

energy
saving
trust

Kent taxi & private hire survey

Presentation of survey results & discussion
of their implications

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21.04.23



Overview

- Live for 3 weeks (27 January – 17 February)
- Circulated to all licensed drivers and operators via individual licensing teams
- **636 responses** received
- Estimated **15% response rate** (based on 4,345 vehicle and operator licences in total)

Sample survey questions

5) Who owns this vehicle?

- I do (the driver)
- My employer or operator
- I lease or rent (not from my operator)
- Other (please specify)

6) Is this a shared vehicle?

Is this vehicle used by another driver, either for use as a taxi or private hire vehicle or otherwise?

- Yes
- No
- Other (please specify)

7) In a typical week, how many days do you work as a taxi or private hire driver?

- 7 days

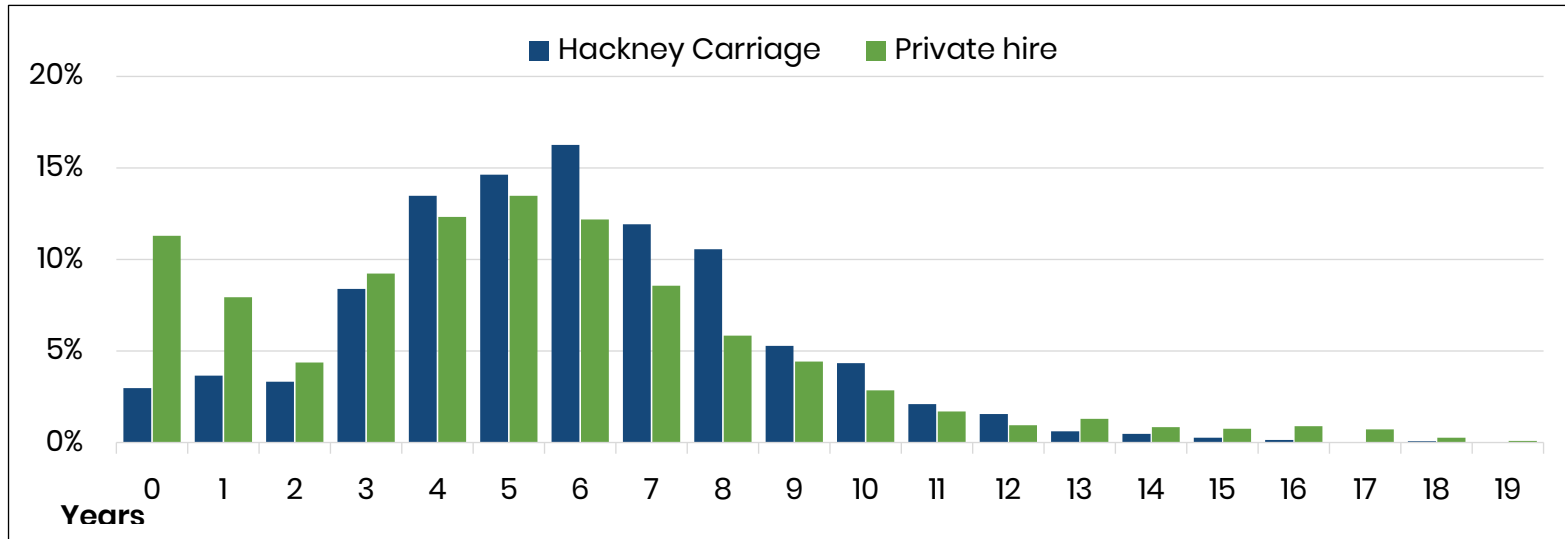
Fleet profile

Kent-wide analysis of all licensed vehicles



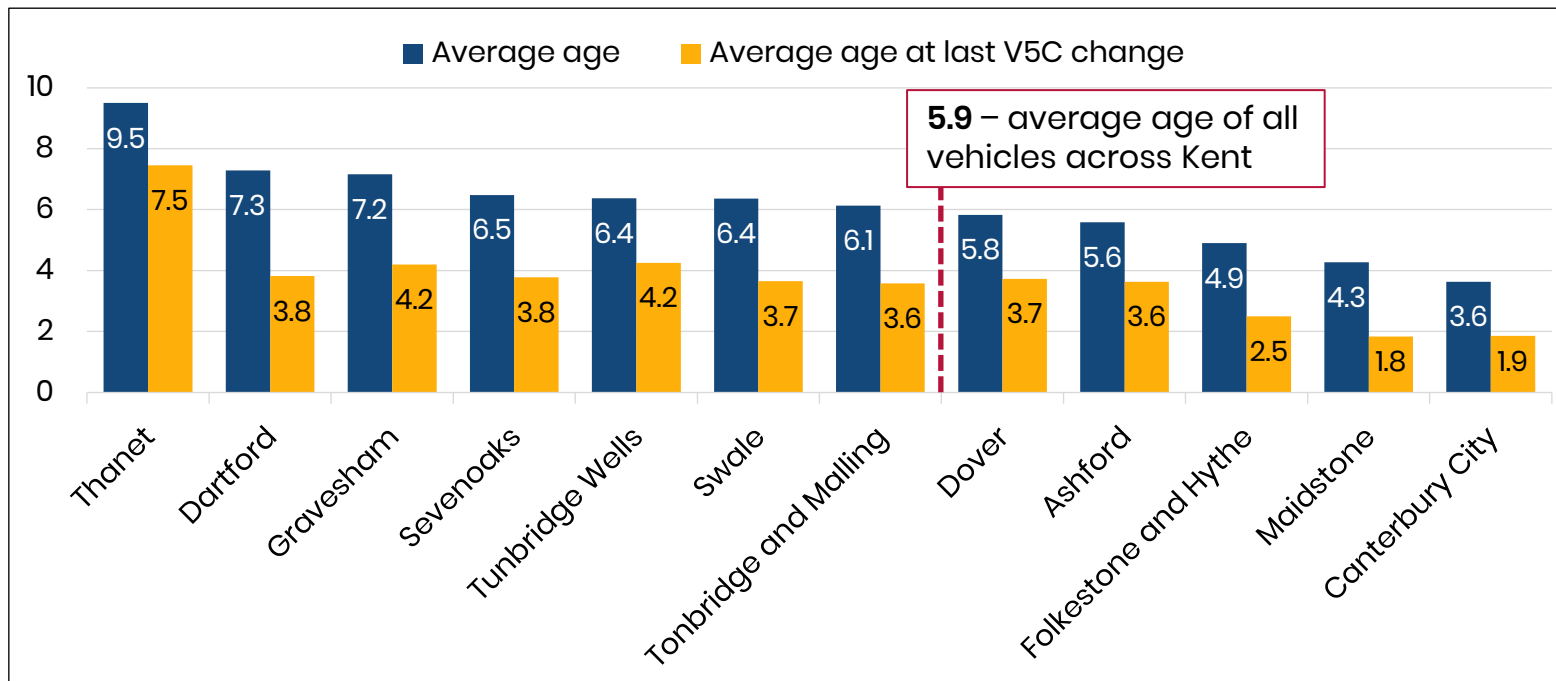
Vehicle age profile

- Nearly one in four private hire vehicles are less than 3 years old, compared to just one in ten hackney carriage vehicles.
- The average private hire and hackney carriage vehicle is 5.6 years and 6.3 years old respectively.



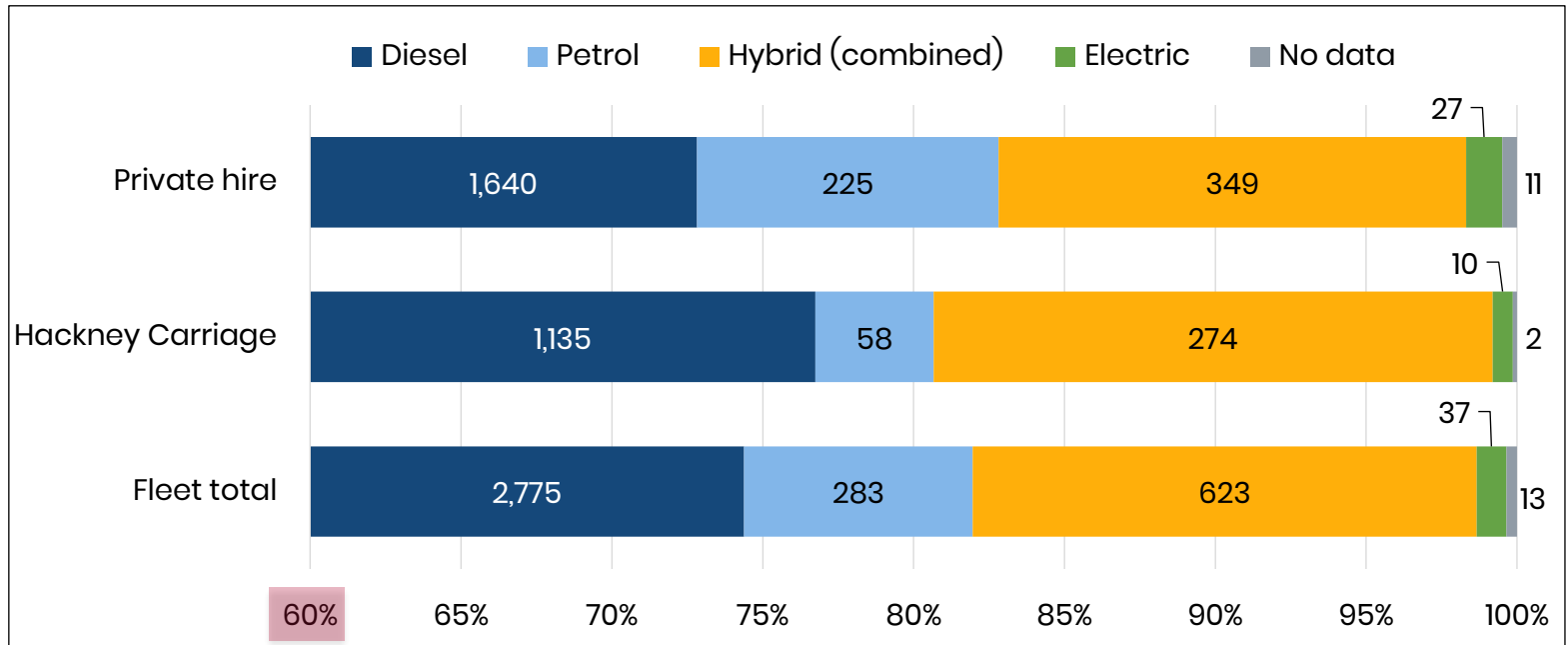
Average age by district

- V5C refers to the vehicle registration document with the DVLA. A change to the V5C is typically required when a vehicle is sold on.

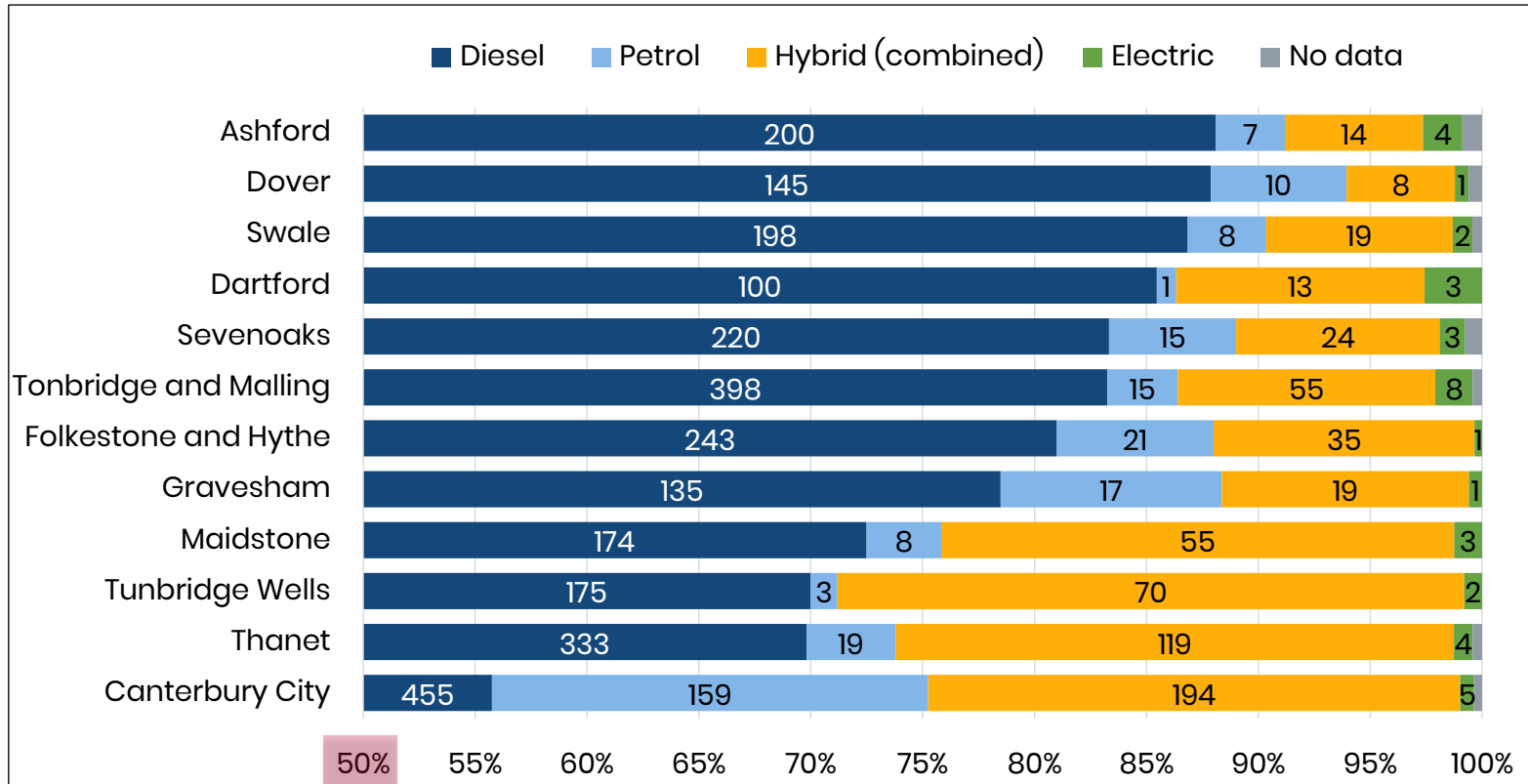


Fuel type

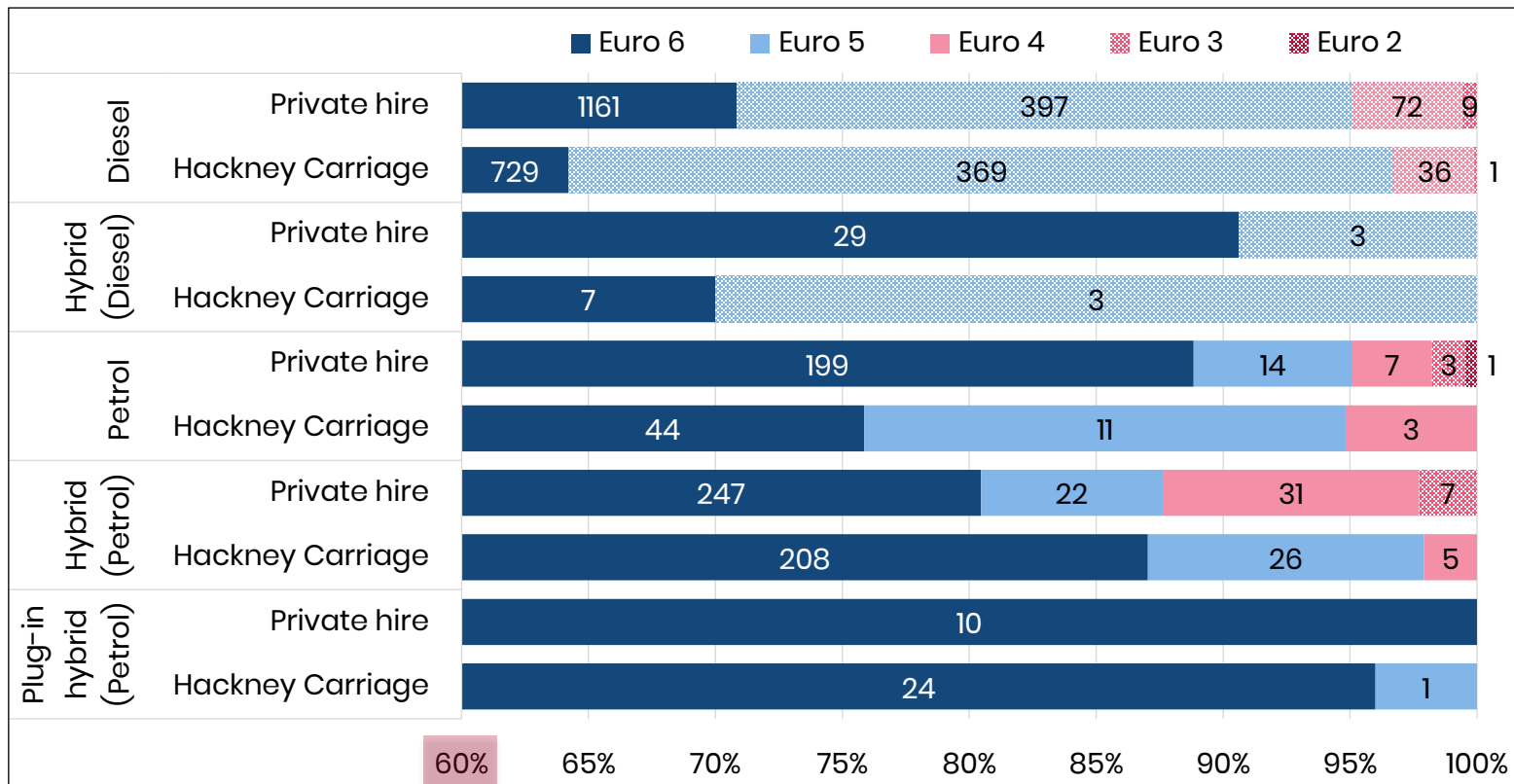
- Diesel is the dominant fuel type across both licence types.
- There are currently over 600 hybrid vehicles, but just 37 fully electric vehicles.



Fuel type by district



Euro status by licence type



Popular models

- Looking at existing vehicles helps understand the size and style of vehicles that are popular.
- Along with survey results, this will help to indicate alternative electric models that may be suitable for these drivers.

Vehicle model	Number across Kent
Skoda Octavia	414
Mercedes E-Class	226
Skoda Superb	222
Ford Transit / Tourneo (various)	190
Volkswagen Passat	154
Toyota Prius	137

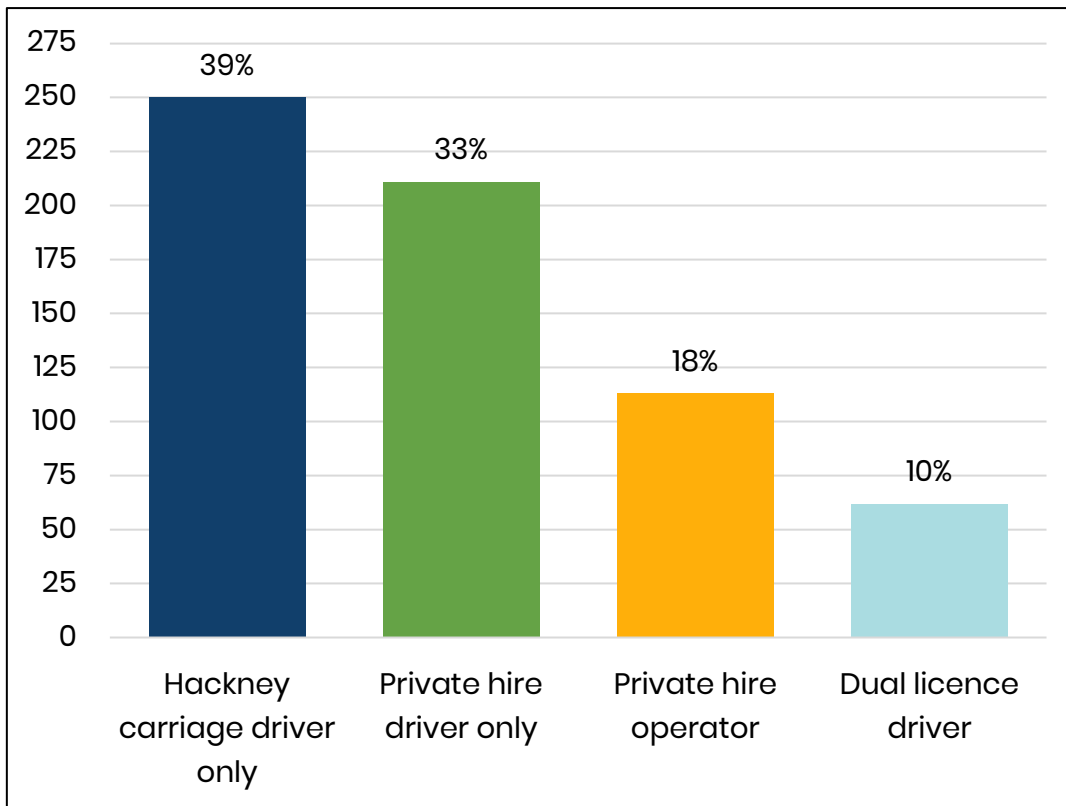
Characteristics

Who responded to the survey?

What vehicles do they drive or operate?



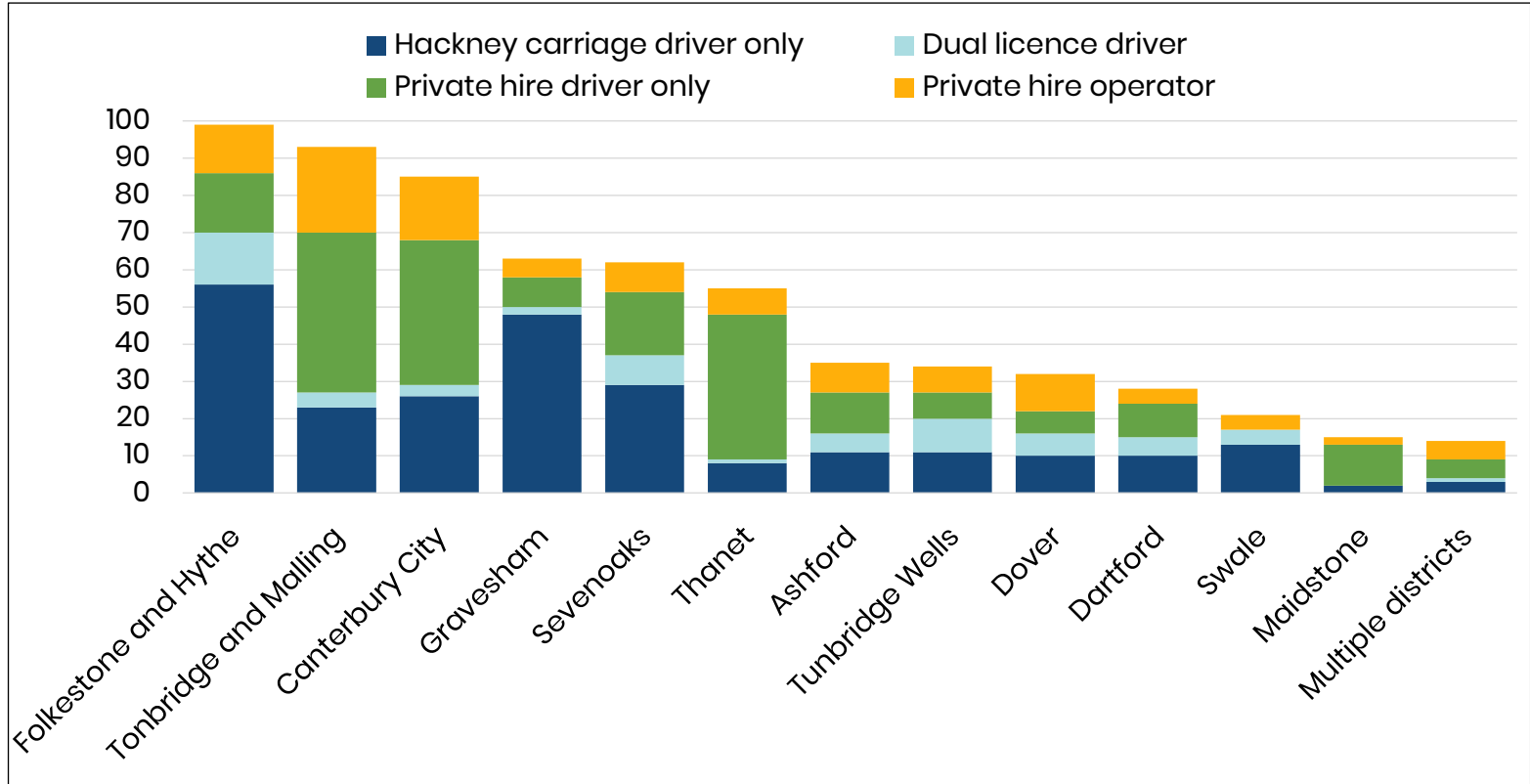
Licence types



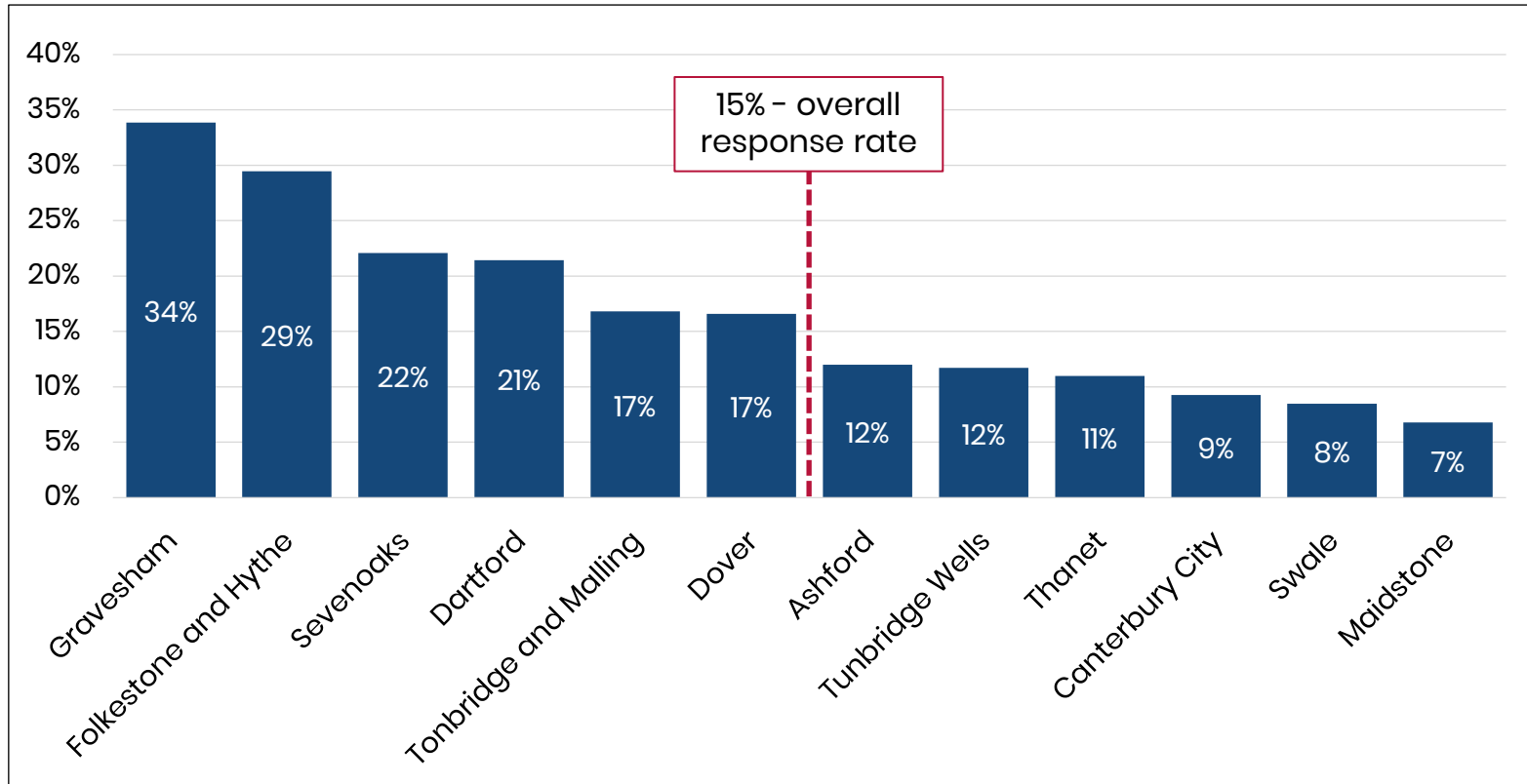
- 636 responses received
- Estimated 15% response rate*
- Four in five responses (82%) were from drivers
- Three in four operators (77%) also selected they have a driver licence

* Based on 4,345 vehicle and operator licences in total.

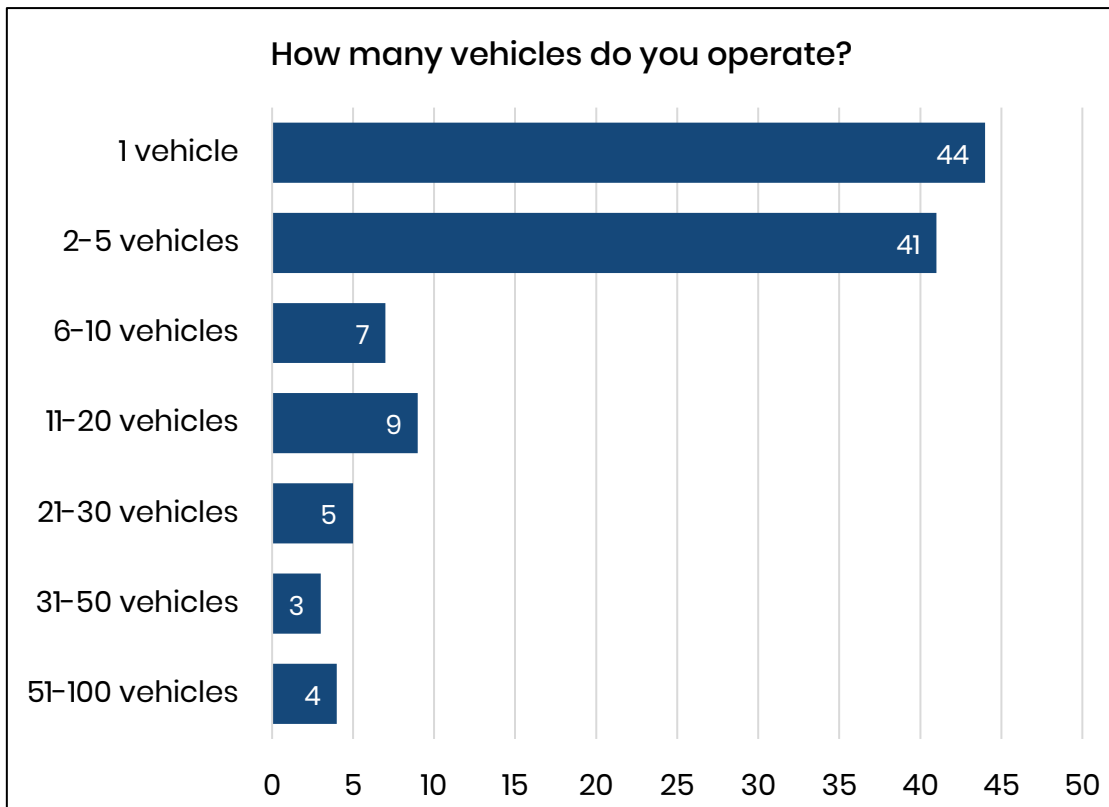
Where are you licensed?



Response rates



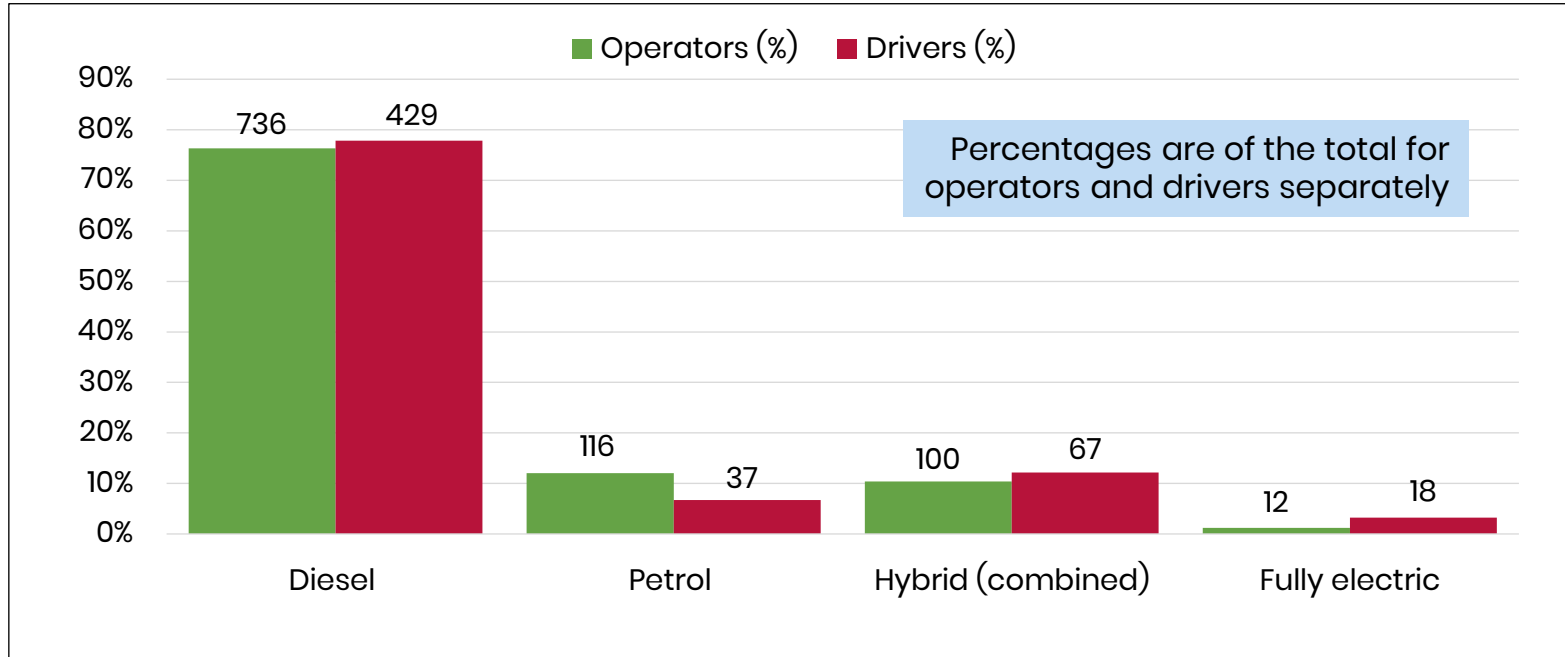
Operators – fleet size



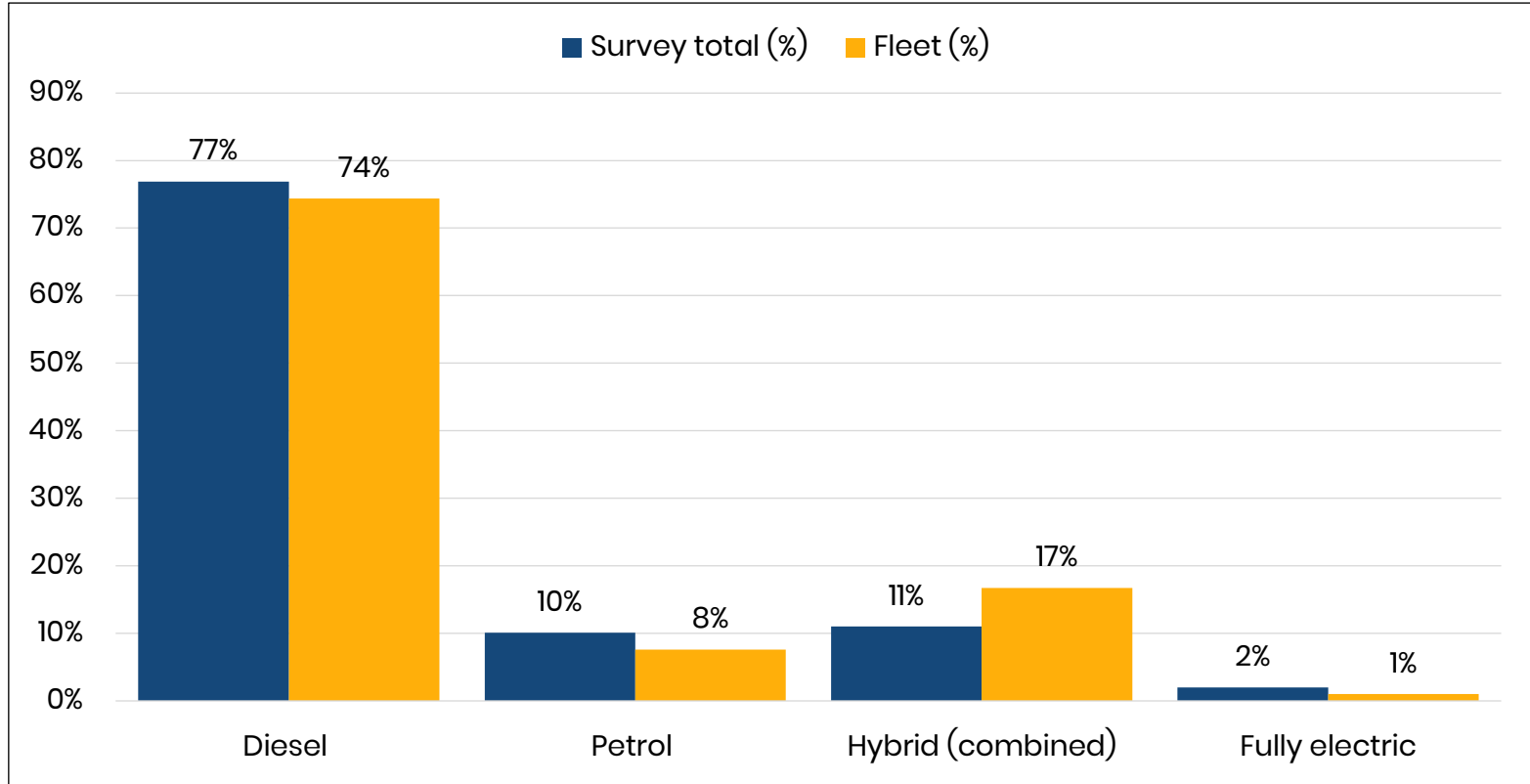
- 44 single vehicle operators
- 12 operators had fleets with more than 20 vehicles
- Collectively, those who responded to the survey are operating over 960 vehicles

Fuel types – drivers & operators

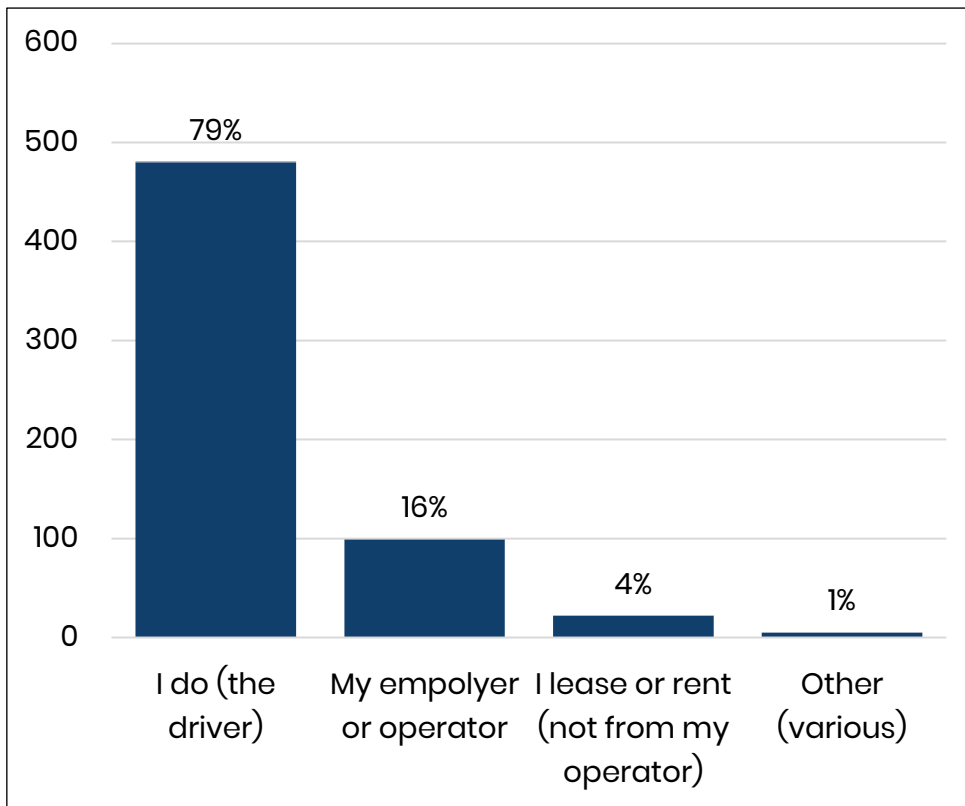
- Fuel type information received for **1,515 vehicles**: 551 driver vehicles and 964 operator vehicles.



Fuel types – survey vs. total fleet



Who owns your vehicle(s)?



- **Vehicle ownership** impacts who will be responsible for, or able to make, decisions about switching a vehicle to an electric vehicle (EV).
- High driver ownership (79%) shows that understanding drivers' opinions and barriers will be key to transitioning the trade to cleaner vehicles.

Driving patterns

How far are vehicles travelling?

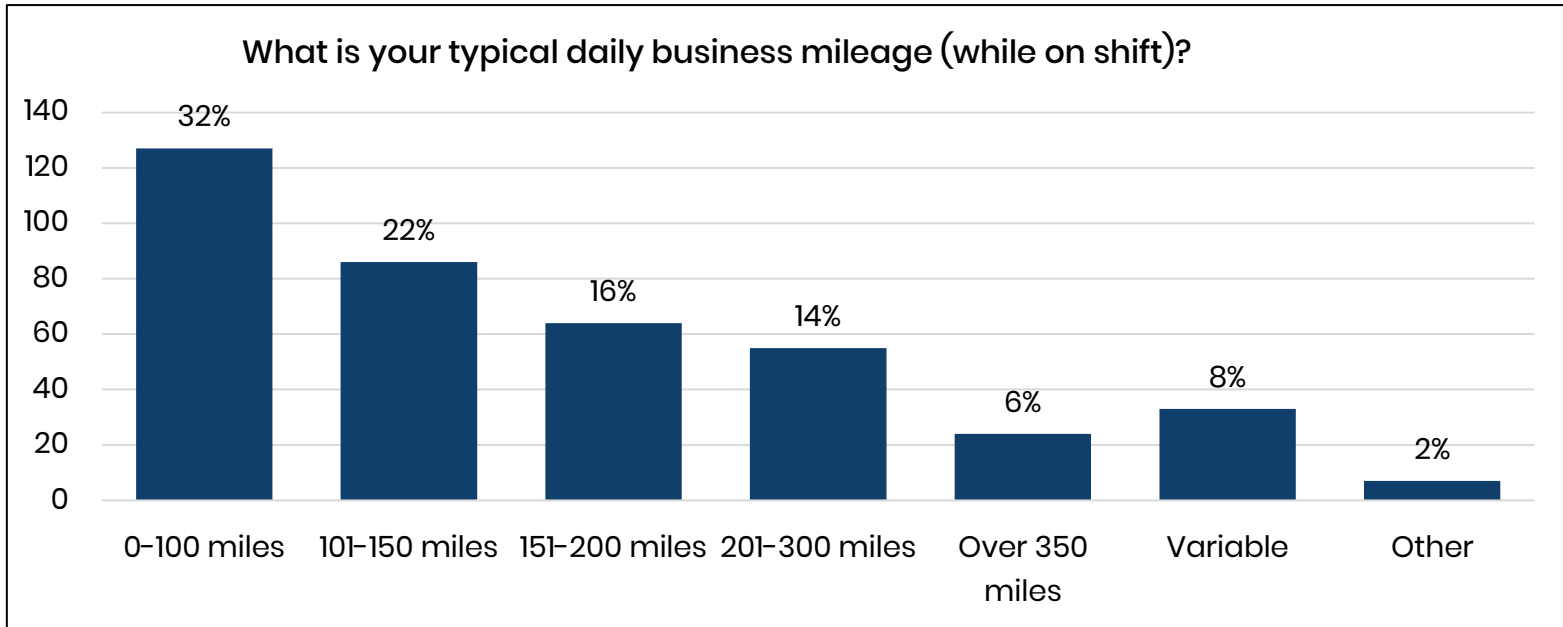
Where are vehicles travelling to?

How much downtime do vehicles have?

Where are vehicles kept while not on shift?



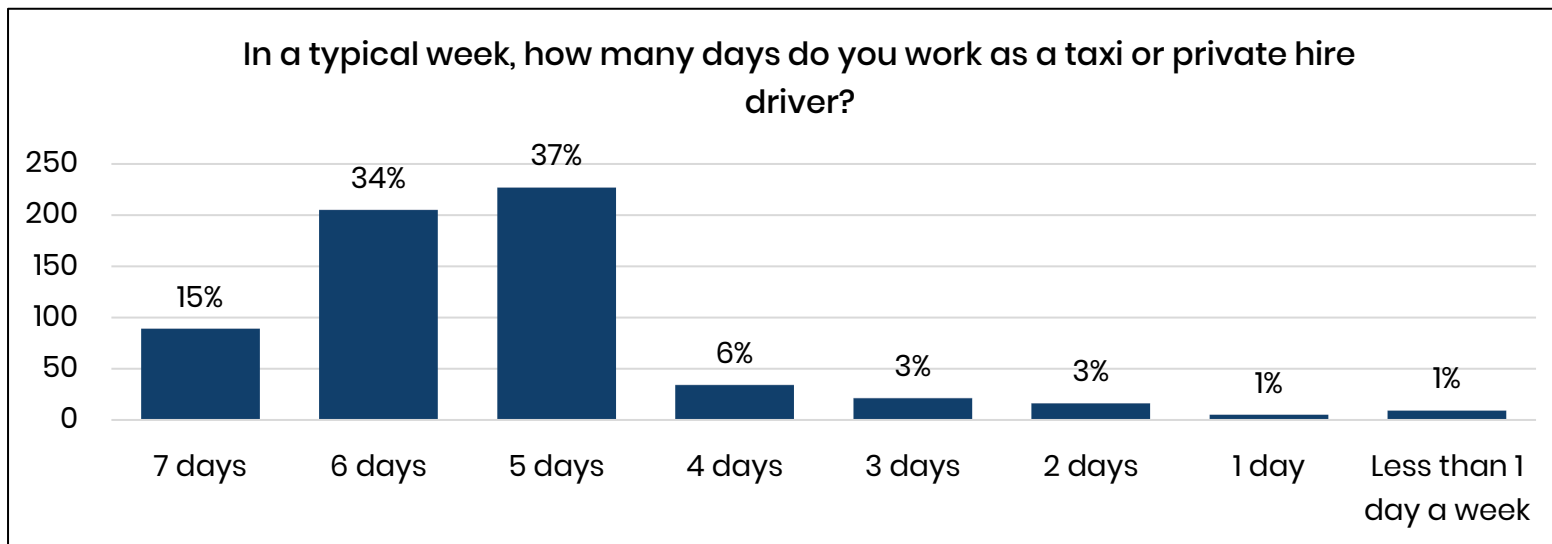
Daily mileage – drivers



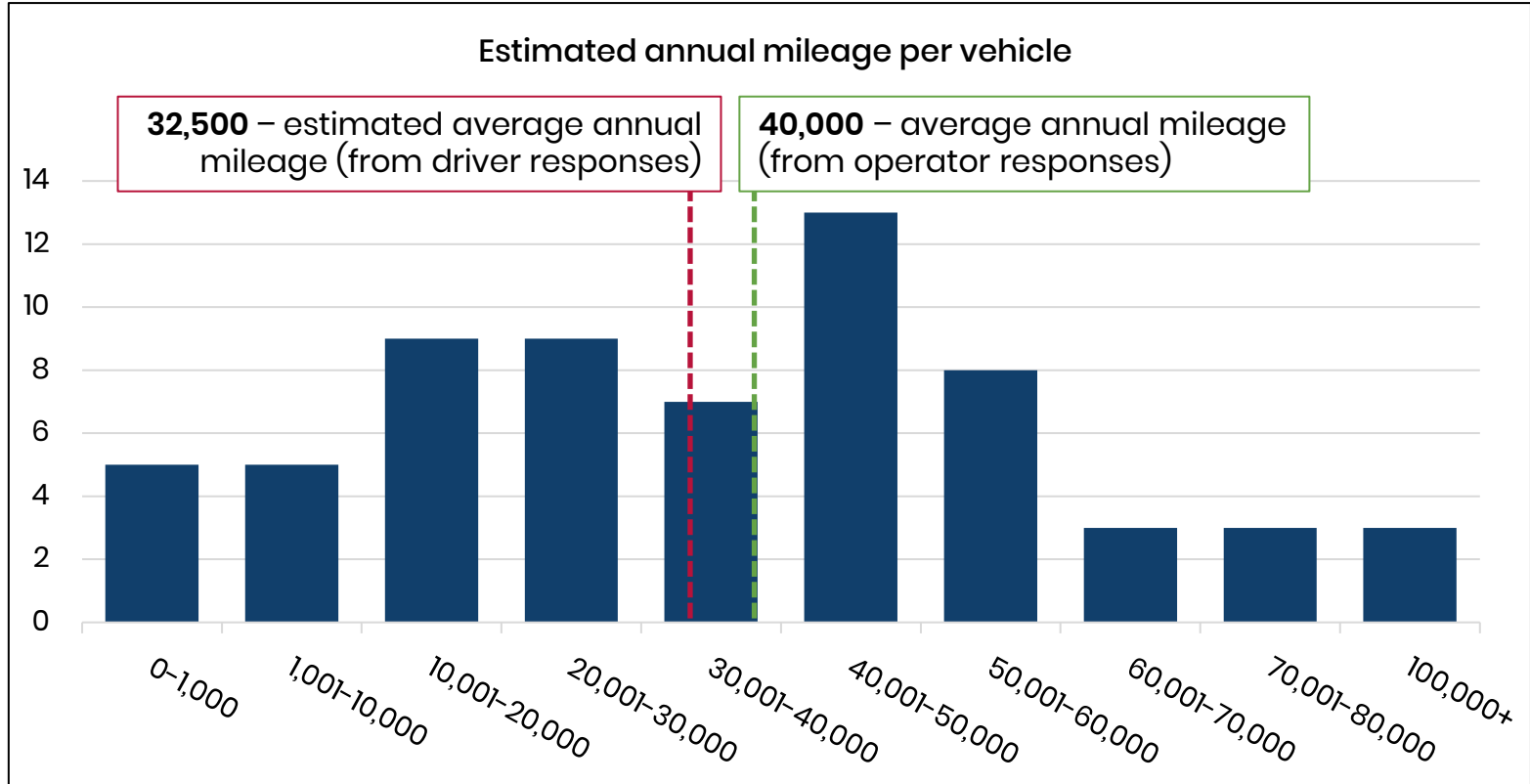
- The average (median) daily mileage while on shift is between 101 and 150 miles
- 70% of drivers travel less than 200 miles in a typical shift

Working days & annual mileage

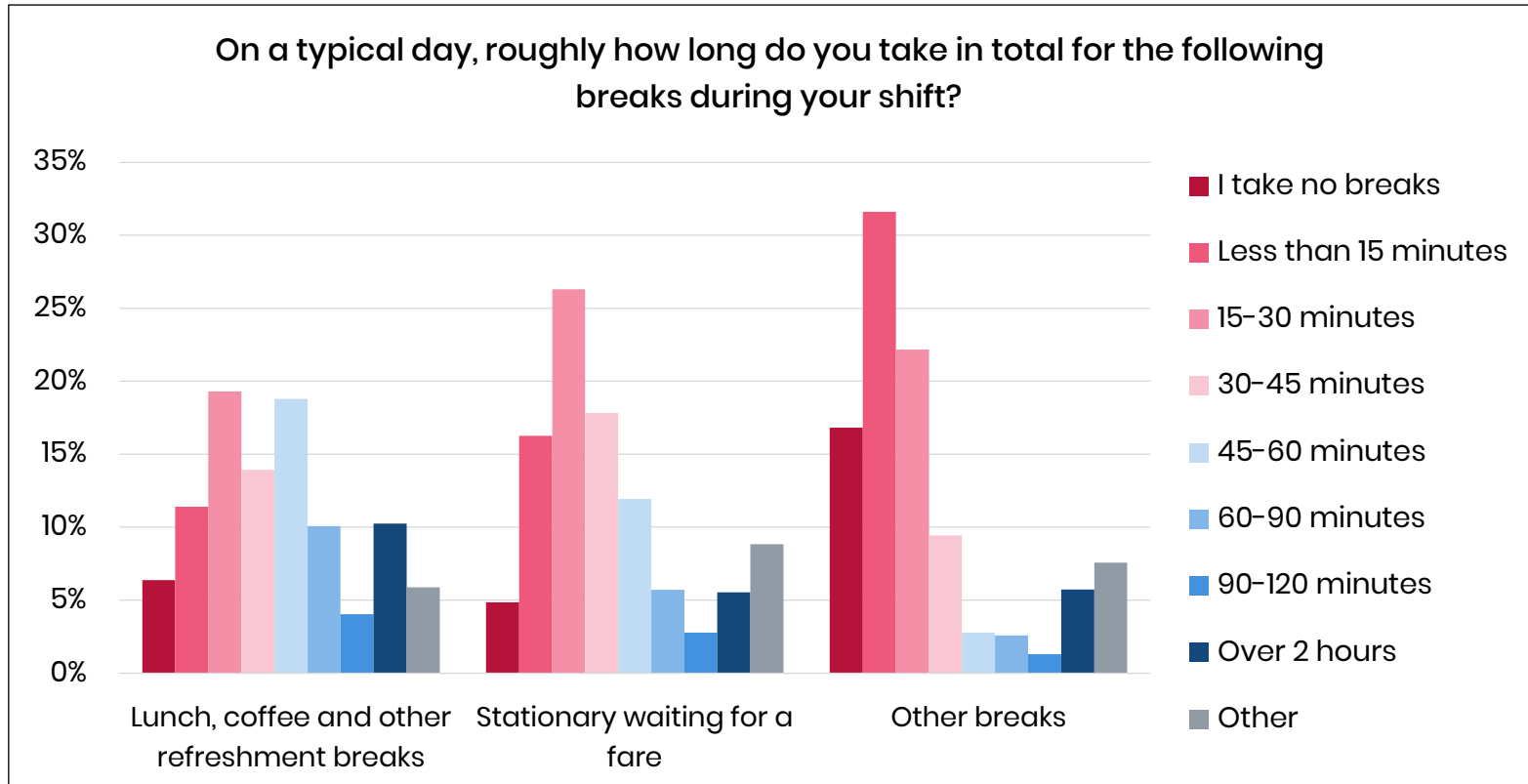
- Six in seven (86%) work as a taxi or private hire driver at least 5 days a week
- Estimated that drivers across Kent have an **average annual mileage of 32,500 miles** based on an average of 5 working days a week and 125 miles per day.



Annual mileage – operators



Shift patterns

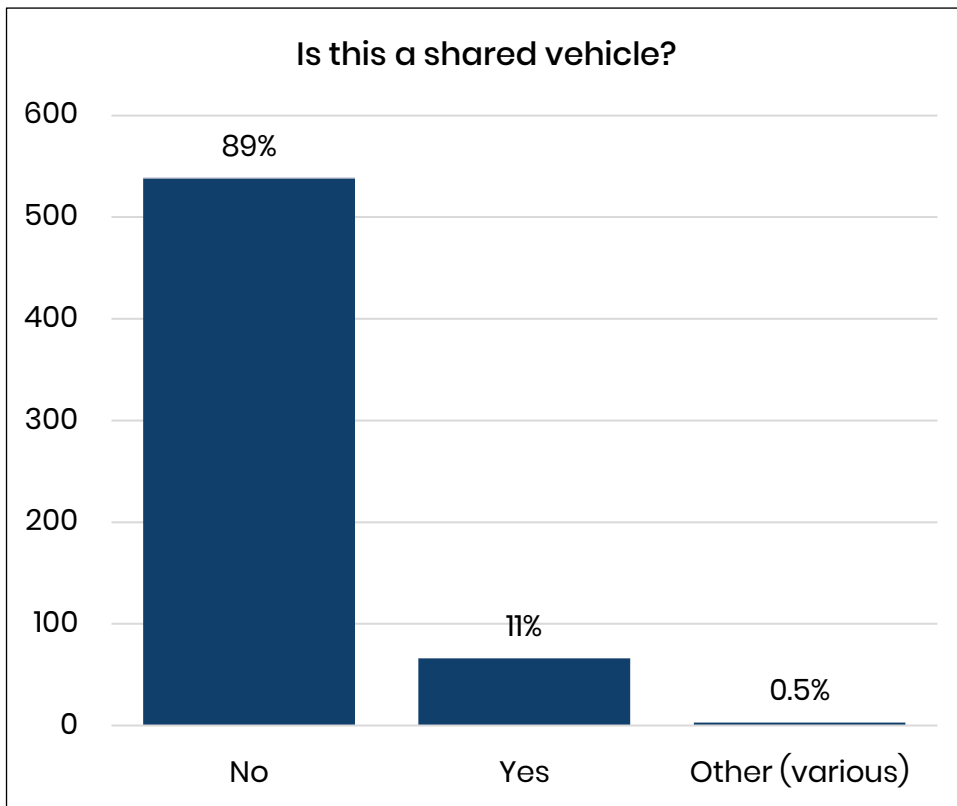


Rapid charging

- **30 minutes** plugged into a 50 kW rapid chargepoint could add roughly **50-75 miles of additional range** to these EVs

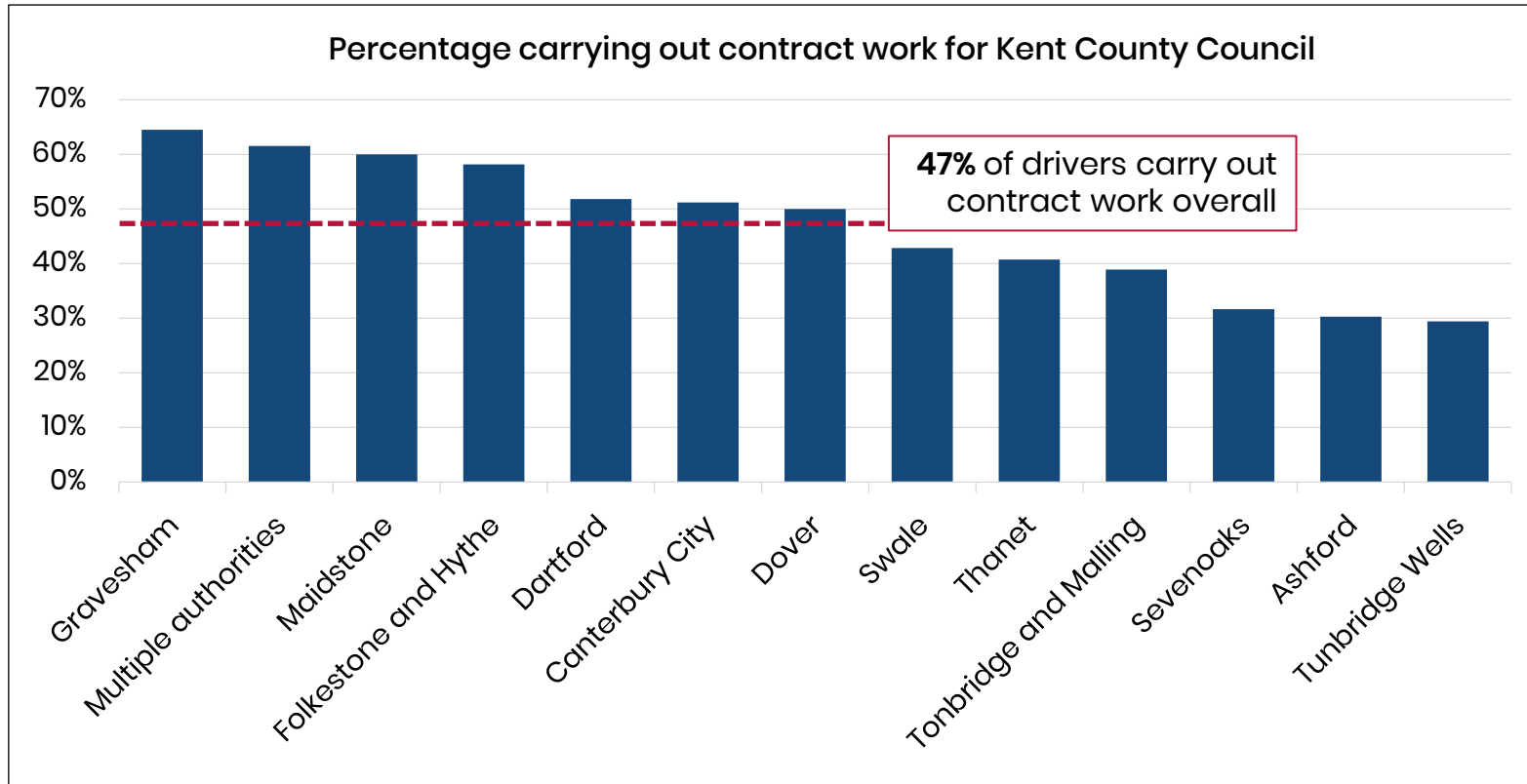
Vehicle	Range added using a 50 kW chargepoint (in miles)			
	60 min	45 min	30 min	15 min
Skoda Enyaq iV 80	135	101	68	34
MG MG5 EV Long Range	143	107	71	36
Ford Mustang Mach-E ER	123	92	62	31
Tesla Model 3 Performance	152	114	76	38
Citroen e-SpaceTourer M	98	73	49	24
Peugeot e-Rifter Long	107	80	53	27

Shared vehicles



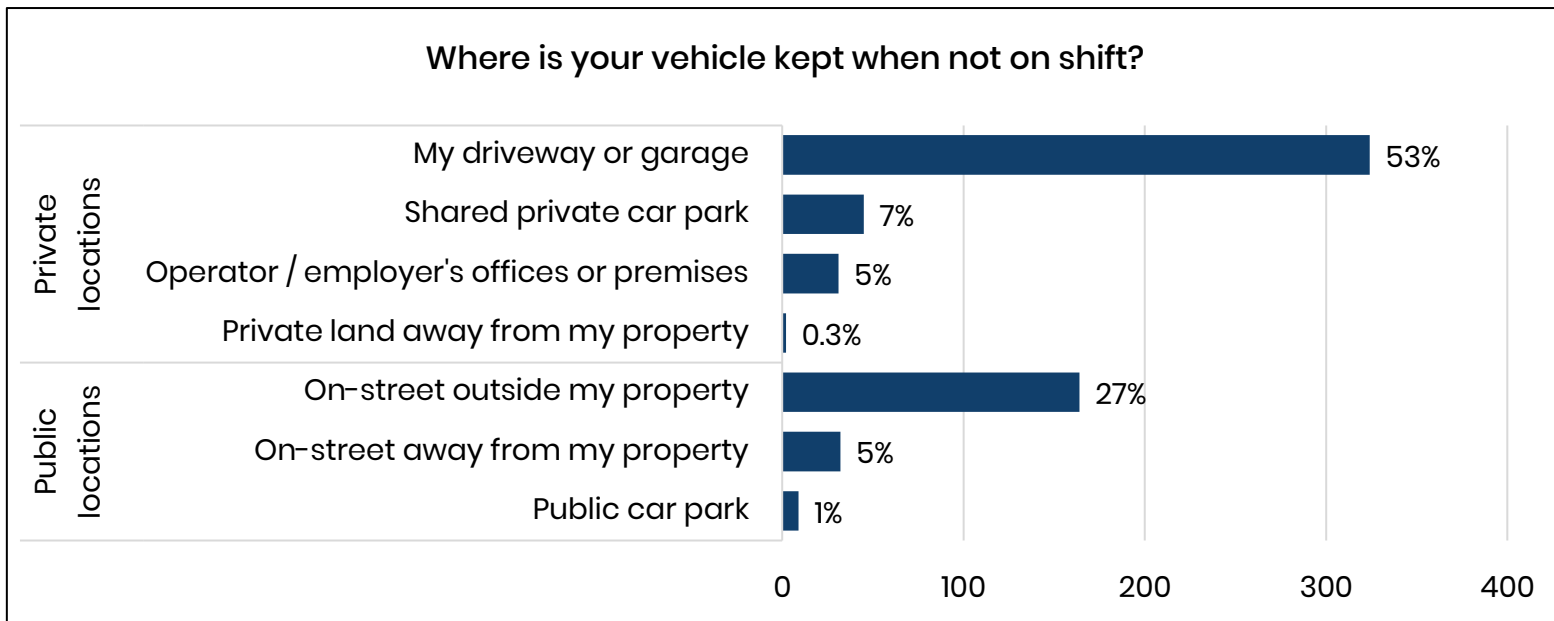
- **Shared vehicles** may regularly be used by another taxi driver or for an entirely different purpose (e.g. the driver's personal use).
- Shared use will affect the overall mileage and time available for charging a vehicle outside of a shift. These factors both impact how easy it is to switch a vehicle to an EV.

County Council contract work

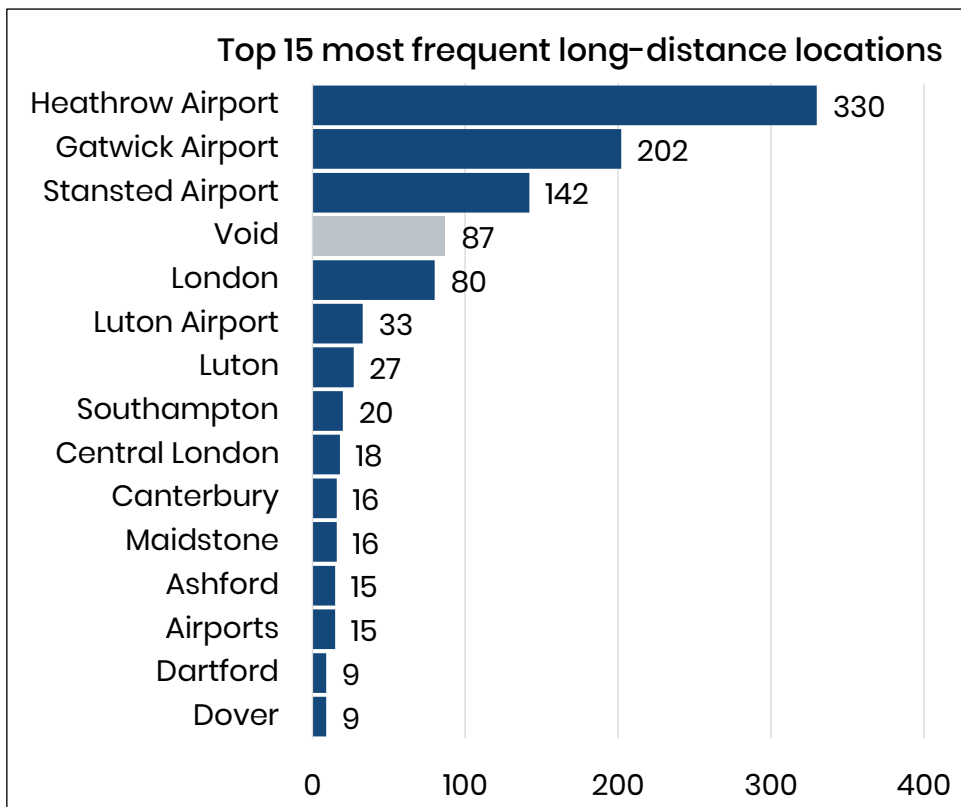


Parking while off-shift

- One in three (34%) park their vehicle in a public location while not on shift.
- These drivers would be likely to rely on slow public charging nearby.

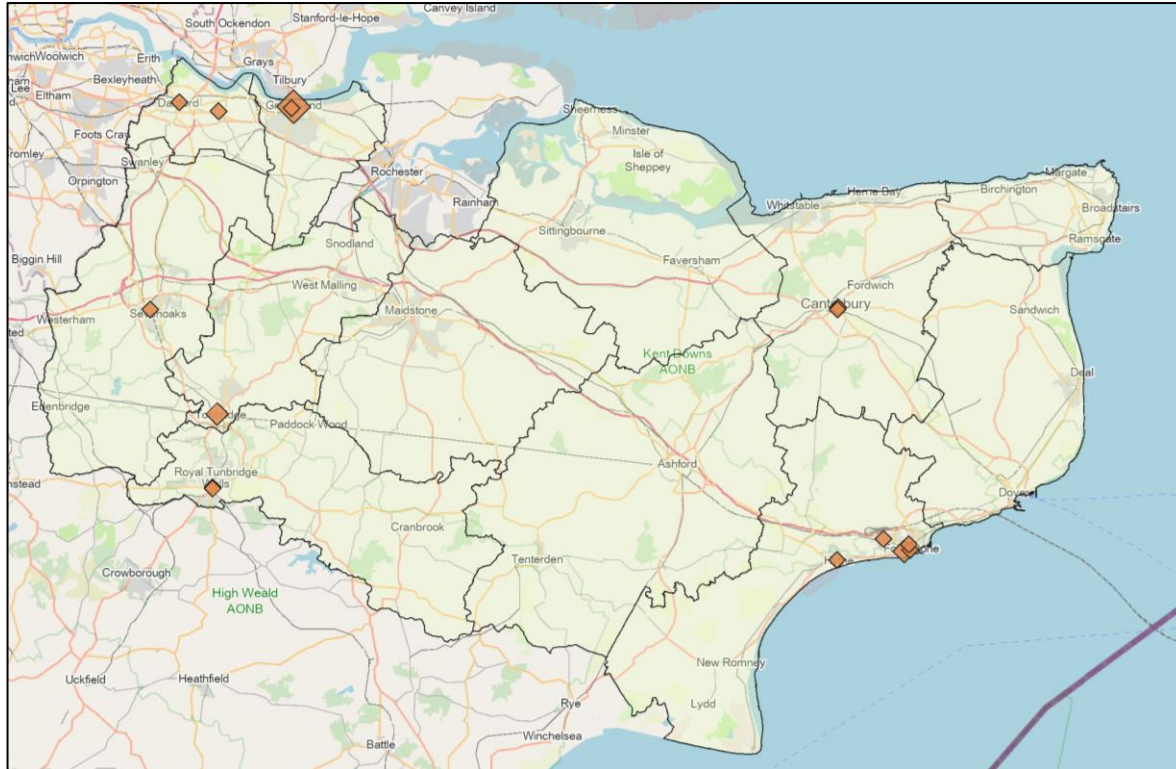


Frequent long distance fares



- Major London airports dominated responses to this question.
- **142 unique locations** (15 shown here).
- **High proportion of 'local' trips within Kent.** Reliable charging network within the county will be key.
- "Void" = invalid response (e.g. mileage provided instead of a location)

Popular taxi ranks

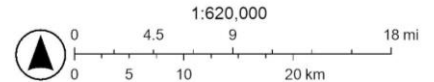


Most popular ranks:

- New Road, Gravesend
- Bouverie Road West, Folkestone

Popular taxi ranks - Points

- 14 - 28
- > 28 - 42
- > 56 - 70



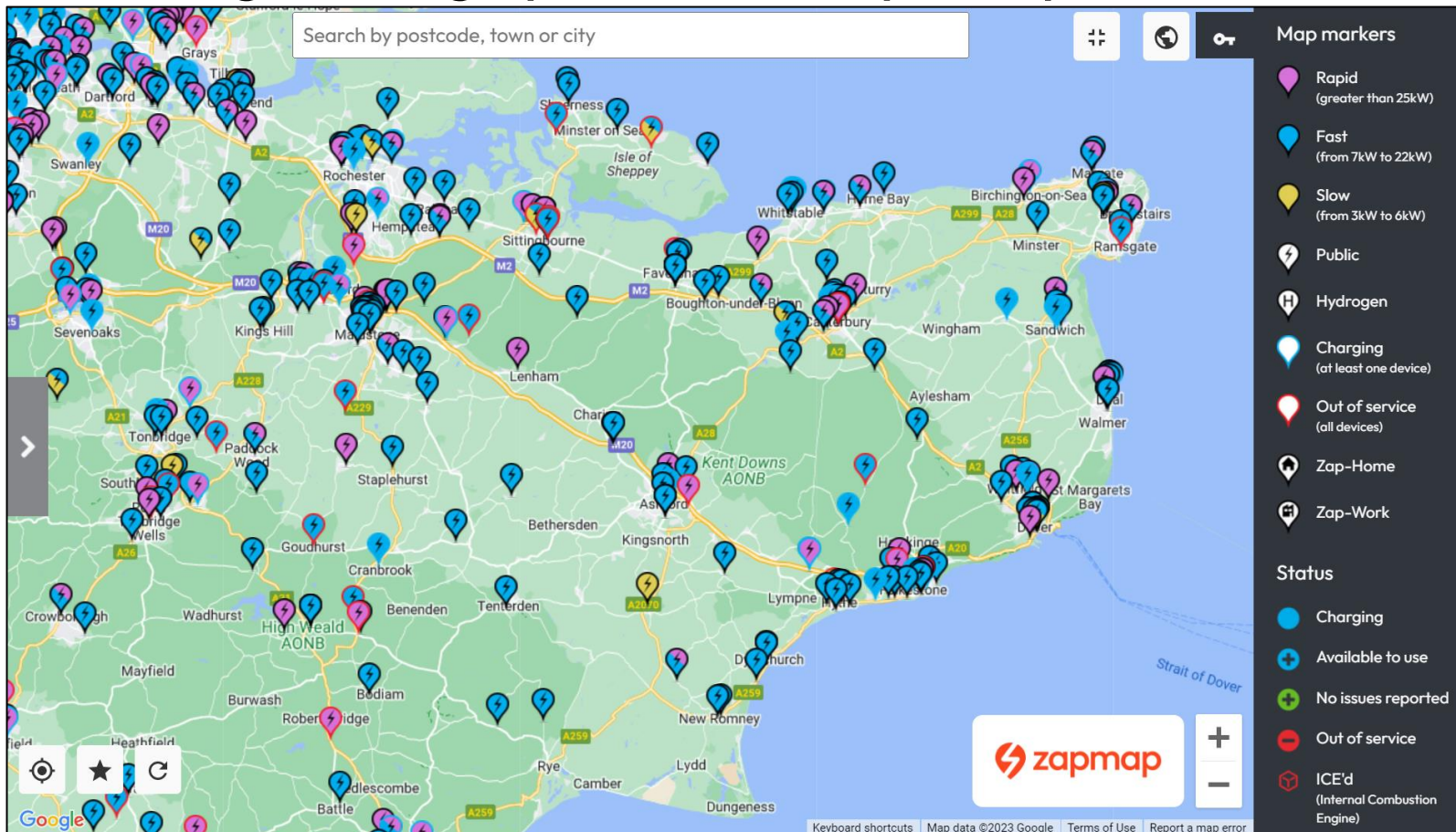
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Popular taxi ranks – top 15 sites

Taxi rank	Mentions
Bluewater Shopping Centre, Dartford	14
Station Approach, Dartford	14
Cheriton High Street, Folkestone & Hythe	15
Gravesend Railway Station, Gravesham	17
Mount Pleasant Road, Tunbridge Wells	18
Chapel Street, Folkestone & Hythe	18
Vale Road, Tunbridge Wells	18
St Georges Lane, Canterbury Bus Station	20

Taxi rank	Mentions
Canterbury Lane, Canterbury	22
Guildhall Street, Folkestone & Hythe	22
Sevenoaks Railway Station	28
Bouverie Square, Folkestone & Hythe	28
Waterloo Road, Tonbridge	29
Bouverie Road West, Folkestone & Hythe	32
<i>Another rank not listed (various)</i>	<i>61</i>
New Road, Gravesham	70

Existing chargepoints – Zap Map



Opinions on EVs

Benefits or challenges for existing EV drivers

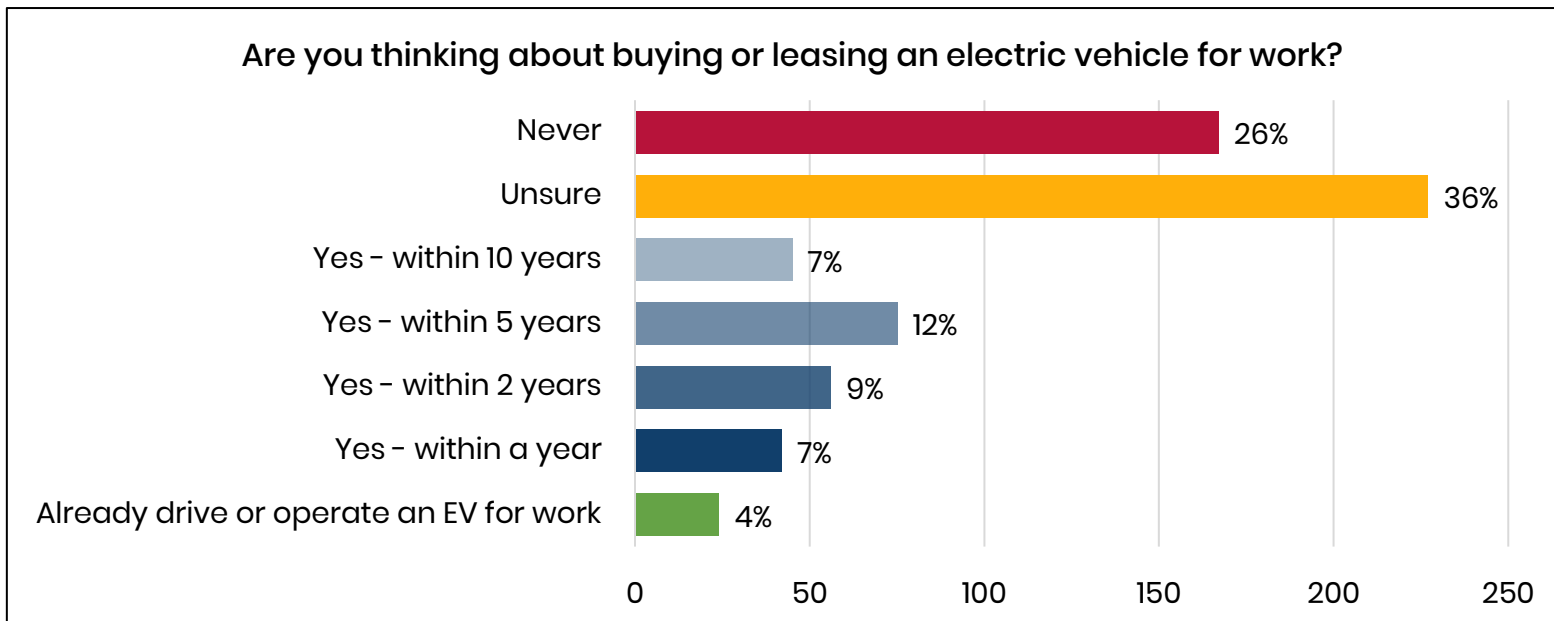
What's preventing others from switching?

What would encourage them to switch?

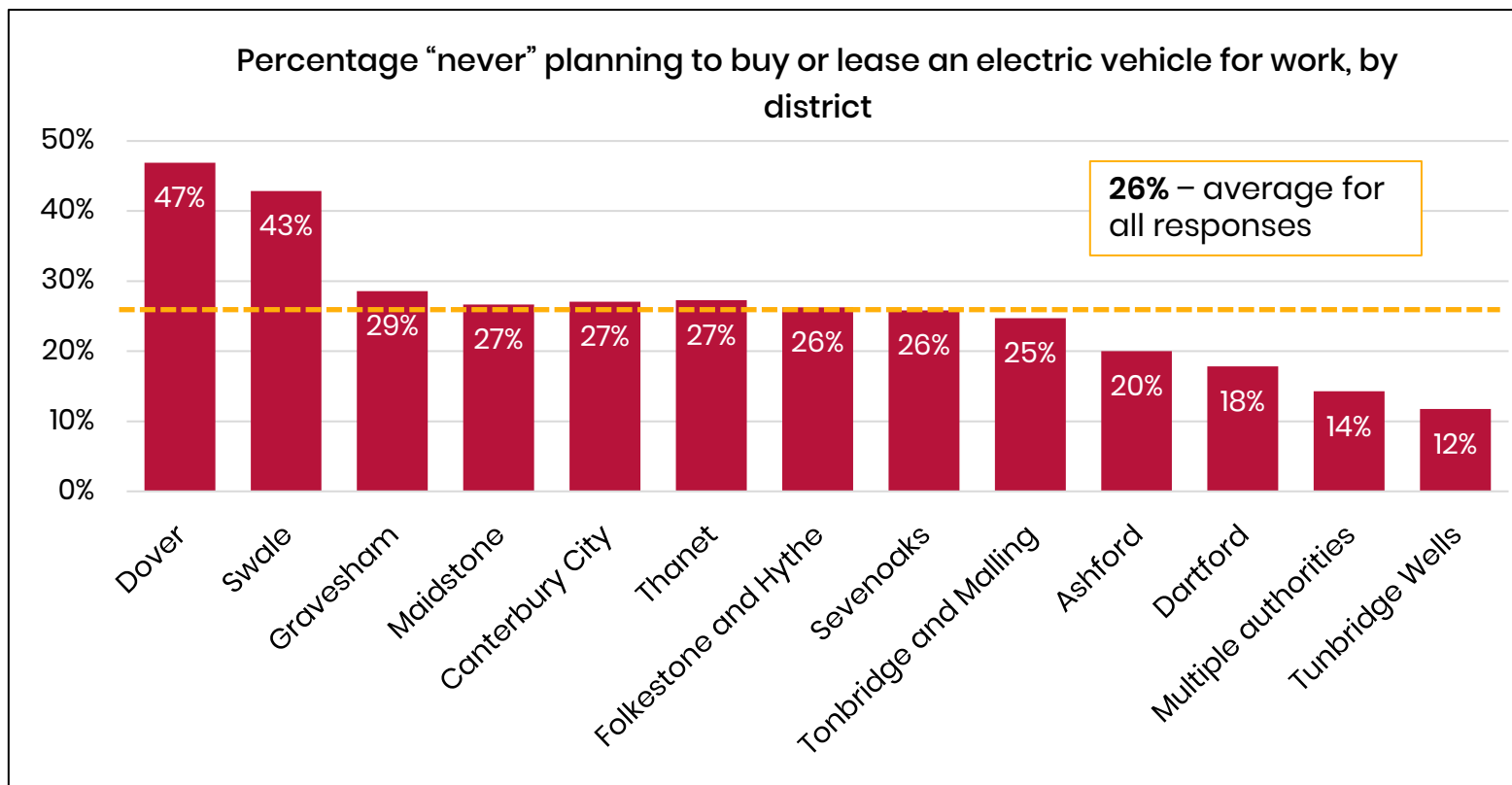


Plans to switch to EV

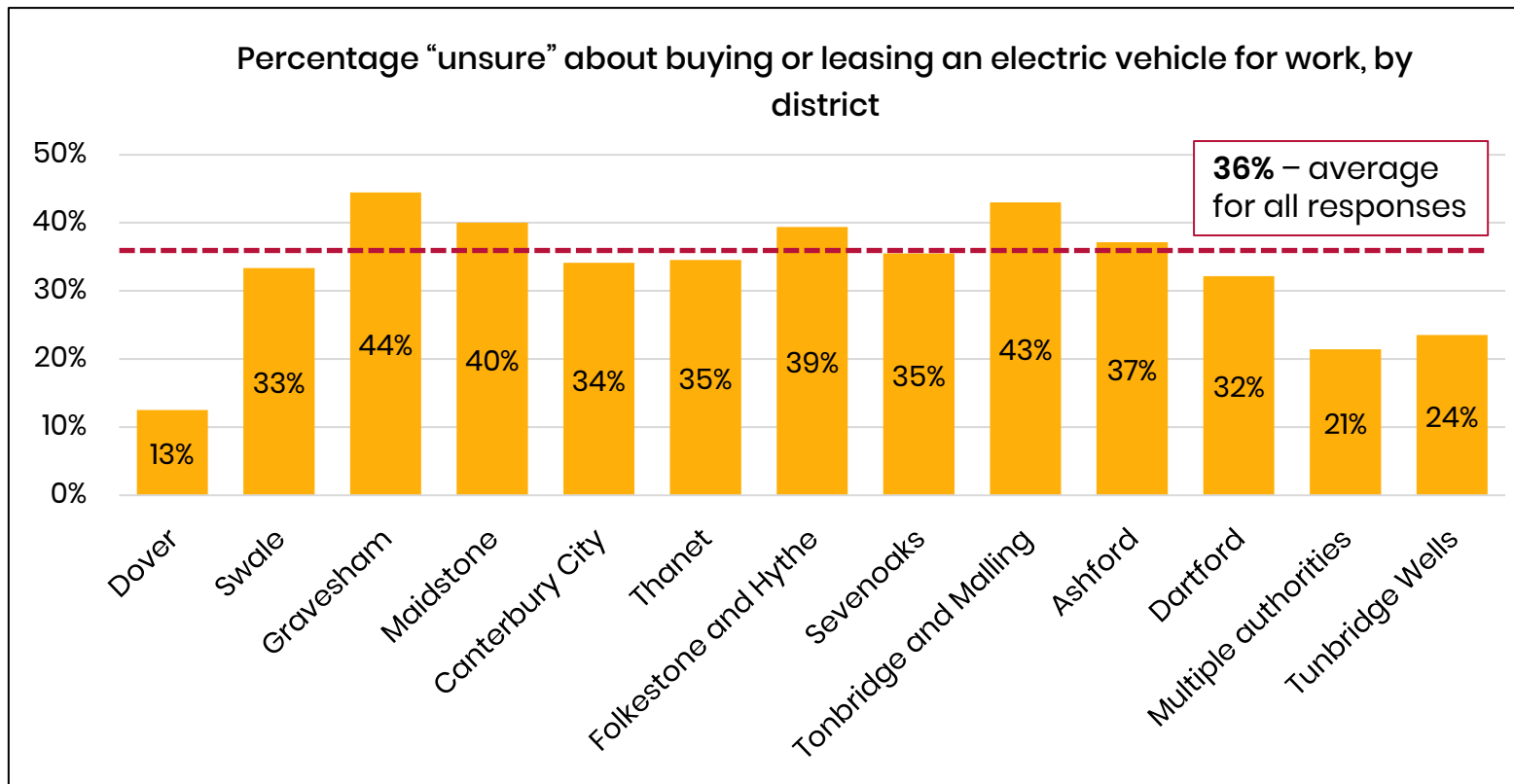
- One in three plan to switch to an EV in the next 10 years or sooner.
- **One in four said they will never make the switch to an EV.**



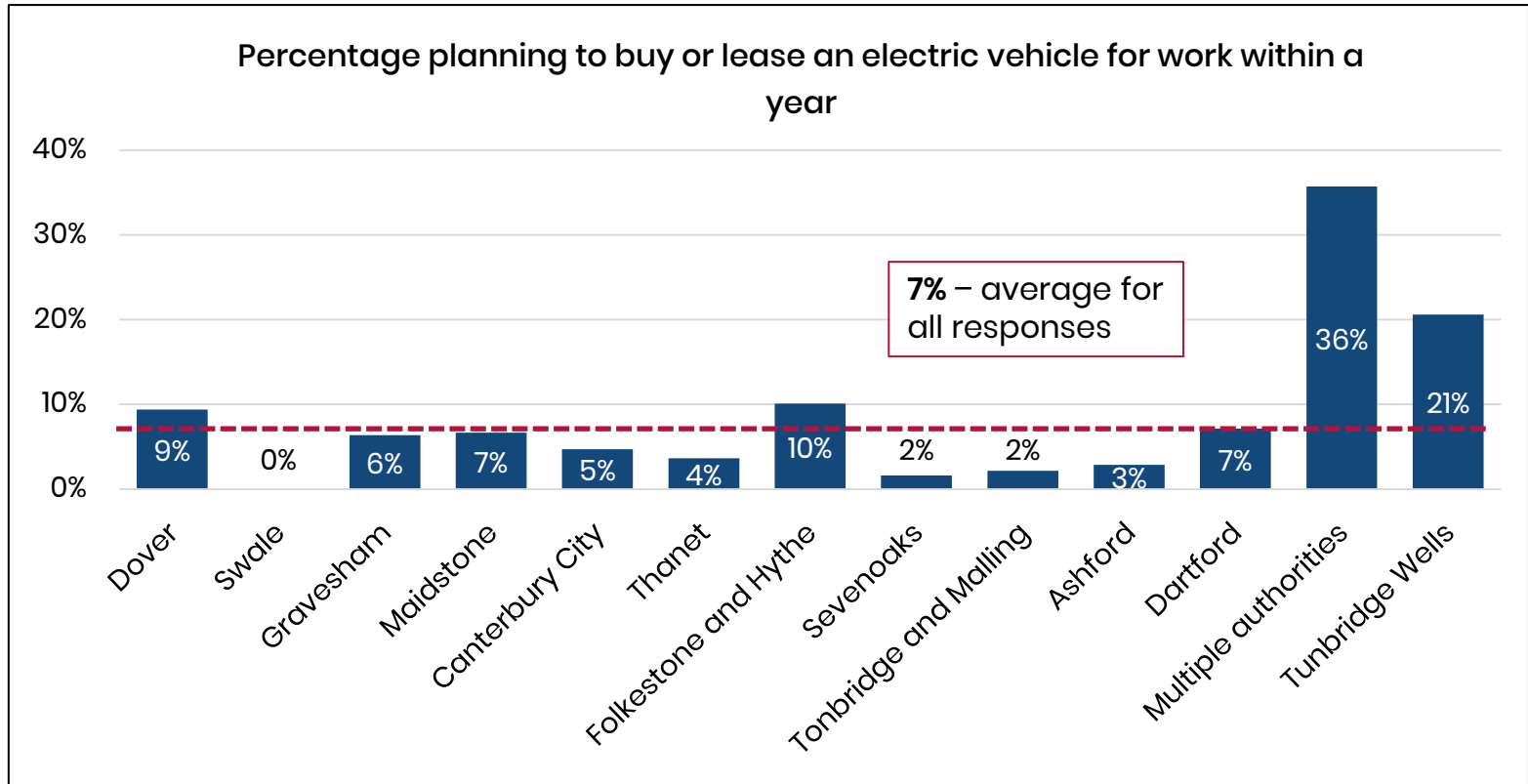
Plans to switch by district



Plans to switch by district



Plans to switch by district



Have you experienced any benefits or challenges from switching to an EV?

- 24 respondents to the survey are already operating an EV.

Good – 21 comments

- Cheaper and easier to maintain
- Cheaper to run
- “Saving me a fortune”
- Customers enjoy travelling in them
- EV drivers often requested by clients
- “Tesla charging facilities second to none”

Bad – 32 comments

- Very expensive to buy
- Increasing cost to charge
- Too few chargepoints / long wait to use them
- Faulty chargepoints
- Public charging takes too long
- Can't do long (or impromptu) trips
- Higher running costs
- Costs more to insure

Have you experienced any benefits or challenges from switching to an EV?

➤ 24 respondents to the survey are already operating an EV.

➤ **Cheaper to run**

Saving me a fortune. The Tesla is 5 months old and saves more than the repayments. In Aug I spent £1800 in Diesel. I now spend £700-800 plus the £700 repayments.

➤ **Higher running costs**

If I use a public charger at 0.67p/kWh then you're looking at just under 0.20p per mile. My diesel was 0.25p per mile. When considering my diesel car cost £16k vs £30k for my EV, I have lost out!

Increasing cost of electricity means I am now losing out compared to my diesel car.

Have you experienced any benefits or challenges from switching to an EV?

➤ 24 respondents to the survey are already operating an EV.

➤ **Charging success stories**

Tesla charging facilities second to none. Charging points work, plentiful and 20 mins will give me 60% charge and back on the road. 1 charge will give me 2 Heathrow runs (at least 240 miles)

I charge from home, Octopus gives me 5 hours @ 0.08p a unit = £2.80 for a Heathrow run!

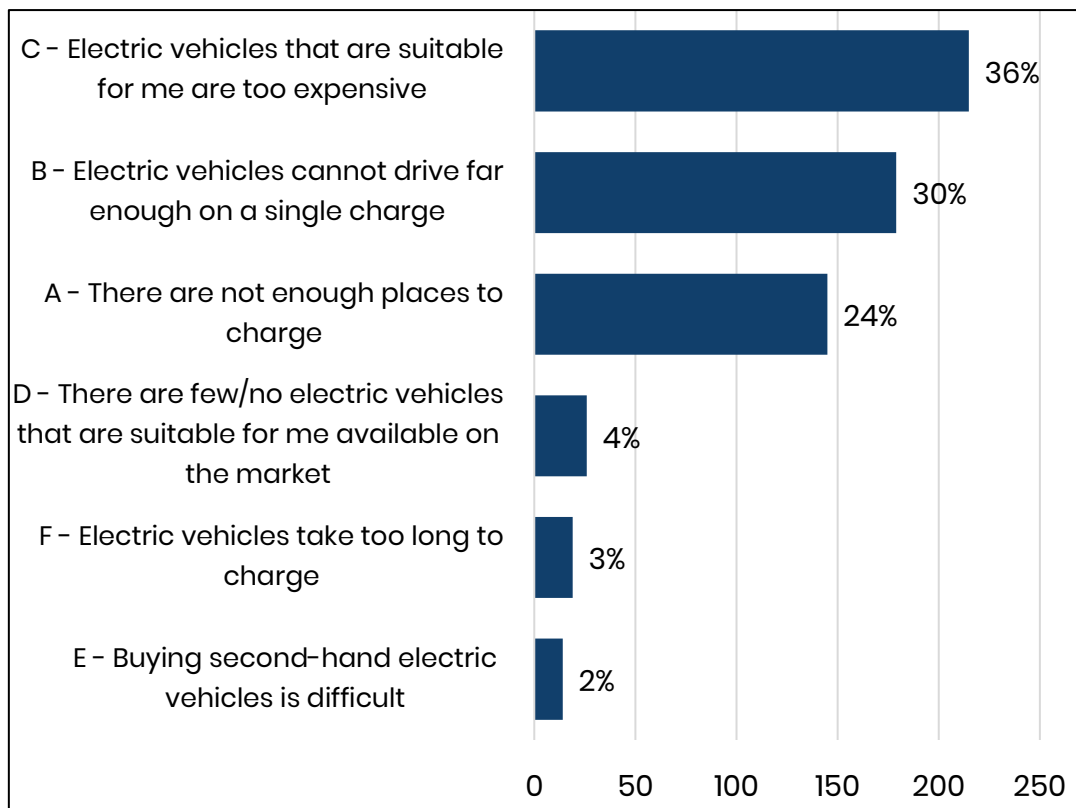
➤ **Issues with public network**

Chargers in Ramsgate haven't been working for 2 years.

The charge points owned by KCC and operated by Thanet district council have been out of order for nearly two years.

Rapid chargers are way too expensive. Costs more than Diesel (80p per kWh) at London Road in Deal.

Biggest barrier to switching



- Across all licence types, most drivers selected “*EVs that are suitable for me are too expensive*” as the biggest barrier
- Most private hire operators selected “*EVs cannot drive far enough on a single charge*” as the biggest barrier

Would the following incentives encourage you to switch to an EV sooner?

1. Reduced licensing fees for EV drivers
2. A scheme to trial an EV for free
3. A grant or subsidy to purchase a new or second hand EV
4. Cheaper charging at public chargepoints
5. Dedicated chargepoints for taxi and private hire drivers only
6. Reduced or free public car parking for EV drivers
7. Priority access to certain taxi ranks for EV drivers
8. Relaxed age limits for EVs
9. A branding scheme (e.g. specific livery) to make EVs easily identifiable



Next steps



Next steps

- **Summary report** containing key results and recommendations
- Each council will also receive a **summary specific to their area**
 - Results for their area
 - Fleet profile results
- **Licensing policies** – what changes can be made?