#### RECOMMENDATIONS

Users need clear and easily accessible information to trust the service



Users want an **easy and customisable** service



Users are most concerned about technical safety and reliability

Users require data privacy and security

#### **OPPORTUNITIES**



#### IoT can enable

the use of automated driving services through easier trip planning by providing real-time traffic information

#### IoT can accelerate

the adoption of automated driving services as trust in the system is increased by providing information about the vehicle operation

#### IoT can enhance

the user experience by providing real-time information about points of interest and enabling customisation options



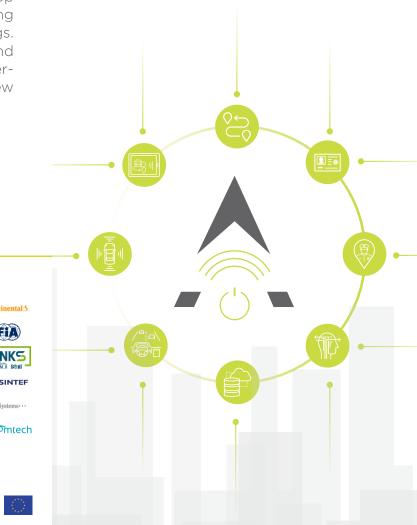
The mission of AUTOPILOT is to develop and test use cases of automated driving progressed by the Internet of Things. Understanding user requirements and concerns in early stages supports usercentred development and uptake of new services and features.

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USER EXPECTATIONS, REQUIREMENTS AND CONCERNS RELATED TO IOT-ENHANCED AUTOMATED DRIVING SERVICES



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#### Objectives

The survey aimed at identifying how the Internet of Things (IoT) can improve automated driving services based on user feedback.

#### Method

The online survey introduced three different use cases of automated driving progressed by IoT which were developed within the AUTOPILOT project. Information about expectations, requirements and concerns of potential users in different usage phases were collected. The study was conducted across 8 countries.



The sample consisted of over 4,000 participants and was selected to be representative by age and gender for the countries' population (18-69 years old).



#### **USER FEEDBACK ON USE CASES**

### Scenario A - Tourist Service



The AUTOPILOT app provides a carsharing service for tourists. In the gardens of Versailles, the vehicle drives autonomously and the service provides tourist information when passing sights.

With the automated valet parking

function of the AUTOPILOT app, the user drives to a drop-off point and

sends the car to park autonomously.

The system provides information

about free parking spots and

navigates the car to it.



## Scenario B - Platooning Matching



In the platooning matching function of the AUTOPILOT app, users arrange to meet and join together in a platoon on the motorway one user is the platoon leader, the others are following. The following cars drive autonomously.

Users evaluate

positively

the service overall

Users are concerned about

secure payment









Users require

• potential malfunction during self-driving mode

information on planning the tour

real-time tourist information

Information on the booking process