Interviewer So first of all, if you could just describe the system that you've got in your car, the intelligent speed assistance.... maybe what it's called and how it works and how long you've been using it.

P11 I've been using it, so I've been driving three years and it was installed in my car from the very beginning because my dad obviously wanted it in the car just as a precaution. And yes, when I go on the roads, especially since I live in (city name) for university, but I actually live in (city name) normally. So erm.... I obviously didn't know the roads, which is probably why he also installed it and erm....yeah, so it just it takes the speed limit into account on the road and then will slow, slow me down if I'm going over the speed limit. And obviously I can override the system if I want to accelerate the car, I just press on the accelerator. And then it'll also inform me the speed limit on the road, which will come up on my dashboard. And then also there's... I also have a little indicator which will tell me whether to go up or down and a gear just so they know that I'm not.... ruining the car or anything like that....

Interviewer So you've been driving with that in the car for about three years? Is that right? And is that that's ever since you've passed your test?

P11 Yeah.

Interviewer So you've always really been driving with that in the car?

P11 Yeah, I mean, I haven't driven without it. It's just always been installed in the car, yeah...

Interviewer So tell me a little bit about how you find using it, whether....so it could be things that you like or things that you don't like.

P11 Erm.... well, I quite like it because obviously it indicates the speed limit, which on some roads I find quite hard to pay attention to while I'm actually driving. So for that to pop up on my dashboard and then it also.... I mean, especially in (city name), it's such a busy city. And because I didn't know the roads at the start...., for me, something that will slow down my acceleration or make sure that I'm not going above the speed limit because I obviously don't know the roads well enough. I thought that was quite handy, and it also meant that I was driving obviously safe. And just because the traffic can get quite crazy in (city name) and even in (city name), sometimes it is good, especially when I started out driving in.... for the first year of driving, where you obviously have to wear R plates so people know that you're erm.... a restricted driver for a year. And I think that that also helps.... sort of maintain my speed and make sure that I wasn't speeding, especially as well because... (city name) have so many speed cameras everywhere, they seem to be at every..... So I obviously don't want to run the risk of getting a ticket.

Interviewer So you see it as a safety system, but it's also to stop you from getting tickets.

P11 Yeah,....

Interviewer Have you experienced any negative things around the system, any any times where it's sort of restricted you and you wanted to get out of the situation and things?

P11 I think it just restricts me, obviously, when I'm trying to do a hill start or I'm trying to accelerate to an extent, which will go obviously above erm.... the speed limit or I have to quite harshly accelerate.... I mean, there's quite a few very, very steep roads in (city name), and you do have to, especially with my car, you have to accelerate a lot, otherwise it will sort of start rolling back. So I think when it comes to that, sometimes it can be a bit difficult and then obviously sometimes it'll indicate that I should change gear when I don't actually need to change gear or when I'm comfortable on the gear I'm in. And actually, if I went down or up a gear, it would probably ruin the speed I'm going at....

Interviewer So do you just ignore that?

P11 Yes, it tells me I ought to, so sometimes I'll pay attention to it. But because I'm used to what gear you should be in, normally I don't need to focus on that nearly as much.

Interviewer So you were saying that in some situations, the speed limits you at a time where you need to.... like hill starts....what do you do in that situation where it's limiting you....

P11 In that situation, I probably have to just override the system. I mean, a lot of the time, hopefully the speed limit is under erm....But I think it is just for hills, but it only.... I mean, I would only be accelerating above it for about a couple of seconds. And then I would just decrease my speed as I sort of go on up... it's just as soon as I get up the hill, really, that that's when I go back to it.

Interviewer How do you find the override system? Is it a system where you press the accelerator down harder to.....

P11 Yeah. All I need to do is just kind of press the accelerator down quite hard and then it will override the system, yeah.....

Interviewer And how do you find using that....because I've spoken to people who don't have the system, they sometimes worry that the override system is going to take that split second longer to work. How do you find using it?

P11 I mean, sometimes, yeah, I I think as well at lights, if you're on a hill and you're at lights and then you're waiting to override the system, I think sometimes it can prove quite difficult, especially when there's people behind you. And I mean, some people get quite impatient when you don't move off, like immediately at a light so.... so I sometimes I do find it quite difficult when I need to react quite quickly. But no, for most of the time, I mean, I manage to just press down and everything's all right.

Interviewer So it doesn't take too long to do that..... but sometimes you're anticipating that you're going to have to accelerate over what the car....

P11 Yeah, like I'll know. I'll probably know in advance that it's going to have to happen anyways, which is it's all right.... meaning that it's not going to come out of nowhere and sort of... I'll think oh, I'm going to have to override the car in a minute here and yeah, no....

Interviewer And you were mentioning the cars around you. So do you sometimes feel pressure from other people wanting you to go faster than the speed limiting system?

P11 Oh yeah. I mean, there's.... you find immense pressure, especially in (city name) .... some drivers are a bit crazy. They.....yes... and some people will get very annoyed at the speed you're going on when you're on like a single lane road and they can't overtake you and stuff. And yeah, it's stuff like that or people will start to get quite agitated. But I mean, I just learned to sort of ignore them. I mean, there's not really much else I can do. I think at lights, especially some people, just get so impatient, but you just have to.... I just move off as quickly as I can.

Interviewer Do you find that that pressures you to go faster or have you learned sort of over time to just....

P11 I felt at the start, it pressured me to go faster. I mean, because there's a few roads in (city name) which will be indicated as a 30 and.... people most definitely don't go 30, and I feel like there was pressure because people would drive right up the back of you, sort of, which is quite pressurising.... I really like.... I think that's one of my pet peeves on the road when people just have no space between you and them. But no, I mean, over time, I've just learned that you have to just ignore them. I mean, even if they're in a rush, they're not going to get there any quicker.

Interviewer So you've used the override to accelerate off faster. Have you ever had to use the override to get out of a hazard or something like that?

P11 Yeah....I think sometimes I have to override to overtake because when erm.... when the weather gets quite bad here, there'll be a lot of big lorries on the road and driving behind them... the splash you'll get from them on your windscreen and stuff like that. And also sometimes they just go very, very slow in comparison. So, yeah, sometimes I think that would be the other time I override the system when I do need to overtake erm..... to get round a lorry or get round like a big truck or anything like that.

Interviewer Do you find that OK or at those times, would you prefer not to have the system or can you just adapt to it?

P11 I mean, maybe at those times, yes, because my..... the way my car's built... it takes quite a long time to accelerate, which is quite difficult when you're trying to overtake someone and then someone else is trying to overtake them as well behind you. And you're sort of in the fast lane not.... accelerating to the point where people normally would in that lane so.... yeah, I think obviously maybe at that point, I think it doesn't really work for me, but I mean, a lot of the time I've just learned to adapt with it.

Interviewer Interesting that you you said, was it your dad that set up your system straight away...so that it's safe for you as a newly qualified driver......

P11 Yeah, he was very cautious to put it in at the beginning, just because I passed my test just at the end of my actual school year before uni. So I think it was in because he knew I would be going somewhere else and not staying in (city name). So I think it was in preparation for that as well.... cos I have to get the boat over. So there's driving onto the boat and then there's a two and a half hour drive back here. So it's quite like a long drive and then when you go back as well. So I think it was just a precaution of that.....

Interviewer So are there specific journeys where you find it more useful or journeys where you don't find it useful

P11 erm.... the journey from the boat definitely back to my accommodation, I would find it useful because there's a lot of roads where you can't....they don't indicate a speed or they don't indicate what.... really you should.... and I.... if I'm on my own, I don't... I can't check that... I can't go on my phone and check that.... or check.... unless someone else is with me. So I feel like when I'm on my own doing that big drive, it really does help erm.... indicate that and also when I'm driving onto the boat because the speed limit can be different and you just need to keep a good length behind each car because obviously it can cause a collision....

Interviewer Does your car also maintain that space between cars? Is that another of the systems? So what other systems have you got in the car other than the speed limiting?

P11 Yeah....I've got, obviously, I've got monitors to show me..... I've got like the beeping system if I'm coming close to a car, which really helps just parking wise. And then I've got erm.... the lane change assistance so it will indicate whether I'm in the middle of a lane and I shouldn't be, or I'm verging off onto the side of a lane.... and I think, yeah, I think that's all I've got in the car

Interviewer and do you find those those things useful as well.

P11 Well, definitely, especially when it comes to snowy weather and I'm verging off in the lanes... it's really good that they indicate that .... my car's sort of slipping....

Interviewer So do you tend to have all these systems on all the time? Do you ever turn any of them off?

P11 I would turn the lane one off, probably unless the weather is really bad, just because I never really find myself in the middle.... like, I wouldn't do that. I wouldn't drive like that so.... but I do keep the car erm..... indicators on because I think.... to ...for parking as well... it's just so handy. It will avoid collisions at all costs.

Interviewer And do you always have the speed limiting system on

P11 er...yeah, definitely....I mean, I mean, sometimes if if it wasn't on, I mean at the minute because I've been used to the roads here it would be alright but definitely from the beginning, it was always on ....I mean, it's so it's so helpful that I can just look down and see what the speed is.

Interviewer So do you sometimes turn it off now?

P11 Yeah, sometimes, yeah. If I'm driving about.... maybe if I'm driving on a motorway and I know that the speed, when the speed or it's like a ten minute drive on the motorway, I would probably not have it on, no.

Interviewer But if you driving towns would you keep it on.....

P11 Yeah, because the speed changes so quickly.

Interviewer And how do you find it for turning on and off.... Is that fairly easy to do?

P11 Yeah, it is quite easy to do...so I think it's just like there's just a few buttons you press, which is alright. I mean, it's not too difficult.

Interviewer And so are there any sort of improvements you would make to the speed limiting system or you quite happy with it?

P11 erm.... I think sometimes the speed limits can be outdated just because of.... there's a lot of new roads being built in (city name), and sometimes I'll be going a certain speed and my friend will be looking at the map, trying to show me where to go and they'll actually say, Oh, well, actually, it's 10 over what you're doing right now. It's not actually that speed limit. So I think at that stage, obviously, I would override the system just because the speed limit is actually much more than I anticipated. But I think other than that, it provides like a lot of help on the roads

Interviewer is that because it's not picking it up accurately do you mean....like with a change of speed limit?

P11 Yeah. Like I'll be on the motorway and sometimes because I passed a sign that says 30 it'll indicate that it's 30 when obviously, it's not. So it's stuff like that. Or if if a speed limit's not been updated on the system,

Interviewer So if you were going to buy a new car, would you want it to have these systems on and specifically the speed limiting system?

P11 Well, I think I definitely would put the speed limiting system on just because I don't know.... I have a year left of uni and then I don't know where I'll go. So if if you're constantly travelling in new cities and stuff, I would definitely need that. I mean, it provides me with a lot of comfort when I'm driving, whereas if I didn't have it I would probably go to look for it and it wouldn't be there. So yeah, yeah, I think definitely I would probably implement it....

Interviewer And I suppose with driving in that car since you passed, you're so used to it now. So if you were buying a new car, it would be important to you to have these sorts of features.

P11 Definitely, yeah....

Interviewer And when you first had the system.... because presumably you'd learned in a car that didn't have any of it....

P11 yeah, it didn't have it, no....

Interviewer So how did you work out how to use the the limiting system and everything in your car? Did you get information or did you just work it out for yourself?

P11 Yeah, we got a big booklet that came with the car, which I definitely had to look at. I mean, I probably would have been quite confused otherwise, and then my dad obviously helped me as well..... I mean, at the beginning, it was a bit weird transferring from my instructor's car to that.... but then once I got used to that, it was quite comfortable. It didn't take too long to get used to just because, I mean, you should be going the speed limit and it's just showing you which.... what you should be doing anyway.

Interviewer Did you find it weird the sort of first few times that it slowed you down? How did it feel when it started....

P11 Yeah, it did feel a bit strange, yeah but.... it was I mean, it was quite.... it was quite nice to know that you weren't going over and you were.... it wasn't a hazard like it would slow you down at that point....

Interviewer But did it feel like a sudden slowdown, or was that a distraction at all that it did that....

P11 I mean, maybe, maybe in the first few drives, I was sort of like, Whoa, what's.... that's a bit odd... But I mean, I just at the very start, I wanted to get out driving quite a lot, to just practice after.... So I think, yeah, no, it definitely helped to get used to it.....

Interviewer And would you say that you learned how to use it by reading information about it or by trying it?

P11 Probably..... I've read information about it, which helped me obviously start it up and work it, but I think a lot of it definitely was over time, just practicing it....

Interviewer Was there anything else in the beginning that would have helped you to get used to it, such as a test drive it or anything like that? Or were you quite happy to sort of learn it through a bit of trial and error?

P11 Well, I mean, I definitely test drove it ... and at the start I was just driving down my little streets at home and yeah, definitely testing that...and then obviously like the big task is going on the motorway and stuff like that. So I think once that was tackled, it was quite easy to work.

Interviewer So when you were first using it, were you a bit worried about these systems?

P11 Yeah. At the start, I was thinking oh if something that slows you down what if that....distracts me from actually driving, and like... I'm sort of like, what oh, like this come out of nowhere. But no, it definitely was very different to what I thought it would be. At the start, I was quite concerned that I would get very distracted on the roads, especially on the motorways when.... or like, when I'm coming to roundabouts and stuff and it will get quite distracting. But no, it's definitely proved to be definitely more helpful.

Interviewer And did you get used to it quite quickly and realise that it wouldn't do that?

P11 Yeah,

Interviewer So that's interesting that you said that you worried about that, but it was quite quick that you realised that it didn't.

P11 Yeah, no. I definitely did worry at the start. I mean, I was concerned.... when you tell someone, something's going to slow you down and you don't, you have control to override it, but you don't have control to stop that I think... that at the start, definitely did make me worry a bit. But once I got used to it, it really wasn't that much of a worry. It actually was more, more helpful in general.

Interviewer So are you quite happy that the car can have a little bit of control in that?

P11 Yeah....

Interviewer So just thinking about the different ways that the system can be set up in the car, so it sounds like you can turn it off quite easily. So how would you feel if it was harder to turn off.....

P11 I mean, I think it definitely depends on the driver. I mean, some people might like not want it on at all. I think I I I don't mind having the option to turn it off because most of the time I will keep it on. But I mean, I would know for like some of my friends, maybe wouldn't want it on in the car or would get quite frustrated with it. So I think it definitely depends on who who is behind the wheel but.... I think, yeah, I mean, making it harder to turn off would stop people from the choice of speeding or the choice of just going do you know what I'll never switch that on.... if someone puts it in their car. But no, I mean, I like the option to switch it on and off because it sometimes does help. But no, I definitely think it does depend on the driver.

Interviewer And that was interesting what you said about some of your friends might not like to to have it on in the car. Can you tell me a little bit about why you felt that and what kind of drivers might not want to use it?

P11 I just think some I mean, some of my friends are just quite.... I mean, everyone's a different driver on the road, but I mean, some are more cautious than others and others want to show off or or want to show how fast their car can go and stuff like that. So I think it definitely does depend on like.... it also depends on what they're like at roundabouts, what they're like.... just on the motorway in general. And I think, yeah, some people would find it hard to stick to or or just not like.... I mean, I've.... a couple of my friends are also very, very cautious on the road to the point where I think, something slowing them down would put them off their driving, which they need to be very focused on. So something like that would definitely make them feel more anxious on the roads.

Interviewer So it could be people who need to focus more or it could be people who like to show off. So having other people in the car with that, for those people who like to show off, would that be?

P11 I mean, definitely people in the car definitely influence how fast people go on the roads and if they want to sort of go, Oh, look, I can overtake my friend. Or if you're driving like, look, I mean, I've had people overtake me, like to show off and it doesn't really bother me. I just I just ...sort of everyone knows I've got that implemented in my car so.... it's not an issue. But yeah, definitely. I think.... showing off on the roads, is definitely... there's an increase in it when there's other people or their friends in the car, yeah....

Interviewer And does you car.... I think you said that it flashes up on the dashboard if you go over the speed limit as well. Does it give you an audible warning or anything or is it just the visual....

P11 It'll just be a little sign that'll flash up. It doesn't actually say anything, which I think is slightly better. I think I would get a bit confused or a bit taken back if something started speaking saying I was over it. But no, it'll do that. I mean, for the other systems, for the for the lane changing one, it will beep if I'm.... in the middle of the lane or anything. But no, when it comes to the speed limit, it just pops up on the dashboard.

Interviewer And how do you find those sort of beeps and things? Because there are options around the speed limiting system where it could give you an audible warning or some feedback from the pedal if you were exceeding the speed limit or overriding the system...

P11 I think the lane will just sort of beep about three times. I think.... the lane one it helps because if... if that is happening, then there is..... I do need to sort it out immediately so I think.... something that indicates immediately what's going on, as well as obviously the parking, like it'll show up for me, whether it's in a red, green, amber sort of area. So I know how close I am to the car. But no, the beeping definitely definitely does help with that. I mean, otherwise I wouldn't be nearly as comfortable I don't think because I've been used to it.....

Interviewer So the beeping helps when it's telling you to do something straight away,...

P11 Yeah.... Yeah, I think yeah, because because it is, it's not like it's telling you that you need sort it out... I think maybe that for some people would be a bit off-putting....

Interviewer And in terms of rolling out intelligent speed assistance systems.... How would you feel about it being compulsory in all new cars? Do you think that's a good thing?

P11 Yeah, I definitely do think that's a good thing. I think that would..... definitely, maybe not.... I don't.... I can't speak for the statistics, but I feel like it probably would decrease collisions and big cr-.... I mean, a lot of crashes are caused by people showing off and erm..... I think that to be able to have that system in your car and have the option to switch it on and off.... for for people who want to be more cautious or maybe.... wherever, I think definitely that that should be an option....it should be like.... and for me, anyways, if that was implemented, it wouldn't.... it wouldn't make much of a difference anyway.

Interviewer So it would be good to have it in all cars, but you would still think it was important that people could turn it off.

P11 Probably. I think that just some people wouldn't.... be... wouldn't be taking to that... if you couldn't switch it off or it was too..... or it was quite hard to switch it off. I think for some people, that would definitely be a no go.

Interviewer And do you still think even with that system with being able to turn it off, that it would make driving safer?

P11 Yeah, I think it will.... definitely.... I think that allowing people to turn it off speaks to their character. It gives you a bit of freedom to make your decisions. And if you don't make those right decisions then that's on you, I think that if you have the ability to turn it off, then that's on.... like, that's your decision. And if if maybe you want to turn off and try and do it without the system, then that's fair enough.... I think that it definitely should be, for me, I would want it to be an option but that's only because I don't really turn it off that often at all. So, yeah....

Interviewer So if they start putting it in all cars, how do you think people could be encouraged to use it or to switch it on. So it could be incentives or it could be information that would encourage people to use the system? What do you think could encourage drivers?

P11 Well, I think just the information on like road statistics on how many accidents happen where drivers are not using these systems or... or how easy it is to use just like a guide to how to use it. Because I think maybe some people would.... would think that having a car with this in would be too high tech, or it would be too confusing to use, which is why some people don't opt for it. So I think maybe just a guide to show how to actually use this system and then also just telling people that.... how much it will improve their driving and also improve the roads and make sure that everyone is safe on the roads. Because I think so many people just want to feel safe on the roads and something like that would encourage it.

Interviewer So if you had some of the stats and information to give people so that they would see the benefit of it safety wise?

P11 Yeah.

Interviewer Do you think there's any other benefits of the system that could encourage people to sort of beyond the safety aspect? Is there anything else you found?

P11 Erm.... I think for people who want the... I mean everyone..like I would always want to be indicated the speed even.... like whether it's safe or not, like going above the safety, like just makes people feel much more comfortable in the car. I mean, a lot of people do look around...., you're looking around to see the road signs and everything. So I think to have that implemented in the car and to show you when to... I mean to show me when to change my gear. For some people, that would be ....a very key thing for them because some people do struggle with what gear they should be in and stuff like that so.... it definitely would help.

Interviewer And that was interesting what you said about the sort of guide because some people might think it was quite techy and as you said, you found it quite easy to use. Is that sort of from experience? You thought it was going to be complicated and then it wasn't so.

P11 Yeah, no. I think like they could even have people speaking to experience that they've had with the car because I mean, for me, I thought at the start. oh, I really don't understand how this is going to work and looking at the manual, but you just need to go out in the car and just experience it. I think that's the only way I can really explain it. I mean, a lot of people would definitely, I think even like especially older people would would hesitate to get it because I know like... people like my granny, like when she drives my car, she'll probably turn the system off just because it would frighten her when she's driving. But I think when.... if you just show someone how to use it and they practice with it, definitely. I mean, it could be implemented for definitely more older people as well.

Interviewer So it's really the practice is the thing that helps how to use it. How do you think you could give people information about it? Is it best in a manual or is it best in videos? What's the best format for sort of explaining the system before this sort of experience?

P11 Yeah, I... for me, I actually think videos on YouTube and stuff like that are the most helpful just because you can see what they're doing in front of you. And it's not just a manual. I mean, a lot of people struggle to read manuals or they can come across quite confusing. So definitely for me, I would probably go.... I mean, for anything that I need to fix, I would just go to a YouTube video, which most of the time does help because you're watching the person first hand.

Interviewer And so for those groups of people who might be quite resistant to using it, like you were saying, friends who like to show off and sort of groups that might really not like the idea. Is there anything do you think that that you could do to encourage those people....

P11 Yeah, I think probably like to do with safety or have people speak in these videos that have experienced it or have... or have thought oh I didn't want to implement this because I wanted to go faster on the roads. But now it's been implemented I actually don't mind it. And just, yeah, having people encourage them to even give it a shot and try it. And if they don't like it, then that's fair enough.

Interviewer Yeah, that's interesting from the viewpoint of somebody who's used it from that position and then has found it useful to actually hear yeah, about people's experiences. Well, that's great. That's that's all of my questions. Was there anything else about the system that you thought about that we haven't covered?

P11 I don't think so.

Interviewer Well, that's really helpful. Thanks for talking with me.