

Automated Mobility

EPF position – September 2026

CCAM – *Connected, Cooperative and Automated Mobility* – deployment in Europe is shifting from research and isolated pilots towards larger-scale deployment, supported by growing regulatory, infrastructure and investment efforts. As this transition accelerates, the focus should shift from what the technology can do to what it delivers for passengers and society. Decisions made now will shape the passenger experience for decades to come: a critical opportunity to ensure that CCAM is shaped around real mobility needs, with inclusion and accessibility, sustainability, safety, affordability, seamless integration with public transport and passenger involvement established as core principles.

1. Delivering added value for inclusive, sustainable mobility

Automated mobility should only be deployed where it delivers **clear, demonstrable added value for citizens and society**. Technology is a means, not an end. Rather than pursuing a technology-push approach, CCAM deployment should be driven by clearly identified user needs and societal challenges, and contribute to the following key policy objectives:

- **Addressing transport poverty:** improve access to public transport and strengthen or complement existing services, particularly where conventional provision is insufficient.
- **Supporting sustainable mobility:** contribute to a more sustainable, efficient and inclusive transport system, with benefits accessible to a broad range of citizens.
- **Reducing car dependency:** provide attractive alternatives to private car ownership and use, both in cities and in areas where public transport provision is more limited.

2. CCAM as part of an integrated mobility system

CCAM should **strengthen and complement public transport**, rather than replace or compete with it. Priority should be given to use cases that address genuine gaps in the mobility system, such as first- and last-mile or feeder services, demand-responsive transport, connections in rural and peripheral areas, and services for people facing mobility barriers. In this way, automation can help extend the reach, accessibility and quality of public transport, particularly where conventional services are difficult or costly to provide.

Shared and collective use should be prioritised over private, single-occupancy ownership and use to avoid unintended side effects such as increased congestion, empty vehicle movements, higher vehicle-kilometres travelled, or shifts away from sustainable modes.¹ Where private AV use risks increasing car dependency or undermining public transport and active mobility, appropriate regulatory and traffic management measures should be used to restrict or manage it, including access, road space, parking or other demand management measures.

CCAM should be deployed as part of an **integrated mobility strategy** that promotes public transport, walking, cycling and shared mobility. Automated services should be fully integrated into wider public transport and multimodal networks, with integrated information, journey planning, booking, ticketing, payment and real-time information enabling seamless, reliable and convenient end-to-end journeys.

¹ See, for example, the *VCÖ Factsheet Automatisierte Mobilität gestalten: Chancen und Risiken* (June 2025, available [here](#)), or the DB Regio commissioned study *Autonomes Fahren* (January 2026, available [here](#))

3. Put passenger needs first

Automation can reduce operating costs and free up resources to expand public transport reach, coverage and frequency, while keeping services affordable, particularly where conventional services are difficult or costly to provide. Done right, automation can help to improve the end-to-end travel experience, making public transport a more attractive and genuine alternative to private car use. Key principles should include:

- **Safety, security and accountability by design:** automation should demonstrably improve safety, supported by robust cybersecurity, data protection and clear liability. Passengers should always know who is responsible when something goes wrong.
- **Accessibility and inclusion by default:** services should meet the physical and digital needs of persons with disabilities, reduced mobility or carrying luggage, older people, children, and those at risk of digital exclusion. Accessible non-digital options should remain available.
- **Affordability and better service:** automation should improve frequency, coverage, operating hours, capacity and efficiency, with productivity gains translating into better and more affordable services, rather than simply higher commercial margins.
- **Reliability and user experience:** automated services should be dependable, comfortable, easy to use and provide seamless multimodal journeys that can compete with the convenience of private cars.

Automation can help address driver shortages, but should be viewed as a means to strategically **reallocate human resources rather than eliminate staff**. Staff should remain available to provide information and support passengers – particularly persons with reduced mobility, older passengers and others who need assistance – and to handle unexpected situations, disruptions and emergencies. Staff presence also plays an important role in (perceived) safety and security, particularly for women. Where appropriate, human assistance can be provided remotely, provided it remains easily accessible and responsive.

Passengers should help shape automated mobility from design to deployment. Passenger groups and representative organisations should be involved in identifying needs, designing services, and testing and evaluating pilots, with particular attention to citizens whose needs may be overlooked, including persons with disabilities or reduced mobility, older people, children and digitally excluded passengers. Meaningful user involvement can improve accessibility, safety, trust and acceptance, while identifying barriers and unintended consequences before systems are scaled up.

Key takeaways – EPF's test for automated mobility

- **Put citizens at the centre:** passengers and representative organisations should be involved from design through deployment, while human assistance remains available where needed. This is essential for accessibility, safety, trust and acceptance.
- **Automation is a means, not an end:** CCAM should be deployed only where it delivers clear, demonstrable added value for citizens and society, based on identified user needs and policy objectives.
- **Advance inclusive and sustainable mobility:** automation should improve accessibility, affordability, safety, reliability and service quality, while supporting sustainable modes and reducing car dependency.
- **Strengthen public transport and fill genuine gaps:** CCAM should complement rather than compete with public transport, prioritising use cases that extend its reach and improve access, particularly in underserved areas and for underserved groups.
- **Prioritise shared and integrated mobility:** shared use should be prioritised over private, single-occupancy use, with CCAM fully integrated into multimodal networks to enable seamless journeys and avoid unintended negative effects.
- **Evidence before scale:** large-scale deployment should be conditional on measurable passenger and societal benefits, with outcomes assessed against clear objectives – not on the basis of technological innovation alone.