

# navigating.\* CORONAVIRUS

Update:  
Wednesday, August 26

Communicating in  
Crisis



## Key takeaways:

- A vast majority hold favorable opinions of the USPS, and many rely on the service for a range of delivery needs.
- Americans support public funding of the USPS but prioritize delivery of prescriptions, paychecks, and Social Security checks over mail voting security.
- The public believes Trump opposes funding the USPS because he thinks it will help him with re-election and do not trust him to leave it free from interference until Election Day.

# Trump's Attacks on the USPS and His Handling of Coronavirus Dominate Negative Conversation on Him

The vast majority (77%) continue to hear some negative things about President Trump this week, with a strong focus on the United States Postal Service, voting by mail, and the coronavirus pandemic at large.

In a few words, what **negative** things have you seen, read, or heard recently about Donald Trump?

August 24



"That he is **undermining the USPS**. Purposely slowing the service to **affect the election**."

"He is still talking about how mail-in ballots **will create fraud in the voting process**."

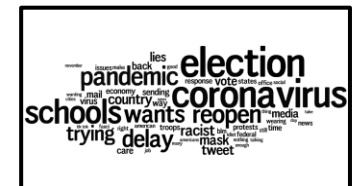
"Trump **attempting to block voting by mail**, Trump is more interested in himself than he is in the American people."

"He is **not handling the pandemic as best as he can**."

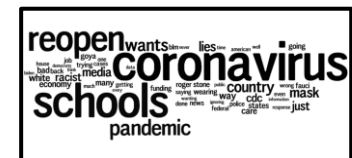
August 10



August 3



July 20



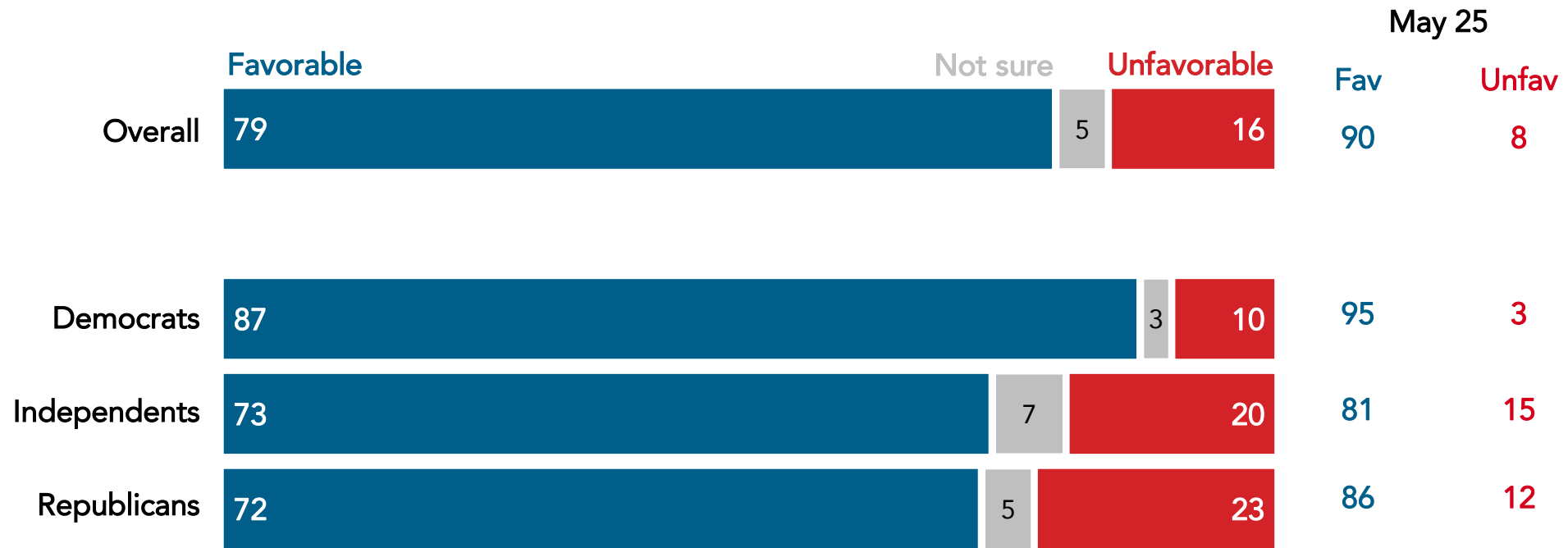
Nationwide surveys of registered voters; Each wave represents approximately 1,000 interviews taken over the prior three-five days. Latest wave conducted August 21-24, 2020. For more info, visit [navigatorresearch.org](http://navigatorresearch.org)

# Nearly Four in Five are Favorable Towards the USPS

The vast majority hold favorable views of the United States Postal Service, including three quarters of both independents and Republicans.

- Though the USPS remains very popular, favorability of the organization has declined in the last three months – driven in part by Republicans, among whom favorability has dropped 14 points (from 86% to 72%).

**Please indicate how favorable or unfavorable you are to:** The United States Postal Service, or USPS.



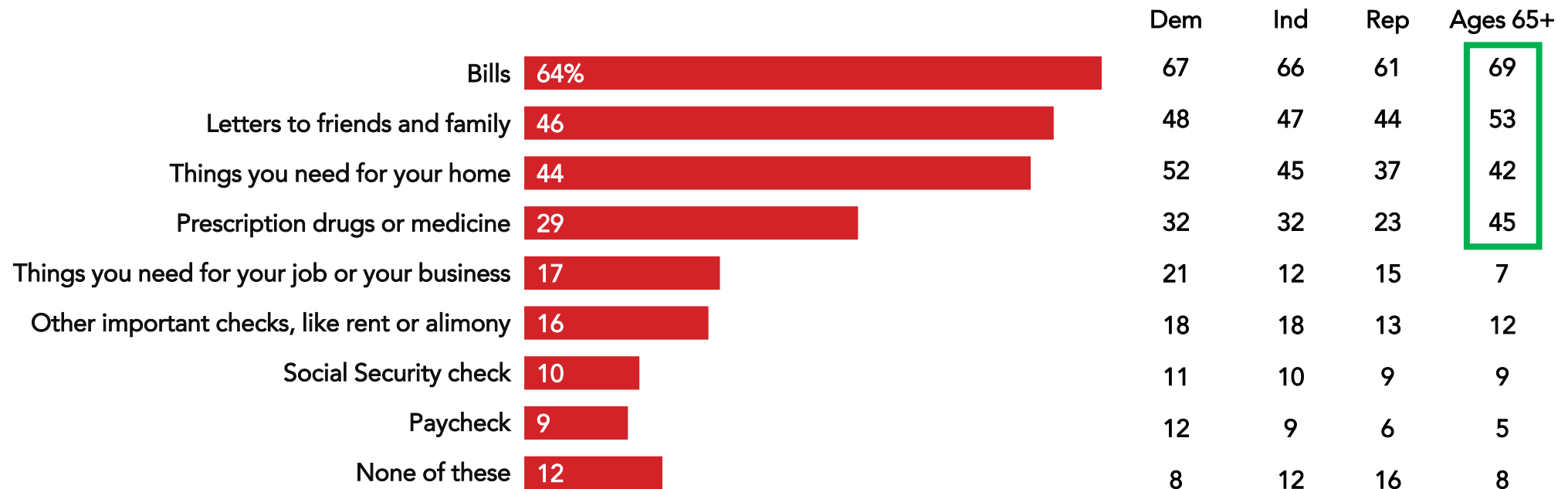
Nationwide survey of 1,002 registered voters; August 21-24, 2020.  
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# Americans Rely Most on USPS for Bills, Letters, Things Needed for Home, and Prescription Drugs

The vast majority report relying on the USPS to deliver bills, letters to friends and family, things needed in the home, or prescription drugs, with nearly nine in ten saying they rely on the USPS for at least something.

- Older Americans see even higher rates of reliance on the mail: among Americans 65+, 45% rely on the USPS to deliver prescription drugs to their home.

**Below is a list of things some people rely on to be delivered in the mail, usually by the United States Postal Service [USPS]. Do you rely on any of the following to be delivered in the mail by the USPS?**



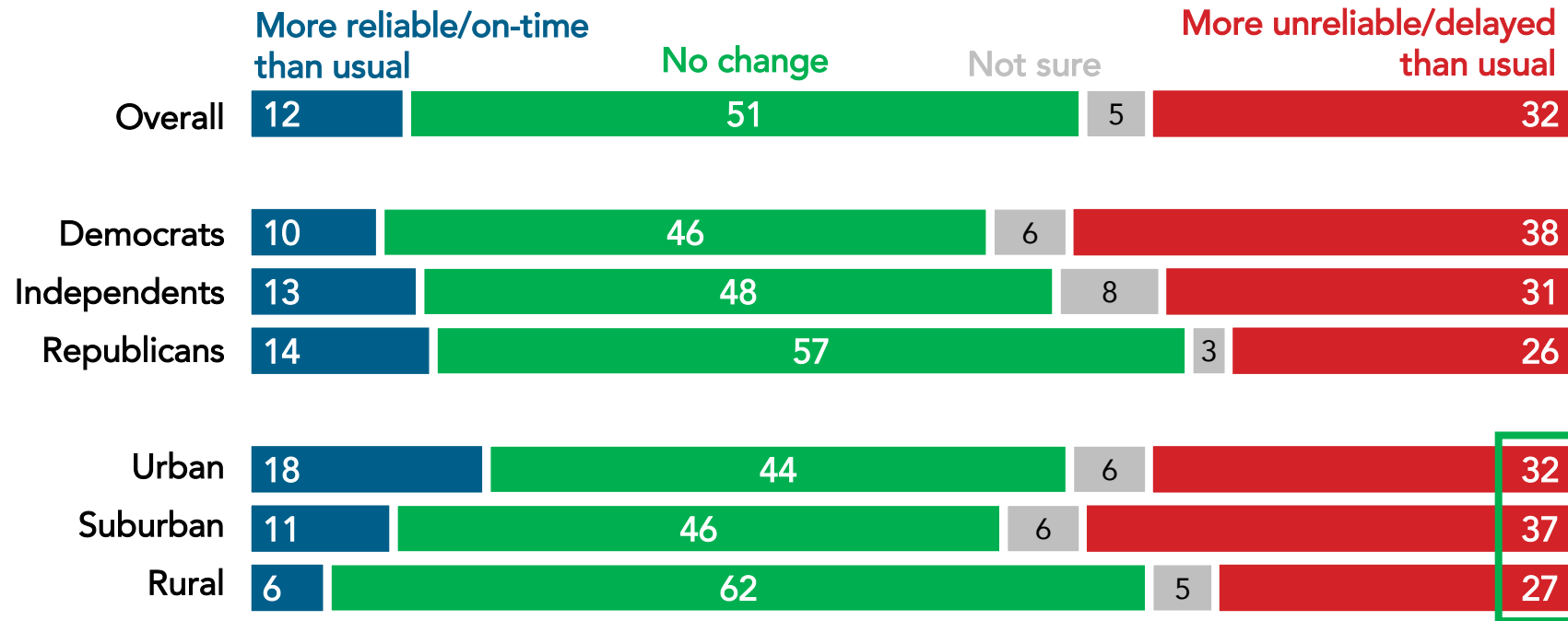
Nationwide survey of 1,002 registered voters; August 21-24, 2020.  
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# One in Three Already Experiencing More Unreliable or Delayed Mail

Amid recent changes to the USPS, most say they have noticed no change in mail delivery in their neighborhood – however, one in three say that they have noticed recent service has been more unreliable and delayed than usual.

- Suburban (37%) and urban (32%) Americans are more likely to say their mail delivery has been more unreliable/delayed than their rural (27%) counterparts.

Thinking about the last few weeks, has mail delivery in your neighborhood been:



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# Vast Majority Support Public Funding of USPS

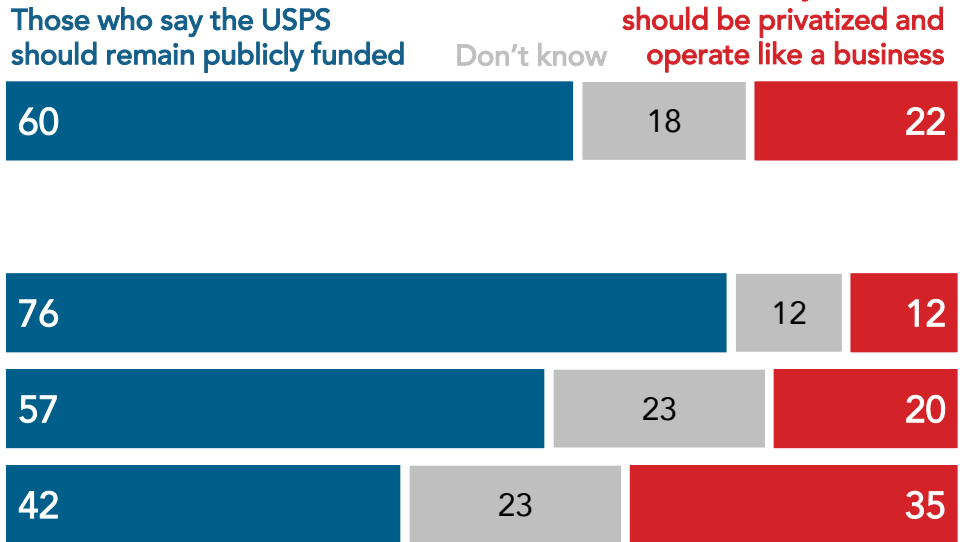
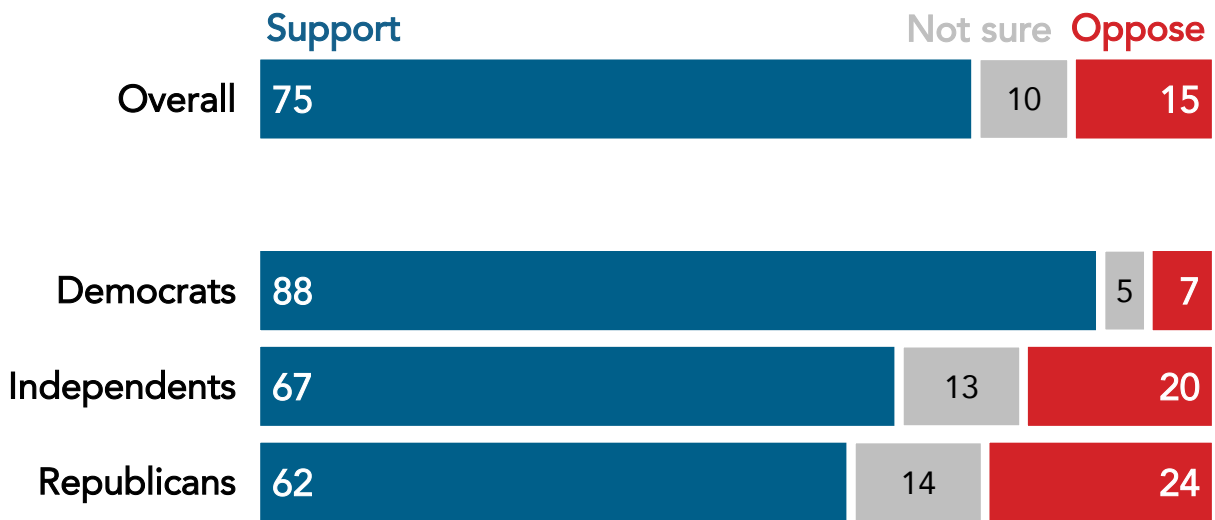
Three in four support the government fully funding the USPS, and three in five say it should remain publicly funded.

- Support for funding the USPS transcends party and vote choice: among 2016 Trump voters\*, 60% support the federal government continuing to fully fund the USPS.

## Do you support or oppose the federal government fully funding the United States Postal Service [USPS]?

Some have argued the USPS is losing money and should be privatized so it can operate more like a business at lower cost to taxpayers. Others say the USPS provides an important public service and privatization would mean Americans in some places might have to pay a premium just to receive mail.

## When it comes to the Postal Service, who do you agree with more?

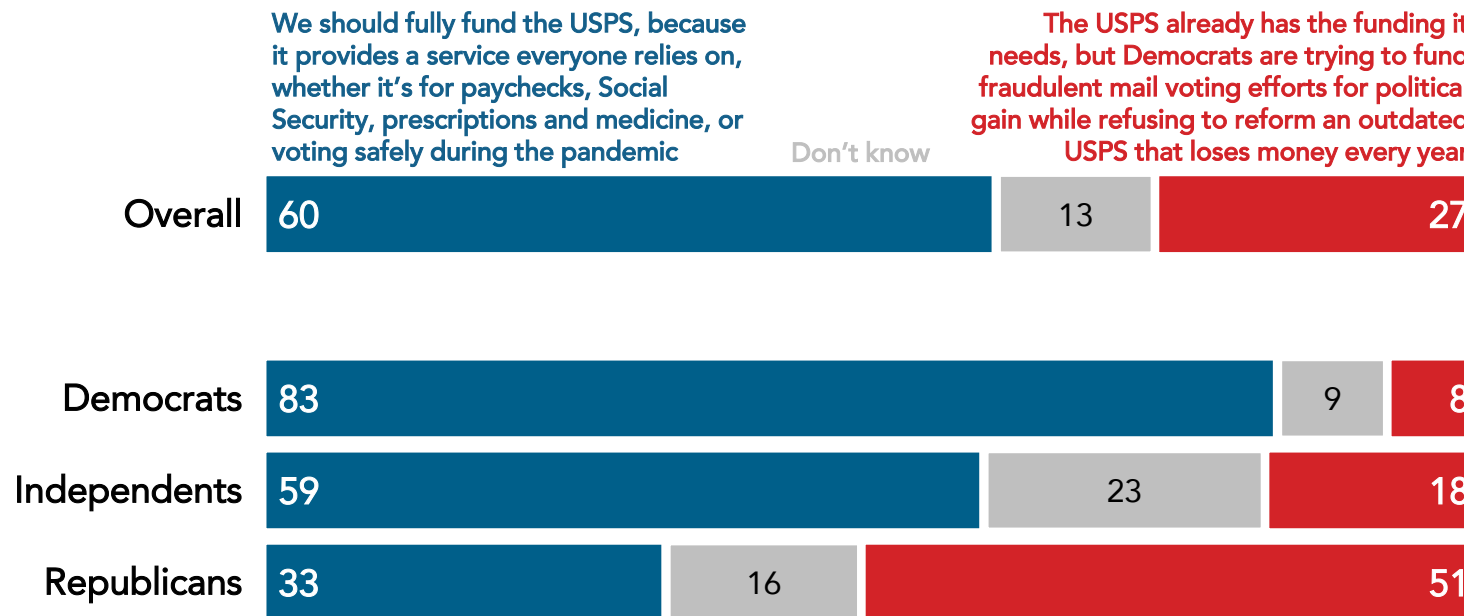


\*2016 Trump voters" self-report having voted for Donald Trump in the 2016 election. Nationwide survey of 1,002 registered voters; August 21-24, 2020. For more info, visit [navigatorresearch.org](http://navigatorresearch.org)

# Public Supports Fully Funding USPS

Three in five agree with a statement supporting fully funding the USPS when paired with messaging that it provides a service that everyone relies on – including paychecks, Social Security, prescription drugs, and voting.

There has been a debate recently about how much funding the USPS should receive to deal with mail voting in the upcoming election and other challenges related to the coronavirus pandemic. Thinking more about this, which do you agree with more?



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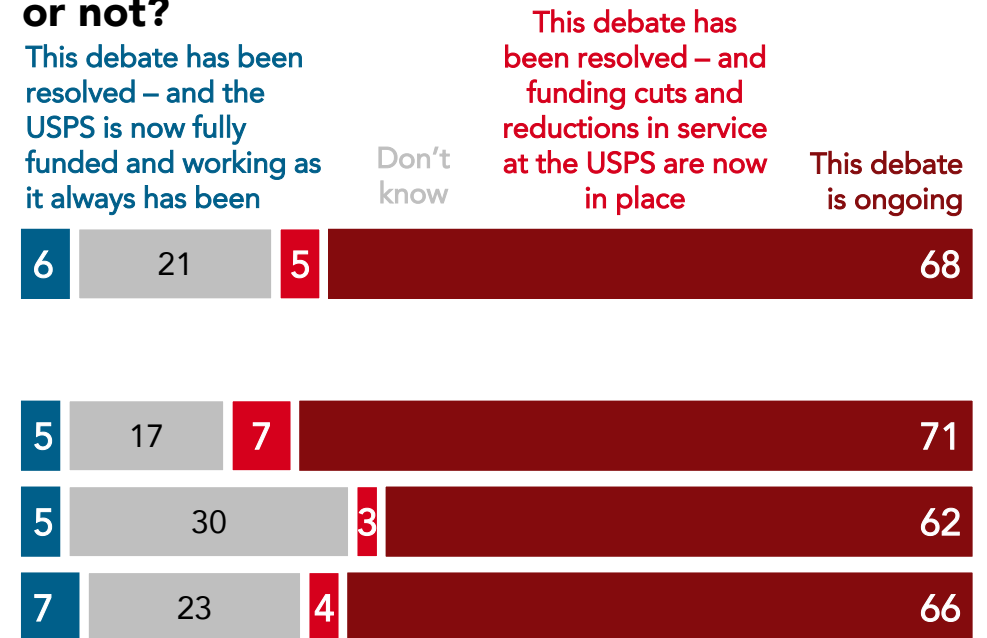
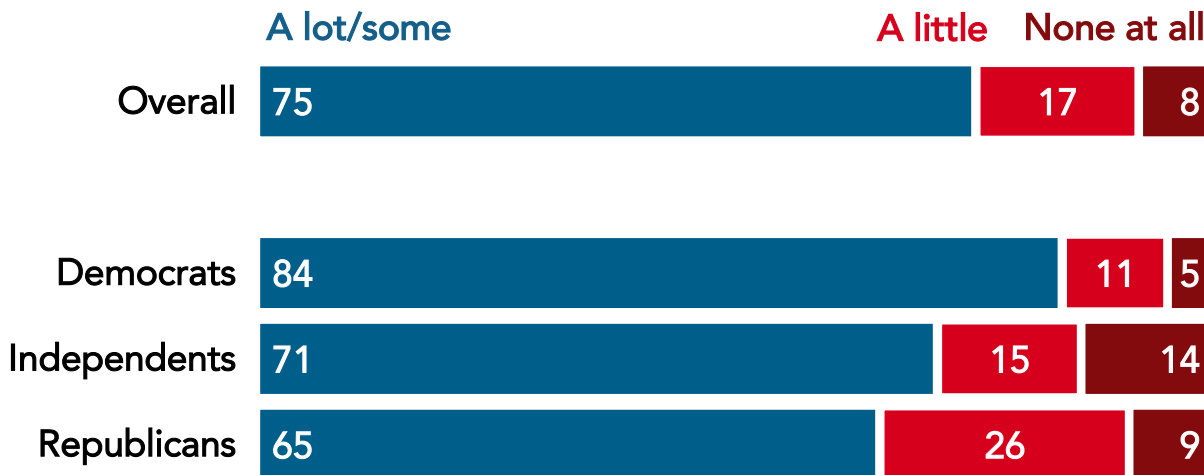


# Public Hearing a Lot on USPS Debate, Says It Isn't Resolved

Three in four say they are hearing “a lot” or “some” about the possibility of not funding the USPS, and nearly the same share say that the debate is ongoing and unresolved.

**How much have you seen, read, or heard recently about the possibility of not funding the United States Postal Service [USPS]?**

**As you may know, there has recently been a debate about funding cuts and reductions in service at the United States Postal Service. As far as you know, has this debate been resolved or not?**



Nationwide survey of 1,002 registered voters; August 21-24, 2020. For more info, visit [navigatorresearch.org](http://navigatorresearch.org)

# Top Concerns About USPS Cuts: Prescription and Social Security Delivery, Votes Not Being Counted

Among the most serious concerns regarding potential budget cuts affecting the USPS are the delivery of prescriptions to Americans, including veterans, and of Social Security to older Americans, as well as vote by mail.

**Please indicate whether each raises concerns about the consequences of potential budget cuts or slowdowns affecting the United States Postal Service.**

	% Very Serious Concerns			
	Overall	Dem	Ind	Rep
Many Americans, including veterans, rely on the Postal Service to get their prescriptions delivered safely. Without the Postal Service, <b>many will be left with no alternative to get their prescriptions on time</b>	60	78	57	38
<b>Many older Americans rely on the Postal Service to get their Social Security checks</b> – without it, they have no way to receive payment while the economy is already in a recession	57	76	47	38
Many Americans plan to vote by mail this year because they do not feel safe voting in-person due to the coronavirus pandemic and <b>without the Postal Service, their votes may not get counted</b>	57	76	47	36
The Postal Service is especially important to Americans in rural, hard-to-reach parts of the country, and <b>without the Postal Service, rural Americans would likely face much higher costs and less reliable mail delivery</b>	54	73	52	32
Many Americans' only way to receive their paychecks is through the mail – <b>without the Postal Service, they have no way of getting their paycheck</b>	54	72	46	33
Small businesses rely on certain postage rates that are cheaper from the Postal Service – using a private carrier will cost significantly more money and <b>put small businesses in the red who are already struggling to stay afloat in the pandemic</b>	47	62	42	30

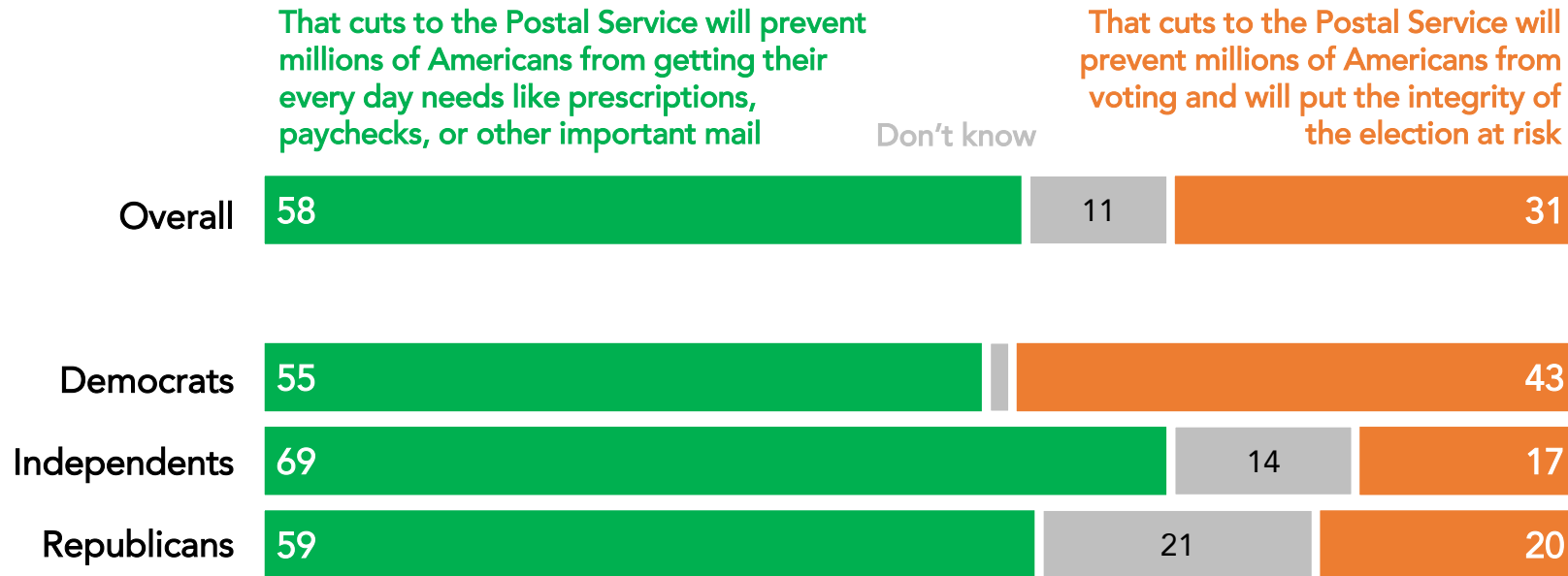
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# Concern About USPS Cuts Affecting Everyday Needs Outweighs Concerns About Vote By Mail

A majority are more concerned that cuts to the Postal Service will prevent millions of Americans from getting their every day needs than putting the integrity of the election at risk.

- Even among those who intend to vote by mail, 55% are more concerned that cuts will threaten the every day needs of Americans, while 39% are more concerned that cuts will threaten the election's integrity.

Which of the following concerns you more?



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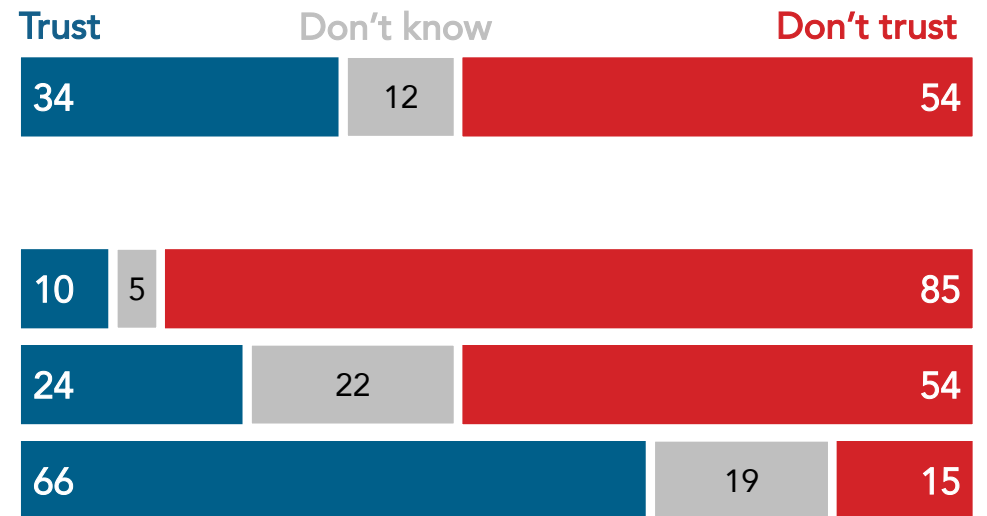
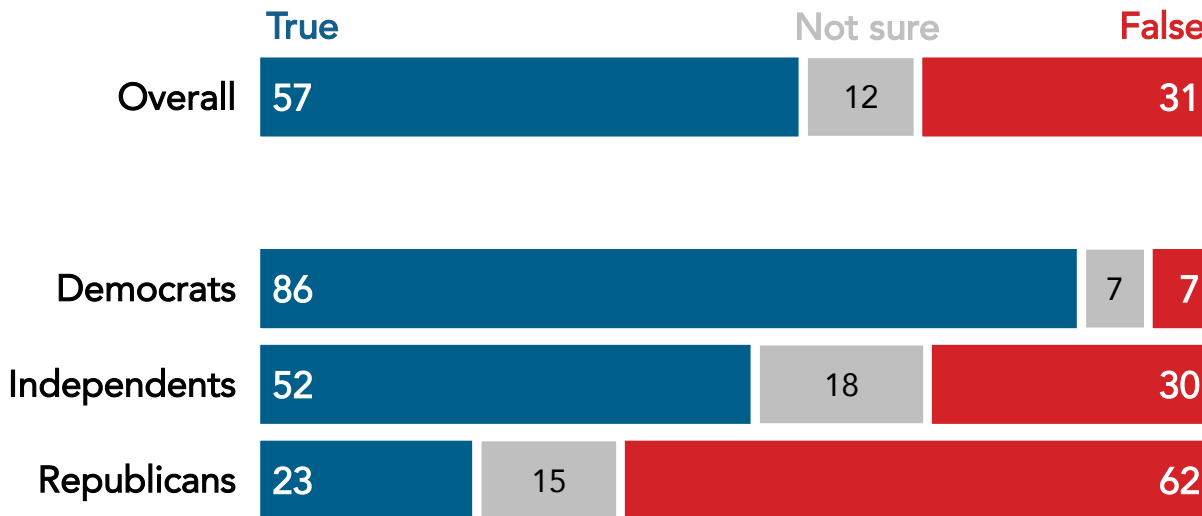
# Majority Believe Trump Opposes Funding the USPS Because of Re-Election, Don't Trust Him to Leave it Free From Changes

Nearly three in five say they think it is true Trump is opposing funding the USPS to help with his re-election, and a majority do not trust the president to leave the USPS free from interference until after Election Day.

- More than one in five 2016 Trump voters\* (22%) believe it is true that Trump is opposing funding the USPS to help him win the election.

**Some people have said that President Trump is opposing funding the United States Postal Service [USPS] to help him with re-election. Do you think that is true or false?**

**How much do you trust Donald Trump to leave the United States Postal Service [USPS] free from significant change until after Election Day?**

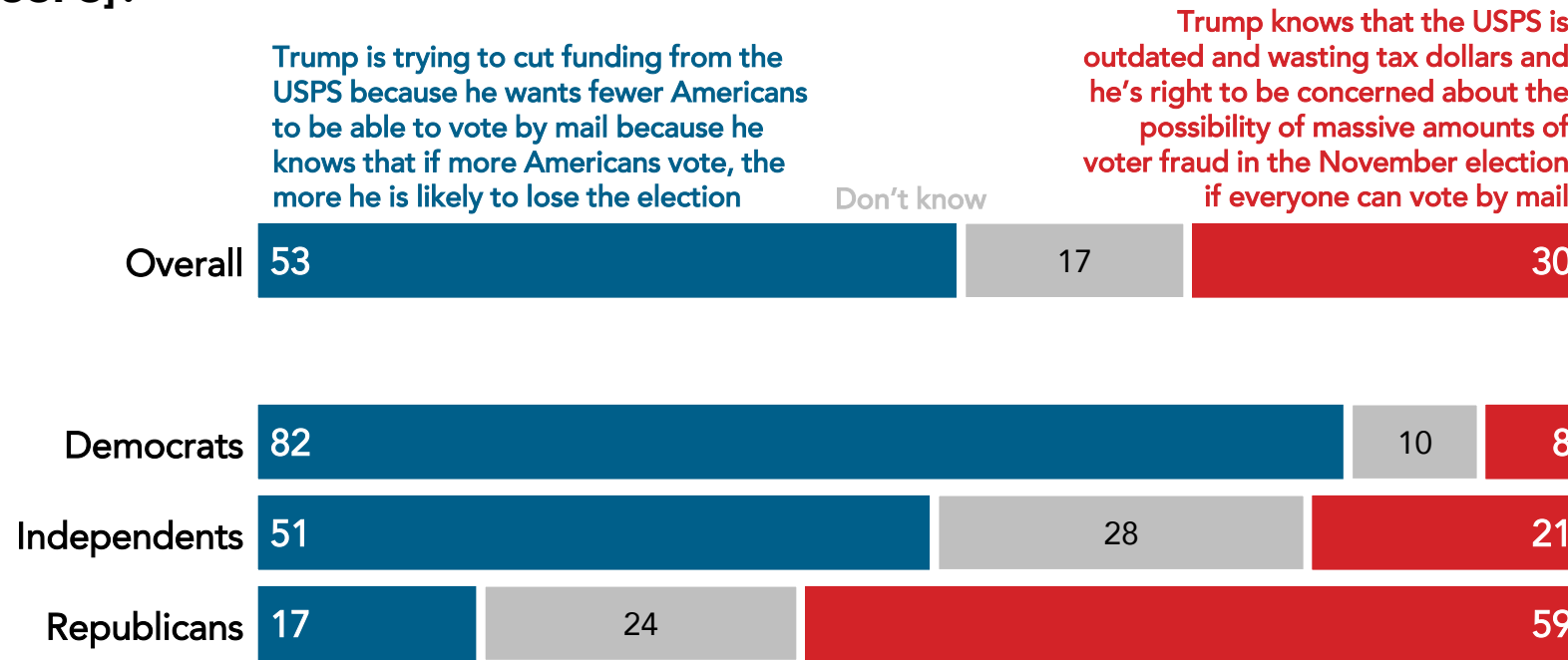


\*2016 Trump voters" self-report having voted for Donald Trump in the 2016 election. Nationwide survey of 1,002 registered voters; August 21-24, 2020. For more info, visit [navigatorresearch.org](http://navigatorresearch.org)

# Majority Feel Trump Wants to Cut USPS Funding to Prevent Americans from Voting Him Out of Office

More than half say that Trump is trying to cut funding from the USPS because he wants to limit the number of Americans who vote – and less than a third say it’s a result of his concern about voter fraud.

As you may know, Donald Trump has recently said that he opposes funding the United States Postal Service [USPS]. Which of the following better describes how Trump is handling the situation with the United States Postal Service [USPS]?



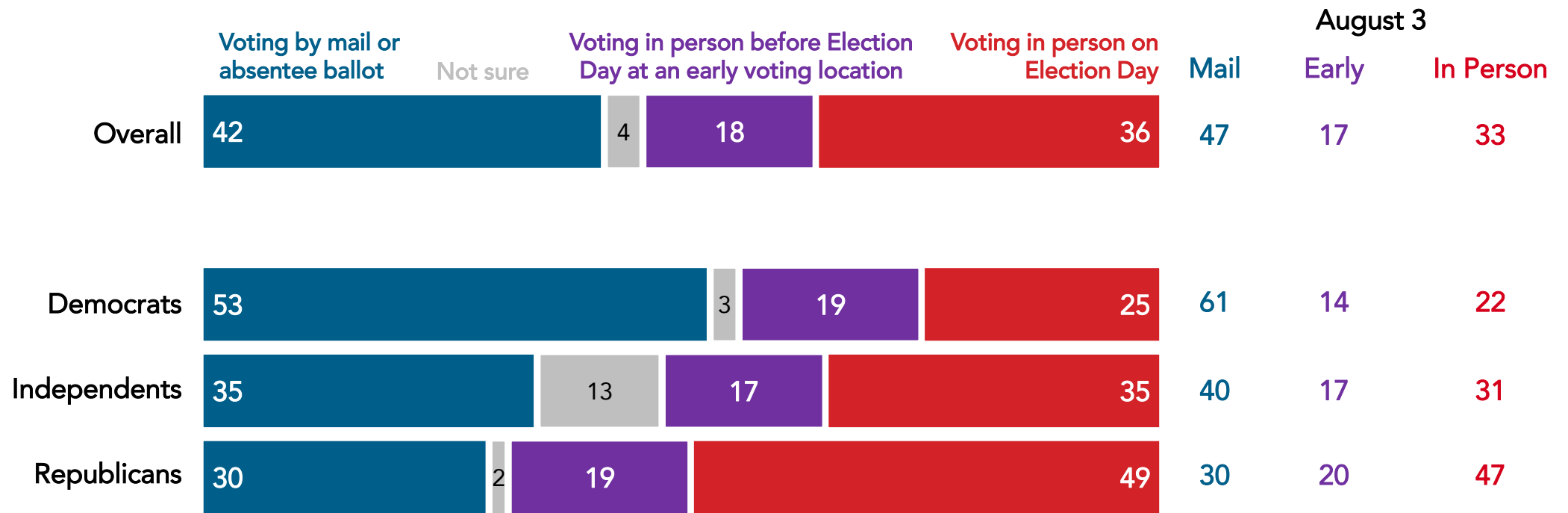
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# Intent to Vote By Mail Has Dropped

As the USPS funding debate continues, intent to vote by mail has dropped 5 points in three weeks.

- The shift is concentrated among Democrats and independents: since August 3, there has been an 8-point decline in the share of Democrats and a 5-point decline in the share of independents who plan to vote by mail.

**As you may know, due to the coronavirus situation, there may be some new voting options for the November election in your state. For that election, if each of these options were available in your state, which way would you be most likely to cast your ballot?**



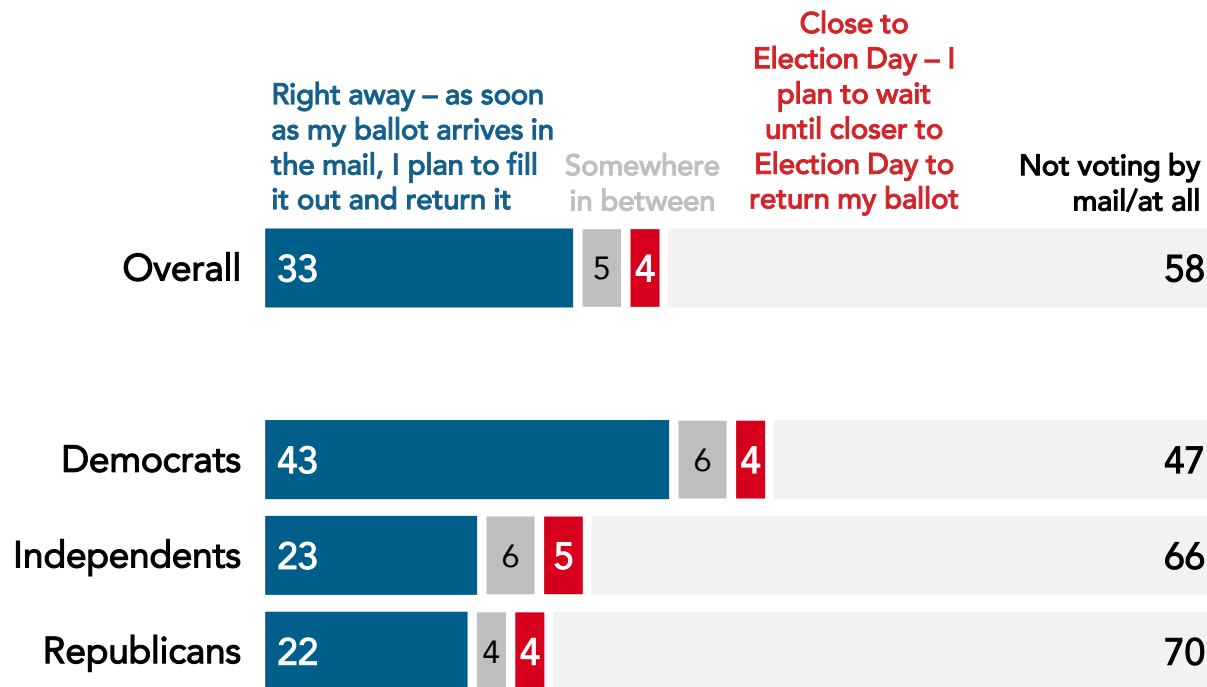
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# Americans Voting By Mail Plan to Return Their Ballot Immediately, Using a Wide Range of Methods

Though a majority say they will not vote by mail or will not vote at all, among the 42% who plan to vote by mail, the majority plan to return their ballot right away and have a range of plans for mailing back their ballot.

- More than two in five Democrats plan to vote by mail and to return their ballot immediately.

## When do you plan to vote by mail?



## How do you plan to return your mail ballot?



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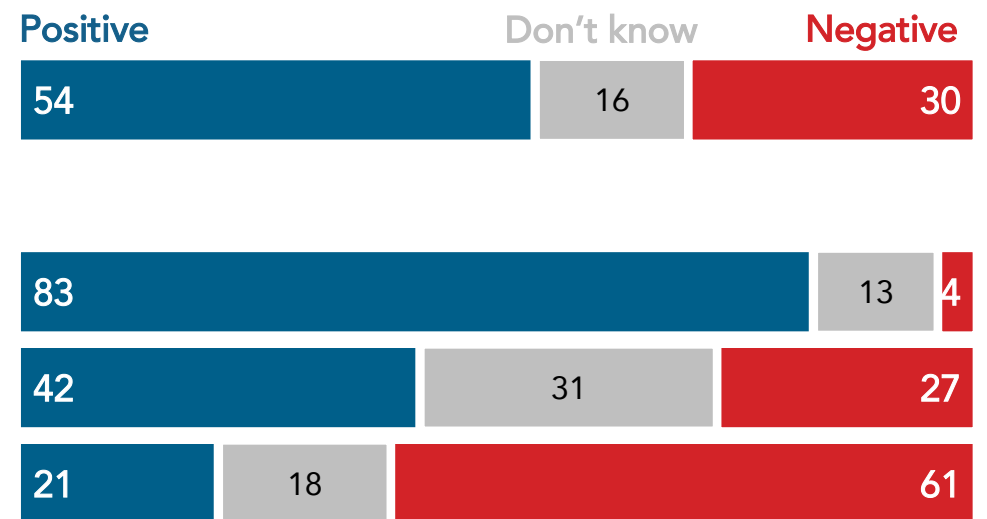
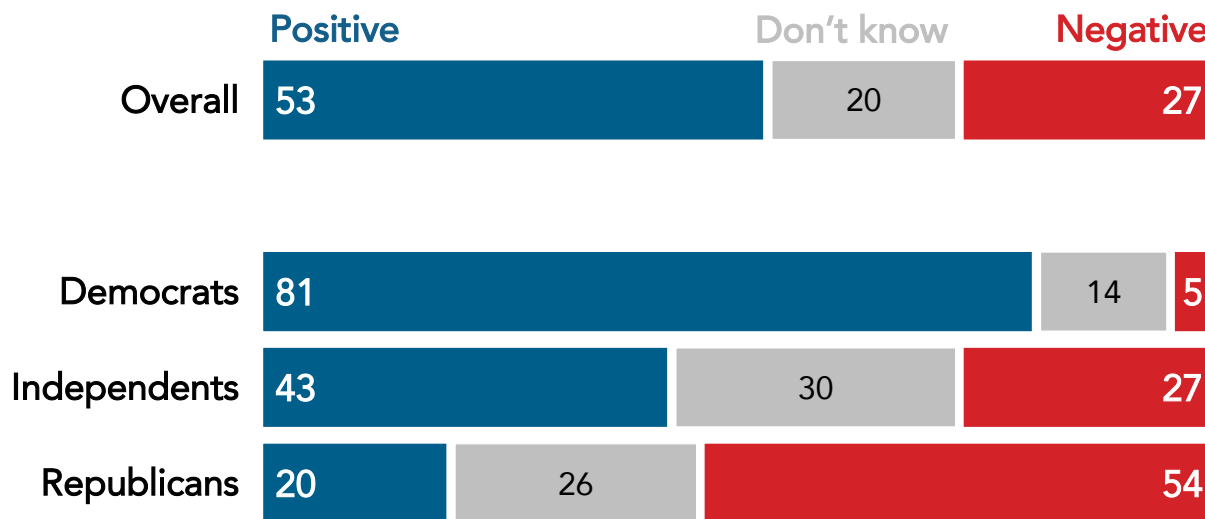
# Americans Have Favorable Impression of the DNC and Biden's Performance Specifically

More than half of Americans hold positive views of Joe Biden's Thursday night speech and the entire Democratic National Convention – including a fifth of Republicans.

- Among 2016 Trump voters\*, 21% have a favorable view of Biden's speech and 20% of the entire DNC.

**Based on what you have seen, read, or heard about the convention, what is your overall impression of Joe Biden's speech on Thursday night?**

**Based on what you have seen, read, or heard about the convention, what is your overall impression of how the entire Democratic National Convention went?**



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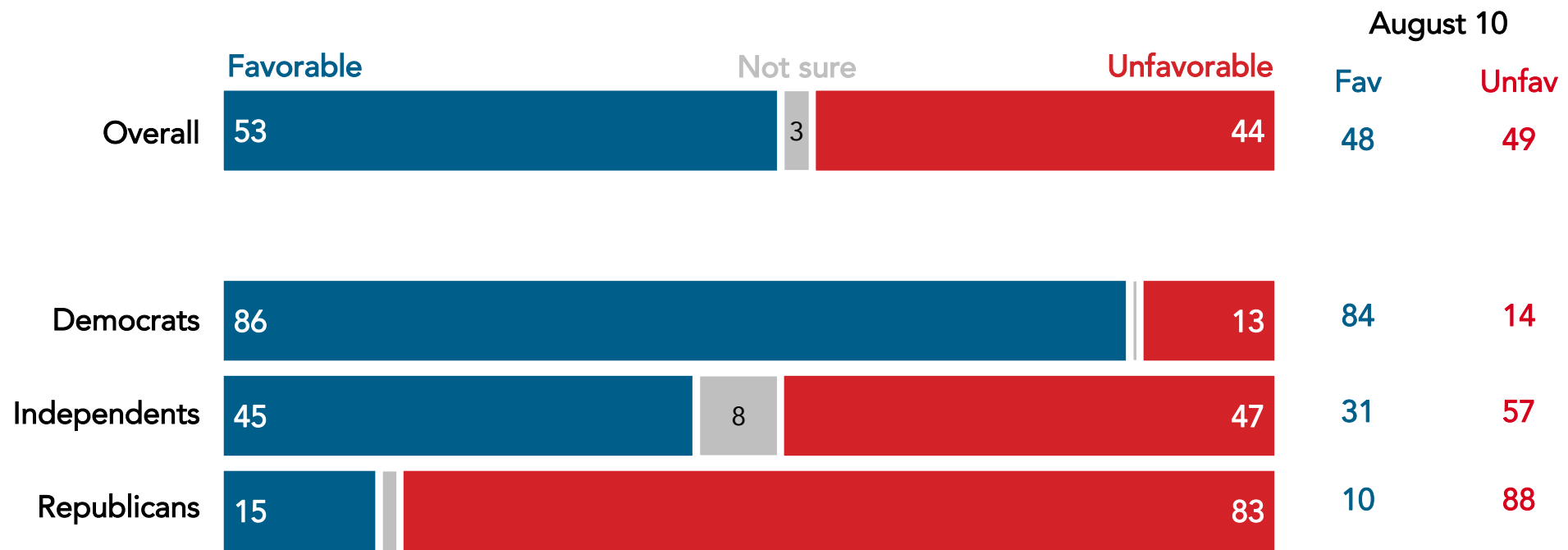


# Biden Experiencing Post-Convention Bump in Popularity

More than half of Americans now hold favorable views of Joe Biden, up a net 10 points since two weeks ago.

- Independents are driving this growth in popularity, with favorability growing 14 points in two weeks.
- Among Democrats, "very favorable" ratings of Joe Biden increased by 9 points since two weeks ago (from 44% to 53%).

Please indicate how favorable or unfavorable you are to: Joe Biden.



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## About Navigator

In a world where the news cycle is the length of a tweet, our leaders often lack the real-time public-sentiment analysis to shape the best approaches to talking about the issues that matter the most. Navigator is designed to act as a consistent, flexible, responsive tool to inform policy debates by conducting research and reliable guidance to inform allies, elected leaders, and the press. Navigator is a project led by pollsters from Global Strategy Group and GBAO along with an advisory committee, including: Andrea Purse, progressive strategist; Arkadi Gerney, The Hub Project; Joel Payne, The Hub Project; Christina Reynolds, EMILY's List; Delvone Michael, Working Families; Felicia Wong, Roosevelt Institute; Mike Podhorzer, AFL-CIO; Jesse Ferguson, progressive strategist; Navin Nayak, Center for American Progress Action Fund; Stephanie Valencia, EquisLabs; and Melanie Newman, Planned Parenthood Action Fund.

## About the Study

Global Strategy Group conducted public opinion surveys among a sample of 1,002 registered voters from August 21-24, 2020. 101 additional interviews were conducted among African American voters. 106 additional interviews were conducted among Hispanic voters. 110 additional interviews were conducted among independents with no partisan lean. The survey was conducted online, recruiting respondents from multiple opt-in online panel vendors. Respondents were verified against a voter file and special care was taken to ensure the demographic composition of our sample matched that of the national registered voter population across a variety of demographic variables.

For Press inquiries contact:

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To learn more about Navigator:

<http://navigatorresearch.org>

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