

# North Carolina Turnpike Authority

Operations Committee Meeting

April 21, 2022



# Opening Comments

**JJ Eden**

Executive Director

# February Statistics

## Triangle Expressway



**Transactions:** 4.61 million



**Revenue:** \$4.14 million

## Monroe Expressway



**Transactions:** 2.93 million



**Revenue:** \$1.85 million

## Transponders



**Over** 15,000 distributed



**Nearly** 1,156,000 distributed  
program-to-date

# Complete 540 Construction Update

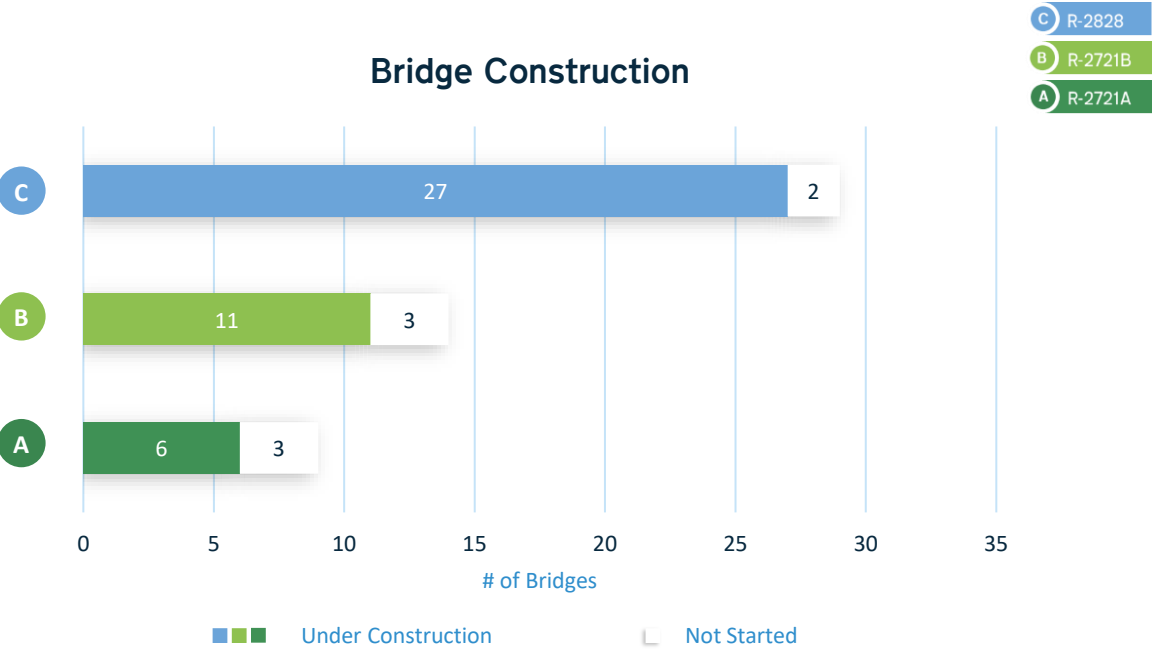
**Alan Shapiro, P.E.**  
Triangle Expressway Roadway Manager



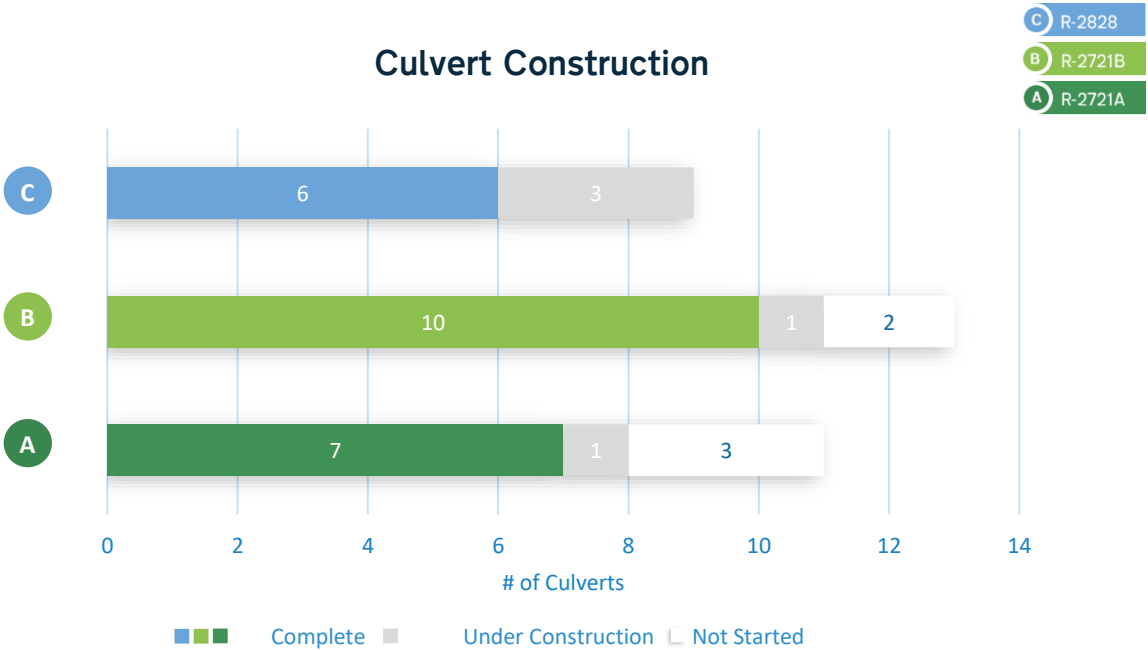


# Construction Update

Bridge Construction



Culvert Construction





















































# Community Outreach





# 2022 Complete 540 Outreach



## **Presentations**

Nearly 500 participants over 11 meetings



## **Informing Residents**

Over 2,600 postcards & 5 Nextdoor posts



## **Resident Inquiries**

95 emails & 72 calls to the Complete 540 Hotline

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**Upcoming Presentations:** Joint Holly Springs Open House, Home Builders Association of Raleigh-Wake County, Cary Chamber of Commerce



# I-485 Express Lanes Update

**Andy Lelewski, P.E.**  
Director of Program Development



# I-485 Express Lanes





## Division 10 Construction

### Westinghouse Excavation



2022-04-03 Dir: West(231-Deg) MM: 66.0 STA: 126+00 Long:-80.89684 Lat:35.11092



# Division 10 Construction

Barrier removed from Johnston Road to John Street for transition to shift of traffic





# Division 10 Construction

Preparation for traffic Shift at Johnston Road





## Division 10 Construction

### Design-Build Project Schedule

	Construction Milestone
Final RFP Advertised	May 7, 2018
Contract Award to Blythe Construction	September 18, 2018
Opening of Elm Lane Bridge	
Opening of 3 <sup>rd</sup> General Purpose Lane between Rea and Providence interchanges	November 15, 2021
Shift at Johnston, Westinghouse – Start construction on Toll Lanes	Spring 2022
Open to Express Lane Traffic	Late 2024



## Division 10 Construction

Design-Build Project Budget (as of 04/04/2022)

Initial Contract Award	\$346,000.000.00
Total Amount Paid to Date (Contact Award)	\$197,086,441.09
Supplemental Agreement Amount	\$2,639,105.81
Total Amount Paid to Date (Supplemental Agreement)	\$1,228,460.28
<b>Total Contract Value</b>	<b>\$348,639,105.81</b>

### Significant Supplemental Agreements

- SA #1 Required Storm Drain Cleanout - \$359,000.00
- SA #11 Design Cost to Lengthen Weddington Rd Bridge - \$235,354.48
- SA #12 Design Cost to Extend E. John St. North - \$215,734.13
- SA #13 12" Water Main at Elm Lane - \$713,185.72
- SA #17 Duke Access Road at Ballantyne Commons Parkway - \$204,196.01
- Weddington Road Interchange, Ingress / Egress Weave Lengths, Utilities, Delay 4C Meeting, Delay of Hydraulics Plans. These items are in negotiations as part of a global settlement agreement.



# Toll Infrastructure Construction

## Toll Site 5.1/5.2 Foundation Pour



April 14, 2022



# Toll Infrastructure Construction

Westinghouse Direct Connect



April 14, 2022



# Toll Infrastructure Construction

Toll Site 2.1 Pull-Off



April 14, 2022

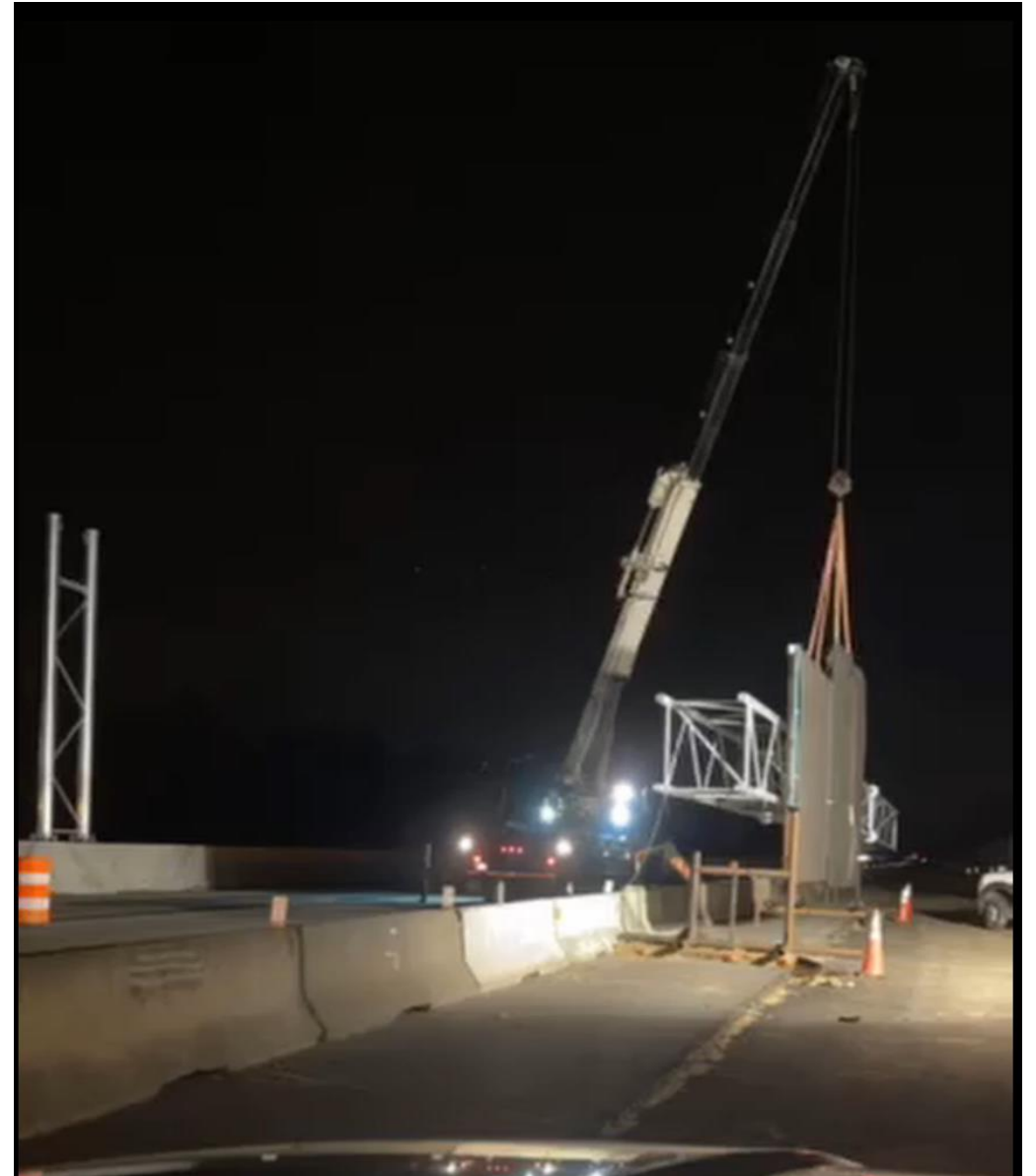


# Toll Infrastructure Construction

## Sign C-5 Set During Night Closure



April 14, 2022





# Toll Infrastructure Construction

## Design-Build Project Schedule

	Construction Milestone
Final RFP Advertised	May 7, 2018
Contract Award to Blythe Construction	September 18, 2018
Turnover of 1 <sup>st</sup> Toll Zone Site	2023
Turnover of Final Toll Zone Site	2024
Open to Express Lane Traffic	Late 2024



# NCDOT Project Development Support

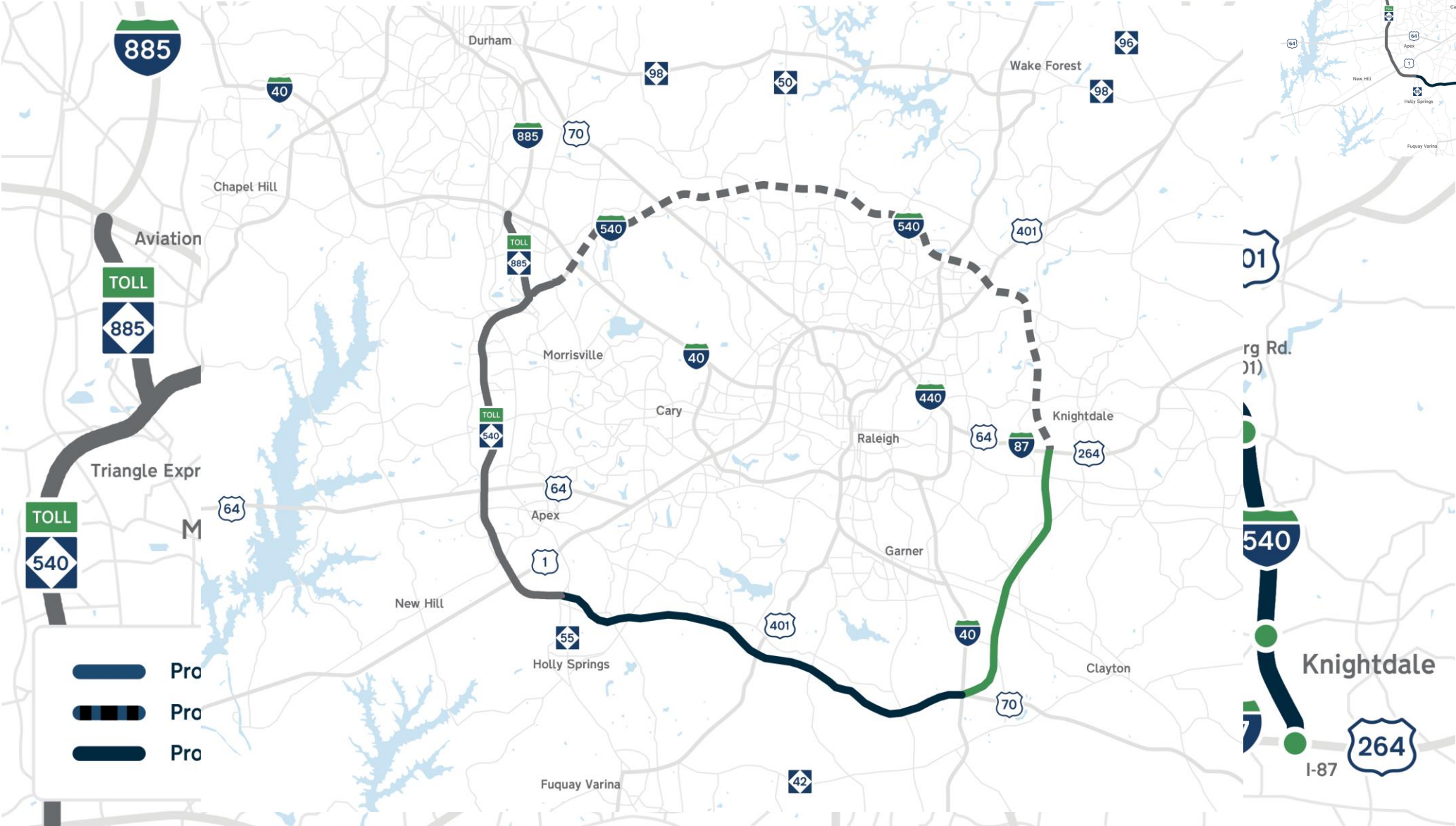
**Andy Lelewski, P.E.**

Director of Program Development



# 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)





# NCDOT Project Development Support

## Continued Analysis of SPOT Projects

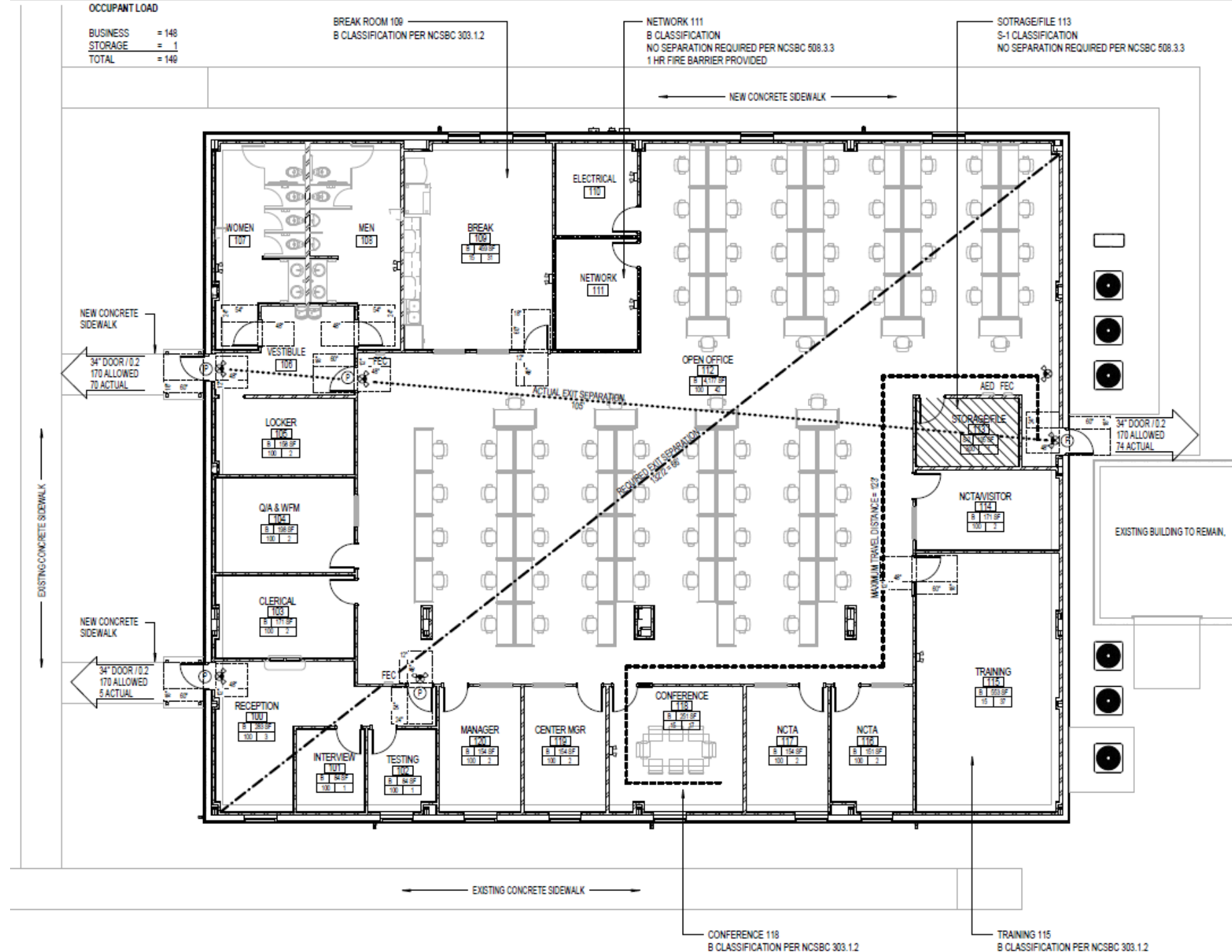
- NCTA is underway with further evaluation of four projects
- Further evaluation of four projects, continued
  - Refined project limits and express access points
  - Refined project construction and operations cost estimate
  - Traffic & revenue
- Goal is to develop project proposals
  - Project scope
  - Preliminary plan of finance
  - Project delivery options
  - Review project proposals with stakeholders



# NC Quick Pass Rocky Mount Customer Service Center

**Andy Lelewski, P.E.**  
Director of Program Development

# Call Center Floor Plan





## Rocky Mount DMV Campus





## Rocky Mount DMV Campus





# Call Center Buildout

## Project Schedule

	Milestone
Lease Executed	December 2021
Permit Issued from Town of Rocky Mount	March 2022
Notice to Proceed	April 2022
Certificate of Occupancy	August 2022
Ready for Operations	September 2022

# Customer Service & Toll Technology Update

**Manish Chourey**

Chief Technology Officer



# Customer Service Update

## CSC Operations

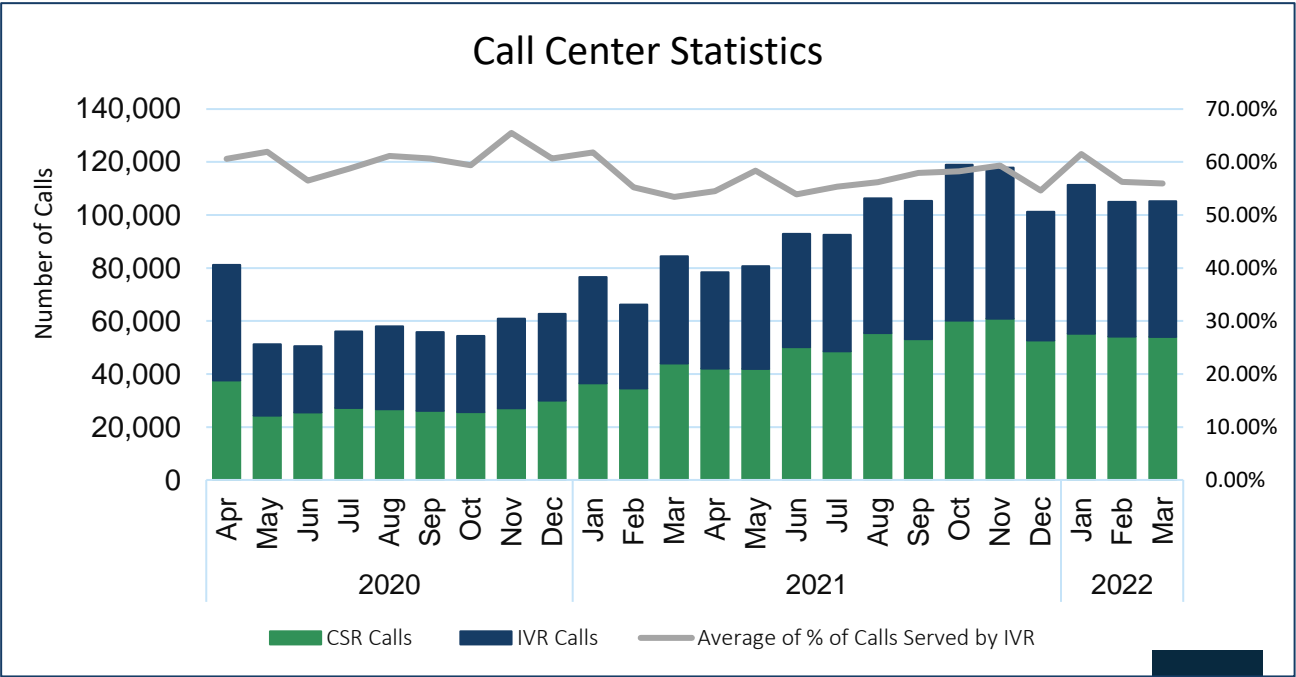
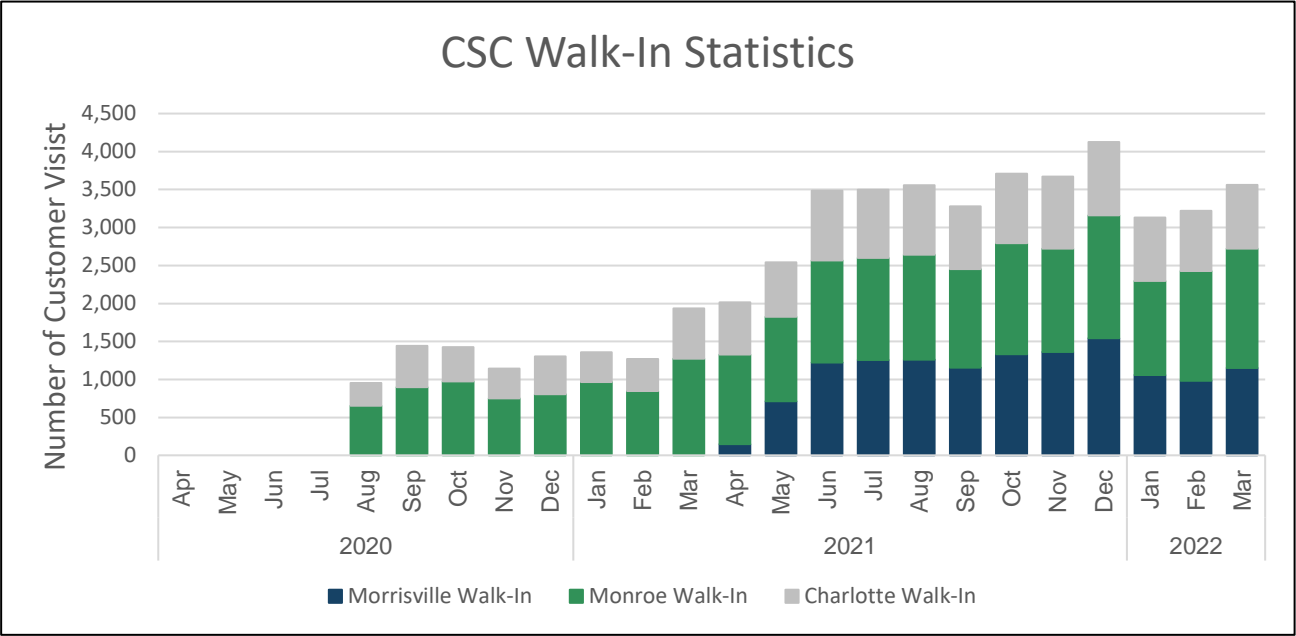
- Three of walk-In locations are serving customers.
- Agents continue to maintain social distancing.
- Few Agents continue to Work From Home (WFH).
- Few Agents are supporting from Overflow Call Center.

## Overflow Call Center at Rocky Mount

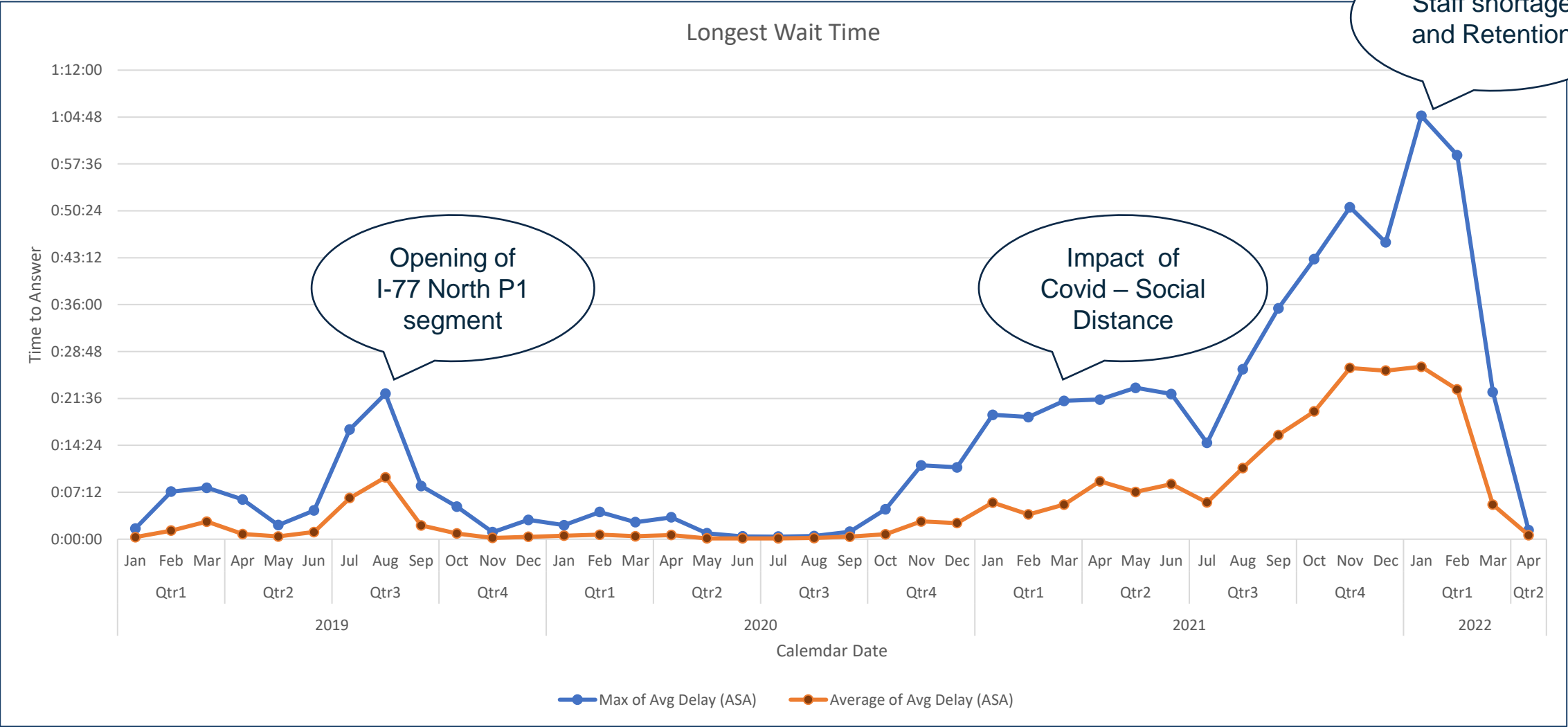
- Occupancy expected by summer of 2022.
- Initial plan underway for CSC staffing and training.
- Staff training prior to occupancy will leverage DMV multi-purpose room.

## Expected benefits from Overflow Call Center

- Increase pool of resources.
- Ability to scale up and down.
- Business continuity.



# Call Center – Longest and Average Wait Time





# Life cycle and Modernization Project - Updates

## Roadside Systems

- Triangle Expressway Operational Acceptance Test (OAT).
- Monroe Expressway steady state operations.
- Complete 540 Toll System Design.

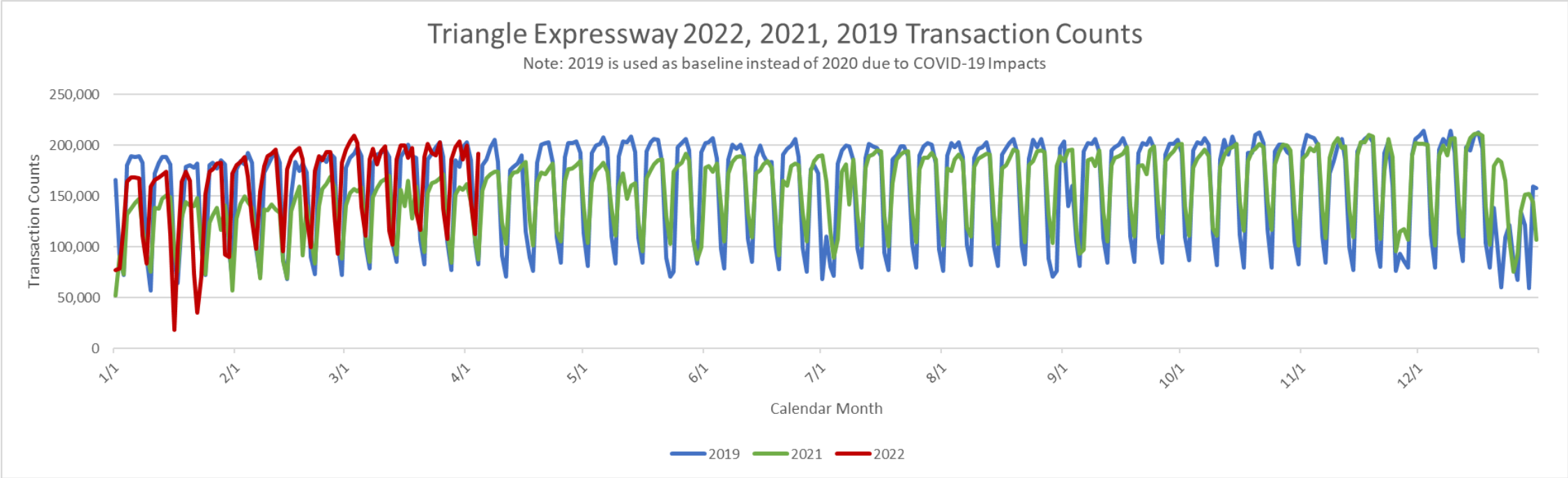
## Backoffice Systems

- Received PCI AOC.
- Data Migration Activities from current to new system.
- Successful completion of system functional testing.
- Key stake holder participation (Systems, Operations, Toll Revenue).
- System transition plan for Q3-2022.

## Customer Service Center

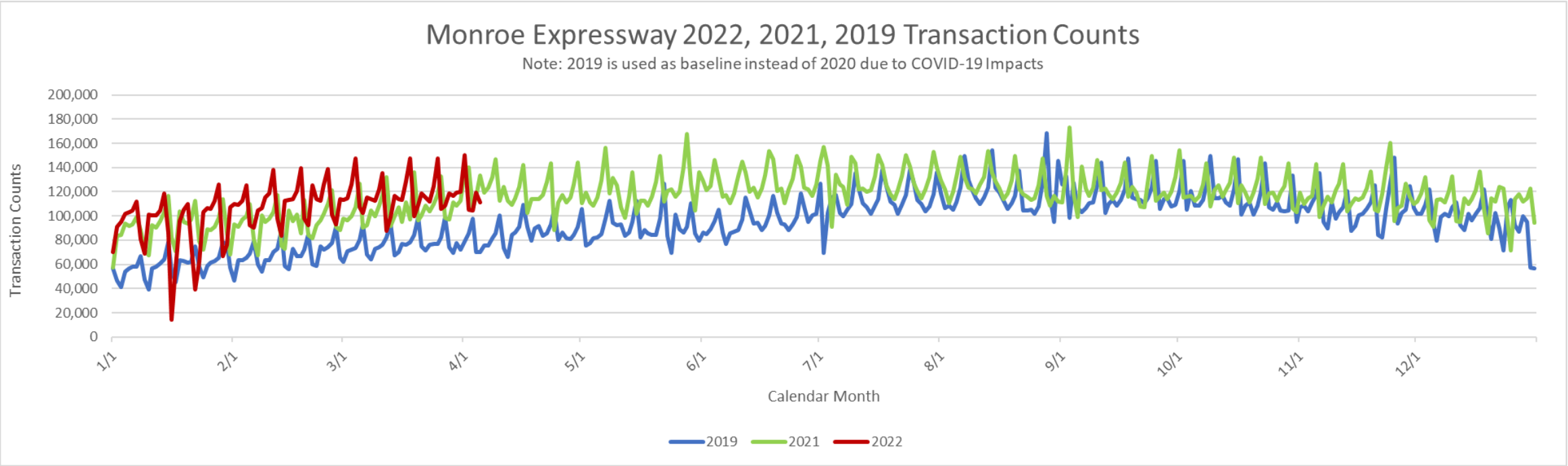
- Phone system upgrade for improved customer service.
- Process improvement Mailroom excessive paper
  - Nixie (undeliverable letters)
  - Incoming correspondences

# Triangle Expressway Traffic





# Monroe Expressway Traffic



# Contact Us



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

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



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

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





**Thank you!**