

# Connecticut DOT Customer Experience (CX) Action Plan

## Online Survey Results Summary

### Appendix II | Demographic Details

#### Age

Age Range	% Respondents	% 2020 Census
Under 25	11%	32%
25 – 34	32%	13%
35 – 44	22%	17%
45 – 64	26%	23%
65 – 74	7%	7%
75 or older	2%	7%
Prefer not to answer	1%	n/a

#### Household Income Level

Income Range	% Respondents	Census Ranges	% 2021 ACS*
Less than \$12,500	11%	Less than \$10,000	5%
\$12,501 to \$30,000	18%	\$10,000 to \$34,999	17%
\$30,001 to \$50,000	20%	\$35,000 to \$49,999	9%
\$50,001 to \$80,000	17%	\$50,000 to \$74,999	15%
More than \$80,000	21%	More than \$75,000	54%
Prefer not to answer	13%	Prefer not to answer	n/a

\*Data from 2021 American Community Survey

#### Race and Ethnicity

Race	% Respondents	% 2020 Census
American Indian, Indigenous or Alaskan Native	7%	<1%
Asian	4%	5%
Black or African American	14%	11%
Middle Eastern or North African	1%	n/a
Native Hawaiian or Pacific Islander	2%	<1%
White	57%	66%
Two or more of these	3%	9%
Another race or ethnicity	3%	8%
Prefer not to answer	7%	n/a

<b>Ethnicity</b>	<b>% Respondents</b>	<b>% 2020 Census</b>
Hispanic or Latino	31%	17%
Not Hispanic or Latino	69%	83%

Vehicle Ownership

<b>Vehicle Ownership</b>	<b>% Respondents</b>
Yes	41%
No	59%