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Smart Mobility

19 Trends from 11 Industry Experts

Drive through the Trends

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Mobility is changing, and fast.

“Rapid urbanisation, climate change, shifts in economic power, demographic changes, and technological advancements.
These are the five megatrends that power the direction of this innovative mobility industry. We hope you’re inspired by the first-hand specialist insight featured in this slideshow.”

John Kolthof
Chief Commercial Officer at CCV

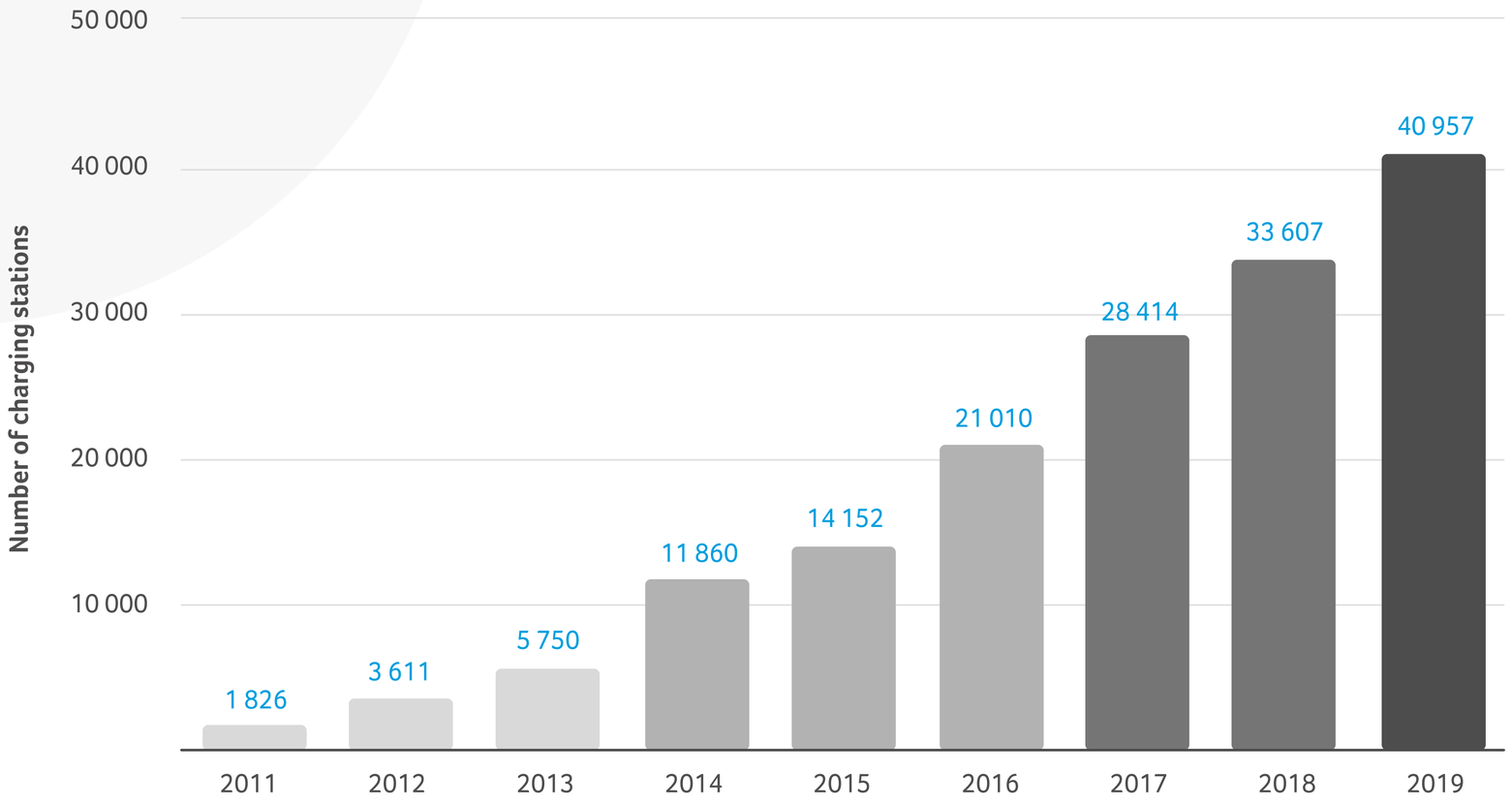
Trend 1

The EV industry is at a tipping point

“We see that the global EV market is at the tipping point of steady rapid growth. This is enabled by an EV charging infrastructure, where IT-supported features are setting important trends.”

Arjan van der Eijk
CEO, innogy eMobility Solutions GmbH

Number of charging stations for electric vehicles in the Netherlands from 2011 to 2019



Sources
Statista 2019

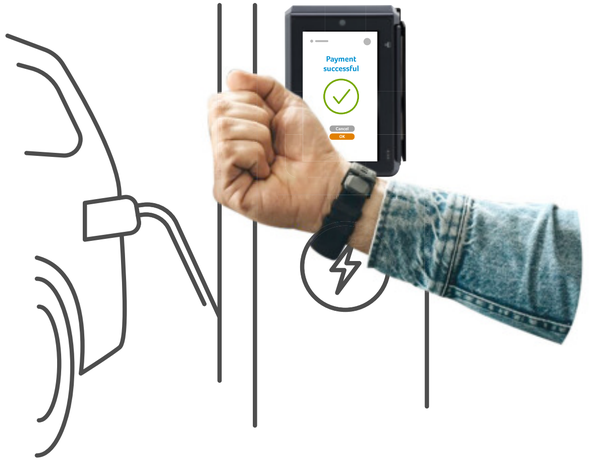
Trend 2

Payment technology is helping EVs go mainstream

“Along with existing methods to authenticate at charge ports, unattended payment, like contactless NFC, is making EV charging increasingly mainstream.”

Arjan van der Eijk
CEO, innogy eMobility Solutions GmbH

Payment technology is helping EVs go mainstream



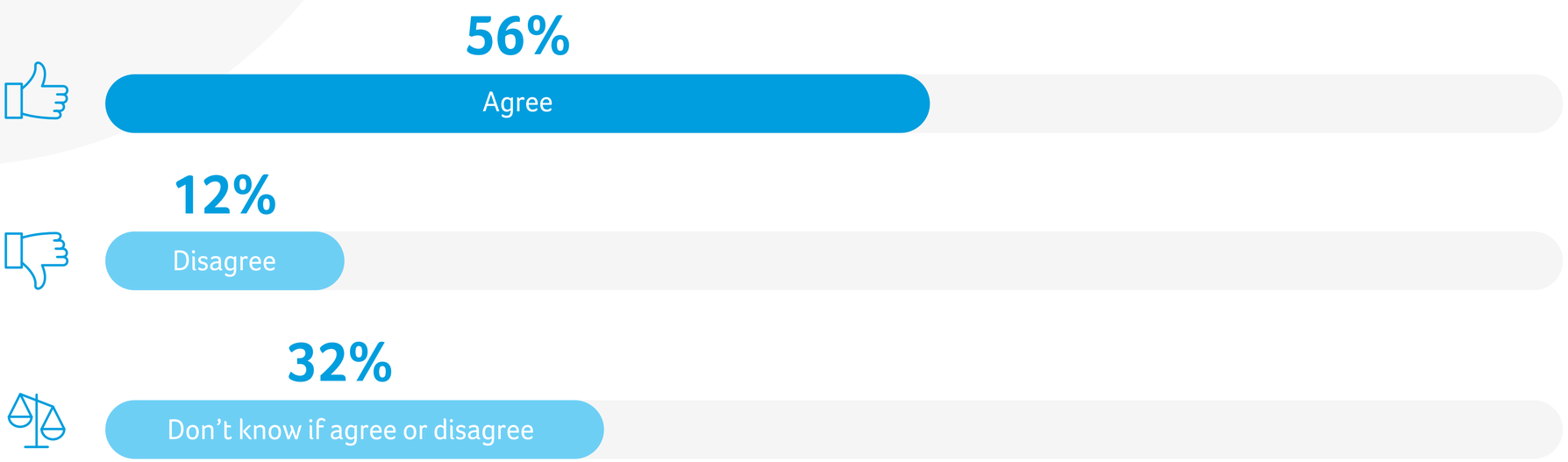
Trend 3

Public transport holds the key to a better future

“In the first place, we need to develop the public transport sector so it can be recognised as a great solution to climate change.
We need to strive for public transport to reduce its carbon footprint and to comfortably move a high volume of passengers, whilst meeting the needs of people with reduced mobility and/or cognitive impairments.”

Aida Abdulah
Senior Project Manager, UITP

Our transport system will fundamentally change in the next decade



Sources
FuelsEurope
Consumer Survey

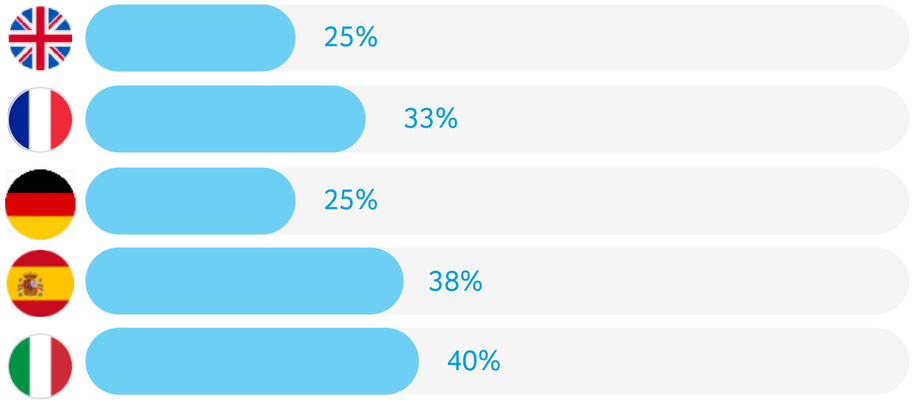
Trend 4

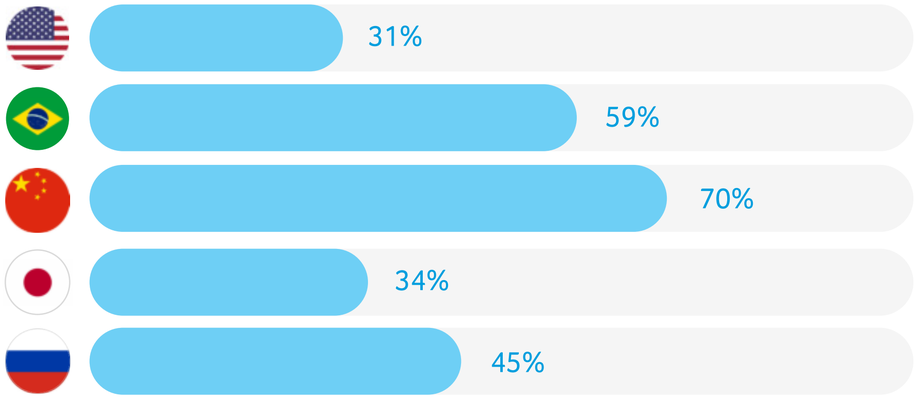
Automated vehicles will appear on our roads

“By the early 2020s, we’ll see things like truck platooning, unmanned delivery services, and autonomous minibuses.”

Olaf Madland
CEO, Applied Autonomy

Level of interest in owning an autonomous car for personal use





Total

Sources
Ipsos Automotive
Navigator survey

Trend 5

Automation will become mature

“By around 2025, we’ll see automated driving on expressways and unmanned automated driving-based mobility services in some areas. At the same time, V2X standards will become more mature.”

Olaf Madland
CEO, Applied Autonomy

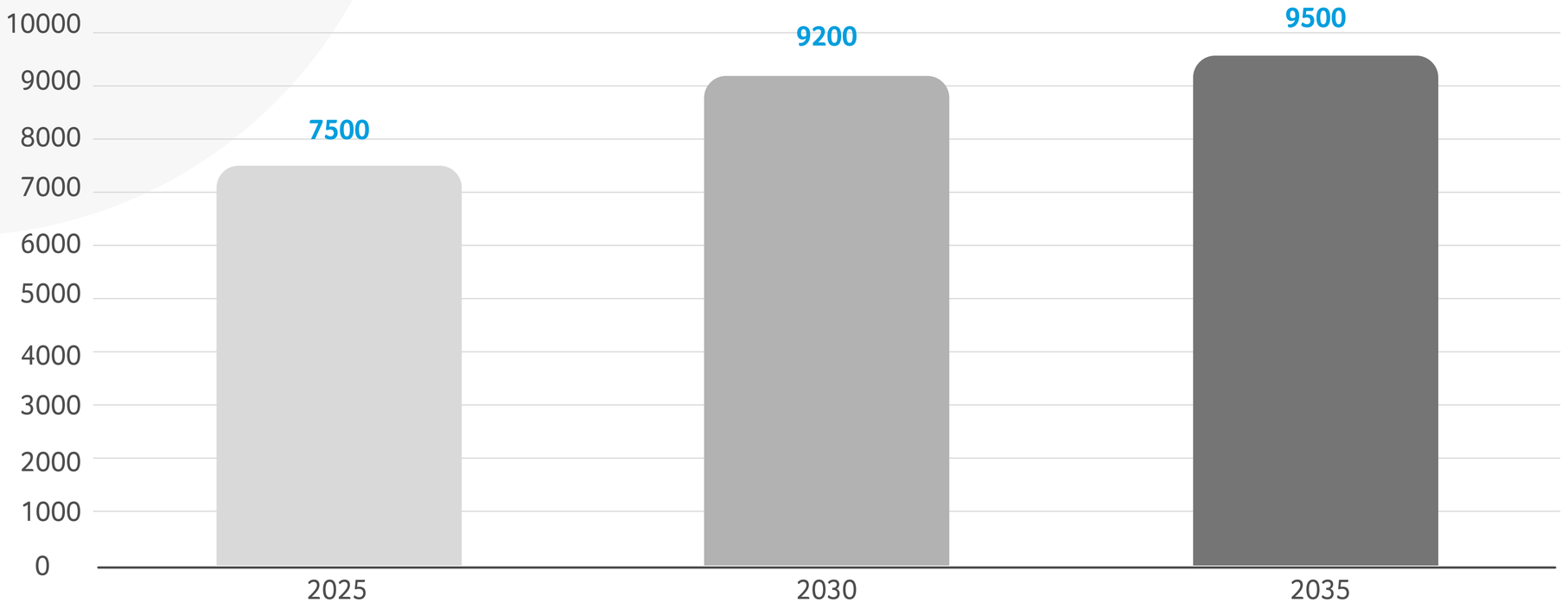
Trend 6

Payment methods are evolving

“In mobility payments, we’re seeing movement from card-present to app-based and eCommerce payments. This is part of the shift to Mobility-as-a-Service (MaaS).”

Simon Wood
Senior International Partner Manager, CCV

Estimated mobility-as-a-service (MaaS) market capitalization worldwide from 2025 to 2035 (in billion U.S. dollars)



Sources
Statista:
Mobility-as-a-Service Fleets

Trend 7

Open-loop payment schemes

“Operators are moving away from “closed loop” payment schemes (e.g. OV card in the Netherlands) to a new model where the traveller’s payment card is the identifier.”

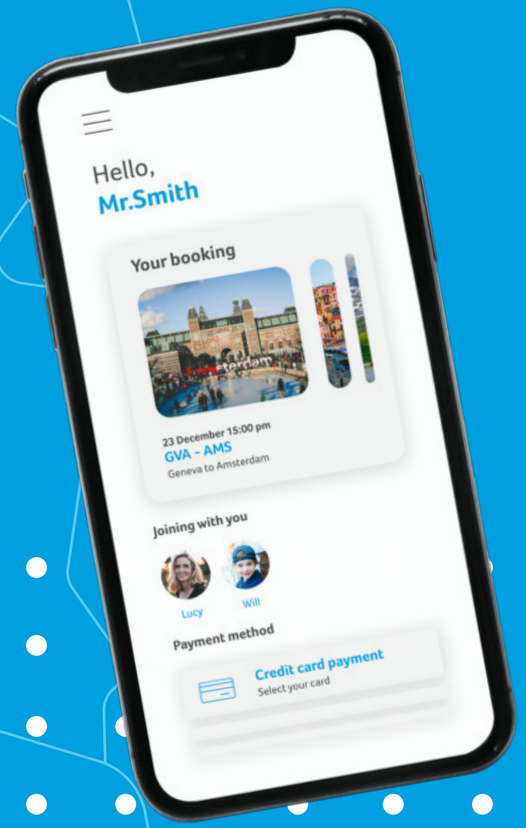
Simon Wood
Senior International Partner Manager, CCV

Trend 8

Smarter mobility

“We’re shifting to a smarter form of mobility, integrating IT with transportation more readily. There is an effort to increase flexibility and ease of use, catering for changing needs.”

Giuliano Mingardo
Senior Researcher, Erasmus Center UPT



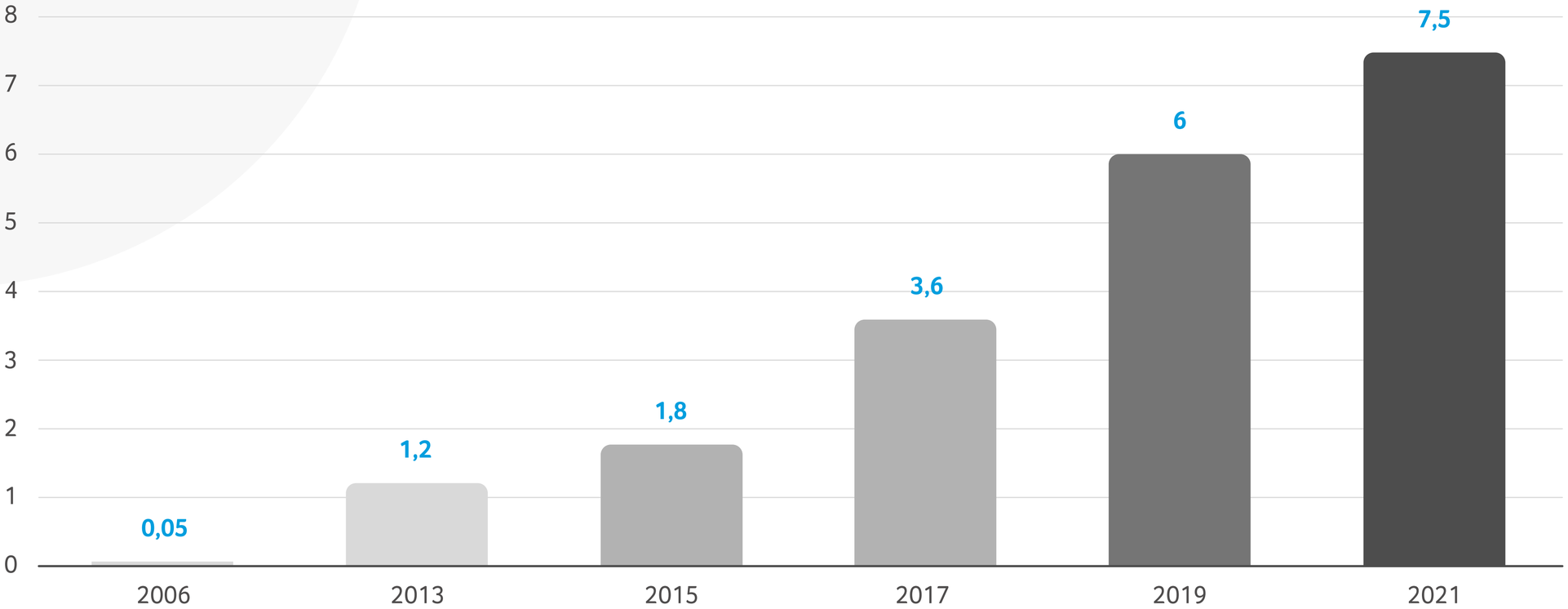
Trend 9

Multi-purpose mobility hubs

“Mobility hubs won’t just facilitate car parking, but also other transport modes. These locations will also enable deliveries, power swaps, bicycle sharing, storage, and everything in between.”

Giuliano Mingardo
Senior Researcher, Erasmus Center UPT

Global bike sharing market size between 2006 and 2021 (in billion euros)



Sources
Statista
Mobility-as-a-Service Fleets

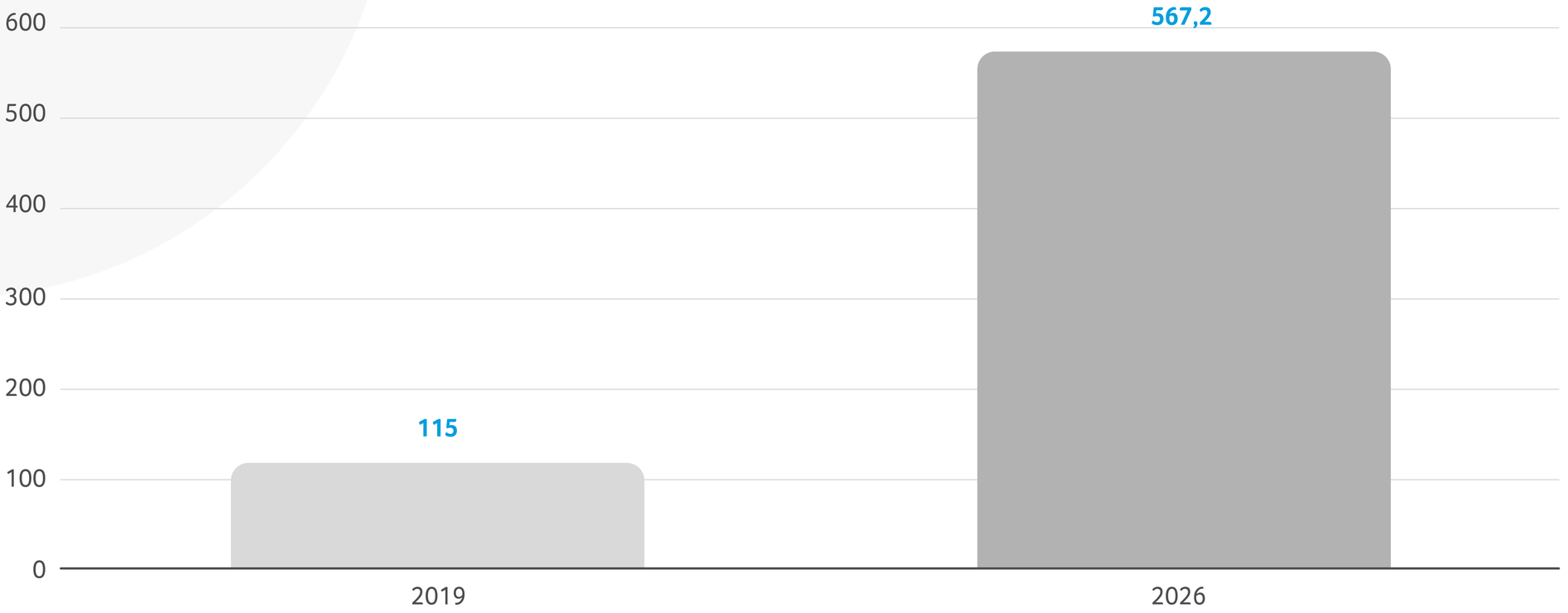
Trend 10

EV skepticism is disappearing

“When I started, a lot of people were skeptical and critical about EVs. Now, those same people are starting to consider driving one!”

Maria Joukovitch
International Partner Manager, CCV

Size of the global market for electric vehicles in 2019 and 2026 (in billion U.S. dollars)



Sources
Electric Vehicles Worldwide

Trend 11

Coronavirus focuses our attention

“The COVID-19 crisis will draw attention to public health and the impact of pollution, and this will continue to power growth in sustainable mobility.”

Maria Joukovitch
International Partner Manager, CCV

Trend 12

Increased intercompany cooperation

“A new, more regular, way of public and private companies working together is starting to emerge. In Rotterdam, a whole new mobility industry is arising.

On a day-to-day basis, we find ways to improve the cooperation between multiple mobility-related companies. The same can be seen on a global scale.”

Richard van der Wulp
Urban Traffic Planner & Project Manager
Municipality of Rotterdam

Trend 13

IoT impacts parking payments

“If all vehicles are connected to a cloud-based digital account, and identified by a number plate or facial recognition, the payment process will change drastically.”

Dimitri Wouters
International Sales Manager, CCV

Trend 14

Payments-as-a-Service (PaaS) in Parking

“PaaS will gain popularity in parking – using cloud-based infrastructure to provide a single point of contact between the parking operator and the payment networks.”

Dimitri Wouters
International Sales Manager, CCV

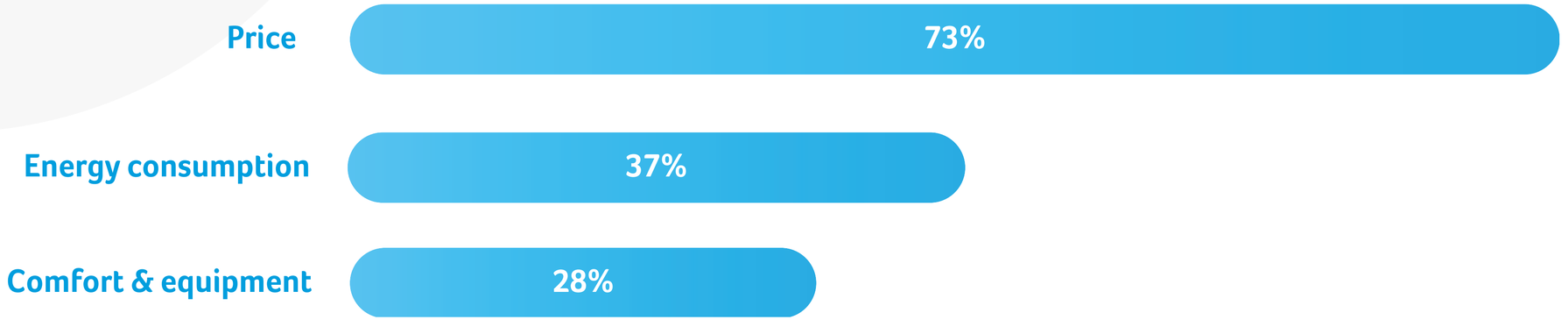
Trend 15

Interest in EVs is widespread

“New EVs are attractive in terms of price, and they have a better range. The interest in sustainable cars is increasing in families, individuals, and businesses.”

Maartje Sonnenberg
Head of Customer Experience & Product Owner, Fastned

What is the most important criteria for you in buying a new car?



Sources
Electric Vehicles Worldwide

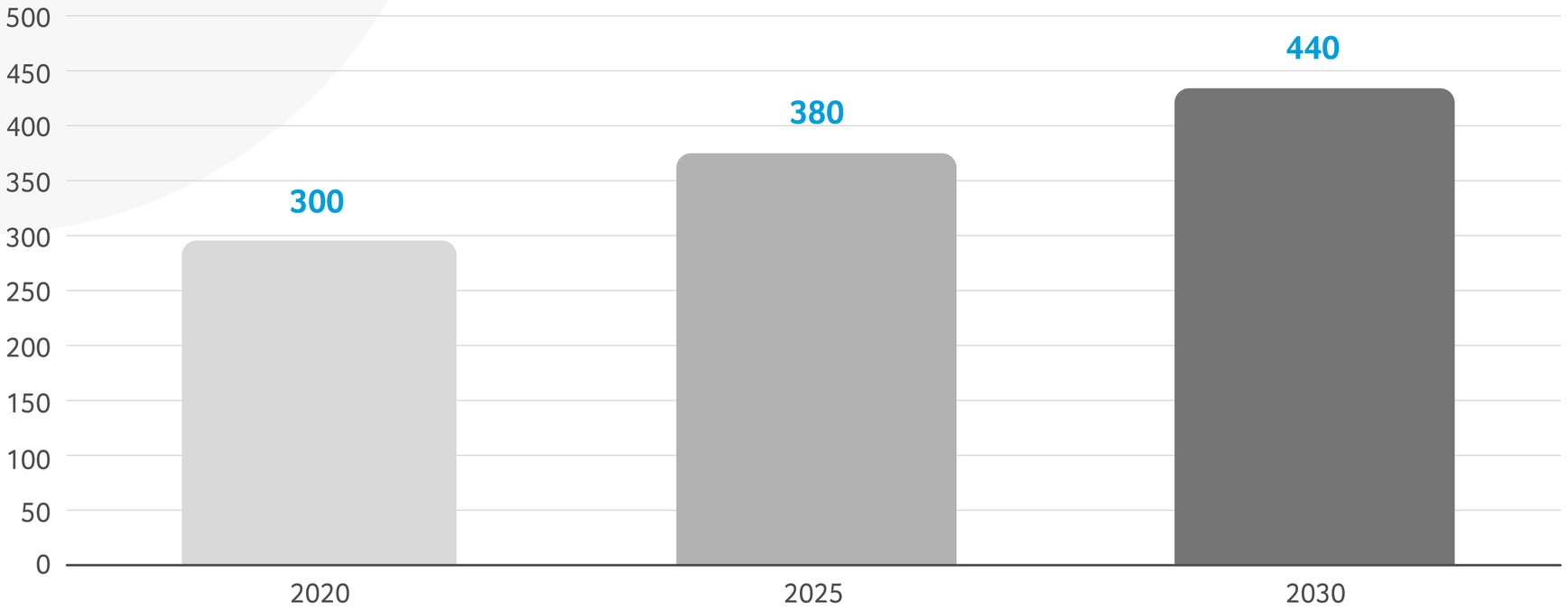
Trend 16

Demand is increasing

“Charging is getting faster and batteries are getting bigger. This means that the loading sessions are increasing and the cost of is getting closer to a tank session.”

Maartje Sonnenberg
Head of Customer Experience & Product Owner,
Fastned

Projected average range of electric vehicles between 2020 and 2030 (in kilometers)



Sources
Electric Vehicles Worldwide

Trend 17

Connected vehicles and services

“With the IoT, drivers can make purchases automatically on-the-go. They’ll order a coffee and pick it up from the next drive-thru, or set a repeat order and GPS will track their location.”

Pieter-Paul Hagemans
International Sales Manager, CCV

Trend 18

Intentional evolution of service stations

“Service station stakeholders will focus on an intentional transition to become mobility hubs, with a strategic purpose to create comprehensive units where people can travel seamlessly.”

Peter-Paul Hagemans
International Sales Manager, CCV

Trend 19

Open-loop ticketing improving services

“With open-loop payments, the ticketing solution becomes account-based. This can be anonymous or personalised, but means potential for greater customer engagement and an improved experience.

This sits alongside the benefit of the public transport provider having better trip data to adapt existing services – and then to provide these services more efficiently.”

James Timperley
Consultant, Transport & Payments
Timperley Partners

Let’s make payment happen

“Our team is excited to play a key role in mobility innovation by building standardised, scalable, and future-proof self-service payment solutions. Mobility is changing, and we’re here to help.”

John Kolthof
Managing Director, CCV

Want to know more about self-service payment solutions?

Learn more

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