

North Carolina Turnpike Authority

Board of Directors Meeting

May 31, 2022



Opening Comments

Secretary Boyette
Chair

Executive Director Comments

JJ Eden
Executive Director

Congratulations, Chambers Family!

Welcoming
Scarlett Claire and Olivia Rose!



Awards & Honors

The background is a dark blue gradient. It is decorated with stylized fireworks in blue and green, radiating from various points. Interspersed among the fireworks are several stars: some are solid green, some are solid blue, and some are white outlines. The overall theme is celebratory and festive.

Congratulations!

Operations Committee Report

Montell Irvin, P.E.
Operations Committee Chair

Finance Committee Report

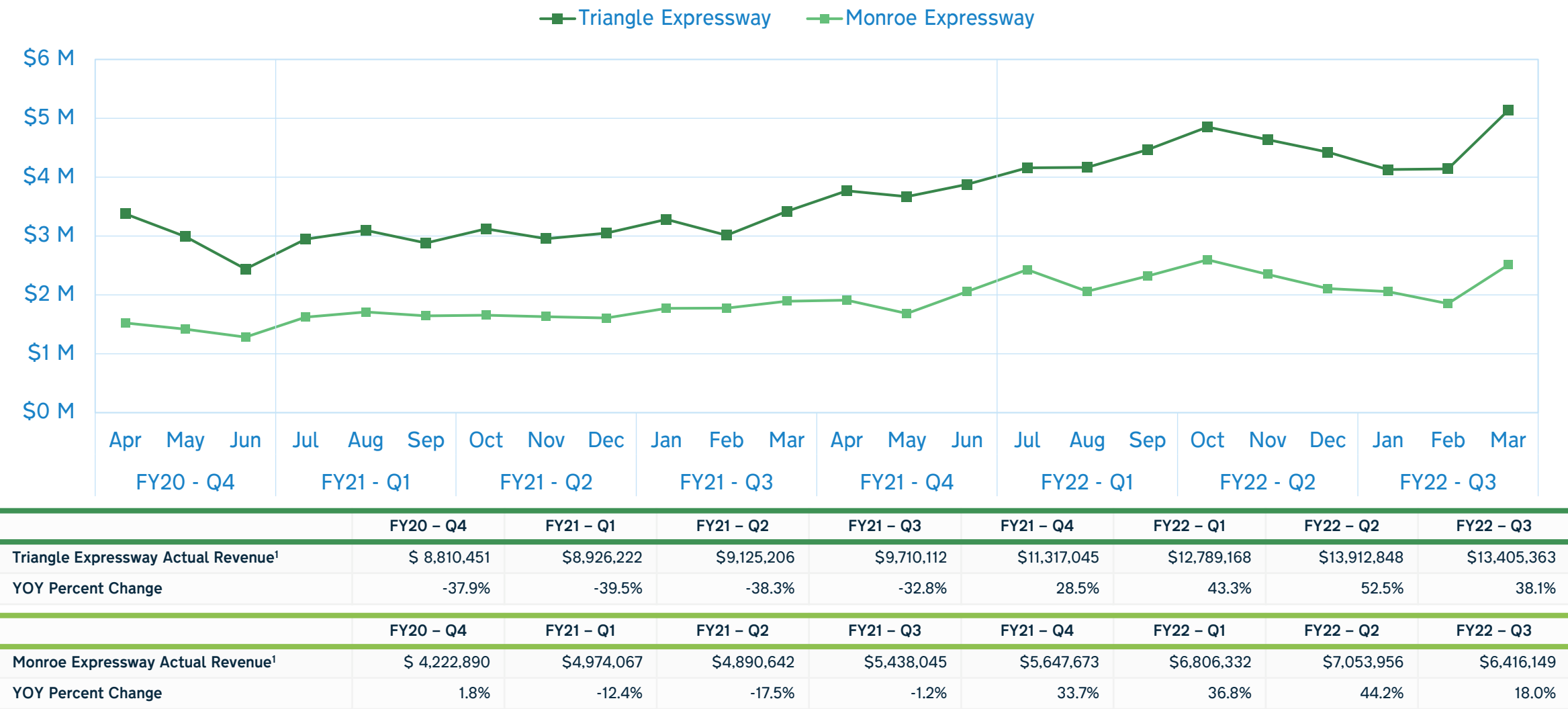
Robert Teer
Finance Committee Chair

Finance & Budget Update

David Roy
Chief Financial Officer

Kim Medlin
Controller

Revenue Statistics

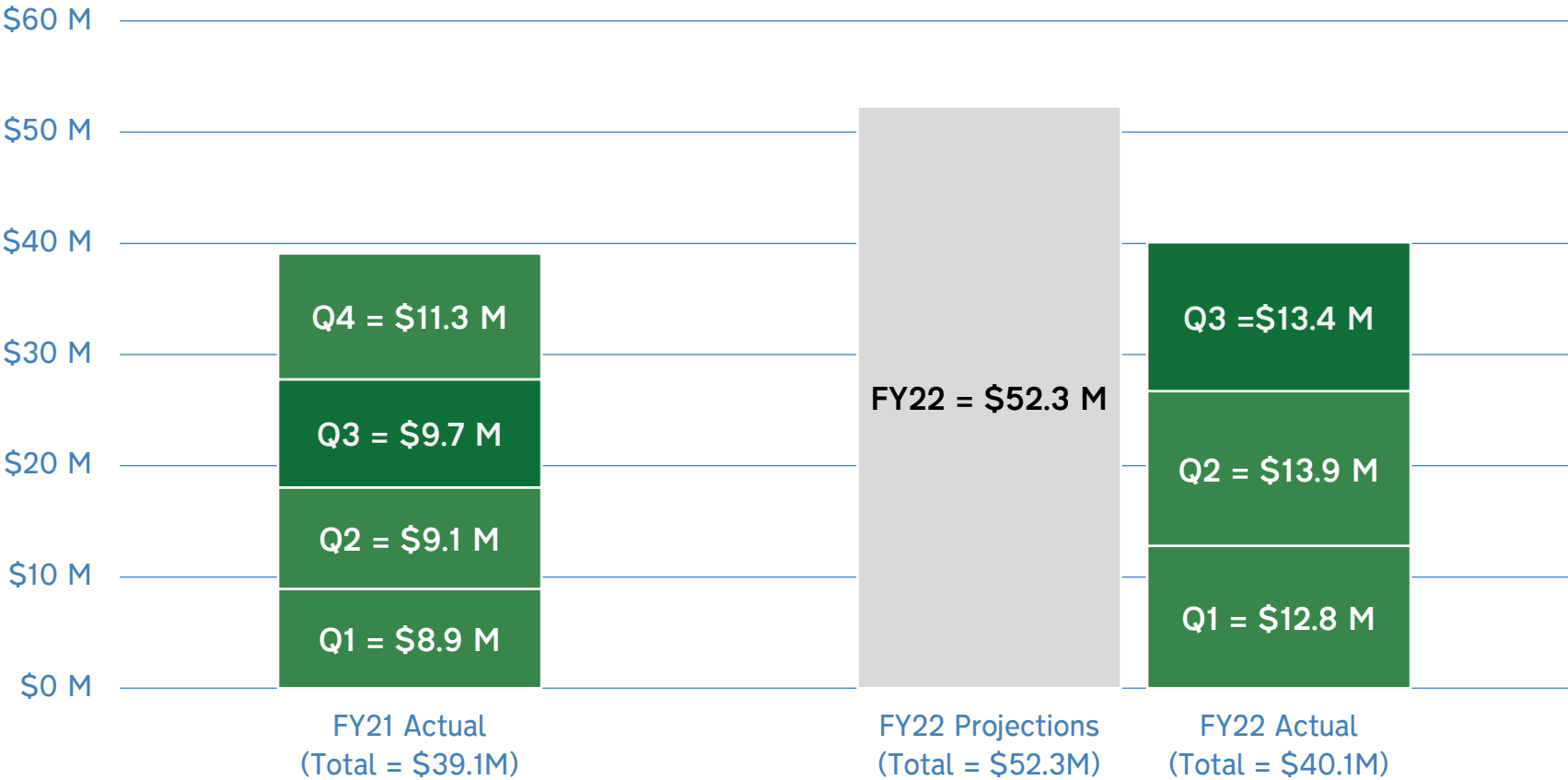


¹Actual revenue is reported on a cash basis

Revenue Statistics

Triangle Expressway

YTD revenues up **44.5%**
year-over-year

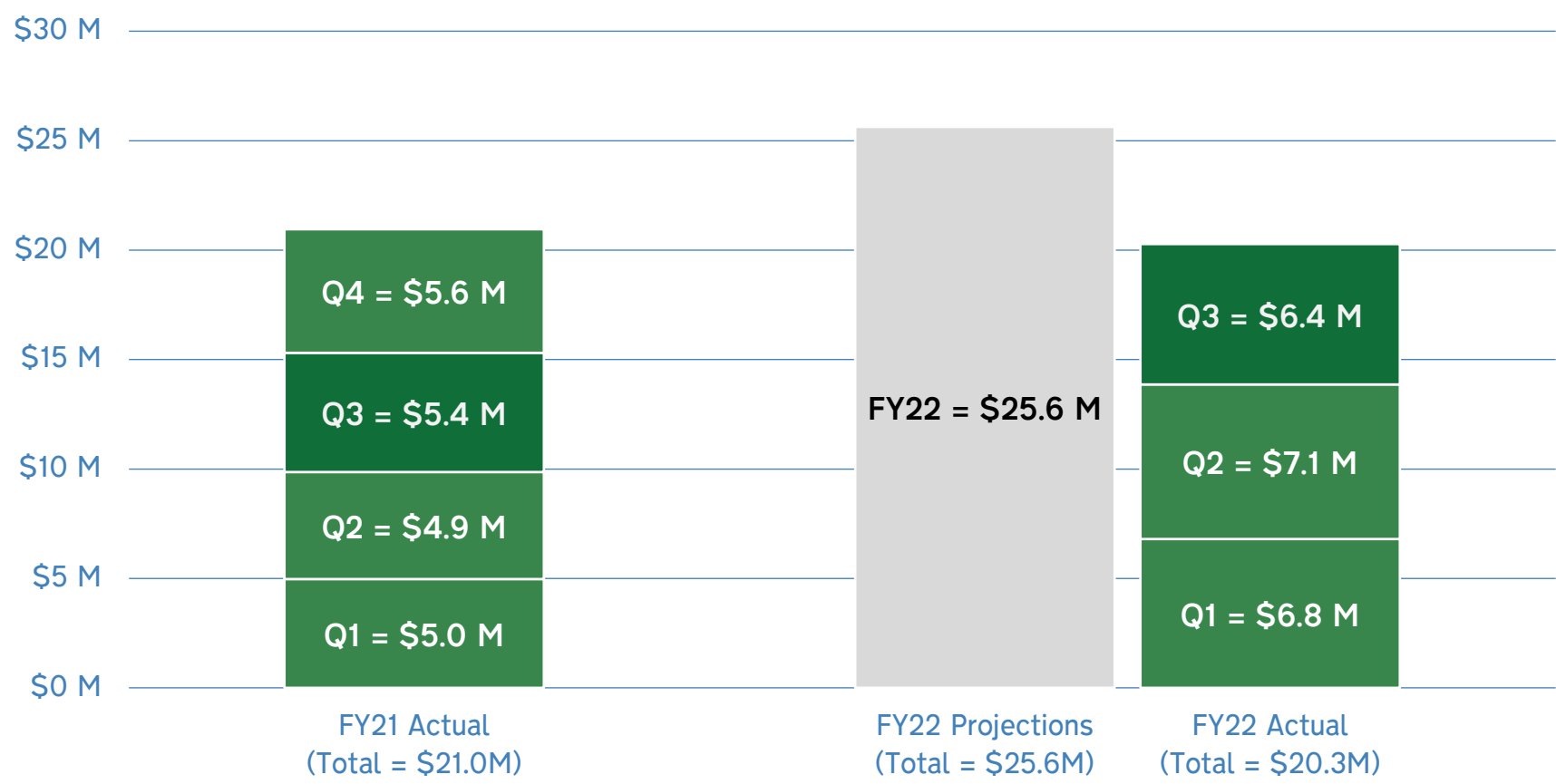


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

Revenue Statistics

Monroe Expressway

YTD revenues up **32.5%**
year-over-year

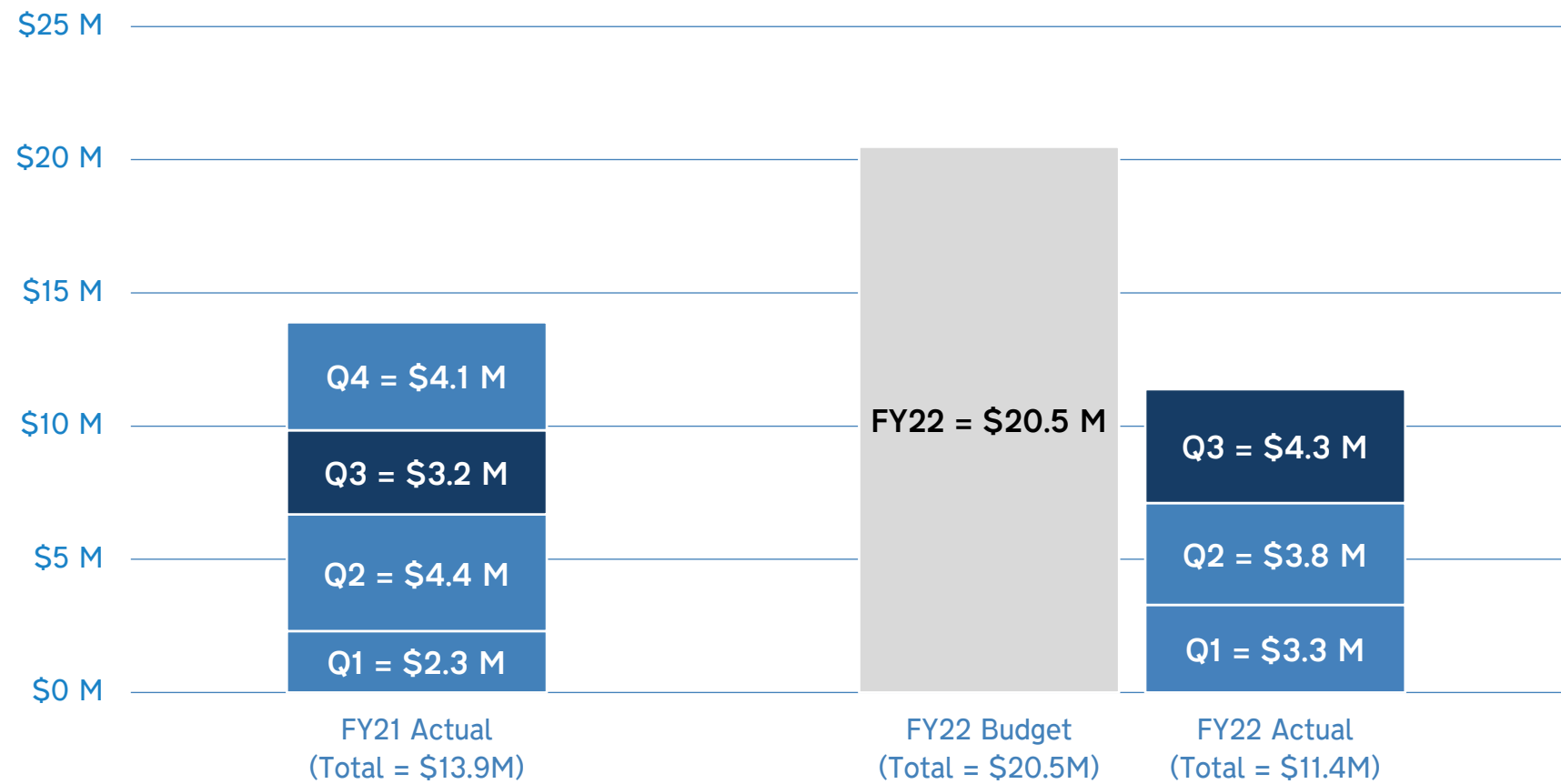


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

Operating Expenditures

Triangle Expressway

YTD expenditures **27.0%**
lower than projected budget

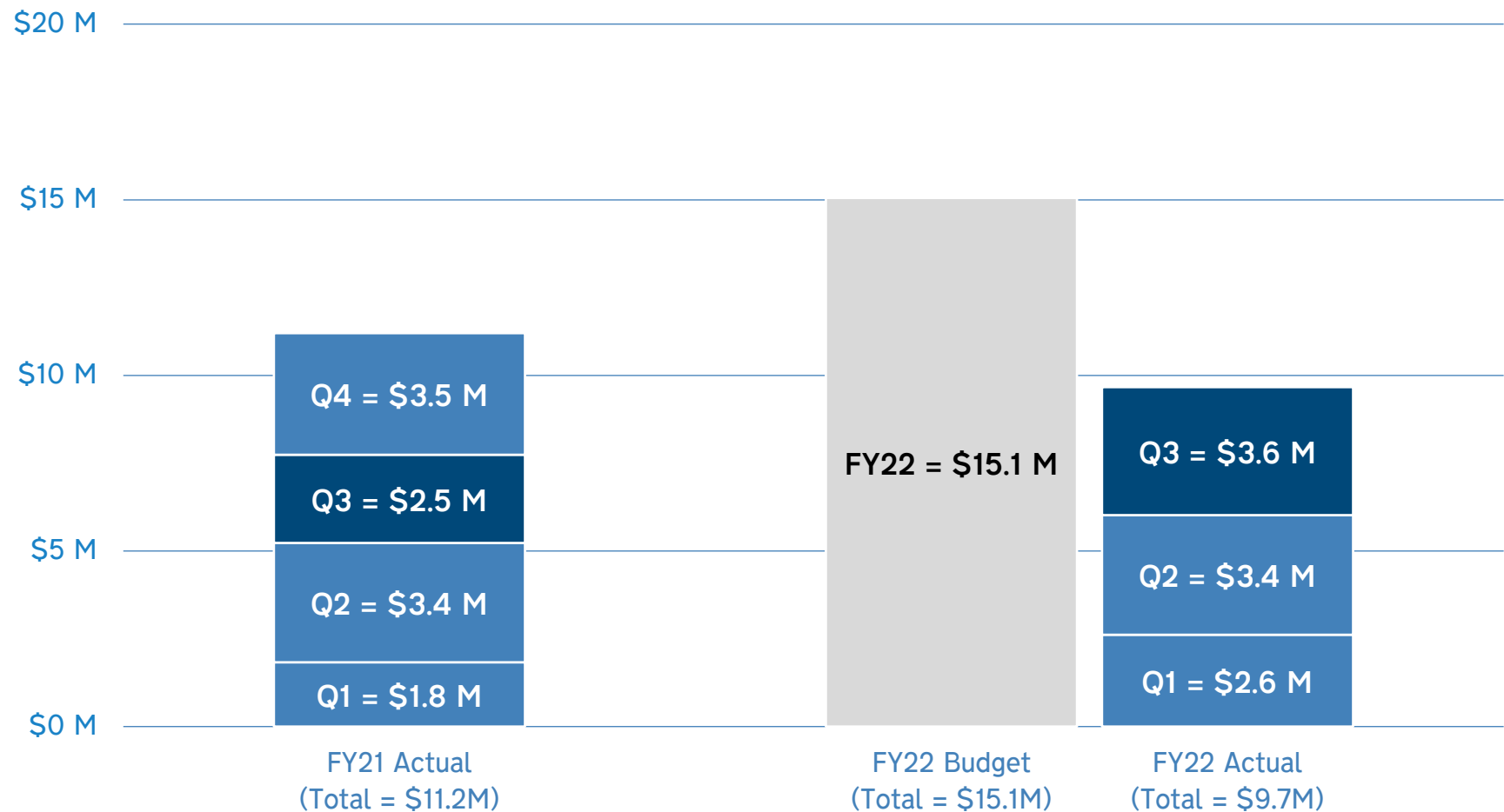


• Actual operating expenditures reported on a cash basis

Operating Expenditures

Monroe Expressway

YTD expenditures **15.7%**
lower than projected budget



• Actual operating expenditures reported on a cash basis

Roadway Operations Update

Dennis Jernigan, P.E.
Interim Chief Engineer

Mainline Traffic Statistics

Triangle Expressway

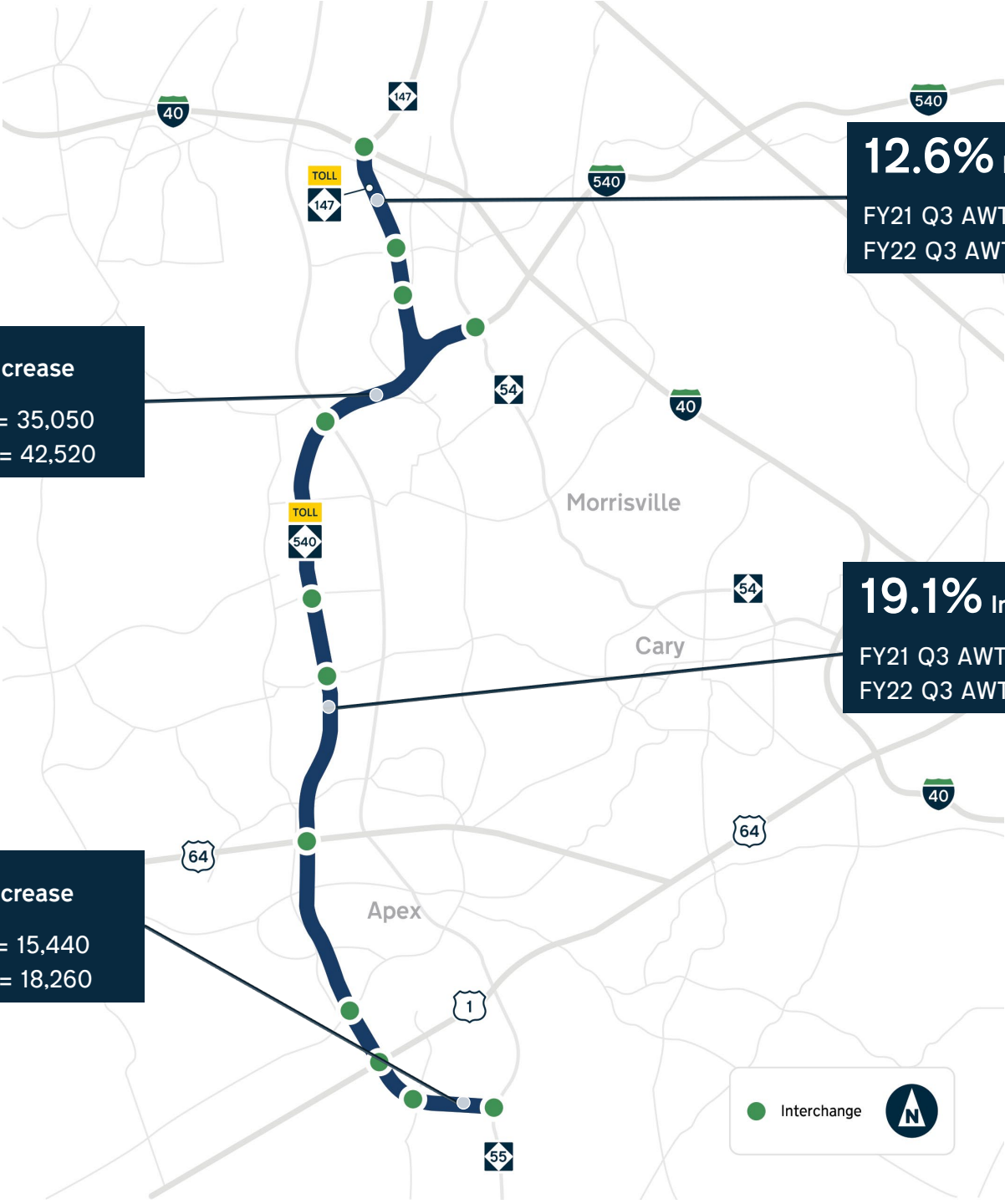
21.3% Increase
FY21 Q3 AWT = 35,050
FY22 Q3 AWT = 42,520

12.6% Increase
FY21 Q3 AWT = 14,520
FY22 Q3 AWT = 16,350

19.1% Increase
FY21 Q3 AWT = 28,340
FY22 Q3 AWT = 33,760

18.3% Increase
FY21 Q3 AWT = 15,440
FY22 Q3 AWT = 18,260

Q3: January – March
AWT: Average Weekday Traffic



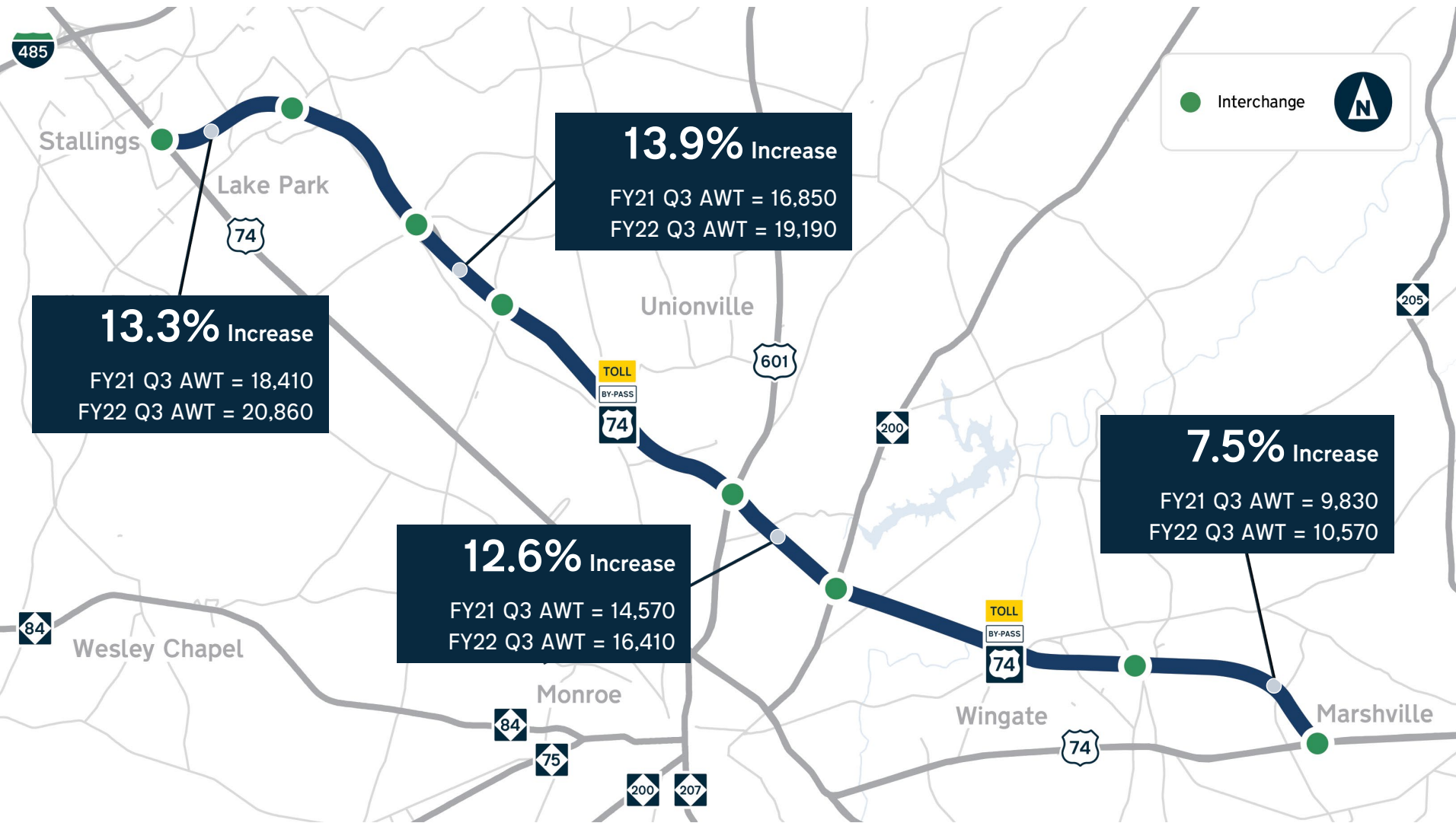
Roadway Maintenance Statistics

Triangle Expressway

	FY 2021 Q4	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	Rolling Rate
Road Surface	96.8	100.0	98.4	95.7	97.7
Unpaved Shoulders and Ditches	99.3	96.8	98.9	98.7	98.4
Drainage Structures	94.0	92.5	91.7	92.0	92.6
Roadside	95.5	91.6	92.4	94.0	93.4
Traffic Control Devices	92.5	86.5	87.8	89.9	89.2
Overall	95.2	93.0	93.3	93.5	93.8

Mainline Traffic Statistics

Monroe Expressway



Q3: January – March
AWT: Average Weekday Traffic

Roadway Maintenance Statistics

Monroe Expressway

	FY 2021 Q4	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	Rolling Rate
Road Surface	98.8	100.0	97.5	94.3	97.2
Unpaved Shoulders and Ditches	98.0	96.4	99.1	99.3	96.1
Drainage Structures	94.1	94.7	94.7	100.0	95.9
Roadside	91.4	96.8	96.0	95.0	95.8
Traffic Control Devices	91.6	94.9	93.7	96.7	95.9
Overall	90.7	96.7	95.9	96.6	96.3

Chief Engineer's Update

Dennis Jernigan, P.E.
Interim Chief Engineer

Projects Under Development

Initial Draft 2024-2033 State Transportation Improvement Program (STIP)

		Fiscal Year that Funding Begins
1	Complete 540 Phase 2 R-2829	2026 - ROW, Utilities 2028 - Construction
2	Mid-Currituck Bridge R-2576	2024 - ROW, Utilities, Construction
3	U.S. 74 Express Lanes U-6103 and U-2509	2027 - ROW, Utilities 2030 - Construction
4	I-77 South Express Lanes I-5718	Funded for Preliminary Engineering Only

Center of Excellence – Theme 2

- Theme Title: ***Active Transportation Management and Integrated Corridor Management***
- Project Title: ***Smart Connected and Automated Vehicle Fleet Management: Developing Regional Dispatch Decision Support for Congestion Mitigation***

Benefits of Collaboration

- Continuing to leveraging and extending the AV collaboration begun the completed NCDOT project “Impacts of Autonomous Vehicle Technology on Transportation Systems” led by Dr. Eleni Bardaka of NC State
- Deepening the research partnership with the NCDOT Transportation Mobility & Safety Unit and the NC Turnpike Authority
- Providing foundation for complementary research under the STRIDE regional UTC titled “Utilization of Connectivity and Automation in Support of Transportation Agencies’ Decision Making”
- Developed a prototype decision support tool to allow transportation professionals the ability to determine the likely impact of autonomous vehicles on local traffic patterns as well as optimal placement of permanent and temporary variable message signs

I-485 Express Lanes Update

Rachel Ruiz
Implementation Manager

Brian Davis, P.E.
Resident Engineer

I-485 Express Lanes



General Construction Update

Brian Davis, P.E.
Resident Engineer

Westinghouse Blvd. Direct Connector

January 29, 2022

RS&H

Johnston Rd. Direct Connector



Weddington Rd. Interchange



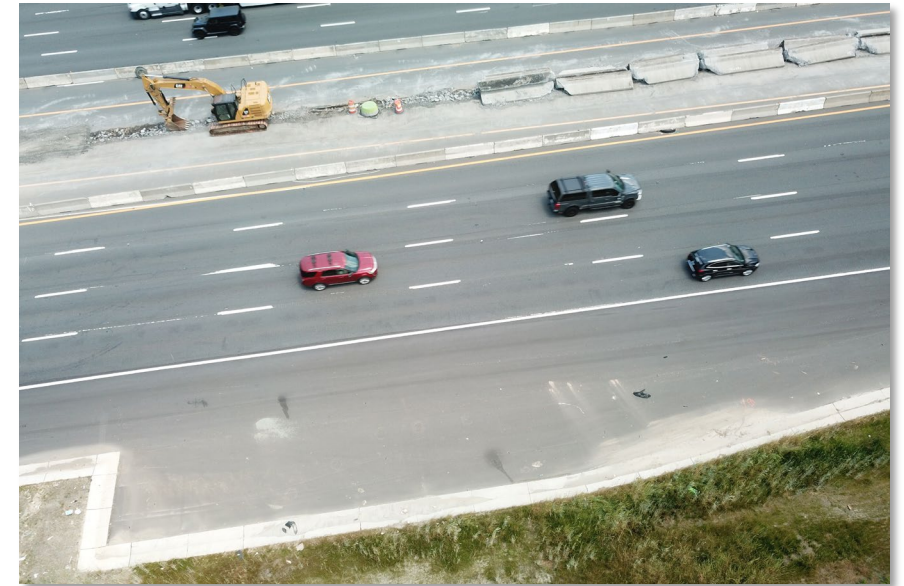
Tolls and ITS Update

Rachel Ruiz
Implementation Manager

Toll and ITS Progress

Toll Zones

- Gantry Foundation and Conduit
5 sites Completed 2 sites In Progress 2 sites Pending
- Pull-Off Area
2 sites Completed 1 site In Progress 5 sites Pending
- Power and Communication
2 sites scheduled for delivery of power services
Communication conduit in progress



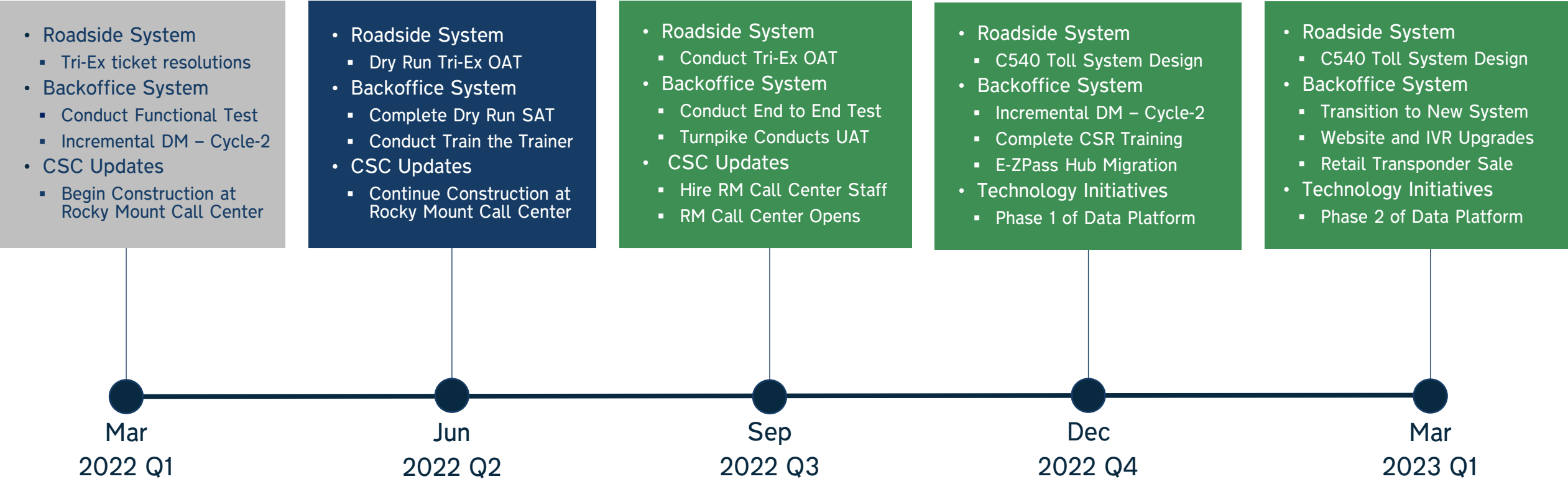
Intelligent Transportation System (ITS)

- Electronic Message Signs
Foundations - 7 signs Completed 21 signs Pending
- Detectors, Cameras, Power and Communication
Communication conduit In Progress

Toll Technology & Customer Service Center Update

Manish Chourey
Chief Technology Officer

Technology Project Timeline Projections



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

Customer Service Update

CSC Operations

- Three walk-in locations serving customers
- Continue to maintain social distancing
- Few agents continue to work from home
- Few agents support from overflow call center

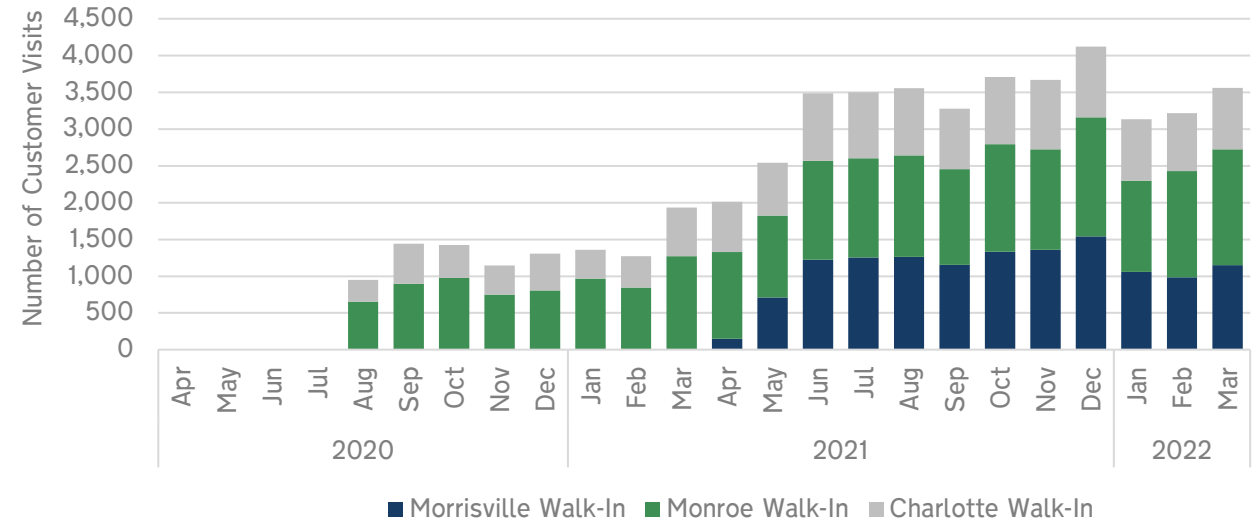
Rocky Mount Overflow Call Center

- Occupancy expected by Summer 2022
- Initial CSC staffing and training plan underway
- Staff training prior to occupancy will leverage the DMV multi-purpose room

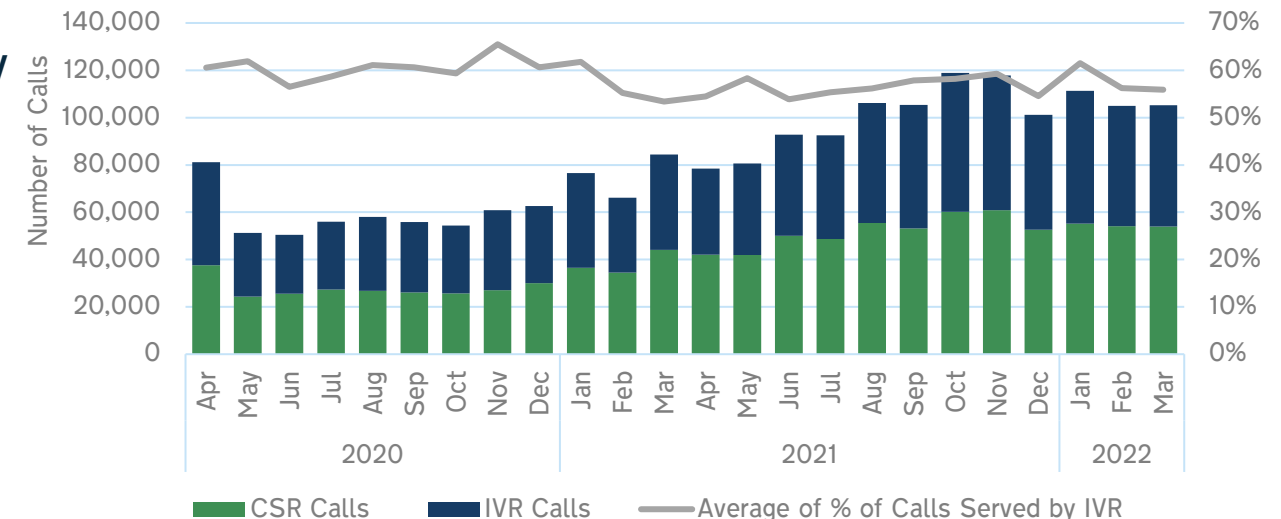
Operation Efficiencies - Review Excessive Paper

- Nixie (undeliverable letters)
- Incoming correspondences

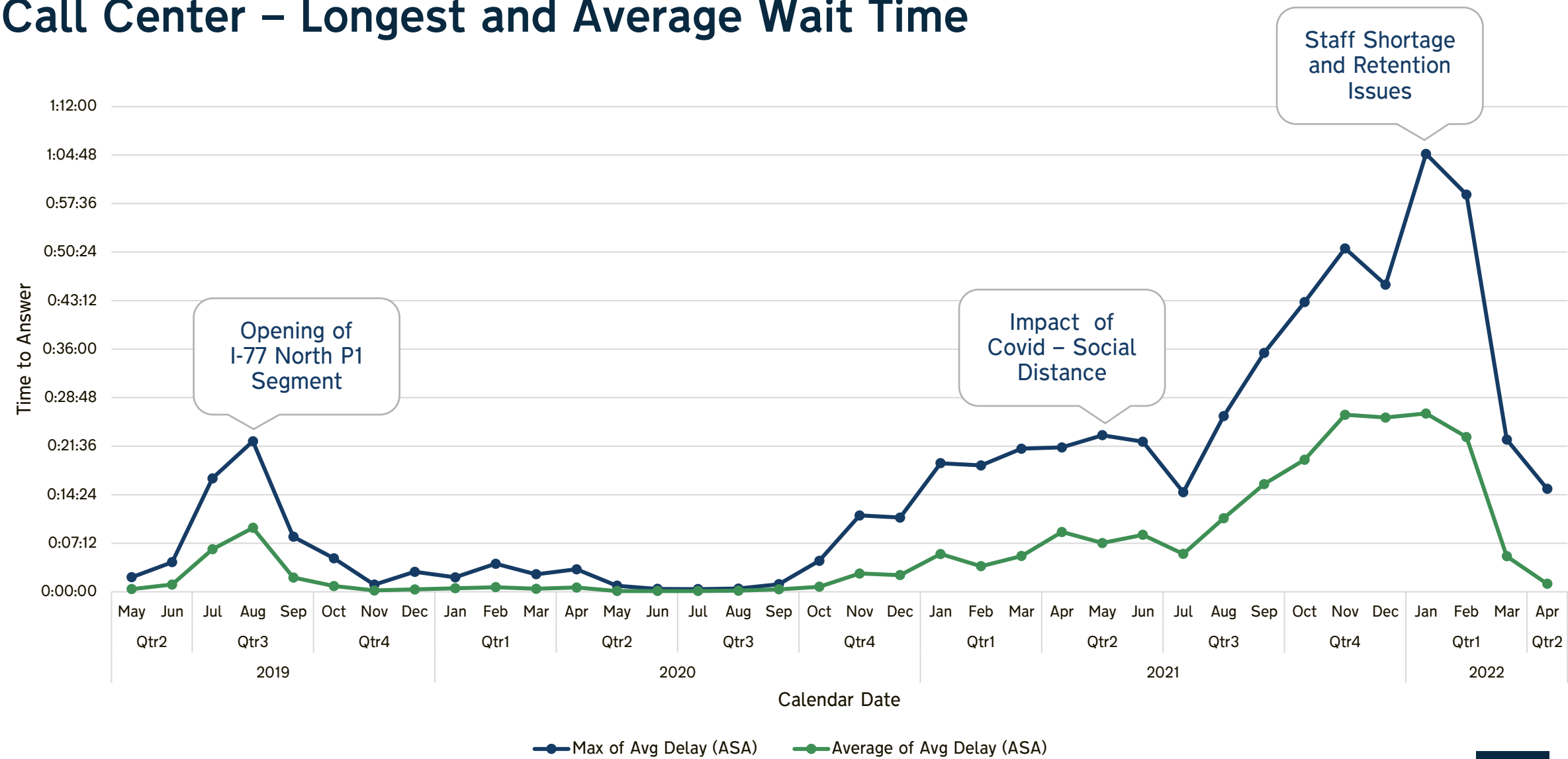
CSC Walk-In Statistics



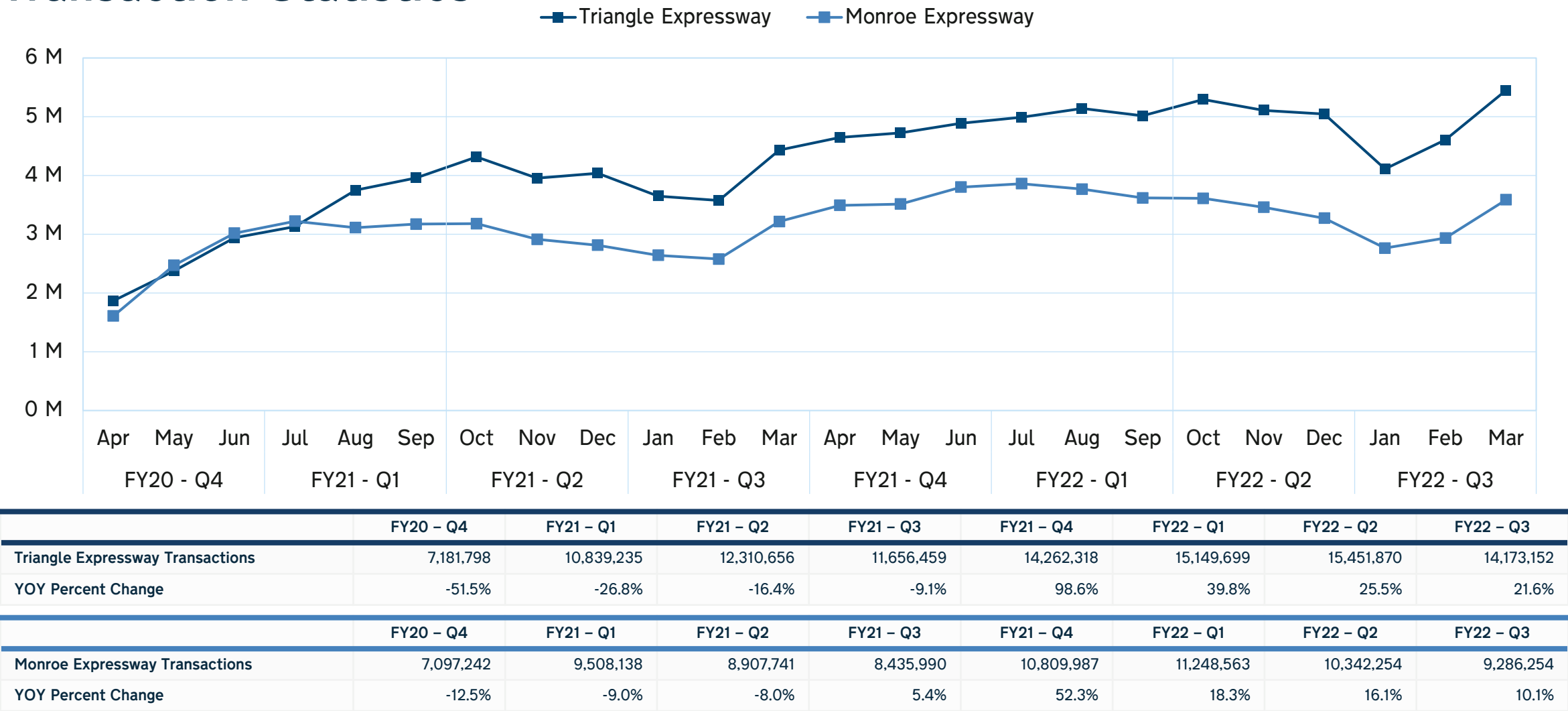
Call Center Statistics



Call Center – Longest and Average Wait Time

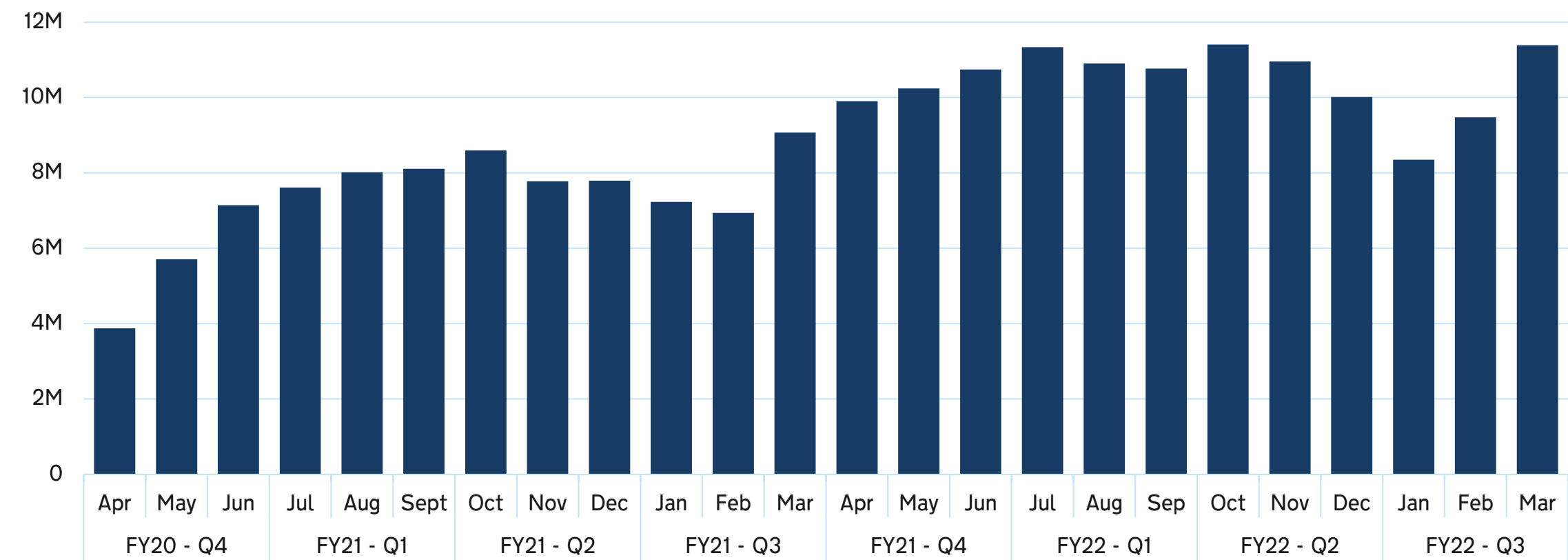


Transaction Statistics



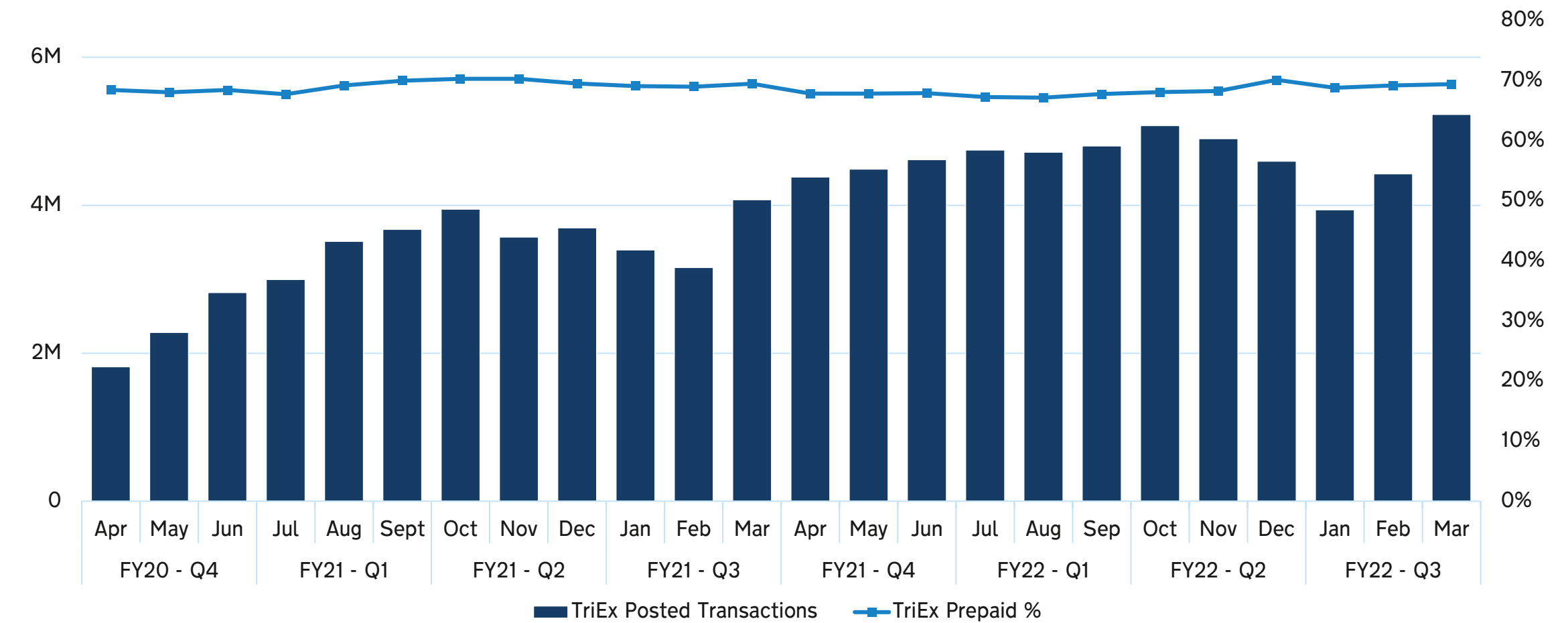
Total Posted Transactions

NC Quick Pass Program



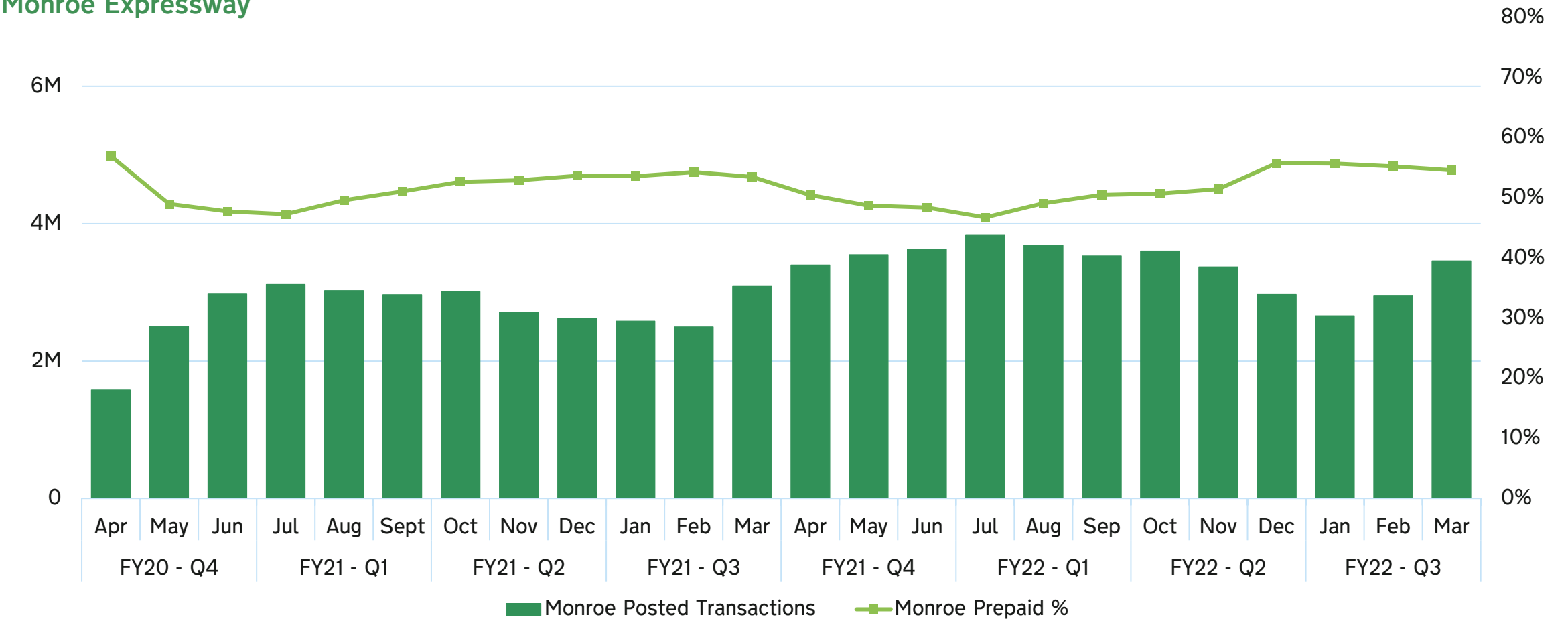
Total Posted Transactions

Triangle Expressway



Total Posted Transactions

Monroe Expressway

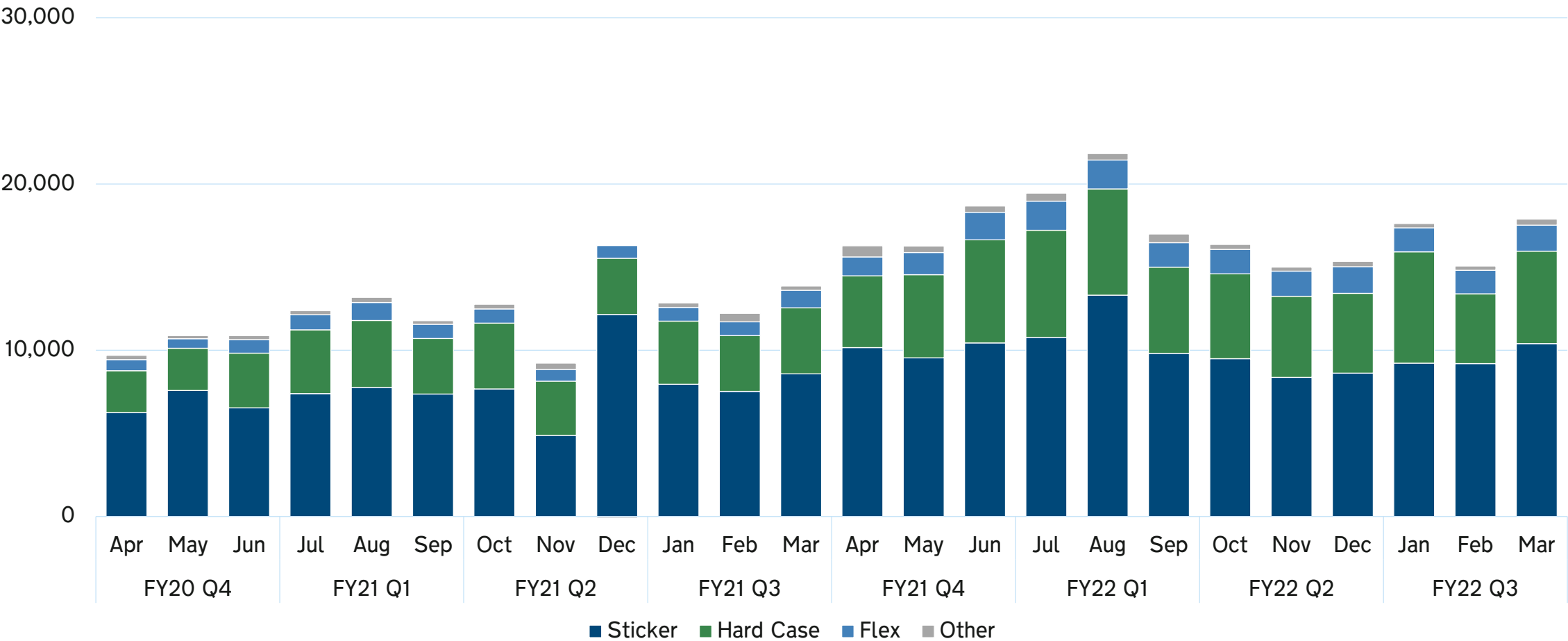


Monthly Transponders Distributed

NC Quick Pass Program

1,173,278

Transponders Distributed as of March 31, 2022



Communications & Marketing Update

Logen Hodges
Communications Director

Complete 540 Outreach



Virtual/In-Person Meetings

Resident Communications

Home Builders Association - Raleigh/Wake,
Apex Chamber of Commerce, City of Raleigh -
City Council, Cary Chamber - "Eye Opener
Series", Knightdale Town Council, Triangle
Commercial Realtors Association

162,795

Total
Impressions

In the News.



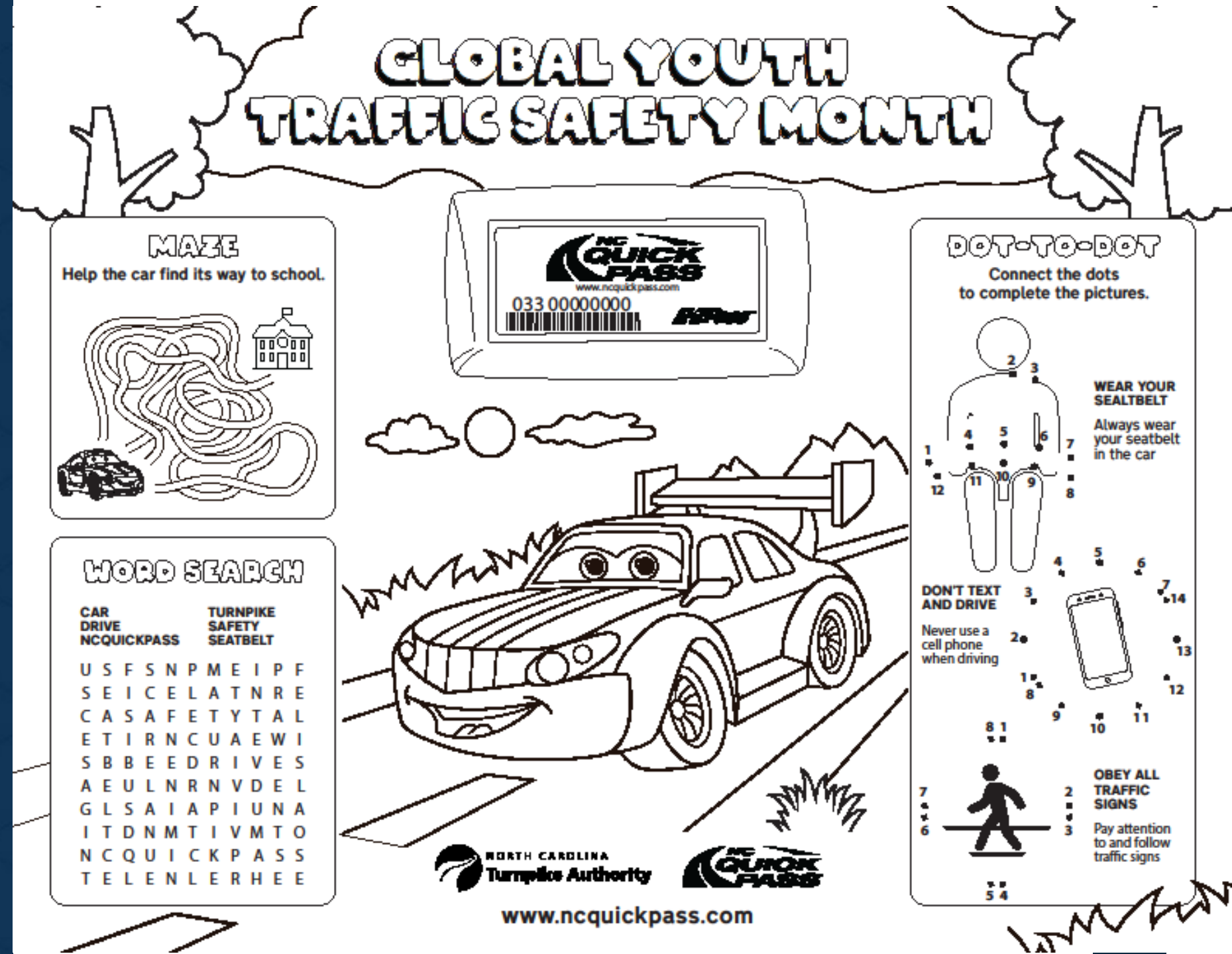
Big crowd at Complete 540 open house to see the new 'gateway' to Holly Springs

 By Joel Brown
Wednesday, April 27, 2022

Nearly 140 Residents.

Global Youth Traffic Safety Awareness Month

- Raleigh & Charlotte Schools
- Increase brand awareness



2022 NC Quick Pass Sports Outreach



Staffing Table

6/5, 6/12, 6/19, 7/31	8/5, 8/6, 9/3	9/24	6/1,8/13, 8/26, 9/8, 9/21	8/21, 10/1, 10/8, 10/9
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2022 NC Quick Pass Community Outreach

Raleigh's International Food Festival	6/4/2022	Geofencing
Wake County High School Graduations	6/10/22 - 6/16/22	Geofencing
Pimento Cheese Festival	6/11/2022	Geofencing
Peak City Pig Fest	7/22/22 - 7/23/22	Geofencing
Lazy Daze Arts and Crafts Festival	8/27/22 - 8/28/22	Geofencing
Capital City Bike Fest	10/8/22 - 10/9/22	Tabling/Geofencing
NC State Fair	10/13/22 - 10/23/22	Tabling
HollyFest	10/29/2022	Tabling
Holly Springs Farmers Market	TBD	Geofencing
Taste of Charlotte	9/30/22 - 10/1/22	Tabling
Union County Heritage Festival	9/17/2022	Tabling

Marketing Update

- Conduct focus groups
- Develop report
- Develop marketing



Focus groups
& customer
surveys



Thank you!

Contact Us



ncdot.gov/turnpike



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ncquickpass.com

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