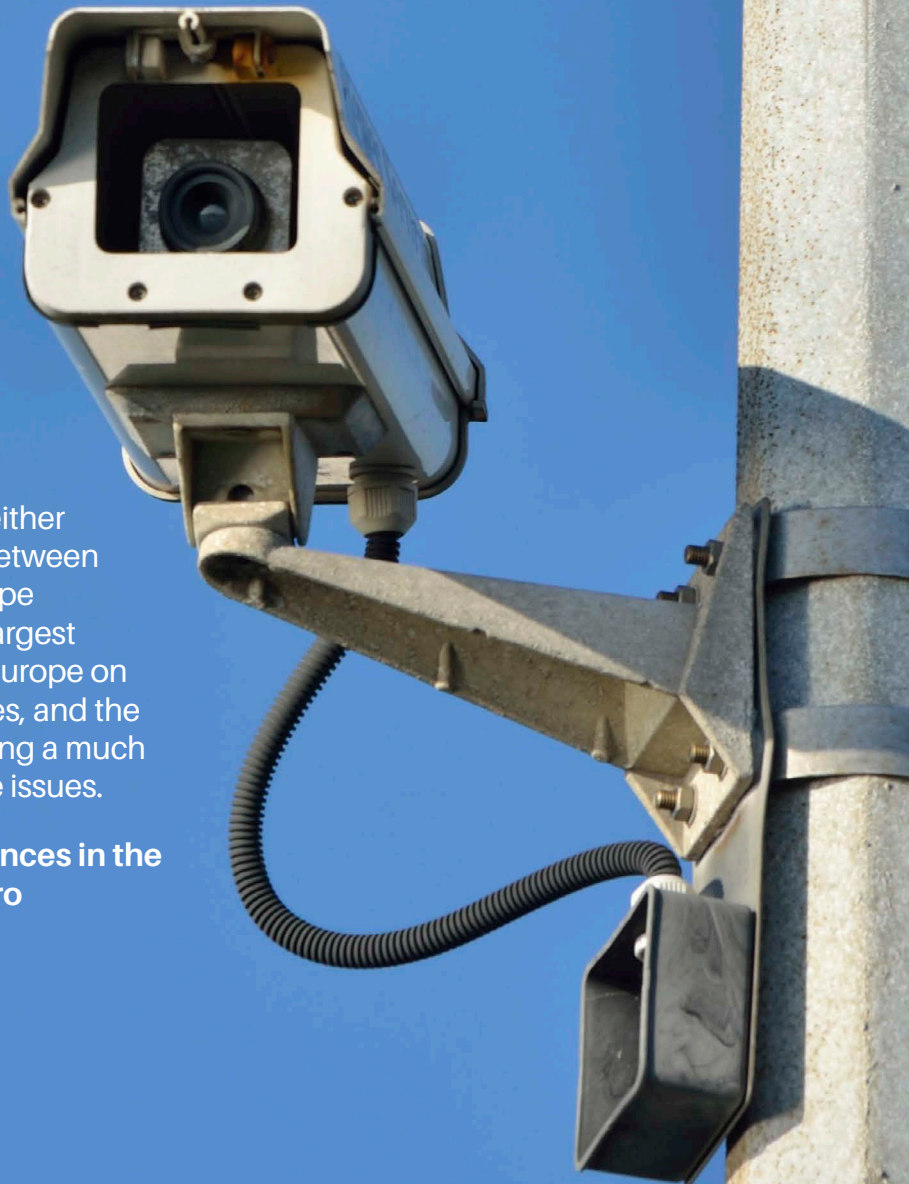


Privacy vs security

Europeans' preferences on transport security and surveillance measures

People are often assumed to support either privacy or security, as if the choice is between one or the other. However, RAND Europe has collected evidence as part of the largest ever surveys of citizens' views across Europe on security, surveillance and privacy issues, and the results point to the general public having a much more nuanced understanding of those issues.

This brief presents people's preferences in the context of travelling by train or metro



Threats to our safety range from local street crime to international terrorism and cybercrime to pandemic disease. In confronting such threats, policymakers must weigh up individual rights against the collective needs of society. Decisions are often characterised as a trade-off between privacy and security, issues that are inherently difficult to measure and compare. Are people willing to accept intrusions into their private lives, such as third-party access to medical records or internet surveillance, in return for enhanced security and other benefits?

In 2014, RAND Europe completed a pan-European survey (of the then EU27 Member States) to explore citizens' views on these issues for the European Commission's PACT project (Public Perception of Security and Privacy: Assessing Knowledge, Collecting Evidence, Translating Research into Action). In autumn 2013, over 26,000 citizens across EU27 participated in the survey: 13,500 through face-to-face interviews and 12,800 through online surveys. The survey contained three stated preference choice experiments to quantify citizens' views on privacy and security issues in three real-life scenarios: travelling by train or metro, choosing an internet service provider and storing personal health data.

In this study

The stated preference method

A key benefit of the use of stated preference choice experiments is that the outputs provide quantification of the strength of preferences, including an estimation of citizens' willingness to pay for proposed initiatives. In this study, every respondent was presented with five questions, each with three options – Options A and B, and a 'None of these' option (please see an example of a stated preference question below). The first two options are described using dimensions relating to information on CCTV surveillance; on the type of security personnel encountered; on random physical security checks; and on the additional costs of security measures and systems. Across all respondents, the survey presented 120 unique questions, creating a wide range of scenarios and providing a detailed understanding of citizens' preferences. In total, over 12,000 people from across the EU27 provided more than 60,000 choice observations relating to their expectations of travel security and privacy.

Which of the following options would you prefer for your train journey?			
Description	Option A	Option B	Option C
CCTV cameras:			
Type of CCTV camera	No CCTV cameras	Standard CCTV (working like a television)	None of these; I would prefer not to make this journey by train/metro
How long CCTV camera information is stored		CCTV information stored for 15 days	
Who can access CCTV camera information		Only police departments in your country have access to the camera information	
Security personnel at the station	Unarmed police	Armed police	
Security checks at the station:			
Type of security checks	People randomly selected for physical search and bag check	No physical security checks	
Time to go through security	30 seconds	No delay	
Security surcharge on top of ticket cost	Security surcharge of €1	No security surcharge	

What **security & surveillance** measures do people want at train stations?



Surveillance in the form of CCTV cameras is preferred at train/metro facilities

In general, respondents from all 27 EU countries surveyed in this study prefer to *have* CCTV cameras. Furthermore, they indicate a stronger preference for cameras with advanced features such as face recognition, abandoned bag detection and recognition of suspicious movements of people. Respondents in most countries prefer that the CCTV surveillance information is stored for 7 or 15 days. Across the surveyed countries, respondents are disinclined to allow CCTV information to be accessed by police departments *outside* their home country.

CCTV preferences in the European Union



1st place

Advanced CCTV that can recognise faces



2nd place

Advanced CCTV that can detect abandoned bags



3rd place

Advanced CCTV that can recognise suspicious movements of people



4th place

Standard CCTV that works like a television



Respondents prefer to have security personnel deployed at the station

Across most of the EU27, respondents prefer deployment of security personnel. There is a preference for unarmed over armed personnel, and for police over private security personnel.



In most countries, respondents are averse to having to go through physical security checks

Where such checks are present, respondents are more averse to physical searches that include a bag search than going through a full-body scanner or metal detector.

As expected, respondents prefer options that take less time, in order to avoid any additional delay due to security checks. Depending on their household income, respondents are willing to pay €1.46–€3.28 per trip to reduce any security delay by one hour.

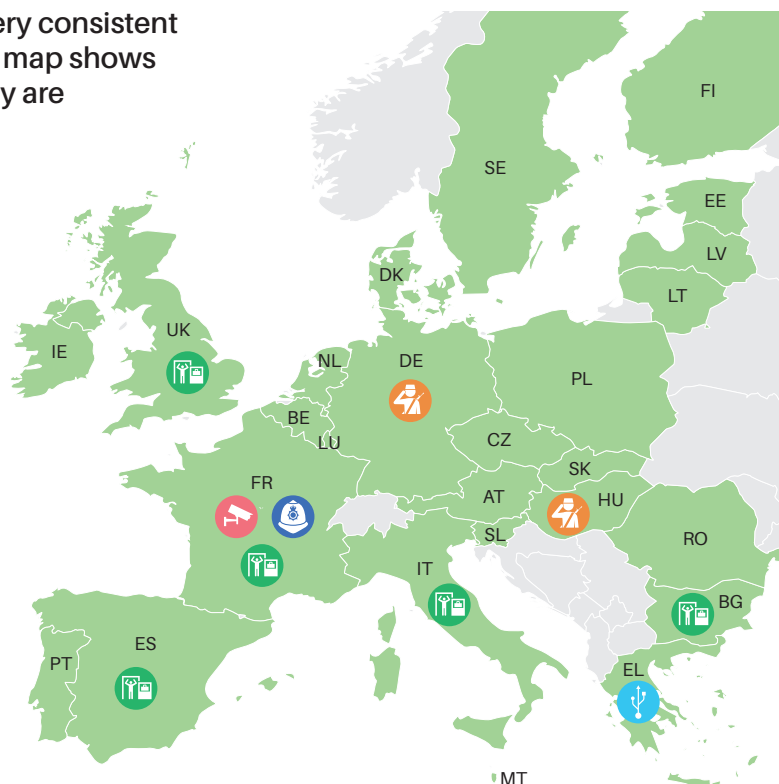


Preferences are shaped by demographic characteristics

Females have stronger preferences for CCTV cameras compared to males even though both males and females indicate a preference for CCTV surveillance. People aged 55–64 have stronger preferences for CCTV cameras compared to other adult age groups. Respondents aged 18–24 indicate a weaker preference for CCTV surveillance and a stronger aversion towards physical checks involving metal detectors/full-body scanners compared to other age groups.

Although preferences are generally very consistent across the 27 countries surveyed, this map shows on what points opinions in one country are significantly different from the rest:

-  Particularly strong preference for CCTV cameras
-  Prefer the metal detector/full-body scanner over no physical security checks
-  Particularly averse to (police and private) armed security personnel
-  Particularly strong preference for police over private security personnel
-  Dislike CCTV data storage for future use
-  Surveyed countries



Summary for policymakers

In the context of transport infrastructure, our results show that perceived challenges to privacy include invasions into users' personal space (through pat-downs or other forms of searching) and more complex issues regarding access to and storage of personal data about travellers.

A synthesis of overall PACT project findings (including internet surveillance and health data storage scenarios) indicates that:

- From a regulatory perspective, the issues most at stake concern creating a **culture of accountability**, particularly where public and private organisations are involved in **collecting and using personal data**.
- While on average the preferences across Europe are consistent, it is important to **take account of diversity in preferences by country and by demographic group**, when designing and deploying security and surveillance.
- European preferences relating to security and privacy **are much more nuanced than a straightforward inverse relationship** that assumes additional security or surveillance must come at the cost of privacy and liberty.

This summary describes work done by RAND Europe documented in *Public Perception of Security and Privacy: Results of the Comprehensive Analysis of PACT's Pan-European Survey* by Sunil Patil, Bhanu Patrui, Hui Lu, Fay Dunkerley, James Fox, Dimitris Potoglou and Neil Robinson, RR-704-EC, 2015 (available at www.rand.org/t/rr704). To view this summary online, visit www.rand.org/t/RB9843z1. RAND Europe is a not-for-profit research institute whose mission is to help improve policy and decisionmaking through research and analysis. RAND Europe's publications do not necessarily reflect the opinions of its research clients and sponsors. **RAND®** is a registered trademark.

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