

Appendix B: Intercept Interview Summary Results

Summary of Major Themes:

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Public charging: locations, accessibility

EV Access: Equity in access to both vehicles and charging and cost of EVs, particularly for lowest-income residents

Access to reliable charging for multifamily buildings and condos

EV Hesitancy: Reliability of technology and grid, safety of use

Tags

Count

Charging in central locations

9

EV cost

7

Equity

6

Access to charging in MF building

4

EV access

3

Timing of EV purchase

2

Reliable charging

2

Lack of interest in EVs

2

HOAs/Condos

2

EV safety

2

Charging at workplaces

2

Access to public charging	2
EV carshare	2
Secure/safe charging	1
Type of charging	1
Seniors	1
Public charger ownership	1
Grid reliability/Power	1
General transportation needs	1
EV Roadmap project purpose	1
EV reliability	1
EV Range	1
EV performance in cold	1
Cost of project to taxpayers	1
Charging cost	1
Battery performance	1
Access to charging at SF home	1

Summary of Intercept Interview Conversations

Tabling Date	3/9/2024
Tabling Location	Bellevue Downtown Library
Number of People Spoken With	8
Description	EV Roadmap Staff tabled at the Downtown Library from 12-3pm and conducted conversations and intercept interviews with library patrons to understand their perspectives on EVs, with a particular focus on renters and those who do not currently have an electric vehicle. Patrons were also encouraged to place dots on the EV charging map at multifamily buildings, public places, and workplaces. Notes are summarized.

Conversation Notes	TAG 1	TAG 2	TAG 3	TAG 4
Mid 40s male, lives downtown. EV owner. Access to shared Level 2 charging at his condo complex. Suggested library, crossroads, and botanical garden for fast charging. Suggested places that are covered, safe, secure, and with amenities/things to do nearby. Wants a tesla supercharger in the downtown/Wilburton area. Goes out to Issaquah or Totem Lake to use Tesla chargers once or twice a month. Curious about Bellevue EV programs, emphasized reliability of chargers. Recommended we look into the state law from a few years ago that prohibits HOAs from banning people, particularly condos, from not allowing EV chargers	Secure/safe charging	Charging in central locations	Reliable charging	HOAs/Condos

Recommended charging at their building near the botanical garden. Drives to Montana frequently to visit children – needs charging to be faster or better batteries or more highway charging to be able to do that.	EV Range			
Non EV owner. Asked a few questions about what we're doing, why, and about EVs in the cold.	EV performance in cold			
Recommended charging at businesses in the city.	Charging in central locations			
Doesn't own a car due to building charging \$200/month in parking. Had questions about our program and who is owning the public chargers	Access to charging in MF building	Public charger ownership		
Owns a single family home in Bellevue. Barrier for her is charging at home. Mentioned a recent WSJ article about a woman and her passengers who died in a Tesla that went into water and shut down.	EV safety	Access to charging SF home		

<p>EV owner. Charges at work and down in Issaquah. Lots of thoughts on where to put parking. Lives in the spring district – access to charging nearby but mostly private for the workplaces around. Thinks that the charging network is currently ok but that some places can get crowded. Important note: he said that he pays an exorbitant amount in annual registration fees, so much so that may revert to an ICE vehicle for his next vehicle due to this amount. Estimated these fees at \$800 annually.</p>	<p>Charging at workplaces</p>			
<p>Wanted to know who would be paying for the charging. Thinks cost of living is too high and doesn't want any taxpayer dollars going to EVs or EV charging. Suggested that the large lot by Meydenbauer would be good for charging if paid for appropriately</p>	<p>Cost of project to taxpayers</p>			
<p>Wanted to know if we're a city council meeting – Opposed to charging being installed on 11th St east of the library due to parking constraints. Note: there are no plans for charging in this location</p>				

Tabling Date	3/16/2024
Tabling Location	H Mart, Bellevue Downtown
Number of People Spoken With	23
Description	EV Roadmap staff tabled from 11:30am to 2:30pm and conducted conversations with shoppers at H Mart. Most conversations were conducted in Mandarin, with some additional English follow up questions when English was appropriate. Shoppers were also encouraged to place dots on the EV charging map at multifamily buildings, public places, and workplaces. Many people we spoke with were current EV owners. Notes are aggregated since most conversations took place in Mandarin.

Commonly Referenced Barriers	TAG 1
EVs are too expensive in general	EV cost
EVs in the U.S. are especially expensive compared to EVs in China	EV cost
Already own a car	Timing of EV purchase
Really like the non-EV car that I already own and wouldn't want a different one	Lack of interest in EVs
Live in a multifamily building and don't have access to a place to charge	Access to charging in MF buiding
Implementation Suggestions	
The city should start by putting charging locations in public areas like libraries and shopping centers. Then, they should move to putting charging stations at workplaces. The last step, not the first step, should be putting charging at multifamily buildings.	Charging in central locations

Tabling Date	3/19/2024
Tabling Location	Junta de Mamas weekly meeting on Zoom
Number of People Spoken With	7
Description	EV Roadmap staff joined the Junta de Mamas weekly Zoom meeting to discuss the online charging map and ask questions about EV access. All conversations were conducted in Spanish. In general, this group was very concerned that this project would worsen disparities in access to transit and the benefits of EVs in Bellevue, and does not address underlying access disparities for the lowest income residents in Bellevue. None of the women in the group were current EV owners, and all were multifamily renters. Notes are aggregated as conversation took place in Spanish.

Commonly Referenced Barriers and Project Concerns/Questions	TAG 1	TAG 2	TAG 3
What is the point of this project and who is it for? It does not seem to be aimed at the city's most vulnerable or lowest-income residents.	Equity		
How will this project address equity for people who aren't able to access Evs?	EV access	EV cost	
What is the city doing to make EVs more accessible? (Particularly for people who can't afford them). Would the city consider doing something like a free or very inexpensive EV carshare for low income residents?	EV carshare	EV cost	EV access
What is the city doing to make EVs more affordable or to help people who can't afford them access the benefits of Evs?	EV cost	EV access	
How is this project not going to make equity gaps worse by just allowing rich people more access to chargers?	Equity	Access to public charging	
Why should people care about this if they can't afford a car now and won't be able to in the future?	EV cost	EV access	
How does this project help people who can't access EVs?	EV access		

This project doesn't address the transportation needs of the most marginalized members of this group	General transportation needs	Equity	
Will the charging be free?	Charging cost	Access to public charging	Equity
Will the charging be universal?	Type of charging		
The city should be providing more context for people who aren't familiar with EVs about why they should care about this project and why they should care about access to EVs, including what the EV benefits are	EV Roadmap project purpose	Equity	

Tabling Date	3/26/2024
Tabling Location	Bellevue Downtown Library
Number of People Spoken With	12
Description	Roadmap staff tabled at the Downtown Library from 2-5pm and conducted conversations and intercept interviews with library patrons to understand their perspectives on EVs, with a particular focus on renters and those who do not currently have an electric vehicle. Patrons were also encouraged to place dots on the EV charging map at multifamily buildings, public places, and workplaces. Notes are summarized.

Conversation Notes	TAG 1	TAG 2	TAG 3	TAG 4
Couple who are renters of multifamily; currently have a hybrid, are interested in owning an EV but don't have access to charging in their current location. Would be very interested in using public charging installed outside multifamily buildings	Access to public charging	Access to charging in MF building		
Male older resident who lives in a senior housing community; interested in an EV car share that seniors could use that would be near the center building, and a charger outside the building. They are concerned about fires and the cost of EVs. Would like to have someone from the city come out and assess their building. They have thought a lot at the cooperative about becoming a congregate car community, and almost everyone there drives very very little, if at all. They are a prime candidate for car share programs.	Seniors	EV safety	EV carshare	

Older woman who used to own an EV but sold one because she doesn't drive anymore, but she would love to have charging at the library	Charging in central locations			
Younger person who charges at home in a multifamily complex (in Renton) that has a charging access and at a hardware store close to the office. Strong desire for charging at the libraries as she is a tutor and travels around frequently to the libraries.	Charging in central locations			
Charge at home, current EV owner, but thinks more charging at public spaces is better for everyone in the community	Charging in central locations			
Man who lives in Pike's Peak neighborhood in Bridle Trails doesn't have enough power to the homes there, and there are only 200 amps available to the homes, so they would have to hard rewire houses. He doesn't want an EV because he can't charge at home. He would be much more interested in getting one if there were more publically available charging.	Grid reliability/Power			
Young woman who does not want an EV because she is worried about the battery life over time and doesn't think they would be reliable.	Battery performance	EV reliability		
Woman who is not current EV driver but will be there next car once their son grows up. Recommended charging in Northtowne Neighborhood Park as it's close to QFC	Charging in central locations			
Middle aged male, thinks there should be more charging at all multifamily buildings; EV charging should be located at the home where people can charge overnight while their cars are parked. Also, installing chargers at gas stations could help plug-in-hybrids. Currently has access to charging at home.	Access to charging in MF buiding	Charging in central locations		
Young man who does not currently own an EV but is planning to get one when his car wears out in the future	Timing of EV purchase			

Older man who lives in a condo where there is no access to EV charging. Wants there to be charging at post office near his building on BelRed Rd and 124th St., thinks there should be charging at libraries and post offices	HOAs/Condos	Charging in central locations		
Young person who works at Tesla, interested in owning an EV in the future and pro-EV, but is a college student and cost is the biggest barrier currently	EV Cost			