

## 4<sup>TH</sup> INDUSTRIAL REVOLUTION



More urban, more demand, more players, more complex, more risks











- New players, with investment capabilities and great dynamism
- New customer expectations

New common challenges (space management, regulation, ...)







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Citymapper







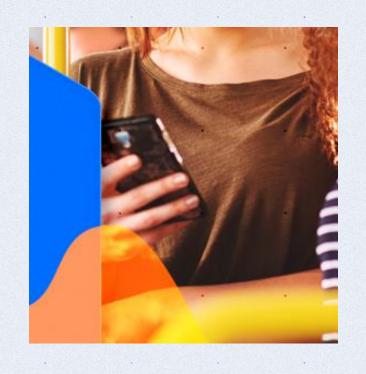






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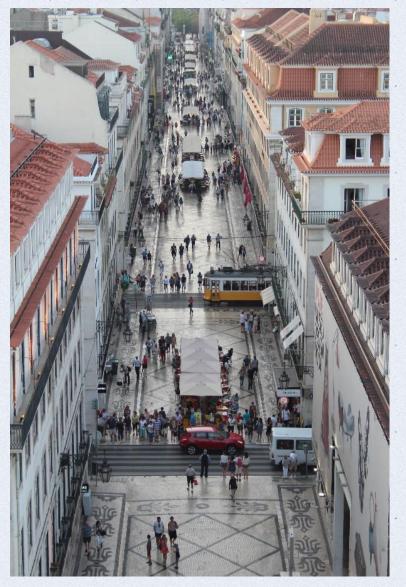




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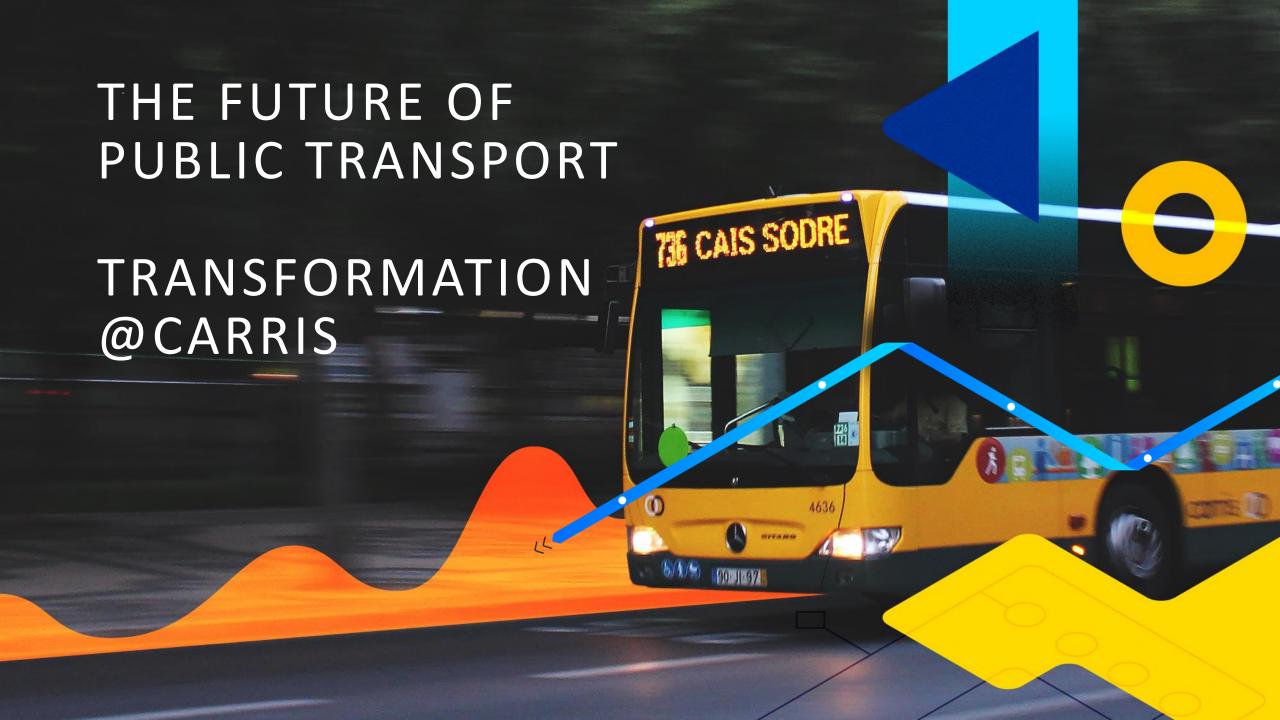
## **TECHNOLOGICAL TRANSFORMATION**



- 'CASE' Connected, Autonomous, Shared, Electric
- Physical and information infrastructure (V2I, I2V)
- Digitalization of customer communication processes







#### PUBLIC TRANSPORTS AND THE FUTURE



#### Lisbon: 2 major goals - mobility and housing

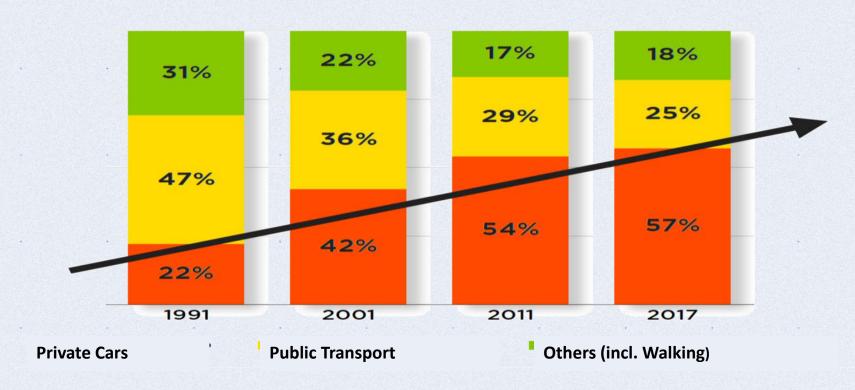




### THE TARGET



Shifting 150.000 daily users from private vehicles to sustainable modes of transport



Source: CML / INE Censos



#### TRANSFORMING PUBLIC TRANSPORT IN LISBON



- Better service
- More accessible
- More Integrated





# ABOUT Carris (1)





#### BETTER SERVICE



Increase offer

More accessible and comfortable

More sustainable and efficient

More customer oriented





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Source: OTLIS

A partir de abril, o seu passe custa menos → 30€ **NAVEGANTE** municipal **NAVEGANTE** metropolitano **→ 40**€ → grátis **NAVEGANTE 12 anos** → 20€ NAVEGANTE +65





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Source: OTLIS

#### \_Towards Mobility as a Service







World Shopper Conference iberian 2019

The Innovation event in Automotive & Mobility

carris @

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