# North Carolina Turnpike Authority

**Board of Directors Meeting** 

May 13, 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

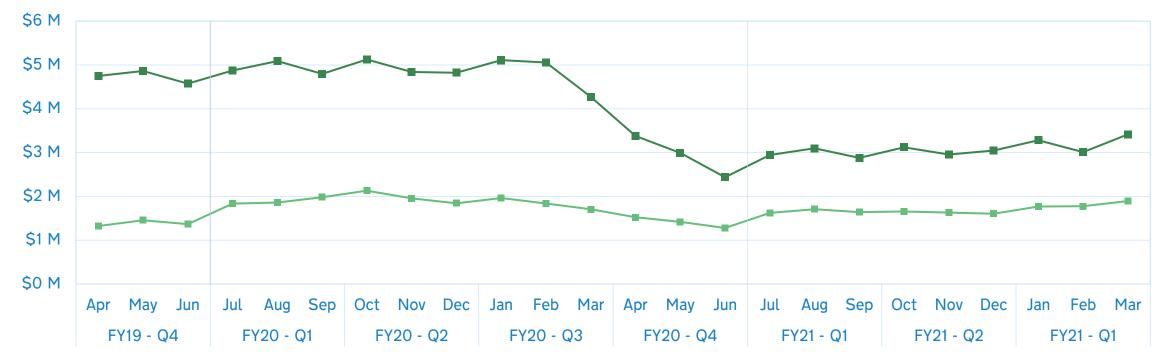
Robert Teer
Finance Committee Chair

# Finance & Budget Update

David Roy
Chief Financial Officer

### **Revenue Statistics**





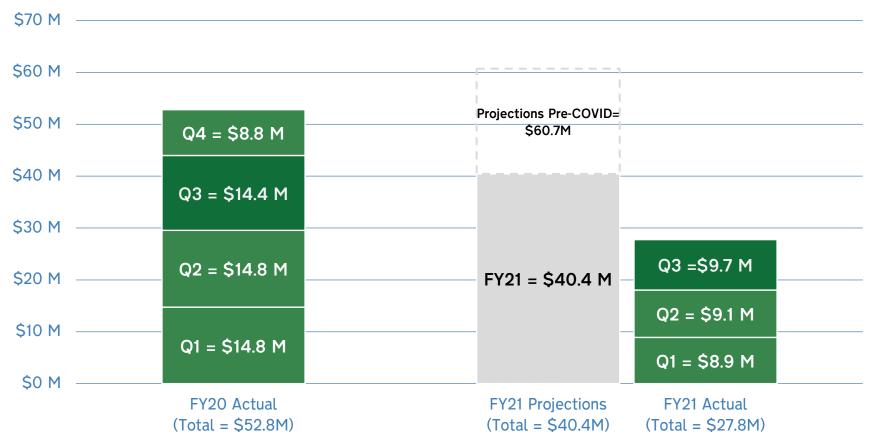
	FY19 - Q4	FY20 - Q1	FY20 - Q2	FY20 - Q3	FY20 - Q4	FY21 - Q1	FY21 – Q2	FY21 – Q3
Triangle Expressway Actual Revenue <sup>1</sup>	\$ 14,182,712	\$ 14,754,750	\$ 14,786,304	\$ 14,438,863	\$ 8,810,451	\$8,926,222	\$9,125,206	\$9,710,112
YOY Percent Change	9.2%	19.2%	14.4%	10.5%	-37.9%	-39.5%	-38.3%	-32.8%
	FY19 – Q4	FY20 – Q1	FY20 - Q2	FY20 – Q3	FY20 - Q4	FY21 – Q1	FY21 – Q2	FY21 - Q3
Monroe Expressway Actual Revenue <sup>1</sup>	FY19 - Q4 \$ 4,147,407	FY20 - Q1 \$ 5,677,716	FY20 - Q2 \$ 5,929,466	FY20 - Q3 \$ 5,505,598	FY20 - Q4 \$ 4,222,890	FY21 - Q1 \$4,974,067	<b>FY21 - Q2</b> \$4,890,642	FY21 - Q3 \$5,438,045

<sup>1</sup>Actual revenue is reported on a cash basis

### **Revenue Statistics**

### **Triangle Expressway**

YTD revenues down **36.9%** year-over-year

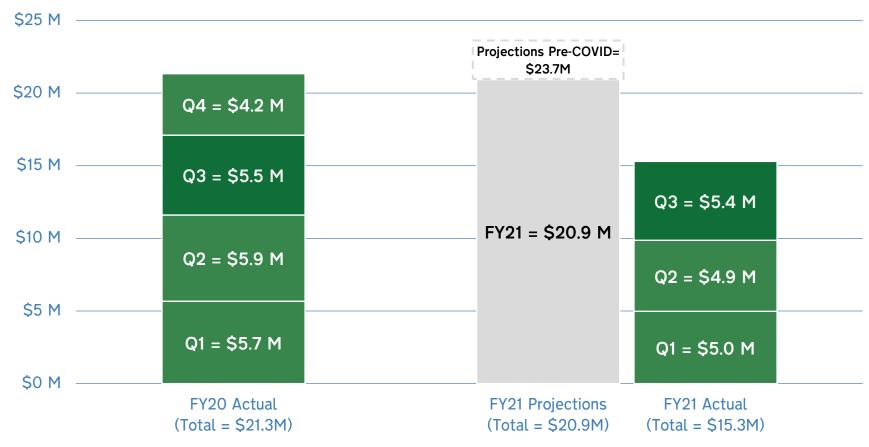


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

### **Revenue Statistics**

**Monroe Expressway** 

YTD revenues down 10.6% year-over-year

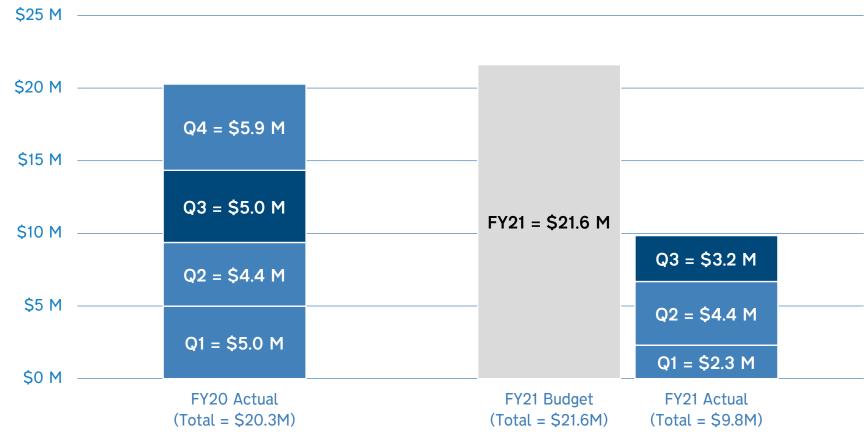


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

# **Operating Expenditures**

**Triangle Expressway** 

YTD expenditures 39.6% lower than projected budget

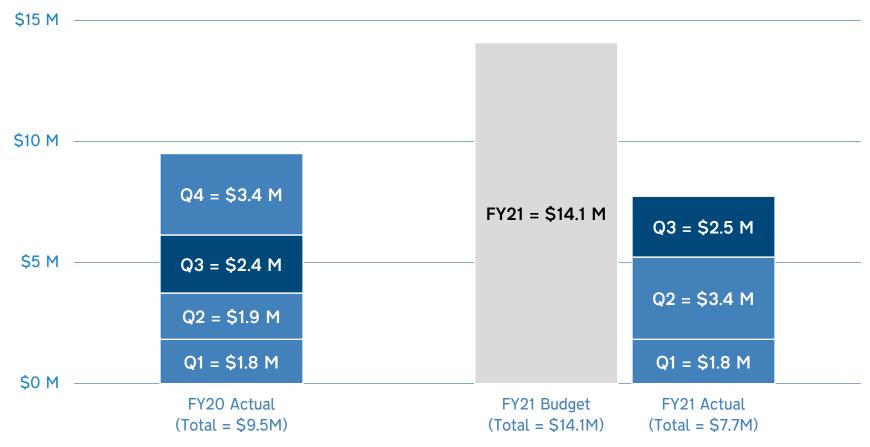


• Actual operating expenditures reported on a cash basis

# YTD expenditures 28.0% lower than projected budget

### **Operating Expenditures**

**Monroe Expressway** 



• Actual operating expenditures reported on a cash basis

# Roadway Operations Update

Dennis Jernigan, P.E.

Deputy Chief Engineer for Highway Operations

# Mainline Traffic Statistics Triangle Expressway

147 40 15.5% Decrease 540 FY20 Q3 AWT = 17,180 FY21 Q3 AWT = 14,520 20.7% Decrease **5**2 40 FY20 Q3 AWT = 44,210 FY21 Q3 AWT = 35,050 Morrisville 540 25.2% Decrease **5**2 Cary FY20 Q3 AWT = 37,890 FY21 Q3 AWT = 28,340 40 [64] 64 13.9% Decrease Apex FY20 Q3 AWT = 17,940 FY21 Q3 AWT = 15,440 Interchange 14

Q3: January - March

AWT: Average Weekday Traffic

**Triangle Expressway** 

	FY 2020 Q4	FY 2021 Q1	FY 2021 Q2	FY 2021 Q3	Rolling Rate
Road Surface	93.8	96.3	96.2	90.5	94.1
Unpaved Shoulders and Ditches	92.5	96.5	98.8	99.3	96.9
Drainage Structures	92.5	89.2	87.6	88.6	89.5
Roadside	91.7	91.1	89.1	90.6	90.6
Traffic Control Devices	86.8	84.0	85.2	82.2	84.6
Overall	91.0	90.7	90.7	88.9	90.3

**Triangle Expressway** 

	FY 2020 Q4	FY 2021 Q1	FY 2021 Q2	FY 2021 Q3	Rolling Rate
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Roadside	91.7	91.1	89.1	90.6	90.6
Traffic Control Devices	86.8	84.0	85.2	90.2 82.2	86.7 <del>84.6</del>
Overall	91.0	90.7	90.7	91.3 88.9	91.0 <del>90.3</del>

**Triangle Expressway** 

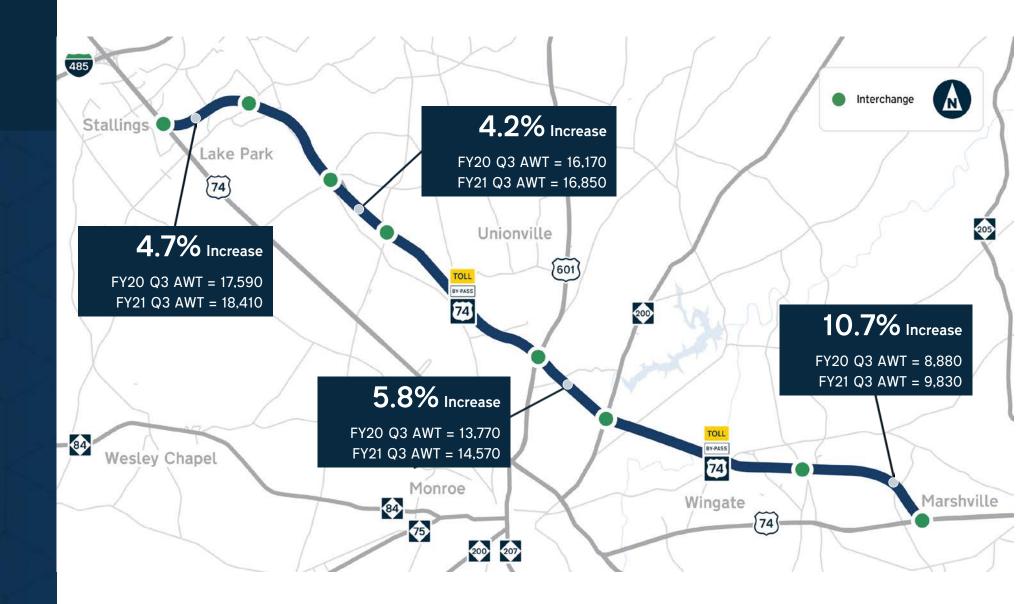
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Overall	91.0	90.7	90.7	92.0 <del>88.9</del>	91.1 90.3







# Mainline Traffic Statistics Monroe Expressway

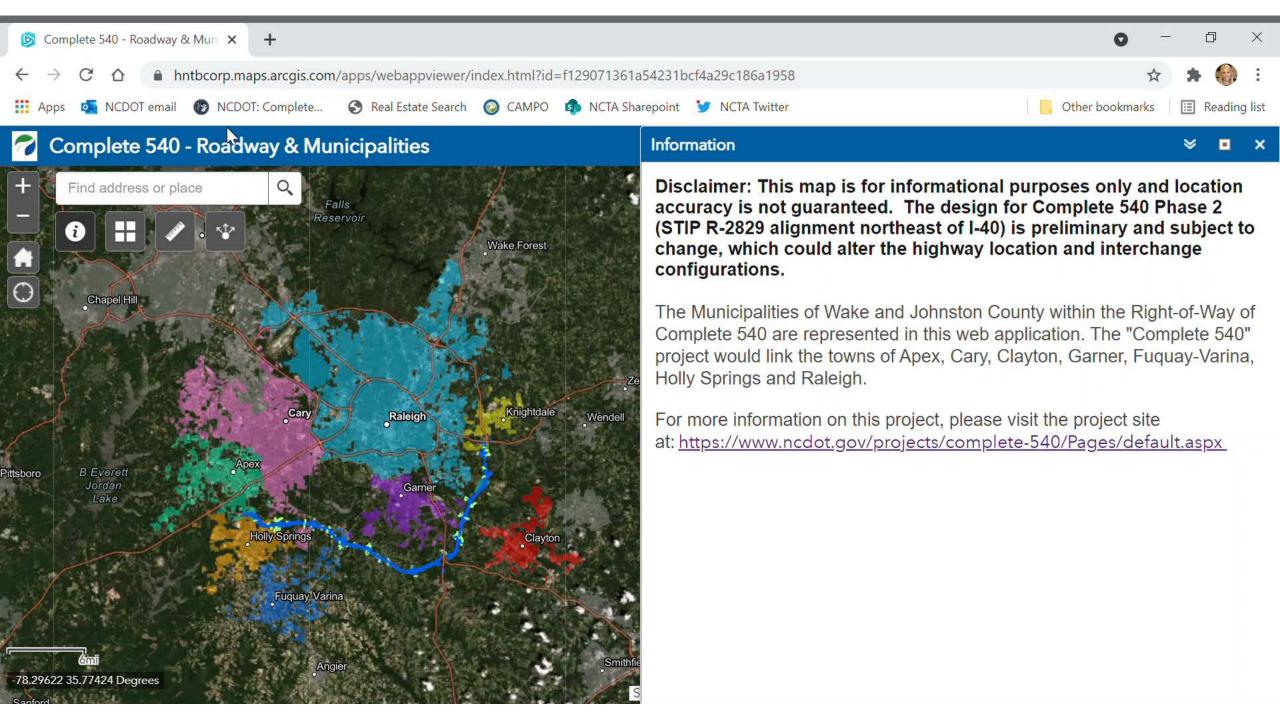


Q3: January – March

AWT: Average Weekday Traffic

**Monroe Expressway** 

	Baseline
Road Surface	98.8
Unpaved Shoulders and Ditches	98.0
Drainage Structures	94.1
Roadside	91.4
Traffic Control Devices	91.6
Overall	94.6



# Chief Engineer's Update

Rodger Rochelle, P.E.
Chief Engineer

### **Current Extension of Time Claims**

Provided by I-485 Design – Build Team

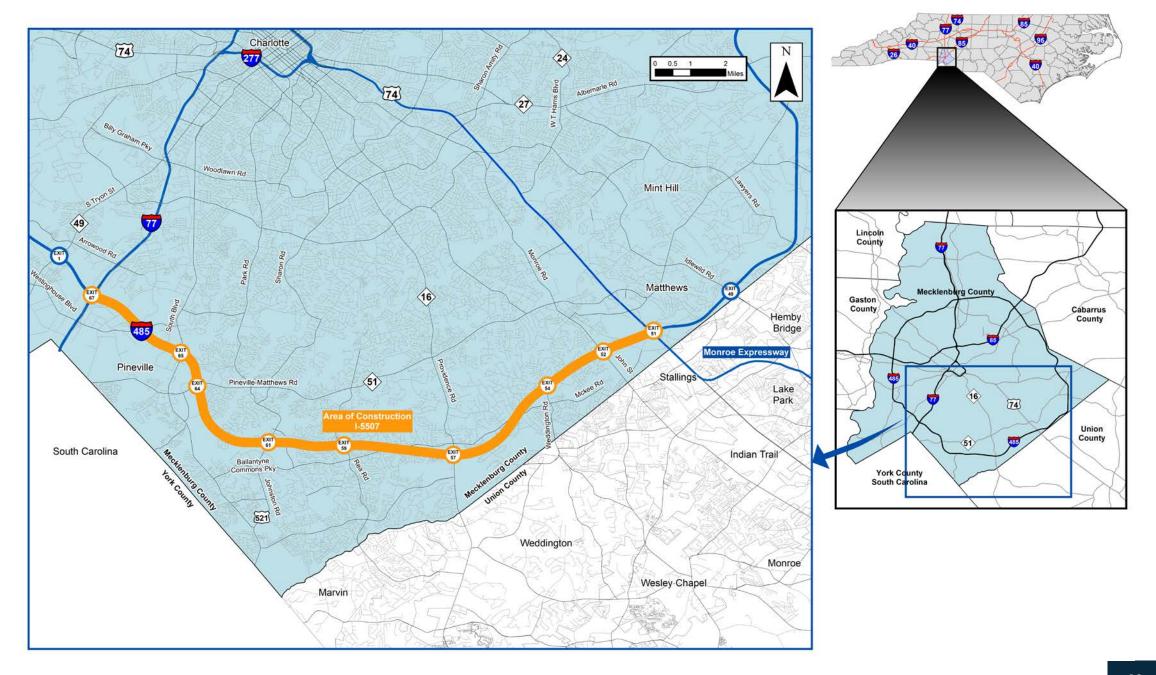
- Weave Lengths Design Change
- Delay in Signing Plan Approval
- 4C Meeting
- Weddington Road Design Hold
- Permit Delay Hydraulic Design
- Utility Relocation

# Program Development Update

Andy Lelewski, PE
Director of Program Development

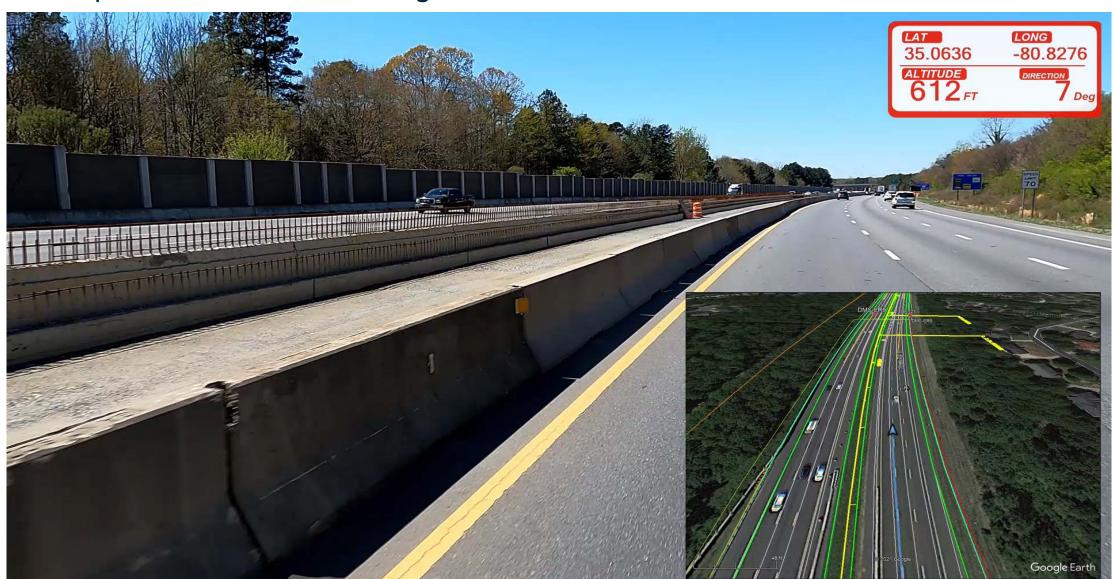
# I-485 Express Lanes Update

Andy Lelewski, PE
Director of Program Development



### **Video Tracking Tool**

• Example 1: Future Toll Rate Sign ER9



### **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: 7
Complete: 0	Under Construction: 33
Complete: 0	Under Construction: 0
Cornplete: 7.7%	Under Construction: 0
Complete: 0	Under Construction: 0
Complete: 0	Under Construction: 0

- Overall Construction Progress
  - Asphalt Paving

Complete: 10.4%

# SPOT 6.0 Update

Andy Lelewski, P.E.
Director of Program Development

### Strategic Prioritization Office of Transportation

**Prioritization 6.0** 

- > State Transportation Improvement Program (STIP) for 2023-2032 under development
- Quantitative scoring is underway now for the sixth round of project prioritization

# Toll Project Development Policy Handbook Adopted by the Board of Transportation in 2018 No. Toll Project Development Policy Handbook

# **Projects to Evaluate for Tolling**

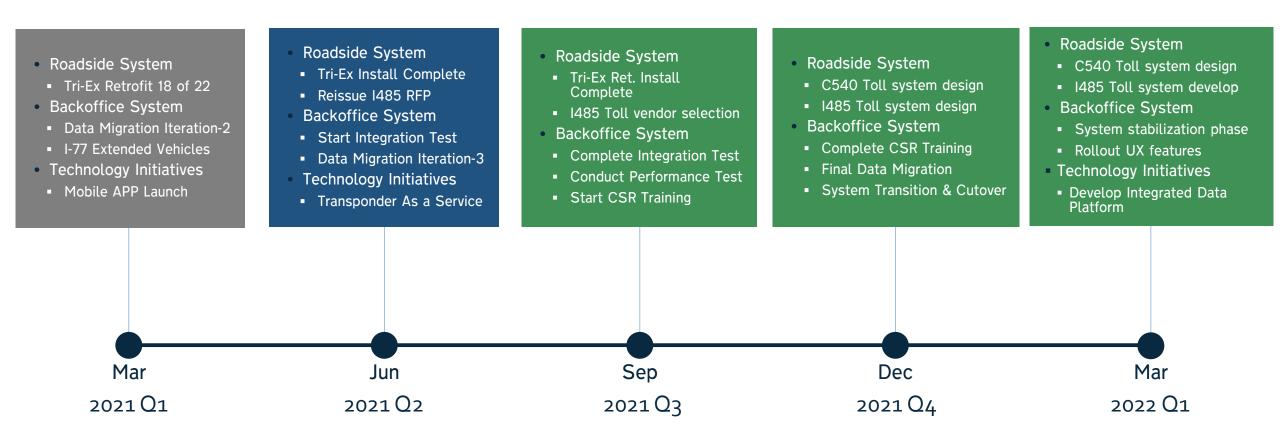
**Prioritization 6.0** 

Project	Description
US 17 New Bern Bypass	New location road, in Craven County
Cape Fear River Crossing –  Complete Project (A+B)	New location road and structure over the Cape Fear River, in Brunswick and New Hanover Counties
Cape Fear River Crossing – <i>Project A</i>	New location road from US 17 to NC 133, in Brunswick County
Cape Fear River Crossing – <i>Project B</i>	New location road and structure over the Cape Fear River from NC 133 to US 421, in Brunswick and New Hanover Counties
I-77 Express Lanes	From the Belk Freeway (Exit 9) to Brookshire Freeway (Exit 11), in Mecklenburg County
I-540 Peak Period Express Shoulders	From I-40 to US 1, in Wake and Durham Counties
I-540 Peak Period Express Shoulders	From US 70 to I-87, in Wake County
I-74 Carolina Bays Parkway	New location road, in Brunswick County

# Toll Technology & Customer Service Update

Manish Chourey
Chief Technology Officer

### **Technology Project Timeline Projections**



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

### On Call Consultant Letter of Intent (LOI)

- ➤ Issued on April-1st 2021
- > Work for specialized experience falls into four work areas:
  - 1. Business and technical operations audit and compliance
  - 2. Application support
  - 3. Technical program/project management
  - 4. Development, Implementation, and Management of As-A Service Offerings
- > Responses are due by May-4<sup>th</sup> 2021

## I-485 Express Lanes Toll System RFP

Multiple Notice To Proceed (NTP) approach and Schedule

- 1. System Readiness NTP from Contract Award through Onsite Integration Test
- 2. NCTA will issue Installation and Acceptance NTP as follows
  - 90 calendar days for mobilization
  - 120 days for installation and commissioning and GO LIVE
  - 90 days after go live to System Acceptance

## **Procurement Schedule**

Category	Date			
RFP Issued	April 14, 2021			
Mandatory Pre-Proposal Scope of Services Meeting	April 30, 2020 (1:00 p.m. to 3:00 p.m. ET)			
Proposer Questions Due	May 6, 2021 (4:00 p.m. ET)			
Proposals (Technical and Price) Due	June 3, 2021 (4:00 p.m. ET)			
Notification of Proposers Shortlisted for Oral Presentations (if required)	June 18 <sup>th</sup> , 2021			
Oral Presentations and Interviews (if required)	Week of July 5, 2021			
Ranking of Proposers for Negotiations	July 16, 2021			
Notice to Proceed / Award of Contract	July 30, 2021			

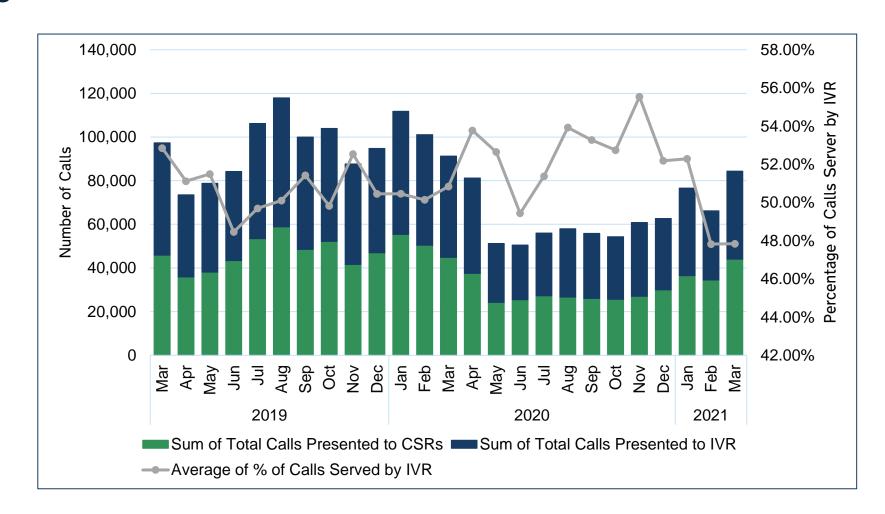
## **Customer Service Update**

- 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)
  - Call center operations on weekdays is extended from 8:00 am to 5:30 pm
  - Few CSR's (10) started Work From Home (WFH) in month of March
- Turnpike continues to monitor state guidelines to lift suspension on pursuing new debt 3<sup>rd</sup> party collections
- We had our Millionth Transponder Sale in month of April



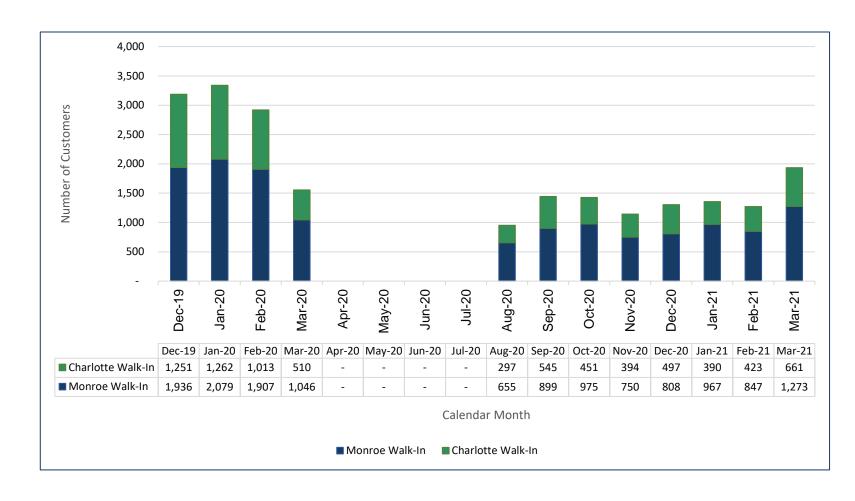
### **Call Center Statistics**

- Call volumes remain at 80-90% compared to Pre Covid-19 volumes
- > IVR serves on average 50% of calls
  - Drive to increase to self service



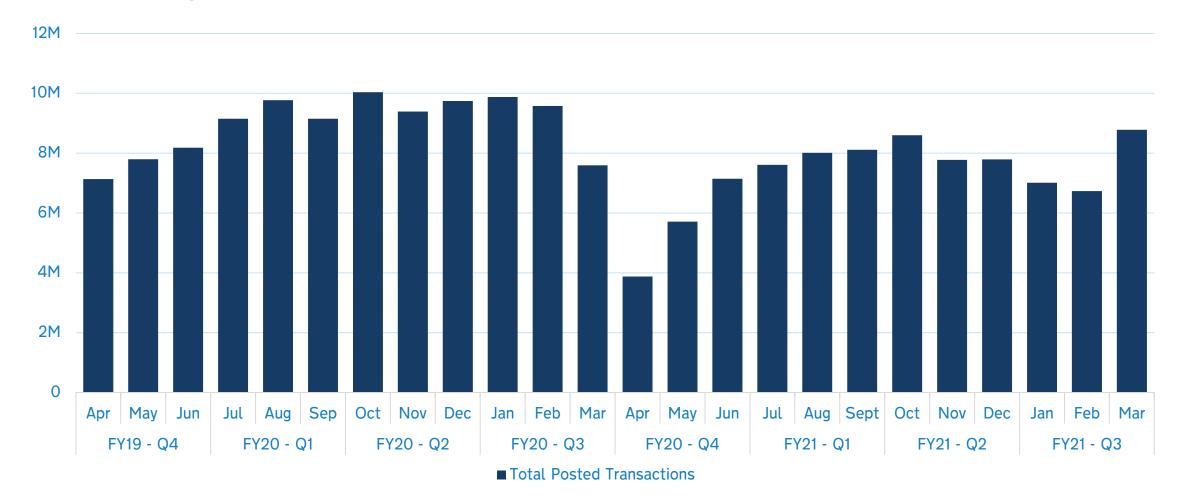
### Walk-In Center Customer Visits

- ➤ Walk-in Centers at Charlotte and Monroe are serving customers since August 10<sup>th</sup> - Total of 10,832 customer visits as of January 31st, 2021
  - Charlotte 3,658 visits
  - Monroe 7,174 visits
- Morrisville Walk-In center opened in last week of April



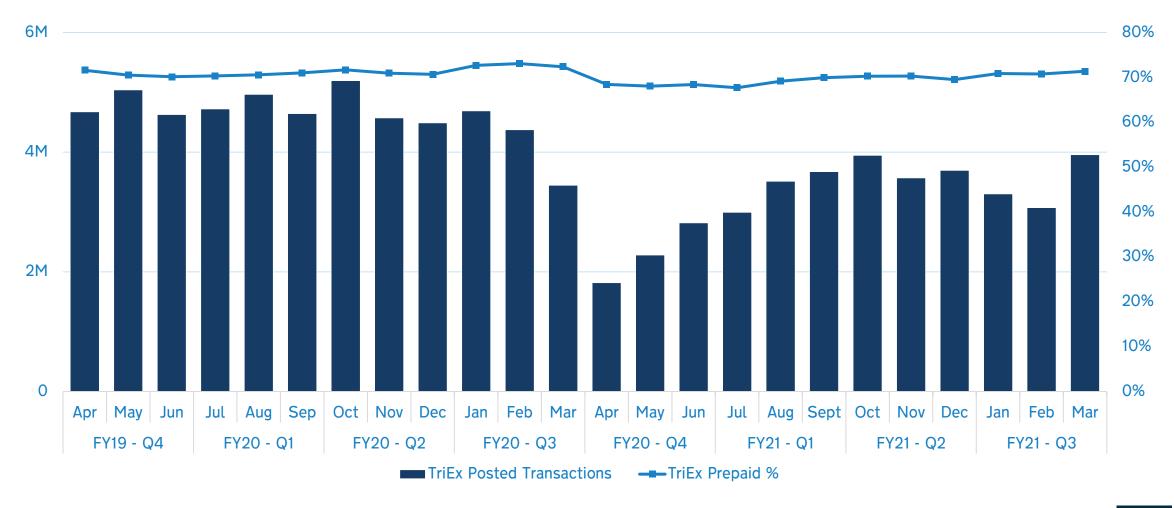
### **Total Posted Transactions**

**NC Quick Pass Program** 



### **Total Posted Transactions**

### **Triangle Expressway**



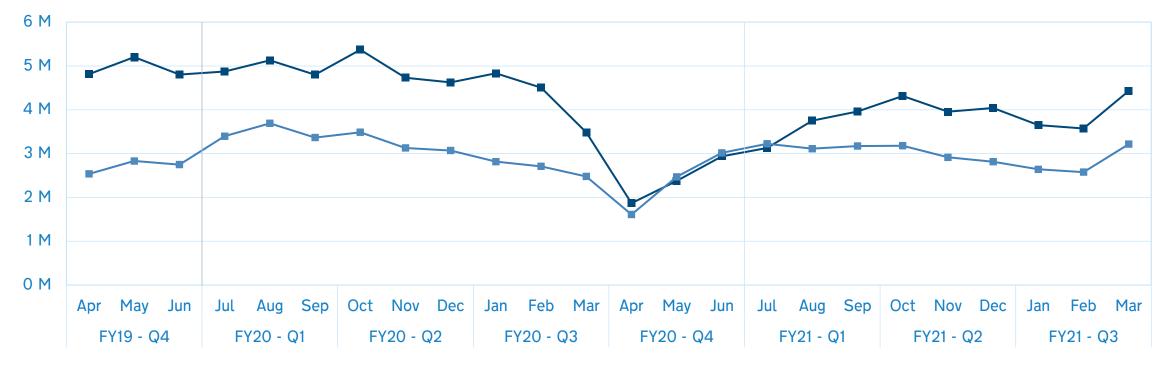
### **Total Posted Transactions**

**Monroe Expressway** 



### **Transaction Statistics**



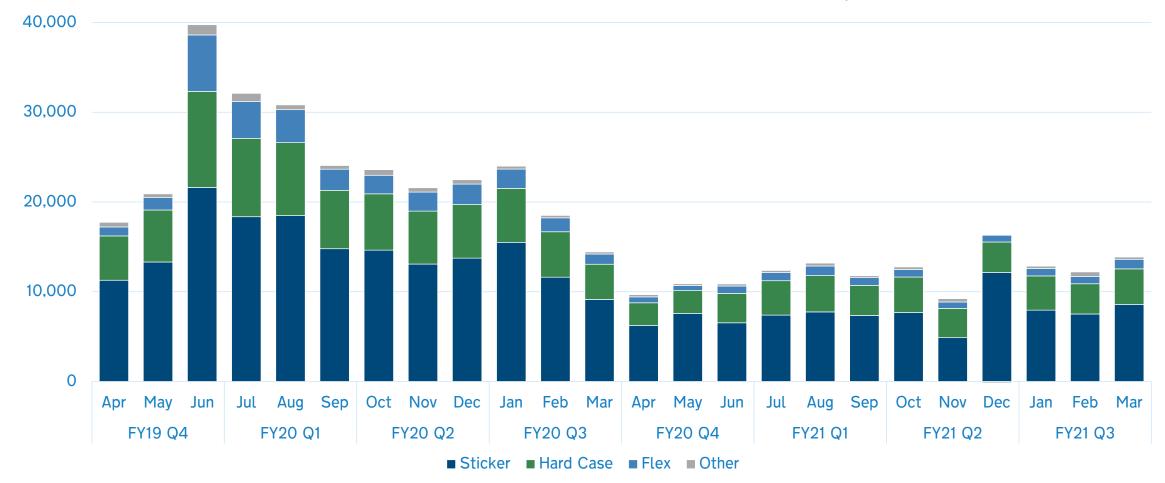


	FY19 – Q4	FY20 - Q1	FY20 - Q2	FY20 - Q3	FY20 - Q4	FY21 - Q1	FY21 - Q2	FY21 – Q3
Triangle Expressway Transactions	14,816,341	14,798,679	14,727,149	12,821,214	7,181,798	10,839,235	12,310,656	11,656,459
YOY Percent Change	7.5%	10.5%	7.4%	-7.0%	-51.5%	-26.8%	-16.4%	-9.1%
	FY19 - Q4	FY20 - Q1	FY20 - Q2	FY20 - Q3	FY20 - Q4	FY21 - Q1	FY21 - Q2	FY21 - Q3
	FY19 – Q4	FY20 - Q1	FY20 - Q2	FY20 - Q3	FY20 - Q4	FY21 - Q1	FY21 - Q2	FY21 – Q3
Monroe Expressway Transactions	FY19 - Q4 8,115,596	FY20 - Q1 10,453,336	FY20 - Q2 9,686,088	FY20 - Q3 8,003,844	FY20 - Q4 7,097,242	<b>FY21 - Q1</b> 9,508,138	FY21 - Q2 8,907,741	<b>FY21 - Q3</b> 8,435,990

## **Monthly Transponders Distributed**

**NC Quick Pass Program** 

966,464
Total Transponders Distributed as of March 31, 2021



## Marketing & Communications Update

Kimberlee Poulton

Marketing & Communications Director

Logen Hodges
Marketing & Communications Manager

## Complete 540 Community Outreach

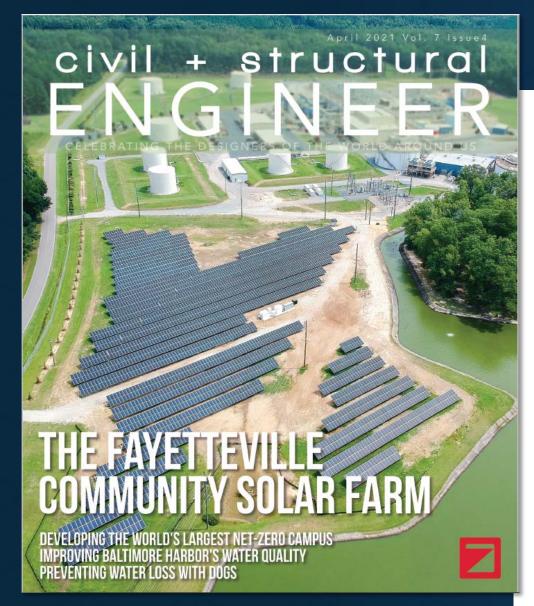
## Complete 540 Outreach



**Virtual Meetings** 

**Resident Communications** 

Fuquay Varina Chamber, CAMPO Updates



### INNOVATIVELY TACKLING RALEIGH'S BOLD, AMBITIOUS 'COMPLETE 540'

By Rodger Rochelle

EARLY ON, it became apparent that the accelerated delivery of the Complete 540 project in Raleigh, N.C., would require a decidedly different approach. The litary of studies and approvals needed to move the project forward would take far too long for the aggressive timeline proposed by then North Carolina Department of Transportation Secretary Jim Troedon.

Complete 540 comprises an additional 29 miles of the 70-mile 1-540 outer loop around Raleigh and is the North Carolina Turnpike Authority's most significant project to date. Funded primarily by a U.S. Department of Transportation loan and toll revenue bonds, Phase 1 comprises 18 miles of the loop currently under construction and is being delivered under three design-build contracts. Once those sections are opened in 2023, only Phase 2 will remain as the final link for closing the loop.

From the beginning, Phase 1 has been a colossal endeavor, requiring the acquisition of 650 parcels of land, extensive environmental assessments, studies and proposals, and an unparalleled level of collaboration between team members, government officials, and the community at large.

NCTA's initial task was finding a way to expedite the NEPA environmental documentation work, particularly in light of the number of reviews needed for the Final Environmental Impact Statement (EIS). Typically, the process takes months and requires multiple reviews and iterations before even being sent to the Federal Highway Administration for approva ven to challenge for the project's Schedule.

To streamline the process, the NCTA team chose to tackle the problem from several angles. Initially, we shared applicable sections of the EIS with the appropriate subject matter experts and review partners as each was completed.

Then, in October 2017, we invited everyone to Raleigh for a three-day work session, during which all comments were discussed and many changes to the EIS were made "on the fity," either in the same room or by phone. It was an unprecedented approach for NCTA, and for the state. By working in a robust, collaborative and concurrent review manuer, the group completed the process with extraordinary speed, and the approval of the Final EIS took a couple of weeks, not months.

#### Multi-Tasking in a Big Way

Upon approval of the Final EIS in early 2018, the NCTA began overlapping other activities to further streamline the schedule. As we prepared the Record of Decision, we completed the traffic and revenue studies needed to finance the project. As we procured design-build contracts

#### TRANSPORTATION + INFRASTRUCTURE



Construction on the Complete 540 project in Raleigh, NC

for roughly \$750-800 million that summer, we continued work to solidify financing and simultaneously collaborated with interested parties to settle a legal challenge to the project.

NCTA also began the utility coordination process before bidding, rather than giving the entire task to the design-builders after awarding the contracts. Inviting all potential bidders to the early meetings ensured that all design-builders were fully involved and aware of how their designs might affect relocations. It paid off in the end, as it minimized the uncertainty and risk in the job's schedule and cost.

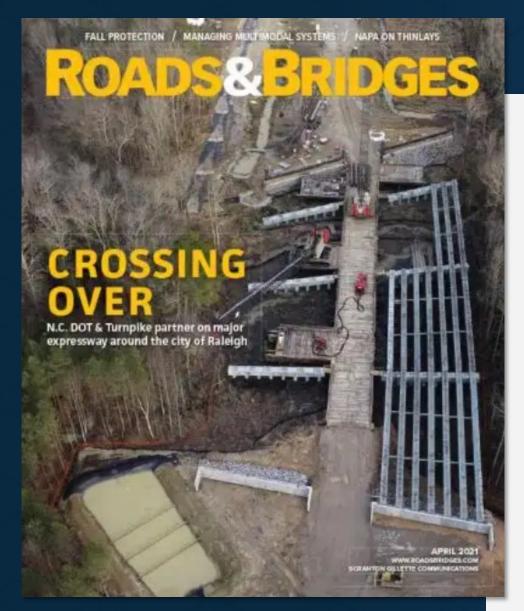
This was particularly helpful on Phase 1, where numerous utility suppliers crisscrossed the corridor creating many dozens of utility conflicts and tens of millions of dollars in relocations. Most significantly, underground fuel lines operated by Colonial Pipeline conflicted with the route in eight different places. They weren't alone, as there were several other utilities with similar conflicts – electrical distribution and transmission, cable, phone, and eas lines.

Elsewhere, environmental issues identified in the EIS posed their own challenges to the schedule. There were endangered aquatic species—salamanders and mussels—in the creeks that fell directly in the corridor's path. That required a U.S. Fish and Wildlife Service biological opinion and mitigation plan, followed by the identification and relocation of the mussels immediately before nearby construction activity.

As an additional measure, NCTA committed to providing \$8 million in long-term funding for the design, construction and long-term operations of a mussel propagation facility in coordination with the North Carolina Wildlife Resource Commission and North Carolina State University. The facility will test and develop methods for propagating mussels in the lab, then re-introduce them into their native habitat.

There was also some required data recovery (artifact collection) at select archeological sites, per the North Carolina State Historic Preservation Office, in collaboration with the Catawba Indian Nation.

NCTA also took a proactive approach to the project's aggressive Disadvantaged Business Enterprise (DBE) goals. The DBE contracts amount



### **TOP STORY**

HIGHWAY CONSTRUCTION

NORTH CAROLINA TURNPIKE'S
COMPLETE 540 PROJECT WILL
BRING THE TRIANGLE EXPRESSWAY
FULL CIRCLE

In December 2012, the North Carolina Turnpike Authority (NCTA) opened the six-lane, 18.8-mile Triangle Expressway. The state's first modern, all-...

APRIL 01, 2021

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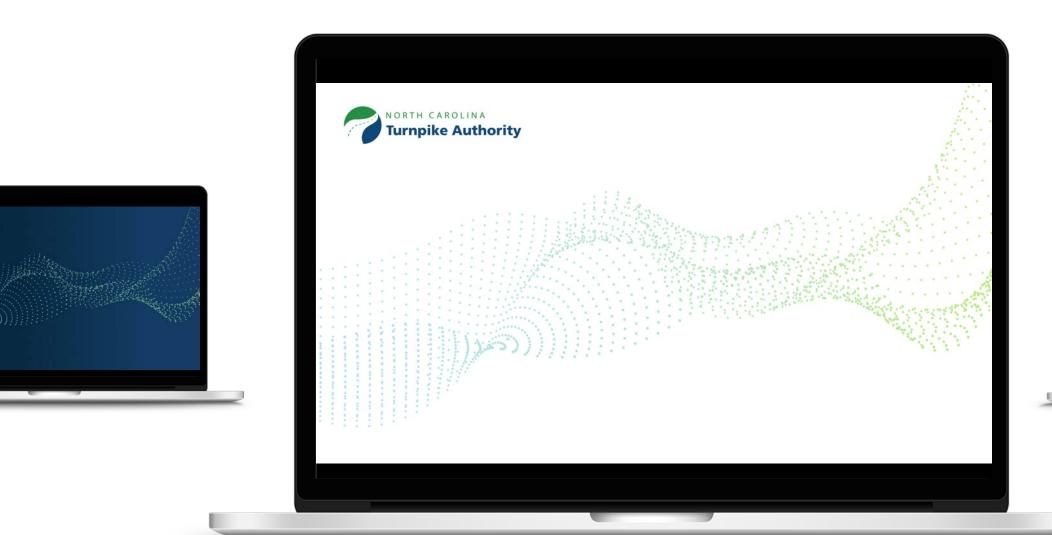


















# Triangle Expressway

The Most Reliable Route from

## **Durham to** Holly Springs and Everything in Between









## **Upcoming Priorities: Growing NC Quick Pass**

1

New & Improved Website

2

**Educational** Materials

3

Targeted Marketing & Outreach Events

# Toll Bridge Naming

Kevin Lacy, PE NCDOT State Traffic Engineer



### **NORTH CAROLINA**

Department of Transportation



















## Road and Bridge Naming

Kevin Lacy

May 2021

The Department of Transportation has been naming roads, honorary designating, naming bridges and naming ferries

for many years.

The vast majority of these requests come from local citizens and government.



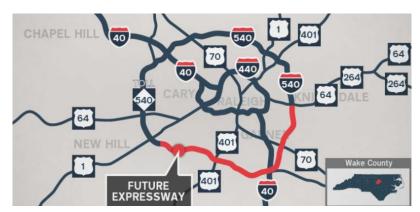
Most people do not know these policies or practices, or laws associated with naming roads and bridges.

However, they see names and signs on NC highways as well as many other states honoring various individuals



As more tolled facilities are opening, others under construction and development, NCDOT has received several requests to name bridges and/or honorarily designate portions of these facilities.







NCDOT and NCTA staff have consulted on this topic. NCDOT staff has denied these requests and directed them towards other NCDOT facilities. Reasons provided to those who have asked:

- These are discretionary, increase costs, and are necessary for the maintenance and operations of the facility.
- The overall cost to install and maintain the signs is greater than the fees recovered.
- Toll roads are revenue generating facilities that may one day monetize these naming rights.

NCDOT staff informed the Board of Transportation Road, Bridge and Ferry Naming Committee of these denials.

The Committee recommended that the Board of Transportation and Turnpike Board discuss the issue for clarity and information.

Secretary Eric Boyette, NCBOT Chairman Mike Fox, NCTA Vice Chairman Perry Safran, NCTA Executive Director JJ Eden, and State Traffic Engineer Kevin Lacy had an information meeting on the topic.

## **Key Topics**

- NCDOT has thorough vetting process relying on local knowledge of requested individuals.
- NCDOT has not acted and does not plan to act on a NCTA facility without discussion with and concurrence of NCTA.
- NCDOT has naming authority for all state-maintained roadways, no such language is in statutes for NCTA.
- Things have worked well with the strong collaboration of NCDOT and NCTA staff on this
  issue as well as others.

## Outcome of Meeting

- DOT will continue the practice of directing requestors to DOT maintained facilities.
- Board of Transportation will not act on any requests unless they have concurrence by the NC Turnpike Authority.
- NC Turnpike Authority, if they choose to name facilities, will use the Board of Transportation procedure to help process action.
- Managed Lanes that run parallel will carry any naming or designations as approved by the Board of Transportation to eliminate confusion.

# Questions



# Contact Us

ncdot.gov/turnpike

**@NCTurnpike** 

ncquickpass.com

@NC\_QuickPass

# Thank you!