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Cc: [Fuqua, Brennan](#); [White, Julie A \(NCDOT\)](#)
Subject: IMD Updates: NCDOT Customer Service Survey & DBE Interim Final Rule Stakeholder Meeting
Date: Friday, October 24, 2025 12:51:04 PM
Attachments: [image001.png](#)

Good afternoon, Transit Partners!

There are a few NCDOT initiatives I wanted to highlight for everyone:

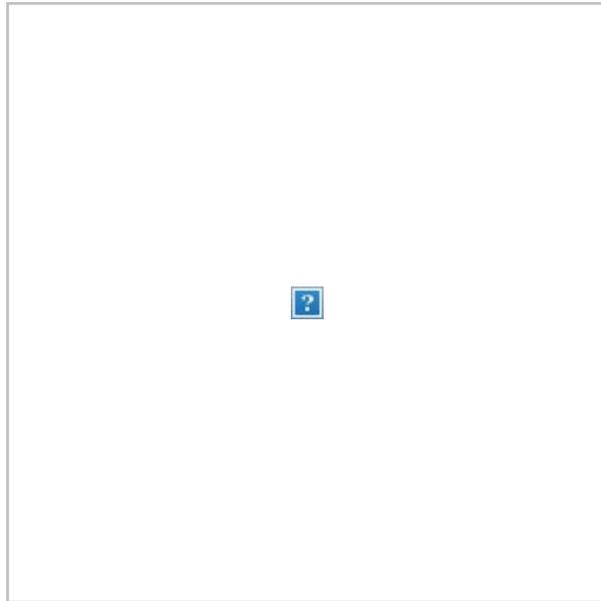
1. NCDOT Customer Service Survey
2. DBE Interim Final Rule Stakeholder Meeting

First, I want to pass along NCDOT's Customer Service Survey. This is a department wide survey that is a great opportunity for you and your team to express the importance of Public Transportation in North Carolina.



The banner features a dark blue background with a white question mark icon in a square at the top center. Below the icon, the text "NORTH CAROLINA" is written in large, white, bold, sans-serif capital letters. Underneath that, "Department of Transportation" is written in a smaller, white, bold, sans-serif font. A horizontal light blue bar spans the width of the banner, containing the text "NCDOT 2025 Customer Service Survey" in white, bold, sans-serif font. At the bottom center of the banner, there is a white square containing a small blue question mark icon.

Please tell us how we are doing. Take this short survey to help the N.C. Department of Transportation identify ways to make its transportation network and programs and services safer, more efficient and customer-focused. This survey also includes your feedback for N.C. Division of Motor Vehicles.



The department has issued this survey annually for the last decade to gauge how it can improve. The results will be available to the public on NCDOT.gov after the survey closes **Nov. 7**.

Go to the Survey:

https://ncsu.qualtrics.com/jfe/form/SV_07d6A8RZsw8ifVc

Stay up to date with us online



Next, I wanted to provide a quick update on the USDOT Interim Final Rule (IFR) on the Disadvantaged Business Enterprise Program. The NCDOT Office of Civil Rights will be hosting a Stakeholder meeting next Friday (10/31) from 11:00am-1:00pm. This is an information session that will cover the IFR and how NCDOT is moving forward per the ruling. They are asking for attendees to RSVP early next week. More information below:

The North Carolina Department of Transportation (NCDOT) Office of Civil Rights is pleased to invite you to an upcoming informational workshop focused on the Disadvantaged Business Enterprise (DBE) Program's Interim Final Rule (IFR) issued by the U.S. Department of Transportation.

Workshop Details:

- Date: Friday, October 31, 2025
- Time: 11:00 AM – 1:00 PM
- Location: McKimmon Conference and Training Center, NC State University
1101 Gorman Street, Raleigh, NC 27606

Virtual Option Available (Please RSVP to receive the link)

This session is intended exclusively for decision-makers and designees from DBE certifying agencies and DBE Liaison Officers (DBELOs). Your participation is essential to ensure alignment and readiness for implementation of the new IFR requirements.

To help NCDOT prepare for a productive and responsive session, we kindly ask that you complete the RSVP form using the link below. This form allows you to submit questions or topics you would like addressed during the workshop. Your input is critical to ensuring that we can address concerns in a proficient and informed manner.

RSVP & Submit Questions Here by Monday, October 27, 2025

<https://forms.office.com/Pages/ResponsePage.aspx?id=Bf0bvwcx9kuEzZLOWY6pzVJ01Np7KGVBlF6GWxbCD9hUQ1VGNERIWTFWtZy1MjhCUTRBUFOzRzZTQi4u>

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If you are unable to attend in person, please RSVP to receive a virtual meeting link. RSVPs and questions may also be directed to:

Syrees Oliver on behalf of NCDOT OCR at the following email address:
soliver@hntb.com

Thank you. We look forward to your participation.

Please do not hesitate to reach out if you have any questions or would like any additional information

on either of these discussions.

Thank you and have a great weekend,
-Brennon

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