

**OPERATING INDICATORS BY FUNCTION**

For the Fiscal Years 2012-2021

	2021	2020	2019	2018	2017
<b>General Government</b>					
<b>Department of Revenue</b>					
Number of tax returns filed electronically	10,849,874	9,292,526	9,163,552	8,837,553	8,418,279
Number of tax returns processed	12,772,595	11,102,781	11,323,904	11,217,334	11,150,416
Number of individual refunds direct deposited	2,223,632	1,850,823	1,875,194	1,806,510	1,825,815
Number of individual refunds processed	2,963,570	2,539,044	2,717,162	2,683,039	2,753,655
Number of pieces of incoming mail	3,759,578	3,608,395	4,186,563	4,160,827	4,580,005
Number of pieces of outgoing mail	7,453,330	6,355,203	8,814,460	8,934,110	9,050,706
<b>Department of Administration</b>					
Construction projects administered	4	3	3	1	2
Construction value excluding design fee (thousands)	\$ 8,845	\$ 4,935	\$ 139	\$ -	\$ 33,309
<b>USS North Carolina Battleship Commission</b>					
Visitation to USS North Carolina Battleship	126,225	173,919	187,570	211,596	218,479
<b>Primary and Secondary Education</b>					
<b>Public School (K-12)</b>					
Public school enrollment	1,558,633	1,580,754	1,579,332	1,582,118	1,545,614
Total high school graduates	107,375	109,518	107,095	103,261	101,991
Graduate intention to pursue further education	75.4%	78.8%	81.0%	82.0%	85.9%
<b>Higher Education</b>					
<b>Community Colleges</b>					
Number of students (annualized FTE)	214,608	239,554	230,140	219,176	222,461
Number of certificates and degrees awarded	61,690	63,438	65,305	63,226	62,131
<b>Universities</b>					
Number of regular term students (FTE)	220,391	219,021	216,959	213,218	209,401
Number of certificates and degrees awarded	60,692	57,939	55,874	54,838	53,236
<b>Health and Human Services (3)</b>					
<b>Department of Health and Human Services</b>					
Medicaid recipients	2,423,504	2,097,451	2,073,052	2,247,663	2,200,011
Food stamp recipients	1,809,263	1,739,775	1,797,272	1,345,157	1,436,586
Clients served by mental health facilities	1,826	2,167	3,017	3,062	3,110
Clients served by developmental disabilities facilities	895	954	985	1,136	1,156
Clients served by substance abuse facilities	3,564	3,883	3,374	3,466	3,496
Clients served by neuro-meds facilities	436	502	515	612	644
Children served through subsidized child care	85,273	119,550	120,017	122,924	105,755
Participation in Special Supplemental Nutrition Program	252,719	220,455	221,206	230,071	240,691
Clients served through Work First	30,276	34,022	38,576	27,436	26,415
NC Health Choice annual enrollment	101,032	120,729	109,644	94,698	90,589

Source: Financial reporting entities listed in the table.

Table 18

2016	2015	2014	2013	2012
7,941,295	7,263,173	7,022,822	6,669,752	4,801,446
10,946,995	10,363,073	10,366,001	10,143,464	10,888,330
1,453,984	1,412,624	1,934,344	1,821,767	1,702,620
2,308,133	2,311,764	3,127,317	3,123,326	3,083,401
5,219,418	5,090,535	5,129,271	5,514,005	5,827,530
9,083,964	9,219,001	8,417,904	8,172,888	8,525,983
8	8	7	7	6
\$ 72,824	\$ 63,552	\$ 63,460	\$ 62,729	\$ 54,378
212,369	202,447	210,969	216,438	193,150
1,538,310	1,520,985	1,510,664	1,493,474	1,481,671
99,183	96,477	95,580	94,869	92,031
83.8%	83.8%	84.5%	85.0%	100.0%
220,312	225,135	229,924	238,092	240,338
58,960	49,592	45,392	40,224	56,140
205,119	202,447	200,716	201,251	200,386
51,799	51,850	51,086	49,791	48,045
2,198,496	2,054,975	2,073,166	1,781,096	1,872,279
1,609,669	1,649,754	1,620,115	1,670,428	2,113,648
3,146	3,301	3,593	3,463	4,102
1,161	1,199	1,212	1,289	1,283
3,512	3,698	4,047	4,181	3,901
683	721	744	567	830
112,545	120,471	121,112	121,303	129,752
244,652	248,575	257,582	265,616	268,872
31,015	33,598	37,256	45,201	102,367
81,897	78,407	98,537	192,044	154,927

Continued

**OPERATING INDICATORS BY FUNCTION (Continued)**

For the Fiscal Years 2012-2021

	2021	2020	2019	2018	2017
<b>Economic Development</b>					
<b>Economic Development Partnership of North Carolina</b>					
Jobs generated company recruitment/expansion	25,796	18,304	22,061	20,794	15,748
Capital investment (thousands)	\$ 9,275,000	\$ 5,630,000	\$ 3,325,257	\$ 3,580,000	\$ 3,831,981
<b>Department of Commerce</b>					
Total employed	4,769,039	4,430,134	4,868,076	4,787,584	4,700,760
Percentage of unemployment	4.6%	7.5%	4.2%	4.2%	4.2%
<b>Environment and Natural Resources</b>					
<b>Department of Environmental Quality</b>					
Public drinking water systems in compliance	99%	98%	98%	98%	99%
<b>Department of Natural and Cultural Resources</b>					
Visitation to state parks	23,459,561	17,391,643	17,866,517	19,153,780	19,038,513
Visitation to historical sites and museums	2,950,439	2,451,425	4,506,115	4,014,046	5,488,204
Visitation to state aquariums	862,418	801,738	690,809	1,376,820	1,347,641
Visitation to N.C. Zoo	636,448	490,829	864,138	839,963	870,882
<b>Wildlife Resources Commission</b>					
Hunting licenses sold	200,969	186,284	176,847	144,380	141,448
Fishing licenses sold (inland and coastal)	920,244	790,572	742,253	743,316	779,184
Combination hunting/fishing licenses sold	167,682	162,681	139,878	146,772	152,801
Vessels registered	188,883	186,594	173,732	173,740	176,585
<b>Public Safety, Corrections and Regulation (3)</b>					
<b>Department of Public Safety</b>					
Incarcerated adult offenders	29,113	31,506	36,053	37,104	37,487
Supervised adult offenders	77,463	94,937	100,348	97,798	99,313
Juvenile offenders	4,299	4,632	5,349	6,075	6,613
<b>Administrative Office of the Courts</b>					
Cases disposed as a % of cases filed-Superior Court	100%	100%	100%	100%	100%
Cases disposed as a % of cases filed-District Court	100%	100%	100%	100%	100%
<b>Agriculture</b>					
<b>Department of Agriculture and Consumer Services</b>					
Motor fuel dispensers tested (1)	5,061	81,907	117,459	116,709	106,614
Rejection rate	12.60%	6.10%	33.06%	27.70%	11.49%
Retail scales tested (2)	1,479	23,028	27,110	33,630	31,994
Rejection rate	12.90%	8.30%	7.60%	7.70%	8.70%

Table 18

2016	2015	2014	2013	2012
14,806	14,812	14,094	16,939	15,634
\$ 4,245,981	\$ 2,388,677	\$ 2,787,447	\$ 2,139,346	\$ 3,600,000
4,614,694	4,493,898	4,389,480	4,292,251	4,216,014
4.9%	5.8%	6.4%	8.8%	9.4%
97%	96%	96%	96%	95%
18,053,654	16,293,380	14,751,051	13,918,725	14,247,295
5,480,871	4,627,997	4,161,452	4,243,249	3,880,172
1,233,070	1,268,467	1,123,756	1,193,252	1,104,200
755,567	721,432	728,531	732,310	738,072
145,029	145,729	126,524	117,473	115,420
789,049	795,878	823,712	772,197	791,044
161,847	191,244	204,179	199,280	198,689
179,485	146,305	144,316	149,311	143,535
37,440	37,793	37,529	37,619	38,385
100,881	102,790	103,399	105,763	103,163
7,170	8,037	8,141	8,625	9,090
100%	100%	100%	100%	100%
100%	100%	100%	100%	100%
91,525	95,811	96,880	110,730	104,666
13.00%	16.00%	16.36%	12.84%	9.20%
33,270	26,091	30,220	27,995	28,074
9.40%	8.80%	8.96%	9.65%	8.14%

(1) Governed by Gasoline and Oil Inspection Law (General Statute 119)

(2) Governed by North Carolina Weights and Measures Act (General Statute 81A)

(3) Starting in fiscal year 2012, Juvenile Justice and Delinquency Prevention is included in the public safety, corrections and regulation function; whereas in prior years it was included in the health and human services function.