



Comparing Driving Behaviors and Mobility Perceptions: Pre- and Post-Covid-19 Pandemic

A survey of Americans found 40% feel less safe on the road than they did before the Covid-19 pandemic began in 2020. In addition, 54% of respondents feel the average driver is worse now compared to before the pandemic and just 35% of respondents believe driving behaviors are unchanged.



Introduction

The Covid-19 pandemic had a profound impact on the lives of Americans, and even after the initial lockdown period, many habits and behaviors shifted or transformed. Transportation was significantly impacted as Americans worked remotely, stayed home and altered their driving schedules. Some of these mobility impacts were surprising, such as the dramatic spike in traffic-related fatalities. To examine these pandemic-related trends and opinions, Verra Mobility conducted a smart mobility survey of 2,000 Americans to evaluate transportation-related perceptions and behaviors before and after the pandemic.

Drivers' Perception Match Safety Trends

Nearly **40%** of survey respondents said they feel less safe on the roads today versus pre-pandemic.


The results also revealed that:

- **54%** of Americans feel the average driver is worse now compared to before the pandemic.
- **Just 35%** of respondents believe driving behaviors are unchanged since March 2020.

These perceptions correlate with the sad reality that U.S. roadways have become significantly more dangerous after the start of the COVID-19 pandemic. Federal data revealed that traffic fatalities in the U.S. reached a **16-year high** in 2021 following years of decline, according to [a report](#) from the National Highway Traffic Safety Administration.

The agency reported 42,939 fatalities in 2021. While 2022 saw a very slight improvement, the fatalities rates are still dangerously high, especially when compared to other large, developed countries.

NEARLY **87%** of people said they feel less safe, or the same, on the roads today versus pre-pandemic.

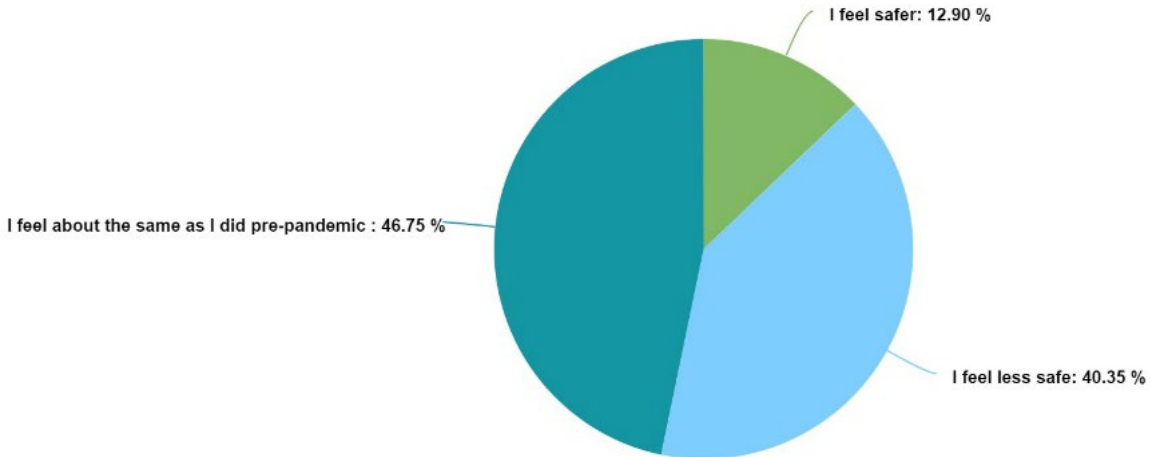


Over the last three years, an [average](#) of **114 fatal car crashes** occurred every day. In 2022, there was an average of 117 fatal car accidents per day compared to 118 daily fatalities in 2021, exceeding the 2020 average of 107 fatal car accidents per day.

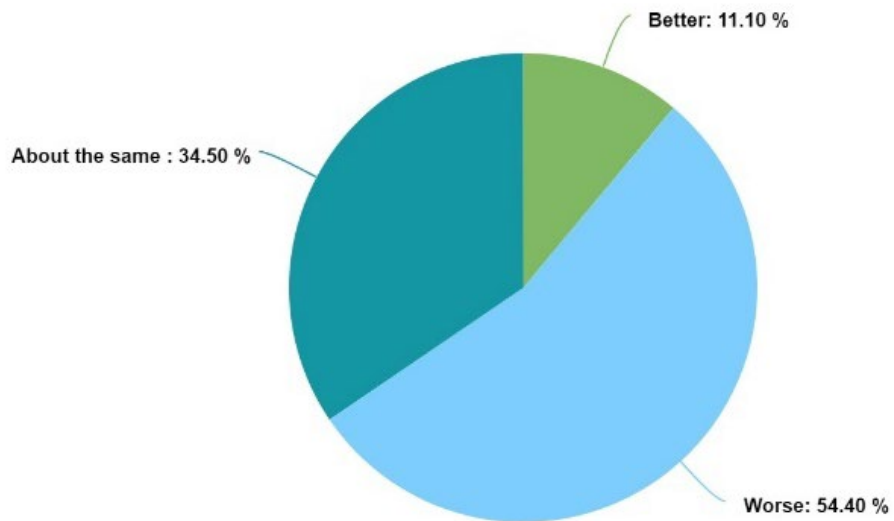
“These numbers show that Americans have bigger safety and traffic concerns today than ever before,” said Jon Baldwin, executive vice president of Government Solutions, Verra Mobility.”

Survey data on driving perceptions:

Q: According to your personal perception, do you feel safer on the road than you did pre-pandemic (i.e., before March 2020)?



Q: According to your personal perception, has the average driver gotten better or worse since March 2020?



Traffic Tolerance Has Not Improved

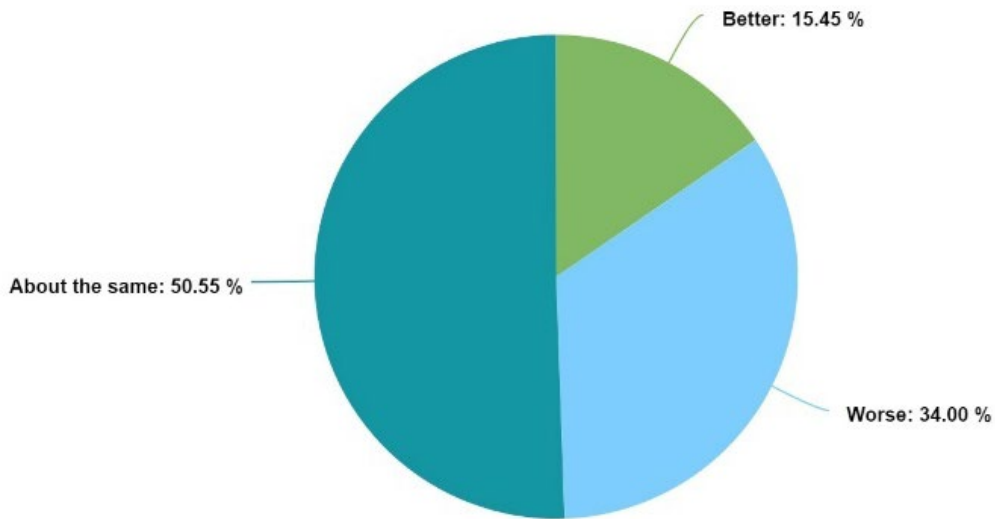
While the pandemic caused many people to isolate and have less interactions, patience on U.S. roadways seemed to degrade.

When asked specifically about rush hour traffic in 2023, only **15%** of survey responders said rush hour traffic has improved since the pandemic, with more than twice the number of people, **34%**, saying it is worse.

Of people surveyed, **32%** said they were now less tolerant of traffic versus pre-pandemic – only **20%** said they were more tolerant.

Survey data on traffic changes:

Q: According to your personal perception, is rush hour traffic better or worse than it was pre-pandemic (i.e., before March 2020)?



Q: According to your personal perception, are you more or less tolerant of traffic than you were pre-pandemic (i.e., before March 2020)?

Of people surveyed,

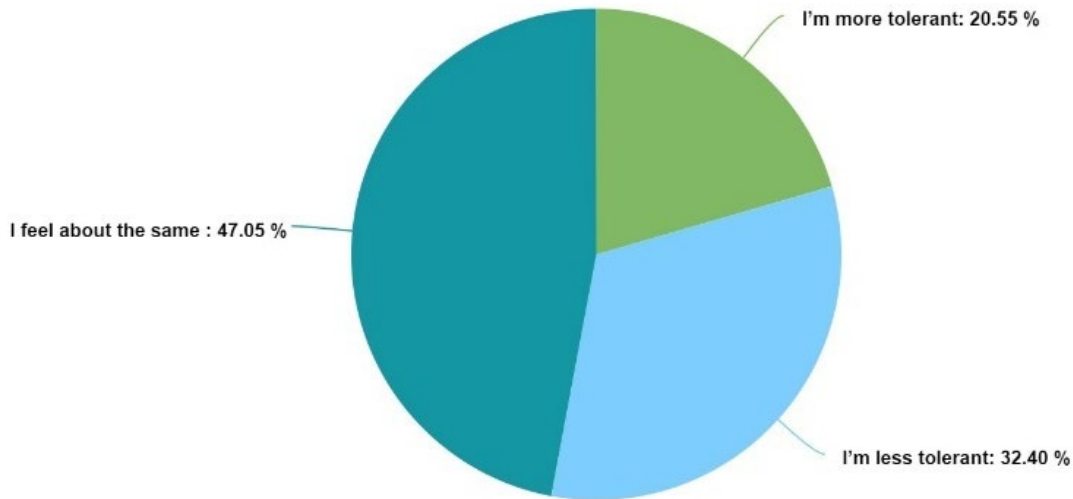
32% said they were **less tolerant**

48% said they were **neutral**

20% said they were **more tolerant**

of traffic versus pre-pandemic





Pandemic Impacts on Vehicle Ownership

Verra Mobility’s smart mobility survey also examined vehicle ownership and perceptions around commuting and public transportation. While remote work spurred a decrease in commuting, the survey results indicated that people did not part with their personal vehicles or downsize the number of vehicles they owned.

A small percentage – only **13%** - of American households attributed the pandemic as the reason for owning fewer cars today. The study revealed a majority of households retained their vehicle(s) as **65%** stated that they currently own the same number of vehicles as they did before the pandemic.

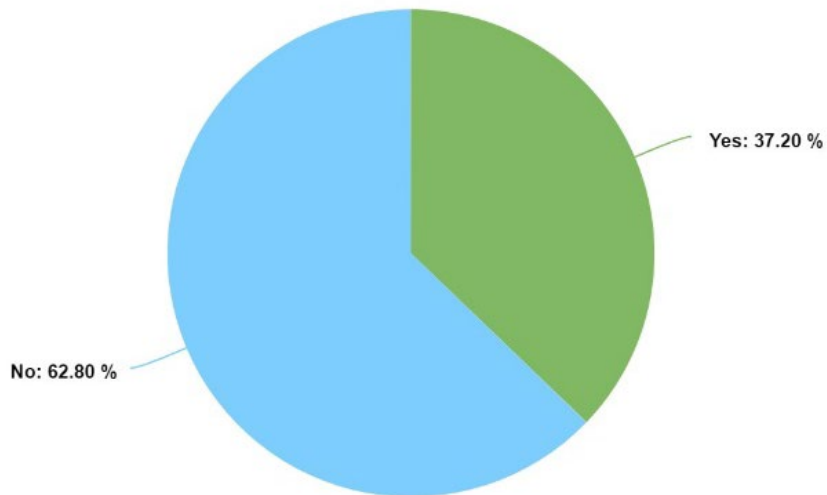
While personal vehicle ownership did not change significantly, public transportation seemed to decline post-pandemic. Of those surveyed:

- **28%** use less rideshare services than they did in 2019.
- **31%** use less public transportation.

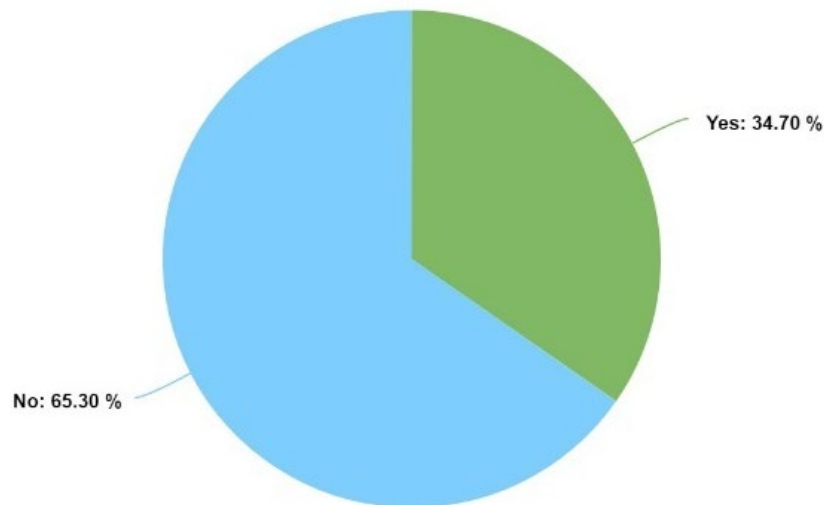
The number one reason respondents gave for not using public transportation was convenience.

Survey data on habits and preferences:

Q: Did the pandemic have an influence on your current working situation (for example: working from home)?



Q: Have your personal or family transportation habits changed from what you did pre-pandemic (i.e., before March 2020)?

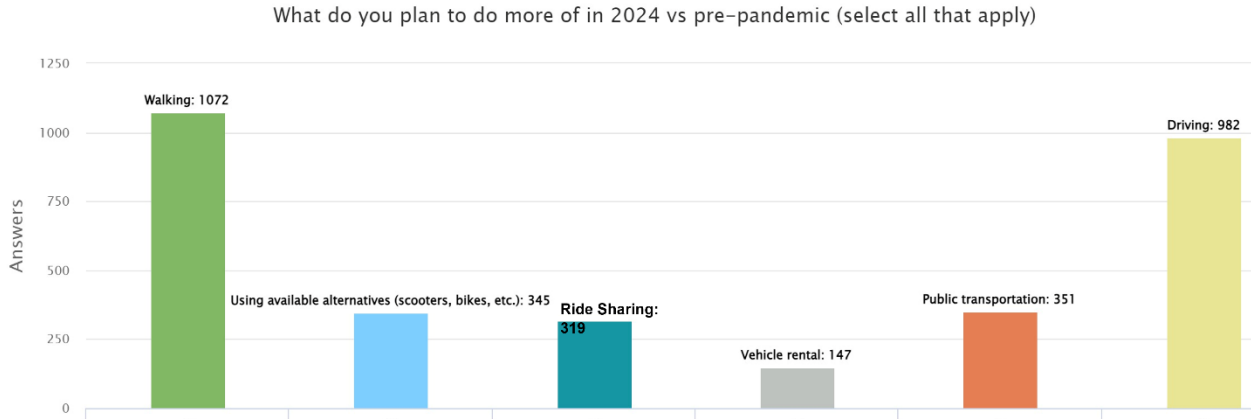


Looking ahead to 2024, respondents were asked what mode of transportation they planned to increase in the new year.

- **54%** of Americans said they were planning to increase the amount of walking than they did in 2019.

- **49%** said they planned to increase the amount of driving than they did pre-pandemic.

Q: What do you plan to do more of in 2024 vs. pre-pandemic (select all that apply)



Answers	Respondents (%)	Count
Walking	53.60%	1,072
Using available alternatives (scooters, bikes, etc.)	17.25%	345
Ride-sharing	15.95%	319
Vehicle rental	7.35%	147
Public transportation	17.55%	351
Driving	49.10%	982

Conclusion

While statistics show that driving behaviors worsened as the pandemic waned, there are indications the trend is reversing. NHTSA [data](#) from the first half of 2023 reveals that traffic fatalities are slowly starting to decrease. Also, cities and states across the U.S. are turning to technology solutions, such as automated photo enforcement, to help improve driving behaviors.

“To change behavior on the roads, we need to first look behind the wheel. It is our responsibility as drivers to be more alert and abide by the rules of the road – to ensure the safety of all,” said Baldwin.

Survey Methodology

The data was derived from a survey by Verra Mobility conducted online via Pollfish (www.pollfish.com) on September 11, 2023. 2,000 Americans aged 25 and up completed the survey. Of the respondents, 42% identified as male and 58% identified as female. Approximately 55% of the respondents were between the ages of 25 and 44, and 45% were 45 years of age and older.

All decimals in this report are rounded to the nearest percentage point, which may lead to certain numerical totals adding up to slightly more or less than 100%.

About Verra Mobility

Verra Mobility Corporation (NASDAQ: VRRM) is a leading provider of smart mobility technology solutions that make transportation safer, smarter and more connected. The company sits at the center of the mobility ecosystem, bringing together vehicles, hardware, software, data and people to enable safe, efficient solutions for customers globally. Verra Mobility's transportation safety systems and parking management solutions protect lives, improve urban and motorway mobility and support healthier communities. The company also solves complex payment, utilization and compliance challenges for fleet owners and rental car companies. Headquartered in Arizona, Verra Mobility operates in North America, Europe, Asia and Australia.

Verra Mobility's [Government Solutions](#) business provides technology solutions that improve road safety and enhance mobility. The company's automated enforcement systems help reduce crashes, positively change driving behaviors and keep people safe as they drive, bike, walk or ride on the roads. The company's mobility solutions keep public transit and traffic moving, help to improve commute times, and increase urban accessibility.

Verra Mobility announced its pledge, [Zero in on Safety](#), as a call to action for drivers to commit to reducing dangerous driving behaviors and to address unacceptably high traffic fatality numbers across the globe.

For more information about the Company, please visit www.verramobility.com.

