#### (MS596) PUBLIC PERCEPTION OF TECHNOLOGY

#### ppt\_intro1

Thank you for taking the time to participate in our survey. First, we'd like to tell you a bit about the project, how your responses will be used, and your rights as a research participant.

We are researchers with the Homeland Security Operational Analysis Center, one of the Department of Homeland Security's (DHS) Federally Funded Research and Development Centers, operated by the RAND Corporation, which is a nonprofit policy research organization. We are conducting research to support the DHS Science and Technology Directorate regarding public perceptions of the use of emerging technology.

The purpose of this survey is to understand your views on the U.S. government's use of new technologies. You will be asked a variety of questions, and your responses will be used by DHS to understand public views on this topic. There are no right or wrong answers, and we value everyone's perspective.

No one outside of the project team will have access to your responses. RAND has strict information protection protocols in place to prevent any disclosure of your participation in this survey. However, inadvertent disclosure of your responses might pose minimal risk to your financial standing, employability, educational advancement, or reputation.

The research team will not have access to personally identifiable information about you. Reports of the survey findings will be provided at a summary level to DHS that would not reveal or allow your identity to be inferred. Raw data from survey responses will not be shared with DHS.

The survey will take about 16 minutes of your time. Your participation in this survey is strictly voluntary. You are free to skip any question you do not wish to answer. You can stop participation at any time and opt out of future research.

Please direct any questions you have about this study to the project leaders listed below and any questions about your rights as a research participant to RAND's Human Subjects Protection Committee.

Whom to Contact About This Research:

Project Leaders: Benjamin Boudreaux, bboudrea@rand.org, 310-393-0411x6917 and Douglas Yeung dyeung@rand.org, 310-393-0411x7939.

If you have questions about your rights as a research participant or need to report a research-related concern, you can contact RAND's Human Subjects Protection Committee toll-free at (866) 697-5620 or by emailing hspcinfo@rand.org.

#### ppt intro2

The purpose of this survey is to explore your views on the U.S. government's use of new technologies. You will be asked about: Part 1: Facial Recognition Technology that uses computers to match faces from a photo or video to faces from a database.

- Part 2: Risk Technology that assesses how likely it is that something will occur.
- Part 3: License Plate Reader Technology that uses computers to identify or match license plates (or car tags) from a state-run database.
- Part 4: Cell Phone Location Tracking that uses cell phone location data to track movement.
- Part 5: Media sources and technologies you use
- Part 6: Your background and views

#### FT\_intro1

The following questions ask about your knowledge and use of facial recognition technology.

Facial recognition technology uses computers to match faces from a photo or video to faces from a database.

q1	
[Not required]	
What comes to mind when you hear "facial recognition technology?" Please do not include any personal info as your name, address, email or phone number).	ormation (such
$\mathbf{q}2$	
[Not required]	
Do you use facial recognition technology, for instance, to unlock your phone?	
O Yes (1)	
O No (2) O Don't Know (3)	
O Prefer not to say (4)	
q3	
[Not required]	
Are you aware of a time when facial recognition technology was used to identify or learn about you?	
O Yes, I am aware (1)	
O No, I am not aware (2)	
O Prefer not to say (3)	
$\mathbf{q4}$	
[Not required]	

### How much do you agree or disagree with the following?

Agree Know/ nor It Strongly Agree Disagree Disagree Strongly Depends Prefer not Agree (1) (2) (4) Disagree (5) (6) to Say (7) (3) There are benefits of facial O O O 0 0 O O recognition technology (1) There are risks of facial O O O O O O 0 recognition technology (2)

0

O

O

Neither

Don't

O

0

#### FT\_intro2

The following questions ask about the U.S. government's use of facial recognition technology.

O

O

#### **q5**

[Not required]

Are you aware of examples of the U.S. government's use of facial recognition technology?

O Yes, I am aware (1)

Overall, the benefits of facial

recognition technology outweigh its risks (3)

O	No, I am not aware (2
O	Prefer not to say (3)

[Not required]

How much do you agree or disagree with the following?

	Strongly Agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	Strongly Disagree (5)	Don't Know/ It Depends (6)	Prefer not to Say (7)
There are benefits of the U.S. government's use of facial recognition technology (1)	•	O	0	0	0	•	•
There are risks of the U.S. government's use of facial recognition technology (2)	•	O	0	0	0	0	•
Overall, the benefits of U.S. government use of facial recognition technology outweigh its risks (3)	•	•	0	0	0	•	O
I trust the U.S. government's use of facial recognition technology (4)	•	•	•	O	•	•	•
I trust the Department of Homeland Security's use of facial recognition technology (5)	•	O	0	•	0	0	O

## **q7**[Not required]

Which of the following are important for the U.S. government's use of facial recognition technology?

	Very Important (1)	Somewhat Important (2)	Not Important (3)	Don't Know/It Depends (4)	Prefer not to Say (5)
Ability to consent (1)	O	0	O	•	0
Accuracy (2)	O	O	O	O	O
Convenience (3)	O	O	O	O	O
Fairness (4)	O	O	0	O	•
Oversight (5)	O	O	O	0	O
Privacy (6)	O	O	O	O	O
Security (7)	O	O	O	O	O
Speed (8)	O	O	O	O	O
Transparency (9)	O	O	0	O	O

#### **q8**

[Not required]

Which of the following are risks of the U.S. government's use of facial recognition technology?

	Significant Risk	Some Risk	No Risk	Don't Know/It	Prefer not to
	(1)	(2)	(3)	Depends (4)	Say (5)
Public can't provide consent (1)	O	•	•	O	0
People incorrectly identified (2)	O	•	•	O	0
Misuse (3)	O	O	O	O	0

	Significant Risk (1)	Some Risk (2)	No Risk (3)	Don't Know/It Depends (4)	Prefer not to Say (5)
Biased or discriminatory use (4)	O	O	O	0	O
No oversight (5)	O	•	0	0	O
Violates personal privacy (6)	0	•	0	O	O
Data not securely stored (7)	O	O	O	O	O
Not fully tested (8)	O	•	O	O	O
Lack of transparency in how it's used (9)	O	•	0	O	0

[Not required]

The U.S. government might use facial recognition technology in many ways to safeguard the American people. How much do you support the following uses?

	Strongly Support (1)	Support (2)	Neither Support nor Oppose (3)	Oppose (4)	Strongly Oppose (5)	Don't Know/It Depends (6)	Prefer not to Say (7)
Identify a child victim of a crime (1)	O	O	•	0	•	O	O
Identify an adult victim of a crime (2)	O	O	•	0	•	O	O
Identify a suspect of a crime (3)	•	O	0	0	O	0	O
Determine whether someone appears likely to commit a crime (4)	•	0	0	0	•	0	•
Identify someone suspected of violating immigration laws such as an expired visa (5)	•	0	0	0	•	0	•
Identify airport travelers (6)	O	O	0	O	O	0	O
Identify students, teachers, or visitors at schools (7)	•	O	0	0	•	0	O
Identify students, professors, or visitors at colleges (8)	O	O	•	O	0	O	O
Identify visitors to government buildings such as courthouses (9)	•	0	0	0	•	0	•
Identify people in public spaces such as parks or stadiums (10)	•	O	•	O	•	•	•
Identify people in protests and demonstrations (11)	O	O	O	O	O	O	O
Identify people at voting locations (12)	•	0	•	0	O	0	O
Screen large public events to identify suspected terrorists (13)	•	O	•	•	•	•	O
Determine whether someone is telling the truth (14)	0	0	•	0	0	0	0

#### q10

[Not required]

How much would you support or oppose the following requirements for the U.S. government's use of facial recognition technology?

	Strongly	Support	Neither Support nor	Oppose	Strongly	Don't Know/It	Prefer not to
A11 1 ( ( ( ( ( ( ( ( ( ( ( ( ( ( ( ( (	Support (1)	(2)	Oppose (3)	(4)	Oppose (5)	Depends (6)	Say (7)
Allow people to opt out (1)	<u> </u>	<u>O</u>	<u> </u>	O	O	<u> </u>	<u>O</u>
Regular audits (2)	O	O	O	O	O	<b>O</b>	O
Destroy images when they are no longer needed (3)	•	0	O	O	O	O	•
Obtain a court order for certain uses (4)	O	O	O	O	O	O	•
Obtain consent from people before images of their face are collected (5)	•	•	•	•	•	•	0
Obtain consent from people if images of their face will be shared (6)	•	0	0	O	•	0	O
Provide information about how the facial recognition technology will be used (7)	•	0	0	O	•	•	<b>O</b>
Require special training for using facial recognition technology (8)	•	0	0	•	•	0	•
Securely store images (9)	0	•	•	•	•	0	0

#### q11

[Not required]

How much would you support or oppose the U.S. government's use of photos from these sources for facial recognition technology?

	Strongly Support (1)	Support (2)	Neither Support nor Oppose (3)	Oppose (4)	Strongly Oppose (5)	Don't Know/It Depends (6)	Prefer not to Say (7)
Driver license photos (1)	•	O	•	O	•	•	•
Photos of arrestees (2)	•	O	0	•	•	•	O
Photos of convicted criminals (3)	O	O	0	0	O	O	•
Passport or visa photos (4)	•	0	0	O	0	•	•
Photos openly available on the Internet (5)	•	0	0	•	•	•	•
Photos shared by users of social media sites (6)	0	0	•	•	0	O	•

#### FT\_intro3

The next set of questions ask about a hypothetical use of facial recognition technology.

#### q12a

[Not required]

O Very Comfortable (1) O Comfortable (2) O Uncomfortable (3) O Very Uncomfortable (4) O Don't Know (5) O Prefer not to say (6)					
Q12b					
[Not required]					
You are walking down the stree government officials are using		•	•	•	
Which if any of the following	would improve your	comfort level in this so	cenario?		
	No Improvement in comfort level (1)	Some Improvement in comfort level (2)	Significant Improvement in comfort level (3)	Don't Know/It Depends (4)	Prefer not to Say (5)
Clear privacy policy (1)	O	O	O	O	O
State the purpose (2)	O	O	O	O	O
Independent audit (3)	O	O	O	O	O
Know how the facial information will be stored (4)	•	•	•	•	O
Know who has access to the facial recognition system or database (5)	•	•	•	O	•
Know who to contact with questions or to report an error in matching facial images (6)	0	0	0	0	•
q12c					
You are walking down the stre government officials are using Would anything else improve information (such as your name	facial recognition tec your comfort level wi	chnology on pedestrian the this scenario? Pleas	ns. It is not clear why o	r if you can opt	out.
RT_intro					
The following questions ask al will occur.	bout the U.S. governm	nent's use of risk techn	nology to assess how li	kely it is that so	mething

Risk technology can use data to assess how likely it is that something may occur. Examples include whether a shipment

contains illegal goods or if a hurricane may need emergency responders.

You are walking down the street and pass by a government building. You notice a sign on the building. It states that U.S. government officials are using facial recognition technology on pedestrians. It is not clear why or if you can opt out.

What is your comfort level with this scenario?

[Not required]

Are you aware of times when computers have used data to learn about you?

- O Yes, I am aware (1)
- O No, I am not aware (2)
- O Prefer not to say (3)

#### q14

[Not required]

How much would you support or oppose the U.S. government's use of risk technology for the following purposes?

	Strongly Support (1)	Support (2)	Neither Support nor Oppose (3)	Oppose (4)	Strongly Oppose (5)	Don't Know/It Depends (6)	Prefer not to Say (7)
Assess whether someone may commit a violent crime (1)	•	•	•	•	•	0	•
Assess whether someone may violate an immigration law (2)	0	O	0	O	•	O	0
Assess whether a shipment or package entering the U.S. may contain illegal goods (3)	•	O	•	O	•	O	•
Assess whether an event like a hurricane may need emergency responders (4)	•	O	•	O	•	O	•
Assess whether an event like a protest may need law enforcement (5)	•	O	•	•	•	O	•

#### q15

[Not required]

How much would you support or oppose the U.S. government's use of the following data sources to assess how likely it is that something may occur?

			Neither			Don't	Prefer
	Strongly	Support	Support nor	Oppose	Strongly	Know/It	not to
	Support (1)	(2)	Oppose (3)	(4)	Oppose (5)	Depends (6)	Say (7)
Commercially-available							
data (e.g., credit card	O	O	O	•	O	$\mathbf{O}$	•
purchases) (1)							
Crime records (2)	O	O	O	O	O	0	•
Government databases (3)	O	O	0	O	O	0	0
Online activity (4)	0	O	O	O	O	O	•
Social media activity (5)	O	O	O	•	O	O	•

#### LP\_intro

The following questions ask about the U.S. government's use of license plate reader technology.

License plate reader technology uses computers to identify or match license plates (or car tags) from a government database.

[Not required]							
Are you aware of times when lie	cense plate rea	ader techno	logy was used o	on your veh	icle?		
<ul><li>Yes, I am aware (1)</li><li>No, I am not aware (2)</li><li>Prefer not to say (3)</li></ul>							
q17							
[Not required]							
The U.S. government might use you support the following uses?		reader tech	nology in multi	ple ways to	safeguard its	citizens. How i	much do
	Strongly Support (1)	Support (2)	Neither Support nor Oppose (3)	Oppose (4)	Strongly Oppose (5)	Don't Know/It Depends (6)	Prefer not to Say (7
Identify and track the owner of a vehicle (1)	O	0	•	O	0	•	0

	(1)	(2)	Oppose (3)	(4)	Oppose (5)	Depends (6)	Say (7)
Identify and track the owner of a vehicle (1)	•	0	0	0	•	•	•
Track movement of a vehicle suspected of being involved in a crime (2)	•	O	•	O	•	•	<b>O</b>
Track movement of a vehicle of someone suspected of violating immigration laws (3)	•	O	•	O	•	•	<b>O</b>
Identify owners of vehicles at airports (4)	O	O	O	O	•	O	O
Identify owners of vehicles at schools (5)	0	O	0	O	0	O	O
Identify owners of vehicles at government buildings such as courthouses (6)	0	0	0	0	•	0	•
Identify owners of vehicles in public spaces such as parks or stadiums (7)	0	0	0	•	•	0	•
Identify owners of vehicles at protests and demonstrations (8)	0	0	0	0	•	0	•
Identify owners of vehicles at voting locations (9)	O	0	O	•	•	O	O
Identify owners of vehicles at large public events to identify suspected terrorists (10)	•	0	O	0	0	O	•

Prefer not to

#### CP\_intro

q16

The following questions ask about the U.S. government's use of cell phone location data. Some private companies collect and sell location data from cell phones. The U.S. government has purchased such location data in the past. These location data can be used with computers to track people's movements.

#### **q18**

[Not required]

The U.S. government might use cell phone location data in many ways to safeguard its citizens. How much do you support the following uses?

	Strongly Support (1)	Support (2)	Neither Support nor Oppose (3)	Oppose (4)	Strongly Oppose (5)	Don't Know/It Depends (6)	Prefer not to Say (7)
Track someone suspected of committing a crime (1)	O	O	O	0	O	O	O
Track someone that appears likely to commit a crime (2)	•	O	O	•	O	O	O
Track someone suspected of violating immigration laws such as an expired visa (3)	0	O	•	0	•	O	•
Track persons at protests and demonstrations (4)	•	O	O	0	•	O	O
Track persons at voting locations (5)	•	O	O	•	O	O	O
Track persons at large public events (6)	0	•	•	•	O	0	0

#### you\_intro1

The next question asks about media sources you use.

#### q19

Please select up to two sources you rely on the most for news.
☐ Blogs (1)
☐ Friends and family (2)
☐ Professional colleagues (3)
☐ Email newsletters (4)
☐ Podcasts (5)
☐ Print news magazines (6)
☐ Print newspapers (7)
☐ Radio (8)
☐ Social media sites (9)
☐ Television (10)
☐ News websites (11)

#### you\_intro2

The next two questions ask about your use of technologies, products, and services.

#### **q20**

[Not required]

Please rate how much you agree or disagree with the following:

			Neither			Don't		l
			Agree			Know/		l
			nor		Strongly	It	Prefer	l
	Strongly	Agree	Disagree	Disagree	Disagree	Depends	not to	l
	Agree (1)	(2)	(3)	(4)	(5)	(6)	Say (7)	l
I am generally aware of new technologies, products, or services. (1)	0	•	•	•	•	•	0	
I feel comfortable using new technologies, products, and services. (2)	O	•	O	0	0	O	0	

			Neither			Don't	
			Agree			Know/	
			nor		Strongly	It	Prefer
	Strongly	Agree	Disagree	Disagree	Disagree	Depends	not to
	Agree (1)	(2)	(3)	(4)	(5)	(6)	Say (7)
I try new technologies, products, or services before other people do. (3)	•	O	0	•	•	•	0
When I try new technologies, it is because I like variety and get bored with the same old thing. (4)	0	O	0	O	0	•	0

[Not required]

How many hours	per week do you	typically use te	echnologies? T	This can include	your computer,	smart phone,	tablet,	smar
watch, or video ga	ames.							

$\mathbf{C}$	Less	than	1 (	(1)	١
•	LCSS	uiaii	1 1	( 1 )	,

**O** 1-10 (2)

**O** 11-20 (3)

**Q** 21-30 (4)

**O** 31-40 (5)

**O** 41-50 (6)

**O** More than 50 (7)

O Don't Know (8)

O Prefer not to say (9)

#### you\_intro3

The next set of questions ask about your use of social media.

#### **q22**

Which if any social media sites do you use?

#### SELECT ALL THAT APPLY

☐ Instagram (2)

☐ LinkedIn (3)

☐ Parler (4)

☐ Pinterest (5)

☐ Reddit (6)

☐ TikTok (8)

☐ Truth Social (9)

☐ Twitter (10)

☐ WhatsApp (11)

☐ YouTube (12)

☐ Other (13)

O None (14) [Exclusive]

O Don't Know (15) [Exclusive]

O Prefer not to say (16) [Exclusive]

#### **q23**

[Not required]

How often do you share photos or videos on social media sites?

O Multiple times a day (1) O Daily (2) O Weekly (3) O Monthly (4) O Never (5) O Don't know (6) O Prefer not to say (7)					
you_intro4					
The next question asks about your background in computer science	ence, program	ming, or Info	rmation Te	echnology (IT	·).
q24					
[Not required]					
• •		ē	<b>T</b> C		
Do you have an educational or professional background in com(IT)?	iputer science,	programming	g, or Infori	nation Techn	ology
O Yes (1)					
O No (2) O Prefer not to say (3)					
Trefer not to say (3)					
you_intro5					
The next question asks about the level of trust you have in varie	ous institutions	s in society.			
q25					
[Not required]					
-	tin a way that	vou ograa wi	th o		
		you agice wi	L11 :		
How much do you trust each of the following institutions to act	,		l a	***	
Thow much do you trust each of the following institutions to act	A Great	Quite a	Some (3)	Very Little (4)	None
	,		Some (3)	Very Little (4)	None (5)
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2)	A Great Deal (1)	Quite a Lot (2)	(3)	Little (4)	(5)
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3)	A Great Deal (1) O O O	Quite a Lot (2) O	(3) • O	Little (4) O	(5) • O • O
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3) Traditional media such as newspapers or TV (4)	A Great Deal (1) O	Quite a Lot (2)	(3) • • • • • • • • • • • • • • • • • • •	Little (4) O	(5) ••••••••••••••••••••••••••••••••••••
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3)	A Great Deal (1) O O O	Quite a Lot (2) O	(3) • O	Little (4) O	(5) • O • O
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3) Traditional media such as newspapers or TV (4) U.S. technology companies such as Facebook, Apple, Amazon, Netflix, Google, or Microsoft (5)	A Great Deal (1) O O O O	Quite a Lot (2) O	(3) O O O	Little (4)	(5) • O • O
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3) Traditional media such as newspapers or TV (4) U.S. technology companies such as Facebook, Apple, Amazon, Netflix, Google, or Microsoft (5)  you_intro6	A Great Deal (1) O O O O	Quite a Lot (2) O	(3) O O O	Little (4)	(5) • O • O
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3) Traditional media such as newspapers or TV (4) U.S. technology companies such as Facebook, Apple, Amazon, Netflix, Google, or Microsoft (5)	A Great Deal (1) O O O O	Quite a Lot (2) O	(3) O O O	Little (4)	(5) • O • O
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3) Traditional media such as newspapers or TV (4) U.S. technology companies such as Facebook, Apple, Amazon, Netflix, Google, or Microsoft (5)  you_intro6 The next question asks about your political views.	A Great Deal (1) O O O O	Quite a Lot (2) O	(3) O O O	Little (4)	(5) • O • O
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3) Traditional media such as newspapers or TV (4) U.S. technology companies such as Facebook, Apple, Amazon, Netflix, Google, or Microsoft (5)  you_intro6	A Great Deal (1) O O O O	Quite a Lot (2) O	(3) O O O	Little (4)	(5) • O • O
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3) Traditional media such as newspapers or TV (4) U.S. technology companies such as Facebook, Apple, Amazon, Netflix, Google, or Microsoft (5)  you_intro6 The next question asks about your political views.	A Great Deal (1) O O O O	Quite a Lot (2) O	(3) O O O	Little (4)	(5) • O • O
Digital media such as social media, blogs, or podcasts (1) The Department of Homeland Security (2) The U.S. Federal Government (3) Traditional media such as newspapers or TV (4) U.S. technology companies such as Facebook, Apple, Amazon, Netflix, Google, or Microsoft (5)  you_intro6 The next question asks about your political views.	A Great Deal (1) O O O O	Quite a Lot (2) O	(3) O O O	Little (4)	(5) • O • O

# CS\_001 - CS\_001 [Not required] Could you tell us how interesting or uninteresting you found the questions in this interview? O Very interesting (1) O Interesting (2) O Neither interesting nor uninteresting (3)

O Uninteresting (4)O Very uninteresting (5)