I. Survey Methodology

The Elon University Poll is conducted using a stratified random sample of households with telephones in the population of interest – in this case, citizens in North Carolina. The sample of telephone numbers for the survey is obtained from Survey Sampling International, LLC.

Selection of Households

To equalize the probability of telephone selection, sample telephone numbers are systematically stratified according to subpopulation strata (e.g., a zip code, a county, a state, etc.), which yields a sample from telephone exchanges in proportion to each exchange's share of telephone households in the population of interest. Estimates of telephone households in the population of interest are generally obtained from several databases. Samples of telephone numbers are distributed across all eligible blocks of numbers in proportion to the density of listed households assigned in the population of interest according to a specified subpopulation stratum. Upon determining the projected (or preferred) sample size, a sampling interval is calculated by summing the number of listed residential numbers in each eligible block within the population of interest and dividing that sum by the number of sampling points assigned to the population. From a random start between zero and the sampling interval, blocks are systematically selected in proportion to the density of listed household "working blocks." A *block* (also known as a *bank*) is a set of contiguous numbers identified by the first two digits of the last four digits of a telephone number. A working block contains three or more working telephone numbers. Exchanges are assigned to a population on the basis of all eligible blocks in proportion to the density of working telephone households. Once each population's proportion of telephone households is determined, then a sampling interval, based on that proportion, is calculated and specific exchanges and numbers are randomly selected. Because exchanges and numbers are randomly selected by the computer, unlisted as well as listed telephone numbers are included in the sample. Thus, the sample of telephone numbers generated for the population of interest constitutes a random sample of telephone households of the population, stratified by exchange.

Procedures Used for Conducting the Poll

The survey was conducted Monday, March 10th through Thursday, March 13th of 2008. During this time calls were made from 5:00 pm to 9:00 pm EST. The Elon University Poll uses CATI system software (computer assisted telephone interviewing) in the administration of surveys. For each working telephone number in the sample, several attempts were made to reach the household. Only individuals in households 18 years or older were interviewed; those reached at business or work numbers were not interviewed. Within each household, one adult is generally selected based on whether s/he is the oldest or youngest adult in the home. Interviews, which are conducted by live interviewers, are completed with adults from households in the target population as specified. Interviews for this survey were completed with 473 adults from households in North Carolina. For a sample size of 473, there is a 95 percent probability that our survey results are within plus or minus 4.5 percent (the margin of sampling error) of the actual population distribution for any given question. For sub-samples (a subgroup selected from the overall sample), the margin of error is higher depending on the size of the subsample. When we use a subsample, we identify these results as being from a subsample and provide

the total number of respondents and margin of error for that subsample. In reporting our results, we note any use of a subsample where applicable. Because our surveys are based on probability sampling, there are a variety of factors that prevent these results from being perfect, complete depictions of the population; the foremost example is that of margin of sampling error (as noted above). With all probability samples, there are theoretical and practical difficulties estimating population characteristics (or parameters). Thus, while efforts are made to reduce or lessen such threats, sampling error as well as other sources of error – while not all inclusive, examples of other error effects are non-response rates, question order effects, question wording effects, etc. – are present in surveys derived from probability samples.

Questions and Question Order

The Elon University Poll provides the questions as worded and the order in which these questions are administered (to respondents). Conspicuous in reviewing some questions is the "bracketed" information. Information contained within brackets ([ ]) denotes response options as provided in the question; this bracketed information is rotated per question to ensure that respondents do not receive a set order of response options presented to them, which also maintains question construction integrity by avoiding respondent acquiescence based on question composition. Some questions used a probe maneuver to determine a respondent's intensity of perspective. Probe techniques used in this questionnaire mainly consist of asking a respondent if their response is more intense than initially provided. For example, upon indicating whether s/he is satisfied or dissatisfied, we asked the respondent "would you say you are very _____". This technique is employed in some questions as opposed to specifying the full range of choices in the question. Though specifying the full range of options in questions is a commonly accepted practice in survey research, we sometimes prefer that the respondent determine whether their perspective is stronger or more intense for which the probe technique used. Another method for acquiring information from respondents is to ask an "open-ended" question. The open-ended question is a question for which no response options are provided, i.e., it is entirely up to the respondent to provide the response information.

The Elon University Poll

The Elon University Poll is conducted under the auspices of the Center for Public Opinion Polling (Hunter Bacot, Director), which is a constituent part of the Institute for Politics and Public Affairs (George Taylor, Director); both these organizations are housed in the department of political science at Elon University. These academic units are part of Elon College, the College of Arts and Sciences at Elon University, which is under the direction of Dr. Steven House (Dean). The Elon University administration, led by Dr. Leo Lambert, President of the university, fully support the Elon University Poll as part of its service commitment to state, regional, and national constituents. Dr. Hunter Bacot, a professor in the department of political science, directs the Elon University Poll. Elon University students administer the survey as part of the University's commitment to experiential learning where "students learn through doing."

II. Survey Instrument and Percent Distributions by Question

Interviews were completed with 473 adults from households in the North Carolina. For a sample size of 473, there is a 95 percent probability that our survey results are within plus or minus 4.5 percent (the margin of sampling error) of the actual population distribution for any given question. Data are weighted to reflect the adult population in terms of gender.

About the Codes appearing in Questions and Responses	
Response Options not offered	Response options are not offered to the person taking the survey (respondent), but are included in the question as asked (and usually denoted by brackets, [ ]). Response options are generally offered only for demographic questions (background characteristic, e.g., age, education, income, etc.).
v = volunteered response	Respondents volunteer response option. As response options are not offered to those taking the survey, some respondents offer or volunteer response options. Though not all volunteered options can be anticipated, the more common options are noted.
p = probed response	Respondents self-place in this option or category. A probe maneuver is used in questions to allow the respondent to indicate whether her/his response is more intense than initially provided for in the choices appearing in the question. For example, on probe questions the interviewer, upon a respondent indicating that she/he is satisfied (or dissatisfied), is instructed to ask him/her "Would you say you are "very satisfied"?"

Percentage Tables

First, I d like to ask you about some transportation issues in NC. So, thinking about transportation, what is the most important issue facing transportation in NC today? (open ended)

	Percent
GAS PRICES	30.8
PUBLIC TRANSPORTATION	17.1
ROAD CONDITIONS/QUALITY OF ROADS	12.7
CONGESTION	9.7
TRAFFIC	4.0
ROAD CONSTRUCTION	3.2
SAFETY ON THE ROADS (SPEEDING, CARELESS DRIVING, ETC)	2.8
GAS TAX	2.2
ENVIRONMENT	1.4
OTHER	8.8
DON T KNOW	6.9
REFUSED	.2
Total (473, +/-4.5%)	100.0

Now, I m going to ask you some questions about traffic and congestion . . . On your average drive during the day, is traffic congestion [not a problem or a problem] for you?

	Percent
NOT A PROBLEM	60.4
A PROBLEM	34.2
I DON T DRIVE DURING THE DAY (v)	4.4
DON T KNOW (v)	1.0
Total (473, +/-4.5%)	100.0

Do you think that traffic congestion [is not a problem or is a problem] throughout the state?

	Percent
NOT A PROBLEM	14.8
A PROBLEM	73.5
I DON T DRIVE DURING THE DAY (v)	2.0
DON T KNOW (v)	9.7
Total (473, +/-4.5%)	100.0

Now, I m going to provide you with a list of options that address congestion, so please tell me whether you think each is an [effective or ineffective] option and whether you would [support or oppose] the option?

Option	Ineffective	Effective	Don't Know (v)		Oppose	Support	Don't Know
Build more Roads	22.5	72.2	5.3		22.9	71.9	5.2
Widen Existing Roads	14.4	82.7	2.9		14.7	82.1	3.2
Build more Carpool or High Occupancy Vehicle Lanes	38.5	51.9	9.7		37.7	52.4	9.9
Increase Public Transportation Services	20.0	75.6	4.3		19.2	75.2	5.6
Build Light Rail Systems	27.2	58.4	14.4		25.6	59.4	14.9
Provide City-to-City Rail Services	23.3	70.0	6.6		24.6	68.9	6.6
Provided City-to-City High Speed Rail Services	30.7	56.9	12.4		31.3	57.4	11.3
Mandate Flexible Work Hours	33.6	52.0	14.5		34.9	52.0	13.0
Charge Tolls to use Highways	59.3	34.1	6.7		63.5	31.1	5.5
Increase Parking Fees	65.6	21.5	12.9		67.7	20.8	11.5
Limit Automobile Access	53.9	24.0	22.1		55.5	21.7	22.8
Increase the Number of Park and Ride Locations	15.8	74.3	9.9		17.2	72.7	10.1
Improve Public Transportation Services	10.9	83.9	5.3		13.0	82.4	4.6
Reduce Public Transportation Fares	31.5	52.9	15.6		32.9	51.7	15.4
Limit Truck Access	42.7	44.3	13.0		44.4	43.0	12.6

Note: Total=473, +/-4.5%.

Would you [support or oppose] the state of North Carolina collecting tolls on North Carolina highways? (probe)

	Percent
STRONGLY OPPOSE (p)	38.1
OPPOSE	25.3
SUPPORT	20.3
STRONGLY SUPPORT (p)	11.4
DON T KNOW (v)	5.0
Total (473, +/-4.5%)	100.0

Do you [support or oppose] using tolls on North Carolina highways as another source of revenue for road maintenance and construction? (probe)

	Percent
STRONGLY OPPOSE (p)	30.6
OPPOSE	24.7
SUPPORT	25.7
STRONGLY SUPPORT (p)	14.6
DON T KNOW (v)	4.4
Total (473, +/-4.5%)	100.0

Do you [support or oppose] the state making commuter rail available in urban areas? (probe)

	Percent
STRONGLY OPPOSE (p)	6.2
OPPOSE	15.7
SUPPORT	42.9
STRONGLY SUPPORT (p)	28.7
DON T KNOW (v)	6.0
REFUSED (v)	.6
Total (473, +/-4.5%)	100.0

Would you [support or oppose] the use of High Speed Trains to travel between the largest cities in North Carolina? (probe)

	Percent
STRONGLY OPPOSE (p)	9.0
OPPOSE	15.1
SUPPORT	39.8
STRONGLY SUPPORT (p)	29.8
DON T KNOW (v)	6.2
REFUSED (v)	.2
Total (473, +/-4.5%)	100.0

Would you [support or oppose] having a regional rail system in your area? (probe)
(if support or strongly support, go to next question; if oppose or strongly oppose, skip to next set of question)

	Percent
STRONGLY OPPOSE (p)	10.1
OPPOSE	18.9
SUPPORT	39.8
STRONGLY SUPPORT (p)	24.8
DON T KNOW (v)	6.0
REFUSED (v)	.4
Total (473, +/-4.5%)	100.0

Would you be willing to pay extra fees to support a regional rail system?
(if yes, go to next question; if no, skip to next set of question)

	Percent
NO	23.7
YES	67.2
DON T KNOW (v)	8.8
REFUSED (v)	.3
Total (306, +/- 5.7%)	100.0

How much would you be willing to pay each year in extra fees? (open ended)

	Percent
NONE	2.6
LESS THAN $10	3.7
$10 to $25	7.0
$25 TO $50	3.6
$50 TO $75	5.4
$75 TO $100	12.1
MORE THAN $100	13.8
DON T KNOW	50.4
REFUSED	1.4
Total (206, +/- 7.0%)	100.0

Do you have any problems with parking at your work site?
(if yes, go to next question; if no, skip to next set of question)

	Percent
NO	82.5
YES	8.4
DON T KNOW (v)	7.5
REFUSED (v)	1.6
Total (473, +/-4.5%)	100.0

Of those answering yes (40 respondents), the parking issues identified were as follows:

	Percent
Not enough spaces	6.8
Inconvenient	1.2
Unsafe After Dark	.2
Unsafe Lot	.2
Other	2.0

Note: the question was administered in an open-ended format that permitted respondents to identify multiple responses; percentages are based on total sample size of 473.

Now I'm going to ask you some questions about funding for transportation in North Carolina. When talking about transportation, it includes road building, road maintenance, public transportation, highway safety, and other issues related to transportation. First, I'd like to know how you feel about raising funds to pay for transportation . . .

Would you [agree or disagree] with increasing the cost of the yearly car registration? (probe)
(if support or strongly support, go to next question; if oppose or strongly oppose, skip to next set of question)

		Percent
Valid	STRONGLY DISAGREE (p)	30.8
	DISAGREE	27.7
	AGREE	30.5
	STRONGLY AGREE (p)	7.3
	DON T KNOW	3.4
	REFUSED	.2
	Total (473, +/-4.5%)	100.0

How much would you be willing to increase car registration fees each year ? (open ended)

	Percent
NONE	1.0
LESS THAN $1	.7
$1 to $5	16.7
$5 TO $10	24.6
$10 TO $15	11.8
$15 TO $20	8.9
MORE THAN $20	17.6
DON T KNOW	18.2
REFUSED	.7
Total (179, +/-7.5%)	100.0

Would you [support or oppose] charging a registration fee based on the number of miles a person drives each year? (probe)
(if support or strongly support, go to next question; if oppose or strongly oppose, skip to next set of question)

		Percent
Valid	STRONGLY OPPOSE (p)	42.9
	OPPOSE	34.8
	SUPPORT	10.6
	STRONGLY SUPPORT (p)	8.6
	DON T KNOW (v)	2.9
	REFUSED (v)	.2
	Total (473, +/-4.5%)	100.0

How much would you be willing to pay for each mile over 10,000 miles that you drive in a year? (open ended)

	Percent
NONE	3.6
LESS THAN 10 CENTS PER MILE	25.5
1O CENTS TO 15 CENTS PER MILE	6.4
15 CENTS TO 20 CENTS PER MILE	2.6
20 CENTS TO 25 CENTS PER MILE	3.2
MORE THAN 25 CENTS PER MILE	4.2
MORE THAN $1 PER MILE	3.2
MORE THAN $3 PER MILE	4.2
DON T KNOW	46.1
REFUSED	1.0
Total (91, +/-10.5%)	100.0

Would you [support or oppose] increasing the cost of the yearly driver's license renewal fee? (probe)
(if support or strongly support, go to next question; if oppose or strongly oppose, skip to next set of question)

	Percent
STRONGLY OPPOSE (p)	32.4
OPPOSE	31.5
SUPPORT	24.7
STRONGLY SUPPORT (p)	8.4
DON T KNOW (v)	2.7
REFUSED (v)	.2
Total (473, +/-4.5%)	100.0

How much would you be willing to increase the cost of the yearly driver's license renewal fee? (open ended)

	Percent
LESS THAN $1	1.4
$1 to $5	25.0
$5 TO $10	28.0
$10 TO $15	13.5
$15 TO $20	1.7
MORE THAN $20	11.4
DON T KNOW (v)	18.1
REFUSED (v)	.7
Total (157, +/-8.0%)	100.0

Would you [support or oppose] charging a yearly registration fee based on vehicle weight? (probe)
(if support or strongly support, go to next question; if oppose or strongly oppose, skip next question)

	Percent
STRONGLY OPPOSE (p)	24.2
OPPOSE	25.0
SUPPORT	31.3
STRONGLY SUPPORT (p)	14.0
DON T KNOW (v)	5.6
Total (473, +/-4.5%)	100.0

How much would you be willing to pay annually for each pound that the vehicle weighs over a predetermined weight?
(open ended)

	Percent
NONE	3.2
LESS THAN $1	16.5
$1 to $5	10.3
$5 TO $10	2.7
$10 TO $15	1.8
$15 TO $20	2.1
MORE THAN $20	2.7
DON T KNOW (v)	59.2
REFUSED (v)	1.5
Total (214, +/-6.8)	100.0

Now I d like to read you a list of other funding sources for transportation in North Carolina . . . for each one, please indicate whether you [support or oppose] it as a way to pay for transportation (probe)

Option	Strongly Oppose (p)	Oppose	Support	Strongly Support (p)	Don't Know
Local Property Tax	45.4	35.2	13.0	4.1	2.2
Motor Fuel Tax	46.8	23.1	21.9	5.8	2.4
Motor Vehicle Excise Tax	26.3	29.1	23.3	3.8	17.6
Sales Tax on Fuel	45.4	29.3	18.5	5.0	1.8
State Levied Property Tax	40.1	41.2	9.6	2.7	6.4
Franchise Fees on Petroleum Products	25.0	33.0	22.7	4.7	14.6
Taxes on Goods by Tonnage	18.2	32.1	28.5	5.7	15.6
Weight Fees on Trucks	11.2	24.1	42.9	16.1	5.6
Special Fees on Developers	11.8	22.0	35.5	23.6	7.2
State General Fund	11.9	23.3	37.9	11.5	15.4
Commuter Tax	23.6	38.3	22.9	5.0	10.2
Special Parking Fees	17.1	39.3	29.8	7.1	6.8
Dealer or Manufacturer Taxes	16.5	33.7	31.4	10.2	8.1

Note: Total=473, +/-4.5%

Would you [support or oppose] a 2 billion dollar statewide bond referendum to fund work on bridges and roads as well as other transportation projects? (probe)

	Percent
STRONGLY OPPOSE (p)	14.1
OPPOSE	11.8
SUPPORT	39.1
STRONGLY SUPPORT (p)	26.7
DON T KNOW (v)	8.2
Total (473, +/-4.5%)	100.0

In North Carolina, as you may be aware, some communities are able to charge builders and developers an impact fee when they build new housing. An impact fee is a fee collected for each new development or house built in a county and the fees are used to help the county deal with the costs due to the development or additional houses.

Should developers be charged impact fees to assist with local road construction?

	Percent
NO	22.1
YES	73.9
DON T KNOW (v)	4.0
Total (473, +/-4.5%)	100.0

Now I'd like to ask you about what level of government should be responsible for roads. . . [Should the state give local governments the responsibility for road construction and maintenance, or should the state government be responsible for road construction and maintenance in NC]?

	Percent
STATE SHOULD GIVE TO LOCAL GOVT	24.3
STATE SHOULD KEEP RESPONSIBILITY	63.9
DON T KNOW (v)	11.8
Total (473, +/-4.5%)	100.0

Would you [support or oppose] giving local governments the option to pay for their own transportation projects? (probe)

	Percent
STRONGLY OPPOSE (p)	10.0
OPPOSE	15.2
SUPPORT	50.7
STRONGLY SUPPORT (p)	18.5
DON T KNOW (v)	5.6
Total (473, +/-4.5%)	100.0

Would you [support or oppose] giving local governments the option to have a local gas tax to pay for their own transportation projects? (probe)

	Percent
STRONGLY OPPOSE (p)	32.9
OPPOSE	33.0
SUPPORT	23.5
STRONGLY SUPPORT (p)	7.2
DON T KNOW (v)	3.4
Total (473, +/-4.5%)	100.0

Would you [support or oppose] giving local governments the option to use a half-cent sales tax specifically for funding their own bus and passenger rail service? (probe)

	Percent
STRONGLY OPPOSE (p)	13.8
OPPOSE	22.8
SUPPORT	41.4
STRONGLY SUPPORT (p)	16.9
DON T KNOW (v)	5.1
Total (473, +/-4.5%)	100.0

Would you [support or oppose] allowing citizens to decide by referendum to use a half-cent sales tax to pay for mass transit in their own county? (probe)

	Percent
STRONGLY OPPOSE (p)	7.9
OPPOSE	12.5
SUPPORT	49.1
STRONGLY SUPPORT (p)	26.6
DON T KNOW (v)	3.8
Total (473, +/-4.5%)	100.0

Would you [support or oppose] allowing citizens to decide by referendum to use a half-cent sales tax to pay for roads in their own county? (probe)

	Percent
STRONGLY OPPOSE (p)	6.0
OPPOSE	16.7
SUPPORT	49.4
STRONGLY SUPPORT (p)	23.2
DON T KNOW (v)	4.2
REFUSED (v)	.6
Total (473, +/-4.5%)	100.0

Now, I d like to change the topic . . . and ask you about other types of transportation options you may use, if any, during your regular week .

. . . how many times during the week do you carpool?

	Percent
0 times	82.6
1 times	4.6
2 times	4.5
3 times	1.5
4 times	.7
5 times	2.9
6 times	.4
7 times	1.2
12 times	.2
20 times	.4
REFUSED	1.1
Total (473, +/-4.5%)	100.0
AVERAGE	1.6

. . .how many times during the week do you ride in a vanpool?

	Percent
0 times	96.5
1 times	.8
2 times	.7
3 times	.2
5 times	.2
6 times	.2
7 times	.2
9 times	.2
14 times	.2
REFUSED	.8
Total (473, +/-4.5%)	100.0
AVERAGE	0.94

. . .how many times during the week do you ride a bus?

	Percent
0 times	94.2
1 times	1.3
2 times	1.9
3 times	.5
4 times	.2
5 times	.6
7 times	.4
10 times	.4
REFUSED	.4
Total (473, +/-4.5%)	100.0
AVERAGE	0.59

. . .how many times during the week do you ride the train?

	Percent
0 times	97.8
1 times	1.6
3 times	.2
REFUSED	.4
Total (473, +/-4.5%)	100.0
AVERAGE	0.43

. . .how many times during the week do you ride a bicycle?

	Percent
0 times	87.4
1 times	3.5
2 times	2.9
3 times	2.5
5 times	1.2
6 times	.2
7 times	.7
14 times	.2
15 times	.2
21 times	.2
30 times	.2
REFUSED	.6
Total (473, +/-4.5%)	100.0
AVERAGE	1.1

Now, I would like to know what it costs you each week for going back and forth to work . . . so would you please try and estimate how much you spend

. . . on gas each week?

	Percent
$0	14.1
$1-$15	11.6
$16-$30	21.3
$31-$45	14.8
$46-$60	17.4
$61-$75	5.8
$76-$100	7.3
$100 or more	7.6
Total (473, +/-4.5%)	100.0
AVERAGE	$84.17

. . . on parking each week?

	Percent
$0	87.9
$1-$5	2.3
$6-$10	2.0
$10 or more	7.8
Total (473, +/-4.5%)	100.0

. . . to ride the bus each week?

	Percent
$0	93.2
$1-$5	2.0
$6-$10	.6
$10 or more	4.2
Total (473, +/-4.5%)	100.0

. . . to ride the train each week?

	Percent
$0	94.2
$1-$5	1.1
$6-$10	.7
$10 or more	4.0
Total (473, +/-4.5%)	100.0

Now I'm going to read you a list of commuting alternatives . . . I'd like you to tell me whether the option is available to you, if you currently use it at least once a week, or if you would consider using it.

Option	Not Available	Available		Currently Do Not Use	Currently Use at Least Once a Week		Would Not Consider Using	Would Consider Using
Carpool	69.8	30.2		84.9	15.1		38.7	61.3
Vanpool	84.2	15.8		96.8	3.2		50.4	49.6
Bicycle Path	79.2	20.8		93.4	6.6		63.4	36.6
Bus	68.0	32.0		93.2	6.8		46.8	53.2
Park & Ride	83.0	17.0		95.4	4.6		50.3	49.7
Train	88.1	11.9		96.7	3.3		41.4	58.6
Light Rail	91.6	8.4		96.8	3.2		42.1	57.9
High Occupancy Vehicle Lanes	85.4	14.6		92.9	7.1		45.3	54.7

Note: Total= 473, +/-4.5%

Do you own a vehicle? (skip; if yes, go to next question; if no, skip to next set of questions about NC DOT)

	Percent
NO	4.3
YES	95.7
Total (473, +/-4.5%)	100.0

How many days a week do you use it to drive to work? (skip, if between 1 and 7, go to next question; if not, skip to next set of questions about NC DOT)

	Percent
0 days	21.1
1 days	2.1
2 days	1.8
3 days	6.3
4 days	5.4
5 days	45.2
6 days	5.4
7 days	10.0
REFUSED	2.6
Total (453, +/-4.7 %)	100.0
AVERAGE	3.9 days
MEDIAN	5 days

On a typical work day, about how long does it take you to drive directly from your home to work?

	Percent
0 minutes	5.1
1-5 minutes	9.4
6-10 minutes	14.0
11-15 minutes	15.4
16-20 minutes	16.2
21-30 minutes	18.6
31-40 minutes	7.8
41-60 minutes	9.0
60 or more minutes	4.5
Total (346, +/-5.4%)	100.0
AVERAGE	49.47 minutes
MEDIAN	20 minutes

On a typical work day, about how long does it take you to drive directly from your work to home?

	Percent
0 minutes	5.1
1-5 minutes	8.5
6-10 minutes	14.5
11-15 minutes	14.0
16-20 minutes	14.3
21-30 minutes	19.2
31-40 minutes	8.5
41-60 minutes	9.3
60 or more minutes	6.6
Total (346, +/-5.4%)	100.0
AVERAGE	53.9 minutes
MEDIAN	20 minutes

On a typical work day, about how many miles do you drive to your work?

	Percent
0 miles	6.4
1-10 miles	35.6
11-20 miles	27.2
21-30 miles	16.0
31-40 miles	2.8
41-50 miles	5.3
50 or more miles	6.8
Total (346, +/-5.4%)	100.0
AVERAGE	38.5 miles
MEDIAN	13 miles

What time do you normally travel from home to work?

	Percent
3 AM UNTIL 6:30 AM --- EARLY, BEFORE MORNING RUSH HOUR	15.4
6:30 AM UNTIL 9 AM ----- RUSH HOUR / REGULAR MORNING TRAF	61.3
9 AM UNTIL 10 AM ---- MID-MORNING / AFTER RUSH HOUR	8.9
10 AM UNTIL NOON ------ NOT DURING MORNING RUSH HOUR	3.1
NAMED ANOTHER TIME	3.7
DON T KNOW (v)	5.6
REFUSED (v)	2.0
Total (345, +/-5.4%)	100.0

What time do you normally travel from work to home?

	Percent
3 PM UNTIL 4 PM --- EARLY, BEFORE AFTERNOON RUSH HOUR	13.9
4 PM UNTIL 6 PM ----- RUSH HOUR / REGULAR AFTERNOON TRAF	47.0
6 PM UNTIL 7 PM ---- AFTER AFTERNOON RUSH HOUR	15.3
7 PM OR LATER ------ NOT DURING AFTERNOON RUSH HOUR	8.6
NAMED ANOTHER TIME	6.0
DON T KNOW (v)	6.7
REFUSED (v)	2.5
Total (345, +/-5.4%)	100.0

In these next few questions, I am interested in what you think about the performance of the North Carolina Department of Transportation. As you likely know, the Department of Transportation, also known as D.O.T., is the state agency that oversees transportation in North Carolina and is responsible for such things as road construction, road maintenance, driver's licenses, vehicle tags and registration, and automobile inspections.

Would you say you are [satisfied or unsatisfied] with the overall performance of the North Carolina Department of Transportation? (probe)

	Percent
VERY UNSATISFIED (p)	17.2
UNSATISFIED	17.7
SATISFIED	52.9
VERY SATISFIED (p)	7.6
DON T KNOW	4.7
Total (473, +/-4.5%)	100.0

How would you describe the North Carolina Department of Transportation's response to the needs of citizens . . . would you describe it as [very good, good, average, poor, or very poor]?

	Percent
VERY POOR	9.9
POOR	16.0
AVERAGE	40.8
GOOD	23.7
VERY GOOD	4.3
DON T KNOW (v)	5.3
Total (473, +/-4.5%)	100.0

Now, I m going to read a list of D.O.T. responsibilities and I d like to know how [satisfied or unsatisfied] you are with the department's performance in these areas? (probe)

Option	Very Unsatisfied (p)	Unsatisfied	Satisfied	Very Satisfied (p)	Don't Know
Road Construction	16.1	24.3	49.9	5.7	3.9
Road Maintenance	17.0	27.7	45.9	6.6	2.9
Serving Citizens	9.1	19.5	51.7	5.7	14.0
Responding to Citizens' Needs	11.0	24.9	45.2	5.3	13.5
Vehicle Registration Processing	8.3	10.3	63.1	12.3	6.0
License Tag Processing	8.0	8.7	64.2	13.3	5.8
Driver's License Processing	11.8	12.8	57.9	12.9	4.6
Providing Public Transit	15.0	27.4	31.1	3.2	23.3
Overall Management of the Division of Motor Vehicles	10.1	17.8	57.3	3.5	11.3

Note: Total= 473, +/-4.5%

In the past year, have you called the NC Department of Transportation? (skip; if yes, go to next question; if no, skip to next set of questions about water issues)

	Percent
NO	71.0
YES	28.2
DON T KNOW (v)	.6
REFUSED (v)	.2
Total (473, +/-4.5%)	100.0

In the past year, have you interacted with the North Carolina Department of Transportation? (skip; if yes, go to next question)

	Percent
NO	17.1
YES	81.3
DON T KNOW (v)	1.5
Total (133, +/-8.7)	100.0

Which of the following interactions have you had in the past year?

Type of Interaction	No	Yes	Don't Know
Received a Service from the Department	38.9	61.1	0.0
Worked with the Department to Solve a Local Road Issue	71.6	28.4	0.0
Attended a Community Event or Meeting Held by the Department	86.2	12.7	1.1
Reported a Safety or Road Issue to the Department	63.5	34.3	2.2

Note: Total =133, +/-8.7.

Was the person you dealt with most recently respectful and courteous?

	Percent
NO	13.0
YES	82.7
DON T KNOW (v)	4.3
Total (133, +/-8.7)	100.0

Was the person you dealt with most recently knowledgeable and helpful?

	Percent
NO	18.7
YES	79.5
DON T KNOW (v)	1.9
Total (133, +/-8.7)	100.0