

# NCDOT

## OUR METRICS STATE FISCAL YEAR 2012

| GOAL  | #   | EXECUTIVE PERFORMANCE MEASURE   | SFY12 Target     |
|---|-----|---|------------------|
| Make our transportation network <b>safer</b>                                  | 1.1 | Statewide network crash rate  | 235 or less      |
|   | 1.2 | Statewide network fatality rate   | 1.64 or less     |
|   | 1.3 | Percentage of surveyed North Carolina drivers using a safety belt*                        | 90.0% or greater |
| GOAL  | #   | EXECUTIVE PERFORMANCE MEASURE   | SFY12 Target     |
| Make our transportation network move people and goods more <b>efficiently</b> | 2.1 | Average statewide accident clearance time   | 70 min. or less  |
|   | 2.2 | Travel time index for surveyed interstates  | 1.04 or less     |
|   | 2.3 | Percentage of planned ferry runs completed as scheduled                                   | 95.0% or greater |
|   | 2.4 | Percentage of passenger trains arriving on schedule                                       | 80.0% or greater |
|   | 2.5 | Percentage increase in public transit ridership   | 5% or greater    |
| GOAL  | #   | EXECUTIVE PERFORMANCE MEASURE   | SFY12 Target     |
| Make our infrastructure <b>last longer</b>                                    | 3.1 | Percentage of bridges rated in good condition   | 65.0% or greater |
|   | 3.2 | Percentage of pavement miles rated in good condition*                                     | 70.0% or greater |
|   | 3.3 | Average highway feature condition scores (excluding pavement and bridges)*                | 84 or greater    |
|   | 3.4 | Average rest area condition scores  | 90 or greater    |
| GOAL  | #   | EXECUTIVE PERFORMANCE MEASURE   | SFY12 Target     |
| Make our organization a place that <b>works well</b>                          | 4.1 | Percentage of work program projects on schedule   | 85% or greater   |
|   | 4.2 | Percentage of construction projects completed on schedule                                 | 80% or greater   |
|   | 4.3 | Total budget overrun for completed construction projects                                  | 5% or less       |
|   | 4.4 | Percentage of the overall budget for administrative costs                                 | 7.6% or less     |
|   | 4.5 | Percentage of the total program budget paid to minority- and women-owned businesses       | 10.2% or greater |
|   | 4.6 | Average customer wait-time at DMV facilities that track transactions                      | 17 min. or less  |
|   | 4.7 | Average statewide environmental compliance score on construction and maintenance projects | 7.5 or greater   |
| GOAL  | #   | EXECUTIVE PERFORMANCE MEASURE   | SFY12 Target     |
| Make our organization <b>a great place</b> to work                            | 5.1 | Average time to hire new employees  | 60 days or less  |
|   | 5.2 | Employee engagement survey score*   | 5.0 or greater   |
|   | 5.3 | Employee safety index   | 6.16 or less     |

\* Performance measure is based on a standing survey or assessment and not tracked quarterly