

North Carolina Department of Transportation
Customer Survey Results
2017-2018

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Executive Summary – 2017-18 Statewide Customer Service Survey

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

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

Overall Responses

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

NCDOT Customer Service

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

NCDOT Website

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

Division of Motor Vehicles

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

Division of Motor Vehicles – Website

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

Personal Vehicle Drivers and Passengers

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

Bicyclists

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

Pedestrians

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

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

Public Transportation

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

Ferries

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

Aviation

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