Interviewer So if just to start off with if you could just describe the system that you've got in your car, maybe if you know what it's called or how it works and how long you've used it...

P12 I'm not sure what it's called or...it sort of has like a GPS system button on it. And then it tells me how much.... speed limit is for that area. And if I go beyond the speed limits, it begins to sort of like flash and sometimes it can just... if... I can override it. And sometimes it can attempt to just stop the.... bring the car back to the normal speed.

Interviewer OK, so it will it will slow you back down to the normal speed.

P12 Yeah...

Interviewer And how long have you been driving with that system in your car?

P12 Just over a year now.

Interviewer OK. And is it a system where you can turn it on and turn it off if you want to?

P12 To be honest, it's so complicated. I haven't really tried to..... Every time I try to actually understand what autonomous control means, I just end up, you know, disrupting the system. I just leave it as it is.

Interviewer OK, so so it's complicated. So you just leave it. So when you got the car, was it just switched on already in your car?

P12 Yeah, yeah. Default.

Interviewer Yeah. So you've got it switched on. But if ... if it was easy to switch it on and off, do you think you you would use it then or would you put it on for certain journeys?

P12 I think now it's more or less like a retrospective decision. Now that I have, I have had it on, I don't think I would really want to switch it off because, you know, I would just leave it on.

Interviewer Yeah. Would you have switched it off in the beginning when you'd had the system if you'd known how to switch it off?

P12 I probably wouldn't, because I would really love to know what it's like and how it works, so I probably wouldn't have switched it off.

Interviewer OK. So are there particular... It sounds like you find it a useful system...... can you tell me a little bit about its benefits, how you find it useful?

P12 I think most importantly, when I'm driving in an unfamiliar terrain, I often just rely on this system to just tell me what the terrain is all about and how much... the speed I'm allowed to drive on, and what the speed limit and... when it changes. It sort of just gives me an idea of, OK, you know, this is the allowed speed for this time. I think that that's really it's been really helpful in that.

Interviewer Do you do you ever find it... Are there any disadvantages or do you ever have...or have you ever had any bad...

P12 Yeah, especially sometimes it's wrong. I think probably because the GPS and the.... whatever.... gets a lot of updates very often. So when there are these updates, the car itself needs to be taken to the manufacturer to sort of reinstall a new system, which often at times you know... we're so busy you don't even have time to do that. Because of that, it begins to judge speed limits wrongly, and it just..... that can be annoying, really.

Interviewer And what do you do in those circumstances? Do you have to reset anything or do you just override...

P12 if it's an area that I'm familiar with... I just ignore and override and keep moving, yeah...

Interviewer And apart from it being sort of sometimes inaccurate, do you have you found any of the problems or disadvantages with using the system?

P12 Not really. But I don't know if there is some overlapping between when the car is in front of you. I don't know if that's what, what, what it does as well. If there's a car in front of you, it begins to just flash. And, you know, I think that's also helpful....So... I don't know if that's... this system or something else.

Interviewer Yeah, that sounds like.... So there's lots of other systems you can get in cars. And I think a lot of the time people are using the speed system as part of a wider system of sort of driver assist. And so you said that sometimes you use the override if it's not displaying the correct speed limit. How do you find using that override system? Is it that you press down on the accelerator or...

P12 that's right, so you just press down on the accelerator so... the car...the system just understands that, OK, Well, you know what you're doing so....

Interviewer And do you find that OK, to use?

P12 Yeah, yeah.

Interviewer So some people worry that the override is going to take just a little bit too much time, so it's not responsive enough...do you to find any timing issues with the override.

P12 Erm...I don't use it very often but... each time I've had to use it, I think it's pretty... it's transient so... of course, you still get the... like the... blasting blaring alarm sounds, but.... I kind of just keep plodding on with it, and I don't really have a problem with that.

Interviewer What kind of situations have you had to use that? Is it just when the system is being inaccurate or have you ever had to use it to get out of the way of a hazard, for example, or anything like that?

P12 Yes, I think I've used it once to get out a hazard...erm..condition. I think there was a car speeding so fast behind erm...yeah, behind me. And if I had... if I just, you know, allow the system to to take away, there is a very high risk of collision. So that was one time I was able to use it against... and preventing an accident

Interviewer and did that feel quite comfortable to use it in that circumstance?

P12 I think at that point, there were so many things going on. You know, I was a bit anxious about what was going on behind me, and then the alarm sounded... really a lot. So I wouldn't say it was pretty easy. It was a tough decision to make. But in the end, I'm glad that I was able to make that decision.

Interviewer Yeah. So was that an alarm telling you that a car was coming up behind you too fast? Is that sort of sensors around the car?

P12 Yeah.....

Interviewer So you've got... how do you find those sort of warning things, you know, when you hear those....

P12 Oh...it's a lot, it's just too much. But I guess well, in the overall.... the overall thing is just to keep you safe. So.... you know, I just keep on with it.

Interviewer So are there any improvements that you would make to your intelligent speed assistance system?

P12 Yeah. I think first is.... like an automatic upgrade for the GPS on these speed systems. And secondly, to sort of allow..... I don't know if that would make sense.... to allow the driver to make the decision themselves and not the override doing... you know, kicking in first before the driver does.... whatever he wants to do... other than that erm.... I think... pretty much, I'm alright with it.....

Interviewer Yeah, the system works quite well. So when you say driver choice rather than the override system, what exactly do you mean by...is it a different way to override do you mean....

P12 So....You know, when it tells you that, OK, you're going beyond speed... the next thing it does is just to bring down the speed. Rather, I would rather that, you know, it just instructs... It just tells the driver you're going beyond and ask if.... you know the driver wants to.... before just kicking into the override but.... I mean, different people want different things.

Interviewer So that's more like a sort of an advisory system where it would tell you, rather than it would actually....

P12 yeah...rather than just...exactly, yeah

Interviewer does it flash up the speed limit if you go over....

P12 Yes, it's like a red...it just... this erm....what's it called.... the reading just goes to red and then the system activates....

Interviewer So it sounds like you would prefer if you just had that warning and then you could react to it...

P12 make that decision yeah....

Interviewer Yeah.....because I think that's what some people have in their cars. If they don't have the limiting system, quite a few people will have the advisory. What kind of warning would you like as part of an advisory system? Would you like a sort of alarm or would you be happy with the visual?

P12 I think a visual should be alright.

Interviewer So if you could just sort of go to that system.....would you turn off the limiting system if you had that option?

P12 I think what's making me make this decision is because the erm.... the braking system itself is not always up to date. So you find out that it's always not accurate... if it's accurate.... I'm absolutely happy with it....more than the alarm system really...

Interviewer So if it was always accurate, you would be quite happy to use the limiting....

P12 yeah...absolutely...

Interviewer it's just erm...because there's inaccuracies.

P12 Exactly....Yes

Interviewer OK, great. So erm..... So when you were buying that car, was it important to you to have these kinds of systems in the car? Was it a part of why you bought that car or not...

P12 To be honest, you know when you're buying the car, you're thinking about so many things.... finance and so many... and so.... the buyers and everyone.... I mean, the sellers would tell you so many things, but I... I wasn't paying attention (laughs)....I was just...yeah... looking at..... But now I'm learning so many more things. And so the difference would be clear.... next time, yeah...

Interviewer So you didn't choose it to have this.... So what made you choose the car that you went for?

P12 I think I just wanted ..... something erm....that is sort of like new..... like more recent. So I just had a feeling it probably would, you know, have some things, you know, in addition to it and all that. So that's why I went. That was the main decision, really.

Interviewer So you weren't looking for a speed limiting system. Did you find out when when you bought the car.... At what point did you find that it had the system....

P12 Yeah. So I think I was driving in one unfamiliar terrain and then I saw the system activate. Initially, I thought my my car was in a problem....or having an issue... I thought I was crashing into something. So the, you know, the the thing brought me back to a normal speed.... about a minute I was still trying to understand what was going on. So I started researching erm...the meaning of that on the computer and then I started reading through and then I started seeing people's opinion about it and I was like...oh... right, so this is what this is about...

Interviewer So where did you go looking for that information....

P12 Google...I just Googled, yeah....

Interviewer And would you have liked to have got more information about these systems from the dealerships?

P12 Absolutely...Yeah, absolutely.

Interviewer What do you think would be have been the best way for them to give you that information about the systems?

P12 I think if they....in simple terms, just say...and this car has this particular feature and it helps you to make sure that you are within the appropriate speed limit, you know, for.... and if you're not, it just brings it down. They also need to tell us the erm... problems that are likely to be associated with it, like erm.... the GPS that is not always up to date. That would really help. So I think that would be..... that would be very helpful.

Interviewer Yes, so sort of troubleshooting things so that when you come across problems....

P12 Yeah, yeah.

Interviewer And over the sort of time that you've been using the system, have your.... because it sounds like it was a bit of a surprise when it first happened. How have your feelings towards the system changed through you using it....

P12 I think I began to like it, especially when I drive in a place where... where I'm not familiar. So I just stick to it and it's just really good. It's erm.... it's really helpful.

Interviewer So there's particular journeys where it's helpful. Do you find it helpful on other sorts of journeys....

P12 on motorway driving.....it helps a lot. And then erm.... there is.... this erm...very funny awkward roads erm....what's it called again... erm.... country roads yeah....on country roads....

Interviewer So there's different kinds of ways of setting up the system in cars, so normally it's a system that you can switch on and off quite easily. It actually sounds like you left it on because it was difficult to switch off. How do you feel about the ease of turning it on and off? Would you like yours to be easier to do?

P12 Yes, I would really like it to like be straightforward, not having to push too many buttons. You know....Yeah, it would be easier...

Interviewer And would you if if it was like that now in your system, you could turn it on and off easily...

P12 Yeah, I could actually try turning it off, especially in the area where I'm familiar with. I don't want that to bother me at all there....

Interviewer Yeah. So you want it to be adaptable so that you can choose the journeys where you use it

P12 exactly...

Interviewer but you would still use it on particular journeys is that right

P12 Exactly, yeah....

Interviewer So they're sort of looking at starting to roll these systems out into all new cars. Do you think it should be compulsory for new cars to have speed limiting systems in them?

P12 If it's I mean, it's a good idea if it's erm...installed in new cars, but I think they also need to inform the populace what they are doing. Most often, at times, people just... you know, like me who just, I mean, I didn't know about it. I don't know what can be done to reach everyone, educate them on what this system is and how it works, because there's no point if it's only erm.... if it's on all cars and people who have these cars don't know how to apply them, don't know how to use them, don't have any idea about it. So I think it's imperative to also, you know, teach these users how and what these systems are all about.

Interviewer Yeah, yeah, that's a good point.

P12 I didn't even realise it was.... this was what it was until.... I joined this, your research, so I've actually now.....realised, oh, so this is how the system works (laughs).... You know so....

Interviewer So you've been using it in your car without.....

P12 without knowing this is what it's called you know....

Interviewer Yeah...erm.... so that's a good point that if it's in cars erm.... people need to understand how it works. Who do you think should be giving that information and should it be to all drivers or just the drivers that have bought those cars? How do you think is the best way to....

P12 Erm.... I think drivers who are buying.... I think we can initially start with drivers who are just buying the car, so how to reach every one of them. The interesting thing is, on the day they are really buying, they probably won't have their mind on all of that you know..... But erm.... I think also.... all drivers, with time, should actually come to the knowledge of it, one way or the other.... And people should begin to understand that this is what it is and.... you know....

Interviewer And if if it did start to be in all cars, do you think as a system it would make the roads safer?

P12 Yeah, I believe so. I believe it definitely has a role in making the roads safer. It's really good. It's an impressive system, to be honest.

Interviewer Yes. Can you tell me why you think it's got those safety.....features...

P12 I mean, for example, I remember one time I was driving.... I think it was within a city centre where you're actually not meant to do more than 30 miles an hour. And erm.... this car was just trying to join the main route. And he was really speeding, like, I'm sure he was doing more than 30 miles an hour...I had to slam the brakes so much, but I believe if that system was really working effectively, it would have sort of.... You know, brought this speed down at some point for that driver. I think it was.... I really, really, really remember that night. I didn't like it at all, so I believe it has a role in safety as well.

Interviewer So if it was in all cars, but you can turn it off..... how do you encourage people to use the system... What do you think? What would...I mean it could be sort of incentives for people to use it. It could be information. What do you think's the best way to encourage people?

P12 I think I'm going to lean more to.... to my own job what I do as a living as a medical doctor. I think we could advocate as regarding how much accidents that we get and how much, you know, the NHS spends on erm.... on treating accidents, trauma related injuries and erm....you know, bone fractures...... and how mobility problems occur. So if we could actually talk to people using this area and how much we can get better with ourselves and how much we can reduce the pressure on doctors, the much finance that is being spent, I think.... maybe.... I'm not sure, but maybe some people would actually understand and try to start to turn it on....

Interviewer Yeah. So that's kind of similar to the the way you would approach speeding in general...

P12 Yeah, yeah...

Interviewer Do you think there are any other benefits you could sort of put across to people that would make them use the system?

P12 I think....it will help you to maintain your car, you know, when you don't have to speed...where you're speeding because applying brakes like that guy did...unnecessarily, would actually cause wear and tear quickly. And.... I think erm... in a very.... that's...that's a positive as well.,..... if the system is applied, you realise that you're not spending too much on fuel.....you're not spending too much on servicing your car or replacing one of its parts in the car.

Interviewer So you've got that sort of safety thing that you can use as a motivation, but there are also benefits to the driver in fuel efficiency and wear on the car so..... Do you think there's groups of people who wouldn't like the system at all, wouldn't want to use it at all?

P12 Yeah. As with any....as with any other person, you know.... when you bring an idea, some people just completely not like it. And even when it's obvious that it's positive, that's how the world works and many people will not be on the same wavelength. So I believe there would be some people who just definitely, you know, would be on the other side of the divide, which is understandable.... or as much as..... as long as more than 70 percent of the users...or of the drivers erm.... agree to this. And..... I think probably with time or...with experience...those who are on the other side of the divide may begin to actually see...that there is some, you know, ramifications in it.....and little by little, you know, erm.... they start understanding.....

Interviewer OK, so it's sort of it starts off and it's it's useful as long as a majority of people use it. And then over time, it will be it would become more acceptable.

P12 Yeah.

Interviewer And do you feel that kind of approach is better than sort of trying to enforce people?

P12 Absolutely, yeah...enforcing people, definitely just, you know, make people hate it even more. It's just.... I mean, yeah, it's just like errm.... COVID and the vaccines and all that. So it's.... that's just humanity really, enforcing people will just make people starts being suspicious about one thing or the other. Whereas there's really nothing to catch...it's just basically for people's safety.

Interviewer That's an interesting point and a good analogy with COVID as well. Erm... well, that's all of my questions. Did you have anything else that you'd thought of around the system that we haven't covered?

P12 I think that's really it. I can't think of anything else.

Interviewer Yeah, well, that's great. Thanks very much for talking to me....