



NORTH CAROLINA Department of Transportation



NCDOT COVID-19 Operations Update

Eric Boyette
Secretary, North Carolina Department of Transportation

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Division of Highways Operations

- **All active projects are continuing for as long as contractors can work**
- Contractors not penalized for stopping work as result of pandemic
- Maintenance operations continue statewide; maintenance staff working in rotations for efficient and safe use of human resources
- Central and field office staff working remotely where able
- Rest areas remain open

Multi-Modal Divisions

Ferry:

- Continually adjusting schedules in response to ridership
- Passenger count down 72%; vehicle count 62%

Aviation:

- Pursuing waivers from FAA for medical supply distribution across the Charlotte-area Novant and WakeMed hospital networks, and to deliver food and supplies in Holly Springs targeting elderly and mobility-impaired

Multi-Modal Divisions

Rail:

- Ridership on the Piedmont service (Charlotte – Raleigh) down 94%
- Ridership on the Carolinian service (Charlotte – Raleigh – DC – New York) down 89%
- Piedmont Service has been adjusted to one round trip as of March 23
- Carolinian Service has been suspended as of April 6

Turnpike Authority

- Traffic volumes down 55-65% on TriEx and 40-50% on Monroe Expressway
- Suspended DMV registration holds, third-party debt collection, assessment of fees and penalties
- Walk-in customer service centers closed; web site and phone services operating

Division of Motor Vehicles Operations

- **All headquarters processing functions continue to operate**
- **DMV offices continue to be open where physical size and staffing allow**
 - Smaller offices are closed and staff reassigned to a nearby larger office
 - Customers are served by appointment only at ALL open offices
 - Appointments can be made by calling the statewide call center
 - Excluding CDL testing, all other road tests are canceled
- The Division is currently experiencing a ~40% vacancy rate due to the pandemic

Pandemic Effects On Revenue

- Gas tax revenue decreasing
- Highway Use Tax revenue decreasing
- DMV fees revenue decreasing
- Anticipating loss of a **minimum** of \$200M during last quarter FY2020
- Continued revenue loss in FY2021

DOT Pandemic – Related Legislative Needs

- DMV Commissioner authority to extend expiration deadlines for various privileges and requirements – e.g. driver licenses, vehicle inspections, station licenses – during a declared emergency
- DMV Commissioner authority to waive fines and fees during a declared emergency
- Funding to extend high-volume driver license office hours 7:00 am – 7:00 pm to handle expected post-pandemic surge
- Authority to renew IDs online
- Delay DMV move date (currently October 1)

Questions?



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