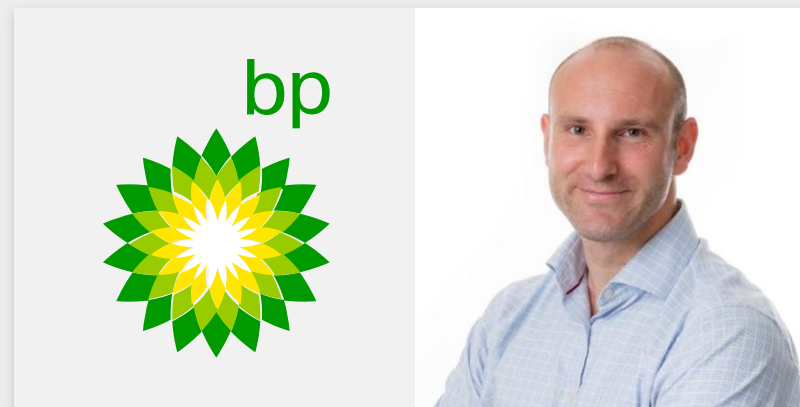


Dashboard UX

Over 4 sprints by Steve Newnham



Utilisation (i)

Sparky

Busiest charger

[Cards allowed](#)

Waterloo

Busiest depot

[Add charger](#)

Utilisation of **908 chargers** for the month-to-date

Charging	Idle	Bay blocked	Unavailable

Alerts (⋮)

Critical 3	Warning 0	General 0
-------------------	------------------	------------------

- Depot availability 2 mins ago
No chargers are available at Waterloo depot. [→](#)
- Charger availability 5 mins ago
Popular 'Buzz' has been unavailable for 24hrs. [→](#)
- Utility tariff costs 1 hour ago
Utility tariff 'XYZ' at '123 Depot' has expired. [→](#)

Charger health (i)

Out of order (3) Offline (1) Online (23)

- Allbright 2 mins ago
London North (ID: 343423, City: London) [→](#)
- Pulsa 5 mins ago
London North (ID: 343423, City: London) [→](#)
- Zipster 1 hour ago
York (ID: 029759, City: York) [→](#)

[Report a problem](#) [Support center](#)

Insights Quarter 2 v Personalise

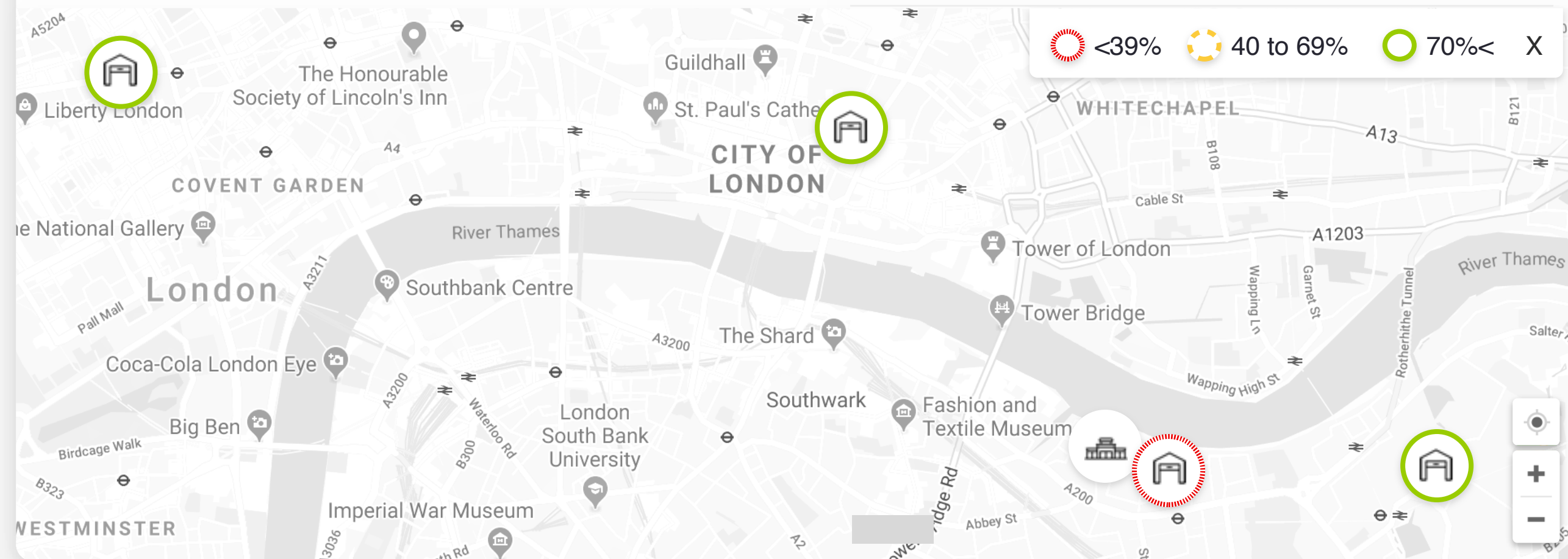
50.2 kWh Average kW's supplied per session	43 mins Average session duration	£4,118 Highest charger spend
12 sessions lasted less than 10 mins	2 sessions lasted more than 4 hours at 7 or 50kW CP's	95% Total online time



902 chargers in this period.

Time charging

Month-to-date ▾ ⋮



Bay blocking

Month-to-date ▾ ⓘ

Cards (13)

Chargers (5)

	Boris Johnson Driver card	Card ID: 3432432	Average: 58 mins →
	324234 Pool card	Card ID: 3432432	Average: 40 mins →
	HG66 KLP Vehicle card	Card ID: 3432432	Average: 33 mins →

10/05/2021 to 10/05/2021: 59 cards blocked 1210mins
 10/05/2020 to 10/05/2020: 33 cards blocked 1110mins

Utility costs

May 2021 ▾ ⓘ ⋮

Staines HQ ▾

Total kW: 13,394

€18,205

Rates here p/kW: €0.21... ✎
 Expiry: 09/12/2021

Top tips

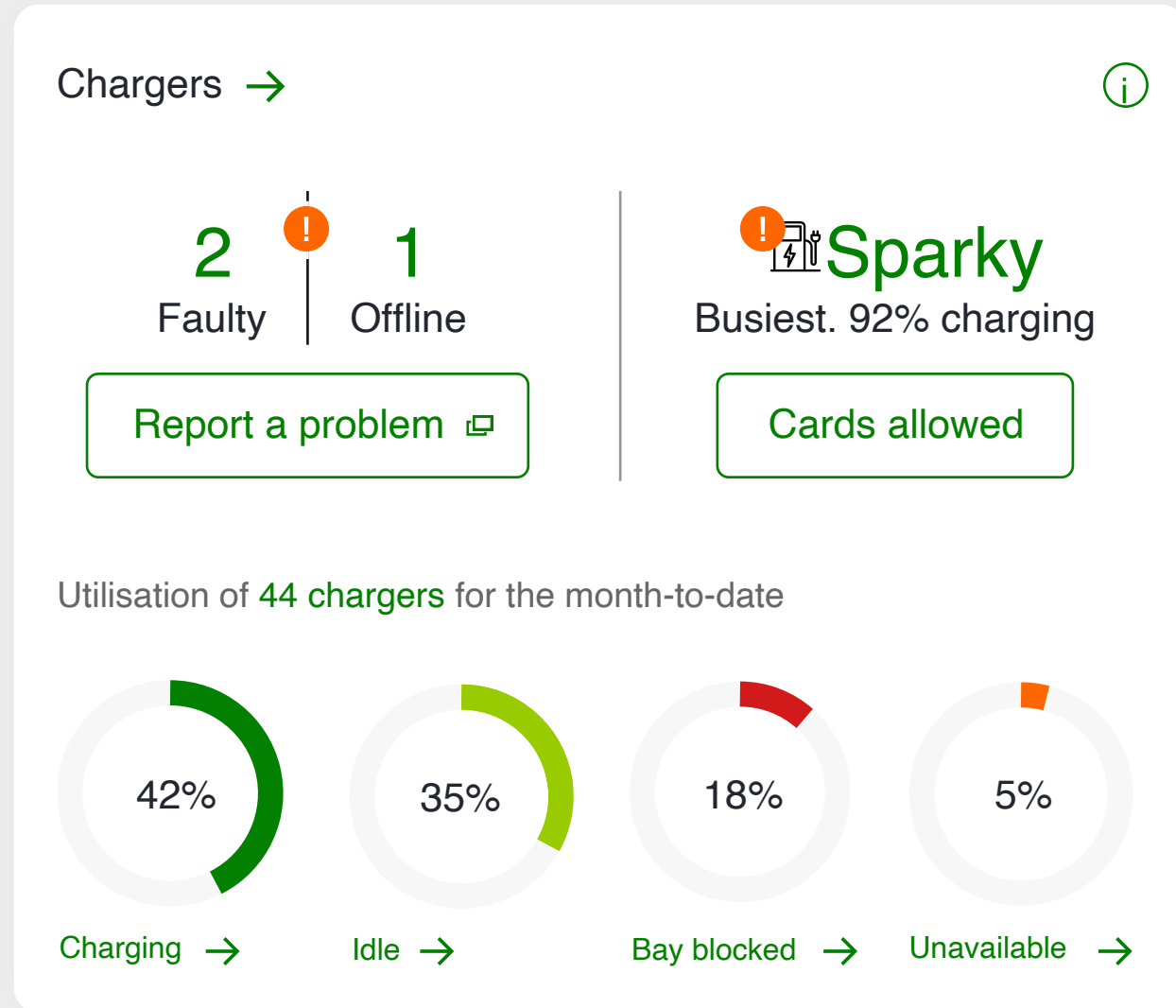
- Increase night charging
40% of sessions happen between 09:40 to 10:10.
- Replace your 51% public charging with depot charging Save €XXXXX.

My savings



Widget 1 of 12

As a facility or fleet manager I want to see the most important &/or regularly changing electric vehicle activity.

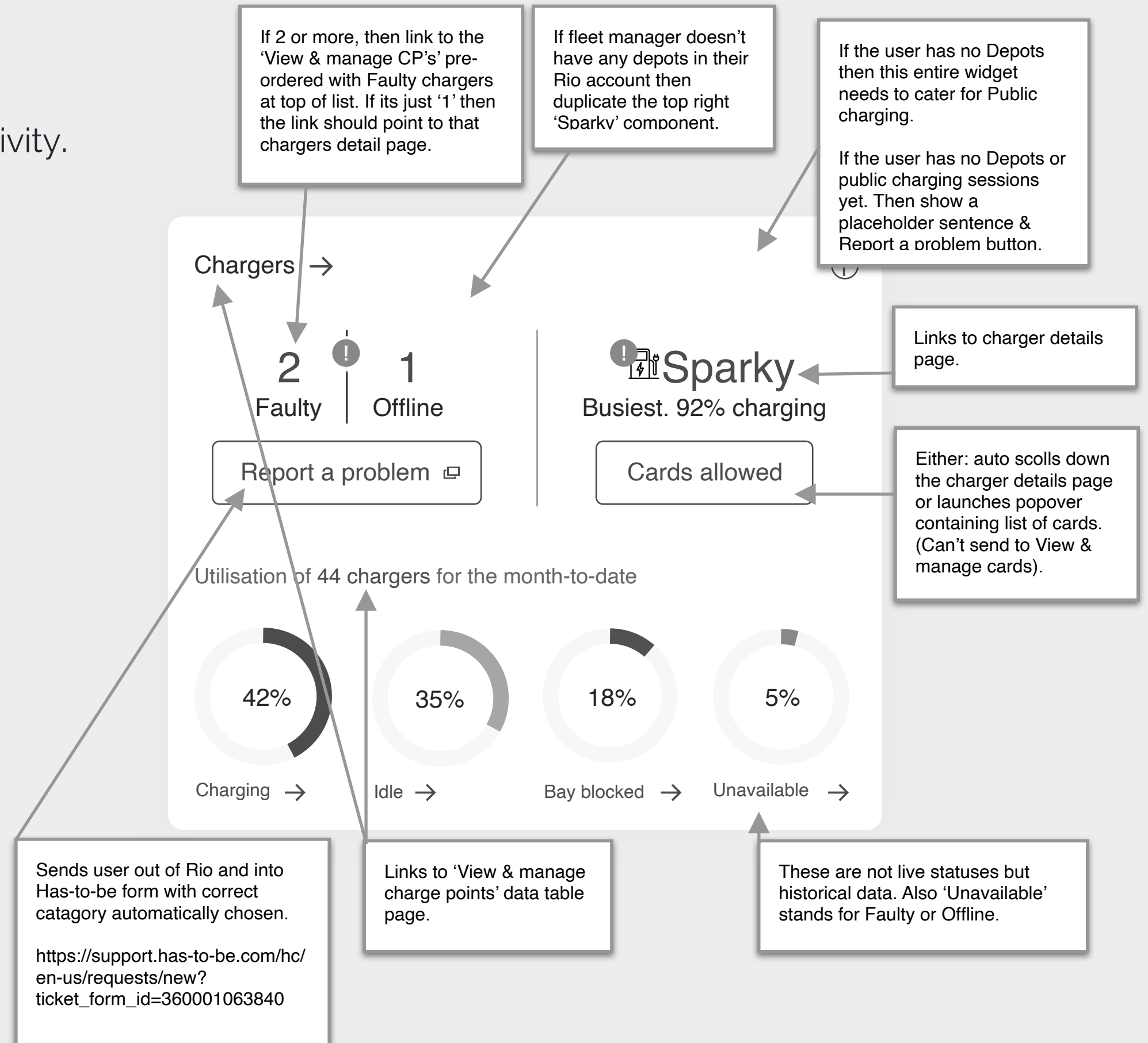


Rationale/User insights

One of the main reasons the customer LFB would log in is to 'Report a problem' with a charger, hence having this 'Report a problem' CTA in primary position on this logged in landing page EV widget.

The widget also contains plenty of navigable content with 2 main UX goals of this widget:

1. Operational (Top left section)
2. Strategic (Bottom section)



Widget 4 of 12

As a facility manager I want to avoid vehicles blocking bays after they have been fully charged.

'Bay blocking' is the amount of time a vehicle is left plugged in after charging has completed. Data is not collected for bays blocked for less than 10 minutes.

Bay blocking Month-to-date v ⓘ ...

Cards (13) Chargers (5)

	HG66 KLP Vehicle card	Card ID: 3432432	Session avg: 33 mins →
	324234 Pool card	Card ID: 3432432	Session avg: 40 mins →
	Boris Johnson Driver card	Card ID: 3432432	Session avg: 60 mins →

10/05/2021 to 10/05/2021: 59 cards blocked 1210mins
10/05/2020 to 10/05/2020: 33 cards blocked 1110mins

If 'Driver card' then show the drivers name.
If 'Vehicle card' show registration number.
If 'Pool cards' then show card ID so that the FM can identify the sites.

Bay blocking Month-to-date v ⓘ ...

Cards (13) Chargers (5)

	HG66 KLP Vehicle card	Card ID: 3432432	Session avg: 33 mins →
	324234 Pool card	Card ID: 3432432	Session avg: 40 mins →
	Boris Johnson Driver card	Card ID: 3432432	Session avg: 60 mins →

Occasions 4 of 10
Total blocked 240 mins

For Driver Cards only

I would recommend a better UX that automatically manages the drivers. This could be done by Rio automatically sending a push notification via that drivers BPApp when they attempt to next charge up, warning that driver to avoid leaving their vehicle plugged in after a full charge.

Also, if the driver continuously ignores these then after 3 alerts the FM is informed via Rio's Alerting tool.

This driver has seen 2 notifications we sent via the BP Fleet Drivers app

Card 343243

[Driver name] is blocking bays continuously at an average of Xmins despite seeing 3 notifications.

Rationale/User insights

Better than the below existing Allstars 'Charge sessions summary' because it gives the Fleet Managers instant visibility of driver names that need to constantly be reminded of 'Charging Etiquette' to avoid blocked bays among other benefits.

