



American Experiences Survey:

A Nationally Representative Multi-Mode Survey

December 2024 Omnibus Results

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. December results are based on interviews conducted from December 6-16, 2024. This document includes the following sections of the omnibus survey for this month: inflation, large purchase decisions, smart devices, package theft, autonomous vehicles, and scams.

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 2,130 interviews, 2,022 by web mode and 108 by phone mode, 2,033 in English and 97 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:

51% female; median age of 47 years old; 61% white, non-Hispanic; 36% 4-year college graduates; and 63% have a household income of \$50,000 or more.

The margin of error for results based on the total sample is +/-2.59 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

The December omnibus contained six blocks of questions, one for each topic listed above. Respondents saw the scams block sixth, and 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 wording, 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. Not every item was asked on every recent omnibus survey, and where minor revisions to the wording of an item or response choices were made, they are noted below. Note these changes may impact comparability of results.

Prepared by CR Survey Research Department, December 2024

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Survey Notes for Monthly Trends

November 2023 results are based on interviews conducted from November 10-20, 2023 with a nationally representative sample of 2,070 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.

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

October 2021 results are based on interviews conducted from October 12-21, 2021 with a nationally representative sample of 2,036 US adults.

September 2021 results are based on interviews conducted from September 13-22, 2021 with a nationally representative sample of 2,341 US adults.

INFLATION

INFLATION1. [ROTATE RESPONSE SCALE AND "LESS" AND "MORE" IN STEM 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?

	DECEMBER 2024 AES	NOVEMBER 2023 AES	FEBRUARY 2023 AES	JULY 2022 AES	MAY 2022 AES
	Total	Total	Total	Total	Total
	%	%	%	%	%
Much more cautious	22	25	27	27	25
Slightly more cautious	22	27	30	27	28
About the same	45	38	35	36	38
Slightly less cautious	8	7	6	7	7
Much less cautious	3	3	2	3	2
Base: All respondents	2,122	2,068	2,094	2,117	2,074

INFLATION2. [ROTATE RESPONSE SCALE. ONE IN FOUR RESPONDENTS SAW THE TRENDED QUESTION WITH THE WORDING "CONTINUE TO RISE." THE OTHER THREE IN FOUR RESPONDENTS SAW THE UPDATED QUESTION WITH THE WORDING "RISE."]

How concerned, if at all, are you that the price of products and services will rise over the next six months?

	DECEMBER 2024 AES	NOVEMBER 2023 AES	FEBRUARY 2023 AES	JULY 2022 AES	MAY 2022 AES
	Total	Total	Total	Total	Total
	%	%	%	%	%
Not at all concerned	5	3	2	2	1
Somewhat concerned	21	18	18	12	15
Moderately concerned	25	22	22	19	21
Very concerned	25	27	28	28	28
Extremely concerned	24	29	30	38	34
Base: All respondents	2,111	2,065	2,091	2,100	2,061

INFLATION3. [RANDOMIZE GRID ITEMS ACROSS SCREENS. ROTATE RESPONSE SCALE.]

In what way, if at all, do you expect prices will change for goods and services in each of the following categories over the next year?

	DECEMBER 2024 AES	OCTOBER 2021 AES
	%	%
Dining out		
Net increase	71	77
Net decrease	11	6
Large decrease in price	2	2
Slight decrease in price	8	4
No change in price	16	16
Slight increase in price	41	43
Large increase in price	30	35
No response	2	2
Base: All respondents	2,130	2,036

INFLATION3. [CONTINUED.]

Groceries	DECEMBER 2024 AES	OCTOBER 2021 AES
	%	%
Net increase	70	74
Net decrease	16	6
Large decrease in price	4	2
Slight decrease in price	12	4
No change in price	11	17
Slight increase in price	36	38
Large increase in price	35	36
No response	2	3
Base: All respondents	2,130	2,036
Rent	DECEMBER 2024 AES	OCTOBER 2021 AES
	%	%
Net increase	69	74
Net decrease	10	6
Large decrease in price	2	2
Slight decrease in price	8	4
No change in price	19	17
Slight increase in price	42	39
Large increase in price	27	35
No response	3	3
Base: All respondents	2,130	2,036
Electronics	DECEMBER 2024 AES	OCTOBER 2021 AES
	%	%
Net increase	68	78
Net decrease	12	6
Large decrease in price	3	2
Slight decrease in price	9	4
No change in price	18	15
Slight increase in price	37	42
Large increase in price	31	35
No response	2	2
Base: All respondents	2,130	2,036

INFLATION3. [CONTINUED.]

Airfare	DECEMBER 2024 AES	OCTOBER 2021 AES
	%	%
Net increase	65	74
Net decrease	12	6
Large decrease in price	3	2
Slight decrease in price	9	5
No change in price	21	17
Slight increase in price	41	39
Large increase in price	24	34
No response	3	3
Base: All respondents	2,130	2,036
Clothes	DECEMBER 2024 AES	OCTOBER 2021 AES
	%	%
Net increase	65	74
Net decrease	13	7
Large decrease in price	2	2
Slight decrease in price	10	5
No change in price	20	17
Slight increase in price	42	43
Large increase in price	23	31
No response	3	2
Base: All respondents	2,130	2,036
Gas for your vehicle	DECEMBER 2024 AES	OCTOBER 2021 AES
	%	%
Net increase	54	73
Net decrease	26	7
Large decrease in price	6	2
Slight decrease in price	19	5
No change in price	18	17
Slight increase in price	32	42
Large increase in price	22	31
No response	2	3
Base: All respondents	2,130	2,036

INFLATION3. [CONTINUED: NEW ITEMS ADDED IN 2024.]

Cars and trucks	Total
	%
Net increase	69
Net decrease	14
Large decrease in price	3
Slight decrease in price	11
No change in price	15
Slight increase in price	35
Large increase in price	34
No response	2
Base: All respondents	2,130
Large appliances, such as refrigerators and washing machines	Total
	%
Net increase	68
Net decrease	11
Large decrease in price	3
Slight decrease in price	9
No change in price	19
Slight increase in price	39
Large increase in price	30
No response	2
Base: All respondents	2,130
Home prices	Total
	%
Net increase	65
Net decrease	16
Large decrease in price	3
Slight decrease in price	13
No change in price	17
Slight increase in price	36
Large increase in price	29
No response	2
Base: All respondents	2,130

LARGE PURCHASE DECISIONS

PURCH_INTRO.

The next few questions are about factors that might influence your decisions to make certain types of purchases.

PURCH1. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY. THE "NO" RESPONSE WAS EXCLUSIVE.]

Have you bought or leased a new car or truck in the last six months, or are you planning to in the next six months?

Select all that apply.

	Total
	%
Yes, in the past six months	13
Yes, in the upcoming six months	10
No	77
Base: All respondents	2,130

PURCH2. [SHOW IF ANY "YES" OPTION IS SELECTED IN PURCH1. RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "CHANGE IN MY LIFESTYLE OR FAMILY SITUATION" WITH "CHANGE IN MY FINANCIAL SITUATION," AND HOLDING "OTHER" AT END.]

Which, if any, of the following have motivated this recent decision to get a car or truck?

Select all that apply.

	Total
	%
Previous vehicle needed to be replaced	43
I wanted a better car or truck than my previous one	28
Change in my lifestyle or family situation	18
Change in my financial situation	11
My current auto lease was up	11
Proposed upcoming changes in taxes or tariffs	6
Government incentives or discounts	5
Major sales, such as Black Friday or Labor Day Weekend sales	4
Gift for a major occasion	4
Other, please specify	7
Base: Respondents who bought or leased a new car or truck in the past six months, or are planning to in the next six months	507

PURCH3. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY. THE "NO" RESPONSE WAS EXCLUSIVE.]

In the last six months have you bought a large appliance like a refrigerator, dishwasher, clothes washer or dryer, or are you planning to in the next six months?

Select all that apply.

	Total
	%
Yes, in the past six months	18
Yes, in the upcoming six months	9
No	73
Base: All respondents	2,130

PURCH4. [SHOW IF ANY "YES" OPTION IS SELECTED IN PURCH3. RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "PREVIOUS APPLIANCE NEEDED TO BE REPLACED" WITH "I WANTED AN UPGRADE FROM MY PREVIOUS ONE," KEEPING TOGETHER "I MOVED TO A NEW HOME" WITH "MADE RENOVATIONS," AND HOLDING "OTHER" AT END.]

Which, if any, of the following have motivated your recent decision to get a new appliance?

Select all that apply.

	Total
	%
Previous appliance needed to be replaced	61
I wanted an upgrade from my previous one	22
I moved to a new home	14
Major sales, such as Black Friday or Labor Day Weekend sales	13
Made renovations	9
Proposed upcoming changes in taxes or tariffs	8
Change in my financial situation	7
Gift for a major occasion	4
Other, please specify	4
Base: Respondents who bought a large appliance in the past six months, or are planning to in the next six months	582

SMART DEVICES

SMART_INTRO.

The next few questions are about smart devices, sometimes called connected devices. These are everyday home products that can connect to the internet to provide enhanced functions.

SMART1. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY. RANDOMIZE RESPONSE OPTIONS, HOLDING "NONE OF THESE" AT END. "NONE OF THESE" WAS EXCLUSIVE.]

Which, if any, of the following smart devices do you own?

Remember, for now we are only interested in devices that can connect to the internet.

Select all that apply.

	Total
	%
Smartphone	85
Smart TV	74
Smart speaker, like Amazon Echo (Alexa) or Google Home	38
Video doorbell	27
Smart security camera	27
Smart thermostat	22
Smart internet router, e.g. with advanced features accessible in an app	20
Smart light bulbs	18
Smart small appliance, like an air fryer, coffeemaker, or air purifier	15
Smart large appliance, like a refrigerator or washing machine	15
Smart robot vacuum	14
None of these	4
Base: All respondents	2,130

SMART_INFO. [SHOW IF ANY SMART DEVICE WAS SELECTED IN SMART1.]

Manufacturers of connected devices support the software in those devices by monitoring it for vulnerabilities and providing a software update when a vulnerability is discovered. When a connected device loses software support, it means the company that made it will no longer release updates to fix security problems or add new features.

SMART2. [SHOW IF ANY SMART DEVICE WAS SELECTED IN SMART1. SHOW EACH GRID ITEM IF IT WAS SELECTED IN SMART1, AND SHOW ITEMS IN THE SAME ORDER THEY WERE SHOWN IN SMART1.]

For each of your smart devices, about how long would you expect the manufacturer to support its software?

If you are unsure, please just make your best guess.

Smart large appliance, like a refrigerator or washing machine		Total
		%
Less than 1 year		4
1-2 years		16
3-5 years		27
6-10 years		25
More than 10 years		27
Base: Respondents who own a smart large appliance		314
Smart thermostat		Total
		%
Less than 1 year		4
1-2 years		11
3-5 years		34
6-10 years		26
More than 10 years		25
Base: Respondents who own a smart thermostat		479
Video doorbell		Total
		%
Less than 1 year		6
1-2 years		20
3-5 years		34
6-10 years		21
More than 10 years		20
Base: Respondents who own a smart video doorbell		592
Smart security camera		Total
		%
Less than 1 year		7
1-2 years		20
3-5 years		33
6-10 years		20
More than 10 years		20
Base: Respondents who own a smart security camera		566

SMART2. [CONTINUED.]

Smart TV	Total
	%
Less than 1 year	5
1-2 years	17
3-5 years	34
6-10 years	26
More than 10 years	19
Base: Respondents who own a smart TV	1,541
Smartphone	Total
	%
Less than 1 year	5
1-2 years	17
3-5 years	37
6-10 years	23
More than 10 years	18
Base: Respondents who own a smartphone	1,795
Smart internet router, e.g. with advanced features accessible in an app	Total
	%
Less than 1 year	6
1-2 years	16
3-5 years	36
6-10 years	25
More than 10 years	17
Base: Respondents who own a smart internet router	425
Smart speaker, like Amazon Echo (Alexa) or Google Home	Total
	%
Less than 1 year	6
1-2 years	17
3-5 years	36
6-10 years	23
More than 10 years	17
Base: Respondents who own a smart speaker	848
Smart robot vacuum	Total
	%
Less than 1 year	6
1-2 years	27
3-5 years	31
6-10 years	23
More than 10 years	14
Base: Respondents who own a smart robot vacuum	312

SMART2. [CONTINUED.]

Smart light bulbs	Total
	%
Less than 1 year	13
1-2 years	23
3-5 years	33
6-10 years	18
More than 10 years	12
Base: Respondents who own smart light bulbs	388
Smart small appliance, like an air fryer, coffeemaker, or air purifier	Total
	%
Less than 1 year	9
1-2 years	28
3-5 years	39
6-10 years	14
More than 10 years	10
Base: Respondents who own a smart small appliance	316

SMART3. [SHOW IF ANY SMART DEVICE WAS SELECTED IN SMART1.]

Think back to the last time you purchased a connected device. Were you aware when you purchased it that at some point it might lose software support, including security updates?	
	Total
	%
Yes	35
No	43
Don't recall	22
Base: Respondents who own any smart device	2,031

SMART4. [SHOW IF ANY SMART DEVICE WAS SELECTED IN SMART1. SHOW EACH GRID ITEM IF IT WAS SELECTED IN SMART1, AND SHOW ITEMS IN THE SAME ORDER THEY WERE SHOWN IN SMART1.]

Thinking about the following connected devices that you own, do you expect that they will continue to be useful even after their software is no longer supported?	
Smart large appliance, like a refrigerator or washing machine	Total
	%
Yes	70
No	13
Unsure	17
Base: Respondents who own a smart large appliance	317
Smart thermostat	Total
	%
Yes	58
No	22
Unsure	20
Base: Respondents who own a smart thermostat	481
Smart robot vacuum	Total
	%
Yes	57
No	23
Unsure	20
Base: Respondents who own a smart robot vacuum	311
Smart light bulbs	Total
	%
Yes	56
No	23
Unsure	21
Base: Respondents who own smart light bulbs	390
Smart small appliance, like an air fryer, coffeemaker, or air purifier	Total
	%
Yes	56
No	21
Unsure	22
Base: Respondents who own a smart small appliance	318
Smart TV	Total
	%
Yes	55
No	20
Unsure	25
Base: Respondents who own a smart TV	1,547

SMART4. [CONTINUED.]

Smart security camera	Total
	%
Yes	49
No	28
Unsure	23
Base: Respondents who own a smart security camera	566
Smartphone	Total
	%
Yes	46
No	32
Unsure	23
Base: Respondents who own a smartphone	1,805
Video doorbell	Total
	%
Yes	46
No	29
Unsure	24
Base: Respondents who own a smart video doorbell	593
Smart speaker, like Amazon Echo (Alexa) or Google Home	Total
	%
Yes	43
No	34
Unsure	22
Base: Respondents who own a smart speaker	852
Smart internet router, e.g. with advanced features accessible in an app	Total
	%
Yes	41
No	33
Unsure	26
Base: Respondents who own a smart internet router	430

SMART5. [SHOW IF ANY SMART DEVICE WAS SELECTED IN SMART1. RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY. RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NONE" AT END IN THAT ORDER. "NONE" WAS EXCLUSIVE.]

If any of your smart devices has lost software support, how did you first find out?

If more than one has lost support, please answer for the one that has lost it most recently.

	Total
	%
It stopped working	17
I got a notice from the manufacturer (an email, or a message on the display or in the app)	17
I saw a notice about it in the media (on the news, on social media, or in an ad)	6
Other, please specify	2
None of my devices have lost software support, as far as I know	57
Base: Respondents who own any smart device	2,043

Only including those with a smart device that has lost software support

	Total
	%
It stopped working	40
I got a notice from the manufacturer (an email, or a message on the display or in the app)	39
I saw a notice about it in the media (on the news, on social media, or in an ad)	15
Other, please specify	5
Base: Respondents who own a smart device that has lost software support	854

SMART6. [SHOW IF SMART5 = "IT STOPPED WORKING," "I GOT A NOTICE FROM THE MANUFACTURER," "I SAW A NOTICE ABOUT IT IN THE MEDIA," OR "OTHER." RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "I JUST KEPT USING IT THE SAME WAY" WITH "I DISCONNECTED IT FROM THE INTERNET," KEEPING TOGETHER "I REPLACED IT WITH A NEW SMART DEVICE" WITH "I REPLACED IT WITH A REGULAR (NOT SMART) VERSION," AND HOLDING "OTHER" AT END.]

When your device lost software support, what did you do with the device?

If this has happened more than once, please think about the most recent time it happened.

	Total
	%
I replaced it with a new smart device	36
I just kept using it the same way I had been using it	35
I disconnected it from the internet and kept using it without the connected functions	14
I disposed of it or stopped using it and did not replace it	9
I replaced it with a regular (not smart) version	5
Other, please specify	1
Base: Respondents who own a smart device that has lost software support	841

SMART7. [SHOW IF ANY SMART DEVICE WAS SELECTED IN SMART1. ROTATE RESPONSE OPTIONS, HOLDING "I DON'T HAVE AN OPINION" AT END.]

Some people have proposed that manufacturers of connected devices should be required to disclose how long they will commit to supporting the software. For instance, that information could be printed on the product package.

Which of the following statements comes closest to your opinion about a requirement like that?

	Total
	%
Manufacturers should be required to disclose how long they will support the software	72
Manufacturers should not be required, but I would feel more positive about a company that provided that information	13
Manufacturers should not be required to disclose how long they will support the software	3
I don't have an opinion on this	11
Base: Respondents who own any smart device	2,016

PACKAGE THEFT

THEFT1. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

In the past year, how often did you typically have packages delivered to your home?

	DECEMBER 2024 AES	SEPTEMBER 2021 AES
	Total	Total
	%	%
Every day	3	1
2 to 6 times a week	23	23
Once a week	20	18
2 to 3 times a month	28	28
Once a month	12	15
Less than once a month, but at least once a year	13	13
Never	2	2
Base: All respondents	2,129	2,339

THEFT2. [SHOW IF ANY RESPONSE OTHER THAN "NEVER" WAS SELECTED IN THEFT1. RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Have you had any of these packages stolen from your home (that is, from your mailbox, front stoop, porch, etc.) before you had a chance to bring them inside within the past year?		
	DECEMBER 2024 AES	SEPTEMBER 2021 AES
	Total	Total
	%	%
Yes	15	11
No	80	85
Unsure	5	4
Base: Respondents who have had packages delivered to their home in the past year	2,097	2,297

THEFT3. [SHOW IF THEFT2 = "YES."]

You said that you have had packages stolen from outside your home <u>in the past year</u> . How many times did this happen?		
	DECEMBER 2024 AES	SEPTEMBER 2021 AES
	Total	Total
	%	%
One time	36	36
Two times	31	29
Three times	19	22
Four times	8	9
Five times	1	1
More than five times	5	4
Base: Respondents who have had packages stolen from outside their home in the past year	315	226

THEFT4. [SHOW IF ANY RESPONSE WAS SELECTED IN THEFT3. IF THEFT3 = "ONE TIME," RESPONDENTS SAW "WHICH OF THE FOLLOWING ACTIONS DID YOU TAKE WHEN YOUR PACKAGE WAS STOLEN?" IF THEFT3 = ANY RESPONSE OTHER THAN "ONE TIME," RESPONDENTS SAW "WHICH OF THE FOLLOWING ACTIONS DID YOU TAKE WHEN ANY OF YOUR PACKAGES WERE STOLEN?" RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "I CONTACTED THE SHIPPING COMPANY TO GET A FULL REIMBURSEMENT" WITH "I CONTACTED THE SHIPPING COMPANY TO NOTIFY THEM," AND HOLDING "OTHER" AND "I DIDN'T DO ANYTHING" AT END IN THAT ORDER.

IF THEFT3 = "ONE TIME" AND RESPONDENT ATTEMPTED TO SELECT "I JUST REORDERED THE ITEM AGAIN WITHOUT NOTIFYING ANYONE" IN ADDITION TO ANY OTHER RESPONSE, THEY RECEIVED THE FOLLOWING PROMPT: "YOU CANNOT SELECT 'I JUST REORDERED THE ITEM AGAIN WITHOUT NOTIFYING ANYONE' WITH A RESPONSE THAT SAYS YOU CONTACTED SOMEONE."]

Which, if any, of the following actions did you take when your package was stolen / any of your packages were stolen?		
<i>Select <u>all</u> that apply.</i>		
	DECEMBER 2024 AES	SEPTEMBER 2021 AES
	Total	Total
	%	%
I contacted the <u>seller/retailer</u> to get a refund or replacement	66	58
I contacted the <u>shipping company</u> to notify them	35	40
I contacted the <u>shipping company</u> to get a full reimbursement	26	25
I filed a police report to recover the package	9	9
I contacted my <u>credit card company</u> to get the charges reversed	8	12
I just reordered the item again without notifying anyone	5	10
Other, please specify	2	3
I didn't do anything	5	5
Base: Respondents who have had packages stolen from outside their home in the past year	315	226

THEFT_INFO. [SHOW IF THEFT2 = "YES."]

For this next question, we are only interested in what you did specifically due to the package(s) being stolen. For example, if you were considering installing a security camera or video doorbell before the package theft, please do not include these in your responses.

THEFT5. [SHOW IF THEFT2 = "YES." IF THEFT3 = "ONE TIME," RESPONDENTS SAW THE QUESTION STEM ENDING "SINCE YOUR PACKAGE WAS STOLEN?" IF THEFT3 = ANY RESPONSE OTHER THAN "ONE TIME," RESPONDENTS SAW THE QUESTION STEM ENDING IN "SINCE ANY OF YOUR PACKAGES WERE STOLEN?"

RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "INSTALLED A VIDEO DOORBELL" WITH "INSTALLED A SECURITY CAMERA," KEEPING TOGETHER "STARTED USING A LOCKBOX SERVICE" WITH "PURCHASED A PACKAGE DELIVERY BOX," AND HOLDING "OTHER" AND "I HAVEN'T TAKEN ANY PREVENTATIVE STEPS" AT END IN THAT ORDER. "I HAVEN'T TAKEN ANY PREVENTATIVE STEPS" WAS EXCLUSIVE]

Which, if any, of the following steps have you taken to prevent future package theft since your package was stolen / any of your packages were stolen?

Select all that apply.

	DECEMBER 2024 AES	SEPTEMBER 2021 AES
	Total	Total
	%	%
Installed a security camera	27	16
Installed a video doorbell	25	21
Started scheduling in-person deliveries	24	14
Started insuring packages	13	13
Started using a lockbox service (such as Amazon lockers)	12	17
Purchased a package delivery box (locker) for my home	6	2
Other, please specify	13	10
I haven't taken any preventative steps	20	25
Base: Respondents who have had packages stolen from outside their home in the past year	316	228

AUTONOMOUS VEHICLES

AV_INTRO.

Autonomous vehicles, which are sometimes called "self-driving cars," rely on advanced sensors, software, and other technology to drive without the active supervision of a human behind the wheel. That is, they can mostly or fully drive themselves. Currently, they are being used in a few U.S. cities as ride-hailing vehicles ("robotaxis") but they are expected to become more commonplace nationwide.

These vehicles are not yet available for sale to consumers. We are not asking about vehicles for sale today with automated driver-assist systems that support a human driver but require constant supervision.

AV1. [ROTATE RESPONSE OPTIONS, HOLDING "UNSURE" AT END.]

All vehicles on the road today must meet federal safety standards. Currently, vehicle manufacturers self-certify that each of their models meet federal safety standards. In your opinion, should that practice continue for autonomous vehicles, or should an independent organization certify autonomous vehicles for safety?

	Total
	%
Autonomous vehicles should be certified for safety by an independent organization	47
Autonomous vehicles should be certified for safety by their manufacturers, like regular vehicles	35
Unsure	18
Base: All respondents	2,103

AV2. [ROTATE RESPONSE OPTIONS, HOLDING "UNSURE" AT END.]

When it comes to safety standards for autonomous vehicles, which of the following statements comes closest to your view, even if neither is exactly right?

	Total
	%
Safety standards for autonomous vehicles should be <u>more strict</u> than for traditional passenger vehicles, because of the potential risk of crashes associated with this new technology	68
Safety standards for autonomous vehicles should be <u>similarly strict</u> as for traditional passenger vehicles	18
Safety standards for autonomous vehicles should be <u>less strict</u> than for traditional passenger vehicles, because they have the potential to reduce crashes caused by human error	3
Unsure	11
Base: All respondents	2,118

AV3. [ROTATE RESPONSE SCALE AND "SUPPORT" AND "OPPOSE" IN STEM TO MATCH.]

For autonomous vehicles, safety advocates propose adding a "vision test" to the set of federal safety standards. This would make sure that an autonomous vehicle can reliably detect and respond to other vehicles, people, and objects on the road as well as a human driver would.

Would you support or oppose a "vision test" requirement for autonomous vehicles?

	Total
	%
Strongly support	59
Somewhat support	20
Neither support nor oppose	15
Somewhat oppose	3
Strongly oppose	3
Base: All respondents	2,109

AV4. [ROTATE RESPONSE OPTIONS, HOLDING "OTHER" AND "UNSURE" AT END.]

In traditional cars and trucks, the driver is responsible if they cause a collision.

In the future, people might be able to own their own autonomous vehicles, just like they can own a traditional car or truck today. Imagine that a person is riding in their own autonomous vehicle and the vehicle clearly causes a collision. Who should be held responsible for the collision?

	Total
	%
The owner of the vehicle is completely responsible	16
The owner and the manufacturer share responsibility	47
The manufacturer of the vehicle is completely responsible	23
Other, please specify	2
Unsure	12
Base: All respondents	2,118

AV5.

Proposals at the federal and state levels could limit local governments' control over where and how autonomous vehicles operate, making it easier for robotaxi companies to expand. While the federal government traditionally sets vehicle safety standards, decisions about where or how vehicles operate are traditionally left to state and local governments.

Do you think your local government should keep the power to decide whether and how autonomous vehicles are allowed on roads in your community?

	Total
	%
Yes	52
No	21
Unsure	27
Base: All respondents	2,112

SCAMS

SCAM_INTRO.

A cyberattack or digital scam is when bad actors use technology to harm, steal from, or deceive people over the internet. This can include hacking into systems to access private data, tricking people into revealing personal information, spreading viruses, or using any deceptive tactics to commit a crime.

SCAM1. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Have you ever lost money to a cyberattack or a digital scam?

	Total
	%
Yes	16
No	84
Base: All respondents	2,130

SCAM2. [SHOW IF SCAM1 = "YES. "]

How many different times have you lost money to a cyberattack or a digital scam?	
	Total
	%
Once	49
Twice	36
Three times	9
More than three times	5
Base: Respondents who have lost money to a cyberattack or digital scam	341

SCAM3. [SHOW IF SCAM1 = "YES." RESPONDENTS WHO INDICATED IN SCAM2 THAT THEY HAD LOST MONEY ONLY ONCE DID NOT SEE THE INSTRUCTION: "IF YOU HAVE EXPERIENCED MORE THAN ONE ATTACK, PLEASE TELL US ABOUT THE ATTACK WHERE YOU LOST THE MOST MONEY." RESPONDENTS SAW FOUR RESPONSE OPTIONS AT THE HIGH END OF THE SCALE, HERE CONDENSED INTO "\$50,000 OR MORE": "\$50,000 TO \$99,999," "\$100,000 TO \$499,999," "\$500,000 TO \$999,999," AND "\$1,000,000 OR MORE."]

One last question on this topic. About how much money did you lose to that attack?	
<i>If you have experienced more than one attack, please tell us about the attack where you lost the most money.</i>	
	Total
	%
\$1 to \$99	20
\$100 to \$499	33
\$500 to \$999	19
\$1,000 to \$9,999	24
\$10,000 to \$49,999	3
\$50,000 or more	1
Base: Respondents who have lost money to a cyberattack or digital scam	337

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