

# Owners Survey 2021

# Introduction

Our fourth annual survey of EV owners in Brighton & Hove comes at the end of what has been another huge year for electric vehicle ownership in the UK.

Cumulative electric vehicle registrations doubled in the UK last year, representing the fastest growing segment in the car market; with sales of petrol and diesel both in decline. December 2021 ended the year with EVs accounting for 18% of new vehicle registrations in the DVLA Area of Brighton.

And it has once more been a year of growth for EV infrastructure in Brighton & Hove, with the installation by Brighton & Hove City Council of new Fast and Rapid charge points, dedicated charge points for taxis, plus the addition of new marked bays to existing on-street charge points.

We conduct our annual survey to allow EV owners to share their experiences of using charging infrastructure in the city, with the aim of helping to improve things over time. Our questions focus on the key topics of **Access** to charge points, **Reliability** of the hardware and the **Price** of charging.

The survey was emailed out to local owners of electric vehicles on our Hug the Plug campaign mailing list, as well as being shared on social media through our Twitter and Facebook channels.

# Hug the Plug Campaign Overview

The Hug the Plug campaign on the Electric Brighton website allows people who either own an electric vehicle or are considering one, to register their location on our map. We then use this data to demonstrate where demand lies across the city.

By finding out whether registrants park off or on-street, we can use that data to see which Parking Zones have the most charge point provision. Table 1 shows charge point provision across parking zones, with Zone T showing the most charge point provision and Zone B the least.

Interest in both our Hug the Plug campaign and our website traffic have continued steadily throughout 2021, as more people consider the switch to an electric vehicle and research what is involved.

## 58k

Website visitors

**+200% increase from 2020**

## 564

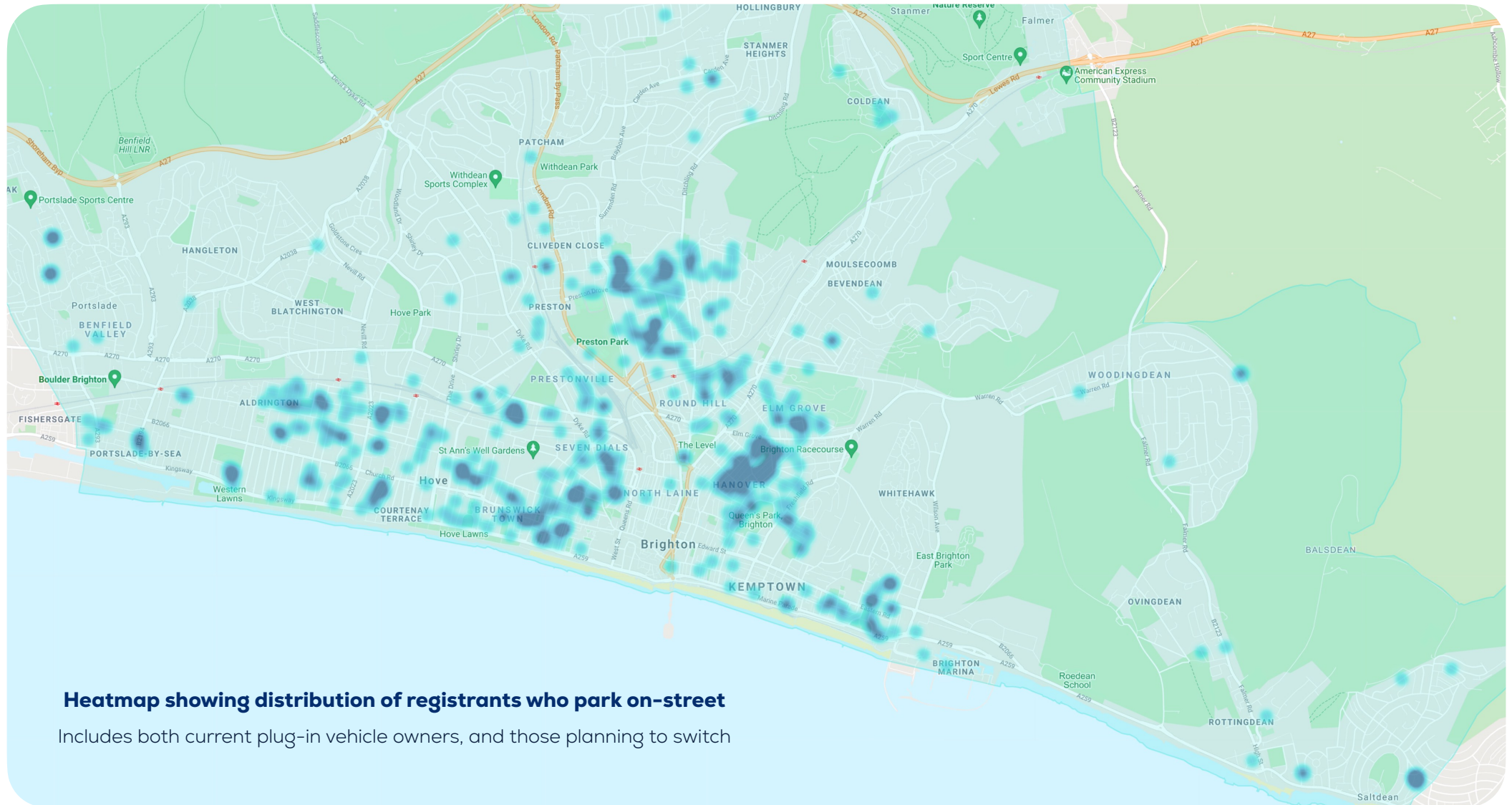
Total registrants

**+71% increase from 2020**

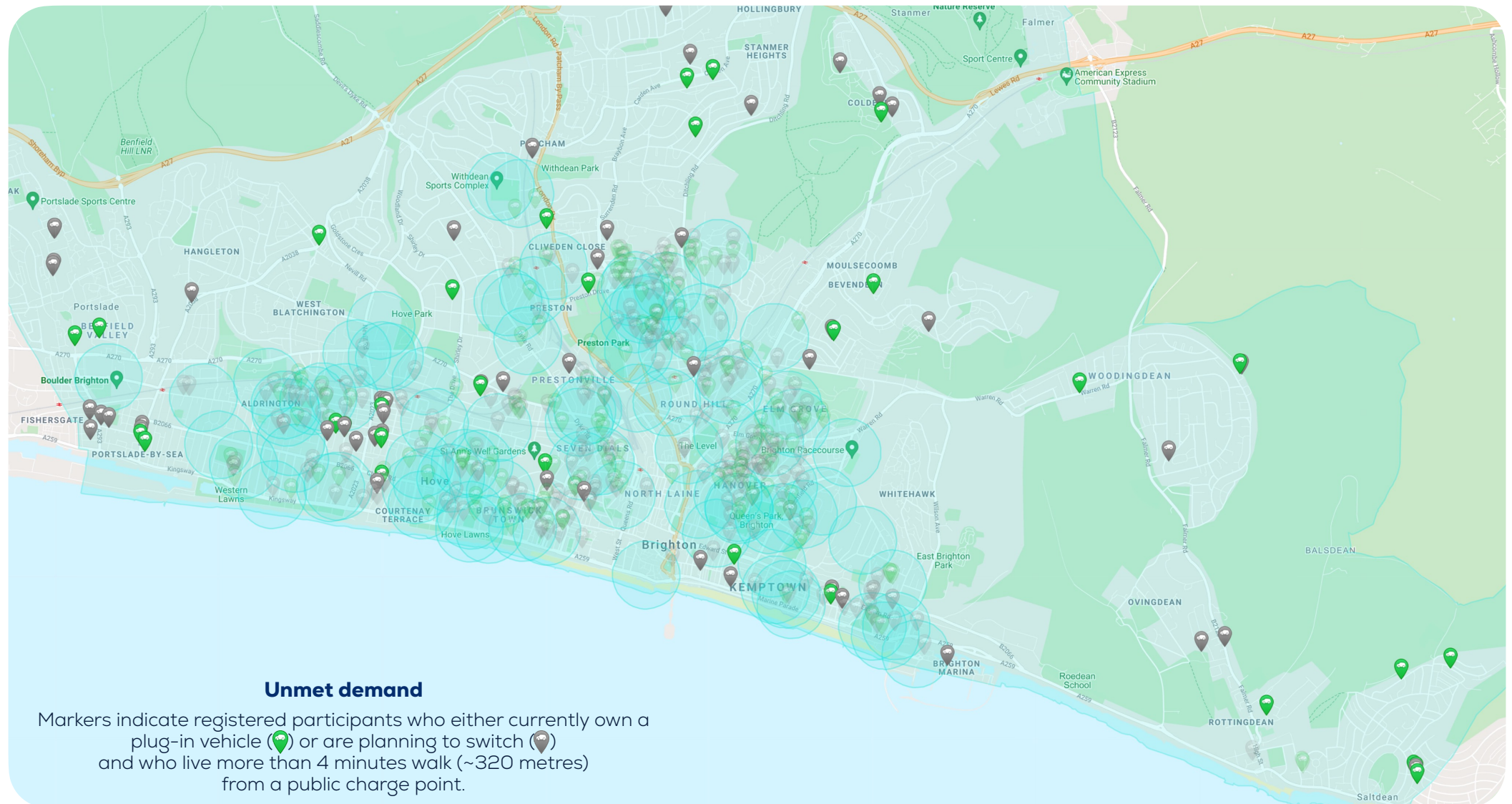
**Table 1. Charge Point Provision across Registrant Parking Zones**

| Parking Zone | Residents<br>Who park on-street | Charge Points<br>Incl. planned locations | Charge Points<br>per user |
|--------------|---------------------------------|--|---------------------------|
| I            | 0                               | 4  | 0                         |
| G            | 0                               | 2  | 0                         |
| T            | 1                               | 3  | 3                         |
| A            | 3                               | 8  | 2.67                      |
| U            | 4                               | 10                                       | 2.5                       |
| L            | 3                               | 7  | 2.33                      |
| Z            | 26                              | 40                                       | 1.54                      |
| Y            | 23                              | 25                                       | 1.09                      |
| R            | 36                              | 39                                       | 1.08                      |
| D            | 1                               | 1  | 1                         |
| N            | 36                              | 33                                       | 0.92                      |
| C            | 27                              | 24                                       | 0.89                      |
| M            | 18                              | 15                                       | 0.83                      |
| O            | 20                              | 15                                       | 0.75                      |
| Q            | 11                              | 8  | 0.73                      |
| W            | 11                              | 8  | 0.73                      |
| H            | 27                              | 18                                       | 0.67                      |
| J            | 50                              | 29                                       | 0.58                      |
| E            | 2                               | 1  | 0.5                       |
| K            | 2                               | 1  | 0.5                       |
| P            | 2                               | 1  | 0.5                       |
| S            | 18                              | 9  | 0.5                       |
| F            | 21                              | 9  | 0.43                      |
| V            | 43                              | 15                                       | 0.35                      |
| B            | 4                               | 0  | 0                         |

# Hug the Plug Campaign Overview



# Hug the Plug Campaign Overview





# Participant Overview

## 1100

Registered plug-in vehicle  
owners in the city\*

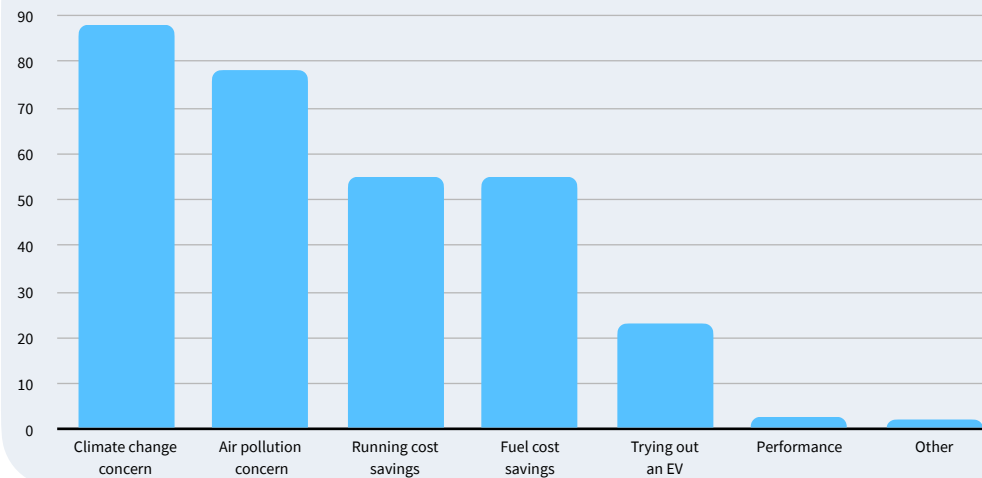
**+170% over previous 12 months**

## 111

Participants in this years survey

**+194% from 2020**

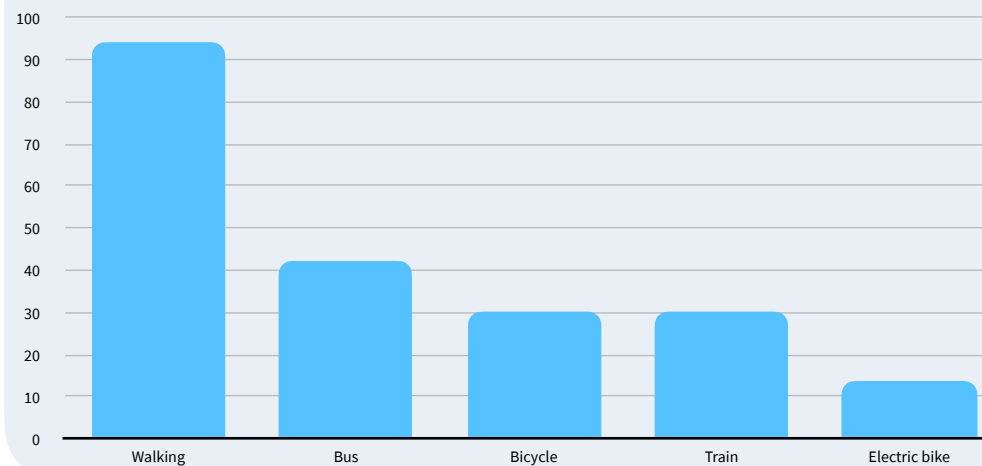
### What are the main reasons you chose to drive a plug-in vehicle?



## Climate Change

Is a major concern, with **79%** of participants saying it is the reason they choose to drive a plug-in vehicle.

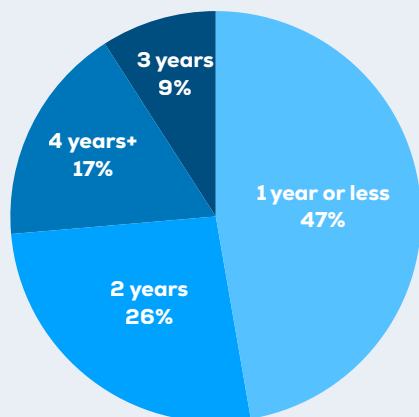
### Which other forms of transport do you use regularly?



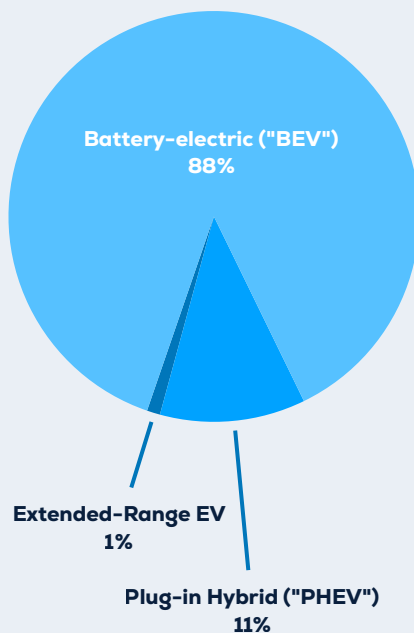
\* Based on Q2 2020 to Q2 2021 data from the Department for Transport, vehicle data Table VEH0131.

# Participant overview

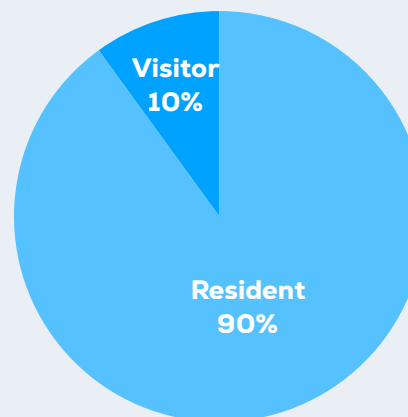
How long have you owned a plug-in vehicle?



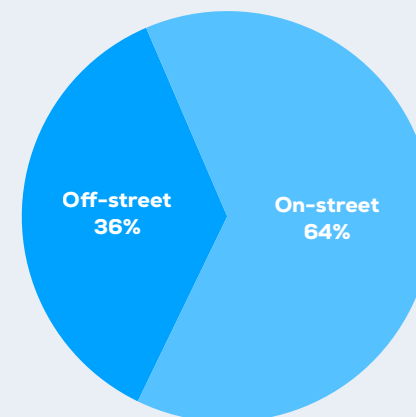
What type of plug-in vehicle do you drive?



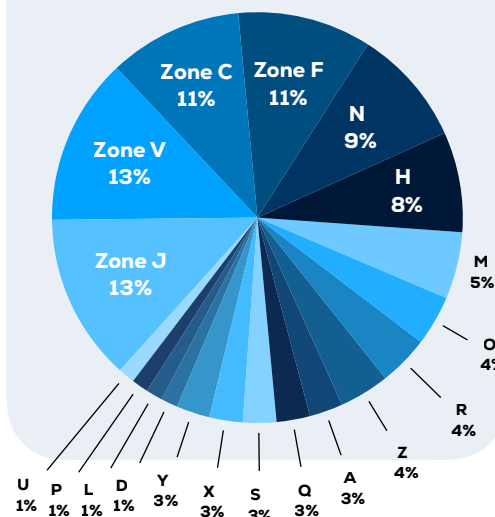
Are you a Resident or Visitor?



Where do you park your vehicle?



Parking Zone Breakdown



## 5 minutes

Average time EV owners would be willing to spend walking home from an on-street charger

# Lamp Post Charge Points

## Overview

2021 saw an increase in the proportion of participants who had used the lamp post chargers, with a sizeable 75% saying they'd used them in 2021. This makes them the most popular charging option amongst participants, for the second year running.

Participants who had not used them, complained of access issues where non-EVs block access, along with complaints of their slower speed.

Blocked access also remains an issue for those participants who had successfully used the charge points. However, there has been an increase in users stating that chargers are busy, with almost a third of participants saying that they couldn't access a lamp post charger due to it being in use. Ratings indicating the availability of lamp post chargers remains low, but saw an increase over last year, averaging 3.9/10.

Participants had a range of opinions for their reliability, with an average rating of 5.4/10, up slightly from last year once again.

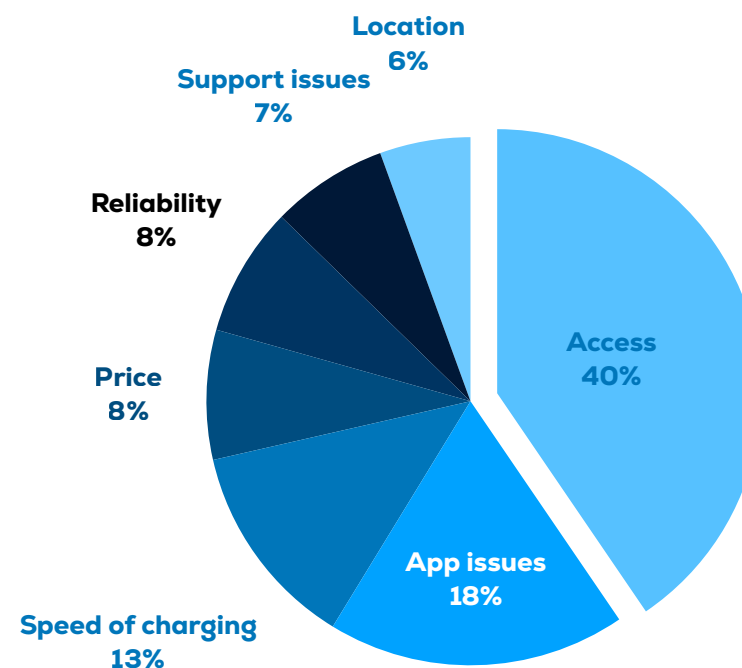
There appears to have been a shift in attitudes towards the pricing of lamp post chargers, with an average score of 4.4/10 (up from 2.8 last year) showing that most drivers think the pricing is close to fair.

It's good to see that more participants would recommend the lamp post

chargers now - 51% in fact (a shift from last year's 31%). Complaints of access and app issues (new and old) are frequently mentioned from all users.

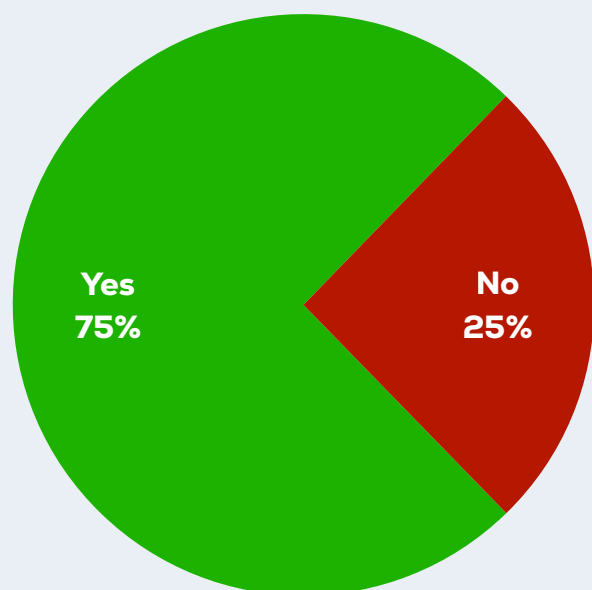
## KEY TOPICS OF DISCUSSION:

The key topic of access remains almost unchanged this year, with many participants again asking for more marked bays at lamp post chargers. Mentions of issues with the App appear to be more common this year.





## Have you used any of the city's lamp post chargers this year?



+19% swing to Yes from 2020

### Most Used!

Lamp Post chargers were reported as being the most used by participants in our survey.

Why not?...

"Lamp post charging spaces often occupied by non-electric vehicles."

"Can never get anywhere near one with non EV parked in front of them!"

"Tend to favour Rapid chargers"

"Too far away. Unfortunately Brighton & Hove City Council has given no consideration to EV users on the outskirts of Brighton."

"Never a space available"

"Have own charger at home."

"Parking and Cost."

"Because they are slow (3kW), because the spaces next to them are often occupied by ICE cars and as I don't yet have a residents' permit I sometimes cannot park as they are situated on the "residents parking only" sides of the street"

"Slow speeds, not convenient to areas visiting."

"Not found one anywhere I have parked."

"Because each time I have tried there as been a problem."

"If you could just use a debit card for all the charging points and not have to join."

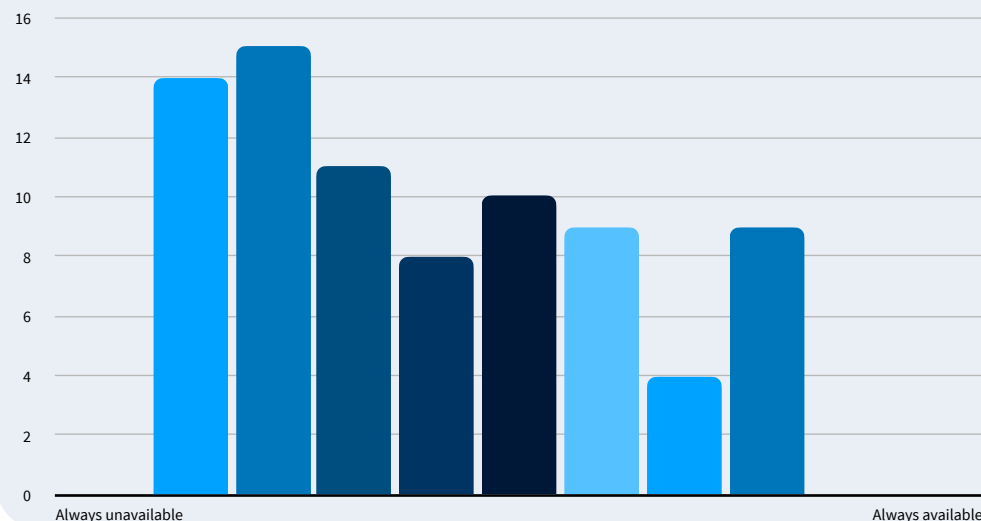
"Not worth the effort. Power is too limited and often blocked by other cars. All chargers should also simply accept credit/debit cards."

"I live locally so am fully charged. No need."

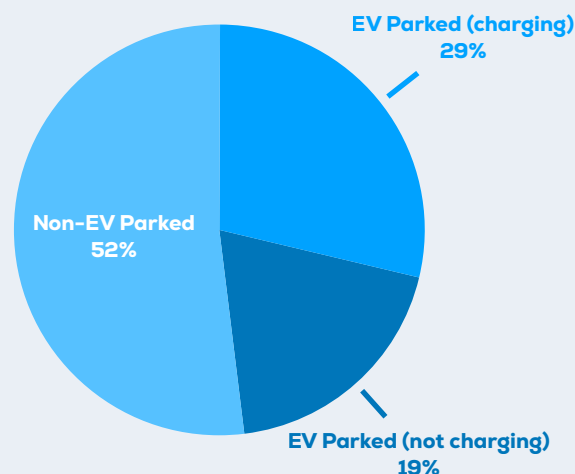
**3.9/10**

Average rating for Availability

Up from 2.9 in 2020

**Parking & Access:**  
**How would you rate the availability of the lamp post chargers?****Blocked access**

Non-EVs parked in front of charge points remains the largest reported issue when it comes to access.

**-16% swing from 2020****Parking & Access:**  
**If you have ever found you couldn't access a lamp post charger, which of the following reasons have you experienced?****Busier Charge Points**

Participants reported that Electric Vehicles Parked and Charging is now the second most frequent reason for Lamp Post charge points not being available.

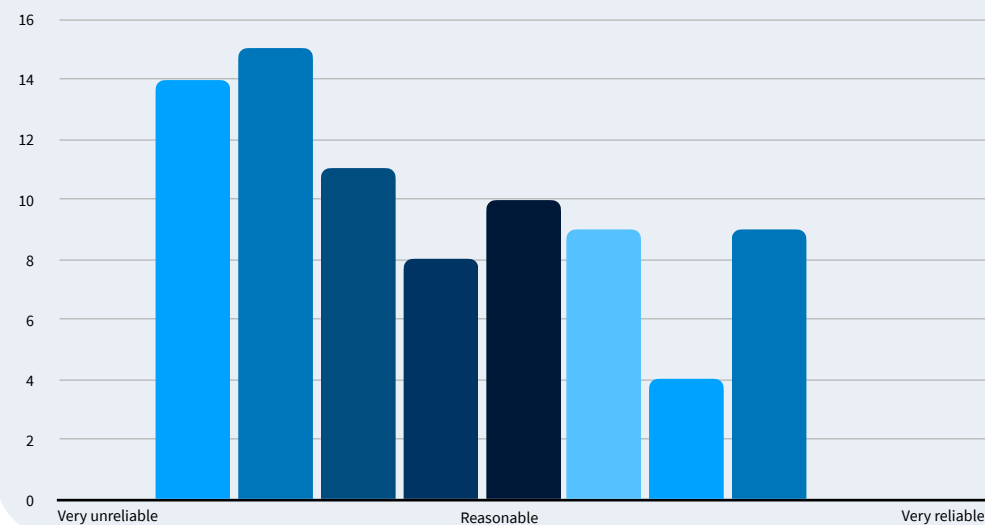
**+18% swing from 2020**

**5.4/10**

Average rating for Reliability

Up from 5.0 in 2020

**Charging units: When using the lamp post chargers,  
how reliable have you found them to be?**

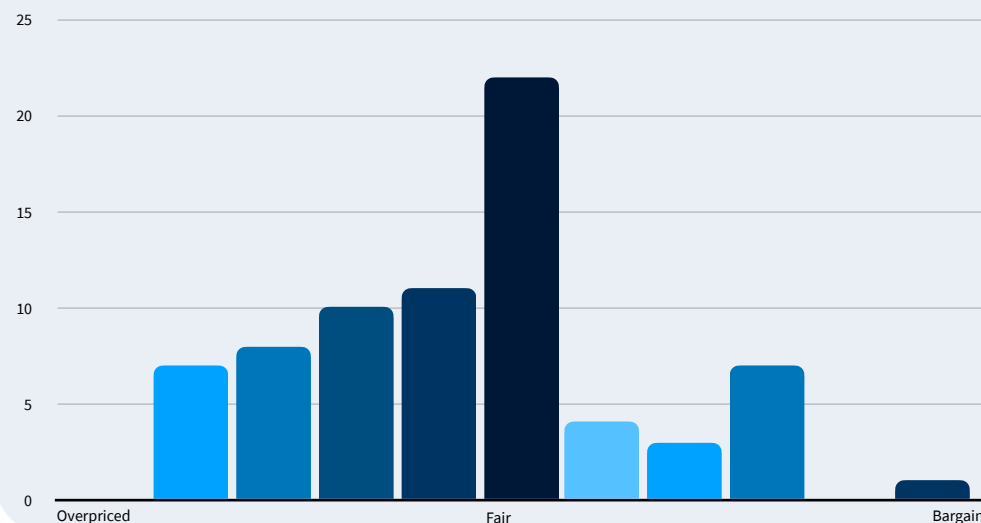
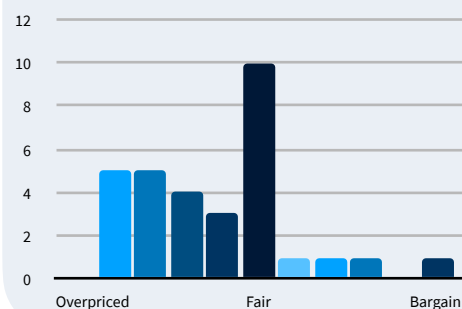


**4.4/10**

Average rating for Price

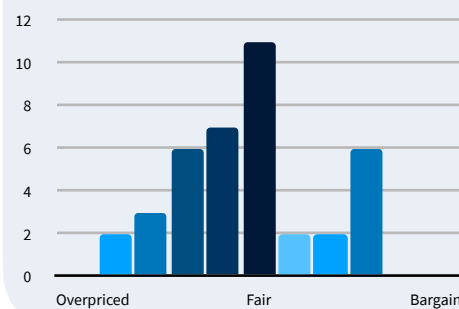
Up from 2.8 in 2020

The lamp post chargers in Brighton & Hove cost 26p/kWh, plus a 20p transaction fee. What do you think of this pricing?

**New Owners****4.6/10**

Average rating for Price by New Owners

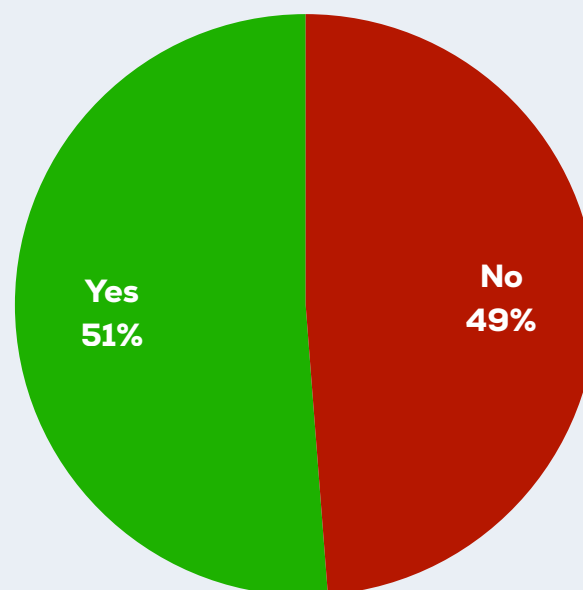
Up from 2.7 in 2020

**Existing Owners****4.2/10**

Average rating for Price by Existing Owners

Up from 3.1 in 2020

## Would you recommend the Lamp Post Charge Points?



+20% swing to Yes from 2020

"I reported a damaged charger and it was repaired very quickly."

"More EV only bays to help availability."

"Good to see some more marked bays being added, although I'd like to see some more haste with this rollout."

"I would be worried to rely on the lampposts as my sole way of charging."

"Really hard to find chargers and lampposts very slow but all that was available after 30 minutes driving around."

"Need dedicated spaces for EVs."

"I have had to phone for these to be restarted a number of times before being able to commence charging."

"We need many more. EVs are starting to become more popular and they need to be restricted and working."

"Install more or make the bays EV-only, as it can be a case of driving around the streets to find one available, always a non-EV parked in space."

"Can hardly ever park on one or near to it as non-EV cars use the space."

"The EB Go! app is very unreliable - will not load on my wife's phone - the Electric Blue app was a lot better."

"Only time it's worked is if it on free charge!"

"Instructions were not that clear. Hard to find the lamp post number / location."

"I've only been able to use one once without calling the operator. I would however love to see more as its the only way to encourage EV users."

"Constantly get error messages can't be bothered to keep ringing the number up."

"I have tried lamp post chargers a couple of times overnight. Both times they have failed in the middle of the night. I no longer bother trying them."

"The reliability of EB is sketchy. They are periodically offline or not working. Availability depends upon whether or not you are near to an EV only bay (which are great)."

"Frequently the lamppost chargers cut out before fully charged. This means I am then unable to complete my commute the following day."

## Written feedback for Lamp Post Chargers

*"Can hardly ever park on one or near to it as non-EV cars use the space."*

*"Need dedicated spaces for EV cars."*

*"When they charge for use, they cost more than the overnight cost of electricity, so are not appealing."*

*"I have had to phone for these to be restarted a number of times before being able to commence charging."*

*"They are a great idea, but useless without dedicated bays."*

*"Electric Blue app is quite badly designed."*

*"You need to install more or make the bays EV-only as it can be a case of driving around the streets to find one we can charge at as always a non-EV parked in space."*

*"App won't work."*

*"Slow, always blocked by an ICE car, very last-resort (used once, never again). Recommend fast-chargers instead, similar price, much more practical. Nowadays charge at work or on one of the free fast chargers, once these become paid I'll charge at home overnight (8p/kW)."*

*"Over a dozen or more attempts, we've NEVER successfully charged using the Electric Blue app. Aside from not actually working, the app feels poorly implemented with a barely legible help page that is not formatted for mobile, a menu button that only works on some views and alerts which give advice that is impossible to follow."*

*"I've given up on them as they are either blocked by non EV cars (parking surely in these spaces should be EV only) or they don't work."*

*"Chargers on Beaconsfield Villas are always blocked by non-EVs parked!"*

*"They never work and customer service can't help."*

*"I reported a damaged charger and it was repaired very quickly."*

*"Electric Blue are terrible. The app doesn't work- every time I've tried using a lamppost charger I've had to ring and if anyone actually answers they have to start it remotely. At least that's meant it's free. If this happens at night there's not always an answer. Spoke to the company who said the problem was with the payment system and it'd all be solved when that was brought in-house. It wasn't. We have been told so many times somebody would ring back about the app, and they never do. Only time it's worked is if it on free charge! Very unreliable with terrible service which has not encouraged other people we know..."*

*"The EB Go! app is very unreliable - will not load on my wife's phone - the Electric Blue app was a lot better."*

*"The main difficulty is non-EV parking and secondary is the App is useless."*

*"Sandgate Road charger continually guarded by ICE Mini and Fiat 500. Absolutely impossible to use this one."*

*"Lowther Road charger usually blocked by ICE Transit Connect. Usually impossible to access this one."*

*"Osborne Road charger, usually blocked by another EV."*

*"Complete lack of adequate charging infrastructure around Fiveways given increasing number of EVs. All charging points can be blocked by ICE vehicles, completely unable to rely on ability to charge up."*

*"It would be useful if they could be upgraded to 7 kW, because at present it is cheaper to charge at home at the same rate as the lamppost charger of 3.2 kW."*

*"Needs to be available and to be functioning."*

*"Lamp post chargers slow so once connected, need to leave for many hours. often non-EV's parked in those spaces, and some charging points sited where local chargers be higher powered?"*



**Continued: Written feedback for Lamp Post Chargers**

*"There appears to be a few chargers that were live then taken offline for an unspecified amount of time. One of these being on the road we live - creating an unnecessary walk multiple blocks away."*

*"Most of them are difficult to access due to non EV cars blocking them. Would help if they have clearly marked EV bays."*

*"My car reads no mains voltage on Hythe Rd and Lowther Rd lamp post chargers despite them having recently been replaced."*

*"Too slow to be of any use, unless you live nearby."*

*"I had issues up until October with EB app, but with free vending those issues went away."*

*"Designated ones are great, the others are generally not available as non eve parked there."*

*"Need dedicated parking Bay and machine needs to charge for parking once electric charge complete during normal daylight hours as people use it as a personal parking space especially in non zoned areas where parking very difficult. Charging for parking would encourage movement of car."*

*"Make it illegal to park a non-EV in front of them, this is a no-brainer."*

*"3kW is a very slow charge. It is useful for an overnight charge as long as you can find availability. I would be worried to rely on the lampposts as my sole way of charging."*

*"The answer to this is to increase the KW/h, increase the amount of chargers and most importantly make every charger a dedicated EV space."*

*"All the chargers near me are always blocked by a NO-EV...making them redundant."*

*"More dedicated bays."*

*"Often difficult to find, park and out of service."*

*"They need to be designated for EV's only."*

*"Local lamp post chargers often have ICE vehicle parked in front, as they are just residential road use. I have also used bollard/pillar style charge point, but was out of use, locked my cable to charge point. I have also used Preston Park charge points, most of which are for taxi's... but I think this should be changed as I've never seen a taxi at them, only private cars. These are fast chargers, more of these are needed."*

*"Have tried to use them several times but constantly get error messages can't be bothered to keep ringing the number up anymore. It shouldn't be so difficult to charge. Tesla model 3."*

*"Often they are blocked by non EV cars. When they aren't they tend to be out of service. Ive only been able to use one once without calling the operator."*

*"I would however love to see more as its the only way to encourage EV users."*

*"Tried lamp post chargers a couple of times to charge the car overnight. Both times they have failed in the middle of the night. I no longer bother trying them."*

*"The App isn't great. If it could say if the space was blocked that would be great. It also has a QR reader but none of the lamp post chargers have the codes on there. When you click on the map, then select your location it doesn't go ton the connect page, you have to manually enter the number (in winter this is a tedious and freezing task, not to mention walking back up the hill as the charging point is always at the bottom of the hills!)"*

*"Lamp post chargers need to be exclusive EV bays."*

*"The reliability of EB is sketchy. They are periodically offline or not working. Availability depends upon whether or not you are near to an EV only bay (which are great). But my area (Zone N) is poorly served compared to say Poets Corner which seems to be stuffed with charge points by comparison. So more point, more EV only bays and more reliable charging."*

*"Electric Blue are awful and can never help."*

**Continued: Written feedback for Lamp Post Chargers**

*"Brigden St., not working until recently. Hamilton Rd. often blocked by non-EVs. Dyke Road Dr. usually available, but a little far to walk."*

*"We need many more. EV are starting to become more popular and they need to be restricted and working."*

*"There are none in Woodingdean where I live."*

*"Just the price. I can charge using a Tesla supercharger for this price in 50x the speed. It would be great if this price reflected a decent home tariff (although I appreciate this has gone up significantly recently)."*

*"Until recently (when on free vend) these chargers were often out of order, or the app would not connect easily, or both."*

*"Not close enough to my home to use overnight or at weekends. Always have cars in front so have given up."*

*"They aren't nearly fast enough. The electric blue app and support is rubbish too."*

*"Please ensure every lamp post charger has a marked bag for reserved use at least part of the day."*

*"More EV only bays to help availability. Match to the DVLA ownership data. Ensure penalty notices if the EV only bays are blocked."*

*"Cost is high - especially compared to free vend and supermarket."*

*"Please stop changing the App!"*

*"I was registered and using Electric Blue then without notice it was changed to EB Go! which then didn't work - the new lamppost number wasn't recognised."*

*"More dedicated parking bays please."*

*"Instructions were not that clear (hard to find the lamp post number/location) - would find it easier to scan a QR code in an app or enter a number."*

*"Electric Blue service is awful. I find the chargers only work 50% of the time. Thus I have to drive to second or even third charger to find one that works. I've complained multiple times to the council and electric blue and never receive a reply. Terrible customer service. Also, the app interface is woeful to use and buggy. Electric Blue will put people off owning electric vehicles. The unreliability of their service makes running an electric vehicle a lot more inconvenient than an ICE. Which is obviously not great when we sorely need people to ditch their ICE vehicles."*

*"I cannot access them in h zone, maybe allow access to any zone."*

*"They're always ICE'd. Very annoying!"*

*"1. It's insane that the bays are not dedicated. I know parking is at a premium, but most of them are unusable because an ICE is parked there. It makes them almost completely pointless."*

*"2. The price differential between the lampposts (3.6kW) and rapids (50kW) is only 1p per kWh. So there is no real incentive to charge slowly other than being in better locations possibly. I would increase the 50kW chargers and lower the lamppost ones."*

*"Most of them are blocked because they are not specified as EV only. Too expensive. Too slow."*

*"Too slow and too expensive."*

*"Drop the app and allow contactless or an RF card. App is so bad."*

*"Slow and overpriced."*

*"Why choose Electric Blue when they have such a terrible reputation!"*

*"Good to see some more marked bays being added, although I'd like to see some more haste with this rollout."*

*"Simply nowhere near enough of them."*

### Continued: Written feedback for Lamp Post Chargers

*“EV only parking for majority of chargers required, currently almost always ICE’d.”*

*“When needing to do a long charge due to commute frequently the lamppost chargers cut out before fully charged. This means I am then unable to complete my commute the following day.”*

*“The app seems unreliable. Would use them more if I could just pay using my debit card.”*

*“I don't use them they don't work correctly over charged ,charged when i didn't receive any charge.”*

*“Your new rapids are still not on Zap-map?? Why are proper Rapid hubs taking so long? InstaVolt set up ones in a month, why not let them in?”*

*“Really hard to find chargers and lampposts v slow but all that was available after 30 minutes driving around.”*

# On-street Fast Chargers

## Overview

Likely due to the pandemic, our previous survey results saw a sizeable drop in use of Fast Chargers, but in 2021 we've seen usage increase significantly, with 54% of survey participants saying they've used them.

Participants who had not used them, complained of slow speeds, reliability and usage issues.

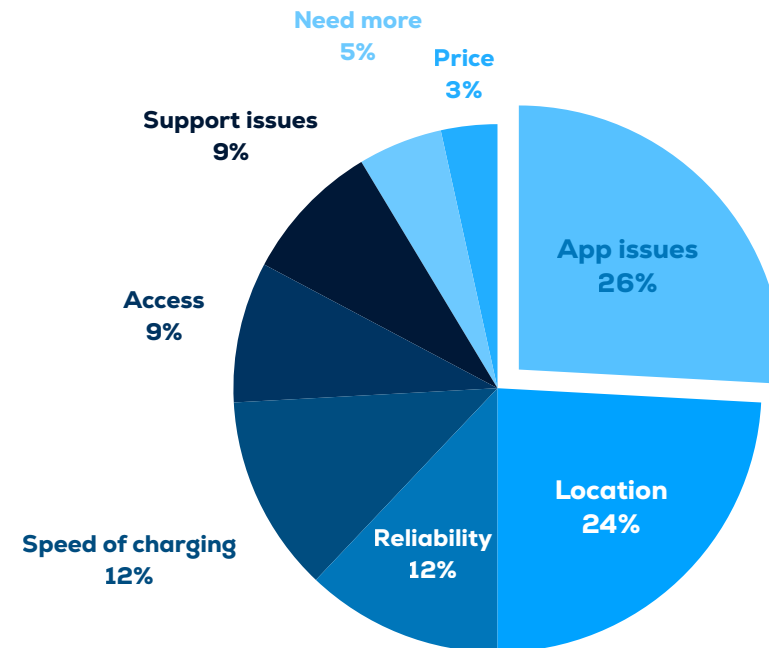
The availability of the On-street Fast Chargers remains unchanged, although the number of participants reporting blocked bays, by EVs parked but not charging, a doubling from survey results in 2020.

Reliability scores have improved since the previous survey results, as have the ratings for the price of fast charging; which have swung from previous low ratings, to most users now deeming the cost to be "fair".

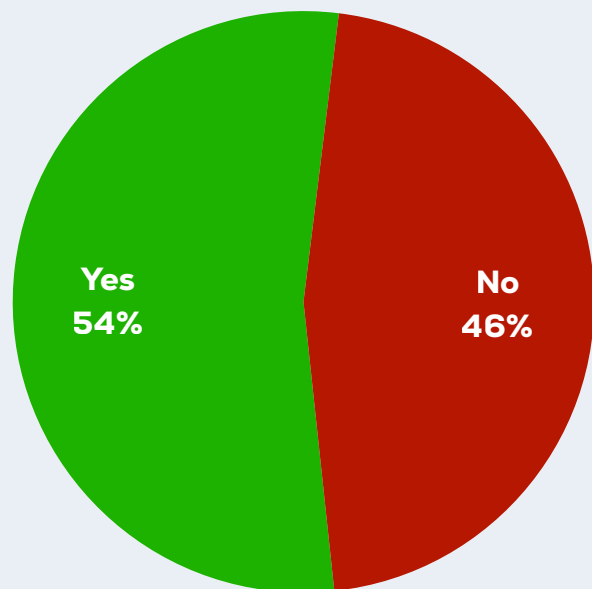
Fast chargers are the second most recommended charge points, with 68% of those who have used them saying that they would recommend them to others.

In the comments, users are most vocal about app issues with these charge points, along with other complaints about them being broken or out of order and frustrations with usage. The trials of the NetX units also get a few mentions in written feedback.

## KEY TOPICS OF DISCUSSION:



## Have you used any of the city's on-street fast chargers this year?



Why not?...

+24% swing to Yes from 2020

"I don't know how to pay."

"Been out of order for months!"

"Never seen one."

"Faster ones available and free. I avoid using these networks as their apps are extremely poor, and their chargers poorly maintained."

"Not one near my home."

"Too far away."

"Not currently in locations I find convenient."

"Not needed as the lamppost one is fine."

"There is a faster charger on Preston Park Avenue."

"Not many of them about, haven't noticed one near me."

"Didn't know about them."

"Not seen one working or available."

"Not fast enough."

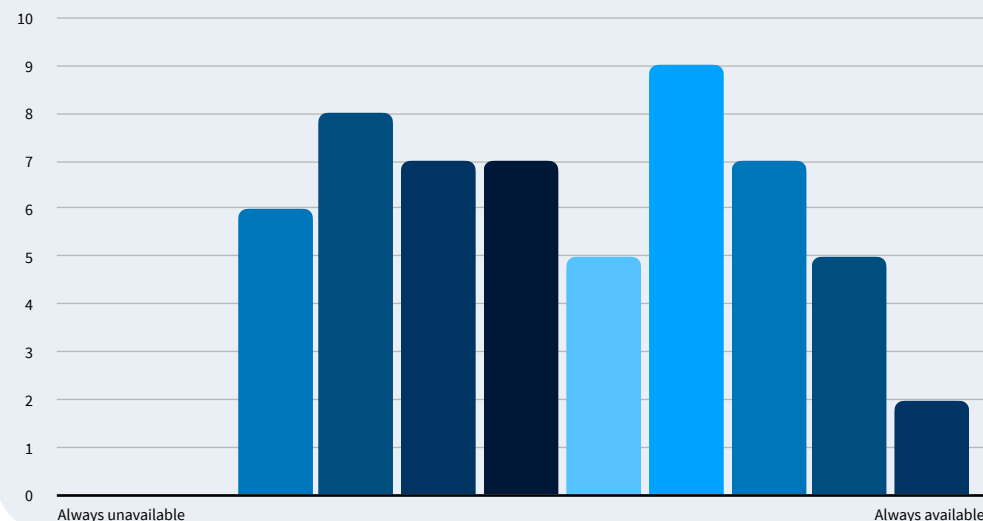
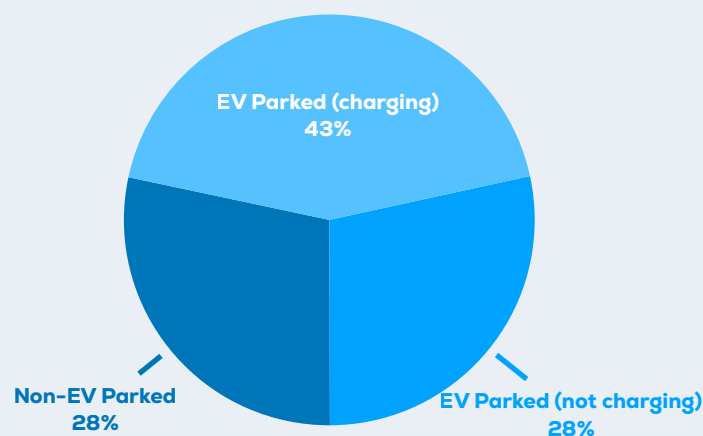
"They're not actually that fast. In practical terms they would take so long to charge that I might as well just leave my car overnight on a lamp-post charger."

"The charge points are very busy."

**5.6/10**

Average rating for Availability

Up from 5.5 in 2020

**Parking & Access:**  
**How would you rate the availability of the fast chargers?****Parking & Access:**  
**If you have ever found you couldn't access a fast charger, which of the following reasons have you experienced?****More reports of blocked bays**

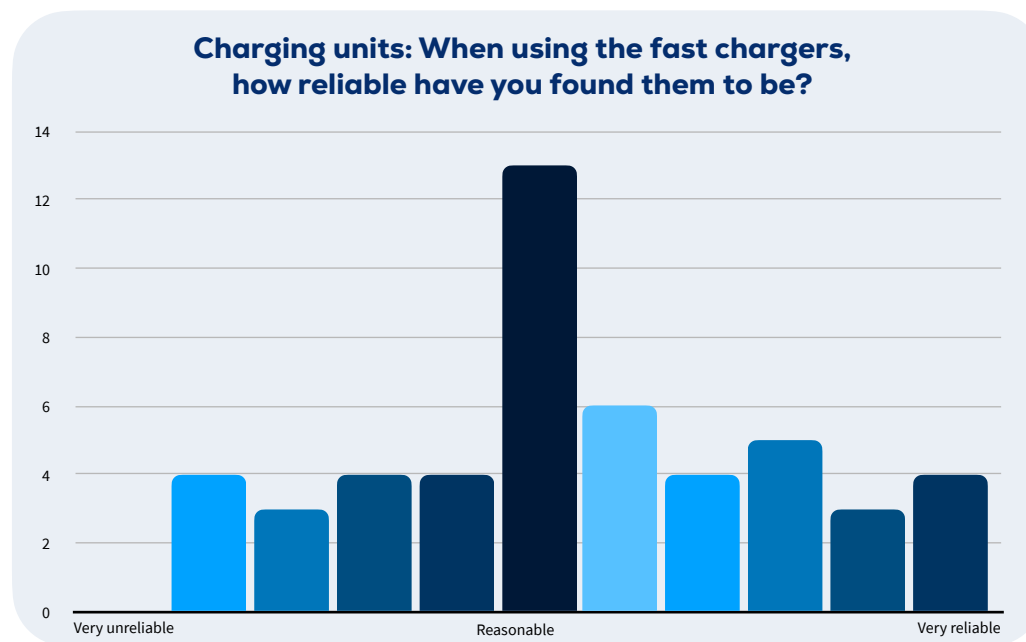
More reports of EVs parked, but not charging, meant an overall increase in reports of blocked access, from 2020 survey results.



**5.5/10**

Average rating for Reliability

Up from 4.3 in 2020

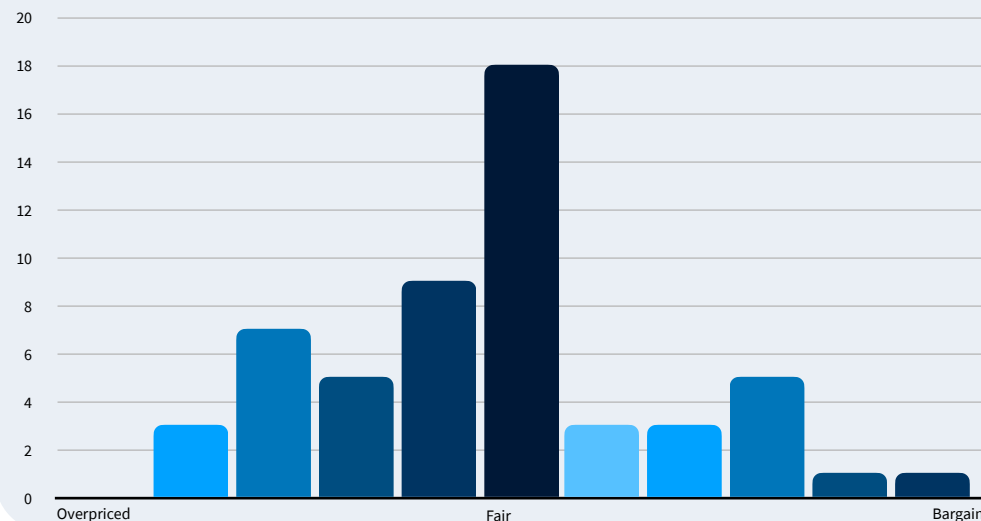
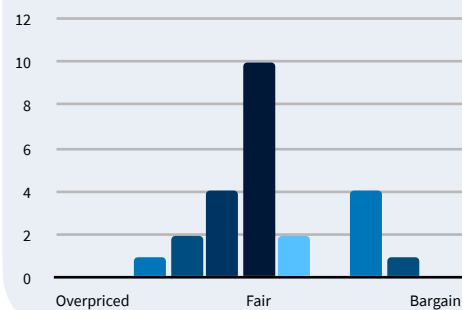


**4.7/10**

Average rating for Price

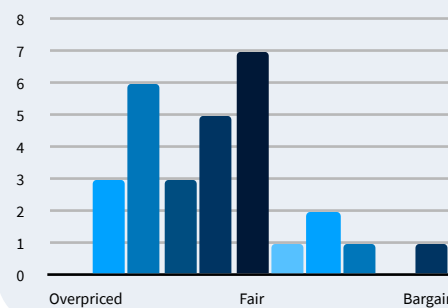
Up from 2.8 in 2020

The fast chargers in Brighton & Hove cost 27p/kWh, plus a 20p transaction fee. What do you think of this pricing?

**New Owners****5/10**

Average rating for Price by New Owners

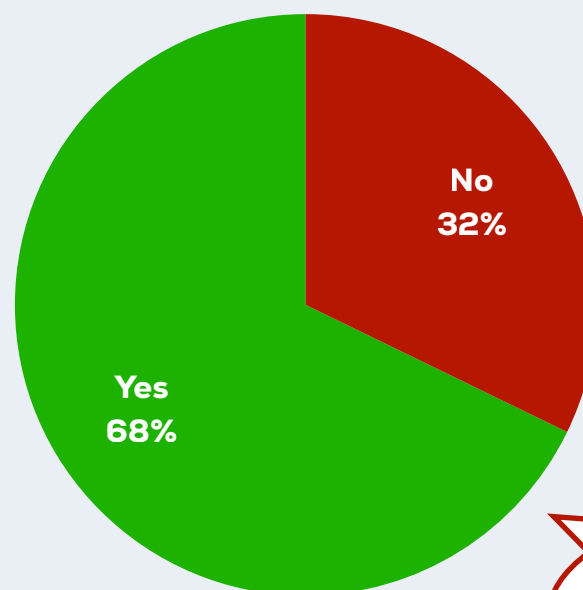
Up from 3.3 in 2020

**Existing Owners****4.2/10**

Average rating for Price by Existing Owners

Up from 2.1 in 2020

## Would you recommend the On-Street Fast Chargers?



15% swing to Yes from 2020

"More chargers and more clarity on whether parking charges and charging costs apply."

"The fast charger near me only worked reliably for the first few months this year. Since then it's been hugely unreliable."

"I've been extremely frustrated trying to use the fast chargers, as I have only been able to get one of them working (Stoneham Rd), and even that, only intermittently."

"Charging in Brighton is generally priced higher than other cities, doesn't seem fair."

"I would recommend them, as I prefer 7kW to 3kW, but I've not been able to use them."

"The charge point on Norton Road can't supply 3 cars due to the placement of the box in comparison to the parking spaces."

"I didn't like the NetX chargers - the variable charge rates meant I couldn't reliably know how long I should need to be at the charger for a charge. It was also confusing to know which socket related to which socket icon on the app."

"They are only available in certain places, which are less convenient to park in. Great if you're the only one there, but if others park and that slows your charging speed, it's far from ideal."

"They aren't fast! Less than a household plug when all three ports are in use. The app and support is rubbish too."

"I found it very difficult to use. I think I need a card of some sort but only had my phone which made the right noise when I tried it but it didn't work."

"Often broken, card reader wouldn't register card, and on ringing EB they claimed they didn't know they had one at that location!"

"We have tried but have been unsuccessful every time to start the charge."

"Quite often not working."

"Have never worked when I've tried them. No idea which side was A or B when I called. No real thought gone into usability."

"They don't work. Although they provide free parking if you fake being connected to one."

"Kept getting error messages."

"I would recommend them, as I prefer 7kW to 3kW, but I've not been able to use them."

"They are fairly complicated to use. Out of my 5 attempts to use them they have not yet worked."

## Written feedback for On-Street Fast Chargers

*"The fast charger near me only worked reliably for the first few months this year. Since then it's been hugely unreliable and EB have been useless and sorting it out. Worse than that, since they now charge to use them I've had to contact them numerous times refund as it takes the money and then doesn't function."*

*"Again, a great idea, but each time I have had to call to get the charger reset (Islingword) and the Bernard Place on is out of service, although it doesn't say so on the app."*

*"Neither electric blue app or EB Go app have the charger we use on their site."*

*"Quite often not working."*

*"We have tried but have been unsuccessful every time to start the charge."*

*"Often broken, card reader wouldn't register card, and on ringing EB they claimed they didn't know they had one at that location!"*

*"The taxi fast chargers are barely used. Why not turn more spaces over to private ev users?"*

*"There are typically three outlets, but they are shared in capacity between the three. Coupled to this, there is only space for two cars at the charger I tried to use which had three outlets. QED only available in certain places, which are less convenient to park in."*

*"Great if you're the only one there, but if others park and that slows your charging it's far from ideal."*

*"The charge point on Norton road can't supply 3 cars due to the placement of the box in comparison to the parking spaces."*

*"I found it very difficult to use. I think I need a card of some sort but only had my phone which made the right noise when I tried it but it didn't work."*

*"Charging in Brighton is generally priced higher than other cities, doesn't seem fair."*

*"More chargers and more clarity on whether parking charges and charging costs apply."*

*"They are fairly complicated to use. out of my 5 attempts to use them they have not yet worked."*

*"I would recommend them, as I prefer 7kW to 3kW, but I've not been able to use them."*

*"Kept getting error messages."*

*"Make them easier to find and park."*

*"They don't always work or have enough information about how to use. they don't appear on the right app or signpost which company they are for."*

*"I cannot manage to get the point to work if two cars are plugged in. They seem a bit random on the app and you have to know which unit to select from trial an error. Not a good integration from an ease of use perspective on the app."*

*"The white chargers in the picture are hopeless and I have never got them working. The others are good but we need more."*

*"I've been extremely frustrated trying to use the fast chargers, as I have only been able to get one of them working (Stoneham Rd), and even that, only intermittently."*

*"I know that this has been partly due to them being on free vend, but the confusing / contradictory info on the app, the charge-points and which the helpline people have had made the whole experience infuriating and annoying."*

*"The people on the helpline are generally helpful but don't always know what the situation is (eg. free vend, instructions etc) and the varying instructions, needing a NFC card (Tesco club card or similar) and then still finding the charging intermittent / unreliable is very frustrating."*

**Continued: Written feedback for On-street Fast Chargers**

*"The same charger can work one day and not the next. There seems no pattern or rules to follow to get them working."*

*"None in Woodingdean."*

*"Most of these units are almost impossible to operate; a matter of sneaking up, press any random green button, plug in and pray it works. Support (while polite) were often unable to help. EB sent me a RFID card, which helped somewhat. The new, slim column chargers are much easier (although often only delivering 3.6kW instead of 7kW)."*

*"Better app to get started."*

*"They aren't fast! Less than a household plug when all three ports are in use. The app and support is rubbish too."*

*"Please keep them free for at least occasional use!"*

*"A few chargers on free vend made me much more likely to use and happy to walk further to use/return - its a great incentive for us not to pollute or burn fossil fuels - how about sponsorship to pay for it?"*

*"Need better instructions on how to use."*

*"Why are they different to the other EV-point providers? I tried Ashton Rise - what card do I need to have signed-up to for these ones?"*

*"For a long time my nearest one (Islingword Road) did not work, so I haven't tried for a while. We need more of them though!"*

*"No enforcement of EV cars that use them as parking spots, like a black Hyundai on Islingword Rd. Extremely unreliable. Work maybe 50% of the time."*

*"Have never worked when I've tried them. No idea which side was A or B when I called."*

*"No real thought gone into usability."*

*"Again, the app is bad."*

*"Why did the council choose electric blue when they have such a terrible reputation???"*

*"I didn't like the NetX chargers - the variable charge rates meant I couldn't reliably know how long I should need to be at the charger for a charge. It was also confusing to know which socket related to which socket icon on the app."*

*"Could not get chargers started using RFID card on many occasions."*

*"They don't work. Although they provide free parking if you fake being connected to one."*

*"They're too expensive its free in most other cities."*

*"Charge more money, then spend the money on faster repair time. (for example if one breaks, it should be fixed with 24 hours)."*

*"At one point I had four cards for different company's not good and had to pay membership."*

# Car Park Chargers

## Overview

There was an increase in the number of participants who had used car park charge points in Brighton & Hove's car parks in 2021, although they remain the least used amongst our survey participants.

Of the participants who had not used them, the cost of parking in addition to the cost of charging, becomes a frequently mentioned issue, as does the location of the car parks.

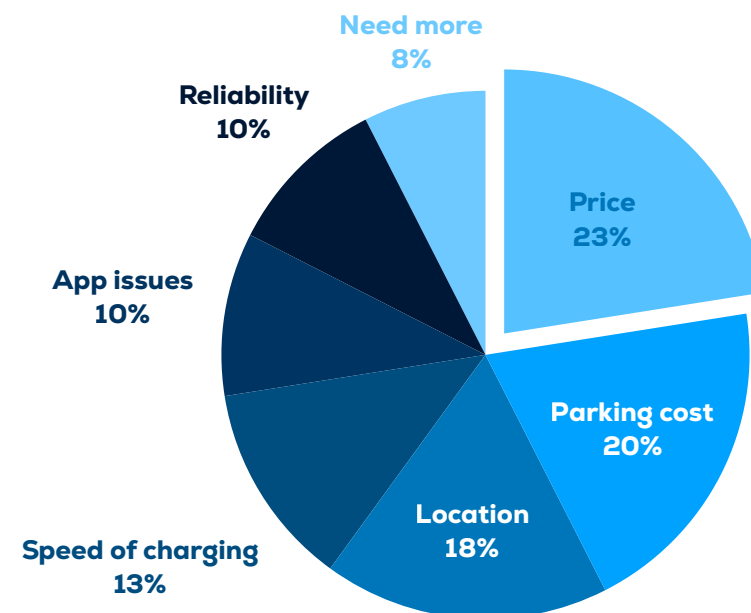
Unsurprisingly, and as with previous survey results, users report that the charge points in car parks are the most frequently available.

However when it came to reliability, car park charge points were the only ones that performed worse over the survey results in 2020. Users complain of difficulties in finding and using them, as well as them not working.

Opinions on the cost of charging have improved a little this year, although price is the most discussed topic with these charge points - both the cost of charging and the cost of parking.

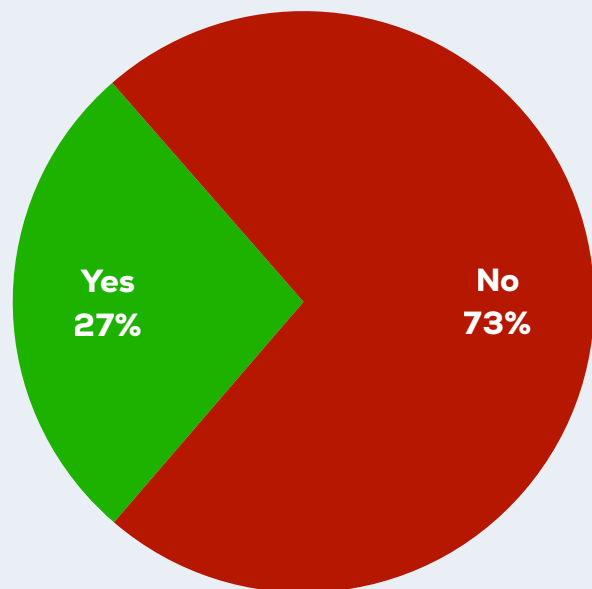
Around half of those who have used the car park chargers would recommend them.

### KEY TOPICS OF DISCUSSION:





## Have you used chargers at Brighton's Council run car parks this year?



+13% swing to Yes from 2020

Why not?...

"It is not always clear where they are."

"Parking in Brighton is too expensive."

"You have to pay for parking."

"Unsure if I would have to pay for parking as well as charging, and concerns over availability."

"Haven't needed to."

"I find the need to pay for parking and charging difficult both in terms of inconvenience - have to arrange parking usually another app or similar - as well as cost effectively doubling cost of charging."

"Too far away."

"Don't usually drive into town."

"I don't know where they are located."

"High parking prices of the city's car parks."

"There's no signage to tell me whether I need to pay for parking to use the charger. Thus I've avoided."

"I was aware that the chargers are not free so you pay to park plus charge?"

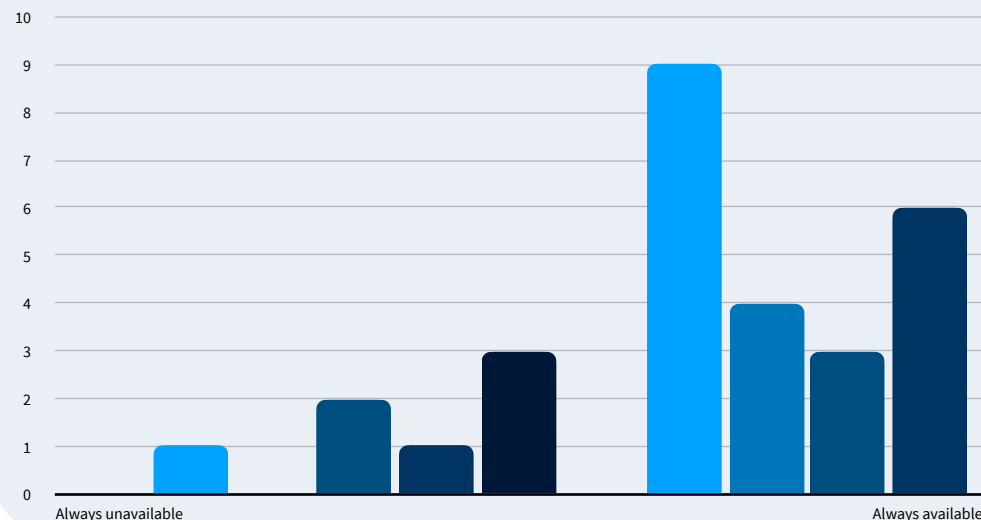
"Not really convenient."

**7.2/10**

Average rating for Availability

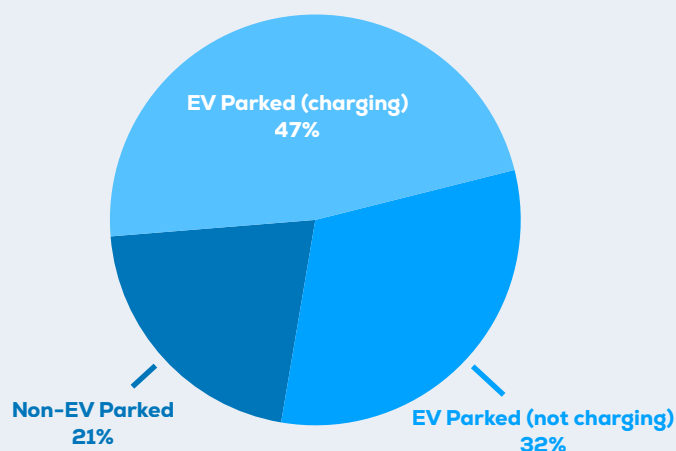
Up from 6.0 in 2020

**Parking & Access:**  
**How would you rate the availability of the car park chargers?**

**Most Available!**

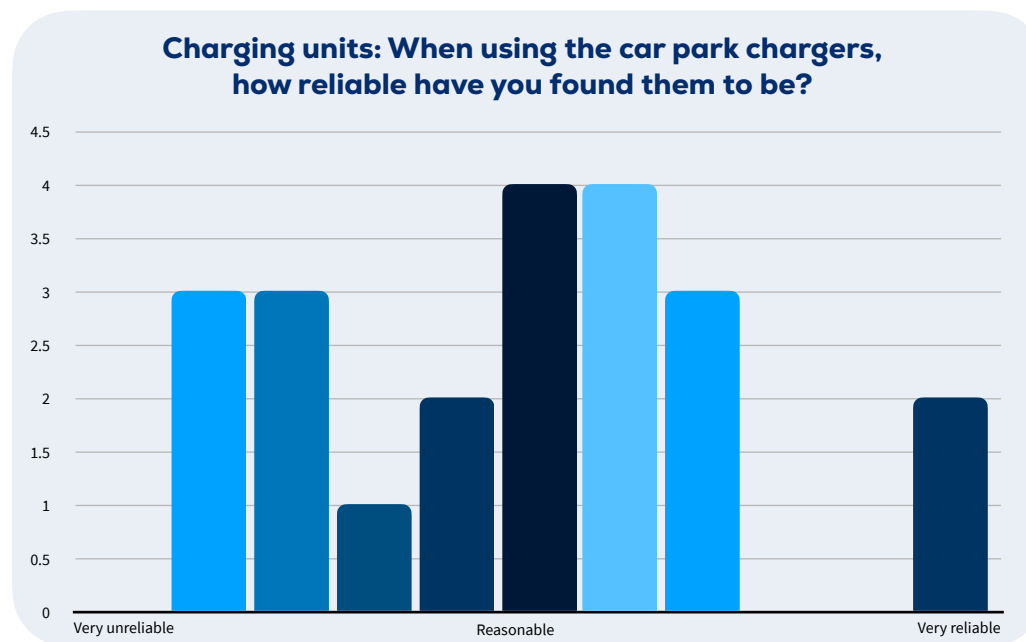
Car Park chargers scored the highest rating for availability amongst all chargers in our survey.

**Parking & Access:**  
**If you have ever found you couldn't access a car park charger, which of the following reasons have you experienced?**



**4.8/10**

Average rating for Reliability

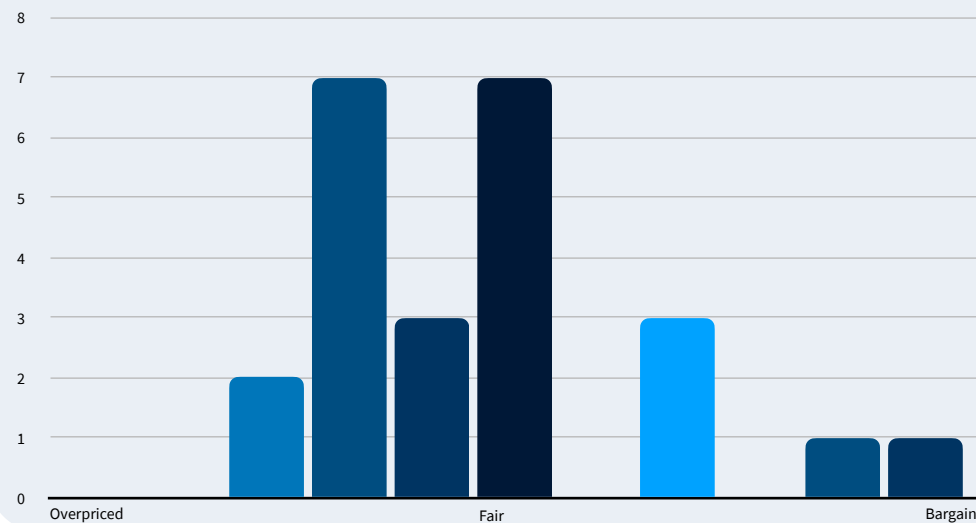
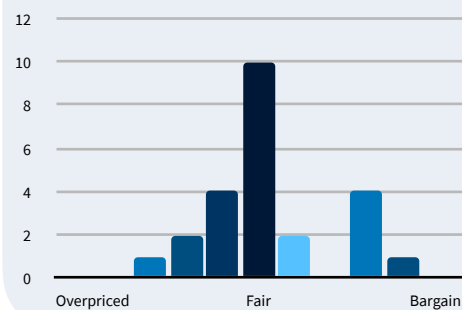
**Down from 5.7 in 2020**

**4.7/10**

Average rating for Price

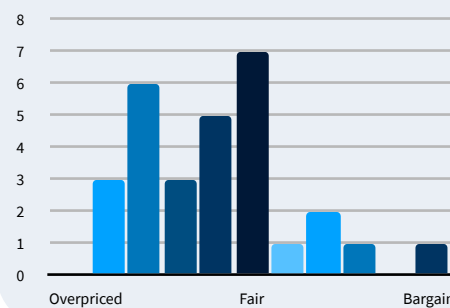
Up from 3.0 in 2020

The car park chargers in Brighton & Hove cost 27p/kWh, plus a 20p transaction fee. What do you think of this pricing?

**New Owners****4.6/10**

Average rating for Price by New Owners

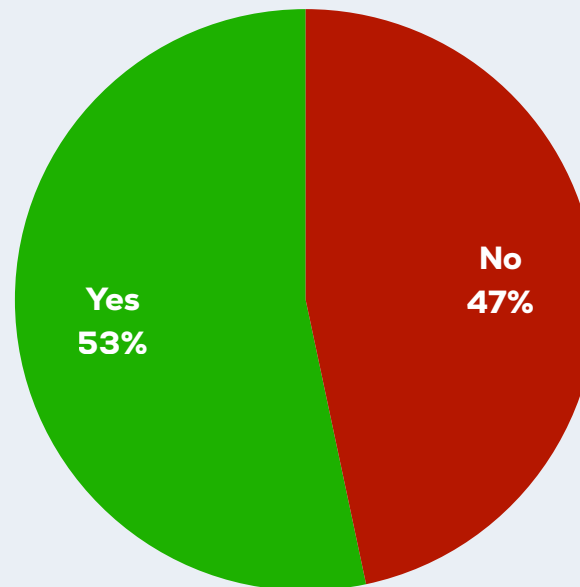
Up from 3.0 in 2020

**Existing Owners****4.7/10**

Average rating for Price by Existing Owners

Up from 2.0 in 2020

## Would you recommend the Car Park Chargers?



15% swing to Yes from 2020

"Took a long time for the chargers to become operational after they were installed and had to call the operator to start charging on all occasions. Not sure all are working now."

"Some are broken fairly regularly."

"Better, clearer signposting would be helpful. Not just to locate the charge points, but also to notify drivers before they enter the car park that there are charge points available inside."

"Again I've had a similar experience with the road side fast chargers - confusing, unreliable, frustrating, contradictory and often a mystery to the helpline people too."

"I have tried several times to use these chargers, they have consistently been out of use. Also, they are located in car parks with already high parking fees, either reduce the cost to charge or consider including it in the parking cost"

"I have tried 8 times and they never work."

"Put signs up to find them. Sat Nav takes you via bus lanes."

"I found it very difficult to use. I think I need a card of some sort but only had my phone which made the right noise when I tried it but it didn't work."

"The previous CYC ones worked fine, but the Electric Blue ones are appalling- I don't know anyone who's managed to get them to work properly."

"Charging should be free or parking discounted as an incentive to go green."

"Frustrating being forced to pay for parking when trying to get a charge."

"Called 'fast chargers', not actually that fast. Only gained ~5% on a shopping trip, a bit pointless."

## Written feedback for Car Park Chargers

*“Some are broken fairly regularly.”*

*“Put signs up to find them. Sat Nav takes you via bus lanes.”*

*“Called “fast chargers”, not actually that fast. Only gained ~5% on a shopping trip, a bit pointless.”*

*“Charging should be free or parking discounted as an incentive to go green.”*

*“I have tried 8 times and they never work.”*

*“Again I've had a similar experience with the road side fast chargers - confusing, unreliable, frustrating, contradictory and often a mystery to the helpline people too.”*

*“I have tried several times to use these chargers, they have consistently been out of use. Also, they are located in car parks with already high parking fees, either reduce the cost to charge or consider including it in the parking cost.”*

*“Took a long time for the chargers to become operational after they were installed and had to call the operator to start charging on all occasions. Not sure all are working now.”*

*“Visited Regency Square chargers. None were working.”*

*“It would be nice if they worked. Three times it's failed at Regency car park. Then if the Council had conducted due diligence they would have known there were issues with this company.”*

*“The previous CYC ones worked fine, but the electric blue ones are appalling- I don't know anyone who's managed to get them to work properly.”*

*“Better, clearer signposting would be helpful. Not just to locate the charge points, but also to notify drivers before they enter the car park that there are charge points available inside.”*

*“I have had mixed experiences, approx 50/50 being able to park on a working charger. Frustrating being forced to pay for parking when trying to get a charge [due to the unreliability of on-street chargers].”*

*“Its far too expensive to park to charge your car so i only use if I'm desperate.”*

*“Tried twice so not best test but broken on 1st time.”*



# Rapid Chargers

## Overview

2021 saw the installation of three new Rapid Charging locations in Brighton & Hove, with spaces for both public and taxi charging. This was a much anticipated development for owners of electric vehicles in the city, with every one of our previous surveys showing that local EV owners were quite desperate for “*more rapids*”.

The arrival of the new Rapid Chargers seems to have generally been received quite well. With 60% of participants having used the Rapids, they have proven to be popular. And, busy - with a huge 66% of participants saying that if they couldn't access a rapid charger, it was because it was in use.

85% of those who'd used the rapid chargers would recommend them.

*Location* was the main reason given by users who hadn't used the Rapid Chargers.

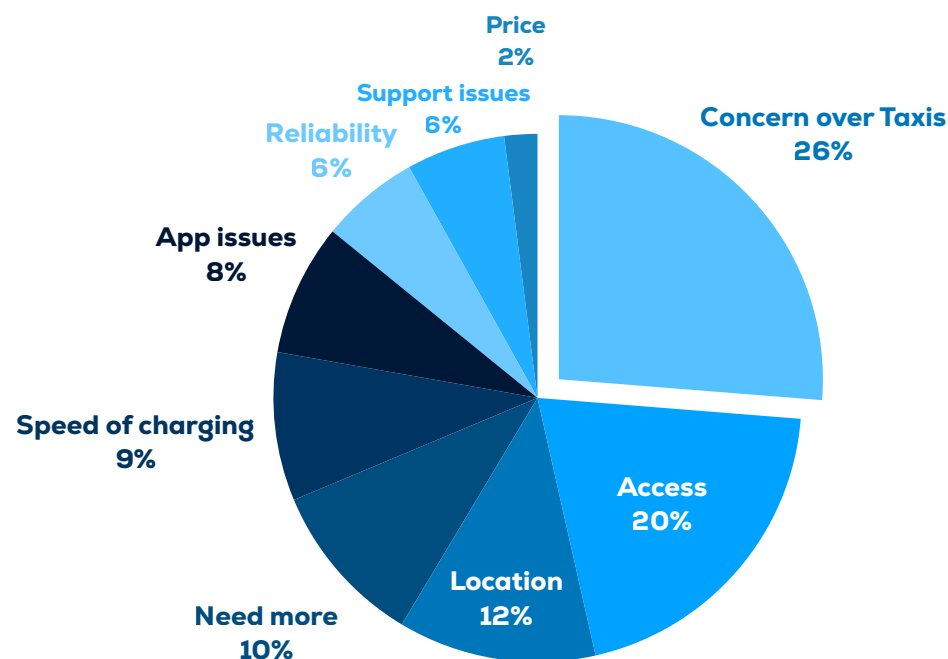
The hot-topic from users is on the division between the spaces for public use and those for taxis. In the comments, users talk of confusion over the rules here, as well as mention of queues, a lack of visible taxi use and some users being recipients of parking tickets for using the taxi chargers.

There is also plenty of discussion around confusion of use through the app and RFID card, with some users reporting difficulty in activating the Rapid

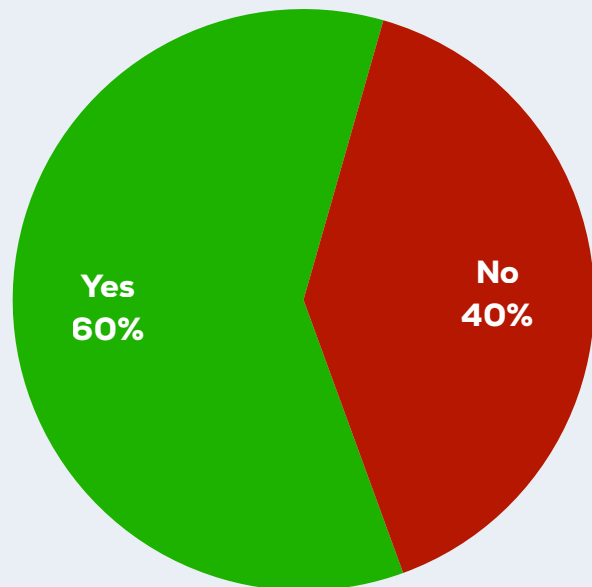
charge points, although there were also some comments of resolutions to these sorts of issues through more recent software updates on the units.

Opinions on pricing are largely positive (although the rapids had been in free vend) and views over reliability are good, with Rapid chargers averaging 7.3/10 - the highest score out of all the charge point types in this survey.

## KEY TOPICS OF DISCUSSION:



Have you used any of the new  
Rapid Chargers this year?



Why not?...

*"Inconvenient locations."*

*"Not a member, I just want to use a debit card."*

*"I did not know they were there, does their location need to be more clear?"*

*"No rush! Happy to charge slowly if nearby."*

*"Not local to me."*

*"I didn't know the one in Ashton Rise existed until recently as it doesn't appear on Zap Map."*

*"Too far away."*

*"No need."*

*"Older car charges too slowly, doesn't seem that it's the right thing to do."*

*"They are not in a convenient location to where I am."*

*"Not compatible with my car."*

*"There aren't any remotely near anywhere I would go."*

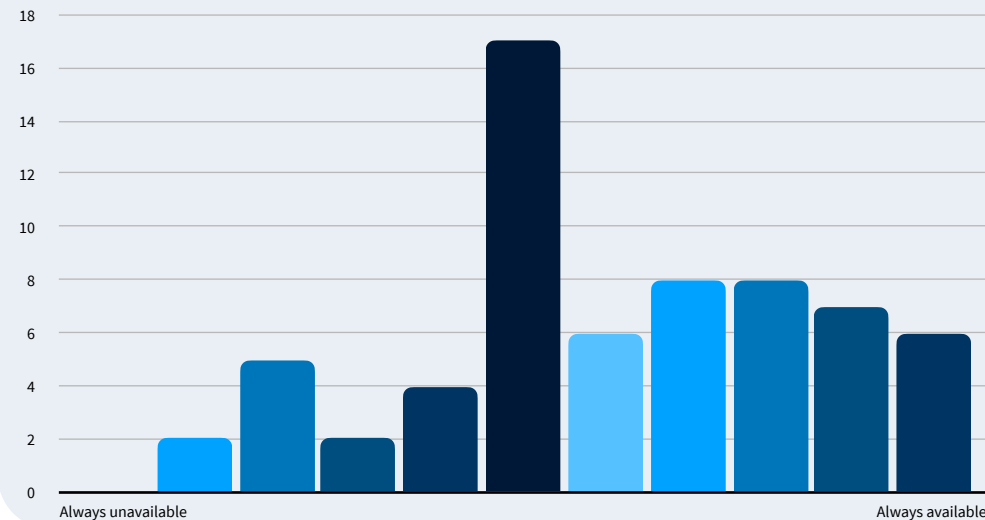
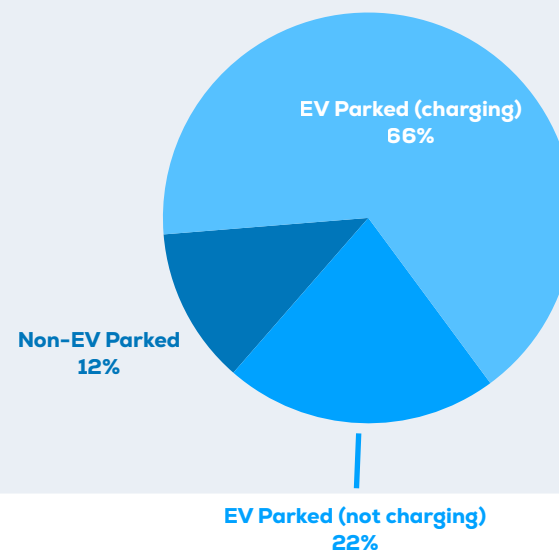
*"More convenient to use a slower charger near to home."*

*"No clue where they are! And only 3?!"*

*"Too unreliable."*

**6.1/10**

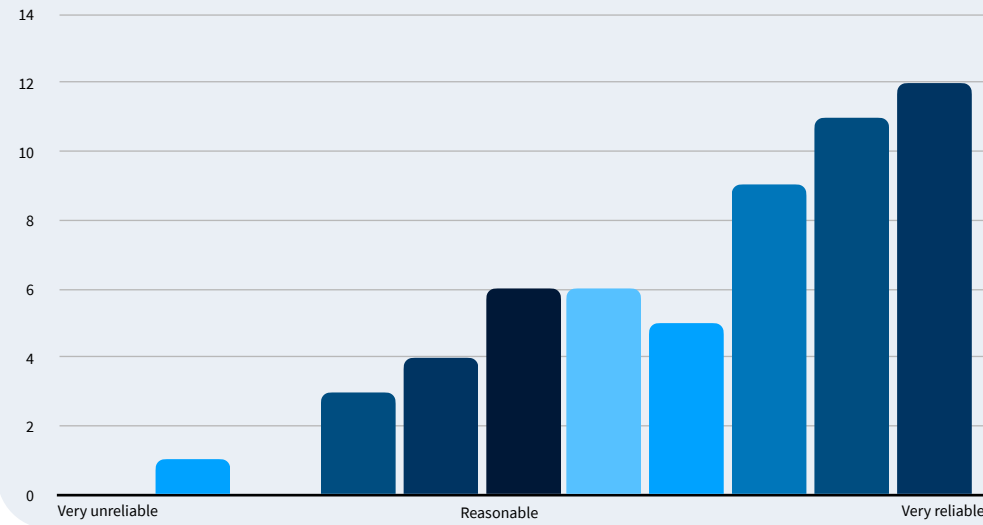
Average rating for Availability

**Parking & Access:**  
**How would you rate the availability of the rapid chargers?****Parking & Access:**  
**If you have ever found you couldn't access a rapid charger, which of the following reasons have you experienced?****Busy rapids!**

Rapids are busy, more than any other type of charger, with 66% of participants reporting that if they couldn't access a Rapid Charger, it was because an EV was parked and charging.

**7.3/10**

Average rating for Reliability

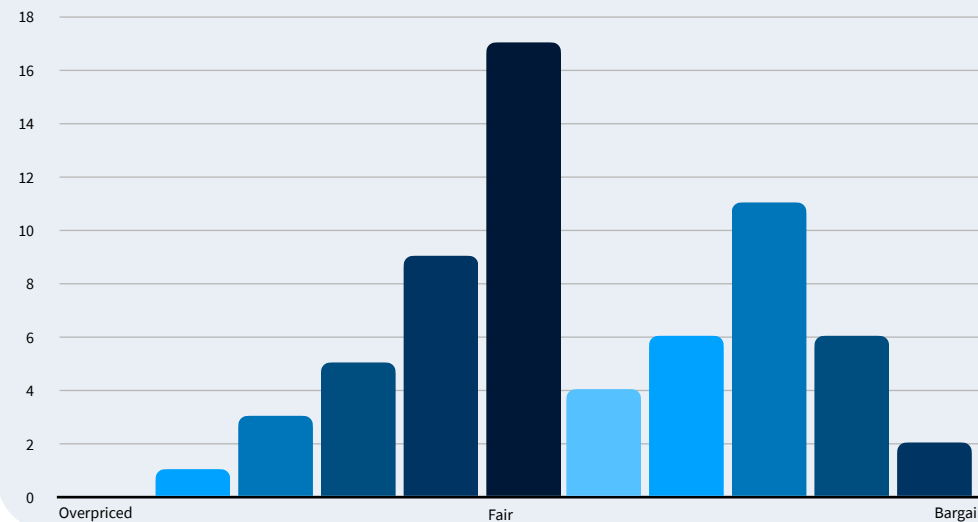
**Charging units: When using the rapid chargers,  
how reliable have you found them to be?****Most Reliable!**Rapid Chargers scored the highest  
rating for reliability amongst all  
chargers in our survey.

**5.8/10**

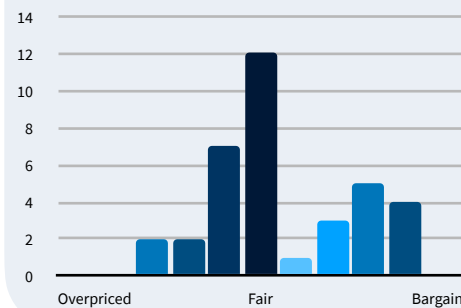
Average rating for Price

Up from 4.6 in 2020

The rapid chargers in Brighton & Hove cost 27p/kWh, plus a 20p transaction fee. What do you think of this pricing?

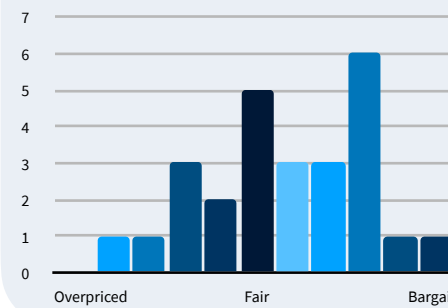
**Most Agreeable  
Price**

Rapid Chargers scored the highest average rating for Price amongst all chargers in our survey.

**New Owners****5.6/10**

Average rating for Price by New Owners

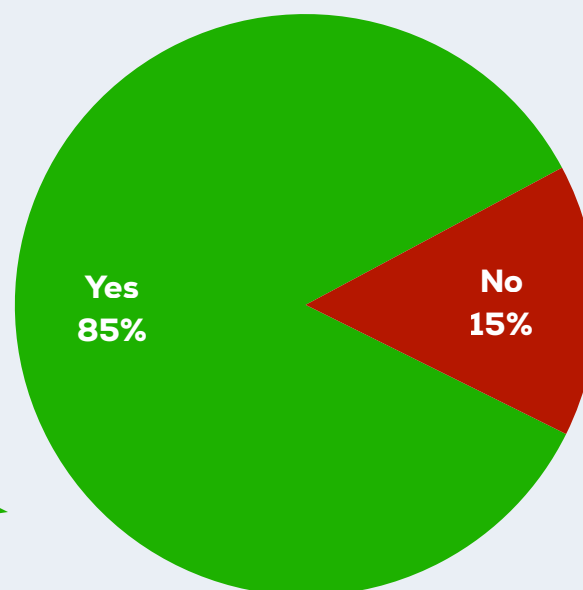
Up from 5.1 in 2020

**Existing Owners****5.9/10**

Average rating for Price by Existing Owners

Up from 4.1 in 2020

## Would you recommend the Rapid Chargers?



"When they work, they're great! Rapid by name, rapid by nature. BUT... because there's only one charger for private cars and two for taxi's it can lead to queues."

"These are great. Worked every time. But we need more."

"Better since software update."

"These always work and are fairly fast. During peak hours they can sometimes all be used and so I have to visit out of normal hours."

"There are too many spaces for taxis and not enough for private cars. I got a ticket using the taxi bay even though there were 3 other spaces for e taxis."

"Sometimes hard to activate."

"There needs to be more of these, so a vehicle can charge in 1 hour."

"Because they're going to be many, many more EV owners than taxi owners, this will be a very good revenue source for the council, if there are more of them, and available for public use."

"We have tried to use them on 3 occasions but on two of these occasions they would not permit us to charge. I have no idea why."

"I have never managed to get the rapid chargers to work and have more or less given up on them."

"Far too unreliable to recommend. Constantly broken and 50kW is just not fast enough for 2021. Needs to be at least 150kW."

"I have never, after perhaps ten times of trying, been able to get one of these working. They have been on free vend, I am told, but even using an NFC card and trying hard, with the support of the helpline, I've never once got them working."

"Unreliable."

"I can't get an RFID card to scan in order to begin the charge. I'm assuming my phone is RFID. It's not worked. Also my contactless debit cards don't work. Therefore I've never managed to get a rapid charger to begin charge."

## Written feedback for Rapid Chargers

*“These always work and are fairly fast. During peak hours they can sometimes all be used and so I have to visit out of normal hours.”*

*“Allocating more chargers to Taxi’s than cars at a ratio of 2:1. I’ve only ever seen two Taxi’s using them. I received a £35 fine for using one, when they were both free, but the car bay was in use.”*

*“There are too many spaces for taxis and not enough for private cars. I got a ticket using the taxi bay even though there were 3 other spaces for e taxis.”*

*“Need more of them, get rid of fast and lamp post chargers, use that money towards rapid chargers that will support a higher throughput, and provide a better charging experience, leading to more EVs on the road. Lamp and fast chargers actually discourage the use of EVs. It’s like driving an ICE car, if there’s one great fuel station, you think the car is great, but if there are 10 fuel stations infested by zombies and rats, you’d rather get rid of your car. Quantity isn’t quality.”*

*“Not having to use an app makes this a lot easier. Please can this just use contactless payment when charging for electricity.”*

*“Better since software update.”*

*“Unreliable.”*

*“There needs to be more and fair usage between taxis and private cars. Wardens we’re not always a where that you could use a taxi one if no taxis where using it and the single private car unit was unavailable.”*

*“We’d like a few more!”*

*“Because they’re going to be many, many more EV owners than taxi owners, this will be a very good revenue source for the council, if there are more of them, and available for public use. This, despite the council’s apparent intention to discourage car ownership altogether.”*

*“More of these please!”*

*“Very few sites available.”*

*“Need more EV maps especially in multi-storey car parks. Very little EV charging from what I have found.”*

*“Would help if they had a variety of connectors.”*

*“Having one single-headed DC charger available for the public with two perfectly usable units restricted to e-taxi’s is an utter joke. Even making one unit a shared public/e-taxi bay would alleviate the situation somewhat, however all bays should be available for public charging if you or the council are serious about trying to convince people to go electric.”*

*“Was unable to use and instructions about what was required were unclear.”*

*“There needs to be more of them and the public should be allowed to use the e-taxi bays, which are always unoccupied until there are enough e-taxis to fill them. Very frustrating.”*

*“Pointless having 2 dedicated bays per machine when only one car can charge. Too many cars park and not charging.”*

*“There aren’t very many of them.”*

*“I have never managed to get the rapid chargers to work and have more or less given up on them.”*

*“These are great. but you can’t use both spaces at the same time on a single charger. And most are marked for taxi use only. Very limited.”*

*“There needs to be more of these, so a vehicle can charge in 1 hour, not over night. If you have more of these around parks/etc, people will come to those parks, buy a coffee, etc.”*

**Continued: Written feedback for Rapid Chargers**

*"Put signs up so they can be found. Sat Nov takes you via bus lanes."*

*"Don't often see the taxi rapid chargers being used."*

*"Sometimes hard to activate."*

*"When they work, they're great! Rapid by name, rapid by nature. BUT... because there's only one charger for private cars and two for taxi's it can lead to queues. We need more of these in Brighton, and they should all be available to car drivers and taxis, albeit clearly signed that taxi's have priority and private drivers need to vacate if a taxi needs a charge."*

*"Electric blue suck."*

*"These are great. Worked every time. But we need more."*

*"I have never, after perhaps ten times of trying, been able to get one of these working. They have been on free vend, I am told, but even using an NFC card and trying hard, with the support of the helpline, I've never once got them working."*

*"Never seen a e-taxi there, would be good if more public spots were made available."*

*"Still waiting for the racecourse rapid chargers that should have been installed this summer."*

*"Need more! Especially if the current ones are to be used as intended, ie 2 for taxis, 1 for public."*

*"One public charger at each 'hub' is too little for the existing demand, let alone what's coming in the next couple of years. V poor comms about the e-taxi bays. Hard to report maintenance issues because the chargers were not on the EB system so the support team didn't have a clue what we were talking about. Grateful for the free power though!"*

*"Need to split the public access across more chargers at the moment one car blocks the whole set for non taxis."*

*"Could do with a few more of these around town, also the free charging has been a great reason to use them. I cannot find them on any app though, and also no news about the cost or availability since summer. Disappointed to see the race course location still not available."*

*"Need to ensure only used for one hour and enforce penalties after one hour then minutes. Sometimes not working, the RFID card wouldn't start it."*

*"I can't get an RFID card to scan in order to begin the charge. I'm assuming my phone is RFID. It's not worked. Also my contactless debit cards don't work. Therefore I've never managed to get a rapid charger to begin charge."*

*"Need lighting at night, it's a bit scary sitting in the dark by a park. Need longer cables as my car charges on the passenger side and so I need to do 3 point turn on Preston Avenue which is can get very busy due to it being narrow road. Taxis rarely charge yet there is only one charger for residents, we need more points for residents and please don't give us a parking ticket for using the unused taxi chargers. Currently I have to sit in my car for the time it takes to charge. Can you imagine how many hours I have to sit there several times a week. Also EV's are now queuing to access chargers so it getting busy. Otherwise when the charger works it's fantastic. I could not survive on lamp post chargers, I cannot access them in Zone J and it takes two days for a full charge."*

*"I tried Ashton Rise but if it's not on the Electric Blue app how does it charge? What other scheme do I have to sign up for in Brighton?"*

*"The leads are not long enough. I can barely get mine to reach even if I park as close as possible. Poor design. Also, will they take contactless payment?"*

*"Far too unreliable to recommend. Constantly broken and 50kW is just not fast enough for 2021. Needs to be at least 150kW. I'd suggest looking at Kempower chargers."*



## Continued: Written feedback for Rapid Chargers

*“Shame they can't Rapid Charge 2 EVs at the same time!”*

*“Please don't force us to use an app!”*

*“Too unreliable.”*

*“Generally pretty good, although they've been very busy and it's hard to tell if they will always be that busy or if they are busy due to the free vend period.”*

*“We have tried to use them on 3 occasions but on two of these occasions they would not permit us to charge. I have no idea why.”*

*“It is not clear if there is a EV in the charging bay but the taxi bays are free if you can use them. On the B&H hove website the message isn't clear either.”*

*“If the city wants electric cars there needs to be an incentive like free charging enough chargers and free charging or drivers will just continue using diesel cars.”*

*“Too cheap, charge more money and put more in, limit the charging time to an hour with overstaying fee!”*

# Written Feedback: Final questions

*This is mostly presented as it was received, with the exception of some minor grammatical amendments to improve readability.*

## Are there any aspects of owning an EV in Brighton & Hove that have improved during 2021?

*"More rapid chargers have appeared as last year there were few around. The dedicated ev bays help with ICE cars blocking access and in my view is the only way on street charging can work due to lack of parking in the city generally."*

*"More charging points and more dedicated parking for EV."*

*"More chargers on lampposts, some more EV only bays have improved accessibility."*

*"No."*

*"I haven't owned the car long enough to comment. I would say that it feels like a promising start, but there needs to be quite rapid improvement in reliability and availability, as well as a more reliable app."*

*"Yes, but not for us."*

*"The rapid chargers once they got them working properly."*

*"More chargers now but quickly becoming less available due to EV uptake. We need more!"*

*"No."*

*"Lamp post chargers with marked bays; huge improvement. Almost always blocked when not present."*

*"Free rapid chargers."*

*"ICE cars in non-dedicated charging spots defeats the object of installing these. Can't wait for all charging spots to become dedicated to electric vehicles. Also, can't wait for the Electric Blue app to be replaced by something that works."*

*"No."*

*"Access to rapid chargers and dedicated parking for EVs next to lamppost chargers no, in theory they should have done as more stations, but they never work Roll out of fast chargers."*

*"Fast chargers."*

*"No not while the EB app doesn't work and lamppost chargers near me are not designated bays."*

*"Charging availability."*

*"There have been more on street chargers, so, so far, so good."*

*"I've only had an EV in 2021 so can't comment."*

*"I use the Regency Square Car Park chargers, I find they are difficult to start Needs to be complete rethink of charging infrastructure with availability to match demand."*

*"The appearance of the EB rapid chargers fills a hole in coverage that is mysteriously empty from all the commercial networks. Can it be that the council dissuades them from installing rapid chargers in and around the city?"*

*"Too soon for me to say as a new EV owner."*

*"Significant increase in lamppost chargers, plus the EV-only bays. these are good plus-points."*

*"The cost of charging this year (free), has been great, encouraging us to be more active (eg charge points at King Alfred)."*

*"Rapid charging is good."*

*"There seem to be a good number of charging points, but sadly many are unavailable due to non EV cars blocking them."*

*"My own knowledge of where the sites are."*

*"Not in my experience."*

*"Marking and signing of bays for EV only."*

*"Only just bought it."*

**Continued: Are there any aspects of owning an EV in Brighton & Hove that have improved during 2021?**

*"More fast chargers, all dedicated bays, more control and checking bay use."*

*"There are a few more dedicated bays and rapid chargers."*

*"Only had vehicle a few weeks. Sorry, haven't seen any changes."*

*"Visitor often. Charging away from home is not easy to find and more fast chargers are needed and easier to find."*

*"None that i could identify."*

*"There is more charging available."*

*"More charging points. There's room for even more though."*

*"I can see new chargers being installed but haven't yet used them so thats a great positive."*

*"Many more charging options, the rapid chargers in particular, have made ownership easier."*

*"More EV only spots. We need more lampposts - multiple on streets. Need more notification when new spots are available/installed."*

*"More rapid chargers installed."*

*"EV only bays are REALLY important and game changer."*

*"The fast(er) chargers."*

*"I haven't seen any change during 2021."*

*"More pit stops are great. But more work is required to make sure they are all working."*

*"N/A as I moved to the area this year."*

*"No."*

*"Yes, availability of the rapid chargers."*

*"None to my knowledge as having charge points is great but how do I pay."*

*"Rapid charger at Preston Park is helpful but a long way to go from Woodingdean."*

*"Rapid chargers are a start. Turning more lamppost chargers into EV only spaces."*

*Roll out of the rapids has helped, also the newer 7k street chargers (although they only seem to deliver 3.6 most of the time)."*

*"Got worse I would say as more EV cars brought in. Electric blue not delivered on new app and communication is poor"*

*"Yes, the availability of rapid charging."*

*"No. The rate of adding chargers is behind the rate of people buying EVs and the chargers are hopeless. I cannot recommend owning a BEV in Hove and I'm in the process of selling mine."*

*"Number of faster chargers available."*

*"Rapid charging greatly improved and was desperate need. Still needs work in Sussex area."*

*"Yes - free charging, and the prospect of lamp post charging - which was pretty down by the frequent blocking of chargers by petrol vehicles."*

*"Rapid chargers have been great, as close to me and another is close to shopping facilities in Portslade. Being able to charge and multi task eg shops, playing in park with kids has been great. Also installation of EV only bays nearby has vastly improved access."*

*"The period of free charging was brilliant."*

*"I am a visitor and charge at the same place every time."*

*"No. It's been made difficult by the terrible product and service Electric Blue provide."*

*"Yes the rapid chargers and they are free."*

**Continued: Are there any aspects of owning an EV in Brighton & Hove that have improved during 2021?**

*“EV only bays.”*

*“More chargers.”*

*“The number of chargers increasing is brilliant, thank you!”*

*“Reliability of the lamp post chargers has improved.”*

*“Some lamppost bays now have dedicated EV parking and the reliability seems better. More chargers but still hardly any rapid ones. Not enough designated EV chargers.”*

*“Nope.”*

*“Fast chargers should have been good but too unreliable and not enough of them.”*

*“Fast chargers. Need some in Patcham!”*

*“No idea.”*

*“Yes more chargers. Still a long way to go. Patcham could do with some and Hollingbury.”*

*“No, worse the free charging as gone and the reliable Polar owned chargers.”*

*“More charging spaces available around the city.”*

*“Change supplier from electric blue to a reliable one.”*

*“Great to see the new rapids go live. The service in the app has been up and down though, hoping that will improve with a new app soon. The free vend has been much appreciated.”*

*“No.”*

*“No.”*

*“Not that I am aware of.”*

*“Availability of charging points.”*

*“Not really for me, but seeing the lamp post chargers is encouraging. There needs to be more, obviously, but putting the right chargers in the right places is going to be the difficult decision.”*

*“More chargers but frustratingly no more opportunity to charge. Needed to swap full electric for E-REV to ensure I can use the car [cant really justify the spend on a Tesla/ other larger battery car i.e. 65+KWH battery].”*

*“There are more chargers. However the limit in the providers almost renders them useless in my position.”*

*“Some lamp-post chargers now have dedicated parking for EVs.”*

*“More and better chargers and encourage people to buy them with free charging for the city.”*

*“Public charging.”*

*“There is a light at the end of a tunnel but often it breaks as you get to it, as a visitor it's a shocking bad city to drive into with an EV. Why are you not welcoming in rapids from other firms like Instavolt?”*

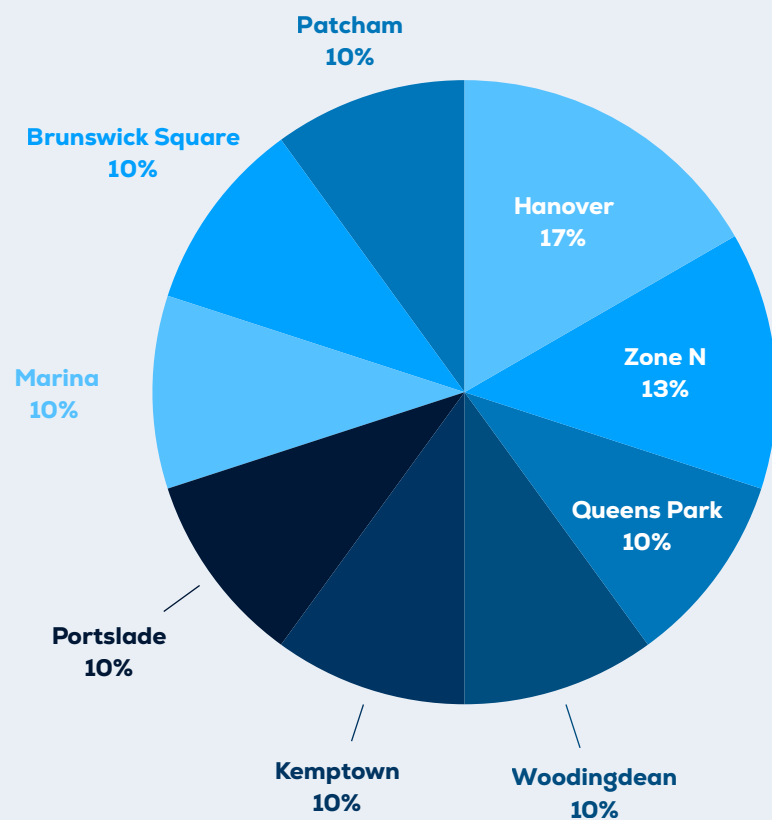
*“No.”*

*“N/A first time we have come in an EV.”*

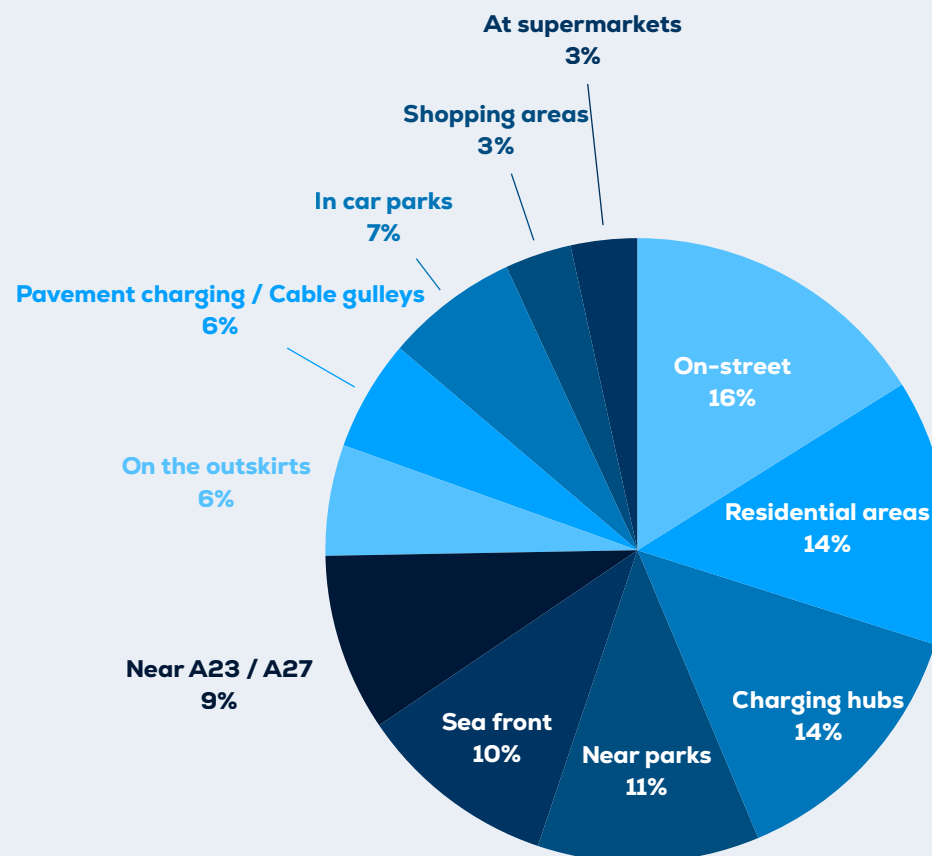
*“More chargers.”*

## Where would you like to see more chargers installed in Brighton & Hove?

MOST FREQUENTLY SUGGESTED  
(SPECIFIC PLACES)



MOST FREQUENTLY SUGGESTED  
(TYPES OF LOCATION)



## Where would you like to see more chargers installed in Brighton & Hove?

*"Multi-storey car parks and central to town centre."*

*"Yes. Everywhere."*

*"I would like to see more dedicated ev spaces as the number of users is growing in the town."*

*"More lamppost chargers in Woodingdean and more rapid charging hubs across the city. I think good locations would be the car park at the top of Woodingdean, on Falmer Road to encourage access to the South Downs. Happy Valley would also be a good location for similar reasons."*

*"Bennett road, and Whitehawk road shops opposite Co-op."*

*"Montefiore road. There is space here where you could put dedicated chargers and not take up existing parking."*

*"Hollingdean, the dip."*

*"I'd like the ability to install one of my own and safely install a system to have the cable go across the footpath outside my house. I don't get why we can't install something akin to those metal plates that already exist for other reasons. I'd be happy to pay for this myself."*

*"More on street charging with places reserved for charging. More charging in residential flat parking places."*

*"More on street dedicated charger bays for resident on street charging. I don't have access to a driveway so this is essential to encourage faster pick up of Ev's. I live in Zone Z and there are very few dedicated bays. There are none close enough for me to use with family of 2 children etc."*

*"Currently it is very challenging to run an EV without off street parking."*

*"Each Parking Zone should have a rapid charger."*

*"More in Kemptown."*

*"It would be very helpful to have a Rapid charger hub on the out skirts of the city...A27 area. Allowing a charge as you leave the city for y our journeys."*

*"Around parks. And in residential roads, so that ICE cars can't park there."*

*"Generally more easy to use chargers are required. Ashford road."*

*"Places that are easy to find and easier to park and charge."*

*"Upper Bevendean."*

*"Coombe Road/Carlyle Avenue area could use more on street chargers. There are a number of charging posts in Pavillion retail park but the majority have been out of service for months."*

*"Portslade, Hangleton."*

*"They will need to become ubiquitous."*

*"Yes. Montefiore road area. Designated EV bay."*

*"Compton Road BN1 5AN as we don't have one along my street yet."*

*"Marina - loads of space for Rapid chargers in that area."*

*"Queens Park Road near Downs Terrace (zone S where there is less restriction)."*

*"In localised charging hubs."*

*"Zone N has fewer chargers compared to Zone R."*

*"Hanover, seafront."*

*"More fast chargers in residential areas would be helpful."*

*"Brunswick square as the one there have never worked."*

*"Kingsway; Portland Rd; (New) Church Rd; Sackville Rd - all because (many spaces, few chargers)."*

*"By the level and LONDON road area."*

**Continued: Where would you like to see more chargers installed in Brighton & Hove?**

*“Portslade, expanding the current set.”*

*“Outside my house!”*

*“Woodingdean!”*

*“I would like to see a central hub (10+ chargers) installed somewhere. Maybe multiple locations, central, hove, A27/A23 for instance. Future charger locations should also consider local infrastructure (street lit, safe, amenities such as coffee and food places).”*

*“Lamp post chargers - need to double the size of the network soon as EV ownership is rising quickly. Focus on areas with little/no off-street parking eg Poets Corner, Round Hill / Fiveways, Hanover, Kemp Town (actual sites should be selected on basis of geography plus known demand of course). Street chargers (7kW) - need more of these wherever people park for two hours or more so eg seafront (could do with a bank of them there), close to the larger parks, Stanmer Patchway, as well as some in each CPZ. Rapids - we'll need much more than the one proposed public hub near the A27, and of 12+ chargers each at least; other hubs could include Lewes Road (Preston Barracks development), Falmer (Universities/Amex stadium), London Road (southern end of Preston Park) plus better use of the three existing hubs and the planned Racecourse hub for more genuine public use.”*

*“More chargers needed in outskirts of Brighton as well as more on streets. Each street should have at least one charger.”*

*“Make it possible to have cable gully's installed so you can charge from own house.”*

*“It would be good to see more chargers in car parks, the current provision will quickly get beyond capacity, especially in the Summer.”*

*“I would suggest focusing first on a few more 50+ kWh chargers rather than lots of low powered ones but ultimately they need to be everywhere.”*

*“On streets without driveways- they should be everywhere.”*

*“Residential streets (with dedicated parking bays). Biggest issue is inability to use on-street chargers that are blocked by petrol / diesel cars.”*

*“More in car parks such as mall, more reliable chargers. Contactless support.”*

*“Yes! Near more parking areas, parks, kids playgrounds and in association with large retailers (e.g. Sainsbury, Wickes, Tesco hove). Also Hollingdean, Patcham and Moulscroomb areas seem underserved.”*

*“Brighton Marina, as it's a large leisure complex. The BP ones there are in high use when working, but recently the BP infrastructure has been a nightmare. Hove Polyclinic; the only one is an SPFT vehicle only one. Are there any at the RSCH? On the seafront as it's a popular tourist hotspot in the summer.”*

*“Marina, Hove Park, More N zone residential.”*

*“More rapid chargers Preston Drove / Ditchling Road.”*

*“More on-street charging.”*

*“Marina multi-storey.”*

*“More on-street lamp chargers in residential neighbourhoods. Many more dedicated parking bays.”*

*“Everywhere! But more lamppost chargers with dedicated bays and putting rapids in clusters (rather than spread apart).”*

*“Queens Park area.”*

*“Patcham.”*

*“Areas where they can be installed into a parking area instead of at the side of the road.”*

*“Go look at what Dundee have done for ideas.”*



## Where would you like to see more chargers installed in Brighton & Hove?

*"Palmeria square, lots of restaurants etc around the area. More on street chargers would be useful in Zone M."*

*"5 Ways and Preston village, Loder Road."*

*"More Rapid chargers."*

*"There is a charger installed in Brunswick Square which has been permanently out of service. It would be good to get this fixed."*

*"All lampposts in residential (i.e. terraced) areas."*

*"On the seafront, definitely - Madeira drive. Round queens park, at Stanmer - parks, where you can walk (the dog) while charging are a great idea. a Half-hour -hour free dedicated EV parking could also be a great way of enticing EV owners to shopping areas. An urgent priority should be to have at least one on every street of houses without off road parking – e.g. in Hanover."*

*"Outskirts of Brighton."*

*"Can't see the point of anything slower than 50kW. So more rapid chargers everywhere and less taxi ones. Seafront, Hove Park, Blakers Park, Withdean Stadium and car parks."*

*"Anywhere! The more the better."*

*"On street parking lampposts in parking zone v. We live on Gladstone Terrace and have no way to charge from home."*

*"On my street (Havelock Rd)."*

*"Rapid chargers in supermarket car parks - so you can charge while you shop and not waste time. Holmbush would be great."*

*"Yes but only rapid chargers, no point in anything else. Hold companies into account, tweak pricing schemes to make rapid chargers the default."*

*"Everywhere!"*

*"More on-street chargers in residential streets with no driveways please. More 7KW+ chargers in parking zones assigned to retail - where parking is time limited."*

*"Near shops on Western road."*

*"Main routes in/out of the city (rapids), supermarket car parks, sea front."*

*"Station, 7 dials."*

*"Hanover- high concentration of owners; seafront; well lit places for night time charging."*

*"On main routes outside centre."*

*"Brighton Marina, The Strand Road, Multi story car park, Tesco Hove."*

*"More on-street lamppost chargers 2 per road? The one in Brunswick square hasn't worked for over a year."*

*"If you did a survey of where EV users lived you could site chargers in places where EV's are most concentrated."*

*"Everywhere."*

*"Simple! Everywhere. Residential streets of terraced houses particularly, or cheaper for the council, allow cross pavement cable channels so that terrace users can charge from their own electricity."*

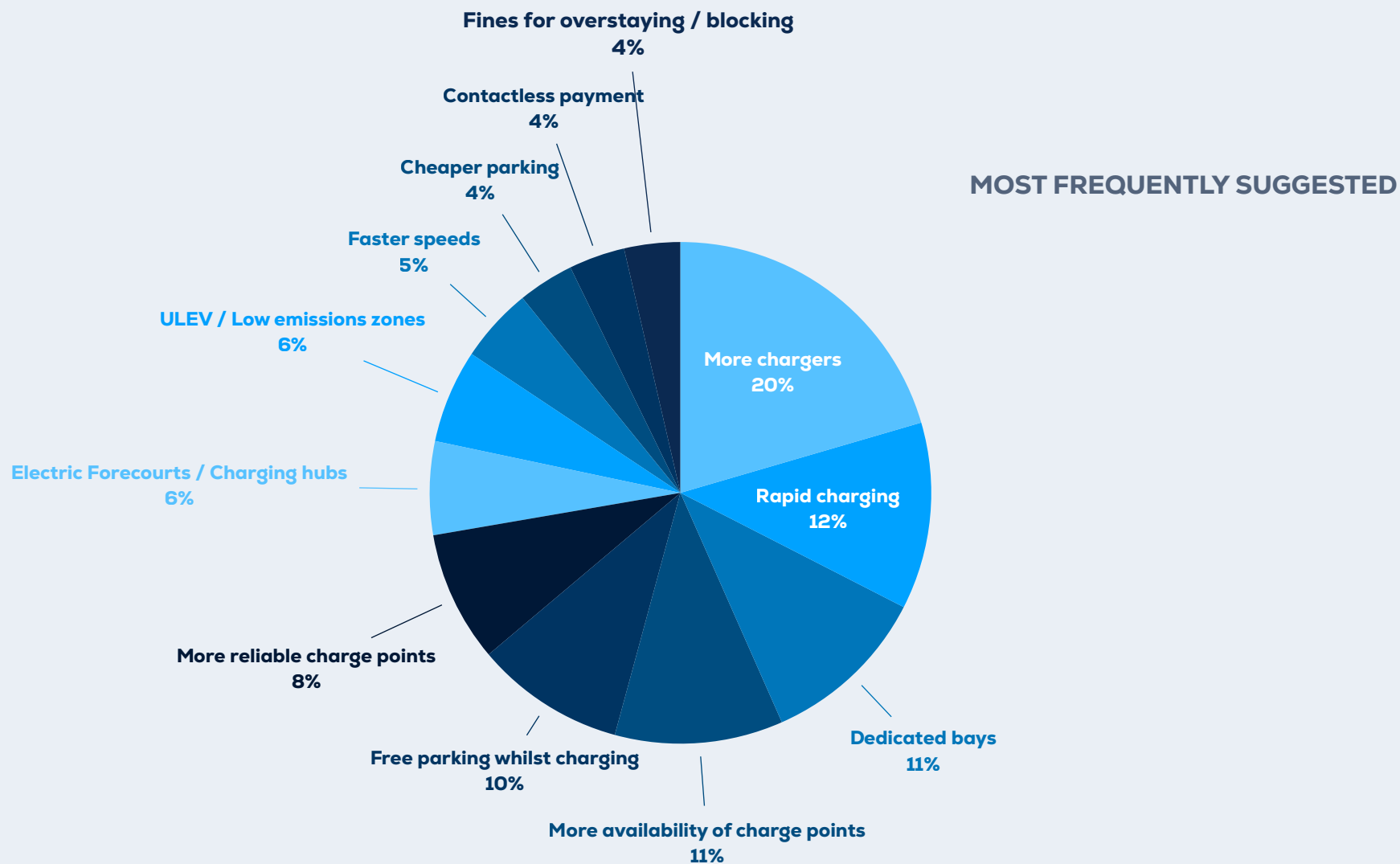
*"Yes please. Preferably rapid chargers with dedicated EV parking."*

*"Near the hospital and around the town centre."*

*"More lamppost chargers on streets (Wilbury road, upper - no longer has one 😞)  
Clearer signposting too, if they are resident only."*

*"Chargers at the Tesco's on church road/back of George St - much like the chargers at the Goldstone retail park, they are good destinations for shoppers for a quick top-up."*

## What do you think would help ensure more drivers adopt electric vehicles in Brighton & Hove?



**Continued: Where would you like to see more chargers installed in Brighton & Hove?**

*"Patcham (Ditchling Rd? Carden Av? A23?)"*

*"Every lamppost, every parking lot every supermarket, every office, everywhere. what a daft question."*

*"All the outskirts of Brighton."*

*"More around Kempdown and with designated signage."*

*"People without driveways need street charging."*

*"Train station and around centre of town and the sea front - the whole length - Hove to Marina."*

*"Saltdean."*

*"More charge points for residents in the outskirts like Portslade and Saltdean."*

*"Yes. 7kw in most spaces in every public carpark, also rapid hub a23 - a27 interchange (hub, not just 1 or two chargers)."*

*"Need them throughout the city but particularly around residential so you can charge near your home, not in a city centre car park which can only be useful for tourists."*

*"Rapid (150kWh plus) chargers other than in the city centre areas such as Rottingdean."*

*"Difficult. Lamp post chargers will need to be everywhere as much as possible as they will be key for many reasons. Fast chargers 50kW+ will be for tourists and will need to be close to hotels and major attraction. You need to look at Utrecht in Holland and there Vehicle-To-Grid Charging system. These are the future for charging electric cars and will be dominant in large cities."*

*"It's not necessarily more...just better managed. We need far more dedicated bays in all zones, reasonable prices, and a more reliable network and app."*

*"Hanover."*

*"There should be more chargers in smaller zones. Because you have to have a residents permit to park. If you live in a smaller zoned area you are blocked from using many chargers."*

*"South end of Westbourne Gardens."*

*"All over the city area."*

*"More streets in Hove."*

*"Big proper rapid hubs of 10 charges at least with strict fines for ICE'ing or overstaying. Like Dundee, come on! let's make it happen."*

*"Yes as we have green council and what a sad state they are in not that green at all."*

*"Larger charging hub Close to a27. ie 8 or more chargers. One location, known not to have to wait on entry/exit to city or travelling elsewhere in county."*

*"Near sea front and visitor attractions; to attract visitors with EVs."*

## What do you think would help ensure more drivers adopt electric vehicles in Brighton & Hove?

*"Better availability of chargers. In the last 4-5 months the number of EV's have sky rocketed and I now struggle to get a charger (when they work)."*

*"More chargers."*

*"More charging points , far more Rapid ones."*

*"Low cost charging on more on-street locations. Solutions for running cables from terraced houses to kerb-side charging."*

*"Having dedicated bays."*

*"More dedicated bays, better, more reliable app and infrastructure. The mindset is here in the residents for EV driving, particularly those of us in the city centre, many of us without front gardens or off road parking. So as well as on street charging points, perhaps the council could look at subsidising something like this: <https://www.chargepointsolutions.uk/evcc-homeowner>. With a dedicated space for the parking permit owning homeowner, this wouldn't reduce available parking spaces for other residents, but would considerably lessen the 'am I going to be able to charge my car today' stress. There could even be a system whereby several neighbours share the charger and space, booking and paying the homeowner cost for it on something like Calendly."*

*"More chargers with dedicated bays."*

*"More chargers, keeping the charging price low, make Brighton & Hove a zero emissions city."*

*"More available chargers. EV drivers need educating not to hog chargers. Maybe parking penalties for this? Free parking doesn't help as EV drivers without residents permits are using them as a way of getting free parking locally."*

*"More EV charging points and ease of parking."*

*"Bays, chargers, incentives."*

*"More charge points and limit parking to ev cars only at the charge bays."*

*"Cheaper parking tariffs for EV's. Most London boroughs do this."*

*"As stated before: hold companies into account, broken slow/fast chargers do more harm than good. Do more surveys and share that data to show the growth/revenue potential."*

*"Privileging parking for EV users in high profile locations in the centre of town and making sure these chargers in town actually work. Providing dedicated bays in residential streets with no off-street parking."*

*"Availability of on street parking for EV drivers only."*

*"Availability of chargers."*

*"Make it convenient, improve reliability, stop non-EV cars parking in the spaces."*

*"More chargers."*

*"More fast charging facilities."*

*"Much better reliability (ie not EB), debit card start not app, many more chargers, designated bays, cheaper charges, free parking rather than 50%; making it less desirable to own petrol vehicles and sending the right message about that - stop holding petrol driven vehicle events on Madeira Drive. Can't believe they are still happening and were during Cop26. Ridiculous that a green council prioritises those over bike riders and walkers. Time to stop please."*

*"Excess of chargers."*

*"Real life experience from impartial drivers. For example I drive my car to and from Heathrow Airport regularly for work and 90% of the time I can do it on a single charge and when I can't I can quickly top up at motorway services with minimum effect on drive time. It can be frustrating hearing stories where people do not—"*

*"More chargers - cheaper cars."*

**Continued: What do you think would help ensure more drivers adopt electric vehicles in Brighton & Hove?**

*"Subsidise the cost of charging and vehicles."*

*"More fast chargers."*

*"Guaranteed availability of charging near to home."*

*"Already covered, but install more on-street chargers, or allow commercial companies to create electric Forecourts. Having a unilateral dissuasion to own private cars is pointless until it is made illegal to own a car at all anywhere. You can't bring a months shopping home from Lidl in a bus."*

*"Being able to confirm that charging is efficient."*

*"More chargers, with clearly free parking whilst charging."*

*"More broadcasting about the costs of charging in the city. We didn't know until we first went to charge that EB was running a free trial until we rang customer support."*

*"More quicker rapid chargers 250kWh if possible."*

*"Much better access to charging points by marked EV charging bays. Cheaper or free parking."*

*"Heavy fines for ICEing bays. Fines for EVs parking in a charging bay and not charging. Significantly increased availability and reliability of charging infrastructure. Reduced rates for destination lamppost chargers for verified residents."*

*"Dedicated street charging points outside own home."*

*"Don't issue parking tickets to EV's charging in e-taxi bays which are always empty. More rapid charging hubs. Slow ones are no use to me at all, until there is one near my house which I can plug into overnight."*

*"Change slow 3kW chargers to 7kW and free Charging."*

*"Access to chargers, a process for households with no drive to get an on street charge point."*

*"Permission to safely run cables to cars parked on the street would be the biggest thing B&H council could do. It would be a game changer and show our Green Council wants to lead in this area."*

*"More on street charging with reserved spaces."*

*"Easier charging at lower prices."*

*"I often come back from my commute driving around trying to find an available charger. This can take me 30 mins or longer. Which isn't something people will want to do."*

*"To eliminate this there needs to be many more chargers dedicated to EVs only."*

*"There are also not enough Rapid chargers. I often use Preston Park chargers but need to queue as they are busy."*

*"More on street rapid charging."*

*"More availability of chargers, also some cheaper/free ones. This encourages people to use these chargers. Maybe 30 mins of a charge is free, the rest is paid for."*

*"I would also ask that there is a max charging time, so that EV's don't just park on a charger for 3 days at a time. Once a charger has either finished, or reached a max time, the cost needs to increase, or at least run on a time basis."*

*"More fast chargers. A minimum of 7kW."*

*"Good signposting and if fast charge or not."*

*"Electric chargers being made more visible, more of them and keeping them maintained and useable."*

*"Cheaper on-street parking like in London."*

*"More chargers, reduced parking costs."*

*"Make it easy to find a charging point."*

**Continued: What do you think would help ensure more drivers adopt electric vehicles in Brighton & Hove?**

*"More charging points and penalties for ICE cars using the space for parking."*

*"More charging options, that reliably work."*

*"Many more lamppost charge points - one at each lamp post so ICEing is reduced."*

*"Much more infrastructure needed with more and more people moving to EVs - access to chargers getting harder."*

*"More charge points."*

*"Faster chargers, 250KW+"*

*"More chargers and high speed ones. This is critical now."*

*"Ease, cost and reliability of charging. Reduced parking charges for EVs. More dedicated beneficial parking spaces."*

*"More reliable chargers."*

*"Parking subsidies for EVs."*

*"A more positive approach to the cars, it seems the council do not want cars full stop, electric cars are expensive options and very few places where other electric car users use the parking spot as a cheap alternative to parking when not charging."*

*"More chargers and clarity about using them, ie if you are a resident outside of the zone."*

*"More chargers, better marketing of these chargers (how scaleable are lamppost chargers, can every lamppost have one if there is demand? If so, tell people!) ultra fast chargers (Let's be honest, 50kW that maxes about 43kW is not actually rapid)."*

*"Dedicated EV parking spaces."*

*"99% confirmed reliability of chargers and the new EB Go app."*

*"Maintain the pricing structure as is, rather than attempt to make this a commercial enterprise."*

*"Work with providers and residents on other solutions to home charging on-street such as channels in the pavement (trialled by Oxford) which would encourage us to install our own charging points, retractable charging posts outside people's homes linked to their domestic supply; smart cables so domestic users could plug into a street or lamp post charger and be charged at their domestic rate (plus a service element to the provider), etc."*

*"More rapid chargers."*

*"More on-street parking. Better charging points in private car parks, e.g. the main Brighton station EV charging provision is almost useless now. Very unreliable and very slow."*

*"Lower cost to buy/lease, readily available cheap or free charging."*

*"The reliability of the chargers needs to massively improve. The speed needs to improve and the availability needs to improve. In addition, planning rules need to be more flexible to allow people to make changes to their properties to facilitate charging at home."*

*"Dedicated bays for all chargers. Upgrading chargers so they are quicker - at least 7kW."*

*"Contactless payments, enforcement of EV only spaces, reliability of network."*

*"More awareness of charging infrastructure, an integrated ad campaign alongside electric buses, more electric council vehicles on the road, more areas reserved blocked for EVs."*

*"More EV only bays, keep the CPZ permit discount, fine people who block the bays. Free vend, reduced parking fee/permit - free parking when charging (any zone)."*

*"Cheaper charging rates."*

*"Better road and parking infrastructure."*



**Continued: What do you think would help ensure more drivers adopt electric vehicles in Brighton & Hove?**

*"More dedicated EV charging bays. Too often the shared bays are ICE'd."*

*"More Access to rapid chargers and Free charging."*

*"More EV only bays."*

*"Cheaper parking permits for EVs."*

*"Please please PLEASE have ONE single operator across the City so only one app/card is needed!"*

*"Easier and dedicated access to chargers. Higher proportion of rapid and fast chargers."*

*"Keep adding capacity."*

*"More designated EV charging spaces. If you can't park and see an empty charging point where you could have parked if you had an EV, it will start to make it seem worthwhile to have one."*

*"Free parking in town. Also, remove the tarmac from the chargers that you took out of action last year 'to make wider paths for covid.'"*

*"Put in charging hubs with a decent number of RELIABLE chargers that do at least 150kW."*

*"Keep the price per kWh low to match what it would cost people to charge at home if they could do so."*

*"Equality of costs is vital. Those with a driveway and the ability to charge at home are at an advantage."*

*"Ban non-EVs from the town centre - including buses and taxis."*

*"Hybrids should be banned as well as ICE vehicles."*

*"More chargers! Not exactly rocket science."*

*"Street charging that's reliable and a reduction in under used cycle lanes."*

*"1. ensure availability through enforcement of fines on ICE'd chargers (supermarkets, public car parks, on-street lampposts)*

*2/ more public car park chargers that work and cheaper car park rates for EVs*

*3/ Incentivise more cheap 7kW "destination" chargers (pubs, shops, supermarkets) to allow regular and cheap top ups with reserved EV parking*

*4/ more lamp posts with reserved EV parking (and cheaper rates for what is essentially a trickle charge!)"*

*"Make parking linked to charging free. if charging and parking free. if only parking, pay a rate at half for ICE cars. In Maidstone, all day parking in a public car park (Barker Road) costs c.£3.00 for all day (0800 TO 1700) including electricity. THATS PARKING AND ELECTRICITY FOR THREE QUID A DAY. In Ashton Rise its electric taxis only (my EV can't even park or charge without me sitting in it all day to fend off traffic wardens) or £6 per day with no charging. what a city rip off."*

*"Charging infrastructure."*

*"More spots to charge and better marking to ensure they are available."*

*"Access to chargers that work - most of the lamp post and car park one's I've attempted to use don't work."*

*"Fine non-EV's and non charging EV's for parking there and change from electric blue to a reliable supplier."*

*"Simpler charging - credit/debit car payment only. More incentives such as use of bus lanes."*

*"Offer free charging is always a good offer as i have seen many people jealous of this. other would be to ban petrol and diesel cars in the centre of Brighton."*

*"A low emission zone in the centre of town."*

**Continued: What do you think would help ensure more drivers adopt electric vehicles in Brighton & Hove?**

*“A reliable charging network with dedicated bays. a method to stop ICE cars parking in the marked bays at night [maybe using numberplate recognition]. Expansion of the network that keeps pace with EV ownership.”*

*“If there were more providers like BP and Shell etc. Using a system that is basically Brighton only doesn’t fit with a subscription type charger membership.”*

*“More fast charging.”*

*“Electric chargers in hubs rather than scattered around the place - so you don't have to "kerb crawl" around the neighbourhood looking for a charger with a free parking space next to it.”*

*“More and better chargers and encourage people to buy them with free charging for the city.”*

*“More dedicated on street charging.”*

*“More rapid hubs that just work, On-street will not convert the masses.”*

*“Get rid of the so called green party.”*

*“More charging, dedicated spaces, ULEV area in city.”*

*“More accessible chargers and not a different app for each one.”*



## Is there anything you would like to say which you feel hasn't been asked about?

*"EB charging as a company are a joke. The chargers are generally unreliable, they take days if not weeks to fix or even reply to emails. The few times I've phoned they answer quickly but the operator is unable to diagnose the fault. The app barely functions and appears to be across two different versions depending on what chargers you use."*

*"I really appreciate how forward-thinking the council are on this. But this is clearly the beginning of something that needs to improve pretty rapidly. I am aware that as pure EV owners in a terraced house we are front-runners and, in a way, guinea pigs, but it can be really hard to keep your resolve when, knowing that the app isn't 100% reliable, you have been driving round for half an hour trying to find a functioning, free charger!"*

*"Why are the Siemens rapid chargers so ugly, noisy and only able to serve one car at a time. Have you seen the Tesla 150 kWh chargers? Silent, two cars at a time and they don't look like a fly-tipped fridge"*

*"The number of chargers installed was the reason we decided to get an EV. Without these we would not have taken the plunge. A good start and way ahead of other cities we visit."*

*"Keep up the good work Tom."*

*"Pretty comprehensive survey, thank you. Happy to help with improving awareness/knowledge of EV ownership in Brighton: issues, workarounds, best-practices. Website content is great but it's seldom and I feel like not everyone's aware of it. Don't know how you get your revenue but you could definitely get patrons or subscriptions, compete with apps like Zap-Map, ABRP, Tronity easily."*

*"Parking! It's impossible to get near an EV charger for all the non EV cars parked in spaces. I'd like to see dedicated bays for EV cars only."*

*"Having spent over a dozen calls to their support line and writing emails asking for help with app issues, I'd describe Electric Blue as a dysfunctional organisation. Although their staff are very polite, it's clear that they have problems. On many occasions, I've called to be told that they can't log in to their portal so can't help with charging issues. And on more than one occasion, I've been left waiting in our car for a call back that never came. App issues remain unaddressed and unexplained, other than one comment from their support line about an error in the app... "We get a-lot of that."*

*"Low charging costs would encourage more people to go electric."*

*"Green council has a great opportunity to lead the way forward so please take it. If Electric Blue are so incapable, as all reviews and Facebook posts suggest, it's time for someone who can do the job properly to step in."*

*"Glad you have surveyed!"*

*"I have tried to encourage development of a network in the marina but it is difficult as it is technically a private estate but it is still part of Brighton so I personally feel there should be more help."*

*"Improve the EB Go app- it's too clunky."*

*"General development of the service is good."*

*"I think a really useful solution that doesn't disfigure conservation area streets is the cross-pavement cable channel, which in some streets already exists from Victorian times. Who's going to tell if you've added some new ones!"*

*"Can you be explicit on the signs to say that whilst EV charging, parking is free, despite being in a specific parking zone?"*

*"Not sure how to adopt this but use of taxi / bus lanes for EVs as little to no pollution i.e a perk of ownership, could make more people switch."*

**Continued: Is there anything you would like to say which you feel hasn't been asked about?**

*"The communication channels when there has been a problem are poor. If you are unable to charge due to a faulty lamppost you shouldn't be charged anything."*

*"It's turned out to be incredibly frustrating trying to develop a weekly routine charging my new electric vehicle. I can access two rapid charging hubs a couple of times a week, but if these are faulty or busy, it becomes a more urgent matter, so have used the (always empty) e-taxi bays and got a parking ticket - really frustrating and I would not currently recommend to a Brighton resident to get an EV for these reasons."*

*"Electric blue responded after app issues."*

*"EV charging should be free in parking zones otherwise it discriminates between those who have and those who do not. More EV points in out of town areas and the so called affluent areas. Waited over a year for EV lamp charger in my street and still no news."*

*"Is there a technology the city can adopt to charge cars across the pavement? which would allow to use existing infrastructure (home electrics) for people to charge their cars."*

*"The priority for me would be to increase the lamppost chargers and make them dedicated."*

*"Only what I said about charging points having a cost if no longer charging. I've seen PHEV vehicle charging for 3 days on a free parking charger. This blocks it for other EV drivers."*

*"There are a number of companies that have chargers in Brighton and Hove but does electricbrighton.com have any jurisdiction here. When chargers are reported as being out of service could electricbrighton.com step in when the company takes months to respond. I understand that covid is presenting many problems with staffing issues etc."*

*"Will parking fines start to be issued to vehicles plugged in but not charging at any point?"*

*"It would be good if the council would appreciate that not one solution will meet all needs. For example, in Oxford the council is trialling many different solutions including how residents with no off street parking can use their own power supply to charge their car safely. Brighton & Hove council seem to be against this, perception of me and other EV drivers I know is because they want to protect income from their charging infrastructure. Details of the Oxford trials: [https://www.oxford.gov.uk/news/article/1956/volunteers\\_sought\\_for\\_electric\\_vehicle\\_charging\\_trials\\_in\\_oxfordshire](https://www.oxford.gov.uk/news/article/1956/volunteers_sought_for_electric_vehicle_charging_trials_in_oxfordshire)"*

*"Thanks for doing this."*

*"Bookable slots to charge at various fast and rapid chargers at owner's convenience - especially for those with no off street parking."*

*"Faster chargers with electric only parking bays."*

*"I think Brighton & Hove is doing well compared to other locations but I think that the service offered (currently) by those running the chargers is inadequate."*

*"Had a horrible experience when returning to my just-finished-charging car in Portslade where I was incorrectly accused of having been plugged in "all weekend" (I had just returned from a trip to Cambridge). Lady pounced on me as i returned to unplug my car, she was charging her car at the other spot. But she was very aggressively suggesting i was somehow plugged in all weekend :/"*

*"How does one pay and what are the tariffs."*

*"I would like to reiterate the importance of consideration of charging location in terms of amenities, access to food, drinks, toilet etc. safe lighting (not sure I'd be too keen to use Preston Park after dark for instance)."*

*"I was very critical last year! Things have improved so thank you to the council and EB team. The free vend has been a good PR exercise."*

**Continued: Is there anything you would like to say which you feel hasn't been asked about?**

*"We could do with more direct comms from EB to registered EV drivers about the rollout of the new app and when it will actually take effect. I do not know where to go for information (for example will my existing EB RFID card work when charging kicks in again? Will the rapids have contactless working from day one, as promised? etc)."*

*"Thanks also to Electric Brighton for being a mine of information and a useful voice for us as EV drivers in the city."*

*"We need an EV car share club!"*

*"A primary issue with EVs is charging along trunk roads. Until you can be confident that it will be possible to charge along a route for longer journeys EVs are not going to be a replacement for ICE cars."*

*"Please work with the EV network partner to improve the EB app - other companies provide far better experiences which EV drivers rely on. Also, mobile data signal is poor to non-existent at charging locations, please consider providing wifi for users within the charging price."*

*"Regular maintenance, Free vend during off peak or excess capacity times."*

*"Why are there two different charger types at the King Alfred car park and the first two don't come with easy to read instructions so I don't use them."*

*"Longer cables on rapid chargers. Charge in any zone. Free charging always."*

*"Investigate pavement gullies to enable home charging in roads where there is no off-street parking."*

*"Need a rapid charger on Tower Road by Pepperpot. Make chargers reliable. Let EVs use bus lanes. Electric taxis using the Ashton Rise now so need more non-taxi chargers."*

*"Talk to Dundee Council about what they are doing for EVs. They are light years ahead of the rest of the UK."*

*"Get GridServe to put in an Electric Forecourt and help them push through planning process."*

*"Get the DNO to upgrade the network to cope."*

*"Thank you for existing and giving us a voice :) Keep posting and surveying! Hope membership grows."*

*"When are we getting a grid serve like charging hub?"*

*"It's a shame you did not consult correctly to start with. I understand there was not one EV owner on your committee"*

*"Moving petrol and diesel cars out of the city would be great, and utilising park and ride services for this. People love Brighton and mention the lovely sea air and if we can expand these services to make the air cleaner, brilliant."*

*"Are you happy with the level of service from the current operator Electric Blue?"*

*"I have a car through a subscription. This means I pay for a subscription to BP Shell etc to pay for electricity when travelling. Now there is almost no chargers in Brighton and have that use these. Effectively I can't charge in my home town unless I am prepared to pay again for the service which is unfair."*

*"Air quality is a big problem in the local area so it would be good to see the council doing a bit more to encourage EV adoption - e.g. free parking permits for EVs."*

*"Encourage Tesla to put their rapid superchargers in Brighton."*

*"Why are the council so restricted in funding to get this right?"*

*"Very disappointing experience."*

# About the Survey

We've been really pleased to conduct this survey and receive the highest number of responses we've ever received.

We previously received feedback suggesting we could improve survey quality by vetting it with a professional. Without funding this year we were unable to meet this goal. We have remained conscientious about the quality of the survey and have tried to produce results to the best quality, given our circumstances. However, due to the increasing scale of work involved in producing and conducting the survey, we will only be conducting the survey in 2022 if we are able to secure funding to cover costs.

## RESULTS DATA

As usual, for transparency, all of the raw anonymised survey data is available to download. The survey was conducted online using survey tool TypeForm and the raw data can be downloaded at (XLSX format):  
<https://cdn.electricbrighton.com/general/docs/2021-EV-Owners-Survey.xlsx>