**References**

Bansal, P., & Kockelman, K. M. (2017). Forecasting Americans’ long-term adoption of connected and autonomous vehicle technologies. *Transportation Research Part A: Policy and Practice,* *95*, 49-63. doi:10.1016/j.tra.2016.10.013

Fagnant, D. J., & Kockelman, K. M. (2014). The travel and environmental implications of shared autonomous vehicles, using agent-based model scenarios. *Transportation Research Part C: Emerging Technologies,* *40*, 1-13. doi:10.1016/j.trc.2013.12.001

Reshmi, S., & Balakrishnan, K. (2018). EMPOWERING CHATBOTS WITH BUSINESS

INTELLIGENCE BY BIG DATA INTEGRATION.*International Journal of Advanced Research in Computer Science, 9*(1) http://myaccess.library.utoronto.ca/login?qurl=https%3A%2F%2Fwww.proquest.com%2Fdocview%2F2007434182%3Faccountid%3D14771

Sparrow, R., & Howard, M. (2017). When human beings are like drunk robots: Driverless vehicles, ethics, and the future of transport. *Transportation Research Part C: Emerging Technologies,* *80*, 206-215. doi:10.1016/j.trc.2017.04.014

Zhou, M. X., Mark, G., Li, J., & Yang, H. (2019). Trusting Virtual Agents. *ACM Transactions on Interactive Intelligent Systems,* *9*(2-3), 1-36. doi:10.1145/3232077