RESEARCH & DEVELOPMENT

NCDOT Statewide Customer Service Survey 2016-17

Daniel Findley, PhD, PE
Tracy Anderson
Blythe Carter
Tyler Horner

Institute for Transportation Research & Education
North Carolina State University

1. Report No. **FHWA/NC/2017-28**	2. Government Accession No.	3. Recipient's Catalog No.
4. Title and Subtitle **NCDOT CUSTOMER SERVICE SURVEY 2016-17**		5. Report Date **August 26, 2017**
		6. Performing Organization Code
7. Author(s) **Daniel J. Findley, Ph.D., P.E. (Daniel_Findley@ncsu.edu)** **Tracy Anderson** **Blythe Carter** **Tyler Horner**		8. Performing Organization Report No.
9. Performing Organization Name and Address **Institute for Transportation Research and Education** **North Carolina State University** **Centennial Campus Box 8601** **Raleigh, NC**		10. Work Unit No. (TRAIS)
		11. Contract or Grant No.
12. Sponsoring Agency Name and Address **North Carolina Department of Transportation** **Research and Analysis Group** **104 Fayetteville Street** **Raleigh, North Carolina 27601**		13. Type of Report and Period Covered **Final Report** **August 2016 to July 2017**
		14. Sponsoring Agency Code **2017-28**
Supplementary Notes:		

16. Abstract

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.

The purpose of this project was to update the 2015 data to determine the current perceptions of NCDOT customers. This project relied on the 2015 survey as a benchmark with some minor improvements. The survey instrument developed for this project will balance competing desires for detailed results and a summary measure of overall customer satisfaction (the primary objective of the effort is to deliver a quantitative performance measure). This data may also be helpful for identifying areas in need of improvement, as well as the impact of various initiatives to improve service. However, at the broad level envisioned for this project, more detailed evaluations by individual NCDOT Units may be required to fully measure the need for or the impact of improvements.

17. Key Words **Customer Service, Customer Satisfaction, NCDOT Services**		18. Distribution Statement	
19. Security Classif. (of this report) Unclassified	20. Security Classif. (of this page) Unclassified	21. No. of Pages 148	22. Price

Form DOT F 1700.7 (8-72)   **Reproduction of completed page authorized**

Executive Summary – 2016-17 Statewide Customer Service Survey

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.

Overall
- 84% 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 (84% as a driver and 10% as a passenger).
    - 2% of respondents use a work vehicle, 2% use a bicycle, 1% use public transportation, and 1% use another mode as a primary means of transportation
- 42% of survey respondents have lived in North Carolina more than 30 years (75% have lived in North Carolina more than 10 years).
- For respondents who have lived in North Carolina less than 5 years, approximately 61% 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 (74%)
    - New construction of highways and interstates (57%)
    - Safety of highways and interstates (56%)
- When asked if they had made different commute choices in response to congestion, 56% of respondents said that they changed the time they left for work or home, 53% changed the route they travel, and 30% had not made any changes.

NCDOT Customer Service
- 23% of respondents said they contacted NCDOT by letter, telephone, email, through the web application, or in-person during the past two years.
- 81% of those who contacted NCDOT interacted with an employee.
- 62% were satisfied with the service provided by the NCDOT employee who assisted them most recently.
- 90% said the NCDOT employee greeted them courteously.
- 90% said the NCDOT employee treated them respectfully.
- 68% said the NCDOT employee resolved their concern and/or answered their question in a timely fashion.

NCDOT Website
- 40% of respondents said they have visited the NCDOT website during the past year.
- 64% said the website was easy to navigate.
- 60% said the website clearly explained services offered.
- 62% said the website featured sufficient information.

Personal Vehicle Drivers and Passengers
- 82% of respondents said they drive or ride in a personal vehicle every day (an additional 16% 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 (22% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Visibility of roadway markings on highways and interstates during wet conditions (52% 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:
  - Overall flow of traffic on highways and interstates (49%)
  - Smoothness of highway and interstates surfaces (number of potholes, cracking, etc.) (38%)
  - Safety of highways and interstates (37%)

Bicycles
- 11% of respondents said they ride a bicycle every day or more than once a week (an additional 15% responded that they ride a bicycle a couple of times each month). [Note: most survey responses occurred in December 2016, which may have impacted usage]
- Respondents who did not travel by bicycle in the past year reported reasons including:
  - I do not own a bicycle (39%)
  - Personal preference/not interested (39%)
  - Safety concerns about drivers (24%)
- Average daily miles traveled was reported as approximately 5 miles.
- 15% of respondents reported using a bicycle for commuting to/from work or for job duties.
- 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: Access to bike lanes, wide shoulders, and bicycle-friendly shared lanes (availability of bicycle paths in areas you would like to travel) (75% 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 (53%).
  - Connectivity of bicycling facilities, such as paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes (43%).
  - Location of bike lanes, wide shoulders, and bicycle-friendly shared-lanes (39%).

Pedestrians
- 40% 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). [Note: most survey responses occurred in December 2016, which may have impacted usage]
- 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 (26%)
- Average miles traveled on a typical trip was reported as approximately 2.5 miles.
- 18% of respondents reported walking, jogging, or running for commuting to/from work, traveling to a meeting, or for work duties (an additional 4% 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 (10% rated as exceeding expectations).

- Service with the most respondents reporting *not meeting* expectations: Access to pedestrian walkways and/or sidewalks (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:
  - Safety of pedestrian walkways, sidewalks, or crossing locations (62%)
  - Access to pedestrian walkways and/or sidewalks (54%)
  - Access to greenways or shared-use paths (35%)

Public Transportation
- 3% of respondents said they ride a public/local/city bus in North Carolina every day or more than once a week (an additional 2% 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 8 miles.
- 45% of respondents reported riding a bus to/from work (an additional 13% of respondents reported riding a bus to the airport).
- Service with the most respondents reporting *exceeding* expectations: Courtesy and helpfulness of bus operators (30% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Weather protection at bus stops (shelters, etc.) (67% 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 public/local/city buses (64%)
  - Reliability/timeliness of buses (departing on schedule, etc.) (39%)
  - Weather protection at bus stops (shelters, etc.) (38%)

Passenger Train
- 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 2 trips.
- 20% 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 (28% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Frequency of trains servicing desired route (47% 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 trains servicing desired route (60%)
  - Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.) (45%)
  - Access to passenger train stations and routes (37%)

Ferry
- 28% of respondents said they rode a ferry in North Carolina in the past year.
- Service with the most respondents reporting *exceeding* expectations: Courtesy and helpfulness of ferry staff (29% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Availability and quality of food and drink onboard ferries (28% 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 (40%)
- Reliability/timeliness of ferry service (arriving/departing on schedule, etc.) (28%)
- Availability of Wi-Fi onboard ferry (19%)

Aviation
- 58% of respondents said they have flown to or from a North Carolina airport in the past year.
- 39% of respondents reported flying for work purposes.
- Service with the most respondents reporting *exceeding* expectations: Cleanliness of airport (21% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Cost of airline tickets (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:
  - Cost of airline tickets   (40%)
  - Reliability/timeliness of aircraft (departing on schedule, etc.) (27%)
  - Cost of parking (25%)

Division of Motor Vehicles
- 34% of respondents said they visited a Driver License DMV (Division of Motor Vehicles) Office in North Carolina in the past year.
- 84% of respondents chose to visit the closest DMV office.
- Factors that influenced which DMV office a respondent chose to visit included location (86% of respondents), shorter waits times (26%), previous experience (15%), attitude of employees/customer service (14%), and hours of operation (10%).
- Service with the most respondents reporting *exceeding* expectations: Courtesy and helpfulness of DMV staff (19% rated as exceeding expectations).
- Service with the most respondents reporting *not meeting* expectations: Length of wait time at DMV office (38% 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 (48%)
  - Convenience of hours of operation at DMV office (44%)

Division of Motor Vehicles – Website
- 64% of respondents said they visited the official DMV (Division of Motor Vehicles) website in the past year.
- The most common purposes for visiting the website were:
  - Renew registration/plate (75%)
  - General information about licenses (23%)
  - Look up DMV hours (19%)
  - Find location (15%)
  - Order duplicate license/ID card (10%)
- 79% reported that the website was easy to navigate.
- 78% reported that the website clearly explained services offered.
- 79% reported that the website featured sufficient information.

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.

Table of Contents

Introduction

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[1] and dashboard, and measured customer service through a statewide survey starting in 2015 – this study is the 2nd annual customer service survey. 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.

The purpose of this project was to update the 2015 data to determine the current perceptions of NCDOT customers. This project relied on the 2015 survey as a benchmark, with some minor improvements. The survey instrument developed for this project will balance competing desires for detailed results and a summary measure of overall customer satisfaction (the primary objective of the effort is to deliver a quantitative performance measure). This data may also be helpful for identifying areas in need of improvement, as well as the impact of various initiatives to improve service. However, at the broad level envisioned for this project, more detailed evaluations by individual NCDOT Units may be required to fully measure the need for or the impact of improvements.

A total of 4,284 responses were recorded. The following appendices provide the detailed survey instrument and responses.

---

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

Weighting Method for Overall Satisfaction

The 2015 survey included responses from a random sample and a convenience sample of North Carolina residents. The 2016-17 survey utilized a convenience sample exclusively. Since this research used both types, the basis of the weighting method is based on analysis of 2015. Additional details about the weighting methodology are available in an appendix.

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—and improve the validity of the sample results. Results from the 2015 survey compared the participants who were randomly-sampled (based on home address) and those from a convenience sample (through online messaging, organizations, and public agency contacts).

For the convenience sample (which was used in 2015 and in this study for 2016-17), residents of North Carolina were invited to participate in the survey through NCDOT outreach (social media, videos, press release) and project team contacts to local, regional, and state organizations and agencies. The survey took approximately 15-20 minutes and could be completed online. To take part in the survey, participants were required to be at least 18 years old and currently residing in North Carolina. The survey was conducted in December 2016 and January 2017 for the 2016 study. The survey exclusively sampled those respondents who identified themselves as having been users of the specific transportation service within a recent period. For example, if a survey respondent stated that he or she had not used a passenger train within a certain period of time, that respondent was excluded from the passenger train section of the survey. The survey questions, 138 in total if answered completely for all modes and all locations, 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. Because the convenience sample introduces potential bias in over- or under-sampling, a weighting method was applied to the overall satisfaction question.

Random Sample (2015 Survey)

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 took approximately 10-15 minutes and could be completed online, by mailing in a paper survey, or by verbal response to an administrator on the phone. To take part in the survey, participants were required to be at least 18 years old and currently residing in North Carolina. The survey was conducted in May and June 2015. This survey was not applied in 2016, but is expected to be used in alternating years (2018, 2020, 2022, etc.).

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

To ensure that all counties and populations were represented in the survey, the sample included a minimum of 10 surveys per county, with additional surveys distributed in proportion to each county's population. The sample was randomly chosen to reasonably reflect the demographic composition of the

state. This sampling resulted in a 95 percent confidence level at +/- 2 percent for the full state-wide sample.

Analysis and Results for Overall Satisfaction with NCDOT Services

Raw, unweighted values for overall satisfaction with NCDOT services from the 2015 survey were 84% for the random sample and 73% for the convenience sample. The satisfaction is significantly lower in the convenience sample than the random sample, indicating that there is a selection bias in the convenience survey. Percentages of agreement included those who answered in agreement or were neutral. Respondents who answered "Don't know" were excluded from calculations.

The following graph presents the 2015 and 2016-17 survey results for overall satisfaction with NCDOT services. In general, the weighting procedures improved the overall satisfaction level, which may be a result of limited geographic areas or demographic groups who negatively perceived NCDOT services and were over-sampled during the convenience sample.
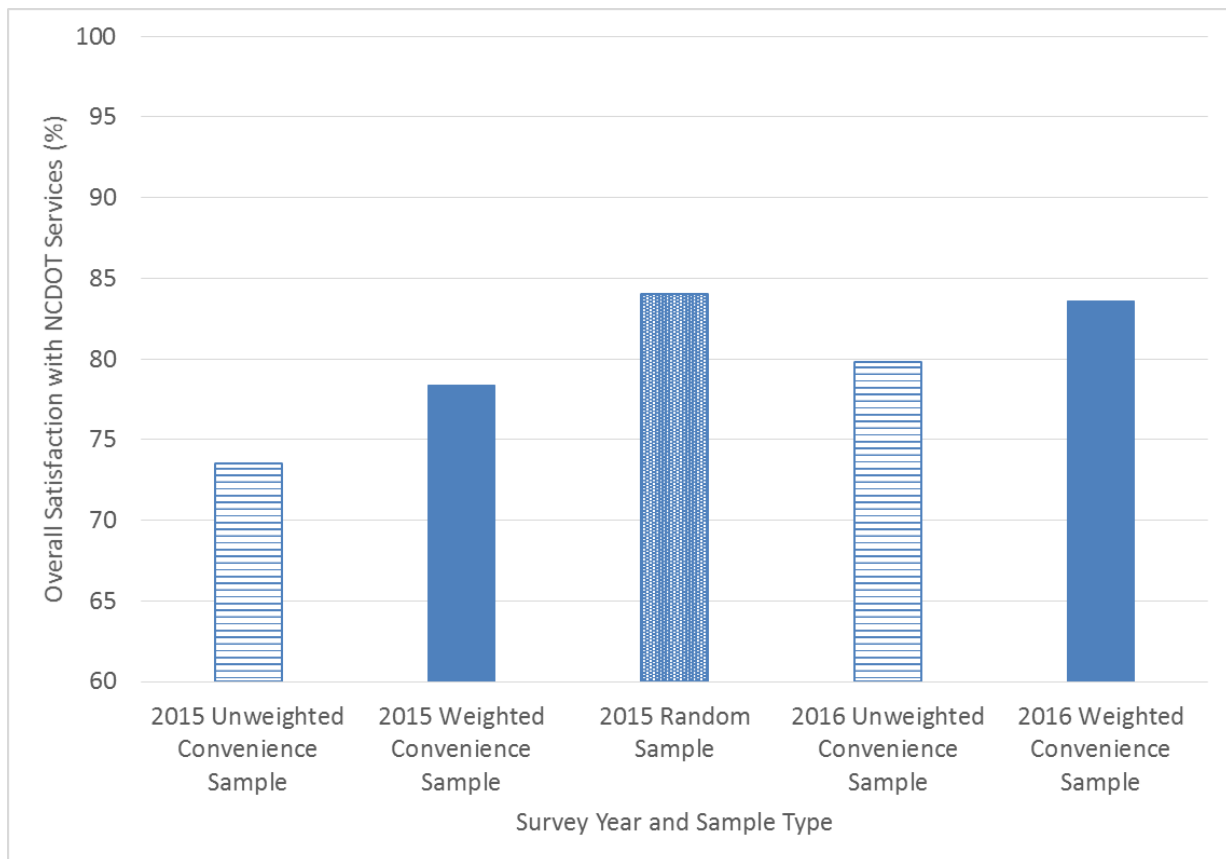
Appendix A – 2016-17 Survey Results – Survey Introduction

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	99.79%	4275
I disagree	0.21%	9
Total	100%	4284

How long have you lived in North Carolina
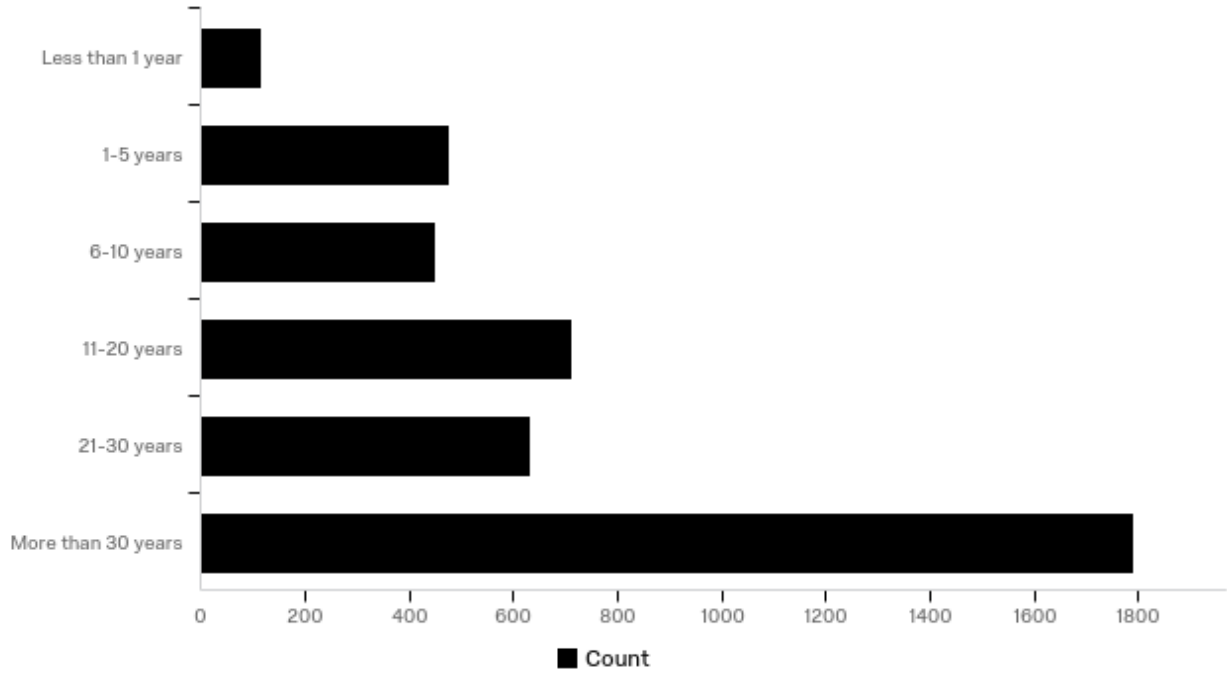
Answer	Count
Less than 1 year	115
1-5 years	474
6-10 years	448
11-20 years	709
21-30 years	629
More than 30 years	1775
Total	4150

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

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

State	Frequency
Virginia	54
New York	51
New Jersey	34
Ohio	28
Illinois	25
Maryland	25
Florida	21
California	18
Texas	18
Pennsylvania	17
Massachusetts	15
South Carolina	15
Georgia	12
Connecticut	11
Michigan	11

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?
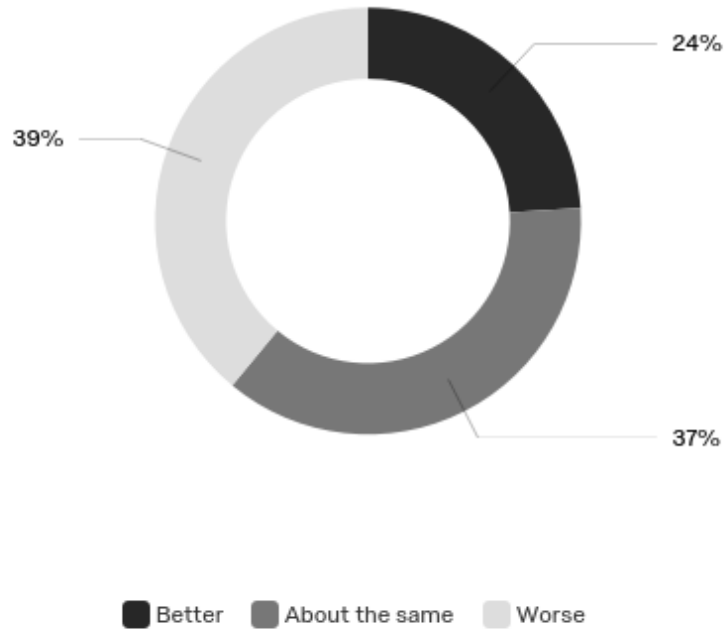
Answer	Count
Better	129
About the same	198
Worse	210
Total	537

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

This question was an open question, the responses with more than 1 respondents included:

Services	Frequency
Public transportation	6
all	4
roads are better	4
Bus	3
Everything	3
public transit	3
Condition of roads	2
Roads are much better	2
Road maintenance	2
Bus and train	2
Bus service	2
All of them	2

Which of the following do you usually use as your primary means of transportation?
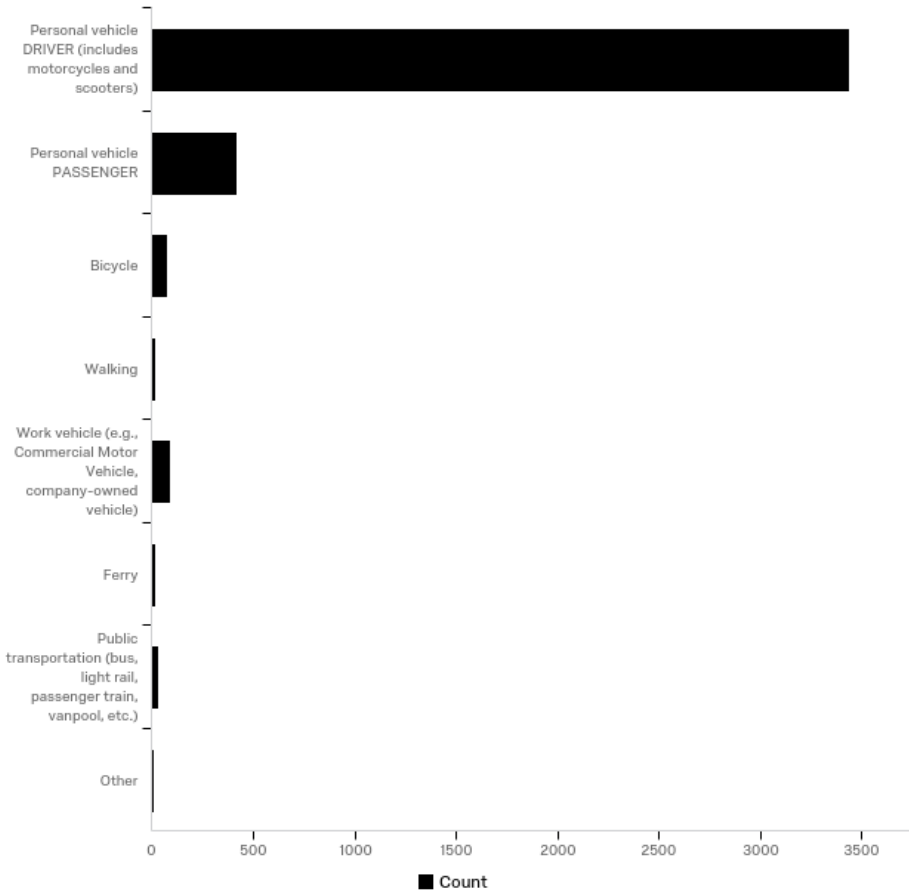
Answer	%	Count
Total	100%	4111
Personal vehicle DRIVER (includes motorcycles and scooters)	83.75%	3443
Personal vehicle PASSENGER	10.29%	423
Work vehicle (e.g., Commercial Motor Vehicle, company-owned vehicle)	2.19%	90
Bicycle	1.85%	76
Public transportation (bus, light rail, passenger train, vanpool, etc.)	0.83%	34
Walking	0.49%	20
Ferry	0.39%	16
Other	0.22%	9

Appendix B – 2016-17 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)?
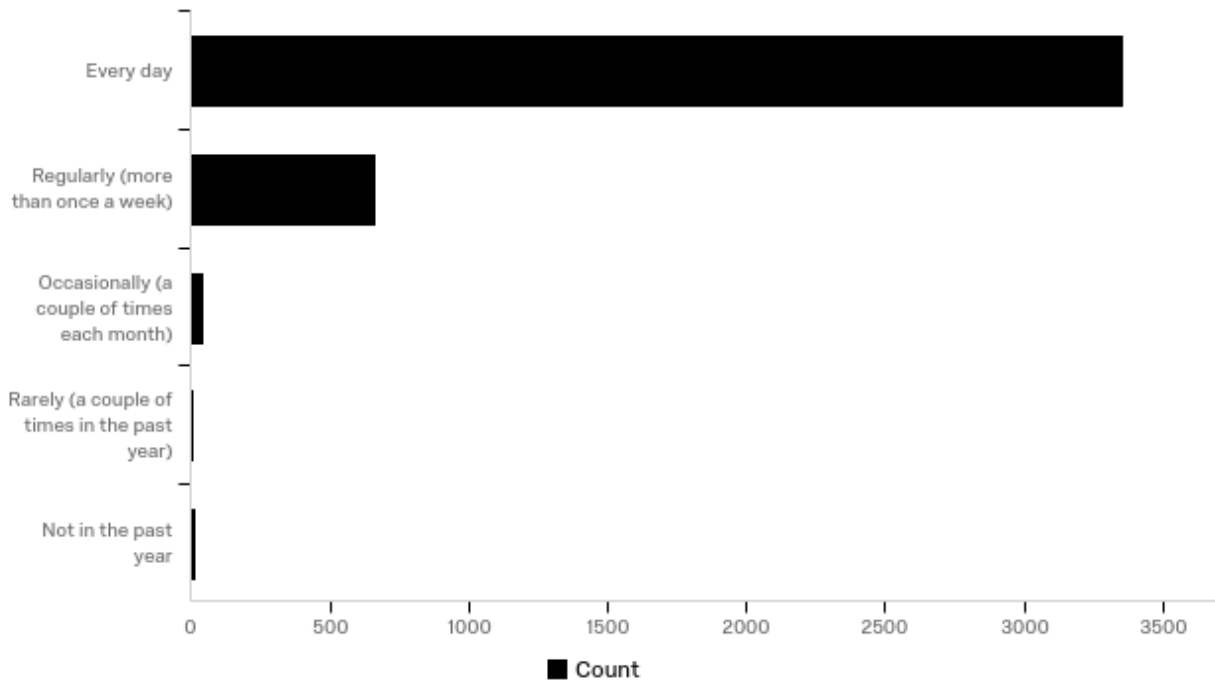
Answer	Count
Every day	3337
Regularly (more than once a week)	659
Occasionally (a couple of times each month)	44
Rarely (a couple of times in the past year)	10
Not in the past year	17
Total	4067

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

Please select all that apply

Answer	%	Count
Total	100%	13
Personal preference/not interested	38.46%	5
Safety concerns	23.08%	3
Lack of infrastructure	23.08%	3
Legal reasons	7.69%	1
Other	7.69%	1
Lack of personal resources	0.00%	0

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	1100.00	43.37	57.69	3327.99	3339
Last Saturday?	0.00	1500.00	47.25	72.16	5207.43	3333
Last Sunday?	0.00	900.00	37.41	66.00	4356.17	3335

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	194	2278	859	35
Overall flow of traffic on highways and interstates	140	1718	1458	43
Reliability of road network to get you to your destination	287	2281	762	26
Smoothness of highway and interstate surfaces (number of potholes, cracking, etc.)	191	1660	1493	19
Maintenance of trees, grass, and vegetation along highways and interstates	467	2069	782	41
Maintenance of highway and interstate shoulders (safe & free of drop-offs)	247	2134	892	80
Maintenance of guardrails on highways and interstates	257	2568	385	145
Maintenance of highway and interstate bridges and overpasses	196	2316	695	147
Visibility of roadway markings on highways and interstates during the DAY	276	2487	567	22
Visibility of roadway markings on highways and interstates during the NIGHT	153	1675	1459	58
Visibility of roadway markings on highways and interstates during WET CONDITIONS	99	1494	1697	62
Length of delay in work zones on highways and interstates	99	1690	1373	181
Availability of rest areas along highways and interstates	234	2143	704	275
Cleanliness of rest areas	613	1996	188	554
Safety of rest areas	360	2124	204	655
Removal of debris, including torn tires, animals, and glass from highways and interstates	212	2020	1027	94
Removal of litter and trash along highways and interstates	219	1905	1171	62
Removal of snow and ice from highways and interstates	247	1969	521	608
Water drainage on highways and interstates	159	2222	826	143
Providing adequate lighting along highways and interstates	124	1921	1243	59

Visibility of informational and warning signs along highways and interstates	200	2569	539	41
Spacing of exit and crossroad signs to allow adequate time for travel decisions	220	2496	596	39
Ensuring that informational and warning signs along the highway and interstates are easy to understand	252	2655	390	45
Total	5446	48390	19831	3434

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	1230
Overall flow of traffic on highways and interstates	1639
Reliability of road network to get you to your destination	713
Smoothness of highway and interstates surfaces (number of potholes, cracking, etc.)	1287
Maintenance of trees, grass, and vegetation along highways and interstates	196
Maintenance of highway and interstate shoulders (safe & free of drop-offs)	220
Maintenance of guardrails on highways and interstates	71
Maintenance of highway and interstate bridges and overpasses	665
Visibility of roadway markings on highways and interstates during the DAY	78
Visibility of roadway markings on highways and interstates during the NIGHT	730
Visibility of roadway markings on highways and interstates during WET CONDITIONS	566
Length of delay in work zones on highways and interstates	525
Availability of rest areas along highways and interstates	113
Cleanliness of rest areas	15
Safety of rest areas	53
Removal of debris, including torn tires, animals, and glass from highways and interstates	265
Removal of litter and trash along highways and interstates	226
Removal of snow and ice from highways and interstates	142
Water drainage of highways and interstates	324
Providing adequate lighting along highways and interstates	291
Visibility of informational and warning signs along highways and interstates	72
Spacing of exit and crossroad signs to allow adequate time for travel decisions	142
Ensuring that informational and warning signs along highways and interstates are easy to understand	111
Total	3356

Appendix C – 2016-17 Survey Results – Bicycles

In the last year, how often did you ride a bicycle in North Carolina?
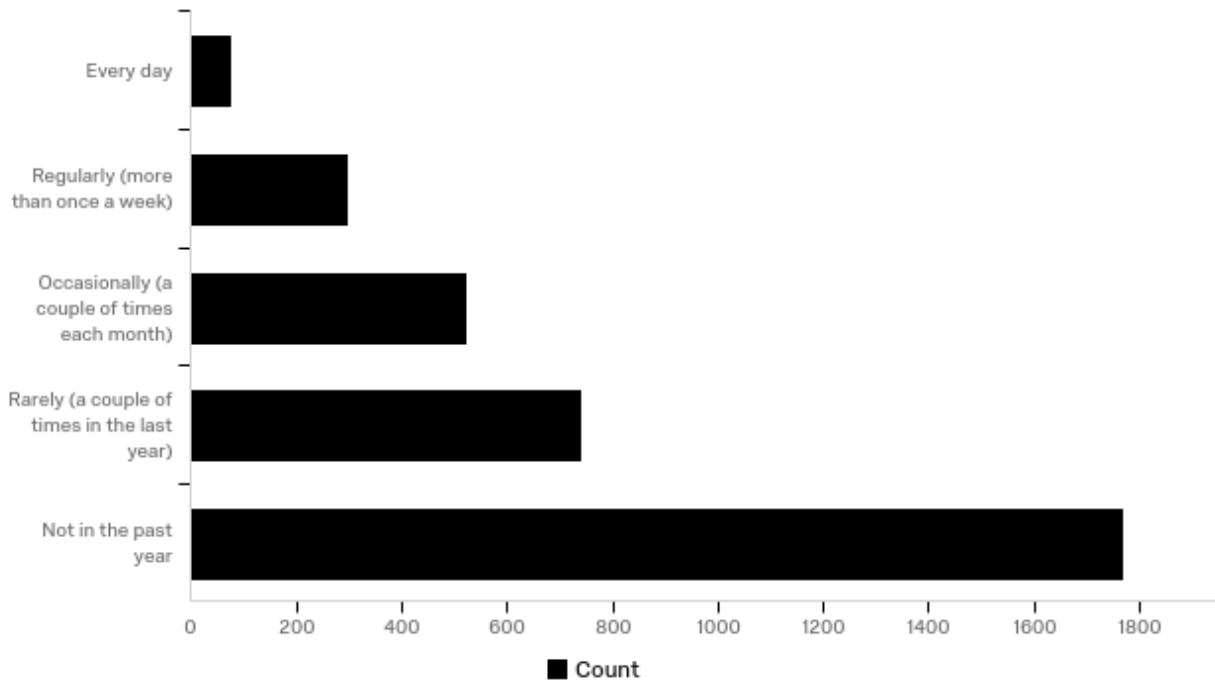
Answer	Count
Every day	77
Regularly (more than once a week)	299
Occasionally (a couple of times each month)	519
Rarely (a couple of times in the last year)	740
Not in the past year	1764
Total	3399

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

Please select all that apply.

Answer	%	Count
I do not own a bicycle	39.07%	686
Personal preference/not interested	38.67%	679
Safety concerns about drivers	24.49%	430
Lack of infrastructure/safe places to bike	20.56%	361
Personal physical condition	12.13%	213
Safety concerns about the area	8.20%	144
Other	3.53%	62
I don't know how to ride a bicycle	1.14%	20
Lack of personal resources	0.97%	17

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

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

Average Travel Distance (miles)	Frequency
5	257
2	177
10	173
3	139
1	91
4	76
20	62
15	52
6	44
25	34
30	32
8	26
12	23
7	17
0	12
40	10

For what purpose do you typically ride your bicycle?

Please select all that apply.

Answer	%	Count
Total	100%	1560
Exercise/recreation	92.82%	1448
General errands	15.26%	238
Commute to/from Work	12.63%	197
Visit friends and/or family	11.60%	181
Shopping/dining	11.35%	177
Charity ride or race	7.50%	117
Attend meeting (e.g., church, public meeting)	5.90%	92
Other	3.72%	58
Work duties	2.82%	44
Travel to school	2.18%	34

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)	65	263	965	239
Location of bike lanes, wide shoulders, and bicycle-friendly shared-lanes (physical location of bicycle paths on the road)	53	302	939	238
Access to off-road greenways or other separated bicycle facilities	109	423	734	264
Connectivity of bicycling facilities, such as paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes	56	272	940	259
Visibility & lighting along bicycle facilities & greenways	46	368	727	378
Visibility of bike lane and shared-lane road markings and signage	44	481	706	288
Removal of debris from bike lanes and shoulders	43	483	586	413
Representation of bicyclist population in transportation information and projects	65	295	706	455
Safety of bike lanes, shared-lanes, separated paths, and wide shoulders	35	355	834	300
Width of bike lanes and/or width of paved shoulders	40	431	756	286
Accommodation of vulnerable bicyclists (such as children)	30	229	860	406
Accommodation of bicyclists through work zones and construction areas	31	226	728	533
Drainage on bike paths	32	484	464	538
Total	649	4612	9945	4597

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	754
Location of bike lanes, wide shoulders, and bicycle-friendly shared-lanes	560
Access to off-road greenways or other separated bicycle facilities	512
Connectivity of bicycling facilities, such as paved shoulders, bike lanes, bicycling routes, or bicycle-friendly shared-lanes	622
Visibility & lighting along bicycle facilities & greenways	189
Visibility of bike lane and shared-lane road markings and signage	170
Removal of debris from bike lanes and shoulders	144
Representation of bicyclist population in transportation information and projects	182
Safety of bike lanes, shared-lanes, separated paths, and wide shoulders	450
Width of bike lanes and/or width of paved shoulders	222
Accommodation of vulnerable bicyclists (such as children)	188
Accommodation of bicyclists through work zones and construction areas	60
Drainage on bike paths	58
Total	1436

Appendix D – 2016-17 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?
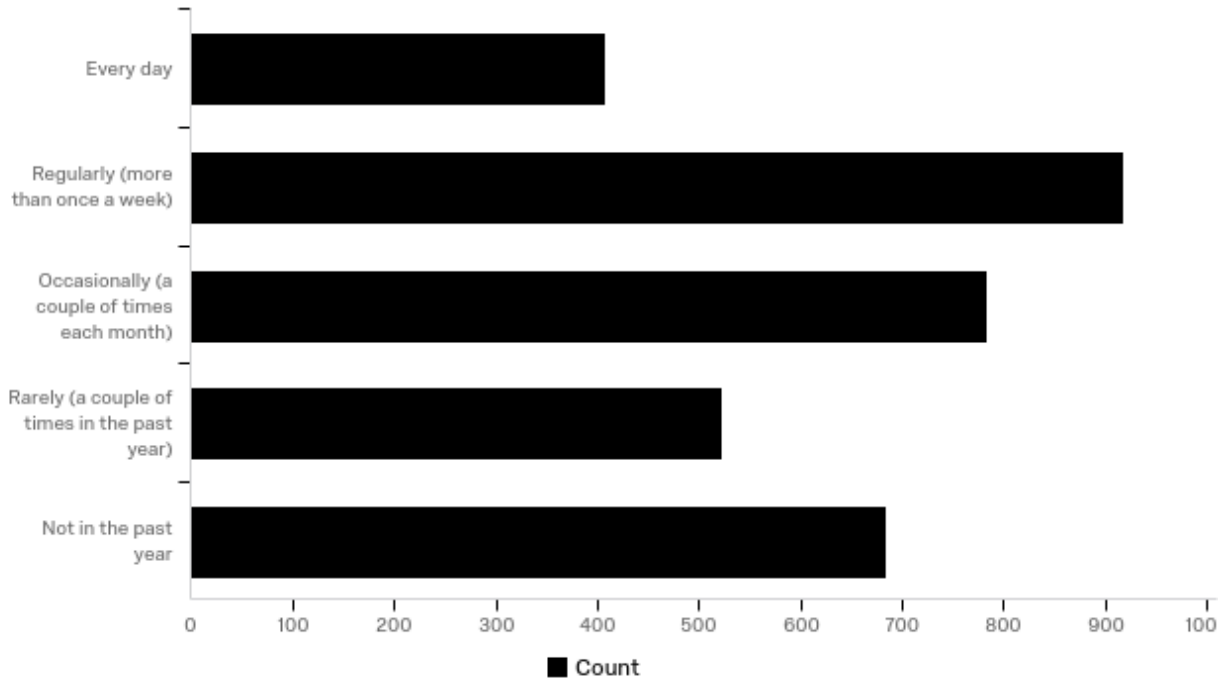
Answer	Count
Every day	408
Regularly (more than once a week)	917
Occasionally (a couple of times each month)	779
Rarely (a couple of times in the past year)	522
Not in the past year	681
Total	3307

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

Answer	%	Count
Personal preference/not interested	45.75%	307
Lack of infrastructure/safe places to walk, jog, or run	26.08%	175
Personal physical condition	13.11%	88
Other	12.82%	86
Safety concerns about drivers	11.62%	78
Safety concerns about the area	7.60%	51

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

Miles	Frequency
2	585
3	469
1	385
5	218
4	116
1.5	31
0.5	29
6	29
10	26
3.5	15
2.5	13

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

Please select all that apply.

Answer	%	Count
Total	100%	2541
Exercise/recreation	87.52%	2224
Walk pet	28.49%	724
Shopping/dining	20.66%	525
General errands	14.48%	368
Visit friends and/or family	12.32%	313
Work duties	7.83%	199
Travel to meeting (e.g., church, public meeting)	5.67%	144
Charity event/race	5.04%	128
Commute to work	4.60%	117
Travel to public transit	3.62%	92
Other	2.01%	51

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	151	1161	1023	165
Access to greenways or shared-use paths	226	1113	866	285
Safety of pedestrian walkways, sidewalks, or crossing locations	123	1242	923	195
Availability of crosswalks or pedestrian signals	114	1225	947	202
Visibility of lighting along sidewalks and greenways	84	1045	986	359
Length of time to cross at crosswalk or intersection	109	1492	551	325
Visibility of pedestrian warning or way-finding signage	91	1305	710	363
Visibility of pedestrian signals	102	1425	609	328
Accommodation of pedestrians through work zones and construction areas	53	820	850	743
Accommodation of vulnerable pedestrians (such as children, persons with disabilities, or seniors)	61	840	1005	570
Representation of pedestrians in transportation information and projects	64	845	801	756
Total	1178	12513	9271	4291

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	1288
Access to greenways or shared-use paths	825
Safety of pedestrian walkways, sidewalks, or crossing locations	1471
Availability of crosswalks or pedestrian signals	638
Visibility of lighting along sidewalks and greenways	712
Length of time to cross at crosswalk or intersection	245
Visibility of pedestrian warning or way-finding signage	226
Visibility of pedestrian signals	160
Accommodation of pedestrians through work zones and construction areas	250
Accommodation of vulnerable pedestrians (such as children, persons with disabilities, or seniors)	620
Representation of pedestrians in transportation information and projects	352
Total	2387

Appendix E – 2016-17 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.
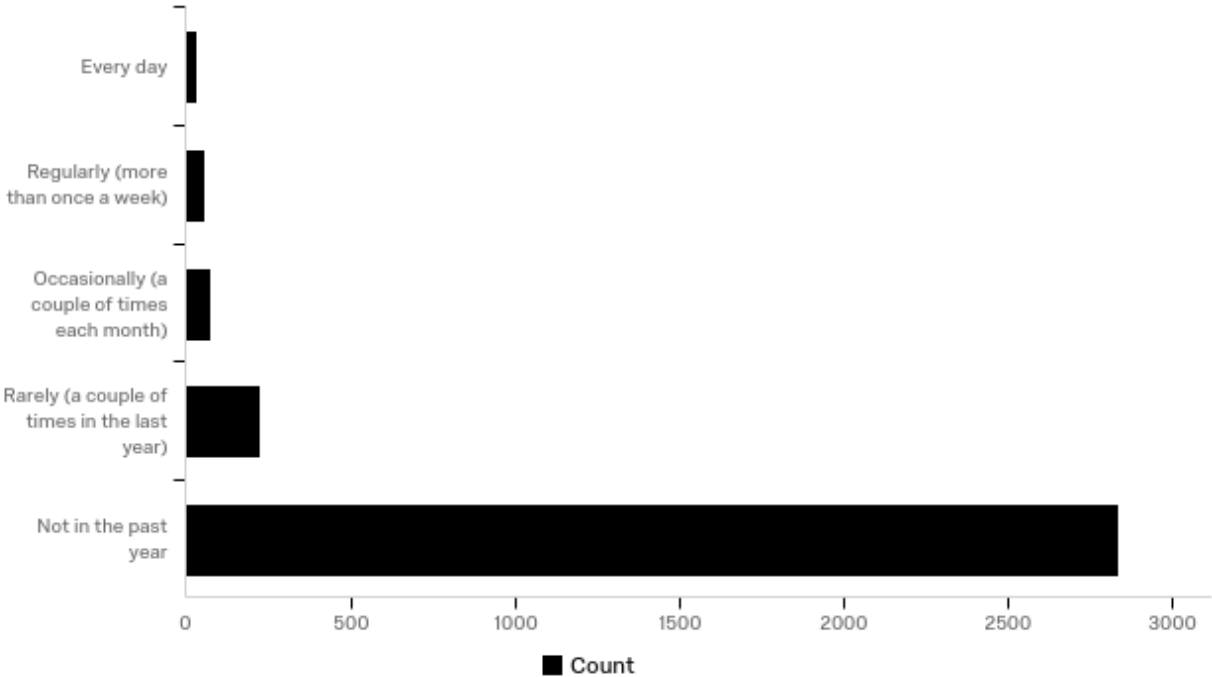
Answer	Count
Every day	34
Regularly (more than once a week)	58
Occasionally (a couple of times each month)	76
Rarely (a couple of times in the last year)	223
Not in the past year	2834
Total	3225

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

Please select all that apply

Answer	%	Count
Personal preference/not interested	50.97%	1442
Lack of bus routes where I need to go	43.90%	1242
Other	14.25%	403
Length of trip using bus	11.13%	315
Safety concerns	5.51%	156
Cost of bus	1.45%	41

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

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

Miles	Frequency
10	49
5	48
20	30
2	29
3	26
15	24
4	13
0	10
6	10

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

Please select all that apply.

Answer	%	Count
Work	45.45%	165
Recreation (traveling to downtown, sporting events, etc.)	41.87%	152
Shopping/dining	20.11%	73
General errands	16.80%	61
Travel to airport	13.50%	49
Recreational	12.12%	44
Attend meetings (church, public meetings, etc.)	9.37%	34
Travel to medical appointment	7.16%	26
Visit friends and/or family	5.79%	21
Other	5.79%	21
Travel to school	5.23%	19

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	25	152	168	24
Access to park-and-ride parking lots	11	133	132	93
Availability of and access to accurate bus schedules	24	197	109	38
Reliability/timeliness of buses (departing on schedule, etc.)	27	178	103	60
Safety of bus stops	18	202	107	42
Quality of signage at bus stops	20	181	125	43
Weather protection at bus stops (shelters, etc.)	6	101	219	44
Lighting at transit stops and stations	9	161	134	64
Ease of getting on and off of the bus	40	267	22	38
Ease of paying fare for bus	41	224	51	51
Availability of seats on bus	51	256	23	37
Cleanliness of bus	45	255	33	34
Comfort of temperature on bus	31	263	37	36
How fast the bus takes you where you want to go	18	196	114	39
Courtesy and helpfulness of bus operators	99	204	22	42
Clarity and usefulness of announcements on bus	43	213	56	55
Ease of making bus connections	11	154	110	92
Notifications or availability of information in the event of a delay	17	129	118	103
Cost of bus ride	54	235	31	46
Total	590	3701	1714	981

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	226
Access to park-and-ride parking lots	100
Availability of and access to accurate bus schedules	56
Reliability/timeliness of buses (departing on schedule, etc.)	137
Safety of bus stops	65
Quality of signage at bus stops	10
Weather protection at bus stops (shelters, etc.)	136
Lighting at transit stops and stations	33
Ease of getting on and off of the bus	3
Ease of paying fare for bus	25
Availability of seats on bus	6
Cleanliness of bus	12
Comfort of temperature on bus	3
How fast the bus takes you where you want to go	81
Courtesy and helpfulness of bus operators	7
Clarity and usefulness of announcements on bus	8
Ease of making bus connections	57
Notifications or availability of information in the event of a delay	35
Cost of bus ride	20
Total	355

Appendix F – 2016-17 Survey Results – Passenger Train Services

In the last year, how often did you use passenger train services in North Carolina?
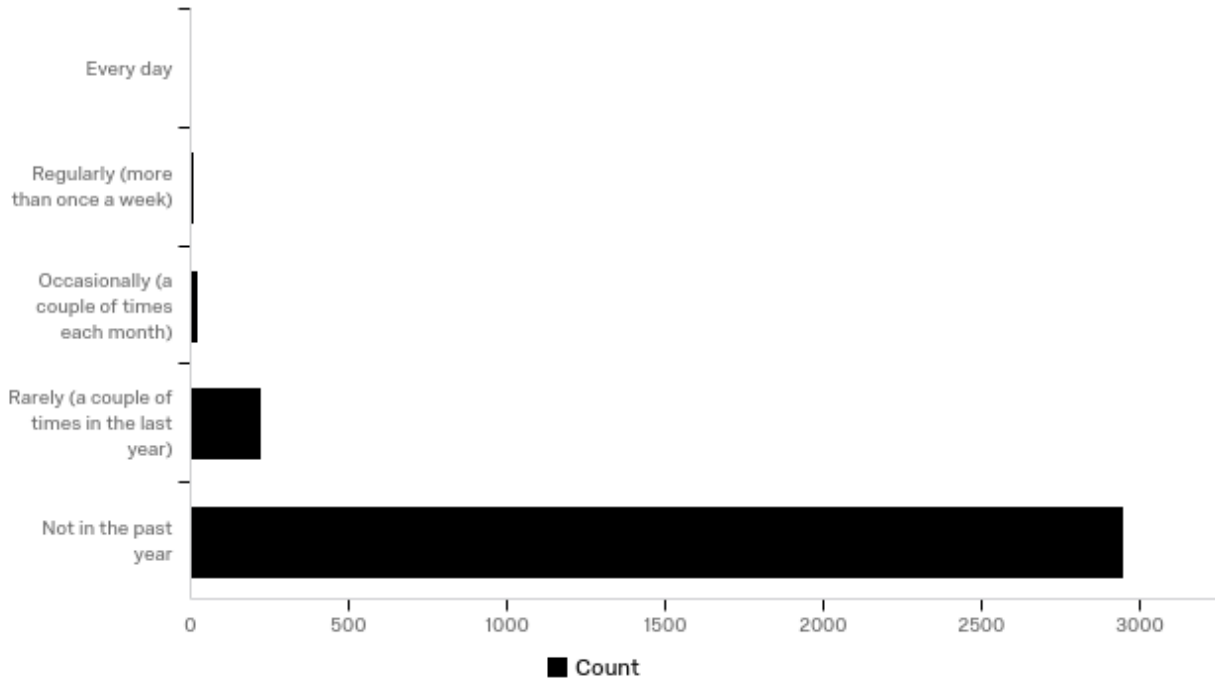
Answer	Count
Every day	2
Regularly (more than once a week)	7
Occasionally (a couple of times each month)	23
Rarely (a couple of times in the last year)	223
Not in the past year	2947
Total	3202

In the last year, how often did you use the NCDOT sponsored Carolinian and/or Piedmont passenger trains?
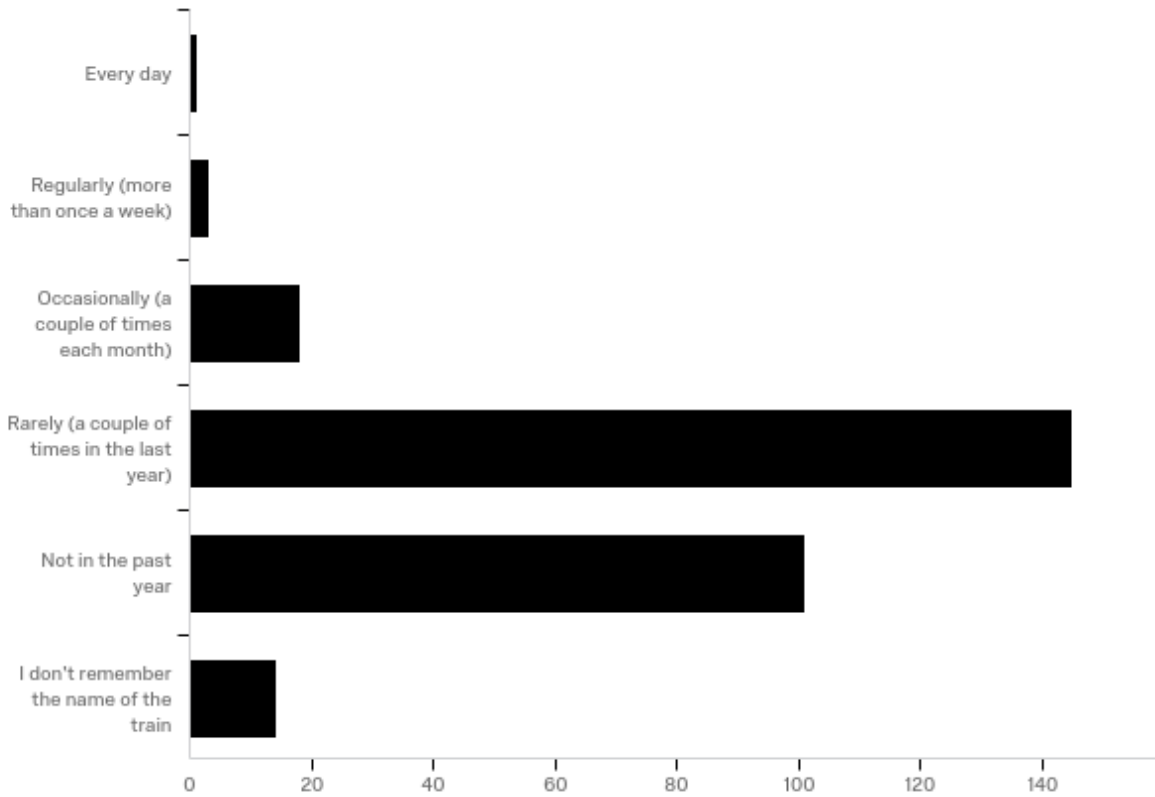
Answer	%	Count
Every day	0.35%	1
Regularly (more than once a week)	1.06%	3
Occasionally (a couple of times each month)	6.38%	18
Rarely (a couple of times in the last year)	51.42%	145
Not in the past year	35.82%	101
I don't remember the name of the train	4.96%	14
Total	100%	282

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?
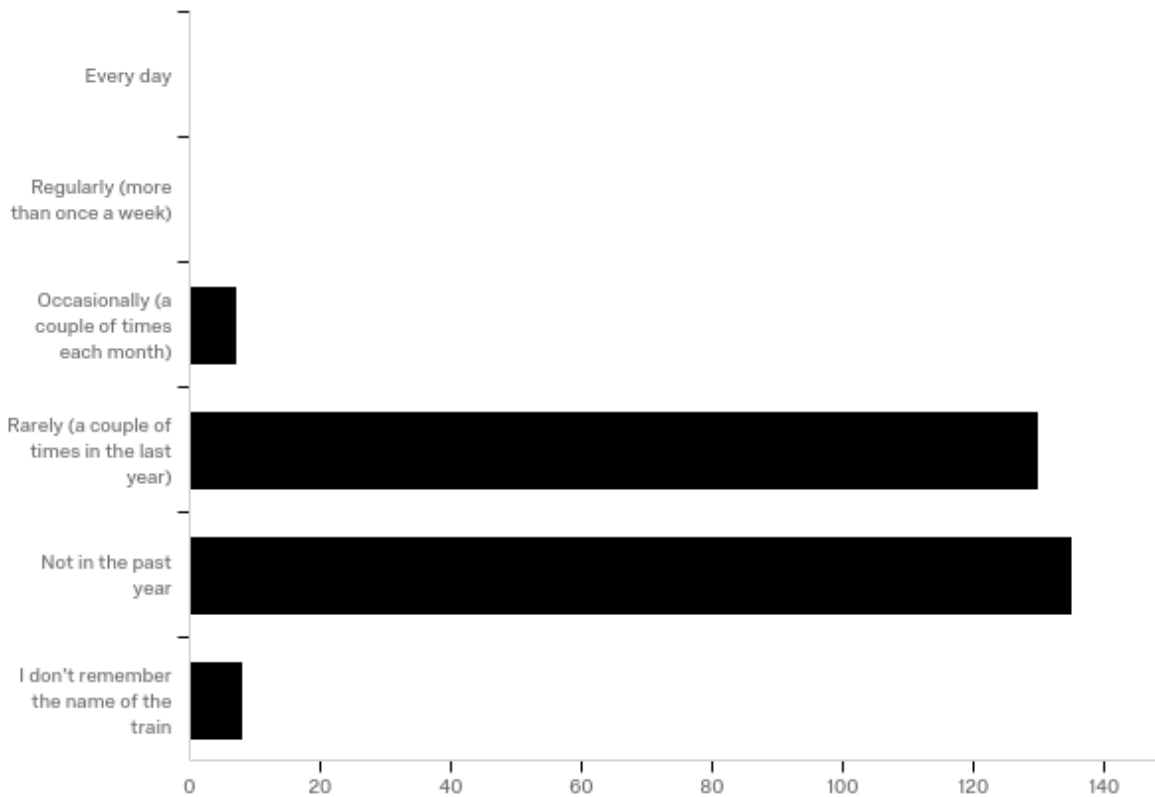
Answer	%	Count
Every day	0.00%	0
Regularly (more than once a week)	0.00%	0
Occasionally (a couple of times each month)	2.50%	7
Rarely (a couple of times in the last year)	46.43%	130
Not in the past year	48.21%	135
I don't remember the name of the train	2.86%	8
Total	100%	280

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

Answer	%	Count
Lack of train routes where I need to travel	49.76%	1460
Personal preference/not interested	35.82%	1051
Other	13.53%	397
Difficulty getting to and from train station	10.33%	303
Cost of train	8.93%	262
Safety concerns	2.01%	59

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

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

Number of Trips	Frequency
2	69
1	52
0	32
3	26
4	18
6	10

For what purpose do you typically take a passenger train?

Please select all that apply.

Answer	%	Count
Recreation (includes tourism, State Fair, sporting event, etc.)	51.24%	124
Visit friends and/or family	43.39%	105
Work	20.25%	49
Shopping/dining	6.20%	15
Other	5.79%	14
Attend meetings (church, public meetings, etc.)	5.37%	13
Travel to school	0.41%	1
Travel to medical appointment	0.00%	0

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

Origin of trip

Answer	Count
Alabama (any station)	0
Burlington, NC	3
Cary, NC	49
Charlotte, NC	33
Delaware (any station)	0
Durham, NC	21
Florida (any station)	1
Gastonia, NC	1
Georgia (any station)	1
Greensboro, NC	13
Greenville, NC	0
High Point, NC	0
Kannapolis, NC	9
Louisiana (any station)	0
Maryland (any station)	0
Mississippi (any station)	0
New Jersey (any station)	1
New York (any station)	7
Philadelphia (any station)	0
Raleigh, NC	52
Rocky Mount, NC	8
Salisbury, NC	5
South Carolina (any station)	0
Selma, NC	5

Spartanburg, NC	1
Virginia (any station)	1
Washington, D.C.	4
Wilson, NC	5
OTHER	13
Total	233

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

(destination)

Answer	%	Count
Alabama (any station)	0.00%	0
Burlington, NC	1.73%	4
Cary, NC	3.03%	7
Charlotte, NC	24.68%	57
Delaware (any station)	0.43%	1
Durham, NC	4.33%	10
Florida (any station)	3.90%	9
Gastonia, NC	0.00%	0
Georgia (any station)	0.43%	1
Greensboro, NC	4.33%	10
Greenville, NC	0.00%	0
High Point, NC	0.43%	1
Kannapolis, NC	3.03%	7
Louisiana (any station)	0.00%	0
Maryland (any station)	0.43%	1
Mississippi (any station)	0.00%	0
New Jersey (any station)	2.60%	6
New York (any station)	6.49%	15
Philadelphia (any station)	3.90%	9
Raleigh, NC	8.66%	20
Rocky Mount, NC	0.43%	1
Salisbury, NC	0.87%	2
South Carolina (any station)	1.30%	3
Selma, NC	0.00%	0

Spartanburg, NC	0.00%	0
Virginia (any station)	3.90%	9
Washington, D.C.	21.21%	49
Wilson, NC	0.43%	1
OTHER	3.46%	8
Total	100%	231

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

47.51%

52.49%

■ Yes ■ No
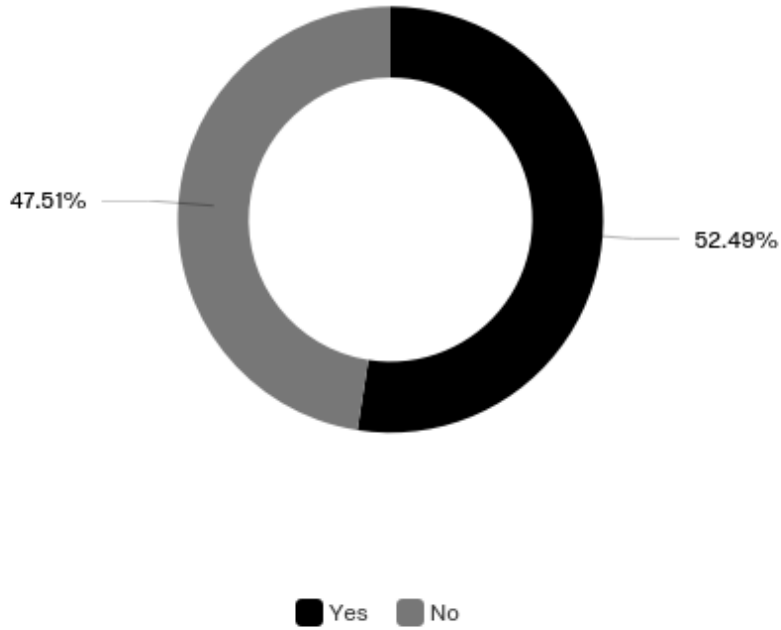
Answer	%	Count
Yes	52.49%	137
No	47.51%	124
Total	100%	261

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

14.45%

85.55%

■ Yes   ■ No
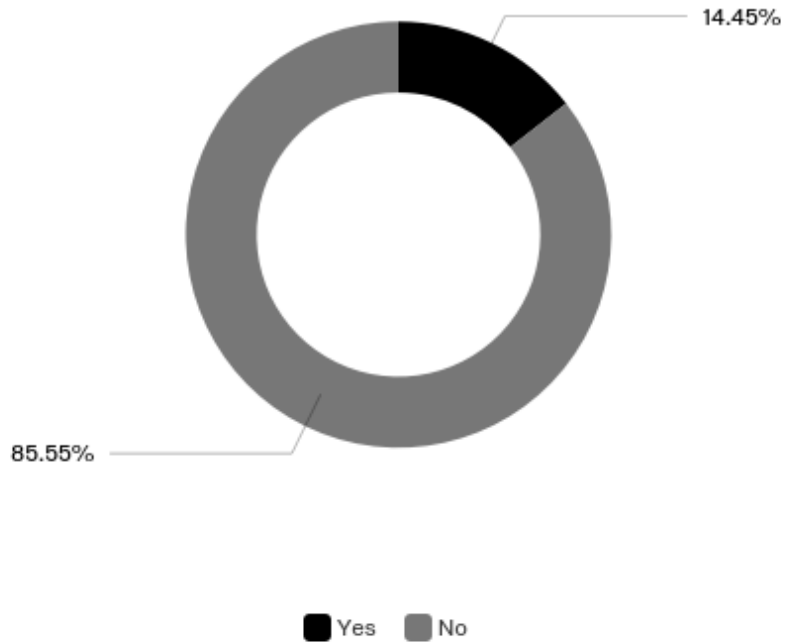
Answer	%	Count
Yes	14.45%	38
No	85.55%	225
Total	100%	263

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	40	132	60	25
Frequency of trains servicing desired route	20	100	106	31
Availability of train schedule and information	30	162	34	29
Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.)	24	117	79	35
Cleanliness of train stations	43	153	25	36
Staffing at train stations	35	156	25	39
Clarity and usefulness of announcements at train stations	23	160	31	43
Visibility & lighting in train platform area	34	173	13	36
Safety and security at train stations, waiting areas, and platforms	33	163	24	34
Weather protection in train platform area (shelters, etc.)	23	170	28	35
Ease of getting on and off passengers trains	31	171	21	34
Availability of seating on passenger trains	42	167	12	34
Cleanliness onboard passenger trains	33	156	32	33
Sufficient space for carry-on luggage	41	164	14	36
Handling and storage of checked baggage	21	120	10	105
Handling and storage of bicycles	15	48	14	180
Clarity and usefulness of announcements onboard passenger trains	25	166	23	42
Safety and security onboard passenger trains	30	173	14	36

|				
Courtesy and helpfulness of passenger train staff & volunteers	62	139	17	38
Duration of train ride to travel destination	26	141	53	35
Ease of connection with other public transportation	13	93	62	88
Notifications or access to information in the event of a delay or cancellation	12	121	42	79
Cost of passenger train tickets	26	151	44	36
Convenience of ticketing and reservation options	33	164	22	37
Total	715	3460	805	1156

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	90
Frequency of trains servicing desired route	144
Availability of train schedule and information	23
Reliability/timeliness of passenger trains (arriving/departing on schedule, etc.)	110
Cleanliness of train stations	12
Staffing at train stations	8
Clarity and usefulness of announcements at train stations	4
Visibility & lighting in train platform area	7
Safety and security at train stations, waiting areas, and platforms	32
Weather protection in train platform area (shelters, etc.)	14
Ease of getting on and off passengers trains	8
Availability of seating on passenger trains	11
Cleanliness onboard passenger trains	15
Sufficient space for carry-on luggage	9
Handling and storage of checked baggage	1
Handling and storage of bicycles	14
Clarity and usefulness of announcements onboard passenger trains	0
Safety and security onboard passenger trains	15
Courtesy and helpfulness of passenger train staff & volunteers	4
Duration of train ride to travel destination	40
Ease of connection with other public transportation	53
Notifications or access to information in the event of a delay or cancellation	15
Cost of passenger train tickets	37
Convenience of ticketing and reservation options	11
Total	242

Appendix G – 2016-17 Survey Results – Ferry Services

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

27.52%

72.48%

■ Yes ■ No
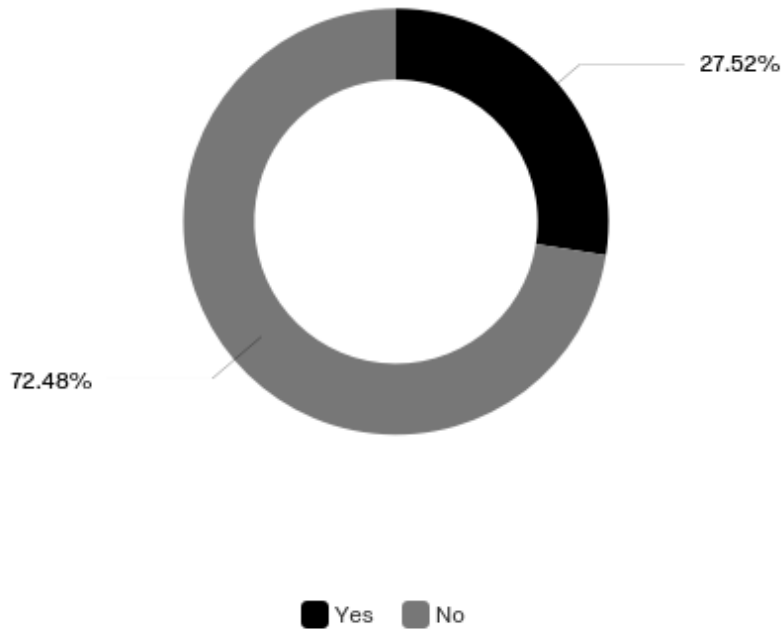
Answer	Count
Yes	883
No	2322
Total	3205

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

(Please select all that apply)

This question was an open question, the responses with more than 1 respondents included:

Answer	%	Count
I do not need to cross water to get to my destinations	77.92%	1807
Personal preference/not interested	12.25%	284
Lack of access to ferry	8.37%	194
Other	7.12%	165
Cost of ferry	0.47%	11
Safety concerns	0.26%	6

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	242	138	97	158
Bayview/Aurora	403	39	19	36
Swan Quarter/Ocracoke Island	292	100	47	131
Currituck/Knotts Island	414	36	15	16
Southport/Fort Fisher	197	136	145	203
Cherry Branch/Minnesott Branch	353	57	34	104
Hatteras/Ocracoke Island	197	128	97	216
Total	2098	634	454	864

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	19%	68%	13%	1,770
Availability of ferry schedule and information	22%	71%	7%	1,759
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	24%	67%	9%	1,757
Cleanliness of ferries	25%	71%	4%	1,753
Staffing at ferry docks and onboard	26%	69%	5%	1,747
Safety and security onboard ferry	25%	73%	2%	1,746
Visibility and lighting onboard and at loading dock	20%	77%	3%	1,740
Courtesy and helpfulness of ferry staff	29%	64%	7%	1,745
Wait time to board ferry	15%	73%	12%	1,734
Availability and quality of food and drink onboard ferries	11%	61%	28%	1,740
Duration of ferry ride to destination	12%	64%	24%	1,724
Ease of connection with public transportation	15%	75%	10%	1,729
Cost of ferry tickets	16%	70%	15%	1,728
Convenience of ticketing and reservation options	18%	75%	7%	1,730
Notifications or access to information in the event of a delay or cancellation	14%	63%	22%	1,730
Availability of Wi-Fi onboard ferry	19%	68%	12%	1,736
Bicycle accommodations	18%	77%	5%	1,720

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	16%	237
Availability of ferry schedule and information	18%	268
Availability of WiFi onboard ferry	19%	286
Bicycle accommodations	3%	41
Cleanliness of ferries	7%	101
Convenience of ticketing and reservation options	8%	119
Cost of ferry tickets	13%	200
Courtesy and helpfulness of ferry staff	6%	90
Duration of ferry ride to destination	7%	104
Ease of connection with public transportation	8%	128
Frequency of ferry service on desired route	40%	615
Notifications or access to information in the event of a delay or cancellation	19%	282
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	28%	421
Safety and security onboard ferry	17%	256
Staffing at ferry docks and onboard	6%	87
Visibility and lighting onboard and at ferry dock	5%	78
Wait time to board ferry	15%	230
Total	100%	1,520

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	16.49%	65.97%	16.49%	1.05%	382
Availability of ferry schedule and information	23.30%	66.23%	9.42%	1.05%	382
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	24.01%	63.32%	11.61%	1.06%	379
Cleanliness of ferries	25.92%	67.80%	4.45%	1.83%	382
Staffing at ferry docks and onboard	26.63%	65.27%	6.01%	2.09%	383
Safety and security onboard ferry	27.11%	68.68%	2.37%	1.84%	380
Visibility and lighting onboard and at loading dock	23.42%	71.05%	3.16%	2.37%	380
Courtesy and helpfulness of ferry staff	31.32%	59.21%	8.16%	1.32%	380
Wait time to board ferry	11.64%	74.60%	12.43%	1.32%	378
Availability and quality of food and drink onboard ferries	7.37%	45.26%	27.89%	19.47%	380
Availability of Wi-Fi onboard ferry	5.54%	31.13%	24.54%	38.79%	379
Duration of ferry ride to destination	11.47%	77.33%	9.87%	1.33%	375
Ease of connection with public transportation	10.85%	44.97%	16.14%	28.04%	378
Bicycle accommodations	10.99%	45.58%	3.22%	40.21%	373
Notifications or access to information in the event of a delay or cancellation	9.87%	45.60%	22.40%	22.13%	375
Cost of ferry tickets	13.03%	73.94%	10.11%	2.93%	376
Convenience of ticketing and reservation options	16.45%	71.62%	7.69%	4.24%	377

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	39.83%	139
Availability of ferry schedule and information	19.20%	67
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	24.64%	86
Cleanliness of ferries	5.73%	20
Staffing at ferry docks and onboard	5.16%	18
Safety and security onboard ferry	15.47%	54
Visibility and lighting onboard and at ferry dock	4.01%	14
Courtesy and helpfulness of ferry staff	6.30%	22
Wait time to board ferry	14.61%	51
Availability and quality of food and drink onboard ferries	19.48%	68
Availability of WiFi onboard ferry	23.50%	82
Duration of ferry ride to destination	6.30%	22
Ease of connection with public transportation	7.45%	26
Bicycle accommodations	3.15%	11
Notifications or access to information in the event of a delay or cancellation	17.48%	61
Cost of ferry tickets	12.61%	44
Convenience of ticketing and reservation options	7.74%	27
Total	100%	349

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	17.07%	14	56.10%	46	15.85%	13	10.98%	9	82
Availability of ferry schedule and information	17.50%	14	70.00%	56	3.75%	3	8.75%	7	80
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	28.05%	23	59.76%	49	1.22%	1	10.98%	9	82
Cleanliness of ferries	29.27%	24	59.76%	49	1.22%	1	9.76%	8	82
Staffing at ferry docks and onboard	30.49%	25	54.88%	45	4.88%	4	9.76%	8	82
Safety and security onboard ferry	27.16%	22	62.96%	51	0.00%	0	9.88%	8	81
Visibility and lighting onboard and at loading dock	14.81%	12	69.14%	56	0.00%	0	16.05%	13	81
Courtesy and helpfulness of ferry staff	29.63%	24	56.79%	46	3.70%	3	9.88%	8	81
Wait time to board ferry	17.50%	14	71.25%	57	1.25%	1	10.00%	8	80
Availability and quality of food and drink onboard ferries	8.64%	7	39.51%	32	14.81%	12	37.04%	30	81
Availability of WiFi onboard ferry	6.25%	5	23.75%	19	13.75%	11	56.25%	45	80
Duration of ferry ride to destination	16.25%	13	75.00%	60	0.00%	0	8.75%	7	80
Ease of connection with public transportation	12.35%	10	41.98%	34	12.35%	10	33.33%	27	81
Bicycle accommodations	11.11%	9	39.51%	32	1.23%	1	48.15%	39	81
Notifications or access to information in the event of a delay or cancellation	11.11%	9	40.74%	33	16.05%	13	32.10%	26	81
Cost of ferry tickets	15.00%	12	52.50%	42	2.50%	2	30.00%	24	80
Convenience of ticketing and reservation options	8.64%	7	49.38%	40	1.23%	1	40.74%	33	81

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	48.53%	33
Availability of ferry schedule and information	22.06%	15
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	17.65%	12
Cleanliness of ferries	4.41%	3
Staffing at ferry docks and onboard	7.35%	5
Safety and security onboard ferry	20.59%	14
Visibility and lighting onboard and at ferry dock	13.24%	9
Courtesy and helpfulness of ferry staff	4.41%	3
Wait time to board ferry	8.82%	6
Availability and quality of food and drink onboard ferries	19.12%	13
Availability of WiFi onboard ferry	22.06%	15
Duration of ferry ride to destination	1.47%	1
Ease of connection with public transportation	10.29%	7
Bicycle accommodations	1.47%	1
Notifications or access to information in the event of a delay or cancellation	29.41%	20
Cost of ferry tickets	10.29%	7
Convenience of ticketing and reservation options	0.00%	0
Total	100%	68

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	10.40%	26	64.40%	161	19.60%	49	5.60%	14	250
Availability of ferry schedule and information	14.80%	37	72.40%	181	7.20%	18	5.60%	14	250
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	18.00%	45	66.40%	166	10.00%	25	5.60%	14	250
Cleanliness of ferries	20.97%	52	69.76%	173	4.03%	10	5.24%	13	248
Staffing at ferry docks and onboard	20.73%	51	67.89%	167	6.91%	17	4.47%	11	246
Safety and security onboard ferry	17.81%	44	74.09%	183	2.83%	7	5.26%	13	247
Visibility and lighting onboard and at loading dock	15.23%	37	75.31%	183	3.29%	8	6.17%	15	243
Courtesy and helpfulness of ferry staff	26.42%	65	64.23%	158	4.07%	10	5.28%	13	246
Wait time to board ferry	12.30%	30	73.36%	179	9.02%	22	5.33%	13	244
Availability and quality of food and drink onboard ferries	7.79%	19	42.62%	104	31.15%	76	18.44%	45	244
Availability of WiFi onboard ferry	6.25%	15	34.58%	83	29.17%	70	30.00%	72	240
Duration of ferry ride to destination	10.29%	25	76.13%	185	7.82%	19	5.76%	14	243
Ease of connection with public transportation	9.92%	24	42.56%	103	14.05%	34	33.47%	81	242
Bicycle accommodations	9.43%	23	45.49%	111	3.69%	9	41.39%	101	244
Notifications or access to information in the event of a delay or cancellation	10.20%	25	48.16%	118	20.82%	51	20.82%	51	245
Cost of ferry tickets	12.24%	30	70.20%	172	10.61%	26	6.94%	17	245
Convenience of ticketing and reservation options	12.76%	31	73.25%	178	5.76%	14	8.23%	20	243

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	37.56%	83
Availability of ferry schedule and information	14.93%	33
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	24.43%	54
Cleanliness of ferries	5.88%	13
Staffing at ferry docks and onboard	4.52%	10
Safety and security onboard ferry	9.50%	21
Visibility and lighting onboard and at ferry dock	3.62%	8
Courtesy and helpfulness of ferry staff	4.98%	11
Wait time to board ferry	11.31%	25
Availability and quality of food and drink onboard ferries	19.91%	44
Availability of WiFi onboard ferry	29.41%	65
Duration of ferry ride to destination	7.69%	17
Ease of connection with public transportation	8.14%	18
Bicycle accommodations	1.81%	4
Notifications or access to information in the event of a delay or cancellation	19.00%	42
Cost of ferry tickets	16.74%	37
Convenience of ticketing and reservation options	6.79%	15
Total	100%	221

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	17.54%	10	64.91%	37	3.51%	2	14.04%	8	57
Availability of ferry schedule and information	19.64%	11	62.50%	35	3.57%	2	14.29%	8	56
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	17.86%	10	66.07%	37	1.79%	1	14.29%	8	56
Cleanliness of ferries	25.00%	14	58.93%	33	5.36%	3	10.71%	6	56
Staffing at ferry docks and onboard	16.36%	9	67.27%	37	3.64%	2	12.73%	7	55
Safety and security onboard ferry	23.64%	13	67.27%	37	0.00%	0	9.09%	5	55
Visibility and lighting onboard and at loading dock	12.50%	7	67.86%	38	1.79%	1	17.86%	10	56
Courtesy and helpfulness of ferry staff	21.82%	12	61.82%	34	3.64%	2	12.73%	7	55
Wait time to board ferry	12.50%	7	71.43%	40	3.57%	2	12.50%	7	56
Availability and quality of food and drink onboard ferries	10.71%	6	53.57%	30	7.14%	4	28.57%	16	56
Availability of WiFi onboard ferry	8.93%	5	32.14%	18	16.07%	9	42.86%	24	56
Duration of ferry ride to destination	14.55%	8	74.55%	41	0.00%	0	10.91%	6	55
Ease of connection with public transportation	12.50%	7	53.57%	30	7.14%	4	26.79%	15	56
Bicycle accommodations	9.09%	5	40.00%	22	3.64%	2	47.27%	26	55
Notifications or access to information in the event of a delay or cancellation	10.71%	6	51.79%	29	7.14%	4	30.36%	17	56
Cost of ferry tickets	19.64%	11	55.36%	31	3.57%	2	21.43%	12	56
Convenience of ticketing and reservation options	14.29%	8	57.14%	32	0.00%	0	28.57%	16	56

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	37.21%	16
Availability of ferry schedule and information	25.58%	11
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	37.21%	16
Cleanliness of ferries	11.63%	5
Staffing at ferry docks and onboard	11.63%	5
Safety and security onboard ferry	20.93%	9
Visibility and lighting onboard and at ferry dock	13.95%	6
Courtesy and helpfulness of ferry staff	4.65%	2
Wait time to board ferry	9.30%	4
Availability and quality of food and drink onboard ferries	16.28%	7
Availability of WiFi onboard ferry	13.95%	6
Duration of ferry ride to destination	6.98%	3
Ease of connection with public transportation	4.65%	2
Bicycle accommodations	2.33%	1
Notifications or access to information in the event of a delay or cancellation	11.63%	5
Cost of ferry tickets	9.30%	4
Convenience of ticketing and reservation options	11.63%	5
Total	100%	43

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	25.22%	114	68.81%	311	3.10%	14	2.88%	13	452
Availability of ferry schedule and information	26.56%	119	68.97%	309	2.23%	10	2.23%	10	448
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	28.86%	129	67.56%	302	0.67%	3	2.91%	13	447
Cleanliness of ferries	27.19%	121	69.21%	308	1.57%	7	2.02%	9	445
Staffing at ferry docks and onboard	27.38%	121	68.78%	304	0.90%	4	2.94%	13	442
Safety and security onboard ferry	26.80%	119	69.37%	308	0.90%	4	2.93%	13	444
Visibility and lighting onboard and at loading dock	19.37%	86	71.62%	318	1.13%	5	7.88%	35	444
Courtesy and helpfulness of ferry staff	30.49%	136	65.25%	291	1.79%	8	2.47%	11	446
Wait time to board ferry	17.38%	77	72.23%	320	7.22%	32	3.16%	14	443
Availability and quality of food and drink onboard ferries	7.24%	32	42.99%	190	11.09%	49	38.69%	171	442
Availability of WiFi onboard ferry	6.16%	27	29.45%	129	8.45%	37	55.94%	245	438
Duration of ferry ride to destination	16.78%	74	79.82%	352	0.91%	4	2.49%	11	441
Ease of connection with public transportation	11.85%	52	43.28%	190	7.74%	34	37.13%	163	439
Bicycle accommodations	10.27%	45	34.02%	149	1.37%	6	54.34%	238	438
Notifications or access to information in the event of a delay or cancellation	10.48%	46	44.42%	195	5.47%	24	39.64%	174	439
Cost of ferry tickets	18.59%	82	71.20%	314	5.90%	26	4.31%	19	441
Convenience of ticketing and reservation options	15.14%	66	69.72%	304	3.44%	15	11.70%	51	436

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	35.79%	136
Availability of ferry schedule and information	16.05%	61
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	22.89%	87
Cleanliness of ferries	8.95%	34
Staffing at ferry docks and onboard	5.26%	20
Safety and security onboard ferry	21.05%	80
Visibility and lighting onboard and at ferry dock	3.95%	15
Courtesy and helpfulness of ferry staff	4.47%	17
Wait time to board ferry	14.74%	56
Availability and quality of food and drink onboard ferries	12.63%	48
Availability of WiFi onboard ferry	13.95%	53
Duration of ferry ride to destination	1.84%	7
Ease of connection with public transportation	11.32%	43
Bicycle accommodations	3.16%	12
Notifications or access to information in the event of a delay or cancellation	14.74%	56
Cost of ferry tickets	15.26%	58
Convenience of ticketing and reservation options	12.11%	46
Total	100%	380

Please indicate how well the following services for ferry passengers traveling between Cherry Branch and Minnesot 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	17.68%	29	70.73%	116	4.27%	7	7.32%	12	164
Availability of ferry schedule and information	20.25%	33	69.33%	113	3.07%	5	7.36%	12	163
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	22.22%	36	65.43%	106	4.32%	7	8.02%	13	162
Cleanliness of ferries	21.88%	35	71.25%	114	0.00%	0	6.88%	11	160
Staffing at ferry docks and onboard	23.60%	38	68.32%	110	1.24%	2	6.83%	11	161
Safety and security onboard ferry	22.84%	37	70.37%	114	0.00%	0	6.79%	11	162
Visibility and lighting onboard and at loading dock	16.77%	27	72.05%	116	0.00%	0	11.18%	18	161
Courtesy and helpfulness of ferry staff	28.40%	46	62.96%	102	1.85%	3	6.79%	11	162
Wait time to board ferry	16.15%	26	73.29%	118	3.73%	6	6.83%	11	161
Availability and quality of food and drink onboard ferries	6.17%	10	41.98%	68	9.88%	16	41.98%	68	162
Availability of WiFi onboard ferry	4.97%	8	26.71%	43	9.94%	16	58.39%	94	161
Duration of ferry ride to destination	16.77%	27	75.16%	121	1.24%	2	6.83%	11	161
Ease of connection with public transportation	8.02%	13	37.65%	61	9.26%	15	45.06%	73	162
Bicycle accommodations	7.36%	12	46.01%	75	3.68%	6	42.94%	70	163
Notifications or access to information in the event of a delay or cancellation	8.07%	13	49.69%	80	14.29%	23	27.95%	45	161
Cost of ferry tickets	18.63%	30	44.72%	72	2.48%	4	34.16%	55	161
Convenience of ticketing and reservation options	9.43%	15	42.14%	67	1.26%	2	47.17%	75	159

For the Cherry Branch/Minnesot 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	43.90%	54
Availability of ferry schedule and information	24.39%	30
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	38.21%	47
Cleanliness of ferries	6.50%	8
Staffing at ferry docks and onboard	3.25%	4
Safety and security onboard ferry	23.58%	29
Visibility and lighting onboard and at ferry dock	5.69%	7
Courtesy and helpfulness of ferry staff	7.32%	9
Wait time to board ferry	10.57%	13
Availability and quality of food and drink onboard ferries	12.20%	15
Availability of WiFi onboard ferry	19.51%	24
Duration of ferry ride to destination	3.25%	4
Ease of connection with public transportation	8.13%	10
Bicycle accommodations	2.44%	3
Notifications or access to information in the event of a delay or cancellation	28.46%	35
Cost of ferry tickets	10.57%	13
Convenience of ticketing and reservation options	2.44%	3
Total	100%	123

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	16.49%	63	59.69%	228	20.68%	79	3.14%	12	382
Availability of ferry schedule and information	18.73%	71	64.91%	246	13.19%	50	3.17%	12	379
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	17.63%	67	58.68%	223	20.53%	78	3.16%	12	380
Cleanliness of ferries	21.11%	80	69.39%	263	6.33%	24	3.17%	12	379
Staffing at ferry docks and onboard	22.55%	85	63.93%	241	10.08%	38	3.45%	13	377
Safety and security onboard ferry	21.54%	81	71.81%	270	2.93%	11	3.72%	14	376
Visibility and lighting onboard and at loading dock	16.84%	63	72.19%	270	4.81%	18	6.15%	23	374
Courtesy and helpfulness of ferry staff	23.80%	89	58.82%	220	14.17%	53	3.21%	12	374
Wait time to board ferry	12.40%	46	59.30%	220	25.34%	94	2.96%	11	371
Availability and quality of food and drink onboard ferries	9.36%	35	38.24%	143	20.59%	77	31.82%	119	374
Availability of WiFi onboard ferry	6.97%	26	29.49%	110	21.72%	81	41.82%	156	373
Duration of ferry ride to destination	10.54%	39	65.41%	242	20.54%	76	3.51%	13	370
Ease of connection with public transportation	10.78%	40	44.20%	164	12.67%	47	32.35%	120	371
Bicycle accommodations	11.05%	41	42.86%	159	4.85%	18	41.24%	153	371
Notifications or access to information in the event of a delay or cancellation	11.56%	43	45.43%	169	22.04%	82	20.97%	78	372
Cost of ferry tickets	23.06%	86	55.76%	208	4.56%	17	16.62%	62	373
Convenience of ticketing and reservation options	15.36%	57	53.37%	198	5.66%	21	25.61%	95	371

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	45.67%	153
Availability of ferry schedule and information	15.22%	51
Reliability/timeliness of ferry service (arriving/departing on schedule, etc.)	35.52%	119
Cleanliness of ferries	5.37%	18
Staffing at ferry docks and onboard	7.46%	25
Safety and security onboard ferry	14.63%	49
Visibility and lighting onboard and at ferry dock	5.67%	19
Courtesy and helpfulness of ferry staff	7.76%	26
Wait time to board ferry	22.09%	74
Availability and quality of food and drink onboard ferries	12.24%	41
Availability of WiFi onboard ferry	12.24%	41
Duration of ferry ride to destination	14.93%	50
Ease of connection with public transportation	6.57%	22
Bicycle accommodations	2.69%	9
Notifications or access to information in the event of a delay or cancellation	18.81%	63
Cost of ferry tickets	11.04%	37
Convenience of ticketing and reservation options	6.87%	23
Total	100%	335

Appendix H – 2016-17 Survey Results – Aviation Services

Have you flown to or from a North Carolina airport this year?
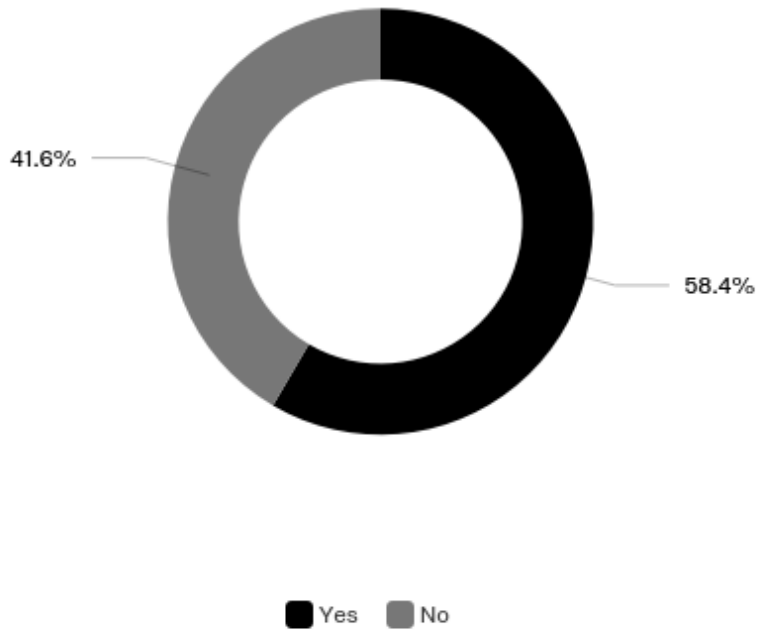
Answer	%	Count
Yes	58.40%	1852
No	41.60%	1319
Total	100%	3171

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

Answer	%	Count
No need to fly	77.21%	1020
Other	9.61%	127
Personal preference/not interested	7.34%	97
Lack of personal resources	4.31%	57
Safety concerns	1.51%	20

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)	21.27%	318	17.19%	257	15.72%	235	45.82%	685	1495
Raleigh-Durham International (RDU)	18.18%	280	14.29%	220	16.75%	258	50.78%	782	1540
Concord Regional (JQF)	93.73%	927	3.24%	32	2.02%	20	1.01%	10	989
Albert J. Ellis (OAJ)	89.99%	899	4.10%	41	2.00%	20	3.90%	39	999
Asheville Regional (AVL)	85.88%	870	4.34%	44	3.26%	33	6.52%	66	1013
Coastal Carolina Regional (EWN)	91.64%	921	1.59%	16	1.69%	17	5.07%	51	1005
Fayetteville Regional/Grannis Field (FAY)	92.41%	925	2.40%	24	1.70%	17	3.50%	35	1001
Piedmont Triad International (GSO)	76.63%	797	7.60%	79	5.48%	57	10.29%	107	1040
Pitt-Greenville (PGV)	95.86%	927	1.96%	19	1.03%	10	1.14%	11	967
Wilmington International (ILM)	70.27%	787	6.88%	77	6.96%	78	15.89%	178	1120
Other	89.29%	325	1.92%	7	1.65%	6	7.14%	26	364

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

Please select all that apply.

Answer	%	Count
Work	39.22%	726
Recreation (vacation, tourism, etc.)	72.34%	1339
Visiting friends and/or family	56.46%	1045
Travel to school	0.49%	9
Travel to medical appointment	0.54%	10
Shopping/dining	1.08%	20
Other	1.08%	20

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	19%	75%	5%	3,230
Parking availability	20%	67%	13%	3,218
Cost of parking	11%	60%	29%	3,220
Reliability/timeliness of aircraft (departing on schedule, etc.)	11%	75%	13%	3,220
Safety inside airport	21%	77%	2%	3,215
Signage and information inside airport	18%	77%	5%	3,219
Ease of boarding aircraft	16%	78%	6%	3,212
Cleanliness of airport	21%	74%	4%	3,215
Ease of booking flights	14%	81%	5%	3,197
Courtesy and helpfulness of airport staff	19%	74%	8%	3,210
Clarity of announcements in airport	13%	72%	15%	3,204
Notifications or availability of information in the event of a delay or cancellation	11%	74%	15%	3,193
Cost of airline tickets	4%	51%	45%	3,203
Frequency of flights servicing desired route	5%	63%	31%	3,194
Comfort of seating in airport	9%	77%	14%	3,191
Availability and quality of food and drink in airport	10%	68%	22%	3,196
Availability of Wi-Fi and electrical outlets in airport	9%	66%	25%	3,199
Cost of food and drink in airport	3%	53%	44%	3,189
Length of wait to retrieve baggage	7%	75%	18%	3,198
Length of wait to get through security checkpoint	12%	67%	20%	3,199
Length of wait to obtain ticket	9%	84%	8%	3,195
Luggage restrictions	4%	72%	24%	3,184
Ease of connection with other public transportation	6%	72%	22%	3,188

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	9.60%	293
Parking availability	16.12%	492
Cost of parking	25.45%	777
Reliability/timeliness of aircraft (departing on schedule, etc.)	27.42%	837
Safety inside airport	9.99%	305
Signage and information inside airport	4.06%	124
Ease of boarding aircraft	5.73%	175
Cleanliness of airport	3.93%	120
Ease of booking flights	2.42%	74
Courtesy and helpfulness of airport staff	6.26%	191
Clarity of announcements in airport	8.48%	259
Notifications or availability of information in the event of a delay or cancellation	10.15%	310
Cost of airline tickets	40.19%	1227
Frequency of flights servicing desired route	25.32%	773
Comfort of seating in airport	6.06%	185
Availability and quality of food and drink in airport	9.24%	282
Availability of WiFi and electrical outlets in airport	12.58%	384
Cost of food and drink in airport	14.90%	455
Length of wait to retrieve baggage	7.83%	239
Length of wait to get through security checkpoint	13.49%	412
Length of wait to obtain ticket	1.18%	36
Luggage restrictions	7.34%	224
Ease of connection with public transportation	10.65%	325
Total	100.00%	3053

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	17.50%	73.70%	5.57%	3.23%	1114
Parking availability	9.37%	47.57%	14.68%	28.38%	1110
Cost of parking	4.95%	41.04%	25.20%	28.80%	1111
Reliability/timeliness of aircraft (departing on schedule, etc.)	8.81%	71.25%	17.61%	2.34%	1113
Safety inside airport	17.91%	77.50%	2.07%	2.52%	1111
Signage and information inside airport	15.09%	75.74%	7.10%	2.07%	1113
Ease of boarding aircraft	11.53%	78.74%	8.56%	1.17%	1110
Cleanliness of airport	15.21%	77.68%	5.94%	1.17%	1111
Ease of booking flights	10.80%	77.86%	5.35%	5.99%	1102
Courtesy and helpfulness of airport staff	13.17%	71.15%	10.19%	5.50%	1109
Clarity of announcements in airport	8.31%	67.84%	19.51%	4.34%	1107
Notifications or availability of information in the event of a delay or cancellation	7.87%	64.34%	18.01%	9.77%	1105
Cost of airline tickets	2.62%	45.67%	48.10%	3.61%	1108
Frequency of flights servicing desired route	6.25%	70.74%	19.11%	3.89%	1104
Comfort of seating in airport	6.27%	72.45%	19.09%	2.18%	1100
Availability and quality of food and drink in airport	11.31%	70.41%	15.11%	3.17%	1105
Availability of WiFi and electrical outlets in airport	8.06%	57.97%	25.63%	8.33%	1104
Cost of food and drink in airport	2.27%	46.41%	47.68%	3.63%	1101
Length of wait to retrieve baggage	4.07%	58.50%	18.90%	18.54%	1106
Length of wait to get through security checkpoint	4.78%	56.50%	26.35%	12.36%	1108
Length of wait to obtain ticket	4.36%	62.61%	7.80%	25.23%	1102
Luggage restrictions	2.46%	57.16%	26.62%	13.76%	1097
Ease of connection with other public transportation	2.72%	45.55%	13.52%	38.20%	1102

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	8.20%	87
Parking availability	21.11%	224
Cost of parking	23.85%	253
Reliability/timeliness of aircraft (departing on schedule, etc.)	31.86%	338
Safety inside airport	12.54%	133
Signage and information inside airport	5.00%	53
Ease of boarding aircraft	7.73%	82
Cleanliness of airport	5.75%	61
Ease of booking flights	1.98%	21
Courtesy and helpfulness of airport staff	8.67%	92
Clarity of announcements in airport	10.46%	111
Notifications or availability of information in the event of a delay or cancellation	9.52%	101
Cost of airline tickets	39.96%	424
Frequency of flights servicing desired route	13.67%	145
Comfort of seating in airport	6.88%	73
Availability and quality of food and drink in airport	4.90%	52
Availability of WiFi and electrical outlets in airport	12.44%	132
Cost of food and drink in airport	14.89%	158
Length of wait to retrieve baggage	8.20%	87
Length of wait to get through security checkpoint	17.15%	182
Length of wait to obtain ticket	1.41%	15
Luggage restrictions	7.82%	83
Ease of connection with public transportation	7.63%	81
Total	100%	1061

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	19.29%	74.16%	3.27%	3.27%	1161
Parking availability	16.08%	65.00%	10.98%	7.95%	1157
Cost of parking	6.49%	53.68%	30.13%	9.70%	1155
Reliability/timeliness of aircraft (departing on schedule, etc.)	10.81%	77.51%	9.52%	2.16%	1156
Safety inside airport	21.04%	74.29%	1.73%	2.94%	1155
Signage and information inside airport	18.32%	76.06%	2.94%	2.68%	1157
Ease of boarding aircraft	15.06%	79.65%	3.38%	1.90%	1155
Cleanliness of airport	23.14%	71.92%	3.03%	1.91%	1154
Ease of booking flights	14.14%	77.80%	3.47%	4.60%	1153
Courtesy and helpfulness of airport staff	16.96%	73.36%	5.36%	4.33%	1156
Clarity of announcements in airport	11.27%	70.28%	14.38%	4.07%	1154
Notifications or availability of information in the event of a delay or cancellation	8.63%	68.79%	11.86%	10.72%	1147
Cost of airline tickets	3.22%	55.74%	38.09%	2.96%	1150
Frequency of flights servicing desired route	4.96%	66.00%	26.00%	3.04%	1150
Comfort of seating in airport	8.79%	77.89%	10.79%	2.52%	1149
Availability and quality of food and drink in airport	9.20%	70.57%	15.89%	4.34%	1152
Availability of WiFi and electrical outlets in airport	7.37%	59.50%	23.42%	9.71%	1153
Cost of food and drink in airport	2.35%	52.00%	40.78%	4.87%	1150
Length of wait to retrieve baggage	5.21%	71.44%	15.97%	7.38%	1152
Length of wait to get through security checkpoint	10.25%	67.59%	19.29%	2.87%	1151
Length of wait to obtain ticket	5.39%	72.63%	5.99%	15.99%	1151
Luggage restrictions	2.87%	67.62%	21.15%	8.36%	1149
Ease of connection with other public transportation	3.23%	48.82%	15.69%	32.26%	1147

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	8.33%	92
Parking availability	15.31%	169
Cost of parking	30.43%	336
Reliability/timeliness of aircraft (departing on schedule, etc.)	24.82%	274
Safety inside airport	10.42%	115
Signage and information inside airport	4.17%	46
Ease of boarding aircraft	3.71%	41
Cleanliness of airport	2.26%	25
Ease of booking flights	2.36%	26
Courtesy and helpfulness of airport staff	5.16%	57
Clarity of announcements in airport	8.88%	98
Notifications or availability of information in the event of a delay or cancellation	11.50%	127
Cost of airline tickets	35.96%	397
Frequency of flights servicing desired route	22.01%	243
Comfort of seating in airport	6.07%	67
Availability and quality of food and drink in airport	8.24%	91
Availability of WiFi and electrical outlets in airport	14.67%	162
Cost of food and drink in airport	17.12%	189
Length of wait to retrieve baggage	9.60%	106
Length of wait to get through security checkpoint	15.04%	166
Length of wait to obtain ticket	1.36%	15
Luggage restrictions	7.70%	85
Ease of connection with public transportation	14.04%	155
Total	100%	1104

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	20.37%	57.41%	11.11%	11.11%	54
Parking availability	23.64%	50.91%	14.55%	10.91%	55
Cost of parking	29.09%	49.09%	1.82%	20.00%	55
Reliability/timeliness of aircraft (departing on schedule, etc.)	10.71%	66.07%	12.50%	10.71%	56
Safety inside airport	16.07%	69.64%	3.57%	10.71%	56
Signage and information inside airport	14.29%	62.50%	12.50%	10.71%	56
Ease of boarding aircraft	14.81%	64.81%	11.11%	9.26%	54
Cleanliness of airport	12.73%	69.09%	9.09%	9.09%	55
Ease of booking flights	16.36%	65.45%	5.45%	12.73%	55
Courtesy and helpfulness of airport staff	16.36%	63.64%	9.09%	10.91%	55
Clarity of announcements in airport	14.55%	61.82%	5.45%	18.18%	55
Notifications or availability of information in the event of a delay or cancellation	10.91%	60.00%	3.64%	25.45%	55
Cost of airline tickets	23.21%	58.93%	8.93%	8.93%	56
Frequency of flights servicing desired route	3.77%	35.85%	50.94%	9.43%	53
Comfort of seating in airport	9.62%	48.08%	28.85%	13.46%	52
Availability and quality of food and drink in airport	5.77%	25.00%	51.92%	17.31%	52
Availability of WiFi and electrical outlets in airport	5.77%	38.46%	32.69%	23.08%	52
Cost of food and drink in airport	5.77%	42.31%	30.77%	21.15%	52
Length of wait to retrieve baggage	9.62%	57.69%	13.46%	19.23%	52
Length of wait to get through security checkpoint	20.75%	60.38%	5.66%	13.21%	53
Length of wait to obtain ticket	11.32%	64.15%	0.00%	24.53%	53
Luggage restrictions	7.55%	56.60%	15.09%	20.75%	53
Ease of connection with other public transportation	9.80%	31.37%	15.69%	43.14%	51

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	7.69%	4
Parking availability	23.08%	12
Cost of parking	5.77%	3
Reliability/timeliness of aircraft (departing on schedule, etc.)	19.23%	10
Safety inside airport	7.69%	4
Signage and information inside airport	5.77%	3
Ease of boarding aircraft	15.38%	8
Cleanliness of airport	7.69%	4
Ease of booking flights	1.92%	1
Courtesy and helpfulness of airport staff	1.92%	1
Clarity of announcements in airport	3.85%	2
Notifications or availability of information in the event of a delay or cancellation	3.85%	2
Cost of airline tickets	13.46%	7
Frequency of flights servicing desired route	48.08%	25
Comfort of seating in airport	21.15%	11
Availability and quality of food and drink in airport	25.00%	13
Availability of WiFi and electrical outlets in airport	9.62%	5
Cost of food and drink in airport	7.69%	4
Length of wait to retrieve baggage	5.77%	3
Length of wait to get through security checkpoint	3.85%	2
Length of wait to obtain ticket	0.00%	0
Luggage restrictions	5.77%	3
Ease of connection with public transportation	11.54%	6
Total	100%	52

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	13.41%	73.17%	3.66%	9.76%	82
Parking availability	21.95%	67.07%	4.88%	6.10%	82
Cost of parking	13.41%	69.51%	8.54%	8.54%	82
Reliability/timeliness of aircraft (departing on schedule, etc.)	9.88%	75.31%	11.11%	3.70%	81
Safety inside airport	18.75%	73.75%	2.50%	5.00%	80
Signage and information inside airport	13.92%	77.22%	6.33%	2.53%	79
Ease of boarding aircraft	15.00%	76.25%	5.00%	3.75%	80
Cleanliness of airport	26.25%	68.75%	1.25%	3.75%	80
Ease of booking flights	12.66%	75.95%	1.27%	10.13%	79
Courtesy and helpfulness of airport staff	15.19%	73.42%	6.33%	5.06%	79
Clarity of announcements in airport	13.92%	65.82%	8.86%	11.39%	79
Notifications or availability of information in the event of a delay or cancellation	11.54%	62.82%	7.69%	17.95%	78
Cost of airline tickets	3.80%	50.63%	40.51%	5.06%	79
Frequency of flights servicing desired route	5.06%	45.57%	45.57%	3.80%	79
Comfort of seating in airport	10.00%	76.25%	7.50%	6.25%	80
Availability and quality of food and drink in airport	5.00%	33.75%	41.25%	20.00%	80
Availability of WiFi and electrical outlets in airport	11.39%	45.57%	15.19%	27.85%	79
Cost of food and drink in airport	2.50%	36.25%	33.75%	27.50%	80
Length of wait to retrieve baggage	5.00%	68.75%	8.75%	17.50%	80
Length of wait to get through security checkpoint	18.75%	67.50%	8.75%	5.00%	80
Length of wait to obtain ticket	7.50%	67.50%	3.75%	21.25%	80
Luggage restrictions	3.75%	72.50%	11.25%	12.50%	80
Ease of connection with other public transportation	2.53%	39.24%	15.19%	43.04%	79

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	15.00%	12
Parking availability	6.25%	5
Cost of parking	17.50%	14
Reliability/timeliness of aircraft (departing on schedule, etc.)	35.00%	28
Safety inside airport	11.25%	9
Signage and information inside airport	2.50%	2
Ease of boarding aircraft	6.25%	5
Cleanliness of airport	3.75%	3
Ease of booking flights	2.50%	2
Courtesy and helpfulness of airport staff	12.50%	10
Clarity of announcements in airport	1.25%	1
Notifications or availability of information in the event of a delay or cancellation	11.25%	9
Cost of airline tickets	38.75%	31
Frequency of flights servicing desired route	38.75%	31
Comfort of seating in airport	3.75%	3
Availability and quality of food and drink in airport	20.00%	16
Availability of WiFi and electrical outlets in airport	6.25%	5
Cost of food and drink in airport	10.00%	8
Length of wait to retrieve baggage	5.00%	4
Length of wait to get through security checkpoint	3.75%	3
Length of wait to obtain ticket	0.00%	0
Luggage restrictions	6.25%	5
Ease of connection with public transportation	12.50%	10
Total	100%	80

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	21.14%	65.04%	7.32%	6.50%	123
Parking availability	17.21%	55.74%	18.03%	9.02%	122
Cost of parking	9.84%	57.38%	22.95%	9.84%	122
Reliability/timeliness of aircraft (departing on schedule, etc.)	13.11%	68.85%	11.48%	6.56%	122
Safety inside airport	25.41%	70.49%	0.00%	4.10%	122
Signage and information inside airport	20.49%	71.31%	2.46%	5.74%	122
Ease of boarding aircraft	23.77%	69.67%	2.46%	4.10%	122
Cleanliness of airport	27.05%	67.21%	0.82%	4.92%	122
Ease of booking flights	18.85%	69.67%	5.74%	5.74%	122
Courtesy and helpfulness of airport staff	25.00%	65.83%	4.17%	5.00%	120
Clarity of announcements in airport	18.85%	69.67%	4.10%	7.38%	122
Notifications or availability of information in the event of a delay or cancellation	13.22%	66.12%	9.09%	11.57%	121
Cost of airline tickets	7.44%	39.67%	47.93%	4.96%	121
Frequency of flights servicing desired route	2.50%	41.67%	51.67%	4.17%	120
Comfort of seating in airport	5.79%	82.64%	5.79%	5.79%	121
Availability and quality of food and drink in airport	6.61%	54.55%	30.58%	8.26%	121
Availability of WiFi and electrical outlets in airport	4.96%	66.12%	15.70%	13.22%	121
Cost of food and drink in airport	2.50%	52.50%	31.67%	13.33%	120
Length of wait to retrieve baggage	14.88%	65.29%	11.57%	8.26%	121
Length of wait to get through security checkpoint	23.97%	62.81%	7.44%	5.79%	121
Length of wait to obtain ticket	14.88%	65.29%	3.31%	16.53%	121
Luggage restrictions	4.17%	69.17%	15.83%	10.83%	120
Ease of connection with other public transportation	4.13%	47.11%	21.49%	27.27%	121

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	13.16%	15
Parking availability	27.19%	31
Cost of parking	28.07%	32
Reliability/timeliness of aircraft (departing on schedule, etc.)	25.44%	29
Safety inside airport	5.26%	6
Signage and information inside airport	3.51%	4
Ease of boarding aircraft	2.63%	3
Cleanliness of airport	2.63%	3
Ease of booking flights	0.88%	1
Courtesy and helpfulness of airport staff	1.75%	2
Clarity of announcements in airport	4.39%	5
Notifications or availability of information in the event of a delay or cancellation	5.26%	6
Cost of airline tickets	49.12%	56
Frequency of flights servicing desired route	40.35%	46
Comfort of seating in airport	2.63%	3
Availability and quality of food and drink in airport	7.89%	9
Availability of WiFi and electrical outlets in airport	3.51%	4
Cost of food and drink in airport	11.40%	13
Length of wait to retrieve baggage	6.14%	7
Length of wait to get through security checkpoint	10.53%	12
Length of wait to obtain ticket	0.88%	1
Luggage restrictions	7.02%	8
Ease of connection with public transportation	20.18%	23
Total	100%	114

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	18.06%	66.67%	11.11%	4.17%	72
Parking availability	33.80%	57.75%	5.63%	2.82%	71
Cost of parking	22.22%	54.17%	20.83%	2.78%	72
Reliability/timeliness of aircraft (departing on schedule, etc.)	14.08%	60.56%	21.13%	4.23%	71
Safety inside airport	26.39%	69.44%	1.39%	2.78%	72
Signage and information inside airport	22.22%	68.06%	5.56%	4.17%	72
Ease of boarding aircraft	18.06%	66.67%	9.72%	5.56%	72
Cleanliness of airport	26.39%	68.06%	2.78%	2.78%	72
Ease of booking flights	12.86%	68.57%	10.00%	8.57%	70
Courtesy and helpfulness of airport staff	26.39%	62.50%	8.33%	2.78%	72
Clarity of announcements in airport	20.83%	54.17%	20.83%	4.17%	72
Notifications or availability of information in the event of a delay or cancellation	13.89%	54.17%	22.22%	9.72%	72
Cost of airline tickets	4.17%	41.67%	48.61%	5.56%	72
Frequency of flights servicing desired route	4.17%	34.72%	55.56%	5.56%	72
Comfort of seating in airport	12.50%	70.83%	13.89%	2.78%	72
Availability and quality of food and drink in airport	4.17%	43.06%	37.50%	15.28%	72
Availability of WiFi and electrical outlets in airport	5.56%	55.56%	18.06%	20.83%	72
Cost of food and drink in airport	4.17%	51.39%	20.83%	23.61%	72
Length of wait to retrieve baggage	9.72%	63.89%	20.83%	5.56%	72
Length of wait to get through security checkpoint	25.00%	62.50%	8.33%	4.17%	72
Length of wait to obtain ticket	11.27%	64.79%	11.27%	12.68%	71
Luggage restrictions	6.94%	63.89%	19.44%	9.72%	72
Ease of connection with other public transportation	5.56%	33.33%	15.28%	45.83%	72

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	11.94%	8
Parking availability	5.97%	4
Cost of parking	16.42%	11
Reliability/timeliness of aircraft (departing on schedule, etc.)	35.82%	24
Safety inside airport	4.48%	3
Signage and information inside airport	5.97%	4
Ease of boarding aircraft	10.45%	7
Cleanliness of airport	2.99%	2
Ease of booking flights	2.99%	2
Courtesy and helpfulness of airport staff	2.99%	2
Clarity of announcements in airport	8.96%	6
Notifications or availability of information in the event of a delay or cancellation	20.90%	14
Cost of airline tickets	43.28%	29
Frequency of flights servicing desired route	41.79%	28
Comfort of seating in airport	4.48%	3
Availability and quality of food and drink in airport	19.40%	13
Availability of WiFi and electrical outlets in airport	13.43%	9
Cost of food and drink in airport	1.49%	1
Length of wait to retrieve baggage	7.46%	5
Length of wait to get through security checkpoint	1.49%	1
Length of wait to obtain ticket	0.00%	0
Luggage restrictions	4.48%	3
Ease of connection with public transportation	8.96%	6
Total	100%	67

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	19.35%	72.58%	4.84%	3.23%	62
Parking availability	28.57%	60.32%	3.17%	7.94%	63
Cost of parking	23.81%	61.90%	6.35%	7.94%	63
Reliability/timeliness of aircraft (departing on schedule, etc.)	15.87%	66.67%	14.29%	3.17%	63
Safety inside airport	22.22%	73.02%	1.59%	3.17%	63
Signage and information inside airport	19.05%	74.60%	3.17%	3.17%	63
Ease of boarding aircraft	25.81%	64.52%	8.06%	1.61%	62
Cleanliness of airport	23.81%	63.49%	9.52%	3.17%	63
Ease of booking flights	23.81%	65.08%	6.35%	4.76%	63
Courtesy and helpfulness of airport staff	22.22%	68.25%	6.35%	3.17%	63
Clarity of announcements in airport	20.63%	66.67%	9.52%	3.17%	63
Notifications or availability of information in the event of a delay or cancellation	16.13%	70.97%	8.06%	4.84%	62
Cost of airline tickets	6.45%	61.29%	29.03%	3.23%	62
Frequency of flights servicing desired route	7.94%	50.79%	38.10%	3.17%	63
Comfort of seating in airport	16.13%	66.13%	14.52%	3.23%	62
Availability and quality of food and drink in airport	6.45%	43.55%	46.77%	3.23%	62
Availability of WiFi and electrical outlets in airport	7.94%	55.56%	25.40%	11.11%	63
Cost of food and drink in airport	6.56%	52.46%	27.87%	13.11%	61
Length of wait to retrieve baggage	11.29%	72.58%	12.90%	3.23%	62
Length of wait to get through security checkpoint	23.81%	65.08%	7.94%	3.17%	63
Length of wait to obtain ticket	19.05%	66.67%	4.76%	9.52%	63
Luggage restrictions	9.52%	71.43%	14.29%	4.76%	63
Ease of connection with other public transportation	9.52%	50.79%	15.87%	23.81%	63

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	18.33%	11
Parking availability	6.67%	4
Cost of parking	8.33%	5
Reliability/timeliness of aircraft (departing on schedule, etc.)	26.67%	16
Safety inside airport	6.67%	4
Signage and information inside airport	6.67%	4
Ease of boarding aircraft	6.67%	4
Cleanliness of airport	8.33%	5
Ease of booking flights	1.67%	1
Courtesy and helpfulness of airport staff	5.00%	3
Clarity of announcements in airport	1.67%	1
Notifications or availability of information in the event of a delay or cancellation	10.00%	6
Cost of airline tickets	30.00%	18
Frequency of flights servicing desired route	46.67%	28
Comfort of seating in airport	6.67%	4
Availability and quality of food and drink in airport	31.67%	19
Availability of WiFi and electrical outlets in airport	18.33%	11
Cost of food and drink in airport	18.33%	11
Length of wait to retrieve baggage	0.00%	0
Length of wait to get through security checkpoint	6.67%	4
Length of wait to obtain ticket	0.00%	0
Luggage restrictions	6.67%	4
Ease of connection with public transportation	11.67%	7
Total	100%	60

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	15.12%	69.76%	4.88%	10.24%	205
Parking availability	23.41%	60.98%	2.93%	12.68%	205
Cost of parking	16.10%	54.15%	15.61%	14.15%	205
Reliability/timeliness of aircraft (departing on schedule, etc.)	14.22%	70.10%	7.35%	8.33%	204
Safety inside airport	17.82%	72.77%	0.50%	8.91%	202
Signage and information inside airport	15.27%	72.91%	2.46%	9.36%	203
Ease of boarding aircraft	14.71%	72.06%	4.90%	8.33%	204
Cleanliness of airport	15.69%	72.06%	3.92%	8.33%	204
Ease of booking flights	13.73%	73.04%	2.94%	10.29%	204
Courtesy and helpfulness of airport staff	18.63%	63.73%	5.39%	12.25%	204
Clarity of announcements in airport	13.73%	70.10%	5.39%	10.78%	204
Notifications or availability of information in the event of a delay or cancellation	9.85%	66.50%	6.90%	16.75%	203
Cost of airline tickets	6.86%	48.04%	36.27%	8.82%	204
Frequency of flights servicing desired route	3.94%	49.75%	37.93%	8.37%	203
Comfort of seating in airport	9.41%	73.76%	7.43%	9.41%	202
Availability and quality of food and drink in airport	5.94%	52.97%	28.71%	12.38%	202
Availability of WiFi and electrical outlets in airport	6.90%	58.62%	18.23%	16.26%	203
Cost of food and drink in airport	3.96%	47.03%	34.65%	14.36%	202
Length of wait to retrieve baggage	7.39%	71.92%	5.91%	14.78%	203
Length of wait to get through security checkpoint	15.69%	63.24%	11.27%	9.80%	204
Length of wait to obtain ticket	8.82%	72.55%	4.41%	14.22%	204
Luggage restrictions	6.40%	63.55%	17.73%	12.32%	203
Ease of connection with other public transportation	6.40%	53.20%	8.87%	31.53%	203

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	9.39%	17
Parking availability	11.05%	20
Cost of parking	27.07%	49
Reliability/timeliness of aircraft (departing on schedule, etc.)	18.78%	34
Safety inside airport	6.63%	12
Signage and information inside airport	1.66%	3
Ease of boarding aircraft	4.97%	9
Cleanliness of airport	3.87%	7
Ease of booking flights	3.31%	6
Courtesy and helpfulness of airport staff	6.08%	11
Clarity of announcements in airport	7.18%	13
Notifications or availability of information in the event of a delay or cancellation	8.84%	16
Cost of airline tickets	44.75%	81
Frequency of flights servicing desired route	34.81%	63
Comfort of seating in airport	4.42%	8
Availability and quality of food and drink in airport	17.68%	32
Availability of WiFi and electrical outlets in airport	13.26%	24
Cost of food and drink in airport	16.57%	30
Length of wait to retrieve baggage	3.31%	6
Length of wait to get through security checkpoint	12.15%	22
Length of wait to obtain ticket	0.55%	1
Luggage restrictions	9.94%	18
Ease of connection with public transportation	10.50%	19
Total	100%	181

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	12.90%	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	19.72%	69.90%	7.61%	2.77%	289
Parking availability	29.27%	60.28%	4.88%	5.57%	287
Cost of parking	17.01%	53.13%	22.57%	7.29%	288
Reliability/timeliness of aircraft (departing on schedule, etc.)	14.63%	71.08%	11.15%	3.14%	287
Safety inside airport	22.30%	72.13%	1.05%	4.53%	287
Signage and information inside airport	20.91%	71.78%	4.18%	3.14%	287
Ease of boarding aircraft	23.78%	68.18%	4.90%	3.15%	286
Cleanliness of airport	31.71%	64.46%	1.39%	2.44%	287
Ease of booking flights	13.48%	74.47%	7.45%	4.61%	282
Courtesy and helpfulness of airport staff	28.07%	63.16%	5.26%	3.51%	285
Clarity of announcements in airport	16.37%	69.04%	8.90%	5.69%	281
Notifications or availability of information in the event of a delay or cancellation	14.08%	60.92%	12.32%	12.68%	284
Cost of airline tickets	5.28%	34.86%	57.04%	2.82%	284
Frequency of flights servicing desired route	4.58%	37.32%	54.58%	3.52%	284
Comfort of seating in airport	11.54%	76.92%	7.34%	4.20%	286
Availability and quality of food and drink in airport	6.71%	54.77%	31.10%	7.42%	283
Availability of WiFi and electrical outlets in airport	8.77%	58.60%	15.79%	16.84%	285
Cost of food and drink in airport	5.63%	48.59%	35.21%	10.56%	284
Length of wait to retrieve baggage	8.13%	68.90%	14.84%	8.13%	283
Length of wait to get through security checkpoint	21.43%	63.21%	11.79%	3.57%	280
Length of wait to obtain ticket	13.07%	65.72%	4.24%	16.96%	283
Luggage restrictions	4.63%	69.75%	15.66%	9.96%	281
Ease of connection with other public transportation	4.23%	45.07%	11.97%	38.73%	284

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	13.67%	38
Parking availability	6.47%	18
Cost of parking	21.58%	60
Reliability/timeliness of aircraft (departing on schedule, etc.)	25.18%	70
Safety inside airport	3.96%	11
Signage and information inside airport	1.80%	5
Ease of boarding aircraft	4.68%	13
Cleanliness of airport	2.88%	8
Ease of booking flights	4.32%	12
Courtesy and helpfulness of airport staff	4.32%	12
Clarity of announcements in airport	6.83%	19
Notifications or availability of information in the event of a delay or cancellation	7.55%	21
Cost of airline tickets	57.55%	160
Frequency of flights servicing desired route	51.08%	142
Comfort of seating in airport	3.60%	10
Availability and quality of food and drink in airport	10.43%	29
Availability of WiFi and electrical outlets in airport	9.71%	27
Cost of food and drink in airport	13.31%	37
Length of wait to retrieve baggage	6.83%	19
Length of wait to get through security checkpoint	6.47%	18
Length of wait to obtain ticket	1.08%	3
Luggage restrictions	4.32%	12
Ease of connection with public transportation	5.04%	14
Total	100%	278

Appendix I – 2016-17 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.
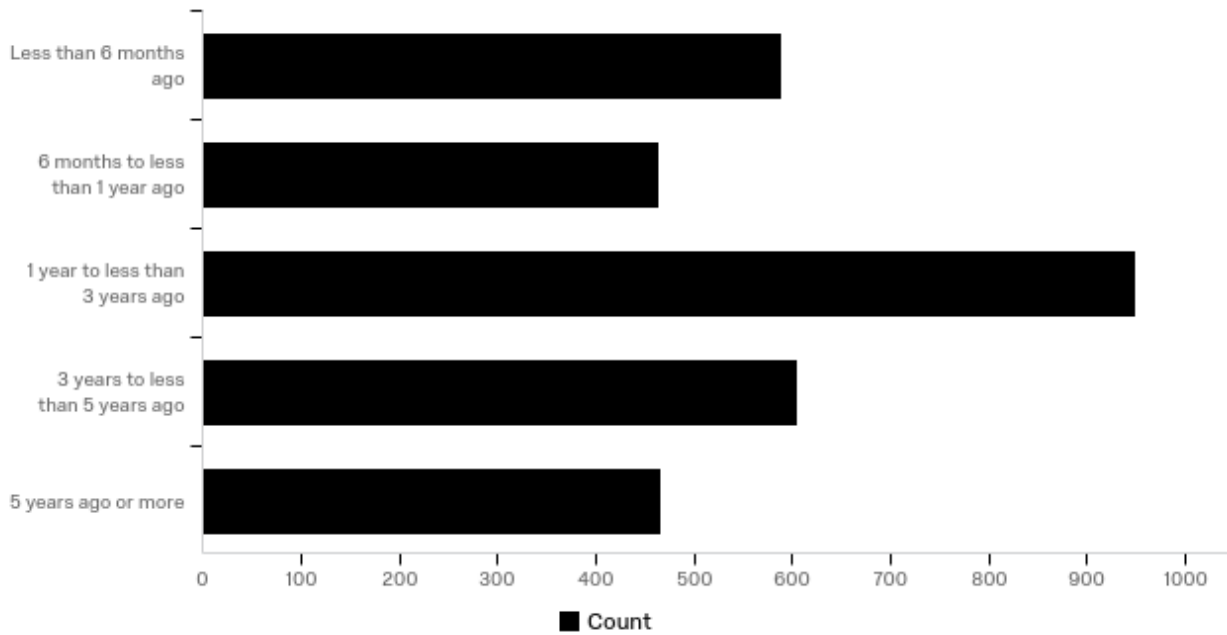
Answer	Count
Less than 6 months ago	587
6 months to less than 1 year ago	464
1 year to less than 3 years ago	949
3 years to less than 5 years ago	606
5 years ago or more	466
Total	3072

Did you visit the closest Driver License DMV office?

16.04%

83.96%

Yes ▮ No ▮
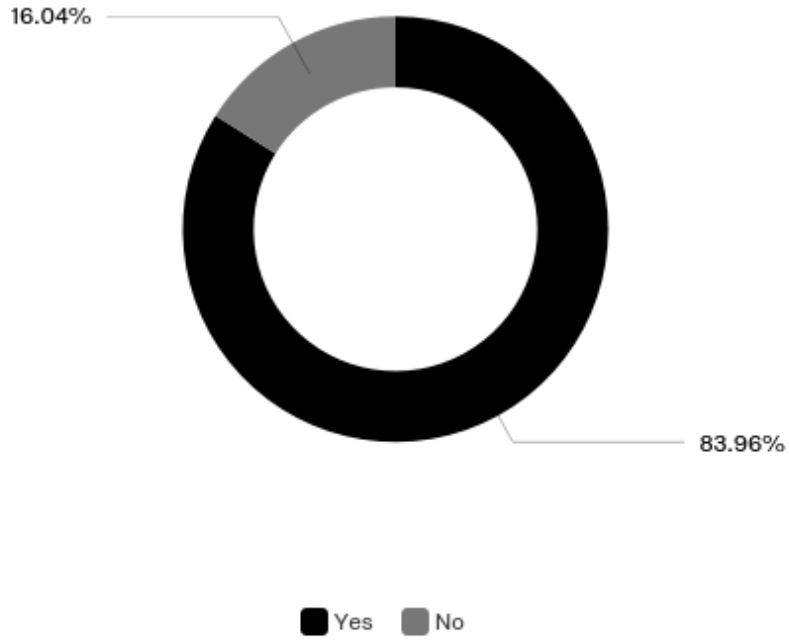
Answer	Count
Yes	2155
No	411
Total	2566

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	85.60%	2182
Shorter wait times	25.70%	655
Previous experience	15.06%	384
Attitude of employees/customer service	14.24%	363
Hours of operation	9.89%	252
Other	3.49%	89
Comfort of office	2.43%	62

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	87.59%	2203
Other	6.96%	175
Address change services	6.80%	171
Commercial Driver License services	3.78%	95
Disability parking services	3.30%	83
Motorcycle Driver License	1.67%	42
Pay Liability Insurance	0.48%	12
Obtain copy of driving record	0.48%	12

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	386	1631	454	27
Amount of time you waited for service at DMV office	316	1217	933	27
Cleanliness of DMV office	270	1844	335	37
Knowledge of DMV staff	378	1840	192	76
Courtesy and helpfulness of DMV staff	471	1530	449	30
Convenience of hours of operation at DMV office	220	1729	491	40
Clarity of instructions for services (knowing what paperwork was needed, etc.)	262	1658	494	62
Quality of printed materials & instructions provided at the DMV office	225	1837	220	188
Total	2528	13286	3568	487

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

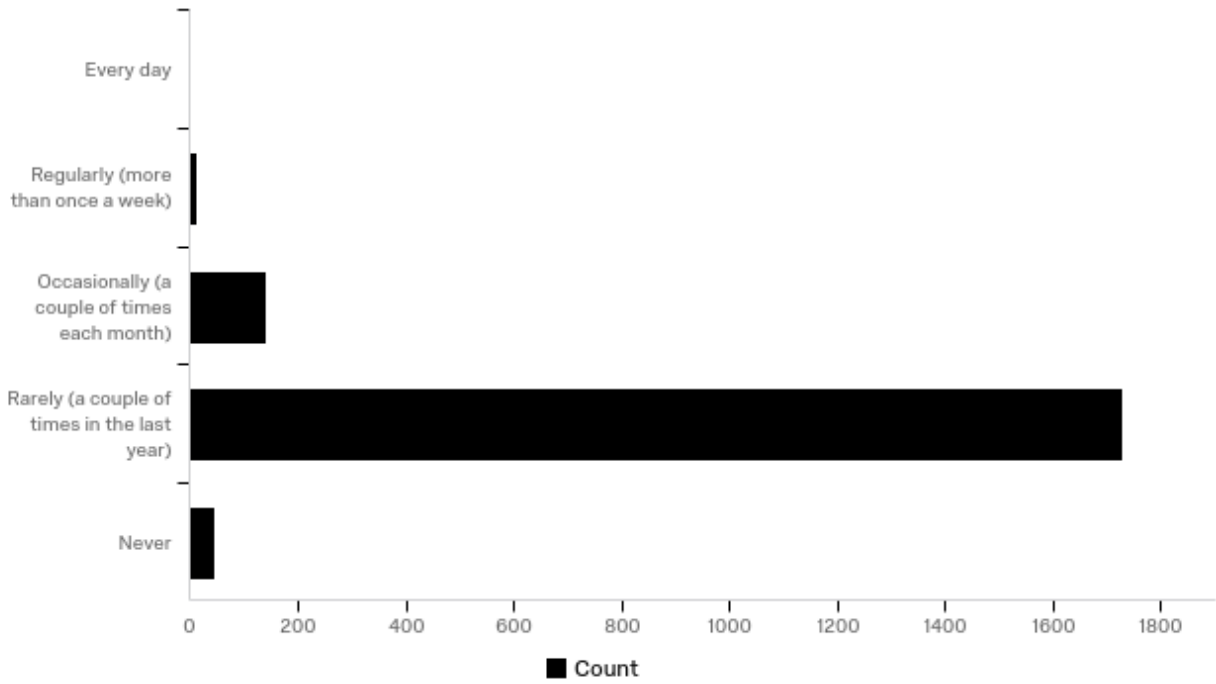| Answer	Count
Overall quality of customer service at DMV office	1124
Amount of time you waited for service at DMV office	1699
Cleanliness of DMV office	196
Knowledge of DMV staff	365
Courtesy and helpfulness of DMV staff	786
Convenience of hours of operation at DMV office	1019
Clarity of instructions for services (knowing what paperwork was needed, etc.)	682
Quality of printed materials & instructions provided at the DMV office	203
Total	2332

Appendix J – 2016-17 Survey Results – DMV Services Onlines

Have you visited the official North Carolina DMV website (http://www.ncdot.gov/dmv) during the past year?
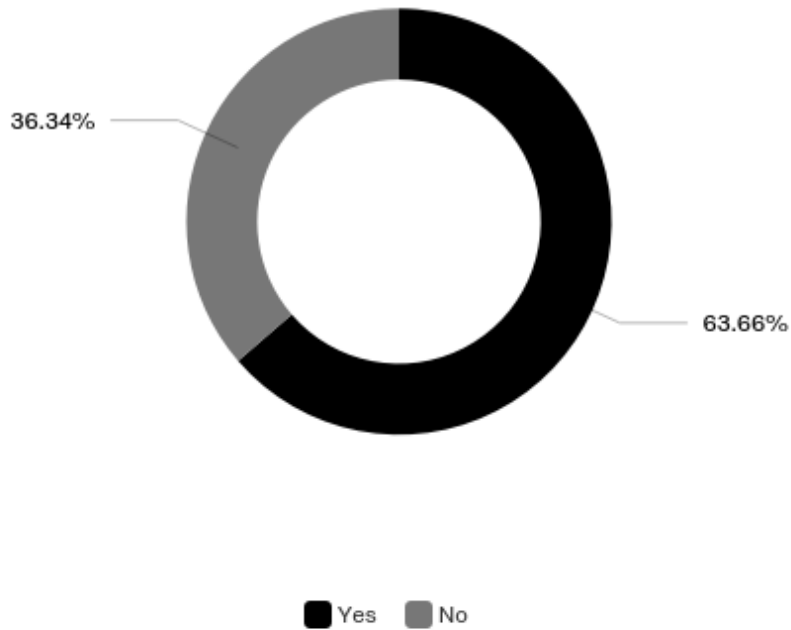
Answer	Count
Yes	1932
No	1103
Total	3035

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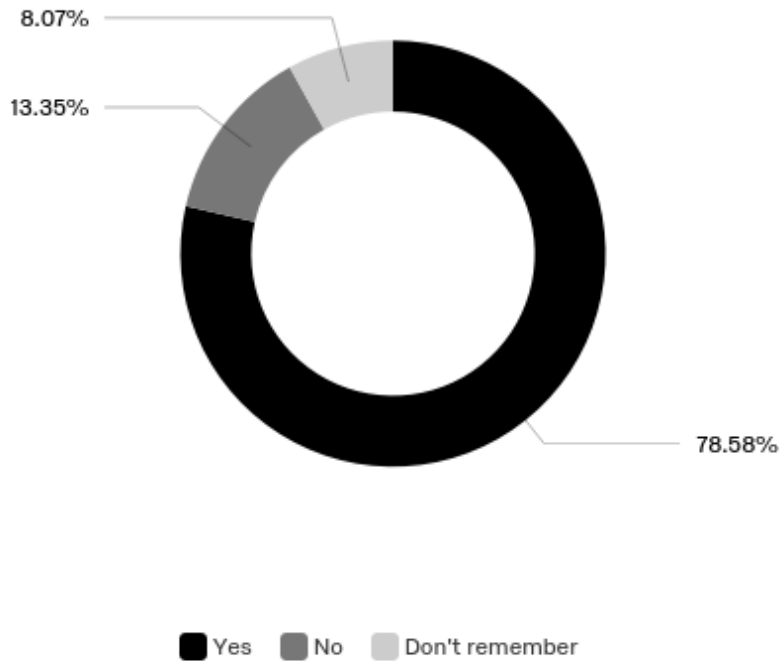

Answer	Count
Every day	3
Regularly (more than once a week)	12
Occasionally (a couple of times each month)	139
Rarely (a couple of times in the last year)	1730
Never	45
Total	1929

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

Please select all that apply.

Answer	%	Count
Renew registration/plate	74.52%	1395
General information about licenses	23.13%	433
Look up DMV hours	19.39%	363
Find location	15.17%	284
Order duplicate license/ID card	10.26%	192
Other	7.96%	149
Estimate vehicle property tax	5.61%	105
Order personalized & specialized plate	4.38%	82
Order duplicate registration card	2.72%	51
Request driving record	1.55%	29
Pay limited registration plate (LRP)	1.01%	19
Liability insurance services	0.53%	10
Renew Trans Express System	0.16%	3

Was the DMV website easy to navigate?

8.07%

13.35%

78.58%

■ Yes ■ No □ Don't remember

Answer	Count
Yes	1458
No	248
Don't remember	150
Total	1856

Did the DMV website clearly explain services offered?
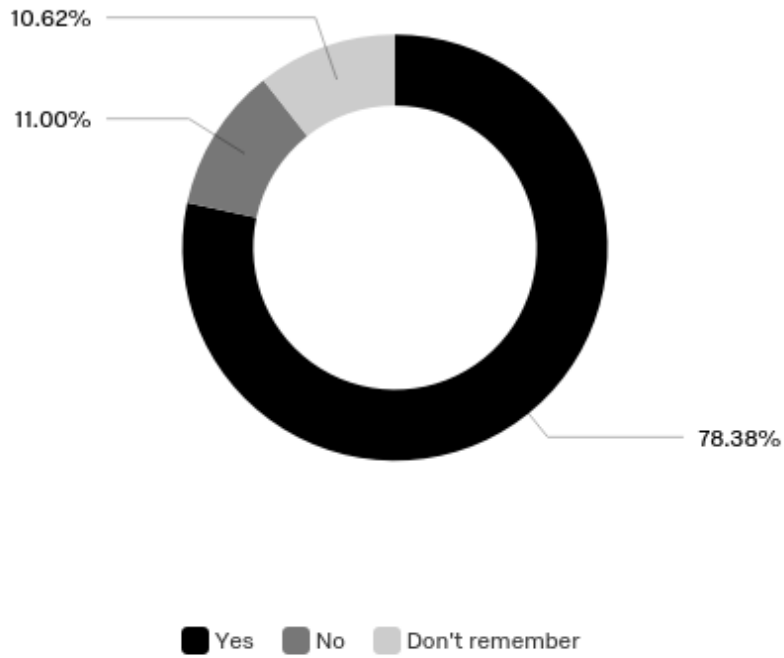
Answer	Count
Yes	1459
No	205
Don't remember	198
Total	1862

Did the DMV website feature sufficient information?

9.02%

12.08%

78.89%

Yes   No   Don't remember
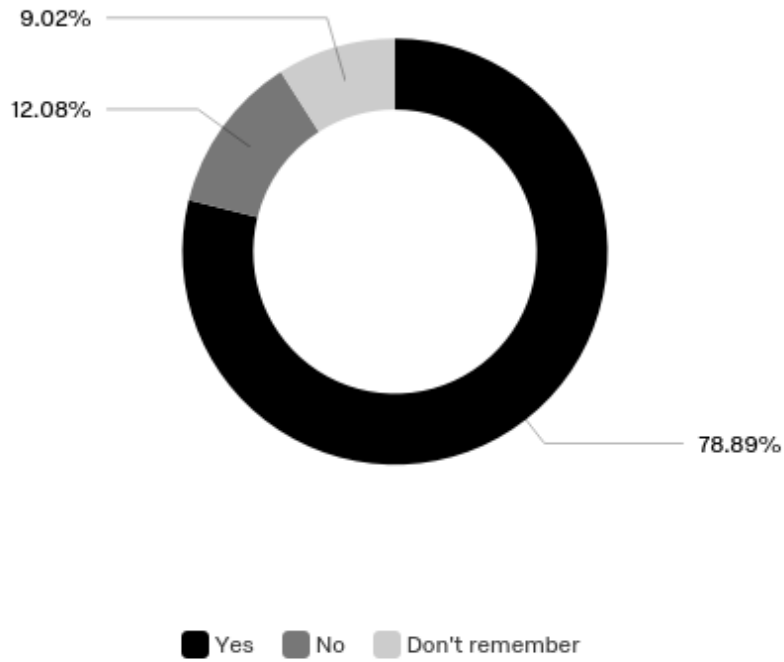
Answer	Count
Yes	1467
No	225
Don't remember	168
Total	1860

Appendix K – 2016-17 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?
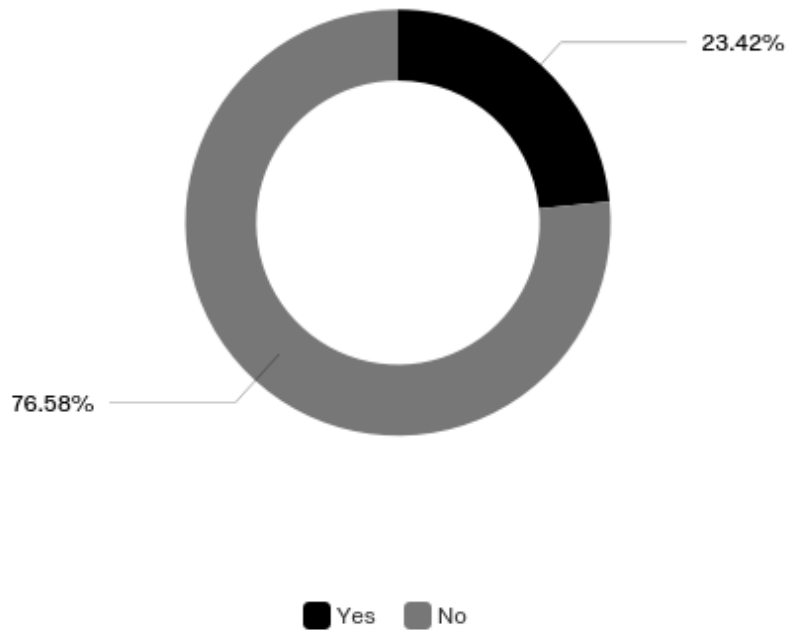
Answer	Count
Yes	703
No	2305
Total	3008

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

19.44%

80.56%

Yes   No
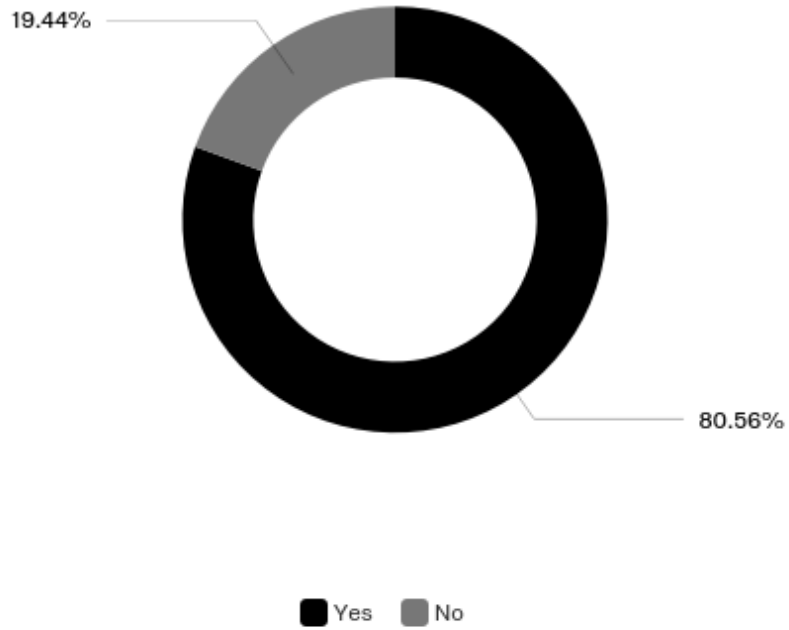
Answer	Count
Yes	575
No	138
Total	713

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

18.86%

19.55%

61.59%

■ Satisfied ■ Neutral □ Dissatisfied
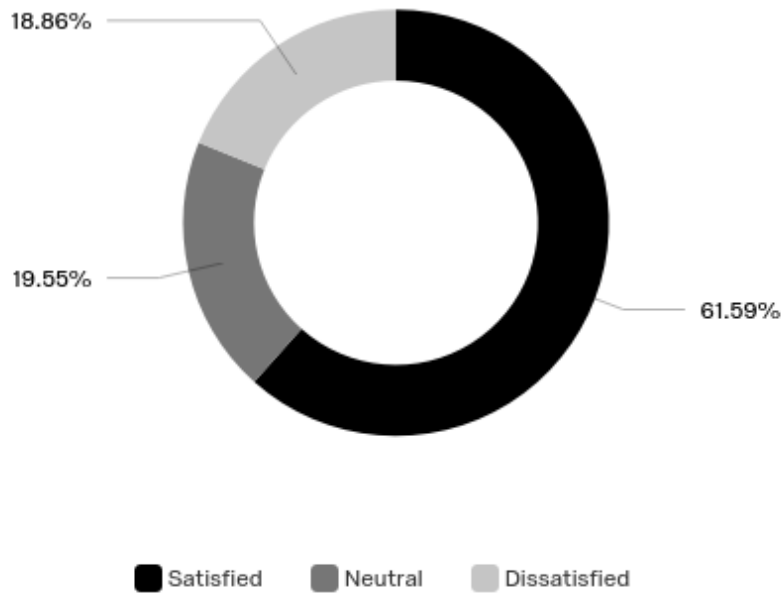
Answer	Count
Satisfied	355
Neutral	113
Dissatisfied	109
Total	577

Did the NCDOT employee courteously greet you?

9.79%

90.21%

Yes ■ No
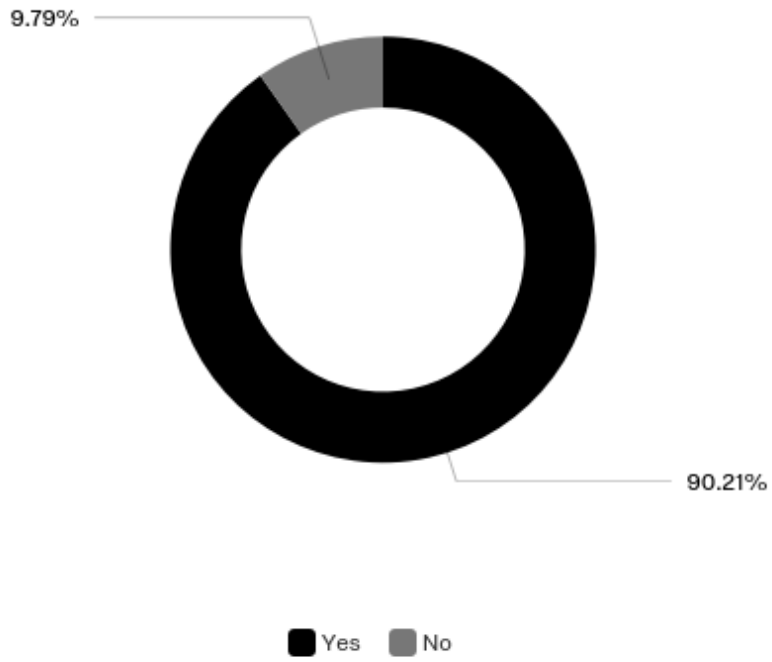
Answer	Count
Yes	515
No	56
Total	571

Did the NCDOT employee treat you respectfully?

9.62%

90.38%

Yes No
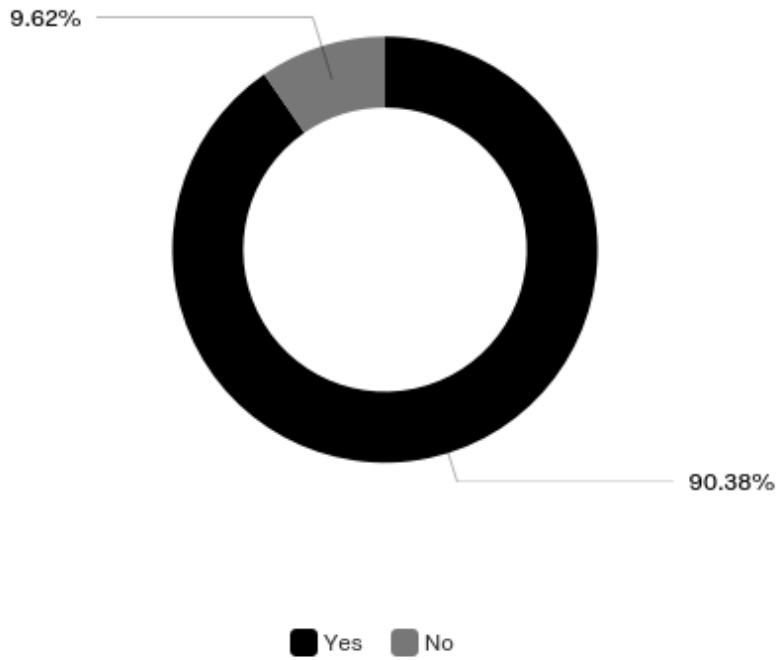
Answer	Count
Yes	516
No	55
Total	571

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

31.76%

68.24%

Yes   No
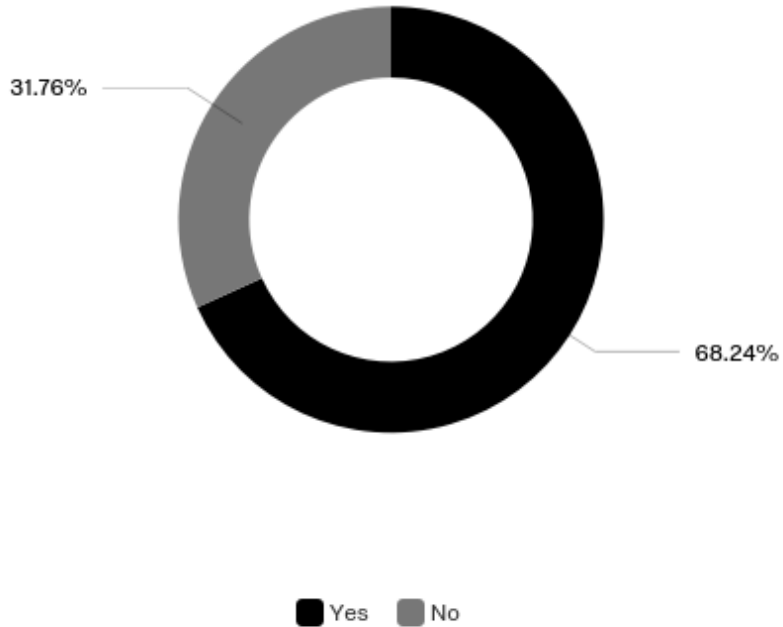
Answer	Count
Yes	390
No	182
Total	572

Appendix L – 2016-17 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.
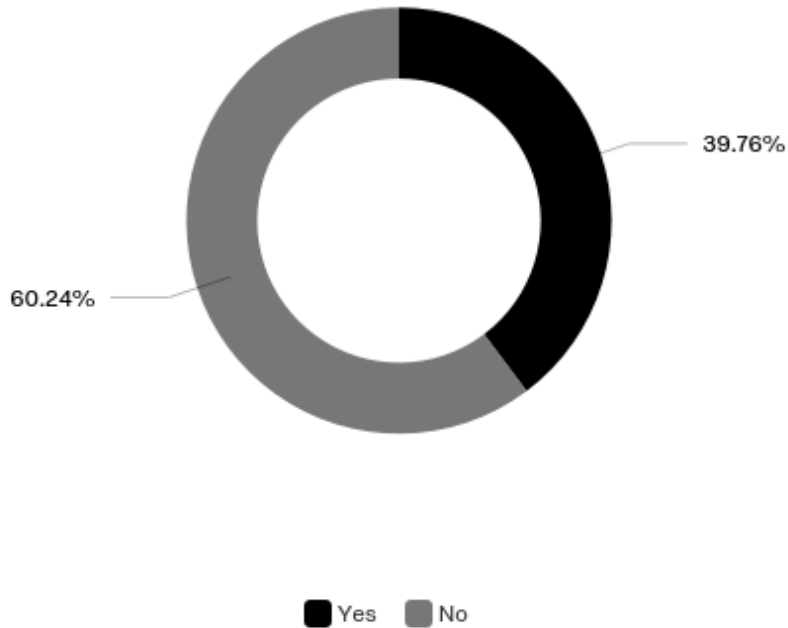
Answer	Count
Yes	1191
No	1805
Total	2996

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

6%

7%

23%

64%
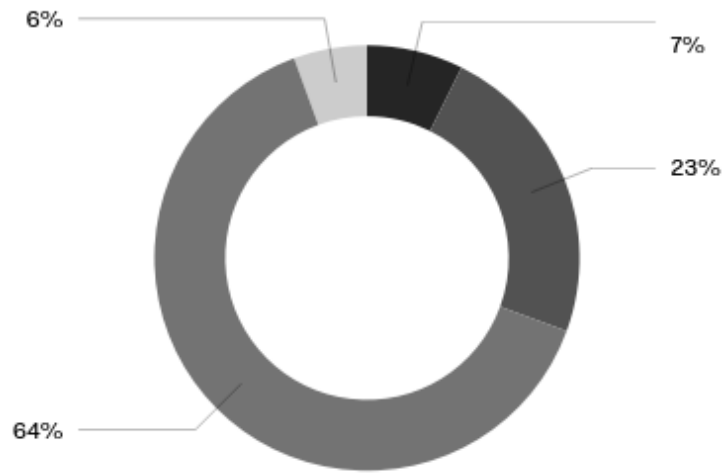
■ Every day ■ Regularly (more than once a week) ■ Occasionally (a couple of times each month)
■ Rarely (a couple of times in the last year) ■ Never

Answer	Count
Every day	38
Regularly (more than once a week)	88
Occasionally (a couple of times each month)	279
Rarely (a couple of times in the last year)	765
Never	29
Total	1199

Why did you visit the NCDOT website?

Please consider your most recent visit to the NCDOT website.

Reason	Frequency
road conditions	15
information	15
Work	9
work related	7
road closures	6
General information	5
Traffic Information	3
Report pot holes	3
TIMS	3
For work	3
Contact information	3

Was the NCDOT website easy to navigate?

11.7%

24.8%

63.5%

■ Yes ■ No ☐ Don't remember
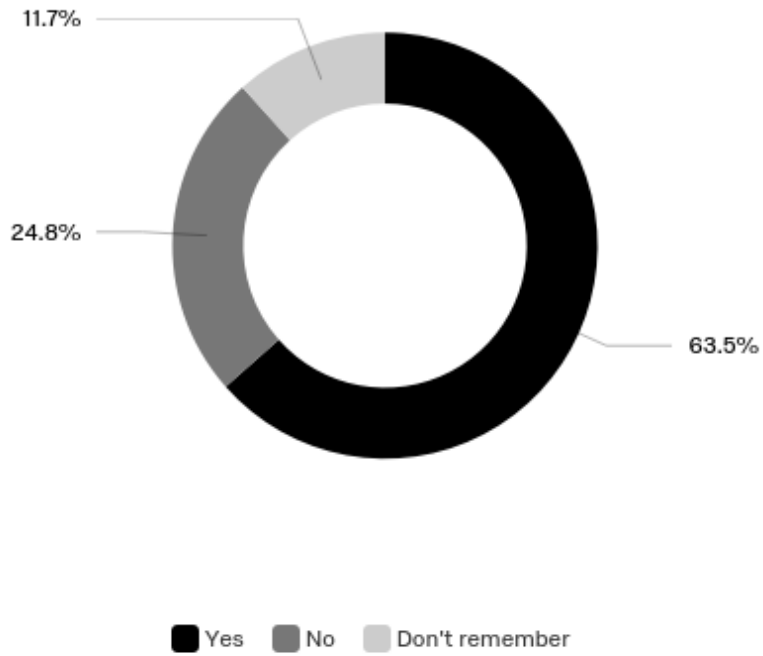
Answer	Count
Yes	743
No	291
Don't remember	137
Total	1171

Did the NCDOT website clearly explain services offered?

17.78%

21.74%

60.48%

Yes No Don't remember
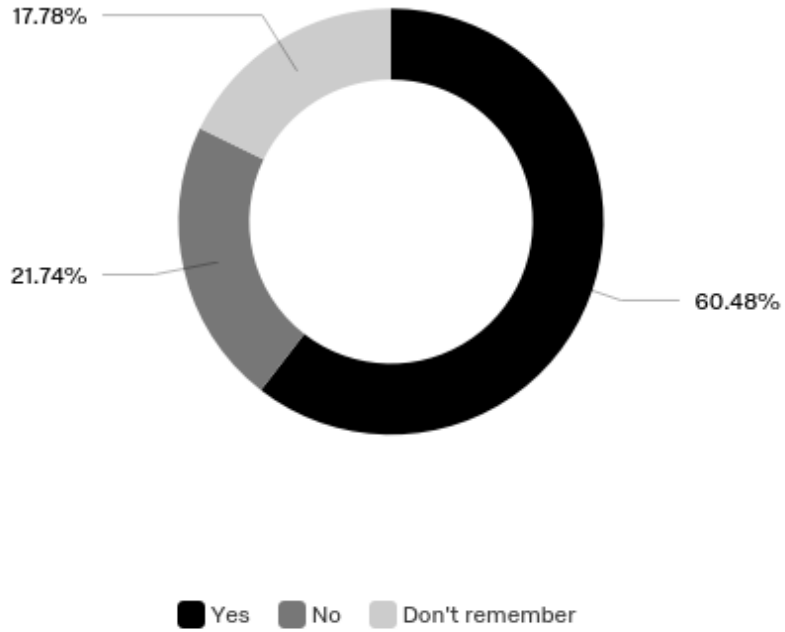
Answer	Count
Yes	703
No	253
Don't remember	207
Total	1163

Did the NCDOT website feature sufficient information?
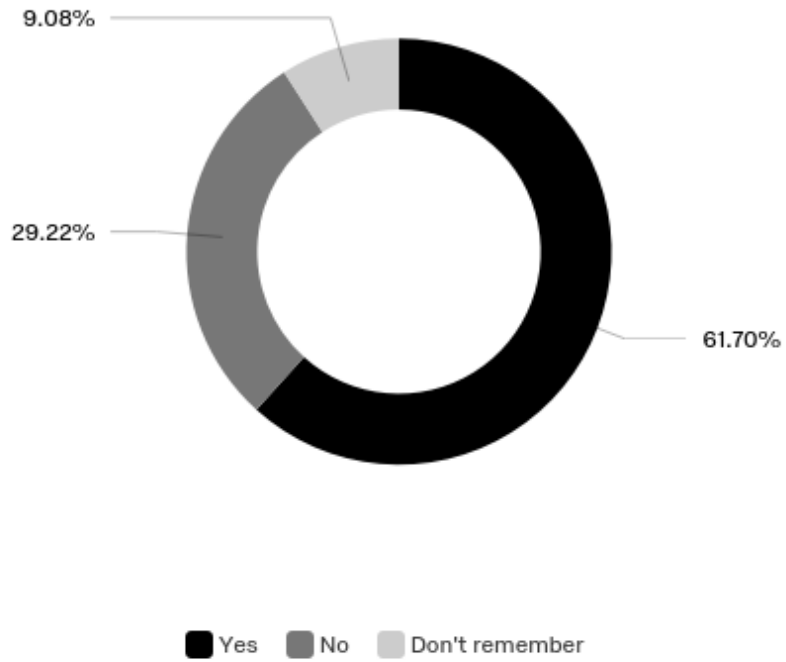
Answer	Count
Yes	719
No	341
Don't remember	106
Total	1166

Appendix M – 2016-17 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	53.68%	1559
local TV	43.80%	1272
social media (Facebook, Twitter, etc.)	42.05%	1221
signs on roadways	41.84%	1215
NCDOT website	35.67%	1036
email	35.37%	1027
text messages	30.82%	895
radio	28.24%	820
newspapers	18.70%	543
direct mailings/newsletters	15.94%	463
public meetings/hearings	13.22%	384
public officials	6.96%	202
flyers	2.79%	81
other	2.38%	69
		2904

Please indicate your level of agreement with the following statements:

Question	Agree	Neutral	Disagree
I am satisfied with the services provided by NCDOT.	1056	1180	566
I am familiar with the services provided by NCDOT.	1568	944	217
I think NCDOT is responsive to the needs of local communities.	809	983	866
NCDOT does a good job of prioritizing roadway improvements in North Carolina.	605	895	1154
NCDOT incorporates environmental concerns into the design and maintenance of transportation projects.	940	980	458
Compared to other states I have visited, I think North Carolina's transportation system is one of the best.	717	979	1002
It is easy to travel between cities in North Carolina.	1456	793	591
NCDOT services have improved within the last few years.	828	1038	581
Basic repairs to roadways in North Carolina are usually complete in a timely manner. ("Basic repairs" include filling pot holes, sealing cracks, etc.)	744	868	1111
I think roadways in North Carolina are safer today than they were five years ago.	720	1010	757
I feel well-informed about current traffic safety campaigns in North Carolina.	695	1126	863
I am able to get to my intended destinations in North Carolina safely.	1732	776	336
I am able to get to my intended destinations in North Carolina on-time.	1250	897	696
When NCDOT construction projects were initiated in my area, I was adequately notified.	853	863	905
Total	13973	13332	10103

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.
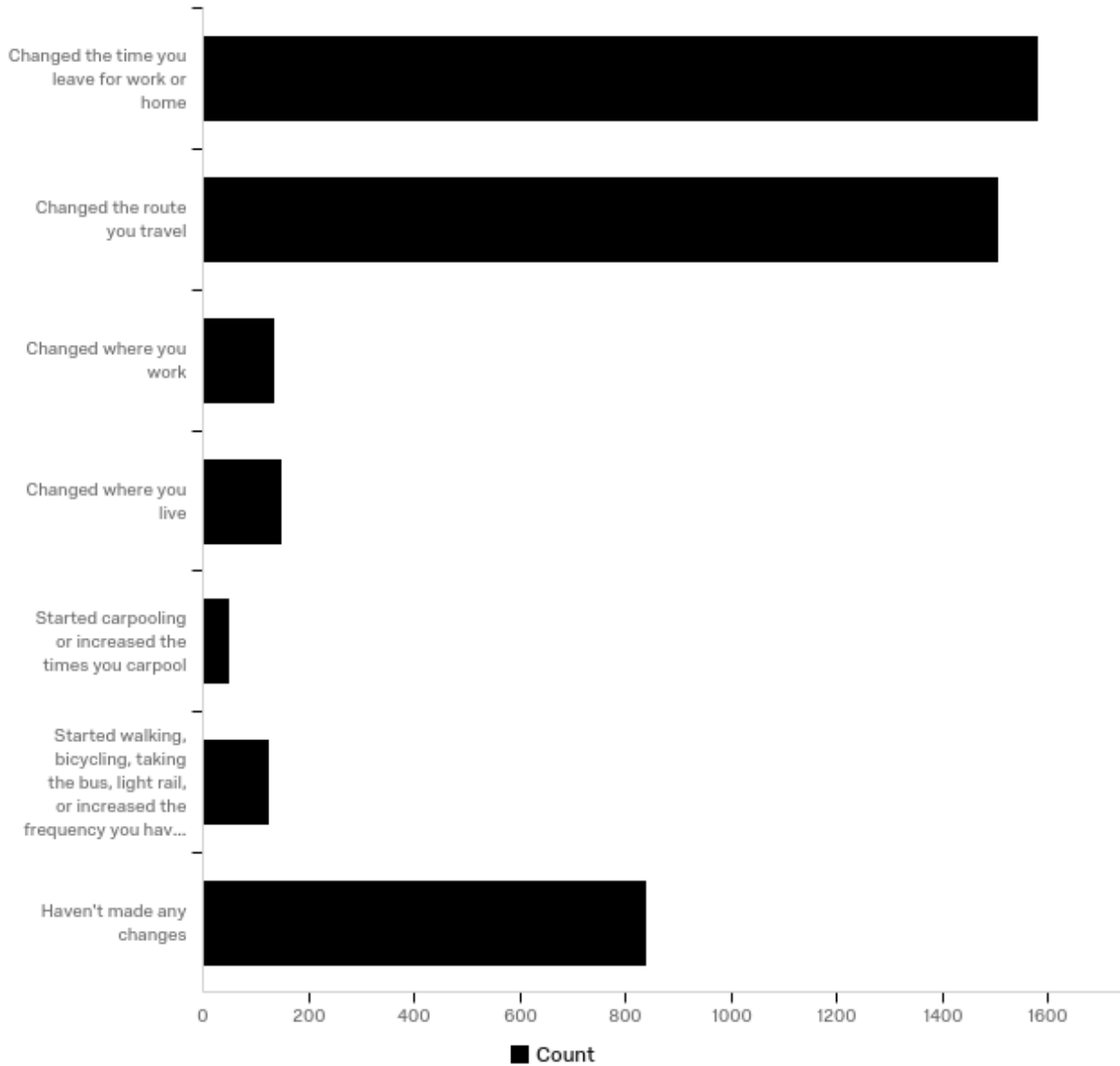
Answer	Count
Changed the time you leave for work or home	1582
Changed the route you travel	1507
Changed where you work	135
Changed where you live	147
Started carpooling or increased the times you carpool	49
Started walking, bicycling, taking the bus, light rail, or increased the frequency you have taken alternative transportation	126
Haven't made any changes	838
Total	2833

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	1617
Maintenance of highways and interstates	2109
New construction of highways and interstates	1648
Ferry services	168
Pedestrian services	567
Passenger train services	399
Light rail services	592
Bicyclist services	593
Local/public/city bus services	515
Total	2869

Appendix N – 2016-17 Survey Results – Demographics

Are you or anyone in your immediate family employed by NCDOT?
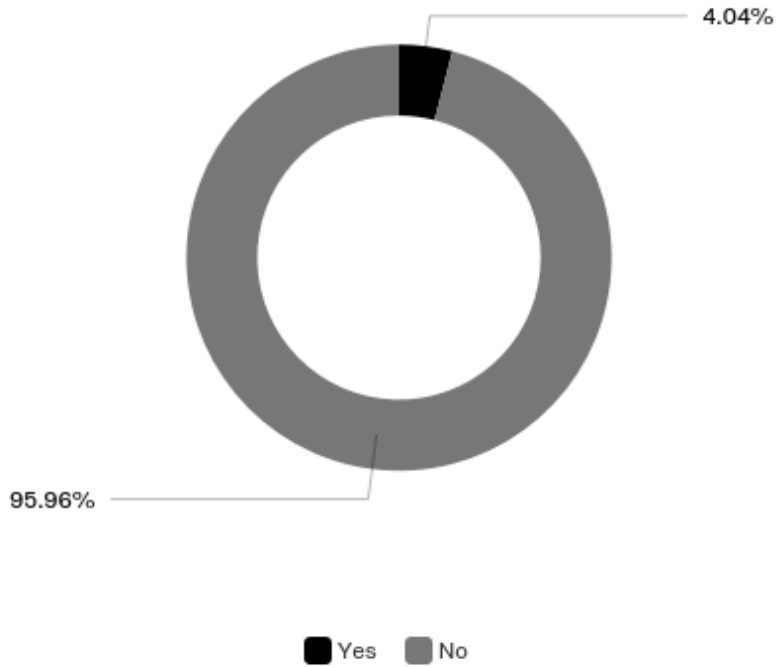
Answer	Count
Yes	119
No	2824
Total	2943

Please indicate your gender.
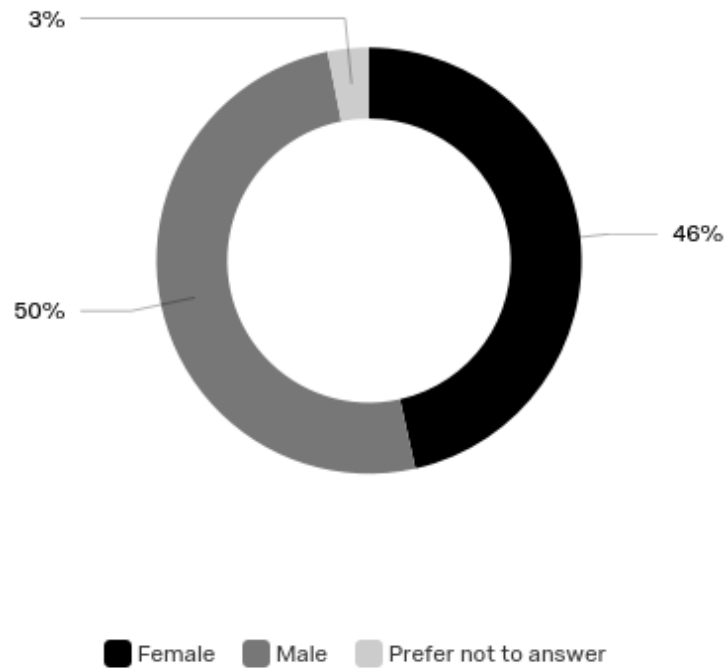
Answer	Count
Female	1366
Male	1480
Prefer not to answer	92
Total	2938

Which range indicates your age?
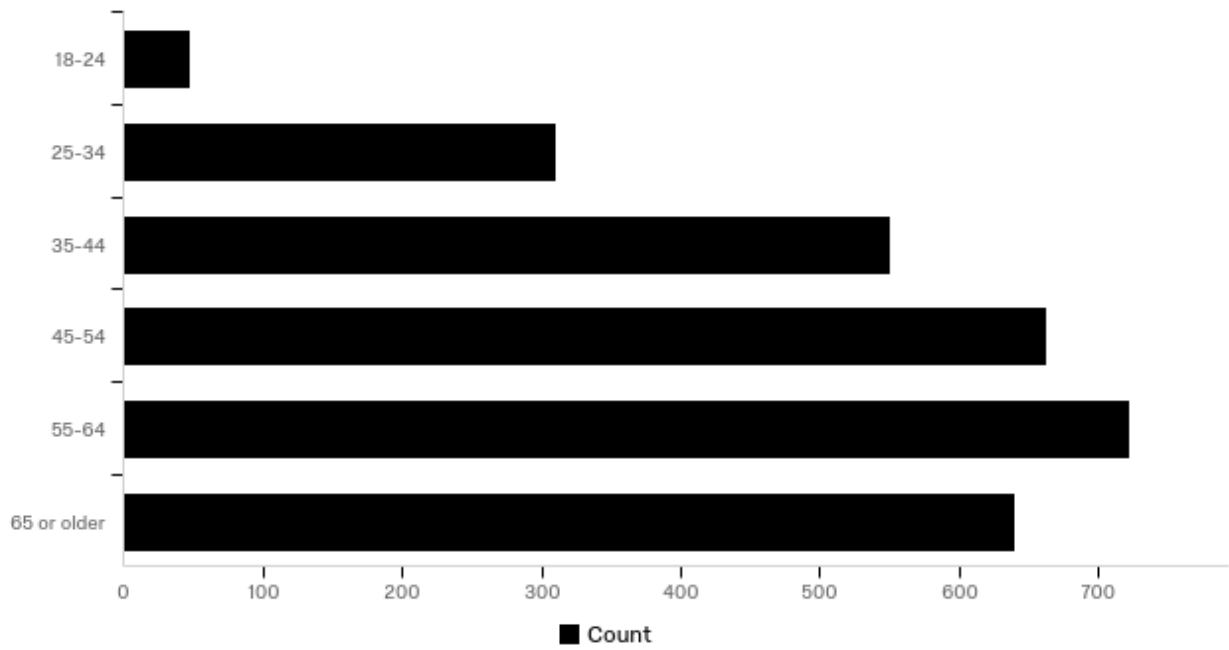
Answer	Count
18-24	47
25-34	310
35-44	550
45-54	663
55-64	722
65 or older	640
Total	2932

How would you classify yourself?

Answer	%	Count
White/Caucasian	86.56%	2545
Prefer not to answer	6.63%	195
Black/African American, non-Hispanic	2.62%	77
Multiracial	1.16%	34
Other	1.05%	31
Asian or Pacific Islander, including Hawaiian	0.92%	27
Hispanic/Latino	0.71%	21
Native American, including Alaska native	0.34%	10

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.
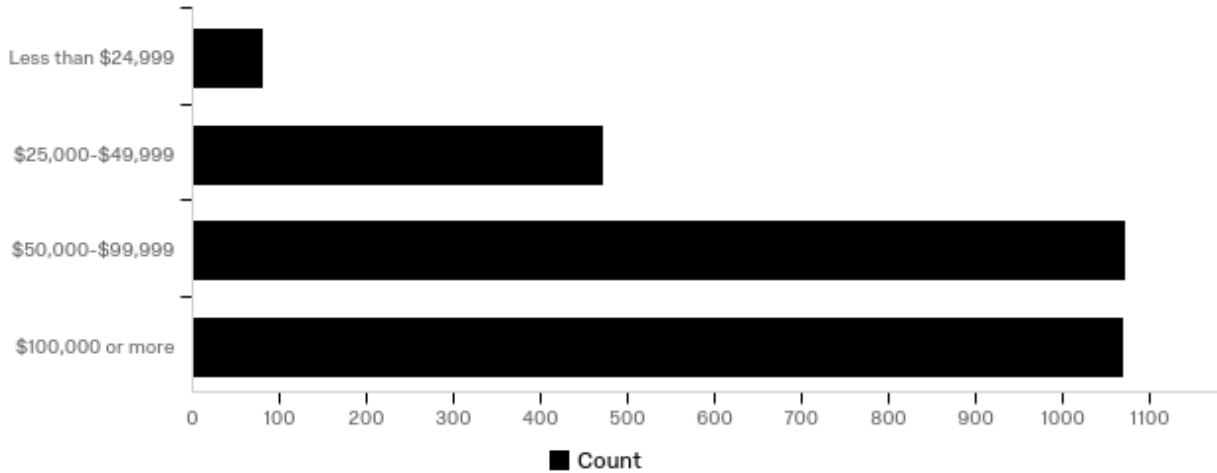
Answer	Count
Less than $24,999	80
$25,000-$49,999	473
$50,000-$99,999	1074
$100,000 or more	1072
Total	2699

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

If currently enrolled, please indicate highest degree received.
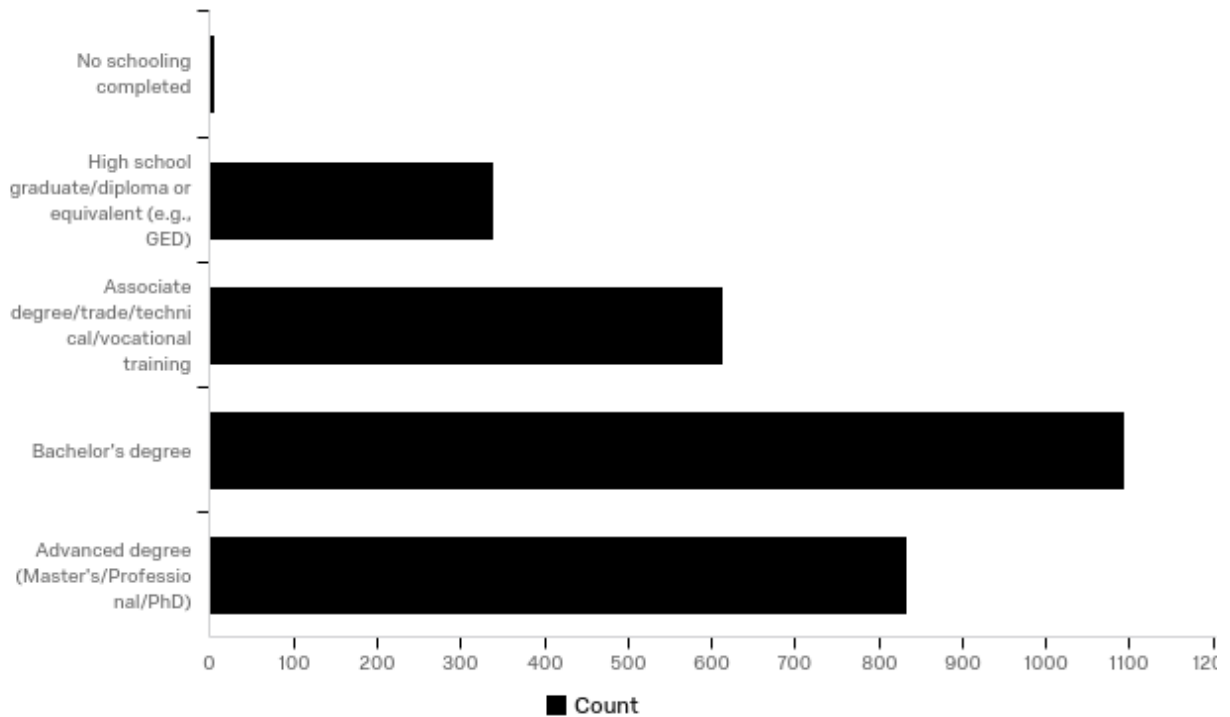
Answer	Count
No schooling completed	6
High school graduate/diploma or equivalent (e.g., GED)	340
Associate degree/trade/technical/vocational training	615
Bachelor's degree	1095
Advanced degree (Master's/Professional/PhD)	833
Total	2889

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 question was an open question, the responses with more than 10 respondents included:

Distance (miles)	Frequency
10	187
5	130
15	130
20	125
25	111
12	94
2	80
8	71
30	66
1	64
7	62
3	52
4	51
35	50
6	41
18	32
40	32
13	27
9	26
16	24
26	24
50	22
17	21
22	20
14	19
11	17
0	16
60	15
23	12

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

This question was an open question, the responses with 10 or more respondents included:

Zip Code	Frequency
28443	181
27519	181
28469	84
28031	84
27513	69
28078	66
27960	54
27502	45
28512	41
28451	38
28117	32
27511	31
27606	27
27603	27
27205	27
27518	24
27527	23
28540	22
28657	21
27701	21
28027	21
28036	21
27530	20
27520	20
28516	19
27705	18
28546	18
28403	17
28411	17
28445	17
27529	16
27526	16
28348	16
27522	16

28714	16
28075	16
27707	16
28711	15
27604	15
28115	15
27591	15
28025	14
27565	14
28311	13
27607	13
27540	13
28571	13
28081	13
27612	13
27534	13
28906	12
27539	12
27949	12
27023	12
28104	12
27615	12
27504	11
28314	11
27577	11
28645	11
27523	11
28083	11
28457	10
28334	10
27712	10
27524	10
28412	10
27608	10
28584	10
27610	10
28786	10

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

Answer	%	Count
Alamance	0.56%	16
Alexander	0.03%	1
Alleghany	0.14%	4
Anson	0.00%	0
Ashe	0.10%	3
Avery	0.91%	26
Beaufort	0.42%	12
Bertie	0.03%	1
Bladen	0.07%	2
Brunswick	5.17%	148
Buncombe	1.89%	54
Burke	0.17%	5
Cabarrus	2.66%	76
Caldwell	0.59%	17
Camden	0.03%	1
Carteret	3.07%	88
Caswell	0.10%	3
Catawba	0.21%	6
Chatham	4.09%	117
Cherokee	0.56%	16
Chowan	0.03%	1
Clay	0.10%	3
Cleveland	0.24%	7
Columbus	0.17%	5
Craven	0.35%	10

Cumberland	3.11%	89
Currituck	0.42%	12
Dare	1.12%	32
Davidson	1.08%	31
Davie	0.35%	10
Duplin	0.28%	8
Durham	2.90%	83
Edgecombe	0.17%	5
Forsyth	1.75%	50
Franklin	0.21%	6
Gaston	0.35%	10
Gates	0.03%	1
Graham	0.14%	4
Granville	1.33%	38
Greene	0.00%	0
Guilford	1.47%	42
Halifax	0.00%	0
Harnett	0.84%	24
Haywood	0.80%	23
Henderson	0.49%	14
Hertford	0.10%	3
Hoke	0.17%	5
Hyde	1.96%	56
Iredell	1.89%	54
Jackson	0.49%	14
Johnston	3.70%	106
Jones	0.03%	1
Lee	0.10%	3

Lenoir	0.31%	9
Lincoln	0.17%	5
McDowell	0.21%	6
Macon	0.38%	11
Madison	0.03%	1
Martin	0.10%	3
Mecklenburg	7.34%	210
Mitchell	0.24%	7
Montgomery	0.31%	9
Moore	0.28%	8
Nash	0.21%	6
New Hanover	2.41%	69
Northampton	0.03%	1
Onslow	2.34%	67
Orange	0.56%	16
Pamlico	0.70%	20
Pasquotank	0.21%	6
Pender	7.41%	212
Perquimans	0.10%	3
Person	0.14%	4
Pitt	0.56%	16
Polk	0.10%	3
Randolph	1.82%	52
Richmond	0.03%	1
Robeson	0.10%	3
Rockingham	0.35%	10
Rowan	1.05%	30
Rutherford	0.24%	7

Sampson	0.07%	2
Scotland	0.17%	5
Stanly	0.45%	13
Stokes	0.21%	6
Surry	0.42%	12
Swain	0.00%	0
Transylvania	0.21%	6
Tyrrell	0.00%	0
Union	1.08%	31
Vance	0.10%	3
Wake	18.41%	527
Warren	0.14%	4
Washington	0.38%	11
Watauga	0.45%	13
Wayne	1.57%	45
Wilkes	0.38%	11
Wilson	0.24%	7
Yadkin	0.31%	9
Yancey	0.56%	16
Total	100%	2862

Appendix O – Weighting Method for Overall Satisfaction

A weighted-observation method can be utilized to account for under- and over-represented demographic cohorts—in terms of sex, age, ethnicity, and geographical location—and improve the validity of the sample results. Results from the 2015 survey compared the participants who were randomly-sampled (based on home address) and those from a convenience sample (through online messaging, organizations, and public agency contacts). The overall purpose of this effort was to objectively determine the perceptions of the North Carolina Department of Transportation's (NCDOT) customers in order to gauge and measure citizen and customer satisfaction. Assessing customer satisfaction will provide NCDOT useful feedback for a variety of subject areas.

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 took approximately 10-15 minutes and could be completed online, by mailing in a paper survey, or by oral response to an administrator on the phone. To take part in the survey, participants were required to be at least 18 years old and currently residing in North Carolina. The survey was conducted in May and June 2015.

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

To ensure that all counties and populations were represented in the survey, the sample included a minimum of 10 surveys per county, with additional surveys distributed in proportion to each county's population. The sample was randomly chosen to reasonably reflect the demographic composition of the state. This sampling resulted in a 95 percent confidence level at +/- 2 percent for the full state-wide sample.

Convenience Sample

The convenience sample had the same goals and objectives of the random sample, though it was applied to North Carolina residents through public outreach. The methods of recruiting participants for the survey included: NCDOT outreach (social media, videos, press release) and project team contacts to local, regional, and state organizations and agencies. Because the convenience sample introduces potential bias in over- or under-sampling, the following weighting method was applied.

2015 Analysis for Overall Satisfaction with NCDOT Services

Raw, unweighted values for overall satisfaction with NCDOT services from the 2015 survey were 84% for the random sample and 73% for the convenience sample. The satisfaction is significantly lower in the convenience sample than the random sample, indicating that there is a selection bias in the convenience survey. Percentages of agreement included those who answered in agreement or were neutral.

Respondents who answered "Don't know" were excluded from calculations. 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 Race

	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

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)

To adjust the sample demographics to more appropriately align with the population, weights can be assigned to each observation. For example, assume that a population consists of 30% younger, 40% middle, and 30% older age groups and the sample consists of 60% younger, 30% middle, and 10% older age groups. In this case, young people are sampled twice as frequently as the population indicates. In order to correct for this, a weight can be assigned to these observations equal to the population value divided by the sample value. For young people, 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) would be the portion of the sample represented by this observation's corresponding gender and Gender(P) would be the portion of the intended population represented by this gender.

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

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 only because highly weighted observations were trimmed). The weightings used in this effort can be found below (the full county table is not presented). 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.
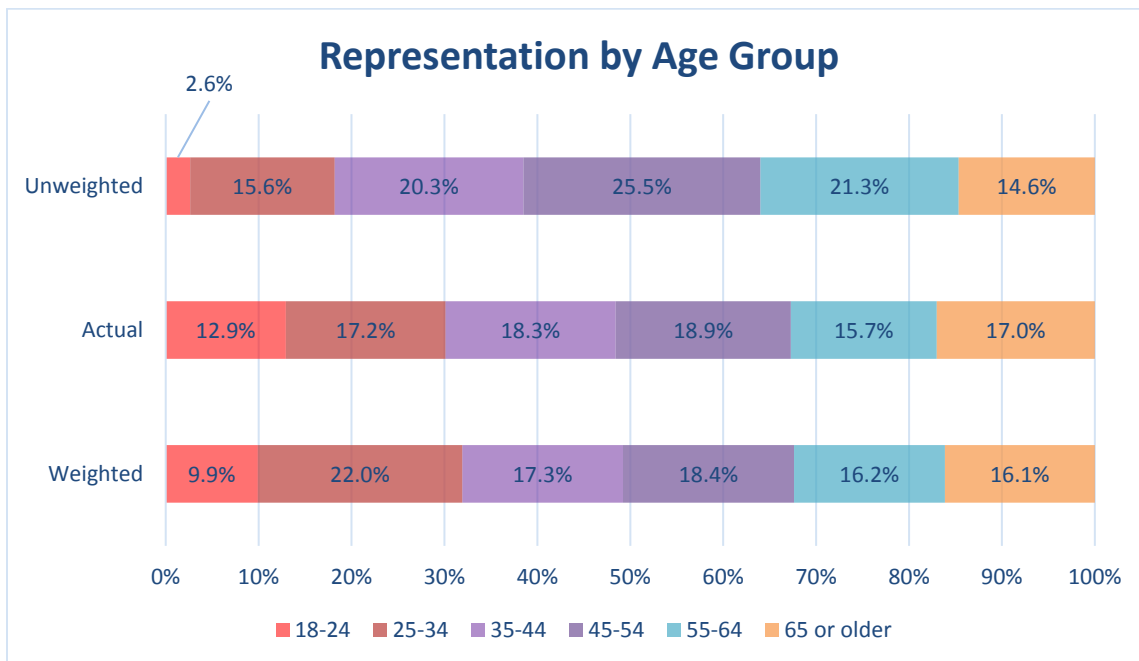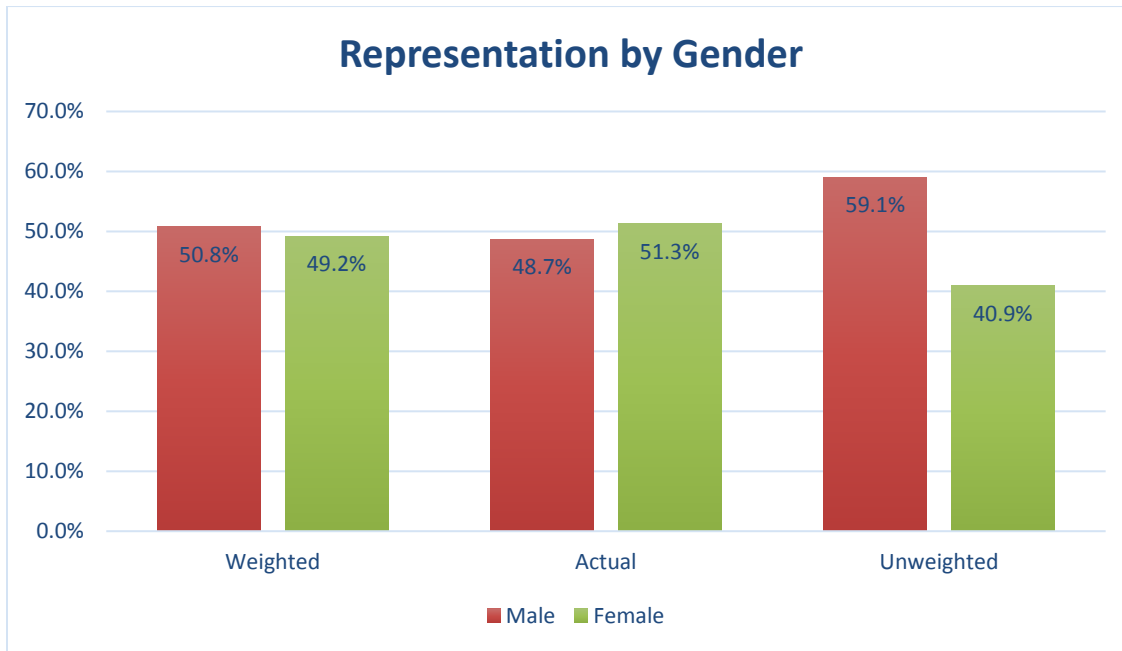
Characteristic		Weighting
Gender	Male	0.8681
	Female	1.2529
Household Income	Less than $24,999	7.0312
	$25,000 to $49,999	1.4229
	$50,000 to $99,999	0.7336
	$100,000 or more	0.4700
Age Group	18 to 24	4.9283
	25 to 34	1.1042
	35 to 44	0.9004
	45 to 54	0.7401
	55 to 64	0.7354
	65-and-older	1.1613
Ethnicity	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

The 95% confidence intervals for each iteration of the convenience sample for overall satisfaction was:
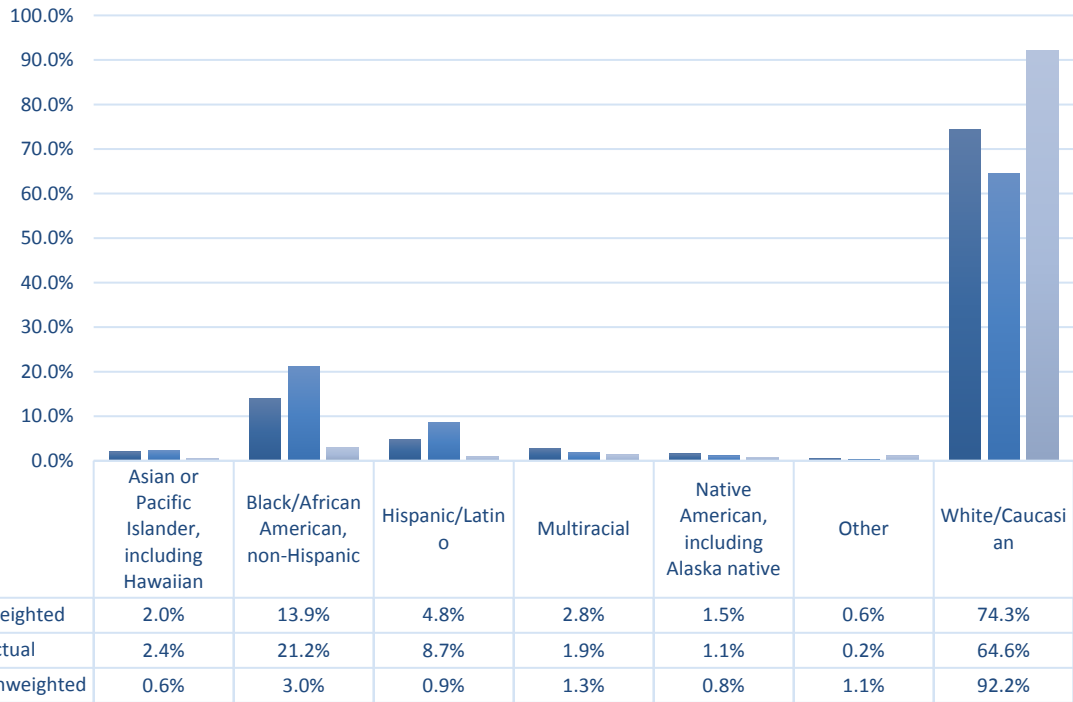
- o Unweighted: 73.5% +/- 1.6% (71.9% to 75.1%)
- o Weighted (Untrimmed): 81.9% +/- 20.4% (60.5% to 100.0%)
- o **Weighted (Trimmed): 78.4% +/- 5.6% (72.9% to 84.0%)**

Results of Weighting by Demographics (2015 Survey)

This section provides a summary of the results of the weighting process.   Because the weighting was employed on multiple variables, the resulting distribution of demographics will not match perfectly with the intended population, but should be much closer, as displayed in the following graphs.
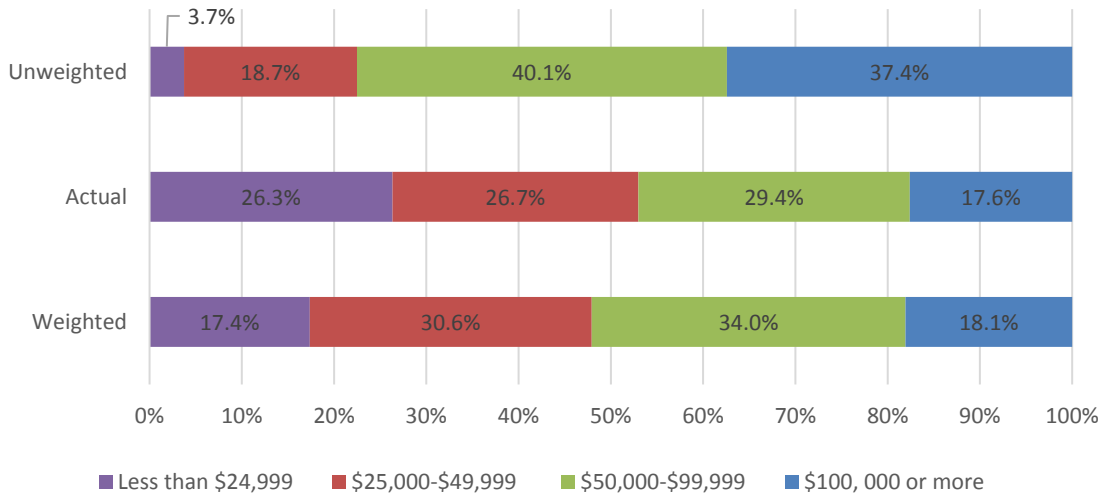
Representation by Ethnicity

	Asian or Pacific Islander, including Hawaiian	Black/African American, non-Hispanic	Hispanic/Latino	Multiracial	Native American, including Alaska native	Other	White/Caucasian
■ Weighted	2.0%	13.9%	4.8%	2.8%	1.5%	0.6%	74.3%
■ Actual	2.4%	21.2%	8.7%	1.9%	1.1%	0.2%	64.6%
■ Unweighted	0.6%	3.0%	0.9%	1.3%	0.8%	1.1%	92.2%

■ Weighted ■ Actual ■ Unweighted

Representation by Income Bracket

	Less than $24,999	$25,000-$49,999	$50,000-$99,999	$100,000 or more
Unweighted	3.7%	18.7%	40.1%	37.4%
Actual	26.3%	26.7%	29.4%	17.6%
Weighted	17.4%	30.6%	34.0%	18.1%

■ Less than $24,999 ■ $25,000-$49,999 ■ $50,000-$99,999 ■ $100, 000 or more

Results of Weighting on Overall Satisfaction

The following graph presents the 2015 and 2016 survey results for overall satisfaction with NCDOT services. In general, the weighting procedures improved the overall satisfaction level, which may be a result of limited geographic areas or demographic groups who negatively perceived NCDOT services and were over-sampled during the convenience sample.