

NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

20
19



ANNUAL REPORT

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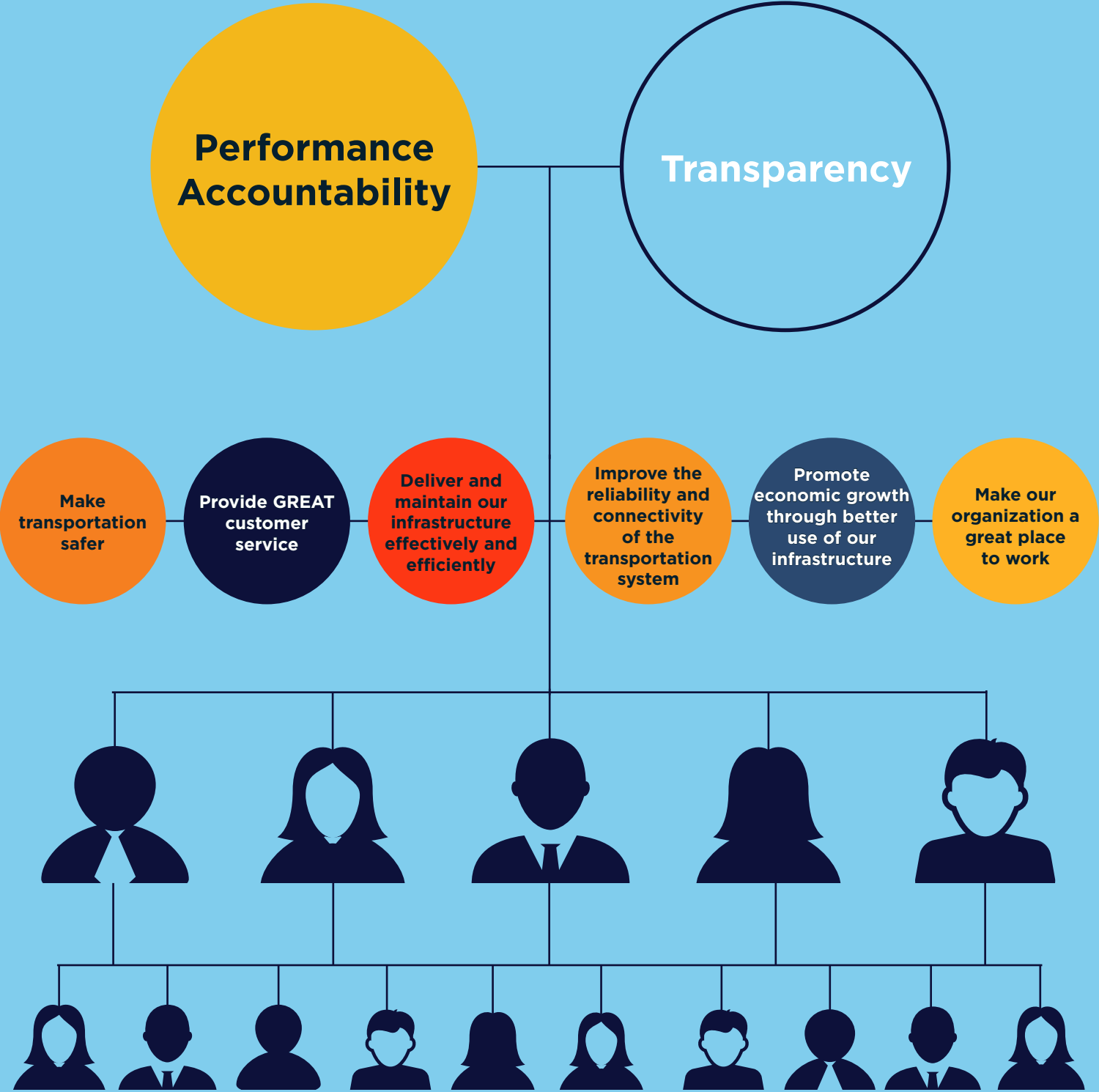
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Supporting material, including background information, definitions and rationale on the [performance scorecard](#) is available at [ncdot.gov](#), search “Performance Scorecard.” Information in this report is based on State Fiscal Year (SFY) 2019, which covers the time period of July 1, 2018 to June 30, 2019, unless otherwise noted.

On the cover: Basnight Bridge

Goals



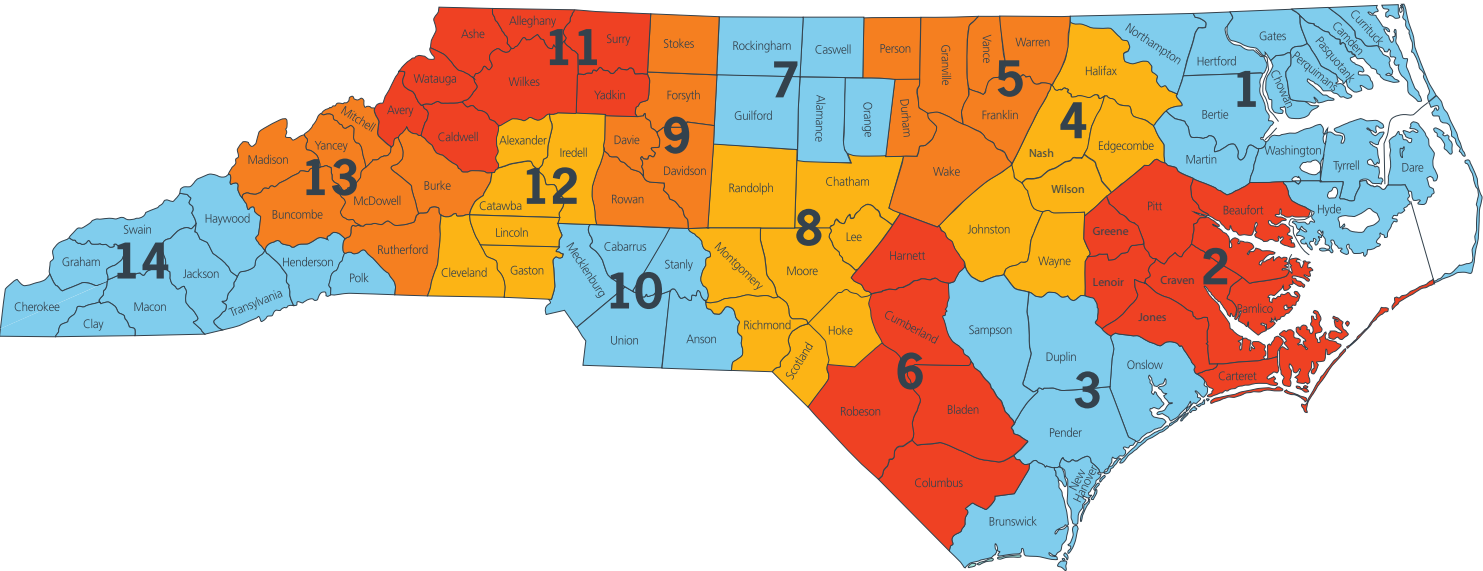
About NCDOT

The N.C. Department of Transportation (NCDOT) is responsible for all modes of transportation in North Carolina. This includes highways, rail, aviation, ferries, public transit, and bicycle and pedestrian transportation. The department also oversees the state's Division of Motor Vehicles and the Governor's Highway Safety Program, which promotes safety awareness to reduce highway crashes and fatalities. Additionally, NCDOT helps expand economic growth opportunities through oversight of the N.C. State Ports, N.C. Global TransPark and N.C. Turnpike Authority.

NCDOT is a performance-based organization with a strategic, data-driven, decision-making process that is transparent and accountable. This approach ensures that politics do not determine transportation selection, and it aligns the department's operations with its overall mission and goals.

The department's operations are led by the Secretary of Transportation. A 19-member Board of Transportation, the department's governing body, is responsible for overseeing the transportation policymaking process and monitoring performance of the agency.

Transportation Divisions



one of the largest
state-maintained highway
systems in the nation with about
80,000 miles of road
more than 13,500
bridges



Inspectors checked about
12,000 of these bridges and
culverts.

more than
15,000 miles
of primary highways
(Interstate, U.S. and
N.C. routes)

nearly
65,000 miles
of secondary roads

More than 62 million
passengers fly to and
from North Carolina and
over 1.7 billion pounds
of cargo pass through the
state's airports.



72

publicly owned airports and nearly
487 other airports, heliports and
other landing areas; more than
8,000 registered aircraft and **14,000**
licensed pilots

nearly
3,300
miles of mainline
railroad track and about
6,200 total at-grade
railroad crossings
in North Carolina

98
transit systems
serving residents in all
100 counties



provided more than
68 million passenger trips

9,960

miles of regional and statewide bicycle
and pedestrian routes planned

2nd
largest state-operated
ferry system and the
largest
on the East Coast



22
ferries serve
8
routes

carried over 1.6 million passengers

NC By Train's
Piedmont and
Carolinian provide
4 daily roundtrips
to Charlotte, Greensboro,
Raleigh and nine other
North Carolina cities with
nearly **460,000 passengers**

12 mobile units
take NCDMV license
services to remote areas of
the state

NCDMV issued nearly



2.8 million

driver licenses, permits and
identification cards; processed more than
3.2 million vehicle titles
and issued more than
9.2 million license
plates and registration stickers

About **4,900** volunteer
groups adopted about
9,900 miles of
state-maintained roadsides,
saving taxpayers millions
of dollars in cleanup costs.



NCDOT *State Farm* Safety Patrol
made nearly 79,000 stops
and expedited incident
clearance, removed
debris, assisted motorists
and managed traffic



NCDMV's License & Theft Unit
recovered 1,154
stolen vehicles
valued at
\$12.5 million

The **NC 511**
phone system
handled nearly
35,000 calls
for traveler
information and
Amber Alerts.

The **NC 511** **phone system**
provides live
operators during
daytime hours to
assist travelers with inquiries
and provide traffic updates.
Available 24 hours a day
via **DriveNC.gov**.



NCDMV has **115 driver license**
offices and 125 privately owned
license plate agencies and
registration offices that serve
the state's **7.3 million licensed drivers**
and owners of the **9.7 million vehicles**
registered in the state.



More than **900** traffic cameras
allow NCDOT to monitor traffic
conditions in real time
to quickly respond to
incidents and alert other
motorists through more
than **300 Dynamic Message Signs**

Our Divisions

AVIATION

The Division of Aviation is responsible for state aviation system planning and development, which involves administering funding and technical assistance to communities for building and improving airports as well as overseeing the regulation of unmanned aircraft systems in the state. The division also operates an active safety and education program and operates and maintains the department's aircraft for photogrammetry and passenger services.

BICYCLE AND PEDESTRIAN

The Division of Bicycle and Pedestrian Transportation supports all aspects of bicycling and walking in North Carolina through engineering, planning, education and training, with the goal of integrating bicycle and pedestrian safety, mobility and accessibility into the state's overall transportation program.

FERRY

The Ferry Division provides safe, cost-effective and dependable service for travelers. The division operates seven routes across the Currituck Sound, Pamlico Sound, Cape Fear River, Neuse River, Pamlico River and Hatteras Inlet. The division also is capable of activating an emergency route between the Dare County mainland and Hatteras Island at Rodanthe within two to three hours in the event of a long-term or emergency closure of N.C. 12. The ferry operations are supported by a full-service shipyard, dredge, crane barge, tugboats and other support vessels.

GLOBAL TRANSPARK

The N.C. Global TransPark is a 2,500-acre multimodal, industrial and business park strategically situated in eastern North Carolina. Its on-site Composite Center is one of the most advanced workforce development training facilities in the state. With its integrated infrastructure, close proximity to Interstates 40 and 95 and to the state's two deep water ports, the GTP is an ideal location for a variety of business types, especially companies involved in aerospace and logistics.

GOVERNOR'S HIGHWAY (GHSP) PROGRAM

The Governor's Highway Safety Program is dedicated to reducing the number of traffic crashes and deaths in North Carolina by funding efforts to reduce crashes and promote safety awareness. GHSP also helps fund North Carolina's Vision Zero initiative, which is working to meet the goal of zero deaths on the state's roadways.

HIGHWAYS

The Division of Highways is responsible for all aspects of the approximately 80,000-mile state-maintained highway system, including the safe and efficient movement of traffic. It includes 14 regional offices, referred to as division offices, across the state that are comprised of multiple counties within a region (see map Page 4). Each division oversees project planning, design, construction and all maintenance activities, such as mowing, pothole repair and resurfacing. Statewide units provide support and oversight for these functions.

MOTOR VEHICLES

The Division of Motor Vehicles delivers quality customer support through professional driver and motor vehicle services, while promoting highway safety and protecting secure information.

PUBLIC TRANSPORTATION

The Public Transportation Division fosters the development of intercity, urban and community public transportation for all North Carolinians. PTD administers federal and state transportation grant programs, provides leadership and training opportunities, as well as planning and technical assistance to local transit services. Operated by local agencies, North Carolina's public transportation systems provide transit options in all 100 counties, serving as a safe, cost-effective and environmentally friendly alternative for residents who cannot, or choose not to, drive.

RAIL

North Carolina has more than 3,300 miles of railroad tracks that benefit both freight and passenger trains by providing an efficient and environmentally friendly transportation option. The Rail Division works with communities throughout the state to make rail-highway crossings safer by installing traffic-control equipment, closing and consolidating high-crash crossings on highways and streets, and building new bridges.

The state-owned *Piedmont* passenger train provides service at stops between Raleigh and Charlotte four times a day. The state-supported Amtrak *Carolinian* provides service between Charlotte and Raleigh, and continues up the East Coast to New York City.

STATE PORTS

North Carolina's ports in Wilmington and Morehead City, plus inland terminals in Charlotte and Greensboro, link the state's consumers, businesses and industry to world markets, and serve as magnets to attract new business and industry to the State of North Carolina. Owned and operated by the State Ports Authority, North Carolina's port system combines modern facilities and abundant capacity with the commitment to excel in service to their customers, without taxpayer subsidy. Port activities contribute statewide to more than 87,700 jobs and \$678 million each year in state and local tax revenues.

TURNPIKE AUTHORITY

The N.C. Turnpike Authority supports the traditional non-toll transportation system in the state by accelerating the delivery of roadway projects using alternative financing options and facilitating the development, delivery and operation of an integrated, innovative system of projects. It was created in 2002 by the N.C. General Assembly in response to concerns about rapid growth, heavy congestion and dwindling resources.

Measuring Our Performance & Accountability

To be transparent and accountable, the department measures and publicly reports on its performance. The agency has identified 26 executive measures that align with its six goals. Performance accountability starts at the top of the organization and cascades down to all employees. All functions within the agency must work together efficiently and effectively to ensure that our programs, projects and services are delivered on schedule and within budget. The Performance Scorecard shows the results in each area as compared to numerical performance targets. This information is continually updated on the online [Performance Scorecard](#), which can be found at [ncdot.gov](#) by searching “performance scorecard.”

2018–19 Performance Scorecard

Performance Measure	How We Measure It	Target	Previous Result	Current Result	Target Met
GOAL 1: Make transportation safer					
Crash Rate	Total statewide crashes per 100 million vehicle miles traveled	Less than 220	261	259	
Serious Injury Rate	Total statewide serious injuries per 100 million vehicle miles traveled	Less than 105	107	103	
Fatality Rate	Total statewide fatalities per 100 million vehicle miles traveled	Less than 1.15	1.23	1.15	
Safety Belt Usage	Percentage of surveyed North Carolina drivers using a safety belt	More than 92%	91.3%	88.4%	
GOAL 2: Provide GREAT customer service					
Customer Satisfaction	Percentage of surveyed customers satisfied with transportation services in North Carolina	More than 85%	86%	86%	
DMV Customer Wait Time	Average customer wait times at DMV facilities (in minutes) once the customer checks in	Less than 30	26	33	
Visitor Center & Rest Area Condition	Average rest area condition scores	More than 92	94.7	94.7	

2018–19 Performance Scorecard

Performance Measure	How We Measure It	Target	Previous Result	Current Result	Target Met
GOAL 3: Deliver and maintain our infrastructure efficiently and effectively					
Project Development (STIP)	Percentage of STIP projects let on schedule	More than 90%	80%	55%	
Project Development (Non-STIP)	Percentage of non-STIP projects let on schedule	More than 90%	97%	65%	
Construction Projects—On Schedule	Percentage of construction projects completed on schedule	More than 90%	92%	91%	
Construction Projects—On Budget	Total budget overrun for completed construction projects	Less than 5%	-0.3%	1.9%	
Bridge Health	Percentage of bridges rated in good condition	More than 80%	76%	77%	
Structurally Deficient Bridges	Percentage of bridges that are rated as structurally deficient	Less than 10%	11.56%	9.98%	
Pavement Health	Percentage of pavement miles rated in good condition	More than 80%	64%	65%	
Roadside Features Condition	Average interstate highway feature condition score (excluding pavement and bridges). An assessment of roadside maintenance elements such as signs, signals, pavement markings, vegetation, drainage systems, shoulders, etc.	More than 84	90.8	Measure Discontinued	n/a
Environmental Compliance	Average statewide environmental compliance score on construction and maintenance projects	More than 7.5	8.5	8.5	
Internal Administrative Costs	Percentage of the overall budget for administrative costs	Less than 7.6	5.7%	5.2%	
GOAL 4: Improve the reliability and connectivity of the transportation system					
Interstate Reliability	Interstate travel time index	Less than 1.02	1.01	1.00	
Ferry Service Reliability	Percentage of planned ferry runs completed as scheduled	More than 95%	96%	96%	
Rail Service Reliability	Percentage of planned passenger trains arriving on schedule (Carolinian and Piedmont only)	More than 75%	62%	58%	
Non-Reoccurring Congestion	Percentage of crashes cleared within 90 minutes	More than 85%	79%	75%	
GOAL 5: Promote economic growth through better use of our infrastructure					
Program Delivery	Total cash balance (as of October 1, 2018)	Less than \$1 billion	\$1.57 billion	\$385 million	
Business Utilization	Percentage of the total program budget paid to minority- and women-owned businesses	More than 12%	13.6%	12.95%	
External Expenditures	Percentage of NCDOT’s total budget expended on external goods, materials and services	More than 70%	79%	77%	
GOAL 6: Make our organization a great place to work					
Employee Retention	Percentage of employees retained after three years of employment	More than 90%	96%	96%	
Employee Safety	Weighted index score for employee injury rates, equipment accident rates and workers compensation claim rates	Less than 6.16	3.60	3.81	
Employee Engagement	Employee engagement survey score	More than 5.25	5.32	5.34	

FY 2018-2019 HIGHLIGHTS / FIRST QUARTER

/ 1 **CHARLOTTE GATEWAY STATION GROUNDBREAKING / JULY 2018**

The Charlotte Gateway Station project broke ground and will serve as the new intermodal transit center for the city.



/ 2 **NEW RALEIGH UNION STATION OPENS / JULY 2018**

Raleigh Union Station opened, replacing the old Amtrak station with an efficient and modern new building.



/ 3 **HENDERSON COUNTY LANDSLIDE CLOSES N.C. 9 / JULY 2018**

N.C. 9 in Henderson County was closed after a landslide shut down the highway for a month.



/ 4 **WILMINGTON BYPASS AND PIEDMONT IMPROVEMENT PROGRAM WIN NATIONAL AWARDS / AUGUST 2018**

The American Association of State Highway Transportation Officials selected the Wilmington Bypass and the Piedmont Improvement Program as two of the best transportation projects in the Southeast.



/ 5 **HURRICANE FLORENCE / SEPTEMBER 2018**

Hurricane Florence, which made landfall on Sept. 15, swept across the state, causing more than \$177 million in disaster response. The hurricane also closed I-95 and I-40, but both were fully reopened in just over a week.



FY 2018-2019 HIGHLIGHTS / SECOND QUARTER

/ 6 TROPICAL STORM MICHAEL / OCTOBER 2018

Tropical Storm Michael hit the state on the heels of Florence, leaving more than 300,000 people without power.

/ 7 RALEIGH EXEC JETPORT GROUNDBREAKING AND RIBBON CUTTING / OCTOBER 2018

A groundbreaking ceremony was held at the Raleigh Exec Jetport as the facility improves older buildings and constructs new ones.

/ 8 NORTH CAROLINA TURNPIKE AUTHORITY AWARDED 2018 TECHNOLOGY AWARD AND THE 2018 PRESIDENT'S AWARD BY THE INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION / OCTOBER 2018

The North Carolina Turnpike Authority received international honors for being the first agency in the nation to implement technology that allowed NC Quick Pass to offer customers free sticker transponders and lower-price E-ZPass transponders.

/ 9 MONROE EXPRESSWAY OPENS / NOVEMBER 2018

The Monroe Expressway, North Carolina's second all-electronic turnpike, opened outside Charlotte.

/ 10 HIGHWAY 401 IMPROVEMENT GROUNDBREAKING / NOVEMBER 2018

A groundbreaking ceremony was held on a section of U.S. 401, between N.C. 96 and Flat Rock Church Road, where the corridor will be widened to a four-lane divided highway.

/ 11 NC WINS \$23 MILLION BUILD GRANT / DECEMBER 2018

North Carolina won a \$23 million BUILD grant to replace bridges in rural communities.

/ 12 SURF CITY BRIDGE OPENS / DECEMBER 2018

The new Surf City bridge in Pender County was opened to traffic eight months ahead of schedule.



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12

FY 2018-2019 HIGHLIGHTS / THIRD QUARTER



NCDOT AND NC STATE UNIVERSITY TEAM UP TO INCREASE BRIDGE LIFESPAN / JANUARY 2019

- / 13 • NCDOT and NC State worked together to use new carbon fiber technology to strengthen old bridges.

INAUGURAL N.C. TRANSPORTATION SUMMIT / JANUARY 2019

- / 14 • The first N.C. Transportation Summit was a rousing success, drawing more than 1,000 attendees over two days to meet with industry leaders and discuss the future of North Carolina's transportation system.

NCDOT STATEWIDE TRANSPORTATION OPERATIONS CENTER RECEIVES AWARD / JANUARY 2019

- / 15 • The National Operations Center of Excellence awarded the NCDOT Statewide Transportation Operations Center, which monitors road conditions, top honors for the agency's response to Hurricane Florence.

CONSTRUCTION ON BRIDGES BETWEEN NEW HANOVER AND PENDER COUNTIES BEGINS / FEBRUARY 2019

- / 16 • Construction began on two permanent bridges between New Hanover and Pender Counties, replacing those destroyed by Hurricane Florence and making them more resistant to floodwaters.

\$10 MILLION FEDERAL RAILROAD GRANT AWARDED / FEBRUARY 2019

- / 17 • NCDOT received a \$10 million federal railroad grant to replace a Raleigh rail crossing with an underpass, improving safety and mobility in the area.

NEW CHARLOTTE DMV OFFICE IN CHARLOTTE OPENED / MARCH 2019

- / 18 • A new NCDMV office opened in Charlotte, the fourth in the city and the largest in North Carolina.



FY 2018-2019 HIGHLIGHTS / FOURTH QUARTER



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INAUGURAL MOBI AWARDS CEREMONY / APRIL 2019

- / 19 NCDOT hosted the inaugural Mobi Awards to honor towns, cities and communities that completed transportation projects using multiple modes of transportation.

BASNIGHT BRIDGE DEDICATION / APRIL 2019

- / 20 After three decades of intensive planning and design, the Basnight Bridge opened over the Oregon Inlet.

SUGAR CREEK ROAD BRIDGE RIBBON CUTTING / APRIL 2019

- / 21 The Sugar Creek Road bridge in Charlotte was completed, improving safety by separating vehicles and trains at one of the state's busiest rail corridors.

CCX INTERMODAL FACILITY GROUNDBREAKING / APRIL 2019

- / 22 In Edgecombe County, Governor Cooper joined local and regional leaders at a groundbreaking ceremony for the Carolina Connector intermodal transportation facility (CCX). It will provide lower in-state shipping costs and access to domestic and international markets for industries and businesses in the Triangle and eastern North Carolina.

NC FIRST COMMISSION MEETS / MAY 2019

- / 23 The NC FIRST Commission, formed by Secretary Trogdon to research and recommend solutions for the future challenges facing our transportation system, met for the first time.

OCRACOKE EXPRESS PASSENGER FERRY LAUNCHED / MAY 2019

- / 24 The first passenger-only ferry, between Hatteras and Ocracoke Village, began service on May 20, transporting more than 280 people its first day.

FIRST BUILD NC BONDS SOLD / JUNE 2019

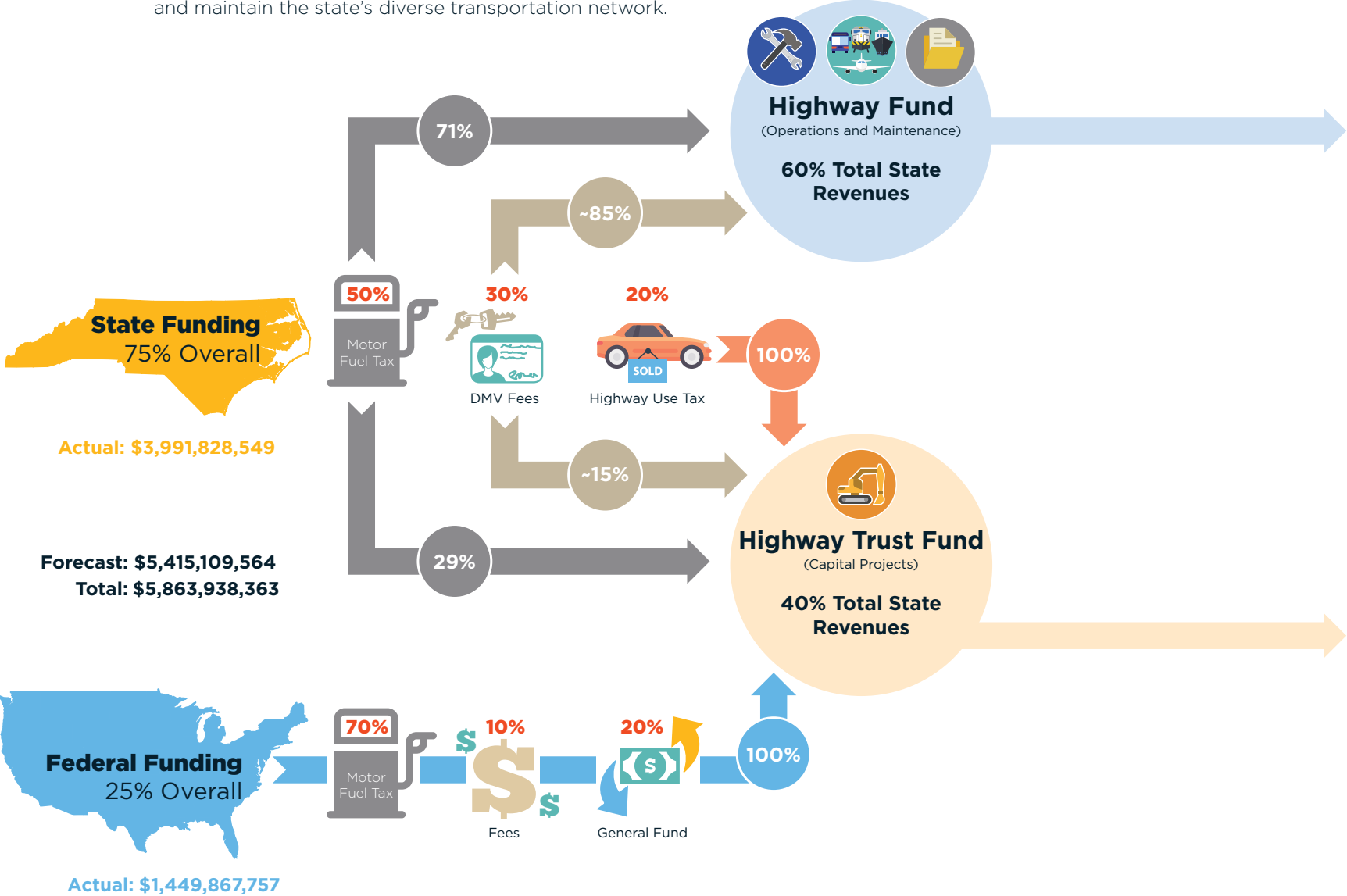
- / 25 The first Build NC bonds were sold for \$300 million. The bonds were created to ensure that the department can continue delivering critical road projects.

NEW VEHICLE FERRY IN CHRISTENED IN HATTERAS / JUNE 2019

- / 26 The M.V. Rodanthe, the first new vehicle ferry in seven years, was christened.

Funding Sources and Allocation

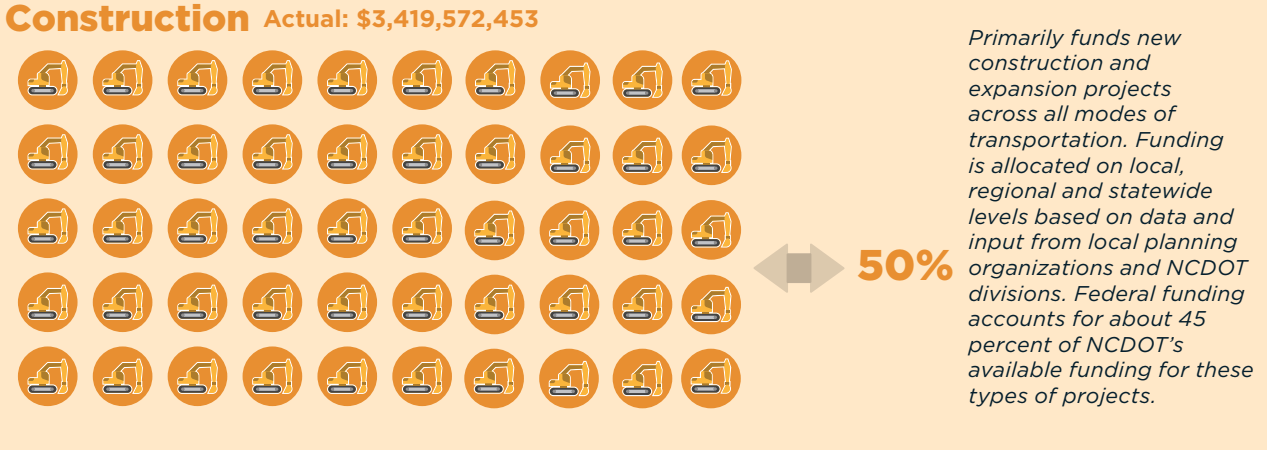
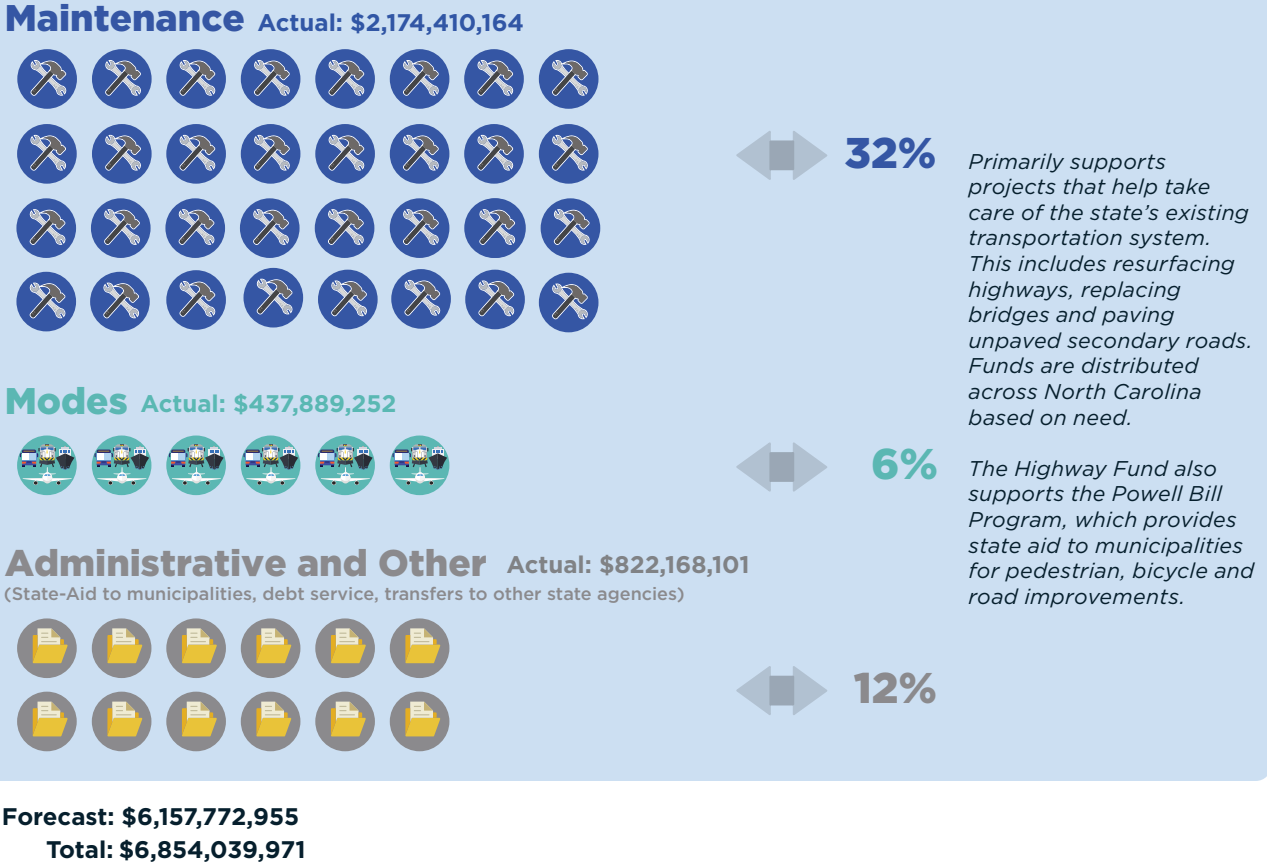
NCDOT has an annual budget of about \$5 billion to build, operate and maintain the state's diverse transportation network.



A portion of the revenues from the State Motor Fuel Tax and NCDMV fees goes to the Highway Fund and the Highway Trust Fund (Strategic Transportation Investments).

NCDOT directs 100 percent of both the State Highway Use Tax and federal transportation appropriations to Strategic Transportation Investments.

Expenses



2019–20 Performance Goals and Measures

Appendix

Performance Measure	How We Measure It	Target
GOAL 1: Make Transportation Safer		
Serious Injury Rate	Total statewide serious injuries per 100 million vehicle miles traveled	≤ 4.09
Fatality Rate	Total statewide fatalities per 100 million vehicle miles traveled	≤ 1.15
Safety Belt Usage	Percentage of surveyed North Carolina drivers using a safety belt	≥ 92%
GOAL 2: Provide GREAT Customer Service		
Customer Satisfaction	Percentage of surveyed customers satisfied with transportation services in North Carolina	≥85%
DMV Wait Time	Average customer wait times at DMV facilities once the customer checks in (in minutes)	≤30 Min.
Visitor Center & Rest Area Condition	Average rest area condition scores	≥92
GOAL 3: Deliver and Maintain our Infrastructure Efficiently and Effectively		
Project Development (STIP)	Percentage of planned STIP projects let on schedule	≥90%
Project Development (non-STIP)	Percentage of non-STIP projects let on schedule	≥90%
Construction Projects – Schedule	Percentage of construction projects completed on schedule	≥90%
Construction Projects – Budget	Total budget overrun for completed construction projects	≤5%
Bridge Health	Percentage of bridges rated in good condition	≥80%
Pavement Health	Percentage of pavement miles rated in good condition	≥80%
Structurally Deficient Bridges	Percentage of bridges that are considered structurally deficient	≤10%
Environmental Compliance	Average statewide environmental compliance score on construction and maintenance projects	≥7.5
GOAL 4: Improve the Reliability and Connectivity of the Transportation System		
Interstate Reliability	Interstate travel time index	≤1.02
Ferry Service Reliability	Percentage of planned ferry runs completed as scheduled	≥95%
Rail Service Reliability	Percentage of planned passenger trains arriving on schedule (<i>Carolinian</i> and <i>Piedmont</i> only)	≥75%
Non-Reoccurring Congestion	Percentage of reported motor vehicle crashes cleared within 90 minutes	≥85%
GOAL 5: Promote Economic Growth Through Better Use of our Infrastructure		
Program Delivery	Total cash balance (on July 1, 2020)	≤\$750M
Diversity Spending	Percentage of the total program budget paid to self-reported minority- and women-owned businesses	≥12.0%
External Expenditures	Percentage of NCDOT’s total budget expended on external goods, materials, and services	≥70%
Internal Administrative Costs	Percentage of the overall budget for administrative costs	≤7.6
GOAL 6: Make our organization a great place to work		
Employee Retention	Percentage of employees retained after three years of employment	≥90%
Employee Safety	Weighted index score for employee injury rates, equipment accident rates and workers compensation claim rates	≤6.16
Employee Engagement	Employee engagement survey score	≥5.25

In addition to the Performance Scorecard on pages 8–9, NCDOT maintains and tracks hundreds of various key performance measures and level of service indicators that influence the department’s ability to move people and products and provide an improved level of service to our citizens.

The detailed results of these key measures are monitored by management on an on-going basis and reported periodically throughout the year, as well as annually in the following pages of this report.

The following tables and charts provide a more detailed view of several key performance statistics maintained regularly by department analysts and experts. Additional information and more up-to-date results are available on the [Performance Scorecard](#) at [ncdot.gov](#) by searching “performance scorecard.”

Bicycle and Pedestrian Performance Profile:
BICYCLE AND PEDESTRIAN FATALITIES

Division	SFY 2014		SFY 2015		SFY 2016		SFY 2017		SFY 2018		SFY 2019			5YrAvg		
	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Combined	Bicycle	Ped.	Combined
1	1	5	2	6	4	7	1	6	2	3	0	10	10	2	5.4	7.4
2	1	8	0	5	0	18	1	8	0	12	3	11	14	1	10.2	10.6
3	2	15	2	20	1	22	6	14	2	20	5	14	19	3.6	17	20.8
4	2	15	1	16	0	15	1	18	1	11	1	16	17	1	15	16
5	1	19	2	27	3	28	2	24	2	28	0	30	30	2	29.4	27.2
6	0	20	3	15	5	22	6	15	2	26	1	30	31	3.2	20.4	22.8
7	7	14	2	14	1	19	2	14	0	20	1	19	20	2.4	16.2	18.6
8	0	12	3	9	1	15	1	6	1	10	2	17	19	1.2	10.4	11.6
9	0	6	0	9	1	14	0	16	0	12	2	19	21	0.2	11.4	11.6
10	0	23	0	11	2	31	4	28	2	45	5	35	40	1.6	28	29.2
11	0	3	0	5	1	3	1	0	1	3	0	7	7	0.6	2.8	3.4
12	2	11	1	19	2	11	1	18	2	15	0	15	15	1.6	14.8	16.4
13	0	13	0	9	1	12	0	14	1	8	0	6	6	0.4	11.2	11.6
14	1	7	0	7	2	4	0	6	1	5	0	8	8	0.8	5.8	6.6
Statewide	17	171	16	172	24	221	26	187	17	218	20	237	257	20.6	193.8	213.8

- Trend is down (FY 2019 compared to 5-year preceding average)
- Trend is statistically even
- Trend is up (FY 2019 compared to 5-year preceding average)

Note: The 5-year average is the preceding 5 years of data (SFY 2014–18)

Ferry Performance Profile:
FERRY RIDERSHIP STATISTICS

Ferry Route	SFY 2014		SFY 2015		SFY 2016		SFY 2017		SFY 2018		SFY 2019	
	Vehicles	Passengers	Vehicles	Passengers	Vehicles	Passengers	Vehicles	Passengers	Vehicles	Passengers	Vehicles	Passengers
Southport to Fort Fisher	188,848	503,458	195,062	508,852	204,799	535,204	208,893	555,160	197,572	523,116	202,440	539,446
Cherry Branch to Minnesott	210,719	376,295	201,528	362,033	196,210	362,067	196,831	349,953	198,902	355,512	203,723	357,899
Cedar Island to Ocracoke	26,786	62,284	24,873	58,503	23,753	56,419	23,047	54,054	21,750	49,489	21,131	46,712
Ocracoke to Cedar Island	26,608	60,927	25,247	59,615	23,584	56,195	23,153	54,613	21,042	48,321	21,238	49,549
Pamlico River	63,159	82,549	58,196	80,616	50,632	71,173	49,524	71,019	45,609	65,202	45,867	63,801
Swan Quarter to Ocracoke	14,429	32,500	15,772	35,500	16,572	36,660	16,448	36,118	16,752	36,151	18,220	39,386
Ocracoke to Swan Quarter	14,662	33,228	16,142	35,102	16,831	36,077	16,531	34,917	16,160	34,689	18,153	37,829
Hatteras Inlet	275,789	718,253	259,637	668,131	249,858	640,920	240,984	603,282	232,427	569,580	232,014	524,802
Currituck to Knotts Island	19,772	57,835	17,841	53,128	19,016	49,414	18,198	45,159	15,405	38,359	14,235	38,520
Annual Summary	840,772	1,927,329	814,298	1,861,480	801,255	1,844,129	793,609	1,804,275	765,619	1,720,419	777,021	1,697,944

- % change was positive (compared to 5-year average)
- % change was 0 to -7.99% (compared to 5-year average)
- % change was greater than or equal to -8% (compared to 5-year average)

Notes:

- SFY 2015 ferry service statistics affected by Hurricane Arthur in July 2014.
- SFY 2016 ferry service statistics affected by Hurricane Joaquin in October 2015.
- SFY 2017 ferry service statistics affected by Hurricane Matthew in October 2016.
- SFY 2019 ferry service statistics affected by Hurricane Formence in September 2018.
- In SFY 2019 the Currituck to Knotts Island ferry terminal was closed for repairs until Aug. 8, 2018.

Passenger Rail Performance Profile:
PIEDMONT AND CAROLINIAN RIDERSHIP STATISTICS

Quarter	SFY 2014	SFY 2015	SFY 2016	SFY 2017	SFY 2018	SFY 2019	5YrAvg
First	246,624	123,706	118,424	112,893	113,128	112,573	142,955
Second	261,290	127,460	119,279	114,013	118,248	125,307	148,058
Third	208,775	103,090	87,695	91,732	89,635	103,578	116,185
Fourth	256,428	111,486	95,803	108,184	103,633	127,058	135,107
Annual Total	973,117	465,742	421,201	426,822	424,644	468,516	542,305

Notes:

- The 5-year average is the preceding five years of data (SFY 2014–2018).
- In SFY 2015 the process for tracking passenger counts was adjusted.

Highway Performance Profile:
 HIGHWAY SAFETY RATES

Division	VMT (per 100 MVT)		Total Crashes		Crash Rates (per 100 MVT)		Total Fatalities		Fatality Rates (per 100 MVT)		Total Injuries		Injury Rates (per 100 MVT)	
	5YrAvg**	FY 19***	5YrAvg**	FY 19	5YrAvg**	FY 19	5YrAvg**	FY 19	5YrAvg**	FY 19	5YrAvg**	FY 19	5YrAvg**	FY 19
1	33.01	33.04	6,062	6,017	183.64	182.12	46	53	1.39	1.60	2,438	2,440	73.84	73.85
2	49.44	51.18	13,377	14,390	270.57	281.14	68	71	1.37	1.39	5,961	6,224	120.57	121.60
3	75.73	82.55	18,909	20,495	249.70	248.29	106	121	1.40	1.47	7,585	7,266	100.16	88.02
4	72.61	78.07	16,299	17,892	224.46	229.17	114	116	1.57	1.49	7,402	7,652	101.94	98.01
5	171.52	183.01	50,255	56,564	293.00	309.07	139	149	0.81	0.81	18,145	19,833	105.79	108.37
6	75.47	83.35	19,080	19,953	252.80	239.38	147	146	1.95	1.75	8,893	8,672	117.82	104.04
7	106.20	115.85	24,420	25,892	229.93	223.49	109	109	1.03	0.94	12,277	12,477	115.60	107.70
8	54.22	60.62	12,380	13,508	228.34	222.85	107	89	1.97	1.47	5,493	5,502	101.31	90.77
9	88.11	96.50	19,915	25,676	226.02	266.08	101	100	1.15	1.04	8,212	8,989	93.20	93.15
10	179.86	194.69	51,092	59,401	284.06	305.10	151	149	0.84	0.77	24,623	25,714	136.90	132.07
11	41.58	43.01	8,388	8,598	201.71	199.90	53	63	1.27	1.46	3,505	3,319	84.29	77.16
12	86.15	92.63	21,287	24,466	247.08	264.12	116	108	1.34	1.17	9,166	8,874	106.39	95.80
13	58.67	62.22	13,171	15,303	224.50	245.94	71	69	1.22	1.11	5,082	5,336	86.62	85.76
14	44.15	47.45	7,671	8,865	173.72	186.84	58	64	1.31	1.35	3,048	3,123	69.04	65.82
Statewide	1,136.74	1,224.18	282,305	317,020	248.35	258.97	1,385	1,407	1.22	1.15	121,830	125,421	107.17	102.45

- Trend is down (FY 2019 compared to preceding 5-year average)
- Trend is statistically even (+/- 2.5%)
- Trend is up (FY 2019 compared to preceding 5-year average)

Notes:

- The 5-year average is the preceding five years of data (SFY 2014–18).
- *FY 2019 vehicle miles traveled (VMT) is calculated by using the most current published VMT data from the Transportation Planning Division that is available at the time the statistics are compiled.
- **FY 2019 Vehicle Miles Traveled (VMT) is calculated by using the most current published VMT data from the Transportation Planning Branch that is available at the time the statistics are compiled.

Highway Performance Profile:
BRIDGE HEALTH INDEX (% GOOD)

Division	Interstate	Primary	Secondary	Total
1	100.0	79.9	73.0	76.5
2	N/A	88.8	74.0	81.0
3	100.0	84.6	71.1	78.8
4	93.4	85.9	72.5	80.5
5	97.0	85.0	77.4	82.9
6	86.7	86.0	79.9	82.9
7	92.2	74.0	73.0	76.5
8	93.8	87.3	75.6	80.5
9	96.2	73.0	84.9	81.4
10	94.0	84.0	81.9	84.7
11	94.3	82.1	63.4	67.2
12	72.9	84.6	74.6	77.4
13	89.9	79.2	70.6	73.9
14	73.7	84.1	67.0	70.5
Statewide	84.6	82.8	74.2	78.2

Notes:

- Bridge Condition is defined as the percentage of bridges rated in good condition as of June 30, 2019.
- Division 2 does not maintain any Interstate mileage.

Highway Performance Profile:
STRUCTURALLY DEFICIENT BRIDGES (% STRUCTURALLY DEFICIENT)

Division	Interstate	Primary	Secondary	Total
1	0.0	5.6	10.7	8.1
2	N/A	6.3	8.8	7.6
3	0.0	4.8	13.6	8.9
4	3.9	5.6	8.9	6.9
5	0.7	4.1	10.7	6.8
6	4.4	3.7	6.9	5.4
7	1.9	15.5	14.0	12.4
8	0.0	1.5	5.8	4.0
9	3.8	15.5	7.4	10.3
10	1.8	6.6	6.6	5.8
11	0.0	11.9	21.0	18.9
12	7.1	5.7	10.9	9.1
13	3.1	9.6	15.6	13.4
14	18.4	6.8	14.8	13.3
Statewide	3.2	7.4	11.1	9.35

Notes:

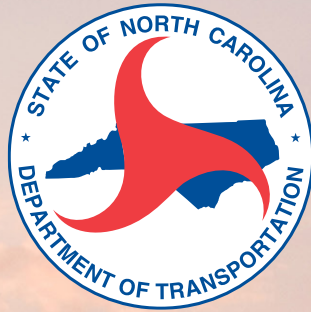
- This measure tracks the percentage of state-maintained bridges that are considered structurally deficient as of June 30, 2019, which indicates it is in relatively poor condition or has insufficient load-carrying capacity. The fact that a bridge is “structurally deficient” does not imply that it is likely to collapse or that it is unsafe.
- Division 2 does not maintain any Interstate mileage.

Highway Performance Profile:
PAVEMENT CONDITION RATINGS (% GOOD)

Division	Interstate	Primary	Secondary	Total
1	90.10	72.00	60.20	64.00
2	N/A	72.6	57.90	62.10
3	100.00	75.50	54.90	61.60
4	95.80	66.40	58.90	62.40
5	95.90	84.20	54.40	62.20
6	97.40	85.20	74.80	78.00
7	82.70	80.90	56.30	62.20
8	97.60	70.70	58.70	62.00
9	87.70	77.50	59.20	63.90
10	90.80	66.90	64.60	67.00
11	90.60	73.50	58.90	62.30
12	89.50	74.40	68.00	69.90
13	96.30	83.70	61.90	68.10
14	90.20	74.20	55.60	61.30
Statewide	86.00	75.55	60.30	64.80

Notes:

- Pavement Condition is defined as the percentage of pavement miles rated in good condition.
- Division 2 does not maintain any Interstate mileage.



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