TRANSPORTATION AND HUMAN FACTORS: AEROSPACE, AVIATION, MARITIME, RAILROAD, AND ROADS

Designing Interaction and Interfaces for Automated Vehicles

User-Centred Ecological Design and Testing

Edited by Neville A. Stanton, Kirsten M.A. Revell and Patrick Langdon

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Designing Interaction and Interfaces for Automated Vehicles

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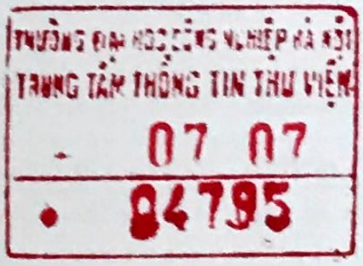
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Contents

Preface ix
Acknowledgements xi
Editors xiii
Contributors xv
Abbreviations xvii

PART I Modelling

Chapter 1 UCEID – The Best of Both Worlds: Combining Ecological Interface Design with User-Centred Design in a Novel Human Factors Method Applied to Automated Driving 3

Kirsten M. A. Revell, Patrick Langdon, Michael Bradley, Ioannis Politis, James W.H. Brown, Simon Thompson, Lee Skrypchuk, Alexandros Mouzakitis, and Neville A. Stanton

Chapter 2 Using UCEID to Include the Excluded: An Autonomous Vehicle HMI Inclusive Design Case Study 13

Michael Bradley, Nermin Caber, Patrick Langdon, P. John Clarkson, Simon Thompson, Lee Skrypchuk, Alexandros Mouzakitis, Ioannis Politis, Joy Richardson, Jisun Kim, James W.H. Brown, Kirsten M. A. Revell, and Neville A. Stanton

Chapter 3 Designing Autonomy in Cars: A Survey and Two Focus Groups on Driving Habits of an Inclusive User Group, and Group Attitudes towards Autonomous Cars 41

Ioannis Politis, Patrick Langdon, Michael Bradley, Lee Skrypchuk, Alexandros Mouzakitis, P. John Clarkson, and Neville A. Stanton

PART II Lo-Fi and Hi-Fi Simulators

Chapter 4 An Evaluation of Inclusive Dialogue-Based Interfaces for the Takeover of Control in Autonomous Cars 57

Ioannis Politis, Patrick Langdon, Damilola Adebayo, Michael Bradley, P. John Clarkson, Lee Skrypchuk, Alexandros Mouzakitis, Alexander Eriksson, James W.H. Brown, Kirsten M. A. Revell, and Neville A. Stanton

Chapter 5 The Design of Takeover Requests in Autonomous Vehicles: Low-Fidelity Studies 69

Patrick Langdon, Nermin Caber, Michael Bradley, Theocharis Amanatidis, James W.H. Brown, Simon Thompson, Joy Richardson, Lee Skrypchuk, Kirsten M. A. Revell, Jediah R. Clark, Ioannis Politis, P. John Clarkson, and Neville A. Stanton

Chapter 6 How Was It for You? Comparing How Different Levels of Multimodal Situation Awareness Feedback Are Experienced by Human Agents during Transfer of Control of the Driving Task in a Semi-Autonomous Vehicle 101

Kirsten M. A. Revell, James W.H. Brown, Joy Richardson, Jisun Kim, and Neville A. Stanton

Chapter 7 Human Driver Post-Takeover Driving Performance in Highly Automated Vehicles 115

James W.H. Brown, Kirsten M. A. Revell, Joy Richardson, Ioannis Politis, Patrick Langdon, Michael Bradley, Simon Thompson, Lee Skrypchuk, and Neville A. Stanton

Chapter 8 Validating Operator Event Sequence Diagrams: The Case of Automated Vehicle-to-Human Driver Takeovers 137

Neville A. Stanton, James W.H. Brown, Kirsten M. A. Revell, Patrick Langdon, Michael Bradley, Ioannis Politis, Lee Skrypchuk, Simon Thompson, and Alexandros Mouzakitis

PART III Benchmarking

Chapter 9 Breaking the Cycle of Frustration: Applying Neisser's Perceptual Cycle Model to Drivers of Semi-Autonomous Vehicles 161

Kirsten M. A. Revell, Joy Richardson, Patrick Langdon, Michael Bradley, Ioannis Politis, Simon Thompson, Lee Skrypchuk, Jim O'Donoghue, Alexandros Mouzakitis, and Neville A. Stanton

Chapter 10 Semi-Automated Driving Has Higher Workload and Is Less Acceptable to Drivers than Manual Vehicles: An On-Road Comparison of Three Contemporary SAE Level 2 Vehicles 187

Jisun Kim, Kirsten M. A. Revell, Patrick Langdon, Michael Bradley, Ioannis Politis, Simon Thompson, Lee Skrypchuk, Jim O'Donoghue, Joy Richardson, and Neville A. Stanton

Chapter 11 The Iconography of Vehicle Automation – A Focus Group Study 211

Joy Richardson, Kirsten M. A. Revell, Jisun Kim, and Neville A. Stanton

PART IV HMI Simulator

Chapter 12 Customisation of Takeover Guidance in Semi-Autonomous Vehicles 231

James W. H. Brown, Kirsten M. A. Revell, Joy Richardson, Jediah R. Clark, Nermin Caber, Theocharis Amanatidis, Patrick Langdon, Michael Bradley, Simon Thompson, Lee Skrypchuk, and Neville A. Stanton

Chapter 13 Effects of Interface Customisation on Drivers' Takeover Experience in Highly Automated Driving 251

Jisun Kim, Kirsten M. A. Revell, James W. H. Brown, Joy Richardson, Jediah R. Clark, Nermin Caber, Michael Bradley, Patrick Langdon, Simon Thompson, Lee Skrypchuk, and Neville A. Stanton

Chapter 14 Accommodating Drivers' Preferences Using a Customised Takeover Interface 271

Nermin Caber, Patrick Langdon, Michael Bradley, Theocharis Amanatidis, James W.H. Brown, Simon Thompson, Joy Richardson, Lee Skrypchuk, Kirsten M. A. Revell, Jediah R. Clark, Ioannis Politis, P. John Clarkson, and Neville A. Stanton

Chapter 15 Modelling Automation–Human Driver Interactions in Vehicle Takeovers Using OESDs 299

Neville A. Stanton, James W. H. Brown, Kirsten M. A. Revell, Jediah R. Clark, Joy Richardson, Patrick Langdon, Michael Bradley, Nermin Caber, Lee Skrypchuk, and Simon Thompson

Chapter 16 Feedback in Highly Automated Vehicles: What Do Drivers Rely on in Simulated and Real-World Environments? 321

Joy Richardson, James W.H. Brown, Jediah R. Clark, Nermin Caber, Michael Bradley, Patrick Langdon, Kirsten M. A. Revell, and Neville A. Stanton

PART V On-Road and Design Guidelines

Chapter 17 Can Allowing Interface Customisation Increase Driver Confidence and Safety Levels in Automated Vehicle TORs? 345

James W.H. Brown, Kirsten M. A. Revell, Joy Richardson, Jisun Kim, Nermin Caber, Patrick Langdon, Michael Bradley, Simon Thompson, Lee Skrypchuk, and Neville A. Stanton

Chapter 18 Effects of Customisable HMI on Subjective Evaluation of Takeover Experience on the Road 383

Jisun Kim, Kirsten M. A. Revell, James W.H. Brown, Joy Richardson, Nermin Caber, Michael Bradley, Patrick Langdon, Simon Thompson, Lee Skrypchuk, and Neville A. Stanton

Chapter 19 Accommodating Drivers' Preferences Using a Customised Takeover Interface on UK Motorways 419

Nermin Caber, Patrick Langdon, Michael Bradley, James W.H. Brown, Simon Thompson, Joy Richardson, Jisun Kim, Lee Skrypchuk, Kirsten M. A. Revell, P. John Clarkson, and Neville A. Stanton

Chapter 20 Validating OESDs in an On-Road Study of Semi-Automated Vehicle-to-Human Driver Takeovers 443

Neville A. Stanton, James W. H. Brown, Kirsten M. A. Revell, Jisun Kim, Joy Richardson, Patrick Langdon, Michael Bradley, Nermin Caber, Lee Skrypchuk, and Simon Thompson

Chapter 21 Design Constraints and Guidelines for the Automation–Human Interface 465

Neville A. Stanton, Kirsten M. A. Revell, James W. H. Brown, Jisun Kim, Joy Richardson, Nermin Caber, Michael Bradley, and Patrick Langdon

Author Index 487
Subject Index 493
Inclusivity Index 499

Preface

This project has developed a new approach for the design of handovers between the vehicle automation and the human driver. The approach brings together a range of methods from user-centred design, inclusive design, and ecological interface design. This approach has been used to design customisable human–machine interfaces for automation–driver handovers and has been formally tested in driving simulators and in a Jaguar I-PACE on a British motorway. Validation studies were undertaken, and design guidelines were produced. This project discovered that there were links between customisation and user performance. In particular, the handover times were quicker (on average, but with a greater range) with customised settings than the defaults. Drivers much preferred the customised settings to the defaults, and there was no adverse effect on post-handover driving performance (in terms of lane and speed stability). This is one of the first studies of its type in the UK and Europe, with a genuine automated vehicle driving (rather than being driven by a surrogate driver from the passenger seat or rear of the vehicle).

New insights into the customisation of handovers between vehicle automation and the human driver have been generated. A new method for the design of driver–vehicle interfaces has been developed, called 'user-centred ecological interface design' (UCEID). Modelling of the handovers has been validated by comparing the predictions made in operator event sequence diagrams with videos of the behaviour of human drivers, both in simulators and on the road. An on-road comparison study (Tesla, Mercedes, I-PACE) has revealed the differences between the strategies of manufacturers and shown the way this affects the human driver. The research is being published in a series of peer-reviewed journal articles and this book.

This project has uncovered a number of important factors associated with the development of automated vehicles. Numerous key design requirements that Jaguar Land Rover (JLR) can take forward into their development process have been established. These include operator event sequence diagrams that describe the process of handover. This project has also developed intuitive human–machine interface proposals and evaluations that could form part of future vehicle interfaces. There are also novel findings around the topic of customisation that will potentially increase customer satisfaction with handovers in certain automated vehicle scenarios. This project has also created specific intellectual property for JLR that could be used in future vehicles related to the handover from automation to manual driving. Additionally, a process that goes from the basic scientific foundation through to the finalised, and evaluated, concept following a series of design iterations, called the 'UCEID process', has been defined and shared with JLR for use in future vehicle programme design. Guidelines for the design of handovers between the vehicle automation and the human driver have also been presented in the final chapter of this book.

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