

North Carolina Turnpike Authority

Operations Committee Meeting

January 27, 2022



Opening Comments

JJ Eden

Executive Director

November Statistics

Triangle Expressway



Transactions: 5.11 million



Revenue: \$4.64 million

Monroe Expressway



Transactions: 3.46 million



Revenue: \$2.35 million

Transponders



Nearly 15,000 distributed



Over 1,107,000 distributed
program-to-date

Complete 540 Construction Update

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



Settlement & Release Agreement

R-2721A & R-2721B

- Resolves all extended overhead through revised final completion
- Resolves cost escalations through the revised final completion*
- Resolves idle equipment/labor and inefficiency claims through execution
- Resolves some material cost escalations claims through final acceptance
- Resolves additional noise wall quantities
- Eliminates substantial completion bonus
- Provides a contract time extension

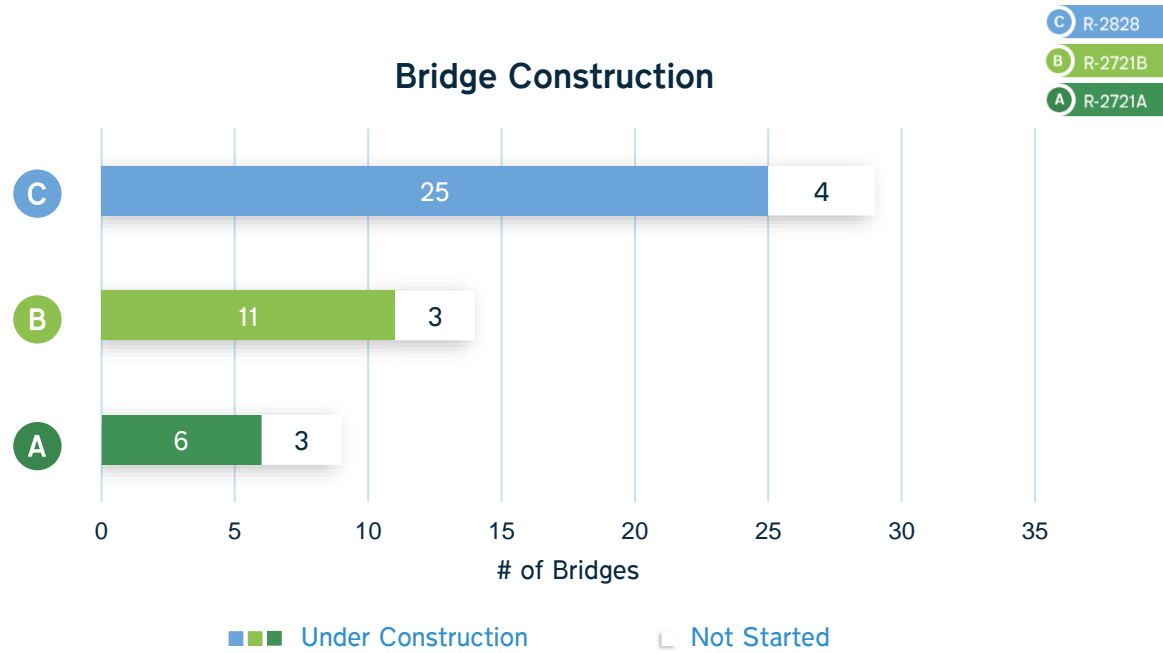
*Excludes NCDOT-initiated COVID relief

R-2828

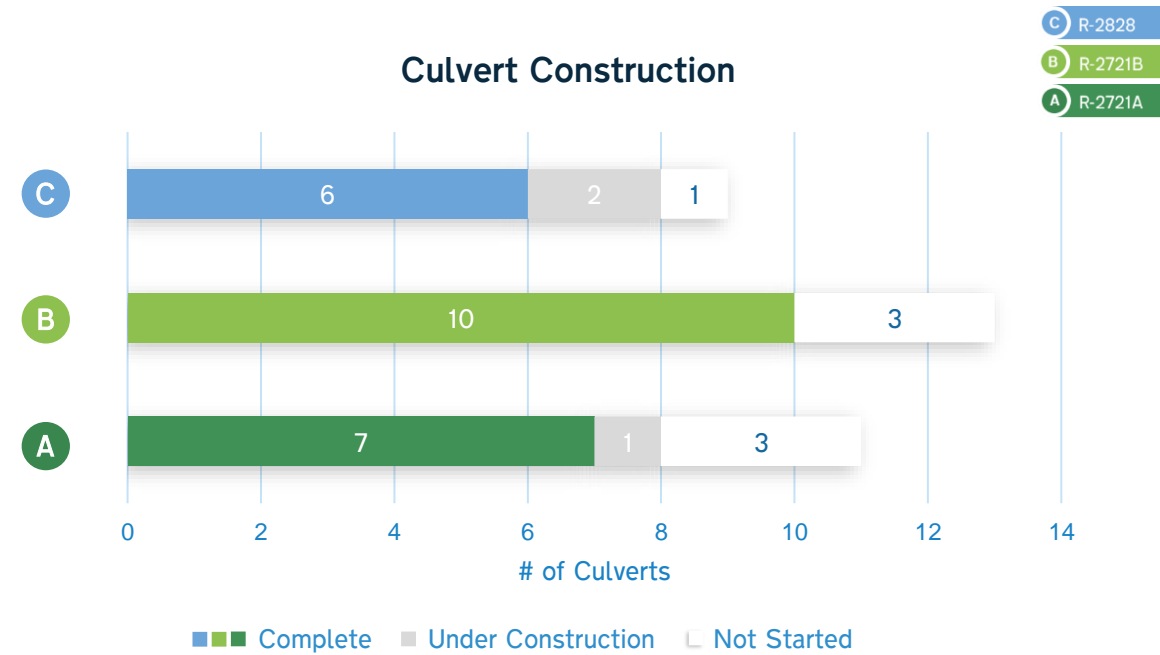
Upcoming Noise Walls Settlement

- Verbally agreed to \$7.5M
- Settlement and Release Agreement Terms finalized
- Resolving some Covid-related escalation claims in the agreement
 - Currently reviewing those submissions

Bridge Construction



Culvert Construction



















Community Outreach



2021 Complete 540 Outreach



Public Meetings

Nearly 1,500 participants
over 40 public meetings



Informing Residents

7,203 postcards & 31
Nextdoor posts



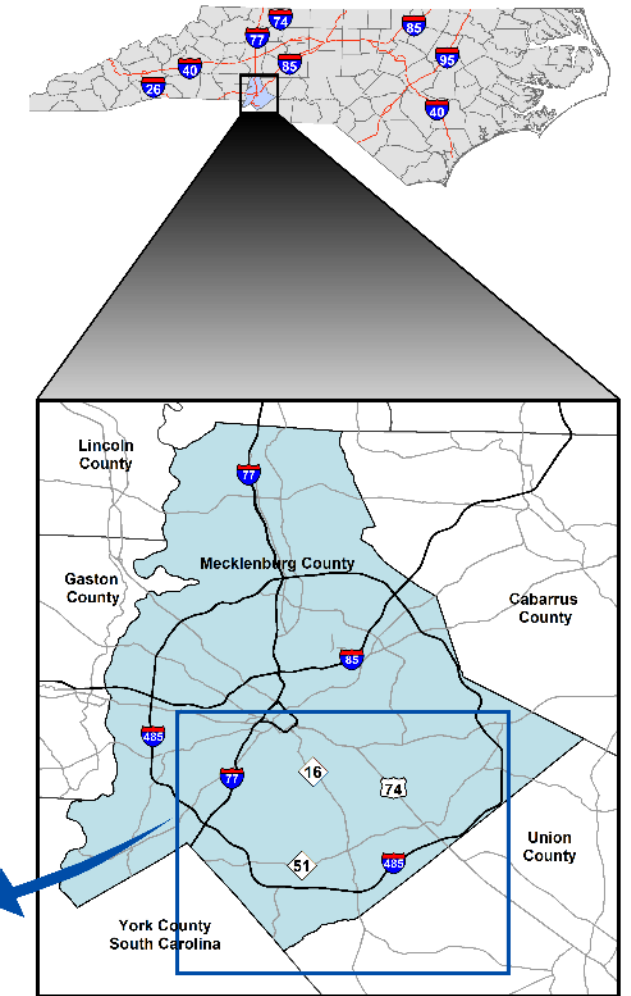
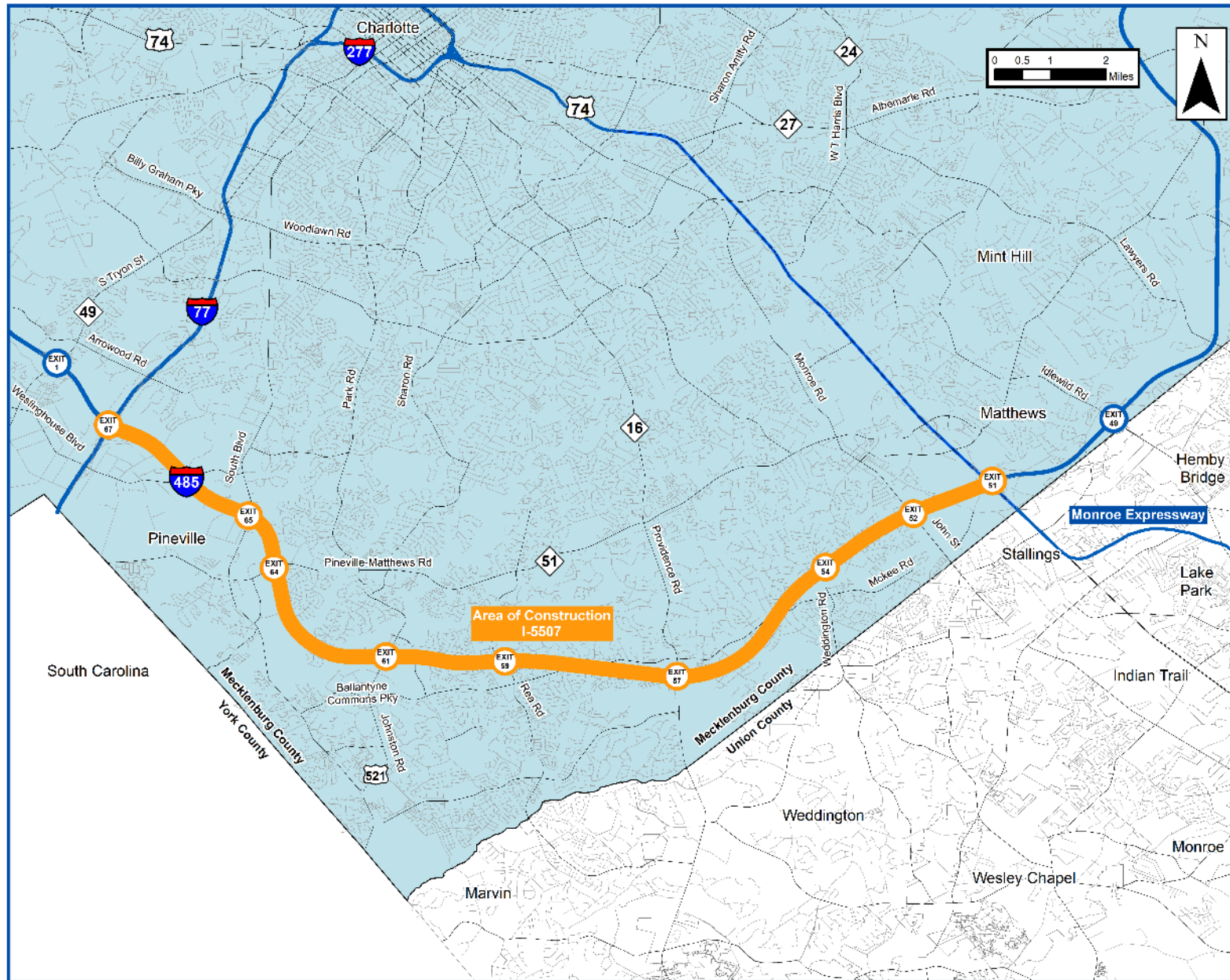
Resident Inquiries

648 emails & 352 calls to
the Complete 540 Hotline

Upcoming Presentations: Coldwell Banker,
Triangle East Chamber, Cary Kildaire Rotary,
CAMPO TCC

I-485 Express Lanes Update

Andy Lelewski, P.E.
Director of Program Development



Division 10 Construction Update

- Fourteen structures under construction
- Eight box culverts have been completed
- Over 32 miles of portable concrete barrier have been installed
- Approximately 54,000 LF of pipe has been constructed



Division 10 Construction Update

- Over 16 miles of widening is under construction
- 42,000 LF of median barrier wall is complete
- Soil stabilization, ABC placement, and asphalt paving is ongoing
- Over 75,000 LF of conduit has been installed for ITS/AET facilities



Division 10 Construction Update – Major Milestones

- Traffic shifted to new I-485 bridges over Westinghouse Blvd. and old bridges demolished
- Future site of Westinghouse Direct Connector ramps



Division 10 Construction Update

- Johnston Rd. Direct Connect structures
- Work has begun on scissor bridge from Express Lanes to US 521

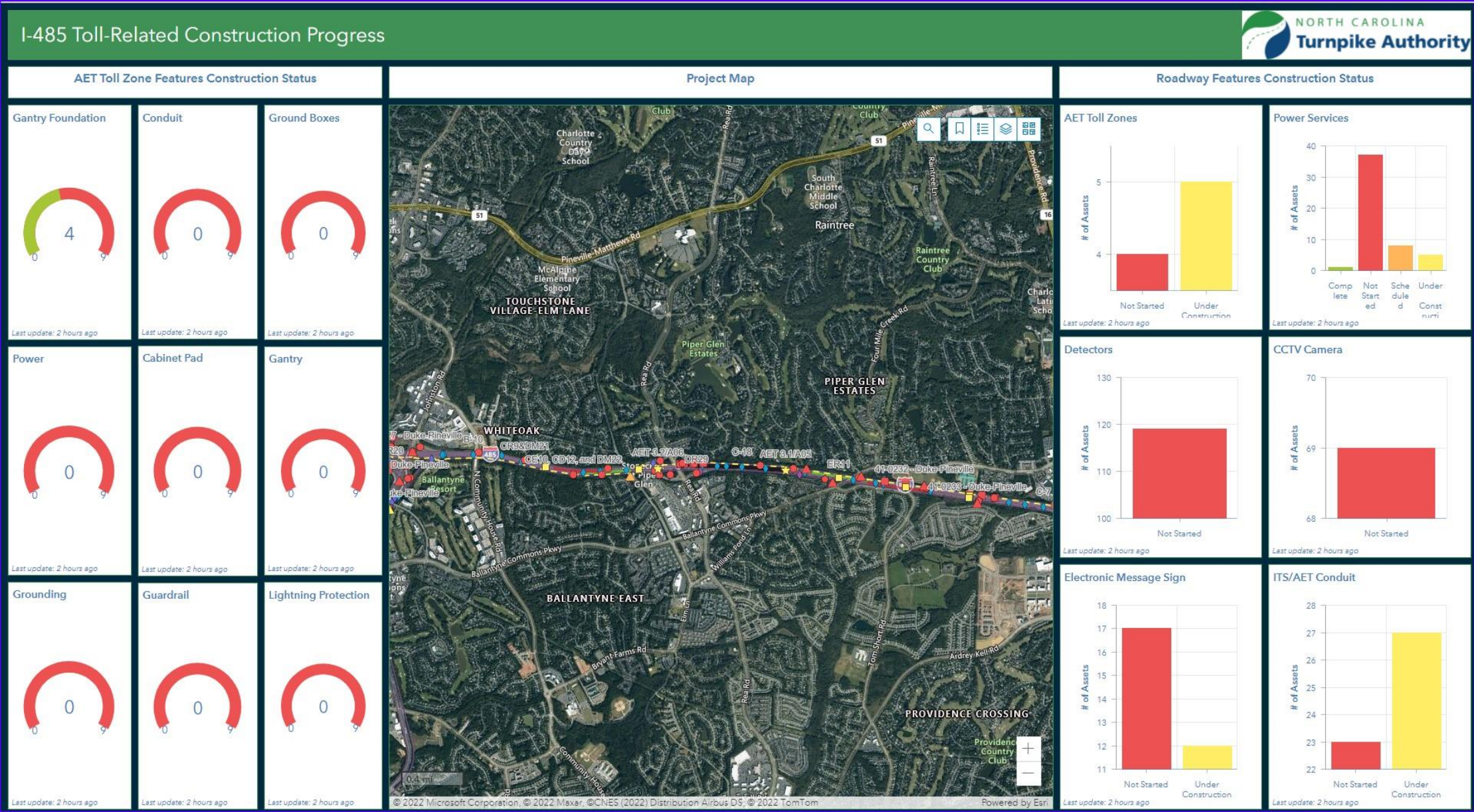


NCTA Construction-Related Activities

- 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



The GIS Dashboard



ITS America Conference Update

Andy Lelewski, P.E.
Director of Program Development







Customer Service & Toll Technology Update

Manish Chourey
Chief Technology Officer

Customer Service Update

CSC Operations

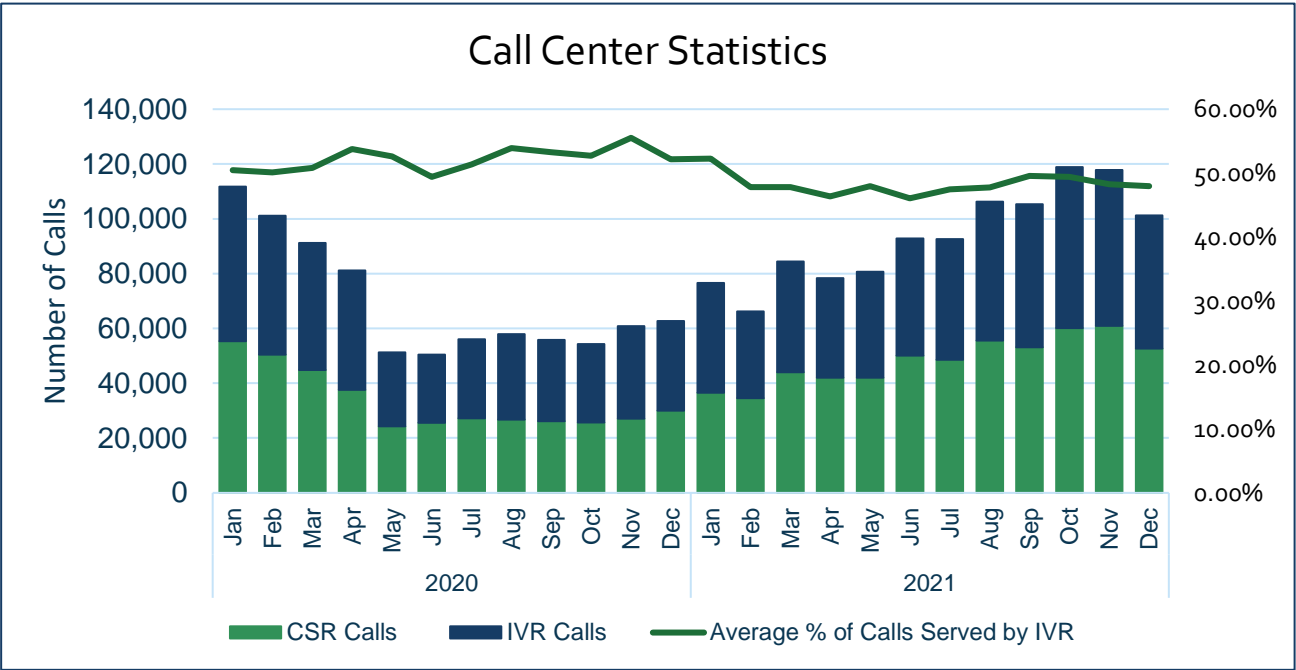
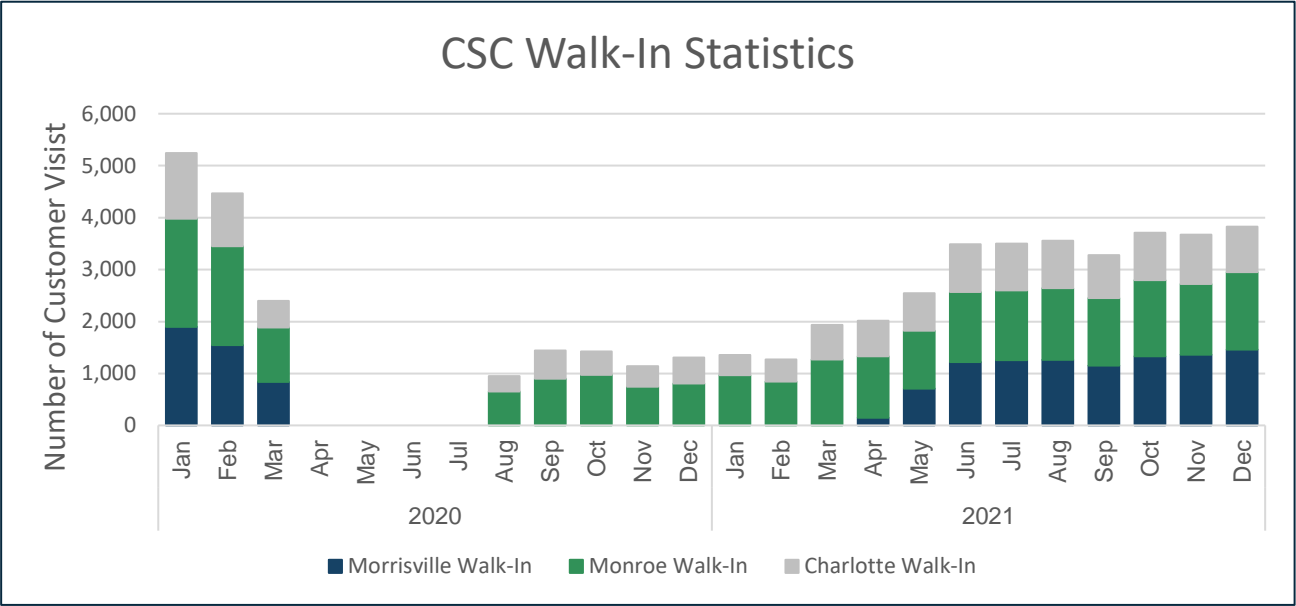
- Three of walk-In locations are serving customers.
- CSRs continue to maintain social distancing.
- Few CSRs continue to Work From Home (WFH).

Overflow Call Center at Rocky Mount

- Lease signed on 23rd-Dec-2021.
- Occupancy expected by summer of 2022.
- Capacity to handle up to 80 agents.

Benefits of Overflow Call Center

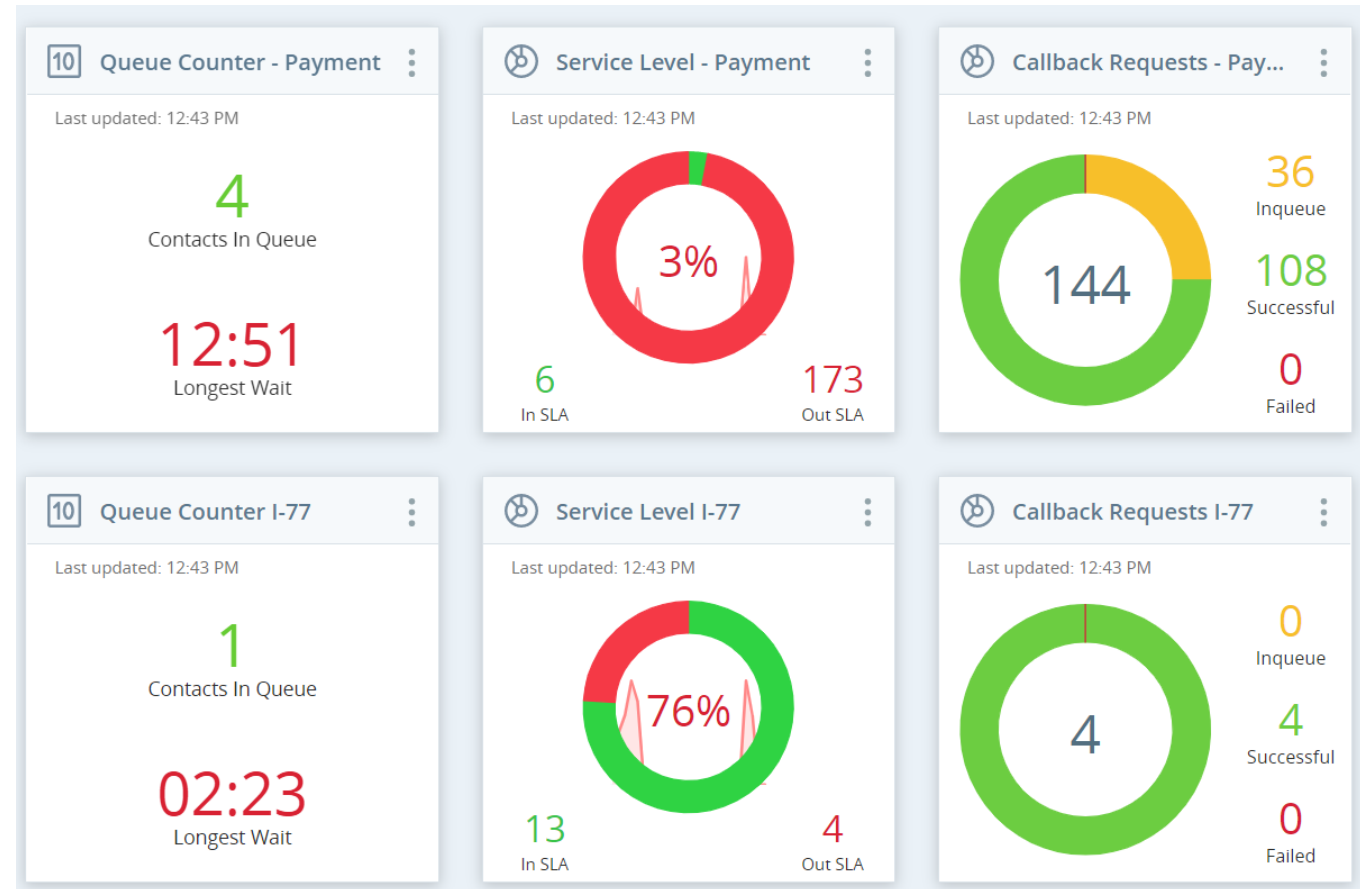
- Increase pool of resources.
- Managing call spikes during peak periods.
- Ability to scale up and down.
- Business continuity.



Phone System Transition

Cloud-Based Phone System

- Integrated Communications System
- Control Over Modes of Communication
- Mobility and Ease of Use.
- Flexibility to Scale Up (and Down)
- Business Continuity.
- Improved Customer Service.
- New service features can be added quickly.

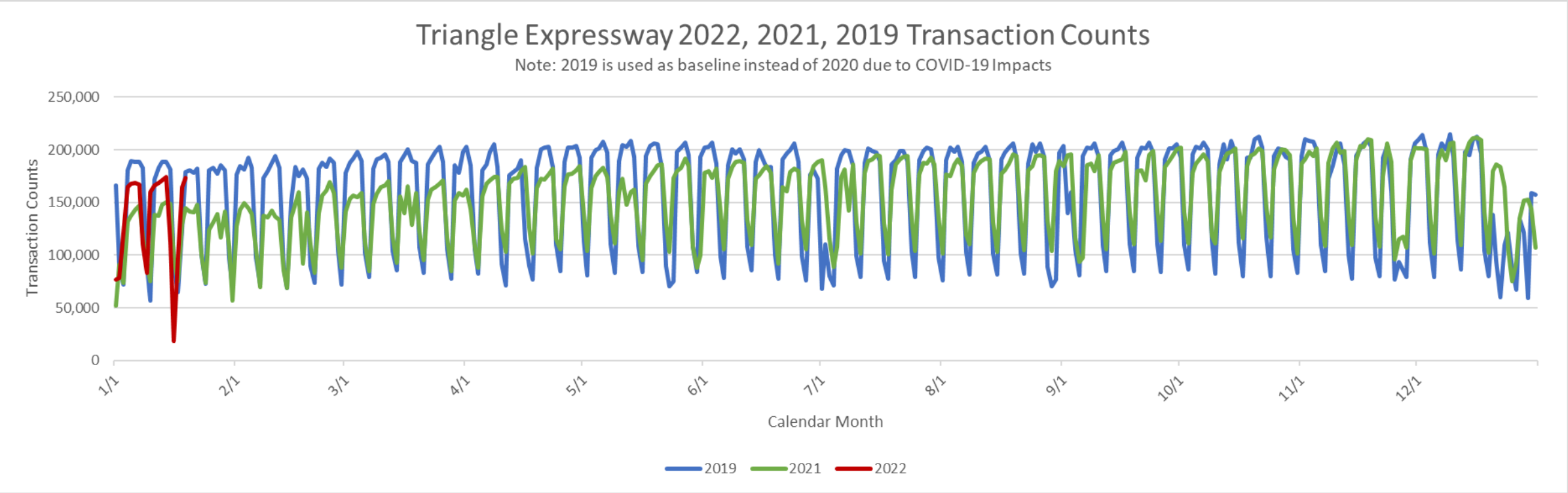


I-485 Express Lanes Toll Collection System Contract Award

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
✓ Award of Contract	January 24, 2022

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

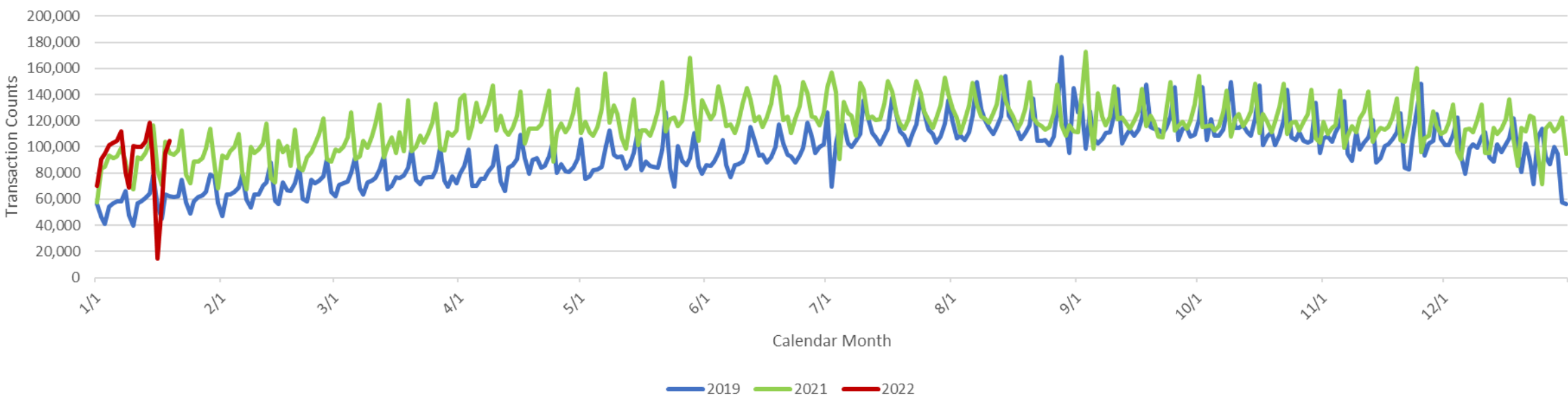
Triangle Expressway Transactions



Monroe Expressway Transactions

Monroe Expressway 2022, 2021, 2019 Transaction Counts

Note: 2019 is used as baseline instead of 2020 due to COVID-19 Impacts



Contact Us



ncdot.gov/turnpike

ncquickpass.com



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

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

The background features a dark blue field with a subtle, repeating pattern of hexagons. Overlaid on this are several dynamic, glowing green particle trails. These trails consist of numerous small dots that form fluid, wavy lines, suggesting movement or data flow. One prominent trail starts from the top left and curves towards the center, while another enters from the bottom right, moving towards the center. The overall aesthetic is modern and technological.

Thank you!