



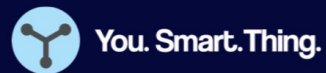
You. Smart.Thing.

Guiding people to venues and events **the smart way**

Becoming Carbon Neutral by Mapping Accessible Charge-point Supply & Demand



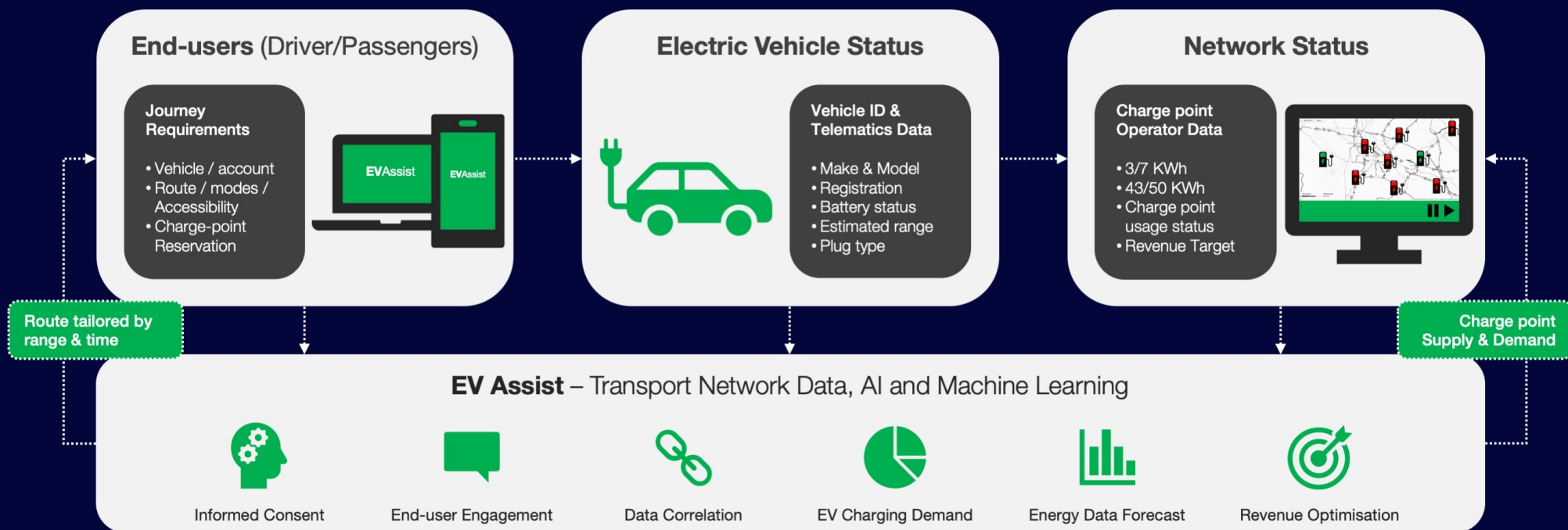
'EV Assist' & 'EV Assist +'
Programme Overview



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Load balancing EV infrastructure



'EV Assist' & 'EV Assist +'
Programme Overview



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UK



Office for
Low Emission
Vehicles

Progress to date

Mapped Electric Vehicle Ecosystem

Electric vehicle journey planners do not account for the purpose of trip, don't provide hybrid journey options, ignore specific charging needs and charge time utilisation

Gathered User Requirements

Online interviews with +20 organisations representing the different areas of the EV ecosystem

Created Accessible Mobile Web UI

Defined and built a working prototype of the EVASSIST system

Conducted alpha testing with more than 250 electric vehicle users, giving them the opportunity to use and provide feedback on the EV Assist prototype.



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EV Assist +

Pan-disability experts defined accessibility challenges with a particular focus on:

- “Request assistance” feature including voice support captions, BSL and human assistance;
- Tackling the challenges derived from a charging points’ position and structure;
- Data sharing requirements CPOs should consider (e.g. specific disability, access needs, reason for travelling)

These challenges resulted in specified product features to be taken to the next stage of service development





Park and Choose, Wallyford



Accessibility Rating [Learn more](#)



Facilities



Plug Type(s)



You. Smart. Thing. EV Assist Accessibility Features

- Map accessibility attributes
- Provide an accessibility rating
- Provide reservable charging
- Provide bookable assistance

× Assistance Confirmation

Nominated Assistance Contact

Contact: Anna Di Donato

Mobile Number: 07774199452

Notified to: anna.di.donato@yousmartthing.com

[Confirm assistance request](#)

Connect to a live agent for video assistance with your journey

Operator: Request live video assistance to support your trip from the You. Smart. Thing. Team

[Confirm assistance request](#)

Book your EV charge point assistance at John Muir House

Operator: Select for You. Smart. Thing. to assist with

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Show on Map



East Lothian Journey
Charge Point



East Lothian Destination
Charge Point

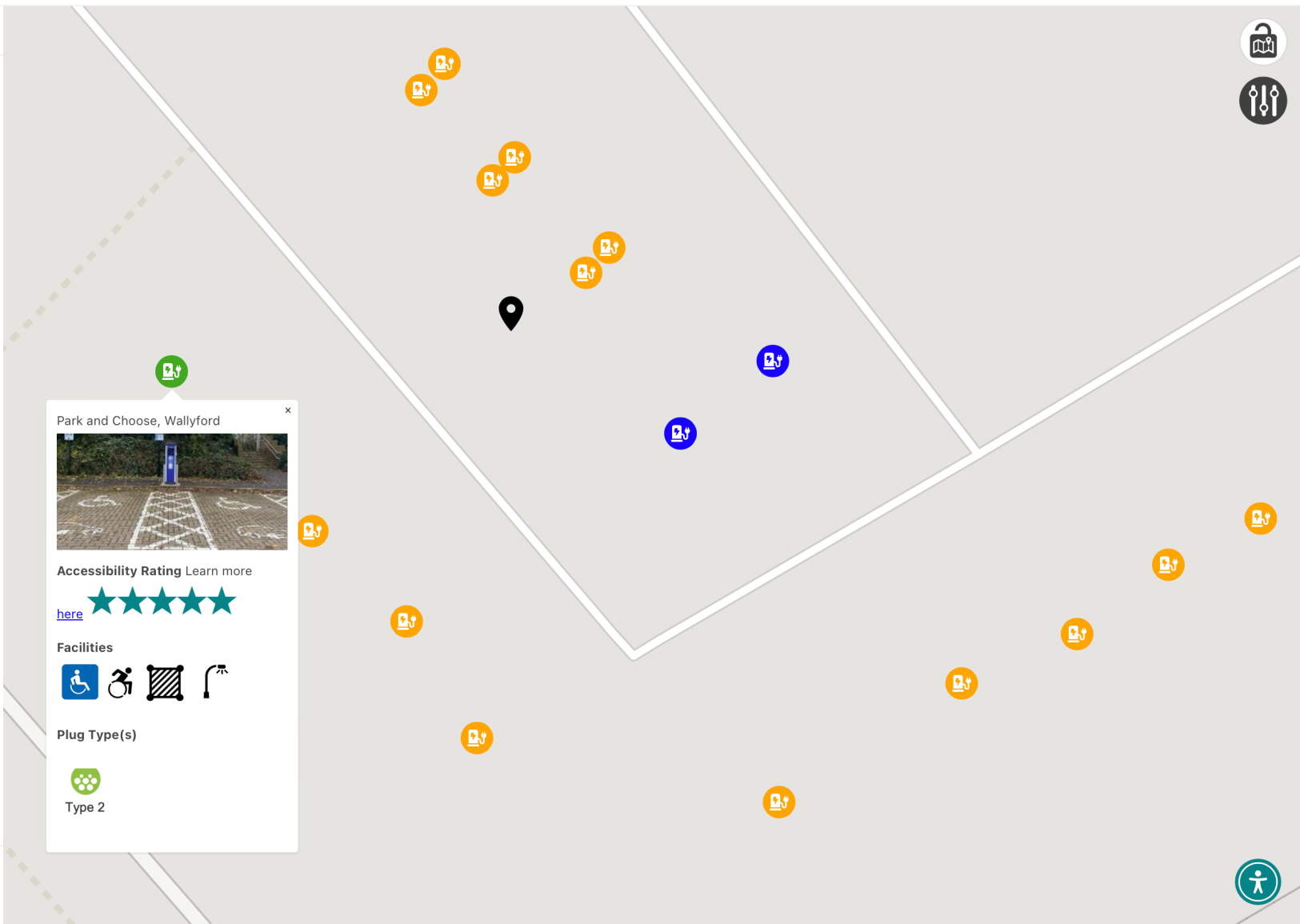


Assisted Charging



Disruptions

Apply



1st Jul Arr 10:00 Options

My Travel Profile

Show on Map

Journey Options

Wimbledon Parking

Accessible Parking

Charge Points

Road Closure

The Queue

The Queue

First Aid

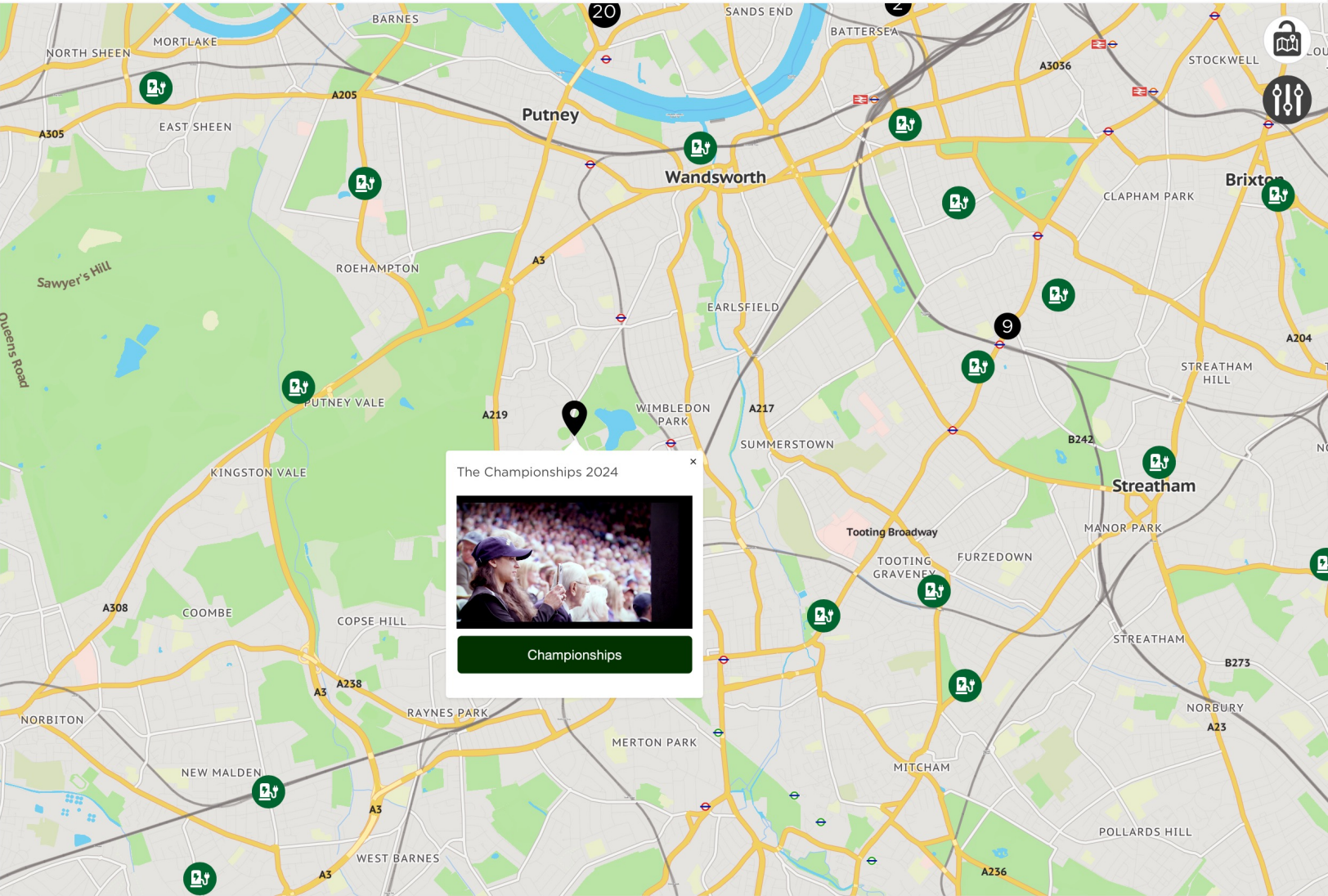
Water Refill Stations

Toilets

Accommodations

Hotels

Apply



User feedback survey

- Journey anxiety, an acknowledged barrier to disabled drivers, was reduced by additional information and some visual references although more precise location and additional imagery would be optimal.
- The **request assistance feature**, although needing some more refinement in terms of confirmation and prompt messages to reassure successful booking, was regarded as beneficial. One comment summarised this with regard to two other solutions in the EV space, "...the big difference is that neither PlugShare nor Wattsup specifically look at accessibility, nor do they provide an option to Request Assistance".
- Having a sense of when chargers are in use, are functioning as well as where located and proximity to facilities; particularly with substantial charge times for some chargers, was noted as beneficial.
- Other issues for disabled drivers, particularly wheelchair users or with restricted mobility or dexterity is the common occurrence of being blocked in by other EV drivers in the vicinity of charging stations. Reminder or prompt messages to drivers to avoid this would be beneficial.

Get in touch

EVAssist@YouSmartThing.com

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Programme Overview



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