

Public Attitudes Toward the Uses of Biometric Identification Technologies by Government and the Private Sector

Summary of Survey Findings Final

Prepared for

SEARCH

Prepared by

ORC INTERNATIONAL®

*September 18-30, 2001
August 15-18, 2002*



TABLE OF CONTENTS

	Page
BACKGROUND AND PURPOSE.....	2
SURVEY SUMMARY.....	3
DETAILED FINDINGS.....	11
Reading Notes	
BIOMETRICS.....	13
Knowledge and Experiences	
Fingerprinting and Finger-Imaging	
FOUNDATIONS.....	37
Privacy Concerns and Experiences	
Experience with the American Legal and Criminal Justice System	
Identity Fraud Awareness and Experiences	
ACCEPTABLE USES FOR BIOMETRICS.....	56
Justification of Using Biometrics in Crime Prevention	
Use by U.S. Law Enforcement Authorities	
Use by Law Enforcement Agencies	
Use by Government Agencies	
Use by Private-Sector Organizations	
SAFEGUARDS.....	75
Importance of Policies to Prevent Misuse	
PROJECTIONS.....	86
Benefits vs. Concerns about Providing Identifiers	
Likelihood of Adopting Safeguards to Protect Privacy	
Likelihood of All Americans Having a Biometric ID on File by End of the Decade	
SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS.....	95
APPENDIX.....	107
Methodology	
Notes on sampling error and significance testing	
Questionnaire	



BACKGROUND AND PURPOSE

This report presents the findings of telephone surveys conducted September 18-30, 2001 and August 15-18, 2002 among national probability samples of 1017 and 1046 adults, respectively, 18 years of age and older, living in private households in the continental United States. The 2002 study was intended to examine if there had been shifts in public opinion as the nation moved further away from the attacks of September 11.

SEARCH, acting with Dr. Alan Westin, a well-respected expert on issues of privacy and the use of personal information, commissioned Opinion Research Corporation International (ORC International) to conduct this research. The primary purpose of the studies is to assess public attitudes toward the use of biometrics for identifying persons more accurately and for helping to prevent crimes such as identity theft.



SURVEY SUMMARY

OVERVIEW

Both immediately after 9/11 and nearly a year later, there is substantial support for using biometrics as both an identification and crime prevention tool. However, the strength of that support has eroded somewhat as evidenced by the decreasing proportion of American adults who believe specific uses of biometrics are very justified and by a slight increase in the proportion who believe the use of biometric techniques would not be limited solely to anti-terrorist work.

This subtle shift in attitudes appears to conform with other research which also suggests a reemergence of privacy/civil liberty concerns as the events of September 2001 recede further into memory.

KNOWLEDGE OF AND EXPERIENCE WITH BIOMETRICS

Read a detailed description of biometrics, one-half of American adults report that they have previously heard of biometric identification techniques. The question wording was:

“To identify persons more accurately for many purposes to prevent crimes such as identity thefts, a scientific procedure called biometrics has been developed. Some types of biometrics use permanent physical characteristics, such as eye or voice patterns or facial features. Other types use a person’s behavior, such as the way they sign their name or type words. The way this works is that a person’s feature is obtained, with their cooperation. It is converted into a mathematical formula, and stored in a computer. When someone’s identity is to be verified – for example, to access a computer system with personal medical information – their biometric feature is obtained at that point and compared to the formula stored in the database. Before this survey, have you ever read or heard about any of these biometric techniques?”



SURVEY SUMMARY (continued)

Contrary to expectations, the proportion of adults who say they are aware of biometrics has remained stable from September 2001 (52%) to August 2002 (49%), well within the surveys' margin of error. This suggests that while there has been a decided increase in media coverage of biometrics in the past year, awareness among the general public of biometric identifiers as a distinct, currently available technology has not spread beyond those aware of the techniques a year ago.

Men, whites, adults living in the West and more affluent and better-educated adults are more likely than average to report awareness of biometric techniques.

There is some evidence that the use of biometric identification is increasing somewhat. Among all adults, including those who are unaware of biometric techniques, 5% provided characteristics in 2002, compared with 3% in 2001. Among those aware of the techniques, one in ten (11%, up from 5% in 2001) have personally provided identifying characteristics to an organization for a computer-matched biometric comparison.

In 2002, those who provided characteristics are predominately male, under 44 years of age, upper-income (with yearly household incomes of \$50,000 or more) and better-educated, with at least some college education.

Among the small group of respondents who have provided identifiers, fingerprint scanning is the most commonly experienced technique (experienced by 70% in 2001 and 82% in 2002), followed by signature dynamics (34% in 2001 and 46% in 2002). Other techniques and the percentage who have experienced them include:

- Hand geometry (21% in 2001 and 19% in 2002)
- Eye recognition (10% in 2001 and 20% in 2002)
- Voice recognition (9% in 2001 and 27% in 2002)
- Facial recognition (4% in 2001 and 22% in 2002)
- Typing dynamics (no one in 2001 and 7% in 2002)



SURVEY SUMMARY (continued)

In general, those who have experienced various biometric techniques are comfortable with them, although the number of interviews these results are based on is fewer than 50 in all cases and should be viewed as directional, not precise. In both years, a majority of adults were very or somewhat comfortable with all the tests they experienced, aside from typing dynamics. In 2001 no one had experienced typing dynamics; of those who had in 2002, none were very comfortable with it.

Attitudes toward fingerprinting may serve as some indication of attitudes toward biometric identification. About two in three adults (69% in 2001 and 66% in 2002), report having been fingerprinted for identification purposes, with about nine in ten in both years feeling it was an appropriate requirement.

The 2001 study suggests that the generally positive attitudes towards fingerprinting carry over to finger-imaging. More than three in four adults (77%) feel that finger-imaging protects individuals against fraud; only 20% think finger-imaging treats people like presumed criminals. Finger-imaging is viewed even more positively by victims of identity fraud.

GENERAL PRIVACY ISSUES

The misuse of personal information is a major concern among most Americans (87% in 2001 and 88% in 2002); about half in both years said they were very concerned about it. In addition, more than one in four adults say they have been the victims of an improper invasion of privacy by a business, including one in three men and adults younger than 55.

Identity fraud is another problem which is high in public consciousness, with the vast majority of Americans (81%) reporting in 2001 they had heard or read about some type of identity fraud. Credit card fraud and check forgery are the two most commonly-known types of identity fraud, with 72% and 62% of Americans having heard about people committing those types of fraud, respectively. Respondents are less aware of identity fraud involving stolen telephone charge numbers (52% aware), obtaining unauthorized access to confidential computer files (51%) and applying for welfare payments to which people aren't entitled (50%).



SURVEY SUMMARY (continued)

As with privacy invasion, many Americans say they have been the victims of identity fraud (21% in 2001). Not surprisingly, nearly all Americans (95%) consider identity fraud to be a serious problem today, including two in three who think it's a very serious problem. Women in particular are concerned about it.

USES AND MISUSES OF BIOMETRICS

Overall, while a large majority of American adults (86% in 2001 and 80% in 2002), think government agencies and private-sector organizations are justified in adopting biometric identification programs to help prevent crime, the strength of that support has significantly eroded over the past year, as the proportion believing it is very justified dropped from 48% to 34%.

There is high acceptance for U.S. law enforcement authorities requiring fingerprint scans to verify identity for passports (88% very or somewhat acceptable in 2002), to obtain entry into government buildings (84%), at airport check-ins (82%) and to obtain a drivers license (77%). Support is noticeably lower for requiring a fingerprint scan to rent a car, although a majority (60%) still think it is a very or somewhat acceptable requirement. Generally, women and victims of identity fraud are more strongly supportive of requiring scans to verify identity.

Despite overall acceptance, however, the proportion who find it very acceptable to require fingerprint scans has declined by five to ten points since last year for every category, with the steepest declines for airport check-ins (-10 points) and car rentals (-10 points).

Putting aside anti-terrorist work, Americans surveyed in the 2001 study also considered it acceptable in most instances for law enforcement agencies to use a biometric identification system in various everyday situations, although support is substantially lower for police using facial recognition technology to scan audiences at major sporting events or public ceremonies.

SURVEY SUMMARY (continued)

Following are various uses of biometric identification and their acceptability to Americans in 2001:

- Law enforcement agencies could use finger or hand scan biometrics to allow only authorized officials to enter law enforcement intelligence files (93% very or somewhat acceptable)
- Detectives could take a fingerprint found at a crime scene, turn it into a biometric reading, and use this to search state and federal databases of convicted offenders (93%)
- Law enforcement agencies could create a biometric database of all persons convicted of a serious crime, for use in later criminal investigations (91%)
- Police in patrol cars who stopped a driver for highway violations could take a computer scan of a driver's finger, and then use a computer terminal in the patrol car to check this against a database of fugitives involved in serious crimes (85%)
- Police could use facial recognition technology to scan the features of people attending major sports events or public ceremonies, looking for fugitives for serious crimes whose facial formulas they had in their system (74%)

Support in 2001 also extended to public agencies using biometric readings on other occasions, particularly to screen people entering high security government facilities:

- Managers at high-security government facilities, such as laboratories or military bases, could screen people seeking entry against a biometric database of persons authorized to enter (95% very or somewhat acceptable)
- Government agencies issuing required occupational licenses – such as for teachers, private guards, or nursing home workers – could check applicant's biometric against a database of criminal offenders not eligible to be licensed (90%)
- School security guards could screen people entering a school, and compare the scans against a biometric database of convicted child molesters (87%)
- To prevent people from obtaining double welfare benefits, officials could screen people seeking welfare checks against a biometric database of those eligible for the benefit (86%)



SURVEY SUMMARY (continued)

- Immigration officials could sign up persons wanting to speed up entry at passport-control stations, and process travelers more quickly in this way (86%)
- Election officials could check a biometric database of convicted criminals and others who are not eligible to vote and bar such persons from voting (72%)

Although there is high acceptable for private-sector organizations to take biometric readings, support is lower than for law enforcement and government agencies to do so. Support is very strong for requiring biometric checks to purchase a gun (91% very or somewhat acceptable) but lower for other activities:

- Credit card firms could offer members a biometric to verify their identity for large transactions, and increase the security of credit card transactions (85% very or somewhat acceptable)
- ATMs operated by banks could require a biometric for withdrawing funds (78%)
- Computer system managers could use a biometric to admit persons authorized to access sensitive files, such as medical or financial information (77%)
- Employers could check the biometric of job applicants against a government database of convicted felons (76%)
- Gambling casinos could use facial scanning technology to screen out professional card counters or others banned from gambling in the casinos (56%)

SAFEGUARDS AGAINST MISUSE

Most Americans think law enforcement authorities would use biometrics solely for anti-terrorist work, although fewer are convinced than last year (62% this year compared with 68% in 2001). Men, adults who had prior knowledge of biometrics and those who are better-educated are more skeptical.



SURVEY SUMMARY (continued)

While there is substantial support for various uses of biometrics by law enforcement authorities, agencies and private organizations, huge majorities of Americans support policies to guard against potential misuses of biometric ID by these same entities. Americans who have read or heard about biometric techniques are even more convinced about the necessity of safeguards.

More than nine in ten think it is important, including eight in ten or more who think it is very important that:

- Biometric IDs only be used in ways known of and approved of by the individual
- People should be fully informed about how their ID is being used and why it is needed
- Individuals can check that their ID is correct and have any rejection of their identity verified
- Biometric codes not be shared with other organizations
- Biometric IDs be collected knowingly, except in cases of national security

Support is also very high (more than 80% very or somewhat important) for prohibiting separate biometric identifiers being combined and prohibiting organizations from tracking people using biometric identification.

PROJECTIONS

Overall, two in three adults in 2001 (65%) felt that increases in correct identification of people, with rules in place as a required code for biometrics, would outweigh concerns about having to provide the identifiers; while still a majority, in 2002 this fell to 56%.



SURVEY SUMMARY (continued)

Americans are also less confident safeguards will be adopted to protect against misuses of biometric information, although a large majority (80% in 2001 and 73% in 2002) still think it is likely protections will be implemented.

Regardless, most Americans (87% in 2001 and 82% in 2002) think it is likely that every American adult will have at least one biometric ID on file somewhere before the end of the decade; adults aware of biometrics are even more convinced this will be the case.



READING NOTES

The following pages present supporting tabulations of survey results. The data are percentaged vertically and, therefore, should be read from top-to-bottom. The total number of unweighted interviews appears at the top in parentheses. Percentages, however, are calculated on the weighted bases. Percentages may not add to 100% due to weighting factors, rounding or multiple responses. Where a double asterisk (**) appears, it signifies any value of less than one_half percent.

Comparisons of independent sub-groups have been made when those differences are mathematically significant. Significance testing is done to the 95% confidence level. Note that any statistical test becomes less reliable when the sample sizes are small. Even though the test mathematically can be performed on samples as low as thirty, sixty respondents is the reasonable lower bound on the size of the sample.

DETAILED FINDINGS



BIOMETRICS

Knowledge Of Biometric Techniques

- One-half of American adults report that they have previously heard of biometric identification techniques. Contrary to expectations, the proportion of adults who say they are aware of biometrics has remained stable from September 2001 (52%) to August 2002 (49%)*. This suggests that while there has been a decided increase in media coverage of biometrics in the past year, awareness among the general public of biometric identifiers as a distinct, currently available technology has not spread beyond those aware of the techniques a year ago.

*There is no significant difference between the 2001 and 2002 results. When examining the results for 2001 and 2002 separately, the margin of error is plus or minus three percentage points; this increases to plus or minus four percentage points when comparing the 2001 results to the 2002 results.

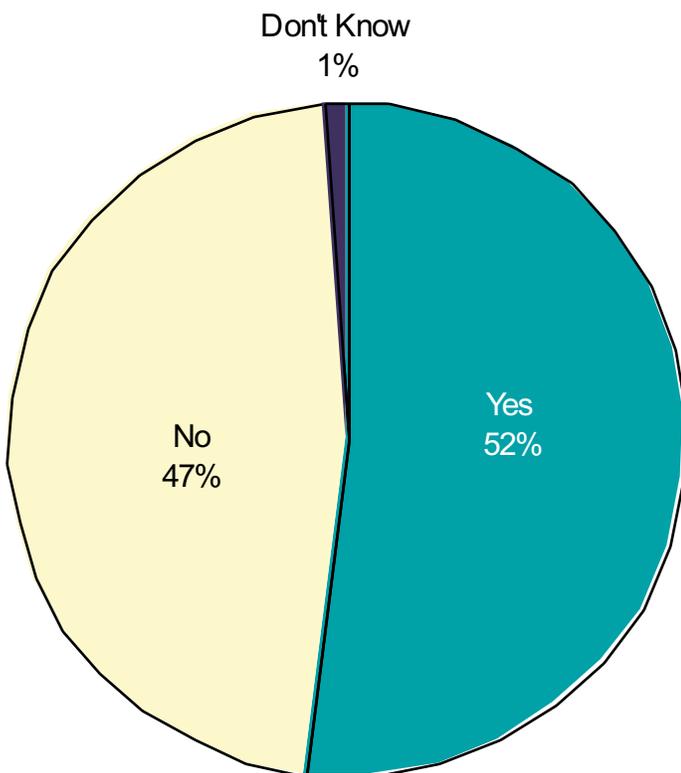
BIOMETRICS

Knowledge Of Biometric Techniques

(continued)

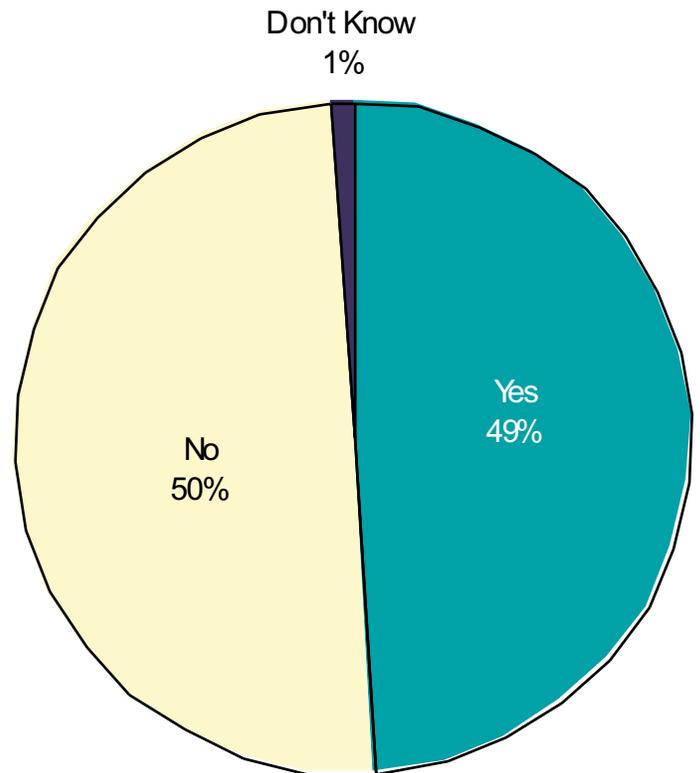
Q4: Before this survey, have you ever read or heard about any of these biometric techniques?

Sept. 2001



Base = Total (1017)

Aug. 2002



Base = Total (1046)



BIOMETRICS

Knowledge Of Biometric Techniques

(continued)

- Men, whites, those living in the West and those who are more affluent and better-educated are more likely to report that they have read or heard about biometric techniques.
- Those who have been victims of identity fraud are more likely than those who have not been victims to report that they have read or heard about biometric techniques (58% vs. 50%).

BIOMETRICS

Knowledge Of Biometric Techniques

(continued)

Q4: Before this survey, have you ever read or heard about any of these biometric techniques?

Sept. 2001

	GENDER			RACE		REGION			
	TOTAL	Male	Female	White	African American	North	Central	South	West
(n) =	(1017)	(507)	(510)	(818)	(78)*	(197)	(235)	(357)	(228)
	%	%	%	%	%	%	%	%	%
Yes	52	58 [^]	46	55 [^]	36	46	51	64 ^{^^}	
No	47	42	53 [^]	44	63 [^]	54 [^]	48 [^]	36	
Don't Know	1	1	1	1	1	0	2	1	

	EDUCATION		HH INCOME		REGION			
	Not College Grad	Some College+	\$35K or Higher	LT \$35K	North	Central	South	West
(n) =	(376)	(614)	(466)	(295)	(197)	(235)	(357)	(228)
	%	%	%	%	%	%	%	%
Yes	38	61 [^]	61 [^]	40	48	46	51	64 ^{^^}
No	61 [^]	38	38	58 [^]	51 [^]	54 [^]	48 [^]	36
Don't Know	1	1	**	2	1	0	2	1

[^](^{^^}) = Significantly higher than corresponding column(s) at the 95% confidence interval

* = Small Base

** = Less than one-half of one percent

BIOMETRICS

Knowledge Of Biometric Techniques

(continued)

Q4: Before this survey, have you ever read or heard about any of these biometric techniques?

Aug. 2002

	GENDER			AGE			RACE	
	TOTAL	Male	Female	18-44	45-64	65+	White	African American
n =	(1046)	(515)	(531)	(497)	(378)	(151)	(846)	(85)*
	%	%	%	%	%	%	%	%
Yes	49	49	50	47	59^^	40	52^	29
No	50	51	49	53^	40	57^	47	69^
Don't Know	1	0	1	1	1	3	1	1

	EDUCATION		HH INCOME			REGION		
	No College Degree	College Degree	\$35K or Higher	LT \$35K	Northeast	North Central	South	West
(n) =	(649)	(355)	(513)	(331)	(197)	(248)	(375)	(226)
	%	%	%	%	%	%	%	%
Yes	41	65^	54^	44	44	49	46	60^^
No	58^	35	46	55^	54^	50^	53^	39
Don't Know	1	**	**	1	2	1	1	1

^(^^) = Significantly higher than corresponding column(s) at the 95% confidence interval

* = Small Base

** = Less than one-half of one percent



BIOMETRICS

Personal Experience With Biometrics

- There is some evidence that the use of biometric identification is increasing somewhat.
 - *Among all adults*, including those who are unaware of biometric techniques, 5% provided characteristics in 2002, compared with 3% in 2001. *Among those aware of the techniques*, one in ten (11%, up from 5% in 2001) have personally provided identifying characteristics to an organization for a computer-matched biometric comparison.

BIOMETRICS

Personal Experience With Biometrics (continued)

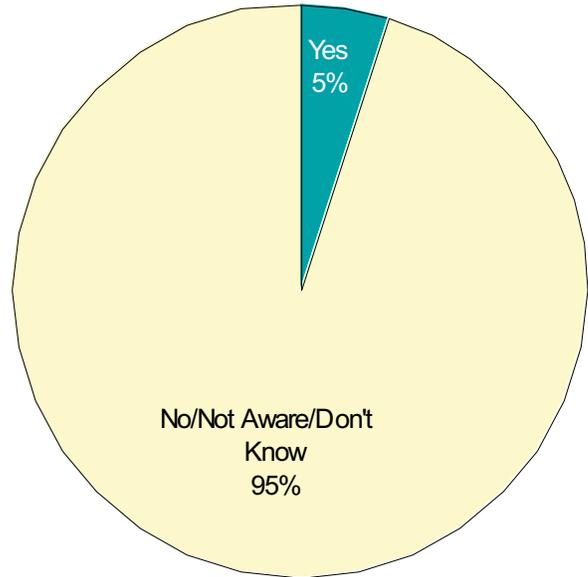
Q5: *Have you ever personally provided identifying characteristics to an organization for such a computer-matched biometric comparison?*

Sept. 2001



Base = Total (1017)

Aug. 2002



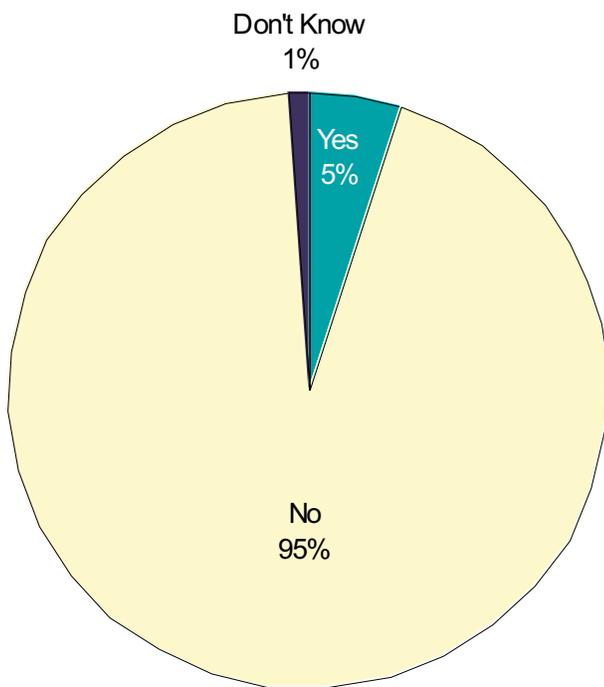
Base = Total (1046)

BIOMETRICS

Personal Experience With Biometrics (continued)

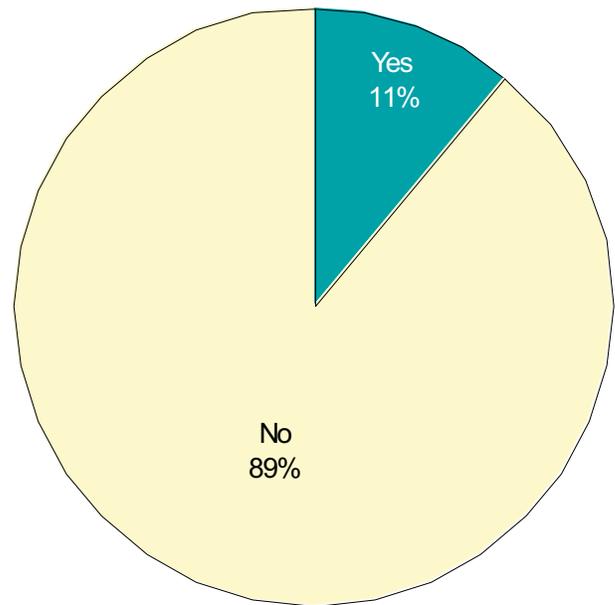
Q5: *Have you ever personally provided identifying characteristics to an organization for such a computer-matched biometric comparison?*

Sept. 2001



Base = Have ever read or heard about biometric techniques (534)

Aug. 2002



Base = Have ever read or heard about biometric techniques (529)



BIOMETRICS

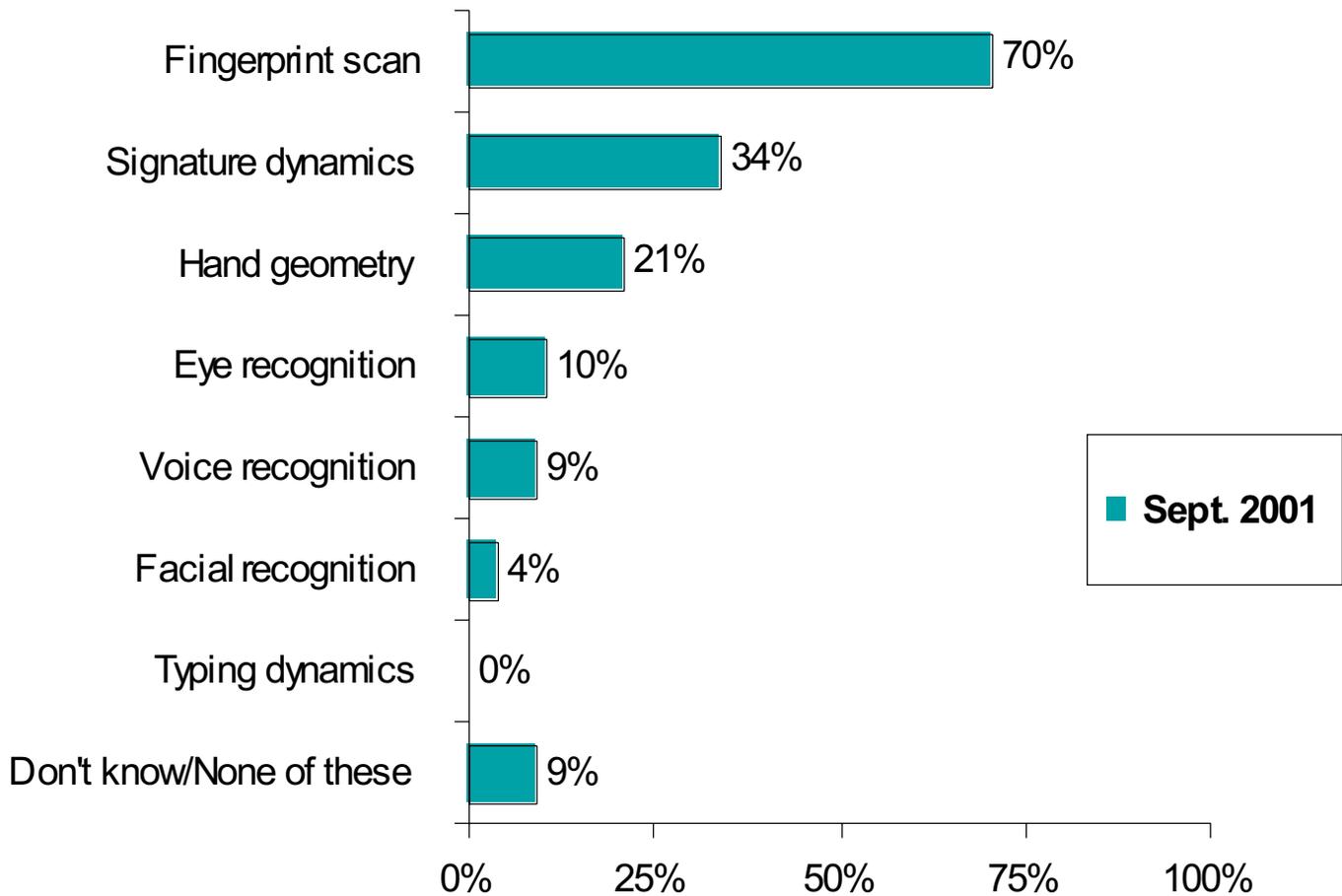
Personal Experience With Biometrics (continued)

- Among the small group of respondents who have provided identifiers, fingerprint scanning is the most commonly experienced technique (experienced by 70% in 2001 and 82% in 2002), followed by signature dynamics (34% in 2001 and 46% in 2002).
- In 2002, those who provided characteristics were predominately male, under 44 years of age, upper-income (\$50,000 or more household income) and had at least attended college.

BIOMETRICS

Personal Experience With Biometric Techniques (continued)

Q6: Which of the following computer-based biometric techniques have you personally experienced? - Aided



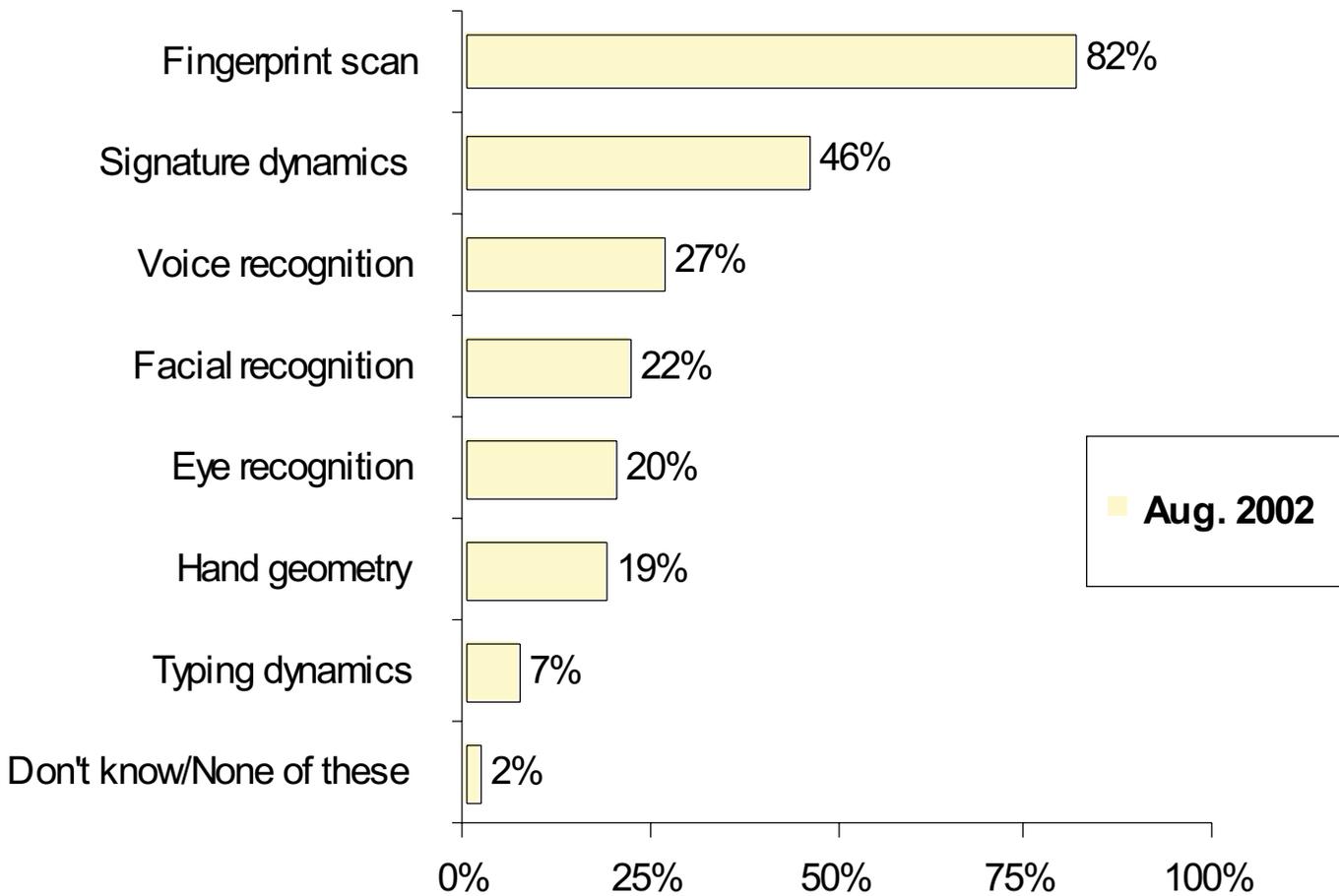
Base = Have ever heard or read about biometric techniques and have personally provided identifying characteristics to an organization for a computer-matched biometric comparison (September 2001 n=28).

NOTE: Because of very small base size, results are directional only.

BIOMETRICS

Personal Experience With Biometric Techniques (continued)

Q6: Which of the following computer-based biometric techniques have you personally experienced? - Aided



Base = Have ever heard or read about biometric techniques and have personally provided identifying characteristics to an organization for a computer-matched biometric comparison (Aug. 2002 n=57).

NOTE: Because of very small base size, results are directional only.

BIOMETRICS

Personal Experience With Biometric Techniques (continued)

Q6: Which of the following computer-based biometric techniques have you personally experienced? -Aided

Aug. 2002

	TOTAL	GENDER		AGE		EDUCATION	
		Male	Female	18-44	45+	No College	Some College+
(n) =	(1046)	(515)	(531)	(497)	(529)	(395)	(609)
	%	%	%	%	%	%	%
PROVIDED IDENTIFYING CHARACTERISTICS	5	8	3	6	5	2	7



BIOMETRICS

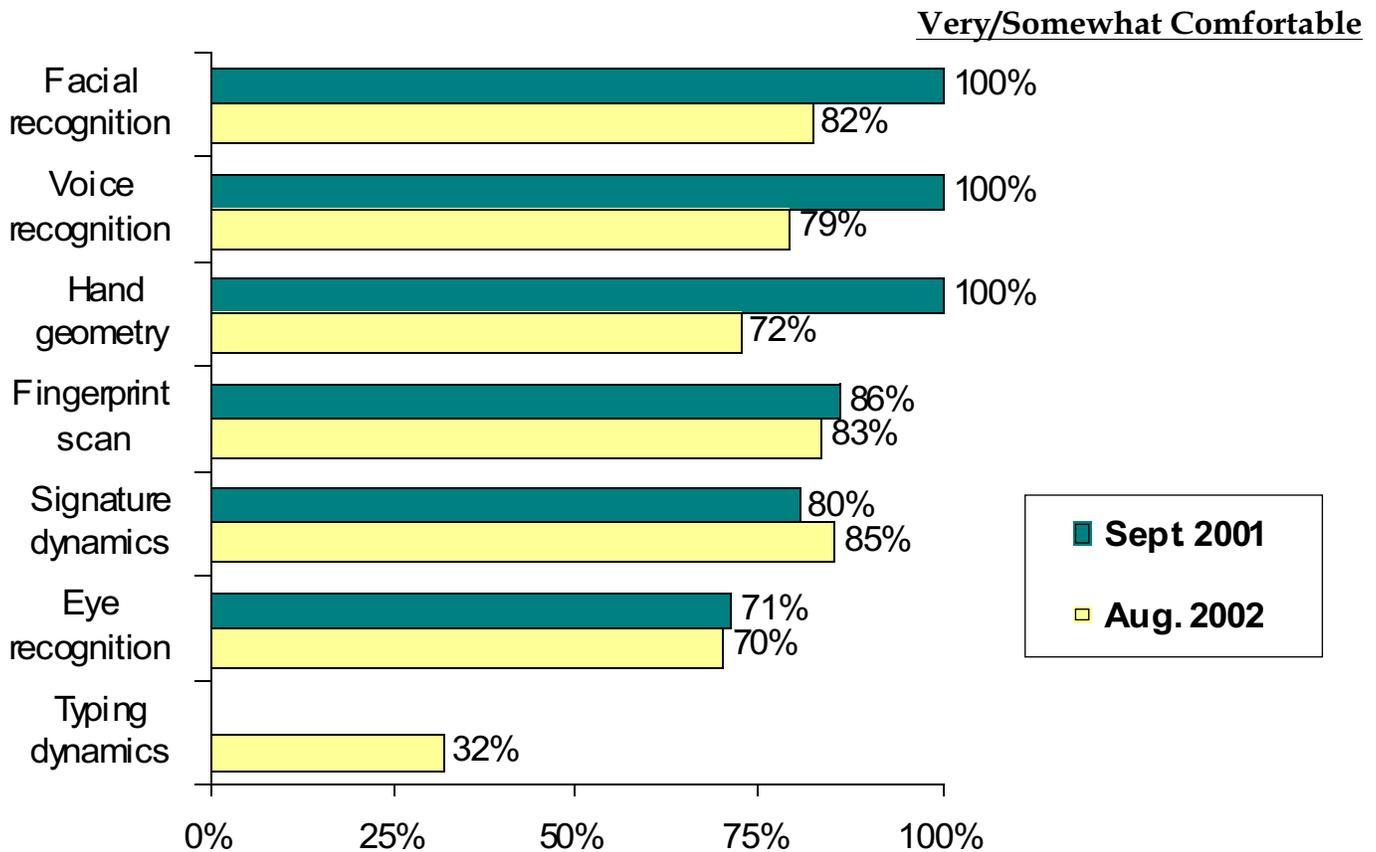
Personal Experience With Biometric Techniques (continued)

- In general, those who have experienced various biometric techniques are comfortable with them. although the number of interviews these results are based on is fewer than fifty in all cases and should be viewed as directional, not precise. In both years, a majority of adults were very or somewhat comfortable with all the tests they experienced, aside from typing dynamics. In 2001 no one had experienced typing dynamics; of those who had in 2002, none were very comfortable with it.

BIOMETRICS

Personal Experience With Biometric Techniques (continued)

Q7: How would you rate general comfort in taking ... tests?



Base = Have ever heard or read about biometric techniques and have personally provided identifying characteristics to an organization for a computer-matched biometric comparison.

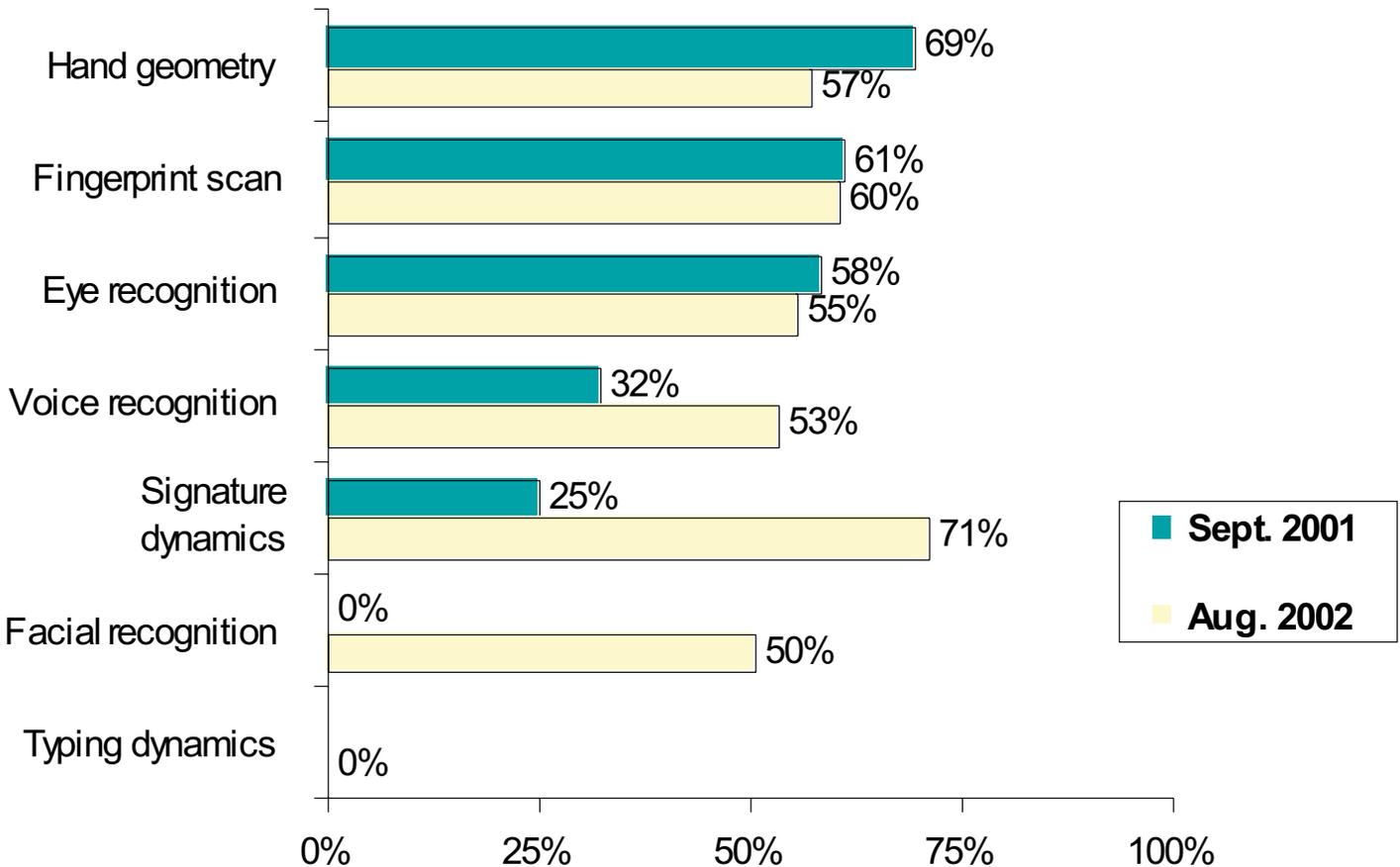
NOTE: Because of very small base size, results are directional only.

BIOMETRICS

Personal Experience With Biometric Techniques (continued)

Q7: How would you rate general comfort in taking ... tests?

Very Comfortable



Base = Have ever heard or read about biometric techniques and have personally provided identifying characteristics to an organization for a computer-matched biometric comparison.

NOTE: Because of very small base size, results are directional only.



BIOMETRICS

Fingerprinting And Finger-Imaging

- Two-thirds of adults (69% in 2001 and 66% in 2002) report having had their fingerprints taken for identification purposes, such as military service, when applying for a job or government license, or in a criminal justice proceeding.
 - Most (88% in 2001 and 90% in 2002) felt the fingerprinting was an appropriate requirement.

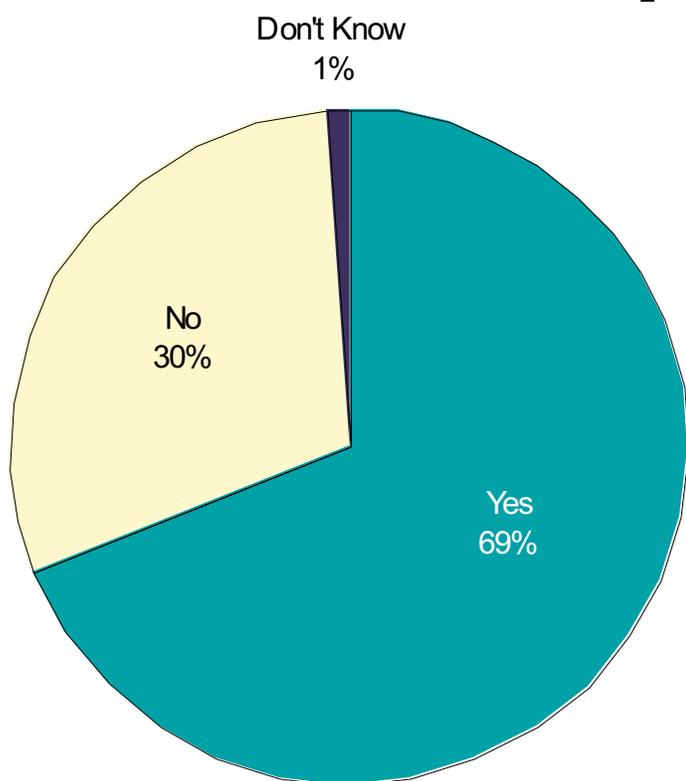
BIOMETRICS

Fingerprinting And Finger-Imaging (continued)

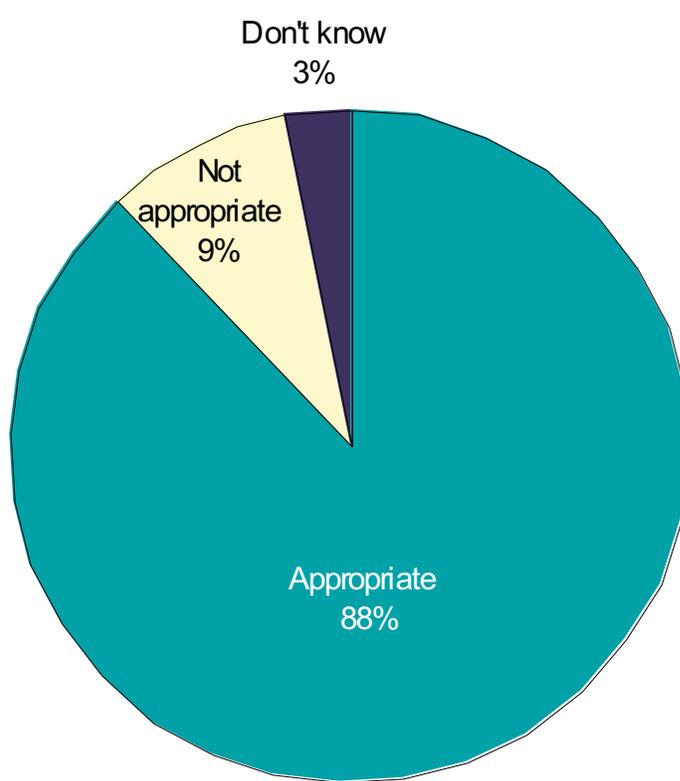
Q17: Have you ever had your fingerprints taken, for example for military service, applying for a job or a government license, in a criminal justice proceeding, or other identification purpose?

Q18: Did you feel that doing this was an appropriate requirement or not an appropriate requirement?

Sept. 2001



Base = Total (1017)



Base = Have ever had fingerprints taken (716)

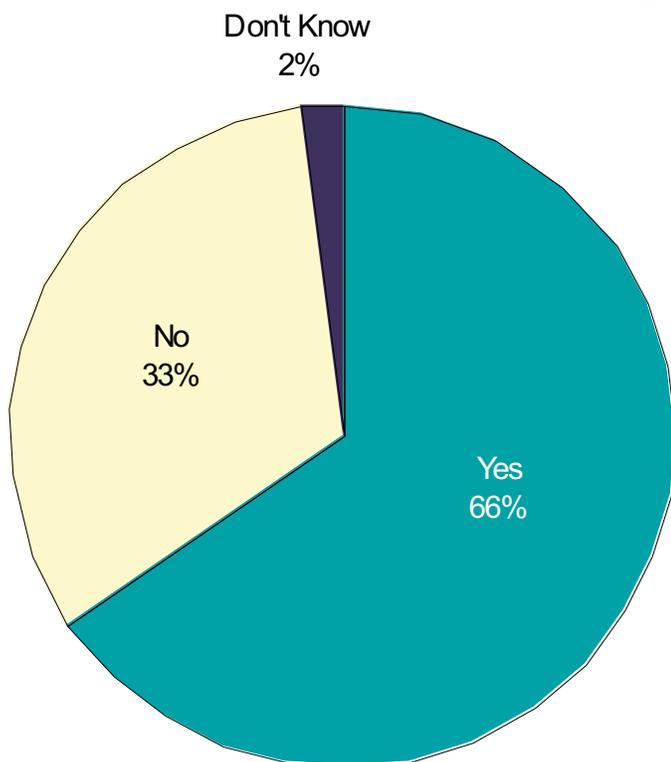
BIOMETRICS

Fingerprinting And Finger-Imaging (continued)

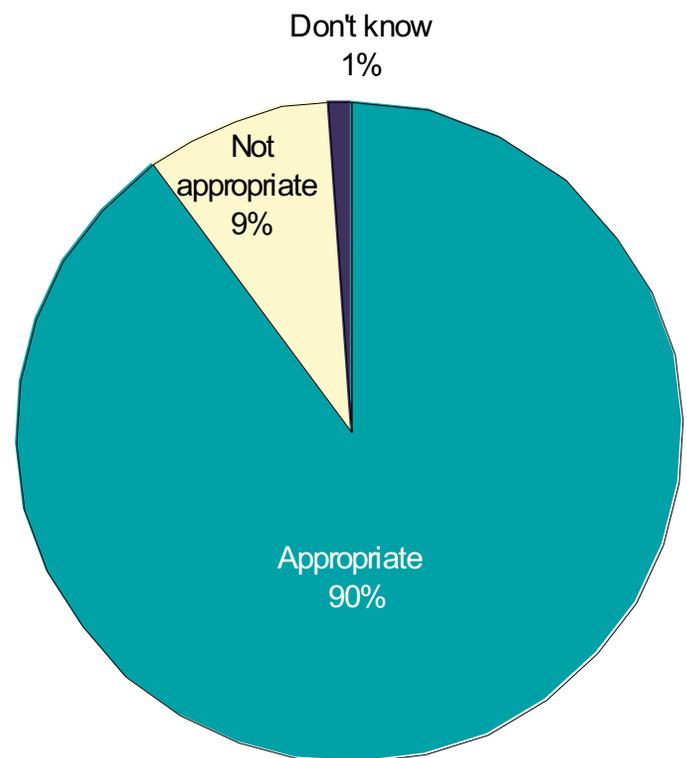
Q17: Have you ever had your fingerprints taken, for example for military service, applying for a job or a government license, in a criminal justice proceeding, or other identification purpose?

Q18: Did you feel that doing this was an appropriate requirement or not an appropriate requirement?

Aug. 2002



Base = Total (1046)



Base = Have ever had fingerprints taken (693)



BIOMETRICS

Fingerprinting And Finger-Imaging (continued)

- More men than women have had their fingerprints taken (78% vs. 62% in 2001 and 78% vs. 54% in 2002).
- Adults residing in the West are more likely to have had their fingerprints taken than those from other regions.

BIOMETRICS

Fingerprinting And Finger-Imaging (continued)

Q17: Have you ever had your fingerprints taken, for example for military service, applying for a job or a government license, in a criminal justice proceeding, or other identification purpose?

Sept. 2001

	GENDER			REGION			
	TOTAL	Male	Female	Northeast	North Central	South	West
(n) =	(1017)	(507)	(510)	(197)	(235)	(357)	(228)
	%	%	%	%	%	%	%
Yes	69	78 [^]	62	66	58	70 [^]	84 ^{^^}
No	30	22	37 [^]	31 [^]	42 ^{^^}	29 [^]	16
Don't Know	1	1	1	3	*	1	0

^{^(^)} = Significantly higher than corresponding column(s) at the 95% confidence interval

* = Less than one-half of one percent

BIOMETRICS

Fingerprinting And Finger-Imaging (continued)

Q17: Have you ever had your fingerprints taken, for example for military service, applying for a job or a government license, in a criminal justice proceeding, or other identification purpose?

Aug. 2002

	GENDER			REGION			
	TOTAL	Male	Female	Northeast	North Central	South	West
(n) =	(1046)	(515)	(531)	(197)	(248)	(375)	(226)
	%	%	%	%	%	%	%
Yes	66	78 [^]	54	55	56	68 ^{^^}	81 ^{^^^}
No	33	21	44 [^]	43 ^{^^}	41 ^{^^}	31 [^]	18
Don't Know	2	1	2	3	2	1	1

^{^(^^)} = Significantly higher than corresponding column(s) at the 95% confidence interval



BIOMETRICS

Fingerprinting And Finger-Imaging (continued)

- The 2001 study* suggests that the generally positive attitudes towards finger printing carry over to finger-imaging. More than three-quarters (77%) of adults feel that finger-imaging protects individuals and the public against fraud; only 20% think it treats people like presumed criminals.

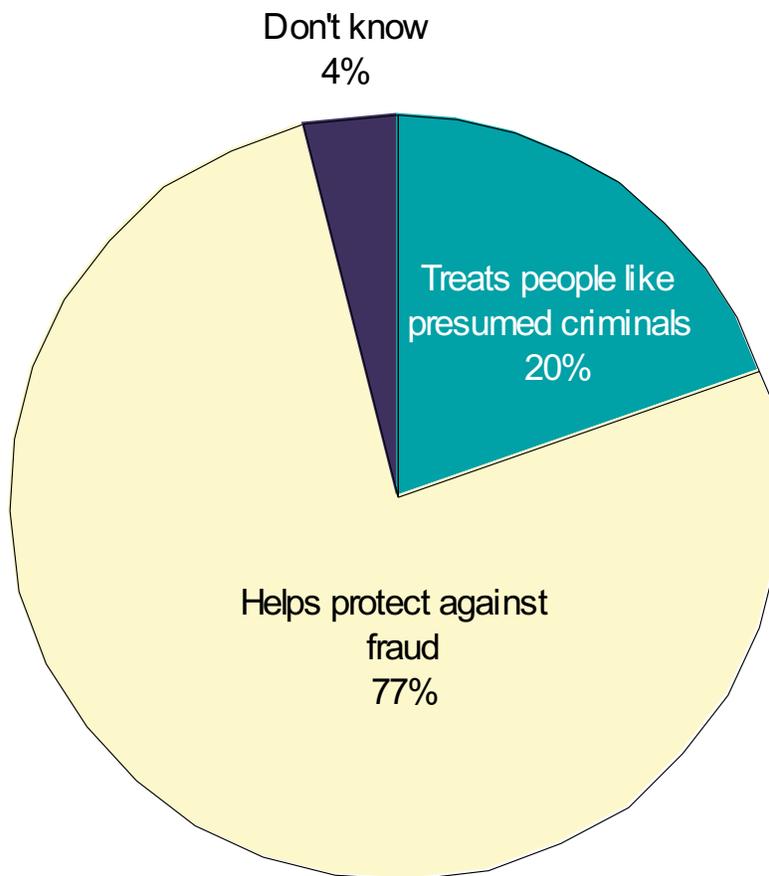
*Finger-imaging was not included in the 2002 update survey.

BIOMETRICS

Fingerprinting And Finger-Imaging (continued)

Q16A/16B: Which of these two views comes closest to your own about finger-imaging?

Sept. 2001*



Base = Total (1017)

*Not asked in 2002.



DETAILED FINDINGS

Foundations



FOUNDATIONS

Privacy Concerns

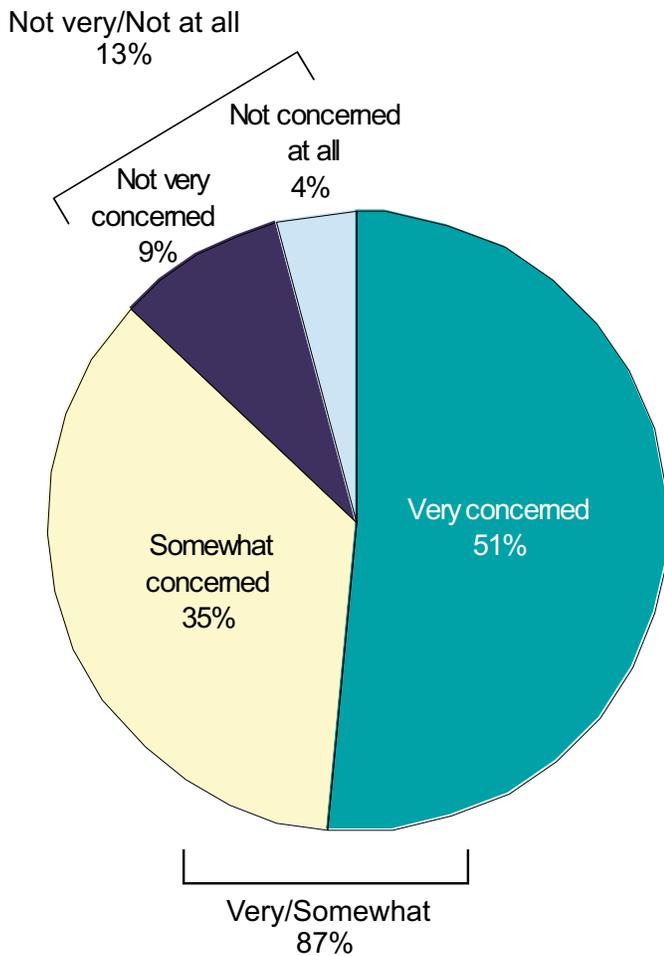
- Most American adults (87% in 2001 and 88% in 2002) are concerned about the possible misuse of personal information. Over half (51% and 54%) say they are very concerned, while one-third (35% and 34%) report being somewhat concerned. Just over one-in-ten (13% and 12%) express either little or no concern about possible misuse of personal information.

FOUNDATIONS

Privacy Concerns (continued)

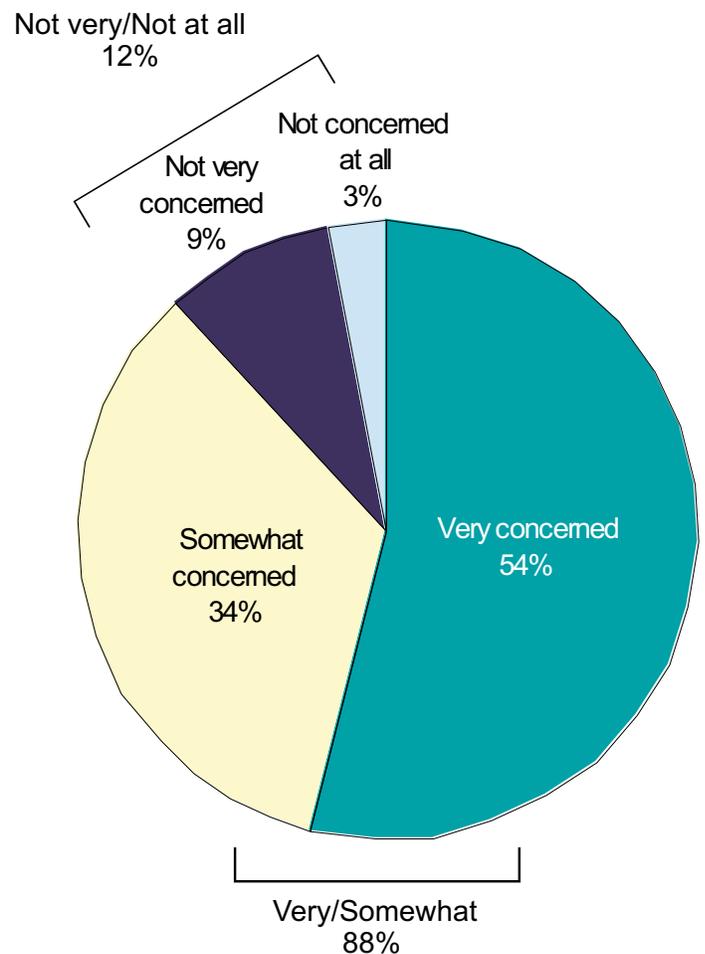
Q19: How concerned are you about the possible misuse of your personal information in America today?

Sept. 2001



Base = Total (1017)

Aug. 2002



Base = Total (1046)



FOUNDATIONS

Privacy Concerns (continued)

- African-Americans are more likely than whites to be very concerned about the possible misuse of their personal information (65% vs. 48% in 2001 and 73% vs. 51% in 2002).
- In neither year did knowledge of biometrics influence concern about possible misuse of personal information.

FOUNDATIONS

Privacy Concerns (continued)

Q19: How concerned are you about the possible misuse of your personal information in America today?
Are you...

	<u>Sept. 2001</u>			<u>Aug. 2002</u>		
	(n) =	RACE		RACE		
	TOTAL (1017) %	White (818) %	African American (78)* %	TOTAL (1046) %	White (846) %	African American (85)* %
<i>Very/Somewhat concerned</i>	87	86	87	88	87	93
Very concerned	51	48	65 [^]	54	51	73 [^]
Somewhat concerned	35	38 [^]	21	34	36 [^]	20
<i>Not very concerned/Not concerned at all</i>	13	14	13	12	13	7
Not very concerned	9	10	10	9	9	4
Not concerned at all	4	4	4	3	3	3
Don't know	**	**	0	**	**	0

^{^(^)} = Significantly higher than corresponding column(s) at the 95% confidence interval

* = Small Base

** = Less than one-half of one percent



FOUNDATIONS

Experience With Invasion Of Privacy

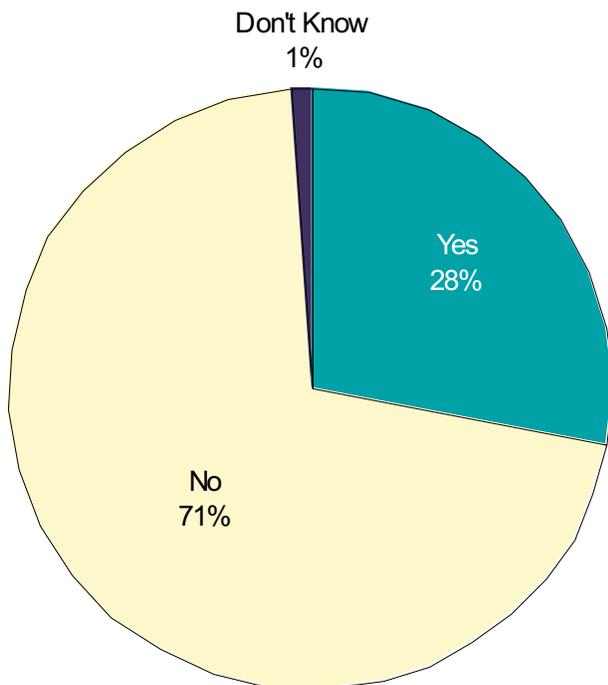
- Nearly three in ten American adults (28% in both 2001 and 2002) say they have been the victims of an improper invasion of privacy by a business.

FOUNDATIONS

Experience With Invasion Of Privacy (continued)

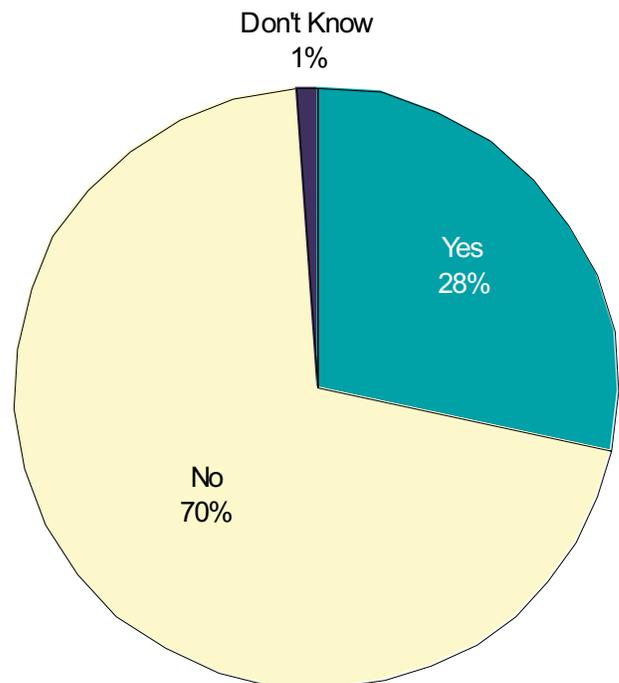
Q20: As a consumer, have you personally ever been the victim of what you felt was an improper invasion of privacy by a business?

Sept. 2001



Base = Total (1017)

Aug. 2002



Base = Total (1046)



FOUNDATIONS

Experience With Invasion Of Privacy (continued)

- More men than women feel that they have been victimized by a business (33% vs. 24% in 2001 and 32% vs. 25% in 2002).
- In the 2002 results, adults younger than 55 were more likely to say they have been victimized than adults 55 and older (32% vs. 21%).

FOUNDATIONS

Experience With Invasion Of Privacy

(continued)

Q20: As a consumer, have you personally ever been the victim of what you felt was an improper invasion of privacy by a business?

	<u>Sept. 2001</u>			<u>Aug. 2002</u>				
	TOTAL	GENDER		TOTAL	GENDER		AGE	
(n) =	(1017)	Male (507)	Female (510)	(1046)	Male (515)	Female (531)	18-54 (717)	55+ (309)
	%	%	%	%	%	%	%	%
Yes	28	33 [^]	24	29	32 [^]	25	32 [^]	21
No	71	66	75 [^]	70	66	74 [^]	68	77 [^]
Don't know	1	1	1	1	1	1	1	3

[^] = Significantly higher than corresponding column(s) at the 95% confidence interval



FOUNDATIONS

Awareness Of Types Of Identity Fraud*

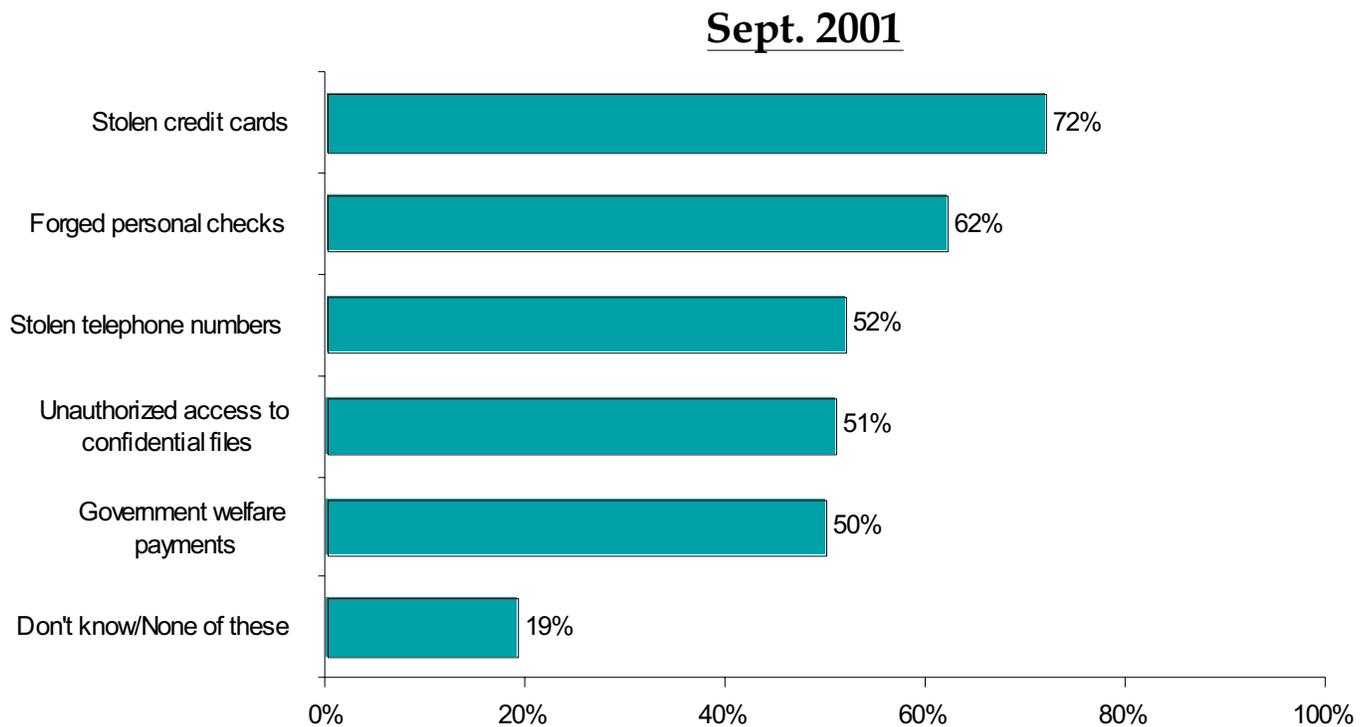
- Most American adults (81%) have heard or read about some type of identity fraud. The majority have heard of people assuming the identity of someone else to use stolen credit cards (72%) or to cash forged personal checks at stores (62%). Just half are aware that people assume another identity to:
 - Use stolen telephone charge numbers (52%)
 - Obtain unauthorized access to confidential computer files (51%)
 - Apply for government welfare payments to which they weren't entitled (50%)

*Not asked in 2002.

FOUNDATIONS

Awareness Of Types of Identity Fraud* (continued)

Q1: *Some individuals fraudulently assume the identity of other persons in order to engage in illegal acts. Have you read or heard about people doing this in any of the following situations? -Aided*



Base = Total (1017)

*Not asked in 2002.



FOUNDATIONS

Awareness Of Types Of Identity Fraud*

(continued)

- Adults living in central city or suburban areas, whites, those with household incomes of \$35,000 or more and adults with some college education are more likely to report that they have heard or read about some instances of identity fraud.

*Not asked in 2002.

FOUNDATIONS

Awareness Of Types Of Identity Fraud* (continued)

Q1: *Some individuals fraudulently assume the identity of other persons in order to engage in illegal acts. Have you read or heard about people doing this in any of the following situations? -Aided*

Sept. 2001

	METRO AREA			RACE		EDUCATION		HH INCOME	
	Central City (509) %	Suburban (263) %	Rural (245) %	White (818) %	African American (78)* %	Some College+ (614) %	No College (376) %	\$35K or higher (466) %	LT \$35K (295) %
Read or heard about people doing this in any of the situations	82 [^]	83 [^]	75	84 [^]	64	86 [^]	72	87 [^]	74

[^] = Significantly higher than corresponding column(s) at the 95% confidence interval

* = Small Base

*Not asked in 2002.



FOUNDATIONS

Seriousness Of Identity Fraud*

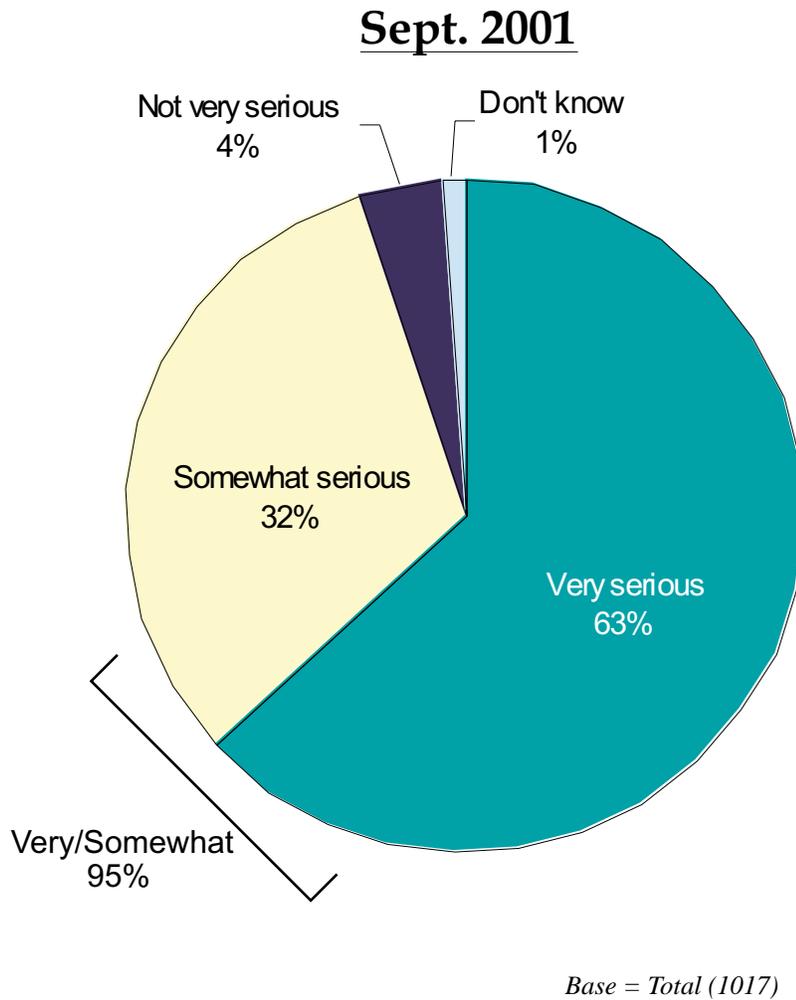
- The vast majority (95%) of Americans consider identity fraud to be a serious problem in today's society. In fact, nearly two-thirds (63%) think it's a very serious problem.

*Not asked in 2002.

FOUNDATIONS

Seriousness Of Identity Fraud* (continued)

Q2: How serious a problem do you think this sort of thing poses today?



*Not asked in 2002.



FOUNDATIONS

Seriousness Of Identity Fraud* (continued)

- More women than men consider identity fraud to be a very serious problem (67% vs. 59%).
- Adults 25 years of age and over are more likely than younger adults to feel that identity fraud is a very serious problem in today's society (67% vs. 38%).

*Not asked in 2002.

FOUNDATIONS

Seriousness Of Identity Fraud* (continued)

Q2: How serious a problem do you think this sort of thing poses today?

Sept. 2001

	(n) =	TOTAL (1017) %	GENDER		AGE	
			Male (507) %	Female (510) %	18-24 (94)* %	25+ (902) %
<i>Very/Somewhat serious</i>		95	93	97 [^]	93	95
Very serious		63	59	67 [^]	38	67 [^]
Somewhat serious		32	34	30	56 [^]	28
<i>Not very serious/Not serious at all</i>		4	6 [^]	2	7	4
Not very serious		4	5 [^]	2	6	3
Not serious at all		**	1 [^]	0	1	**
Don't know		1	1	1	0	2

[^] = Significantly higher than corresponding column(s) at the 95% confidence interval

* = Small Base

** = Less than one-half of one percent

*Not asked in 2002.



FOUNDATIONS

Experience With Identity Fraud*

- One-in-five Americans (21%) say they have been the victim of identity fraud.
- There are no significant differences among victims based on gender, age, race, geographic region, income or education.

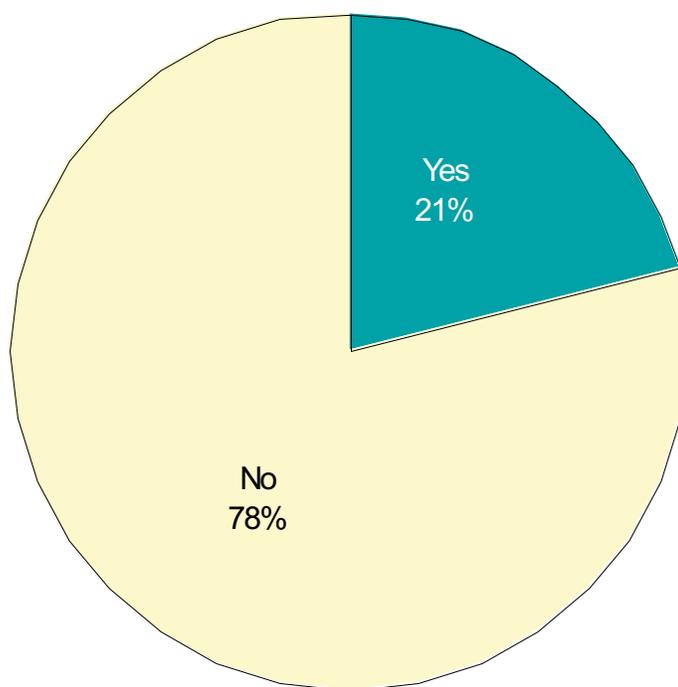
*Not asked in 2002.

FOUNDATIONS

Experience With Identity Fraud* (continued)

Q3: *Have you ever personally been the victim of identity fraud?*

Sept. 2001



Base = Total (1017)

*Not asked in 2002.



DETAILED FINDINGS

Acceptable Uses for Biometrics



ACCEPTABLE USES FOR BIOMETRICS

Justification Of Using Biometrics In Crime Prevention

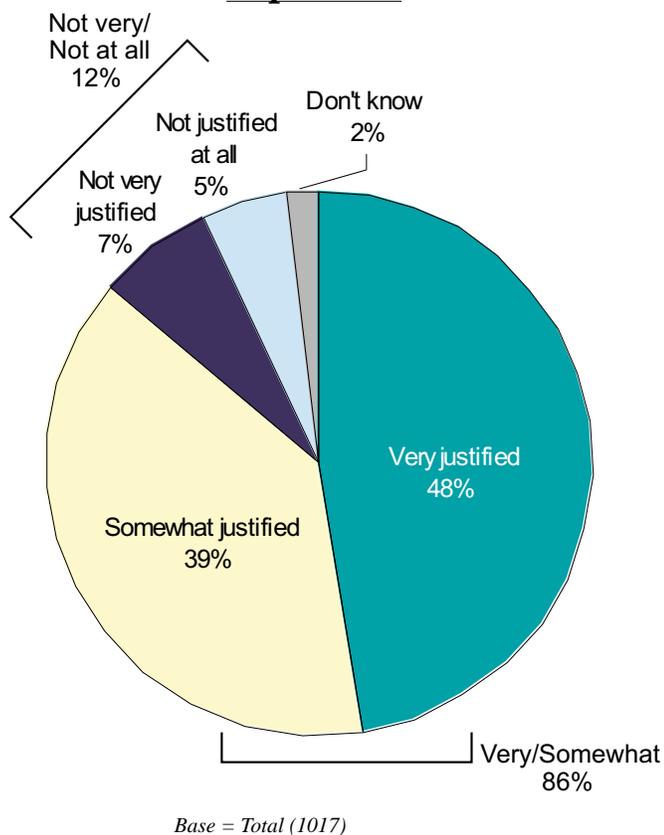
- Americans tend to feel that government agencies and private-sector organizations are justified in adopting biometric identification programs as a means of crime prevention. However, the intensity of that support has declined since last year.
 - A large majority of American adults (86% in 2001 and 80% in 2002) believes these organizations are very or somewhat justified. However, only 34% believe they are very justified, a 14 point drop compared with 2001.
 - Similarly, nearly two in ten (18%) now say there is little or no justification for these programs as a means of crime prevention, compared with 12% last year.

ACCEPTABLE USES FOR BIOMETRICS

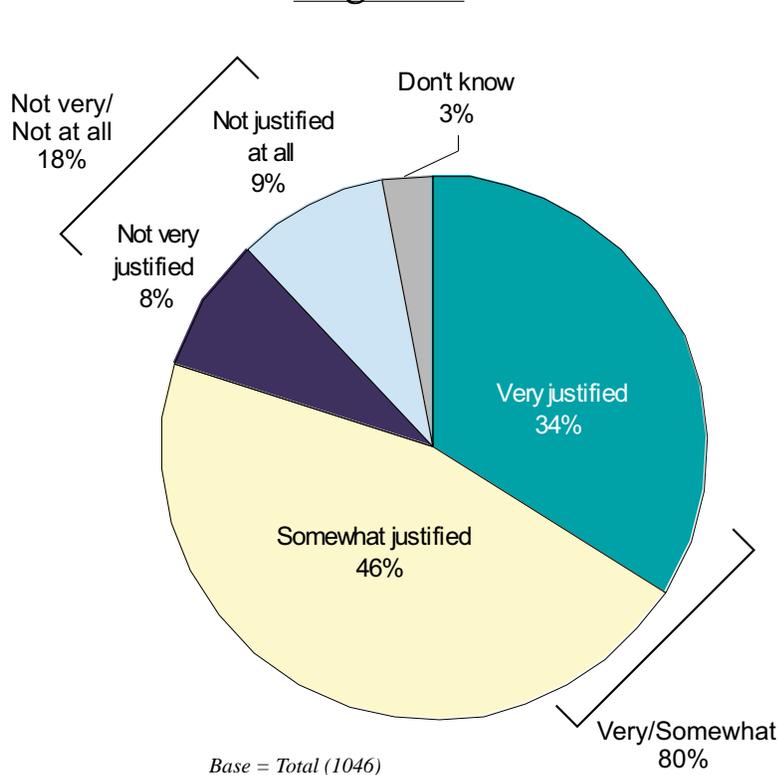
Justification Of Using Biometrics In Crime Prevention (continued)

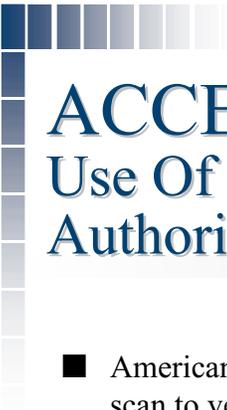
Q11: How justified do you think it is for government agencies and private sector organizations to adopt biometric identification and verification programs as a means of helping prevent crimes?

Sept. 2001



Aug. 2002





ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By U.S. Law Enforcement Authorities

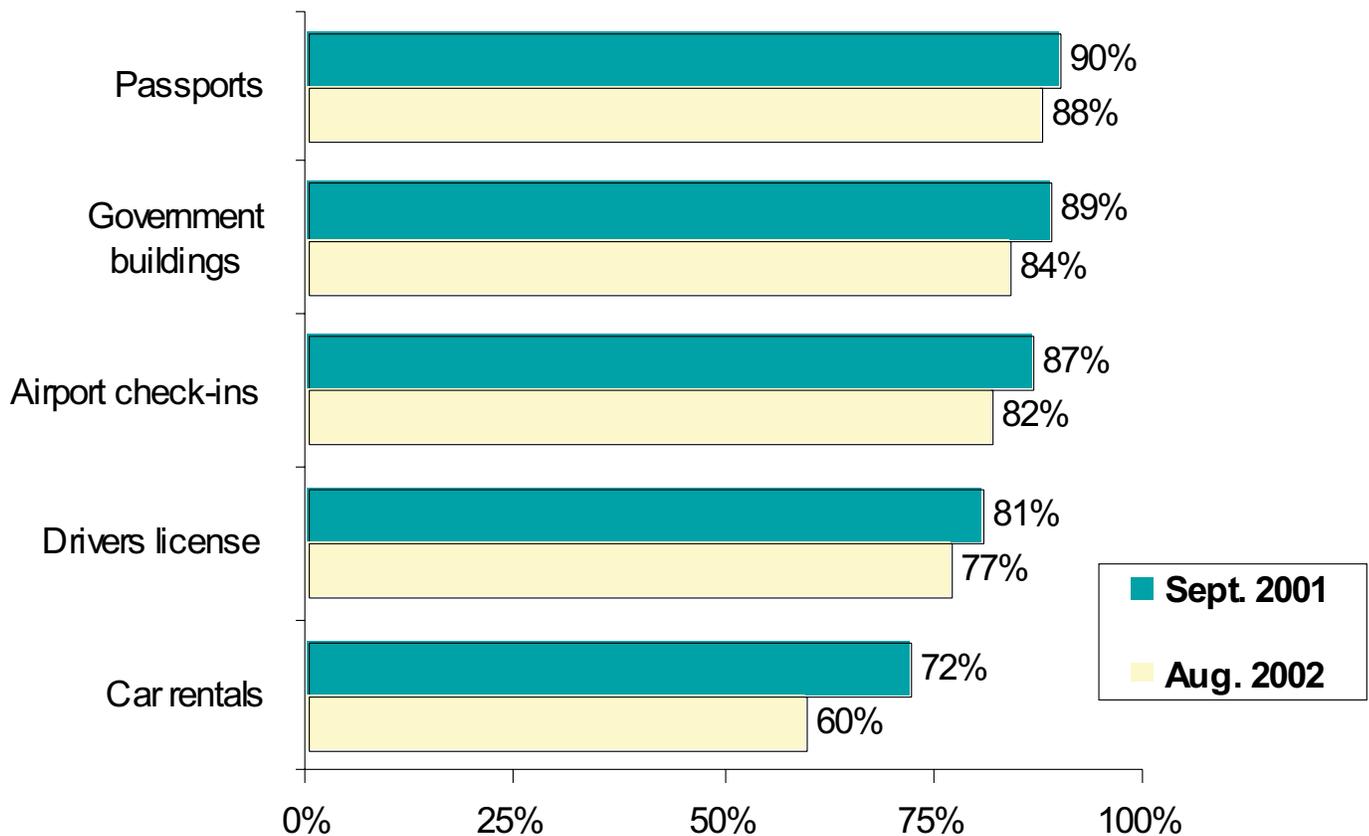
- American adults find it acceptable for U.S. law enforcement authorities to require a fingerprint-scan to verify their identity in many situations, although acceptance is lower for some situations compared with last year. Again, the most notable difference is in intensity, with smaller proportions of the population finding a procedure very acceptable.
 - Eighty to ninety percent of adults feel it is acceptable to require fingerprint scans as a part of a passport, for entry into government buildings or for airport check-ins. The percentage who think it is very acceptable to require fingerprint scans in these cases has dropped since last year, from 74% to 68% for requiring scans as part of a passport, from 70% to 62% for requiring scans to enter government buildings and from 67% to 57% for requiring scans at airport check-ins.
 - About eight in ten Americans feel it's very or somewhat acceptable to require a fingerprint scan in order to obtain a driver's license. Just over half (56% in 2001 and 51% in 2002) think it's very acceptable.
 - Fewer adults (72% in 2001 and 60% in 2002) find it acceptable to require fingerprint scans for car rentals.

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By U.S. Law Enforcement Authorities (continued)

Q8: *In light of the recent terrorist attacks but also thinking about our tradition of civil liberties, how acceptable do you feel it would be for U.S. law enforcement authorities to require that all individuals provide an official fingerprint-scan biometric and have their identities verified in each of the following situations?*

Very/Somewhat Acceptable



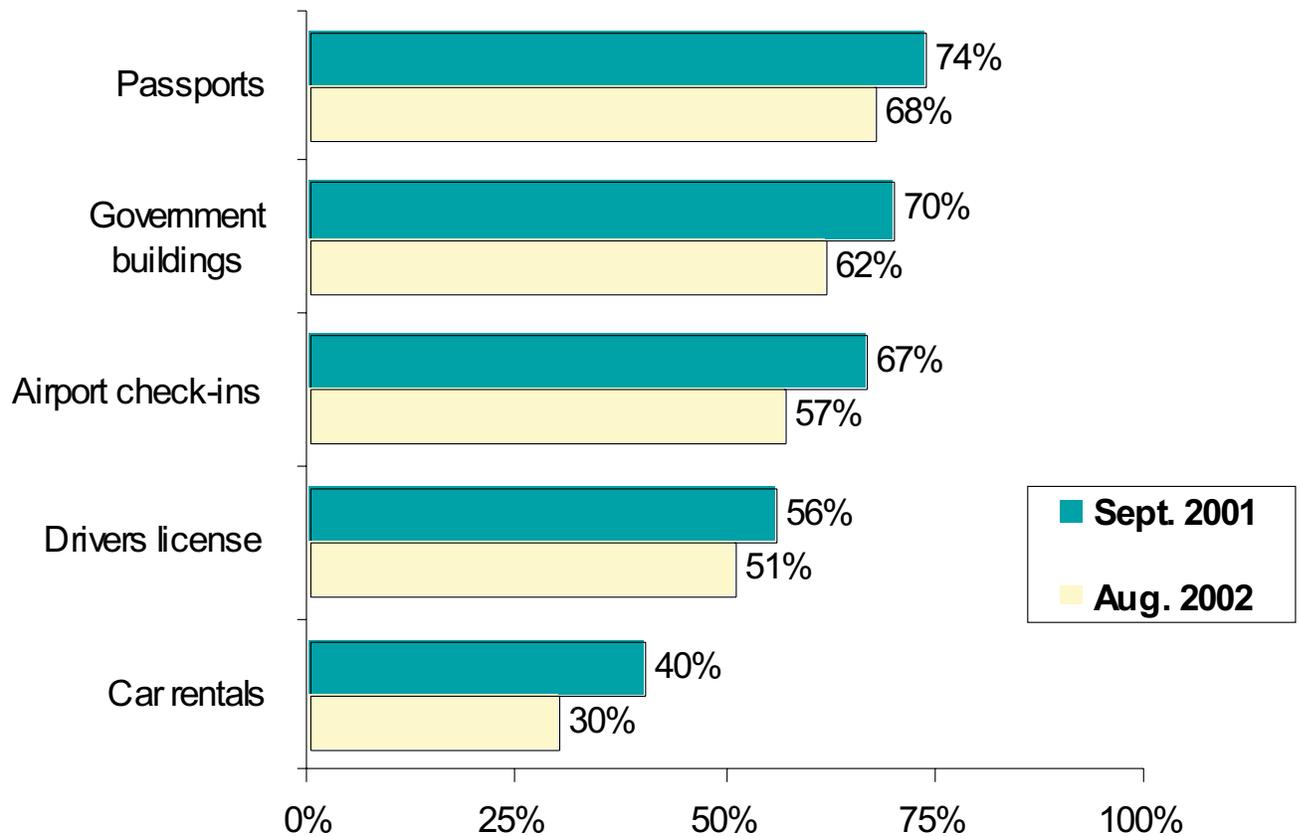
Base = Total (Sept. 2001 n=1017) (Aug. 2002 n=1046)

ACCEPTABLE USES FOR BIOMETRICS

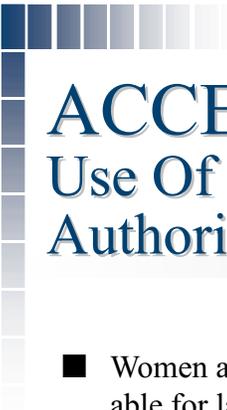
Use Of Biometric Techniques By U.S. Law Enforcement Authorities (continued)

Q8: *In light of the recent terrorist attacks but also thinking about our tradition of civil liberties, how acceptable do you feel it would be for U.S. law enforcement authorities to require that all individuals provide an official fingerprint-scan biometric and have their identities verified in each of the following situations?*

Very Acceptable



Base = Total (Sept. 2001 n=1017) (Aug. 2002 n=1046)



ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By U.S. Law Enforcement Authorities (continued)

- Women and those who have been victims of identity fraud are more likely to feel it's very acceptable for law enforcement authorities to use the fingerprint scan in most of these situations.
- Prior awareness of biometrics has no effect on the acceptability of using the fingerprint scan, with the exception of airport check-ins, where adults who have heard of biometrics are slightly less likely to find it very acceptable than those who were not aware of biometrics (52% vs. 62%).

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By U.S. Law Enforcement Authorities (continued)

Q8: *In light of the recent terrorist attacks but also thinking about our tradition of civil liberties, how acceptable do you feel it would be for U.S. law enforcement authorities to require that all individuals provide an official fingerprint-scan biometric and have their identities verified in each of the following situations?*

Sept. 2001

VERY ACCEPTABLE SUMMARY	GENDER		
	TOTAL	Male	Female
(n) =	(1017)	(507)	(510)
	%	%	%
Part of each American's passport	74	69	78 [^]
For entry into government buildings	70	64	76 [^]
For all airport check-ins	67	61	72 [^]
In order to obtain a driver's license	56	51	60 [^]
For all car rentals	40	34	45 [^]

[^] = Significantly higher than corresponding column(s) at the 95% confidence interval

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By U.S. Law Enforcement Authorities (continued)

Q8: *In light of the recent terrorist attacks but also thinking about our tradition of civil liberties, how acceptable do you feel it would be for U.S. law enforcement authorities to require that all individuals provide an official fingerprint-scan biometric and have their identities verified in each of the following situations?*

Aug. 2002

VERY ACCEPTABLE SUMMARY	TOTAL (n) =	GENDER	
		Male	Female
	(1046)	(515)	(531)
	%	%	%
Part of each American's passport	68	65	71
For entry into government buildings	62	58	65 [^]
For all airport check-ins	57	53	60 [^]
In order to obtain a driver's license	51	50	53
For all car rentals	30	29	30

[^] = *Significantly higher than corresponding column(s) at the 95% confidence interval*

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By U.S. Law Enforcement Agencies*

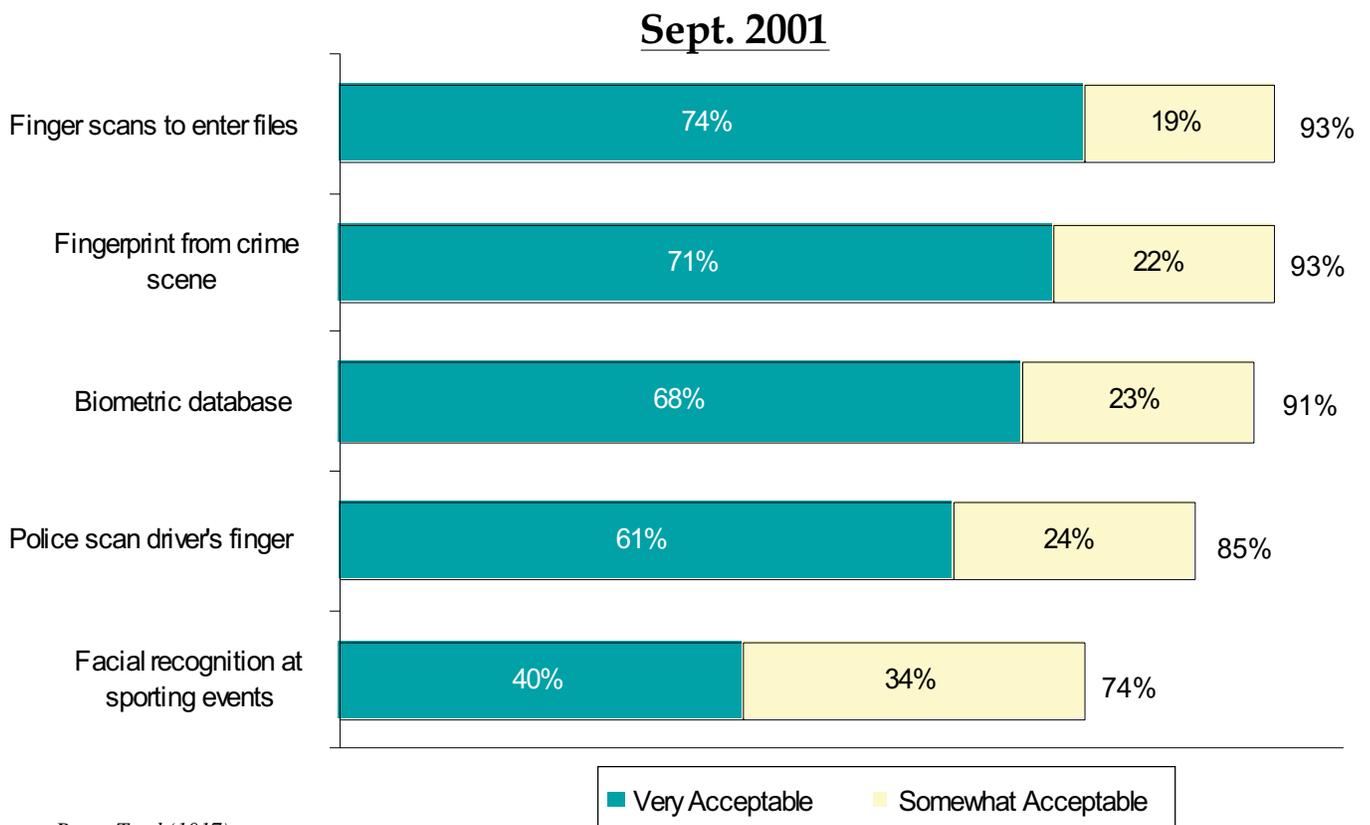
- Overall, American adults appear to consider it acceptable in most instances for law enforcement agencies to use a biometric ID system to identify people apart from terrorist-related activities. However, they are less open to the idea when it affects private sector activities.
 - Ninety-one percent or more consider each of the following uses to be either very or somewhat acceptable to use a biometric ID system in these situations, including more than two-thirds who feel it would be very acceptable:
 - ➔ Law enforcement agencies could use finger or hand scan biometrics to allow only authorized officials to enter law enforcement intelligence files (74%).
 - ➔ Detectives could take a fingerprint found at a crime scene, turn it into a biometric reading, and use this to search state and federal databases of convicted offenders (71%).
 - ➔ Law enforcement agencies could create a biometric database of all persons convicted of a serious crime for use in later criminal investigations (68%).
 - Most adults (85%) believe it's very or somewhat acceptable for police in patrol cars who stopped a driver for highway violations to scan a driver's finger and then use a computer terminal in the car to check this against a database of fugitives involved in serious crimes; six in ten (61%) think it's very acceptable.
 - Only four out of ten (40%) adults find it very acceptable for police to use facial recognition technology to scan the features of people attending major sports events or public ceremonies, looking for fugitives for serious crimes whose facial formulas they had in their system.

*Not asked in 2002.

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By U.S. Law Enforcement Agencies* (continued)

Q8: Here are some ways that law enforcement agencies are using or might use a biometric ID system to identify people apart from terrorist-related activities. Considering the potential benefits to society but also the potential threats to privacy, how acceptable would each of these uses be?



Base=Total (1017)

*Not asked in 2002.

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By Government Agencies*

- Overall, Americans appear to consider it acceptable for government agencies to use biometrics for specific purposes.
 - The vast majority of adults (95%) find it acceptable for managers of high-security government facilities to screen people seeking entry against a biometric database of persons authorized to enter; three-quarters (77%) find it very acceptable.
 - Most (87%) feel it's very or somewhat acceptable for security guards to screen people entering a school and to compare the scans against a biometric database of convicted child molesters; over two-thirds (69%) think it would be very acceptable.
 - Approximately six out of ten find it very acceptable for:
 - ➔ Government agencies issuing required occupational licenses to check an applicant's biometric against a database of criminal offenders not eligible to be licensed (62%)
 - ➔ Officials to screen people seeking welfare checks against those eligible for this benefit, to prevent people from obtaining double welfare benefits (60%)
 - ➔ Immigration officials to sign up persons wanting to speed up entry at passport-control stations to process travelers more quickly (57%)
 - Fewer than half (41%) of adults find it very acceptable for election officials to check a biometric database of convicted criminals and others who are not eligible to vote, and bar these persons from voting.

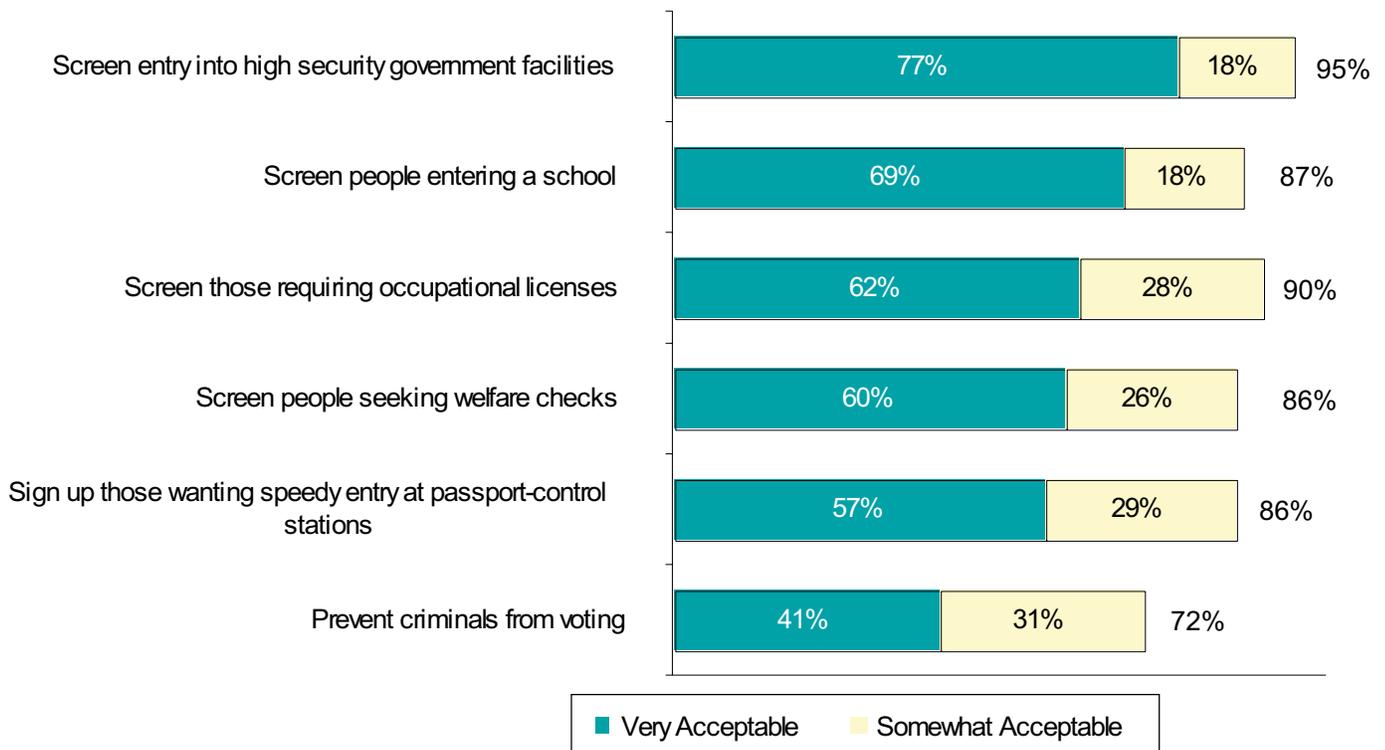
*Not asked in 2002.

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By Government Agencies* (continued)

Q9: Now, here are some ways that other types of government agencies might take a biometric reading of individuals and compare it to a stored database of identity formulas. Again, please consider both the potential benefits to society and also the potential threats to privacy, and then tell me how acceptable each of these uses would be, in your view.

Sept. 2001



Base = Total (1017)

*Not asked in 2002.

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By Government Agencies* (continued)

- Women, African Americans and adults living in the South are more likely to find it very acceptable for school security guards to screen people entering a school.
- Adults living in the South are more inclined than those from other regions to find it very acceptable for government agencies to check an applicant's biometric before issuing an occupational license (72% vs. 60%-Northeast, 56%-West, 54%-North Central).

*Not asked in 2002.

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By Government Agencies* (continued)

Q9: Now, here are some ways that other types of government agencies might take a biometric reading of individuals and compare it to a stored database of identity formulas. Again, please consider both the potential benefits to society and also the potential threats to privacy, and then tell me how acceptable each of these uses would be, in your view.

Sept. 2001

VERY ACCEPTABLE SUMMARY	TOTAL (n) = (1017) %	GENDER		RACE		REGION			
		Male (507) %	Female (510) %	White (818) %	African American (78)* %	Northeast (197) %	North Central (235) %	South (357) %	West (228) %
School security guards could screen people entering a school, and compare the scans against a biometric database of convicted child molesters	69	65	72 [^]	67	80 [^]	68	64	76 ^{^^^}	63
Government agencies issuing required occupational licenses could check applicant's biometric against a database of criminal offenders not eligible to be licensed	62	59	65	61	66	60	54	72 ^{^^^}	56

^{^(^^)} = Significantly higher than corresponding column(s) at the 95% confidence interval

* = Small Base

*Not asked in 2002.

ACCEPTABLE USES FOR BIOMETRICS

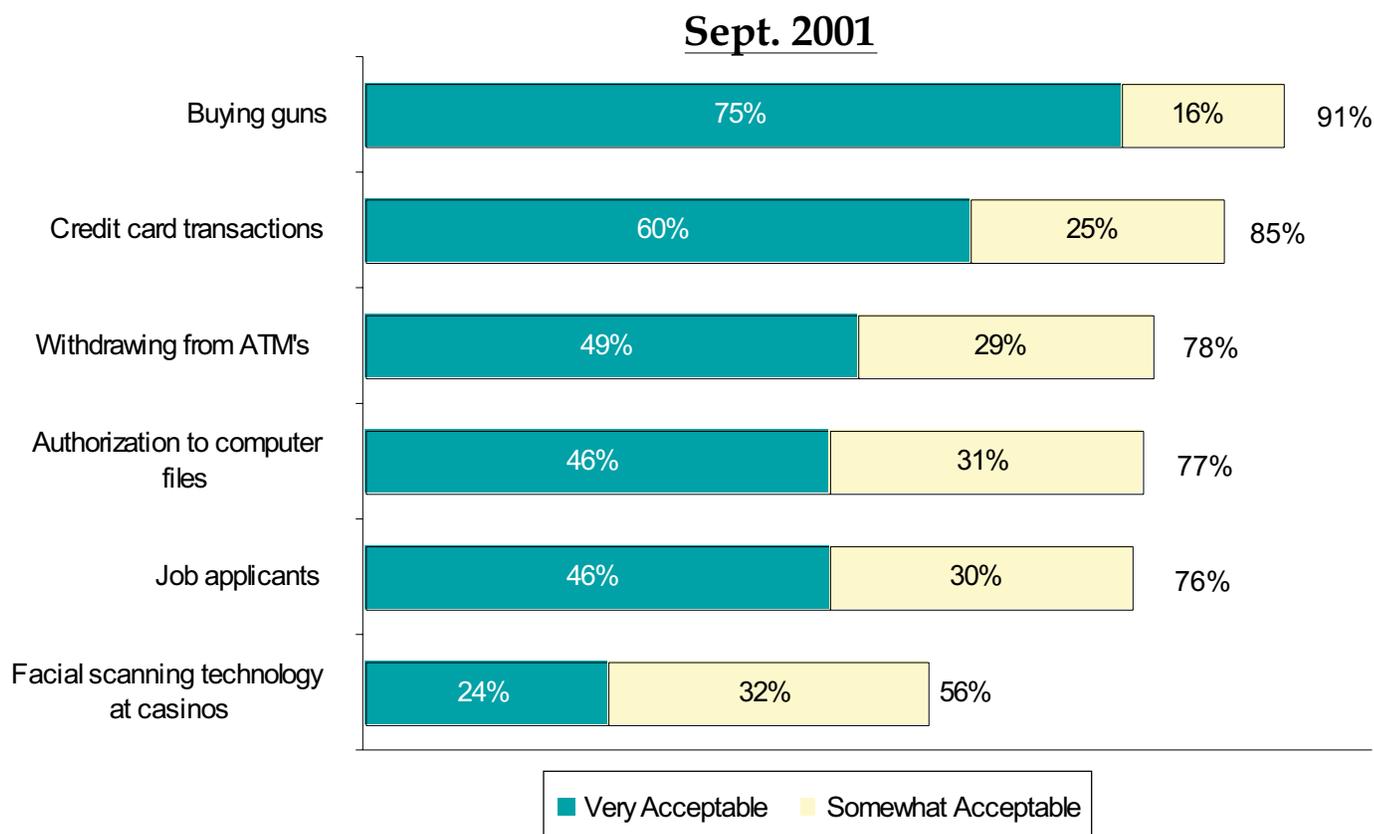
Use Of Biometric Techniques By Private-Sector Organizations*

- Although there is high acceptance for private-sector organizations to take biometric readings, support is lower than for law enforcement and government agencies to do so.
 - The vast majority of adults (91%) find it acceptable for stores selling guns to check each person against a federal government database of convicted felons and others not allowed to purchase firearms; three-quarters (75%) find it very acceptable .
 - Most (85%) feel is very or somewhat acceptable for credit card firms to offer card members a biometric to verify their identity for large transactions; six out of ten (60%) think it would be very acceptable.
 - On the other hand, fewer than half of adults find it very acceptable for biometric readings to be used in these ways:
 - ➔ ATMs operated by banks would require a biometric for withdrawing funds (49%).
 - ➔ Employers could check the biometric of job applicants against a government database of convicted felons (46%).
 - ➔ Computer system managers could use a biometric to admit persons authorized to access sensitive files (46%).
 - ➔ Casinos could use facial scanning technology to screen out professional card counters or others banned from gambling in casinos (24%).

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By Private-Sector Organizations* (continued)

Q10: Here are some ways that private-sector organizations might take a biometric reading of individuals and compare it to a stored database of identity formulas. Once more please consider both the potential benefits to society and the potential threats to privacy, and tell me how acceptable each of these uses would be.



Base = Total (1017)

*Not asked in 2002.



ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By Private-Sector Organizations* (continued)

- Women are more inclined to find it very acceptable for stores selling guns to check each person against a federal government database of convicted felons and others not allowed to purchase firearms (79% vs. 71%).
- African Americans tend to be more favorable toward credit cards offering members a biometric to verify their identity for large transactions (71% vs. 58%).

*Not asked in 2002.

ACCEPTABLE USES FOR BIOMETRICS

Use Of Biometric Techniques By Private-Sector Organizations* (continued)

Q10: Here are some ways that private-sector organizations might take a biometric reading of individuals and compare it to a stored database of identity formulas. Once more please consider both the potential benefits to society and the potential threats to privacy, and tell me how acceptable each of these uses would be.

		<u>Sept. 2001</u>				
VERY ACCEPTABLE SUMMARY		GENDER		RACE		
	(n) =	TOTAL (1017) %	Male (507) %	Female (510) %	White (818) %	African American (78)* %
Stores selling guns check buyers against database of convicted felons		75	71	79^	75	79
Credit card firms offer members a biometric to verify identity for large transactions		60	60	60	58	71^
ATMs could require a biometric for withdrawing funds		49	48	50	49	55
Employers could check the biometric of job applicants against database of convicted felons		46	43	49	46	50
System managers could use biometric to allow persons to access sensitive files		46	46	46	45	51
Casinos could use facial scanning to screen out professional card counters		24	22	26	23	37^

^ = Significantly higher than corresponding column(s) at the 95% confidence interval

* = Small Base

*Not asked in 2002.

DETAILED FINDINGS

Safeguards



SAFEGUARDS

Confidence That Biometrics Would Not Be Used To Threaten Privacy

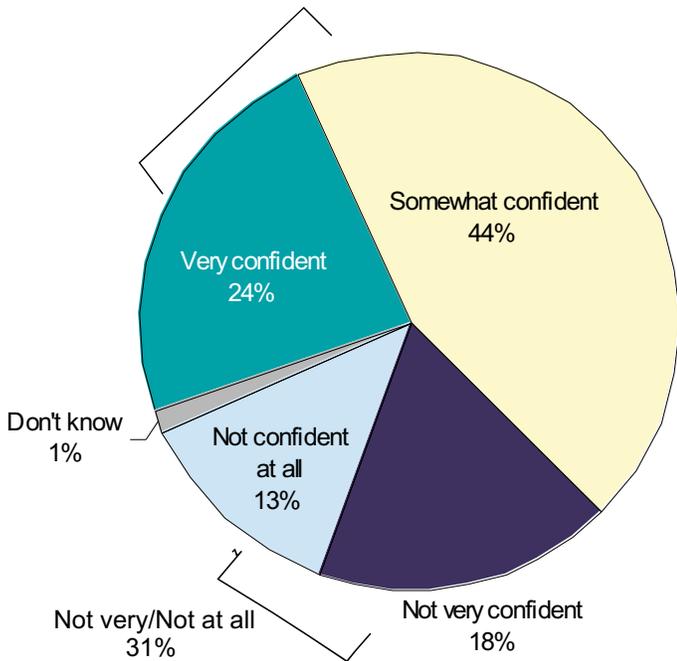
- Fewer Americans are very or somewhat confident that biometrics would be used solely for anti-terrorist work than in 2001 (62% vs. 68%).

SAFEGUARDS

Confidence That Biometrics Would Not Be Used To Threaten Privacy (continued)

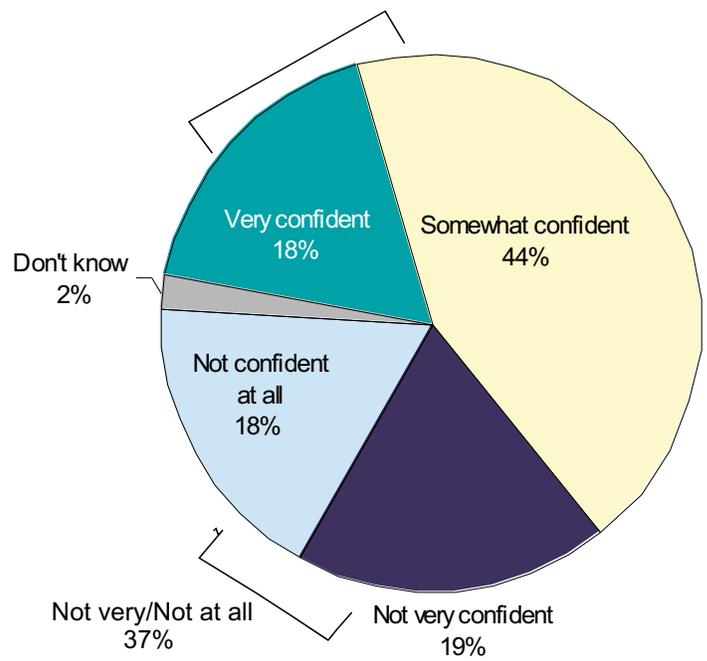
Q9: *If a biometric were used in these situations, how confident would you be that this technique would be used solely for anti-terrorist work, and not misused in ways that would threaten legitimate privacy?*

Sept. 2001



Base = Total (1017)

Aug. 2002



Base = Total (1046)



SAFEGUARDS

Confidence That Biometrics Would Not Be Used To Threaten Privacy (continued)

- Women and victims of identity fraud are more likely to be confident (very or somewhat) that biometrics would **not** be used in ways that would threaten legitimate privacy.
- In both 2001 and 2002, adults who were aware of biometrics were **more skeptical** the information would not be used in ways which threatened privacy. In 2001, better-educated adults also were more skeptical than less-educated ones.

SAFEGUARDS

Confidence That Biometrics Would Not Be Used To Threaten Privacy (continued)

Q9: *If a biometric were used in these situations, how confident would you be that this technique would be used solely for anti-terrorist work, and not misused in ways that would threaten legitimate privacy?*

Sept. 2001

	(n) =	GENDER		VICTIM OF IDENTITY FRAUD		EVER READ/HEARD ABOUT BIOMETRIC TECHNIQUES	
		Male (507)	Female (510)	Yes (219)	No (795)	Yes (534)	No (476)
	TOTAL (1017)						
	%	%	%	%	%	%	%
Very/Somewhat confident	68	63	71 [^]	76 [^]	65	64	71 [^]
Very confident	24	21	26	28	23	21	27 [^]
Somewhat confident	44	42	45	48	42	43	44
Not very confident/Not confident at all	31	36 [^]	27	24	33 [^]	35 [^]	27
Not very confident	18	20	17	16	19	22 [^]	14
Not confident at all	13	16 [^]	10	8	14 [^]	13	13
Don't know	1	1	2	*	2	1	2

[^] = Significantly higher than corresponding column(s) at the 95% confidence interval

* = Less than one-half of one percent

SAFEGUARDS

Confidence That Biometrics Would Not Be Used To Threaten Privacy (continued)

Q9: If a biometric were used in these situations, how confident would you be that this technique would be used solely for anti-terrorist work, and not misused in ways that would threaten legitimate privacy?

Aug. 2002

	(n) =	TOTAL (1046) %	GENDER		EDUCATION		EVER READ/HEARD ABOUT BIOMETRIC TECHNIQUES	
			Male (515) %	Female (531) %	No College (395) %	Some College+ (609) %	Yes (529) %	No (506) %
<i>Very/Somewhat confident</i>		62	57	66 [^]	66 [^]	59	58	65 [^]
Very confident		18	17	19	25 [^]	13	14	21 [^]
Somewhat confident		44	40	47 [^]	42	45	45	44
<i>Not very confident/Not confident at all</i>		37	41 [^]	33	31	40 [^]	41 [^]	33
Not very confident		19	19	19	16	22 [^]	20	19
Not confident at all		18	22 [^]	14	15	18	21 [^]	15
Don't know		2	2	1	2	1	1	2

[^] = Significantly higher than corresponding column(s) at the 95% confidence interval

SAFEGUARDS

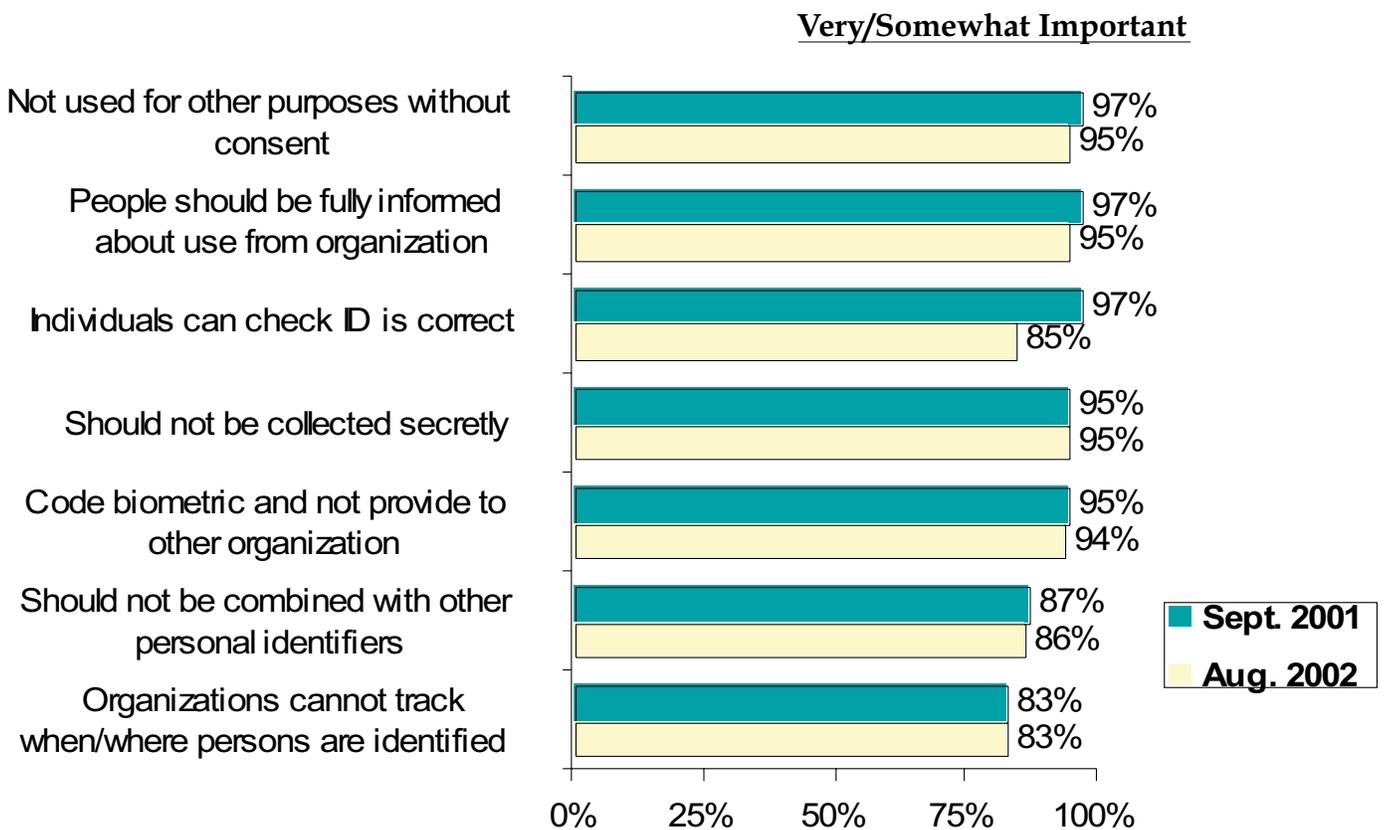
Importance Of Policies To Prevent Misuse

- Overall, Americans feel that it is very important for policies to be adopted to protect against the possible misuses of biometric ID information by businesses or government agencies.
 - Nearly all American adults (95% or more) feel these policies are very or somewhat important to safeguard individuals' privacy; most feel they are very important:
 - ➔ Organizations should not use biometric IDs for any purpose other than those originally described to the individual, unless the organization is required to do so by law or each person in the system has been informed and given his or her consent (89% in 2001 vs. 88% in 2002).
 - ➔ People should be fully informed about the uses an organization will make of their biometric ID and why it is needed (89% vs. 86%).
 - ➔ There should be a procedure so individuals can check to see if their biometric ID formula has been correctly applied and that they can have any rejection of their identity re-examined and verified (86% vs. 85%).
 - ➔ Organizations collecting biometric IDs should automatically code the ID formula and not provide the key to any other organization unless required to do so by law or expressly authorized by the individual (84% in both 2001 and 2002).
 - ➔ Except in national security situations, an individual should be told whenever their biometric identifier is being collected — it should not be collected secretly (81% vs. 78%).
 - A smaller majority of adults feel it is very important that biometric IDs not be combined with other personal identifiers (68% in 2001 vs. 66% in 2002) or that organizations not be permitted to compile records to track when or where persons were identified using their biometric ID (54% vs. 58%).

SAFEGUARDS

Importance Of Policies To Prevent Misuse (continued)

Q12: I am going to read some policies that could be adopted to protect against potential misuses of biometric ID information by businesses or government agencies. How important do you feel each of these policies would be in safeguarding individuals' privacy?

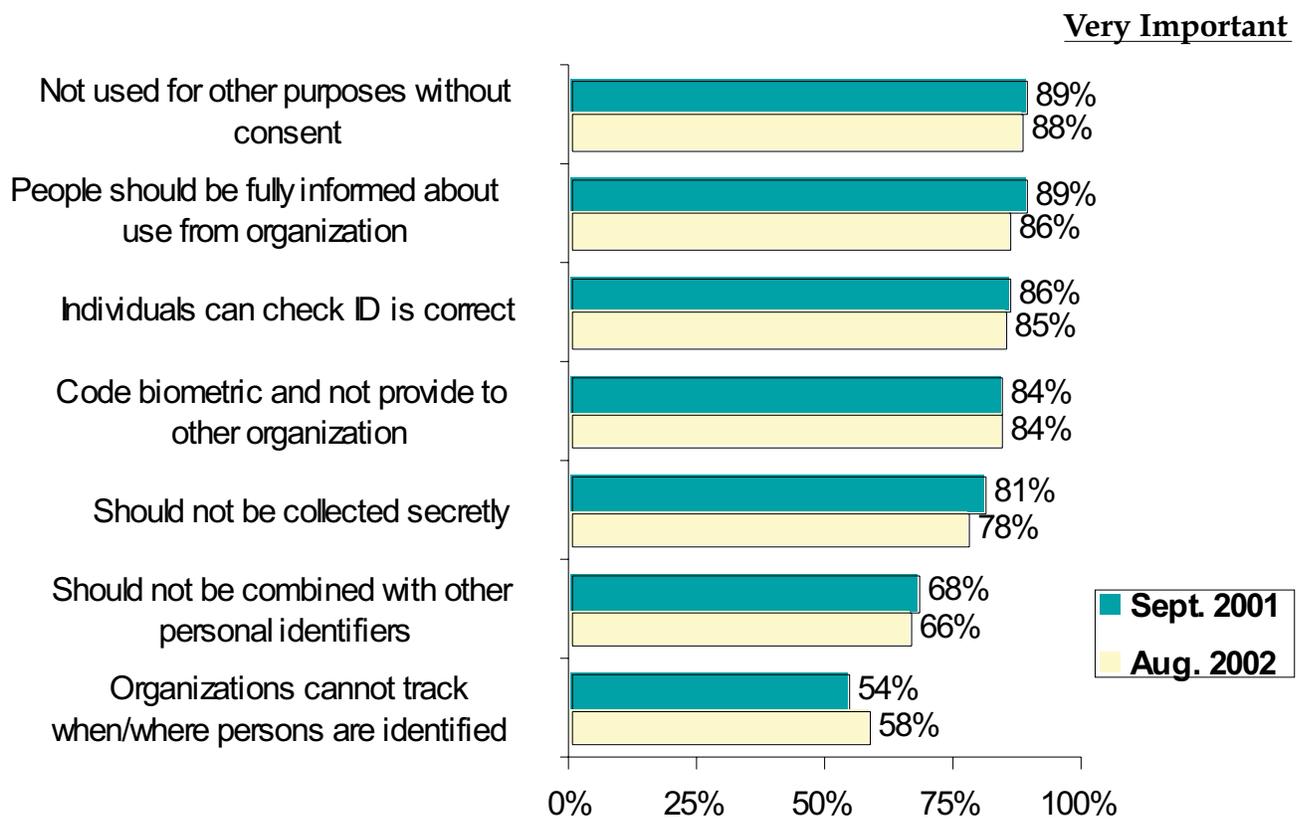


Base = Total (Sept. 2001 n=1017) (Aug. 2002 n=1046)

SAFEGUARDS

Importance Of Policies To Prevent Misuse (continued)

Q12: I am going to read some policies that could be adopted to protect against potential misuses of biometric ID information by businesses or government agencies. How important do you feel each of these policies would be in safeguarding individuals' privacy?



Base = Total (Sept. 2001 n=1017) (Aug. 2002 n=1046)



SAFEGUARDS

Importance Of Policies To Prevent Misuse (continued)

- Americans who have read or heard about biometric techniques are more likely than those not aware of biometrics to feel that a number of policies are very important.

SAFEGUARDS

Importance Of Policies To Prevent Misuse (continued)

Q12: I am going to read some policies that could be adopted to protect against potential misuses of biometric ID information by businesses or government agencies. How important do you feel each of these policies would be in safeguarding individuals' privacy?

VERY IMPORTANT SUMMARY	<u>Sept. 2001</u>			<u>Aug. 2002</u>		
	(n) =	EVER READ/HEARD ABOUT BIOMETRIC TECHNIQUES		TOTAL (1046) %	EVER READ/HEARD ABOUT BIOMETRIC TECHNIQUES	
		TOTAL (1017) %	Yes (534) %		No (476) %	Yes (529) %
Should not be used for purposes other than originally described	89	93 [^]	85	88	91 [^]	85
People should be fully informed about the uses	89	91 [^]	87	86	90 [^]	83
Procedure so individuals can check that formula correctly applied	86	89 [^]	83	85	86	84
Organizations should code the ID and not provide the key to other organizations	84	87 [^]	81	84	87 [^]	81
Individuals should be told when an identifier is being collected	81	84 [^]	78	78	83 [^]	74

[^] = Significantly higher than corresponding column(s) at the 95% confidence interval



DETAILED FINDINGS

Projections





PROJECTIONS

Benefits Vs. Concerns About Providing Identifiers

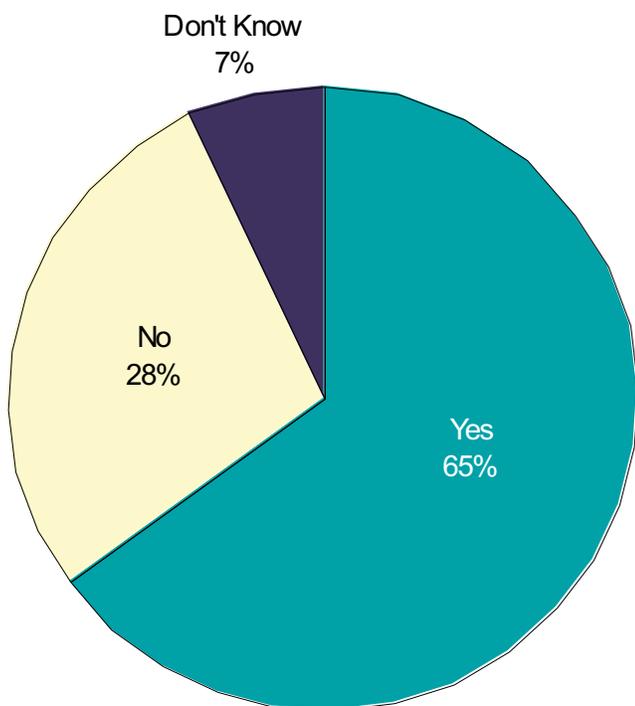
- Two in three adults in 2001 (65%) felt that increases in correct identification of people, with rule in place as a required code for biometrics, would outweigh concerns about having to provide the identifiers; while still a majority, in 2002 this fell to 56%.
- Responses vary little among subgroups; results among those who were aware of biometrics are the same as among those who were unaware of biometrics prior to the survey.

PROJECTIONS

Benefits Vs. Concerns About Providing Identifiers (continued)

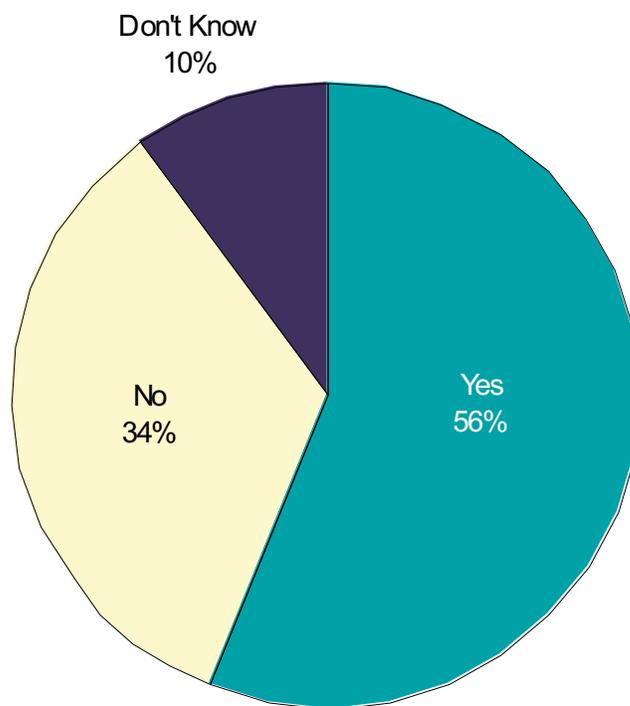
Q13: If these rules were put into place as a required code for biometric uses, would you feel that the increases in correct identification of people under such rules outweighed any concerns about having to provide such identifiers, or would you not feel that way?

Sept. 2001



Base = Total (1017)

Aug. 2002



Base = Total (1046)

PROJECTIONS

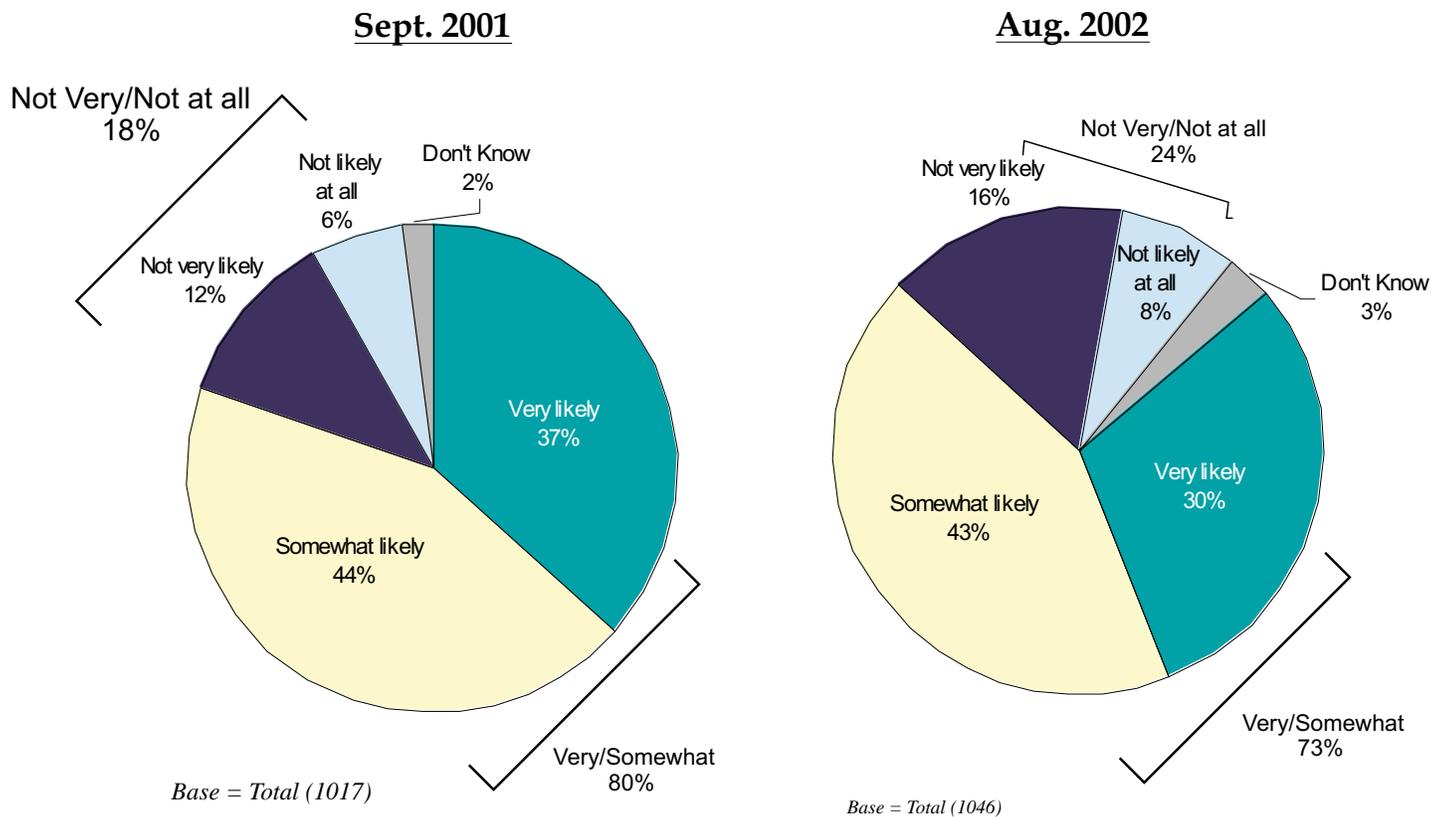
Likelihood Of Adopting Safeguards To Protect Privacy

- Americans are also less confident safeguards will be adopted to protect against misuse of biometric information. Seven in ten adults (73% vs. 80% last year) think it is very or somewhat likely safeguards will be adopted when biometrics are widely used; three in ten (30%) think it is very likely, compared with 37% last year. One in four (24%, vs. 18% in 2001) think it is not very or not likely at all any safeguards will be adopted.

PROJECTIONS

Likelihood Of Adopting Safeguards To Protect Privacy (continued)

Q14: Some people worry that biometrics will be widely used in government and business activities but that our society will not adopt safeguards like those just mentioned. Other people believe that our society will adopt such safeguards if and when biometrics are widely used. How likely do you think it is that effective safeguards will be adopted?





PROJECTIONS

Likelihood Of All Americans Having a Biometric ID On File By End Of The Decade

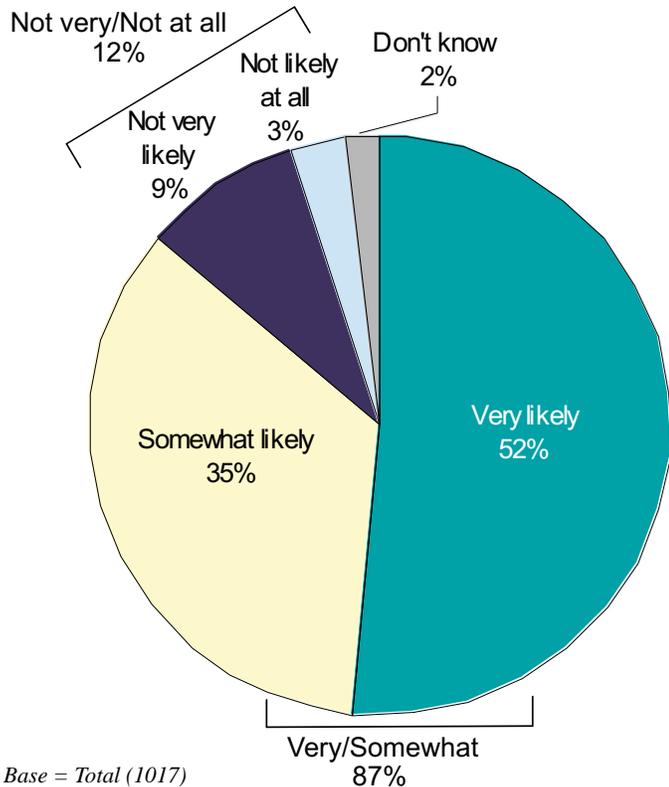
- A large majority of adults (87% in 2001 and 82% in 2002) feel it is likely that almost every American adult will have at least one biometric ID on file somewhere by the end of this decade. About half (52% vs. 49%) feel it is very likely, while about one-third (35% and 33%) feel it is somewhat likely.

PROJECTIONS

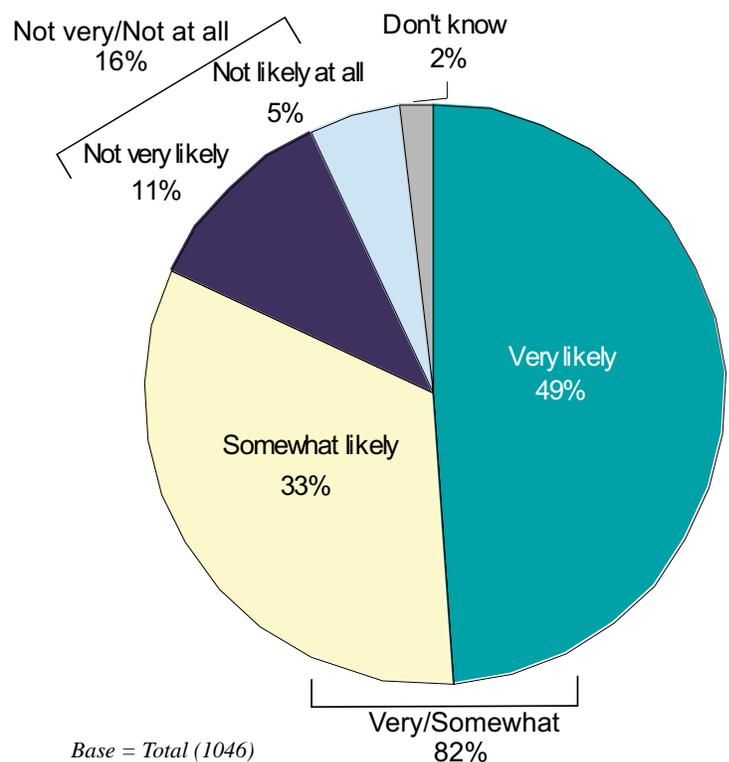
Likelihood Of All Americans Having a Biometric ID On File By End Of The Decade (continued)

Q15: Given the growing concerns about verifying the identity of persons, how likely do you think it is that, by the end of this decade, almost every American adult will have at least one biometric ID on file somewhere to verify their identity?

Sept. 2001



Aug. 2002





PROJECTIONS

Likelihood Of All Americans Having a Biometric ID On File By End Of The Decade (continued)

- In 2002, a higher proportion of adults who were aware of biometrics think it is very likely that almost every American adult will have a biometric ID on file by the end of this decade than those who were not aware (55% vs. 43%).

PROJECTIONS

Likelihood Of All Americans Having a Biometric ID On File By End Of The Decade (continued)

Q15: Given the growing concerns about verifying the identity of persons, how likely do you think it is that, by the end of this decade, almost every American adult will have at least one biometric ID on file somewhere to verify their identity?

	<u>Sept. 2001</u>			<u>Aug. 2002</u>			
	(n) =	TOTAL (1017) %	AWARE OF BIOMETRICS		TOTAL (1046) %	AWARE OF BIOMETRICS	
			Yes (534) %	No (476) %		Yes (529) %	No (506) %
<i>Very/Somewhat likely</i>	87	87	87	86	82	84	80
Very likely	52	54	54	49	49	55^	43
Somewhat likely	35	33	33	37	33	29	37^
<i>Not very likely/Not likely at all</i>	12	11	11	12	16	15	18
Not very likely	9	9	9	10	11	10	12
Not likely at all	3	3	3	3	5	5	6
Don't know	2	2	2	1	2	1	3

^ = Significantly higher than corresponding column(s) at the 95% confidence interval



DETAILED FINDINGS

Summary of Factors Influencing Attitudes Toward the Use of Biometrics

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS

- The survey instrument was designed to capture demographic, experiential and attitudinal characteristics that might have an impact on or a relationship to respondents' views on the use of biometrics. Throughout the detailed findings are references to key differences where those differences are statistically significant at the 95% confidence level. In many cases, differences either do not exist or were marginal. However, a few patterns do emerge.
 - Women tend to be more favorable than men toward the use of biometrics.
 - In some cases, education and race also affected attitudes.
 - Not surprisingly, those who have been victims of identity fraud tend to be more favorable toward the use of biometrics than those who have not been victims.

- The following tables summarize the experiential, attitudinal and demographic factors examined.

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

Experience/Attitudinal Summary

■ The following tables summarize the experience and attitudinal factors examined.

Sept. 2001

	TOTAL (n) =	GENDER		AGE						RACE	
		(1017)	Male (507)	Female (510)	18-24 (94)*	25-34 (201)	35-44 (225)	45-54 (233)	55-64 (123)	65+ (120)	White (818)
	%	%	%	%	%	%	%	%	%	%	%
READ/HEARD ABOUT BIOMETRIC TECHNIQUES											
Yes	52	58 [^]	46	45	51	52	57	56	49	55 [^]	36
No	47	42	53 [^]	52	47	48	42	43	50	44	63 [^]
LEVEL OF CONCERN ABOUT MISUSE OF PERSONAL INFO											
High	51	50	53	41	50	51	56 [^]	55 [^]	51	48	65 [^]
Moderate	35	35	36	39	40 [^]	37	34	34	29	38 [^]	21
Low	13	15	11	21 ^{^^}	10	12	9	11	20 ^{^^}	14	13

^{^(^)} = Significantly higher than corresponding column(s) at the 95% confidence interval

Categories may not add to 100% due to either rounding or the option to decline to respond to some questions.

* = Small Base

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

Experience/Attitudinal Summary

■ The following tables summarize the experience and attitudinal factors examined.

Aug. 2002

	TOTAL	GENDER		AGE						RACE		
		(n) =	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	White	Afr. Amer.
	%	(1046)	(515)	(531)	(118)	(153)	(226)	(220)	(158)	(151)	(846)	(78)*
	%	%	%	%	%	%	%	%	%	%	%	%
READ/HEARD ABOUT BIOMETRIC TECHNIQUES												
Yes	49	49	50	33	50 [^]	52 ^{^^}	59 ^{^^}	58 ^{^^}	40	52 [^]	29	
No	50	51	49	67 ^{^^}	49	47	40	41	57 ^{^^}	47	69 [^]	
LEVEL OF CONCERN ABOUT MISUSE OF PERSONAL INFO												
High	54	52	56	45	46	61 ^{^^}	56	57	54	51	73 [^]	
Moderate	34	33	35	35	41 [^]	29	32	34	34	36 [^]	20	
Low	12	15 [^]	9	20 ^{^^}	12	11	12	8	11	13	7	

^{^(^^)} = Significantly higher than corresponding column(s) at the 95% confidence interval

Categories may not add to 100% due to either rounding or the option to decline to respond to some questions.

* = Small Base

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

Experience/Attitudinal Summary (continued)

Sept. 2001

	TOTAL (n) =	GENDER		AGE						RACE	
		Male (507)	Female (510)	18-24 (94)*	25-34 (201)	35-44 (225)	45-54 (233)	55-64 (123)	65+ (120)	White (818)	Afr. Amer. (78)*
	%	%	%	%	%	%	%	%	%	%	%
PRIVACY VICTIM OF BUSINESS											
Yes	28	33 [^]	24	21	33 ^{^^}	27	35 ^{^^}	28	23	28	28
No	71	66	75 [^]	77 [^]	67	71	65	69	77 [^]	71	72
EVER BEEN FINGERPRINTED											
Yes	69	78 [^]	62	62	75 [^]	69	67	73	70	69	67
No	30	22	37 [^]	38 [^]	24	31	32	26	28	30	33
PROVIDED IDENTIFYING CHARACTERISTICS											
Yes	5	6	4	5	8 [^]	4	8 [^]	3	0	5	3
No	95	94	95	95	90	95	92	96	100 ^{^^}	95	93

^{^(^)} = Significantly higher than corresponding column(s) at the 95% confidence interval

Categories may not add to 100% due to either rounding or the option to decline to respond to some questions.

* = Small Base

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

Experience/Attitudinal Summary (continued)

Aug. 2002

	TOTAL	GENDER		AGE						RACE	
		(n) =	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	White
	%	%	%	%	%	%	%	%	%	%	%
EVER BEEN FINGERPRINTED											
Yes	66	78	54	57	68	68 [^]	68	66	66	66	63
No	33	21	44	43 ^{^^}	31	30	31	31	31	32	36
PROVIDED IDENTIFYING CHARACTERISTICS											
Yes	11	16 [^]	6	9	16	10	11	9	8	11	13
No	89	83	94 [^]	91	84	90	88	91	92	89	87

^{^(^)} = Significantly higher than corresponding column(s) at the 95% confidence interval

Categories may not add to 100% due to either rounding or the option to decline to respond to some questions.

* = Small Base

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

Experience/Attitudinal Summary (continued)

Sept. 2001

	TOTAL (n) = (1017) %	HH INCOME					EDUCATION			
		LT \$15K	\$15K-LT \$25K	\$25K LT \$35K	\$35K LT \$50K	\$50K or Higher	HS Inc.	HS Grad	Some Coll.	College Grad
		(72)* %	(93) %	(130) %	(148) %	(318) %	(76)* %	(300) %	(264) %	(350) %
READ/HEARD ABOUT BIOMETRIC TECHNIQUES										
Yes	52	46	40	37	58 ^{^^}	63 ^{^^^}	33	39	54 ^{^^}	67 ^{^^^}
No	47	52 [^]	57 ^{^^}	62 ^{^^}	42	37	65 ^{^^}	60 ^{^^}	46 [^]	32
LEVEL OF CONCERN ABOUT MISUSE OF PERSONAL INFO										
High	51	55	59 [^]	45	46	45	55	56 [^]	51	45
Moderate	35	35	25	41 [^]	41 [^]	39 [^]	27	32	36	41 ^{^^}
Low	13	9	16	14	13	16	18	12	13	14

^{^(^^)} = Significantly higher than corresponding column(s) at the 95% confidence interval

Categories may not add to 100% due to either rounding or the option to decline to respond to some questions.

* = Small Base

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

Experience/Attitudinal Summary (continued)

Aug. 2002

	TOTAL (n) = (1046) %	HH INCOME					EDUCATION			
		LT \$15K	\$15K-LT \$25K	\$25K LT \$35K	\$35K LT \$50K	\$50K or Higher	HS Inc.	HS Grad	Some Coll.	College Grad
		(94)* %	(100)* %	(137) %	(181) %	(332) %	(76)* %	(319) %	(254) %	(355) %
READ/HEARD ABOUT BIOMETRIC TECHNIQUES										
Yes	49	38	43	48	46	58^^	19	40	49^^	65^^
No	50	59^	56^	52	54^	42	79^^	59^^	50^	35
LEVEL OF CONCERN ABOUT MISUSE OF PERSONAL INFO										
High	54	59	58	51	59^	48	58^	58^	56^	47
Moderate	34	31	29	38	32	39	28	32	30	39^
Low	12	10	13	11	9	14	14	10	13	13

^(^)= Significantly higher than corresponding column(s) at the 95% confidence interval

Categories may not add to 100% due to either rounding or the option to decline to respond to some questions.

* = Small Base

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

Experience/Attitudinal Summary (continued)

Sept. 2001

	TOTAL	HH INCOME					EDUCATION			
		LT \$15K	\$15K-LT \$25K	\$25K LT \$35K	\$35K LT \$50K	\$50K or Higher	HS Inc.	HS Grad	Some Coll.	College Grad
	(n) = (1017)	(72)*	(93)	(130)	(148)	(318)	(76)*	(300)	(264)	(350)
	%	%	%	%	%	%	%	%	%	%
PRIVACY VICTIM OF BUSINESS										
Yes	28	31	28	25	29	29	34	26	27	29
No	71	69	71	74	71	70	65	74	71	70
EVER BEEN FINGERPRINTED										
Yes	69	65	73	68	72	72	73	61	72 [^]	74 [^]
No	30	34	26	32	27	28	27	38 ^{^^}	28	25
PROVIDED IDENTIFYING CHARACTERISTICS										
Yes	5	4	0	7	3	7	0	4	5	6
No	95	96	100	93	97	93	95	96	95	93

^{^(^)} = Significantly higher than corresponding column(s) at the 95% confidence interval

Categories may not add to 100% due to either rounding or the option to decline to respond to some questions.

* = Small Base

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

Experience/Attitudinal Summary (continued)

Aug. 2002

	TOTAL (n) =	HH INCOME					EDUCATION			
		LT \$15K	\$15K-LT \$25K	\$25K LT \$35K	\$35K LT \$50K	\$50K or Higher	HS Inc.	HS Grad	Some Coll.	College Grad
		(94)*	(100)*	(137)	(181)	(332)	(76)*	(319)	(254)	(355)
	%	%	%	%	%	%	%	%	%	
EVER BEEN FINGERPRINTED										
Yes	66	63	74	68	67	67	55	61	70^^	70^^
No	33	36	26	30	33	33	44^^	38^^	29	28
PROVIDED IDENTIFYING CHARACTERISTICS										
Yes	11	3	14	15	10	12	7	6	13^	13^
No	89	97	86	85	90	88	93	94^^	86	86

^(^)= Significantly higher than corresponding column(s) at the 95% confidence interval

Categories may not add to 100% due to either rounding or the option to decline to respond to some questions.

* = Small Base

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

■ The following table summarizes the demographic factors examined.

Sept. 2001

(n) = (1017)

	%		%
GENDER		HOUSEHOLD INCOME	
Male	48	Less than \$25,000	21
Female	52	\$25,000 to less than \$50,000	27
		\$50,000 or higher	29
AGE		EDUCATION	
18-24	13	High School Incomplete	8
25-34	19	High School Graduate	30
35-44	22	Some College	26
45-54	17	College Graduate	35
55-64	11		
65 and older	16	GEOGRAPHIC REGION	
RACE/ETHNICITY		Northeast	20
White	81	North Central (Mid-West)	23
Black/African American	12	South	36
Asian/Asian American	1	West	22
Some other race	3		
Hispanic household (any race)	8		
POLITICAL OPINION			
Conservative	44		
Moderate	35		
Liberal	15		

SUMMARY OF FACTORS INFLUENCING ATTITUDES TOWARD THE USE OF BIOMETRICS (continued)

■ The following table summarizes the demographic factors examined.

Aug. 2002

(n) = (1046)

	%		%
GENDER		HOUSEHOLD INCOME	
Male	48	Less than \$25,000	20
Female	51	\$25,000 to less than \$50,000	30
		\$50,000 or higher	32
AGE		EDUCATION	
18-24	13	High School Incomplete	8
25-34	18	High School Graduate	31
35-44	22	Some College	24
45-54	18	College Graduate	34
55-64	11		
65 and older	16	GEOGRAPHIC REGION	
RACE/ETHNICITY		Northeast	19
White	81	North Central (Mid-West)	23
Black/African American	12	South	36
Asian/Asian American	1	West	22
Some other race	4		
Hispanic household (any race)	6		



APPENDIX





METHODOLOGY

This report presents the findings of telephone surveys conducted among national probability samples of 1017 adults in 2001, comprised of 507 men and 510 women, and 1046 adults in 2002, comprised of 515 men and 531 women. In both years, respondents were 18 years of age and older, living in private households in the continental United States. Results based on the total population for both years have a margin of sampling error of plus or minus three percentage points at the 95% confidence level. When comparing results from both years, the margin of error increases to plus or minus four percentage points. Included in the Appendix, which follows the body of this report, are tables of sampling tolerances of survey results and a copy of the survey questionnaires.

As required by the Code of Standards of the Council of American Survey Research Organizations, we will maintain the anonymity of our respondents. No information will be released that in any way will reveal the identity of a respondent. ORC International has exercised its best efforts in the preparation of this information. In any event, ORC International assumes no responsibility for any use that is made of this information or any decisions based upon it.

METHODOLOGY (continued)

SAMPLING

Probability sampling techniques were employed in the selection of households for telephone interviewing. ORC International utilizes an unrestricted random sampling procedure that controls the amount of serial bias found in systematic sampling to generate its random-digit-dial sample. The sample was fully replicated and stratified by region. Only one interview is conducted per household. All sample numbers selected were subject to up to four attempts to complete an interview.

ORC International's national probability telephone sample is an efficient form of random-digit-dialing. The sample is designed to be a simple random sample of telephone households. Unlike published directories, ORC International's national probability telephone sample includes both unlisted numbers and numbers issued after publication of the directories. The following procedure was used to create the sample:

- ORC International has an annual license for GENESYS, a custom RDD sample generation system developed by Marketing Systems Groups.
- The methodology for generating random digit dialing (RDD) telephone samples in the GENESYS system provides for a single stage, EPSEM (Equal Probability of Selection Method) sample of residential telephone numbers. It is updated twice a year.
- When a national probability sample is needed, a random selection is made from approximately 40,000 exchanges in two million working banks.
- Each telephone number is transferred to a separate call record. The record shows the computer-generated telephone number to be called, as well as the county, state, and time zone into which the telephone number falls. Our computerized interviewing system (CATI) uses this information to keep track of regional quotas. The CATI interviewing program also keeps track of the disposition categories for each call attempt.



METHODOLOGY (continued)

DATA COLLECTION

Interviewing for these surveys was completed during the periods September 18-30, 2001 and August 15-18, 2002. All data collection efforts took place at ORC International's Central Telephone Facilities in Tucson, Arizona and Tampa, Florida. All ORC International's interviewers complete an intensive training and test period. Additionally, they attend follow-up training classes that cover advanced screening techniques, in-depth probing and the art of refusal avoidance. Interviewers are continuously supervised, monitored and reviewed in order to maintain the highest quality interviewing standards.

All interviews were conducted using ORC International's computer assisted telephone interviewing (CATI) system. The system is state-of-the-art and offers several distinct advantages such as: full-screen control which allows multi-question screens, fully-programmable help and objection screens to aid interviewing, an extremely flexible telephone number management system and powerful data checking facilities. CATI ensures that interviews are conducted in the most efficient manner and allows interviewers easy response recording. This interviewing method also allows for the most accurate form of data entry by guiding the interviewer through the programmed question flow and by providing on-screen interviewer instructions.

WEIGHTING

Completed interviews were weighted by four variables: age, sex, geographic region, and race, to help ensure reliable and accurate representation of the total population, 18 years of age and older. The raw data were weighted by a proprietary program that automatically develops a weighting factor for each respondent. In this program, each respondent is assigned a single weight derived from the relationship between the actual proportion of the population with its specific combination of age, sex, geographic characteristics and race and the proportion in the sample. Proportional targets for the population were based on the Current Population Survey (U.S. Census Bureau). The tables included in this report show unweighted bases.

RELIABILITY OF SURVEY PERCENTAGES

Results of any sample are subject to sampling variation. The magnitude of the variation is measurable and is affected by the number of interviews and the level of the percentages expressing the results.

The table below shows the possible sample variation that applies to percentage results reported herein. The chances are 95 in 100 that a survey result does not vary, plus or minus, by more than the indicated number of percentage points from the result that would be obtained if interviews had been conducted with all persons in the universe represented by the sample.

Size of Sample on Which Survey Results Are Based	Approximate Sampling Tolerances Applicable to Percentages At or Near These Levels				
	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
1,000 interviews	2%	2%	3%	3%	3%
500 interviews	3%	4%	4%	4%	4%
250 interviews	4%	5%	6%	6%	6%
100 interviews	6%	8%	9%	10%	10%

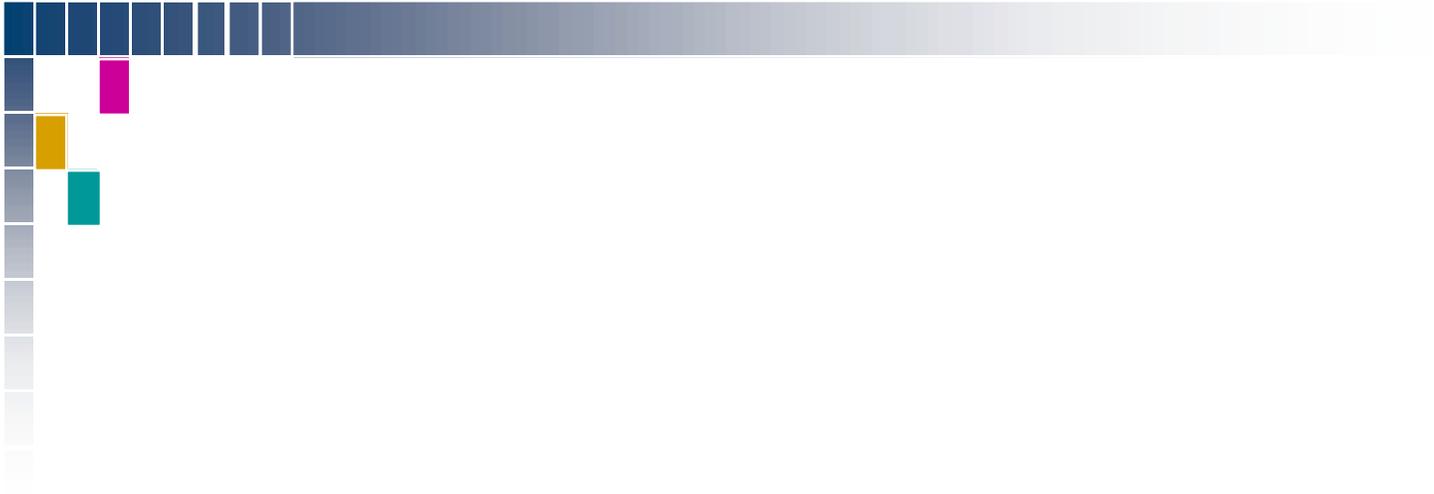
Additional Sampling Tolerances for Samples of 1,000 Interviews

<u>9% or 91%</u> 2%	<u>8% or 92%</u> 2%	<u>7% or 93%</u> 2%	<u>6% or 94%</u> 1%	<u>5% or 95%</u> 1%
<u>4% or 96%</u> 1%	<u>3% or 97%</u> 1%	<u>2% or 98%</u> 1%	<u>1% or 99%</u> .2%	

SAMPLING TOLERANCES WHEN COMPARING TWO SAMPLES

Tolerances are also involved in the comparison of results from independent parts of the sample. A difference, in other words, must be of at least a certain number of percentage points to be considered statistically significant – that is not due to random chance. The table below is a guide to the sampling tolerances in percentage points applicable to such comparisons, based on a 95% confidence level.

Size of Samples Compared	Differences Required for Significance at or Near These Percentage Levels				
	<u>10% or 90%</u>	<u>20% or 80%</u>	<u>30% or 70%</u>	<u>40% or 60%</u>	<u>50%</u>
1,000 and 1,000	3%	4%	4%	4%	4%
1,000 and 500	3%	4%	5%	5%	5%
1,000 and 250	4%	6%	6%	7%	7%
1,000 and 100	6%	8%	9%	10%	10%
500 and 500	4%	5%	6%	6%	6%
500 and 250	5%	6%	7%	7%	8%
500 and 100	6%	9%	10%	11%	11%
250 and 250	5%	7%	8%	9%	9%
250 and 100	7%	9%	11%	11%	12%
100 and 100	8%	11%	13%	14%	14%



Questionnaires



OPINION RESEARCH CORPORATION INTERNATIONAL

PUBLIC ATTITUDES TOWARD IDENTIFICATION TECHNOLOGIES, CRIME PREVENTION
AND PRIVACY

(PRIVACY & BIOMETRICS)

#33547

FINAL TOPLINE – September 18-30, 2001

BALLOT #
TELEPHONE #
STATE
COUNTY
METRO
SURVEY # (LAST 3 DIGITS)
CALL

TELEPHONE NUMBER: (____) _____ TIME ENDED: _____

TIME STARTED: _____

349-352

LENGTH: _____ (MINUTES)

SEX OF RESPONDENT:

DATE: _____

372 1 MALE

INTERVIEWER: _____

2 FEMALE

I.D.: _____

Hello, I'm ____ calling from Opinion Research Corporation International of Princeton, New Jersey. We're conducting a national survey of people's opinions on public policy issues and would like to have your household participate. We are not selling any products or services. We are only asking your opinions.

Now, may I please speak to a (male/female) 18 years of age or older who lives in this household?

First of all . . .

Unless otherwise noted, base = 1017

Q1 Some individuals fraudulently assume the identity of other persons in order to engage in illegal acts. Have you read or heard about people doing this in any of the following situations? (READ AND ROTATE. RECORD AS MANY AS APPLY)

50%	1	To apply for government welfare payments to which they weren't entitled
62%	2	To cash forged personal checks at stores
72%	3	To use stolen credit cards
51%	4	To obtain unauthorized access to confidential computer files
52%	5	To use stolen telephone charge numbers
19%	6	DON'T KNOW/NONE OF THESE

Q2 How serious a problem do you think this sort of thing poses today? Would you say it is very serious, somewhat serious, not very serious, or not serious at all?

63%	1	VERY SERIOUS
32%	2	SOMEWHAT SERIOUS
4%	3	NOT VERY SERIOUS
*	4	NOT SERIOUS AT ALL
1%	5	DON'T KNOW

Q3 Have you ever personally been the victim of identity fraud? This is where someone uses a lost or stolen credit card, a telephone calling card, or false identification to obtain merchandise, make long distance calls, open credit or bank accounts, or apply for government benefits in someone else's name.

21%	1	YES
78%	2	NO
*	3	DON'T KNOW

READ SLOWLY

To identify persons more accurately for many purposes and to help prevent crimes such as identity thefts, a scientific procedure called biometrics has been developed.

Some types of biometrics use permanent physical characteristics, such as eye or voice patterns or facial features. Other types use a person's behavior, such as the way they sign their name or type words.

The way this works is that a person's feature is first obtained, with their cooperation. It is converted into a mathematical formula, and stored in a computer. When someone's identity is to be verified – for example, to access a computer system with personal medical information – their biometric feature is obtained at that point and compared to the formula stored in the database.

Q4 Before this survey, have you ever read or heard about any of these biometric techniques?

52%	1	<u>YES</u> ----- -- > CONTINUE
47%	2	NO
1%	3	<u>DON'T KNOW</u> ----- -- > SKIP TO INTRODUCTION BEFORE Q8

Q5 Have you ever personally provided identifying characteristics to an organization for such a computer-matched biometric comparison?

Base = 534

5%	1	<u>YES</u> ----- -- > CONTINUE
95%	2	NO
1%	3	<u>DON'T KNOW</u> ----- -- > SKIP TO INTRODUCTION BEFORE Q8

Q6 Which of the following computer-based biometric techniques have you personally experienced? Please indicate all types you may have experienced. (READ AND ROTATE. RECORD AS MANY AS APPLY)

Base = 28

10%	1	Eye recognition, which is based on the pattern of flecks in the iris of the eye
70%	2	Fingerprint scan, which is based on a COMPUTER reading of the line patterns on the fingers
9%	3	Voice recognition, which is based on the frequency patterns in a person's voice
34%	4	Signature dynamics, based on the way a person signs his or her name
0%	5	Typing dynamics, which is based on the way a person types on a keyboard
4%	6	Facial recognition, which is based on the shape and contours of a person's face
21%	7	Hand geometry, which is based on the shape of a person's hand
9%	8	DON'T KNOW/NONE OF THESE

(ASK FOR EACH MENTIONED IN Q6)

Q7 How would you rate your general comfort in taking (INSERT ITEM) tests – were you generally very comfortable, somewhat comfortable, not very comfortable, or not comfortable at all? (ROTATE)

- 1 VERY COMFORTABLE
- 2 SOMEWHAT COMFORTABLE
- 3 NOT VERY COMFORTABLE
- 4 NOT COMFORTABLE AT ALL
- 5 DON'T KNOW

	Very Comfortable	Somewhat Comfortable	Not Very Comfortable	Not Comfortable At All	Don't Know
Eye recognition (2)	58%	12%	0%	29%	0%
Fingerprint scan (18)	61%	25%	0%	14%	0%
Voice recognition (2)	32%	68%	0%	0%	0%
Signature dynamics (9)	25%	55%	0%	20%	0%
Typing dynamics (0)	0%	0%	0%	0%	0%
Facial recognition (1)	0%	100%	0%	0%	0%
Hand geometry (5)	69%	31%	0%	0%	0%

(READ TO EVERYONE)

The next several questions are about possible uses of computer-based biometric techniques to identify individuals.

(READ IF EITHER NOT AWARE OF BIOMETRICS OR NEVER EXPERIENCED BIOMETRICS, Q4 [2,3] OR Q5[2,3])

Some of the techniques currently in use are:

- Eye recognition, which is based on the pattern of flecks in the iris of the eye
- Fingerprint scan, which is based on a COMPUTER reading of the line patterns on the fingers
- Voice recognition, which is based on the frequency patterns in a person's voice
- Signature dynamics, based on the way a person signs his or her name
- Typing dynamics, which is based on the way a person types on a keyboard
- Facial recognition, which is based on the shape and contours of a person's face
- Hand geometry, which is based on the shape of a person's hand

(ASK EVERYONE)

QN1 In light of the recent terrorist attacks but also thinking about our tradition of civil liberties, how acceptable do you feel it would be for U.S. law enforcement authorities to require that all individuals provide an official fingerprint-scan biometric and have their identities verified in each of the following situations? (READ AND ROTATE ITEMS)

- 1 Very acceptable
- 2 Somewhat acceptable
- 3 Not very acceptable
- 4 Not acceptable at all
- 5 DON'T KNOW

	Very acceptable	Somewhat acceptable	Not very acceptable	Not acceptable at all	DON'T KNOW
For all car rentals	40%	32%	13%	13%	2%
As part of each American's passport	74%	16%	3%	6%	2%
For all airport check-ins	67%	20%	4%	8%	1%
For entry into major government buildings and facilities	70%	18%	4%	6%	1%
In order to obtain a driver's license	56%	25%	8%	10%	1%

QN2 If a biometric were used in these situations, how confident would you be that this technique would be used SOLELY for anti-terrorist work, and NOT misused in ways that would threaten legitimate privacy? Would you say . . . (READ LIST)

24%	1	Very confident
44%	2	Somewhat confident
18%	3	Not very confident
13%	4	Not confident at all
1%	5	DON'T KNOW

Q8 Here are some ways that LAW ENFORCEMENT AGENCIES are using or might use a biometric ID system to identify people apart from terrorist-related activities. Considering the potential benefits to society but also the potential threats to privacy, how acceptable would each of these uses be? In your view, would each one be very acceptable, somewhat acceptable, not very acceptable, or not acceptable at all?

First, how acceptable would it be if . . . (READ ITEMS. DO NOT ROTATE)

- 1 Very acceptable
- 2 Somewhat acceptable
- 3 Not very acceptable
- 4 Not acceptable at all
- 5 DON'T KNOW

	Very acceptable	Somewhat acceptable	Not very acceptable	Not acceptable at all	DON'T KNOW
Detectives could take a fingerprint found at a crime scene, turn it into a biometric reading, and use this to search state and federal databases of convicted offenders.	71%	23%	3%	3%	1%
Police in patrol cars who stopped a driver for highway violations could take a computer scan of a driver's finger, and then use a computer terminal in the patrol car to check this against a database of fugitives involved in serious crimes	61%	24%	9%	6%	1%
Law enforcement agencies could use finger or hand scan biometrics to allow only authorized officials to enter law enforcement intelligence files	74%	19%	3%	3%	1%
Police could use facial recognition technology to scan the features of people attending major sports events or public ceremonies, looking for fugitives for serious crimes whose facial formulas they had in their system	40%	34%	12%	13%	1%
Law enforcement agencies could create a biometric database of all persons convicted of a serious crime, for use in later criminal investigations.	68%	23%	4%	3%	1%

Q9 Now, here are some ways that OTHER TYPES OF GOVERNMENT AGENCIES might take a biometric reading of individuals and compare it to a stored database of identity formulas. Again, please consider both the potential benefits to society AND also the potential threats to privacy, and then tell me how acceptable each of these uses would be, in your view -- very acceptable, somewhat acceptable, not very acceptable, or not acceptable at all?

How acceptable would it be if . . . (READ AND ROTATE ITEMS)

- 1 Very acceptable
- 2 Somewhat acceptable
- 3 Not very acceptable
- 4 Not acceptable at all
- 5 DON'T KNOW

	Very acceptable	Somewhat acceptable	Not very acceptable	Not acceptable at all	DON'T KNOW
School security guards could screen people entering a school, and compare the scans against a biometric database of convicted child molesters	69%	19%	7%	5%	*
To prevent people from obtaining double welfare benefits, officials could screen people seeking welfare checks against a biometric database of those eligible for the benefit.	60%	25%	7%	6%	1%
Election officials could check a biometric database of convicted criminals and others who are not eligible to vote, and bar such persons from voting	41%	31%	15%	12%	1%
Managers of high-security government facilities, such as laboratories or military bases, could screen people seeking entry against a biometric database of persons authorized to enter	77%	18%	2%	2%	1%
Immigration officials could sign up persons wanting to speed up entry at passport-control stations, and process travelers more quickly in this way	57%	28%	6%	7%	2%
Government agencies issuing required occupational licenses – such as for teachers, private guards, or nursing home workers – could check applicant's biometric against a database of criminal offenders not eligible to be licensed	62%	28%	5%	5%	1%

Q10 Here are some ways that PRIVATE-SECTOR organizations might take a biometric reading of individuals and compare it to a stored database of identity formulas. Once more please consider both the potential benefits to society AND the potential threats to privacy, and tell me how acceptable each of these uses would be. In your view, would they be very acceptable, somewhat acceptable, not very acceptable, or not acceptable at all?

How acceptable would it be if . . . (READ AND ROTATE ITEMS)

- 1 Very acceptable
- 2 Somewhat acceptable
- 3 Not very acceptable
- 4 Not acceptable at all
- 5 DON'T KNOW

	Very acceptable	Somewhat acceptable	Not very acceptable	Not acceptable at all	DON'T KNOW
Automated teller machines (ATM's) operated by banks could require a biometric for withdrawing funds	49%	29%	11%	10%	1%
Computer system managers could use a biometric to admit persons authorized to access sensitive files, such as medical or financial information	46%	31%	11%	11%	1%
Gambling casinos could use facial scanning technology to screen out professional card counters or others banned from gambling in the casinos	24%	32%	19%	21%	5%
Employers could check the biometric of job applicants against a government database of convicted felons	46%	30%	12%	11%	1%
Stores selling guns could be required by check each person seeking to buy a gun against a federal-government database of convicted felons and others not allowed by law to purchase firearms	75%	16%	4%	5%	*
Credit card firms could offer card members a biometric to verify their identity for large transactions, and increase the security of credit card transactions	60%	26%	7%	6%	1%

Q11 As a general matter, how justified do you think it is for government agencies and private-sector organizations to adopt biometric identification and verification programs as a means of helping prevent crimes. Would you say this is very justified, somewhat justified, not very justified, or not justified at all?

48%	1	VERY JUSTIFIED
39%	2	SOMEWHAT JUSTIFIED
7%	3	NOT VERY JUSTIFIED
5%	4	NOT JUSTIFIED AT ALL
2%	5	DON'T KNOW

Q12 Next, I am going to read some policies that could be adopted to protect against potential misuses of biometric ID information by businesses or government agencies. How important do you feel each of these policies would be in safeguarding individuals' privacy? Would it be very important, somewhat important, not very important, or not important at all? How important to safeguarding privacy would it be to have a policy stating that . . . (READ ITEMS. DO NOT ROTATE)

- 1 Very important
- 2 Somewhat important
- 3 Not very important
- 4 Not important at all.
- 5 DON'T KNOW

	Very important	Somewhat important	Not very important	Not important at all	DON'T KNOW
Except in national security situations, an individual should be told whenever his or her biometric identifier was being collected -- it could not be collected secretly When people are asked to provide a biometric sample, they should be fully informed about the uses a collecting organization will make of their biometric ID and why it is needed	81%	14%	3%	2%	1%
When people are asked to provide a biometric sample, they should be fully informed about the uses a collecting organization will make of their biometric ID and why it is needed	89%	8%	1%	1%	1%
Biometric IDs should not be combined in the database with other personal identifiers, such as address or Social Security number	68%	18%	5%	4%	3%
Organizations using biometric systems should NOT be permitted to compile records that track when or where persons were identified using their biometric ID	54%	30%	9%	5%	3%
An organization collecting biometric IDs should automatically code or encrypt the biometric ID formula and NOT provide the key to decoding the formula to any other organization unless required by law or expressly authorized by the individual	84%	12%	2%	1%	1%
An organization collecting biometric IDs should not use them for any purpose other than those originally described to the individual, unless the organization is either required to do so by law or each person in the system has been informed and given their consent	89%	8%	1%	1%	1%
There should be a procedure so individuals can check if their biometric ID formula has been correctly applied and that they can have any rejection of their identity re-examined and verified	86%	11%	1%	*	1%

Q13 If these rules were put into place as a REQUIRED code for biometric uses, would YOU feel that the increases in correct identification of people under such rules outweighed any concerns about having to provide such identifiers, or would you not feel that way?

65%	1 YES/WOULD FEEL THE INCREASES IN CORRECT IDENTIFICATION OF PEOPLE UNDER SUCH RULES OUTWEIGHED ANY CONCERNS ABOUT HAVING TO PROVIDE SUCH IDENTIFIERS
28%	2 NO/WOULD NOT FEEL THAT WAY
7%	3 DON'T KNOW

Q14 Some people worry that biometrics will be widely used in government and business activities but that our society will NOT adopt safeguards like those just mentioned. Other people believe that our society WILL adopt such safeguards if and when biometrics are widely used. How likely do you think it is that effective safeguards will be adopted? Is it very likely, somewhat likely, not very likely, not likely at all?

37%	1 VERY LIKELY
44%	2 SOMEWHAT LIKELY
12%	3 NOT VERY LIKELY
6%	4 NOT LIKELY AT ALL
2%	5 DON'T KNOW

Q15 Given the growing concerns about verifying the identity of persons, how likely do you think it is that, by the end of this decade, almost every American adult will have at least one biometric ID on file somewhere to verify their identity? Would you say very likely, somewhat likely, not very likely, or not likely at all?

52%	1 VERY LIKELY
35%	2 SOMEWHAT LIKELY
9%	3 NOT VERY LIKELY
3%	4 NOT LIKELY AT ALL
2%	5 DON'T KNOW

VERSION A

*Q16A Some people oppose the use of finger-imaging biometrics to verify a person's identity, because they feel this procedure is like finger printing and seems to treat people like presumed criminals. Other people approve finger-imaging identification as an easy-to-use process that helps protect individuals and the public against fraud. Which of these two views comes closest to your own? (READ LIST)

Base = 504

19%	1	Finger imaging treats people like presumed criminals
78%	2	Finger imaging helps protect individuals and the public against fraud
4%	3	DON'T KNOW

VERSION B

*Q16B Some people approve of finger-imaging identification as an easy-to-use process that helps protect individuals and the public against fraud. Other people oppose the use of finger-imaging biometrics to verify a person's identity, because they feel this procedure is like finger printing and seems to treat people like presumed criminals. Which of these two views comes closest to your own? (READ LIST)

Base = 513

75%	1	Finger imaging helps protect individuals and the public against fraud
21%	2	Finger imaging treats people like presumed criminals
4%	3	DON'T KNOW

*Q17 Have you ever had your fingerprints taken, for example for military service, applying for a job or a government license, in a criminal justice proceeding, or other identification purpose?

69%	1 YES -- > CONTINUE
30%	2 NO
1%	3 DON'T KNOW -- > SKIP TO TEXT BEFORE Q19

*Q18 Did you feel that doing this was an appropriate requirement or not an appropriate requirement?

Base = 716

88%	1 APPROPRIATE
9%	2 NOT APPROPRIATE
3%	3 DON'T KNOW

Now, some general questions about social issues . . .

*Q19 How concerned are you about the possible misuse of your personal information in America today? Are you. . . (READ LIST)

51%	1 Very concerned
35%	2 Somewhat concerned
9%	3 Not very concerned
4%	4 Not concerned at all
*	5 DON'T KNOW

*Q20 As a consumer, have you personally ever been the victim of what you felt was an improper invasion of privacy by a business?

28%	1 YES
71%	2 NO
1%	3 DON'T KNOW

On another subject . . .

Unless otherwise noted, base = 1046

I'd like to read a description.

READ SLOWLY

To identify persons more accurately for many purposes and to help prevent crimes such as identity thefts, a scientific procedure called biometrics has been developed.

Some types of biometrics use permanent physical characteristics, such as eye or voice patterns or facial features. Other types use a person's behavior, such as the way they sign their name or type words.

The way this works is that a person's feature is first obtained, with their cooperation. It is converted into a mathematical formula, and stored in a computer. When someone's identity is to be verified – for example, to access a computer system with personal medical information – their biometric feature is obtained at that point and compared to the formula stored in the database.

J1-J3 OMITTED

J4 Before this survey, have you ever read or heard about any of these biometric techniques?

49%	1	YES	-- > CONTINUE
50%	2	NO	
1%	3	DON'T KNOW	-- > SKIP TO INTRODUCTION BEFORE J8

J5 Have you ever personally provided identifying characteristics to an organization for such a computer-matched biometric comparison?

Base = 529

11%	1	YES	-- > CONTINUE
89%	2	NO	
*	3	DON'T KNOW	-- > SKIP TO INTRODUCTION BEFORE J8

J6 Which of the following computer-based biometric techniques have you personally experienced? Please indicate all types you may have experienced. [READ AND ROTATE. RECORD AS MANY AS APPLY]

Base = 57

20%	1	Eye recognition, which is based on the pattern of flecks in the iris of the eye
82%	2	Fingerprint scan, which is based on a COMPUTER reading of the line patterns on the fingers
27%	3	Voice recognition, which is based on the frequency patterns in a person's voice
46%	4	Signature dynamics, based on the way a person signs his or her name
7%	5	Typing dynamics, which is based on the way a person types on a keyboard
22%	6	Facial recognition, which is based on the shape and contours of a person's face
19%	7	Hand geometry, which is based on the shape of a person's hand
2%	8	DON'T KNOW/NONE OF THESE

[ASK FOR EACH MENTIONED IN J6]

J7 How would you rate your general comfort in taking [INSERT ITEM] tests – were you generally very comfortable, somewhat comfortable, not very comfortable, or not comfortable at all? [ROTATE ITEMS]

- 1 VERY COMFORTABLE
- 2 SOMEWHAT COMFORTABLE
- 3 NOT VERY COMFORTABLE
- 4 NOT COMFORTABLE AT ALL

	Very Comfortable	Somewhat Comfortable	Not Very Comfortable	Not Comfortable At All	Don't Know
Eye recognition (12)	55%	16%	19%	0%	10%
Fingerprint scan (46)	60%	23%	8%	9%	0%
Voice recognition (17)	53%	26%	11%	11%	0%
Signature dynamics (27)	71%	14%	2%	8%	4%
Typing dynamics (4)	0%	32%	24%	44%	0%
Facial recognition (13)	50%	32%	0%	9%	9%
Hand geometry (11)	57%	14%	12%	17%	0%

[READ TO EVERYONE]

The next several questions are about possible uses of computer-based biometric techniques to identify individuals.

[READ IF EITHER NOT AWARE OF BIOMETRICS OR NEVER EXPERIENCED BIOMETRICS, J4 (2,99) OR J5(2,99)]

Some of the techniques currently in use are:

- Eye recognition, which is based on the pattern of flecks in the iris of the eye
- Fingerprint scan, which is based on a COMPUTER reading of the line patterns on the fingers
- Voice recognition, which is based on the frequency patterns in a person's voice
- Signature dynamics, based on the way a person signs his or her name
- Typing dynamics, which is based on the way a person types on a keyboard
- Facial recognition, which is based on the shape and contours of a person's face
- Hand geometry, which is based on the shape of a person's hand

[ASK EVERYONE]

J8 In light of the recent terrorist attacks but also thinking about our tradition of civil liberties, how acceptable do you feel it would be for U.S. law enforcement authorities to require that all individuals provide an official fingerprint-scan biometric and have their identities verified in each of the following situations? [READ AND ROTATE ITEMS]

- 1 Very acceptable
- 2 Somewhat acceptable
- 3 Not very acceptable
- 4 Not acceptable at all
- 99 DON'T KNOW

	Very acceptable	Somewhat acceptable	Not very acceptable	Not acceptable at all	DON'T KNOW
For all car rentals	30%	30%	18%	21%	1%
As part of each American's passport	68%	20%	4%	6%	1%
For all airport check-ins	57%	25%	7%	10%	1%
For entry into major government buildings and facilities	62%	22%	6%	8%	2%
In order to obtain a driver's license	51%	25%	9%	14%	1%

J9 If a biometric were used in these situations, how confident would you be that this technique would be used SOLELY for anti-terrorist work, and NOT misused in ways that would threaten legitimate privacy? Would you say . . . [READ LIST]

18%	1	Very confident
44%	2	Somewhat confident
19%	3	Not very confident
18%	4	Not confident at all
2%	5	DON'T KNOW

OLD J8-J9 OMITTED

J10 OMITTED

J11 As a general matter, how justified do you think it is for government agencies and private-sector organizations to adopt biometric identification and verification programs as a means of helping prevent crimes. Would you say this is very justified, somewhat justified, not very justified, or not justified at all?

34%	1	VERY JUSTIFIED
46%	2	SOMEWHAT JUSTIFIED
8%	3	NOT VERY JUSTIFIED
9%	4	NOT JUSTIFIED AT ALL
2%	5	DON'T KNOW

J12 Next, I am going to read some policies that could be adopted to protect against potential misuses of biometric ID information by businesses or government agencies. How important do you feel each of these policies would be in safeguarding individuals' privacy? Would it be very important, somewhat important, not very important, or not important at all? How important to safeguarding privacy would it be to have a policy stating that . . . [READ ITEMS. DO NOT ROTATE]

- 1 Very important
- 2 Somewhat important
- 3 Not very important
- 4 Not important at all
- 99 DON'T KNOW

	Very important	Somewhat important	Not very important	Not important at all	DON'T KNOW
Except in national security situations, an individual should be told whenever his or her biometric identifier was being collected -- it could not be collected secretly When people are asked to provide a biometric sample, they should be fully informed about the uses a collecting organization will make of their biometric ID and why it is needed	78%	16%	1%	2%	2%
When people are asked to provide a biometric sample, they should be fully informed about the uses a collecting organization will make of their biometric ID and why it is needed	86%	9%	1%	2%	1%
Biometric IDs should not be combined in the database with other personal identifiers, such as address or Social Security number	66%	20%	5%	6%	3%
Organizations using biometric systems should NOT be permitted to compile records that track when or where persons were identified using their biometric ID	58%	25%	6%	6%	5%
An organization collecting biometric IDs should automatically code or encrypt the biometric ID formula and NOT provide the key to decoding the formula to any other organization unless required by law or expressly authorized by the individual	84%	11%	1%	1%	3%
An organization collecting biometric IDs should not use them for any purpose other than those originally described to the individual, unless the organization is either required to do so by law or each person in the system has been informed and given their consent	88%	7%	1%	1%	3%
There should be a procedure so individuals can check if their biometric ID formula has been correctly applied and that they can have any rejection of their identity re-examined and verified	85%	10%	1%	1%	3%

J13 If these rules were put into place as a REQUIRED code for biometric uses, would YOU feel that the increases in correct identification of people under such rules outweighed any concerns about having to provide such identifiers, or would you not feel that way?

56%	1 YES/WOULD FEEL THE INCREASES IN CORRECT IDENTIFICATION OF PEOPLE UNDER SUCH RULES OUTWEIGHED ANY CONCERNS ABOUT HAVING TO PROVIDE SUCH IDENTIFIERS
34%	2 NO/WOULD NOT FEEL THAT WAY
10%	3 DON'T KNOW

J14 Some people worry that biometrics will be widely used in government and business activities but that our society will NOT adopt safeguards like those just mentioned. Other people believe that our society WILL adopt such safeguards if and when biometrics are widely used. How likely do you think it is that effective safeguards will be adopted? Is it very likely, somewhat likely, not very likely, not likely at all?

30%	1 VERY LIKELY
43%	2 SOMEWHAT LIKELY
16%	3 NOT VERY LIKELY
8%	4 NOT LIKELY AT ALL
4%	5 DON'T KNOW

J15 Given the growing concerns about verifying the identity of persons, how likely do you think it is that, by the end of this decade, almost every American adult will have at least one biometric ID on file somewhere to verify their identity? Would you say very likely, somewhat likely, not very likely, or not likely at all?

49%	1 VERY LIKELY
33%	2 SOMEWHAT LIKELY
11%	3 NOT VERY LIKELY
5%	4 NOT LIKELY AT ALL
2%	5 DON'T KNOW

J16A/B OMITTED

*J17 Have you ever had your fingerprints taken, for example for military service, applying for a job or a government license, in a criminal justice proceeding, or other identification purpose?

66%	1	YES -- > CONTINUE
33%	2	NO
2%	3	DON'T KNOW -- > SKIP TO TEXT BEFORE Q19

*J18 Did you feel that doing this was an appropriate requirement or not an appropriate requirement?

Base = 693

90%	1	APPROPRIATE
9%	2	NOT APPROPRIATE
1%	3	DON'T KNOW

Now, some general questions about social issues . .

*J19 How concerned are you about the possible misuse of your personal information in America today? Are you. . . [READ LIST]

54%	1	Very concerned
34%	2	Somewhat concerned
9%	3	Not very concerned
3%	4	Not concerned at all
*	5	DON'T KNOW

*J20 As a consumer, have you personally ever been the victim of what you felt was an improper invasion of privacy by a business?

28%	1	YES
70%	2	NO
1%	3	DON'T KNOW