HIGHLIGHTS REPORT

WEST COAST ELECTRIC FLEETS WORKSHOP



November 28, 2018, Richmond, B.C







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Executive Summary



BRIEF BACKGROUND ON WEST COAST ELECTRIC FLEETS

West Coast Electric Fleets (WCEF) is an initiative of the Pacific Coast Collaborative (PCC), a joint initiative of California, Oregon, Washington, and British Columbia to accelerate a vibrant, low-carbon economy on the West Coast. A key element of the PCC plan is to "take actions to expand the use of zero-emission vehicles (ZEVs), aiming for more than 10 percent of new vehicle purchases in public and private fleets by 2020." WCEF engages fleet partners from British Columbia, California, Oregon, and Washington State. Partners pledge to contribute to the goal of expanding the use of ZEVs by sharing challenges, needs, lessons, and resources. To join West Coast Electric Fleets pledge to incorporate ZEVs into your fleet by clicking here.

B.C. WEST COAST ELECTRIC FLEETS WORKSHOP

The B.C. West Coast Electric Fleets Workshop aimed to bring together representatives from public and private fleets, manufacturers, suppliers, and other stakeholders to explore and discuss challenges and opportunities related to expanding electrification of B.C. Fleets.

The West Coast Electric Fleets workshop was presented by the province's Fleet Champions Program and planned and facilitated by Plug IN BC. There were over one hundred participants including representatives from local governments, public and private fleets and ZEV manufacturers, electric vehicle supply equipment (EVSE) installers, hydrogen infrastructure suppliers, environmental and sustainability coordinators. Sessions included: 1. success stories of ZEV adoption into fleets from both public and private B.C. fleets, 2. vehicles and availability from ZEV manufacturers, and 3. infrastructure and installation considerations.

Several kinds of ZEVs were displayed as a part of the workshop, which included Mitsubishi FUSO eCanter, VeloMetro Veemo, Canadian Electric Vehicles, Might-E Truck, Volkswagen E-Golf, Tesla Model 3 and Model S, Toyota Prius Prime, Kia Soul EV, Nissan Leaf, and Hyundai Tucson Fuel Cell EV.

Finally, the workshop was wrapped up with high-energy roundtable discussions tackling barriers and challenges to ZEV adoption based on barrier themes like vehicle availability, vehicle capability, vehicle cost, charging and refueling infrastructure, lack of information/education, and the need for policies/plans. Key messages from the workshop are summarized below.

KEY MESSAGES

- Provincial ZEV standard will require 10% new light-duty vehicle sales by 2025, 30% by 2030, 100% by 2040.
- Continued fleet support is important, including increased financial support (incentives) for installing EVSEs



- Preparation for fleet charging requires planning around several key points such as upgrading electrical supply, designating parking spots for employee and visitor charging, and providing the right mix of chargers.
- Hydrogen Fuel Cell EVs have arrived in Canada and infrastructure has deployed to support their adoption with more planned.

Barriers

- Lack of charging infrastructure is a significant barrier, which grows with fleet size.
- Lack of standards for electric bus chargers remains an ongoing issue for fleet technology.
- Lack of production of ZEVs for specific applications create challenges in sourcing these vehicles in B.C.
- Fleet managers need proof that ZEVs are able to meet or exceed the performance of existing vehicles.
- Increased up-front costs of ZEVs is seen as a major barrier; issues like uncertain return on investment, narrow financial incentives, and inflexible leasing options also pose a challenge for EV adoption into fleets.
- Provincial awareness programs on EV adoption are insufficient



Solutions



- Increase (or remove) the cap from vehicle incentive programs on number of incentives per organization.
- Provide financial support for the retrofit and conversion of existing vehicles.
- Introduce a medium- and heavy-duty vehicle ZEV supply standard.
- Develop a toolkit for a comprehensive business case and total cost of ownership analysis to expedite decision making.
- Provide a clear lifecycle and replacement cost from manufacturers.
- Provide greater access to demo vehicles.
- Increase public charger availability.
- Mandate businesses to implement more charging stations.
- Provide more workshops and training sessions for fleet owners.
- Introduce training sessions on ZEVs.

Disclaimer: the following is our best attempt to capture what was presented and discussed during the BC WCEF Workshop. There may be errors or misinterpretations, which we (Plug In BC) take full responsibility for. We recognize there are additional barriers and solutions for fleet ZEV adoption that were not discussed during the workshop, and therefore will be missing from this report. Further research is

recommended to develop a more comprehensive understanding of barriers to ZEV adoption in B.C.

SESSIONS

Session	Presenters
Welcome & Opening remarks	Plug In BC (Charlotte Argue) B.C. Ministry of Energy, Mines, and Petroleum Resources (Nick Clark)
Session 1: Success stories from private fleets	Current Taxi (Dale Conway) West Coast Sightseeing/Novex (Rob Safrata) Vancouver Airport Authority (Amanda Chow) Landsea Tours (Scott Mason)
Session 2: Success stories from public fleets	Capital Regional District (Liz Ferris) City of Vancouver (Amy Sidwell)
Session 3: Vehicles and availability	Canadian Electric Vehicles Ltd. (Randy Holmquist) Mitsubishi FUSO eCanter (Larry Smith) GreenPower Motor Company (Colby Richardson) Tesla (Shaun Taylor) Ballard Power Systems (Daljit Bawa)
Vehicle display tour	Mitsubishi FUSO eCanter, VeloMetro Veemo, Canadian Electric Vehicles Might-E Truck, Volkswagen E-Golf (Emotive), Tesla Model 3 and Model S, Toyota Prius Prime (Regency Toyota), Kia Soul EV (Capital Regional District), Nissan Leaf (Landsea Tours), Hyundai Tucson Fuel Cell EV (HTec).
Session 4: Infrastructure and installation considerations	Energy Solutions - ChargePoint (Paul Lipkin) HTec (Colin Armstrong)
Table Breakouts: Barriers and Solutions discussion	All

Welcome & Opening remarks

Charlotte Argue Program Manager, Plug In BC, Fraser Basin Council

Charlotte Argue laid out the intent of the day, which was to explore opportunities to electrify B.C.'s fleets. What needs to happen to accelerate the uptake of electric vehicles? What are the key barriers in the way?

Three goals of the workshop were:

- 1) to learn from each other and hear about B.C. fleet success stories;
- 2) to identify the barriers to electrification;
- 3) to identify solutions to these barriers.

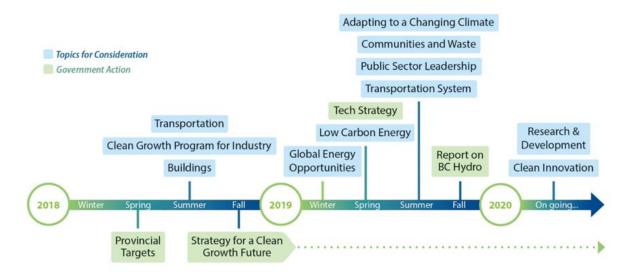
Zero emission vehicle (ZEV) uptake is growing rapidly, and fleets play a significant role in the electric vehicle transition. ZEVs bring many benefits to fleet operations, but obstacles still exist. Attendees were encouraged to actively participate in this workshop to explore what needs to happen to accelerate this transition. The outcomes will help inform future program direction for Plug In BC and the West Coast Electric Fleets initiative.

Nick Clark Senior Policy Analyst, Clean Transportation, Ministry of Energy, Mines and Petroleum Resources

B.C. is introducing a clean growth strategy (CleanBC) to integrate the province's goals for climate action, clean energy and sustainable economic growth. [Note: CleanBC was released two weeks after the workshop, and can be accessed here]. The strategy includes a ZEV supply standard (announced November 20, 2018), requiring new lightduty vehicle sales to be 10% ZEV by 2025, 30% ZEV by 2030, and

100% ZEV by 2040. The plan will also expand support for charging and fueling infrastructure and vehicle incentives.

Building a clean growth future for B.C.



Click here for Nick's presentation slides

Session 1: Success Stories from Private Fleets



Dale Conway Founder, Current Taxi Ltd.

- 100% electric taxi service based in Kelowna, B.C.
- Full Tesla fleet: Models S, X and 3.
- Low operating costs allows for competitive pricing, using luxury vehicles.
- Strong support from corporate clients with their own GHG reduction goals.

Click here for Dale's presentation slides

Robert Safrata

CEO, West Coast Sightseeing, Novex & Electric Harbour Tours

- Plan is to replace 80 conventional buses with 60 electric buses for tour bus company.
- 80% reduction of maintenance costs with electric buses.

- 80-90 Novex vehicles do 200+ km per day.
- In 2018, used four electric Duffy boats, 12 passengers each for Harbour tours.
- The electric boats can operate 8-10 hours per day on one charge.

Click here for Robert's presentation slides



Scott Mason Owner, Landsea Tours

- Scott Mason has pioneered vehicle conversions in the Landsea Tours fleet: experimenting with propane, biodiesel and now electric power.
- His newest project is a 30-passenger electric shuttle bus conversion in partnership with EAS Power in Victoria.
- Once in operation, the performance will be monitored closely, with an expected operating cost at 1.5 cents/km.
- The shuttle bus conversion has not been easy. It began when there were no existing electric shuttles available to order. Mason attests to the depth of EV conversion knowledge on Vancouver Island.
- At the time of the workshop, the bus was nearly finished. While
 he is excited to see how the bus performs, Mason notes there is
 no standard for electric bus chargers, so that's another piece of
 fleet technology that will need to be resolved.

• The custom shuttle bus has an expected range of 150km per charge. Since the daily tour range is 60-80km, that leaves plenty of room for other tasks or unexpected detours.

No slides presented.

Amanda Chow Environmental Analyst, Vancouver Airport Authority

- Environmental Management Plan: reduce GHG by 33% from 2012 level by 2020.
- 13 Ford Focus EVs and 8 electric buses in the YVR fleet, plus 127 electric ground handling vehicles in operators' fleets.
- YVR provides charging infrastructure for ground handling operators, who are required to convert 10% of their fleets to electric each year, up to 50%.
- Multi-department collaboration and decision making has been key.

Click here for Amanda's presentation slides

Session 2: Success Stories from Public Fleets



Amy Sidwell

Manager, Equipment Services Branch, City of Vancouver

- Renewable City Strategy: reduce GHG by 30% from 2007 level by 2020
- From 2009 to 2018, City of Vancouver added 100 EVs to the fleet. Will add electric trucks in 2019, and expect to have 200 EVs in 2021.
- Current EV fleet consists of electric motorcycles and passenger cars.
- Capital premium costs are offset by fuel and maintenance savings.

Click here for Amy's presentation slides



Liz Ferris Climate Action Analyst, Capital Regional District

- CRD has 305 vehicles in the fleet, 178 of which have the potential for EV replacement.
- CRD obtained an EV Suitability Assessment by FleetCarma, which provides an analysis of best-in-class ZEV replacement, based on real-time vehicle data.
- Target to reduce GHGs by 33% from 2007 level by 2020.
- Technology neutral: using fuel cell electric, battery electric, plugin hybrid vehicles, plus electric bikes.
- Staff prefers to drive EVs over other options in the vehicle pool.

Click here for Liz's presentation slides

Session 3: Vehicles and availability



Randy Holmquist

President, Canadian Electric Vehicles Ltd.

- Vancouver Island based company best known for the Might-E Truck for private and municipal fleets. Small EV suited for landscaping or public works.
- Also produce the Might-E Tug handling equipment for moving heavy linen bins, trash containers, etc.
- Specialize in conversions including old and new ice resurfacers (Zambonis) and specialty use vehicles including an Isuzu truck and a Bobcat.

Click here for Randy's presentation slides

Larry Smith

Director, Fleet Operations, Mitsubishi Fuso Truck of America Inc.

- Urbanization is the main driver for electrification and electric trucks, with 60% of the world's population projected to live in cities by 2030.
- Fuso is a brand of Daimler Group, producing the eCanter truck.

- eCanter is a fully electric class 4 truck with 100-128 km range and 9380 payload (estimated).
- Fuso supports electric trucking with an "electric ecosystem:" charging infrastructure, mobile app and telemetrics.

Click here for Larry's presentation slides



Colby Richardson Business Development Manager, GreenPower Motor Company

- GreenPower makes electric buses for transit, school, tourism and shuttle sectors.
- Electric buses are expected to represent 84% of the bus market by 2030.
- GreenPower buses are more cost effective than diesel or CNG buses over a 12 year or 500,000km lifespan.
- All of GreenPower's products are eligible for the <u>Specialty-Use</u> Vehicle Incentive (SUVI).

Click here for Colby's presentation slides

Shaun Taylor Owner & Advisor, Tesla

- Tesla taxi fleets are found all over the world, including Kelowna and Montreal.
- With Mobile Service, 80% of service can be done outside a service centre.
- Tesla provides a destination charging program for fleets and organizations.
- Total cost of ownership is lower than gas; the Model 3 drive system is validated for over 1 million miles.

Click here for Shaun's presentation slides



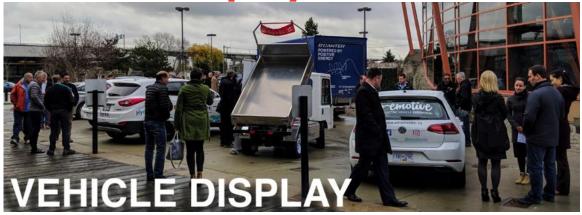
Daljit Bawa

Business Development Manager, Ballard Power Systems Inc.

- Hydrogen fuel cells offer advantages for electric fleet vehicles: fast refilling, longer range, and lower weight than purely battery electric vehicles.
- Ballard fuel cells example applications: buses, delivery trucks, trains, mining vehicles, and forklifts.
- Ballard provides comprehensive after-sales support.

Click here for Daljit's presentation slides

Vehicle Display





Toyota Prius Prime, courtesy: Regency Auto PHEV Electric

Mitsubishi Trucks Fuso eCanter



CanEV Might-E Truck

Tesla Model S and Model 3



Fuel Cell Hyundai Tucson courtesy: Nissan Leaf courtesy: Landsea Tours HTec



VeloMetro Veemo

Volkswagen E-Golf courtesy: Plug In BC



Kia Soul EV courtesy of Capital Regional District

Session 4: Infrastructure and installation considerations



Paul Lipkin

Senior Director, Energy Solutions - ChargePoint

- Preparation for fleet charging requires planning around several key points such as upgrading electrical supply, designating parking spots for employee and visitor charging, and providing the right mix of chargers.
- Offline chargers cost less up front, but connected chargers allow an organization to monitor and optimize who charges, how often they charge, and how much power is being delivered.
- Plan carefully for growth, as construction and installation typically cost much more than the actual charging equipment.
- Seek expert advice to support the planning process.

Click here for Paul's presentation slides



Colin Armstrong President and CEO, Hydrogen Technology & Energy Corporation (HTec)

- Hydrogen Fuel Cell EVs have arrived, but they need additional infrastructure.
- HTec has 12 years of experience in hydrogen supply for BC, ON, QC, California and New York.
- In 2018, HTec opened the first retail hydrogen fueling station in Canada at a shell station in Vancouver.
- \$23 million in funded contracts to build Canada's first retail hydrogen station network.

Click here for Colin's presentation slides



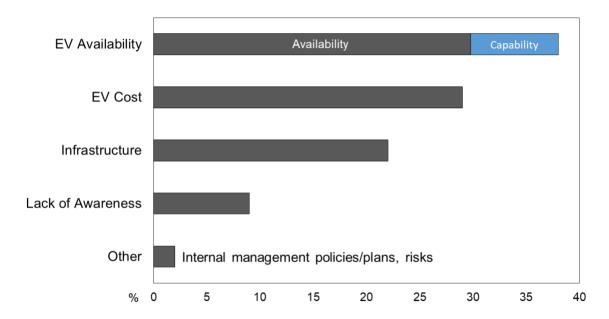
Table Breakout Session

The table breakout session facilitated a discussion on barriers and identification of solutions to increasing ZEV adoption into fleets. The event registration form asked participants to indicate the most significant obstacles that have prevented them from electrifying their fleet. These obstacles were grouped into categories and summarized in the figure below. During the table breakout session, two exercises were given:

Exercise 1. Breaking down the barriers and,

Exercise 2. Exploring solutions.

Pre workshop survey results on obstacles to electrifying fleets



Exercise 1. Breaking down barriers



Using sticky notes, groups wrote down as many specific barriers as they could come up with under each theme.

Barrier 1: Vehicle Availability:

Vehicle availability is seen as one of the significant barriers in ZEV adoption for fleets. According to the workshop participants, the main

issues for this barrier are manufacturers' inability to produce vehicles for specific applications, medium, and heavy-duty trucks not being delivered in large volumes, and problems (long lead time/regulations) in sourcing of these vehicles into B.C. In addition, participants also noted the following points:

- vehicle parts (e.g. for repair) are not available locally,
- limited dealership certification,
- manufacturers discontinuing models,
- existing contracts with manufacturers who do not produce ZEVs.

Therefore, a larger question for us to consider is what steps are needed to be taken to make sure ZEVs are available for all applications at all times?

Barrier 2: Vehicle Capability:

The immediate vehicle capability barrier concerns include: range, perceptions of battery life (environmental conditions), charging time, and battery power (towing, plowing, GVWR, etc.).

In addition, participants noted the following points:

- fleet managers need proof that ZEVs are able to meet the performance of existing vehicles,
- time to charge, especially medium
 heavy duty vehicles,
- Electric buses have limited selection for desired applications (hop on hop off), and
- ensuring PHEVs run in battery-only mode as much as possible.

Some of these barriers are technical, but others are perceptual. Policy makers cannot solve them unless industry makes progress to provide specific solutions to the demand for various products.



Barrier 3: Vehicle Cost:



While up-front cost of ZEVs is seen as a major barrier, issues like uncertain return on investment, narrow financial incentives, and inflexible leasing options also pose a challenge for ZEV adoption into fleets. The following were also mentioned as

potential barriers:

- uncertainty in maintenance costs (generally presumed to be zero maintenance),
- resale value of ZEVs,
- administrative (budgeting, training, planning) burdens that further complicate cost issues,
- national and provincial strategies not robust enough to bridge gap in purchase cost,
- partnership funding access and restrictions (for example, municipality getting partner money from regional district; partners must also be on board).

What steps can be taken to reduce up-front costs, broaden incentives and financing schemes, and ease administrative burdens to reduce costs? Uncertainty around maintenance costs is generally a perception barrier, which requires education and training.

Barrier 4: Charging Infrastructure:

Beyond the expansion of EVSE (includes Level 2 and DCFC charging) to wider areas of B.C., the biggest barriers are electrical supply and infrastructure



for charging heavy duty ZEVs.

In addition, the following was listed under the infrastructural issues:

- high cost of the EVSE and
- need for financial support (incentives) for installing EVSEs
- the BC Utility Commission does not permit resale of electricity,
- high demand charges from the utility,
- proprietary technology: get locked in
- battery weight and its impact on range.

How can we increase local grid and facility capacity to handle high-load charging, offer low cost EVSEs, and increase financial support for installing EVSEs?

Barrier 5: Lack of Information:



In addition to a high level of misinformation about ZEVs, there is a lack of central authority that can correct misinformation and answer other technical questions.

Staff adoption and change management (information

about managing change to ZEVs, or just information about ZEVs) have proven to be difficult. While Provincial awareness programs exist, question such as the following show how lack of knowledge is a crucial issue:

- How efficient and environmentally safe are the existing battery recycling programs?
- Public perception of use of luxury vehicles. Is this where the tax goes?
- How long does a charge hold when not used?

 General public's lack of understanding of Hydrogen fuel cells = "It's a bomb!"?

Barrier 6: Policy Plans:

Policy, management, and planning concern internal management and considerations, as well as local and federal policies and regulation. On the government side it was mentioned that the following are issues:

- lack of comprehensive government regulation programs,
- lack of government incentive for demo vehicles,
- cap of 5 (SUVI) and 10 (CEVforBC) vehicles from ministry on number of incentives,
- lack of soft benefits such as free parking or access to bus lanes.



• lack of soft benefits such as free parking or access to bus lanes.

Also, organizations have internal challenges:

- electrification requires a strong vision and mandate to justify investment,
- support throughout the organization, especially the top,
- operating budgets and capital budgets do not always match.

 Internal management and governmental planning should be complimentary for electrification to work.

Exercise 2. Exploring Solutions

Under this exercise the groups identified their top two barriers, which



they then set out to identify solutions for.

Solution 1: Vehicle Availability:

When it comes to vehicle availability, especially for medium and heavy-duty ZEVs, the discussion focused on how governments can make ZEV supply mandatory. Additionally, the following were listed as possible solutions:

- Knowledge sharing among automakers,
- Retrofit and conversion of existing vehicles,
- Medium and heavy-duty vehicle ZEV mandate,
- Bulk purchase agreements and group purchase,
- Survey fleet vehicle needs,
- Collective cooperation for field testing, pilot projects.

It is possible to do market research for the desired fleet ZEVs by creating a survey and making a list of potential buyers. This would give automakers motivation to improve vehicle supply in B.C., and better understand their target market.

Solution 2: Vehicle Capability:

There was no direct solution noted to improve vehicle capability, but the solutions in the vehicle availability can be extended to cover this section. Moreover, since capability directly relates to the battery and functionality, it is implied that ZEVs with better range and shorter charging time is needed.

Solution 3: Vehicle Cost:

It was noted that a cost analysis tool would help fleets understand the total cost of ownership, taking the emphasis off of just the capital "sticker price". This would help highlight the long-term benefits and business case of ZEVs for various internal departments. The data could be supported by case studies (external). Additionally, the following points were made:

- Need of concrete data (internal),
- Budget planning (internal),
- Ensuring cooperation between departments (internal),
- Pathway for incentives (external),
- Incentives for private companies (external),

Solution 4: Charging Infrastructure:

A long list of possible solutions was provided by participants on the cost, site consideration, and other challenges for charging infrastructure. An amalgamated list is summarized here:

- leased building infrastructure,
- share costs with other businesses sell ad space,
- improve public charging availability (e.g. street and parking lots). Use streetlight network for curbside charging,
- mandate businesses to implement more charging stations,
- incentives for businesses to purchase and install charging stations,

- improve app information to include commercial vehicle suitable in search filter (such as Plugshare),
- prewire residential and commercial parking,
- support hydrogen demo projects of reasonable size to drive H2 production capacity.

Solution 5: Lack of Information:

It was suggested to increase ZEV education and awareness for the general public to reduce the fear of unknown. This way the consumer confidence is increased too. Other suggestions for educating fleet operators, management, clients and other stakeholders include:

- increase visibility,
- consistent warranty and maintenance messaging,
- clear lifecycle and replacement costs from manufacturer,
- promote information about total cost of ownership and impact,
- more access to demo vehicles,
- give incentives to car sharing and rental fleets,
- workshops and training sessions for fleet owners,
- update knowledge or myths/stereotypes about EVs from 1st generation.

Solution 6: Policy Plans:

Regarding the policies and management, both internal and external need for policy making were recognized. Among the suggested solutions, the followings are noted:

- government's clear policy/plan on managing power in BC via BC Utilities Commission,
- leadership and outreach on how businesses can BEST reduce emissions

Solutions Under "other"

Some issues did not fall under any other category and are summarized in this "other" section. Solutions to those issues are as follows:

- better understanding of information on battery degradation due to fast charging/DC,
- incentive program for replacing batteries by government,
- trade in batteries repurposed for solar charging, facility storage, emergency power banks, etc.,
- apply different depreciation rates to vehicles versus batteries so that write-offs support EV adoption,
- battery leasing or rental model,
- cost recovery for refurbished batteries and used EVs,
- training on electric vehicles during driver training or in high school.

Who Attended?

Ballard Power Systems Inc. BC Hydro

вс пушто

BC Trucking Association
Canadian Electric Vehicles Ltd.

Capital Regional District

Catalyst Paper

Certified Folder Display Service

Canada

ChargePoint

Cielo Electric Ltd

City of Kamloops

City of Kelowna City of Nanaimo

City of New Westminster City of North Vancouver

City of Richmond City of Surrey City of Vancouver

Cowichan Valley Regional District Cullen Western Star Trucks Ltd.

Cummins Western Canada

Current Taxi

District of Central Saanich

District of Saanich
District of West Vancouver

ElectraMeccanica Vehicles Corp.

ELIX Wireless Charging Systems First Truck Centre Vancouver Inc. Foreseeson Technology Inc.

FortisBC

FVRD

GreenPower Motor Company Hydrogen Technology & Energy

Corporation (Htec)

Island Health

JTB International / Tourland

Travel Lafarge

Landsea Tours Ltd.

Marko equipment Services Ltd

Metro Vancouver

Ministry of Energy, Mines and

Petroleum Resources

Mitsubishi Fuso Truck of America

Inc. Modo

Pacific Northwest Transportation

Services

Platinum Pro-Claim Restoration Plug In BC, Fraser Basin Council

Regency Toyota Shift Delivery

Tesla

Township of Langley

University Endowment Lands
Vancouver Airport Authority
Vancouver Fraser Port Authority

Vancouver Island Health

Authority

WA Dept. of Commerce

West Coast Sightseeing & Novex Western Canada Mitsubishi Fuso

Trucks of America

Wild Tours International Wild Tours International Itd

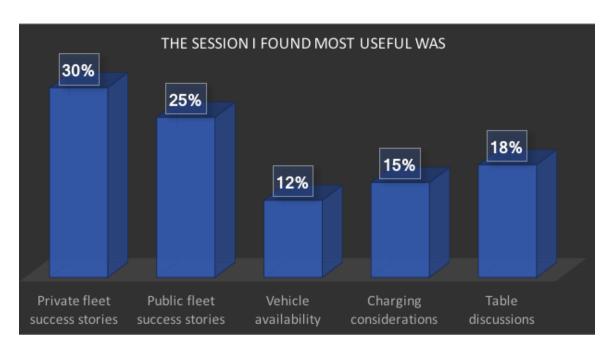
Wilson's Group

Woodtone

Attendee Evaluation Report

All participants rated the workshop as either excellent or good. 70% of the respondents said excellent and 30% of the respondents termed it as good.





About Us



Plug In BC is a program of the <u>Fraser Basin Council</u> and works in collaboration with government, industry, academic institutions, EV owners, NGOs and utilities to advance the uptake of electric vehicles in British Columbia.

<u>Plug In BC</u> provides a central source for information on programs and initiatives that are supporting the electric vehicle market, including:

- Access to incentives,
- Support for fleets,
- Support for first-time EV owners,
- Opportunities to experience electric, and
- Information about *charging stations*.

Plug In BC is a partner of the West Coast Electric Fleets initiative.

For More Information, contact:



Pete Thimmaiah, Ph.D. Transportation Analyst T: 604.488.5365 E: pthimmaiah@pluginbc.ca 1st Floor, 470 Granville St. Vancouver, B.C. V6C 1V5



