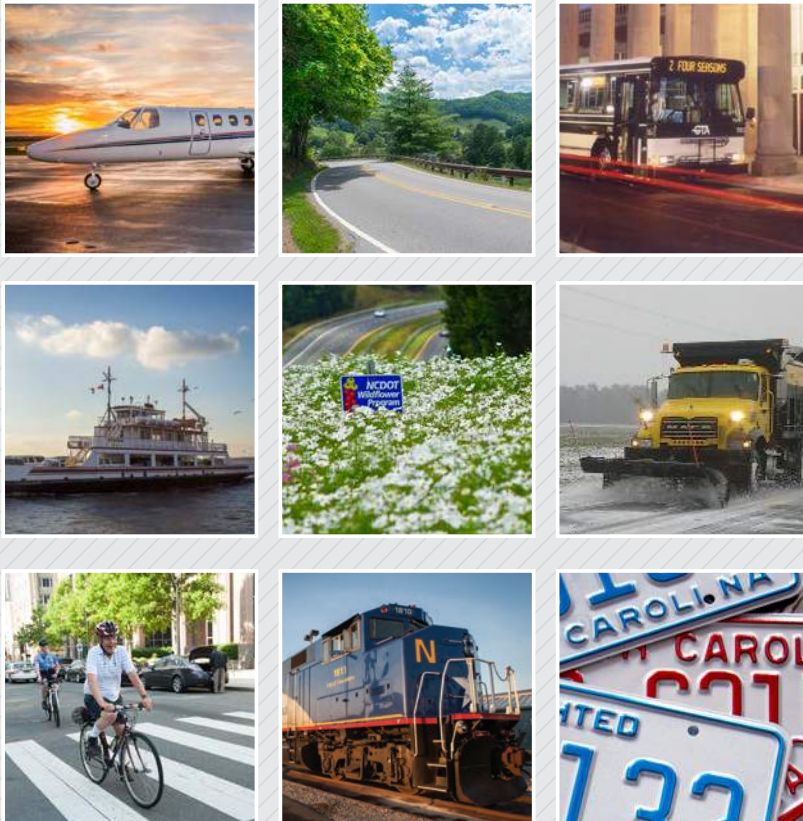


NORTH CAROLINA

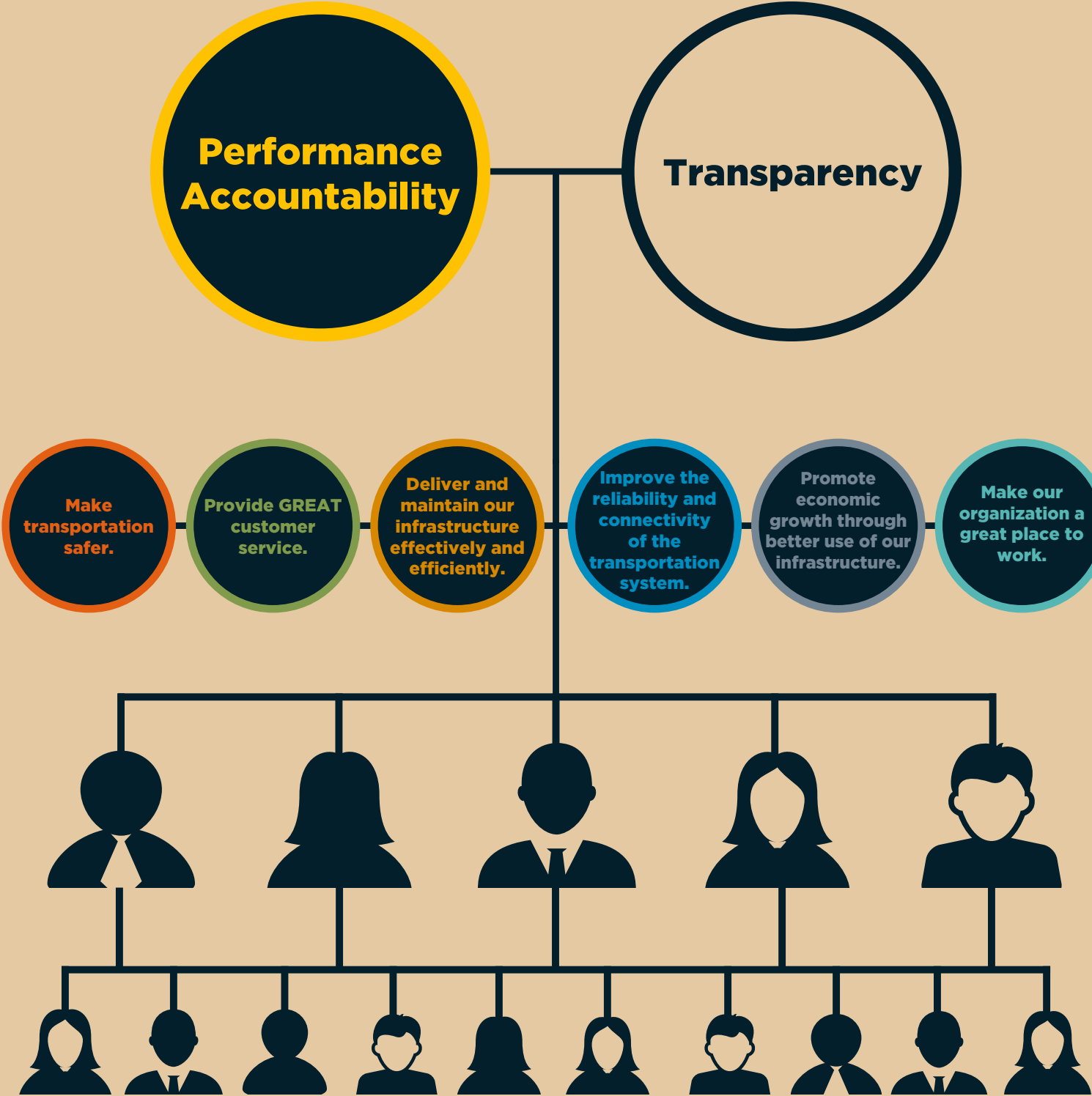
DEPARTMENT OF TRANSPORTATION



2017

annual report

PERFORMANCE



from the Secretary

Dear North Carolinian:

This is an exciting time for transportation in our state.

North Carolina continues to experience tremendous population growth and with that comes new challenges and opportunities for us as a department and state. More emphasis than ever before is on our transportation systems, and they are a catalyst for economic growth and prosperity. It is imperative that we leverage all the benefits our transportation infrastructure has to offer in order ensure a vibrant and healthy economy for future generations of North Carolinians.



NCDOT has a tremendous range of responsibilities that affect the daily quality of life of our citizens. Our department's efforts play a key role in keeping our state a desirable place to live, work and visit.

This report outlines our performance for fiscal year 2016–2017 and our goals and commitments for 2017–2018 and how we plan to achieve them. Our objectives include improving project delivery, enhancing economic competitiveness, improving mobility and reducing congestion, improving the condition and appearance of our highways, and most importantly, improving safety. In addition, we are putting emphasis on making sure we are well-positioned to be on the cutting edge of new technologies that will open up future opportunities to North Carolina.

Meeting the objectives of these focus areas will take strong teamwork and partnerships, and would not be possible without the dedication of our NCDOT employees. Their bold thinking, innovative ideas, utilization of modern technology and collaborative spirit will allow us to meet our ultimate objective—to provide better service to our citizens.

Thank you for your support and partnership as we continue our work to our state's growing transportation needs and support its continued prosperity and high quality of life throughout North Carolina.

Sincerely,

James H. Trogdon III
Secretary of Transportation

mission

Connecting people, products, and places safely and efficiently with customer focus, accountability, and environmental sensitivity to enhance the economy and vitality of North Carolina.

vision

>>NCDOT: A global leader in providing innovative transportation solutions

values

SAFETY>>>We are dedicated to providing a safe transportation network and work environment.

CUSTOMER SERVICE>>>We serve our customers in a respectful, professional and timely manner.

DIVERSITY>>>We respect one another while drawing strength from our diverse opinions, ideas and experiences.

INTEGRITY>>>We earn and maintain trust through accountability, transparency and data-driven decisions.

QUALITY>>>We pursue excellence in delivering our projects, programs, services and initiatives.

TEAMWORK>>>We work together using our diverse strengths and skills, collaborating to solve problems and serve our communities.

INNOVATION>>>We promote the development and use of new and better solutions.

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Supporting material, including background information, definitions and rationale on the performance scorecard, is available at ncdot.gov/performance. Information in this report is based on State Fiscal Year (SFY) 2017, which covers the time period of July 1, 2016 to June 30, 2017, unless otherwise noted.

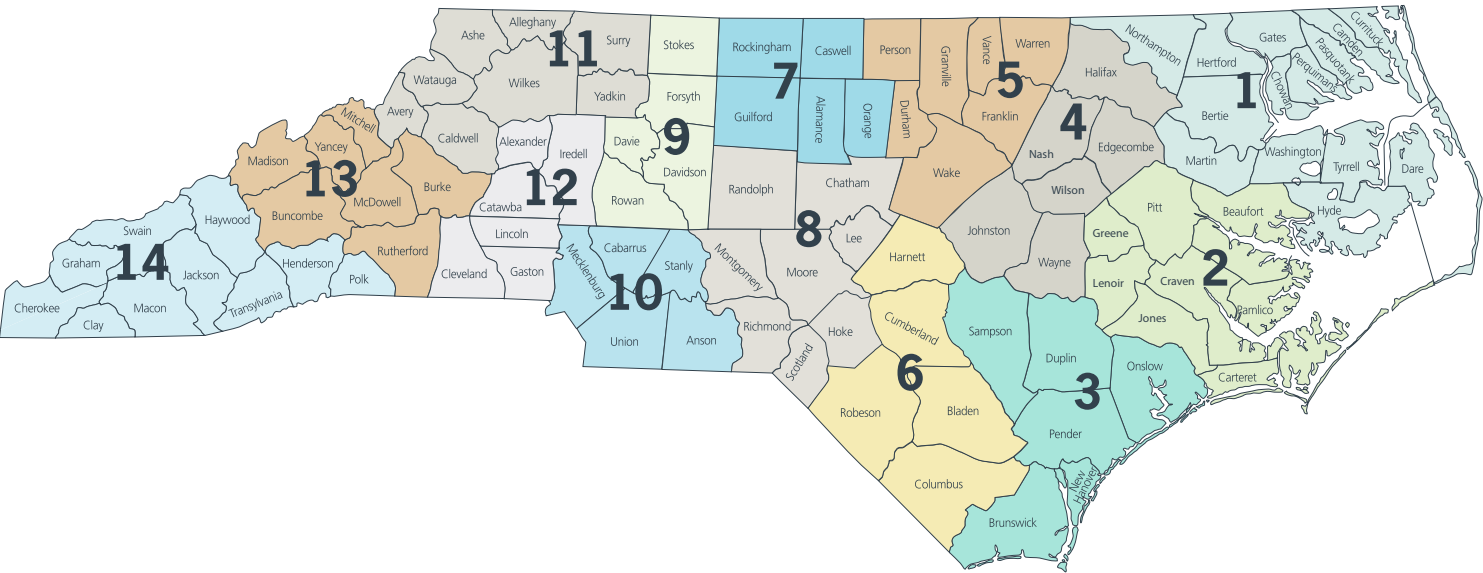
about NCDOT

The N.C. Department of Transportation (NCDOT) is responsible for all modes of transportation in North Carolina, including highways, rail, aviation, ferries, public transit and bicycle and pedestrian transportation. It also includes the state's Division of Motor Vehicles (DMV), which oversees driver license issuance and vehicle registration along with other operations related to motor vehicles in our state, and the Governor's Highway Safety Program, which promotes safety awareness to reduce roadway crashes and fatalities. In addition, NCDOT also helps expand economic growth opportunities through oversight of the State Ports, the 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 project 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, oversees transportation policy-making and monitors the agency's performance.

14 Transportation Divisions



one of the largest
state-maintained highway
systems in the nation with nearly
80,000 miles of road

more than 13,500
bridges



Inspectors check about
9,000 of these bridges and
culverts each year.

**nearly
15,000 miles**
of primary highways
(Interstate, US and
NC routes)

**nearly
65,000 miles**
of secondary roads

Every year, **more than 56
million passengers fly to
and from North Carolina**
and over **1.3 billion**
pounds of cargo pass
through the state's airports.



72

**publicly owned airports and nearly
300 privately owned airports,
heliports and other landing areas;**
more than 7,000 registered aircraft
and 14,000 licensed pilots

**nearly
3,300**
miles of mainline
railroad track and
**6,218 total at-grade railroad
crossings** in North Carolina

99 transit systems
provide transportation
 **options to
residents in all
100 counties**
provided more than
78 million passenger trips

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




21
**ferries that serve
7
routes**


about 2 million passengers rely on this service

About **4,900 volunteer
groups** adopted more
than **9,765 miles of
state-maintained roadsides**
that they help clean, **saving
taxpayers approximately
\$6.9 million** a year in
cleanup costs.



 **NC By Train's
Piedmont and
Carolinian** provide
3 daily roundtrips to
Charlotte, Greensboro,
Raleigh and nine other
North Carolina cities with
nearly **427,000 passengers**

The **NC 511 phone
system** handled nearly
660,000 calls for
traveler information and
Amber and Silver Alerts.


 **NCDMV issued nearly
2.7 million**
driver licenses, permits and identification
cards, including **nearly 856,000
online renewals and duplicate
or replacement licenses;**
processed more than 1 million

 **more than 8 million
vehicle titles and issued
license plates and registration stickers,
including 2.4 million online transactions**


NCDOT *State Farm* Safety Patrol
nearly 60,000 stops
expediting incident
clearance, removing
debris, assisting motorists
and managing traffic 

NCDMV's License & Theft Unit
**recovered 984
stolen vehicles
valued at
\$8.5 million**

9
**mobile
units**
take
NCDMV
license
services to remote
areas of the state

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 **113 driver license
offices, and 129 privately-
owned license plate agencies
and registration offices** that
serve the state's **7.4 million licensed
drivers** and owners of the **9.5 million
vehicles registered** in the state.

 **More than 525 traffic cameras
allow NCDOT to monitor traffic
conditions in real time** in
order to quickly respond
to incidents and alert
other motorists through
our more than **300 Dynamic
Message Signs**

Our Divisions

AVIATION

The Division of Aviation is responsible for state aviation system planning and development. It provides funding and technical assistance to communities for constructing and improving airports and operates an active safety and education program. The division also 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 industrial park/airport site 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 SAFETY PROGRAM

The Governor’s Highway Safety Program is dedicated to promoting highway safety awareness to reduce the number of traffic crashes and fatalities in North Carolina through the planning and execution of safety campaigns.

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. 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 and provides 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 benefiting 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-accident crossings on highways and streets, and building new bridges.

The state-owned *Piedmont* passenger train provides service at stops between Raleigh and Charlotte three 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 the Piedmont-Triad in Greensboro, serve as competitive alternatives to ports in neighboring states. 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.

TURNPIKE AUTHORITY








The Turnpike Authority augments the traditional non-toll transportation system in North Carolina by accelerating the delivery of roadway projects using alternative financing options and facilitating the development, delivery and operation of an integrated, innovative system of toll roads. 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 eight executive measures that align with its six goals. Performance accountability starts at the top of our 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.

Our Performance Scorecard shows the results in each area as compared to numerical performance targets. This information is continually updated on our online Performance Dashboard, which can be found on our website at ncdot.gov/performance.

2016-17 performance scorecard

 Measure has been met  Measure has not been met			
Goal: PERFORMANCE MEASURE	Previous Result	Current Result	Target Met
Make transportation safer: FATALITY RATE			
Reduce fatalities by at least 2 percent or greater	1.26	1.21	
Provide GREAT customer service: CUSTOMER SURVEY SCORE			
Achieve an overall customer satisfaction result of 85 percent or greater	84%	84%	
Deliver and maintain our infrastructure effectively and efficiently: COMBINED INFRASTRUCTURE HEALTH SCORE			
Achieve an infrastructure health composite index of 75 percent or greater	74%	74%	
Improve the reliability and connectivity of the transportation system: HIGHWAY TRAVEL TIME INDEX			
Increase the percentage of time when travel times are met based on highway speed limits to 80 percent or greater	0.98	1.00	
Improve the reliability and connectivity of the transportation system: PUBLISHED SCHEDULE SUCCESS RATE (ON-TIME PERFORMANCE OF FERRY AND PASSENGER RAIL SERVICE)			
Increase the percentage of time when trips with published schedules are met to 80 percent or greater	75%	74%	
Promote economic growth through better use of our infrastructure: ECONOMIC INDICATORS			
Increase the economic vitality of North Carolina ¹	N/A	N/A	N/A
Make our organization a great place to work: EMPLOYEE SURVEY			
Achieve an employee engagement survey score of 5.25 or greater ²	5.30	N/A ²	N/A

¹ Although no specific performance measure was targeted, the department has made strides in promoting economic growth.
² The employee engagement survey is only conducted every other year.

organizational highlights

When Secretary Trogdon was appointed in January 2017, he identified six focus areas for the department to better serve North Carolinians.

Improving Project Delivery

NCDOT has made it a top priority to deliver highway projects more quickly to allow citizens to realize the benefits of these projects much sooner. The department has implemented new processes and procedures that already are making a real difference. We started with a reassessment of all projects in the State Transportation Improvement Program (STIP) and established new schedules for them. We're using our new delegated authority to speed up the environmental assessment process and have established new expectations for the completion of planning activities. We are also working to implement more flexibility, both in our cash management processes and in our ability to replace delayed projects with others that are ready to go.

We began shifting the amount of projects managed by the divisions from 30 percent to 70 percent. These efforts will result in increased delivery of projects in the 10-year plan, an increase in pre-construction work, and more highway and bridge maintenance and preservation work.

By performing tasks simultaneously rather than sequentially, NCDOT accelerated more than 350 projects and funded an additional 144 in the STIP. In addition, the number of deficient bridges replaced over five years will increase from 710 to 860.

Another way the department will be able to deliver projects more quickly is through the creation of the Division Mobility Fund. Each of the state's 14 highway divisions will receive about \$2 million per year to fund smaller projects outside of the prioritization process for Strategic Transportation Investments.

Reducing Fatal Crashes

The safety of our citizens will always be a top priority for NCDOT. It is essential to quality of life and is an increasing concern as our state grows and more people are using our highways. North Carolina ranks fifth in the nation in numbers of highway fatalities—a ranking we can ill afford. For that reason, North Carolina has become a Vision Zero state. This means that we view even one death on our roadways as too many.

Our agency continues to collaborate with both internal and external stakeholders through the work of groups like the Executive Committee for Highway Safety and the Governor's Highway Safety Program.

While we are making safety improvements through engineering, changing driver behavior is critical in order to see significant progress on this issue and that will continue to be a focus moving forward.



Improving Mobility and Reducing Congestion

Better connecting North Carolina's urban centers and rural communities is more important than ever before. As the needs of our cities and towns change, making sure transportation can flow freely and efficiently will be key to maintaining quality of life and attracting new opportunities for both urban and rural areas.

In order to accomplish that, NCDOT is focused on creating and improving system-wide connectivity and making sure all forms of transportation are able to work together. That means improving the way we incorporate all modes of transportation into our planning and design process.



Improving the Conditions of our Roadways

Improving the condition as well as the appearance of the state's roadsides improves safety, and supports the state's growing needs and economic development. One of the first things visitors to our state notice is our roadways. In the biennium state budget, the N.C. General Assembly established the Roadside Environmental Fund, which will provide \$104 million each year dedicated for vegetation management, mowing, litter prevention and removal, beautification efforts and rest areas.



Enhancing Economic Competitiveness

Efficient transportation drives our ability to compete in the global marketplace. NCDOT will continue to build on its collaboration with partners across the state through the Strategic Transportation Investments prioritization process to ensure we are investing in improvements that support all areas of the state. Upgrades at the State Ports allowed new Transatlantic and Transpacific container services to begin in the spring. In addition, safety and track improvements to the rail line between Raleigh and Charlotte are enhancing rail as a travel option for both passengers and freight. The new Queen City Express—daily, direct intermodal freight service between Charlotte and the Port at Wilmington—and CSX's planned investment in a facility in Rocky Mount, will help North Carolina enhance its economic competitiveness.



Preparing for Future Technologies

Technology systems that once existed only in the realm of science fiction are now realities, and they are already starting to change the way goods and services are delivered. Technologies that are bringing us self-driving vehicles and expanded unmanned aircraft systems (UAS), or drones, provide important opportunities for improving safety and emergency response efforts, as well as transportation services across all modes. North Carolina has more than 20,000 registered drones in the state. NCDOT's Division of Aviation is a national leader in educational initiatives regarding the benefits of drones and ensuring they are used safely.

Additionally, the department is preparing for connected and self-driving vehicles. As this technology advances, we must plan for how it will change the way people and businesses use transportation services and we must be ready for the infrastructure needs that will come with them.



Emergency Response

In October 2016, Hurricane Matthew brought historic flooding to parts of central and eastern North Carolina, resulting in 28 fatalities and more than 600 road closures and damage to other transportation infrastructure, including rail tracks and general aviation airports. All aspects of NCDOT were involved in response and recovery efforts. The Global TransPark in Kinston served as command center for storm. DMV's License and Theft Bureau was deployed to assist other law enforcement agencies in the state and helped protect consumers from the sale of flooded cars.

While the agency's response was swift, about 130 roads were still closed in January when Gov. Cooper took office. Secretary Trogdon charged staff with finding ways to expedite opening the remaining roads. Within six weeks, less than 30 roads remained closed. All but one road was open by June 30.




North Carolina had another active hurricane season in 2017. NCDOT prepared for and responded to affects from hurricanes Irma, Jose and Maria. When the contractor building the Bonner Bridge caused a power outage on the Outer Banks, close collaboration between the contractor, power company and state and local officials led to power being restored much sooner than originally expected.

These are all examples of our employees' abilities to act quickly to restore our infrastructure and respond to citizens' needs.



TRAVEL WITH North Carolina's REAL ID

An optional, single form of identification to:

-  **Travel on commercial airlines**
-  **Enter military bases**
-  **Enter federal facilities**

REAL ID is available at the same cost as standard duplicates and renewals.



Learn about the requirements
NCREALID.com
Call to schedule an appointment
(919) 715-7000
#NCREALID

Modernization at the Division of Motor Vehicles

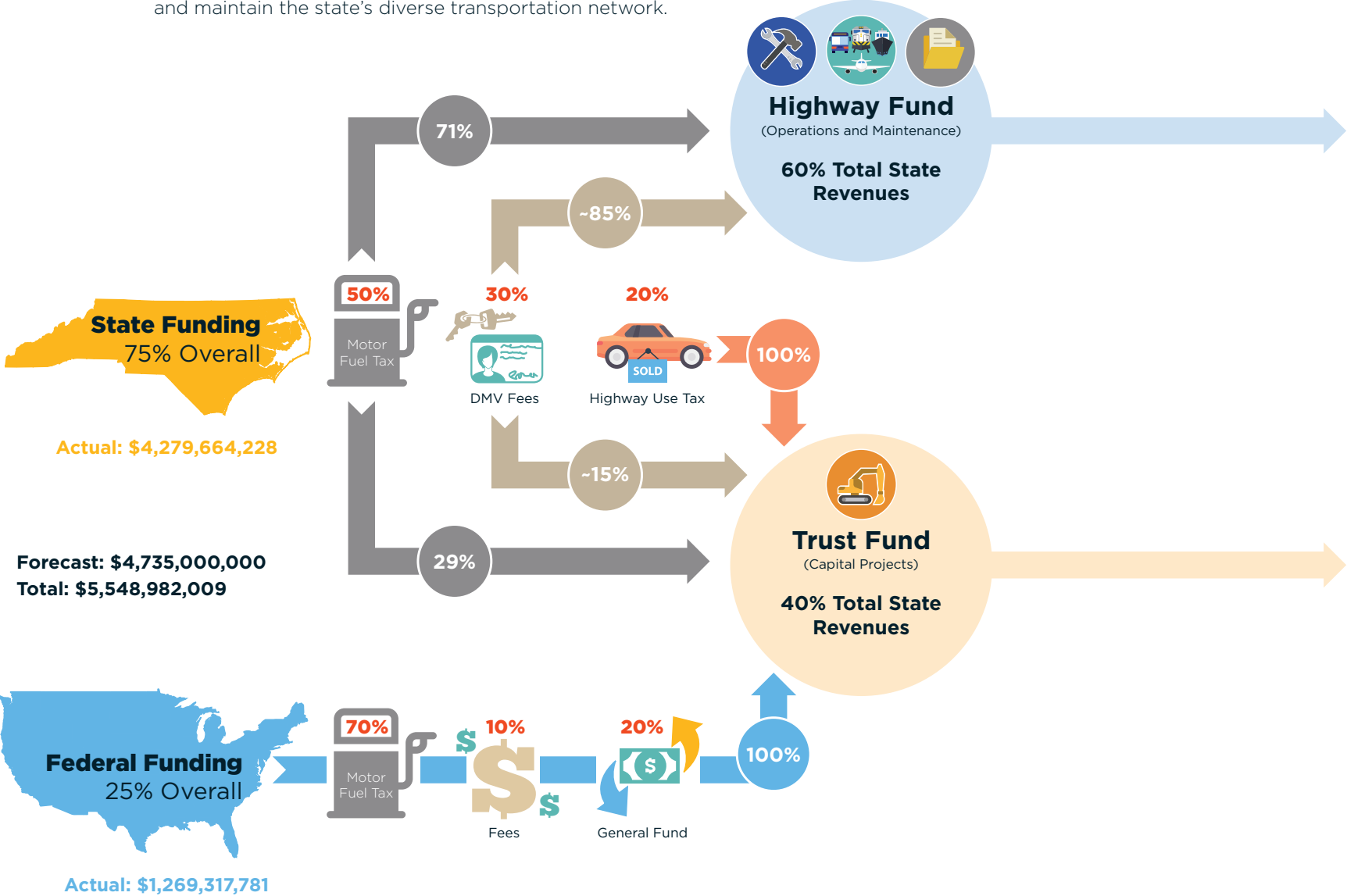
NCDMV continued to enhance its services for customers through updated technology and online services. The division began issuing a more durable and secure driver license that helps prevent counterfeiting, reduces the risk of identity theft and decreases the potential for fraud. The new licenses also allowed North Carolina to begin issuing the REAL ID. Beginning in October 2020, the Transportation Security Administration will require a REAL ID or two forms of identification. A driver license or ID card alone will no longer be accepted. A REAL ID is a traditional driver license or ID card with a gold star indicating that your identity and address have been verified by NCDMV.

Portable, state-of-the-art mobile offices provide a cost-efficient solution to provide customers in all areas of the state better access to driver license services.

Through the MyDMV portal, residents now have a secure way to view and manage details about their personal driver license and vehicle information online. MyDMV also allows citizens to view and print receipts for their vehicle property tax payments and to sign up to receive email notifications from the NCDMV. Additional features and services will be added in the future.

funding sources and allocation

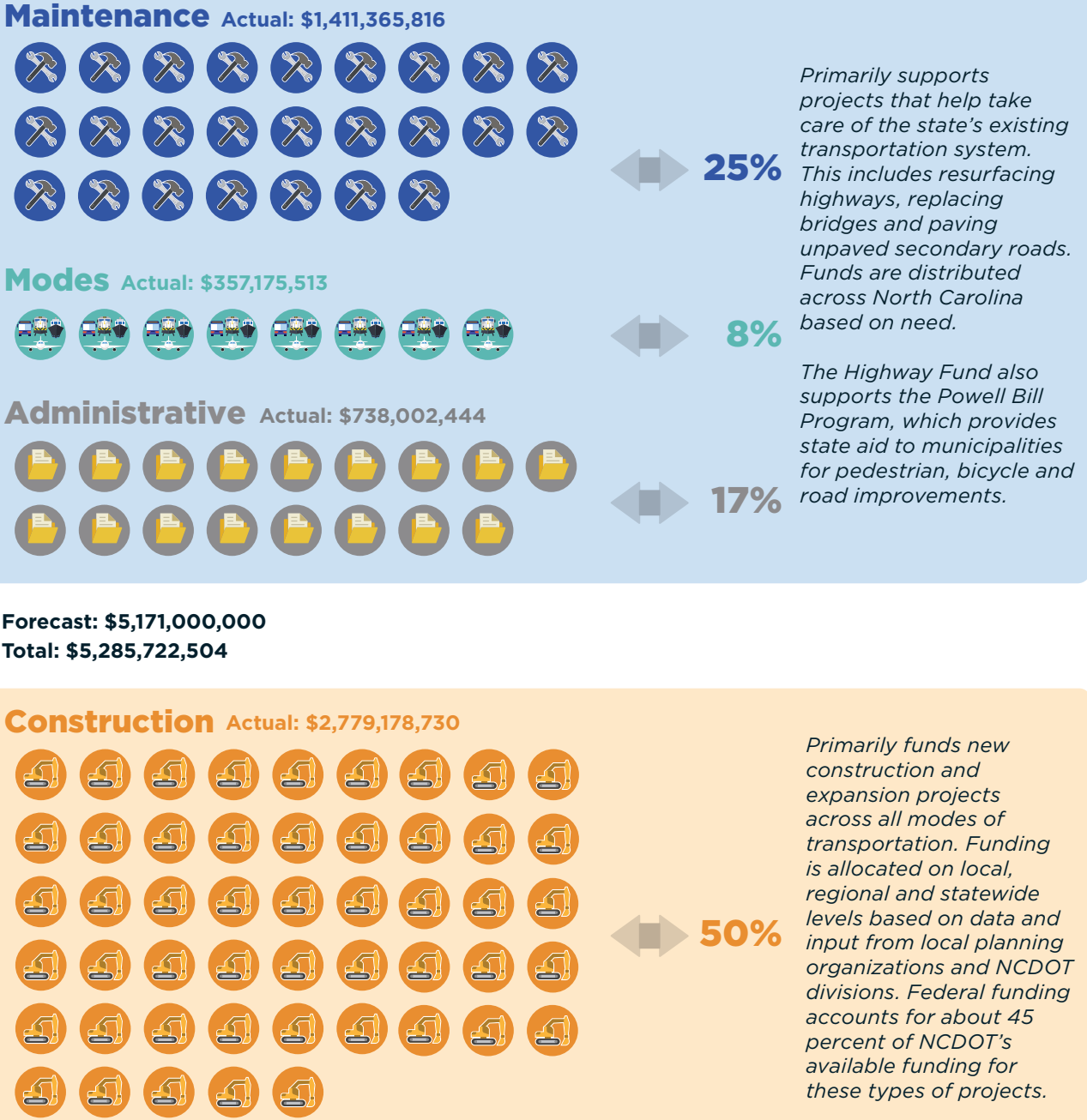
NCDOT has an annual budget of about \$4.7 billion to build, operate and maintain the state's diverse transportation network.



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





2017-18 performance goals and measures

Performance Measure	How we measure it	Target
GOAL 1: Make transportation safer		
Crash Rate	Total statewide crashes per 100 million vehicle miles traveled	Less than 220
Serious Injury Rate	Total statewide serious injuries per 100 million vehicle miles traveled	Less than 105
Fatality Rate	Total statewide fatalities per 100 million vehicle miles traveled	Less than 1.15
Safety Belt Usage	Percentage of surveyed North Carolina drivers using a safety belt	More than 92%
GOAL 2: Provide GREAT customer service		
Customer Satisfaction	Percentage of surveyed customers satisfied with transportation services in North Carolina	More than 85%
DMV Customer Wait Time	Average customer wait times at DMV facilities (in minutes)	Less than 30
Visitor Center & Rest Area Condition	Average rest area condition scores	More than 92
GOAL 3: Deliver and maintain our infrastructure efficiently and effectively		
Project Development (STIP)	Percentage of STIP projects let on schedule	More than 90%
Project Development (non-STIP)	Percentage of non-STIP projects let on schedule	More than 90%
Construction Projects—On Schedule	Percentage of construction projects completed on schedule	More than 90%
Construction Projects—On Budget	Total budget overrun for completed construction projects	Less than 5%
Bridge Health	Percentage of bridges rated in good condition	More than 80%
Pavement Health	Percentage of pavement miles rated in good condition	More than 80%
Roadside Features Condition	Average 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
Environmental Compliance	Average statewide environmental compliance score on construction and maintenance projects	More than 7.5
Internal Administrative Costs	Percentage of the overall budget for administrative costs	Less than 7.6
GOAL 4: Improve the reliability and connectivity of the transportation system		
Interstate Reliability	Interstate travel time index	Less than 1.02
Ferry Service Reliability	Percentage of planned ferry runs completed as scheduled	More than 95%
Rail Service Reliability	Percentage of planned passenger trains arriving on schedule (Carolinian and Piedmont only)	More than 75%
Non-Reoccurring Congestion	Percentage of crashes cleared within 90 minutes	More than 85%
GOAL 5: Promote economic growth through better use of our infrastructure		
Program Delivery	Total cash balance	Less than \$750,000,000
Business Utilization	Percentage of the total program budget paid to minority- and women-owned businesses	More than 12%
External Expenditures	Percentage of NCDOT's total budget expended on external goods, materials, and services	More than 70%
GOAL 6: Make our organization a great place to work		
Employee Retention	Percentage of employees retained after three years of employment	More than 90%
Employee Safety	Weighted index score for employee injury rates, equipment accident rates, and workers compensation claim rates	Less than 6.16
Employee Engagement	Employee engagement survey score	More than 5.25

appendix

In addition to the Performance Scorecard on page 11, 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 at ncdot.gov/performance.

Bicycle and Pedestrian Performance Profile: BICYCLE AND PEDESTRIAN FATALITIES

Division	SFY 2012		SFY 2013		SFY 2014		SFY 2015		SFY 2016		SFY 2017			5YrAVG		
	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Combined	Bicycle	Ped.	Combined
1	2	9	3	11	1	5	2	6	4	7	1	6	7	2.4	7.6	10.0
2	2	10	2	10	1	8	0	5	0	18	1	8	9	1.0	10.2	11.2
3	1	13	6	18	2	15	2	20	1	22	6	14	20	2.4	17.6	20.0
4	1	9	0	21	2	15	1	16	0	15	1	18	19	0.8	15.2	16.0
5	0	24	3	21	1	19	2	27	3	28	2	24	26	1.8	23.8	25.6
6	2	21	5	26	0	20	3	15	5	22	6	15	21	3.0	20.8	23.8
7	4	9	2	18	7	14	2	14	1	19	2	14	16	3.2	14.8	18.0
8	2	6	2	9	0	12	3	9	1	15	1	6	7	1.6	10.2	11.8
9	2	13	0	15	0	6	0	9	1	14	0	16	16	0.6	11.4	12.0
10	0	36	1	28	0	23	0	11	2	31	4	28	32	0.6	25.8	26.4
11	2	0	0	3	0	3	0	5	1	3	1	0	1	0.6	2.8	3.4
12	0	11	0	15	2	11	1	19	2	11	1	18	19	1.0	13.4	14.4
13	0	12	0	5	0	13	0	9	1	12	0	14	14	0.2	10.2	10.4
14	0	2	0	5	1	7	0	7	2	4	0	6	6	0.6	5.0	5.6
Statewide	18	175	24	205	17	171	16	172	24	221	26	187	213	19.8	188.8	208.6

- Trend is up (FY 2017 compared to 5-year preceding average)
- Trend is statistically even
- Trend is down (FY 2017 compared to 5-year preceding average)

Note: The 5-year average is the preceeding 5 years of data (SFY 2012-16)

Ferry Performance Profile:
FERRY RIDERSHIP STATISTICS

Ferry Route	SFY 2012		SFY 2013		SFY 2014		SFY 2015		SFY 2016		SFY 2017	
	Vehicles	Passengers	Vehicles	Passengers	Vehicles	Passengers	Vehicles	Passengers	Vehicles	Passengers	Vehicles	Passengers
Southport to Fort Fisher	180,072	478,249	183,223	485,424	188,848	503,458	195,062	508,852	204,799	535,204	208,893	555,160
Cherry Branch to Minnesott	231,948	409,685	214,114	381,591	210,719	376,295	201,528	362,033	196,210	362,067	196,831	349,953
Cedar Island to Ocracoke	30,660	73,707	28,054	66,426	26,786	62,284	24,873	58,503	23,753	56,419	23,047	54,054
Ocracoke to Cedar Island	30,012	72,052	26,753	64,911	26,608	60,927	25,247	59,615	23,584	56,195	23,153	54,613
Pamlico River	69,750	94,163	66,125	90,103	63,159	82,549	58,196	80,616	50,632	71,173	49,524	71,019
Swan Quarter to Ocracoke	18,355	42,217	17,245	37,835	14,429	32,500	15,772	35,500	16,572	36,660	16,448	36,118
Ocracoke to Swan Quarter	17,940	39,454	17,058	36,434	14,662	33,228	16,142	35,102	16,831	36,077	16,531	34,917
Hatteras Inlet	264,508	703,309	260,248	697,149	275,789	718,253	259,637	668,131	249,858	640,920	240,984	603,282
Currituck	23,593	72,862	21,805	63,227	19,772	57,835	17,841	53,128	19,016	49,414	18,198	45,159
Annual Summary	866,838	1,985,698	834,625	1,923,100	840,772	1,927,329	814,298	1,861,480	801,255	1,844,129	793,609	1,804,275

- % 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:
1. SFY 2015 ferry service statistics affected by Hurricane Arthur in July 2014.
2. SFY 2016 ferry service statistics affected by Hurricane Joaquin in October 2015.
3. SFY 2017 ferry service statistics affected by Hurricane Matthew in October 2016.
4. The 5-year average is the preceeding 5 years of data (SFY 2012-16)

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	SFY 17*	5YrAvg	SFY 17	5YrAvg	SFY 17	5YrAvg	SFY 17	5YrAvg	SFY 17	5YrAvg	SFY 17	5YrAvg	SFY 17
1	31.77	35.14	5,976	5,999	188.08	170.73	46	50	1.46	1.42	2,401	2,484	75.58	70.69
2	48.60	51.29	12,644	14,052	260.17	273.96	71	60	1.47	1.17	5,655	6,355	116.36	123.90
3	73.12	78.98	17,710	19,986	242.21	253.06	106	105	1.45	1.33	7,322	7,777	100.14	98.47
4	69.75	74.63	15,455	17,279	221.58	231.54	107	123	1.53	1.65	7,155	7,930	102.58	106.26
5	160.57	179.29	45,377	54,387	282.60	303.35	133	148	0.83	0.83	16,332	19,926	101.71	111.14
6	72.59	78.62	17,905	19,233	246.67	244.64	142	166	1.96	2.11	8,641	9,045	119.05	115.05
7	101.43	109.93	22,398	26,111	220.83	237.53	99	117	0.98	1.06	11,358	13,466	111.99	122.50
8	51.86	56.10	11,758	12,871	226.74	229.41	96	98	1.85	1.75	5,328	5,830	102.74	103.91
9	83.46	90.53	17,454	21,129	209.11	233.40	104	104	1.24	1.15	7,576	8,848	90.77	97.74
10	165.27	189.38	43,710	56,764	264.48	299.73	130	165	0.79	0.87	22,233	26,381	134.52	139.30
11	40.28	42.86	8,063	8,462	200.19	197.42	55	46	1.37	1.07	3,505	3,467	87.03	80.88
12	81.72	88.40	19,259	22,943	235.66	259.55	102	113	1.25	1.28	8,957	9,689	109.60	109.61
13	56.17	60.72	11,923	13,695	212.28	225.55	68	61	1.21	1.00	5,073	5,104	90.31	84.06
14	42.12	45.08	7,089	8,068	168.30	178.97	52	67	1.23	1.49	2,973	3,225	70.58	71.54
Statewide	1,078.70	1,180.93	256,722	300,979	237.99	254.87	1,312	1,423	1.22	1.20	114,508	129,527	106.15	109.68

- Trend is down (FY 2017 compared to 5-year average)
- Trend is statistically even (+/- 2.5%)
- Trend is up (FY 2017 compared to 5-year average)

Notes:
1. The 5-year average is the preceeding 5 years of data (SFY 2012-16)
2. *FY 2017 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.

Highway Performance Profile:
INFRASTRUCTURE HEALTH CONDITION SCORES

BRIDGE HEALTH INDEX (% GOOD)				
Division	Interstate	Primary	Secondary	Total
1	100.0	78.1	68.0	73.1
2	N/A	87.7	68.1	77.2
3	100.0	85.3	64.3	75.2
4	97.4	85.5	66.9	78.0
5	97.1	85.9	76.4	82.8
6	75.0	83.9	70.6	76.4
7	92.1	70.6	67.1	72.2
8	87.5	83.0	68.8	74.7
9	94.9	67.0	78.6	75.7
10	90.7	79.5	74.7	79.0
11	94.3	79.2	58.2	62.3
12	71.8	83.6	72.8	75.8
13	85.4	78.6	69.2	72.3
14	71.1	84.6	66.1	69.7
Statewide	89.5	81.3	68.3	73.9

Notes:
1. Bridge Condition is defined as the percentage of bridges rated in good condition as of June 30, 2017.
2. Division 2 does not maintain any Interstate mileage.

Highway Performance Profile:
INFRASTRUCTURE HEALTH CONDITION SCORES

PAVEMENT CONDITION RATINGS (% GOOD)				
Division	Interstate	Primary	Secondary	Total
1	92.53	70.49	60.60	63.83
2	N/A	64.95	56.54	58.90
3	87.29	65.63	55.59	59.05
4	81.79	59.44	57.48	59.04
5	88.08	63.22	54.21	57.75
6	89.28	67.80	75.38	74.09
7	89.17	80.68	58.32	64.21
8	90.36	58.32	60.14	60.53
9	83.08	68.32	59.69	62.47
10	68.91	64.74	62.17	63.16
11	79.90	63.34	60.03	61.04
12	89.29	69.54	63.35	65.38
13	95.90	70.92	63.98	66.95
14	92.15	65.00	53.72	57.65
Statewide	85.40	66.14	60.18	62.44

Notes:
1. Pavement Condition is defined as the percentage of pavement miles rated in good condition.
2. Pavement Condition Scores were published in December 2016.
3. Division 2 does not maintain any Interstate mileage.

Highway Performance Profile:
INFRASTRUCTURE HEALTH CONDITION SCORE

ROADSIDE FEATURES CONDITION

Division	Interstate	Primary	Secondary
1	82.3	87.1	86.6
2	88.9	91.3	89.6
3	89.2	89.5	86.5
4	85.6	85.1	89.5
5	92.1	91.3	91.5
6	91.7	90.5	88.7
7	94.6	92.7	92.5
8	94.7	89.7	91.6
9	94.3	93.9	93.8
10	94.1	86.4	90.4
11	88.4	92.7	91.2
12	93.1	93.5	90.3
13	96.8	94.0	92.7
14	89.7	89.6	87.3
Statewide	91.3	90.1	89.8

Notes:

1. The Roadside Feature Condition is defined as a weighted value score from 1-100 with 100 being the best that represents the physical condition of all highway features and elements, excluding pavement and bridges. The roadside feature scores for roads are determined, for the most part, by evaluating samples of 0.2 mile segments of roads for various elements such as Shoulders and Ditches (i.e. Low Shoulder, High Shoulder, Lateral Ditches); Drainage (i.e. Blocked or Damaged Pipes and Gutters); Roadside (i.e. Mowing, Brush and Tree Control, Litter and Debris, Slope and Guardrail); Traffic Control Devices (i.e. Traffic Signs, Pavement Markings, Traffic Signals) and Environmental (i.e. Turf Condition, Miscellaneous Vegetation Management).
2. Because of the granularity of data, combined total scores are not calculated for Roadside Features Condition.

Passenger Rail Performance Profile:
RIDERSHIP STATISTICS

Quarter	SFY 2012	SFY 2013	SFY 2014	SFY 2015	SFY 2016	SFY 2017	5YrAVG
First	211,159	232,227	246,624	123,706	118,424	112,893	186,428
Second	50,270	257,654	261,290	127,460	119,279	114,013	203,191
Third	204,272	222,722	208,775	103,090	87,695	91,732	165,311
Fourth	236,634	231,477	256,428	111,486	95,803	108,184	186,366
Annual Total	902,335	944,080	973,117	465,742	421,201	426,822	741,295

Note: The 5-year average is the preceeding 5 years of data (SFY 2012-16).

Motor Vehicles Performance Profile:
DRIVER STATISTICS

Performance Element	SFY 2012	SFY 2013	SFY 2014	SFY 2015	SFY 2016	SFY 2017	5YrAVG
Licensed Drivers	6,934,427	7,100,000	7,218,121	7,627,632	7,606,389	6,965,540	7,297,314
Registered Vehicles	8,700,000	8,800,000	8,843,938	9,076,874	9,328,899	9,513,210	8,949,942
Titles Processed	2,566,580	2,248,516	2,335,330	2,728,437	2,483,203	2,492,486	2,472,413
Plates/Stickers Requested	7,159,592	8,957,212	8,795,462	8,584,147	8,756,428	8,946,430	8,450,568
Internet Renewals	1,628,284	1,673,929	1,678,978	1,600,199	1,560,594	2,441,721	1,628,397
Graduated Licenses Issued	213,066	210,074	212,374	220,823	222,670	228,467	215,801
Learner's Permits Issued	89,822	87,544	88,945	95,877	94,055	98,937	91,249
Duplicate Licenses Issued	639,475	698,284	757,599	782,557	846,199	852,835	744,823
Renewals Issued	754,941	490,825	427,587	749,704	972,909	832,036	679,193
Original Licenses Issued	307,428	314,825	324,025	343,032	373,118	359,033	332,486

- Results compared to 5-year average have increased
- Results compared to 5-year average have stayed the same or declined less than 10%
- Results compared to 5-year average have declined by greater than 10%

Note: The 5-year average is the preceeding 5 years of data (SFY 2012-16)





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