



NORTH CAROLINA

Department of Transportation

NCDOT 2025 Customer Service Survey

Please tell us how we are doing. Take this short survey to help the N.C. Department of Transportation identify ways to make its transportation network and programs and services safer, more efficient and customer-focused. This survey also includes your feedback for N.C. Division of Motor Vehicles.

The department has issued this survey annually for the last decade to gauge how it can improve. The results will be available to the public on NCDOT.gov after the survey closes **Nov. 7**.

Go to the Survey:

https://ncsu.qualtrics.com/jfe/form/SV_07d6A8RZsw8ifVc

A graphic for the NCDOT Customer Service Survey. At the top, there are icons for an airplane, a person walking, a bicycle, a car, a train, a bus, and a truck. Below these icons, the text reads "How are we doing?" followed by five yellow stars and a hand icon pointing to the fourth star. Underneath, it says "Let us know by taking the NCDOT CUSTOMER SERVICE SURVEY". At the bottom right, it states "Survey will be live Oct. 1 - Nov. 7, 2025" and includes the NCDOT logo. On the left side of the graphic, there are two speech bubbles: one with a red heart and one with a thumbs-up icon.