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Surveys of the future’s transport concept: a guideline for the questionnaires on the Automated Logistics as a Service concept uptake from a test in Rome

The concept of sustainable passenger and freight transport is changing significantly with the globalisation of supply chains and environmental awareness. Due to transportation for an ever-larger concept, user acceptance uncertainty, a safe and efficient approach should be found to facilitate those impacts. Initially, the implementation of automated logistics services is dependent on potential user behaviour in terms of "Safety and Efficiency" impacts in relation to "User Acceptance" as the main objective. Therefore, this study firstly aims to examine existing approaches for questionnaires and logistics relevant acceptance questions, with respect to existing key indicators to identify the ways to better address user acceptance evaluation, also concerning safety and efficiency perceptions, when Automated Logistics as a Service concept is planned. Moreover, the objective of this study is to create "an acceptance evaluation questionnaire guideline in terms of Automated Logistics as a Service concept". To define the hypothesis that "adoption of automated logistics concepts will be assessed through a questionnaire based on defined guidelines", the project starts with a review of the questionnaire guidelines and performance indicators for automated logistics, selected from previous research projects on adoption assessment in order to define the questionnaire guidelines to assess the automated technologies in logistics as a service concept adoption. Moreover, the questionnaire is prepared and recommended (without implementation) for further development to address safety and efficiency of user acceptance of automated vehicles in the Logistics as a Service concept, with the prepared questionnaire in line with the Rome site and providing relevant recommendations for future application in Europe.

