
City of Portland
Bureau of Planning & Sustainability
Office of Equity & Human Rights

Surveillance Technologies Inventory Survey
Open-Ended Response Data Summary
October 16, 2023



Qualitative Data Summary

This slide deck summarizes the key themes and highlights respondent feedback from the following open-ended questions:

1. Example Scenarios

- Scenario 1: Security camera in neighborhood
- Scenario 2: Parking Kitty

1. Inventory Information Categories (that received open-ended responses)

- Basic Information
- Use & Application
- Data

Example Scenarios:

- Scenario 1
- Scenario 2

Scenario 1: Security camera in neighborhood

Scenario 1 description:

“You travel one morning from your home to take public transit and notice a new post with a camera-like device pointing at your street.”

Survey prompt:

What (other) questions/concerns do you have in regards to this scenario?



Scenario 1: Key Themes

Survey respondents have a resounding need for further information and transparency on surveillance technologies and their application in Portland.

**Unsupportive
of camera**

**Desire more
information**
on what data is being
collected, purpose of
surveillance, and
consent to monitor

**Questions re:
who has
access to the
information?**

Scenario 1: Examples of Respondent Feedback

Community members are looking for more transparency concerning what information is being collected, surveillance technologies purposes, and measures for obtaining consent for surveillance.

- “Can the camera be combined with other devices e.g. sensors, audio? Will it be limited to public ways or can it be directed to home windows etc?”
- “Why does the government want to watch me? What are they going to do with the information?” (*translated from Spanish*)
- “If this data can identify me I think there should be some kind of sign to inform me in the physical space?”

Scenario 2: Parking Kitty

Scenario 2 description:

“You visit Downtown Portland and find a parking spot on the street. You try to find a machine to pay, but notices that there are no more parking meters and the City requires her to download the Parking Kitty app to pay for parking. This app requires her to enter information describing her car, license plate, credit card information, and car location.”

Survey prompt:

What (other) questions/concerns do you have in regards to this scenario?



Scenario 2: Key Themes

Survey respondents have concerns regarding the use of personal information, the degree of surveillance, and worry if this process is equitable.

**Use of
personal
information**

**Unclear
surveillance
goals**

**Inequitable to
rely on one
method of
payment**

**Defining
who has
access to
data**

Scenario 2: Examples of Respondent Feedback

Community members are not in favor of only utilizing an application (Parking Kitty) as the only means to pay for parking. Community feels like this process is inequitable.

- “What happens if the machine [parking meter] doesn’t describe instructions in the language of the person [using it]...I imagine that the City of Portland only wants people with resources and technology to come and visit” *(translated from spanish)*
- “What about someone who doesn't have a phone or credit/debit card? Or phone is dead, lost, etc? What if you just don't want to enter all your information into an app?”
- “Is there a way to pay to park without using this app?”

Inventory Information Categories:

- Basic Information
- Use & Application
- Data

Detailed Inventory Fields: **Basic Information**

Survey respondents would like to understand more about who has access to the data collected (for all surveillance technologies) and the costs associated with them.

Oversight & Transparency

on who can access the data, and how it's used

Access to the vendor,
what happens if the company is sold or the company has a data breach

Understanding the financial implications

Basic Information: Examples of Respondent Feedback

- “Is the technology owned by the responsible organization, or leased from a contractor? Who operates the technology?”
- “Procurement process and how many alternative vendors were considered. Was it just one, or did the city go through a proper RFP process?”
- “City bureaus or offices/services using this technology and contact information of a representative who is familiar with the program”

Detailed Inventory Fields: **Use & Application**

Community members would like to have access to information & transparency regarding these technologies explained in easily understandable language. Risk assessment and privacy are notable concerns.

**Software
Specifications**

**Accessible &
Straightforward
Information**

**Risk
Assessment**

Use & Application: Examples of Respondents Feedback

- “Summarized uses of technology and terms & conditions (concise & in layperson's terms) to inform members of the public”
- “An annual report about the results for the community. Publish it on the web.”
(translated from Spanish)
- “Plain language assessment of what parties could access the data under what circumstances. Plain language assessment of how the data are transformed.”

Detailed Inventory Fields: **Data**

Community members would like to understand more about the format of the data and if it is possible to opt out of data collection.

**Ability to opt
in/out of data
reporting**

Data formatting in a way
that does not personally
identify community
members

Data: Examples of Respondents Feedback

- *“Is this data anonymized and aggregated? For what purpose?”*
- *“How data is transferred (secure or non-secure file uploads/downloads, email, disk, etc.)”*
- *“...any stored data should be public. No PII should be stored”*

Key Takeaways

- Survey respondents have concerns about the privacy of their data.
- Survey respondents consider it inequitable to transition to only utilizing technology as a means to pay for parking (Parking Kitty).
- There is a need for transparency regarding who has access to this data, for what purpose, and all information needs to be easily accessible to the public.