

Karl Iagnemma
Co-Founder and CEO
nuTonomy Inc.

November 30, 2017

Commissioner Gina Fiandaca
City of Boston Transportation Department
1 City Hall Square
Room 721
Boston, MA 02201

Dear Commissioner Fiandaca:

I write on behalf of nuTonomy to share the following metrics upon completion of Phase C3.

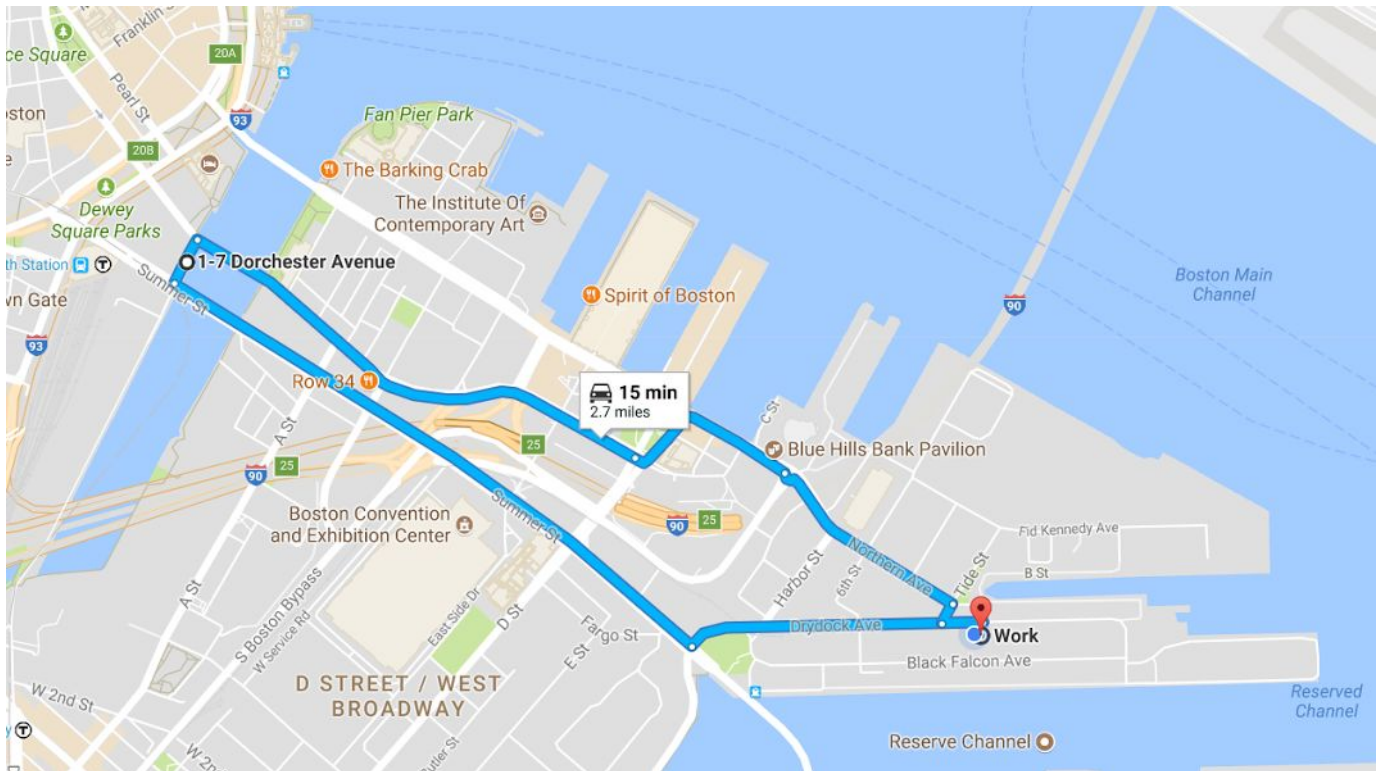
Metric: Number of Passenger Trips

We carried a total of 41 passengers, including 6 from either visually impaired or senior demographics.

Metric: Passenger home zip code

Please refer to attached Excel spreadsheet

Metric: Map of Typical route(s) used for passenger test



Metric: Qualitative feedback on the user experience

Feedback on self-driving ride: What was most re-assuring to us was that most passengers stated without prompting that they never felt unsafe throughout the ride. Many described the car as "cautious". Some appreciated this caution as they said it made them feel safe, while others were impatient and encouraged us to be more assertive. Almost universally, passengers compare us to the best human driver they know - someone who drives confidently but safely.

Feedback on in-car display: We understand that building trust in self-driving software is critical and that the in-car display may play a key role in fostering a sense of confidence. On our in-car display, we presented a real-time image feed on what the car sees and thinks. The feedback we received was somewhat bifurcated: some found the information presented re-assuring, while others found it distracting.

Feedback from seniors: Seniors were excited about the ability of our vehicle to arrive accurately at a specified pickup location, as they told us that crossing the street to get in a taxi can be strenuous. They were also excited about the freedom of not having to rely on another human being for their transportation needs. The concerns of this demographic were very similar to those of pilot participants of all ages. All of our participants opted to be among the first to try an autonomous ride; as such, we are mindful that there may be an element of "early adopter enthusiasm" in our early feedback datasets.

Feedback from visually impaired: We had one visually impaired individual in our pilot. He thought our car's driving was smooth overall, and noted that he had ridden in human-driven cars that were much less comfortable. He uses ride-hailing services frequently, where blind passengers are noted as such to drivers, resulting in drivers tending to be overly-friendly during the ride. As such, he expressed his

excitement about the prospect of not having to interact with a human driver. His main piece of feedback was that we should have accessibility-friendly features, which we will be exploring in the future.

Metric: Qualitative feedback on curbside operations

Not applicable in this phase as all rides were picked up from our office parking lot. We hope to explore this further in Phase C4.

Metric: Email Contact information for passengers who opt-in

30 opted in, please refer to attached Excel spreadsheet

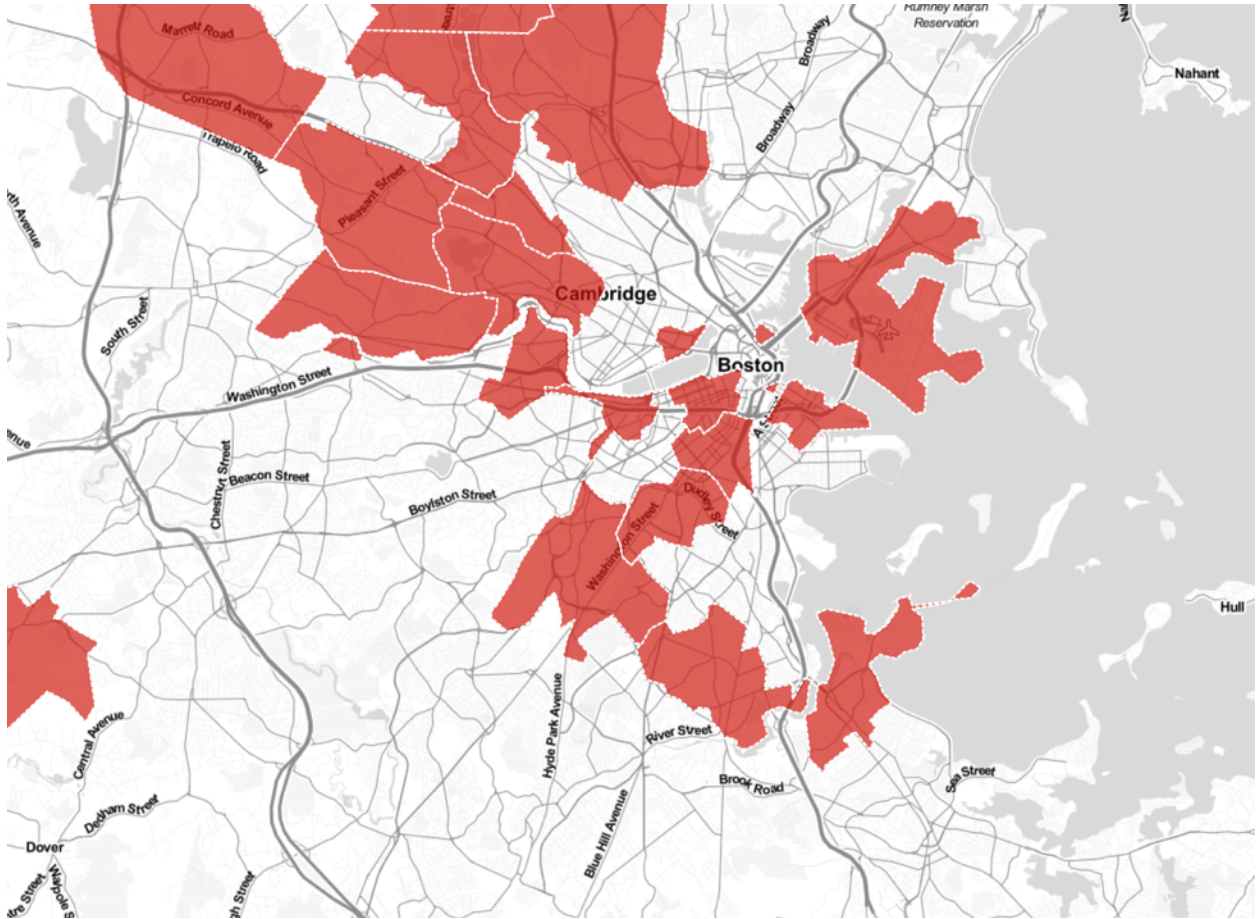
Please do not hesitate to contact me if I can provide any further information about these metrics. We appreciate your continued support of our testing efforts.

Warm Regards,

Karl Iagnemma
karl@nutonomy.com

CC: Kate Fichter, Assistant Secretary for Policy Coordination, MassDOT

Zip codes represented by passengers in Phase C3 (Boston Metro)



Zip codes represented by passengers in Phase C3 (Full)



maps created by Mayor's Office of New Urban Mechanics based upon data supplied by nuTommy