

Going Electric?

Future actions to make electric vehicles more accessible | July 2020

Building on the findings in our *Going Electric?* research report we have proposed some future action to mitigate the problems it highlights. Below we list these organisations and the identified levers for action.

Motor Vehicle manufacturers and designers

Individual Motor Manufacturers, Society of Motor Manufacturers and Traders (SMMT), European Car Testing /rating bodies Euro NCAP (European New Car Assessment Programme) & ICRT (International Consumer Research & Testing). Plus industry influencers: RAC Foundation, ADAC (German Automobile Association), Which?, What Car and major lease companies e.g. Motability, LexAutolease.

Objective: To encourage manufacturers and designers to carry out UX research focused on accessibility of charging equipment/processes. To ensure greater awareness of disabled and older motorists needs, UK Equality legislation, the forthcoming European Accessibility Act and existing BSI inclusive design Standards.

Public charge point manufacturers and online service providers

Charge point/ map businesses e.g. BP Charge Point; PodPOint; EV; ZapMap. Private charge point sites: Petrol Retailers Association; Petrol Industry Association; Motorway Service Operators (Welcome Break, Moto, Road Chef, Extra; Euro Garages).

Objective: To encourage charge point manufacturers and online service providers to carry out UX research focused on the accessibility of charging equipment/processes and the online information and pay websites. To ensure greater awareness of disabled and older motorists needs, UK Equality legislation, the forthcoming European Accessibility Act and existing BSI inclusive design Standards.

Government legislators & policy makers (central and local)

- Department for Transport (Accessibility, Strategy and Equalities team);
- Office for Low Emission Vehicles (OLEV) – Cross government department supporting the early market for ultra-low emission vehicles. Provide

grants to install home and work electric charge points, and to local authorities for on street residential charge points. They manage the charge point model approval process, listing authorized installers and approved charge points models; and publish guidance.

- Highways England – Government body responsible for England’s roads
- Local Government Association (work on behalf of local authorities)
- Metropolitan transport authorities – e.g. Transport for London and Transport for Greater Manchester (developed extensive electric vehicle infrastructure policy and delivery plans)
- Standards bodies BSI and ISO / Euro (develop new product and service standards)
- Equality and Human Rights Commission (EHRC) (review and monitor equality legislation)
- Law Commission (reviewing legislation around electric and autonomous vehicles)

Objective: OLEV as the main government co-ordinator of the electric cars initiative is our key target policy maker and information provider, but all the others have a potential role in delivering change. Our objective is to ensure greater awareness of disabled and older motorists accessibility needs when developing new infrastructure for electric plug-in vehicles. Importantly, the inclusion of detailed accessibility specifications for charging infrastructure within policies and guidance, as well as a recommendation for consumer involvement and consultation and enforcement of existing equality legislation.

Disabled and older consumers & consumer groups:

- *Representing disabled & older consumers* - Motability, Disabled motoring UK, Age UK, member organisations of the Joint Committee on the Mobility for Disabled (JCMD).
- *Representing all consumers* - Which?, Transport Focus, Consumers Advice, What Car, RAC, AA)

Objective: Disseminate the consumer information output to help ensure that consumers are better able to make informed choices about plug-in electric cars. Disseminate the research report and encourage lobbying of government and industry on behalf of disabled and older motoring consumers.

About RiDC

We are a user-led research charity, run by – and for – people with a personal experience of disability. We believe that products and services should be inclusive and accessible for all, from the word go, not as an afterthought. We want a society that works for everyone, regardless of their abilities or age. Please visit our website www.ridc.org.uk to find out more. For more information about this research, please contact Eric Harris (ericharris@ridc.org.uk).