



RESEARCH & DEVELOPMENT

NCDOT Statewide Customer Service Survey 2017-18

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<p>16. Abstract</p> <p>NCDOT provides transportation services across North Carolina for a variety of functions and uses. NCDOT identified customer satisfaction as a component of its 2015-2017 Strategic Plan, and dashboard, and measured customer service through a statewide survey starting in 2015. An annual survey on key elements of interest to the department provides useful feedback to improve customer satisfaction and track it over time with a focus on NCDOT's mission and goals.</p> <p>The purpose of this project is to determine the current perceptions of NCDOT customers, and to exhibit trends in these preferences compared to past years. The survey instrument developed for this project will balance competing desires for detailed results and a summary measure of overall customer satisfaction, with the primary objective of delivering a quantitative performance measure. This data may also help the NCDOT identify areas in need of improvement, as well as the impact of various initiatives to improve service. While this project synthesizes customer feedback and experiences that may inform NCDOT decisions, more detailed evaluations by individual NCDOT Units may be required to fully measure the need for or the impact of improvements.</p>			
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Executive Summary – 2017-18 Statewide Customer Service Survey

Across North Carolina, NCDOT provides transportation services for a variety of functions and uses. Customer satisfaction was identified as an NCDOT priority as part of the department's Strategic Plan. Since 2015, NCDOT has measured customer service through a statewide survey focused on asking customers about key elements of interest to the department. This survey continues to provide useful insights that can be used to improve customer satisfaction and track progress over time, with a focus on NCDOT's mission and goals.

Below are the results of a survey of more than 2,300 North Carolinians, overseen by the North Carolina State University Institute for Transportation Research and Education. This customer survey was conducted during 2017-18 using methods similar to surveys conducted in previous years. Responses are grouped and categorized by question type. These are the results of the direct participant responses and are not weighted. The percent reported for each question type indicates the percent of participants who responded to a given question that answered the question in that way. Note that not all participants responded to all questions. As a result, the response sample size may be smaller for some survey question than others.

Overall Responses

- 86.4% of respondents said they were satisfied with transportation services in North Carolina.
- 94% of respondents use a personal vehicle as their primary means of transportation (82% as a driver and 12% as a passenger).
 - 2% of respondents use a work vehicle
 - 1% walk
 - 1% use public transportation
 - 2% use another mode as a primary means of transportation
- 57% of survey respondents have lived in North Carolina more than 30 years (83% have lived in North Carolina more than 10 years).
- For respondents who have lived in North Carolina less than 5 years, approximately 69% said that NCDOT services are the same or better than their previous state of residence.
- Respondents rated the following services as the three that should receive the most emphasis over the next two years:
 - Maintenance of highways and interstates (78%)
 - New construction of highways and interstates (61%)
 - Safety of highways and interstates (49%)
- When asked if they have made different commute choices in response to congestion:
 - 47% of respondents said that they changed the time they left for work or home
 - 47% changed the route they travel
 - 40% have not made any changes

NCDOT Customer Service

- 22% of respondents said they contacted NCDOT by letter, telephone, email, through the web application, or in-person during the past two years.
- 96% of those who contacted NCDOT interacted with an employee.
- 75% were satisfied with the service provided by the NCDOT employee who assisted them most recently.
- 91% said the NCDOT employee greeted them courteously.
- 91% said the NCDOT employee treated them respectfully.
- 74% said the NCDOT employee resolved their concern and/or answered their question in a timely fashion.

NCDOT Website

- 26% of respondents said they visited the NCDOT website during the past year.
- 69% said the website was easy to navigate.
- 81% said the website clearly explained the services offered.
- 70% said the website featured sufficient information.

Division of Motor Vehicles

- 38% of respondents said they visited a Driver License DMV (Division of Motor Vehicles) Office in North Carolina in the past year.
- 85% of respondents chose to visit the closest DMV office.
- Factors that influenced which DMV office a respondent chose to visit:
 - Location (86%)
 - Shorter waits times (25%)
 - Previous experience (20%)
 - Attitude of employees/customer service (15%)
 - Hours of operation (11%)
- Service with the most respondents reporting *exceeding* expectations: Courtesy and helpfulness of DMV staff (30% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Length of wait time at DMV office (35% rated as does not meet expectations).
- Respondents rated the following services as the three that should receive the most emphasis over the next two years:
 - Length of wait time at DMV office (73%)
 - Overall quality of customer service at DMV office (51%)
 - Convenience of hours of operation at DMV office (45%)

Division of Motor Vehicles – Website

- 45% of respondents said they visited the official DMV website in the past year.
- The most common purposes for visiting the website were:
 - Renew registration/plate (68%)
 - General information about licenses (20%)
 - Look up DMV hours (19%)
 - Find location (14%)
 - Order duplicate license/ID card (13%)
- 83% reported that the website was easy to navigate.
- 82% reported that the website clearly explained services offered.
- 82% reported that the website featured sufficient information.

Personal Vehicle Drivers and Passengers

- 83% of respondents said they drive or ride in a personal vehicle every day (an additional 14% responded that they drive or ride in a personal vehicle more than once per week).
- Average daily miles traveled was reported as approximately 40 miles.
- Service with the most respondents reporting *exceeding* expectations: Cleanliness of rest areas (25% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Smoothness of highway and interstate surfaces (number of potholes, cracking, etc.) (44% rated as does not meet expectations).
- Respondents rated the following services as the three that should receive the most emphasis over the next two years:
 - Smoothness of highway and interstates surfaces (number of potholes, cracking, etc.) (47%)
 - Overall flow of traffic on highways and interstates (42%)
 - Safety of highways and interstates (35%)

Bicyclists

- 4.5% of respondents said they ride a bicycle every day or more than once a week (an additional 8% responded that they ride a bicycle a couple of times each month).
- Respondents who did not travel by bicycle in the past year reported reasons including:
 - I do not own a bicycle (42%)
 - Personal preference/not interested (36%)
 - Safety concerns about drivers (27%)
 - Lack of infrastructure/safe places to bike (23%)
- Average daily miles traveled was reported as approximately 7 miles.
- 5% of respondents reported using a bicycle for commuting to/from work.
- Service with the most respondents reporting *exceeding* expectations: Access to off-road greenways or other separated bicycle facilities (9% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Accommodation of vulnerable bicyclists (such as children) (73% rated as does not meet expectations).
- Respondents rated the following services as the three that should receive the most emphasis over the next two years:
 - Access to bike lanes, wide shoulders, and bicycle-friendly shared lanes (48%).
 - Location of bike lanes, wide shoulders, and bicycle-friendly shared-lanes (38%).
 - Connectivity of bicycling facilities, such as paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes (35%).

Pedestrians

- 26% of respondents said they walk, jog, or run on a sidewalk, greenway, or walkway for five minutes or more every day or more than once a week (an additional 24% responded that they walk, jog, or run a couple of times each month).
- Respondents who did not walk, jog, or run in the past year reported reasons including:
 - Personal preference/not interested (46%)
 - Lack of infrastructure/safe places to walk, jog, or run (22%)
- Average miles traveled on a typical trip was reported as approximately 2.84 miles
- 16% of respondents reported walking, jogging, or running for commuting to/from work, traveling to a meeting, or for work duties (an additional 2% of respondents reporting walking, jogging, or running to reach public transit).

- Service with the most respondents reporting *exceeding* expectations: Access to greenways or shared-use paths (11% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Accommodation of vulnerable pedestrians (such as children, persons with disabilities, or seniors) (45% rated as does not meet expectations).
- Respondents rated the following services as the three that should receive the most emphasis over the next two years:
 - Safety of pedestrian walkways, sidewalks, or crossing locations (63%)
 - Access to pedestrian walkways and/or sidewalks (51%)
 - Access to greenways or shared-use paths (35%)

Public Transportation

- 1% of respondents said they ride a public/local/city bus in North Carolina every day or more than once a week (an additional 1% responded that they ride a public/local/city bus a couple of times each month).
- Average miles traveled on a typical trip was reported as approximately 9 miles.
- 27% of respondents reported riding a bus to/from work (an additional 11% of respondents reported riding a bus to the airport).
- Service with the most respondents reporting *exceeding* expectations: Ease of paying fare for bus (26% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Weather protection at bus stops (shelters, etc.) (45% rated as does not meet expectations).
- Respondents rated the following services as the three that should receive the most emphasis over the next two years (Note small sample size of 17):
 - Access to public/local/city buses (59%)
 - Access to park-and-ride parking lots (47%)
 - Safety of bus stops and ease of making bus connections (both received 24%)
- 1% of respondents said they ride a passenger train in North Carolina every day, more than once a week, or a couple of times each month (an additional 7% responded that they ride a passenger train a couple of times per year).
- Average trips taken per year was reported as approximately 3 trips.
- 13% of respondents reported riding a passenger train for work.
- Service with the most respondents reporting *exceeding* expectations: Courtesy and helpfulness of passenger train staff & volunteers (31% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Frequency of trains servicing desired route (36% rated as does not meet expectations).
- Respondents rated the following services as the three that should receive the most emphasis over the next two years (Note small sample size of 17):
 - Frequency of trains servicing desired route (53%)
 - Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.) (41%)
 - Access to passenger train stations and routes (35%)

Ferries

- 19.5% of respondents said they rode a ferry in North Carolina in the past year.
- Service with the most respondents reporting *exceeding* expectations: Cleanliness of Ferries (40% rated as exceeding expectations). Staffing at Ferry Docks (37%) and Courtesy and helpfulness of ferry staff (36%) were close behind.
- Service with the most respondents reporting *not meeting* expectations: Availability and quality of food and drink onboard ferries (21% rated as does not meet expectations).
- Respondents rated the following services as the three that should receive the most emphasis over the next two years:
 - Frequency of ferry service on desired route (57%)
 - Reliability/timeliness of ferry service (arriving/departing on schedule, etc.) (38%)
 - Availability of ferry schedule and information (31%)

Aviation

- 54% of respondents said they have flown to or from a North Carolina airport in the past year.
- 45% of respondents reported flying for work purposes.
- Service with the most respondents reporting *exceeding* expectations: Cleanliness of airport (20% rated as exceeding expectations)
- Service with the most respondents reporting *not meeting* expectations: Cost of food and drink in airport (47% rated as does not meet expectations) and cost of airline tickets (44% rated as does not meet expectations).
- Respondents rated the following services as the three that should receive the most emphasis over the next two years:
 - Cost of airline tickets (44%)
 - Reliability/timeliness of aircraft (departing on schedule, etc.) (36%)
 - Cost of parking (28%)

Disclaimer

The contents of this report reflect the views of the authors and not necessarily the views of the Institute for Transportation Research and Education or North Carolina State University. The authors are responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the North Carolina Department of Transportation or the Federal Highway Administration at the time of publication. This report does not constitute a standard, specification, or regulation.

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Introduction

The North Carolina Department of Transportation (NCDOT) provides transportation services across North Carolina for a variety of functions and uses. As a part of the NCDOT 2015-2017 Strategic Plan¹ and dashboard, the department identified customer satisfaction and began measuring customer service through a statewide survey starting in 2015. This study focuses on the third annual customer service survey, developed during the 2017-18 fiscal year with the survey distribution occurring between February and May 2018. This annual survey is designed to evaluate key elements of interest to the department that provide useful feedback. Participants in the random sample were able to complete the survey with a mailed hardcopy on the phone with a survey administrator, or through a custom link to the online survey. An online survey was also distributed and made available to the general public, which formed the convenience sample for the study. Survey results can be used to improve customer satisfaction and to track these measures over time, with a focus on NCDOT's mission and goals (as shown below from the previous study).

The purpose of this project is to determine the current perceptions of NCDOT customers, and to exhibit trends in these preferences compared to past years. The survey instrument developed for this project will balance competing desires for detailed results and a summary measure of overall customer satisfaction, with the primary objective of delivering a quantitative performance measure. This data may also help the NCDOT identify areas in need of improvement, as well as the impact of various initiatives to improve service. While this project synthesizes customer feedback and experiences that may inform NCDOT decisions, more detailed evaluations by individual NCDOT Units may be required to fully measure the need for or the impact of improvements.

The surveys in alternating years include responses from a random sample and a convenience sample of North Carolina residents. Respondents were randomly-sampled based on home address and convenience sample respondents accessed the survey via online outreach, contact with organizations such as NCDOT, and public agency contacts.

A total of 2,315 responses were recorded for the random sample, the results of which are detailed in this report. To reduce the length of the survey, program-specific questions and passenger air travel were excluded. Aviation services were included in the online version, but not in the paper version due to the need to ask airport specific questions. Questions on ferry transportation were also abbreviated to reduce length and to not duplicate other outreach efforts. The appendices in the report provide the detailed survey instruments and responses. Unless otherwise stated in the report, the analysis of the 2017-18 survey results focused on the random sample. However, to improve the accuracy of survey results and to compare results to previous years, the research team examined both sample types, particularly for the overall satisfaction results.

There were more than 100 survey questions in total, including all transportation modes and locations. These questions focused on eight core service areas, including motor vehicle travel, bicycle transportation, pedestrian travel, passenger rail service, public transit, ferry service, aviation service, and the Division of Motor Vehicles. To reduce the length of the survey, program-specific questions were excluded for each mode, as appropriate. The survey exclusively sampled those respondents who identified themselves as users of the specific transportation services within a recent period of time. For example, if a respondent stated that he/she had not used a passenger train within a certain period, they were not able to participate in the passenger train section of the survey. The survey required an average of approximately 15-20 minutes for completion. As a requirement, survey participants were at least 18 years old and currently residing in North Carolina.

¹ NCDOT. *2015-17 Strategic Plan: Published in July 2015*. URL: https://www.ncdot.gov/download/performance/StrategicPlan_2015_2017.pdf

NCDOT Organizational Performance – Customer Satisfaction

Goal: Provide Great Customer Service

Objective: Achieve an overall customer service satisfaction result of 85 percent or more.

Performance measure: Customer satisfaction survey score

PREVIOUS RESULT	CURRENT RESULT	TARGET MET
84%	84%	<input type="checkbox"/>

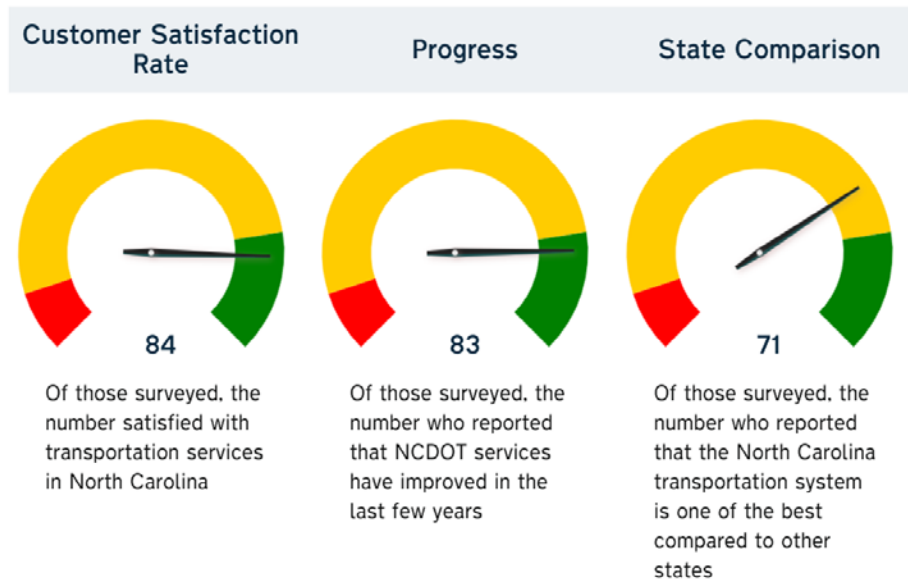
The N.C. Department of Transportation measures its goal of providing GREAT customer service using a survey to determine objectively the perceptions and level of satisfaction of North Carolina residents about North Carolina's transportation services.

Administered by North Carolina State University's Institute for Transportation Research and Education, the survey is grouped into eight core transportation services: motor vehicle transportation (highway), bicycle, pedestrian, transit (local bus), passenger rail, ferry, aviation, and the Division of Motor Vehicles.

This page includes several key performance measures and results outlined in a [report about the 2016-17 customer service survey](#) of 4,284 respondents.

- **Customer satisfaction rate:** The percentage of respondents satisfied with transportation services in North Carolina
- **Progress:** The percentage of respondents who reported NCDOT services having improved in the last few years
- **State comparison:** The percentage of respondents who reported North Carolina's transportation system as being one of the best compared to other states

Data updated annually



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² NCDOT Organizational Performance. Customer Satisfaction. October 2018. <https://www.ncdot.gov/about-us/our-mission/Performance/Pages/customer-satisfaction.aspx>

Analysis and Results for Overall Satisfaction with NCDOT Services

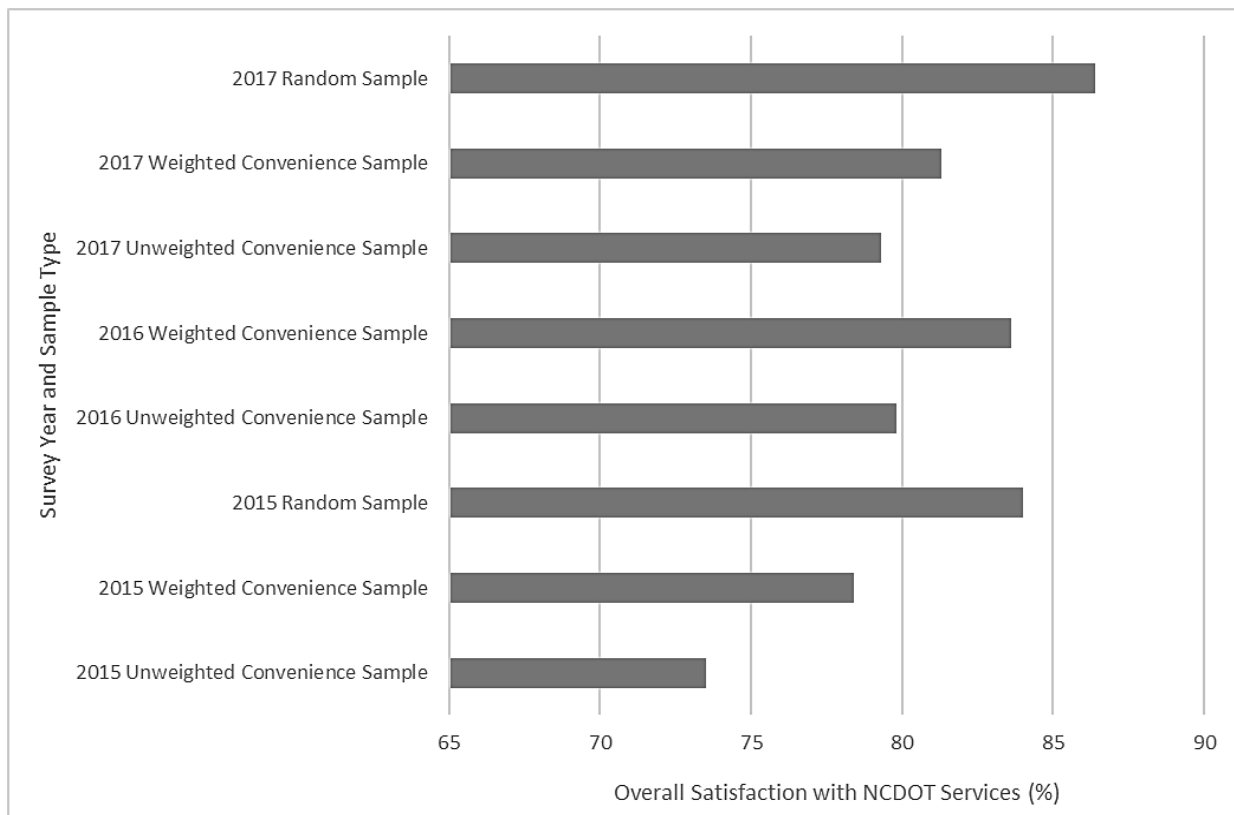
A weighted-observation method can be utilized to account for under- and over-represented demographic cohorts, in terms of gender, age, ethnicity, and geographical location. This method can help improve the validity of the sample results. The weighting method was developed during the analysis of the 2015 survey data. Additional details about the weighting methodology are outlined in Appendix O.

In general, the weighting procedures applied increased the level of overall satisfaction. This may be due to negative perceptions of NCDOT among populations within a limited geographic areas or demographic groups who were over-sampled via the convenience sample. Note that appendices A to N in this report include the results of the random 2017-18 sample only, and therefore weights are not applied to this data.

Based on the raw, unweighted values for customer satisfaction with NCDOT services from the 2017-18 survey, 86% of random sample respondents and 79% of convenience sample respondents were satisfied overall. Note that the satisfaction level is lower for the convenience sample compared to the random sample, indicating that there is a selection bias in the convenience survey. The percentages for “overall satisfaction” were determined by calculating the percentage of respondents who indicated that they were agreement or were neutral. Respondents who answered “don't know” were excluded from calculations.

The following figure presents the 2015, 2016-17, and 2017-18 survey results for overall satisfaction with NCDOT services. Note that “2017” in this exhibit and other references throughout this report refers to the survey conducted during the 2017-18 fiscal year. In addition to overall satisfaction, the following appendices provide the detailed results of each question from the survey, including context, when appropriate.

Overall Satisfaction by Survey Year, 2015-17

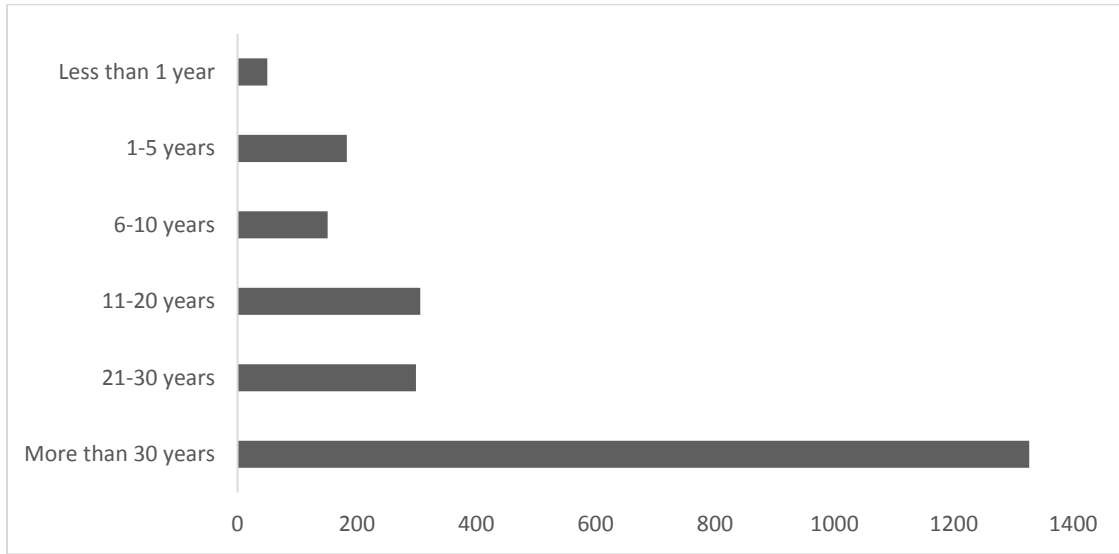


Appendix A – 2017-18 Survey Results – Survey Introduction

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. 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. A summary of the survey results will be available to the public through the NCDOT website at the conclusion of this study. 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. By selecting “I agree,” you are agreeing to participate in this survey, affirming that you are at least 18 years old, and giving consent for NCDOT to use your responses in this study.

Answer	%	Count
I agree	100%	2315
I disagree	0%	0
Total	100%	2315

How long have you lived in North Carolina?



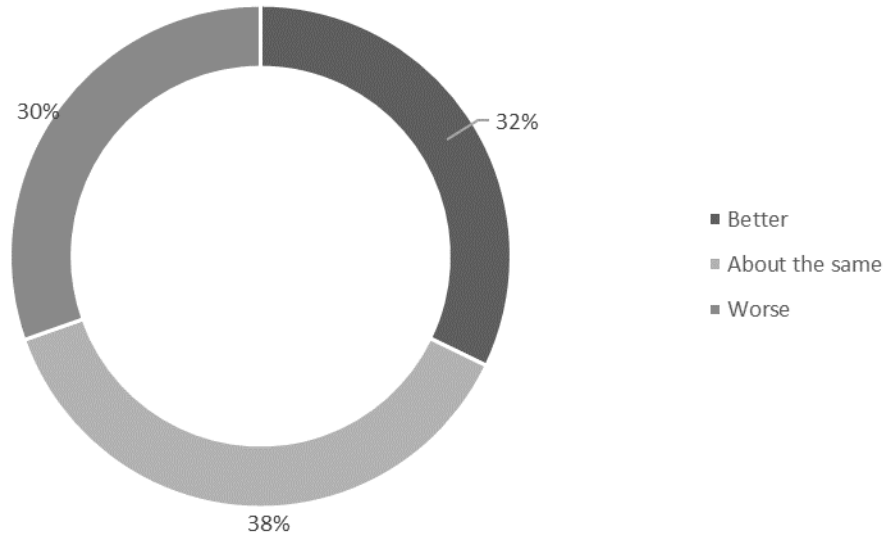
Answer	Count
Less than 1 year	50
1-5 years	183
6-10 years	151
11-20 years	306
21-30 years	299
More than 30 years	1326
Total	2315

What state or country did you live in just before you lived in North Carolina?

This was an open-ended question; responses with more than 8 respondents included:

State	Frequency
Virginia	35
Florida	23
New York	21
California	15
Georgia	14
Maryland	11
Pennsylvania	11
South Carolina	9
New Jersey	9
Ohio	8

Compared to transportation services offered in the last state or country you lived in, are the services offered by NCDOT better, the same, or worse?



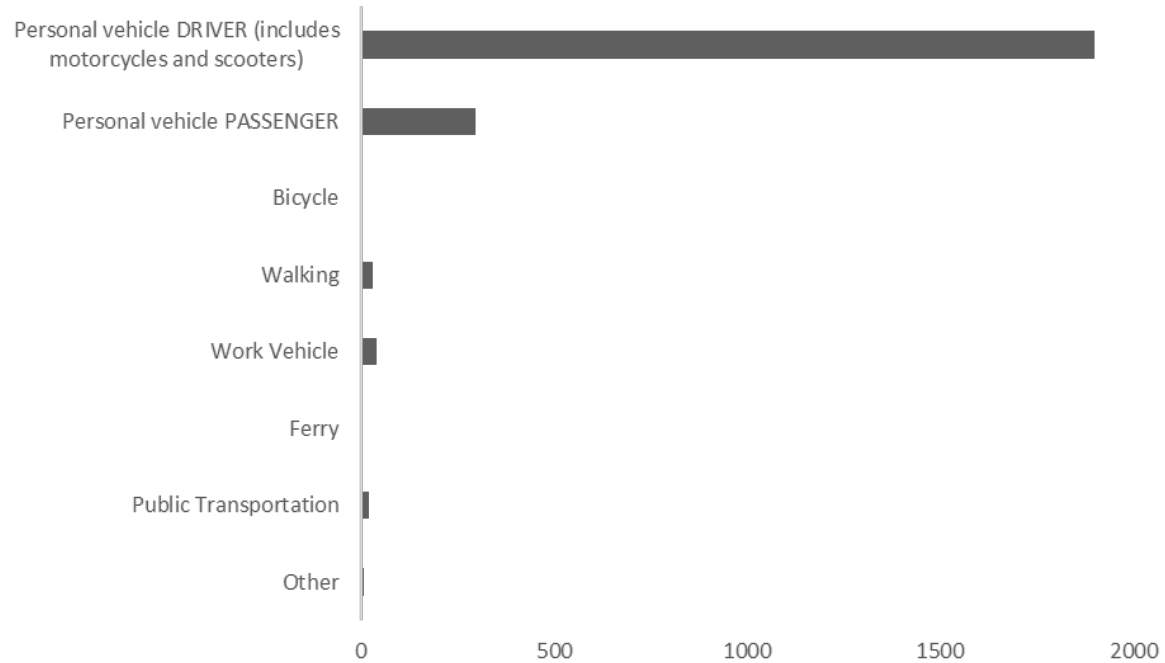
Answer	Count
Better	73
About the same	85
Worse	69
Total	227

What services are better or worse than the last place you lived (optional)?

This was an open-ended question; all responses were included:

Services	Frequency
Public transportation	6
Road Maintenance	4
Driver License/Tests	4
Bus	3
Roads Are Better	3
Condition of Roads	2
Highway	1
All	1
Congestion	1
Highways	1
Fire and Rescue	1
Toll Roads	1
Taxes	1

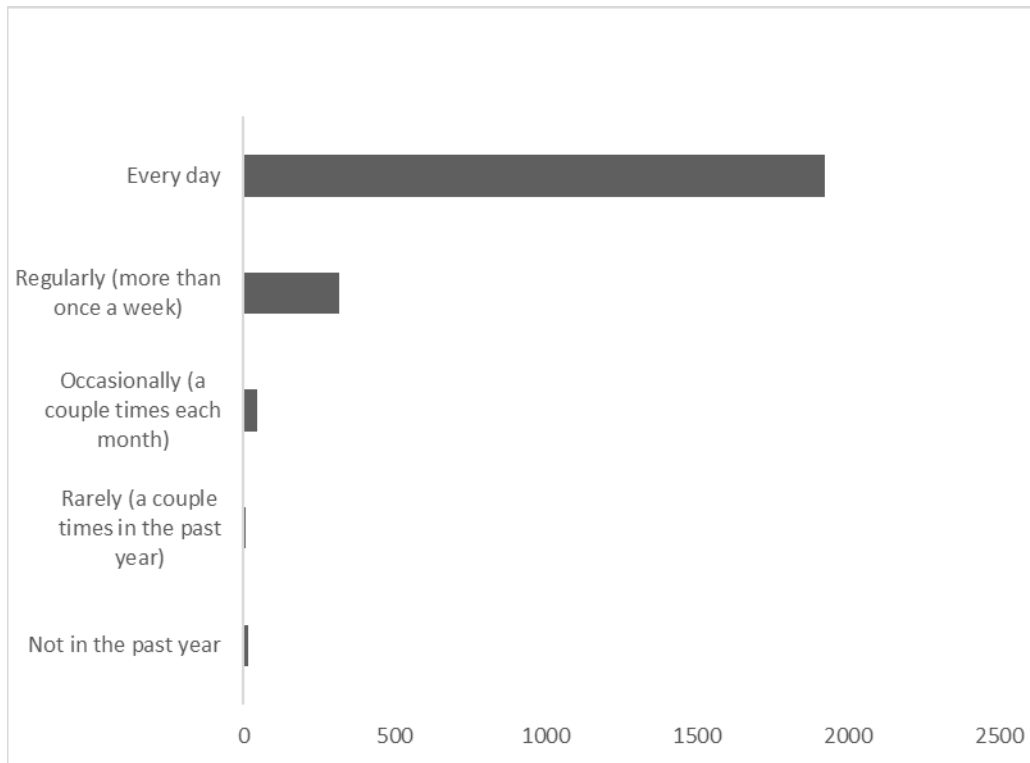
Which of the following do you usually use as your primary means of transportation?



Answer	%	Count
Total	100.00%	2292
Personal vehicle DRIVER (includes motorcycles and scooters)	82.81%	1898
Personal vehicle PASSENGER	12.87%	295
Bicycle	0.13%	3
Walking	1.27%	29
Work Vehicle	1.70%	39
Ferry	0.13%	3
Public Transportation	0.83%	19
Other	0.26%	6

Appendix B – 2017-18 Survey Results – Personal Vehicle Drivers and Passengers

In the last year, how often did you drive or ride in a motor vehicle (including personal & work vehicles, scooters, and motorcycles)?



Answer	Count
Every day	1923
Regularly (more than once a week)	315
Occasionally (a couple of times each month)	46
Rarely (a couple of times in the past year)	8
Not in the past year	17
Total	2309

Why have you not used a motor vehicle in the past year?

Please select all that apply

There were zero responses for this question this year.

Approximately how many miles did you drive or ride in a motor vehicle (including personal & work vehicles, scooters, and motorcycles) on the following days:

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Last Tuesday?	0.00	800.00	43.37	58.25	3392.974	2117
Last Saturday?	0.00	700.00	47.25	60.71	3686.866	2088
Last Sunday?	0.00	570.00	37.41	55.62	3093.872	2092

Please indicate how well the following services match your expectations.

For this section, please rate NCDOT's efforts to provide services on U.S. or North Carolina highways (e.g., US-64, US-1, NC-12) and interstates (e.g., I-40, I-85, I-95) in the state of North Carolina. Please DO NOT consider city streets and secondary roads in your responses.

Question	Exceeds Expectations	Meets Expectations	Does NOT Meet Expectations	NA/Don't Know
Safety of highways and interstates	267	1673	294	56
Overall flow of traffic on highways and interstates	222	1406	597	66
Reliability of road network to get you to your destination	411	1571	252	57
Smoothness of highway and interstate surfaces (number of potholes, cracking, etc.)	222	1020	1010	40
Maintenance of trees, grass, and vegetation along highways and interstates	523	1323	403	43
Maintenance of highway and interstate shoulders (safe & free of drop-offs)	346	1441	442	63
Maintenance of guardrails on highways and interstates	395	1606	208	83
Maintenance of highway and interstate bridges and overpasses	301	1501	404	85
Visibility of roadway markings on highways and interstates during the DAY	392	1595	276	29
Visibility of roadway markings on highways and interstates during the NIGHT	239	1187	810	7
Visibility of roadway markings on highways and interstates during WET CONDITIONS	148	1168	922	53
Length of delay in work zones on highways and interstates	115	1335	716	124
Availability of rest areas along highways and interstates	312	1444	380	154
Cleanliness of rest areas	581	1286	154	270
Safety of rest areas	404	1341	203	340
Removal of debris, including torn tires, animals, and glass from highways and interstates	236	1369	631	54
Removal of litter and trash along highways and interstates	233	1249	755	54
Removal of snow and ice from highways and interstates	363	1395	403	130
Water drainage on highways and interstates	247	1507	452	86
Providing adequate lighting along highways and interstates	201	1361	657	72

NCDOT Customer Survey 2017-18

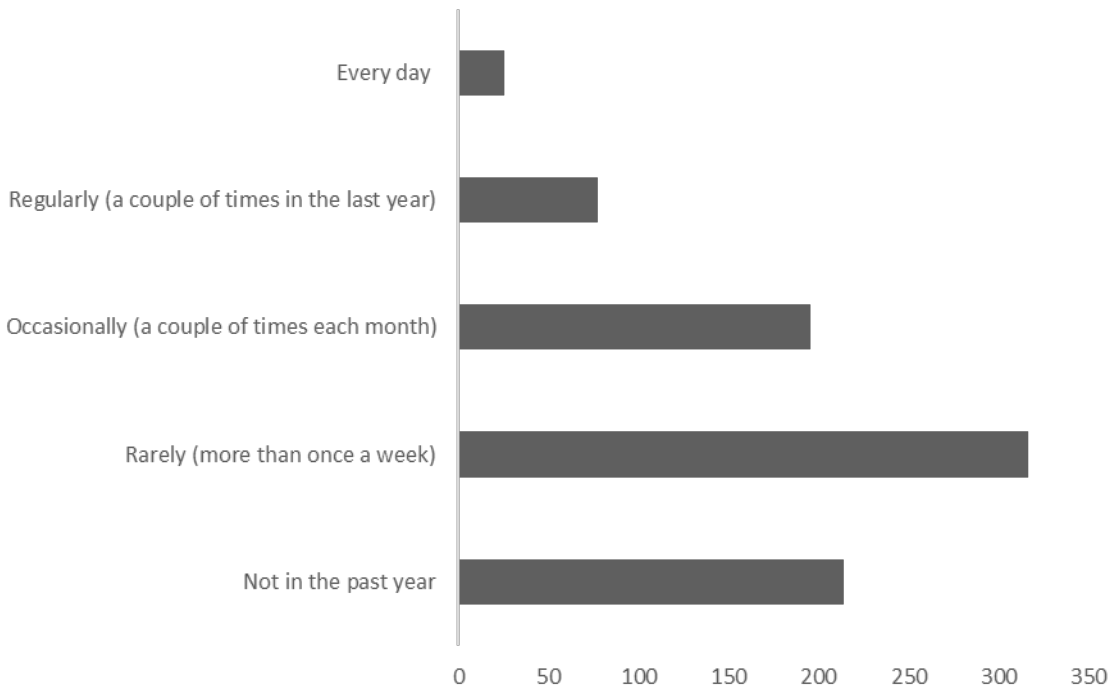
Visibility of informational and warning signs along highways and interstates	307	1668	270	47
Spacing of exit and crossroad signs to allow adequate time for travel decisions	291	1679	267	55
Ensuring that informational and warning signs along the highway and interstates are easy to understand	351	1707	187	45
Total	7107	32832	10693	2013

Which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	Count
Safety of highways and interstates	96
Overall flow of traffic on highways and interstates	137
Reliability of road network to get you to your destination	50
Smoothness of highway and interstates surfaces (number of potholes, cracking, etc.)	152
Maintenance of trees, grass, and vegetation along highways and interstates	19
Maintenance of highway and interstate shoulders (safe & free of drop-offs)	24
Maintenance of guardrails on highways and interstates	11
Maintenance of highway and interstate bridges and overpasses	88
Visibility of roadway markings on highways and interstates during the DAY	0
Visibility of roadway markings on highways and interstates during the NIGHT	74
Visibility of roadway markings on highways and interstates during WET CONDITIONS	62
Length of delay in work zones on highways and interstates	63
Availability of rest areas along highways and interstates	8
Cleanliness of rest areas	2
Safety of rest areas	4
Removal of debris, including torn tires, animals, and glass from highways and interstates	21
Removal of litter and trash along highways and interstates	19
Removal of snow and ice from highways and interstates	16
Water drainage of highways and interstates	23
Providing adequate lighting along highways and interstates	31
Visibility of informational and warning signs along highways and interstates	8
Spacing of exit and crossroad signs to allow adequate time for travel decisions	11
Ensuring that informational and warning signs along highways and interstates are easy to understand	9
Total	321

Appendix C – 2017-18 Survey Results – Bicycles

In the last year, how often did you ride a bicycle in North Carolina?



Answer	Count
Every day	25
Regularly (more than once a week)	77
Occasionally (a couple of times each month)	195
Rarely (a couple of times in the last year)	316
Not in the past year	214
Total	827

Why have you not traveled by bicycle in the past year?

Please select all that apply.

Answer	%	Count
I do not own a bicycle	42.72%	91
Personal preference/not interested	36.62%	78
Safety concerns about drivers	27.23%	58
Lack of infrastructure/safe places to bike	23.94%	51
Personal physical condition	12.21%	26
Safety concerns about the area	7.98%	17
Other	5.16%	11
I don't know how to ride a bicycle	2.82%	6
Lack of personal resources	0.47%	1

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

This was an open-ended question; responses with more than 5 respondents included:

Average Travel Distance (miles)	Frequency
2	100
5	86
10	69
3	65
0	51
1	49
4	27
15	19
6	19
8	12
12	8
7	6

For what purpose do you typically ride your bicycle?

Please select all that apply.

Answer	%	Count
Total	100%	589
Exercise/recreation	95.93%	565
Visit Friends and/or Family	10.87%	64
General Errands	9.00%	53
Shopping/Dining	6.79%	40
Charity ride or race	5.09%	30
Commute to work	4.92%	29
Attend meeting (e.g., church, public meeting)	1.36%	8
Travel to School	1.02%	6
Other	0.68%	4

NOTE: The response “work duties” was removed from this year’s survey.

Please indicate how well the following services match your expectations.

For this section, please rate NCDOT's efforts to provide services for bicyclists in North Carolina.

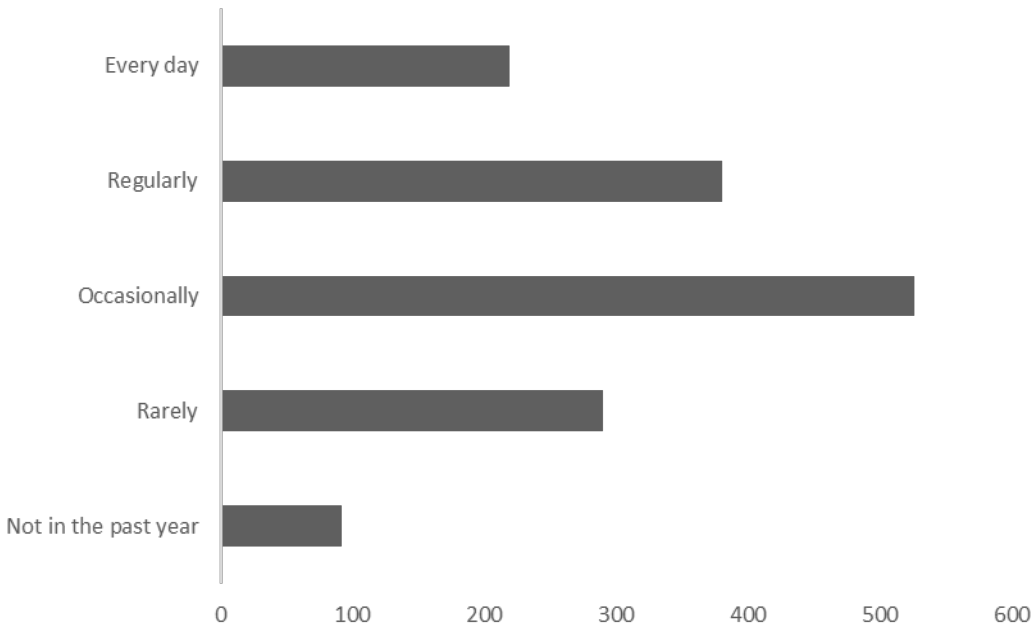
Question	Exceeds Expectations	Meets Expectations	Does NOT Meet Expectations	NA/Don't know
Access to bike lanes, wide shoulders, and bicycle-friendly shared lanes (availability of bicycle paths in areas you would like to travel)	33	133	342	23
Location of bike lanes, wide shoulders, and bicycle-friendly shared-lanes (physical location of bicycle paths on the road)	31	127	344	22
Access to off-road greenways or other separated bicycle facilities	48	164	274	25
Connectivity of bicycling facilities, such as paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes	28	129	333	26
Visibility & lighting along bicycle facilities & greenways	23	171	255	27
Visibility of bike lane and shared-lane road markings and signage	26	179	266	26
Removal of debris from bike lanes and shoulders	32	210	197	35
Representation of bicyclist population in transportation information and projects	28	123	246	44
Safety of bike lanes, shared-lanes, separated paths, and wide shoulders	27	133	306	28
Width of bike lanes and/or width of paved shoulders	24	167	276	24
Accommodation of vulnerable bicyclists (such as children)	17	93	302	31
Accommodation of bicyclists through work zones and construction areas	14	101	257	41
Drainage on bike paths	1	38	27	40
Total	332	1768	3425	392

Which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	Count
Access to bike lanes, wide shoulders, and bicycle-friendly shared lanes	57
Location of bike lanes, wide shoulders, and bicycle-friendly shared-lanes	45
Access to off-road greenways or other separated bicycle facilities	37
Connectivity of bicycling facilities, such as paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes	41
Visibility & lighting along bicycle facilities & greenways	5
Visibility of bike lane and shared-lane road markings and signage	13
Removal of debris from bike lanes and shoulders	13
Representation of bicyclist population in transportation information and projects	10
Safety of bike lanes, shared-lanes, separated paths, and wide shoulders	30
Width of bike lanes and/or width of paved shoulders	11
Accommodation of vulnerable bicyclists (such as children)	16
Accommodation of bicyclists through work zones and construction areas	3
Drainage on bike paths	1
Total	101

Appendix D – 2017-18 Survey Results – Pedestrians

In the last year, how often did you walk, jog, or run on a sidewalk, greenway, or walkway for five minutes or more?



Answer	Count
Every day	219
Regularly (more than once a week)	381
Occasionally (a couple of times each month)	526
Rarely (a couple of times in the past year)	290
Not in the past year	92
Total	1508

Why have you not walked, jogged, or run on a sidewalk, greenway, or walkway in the past year?

Answer	%	Count
Personal preference/not interested	46.15%	42
Lack of infrastructure/safe places to walk, jog, or run	31.87%	29
Personal physical condition	15.38%	14
Other	6.59%	6
Safety concerns about drivers	14.29%	13
Safety concerns about the area	4.40%	4

On an average walk, jog, or run, how many miles do you typically travel?

Miles	Frequency
2	369
1	247
3	227
5	102
4	75
10	14
6	14
0.5	13
8	8
15	7
2.5	5

For what purpose do you typically walk, jog, or run?

Please select all that apply.

Answer	%	Count
Total	100%	1487
Exercise/recreation	78.61%	1169
Walk pet	25.82%	384
Shopping/dining	24.82%	369
General errands	17.75%	264
Visit friends and/or family	12.10%	180
Work duties	7.87%	117
Travel to meeting (e.g., church, public meeting)	5.58%	83
Charity event/race	3.70%	55
Commute to work	2.82%	39
Travel to public transit	2.62%	42
Other	2.02%	30
Travel to school	1.08%	16

Please indicate how well the following services match your expectations.

For this section, please rate NCDOT's efforts to provide services for pedestrians in North Carolina.

Question	Exceeds Expectations	Meets Expectations	Does NOT Meet Expectations	NA/Don't Know
Access to pedestrian walkways and/or sidewalks	137	717	460	100
Access to greenways or shared- use paths	154	690	376	195
Safety of pedestrian walkways, sidewalks, or crossing locations	105	805	383	121
Availability of crosswalks or pedestrian signals	116	779	393	126
Visibility of lighting along sidewalks and greenways	81	682	454	198
Length of time to cross at crosswalk or intersection	89	887	265	174
Visibility of pedestrian warning or way-finding signage	91	776	346	200
Visibility of pedestrian signals	104	845	287	179
Accommodation of pedestrians through work zones and construction areas	65	565	379	406
Accommodation of vulnerable pedestrians (such as children, persons with disabilities, or seniors)	67	533	483	332
Representation of pedestrians in transportation information and projects	5	89	59	76
Total	1014	7368	3885	2107

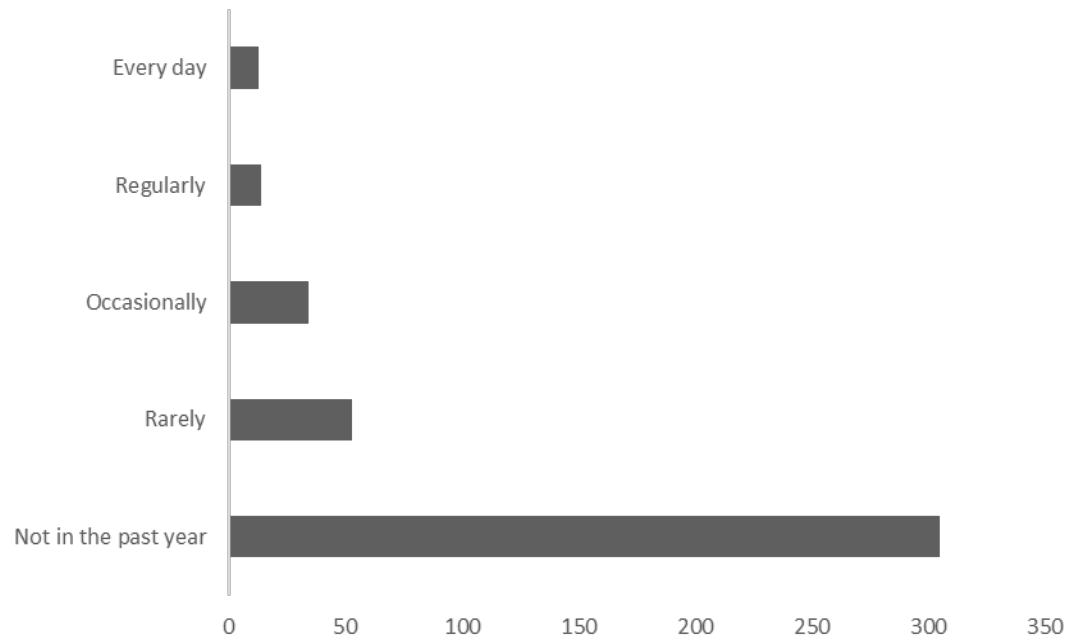
Which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	Count
Access to pedestrian walkways and/or sidewalks	114
Access to greenways or shared-use paths	77
Safety of pedestrian walkways, sidewalks, or crossing locations	139
Availability of crosswalks or pedestrian signals	49
Visibility of lighting along sidewalks and greenways	73
Length of time to cross at crosswalk or intersection	20
Visibility of pedestrian warning or way-finding signage	21
Visibility of pedestrian signals	18
Accommodation of pedestrians through work zones and construction areas	32
Accommodation of vulnerable pedestrians (such as children, persons with disabilities, or seniors)	62
Representation of pedestrians in transportation information and projects	31
Total	222

Appendix E – 2017-18 Survey Results – Public/Local/City Buses

In the last 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.



Answer	Count
Every day	13
Regularly (more than once a week)	14
Occasionally (a couple of times each month)	34
Rarely (a couple of times in the last year)	53
Not in the past year	305
Total	419

Why have you not used a public/local/city bus in the past year?

Please select all that apply

Answer	%	Count
Lack of bus routes where I need to go	49.17%	149
Personal preference/Not Interested	48.51%	147
Other	14.19%	43
Length of trip using bus	10.56%	32
Safety concerns	5.28%	16
Cost of bus	1.32%	4

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

This was an open-ended question; responses with more than 4 respondents included:

Miles	Frequency
5	17
10	14
3	13
0	7
20	6
15	5
1	5
6	4
4	4

For what purpose do you typically take a public/local/city bus?

Please select all that apply.

Answer	%	Count
Recreation (traveling to downtown, sporting events, etc.)	43.40%	46
Shopping/Dining	35.85%	38
General errands	28.30%	30
Work	27.36%	29
Travel to medical appointment	24.53%	26
Visit Friends and/or family	19.81%	21
Attend meetings (church, public meetings, etc.)	12.26%	13
Travel to airport	10.38%	11
Travel to school	3.77%	4
Other	1.89%	2

Please indicate how well the following services match your expectations and if they are important to you.

For this section, please rate NCDOT's efforts to provide services for public/local/city bus passengers in North Carolina. Please DO NOT consider private bus companies, such as Megabus, etc.

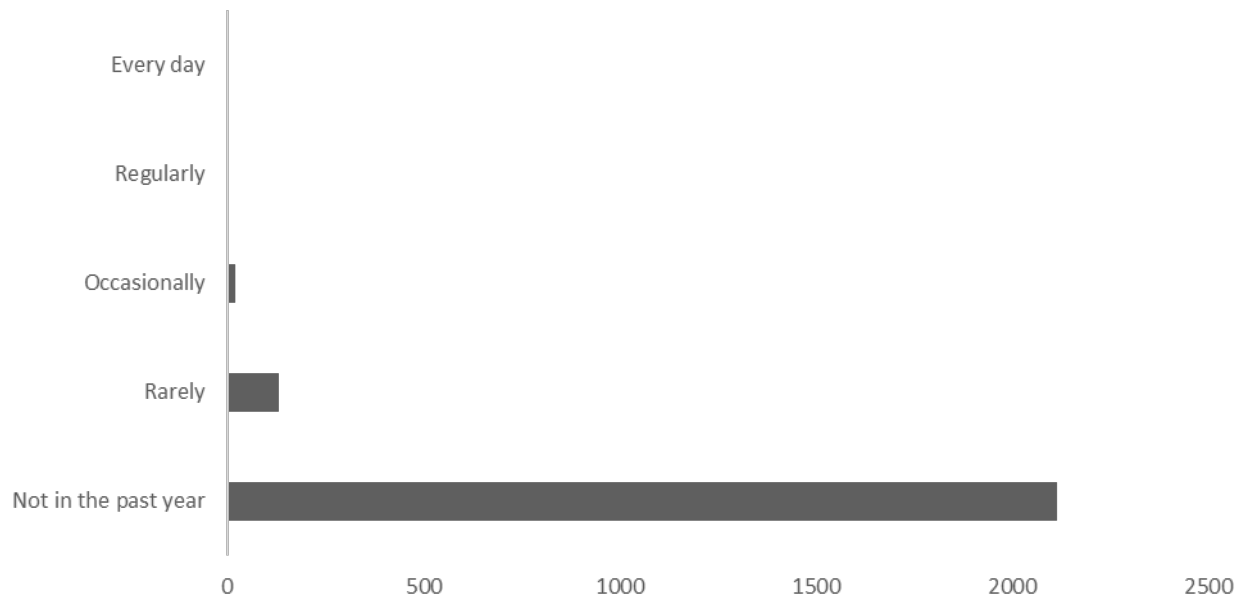
Question	Exceeds Expectations	Meets Expectations	Does NOT Meet Expectations	NA/Don't Know
Access to public/local/city buses	14	60	29	11
Access to park-and-ride parking lots	16	45	25	28
Availability of and access to accurate bus schedules	20	54	27	13
Reliability/timeliness of buses (departing on schedule, etc.)	18	57	25	14
Safety of bus stops	21	58	19	16
Quality of signage at bus stops	18	62	18	16
Weather protection at bus stops (shelters, etc.)	13	38	18	18
Lighting at transit stops and stations	16	56	24	18
Ease of getting on and off of the bus	24	71	4	15
Ease of paying fare for bus	30	66	4	14
Availability of seats on bus	26	71	5	12
Cleanliness of bus	21	67	16	10
Comfort of temperature on bus	23	74	7	10
How fast the bus takes you where you want to go	18	66	18	12
Courtesy and helpfulness of bus operators	25	62	12	15
Clarity and usefulness of announcements on bus	23	61	12	18
Ease of making bus connections	16	46	26	26
Notifications or availability of information in the event of a delay	17	40	29	27
Cost of bus ride	26	63	10	15
Total	385	1117	328	308

Which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	Count
Access to public/local/city buses	10
Access to park-and-ride parking lots	8
Availability of and access to accurate bus schedules	3
Reliability/timeliness of buses (departing on schedule, etc.)	3
Safety of bus stops	4
Quality of signage at bus stops	1
Weather protection at bus stops (shelters, etc.)	3
Lighting at transit stops and stations	3
Ease of getting on and off of the bus	0
Ease of paying fare for bus	3
Availability of seats on bus	1
Cleanliness of bus	2
Comfort of temperature on bus	0
How fast the bus takes you where you want to go	2
Courtesy and helpfulness of bus operators	0
Clarity and usefulness of announcements on bus	0
Ease of making bus connections	4
Notifications or availability of information in the event of a delay	1
Cost of bus ride	1
Total	17

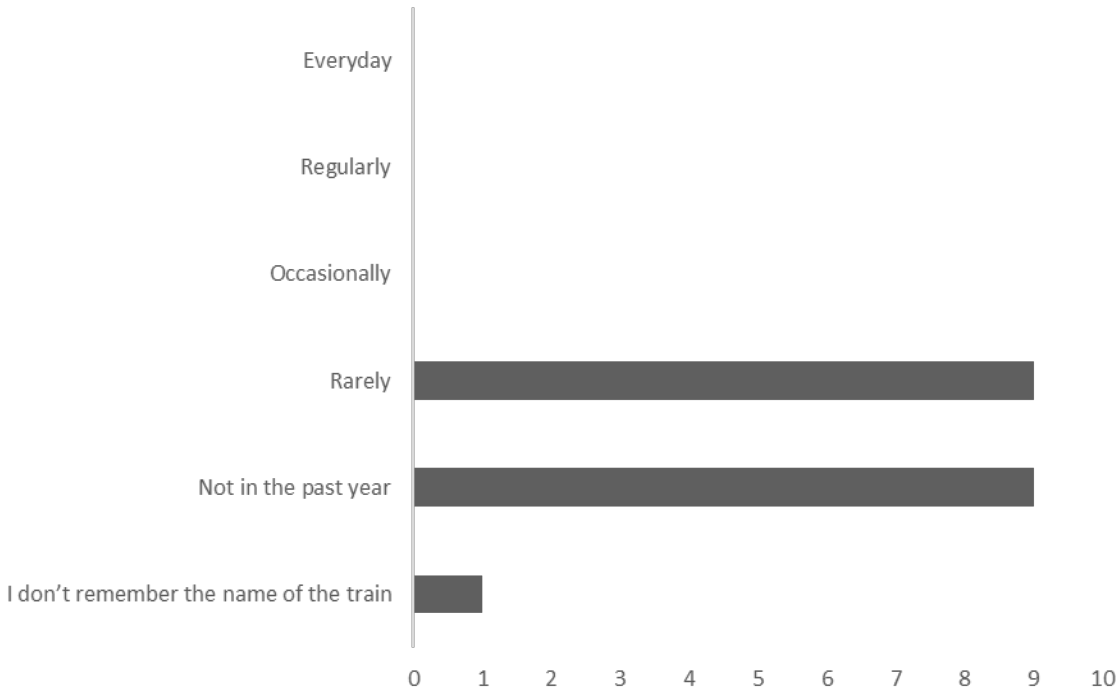
Appendix F – 2017-18 Survey Results – Passenger Train Services

In the last year, how often did you use passenger train services in North Carolina?



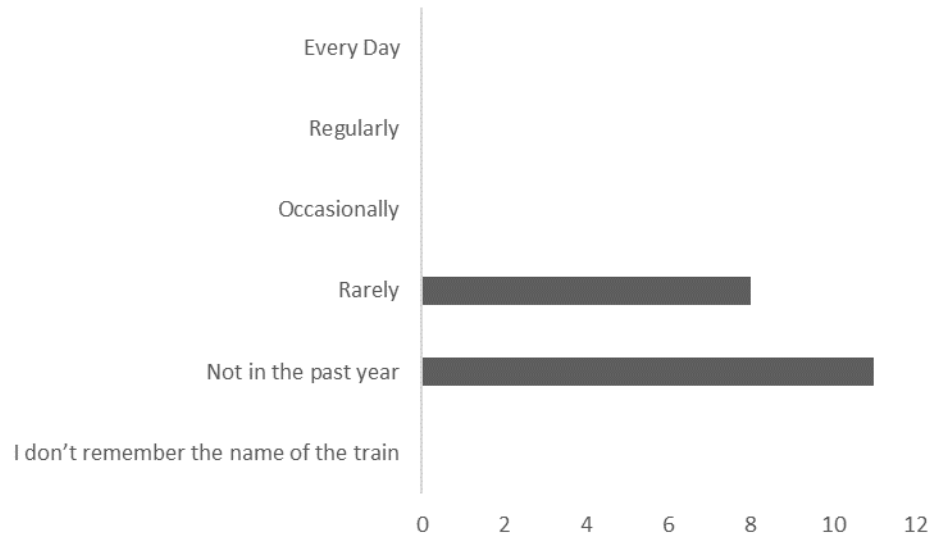
Answer	Count
Every day	4
Regularly (more than once a week)	2
Occasionally (a couple of times each month)	20
Rarely (a couple of times in the last year)	132
Not in the past year	2115
Total	2273

In the last year, how often did you use the NCDOT sponsored Carolinian and/or Piedmont passenger trains?



Answer	%	Count
Every day	0%	0
Regularly (more than once a week)	0%	0
Occasionally (a couple of times each month)	0%	0
Rarely (a couple of times in the last year)	47.37%	9
Not in the past year	47.37%	9
I don't remember the name of the train	5.26%	1
Total	100%	19

In the last year, how often did you use one of Amtrak's long distance trains, like the Crescent, Palmetto, Silver Meteor or Silver Star?



Answer	%	Count
Every day	0%	0
Regularly (more than once a week)	0%	0
Occasionally (a couple of times each month)	0%	0
Rarely (a couple of times in the last year)	42.11%	8
Not in the past year	57.89%	11
I don't remember the name of the train	0%	0
Total	100%	19

Why have you not taken a passenger train in the past year?

Answer	%	Count
Lack of train routes where I need to travel	48.84%	147
Personal preference/not interested	39.87%	120
Difficulty getting to and from train station	15.95%	48
Other	10.63%	32
Cost of train	5.98%	18
Safety concerns	3.32%	10

In the past year, approximately how many trips did you take using a passenger train?

This was an open-ended question; responses with more than 10 respondents included:

Number of Trips	Frequency
2	50
1	32
4	16
3	5
10	5

For what purpose do you typically take a passenger train?

Please select all that apply.

Answer	%	Count
Visit friends and/or family	52.05%	76
Recreation (includes tourism, State Fair, sporting event, etc.)	34.93%	51
Work	7.53%	11
Attend meetings (church, public meetings, etc.)	5.48%	8
Shopping/dining	3.42%	5
Travel to medical appointment	2.74%	4
Other	2.74%	4
Travel to school	1.37%	2

What city or state do you travel from most frequently by passenger train?

Origin of trip

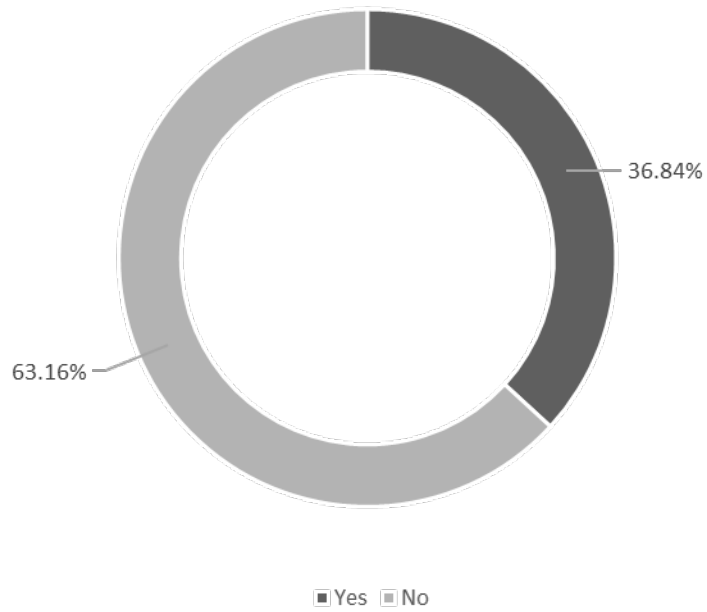
Answer	Count
Alabama	0
Burlington, NC	0
Cary, NC	8
Charlotte, NC	15
Delaware	0
Durham, NC	3
Florida	0
Gastonia, NC	0
Georgia	1
Greensboro, NC	11
Greenville, NC	0
High Point, NC	7
Kannapolis, NC	1
Louisiana	0
Maryland	0
Mississippi	0
New Jersey	0
New York	3
Philadelphia	1
Raleigh, NC	27
Rocky Mount, NC	8
Salisbury, NC	2
South Carolina	1
Selma, NC	0
Spartanburg, NC	0
Virginia	2
Washington, D.C.	0
Wilson, NC	4
Other	1
Total	95

What city or state do you travel to most frequently by passenger train?

(Destination)

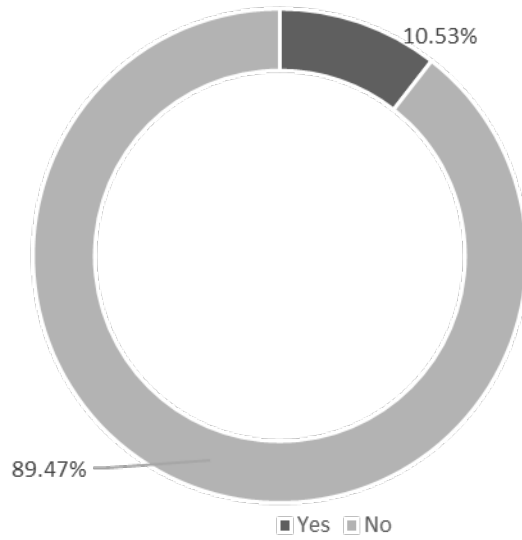
Answer	Count
Alabama	0
Burlington, NC	1
Cary, NC	2
Charlotte, NC	16
Delaware	0
Durham, NC	4
Florida	4
Gastonia, NC	0
Georgia	1
Greensboro, NC	1
Greenville, NC	0
High Point, NC	0
Kannapolis, NC	1
Louisiana	1
Maryland	3
Mississippi	0
New Jersey	2
New York	18
Philadelphia	2
Raleigh, NC	16
Rocky Mount, NC	0
Salisbury, NC	2
South Carolina	2
Selma, NC	0
Spartanburg, NC	0
Virginia	5
Washington, D.C.	17
Wilson, NC	0
Other	2
Total	100

Have you heard of NCDOT's "NC By Train" passenger train program?



Answer	%	Count
Yes	36.84%	7
No	63.16%	12
Total	100%	19

Have you heard of NCDOT's "Go Reconnect" passenger train marketing campaign?



Answer	%	Count
Yes	10.53%	2
No	89.47%	17
Total	100%	19

Please indicate how well the following services for train passengers match your expectations.

Please only consider passenger train rides which originate or end in NORTH CAROLINA.

Question	Exceeds Expectations	Meets Expectations	Does NOT Meet Expectations	NA/Don't Know
Access to passenger train stations and routes	27	71	37	2
Frequency of trains servicing desired route	12	73	48	2
Availability of train schedule and information	2	11	4	2
Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.)	16	79	39	3
Cleanliness of train stations	31	84	19	3
Staffing at train stations	20	94	19	3
Clarity and usefulness of announcements at train stations	21	91	22	3
Visibility & lighting in train platform area	22	99	13	3
Safety and security at train stations, waiting areas, and platforms	21	96	14	3
Weather protection in train platform area (shelters, etc.)	20	97	17	3
Ease of getting on and off passengers trains	20	100	13	3
Availability of seating on passenger trains	26	101	8	3
Cleanliness onboard passenger trains	24	87	23	3
Sufficient space for carry-on luggage	25	94	14	4
Handling and storage of checked baggage	21	71	8	7
Handling and storage of bicycles	9	28	5	15
Clarity and usefulness of announcements onboard passenger trains	18	88	20	4
Safety and security onboard passenger trains	24	100	8	3

NCDOT Customer Survey 2017-18

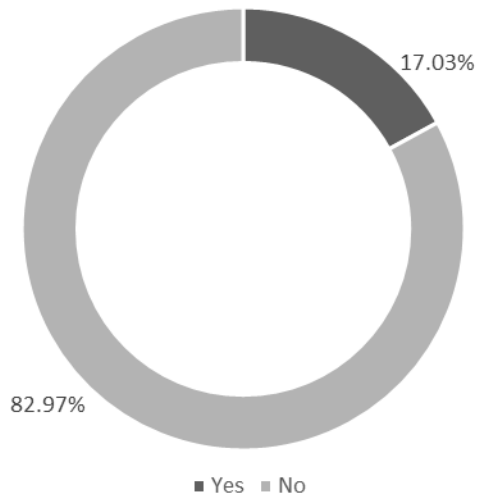
Courtesy and helpfulness of passenger train staff & volunteers	43	84	8	3
Duration of train ride to travel destination	17	87	29	3
Ease of connection with other public transportation	14	60	33	5
Notifications or access to information in the event of a delay or cancellation	14	74	25	5
Cost of passenger train tickets	19	88	26	3
Convenience of ticketing and reservation options	31	91	13	3
Total	497	1948	465	91

Which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	Count
Access to passenger train stations and routes	6
Frequency of trains servicing desired route	9
Availability of train schedule and information	3
Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.)	7
Cleanliness of train stations	0
Staffing at train stations	2
Clarity and usefulness of announcements at train stations	0
Visibility & lighting in train platform area	0
Safety and security at train stations, waiting areas, and platforms	0
Weather protection in train platform area (shelters, etc.)	0
Ease of getting on and off passengers trains	1
Availability of seating on passenger trains	1
Cleanliness onboard passenger trains	2
Sufficient space for carry-on luggage	1
Handling and storage of checked baggage	0
Handling and storage of bicycles	0
Clarity and usefulness of announcements onboard passenger trains	1
Safety and security onboard passenger trains	0
Courtesy and helpfulness of passenger train staff & volunteers	1
Duration of train ride to travel destination	2
Ease of connection with other public transportation	4
Notifications or access to information in the event of a delay or cancellation	1
Cost of passenger train tickets	1
Convenience of ticketing and reservation options	0
Total	17

Appendix G – 2017-18 Survey Results – Ferry Services

In the past year, have you taken a ferry in North Carolina?



Answer	Count
Yes	55
No	268
Total	323

Why have you not used a ferry in the past year?

(Please select all that apply)

This was an open-ended question; responses with more than 1 respondents included:

Answer	%	Count
I do not need to cross water to get to my destinations	77.82%	207
Personal preference/not interested	13.16%	35
Other	10.53%	28
Lack of access to ferry	8.65%	23
Cost of ferry	0.38%	1
Safety concerns	0.38%	1

For each of the following, please indicate how often you have used the ferry route.

Question	Never	Once	Twice	Three times or more
Cedar Island/Ocracoke Island	16	10	9	5
Bayview/Aurora	21	2	2	4
Swan Quarter/Ocracoke Island	20	7	5	3
Currituck/Knotts Island	24	1	0	3
Southport/Fort Fisher	10	14	6	7
Cherry Branch/Minnesott Branch	20	1	5	8
Hatteras/Ocracoke Island	12	7	12	11
Total	123	42	39	41

Please indicate how well the following services for ferry passengers traveling on all ferry routes match your expectations.

Question	Exceeds expectations	Meets expectations	Does not meet expectations	Total
Frequency of ferry service on desired route	21%	66%	13%	111
Availability of ferry schedule and information	22%	76%	2%	115
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	31%	67%	2%	114
Cleanliness of ferries	35%	65%	0%	113
Staffing at ferry docks and onboard	35%	65%	0%	112
Safety and security onboard ferry	29%	71%	0%	112
Visibility and lighting onboard and at loading dock	23%	76%	1%	107
Courtesy and helpfulness of ferry staff	33%	66%	1%	112
Wait time to board ferry	18%	74%	8%	111
Availability and quality of food and drink onboard ferries	9%	72%	19%	78
Duration of ferry ride to destination	16%	82%	2%	115
Ease of connection with public transportation	14%	75%	11%	79
Cost of ferry tickets	14%	83%	3%	101
Convenience of ticketing and reservation options	13%	85%	2%	97
Notifications or access to information in the event of a delay or cancellation	7%	88%	5%	85
Availability of Wi-Fi onboard ferry	9%	73%	18%	56
Bicycle accommodations	23%	77%	0%	57

For all ferry routes, which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	%	Count
Availability and quality of food and drink onboard ferries	12%	13
Availability of ferry schedule and information	28%	31
Availability of WiFi onboard ferry	30%	34
Bicycle accommodations	5%	6
Cleanliness of ferries	6%	7
Convenience of ticketing and reservation options	23%	26
Cost of ferry tickets	7%	8
Courtesy and helpfulness of ferry staff	3%	3
Duration of ferry ride to destination	20%	22
Ease of connection with public transportation	11%	12
Frequency of ferry service on desired route	51%	57
Notifications or access to information in the event of a delay or cancellation	6%	7
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	32%	36
Safety and security onboard ferry	4%	5
Staffing at ferry docks and onboard	5%	6
Visibility and lighting onboard and at ferry dock	8%	9
Wait time to board ferry	4%	4
Total	100%	112

Please indicate how well the following services for ferry passengers traveling between Cedar Island and Ocracoke Island match your expectations.

Question	Exceeds expectations	Meets expectations	Does not meet expectations	NA/Don't know	Total
Frequency of ferry service on desired route	16.67%	66.67%	16.67%	0%	24
Availability of ferry schedule and information	20.83%	75.00%	4.17%	0%	24
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	33.33%	66.67%	0%	0%	24
Cleanliness of ferries	41.67%	58.33%	0%	0%	24
Staffing at ferry docks and onboard	41.67%	58.33%	0%	0%	24
Safety and security onboard ferry	33.33%	66.67%	0%	0%	24
Visibility and lighting onboard and at loading dock	33.33%	66.67%	0%	0%	24
Courtesy and helpfulness of ferry staff	33.33%	66.67%	0%	0%	24
Wait time to board ferry	12.50%	79.17%	8.33%	0%	24
Availability and quality of food and drink onboard ferries	0%	50.00%	16.67%	33.33%	24
Availability of Wi-Fi onboard ferry	4.17%	20.83%	16.67%	33.33%	24
Duration of ferry ride to destination	16.67%	79.17%	0%	4.17%	24
Ease of connection with public transportation	4.17%	54.17%	8.33%	33.33%	24
Bicycle accommodations	8.33%	37.50%	0%	54.17%	24
Notifications or access to information in the event of a delay or cancellation	4.17%	62.50%	4.17%	29.17%	24
Cost of ferry tickets	4.17%	91.67%	0%	4.17%	24
Convenience of ticketing and reservation options	16.67%	79.17%	0%	4.17%	24

For the Cedar Island/Ocracoke Island ferry route, which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	%	Count
Frequency of ferry service on desired route	60.87%	14
Availability of ferry schedule and information	34.78%	8
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	39.13%	9
Cleanliness of ferries	4.35%	1
Staffing at ferry docks and onboard	0%	0
Safety and security onboard ferry	30.43%	7
Visibility and lighting onboard and at ferry dock	4.35%	1
Courtesy and helpfulness of ferry staff	4.35%	1
Wait time to board ferry	30.43%	7
Availability and quality of food and drink onboard ferries	13.04%	3
Availability of WiFi onboard ferry	0%	0
Duration of ferry ride to destination	4.35%	1
Ease of connection with public transportation	8.70%	2
Bicycle accommodations	0%	0
Notifications or access to information in the event of a delay or cancellation	8.70%	2
Cost of ferry tickets	13.04%	3
Convenience of ticketing and reservation options	4.35%	1
Total	100%	23

Please indicate how well the following services for ferry passengers traveling between Bayview and Aurora match your expectations.

Question	Exceeds expectations		Meets expectations		Does not meet expectations		NA/Don't know		Total
Frequency of ferry service on desired route	12.50%	1	62.50%	5	12.50%	1	12.50%	1	8
Availability of ferry schedule and information	25.00%	2	75.00%	6	0%	0	0%	0	8
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	50.00%	4	37.50%	3	0%	0	12.50%	1	8
Cleanliness of ferries	50.00%	4	37.50%	3	0%	0	12.50%	1	8
Staffing at ferry docks and onboard	50.00%	4	37.50%	3	0%	0	12.50%	1	8
Safety and security onboard ferry	37.50%	3	50.00%	4	0%	0	12.50%	1	8
Visibility and lighting onboard and at loading dock	12.50%	1	62.50%	5	0%	0	25.00%	2	8
Courtesy and helpfulness of ferry staff	37.50%	3	50.00%	4	0%	0	12.50%	1	8
Wait time to board ferry	25.00%	2	50.00%	4	0%	0	25.00%	2	8
Availability and quality of food and drink onboard ferries	0%	0	62.50%	5	0%	0	37.50%	3	8
Availability of WiFi onboard ferry	0%	0	62.50%	5	12.50%	1	25.00%	2	8
Duration of ferry ride to destination	25.00%	2	75.00%	6	0%	0	0%	0	8
Ease of connection with public transportation	12.50%	1	37.50%	3	12.50%	1	37.50%	3	8
Bicycle accommodations	12.50%	1	50.00%	4	0%	0	37.50%	3	8
Notifications or access to information in the event of a delay or cancellation	0%	0	75.00%	6	0%	0	25.00%	2	8
Cost of ferry tickets	25.00%	2	62.50%	5	0%	0	12.50%	1	8
Convenience of ticketing and reservation options	12.50%	1	50.00%	4	0%	0	37.50%	3	8

For the Bayview/Aurora ferry route, which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	%	Count
Frequency of ferry service on desired route	62.50%	5
Availability of ferry schedule and information	12.50%	1
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	50.00%	4
Cleanliness of ferries	12.50%	1
Staffing at ferry docks and onboard	0.00%	0
Safety and security onboard ferry	50.00%	4
Visibility and lighting onboard and at ferry dock	25.00%	2
Courtesy and helpfulness of ferry staff	0%	0
Wait time to board ferry	25.00%	2
Availability and quality of food and drink onboard ferries	0%	0
Availability of WiFi onboard ferry	12.50%	1
Duration of ferry ride to destination	0%	0
Ease of connection with public transportation	12.50%	1
Bicycle accommodations	0%	0
Notifications or access to information in the event of a delay or cancellation	0%	0
Cost of ferry tickets	12.50%	1
Convenience of ticketing and reservation options	0.00%	0
Total	100%	8

Please indicate how well the following services for ferry passengers traveling between Swan Quarter and Ocracoke Island match your expectations.

Question	Exceeds expectations		Meets expectations		Does not meet expectations		NA/Don't know		Total
Frequency of ferry service on desired route	20.00%	3	60.00%	9	13.33%	2	6.67%	1	15
Availability of ferry schedule and information	33.33%	5	66.67%	10	0%	0	0%	0	15
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	40.00%	6	60.00%	9	0%	0	0%	0	15
Cleanliness of ferries	53.33%	8	46.67%	7	0%	0	0%	0	15
Staffing at ferry docks and onboard	60.00%	9	40.00%	6	0%	0	0%	0	15
Safety and security onboard ferry	46.67%	7	46.67%	7	0%	0	6.67%	1	15
Visibility and lighting onboard and at loading dock	33.33%	5	66.67%	10	0%	0	0%	0	15
Courtesy and helpfulness of ferry staff	53.33%	8	46.67%	7	0%	0	0%	0	15
Wait time to board ferry	33.33%	5	66.67%	10	0%	0	0%	0	15
Availability and quality of food and drink onboard ferries	13.33%	2	40.00%	6	26.67%	4	20.00%	3	15
Availability of WiFi onboard ferry	6.67%	1	40.00%	6	13.33%	2	40.00%	6	15
Duration of ferry ride to destination	13.33%	2	86.67%	13	0%	0	0%	0	15
Ease of connection with public transportation	20.00%	3	46.67%	7	6.67%	1	26.67%	4	15
Bicycle accommodations	26.67%	4	26.67%	4	0%	0	46.67%	7	15
Notifications or access to information in the event of a delay or cancellation	6.67%	1	80.00%	12	0%	0	13.33%	2	15
Cost of ferry tickets	6.67%	1	80.00%	12	6.67%	1	6.67%	1	15
Convenience of ticketing and reservation options	13.33%	2	80.00%	12	0%	0	6.67%	1	15

For the Swan Quarter/Ocracoke ferry route, which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	%	Count
Frequency of ferry service on desired route	78.57%	11
Availability of ferry schedule and information	21.43%	3
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	14.29%	2
Cleanliness of ferries	7.14%	1
Staffing at ferry docks and onboard	0%	0
Safety and security onboard ferry	14.29%	2
Visibility and lighting onboard and at ferry dock	21.43%	3
Courtesy and helpfulness of ferry staff	0%	0
Wait time to board ferry	21.43%	3
Availability and quality of food and drink onboard ferries	21.43%	3
Availability of WiFi onboard ferry	35.71%	5
Duration of ferry ride to destination	7.14%	1
Ease of connection with public transportation	7.14%	1
Bicycle accommodations	7.14%	1
Notifications or access to information in the event of a delay or cancellation	0%	0
Cost of ferry tickets	21.43%	3
Convenience of ticketing and reservation options	0%	0
Total	100%	14

Please indicate how well the following services for ferry passengers traveling between Currituck and Knotts Island match your expectations.

Question	Exceeds expectations	Meets expectations	Does not meet expectations	NA/Don't know	Total
Frequency of ferry service in desired route	0	3	0	0	3
Availability of ferry schedule and information	0	3	0	0	3
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	0	3	0	0	3
Cleanliness of ferries	0	3	0	0	3
Staffing at ferry docks and onboard	0	3	0	0	3
Safety and security onboard ferry	0	3	0	0	3
Visibility and lighting onboard and at loading dock	0	3	0	0	3
Courtesy and helpfulness of ferry staff	1	2	0	0	3
Wait time to board ferry	0	3	0	0	3
Availability and quality of food and drink onboard ferries	0	3	0	0	3
Availability of WiFi onboard ferry	0	1	0	2	3
Duration of ferry ride to destination	0	3	0	0	3
Ease of connection with public transportation	0	2	0	1	3
Bicycle accommodations	0	0	0	3	3
Notifications or access to information in the event of a delay or cancellation	0	1	0	2	3
Cost of ferry tickets	0	2	0	1	3
Convenience of ticketing and reservation options	0	1	0	2	3

NOTE: There were 3 responses, so percentages were not included.

For the Currituck/Knotts Island ferry route, which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	Count
Frequency of ferry service on desired route	1
Availability of ferry schedule and information	0
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	2
Cleanliness of ferries	1
Staffing at ferry docks and onboard	0
Safety and security onboard ferry	0
Visibility and lighting onboard and at ferry dock	1
Courtesy and helpfulness of ferry staff	0
Wait time to board ferry	0
Availability and quality of food and drink onboard ferries	1
Availability of WiFi onboard ferry	0
Duration of ferry ride to destination	0
Ease of connection with public transportation	0
Bicycle accommodations	1
Notifications or access to information in the event of a delay or cancellation	0
Cost of ferry tickets	0
Convenience of ticketing and reservation options	0
Total	3

NOTE: There were 3 responses, so percentages were not included.

Please indicate how well the following services for ferry passengers traveling between Southport and Fort Fisher match your expectations.

Question	Exceeds expectations		Meets expectations		Does not meet expectations		NA/Don't know		Total
Frequency of ferry service in desired route	23.08%	6	61.54%	16	7.69%	2	7.69%	2	26
Availability of ferry schedule and information	23.08%	6	73.08%	19	0.00%	0	3.85%	1	26
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	34.62%	9	57.69%	15	3.85%	1	3.85%	1	26
Cleanliness of ferries	30.77%	8	61.54%	16	0.00%	0	7.69%	2	26
Staffing at ferry docks and onboard	30.77%	8	61.54%	16	0.00%	0	7.69%	2	26
Safety and security onboard ferry	26.92%	7	69.23%	18	0.00%	0	3.85%	1	26
Visibility and lighting onboard and at loading dock	19.23%	5	57.69%	15	0.00%	0	23.08%	6	26
Courtesy and helpfulness of ferry staff	26.92%	7	61.54%	16	0.00%	0	11.54%	3	26
Wait time to board ferry	15.38%	4	65.38%	17	7.69%	2	11.54%	3	26
Availability and quality of food and drink onboard ferries	7.69%	2	42.31%	11	7.69%	2	42.31%	11	26
Availability of WiFi onboard ferry	3.85%	1	26.92%	7	3.85%	1	65.38%	17	26
Duration of ferry ride to destination	19.23%	5	80.77%	21	0.00%	0	0.00%	0	26
Ease of connection with public transportation	7.69%	2	53.85%	14	7.69%	2	30.77%	8	26
Bicycle accommodations	7.69%	2	30.77%	8	0.00%	0	61.54%	16	26
Notifications or access to information in the event of a delay or cancellation	3.85%	1	50.00%	13	7.69%	2	38.46%	10	26
Cost of ferry tickets	15.38%	4	65.38%	17	7.69%	2	11.54%	3	26
Convenience of ticketing and reservation options	11.54%	3	69.23%	18	3.85%	1	15.38%	4	26

For the Southport/Fort Fisher ferry route, which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	%	Count
Frequency of ferry service on desired route	48%	12
Availability of ferry schedule and information	40%	10
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	24%	6
Cleanliness of ferries	8%	2
Staffing at ferry docks and onboard	12%	3
Safety and security onboard ferry	36%	9
Visibility and lighting onboard and at ferry dock	8%	2
Courtesy and helpfulness of ferry staff	4%	1
Wait time to board ferry	12%	3
Availability and quality of food and drink onboard ferries	8%	2
Availability of WiFi onboard ferry	8%	2
Duration of ferry ride to destination	4%	1
Ease of connection with public transportation	16%	4
Bicycle accommodations	8%	2
Notifications or access to information in the event of a delay or cancellation	8%	2
Cost of ferry tickets	12%	3
Convenience of ticketing and reservation options	12%	3
Total	100%	25

Please indicate how well the following services for ferry passengers traveling between Cherry Branch and Minnesott Branch match your expectations.

Question	Exceeds expectations		Meets expectations		Does not meet expectations		NA/Don't know		Total
Frequency of ferry service on desired route	23.08%	3	69.23%	9	7.69%	1	0.00%	0	13
Availability of ferry schedule and information	15.38%	2	76.92%	10	7.69%	1	0.00%	0	13
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	23.08%	3	76.92%	10	0.00%	0	0.00%	0	13
Cleanliness of ferries	7.69%	1	92.31%	12	0.00%	0	0.00%	0	13
Staffing at ferry docks and onboard	15.38%	2	84.62%	11	0.00%	0	0.00%	0	13
Safety and security onboard ferry	7.69%	1	92.31%	12	0.00%	0	0.00%	0	13
Visibility and lighting onboard and at loading dock	7.69%	1	92.31%	12	0.00%	0	0.00%	0	13
Courtesy and helpfulness of ferry staff	15.38%	2	84.62%	11	0.00%	0	0.00%	0	13
Wait time to board ferry	15.38%	2	84.62%	11	0.00%	0	0.00%	0	13
Availability and quality of food and drink onboard ferries	7.69%	1	46.15%	6	0.00%	0	46.15%	6	13
Availability of WiFi onboard ferry	0.00%	0	38.46%	5	0.00%	0	61.54%	8	13
Duration of ferry ride to destination	15.38%	2	84.62%	11	0.00%	0	0.00%	0	13
Ease of connection with public transportation	7.69%	1	46.15%	6	15.38%	2	30.77%	4	13
Bicycle accommodations	7.69%	1	61.54%	8	0.00%	0	30.77%	4	13
Notifications or access to information in the event of a delay or cancellation	7.69%	1	84.62%	11	0.00%	0	7.69%	1	13
Cost of ferry tickets	15.38%	2	61.54%	8	0.00%	0	23.08%	3	13
Convenience of ticketing and reservation options	7.69%	1	69.23%	9	0.00%	0	23.08%	3	13

For the Cherry Branch/Minnesott Branch ferry route, which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	%	Count
Frequency of ferry service on desired route	53.85%	7
Availability of ferry schedule and information	30.77%	4
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	46.15%	6
Cleanliness of ferries	15.38%	2
Staffing at ferry docks and onboard	7.69%	1
Safety and security onboard ferry	53.85%	7
Visibility and lighting onboard and at ferry dock	15.38%	2
Courtesy and helpfulness of ferry staff	0.00%	0
Wait time to board ferry	23.08%	3
Availability and quality of food and drink onboard ferries	0.00%	0
Availability of WiFi onboard ferry	7.69%	1
Duration of ferry ride to destination	0.00%	0
Ease of connection with public transportation	15.38%	2
Bicycle accommodations	0.00%	0
Notifications or access to information in the event of a delay or cancellation	7.69%	1
Cost of ferry tickets	15.38%	2
Convenience of ticketing and reservation options	7.69%	1
Total	100%	13

Please indicate how well the following services for ferry passengers traveling between Hatteras and Ocracoke Island match your expectations.

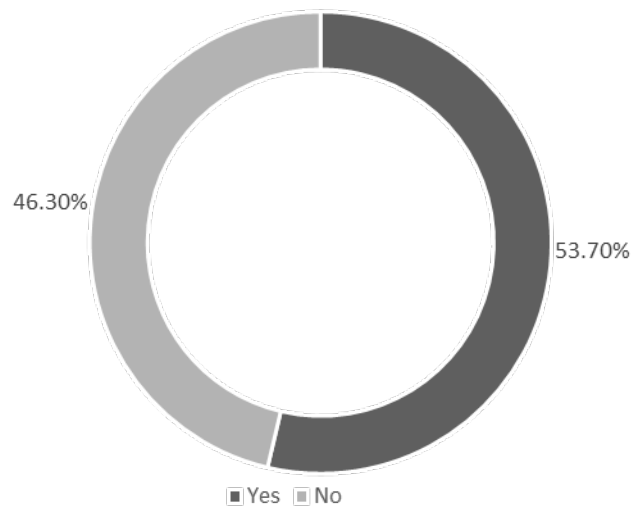
Question	Exceeds expectations		Meets expectations		Does not meet expectations		NA/Don't know		Total
Frequency of ferry service in desired route	25.00%	7	53.57%	15	14.29%	4	7.14%	2	28
Availability of ferry schedule and information	21.43%	6	75.00%	21	0.00%	0	3.57%	1	28
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	17.86%	5	71.43%	20	7.14%	2	3.57%	1	28
Cleanliness of ferries	32.14%	9	64.29%	18	0.00%	0	3.57%	1	28
Staffing at ferry docks and onboard	21.43%	6	71.43%	20	0.00%	0	7.14%	2	28
Safety and security onboard ferry	25.00%	7	67.86%	19	0.00%	0	7.14%	2	28
Visibility and lighting onboard and at loading dock	17.86%	5	71.43%	20	3.57%	1	7.14%	2	28
Courtesy and helpfulness of ferry staff	28.57%	8	64.29%	18	3.57%	1	7.14%	2	28
Wait time to board ferry	14.29%	4	64.29%	18	17.86%	5	3.57%	1	28
Availability and quality of food and drink onboard ferries	7.14%	2	46.43%	13	14.29%	4	32.14%	9	28
Availability of WiFi onboard ferry	7.14%	2	46.43%	13	7.14%	2	42.86%	12	28
Duration of ferry ride to destination	10.71%	3	75.00%	21	10.71%	3	3.57%	1	28
Ease of connection with public transportation	10.71%	3	50.00%	14	3.57%	1	35.71%	10	28
Bicycle accommodations	10.71%	3	39.29%	11	0.00%	0	50.00%	14	28
Notifications or access to information in the event of a delay or cancellation	7.14%	2	60.71%	17	3.57%	1	28.57%	8	28
Cost of ferry tickets	14.29%	4	64.29%	18	0.00%	0	21.43%	6	28
Convenience of ticketing and reservation options	7.14%	2	67.86%	19	3.57%	1	21.43%	6	28

For the Hatteras/Ocracoke Island ferry route, which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	%	Count
Frequency of ferry service on desired route	53.85%	14
Availability of ferry schedule and information	34.62%	9
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	50.00%	13
Cleanliness of ferries	3.85%	1
Staffing at ferry docks and onboard	3.85%	1
Safety and security onboard ferry	15.38%	4
Visibility and lighting onboard and at ferry dock	0.00%	0
Courtesy and helpfulness of ferry staff	3.85%	1
Wait time to board ferry	26.92%	7
Availability and quality of food and drink onboard ferries	15.38%	4
Availability of WiFi onboard ferry	19.23%	5
Duration of ferry ride to destination	15.38%	4
Ease of connection with public transportation	7.69%	2
Bicycle accommodations	7.69%	2
Notifications or access to information in the event of a delay or cancellation	7.69%	2
Cost of ferry tickets	11.54%	3
Convenience of ticketing and reservation options	0.00%	0
Total	100%	26

Appendix H – 2017-18 Survey Results – Aviation Services

Have you flown to or from a North Carolina airport this year?



Answer	%	Count
Yes	53.70%	174
No	46.30%	150
Total	100%	324

Why have you not traveled by airplane in the past year?

Answer	%	Count
No need to fly	76.35%	113
Other	12.84%	19
Personal preference/not interested	6.08%	9
Lack of personal resources	4.05%	6
Safety concerns	0.68%	1

For each of the following options, please indicate how many times you have taken a flight to or from each airport.

Question	Never		Once		Twice		Three times or more		Total
Charlotte Douglas Airport (CLT)	19.18%	28	17.12%	25	18.49%	27	45.21%	66	146
Raleigh-Durham International (RDU)	25.35%	36	11.27%	16	14.79%	21	48.59%	69	142
Concord Regional (JQF)	96.76%	87	2.22%	2	1.11%	1	0.00%	0	90
Albert J. Ellis (OAJ)	94.62%	88	1.08%	1	0.00%	0	4.30%	4	93
Asheville Regional (AVL)	77.55%	76	7.14%	7	4.08%	4	11.22%	11	98
Coastal Carolina Regional (EWN)	88.42%	84	3.16%	3	4.21%	4	4.21%	4	95
Fayetteville Regional/Grannis Field (FAY)	92.39%	85	3.26%	3	1.09%	1	3.26%	3	92
Piedmont Triad International (GSO)	73.27%	74	5.94%	6	6.93%	7	13.86%	14	101
Pitt-Greenville (PGV)	94.51%	86	4.40%	4	1.10%	1	0.00%	0	91
Wilmington International (ILM)	79.79%	75	10.64%	10	1.06%	1	8.51%	8	94
Other	89.29%	25	3.57%	1	3.57%	1	3.57%	1	28

For what purpose do you typically fly to/from a North Carolina airport?

Please select all that apply.

Answer	%	Count
Work	45.40%	79
Recreation (vacation, tourism, etc.)	72.99%	127
Visiting friends and/or family	49.43%	86
Travel to school	0.00%	0
Travel to medical appointment	0.00%	0
Shopping/dining	0.00%	0
Other	2.30%	4

Please indicate how well the following services for airline passengers traveling through all airports match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	Total
Availability and access to accurate schedules	14%	83%	3%	305
Parking availability	17%	69%	14%	267
Cost of parking	8%	65%	27%	264
Reliability/timeliness of aircraft (departing on schedule, etc.)	9%	83%	8%	306
Safety inside airport	18%	81%	1%	308
Signage and information inside airport	14%	81%	5%	306
Ease of boarding aircraft	15%	80%	6%	309
Cleanliness of airport	20%	77%	3%	308
Ease of booking flights	14%	80%	2%	303
Courtesy and helpfulness of airport staff	15%	79%	7%	300
Clarity of announcements in airport	10%	78%	12%	295
Notifications or availability of information in the event of a delay or cancellation	8%	80%	13%	279
Cost of airline tickets	4%	52%	44%	307
Frequency of flights servicing desired route	4%	68%	29%	305
Comfort of seating in airport	9%	76%	15%	306
Availability and quality of food and drink in airport	9%	70%	21%	307
Availability of Wi-Fi and electrical outlets in airport	8%	65%	27%	284
Cost of food and drink in airport	4%	49%	47%	302
Length of wait to retrieve baggage	7%	76%	17%	267
Length of wait to get through security checkpoint	11%	71%	18%	297
Length of wait to obtain ticket	6%	89%	5%	243
Luggage restrictions	2%	79%	18%	277
Ease of connection with other public transportation	5%	78%	18%	200

For all airports, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	%	Count
Availability and access to accurate schedules	8.28%	25
Parking availability	15.23%	46
Cost of parking	27.15%	82
Reliability/timeliness of aircraft (departing on schedule, etc.)	36.09%	109
Safety inside airport	8.94%	27
Signage and information inside airport	4.30%	13
Ease of boarding aircraft	4.97%	15
Cleanliness of airport	2.98%	9
Ease of booking flights	1.32%	4
Courtesy and helpfulness of airport staff	4.30%	13
Clarity of announcements in airport	7.95%	24
Notifications or availability of information in the event of a delay or cancellation	10.93%	33
Cost of airline tickets	44.04%	133
Frequency of flights servicing desired route	26.82%	81
Comfort of seating in airport	3.64%	11
Availability and quality of food and drink in airport	9.60%	29
Availability of WiFi and electrical outlets in airport	12.58%	38
Cost of food and drink in airport	20.53%	62
Length of wait to retrieve baggage	7.95%	24
Length of wait to get through security checkpoint	13.58%	41
Length of wait to obtain ticket	1.32%	4
Luggage restrictions	7.28%	22
Ease of connection with public transportation	3.97%	12
Total	100.00%	302

Please indicate how well the following services for airline passengers traveling through Charlotte Douglas International airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	11.11%	80.34%	5.98%	2.56%	117
Parking availability	9.40%	44.44%	16.24%	29.91%	117
Cost of parking	2.56%	42.74%	25.64%	29.06%	117
Reliability/timeliness of aircraft (departing on schedule, etc.)	5.93%	77.97%	13.56%	2.54%	118
Safety inside airport	14.41%	83.90%	0.00%	1.69%	118
Signage and information inside airport	11.02%	78.81%	9.32%	0.85%	118
Ease of boarding aircraft	8.47%	83.05%	7.63%	0.85%	118
Cleanliness of airport	12.82%	81.20%	5.13%	0.85%	117
Ease of booking flights	8.47%	83.90%	3.39%	4.24%	118
Courtesy and helpfulness of airport staff	7.63%	74.58%	11.02%	6.78%	118
Clarity of announcements in airport	5.13%	70.94%	18.80%	5.13%	117
Notifications or availability of information in the event of a delay or cancellation	1.69%	70.34%	16.10%	11.86%	118
Cost of airline tickets	2.54%	52.54%	42.37%	2.54%	118
Frequency of flights servicing desired route	3.39%	75.42%	18.64%	2.54%	118
Comfort of seating in airport	4.24%	71.19%	22.03%	2.54%	118
Availability and quality of food and drink in airport	10.17%	76.27%	11.86%	1.69%	118
Availability of WiFi and electrical outlets in airport	5.08%	57.63%	27.12%	10.17%	118
Cost of food and drink in airport	2.54%	46.61%	48.31%	2.54%	118
Length of wait to retrieve baggage	2.54%	62.71%	14.41%	20.34%	118
Length of wait to get through security checkpoint	2.54%	61.86%	23.73%	11.86%	118
Length of wait to obtain ticket	2.54%	60.17%	5.93%	31.36%	118
Luggage restrictions	0.85%	62.71%	22.03%	14.41%	118
Ease of connection with other public transportation	0.85%	48.31%	11.86%	38.98%	118

For Charlotte Douglas International airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	%	Count
Availability and access to accurate schedules	7.96%	9
Parking availability	19.47%	22
Cost of parking	27.43%	31
Reliability/timeliness of aircraft (departing on schedule, etc.)	42.48%	48
Safety inside airport	7.96%	9
Signage and information inside airport	5.31%	6
Ease of boarding aircraft	5.31%	6
Cleanliness of airport	6.19%	7
Ease of booking flights	1.77%	2
Courtesy and helpfulness of airport staff	7.96%	9
Clarity of announcements in airport	10.62%	12
Notifications or availability of information in the event of a delay or cancellation	14.16%	16
Cost of airline tickets	43.36%	49
Frequency of flights servicing desired route	13.27%	15
Comfort of seating in airport	4.42%	5
Availability and quality of food and drink in airport	2.65%	3
Availability of WiFi and electrical outlets in airport	13.27%	15
Cost of food and drink in airport	17.70%	20
Length of wait to retrieve baggage	6.19%	7
Length of wait to get through security checkpoint	15.93%	18
Length of wait to obtain ticket	2.65%	3
Luggage restrictions	7.08%	8
Ease of connection with public transportation	2.65%	3
Total	100%	113

Please indicate how well the following services for airline passengers traveling through the Raleigh-Durham International airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	11.32%	84.91%	0.00%	3.77%	106
Parking availability	10.48%	70.48%	11.43%	7.62%	105
Cost of parking	8.57%	56.19%	25.71%	9.52%	105
Reliability/timeliness of aircraft (departing on schedule, etc.)	8.49%	85.85%	0.94%	4.72%	106
Safety inside airport	17.92%	78.30%	0.00%	3.77%	106
Signage and information inside airport	15.09%	79.25%	1.89%	3.77%	106
Ease of boarding aircraft	12.26%	82.08%	1.89%	3.77%	106
Cleanliness of airport	21.70%	74.53%	0.94%	2.83%	106
Ease of booking flights	13.21%	83.96%	0.00%	2.83%	106
Courtesy and helpfulness of airport staff	13.21%	78.30%	3.77%	4.72%	106
Clarity of announcements in airport	8.57%	79.05%	7.62%	4.76%	105
Notifications or availability of information in the event of a delay or cancellation	7.62%	72.38%	6.67%	13.33%	105
Cost of airline tickets	1.89%	57.55%	36.79%	3.77%	106
Frequency of flights servicing desired route	2.83%	71.70%	21.70%	3.77%	106
Comfort of seating in airport	12.26%	73.58%	10.38%	3.77%	106
Availability and quality of food and drink in airport	9.43%	70.75%	16.04%	3.77%	106
Availability of WiFi and electrical outlets in airport	8.49%	54.72%	28.30%	8.49%	106
Cost of food and drink in airport	2.83%	50.00%	43.40%	3.77%	106
Length of wait to retrieve baggage	6.60%	63.21%	17.92%	12.26%	106
Length of wait to get through security checkpoint	11.32%	72.64%	13.21%	2.83%	106
Length of wait to obtain ticket	3.77%	74.53%	3.77%	17.92%	106
Luggage restrictions	0.95%	74.29%	14.29%	10.48%	106
Ease of connection with other public transportation	2.83%	53.77%	8.49%	34.91%	106

For Raleigh-Durham International airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	%	Count
Availability and access to accurate schedules	6.93%	7
Parking availability	17.82%	18
Cost of parking	35.64%	36
Reliability/timeliness of aircraft (departing on schedule, etc.)	25.74%	26
Safety inside airport	9.90%	10
Signage and information inside airport	5.94%	6
Ease of boarding aircraft	4.95%	5
Cleanliness of airport	0.99%	1
Ease of booking flights	0.99%	1
Courtesy and helpfulness of airport staff	2.97%	3
Clarity of announcements in airport	5.94%	6
Notifications or availability of information in the event of a delay or cancellation	4.95%	5
Cost of airline tickets	41.98%	42
Frequency of flights servicing desired route	29.70%	30
Comfort of seating in airport	5.94%	6
Availability and quality of food and drink in airport	8.91%	9
Availability of WiFi and electrical outlets in airport	16.83%	17
Cost of food and drink in airport	25.74%	26
Length of wait to retrieve baggage	8.91%	9
Length of wait to get through security checkpoint	15.84%	16
Length of wait to obtain ticket	0.00%	0
Luggage restrictions	8.91%	9
Ease of connection with public transportation	2.97%	3
Total	100%	101

Please indicate how well the following services for airline passengers traveling through the Concord Regional airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	0	1	0	2	3
Parking availability	0	1	0	2	3
Cost of parking	0	1	0	2	3
Reliability/timeliness of aircraft (departing on schedule, etc.)	0	1	0	2	3
Safety inside airport	0	1	0	2	3
Signage and information inside airport	0	1	0	2	3
Ease of boarding aircraft	0	1	0	1	2
Cleanliness of airport	0	1	0	1	2
Ease of booking flights	0	1	0	1	2
Courtesy and helpfulness of airport staff	0	1	0	1	2
Clarity of announcements in airport	0	1	0	1	2
Notifications or availability of information in the event of a delay or cancellation	0	1	0	1	2
Cost of airline tickets	1	0	0	1	2
Frequency of flights servicing desired route	0	1	0	1	2
Comfort of seating in airport	0	1	0	1	2
Availability and quality of food and drink in airport	0	1	1	0	2
Availability of WiFi and electrical outlets in airport	0	0	0	2	2
Cost of food and drink in airport	0	1	0	0	1
Length of wait to retrieve baggage	0	0	0	2	2
Length of wait to get through security checkpoint	0	1	0	1	2
Length of wait to obtain ticket	0	1	0	1	2
Luggage restrictions	0	1	0	1	2
Ease of connection with other public transportation	0	0	1	1	2

NOTE: There were 3 responses or less, so percentages were not included.

For Concord Regional airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	Count
Availability and access to accurate schedules	1
Parking availability	1
Cost of parking	0
Reliability/timeliness of aircraft (departing on schedule, etc.)	0
Safety inside airport	0
Signage and information inside airport	0
Ease of boarding aircraft	1
Cleanliness of airport	0
Ease of booking flights	0
Courtesy and helpfulness of airport staff	0
Clarity of announcements in airport	0
Notifications or availability of information in the event of a delay or cancellation	1
Cost of airline tickets	0
Frequency of flights servicing desired route	0
Comfort of seating in airport	0
Availability and quality of food and drink in airport	0
Availability of WiFi and electrical outlets in airport	0
Cost of food and drink in airport	0
Length of wait to retrieve baggage	0
Length of wait to get through security checkpoint	0
Length of wait to obtain ticket	0
Luggage restrictions	0
Ease of connection with public transportation	0
Total	2

NOTE: There were 2 responses, so percentages were not included.

Please indicate how well the following services for airline passengers traveling through the Albert J. Ellis airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	0	3	0	1	4
Parking availability	0	2	1	1	4
Cost of parking	0	3	0	1	4
Reliability/timeliness of aircraft (departing on schedule, etc.)	0	3	0	1	4
Safety inside airport	0	3	0	1	4
Signage and information inside airport	0	3	0	1	4
Ease of boarding aircraft	0	3	0	1	4
Cleanliness of airport	2	1	0	1	4
Ease of booking flights	0	2	1	1	4
Courtesy and helpfulness of airport staff	0	3	0	1	4
Clarity of announcements in airport	0	3	0	1	4
Notifications or availability of information in the event of a delay or cancellation	0	3	0	1	4
Cost of airline tickets	0	1	2	1	4
Frequency of flights servicing desired route	0	2	1	1	4
Comfort of seating in airport	1	2	0	1	4
Availability and quality of food and drink in airport	0	1	2	1	4
Availability of WiFi and electrical outlets in airport	0	3	0	1	4
Cost of food and drink in airport	0	1	2	1	4
Length of wait to retrieve baggage	0	3	0	1	4
Length of wait to get through security checkpoint	0	2	1	1	4
Length of wait to obtain ticket	0	2	0	2	4
Luggage restrictions	0	1	1	1	4
Ease of connection with other public transportation	0	1	0	3	4

NOTE: There were 4 responses, so percentages were not included.

For Albert J. Ellis airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	Count
Availability and access to accurate schedules	1
Parking availability	1
Cost of parking	0
Reliability/timeliness of aircraft (departing on schedule, etc.)	1
Safety inside airport	0
Signage and information inside airport	0
Ease of boarding aircraft	0
Cleanliness of airport	0
Ease of booking flights	0
Courtesy and helpfulness of airport staff	0
Clarity of announcements in airport	0
Notifications or availability of information in the event of a delay or cancellation	0
Cost of airline tickets	0
Frequency of flights servicing desired route	1
Comfort of seating in airport	0
Availability and quality of food and drink in airport	2
Availability of WiFi and electrical outlets in airport	0
Cost of food and drink in airport	1
Length of wait to retrieve baggage	0
Length of wait to get through security checkpoint	1
Length of wait to obtain ticket	0
Luggage restrictions	0
Ease of connection with public transportation	0
Total	3

Please indicate how well the following services for airline passengers traveling through the Asheville Regional airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	19.05%	71.43%	4.76%	4.76%	21
Parking availability	19.05%	57.14%	9.52%	14.29%	21
Cost of parking	10.00%	50.00%	25.00%	15.00%	20
Reliability/timeliness of aircraft (departing on schedule, etc.)	14.29%	57.14%	23.81%	4.76%	21
Safety inside airport	19.05%	71.43%	4.76%	4.76%	21
Signage and information inside airport	20.00%	70.00%	5.00%	5.00%	20
Ease of boarding aircraft	23.81%	66.67%	4.76%	4.76%	21
Cleanliness of airport	23.81%	71.43%	0.00%	4.76%	21
Ease of booking flights	20.00%	75.00%	0.00%	5.00%	20
Courtesy and helpfulness of airport staff	28.57%	66.67%	0.00%	4.76%	21
Clarity of announcements in airport	25.00%	65.00%	5.00%	5.00%	20
Notifications or availability of information in the event of a delay or cancellation	19.05%	61.90%	14.29%	4.76%	21
Cost of airline tickets	9.52%	28.57%	57.14%	4.76%	21
Frequency of flights servicing desired route	9.52%	28.57%	57.14%	4.76%	21
Comfort of seating in airport	14.29%	76.19%	4.76%	4.76%	21
Availability and quality of food and drink in airport	14.29%	47.62%	28.57%	9.52%	21
Availability of WiFi and electrical outlets in airport	14.29%	71.43%	9.52%	4.76%	21
Cost of food and drink in airport	14.29%	38.10%	38.10%	19.05%	21
Length of wait to retrieve baggage	9.52%	61.90%	9.52%	4.76%	21
Length of wait to get through security checkpoint	14.29%	71.43%	9.52%	19.05%	21
Length of wait to obtain ticket	9.52%	71.43%	0.00%	4.76%	21
Luggage restrictions	9.52%	76.19%	9.52%	19.05%	21
Ease of connection with other public transportation	9.52%	38.10%	14.29%	38.10%	21

For Asheville Regional airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	%	Count
Availability and access to accurate schedules	0.00%	0
Parking availability	15.79%	3
Cost of parking	21.05%	4
Reliability/timeliness of aircraft (departing on schedule, etc.)	47.37%	9
Safety inside airport	10.53%	2
Signage and information inside airport	0.00%	0
Ease of boarding aircraft	5.26%	1
Cleanliness of airport	0.00%	0
Ease of booking flights	5.26%	1
Courtesy and helpfulness of airport staff	0.00%	0
Clarity of announcements in airport	5.26%	1
Notifications or availability of information in the event of a delay or cancellation	10.53%	2
Cost of airline tickets	57.89%	11
Frequency of flights servicing desired route	63.16%	12
Comfort of seating in airport	0.00%	0
Availability and quality of food and drink in airport	0.00%	0
Availability of WiFi and electrical outlets in airport	0.00%	0
Cost of food and drink in airport	15.79%	3
Length of wait to retrieve baggage	5.26%	1
Length of wait to get through security checkpoint	5.26%	1
Length of wait to obtain ticket	0.00%	0
Luggage restrictions	15.79%	3
Ease of connection with public transportation	0.00%	0
Total	100%	19

Please indicate how well the following services for airline passengers traveling through the Coastal Carolina Regional airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	45.45%	54.55%	0.00%	0.00%	11
Parking availability	54.55%	45.45%	0.00%	0.00%	11
Cost of parking	18.18%	81.82%	0.00%	0.00%	11
Reliability/timeliness of aircraft (departing on schedule, etc.)	27.27%	54.55%	18.18%	0.00%	11
Safety inside airport	36.36%	54.55%	9.09%	0.00%	11
Signage and information inside airport	20.00%	70.00%	0.00%	10.00%	10
Ease of boarding aircraft	36.36%	45.45%	18.18%	0.00%	11
Cleanliness of airport	36.36%	63.64%	0.00%	0.00%	11
Ease of booking flights	36.36%	63.64%	0.00%	0.00%	11
Courtesy and helpfulness of airport staff	36.36%	63.64%	0.00%	0.00%	11
Clarity of announcements in airport	18.18%	72.73%	9.09%	0.00%	11
Notifications or availability of information in the event of a delay or cancellation	18.18%	54.55%	18.18%	9.09%	11
Cost of airline tickets	9.09%	54.55%	36.36%	0.00%	11
Frequency of flights servicing desired route	0.00%	72.73%	18.18%	9.09%	11
Comfort of seating in airport	9.09%	72.73%	18.18%	0.00%	11
Availability and quality of food and drink in airport	9.09%	45.55%	45.45%	0.00%	11
Availability of WiFi and electrical outlets in airport	0.00%	50.00%	10.00%	40.00%	10
Cost of food and drink in airport	0.00%	50.00%	50.00%	0.00%	10
Length of wait to retrieve baggage	18.18%	63.64%	0.00%	18.18%	11
Length of wait to get through security checkpoint	36.36%	54.55%	9.09%	0.00%	11
Length of wait to obtain ticket	18.18%	54.55%	0.00%	27.27%	11
Luggage restrictions	9.09%	63.64%	9.09%	18.18%	11
Ease of connection with other public transportation	9.09%	36.36%	9.09%	45.45%	11

For Coastal Carolina Regional airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	%	Count
Availability and access to accurate schedules	10%	1
Parking availability	0%	0
Cost of parking	20%	2
Reliability/timeliness of aircraft (departing on schedule, etc.)	50%	5
Safety inside airport	0%	0
Signage and information inside airport	0%	0
Ease of boarding aircraft	10%	1
Cleanliness of airport	0%	0
Ease of booking flights	0%	0
Courtesy and helpfulness of airport staff	0%	0
Clarity of announcements in airport	10%	1
Notifications or availability of information in the event of a delay or cancellation	30%	3
Cost of airline tickets	60%	6
Frequency of flights servicing desired route	30%	3
Comfort of seating in airport	0%	0
Availability and quality of food and drink in airport	20%	2
Availability of WiFi and electrical outlets in airport	20%	2
Cost of food and drink in airport	20%	2
Length of wait to retrieve baggage	0%	0
Length of wait to get through security checkpoint	0%	0
Length of wait to obtain ticket	0%	0
Luggage restrictions	0%	0
Ease of connection with public transportation	10%	1
Total	100%	10

Please indicate how well the following services for airline passengers traveling through the Fayetteville Regional/Grannis Field airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	0.00%	71.43%	14.29%	14.29%	7
Parking availability	0.00%	85.71%	0.00%	14.29%	7
Cost of parking	0.00%	71.43%	14.29%	14.29%	7
Reliability/timeliness of aircraft (departing on schedule, etc.)	14.29%	57.14%	14.29%	14.29%	7
Safety inside airport	14.29%	71.43%	0.00%	14.29%	7
Signage and information inside airport	14.29%	71.43%	14.29%	14.29%	7
Ease of boarding aircraft	14.29%	57.14%	0.00%	14.29%	7
Cleanliness of airport	16.67%	66.67%	0.00%	16.67%	6
Ease of booking flights	16.67%	50.00%	16.67%	16.67%	6
Courtesy and helpfulness of airport staff	14.29%	57.14%	14.29%	14.29%	7
Clarity of announcements in airport	0.00%	83.33%	0.00%	16.67%	6
Notifications or availability of information in the event of a delay or cancellation	0.00%	71.43%	14.29%	14.29%	7
Cost of airline tickets	0.00%	28.57%	57.14%	14.29%	7
Frequency of flights servicing desired route	0.00%	33.33%	50.00%	16.67%	6
Comfort of seating in airport	0.00%	71.43%	14.29%	14.29%	7
Availability and quality of food and drink in airport	0.00%	42.86%	42.86%	14.29%	7
Availability of WiFi and electrical outlets in airport	0.00%	57.14%	28.57%	14.29%	7
Cost of food and drink in airport	0.00%	28.57%	42.86%	28.57%	7
Length of wait to retrieve baggage	0.00%	71.43%	14.29%	14.29%	7
Length of wait to get through security checkpoint	14.29%	57.14%	14.29%	14.29%	7
Length of wait to obtain ticket	0.00%	85.71%	0.00%	14.29%	7
Luggage restrictions	0.00%	85.71%	0.00%	14.29%	7
Ease of connection with other public transportation	0.00%	57.14%	14.29%	28.57%	7

For Fayetteville Regional/Grannis Field airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	%	Count
Availability and access to accurate schedules	33.33%	2
Parking availability	0.00%	0
Cost of parking	33.33%	2
Reliability/timeliness of aircraft (departing on schedule, etc.)	33.33%	2
Safety inside airport	16.67%	1
Signage and information inside airport	0.00%	0
Ease of boarding aircraft	0.00%	0
Cleanliness of airport	16.67%	1
Ease of booking flights	0.00%	0
Courtesy and helpfulness of airport staff	0.00%	0
Clarity of announcements in airport	16.67%	1
Notifications or availability of information in the event of a delay or cancellation	16.67%	1
Cost of airline tickets	33.33%	2
Frequency of flights servicing desired route	16.67%	1
Comfort of seating in airport	16.67%	0
Availability and quality of food and drink in airport	16.67%	1
Availability of WiFi and electrical outlets in airport	0.00%	0
Cost of food and drink in airport	16.67%	1
Length of wait to retrieve baggage	33.33%	2
Length of wait to get through security checkpoint	16.67%	1
Length of wait to obtain ticket	0.00%	0
Luggage restrictions	16.67%	1
Ease of connection with public transportation	0.00%	0
Total	100%	6

Please indicate how well the following services for airline passengers traveling through the Piedmont Triad International airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	18.52%	77.78%	3.70%	0.00%	27
Parking availability	33.33%	66.67%	0.00%	0.00%	27
Cost of parking	7.41%	85.19%	7.41%	0.00%	27
Reliability/timeliness of aircraft (departing on schedule, etc.)	7.41%	88.89%	3.70%	0.00%	27
Safety inside airport	22.22%	77.78%	0.00%	0.00%	27
Signage and information inside airport	14.81%	85.19%	0.00%	0.00%	27
Ease of boarding aircraft	25.93%	70.37%	3.70%	0.00%	27
Cleanliness of airport	25.93%	70.37%	3.70%	0.00%	27
Ease of booking flights	14.81%	81.48%	3.70%	0.00%	27
Courtesy and helpfulness of airport staff	18.52%	70.37%	7.41%	3.70%	27
Clarity of announcements in airport	11.11%	74.07%	7.41%	7.41%	27
Notifications or availability of information in the event of a delay or cancellation	7.41%	77.78%	7.41%	7.41%	27
Cost of airline tickets	3.70%	55.56%	40.74%	0.00%	27
Frequency of flights servicing desired route	3.70%	51.85%	44.44%	0.00%	27
Comfort of seating in airport	7.41%	77.78%	11.11%	3.70%	27
Availability and quality of food and drink in airport	0.00%	66.67%	33.33%	0.00%	27
Availability of WiFi and electrical outlets in airport	11.11%	62.96%	18.52%	7.41%	27
Cost of food and drink in airport	3.70%	48.15%	44.44%	3.70%	27
Length of wait to retrieve baggage	18.52%	62.96%	11.11%	7.41%	27
Length of wait to get through security checkpoint	25.93%	59.26%	14.81%	0.00%	27
Length of wait to obtain ticket	3.70%	74.07%	3.70%	18.52%	27
Luggage restrictions	0.00%	80.00%	12.00%	8.00%	25
Ease of connection with other public transportation	7.41%	48.15%	11.11%	33.33%	27

For Piedmont Triad International airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	%	Count
Availability and access to accurate schedules	7.69%	2
Parking availability	0.00%	0
Cost of parking	15.38%	4
Reliability/timeliness of aircraft (departing on schedule, etc.)	34.62%	9
Safety inside airport	7.69%	2
Signage and information inside airport	0.00%	0
Ease of boarding aircraft	0.00%	0
Cleanliness of airport	0.00%	0
Ease of booking flights	0.00%	0
Courtesy and helpfulness of airport staff	0.00%	0
Clarity of announcements in airport	7.69%	2
Notifications or availability of information in the event of a delay or cancellation	11.54%	3
Cost of airline tickets	50.00%	13
Frequency of flights servicing desired route	34.62%	9
Comfort of seating in airport	0.00%	0
Availability and quality of food and drink in airport	26.92%	7
Availability of WiFi and electrical outlets in airport	3.85%	1
Cost of food and drink in airport	26.92%	7
Length of wait to retrieve baggage	15.38%	4
Length of wait to get through security checkpoint	15.38%	4
Length of wait to obtain ticket	3.85%	1
Luggage restrictions	0.00%	0
Ease of connection with public transportation	3.85%	1
Total	100%	26

Please indicate how well the following services for airline passengers traveling through the Pitt-Greenville airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	18.52%	54.84%	9.68%	22.58%	31
Parking availability	22.58%	61.29%	0.00%	16.13%	31
Cost of parking	12.90%	41.94%	22.58%	22.58%	31
Reliability/timeliness of aircraft (departing on schedule, etc.)	9.68%	58.06%	16.13%	16.13%	31
Safety inside airport	16.13%	61.29%	3.23%	19.35%	31
Signage and information inside airport	9.68%	67.74%	3.23%	19.35%	31
Ease of boarding aircraft	9.68%	61.29%	9.68%	19.35%	31
Cleanliness of airport	16.13%	64.52%	3.23%	16.13%	31
Ease of booking flights	9.68%	58.06%	9.68%	22.58%	31
Courtesy and helpfulness of airport staff	19.35%	51.61%	9.68%	19.35%	31
Clarity of announcements in airport	9.68%	58.06%	12.90%	19.35%	31
Notifications or availability of information in the event of a delay or cancellation	9.68%	48.39%	16.13%	25.81%	31
Cost of airline tickets	6.45%	38.71%	35.48%	19.35%	31
Frequency of flights servicing desired route	0.00%	35.48%	41.94%	22.58%	31
Comfort of seating in airport	16.13%	61.29%	3.23%	19.35%	31
Availability and quality of food and drink in airport	0.00%	35.48%	35.48%	29.03%	31
Availability of WiFi and electrical outlets in airport	6.45%	48.39%	9.68%	35.48%	31
Cost of food and drink in airport	3.23%	29.03%	22.58%	45.16%	31
Length of wait to retrieve baggage	3.23%	64.52%	6.45%	25.81%	31
Length of wait to get through security checkpoint	9.68%	64.52%	6.45%	19.35%	31
Length of wait to obtain ticket	6.45%	61.29%	6.45%	25.81%	31
Luggage restrictions	3.23%	58.06%	16.13%	22.58%	31
Ease of connection with other public transportation	3.33%	40.00%	13.33%	43.33%	30

For Pitt-Greenville airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	%	Count
Availability and access to accurate schedules	13.79%	4
Parking availability	10.34%	3
Cost of parking	27.59%	8
Reliability/timeliness of aircraft (departing on schedule, etc.)	27.59%	8
Safety inside airport	13.79%	4
Signage and information inside airport	0.00%	0
Ease of boarding aircraft	3.45%	1
Cleanliness of airport	6.90%	2
Ease of booking flights	3.45%	1
Courtesy and helpfulness of airport staff	0.00%	0
Clarity of announcements in airport	6.90%	2
Notifications or availability of information in the event of a delay or cancellation	17.24%	5
Cost of airline tickets	37.93%	11
Frequency of flights servicing desired route	44.83%	13
Comfort of seating in airport	6.90%	2
Availability and quality of food and drink in airport	13.79%	4
Availability of WiFi and electrical outlets in airport	10.34%	3
Cost of food and drink in airport	6.90%	2
Length of wait to retrieve baggage	0.00%	0
Length of wait to get through security checkpoint	3.45%	1
Length of wait to obtain ticket	3.45%	1
Luggage restrictions	6.90%	2
Ease of connection with public transportation	6.90%	2
Total	100%	29

Please indicate how well the following services for airline passengers traveling through the Wilmington International airport match your expectations.

Question	Exceeds Expectations	Meets Expectations	Does not meet expectations	NA/Don't Know	Total
Availability and access to accurate schedules	15.79%	73.68%	0.00%	10.53%	19
Parking availability	21.05%	57.89%	10.53%	10.53%	19
Cost of parking	10.53%	42.11%	36.84%	10.53%	19
Reliability/timeliness of aircraft (departing on schedule, etc.)	10.53%	78.95%	0.00%	10.53%	19
Safety inside airport	15.79%	68.42%	5.26%	10.53%	19
Signage and information inside airport	15.79%	73.68%	0.00%	10.53%	19
Ease of boarding aircraft	26.32%	57.89%	5.26%	10.53%	19
Cleanliness of airport	31.58%	57.89%	0.00%	10.53%	19
Ease of booking flights	21.05%	63.16%	0.00%	15.79%	19
Courtesy and helpfulness of airport staff	26.32%	63.16%	0.00%	10.53%	19
Clarity of announcements in airport	21.05%	57.89%	5.26%	15.79%	19
Notifications or availability of information in the event of a delay or cancellation	16.67%	55.56%	11.11%	16.67%	18
Cost of airline tickets	5.26%	21.05%	63.16%	10.53%	19
Frequency of flights servicing desired route	5.26%	31.58%	52.63%	10.53%	19
Comfort of seating in airport	10.53%	73.68%	5.26%	10.53%	19
Availability and quality of food and drink in airport	10.53%	47.37%	26.32%	15.79%	19
Availability of WiFi and electrical outlets in airport	10.53%	57.89%	15.79%	15.79%	19
Cost of food and drink in airport	5.26%	36.84%	42.11%	15.79%	19
Length of wait to retrieve baggage	5.26%	57.89%	15.79%	21.05%	19
Length of wait to get through security checkpoint	15.79%	63.16%	10.53%	10.53%	19
Length of wait to obtain ticket	10.53%	63.16%	5.26%	21.05%	19
Luggage restrictions	5.26%	63.16%	15.79%	15.79%	19
Ease of connection with other public transportation	5.26%	36.84%	15.79%	42.11%	19

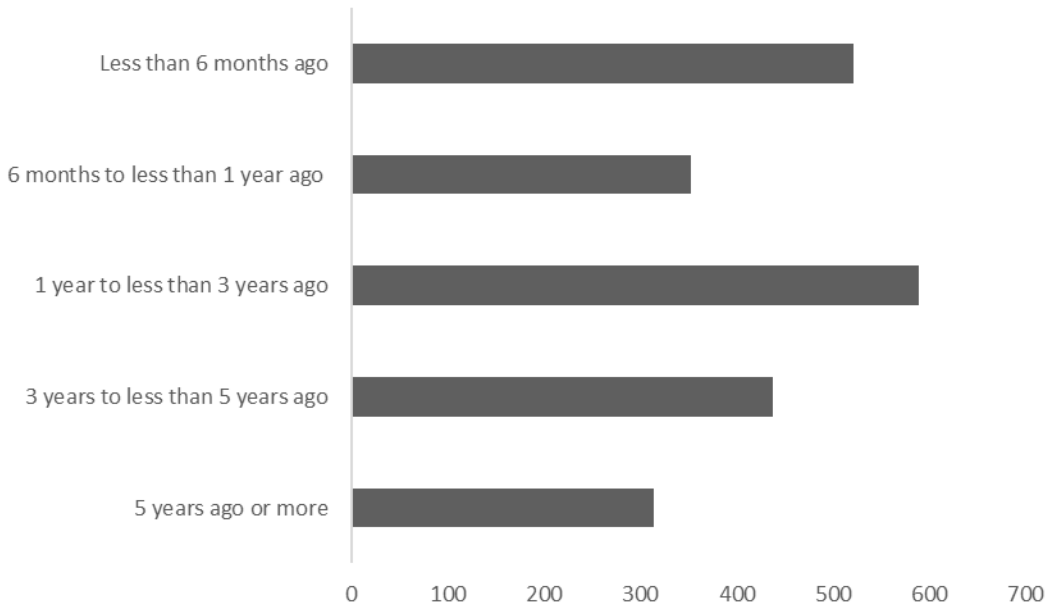
For Wilmington International airport, which three of the following services do you think should receive the most emphasis over the next two years?

Answer	%	Count
Availability and access to accurate schedules	5.88%	1
Parking availability	0.00%	0
Cost of parking	17.65%	3
Reliability/timeliness of aircraft (departing on schedule, etc.)	47.06%	8
Safety inside airport	17.65%	3
Signage and information inside airport	5.88%	1
Ease of boarding aircraft	5.88%	1
Cleanliness of airport	0.00%	0
Ease of booking flights	0.00%	0
Courtesy and helpfulness of airport staff	5.88%	1
Clarity of announcements in airport	5.88%	1
Notifications or availability of information in the event of a delay or cancellation	5.88%	1
Cost of airline tickets	58.82%	10
Frequency of flights servicing desired route	47.06%	9
Comfort of seating in airport	0.00%	0
Availability and quality of food and drink in airport	11.76%	2
Availability of WiFi and electrical outlets in airport	5.88%	1
Cost of food and drink in airport	5.88%	1
Length of wait to retrieve baggage	5.88%	1
Length of wait to get through security checkpoint	0.00%	0
Length of wait to obtain ticket	0.00%	0
Luggage restrictions	5.88%	1
Ease of connection with public transportation	17.65%	3
Total	100%	17

Appendix I – 2017-18 Survey Results – DMV Services

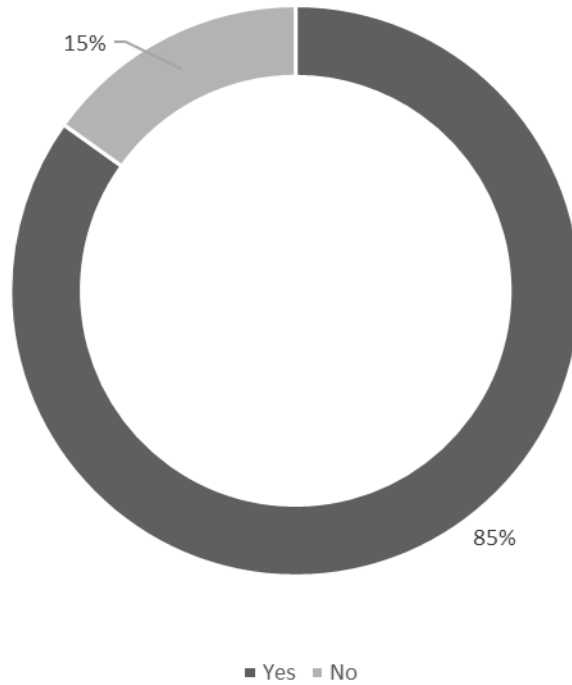
When was the last time that you visited a Driver License DMV (Division of Motor Vehicles) Office in North Carolina?

Please note this does not include any online DMV services you may have used.



Answer	Count
Less than 6 months ago	521
6 months to less than 1 year ago	353
1 year to less than 3 years ago	589
3 years to less than 5 years ago	437
5 years ago or more	314
Total	2214

Did you visit the closest Driver License DMV office?



Answer	Count
Yes	236
No	42
Total	278

Which of the following factors influenced your decision to choose the Driver License DMV office you visited last?

Please select all that apply.

Answer	%	Count
Location	86.03%	234
Shorter wait times	25.37%	69
Previous experience	20.22%	55
Attitude of employees/customer service	15.07%	41
Hours of operation	11.03%	30
Comfort of office	3.68%	10
Other	2.21%	6

In your last interaction at a Driver License DMV Office, which of the following services did you utilize?

This does NOT include any online DMV services you may have used. Please select all relevant responses.

Answer	%	Count
License/permit/ID card services	84.62%	231
Other	8.06%	22
Address change services	6.96%	19
Commercial Driver License services	4.03%	11
Disability parking services	3.66%	10
Motorcycle Driver License	2.56%	7
Pay Liability Insurance	0.37%	1
Obtain copy of driving record	0.00%	0

Please indicate how well the following services match your expectations.

For these options, please consider your last interaction at a Driver License DMV Office in North Carolina.

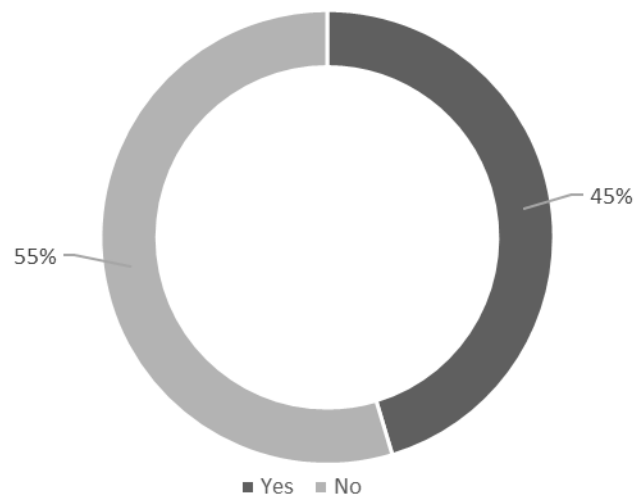
Question	Exceeds Expectations	Meets Expectations	Does NOT Meet Expectations	NA/Don't Know
Overall quality of customer service at DMV office	513	1329	294	27
Amount of time you waited for service at DMV office	337	1044	752	30
Cleanliness of DMV office	467	1518	141	37
Knowledge of DMV staff	599	1396	101	67
Courtesy and helpfulness of DMV staff	648	1177	311	27
Convenience of hours of operation at DMV office	375	1396	355	36
Clarity of instructions for services (knowing what paperwork was needed, etc.)	416	1395	297	54
Quality of printed materials & instructions provided at the DMV office	416	1500	103	143
Total	3771	10755	2354	421

Which three of the following services do you think should receive the most emphasis from NCDOT over the next two years?

Answer	Count
Overall quality of customer service at DMV office	133
Amount of time you waited for service at DMV office	190
Cleanliness of DMV office	22
Knowledge of DMV staff	37
Courtesy and helpfulness of DMV staff	76
Convenience of hours of operation at DMV office	119
Clarity of instructions for services (knowing what paperwork was needed, etc.)	83
Quality of printed materials & instructions provided at the DMV office	29
Total	262

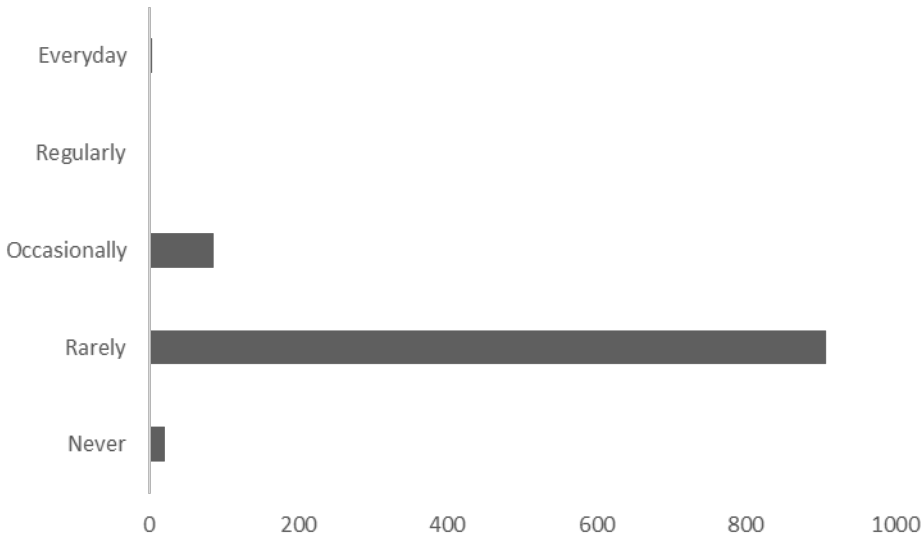
Appendix J – 2017-18 Survey Results – DMV Services Online

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



Answer	Count
Yes	1028
No	1238
Total	2266

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



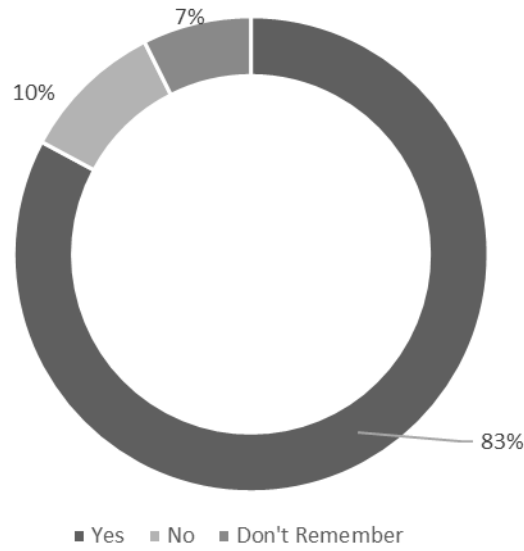
Answer	Count
Every day	4
Regularly (more than once a week)	3
Occasionally (a couple of times each month)	87
Rarely (a couple of times in the last year)	908
Never	21
Total	1023

What was the purpose of your most recent visit to the DMV website?

Please select all that apply.

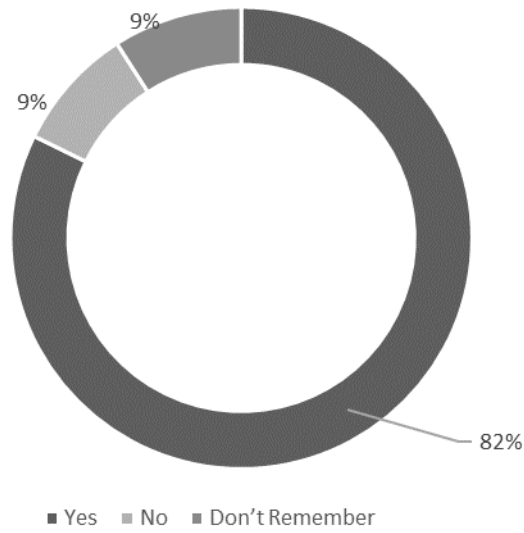
Answer	%	Count
Renew registration/plate	78.80%	171
General information about licenses	22.58%	49
Look up DMV hours	15.67%	34
Find location	11.06%	24
Order duplicate license/ID card	12.44%	27
Other	5.53%	12
Estimate vehicle property tax	5.99%	13
Order personalized & specialized plate	3.23%	7
Order duplicate registration card	2.30%	5
Request driving record	1.38%	3
Pay limited registration plate (LRP)	0.46%	1
Liability insurance services	1.84%	4
Renew Trans Express System	0.00%	0

Was the DMV website easy to navigate?



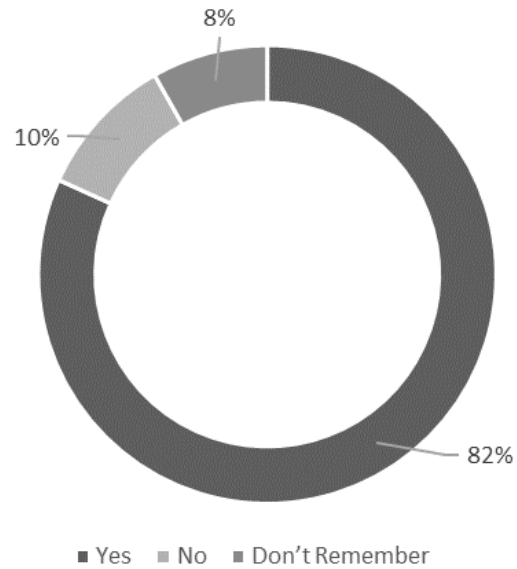
Answer	Count
Yes	849
No	100
Don't remember	76
Total	1025

Did the DMV website clearly explain services offered?



Answer	Count
Yes	844
No	89
Don't remember	93
Total	1026

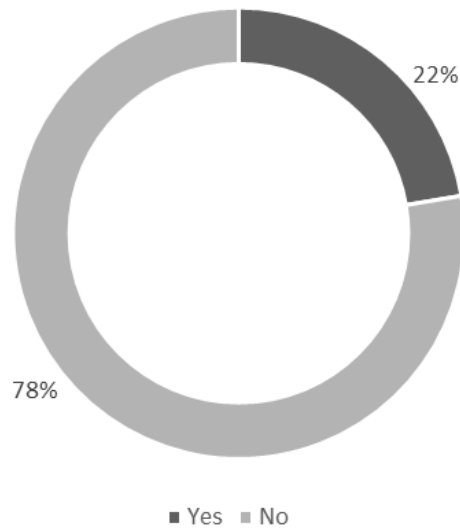
Did the DMV website feature sufficient information?



Answer	Count
Yes	839
No	103
Don't remember	84
Total	1026

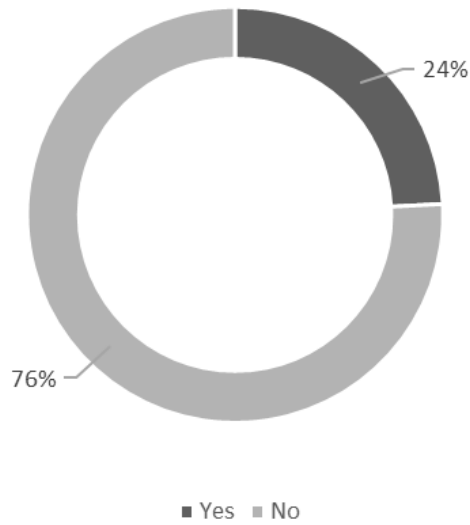
Appendix K – 2017-18 Survey Results – NCDOT Contact

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?



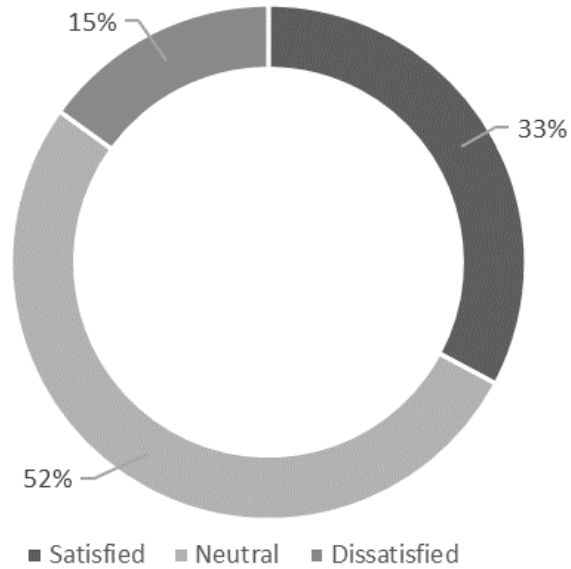
Answer	Count
Yes	511
No	1776
Total	2287

Have you interacted with a NCDOT employee in the past two years?



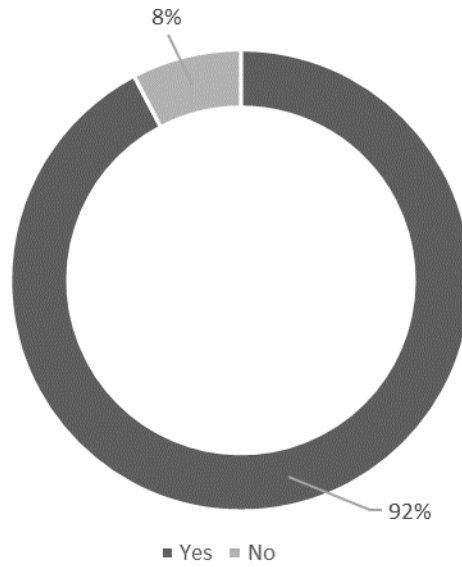
Answer	Count
Yes	491
No	1541
Total	2032

Overall, how satisfied were you with the service provided by the NCDOT employee who assisted you most recently?



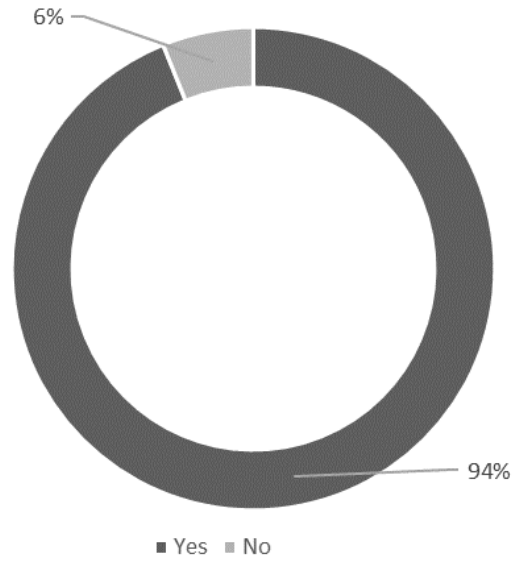
Answer	Count
Satisfied	229
Neutral	364
Dissatisfied	105
Total	698

Did the NCDOT employee courteously greet you?



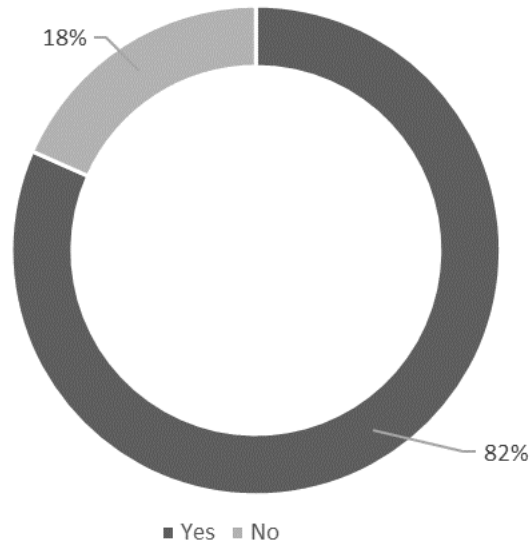
Answer	Count
Yes	650
No	54
Total	704

Did the NCDOT employee treat you respectfully?



Answer	Count
Yes	661
No	43
Total	704

Did the NCDOT employee resolve your concern and/or answer your question in a timely fashion?

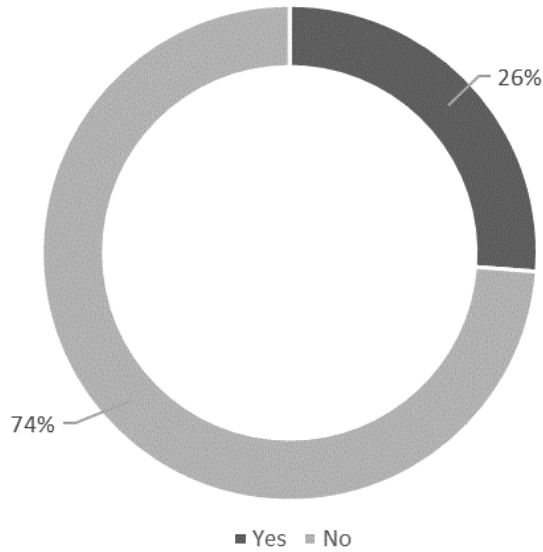


Answer	Count
Yes	569
No	128
Total	697

Appendix L – 2017-18 Survey Results – NCDOT Contact Online

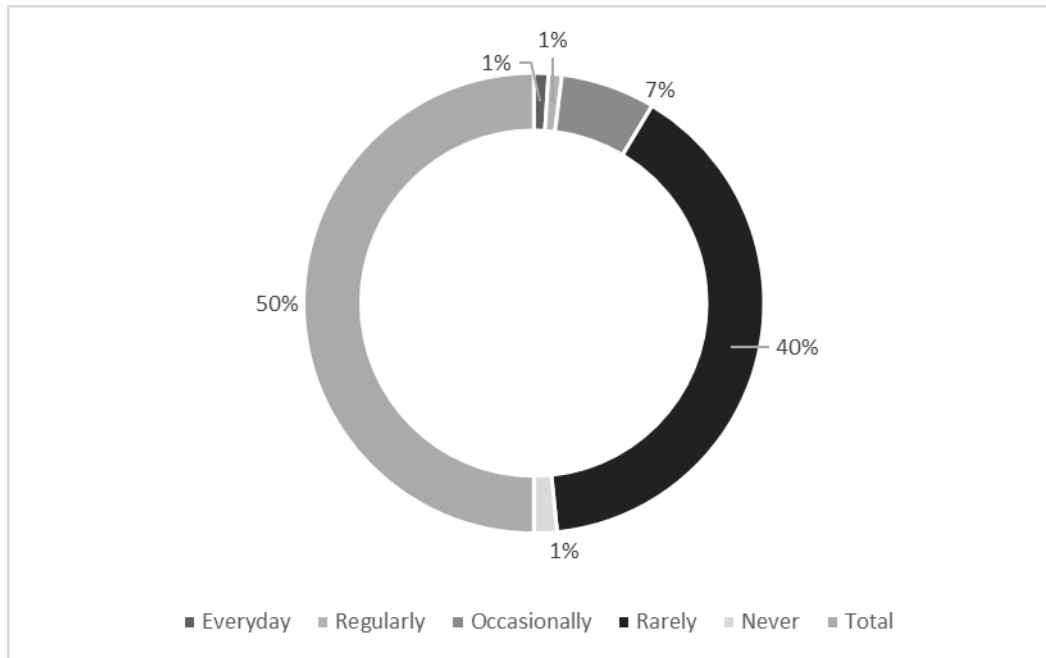
Have you visited the NCDOT website during the past year?

For these questions, please do not consider the DMV website.



Answer	Count
Yes	591
No	1665
Total	2256

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



Answer	Count
Every day	12
Regularly (more than once a week)	11
Occasionally (a couple of times each month)	78
Rarely (a couple of times in the last year)	468
Never	19
Total	588

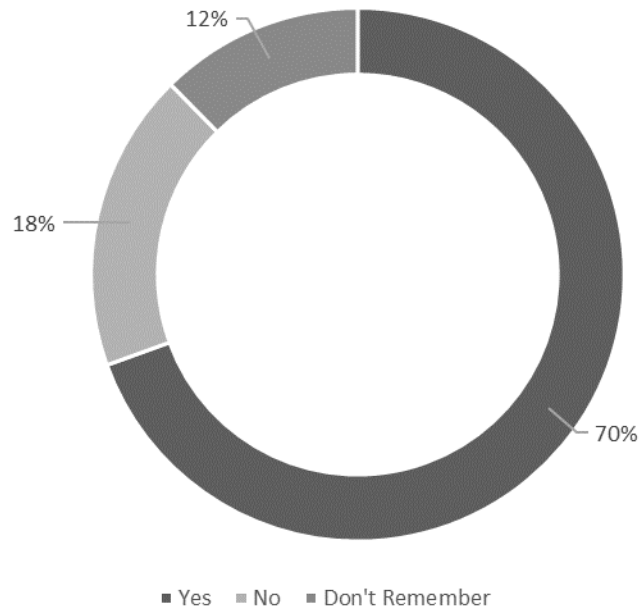
Why did you visit the NCDOT website?

Please consider your most recent visit to the NCDOT website.

This was an open-ended question; responses with more than 5 respondents included:

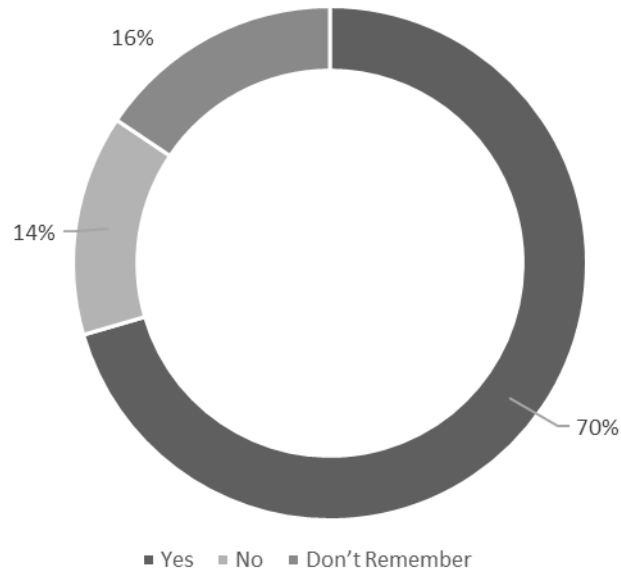
Reason	Frequency
Information	74
Renewals	69
Work	22
Traffic	18
Road Conditions	17
Road closures	10
Potholes	8

Was the NCDOT website easy to navigate?



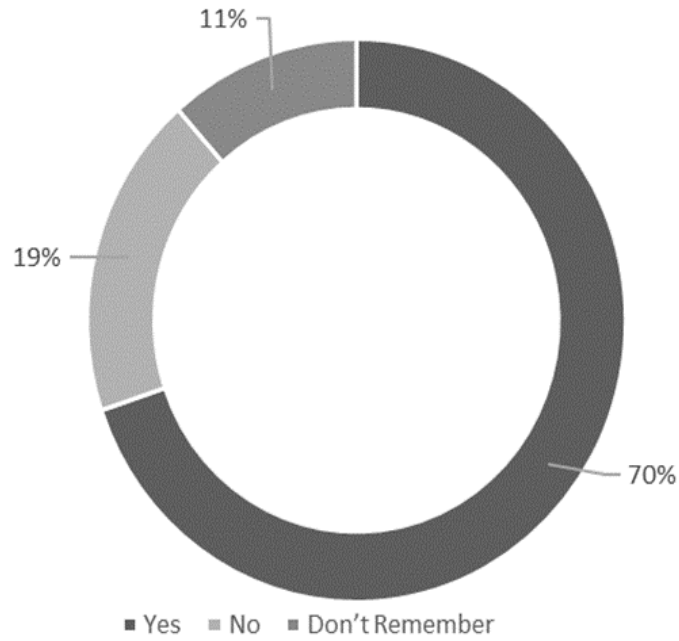
Answer	Count
Yes	410
No	107
Don't remember	73
Total	590

Did the NCDOT website clearly explain services offered?



Answer	Count
Yes	416
No	82
Don't remember	92
Total	590

Did the NCDOT website feature sufficient information?



Answer	Count
Yes	412
No	110
Don't remember	68
Total	590

Appendix M – 2017-18 Survey Results – NCDOT Overall

Which of the following are the most effective ways for NCDOT to provide you with information (such as traffic conditions, roadway projects, etc.)?

Please select all that apply.

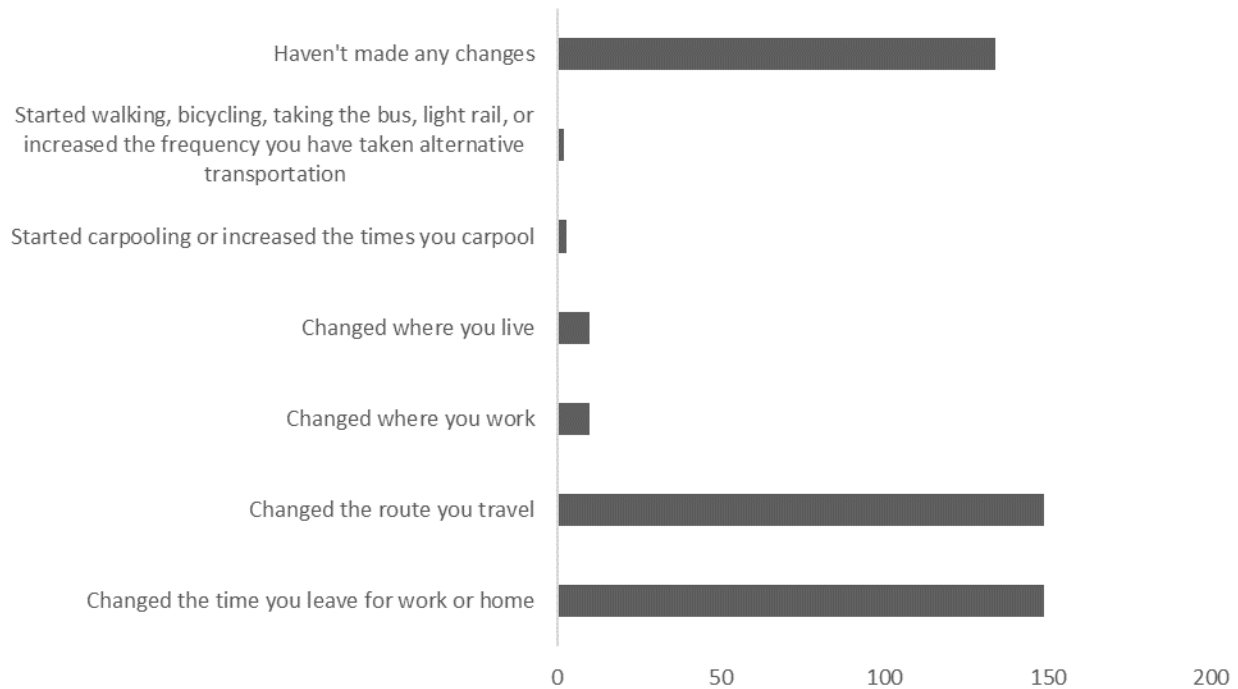
Name	%	Count
Electronic message boards on highways	56.70%	182
Local TV	40.19%	129
Social media (Facebook, Twitter, etc.)	33.64%	108
Signs on roadways	41.12%	132
NCDOT website	31.15%	100
Email	38.63%	124
Text messages	31.78%	102
Radio	24.61%	79
Newspapers	13.71%	44
Direct mailings/newsletters	17.45%	56
Public meetings/hearings	7.17%	23
Public officials	2.49%	8
Flyers	4.05%	13
Other	1.56%	5
		321

Please indicate your level of agreement with the following statements:

Question	Agree	Neutral	Disagree
I am satisfied with the services provided by NCDOT.	858	1143	314
I am familiar with the services provided by NCDOT.	933	978	187
I think NCDOT is responsive to the needs of local communities.	709	1009	416
NCDOT does a good job of prioritizing roadway improvements in North Carolina.	542	894	603
NCDOT incorporates environmental concerns into the design and maintenance of transportation projects.	670	911	240
Compared to other states I have visited, I think North Carolina's transportation system is one of the best.	658	859	553
It is easy to travel between cities in North Carolina.	1099	813	268
NCDOT services have improved within the last few years.	634	976	294
Basic repairs to roadways in North Carolina are usually complete in a timely manner. ("Basic repairs" include filling pot holes, sealing cracks, etc.)	516	729	915
I think roadways in North Carolina are safer today than they were five years ago.	679	873	418
I feel well-informed about current traffic safety campaigns in North Carolina.	510	997	530
I am able to get to my intended destinations in North Carolina safely.	1105	867	227
I am able to get to my intended destinations in North Carolina on-time.	178	92	50
When NCDOT construction projects were initiated in my area, I was adequately notified.	622	797	625
Total	13973	11938	5640

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...? Please select all that apply.



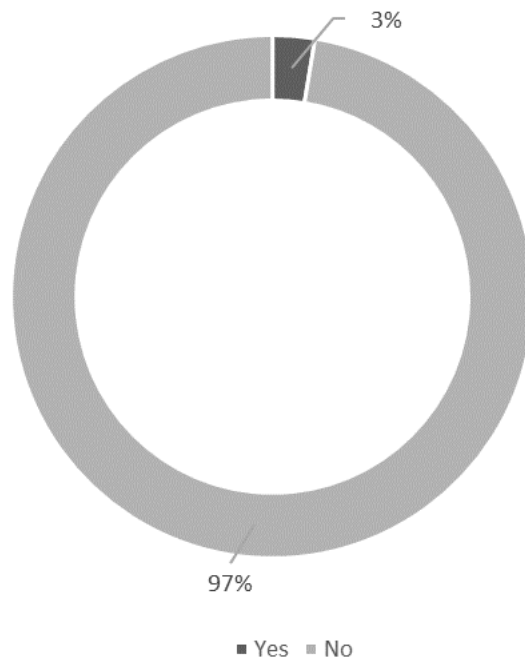
Answer	Count
Changed the time you leave for work or home	149
Changed the route you travel	149
Changed where you work	10
Changed where you live	10
Started carpooling or increased the times you carpool	3
Started walking, bicycling, taking the bus, light rail, or increased the frequency you have taken alternative transportation	2
Haven't made any changes	134
Total	320

Please choose three areas that you would like NCDOT to focus resources on within the next few years.

Answer	Count
Safety of highways and interstates	156
Maintenance of highways and interstates	249
New construction of highways and interstates	193
Ferry services	5
Pedestrian services	51
Passenger train services	38
Light rail services	62
Bicyclist services	55
Local/public/city bus services	45
Total	317

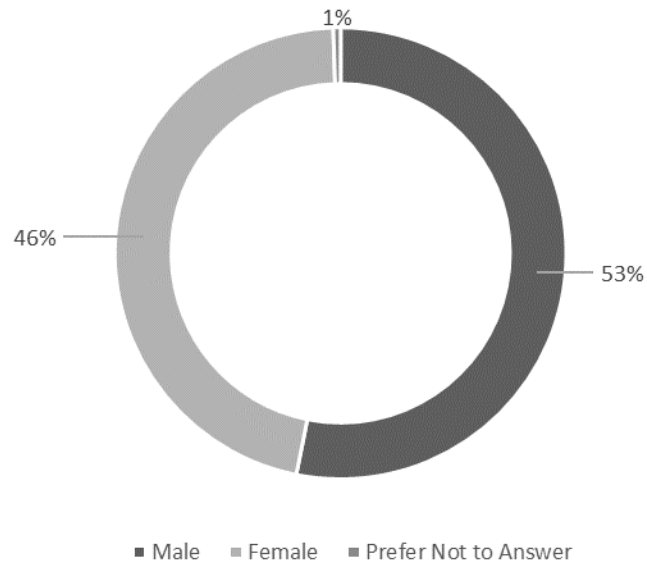
Appendix N – 2017-18 Survey Results – Demographics

Are you or anyone in your immediate family employed by NCDOT?



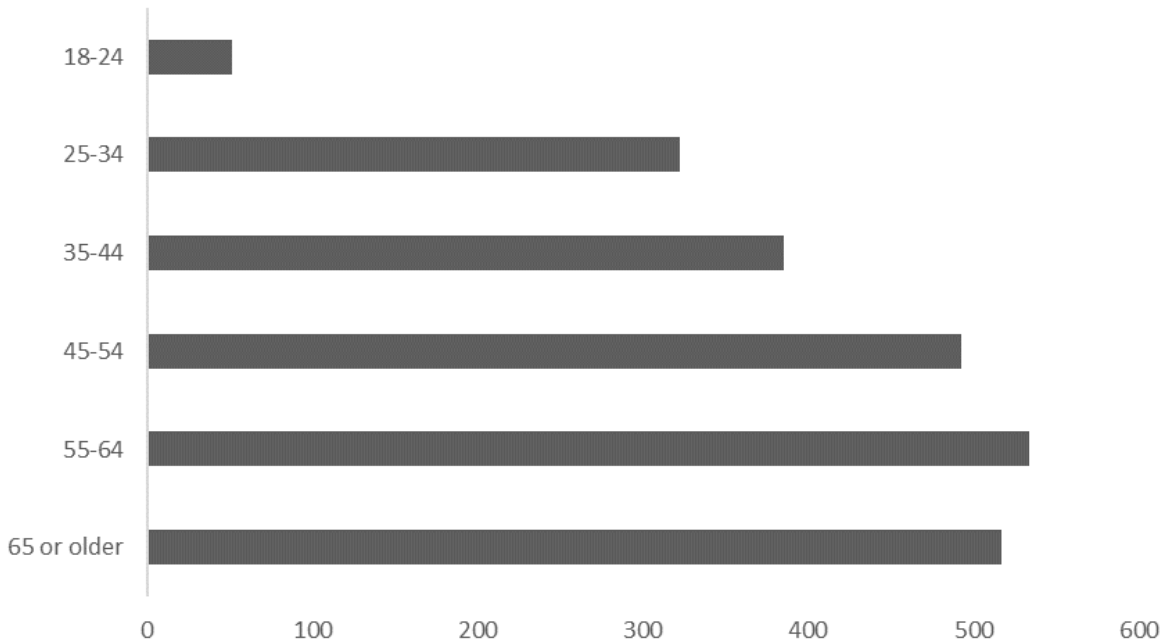
Answer	Count
Yes	60
No	2244
Total	2304

Please indicate your gender.



Answer	Count
Female	1072
Male	1230
Prefer not to answer	12
Total	2314

Which range indicates your age?



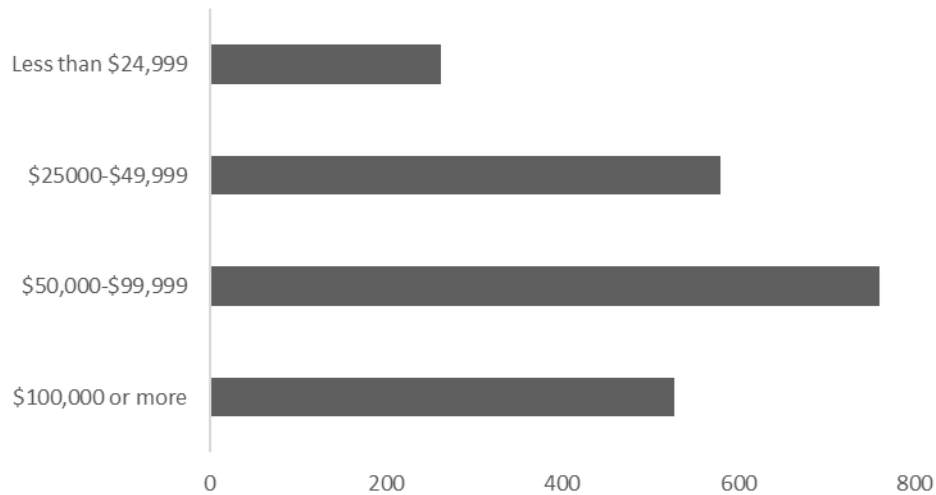
Answer	Count
18-24	51
25-34	322
35-44	385
45-54	493
55-64	534
65 or older	517
Total	2302

How would you classify yourself?

Answer	%	Count
White/Caucasian	80.25%	260
Prefer not to answer	3.70%	12
Black/African American, non-Hispanic	8.64%	28
Multiracial	0.62%	2
Other	1.23%	4
Asian or Pacific Islander, including Hawaiian	1.54%	5
Hispanic/Latino	4.01%	13
Native American, including Alaska native	0%	0

What is your total household income before taxes and other withholdings?

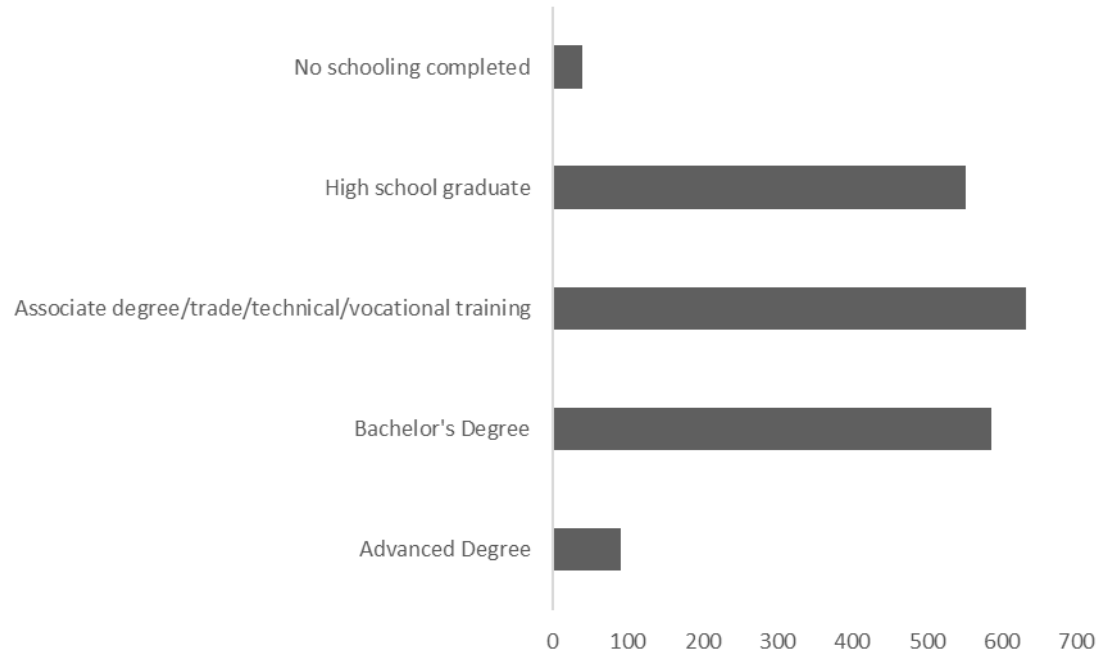
For this question, please include every member of your household who contributes to household finances.



Answer	Count
Less than \$24,999	263
\$25,000-\$49,999	580
\$50,000-\$99,999	761
\$100,000 or more	528
Total	2132

What is the highest degree or level of school you have completed?

If currently enrolled, please indicate highest degree received.



Answer	Count
No schooling completed	39
High school graduate/diploma or equivalent (e.g., GED)	552
Associate degree/trade/technical/vocational training	632
Bachelor's degree	586
Advanced degree (Master's/Professional/PhD)	90
Total	1899

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

If you are not employed outside of your home, write N/A

This was an open question; responses with more than 10 respondents included:

Distance (Miles)	Frequency
10	122
15	97
5	89
20	79
30	66
25	64
8	49
12	43
3	42
2	38
1	37
7	34
6	34
40	33
35	30
50	29
18	26
13	26
4	24
14	15
9	14
60	13
45	11
32	11
17	11
16	11
23	10

To ensure that all counties in North Carolina are equally represented, please enter your home zip code.

This was an open-ended question; responses with 10 or more respondents included:

Zip Code	Frequency
27410	21
27610	21
28443	19
28675	19
27944	18
27312	17
27105	17
28906	16
27330	16
28771	16
27932	15
28557	14
28607	14
28655	14
28734	14
28904	14
27589	13
28139	13
28501	13
28779	13
27028	12
27596	12
27612	12
27834	12
27909	12
28560	12
28681	12
28714	12
27925	11
28277	11
28376	11
28516	11
28625	11
28645	11
28712	11
28786	11

NCDOT Customer Survey 2017-18

27011	10
27205	10
27406	10
27565	10
27613	10
27615	10
27870	10
27889	10
28001	10
28532	10
28580	10
28585	10
28713	10
28777	10

To ensure that all counties in North Carolina are equally represented, please select your home county.

Count	%	Frequency
Alamance	0.86%	20
Alexander	0.65%	15
Alleghany	1.64%	38
Anson	0.52%	12
Ashe	0.78%	18
Avery	0.78%	18
Beaufort	0.86%	20
Bertie	0.69%	16
Bladen	0.65%	15
Brunswick	1.08%	25
Buncombe	1.95%	45
Burke	0.86%	20
Cabarrus	0.99%	23
Caldwell	1.04%	24
Camden	0.82%	19
Carteret	1.77%	41
Caswell	0.73%	17
Catawba	0.86%	20
Chatham	1.47%	34
Cherokee	0.86%	20
Chowan	0.82%	19
Clay	0.86%	20
Cleveland	0.69%	16
Columbus	0.61%	14
Craven	1.04%	24
Cumberland	1.34%	31
Currituck	1.04%	24
Dare	1.25%	29
Davidson	0.86%	20
Davie	0.78%	18
Duplin	0.52%	12
Durham	1.17%	27
Edgecombe	0.61%	14
Forsyth	1.69%	39
Franklin	0.99%	23
Gaston	1.08%	25
Gates	0.78%	18

NCDOT Customer Survey 2017-18

Graham	0.69%	16
Granville	0.65%	15
Greene	0.56%	13
Guilford	3.85%	89
Halifax	0.65%	15
Harnett	0.73%	17
Haywood	0.86%	20
Henderson	1.25%	29
Hertford	0.61%	14
Hoke	0.78%	18
Hyde	0.61%	14
Iredell	0.91%	21
Jackson	1.04%	24
Johnston	1.12%	26
Jones	0.95%	22
Lee	0.99%	23
Lenoir	0.86%	20
Lincoln	1.04%	24
Macon	0.95%	22
Madison	0.61%	14
Martin	0.48%	11
McDowell	0.69%	16
Mecklenburg	4.32%	100
Mitchell	0.65%	15
Montgomery	0.65%	15
Moore	0.78%	18
Moore	0.78%	18
Nash	0.73%	17
New Hanover	1.04%	24
Northampton	0.82%	19
Onslow	1.25%	29
Orange	0.95%	22
Pamlico	0.95%	22
Pasquotank	0.52%	12
Pender	1.43%	33
Perquimans	0.82%	19
Person	1.08%	25
Pitt	1.30%	30
Polk	0.95%	22
Randolph	0.78%	18
Richmond	0.56%	13

NCDOT Customer Survey 2017-18

Robeson	0.73%	17
Rockingham	0.61%	14
Rowan	0.78%	18
Rutherford	1.25%	29
Sampson	0.56%	13
Scotland	0.52%	12
Stanly	0.95%	22
Stokes	0.69%	16
Surry	1.04%	24
Swain	0.65%	15
Transylvania	0.99%	23
Tyrell	0.48%	11
Union	0.99%	23
Vance	0.61%	14
Wake	6.61%	153
Warren	0.95%	22
Washington	0.56%	13
Watauga	0.86%	20
Wayne	0.69%	16
Wilson	0.56%	13
Yadkin	0.99%	23
Yancey	0.65%	15
Total	100.00%	2313

Appendix O – Weighting Method for Overall Satisfaction

When applied in this report, the weighting method was developed from analysis of the 2015 survey data and has been applied to the convenience sample of following surveys. The overall purpose of this effort was to objectively determine the perceptions of the North Carolina Department of Transportation's (NCDOT) customers to gauge and measure citizen and customer satisfaction. Assessing customer satisfaction will provide NCDOT useful feedback for a variety of subject areas.

Random Sample

A random, address-based sample of North Carolina residents were contacted by mail or phone and invited to participate in a voluntary survey measuring personal perceptions of NCDOT's services. The survey could be completed online, by mailing in a paper survey, or by oral response to an administrator on the phone. As a requirement, survey participants were at least 18 years old and currently residing in North Carolina.

The survey exclusively sampled those respondents who identified themselves as users of the specific transportation services within a recent period of time. For example, if a respondent stated that he/she had not used a passenger train within a certain period, they were not able to participate in the passenger train section of the survey.

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% confidence level at +/- 2 percent for the full state-wide sample.

Convenience Sample

The goals for the convenience sample were the same as that for the random sample. The methods of recruiting participants for this sample included NCDOT outreach and project team contacts to local, regional, and state organizations and agencies. Because the convenience sample introduces potential bias in over- or under-sampling, a weighting method was applied. This weighting method was developed through the 2015 survey using the methods described in the following sections.

2015 Analysis for Overall Satisfaction with NCDOT Services

Of the participants that responded to the 2015 survey, 84% of random sample respondents and 73% of convenience sample respondents were satisfied overall with NCDOT services, based on the raw, unweighted values. The percentages for "overall satisfaction" were determined by calculating the percentage of respondents who indicated that they were agreement or were neutral. Respondents who answered "don't know" were excluded from calculations.

Note that the satisfaction level is lower for the convenience sample compared to the random sample, indicating that there is a selection bias in the convenience survey. This may be due to negative perceptions of NCDOT among populations within a limited geographic areas or demographic groups who were over-sampled via the convenience sample. The random sample included multiple cases of under- and over-represented demographic groups compared to the population intended to be represented, as shown in the following table.

Percent of Respondents by Demographic Breakdown, 2015 Survey

Characteristic		Random Sample (%)	Convenience Sample (%)	Actual Proportion (%)
Race	Asian or Pacific Islander, Hawaiian	0.9	0.6	2.3
	Black/African American, non-Hispanic	13.8	3.0	21.5
	Hispanic/Latino	0.4	0.9	8.4
	Multiracial	2.2	1.3	2.2
	Native American, Alaskan Native	1.3	0.8	1.3
	Other	0.4	1.1	4.3
	White/Caucasian	80.2	92.2	68.5
Age Group	18 to 24	0.9	2.6	11.6
	25 to 34	5.8	15.6	17.4
	35 to 44	15.5	20.3	18.6
	45 to 54	24.7	25.5	19.3
	55 to 64	30.3	21.3	16.1
	65 and up	22.7	14.6	17.0
Household Income	Less than \$24,999	10.6	3.7	26.3
	\$25,000-\$49,999	21.8	18.7	26.7
	\$50,000-\$99,999	38.2	40.1	29.4
	\$100,000 and higher	29.4	37.4	17.6

As referenced, there were also geographical disparity between the convenience sample and the actual proportion of population. Below is a list of counties where the proportion differed by more than two percent:

- Cumberland **(-2.6%)**: survey (0.6%) vs. actual (3.3%)
- Durham **(2.3)**: survey (5.3) vs actual (3.0)
- Guilford **(-3.4)**: survey (1.8) vs. actual (5.2)
- Iredell **(2.5)**: survey (4.2) vs. actual (1.7)
- McDowell **(2.6)**: survey (3.1) vs. actual (0.5)
- Mecklenburg **(8.1)**: Online (18.3) vs actual (10.2)
- Orange **(3.4)**: Online (4.8) vs actual (1.4)

Applying weights to observations can adjust sample demographics to more appropriately align with a larger population. For example, an area may consist of 30% younger, 40% middle, and 30% older age groups, while a sample survey of the area consists of 60% younger, 30% middle, and 10% older age group respondents. In this case, young people are sampled twice as frequently as the actual number of young people in the area population. To correct for this, a weight can be assigned to these observations equal to the population value divided by the sample value. This equates to $(0.3/0.6)=0.5$; for middle-aged $(.4/.3)=1.33$; for older, 3.0.

The following equation is used to determine the specific weight for any observation, where Gender(S) is the portion of the sample represented by this observation's corresponding gender and Gender(P) is the portion of the intended population represented by this gender.

$$Observation\ Weight = \frac{Gender(P)}{Gender(S)} \times \frac{Income(P)}{Income(S)} \times \frac{Age(P)}{Age(S)} \times \frac{Ethnicity(P)}{Ethnicity(S)} \times \frac{County(P)}{County(S)}$$

An example weight calculation for a random observation (Female; \$100,000+ income, 35-44 age group, White/Caucasian ethnicity, Alamance County):

$$\frac{51\%}{41\%} \times \frac{17.6\%}{37.4\%} \times \frac{18.6\%}{20.3\%} \times \frac{68.5\%}{92.2\%} \times \frac{1.6\%}{0.9\%} = 0.636$$

The weight of this observation would therefore be 0.636, just below the average weight of 0.723, which is lower than one because highly weighted observations were trimmed from the data.

A sample of weightings used for the 2015 survey are shown below. To avoid high variability of the results, extreme cases of highly-weighted observations were trimmed to the average of the sample plus half of the standard deviation of the sample.

Weights for Respondents by Demographic Breakdown, 2015 Survey

Characteristic		Weighting
Gender	Male	0.8681
	Female	1.2529
Household Income	Less than \$24,999	7.0312
	\$25,000 to \$49,999	1.4229
	\$50,000 to \$99,999	0.7336
	\$100,000 or more	0.4700
Age Group	18 to 24	4.9283
	25 to 34	1.1042
	35 to 44	0.9004
	45 to 54	0.7401
	55 to 64	0.7354
	65-and-older	1.1613
Ethnicity	Asian or Pacific Islander, including Hawaiian	3.997
	Black/African-American, non-Hispanic	7.1037
	Hispanic/Latino	9.4032
	Multi-racial	1.4263
	Native American, including Alaskan Native	1.2890
	Other	0.1736
	White/Caucasian	0.6999

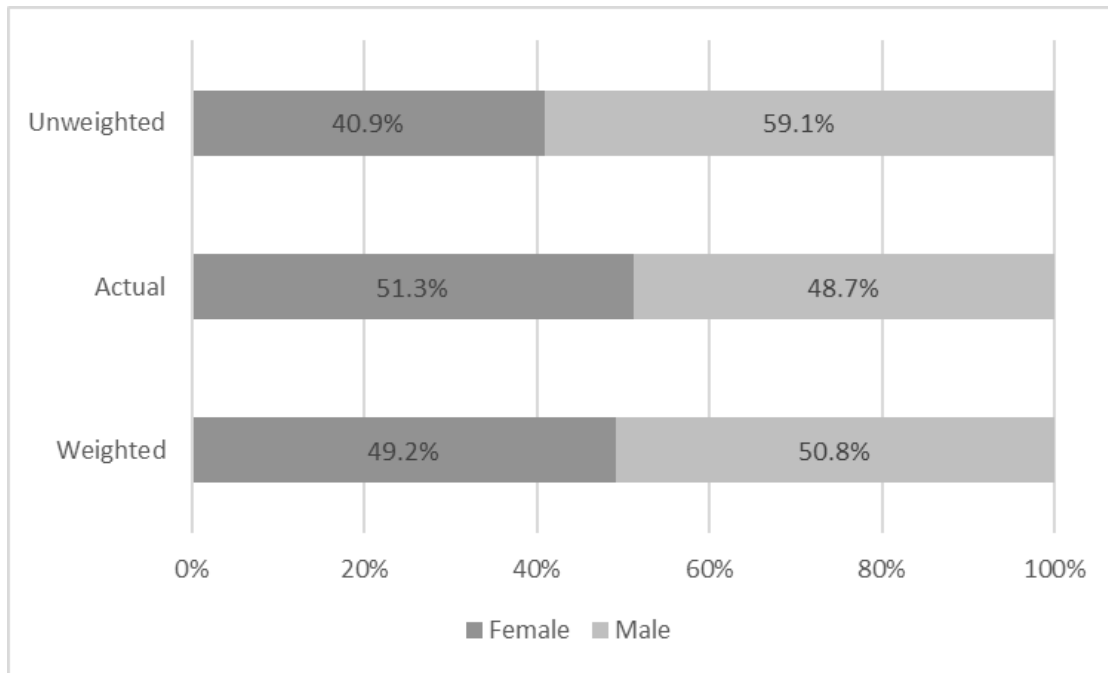
For this 2015 data, the 95% confidence intervals for each iteration of the convenience sample for overall satisfaction was:

- Unweighted: 73.5% +/- 1.6% (71.9% to 75.1%)
- Weighted (Untrimmed): 81.9% +/- 20.4% (60.5% to 100.0%)
- **Weighted (Trimmed): 78.4% +/- 5.6% (72.9% to 84.0%)**

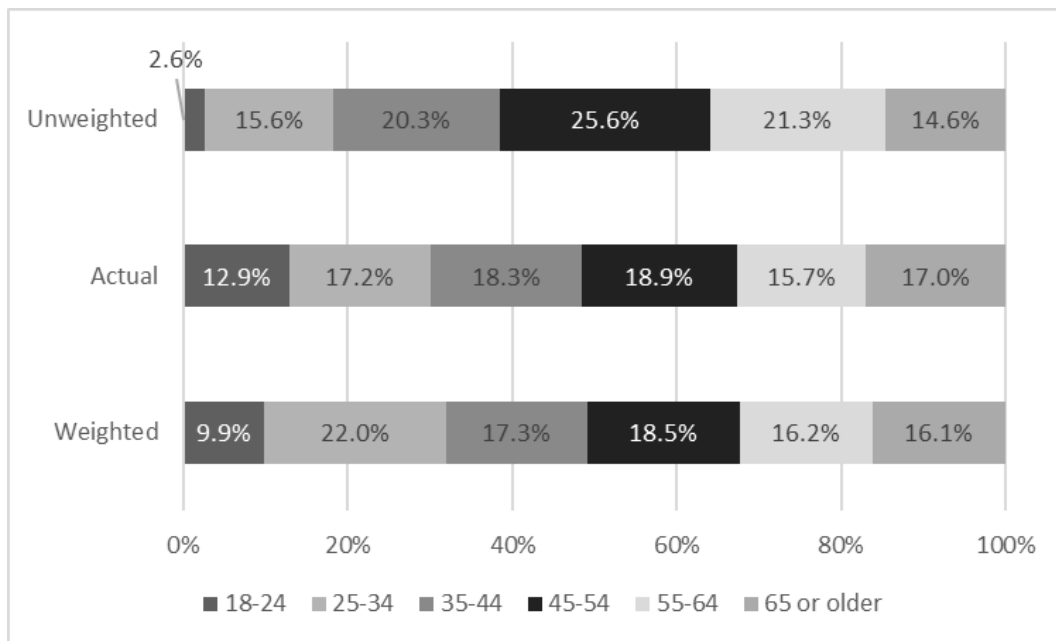
2015 Results of Weighting by Demographics

This section provides a summary of the results of the weighting process. The distribution of demographics will not match perfectly with the intended population because the weighting method was employed for multiple variables. However, the results but should be more representative or the larger population, as displayed in the following figures.

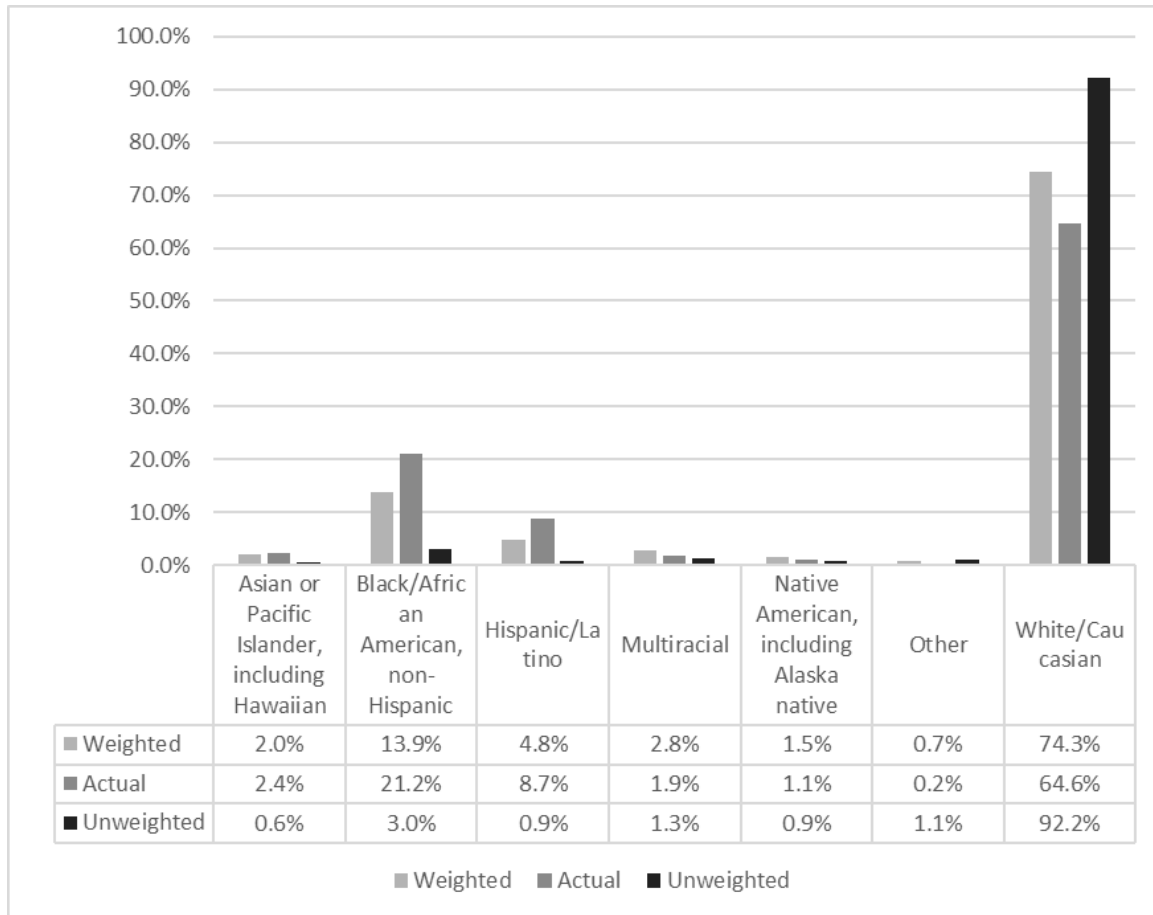
Representation by Gender, 2015 Survey



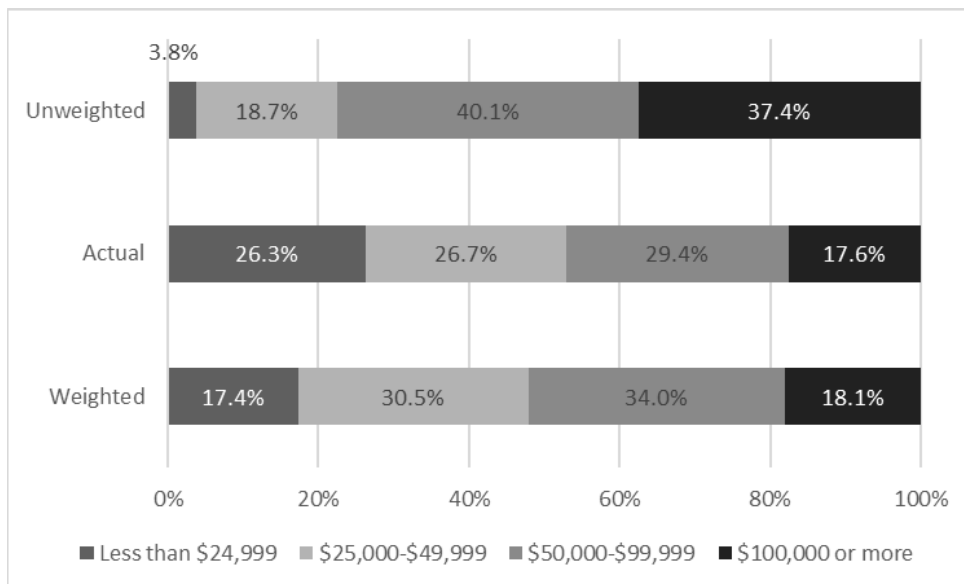
Representation by Age Group, 2015 Survey



Representation by Ethnicity, 2015 Survey



Representation by Annual Income, 2015 Survey



2017 Analysis for Overall Satisfaction with NCDOT Services

Of the participants that responded to the 2017-18 survey, 86% of random sample respondents and 79% of convenience sample respondents were satisfied overall with NCDOT services. These percentages are based on the raw, unweighted values for the customer satisfaction portion of the survey. The percentages for “overall satisfaction” were determined by calculating the percentage of respondents who indicated that they were agreement or were neutral. Respondents who answered "don't know" were excluded from calculations.

The satisfaction level is lower for the convenience sample compared to the random sample, indicating that there is a selection bias in the convenience survey. The random sample included multiple cases of under- and over-represented demographic groups compared to the data for the representative populations, as shown in the following table.

Percent of Respondents by Race, FY 2017-18 Survey

Characteristic		Random Sample (%)	Convenience Sample (%)	Actual Proportion (%)
Race	Asian or Pacific Islander, Hawaiian	1.6	2.4	2.3
	Black/African American, non-Hispanic	9.0	21.2	21.5
	Hispanic/Latino	4.2	8.7	8.4
	Multiracial	0.6	1.9	2.2
	Native American, Alaskan Native	0.0	1.1	1.3
	Other	1.3	0.2	4.3
	White/Caucasian	83.3	64.6	68.5
Age Group	18 to 24	2.2	2.2	11.6
	25 to 34	14.0	11.8	17.4
	35 to 44	16.7	19.3	18.6
	45 to 54	21.4	21.3	19.3
	55 to 64	23.2	24.2	16.1
	65 and up	22.5	21.3	17.0
Household Income	Less than \$24,999	12.3	3.8	26.3
	\$25,000-\$49,999	27.2	16.3	26.7
	\$50,000-\$99,999	35.7	38.2	29.4
	\$100,000 and higher	24.8	41.6	17.6

There were also geographical disparities between the convenience sample and the actual proportion of population, below is a list of counties where the proportion differed by more than 2%:

- Brunswick (3.8%): Survey (5.0%) vs. Actual (1.2%)
- Buncombe (2.6%): Survey (5.1%) vs. Actual (2.6%)
- Dare (2.4%): Survey (2.7%) vs. Actual (0.4%)
- Forsyth (-2.2%): Survey (1.5%) vs. Actual (3.7%)
- Mecklenburg (-3.8%): Survey (6.5%) vs. Actual (10.3%)
- Union (3.2%): Survey (5.4%) vs. Actual (2.2%)
- Watauga (2.6%): Survey (3.1%) vs. Actual (0.5%)

Therefore, weights were applied to improve the validity of the sample results. When applied in this report, the weighting method is based on analysis of the 2015 survey data, as explained in the previous sections. Applying weights is a method used to adjust data to more appropriately align to the demographic

breakdowns of samples with that of the larger representative population. A sample of the weights applied to 2017-18 survey result are shown below. Extreme cases of highly-weighted observations were trimmed to the average of the sample plus half of the standard deviation of the sample to avoid highly variable results.

Weights for Respondents by Demographic Breakdown, FY 2017-18 Survey

Characteristic		Weighting
Gender	Male	0.9096
	Female	1.1043
Household Income	Less than \$24,999	6.8521
	\$25,000 to \$49,999	1.6328
	\$50,000 to \$99,999	0.7698
	\$100,000 or more	0.4227
Age Group	18 to 24	5.9522
	25 to 34	1.4626
	35 to 44	0.9502
	45 to 54	0.8848
	55 to 64	0.6481
	65-and-older	0.7997
Ethnicity	Asian or Pacific Islander, including Hawaiian	1.9083
	Black/African-American, non-Hispanic	4.4205
	Hispanic/Latino	5.4560
	Multi-racial	1.4348
	Native American, including Alaskan Native	1.1649
	Other	0.1319
	White/Caucasian	0.7281

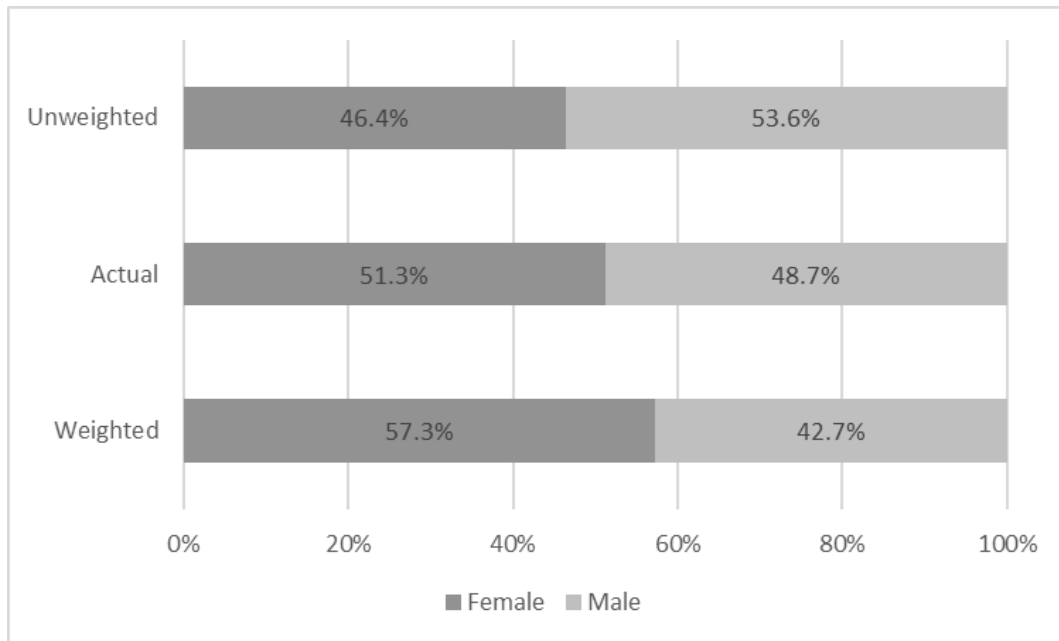
The 95% confidence intervals for each iteration of the convenience sample for overall satisfaction was:

- Unweighted: 79.3% +/- 1.8% (77.5% to 81.1%)
- Weighted (Untrimmed): 83.9% +/- 7.0% (76.9% to 90.9%)
- **Weighted (Trimmed): 81.3% +/- 6.6% (74.7% to 87.9%)**

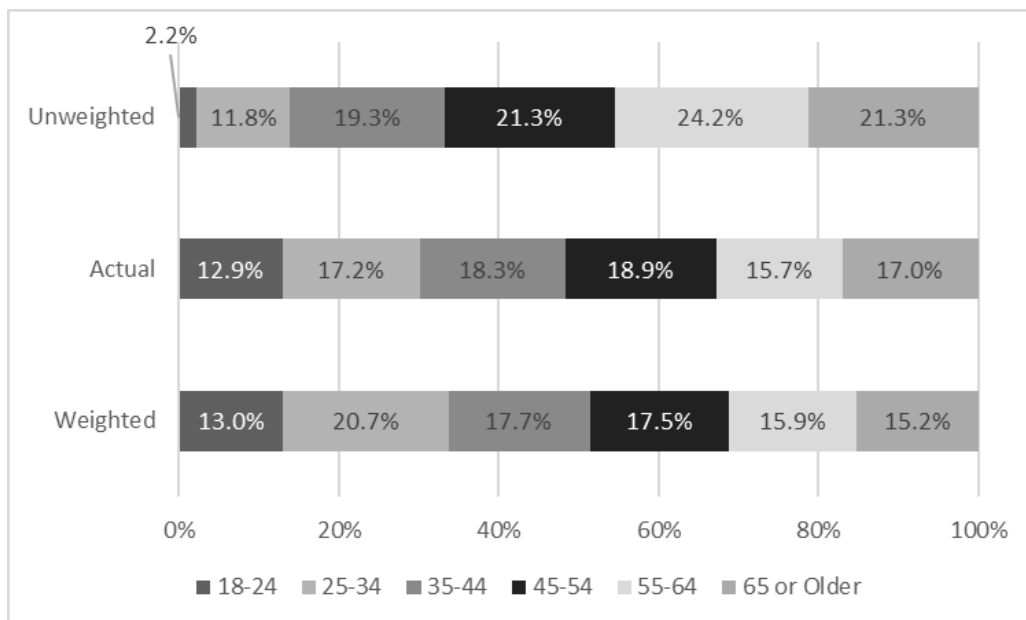
2017 Results of Weighting by Demographics

This section provides a summary of the results of the weighting process. Because the weighting method was employed for multiple variables, the distribution of the demographic makeup of survey respondents will not match perfectly with survey results. However, this method helps ensure that the demographic distributions are more representative of the larger population, as shown in the following graphs.

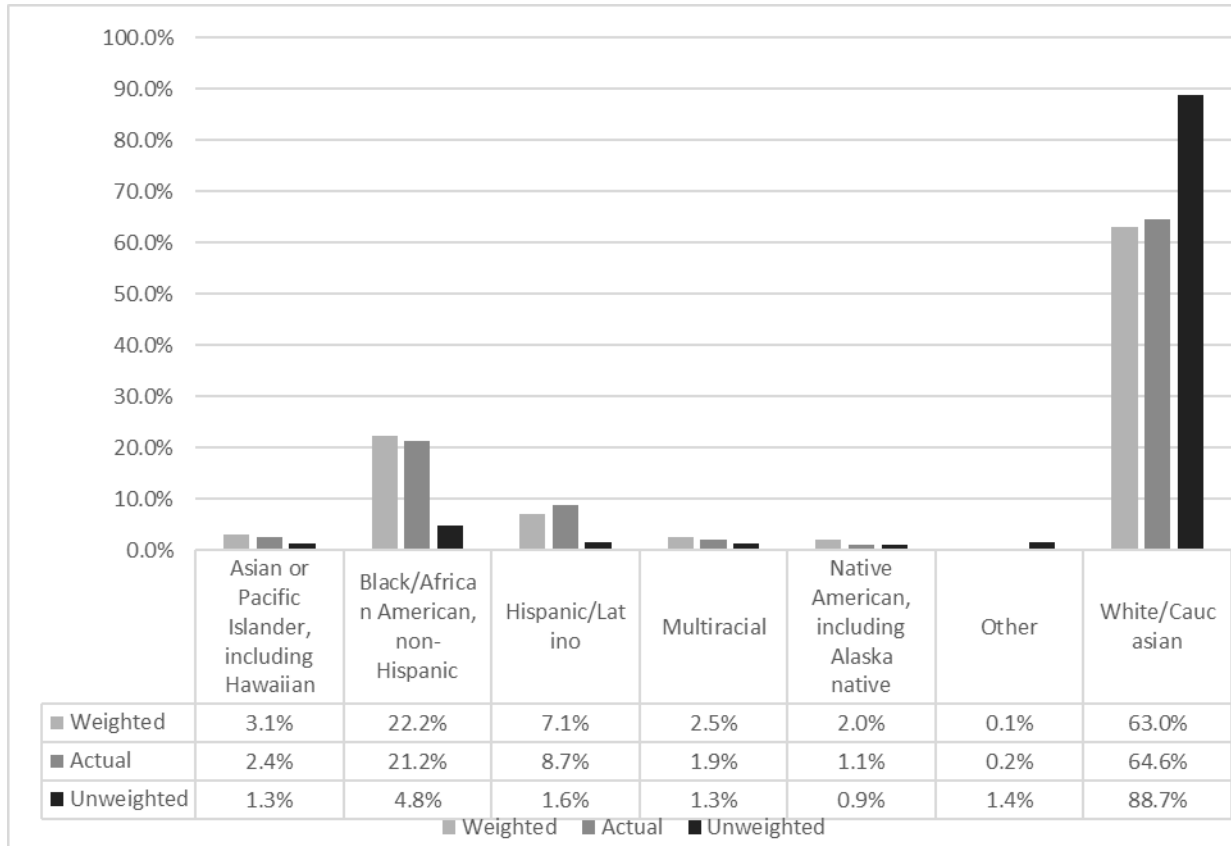
Representation by Gender, FY 2017-18 Survey



Representation by Age Group, FY 2017-18 Survey



Representation by Ethnicity, FY 2017-18 Survey



Representation by Income, FY 2017-18 Survey

