



RESEARCH & DEVELOPMENT

NCDOT Statewide Customer Service Survey

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16. Abstract <p>The purpose of this project was to objectively determine the perceptions of NCDOT customers in order to measure customer satisfaction. This first-annual survey on key elements of interest to the department has provided useful feedback to improve customer satisfaction and track it over time. This data will be helpful for identifying areas in need of improvement, as well as the impact of various initiatives to improve service. The assessment of customer satisfaction will be useful feedback for a variety of subject areas covered in NCDOT's measurable performance metrics.</p> <p>A random address-based sample of North Carolina residents was contacted by mail or phone and invited to participate in a voluntary survey measuring personal perceptions of NCDOT services. The survey, which took 10-15 minutes to complete, could be completed online, by mailing in a paper survey, or by oral response to an administrator over the phone. To participate in the survey, all participants were required to be over the age of 18 and currently residing in North Carolina. ETC Institute administered the survey instrument.</p>			
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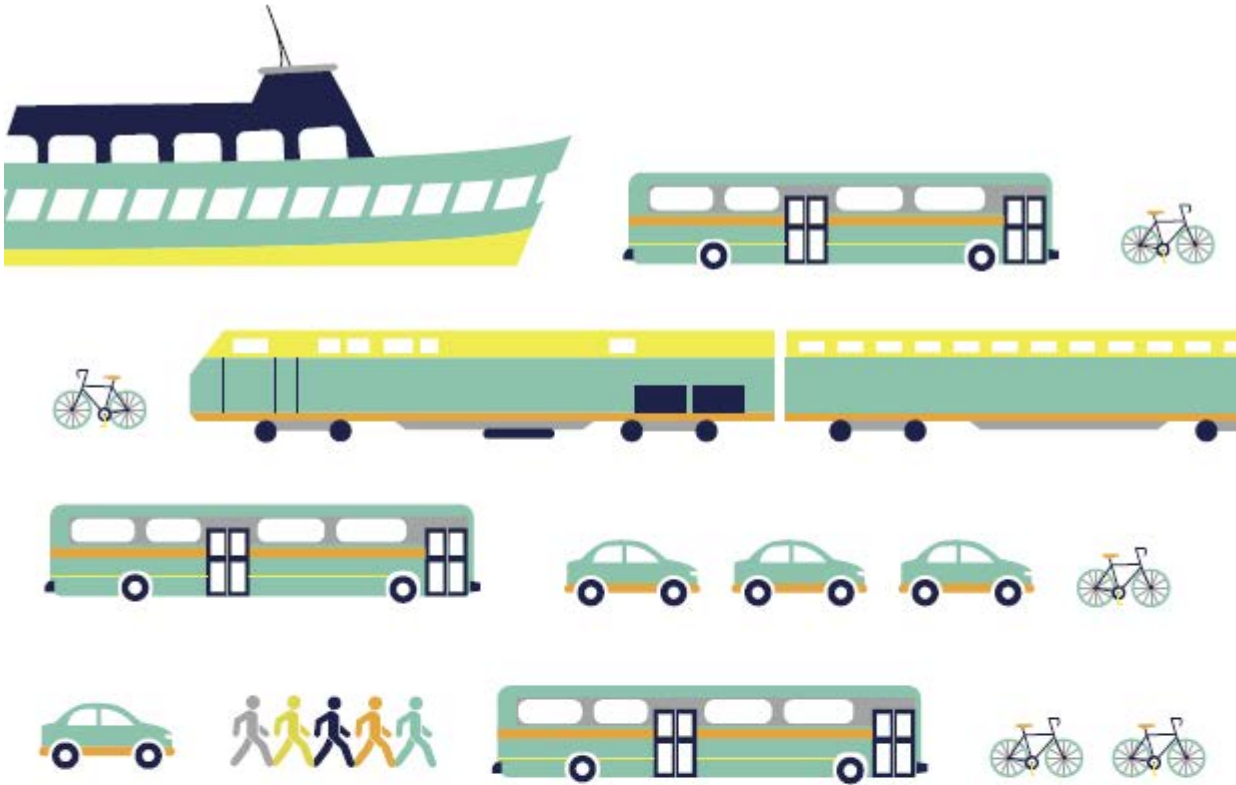
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NCDOT Customer Service Survey



2015



North Carolina Department of Transportation Customer Service Survey 2015

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Methodology

The purpose of this project was to objectively determine the perceptions of the North Carolina Department of Transportation's (NCDOT) customers in order to gauge and measure citizen and customer satisfaction. Assessing customer satisfaction will provide NCDOT useful feedback for a variety of subject areas. The survey will also identify performance areas for improvement. This is the first such survey and NCDOT will conduct it annually to track performance improvements.

A random, address-based sample of North Carolina residents was contacted by mail or phone and invited to participate in a voluntary survey measuring personal perceptions of NCDOT's services. The survey took approximately 10-15 minutes and could be completed online, by mailing in a paper survey, or by oral response to an administrator on the phone. To take part in the survey, participants were required to be at least 18 years old and currently residing in North Carolina. ETC Institute administered the survey. The survey was conducted in May and June 2015.

The survey exclusively sampled those respondents that identified themselves as having been users of the specific transportation service within a recent period. For example, if a survey respondent stated that he or she had not used a passenger train within a certain period of time, that respondent was excluded from the passenger train section of the survey. The survey questions, 38 in total if answered completely, focused on seven core service areas, including motor vehicle travel, bicycle transportation, pedestrian travel, passenger rail service, public transit, ferry service, and the Division of Motor Vehicles. To reduce the length of the survey, program-specific questions and passenger air travel (aviation services) were excluded. Questions on ferry transportation were also abbreviated to reduce length and to not duplicate other outreach efforts.

To ensure that all counties and populations were represented in the survey, the sample included a minimum of 10 surveys per county, with additional surveys distributed in proportion to each county's population. The sample was randomly chosen to reasonably reflect the demographic composition of the state. This sampling resulted in a 95 percent confidence level at +/- 2 percent for the full state-wide sample. Some values may not sum up to the total due to incremental rounding. Percentages of agreement included those who answered in agreement or were neutral. Respondents who answered "Don't know" were excluded from calculations.

For the purposes of this survey:

Every Day: refers to residents who used a mode of transportation every day or almost every day in the past year.

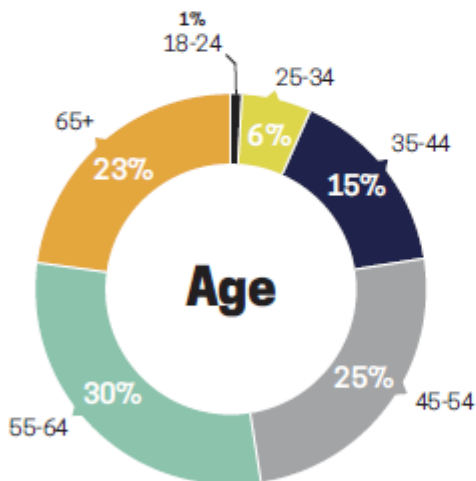
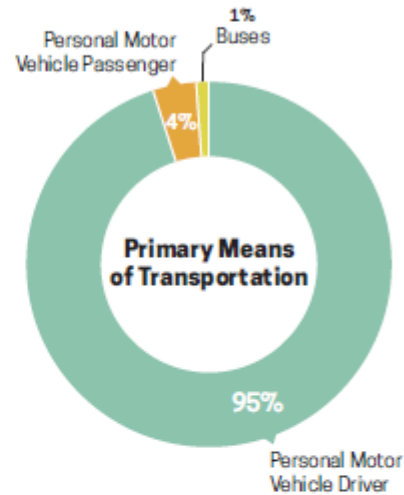
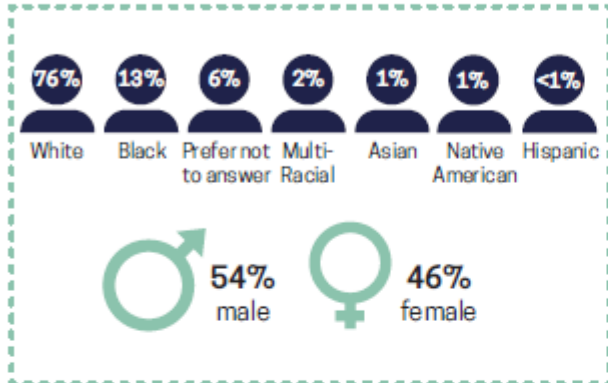
Regularly: refers to residents who used a mode of transportation more than once a week in the past year.

Occasionally: refers to residents who used a mode of transportation a couple of times each month in the past year.

Rarely: refers to residents who used a mode of transportation a couple of times in the past year.

Demographics

Total Participants: 2,430



Years Lived in NC

5%	1-5 years
8%	6-10 years
15%	11-20 years
14%	21-30 years
58%	More than 30 years

Education Level

20%	Advanced degree (Masters/Professional/PhD)
30%	Bachelor Degree
25%	Associate degree/trade/technical/vocational training
24%	High school graduate/diploma or equivalent (i.e. GED)
1%	No schooling completed

Annual Household Income

29%	\$100,000 or more
38%	\$50,000 - \$99,999
22%	\$25,000 - \$49,999
11%	less than \$24,999



North Carolina Department of Transportation

NCDOT Mission Statement

Connecting people, products and places safely and efficiently with customer focus, accountability and environmental sensitivity to enhance the economy and vitality of North Carolina.

Goals:

- Make transportation safer.
- Provide GREAT customer service.
- Deliver and maintain our infrastructure effectively and efficiently.
- Improve the reliability and connectivity of our transportation system.
- Promote economic growth through better use of our infrastructure.
- Make our organization a great place to work.

The North Carolina Department of Transportation (NCDOT) provides transportation services across North Carolina for all modes and users, including highways, ferries, public transportation, trains, planes, bicycles, pedestrians, and motor vehicle drivers and owners. It is responsible for the second largest state-maintained highway system in the United States, with nearly 15,000 miles of primary highways and 65,000 miles of secondary roads, and is responsible for the second largest state-maintained ferry system. NCDOT has identified customer service as a strategic goal and customer satisfaction as a performance metric that is used to measure the success of customer service.



Satisfaction Ratings of NCDOT



84% of participants were satisfied with NCDOT services

91% of participants reported that they were familiar with NCDOT services

88% of participants reported that it is easy to travel between North Carolina cities

83% of participants reported that NCDOT services have improved in the last few years

78% of participants reported that NCDOT is responsive to community needs

71% of participants reported that the North Carolina transportation system is one of the best compared to other states

65% of participants reported that NCDOT does a good job of prioritizing roadway improvements

89% of participants said that they are able to get to their intended destinations in North Carolina safely and on time

87% of participants reported that NCDOT incorporates environmental concerns into the design and maintenance of transportation projects

79% of participants reported that North Carolina roadways are safer today than they were 5 years ago

74% of participants reported that they felt well-informed about North Carolina safety campaigns

69% of participants reported that they were adequately notified about NCDOT projects initiated in their area

59% of participants reported that roadways are repaired in a timely manner

Has the congestion you face in your commute led you to make different choices?

46% Changed departure time

46% Changed travel route

40% No changes

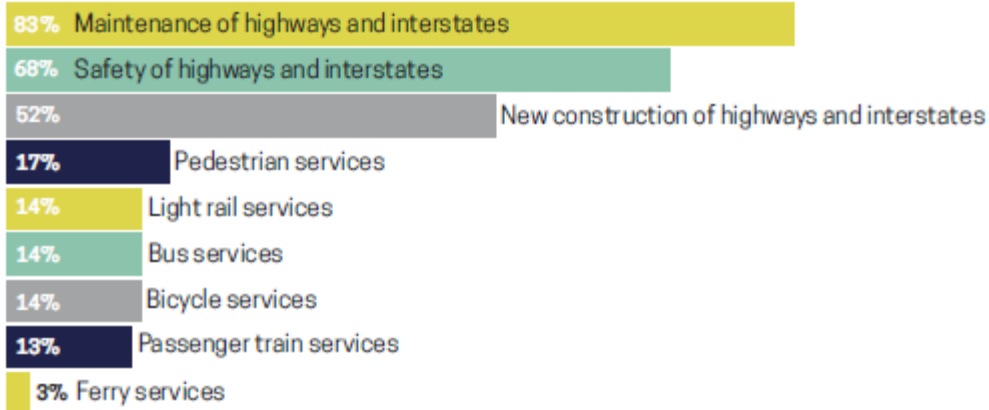
2% Moved to different address

2% Started using or increased the frequency of using alternative transportation

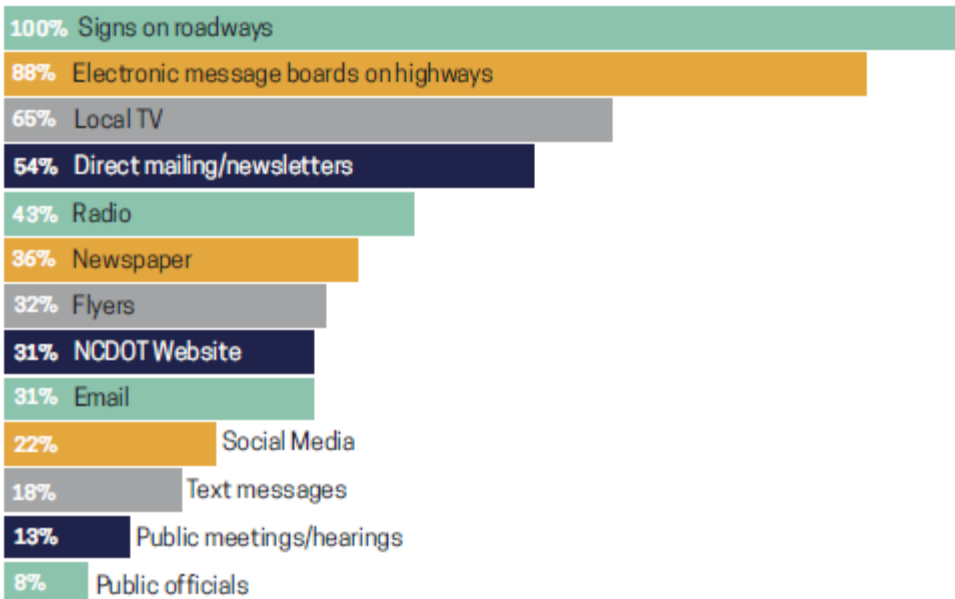
2% Changed workplace

2% Started carpooling or increased the times of carpooling

Which areas would you like NCDOT to focus on within the next few years?



What are the most effective ways for NCDOT to provide you with information?



Of the **437** participants (20% of total) who **interacted** with a NCDOT employee in the last 2 years:

76% were satisfied with customer service



91% reported that the NCDOT employee greeted them

91% reported that the NCDOT employee treated them respectfully

78% reported that the NCDOT employee resolved their concern or answered their question

Of the **623** participants (26% of total) who visited the NCDOT website in the past year:



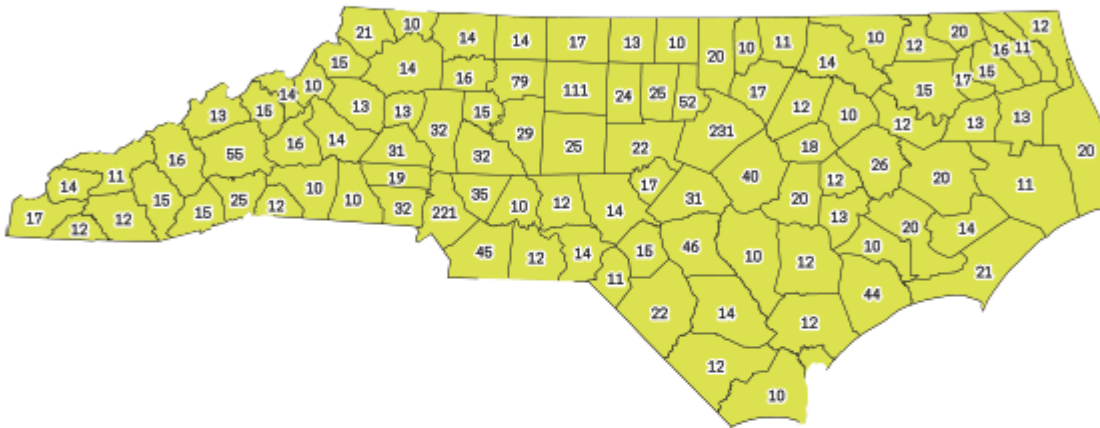
83% reported that the website was easy to navigate

85% reported that the website clearly explained NCDOT services

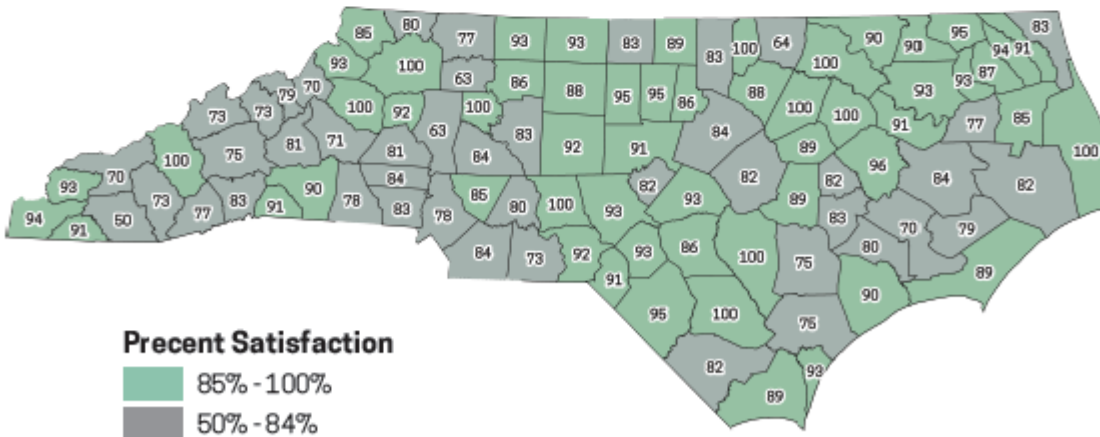
81% reported that the website featured sufficient information

NCDOT Survey Results

NCDOT Statewide Survey - Number of Customer Responses by County

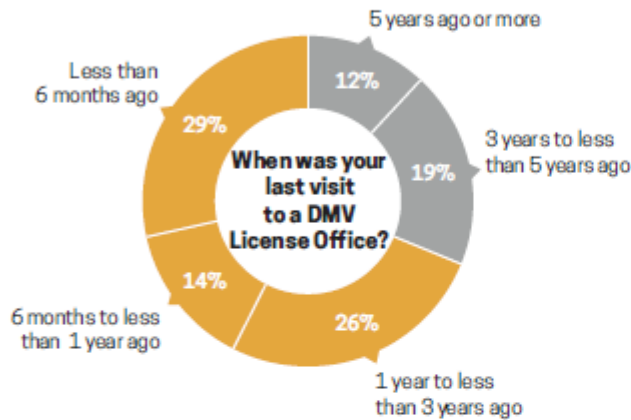


NCDOT Statewide Survey - Customer Satisfaction Results by County





Division of Motor Vehicles License Offices

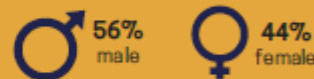
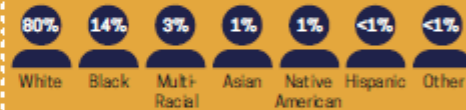


Of the **1,532** participants who visited a DMV license office within the last 3 years:

Annual Household Income

29%	\$100,000 or more
38%	\$50,000 - \$99,999
23%	\$25,000 - \$49,999
10%	less than \$24,999

Demographics



Of the **1,044** participants who visited the DMV website in the past year:

81%

reported that the website was easy to navigate

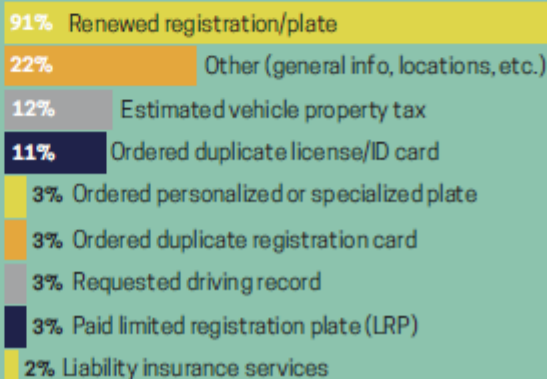
81%

reported that the website clearly explained services

80%

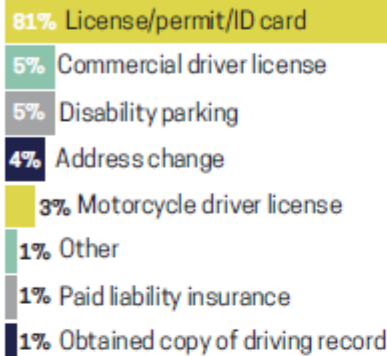
reported that the website featured sufficient information

Services Utilized on DMV Website



continued:

DMV License Office Services Utilized



DMV customers reported that **wait time** is *most important*

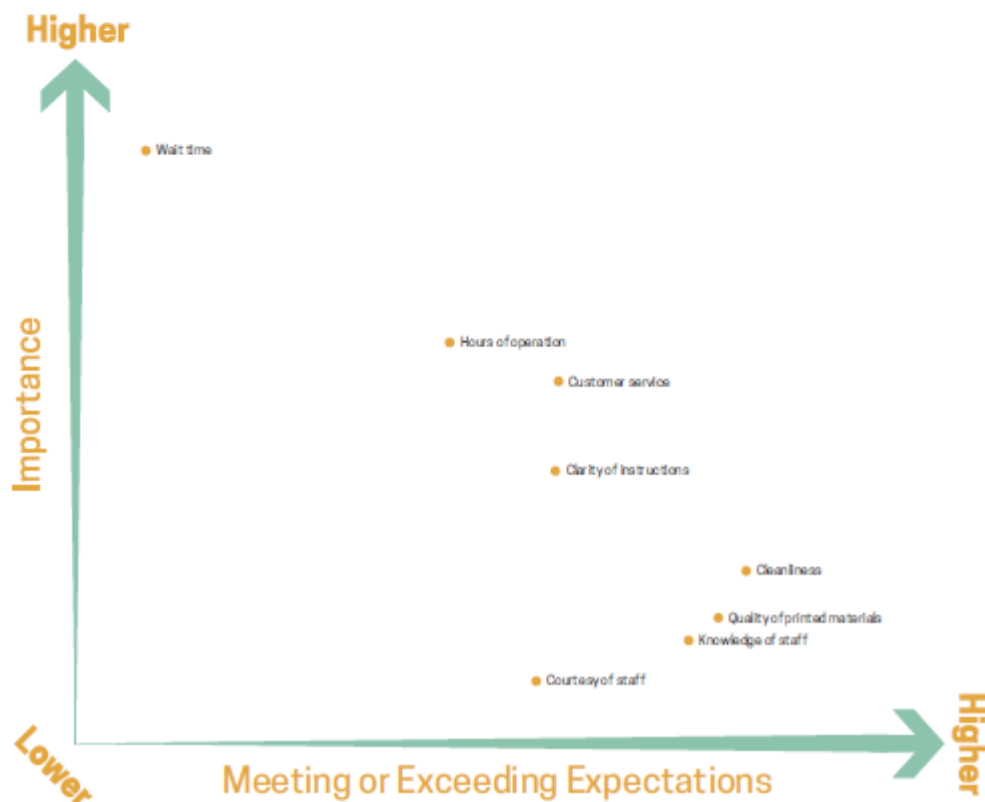
95%

of DMV customers reported that the **knowledge** of DMV staff *meets or exceeds* their expectations

94%

of DMV customers reported that the **quality** of printed materials *meets or exceeds* their expectations

Importance and Expectation of DMV Customers

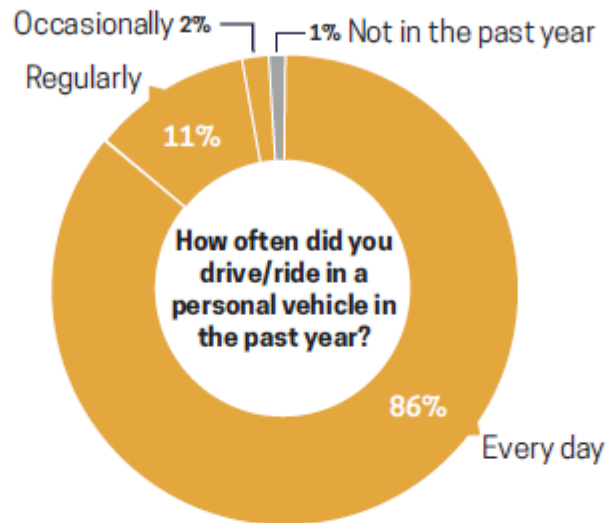




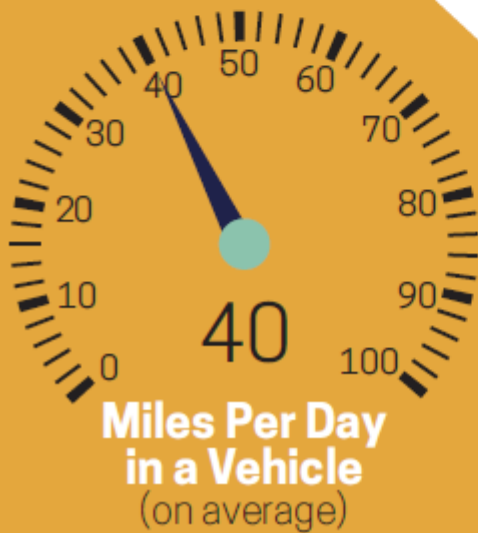
Modes of Transportation



Motor Vehicle Drivers & Passengers



Out of the **2,402** respondents who drove or rode in a personal motor vehicle every day, regularly, or occasionally in the last year:



72%

reported that the North Carolina transportation system is one of the best compared to other states

79%

reported that North Carolina roadways are safer today than they were 5 years ago

63%

reported that they are able to get to their intended destinations in North Carolina safely and on time



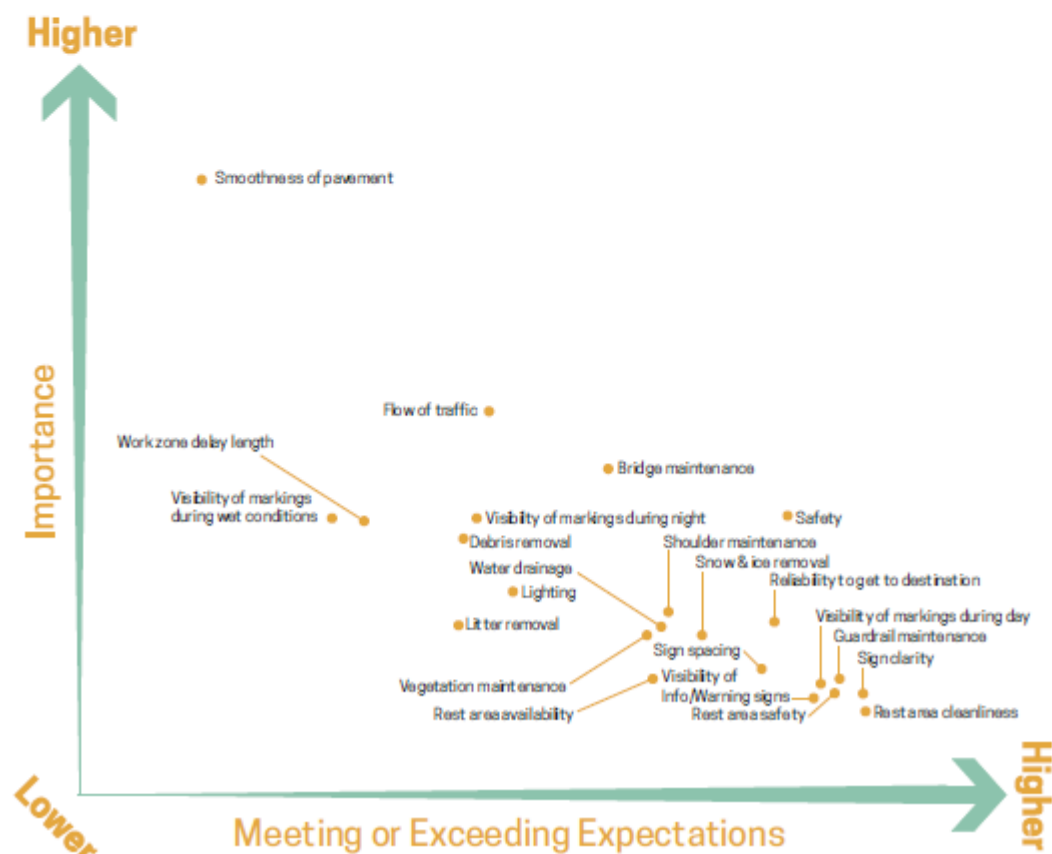
Motor vehicle drivers and passengers reported that **smoothness of pavement** should receive the most emphasis from NCDOT in the next few years

94% of motor vehicle drivers and passengers reported that the **clarity of informational and warning signs** along highways and interstates *meets or exceeds* their expectations

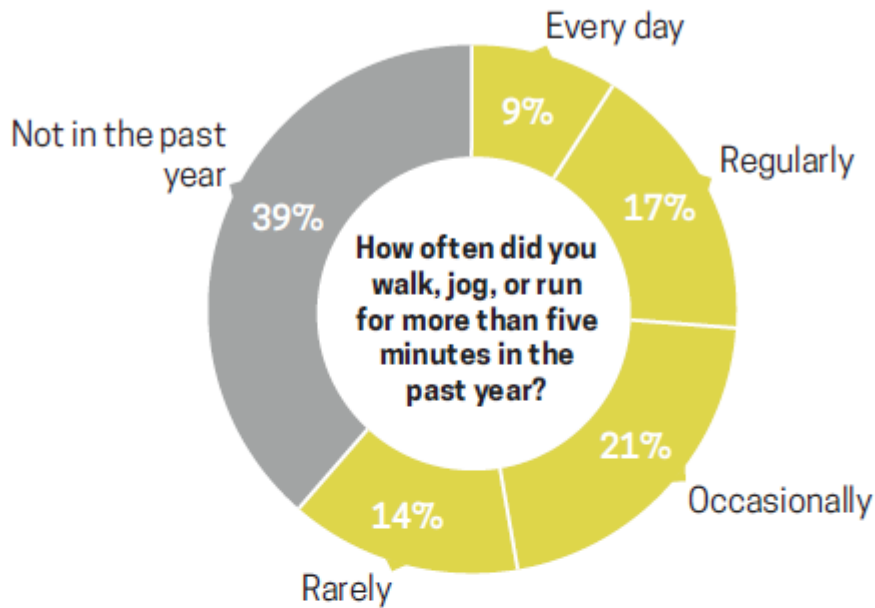
89% of motor vehicle drivers and passengers reported that the **safety** of highways and interstates *meets or exceeds* their expectations



Importance and Expectation of NCDOT Motor Vehicle Services



Pedestrians



Out of the **1,122** respondents who walked, jogged, or ran on a sidewalk, greenway, or walkway for five minutes or more every day, regularly, occasionally, or rarely in the last year:



70%

reported that the North Carolina transportation system is one of the best compared to other states

77%

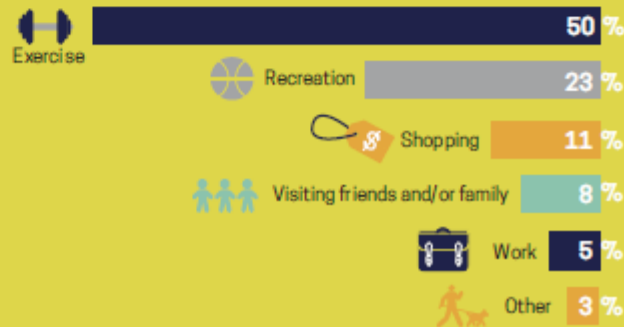
reported that North Carolina roadways are safer today than they were 5 years ago

88%

reported that they are able to get to their intended destinations in North Carolina safely and on time



Purpose of Trip





Pedestrians reported that **access** and **safety** of walkways and sidewalks should receive the most emphasis from NCDOT in the next few years

80% of pedestrians reported that the **length of time to cross at crosswalks or intersections** meets or exceeds their expectations

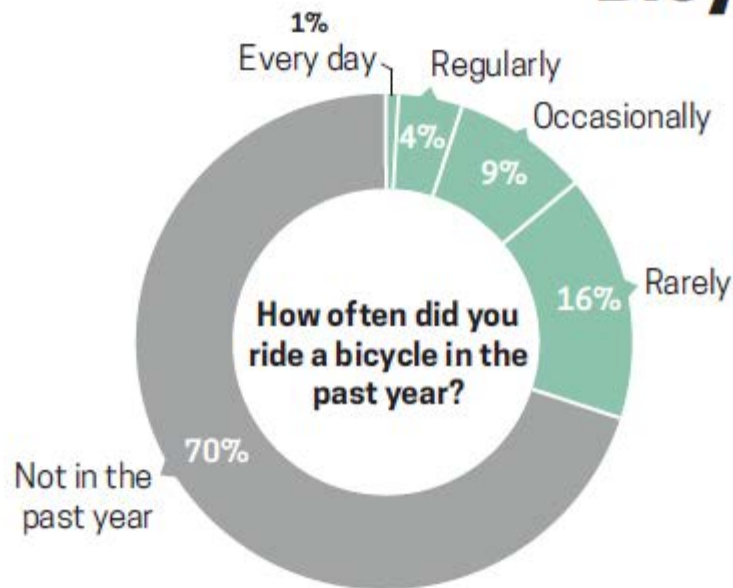
79% of pedestrians reported that the **visibility of pedestrian signals** meets or exceeds their expectations



Importance and Expectation of NCDOT Pedestrian Services



Bicyclists



Out of the **726** respondents who rode their bicycles every day, regularly, occasionally, or rarely in the last year :



67%

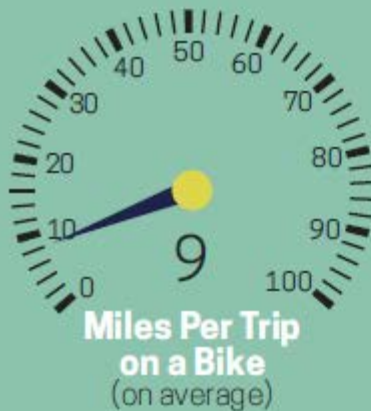
reported that the North Carolina transportation system is one of the best compared to other states

74%

reported that North Carolina roadways are safer today than they were 5 years ago

87%

reported that they are able to get to their intended destinations in North Carolina safely and on time



Purpose of Bicycle Ride





Bicyclists reported that **access** to bike lanes, wide shoulders, and bicycle-friendly shared lanes should receive the most emphasis from NCDOT in the next few years

46% of bicyclists reported that the **visibility & lighting** along bicycle facilities and greenways *meets or exceeds* their expectations

49% of bicyclists reported that their **access to greenways** *meets or exceeds* their expectations

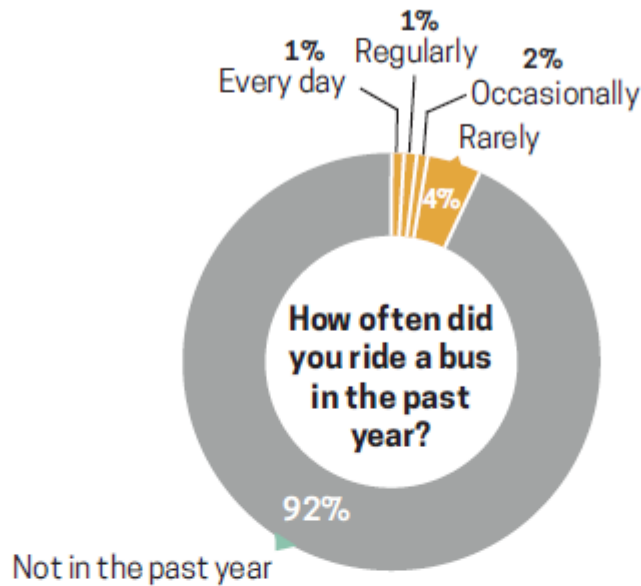


Importance and Expectation of NCDOT Bicycle Services



Bus Passengers

For the purposes of this survey, "bus" refers to public, local, and city buses in North Carolina.



Out of the **160** respondents who rode a bus every day, regularly, occasionally, or rarely in the last year:



61%

reported that the North Carolina transportation system is one of the best compared to other states

74%

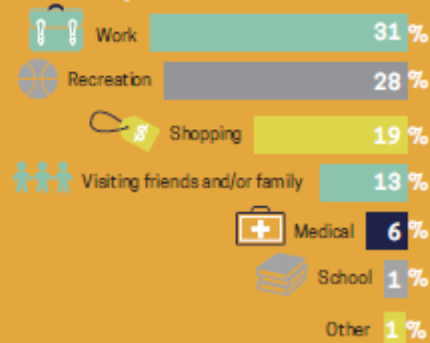
reported that North Carolina roadways are safer today than they were 5 years ago

87%

reported that they are able to get to their intended destinations in North Carolina safely and on time



Purpose of Bus Ride





Bus passengers reported that **bus stop weather protection** should receive the most emphasis from NCDOT in the next few years

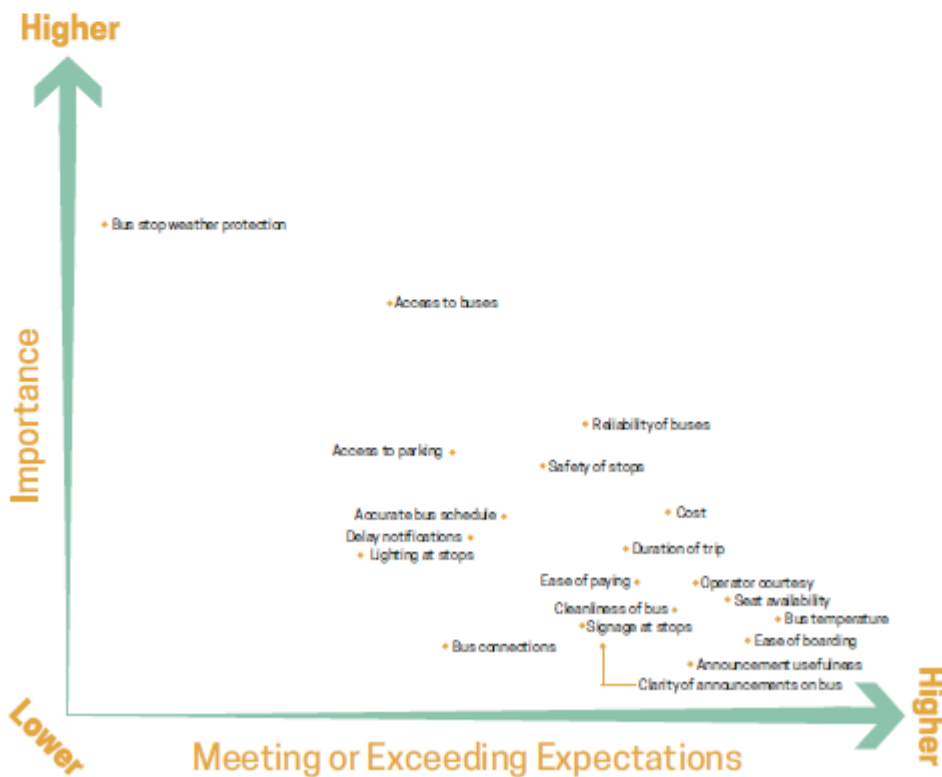
86% of bus passengers reported that the **cost** of riding the bus *meets or exceeds* their expectations

78% of bus passengers reported that the **reliability** of buses *meets or exceeds* expectations

63% of bus passengers reported that their **access** to buses *meets or exceeds* their expectations

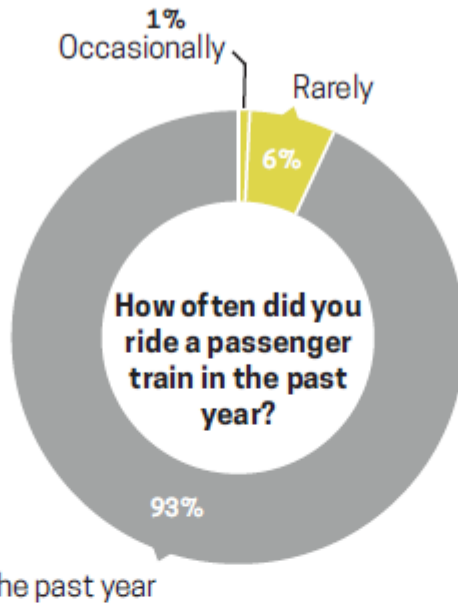


Importance and Expectation of NCDOT Bus Services



Train Passengers

For the purposes of this survey, "train" refers to Amtrak passenger trains in North Carolina. Light rail services are not included in this section.



Out of the **164** respondents who rode a passenger train at least once in the last year:



63%
reported that the North Carolina transportation system is one of the best compared to other states

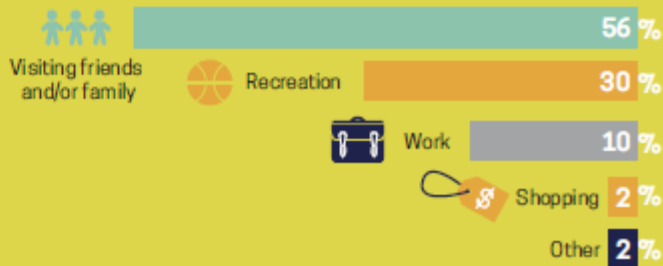
78%
reported that North Carolina roadways are safer today than they were 5 years ago

92%
reported that they are able to get to their intended destinations in North Carolina safely and on time

Most Common Origins/Destinations:



Purpose of Train Ride





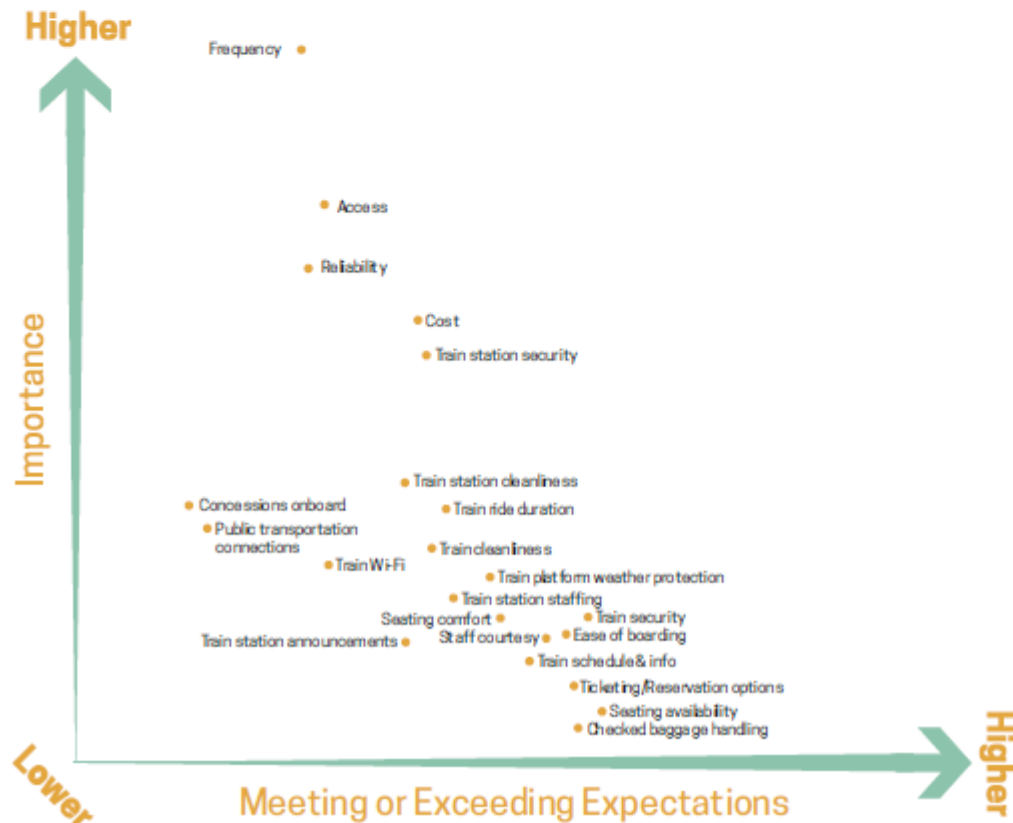
Train passengers reported that **access to** and **frequency** of passenger trains should receive the most emphasis from NCDOT in the next few years

90% of train passengers reported that the **courtesy and helpfulness** of train staff and volunteers *meets or exceeds* their expectations

93% of train passengers reported that the **safety and security** on trains *meets or exceeds* their expectations

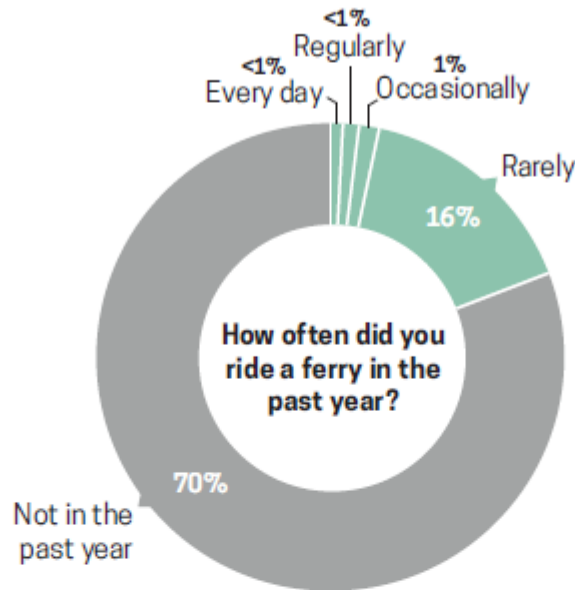


Importance and Expectation of NCDOT Passenger Train Services

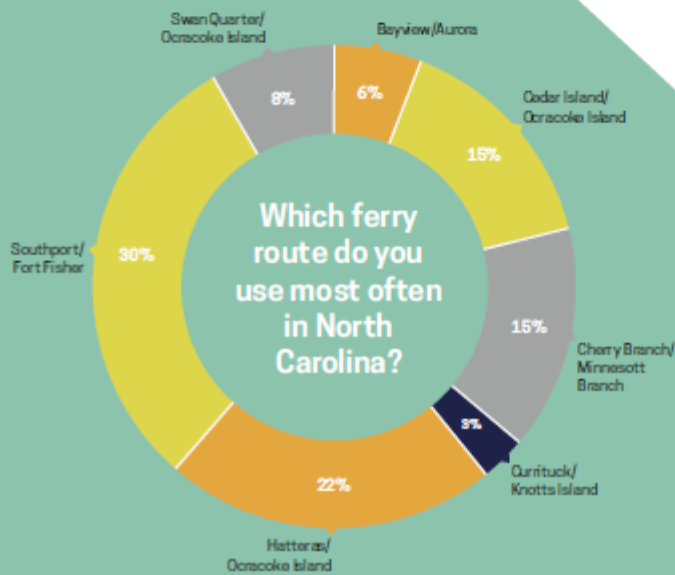


Ferry Passengers

For the purposes of this survey, "ferry" refers to the seven NCDOT maintained and operated ferry routes in North Carolina.



Out of the **452** respondents who rode a ferry at least once in the last year:



75%

reported that the North Carolina transportation system is one of the best compared to other states

77%

reported that North Carolina roadways are safer today than they were 5 years ago

89%

reported that they are able to get to their intended destinations in North Carolina safely and on time



If you would like to provide input for the next NCDOT Customer Service Survey or would like to provide comments on this survey, please visit go.ncsu.edu/ncdot



Appendix A: Survey

Dear North Carolina resident,

The North Carolina Department of Transportation is conducting a survey to find out what North Carolina residents think about various services provided by NCDOT.

This survey is part of our department's efforts to measure performance and provide high quality services. Results from this survey will be used to identify ways we can make North Carolina transportation safer, more efficient, and customer focused.

You have been selected at random to participate in this survey. More than 1,600 residents will be contacted as a part of this survey to achieve a representative sample from all counties in North Carolina. Your participation in this survey is voluntary. You may choose to be a part of this study, to not participate, or to stop participating at any time without penalty. If you agree to participate, you will be asked to answer questions about your experiences with various services provided by NCDOT. There are no risks for participating in this survey. You are not guaranteed any personal benefits from being in this study and you will not receive anything for participating. The information gained from this survey will help to ensure that NCDOT is able to meet the transportation needs of North Carolina residents.

There are two ways to complete the survey.

- **Option 1:** Visit <http://go.ncsu.edu/ncdot2015> and complete the survey online.
- **Option 2:** Complete and return the enclosed survey in the next few days. A postage-paid self-addressed return envelope has been provided for your convenience.

ETC, an external research institute, will collect all data. Your responses to the survey will remain completely confidential. NCDOT will not be able to associate any response to the individual who provides it.

By completing and returning this survey, you affirm that you are at least 18 years old and that you give your consent for NCDOT to use your answers in this study. If you have already completed this survey, please do not complete again. To ensure the confidentiality of your responses, please do not indicate a return address on the envelope.

If you have any concerns or questions about your rights as a participant in this research, please contact Daniel Findley at Daniel_Findley@ncsu.edu or 919-515-8564.

Thank you for your participation in this important process.

Sincerely,



Ehren Meister, Director of Performance Metrics
North Carolina Department of Transportation

Thank you for participating in this survey. For each question, please provide one answer unless otherwise specified.

-
1. How many years have you lived in North Carolina? _____ years (if 5 years or less answer 1a & 1b)
 - 1a. In which state did you live just before moving to North Carolina? _____
 - 1b. Compared to transportation services offered in the last state you lived in, are the services offered by NCDOT better, the same, or worse? ___ (1) Better ___ (2) The same ___ (c) Worse
 2. Which of the following do you usually use as your primary means of transportation?
___ (1) Personal vehicle **DRIVER** ___ (3) Walking ___ (5) Public transportation (bus, train, etc.)
___ (2) Personal vehicle **PASSENGER** ___ (4) Bicycle ___ (9) Other: _____
 3. During the past year, how often did you drive or ride in a personal vehicle?
___ (1) Every day/almost every day ___ (2) Regularly (More than once a week)

___ (3) Occasionally (A couple of times each month)

___ (5) Never (Skip to question 6 – next page)

___ (4) Rarely (A couple of times in the last year)

3a. Approximately how many miles did you drive or ride in a personal vehicle on the following days:

Last Tuesday? _____ miles

Last Saturday? _____ miles

Last Sunday? _____ miles

4. **PERSONAL VEHICLES.** Using a scale of 1 to 3 where 3 means “exceeds expectations,” 2 means “meets expectations,” and 1 means “does not meet expectations,” please indicate how well the following NCDOT services match your expectations. If you don't know, circle “9”. Please rate NCDOT's efforts to provide services on U.S. or North Carolina highways (for example, US-64, US-1, NC-12) and interstates (for example, I-40, I-85, I-95) in the state of North Carolina. Please DO NOT consider city streets and secondary roads in your responses.

SERVICES FOR PERSONAL VEHICLES		Exceeds	Meets	Does NOT Meet	NA / Don't Know
A	Safety of highways and interstates	3	2	1	9
B	Overall flow of traffic on highways and interstates	3	2	1	9
C	Reliability of road network to get you to your destination	3	2	1	9
D	Smoothness of highway and interstate surfaces (number of potholes, cracking, etc.)	3	2	1	9
E	Maintenance of trees, grass, and vegetation along highways and interstates	3	2	1	9
F	Maintenance of highway and interstate shoulders (safe & free of drop-offs)	3	2	1	9
G	Maintenance of guardrails on highways and interstates	3	2	1	9
H	Maintenance of highway and interstate bridges and overpasses	3	2	1	9
I	Visibility of roadway markings on highways and interstates during the DAY	3	2	1	9
J	Visibility of roadway markings on highways and interstates during the NIGHT	3	2	1	9
K	Visibility of roadway markings on highways and interstates during WET CONDITIONS	3	2	1	9
L	Length of delay in work zones on highways and interstates	3	2	1	9
M	Availability of rest areas along highways and interstates	3	2	1	9
N	Cleanliness of rest areas	3	2	1	9
O	Safety of rest areas	3	2	1	9
P	Removal of debris, including torn tires, animals, and glass from highways & interstates	3	2	1	9
Q	Removal of litter and trash along highways and interstates	3	2	1	9
R	Removal of snow and ice from highways and interstates	3	2	1	9
S	Water drainage on highways and interstates	3	2	1	9
T	Providing adequate lighting along highways and interstates	3	2	1	9
U	Visibility of informational and warning signs along highways and interstates	3	2	1	9
V	Spacing of exit and crossroad signs to allow adequate time for travel decisions	3	2	1	9
W	Ensuring that informational and warning signs along the highway and interstates are easy to understand	3	2	1	9

5. Which THREE of the Services listed in Question 4 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years? [Write the letters below for your top 3 choices using the letters from the list in Question 4].

1st: ___ 2nd: ___ 3rd: ___

6. During the past year, how often did you use Amtrak passenger train services in North Carolina?

___ (1) Every day/almost every day

___ (4) Rarely (A couple of times in the last year)

___ (2) Regularly (More than once a week)

___ (5) Never (Skip to question 9 – next page)

___ (3) Occasionally (A couple of times each month)

6a. In a typical week, how many trips do you take using the Amtrak train? _____ (enter “0” if less than 1)

6b. For which purpose(s) do you typically take the Amtrak train? Please check all that apply.

___ (1) Work

___ (3) Shopping

___ (5) Visiting friends and/or family

___ (2) Exercise

___ (4) Recreational

___ (6) Other: _____

6c. Between which cities do you travel most frequently by Amtrak train? [Please enter city names]

FROM: _____

TO: _____

7. **AMTRAK RELATED SERVICES.** Using a scale of 1 to 3 where 3 means “exceeds expectations,” 2 means “meets expectations,” and 1 means “does not meet expectations,” please indicate how well the following NCDOT services match your expectations. If you don't know, circle “9”. Please only consider passenger train rides which originate or end in NORTH CAROLINA.

AMTRAK RELATED SERVICES		Exceeds	Meets	Does NOT Meet	NA / Don't Know
A	Access to passenger train stations and routes	3	2	1	9
B	Frequency of trains servicing desired route	3	2	1	9
C	Availability of train schedule and information	3	2	1	9
D	Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.)	3	2	1	9
E	Cleanliness of train stations	3	2	1	9
F	Staffing at train stations	3	2	1	9
G	Clarity and usefulness of announcements at train stations	3	2	1	9
H	Visibility & lighting in train platform area	3	2	1	9
I	Safety and security at train stations, waiting areas, and platforms	3	2	1	9
J	Weather protection in train platform area (shelters, etc.)	3	2	1	9
K	Ease of getting on and off passenger trains	3	2	1	9
L	Availability of seating on passenger trains	3	2	1	9
M	Comfort of seating on passenger trains	3	2	1	9
N	Cleanliness onboard passenger trains	3	2	1	9
O	Sufficient space for carry-on luggage	3	2	1	9
P	Handling and storage of checked baggage	3	2	1	9
Q	Handling and storage of bicycles	3	2	1	9
R	Clarity and usefulness of announcements onboard passenger trains	3	2	1	9
S	Availability and quality of food and drink onboard passenger trains	3	2	1	9
T	Availability and quality of Wi-Fi onboard passenger trains	3	2	1	9
U	Safety and security onboard passenger trains	3	2	1	9
V	Courtesy and helpfulness of passenger train staff & volunteers	3	2	1	9
W	Duration of train ride to travel destination	3	2	1	9
X	Ease of connection with other public transportation	3	2	1	9
Y	Notifications or access to information in the event of a delay or cancellation	3	2	1	9
Z	Cost of passenger train tickets	3	2	1	9
1	Convenience of ticketing and reservation options	3	2	1	9

8. Which THREE of the Services listed in Question 7 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years? [Write the letters and/or number below for your top 3 choices using the letters from the list in Question 7].

1st: _____ 2nd: _____ 3rd: _____

9. During the past year, how often did you ride a bicycle in North Carolina?

- ____ (1) Every day/almost every day ____ (4) Rarely (A couple of times in the last year)
 ____ (2) Regularly (More than once a week) ____ (5) Never (Skip to question 12 – below)
 ____ (3) Occasionally (A couple of times each month)

9a. On an average bicycle ride, how many miles do you typically travel? _____ miles (enter “0” if less than 1)

9b. For which purpose(s) do you typically ride your bicycle? Please check all that apply.

- ____ (1) Work ____ (3) Shopping ____ (5) Visiting friends and/or family
 ____ (2) Exercise ____ (4) Recreational ____ (6) Other: _____

10. **BICYCLES.** Using a scale of 1 to 3 where 3 means “exceeds expectations,” 2 means “meets expectations,” and 1 means “does not meet expectations,” please indicate how well the following NCDOT services match your expectations. If you don't know, circle “9”. Please only rate NCDOT's efforts to provide services for bicyclists in North Carolina.

BICYCLE RELATED SERVICES		Exceeds	Meets	Does NOT Meet	NA / Don't Know
A	Access to bike lanes, wide shoulders, and bicycle-friendly shared-lanes	3	2	1	9
B	Location of bike lanes, wide shoulders, and bicycle-friendly shared-lanes	3	2	1	9
C	Access to off-road greenways or other separated bicycle facilities	3	2	1	9
D	Connectivity of bicycling facilities, such as paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes	3	2	1	9
E	Visibility & lighting along bicycle facilities & greenways	3	2	1	9
F	Visibility of bike lane and shared-lane road markings and signage	3	2	1	9
G	Removal of debris from bike lanes and shoulders	3	2	1	9
H	Representation of bicyclist population in transportation information and projects	3	2	1	9
I	Safety of bike lanes, shared-lanes, and wide shoulders	3	2	1	9
J	Width of bike lanes and/or width of paved shoulders	3	2	1	9
K	Accommodation of bicyclists through work zones and construction areas	3	2	1	9
L	Accommodation of vulnerable bicyclists (such as children)	3	2	1	9

11. Which THREE of the Services listed in Question 10 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years? [Write the letters below for your top 3 choices using the letters from the list in Question 10].

1st: _____ 2nd: _____ 3rd: _____

12. During the past year, how often did you ride a ferry in North Carolina?

- ☐ (1) Every day/almost every day
 ☐ (4) Rarely (A couple of times in the last year)
- ☐ (2) Regularly (More than once a week)
 ☐ (5) Never (Skip to question 13 – below)
- ☐ (3) Occasionally (A couple of times each month)

12a. In a typical week, how many trips do you take by ferry in North Carolina? _____ trips (enter "0" if less than 1)

12b. Which ferry route do you use the most often in North Carolina?

- ☐ (1) Cedar Island/Ocracoke Island
 ☐ (5) Southport/Fort Fisher
- ☐ (2) Bayview/Aurora
 ☐ (6) Cherry Branch/Minnesott Branch
- ☐ (3) Swan Quarter/Ocracoke Island
 ☐ (7) Hatteras/Ocracoke Island
- ☐ (4) Currituck/Knotts Island

13. During the past year, how often did you walk, jog, or run on a sidewalk, greenway, or walkway for five minutes or more?

- ☐ (1) Every day/almost every day
 ☐ (4) Rarely (A couple of times in the last year)
- ☐ (2) Regularly (More than once a week)
 ☐ (5) Never (Skip to question 16 – next page)
- ☐ (3) Occasionally (A couple of times each month)

13a. On an average walk, jog or run, how many miles do you typically travel? _____ miles (enter "0" if less than 1)

13b. For which purpose(s) do you typically walk, jog or run? Please check all that apply.

- ☐ (1) Work
 ☐ (3) Shopping
 ☐ (5) Visiting friends and/or family
- ☐ (2) Exercise
 ☐ (4) Recreational
 ☐ (6) Other: _____

14. **PEDESTRIAN TRAVEL.** Using a scale of 1 to 3 where 3 means "exceeds expectations," 2 means "meets expectations," and 1 means "does not meet expectations," please indicate how well the following NCDOT services match your expectations. If you don't know, circle "9". Please only rate NCDOT's efforts to provide services for pedestrians in North Carolina.

PEDESTRIAL RELATED SERVICES		Exceeds	Meets	Does NOT Meet	NA / Don't Know
A	Access to pedestrian walkways and/or sidewalks	3	2	1	9
B	Access to greenways or shared-use paths	3	2	1	9
C	Safety of pedestrian walkways, sidewalks, or crossing locations	3	2	1	9
D	Availability of crosswalks or pedestrian signals	3	2	1	9

E	Visibility & lighting along sidewalks and greenways	3	2	1	9
F	Length of time to cross at a crosswalk or intersection	3	2	1	9
G	Visibility of pedestrian warning or way-finding signage	3	2	1	9
H	Visibility of pedestrian signals	3	2	1	9
I	Accommodation of pedestrians through work zones and construction areas	3	2	1	9
J	Accommodation of vulnerable pedestrians (such as children, persons with disabilities, or seniors)	3	2	1	9

15. Which THREE of the Services listed in Question 14 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years? [Write the letters below for your top 3 choices using the letters from the list in Question 14].

1st: _____ 2nd: _____ 3rd: _____

16. When was the last time that you visited a Division of Motor Vehicles (DMV) NC Driver License Office? Please note this does **not** include any online DMV services you may have used.

- ☐ (1) Less than 6 months ago ☐ (4) 3 years to less than 5 years ago
☐ (2) 6 months to less than 1 year ago ☐ (5) 5 years ago or more
☐ (3) 1 year to less than 3 years ago ☐ (6) Never (Skip to question 19 – next page)

16a. In your last interaction at a NC Driver License Office, which of the following services did you utilize? This does **not** include any online DMV services you may have used. Please check all that apply.

- ☐ (1) License/Permit/ID services ☐ (5) Motorcycle Driver License
☐ (2) Pay Liability Insurance ☐ (6) Obtain copy of driving record
☐ (3) Address change services ☐ (7) Disability parking services
☐ (4) Commercial Driver License services ☐ (8) Other: _____

17. **DIVISION OF MOTOR VEHICLES (DMV) DRIVER LICENSE OFFICE SERVICES.** Using a scale of 1 to 3 where 3 means "exceeds expectations," 2 means "meets expectations," and 1 means "does not meet expectations," please indicate how well the following NCDOT services match your expectations. If you don't know, circle "9". Please consider your last interaction at a DMV Driver License office in North Carolina.

DRIVER LICENSE OFFICE SERVICES		Exceeds	Meets	Does NOT Meet	NA / Don't Know
A	Overall quality of customer service at DMV office	3	2	1	9
B	Amount of time you waited for service at DMV office	3	2	1	9
C	Cleanliness of DMV office	3	2	1	9
D	Knowledge of DMV staff	3	2	1	9
E	Courtesy and helpfulness of DMV staff	3	2	1	9
F	Convenience of hours of operation at DMV office	3	2	1	9
G	Clarity of instructions for services (knowing what paperwork was needed, etc.)	3	2	1	9
H	Quality of printed materials & instructions provided at the DMV office	3	2	1	9

18. Which THREE of the Services listed in Question 17 (previous page) do you think should receive the most emphasis from NCDOT over the next TWO Years? [Write the letters below for your top 3 choices using the letters from the list in Question 17].

1st: _____ 2nd: _____ 3rd: _____

19. During the past year, how often did you use public/local/city buses in North Carolina? For your response, please DO NOT consider private bus companies, such as Megabus, etc..

- ☐ (1) Every day/almost every day ☐ (4) Rarely (A couple of times in the last year)
☐ (2) Regularly (More than once a week) ☐ (5) Never (Skip to question 22 – bottom of this page)
☐ (3) Occasionally (A couple of times each month)

19a. On an average public/local/city bus trip, how many miles do you typically travel? _____ miles (enter "0" if less than 1)

19b. For which purpose(s) do you typically take a public/local/city bus? Please check all that apply.

- ☐ (1) Work ☐ (3) Shopping ☐ (5) Visiting friends and/or family
☐ (2) Exercise ☐ (4) Recreational ☐ (6) Other: _____

20. **PUBLIC/LOCAL/CITY BUSES.** Using a scale of 1 to 3 where 3 means "exceeds expectations," 2 means "meets expectations," and 1 means "does not meet expectations," please indicate how well the following NCDOT services match your expectations. If you don't know, circle "9". Please DO NOT consider private bus companies, such as Megabus, etc.)

PUBLIC/LOCAL/CITY BUS SERVICES		Exceeds	Meets	Does NOT Meet	NA / Don't Know
A	Access to public/local/city buses	3	2	1	9
B	Access to park-and-ride parking lots	3	2	1	9
C	Availability of and access to accurate bus schedules	3	2	1	9
D	Reliability/timeliness of buses (arriving/departing on schedule, etc.)	3	2	1	9
E	Safety of bus stops	3	2	1	9
F	Quality of signage at bus stops	3	2	1	9
G	Weather protection at bus stops (shelters, etc.)	3	2	1	9
H	Lighting at transit stops and stations	3	2	1	9
I	Ease of getting on and off of the bus	3	2	1	9
J	Ease of paying fare for bus	3	2	1	9
K	Availability of seats on bus	3	2	1	9
L	Cleanliness of bus	3	2	1	9
M	Comfort of temperature on bus	3	2	1	9
N	How fast the bus takes you where you want to go	3	2	1	9
O	Courtesy and helpfulness of bus operators	3	2	1	9
P	Clarity of announcements on bus	3	2	1	9
Q	Usefulness of announcements on bus	3	2	1	9
R	Ease of making bus connections	3	2	1	9
S	Notifications or availability of information in the event of a delay	3	2	1	9
T	Cost of bus ride	3	2	1	9

21. Which THREE of the Services listed in Question 20 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years? [Write the letters below for your top 3 choices using the letters from the list in Question 20].

1st: _____ 2nd: _____ 3rd: _____

22. Which of the following are the most effective ways for NCDOT to provide you with information? Check ALL that apply.

- | | |
|--|--|
| <input type="checkbox"/> (01) Signs on roadways | <input type="checkbox"/> (08) Email |
| <input type="checkbox"/> (02) Electronic message boards on highways | <input type="checkbox"/> (09) Radio |
| <input type="checkbox"/> (03) Flyers | <input type="checkbox"/> (10) Local TV |
| <input type="checkbox"/> (04) Direct mailings/newsletters | <input type="checkbox"/> (11) Text messages |
| <input type="checkbox"/> (05) Newspapers | <input type="checkbox"/> (12) Public officials |
| <input type="checkbox"/> (06) NCDOT website | <input type="checkbox"/> (13) Public meetings/hearings |
| <input type="checkbox"/> (07) Social media (Facebook, Twitter, etc.) | <input type="checkbox"/> (99) Other: _____ |

23. Have you contacted the North Carolina Department of Transportation (NCDOT) by letter, telephone, email, through the web application, or in-person during the past two years?

☐ (1) Yes ☐ (2) No (Skip to question 26)

24. Why did you contact NCDOT most recently? _____

25. Have you interacted with a NCDOT employee in the past two years? ☐ (1) Yes ☐ (2) No (Skip to question 26)

25a. Overall, how well were your expectations for customer service met by the NCDOT employee who assisted you most recently?

☐ (3) Exceeded Expectations ☐ (2) Met Expectations ☐ (1) Did Not Meet Expectations ☐ (9) Don't know

25b. Did the NCDOT employee courteously greet you? ☐ (1) Yes ☐ (2) No

25c. Did the NCDOT employee treat you respectfully? ☐ (1) Yes ☐ (2) No

25d. Did the NCDOT employee resolve your concern and/or answer your question? ☐ (1) Yes ☐ (2) No

26. Have you visited the NCDOT website during the past year? For these questions, please do not consider the DMV website.
 ___ (1) Yes ___ (2) No (*Skip to question 27*)

26a. How often do you visit the NCDOT website in a typical year?

- ___ (1) Every day/almost every day ___ (4) Rarely (A couple of times in the last year)
 ___ (2) Regularly (More than once a week) ___ (5) Never
 ___ (3) Occasionally (A couple of times each month)

26b. Why did you visit the NCDOT website most recently? _____

26c. Was the NCDOT website easy to navigate? ___ (1) Yes ___ (2) No ___ (3) Don't remember

26d. Did the NCDOT website clearly explain services offered? ___ (1) Yes ___ (2) No ___ (3) Don't remember

26e. Did the NCDOT website feature sufficient information? ___ (1) Yes ___ (2) No ___ (3) Don't remember

27. Have you visited the official DMV website (<http://www.ncdot.gov/dmv>) during the past year?
 ___ (1) Yes ___ (2) No (*Skip to question 28*)

27a. How often do you visit the DMV website in a typical year?

- ___ (1) Every day/almost every day ___ (4) Rarely (A couple of times in the last year)
 ___ (2) Regularly (More than once a week) ___ (5) Never
 ___ (3) Occasionally (A couple of times each month)

27b. What was the purpose of your most recent visit to the DMV website? *Please check all that apply.*

- ___ (1) Renew registration/plate ___ (6) Order duplicate license/ID card
 ___ (2) Order duplicate registration card ___ (7) Request driving record
 ___ (3) Order personalized & specialized plate ___ (8) Renew Trans Express System
 ___ (4) Pay limited registration plate (LRP) ___ (9) Liability insurance services
 ___ (5) Estimate vehicle property tax ___ (0) Other: _____

27c. Was the DMV website easy to navigate? ___ (1) Yes ___ (2) No ___ (3) Don't remember

27d. Did the DMV website clearly explain services offered? ___ (1) Yes ___ (2) No ___ (3) Don't remember

27e. Did the DMV website feature sufficient information? ___ (1) Yes ___ (2) No ___ (3) Don't remember

28. **CONGESTION.** Has the congestion you face in your daily commute led you to make different choices in the last year? Due to traffic patterns, have you....? (Check all that apply)

- ___ (1) Changed the time you leave for work/home ___ (6) Starting walking, bicycling, taking the bus/light rail or increased
 ___ (2) Changed the route you travel the frequency you have taken alternative transportation
 ___ (3) Changed where you work ___ (7) I haven't made any changes
 ___ (4) Changed where you live
 ___ (5) Started carpooling or increased the times you carpool

29. Please indicate your level of agreement with the following statements:		Agree	Neutral	Disagree	NA / Don't Know
A	I am satisfied with the services provided by NCDOT.	3	2	1	9
B	I am familiar with the services that NCDOT provides.	3	2	1	9
C	I think NCDOT is responsive to the needs of local communities.	3	2	1	9
D	NCDOT does a good job prioritizing roadway improvements in North Carolina.	3	2	1	9
E	NCDOT incorporates environmental concerns into the design and maintenance of transportation projects.	3	2	1	9
F	Compared to other states I have visited, I think North Carolina's transportation system is one of the best.	3	2	1	9
G	It is easy to travel between cities in North Carolina.	3	2	1	9
H	NCDOT services have improved within the last few years.	3	2	1	9
I	Basic repairs to roadways in North Carolina are usually complete in a timely manner	3	2	1	9

	("basic repairs" include filling pot holes, sealing cracks, etc.).				
J	I think roadways in North Carolina are safer today than they were five years ago.	3	2	1	9
K	I feel well-informed about current traffic safety campaigns in North Carolina.	3	2	1	9
L	I am able to get to my intended destinations in North Carolina safely and on-time.	3	2	1	9
M	When NCDOT construction projects were initiated in my area, I was adequately notified.	3	2	1	9

30. Which THREE of the following areas would you like NCDOT to focus resources on within the next few years?

- ☐ (1) Safety of highways and interstates ☐ (6) Passenger train services
☐ (2) Maintenance of highways and interstates ☐ (7) Light rail services
☐ (3) New construction of highways and interstates ☐ (8) Bicyclist services
☐ (4) Ferry services ☐ (9) Local and public bus services
☐ (5) Pedestrian services

31. Are you or anyone in your immediate family employed by NCDOT? ☐ (1) Yes ☐ (2) No

32. Please indicate your gender: ☐ (1) Male ☐ (2) Female

33. Which range indicates your age?

- ☐ (1) 18-24 ☐ (2) 25-34 ☐ (3) 35-44 ☐ (4) 45-54 ☐ (5) 55-64 ☐ (6) 65 or older

34. How would you classify yourself?

- ☐ (1) Asian or Pacific Islander, including Hawaiian ☐ (5) White/Caucasian
☐ (2) Black/African American, non-Hispanic ☐ (6) Other
☐ (3) Hispanic/Latino ☐ (7) Multiracial
☐ (4) Native American, including Alaska native ☐ (8) Prefer not to answer

35. What is your total household income before taxes and other withholdings? For this question, please include every member of your household who contributes to household finances.

- ☐ (1) Less than \$24,999 ☐ (2) \$25,000-\$49,999 ☐ (3) \$50,000-\$99,999 ☐ (4) \$100,000 or more

36. What is the highest degree or level of school you have completed? If currently enrolled, please indicate highest degree received.

- ☐ (1) No schooling completed ☐ (4) Bachelor's degree
☐ (2) High school graduate/diploma or equivalent (GED) ☐ (5) Advanced degree (Master's/Professional/PhD)
☐ (3) Associate degree/trade/technical/vocational training

37. If you are currently employed, how many miles do you live from your primary workplace? _____ miles

38. What is your home zip code? _____

This concludes the survey. Thank you for your time.

Please return your survey in the enclosed return-reply envelope addressed to: ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.

The information on the right will ONLY be

used to help identify areas with special interests.

Appendix B: Detailed Survey Results

Summary of NCDOT Statewide Customer Service Survey 2015

1. How many years have you lived in North Carolina?
 - a. Less than 1 year 1
 - b. 1-5 years 115
 - c. 6-10 years 185
 - d. 11-20 years 351
 - e. 21-30 years 336
 - f. More than 30 years 1409
2. In which state did you live just before moving to North Carolina?
 - a. ARIZONA 2
 - b. CALIFORNIA 11
 - c. COLORADO 2
 - d. CONNECTICUT 2
 - e. DELAWARE 1
 - f. FLORIDA 10
 - g. FLORIDA/MICHIGAN 1
 - h. GEORGIA 1
 - i. GERMANY 1
 - j. ILLINOIS 2
 - k. India 1
 - l. IOWA 1
 - m. KENTUCKY 1
 - n. MARYLAND 1
 - o. MICHIGAN 2
 - p. Minnesota 1
 - q. Mississippi 1
 - r. MONTANA 1
 - s. NEW HAMPSHIRE 2
 - t. NEW JERSEY 3
 - u. NEW YORK 8
 - v. OHIO 3
 - w. Oregon 1
 - x. PENNSYLVANIA 3
 - y. Rhode Island 1
 - z. SAUDI ARABIA 1
 - aa. SOUTH CAROLINA 4
 - bb. SOUTH DAKOTA 1
 - cc. Tennessee 1
 - dd. TEXAS 5
 - ee. U.S. Virgin Islands 1
 - ff. VIRGINIA 14
 - gg. WASHINGTON 1
 - hh. WEST VIRGINIA 1
3. Compared to transportation services offered in the last state you lived in, are the services offered by NCDOT better, the same, or worse?
 - a. Better 32

- b. About the same 29
 - c. Worse 29
- 4. Which of the following do you usually use as your primary means of transportation?
 - a. Personal vehicle DRIVER 2298
 - b. Walking 6
 - c. Public transportation (bus, train, etc.) 16
 - d. Personal vehicle PASSENGER 85
 - e. Bicycle 7
 - f. Other: 1
- 5. During the past year, how often did you drive or ride in a personal vehicle?
 - a. Every day/almost every day 2098
 - b. Regularly (More than once a week) 267
 - c. Occasionally (A couple of times each month) 37
 - d. Rarely (A couple of times in the last year) 7
 - e. Not in the past year 13
- 6. Mileage last Tuesday

Miles	Number of Responses
0	121
0.5	1
1	7
2	21
3	24
4	17
5	106
6	27
7	10
8	31
9	4
10	248
11	3
12	42
13	2
14	18
15	131
16	20
18	11
19	1
20	272
21	8
22	7
23	7
24	12
25	96
26	1

27	1
28	9
29	2
30	186
31	2
32	5
34	4
35	44
36	3
37	2
38	5
40	111
41	1
42	3
43	1
44	4
45	24
46	1
47	1
48	3
50	162
51	1
52	3
54	4
55	10
56	2
57	1
58	1
59	1
60	96
62	4
63	3
64	1
65	10
66	1
68	2
70	36
72	3
73	1
74	2
75	26
76	3
80	33

81	1
82	1
84	2
85	9
86	1
88	1
90	11
92	1
94	1
98	1
100	73
102	1
104	1
105	1
106	1
108	1
110	14
114	1
115	1
120	14
124	1
125	4
130	6
135	2
140	2
145	1
150	20
160	5
168	1
170	1
180	2
190	2
195	1
200	23
205	1
208	1
224	1
240	1
250	5
260	1
265	2
280	1
290	1

300	7
325	1
350	5
400	2
420	1
450	1
500	1
625	1
860	1
925	1
999	1

7. Mileage last Saturday

Miles	Number of Responses
0	161
1	7
2	20
3	22
4	30
5	97
6	32
7	5
8	22
9	2
10	244
11	2
12	28
13	1
14	10
15	141
16	9
17	2
18	11
19	1
20	260
21	3
22	5
23	1
24	3
25	123
26	2
27	2
28	6

29	1
30	166
31	2
32	1
34	3
35	44
36	4
38	5
40	97
41	1
42	1
43	2
44	3
45	31
46	4
47	1
48	1
50	156
52	3
55	4
57	2
60	82
62	1
64	2
65	10
68	4
70	32
72	1
75	23
76	1
80	31
85	4
87	1
90	17
93	1
95	1
96	1
100	89
105	2
106	1
108	1
110	8
115	2

120	22
124	1
125	6
130	4
135	1
140	5
142	1
150	35
160	5
165	2
168	1
175	2
178	1
180	7
185	1
192	1
200	34
208	1
210	1
217	1
220	3
225	2
230	1
236	1
239	1
240	5
250	15
255	1
260	1
265	1
275	1
280	1
285	1
290	1
300	9
310	1
320	1
350	5
360	1
400	4
420	1
425	1
450	2

480	1
500	3
530	1
650	1
800	2
925	1

8. Mileage last Sunday

Miles	Number of Responses
0	222
1	15
2	30
3	38
4	34
5	145
6	36
7	8
8	33
9	4
10	323
11	2
12	50
13	1
14	11
15	144
16	14
18	14
19	1
20	255
21	1
22	5
23	2
24	5
25	101
26	5
27	2
28	6
30	153
31	1
32	3
34	1
35	26
36	3

37	1
38	1
39	1
40	72
42	3
44	4
45	19
46	4
47	2
48	1
50	103
52	2
54	2
55	8
56	1
60	60
62	1
63	1
65	11
68	1
70	19
72	2
73	1
74	1
75	18
76	1
80	29
82	1
84	1
85	5
87	1
90	8
94	1
95	3
100	46
103	1
105	1
110	5
113	1
115	2
120	11
125	6
130	5

135	1
138	1
140	2
150	20
155	1
160	5
165	1
170	1
175	6
180	8
189	1
190	3
200	28
205	1
210	1
217	1
220	3
225	1
226	1
230	1
240	2
250	11
255	1
275	1
280	2
300	13
325	2
350	5
355	1
366	1
395	1
398	1
400	3
420	3
450	1
500	4
548	1
600	3
720	1
800	1
919	1

9. Using a scale of 1 to 3 where 3 means “exceeds expectations,” 2 means “meets expectations,” and 1 means “does not meet expectations,” please indicate how well the following NCDOT services match your expectations. If you don’t know, circle “9”. Please rate NCDOT’s efforts to provide services on U.S. or North Carolina highways (for example, US-64, US-1, NC-12) and interstates (for example, I-40, I-85, I-95) in the state of North Carolina. Please DO NOT consider city streets and secondary roads in your responses.
- a. Safety of highways and interstates
 - i. Does NOT meet expectations 248
 - ii. Exceeds Expectations 318
 - iii. Meets Expectations 1758
 - iv. NA/Don't know 89
 - b. Overall flow of traffic on highways and interstates
 - i. Does NOT meet expectations 646
 - ii. Exceeds Expectations 227
 - iii. Meets Expectations 1450
 - iv. NA/Don't know 89
 - c. Reliability of road network to get you to your destination
 - i. Does NOT meet expectations 266
 - ii. Exceeds Expectations 378
 - iii. Meets Expectations 1684
 - iv. NA/Don't know 85
 - d. Smoothness of highway and interstate surfaces (number of potholes, cracking, etc.)
 - i. Does NOT meet expectations 1024
 - ii. Exceeds Expectations 192
 - iii. Meets Expectations 1140
 - iv. NA/Don't know 57
 - e. Maintenance of trees, grass, and vegetation along highways and interstates
 - i. Does NOT meet expectations 441
 - ii. Exceeds Expectations 524
 - iii. Meets Expectations 1386
 - iv. NA/Don't know 62
 - f. Maintenance of highway and interstate shoulders (safe & free of drop-offs)
 - i. Does NOT meet expectations 407
 - ii. Exceeds Expectations 339
 - iii. Meets Expectations 1571
 - iv. NA/Don't know 96
 - g. Maintenance of guardrails on highways and interstates
 - i. Does NOT meet expectations 182
 - ii. Exceeds Expectations 384
 - iii. Meets Expectations 1718
 - iv. NA/Don't know 129
 - h. Maintenance of highway and interstate bridges and overpasses
 - i. Does NOT meet expectations 469
 - ii. Exceeds Expectations 256
 - iii. Meets Expectations 1522
 - iv. NA/Don't know 166
 - i. Visibility of roadway markings on highways and interstates during the DAY

- i. Does NOT meet expectations 212
 - ii. Exceeds Expectations 410
 - iii. Meets Expectations 1743
 - iv. NA/Don't know 48
- j. Visibility of roadway markings on highways and interstates during the NIGHT
 - i. Does NOT meet expectations 663
 - ii. Exceeds Expectations 252
 - iii. Meets Expectations 1414
 - iv. NA/Don't know 84
- k. Visibility of roadway markings on highways and interstates during WET CONDITIONS
 - i. Does NOT meet expectations 858
 - ii. Exceeds Expectations 173
 - iii. Meets Expectations 1299
 - iv. NA/Don't know 83
- l. Length of delay in work zones on highways and interstates
 - i. Does NOT meet expectations 783
 - ii. Exceeds Expectations 96
 - iii. Meets Expectations 1359
 - iv. NA/Don't know 175
- m. Availability of rest areas along highways and interstates
 - i. Does NOT meet expectations 406
 - ii. Exceeds Expectations 321
 - iii. Meets Expectations 1530
 - iv. NA/Don't know 156
- n. Cleanliness of rest areas
 - i. Does NOT meet expectations 130
 - ii. Exceeds Expectations 610
 - iii. Meets Expectations 1356
 - iv. NA/Don't know 317
- o. Safety of rest areas
 - i. Does NOT meet expectations 166
 - ii. Exceeds Expectations 440
 - iii. Meets Expectations 1416
 - iv. NA/Don't know 391
- p. Removal of debris, including torn tires, animals, and glass from highways & interstates
 - i. Does NOT meet expectations 681
 - ii. Exceeds Expectations 273
 - iii. Meets Expectations 1373
 - iv. NA/Don't know 86
- q. Removal of litter and trash along highways and interstates
 - i. Does NOT meet expectations 689
 - ii. Exceeds Expectations 265
 - iii. Meets Expectations 1391
 - iv. NA/Don't know 68
- r. Removal of snow and ice from highways and interstates
 - i. Does NOT meet expectations 348
 - ii. Exceeds Expectations 344

- iii. Meets Expectations 1533
 - iv. NA/Don't know 188
 - s. Water drainage on highways and interstates
 - i. Does NOT meet expectations 407
 - ii. Exceeds Expectations 246
 - iii. Meets Expectations 1630
 - iv. NA/Don't know 130
 - t. Providing adequate lighting along highways and interstates
 - i. Does NOT meet expectations 612
 - ii. Exceeds Expectations 197
 - iii. Meets Expectations 1510
 - iv. NA/Don't know 94
 - u. Visibility of informational and warning signs along highways and interstates
 - i. Does NOT meet expectations 214
 - ii. Exceeds Expectations 299
 - iii. Meets Expectations 1828
 - iv. NA/Don't know 72
 - v. Spacing of exit and crossroad signs to allow adequate time for travel decisions
 - i. Does NOT meet expectations 282
 - ii. Exceeds Expectations 293
 - iii. Meets Expectations 1765
 - iv. NA/Don't know 73
 - w. Ensuring that informational and warning signs along the highway and interstates are easy to understand
 - i. Does NOT meet expectations 150
 - ii. Exceeds Expectations 343
 - iii. Meets Expectations 1848
 - iv. NA/Don't know 72
- 10. Which THREE of the Services listed in Question 4 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years?
 - a. Safety of highways and interstates 419
 - b. Availability of rest areas along highways and interstates 90
 - c. Length of delay in work zones on highways and interstates 399
 - d. Visibility of roadway markings on highways and interstates during WET CONDITIONS 401
 - e. Visibility of roadway markings on highways and interstates during the DAY 68
 - f. Maintenance of highway and interstate bridges and overpasses 504
 - g. Maintenance of guardrails on highways and interstates 74
 - h. Maintenance of highway and interstate shoulders (safe & free of drop-offs) 222
 - i. Visibility of roadway markings on highways and interstates during the NIGHT 400
 - j. Maintenance of trees, grass, and vegetation along highways and interstates 176
 - k. Smoothness of highway and interstates surfaces (number of potholes, cracking, etc.) 1079
 - l. Reliability of road network to get you to your destination 202
 - m. Overall flow of traffic on highways and interstates 635
 - n. Cleanliness of rest areas 28
 - o. Safety of rest areas 62

- p. Removal of debris, including torn tires, animals, and glass from highways and interstates
361
 - q. Removal of litter and trash along highways and interstates 191
 - r. Removal of snow and ice from highways and interstates 171
 - s. Water drainage of highways and interstates 188
 - t. Providing adequate lighting along highways and interstates 257
 - u. Visibility of informational and warning signs along highways and interstates 56
 - v. Spacing of exit and crossroad signs to allow adequate time for travel decisions 108
 - w. Ensuring that informational and warning signs along highways and interstates are easy to understand 61
11. During the past year, how often did you use Amtrak passenger train services in North Carolina?
- a. Every day/almost every day 2
 - b. Regularly (More than once a week) 3
 - c. Occasionally (A couple of times each month) 16
 - d. Rarely (A couple of times in the last year) 143
 - e. Not in the past year 2236

12. In a typical week, how many trips do you take using the Amtrak train?

Number of trips	Number of responses
0	140
0.05	1
0.2	1
1	12
2	4

13. For which purpose(s) do you typically take the Amtrak train?

- a. Work 17
- b. Shopping 3
- c. Visiting friends and/or family 96
- d. Recreational 52
- e. Other 4
 - i. college
 - ii. GETTING TO SCHOOL
 - iii. MEDICAL APPT
 - iv. NEWS
 - v. None
 - vi. travel
 - vii. VAC

14. Between which cities do you travel most frequently by Amtrak train?

From:

- a. ASHEVILLE 1
- b. BURLINGTON 1
- c. CARY 2
- d. CARY 7
- e. CHARLOTTE 29
- f. CLEMSON, SC 1
- g. DURHAM 7
- h. FAYETTEVILLE 10
- i. FL 1

- j. FOUR OAKS, NC 1
- k. GREENSBORO 17
- l. GREENVILLE 2
- m. High Point 1
- n. KANNAPOLIS 2
- o. NORTH CAROLINA 3
- p. RALEIGH 31
- q. ROCKY MOUNT 11
- r. ROCKY MOUNTAINS 2
- s. SALISBURY 2
- t. SELMA, NC 2
- u. SMITHFIELD, NC 1
- v. WASHINGTON, DC 2
- w. WILSON 7
- x. Winston Salem 1

To:

- a. Bowie 1
- b. ALEXANDRIA, VA 2
- c. Atlanta 1
- d. BOSTON, MA 1
- e. CARY 2
- f. CHARLESTON 1
- g. CHARLESTON, NC 1
- h. CHARLOTTE 25
- i. CHARLOTTESVILLE 1
- j. CHARLTON, SC 1
- k. CHICAGO 1
- l. DC, MD, & NY 1
- m. DC/ALEXANDRIA, VA 1
- n. DEERFIELD BEACH, FL 1
- o. DURHAM 4
- p. FLORIDA 2
- q. FT. LAUDERDALE, FL 2
- r. GREENSBORO 3
- s. GREENVILLE, SC 1
- t. JACKSONVILLE, FL 1
- u. JERSEY CITY, NJ 1
- v. KANNAPOLIS, NC 1
- w. Kissimmee 1
- x. MIAMI 1
- y. NC 1
- z. NEW JERSEY 4
- aa. NEW YORK 22
- bb. NEWARK 2
- cc. ORLANDO 2
- dd. PHILADELPHIA 4
- ee. RALEIGH 13
- ff. RICHMOND 2
- gg. ROCKY MOUNT 2
- hh. SAVANNAH 1
- ii. SPRINGFIELD, VA 2

- jj. TAMPA, FL 1
- kk. TRENTON, NJ 1
- ll. Triangle Area 1
- mm. TUCSON 1
- nn. UPTOWN 1
- oo. VIRGINIA 1
- pp. WASHINGTON 4
- qq. WASHINGTON DC 24

15. Using a scale of 1 to 3 where 3 means “exceeds expectations,” 2 means “meets expectations,” and 1 means “does not meet expectations,” please indicate how well the following NCDOT services match your expectations.

- a. Access to passenger train stations and routes
 - i. Does NOT meet expectations 39
 - ii. Exceeds Expectations 22
 - iii. Meets Expectations 86
 - iv. NA/Don't know 27
- b. Frequency of trains servicing desired route
 - i. Does NOT meet expectations 49
 - ii. Exceeds Expectations 16
 - iii. Meets Expectations 77
 - iv. NA/Don't know 32
- c. Availability of train schedule and information
 - i. Does NOT meet expectations 16
 - ii. Exceeds Expectations 24
 - iii. Meets Expectations 104
 - iv. NA/Don't know 30
- d. Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.)
 - i. Does NOT meet expectations 40
 - ii. Exceeds Expectations 21
 - iii. Meets Expectations 83
 - iv. NA/Don't know 30
- e. Cleanliness of train stations
 - i. Does NOT meet expectations 30
 - ii. Exceeds Expectations 29
 - iii. Meets Expectations 87
 - iv. NA/Don't know 28
- f. Staffing at train stations
 - i. Does NOT meet expectations 24
 - ii. Exceeds Expectations 24
 - iii. Meets Expectations 95
 - iv. NA/Don't know 31
- g. Clarity and usefulness of announcements at train stations
 - i. Does NOT meet expectations 28
 - ii. Exceeds Expectations 24
 - iii. Meets Expectations 85
 - iv. NA/Don't know 37
- h. Visibility & lighting in train platform area
 - i. Does NOT meet expectations 16
 - ii. Exceeds Expectations 26

- iii. Meets Expectations 99
 - iv. NA/Don't know 33
 - i. Safety and security at train stations, waiting areas, and platforms
 - i. Does NOT meet expectations 27
 - ii. Exceeds Expectations 20
 - iii. Meets Expectations 96
 - iv. NA/Don't know 31
 - j. Weather protection in train platform area (shelters, etc.)
 - i. Does NOT meet expectations 20
 - ii. Exceeds Expectations 26
 - iii. Meets Expectations 96
 - iv. NA/Don't know 32
 - k. Ease of boarding passenger trains
 - i. Does NOT meet expectations 12
 - ii. Exceeds Expectations 25
 - iii. Meets Expectations 109
 - iv. NA/Don't know 28
 - l. Availability of Train Seating
 - i. Does NOT meet expectations 8
 - ii. Exceeds Expectations 29
 - iii. Meets Expectations 108
 - iv. NA/Don't know 29
 - m. Comfort of Train Seating
 - i. Does NOT meet expectations 19
 - ii. Exceeds Expectations 30
 - iii. Meets Expectations 97
 - iv. NA/Don't know 28
 - n. Cleanliness onboard passenger trains
 - i. Does NOT meet expectations 27
 - ii. Exceeds Expectations 20
 - iii. Meets Expectations 99
 - iv. NA/Don't know 28
 - o. Sufficient space for carry-on luggage
 - i. Does NOT meet expectations 12
 - ii. Exceeds Expectations 35
 - iii. Meets Expectations 99
 - iv. NA/Don't know 28
 - p. Handling and storage of checked baggage
 - i. Does NOT meet expectations 7
 - ii. Exceeds Expectations 25
 - iii. Meets Expectations 80
 - iv. NA/Don't know 62
 - q. Handling and storage of bicycles
 - i. Does NOT meet expectations 7
 - ii. Exceeds Expectations 7
 - iii. Meets Expectations 29
 - iv. NA/Don't know 131

- r. Clarity and usefulness of announcements onboard passenger trains
 - i. Does NOT meet expectations 22
 - ii. Exceeds Expectations 19
 - iii. Meets Expectations 99
 - iv. NA/Don't know 34
- s. Availability and quality of food and drink onboard passenger trains
 - i. Does NOT meet expectations 43
 - ii. Exceeds Expectations 14
 - iii. Meets Expectations 70
 - iv. NA/Don't know 47
- t. Availability and quality of Wi-Fi onboard passenger trains
 - i. Does NOT meet expectations 28
 - ii. Exceeds Expectations 17
 - iii. Meets Expectations 62
 - iv. NA/Don't know 67
- u. Safety and security onboard passenger trains
 - i. Does NOT meet expectations 9
 - ii. Exceeds Expectations 20
 - iii. Meets Expectations 108
 - iv. NA/Don't know 37
- v. Courtesy and helpfulness of passenger train staff & volunteers
 - i. Does NOT meet expectations 14
 - ii. Exceeds Expectations 45
 - iii. Meets Expectations 84
 - iv. NA/Don't know 30
- w. Duration of train ride to travel destination
 - i. Does NOT meet expectations 25
 - ii. Exceeds Expectations 18
 - iii. Meets Expectations 101
 - iv. NA/Don't know 30
- x. Ease of connection with other public transportation
 - i. Does NOT meet expectations 38
 - ii. Exceeds Expectations 14
 - iii. Meets Expectations 65
 - iv. NA/Don't know 57
- y. Notifications or access to information in the event of a delay or cancellation
 - i. Does NOT meet expectations 26
 - ii. Exceeds Expectations 15
 - iii. Meets Expectations 83
 - iv. NA/Don't know 50
- z. Cost of passenger train tickets
 - i. Does NOT meet expectations 28
 - ii. Exceeds Expectations 22
 - iii. Meets Expectations 93
 - iv. NA/Don't know 31
- aa. Convenience of ticketing and reservation options
 - i. Does NOT meet expectations 11

- ii. Exceeds Expectations 29
- iii. Meets Expectations 100
- iv. NA/Don't know 34

16. Which THREE of the Services listed in Question 7 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years?

- a. Access to passenger train stations and routes 42
- b. Frequency of trains servicing desired route 55
- c. Availability of train schedule and information 6
- d. Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.) 36
- e. Cleanliness of train stations 19
- f. Staffing at train stations 10
- g. Clarity and usefulness of announcements at train stations 7
- h. Visibility & lighting in train platform area 1
- i. Safety and security at train stations, waiting areas, and platforms 29
- j. Weather protection in train platform area (shelters, etc.) 12
- k. Ease of getting on and off passengers trains 8
- l. Availability of seating on passenger trains 2
- m. Comfort of seating on passenger trains 8
- n. Cleanliness onboard passenger trains 14
- o. Sufficient space for carry-on luggage 2
- p. Handling and storage of checked baggage 1
- q. Handling and storage of bicycles 3
- r. Clarity and usefulness of announcements onboard passenger trains 3
- s. Availability and quality of food and drink onboard passenger trains 17
- t. Availability and quality of Wi-Fi onboard passenger trains 13
- u. Safety and security onboard passenger trains 9
- v. Courtesy and helpfulness of passenger train staff & volunteers 8
- w. Duration of train ride to travel destination 17
- x. Ease of connection with other public transportation 16
- y. Notifications or access to information in the event of a delay or cancellation 5
- z. Cost of passenger train tickets 34
- aa. Convenience of ticketing and reservation options 3

17. During the past year, how often did you ride a bicycle in North Carolina?

- a. Every day/almost every day 26
- b. Regularly (More than once a week) 97
- c. Occasionally (A couple of times each month) 224
- d. Rarely (A couple of times in the last year) 379
- e. Not in the past year 1672

18. On an average bicycle ride, how many miles do you typically travel?

Number of miles	Number of responses
0	86
0.5	2
1	52
2	115
3	70
4	29
5	119
6	17

7	6
8	16
9	4
10	83
12	11
12.5	1
13	2
14	1
15	32
16	1
20	29
21	2
25	7
30	13
35	3
40	3
50	1

19. For which purpose(s) do you typically ride your bicycle?

- a. Work 28
- b. Exercise 476
- c. Shopping 44
- d. Recreational 417
- e. Visiting friends and/or family 61
- f. Other 18
 - i. ANYWHERE
 - ii. BABY SITTING
 - iii. ERRANDS
 - iv. GENERAL TRANSIT
 - v. GET TO PUBLIC TRANS
 - vi. I RIDE WITH A CHILD
 - vii. MEDICAL APPOINTMENTS
 - viii. MOUNTAIN BIKE
 - ix. ONLY AT CAMP GROUNDS
 - x. PICK UP MAIL
 - xi. RESTAURANT
 - xii. school
 - xiii. Transportation
 - xiv. WITH 6 YR OLD NEPHEW
 - xv. WITH GRANDCHILDREN

20. Using a scale of 1 to 3 where 3 means “exceeds expectations,” 2 means “meets expectations,” and 1 means “does not meet expectations,” please indicate how well the following NCDOT services match your expectations. If you don’t know, circle “9”. Please only rate NCDOT’s efforts to provide services for bicyclists in North Carolina.

- a. Access to bike lanes, wide shoulders, and bicycle-friendly shared-lanes
 - i. Does NOT meet expectations 445
 - ii. Exceeds Expectations 27

- iii. Meets Expectations 115
 - iv. NA/Don't know 154
 - b. Location of bike lanes, wide shoulders, and bicycle-friendly shared-lanes
 - i. Does NOT meet expectations 436
 - ii. Exceeds Expectations 20
 - iii. Meets Expectations 125
 - iv. NA/Don't know 160
 - c. Access to off-road greenways or other separated bicycle facilities
 - i. Does NOT meet expectations 290
 - ii. Exceeds Expectations 59
 - iii. Meets Expectations 216
 - iv. NA/Don't know 176
 - d. Connectivity of bicycling facilities, such as paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes
 - i. Does NOT meet expectations 436
 - ii. Exceeds Expectations 18
 - iii. Meets Expectations 104
 - iv. NA/Don't know 183
 - e. Visibility & lighting along bicycle facilities & greenways
 - i. Does NOT meet expectations 269
 - ii. Exceeds Expectations 19
 - iii. Meets Expectations 212
 - iv. NA/Don't know 241
 - f. Visibility of bike lane and shared-lane road markings and signage
 - i. Does NOT meet expectations 295
 - ii. Exceeds Expectations 19
 - iii. Meets Expectations 215
 - iv. NA/Don't know 212
 - g. Removal of debris from bike lanes and shoulders
 - i. Does NOT meet expectations 218
 - ii. Exceeds Expectations 23
 - iii. Meets Expectations 234
 - iv. NA/Don't know 266
 - h. Representation of bicyclist population in transportation information and projects
 - i. Does NOT meet expectations 283
 - ii. Exceeds Expectations 19
 - iii. Meets Expectations 136
 - iv. NA/Don't know 303
 - i. Safety of bike lanes, shared-lanes, and wide shoulders
 - i. Does NOT meet expectations 374
 - ii. Exceeds Expectations 13
 - iii. Meets Expectations 145
 - iv. NA/Don't know 209
 - j. Width of bike lanes and/or width of paved shoulders
 - i. Does NOT meet expectations 356
 - ii. Exceeds Expectations 17
 - iii. Meets Expectations 171
 - iv. NA/Don't know 197
 - k. Accommodation of bicyclists through work zones and construction areas

- i. Does NOT meet expectations 302
 - ii. Exceeds Expectations 12
 - iii. Meets Expectations 95
 - iv. NA/Don't know 332
 - l. Accommodation of vulnerable bicyclists (such as children)
 - i. Does NOT meet expectations 368
 - ii. Exceeds Expectations 9
 - iii. Meets Expectations 86
 - iv. NA/Don't know 278
21. Which THREE of the Services listed in Question 10 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years?
- a. Access to bike lanes, wide shoulders, and bicycle-friendly shared lanes 355
 - b. Location of bike lanes, wide shoulders, and bicycle-friendly shared-lanes 260
 - c. Access to off-road greenways or other separated bicycle facilities 140
 - d. Connectivity of bicycling facilities, such as paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes 238
 - e. Visibility & lighting along bicycle facilities & greenways 66
 - f. Visibility of bike lane and shared-lane road markings and signage 80
 - g. Removal of debris from bike lanes and shoulders 61
 - h. Representation of bicyclist population in transportation information and projects 66
 - i. Safety of bike lanes, shared-lanes and wide shoulders 219
 - j. Width of bike lanes and/or width of paved shoulders 118
 - k. Accommodation of vulnerable bicyclists (such as children) 111
 - l. Accommodation of bicyclists through work zones and construction areas 35
22. During the past year, how often did you ride a ferry in North Carolina?
- a. Every day 1
 - b. Not in the past year 1931
 - c. Occasionally (A couple of times each month) 34
 - d. Rarely (A couple of times in the last year.) 413
 - e. Regularly (More than once a week) 4

23. In a typical week, how many trips do you take by ferry in North Carolina?

Number of trips	Number of responses
0	361
1	54
2	9
3	3
4	4
5	2
6	1
8	1
12	1

24. Which ferry route do you use the most often in North Carolina?

- a. Bayview/Aurora 5
- b. Cedar Island/Ocracoke Island 13
- c. Cherry Branch/Minnesott Branch 13
- d. Currituck/Knotts Island 3
- e. Hatteras/Ocracoke Island 19
- f. Southport/Fort Fisher 26

- g. Swan Quarter/Ocracoke Island 7
25. During the past year, how often did you walk, jog, or run on a sidewalk, greenway, or walkway for five minutes or more?
- a. Every day 224
 - b. Not in the past year 917
 - c. Occasionally (A couple of times each month) 504
 - d. Rarely (a couple of times in the past year) 344
 - e. Regularly (More than once a week) 394
26. On an average walk, jog or run, how many miles do you typically travel?

Number of miles	Number of responses
0	200
0.25	2
0.5	6
1	273
1.5	5
2	368
2.5	6
3	293
3.4	1
4	98
4.5	1
5	112
6	29
7	4
8	4
10	10
11	1
12	1
15	5
20	2
25	1
40	1
45	1
50	1
91	2
99	1

27. For which purpose(s) do you typically walk, jog or run?
- a. Work 114
 - b. Exercise 1171
 - c. Shopping 266
 - d. Recreational 548
 - e. Visiting friends and/or family 184
 - f. Other
 - i. ADOPT A HIGHWAY 1

ii.	APPOINTMENTS	1
iii.	BUS STOP TO DEST.	1
iv.	CHURCH	1
v.	DISABLED	1
vi.	DOG	2
vii.	DOG WALK	2
viii.	DOG WALKING	2
ix.	GENERAL TRANSIT	1
x.	GET MAIL	1
xi.	GET TO PUBLIC TRANS	1
xii.	GET TO TOWN EVENTS	1
xiii.	GETTING AWAY	1
xiv.	GOING TO MAILBOX	1
xv.	HAD BACK SURGERY	1
xvi.	HANDICAP	1
xvii.	HUNTING	1
xviii.	JOB SEARCH	1
xix.	MEDICAL	1
xx.	MEDICAL APPT	1
xxi.	N/A	1
xxii.	ONLY WHEN NECESSARY	1
xxiii.	Other	10
xxiv.	P.O.	1
xxv.	PET	1
xxvi.	PET EXERCISE	1
xxvii.	PETS DOG WALKING	1
xxviii.	PRAYER TIME	1
xxix.	RESTAURANTS	1
xxx.	SCHOOL	2
xxxi.	SCOUT MERIT BADGE	1
xxxii.	SPORTS/ENTERTAINMENT	1
xxxiii.	STORE	1
xxxiv.	THERAPY	1
xxxv.	TRANSPORTATION	1
xxxvi.	VOLUNTEERING	1
xxxvii.	WALK DOG	5
xxxviii.	WALK DOGS	2
xxxix.	WALK DOGS 2 AND 4	1
xl.	WALK PET	1
xli.	WALK PET DOG	1
xlII.	WALK THE DOGS	1
xlIII.	WALKING DOG	5
xlIV.	WALKING DOGS	2
xlV.	WALKING THE DOG	1
xlVI.	WALKING TO/FROM BUS	1
xlVII.	WITH DOG	1
xlVIII.	WITH MY CHILD	1

28. Using a scale of 1 to 3 where 3 means “exceeds expectations,” 2 means “meets expectations,” and 1 means “does not meet expectations,” please indicate how well the following NCDOT services match your expectations. If you don’t know, circle “9”. Please only rate NCDOT’s efforts to provide services for pedestrians in North Carolina.

- a. Access to pedestrian walkways and/or sidewalks
 - i. Does NOT meet expectations 442
 - ii. Exceeds Expectations 135
 - iii. Meets Expectations 756
 - iv. NA/Don't know 162
- b. Access to greenways or shared-use paths
 - i. Does NOT meet expectations 375
 - ii. Exceeds Expectations 168
 - iii. Meets Expectations 717
 - iv. NA/Don't know 235
- c. Safety of pedestrian walkways, sidewalks, or crossing locations
 - i. Does NOT meet expectations 369
 - ii. Exceeds Expectations 119
 - iii. Meets Expectations 830
 - iv. NA/Don't know 177
- d. Availability of crosswalks or pedestrian signals
 - i. Does NOT meet expectations 393
 - ii. Exceeds Expectations 119
 - iii. Meets Expectations 805
 - iv. NA/Don't know 178
- e. Visibility & lighting along sidewalks and greenways
 - i. Does NOT meet expectations 429
 - ii. Exceeds Expectations 78
 - iii. Meets Expectations 749
 - iv. NA/Don't know 238
- f. Length of time to cross at a crosswalk or intersection
 - i. Does NOT meet expectations 258
 - ii. Exceeds Expectations 82
 - iii. Meets Expectations 930
 - iv. NA/Don't know 224
- g. Visibility of pedestrian warning or way-finding signage
 - i. Does NOT meet expectations 311
 - ii. Exceeds Expectations 92
 - iii. Meets Expectations 826
 - iv. NA/Don't know 264
- h. Visibility of pedestrian signals
 - i. Does NOT meet expectations 266
 - ii. Exceeds Expectations 105
 - iii. Meets Expectations 892
 - iv. NA/Don't know 232
- i. Accommodation of pedestrians through work zones and construction areas
 - i. Does NOT meet expectations 389
 - ii. Exceeds Expectations 57
 - iii. Meets Expectations 541
 - iv. NA/Don't know 505
- j. Accommodation of vulnerable pedestrians (such as children, persons with disabilities, or seniors)

- i. Does NOT meet expectations 492
 - ii. Exceeds Expectations 63
 - iii. Meets Expectations 550
 - iv. NA/Don't know 387
- 29. Which THREE of the Services listed in Question 14 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years?
 - a. Access to pedestrian walkways and/or sidewalks 646
 - b. Access to greenways or shared-use paths 369
 - c. Safety of pedestrian walkways, sidewalks, or crossing locations 642
 - d. Availability of crosswalks or pedestrian signals 283
 - e. Visibility of lighting along sidewalks and greenways 452
 - f. Length of time to cross at crosswalk or intersection 183
 - g. Visibility of pedestrian warning or way-finding signage 178
 - h. Visibility of pedestrian signals 139
 - i. Accommodation of pedestrians through work zones and construction areas 225
 - j. Accommodation of vulnerable pedestrians (such as children, persons with disabilities, or seniors) 530
- 30. When was the last time that you visited a Division of Motor Vehicles (DMV) NC Driver License Office? Please note this does not include any online DMV services you may have used.
 - a. Less than 6 months ago 640
 - b. 6 months to less than 1 year ago 316
 - c. 1 year to less than 3 years ago 576
 - d. 3 years to less than 5 years ago 437
 - e. 5 years ago or more 277
 - f. never 76
- 31. In your last interaction at a NC Driver License Office, which of the following services did you utilize? This does not include any online DMV services you may have used. Please check all that apply.
 - a. License/permit/ID card services 1960
 - b. Pay Liability Insurance 18
 - c. Address change services 85
 - d. Commercial Driver License services 128
 - e. Motorcycle Driver License 77
 - f. Obtain copy of driving record 14
 - g. Disability parking services 98
 - h. Other 26
 - i. ACCIDENT REPORT 2
 - ii. ACCOMPANY INDIVIDUAL 1
 - iii. APPOINTMENT SETTING 1
 - iv. ARIZONA TO NC 1
 - v. BOUGHT CAR OUT OF STATE 1
 - vi. DRIVERS MANUAL/HANDBOOK 1
 - vii. DUPLICATE LICENSE 1
 - viii. GET A BOOK 1
 - ix. HEARING 1
 - x. INFORMATION 1
 - xi. LICENSE TRANS 1
 - xii. name change 2
 - xiii. NOTARY 1
 - xiv. OBTAIN SIGN CHART 1
 - xv. out of state car inspection 1

- xvi. RENEW 1
- xvii. REPLACEMENT LICENSE 1
- xviii. Took my granddaughter 1
- xix. TRANSFER 1
- xx. VISIT 1

32. DIVISION OF MOTOR VEHICLES (DMV) DRIVER LICENSE OFFICE SERVICES. Using a scale of 1 to 3 where 3 means “exceeds expectations,” 2 means “meets expectations,” and 1 means “does not meet expectations,” please indicate how well the following NCDOT services match your expectations. If you don’t know, circle “9”. Please consider your last interaction at a DMV Driver License office in North Carolina.

- a. Overall quality of customer service at DMV office
 - i. Does NOT meet expectations 314
 - ii. Exceeds expectations 535
 - iii. Meets expectations 1336
 - iv. NA/Don't know 42
- b. Amount of time you waited for service at DMV office
 - i. Does NOT meet expectations 728
 - ii. Exceeds expectations 387
 - iii. Meets expectations 1064
 - iv. NA/Don't know 47
- c. Cleanliness of DMV office
 - i. Does NOT meet expectations 160
 - ii. Exceeds expectations 464
 - iii. Meets expectations 1544
 - iv. NA/Don't know 58
- d. Knowledge of DMV staff
 - i. Does NOT meet expectations 96
 - ii. Exceeds expectations 600
 - iii. Meets expectations 1444
 - iv. NA/Don't know 87
- e. Courtesy and helpfulness of DMV staff
 - i. Does NOT meet expectations 317
 - ii. Exceeds expectations 655
 - iii. Meets expectations 1216
 - iv. NA/Don't know 39
- f. Convenience of hours of operation at DMV office
 - i. Does NOT meet expectations 403
 - ii. Exceeds expectations 340
 - iii. Meets expectations 1416
 - iv. NA/Don't know 67
- g. Clarity of instructions for services (knowing what paperwork was needed, etc.)
 - i. Does NOT meet expectations 302
 - ii. Exceeds expectations 428
 - iii. Meets expectations 1430
 - iv. NA/Don't know 67
- h. Quality of printed materials & instructions provided at the DMV office
 - i. Does NOT meet expectations 133
 - ii. Exceeds expectations 427
 - iii. Meets expectations 1527
 - iv. NA/Don't know 140

33. Which THREE of the Services listed in Question 17 (previous page) do you think should receive the most emphasis from NCDOT over the next TWO Years?

- a. Overall quality of customer service at DMV office 800
- b. Amount of time you waited for service at DMV office 1339
- c. Cleanliness of DMV office 201
- d. Knowledge of DMV staff 335
- e. Courtesy and helpfulness of DMV staff 95
- f. Convenience of hours of operation at DMV office 865
- g. Clarity of instructions for services (knowing what paperwork was needed, etc.) 555
- h. Quality of printed materials & instructions provided at the DMV office 251

34. During the past year, how often did you use public/local/city buses in North Carolina? For your response, please DO NOT consider private bus companies, such as Megabus, etc.

- a. Everyday 16
- b. Not in the past year 2224
- c. Occasionally (A couple of times each month) 31
- d. Rarely (A couple of times in the last year) 95
- e. Regularly (More than once a week) 18

35. On an average public/local/city bus trip, how many miles do you typically travel?

Number of miles	Number of responses
0	19
1	5
2	12
3	8
4	5
5	21
6	8
7	2
7.5	1
8	3
9	1
10	25
12	3
13	1
14	3
15	9
16	1
20	9
25	2
28	1
30	3
35	2
40	3
45	1
50	2
60	1
90	1

36. For which purpose(s) do you typically take a public/local/city bus? Please check all that apply.

- a. Work 51
- b. Shopping 32
- c. Recreational 47
- d. Visiting friends and/or family 22
- e. School 2
- f. Medical 10
- g. Other
 - i. APPOINTMENTS
 - ii. APPT
 - iii. AUTO REPAIR
 - iv. CAR REPAIR
 - v. CHECK BUS ROUTES
 - vi. DAUGHTER TAKES BUS
 - vii. DRIVERS
 - viii. FOOTBALL GROUPS
 - ix. GENERAL TRANSIT
 - x. GO DOWNTOWN
 - xi. HOSPITAL
 - xii. N/A
 - xiii. PARKING ISSUE
 - xiv. PAY BILLS
 - xv. PAYING BILLS
 - xvi. SPECIAL EVENTS
 - xvii. SPECIAL PROGRAM
 - xviii. VEHICLE REPAIR
 - xix. When car breaks down

37. PUBLIC/LOCAL/CITY BUSES. Using a scale of 1 to 3 where 3 means “exceeds expectations,” 2 means “meets expectations,” and 1 means “does not meet expectations,” please indicate how well the following NCDOT services match your expectations. If you don’t know, circle “9”. Please DO NOT consider private bus companies, such as Megabus, etc.)

- a. Access to public/local/city buses
 - i. Does NOT meet expectations 51
 - ii. Exceeds Expectations 30
 - iii. Meets Expectations 58
 - iv. NA/Don't know 46
- b. Access to park-and-ride parking lots
 - i. Does NOT meet expectations 39
 - ii. Exceeds Expectations 18
 - iii. Meets Expectations 60
 - iv. NA/Don't know 68
- c. Availability of and access to accurate bus schedules
 - i. Does NOT meet expectations 37
 - ii. Exceeds Expectations 26
 - iii. Meets Expectations 69
 - iv. NA/Don't know 52
- d. Reliability/timeliness of buses (arriving/departing on schedule, etc.)
 - i. Does NOT meet expectations 28
 - ii. Exceeds Expectations 29
 - iii. Meets Expectations 71

- iv. NA/Don't know 57
- e. Safety of bus stops
 - i. Does NOT meet expectations 33
 - ii. Exceeds Expectations 23
 - iii. Meets Expectations 77
 - iv. NA/Don't know 52
- f. Quality of signage at bus stops
 - i. Does NOT meet expectations 30
 - ii. Exceeds Expectations 19
 - iii. Meets Expectations 84
 - iv. NA/Don't know 51
- g. Weather protection at bus stops (shelters, etc.)
 - i. Does NOT meet expectations 83
 - ii. Exceeds Expectations 8
 - iii. Meets Expectations 44
 - iv. NA/Don't know 49
- h. Lighting at transit stops and stations
 - i. Does NOT meet expectations 50
 - ii. Exceeds Expectations 10
 - iii. Meets Expectations 65
 - iv. NA/Don't know 60
- i. Ease of getting on and off of the bus
 - i. Does NOT meet expectations 13
 - ii. Exceeds Expectations 33
 - iii. Meets Expectations 90
 - iv. NA/Don't know 49
- j. Ease of paying fare for bus
 - i. Does NOT meet expectations 21
 - ii. Exceeds Expectations 26
 - iii. Meets Expectations 82
 - iv. NA/Don't know 56
- k. Availability of seats on bus
 - i. Does NOT meet expectations 14
 - ii. Exceeds Expectations 33
 - iii. Meets Expectations 91
 - iv. NA/Don't know 47
- l. Cleanliness of bus
 - i. Does NOT meet expectations 22
 - ii. Exceeds Expectations 27
 - iii. Meets Expectations 89
 - iv. NA/Don't know 47
- m. Comfort of temperature on bus
 - i. Does NOT meet expectations 9
 - ii. Exceeds Expectations 24
 - iii. Meets Expectations 105
 - iv. NA/Don't know 47
- n. How fast the bus takes you where you want to go
 - i. Does NOT meet expectations 26
 - ii. Exceeds Expectations 22
 - iii. Meets Expectations 88
 - iv. NA/Don't know 49

- o. Courtesy and helpfulness of bus operators
 - i. Does NOT meet expectations 17
 - ii. Exceeds Expectations 25
 - iii. Meets Expectations 95
 - iv. NA/Don't know 47
 - p. Clarity of announcements on bus
 - i. Does NOT meet expectations 21
 - ii. Exceeds Expectations 27
 - iii. Meets Expectations 78
 - iv. NA/Don't know 58
 - q. Usefulness of announcements on bus
 - i. Does NOT meet expectations 17
 - ii. Exceeds Expectations 23
 - iii. Meets Expectations 86
 - iv. NA/Don't know 57
 - r. Ease of making bus connections
 - i. Does NOT meet expectations 41
 - ii. Exceeds Expectations 19
 - iii. Meets Expectations 63
 - iv. NA/Don't know 61
 - s. Notifications or availability of information in the event of a delay
 - i. Does NOT meet expectations 37
 - ii. Exceeds Expectations 16
 - iii. Meets Expectations 62
 - iv. NA/Don't know 69
 - t. Cost of bus ride
 - i. Does NOT meet expectations 18
 - ii. Exceeds Expectations 25
 - iii. Meets Expectations 85
 - iv. NA/Don't know 56
38. Which THREE of the Services listed in Question 20 (above) do you think should receive the most emphasis from NCDOT over the next TWO Years?
- a. Access to public/local/city buses 56
 - b. Access to park-and-ride parking lots 29
 - c. Availability of and access to accurate bus schedules 19
 - d. Reliability/timeliness of buses (departing on schedule, etc.) 34
 - e. Safety of bus stops 29
 - f. Quality of signage at bus stops 6
 - g. Weather protection at bus stops (shelters, etc.) 66
 - h. Lighting at transit stops and stations 15
 - i. Ease of getting on and off of the bus 4
 - j. Ease of paying fare for bus 11
 - k. Availability of seats on bus 8
 - l. Cleanliness of bus 10
 - m. Comfort of temperature on bus 6
 - n. How fast the bus takes you where you want to go 17
 - o. Courtesy and helpfulness of bus operators 11
 - p. Clarity of announcements on bus 2
 - q. Usefulness of announcements on bus 1
 - r. Ease of making bus connections 1
 - s. Notifications or availability of information in the event of a delay 15

- t. Cost of bus ride 20
39. Which of the following are the most effective ways for NCDOT to provide you with information?
Check ALL that apply
- a. Signs on roadways 1553
 - b. Electronic message boards on highways 1490
 - c. Flyers 201
 - d. Direct mailings/newsletters 819
 - e. Newspapers 638
 - f. NCDOT website 637
 - g. Social media (Facebook, Twitter, etc.) 458
 - h. email 673
 - i. radio 933
 - j. local TV 1461
 - k. Text messages 386
 - l. Public officials 172
 - m. Public meetings/hearings 288
 - n. Other
 - i. BILLBOARDS
 - ii. DOOR TO DOOR DURING CONSTRUCTION
 - iii. google maps and other navigation systems that show real time traffic conditions
 - iv. mass text messaging
 - v. Media
 - vi. NAVIGATIONAL APPS
 - vii. Other
 - viii. PHONE CALL
 - ix. SPANISH LITERATURE
40. Have you contacted the North Carolina Department of Transportation (NCDOT) by letter, telephone, email, through the web application, or in-person during the past two years?
- a. No 1814
 - b. Yes 562
41. Why did you contact NCDOT most recently?
- a. 408 responses with varying answers, including requests and concerns about road conditions, DMV services, payments of fees, and general information requests.
42. Have you interacted with a NCDOT employee in the past two years?
- a. No 156
 - b. Yes 437
43. Overall, how well were your expectations for customer service met by the NCDOT employee who assisted you most recently?
- a. Did not meet expectations 103
 - b. Don't know 8
 - c. Exceeded Expectations 132
 - d. Met Expectations 195
44. Did the NCDOT employee courteously greet you?
- a. No 39
 - b. Yes 395
45. Did the NCDOT employee treat you respectfully?
- a. No 37
 - b. Yes 395
46. Did the NCDOT employee resolve your concern and/or answer your question?

- a. No 96
b. Yes 331
47. Have you visited the NCDOT website during the past year?
a. No 1773
b. Yes 623
48. How often do you visit the NCDOT website in a typical year?
a. Every day 2
b. Never 37
c. Occasionally (A couple of times each month) 89
d. Rarely (A couple of times in the last year) 477
e. Regularly (More than once a week) 12
49. Why did you visit the NCDOT website most recently?
- A BRIDGE WAS OUT
 - About an unsafe intersection.
 - ACCESS MVR FORMS
 - ADDRESS CHANGE
 - ADDRESS UPDATE
 - ADOPT A HIGHWAY
 - ADOPT HIGHWAY PROGRAM
 - ASK FOR PASSENGER RAIL SERVICE TO WNC
 - AUTO TAGS RENEWAL
 - BICYCLE LAWS
 - BIKE INFORMATION
 - GREENWAYS, ETC
 - BROWSING
 - BUSTED WINDSHIELD FROM DOT TRUCK
 - CAN'T REMEMBER
 - CAR TITLE ISSUE, CAR REG. RENEWAL
 - CDL INFORMATION
 - CHANGE ADDRESS
 - CHANGE CAR INSURANCE COMPANY
 - CHANGE OF ADDRESS
 - CHANGE OF ADDRESS AND NC LICENSE
 - CHANGE OF ADDRESS ON MY DRIVER'S LICENSE
 - CHANGE OF ADDRESS, VEHICLE REGISTRATION
 - CHECK CONSTRUCTION PROJECTS
 - CHECK DRIVER PERMIT RULES
 - CHECK DRIVER'S RECORD
 - CHECK FOR LOCATION OFFICE TWO HOURS
 - CHECK HOURS
 - CHECK HOURS AND LOCATION
 - CHECK ON 485 COMPLETION STATUS
 - CHECK ON BLUE RIDGE RD PROJECT
 - CHECK ON CONSTRUCTION PLANS FOR NC 540
 - CHECK ON CONSTRUCTION PROGRESS
 - CHECK ON CURRENT/PLANNED CONSTRUCTION
 - CHECK ON HIGHWAY PATROL OFFICER RECORD
 - CHECK ON HOURS AND LOCATIONS
 - CHECK ON NEW ROAD CONSTRUCTION
 - CHECK ON ROAD CONDITIONS
 - Check on road construction
 - CHECK OUT CAMERAS ON ROAD CONDITIONS
 - Check planning and progress of Monroe bypass.
 - CHECK REGULATIONS
 - CHECK STATUS OF 540 SE EXTENSION
 - CHECK STATUS OF A ROAD BEING WORKED ON
 - CHECK TRAFFIC FLOW
 - CHECK TRAFFIC NEWS AFTER NEARBY ACCIDENT
 - CHECK TRAFFIC ON I-40
 - CHECKING FOR AREAS OF ROAD WORK
 - CHECKING FOR FEES FOR PLATES

- CHECKING ON CONSTRUCTION IN MY AREA
- CHECKING ON STATUS OF ROAD PROJECTS
- Checking projects and their status
- Checking updates to highway maintenance/expansion.
- CHECKING WINTER STORM ROAD CONDITIONS
- CHILD RESTRAINT INFO
- CHILD SEATBELT LAWS AND LICENSE INFO
- CK FERRY SCHEDULE FOR BAD WEATHER/WINDS
- CONSTRUCTION
- CONSTRUCTION DELAY INFO
- CONSTRUCTION INFO
- Construction information
- CONSTRUCTION PROJECT UPDATES
- CONSTRUCTION UPDATES
- CONSTRUCTION/ROADS AROUND GREENSBORO
- CONTACT NUMBERS
- COULD NOT ACCESS SURVEY ONLINE
- curious about the website
- D.O.T. NUMBERS
- DEAD ANIMAL
- DETERMINE NEEDS TRANS VEH/GET NEW TITLE
- DIRECTIONS FOR NAME CHANGE
- Ditches
- DIVISION HEAD QUARTERS
- DL INFORMATION
- DMV
- DMV INFO
- DMV INFORMATION
- DMV OFFICE HOURS
- DMV SITE
- DON'T KNOW
- DON'T REMEMBER
- DOT ORGANIZATION AND SERVICES
- DOT TRAFFIC REPORT
- Down loading forms
- DRIVER LICENSE INFO
- DRIVER LOG
- DRIVER'S ED
- DRIVERS ED CLASS INFO
- DRIVERS INFORMATION
- DRIVER'S LICENSE
- DRIVERS LICENSE INFO GRADUATED SYSTEM
- DRIVERS LICENSE INFORMATION
- DRIVERS LICENSE RENEWAL
- DRIVER'S LICENSE RENEWAL AND SIGNAGE
- DRIVERS LICENSE SIGN RENEWAL
- Driving License
- DTRV LOCATION AND HOURS
- DUPLICATE LICENSE, PAY TAXES
- Employee Benefit Information
- EMPLOYMENT
- EMPLOYMENT OPPORTUNITIES, LOCAL PROJECTS
- FERRY
- FERRY INFO, VEHICLE REGISTRATION
- FERRY RESERVATIONS
- FERRY SCHEDULE
- ferry service/schedule/reservation
- FIND A CONTACT PHONE NUMBER
- FIND EYE TEST SIGNS
- FIND HOURS
- Find information on boat trailer
- FIND INFORMATION TO PAY AUTO TAX/TITLE
- FIND LOCATION
- FIND LOCATION OF DELAYS
- FIND OUT ABOUT MY INLAWS COMING IN STATE
- FIND OUT ABOUT PENDING CNSTRCTN PRJCTS
- FIND OUT OFFICE HOURS
- FIND PHONE NUMBER FOR LOCAL OFFICE
- FIND ROAD CONDITIONS AND CONSTRUCTION

- FOR BUS SCHEDULES TO AREAS I DONT TRAVEL
- FOR INFO
- FOR INFO ON RENEWING REGISTRATION
- FOR INFORMATION
- For information on local road projects
- FOR THIS SURVEY
- FOR WEATHER/ROAD CONDITIONS
- FOR WORK
- Fortify road work update
- GENERAL INFO
- GET ID INFO
- GET INFO ON TRUCKING
- GET INFORMATION ON SURPLUS VEHICLES
- GET TRAFFIC INFO
- GETTING DMV INFORMATION
- GETTING LICENSE FOR OUT OF STATE FRIEND
- HIGHWAY CONSTRUCTION UPDATES
- HIGHWAY INFO AND CONSTRUCTION UPDATES
- HIGHWAY TRAVEL INFO
- HOURS OF OPERATION, RULES AND REGULATION
- I CHECK ROAD CONSTRUCTION
- I DIDN'T RECEIVE MY RENEWAL STICKER
- I wanted to find out if you go past the day your tags are, what would be the penalty. I can never reach anyone on the phone when you call your local dmv. So I had to call to Raleigh and get the answer.
- I was looking for information about mobile home titles.
- I-77 TOLLS
- INFO
- INFO ABOUT ROADS & DRIVERS LICENSES
- Info about snow
- INFO ABOUT TRANSFERRING TITLE TO CHILD

- INFO ON CDL DRIVING
- INFO ON DRIVERS LICENSE AND REGISTRATION
- INFO ON HANDICAPPED PARKING
- INFO ON I-77 TOLLS
- INFO ON LEARNING PERMIT
- INFO ON LOCAL ROADWAY PROJECTS
- INFO ON ROAD CONSTRUCTION
- INFO ON ROADS AND HIGHWAY SAFETY
- INFO ON TRAFFIC/TRANS PROJECT PROPOSALS
- INFO ON TRASH/DEBRIS REMOVAL/GRASS CTTNG
- INFO TO RENEW DRIVERS LICENSE
- INFORMATION
- INFORMATION ABOUT DMV
- INFORMATION ABOUT LEARNERS PERMIT
- INFORMATION ABOUT MOTORCYCLE LICENSE
- INFORMATION FOR LICENSE
- information of future highway and road projects
- INFORMATION OF WATER TEST
- INFORMATION ON LICENSE RENEWAL
- Information on current construction projects
- INFORMATION ON DIVISION OFFICES
- INFORMATION ON HIGHWAY
- INFORMATION ON I-85 PROJECT
- INFORMATION ON TOLL ROAD
- INFORMATION ON VEHICLE TAXES
- INFORMATION PURPOSES
- INFORMATION TO CHANGE NAME ON LICENSE
- Information/ forms

- INQUIRE INFO ABOUT COPY OF DMV RECORD
- INSURANCE INFORMATION
- Investigate new road plans
- JOB/PROJECTS
- JOBS/NEWS UPDATES
- JUST BROWSING
- JUST LOOK AROUND WEBSITE
- JUST LOOKING
- JUST LOOKING AT THE SITE
- JUST TO CHECK IT OUT
- LAND SURVEYING
- LEARNER'S PERMIT INFO
- Legal reasons
- LICENSE
- LICENSE INFO
- LICENSE PLATE INFO
- LICENSE PLATE RENEWAL
- LICENSE PLATE RENEWAL-ROADWAY TAXES
- LICENSE QUESTION
- LICENSE QUESTIONS
- LICENSE RENEWAL
- LICENSE RENEWAL INFO
- LICENSE RENEWALS
- LICENSE REPLACEMENT
- LICENSE TAG INFO
- LICENSE/TAX PAYMENT
- LITTER
- LOCATE BIKE ROUTES
- LOCATION AND HOURS OF OPERATION
- LOCATIONS, HOURS
- LOOK FOR COMPLAINT LINK
- LOOK UP A LAW
- LOOK UP DRIVING LAWS AND FERRY SCHEDULES
- LOOK UP INFO
- LOOK UP REGULATION
- Looking at up coming projects
- LOOKING AT UPCOMING ROAD PROJECTS
- Looking for info on I540 toll road
- LOOKING FOR INFO ON THE LOOP
- LOOKING FOR INFO ON TOLL ROAD
- LOOKING FOR INFORMATION
- Looking for information on road closures and conditions.
- Looking up information
- MALFUNCTIONING STOP LIGHTS
- MAP OF NEW ROADWAY MAPS
- Monitor roadway projects
- MOTOR VEHICLE INFO
- N/A
- NC 12 WASH OUR NEWS
- NCGHSP
- NEED WIDENING STREET FOR TRANSIT PICK-UP
- NEW LAWS/FINES FOR OUR BUSINESS VEHICLES
- NEW SCOOTER REGULATIONS
- Northern Beltway Construction Schedule, maps, news - Forsyth County
- NOT SURE-DO CITY CLEANUPS W-S & CLEMMONS
- NSTRUCTION & WEATHER UPDATES
- obtain highway accessibility due to weather
- OBTAIN INFO ON TAGGING CAR FROM OTHER ST
- OBTAIN LOCAL INFO FOR DMV
- OFFICE HOURS & LOCATION
- OFFICE LOCAL LOCATION & ADDRESS
- OVERFLOWING DRAINAGE/ROAD EROSION
- PAPERWORK NEEDED FOR TITLE NAME CHANGE
- PARK N RIDE INFO
- PAY BILL
- PAY FEES
- PAY FOR CAR TAX
- PAY RENEWAL
- PAY TAXES
- PAY TAXES AND REGISTRATION
- pay vehicle tax

- PAY VEHICLE TAXES AND TAG RENEWAL
- PERMIT RENEWAL
- Plate renewal
- POSSIBLE JOB OPENINGS
- POTHOLE DAMAGE TO CAR
- POTHOLES, ROAD CLOSURES
- PRIVATE ROAD UPKEEP
- PROJECT INFORMATION
- PROJECT NUMBER
- QUERY FOR LICENSE INFO
- QUESTION ABOUT CULVERT ON STREET
- QUESTION ABOUT INSURANCE
- QUESTION ABOUT LICENSE RENEWAL
- QUESTION ABOUT TRAILER INSPECTION
- QUESTIONS AND ANSWERS
- RATE RENEWAL
- REGARDING PATH OF NEW ROAD
- REGARDING ROAD CLOSINGS
- REGISTER RENEWAL
- REGISTER VEHICLE, CHECK ON DL LAWS
- REGISTER VEHICLES
- REGISTRATION
- REGISTRATION - TAG RENEWAL
- REGISTRATION QUESTION
- REGISTRATION QUESTIONS
- REGISTRATION RENEWAL
- REGISTRATION RENEWAL LICENSE PLATE
- Registration renewal, and Traveler Information Management System (TIMS)
- REGISTRATION RENEWED
- REGISTRATION TAG
- RENEW
- RENEW CAR REGISTRATION
- RENEW DRIVERS LICENSE
- RENEW LICENSE
- RENEW LICENSE PLATE
- RENEW LICENSE PLATES
- RENEW LICENSE TAGS

- renew licenses
- RENEW MY TAG AND PAY PROPERTY TAX ON CAR
- RENEW PLATES
- RENEW PLATES ON MY 5 VEHICLES
- RENEW REGISTRATION
- RENEW REGISTRATION TAXES/TAGS
- RENEW TAG STICKER
- RENEW TAGS
- RENEW VEHICLE REGISTRATION
- RENEWAL
- RENEWAL OF NCDL
- RENEWAL OF REGISTRATION
- RENEWAL OF TAGS - REDIRECTED TO DMV SITE
- RENEWAL REGISTRATION
- RENEWALS
- RENWE REGISTRATION ONLINE
- REPORT A DANGEROUS POTHOLE
- REPORT EROSION
- REQUEST DRAINAGE DITCH TO BE CLEANED
- REQUEST DUPLICATE DRIVERS LICENSE
- REQUIREMENTS FOR DRIVERS LICENSE AND REG
- REQUIREMENTS FOR TITLE TRANSFER
- RE-ROUTE TRIP DUE TO HWY CONSTRUCTION
- Research
- RESEARCHING
- REVIEW AREA ROAD WORK/CONSTRUCTION STAT
- ROAD CAMERAS AND CONDITIONS
- ROAD CLOSINGS
- ROAD CLOSURE
- ROAD CLOSURES
- road closures, construction projects
- ROAD CONDITION
- ROAD CONDITIONS

- ROAD CONDITIONS - WEATHER AND CLOSINGS
- ROAD CONDITIONS IN WINTER
- ROAD CONDITIONS IN WINTER STORM
- ROAD CONDITIONS REPORT
- ROAD CONDITIONS/TRAFFIC REPORTS
- ROAD CONSTRUCTION AREAS
- ROAD CONSTRUCTION INFO
- ROAD CONSTRUCTION INFORMATION
- ROAD CONSTRUCTION STATUS
- ROAD CONSTRUCTION UPDATES
- ROAD DANGERS IN FRONT OF OUR HOUSE
- Road information
- ROAD PROJECT SCHEDULE
- ROAD PROJECTS, CHECK HOURS OPEN
- ROAD REPORTS
- ROAD WORK
- ROADWAY CONSTRUCTION INFO
- ROADWORK STATS
- RULES FOR NEW TITLES FOR CAR
- SCHEDULES, NO TAXES
- SEARCH FOR INFORMATION
- SEE ABOUT ROAD IMPROVEMENTS IN MY AREA
- SEE HOURS
- SEE IF LIGHTS WILL BE PUT ON ROADS
- SEE IF ROAD CLOSED WHEN ON VACATION
- SEE UPCOMING CONSTRUCTION
- SEE WHAT DOCUMENTS NEEDED DRIVERS LICENS
- SEE WHAT GOING ON HWY74 CLEVELAND COUNTY
- SEE WHAT PAPER WORK WAS NEEDED FOR NCDL
- SEE WHAT THEY WERE DOING ON MY STREET
- SEE WHERE ROAD CLOSURES ARE
- SEEKING HELP
- SNOW TRAVEL
- SOMEONE USED MY FATHERS NAME FOR LICENSE
- STAKEHOLDER ON COUNTY TRANS PLAN
- STATUS OF HIGHWAY PROJECTS
- STREET RESURFACING ISSUES
- SURPLUS SALE
- Swat-a-litterbug
- TAG INFORMATION AND TITLE
- TAG REGISTRATION
- TAG REGISTRATION RENEWAL
- TAG RENEWAL
- TAG RENEWAL - CAR
- TAG RENEWL INFO
- TAG, MOVE TO NEW COUNTY, ADDRESS CHANGE
- TAGS
- TAGS FOR CARS
- TAGS/RENEWAL
- TAX INFO
- TAX LAW INFO, RESTAURANT INFO, TAG INFO
- TAX QUESTION ON VEHICLE
- TAXES
- TAXES AND REGISTRATION
- TEENAGE DRIVING LAWS/PAPERWORK
- TITLE, LICENSE PLATE
- TO ACCESS THE EMPLOYEE DIRECTORY

- TO CHECK AND SEE IF INFORMATION CHANGED
- TO CHECK BUS SCHEDULES
- TO CHECK ON ROAD CLASSIFICATION
- TO CHECK ON THE STATUS OF BYPASS PROJECT
- TO CHECK ON UPDATES FOR LICENSE RENEWAL
- To determine road construction on a route I wanted to take.
- TO DETERMINE WHAT ROADS LOOKING FOR R/W
- TO DOWNLOAD DESIGN SPECS
- TO FIND A MAP
- TO FIND OUT WHO TO CALL
- TO GET INFO
- TO GET INFO ABOUT REPLACING STOLEN TAG
- TO GET INFO FOR AUTO REGISTRATION
- TO GET INFORMATION
- TO GET INFORMATION ON CDL RENEWAL
- TO GET PHONE NUMBER
- TO GET ROAD WORK DONE
- TO LEARN MORE ABOUT I-485
- TO LOOK AT I-73 ROUTES AND ROAD TIMELINE
- To look at traffic cameras on our major interstate (I-77) to check congestion and backups.
- To look for information that wasn't available (at least not at first glance) on the DMV site, like what to do when you move to NC - Driver License and Plate Registration.
- TO LOOK FOR JOB OPENINGS
- TO LOOK FOR OUT OF STATE LICENSING INFO
- TO LOOK UP SPECIFIC VEHICLE REQUIREMENTS
- To look up status and maps of highway projects.
- TO MAKE A COMPLAINT
- To obtain a phone number and address of a certain department.
- TO OBTAIN INFO PERTAINING TO NC 12 HWY
- TO PAY A ROAD TOLL FEE
- TO PAY FOR CAR TAXES
- TO PAY LICENSE PLATE FEE
- TO PAY TAX AND RENEWAL
- To receive updates about the study of the Southern Loop of the Expressway in Wake & Johnston Counties
- TO RENEW MY REGISTRATION
- TO RETURN A LICENSE PLATE
- To review status of current and future construction projects
- To see highway project in my area.
- TO SEE WHEN A ROAD CLOSURE WOULD REOPEN
- To try to find road closure information.
- To update my automobile registration.
- TO VIEW INFO FOR REGISTRATION RENEWAL
- To view information about road conditions related to winter weather and traffic conditions.
- TO VIEW THE CONDITIONS OF ROADS
- TO VIEW TRAFFIC CAMERAS
- Traffic and construction conditions
- Traffic and construction information
- TRAFFIC CONDITIONS
- TRAFFIC CONDITIONS, UPDATE ON RD CNDTNS
- TRAFFIC DELAYS
- TRAFFIC INFO
- TRAFFIC INFO - SNOW
- Traffic info, DMV registration, Road signs
- Traffic information

- TRAFFIC REPORT
- Traffic status
- TRAFFIC UPDATE FOR TRIP
- TRAFFIC/ROAD CONDITIONS
- TRAFFIC/ROAD INFO
- TRANSFER TAGS AND SELLING A VEHICLE
- TRAVEL CONDITIONS
- TRY TO RENEW MY REGISTRATION
- TRY TO RENEW MY TAG
- trying to find what I had paid in taxes on my cars
- UNDERSTAND PPR WRK FOR OUT OF STATE CAR
- UNSAFE INTERSECTION
- Update on construction work on I-485
- UPDATE ON I26 PROJECT AND 19-23 PROJECT
- UPDATE ON ROAD CONSTRUCTION
- UPDATE ON ROAD PROJECTS
- UPDATE REGISTRATION
- UPDATES ON DOT ACTIVITIES
- UTILITY TRAILER TAG INFO
- VEHICLE REG INFO
- VEHICLE REGISTRATION
- VEHICLE REGISTRATION RENEWAL
- VEHICLE REGISTRATION/PAY PROPERTY TAXES
- view regulations for CDL drivers
- WEATHER & ROAD CONDITIONS
- WEATHER AND ROAD CLOSURES
- WEATHER CONDITIONS
- WEATHER RELATED ROAD INFO
- WEIGHT OF VEHICLE
- Where to get a duplicate license.
- WHO TO CONTACT
- WHO TO CONTACT AT NCDOT ABOUT ROAD DMG WORK RELATED
- Work related information.
- WORK SCHEDULE 1 DOWNLOAD
- WORK, GENERAL INFO ABOUT PROJECTS

50. Was the NCDOT website easy to navigate?

- a. Don't remember 80
- b. No 93
- c. Yes 452

51. Did the NCDOT website clearly explain services offered?

- a. Don't know 81
- b. No 80
- c. Yes 465

52. Did the NCDOT website feature sufficient information?

- a. Don't know 65
- b. No 109
- c. Yes 452

53. Have you visited the official DMV website (<http://www.ncdot.gov/dmv>) during the past year?

- a. No 1353
- b. Yes 1044

54. How often do you visit the DMV website in a typical year?

- a. Every day 3
- b. Never 34
- c. Occasionally (A couple of times each month) 77
- d. Rarely (A couple of times in the last year) 917
- e. Regularly (More than once a week) 4

55. What was the purpose of your most recent visit to the DMV website? Please check all that apply.

- | | | | |
|----|--|-----|--|
| a. | Renew registration/plate | 766 | |
| b. | Order duplicate registration card | 22 | |
| c. | Order personalized & specialized plate | 29 | |
| d. | Pay limited registration plate (LRP) | 20 | |
| e. | Estimate vehicle property tax | 98 | |
| f. | Order duplicate license/ID card | 99 | |
| g. | Request driving record | 24 | |
| h. | Renew Trans Express System | 1 | |
| i. | Liability insurance services | 15 | |
| j. | Other | 187 | |
-
- | | |
|---|---|
| <ul style="list-style-type: none"> ▪ ADDRESS CHANGE ▪ BOAT TRAILER TITLE ▪ BROWSE ▪ CAREERS ▪ CDL INFO ▪ CDL QUESTIONS ▪ cdl services ▪ CHANGE ADDRESS ON LICENSE ▪ CHANGE OWNERSHIP NAME ▪ CHANGE VEHICLE TITLE FROM ▪ check fees ▪ CHECK HOURS OF OPENING TIMES ▪ CHECKING WEIGHT TABLES ▪ CK TIME AND DATES OFFICE OPEN ▪ CURIOUS ▪ DEATH NOTIFICATION ▪ DEFERRAL INSPECTION ▪ DL TEST INFO ▪ DMV office locations, rules for renewing license, etc. ▪ Driver book ▪ DRIVER RULES ▪ DRIVER'S ED ▪ DRIVERS LICENSE INFO ▪ DRIVERS LICENSE INFO/PLATES ▪ Driving License ▪ DRIVING RECORD WAS INACCURATE | <ul style="list-style-type: none"> ▪ FIND A DMV OFFICE ▪ FIND A LOCATION OF DMV OFFICE ▪ FIND HOURS ▪ Find information on license renewal requirements ▪ FIND OUT DMV LOCATIONS ▪ Find out the hours ▪ FIND PHONE NUMBER ▪ FORMS ▪ gathering information for family member moving to NC ▪ GENERAL INFO ▪ GENERAL INFORMATION ▪ GET A HANDICAP TAG ▪ GET CONTACT INFO ▪ GET INFO ON COUNTY TAXES ▪ GET INFO ON REGISTRATION ▪ GET INFORMATION ▪ GETTING INFO ON LIC RENEWAL ▪ GETTING NEW DRIVERS LICENSE ▪ GVWR QUESTION ▪ HANDICAP PLACARD ▪ holiday schedule and file a question ▪ HOURS ▪ HOURS/LOCATIONS ▪ HOURS/OFFICE LOCATIONS |
|---|---|

- [HOW TO CHANGE ADDRESS ON DL](#)
- [HOW TO RENEW LICENSE](#)
- [HOW TO TRANSFER TITLE](#)
- [INCOME](#)
- [INFO](#)
- [INFO ABOUT NC LICENSE](#)
- [INFO FOR A STUDENT](#)
- [INFO FOR LICENSE RENEWAL](#)
- [INFO FOR PERMIT DRIVERS](#)
- [INFO FOR STATE ID](#)
- [INFO ON DMV LOCATION](#)
- [INFO ON HANDICAPPED PLATES](#)
- [INFO ON NEW ID, NEW TITLES](#)
- [INFO ON PERMIT FOR SON](#)
- [INFO ON PERMITS NEW LICENSES](#)
- [info on plate renewal](#)
- [INFO ON REGISTRATION](#)
- [INFO ON RENEWAL](#)
- [INFO ON RENEWING LICENSE](#)
- [INFO ON TITLE REPLACEMENT](#)
- [INFO ON WORK TRUCK](#)
- [INFO SALE OF VEHICLE](#)
- [INFORMATION](#)
- [information](#)
- [Information on license renewal](#)
- [INFORMATION ONLY](#)
- [INSURANCE INFORMATION](#)
- [JUST TO LOOK](#)
- [LEARN HOW TO HANDLE MOVE TO NC](#)
- [LEARNER'S PERMIT REQUIREMENTS](#)
- [LIABILITY INSURANCE](#)
- [LICENSE FOR MY CHILD](#)
- [LICENSE FORMS](#)
- [LICENSE RENEWAL REQUIREMENTS](#)
- [LICENSE REQUIREMENTS](#)
- [LICENSING A SOLD VEHICLE](#)
- [LICENSING PROCESS](#)
- [LOCATE LOCAL OFFICE](#)
- [Locate Location](#)
- [LOCATE NEAREST OFFICE](#)
- [Location and hours info](#)
- [LOCATION/HOURS](#)
- [LOCATIONS AND HOURS](#)
- [LOOK UP PROPERTY TAXES](#)
- [LOOK UP ROAD SIGNS](#)
- [LOOKING AT THE DRIVING HANDBK](#)
- [looking for DMV hours](#)
- [LOOKING FOR DRIVERS HANDBOOK](#)
- [LOOKING FOR OFFICE NUMBER](#)
- [MOTORCYCLE INSP REQUIREMENTS](#)
- [MOTORCYCLE LICENSE INFO](#)
- [N/A](#)
- [NAME CHANGE](#)
- [NC CDL INFO](#)
- [NCDL PAPERWORK NEEDED](#)
- [NEW REGISTRATION/PLATE](#)

- NEW YOUNG DRIVER
- NONE
- OBTAINING TITLE
- OFFICE HOURS
- PAY BILL
- PAY REGISTRATION ON SITE
- Pay vehicle property taxes
- PAY VEHICLE TAXES
- PAYING YEARLY FEE
- PRACTICE TEST
- PRICE OF LICENSE
- PROPERTY TAX INFO
- REGISTRATION QUESTION
- regulation interperatation
- RENEW DRIVERS LICENSE
- RENEW DRIVER'S LICENSE
- RENEW LICENSE
- renewal of license for my son who is attending college out of state
- RESEARCHING PERMANENT TRLR TAG
- REVIEW ROAD SIGNAGE
- REVIEW SIGN TEST
- REVIEW SIGNAGE
- Search DMV locations
- search for information regarding vehicle title
- SEARCH HANDBOOK - TITLING
- SEE ABOVE
- SELL CAR
- Sign test
- SIGNS
- TEST/LICENSE RENEWAL
- STUDY SIGNS FOR LICENSE
- STUDY SIGNS FOR TEST
- Swat-a-litterbug
- TAX LICENSE REGISTRATION INFO
- TEST FOR A NC DRIVERS LICENSE
- TICKET INFORMATION
- TITLE
- Title boat trailer
- TITLE QUESTIONS
- TITLE TRANSFER
- TO ACCESS TITLE FORMS
- TO FIND A DMV
- TOO COMPLICATED TO EXPLAIN
- TRAFFIC PATTERN FOR IRON MAN
- TRANSFERRING A TITLE
- TRUCKING PERMITS
- VEHICLE TAX, INSTANT TITLE
- WAIVER PRCSS 4 EMISSION INSPCT
- WALKING THROUGH THE SITE

56. Was the DMV website easy to navigate?
- a. Don't remember 81
 - b. No 112
 - c. Yes 850
57. Did the DMV website clearly explain services offered?
- a. Don't know 78
 - b. No 120
 - c. Yes 845
58. Did the DMV website feature sufficient information?
- a. Don't know 86
 - b. No 126
 - c. Yes 831
59. Has the congestion you face in your daily commute led you to make different choices in the last year? Due to traffic patterns, have you....? (Check all that apply)
- a. Changed the time you leave for work or home 1043
 - b. I haven't made any changes 909
 - c. Changed the route you travel 1039
 - d. Changed where you work 43
 - e. Changed where you live 47
 - f. Started carpooling or increased the times you carpool 37
 - g. Started walking, bicycling, taking the bus/light rail or increased the frequency you have taken alternative transportation 45
60. Please indicate your level of agreement with the following statements:
- a. I am satisfied with the services provided by NCDOT.
 - i. Agree 866
 - ii. Disagree 340
 - iii. Don't Know 128
 - iv. Neutral 1076
 - b. I am familiar with the services that NCDOT provides.
 - i. Agree 981
 - ii. Disagree 188
 - iii. Don't Know 246
 - iv. Neutral 995
 - c. I think NCDOT is responsive to the needs of local communities.
 - i. Agree 696
 - ii. Disagree 472
 - iii. Don't Know 270
 - iv. Neutral 972
 - d. NCDOT does a good job prioritizing roadway improvements in North Carolina.
 - i. Agree 493
 - ii. Disagree 744
 - iii. Don't Know 282
 - iv. Neutral 891
 - e. NCDOT incorporates environmental concerns into the design and maintenance of transportation projects.
 - i. Agree 703
 - ii. Disagree 245
 - iii. Don't Know 562
 - iv. Neutral 900
 - f. Compared to other states I have visited, I think North Carolina's transportation system is one of the best.

- i. Agree 674
 - ii. Disagree 617
 - iii. Don't know 253
 - iv. Neutral 866
- g. It is easy to travel between cities in North Carolina.
 - i. Agree 1275
 - ii. Disagree 279
 - iii. Don't know 93
 - iv. Neutral 763
- h. NCDOT services have improved within the last few years.
 - i. Agree 728
 - ii. Disagree 343
 - iii. Don't know 409
 - iv. Neutral 930
- i. Basic repairs to roadways in North Carolina are usually complete in a timely manner ("basic repairs" include filling pot holes, sealing cracks, etc.).
 - i. Agree 567
 - ii. Disagree 942
 - iii. Don't know 139
 - iv. Neutral 762
- j. I think roadways in North Carolina are safer today than they were five years ago.
 - i. Agree 787
 - ii. Disagree 446
 - iii. Don't know 267
 - iv. Neutral 910
- k. I feel well-informed about current traffic safety campaigns in North Carolina.
 - i. Agree 548
 - ii. Disagree 555
 - iii. Don't know 291
 - iv. Neutral 1016
- l. I am able to get to my intended destinations in North Carolina safely and on-time.
 - i. Agree 1160
 - ii. Disagree 242
 - iii. Don't know 79
 - iv. Neutral 826
- m. When NCDOT construction projects were initiated in my area, I was adequately notified.
 - i. Agree 711
 - ii. Disagree 677
 - iii. Don't know 256
 - iv. Neutral 766
- 61. Which THREE of the following areas would you like NCDOT to focus resources on within the next few years?
 - a. Safety of highways and interstates 1607
 - b. Maintenance of highways and interstates 1966
 - c. New construction of highways and interstates 1217
 - d. Ferry services 74
 - e. Pedestrian services 392
 - f. Passenger train services 313
 - g. Light rail services 338

- h. Bicyclist services 330
 - i. Local and public bus services 336
62. Are you or anyone in your immediate family employed by NCDOT?
- a. No 2355
 - b. Yes 35
63. Please indicate your gender:
- a. Female 1101
 - b. Male 1301
 - c. Prefer not to answer 5
64. Which range indicates your age?
- a. 18-24 22
 - b. 25-34 138
 - c. 35-44 370
 - d. 45-54 591
 - e. 55-64 723
 - f. 65 or older 543
65. How would you classify yourself?
- a. Asian or Pacific Islander, including Hawaiian 21
 - b. Black/African American, non-Hispanic 312
 - c. Hispanic/Latino 10
 - d. Multiracial 50
 - e. Native American, including Alaska native 30
 - f. Other 8
 - g. Prefer not to answer 147
 - h. White/Caucasian 1813
66. What is your total household income before taxes and other withholdings? For this question, please include every member of your household who contributes to household finances.
- a. \$100,000 or more 647
 - b. \$25,000-\$49,999 480
 - c. \$50,000-\$99,999 839
 - d. Less than \$24,999 232
67. What is the highest degree or level of school you have completed?
- a. Advanced degree (Master's/Professional/PhD) 484
 - b. Associate degree/trade/technical/vocational training 587
 - c. Bachelor's degree 696
 - d. High school graduate/diploma or equivalent (e.g., GED) 558
 - e. No schooling completed 28
68. If you are currently employed, how many miles do you live from your primary workplace?

Number of miles	Number of responses
0	84
1	30
1.5	2
2	45
2.5	6
3	59
3.5	1
3.7	1

4	45
4.5	1
5	103
5.5	1
6	48
7	61
8	54
9	26
10	154
11	17
12	61
12.6	1
13	24
14	19
15	122
16	16
17	21
18	19
19	8
20	106
21	6
22	20
23	11
24	7
25	69
25.5	1
26	11
27	5
28	6
29	2
30	72
31	1
32	9
32.5	1
33	6
34	3
35	29
36	2
37	3
38	2
39	1
40	18
41	1

42	6
43	2
44	2
45	16
46	2
47	1
48	1
49	1
50	27
51	1
52	1
53	1
54	1
55	5
60	14
62	1
64	1
65	11
66	1
70	6
73	1
75	5
76	1
78	1
80	1
84	1
85	1
88	1
90	1
100	5
115	1
120	1
145	1
150	1
200	3
250	1
256	1
325	1
350	1
400	1
1000	1
15+	1
N/A	86

Retired	1
Work from home	1

69. What is your home zip code?

a. * 488 other zipcodes in NC had less than 10 responses

Zipcode	Number of responses
27028	10
27105	20
27106	14
27284	12
27312	11
27330	12
27405	12
27406	11
27410	17
27502	10
27513	10
27519	10
27526	12
27529	12
27534	11
27565	10
27577	11
27587	14
27610	25
27612	10
27613	19
27614	13
27615	13
27707	10
27713	11
27858	13
27889	15
27892	10
27909	15
27925	13
27932	15
27944	14
27948	11
28025	14
28056	10
28078	14
28105	10

28110	11
28173	14
28210	14
28211	10
28212	10
28216	17
28227	15
28269	15
28270	19
28277	22
28358	10
28376	10
28409	14
28412	10
28540	12
28546	14
28584	10
28712	11
28714	13
28734	11
28752	11
28771	14
28787	11
28906	13

70. County

County	Number of responses
Alamance	24
Alexander	13
Alleghany	10
Anson	12
ASHE	21
Avery	10
Beaufort	20
Bertie	15
Bladen	14
Brunswick	10
Buncombe	55
Burke	14
Cabarrus	35
Caldwell	13
Camden	11
Caswell	13

Catawba	31
Chatham	22
Cherokee	17
Chowan	17
Clay	12
Cleveland	10
Columbus	12
Craven	20
Cumberland	46
Currituck	12
DARE	20
Davidson	29
Davie	15
Edgecombe	10
Forsyth	79
Franklin	17
Gaston	32
Gates	20
Graham	14
Granville	20
Greene	12
Guilford	111
Halifax	14
Harnett	31
Haywood	16
Henderson	25
Hertford	12
HOKE	15
HYDE	11
Iredell	32
Jackson	15
Johnston	40
Jones	10
Lee	17
Lenoir	13
Lincoln	19
Macon	12
Madison	13
Martin	12
Mecklenburg	221
Mitchell	14
Montgomery	12
Moore	14

NASH	12
New Hanover	49
Northampton	10
Onslow	44
Pamlico	14
Pasquotank	16
Pender	12
Perquimans	15
Person	10
PITT	26
Randolph	25
Richmond	14
Robeson	22
Rockingham	17
Rowan	32
Rutherford	10
Sampson	10
Scotland	11
Stanly	10
Stokes	14
Surry	14
Swain	11
Transylvania	15
Vance	10
Wake	231
Warren	11
Watauga	15
Wayne	20
Wilson	18
Yadkin	16
Yancey	15