Communication & Engagement Plan

Digital Transformation

November 7, 2023

DIGITAL TRANSFORMATION

NCDOT Digital Transformation

Introduction

This Communication and Engagement Plan is being developed for the North Carolina Department of Transportation's Digital DOT Initiative. The initiative will allow NCDOT to reach digital maturity and become a thought leader in enhancing data-centric project delivery and asset management. The plan will consist of three phases, Digital Transformation, Digital Integration, and Digital Maturation. The program will be referred to in this plan as the first phase, Digital Transformation (DT). This plan will outline how NCDOT will use communication tools and outreach to foster effective and transparent communication throughout the implementation of this initiative.

About The Digital Transformation Program

The rapid evolution of technology offers the opportunity for NCDOT to transition from traditional paper-based workflows in final design and construction to the use of digital tools and modeling. Digital Transformation will work to implement these tools and workflows on projects across the department and state.   Digital Transformation will also seek to connect disparate systems and/or applications to unlock value of data across the organization.

Communication Plan Objective

This plan will identify communication tools and tactics to enable participation and coordination with all stakeholders throughout program implementation. It will provide a comprehensive strategy that includes various channels and platforms to ensure the timely dissemination of information, encourage feedback, and promote meaningful engagement. By implementing this plan, NCDOT aims to establish a robust and inclusive communication framework that supports the Digital Transformation's objectives and builds strong relationships with NCDOT's stakeholders.

Communications Team

The communications team to execute this Communication & Engagement Plan (as directed by the DT Steering Committee) will be included in the Digital Transformation Charter and should include NCDOT Communications Office Staff, members of the DT Steering Committee, Governance Committee representation, and others as identified.

Communication Analysis

Program Challenges

The plan outlines tactics to address the program challenges identified in the table below.

Program Challenges to Address	
Challenge	**Method**
Understanding the major concerns of stakeholders and the information needed regarding Digital Transformation – particularly in terms of direct benefits and impact on their work.	Targeted and consistent communication and feedback opportunities regarding the Digital Transformation to NCDOT and industry staff. Focus on initiative educational/informational materials and direct communication with external stakeholders (e.g., American Council of Engineering Companies, Associated General Contractors of America, etc.). Include as an Initiatives page Major Initiative.

Program Challenges to Address	
Challenge	**Method**
	Responsibility: Communications Team
Identifying information to communicate with stakeholders to encourage active participation and engagement in the Digital Transformation.	Sharing details that highlight the Digital Transformation milestones, successes, and benefits. The goal of the content will be to motivate stakeholders, both internal and external to NCDOT, to become involved and play an active role. Responsibility: Communications Team
Determining how to communicate Digital Transformation information to stakeholders and what channels should be used to engage and involve them throughout the implementation process.	Leverage a variety of communication vehicles and approaches to ensure all stakeholders are reached and engaged. Adapt messaging and style based on the message being conveyed, and input being received. Responsibility: Communications Team
Understand Training Needs	Develop relevant and effective training modules Responsibility: NCDOT Digital Transformation Leadership

Stakeholder Analysis

The stakeholders for the Digital Transformation include diverse individuals and groups who share a common interest or need in delivering and maintaining high-quality transportation infrastructure projects. These stakeholder audiences are outlined below.

Internal Stakeholders

NCDOT Staff (Central & Division)

To include Executive Leadership, Management, Communications Office, and Implementation Staff.
Messaging Tone: Educational, collaborative, calls to action

External Stakeholders

Industry Stakeholders

To include Contractors, Consultants, and Suppliers. (Community of Practice)
Messaging Tone: Educational, informative, partnership

Agencies & Organizations

To include Federal Highway Administration (FHWA), Counties, Cities, Local Municipalities, Utility Companies, North Carolina Department of Information Technology, and Resource Agencies (United States Army Corps of Engineers, Department of Environmental Quality, etc.).
Messaging Tone: Informative, collaborative

General Public

Beneficiaries of the implementation and adoption of the Digital Transformation.
Messaging Tone: Educational, informative

A list of industry stakeholder groups & organizations is included in **Appendix A**.

Key Messaging

Vision

The *Future*. What does success look like in 10 years?

Reach digital maturity and become a thought leader in enhancing data-centric project delivery and asset management.

Mission

The *What*, day-to-day operations

To work collectively to facilitate, advise, and support NCDOT's vision of being a thought leader for data-centric project delivery and transportation asset management.

Purpose

The *Why*/What happens because of Digital Transformation

Efficient Information Sharing: NCDOT are stewards of large volumes of data residing in static documents (PDF) or in disconnected databases that may require manual data entry by those who collect or create the information. This situation creates two separate but related problems.

- Difficult for DOT staff to retrieve information quickly.
- Data entry is manual and inefficient.

The NCDOT Digital Transformation will help identify key data within these documents and databases to either update or create (if they don't exist) systems architecture to make them more connected and reduce manual data entry. The practical outcome of this effort will be a plan with recommendations to address both problems.

- Identify the source of information within current systems that need to be connected and how those connections should be made.
- Document notable practices to automate connections between the source systems used by DOT staff during project planning and design, construction management, asset maintenance, management, and operations.

Digital As-Built Collection: The current NCDOT process to capture as-built records consists of construction staff documenting and accepting information using analog methods by redlining design plans either by hand or electronically using PDF editing software. The resulting "as-built plans" make it difficult to automate the extraction of information collected and accepted during construction. The NCDOT Digital Transformation will help define the standards for naming conventions, data collection and geospatial requirements (e.g., how, where, and to what accuracy to collect information), asset feature information (e.g., GIS data catalog attributes), and product deliverables for digital as-built records. The practical outcomes of this effort will be:

- An information delivery manual that contains NCDOT specific standards for priority asset digital as-built records, and updated construction specifications that can be included for each project.
- A plan with recommendations that will help NCDOT expand current asset inventory databases to include assets currently not being captured and stored to improve emergency response and resilience planning.

Leveraging Efficiencies from the OpenX Initiative for Digital Maturity: NCDOT and NCDIT are currently deploying the OpenX Initiative, which is a modernization project for 3D design software. The NCDOT Digital Transformation will enable the two core teams working on these initiatives to explore and implement the latest in Bentley technology to produce model-based information for project delivery. As the old software is retired, the NCDOT and NCDIT teams will create a transition plan to the new modeling suite of products, including improvements for efficiencies, guidelines, procedures, and training. The practical outcomes of this effort will be:

- A training program that will prepare project teams (NCDOT and external partners) to leverage model-based design approach while still producing traditional plans (2D PDF).
- A set of guidelines for evaluating the needs for asset management information with the development of the design modeling workspace. This will facilitate a more efficient and automated transfer of information throughout the lifecycle of the transportation asset system and align with the practical outcomes listed above for as-built documentation.

Engagement Tools & Tactics

Establishing connections and building relationships with stakeholders is paramount. The tools and tactics identified below (not limited to those listed) will help NCDOT launch communication, facilitate conversations, and create feedback opportunities about the Digital Transformation.

Branding

Tactic	Information
Target Audience	Internal & External Stakeholders
Description	NCDOT has implemented a specific logo and brand for the Digital Transformation within the overall branding of NCDOT. The branding includes a logo, messaging, vision, and mission. All developed materials will fall within the program branding, tone, and message to create a cohesive package of communication and engagement materials.
Deployment	In place prior to implementation of this plan.

NCDOT Digital Transformation Webpage

Tactic	Information
Target Audience	Internal & External Stakeholders
Description	NCDOT has already created a dedicated webpage for the Digital Transformation on the Connect site. This page will continue to offer a comprehensive overview of the Digital Transformation, serve as an information hub, and document the progress. Additionally, the webpage will provide a platform for internal and industry stakeholders to submit their questions and ideas. Initially starting with fundamental details, the webpage will expand over time, accommodating a growing volume of shared information and resources as the initiative progresses. The Communications Team will audit the website and connect with the Project Team to ensure all information is updated or current and upload any new information.
Deployment	In place prior to implementation of this plan.

Public Input (Surveys)

Tactic	Information
Target Audience	Internal (NCDOT Employees) & External (Industry)
Description	NCDOT will leverage survey tools to collect public feedback from internal and external stakeholders on the project. Comment forms and survey links will be included on the

Tactic	Information
	Digital Transformation website/newsletter and distributed to stakeholders. The feedback will help inform the direction of program implementation based on the ideas and survey results submitted.
Deployment	Six to eight weeks after the approval of the Communication and Engagement Plan and quarterly as needed.

E-newsletter

Tactic	Information
Target Audience	Internal & External
Description	Quarterly updates will share progress on the Digital Transformation, highlight successes, and include other information in anticipation of questions and concerns. Links to previous e-newsletter content and a sign-up form will be included on the Digital Transformation webpage.
Deployment	Quarterly updates starting two months after the approval of the Communication and Engagement Plan.

Informational Videos

Tactic	Information
Target Audience	Internal & External
Description	The brief video series (three videos) should be a general overview of what is included in the Digital Transformation, highlighting key milestones and the benefits for NCDOT, the industry, and the public. Topics can also include but are not limited to; stewardship of the road network, data usage explanations, and staff endorsements.
Deployment	First quarter after the approval of the Communication and Engagement Plan.

Informational Materials

Tactic	Information
Target Audience	Internal & External
Description	These will include a general fact sheet explaining the Digital Transformation; frequently asked questions; infographics; and presentations. These materials will be posted on the website and reviewed and/or updated by the Communications Team every four months.
Deployment	Quarterly updates throughout implementation of the Communication and Engagement plan.

Industry Presentations

Tactic	Information
Target Audience	External (Industry & Agencies/Organizations)
Description	Regular presentations and updates will be provided to the industry. Members of the Project Team will actively seek opportunities while also honoring requests from the

Tactic	Information
	industry. Industry groups could include, but are not limited to; North Carolina ACEC, ASCE, AGC, NCLUG, etc. Internal and external webinars will be additional platforms to connect with the industry.
Deployment	Ongoing and as requested.

NCDOT Staff Presentations

Tactic	Information
Target Audience	Internal
Description	Quarterly presentations and updates will be provided to NCDOT Executive Leadership, Management, Communications Office, and Implementation Staff. Video updates and teaming with other department-wide presentations could also be considered. This effort will differ from industry outreach in focusing on the unique challenges, perspectives, and potential insights specific to NCDOT staff.
Deployment	Quarterly or more frequent if content and Transformation need requires.

Communication Plan Analytics

NCDOT will use several metrics to track progress against the communication goals and objectives. These metrics will be captured within a quarterly communications report to measure the plan's effectiveness. NCDOT will use existing platforms to pull web, email campaigns, and video analytics. Some preliminary methods include:

Webpage: Tracking web traffic to the Digital Delivery Transformation webpage is an excellent way to understand how many people visit the site and what page(s) receive the most views.
Target Goal: 100 web views per month, 3-minute average per session

Newsletters: NCDOT will use appropriate tools to obtain analytics on the open rate for all newsletters.
Target Goal: 30% open rate

Video: Analytics for videos will be obtained via NCDOT's YouTube Channel to better understand how viewers are interacting with the content.
Target Goal: 1,000 views per video, Average watch time of 75%

NCDOT/Industry Presentations & Industry Outreach: The Communications Team will create a log of any presentations and industry outreach opportunities that will live on SharePoint. This will accurately capture the Team's presence within this facet of the plan.

Target Goal: 12 NCDOT Presentations with 30+ attendees per session, 20 industry engagement events (including tabling at existing area events)
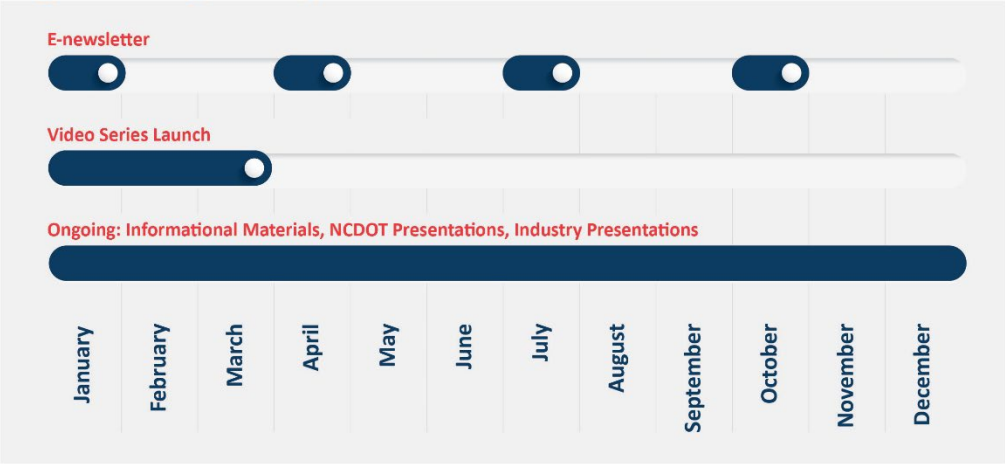
Communication Schedule

The schedule to deploy the tools and tactics described in this plan is shown below.

Digital Transformation 2023

Finalize Communications Plan & Program Branding

Digital Transformation Web Page

PublicInput Survey Questions/Comment form on Web Page

Ongoing: Informational Materials, NCDOT Presentations, Industry Presentations

| January | February | March | April | May | June | July | August | September | October | November | December |

Digital Integration/Maturation 2024-2027

E-newsletter

Video Series Launch

Ongoing: Informational Materials, NCDOT Presentations, Industry Presentations

| January | February | March | April | May | June | July | August | September | October | November | December |

Appendix A: External Stakeholder

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Industry Stakeholders
To include Contractors, Consultants, and Suppliers. (Community of Practice)
Messaging Tone: Educational, informative, partnership

North Carolina Industry Stakeholders
- North Carolina Rural Center
- American Planning Association – North Carolina Chapter
- North Carolina Chamber of Commerce
- North Carolina Public Transportation Association (NCPTA)
- Transit Alliance of the Piedmont (TAP)
- BikeWalk NC
- North Carolina Pupil Transportation Association
- NC Go!
- NC Trucking Association
- NC Alliance for Safe Transportation
- Economic Development Partnership of North Carolina
- Duke Energy
- CSX Transportation
- Amtrak
- North Carolina Railroad
- Aberdeen Carolina & Western Railway
- Norfolk Southern Railway
- NC Main Street & Rural Planning Center
- Sierra Club North Carolina
- North Carolina League of Conservation Voters
- North Carolina Conservation Network
- Clean Aire NC
- North Carolina League of Municipalities
- North Carolina Association of County Commissioners
- North Carolina Association of Regional Councils
- Commute Friendly NC
- North Carolina City and County Management Association
- Carolinas ACG
- Associated Builders and Contractors of the Carolinas
- American Council of Engineering Companies of North Carolina
- American Society of Civil Engineers North Carolina Section
- Carolina Asphalt Pavement Association
- Carolinas Concrete Paving Association
- Carolinas Ready Mixed Concrete Association
- North Carolina Metro Mayors Coalition
- NCSITE
- NC Aggregates Associates

North Carolina Design, Construction & Transportation Firms

- Balfour Beatty
- Barnhill Contracting Company
- Blythe Construction
- Blythe Development Company
- BRS Inc.
- Crowder Construction
- Dane Construction
- Gannett Fleming
- HDR
- Heidelberg Materials Southeast, Inc.
- Highland Paving
- HNTB
- Hudson Paving, Inc.
- Lochner
- Martin Marietta
- McAdams
- Mountain Creek Contractors
- R.E. Burns & Sons
- Ramey Kemp & Associates
- Reeves Construction
- RS&H
- S.T. Wooten
- S&ME
- Sanford Contractors
- Stay Alert Safety Services
- Stewart
- STV
- Summit Design
- TA Loving
- Terracon
- The Lane Construction Company
- Titan/Roanoke Cement
- Triangle Grading & Paving
- United Infrastructure Group
- Vaughn & Melton
- Vecellio & Grogan
- VHB
- Wetherill Engineering
- WSP
- Young & McQueen

National Industry Stakeholders

- Open Transport Partnership
- SharedStreets
- Mobility Data Interoperability Principles Coalition
    - Mobility Data Interoperability Principles is a coalition is government agencies, mobility service providers, and nonprofit organizations that are dedicated to changing the relationship between transit and technology.
- Institute of Transportation Engineers (ITE)
- American Association of State Highway and Transportation Officials (AASHTO)
- American Society of Civil Engineers (ASCE)
- American Council of Engineering Companies (ACEC)
- American Road and Transportation Builders Association (ARTBA)
- Association of Metropolitan Planning Organizations (AMPO)
- American Public Transportation Association (APTA)
- The Associated General Contractors of America
- Build America Bureau
- Eastern Transportation Coalition
- Smart Growth America
- Governors Highway Safety Association
- American Association of Motor Vehicle Administrators
- National Association of Development Organizations
- National Association of Counties
- National Association of Regional Councils
- SouthEast Regional Directors Institute (SERDI)

Agencies & Organizations

To include Federal Highway Administration (FHWA), Counties, Cities, Local Municipalities, Utility Companies, North Carolina Department of Information Technology, and Resource Agencies (United States Army Corps of Engineers, Department of Environmental Quality, etc.).

Messaging Tone: Informative, collaborative

North Carolina Agencies & Organizations

- North Carolina Association of Rural Planning Organizations
- North Carolina Association of Metropolitan Planning Organizations
- North Carolina Board of Transportation
- North Carolina Division of Motor Vehicles
- North Carolina Turnpike Authority
- North Carolina Department of Environmental Quality (DEQ)
- North Carolina Utilities Commission
- North Carolina Department of Commerce

North Carolina Councils of Governments

- Southwestern Commission (Cherokee, Clay, Graham, Haywood, Jackson, Macon and Swain Counties)
- Land-of-Sky Regional Council (Buncombe, Henderson, Madison and Transylvania Counties)

- [Foothills Regional Commission](#) (Cleveland, McDowell, Polk and Rutherford Counties)
- [High Country Council of Governments](#) (Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes and Yancey Counties)
- [Western Piedmont Council of Governments](#) (Alexander, Burke, Caldwell and Catawba Counties)
- [Centralina Regional Council](#) (Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly and Union Counties)
- [Piedmont Triad Region Council](#) (Alamance, Caswell, Davidson, Guilford, Montgomery, Randolph, Rockingham, Davie, Forsyth, Stokes, Surry and Yadkin Counties)
- [Central Pines Regional Council](#) (Chatham, Durham, Johnston, Lee, Moore, Orange and Wake Counties)
- [Kerr-Tar Council of Governments](#) (Franklin, Granville, Person, Vance and Warren Counties)
- [Upper Coastal Plain Council of Governments](#) (Edgecombe, Halifax, Nash, Northampton and Wilson Counties)
- [Mid-Carolina Council of Governments](#) (Cumberland, Harnett and Sampson Counties)
- [Lumber River Council of Governments](#) (Bladen, Hoke, Richmond, Robeson and Scotland Counties)
- [Cape Fear Council of Governments](#) (Brunswick, Columbus, New Hanover and Pender Counties)
- [Eastern Carolina Council](#) (Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico and Wayne Counties)
- Mid-East Commission (Beaufort, Bertie, Hertford, Martin and Pitt Counties)
- [Albemarle Commission](#) (Camden, Chowan, Currituck, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrrell and Washington Counties)

North Carolina Metropolitan Planning Organizations

- [Burlington-Graham Metropolitan Planning Organization](#) (Alamance County and portions of Guilford and Orange County)
- [Cabarrus-Rowan Urban Area Metropolitan Planning Organization](#) (Cabarrus and Rowan County)
- [NC Capital Area Metropolitan Planning Organization](#) (Parts of Granville, Franklin, Wake, Chatham, Harnett, and Johnston Counties)
- [Durham-Chapel Hill-Carrboro Metropolitan Planning Organization](#) (Durham County and portions of Orange and Chatham Counties)
- [Fayetteville Area Metropolitan Planning Organization](#) (portions of Cumberland, Hoke, Robeson, and Harnett Counties)
- [French Broad River Metropolitan Planning Organization](#) (Asheville)
- [Gaston-Cleveland-Lincoln Metropolitan Planning Organization](#) (Gaston, Cleveland, and Lincoln Counties)
- Goldsboro Urban Area Metropolitan Planning Organization (Wayne County)
- [Grand Strand Area Transportation Study](#)
- [Greater Hickory Metropolitan Planning Organization](#) (Alexander, Burke, Caldwell and Catawba Counties)
- [Greensboro Urban Area Metropolitan Planning Organization](#) (Guilford County)
- [Greenville Urban Area Metropolitan Planning Organization](#) (Pitt County)
- [High Point Urban Area Metropolitan Planning Organization](#) (Davidson County, Forsyth County, Guilford County, Randolph County)
- [Jacksonville Urban Area Metropolitan Planning Organization](#) (Onslow County)
- [Charlotte Regional Transportation Planning Organization](#) (Iredell, Mecklenburg, and Union Counties)
- [New Bern Area Metropolitan Planning Organization](#) (Craven County)
- [Rocky Mount Urban Area Metropolitan Planning Organization](#) (Portions of Edgecombe and Nash Counties)
- [Wilmington Metropolitan Planning Organization](#) (Lower Cape Fear Region)
- [Winston-Salem Urban Area Metropolitan Planning Organization](#) (Winston-Salem Urbanized Area)

North Carolina Rural Planning Organizations

- **Albemarle Commission** (Camden, Chowan, Currituck, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrrell & Washington Counties)
- **Cape Fear Rural Transportation Planning Organization** (Pender, Brunswick, & Columbus Counties)
- **Triangle Area Rural Planning Organization/Central Pines Regional Council** (Chatham, Lee, Moore, and Orange Counties)
- **Down East Rural Transportation Planning Organization** (Carteret, Craven, Jones & Pamlico Counties)
- **Eastern Carolina Rural Transportation Planning Organization** (Duplin, Greene, Lenoir and Wayne Counties)
- **Foothills Rural Planning Organization** (McDowell, Polk & Rutherford Counties)
- **High Country Rural Transportation Planning Organization** (Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes & Yancey Counties)
- **Kerr-Tar Regional Transportation Planning Organization** (Franklin, Granville, Person, Vance & Warren Counties)
- **Land of Sky Rural Planning Organization** (Buncombe, Haywood, Madison & Transylvania Counties)
- **Lumber River Rural Transportation Planning Organization** (Hoke, Richmond, Robeson & Scotland Counties)
- Mid-Carolina (Bladen, Cumberland, Harnett & Sampson Counties)
- **Mid-East Rural Planning Organization** (Beaufort, Pitt & Martin Counties)
- **Northwest Piedmont Rural Planning Organization** (Davie, Stokes, Surry & Yadkin Counties)
- **Peanut Belt Rural Planning Organization** (Bertie, Halifax, Hertford & Northampton Counties)
- **Piedmont Triad Regional Council** (Caswell, Montgomery, Randolph & Rockingham Counties)
- **Rocky River Rural Planning Organization** (Anson, Stanly & Union Counties)
- **Southwestern Rural Planning Organization** (Cherokee, Clay, Graham, Jackson, Macon & Swain Counties)
- **Upper Coastal Plain Rural Planning Organization** (Edgecombe, Johnston, Nash & Wilson Counties)

North Carolina Transit Providers

- **Alamance County Transportation Authority** (ACT) (Alamance County)
- **Albemarle Regional Health Services – Inter-County Public Transportation Authority** (ICPTA) (Camden, Chowan, Currituck, Pasquotank, Perquimins Counties)
- **Alleghany In Motion** (Alleghany County)
- **Anson County Transportation System** (ACTS) (Anson County)
- **AppalCART** (Watauga County)
- **Ashe County Transportation Authority** (Ashe County)
- **Asheville Rides Transit** (ART)
- **Avery County Transportation** (ACT) (Avery County)
- **Beaufort County Developmental Center – Beaufort Area Transit System** (Beaufort County)
- **Bladen Area Rural Transportation System** (BARTS) (Bladen County)
- **Brunswick Transit System** (Brunswick County)
- **Mountain Mobility** (Buncombe County)
- **Link Transit** (Burlington County, Gibsonville County, Alamance County Offices and Alamance Community College)
- **Cabarrus County Transportation Services** (CCTS) (Cabarrus County)
- **Cape Fear Public Transportation Authority (Wave Transit)** (New Hanover County)
- **Carteret County Area Transportation System** (Carteret County)
- **Caswell County Area Transportation System** (CATS) (Caswell County)

- Chapel Hill Transit
- Charlotte Area Transit System (CATS) (Mecklenburg County and surrounding areas)
- Chatham Transit Network (Chatham County)
- Cherokee County Transit (Cherokee County)
- Choanoke Public Transportation Authority (CPTA) (Bertie, Halifax, Hertford, Northampton Counties)
- Clay County Public Transportation (Clay County)
- Transportation Administration of Cleveland County (TACC) (Cleveland County)
- Columbus County Transportation (Columbus County)
- Concord Kannapolis Area Transit – Rider Transit (Concord and Kannapolis Counties)
- Craven Area Rural Transit System (CARTS) (Craven, Jones, Pamlico Counties)
- Cumberland County Community Transportation Program (Cumberland County)
- Dare County Transportation (Dare County)
- Davidson County Transportation System (DCTS) (DC Rides) (Davidson County)
- Duplin County Public Transportation (Duplin County)
- Eastern Band of Cherokee Indians Public Transit (EBCI) – Cherokee Transit (Town of Cherokee, NC and the Qualla Boundary)
- Fayetteville Area System of Transit (FAST)
- Gaston County ACCESS Central Transportation (Gaston County)
- Gastonia Transit (City of Gastonia)
- Gates County Inter-Regional Transportation System (Gates County)
- Go Cary (Cary, NC)
- Go Durham (Durham, NC)
- Go Raleigh (Raleigh, NC)
- Go Triangle - Research Triangle Regional Public Transportation Authority (Wake, Durham, and Orange Counties)
- Goldsboro-Wayne Transportation Authority (GWTA) (Wayne County)
- GoWake Access Transportation (Wake County)
- Graham County Transit (Graham County)
- Greene County Transportation System (Greene County)
- Greensboro Transit Authority (GTA)
- Greenville Area Transit (GREAT)
- Guilford County Transportation and Mobility Services (TAMS) (Guilford County)
- Harnett Area Rural Transit System (HARTS) (Harnett County)
- High Point Transit System
- Hoke Area Transit Service (HATS) (Hoke County)
- Hyde County Transit (Hyde and Tyrell Counties)
- Iredell County Area Transportation System (ICATS) (Iredell County)
- Jackson County Transit (Jackson County)
- Jacksonville Transit
- Johnston County Area Transit System (JCATS) (Johnston County)
- Kerr Area Transportation Authority (KARTS) (Vance, Warren, Franklin, Granville Counties)
- County of Lee Transit System (COLTS) (Lee County)
- Lenoir County Transit (Lenoir County)

- Transportation Lincoln County (TLC) (Lincoln County)
- Macon County Transit (Macon County)
- Madison County Transportation Authority (MCTA) (Madison County)
- Martin County Transit (MCT) (Martin County)
- McDowell Transit (McDowell County)
- Mecklenburg Transportation System (MTS) (Mecklenburg County)
- Mitchell County Transportation Authority (MCTA) (Mitchell County)
- Moore County Transportation Services (Moore County)
- Haywood Public Transit (Haywood County)
- Onslow United Transit System, Inc. (OUTS) (Onslow County)
- Orange County Transportation Services (Orange County)
- Pender Adult Services Inc. (PAS-TRAN) (Pender County)
- Person Area Transportation System (PATS) (Person County)
- Piedmont Authority for Regional Transportation (PART) (Piedmont Triad Region)
- Pitt Area Transit System (PATS) (Pitt County)
- Polk County Public Transportation System (Polk County)
- Regional Coordinated Area Transportation System (RCATS) (Randolph and Montgomery Counties)
- Area of Richmond Transit (ART) (Richmond County)
- South East Area Transit System (SEATS) (Robeson County)
- Rockingham Community Access Transit Services (Ride SKAT) (Rockingham County)
- Rowan Transit System (RTS) (Rowan County)
- Rutherford County Transit (Rutherford County)
- Salisbury Transit System (STS)
- Sampson Area Transportation (SAT) (Sampson County)
- Scotland County Area Transit System (SCATS) (Scotland County)
- SCUSA Transportation (Stanly County)
- State of Franklin Health Council – Swain Public Transit (Swain County)
- Tar River Transit (City of Rocky Mount; Edgecombe and Nash Counties)
- Transylvania County Transportation (Transylvania County)
- Union County Transportation (Union County)
- Riverlight Transit System (Washington County)
- Apple Country Public Transit (ACPT) (Henderson County)
- Western Piedmont Regional Transit Authority – Greenway Public Transportation (Alexander, Burke, Caldwell, Catawba Counties)
- Wilkes Transportation Authority Public Transportation (WTA) (Wilkes County)
- ARRIVE Wilson County Transportation (Wilson County)
- RIDE (City of Wilson)
- Winston-Salem Transit Authority (WSTA) (Forsyth County)
- Yadkin Valley Economic Development District – YVEDDI Public Transportation (Davie, Stokes, Surry, Yadkin Counties)
- Yancey County Transportation Authority (YCTA) (Yancey County)

National Agencies & Organizations

- National Information Standards Organization
  - The National Information Standards Organization is a nonprofit membership organization that "identifies, develops, maintains, and publishes technical standards to manage information."
- United States Department of Transportation: Intelligent Transportation Systems Joint Program Office
  - The Intelligent Transportation Systems Joint Program Office (ITS JPO) "collaborates across modal administrations to coordinate and plan the U.S. DOT's multimodal ITS technology research program."
  - The ITS JPO has a "Data Access and Exchanges Research Area" that includes:
    - ITS DataHub: USDOT's portal for open-access ITS data
    - ITS CodeHub: USDOT's portal for open-source ITS source code
    - Work Zone Data Exchange
- Federal Highway Administration (FHWA)
- Federal Motor Carrier Safety Administration (FMCSA)
- Federal Transit Administration (FTA)
- Bureau of Transportation Statistics (BTS)
- Federal Railroad Administration (FRA)
- National Highway Traffic Safety Administration (NHTSA)
- Federal Geographic Data Committee
  - The Federal Geographic Data Committee (FGDC) is an "organized structure of Federal geospatial professionals and constituents that provide executive, managerial, and advisory direction and oversight for geospatial decisions and initiatives across the Federal government."
  - The National Geospatial Advisory Committee (NGAC) is a Federal Advisory Committee sponsored by the Department of the Interior.
- United States Department of the Interior
- United States Environmental Protection Agency