

**energy
saving
trust**

West Sussex taxi & private hire survey

Final report

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Overview

This report contains a summary of the results from the West Sussex taxi & private hire fleet profile, engagement survey and recommended next steps to encourage the uptake of electric vehicles. The report is split up into the following sections:

1. **Fleet profile**
2. **Characteristics**
3. **Driving patterns**
4. **Opinions on electric vehicles (EVs)**
5. **Key recommendations**
6. **Appendix**



Section 1

Fleet profile

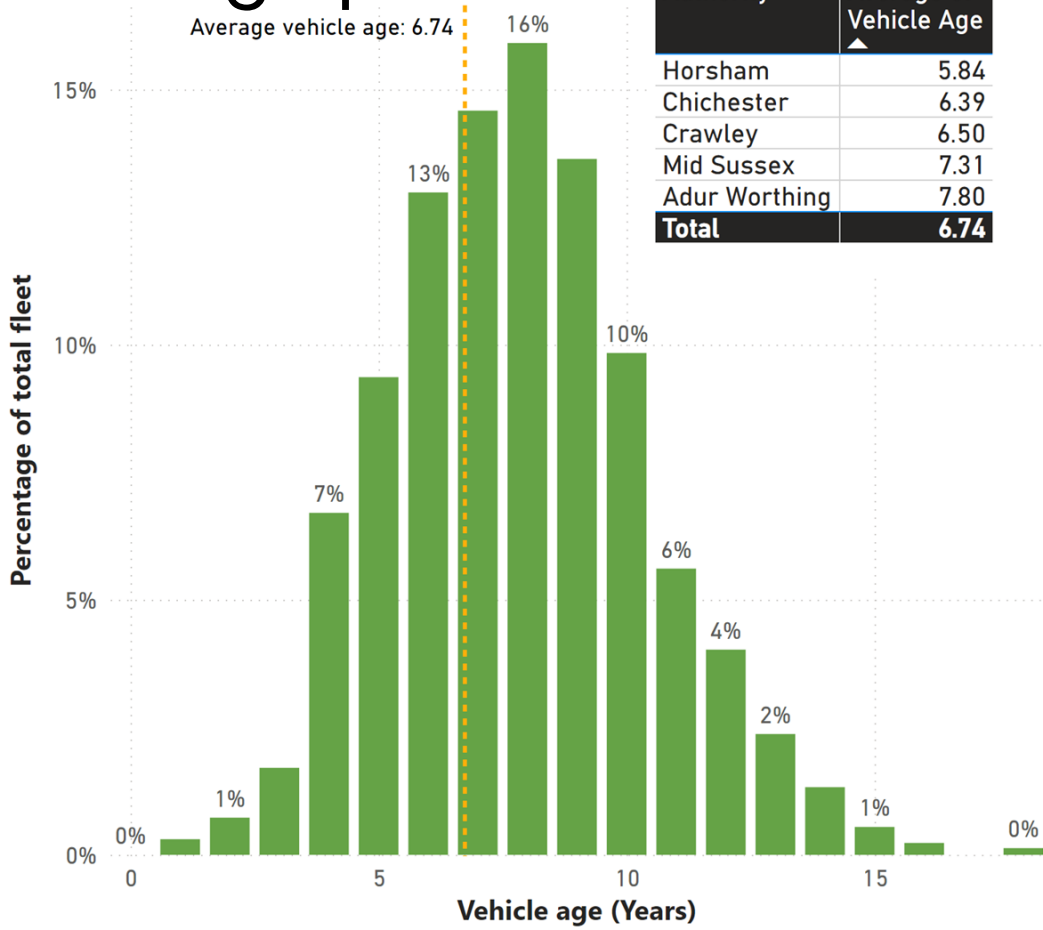
How old are vehicles?

What fuel types make up the total fleet?

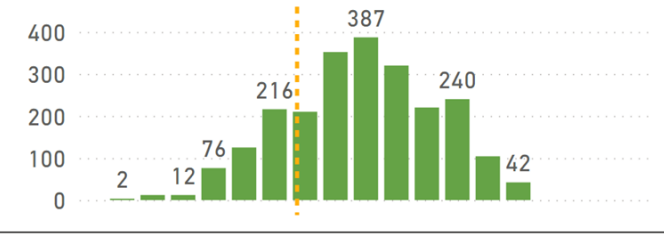
Which vehicle models are most popular?

Note: Arun has not been included in the fleet profile as no vehicle information was provided.

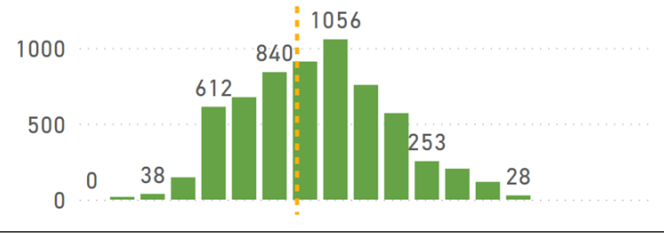
Fleet age profile



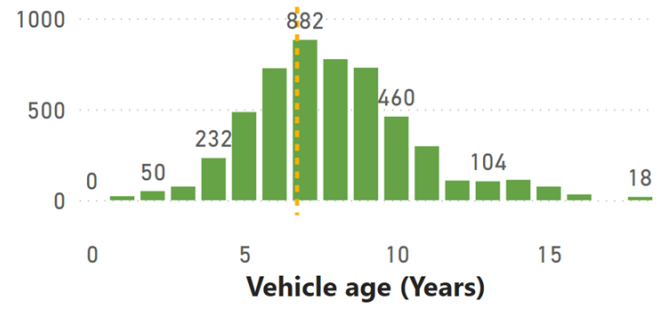
Hackney Carriage



Private Hire

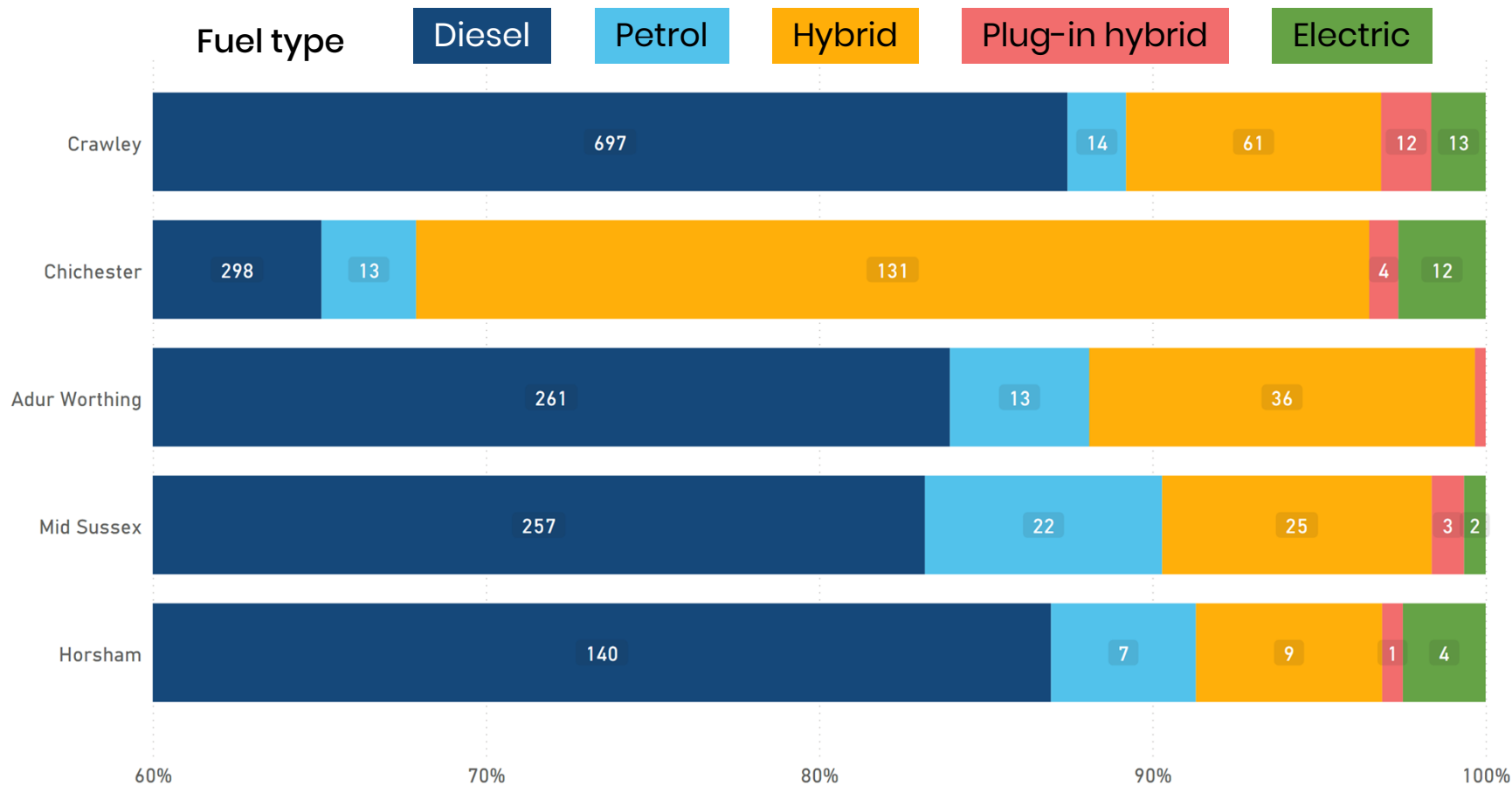


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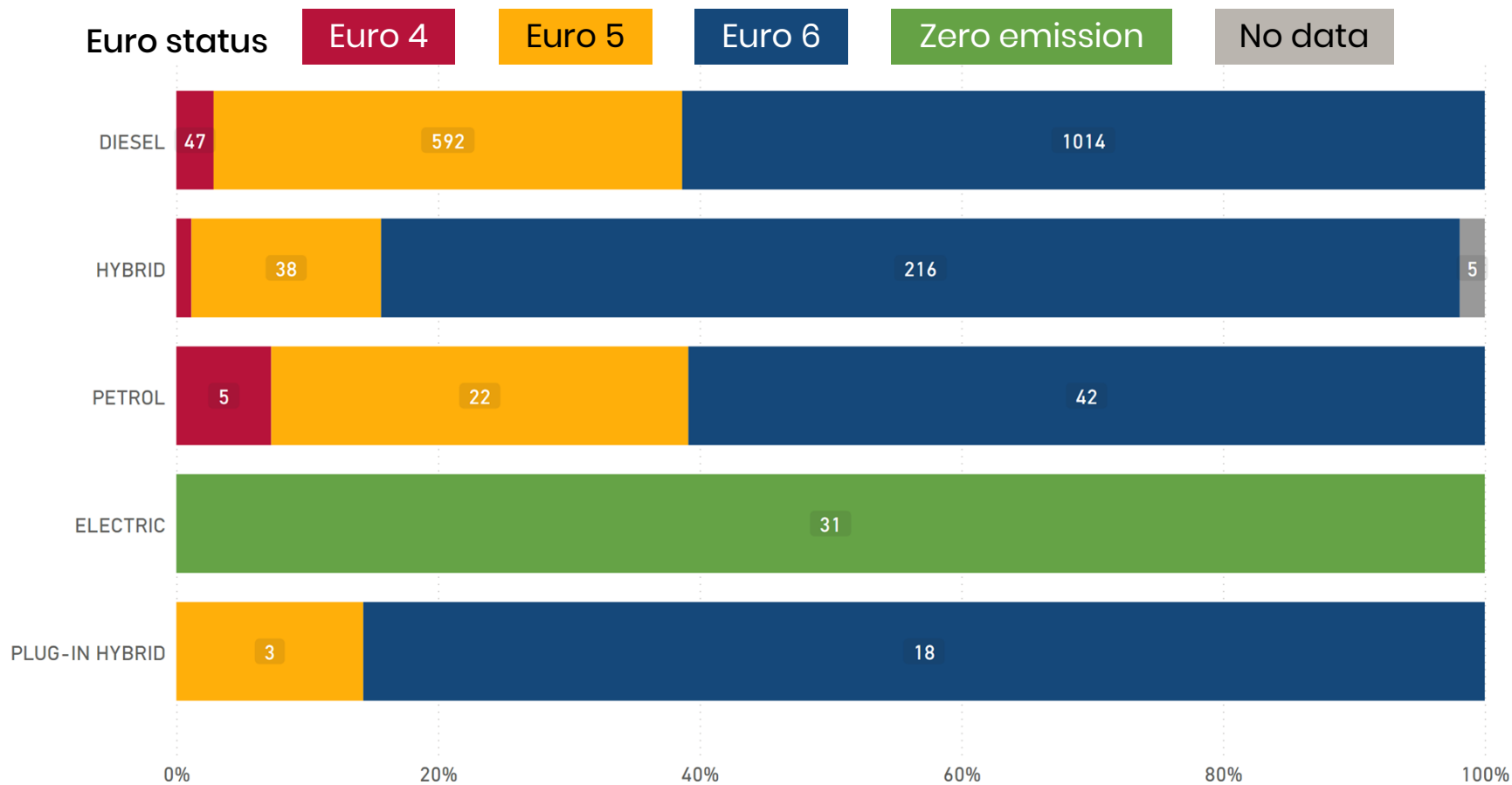


Fuel type breakdown

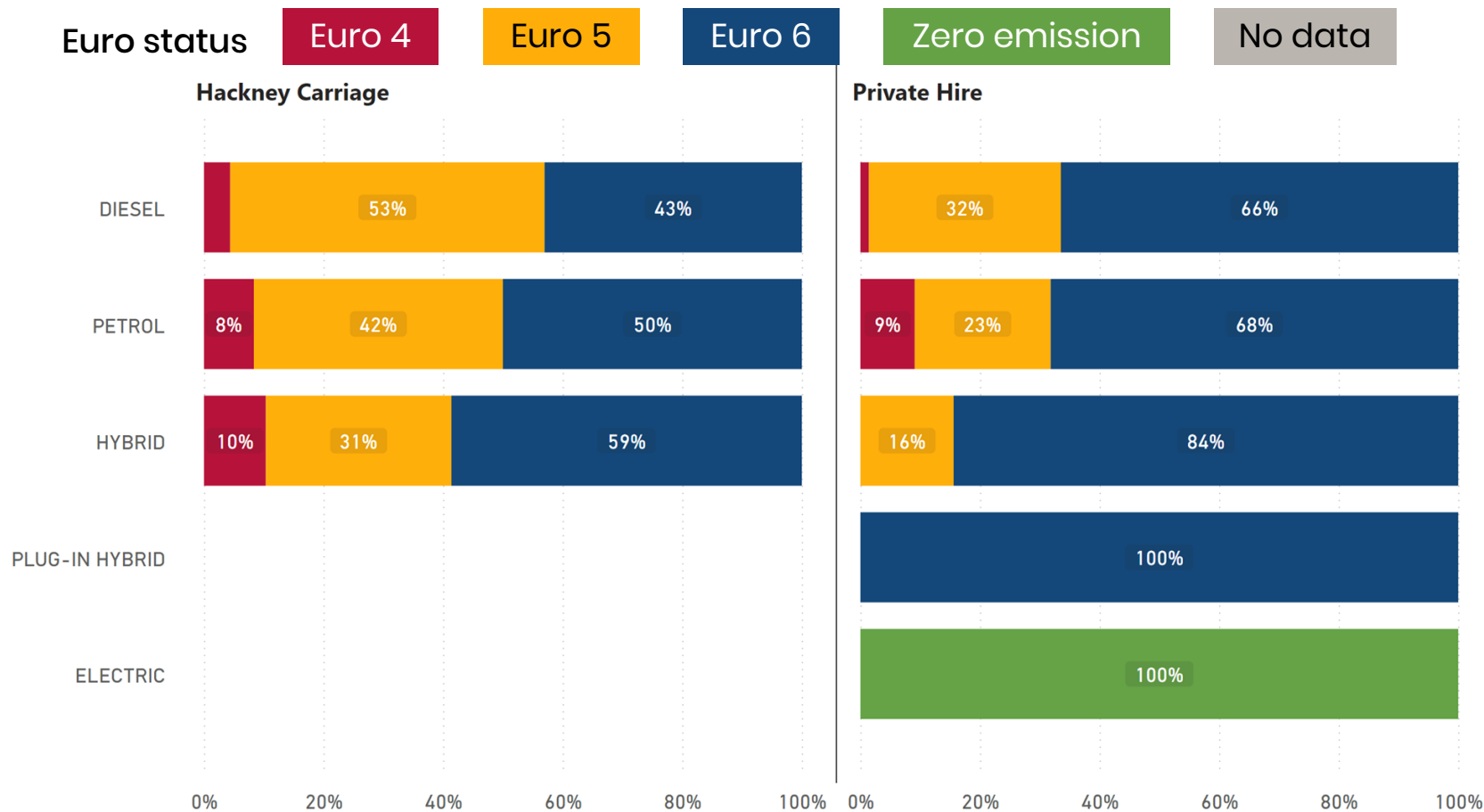
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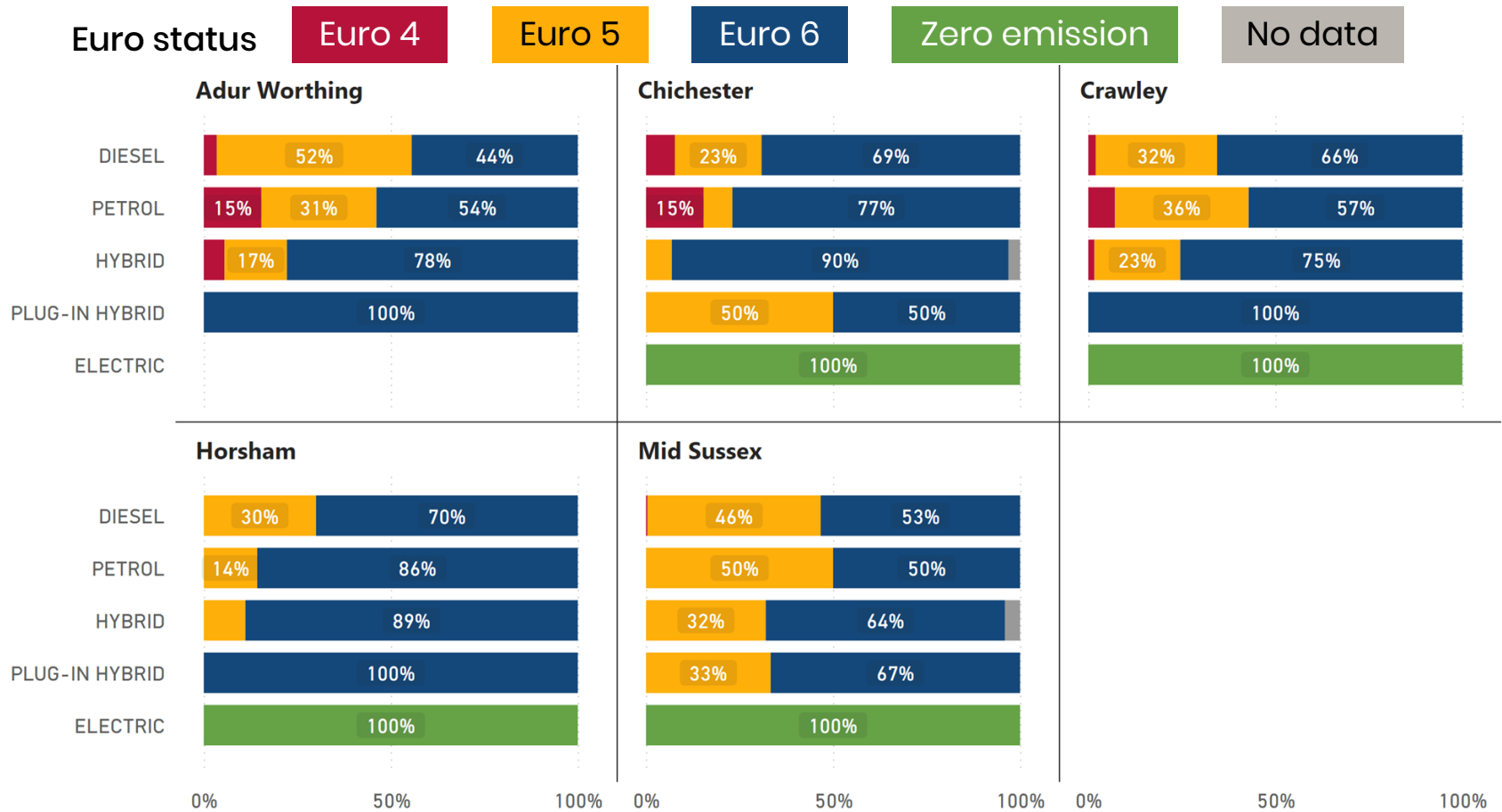
Euro status by fuel type



Euro status by licence type

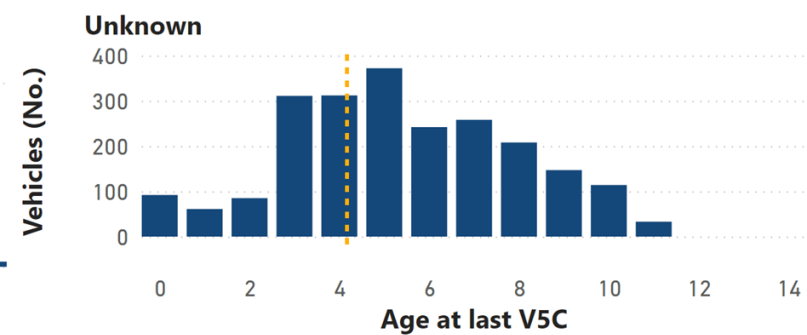
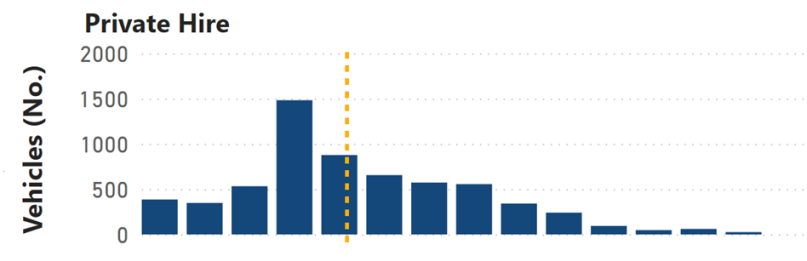
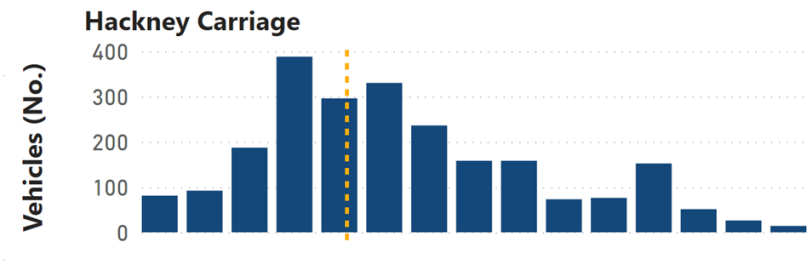
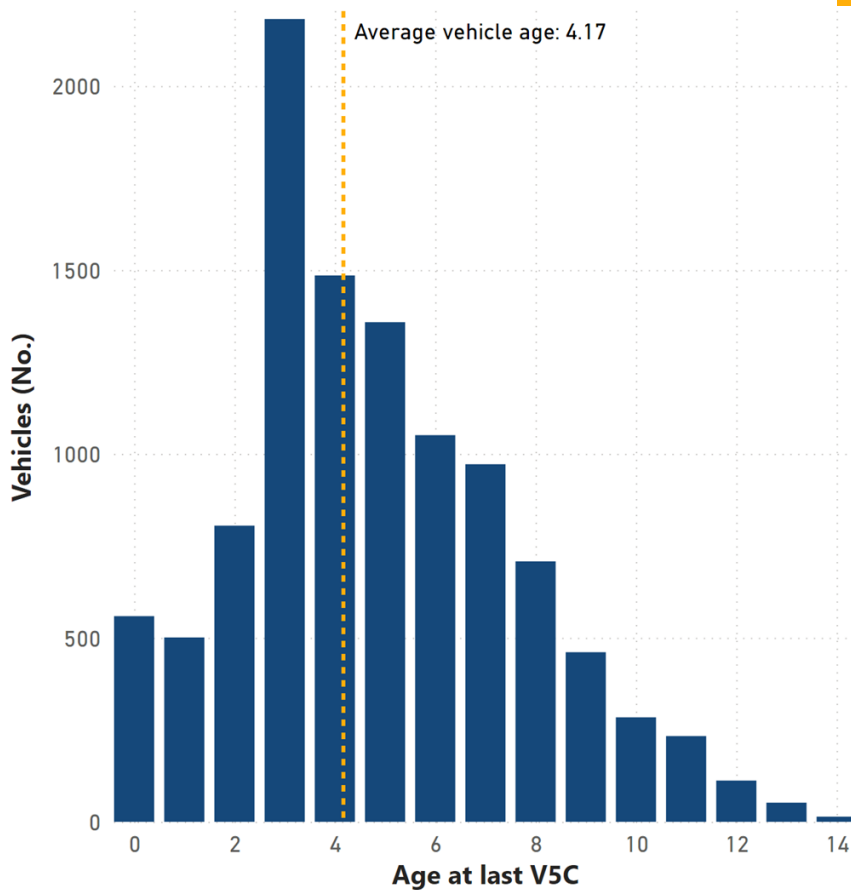


Euro status by licensing authority



Age at last V5C change

The V5C (or vehicle registration certificate) must be updated when changes are made to a vehicle, such as a change in ownership.



Popular vehicles

Total vehicles (by make) licensed by each authority

Make	Adur Worthing	Chichester	Crawley	Horsham	Mid Sussex	Total
☐ MERCEDES-BENZ	25	19	218	34	21	317
☐ SKODA	91	68	51	37	43	290
☐ VOLKSWAGEN	43	21	151	20	40	275
☐ FORD	27	29	154	20	43	273
☐ TOYOTA	42	100	61	8	34	245
☐ VAUXHALL	14	18	7	4	12	55
☐ PEUGEOT	3	1	30	1	10	45
☐ SEAT	2	1	26		13	42
☐ HYUNDAI	6	20	1	1	4	32
☐ AUDI	1	16	4	2	3	26
☐ CITROEN	9		3	2	2	16
☐ VOLVO	1	1	13			15
Total	264	294	719	129	225	1631

Most popular vehicles

Private Hire	No. licensed
Mercedes E-Class	203
Ford Galaxy	149
Volkswagen Passat	78
Skoda Octavia	66
Volkswagen Sharan	65

Hackney Carriage	No. licensed
Skoda Octavia	35
Skoda Superb	31
Volkswagen Passat	29
Peugeot Partner Tepee – Allied Horizon	20
Mercedes E-Class	19

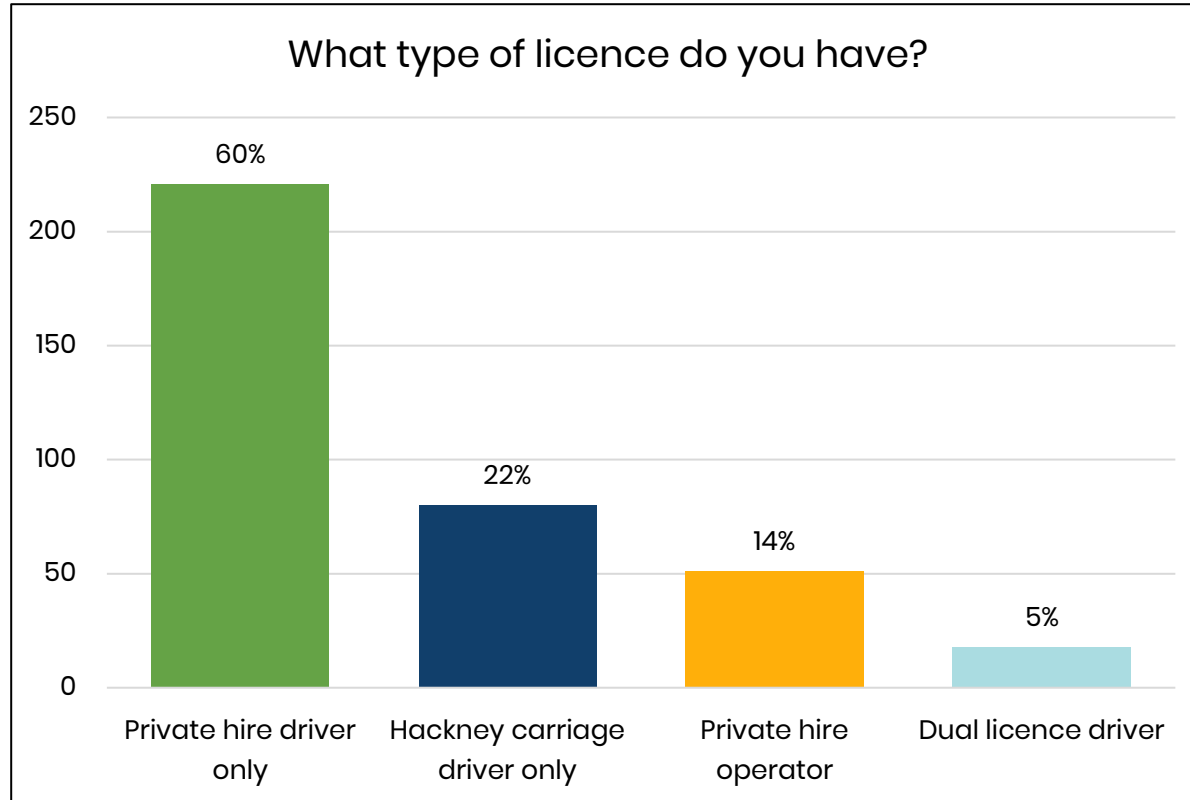
Section 2

Characteristics

Who responded to the survey?

What vehicles do they drive or operate?

Licence types

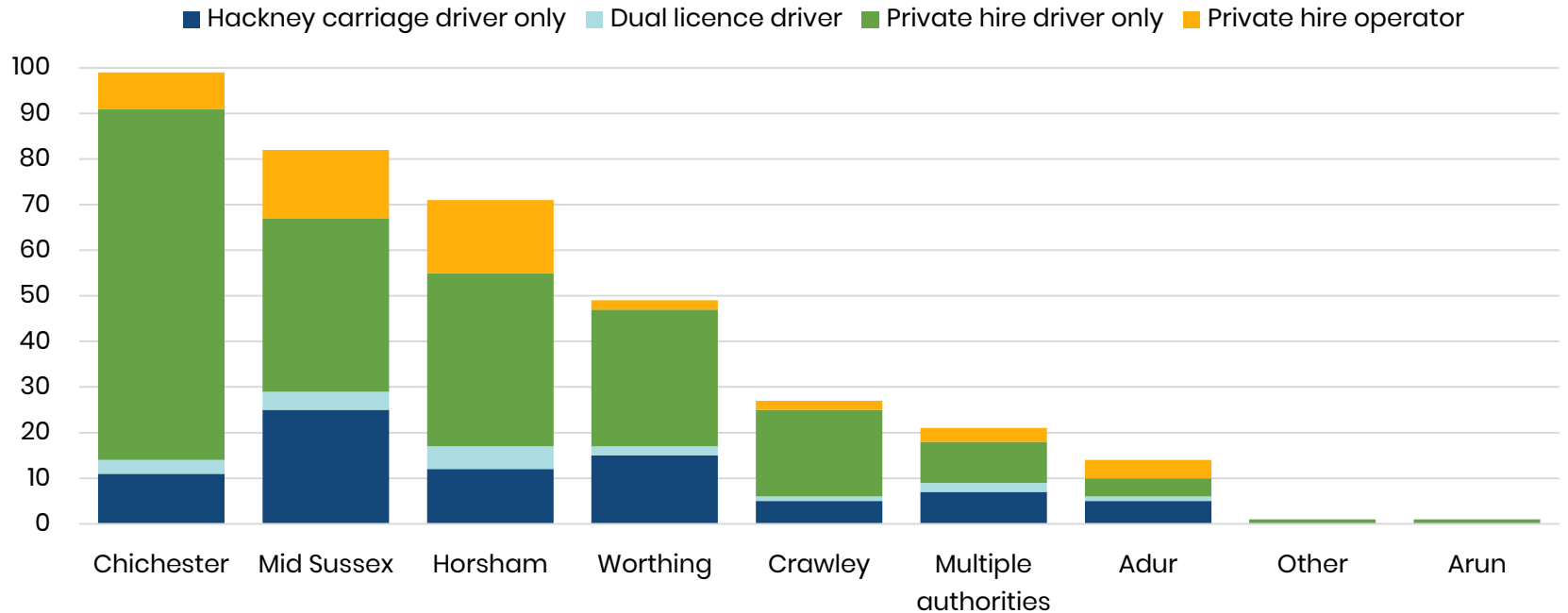


- 365 responses
- Estimated 16% response rate*
- 86% of responses were from drivers
- Nine in ten operators (90%) also selected they have a driver licence

* Based on an estimated 2,156 drivers licenced in 6 of the 7 districts (excluding Arun).

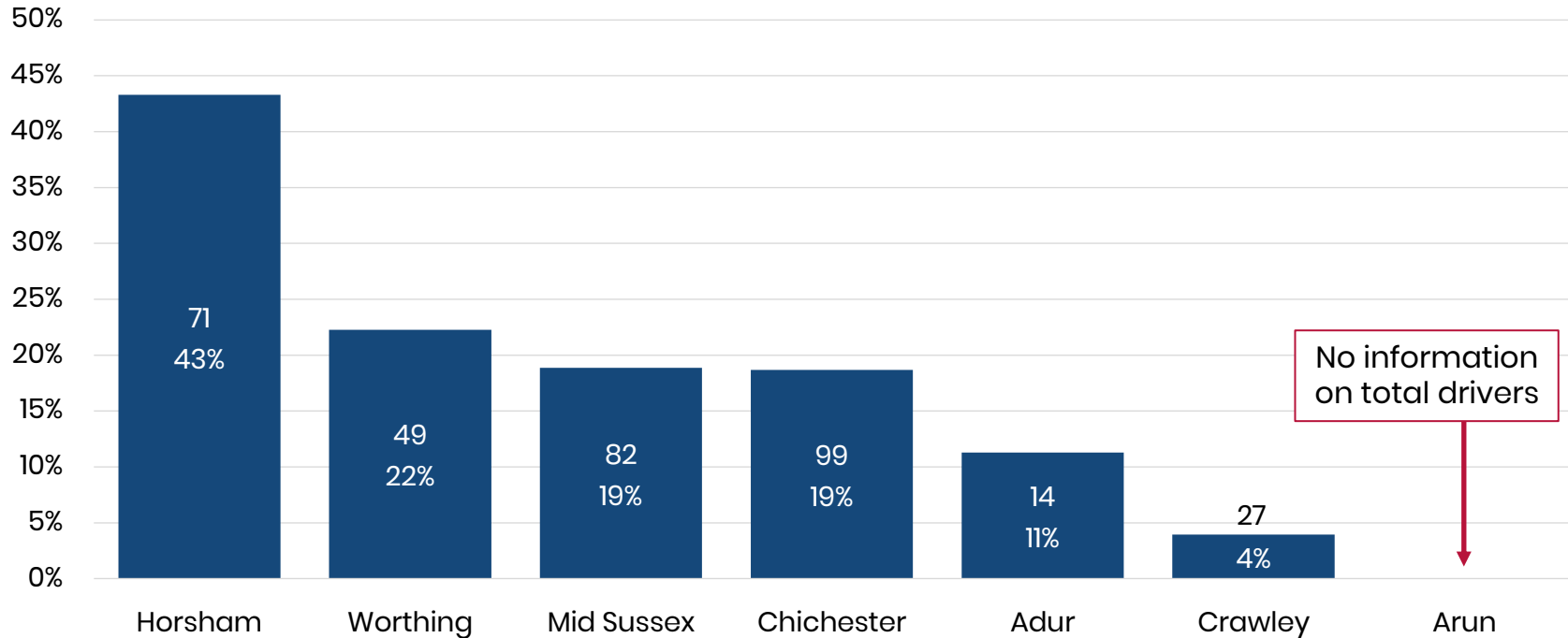
Where are you licensed?

Licence type and location

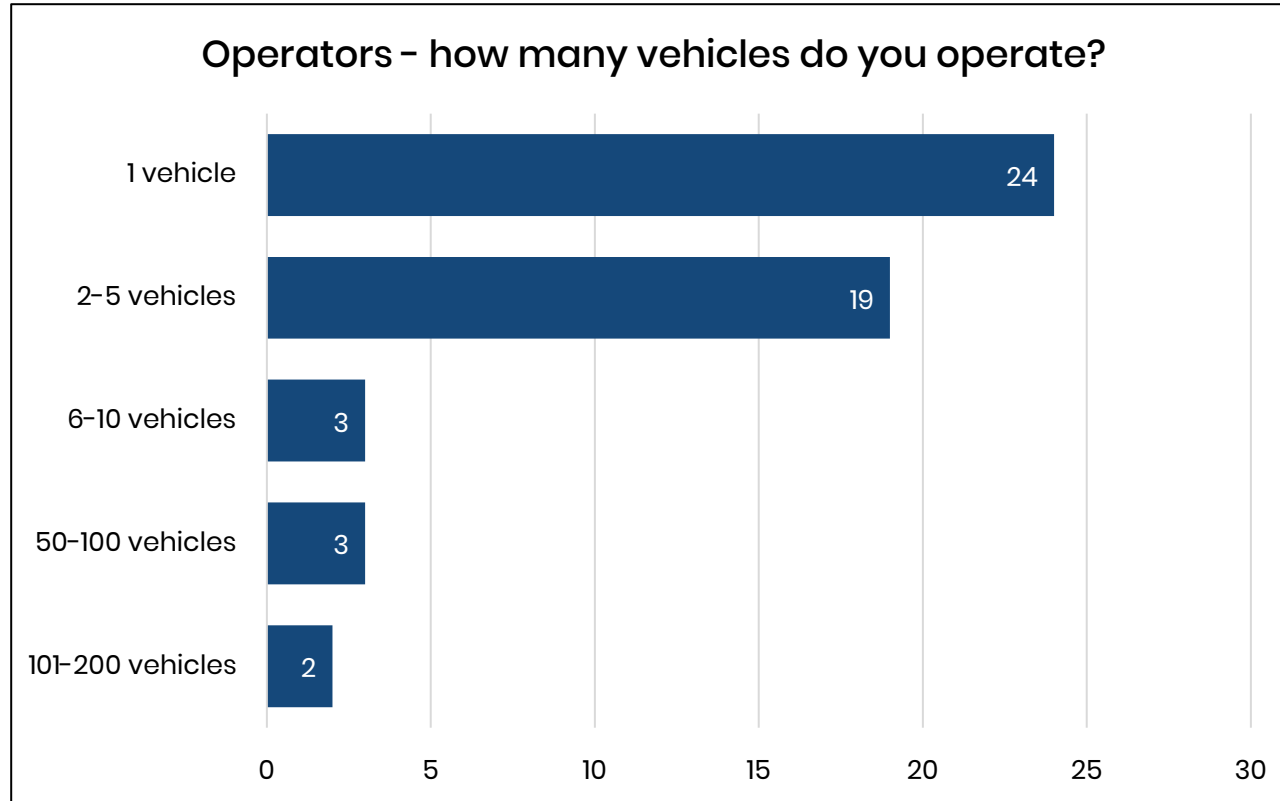


Response rates

Response rate (per district)

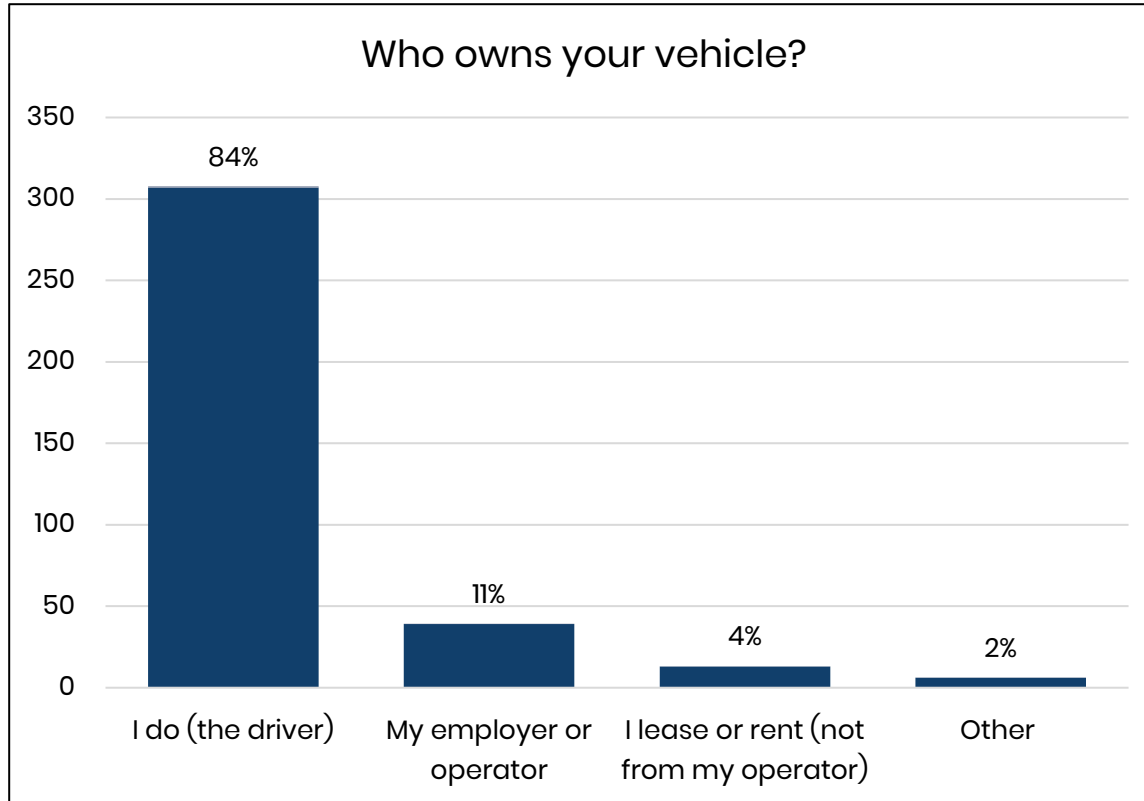


Operators – fleet size



- 24 single vehicle operators
- 5 operators had fleets with more than 50 vehicles
- Collectively, those who responded to the survey are operating 669 vehicles

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 (84%) shows that understanding drivers' opinions and barriers will be key to transitioning the trade to cleaner vehicles.

Section 3

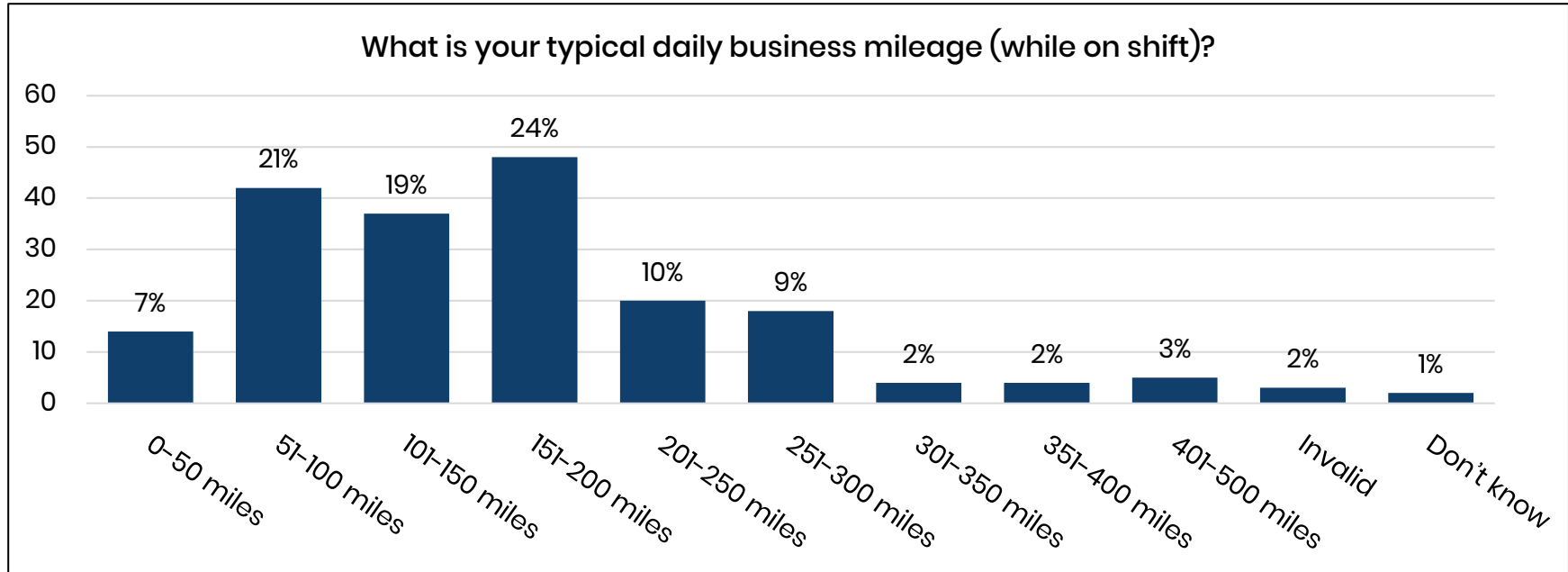
Driving patterns

How far are vehicles travelling, and where?

Where are vehicles kept while not on shift?

Popular taxi ranks

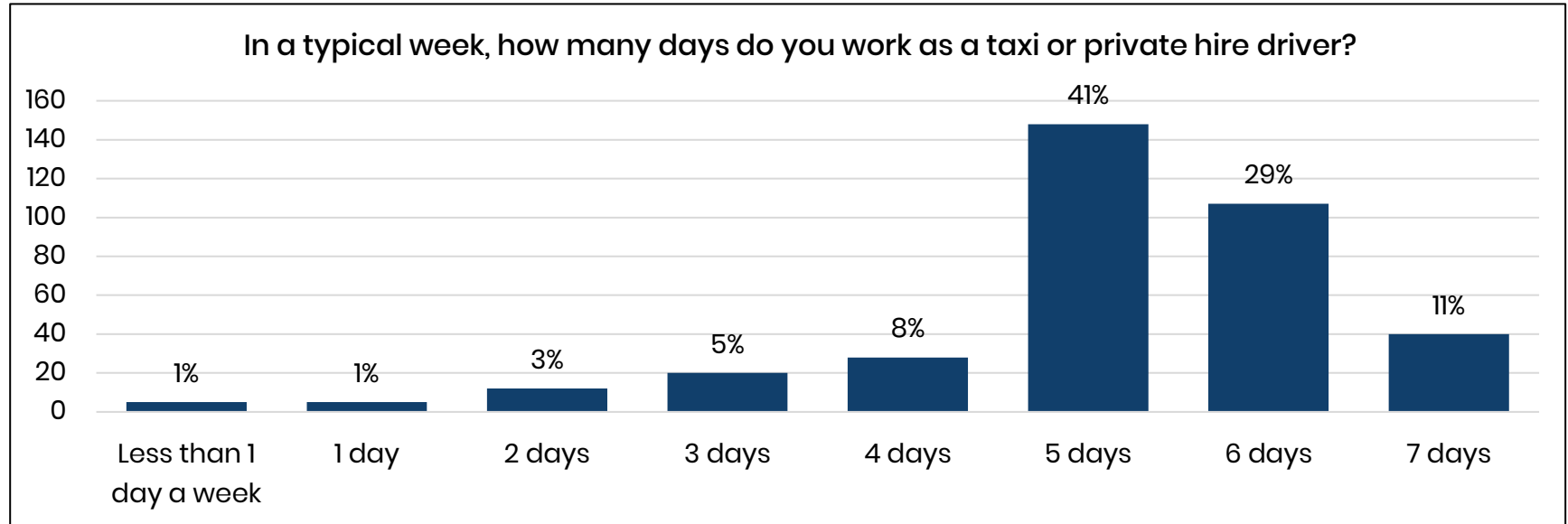
Daily mileage – drivers



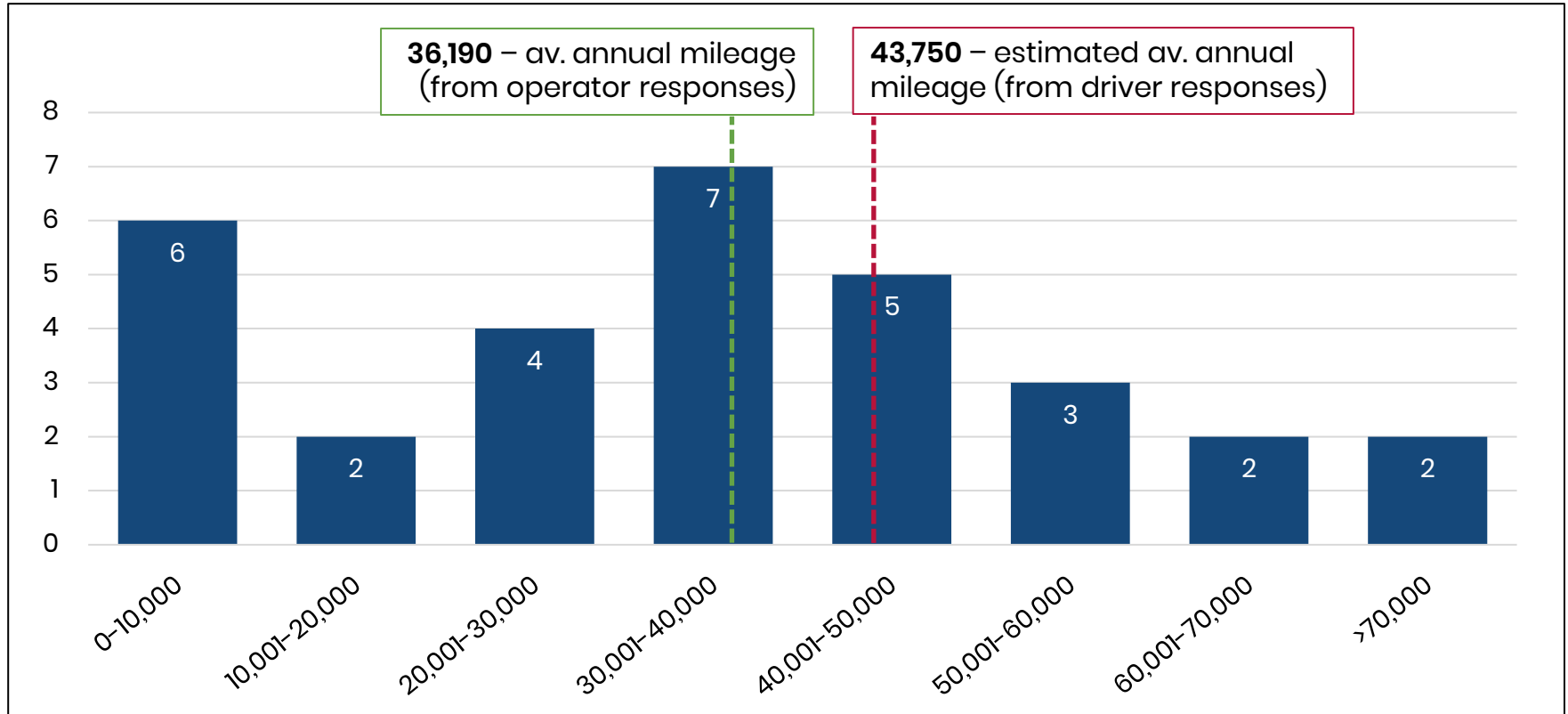
- The average (median) daily mileage while on shift is between 151-200 miles
- 72% of drivers travel less than 200 miles in a typical shift

Working days & annual mileage

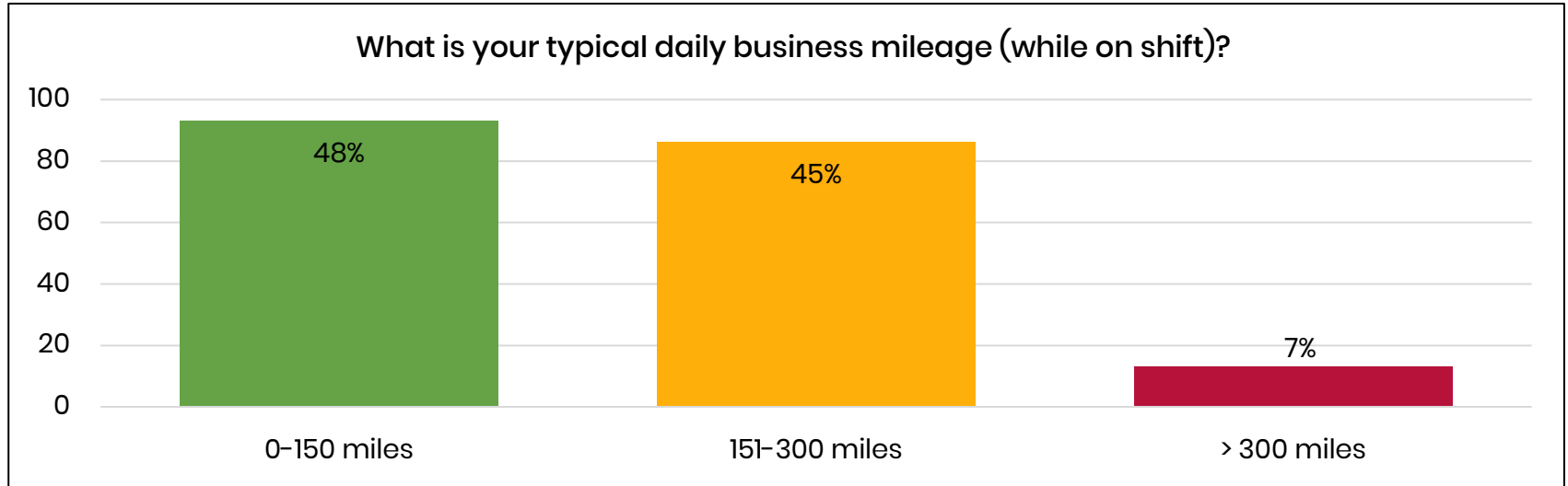
- Four in five (81%) work as a taxi or private hire driver at least 5 days a week
- Estimated **average annual mileage of 43,750 miles** based on an average of 5 working days a week (over 50 weeks) and 175 miles per day.



Annual mileage – operators



Charging required during shifts



Based on an average EV range of 150 miles:

48% would likely **not need to charge** during their shift

45% would likely need **one full recharge** during their shift

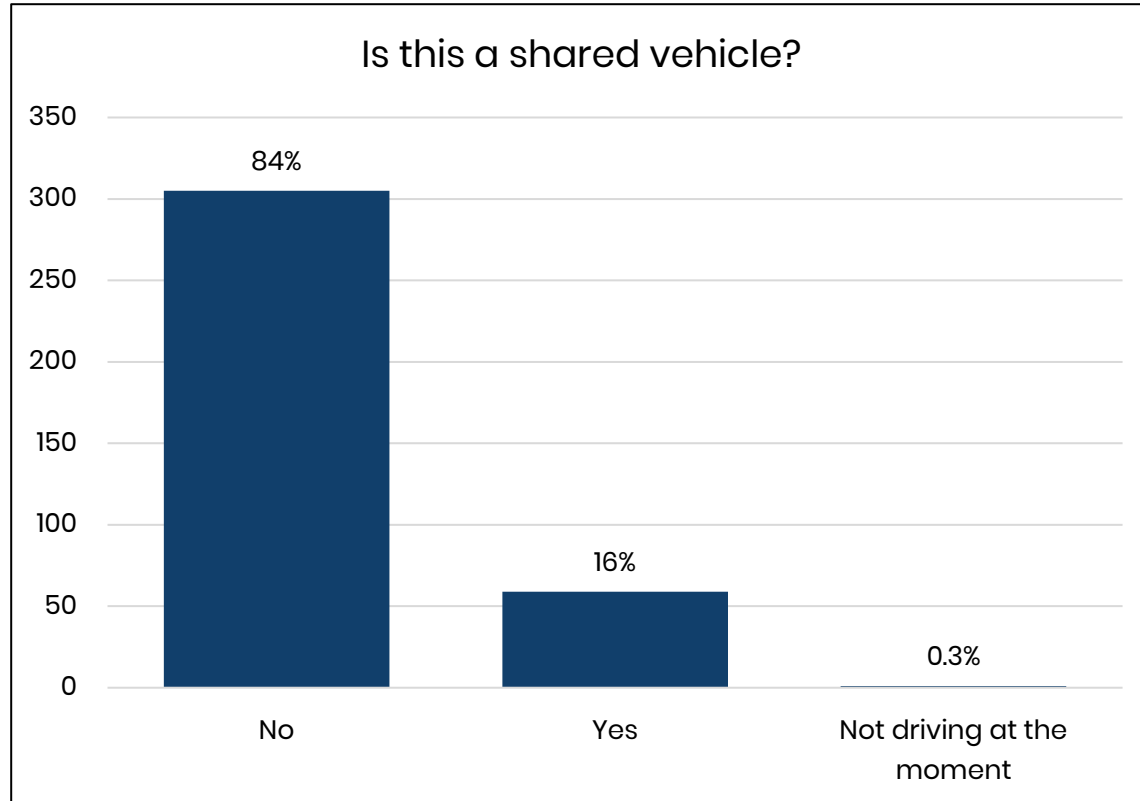
7% might need **two or more full recharges** during their shift

Rapid charging – 50 kW

- **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

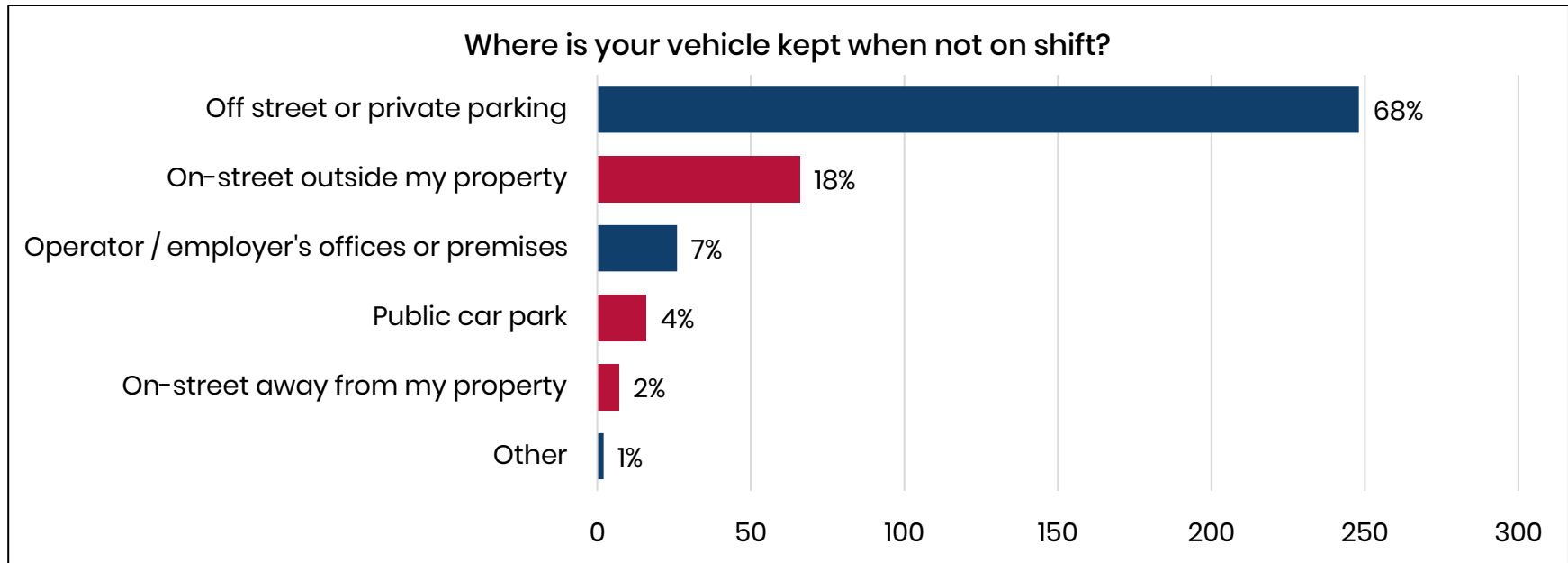
Shared vehicles



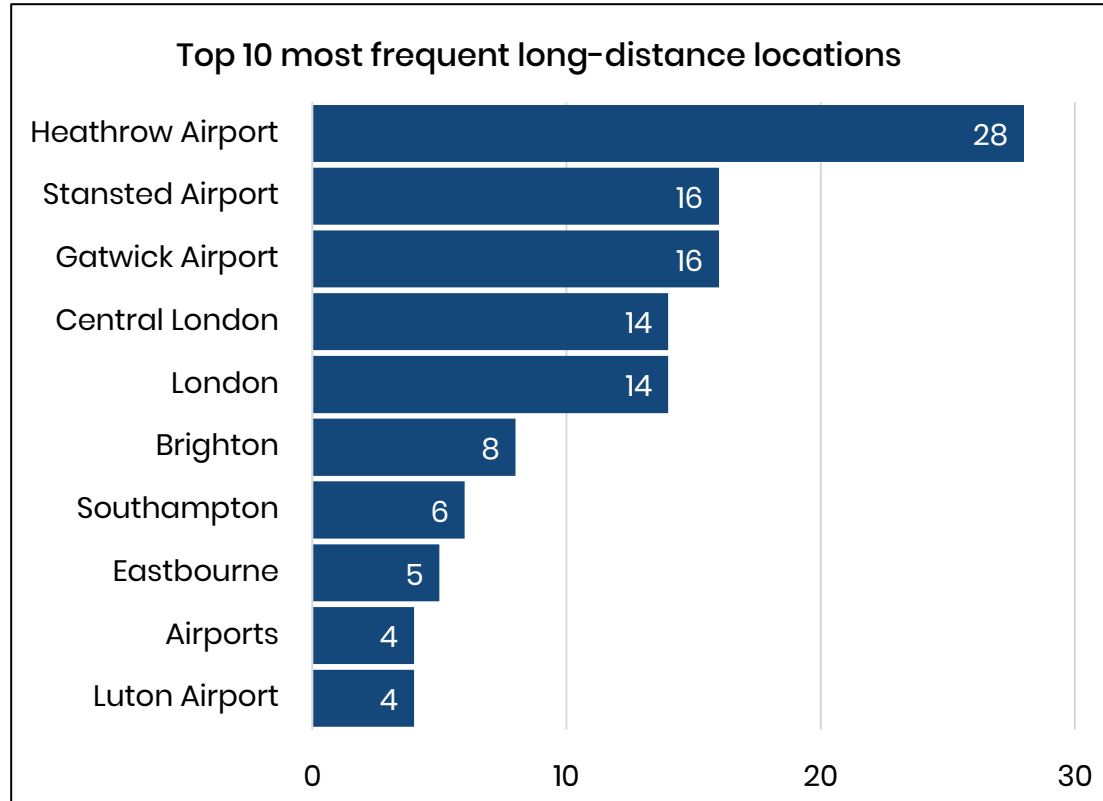
- **Shared vehicles** may regularly be used by another taxi driver or for an entirely different purpose (e.g. the driver's personal use).
- Shared use will affect the overall mileage and time available for charging a vehicle outside of a shift – both impact how easy it is to switch a vehicle to an EV.

Parking while off-shift

- One in four (24%) 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



- **194 unique locations** (top 10 shown here).
- Major London airports dominated responses to this question.
- Coordination with neighbouring authorities (e.g. Brighton, Eastbourne, Southampton) will help to ensure there's a reliable charging network for drivers who regularly leave the county.

Popular taxi ranks – top 15 sites

Taxi rank	Mentions
Haywards Heath Railway Station	23
Chapel Road	20
Carfax	19
Horsham Railway Station	15
Worthing Station, Railway Approach	15
Burgess Hill Railway Station	12
South Road, Haywards Heath	11
Chichester Railway Station	10

Taxi rank	Mentions
<i>Another rank not listed</i>	<i>9</i>
Three Bridges Railway Station	7
Shoreham Railway Station	6
Church Road, Burgess Hill	6
East Grinstead Railway Station	4
West Street, Bognor Regis	2
Lancing Railway Station	2
High Street	2

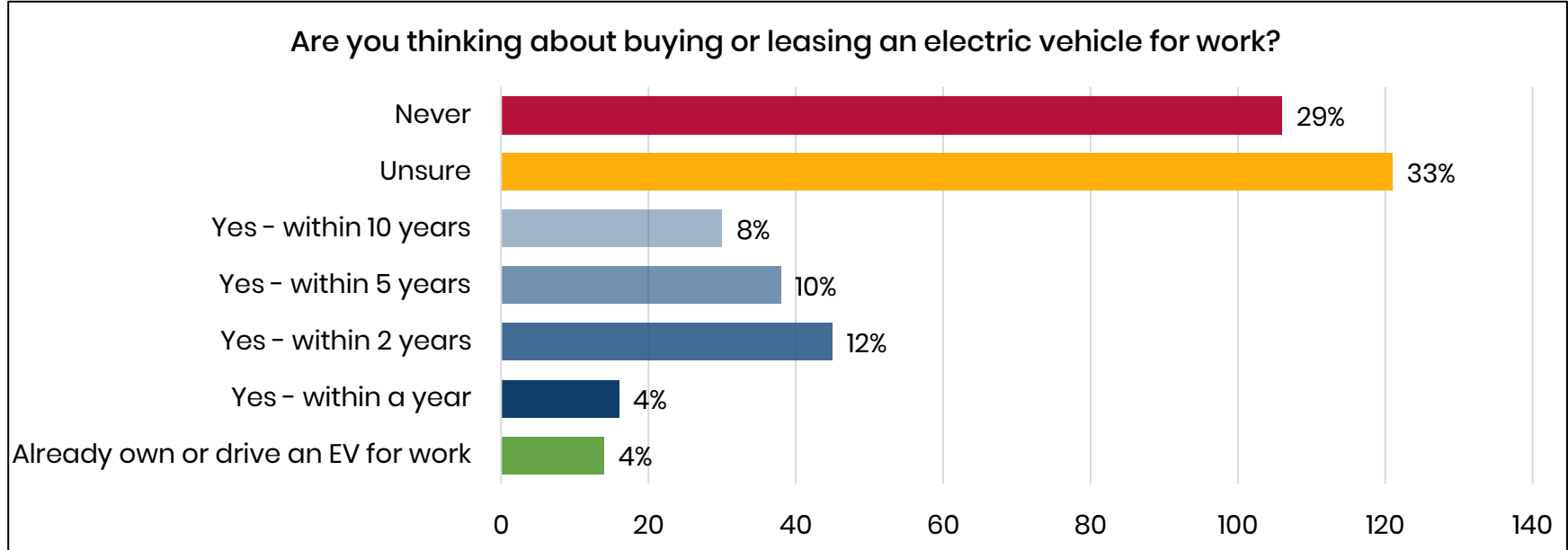
Section 4

Opinions on EVs

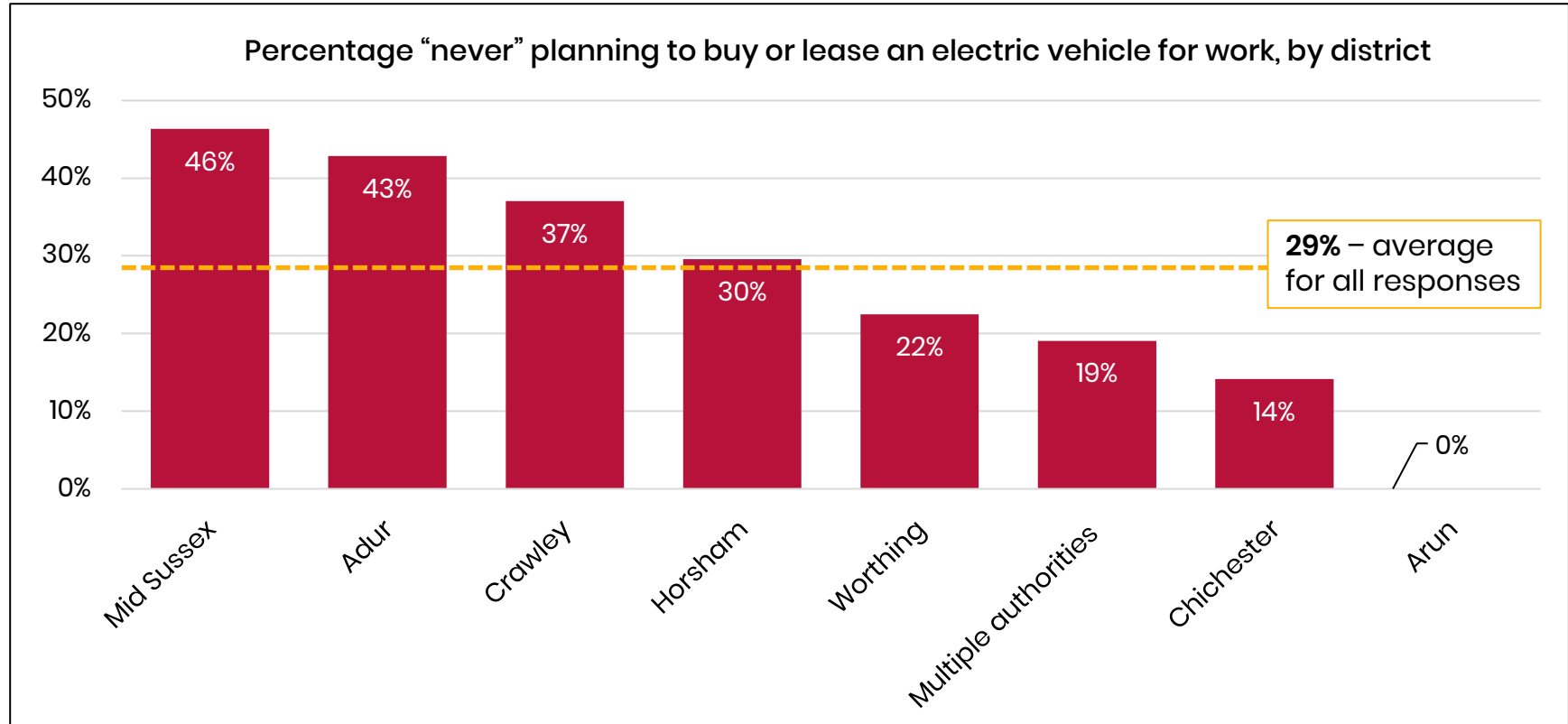
Benefits or challenges for existing EV drivers
What's preventing others from switching?
What would encourage them to switch?

Plans to switch to EV

- One in three (35%) plan to switch to an EV in the next 10 years or sooner.
- **Nearly one in three said they will never make the switch to an EV.**



Plans to switch by district



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

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

Benefits mentioned:

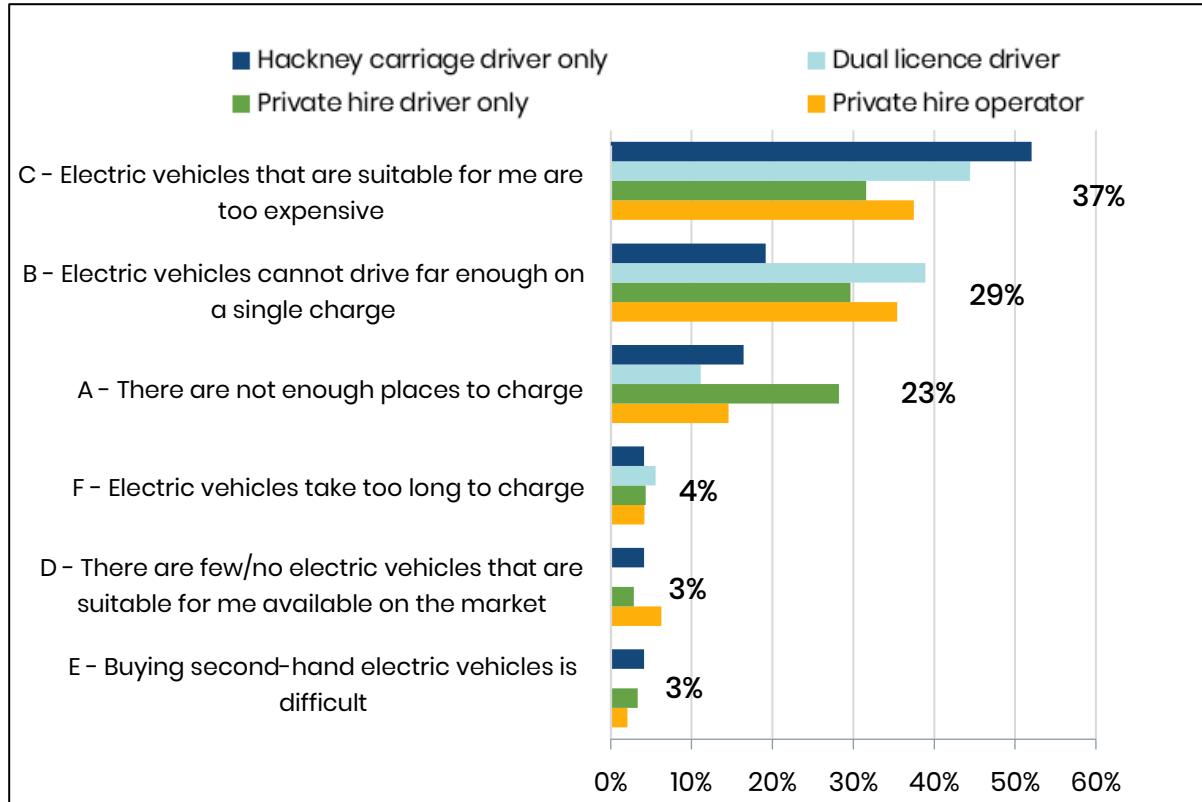
- Easier to drive and gives the customers a smoother ride
- Cheaper to run, superior drive, less stressful and more fun!
- Much more relaxing to drive
- Saving money
- Less maintenance
- Lower running cost (with home charging)

Challenges mentioned:

- Avoiding long trips due to high public charging rates: 7.5p/kWh at home overnight compared to 40-85p/kWh at public chargepoints
- Not enough fast charging points & very expensive to use
- Time out of the working day to charge
- Difficult to set up app accounts

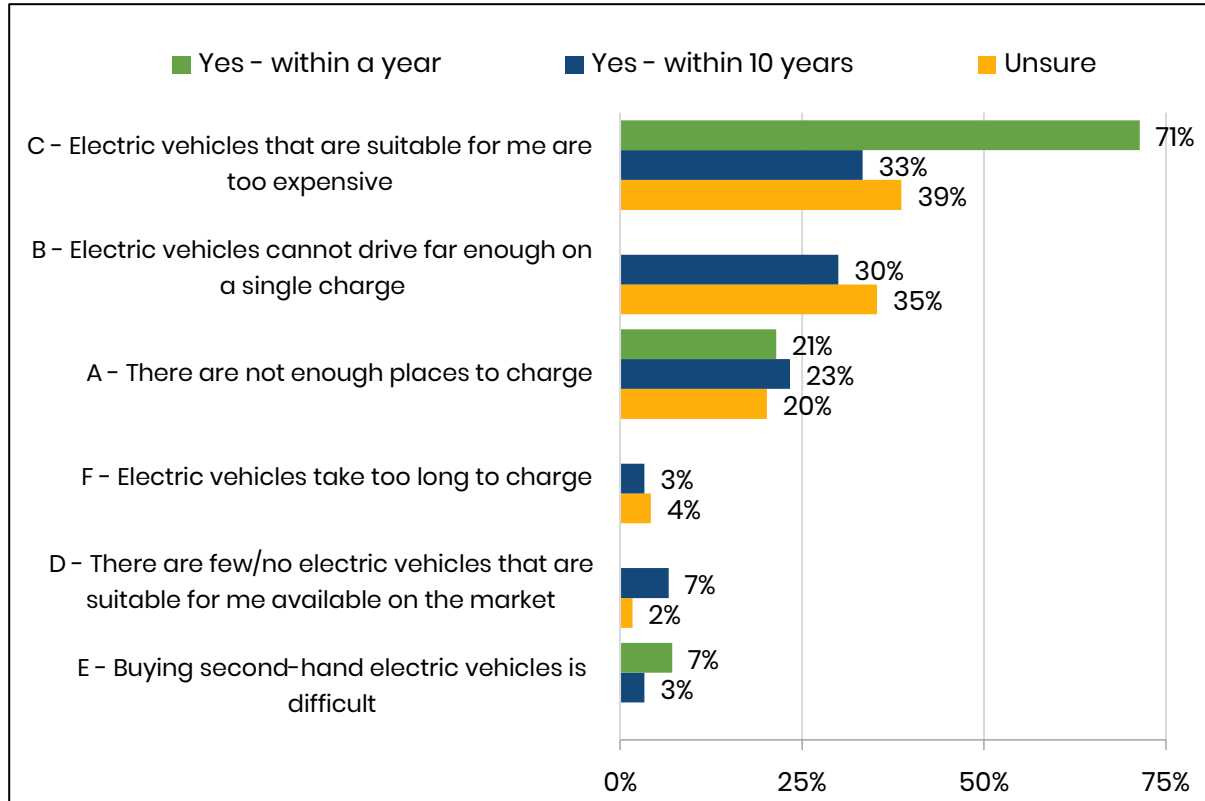
For context, **40p/kWh [or 85p/kWh]** at a public chargepoint would correspond to roughly **11.5p [or 24p] per mile**.
For the **average petrol or diesel vehicle**, current fuel prices correspond to roughly **14-19p per mile**.

Biggest barrier to switching



- Half of all hackney carriage drivers stated EVs being too expensive as the biggest barrier to switching.
- Private hire drivers were nearly twice as likely as hackney carriage drivers to view a lack of places to charge as the biggest barrier.

Biggest barrier by plans to switch



- The biggest barriers for drivers planning to switch very soon were the cost to purchase an EV and a lack of places to charge.
- While these were also common barriers for drivers unsure about switching, concerns about EV range were also an issue.

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

33

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

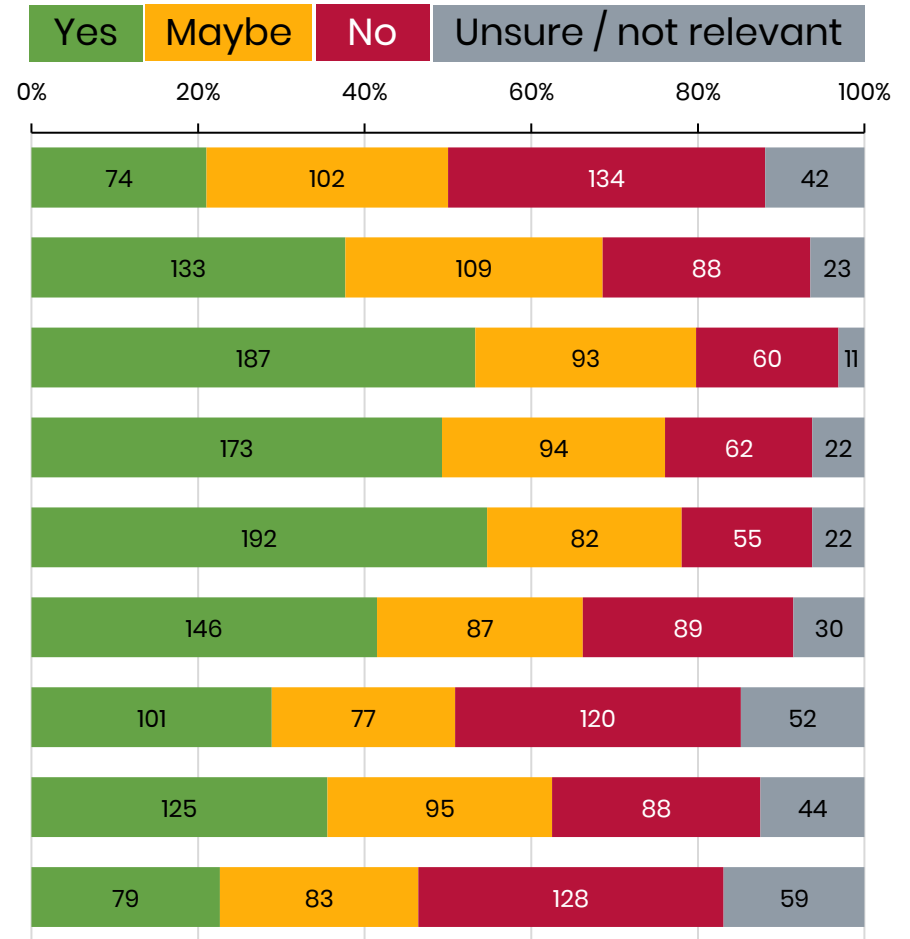
5. Dedicated chargepoints for taxi and private hire drivers only

6. Reduced or free public car parking for EV drivers

7. Priority access to certain taxi ranks for EV drivers

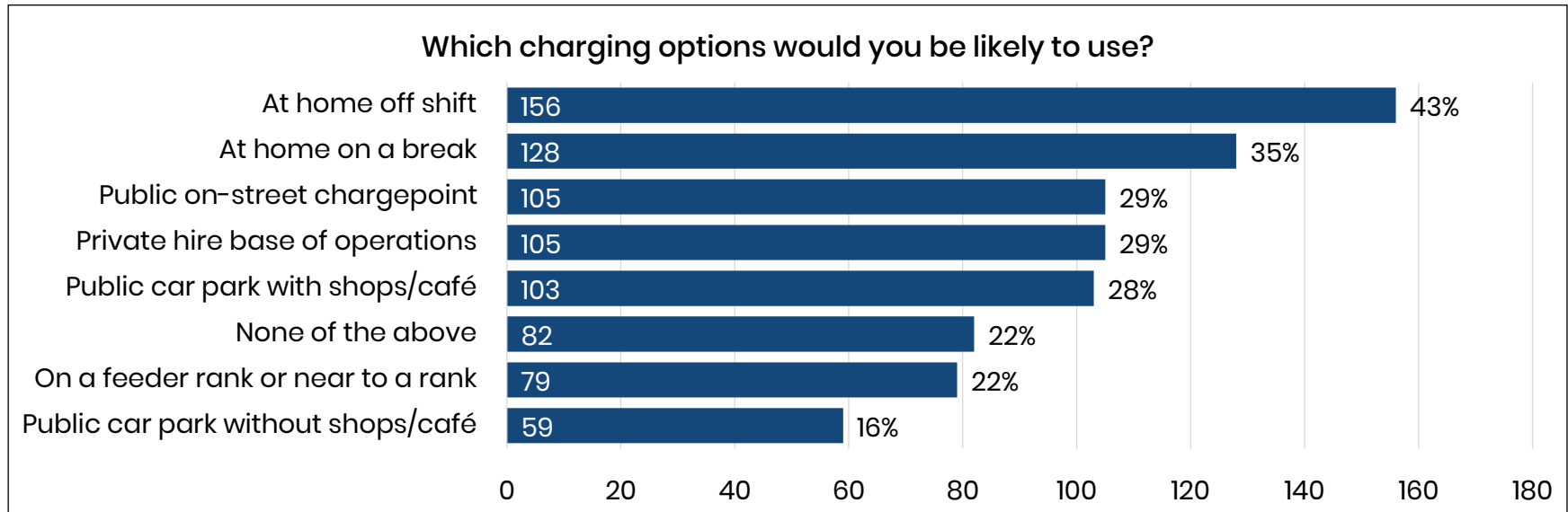
8. Relaxed age limits for EVs

9. A branding scheme (e.g. specific livery) to make EVs easily identifiable



Popular charging options

- Charging at home came out as the most popular option.
- Nearly twice as many respondents would be likely to use a chargepoint in a public car park **with** shops or a café as opposed to a car park **without** shops or a café.



158 general comments – recurring themes:

- **RANGE**

- Not suitable for long journeys (e.g. airport runs) or those with higher mileages
- Will be forced to turn down jobs to charge their vehicle
- EVs “not ready yet” – holding off until range / battery technology improves
- Not enough chargepoints available across Sussex

- **COST TO PURCHASE**

- EVs are too expensive to buy – can the council offer any discounts?
- Manufacturers “refusing” to apply for Government Plug-in Grant as it’s “too complex” or “takes ages”
- Uncertainty/concerns about how long batteries will last – very expensive to replace

- **ENVIRONMENTAL CONCERNS**

- Hydrogen vehicles are better for the environment
- Concerns about carbon intensity of UK electricity and EV battery production

Section 5

Key recommendations

Suitable EV alternatives

Next steps & recommendations

Suitable EV alternatives

The following EVs have been identified as suitable alternatives to vehicles that are currently popular among taxi and private hire drivers in West Sussex:

Vehicle model	Potential EV alternative	Used vehicle cost*	Range (from EV Database)
Skoda Octavia or Superb / Volkswagen Passat	MG MG5 EV	£12k - £34k	205 miles
	Nissan Leaf	£5k - £35k	145-210 miles
Mercedes E-Class	Tesla Model 3	£19k - £54k	235-300 miles
Peugeot Partner Tepee / Ford Galaxy	Peugeot e-Rifter	£22k - £34k	125 miles

*Used vehicle costs sourced from [AutoTrader](#) based on vehicles nationally available as of 31 October 2023. These costs are illustrative and will vary depending on location and availability at the time of searching.

Key recommendations & Next steps



Provide independent advice to drivers and operators

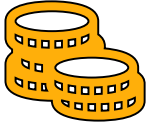
- Raise awareness of the current EV market e.g. suitable models available, their typical range, how long they take to charge and their realistic running costs.
- Provide advice on how and where to purchase second-hand EVs, such as visiting reputable dealerships.
- Provide guidance on using Zap-Map and other chargepoint location websites.



Build confidence in local charging infrastructure

- Build a better understanding of where the one in four drivers without access to off-street parking are based across West Sussex.
- Engage with private chargepoint operators and council colleagues responsible for EV charging infrastructure to ensure:
 - Drivers without access to off-street parking have access to reliable slow public charging,
 - Rapid charging is widely available in popular destinations and close to key taxi ranks and rest-stops.

Key recommendations & Next steps



Explore opportunities for financial support

- Raise awareness of existing grants available for purchasing EVs and associated charging infrastructure. For example: [Plug-in grant for Taxis](#), [EV Chargepoint grant for renters and flat owners](#), [Workplace Charging Scheme](#).
- Explore introducing additional financial incentives for taxi and private hire drivers to support the business case of switching to an EV. This could include:
 - Grants or subsidies to purchase new or second-hand EVs
 - Cheaper charging at public chargepoints
 - Reduced or free public car parking for EV drivers



Further engagement with drivers & operators

Based on responses to the survey:

- 25% would attend an online workshop (39% said maybe)
- 19% would attend an in-person workshop (40% said maybe)

Section 6

Appendix

Survey questions – summary

Question	Respondents
1: What type of licence do you have?	All
2: Where are you licensed?	All
4: Please tell us about the main vehicle you drive for work.	Drivers
5: Who owns this vehicle?	Drivers
6: Is this a shared vehicle?	Drivers
7: Where is your vehicle kept when not on shift?	Drivers
9: How many vehicles do you operate?	Operators
10: How many of the following vehicle fuel types do you operate?: Diesel, Petrol, Hybrid, Plug-in hybrid, Fully electric, LPG, Other	Operators
11: In a typical week, how many days do you work as a taxi or private hire driver?	Drivers
12: On a typical day, roughly how long do you take in total for the following breaks during your shift?: Lunch, coffee and other refreshment breaks; Stationary waiting for a fare; Other breaks	Drivers
13: Please select the three taxi ranks that you use most often.	HC drivers
16: Are there any other ranks that you use?	HC drivers
17: Tell us briefly about the kinds of trips you do.	Drivers
18: Please tell us your three most frequent long-distance fare destinations.	Drivers
19: What is your typical daily mileage?: Personal (to and from shift); Business (while on shift)	Drivers

Survey questions – summary

Question	Respondents
20: What is the total annual mileage of all your vehicles?	Operators
21: Are you thinking about buying or leasing an electric vehicle for work?	All
22: Have you ever driven an electric vehicle before?	All
23: Have you experienced any benefits or challenges from switching to an EV?	All
24: What are the biggest issues preventing you from switching to an electric vehicle?	All
25: Would the following incentives encourage you to switch to an EV sooner?	All
26: Do you have any other ideas for incentives your council could offer to encourage you to switch to an EV sooner?	All
27: If you owned (or already own) an EV, which charging options would you be likely to use?	Drivers
28: Would you be willing to park your vehicle overnight in a public car park?	Drivers
29: Do you have any other comments to share?	All