



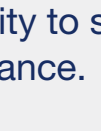
Customers Want a Touch-free Parking Experience



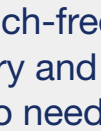
are concerned with safety and hygiene precautions at the car park.



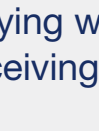
In a recent poll we asked consumers across the globe what matters to them and how their habits have changed. In order of importance their concerns were...



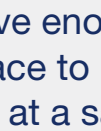
Ability to social distance.



Touch-free entry and exit – no need to touch a button.

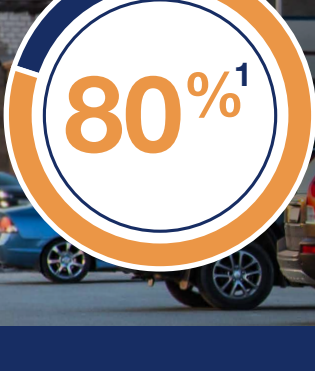


Paying with or receiving cash.



Have enough space to park car at a safe distance away from other cars.

When asked what they would like to receive as a service...



stated that they want it to be easier to stay safe and have the ability to...



Enter and exit without touching a button.



Have wide parking to make it easier to stay a safe distance.



Prebook parking to save time when finding a space.

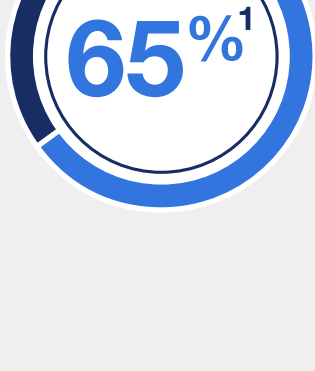


Pay via membership account – online or via mobile app.



Pay a premium to park closer to the entrance to shopping center, terminal etc.

As cities and workplaces start to open-up, people are considering how they will travel to work.



that usually use public transport will find an alternative method to travel.

Of those...



Will Drive



Will Find an Alternative



They'll walk, cycle, use taxi or rideshare.

Customers accept that their shopping habits will be different to pre-COVID 19.

When considering returning to shops...

51%¹ Will Continue Online



49%¹ Will Return

Consumers are preferring to use contactless payments.



Mastercard has seen a 40%² increase in contactless payments since the start of the pandemic.



82%² Stated that they use contactless as it is a cleaner way to pay.

Grocery store purchases that have been contactless.

Australia



UK



USA



Consumer Intentions



70%¹

of travellers will return once restrictions ease, for either work or leisure.

69%¹

of travellers that will return have hygiene conditions.

44%¹

Will wear a mask at all times.



38%¹

Will only return if there is social distancing on the airplane.



36%¹

Will only return if there is social distancing at the airport.



When travelling to the airport –



Will find an alternative to public transport.

Of those...



Will Drive



Will Use Taxi or Rideshare



What will recovery look like?

Looking around the globe, we know that recovery won't be linear. As we have seen, different cities, states and countries have experienced different rates. What we do know is that the pandemic has changed the way that people want to travel and pay. It's critical, now more than ever, to provide a safe, hygienic and touch-free environment.

Please Contact Our Team for More Details

tnsi.com/contact-us/



¹ TNS (formerly ADVAM) customer survey: Survey of 364 participants from AU, NZ, UK and US. Respondents were all 18+ with a valid drivers' licence. Completed May 2020.

² Mastercard – Mastercard Global Study May 2020

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