

North Carolina Turnpike Authority

Board of Directors Meeting

November 15, 2021



Opening Comments

Secretary Boyette
Chair

Executive Director Comments

JJ Eden

Executive Director

Operations Committee Report

Montell Irvin, P.E.
Operations Committee Chair

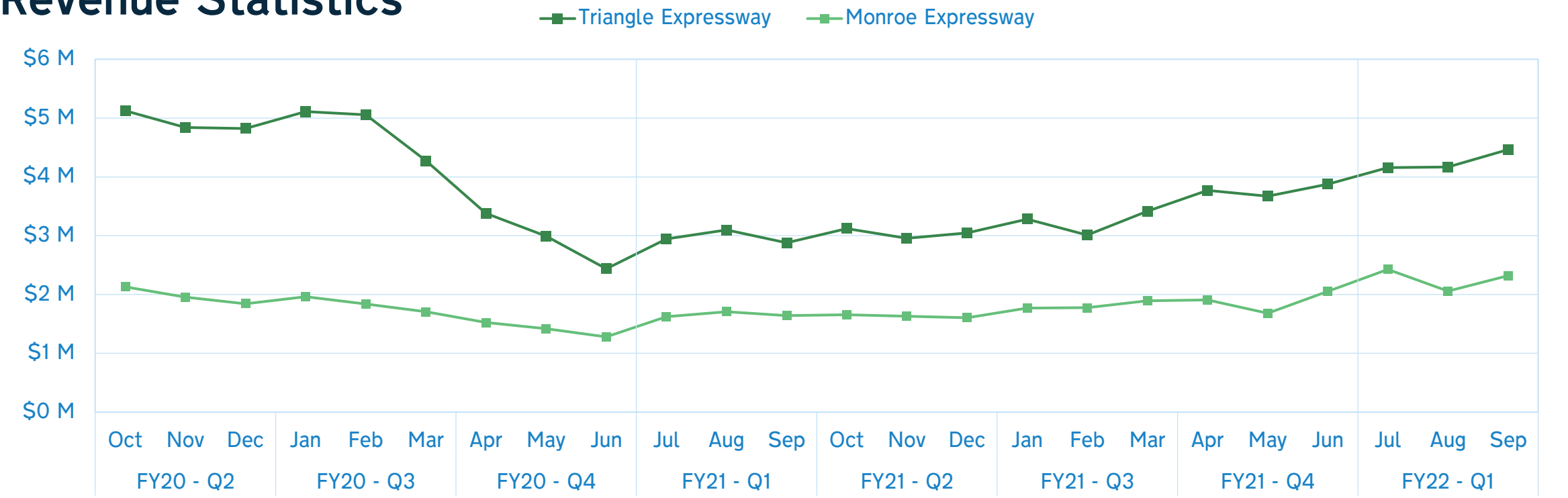
Finance Committee Report

Robert Teer
Finance Committee Chair

Finance & Budget Update

Kim Medlin
Turnpike Controller

Revenue Statistics



	FY20 – Q2	FY20 – Q3	FY20 – Q4	FY21 – Q1	FY21 – Q2	FY21 – Q3	FY21 – Q4	FY22 – Q1
Triangle Expressway Actual Revenue ¹	\$ 14,786,304	\$ 14,438,863	\$ 8,810,451	\$8,926,222	\$9,125,206	\$9,710,112	\$11,317,045	\$12,789,168
YOY Percent Change	14.4%	10.5%	-37.9%	-39.5%	-38.3%	-32.8%	28.5%	43.3%

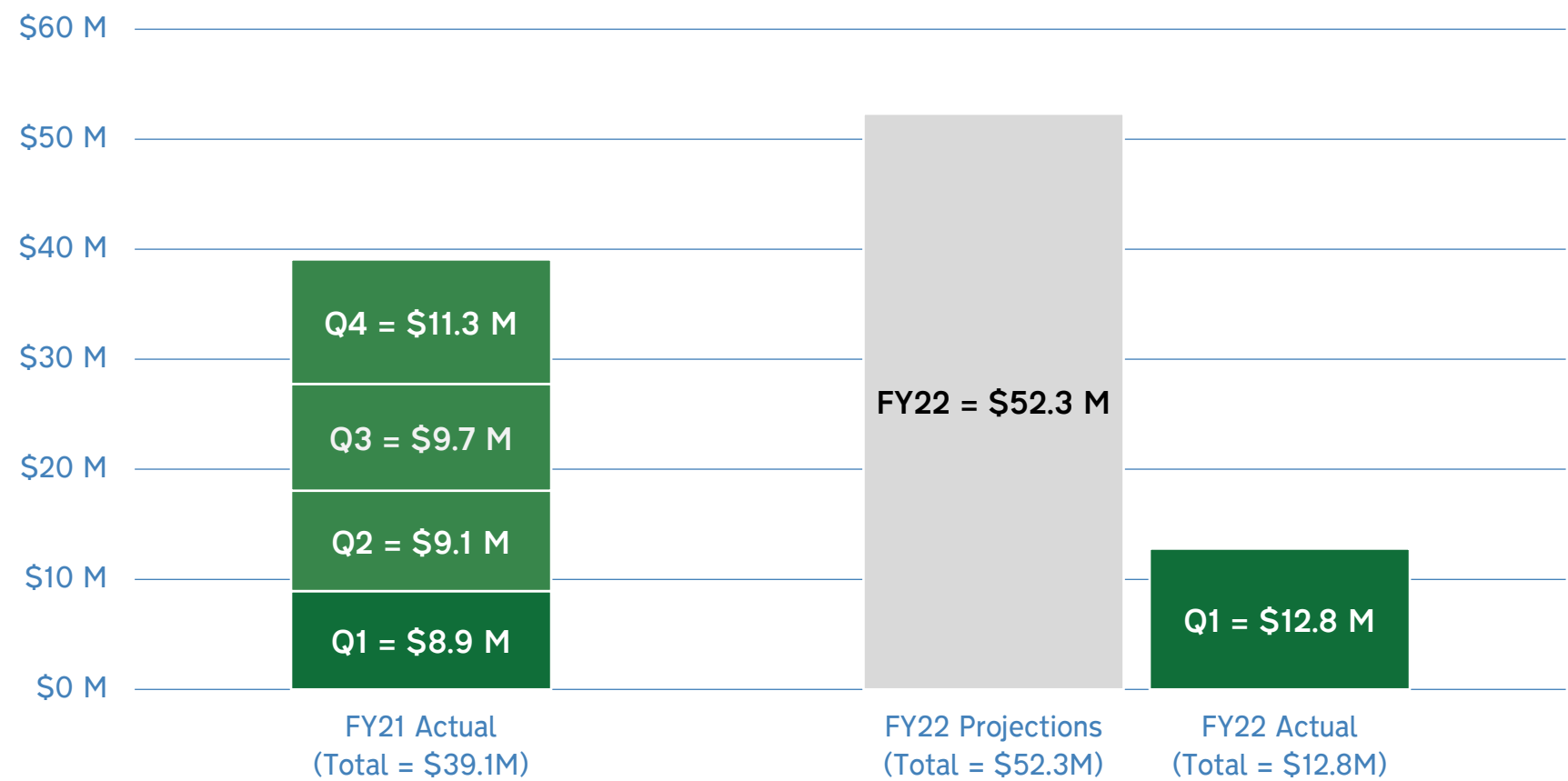
	FY20 – Q2	FY20 – Q3	FY20 – Q4	FY21 – Q1	FY21 – Q2	FY21 – Q3	FY21 – Q4	FY22 – Q1
Monroe Expressway Actual Revenue ¹	\$ 5,929,466	\$ 5,505,598	\$ 4,222,890	\$4,974,067	\$4,890,642	\$5,438,045	\$5,647,673	\$6,806,332
YOY Percent Change	-	-	1.8%	-12.4%	-17.5%	-1.2%	33.7%	36.8%

¹Actual revenue is reported on a cash basis

Revenue Statistics

Triangle Expressway

YTD revenues up **43.3%**
year-over-year

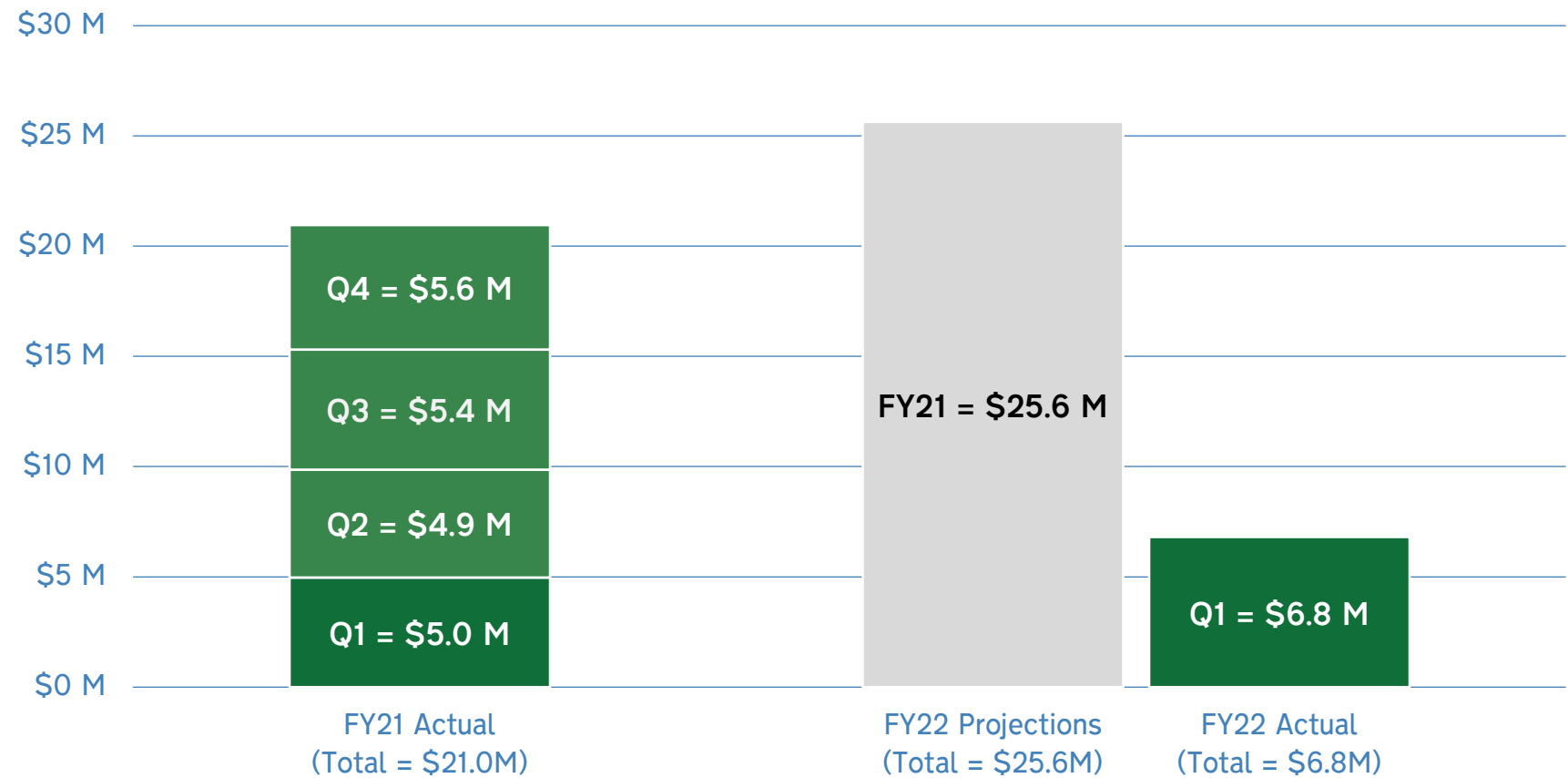


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

Revenue Statistics

Monroe Expressway

YTD revenues up **36.8%**
year-over-year

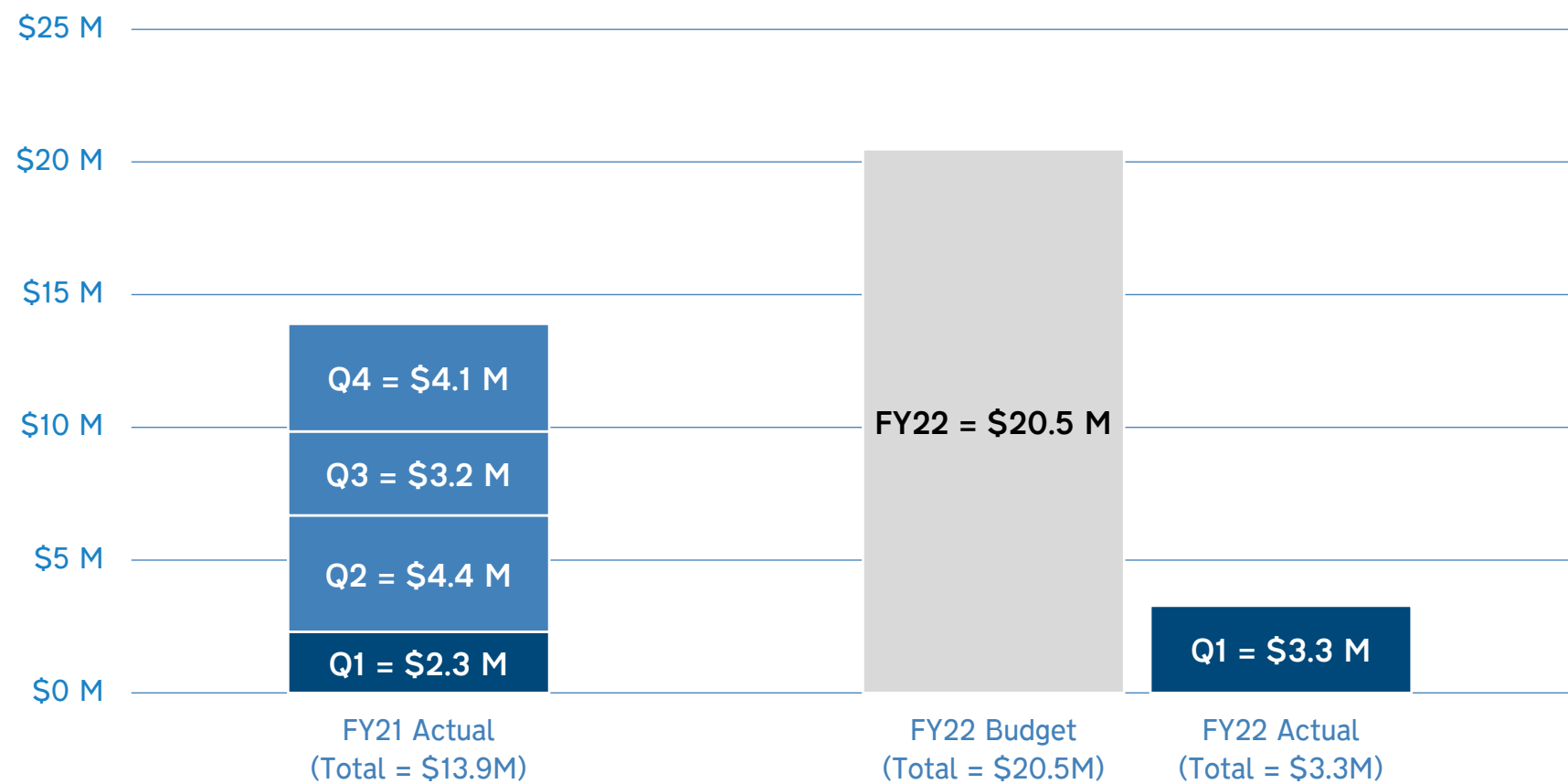


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

Operating Expenditures

Triangle Expressway

YTD expenditures **38.3%**
lower than projected budget

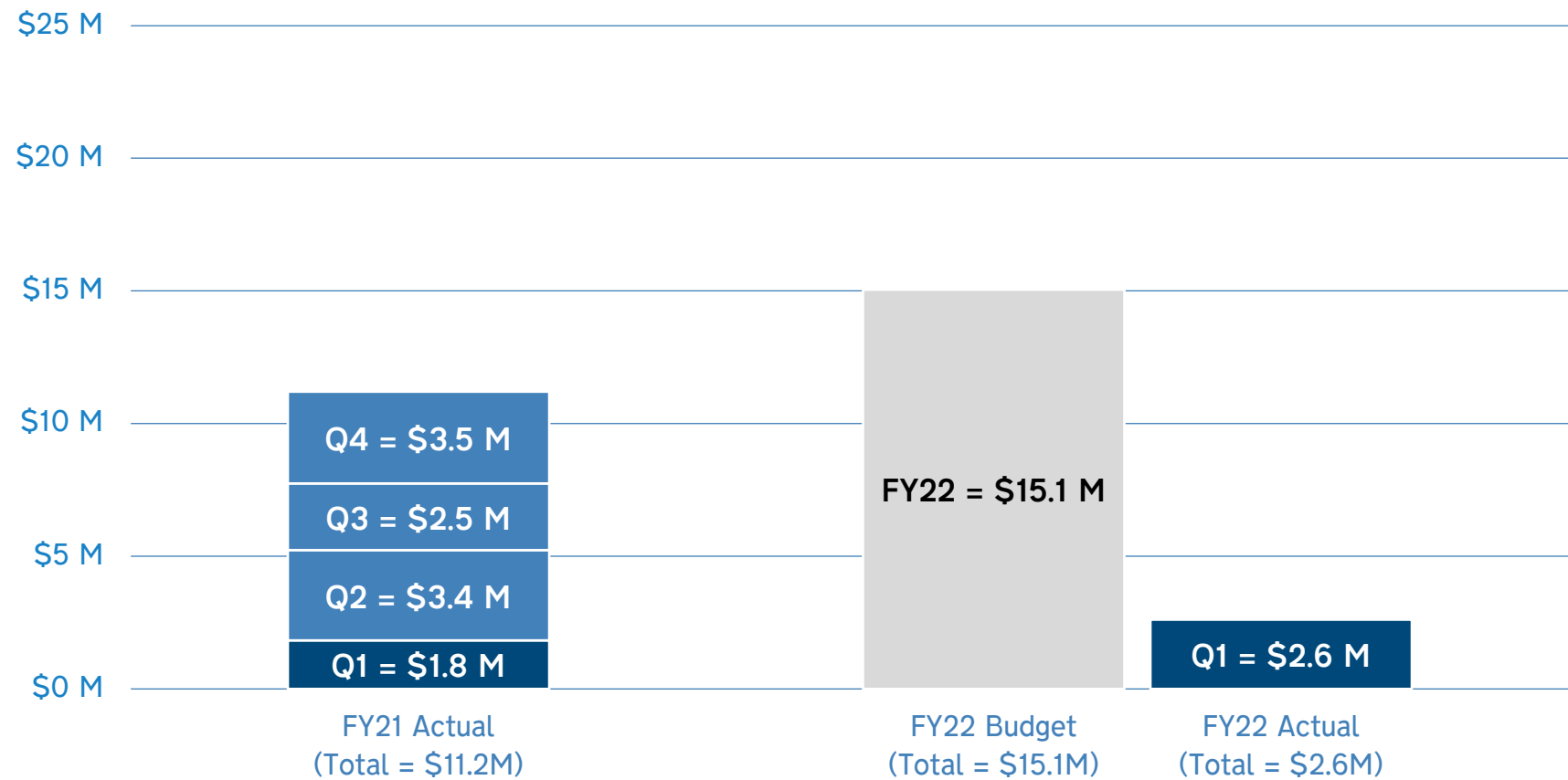


- Actual operating expenditures reported on a cash basis

Operating Expenditures

Monroe Expressway

YTD expenditures **35.7%**
lower than projected budget



- Actual operating expenditures reported on a cash basis

NCTA Debt Policy Report

David Roy
Chief Financial Officer

Debt Management Policy Overview

- The purpose of this Debt Policy is to establish guidelines and a framework for the issuance and management of NCTA's debt
- NCTA is committed to consistent best practices financial management, including maintaining financial strength and flexibility of NCTA
- The policy will be reviewed by NCTA no less than once every two years
- The policy will be presented to and approved by the NCTA Board of Directors

Debt Management Policy Overview

- The policy establishes guidelines and a framework for the following topics:
 - Financial Planning and Debt Issuance
 - New Policy guideline for Variable Rate Debt* limitations established per System:
 - Unhedged: 10%
 - Total Hedged and Unhedged: 25%
 - Debt Service Coverage Targets and Limits
 - Method of Sale Evaluation
 - Debt Structure
 - Call Provisions
 - Debt Refunding
 - Credit Enhancement and Liquidity
 - Continuing Disclosure
 - Credit Objectives

* Currently NCTA does not have any variable rate debt and does not have any plans to issue variable rate debt

On-Going Reporting Requirements

- Once a year, the Finance Committee and NCTA Board of Directors will receive a report on the status of NCTA's debt including the following information
 - Amount and percentage of total debt by security type broken down by NCTA System
 - Any changes in ratings, including ratings of credit enhancers and swap counterparties
 - Current mark-to-marketed value of all interest rate exchange agreements, if applicable*
 - Historical rate performance for all variable rate bonds, if applicable*

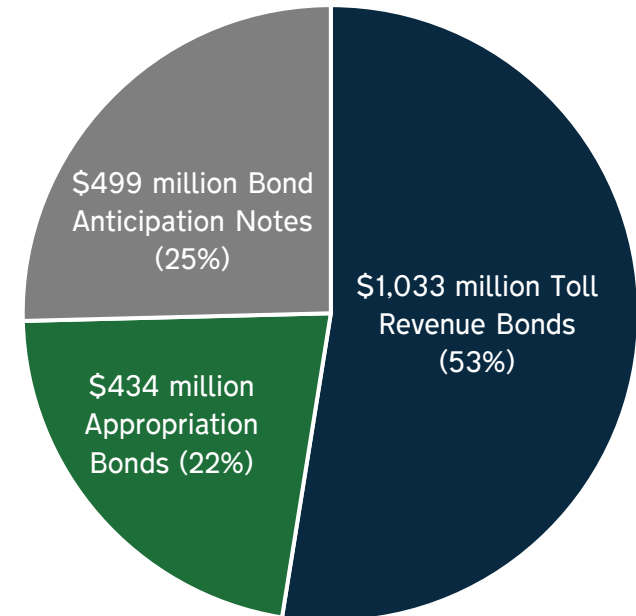
*Currently not applicable as NCTA does not have any variable rate debt

Debt Status Report

Triangle Expressway

- All credit ratings associated with outstanding debt, including ratings of credit enhancers and swap counterparties, were unchanged over the prior year.
- Within the past year the following bonds were issued and assigned the following ratings:
 - \$499,460,000 Triangle Expressway System Senior Lien Turnpike Revenue Bond Anticipation Notes, Series 2020
 - S&P Ratings: BBB (Underlying)
 - Fitch Ratings: BBB (Underlying)
 - \$499,461,980 Triangle Expressway System TIFIA Loan, 2021
 - S&P Ratings: BBB (Underlying)
 - Fitch Ratings: BBB (Underlying)

Triangle Expressway
Debt by Security Type



Debt Status Report

Triangle Expressway

Transaction	Outstanding Par ¹	Final Maturity	Underlying Ratings			Insured Ratings		
			Moody's	S&P	Fitch	Moody's	S&P	Fitch
\$150,125,000 Triangle Expressway System Appropriation Revenue Refunding Bonds, Series 2018A	150,125,000	1/1/2039	Aa1	AA+	-	-	-	-
\$161,759,000 Triangle Expressway System Appropriation Revenue Refunding Bonds, Series 2018B	160,244,000	1/1/2032	-	-	-	-	-	-
\$115,979,250 Triangle Expressway System Appropriation Revenue Bonds, Series 2019 (CAB)	123,641,000	1/1/2049	Aa1	AA+	AA+	-	-	-
\$35,173,108.85 Triangle Expressway System Revenue Bonds, Series 2009B (CAB)	83,023,385	1/1/2038	Baa2	BBB	BBB	A3	AA	-
\$200,515,000 Triangle Expressway System Turnpike Revenue Refunding Bonds, Series 2017	180,730,000	1/1/2039	-	BBB	BBB	A2	AA	-
\$401,155,000 Triangle Expressway System Senior Lien Turnpike Revenue Refunding Bonds, Series 2018	398,450,000	1/1/2041	-	BBB	BBB	-	AA	-
\$370,975,000 Triangle Expressway System Toll Revenue Bonds, Series 2019	370,975,000	1/1/2055	-	BBB	BBB	-	AA	-
\$499,460,000 Triangle Expressway System Senior Lien Turnpike Revenue Bond Anticipation Notes, Series 2020	499,460,000	2/1/2024	-	BBB	BBB	-	-	-
\$499,461,980 Triangle Expressway System TIFIA Loan, 2021	- ²	1/1/2058	-	BBB	BBB	-	-	-
Total	1,966,648,385							

1. Accreted value as of July 1, 2021 for Capital Appreciation Bonds.

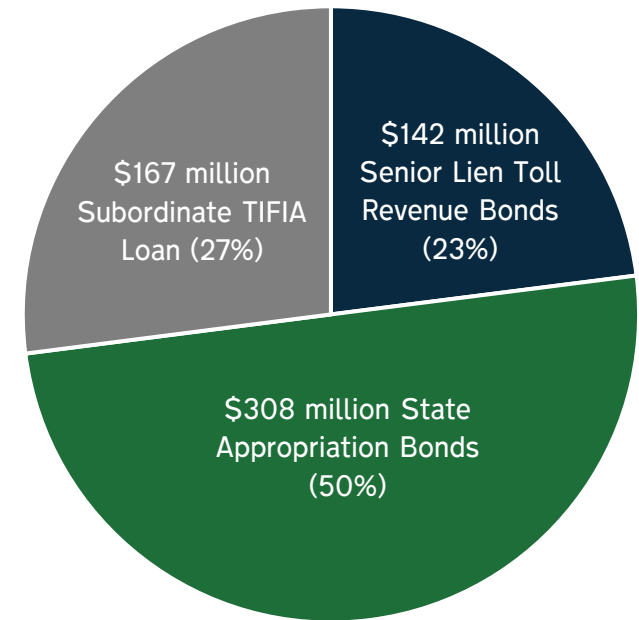
2. The 2021 TIFIA Loan has not been drawn upon. NCTA intends to fully draw the \$499.46 million TIFIA Loan to pay off the 2020 Toll Revenue BANs at maturity in 2024.

Debt Status Report

Monroe Expressway

- All credit ratings associated with outstanding debt, including ratings of credit enhancers and swap counterparties, were unchanged over the prior year.
- Within the past year the following bonds were issued and assigned the following ratings:
 - \$73,985,000 Monroe Expressway System State Appropriation Revenue Refunding Bonds, Series 2021
 - Moody's Ratings: Aa1 (Underlying)
 - S&P Ratings: AA+ (Underlying)
 - Fitch Ratings: AA+ (Underlying)

Monroe Expressway
Debt by Security Type



Debt Status Report

Monroe Expressway

Transaction	Outstanding Par ¹	Final Maturity	Underlying Ratings		
			Moody's	S&P	Fitch
\$233,920,000 Monroe Connector System State Appropriation Revenue Bonds, Series 2010A	233,920,000	1/1/2041	Aa1	AA+	-
\$73,985,000 Monroe Expressway System State Appropriation Revenue Refunding Bonds, Series 2021 (Forward Delivery)	73,985,000	7/1/2041	Aa1	AA+	AA+
\$119,455,000 Monroe Expressway Toll Revenue Bonds, Series 2016A	119,455,000	7/1/2054	Baa3	BBB	-
\$17,596,904 Monroe Expressway Toll Revenue Bonds, Series 2016C (CAB)	22,125,508	7/1/2041	Baa3	BBB	-
\$166,500,000 Monroe Expressway System TIFIA Loan, 2016	166,500,000	7/1/2053	Baa3	BBB	-
Total	615,985,508				

1. Accreted value as of July 1, 2021 for Capital Appreciation Bonds.

2022 Triangle & Monroe 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

Effective January 1, 2022

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

Effective January 1, 2022

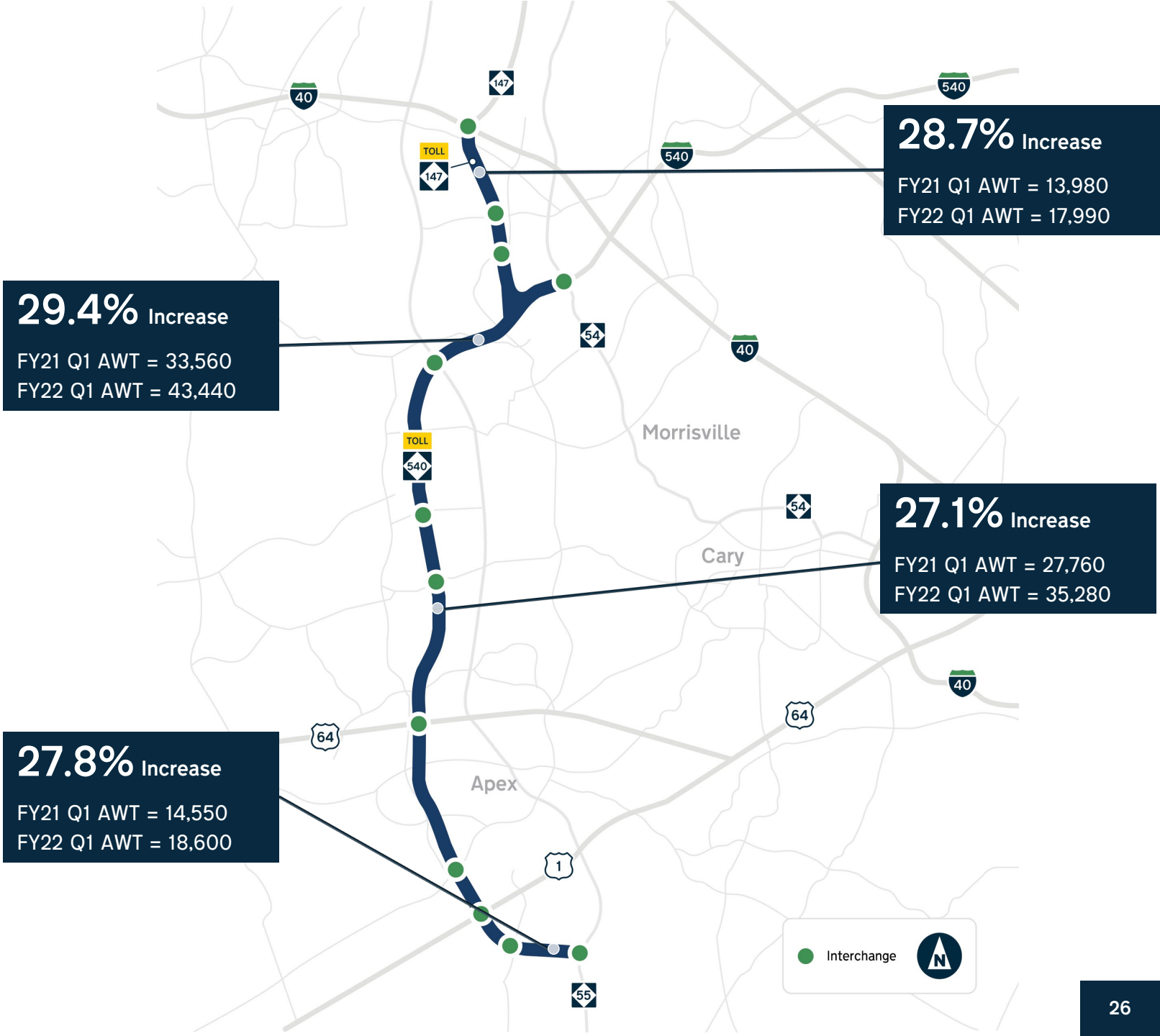
Roadway Operations Update

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

Mainline Traffic Statistics

Triangle Expressway

Q1: July – September
AWT: Average Weekday Traffic



Roadway Maintenance Statistics

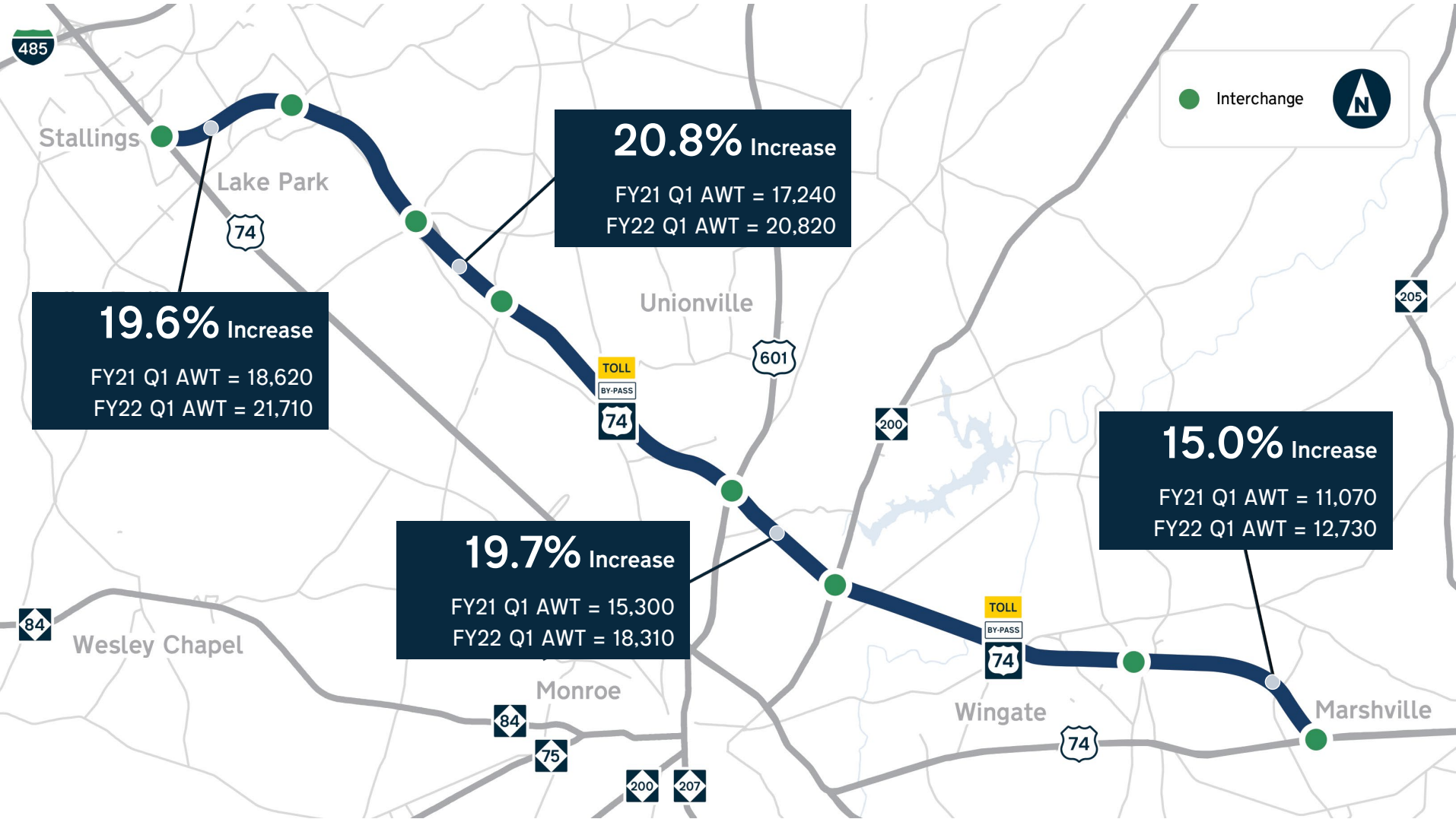
Triangle Expressway

	FY 2021 Q2	FY 2021 Q3	FY 2021 Q4	FY 2022 Q1	Rolling Rate
Road Surface	96.2	90.5	96.8	100.0	96.1
Unpaved Shoulders and Ditches	98.8	99.3	99.3	96.8	98.5
Drainage Structures	87.6	88.6	94.0	92.5	90.7
Roadside	89.1	90.6	95.5	91.6	91.7
Traffic Control Devices	85.2	82.2	92.5	86.5	86.9
Overall	90.7	88.9	95.2	93.0	92.1



Mainline Traffic Statistics

Monroe Expressway



Q1: July - September
AWT: Average Weekday Traffic

Roadway Maintenance Statistics

Monroe Expressway

	Baseline 2020	FY 2021 Q3	FY 2021 Q4	Rolling Rate
Road Surface	96.9	98.8	100.0	98.8
Unpaved Shoulders and Ditches	91.4	98.0	96.4	97.7
Drainage Structures	93.4	94.1	94.7	94.1
Roadside	95.7	91.4	96.8	91.9
Traffic Control Devices	98.0	91.6	94.9	92.0
Overall	95.8	90.7	96.7	94.7



The background is a dark blue field with a subtle, repeating pattern of light blue hexagons. Overlaid on this are several dynamic, flowing trails of small, glowing dots. These trails originate from the top left and bottom left, curving and moving towards the right side of the frame. The dots in the trails vary in brightness and color, ranging from a pale blue to a vibrant yellow-green, creating a sense of movement and energy.

Intermission

Chief Engineer's Update

Rodger Rochelle, P.E.
Chief Engineer

Complete 540

Settlement Agreement Status Update

Land Acquisition

Settlement Agreement Items #1 through #3

Phase 1 Project Funds

Commitment Progress

2 - Complete
1 - Underway
0 - Not Started

Item #	Commitment	Funding	Status
1	Support Wake County Open Space Program	\$5M	\$5M paid
2	High Quality Land Acquisition	\$5M	\$5M paid
3	Preservation of Remnant Property	N/A	Finalize Post Construction



Stream Protection/Mitigation/Stormwater

Settlement Agreement Items #4 through #9

Phase 1 Project Funds

Commitment Progress

2 - Complete
3 - Underway
1 - Not Started

Item #	Commitment	Funding	Status
4	Additional Stream Mitigation	\$12.6M	\$12M paid
5	Johnston County Stormwater Management Program	\$500,000	\$500,000 paid
6	Model Runoff Discharge Volume and Peak Flow	~\$55,000	Underway by NCDOT
7	Research on Peer States' Use of Low Impact Development Guidelines	\$200,000	Underway by NCDOT
8	Stormwater Management Policy Updates	NCDOT NPDES Program Funds	Underway by NCDOT
9	Fund Post-Construction BMP Implementation	\$3M reserved	Implement Post Construction



Air Quality/Climate Change

Settlement Agreement Items #10 through #15

Phase 1 Project Funds

Commitment Progress

1 - Complete
5 - Underway
0 - Not Started

Item #	Commitment	Funding	Status
10	Toll-Free Use by Public Transit Buses of all Managed Lanes Projects	N/A	Nearly complete by NCTA
11	Support GoTriangle's use of NC 540	\$10,000	Funding provided by NCTA
12	Quantitative Analysis of Greenhouse Gas Emissions for EISs and EAs	N/A	Underway by NCDOT
13	Vehicle Miles Travelled Study, Toolkit, Task Force	~\$350,000	Study complete; Toolkit and Task Force underway by NCDOT
14	Develop and Host Breakout Session at Transportation Summits	N/A	2020 session held; 2022 session planned by NCDOT
15	Collect and Monitor VMT Data	N/A	Underway by NCDOT



Air Quality/Climate Change, continued

Settlement Agreement Items #16 through #20

Phase 1 Project Funds

Commitment Progress

1 - Complete
4 - Underway
0 - Not Started

Item #	Commitment	Funding	Status
16	Contract Specification for Lower Emissions on Construction Equipment – Triangle Area Projects in 2020, 2021 and 2022	N/A	Underway by NCDOT
17	Annual Updates to Equipment Inventory with Tier Level	N/A	Underway by NCDOT
18	Standardized Documentation for Construction Equipment	N/A	Underway by NCDOT
19	Implement Anti-idling Guidelines	N/A	Guidelines issued by NCDOT
20	Join Transportation and Climate Initiative	N/A	Complete by NCDOT



Species

Settlement Agreement Items #21 through #27

Phase 1 Project Funds

Commitment Progress

0 - Complete
7 - Underway
0 - Not Started

Item #	Commitment	Funding	Status
21	Additional Funding for Propagation Facility Operations	\$5M NCDOT Funds; ~\$3M NCTA Funds	Underway
22-27	Commit to provide research funding to a research partner and/or institution for <ul style="list-style-type: none">• Propagation of the magnificent ramshorn (aquatic snail)• Development of an in-vitro mussel propagation technique• Water quality testing program for re-introduction sites in the Neuse and Tar River Watersheds• Genetic study of imperiled freshwater mussel species• Imperiled freshwater mussel fitness experiments for propagated versus wild individuals• Set quantitative conservation targets for imperiled freshwater mussel populations	~\$4M in NCDOT SPR funds secured and contracting underway with NC State University	

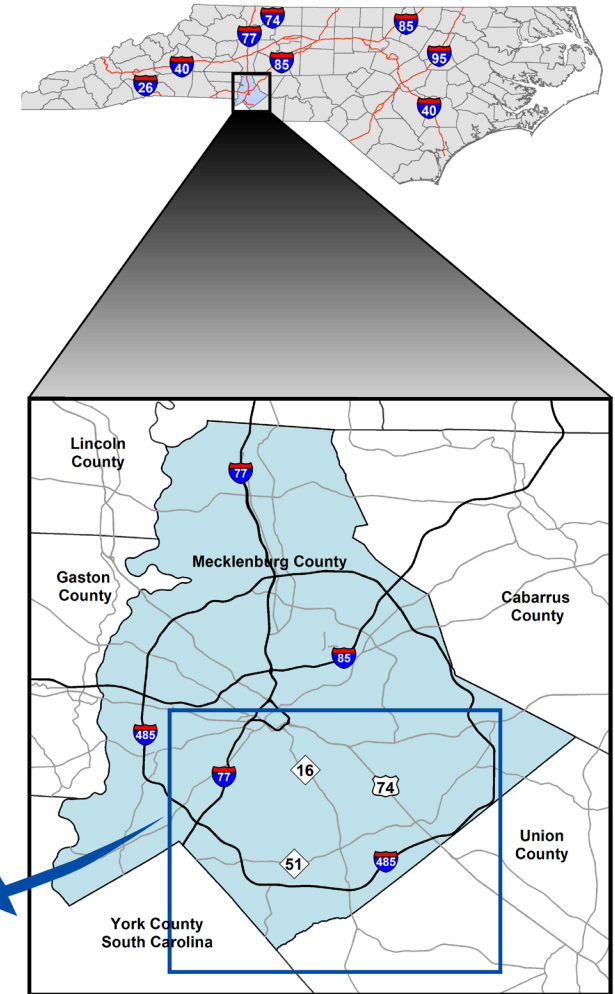
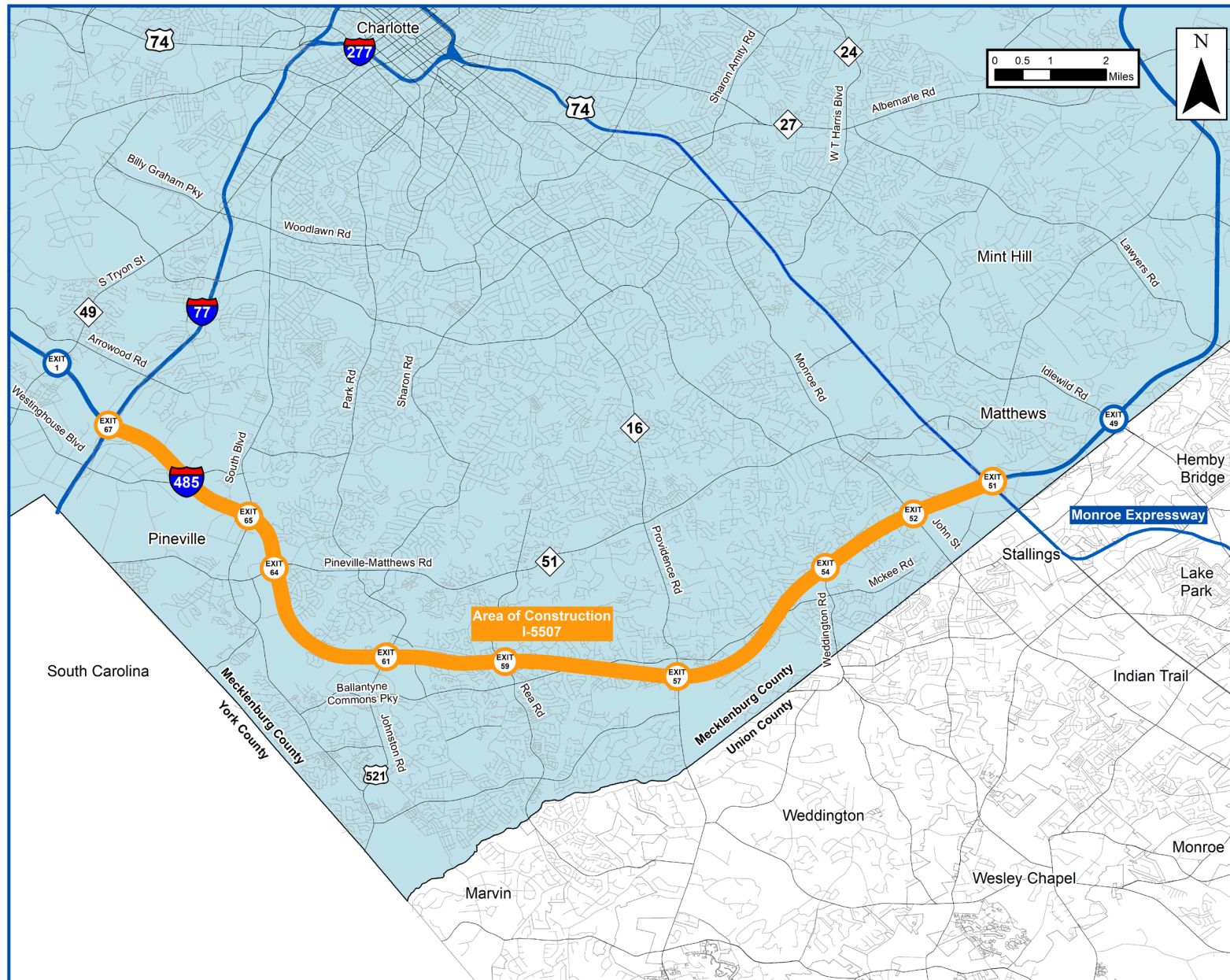


Program Development Update

Andy Lelewski, P.E.
Director of Program Development

I-485 Express Lanes Update

Andy Lelewski, P.E.
Director of Program Development



Division 10 Construction Update

Westinghouse Boulevard Direct Connector



October 30, 2021



Division 10 Construction Update

Johnston Rd. Direct Connect



October 30, 2021



Division 10 Construction Update

Third GP Lane between Rea and Providence



October 30, 2021



Division 10 Construction Update

Weddington Interchange



October 30, 2021

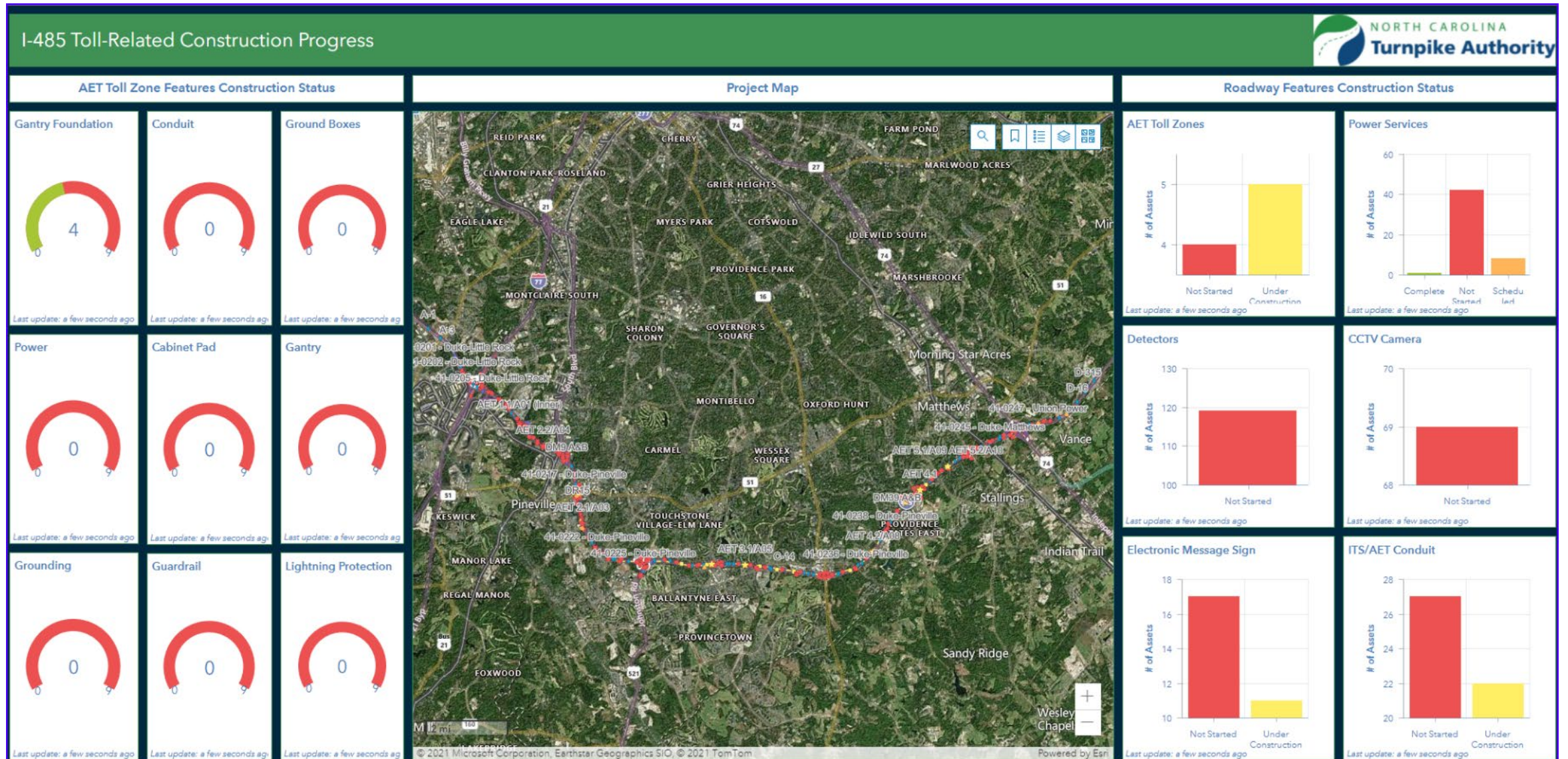


Division 10 Construction Update

Toll Site Construction



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

Toll Technology & Customer Service Center Update

Manish Chourey
Chief Technology Officer

Technology Project Timeline Projections

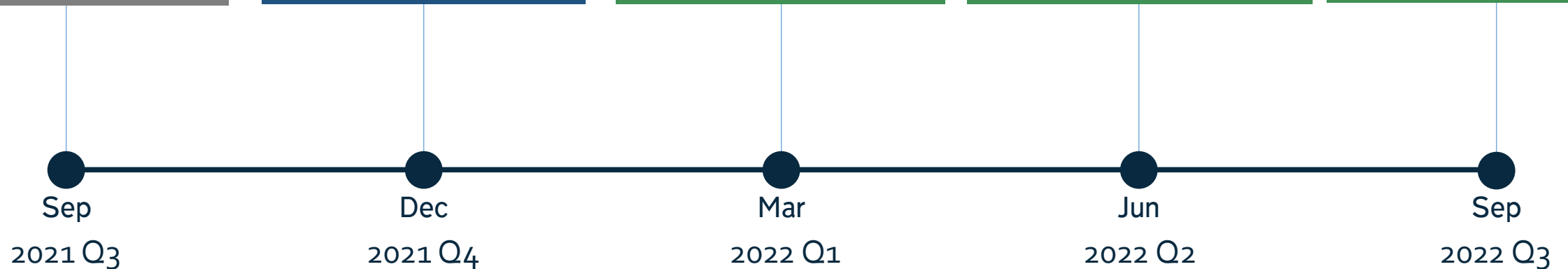
- Roadside System
 - Tri-Ex Retrofit Complete
 - I485 Received Proposals
- Backoffice System
 - Architecture Review
 - Start of Dry Runs for CVT
- Technology Initiatives
 - Transponder As a Service

- Roadside System
 - I485 Toll vendor selection
- Backoffice System
 - Start of Formal CVT
 - Conduct Performance Test
 - Transition Phone systems
 - Review DR plans and training plans

- Roadside System
 - C540 Toll system design
 - I485 Toll system design
- Backoffice System
 - Conduct Formal SAT
 - Incremental DM – Cycle-2
- Technology Initiatives
 - Phase 1 of Data Platform

- Roadside System
 - C540 Toll system design
 - I485 Toll system develop
- Backoffice System
 - Complete CSR Training
 - Final Data Migration
 - System Transition & Cutover

- Roadside System
 - C540 Toll system design
 - I485 Toll system develop
- Backoffice System
 - System stabilization phase
 - Rollout UX features
- Technology Initiatives
 - Phase 2 of Data Platform



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

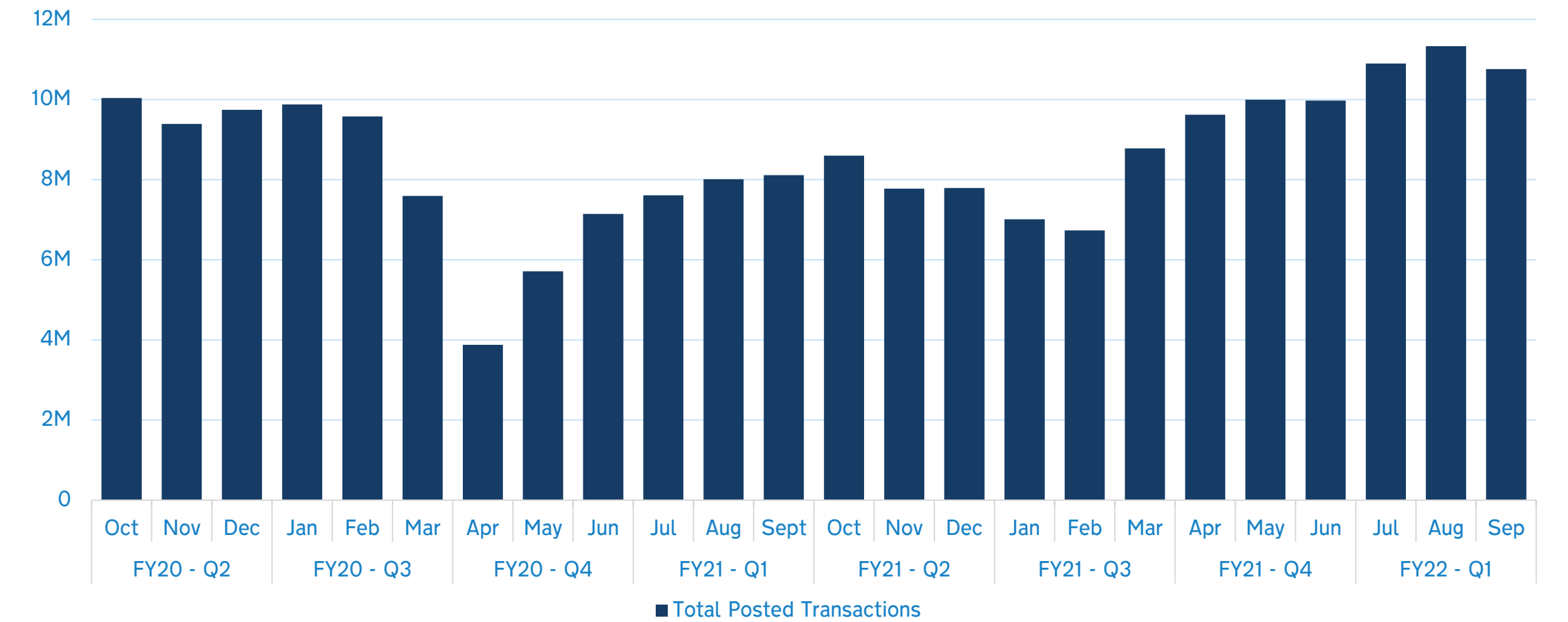
I-485 Express Lanes Toll Collection System Procurement Schedule

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	November 8, 2021
Notice to Proceed / Award of Contract	December 10, 2021

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

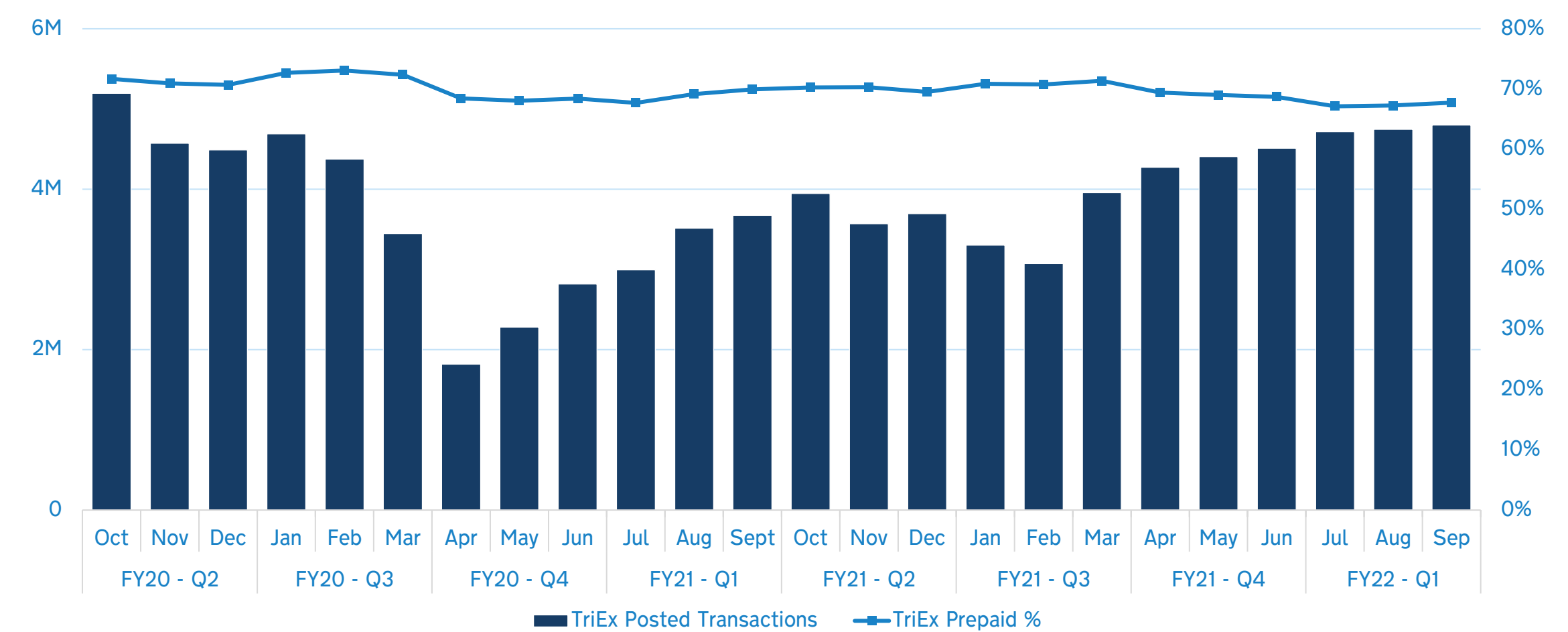
Total Posted Transactions

NC Quick Pass Program



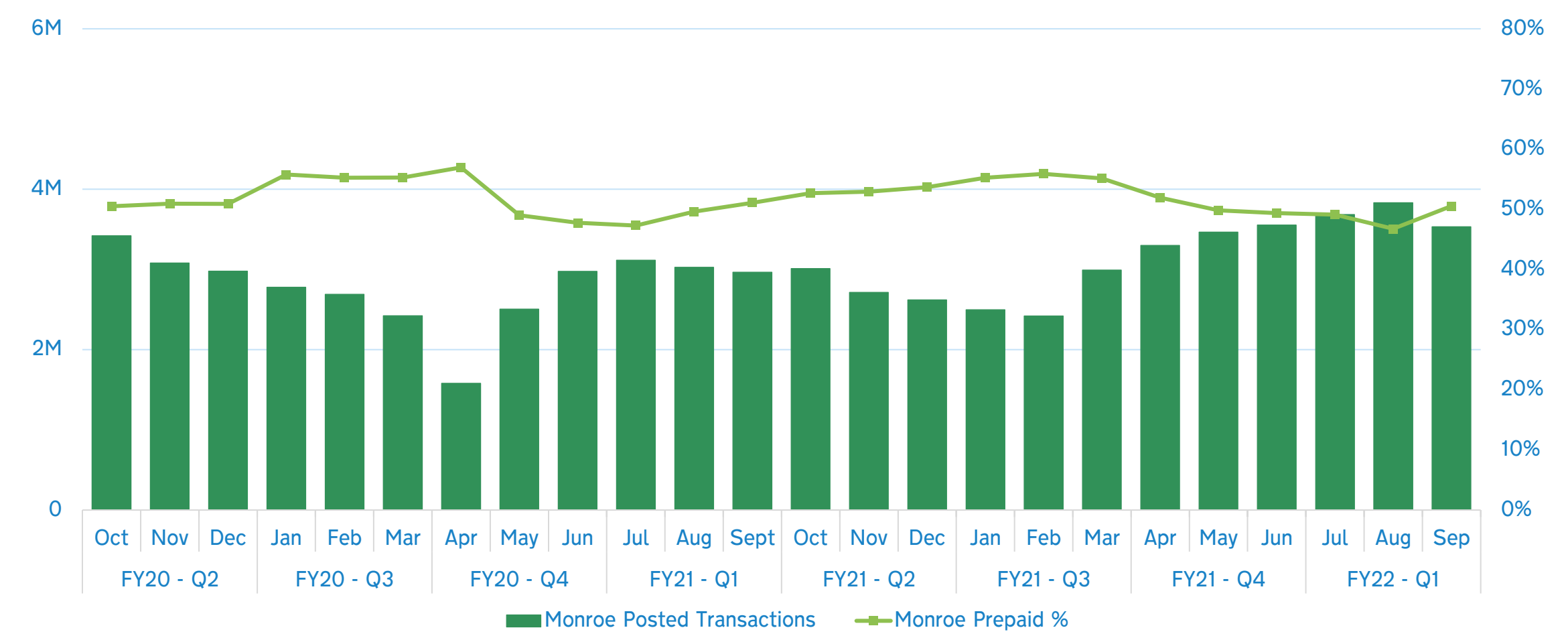
Total Posted Transactions

Triangle Expressway

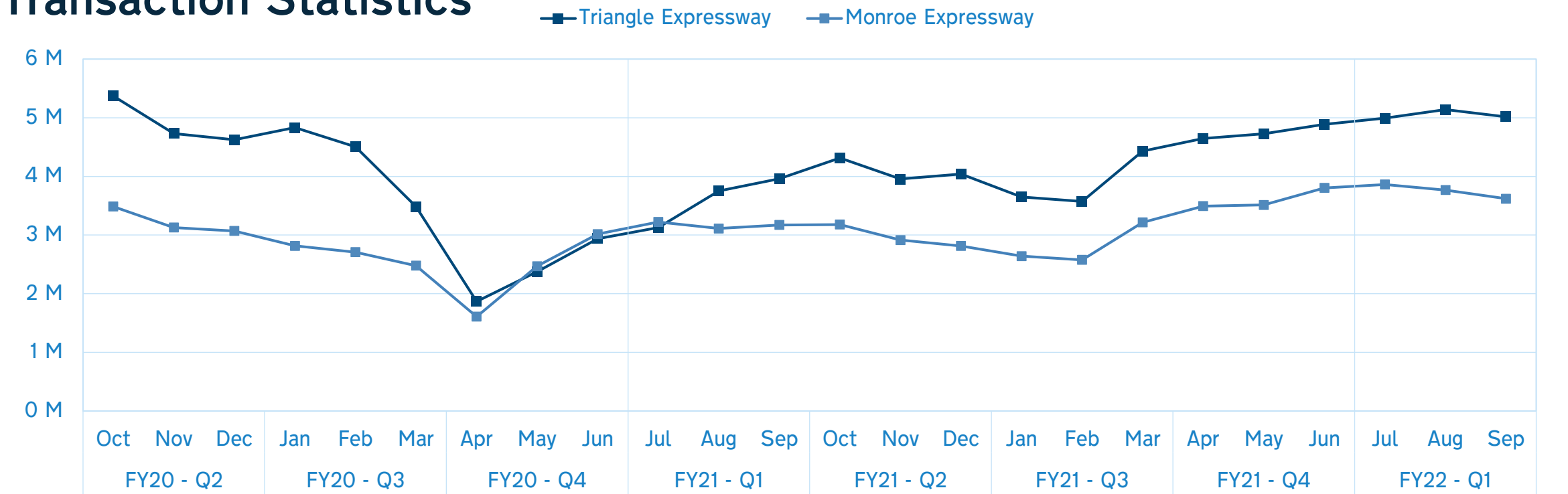


Total Posted Transactions

Monroe Expressway



Transaction Statistics



	FY20 – Q2	FY20 – Q3	FY20 – Q4	FY21 – Q1	FY21 – Q2	FY21 – Q3	FY21 – Q4	FY22 – Q1
Triangle Expressway Transactions	14,727,149	12,821,214	7,181,798	10,839,235	12,310,656	11,656,459	14,262,318	15,149,699
YOY Percent Change	7.4%	-7.0%	-51.5%	-26.8%	-16.4%	-9.1%	98.6%	39.8%

	FY20 – Q2	FY20 – Q3	FY20 – Q4	FY21 – Q1	FY21 – Q2	FY21 – Q3	FY21 – Q4	FY22 – Q1
Monroe Expressway Transactions	9,686,088	8,003,844	7,097,242	9,508,138	8,907,741	8,435,990	10,809,987	11,248,563
YOY Percent Change	-	31.3%	-12.5%	-9.0%	-8.0%	5.4%	52.3%	18.3%

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.

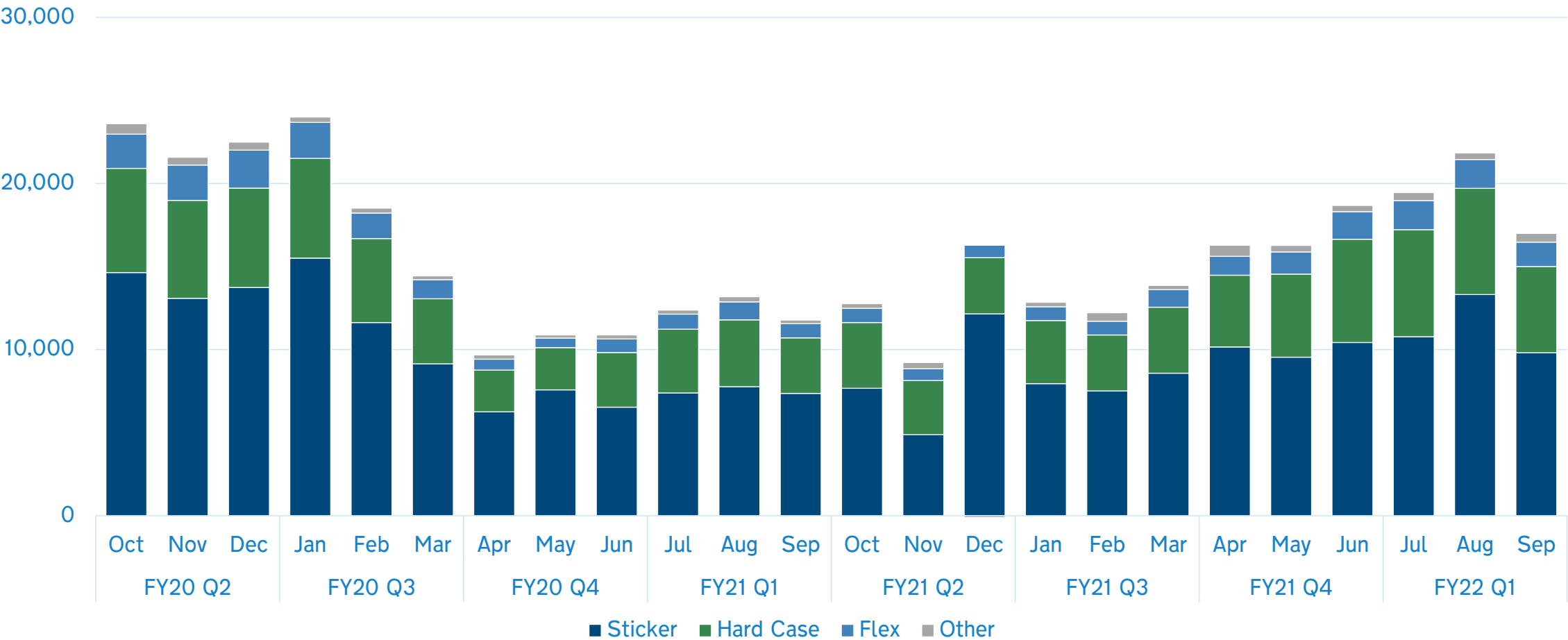


Monthly Transponders Distributed

NC Quick Pass Program

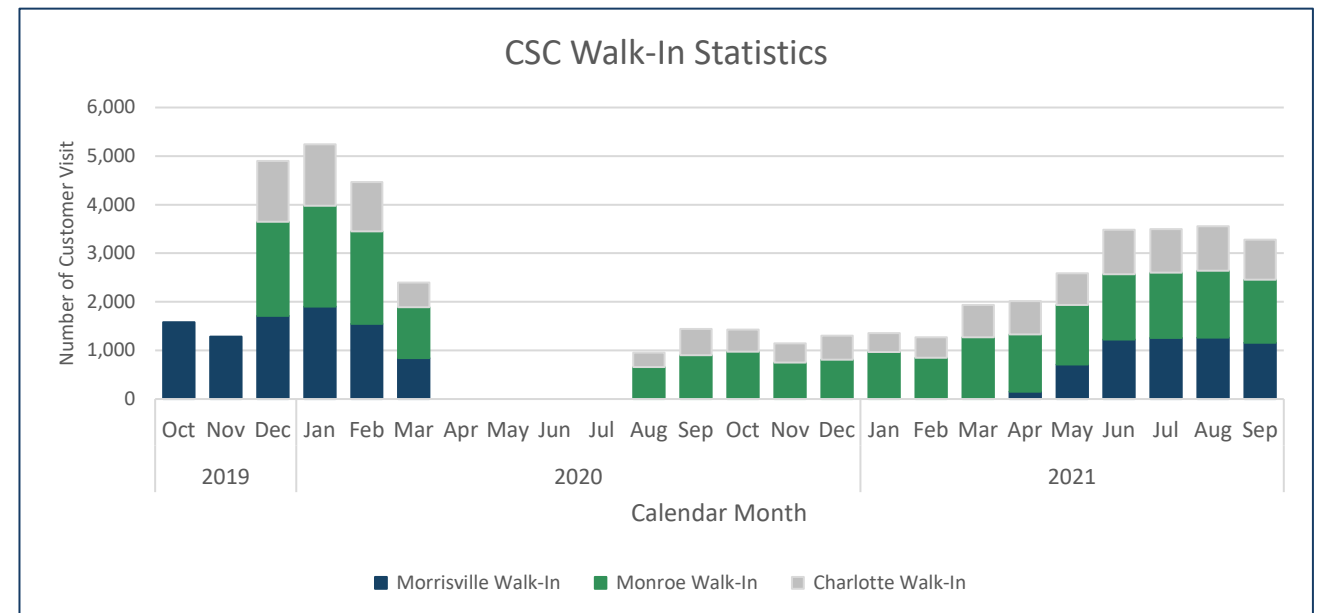
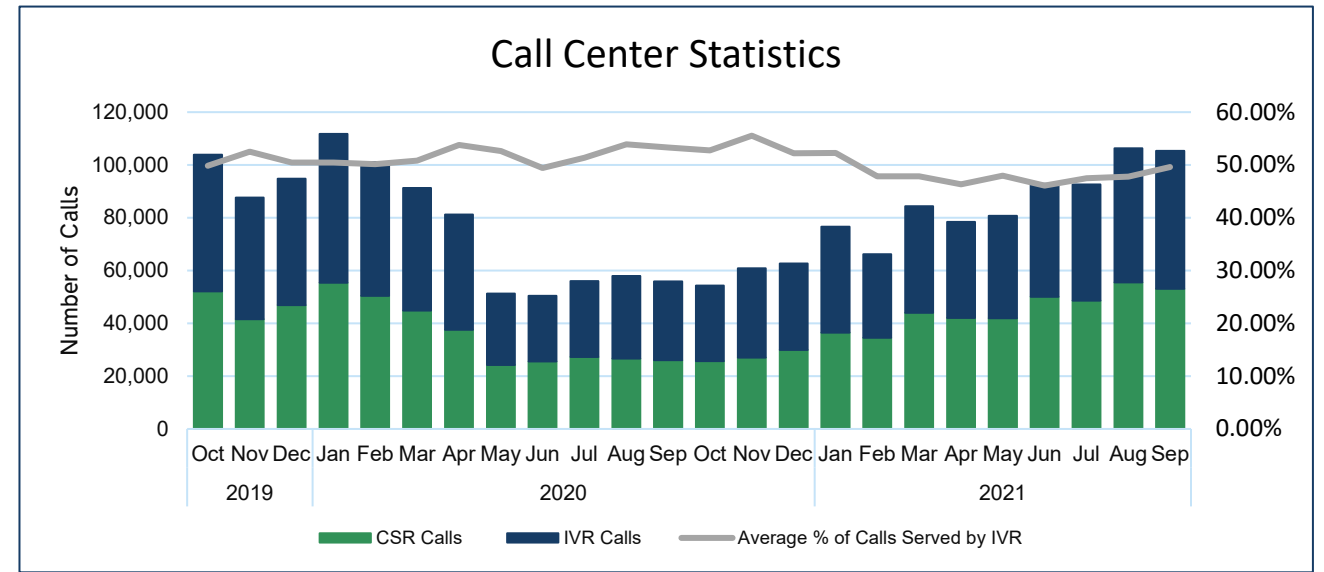
1,075,985

Transponders Distributed as of September 30, 2021



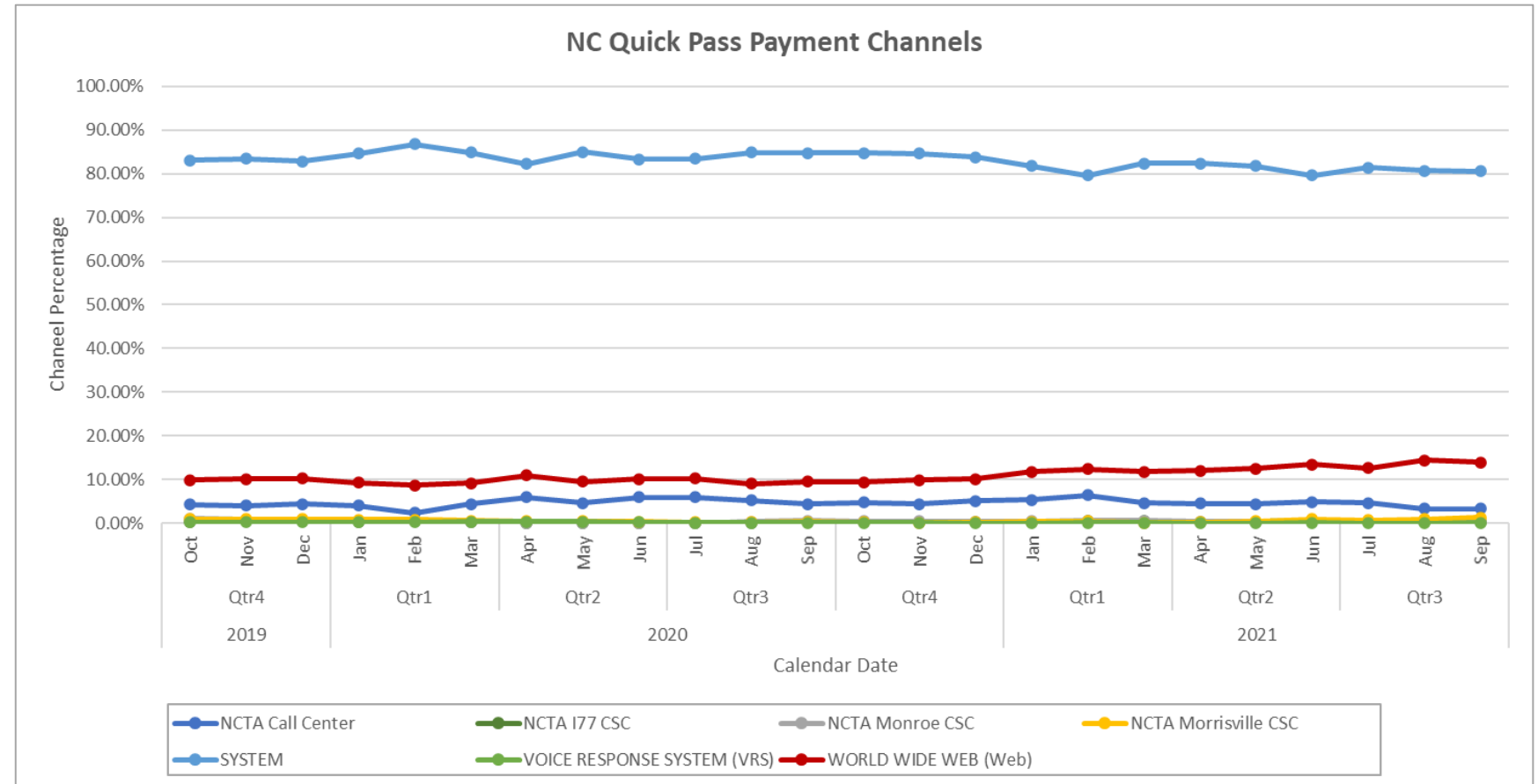
Customer Service Update

- 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.



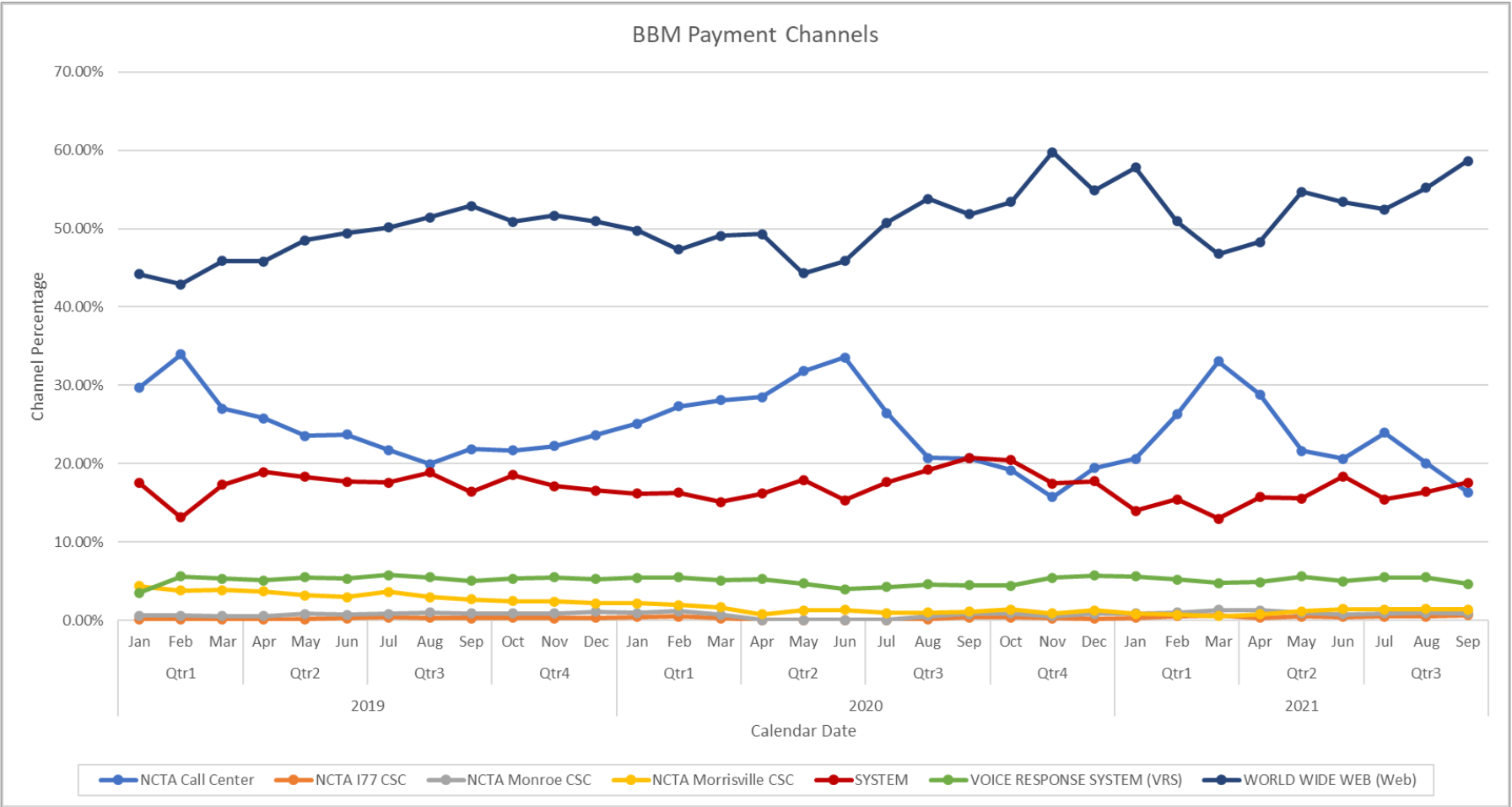
NC Quick Pass Payment Trends by Channels

- 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.



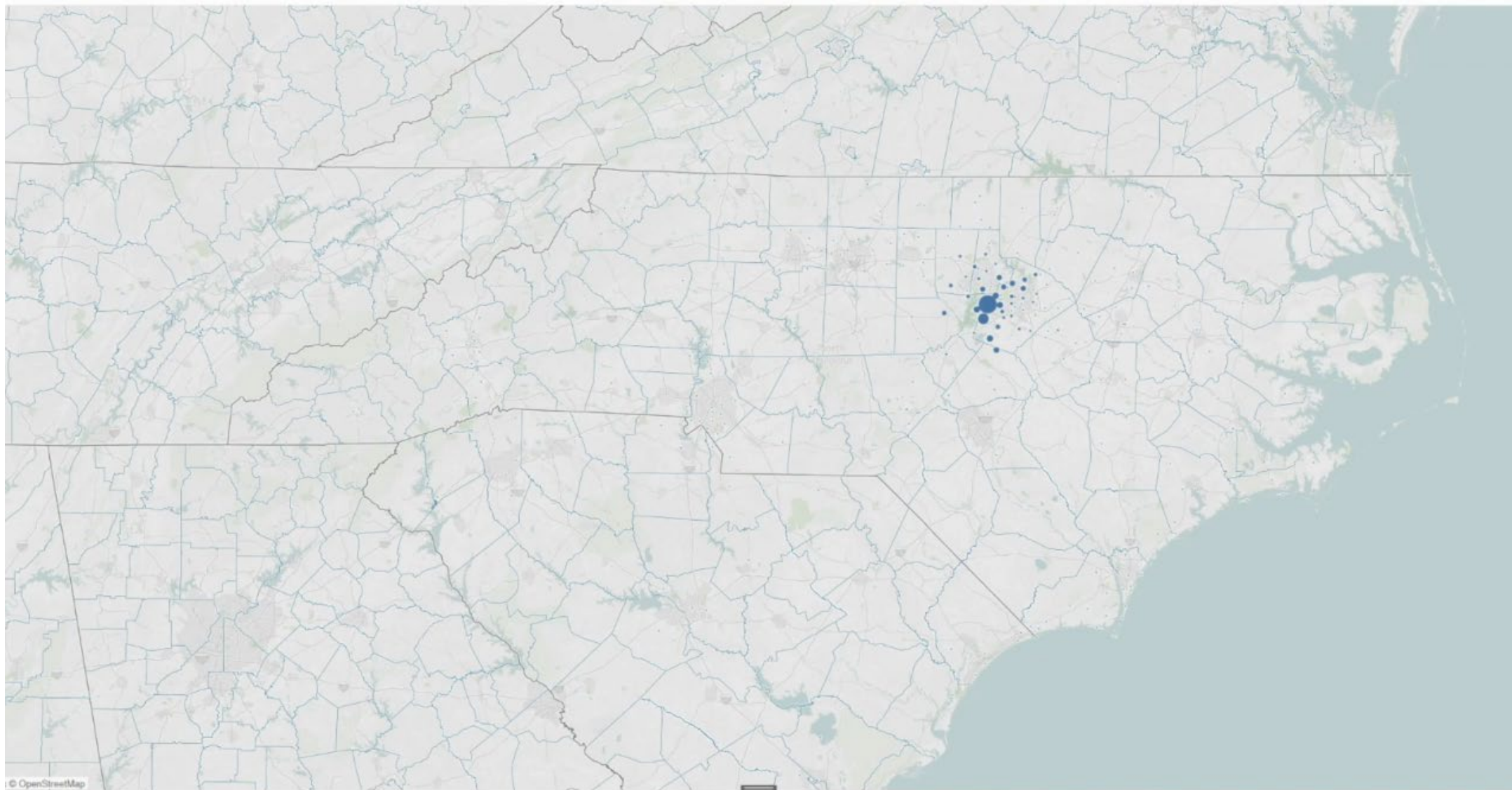
Bill By Mail (BBM) Payment Trends by Channels

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



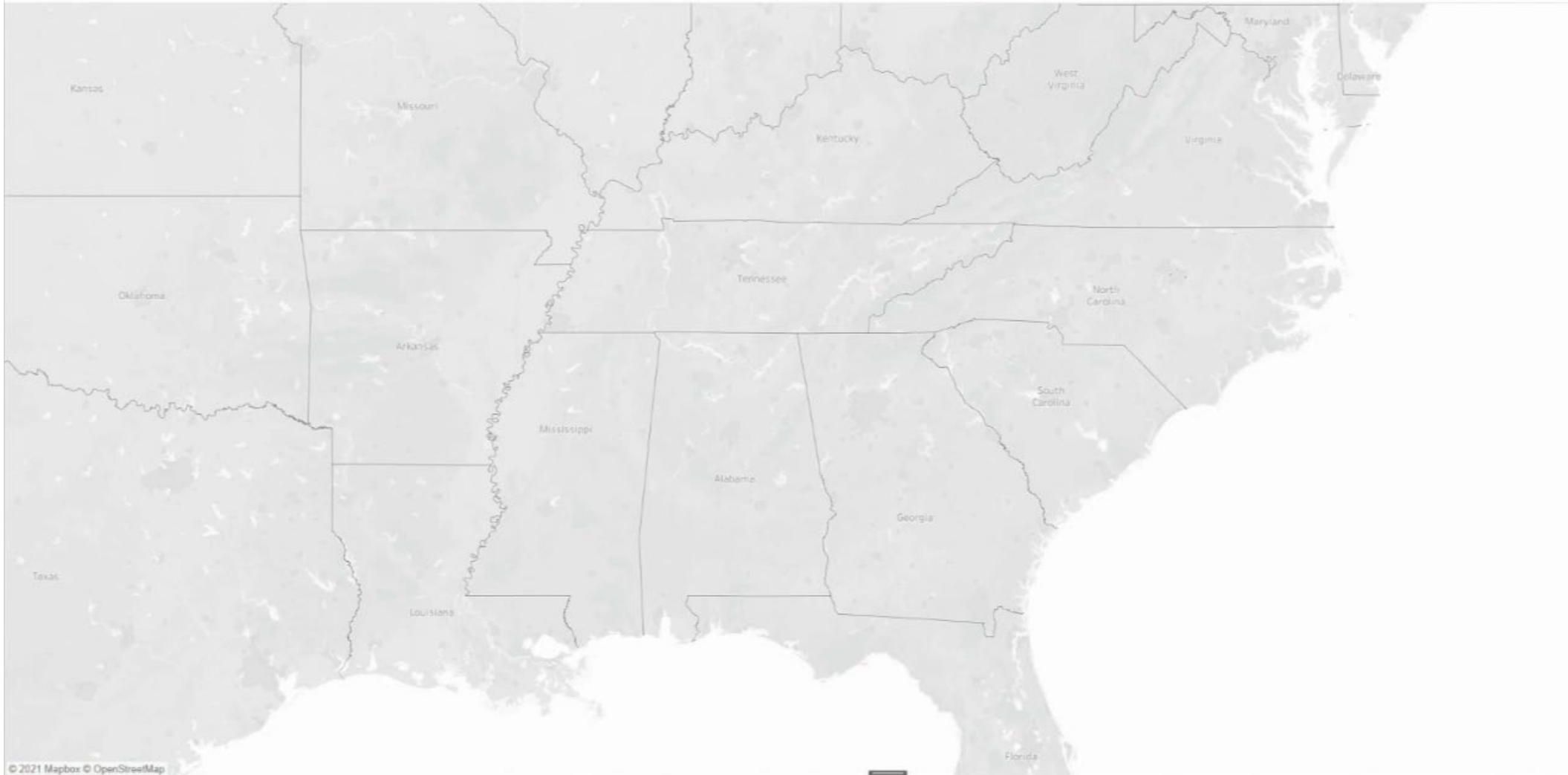
Growth of NC Quick Pass Accounts in last decade

NC-Quick-Pass 2011



Growth of Bill By Mail Accounts in last decade

BBM-Customers 2011



Communications & Marketing Update

Kimberlee Poulton
Marketing & Communications Director

Logen Hodges
Marketing & Communications Manager

The logo features a large, bold, dark blue '10' on a white background. The zero of the '10' is stylized with a blue and white swoosh that curves around its right side, resembling a road or a stylized 'e'.

10

YEARS

ON THE ROAD

Marketing & Communications RFP

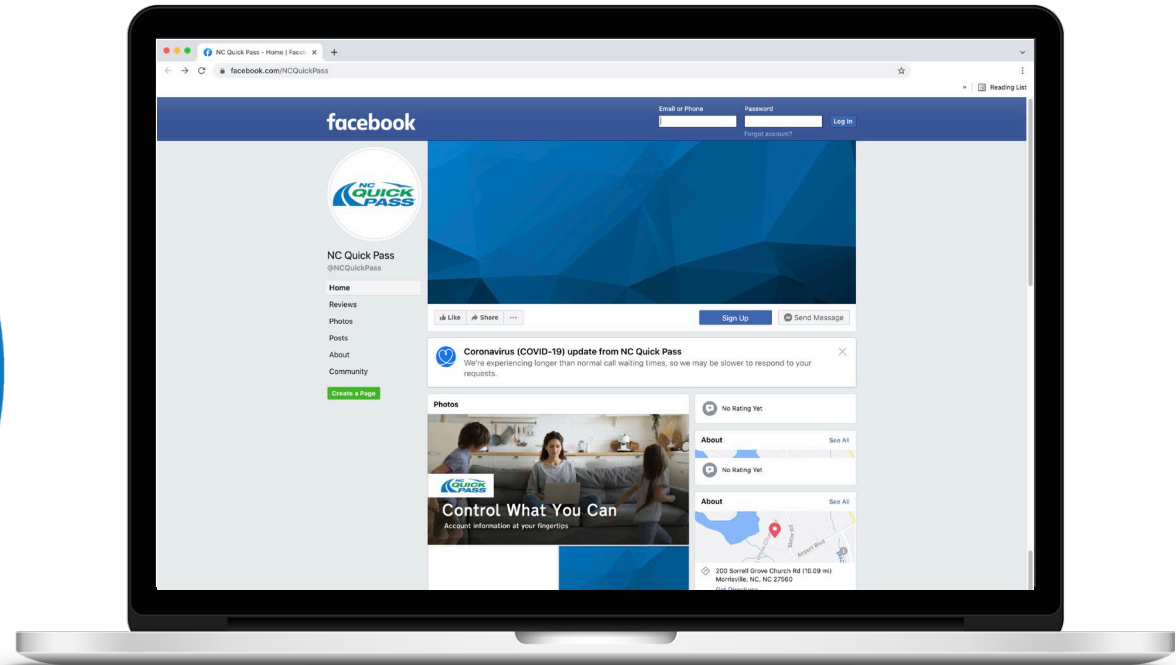
Three-year contract

Two one-year extensions

On-call services



NC Quick Pass Facebook Page



Complete 540 Outreach



Virtual/In-Person Meetings

Resident Communications

RTA, I-40 Regional Partnership, National Society of Engineers, Realtors, NCSITE, Rotary Clubs, Benson Area Chamber

142,302 Total Impressions

Train. Empower.



Team Newsletter



Turnpike Times

November 2021



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2022 NCTA Board of Directors Meeting Dates

Secretary Boyette
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



Thank you!

Contact Us



ncdot.gov/turnpike

ncquickpass.com



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

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