they are to receive it. Data from these two questions has been combined analytically so percentages are out of all Americans and can be compared to prior months. Prior to January 2021, a single question was shown to all and read "Vaccines to protect against COVID-19 are being developed. When one becomes available, what is the likelihood that you will get a COVID-19 vaccine?" May AES worded as "Potential" vaccines to protect against COVID-19; prior to December AES, worded as "If one becomes available." In January 2021 and subsequent months, this was changed to "when one becomes available to you," the "to you" reflecting that approved vaccines existed but certain populations were being prioritized.

Before January 2021, the question stem had an additional sentence referring to potential or actual vaccines in development; starting January 2021, COVVACCINE, which preceded COVADULTVAC, included a similar introductory phrase about vaccines in distribution, so the introduction was dropped from this specific question.

May and July columns sum to 99% due to "Unsure" responses not shown.

COVVACTRY. [SHOW IF COVVACCINE = "NO."]

Are you eligible for a vaccine and have tried to make an appointment, but been unable to find any appointments accessible to you?	
Please answer "yes" if there were appointments open but you could not take them for some reason, like a lack of handicapped access at the site or all available appointments being at times you would have to work.	
	Total
	%
Yes	17
No	83
Base: Respondents who said they have not had a COVID-19 vaccine	847

COVADULTNOVAC. [SHOW IF COVADULTVAC = 'NOT TOO LIKELY' OR 'NOT AT ALL LIKELY.' RANDOMIZE ITEMS, WITH 'OTHER' SHOWN LAST.]

What is the MAIN reason that you wouldn't get a COVID-19 vaccine for yourself?									
	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES	NOVEMBER 2020 AES	SEPTEMBER 2020 AES	JULY 2020 AES	MAY 2020 AES
	Total	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%	%
I worry that a COVID-19 vaccine in particular is unsafe	41	42	42	46	48	51	46	44	45
In general, I don't believe vaccines are safe	15	15	17	13	15	15	17	16	15
I believe the health threat of the COVID-19 virus has been exaggerated	14	12	12	11	11	9	13	14	14
I am not worried about being infected with COVID-19	10	13	9	9	8	6	6	7	8
I've already had the COVID-19 virus so I wouldn't need the vaccine	5	4	4	4	4	2	2	2	1
Doctors have advised me not to	3	-	-	-	-	-	-	-	-
I am in one of the groups that vaccines have not been tested in (such as pregnant or breastfeeding women)	2	-	-	-	-	-	-	-	-
I'm afraid it would cost too much	1	2	0	2	2	2	2	3	4
I am uncomfortable giving out the personal information required to find an appointment	1	-	-	-	-	-	-	-	-
Other, please specify:	9	11	15	14	13	14	14	13	13
Base: Respondents who said they are not too or not at all likely to get a COVID-19 vaccine	488	498	633	630	933	934	856	643	656

Note: In January 2021, wording changed to "I worry that a COVID-19 vaccine in particular is unsafe" from "will be unsafe" in all prior months. Three new items were added in April 2021 based on common write-ins to the "Other" response option in prior months.

COVVACREQEMPLOY. [RANDOMIZE ORDER OF COVVACREQEMPLOY AND (COVVACREQPARTIC + COVVACPARTICCOMFORT) (COVVACPARTICCOMFORT ALWAYS FOLLOWS COVVACREQPARTIC DIRECTLY). RANDOMIZE ITEMS ACROSS TWO SCREENS, FIVE ITEMS ON THE FIRST SCREEN AND FOUR ON THE SECOND SCREEN. 'GROCERY/FOOD STORE STAFF' AND 'SALES CLERKS/CASHIERS' ALWAYS KEPT TOGETHER AND ON THE SAME SCREEN.]

Please tell us if you agree or disagree with the following statements, thinking about employees in each type of job:					
Once a COVID-19 vaccine is available, employees should be <u>required to get vaccinated</u> to work in this type of job.					
	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES
	Total	Total	Total	Total	Total
	%	%	%	%	%
Supermarket, grocery, or other food store staff					
Strongly agree	31	29	29	28	28
Agree	21	23	23	25	24
Neither agree nor disagree	20	20	22	19	20
Disagree	10	11	12	13	13
Strongly disagree	17	17	14	15	16
Base: All respondents	2,284	2,127	2,506	2,211	2,975
Sales clerks or cashiers (such as at clothing or electronics stores)					
Strongly agree	26	25	25	23	24
Agree	22	24	23	26	23
Neither agree nor disagree	23	22	25	23	24
Disagree	11	12	13	14	14
Strongly disagree	18	17	14	15	16
Base: All respondents	2,281	2,129	2,508	2,214	2,974

COVVACREQEMPLOY. [CONTINUED.]

<i>Healthcare workers</i>	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES
Strongly agree	47	47	45	44	46
Agree	17	18	18	19	18
Neither agree nor disagree	14	14	15	15	15
Disagree	7	6	9	9	8
Strongly disagree	14	15	13	14	14
Base: All respondents	2,280	2,133	2,507	2,216	2,973
<i>Teachers or other school staff</i>					
Strongly agree	41	38	37	35	36
Agree	19	22	21	23	20
Neither agree nor disagree	14	15	18	17	17
Disagree	9	8	9	10	11
Strongly disagree	16	17	14	15	15
Base: All respondents	2,281	2,129	2,504	2,213	2,971
<i>Food or beverage service workers (such as waiters, kitchen staff, or bartenders)</i>	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES
Strongly agree	35	33	33	31	32
Agree	21	23	21	23	21
Neither agree nor disagree	17	18	20	19	20
Disagree	10	10	11	12	12
Strongly disagree	17	17	14	15	16
Base: All respondents	2,284	2,131	2,506	2,217	2,970
<i>Transit workers (such as bus or taxi drivers)</i>					
Strongly agree	33	31	31	29	28
Agree	21	23	23	24	24
Neither agree nor disagree	19	19	21	20	21
Disagree	10	10	11	13	12
Strongly disagree	17	17	15	15	16
Base: All respondents	2,283	2,130	2,506	2,215	2,968
<i>Hairdressers, nail technicians, or other personal care workers</i>	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES
Strongly agree	31	29	28	26	27
Agree	21	24	23	26	23
Neither agree nor disagree	20	20	22	21	21
Disagree	11	10	11	12	13
Strongly disagree	17	17	15	15	16
Base: All respondents	2,283	2,131	2,504	2,212	2,971
<i>Mail carriers or package delivery drivers</i>					
Strongly agree	23	21	22	19	20
Agree	20	23	22	25	22
Neither agree nor disagree	26	26	27	26	26
Disagree	14	13	13	14	15
Strongly disagree	17	17	15	15	17
Base: All respondents	2,285	2,129	2,505	2,212	2,971
<i>Individuals who work in an office building with shared spaces (such as cubicles, bathrooms, or cafeterias)</i>					
Strongly agree	26	23	24	23	23
Agree	24	25	23	27	24
Neither agree nor disagree	22	24	25	22	24
Disagree	11	12	12	13	13
Strongly disagree	17	17	15	15	16
Base: All respondents	2,285	2,130	2,505	2,210	2,972

COVVACREQEMPLOY. [CONTINUED.]

Please tell us if you agree or disagree with the following statements, thinking about employees in each type of job:

Once a COVID-19 vaccine is available, employees should be required to get vaccinated to work in this type of job.

	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES
	Total	Total	Total	Total	Total
	%	%	%	%	%
Those who said "agree" or "strongly agree" for ANY of the job types we asked about	68	66	67	65	66
Base: All respondents	2,288	2,144	2,514	2,223	2,982

COVVACREQPARTIC. [RANDOMIZE ORDER OF COVVACREQEMPLOY AND (COVVACREQPARTIC + COVVACPARTICCOMFORT) (COVVACPARTICCOMFORT ALWAYS FOLLOWS COVVACREQPARTIC DIRECTLY). RANDOMIZE ITEMS ACROSS TWO SCREENS, WITH 'TRAVELING BY PLANE' AND 'TRAVELING ON PUBLIC TRANSPORTATION' KEPT TOGETHER AND ON THE SAME SCREEN.]

Please tell us if you agree or disagree with the following statements, thinking about each type of activity:

Once a COVID-19 vaccine is available, people should be required to show proof they have been vaccinated before they can participate in this activity.

	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES
	Total	Total	Total	Total	Total
	%	%	%	%	%
Traveling by plane					
Strongly agree	33	30	31	30	31
Agree	22	22	23	22	20
Neither agree nor disagree	15	18	18	18	18
Disagree	10	11	12	13	13
Strongly disagree	21	19	16	17	17
Base: All respondents	2,280	2,125	2,502	2,212	2,972
Traveling on public transportation (such as bus, rail, subway)					
Strongly agree	23	20	22	22	24
Agree	19	20	20	21	20
Neither agree nor disagree	21	23	24	23	22
Disagree	14	16	17	17	16
Strongly disagree	23	20	17	18	18
Base: All respondents	2,283	2,128	2,507	2,210	2,973

COVVACREQPARTIC. [CONTINUED.]

Attending school*	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES
Strongly agree	27	24	25	26	28
Agree	23	26	25	26	22
Neither agree nor disagree	18	18	20	18	19
Disagree	11	14	13	13	13
Strongly disagree	21	19	17	17	18
Base: All respondents	2,280	2,132	2,503	2,212	2,974
Attending large arena events (such as sporting events and concerts)					
Strongly agree	30	25	25	26	27
Agree	19	22	23	22	20
Neither agree nor disagree	18	21	22	20	21
Disagree	11	14	14	14	14
Strongly disagree	22	19	17	17	19
Base: All respondents	2,284	2,129	2,505	2,213	2,977
Attending an amusement park	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES
Strongly agree	23	21	21	21	22
Agree	22	21	23	22	21
Neither agree nor disagree	19	24	24	22	23
Disagree	14	15	16	16	16
Strongly disagree	22	19	17	18	19
Base: All respondents	2,280	2,125	2,498	2,209	2,971
Going in person to a doctor's office, hospital, or other medical facility					
Strongly agree	18	15	19	17	20
Agree	18	18	18	20	20
Neither agree nor disagree	22	26	26	25	23
Disagree	16	19	18	18	18
Strongly disagree	25	22	19	20	20
Base: All respondents	2,282	2,125	2,505	2,214	2,974
Eating indoors at a restaurant	APRIL 2021 AES				
Strongly agree	19				
Agree	18				
Neither agree nor disagree	24				
Disagree	16				
Strongly disagree	24				
Base: All respondents	2,281				
Staying in a hotel					
Strongly agree	18				
Agree	18				
Neither agree nor disagree	23				
Disagree	17				
Strongly disagree	23				
Base: All respondents	2,283				

*Wording prior to April 2021 was "Attending school or college."

Note: Two new items added in April 2021.

COVVACREQPARTIC. [CONTINUED.]

Please tell us if you agree or disagree with the following statements, thinking about each type of activity:

Once a COVID-19 vaccine is available, people should be required to show proof they have been vaccinated before they can participate in this activity.

	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES	DECEMBER 2020 AES
	Total	Total	Total	Total	Total
	%	%	%	%	%
Those who said "agree" or "strongly agree" for ANY of the activities we asked about	62				
Those who said "agree" or "strongly agree" for ANY of the activities we asked about, EXCLUDING the two new ones (for comparable trending)	61	60	59	59	58
Base: All respondents	2,288	2,144	2,514	2,223	2,982

Note: Two new items, eating indoors at a restaurant and staying in a hotel, were added in April 2021, meaning there were more options for the "any" to draw from. The lower row here excludes those two for a comparable trend.

COVVACPARTICCOMFORT. [RANDOMIZE ORDER OF COVVACREQEMPLOY AND (COVVACREQPARTIC + COVVACPARTICCOMFORT) (COVVACPARTICCOMFORT ALWAYS FOLLOWS COVVACREQPARTIC DIRECTLY). RANDOMIZE ITEMS ACROSS TWO SCREENS IN SAME ORDER AS COVVACREQPARTIC, WITH 'TRAVELING BY PLANE' AND 'TRAVELING ON PUBLIC TRANSPORTATION' KEPT TOGETHER AND ON THE SAME SCREEN. RESPONSE OPTIONS WERE 'COMFORTABLE' AND 'NOT COMFORTABLE'—FIRST TABLE BELOW SHOWS PERCENTAGES WHO RESPONDED 'COMFORTABLE' TO EACH ITEM AND SECOND TABLE BELOW SHOWS TOTAL PERCENTAGE SAYING 'NOT COMFORTABLE' TO ANY.]

Thinking about each type of activity, would you personally be comfortable doing it if by doing so you'd potentially share a space with people who were not vaccinated?

Percentages are those who selected "comfortable" rather than "not comfortable." "Not comfortable" percentages are 100 minus this.

	Total
	%
Going in person to a doctor's office, hospital, or other medical facility	64
Staying in a hotel	60
Eating indoors at a restaurant	58
Attending an amusement park	53
Attending school	52
Traveling on public transportation (such as bus, rail, subway)	47
Traveling by plane	45
Attending large arena events (such as sporting events and concerts)	43
Base: All respondents	2,274

Thinking about each type of activity, would you personally be <u>comfortable</u> doing it if by doing so you'd potentially share a space with people who were <u>not</u> vaccinated?	
	%
Those who said " <u>not</u> comfortable" for ANY of the activities we asked about	65
Base: All respondents	2,288

POST-COVID ACTIVITIES

POSTCOV1. [SHOW FIRST WORDING TO PEOPLE FOR WHOM COVVACFULL="TWO WEEKS OR MORE" AND SECOND WORDING TO EVERYONE ELSE. ONLY SHOW 'NOT APPLICABLE' RESPONSE TO PEOPLE WHO SEE SECOND WORDING. RANDOMIZE RESPONSE OPTIONS. HOLD 'OTHER' AND 'NOT APPLICABLE' AT END, WITH A TEXT BOX OPTION FOR 'OTHER.']

<p>What was the social activity you missed most before you got fully vaccinated? <i>This wording showed to people who said they were fully vaccinated--that is, had had a full course of the vaccine and had had their last shot at least two weeks prior.</i></p> <p>What is the social activity you are most looking forward to after being fully vaccinated? <i>This wording showed to people who said they were not fully vaccinated--anything less than having had full course of the vaccine in which they had their last shot at least two weeks prior.</i></p> <p><i>For this question, we are only interested in hearing about things that you have not done since the pandemic began or would not do until you were fully vaccinated.</i></p>			
		ANY VACCINATION	
	Total	None	At least one shot
	%	%	%
Going on vacation	22	19	25
Hugging loved ones outside your household, pod, or bubble	17	9	23
Going to a movie, play, concert, or sports game in person	15	13	17
Dining at a restaurant with people outside your household, pod, or bubble	9	4	13
Throwing or attending a party with people outside your household, pod, or bubble	8	5	10
Going to a gym or other indoor exercise facility (pool, ballet studio, etc.)	6	4	8
Other, please specify:	4	3	4
Not applicable; I don't intend to get fully vaccinated <i>(this option only showed to people who were not yet fully vaccinated)</i>	19	43	1
Base: All respondents	2,248		

[CONTINUED.]

		VACCINE STATUS			
	Total	Not vaccinated	Partly vaccinated	Full course of vaccine (1 J&J, 2 Pfizer or Moderna) finished less than two weeks ago	Full course of vaccine, final shot at least two weeks ago
	%	%	%	%	%
Going on vacation	22	19	33	27	20
Hugging loved ones outside your household, pod, or bubble	17	9	18	27	24
Going to a movie, play, concert, or sports game in person	15	13	18	17	16
Dining at a restaurant with people outside your household, pod, or bubble	9	4	11	10	16
Throwing or attending a party with people outside your household, pod, or bubble	8	5	6	10	11
Going to a gym or other indoor exercise facility (pool, ballet studio, etc.)	6	4	7	6	8
Other, please specify:	4	3	3	4	4
Not applicable; I don't intend to get fully vaccinated (<i>this option only showed to people who were not yet fully vaccinated</i>)	19	43	3	-	-
Base: All respondents	2,248	- in cell indicates no respondents in that cell.			

POSTCOV2. [RANDOMLY FLIP RESPONSE SCALE.]

Which of the following statements <u>best</u> describes how COVID-19 altered whether or how you travel?	
Please choose whichever is most similar to how you feel, even if none of them are quite right.	
	Total
	%
I <u>stopped travelling entirely</u> because of COVID-19 and <u>will remain reluctant to travel</u> even after being vaccinated or the pandemic is declared over by public health officials.	14
I <u>stopped travelling entirely</u> because of COVID-19 and <u>will travel, but differently</u> (such as by car instead of plane, or for family visits but not vacations), once I am vaccinated or the pandemic is declared over by public health officials.	13
I <u>stopped travelling entirely</u> because of COVID-19 and <u>will resume travelling</u> how I used to once I am vaccinated or the pandemic is declared over by public health officials.	22
I <u>changed how I travel</u> (such as by car instead of plane, or for family visits but not for vacations) because of COVID-19 and <u>will resume travelling how I used to</u> once I am vaccinated or the pandemic is declared over by public health officials.	19
I did not change anything about whether or how I travel due to COVID-19.	33
Base: All respondents	2,271

STATE OF THE CONSUMER, PART II

ACTIVITIESPREPOST1. [RANDOMIZE ACROSS TWO SCREENS.]

For each of the following activities, please tell us if you did it at least once every two weeks— <u>before the pandemic.</u>	
	Total
	%
Eat in an indoor restaurant	76
Attend a religious service at a church, temple, mosque, synagogue or other house of worship	36
Go to a movie theater	32
Visit with friends and family by video chat	30
Get curbside pickup from a restaurant	25
Work from home	19
Take public transportation	17
Get curbside pickup from a retailer that sells goods other than food, such as clothing, sports equipment, or office supplies	16
Base: All respondents	2,274

ACTIVITIESPREPOST2. [RANDOMIZE ACROSS TWO SCREENS IN SAME ORDER AS ACTIVITIESPREPOST1.]

For each of the following activities, please tell us if you have done it at least once every two weeks <u>during the pandemic.</u>	
	Total
	%
Get curbside pickup from a restaurant	52
Visit with friends and family by video chat	49
Get curbside pickup from a retailer that sells goods other than food, such as clothing, sports equipment, or office supplies	35
Work from home	34
Eat in an indoor restaurant	33
Attend a religious service at a church, temple, mosque, synagogue or other house of worship	18
Go to a movie theater	8
Take public transportation	8
Base: All respondents	2,279

ACTIVITIESPREPOST3. [RANDOMIZE ACROSS TWO SCREENS IN SAME ORDER AS ACTIVITIESPREPOST1.]

For each of the following activities, please tell us if you plan to do it at least once every two weeks after the pandemic.

By "after the pandemic," we mean once trusted health experts declare that it is over and it is safe to resume life as we did before.

	Total
	%
Eat in an indoor restaurant	78
Get curbside pickup from a restaurant	46
Visit with friends and family by video chat	42
Go to a movie theater	42
Attend a religious service at a church, temple, mosque, synagogue or other house of worship	41
Work from home	30
Get curbside pickup from a retailer that sells goods other than food, such as clothing, sports equipment, or office supplies	29
Take public transportation	19
Base: All respondents	2,272

[CONTINUED.]

ACTIVITIESPREPOST. [COMBINED FOR COMPARISON.]

For each of the following activities, please tell us if you did it / have done it / plan to do it at least once every two weeks . . .			
	Before	During	After
	%	%	%
Eat in an indoor restaurant	76	33	78
Attend a religious service at a church, temple, mosque, synagogue or other house of worship	36	18	41
Go to a movie theater	32	8	42
Visit with friends and family by video chat	30	49	42
Get curbside pickup from a restaurant	25	52	46
Take public transportation	17	8	19
Work from home	19	34	30
Get curbside pickup from a retailer that sells goods other than food, such as clothing, sports equipment, or office supplies	16	35	29
Base: All respondents	2,274	2,279	2,272

SOCSAFE. [RANDOMIZE.]

Which of the following statements comes closest to your own view, even if neither is exactly right?	
	Total
	%
I am eager to go back to daily life as it was before the pandemic	86
I am dreading going back to daily life as it was before the pandemic	14
Base: All respondents	2,263

SOCDR_STAY. [SHOWED WITH ADDITIONAL TEXT: "PLEASE FOCUS ON THINGS THAT WERE TRADITIONALLY CARRIED OUT IN PERSON RATHER THAN ONLINE BEFORE THE PANDEMIC."]

In the past year, more people have been using the internet to conduct their daily lives for everything from completing schoolwork to keeping in touch with loved ones and having medical appointments. Do you hope this reliance on online interactions will remain after the pandemic ends?	
	Total
	%
Yes	55
No	45
Base: All respondents	2,278

SOC DR_WHYNOT. [SHOW IF SOC DR_STAY='NO.' RANDOMIZE. HOLD 'OTHER' AT END, WITH TEXTBOX.]

<p>You said that you do <u>not</u> hope that the reliance on online interactions will remain after the pandemic ends. Which, if any, of the following are reasons that you said that?</p> <p>Select all that apply.</p>	
	Total
	%
I generally prefer to have meetings, appointments, and family events in person	83
I worry about the privacy of my data and online interactions	27
I find it difficult or inconvenient to figure out all the different technology necessary to have successful remote interactions (such as Google Meet, Zoom, Teledoc, etc.)	25
It's just too much hassle	19
High-speed WiFi is too expensive	9
Other, please specify:	9
Base: Respondents who do not hope that the reliance on online interactions will remain common post-pandemic	1,048

SOC DR_WHY. [SHOW IF SOC DR_STAY='YES.' RANDOMIZE. HOLD 'OTHER' AT END, WITH TEXTBOX.]

<p>You said that you hope that the reliance on online interactions <u>will</u> remain after the pandemic ends. Which, if any, of the following are reasons you said that?</p> <p>Select all that apply.</p>	
	Total
	%
It is convenient to do these things from wherever I happen to be	77
I save money on commuting/driving costs	51
It is better for the environment	38
I simply prefer having remote interactions over in-person ones	37
Other, please specify:	6
Base: Respondents who hope that the reliance on online interactions will remain common post-pandemic	1,230

COVCOINTERESTS. [RANDOMIZE.]

Which of the following statements comes closest to your own view, even if neither is exactly right?			
	APRIL 2021 AES	OCTOBER 2020 AES	MAY 2020 AES
	Total	Total	Total
	%	%	%
The COVID-19 outbreak has shown that in a time of crisis most large corporations will <u>try to do what is best for the wellbeing of their customers and workers</u>	51	48	54
The COVID-19 outbreak has shown that in a time of crisis most large corporations will <u>protect their own interests over the wellbeing of their customers and workers</u>	49	52	46
Base: All respondents	2,258	2,636	2,051

MATTRESSES

MATTRESS1.

In the last ten years, have you gotten rid of a mattress?	
<i>For this question, we are not interested in waterbeds, futon mattresses, or portable mattresses like blow-up mattresses and mats.</i>	
	Total
	%
Yes	65
No	35
Base: All respondents	2,284

MATRESS2. [SHOW IF MATRESS1 = 'YES'. RANDOMIZE, KEEPING 'BROUGHT TO A DUMP' AND 'LEFT OUT TO BE TAKEN AWAY WITH THE GARBAGE' TOGETHER. 'OTHER' ALWAYS SHOWN LAST, WITH A TEXTBOX.]

What did you do with the mattress that you got rid of most recently?	
	Total
	%
Left it out to be taken away with the garbage	30
The place I got my new mattress from took it	28
Brought it to a dump or public landfill myself	18
Recycled it	11
Other, please specify:	14
Base: Respondents who disposed of a mattress within the last 10 years	1,464

RECALLS

RECALLS1. [RANDOMIZE ORDER OF RECALLS1 AND RECALLS2. RANDOMIZE RESPONSES IN SAME ORDER FOR BOTH ITEMS. KEEP 'EMAIL, TEXT, OR APP NOTIFICATION FROM THE COMPANY THAT MADE OR SOLD THE PRODUCT' IMMEDIATELY BEFORE 'AN EMAIL, TEXT, OR APP NOTIFICATION FROM A DIFFERENT ENTITY.' 'OTHER' ALWAYS SHOWN LAST, WITH TEXTBOX.]

Imagine that a defect has been identified in one of the products you own and it has been recalled.

How would you expect to learn about the recall?

Select up to two.

	Total
	%
An email, text, or app notification from the company that made or sold the product	57
News story on TV, radio, online, or in a newspaper or magazine	48
A government website, such as recalls.gov, nhtsa.gov, or cpsc.gov	17
Social media, such as Facebook, Instagram, or Twitter	16
An email, text, or app notification from a different entity, such as a nonprofit or government agency	12
Word of mouth, such as from a friend, family member, or neighbor	10
Other, please specify:	5
Base: All respondents	2,288

RECALLS2. [RANDOMIZE ORDER OF RECALLS1 AND RECALLS2. RANDOMIZE RESPONSES IN SAME ORDER FOR BOTH ITEMS. KEEP 'EMAIL, TEXT, OR APP NOTIFICATION FROM THE COMPANY THAT MADE OR SOLD THE PRODUCT' IMMEDIATELY BEFORE 'AN EMAIL, TEXT, OR APP NOTIFICATION FROM A DIFFERENT ENTITY.' 'OTHER' ALWAYS SHOWN LAST, WITH TEXTBOX.]

Imagine that a defect has been identified in one of the products you own and it has been recalled.

How would you like to learn about the recall?

Select up to two.

	Total
	%
An email, text, or app notification from the company that made or sold the product	67
News story on TV, radio, online, or in a newspaper or magazine	38
A government website, such as recalls.gov, nhtsa.gov, or cpsc.gov	18
An email, text, or app notification from a different entity, such as a nonprofit or government agency	17
Social media, such as Facebook, Instagram, or Twitter	13
Word of mouth, such as from a friend, family member, or neighbor	7
Other, please specify:	5
Base: All respondents	2,288

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