



AURRIGO®



'Elliot' Autonomous Vehicle Trial Summary report

Elliot Gardens Retirement Village
March - May 2019

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Global Centre for
Modern Ageing



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Introduction

To investigate the market viability of autonomous vehicles in the retirement village context, Aurrigo, in collaboration with Regional Development Australia, launched a trial at the Lendlease owned Elliot Gardens retirement village at Port Elliot (South Australia).

The trial was supported by the Government of South Australia Department of Planning, Transport & Infrastructure (DPTI) and the Alexandrina Council.

The Global Centre for Modern Ageing (GCMA) conducted independent research with the aim to:

1. Uncover residents' attitudes and perceptions towards autonomous vehicles;
2. Investigate the usage of an autonomous vehicle in a retirement village setting, including reasons for use and non-use;
3. Understand the user experience of the autonomous vehicle; and
4. Explore ideas for future autonomous vehicles.



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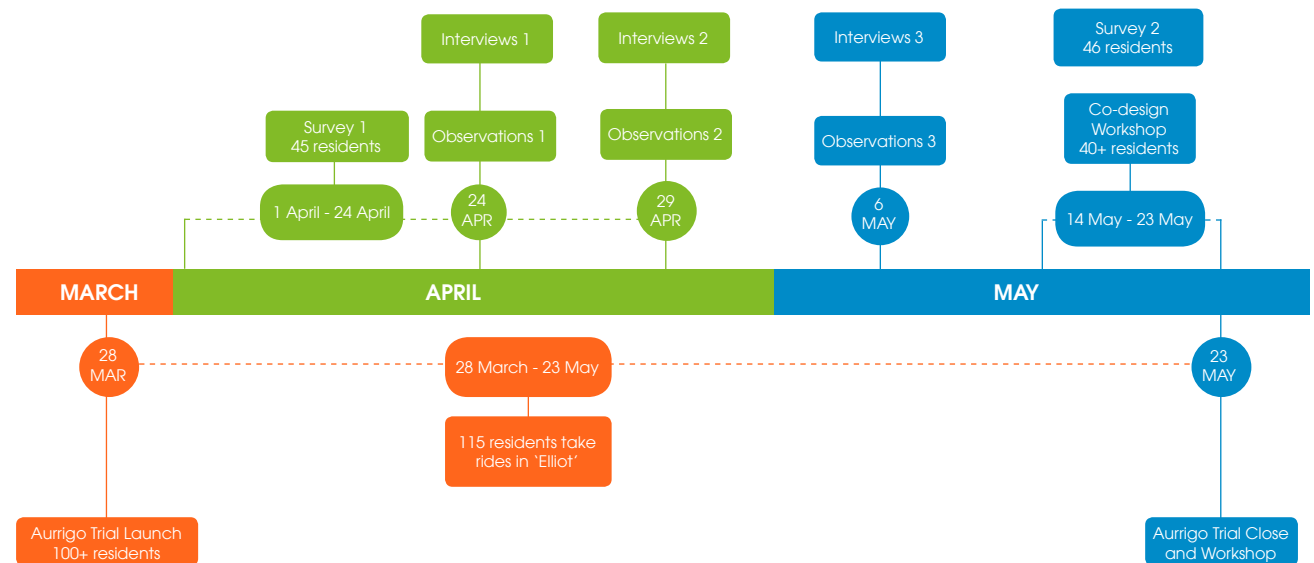
About the Elliot Gardens Trial

Key Information About the Elliot Gardens Trial

Location	Port Elliot, South Australia
Dates	28 March - 23 May 2019
Average weather	21°C (Autumn)
Number of participants	323 residents of which 115 opted in for a ride
Ave age of participant	78 years (ranging from 65 to 96 years)
Pod availability	9:00 - 4:00pm weekdays
Max number of passengers	3 residents, 1 chaperone ¹
Pod speed	10km/hr - limited for trial
Pod base	Community Centre
Pod route	Pre-defined anti-clockwise path
Route Length	Approximately 1km
Means of booking	Hailing, phone calls, SMS and booking via the office

1. <https://dpti.sa.gov.au/driverlessvehicles>

Trial timeline



Key Insights

- **Attitudes towards autonomous vehicles were mainly positive** – before the trial, 85% of words associated with autonomous vehicles were positive (see Figure 1) or neutral, increasing to 92% after the trial.
- **The majority of respondents considered autonomous vehicles safe and trustworthy.**
- **Residents were interested in the technology.** One-third of the residents took a ride in Elliot during the 8-week trial, with enjoyment and curiosity being the main reason for taking a ride.
- **Residents felt that ‘Elliot’ was useful** in certain contexts (rainy weather) or for those who were older, less mobile or lived further away.
- **‘Elliot’ was perceived as a useful replacement to personal vehicles.** As the residents were very healthy and active, the retirement village was very walkable, and the weather was dry and warm during the trial, ‘Elliot’ was perceived to be more useful as a vehicle alternative (on routes outside of the village) as opposed to a walking replacement within the village.

FIGURE 1: POSITIVE WORDS ASSOCIATED WITH AUTONOMOUS VEHICLES

Safety Marvelous
Enjoyment
Wonderful Cost-solving Clean
Quite-interesting **Safe** Stylish
Accessible Free **Quiet**
Handy Ideal-for-disabled
Interesting **Useful**
Available Smooth **Efficient** Fascinating
Convenient
Comfortable Economy

Recommendations

The research project provides evidence there is considerable scope to increase the participant uptake of an autonomous vehicle trial.

Based on the findings presented in the full report, we suggest the following recommendations for Aurigo to consider for future trials:

Future trial considerations:

- Specific contexts where an autonomous vehicle provides clear benefits compared to the transport mode that it is replacing, e.g. increased availability, accessibility and faster speed.
- Varying the availability including the route, times of the day (evening/night rides) and weekend use.
- Environments that are less walkable, have steeper terrains or decreased mobility.
- Weather, including time of year (Winter) or areas that receive more rainfall that are likely to make autonomous vehicles a more appealing alternative to walking.
- A real 'last mile' context where an autonomous vehicle could connect with public transport.

Design and services considerations may include:

- A 'door-to-door' service and travelling to the surrounding community, including the shops.
- A phone application for ordering and providing information about the trip during the ride.
- Greater accessibility with ramps and support bars.
- Providing storage space for walking aids and wheelchairs.
- Enabling user control for temperature and more clearly identifiable exit options.
- Different size vehicles for different purposes, e.g. personal vs group outings.
- Other features such as solar panels, better visibility outside the windows, entertainment (music) and the ability to take animals in the vehicle.





Conclusion

There is considerable potential for autonomous vehicles in an ageing market environment, with people being excited and positive about the technology and seeing them as a suitable vehicle replacement.

Moving forward, trials should ensure that the people and contexts have a need for autonomous vehicles by providing greater convenience than existing transport options. There are also several service and design considerations that may improve the experience and utilisation rates across a range of settings.

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