



## Board of Directors – Full Board

# Meeting Minutes

**Date:** Thursday, February 11, 2021 @ 9:30 AM

**Location:** Webinar/Teleconference

## Attendance

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### Members Present

Secretary Boyette

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### Members Present Via Phone

Perry Safran, Robert Teer, Montell Irvin, Mary Clayton, Sam Hunt, James Walker, Scott Aman, Charles (Chuck) Travis

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### Members Absent

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## Remote Meeting Statement – Secretary Boyette, Chair

### Discussion Summary

The Chairman asked Ms. Ann Dishong to read the COVID statement prior to beginning the meeting. Ms. Dishong stated the following.

As part of the Act to Provide Aid to North Carolinians in Response to Coronavirus Disease 2019 (COVID-19) Crisis, (S.L. 2020-3, SB 704) the General Assembly enacted modifications to the laws governing public bodies. The provisions are in Section 4.31 of the Act.

The November 19, 2020 meeting was held remotely for all members of the Board and was held in such way due to the restrictions in place pertaining to the COVID-19 pandemic. The board meeting was conducted using simultaneous communication and based on the new law (General Statute §166A-19.24), the meeting followed the parameters set out for remote meetings. Actions executed during the November 19, 2020 Turnpike Authority Board of Directors meeting included:

~Implementing a roll call voting system for all actions

~Ensuring that the meeting minutes of the remote meeting reflect that the meeting was conducted by use of simultaneous communication, denoting the name of members participating by simultaneous communication, and recording when members join or leave the remote meeting.

## Actions Taken

Information only, no action required.

## **Call to Order, Declaration of Quorum, Ethics Statement Review– Secretary Boyette, Chair**

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### **Discussion Summary**

Chairman Boyette called the meeting of the Turnpike Authority Board of Directors to order at 9:30 a.m. on Thursday, February 11, 2021 and conducted a roll call.

Members Present: Secretary Boyette, Vice Chair Perry Safran, Robert Teer, Mary Clayton, Montell Irvin, Sam Hunt, James Walker, Scott Aman, Chuck Travis

Chairman Boyette declared a quorum with members present.

Chairman Boyette read the Ethics Statement advising all members of the Board that may have any conflict of interest, or appearance of conflict, to refrain from participation in that particular item and to file the proper paperwork with the Logann Perry, Secretary to the Board.

Chairman Boyette shared “In accordance with the State Government Ethics Act, Executive Order No. 2 issued on January 12, 2009, and N. C. G. S. §143B-350, it is the duty of every Board member to avoid both conflicts of interest and appearances of conflict. “To comply with this statement and the State Ethics Law, I ask whether any Board member has a known conflict of interest or appearance of conflict with respect to any matters coming before the Board today.”

“If so, please identify the conflict or appearance of conflict when the item appears on the agenda for consideration, refrain from any undue participation in the particular matter involved and sign before our notary the Declaration that has been provided to you for such purpose.”

### **Actions Taken**

Information only, no action required.

## **Approval of November 19, 2020 Meeting Minutes – Secretary Boyette, Chair**

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### **Discussion Summary**

Chairman Boyette stated that the November 19, 2020 meeting minutes were distributed prior to the meeting and if there are no questions, he would accept a motion.

### **Actions Taken**

A motion to approve the November 19, 2020 minutes as distributed was made by Mr. Robert Teer and seconded by Mr. Charles Travis.

Chairman Boyette shared that he will now conduct a roll call vote on the action item. He explained to members that he will call each board member by name, he stated when you hear your name please respond to the action item up for consideration by saying either yes (or “aye”) if you approve or no if you are opposed to the item.

Chairman Boyette, Vice Chair Safran, Robb Teer, Montell Irvin, Sam Hunt, Mary Clayton, James Walker, Chuck Travis all stated yes or aye to the motion. The minutes were approved unanimously.

## **Opening Comments – Secretary Boyette, Chair**

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### **Discussion Summary**

Due to the interest of time, Secretary Boyette offered brief opening comments.

Wished all is doing well and looking forward to transitioning back to “normal”. NCDOT has been assisting with COVID vaccine drives and commended the team on working well and maintaining progress.

### **Actions Taken**

Information only, no action required.

## **Executive Director Comments – JJ Eden, Executive Director**

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### **Discussion Summary**

JJ Eden welcomed all to the meeting and thanked them for their time.

Turnpike recently hired a full-time Budget Officer, Yadira Vasquez, who will join us on February 22nd. Ms. Vasquez brings 25 years of NC state government experience. She is transferring from the NC Council on Developmental Disabilities, a DHHS agency, where she worked for 15 years, beginning as a Business Services Coordinator, then a Business Officer for the last 11 years. Previously, she worked for the Wake County Public School System for 10 years as a Sr. Budget Analyst. Ms. Vasquez offers not only budgeting, but well-rounded finance experience and will be a valuable member of our team.

Wayne Reed recently completed his Project Management Professional (PMP) certification.

### **Actions Taken**

Information only, no action required.

## **Operations Committee Report – Montell Irvin, PE, Operations Committee Chair**

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### **Discussion Summary**

Mr. Montell Irvin updated the board with a report on the Operations Committee meetings that have been held since the last Board of Directors meeting in November.

Since the last Full Board meeting in November, the Operations Committee met once.

At the January 21st Operations Committee meeting we received updates on the following:

- o Complete 540 Construction
- o I-485 Express Lanes
- o Customer Service Center & Toll Technology

### **Actions Taken**

Information only, no action required.

## **Finance Committee Report – Robert Teer, Finance Committee Chair**

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### **Discussion Summary**

Mr. Robert Teer updated the board with a report on the Finance Committee meetings that have been held since the last Board of Directors meeting in November.

Since the Board meeting in November, the Finance Committee has met once.

At the January 20th meeting, the Finance Committee received presentations on the following:

- o An update on Complete 540 construction and spending, and
- o The Complete 540 TIFIA Interest Rate Reset and voted unanimously to recommend the board approve the Resolution with Respect to Amendment and Restatement of TIFIA Loan Agreement and TIFIA Series 2019 Bond.

### **Actions Taken**

Information only, no action required.



## **Finance & Budget Update – David Roy, Director of Finance & Budget**

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### **Discussion Summary**

Mr. David Roy updated the board on Turnpike Finance and Budget operations, Mrs. Mary Nash Rusher provided an overview on TIFIA Loan Agreement and Board Resolution. Mr. David Roy explained there is action required to approve the Complete 540 TIFIA Interest Rate Reset.

### **Actions Taken**

The motion to approve the RESOLUTION WITH RESPECT TO AMENDMENT AND RESTATEMENT OF TIFIA LOAN AGREEMENT AND TIFIA SERIES 2019 BOND as distributed, made by Mr. Robert Teer seconded by Mr. Scott Aman.

Chairman Boyette shared that he will now conduct a roll call vote on the action item. He explained to members that he will call each board member by name, he stated when you hear your name please respond to the action item up for consideration by saying either yes (or "aye") if you approve or no if you are opposed to the item.

Chairman Boyette, Vice Chair Safran, Robb Teer, Montell Irvin, Sam Hunt, Mary Clayton, James Walker, Chuck Travis all stated yes or aye to the motion. The RESOLUTION WITH RESPECT TO AMENDMENT AND RESTATEMENT OF TIFIA LOAN AGREEMENT AND TIFIA SERIES 2019 BOND were approved unanimously.

## **Toll Technology & Customer Service Update – Manish Chourey, Chief Technology Officer**

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### **Discussion Summary**

Mr. Manish Chourey provided the Board with an update on customer service operations, which included an overview of processes and during COVID-19.

Mr. Robert Teer inquired about the Extended Vehicles pilot of I-77. Mr. Chourey explained this pilot program assessed the enable vehicles longer than 25 feet to use the express lane. In the past 22 feet or less were allowed in the express lanes. This pilot program allows more vehicles to use the express lanes. These vehicles would pay more to use the expressway, and it does not effect the efficiency of the express lanes.

### **Actions Taken**

Information only, no action required.

## **Roadway Operations Update – Dennis Jernigan, PE, Director of Highway Operations**

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### **Discussion Summary**

Mr. Dennis Jernigan presented a Roadway maintenance and operations update to the Board of Directors.

### **Actions Taken**

Information only, no action required.

## **Chief Engineer's Update – Rodger Rochelle, PE, Chief Engineer**

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### **Discussion Summary**

Mr. Rodger Rochelle provided a brief update to the Board of Directors, which included an update on the US 74 and Complete 540 corridors. He also stated that the General Consulting Engineer contract RFP had recently been released.

### **Actions Taken**

Information only, no action required.

## **Program Development Update – Andy Lelewski, PE, Director of Program Development**

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### **Discussion Summary**

Mr. Andy Lelewski provided the Board with a Program Development update, which included an updated on I-485 Express lanes.

### **Actions Taken**

Information only, no action required.

## **Communications & Marketing Update – Kimberlee Poulton, Marketing & Communications Director Logen Hodges, Marketing & Communications Manager**

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### **Discussion Summary**

Ms. Kimberlee Poulton and Mr. Logen Hodges provided the Board of Directors with an update on Turnpike Communications and Marketing.

### **Actions Taken**

Information only, no action required.

## **Closing Comments & Adjournment – Secretary Boyette, Chair**

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### **Discussion Summary**

Secretary Boyette announced that the end of the agenda had been reached and asked for any additional questions or comments.

Secretary Boyette reminded Board Members of Ethics Compliance requirements.

As part of the ethics act, potential conflicts of interest must be disclosed by the board chair and included in the board minutes. The Board will be adhering to this requirement by providing the SEI evaluation statements at the end of this meeting's minutes.

Secretary Boyette asked that any questions or concerns be directed to Mrs. Ann Dishong.

The next regularly scheduled meeting of the full board is May 13, 2021 at 9:30am.

No other comments were offered.

### **Actions Taken**

A motion to adjourn the February 11, 2021 Board of Directors meeting was made by Mr. Montell Irvin and seconded by Mr. Robert Teer.

Chairman Boyette shared that he will now conduct a roll call vote on the action item. He explained to members that he will call each board member by name, he stated when you hear your name please respond to the action item up for consideration by saying either yes (or "aye") if you approve or no if you are opposed to the item.

Chairman Boyette, Vice Chair Safran, Robb Teer, Montell Irvin, Sam Hunt, Mary Clayton, James Walker, Chuck Travis all stated yes or aye to the motion.

Secretary Boyette adjourned the February 11, 2021 NC Turnpike Board of Directors meeting.

## 2020 Statement of Economic Interest Evaluations – NCDOT Governance Office

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### Discussion Summary

#### Secretary Eric Boyette

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

As the Secretary of the North Carolina Department of Transportation, you hold an ex officio role on the Authority. Because you own real estate in North Carolina, which could be involved in right of way matters, you have the potential for a conflict of interest. Therefore, you should exercise appropriate caution in the performance of your public duties, should issues involving your real estate holdings come before the Authority for official action.

#### Ms. Mary Clayton

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

Ms. Clayton would fill the role of an at-large member on the Authority. She is the senior vice president of the transportation consulting company, Gresham Smith and owns a financial interest in the company. Additionally, she owns real estate in Mecklenburg County which could possibly be impacted by decisions made by the Authority. Therefore, Ms. Clayton has the potential for a conflict of interest and should exercise appropriate caution in the performance of her public duties should issues involving her real estate holdings, the business of Gresham Smith or any entity in which she owns a financial interest come before the Authority for official action.

#### Mr. R Samuel Hunt IV

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

Mr. Hunt would fill the role of an at-large member on the Authority. He is the president of Hunt Electric Supply Co. and his spouse owns Bella's House LLC. Mr. Hunt owns financial interests in a number of publicly traded companies, including eBay, Sirius Satellite Radio, ADT, and Activision. Additionally, he and his spouse own parcels of real estate in Alamance, Watauga and Guilford counties which could possibly be impacted by decisions made by the Authority. Therefore, Mr. Hunt has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties should issues involving his real estate holdings or any entity in which he owns a financial interest come before the Authority for official action.

#### Mr. Charles L. Travis III

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

Mr. Travis fills the role of an at-large member on the Authority. He is the principal of Housing Studio PA, an architecture and planning firm, specializing in the design and construction of numerous multi-family housing units. In addition, he owns financial interests in several companies, including but not limited to, Ingersoll-Rand, Bank of America Corp. and Close Quarters, LLC, a real estate development company. Therefore, Mr. Travis has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties should issues involving Housing Studio PA, Close Quarters, LLC

## 2020 Statement of Economic Interest Evaluations (cont.) – NCDOT Governance Office

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or any other entity in which he or his spouse own a financial interest come before the Authority for official action.

### **Mr. Perry R. Safran**

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

Mr. Safran fills the role of a public member on the Authority. He is an attorney and the President of the Safran Law Offices, which serves the local, regional, and national construction industry. He serves on the Centennial Authority and the NC State University Board of Trustees. Mr. Safran owns financial interests in numerous companies, including but not limited to, Splunk Inc., Nutanix Inc. and VMWare. Additionally, he and his spouse own parcels of real estate in Wake and New Hanover County that could be involved in right-of-way matters. Therefore, Mr. Safran has the potential for a conflict of interest, and should exercise appropriate caution in the performance of his public duties, should the business of Safran Law Offices, its clients or the aforementioned entities or any other entity in which he or his immediate family owns a financial interest come before the Authority for official action.

### **Mr. Montell W. Irvin**

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

Mr. Irvin fills the role of an at-large member on the Authority. He is the President and CEO of Ramey Kemp & Associates, a transportation engineering and planning firm. His spouse is employed by S&ME, a civil engineering, construction services, environmental, geotechnical and planning and design company. He is a member of the American Council of Engineering Companies of North Carolina. He and his spouse own real estate in North Carolina which could be involved in right-of-way issues. Therefore, Mr. Irvin has the potential for a conflict of interest, and should exercise appropriate caution in the performance of his public duties, should issues involving any of the aforementioned entities or any other entity in which he or his spouse own a financial interest come before the Authority for official action.

# North Carolina Turnpike Authority

Board of Directors Meeting

February 11, 2021



# Opening Comments

Secretary Boyette  
Chair



# Executive Director Comments

JJ Eden  
Executive Director

# Operations Committee Report

Montell Irvin, PE  
Operations Committee Chair



# Finance Committee Report

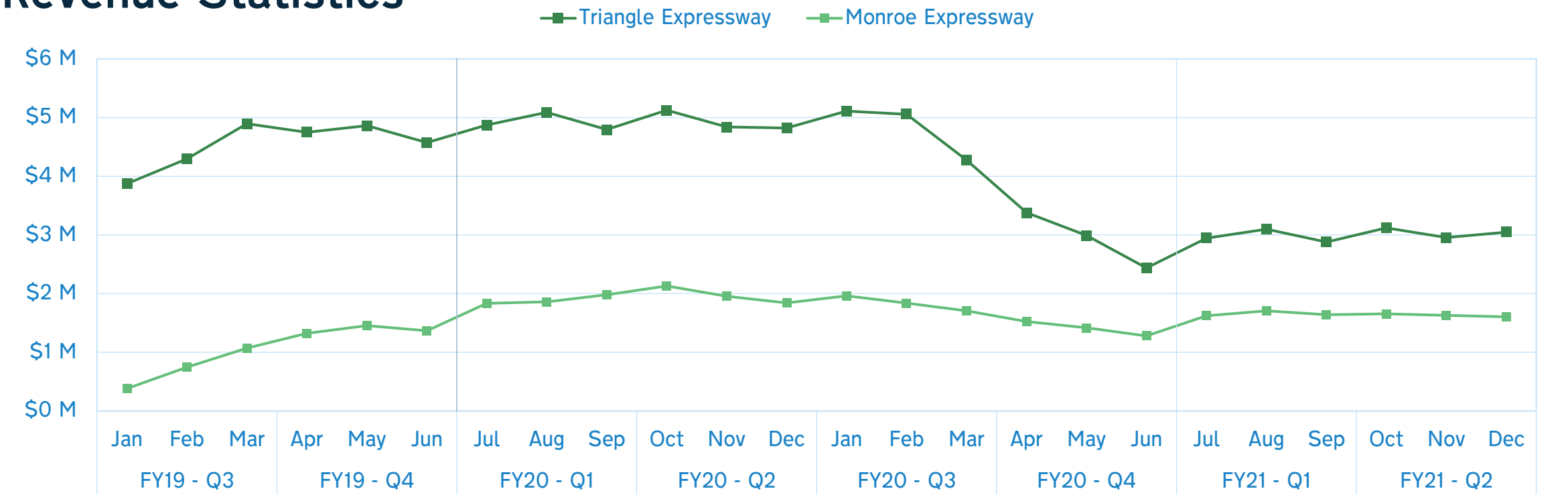
**Robert Teer**  
Finance Committee Chair

# Finance & Budget Update

**David Roy**

Director of Finance & Budget

# Revenue Statistics



|                                     | FY19 – Q3     | FY19 – Q4     | FY20 – Q1     | FY20 – Q2     | FY20 – Q3     | FY20 – Q4    | FY21 – Q1   | FY21 – Q2   |
|-------------------------------------|---------------|---------------|---------------|---------------|---------------|--------------|-------------|-------------|
| Triangle Expressway Actual Revenue¹ | \$ 13,064,297 | \$ 14,182,712 | \$ 14,754,750 | \$ 14,786,304 | \$ 14,438,863 | \$ 8,810,451 | \$8,926,222 | \$9,125,206 |
| YOY Percent Change                  | 7.0%          | 9.2%          | 19.2%         | 14.4%         | 10.5%         | -37.9%       | -39.5%      | -38.3%      |

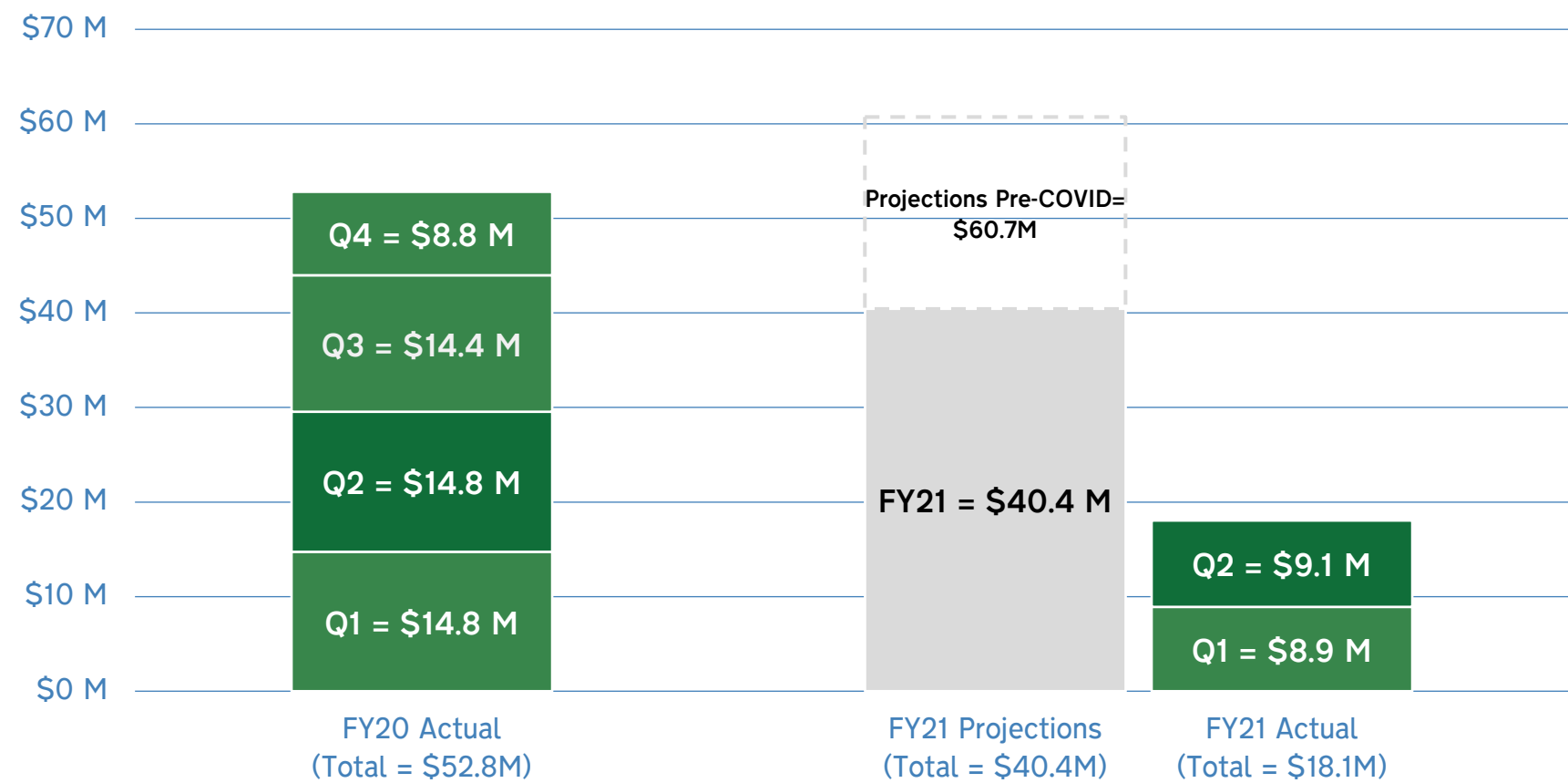
|                                   | FY19 – Q3    | FY19 – Q4    | FY20 – Q1    | FY20 – Q2    | FY20 – Q3    | FY20 – Q4    | FY21 – Q1   | FY21 – Q2   |
|-----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------------|
| Monroe Expressway Actual Revenue¹ | \$ 2,203,674 | \$ 4,147,407 | \$ 5,677,716 | \$ 5,929,466 | \$ 5,505,598 | \$ 4,222,890 | \$4,974,067 | \$4,890,642 |
| YOY Percent Change                | -            | -            | -            | -            | -            | 1.8%         | -12.4%      | -17.5%      |

¹Actual revenue is reported on a cash basis

# Revenue Statistics

Triangle Expressway

YTD revenues down **38.9%**  
year-over-year

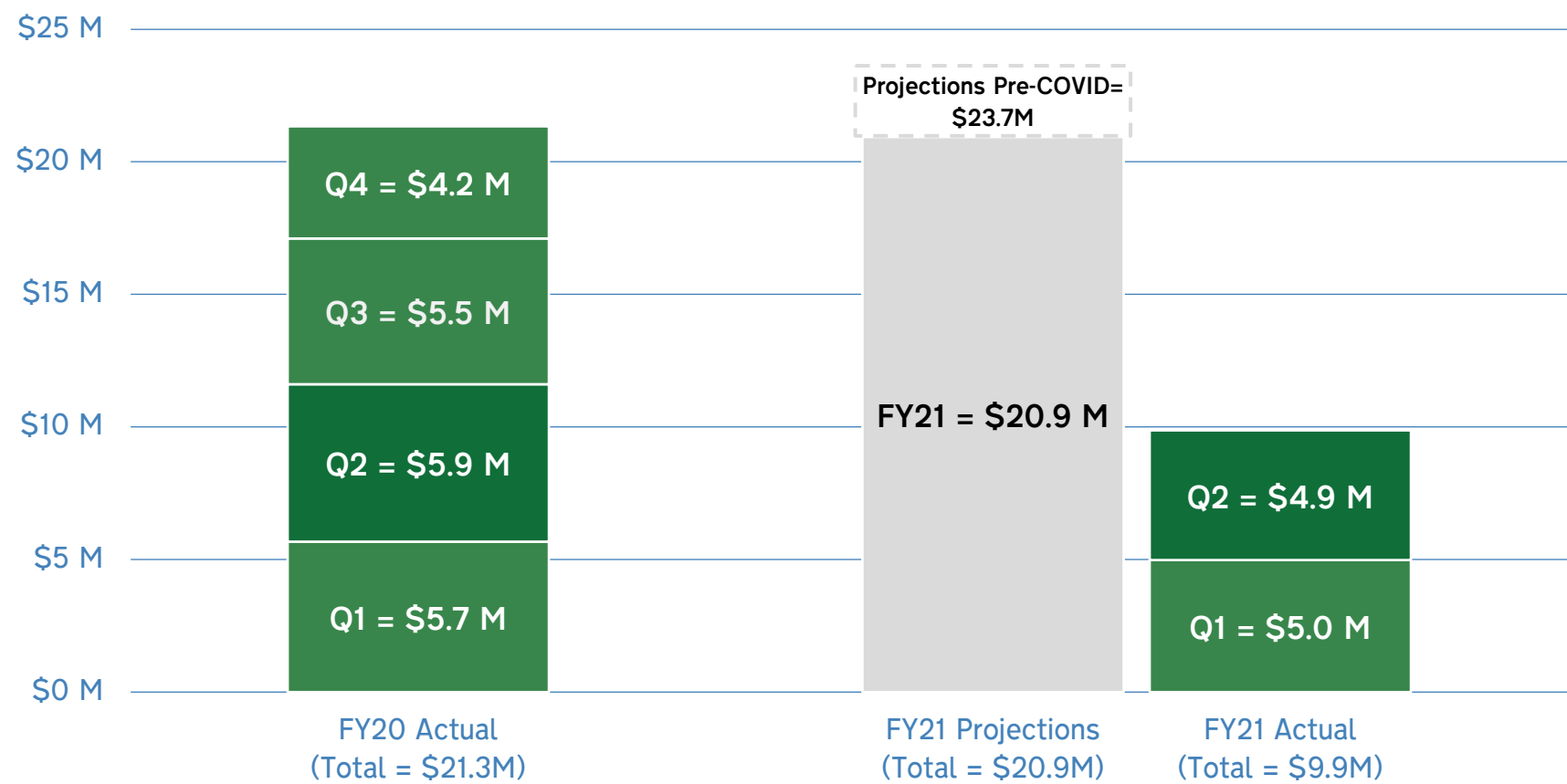


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

# Revenue Statistics

Monroe Expressway

YTD revenues down **15.0%**  
year-over-year

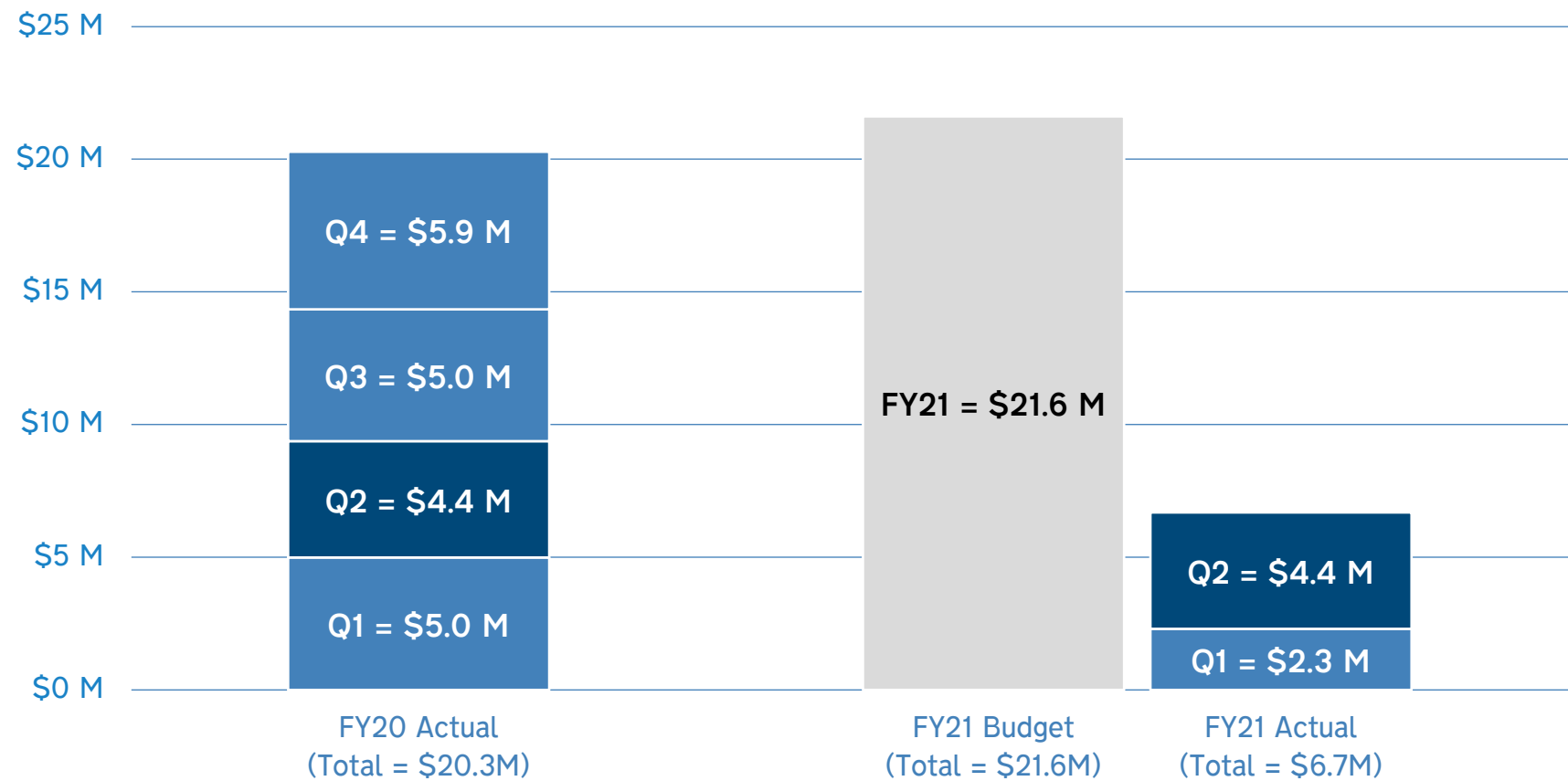


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

# Operating Expenditures

Triangle Expressway

YTD expenditures **35.8%**  
lower than projected budget



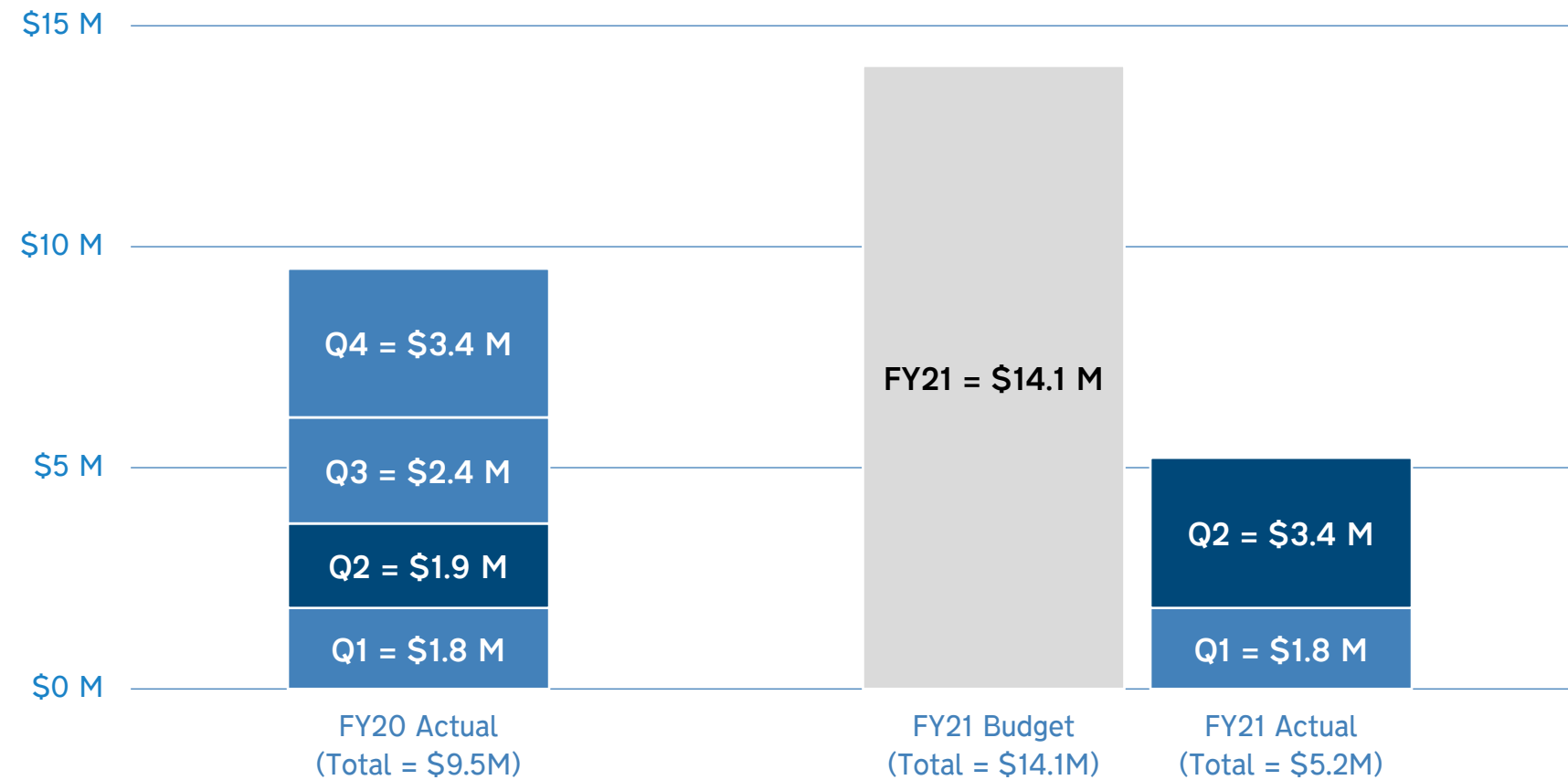
- Actual operating expenditures reported on a cash basis



# Operating Expenditures

Monroe Expressway

YTD expenditures **27.9%**  
lower than projected budget



- Actual operating expenditures reported on a cash basis

# Complete 540 TIFIA Refinance

**David Roy**

Director of Finance & Budget

**David Miller**

PFM Financial Advisors



## Complete 540 Phase 1 TIFIA Loan – Rate Reset

- ◆ On December 17, 2019, the Authority completed the initial financing for the Complete 540 Phase 1 project
- ◆ One component of the financing was a Federal TIFIA Loan between USDOT and NCTA, in an amount not to exceed \$499,461,980 at an interest rate of 2.27%
- ◆ On October 29, 2020, the Authority issued TIFIA Bond Anticipation Notes Series 2020. The TIFIA Loan will be drawn in full at the maturity of the BANs
- ◆ Due to the ongoing COVID-19 Pandemic, USDOT is allowing undrawn TIFIA Loans to undergo a rate reset to current interest rates, which are near historic lows
- ◆ In October of 2020, the Authority submitted a Letter of Interest to USDOT for an interest rate reset on the Phase 1 TIFIA Loan
- ◆ On February 9, 2021, the Authority received an invitation to apply for an interest rate reset on the Phase 1 TIFIA Loan



## TIFIA Rate Reset Benefits

- Based on the TIFIA Rate as of February 10, 2021 (1.93%), a rate reset on the TIFIA Loan would provide PV\* cash flow benefits of \$31.5 million
  - Markets have been volatile and are subject to change on a daily basis
- The rate reset would reduce the maximum balance on the TIFIA loan by \$4.6 million, due to reduced interest accrual prior to payment of debt service
- Total debt service on the TIFIA Loan would decrease by \$45.5 million

|                           | Base Case   | Rate Reset  | Reduction  |
|---------------------------|-------------|-------------|------------|
| <b>Max TIFIA Balance</b>  | 529,918,083 | 525,256,846 | 4,661,237  |
| <b>Total Debt Service</b> | 789,762,698 | 744,307,403 | 45,455,295 |

|              | Base Case          |              |                    | Refinanced TIFIA   |              |                    |
|--------------|--------------------|--------------|--------------------|--------------------|--------------|--------------------|
| FY           | TIFIA DS           | TIFIA DSRF   | PV                 | TIFIA DS           | TIFIA DSRF   | PV                 |
| 2021         |                    |              |                    |                    |              |                    |
| 2022         |                    |              |                    |                    |              |                    |
| 2023         |                    |              |                    |                    |              |                    |
| 2024         |                    | 29,435,737   | 27,518,418         |                    | 29,435,737   | 27,518,418         |
| 2025         |                    |              |                    |                    |              |                    |
| 2026         | 5,875,324          | 479,517      | 5,709,673          | 4,968,744          |              | 4,466,193          |
| 2027         | 6,927,249          | 705,347      | 6,700,025          | 5,848,099          |              | 5,135,853          |
| 2028         | 9,085,411          | 708,437      | 8,408,220          | 7,660,512          | 140,496      | 6,699,134          |
| 2029         | 12,526,326         | 665,742      | 11,082,555         | 10,635,064         | 666,686      | 9,494,057          |
| 2030         | 12,514,976         | 563,340      | 10,743,588         | 10,625,414         | 584,451      | 9,208,220          |
| 2031         | 12,503,626         | 604,086      | 10,528,570         | 10,615,764         | 626,629      | 9,029,789          |
| 2032         | 12,492,268         | 649,358      | 10,321,428         | 10,606,108         | 673,492      | 8,858,478          |
| 2033         | 12,480,926         | 699,855      | 10,122,049         | 10,596,464         | 725,764      | 8,694,253          |
| 2034         | 12,469,576         | 756,410      | 9,931,108          | 10,586,814         | 784,307      | 8,537,763          |
| 2035         | 12,458,226         | 820,036      | 9,748,817          | 10,577,164         | 850,168      | 8,389,279          |
| 2036         | 12,444,046         | 891,960      | 9,532,798          | 11,065,108         | 924,621      | 8,606,749          |
| 2037         | 12,921,362         | 945,444      | 9,733,602          | 11,045,822         | 980,953      | 8,441,381          |
| 2038         | 12,898,662         | 1,036,837    | 9,564,377          | 11,026,522         | 1,075,525    | 8,305,342          |
| 2039         | 12,875,962         | 1,141,939    | 9,407,021          | 11,007,222         | 1,184,284    | 8,180,654          |
| 2040         | 12,853,246         | 1,263,636    | 9,262,868          | 10,987,908         | 1,310,215    | 8,068,703          |
| 2041         | 30,940,038         | 1,405,618    | 20,692,579         | 29,076,621         | 1,457,136    | 19,529,330         |
| 2042         | 48,946,601         | 241,074      | 30,870,756         | 47,097,863         | 298,511      | 29,746,283         |
| 2043         | 48,946,601         | (1,135,555)  | 29,345,431         | 47,097,863         | (1,072,085)  | 28,249,599         |
| 2044         | 48,946,601         | (1,286,962)  | 28,604,561         | 47,097,863         | (1,215,029)  | 27,538,070         |
| 2045         | 48,946,601         | (1,470,814)  | 27,861,507         | 47,097,863         | (1,388,605)  | 26,824,717         |
| 2046         | 48,946,601         | (1,697,093)  | 27,114,007         | 47,097,863         | (1,602,236)  | 26,107,445         |
| 2047         | 48,946,601         | (1,979,942)  | 26,354,403         | 47,097,863         | (1,869,276)  | 25,379,002         |
| 2048         | 48,946,601         | (2,339,931)  | 25,573,839         | 47,097,863         | (2,209,144)  | 24,631,034         |
| 2049         | 48,946,601         | (2,807,918)  | 24,755,786         | 47,097,863         | (2,650,973)  | 23,847,890         |
| 2050         | 22,755,607         | (3,431,899)  | 10,144,620         | 22,422,959         | (3,240,078)  | 10,070,202         |
| 2051         | 22,755,607         | (197,531)    | 11,568,892         | 22,422,959         | (194,644)    | 11,399,774         |
| 2052         | 22,755,607         | (253,969)    | 11,284,296         | 22,422,959         | (250,256)    | 11,119,338         |
| 2053         | 22,755,607         | (338,625)    | 10,992,213         | 22,422,959         | (333,675)    | 10,831,525         |
| 2054         | 22,755,607         | (474,075)    | 10,683,656         | 22,422,959         | (467,145)    | 10,527,479         |
| 2055         | 22,755,607         | (711,113)    | 10,336,024         | 22,422,959         | (700,717)    | 10,184,928         |
| 2056         | 22,755,607         | (1,185,188)  | 9,890,811          | 22,422,959         | (1,167,862)  | 9,746,224          |
| 2057         | 22,755,607         | (2,370,376)  | 9,142,708          | 22,422,959         | (2,335,725)  | 9,009,057          |
| 2058         | 11,377,804         | (21,333,382) | (4,387,384)        | 11,211,479         | (21,021,524) | (4,323,248)        |
| <b>Total</b> | <b>789,762,698</b> |              | <b>489,543,822</b> | <b>744,307,403</b> |              | <b>458,052,917</b> |

|                         |            |
|-------------------------|------------|
| PV Change of Cash Flows | 31,490,905 |
|-------------------------|------------|



## Estimated Costs of Issuance

- Below is a high-level estimate of Cost of Issuance for the rate reset

| Cost of Issuance | Amount (\$) |
|------------------|-------------|
| TIFIA Advisors*  | 300,000     |
| NCTA Advisors**  | 175,000     |
| Ratings          | 100,000     |
| Miscellaneous    | 75,000      |
| Total            | 650,000     |

\*Includes T&R Consultant, Financial Advisor, and Counsel

\*\*Includes Financial Advisor and Counsel



# Amendment to 2019 TIFIA Loan Agreement

Mary Nash Rusher  
McGuireWoods

## Proposed amendment to Triangle Expressway System TIFIA Loan Agreement

- US DOT has offered to reduce the interest rate applicable to the TIFIA Loan Agreement and the related TIFIA Bond from its current rate of 2.27%
- New rate will be calculated as the U.S. Treasury rate at the time of closing plus .01%; that rate as of 2/10/2021 would be 1.93%

# Amendment Documents

## TIFIA Loan Agreement

- USDOT requires a new TIFIA Loan Agreement (2021) but the terms are substantially identical to the terms of the 2019 TIFIA Loan Agreement except for the change in rate, changes to reflect the issuance of the TIFIA BANs, and updated TIFIA reporting requirements.
- TIFIA Series 2019 Bond was issued under the Fourth Supplemental Trust Agreement; interest rate in the TIFIA Series 2019 Bond cross references the 2019 TIFIA Loan Agreement
- Fourth Supplemental Trust Agreement will be amended to reflect the 2021 TIFIA Loan Agreement rather than the 2019 TIFIA Loan Agreement, and a new bond will be issued under the Fourth Supplemental Trust Agreement to update the reference to the TIFIA Loan Agreement
- LGC approval covers a not-to-exceed rate that is higher than the new rate so approval should not be required but may need to be on the “miscellaneous information” agenda
- Fifth Supplemental Trust Agreement (under which the TIFIA BANs were issued) will be amended to substitute the 2021 TIFIA Loan Agreement for the 2019 TIFIA Loan Agreement



# Amendment Resolutions

- Board Resolution
  - Approves 2021 TIFIA Loan Agreement
  - Approves amendment to Fourth Supplemental Trust Agreement
  - Approves a bond order authorizing the 2021 TIFIA Bond
  - Authorizes informing LGC of 2021 TIFIA Loan Agreement to replace the 2019 TIFIA Loan Agreement and issuance of the 2021 TIFIA Bond
  - Approves amendment to Fifth Supplemental Trust Agreement

# Toll Technology & Customer Service Center Update

**Manish Chourey**  
Chief Technology Officer

# Technology Project Timeline Projections

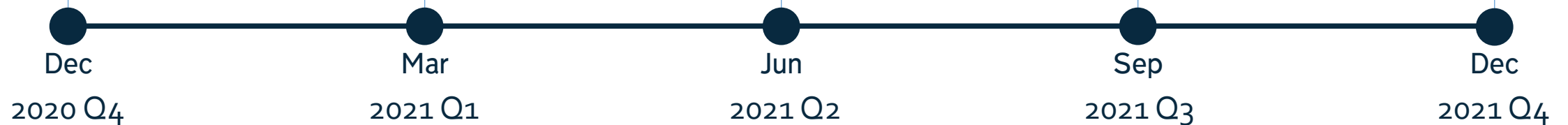
- Roadside System
  - Tri-Ex Retrofit 10 out of 22
  - Monroe system acceptance
- Backoffice System
  - Complete Functional Test
  - Data Migration Iteration-1
- Technology Initiatives
  - Connected Vehicle Pilot

- Roadside System
  - Tri-Ex Ret. Continue Install
  - Reissue I485 RFP
- Backoffice System
  - Start Integration Test
  - Data Migration Iteration-2
- Technology Initiatives
  - Mobile APP Launch

- Roadside System
  - Tri-Ex Ret. Install Complete
  - I485 Response Due
- Backoffice System
  - Complete Integration Test
  - Performance Test
- Technology Initiatives
  - Transponder As a Service

- Roadside System
  - C540 Toll system design
  - I485 Toll vendor selection
- Backoffice System
  - CSR Training
  - Final Data Migration
  - System Transition & Cutover
- Technology Initiatives
  - Design Integrated Data Platform

- Roadside System
  - C540 Toll system design
  - I485 Toll system design
- Backoffice System
  - System stabilization phase
  - Rollout UX features
- Technology Initiatives
  - Develop Integrated Data Platform



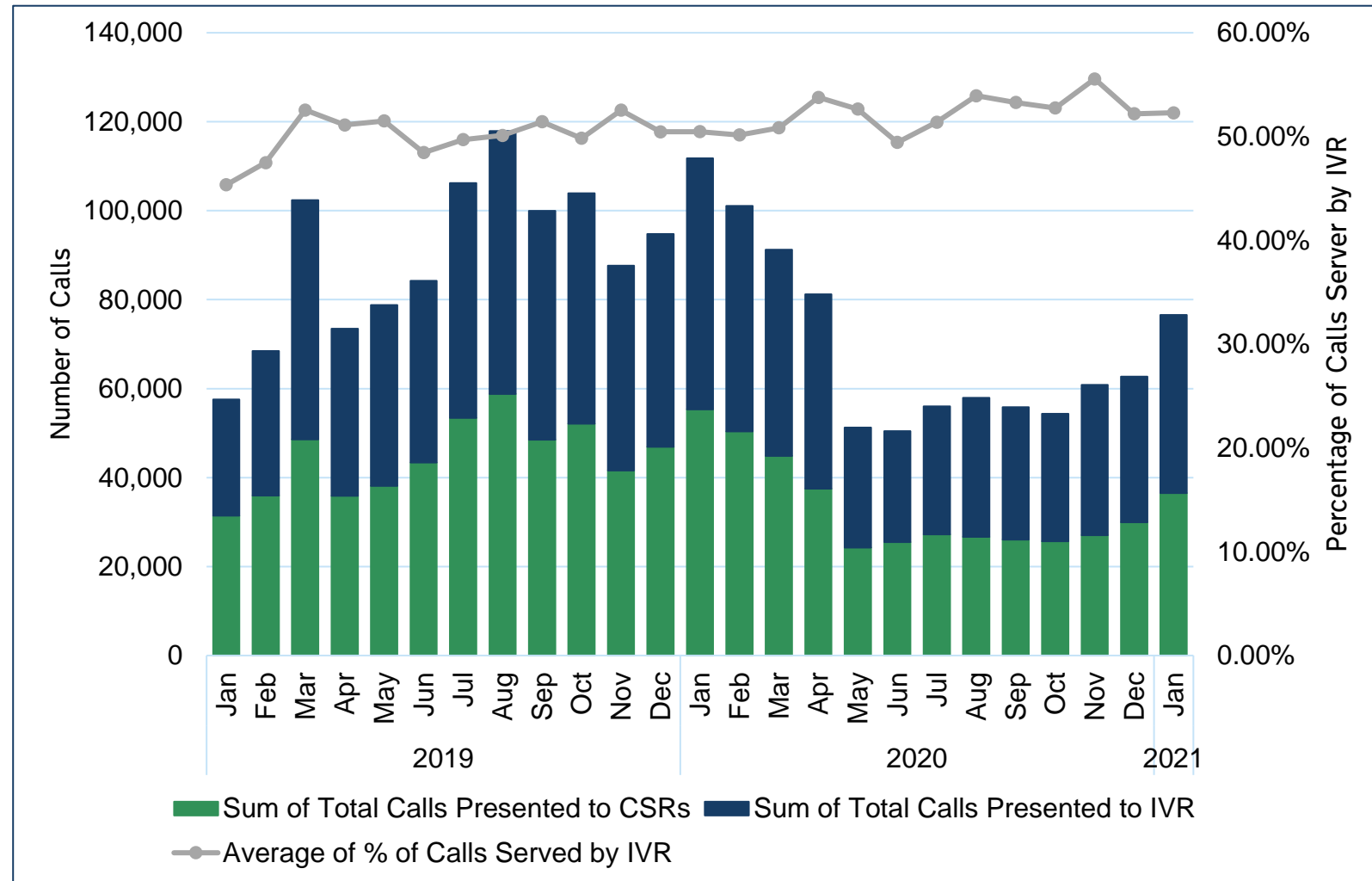
Timeline provides Plan dates – subject to changes based on actual activities

## Customer Service Update

- CSC Operations continues in Code Yellow
  - Employees and Embedded Consultants continue to work remotely
  - CSRs are spaced out to meet social distancing (6+ feet)
  - CSC is keeping current with incoming workload (Service requests, Customer Calls and fulfillment)
  - Pilot to test extended customer service call times before and after shift times
  - Exploring Work From Home CSR support options
- Image Review activities has transitioned to Roadside contracts, CSC has transitioned to conduct Audit Reviews
- Training underway for Extended Vehicles pilot on I-77

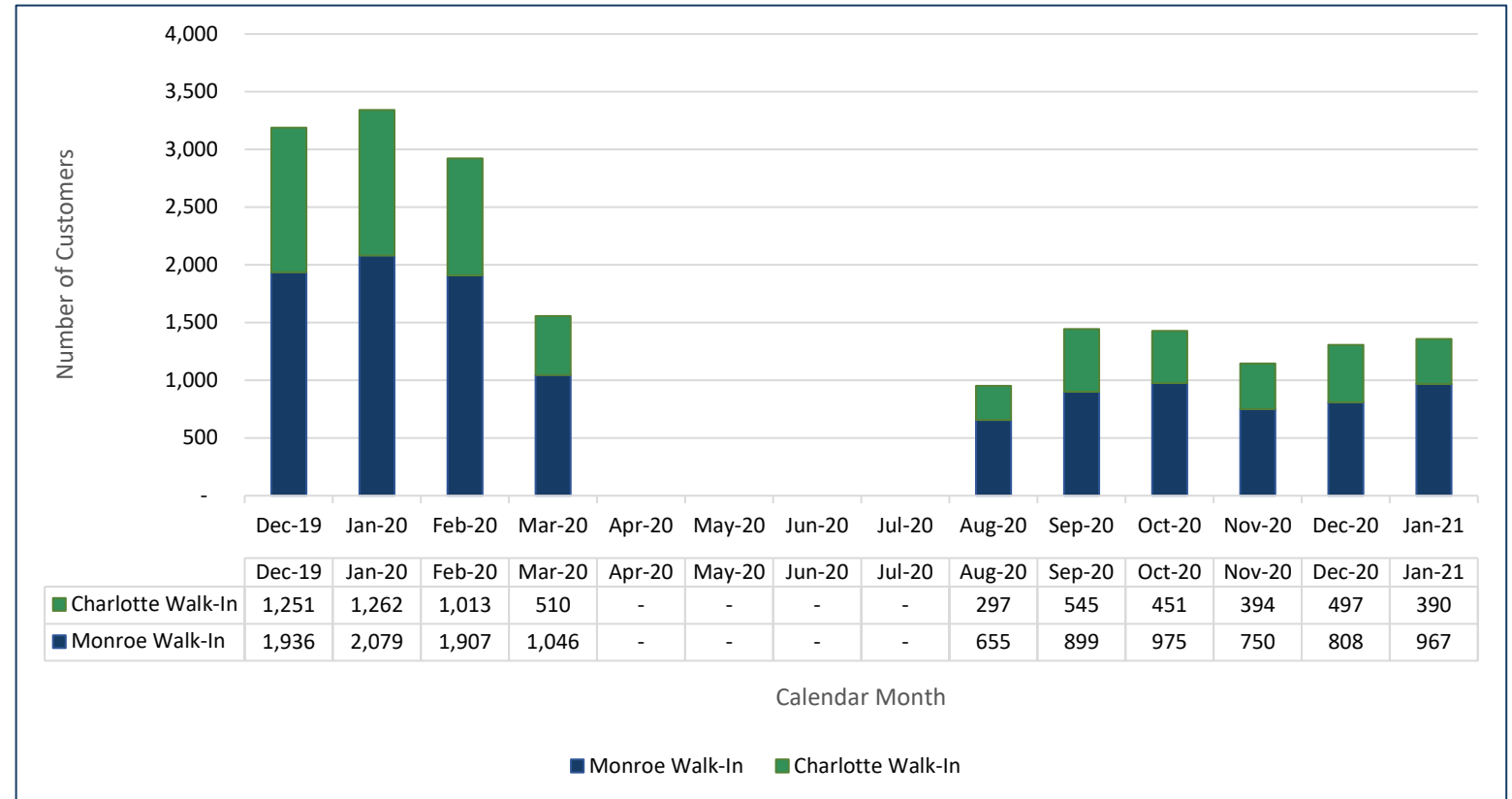
# Call Center Statistics

- Call volumes are at 80-90% 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



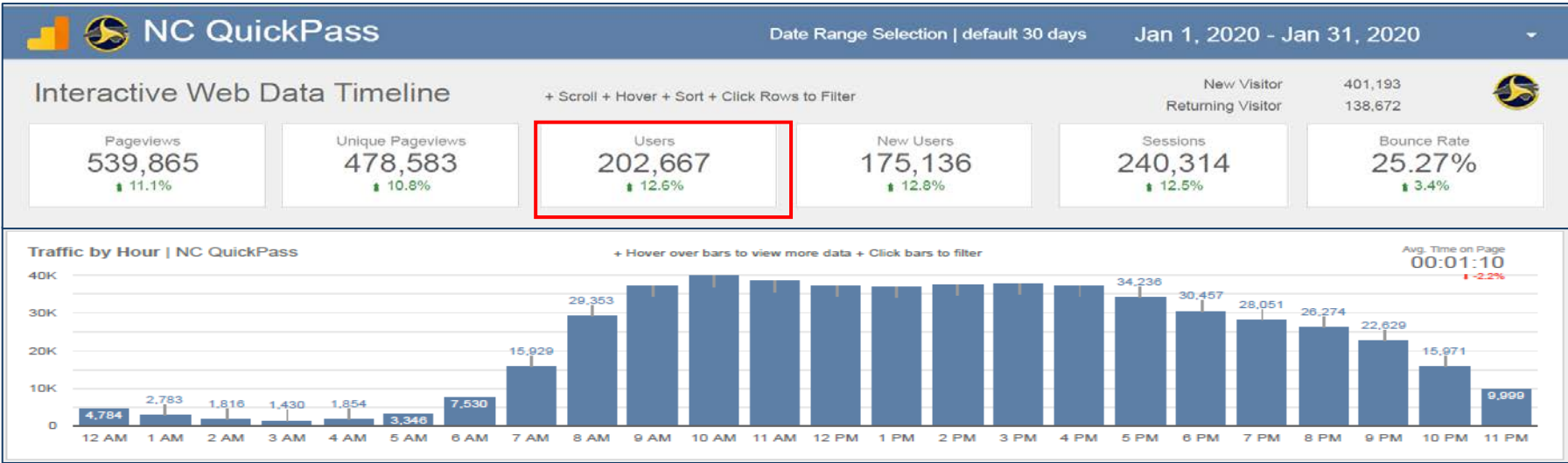
# Walk-In Center Customer Visits

- Walk-in Centers at Charlotte and Monroe are serving customers since August 10 – Total of 7,638 customer visits as of January 31st, 2021
  - Charlotte - 2,577 visits
  - Monroe – 5,061 visits
- Top reasons for customer visits:
  - BBM payments
  - BBM inquiry (balance, vehicle)
  - NC QP account updates
  - NC QP account replenishments

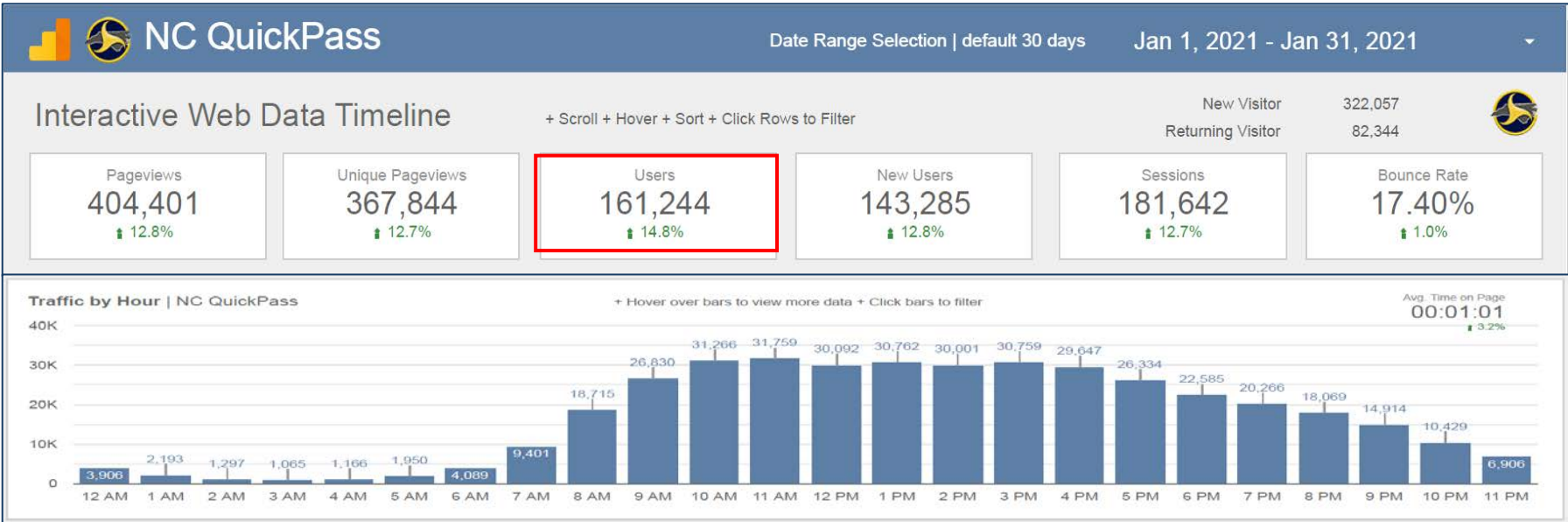


# NCTA Quick Pass Web Site Metrics

January 2020

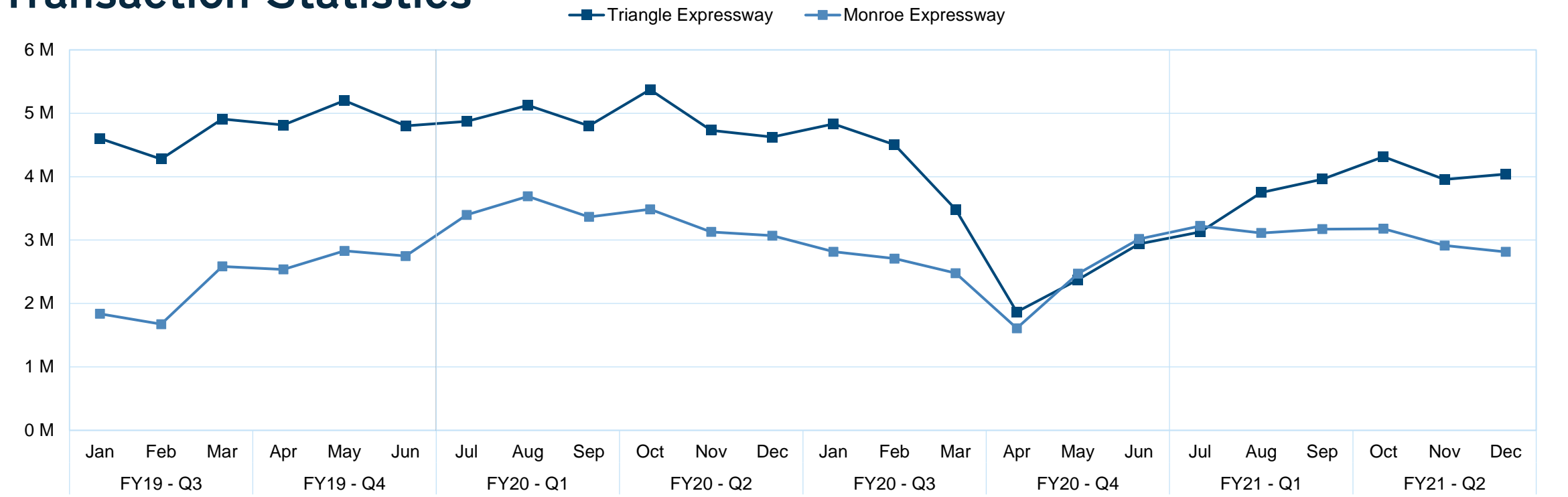


January 2021





# Transaction Statistics



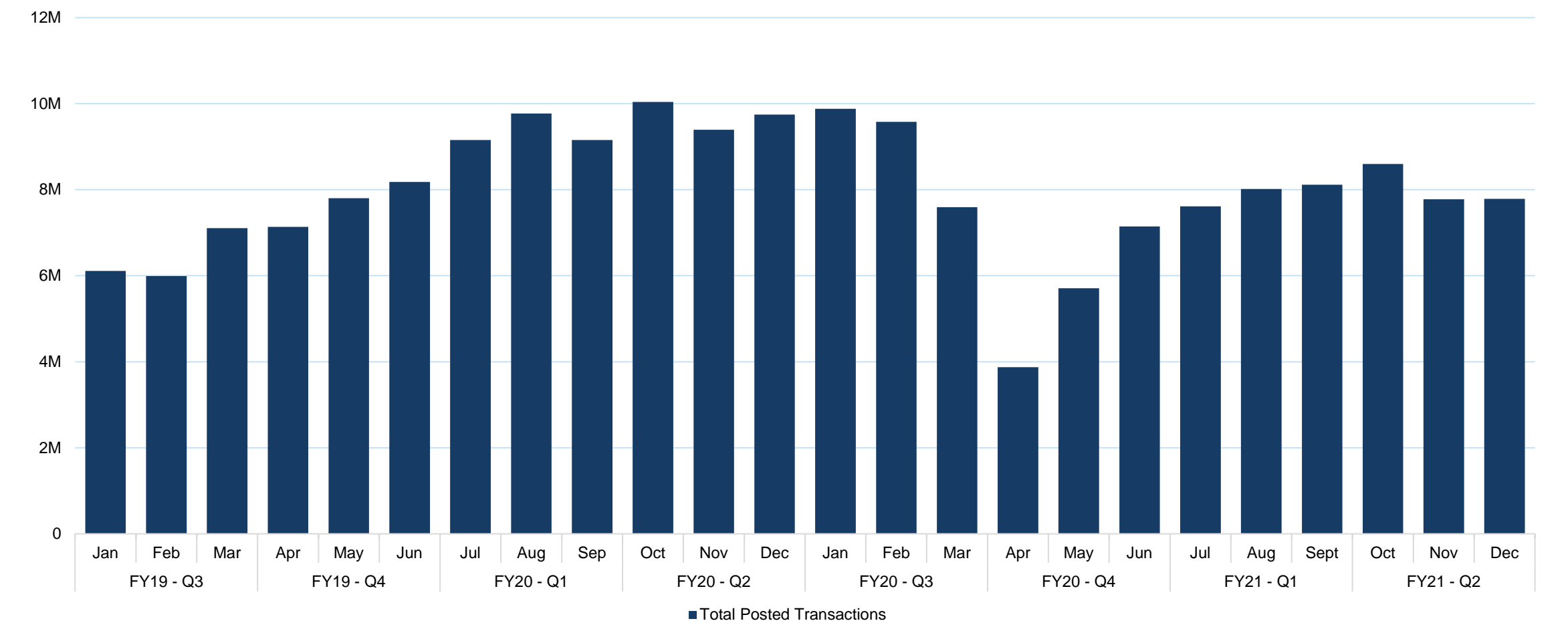
|                                  | FY19 – Q3  | FY19 – Q4  | FY20 – Q1  | FY20 – Q2  | FY20 – Q3  | FY20 – Q4 | FY21 – Q1  | FY21 – Q2  |
|----------------------------------|------------|------------|------------|------------|------------|-----------|------------|------------|
| Triangle Expressway Transactions | 13,787,834 | 14,816,341 | 14,798,679 | 14,727,149 | 12,821,214 | 7,181,798 | 10,839,235 | 12,310,656 |
| YOY Percent Change               | 12.7%      | 7.5%       | 10.5%      | 7.4%       | -7.0%      | -51.5%    | -26.8%     | -16.4%     |

|                                | FY19 – Q3 | FY19 – Q4 | FY20 – Q1  | FY20 – Q2 | FY20 – Q3 | FY20 – Q4 | FY21 – Q1 | FY21 – Q2 |
|--------------------------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|
| Monroe Expressway Transactions | 6,096,550 | 8,115,596 | 10,453,336 | 9,686,088 | 8,003,844 | 7,097,242 | 9,508,138 | 8,907,741 |
| YOY Percent Change             | -         | -         | -          | -         | 31.3%     | -12.5%    | -9.0%     | -8.0%     |



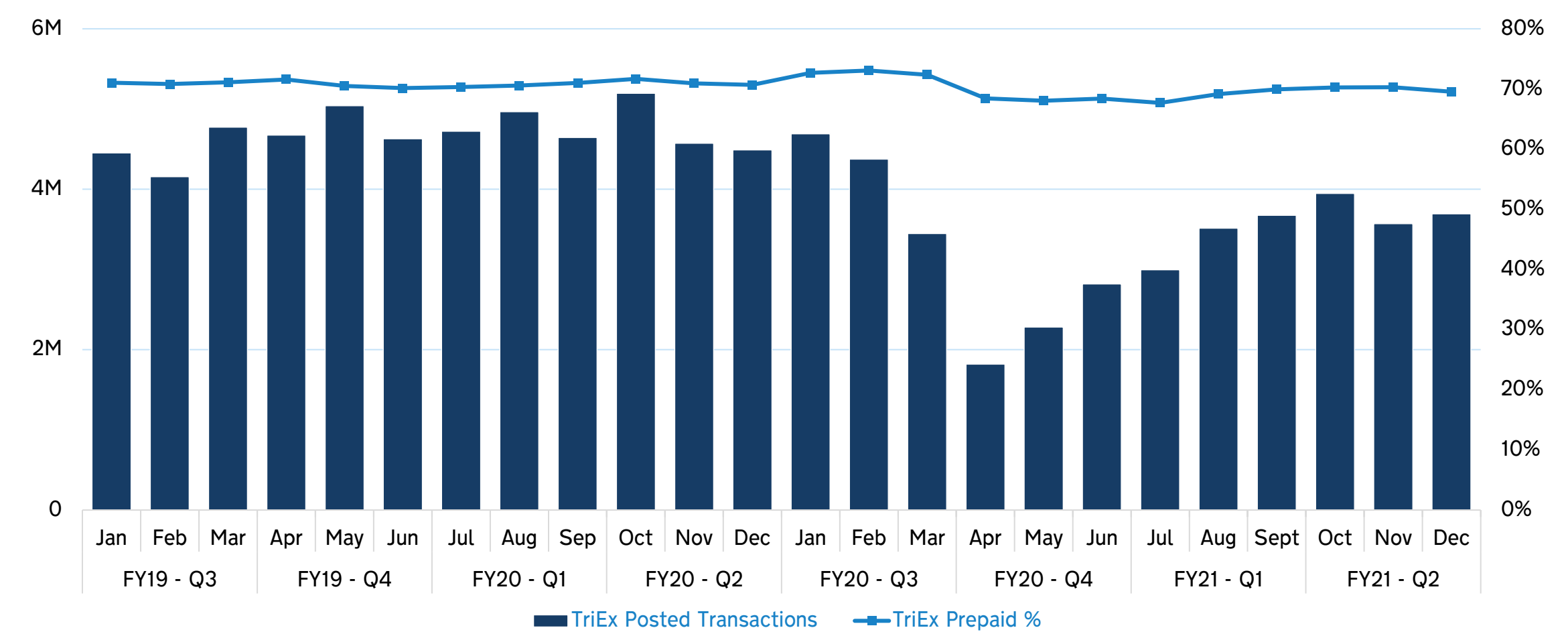
# Total Posted Transactions

## NC Quick Pass Program



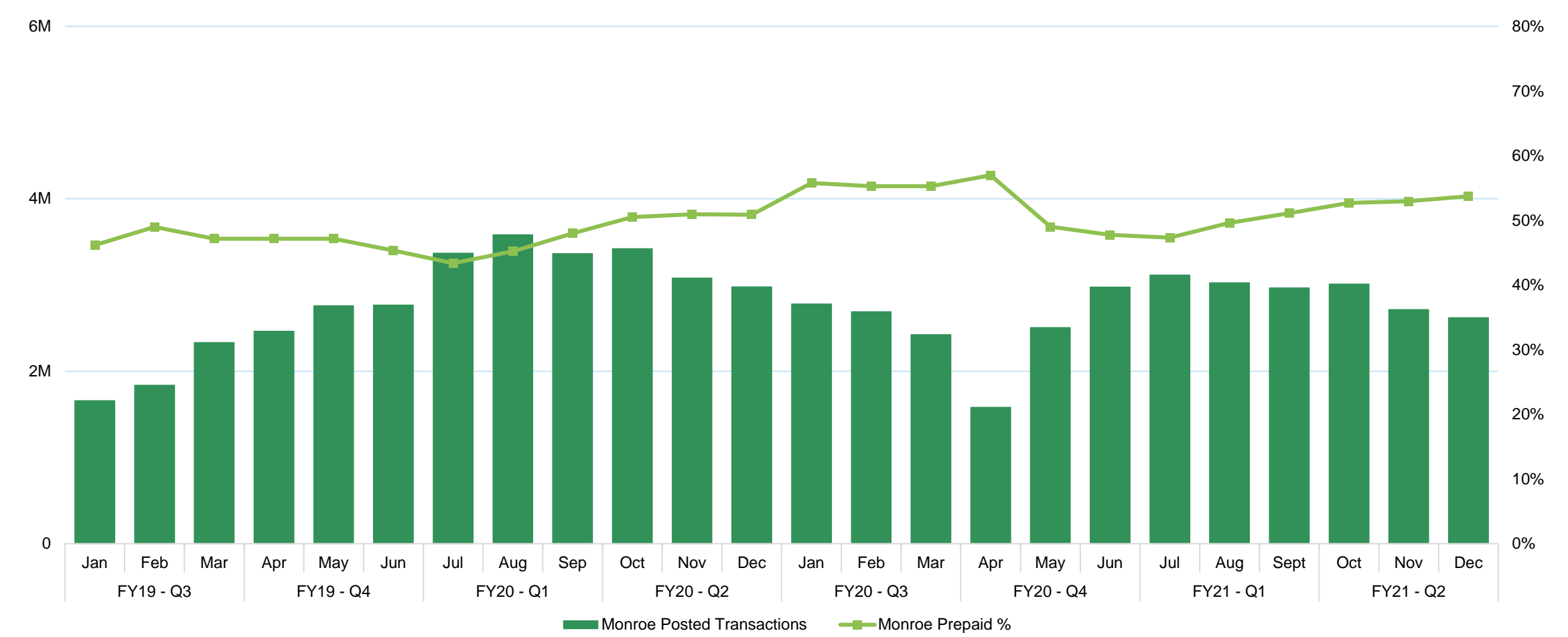
# Total Posted Transactions

Triangle Expressway

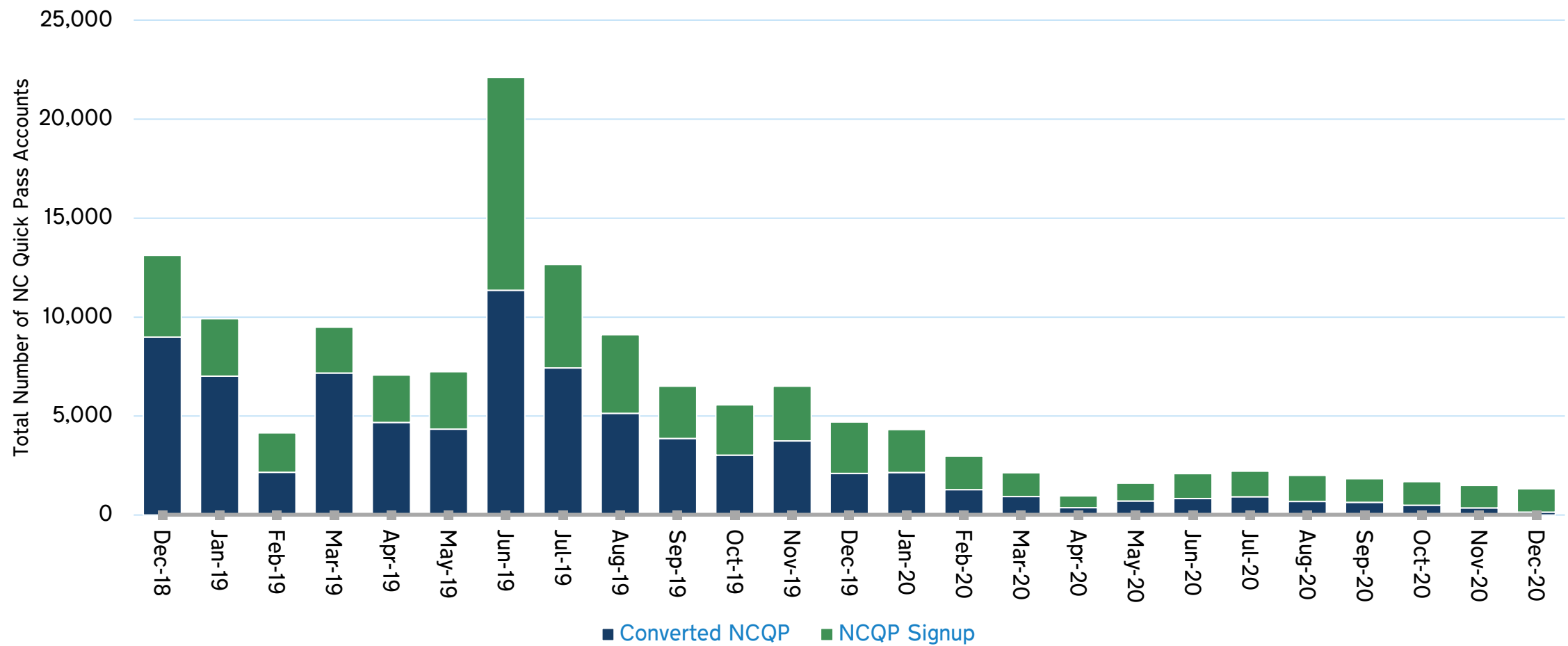


# Total Posted Transactions

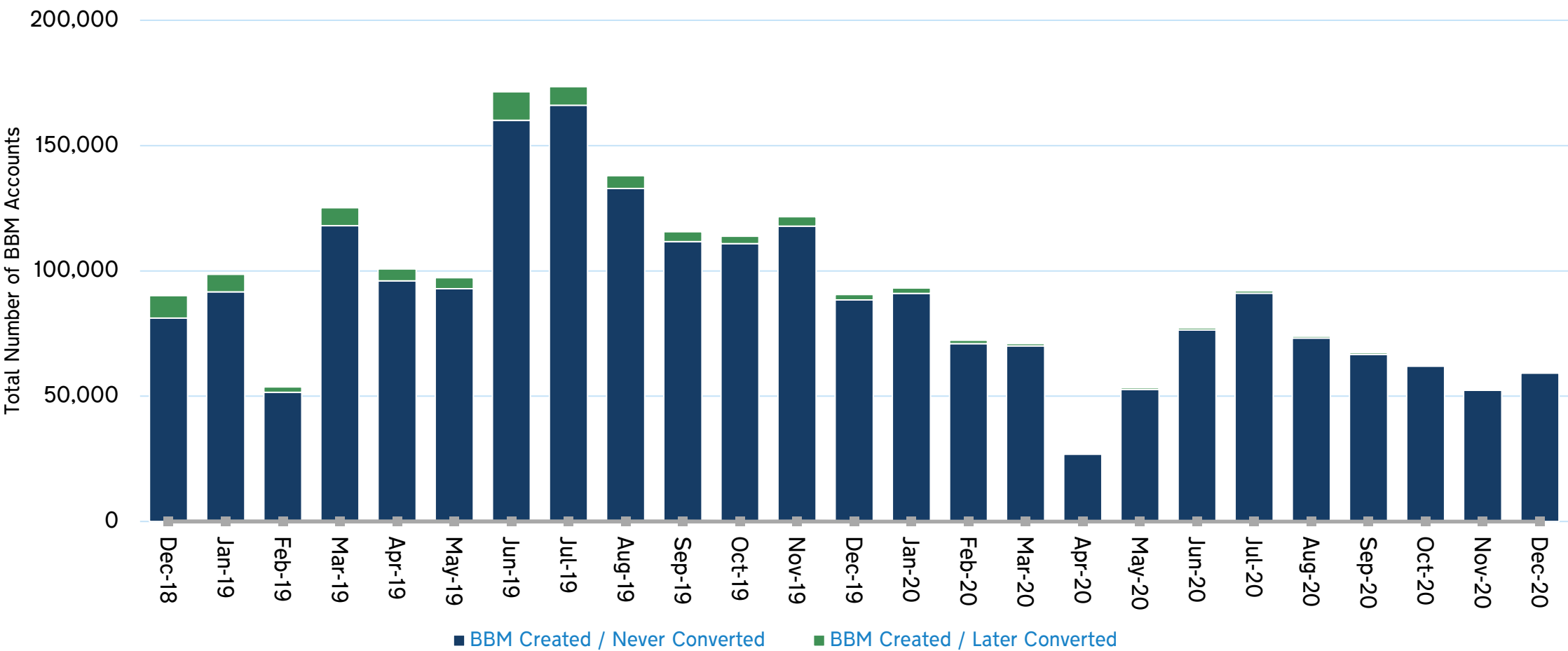
## Monroe Expressway



# New NC Quick Pass Accounts



# New Bill by Mail Customers

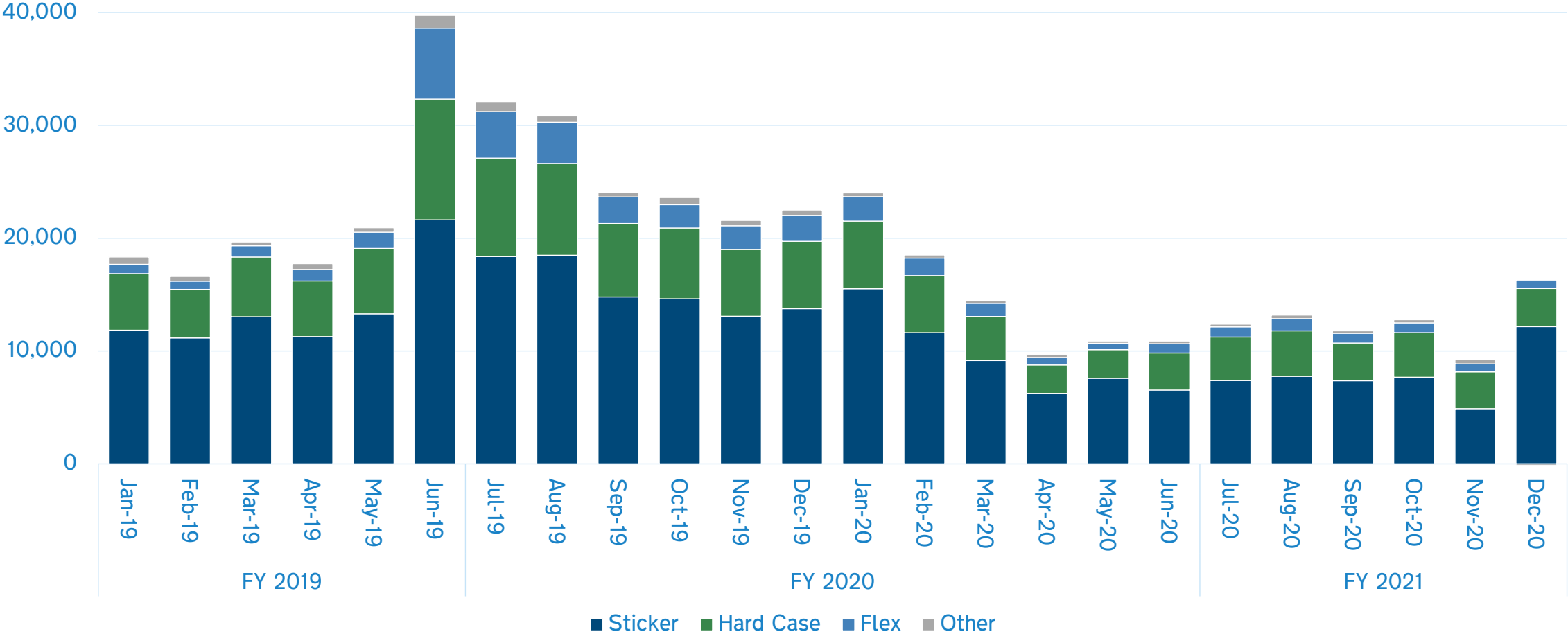


# Monthly Transponders Distributed

NC Quick Pass Program

927,528

Total Transponders Distributed as of December 31, 2020



# Toll Technology Pilot Updates

**Manish Chourey**  
Chief Technology Officer



# GoToll Mobile App Pilot Launch



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

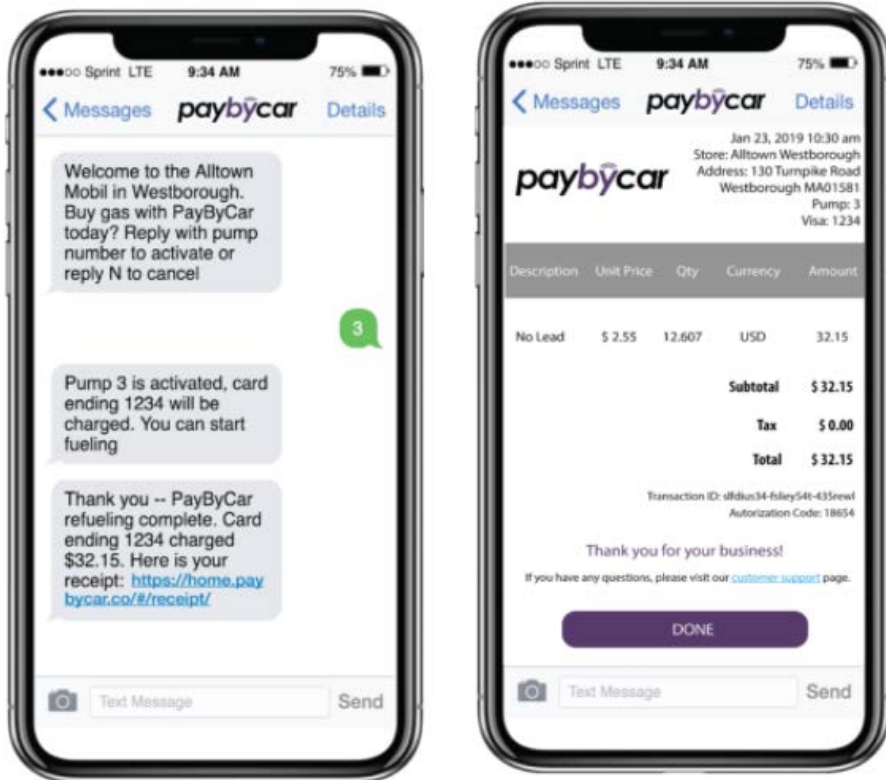
## Benefits to our customers

- Ease of accessibility
- Get a real-time experience: with GPS-enabled trips
- Easily track toll expenses
- Real-time toll prices and travel conditions

## Benefits to NC Quick Pass Program

- Guaranteed Toll payment
- More customers/fewer invoices
- Brings Efficiency to Toll posting
- Exemplifies Turnpike Platform Vision of service model

# PaybyCar (DrivenbyE-ZPass) App Pilot Launch



## Benefits to our customers

- Simple and easy to use APP
- Get a real-time experience
- Pay for non-toll payments
- Easily track your non-toll expenses

## Benefits to NC Quick Pass Program

- Single RFID in car serving different uses
- Alternate mobile payment options

Source: PayByCar | Easy, Fast, Secure In-vehicle Payments ([mypaybycar.com](http://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

- Leverage Statewide service agreement on NCDIT AWD contract and fulfillment company provided by AWS
- 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

# Roadway Operations Update

**Dennis Jernigan, P.E.**  
Director of Highway Operations

# Resiliency

Dennis Jernigan, PE

# Definition

- Resilience
  - an ability to recover from or adjust easily to adversity or change

## Governor Cooper's Executive Order No. 80

9. Cabinet agencies shall integrate climate adaptation and resiliency planning into their policies, programs, and operations (i) to support communities and sectors of the economy that are vulnerable to the effects of climate change and (ii) to enhance the agencies' ability to protect human life and health, property, natural and built infrastructure, cultural resources, and other public and private assets of value to North Carolinians.





**Design**

# Design

- Traffic Forecast 20+ years out
- Mainline Pavement life designed for 30 years.
  - Y lines (Intersecting Roads)
    - Freeway and Interstate Routes – 30 years
    - Secondary Roads – 20 years
- Crossline Pipes designed for 50-year storm events
  - Crosslines also limited to 60” maximum, (normally can go up to 84”).
  - Above 60”, a box culvert with minimum 6’ x 8’ was required for maintenance reasons.  
However, this also results in extra capacity where some pipes would have worked.
  - Used results from our 2018 TriEx Post-Construction Review Report in Complete 540 contracts to reduce scour and encourage wetland re-establishment
- Hazardous Spill Basins installed for the Swift Creek Watershed – Complete 540
  - This will allow for additional storm water storage and treatment, as well as the ability to capture a hazardous spill should one occur in the area

# Operations

# Toll Ops

- Redundant Fiber Network – reduces impacts to TMC and Toll Collections
- Spare Conduit – allows for future expansion of ITS and Toll system if needed
  - Spare Conduit was used on TriEx during switching of toll vendors to eliminate impacts to existing system
- Toll Systems designed to Collect Toll transactions for up to 90 days after Fiber cut
- Actual Toll Lane equipment has redundancy to still operate in the event of equipment failure
  - Example: Loops in pavement AND overhead scanners
- Disaster Recovery data offsite in case of primary Host failure
- Gas Generators and battery back up for toll equipment sites in case of power failure
- Proactively Replace Toll and ITS Equipment on 12-year cycle, even though useful life may be longer

## Roadway Maintenance

- Plan to replace signs at 15 years, before end of service life
  - Accelerate replacement on TriEx by 1 year to coincide with opening of Complete 540 Phase 1
- Resurface at 8-year intervals
- NCTA utilizes NCDOT Division maintenance contracts, which normally all have Emergency Mobilization provisions to deal with hazardous situations
  - Examples: Signing, Lighting, Patching contracts



# Mainline Traffic Statistics

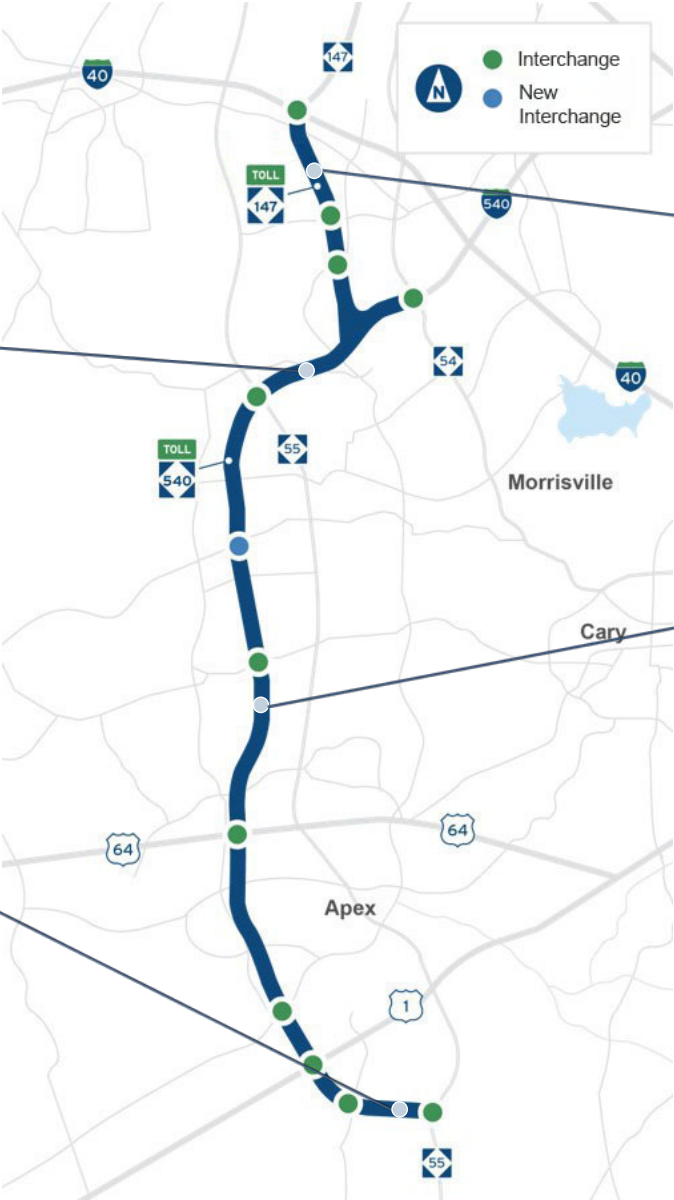
## Triangle Expressway

**36.4% Decrease**  
FY20 Q2 AWT = 56,220  
FY21 Q2 AWT = 35,730

**46.0% Decrease**  
FY20 Q2 AWT = 26,380  
FY21 Q2 AWT = 14,250

**34.0% Decrease**  
FY20 Q2 AWT = 43,660  
FY21 Q2 AWT = 28,820

**28.9% Decrease**  
FY20 Q2 AWT = 20,850  
FY21 Q2 AWT = 14,830



Q2: October – December

AWT: Average Weekday Traffic



# Roadway Maintenance Statistics

## Triangle Expressway

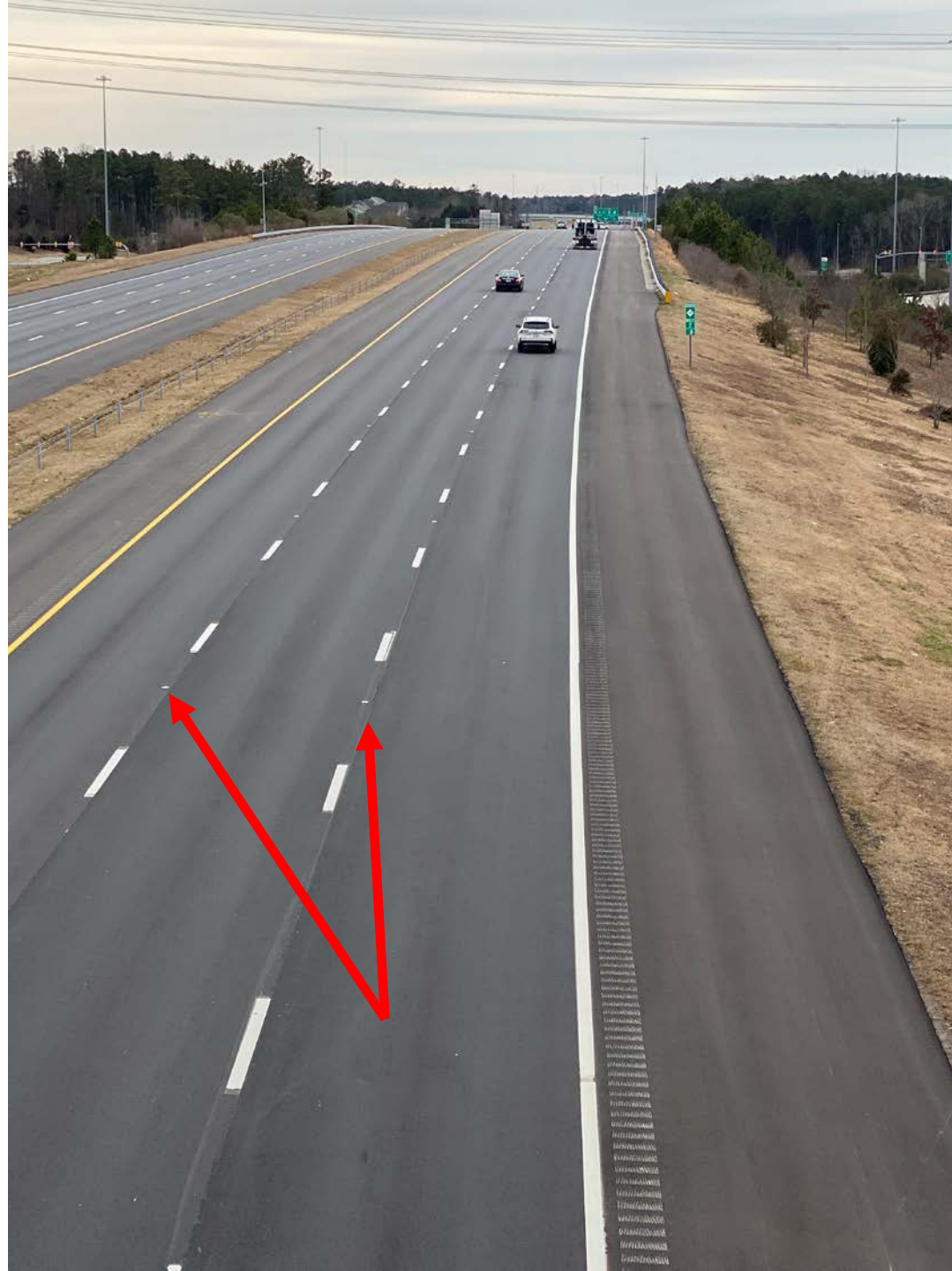
|                               | FY 2020 Q3 | FY 2020 Q4 | FY 2021 Q1 | FY 2021 Q2 | Rolling Rate |
|-------------------------------|------------|------------|------------|------------|--------------|
| Road Surface                  | 94.9       | 93.8       | 96.3       | 96.2       | 95.2         |
| Unpaved Shoulders and Ditches | 98.7       | 92.5       | 96.5       | 98.8       | 96.6         |
| Drainage Structures           | 91.9       | 92.5       | 89.2       | 87.6       | 90.3         |
| Roadside                      | 94.7       | 91.7       | 91.1       | 89.1       | 91.6         |
| Traffic Control Devices       | 90.4       | 86.8       | 84.0       | 85.2       | 86.8         |
| Overall                       | 93.6       | 91.0       | 90.7       | 90.7       | 91.5         |













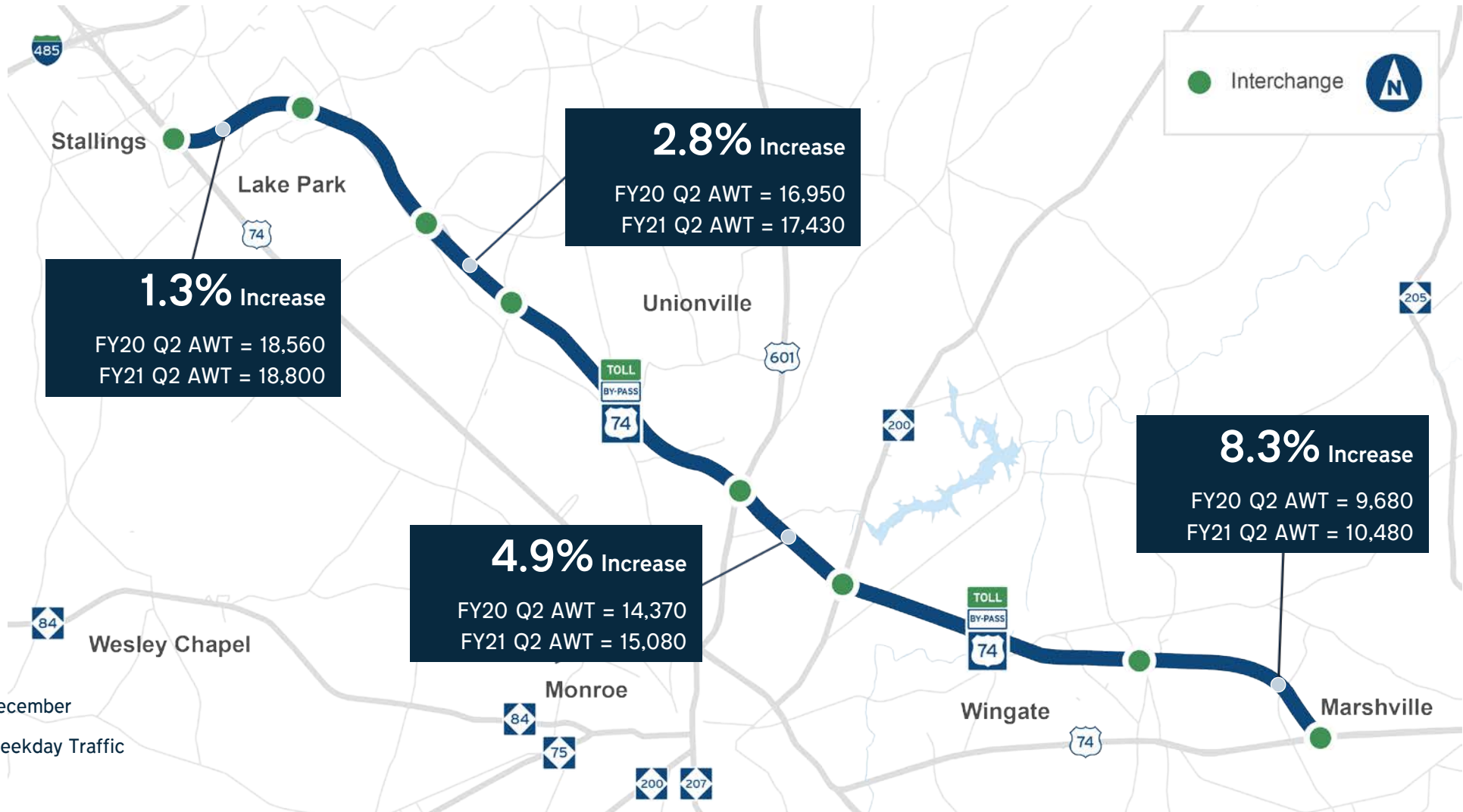






# Mainline Traffic Statistics

## Monroe Expressway



Q2: October - December  
AWT: Average Weekday Traffic

# Roadway Maintenance Statistics

Monroe Expressway

|                               | Baseline |
|-------------------------------|----------|
| Road Surface                  | 97.9     |
| Unpaved Shoulders and Ditches | 97.5     |
| Drainage Structures           | 92.2     |
| Roadside                      | 89.8     |
| Traffic Control Devices       | 90.5     |
| Overall                       | 93.4     |























# Chief Engineer's Update

**Rodger Rochelle, P.E.**  
Chief Engineer



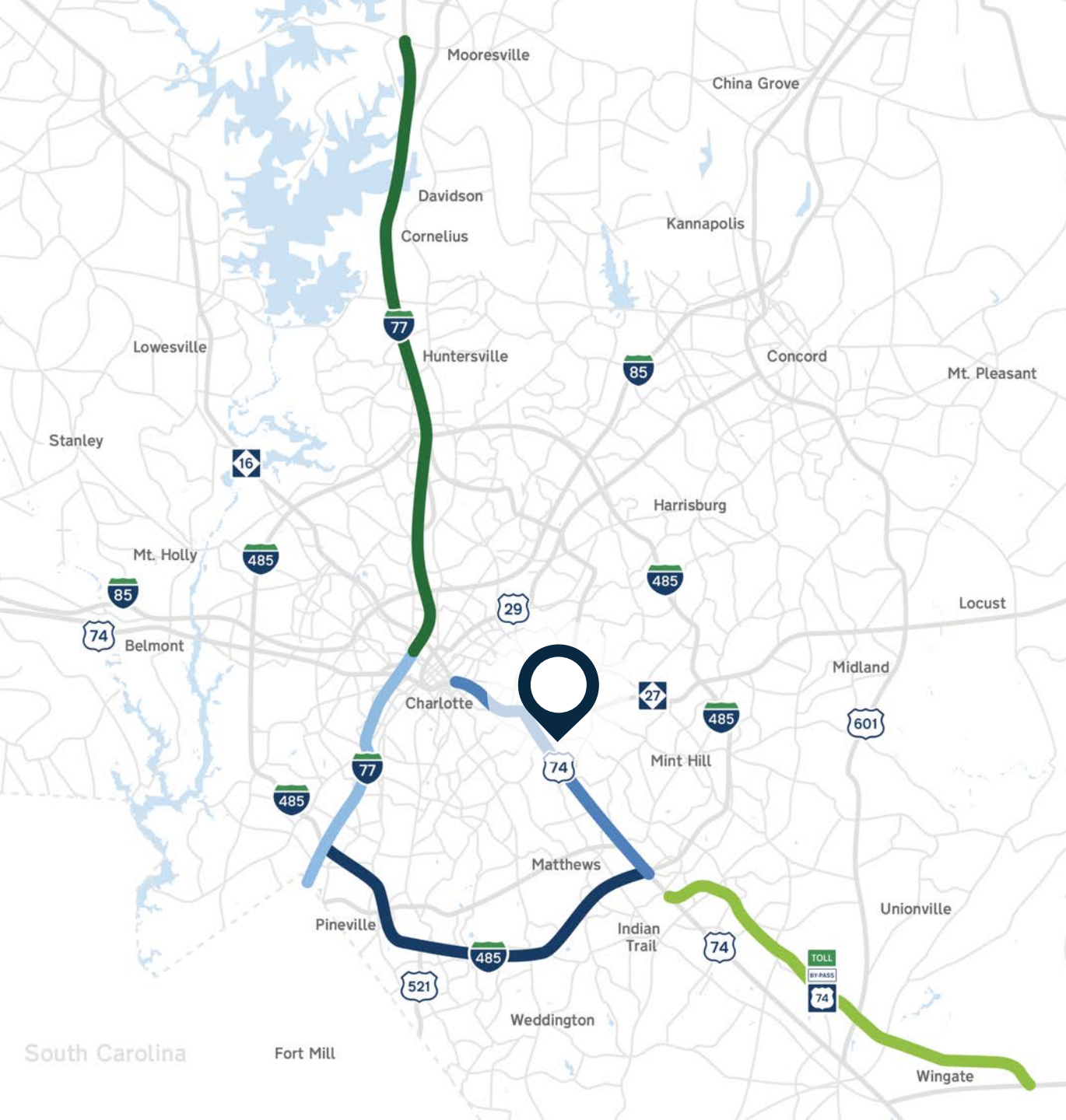


# U.S. 74 Express Lanes

Dedicated lanes for  
drivers seeking reliable  
travel times and  
improved connectivity in  
the U.S. 74 corridor in  
Matthews and Charlotte







## Background

- US 74 Corridor Improvements
  - STIP Projects U-6103 and U-2509
  - Both are committed projects
    - Funded and scored as a Statewide Mobility project
    - Includes general purpose lanes, interchanges, parallel streets, express lanes and direct connectors
- Combined Cost \$1B +
  - \$450M programmed for combined project in 2020-2029 STIP
  - Remainder post year

# Corridor Implementation Strategy

## Previous Strategy

1. Complete U-6103
2. Complete Parallel Routes
3. Complete US 74 mainline and express lanes

## Revised Strategy

1. Itemize the smallest reasonable construction segments
2. NCDOT/NCTA prioritize US 74 improvements
3. Allow Stakeholders to prioritize parallel route segments
4. Combine the two sets of priorities, balancing access, connectivity, US 74 throughput and express lanes
5. STIP amendments

# Three Types of Project Segments

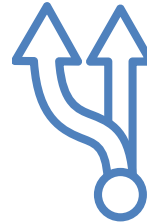
## Connectivity Improvements



**Expand Connectivity  
across and along U.S. 74**

- ✓ Add interchanges/grade separations across U.S. 74
- ✓ Connect collector network parallel to U.S. 74

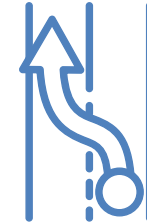
## Mainline/General Purpose Lanes Improvements



**Improve Mobility along  
the Corridor**

- ✓ Remove traffic signals
- ✓ Add general purpose lane capacity

## Express Lanes Additions



**Provide Travel Choice  
and Improve Mobility**

- ✓ Add express lanes
- ✓ Add direct connectors

# Project Segments

## Connectivity Improvements



| Current TIP No. | Segment | Project Type     | Description  |
|-----------------|---------|------------------|--|
| U-2509          | C1      | Grade Separation | Sharon Forest Dr interchange   |
| U-2509          | C2      | Interchange      | Harris Blvd/Margaret Wallace Rd/Village Lake Dr interchange          |
| U-2509          | C3      | Grade Separation | Krefeld Dr interchange   |
| U-2509          | C4      | Parallel Streets | Margaret Wallace Rd/Arequipa Dr area                                 |
| U-2509          | C5      | Parallel Streets | Krefeld Dr south area  |
| U-2509          | C6      | Interchange      | Sardis Rd interchange  |
| U-2509          | C7      | Parallel Streets | Arequipa Dr/Sardis Rd North area                                     |
| U-2509          | C8      | Parallel Streets | Sam Newell Rd/Rice Rd/Independence Pointe Pkwy interchange           |
| U-2509          | C9      | Parallel Streets | Independence Pointe Pkwy area 1 (Crown Point to Cracker Barrel)      |
| U-2509          | C10     | Interchange      | Matthews-Mint Hill Rd interchange                                    |
| U-2509          | C11     | Parallel Streets | Independence Pointe Pkwy area 2 (Sleep Inn to NC 51)                 |
| U-2509          | C12     | Parallel Streets | Independence Pointe Pkwy area 3 (Matthews-Mint Hill Rd across I-485) |
| U-2509          | C13     | Parallel Streets | Northeast Pkwy   |
| U-2509          | C14     | Interchange      | Matthews Township Pkwy (NC 51) interchange                           |

## General Purpose Lane Improvements



| Current TIP No. | Segment | Project Type | Description                        |
|-----------------|---------|--------------|------------------------------------|
| U-2509          | M1      | Mainline     | Wallace Ln to McAlpine Creek       |
| U-2509          | M2      | Mainline     | McAlpine Creek to Sardis Rd        |
| U-2509          | M3      | Mainline     | Sardis Rd to Windsor Square Dr     |
| U-2509          | M4      | Mainline     | Windsor Square Dr to east of NC 51 |
| U-2509          | M5      | Mainline     | East of NC 51 to I-485             |

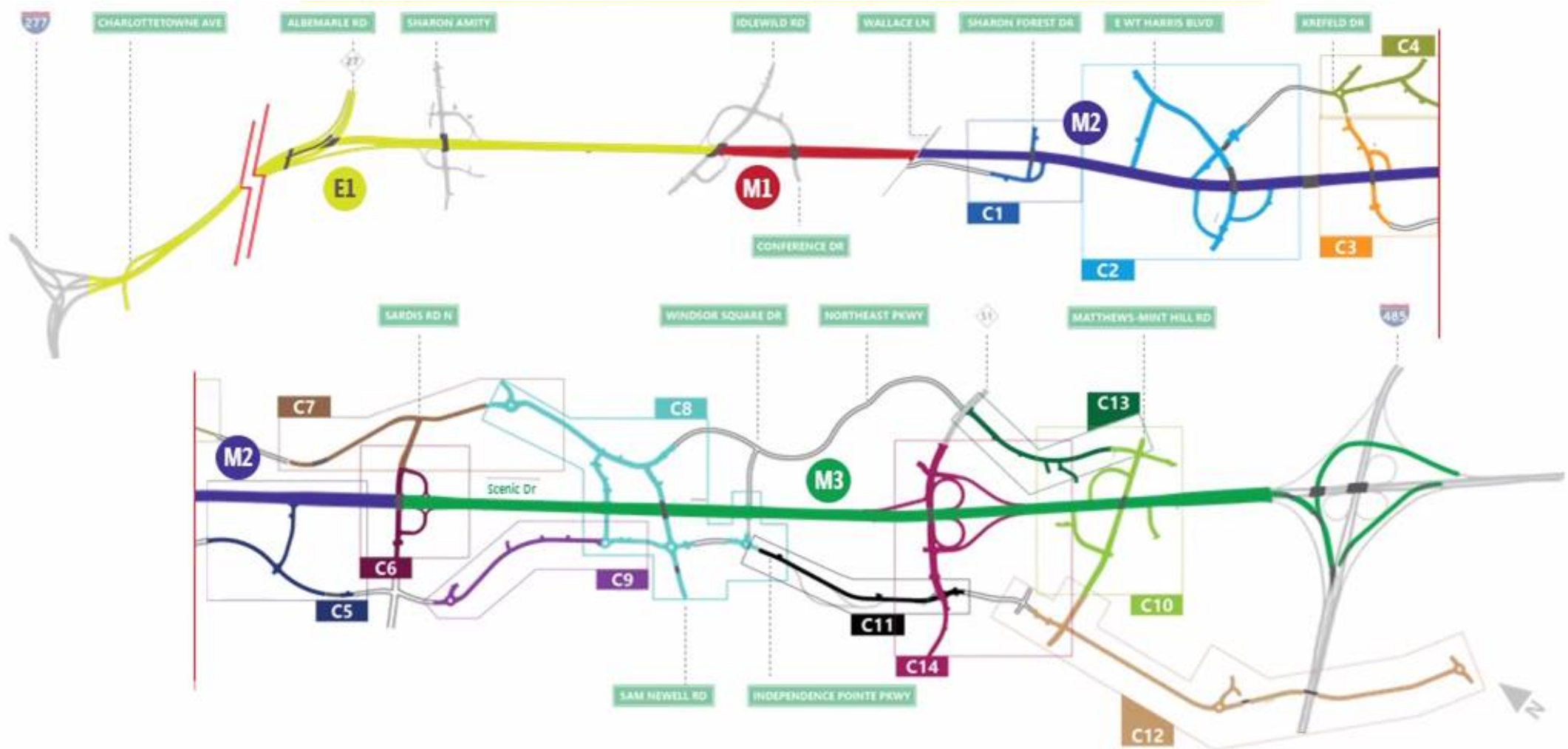
## Express Lanes Additions



| Current TIP No. | Segment | Project Type  | Description                            |
|-----------------|---------|---------------|--|
| U-6103          | E1      | Express Lanes | I-277 to Idlewild Rd                   |
| U-2509          | E2      | Express Lanes | Idlewild Rd to Wallace Ln              |
| U-2509          | E3      | Express Lanes | Wallace Ln to Sardis Rd (with DC)      |
| U-2509          | E4      | Express Lanes | Sardis Rd to I-485                     |
| U-2509          | E5      | Express Lanes | Conference Drive DCs (both directions) |
| U-2509          | E6      | Express Lanes | US 74/I-485 DCs                        |



# Project Segments



# Corridor Implementation Strategy – Considerations

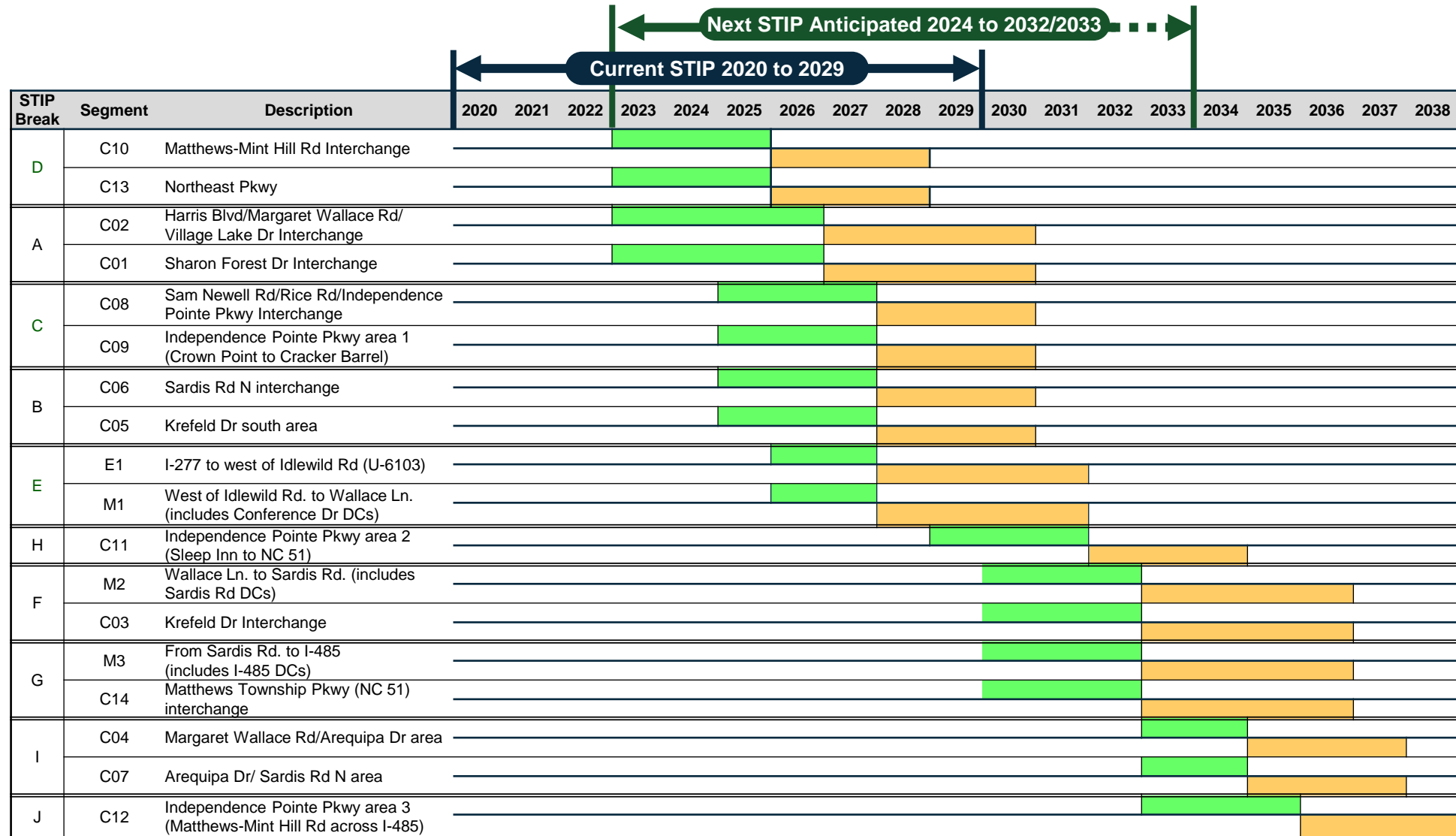


- Stakeholder Input
- Traffic Operational Benefits
- Costs and Funding Availability
- Right-of-Way
- Toll Operations Cost vs Revenue
- Constructability/Maintenance of Traffic

| Segment # | Segment Description   | Cross-Street + Ramp Daily Traffic Volume | Ranking Based on Daily Traffic Volume |
|-----------|---|--|---------------------------------------|
| Co1       | Sharon Forest Dr Interchange                                | 3,700                                    | 7                                     |
| Co2       | Harris Blvd/Margaret Wallace Rd/Village Lake Dr Interchange | 78,600                                   | 1                                     |
| Co3       | Krefeld Dr Interchange                                      | 22,700                                   | 6                                     |
| Co6       | Sardis Rd N interchange                                     | 66,800                                   | 3                                     |
| Co8       | Sam Newell Rd/Rice Rd/Independence Pointe Pkwy Interchange  | 35,700                                   | 4                                     |
| C10       | Matthews-Mint Hill Rd Interchange                           | 33,800                                   | 5                                     |
| C14       | Matthews Township Pkwy (NC 51) interchange                  | 70,600                                   | 2                                     |

| Segment # | Segment Description  | Project Type       | Utility Cost | ROW Cost      | Construction Cost | Total Cost      |
|-----------|--|--------------------|--------------|---------------|-------------------|-----------------|
| Co1       | Sharon Forest Dr Interchange   | Interchange        | \$333,000    | \$14,200,000  | \$7,000,000       | \$21,533,000    |
| Co2       | Harris Blvd/Margaret Wallace Rd/Village Lake Dr Interchange          | Interchange        | \$1,412,000  | \$50,100,000  | \$33,400,000      | \$84,912,000    |
| Co3       | Krefeld Dr Interchange   | Interchange        | \$416,000    | \$11,600,000  | \$11,300,000      | \$23,316,000    |
| Co4       | Margaret Wallace Rd/Arequipa Dr area                                 | Parallel Streets   | \$665,000    | \$7,900,000   | \$5,800,000       | \$14,365,000    |
| Co5       | Krefeld Dr south area  | Parallel Streets   | \$665,000    | \$4,000,000   | \$11,400,000      | \$16,065,000    |
| Co6       | Sardis Rd N interchange  | Interchange        | \$499,000    | \$15,800,000  | \$16,900,000      | \$33,199,000    |
| Co7       | Arequipa Dr/ Sardis Rd N area  | Parallel Streets   | \$748,000    | \$11,600,000  | \$14,000,000      | \$26,348,000    |
| Co8       | Sam Newell Rd/Rice Rd/Independence Pointe Pkwy Interchange           | Interchange        | \$1,661,000  | \$42,300,000  | \$20,600,000      | \$64,561,000    |
| Co9       | Independence Pointe Pkwy area 1 (Crown Point to Cracker Barrel)      | Parallel Streets   | \$523,000    | \$12,600,000  | \$8,200,000       | \$21,323,000    |
| C10       | Matthews-Mint Hill Rd Interchange                                    | Interchange        | \$1,163,000  | \$43,000,000  | \$21,600,000      | \$65,763,000    |
| C11       | Independence Pointe Pkwy area 2 (Sleep Inn to NC 51)                 | Parallel Streets   | \$2,845,000  | \$18,200,000  | \$11,200,000      | \$32,245,000    |
| C12       | Independence Pointe Pkwy area 3 (Matthews-Mint Hill Rd across I-485) | Parallel Streets   | \$1,578,000  | \$16,400,000  | \$26,500,000      | \$44,478,000    |
| C13       | Northeast Pkwy   | Parallel Streets   | \$499,000    | \$8,600,000   | \$5,400,000       | \$14,499,000    |
| C14       | Matthews Township Pkwy (NC 51) interchange                           | Interchange        | \$1,993,000  | \$18,300,000  | \$23,800,000      | \$44,093,000    |
| Eo1       | From I-277 to west of Idlewild Rd (U-6103)                           | Express Lanes      |              |               |                   | \$105,000,000   |
| Mo1       | From west of Idlewild Rd to Wallace Ln (includes Conference Dr DCs)  | GP & Express Lanes | \$0          | \$32,900,000  | \$35,250,000      | \$68,150,000    |
| Mo2       | From Wallace Ln to Sardis Rd (includes Sardis Rd DCs)                | GP & Express Lanes | \$5,611,000  | \$39,200,000  | \$70,350,000      | \$ 15,161,000   |
| Mo3       | From Sardis Rd to I-485 (includes I-485 DCs)                         | GP & Express Lanes | \$8,305,000  | \$67,000,000  | \$168,400,000     | \$ 243,705,000  |
|           | Total  |                    | \$28,916,000 | \$413,700,000 | \$491,100,000     | \$1,038,716,000 |

# Programming Scenario





**Complete 540**

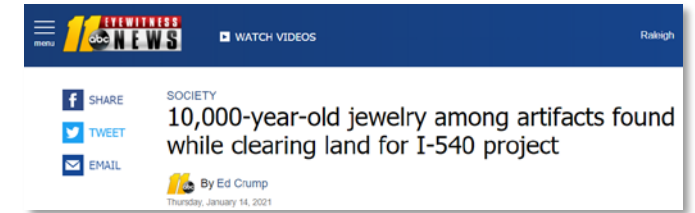
# Complete 540

## Settlement Agreement

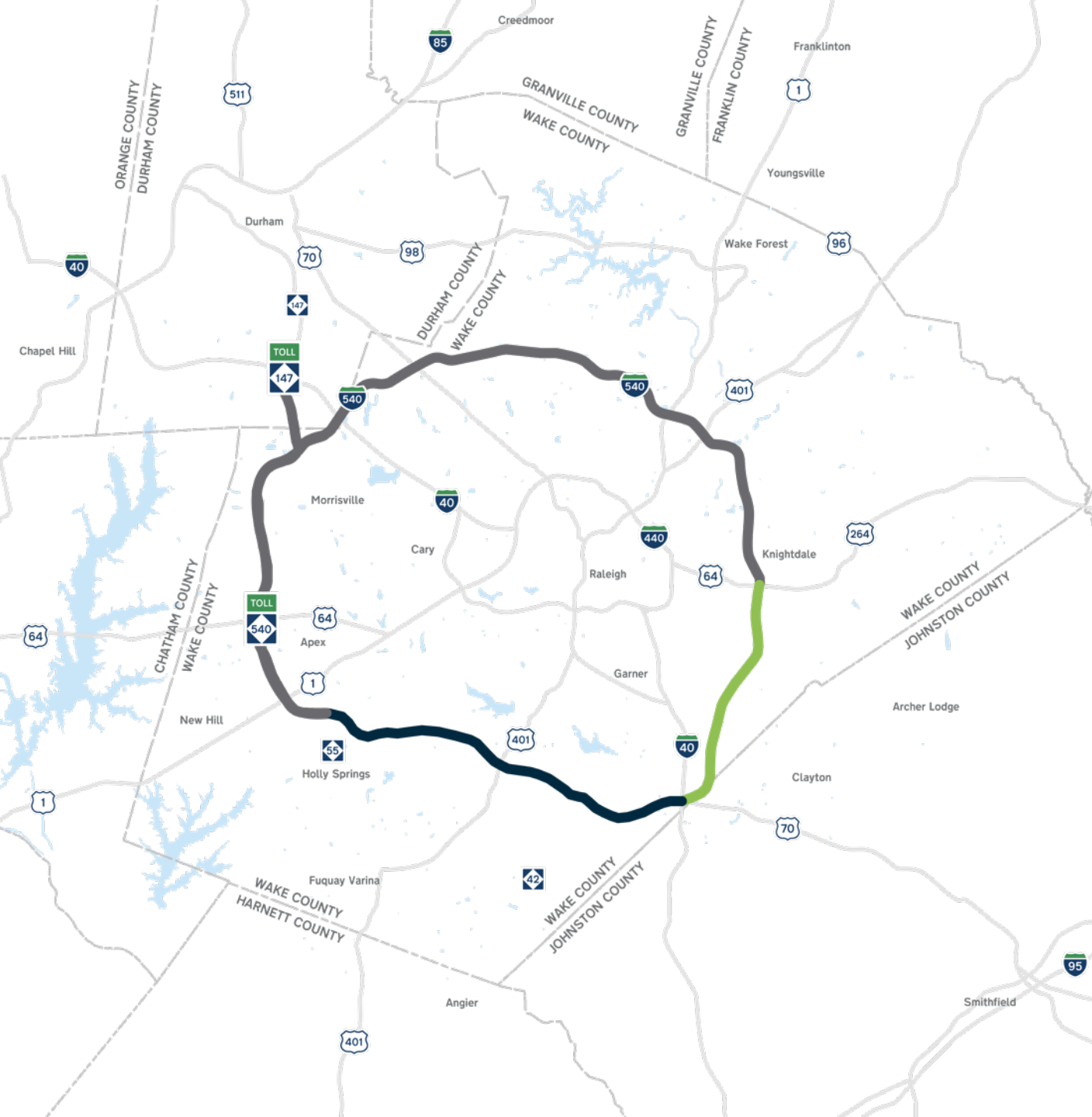
| Commitment                   | Status Update   |
|------------------------------|---|
| Land Acquisition             | <ul style="list-style-type: none"><li>-Support for Wake County Open Space Program</li><li>-Agreement with Wake County executed in May 2020</li><li>-Processing disbursement of funds to Wake County</li></ul>   |
| Stream Protection/Mitigation | <p>Additional stream mitigation beyond permitting requirements</p> <ul style="list-style-type: none"><li>-2 batches – 35,000 linear feet now; 12,000 linear feet in the future</li><li>-Determined priorities with the Neuse &amp; Tar-Pamlico River Basin Partnership</li><li>-Better for the environment, providing sooner, more economical</li><li>-Three contracts executed</li></ul> |
| Air Quality                  | <ul style="list-style-type: none"><li>-Support GoTriangle's use of NC 540 through funding partnerships</li><li>-Agreement executed in January 2021</li></ul>  |
|                              | <ul style="list-style-type: none"><li>-NCDOT issued equipment anti-idling guidelines in December 2020</li></ul>   |
|                              | <ul style="list-style-type: none"><li>-NCDOT developed guidance on greenhouse gas emissions analyses in certain NEPA documents</li></ul>  |






# Archaeological Data Recovery & Grave Relocation







-  **Open to traffic (42 miles)**  
I-540 & Triangle Expressway
-  **Under construction (18 miles)**  
Southern Wake Expressway  
(Phase I)
-  **Missing link (11 miles)**  
Eastern Wake Expressway  
(Phase II)

# Eastern Wake Expressway - Project Activities

## Completed Activities

- Environmental Document
- Section 404/401 Corridor Permits
- Biological Opinion
- Air Quality Conformity
- Preliminary Design/Public Hearing Map
- Final Surveys
- Interchange Access Reports
- Service Road Study

## Activities Underway

- Reevaluation of Traffic Forecasts and Analysis
- Refining Preliminary Design
- Confirming Environmental Mitigation Availability
- Traffic and Revenue Studies
- Roadway and Structure Geotechnical Investigations

## Future Preconstruction Activities

- Refining Project Cost Estimate
- Other Financial Preparations
- Pavement Design and Life Cycle Cost Analyses
- Plans for right-of-way acquisition (no MAP Act)
- Utility Coordination
- Railroad Coordination
- Procurement Strategy
- Industry Coordination



# R-2829 Potential Long Lead Items





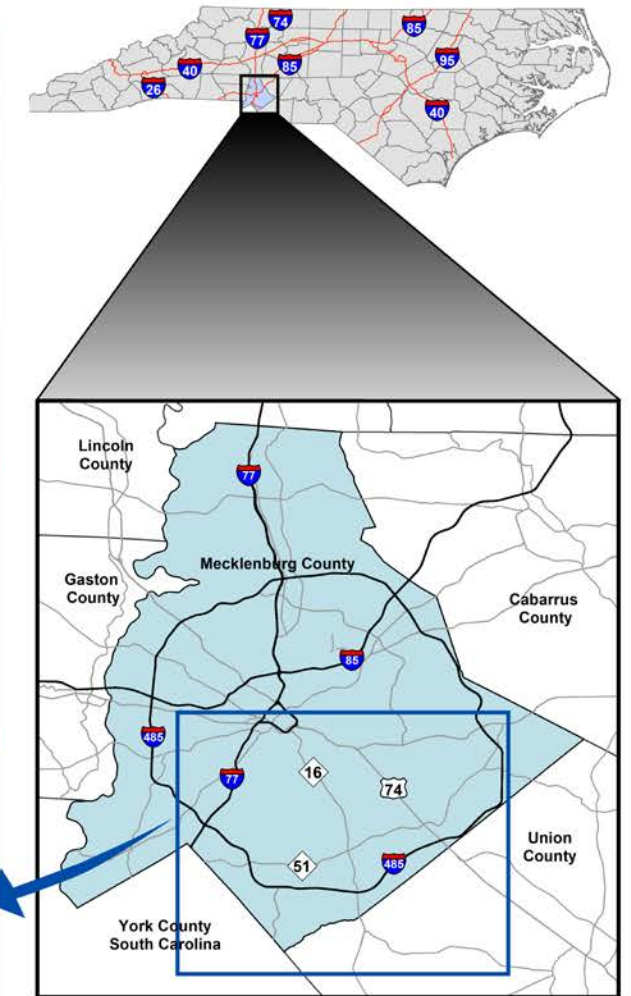
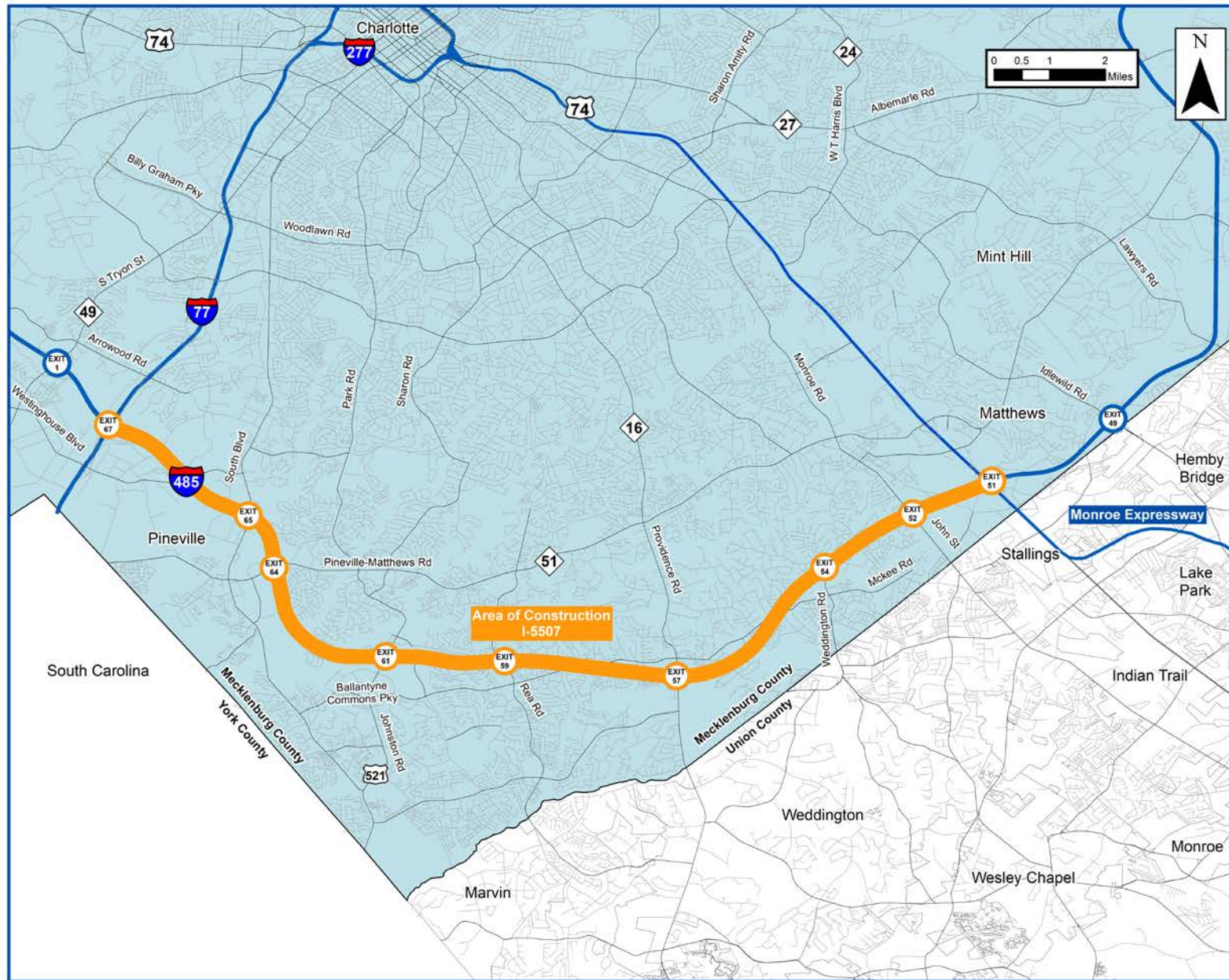
# Program Development Update

**Andy Lelewski, PE**  
Director of Program Development

# I-485 Express Lanes Update

**Andy Lelewski, PE**  
Director of Program Development







# Division 10 Construction Update



Looking Eastbound

Westinghouse Blvd. Direct  
Connectors



# Division 10 Construction Update



Looking Eastbound

Johnson Road Interchange



# Division 10 Construction Update



Looking Westbound

Between Providence Rd. and  
Rea Rd.



# Division 10 Construction Update



Looking Eastbound

John St. Interchange



# Division 10 Construction Update

## Toll-Related Construction Progress

|                                |               |                       |
|--------------------------------|---------------|-----------------------|
| ▪ Toll Rate Message Signs (17) | Complete: 0   | Under Construction: 0 |
| ▪ Static Toll Sign Groups (78) | Complete: 0   | Under Construction: 0 |
| ▪ Power Services (47)          | Complete: 0   | Under Construction: 0 |
| ▪ ITS/AET Conduit (25.3 mi)    | Complete: 1.4 | Under Construction: 0 |
| ▪ AET Toll Gantry (9)          | Complete: 0   | Under Construction: 0 |
| ▪ ITS Devices (217)            | Complete: 0   | Under Construction: 0 |

## Overall Construction Progress

|                  |               |  |
|------------------|---------------|--|
| ▪ Asphalt Paving | Complete: 10% |  |
|------------------|---------------|--|

# NCTA Construction-Related Activities

## Recent NCTA Accomplishments

- NCTA / Division 10 / Design-Build contractor coordination

## Upcoming NCTA Work

- Monitoring of toll-related work along the corridor and preparation for upcoming regular construction field reviews
- Continue review of construction submittals
- Coordinate with roadside toll technology project

## Schedule

- Fall 2022 – Commencement of tolling

# Communications & Marketing Update

**Kimberlee Poulton**

Marketing & Communications Director

**Logen Hodges**

Marketing & Communications Manager



# How to Be a Good Neighbor – Virtually

Kim Poulton

**The New Normal**

# Overnight Move to Virtual





**Hope for the Best,  
Prepare for the Worst**





# First Things First

1

## Pick Your Team

Create a well-equipped team for your meeting

2

## Develop a Purpose

Make an outline of your objectives

3

## Choose a Platform

Research platforms to see what's best for you

4

## Provide Options

Have multiple options for attendees to join

5

## Spread the Word

Utilize every median for inviting attendees

6

## Get Online

Make a webpage to host meeting information

# WebEx Events

## Virtual Meeting Platform

### Registration

Optional registration requirement for attendees

### Chat Functionality

Chat privately amongst your team or publicly with attendees

### Control Your Meeting

Mute upon entry feature can be applied to all attendees

### Easy Q&A

Organized Q&A feature

### Large Groups

Supports 3,000 participants & up to 1,000 panelists

### Post-Event Features

Access to meeting recording and post-meeting analysis

# Spread the Word

## Website

### Complete 540 Project Update - Elizabeth Woods Area

#### STIP Number R-2721A, R-2721B, R-2828 & R-2829

The N.C. Department of Transportation and the N.C. Turnpike Authority are hosting a virtual neighborhood meeting to discuss the upcoming construction activities near the Holly Springs Road interchange and Elizabeth Woods neighborhood.

NCTA is constructing the southern portion of the [Complete 540 project](#), which will extend the Triangle Expressway (Toll N.C. 540) from N.C. 55 Bypass to I-40.

The meeting will be a short presentation with time available for questions related to the project and schedule.

The meeting is scheduled for:

**Wednesday, April 22, 2020**  
**6-7 p.m.**

Cisco Webex Virtual Meeting

#### How to Participate in the Meeting

There are two ways to join the meeting:

- [Click here to join online](#), Access Number: 740 692 660
- If you are having issues joining online or prefer not to join online, please call: (855) 797-9485, Access Number: 740 692 660

Need help as a first time WebEx guest online? [Go here](#).

|                                 |
|---------------------------------|
| <a href="#">Meeting Handout</a> |
| <a href="#">Meeting Map</a>     |
| <a href="#">Meeting Video</a>   |
| <a href="#">Meeting Q&amp;A</a> |

## Contact

For additional information or question, please contact the project team:

complete540@ncdot.gov  
1-800-554-7849

#### News & Events

[Press Releases](#)

[Public Meetings & Events](#)

[Public Meetings](#)

[Public Records](#)

[Social Media](#)

[Annual Reports](#)

[Newsletters](#)

[Media Inquiries](#)

## Door Hanger



### Oxford Green Drive Closure

The North Carolina Department of Transportation (NCDOT) and the North Carolina Turnpike Authority (NCTA) are constructing the southern portion of the Complete 540 project, which will extend the Triangle Expressway (Toll N.C. 540) from N.C. 55 Bypass to Interstate 40.

On or about November 3, Oxford Green Drive will permanently close where it currently connects to Belts Lake Road in order to construct the on and off ramps for the future Toll N.C. 540 interchange at Belts Lake Road. Prior to closing Oxford Green Drive at Belts Lake Road, contractors for the project will extend existing Pony Soldier Drive to connect to Oxford Green Drive. Once complete, residents on Oxford Green Drive will access Belts Lake Road and West Lake Road using the extension of Pony Soldier Drive. Please see the other side of this flyer for a map with details.

NCTA will host a virtual neighborhood meeting to share further details. There will be a short presentation and time available to answer questions. This meeting will be hosted virtually via the online platform, Webex. Please give yourself 10 minutes to login before the meeting begins!

#### When

Thursday, October 29, 2020  
6:00 p.m. – 7:00 p.m.

#### Or Call-In

+1 (855) 797-9485  
Access Number: 131 493 9191

#### Join Online

[ncdot.gov/news/public-meetings/Pages/R-2721A-2020-10-29.aspx](#)

More information and how to join the WebEx will be on the website above



#### SCAN ME

to access  
meeting  
information

If you have any questions, please contact us at [complete540@ncdot.gov](#) or 1-800-554-7849



# Rehearse! Rehearse! Rehearse!



Hold Multiple  
Rehearsals



Check the  
Equipment





# Organize the Q&A

1

## Get Ahead

Allow attendees to submit questions ahead of time

2

## Provide Options

Have multiple options for attendees to ask questions

3

## Inform Residents

Over-communicate how Q&A will work

4

## Pick Your Team

Identify subject-matter experts to answer questions

5

## Identify a Leader

Choose someone to act as MC during the Q&A

6

## Organize Questions

Choose someone to assign questions to the team



# Lights, Camera Action!



Get Camera Ready



Create a Conversation





Kathryn Lorbacher

# Complete 540 Virtual Meeting

Rand Meadows & Crest of Carolina

December 14, 2020

Providing drivers more choices for their comm



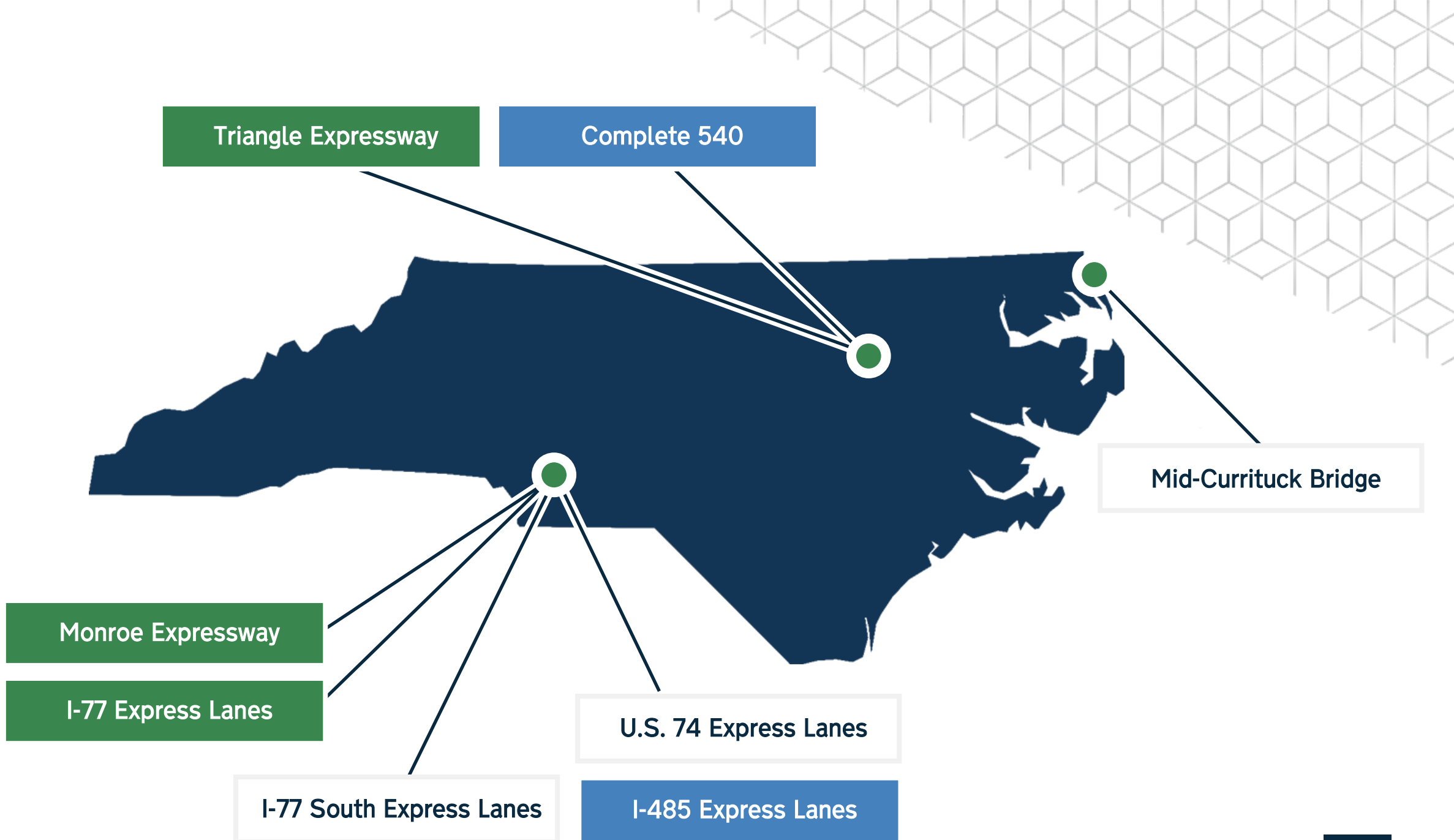
# Complete 540 Overview

Dennis Jernigan, PE











**Triangle Expressway**  
Open to traffic

**Complete 540 Phase I**  
Under construction

**Triangle Expressway**  
Open to traffic

**Complete 540 Phase I**  
Under construction

**Triangle Expressway**  
Open to traffic

**Complete 540 Phase I**  
Under construction

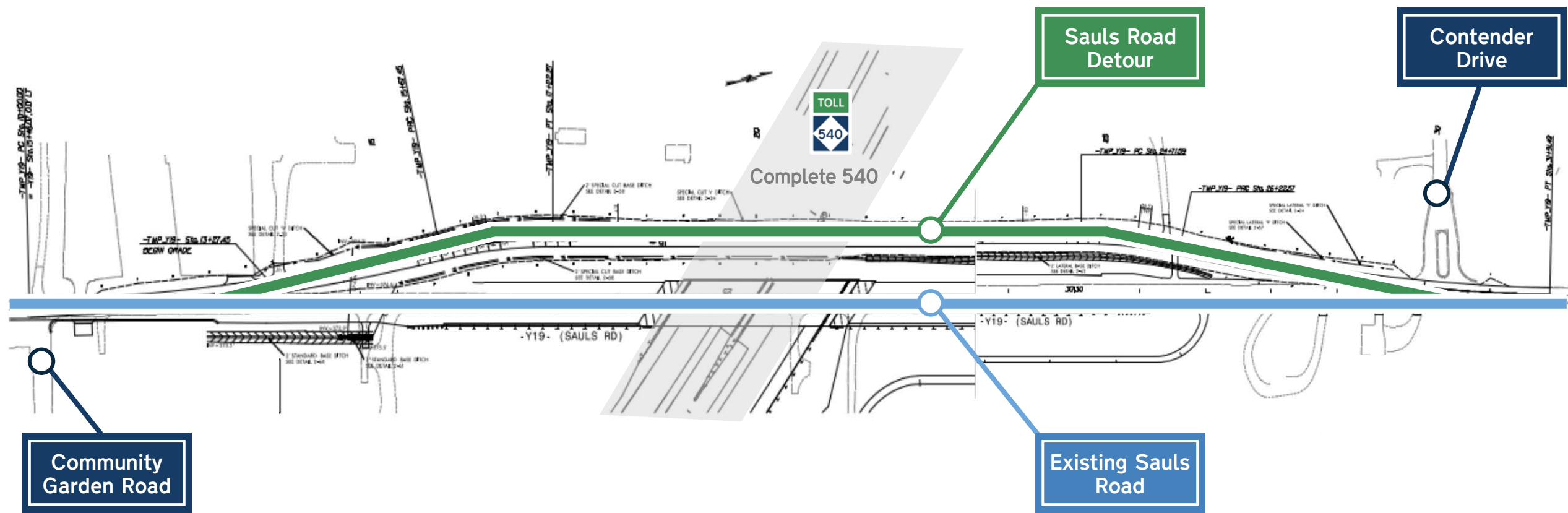
**Triangle Expressway**  
Open to traffic

**Complete 540 Phase I**  
Under construction



# Sauls Road Detour

C



# Questions?



Type Questions  
in the Chat Box  
to 'All Panelists'

# Questions?



Type Questions  
in the Chat Box  
to 'All Panelists'



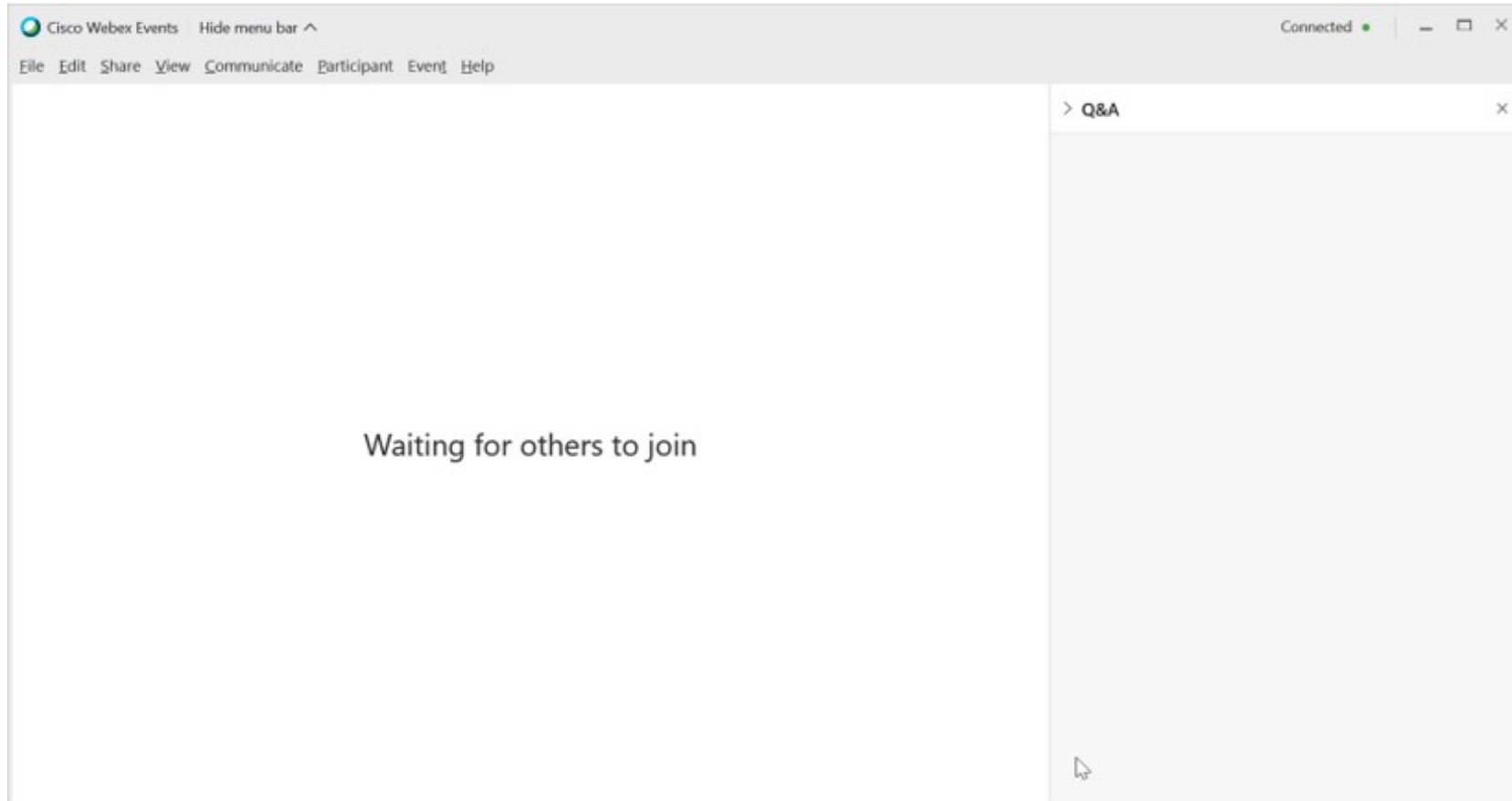


# Questions?



Type Questions  
in the Chat Box  
to 'All Panelists'

# Q&A Behind the Scenes





# Host a Debrief Session

## Have an Open Discussion

Discuss what went well and any items that could be improved

## Consider a Recording

Use the meeting recording or record the presentation after to post online

## End on a High Note

End with a positive point and thank the team

## Discuss the Follow-Up

Make sure to follow up on any action items



# 2020 Outreach

## **7 Virtual Neighborhood Meetings**

Nearly 250 Attendees

## **8 Virtual Civic Organization Presentations**

Over 220 Attendees

“

That was a very nicely managed webex. The facilitation and instructions were clear and to the point. Very well managed on task.

”

“

Thank you for providing an update for us, appreciate it!

”

“

I would like to thank you all for this informative meeting. Good government at work.

”

“

Kudos. I know how difficult and nerve racking these virtual sessions can be for the organizers, so great job. I can't imagine how much practice you all had to do to get all the handoffs and coordination timed right.

”

“

Thank you all, great information, we really appreciate the partnership working with the neighborhood on this project!

”

“

Thank you. Nicely done tonight.

”

“

I did attend the virtual meeting and was very impressed. Information was clear, concise, and well presented.

”

“

Thank you all for your time tonight. Much appreciated.

”

## Feedback

# Contact Us



[ncdot.gov/complete540](https://ncdot.gov/complete540)



[complete540@ncdot.gov](mailto:complete540@ncdot.gov)



1-800-554-7849



[@NCTurnpike](https://twitter.com/NCTurnpike)

[@NC\\_QuickPass](https://twitter.com/NC_QuickPass)



# Contact Us



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[ncquickpass.com](http://ncquickpass.com)



[@NCTurnpike](https://twitter.com/NCTurnpike)

[@NC\\_QuickPass](https://twitter.com/NC_QuickPass)



**Thank you!**