

A decorative graphic consisting of a grid of circular icons representing various modes of transportation. The icons include a bicycle, a train, a ship, a car, a bus, a pedestrian, and a person on a bicycle. The icons are arranged in a pattern that tapers off to the right, creating a sense of depth and movement.

NCDOT Statewide Customer Service Survey

RP2023-34 | May 28, 2025

Background

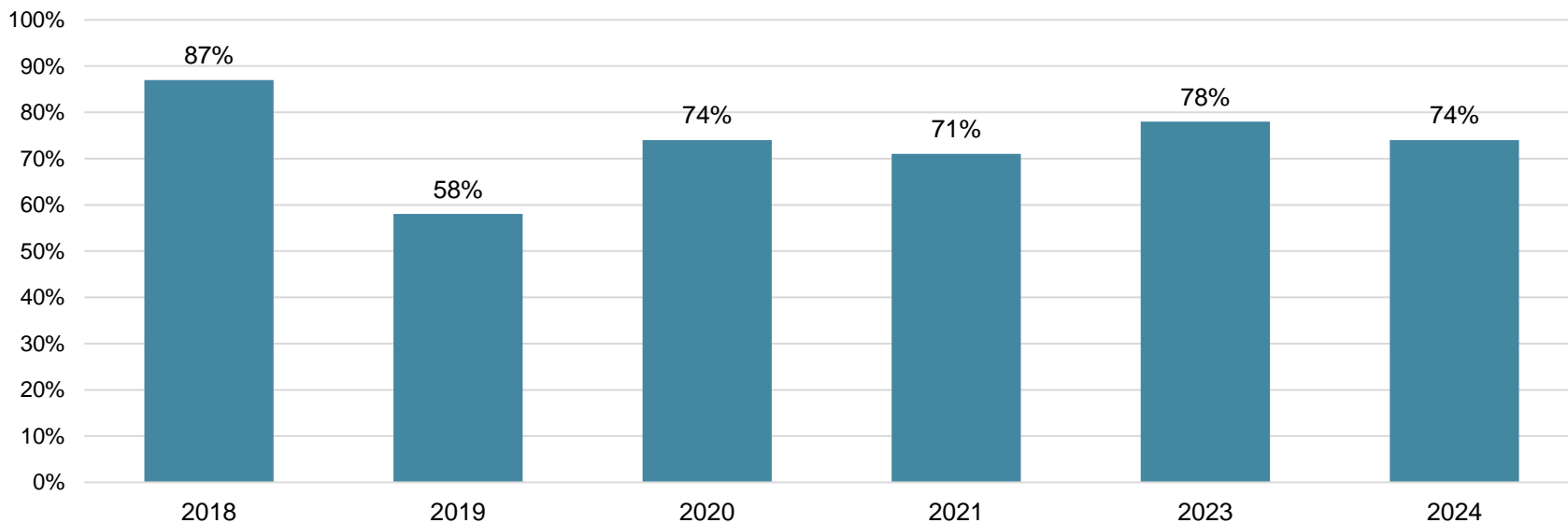
- Eighth iteration of survey, has been conducted since 2015
- The survey has evolved and improved over time to optimize the data received and the user experience
- Significant overhaul performed in 2019, oversampling added to ensure respondents are representative of North Carolina's adult population

Survey Overview

- Over 1100 North Carolinians participated from across the state via convenience survey and oversampling
- Most respondents are satisfied with NCDOT services
- Majority of respondents use a personal motor vehicle as their primary mode of transportation, seeing a return to pre-pandemic numbers although respondents spend less time in their vehicle
- Maintenance, safety, and new construction of roadways remain top priorities
- Attitudes towards transportation and mode usage patterns vary between income groups more than any other demographic

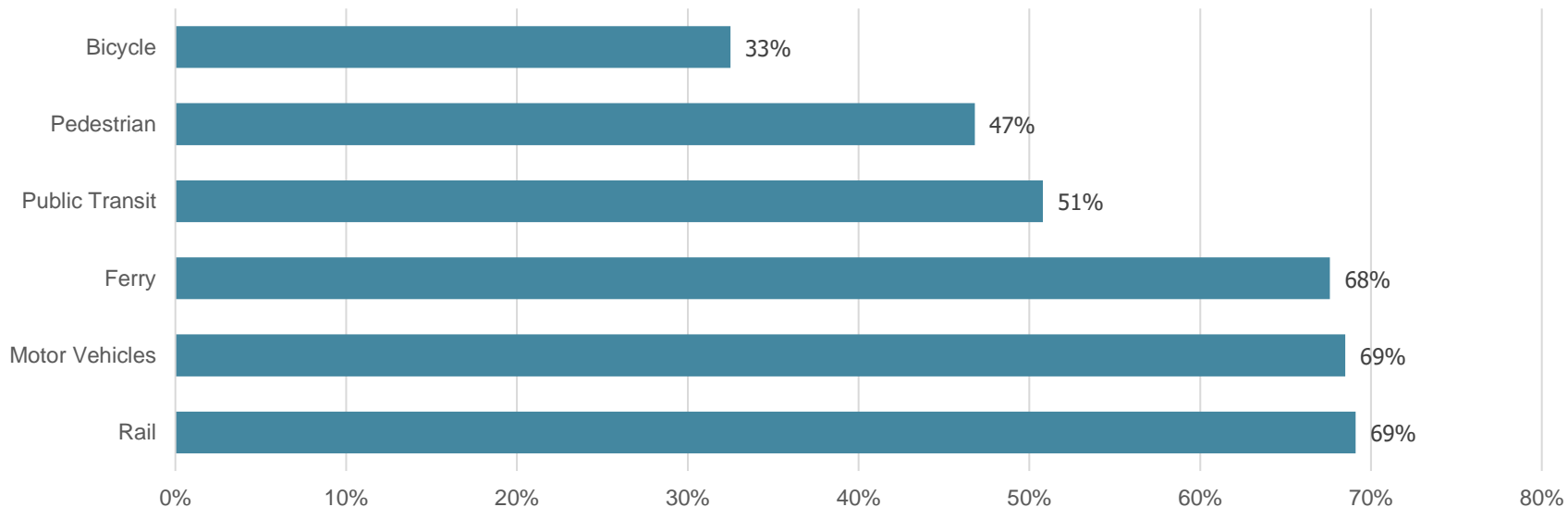
Overall Satisfaction

Satisfaction with services provided, % agree

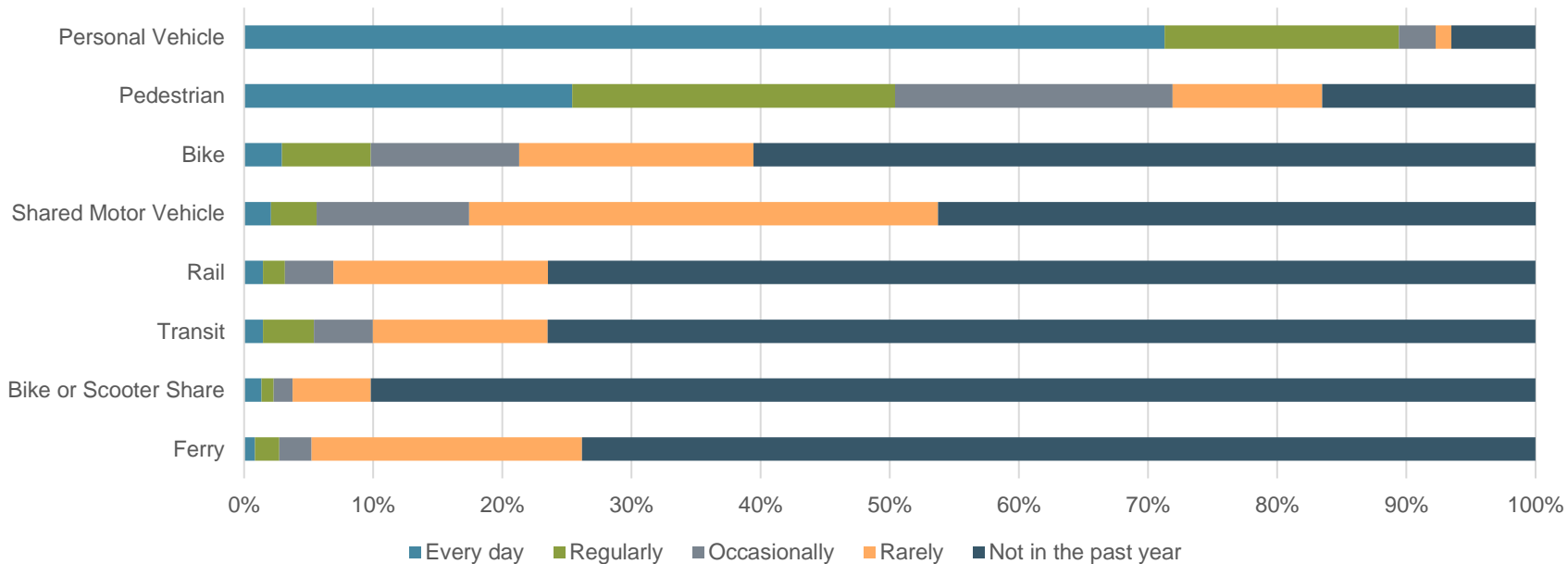


Overall Satisfaction by Mode

Overall Satisfaction by Mode

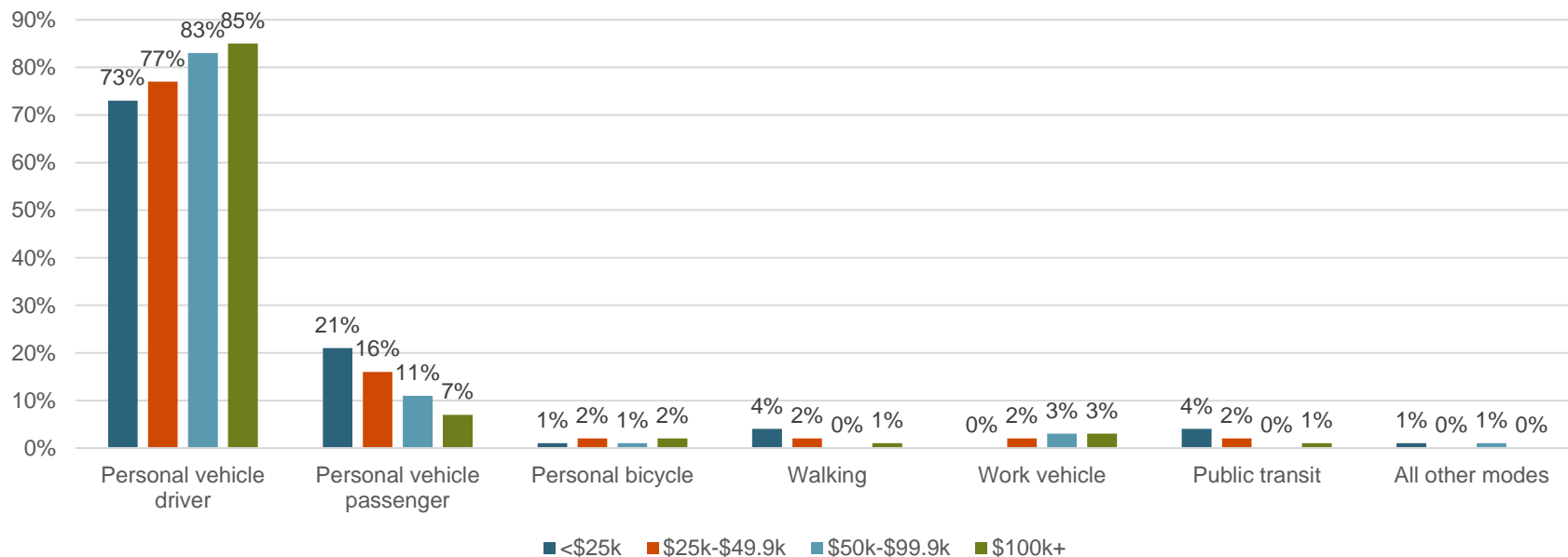


Mode Use



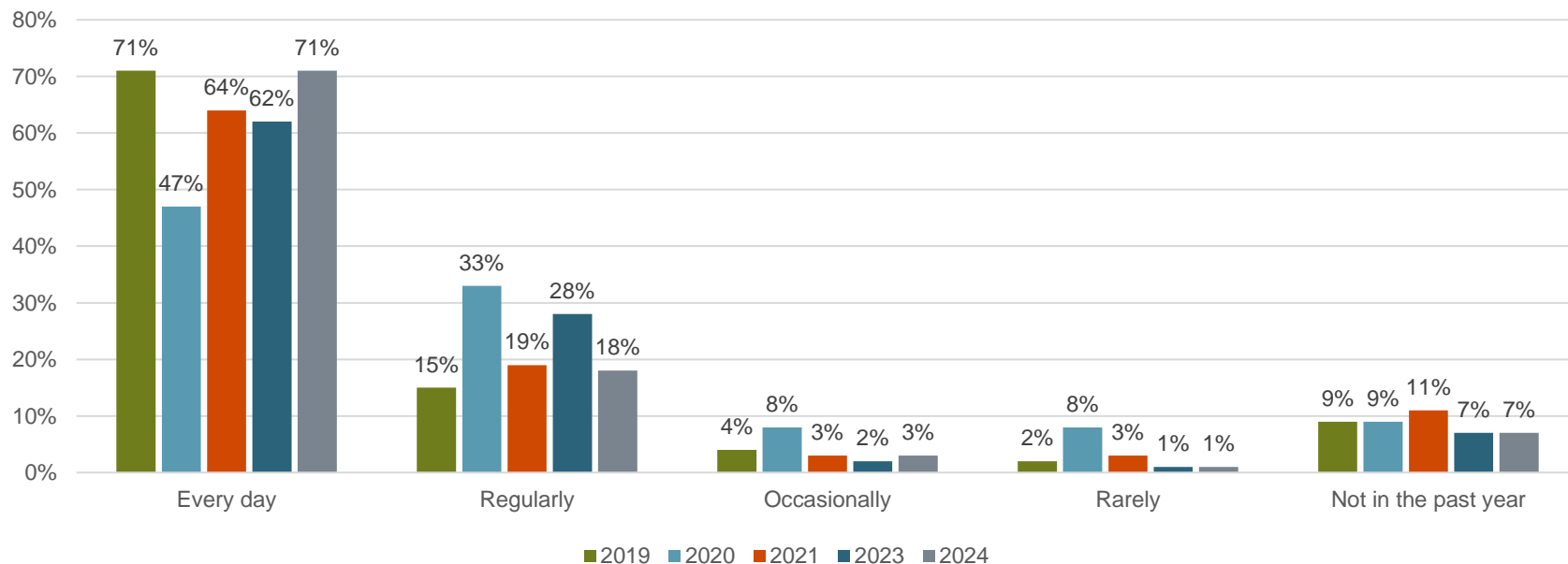
Mode Use

Primary Mode of Transportation by Household Income



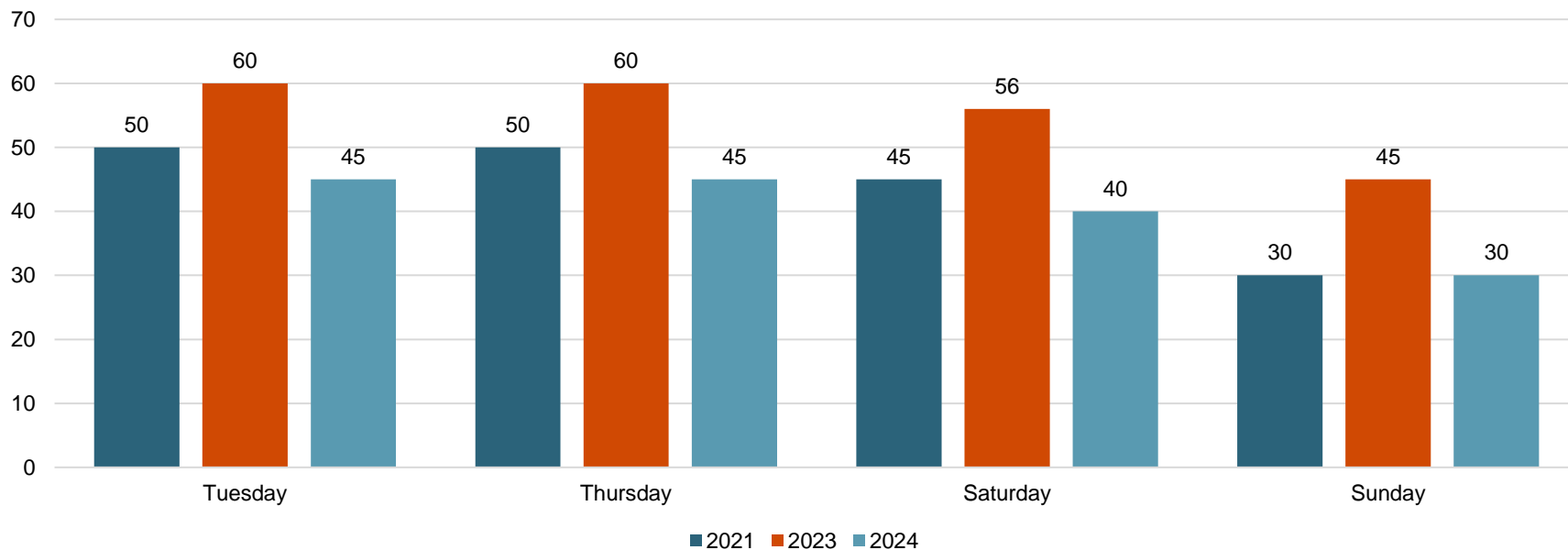
Personal Vehicle Use

Personal Vehicle Use, 2019-2024



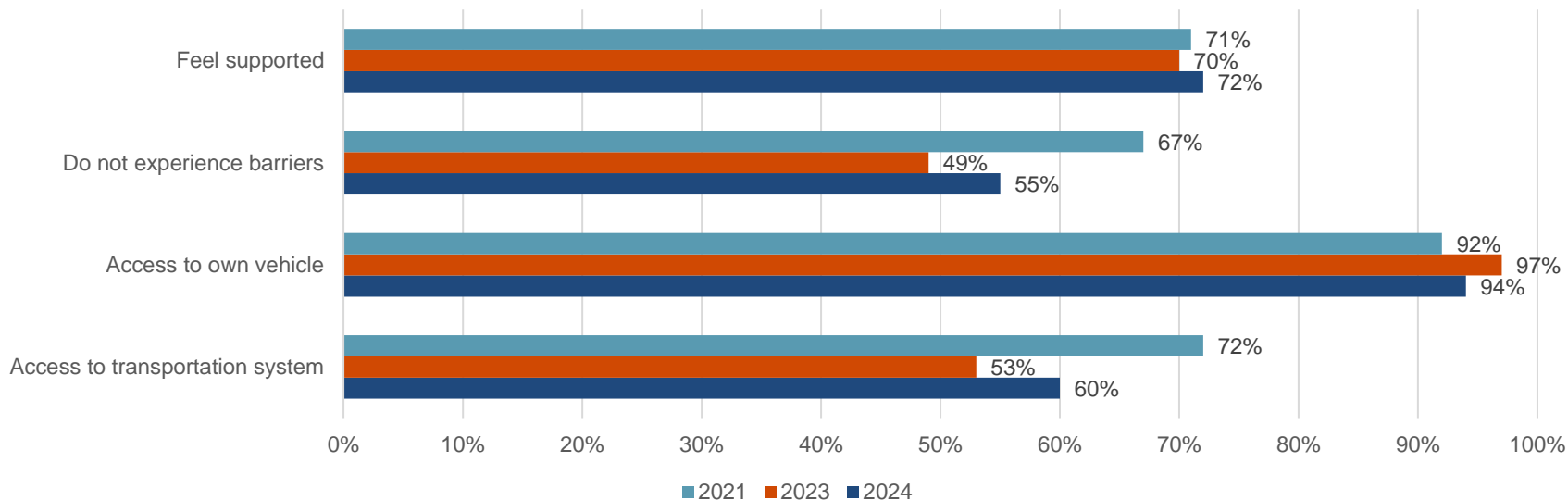
Personal Vehicle Use

Median Time Spent in Vehicle in Minutes



Infrastructure Support

Infrastructure support, 2021-2024

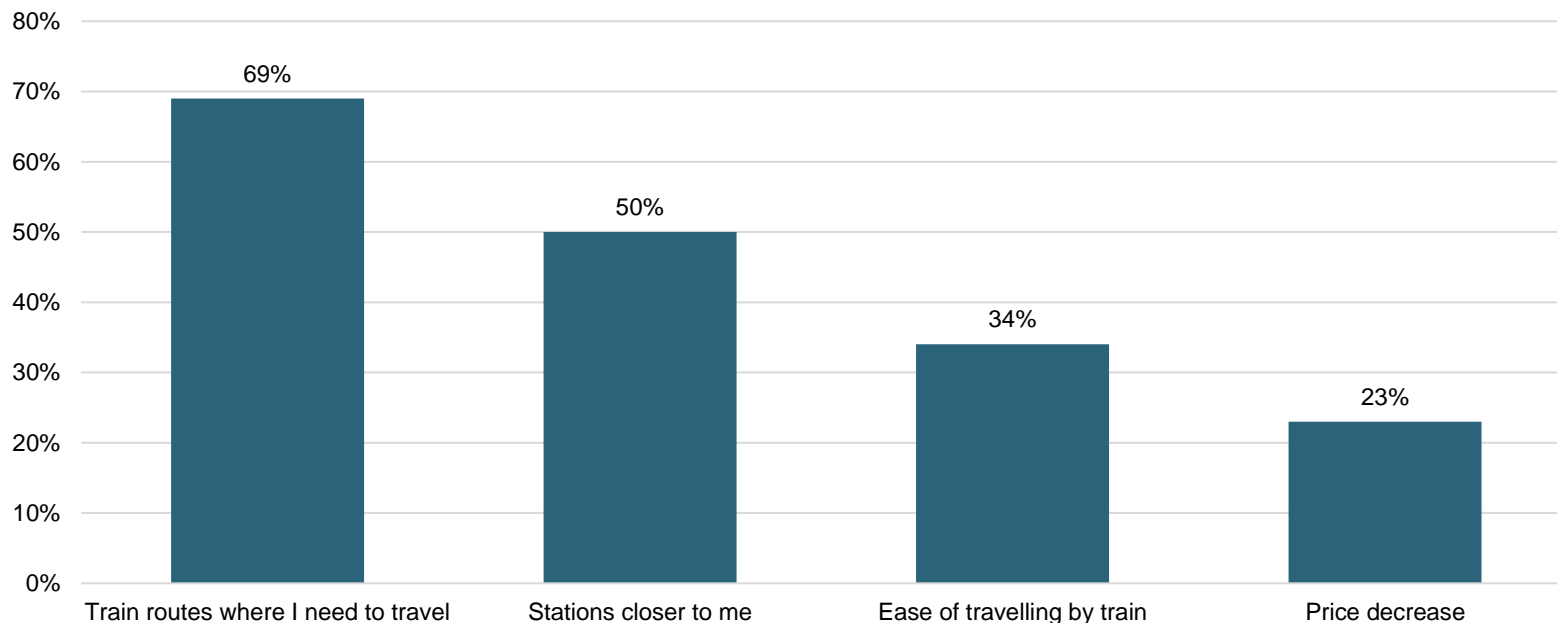


Respondent Priorities

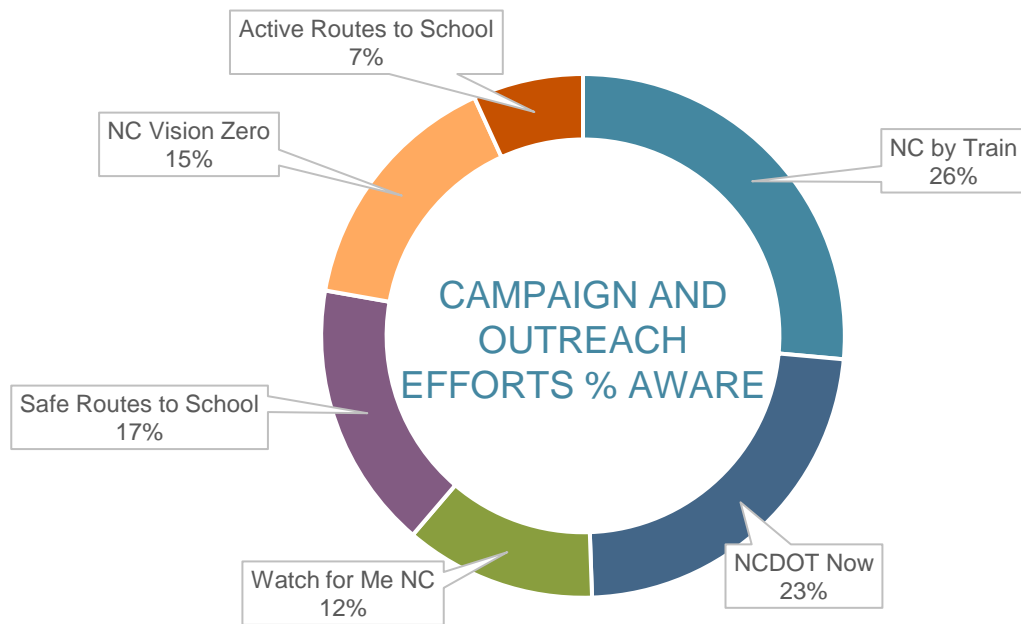
1. Safety
2. Condition of facilities/roads/paths
3. Connectivity

Connectivity and Infrastructure

Which of the following would lead you to take a passenger train more often?



NCDOT Communications



Read the report

go.ncsu.edu/StatewideSurvey2024



Scan the QR code
above to view the
report.

SFY 2024

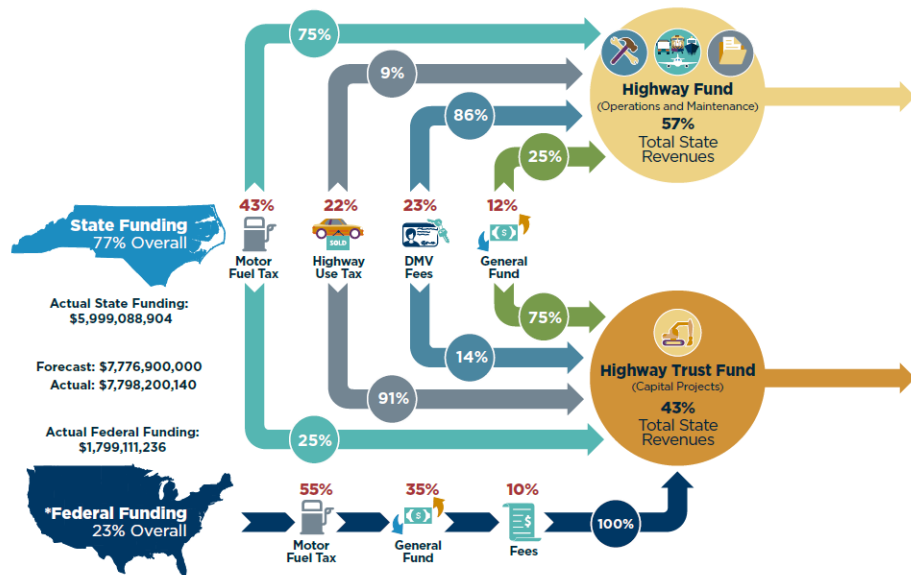
Funding Sources and Allocation

In fiscal year 2024, NCDOT had an annual budget of more than \$7 billion to build, operate and maintain the state's diverse transportation network.

A portion of the revenues from the State Motor Fuel Tax and NCDMV fees goes to the Highway Fund and the Highway Trust Fund (Strategic Transportation Investments).

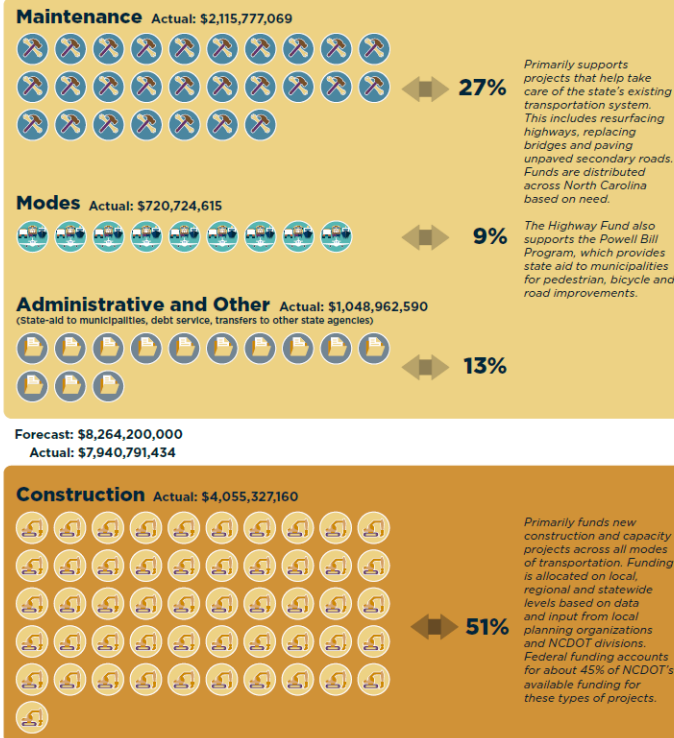
For this fiscal year, NCDOT directed 91% of the State Highway Use Tax and 100% of federal transportation appropriations to Strategic Transportation Investments.

* Federal and State Funding includes revenues, grants and financing.



SFY 2024

Expenses



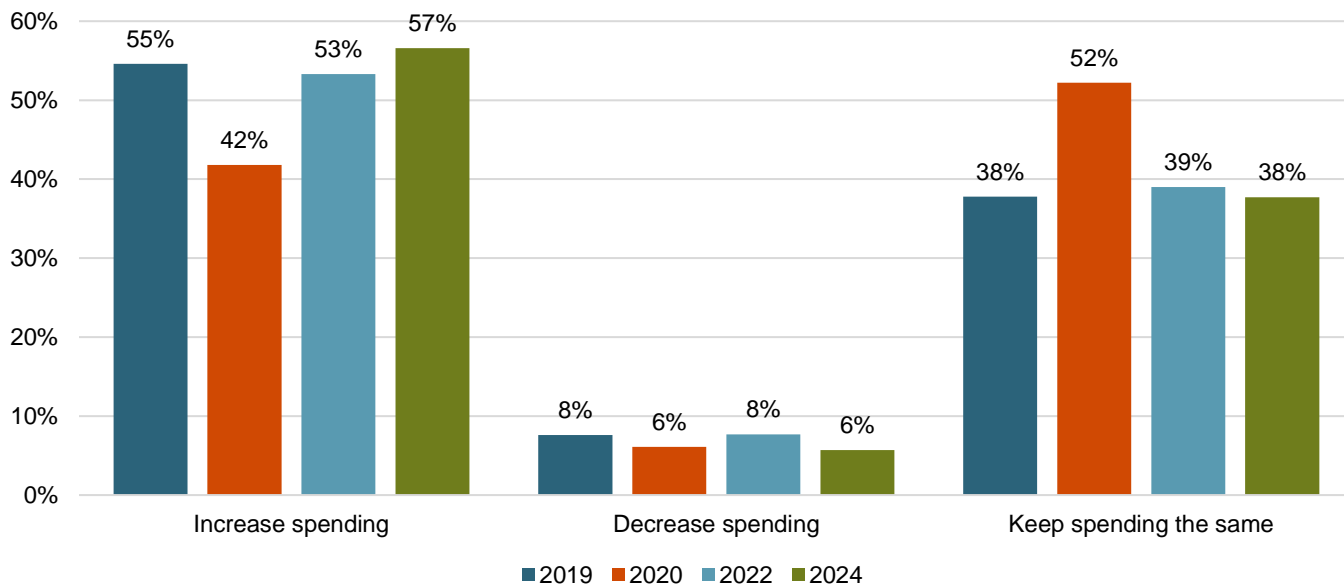
Public Perception of Transportation Fees in North Carolina

RP2024-37 | May 28, 2025

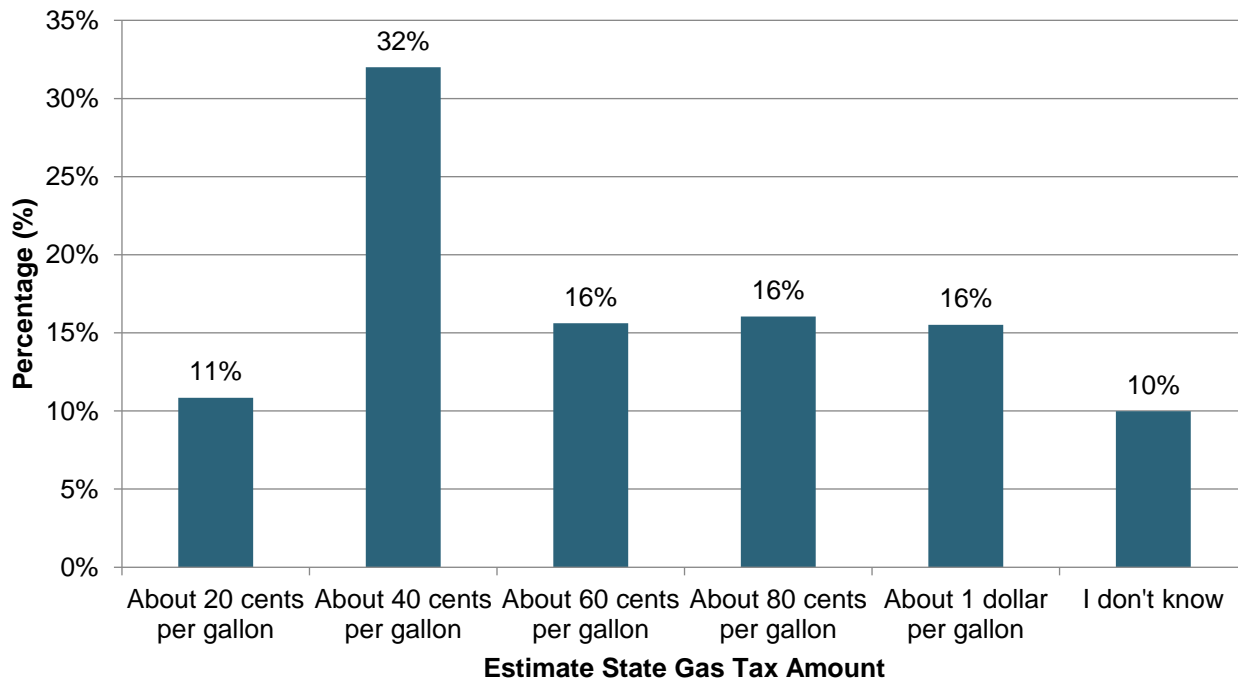
Transportation Funding and Tax Alternatives

Perception of Spending

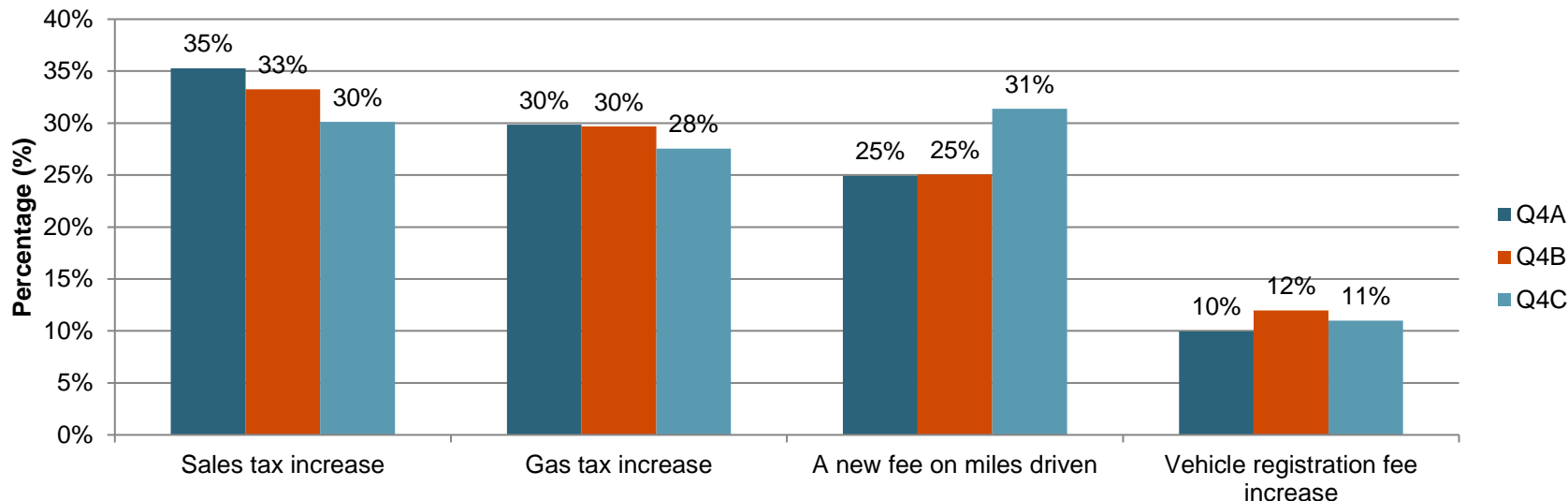
What comes closest to your view regarding government spending on roads? North Carolina needs to:



Perception of State Gas Tax

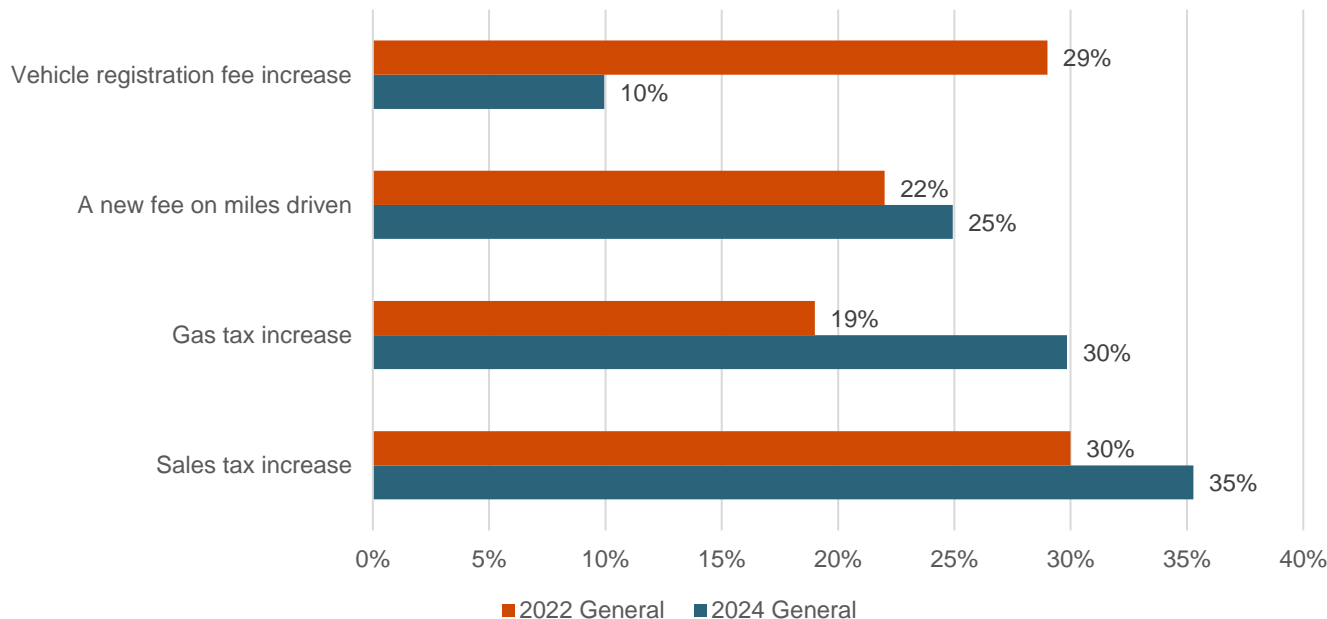


Preferred funding source by ballot



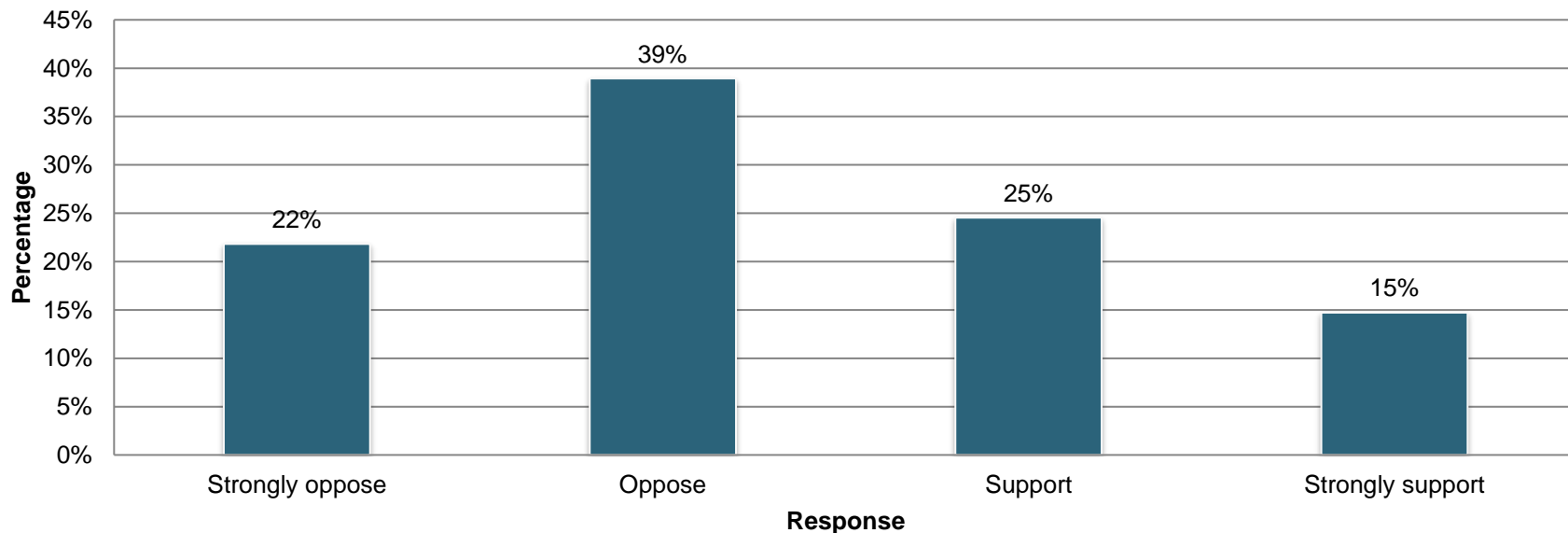
	New fee on miles driven	Gas tax increase	Sales tax increase	Vehicle registration fee increase
Ballot A	General	General	General	General
Ballot B	1 cent fee	18 cent increase	1 cent increase	\$120 increase
Ballot C (+ info)	1 cent fee	18 cent increase	1 cent increase	\$120 increase

Tax Preference General Ballot 2022 v. 2024



Retail delivery fee

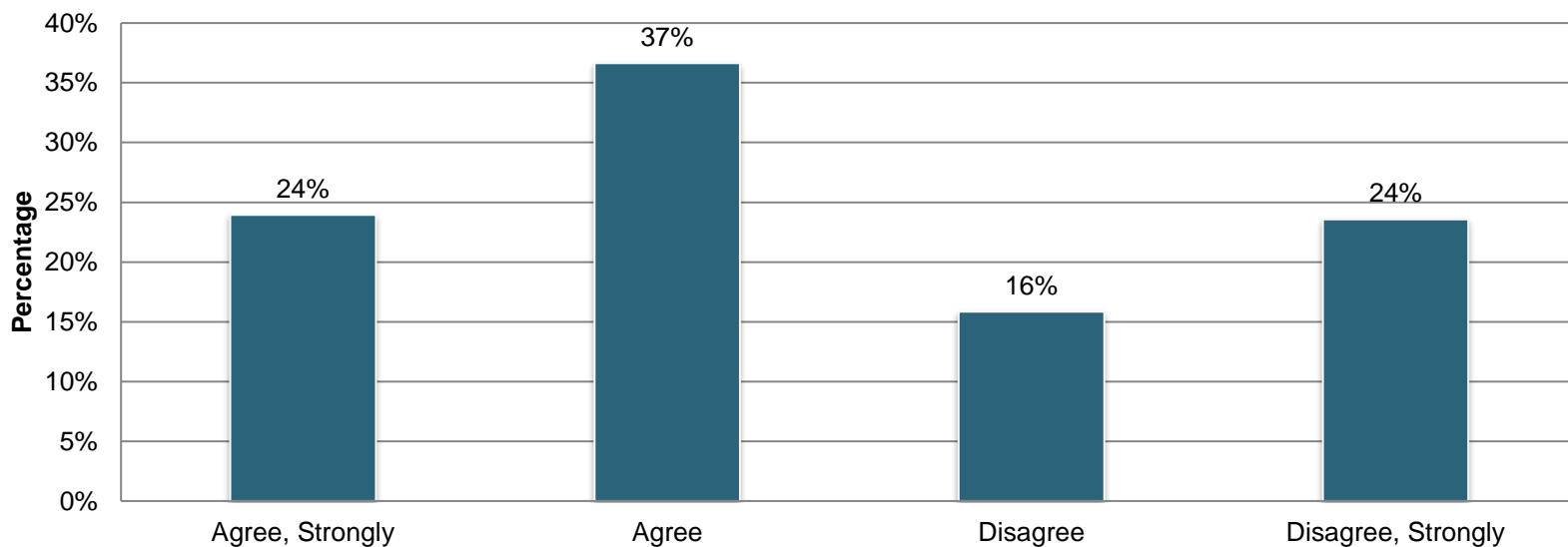
To generate additional funding for state transportation needs, would you support or oppose adding a retail delivery fee on goods that are mailed, shipped, or otherwise delivered to homes by motor vehicle to a purchaser?



Electric Vehicles

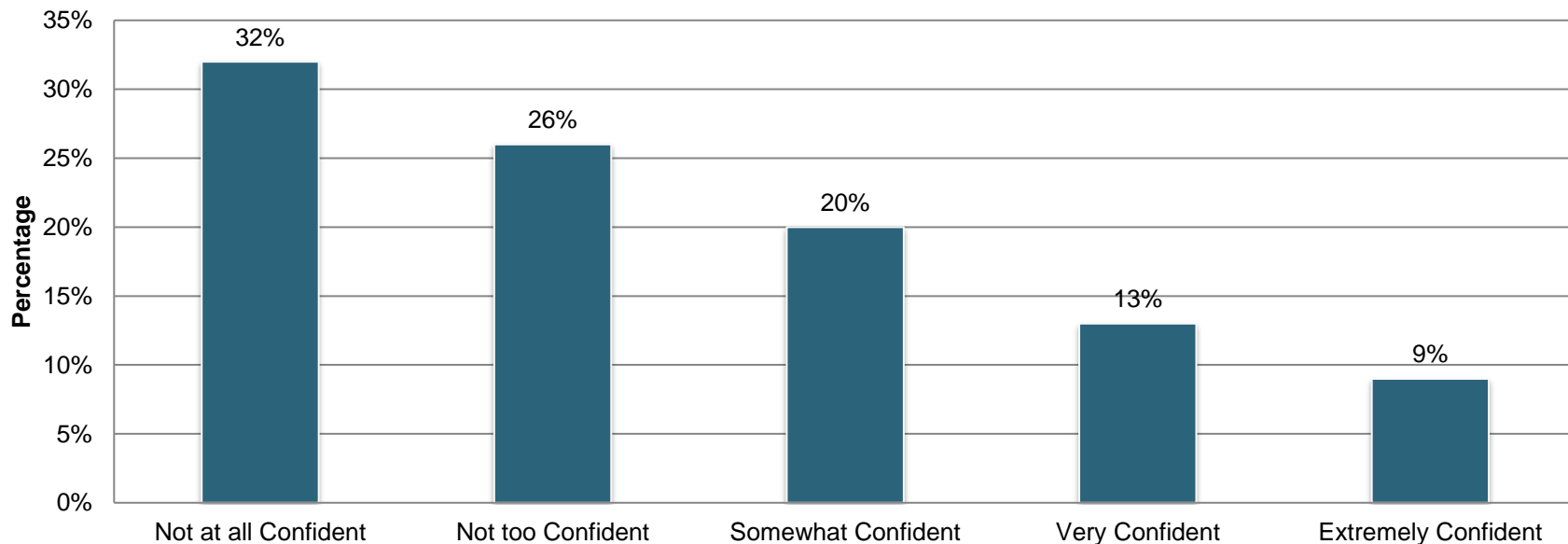
Future of EVs

Do you agree or disagree with this statement: "Electric vehicles are the future and will largely replace gas engines over time."

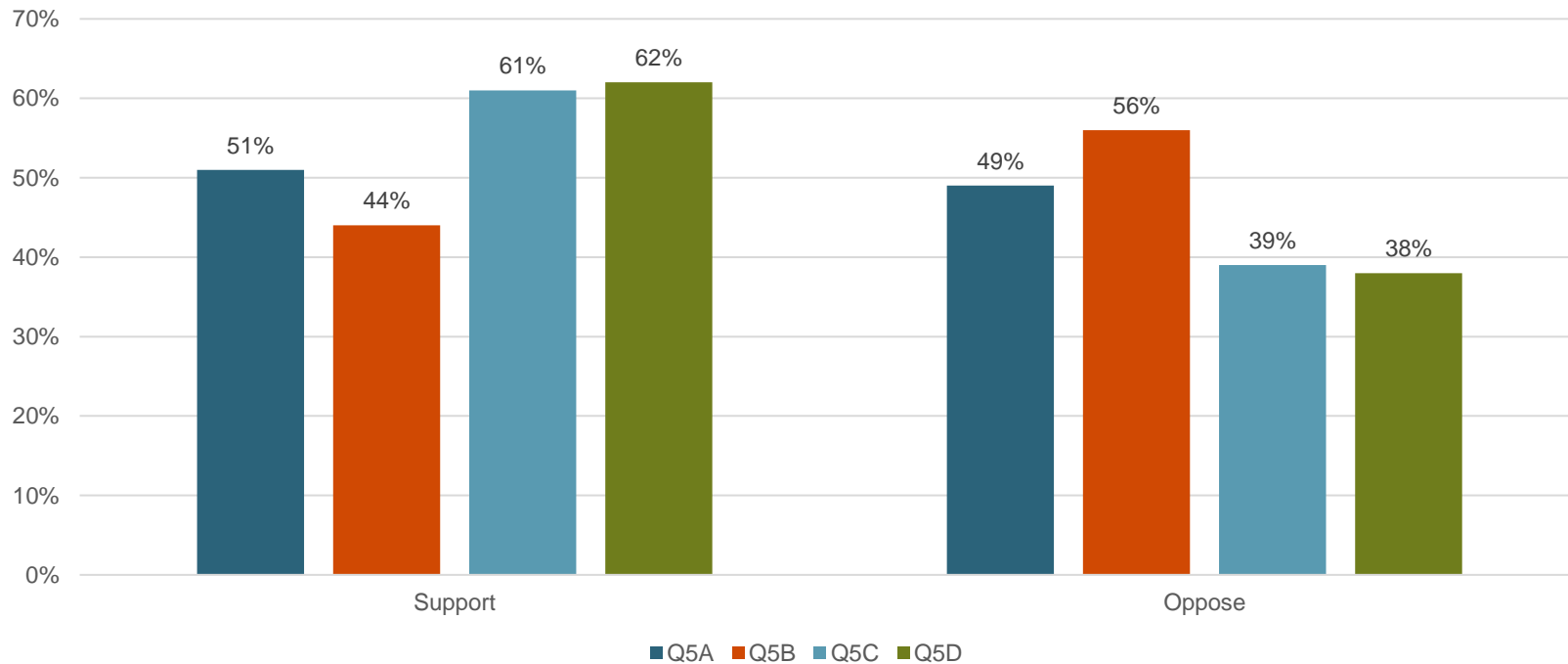


EV Infrastructure

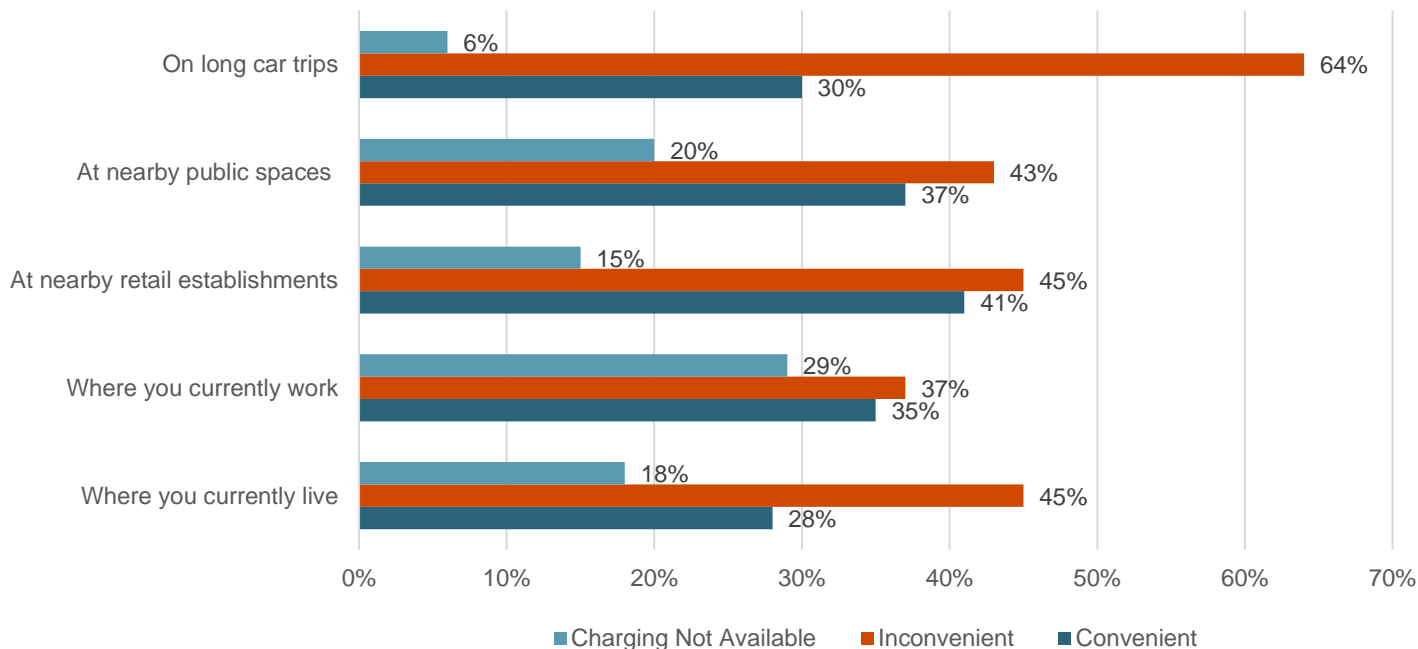
How confident are you that the U.S. will build the charging stations and infrastructure needed to support large numbers of electric vehicles on the roads?



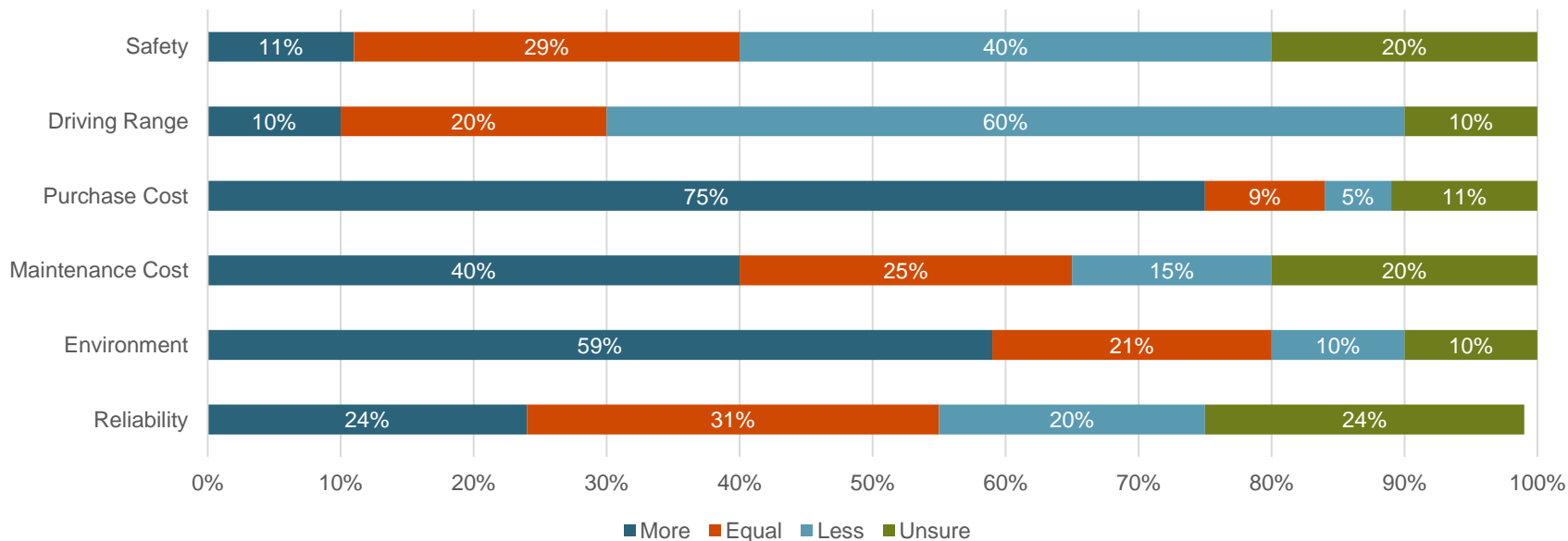
Support for Increasing EV Production



Perceived Convenience of EV Charging Among Non-EV Owners



Perceptions of EVs Versus Traditional Vehicles



Read the report



Scan the QR code
above to view the
report.

go.ncsu.edu/PublicPerceptions2024

Emeline McCaleb
emccale@ncsu.edu

Daniel Findley
djfindle@ncsu.edu