

# The Essential Three Ds in Foodservice

Foodservice operators and manufacturers that were agile and innovative in 2020 are taking steps toward recovery. The three Ds remain essential: drive-thru, delivery, and digital. **Here's a look at the data ...**

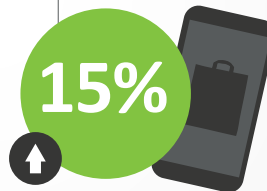
## Drive-thru Takeover



**27% of traffic happens at the drive-thru.**

Drive-thru traffic grew +19% in 2020 vs. 2019.

## Digital Takes Off



**15% of total transactions in 2020 were initiated via an ordering app compared to 6% in 2019.**

## Delivery Makes a Difference

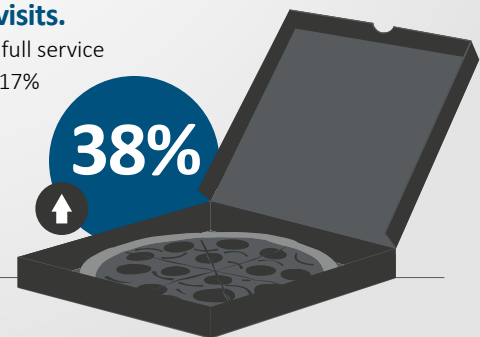
**Delivery accounted for 6% of all orders in 2020 — a 95% increase over 2019.**



## Another Bright Spot: Carry-out

**Carry-out grew 5 pts in 2020 compared to 2019 and now accounts for half of all foodservice visits.**

It accounted for 38% of full service traffic in 2020, up from 17% in 2019.



The U.S. restaurant industry is making gradual but steady progress toward recovery. Understanding consumer behaviors and trends that have accelerated due to COVID-19's impact is crucial as you plan for growth. Our deep data, industry expertise, and analytic solutions can help you make critical decisions with confidence.

Source: The NPD Group/CREST®

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