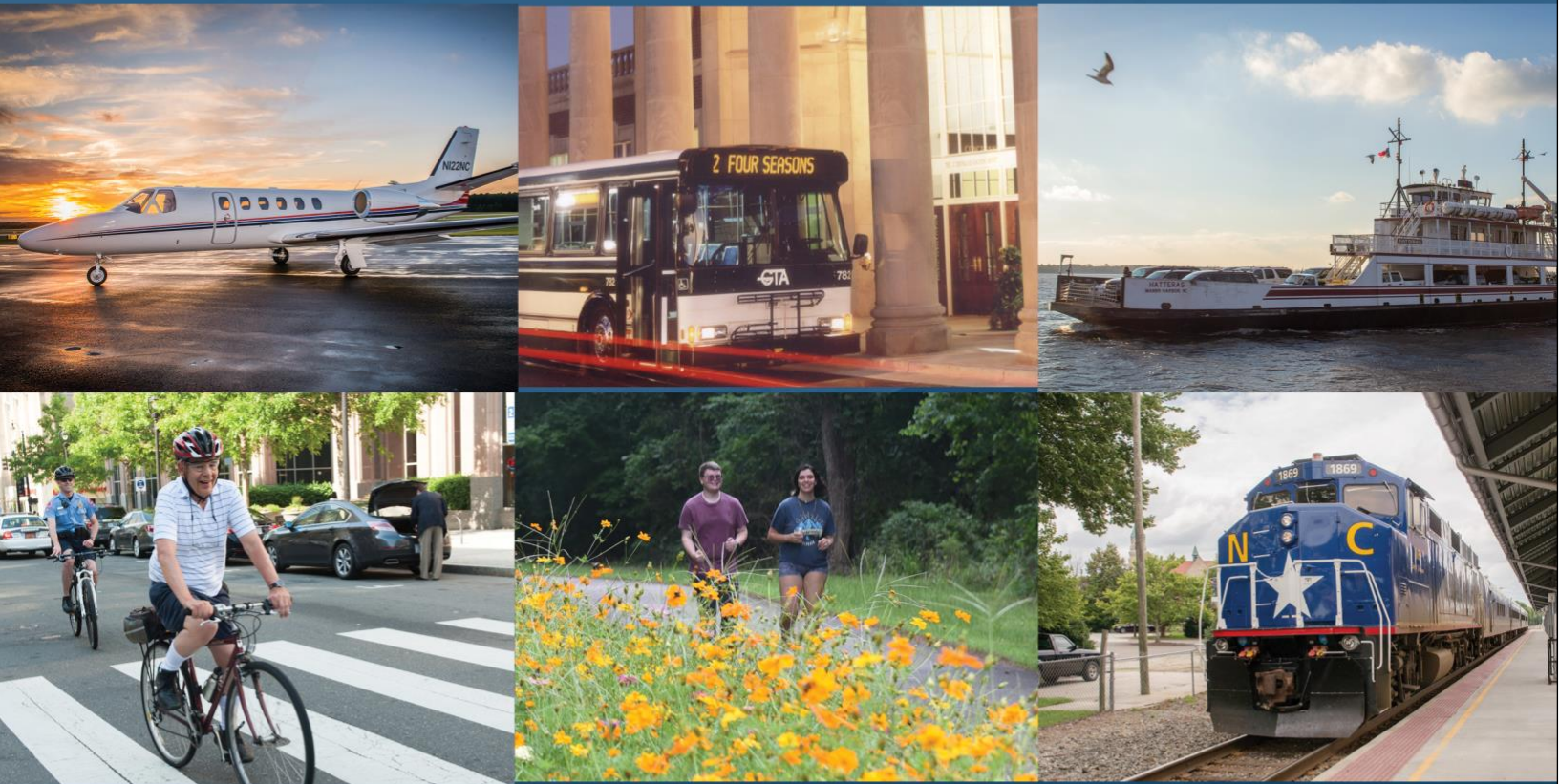

2025-26 NCDOT Statewide Customer Service Survey

Final Report



NCDOT Project 2026-28
FHWA/NC/2026-28
May 2026



ITRE

Institute for Transportation
Research and Education

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**RESEARCH &
DEVELOPMENT**

2025-26 Statewide Customer Service Survey

DRAFT FINAL REPORT

Submitted to:
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(Research Project No. RP2026-28)

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16. Abstract The 2025–26 NCDOT Statewide Customer Service Survey is the eleventh annual iteration of North Carolina's primary tool for measuring public perception of the state's transportation system. Results indicate that 70% of respondents are satisfied with NCDOT services overall, with 87% assigning the highway system a passing safety grade. However, satisfaction with specific services—including timely roadway repairs, construction project management, and agency responsiveness to local communities—remains substantially lower. Personal vehicles remain the dominant mode of travel (95%), while bicyclists continue to report the lowest mode-specific satisfaction. Key priority areas include improving road surface conditions, increasing passenger train frequency and route access, expanding pedestrian infrastructure for all users, and reducing DMV wait times.			
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EXECUTIVE SUMMARY

The 2025–26 NCDOT Statewide Customer Service Survey is the eleventh annual survey of North Carolina residents' perceptions of the state's transportation system. Over 3,000 North Carolinians responded to the survey.

A majority of respondents reported satisfaction with NCDOT services overall, and most assigned the state highway system a passing safety grade. However, satisfaction with specific service dimensions is considerably lower—particularly around the timeliness of basic roadway repairs, construction project management, and agency responsiveness to local communities. The gap between residents' general familiarity with NCDOT services and their satisfaction with those services is a consistent finding across survey years.

Personal vehicles remain the dominant mode of transportation. Among highway users, informational signage, network reliability, and snow and ice removal receive the strongest ratings, while road surface conditions and roadside lighting are the top areas of concern. A new construction performance module found that while most respondents feel adequately notified about projects and believe NCDOT minimizes disruption, timely project completion remains a significant gap. Satisfaction among bicyclists continues to be the lowest of any mode, with connectivity of infrastructure and safety of bike lanes the most frequently cited deficiencies. Pedestrian infrastructure also underperforms expectations, particularly for inclusive design serving users with disabilities, children, and older adults. Public transit users consistently identify access to routes, travel time, and weather protection at stops as priorities for improvement.

Passenger train users are among the most satisfied respondents overall, with strong marks for ticketing convenience, station safety, and staffing. Frequency of service and access to stations and routes remain the most significant concerns. Most non-users indicate they would ride trains more if routes better served their destinations. Ferry data should be interpreted with caution given the small user sample; most non-users simply do not need to cross water to reach their destinations.

DMV service questions returned to the survey after a three-year absence. Staff courtesy and overall service quality received strong marks, but wait times remain the most widely cited area for improvement by a substantial margin. Social media apps are the agency's most widely used communication channels, and electronic message signs are widely trusted as a real-time information source.

Most respondents report sufficient access to the transportation system and feel supported by it. However, younger adults and lower-income respondents report notably more barriers to using their preferred modes.

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Chapter 1. Introduction

1.1 Background

The NCDOT Customer Service Survey is administered annually to gauge North Carolina residents' perceptions of the state's transportation system. In its eleventh iteration, the survey continues to serve as a vital resource for capturing the experiences and perspectives of North Carolinians on transportation across the state. Findings support NCDOT's strategic planning, performance monitoring, and communications priorities.

1.2 Research Objective and Scope

The objectives of the 2025 survey are to: (1) measure overall public satisfaction with NCDOT services and the state highway system; (2) track transportation behavior, mode use, and travel patterns; (3) assess public priorities for transportation investment; (4) evaluate satisfaction with specific modes of transportation; and (5) identify areas where NCDOT performance does not meet public expectations.

1.3 Research Approach

The 2025 survey was administered online in the fall of 2026 using a convenience sample, consistent with alternating-year methodology. A total of 3,732 respondents completed the survey. Responses were post-stratified using raking weights (iterative proportional fitting) calibrated to 2019–2023 ACS five-year estimates for the NC adult population across four dimensions: age (6 groups), gender (2), race/ethnicity (5), and education (5). The resulting design effect of 2.07 yields an effective sample size of approximately 1,519. All percentages presented in this report are weighted unless otherwise noted.

1.4 Report Organization

This report is organized into six chapters. Chapter 2 describes survey methods and sample demographics, including the weighting methodology and instrument updates. Chapter 3 presents overall customer satisfaction and agency performance measures, including transportation access and equity findings. Chapter 4 covers satisfaction and service priorities broken down by mode, with individual sections for personal motor vehicles, pedestrians, bicyclists, public transit, passenger trains, and ferries. Chapter 5 covers NCDOT services and communications, including DMV services, electronic message signs, digital channels, and public contact options. Chapter 6 presents conclusions and recommendations. The survey instrument is included as Appendix A.

Chapter 2. Survey Methods and Sample

2.1 Survey Design and Administration

The 2025 NCDOT Statewide Customer Service Survey was administered online in the fall of 2026 using a convenience (opt-in) sample. A total of 3,732 individuals completed the survey.

2.2 Weighting Methodology

Responses were post-stratified using raking weights calibrated to 2019–2023 ACS five-year estimates for the NC adult population across three dimensions: age, gender, and race/ethnicity. The design effect of 2.07 yields an effective sample size of approximately 1,519. All percentages in this report are weighted unless otherwise noted.

The raw convenience sample substantially over-represented older adults, White respondents, and highly educated respondents. Post-stratification weights correct for these imbalances. Cell sizes for respondents under age 35 and those without a high school diploma remain small after weighting, and estimates for those groups carry greater uncertainty.

2.3 Sample Demographics

The tables below compare the unweighted sample, weighted sample, and NC adult population benchmarks derived from the ACS.

Table 1. Weights - Age

Category	Sample N	Unweighted %	Weighted %	Actual NC %	Difference
18-24	51	1.4%	5.6%	11.5%	-5.9%
25-34	182	5.1%	14.3%	16.8%	-2.5%
35-44	322	9.0%	15.2%	16.0%	-0.8%
45-54	693	19.3%	18.1%	15.8%	+2.3%
55-64	931	26.0%	19.9%	16.9%	+3.0%
65 or older	1408	39.3%	26.8%	23.0%	+3.8%

Table 2. Weights - Gender

Category	Sample N	Unweighted %	Weighted %	Actual NC %	Difference
Male	1476	44.7%	46.2%	48.4%	-2.2%
Female	1824	55.3%	53.8%	51.6%	+2.2%

Table 3. Weights - Race/Ethnicity

Category	Sample N	Unweighted %	Weighted %	Actual NC %	Difference
White/Caucasian	2780	83.7%	67.3%	60.6%	+6.7%
Black/African American	296	8.9%	17.7%	20.3%	-2.6%
Hispanic/Latino	90	2.7%	6.7%	10.5%	-3.8%
Asian/Pacific Islander	42	1.3%	2.8%	3.2%	-0.4%
Native American	30	0.9%	1.3%	1.3%	+0.0%
Multiracial/Other	83	2.5%	4.1%	4.1%	+0.0%

2.4 Survey Instrument Updates

This survey has undergone significant changes since its inception. This cycle, the research team collaborated with NCDOT to identify new questions that needed to be added and questions from previous iterations that should be reintroduced. As a result, questions regarding online and in-person DMV services, construction, safety, and communications were added or reintroduced to the survey instrument.

Chapter 3. Overall Customer Satisfaction

Respondents were asked to assign an overall letter grade to the safety of the state highway system and to rate their agreement with a series of statements about NCDOT services. Together, these measures provide a high-level picture of public perception of agency performance.

3.1 Satisfaction

Seventy percent of respondents indicated that they are satisfied with the services NCDOT provides.

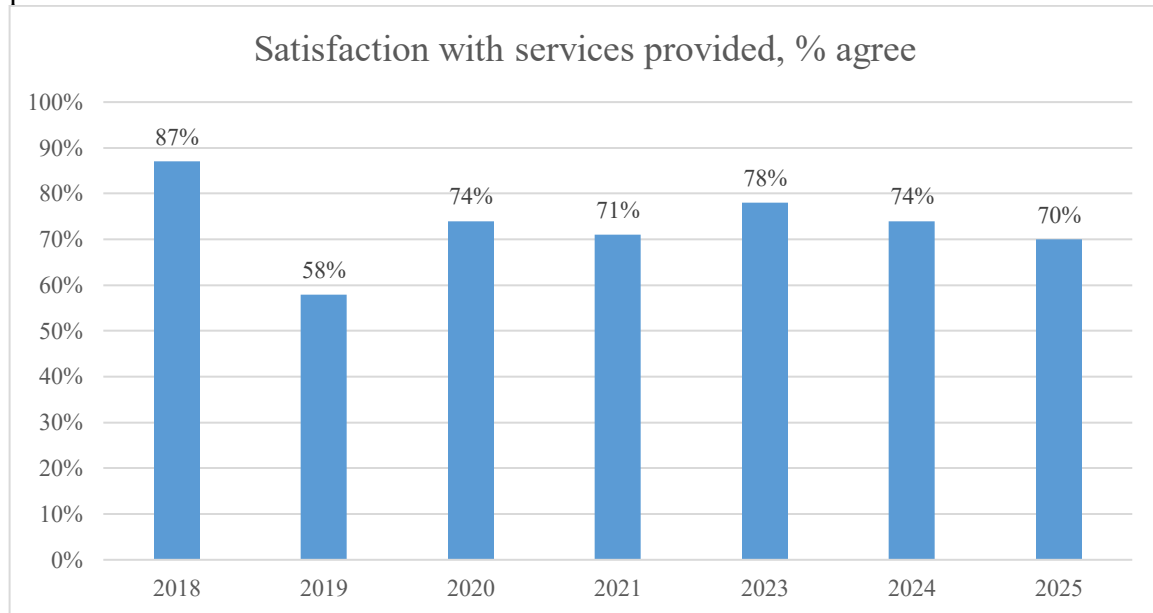


Figure 1. Satisfaction by Year

Respondents rated their agreement with fourteen statements about NCDOT services and the broader transportation network. The results show that residents are most confident in their ability to reach destinations safely and consistently, but far less satisfied with NCDOT's responsiveness, the timeliness of repairs, and the pace of improvement.

Table 4. Satisfaction with NCDOT Services

Statement	% Agree or Strongly Agree
I am able to get to my destinations in NC safely	63.1%
I am familiar with the services provided	61.0%
It is easy to travel between cities in NC	50.5%
I am able to get to my destinations in a consistent amount of time	49.8%
I am given enough notice about construction projects that impact me	35.8%

Statement	% Agree or Strongly Agree
I am satisfied with the services provided	34.8%
Environmental concerns are incorporated into the design and maintenance of transportation projects	34.6%
Services have improved within the last few years	32.1%
NCDOT is responsive to the needs of local communities	30.1%
I feel well-informed about current traffic safety campaigns	29.1%
NCDOT prioritizes roadway improvements appropriately	27.1%
Roadways in NC are safer today than five years ago	26.7%
Compared to other states I have visited, North Carolina's transportation system is one of the best	26.6%
Basic roadway repairs are completed in a timely manner	26.0%

The two lowest-rated items—timely basic repairs (26.0%) and roads being safer than five years ago (26.7%)—stand in notable contrast to the relatively strong highway safety grade results. This divergence suggests that while respondents give NCDOT credit for the current state of the system, they are less convinced that things are improving or that maintenance is keeping pace with need. Familiarity with services (61.0%) is considerably higher than satisfaction with services (34.8%), indicating that awareness alone does not drive positive sentiment.

3.2 Highway Systems

In total, 87.0% of respondents assigned NCDOT a passing grade. Fewer than 13% gave a D or F, indicating that strongly negative perceptions remain a minority view.

Overall, what grade would you give to safety of the state highway system?

■ A - Excellent ■ B - Good ■ C - Fair ■ D - Poor ■ F - Failing

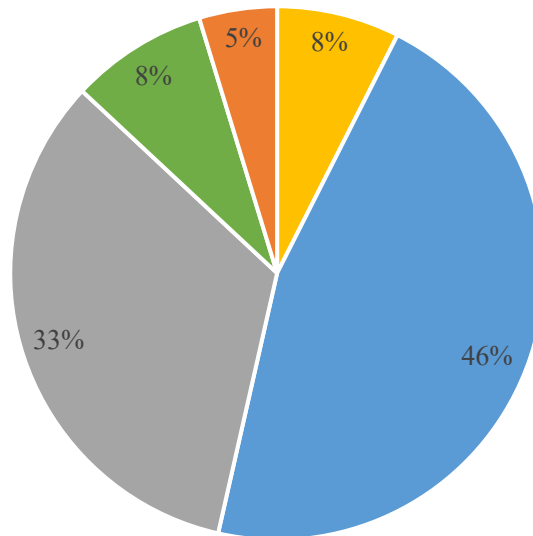


Figure 2. Highway System Grading

Additionally, respondents were asked what they thought the greatest threat to their safety while driving on state highways. Respondents perceived other drivers as the biggest safety threat. Aggressive and reckless drivers (33%), distracted drivers (32%), and speeding drivers (11%) were reported as the most significant perceived threats.

3.3 Transportation Access

Alongside the performance and satisfaction measures above, respondents were asked to rate their agreement with three statements about access to and support from North Carolina's transportation system. Figure 3, below, displays results by year.

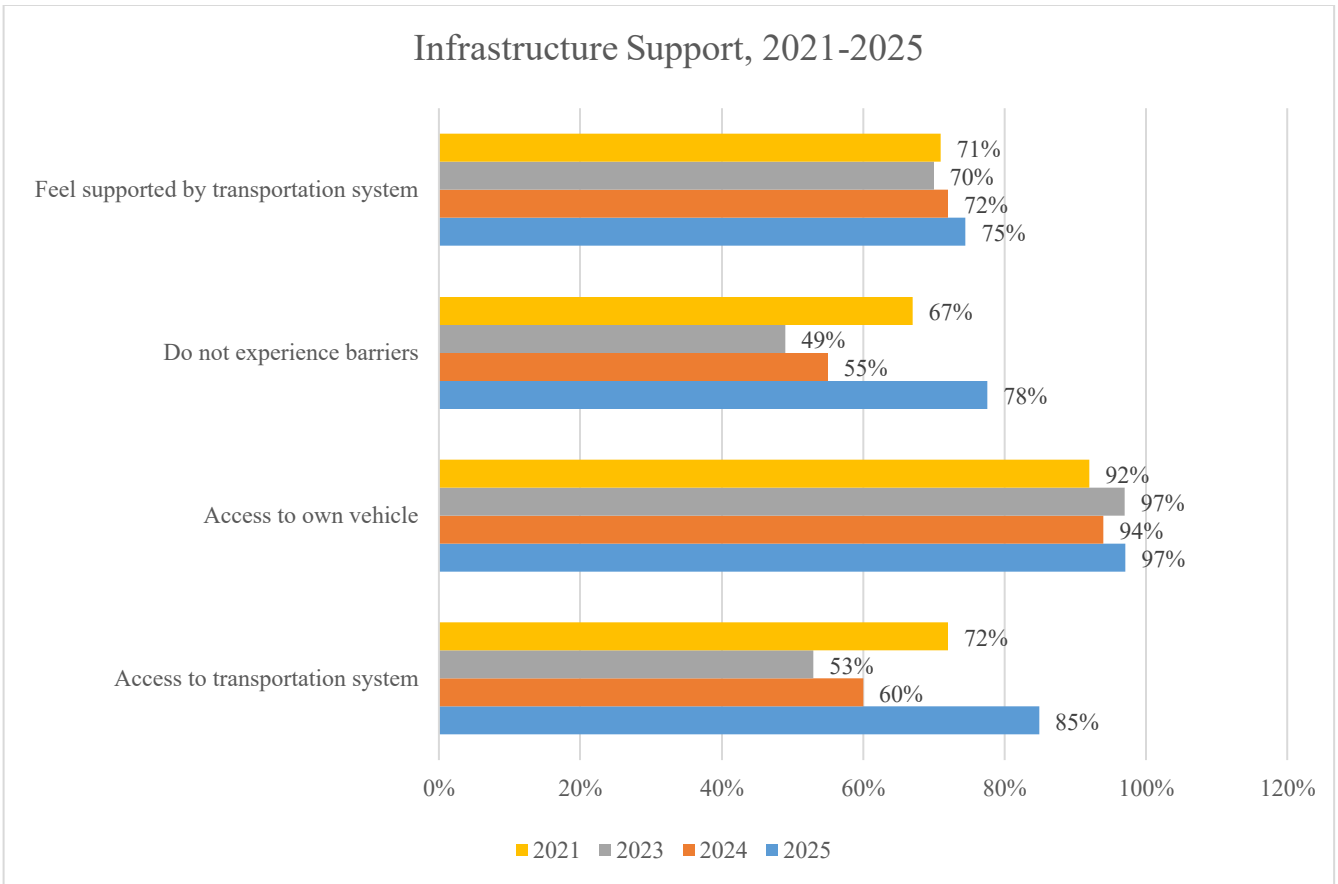


Figure 3. Infrastructure Support, 2021-2025

Most North Carolinians report having sufficient access to the transportation system (85%). Additionally, most respondents indicated that they do not experience barriers to using their transportation mode of choice (78%) and feel supported by the transportation system (75%). Younger adults (18-34) report significantly more barriers than older adults (55+). Thirty six percent of young adults disagree that they face no barriers versus only 17% of older adults. Lower income respondents were less likely than higher income respondents that they do not experience any barriers in transportation.

Chapter 4. Satisfaction and Priorities by Mode

Respondents are asked about their satisfaction and service priorities regarding modes they use at least occasionally.

Overall, satisfaction by mode is in line with what is expected in previous years. Bicyclists are historically the least satisfied, while rail and motor vehicle users are most satisfied.

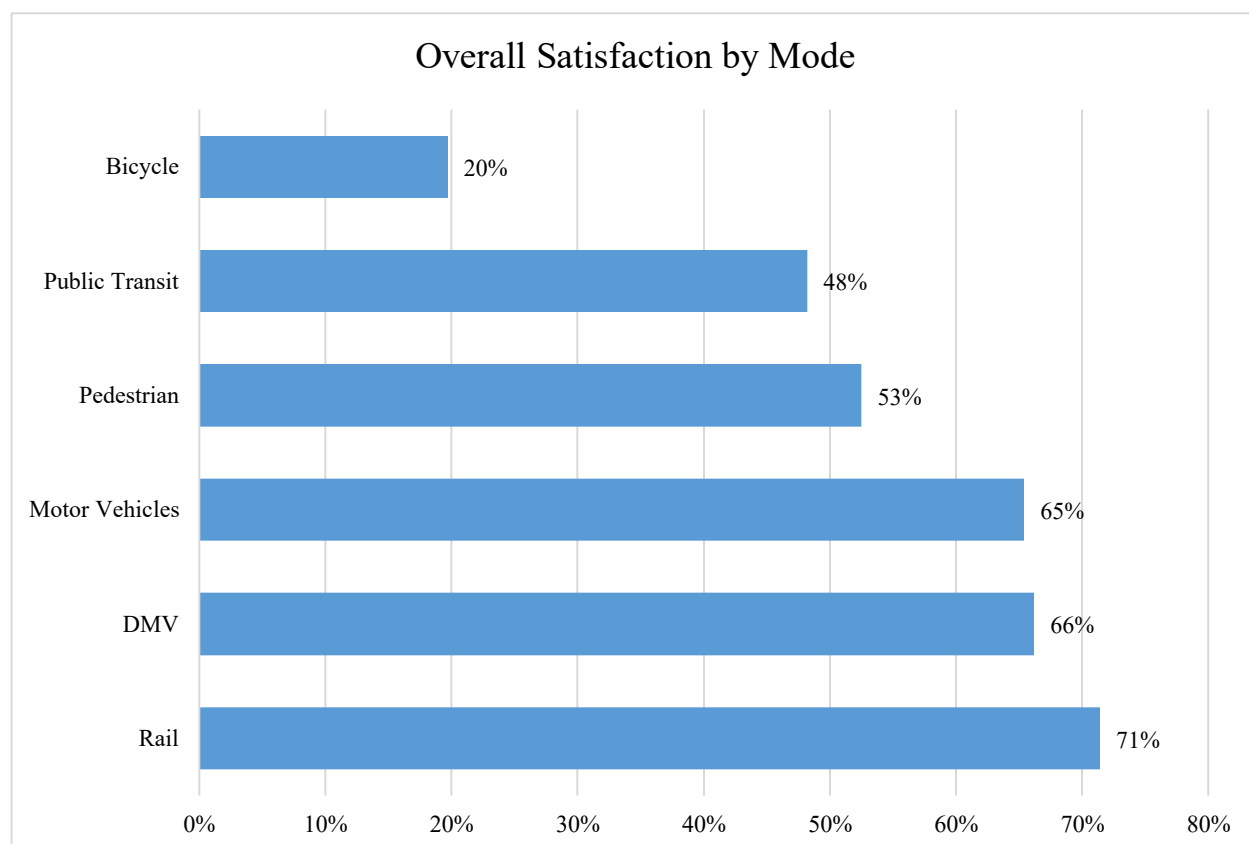


Figure 4. Satisfaction by Mode

4.1 Personal Motor Vehicle

Personal vehicle use is the dominant mode across North Carolina. Ninety five percent of respondents indicated that their primary means of transportation is a personal vehicle; 86% as a driver and 9% as a passenger. In 2025, 73% of respondents reported driving a personal vehicle every day and additional 15% reported driving at least once a week.

Seventy three percent of respondents reported driving a personal vehicle, which is generally equivalent to pre-pandemic usage. More respondents are driving daily versus several times a week, continuing a trend first observed in 2024.

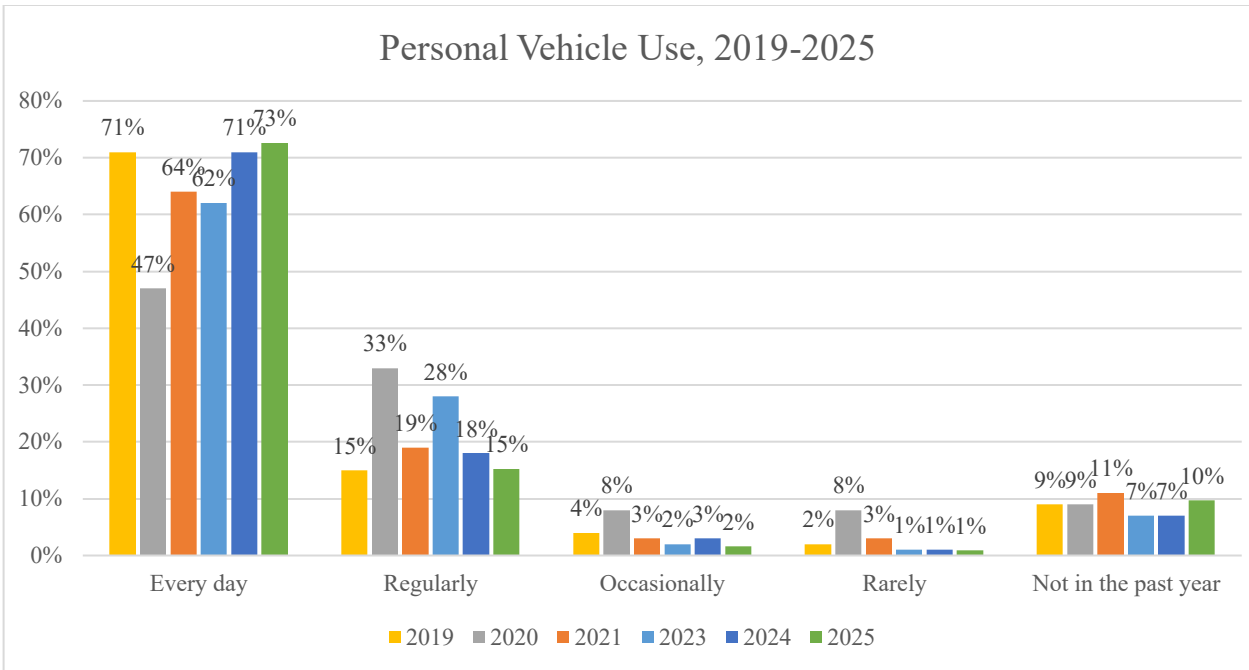


Figure 5. Annual Motor Vehicle Use

4.1.1 Satisfaction

Sixty five percent of personal vehicle respondents were satisfied with services on average. Respondents were most satisfied with the visibility of informational and warning signs (83%), snow and ice removal (79%), and the safety of interstates and highways (70%). Respondents were most dissatisfied with roadside lighting and reflectors (53%), the condition of highways and interstate surfaces (56%), and delays in work zones (59%).

Table 5. Highway Service Expectations

Please indicate how well the following services match your expectations:	Meets/Exceeds Expectations
Visibility of informational and warning signs along highways and interstates	83%
Reliability of road network to get you to your destination	79%
Snow and ice removal	79%
Safety of highways and interstates	70%
Ensuring water drains quickly from highways	64%
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	62%
Removal of litter and trash along highways	60%
Delay time in work zones on highways and interstates	59%
Condition of highway and interstate surfaces (visibility of roadway markings, number of potholes, cracking, etc.)	56%

Overall flow of traffic on highways and interstates	55%
Roadside lighting and reflectors for visibility after dark	53%

4.1.2 Service Priorities

Respondents rated the condition of highway and interstate surfaces (63%), safety of highways and interstates (48%), and overall flow of traffic (47%) as the three services most in need of NCDOT attention. These are consistently the top three priorities identified each survey year.

4.1.3 Demographic Variance

Consistent with prior years, lower-income respondents reported lower overall access to the transportation system and were more likely to cite barriers to using their preferred mode. Additionally, respondents with lower income were more likely to be personal vehicle passengers than other groups.

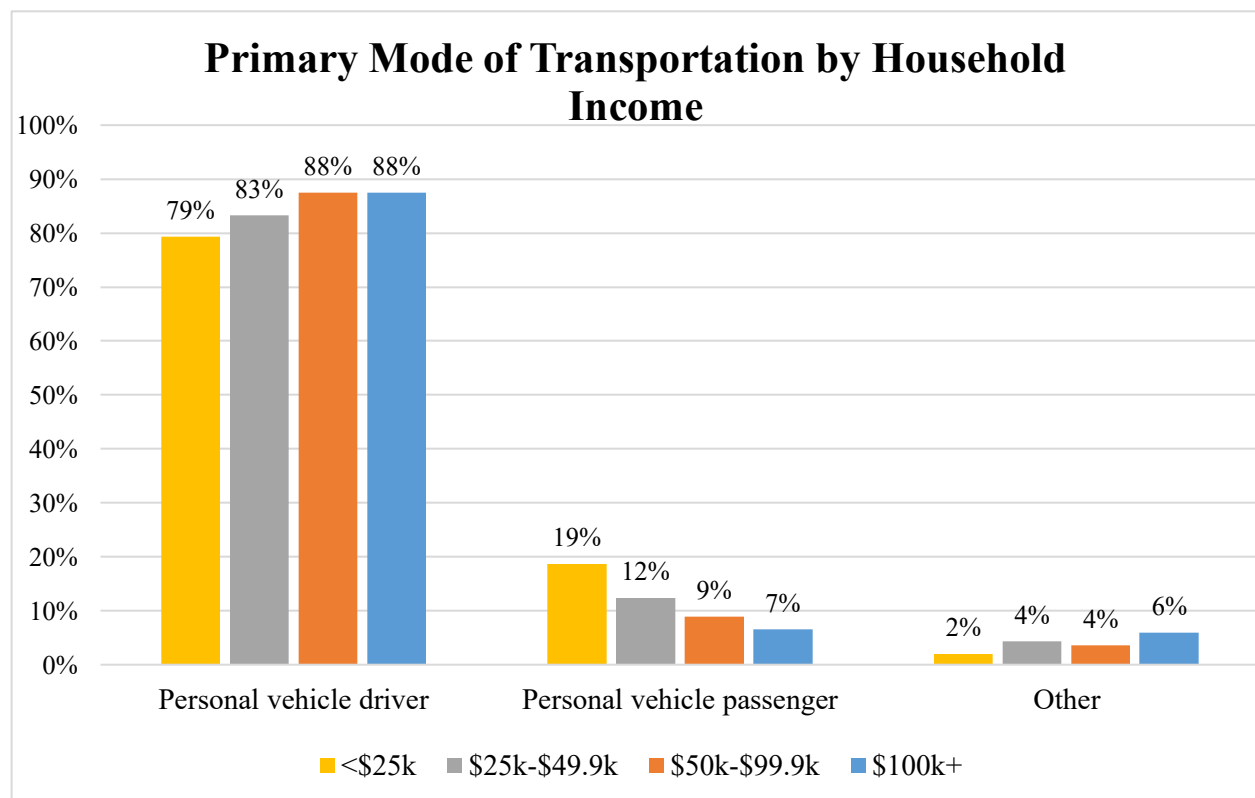


Figure 6. Transportation Mode by Household Income

4.1.4 Commuting Decisions

When asked how they make decisions about their commute, most respondents reported using apps like Waze, Apple Maps, and Google Maps (84%). An additional 47% of respondents reported relying on experience with roads in the area and 26% used electronic message boards to help them make travel decisions.

4.1.5 Construction Project Performance

The survey included four new questions about NCDOT's performance in managing construction projects. Timeliness stands out as the primary area of concern, with fewer than one in five respondents agreeing that NCDOT completes projects on schedule.

Table 6. Construction Priorities and Approval

Statement	Percent Agree
NCDOT notifies the public about construction projects in an effective and timely manner.	73%
NCDOT minimizes disruption to communities during construction.	70%
NCDOT does a good job managing construction projects.	69%
NCDOT completes construction projects in a timely manner.	49%

4.2 Pedestrians

Seventy seven percent of respondents reported having walked, jogged, or run on a sidewalk, greenway, or walkway at least once in the past year, with 42% doing so at least a few times a week. Respondents typically walk, jog, or run for exercise (89%).

4.2.1 Service Expectations

On average, just over half of pedestrian respondents indicated that NCDOT meets or exceeds their service expectations. Satisfaction was highest for the availability of crosswalks and pedestrian signals (58%), the safety of walkways and crossing locations (57%), and access to walking and jogging infrastructure (55%). Infrastructure that supports all pedestrians—including children, persons with disabilities, and older adults—received the lowest rating at 45%, a finding consistent with prior survey cycles. Modifications through construction zones and work areas (52%) and education of roadway users and pedestrians about safe interaction (49%) also fell below the section average, suggesting that more vulnerable road users and those navigating disrupted environments face the greatest unmet expectations.

Table 7. Pedestrian Service Expectations

Please indicate how well the following services match your expectations:	Meets/Exceeds Expectations
Access to walking, jogging, and running infrastructure (walkways, sidewalks, greenways, and trails)	55%
Safety of walkways, sidewalks, or crossing locations	57%
Availability of crosswalks or pedestrian signals	58%
Education of roadway users and pedestrians about interacting	49%

safely	
Modifications for pedestrians through work zones and construction areas	52%
Infrastructure that supports use of all pedestrians, including children, persons with disabilities, and senior adults	45%

4.2.2 Service Priorities

Respondents identified the safety of walkways and sidewalks (72%), access to walking infrastructure (60%), and infrastructure that supports all users including those with disabilities (50%) as the top three pedestrian service priorities. This is consistent with previous surveys.

4.3 Bicyclists

Twenty six percent of respondents reported using a personal bicycle in the past year. Respondents typically used a bike for exercise or recreation (96%).

4.3.1 Satisfaction

Historically, satisfaction among bicyclists tends to be low. This trend continues in the 2025 survey. Respondents were most satisfied with the condition of bike paths (37%) and most dissatisfied with the connectivity of bicycling infrastructure (11%).

Table 8. Bicycle Service Expectations

Please indicate how well the following services match your expectations:	Meets/Exceeds Expectations
Condition of bike paths	37%
Access to off-road greenways or other separated bicycle infrastructure	24%
Modifications in work zones and construction areas	22%
Visibility of bike lane and shared-lane road markings and signage	20%
Availability of bicycle paths in areas you would like to travel	18%
Education of roadway users and bicyclists about interacting safely	14%
Safety of bike lanes, shared-lanes, separated paths, and wide shoulders	13%
Connectivity of bicycling infrastructure (like paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes)	11%

4.3.2 Service Priorities

Respondents rated the connectivity of bike lanes, wide shoulders, and bicycle-friendly shared lanes (67%); availability of bicycle paths (65%); and safety of bike lanes and separated paths (53%) as the top three services that should receive the most attention. This is consistent with findings from past surveys.

4.4 Public Transportation

Twelve percent of respondents reporting using a public, local, or city bus in the past year. Respondents most frequently used a bus to access shopping and dining (72%). Respondents who reported that they do not frequently use the bus indicated that they would be more likely to do so if there were routes that met their needs (45%) and if there were stops closer to where they travel to and from (37%).

4.4.1 Satisfaction

Respondents were most satisfied with the comfort and safety of buses (70%) and access to park-and-ride lots (65%). Lack of weather protections at bus stops was the most cited issue (24% satisfied) as well as lighting at bus stops/stations (39%).

Table 9. Public Transportation Expectations

Please indicate how well the following services match your expectations:	Meets/Exceeds Expectations
Comfort and safety of bus	70%
Access to park-and-ride parking lots	65%
Safety of bus stops	55%
Access to public/local/city buses	43%
How long it takes the bus to take you where you want to go	41%
Lighting at transit stops and stations	38%
Weather protection (like shelters) at bus stops	24%

4.4.2 Service Priorities

Access to public transit routes (81%), travel time (68%), and weather protection at bus stops (56%) were rated as the top three services that should receive the most attention. This is consistent with findings from previous years.

4.5 Passenger Train

Fourteen percent of respondents reported riding a passenger train in the past year. Most respondents reported using a passenger train for recreation (76%) and to visit friends or family (70%). Respondents who did not frequently ride a passenger train reported that there are a lack of train routes where they need to travel (51%). More than a third of respondents indicate they would use passenger trains more frequently if station access improved (38%).

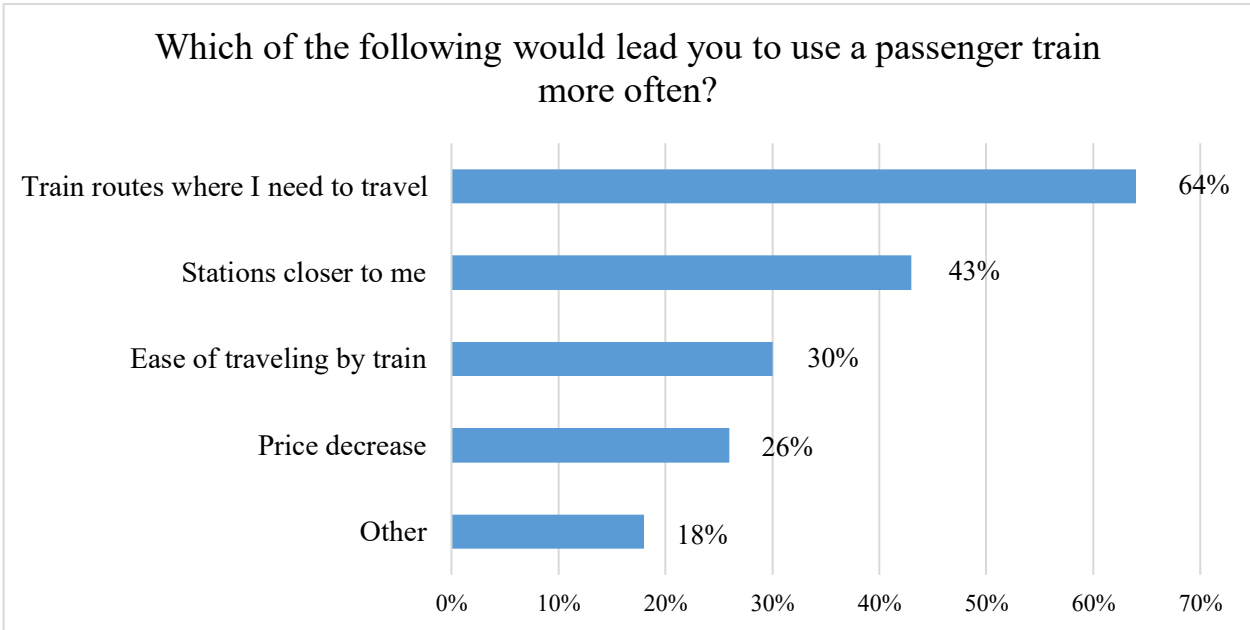


Figure 7. Potential Influences on Train Ridership

4.5.1 Satisfaction

Respondents were most satisfied with the convenience of ticketing and reservation options (97%), safety and security of train stations (94%), and staffing at train stations (94%). However, only 30% of respondents were satisfied with the frequency of trains servicing their desired route.

Table 10. Rail Service Expectations

Please indicate how well the following services match your expectations:	Meets/Exceeds Expectations
Convenience of ticketing and reservation options	97%
Safety and security at train stations, waiting areas, and platforms	94%
Staffing at train stations	94%
Cost of passenger train tickets	84%

Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.)	73%
Ease of connection with other public transportation	57%
Access to passenger train stations and routes	43%
Frequency of trains servicing desired route	30%

4.5.2 Service Priorities

Respondents indicated that NCDOT should prioritize the frequency of trains servicing desired routes (82%), access to passenger train stations and routes (73%), and ease of connection with other modes of transportation (55%). This is consistent with findings from previous survey cycles.

4.6 Ferries

Sixteen percent of respondents reported riding a ferry in the past year, most only riding a ferry a few times a year. Therefore, it is important to be cautious in interpreting results as there is a small sample size.

Among respondents who did not ride a ferry more often, most did not need to cross water to get to their destinations (75%) or were not interested (17%).

Chapter 5. NCDOT Services and Communications

5.1 Division of Motor Vehicles

DMV service questions were reintroduced into the 2025 survey after being absent since the 2022 survey effort. The module covers both in-person office visits and the NCDOT DMV website.

5.1.1 In-Person DMV Visits

Approximately 40% of respondents have visited a DMV Driver License Office in the past year (25.3% within the last six months, 15.0% in the last six to twelve months). Eighty eight percent of respondents utilized license, permit, or ID card services. When visiting a DMV office in person, respondents were most likely to choose based on location (71%) and wait times (32%). Sixty eight percent of respondents completed their desired transaction in their first visit and 20% completed their transaction within two visits.

Respondents were most satisfied with the courtesy and helpfulness of DMV staff (78%), overall quality of customer service (70%), and clarity of instructions for services (70%). Respondents were least satisfied with wait time (49%). Wait time (86%), convenience of hours (57%), and overall quality of customer service (48%) were reported as the services that should receive the most attention from NCDOT.

Table 11. DMV Service Expectations

Please indicate how well the following services match your expectations:	Meets/Exceeds Expectations
Courtesy and helpfulness of DMV staff	78%
Overall quality of customer service at DMV office	70%
Clarity of instructions for services (knowing what paperwork was needed, etc.)	70%
Convenience of hours of operation at DMV office	64%
Amount of time you waited for service at DMV office	49%

5.1.2 DMV Website

Eighty four percent of respondents report having used the official NC DMV website. Respondents most frequently used the DMV website to renew their registration (76%), get general information about licenses (46%), and look up DMV hours (46%).

Among users, 76% found the site easy to navigate. Approximately 77% found that it clearly explained services offered and 75% thought that it featured sufficient information.

5.2 Electronic Message Signs

NCDOT's dynamic message signs provide real-time information to drivers about traffic conditions, crashes, incidents, and travel times. Results indicate that this channel is both widely encountered and highly trusted—standing out as one of the strongest-performing communication assets in the survey.

94%	89%	76%	70%
Trust crash/incident information on signs	Have seen an electronic message sign while driving	Find posted travel times accurate (somewhat or very)	Likely to change route based on sign information

Among respondents who have seen a message sign (89%), nearly three-quarters find the posted travel times to be accurate. Trust in crash and incident information is even higher at 94%. Seventy percent of drivers report being likely to change their route based on sign information, suggesting these signs function as an effective active traffic management tool.

5.3 Digital Channels and Social Media

Respondents were asked which communication channels they consider most effective for NCDOT to provide information about traffic conditions and roadway projects. Electronic message boards on roadways were the most widely cited channel (73%), followed by social media platforms (61%) and local TV (41%). Among digital channels, text messages (39%) and email (37%) were also commonly selected. The NCDOT.gov website was identified as an effective channel by 33% of respondents, and DriveNC.gov by 19%.

Respondents were also asked which social media platforms they use to get information from NCDOT or NCDMV. Among those who answered, Facebook was the most used platform (59%), followed by Instagram (23%) and X/Twitter (10%). Approximately 31% of respondents indicated they do not get information about NCDOT or NCDMV from social media at all.

5.4 Public Contact Channels

The survey asked about two NCDOT public contact channels: the 1-877-DOT-4-YOU information line and the 'Contact Us' feature on the NCDOT website.

5.4.1 1-877-DOT-4-YOU Phone Line

Only 7% of respondents have called the 1-877-DOT-4-YOU information line. Of those who called, 57% considered the information they received to be accurate.

5.4.2 Website ‘Contact Us’ Feature

Eighteen percent of respondents reported utilizing NCDOT’s “Contact Us” feature. Of those who have used the feature, 74% found the information they received to be accurate. Thirty six percent of respondents would consider using the “Contact Us” feature in the future.

Chapter 6. Conclusions and Recommendations

6.1 Summary of Findings

Now in its eleventh iteration, the NCDOT Customer Service Survey continues to serve as a vital resource for capturing the experiences and perspectives of North Carolinians on transportation across the state. The 2025 findings present a picture of an agency that is broadly viewed positively but faces persistent challenges in specific, high-visibility areas of service delivery.

Overall, 87% of respondents assigned NCDOT a passing grade for highway system safety, and 63% feel they can reach their destinations safely. However, satisfaction with specific services—particularly timely completion of basic repairs, construction project management, and NCDOT's responsiveness to local communities—is considerably lower, with positive ratings in the 18–35% range for each of these areas. The gap between broad performance perception and targeted service satisfaction is a consistent finding across survey years.

Road maintenance and safety continue to dominate public investment priorities. Personal vehicles remain the dominant mode of travel. Driver behavior is the leading safety concern, underscoring the continued relevance of behavioral safety campaigns. Pedestrian infrastructure underperforms expectations across nearly every dimension, particularly for inclusive design serving older adults and people with disabilities.

6.2 Recommendations

The 2025-26 survey cycle represents continued progress in measuring and tracking North Carolinians' perceptions of the state's transportation system. As a mandated annual survey, maintaining the integrity of longitudinal trend data is a foundational priority — year-over-year comparability provides the benchmarking value that makes the survey useful to NCDOT over time.

Within that constraint, the research team recommends that future iterations continue to refine the survey instrument in close collaboration with NCDOT division leads to ensure questions remain current, relevant, and reflective of evolving service priorities. Where instrument updates are necessary, the research team recommends careful consideration of the tradeoffs between introducing new questions and preserving historical comparability.

Additionally, opportunities to streamline the instrument and reduce respondent burden should be explored on an ongoing basis, as a shorter, more focused survey can improve completion rates and data quality without sacrificing the core measures needed for longitudinal analysis.

Appendix A. Survey Instrument

Q1 Please indicate how frequently you have used each of the following modes of transportation in the past year:

	Every day (1)	Regularly (more than once a week) (2)	Occasionally (a couple of times each month) (4)	Rarely (a couple of times a year) (5)	Not in the past year (6)
Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared motor vehicle (ex. Uber, Lyft, or taxi) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal bicycle (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking, jogging, or running (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ferry (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public/local/city bus (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passenger train (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Airplane (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pay-as-you-use bicycles (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Pay-as-you-use
scooters (10)

Other (12)

End of Block: Mode Use

Start of Block: Primary Mode



Q2 Which of the following is your primary means of transportation?

Personal vehicle DRIVER (includes motorcycles and personal scooters) (1)

Personal vehicle PASSENGER (2)

Personal bicycle (3)

Pay-as-you-use bicycles or scooters (4)

Walking (5)

Work vehicle (e.g., Commercial Motor Vehicle, company-owned vehicle) (6)

Ferry (7)

Public transportation (bus, light rail, passenger train, vanpool, etc.) (8)

Other (9) _____



Q3 Which of the following do you usually use in a typical work day? *Please select all that apply.*

- Personal vehicle DRIVER (includes motorcycles and scooters) (1)
- Personal vehicle PASSENGER (2)
- Personal bicycle (3)
- Pay-as-you-use bicycles or scooters (4)
- Walking (5)
- Work vehicle (e.g., Commercial Motor Vehicle, company-owned vehicle) (6)
- Ferry (7)
- Public transportation (bus, light rail, passenger train, vanpool, etc.) (8)
- Other (9) _____



Q4 Which of the following do you usually use in a typical non-work day? *Please select all that apply.*

- Personal vehicle DRIVER (includes motorcycles and scooters) (1)
- Personal vehicle PASSENGER (2)
- Personal bicycle (3)
- Pay-as-you-use bicycles or scooters (4)
- Walking (5)
- Work vehicle (e.g., Commercial Motor Vehicle, company-owned vehicle) (6)
- Ferry (7)
- Public transportation (bus, light rail, passenger train, vanpool, etc.) (8)
- Other (9) _____

End of Block: Primary Mode

Start of Block: Satisfaction and Focus Areas



Q5 Please indicate your level of agreement with the following statements for transportation services in North Carolina.

	Strongly agree (1)	Agree (2)	Neutral (3)	Disagree (4)	Strongly disagree (5)	Does not apply (6)
I am satisfied with the services provided. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am familiar with the services provided. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think NCDOT is responsive to the needs of local communities. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCDOT does a good job of prioritizing roadway improvements in North Carolina. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental concerns are incorporated into the design and maintenance of transportation projects. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Compared to other states I have visited North Carolina's transportation system is one of the best. (6)

It is easy to travel between cities in North Carolina. (7)

Services have improved within the last few years. (8)

Basic repairs to roadways in North Carolina are usually complete in a timely manner. ("Basic repairs" include filling pot holes, sealing cracks, etc.) (9)

Roadways in North Carolina are safer today than they were five years ago. (10)

I feel well-informed about current traffic safety campaigns in North Carolina. (11)

I am able to get to my intended destinations in North Carolina safely. (12)

I am able to get to my intended destinations in North Carolina in a consistent amount of time. (13)

I am given enough notice when there are transportation construction projects in my area that impact me. (14)

Page Break



Q6 Please choose **three** areas that you think should receive the most attention over the next two years in North Carolina.

- Safety of roadways (1)
- Maintenance of roadways (2)
- New construction of roadways (3)
- Ferries (4)
- Pedestrian transportation (5)
- Trains (6)
- Bicycle transportation (7)
- Local/public/city buses (8)
- Airports (9)

Page Break

Q7 We want to make sure you are reading carefully. Please select "Somewhat agree" to show you are paying attention.

- Strongly disagree (4)
- Somewhat disagree (5)
- Neither agree nor disagree (6)
- Somewhat agree (7)
- Strongly agree (8)

End of Block: Satisfaction and Focus Areas

Start of Block: IMD Questions

Q8 Please indicate your agreement with the following statements:

	Strongly agree (1)	Agree (2)	Neutral (3)	Disagree (4)	Strongly disagree (5)
I have sufficient access to the transportation system in North Carolina. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do not experience any barriers to using the transportation mode I want to in North Carolina. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel supported by the transportation system in North Carolina. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Q9 Do you have access to a usable, reliable vehicle of your own?

- Yes (1)
- No (2)
- Other (please specify) (3) _____

End of Block: IMD Questions

Start of Block: Motor Vehicle Users

Q10 Overall, what grade would you give to safety of the state highway system?

- A - Excellent (1)
 - B - Good (2)
 - C - Fair (3)
 - D - Poor (4)
 - F - Failing (5)
-

Q11 When driving on state highways, what do you think is the greatest threat to your safety?

- Highway conditions (1)
- Large trucks/18-wheelers (2)
- Drunk drivers (3)
- Speeding drivers (4)
- Aggressive/reckless drivers (5)
- Distracted drivers (6)
- Work zones (7)
- Other (8) _____

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Occasionally (a couple of times each month)]



Q12 Which of the following do you use to help you make decisions about your commute? *Please select all that apply.*

- Apps like Waze, Apple Maps, Google Maps, etc. (1)
- Electronic message boards/signs (2)
- Word of mouth (3)
- Local TV/Radio (4)
- Past experience with roads in area (5)
- Paper map (6)
- Social media (7)
- INRIX (8)
- Other (9) _____

Page Break _____

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Occasionally (a couple of times each month)]



Q13 Please indicate how well the following transportation services match your expectations. For this section, please rate transportation services on highways (e.g., US-64, US-1, NC-12) and

interstates (e.g., I-40, I-85, I-95) in North Carolina. Please DO NOT consider city streets and other types of roads in your coes.

	Exceeds Expectations (1)	Meets Expectations (2)	Does NOT Meet Expectations (3)	NA/Don't Know (4)
Safety of highways and interstates (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall flow of traffic on highways and interstates (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of road network to get you to your destination (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of highway and interstate surfaces (visibility of roadway markings, number of potholes, cracking, etc.) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delay time in work zones on highways and interstates (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of informational and warning signs along highways and interstates (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Roadside lighting and reflectors for visibility after dark (7)

Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic (8)

Snow and ice removal (9)

Removal of litter and trash along highways (10)

Ensuring water drains quickly from highways (11)

Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Occasionally (a couple of times each month)]



Q14 Which **three** of the following services for motor vehicles do you think should receive the most attention over the next two years in North Carolina?

- Safety of highways and interstates (1)
- Overall flow of traffic on highways and interstates (2)
- Reliability of road network to get you to your destination (3)
- Condition of highway and interstate surfaces (visibility of roadway markings, number of potholes, cracking, etc.) (4)
- Delay time in work zones on highways and interstates (5)
- Visibility of informational and warning signs along highways and interstates (6)
- Roadside lighting and reflectors for visibility after dark (7)
- Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic (8)
- Snow and ice removal (9)
- Removal of litter and trash along highways (10)
- Ensuring water drains quickly from highways (11)

End of Block: Motor Vehicle Users

Start of Block: Motor Vehicle Non Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Rarely (a couple of times a year)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Motor vehicle (including motorcycles and personal scooters like mopeds and mobility scooters) [Not in the past year]



Q15 Why have you not used a motor vehicle more often in the past year? Please select all that apply.

- Personal choice/not interested (1)
- Lack of personal resources (cost of gas, vehicle) (2)
- Safety concerns (3)
- Lack of infrastructure (4)
- Traffic congestion (5)
- Other (6) _____

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Shared motor vehicle (ex. Uber, Lyft, or taxi) [Rarely (a couple of times a year)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Shared motor vehicle (ex. Uber, Lyft, or taxi) [Not in the past year]



Q16 Why have you not used a shared motor vehicle more often in the past year? *Please select all that apply.*

- Personal choice/not interested (1)
- Lack of personal resources (service, fees) (2)
- Safety concerns (3)
- Lack of infrastructure or service (4)
- Traffic congestion (5)
- Health concerns (7)
- Other (6)

End of Block: Motor Vehicle Non Users

Start of Block: Electronic signs

Q17 Have you seen an electronic message sign while driving?

- No (1)
- Maybe (2)
- Yes (3)

Skip To: End of Block If Have you seen an electronic message sign while driving? = No

Q18 When electronic message signs post information about travel times, how accurate would you say the travel times are?

- Very accurate (1)
 - Somewhat accurate (2)
 - Somewhat inaccurate (3)
 - Very inaccurate (4)
 - Not sure (5)
-

Q19 How likely are you to change your route based on the information posted on electronic message signs?

- Very likely (1)
 - Somewhat likely (2)
 - Somewhat unlikely (3)
 - Very unlikely (4)
 - Not sure (5)
-

Q20 When electronic signs post information about crashes, work zones or other incidents, how much do you trust that information is correct?

- I completely trust it (1)
- I somewhat trust it (2)
- I don't trust it at all (3)
- Not sure (4)

End of Block: Electronic signs

Start of Block: Construction

Q21 Please indicate your agreement with the following statements about NCDOT's performance in the following areas related to construction projects.

	Strongly agree (1)	Agree (2)	Neutral (3)	Disagree (4)	Strongly disagree (5)
NCDOT minimizes disruption to communities during construction. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCDOT minimizes disruption to drivers during construction. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCDOT notifies the public about construction projects in an effective and timely manner. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCDOT completes construction projects in a timely manner. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCDOT does a good job managing construction projects. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Construction

Start of Block: Pedestrian Users

Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Walking, jogging, or running [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Walking, jogging, or running [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Walking, jogging, or running [Occasionally (a couple of times each month)]



Q22 For what purpose do you typically walk, jog, or run? *Please select all that apply.*

- Commute to work (1)
- Work duties (2)
- Exercise/recreation (3)
- Shopping/dining (4)
- Visit friends and/or family (5)
- Walk pet (6)
- Travel to/from meeting (e.g., church, public meeting) (8)
- Travel to/from public transit (9)
- General errands (e.g., picking up prescriptions, going to the post office) (10)
- Medical appointment (11)
- Other (12) _____

Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Walking, jogging, or running [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Walking, jogging, or running [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Walking, jogging, or running [Occasionally (a couple of times each month)]



Q23 Please indicate how well the following services match your expectations. For this section, please rate transportation services for pedestrians in North Carolina.

	Exceeds Expectations (1)	Meets Expectations (2)	Does NOT Meet Expectations (3)	NA/Don't Know (4)
Access to walking, jogging, and running infrastructure (walkways, sidewalks, greenways, and trails) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety of walkways, sidewalks, or crossing locations (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of crosswalks or pedestrian signals (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education of roadway users and pedestrians about interacting safely (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modifications for pedestrians through work zones and construction areas (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Infrastructure that supports use of all pedestrians, including children, persons with disabilities, and senior adults (11)



Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Walking, jogging, or running [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Walking, jogging, or running [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Walking, jogging, or running [Occasionally (a couple of times each month)]



Q24 Which **three** of the following North Carolina transportation services for pedestrians do you think should receive the most attention over the next two years?

- Access to walking, jogging, and running infrastructure (walkways, sidewalks, greenways, and trails) (1)
- Safety of walkways, sidewalks, or crossing locations (2)
- Availability of crosswalks or pedestrian signals (3)
- Education of roadway users and pedestrians about interacting safely (4)
- Modifications for pedestrians through work zones and construction areas (5)
- Infrastructure that supports use of all pedestrians, including children, persons with disabilities, and senior adults (6)

End of Block: Pedestrian Users

Start of Block: Pedestrian Non Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... =
Walking, jogging, or running [Not in the past year]

And Please indicate how frequently you have used each of the following modes of transportation in the... =
Walking, jogging, or running [Rarely (a couple of times a year)]



Q25 Why have you not walked, jogged, or run on a sidewalk, greenway, or walkway more often in the past year? *Please select all that apply.*

- Personal preference/not interested (1)
- Personal physical condition (2)
- Safety concerns about drivers (3)
- Safety concerns about the area (4)
- Lack of infrastructure/safe places to walk, jog, or run (5)
- Other (6) _____

End of Block: Pedestrian Non Users

Start of Block: Bicycle Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... =
Personal bicycle [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... =
Personal bicycle [Regularly (more than once a week)]



Q26 For what purpose do you typically ride your bicycle? *Please select all that apply.*

- Commute to/from Work (1)
- Work duties (2)
- Exercise/recreation (3)
- Shopping/dining (4)
- Visit friends and/or family (5)
- Attend meeting (e.g., church, public meeting) (7)
- Travel to/from school (8)
- Travel to/from public transit (9)
- General errands (e.g., picking up prescriptions, going to the post office) (10)
- Other (11) _____

Page Break

Display this question:

*If Please indicate how frequently you have used each of the following modes of transportation in the... =
Personal bicycle [Every day]*

*Or Please indicate how frequently you have used each of the following modes of transportation in the... =
Personal bicycle [Regularly (more than once a week)]*



Q27 Please indicate how well the following services match your expectations. For this section, please rate transportation services for bicyclists in North Carolina.

	Exceeds Expectations (1)	Meets Expectations (2)	Does NOT Meet Expectations (3)	NA/Don't Know (4)
Availability of bicycle paths in areas you would like to travel (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to off-road greenways or other separated bicycle infrastructure (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connectivity of bicycling infrastructure (like paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of bike lane and shared-lane road markings and signage (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education of roadway users and bicyclists about interacting safely (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety of bike lanes, shared-lanes, separated paths, and wide shoulders (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Modifications in
work zones and
construction
areas (7)



Condition of
bike paths (8)



Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Personal bicycle [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Personal bicycle [Regularly (more than once a week)]



Q28 Which **three** of the following North Carolina transportation services for bicyclists do you think should receive the most attention over the next two years?

- Availability of bicycle paths in areas you would like to travel (1)
- Access to off-road greenways or other separated bicycle infrastructure (2)
- Connectivity of bicycling infrastructure (like paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes) (3)
- Visibility of bike lane and shared-lane road markings and signage (4)
- Education of roadway users and bicyclists about interacting safely (5)
- Safety of bike lanes, shared-lanes, separated paths, and wide shoulders (6)
- Modifications in work zones and construction areas (7)
- Condition of bike paths (8)

End of Block: Bicycle Users

Start of Block: Bicycle Non Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Pay-as-you-use bicycles [Rarely (a couple of times a year)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Pay-as-you-use bicycles [Not in the past year]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Pay-as-you-use bicycles [Occasionally (a couple of times each month)]



Q29 Why have you not traveled by bicycle more often in the past year? *Please select all that apply.*

- Personal choice/not interested (1)
- Safety concerns about riding on/near roads (2)
- Lack of areas to bike (like bike paths, bike lanes, sidewalks, etc.) (3)
- Safety concerns about crime in the area (4)
- I do not own a bicycle (5)
- Personal physical condition (6)
- I don't know how to ride a bicycle (7)
- Other (8) _____

End of Block: Bicycle Non Users

Start of Block: Emerging Transportation Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Pay-as-you-use bicycles [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Pay-as-you-use bicycles [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Pay-as-you-use scooters [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Pay-as-you-use scooters [Regularly (more than once a week)]



Q30 For what purpose do you typically use pay-as-you-use scooters or pay-as-you-use bicycles?
Please select all that apply.

- Commute to work (1)
- Work duties (2)
- Exercise/recreation (3)
- Shopping/dining (4)
- Visit friends and/or family (5)
- Travel to/from meeting (e.g., church, public meeting) (7)
- Travel to/from public transit (8)
- General errands (e.g., picking up prescriptions, going to the post office) (9)
- Medical appointment (10)
- Other (11) _____

End of Block: Emerging Transportation Users

Start of Block: Bus Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... =
Public/local/city bus [Every day]

And Please indicate how frequently you have used each of the following modes of transportation in the... =
Public/local/city bus [Regularly (more than once a week)]

And Please indicate how frequently you have used each of the following modes of transportation in the... =
Public/local/city bus [Occasionally (a couple of times each month)]



Q31 For what purpose do you typically take a public/local/city bus? *Please select all that apply.*

- Work (1)
- Recreation (traveling to downtown, sporting events, etc.) (2)
- Shopping/dining (3)
- Visit friends and/or family (4)
- Travel to/from school (5)
- General errands (e.g., picking up prescriptions, going to the post office) (6)
- Travel to/from airport (7)
- Attend meetings (church, public meetings, etc.) (8)
- Travel to/from medical appointment (9)
- Other (10) _____

Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Occasionally (a couple of times each month)]



Q32 Please indicate how well the following transportation services for public/local/city bus passengers in North Carolina match your expectations and if they are important to you. Please DO NOT consider private bus companies, such as Megabus, etc.

	Exceeds Expectations (1)	Meets Expectations (2)	Does NOT Meet Expectations (3)	NA/Don't Know (4)
Access to public/local/city buses (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to park-and-ride parking lots (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety of bus stops (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weather protection (like shelters) at bus stops (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting at transit stops and stations (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort and safety of bus (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long it takes the bus to take you where you want to go (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

 Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Occasionally (a couple of times each month)]



Q33 Which three of the following services do you think should receive the most attention over the next two years in North Carolina? *Please select all that apply.*

- Access to public/local/city buses (1)
- Access to park-and-ride parking lots (2)
- Safety of bus stops (3)
- Weather protection (like shelters) at bus stops (4)
- Lighting at transit stops and stations (5)
- Comfort and safety of bus (6)
- How long it takes the bus to take you where you want to go (7)

End of Block: Bus Users

Start of Block: Bus Non Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Rarely (a couple of times a year)]

And Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Not in the past year]



Q34 Why have you not used a public/local/city bus more often in the past year? *Please select all that apply.*

- Personal preference/not interested (1)
- Lack of bus routes where I need to go (2)
- Cost of bus (3)
- Length of trip using bus (4)
- Safety concerns (5)
- Lack of connection to other types of transportation I want to use (6)
- Health concerns (9)
- Difficult to plan my trip from beginning to end using a bus (7)
- Other (8) _____



Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Rarely (a couple of times a year)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Public/local/city bus [Not in the past year]



Q35 Which of the following would lead you to use a public/local/city bus more often? *Please select all that apply.*

- Shorter trip time (1)
- Stops closer to where I travel to and from (2)
- Routes that meet my needs (3)
- More connected to other types of transportation (4)
- Easier to plan my trip from beginning to end using a bus (5)
- Additional precautions to protect my health (7)
- Other (6) _____

End of Block: Bus Non Users

Start of Block: Rail Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Occasionally (a couple of times each month)]



Q36 In the past year, approximately how many trips did you take using a passenger train? *Please count a round trip as 2 trips.*

Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Occasionally (a couple of times each month)]



Q37 For what purpose do you typically take a passenger train? *Please select all that apply.*

- Travel for work (1)
- Travel to/from work (2)
- Shopping/dining (3)
- Recreation (includes tourism, State Fair, sporting event, etc.) (4)
- Visit friends and/or family (5)
- Travel to/from school (6)
- Attend meetings (church, public meetings, etc.) (7)
- Travel to/from medical appointment (8)
- Other (9) _____

Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Every day]

And Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Regularly (more than once a week)]

And Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Occasionally (a couple of times each month)]

Q38 What city or state do you travel **from** most frequently by passenger train? (origin of trip)

▼ Alabama (any station) (1) ... Other (29)

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Occasionally (a couple of times each month)]

Q39 What city or state do you travel **to** most frequently by passenger train? (destination)

▼ Alabama (any station) (39) ... Other (58)

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Occasionally (a couple of times each month)]



Q40 Please indicate how well the following transportation services for train passengers match your expectations. Please only consider passenger train rides which originate or end in North Carolina.

	Exceeds Expectations (1)	Meets Expectations (2)	Does NOT Meet Expectations (3)	NA/Don't Know (4)
Access to passenger train stations and routes (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of trains servicing desired route (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staffing at train stations (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety and security at train stations, waiting areas, and platforms (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of connection with other public transportation (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of passenger train tickets (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of ticketing and reservation options (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Occasionally (a couple of times each month)]



Q41 Which three of the following services for train passengers do you think should receive the most attention over the next two years in North Carolina?

- Access to passenger train stations and routes (1)
- Frequency of trains servicing desired route (2)
- Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.) (3)
- Staffing at train stations (4)
- Safety and security at train stations, waiting areas, and platforms (5)
- Ease of connection with other public transportation (6)
- Cost of passenger train tickets (7)
- Convenience of ticketing and reservation options (8)

End of Block: Rail Users

Start of Block: Rail Non Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Rarely (a couple of times a year)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Not in the past year]



Q42 Why have you not taken a passenger train more often in the past year? *Please select all that apply.*

- Personal preference/not interested (1)
 - Lack of train routes where I need to travel (2)
 - Cost of train (3)
 - Length of train ride (4)
 - Difficulty getting to and from train station (5)
 - Safety concerns (6)
 - Health concerns (8)
 - Other (7) _____
-

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Rarely (a couple of times a year)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Not in the past year]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Occasionally (a couple of times each month)]



Q43 Which of the following would lead you to take a passenger train more often? *Please select all that apply.*

- Train routes where I need to travel (1)
- Price decrease (2)
- Stations closer to me (3)
- Ease of travelling by train (4)
- Additional precautions to protect my health (6)
- Other (5) _____

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Occasionally (a couple of times each month)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Rarely (a couple of times a year)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Passenger train [Not in the past year]

Q44 Would you use trains more frequently if there was a train station within a 30-mile radius of your location?

- Yes (1)
- No (2)
- Unsure (3)
- Does not apply (4)

End of Block: Rail Non Users

Start of Block: Ferry Users

Display this question:

*If Please indicate how frequently you have used each of the following modes of transportation in the... = Ferry
[Every day]*

*Or Please indicate how frequently you have used each of the following modes of transportation in the... = Ferry
[Regularly (more than once a week)]*



Q45 For each of the following, please indicate how often you have used the ferry route in the last year.

	Never (1)	Once (2)	Twice (3)	Three times or more (4)
Cedar Island/Ocracoke Island (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bayview/Aurora (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swan Quarter/Ocracoke Island (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Currituck/Knotts Island (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Southport/Fort Fisher (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cherry Branch/Minnesott Beach (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hatteras/Ocracoke Island (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

 Page Break

Display this question:

*If Please indicate how frequently you have used each of the following modes of transportation in the... = Ferry
[Every day]*

*Or Please indicate how frequently you have used each of the following modes of transportation in the... = Ferry
[Regularly (more than once a week)]*



Q46 Please indicate how well the following services for ferry passengers match your expectations. Please only consider ferry rides which originate or end in North Carolina.

	Exceeds expectations (1)	Meets expectations (2)	Does not meet expectations (3)	NA/Don't know (4)
Frequency of ferry service on desired route (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility and lighting onboard and at loading dock (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wait time to board ferry (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of connection with public transportation (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicycle accommodations (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notifications or access to information in the event of a delay or cancellation (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of ferry tickets (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of ticketing and reservation options (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Ferry
[Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Ferry
[Regularly (more than once a week)]



Q47 Which **three** of the following transportation services for ferry passengers do you think should receive the most attention over the next two years?

- Frequency of ferry service on desired route (1)
- Reliability/timeliness of ferry service (arriving/departing on schedule, etc.) (2)
- Visibility and lighting onboard and at loading dock (3)
- Wait time to board ferry (4)
- Ease of connection with public transportation (5)
- Bicycle accommodations (6)
- Notifications or access to information in the event of a delay or cancellation (7)
- Cost of ferry tickets (8)
- Convenience of ticketing and reservation options (9)

End of Block: Ferry Users

Start of Block: Ferry Non Users

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... = Ferry
[Rarely (a couple of times a year)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... = Ferry
[Not in the past year]



Q48 Why have you not used a ferry more often in the past year? *Please select all that apply.*

- Personal choice/not interested (1)
- I do not need to cross water to get to my destinations (2)
- Cost of ferry (3)
- Lack of access to ferry (4)
- Safety concerns (5)
- Wait time to board ferry (6)
- Health concerns (8)
- Other (7) _____

End of Block: Ferry Non Users

Start of Block: Aviation

Display this question:

If Please indicate how frequently you have used each of the following modes of transportation in the... =
Airplane [Every day]

Or Please indicate how frequently you have used each of the following modes of transportation in the... =
Airplane [Regularly (more than once a week)]

Or Please indicate how frequently you have used each of the following modes of transportation in the... =
Airplane [Occasionally (a couple of times each month)]



Q50 For what purpose do you typically fly to/from a North Carolina airport? *Please select all that apply.*

- Travel for work (1)
 - Travel to/from work (2)
 - Recreation (vacation, tourism, etc.) (3)
 - Visiting friends and/or family (4)
 - Travel to/from school (5)
 - Travel to/from medical appointment (6)
 - Other (7) _____
-

Display this question:

*If Please indicate how frequently you have used each of the following modes of transportation in the... =
Airplane [Every day]*

*Or Please indicate how frequently you have used each of the following modes of transportation in the... =
Airplane [Regularly (more than once a week)]*

*Or Please indicate how frequently you have used each of the following modes of transportation in the... =
Airplane [Occasionally (a couple of times each month)]*



Q51 For each of the following options, please indicate how many times you have taken a flight to or from each of the following North Carolina airports in the last year.

	Never (1)	Once (2)	Twice (3)	Three times or more (4)
Charlotte Douglas Airport (CLT) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Raleigh-Durham International (RDU) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concord Regional (JQF) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Albert J. Ellis (OAJ) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asheville Regional (AVL) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coastal Carolina Regional (EWN) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fayetteville Regional/Grannis Field (FAY) (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Piedmont Triad International (GSO) (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pitt-Greenville (PGV) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wilmington International (ILM) (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (11)

End of Block: Aviation

Start of Block: DMV - Driver License Office

Q52 When was the last time that you visited a DMV (Division of Motor Vehicles) Driver License Office in North Carolina? Please note this does not include any online DMV services you may have used.

- Less than 6 months ago (1)
- 6 months to less than 1 year ago (2)
- 1 year to less than 3 years ago (3)
- 3 years ago or longer (4)

Skip To: End of Block If When was the last time that you visited a DMV (Division of Motor Vehicles) Driver License Office... = 3 years ago or longer

Q53 Which of the following factors influenced your decision to choose the DMV Driver License office location you visited last? *Please select all that apply.*

- Location (1)
 - Previous experience (2)
 - Shorter wait times (3)
 - Attitude of employees/customer service (4)
 - Comfort of office (5)
 - Hours of operation (6)
 - Other (7) _____
-

Q54 In your last interaction at a DMV Driver License Office, which of the following services did you utilize? This does NOT include any online DMV services you may have used. *Please select all that apply.*

- License/permit/ID card services (1)
 - Pay liability insurance (2)
 - Address change services (3)
 - Commercial Driver License services (4)
 - Motorcycle Driver License (5)
 - Obtain copy of driving record (6)
 - Disability parking services (7)
 - Other (8) _____
-

Q55 How many times did you visit the DMV before successfully completing your most recent transaction (including visits where you left without being served)?

- I was served on my first visit (1)
 - Twice (2)
 - Three times (3)
 - Four times or more (4)
-

Q56 Please indicate how well the following services match your expectations. For these options, please consider your last interaction at a DMV Driver License Office in North Carolina.

	Exceeds Expectations (1)	Meets Expectations (2)	Does NOT Meet Expectations (3)	NA/Don't know (4)
Overall quality of customer service at DMV office (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of time you waited for service at DMV office (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and helpfulness of DMV staff (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of hours of operation at DMV office (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of instructions for services (knowing what paperwork was needed, etc.) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q57 Which **three** of the following services do you think should receive the most attention over the next two years in North Carolina?

- Overall quality of customer service at DMV office (1)
- Amount of time you waited for service at DMV office (2)
- Courtesy and helpfulness of DMV staff (3)
- Convenience of hours of operation at DMV office (4)
- Clarity of instructions for services (knowing what paperwork was needed, etc.) (5)

End of Block: DMV - Driver License Office

Start of Block: DMV - Online

Q58 Have you used the official North Carolina DMV website (<http://www.ncdot.gov/dmv>)?

- Yes (1)
- No (2)
- Unsure (3)

Skip To: End of Block If Have you used the official North Carolina DMV website (<http://www.ncdot.gov/dmv>)? = No
Skip To: End of Block If Have you used the official North Carolina DMV website (<http://www.ncdot.gov/dmv>)? = Unsure

Q59 Which of the following services have you used on the DMV website? *Please select all that apply.*

- Renew registration/plate (1)
- Find location (2)
- Look up DMV hours (3)
- General information about licenses (4)
- Order duplicate registration card (5)
- Order personalized & specialized plate (6)
- Pay limited registration plate (LRP) (7)
- Estimate vehicle property tax (8)
- Order duplicate license/ID card (9)
- Request driving record (10)
- Renew Trans Express System (11)
- Liability insurance services (12)
- Voter registration services (13)
- Other (14) _____

Q60 Was the DMV website easy to navigate?

- Yes (1)
 - No (2)
 - Don't remember (3)
-

Q61 Did the DMV website clearly explain services offered?

- Yes (1)
 - No (2)
 - Don't remember (3)
-

Q62 Did the DMV website feature sufficient information?

- Yes (1)
- No (2)
- Don't remember (3)

End of Block: DMV - Online

Start of Block: DOT-4-YOU

Q63 NCDOT's customer service hotline, 1-877-DOT-4YOU is available to citizens for assistance regarding questions about NCDOT services, problems such as potholes and drainage issues, and other questions.

Q64 Have you called 1-877-DOT-4-YOU?

- Yes (1)
 - No (2)
 - Not sure (3)
-

Q65 How likely are you to call 1-877-DOT-4-YOU with questions about NCDOT?

- Very likely (1)
 - Somewhat likely (2)
 - Somewhat unlikely (3)
 - Very unlikely (4)
 - Not sure (5)
-

Display this question:

If Have you called 1-877-DOT-4-YOU? = Yes

Q66 If you have called 1-877-DOT-4-YOU, how accurate was the information you received?

- Very accurate (1)
- Somewhat accurate (2)
- Somewhat inaccurate (3)
- Very inaccurate (4)
- Not sure (5)

End of Block: DOT-4-YOU

Start of Block: NCDOT Contact Us

Q67 Through the NCDOT website, you can use the "Contact Us" feature to report problems such as potholes and drainage issues to NCDOT, ask NCDMV questions, and provide various other support options.

Q68 Have you used the "Contact Us" feature on NCDOT's website?

- Yes (1)
 - No (2)
 - Unsure (3)
-

Q69 How likely are you to use the "Contact Us" feature on NCDOT's website in the future?

- Extremely unlikely (1)
- Somewhat unlikely (2)
- Neither likely nor unlikely (3)
- Somewhat likely (4)
- Extremely likely (5)

Display this question:

If Have you used the "Contact Us" feature on NCDOT's website? = Yes

Q70 How accurate is the information you received from the "Contact Us" feature?

- Very accurate (1)
- Somewhat accurate (2)
- Somewhat inaccurate (3)
- Very inaccurate (4)
- Not sure (5)

End of Block: NCDOT Contact Us

Start of Block: NCDOT Communications



Q71 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.*

- Signs or electronic message boards on roadways (1)
 - Public meeting materials or mailers (2)
 - Newsletters or flyers (3)
 - Newspapers (4)
 - NCDOT.gov website (5)
 - Social media (Facebook, X, Instagram, Nextdoor, etc.) (6)
 - Email (7)
 - Radio (8)
 - Local TV (9)
 - Streaming platforms (10)
 - DriveNC.gov website (11)
 - Text messages (12)
 - Other (13) _____
-

Q72 If you get information from NCDOT or NCDMV from social media platforms, which ones do you use? Please select all that apply.

- Facebook (1)
- X (Twitter) (2)
- Instagram (3)
- Threads (4)
- Nextdoor (5)
- LinkedIn (6)
- I do not get information about NCDOT or NCDMV from social media (7)
- Other (8) _____



Q73 Which of the following campaigns and outreach efforts have you heard about? *Please select all that apply.*

- Safe Routes to School (1)
- NC Vision Zero (2)
- NC by Train (3)
- NCDOT Now (4)
- Move Over Law (5)
- Booze It & Lose It (6)
- Click It or Ticket (7)
- Work Zone safety campaigns (8)

End of Block: NCDOT Communications
