

JANUARY–APRIL 2020

Impact of COVID-19 on Mobility-as-a-Service in Berlin



E-SCOOTERS

-80%

Noticeable decline with limited supply; increasing predatory competition, consolidated players could emerge stronger



BIKES

+8%

Bike usage increasing, as people rely on "open air" active mobility; some usage subsidized by governments



E-MOPEDS

-50%

Slight decline as disinfection is more difficult due to helmets and gloves



RIDE-SHARING

-100%**

Mode stopped completely, only subsidized use for medical workers



CAR-SHARING

-47%

Noticeable drop as cleaning efforts are increased, but still used as people prefer individual transport

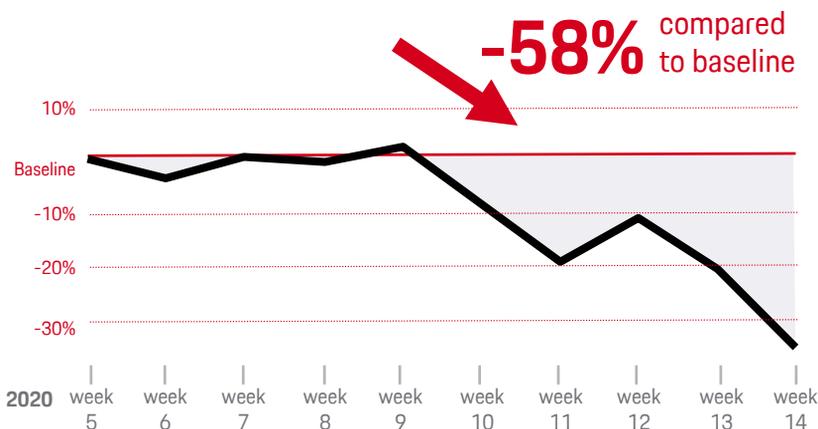


PUBLIC TRANSPORT

-92%

Very large decline as people move away from mass transit

OVERALL MOBILITY DEMAND*



POTENTIAL ACTIONS FOR URBAN MaaS PROVIDERS DURING AND AFTER COVID-19

Immediate Actions

▶ Adapt offering for specific customer groups

Extend business areas, offer "safe routes" or reduced fees for key workers

▶ Offer mode and usage flexibility

Enable and encourage food, medical supply or parcel delivery with MaaS mobility supply

▶ Keep trust through transparent communication

Real-time public transport information, including departure times, service disruptions, and crowdedness are crucial to retain the public's trust

Sustained Actions

▶ Provide higher service experience safety

Ensure choice of individual, "open air", less crowded and frequently disinfected modes; more hygiene information about each vehicle must be displayed in MaaS service

▶ Accelerate multimodality and add more mode depth

Integrate more individual, "open air" transport providers, ensuring completely seamless and digital booking experience

▶ Engage in mobility data sharing

Encourage further voluntary standardized mobility data sharing across different mobility providers in order to improve mobility experience

* Includes the modes e-scooters, bikes, motorbikes, van-pooling, car-sharing and public transport. These are not actual ridership figures, which only the mobility companies themselves can give, but rather the number of weekly active users (WAU) as a rough proxy for demand.
** Currently only offered to key workers (i.e. medical)