



#### **Agenda**

- 1. Strategic Plan Update
- 2. 2024 Customer Service Survey Results
- 3. Statewide Initiatives

#### **The Strategic Plan Purpose**

- ✓ Chart a clear path forward to provide a safe, efficient, and sustainable transportation network that drives economic growth, improves mobility, and enhances the quality of life for all North Carolinians.
- ✓ Establish a roadmap and a framework that directs our work today and positions us to meet the transportation challenges and opportunities of tomorrow.
- ✓ Provide direction to all business units and agencies, ensuring alignment.
- ✓ Set priorities, communicate expectations, provide accountability and measure performance.

# **The Plan Development**



#### The Strategic Plan Approach

The Office of Strategic Initiatives and Program Support (SIPS) is facilitating a robust, ongoing and iterative strategic planning process for NCDOT that includes:



Data-driven identification of external and internal problems, gaps, and opportunities.



**Evidence-based strategy** informed by research, modeling, forecasting, and scenario planning.



An actionable vision that translates to tactical and operational goals at all levels.



Clear structure of progress reporting to monitor performance and maximize success.



Strategic plan **governance** to ensure transparency and accountability.



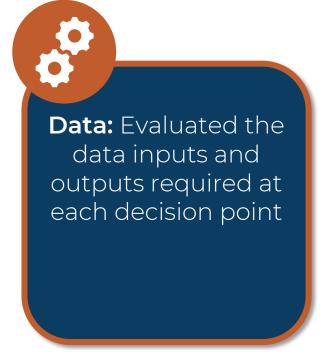
#### The Strategic Plan Process

NCDOT carried out a thorough revamp of the Department's strategic planning process. SIPS met with hundreds of staff members to understand the impact of each unit's work on the Department's vision and outcome goals.



team/unit level





# **The Strategic Plan (2025 – 2029)**



#### The Strategic Plan



#### 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

To provide a safe and efficient transportation system that works well for everyone.



#### **The Strategic Plan**













**#1** 

Recover the transportation network after emergencies

**#2** 

Provide a safe and efficient transportation system in **North Carolina** 

#3

**Improve** efficiency and effectiveness of programs, projects, and services



Recover the transportation network after emergencies

#### Objective:

✓ Restore transportation infrastructure







Provide a safe and efficient transportation system in North Carolina

#### Objective:

- ✓ Improve Safety for all Modes
- ✓ Increase Reliability and Access
- ✓ Increase Customer Satisfaction







Improve efficiency and effectiveness of programs, projects, and services

#### Objective:

- ✓ Improve Resource Stewardship
- ✓ Deliver Our Program
- ✓ Operate and Maintain Our System

# The Plan Implementation



#### The Plan **Implementation**

SIPS is developing structures and tools to support implementation of the Strategic Plan.



Improving data sightlines to seamlessly monitor performance.



Developing new tools to track progress toward goals.



Establishing new data visualizations and reports.



Planning new transparency, accountability, and governance structures.



Planning governance to ensure open dialogue and frequent calibration as new information becomes available.

# **Executive Summary**



Safety

Access & Reliability

Customer Service - DMV

Customer Service -Turnpike

Program Delivery

Resource Stewardship Human Resources

Resource Stewardship -OCR

> Maintaining our System

Helene Recovery

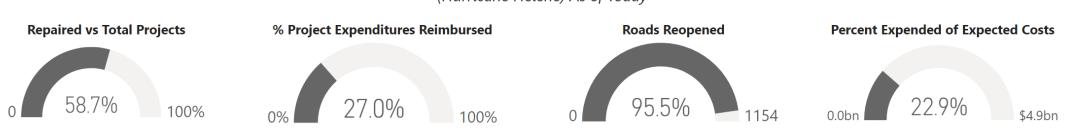
**Updates for Cabinet** 

Other Business Unit Updates

Outreach

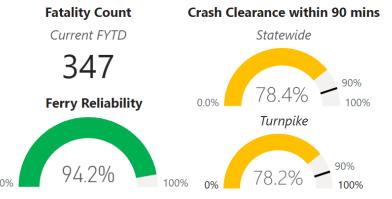


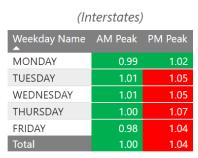
(Hurricane Helene) As of Today



#### Provide a Safe and Efficient Transportation System in North Carolina

ı	DMV Wait Times & Service Times Most Recent						
Wait Time	10/16	10/15/25	Difference	Last Year	Difference LY		
Appointment	0:14:53	0:12:12	21.9%	0:18:37	-20.1%		
Walkin	1:18:57	1:24:59	-7.1%	1:39:33	-20.7%		
Total	1:12:11	1:16:38	-5.8% 🕹	1:12:03	0.2%		
Service Time	0:15:21	0:15:02	2.1%	0:17:22	-11.6%		





**Travel Time Index** 

#### Improve Efficiency and Effectiveness of Programs, Projects, & Services

#### **Monthly Financial Update**

https://www.ncdot.gov/about-us/how-we-operate/financebudget/Pages/monthly-reporting.aspx

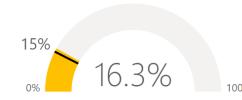
#### Weekly Cash Watch

https://www.ncdot.gov/about-us/how-we-operate/finance-

<u>budget/Pages/cash-watch-numbers.aspx</u>







**Current Vacancy Rate** 

# NCDOT Customer Service Survey 2024 Results



#### Background:

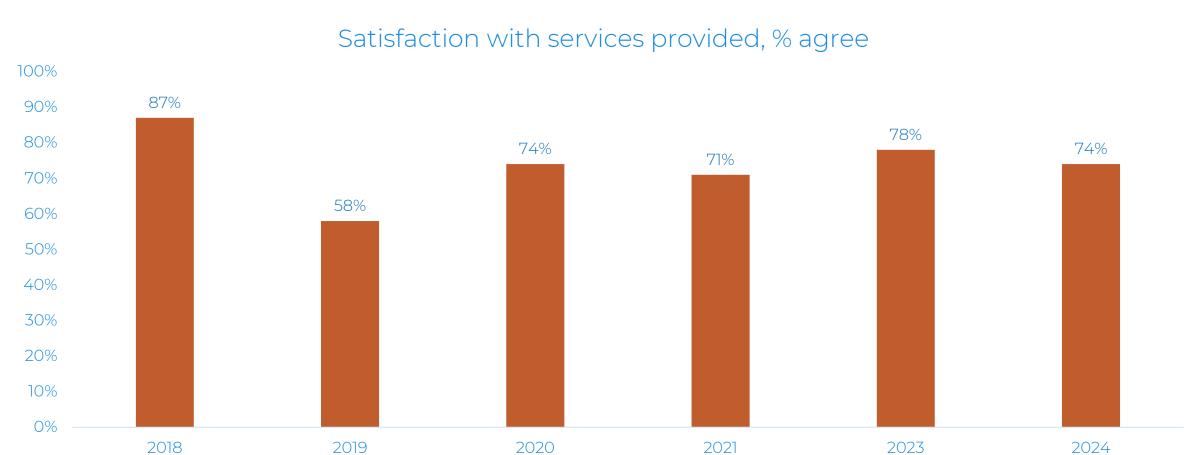
- Survey conducted since 2015 with continuous improvement over time to optimize the data received and the user experience
- Significant overhaul performed in 2019, oversampling added to ensure respondents are representative of North Carolina's adult population



#### Survey Overview:

- Over 1100 North Carolinians participated from across the state via convenience survey and oversampling
- Most respondents are satisfied with NCDOT services
- Majority of respondents use a personal motor vehicle as their primary mode of transportation, seeing a return to prepandemic numbers although respondents spend less time in their vehicle
- Maintenance, safety, and new construction of roadways remain top priorities
- Attitudes towards transportation and mode usage patterns vary between income groups more than any other demographic

#### **Overall Satisfaction**



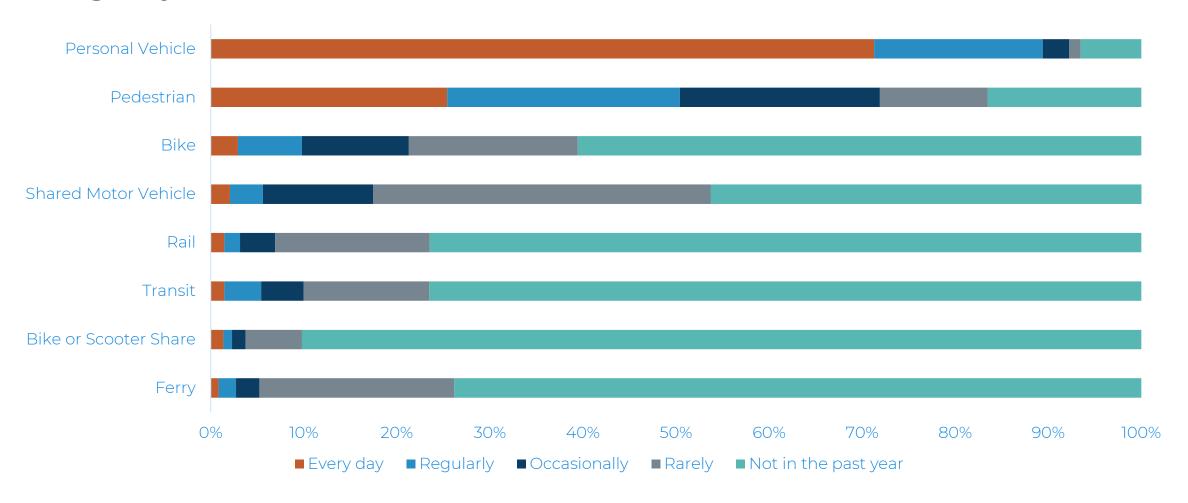


#### **Usage by Mode**

	Personal Vehicle	Pedestrian	Bike	Shared Motor Vehicle	Rail	Transit	Bike or Scooter Share	Ferry
Every day	71.3%	25.4%	2.9%	2.1%	1.5%	1.5%	1.4%	0.8%
Regularly	18.1%	25.0%	6.9%	3.5%	1.7%	4.0%	0.9%	1.9%
Occasionally	2.9%	21.5%	11.5%	11.8%	3.8%	4.6%	1.5%	2.5%
Rarely	1.2%	11.6%	18.2%	36.3%	16.6%	13.5%	6.1%	20.9%
Not in the past year	6.5%	16.5%	60.5%	46.3%	76.5%	76.5%	90.2%	73.9%

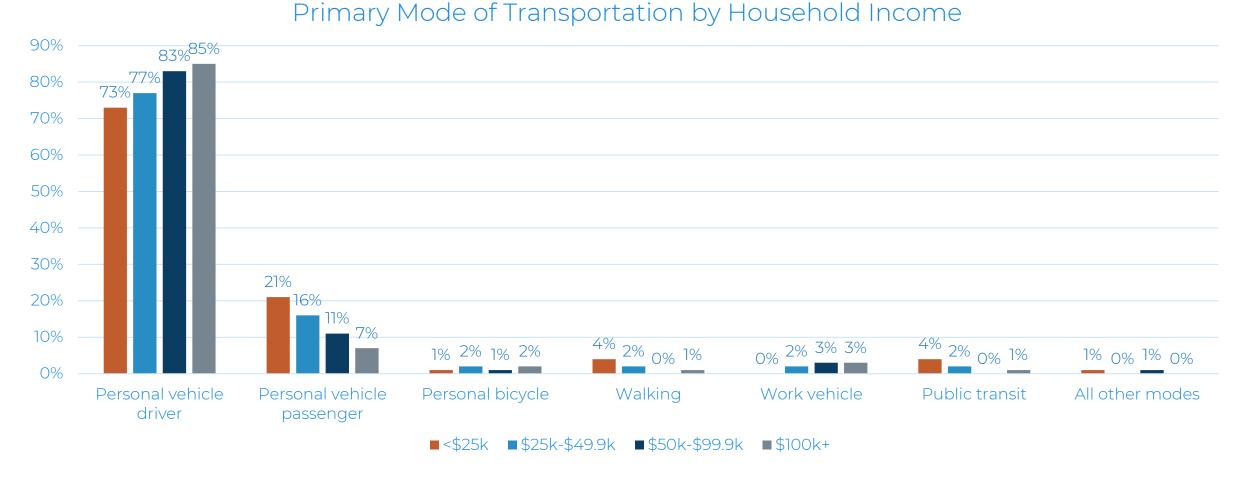


#### **Usage by Mode**



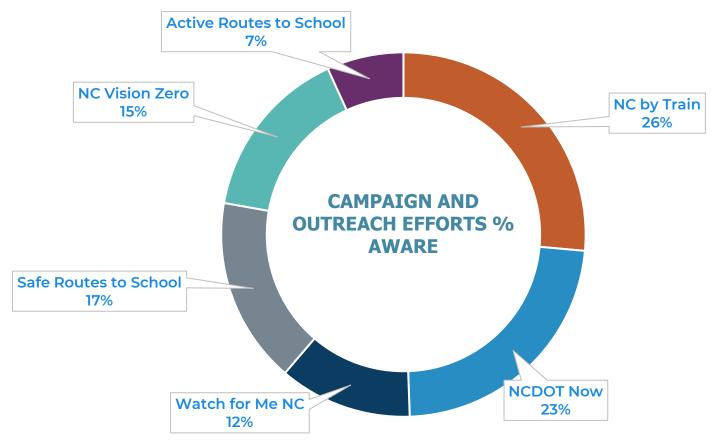
#### **Mode Use by Income**

#### Dringery Mede of Transportation by Household Income



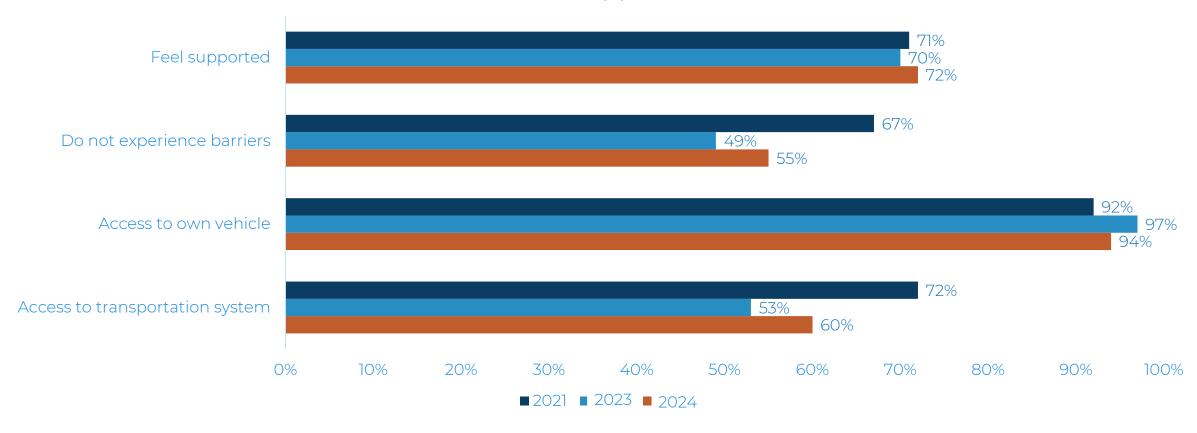


#### **Communications Awareness**



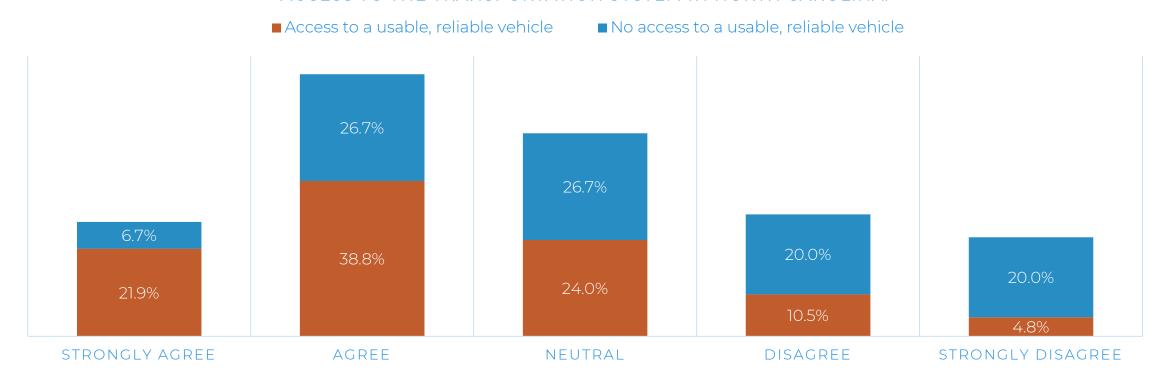
#### **Experiences with Transportation Infrastructure in NC**

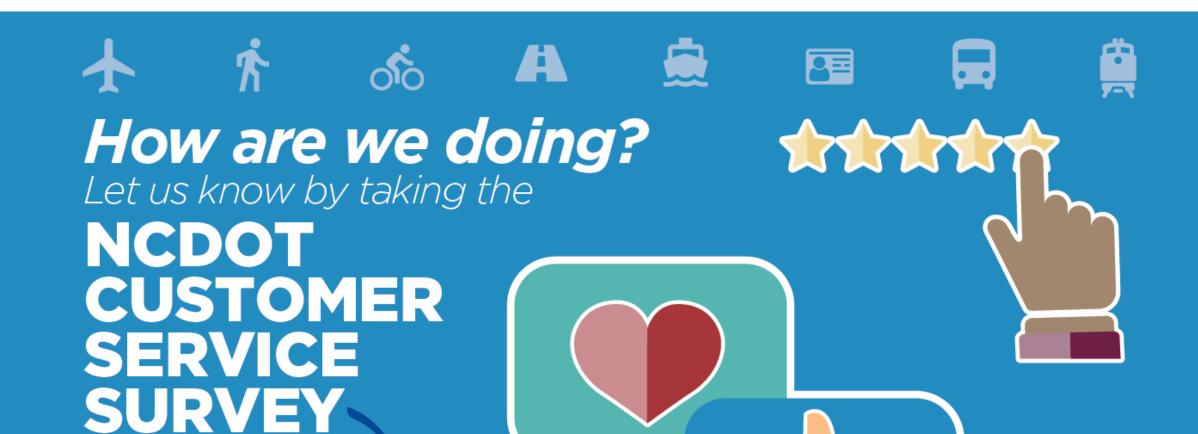
Infrastructure support, 2021-2024



#### **Experiences with Transportation Infrastructure in NC**

PLEASE INDICATE YOUR AGREEMENT WITH THE FOLLOWING STATEMENTS: - I HAVE SUFFICIENT ACCESS TO THE TRANSPORTATION SYSTEM IN NORTH CAROLINA.









Survey will be live

Oct. 1-Nov. 7, 2025

https://go.ncsu.edu/CustomerServiceSurvey



## **Statewide Initiatives**

# **NEVI Program**

#### **NEVI Program Status**

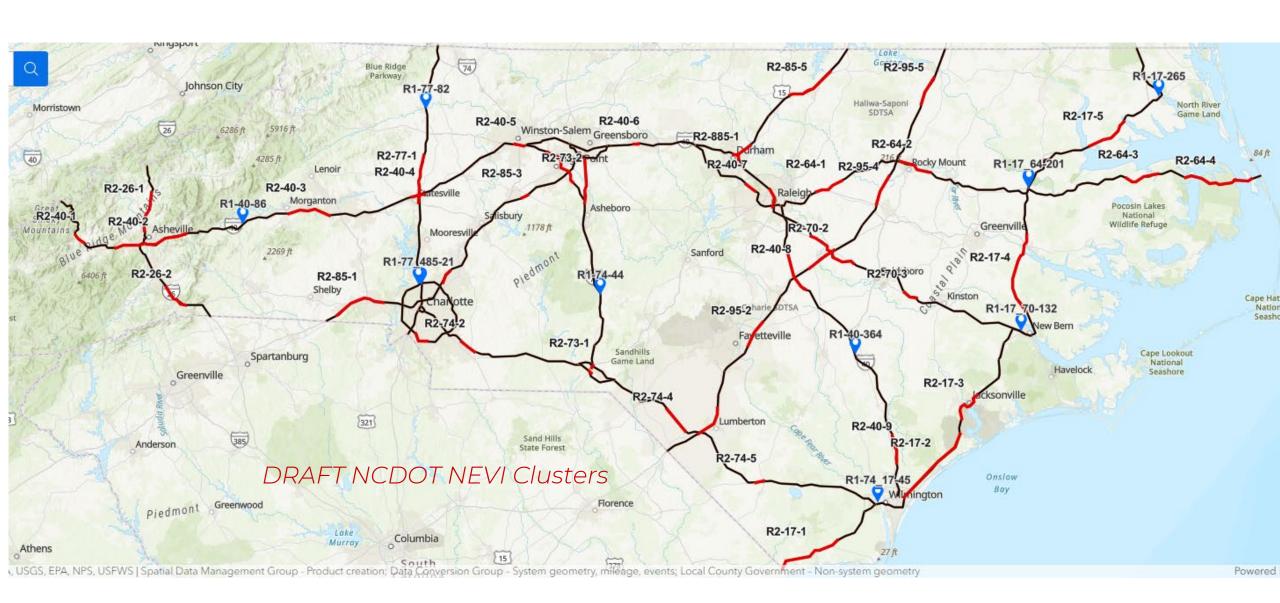
- ✓ 6 of the 9 awarded sites are under contract. Additional documentation under review before NTP to construction provided.
- ✓ Re-evaluating 41 round 2 clusters based on new guidance and updating RFP and scoring.
  - ✓ 41 sites submitted to FHWA for obligation
  - ✓ RFP expected to be released 1st quarter 2026 with webinars planned to share any new mapping or scoring requirements
- ✓ Expect to have AFCs certified as fully built out by 1st quarter 2026
- ✓ Planning for phase 2 to begin 1st quarter 2026

#### **Award Details**



Cluster	Applicant Name	Award	Site Host	City
17-5 (U.S. 17)	eCAMION USA, Inc (DBA Jule)	\$644,913	Firehouse Subs	Elizabeth City
40-3 (I-40)	Love's Travel Stops & Country Stores, Inc	\$600,000	Love's Travel Stop #308	Marion
40-8 (I-40)	Pilot Travel Centers LLC	\$333,414	Pilot Travel Center #6996	Warsaw
74-4 (I-77)	Pilot Travel Centers LLC	\$453,630	Pilot Travel Center #6978	Candor
77-1 (I-77)	EvGateway	\$578,900	Breakfastime	Jonesville
M-1 (I-77/I-485)	Schneider Electric Buildings Americas, Inc	\$1,090,841	Northlake Mall	Charlotte
M-3 (U.S. 17/U.S. 74)	Francis Energy Charging, LLC	\$991,421	Clairmont Shopping Center (Piggly Wiggly)	Leland
M-4 (U.S. 70 /U.S. 17)	EvGateway	\$586,460	Neighborhood Strip Shopping Centers (Publix)	New Bern
M-5 (U.S. 64/U.S. 17)	eCAMION USA, Inc (DBA Jule)	\$644,913	Roses Plaza	Williamston

## **DRAFT NEVI Charging Clusters: 1 site per cluster**



# **Other Agency Updates**

#### ncdot.gov

#### **LUNCH & LEARN**

October 27, 2025 11:45 a.m.-1 p.m.

# Federal Grants Management at NCDOT

#### **ABOUT THIS WEBINAR:**

This lunch and learn webinar will share more about how NCDOT manages federal transportation grants through USDOT. This is an opportunity to gain insights into the Grants Management Office, the full grant lifecycle (pre-award, award, and post-award), how to request letters of support, and how to engage with the team on potential projects and upcoming funding opportunities.

#### PRESENTERS:

#### **Brittany Wilborn**

Strategic Initiatives Fellow (HBCU Outreach) for the Office of Strategic Initiatives and Program Support (SIPS) at NCDOT

#### Steven Hulsey

Senior Project Manager at HNTB



SIGN UP HERE

Questions? Contact the CLEAR team at *clear@ncdot.gov*.



# Communicate Lessons, Exchange Advice, Record



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# Resilience Update

#### Funding Opportunity: Disaster Relief and Mitigation Fund 2025

#### Background Information

- ✓ North Carolina Emergency Management (NCEM) is now accepting applications for grants funded through the Disaster Relief and Mitigation Fund (DRMF) established in S.L. 2021-180, § 5.9(f), reauthorized in S.L. 2023-134, § 5.6(f), & "The Disaster Recovery Act of 2025 – Part II", S.L. 2025-26, § 2A.3.(a)(7)(d), the Hurricane Helene Flood Mitigation Grant Program.
- ✓ This funding can be used for:
  - ✓ Flood mitigation
  - ✓ Transportation infrastructure
  - ✓ Resilience against natural disasters
  - Engineering assistance grants to local governments to identify and design shovel-ready projects

#### **Funding Opportunity: Disaster Relief and Mitigation Fund 2025**

#### Examples of Eligible Projects:

(Not intended to be a full list but may help applicants to identify possible projects)

- Construction of new or improvement of existing stormwater or drainage infrastructure
- Engineering expenses related to planning, design, and implementation of flood mitigation projects.
- Elevation of buildings, controls, or other improvements of public infrastructure to mitigate future flood damage.
- Relocation of at-risk public infrastructure.
- Hardening of critical facilities and utilities.
- Projects that update and prepare transportation infrastructure for storms, mudslides, and flooding events taking projections of future risk into consideration including culvert or bridge retrofits or replacements.
- Flood notification systems
  - The Period of Performance (POP) is **up to 36 months**, starting on the date of the recipient's award. This process starts with the application referenced below.

#### Funding Opportunity: Disaster Relief and Mitigation Fund 2025

#### Funding Allocation:

- ✓ Initial funding for this notice is anticipated to be \$20,000,000
  - ✓ A minimum of \$15,000,000 will be targeted toward applicants in the TS Helene affected area.
  - ✓ Grants will be limited to \$2,000,000 for a single recipient.
  - ✓ Total grants will be limited to \$4,000,000 to a single county.
  - ✓ Projects can be 100% funded with no cost share and are paid on a reimbursement basis.
  - ✓ Grant administration costs are not eligible.

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### **Contact Us**

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Thank you!