

North Carolina Turnpike Authority

Operations Committee Meeting

October 21, 2021



Opening Comments

JJ Eden

Executive Director

August Statistics

Triangle Expressway



Transactions: 5.14 million



Revenue: \$4.17 million

Monroe Expressway



Transactions: 3.77 million



Revenue: \$2.06 million

Transponders



Over 21,800 distributed



Nearly 1,059,000 distributed
program-to-date

2022 Triangle Expressway Toll Rates

David Roy
Chief Financial Officer

Triangle Expressway Toll Rate Schedule

136-89.183 Powers of the Authority	Toll Rate Policy Adopted September 17, 2008
Scheduled Average Toll Rate Increases	
Before 2017	5.0%
2017 – 2021	3.5%
2022 – 2036	3.0%
After 2036	2.0% or less

3.0% increase scheduled to take effect January 1, 2022

Triangle Expressway 2022 Toll Rates

		EXIT POINT										
		Begin Toll 147	Exit 3/2	Exit 69	Exit 66	Exit 64	Exit 62	Exit 59	Exit 57	Exit 56	Exit 55	Exit 54
ENTRY POINT	Begin Toll 147 - Toll N.C. 147 at I-40		\$ 0.42	\$ 0.93	\$ 1.16	\$ 1.67	\$ 2.09	\$ 2.60	\$ 3.23	\$ 3.23	\$ 3.55	\$ 3.71
	Exit 3/2 - Hopson Road / Davis Drive	\$ 0.42		\$ 0.93	\$ 1.16	\$ 1.67	\$ 2.09	\$ 2.60	\$ 3.23	\$ 3.23	\$ 3.55	\$ 3.71
	Exit 69 - Chapel Hill Road / N.C. 54	\$ 0.93	\$ 0.93		\$ 0.74	\$ 1.25	\$ 1.67	\$ 2.18	\$ 2.81	\$ 2.81	\$ 3.13	\$ 3.29
	Exit 66 - N.C. 55	\$ 1.16	\$ 1.16	\$ 0.74		\$ 0.51	\$ 0.93	\$ 1.44	\$ 2.07	\$ 2.07	\$ 2.39	\$ 2.55
	Exit 64 - Morrisville Parkway	\$ 1.67	\$ 1.67	\$ 1.25	\$ 0.51		\$ 0.42	\$ 0.93	\$ 1.56	\$ 1.56	\$ 1.88	\$ 2.04
	Exit 62 - Green Level West Road	\$ 2.09	\$ 2.09	\$ 1.67	\$ 0.93	\$ 0.42		\$ 0.51	\$ 1.14	\$ 1.14	\$ 1.46	\$ 1.62
	Exit 59 - U.S. 64	\$ 2.60	\$ 2.60	\$ 2.18	\$ 1.44	\$ 0.93	\$ 0.51		\$ 1.14	\$ 1.14	\$ 1.46	\$ 1.62
	Exit 57 - Old U.S. Hwy 1 / S. Salem St.	\$ 3.23	\$ 3.23	\$ 2.81	\$ 2.07	\$ 1.56	\$ 1.14	\$ 1.14		\$ 0.30	\$ 0.62	\$ 0.78
	Exit 56 - U.S. 1	\$ 3.23	\$ 3.23	\$ 2.81	\$ 2.07	\$ 1.56	\$ 1.14	\$ 1.14	\$ 0.30		\$ 0.32	\$ 0.48
	Exit 55 - Veridea Parkway	\$ 3.55	\$ 3.55	\$ 3.13	\$ 2.39	\$ 1.88	\$ 1.46	\$ 1.46	\$ 0.62	\$ 0.32		\$ 0.48
	Exit 54 - N.C. 55	\$ 3.71	\$ 3.71	\$ 3.29	\$ 2.55	\$ 2.04	\$ 1.62	\$ 1.62	\$ 0.78	\$ 0.48	\$ 0.48	

CLASS 1

Tolls shown for 2-AXLE vehicles

with an NC Quick Pass account

2022 Monroe Expressway Toll Rates

David Roy
Chief Financial Officer

Monroe Expressway Toll Rate Schedule

136-89.183 Powers of the Authority	Toll Rate Policy Adopted September 17, 2008
Scheduled Average Toll Rate Increases	
2019 – 2025	2.3%
2025 – 2040	2.1%

2.3% increase scheduled to take effect January 1, 2022

Monroe Expressway 2022 Toll Rates

		EXIT POINT							
		Exit 255	Exit 257	Exit 259	Exit 260	Exit 264	Exit 266	Exit 270	Exit 273
ENTRY POINT	Exit 255 - U.S. 74 (West)		\$ 0.28	\$ 0.61	\$ 0.81	\$ 1.40	\$ 1.67	\$ 2.27	\$ 2.72
	Exit 257 - Indian Trail-Fairview Rd.	\$ 0.28		\$ 0.33	\$ 0.53	\$ 1.12	\$ 1.39	\$ 1.99	\$ 2.44
	Exit 259 - Unionville-Indian Trail Rd.	\$ 0.61	\$ 0.33		\$ 0.20	\$ 0.79	\$ 1.06	\$ 1.66	\$ 2.11
	Exit 260 - N. Rocky River Rd.	\$ 0.81	\$ 0.53	\$ 0.20		\$ 0.59	\$ 0.86	\$ 1.46	\$ 1.91
	Exit 264 - U.S. 601	\$ 1.40	\$ 1.12	\$ 0.79	\$ 0.59		\$ 0.27	\$ 0.87	\$ 1.32
	Exit 266 - Morgan Mill Rd.	\$ 1.67	\$ 1.39	\$ 1.06	\$ 0.86	\$ 0.27		\$ 0.60	\$ 1.05
	Exit 270 - Austin Chaney Rd.	\$ 2.27	\$ 1.99	\$ 1.66	\$ 1.46	\$ 0.87	\$ 0.60		\$ 0.45
	Exit 273 - U.S. 74 (East)	\$ 2.72	\$ 2.44	\$ 2.11	\$ 1.91	\$ 1.32	\$ 1.05	\$ 0.45	

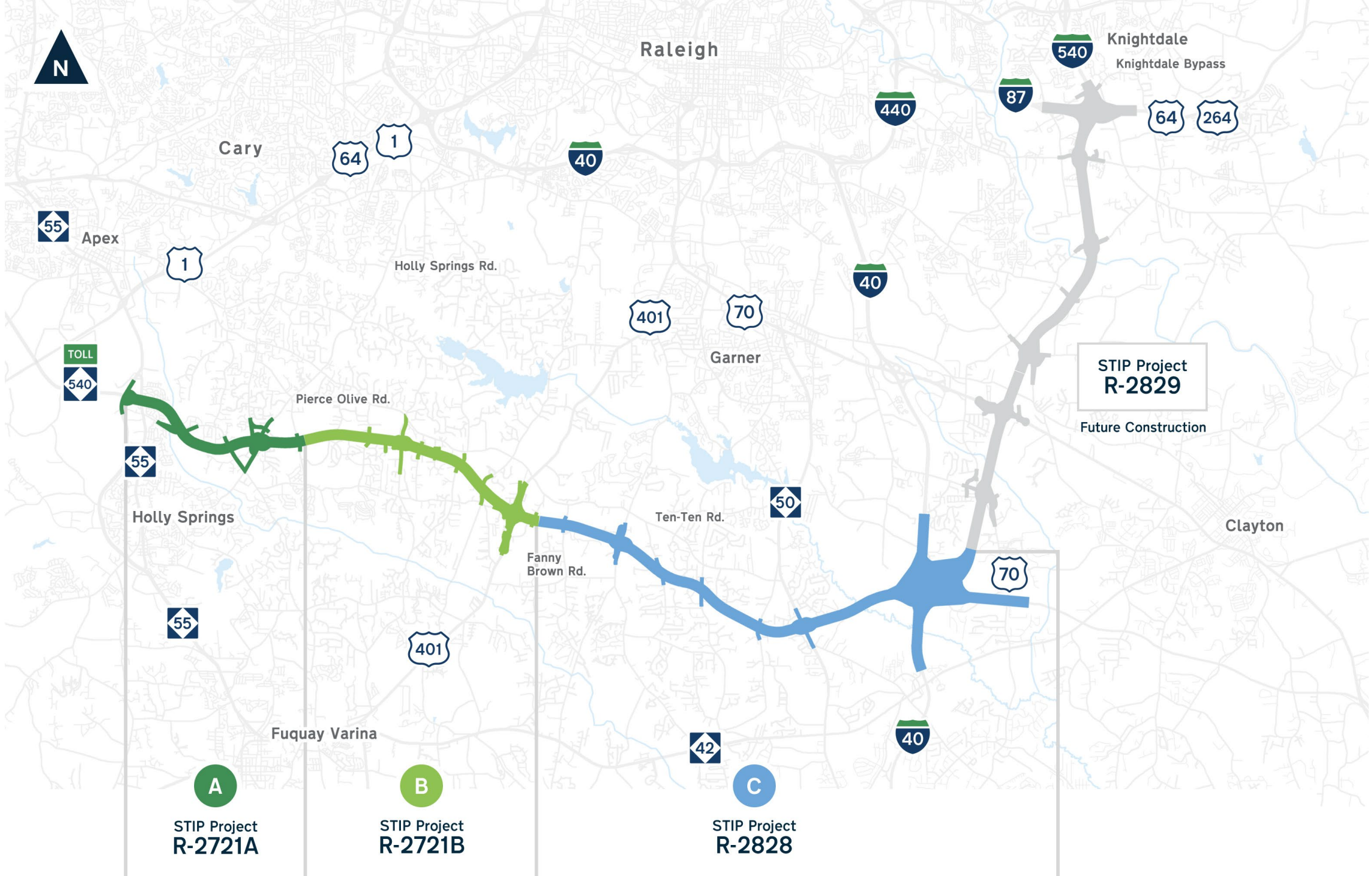
CLASS 1

Tolls shown for 2-AXLE vehicles

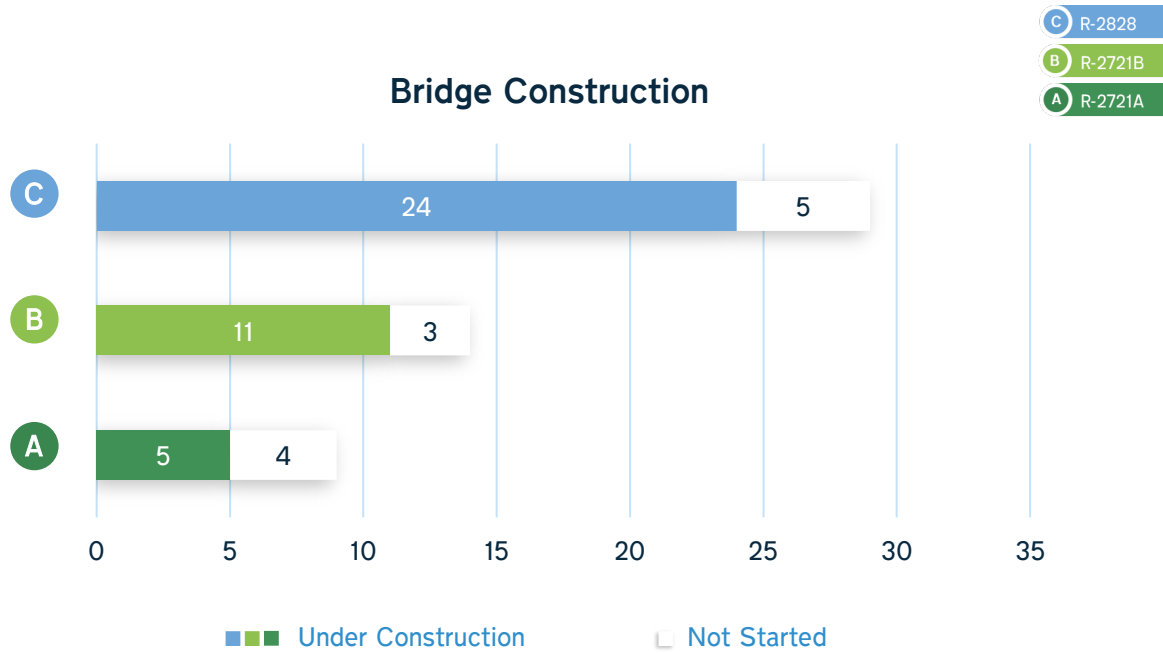
with an NC Quick Pass account

Complete 540 Construction Update

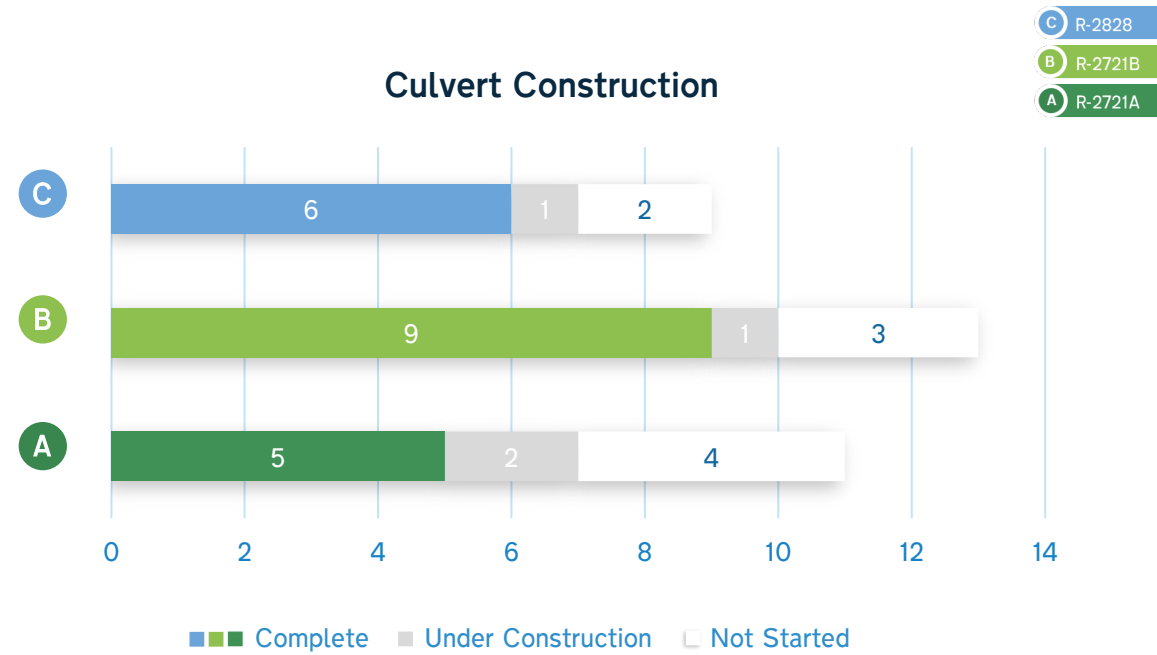
Dennis Jernigan, P.E.
Deputy Chief Engineer for Highway Operations



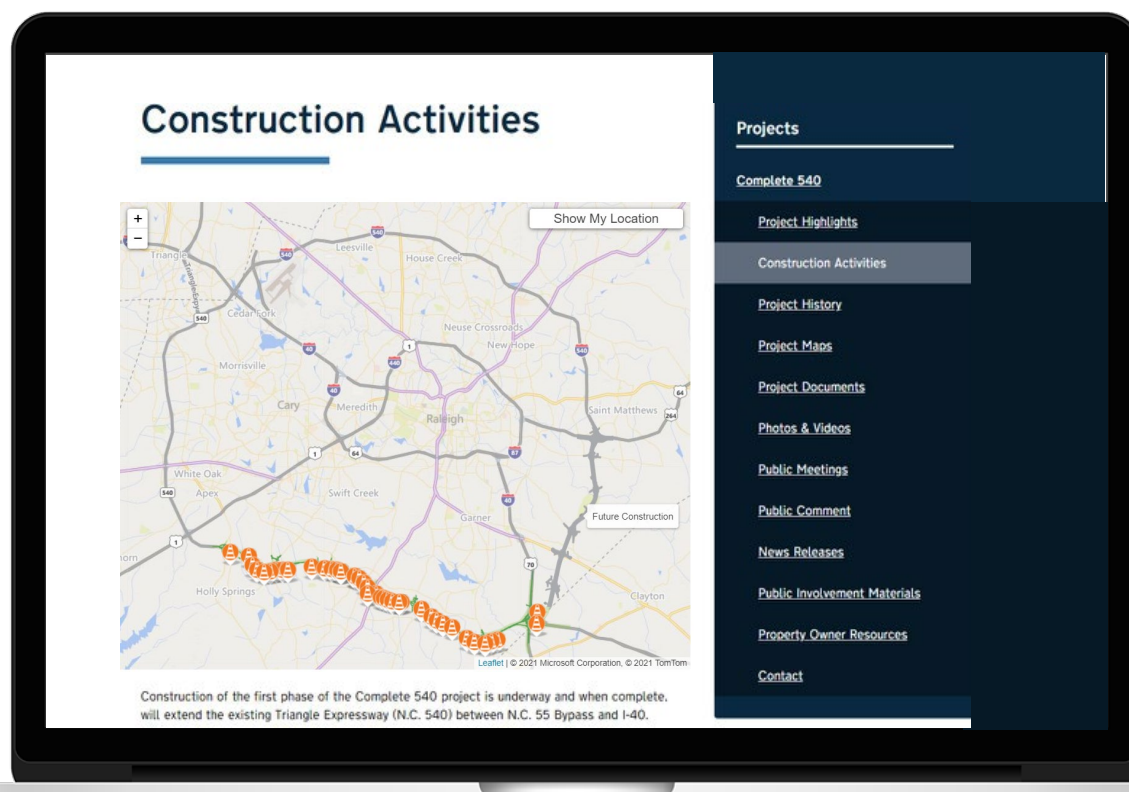
Bridge Construction



Culvert Construction



Complete 540 Interactive Map



Creative

Connected

Convenient



X
Close

Location

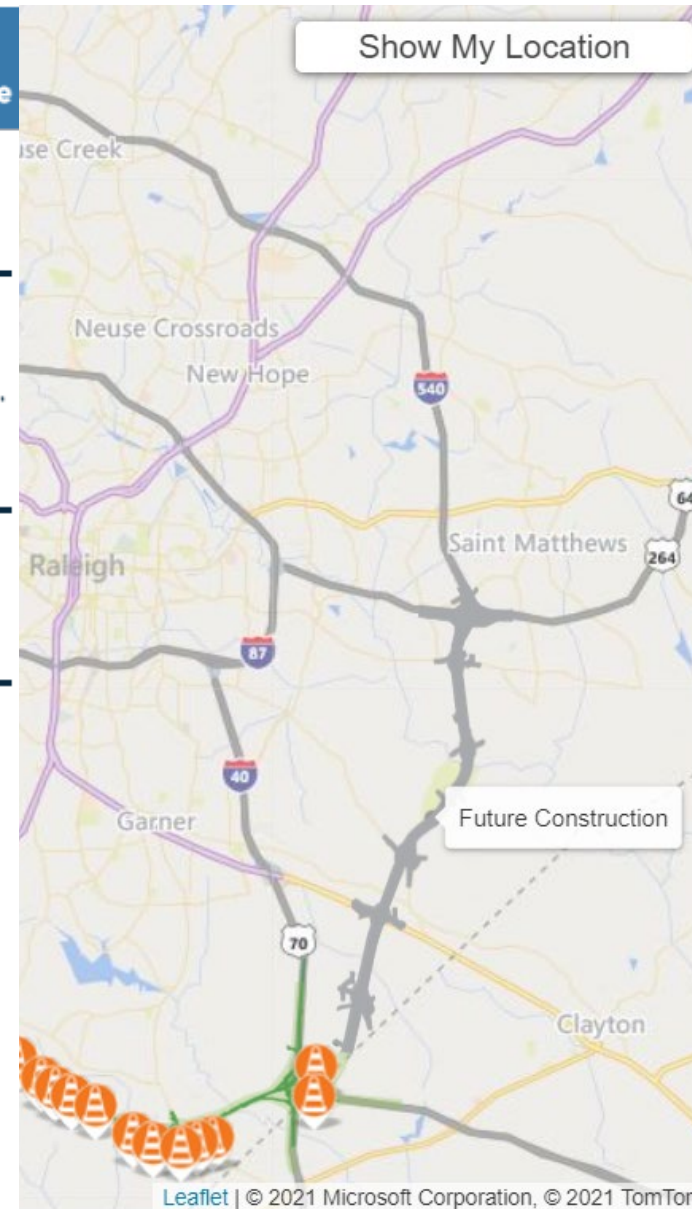
Where the project will cross I-40 in Garner

Information

Ongoing construction work adjacent to I-40, including clearing, bridge construction, earthwork, culvert construction, grading and erosion control Intermittent night lane closures

Timeframe

2020 through early 2022













Community Outreach

Complete 540 Outreach



Virtual/In-Person Meetings

Resident Communications

Town of Apex, Town of Garner, Civic Organizations, Wake County WakeUP, RTA, I-40 Regional Partnership, National Society of Engineers, Realtor firms, NCSITE, Benson Area Chamber

NCDOT Project Development Support

Andy Lelewski, P.E.
Director of Program Development

NCDOT Project Development Support

Continued Analysis of SPOT Projects

- Work completed in August 2021
 - Analysis of SPOT projects provided by NCDOT
 - Determined potential toll costs
 - Estimated potential toll revenue
- NCTA is underway with further evaluation of four projects.
 - Six to eight month effort
 - Research and compile available information and existing studies
 - Outreach within the Department
 - Division Engineers and their staff
 - STIP Office
 - SPOT Office
 - Feasibility Studies Unit

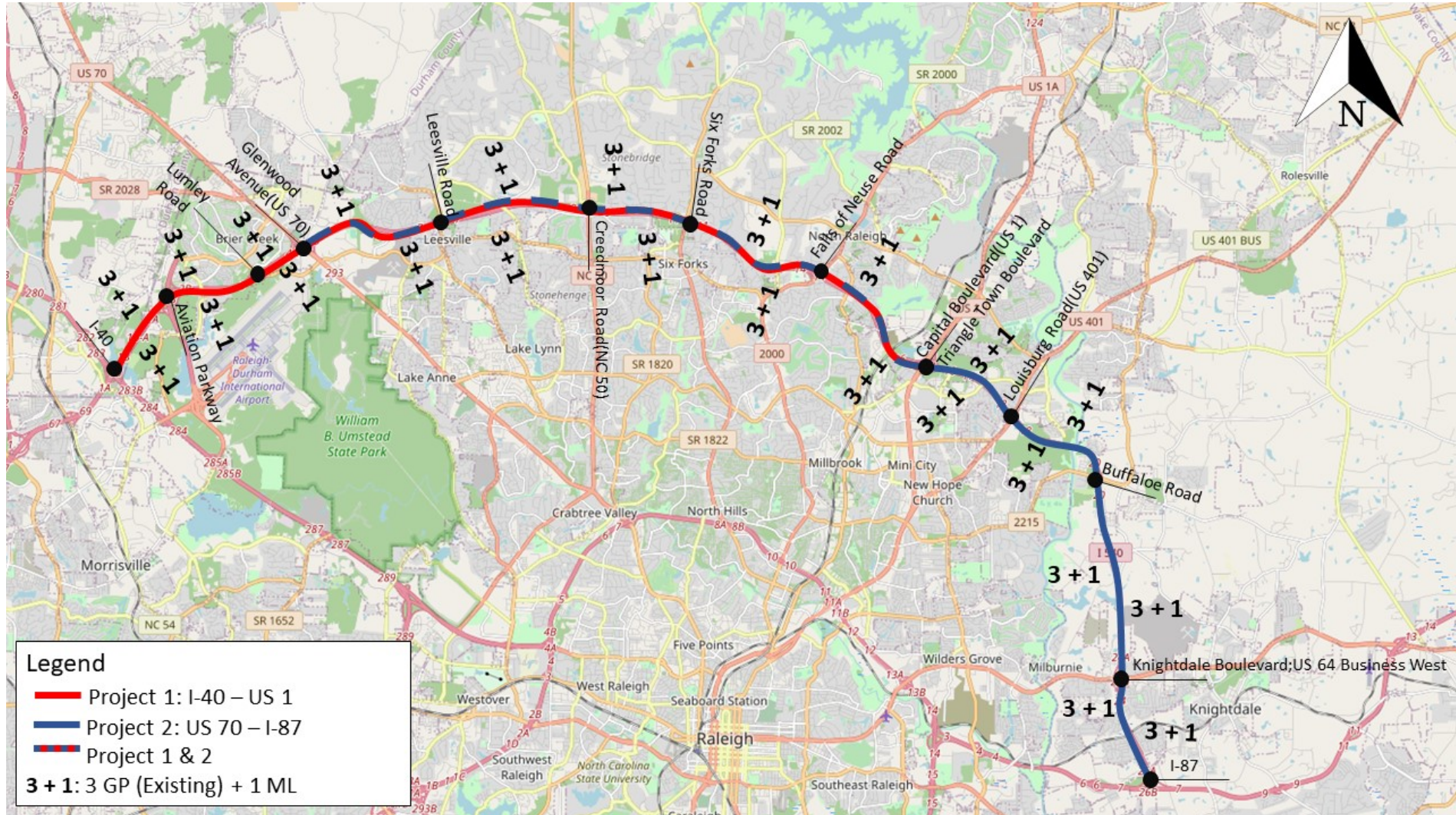
NCDOT Project Development Support

Continued Analysis of SPOT Projects

- Further evaluation of four projects, continued
 - Limits and access
 - Traffic & revenue
- Goal is to develop project proposals
 - Project scope
 - Preliminary plan of finance
 - Project delivery options
 - Review project proposals with stakeholders

I-540 Peak Period Managed Shoulders

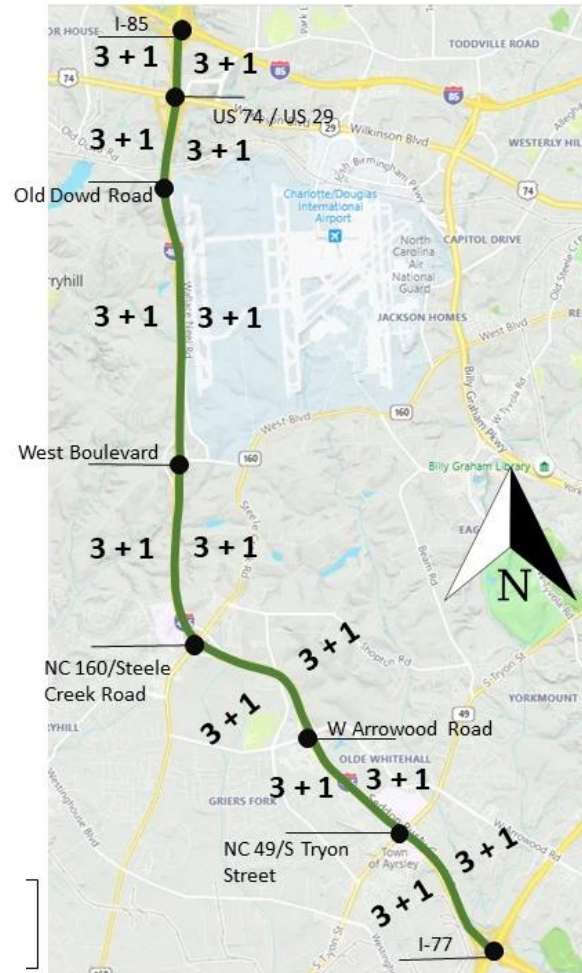
Potential Future Toll Projects



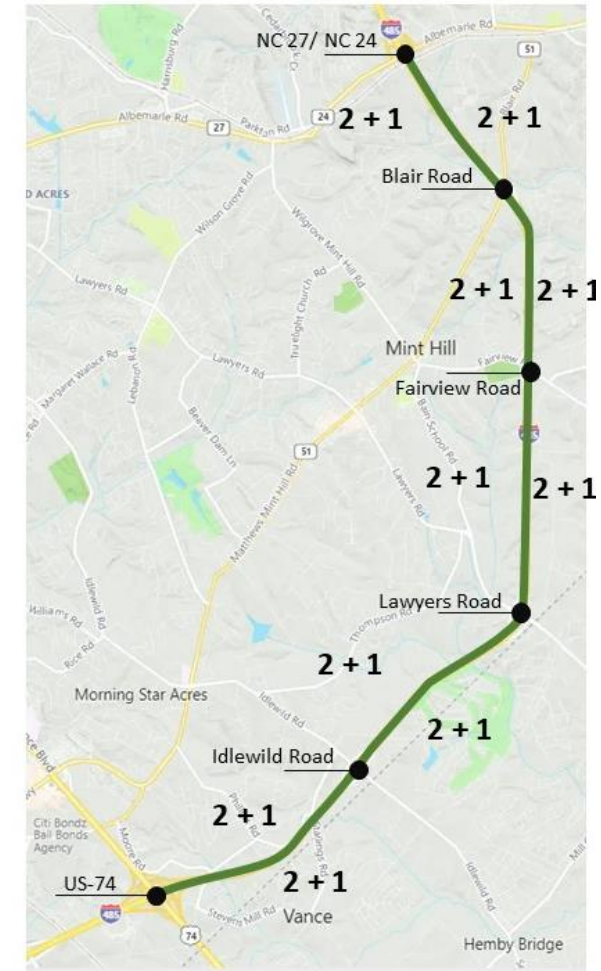
I-485 Express Lanes

Potential Future Toll Projects

From I-77 (Exit 67) to I-85 (Exit 10)

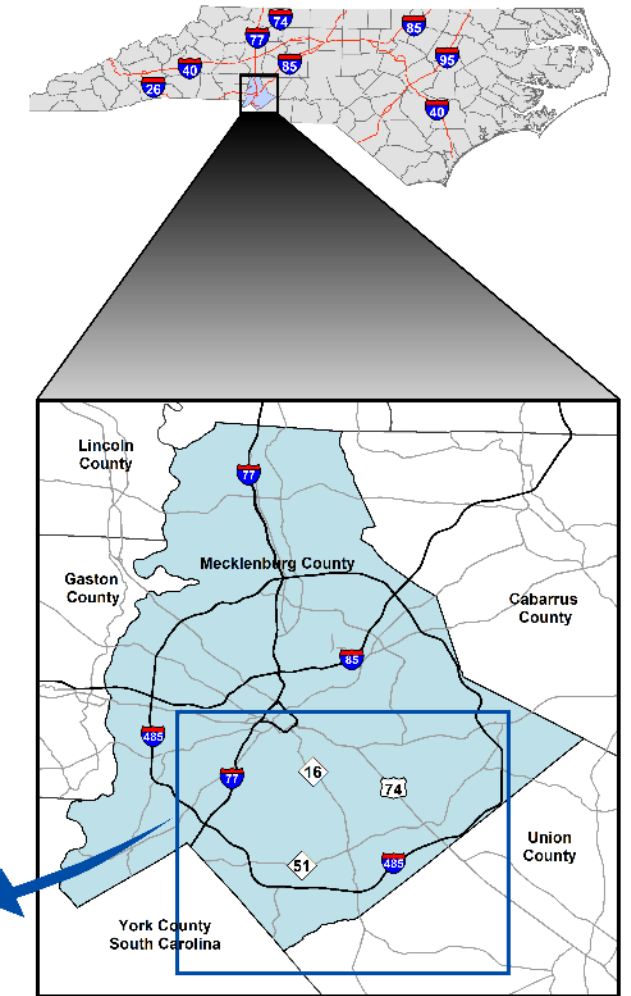
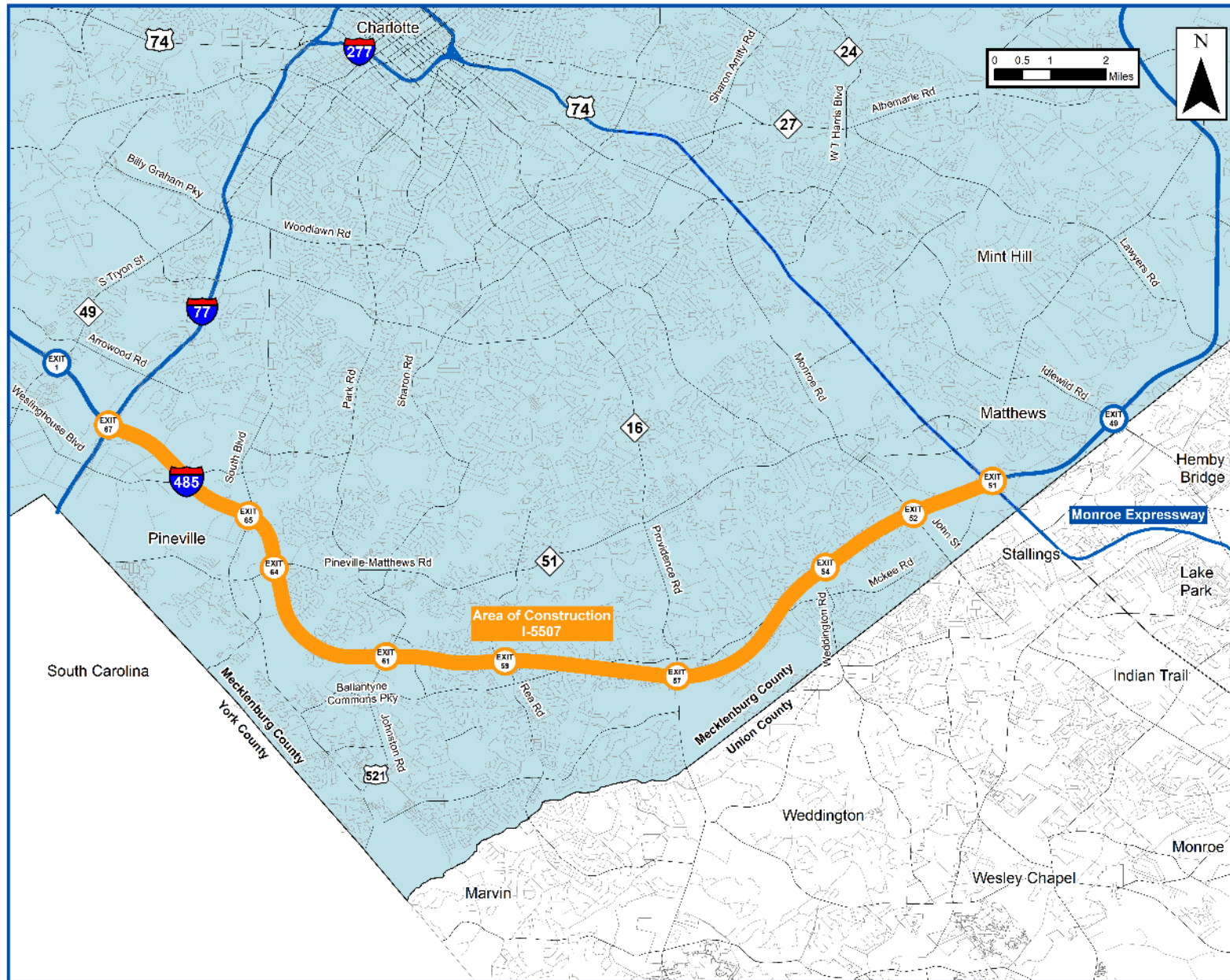


From US 74 (Exit 51) to NC 24/27 (Exit 41)



I-485 Express Lanes Update

Andy Lelewski, P.E.
Director of Program Development



Division 10 Construction Update

- Thirteen structures and two box culverts are under construction
- Six box culverts have been completed
- Over 32 miles of portable concrete barrier have been installed
- Approximately 48,000 LF of pipe has been constructed



Division 10 Construction Update

- Over 16 miles of widening is under construction
- 36,000 LF of median barrier wall is complete
- Soil stabilization, ABC placement, and asphalt paving is ongoing
- Over 69,000 LF of conduit has been installed for ITS/AET facilities



Division 10 Construction Update – Major Milestones

- ✓ Elm Road Bridge Opening – Aug 31
- 3rd GP Lane between Rea and Providence – Nov 15



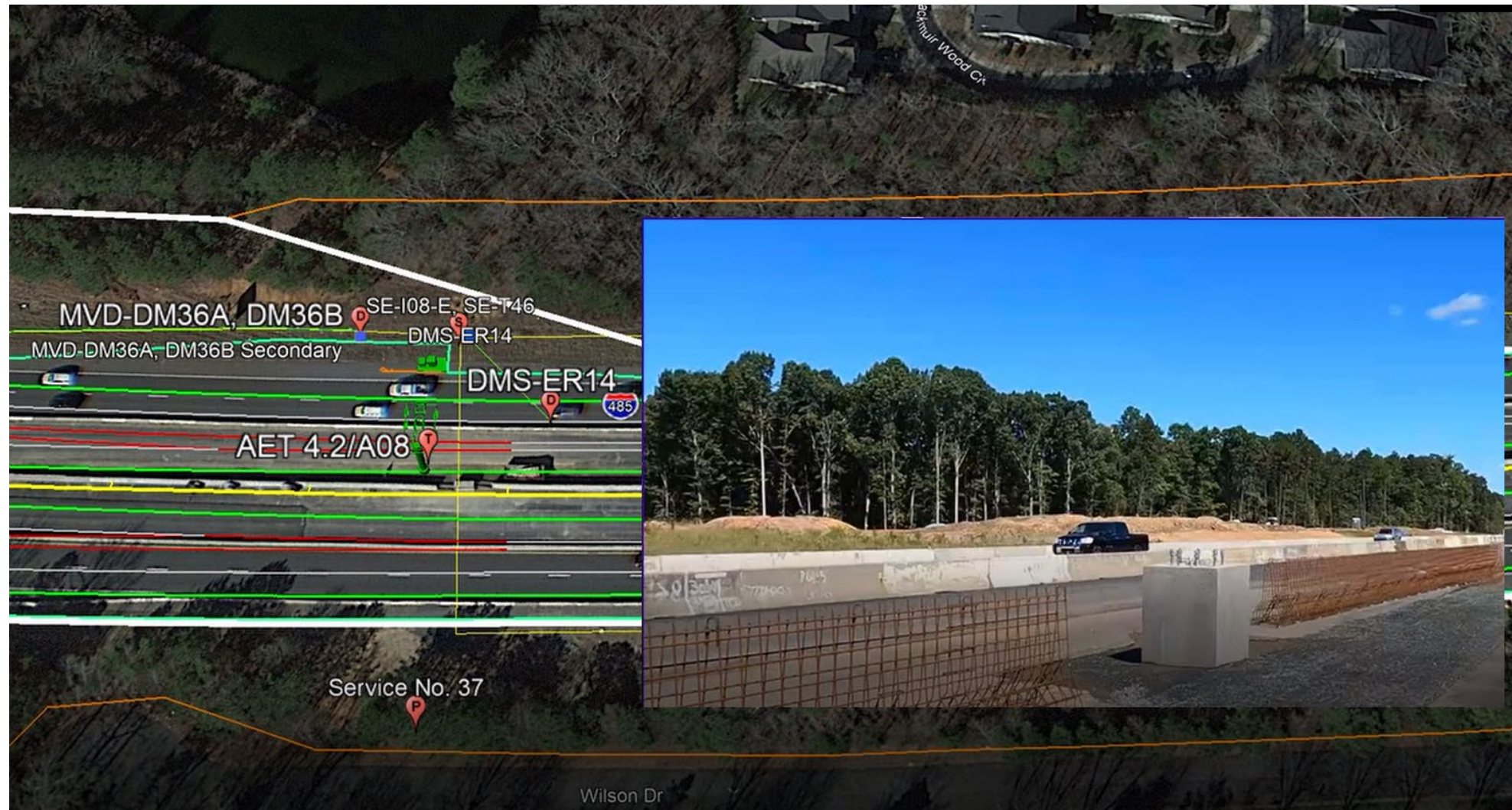
NCTA Construction-Related Activities

- Bi-weekly coordination with Design-Build Team and Resident Office
- Monitoring of toll-related work along the corridor and regular construction field reviews
- Power meter coordination
- Continue review of construction submittals
- Coordinate with roadside toll technology project

NCTA Construction-Related Activities



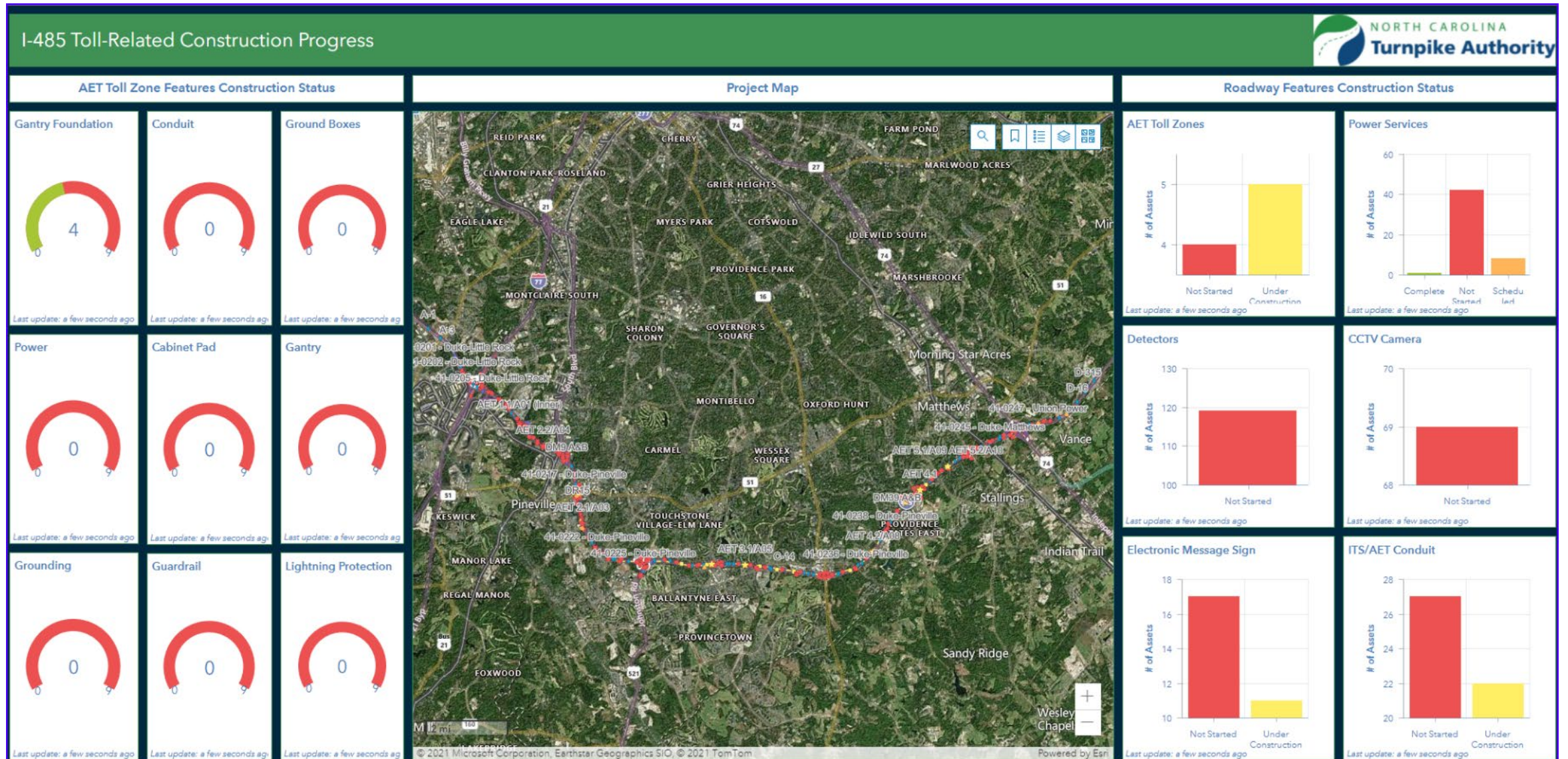
NCTA Construction-Related Activities



NCTA Construction-Related Activities



The GIS Dashboard



ITS America Conference Update

Andy Lelewski, P.E.
Director of Program Development



ITS AMERICA
2021
CHARLOTTE, NORTH CAROLINA

REIMAGINING TRANSPORTATION

December 7 – 10, 2021 Charlotte Convention Center

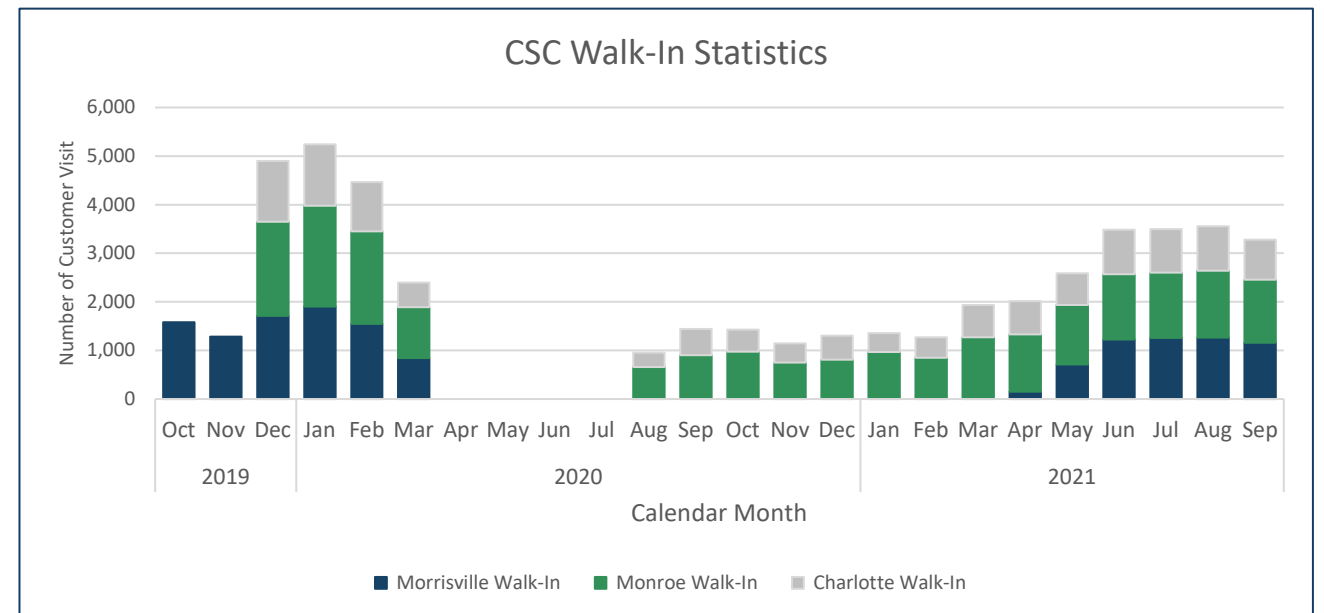
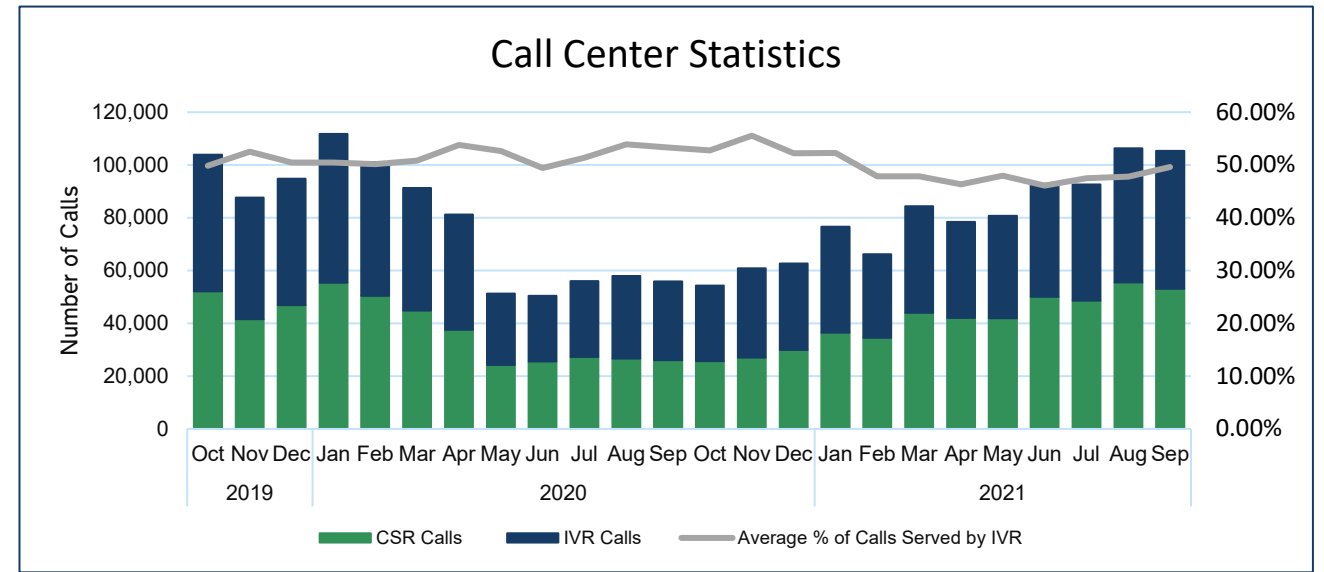
REGISTRATION IS NOW OPEN

Customer Service & Toll Technology Update

Manish Chourey
Chief Technology Officer

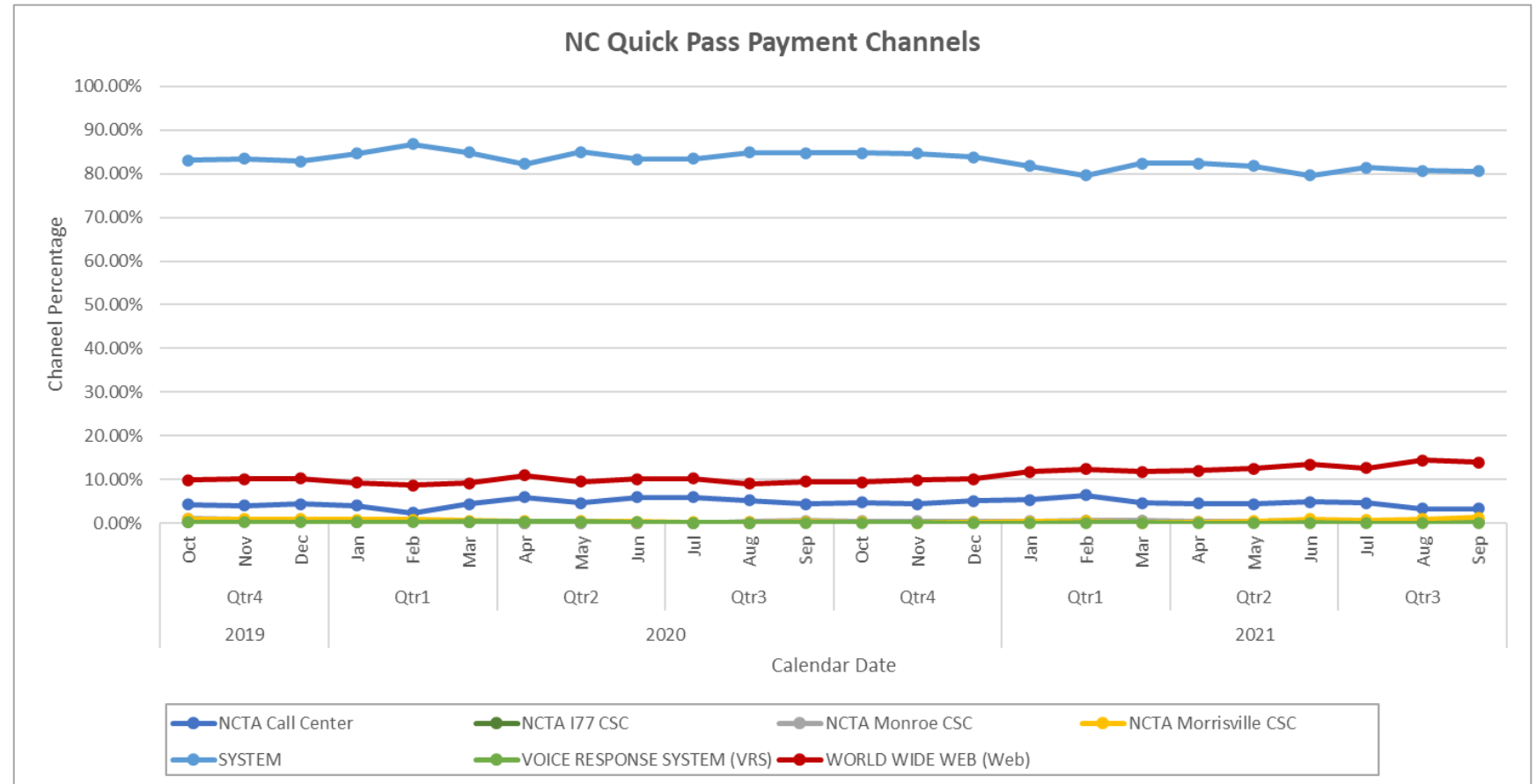
Customer Service Update

- CSC Operations adjusts to new norm
 - Call Volumes are averaging pre-COVID-19 numbers.
 - Three of walk-In locations are serving customers.
 - Employees and Embedded Consultants have returned to work.
 - CSRs continue to maintain social distancing.
 - Few CSRs continue to Work From Home (WFH).
- IVR system informs customers of wait times.
- Customer outreach to update account profile via self-service channels.



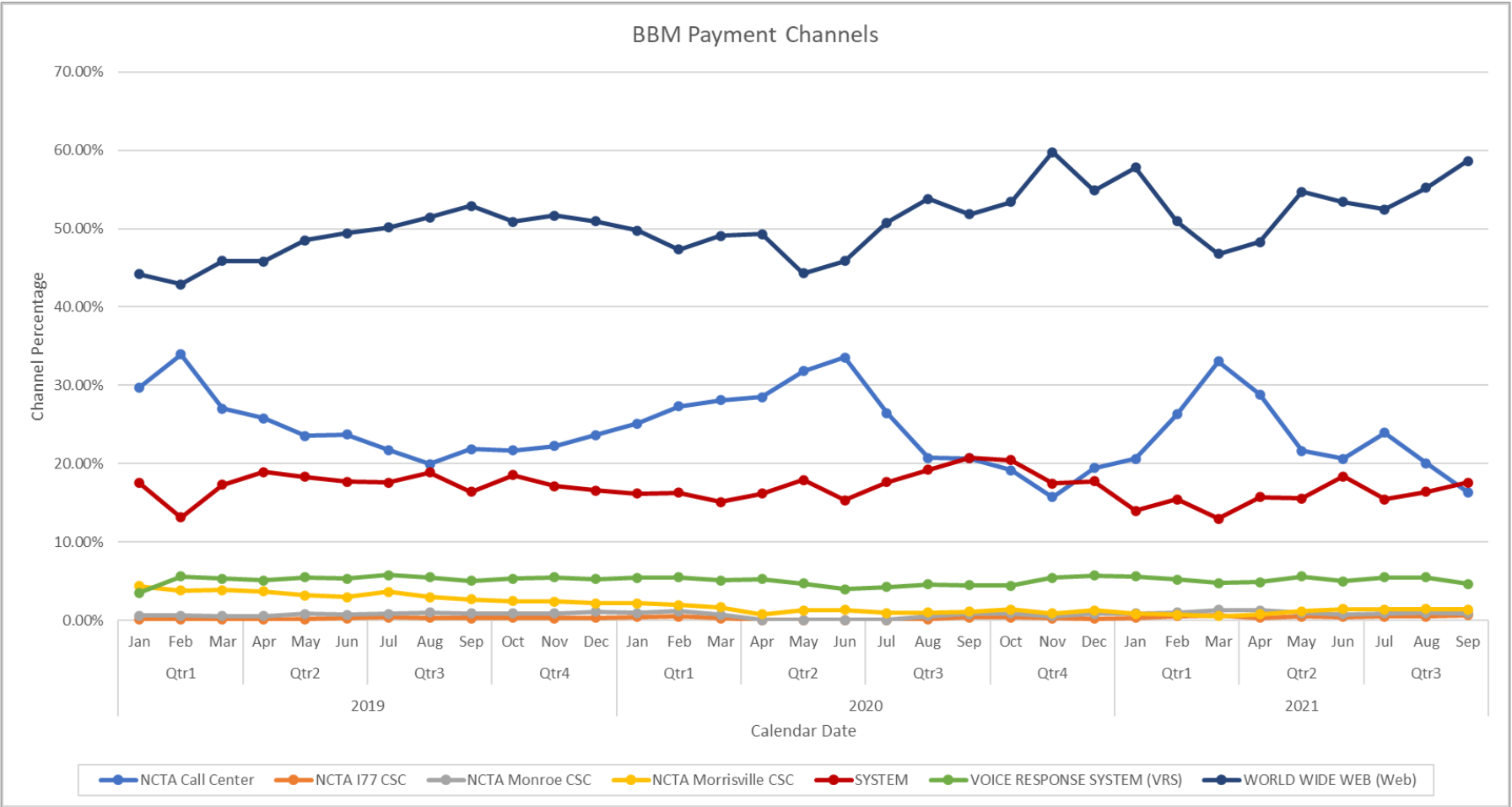
NC Quick Pass Payment Trends by Channels

- Over 90% of Customers use Credit Card to Replenish accounts.
- Over 80% of Customers are enrolled in auto-replenishment.
- Last year more customers are replenishing as required.



Bill By Mail (BBM) Payment Trends by Channels

- Over 50% of BBM Customers make payment on Web.
- Over 35% of BBM Customers make payment via Lockbox and Call-Center.



Roadside System Updates

Triangle Expressway Retrofit Updates

- All Toll Zones Retrofit are complete.
- Prepare for Operational Acceptance Test (OAT).
- Review As-Built Design Document and KPI's
- Increased focus on automation of KPI compliance.

Monroe Expressway

- Security enhancements on 6C transponder reads.
- Addition of Plate Type during Image review to improve Out of state name and address lookup.

I-485 Express Lanes Toll Collection System Procurement Schedule

Category	Date
✓ RFP Issued	April 14, 2021
✓ Mandatory Pre-Proposal Scope of Services Meeting	April 30, 2021 (1:00 p.m. to 3:00 p.m. ET)
✓ Proposer Questions Due	May 14, 2021 (4:00 p.m. ET)
✓ Proposals (Technical and Price) Due	July 12, 2021 (4:00 p.m. ET)
✓ Notification of Proposers Shortlisted for Oral Presentations	August 31, 2021
✓ Oral Presentations and Interviews	Week of September 20, 2021
Ranking of Proposers for Negotiations	October 29, 2021
Notice to Proceed / Award of Contract	November 30, 2021

NCTA reserves the right to modify the schedule at any time and for any reason.

On Call Consultant Updates

- Selected multiple firms with focus in specialized 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
- Met with 4 of 6 On Call firms to establish Tasks.
- Remaining meetings and all contracts to be established by end of 2021.

Selected On Call Firms
Atkins Global
CDM Smith
Deloitte
Gannett Fleming
RK&K
RS&H

Transponder Fulfillment



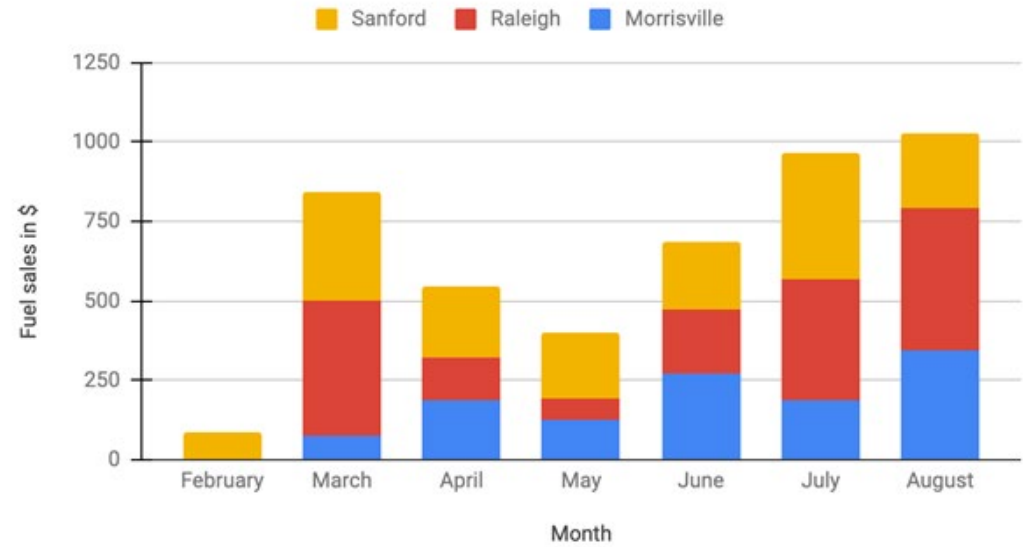
1. Transponder As a Service (TaaS) deployed on July 25th 2021.
2. Project leveraged AWS marketplace to transform business to “as a service” offerings.
3. For initial Phase 1 Transponders are fulfilled by Hardcase or Sticker for full-service packaging and shipping.
4. Fulfilled 36,089 since July 25-through end of September 2021 on 7 days basis.
5. Future phases evaluating Amazon and other faster shipping methods.



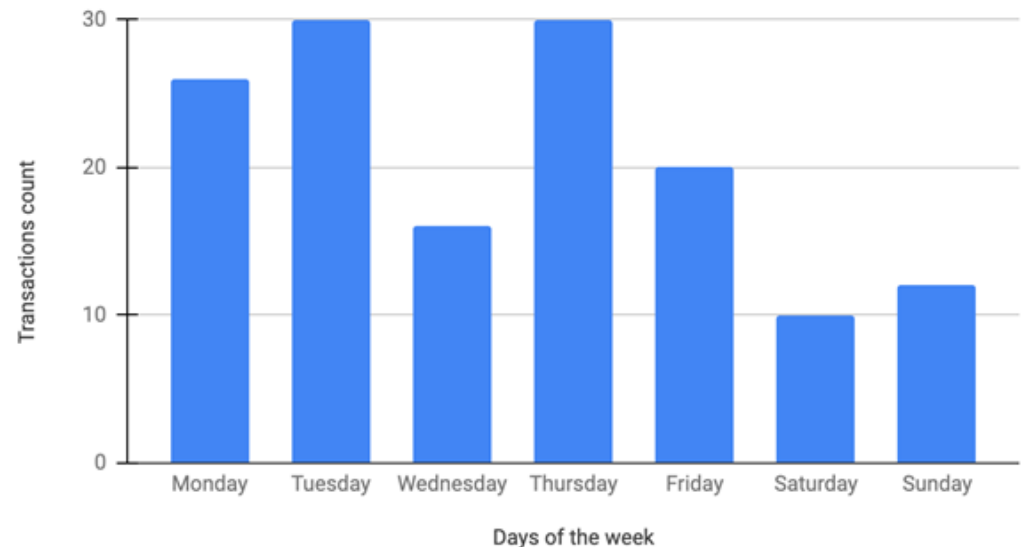
Update on Pay By Car Pilot

- Technical Pilot using Transponders has completed.
 - Overall technology use case was proven.
 - Program expansion paused.
 - Limited local marketing campaign and operating into Raleigh stations.
- Next Pilot includes License plate readers
- Expansion continues in other states.

Monthly transactions by pilot sites



Transactions by weekday



2022 Operations Committee Meeting Dates

Montell Irvin, PE
Chair

2022 Board & Committee Dates

Board of Directors

- February 10, 2022
- May 19, 2022
- August 11, 2022
- November 17, 2022

Finance Committee

- January 19, 2022
- April 20, 2022
- July 20, 2022
- October 19, 2022

Operations Committee

- January 20, 2022
- April 21, 2022
- July 21, 2022
- October 20, 2022

- All meetings will be held at 9:30 AM, unless otherwise noted

Contact Us



ncdot.gov/turnpike

ncquickpass.com



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

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

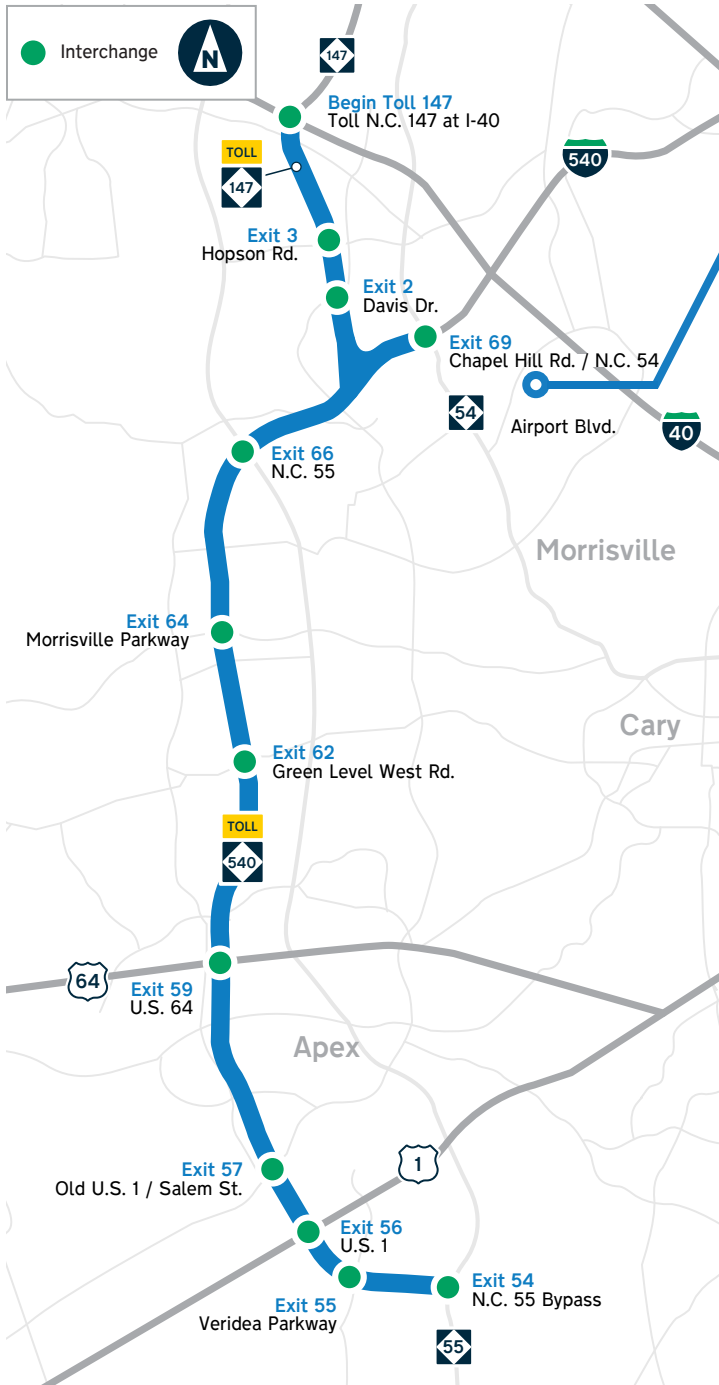


Thank you!



Triangle Expressway Toll Schedule

2022



Morrisville Customer Service Center

200 Sorrell Grove Church Rd.
Morrisville, NC 27560

9 a.m. - 5 p.m. (Mon. - Fri.)
9 a.m. - 2 p.m. (Sat.)

877-769-7277

ncquickpass.com

Toll Rates

Tolls shown represent a trip from Entry Point to Exit Point for a Class 1 vehicle with an NC Quick Pass account. Tolls shown also apply to E-ZPass, SunPass and Peach Pass account holders.

Entry Point	Exit Point										
	Begin Toll 147 Toll N.C. 147 at I-40	Exit 3/2 Hopson Rd. / Davis Dr.	Exit 69 Chapel Hill Rd. / N.C. 54	Exit 66 N.C. 55	Exit 64 Morrisville Parkway	Exit 62 Green Level West Rd.	Exit 59 U.S. 64	Exit 57 Old U.S. Hwy 1 / S. Salem St.	Exit 56 U.S. 1	Exit 55 Veridea Parkway	Exit 54 N.C. 55 Bypass
Begin Toll 147 - Toll N.C. 147 at I-40	-	\$0.42	\$0.93	\$1.16	\$1.67	\$2.09	\$2.60	\$3.23	\$3.23	\$3.55	\$3.71
Exit 3/2 - Hopson Rd. / Davis Dr.	\$0.42	-	\$0.93	\$1.16	\$1.67	\$2.09	\$2.60	\$3.23	\$3.23	\$3.55	\$3.71
Exit 69 - Chapel Hill Rd. / N.C. 54	\$0.93	\$0.93	-	\$0.74	\$1.25	\$1.67	\$2.18	\$2.81	\$2.81	\$3.13	\$3.29
Exit 66 - N.C. 55	\$1.16	\$1.16	\$0.74	-	\$0.51	\$0.93	\$1.44	\$2.07	\$2.07	\$2.39	\$2.55
Exit 64 - Morrisville Parkway	\$1.67	\$1.67	\$1.25	\$0.51	-	\$0.42	\$0.93	\$1.56	\$1.56	\$1.88	\$2.04
Exit 62 - Green Level West Rd.	\$2.09	\$2.09	\$1.67	\$0.93	\$0.42	-	\$0.51	\$1.14	\$1.14	\$1.46	\$1.62
Exit 59 - U.S. 64	\$2.60	\$2.60	\$2.18	\$1.44	\$0.93	\$0.51	-	\$1.14	\$1.14	\$1.46	\$1.62
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Exit 56 - U.S. 1	\$3.23	\$3.23	\$2.81	\$2.07	\$1.56	\$1.14	\$1.14	\$0.30	-	\$0.32	\$0.48
Exit 55 - Veridea Parkway	\$3.55	\$3.55	\$3.13	\$2.39	\$1.88	\$1.46	\$1.46	\$0.62	\$0.32	-	\$0.48
Exit 54 - N.C. 55 Bypass	\$3.71	\$3.71	\$3.29	\$2.55	\$2.04	\$1.62	\$1.62	\$0.78	\$0.48	\$0.48	-

Vehicle Classifications

Class 1

Tolls shown for 2-AXLE vehicles with an NC Quick Pass account

Class 2

Tolls for vehicles with 3 AXLES are two times (2x) the Class 1 vehicle toll

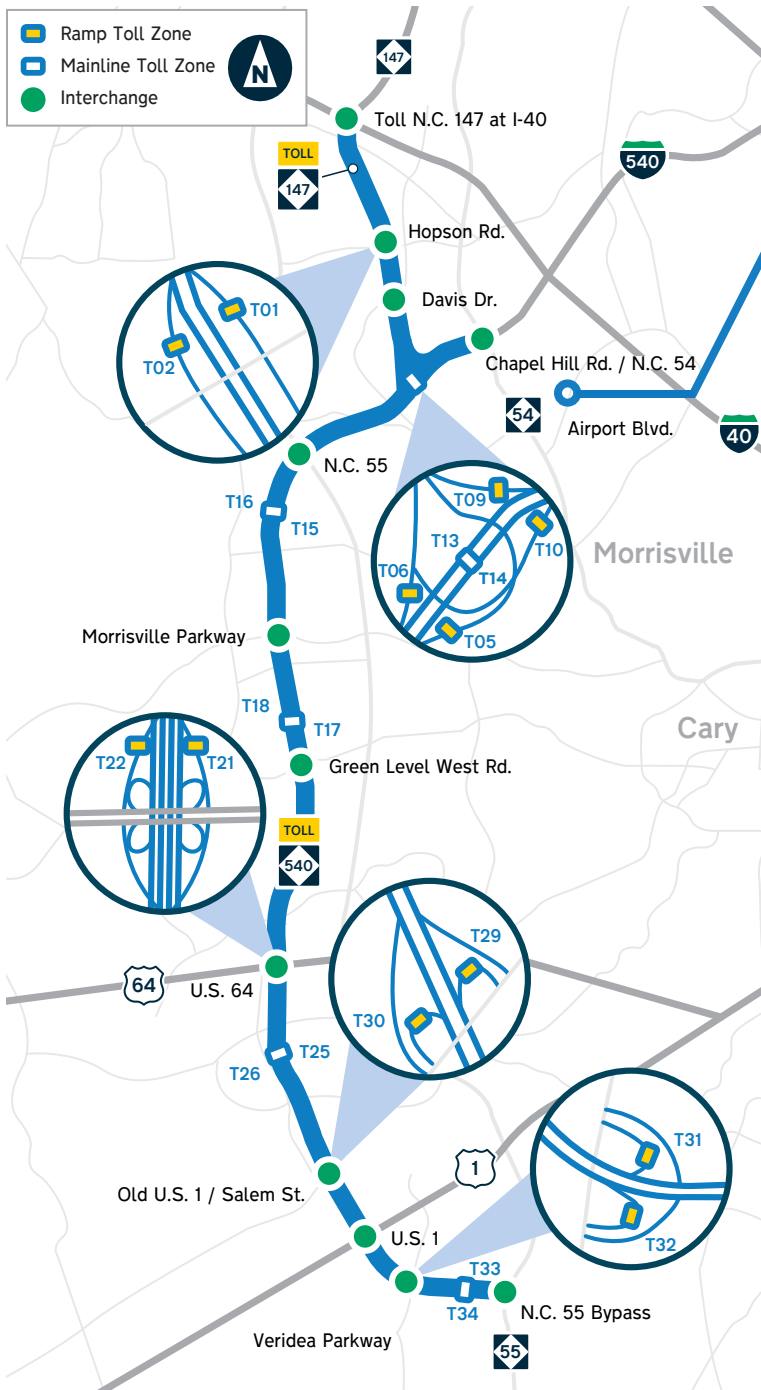
Class 3

Tolls for vehicles with 4 or more AXLES are four times (4x) the Class 1 vehicle toll

Save 35%



033 0000000



Morrisville Customer Service Center

200 Sorrell Grove Church Rd.
Morrisville, NC 27560

9 a.m. - 5 p.m. (Mon. - Fri.)
9 a.m. - 2 p.m. (Sat.)

877-769-7277

ncquickpass.com

Save 35%



033 0000000

Toll Zone Descriptions

Toll Zone	Location / Description
T01	Ramp - N.C. 147 Northbound On from Hopson Rd. / Davis Dr.
T02	Ramp - N.C. 147 Southbound Off to Hopson Rd. / Davis Dr.
T05	Ramp - N.C. 540 Northbound to N.C. 147 Northbound
T06	Ramp - N.C. 147 Southbound to N.C. 540 Southbound
T09	Ramp - N.C. 540 Westbound to N.C. 147 Northbound
T10	Ramp - N.C. 147 Southbound to N.C. 540 Eastbound
T13	Mainline - N.C. 540 Southbound at N.C. 147
T14	Mainline - N.C. 540 Northbound at N.C. 147
T15	Mainline - N.C. 540 Northbound, North of Morrisville Parkway
T16	Mainline - N.C. 540 Southbound, North of Morrisville Parkway
T17	Mainline - N.C. 540 Northbound, North of Green Level West Rd.
T18	Mainline - N.C. 540 Southbound, North of Green Level West Rd.
T21	Ramp - N.C. 540 Northbound On from U.S. 64
T22	Ramp - N.C. 540 Southbound Off to U.S. 64
T25	Mainline - N.C. 540 Northbound, North of Old U.S. 1 (S. Salem St.)
T26	Mainline - N.C. 540 Southbound, North of Old U.S. 1 (S. Salem St.)
T29	Ramp - N.C. 540 Northbound Off to Old U.S. 1 (S. Salem St.)
T30	Ramp - N.C. 540 Southbound On from Old U.S. 1 (S. Salem St.)
T31	Ramp - N.C. 540 Northbound On from Veridea Parkway
T32	Ramp - N.C. 540 Southbound Off to Veridea Parkway
T33	Mainline - N.C. 540 Northbound, North of N.C. 55 Bypass
T34	Mainline - N.C. 540 Southbound, North of N.C. 55 Bypass



Monroe Expressway Toll Schedule

2022

Save 35%



Monroe Customer Service Center

- 3034 Winston Avenue
Monroe, NC 28110
- 9 a.m. - 5 p.m. (Mon. - Fri.)
9 a.m. - 2 p.m. (Sat.)
- 877-769-7277
- ncquickpass.com



Tolls Rates

Tolls shown represent a trip from Entry Point to Exit Point for a Class 1 vehicle with an NC Quick Pass account. Tolls shown also apply to E-ZPass, SunPass and Peach Pass account holders.

Entry Point	Exit Point							
	Exit 255 U.S. 74 (West)	Exit 257 Indian Trail- Fairview Rd.	Exit 259 Unionville- Indian Trail Rd.	Exit 260 Rocky River Rd.	Exit 264 U.S. 601	Exit 266 Morgan Mill Rd.	Exit 270 Austin Chaney Rd.	Exit 273 U.S. 74 (East)
Exit 255 - U.S. 74 (West)	-	\$0.28	\$0.61	\$0.81	\$1.40	\$1.67	\$2.27	\$2.72
Exit 257 - Indian Trail-Fairview Rd.	\$0.28	-	\$0.33	\$0.53	\$1.12	\$1.39	\$1.99	\$2.44
Exit 259 - Unionville-Indian Trail Rd.	\$0.61	\$0.33	-	\$0.20	\$0.79	\$1.06	\$1.66	\$2.11
Exit 260 - Rocky River Rd.	\$0.81	\$0.53	\$0.20	-	\$0.59	\$0.86	\$1.46	\$1.91
Exit 264 - U.S. 601	\$1.40	\$1.12	\$0.79	\$0.59	-	\$0.27	\$0.87	\$1.32
Exit 266 - Morgan Mill Rd.	\$1.67	\$1.39	\$1.06	\$0.86	\$0.27	-	\$0.60	\$1.05
Exit 270 - Austin Chaney Rd.	\$2.27	\$1.99	\$1.66	\$1.46	\$0.87	\$0.60	-	\$0.45
Exit 273 - U.S. 74 (East)	\$2.72	\$2.44	\$2.11	\$1.91	\$1.32	\$1.05	\$0.45	-

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Class 2   

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Class 3  

Tolls for vehicles with 4 or more AXLES are four times (4x) the Class 1 vehicle toll



Monroe Expressway Toll Locations

2022

Save 35%



Monroe Customer Service Center

- 3034 Winston Avenue
Monroe, NC 28110
- 9 a.m. - 5 p.m. (Mon. - Fri.)
9 a.m. - 2 p.m. (Sat.)
- 877-769-7277
- ncquickpass.com



Toll Zone Descriptions

Toll Zone	Location / Description
M01	74 BYP EB, U.S. 74 to Indian Trail-Fairview Rd.
M02	74 BYP WB, Indian Trail-Fairview Rd. to U.S. 74
M03	74 BYP EB, Indian Trail-Fairview Rd. to Unionville-Indian Trail Rd.
M04	74 BYP WB, Unionville-Indian Trail Rd. to Indian Trail-Fairview Rd.
M05	74 BYP EB, Unionville-Indian Trail Rd. to Rocky River Rd.
M06	74 BYP WB, Rocky River Rd. to Unionville-Indian Trail Rd.
M07	74 BYP EB, Rocky River Rd. to U.S. 601

Toll Zone	Location / Description
M08	74 BYP WB, U.S. 601 to Rocky River Rd.
M09	74 BYP EB, U.S. 601 to Morgan Mill Rd.
M10	74 BYP WB, Morgan Mill Rd. to U.S. 601
M11	74 BYP EB, Morgan Mill Rd. to Austin Chaney Rd.
M12	74 BYP WB, Austin Chaney Rd. to Morgan Mill Rd.
M13	74 BYP EB, Austin Chaney Rd. to U.S. 74
M14	74 BYP WB, U.S. 74 to Austin Chaney Rd.