Electric Car Trial Initial Report

- Prepared for: EECA
- Prepared by: Synovate
- 9 December 2011
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Background, Objectives & Approach
Background & objectives

In September 2010 The Wellington City Council in conjunction with Meridian Energy, Mitsubishi Motors, The Wellington Company and The NZ Post Group began a two year trial of electric vehicles (Mitsubishi iMiEVs). This survey is intended to collect feedback from users of these vehicles from the various participants to:

1. Gather information on how the vehicles perform in the Wellington commercial environment

2. Provide insight into the suitability of electric vehicles as commercial vehicles

3. Benchmark people’s perceptions of electric vehicles so that they can be tracked over time.

In addition to the survey, in-depth interviews were conducted as well as review of available travel logs to provide depth to the initial survey results.
Research Specifics

• The survey was open to members of the participating organisations who had driven the electric vehicles and was conducted online from 17 November to 2 December.

• 65 people completed the survey of an estimated 100 potential respondents netting a 60+% completion rate.

• Participating companies provided a central contact who reviewed the programmed survey then passing on the link to potential respondents (those who had driven an EV) – all participating companies required an on-line survey.

• Respondent numbers from the participating organisations or companies were as follows:
  - Wellington City Council (37)
  - Meridian Energy (12)
  - Mitsubishi (10)
  - The NZ Post / PACE (3)
  - The Wellington Company (2)
  - The Dept. of Conservation (1)

Two interviews were conducted:

7th December – Meridian Energy
8th December – The Wellington City Council
Summary
Summary

The electric vehicles, under certain conditions and with appropriate expectations perform quite well and in fact were very highly rated in this survey. Some highlights:

• Overall, the experience of driving the EV was given a score of 8.5 out of 10
• Over 60% of respondents would prefer to drive the EV again if given a choice
• Over 50% of drivers who drove the car agree that their opinion of EVs has “gone way up”
• 57% of respondents used the car primarily to “attend a meeting”
• While reasons vary, the top rated motivator for choosing the car is “curiosity” – the second highest rating is because the car is “better for the environment”
• The highest rating attributes of the car are “ease of parking” / “ease of driving” (both given 4.5 out of 5) – the lowest rated attributes were “range” / “(re)charging” (3.0 and 3.6 respectively)
• While most strongly agree that their organisation should back sustainability initiatives (mean score 8.7) the suitability of the EV is situational and received positive if mixed scores on individual appropriateness (7.2 mean)
Summary

The EVs are generally highly rated across the various organisations that were surveyed however each group of respondents have various issues to weigh when offering an overall evaluation. For the biggest user (The Wellington City Council, 57% of respondents) the cars seemed quite suited for day-to-day use. Where a high rating usually coincided with:

- A driver that is aware of the EVs limitations and plans accordingly
- Has short distances to be travelled either to make a meeting or as a commute
- Has awareness of recharge stations or when the route is known and includes little chance of detour
- Has an openness to novelty or a progressive orientation
- Places importance on image and environmental leadership

However, for organisations that have a wider distance to travel such as Meridian Energy (19% of respondents) EVs have a more limited appeal. Drivers for Meridian Energy …

- Appreciate the car but are challenged by its limitations
- Have had to build a program around providing access to the car (such as training and charging)
- Value the car as a branding and communications tool over alternative transport
Results of the survey

- Summary
- Results by question
Most drivers used the car to go to a meeting

**Main purpose of using the EV**

- Go to a meeting: 37
- General around town: 8
- Delivery of goods: 6
- Commute to or from work: 6
- EV showcase opportunity (promotion or event): 4
- Procurement: 2
- Other: 2

Q1. What was the main purpose for using the vehicle?

- "Site visits and inspection"
- "Demonstration"
More drivers used the car out of curiosity and because it is better for the environment that because it is easy to drive

Q2. What were your main reasons for choosing an EV (electric vehicle)? [select all that apply]

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<td>The novelty factor - I was curious about the EV</td>
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<td>Because it is better for the environment</td>
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<td>The car was ideal for the purpose</td>
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<td>I needed the EV to showcase it to others</td>
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<td>The car was simply available</td>
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<td>I had no choice - I was assigned this car</td>
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<td>The EV is nice and quiet to drive</td>
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<td>The EV is a cool car to drive</td>
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<td>Others suggested I try it</td>
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<td>EVs are easy to park and drive</td>
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Overall, the Electric Vehicle was rated quite highly achieving a mean score of 8.5

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<td>Dept. Conserv.</td>
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Q3. Overall – rate the experience of using this EV, out of 10.

Mean 8.5

Rated on a 10 point scale; no scores provided below 5
The most striking difference of EVs are their quietness (which is mostly a positive) however a few commented on the small size and lack of range and power as a drawback.

**Top 3 ‘differences’ (positive)**

- Easy to drive: 15
- Acceleration / Power (good): 25
- Quiet: 35

**Top 3 ‘differences’ (negative)**

- Lack of power / acceleration: 2
- Range / Battery life: 4
- Small / Capacity: 5

Q4. Different cars have different characteristics. What things stand out to you as either surprising, or special (or perhaps particularly disappointing) about EVS?
The cars evoke quite a great deal of curiosity - four out of five drivers had a conversation about the car with someone else

Almost everyone agreed that conversations with others were positive.

A few quotes ...

- "I love the car and with the fitted GPS, tracking down and visiting customers is both easy and good for the business."
- "The look of the car and the environmental benefits."
- "It definitely had a novelty factor. People asking what it was like to drive mostly."
- "(People ask) "how far can you go on a charge and how long to refuel"
The top rated attribute of the EV is its ease of parking / use; the EV’s range is the biggest detractor.
The EV was rated quite highly with over half of respondents rating the car an 8 or higher; over 60% would choose an EV if given the option.

Q7. Overall – how suitable do you feel these EVs are for people like you, in your organisation?
Q8. Next time you use a fleet vehicle, imagine you have a choice between two vehicles of equal size, age & condition, which would you choose?
Most believe that their organisation should support sustainability initiatives such as use of EVs

**Strength of belief that the organisation should support sustainability initiatives**

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Mean 8.7

Rated on a 10 point scale; no scores provided below 3

Q9. How strongly do you believe that your organisation should get behind sustainability initiatives such as using electric vehicles?
The experience with the EV disappointed no one and in fact over half of the driver’s opinions have “gone way up”

Q10. And to sum up – has your opinion of EVs gone up, down or remained the same as it was compared to before the first time you ever used an electric Vehicle?

- 54% of WCC (20 of 37)
- 33% of Meridian Energy (4 of 12)
A wide range of positives exist for adopting EVs – limited range / charge are the main drawbacks

Q11. What are the main positive reasons to have EVs in the fleet?

- Range
- Recharge
- Cost
- Range capacity
- Batteries
- Limited speed
- Time
- Always available
- Maintenance
- Recycle
- Small size
- Quiet
- Under-powered
- Parking
- Battery
- Emissions
- No emissions
- Good around town
- Leadership
- Sustainable
- Environmentally friendly
- Green
- Environment
- Economical
- Efficient
- Progressive
- Clean
- Go-drive
- Small
- Easy-to-park
- Easy
- Quiet
- Oil independence
- Image
- Awareness
- Renewables
- Better
- Better carbon

Q11. What do you feel are the main drawbacks to EVs?
Summaries of Interviews

- Meridian Energy
- The Wellington City Council
Meridian Energy: “We love this car but it has its own considerations”

- Great for image. “We had a man come in and ask about the car. It’s a real novelty.”
- Everyone wanted to drive it. If you had a choice for an around town car, I speak for everyone when I say we’d all choose the EV.
- But the car is a challenge logistically.
Drivers need training

• We learned that we needed processes in place. One of these is to run staff through an induction, before they are allowed to drive the car.

• How to start it – there are still people who forget how to turn it on.

• How to drive it – the silence issue is a big one. We didn’t want to be the first organisation in the world to run down a cyclist or pedestrian.

• Issues or range – how to get more mileage.

• How to charge the car.
Silence – really startles pedestrians and cyclists

• The respondent has been a cyclist – and knows how they travel with their radar “full-on!”

• She has experienced on several occasions (as a driver of the EV) moments when cyclists and pedestrians have been caught out – moving into the path of the silent car.

• This requires a more defensive driving style.
Range. It’s a stressful issue.

- The range of the EV is highly variable.
  - It suits around town errands and airport trips, but does not suit so well the Meridian's regional work.

- Range varies according to:
  - Heavy-footedness of the driver.
  - Terrain and weather
  - Air-conditioner eats heavily into the range

- “Range remains a stressful issue.”
Recharging. Additional management and logistical considerations.

• The respondent’s organisation does not have a fleet, or a car park building – so there was nowhere specified in town where the EV could be parked and charged.
  - This had to be arranged.

• Likewise, staff users found they need to:
  - Park their car in a covered space.
  - Have adjustments made to their power point (a $200 adjustment.)
  - Park the car in the specified spot when they get to town – and hook it up for charging.
  - If they live any distance (Paekakariki – 45kms North of Wellington CBD) then they’ve used up most of the charge by the time they get to work. So the car cannot be used during the day.

• If there is any disruption (one assigned driver had to go to hospital for an unrelated injury) then the car may not be charged that night, and the vehicle is out of action.
Image of the car

• The respondent defines the car not as a fleet vehicle, but as a communications or promotional tool – a way of communicating the organisation’s values.

• To this end it is very successful.
  - Great reaction when the car is out and about. A talking point.
  - Starts conversations about the organisation.
  - A real hit when it appears in parades or promotional events

• “The people of Twizel didn’t want to let the car go. They didn’t want to give it back.”
Overall

• You can’t just get an EV without a clear management process. You need an infrastructure to properly handle it. Logistically it’s a challenge.

• “We love it, and it’s exciting – but EV’s have their own considerations.”
The Wellington City Council: “The EV is valuable as a communications tool that we are committed to sustainability efforts”

- Overall, feedback at WCC has been very positive and most people have welcomed the car.
- A small subset of people have been more cautious however. This is due to:
  - Some anxiety that they may need to “re-learn” how to drive. Do EVs “drive the same as normal cars?”
  - An element of anxiety around the quietness of the car – driving without ‘feedback’ and the capacity to catch pedestrians unawares. (Bear in mind the number of recent pedestrian/bus accidents in Wellington.)
- In practice however, staff have found the car easy to drive and there have been no reported ‘moments’ regarding pedestrians.
Given a choice of cars…

- Most users opt for the EV.

- The respondent’s own feelings are that he would generally opt for the EV for any around town errands and journeys because:
  - It is novel, enjoyable, has plenty of pep and even as a fairly basic spec’ed car is a pleasure to drive. “It is fun to drive.”

- What appeals to users is the “whole package.”
Usage of the car

• The vehicle is generally used as a ‘pool car’ and housed in the WCC underground car park where there is a power point with the requisite 15 amp wiring.
• The mayor has priority usage of the car, but the vehicle is widely used.
• All drivers new to the EV are given a quick induction by the car park manager who has been involved thoroughly in the EV project.
  - Points out characteristics of the vehicle
  - Alerts drivers for the need to drive carefully due to the silence
• For the most part the car is used on run-around trips in the city. For this reason the range issue has seldom been a cause for any concern.
• On a few occasions the car is taken ‘home’ by users, not all of whom have the 15 amp wiring.
Advice for fleet managers

• At this stage the EV has a high initial capital cost, so the economics of running the car are – for now – less attractive than for an equivalent petrol car.
• However the difference is likely to be reduced as car costs come down and petrol prices continue to rise.
• Running costs are definitely a lot lower – but the ‘jury is still out’ in terms of the economics over the lifetime of the vehicle.
• That said – the car has a value as a “banner vehicle” that represents the values of the organisation and the commitment to sustainability. What is the marketing value of this? This is a factor that organisations should consider.
• So overall the car is not viable, yet, as a money saving strategy – but it has considerable value as a communications tool.
Appendix

• Additional Analysis
  - Does predisposition drive the final verdict on EVs?
  - What factors most drive final disposition scores?

• WCC EV Log
Do predispositions affect our experience rating? To test this we did a segmentation

• This was based on motivations for using the EV.

• With small sample sizes, segmentations are indicative only – but we found two basic groups:

  - Group Two. n= 51. Inquisitive but likely to have been “assigned this car.”

• Let’s look at the results overleaf. Significant differences are marked with a star.
The results overleaf; significant differences are marked with a star.
Evaluations between the two groups were very similar however the motivated group is noticeably more positive about the range and the EVs suitability for their organisation.

Both the motivated Group One and the less motivated majority, Group Two, rated the experience of using the EV very highly out of 10.

- **Group One**: 8.9
- **Group Two**: 8.3
What do we learn from this exercise?

• The data suggests that the success of EV implementation owes something, in part, to the ‘sell-in’ at the start of the process.

• Those more enthused and motivated to try these cars have a very similar “in-car experience” (they’re more confident about range) however they remain more positive overall about the use of these vehicles by their organisation.

• Organisations that consider introducing these cars would benefit from ‘selling-in’ the benefits.
What factors most drive our final disposition scores?

Overall, out of 10, how suitable do you feel these EVs are for people like you in your organisation?

- Respondents gave, on average around 8 out of 10 on this measure.
- However which inputs – motivations or in-car experience have the strongest connection or correlation with this score?
- We can learn a lot by looking at correlations because they show what’s important to respondents: the ideas that connect.
…and what connects are “suitability, image, size, range and charging.”

And certain things detract from the score. Quietness, motivation for use.
What we learn from this

• These cars are judged on multiple dimensions. Being “eco-friendly” is not enough, by itself, to warrant a positive verdict from users.

• Users do consider the environment and the image, for sure, but they also consider the practicalities:
  - Ease of use, power
  - Suitability for purpose
  - Range and charging issues.

• And as we saw earlier: those were basically ‘assigned the car’ are somewhat likely to mark the overall rating down.
Summary of WCC log

- Data provided from January 5th to September 28th

- A total of 47 different drivers made 136 trips with 21 being overnight (15%)

- Average duration of a day trip was 2 hours 25 minutes, with average distance traveled of 18kms

- The EV traveled a total of 2,934 kms over the period, saving an estimated 176 litres of petrol (assuming 6 ltrs per 100 kms)
## Snapshot of the WCC log

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