CCRPC South Burlington Multi-Unit Residential EV Charging

Community Engagement Interviews Summary Presentation

September 2026

Project Overview

- Approximately 60% of City residents live in multi-unit residential (MUR) dwellings, and this is increasing
- Availability of home charging is critical to meeting transportation goals
- Inventory properties to understand barriers and opportunities for MUR charging
- Community engagement structured interviews with property owners and residents to further understand perspectives and interest in EV charging options
- Develop policy recommendations based on peer municipalities and findings from engagement and inventory work
- Provide guidance documents for MUR property owners and residents

Community Engagement Overview

- Connected with South Burlington multi-unit residential property owners / managers as well as residents through a series of 1-on-1 interviews
- See individual interview guides for details on the types of discussion questions used in the interviews
- The following slides summarize the results of the interview series, including an appendix with notes on individual interviews.

Community Engagement: Property Owners, Managers, and Developers

Portfolio includes:

- EV chargers in South Burlington (N=3)
- EV chargers, but not in South Burlington (N=2)
- No EV chargers (N=2)

Challenges:

- Cost
- Parking infrastructure & availability
- Fire safety
- HOAs
- Not suitable for all resident demographics

Opportunities:

- Best practice to include EV or be EV-ready during development
- Tenant demand / amenity to attract tenants
- It's the future

Property Owners, Managers, and Developers Resources

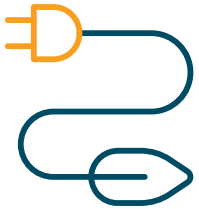
Guide on approach to installation

Grants, rebates, or other financial supports

Guide of fire safety best practices

Guide on new right to charge legislation

Educational materials on EVs and EV chargers for residents and HOAs

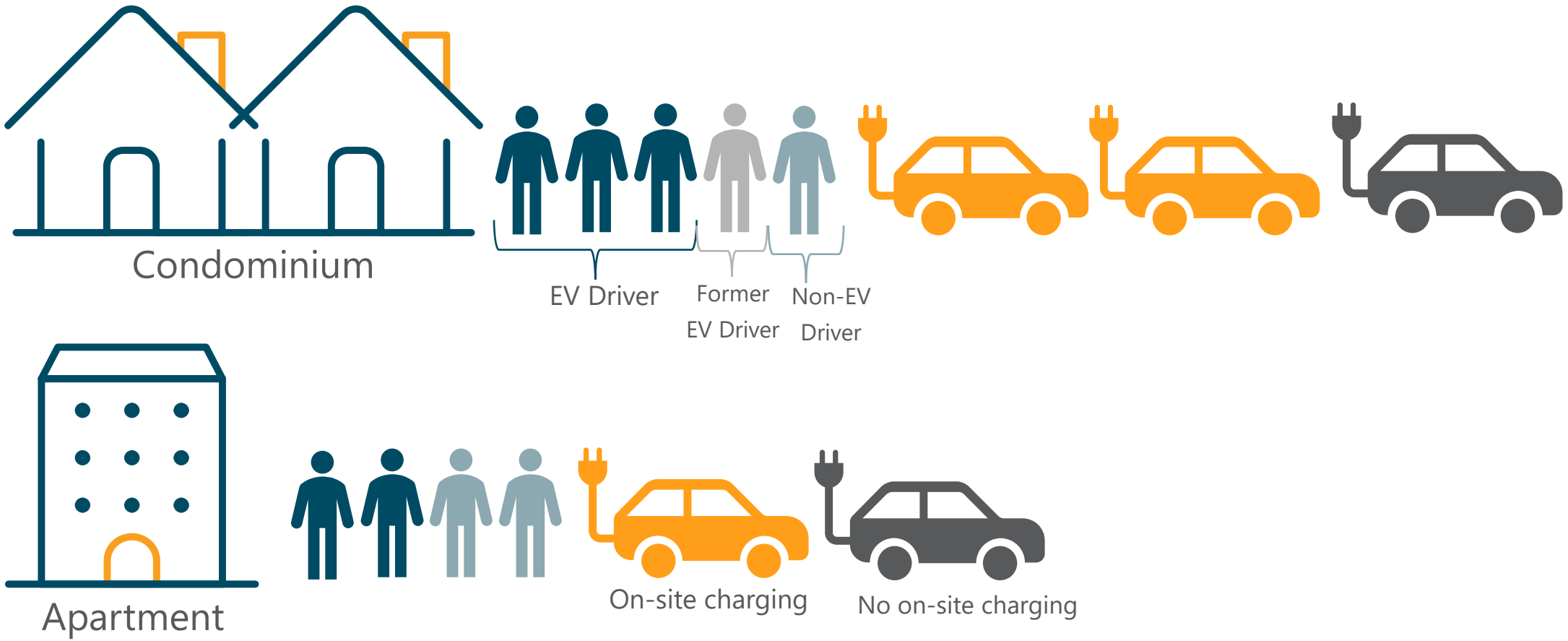


Guide on setting charging fees and calculating costs

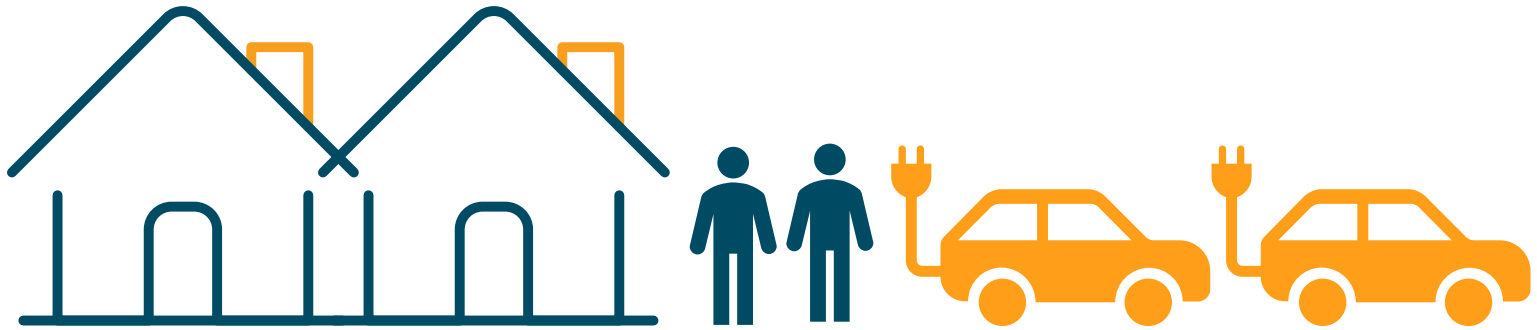
Parking signage and management tips

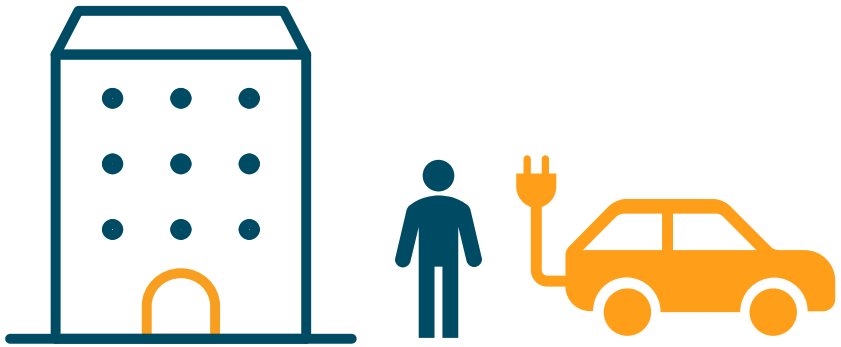
Sources to contact with questions

Community Engagement: Residents Overview



Residents with on-site EV charging





On-site charging supports:

- No HOA or HOA approval not required
- Available infrastructure
- GMP charger
- Advocating to an accommodating property manager

Residents without on-site EV Charging

Strong desire for on-site charging

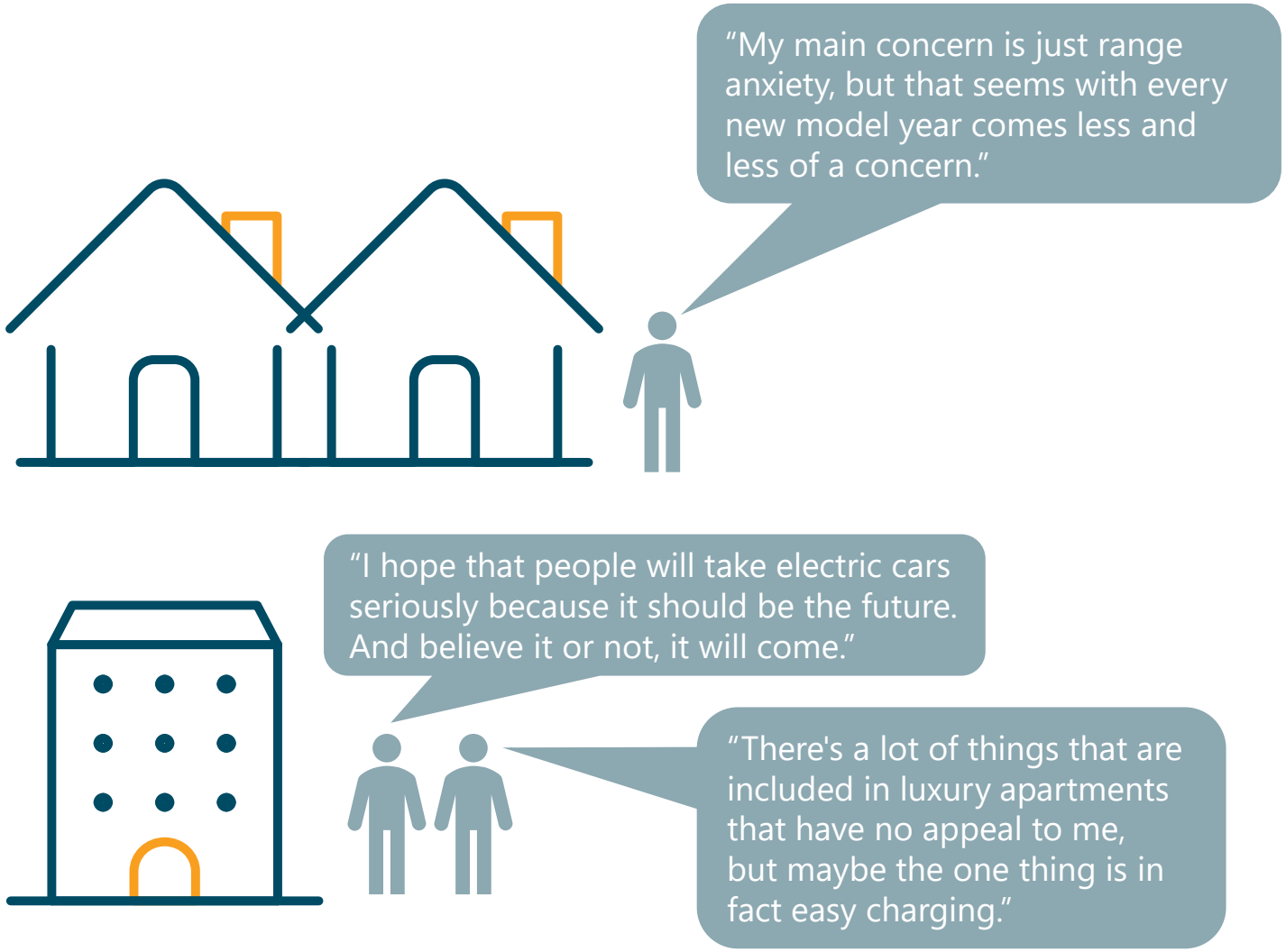
Barriers:

- HOA approval
- Need to personally advocate to HOA/property manager

> My husband and I own a condo. We just purchased a new non-electric vehicle but would have loved to buy electric if not for the charging hassle. Our HOA board was presented with a plan 2 years ago to put a charging station here, but since they have little understanding of this century and it was passed on.

Condominium Resident, Interest in EV

Residents interested in EV



- Lack of charging is a barrier to EV driving
- Mix of desire for on-site individual charging and communal charging
- Support for public charging in South Burlington

Appendix

Community Engagement

Methods: Property Manager/Owners

- **Instrument**: Semi-structured interview guide based on feedback from the client and the Advisory Committee
- **Outreach**:
    - Contacts shared by the City of South Burlington, VEIC's previous survey research, Advisory Committee members, and referrals from contacts/interviewees
    - VEIC emailed 20 contacts across 12 organizations, sending up to two emails to each contact
- **Interviewees**: VEIC staff conducted seven semi-structured interviews with property managers, owners, and investors over Teams. Each interview lasted 25-35 minutes. Interviews were recorded and transcribed by Teams.
- **Recommendations for future engagement**: Virtual calls and semi-structured interviews provided logistic ease and tailored conversations; future engagement may consider continuing these practices. Recruitment, as expected, presented the biggest challenge. Future engagement may benefit from reflecting recruitment challenges in budgets and timelines. Future engagement is encouraged to leverage existing networks and referrals during the recruitment process.

Property Manager/Owner Interviews: Overview (1 of 2)

Overview: In seven interviews with multi-unit residential property managers, owners, and investors, five interviewees reported EV chargers in their organizations' portfolios—three with EV chargers in South Burlington—and two did not. The interviews suggest that EV charging at multi-unit residential properties is moving from a niche amenity toward an expected feature in some segments of the housing market. Adoption, however, remains constrained by economics, infrastructure, regulation, and uneven resident demand.

Demand: Interviewees shared that resident demand exists for on-site EV chargers exists, but it is not a top priority across residents. Some interviewees reported direct resident or prospective-tenant requests for EV charging, including cases where charging influenced leasing interest. Others described only occasional inquiries or very limited current usage, especially in affordable or older-adult housing contexts where residents may have lower EV ownership rates or different transportation needs. Several participants suggested that demand will likely grow over time, making EV readiness in new construction and strategic pilot installations more practical than large-scale retrofits.

Opportunities: Interviewees named that EV chargers offered opportunities for market positioning, resident convenience, sustainability leadership, and future-proofing properties. For market-rate rental properties and condominium communities, EV charging can serve as a visible amenity that differentiates a property and signals responsiveness to changing transportation preferences. For mission-driven and affordable housing organizations, charging may support climate goals and reduce fuel costs for residents who can access EVs, but interviewees cautioned that these benefits must be weighed against broader affordability and transportation equity concerns. Several participants also saw value in incorporating electrical capacity or conduit during new development so properties can respond more easily as demand increases.

Property Manager/Owner Interviews: Overview (2 of 2)

Challenges: Interviewees named cost as the largest challenge, including high upfront installation costs and uncertain payback. Infrastructure challenges included limited suitable parking, limited electrical capacity, and shared-meter billing complications. Permitting and fire-safety uncertainty—especially related to charging in garages or near residential structures—also emerged as barriers at some properties. In condominium and HOA settings, collective decision-making, dues sensitivity, and questions about who benefits versus who pays can further slow implementation.

Enablers: Interviewees identified funding and policy design as key enablers. Interviewees described grants, utility support, incentives, and technical assistance as critical to moving projects from interest to implementation, particularly for affordable housing, older properties, and owners facing tight project economics. Participants generally favored flexible, incentive-based approaches over mandates. They stressed that property decision makers would benefit from clear guidance, practical cost information, and implementation models that reflect different ownership structures and resident needs. Education for owners and boards could be especially useful if it addresses wiring costs, equipment options, billing models, safety requirements, and available financial support.

Next steps: The interviews indicate opportunities to build EV readiness into new construction, support targeted pilots where resident demand is evident, provide incentives that reduce upfront costs, and offer property-specific technical guidance. Interviews also suggest that broader transportation planning should account for residents who may benefit more from improved transit, walkability, and reduced dependence on personal vehicle ownership.

Property: Interview 1

- Interviewee 1 works in asset management for an affordable housing finance organization that partners with local housing providers on tax-credit-supported properties. The organization is not involved in day-to-day property management.
- Interviewee 1 emphasized that EV charging is conceptually aligned with climate and transportation goals, but often does not yet match the needs or resources of affordable housing residents. They noted limited observed EV ownership among residents, low utilization of existing chargers, and parking constraints that can make dedicated charging spaces feel costly: "In theory, I'm very behind charging stations and electric vehicles and all of that, but affordable housing isn't necessarily the best vehicle…for this initiative."
- They believe that local managing partners and resident needs should drive future EV-charging investments. They see EV readiness in new developments as more practical than retrofit installations. They framed affordability as the central barrier to EV ownership, explaining that many residents face substantial challenges with vehicle ownership of any type: "The incomes are just so low…they would benefit from lower gas or fuel costs or whatever, but getting them over that hump of that purchase."
- The interviewee's broader transportation vision prioritized mass transit—including electric buses and better regional connectivity—as a more equitable long-term solution for affordable housing residents. They suggested that reducing reliance on personal vehicles could ease burdens related to insurance, maintenance, parking, and fuel.

Property: Interview 2

- Interviewee 2 works for a property management company that oversees a large portfolio of condominium communities. In this role, the interviewee acts as an intermediary between residents and HOA boards: resident requests come to the management team, which then helps boards evaluate feasibility, cost, operations, and long-term value.
- From the interviewee's perspective, interest in EV charging is widespread but progress has been limited by practical and financial barriers. "I don't think there's one complex that hasn't mentioned it along the way in passing," they said, while noting that older properties often lack sufficient electrical capacity, have shared meters, or would require costly carport upgrades. The interviewee emphasized that upfront costs, lost or uncertain incentives, and concerns about who pays for electricity make many HOA boards cautious, especially when associations are already trying to keep dues low.
- Interviewee 2 views EV charger installation as possible if boards receive clear information, residents help drive solutions, and projects can start small. They described their role as helping boards test assumptions and identify workable paths: "We try to be devil's advocate. We try to answer questions for them and troubleshoot the reasons why not to do it." They also suggested that a low-cost pilot or resident-funded installation could help demonstrate value, particularly if paired with updated guidance on new right-to-charge rules and future incentives.
- Overall, the interviewee supports expanding access to EV charging but sees adoption as an incremental process shaped by education, financing, electrical feasibility, and fair cost allocation. Their preferred future includes a mix of home-based and public charging options, with more visible, convenient charging on major corridors to make EV ownership feel practical for residents.

Property: Interview 3

- Interviewee 3 is a senior leader responsible for property and asset management for a privately held real estate portfolio comprising both owned and managed residential properties, including approximately 900 units under management. They noted that transportation amenities such as EV charging are considered through the lens of operational feasibility, resident demand, marketing value, permitting constraints, and return on investment.
- According to Interviewee 3, EV charging is attractive as an amenity but has not yet become a major driver of leasing demand. They noted that renters ask about charging only occasionally and that it has not been a deal breaker because vacancies remain low. They see value in being prepared for future demand: "It's great for marketing. I think it's a good draw for folks." The organization has installed chargers in some surface-lot settings and is continuing to build electrical service capacity into new projects, even when it pauses on installing additional chargers.
- The biggest barriers to EV charging are local fire-safety and permitting, limited site layouts—especially where garage or structured parking is involved—and difficulty understanding the true cost of operating shared chargers. The interviewee said the organization "pumped the brakes to see if fire safety code and permitting requirements are ever going to sync up," and described EV charging cost recovery as complex, especially when chargers are tied to shared meters. The interviewee expressed interest in clearer guidance on billing, pricing, and cost recovery, noting, "I honestly don't feel like I have a grip on, yes, it's costing us X, we're collecting Y."
- Overall, the interviewee framed EV charging as a future-facing amenity that may become more important as vehicle adoption grows, but one that currently requires clearer regulatory alignment, better cost data, and stronger financial support before broader deployment would feel practical. Free or highly subsidized equipment and installation would likely accelerate adoption, but absent that, investment decisions will continue to be driven primarily by market demand and project-specific feasibility.

Property: Interview 4

- Interviewee 4 works in operations at an affordable housing organization focused primarily on serving the elderly.
- Interviewee 4 believes that EV charging is valuable where resident demand exists, but it remains a limited-use amenity that must be balanced against affordability, property finances, safety considerations, and the transportation patterns of residents who may drive less over time. Existing properties face cost barriers to EV charging making grant funding essential: "We wouldn't have been able to do any of that [EV charger installations] without the state funding." They assert that new developments are better positioned to incorporate chargers from the start, and adding EV charging has become part of standard planning for future projects.
- At the organization, resident demand, surveys, advocacy, and available resources drive EV charger installations. Vocal residents helped spur charger installation at some properties, while smaller or lower-demand properties are not prioritized unless interest changes. Pricing remains an unresolved challenge because the organization is trying to maintain affordability for residents while recovering electricity and operating costs: "We want it to be affordable for our residents, but we still have to pay the bill."
- For the future of transportation, the interviewee's long-term priority is to reduce dependence on personal vehicles by locating housing near services, walkable destinations, and transportation options. Many residents rely on paratransit, buses, carpooling, caregivers, or nearby amenities, which closely links transportation planning to independence, affordability, and wellness. As the interviewee put it, the future direction is "less vehicles," with communities designed so residents can meet daily needs without relying on car ownership.

Property: Interview 5

- Interviewee 5 manages and co-owns a portfolio of rental townhomes in South Burlington, with decision-making responsibility for property operations and potential capital improvements. The organizational focus is residential property ownership and management, including higher-end rental units with amenities such as garages, washer/dryer hookups, and dishwashers.
- According to Interviewee 5, EV charging is not yet a decisive rental factor. Prospective tenants have asked about EV charging and the interviewee sees it as a likely future amenity. Existing garages and nearby electrical panels could make individual Level 2 installations relatively feasible, and standard outlets may already support slower charging. The interviewee indicated openness to tenant-driven installations and even partial cost sharing when the improvement would remain with the unit: "That would be a discussion I would be open to."
- The primary barrier is economics, especially for portfolio-wide installation. The interviewee estimated that installing chargers across garage-equipped units could require a substantial upfront investment and questioned whether it would pay off quickly in current market conditions. They suggested that education for property owners should focus on available utility support, expected wiring costs, and potential cost-sharing models between tenants and owners. While EV charging may become more important as competition increases, the interviewee emphasized that current tenant priorities remain more traditional amenities and that EV charging "might become critical down the road."

Property: Interview 6

- Interviewee 6 manages a multi-unit property outside of South Burlington with EV charging. EV charging has become both a practical resident service and a market-facing amenity.
- According to Interviewee 6, the decision to install EV chargers at the property was driven by growing EV adoption, resident demand, and an owner who saw charging as part of the future of the rental market. As the interviewee put it, “we started to get requests for EV charging,” and the property saw it as “something we can offer to our residents as another amenity.” The property currently makes charging available only to residents through keyed access and a flat monthly fee, which the interviewee described as a cost-recovery approach rather than a revenue source. They also noted that EV charging has influenced leasing interest, recalling prospective renters saying, “I saw that you have EV charging. That was one of the things that I need.”
- As a result of conversations with fire marshals, the property prioritized safety by installing EV chargers outdoors and away from buildings. The interviewee described their policy: “you have an EV, you can charge here, but you can’t park inside.” Operationally, the property has avoided major issues with charger access or overuse by limiting use to residents, monitoring access, adding signage, and calculating the monthly fee from a dedicated electrical bill. Looking ahead, the interviewee suggested municipalities should focus on visible, scattered public charging locations, and help multi-unit owners understand the benefits of EV chargers, especially where costs may otherwise discourage adoption.

Property: Interview 7

- Interviewee 7 is a senior investor at a real estate organization with a multifamily housing portfolio. The interviewee has a longstanding interest in energy efficiency, green building, and decarbonization, and personally drives an EV. The interviewee emphasized the need to balance environmental goals with the economics of housing development, noting that "the financial feasibility has to be there" and that current construction costs and regulatory burdens make new multifamily development difficult. While the organization tries to "push the envelope" on efficiency, the interviewee argued that housing production must remain the priority when costs are already constraining the market.
- Interviewee 7 views EV charging as both a sustainability opportunity and a competitive amenity for rental properties, but installation depends on practical feasibility, outside funding, and local permitting conditions. The interviewee primarily sees EV charging as an amenity rather than a profit driver. The interviewee described current charging rates as intended to cover electricity and maintenance costs, saying, "it's not a moneymaker and I don't need it or want it to be." However, the interviewee also noted that better utilization data could help justify future investments and pricing decisions, especially as renters increasingly seek access to charging.
- Interviewee 7 identified funding support and flexible policy as critical enablers for EV charging. Incentive programs have made the difference between installing chargers and not doing so, while local restrictions on garage charging have prevented planned projects from moving forward. For future policy, the interviewee encouraged a "carrot versus the stick" approach, recommending that municipalities make it easier and more attractive for property owners to add EV charging "because they want to, because they're incentivized to, not because they're required to."

Property Manager: Supplemental Data

An affordable housing property was not able to participate in interviews, but shared key themes over email:

- Underutilized EV charging stations at properties, attributed to a combination of the following factors:
    - EV vehicle affordability,
    - Resident education about and accessibility using ChargePoint,
    - Restricted access to chargers in a few key scenarios, and
    - Non-EV vehicles occupying charging spaces; Property Management is working to deter this practice.
- Beyond utilization, the property faces the following challenges:
    - Restrictions or prohibitions against EV charging in underground of covered parking areas,
    - Balancing cost and effectiveness in electrical infrastructure to accommodate future EV charging stations, and
    - EV charging platform support/cost, especially when a provider ceases operation and the property incurs unplanned costs to switch to a new provider.

Methods: Residents

- **Instrument**: Semi-structured interview guide drafted based on feedback from the client and the Advisory Committee.
- **Outreach:** VEIC shared an outreach flyer and short interest form with the client and the Advisory Committee to circulate with their networks. The interest form screened out ineligible residents and then asked questions about housing type, transportation mode, schedule availability, and an open-ended section. 42 eligible residents completed the form. See Slide 41 for more details on respondents.
- **Selection**: VEIC selected eligible respondents to ensure a balance of perspectives across housing types, unit sizes, and EV experiences. VEIC prioritized residents with EV driving experience and interest in driving an EV in order to go beyond prior survey research and gain deep insights into EV chargers. VEIC emailed 13 residents to schedule interviews.
- **Interviewees**: VEIC staff conducted 9 semi-structured interviews with South Burington multi-unit residents over the phone, using Teams to make the calls. Each interview lasted 25-35 minutes. Interviews were recorded and transcribed by Teams. See Slide 29 for more details on the interviewees.
- **Accessibility supports**: Each interview occurred over the phone and at a time convenient to the interviewee. Each received a $50 digital gift card as gratitude for their participation.
- **Recommendations for future engagement**: Future engagement may consider replicating outreach through local networks, an interest form, virtual calls, semi-structured interviews, and incentivizing participation. Future engagement may increase accessibility by including language justice in the project, including in written materials and during interviews.

Residential Interviews: Overview (1 of 3)

9 interviewees

	Condominium	Apartment
1-3 units	1	1
4-12 units	2	-
13+ units	2	3

	Condominium	Apartment
Drive EV	3	2
Former EV	1	-
Interest EV	1	2

Among the EV drivers

	Condominium	Apartment
On-site charger	2	1
No on-site charger	1	1

Residential Interviews: Overview (2 of 3)

- **Overview**: In nine interviews with South Burlington residents of multi-unit apartments or condominiums in South Burlington, participants expressed described strong interest in electric vehicles and broad support for expanding EV charging in the city, but their experiences also showed that charging access is a central factor determining whether EV ownership feels practical, affordable, and sustainable. Interviewees included current EV drivers, former EV drivers, plug-in hybrid drivers, and gas-vehicle drivers considering EVs. Interviewees with reliable home charging described EV use as convenient, low-cost, and confidence-building, while those without home charging described EV ownership or consideration as stressful, inconvenient, or out of reach.
- **Residential Charging**: Participants in condos and apartments often faced physical, financial, or governance barriers to on-site charging, including detached parking areas, limited electrical access, unclear responsibility for installation, renter uncertainty, and property managers or HOA boards that had not prioritized charging. For current EV drivers without home charging, public charging required extra planning, walking long distances, waiting for chargers, managing charger availability, and adjusting work or travel behavior. In winter, these challenges became more acute because range declined, charging needs increased, and outdoor or public charging became more burdensome.
- **Opportunities**: Participants were motivated/interested to drive EVs by lower fuel costs, reduced maintenance, environmental benefits, quieter and more enjoyable driving, and the possibility of reducing dependence on gasoline. Several interviewees said access to on-site charging would make them more likely to purchase or lease an EV, keep an EV, remain in their current housing, or recommend EVs to others. Charging infrastructure was also viewed as a property-value improvement and a community benefit, particularly when located at apartments, condos, workplaces, grocery stores, shopping centers, libraries, City Hall, entertainment venues, gas stations, and other places where people already spend time.

Residential Interviews: Overview (3 of 3)

- **Challenges**: The key challenges to EV adoption were affordability, charging access, winter range, public charger reliability, and uncertainty in multi-unit housing. For some participants, EV purchase prices remained too high even if operating costs were attractive. Others worried about long-distance travel, battery performance in cold weather, charger availability, and the time required to charge away from home. Multi-unit residents faced additional barriers because they often could not independently install chargers, did not know how to approach landlords or HOAs, or were unsure whether they would remain in their current housing long enough to justify paying for infrastructure.
- **EV charging expansion**: Participants identified several practical design priorities for EV charging expansion. Chargers should be reliable, visible, easy to use, and available to EV drivers rather than blocked by non-EVs. Many participants wanted charging to feel as simple as buying gasoline, with clear pricing, credit card access, fewer app requirements, and better information about charger speed and availability. Several also emphasized the need for enough chargers to serve multi-unit properties at scale; a small number of shared chargers may not be sufficient for large condo or apartment communities. Interviewees named cost-sharing models, incentives, grants, utility programs, and public support as potential ways to make on-site charging installation more feasible, though willingness contribute financially varied by household income, tenure, and perceived responsibility.
- **Next steps**: The interviews suggest that South Burlington has an opportunity to accelerate EV adoption by treating charging as essential residential and community infrastructure rather than as an optional amenity. The highest-impact opportunities are likely to include targeted support for multi-unit properties, more public chargers at high-dwell-time destinations, clearer pathways for landlords and HOAs, reliable maintenance and enforcement, and user-friendly payment systems. Expanding charging access would not only support current and future EV drivers, but could also reduce household transportation burdens, improve confidence in EV ownership, strengthen housing satisfaction, and advance broader environmental and public health goals.

Residential: Interview 1

- Interviewee 1 lives in a large condominium community where they have been for about 12 years. They do not have access to a garage or carport. They own an EV, but do not have on-site EV charging. Their household currently has two adult drivers, one electric vehicle, and one gas-powered vehicle, with another driver expected in the next few years. They described EV ownership as positive overall, but difficult to sustain without reliable charging at home. They would like on-site charging, but past interactions with property management and the condo board have made the process feel difficult. They noted that some board members do not live on the property, which they believe makes it harder for resident needs to be prioritized.

- The interviewee's transportation routine requires significant planning because nearby charging options are limited, slow, unreliable, or sometimes blocked by non-EVs. The charger they use most often is nearly two miles from home, requiring about a 45-minute walk each way. This is especially burdensome after long hospitality shifts or late at night. Winter creates the greatest challenge: cold weather increases charging needs, the vehicle has no sheltered parking, and a winter commute to job in the mountains required frequent fast charging that was expensive and hard on the vehicle. As a result, the interviewee reduced work hours so they could slow charge more often. They said, "I could work more if I could charge more." They would consider adding a second EV or plug-in hybrid if charging access were easier, but for now the lack of convenient charging limits that possibility: "If we had better access to charging, we could maybe have a second or at least a plug-in hybrid."

- On-site charging would meaningfully improve the interviewee's daily life by saving several hours each week, making winter driving more manageable, and allowing them to work more consistently, and earn more income. They said they would be willing to help organize with other EV drivers, participate in meetings, advocate with the board, and share costs through a resident or co-op-style arrangement. Access to home charging would also affect long-term housing decisions: without it, another winter with an EV but no charger is a reason they would consider moving, while having a charger could allow them to stay indefinitely: "If I had a charger, I could stay forever.... At this point, I don't foresee getting a gas-powered car again." Looking ahead, they would like to see South Burlington invest in practical EV infrastructure, including reliable public chargers, charging in parks and residential areas, solar-covered charging spaces, electric buses, and incentives for EV driving, walking, biking, and other lower-emission transportation choices.

Residential: Interview 2

- Interviewee 2 lives in a 15-20 unit condo association. The household has two drivers and one owned gas vehicle. They previously owned an electric vehicle, motivated by environmental goals, green transportation, and financial incentives. Their EV worked well when they owned a house with a home charger, but installing a charger at the condo was not feasible because their parking area was not close to their power source. They said, "We definitely would have paid to install a charger here at our condo, but it wasn't physically possible. It wasn't even about the money. It just wasn't physically possible." The interviewee explored a shared community charger at the condo, including researching possible grants and offering to take on upfront costs, but condo association was not interested in adding responsibility or using association resources for charging infrastructure.
- Without home charging, maintaining the EV became increasingly burdensome. The household tried creative workarounds, such as using public chargers, parking at a charger roughly 1.5 to 2 miles away and walking home, charging while out running errands, and seeking permission to use workplace chargers that were reserved for fleet vehicles. These options were inconvenient and unreliable, and when COVID reduced the household's need for two vehicles, they chose to keep the gas vehicle and sell the EV because it was the more practical choice.
- Interviewee 2 remains interested in EV ownership and expects to consider another EV when they move to a home in Burlington in the near future, where home charging may be possible. While the lack of charging was not the primary reason for the move, it was an ongoing frustration and a meaningful added benefit of returning to a singly-family home where charging could be easier.
- For the future of transportation, the interviewee recommended more charging in places where people already spend time, such as grocery stores, shopping areas, entertainment venues, workplaces, rest areas, and gas stations. They said, "I don't see how we're ever going to be successful with promoting it as an option for people when the availability of chargers is so limited." They also noted that chargers need to be reliable, maintained, protected from vandalism, and available for EV users rather than blocked by non-EV vehicles. Beyond EVs, they expressed support for better public transportation, including more convenient bus service and broader infrastructure for buses and trains, noting that they value public transit when it is available and practical.

Residential: Interview 3

- Interviewee 3 recently moved into an apartment building without EV charging. They have been leasing an EV for 1.5 years, motivated by dealership deals and available incentive support. They drive roughly 30 minutes per day for commuting to work. They generally like the vehicle and see financial benefits compared with a gas car, but their experience is shaped by charging access and seasonal performance.
- Prior to moving to the new apartment, Interviewee 3 charged at a family member's apartment complex with chargers in the garage and at public chargers. While EV charging was something they considered during the housing search, limited housing availability in the area made it difficult to prioritize it as a deciding factor. They indicated that on-site charging would be "wonderful" and would make day-to-day life more convenient.
- The current lack of home charging means the interviewee relies mainly on public fast chargers. They prefer a FLO station on Shelburne Road/IDX Drive because it has two chargers, an easy app, and relatively fast charging compared with other options. They find some ChargePoint locations less convenient because the app is harder to use and the cost is higher. Charging needs vary by season: in summer, they may charge about every three weeks, while in winter they may need to charge weekly depending on driving needs. They shared, "It's a little bit tough in the winter. The battery doesn't last long in the winter and it's harder to find like fast chargers," which adds inconvenience of planning charging stops around work and daily errands.
- Looking ahead, the interviewee emphasized that more accessible charging in South Burlington, especially at apartment complexes, would meaningfully improve their transportation experience: ""I think that would be a huge factor… I would be able to reap all the benefits of it being financially friendly and also have the convenience of a charger in my home." They would welcome on-site charging at their current building and are open to advocating with other residents or approaching property management if there is shared interest. They also noted that charging access could strongly influence whether they lease another EV when the current lease ends in 1.5 years: while the vehicle is financially appealing compared with a gas car, the inconvenience of charging remains a concern unless chargers become more common and easier to access.

Residential: Interview 4

- Interviewee 4 lives in a small (three-unit) condominium where the residents serve as the only governing body. The household has two drivers and two cars: one owned gasoline vehicle and one leased electric vehicle, motivated by environmental motivations. The interviewee was able to install an individual Level 2 charger in the shared dirt parking lot without needing formal permission: "I just put it up, I didn't ask anybody, and… didn't need to ask anybody." The charger is located away from the home, requiring a separate power line, because parking is up roughly 70 steps from the condo. They have lived at the property for about nine years and plan to stay "as long as I can make it up to" the parking area.
- Interviewee 4 drives almost every day but usually for short trips, with occasional longer drives. They charge almost entirely at home and have found EV ownership convenient because of that access. Without on-site charging, they said they would still own or lease an EV, but "it would be clearly would be more of a headache." Public charging has been manageable for occasional longer trips, though they view it as more expensive and less convenient than home charging, especially because home charging can be scheduled during off-peak overnight hours. They expect to lease another EV next, largely because EV technology is changing quickly and leasing allows them to keep pace with improvements in range, charging speed, and battery technology.
- For the future of transportation, the interviewee's main recommendations focused on making public charging easier, more visible, and more universal. They would like to see a stronger charging network for people who cannot install chargers at home, especially in apartment buildings or similar housing situations. They suggested siting chargers at gas stations, shopping centers, and supermarkets because these are places people already visit and where they can complete errands while charging. They also emphasized that public charging should work more like buying gasoline: "Universal ease of universal access with a credit card and more visibility." They find the current need to manage multiple charging company accounts, passwords, apps, and route planning confusing and burdensome, and noted that chargers are often hard to spot from the road and rarely advertise their charging level.

Residential: Interview 5

- Interviewee 5 lives in a large condominium with an HOA. They own a plug-in hybrid. After researching options for about two years, they chose a plug-in because it balanced local electric driving with flexibility for road trips. As they put it, “a hybrid was the way to go,” especially because they sometimes want to travel longer distances without depending on public charging.
- Interviewee 5 has access to a private garage charger. Although they asked the board for installation approval, they were told “it’s not a problem” and that formal permission was not required. They obtained the charger through Green Mountain Power and paid an electrician about $800 to install. They noted that only one other unit in the community appears to have a charger, suggesting that EV adoption remains limited in the complex, but their own installation process was low-friction aside from the electrician cost and logistics of running wiring from the second-floor breaker panel.
- They described a relatively positive experience owning the plug-in hybrid, emphasizing that the vehicle fits well with both daily transportation needs and personal values. The interviewee drives under 100 miles in a typical week and relies primarily on home charging overnight on a lower-rate schedule. They reported very low electricity costs for charging, with recent monthly totals often in the single digits or low twenties. They estimated filling the gas tank about twice per month. The ability to charge at home appears central to the ease of use: most driving is local, including a commute of less than two miles, and the vehicle’s roughly 30-mile electric range covers most routine trips. They noted benefits of driving a plug-in hybrid: convenience, low operating costs, environmental alignment, and a strong sense of satisfaction with the vehicle; they said, “I really want to participate in moving away from fossil fuels,” and, “it just makes me happy.” While they expected to consider another hybrid or EV, they said future decisions would depend on range, charging access, and where they live.
- The interviewee named broader ecosystem gaps for plug in hybrids/EVs: limited non-Tesla workplace charging, longer public charging times, the need for more charging stations in common destinations such as malls or City Hall, range concerns for longer Vermont commutes, and limited availability of local mechanics trained to service hybrids and EVs.

Residential: Interview 6

- Interviewee 6 recently moved to Vermont from a warmer-climate state, lives in an apartment, and owns a 2018 EV with an estimated range of about 150–160 miles in warmer weather and closer to 130 miles in winter. They described the vehicle itself as reliable and low-maintenance, saying they have kept the same car for six years because EVs require "no maintenance, nothing, and perfect, basically." Since living in Vermont, they have had to adapt their EV driving to colder weather, shorter effective vehicle range, and limited charging access.

- Housing and parking conditions strongly shaped the interviewee's transportation experience. The interviewee initially did not have access to on-site charging and parked in the outdoor apartment lot, where limited spaces, winter overnight street-parking restrictions, and the risk of towing created additional stress. Garage parking was available for an added monthly fee, but they initially declined it as an unnecessary expense. They relied mainly on public chargers, especially the fast chargers near Dorset Street. In summer, this arrangement was manageable, with charging needed once a week or every other week. In winter, however, charging became much more difficult as demand increased, charge times lengthened, and the interviewee encountered conflict and pressure from other drivers waiting for the same limited chargers. One particularly stressful public-charging experience led them to conclude, "I can't stand being in public anymore," because they did not want to face confrontation while charging.

- After months of stressful public charging, they worked with their landlord to add personal charging access in the garage. The landlord installed electrical service and provided a home-style charging setup, with the interviewee paying monthly fees for both garage parking and electricity. The arrival of home charging changed the interviewee's day-to-day mobility and their relationship to both their apartment and their EV. With reliable charging in the garage, they said they felt more relaxed, more confident using the highway, and more willing to take longer trips. They also resumed everyday comfort behaviors they had previously avoided to conserve battery, such as using air conditioning and looking forward to using heat in the winter. The charger has become so important that it affects housing decisions: despite frustrations with highway noise and a roommate moving out, they said they were reluctant to leave because of the plug and even declined a potential condo option because they were "not ready to move away" from the charger. They summarized the impact by saying, "It's a world of difference. Like every day I try to remember how grateful I am for my plug."

- The interviewee remains committed to EV ownership overall, though their winter charging experience temporarily made them consider switching to a gas car. If they were to replace the vehicle, they would likely choose another EV with greater range. Looking ahead, they expressed a desire for more widespread EV charging, especially at multi-unit properties, and said that when searching for housing, on-site charging would have been a decisive amenity: "If there had been a property that I was looking at that boasted charging on site, that's what I would have gone with." Their experience suggests that reliable residential charging can reduce stress, expand mobility, influence housing choices, and support continued EV adoption among apartment residents.

Residential: Interview 7

- Interviewee 7 rents an apartment and has lived there for about five years. The household includes two adults, two children, and two owned vehicles. The property does not currently provide EV charging. On-site parking is split between one assigned garage space per apartment and unassigned surface-lot parking around the outside of the complex. Because the household rents and may move within the next year, the interviewee expressed uncertainty about whether and how they could install or access home charging. They described this as a major barrier to considering an EV, saying, "I think the other part is we rent and no idea how that would work."

- Transportation needs are highly family- and routine-oriented. The interviewee drives to work about four days per week, with a short commute of roughly five miles, and the household also makes frequent short trips for child drop-off and local errands. Weekend travel is common, including regular out-of-state trips for work and other family activities. When thinking about future vehicles, the interviewee prioritized car-seat compatibility, fuel efficiency, and cargo capacity, noting that they value vehicles that can carry a lot while remaining small and efficient.

- The interviewee is open to EVs and sees them as increasingly practical, cleaner, and more affordable, but their interest depends heavily on reliable charging access. They described EV charging at home as "very important," especially because the next vehicle purchase may happen within the next several years as their current cars age. They would welcome a charger at their property and might be willing to contribute financially to shared charging if the cost felt comparable to a few months of gasoline. However, they would want clarity on payment, overnight charging logistics, and how shared chargers would work for renters.

- The interviewee identified the South Burlington Library/Town Hall and grocery stores as convenient charging locations because they are places where the household already spends enough time for charging to be useful. They also emphasized broader transportation improvements, including better cross-town transit connections, protected bike infrastructure on Shelburne Road, more public charging near gas stations or common destinations, and clearer policy around high-speed e-bikes on shared paths.

Residential: Interview 8

- Interviewee 8 lives in a condo/townhome-style HOA property and has been there for more than seven years, with an expectation of staying at least another three years and possibly longer. Their home is already all-electric for heating and hot water, which aligns with their broader interest in reducing fossil fuel use and lowering environmental impact. However, their current housing setup creates a major barrier to EV ownership: there is no practical way to charge at home. Parking is located in detached, multi-unit carports with limited shared outlet access, while the outlet near their home is beside a fire lane and not viable for regular charging.

- Interviewee 8 is the only driver in their household and owns one gas-powered car. They value a vehicle that can handle Vermont winter conditions and can support regional travel without needing to stop. The interviewee described strong interest in EVs, citing lower maintenance, quiet operation, acceleration, and familiarity from friends and workplace use. They are concerned, however, because home charging is unavailable. As they put it, "I like the idea of getting an EV, but not being able to charge where I am now gives me a second thought about if it makes sense to do it yet." Nearby public chargers at Healthy Living and City Hall are within walking distance, but the interviewee sees them as less dependable than home charging because access could change, chargers may be occupied, and using them would require extra planning: "If I had the access to regularly charge, I would love it," they said. They are additionally concerned about range, especially in winter. They would be reassured by an EV with at least a 300-mile range.

- The interviewee sees EV charging as both a personal convenience and a property-value improvement for multi-unit housing. They would prefer individual or much more widely available chargers over a small number of shared chargers, noting that two to four chargers would be insufficient for a property with roughly 40 units and many more cars. They said they would personally consider contributing in the range of $1,000–$3,000 for a charger at their carport and viewed charging infrastructure as a "no-brainer" because it would make the property more valuable. They also noted that access to charging could influence how long they remain in their current home, since a future move to a single-family house would likely give them the ability to install a faster charger.

- For the future of transportation, the interviewee wants South Burlington to improve bike infrastructure, add more EV charging in places where people spend extended time, and strengthen public transit. They identified the U Mall, Higher Ground, restaurants, and other high-dwell-time destinations as useful charging locations, while also expressing concern that the bus system is not reliable enough. Their larger point was that EVs fit well with townhome and condo living because they can reduce maintenance and support a simpler lifestyle, but adoption in those settings remains limited by the absence of a clear charging pathway. As they summarized, "it still doesn't quite seem viable only because of the charging situation."

Residential: Interview 9

- Interviewee 9 lives in a small multi-unit property with three units and have lived there for about seven to eight years, expecting to remain for at least another seven to eight years. Parking consists of two shared driveways that can hold multiple cars, with no assigned spaces and some coordination needed when cars park behind one another. The property does not currently have EV charging, and the interviewee has not noticed nearby chargers in the surrounding area. Their household currently owns one gas-powered vehicle used by one driver, while also relying on walking where possible. Public transit access is limited near their home, and the vehicle is viewed primarily as a necessary tool for reliability, independence, and meeting basic needs.

- Interviewee 9 expressed strong interest in electric vehicles because of high gas costs, lower maintenance expectations, environmental benefits, and public health concerns. They said gas is "not a little bit high. It is very, very high," and emphasized that an electric car could be "much better for environment and for maintenance and in the same time for the family, you can save money for gas." Charging availability is the interviewee's biggest practical concern with EV adoption. When imagining receiving an EV without a charger at home, they asked, "What I'm gonna do with it?" They said having chargers at the property would make them feel more comfortable, encourage EV ownership, and help them save money; they also felt property managers would likely be approachable about installation. However, they would not feel comfortable being asked to pay directly for installation, arguing that charging infrastructure should be treated as a broader public and community benefit rather than an individual household cost. The interviewee also named affordability as an EV adoption barrier. They view new vehicles as preferable to used ones due to repair concerns, but still sees EV prices as too expensive without meaningful public support or discounts.

- The interviewee described transportation as essential to daily life, especially for reaching work, school, medical appointments, shopping, and family responsibilities. They envision transportation in South Burlington to become more affordable, electric, environmentally responsible, and community-oriented. They described transportation as "the main issue… like food, like water," and emphasized that EV chargers should be to benefit people, including apartment buildings, townhouses, downtown areas, commercial districts, malls, workplaces, and high-traffic businesses. Their comments framed EV charging not only as a convenience for drivers, but as infrastructure that could reduce household burdens, support local businesses, improve public health, and benefit the community as a whole.

Residential Intake: Overview

42 eligible respondents

	Condominium	Apartment	Unspecified
1-3 units	3	1	2
4-12 units	8	-	3
13+ units	8	4	9

	Condominium	Apartment	Unspecified
Drive EV	10	2	3
Interest EV	8	2	6

Residential Intake: Open-ended responses

The form asked, *"Is there anything else you'd like to share about yourself or your interest in this research, including any experiences or concerns about electric vehicles and EV charging in South Burlington?"*

Respondents named residential charging access as their dominant concern. They described a lack of on-site charging as a barrier to buying or keeping an EV. HOA decisions, aging electrical systems, and upgrade costs impede installation. Public and fast-charging availability also matters, with isolated concerns about charger safety, range, charging time, and technical compatibility. Several respondents were eager to support the research or see the city expand options and assistance.

Residential Intake: Key Quotes (1 of 2)

I currently have a hybrid but would like to get a plug-in model, but my condo has no charging ability.

We want MORE. I had an EV and had to sell it when I moved into my condo because there is no charging nearby

I currently own a townhouse with a shared (but assigned spots) carport building. I have been wanting to buy an EV for years but without having the option of charging at home I have been hesitant.

I am interested in owning an electric vehicle, but at this point in time I don't really have a spot to charge it. I'm also not looking to replace my current vehicle until I must, due to environmental concerns with new batteries.

Lack of on-site charging

I'm not sure there is a location for shared EV charging exists in our association, but I have initiated a conversation about upgrading our electric service I each unit so that we could install EV chargers

Public charging

Need more Public charging stations

I've had a lot of difficulty charging my car in South Burlington, and have even felt unsafe at the chargers themselves. I would be very interested in talking to someone who could improve the situation.

It is often difficult to find fast chargers that are available.

Residential Intake: Key Quotes (2 of 2)

Our condos were built in the 1970s. We have carports with electrical outlets, but the electrical wiring is 50 years old. It's cost prohibitive to upgrade our electrical because we are dealing with lots of deferred maintenance. The condo now charges me a tax for electricity use of the carport for my EV.

Yes! My husband and I own a condo. We just purchased a new non-electric vehicle but would have loved to buy electric if not for the charging hassle. Our HOA board was presented with a plan 2 years ago to put a charging station here but since they have little understanding of this century it was passed on.

HOA challenges

South Burlington

I have asked my HOA every year, for 8 of the 10 I've lived here. Answer "what, are you kidding?", "You think you're special?". The past four years the answers have been more in the line of "Whoa, getting ahead of yourself, there girl" to "you just need to drive to Burlington to hook up". The president of our "cluster" for the HOA is "come ooooon!".

Looking forward to helping with this research! I think SB is doing a great job focusing on access and building out infrastructure around this

It would be great if the city could come up with a way to assist condos/apts financially and technically to get community chargers out there. It's such a problem! Some of us just went ahead anyway.

I don't currently have an EV and probably won't for the foreseeable future, but I like to see South Burlington residents have options.