

**Large-Scale
Survey e-
mobility in
Europe**

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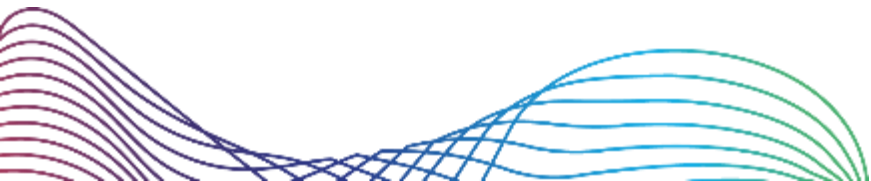
Toulouse
2022

VUB - Role in the project

A priori survey

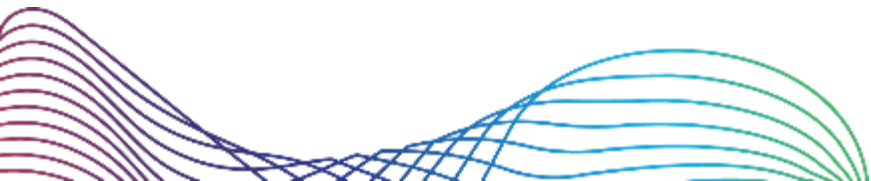
Objective

- Inform and inspire
- Track project impact: Compare with posteriori results

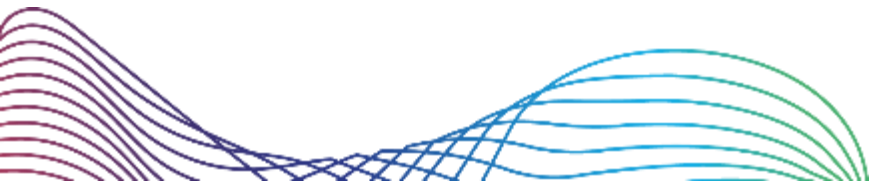
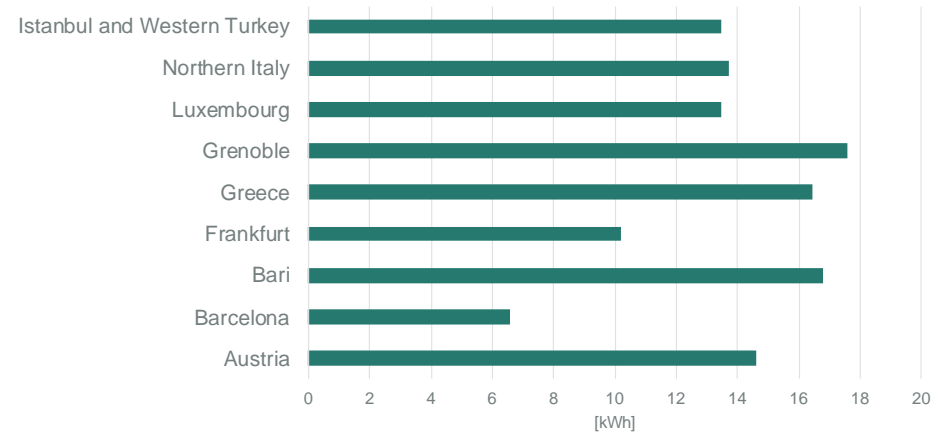
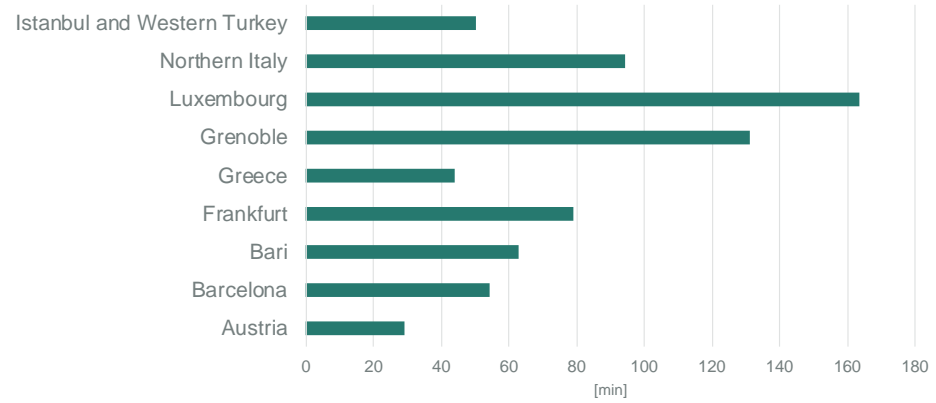


Survey Design

- EV users, LEV users and non-EV users
- 23rd of November 2020 - 8th of March 2021
- 2.966 respondents

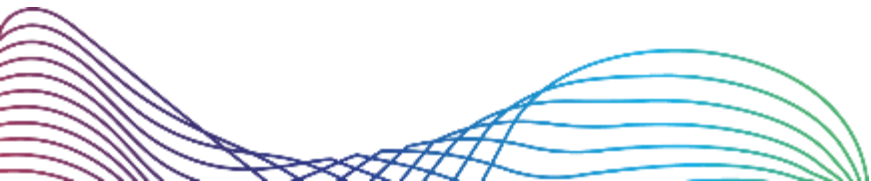


Usage

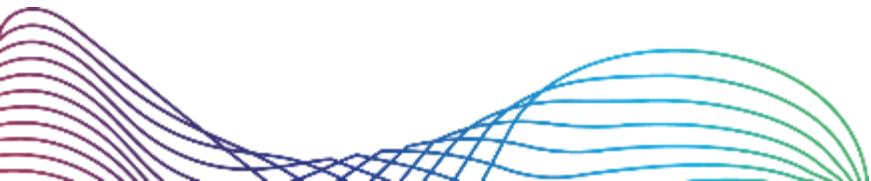
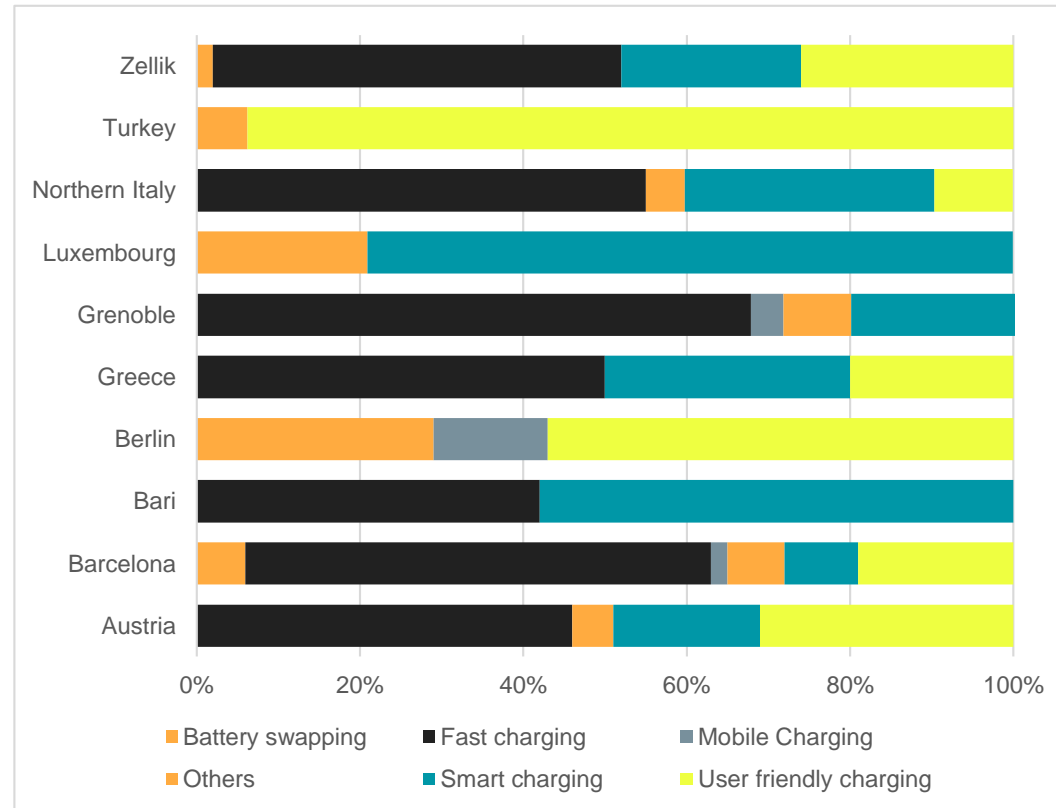


Quality of Experience

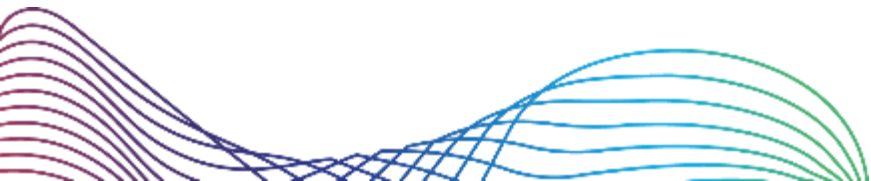
	Austria	Barcelona	Bari	Berlin	Greece	Grenoble	Luxembourg	Northern Italy	Turkey	Zellik
Tangability	🟡 5,31	🔴 4,86	🔴 4,75	🟡 5,15	🔴 4,67	🔴 4,65	🟢 5,61	🔴 5,10	🟢 6,02	🟡 5,52
System Availability	🟢 5,68	🟡 4,84	🔴 4,30	🟡 4,88	🔴 4,67	🔴 4,56	🟢 5,79	🟡 5,13	🟢 5,84	🟡 5,29
Reliability	🟢 5,71	🟡 4,96	🔴 4,08	🟡 4,93	🔴 4,44	🔴 4,45	🟢 5,70	🟡 5,12	🟢 6,21	🟡 5,39
Privacy	🟡 5,35	🟡 5,07	🟡 5,47	🔴 4,56	🔴 4,28	🔴 4,66	🟡 5,26	🟡 5,08	🟢 6,20	🟡 5,19
Responsiveness	🟡 4,06	🔴 3,25	🔴 2,40	🟡 3,87		🔴 2,62	🟡 4,44	🟡 3,59	🟢 6,00	🟡 4,20
Contact	🟡 5,07	🔴 4,86	🔴 4,83	🔴 4,67		🔴 4,35	🟢 5,64	🟡 5,24	🟢 6,17	🟡 5,12
Compensation	🟡 3,07	🔴 2,69	🔴 2,00	🟡 3,89		🔴 2,46	🟡 3,27	🔴 2,93	🟢 5,17	🟡 3,67
Perceived Value	🟢 5,40	🟡 5,29	🔴 4,50	🔴 4,00	🔴 4,54	🔴 4,65	🟢 5,53	🟡 5,27	🟢 6,01	🟢 5,49
Loyalty	🟢 5,40	🟡 5,10	🔴 3,62	🔴 4,40	🔴 3,62	🟡 4,59	🟢 5,64	🟡 5,13	🟢 6,17	🟡 5,12
Customer Satisfaction	🟢 5,64	🟡 5,13	🔴 3,83	🟡 4,67	🔴 4,06	🔴 4,51	🟢 5,75	🟡 5,29	🟢 6,36	🟡 5,46



Preference



Conclusion





Smart and
Sustainable
Mobility
for all.



its

EUROPEAN
CONGRESS
TOULOUSE
30 May - 1 June 2022



Thank you!