



American Experiences Survey: A Nationally Representative Multi-Mode Survey

November 2023 Omnibus Results

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. March results are based on interviews conducted from November 10 - 20, 2023. This document includes all sections of the omnibus survey for this month: inflation, insurance, video doorbells, health-related chatbots and apps, and commuting.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were administered both online and by phone. In total, NORC collected 2,070 interviews, 1,956 by web mode and 114 by phone mode, 1,987 in English and 83 in Spanish. Final data are weighted by age, gender, race/Hispanic ethnicity, housing tenure, telephone status, education, and Census Division to be proportionally representative of the US adult population.

Key demographic characteristics (after weighting is applied) of this sample are presented below:

52% female; median age of 47 years old; 61% white, non-Hispanic; 35% 4-year college graduates; and 60% have a household income of \$50,000 or more.

The margin of error for results based on the total sample is +/- 2.69 percentage points at the 95% confidence level. Smaller subgroups will have larger error margins, and only those subgroups for which there are at least 100 unweighted cases are included.

TOPLINE RESULTS WITH MONTHLY TRENDS

The November omnibus contained six blocks of questions (one for each topic listed above, **plus one** for CR's internal research that is not included in this document). Respondents saw the inflation section first, followed by the other blocks in a random order.

The questions presented below were shown to respondents in this order within sections unless otherwise noted. Where appropriate, question verbiage, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

Also shown, where available, are trends over time.

Prepared by CR Survey Research Department, November 2023

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Survey Notes for Monthly Trends

January 2020 results are based on interviews conducted from January 9 – 21, 2020, with a nationally representative sample of 1,142 US adults.

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

May 2022 results are based on interviews conducted from May 9 – 19, 2022, with a nationally representative sample of 2,076 US adults.

July 2022 results are based on interviews conducted from July 11 – 20, 2022, with a nationally representative sample of 2,125 US adults.

February 2023 results are based on interviews conducted from February 10 – 20, 2023, with a nationally representative sample of 2,097 US adults.

INFLATION

INFLATION1. [ROTATE ORDER OF "MORE" AND "LESS" IN QUESTION STEM AND ROTATE RESPONSE SCALE TO MATCH.]

How do your current spending habits compare with your spending six months ago? Are you being more cautious in your spending, less cautious in your spending, or about the same?				
	NOVEMBER 2023 AES	FEBRUARY 2023 AES	JULY 2022 AES	MAY 2022 AES
	Total	Total	Total	Total
	%	%	%	%
Much more cautious	25	27	27	25
Slightly more cautious	27	30	27	28
About the same	38	35	36	38
Slightly less cautious	7	6	7	7
Much less cautious	3	2	3	2
Base: All respondents	2,068	2,094	2,117	2,074

INFLATION2. [ROTATE RESPONSE SCALE.]

How concerned, if at all, are you that the price of products and services will <u>continue to rise</u> over the next six months?				
	NOVEMBER 2023 AES	FEBRUARY 2023 AES	JULY 2022 AES	MAY 2022 AES
	Total	Total	Total	Total
	%	%	%	%
Not at all concerned	3	2	2	1
Somewhat concerned	18	18	12	15
Moderately concerned	22	22	19	21
Very concerned	27	28	28	28
Extremely concerned	29	30	38	34
Base: All respondents	2,065	2,091	2,100	2,061

INFLATION3. [ROTATE RESPONSE SCALE.]

How much, if at all, have you and your household been affected by increased costs <u>due to inflation?</u>				
	NOVEMBER 2023 AES	FEBRUARY 2023 AES	JULY 2022 AES	MAY 2022 AES
	Total	Total	Total	Total
	%	%	%	%
Not at all affected	4	3	4	4
Slightly affected	23	24	23	23
Moderately affected	31	35	31	36
Very affected	24	21	22	21
Extremely affected	18	17	19	16
Base: All respondents	2,049	2,086	2,107	2,062

INSURANCE

INS_SCREEN. [PROMPT RESPONDENT ONCE IF NO RESPONSE INITIALLY SELECTED. RESPONSE OPTIONS DISPLAYED IN THIS ORDER: "HOMEOWNERS INSURANCE," "RENTERS INSURANCE," "AUTO INSURANCE," "NONE OF THESE." "NONE OF THESE" WAS EXCLUSIVE. IF "NONE OF THESE" SELECTED, OR IF NO RESPONSE ("DON'T KNOW" OR NO ANSWER BY PHONE OR SKIPPING THE QUESTION ENTIRELY ONLINE), RESPONDENTS WERE SENT TO THE NEXT SECTION.]

Which, if any, of the following types of insurance policies do you currently have?

Select all that apply.

	Total
	%
Auto insurance	84
Homeowners insurance	60
Renters insurance	16
None of these	9
Base: All respondents	2,070

INS_SCREEN2. [SHOW IF ANY ANSWER BUT "NONE OF THESE" SELECTED IN INS_SCREEN. PROMPT RESPONDENT ONCE IF NO RESPONSE INITIALLY SELECTED. SHOW EACH TYPE OF INSURANCE IF IT WAS SELECTED IN INS_SCREEN. GRID ITEMS DISPLAYED IN THIS ORDER: "HOMEOWNERS INSURANCE," "RENTERS INSURANCE," "AUTO INSURANCE." RESPONDENTS WHO SAID "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR AT LEAST ONE TYPE OF INSURANCE CONTINUED IN THIS SECTION; THOSE WHO GAVE ANY OTHER RESPONSE, OR DID NOT RESPOND, FOR ALL THREE TYPES OF INSURANCE WERE SENT TO THE NEXT SECTION.]

Please indicate who is the policyholder for each of the insurance plans below--that is, the person who is responsible for making the payment and is the only one who can make changes to the policy.	
	Total
Homeowners insurance	
	%
I am or my spouse/partner is the policyholder	94
My parent is the policyholder	3
My child is the policyholder	1
Someone else is the policyholder	2
Unsure	1
Base: Respondents who have homeowners insurance	1,210
Auto insurance	Total
	%
I am or my spouse/partner is the policyholder	91
My parent is the policyholder	6
My child is the policyholder	1
Someone else is the policyholder	1
Unsure	1
Base: Respondents who have auto insurance	1,756
Renters insurance	Total
	%
I am or my spouse/partner is the policyholder	83
My parent is the policyholder	9
My child is the policyholder	4
Someone else is the policyholder	2
Unsure	2
Base: Respondents who have renters insurance	369

INS3. [SHOW IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR BOTH HOMEOWNERS AND AUTO INSURANCE.]

You said that you have both home and auto insurance. Have you bundled your insurance—that is, both your home and auto are with the same company?	
	Total
	%
Yes	71
No	28
Unsure	1
Base: Respondents with both homeowners and auto insurance	1,079

INS4. [SHOW IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR BOTH RENTERS AND AUTO INSURANCE.]

You said that you have both renters and auto insurance. Have you bundled your insurance--that is, both your renters insurance and auto insurance are with the same company?	
	Total
	%
Yes	68
No	31
Unsure	1
Base: Respondents with both renters and auto insurance	258

[FOR HALF OF RESPONDENTS, INS11 AND INS12 SHOWED AFTER INS4; FOR THE OTHER HALF, THEY SHOWED AFTER INS10.]

INS5. [SHOW EACH TYPE OF INSURANCE IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR THAT TYPE OF INSURANCE. GRID ITEMS DISPLAYED IN THIS ORDER: "HOMEOWNERS INSURANCE," "RENTERS INSURANCE," "AUTO INSURANCE." RESPONSE OPTIONS DISPLAYED IN THE FOLLOWING ORDER: "ONLY WHEN I WANT OR NEED TO FIND A NEW PROVIDER"; "I SHOP AROUND REGULARLY"; "WHEN I SEE A BETTER PREMIUM OR INCENTIVE BEING ADVERTISED"; "I NEVER COMPARE PREMIUMS"; "OTHER, PLEASE SPECIFY."]

For each type of insurance below, which statement best describes how often you compare premiums from different insurance companies?

Please respond for how often you look at options, regardless of whether you actually end up switching.

Select the statement that comes closest to your own habits, even if none is exactly right.

		Total
Homeowners insurance		
		%
Only when I want or need to find a new provider (for example, moved to a new state, dropped by current insurer, unhappy with current insurer)		38
I shop around regularly to make sure I always get the best deal		22
When I see a better premium or incentive being advertised by another company		11
Other, please specify		3
I never compare premiums		26
Base: Respondents with homeowners insurance		1,131
Renters insurance		
		%
Only when I want or need to find a new provider (for example, moved to a new state, dropped by current insurer, unhappy with current insurer)		42
I shop around regularly to make sure I always get the best deal		18
When I see a better premium or incentive being advertised by another company		12
Other, please specify		1
I never compare premiums		27
Base: Respondents with renters insurance		304
Auto insurance		
		%
Only when I want or need to find a new provider (for example, moved to a new state, dropped by current insurer, unhappy with current insurer)		
I shop around regularly to make sure I always get the best deal		
When I see a better premium or incentive being advertised by another company		
Other, please specify		
I never compare premiums		
Base: Respondents with auto insurance		

Note: Due to a programming issue, data for auto insurance are not reportable.

INS6. [SHOW EACH TYPE OF INSURANCE IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR THAT TYPE OF INSURANCE. GRID ITEMS DISPLAYED IN THIS ORDER: "HOMEOWNERS INSURANCE," "RENTERS INSURANCE," "AUTO INSURANCE."]

When it comes to each kind of insurance below, do you feel you are getting the coverage you need for the premium you currently pay?	
	Total
<i>Renters insurance</i>	
	%
Yes	80
No	10
Unsure	9
Base: Respondents with renters insurance	314
<i>Homeowners insurance</i>	
	%
Yes	77
No	11
Unsure	12
Base: Respondents with homeowners insurance	1,148
<i>Auto insurance</i>	
	%
Yes	76
No	13
Unsure	11
Base: Respondents with auto insurance	1,613

INST. [SHOW EACH TYPE OF INSURANCE IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR THAT TYPE OF INSURANCE. GRID ITEMS DISPLAYED IN THIS ORDER: "HOMEOWNERS INSURANCE," "RENTERS INSURANCE," "AUTO INSURANCE." ROTATE RESPONSE SCALE.]

When it comes to each kind of insurance below, how well do you understand the factors that determine the premium you pay?	
	Total
<i>Renters insurance</i>	
	%
Completely understand	24
Mostly understand	43
Understand a little	28
Do not understand at all	5
Base: Respondents with renters insurance	315
<i>Auto insurance</i>	
	%
Completely understand	19
Mostly understand	48
Understand a little	28
Do not understand at all	5
Base: Respondents with auto insurance	1,617
<i>Homeowners insurance</i>	
	%
Completely understand	16
Mostly understand	49
Understand a little	29
Do not understand at all	6
Base: Respondents with homeowners insurance	1,146

INS8. [SHOW EACH TYPE OF INSURANCE IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR THAT TYPE OF INSURANCE. GRID ITEMS DISPLAYED IN THIS ORDER: "HOMEOWNERS INSURANCE," "RENTERS INSURANCE," "AUTO INSURANCE."]

When it comes to each kind of insurance below, did you ever choose not to file a claim because you were worried your premium would go up or your insurer would drop you?

		Total
Auto insurance		
		%
Yes		37
No		63
Base: Respondents with auto insurance		1,610
Homeowners insurance		
		%
Yes		27
No		73
Base: Respondents with homeowners insurance		1,144
Renters insurance		
		%
Yes		17
No		83
Base: Respondents with renters insurance		316

INS9. [SHOW IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR AUTO INSURANCE. ROTATE RESPONSE SCALE.]

Thinking about the most recent time you purchased or leased a vehicle, to what extent did the cost to <u>insure</u> the vehicle factor into your decision about which vehicle to get?	
	Total
	%
To a great extent	9
Somewhat	25
Very little	30
Not at all	36
Base: Respondents with atuo insurance	1,620

INS10. [SHOW IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR HOMEOWNERS INSURANCE. ROTATE RESPONSE SCALE.]

The most recent time you purchased a home, to what extent did the cost of <u>homeowners insurance</u> factor into your decision about which home to buy?	
<i>Please respond <u>only</u> for your homeowners insurance, not any separate policy covering flooding, wildfires, and so on.</i>	
	Total
	%
To a great extent	4
Somewhat	17
Very little	25
Not at all	54
Base: Respondents with homeowners insurance	1,146

[FOR HALF OF REPSONDENTS, INS11 AND INS12 SHOWED AFTER INS4; FOR THE OTHER HALF, THEY SHOWED AFTER INS10.]

INS11. [SHOW IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR ANY TYPE OF INSURANCE. ROTATE RESPONSE SCALE.]

Thinking about the MOST RECENT time you moved, to what extent, if at all, did the risk of extreme weather events such as hurricanes, wildfires, droughts, or floods affect your decisions about where to live?	
	Total
	%
To a great extent	8
Somewhat	14
Very little	20
Not at all	58
Base: Respondents with homeowners, renters, and/or auto insurance	1,747

INS12. [SHOW "DAMAGE TO MY HOME" AND "DAMAGE TO MY VEHICLE" IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR ANY TYPE OF INSURANCE. SHOW OTHER ITEMS IF INS_SCREEN2 = "I AM OR MY SPOUSE/PARTNER IS THE POLICYHOLDER" FOR THE TYPE OF INSURANCE REFERENCED IN THE QUESTION. DIVIDE ITEMS ACROSS MULTIPLE SCREENS, HOLDING DIFFERENT TYPES OF INSURANCE TOGETHER BY SCREEN AND RANDOMIZING ORDER WITHIN SCREEN. APPLICABLE SECTIONS SHOWN IN THIS ORDER: AUTO INSURANCE, HOMEOWNERS INSURANCE, RENTERS INSURANCE. WHERE "DAMAGE TO MY HOME" AND "DAMAGE TO MY VEHICLE" ITEMS DISPLAY DEPENDS ON WHICH COMBINATION OF INSURANCE TYPES RESPONDENT HAS. RESPONDENTS WITH HOMEOWNERS, RENTERS, AND AUTO INSURANCE SEE "DAMAGE TO MY HOME" WITH THE HOMEOWNERS INSURANCE QUESTIONS; THE RENTERS INSURANCE QUESTIONS SEPARATELY; AND "DAMAGE TO MY VEHICLE" WITH THE AUTO INSURANCE QUESTIONS. RESPONDENTS WITH HOMEOWNERS INSURANCE AND RENTERS INSURANCE SEE "DAMAGE TO MY HOME" WITH THE HOMEOWNERS INSURANCE QUESTIONS AND "DAMAGE TO MY VEHICLE" WITH THE RENTERS INSURANCE QUESTIONS. RESPONDENTS WITH HOMEOWNERS INSURANCE AND AUTO INSURANCE SEE "DAMAGE TO MY HOME" WITH THE HOMEOWNERS INSURANCE QUESTIONS AND "DAMAGE TO MY VEHICLE" WITH THE AUTO INSURANCE QUESTIONS. RESPONDENTS WITH HOMEOWNERS INSURANCE ONLY SEE THE HOMEOWNERS INSURANCE QUESTIONS ON ONE SCREEN AND "DAMAGE TO MY HOME" AND "DAMAGE TO MY VEHICLE" TOGETHER ON ANOTHER SCREEN. RESPONDENTS WITH RENTERS INSURANCE AND AUTO INSURANCE SEE "DAMAGE TO MY HOME" WITH THE RENTERS INSURANCE QUESTIONS AND "DAMAGE TO MY VEHICLE" WITH THE AUTO INSURANCE QUESTIONS. RESPONDENTS WITH RENTERS INSURANCE ONLY SEE THE RENTERS INSURANCE QUESTIONS ON ONE SCREEN AND "DAMAGE TO MY HOME" AND "DAMAGE TO MY VEHICLE" TOGETHER ON ANOTHER SCREEN. RESPONDENTS WITH AUTO INSURANCE ONLY SEE THE AUTO INSURANCE QUESTIONS ON ONE SCREEN AND "DAMAGE TO MY HOME" AND "DAMAGE TO MY VEHICLE" TOGETHER ON ANOTHER SCREEN.]

Extreme weather events can affect homes and vehicles.	
How concerned are you, if at all, about each of the following?	
	Total
<i>Home insurance premiums increasing due to extreme weather events in my area</i>	
	%
Very concerned	20
Somewhat concerned	28
Not too concerned	30
Not at all concerned	23
Base: Respondents with homeowners insurance	1,146
<i>Damage to my <u>home</u> due to extreme weather events</i>	
	%
Very concerned	17
Somewhat concerned	31
Not too concerned	32
Not at all concerned	19
Base: Respondents with homeowners, renters, and/or auto insurance	1,748

INS12. [CONTINUED.]

Fewer <u>home insurance</u> providers offering policies where I live because of extreme weather events	
	%
Very concerned	15
Somewhat concerned	17
Not too concerned	32
Not at all concerned	35
Base: Respondents with homeowners insurance	1,146
<u>Auto insurance</u> premiums increasing due to extreme weather events in my area	
	%
Very concerned	15
Somewhat concerned	23
Not too concerned	36
Not at all concerned	27
Base: Respondents with auto insurance	1,612
Damage to my <u>vehicle</u> due to extreme weather events	
	%
Very concerned	13
Somewhat concerned	27
Not too concerned	35
Not at all concerned	25
Base: Respondents with homeowners, renters, and/or auto insurance	1,731
Fewer <u>renters insurance</u> providers offering policies where I live because of extreme weather events	
	%
Very concerned	12
Somewhat concerned	14
Not too concerned	31
Not at all concerned	42
Base: Respondents with renters insurance	319
My current <u>home insurance</u> policy not being sufficient to fully cover damage from extreme weather events	
	%
Very concerned	11
Somewhat concerned	29
Not too concerned	38
Not at all concerned	22
Base: Respondents with homeowners insurance	1,146

INS12. [CONTINUED.]

<i>Renters insurance premiums increasing due to extreme weather events in my area</i>	
	%
Very concerned	11
Somewhat concerned	20
Not too concerned	39
Not at all concerned	30
Base: Respondents with renters insurance	319
<i>Fewer auto insurance providers offering policies where I live because of extreme weather events</i>	
	%
Very concerned	10
Somewhat concerned	14
Not too concerned	39
Not at all concerned	37
Base: Respondents with auto insurance	1,612
<i>My current auto insurance policy not being sufficient to fully cover damage from extreme weather events</i>	
	%
Very concerned	10
Somewhat concerned	24
Not too concerned	37
Not at all concerned	29
Base: Respondents with auto insurance	1,611
<i>My current renters insurance policy not being sufficient to fully cover damage from extreme weather events</i>	
	%
Very concerned	9
Somewhat concerned	19
Not too concerned	37
Not at all concerned	35
Base: Respondents with renters insurance	319

VIDEO DOORBELLS

VD1. [PHONE RESPONDENTS WERE INSTRUCTED THAT "YOU CAN SAY IF YOU'RE NOT SURE" BETWEEN THE QUESTION STEM AND THE ADDITIONAL INSTRUCTION.]

Does your home have doorbell wiring for the main door of your primary residence?			
You may or may not have a wired doorbell. For this question we are only concerned about the wiring.			
	NOVEMBER 2023 AES	JANUARY 2021 AES	JANUARY 2020 AES
	Total	Total	Total
	%	%	%
Yes	50	49	53
No	44	42	39
Unsure	6	9	8
Base: All respondents	2,060	2,213	1,141

VD2. [PROMPT RESPONDENT ONCE IF NO RESPONSE INITIALLY SELECTED. PHONE RESPONDENTS WERE INSTRUCTED THAT "YOU CAN SAY IF YOU'RE NOT SURE" BETWEEN THE QUESTION STEM AND THE ADDITIONAL INSTRUCTION.]

Does your home have a video doorbell?			
A video doorbell connects to your home WiFi network and sends real time notifications to your smartphone or tablet when someone is at your door.			
	NOVEMBER 2023 AES	JANUARY 2021 AES	JANUARY 2020 AES
	Total	Total	Total
	%	%	%
Yes	30	18	15
No	68	79	83
Unsure	2	2	2
Base: All respondents	2,070	2,203	1,139

VD3. [SHOW IF VD2 = "NO." PHONE RESPONDENTS WERE INSTRUCTED THAT "YOU CAN SAY IF YOU'RE NOT SURE."]

Would you consider getting a video doorbell for your home?			
	2023 AES	2021 AES	2020 AES
	Total	Total	Total
	%	%	%
Yes	50	50	52
No	34	33	32
Unsure	16	17	16
Base: Respondents who do not currently have video doorbells	1,418	1,767	942

HEALTH-RELATED CHATBOTS AND APPS

CH_INTRO.

This section is partly about text-based generative artificial intelligence (AI) chatbots like ChatGPT. These are interactive computer programs that humans can have a conversation with by typing. In addition to making conversation, they can respond to instructions like "Write an email cancelling my appointment."

CH1. [RANDOMIZE ORDER OF CH1 AND CH2. RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER," "I HAVE USED A CHATBOT IN THE PAST SIX MONTHS, BUT NOT FOR ANY HEALTH-RELATED TOPICS," AND "I HAVE NOT USED A CHATBOT AT ALL IN THE PAST SIX MONTHS" AT END IN THAT ORDER. "I HAVE USED A CHATBOT IN THE PAST SIX MONTHS, BUT NOT FOR ANY HEALTH-RELATED TOPICS" AND "I HAVE NOT USED A CHATBOT AT ALL IN THE PAST SIX MONTHS" WERE EXCLUSIVE.]

Which, if any, of the following health-related activities or topics have you discussed with an AI chatbot in the past six months?

Select all that apply.

	Total
	%
NET: Any health-related use of a chatbot	21
Look up what a medical term means	8
Look up nutrition facts	7
Ask health-related questions	7
Look up a symptom to see whether someone is sick	7
Learn about a specific medical condition	7
Develop an exercise routine	6
Develop a meal plan	4
Other health-related topics, please specify	1
I have used a chatbot in the past six months, but not for any health-related topics	16
I have not used a chatbot <u>at all</u> in the past six months	63
Base: All respondents	2,070

"NET" response calculated based on responses to the individual items.

CH2. [RANDOMIZE ORDER OF CH1 AND CH2.]

Have you used a health, mental health, fitness, or nutrition app in the past six months?

For this question, we are interested in apps that are DESIGNED for health purposes, including weight management, exercise planning or tracking, period tracking, illness management, mental health management, and meditation.

We are NOT interested in apps designed to improve mental sharpness, like puzzle games.

	Total
	%
Yes	35
No	60
Unsure	5
Base: All respondents	2,063

CH3. [SHOW CH3 BEFORE CH4 IF CH1 SHOWED BEFORE CH2, AND SHOW CH4 BEFORE CH3 IF CH2 SHOWED BEFORE CH1. RANDOMIZE RESPONSE OPTIONS IN SAME ORDER AS CH4, KEEPING "SHARE OR SELL THE INFORMATION TO ORGANIZATIONS THAT WOULD NOT USE IT IN ANY WAY THAT AFFECTS THE PERSON" AND "SHARE OR SELL THE INFORMATION TO ORGANIZATIONS THAT WOULD USE IT IN A WAY THAT AFFECTS THE PERSON" TOGETHER AND HOLDING "NONE OF THESE" AT END. "NONE OF THESE" WAS EXCLUSIVE.]

When you use chatbots [to learn about health issues](#), the interaction often becomes data for the company that runs the service. That means these companies know what health topics you have been researching, and possibly your own health information, depending on the service and what you chose to share. Below are several different things companies could do with this information.

Which, if any, of the following do you think is acceptable for the company to do with this data?

With this question, we are asking about what companies that own [chatbots](#) can do.

Select all that apply.

	Total
	%
Store the information as part of a person's user profile, but not share it with any other companies	33
Use the information to train a program, such as affecting how a chatbot would respond to other people	29
Store the information and use it to make changes to the service	26
Share or sell the information to organizations that would <u>not</u> use it in any way that affects the person using the chatbot, such as health researchers	12
Share or sell the information to organizations that <u>would</u> use it in a way that affects the person using the chatbot, such as marketers who would use it to selectively target advertisements	5
None of these; the company should never store the information	45
Base: All respondents	2,070

CH4. [SHOW CH3 BEFORE CH4 IF CH1 SHOWED BEFORE CH2, AND SHOW CH4 BEFORE CH3 IF CH2 SHOWED BEFORE CH1. RANDOMIZE RESPONSE OPTIONS IN SAME ORDER AS CH3, KEEPING "SHARE OR SELL THE INFORMATION TO ORGANIZATIONS THAT WOULD NOT USE IT IN ANY WAY THAT AFFECTS THE PERSON" AND "SHARE OR SELL THE INFORMATION TO ORGANIZATIONS THAT WOULD USE IT IN A WAY THAT AFFECTS THE PERSON" TOGETHER AND HOLDING "NONE OF THESE" AT END. "NONE OF THESE" WAS EXCLUSIVE.]

When you use [health-related apps](#), the interaction often becomes data for the company that runs the service. That means these companies know what health topics you have been interested in, and possibly your own health information, depending on the service and what you chose to share. Below are several different things companies could do with this information.

Which, if any, of the following do you think is acceptable for the company to do with this data?

With this question, we are asking about what companies that own [health apps](#) can do.

Select all that apply.

	Total
	%
Store the information as part of a person's user profile, but not share it with any other companies	40
Use the information to train a program, such as affecting meal recommendations for other people who use a nutrition app	31
Store the information and use it to make changes to the service	27
Share or sell the information to organizations that would <u>not</u> use it in any way that affects the person using the chatbot, such as health researchers	13
Share or sell the information to organizations that <u>would</u> use it in a way that affects the person using the chatbot, such as marketers who would use it to selectively target advertisements	5
None of these; the company should never store the information	39
Base: All respondents	2,070

COMMUTING

COMM1. [PROMPT RESPONDENT ONCE IF NO RESPONSE INITIALLY SELECTED.]

How many days a week do you currently drive yourself in a personal vehicle to work or school?
If you carpool, please respond with the number of days per week you go to work or school, regardless of who is driving.

	Total
	%
NET: Percentage who commute any days per week	58
0	16
1	3
2	4
3	6
4	5
5	27
6	5
7	7
Not applicable--I do not work or attend school	26
Base: All respondents	2,070

"NET" response calculated as a sum of 1 through 7.

COMM2. [SHOW IF COMM1 = ANY RESPONSE BUT 0 OR "NOT APPLICABLE."]

You said that you drive yourself on a commute to work or school at least once a week. About how many miles is this drive one way?

	Total
	%
Less than ten miles	40
Ten to less than twenty miles	26
Twenty to less than thirty miles	16
Thirty to less than forty miles	7
Forty to less than fifty miles	4
Fifty to less than sixty miles	3
Sixty to less than seventy miles	1
Seventy to less than eighty miles	1
Eighty miles or more	1
Unsure	2
Base: Respondents who commute at least one day a week	1,203

COMM3. [SHOW IF COMM1 = ANY RESPONSE BUT 0 OR "NOT APPLICABLE." ROTATE RESPONSE SCALE, ALWAYS HOLDING "UNSURE" AT END.]

About how much of this commute, in terms of distance (not time), is on a highway?

By "highway," we mean a main road that is typically multiple lanes with high speed limits that typically connects towns or cities.

	Total
	%
None of my commute is on a highway	37
Less than half of the distance of my commute is on a highway	12
About half of the distance of my commute is on a highway	15
More than half of the distance of my commute is on a highway	11
Most of my commute is on a highway	21
Unsure	4
Base: Respondents who commute at least one day a week	1,203

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