

FlashVote helps you make a difference in your community

Survey Results: Reopening

Survey Info - This survey was sent on behalf of Town of Oro Valley to the FlashVote community for Oro Valley, AZ.

These FlashVote results are shared with local officials

697

Total Participants

660 of 928 initially invited (71%)
37 others

Margin of error: ± 4%

Applied Filter:
Locals only

Participants for filter:
602

Response Time (ho...

Started:
Jul 1, 2020 11:09am PDT

Ended:
Jul 3, 2020 11:05am PDT

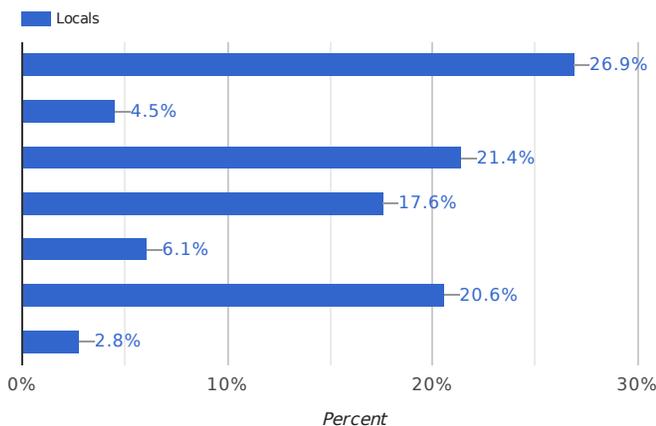
Target Participants:
All Oro Valley

Q1 As we work to re-open the local economy, your input will help Oro Valley businesses and restaurants understand customer expectations and identify areas for improvement.

Now that you can do in-person shopping and dining again, which ONE of the following best describes your use of online shopping and delivery/pick-up services going forward?

(602 responses by locals)

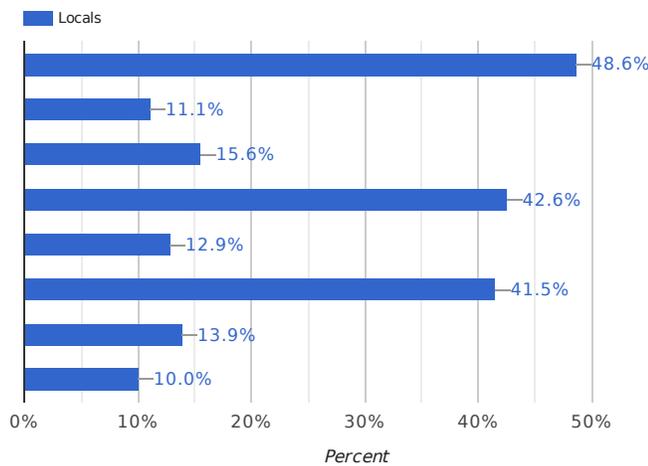
Options	Locals (602)
I never really switched to any online ordering for pickup/delivery	26.9% (162)
I've stopped (or will stop) all my new online ordering - I'm going back to my previous in-person shopping and dining behavior	4.5% (27)
I might still do some online ordering I wasn't doing before - but I will go back to almost all of my in-person shopping and dining behavior	21.4% (129)
I will keep doing a lot of the online ordering I wasn't doing before - so I won't go back to a lot of my previous in-person shopping and dining	17.6% (106)
I will keep doing all of the online ordering I wasn't doing before - so I won't go back to my previous in-person shopping and dining	6.1% (37)
I switched to delivery and curbside pickup as much as possible - I'll avoid in-person as much as possible	20.6% (124)
Not Sure	2.8% (17)



Q2 Which of the following are TRUE for you, if any? (Choose all that apply)

(552 responses by locals)

Options	Locals (552)
I feel like most businesses and restaurants I visit are doing a good job of encouraging masks and social distancing	48.6% (268)
I feel like most businesses and restaurants I visit are NOT doing a good job of encouraging masks and social distancing	11.1% (61)
I haven't really visited any businesses since they reopened	15.6% (86)
I'm still not really comfortable in restaurants	42.6% (235)
I'm still not really comfortable in businesses (other than restaurants)	12.9% (71)
I am only comfortable in businesses or restaurants where I can see safety measures (face masks, spacer marks on floor, etc)	41.5% (229)
I have visited a business that made me feel unsafe and I left without doing business there	13.9% (77)
Other:	10.0% (55)



curve want measures see dine good need really
online home people job visit depot patrons
great **business** go public option employees
made **mask** store make without
unsafe feel **restaurant** wear felt health
vaccine since fry **customers** require shop complete
grocery **social** like forced keep virus order never encouraging
signs

The businesses that worry me most are grocery stores where most of the patrons are not wearing mask

Home Depot really sucks as far as requiring masking.

I felt unsafe at our municipal golf course recently. No one was wearing a mask.

Visited a business that made me feel unsafe, did business once but will not do business there again

Businesses are doing a great job

If a mask is required no one should be allowed into a business without one

The survey should have separated the (grocery) shopping questions from the restaurant questions.

I see NO signs or posters on businesses Fry's, Home D,doors, windows) requiring the face coverings

I want to see armed personnel at store entrance turn away anyone not wearing mask.

I don't shop where people are rude to those who cannot wear masks

Haven't seen any encouraging masks other than signs. Never heard anyone asked when not wearing one

I feel like most businesses & restaurants are doing a good job, BUT many customers/patrons are NO

Fry's workers not wearing masks properly & not making sure all in store are wearing them; I am angr

Fryes and Home Depot do not enforce physical distancing among customers

Businesses suffer from behavior of customers. Public health measures should be required by public

My husband & I are 67 yrs old. Have been making all purchases online for curbside pickup.

Unnecessary restrictions ruining OV economy. We need herd immunity. Let vulnerable stay home.

I have only been to Fry's and everyone there today was wearing a mask so I approve.

I have never ordered online for food delivery but order merchandise online for delivery frequently

I am NOT comfortable most everywhere. People have made a VIRUS political. Dangerous!

only curbside for restaurants or stores

I am getting more and more reluctant to go anywhere.

I have submitted comments to Pima County about people in businesses not following the mask regulati

I have observed customers in Fry's without masks, and employees without nose covered.

I visited a beauty parlor where I felt unsafe and switched my appointment day

Don't eat out - now nor before Covid

I have visited medical offices and businesses that make me feel safe.

I will not visit any business which requires a mask, they are useless! Do some FN research!

Yes we need to keep working on reopening and the businesses I go to are doing great !

It is time to completely re-open all the businesses.

I am not comfortable wearing masks;I can't see or hear as well when wearing it so I avoid going out

Nothing wrong with cleaning, masks and personal space; but people need to cut the glove wearing.

I will only dine outside and limit my visits to businesses if it is something I can order online.

I'll continue to support restaurants via carry-out, but no dine-in/masks off

the use of gloves is ridiculous. i saw bartender take payment then gather dishes then put a lemon

Will avoid anything indoors unless absolutely necessary.

Until Arizona coronavirus curve heads downward I will not go to a public restaurant or business

Just left walgreens la Canada and lambert, 2 people without masks at 445 pm wed, 7/1/20. !!

EVERYONE IS DOING WELL WITH SOCIAL DISTANCING, EXCEPT THE GROCERY STORES

I go shopping at groceries, drugstores and hardware stores. Not many restaurants. (Safety)

I will Not dine in at restaurants until there is a viable vaccine developed and curve trends down

I'm a realist, I feel we should "Open Up", and play the cards we're dealt.

Restaurants = no way until vaccine is made. Masks should be required everywhere indoors in public!

Really only my Gym (Planet Fitness), which only 10% attendees were masked including me - NOT GOOD

I do not believe masks are a factor in health, being forced to wear one deters me from businesses

Grocery stores and Home Depot etc, should have made customers wear masks since beginning & didn't.

I would not go to a restaurant, but feel fine at Frys, Sprouts and Target.

Since the mask ordinance, things are greatly improved ... particularly at Home Depot.

Businesses can do a great job but I still won't go out anywhere. It's the customers that terrify me

Most businesses are doing okay, except Planet Fitness Gym

I'm very happy w/ how all is being handled. Waiting for No Masks.

I think that they all are doing something but it is what it is I've never felt Frys did enough with

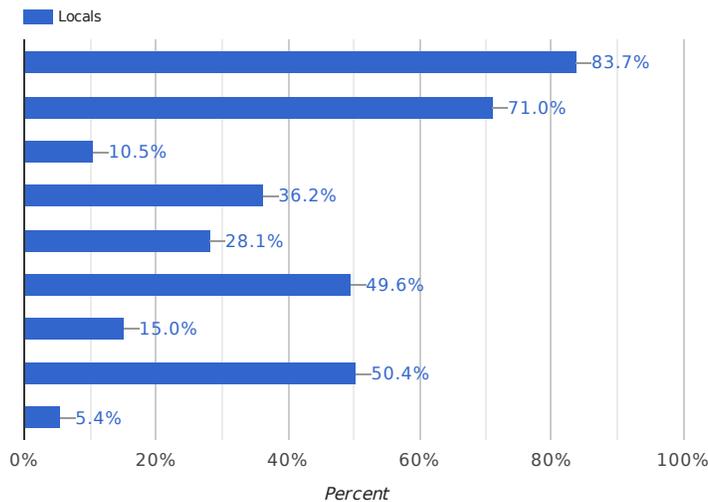
People need to mask in public no matter what. I work in healthcare and we mask 24/7.

Bad survey. Should have option to say it is stupid to be in lockdown

Q3 Which of the following safety measures, if any, are most important for you to visit a business in-person? (You can choose up to FOUR)

(552 responses by locals)

Options	Locals (552)
Employees wearing masks	83.7% (462)
Customers wearing masks	71.0% (392)
Employees wearing gloves	10.5% (58)
Hand sanitizer stations	36.2% (200)
Clearly identified 6-foot markers for proper social distancing	28.1% (155)
Knowledge that my shopping cart or dining table has been disinfected	49.6% (274)
Clear plastic partitions to separate cashiers/customers/dining tables	15.0% (83)
Active enforcement of mask and spacing rules by business/restaurant staff	50.4% (278)
Other:	5.4% (30)



thing need allow flu individual safe
 make people go good person back
 immunity choice nothing
 sense food mask china use
 way business etc measure
 herd washing hand protect worry
 common

All of the above!

None. Just use some common sense.

Why only four?

not going out; too dangerous

Being treated as an adult capable of making good decisions with or without a mask

None

Do not currently go inside any businesses, restaurants, etc

Only N95 masks protect. These precautions are absurd.

I feel like people are doing their best to be safe and keep the public safe. I am not concerned.

Sanitizing methods of carts, food storage area handles, etc. need vast improvement

Actually, all of the above

Really don't care - can protect myself, the rest is to protect them, not me.

KROHN

None

Doing nothing the people can develop herd immunity Only those with underlying medical conditions

Last bullet addressed earlier items for selection.

General cleanliness allowing people to take personal responsibility.

For individuals at risk or uneasy I understand why they are using masks

CHINA FLU IS AS BAD AS FLU WE ARE GOING OVERBOARD. WHY ARE GOLF COURSES OPEN STILL?

Nothing will yet bring me back to visiting a business in person.

I think the whole thing is overblown.

Will Not dine in until there is a viable vaccine and numbers trend down

I don't worry about any of this. Why isn't that a choice?

I am good with no masks, gloves, etc.

All of the above is total BS. We need to go back to the way we were living 1/1/2020. Herd immunity.

Have always emphasized good hygiene habits, clean appearance, etc. when doing business.

common sense

All of the above.

Active enforcement should include signage as a reference. Local govts should provide uniform signs

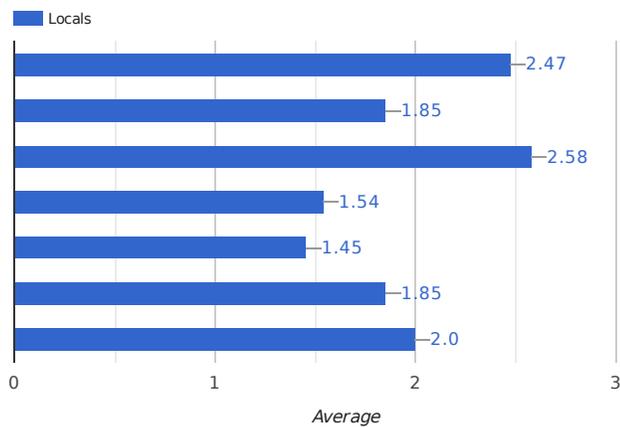
None of the above, ba k to normal now

Q4 Would you be comfortable visiting these places in-person?

(1 = Yes, not a problem, 2 = Yes, if I had to, 3 = No, I wouldn't do it)

(538 responses by locals)

Options	Locals (538)
A gym or fitness facility	2.47
A hair salon/barber	1.85
A spa	2.58
A health care provider (dentist, doctor, chiropractor, etc.)	1.54
A pharmacy	1.45
A professional service provider (accountant, financial advisor, etc.)	1.85
In-home appointments from any of the above services	2.0



Q5 Any other comments or suggestions about the safe operation of Oro Valley businesses and restaurants, including what they can do to attract customers now?

(272 responses by locals)

place safe back support let social home
 job follow restaurant make shop
 know time busy enforce good curbside
 use keep need sanitize go think
 safety people mask open require
 everyone customer wear employee
 outdoor feel distance like store take see dine
 precautions grocery order covid virus etc rule state work

We need to get this under control. We need to enforce the use of mask wearing inside ALL buildings, restaurants, stores, etc.

Let's get back to business. Open up the schools, as the mental health of children is suffering greatly. As a parent, I am devastated by what happened to both the class of 2020 and children who are still in school. We need to get things open with reasonable safety measures. We can protect our citizens who are at higher risk. The rest of us who are not at high risk, need to get back to work and life.

Be safe, do good!

Open Oro Valley with NO Mask Mandates!

AZ has one of the largest increases for Covid 19. The state has failed to protect its citizens by requiring the right precautions.

I think everyone is taking the virus seriously and taking personal responsibility for their decisions.

Enforcement of masks

I want to see OVPD actively issuing citations to businesses not enforcing mask wearing.

Why can't Restaurants fill all tables if they are going to let the bar be filled totally ! And people standing behind others at that bar, Which I have seen".....!!!!!!!!!!!!!!

I believe everyone in Oro Valley must wear a mask and social distance and that it should be enforced by all businesses.

Continue with delivery and curbside as an option for those of us who will not go inside until no new cases or deaths occur for at LEAST 14 days, preferably 30 days

Enforce mandatory requirements. Cite/fine those that don't follow.

None

Not much. If I am depending on others to make the right decision I do not have faith. Human nature is to do what is easy unless incented or punished to do otherwise. As health of others has become a political issue you can only expect a 50/50 compliance rate with what you may believe to be correct practice.

I would like to see store not admit non-mask wearers at all. Posting signs does not make the selfish comply. I would like to see a wear a mask or do not enter policy.

Not planning to dine in a restaurant or go to a movie for a long, long time. Might get take out. Quit shopping at Trader Joe's because they don't offer any way other than going in to their store. Not worth the effort.

social distance, wear masks, wash hands

I'll only do curbside pickup right now. Probably won't change till there is a vaccine.

Enforce mask wearing when social distancing is not possible.

No masks, no sanitizing, no distancing, not doing business with that company. TMC-One on Oracle Road and Costco in Marana are exceptional standouts - good job!

Get busy and get to work. The economic devastation of a shut down far outweighs the risk to all but the most vulnerable group. The most vulnerable group should be locked down. Let the rest of us get back to work. Same for school. An entire semester of education did not take place. The future of thousands of kids is at risk by delaying the opening of school.

Demand mask wearing by staff and customers Improve interior air handling to decrease risk of airborne infection (more like outdoors air quality Demand sanitizing of tables, etc Demand frequent hand sanitizing Screen employees and customers

Put signs in front of business clearly stating expected compliance and the rules.

Wal-Mart is doing a very good job of wiping down check-out stations after each customer. Fry's is not doing anything.

Support small and large businesses by keeping them open for the employees and companies sakes. Let the people choose if they want to stay in or go out. Universal precautions are enough if followed. Don't punish the majority for actions of few.

Mask wearing is critical. The only business I feel safe enough to go to is Trader Joe's during their senior hour. They are doing a GREAT job, although I am disappointed the don't REQUIRE mask wearing. Fortunately, during senior hour, almost everyone voluntarily wears a mask.

Each business should make sure that it explains on its website the precautions it is taking and the precautions the customers should take so that one can make a decision about patronizing the business

With the current crisis that is not going away anytime soon, then eat way for businesses to engage with customers is to provide an online ordering and curbside no-contact pickup option. I will not visit any establishment that requires me to go inside somewhere.

enforce mask rules and have a fine if someone does not follow. I think there should only be take out or outside dining. If there is no mask then someone should be asked to leave or call the police.

none

It is up to us as citizens to make decisions about how we conduct our lives in these times. IF we don't feel comfortable in a business... we won't go.

I've been to multiple restaurants, grocery stores, pharmacy, dentist, haircut, etc. in town, and all the businesses have done a great job. People need to stop virtual signaling and mind their own business.

Businesses (grocery stores in particular) and restaurants are two distinct categories, and this survey should have treated them as such.

I wish all the supermarkets REQUIRED masks, especially Fry's. Too hard to keep enough distance and too many un-caring customers in the store. There are too many people in this town with anti-mask views and it's frightening to go out and about and be near them.

For the business owners, we can't stop/start/stop/start...that will surely end up with businesses deciding THEY can't deal with the uncertainty. Customers have to do a better job at taking personal responsibility for their actions.

Stores, businesses and restaurants I have visited all seem to be doing a good and conscientious job of sanitizing and safety measures. Since I had surgery in March right before cut off, I've visited a number of doctor facilities and have been to physical fitness facility as well. Also made a couple of visits to Planet Fitness. And went back to my hair salon. All were good. Also been happy with Fry's and fast food places, including Subway, Jersey Mike's and In N Out Burger.

Arrest and incarcerate all Trump supporters that will not wear masks.

we need to go back to shelter in place. The state clearly re-opened way too soon and social distancing was not being enforced. We are in much worse shape than we were in April/May. There has clearly been a lack of intelligent/science based leadership from the state government. We are trading the economy for peoples' lives

Please enforce everyone to wear a mask in public at all times.

We should support and patronize our local businesses who are employing safe practices. Restaurants in particular have difficulty surviving even in non-pandemic times and many may not make it when limited to 50% occupancy. They deserve our support if we want to have that dining option.

Do not open the fact that AZ is increasing as a hot spot for the virus is not a good sign I am growing my hair long for a change have not had it long for 40 years but health is more important.

I will not be going to any of them. Those who do go should be required to wear a mask and that rule enforced by the business. Deny entrance to any not wearing a mask. Keep restaurants and bars closed. A virus does not care that you want to socialize or put money in your cash register. It will spread wherever it can find a body.

All of this has to boil down to personal responsibility and knowing your own personal health risks. Nobody is forcing those at great risk to go out, but it's important to find a way to continue moving forward with life cautiously and respectfully. A blending of re-opening and continuing to offer delivery/pickup for those who don't feel comfortable being in public yet seems a good idea.

I really sympathize with businesses today. I don't know how they do it. We try to use curbside pick up as much as we can just to support them. Be on that I just don't know what to do.

Planet Fitness and Pier 1 refused to enforce mask rules.

Outdoor seating is preferable although we only do takeout at this point. Other than grocery shopping we have stayed away from stores. It helps that we don't need anything else!

Please remember that not everyone can or should wear a mask. It is an ADA violation to deny services or entrance to those unable to wear masks. For some this is not a choice. Respect all people who choose to patronize your business. Treat customers respectfully, you do not know their personal situations so you should be kind to all. Strong customer service and quality product will always attract customers. Keep up the great work cleaning and being innovative about options to keep your business accessible and open!

Provide outdoor seating as much as possible. Also, sidewalk sales would be good.

I think everyone is doing a good job overall.

Grocery stores were not mentioned in the survey. This is the biggest issue I have where employees and patrons are not wearing masks or wearing them improperly.

Allow advertising on the streets so we know what is open (or not). Can't read small print on sheets of paper on doors of businesses.

Exclude customers who refuse to wear masks and observe physical distancing.

Way too many times I've come in contact with customers coming too close & NOT wearing masks! Oro Valley must get stricter regarding wearing a mask in stores or you will start to see retail slump. While shopping in Kohl's way too many customers had no masks so I felt I needed to leave the store which I did.

Just use common sense.

Err on the side of caution. Masks and gloves should be mandatory for employees.

Make ordering by phone or on line and pick-up as convenient and safe as possible. Have had good experience with Fry's, post office, Walgreens and several restaurants.

Masks should be required and as much should be done either via delivery or curbside type service. People not wearing masks or otherwise behaving inappropriately need to be removed from the business.

Every effort should be made to educate and require proper medically recommended social distancing and masks. Limit numbers of people in any enclosed spaces in particular. Support businesses of all types to make it through challenging times but a quicker health resolution will help them most.

Follow CDC guidelines and ensure that all customers do too.

Businesses and restaurants need to clearly communicate their policies regarding masks, sanitizing, etc.

If places don't enforce wearing masks for staff and for customers, I will leave and won't shop there again in the future. If they don't care about my life, then I won't care about their livelihood. If places DO a good job of enforcing masks for staff and customers, I will be a very loyal customer, not just now but well after the pandemic is over.

We need to reopen. People need to get back to work. People also need to come out of isolation. Whatever procedures are put in place will not be perfect; therefore, reasonable precautions should be put into effect and accept that there will be some instances of people getting ill. People were getting ill before the pandemic and we did not shut down society.

Kids on swim team at OVAC are consistently close together on deck, both with and without masks. Adult lap swimmers are very good about the rules though.

None

nothing can be done until a safe inoculation is available

I like to see a masked employee at the business entrance providing hand sanitizer and assuring mask compliance. It tells me the business is serious about COVID.

This is a tough time for businesses. With the spike of cases in AZ, I am not comfortable dining in, even if I could. Likewise, I only go to the grocery store (Fry's) or Trader Joe's. At least Trader Joe's is doing it right with limiting the number of people in the store and reminding everyone of social distancing, and before masks were mandated, they were strongly advising all to wear them and their employees have been wearing them all along. If only all businesses could do it like they do, I would be encouraged to visit them, too! I am too high risk to take chances!

I think most businesses are doing a good job. I just hope the public doesn't get careless about observing the guidelines.

Oro Valley mask policy to include mask wearing should be adhered to by all. The stores shouldn't have to enforce it.

Your first question didn't relate to those of us who already were doing on line purchases and plan to continue the same amount after everything is open.

Mandate face masks! Do not let anyone in that isn't wearing a mask. If Costco can do it, why can't Oro Valley?

Lower the minimum required order amount (i.e. "Olive Garden" \$50) for pick up curbside-delivery online meal orders.

I am ready to go back to how we were.

1. Folks over 65 should continue to quarantine to the extent possible. I would like Oro Valley to recommend this as a policy. 2. Businesses should be uncompromising in requiring masks, distancing, and cleanliness. Inspections might be helpful to increase compliance. I am over 65. If I or my wife catch the virus our chances of it being fatal for one or both of us is unacceptably high.

The aquatic center is working quite well with the restrictions. I will not be eating at a restaurant for a long time. I do take out. Curbside pickup works well at grocery stores and the library.

Enforce mask-wearing, social distancing, and hand-sanitizing. Make sure deep-cleaning is happening all the time.

I think businesses should be able to stay open as long as they follow the guidelines. I would like to see more of the businesses take temperatures.

If I were going inside businesses, I would only be comfortable if ALL employees & patrons were wearing masks

Well spaced outdoor dining tables at restaurants so food could be eaten while hot/cold rather than transporting home. Pickup counter for food, no wait staff coming to tables. Set up canopies in parking lots to shade tables.

If they would make science-based decisions rather than what seems to be popular.

Open the gyms!!!

We are all being treated as if we had no brain. This entire episode has been a farce.

Quick and easy curbside pickup for Restaurants

The panic surrounding Covid-19 is driven by news media & a political ideology. The CDC has flip-flopped on their positions multiple times. Mistakes associated with tracking have forever destroyed the ability to get real numbers. With 43K residents in OV & only 105 cases in 4 months, you've shut down businesses & the OV economy for no valid reason. You should have followed Marana & Sahuarita Mayors' lead. Whoever is giving you this bad advice & then telling you to raid the contingency fund to cover revenue losses should be fired.

I think most people are very concerned they are going to get the virus and die. My wife and I are not afraid. We are in the "high risk" age group but follow safety precautions and feel safe going into any business, restaurant and/or salon. I would like to see the Community Center gym re-open as it's my only form of exercise in this heat.

I really disliked the first set of answers! My real answer is: I will continue to do SOME online ordering AND SOME In-person shopping.

Enforce mask wear and limit customers because Arizona has not followed guidelines .

Having visited the OVCC pool several times during the last reopening, I feel the lap lane protocols that have been implemented are safe and sufficient. PLEASE REOPEN THE POOL. It is an incredible form of necessary exercise in this time of lockdown.....

I had my hair cut a few weeks ago and only one stylist (mine and myself) was wearing a mask. No other customers were wearing a mask either. I asked why they weren't wearing a mask and they said they didn't have to. Hence, Ducey not "requiring" people to wear a mask. Don't know how they are acting these days. But I blame Ducey for his naive comments weeks ago for this surge in Covid.

Fry's should have someone dedicated to cleaning their carts all day long like Safeway

I'd love to show more support for local businesses and restaurants, but with the current spike in COVID cases, I'm very concerned About the behavior of other patrons/customers who don't wear masks and are unconcerned about social distancing. I think most businesses and restaurants are doing a pretty good job, but too many patrons are not. Businesses need to keep their establishments scrupulously clean, and need to do more to encourage (require?) masks and social distancing.

No one can attract me at this time with the AZ numbers what they are!! AZ opened too soon; people did very dumb things; and now we are all paying the price...some with their lives!

More detailed information on website of their operations including hours of operation, etc.

Enforce use of masks by everyone.

If we are required to wear masks in order to get into businesses. then this must be enforced effectively. Having a few people come to shops, grocery stores claiming they 'have a medical condition' is unfair and unacceptable. They should be asked to leave and shop online for the safety of the rest of the customers.

Just follow guidelines from the CDC.

Yes!!! Wear your masks! This is NOT political. It is a PUBLIC HEALTH issue. It is being mishandled everywhere!! OV is NO exception. People like me, (over 60, asthma, etc.) will DIE! I have ZERO plans to go have a casual dinner out when just going to the grocery store or ACE, has put my life in danger. No masks and arrogant people coming right UP TO ME! It is insane and the governance of Tucson, OV, and the state need to DO SOMETHING. People are dying!!!!!!!!!!!!!!!

Curbside pick-up for everything possible. In-home services will have to wait. Seniors are AT RISK.

It would be nice to know what stores are open...I have been ordering merchandise from Amazon as I didn't know Home Goods was open till yesterday

Extension of premises permitting should be more readily available to allow additional outdoor seating.

Open up the gyms NOW

Thank you for this opportunity to express my position during this challenging time.

99.6% of AZ population is safe! .4% have positive test or have antibodies. Quarantine the sick, give those not affected the right to open their businesses for the citizens who wish to patronize them. If you are symptomatic, STAY HOME!!!

I think we WAY overreacted to the Coronavirus situation which is no more deadly than the seasonal flu and those countries that didn't shut down had lower infection rates, achieved herd immunity, and didn't kill their economy.

signs saying "we are open and exercising safety precautions from virus, please wear mask".

Offer special hours for different age groups

It is going to take time to get people coming back in significant numbers to restaurants and bars especially. Having to wear a mask while walking to a table, then taking it off to eat, then putting it on to walk out the door is silly. If everybody is acting like you are radioactive it is not conducive to eating out and spending a nice evening with family & friends.

I think all restaurants should be take out or delivery only. Only essential services should be open. Our numbers are spiking and we need to be as vigilant as possible until the curve flattens.

Keep following the guidelines and have staff enforce these for customers. How many people have to be sick and/or die for people to get it. Why did our governor take so long. We are getting frantic calls from other states with offers to stay there and not be in dangerous AZ.

Just enforce the masks and make sure carts, tables etc. are disinfected. Eventually everyone is going to get this virus and we shouldn't close our businesses everytime cases go up. Stores and businesses should be allowed to remain open. If individuals are concerned then they have the option to stay at home.

They have to convince me that they are safe.

I don't have a problem with wearing a mask if in a situation where safe distance is not possible.

Let's not kill the economy. Protect those vulnerable (Elderly, underlying health issues) and let's get on with it.

Let's get on with reopening and save our local businesses and their employees and families

Fry's - offering masks to customers without one; however, I've observed only "quickie" and likely ineffective methods of sanitizing carts. Also no one cleaning other key areas such as handles of freezer doors, self-checkout, etc. Fry's no longer has paper towels and spray or wipes available for customers to sanitize their own carts; I've watched their entry level young and/or disabled workers clean carts reusing a little sponge with a bit of water in a small bucket.... NO thank you! Need more hand sanitizer throughout businesses and enforcement of masks.

I no longer shop in Oro Valley due to the stupidity of the Mayor and Council Members continuing to not address the closing of all the golf courses and restaurant.

Thank you for making masks mandatory for all of us. Thank you to those stores that are trying to practice physical distancing. Have employees who are monitoring entrance, share with incoming customers to pay attention to "one way" aisles.

I'm so sorry, because this is terrible for businesses, but in general I just don't want to expose myself. I do buy restaurant takeout, but there's nothing a restaurant can do that would make me comfortable eating there for now. For places like Walmart, Home Depot, and supermarkets, having their employees masked and sanitation practiced helps.

1. Assign a greeter at door of grocery stores to make sure masks are being worn. 2. Provide a mask to people without masks.

Trader Joe's is the only place I've seen doing it right with employees actually counting heads, limiting capacity, enforcing masks and social distancing, and sanitizing between each customer, etc. If businesses want my business then they need to follow their lead.

We need mandates which are enforceable by law; not mere suggestions.

let people know they are open and what restrictions they have

Whenever we can use outdoor spaces for shopping dining or recreation we should do so.

Many businesses are NOT enforcing wearing of masks!

The gyms, restaurants, and markets seem to be doing a very good job of Covid19 hygiene.

It would always be good to know if an employee tested positive for COVID at that location. I think we have to trust the business owners

Online ordering that is supported with a tracking system is really helpful (chick fil a app as an example). It avoids waiting on the phone and I don't have to enter a place until I know that something is ready for me.

Curbside pickup only

Let bars, restaurants, salons, and gyms make their own decisions

I am part of the vulnerable population. We are hunkering down until there is an effective vaccine or the virus becomes ineffective. We feel as though our lives depend on it based on the behaviors of the population that have stopped sequestering.

I totally support common sense distancing and associated practices but totally oppose government mandating these any of these issues.

Masks!!! Everyday I see people in businesses not wearing masks. People are afraid to enforce it

Enforce the masks. It has become so political and emotional, that some people are afraid to enforce bc the customer will be physically and verbally aggressive. I went into Sonoran Quest and they had a sign up that any verbal or physical aggressions towards staff and patients, will be prosecuted by law. That is how crazy this has gotten.

Encourage them to have outside dining. Assist them with barriers and allow for string lights within the barriers places like Frys parking lots ect. I have eaten at COCO's and Emenitos several times both had great spacing and you could feel the air movement. I seen all with mask and witnessed hand cleaning and table cleaning immediately.

open all businesses

Advertise their protective measures and assure folks that they comply or exceed all health dept and state regulations.

I feel that we can be open if everyone practices the use of masks and appropriate distancing. This needs to be mandatory to work.

Everyone must wear masks; employees and customers

Do not listen to the county or the state or federal for info. Do a Lexis/Nexis set of searches on the topic and avoid those with a governmental/political agenda, just as a start!

Strictly following CDC guidelines and being friendly/positive about it.

Continue take out options and allow dine in at 50% capacity. Offer coupons to encourage people to come out and see that safety precautions are in place. Require masks when not eating.

It's a mixed bag. It seems like most companies do not enforce the face mask rule ... which they should do. People without masks put us all at risk.

I was wondering if when or if the community center fitness center opens up again, if they could reserve a special time for senior citizens? I understand the logistics would very difficult. However it has been my personal observation that younger folks don;t think much about the virus or it's spread as noticed by not wearing masks as much as older folks.

I enjoyed going out to lunch with friends on occasion, and since we are not having frequent contact, have only been to one restaurant since the pandemic began. I wear a mask to go grocery shopping, but put off going out as much as possible because of the dislike of wearing a mask. Enjoy morning walks daily with my dog and just keep distance from others, but don't wear a mask.

I wish the media/state officials would give more beneficial info, particularly my ODDS of dying. That's the one figure you never see. The ratio of deaths to total state population. Also, as a recent widow, I didn't appreciate not being able to do my volunteer work & interface with friends.

I think it is still of major importance that we use CDC precautions to protect our vulnerable senior population.

Let's keep moving forward to reopen safely

Masks, masks, masks. And education about why we need them + social distancing (not either or)

The politicians are destroying the economy. Let the businesses open.

Regarding grocery stores, until the County mandated masks, only Costco and Trader Joes did an OK job. Frys and Safeway were too lenient. I would only consider outdoor dining or take-out. Cup Cafe downtown had an exceptional setup for outdoor dining. Noble Hops is terrible in that regard. We will not go back there. All OV restaurants do an acceptable job with regard to ensuring the safety of their patrons. Our dentist, Mountainside Dental, is outstanding in protection of patients. The library gets high marks.

I fully support the reopening of our business community and be successful in doing so. I also want businesses to be cognizant of their responsibilities and actions to support the safety of their customers and staff to include themselves.

Show their concern with distance (ie Trader Joe's, Safeway on Rancho Vistoso) and cart care. Limiting amount of people in facility

Mask wearing not an option...it is a must for a while.

Sanitize carts, counters, doors, etc. Provide hand sanitizers at all entrances.

When requiring masks in public, make a penalty for non mask wearers so that there is less ignoring rules.

This public health crisis has been mismanaged on all levels since January. We are over stressing our healthcare systems. We need testing and contact tracing per WHO standards. We need a coordinated, national response. This country and this state are no better than a 3rd world country due to this mismanagement of the Coronavirus.

I was extremely impressed with the way the OVCRC Gym was being run. Then the teenagers came in. They went out of their way to not practice social distancing. The gym became a hangout place to socialize and violate every aspect of covid prevention. I had planned to talk with the gym manager. I feel for the teenagers. This is especially hard on them. But, life is hard. May as well learn that now.

I've been to almost all of the kinds of businesses listed recently and all did a great job with COVID protocols.

No mask, do not enter.

No additional comments

Even though customers may object, it's important that businesses enforce mask wearing and social distancing.

As far as I can tell, everywhere I have gone there is a conscientious effort to follow the safety guidelines for business and restaurants. I have been to restaurant outdoor seating, to several grocery stores, Walmart, Home Depot, to the dentist and to my favorite nail spa and favorite hair salon. All show respect for their employees and their customers.

Allow them to boot non compliant patrons

I was out of state when all this started. When I returned; I was shocked at peoples attitudes. I have left the state again for the next few months so I don't have to deal with the selfish actions of other residents that put other people at risk. I hate wearing a mask too; and am more concerned with protecting other peoples health than my own. I choose to wear my mask for the benefit of those who maybe injured by covid. Maybe I'll return in August if I can start hiking the mountain again after the fire.

Educate the employees on the use of rubber gloves. Once they touch money they don't touch food again with same gloves. Once they tie their shoe they don't touch food. Etc.

If masks are required, then enforce it. I see too many folks who just ignore the ruling.

business are doing their part - now for customers to do our part. please wear the mask to protect others - it shows love for humanity.

Continue focusing on take-out for restaurants. We really feel for local businesses and can't think of anything else they can do other than enforce CDC recommendations. When we see customers walking around without masks we leave.

A business with curbside pick up wins my business hands down. I can't thank the businesses in Oro Valley enough for making this service available! Senior ONLY hours is huge for me as long as they are enforced. COVID 19 are rules that help ensure my safety. If a younger person cheats and goes during Senior ONLY hours, it tells me about their respect for rules.

Provide on-line options for services. Where delivery/carry-out is involved, show us your team in masks & post (good!) inspection scores. Pharmacies & other businesses requiring in-person need to enforce mask wearing, distancing, and other safety measures. Shout out on social so that people know to support you!

I think they're doing a great job. it's sad to see so many empty tables. I think many individuals are quick to judge others. I just think it's gloves have to be worn by employees then they really need to cycle through their gloves because keeping them on in my opinion is doing more harm than good. And not just because of Covid

It is hard for the business to enforce the mask rules, many people still not complying and it makes me uncomfortable enough I avoid most businesses until I have no choice but to go there.

Enforcing masks in both stores and restaurants. I have been Leary about getting pickup food because I don't know that the cooks and handlers are wearing masks and gloves.

Include efforts to set aside seats to make spacing evident

Wear masks and practice social distancing and in force it with fines. You do not need mask driving a car jogging walking by yourself. No need for gloves Sanitize and wash your hands

Appreciate the amazing process of the aquatic center to keep us safe!!

I have not been to Home Depot in a few weeks, but at that time NO employees wore masks & less than half of customers. I've switched to Ace. No excuse for blatantly irresponsible behavior.

Do not shutdown businesses it is bad enough already

I like the the idea outdoor movie theater & outdoor Gaslight Music Shows, though I haven't yet attended one. Basically, I plan to stay home, order my groceries online, and stay isolated till the counts come way down. The state govt really screwed this up by opening too early & not requiring masks.

Show the public that all possible precautions are being taken to keep their employees and customers safe

Everyone must wear masks to protect each other. Cleaning of shopping carts & baskets. Some of question #1 responses are confusing, please review.

More outdoor entertainment and restaurant opportunities. Would like all restaurants and businesses to have curbside pickup.

Open up. Don't punish healthy, active people with Draconian measures. We're grownups. If we're comfortable, we'll live our lives accordingly. OPEN UP please!

Would like to see outdoor music to enjoy in park setting to help everyone attempt to socialize distancing

We need mandatory masks - it is about WE and not about ME

Keep out people without masks!! Have staff wear masks!! Limit number of people in business at one time. Continue curb side pick up.

Restaurants should promote take-out or outside patio well-spaced dining.

SO FAR THE KEG IS DOING THE BEST IN TOWN. PF CHANGS IN TUCSON SECOND. STARBUCKS IS GOOD TOO. THEY ARE ALL TRYING TO DO THERE BEST. THE STORES DO THERE BEST BUT WE HAVE PUT A FEAR IN CUSTOMERS. NOT GOOD. WE NEED TO GET GOING SOONER THAN LATER. MOVIE THEATERS HAVE A PLAN GIVE THEM A CHANCE STOP SCAREING THE CUSTOMERS WE ALL HAVE SOME FORM OF THE VIRUS IN US. AS WE DO WITH THE FLU THAT KILLS AS MANY IF NOT MORE PER YEAR.

For me it is pretty simple: if everyone where's a mask and it is enforced, the potential for spread is greatly reduced, making shopping and dining in less risky (although customers don't wear masks while dining in). Many staff are not properly trained in sanitization techniques, which is concerning as I have seen some touch everything because they think wearing gloves is safe in and of itself. Hence why my family and I mostly shop online, pick up from restaurants only and take this seriously as hospitals across the state inch closer and closer to maximum capacity, which is scary.

I'm glad masks are mandatory in OV.

Keep increasing online and in-app shopping capabilities. Communicate changes in hours and policies to avoid confusion. Make reasonable practices and be kind and welcoming to customers.

I feel businesses and restaurants have done a great job to make customers be safe. I am very concerned about mandated closings of small businesses that probably won't recover from this situation while big corporations are deemed essential

I believe in general that the public is not taking the current circumstances serious enough. That what scares me the most. Oro Valley needs to be cautious in opening business!

I feel that profits have been put before cleanliness, maybe now, the cleaner businesses will get more business.

Don't touch your face, maintain social distancing, wash hands. That's enough. Hate the mask Karens.

Reopening has been an utter failure, causing far too many Ducey/Trump deaths and illnesses. I've lost confidence in both the politicians making the rules and the businesses who have too often been too reluctant to make them work. I'll be totally at home for a LONG time.

common sense should prevail over illogical lockdowns

Just be reasonable a practice hygiene.

Grocers - Provide safe and clean environment and products. Restaurants - The food quality (temperature, taste, portions) should be better than what I've experienced in the few I've visited so far.

Stores need to enforce the wearing of masks by customers. They need to ask customers to wear a mask or ask them to leave the store.

Enforce the restrictions!

I shop at Fry's on First and Oracle and am impressed with their efforts to make all safe. We have made take out food from our favorite restaurants our "Date Night". I see a lot of information about stores and restaurants on nextdoor.com and from the Chamber of Commerce emails. Articles written about restaurants and businesses that are open can encourage people to consider patronizing them in the future.

Update status on sites like Google and Yelp more promptly so that I know what type of service they are providing.

Stand up for our freedoms

Indoor spaces, regardless of masks and social distancing should be avoided. Outdoor seating for restaurants would be the only way I might consider going. We do take-out quite often to keep supporting local restaurants. But I will not be going to a gym or salon anytime soon. Too much time in an indoor space.

I think until a vaccine is available, businesses need to focus on carry-out and delivery.

Just for the business to Insure that I know that they are doing everything they can to let me know they are trying to keep me safe. If I don't feel like they are I'll leave and probably not be back.

My only suggestion is to do the best they can to keep themselves (employees) safe as well as their customers. I try to do take out weekly and shop, as needed at retail stores. I recognize the importance of keeping our economy moving.

Just use common sense...seriously!

Given that Gov Ducey has failed to respond according to CDC guidelines as well as not provide statistics on nursing homes/assisted living facilities Arizona ranks among the leaders in increased infection and death rates with the curve still rising. With no statewide approach to responding to this virus each individual must act to protect themselves accordingly.

I feel we need to continue the battle against COVID19! However, if we KILL OUR ECONOMY, we could easily return to the soup kitchens and starvation that were a part of the Great Depression of 1929. I was born in 1942, but my parents lived through those awful times, and carried the psychological "baggage" until they passed.

limit number of customers inside, enforce mask wearing and remove anyone who does not comply

There should be a ban on any customer who is trying to enter a business without wearing a mask. People caught inside any business without a mask should be fined (like a traffic ticket) at a minimum of \$100.00

Simply enforce rules and refuse service if not followed

Common sense and simple safe practices is all that is needed.

Yes, stop sending out obviously biased surveys.

EDUCATE! Some people still don't get how and when to wear a mask! And that it is not needed when you are alone, in your car, driving, or walking alone....

DO NOT let people in the business who are not wearing masks! This is a public health emergency - not a political issue.

Overall it would be smart to have a strict lockdown until schools open. I think it's important for schools to open and believe that should be the target for flattening the curve as much as possible by the time schools open. Masks should be mandatory: no masks, no economy. Government leaders from the mayor to the president should mandate and demonstrate masks so that businesses don't have to deal with the stress of enforcement. Messaging from the mayor to the president should be on wearing masks to flatten the curve for the sake of all the people.

Gov Ducey should issue enforceable rules, not guidelines, for social distancing. It can be done by county or region, but this "guideline" stuff is killing people. He needs to step up.

keep all business open for the economy

let them all go back to work!!

Open with precautions

advertise what you are doing for safety. Restaurants should take reservations

Sadly, the Fry's at La Canada and Lambert does not see, to be taking safety precautions as seriously as other grocery stores, like Trader Joe's or Safeway. I always see employees disinfecting carts at those two stores, but have not once seen that happen at Fry's.

Make sure they're following and enforcing the rules of the CDC and local government.

Lets get open and stay open

Fry's on Oracle needs to require customers to wear face masks

Make sure gyms ENFORCE wearing of masks

There have been minimal cases of the virus in Oro Valley. The OV police should be instructed not to enforce the draconian measures in Ducey's exec order.

We continue to shelter in place and will only frequent restaurants with curbside service. Many of our favorites are doing a very good job of curbside service, and we support them as often as possible. We actively avoid businesses which do not enforce mask use and other safety features.

I'm looking forward to getting back to normal.....even if I have to wear a mask. It will be worth it

Restaurants to provide outdoor seating with plenty of space between tables and sanitize tables well between customers.

Let's do what makes business sense, there are pros and cons to everything. If individuals have identified as increased risk they need to take the precautions with reason they feel are necessary. Those who do not feel a need to take 'extreme' cautions should not be burdened with making everyone else comfortable by taking extreme measures. Not everyone is going to make it through this but then again not everyone came back from World War II, Vietnam, etc.

Even though I am not comfortable dining inside, I am good with outside dining and carry out and do support OV businesses

What good is any suggestion unless there is some form of enforcement or penalty? We are all for "Personal Freedom" but the time has come to ban together and get this done. Most people won't react unless it affects them on a personal level.

Enforce safety measures - masks and spacing to employees and patrons. Take this seriously. Maximize outside service (dining, curbside sale, pickup, etc.)

Continue safe practices, especially keeping separation distances for ALL CUSTOMERS!

Easy online ordering and curbside pickup is a must. I work at the hospital with covid patients. There's now way you want me in your business right now. I'd also like to see discounts for healthcare workers who are doing curbside pick up.

Wear masks and demand customers wear masks. That protects other people as well as yourself. Again, especially businesses like grocery stores and other stores where people are wandering around bumping into you etc. Restaurants we have visited seem to be doing a good job. But for right now should wear mask until seated.

Unfortunately for me and for businesses in general, lax leadership at the state and federal level has resulted in such a high level of COVID-19 here that I don't see myself being able to safely shop and do business in person for a long, long time. I will remember those businesses that did not seem to be trying to be safe early in the outbreak, and not patronize them again if alternatives are available, and they mostly are.

not much can be done as long as illness rises

I think businesses in OV are taking safety precautions & should be able to open up for the benefit of their employees and families.

I think businesses need to actually enforce masks, as mandated by the state, county and local governments, as proven effective to significantly reduce the spread of covid-19, instead of only complying when a customer complains.

Continue physical spacing, using outdoor areas where possible, require masks for employees and customers, disinfect touch surfaces often. Offer carry-out (and delivery). Temperature checks are great at healthcare facilities (including dentists, physicians, hospitals, clinics, etc.) Keep up with the latest CDC guidelines. Be proactive for the health of everyone.

Follow CDC guidelines.

Get government out of the way and let responsible businesses function. Watch for and cull bad actors, as necessary.

Wear a mask when out of the house. Period.

Just don't open up yet. It isn't safe.

I feel that rules should be enforced. I've seen people in Oro Valley not wearing masks or social distancing, which makes me feel unsafe.

It's time to use science rather than politics as is currently being done!

Restaurants offer outside social distanced seating.

Do not allow restaurant waiting to be seated lines to congregate around the hostess desk. I have seen groups of 9, 6 and 3 waiting within a 80 square foot area to be seated. In other words, they are shoulder-to-shoulder with no masks and none of the three groups knew each other. I was waiting for pickup and I literally backed into a corner to maintain distancing. Also, you must enforce the mask rule otherwise it is pointless.

The virus will be a MAJOR problem until a vaccine is developed and widely deployed. Until then, I will hunker down and try to avoid infection.

I appreciate all the adaptations already implemented.

THANKS

I believe we should open up freely!! Distance only if people want it. Enough already!

Businesses that take the seriousness of the situation and act appropriately, but a portion of the general public is not so this endangers all of us.

Masks, masks, masks.

Please require all customers to wear a mask and enforce social distancing. People need to take this pandemic more serious.

I truly appreciate the businesses that require masks for customers. I'm sure they get many complaints.

Gov't should assist with consistency in messaging to help businesses, i .e., pay for signage that is distinct so patrons see same signage. Reaffirms expectations.

Open them all up, quit hiding

Your first question assumes that restaurants and businesses are open again, contrary to the latest re-lockdowns. My responses there apply to a future time when new restrictions are eased.

Consistent approach everywhere so customers know what to expect: masks for employees and customers, actively used hand sanitizers, gloves if handling food, physical distancing. And all of the previous being enforced.

We need to open everything up and keep them open even if there is another spike!

Ensure staff and customers wear masks; sanitize after each customer; staff to wash/sanitize their hands.

Too many persons refusing to wear masks.

?

Safety measures must be enforced in all instances or it is simply not safe.

Sales, I am unemployed and need to watch my money!

I was appalled to see the number of customers without masks at Home Depot prior to the Boards order to wear them everywhere in the County. I Have not been back since the order was imposed. I own stock in Home Depot in excess of \$100,000.

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