

North Carolina Turnpike Authority

Board of Directors - Operations Committee Meeting

January 21, 2021



Opening Comments

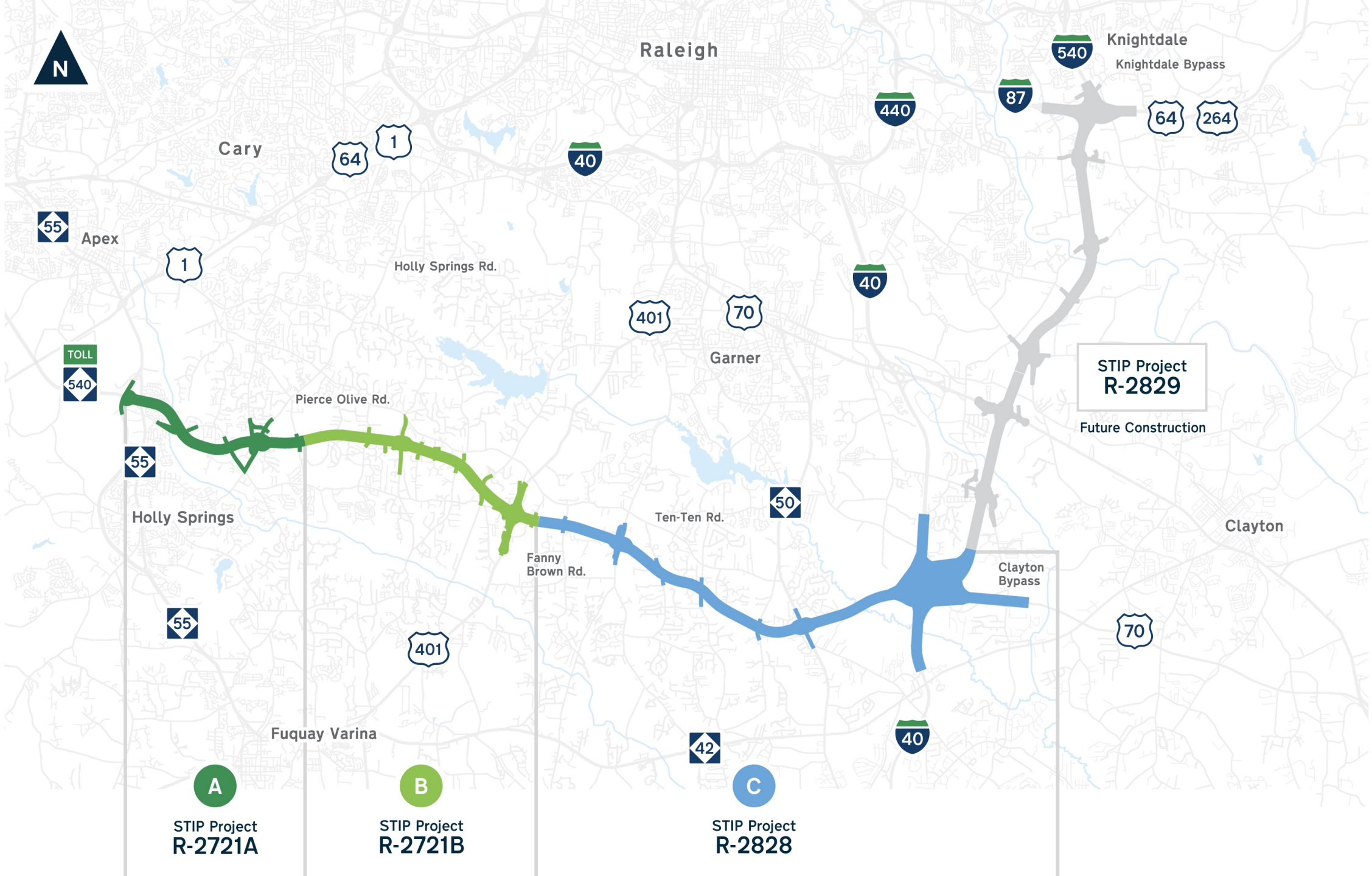
JJ Eden
Executive Director

November Statistics

- Triangle Expressway
 - Transactions – 3.96 million
 - Revenue - \$2.95 million
- Monroe Expressway
 - Transactions – 2.91 million
 - Revenue - \$1.63 million
- Transponders
 - Over 11,400 distributed
 - Over 915,000 distributed program-to-date as of November 30, 2020

Complete 540 Construction Update

Dennis Jernigan, P.E.
Director of Highway Operations



**STIP Project
R-2721A**

**STIP Project
R-2721B**

**STIP Project
R-2828**

**STIP Project
R-2829**
Future Construction

R-2721A

BRANCH CIVIL | FLATIRON | Gannett Fleming

A

93%

Plans for Construction

\$183.5M

Cost of Contract

214 Design Submittals

98%

Parcels with Access

R-2721B

BRANCH CIVIL | FLATIRON | HDR

B

96%

Plans for Construction

\$160.0M

Cost of Contract

207 Design Submittals

99%

Parcels with Access

R-2828

LANE | BLYTHE | WSP

C

99%

Plans for Construction

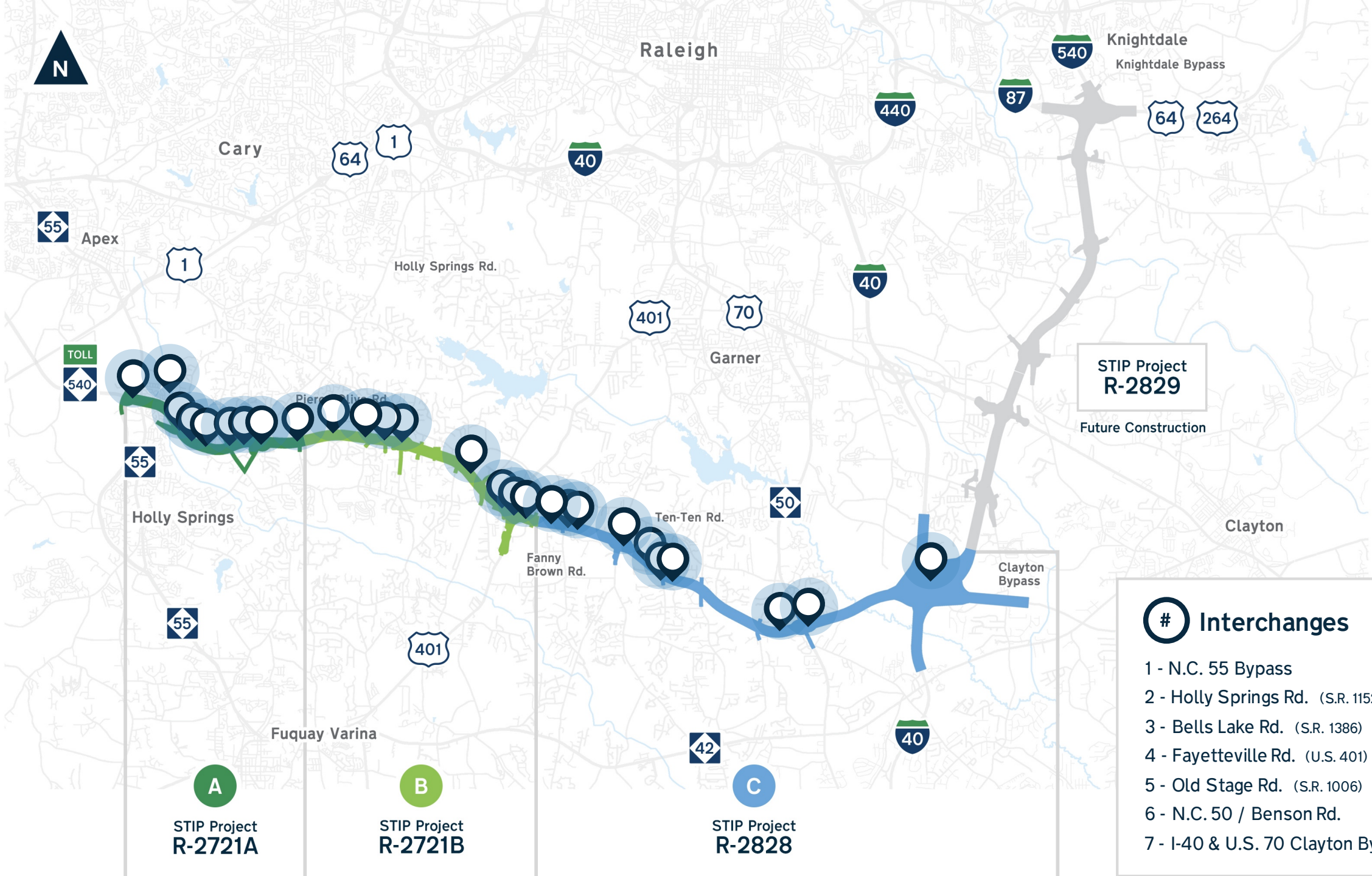
\$403.2M

Cost of Contract

465 Design Submittals

96%

Parcels with Access



STIP Project
R-2829
Future Construction

A
STIP Project
R-2721A

B
STIP Project
R-2721B

C
STIP Project
R-2828

- # Interchanges**
- 1 - N.C. 55 Bypass
 - 2 - Holly Springs Rd. (S.R. 1152)
 - 3 - Bells Lake Rd. (S.R. 1386)
 - 4 - Fayetteville Rd. (U.S. 401)
 - 5 - Old Stage Rd. (S.R. 1006)
 - 6 - N.C. 50 / Benson Rd.
 - 7 - I-40 & U.S. 70 Clayton Bypass





Kildaire
Farm Road

Holly Springs
Road

Woodcreek





Bells Lake Road









FIRST

DECK

POUR



Community Outreach

Complete 540 Outreach

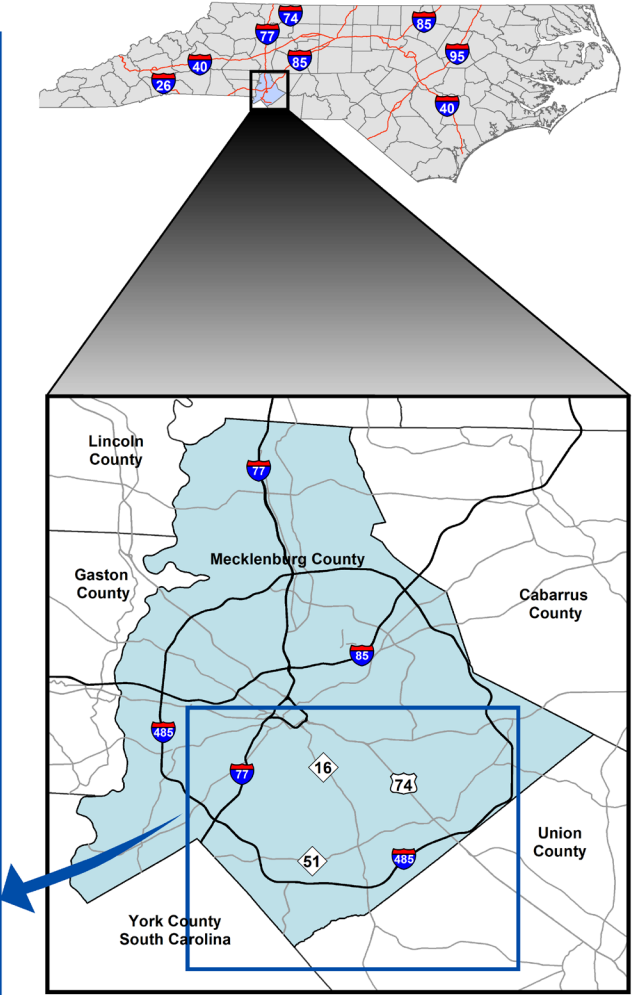
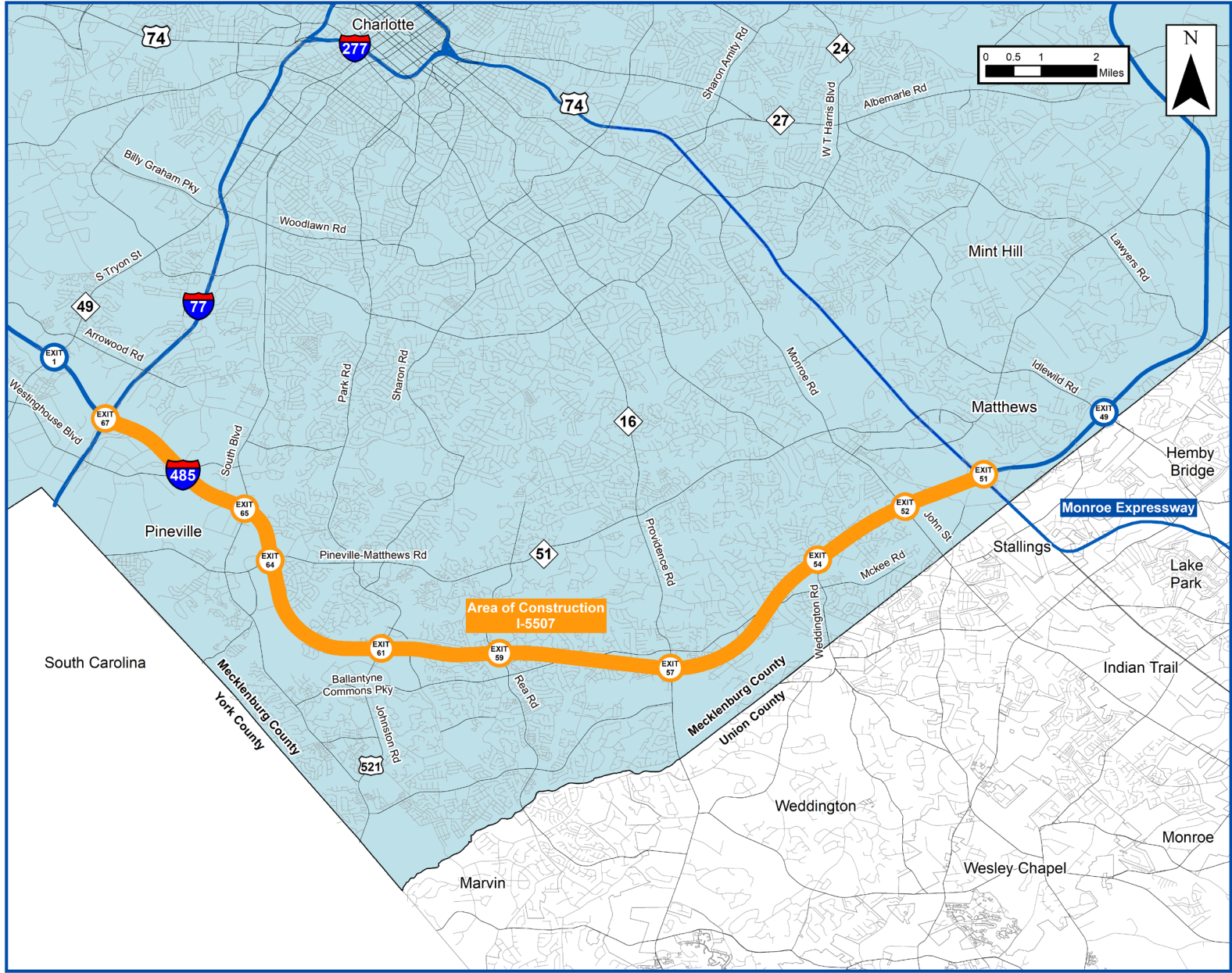


Virtual Meetings

Resident Communications

I-485 Express Lanes Update

Andy Lelewski, P.E.
Director of Program Development



Division 10 Construction Update

- Eleven structures and two box culverts are under construction.
- Three box culverts have been completed.
- Over 31 miles of portable concrete barrier have been installed.
- Approximately 29,000 LF of pipe has been constructed.



Division 10 Construction Update

- Over 12 miles of median widening are under construction.
- 20,600 LF of median barrier wall is complete.
- Soil stabilization, ABC placement, and asphalt paving is ongoing.
- Over 7,500 LF of conduit has been installed for ITS/AET facilities.



Division 10 Construction Update

- Westinghouse Road interchange Direct Connector construction is ongoing.



Division 10 Construction Update

- Johnston Road interchange Direct Connector construction is ongoing.



Division 10 Construction Update

Toll-Related Construction Progress

- Toll Rate Message Signs (17)
- Static Toll Sign Groups (78)
- Power Services (47)
- ITS/AET Conduit (25.3 mi)
- AET Toll Gantry (9)
- ITS Devices (217)

Complete: 0

Under Construction: 0

Complete: 0

Under Construction: 0

Complete: 0

Under Construction: 0

Complete: 1.4

Under Construction: 0

Complete: 0

Under Construction: 0

Complete: 0

Under Construction: 0

NCTA Construction-Related Activities

Recent NCTA Accomplishments

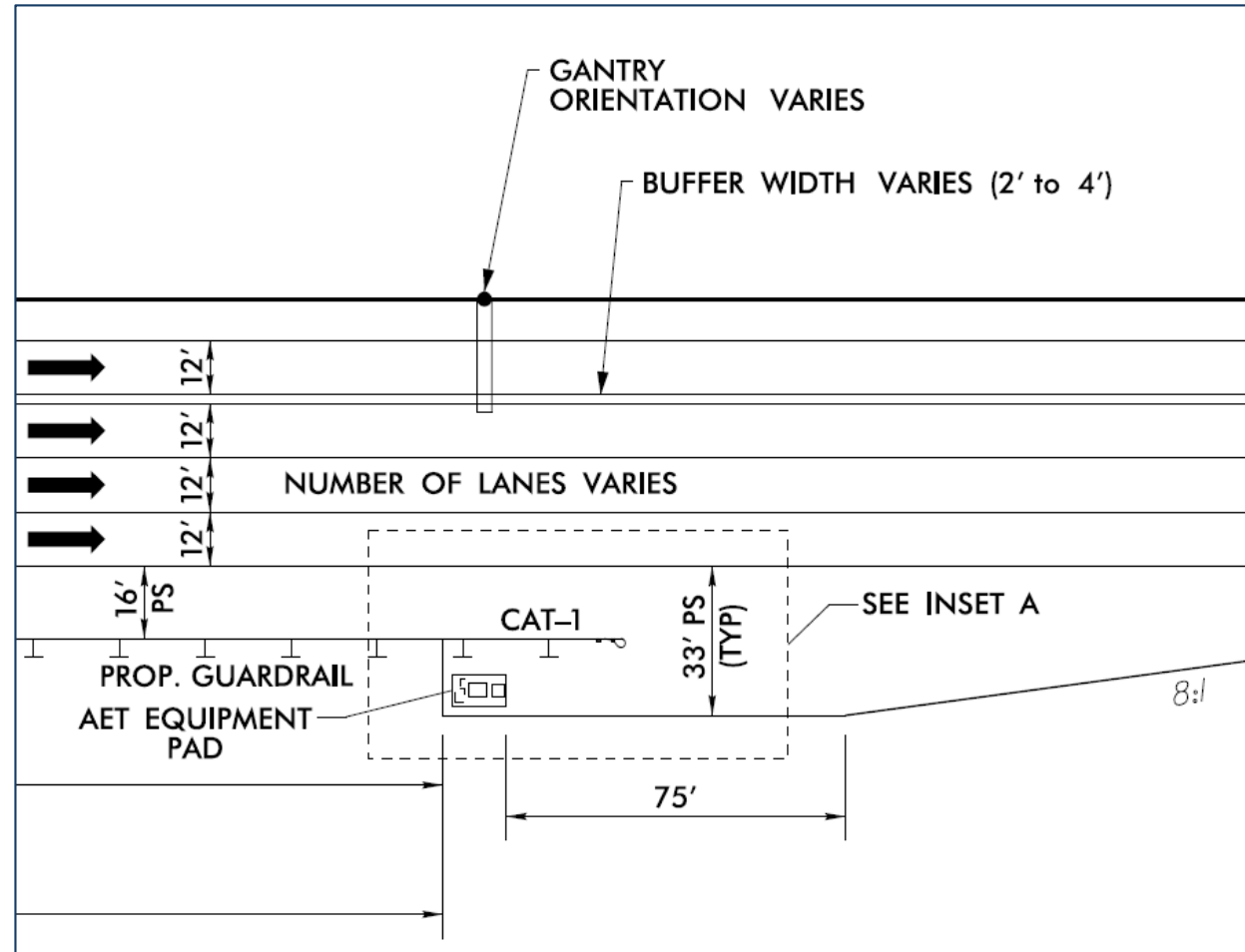
- Signing and Pavement Marking Plans have been completed

Upcoming NCTA Work

- Continue review of signing & pavement marking design submittals
- Monitoring of toll-related work along the corridor
- Coordinate with roadside toll technology project

Schedule

- Fall 2022 – Commencement of tolling



Customer Service Center & Toll Technology Update

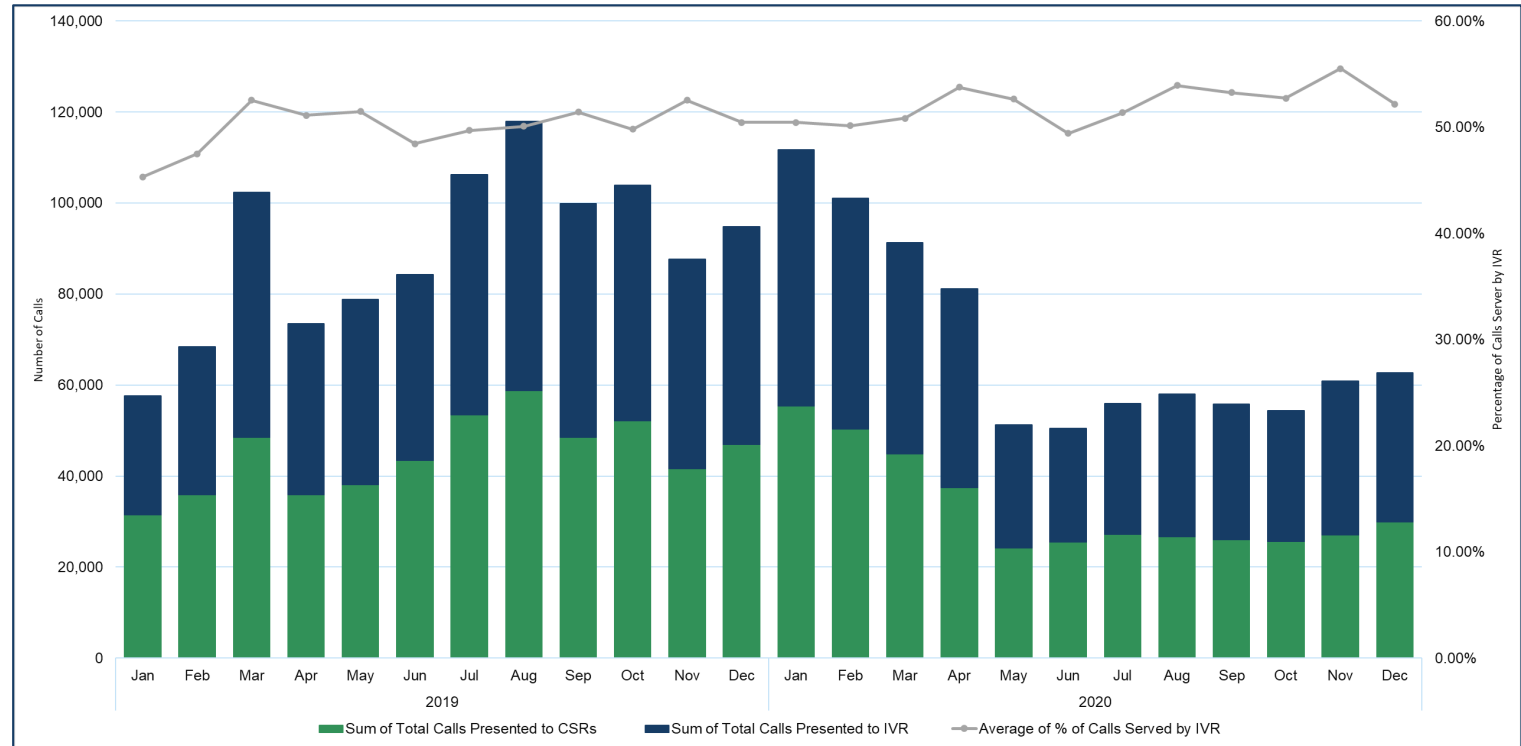
Manish Chourey
Chief Technology Officer

Customer Service Update

- CSC Operations continues in Code Yellow
 - Employees and Embedded Consultants continue to work remotely
 - CSR's are spaced out to meet social distancing (6+ feet)
 - CSC is keeping current with incoming workload (Service requests, Customer Calls and fulfillment)
 - Pilot extended customer service call times before and after regular shift times
 - Exploring Work From Home CSR support options
- Effective October 26, Resumed invoice escalation and plate registration stops business policies
- Turnpike continues to monitor state guidelines to lift suspension on pursuing new debt 3rd party collections
- Image Review activities has transitioned to Roadside contracts, CSR's trained to take up other activities

Call Center Statistics

- Call volumes remain at 60-70% compared to Pre Covid-19 volumes
- IVR serves on average 50% of calls
- Top reasons for customer calls are,
 - BBM payments
 - BBM inquiry (balance, vehicle)
 - NC QP account updates
 - NC QP account replenishments
 - Remove DMV Registration Stop
 - DMV Registration Stop inquiry



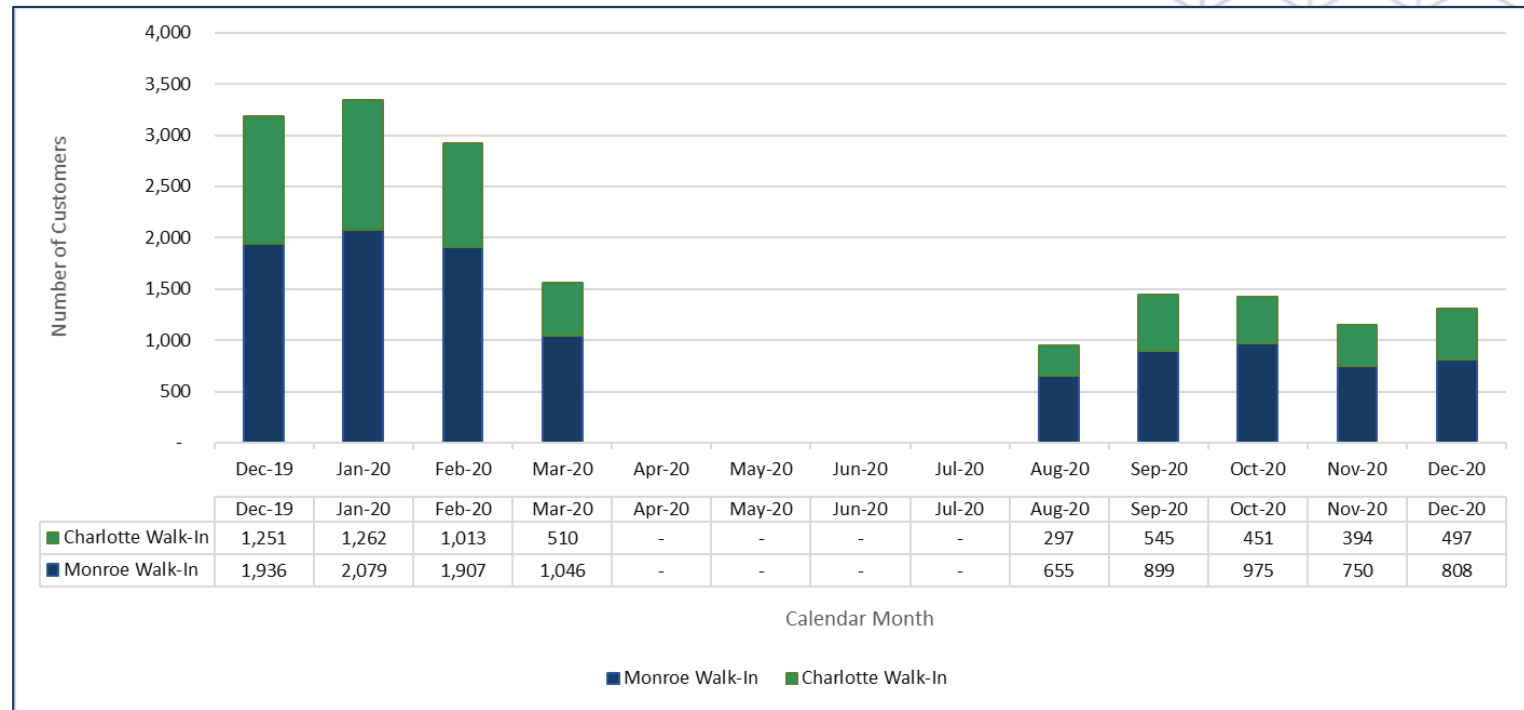
Walk-In Center Customer Visits

- Walk-in Centers at Charlotte and Monroe are serving customers since August 10 – Total of 6,281 customer visits as of December 31st, 2020

- Charlotte - 2,187 visits
- Monroe - 4,094 visits

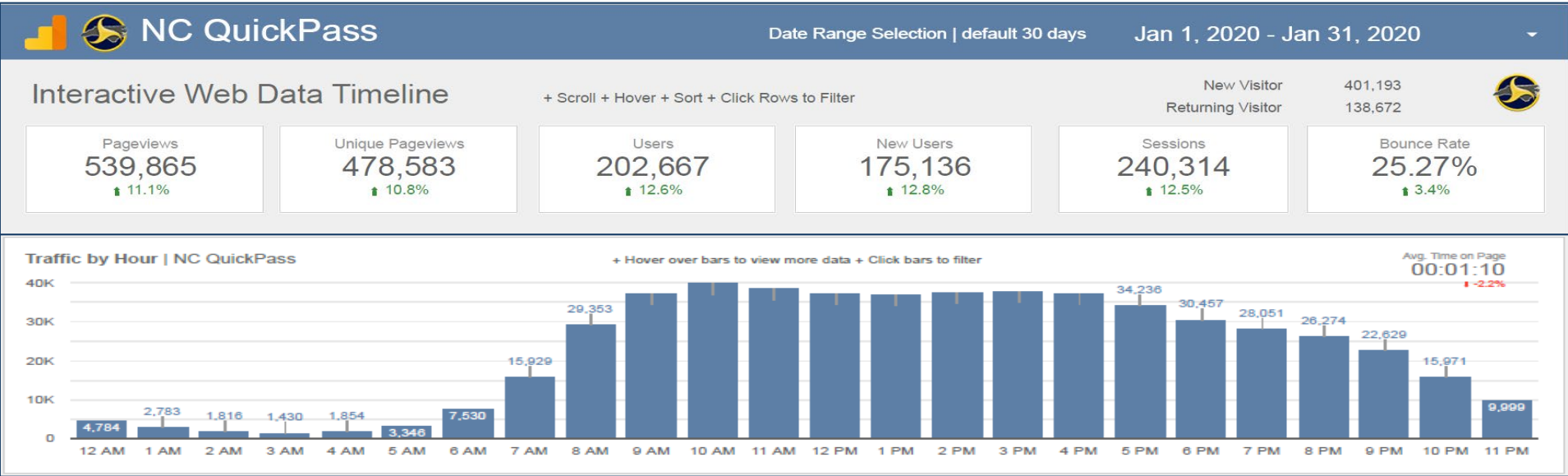
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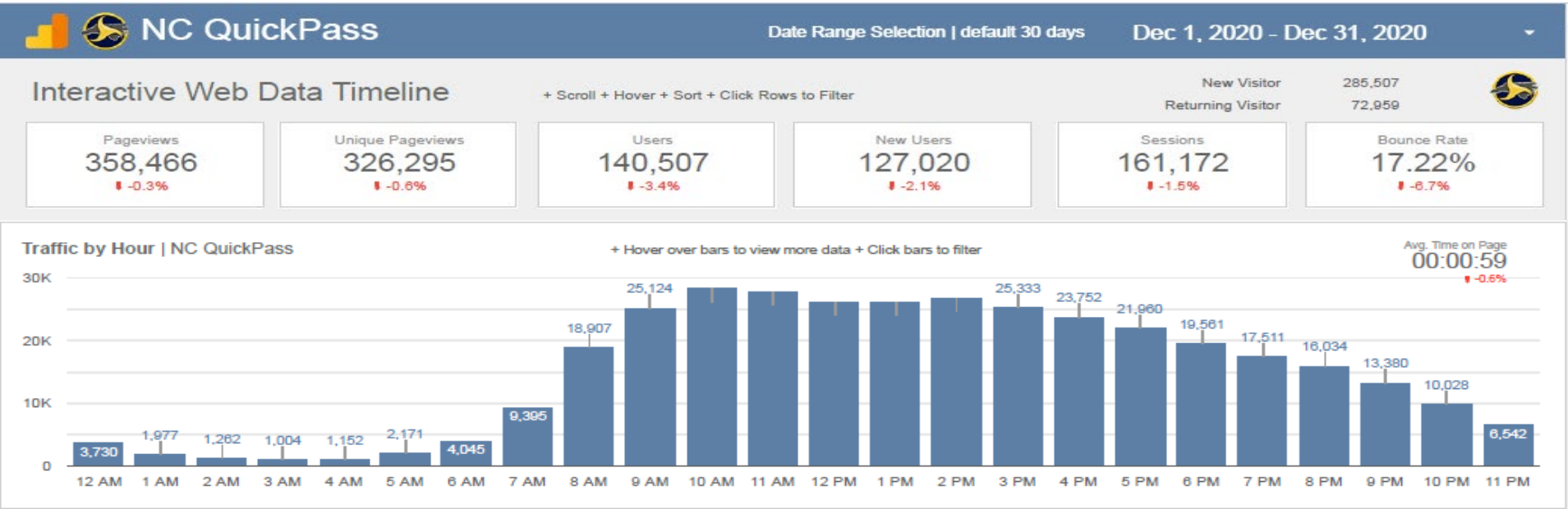


NCTA Quick Pass Web Site Metrics

January-2020



December-2020



Extended Vehicles on I-77

- Pilot Program between NCDOT and I-77 Mobility Partners
- Removes restriction for vehicles longer than 20 feet
- Limits the vehicle types to those with two axles or two axles with a one-axle trailer
- Vehicles with length greater than 22 feet will be subject to a toll rate multiplier
- Multiplier for extended vehicles could vary by section and by time of day
- Toll rate multiplier will be published online
- No changes to NC Quick Pass customers
- Toll System enhancements to complete this month with testing scheduled in early part of February

Roadside System Updates

Triangle Expressway Retrofit Updates

- ✓ 10 out of 22 Toll zones Retrofit is complete
- ✓ Images from all 22 Toll zones are transitioned to Roadside vendor systems
- Remaining Toll zones transition activities under way to complete by summer 2021
- ITS Field Device Installation
 - ✓ All fixed mount CCTV have been replaced
 - ✓ Mobile display units installed at Highway building and CSC
 - CCTV lowering device compatibility issues are under review

Monroe Expressway Updates

- Approved Final system acceptance

Implemented Toll Rate changes on Jan-1st-2021

GoToll Mobile App Pilot Launch



Source: <https://www.GoToll.com>

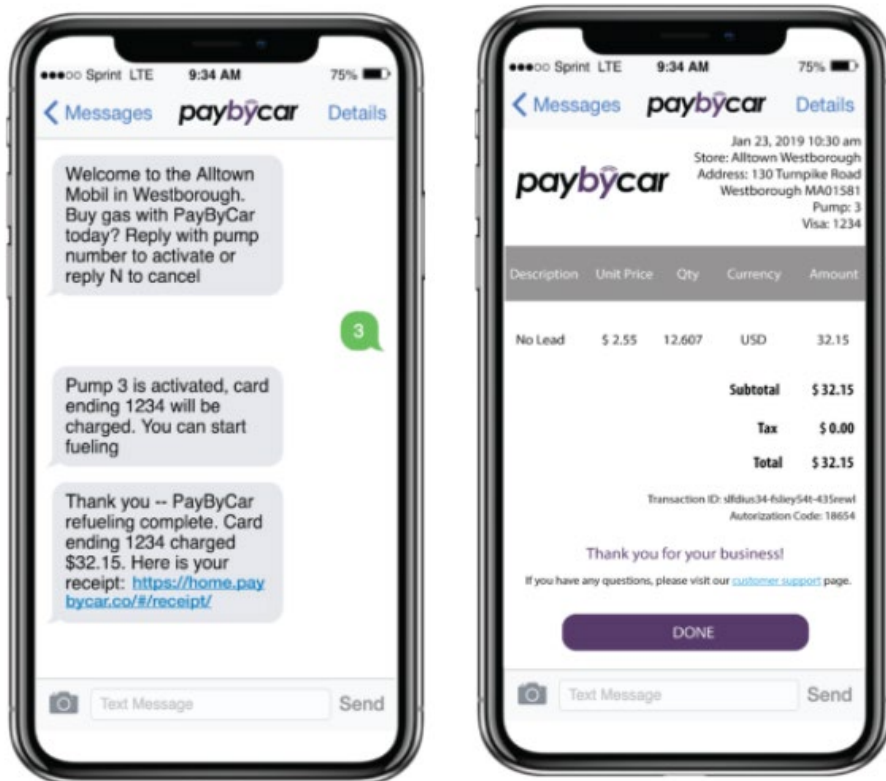
Benefits to our customers

- Pay for tolls: without pre-loading an account
- Simple and easy: download, register and drive
- Easily track toll expenses: with transparency of information and costs
- Get a real-time experience: with GPS-enabled trips and real-time toll prices and travel conditions

Benefits to NC Quick Pass Program

- More customers/fewer invoices reduces out of state and casual customers
- Works with NC QP BOS systems: quick integration effort with existing toll processes/systems
- As-a-service: GoToll manages all technology, systems and customer operations related to mobile payments, at no direct cost to NCTA

PaybyCar (DrivenbyE-ZPass) App Pilot Launch



Benefits for customers

- Pay for non-toll payments as they go: without pre-loading NC Quick Pass account
- Simple and easy: download, register and drive
- Easily track your non-toll expenses: with transparency of information and costs
- Get a real-time experience: with GPS-enabled and real-time non-toll expense payments

Source: PayByCar | Easy, Fast, Secure In-vehicle Payments (mypaybycar.com)

Transponder Fulfillment as a Service: Update



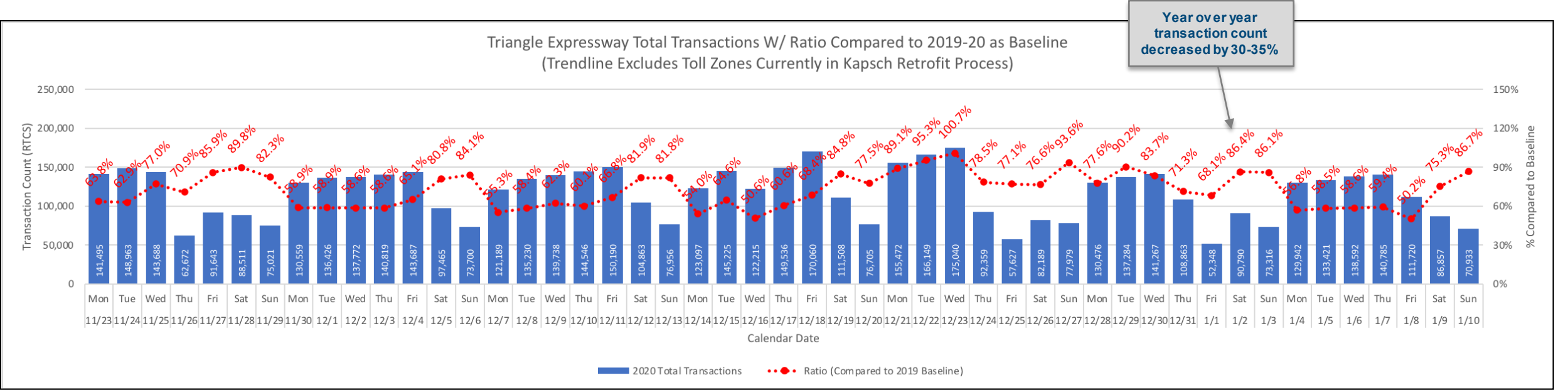
Key Benefits

- Enhance customer experience
- Reduce Shipping time
- Reduce need to expand for fulfillment work

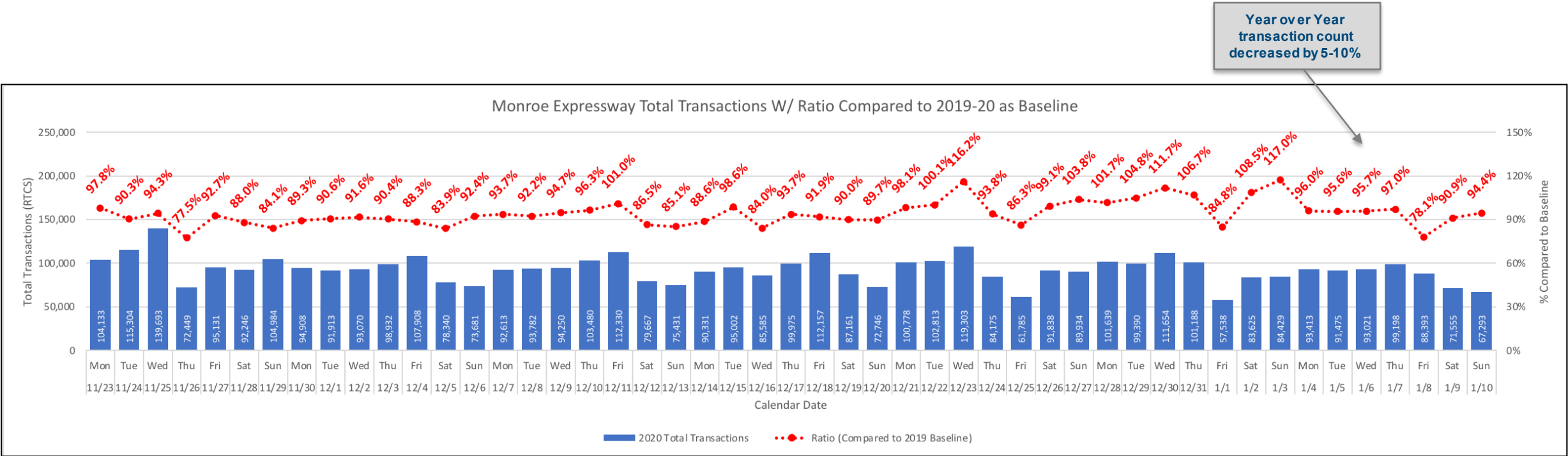
Project Updates

- Two Phase roll out
 - Phase 1 using existing BOS1 system
 - Phase 2 using retail activations and expedited shipping.
- First phase scheduled to go live in Q1 2021
- Leverage Statewide service agreement on NCDIT AWD contract and fulfillment company provided by AWS

Transaction Statistics – Triangle Expressway



Transaction Statistics – Monroe Expressway



Contact Us



ncdot.gov/turnpike

ncquickpass.com



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Thank you!