Improve the passenger experience with contactless payments

Contactless payments have surged as consumers opt for the safety, speed and convenience of paying with the simple tap of a card, phone or wearable device.

Upgrade your fare collection systems to allow passengers to use their own credit and debit cards to tap and ride.

Sources
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Opportunities for enabling contactless payments

A touch-free payment ensures the consumer remains in control of their payment method throughout the transaction, reducing touch points and potentially lowering the risk of spreading germs.

Smartphones are hub of contactless transactions

Multiple pictures are everywhere in America, and their role in payments is constantly expanding. It’s already here. The fast lane for modernization with an open loop tap-to-ride program.

Drivers of touchless payments growth

There are plenty of reasons for both transit operators and their passengers to embrace open-loop tap-to-ride payments.

Security
Contactless cards and mobile wallets provide higher security than cash, cards, checks, or mobile payments via generic apps. Contactless cards have the lowest fraud rate of any type of payment.

Convenience
Contactless payments using credit and debit cards and mobile wallets eliminate points of friction, reduce idle time, and result in a better passenger experience.

Engagement
Contactless payments provide valuable consumer insights from on-site and digital interactions, which can be used to develop more personalized experiences that drive engagement and customer loyalty.

Progressive
Cash is declining, representing only 26% of consumer transactions in 2019. Younger generations enthusiastically embrace contactless and will drive a force to drive contactless card transactions to $8 billion globally by 2024.

New normal, new consumer trends

Mass transportation consumer preferences have evolved and many expect contactless payment options to be made available at the point of service.

88% of riders expect to pay with tap on trains and buses

+80% of Americans use contactless payments

82% of travel agencies plan to offer contactless payment options

47% of consumers prefer contactless payments over cash or card

74% will continue to use contactless after the pandemic

80% of contactless transactions were under $50

+80% smartphone users expect mobile wallets to become their primary payment method

82% of mobile users say contactless is faster or more convenient than cash or card

74% of riders expect to pay with a tap on trains and buses

80% of smartphones were expected to have mobile wallet apps by 2020

72% of consumers are using mobile wallets to shop in stores

46% of consumers say they would like the option to pay by text

8 in 10 Americans shop using a mobile device

$74.7M mobile wallets were expected

The projected global value of mobile payments by 2020

$457 B

of consumers say contactless is faster or more convenient than cash or card

of riders expect to pay with a tap on trains and buses

of mobile payments users expected in America by 2024

of consumers say they would like the option to pay by text

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of smartphone users expect mobile wallets to become their primary payment method