

North Carolina Turnpike Authority

Operations Committee Meeting

October 20, 2022



Operations Committee



Montell W. Irvin
Operations Committee
Chairman



Mary N. Clayton
Operations Committee Member



Sam Hunt IV
Operations Committee Member



**Charles 'Chuck'
L. Travis III**
Operations Committee Member



J. Eric Boyette
Chairman of the Board



James 'Jim' Walker
Vice Chair of the Board



Robert D. Teer Jr.
Secretary & Treasurer of the
Board



John Adcock
Board Member



**Dr. Pamela
Gibson Senegal**
Board Member

Opening Comments & NCTA By-Laws Update

J.J. Eden
Executive Director

Complete 540 Construction Update

Dennis Jernigan, P.E.
Interim Chief Engineer



Phase 1
STIP Projects
R-2721A
R-2721B
R-2828

Current Construction

Phase 2
STIP Project
R-2829A
R-2829B

Future Construction

E STIP Project
R-2829B

D STIP Project
R-2829A

A

STIP Project
R-2721A

B

STIP Project
R-2721B

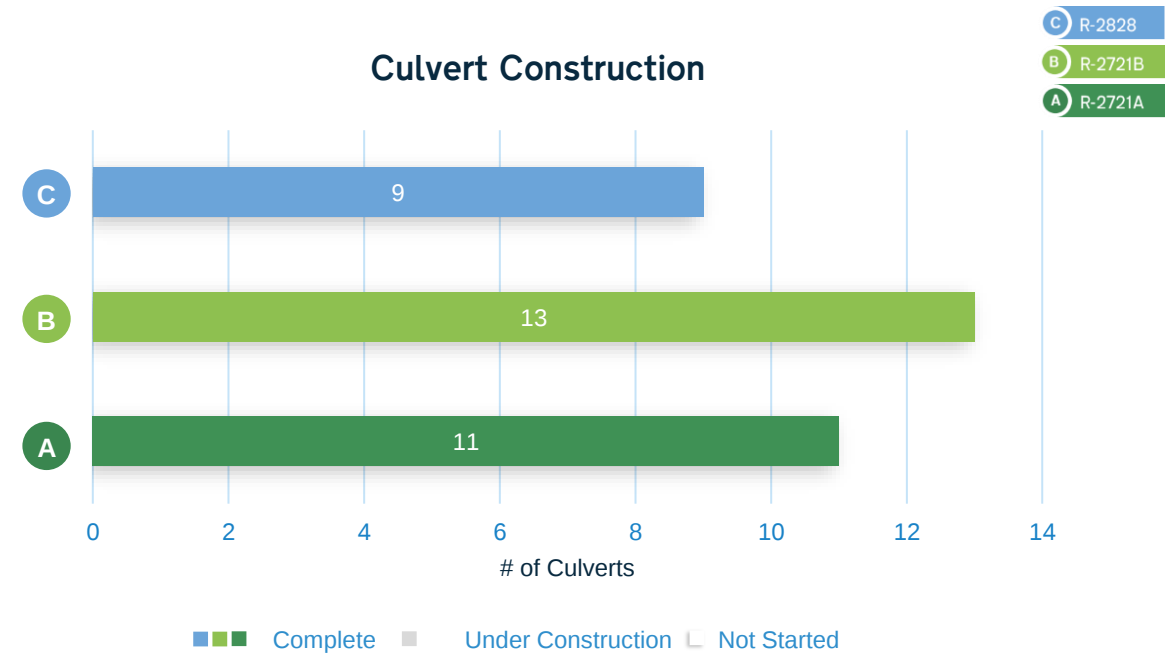
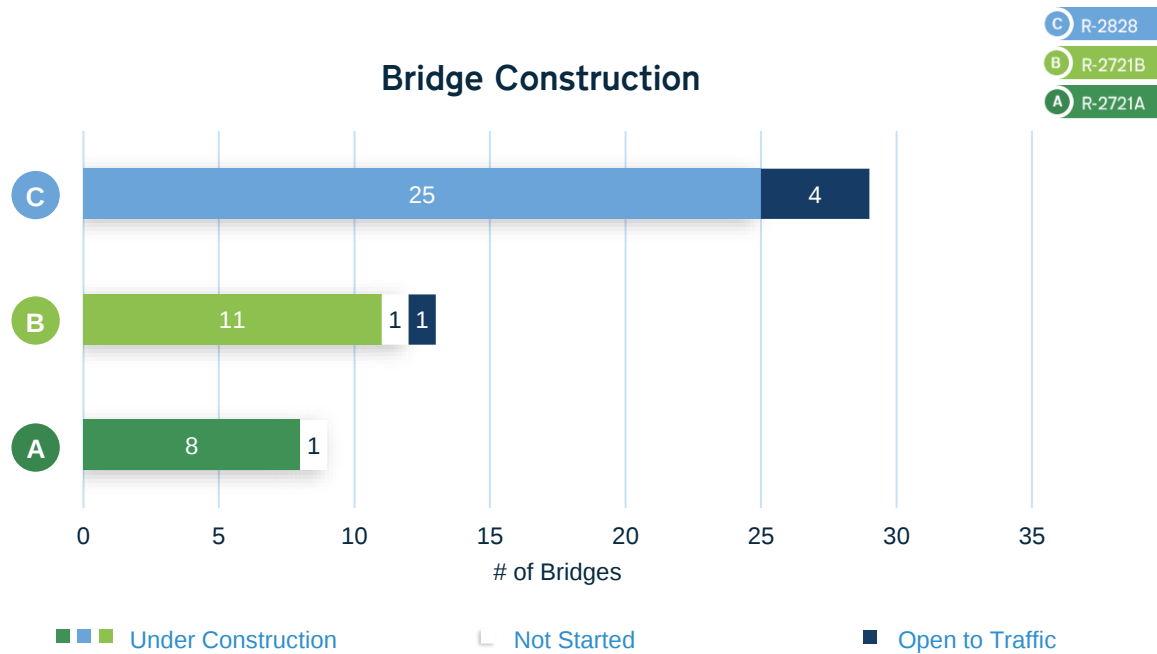
C

STIP Project
R-2828

Interchanges

- 1 - N.C. 55 Bypass
- 2 - Holly Springs Rd. (S.R. 1152)
- 3 - Bells Lake Rd. (S.R. 1386)
- 4 - Fayetteville Rd. (U.S. 401)
- 5 - Old Stage Rd. (S.R. 1006)
- 6 - N.C. 50 / Benson Rd.
- 7 - I-40 & U.S. 70
- 8 - White Oak Rd. (S.R. 2700)
- 9 - U.S. 70 Business
- 10 - Rock Quarry Rd. (S.R. 2542)
- 11 - Auburn Knightdale Rd. (S.R. 2555)
- 12 - Poole Rd. (S.R. 1007)
- 13 - U.S. 64 / 264 (I-87)

Bridge & Culvert Construction

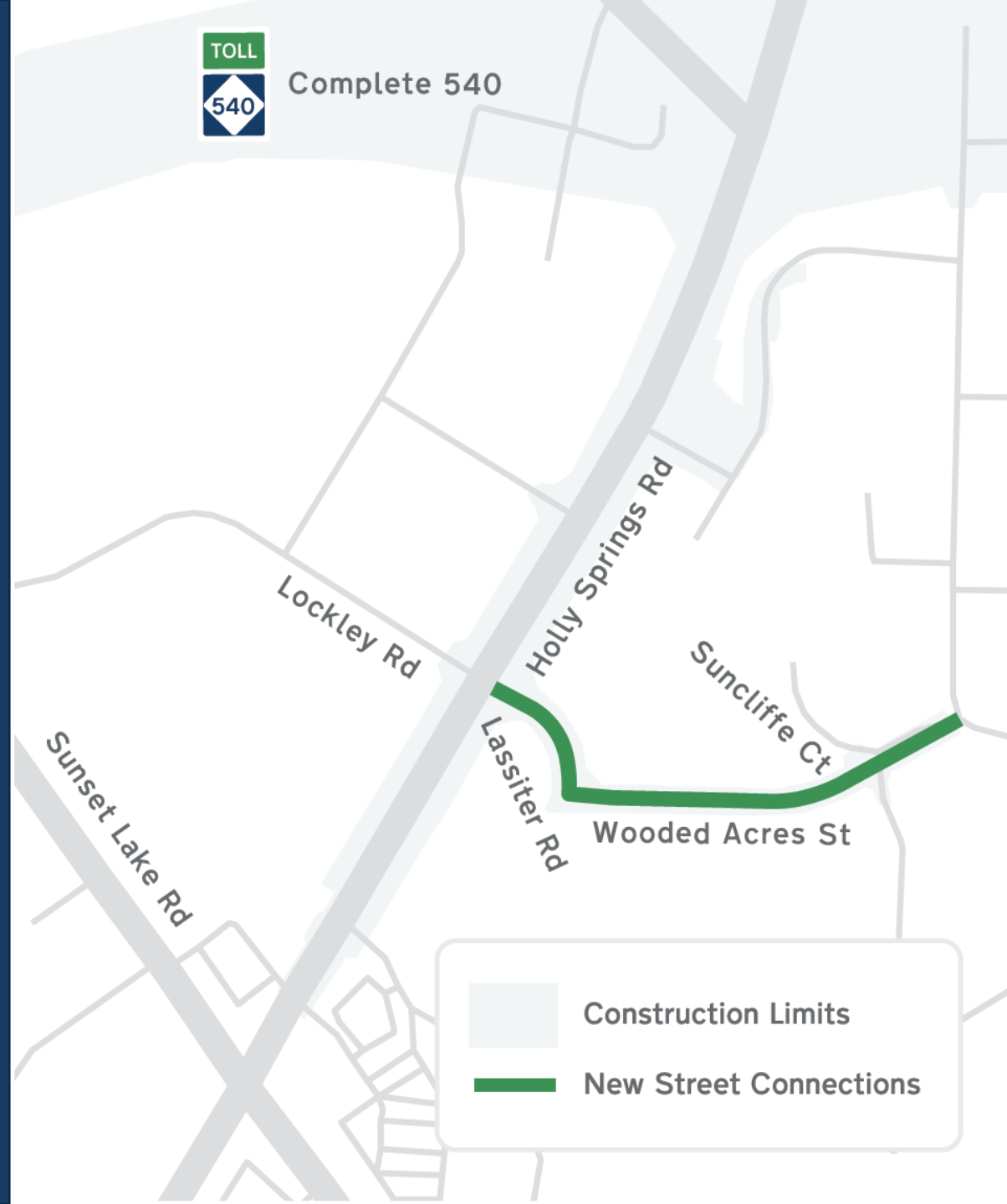


Updated 10-4-2022



Complete 540 Openings

- Holland Church Road
 - September 2022
- Lassiter Road and Wooded Acres Street
 - August 2022
- Deerborn Drive Extension
 - July 2022
- New Bethel Church Road
 - July 2022
- Kildaire Farm Road
 - May 2022
- Fanny Brown Road
 - November 2021



Benson Road



Detours and Closures



- Pierce Olive Road
 - Temporary closure
 - Closed July 2022
 - Closure scheduled to last eight months
- Deer Meadow Drive
 - Temporary Closure
 - Closed July 2022
 - Closure scheduled to last twelve months
- U.S. 70 West Loop to I-40 East
 - Permanent closure
 - Closed July 2022
 - New turbine scheduled to open 14 months after closure





On-Site Detours

- Sunset Lake Road (both crossings)
- Holly Springs Road
- West Lake Road
- Bells Lake Road
- US-401
- Old Stage Road
- Sauls Road
- NC-50



NORTH CAROLINA
Department of Transportation



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[Home](#) » [News](#) » [Press Releases](#) » Upcoming Bells Lake Road Traffic Shift as Part of Complete 540 Construction

Upcoming Bells Lake Road Traffic Shift as Part of Complete 540 Construction

RALEIGH - The North Carolina Turnpike Authority is continuing construction of the southern portion of the Complete 540 project, which will extend the Triangle Expressway (Toll N.C. 540) from N.C. 55 Bypass to Interstate 40.

On or around July 21, contractors for the project have scheduled a temporary traffic shift on Bells Lake Road for Toll N.C. 540 construction. Bells Lake Road traffic will shift to an on-site temporary detour that is scheduled for approximately 12 months.

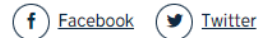
Signage will be installed advising travelers of the upcoming on-site detour. Drivers should use caution and slow down while traveling through work zones and detour routes.

Construction updates for the Complete 540 project can be found by visiting ncdot.gov/projects/complete-540/Pages/planned-construction.aspx.

Published Date:

7/15/2022

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NCDOT

U.S. 401/ Fayetteville Road









Complete 540 Phase 2 Update

Dennis Jernigan, P.E.
Interim Chief Engineer

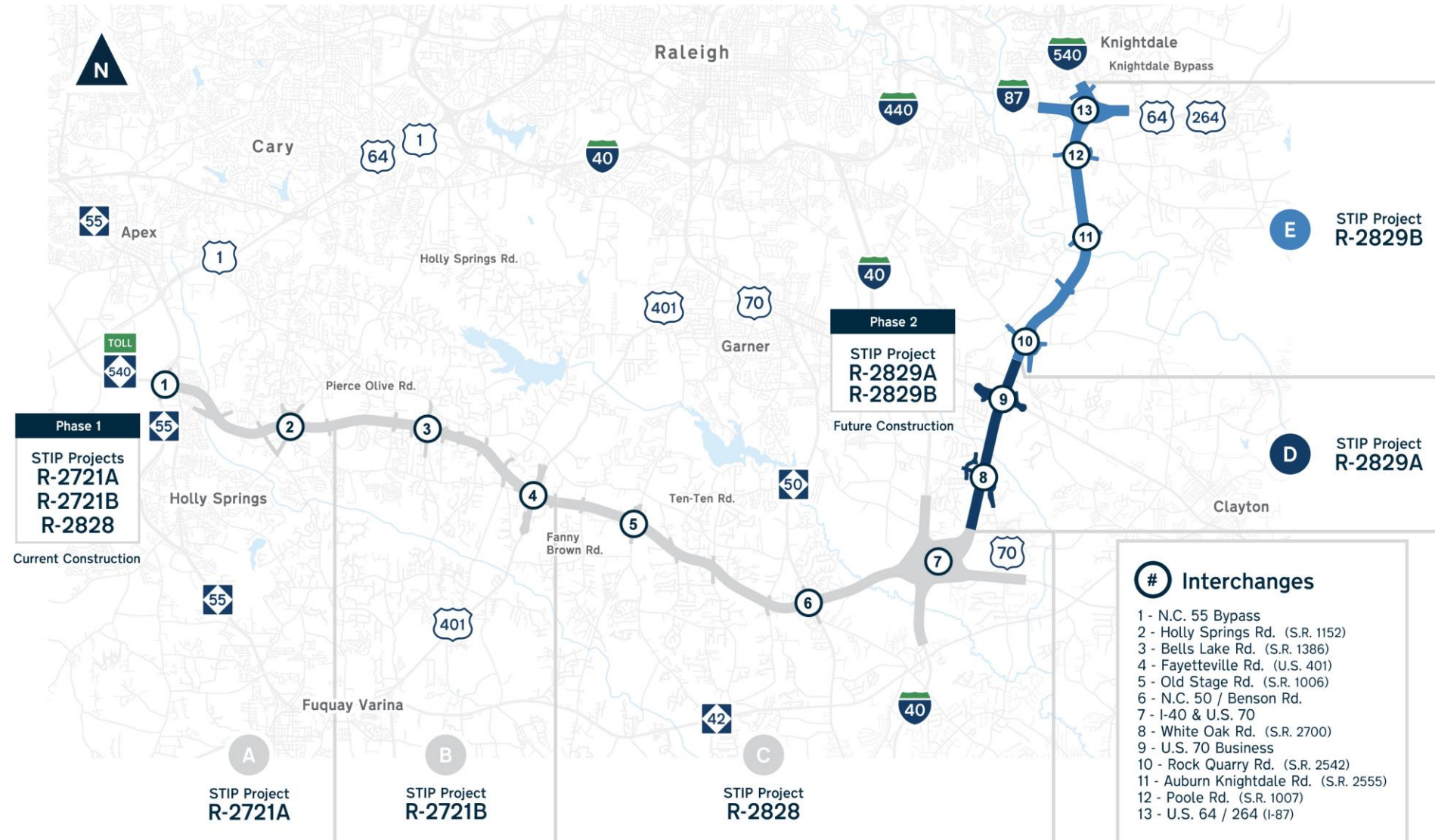
Complete 540 Phase 2

R-2829A

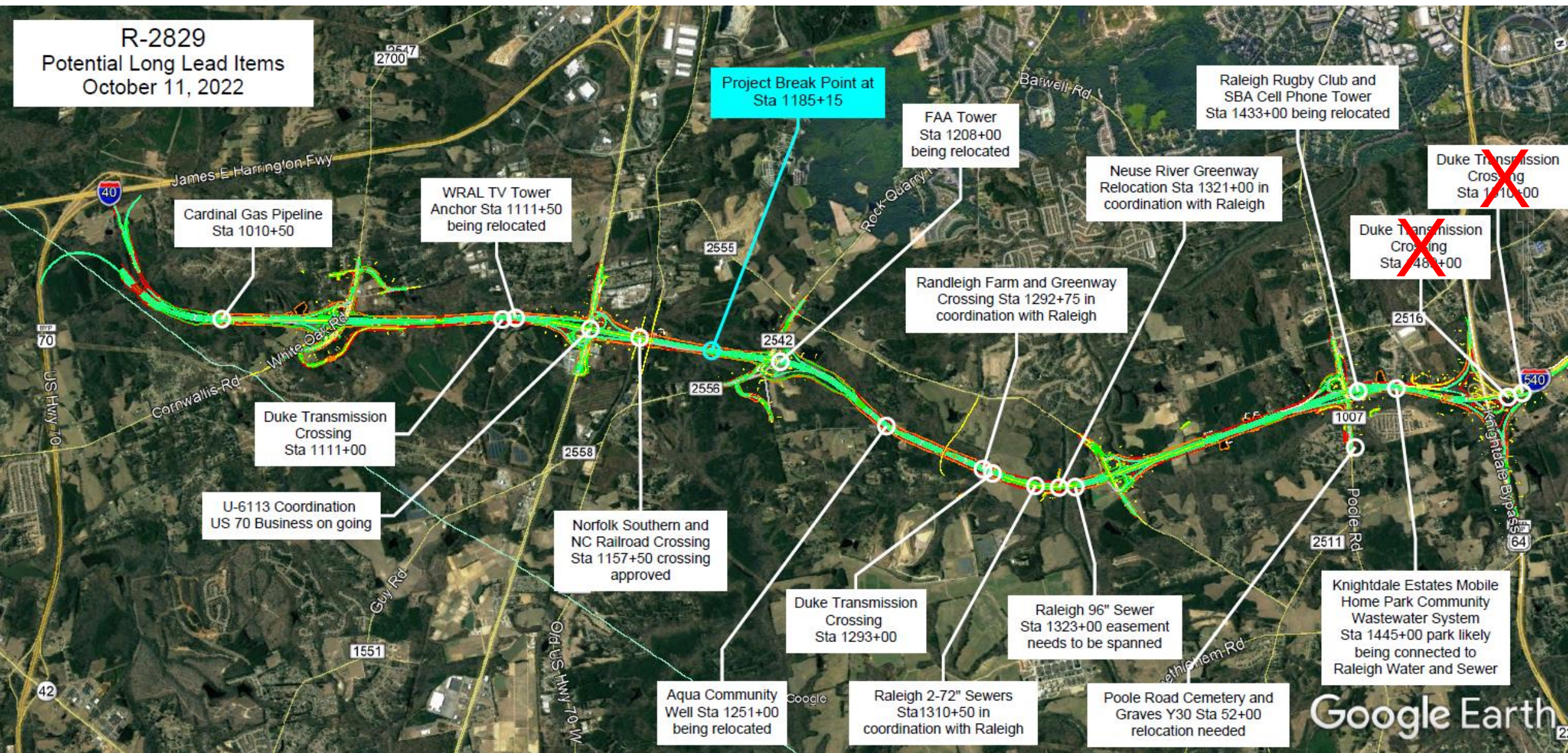
- 4.4 miles
- 2 full interchanges + 1 partial

R-2829B

- 6.6 miles
- 3 full interchanges + 1 partial



R-2829
Potential Long Lead Items
October 11, 2022



Community Outreach

Dennis Jernigan, P.E.

Interim Chief Engineer



2022 Complete 540 Outreach



Public Meetings

Over 2,700 participants over
70 public meetings



Informing Residents

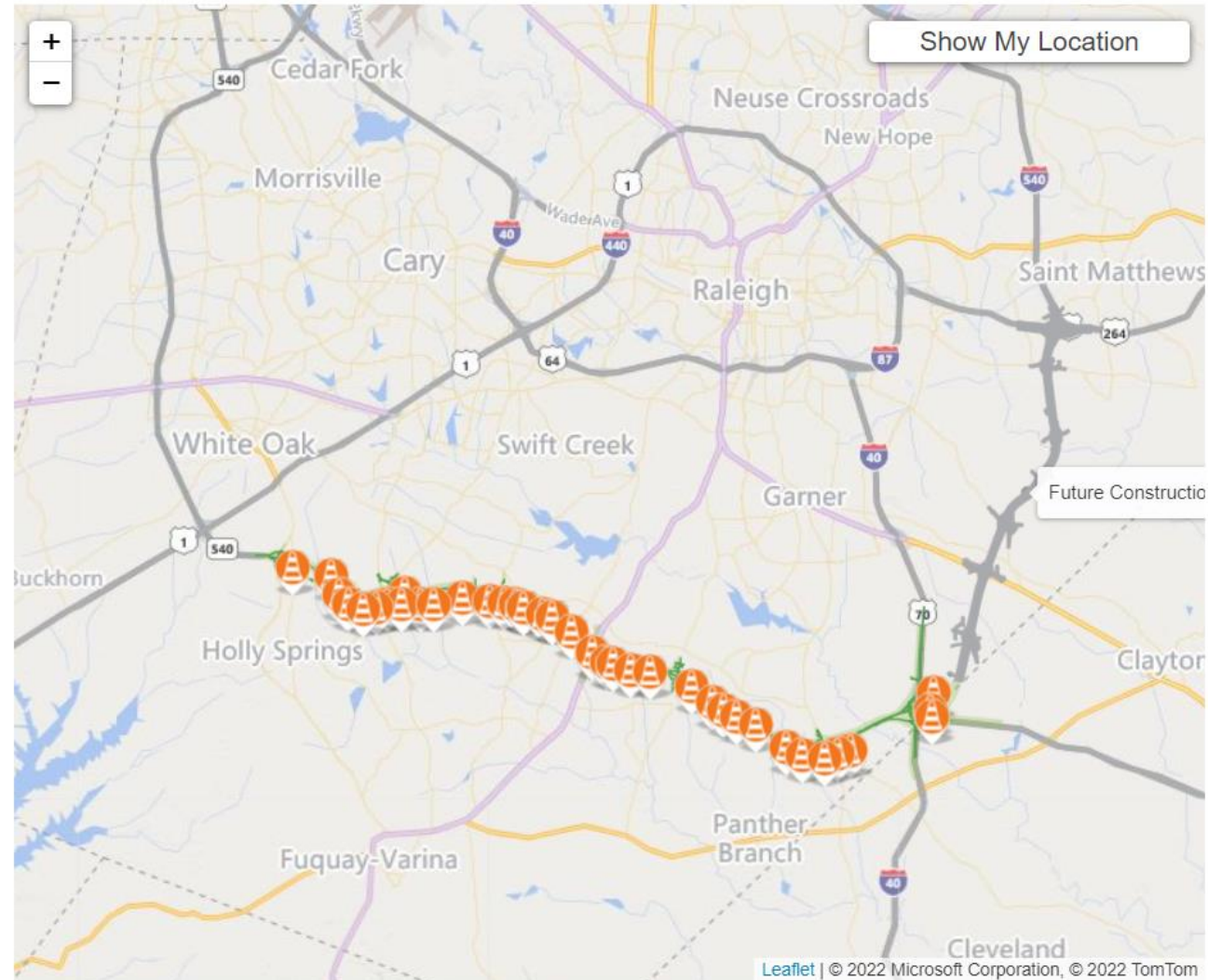
6,817 postcards & 25
Nextdoor posts



Resident Inquiries

329 emails & 257 calls to
the Complete 540 Hotline

Current Construction Activities





2023 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, 2023

Triangle Expressway 2023 Toll Rates

		EXIT POINT										
		Begin Toll 885	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 885 - Toll N.C. 885 at I-40		\$ 0.43	\$ 0.95	\$ 1.19	\$ 1.71	\$ 2.14	\$ 2.67	\$ 3.31	\$ 3.31	\$ 3.64	\$ 3.80
	Exit 3/2 - Hopson Road / Davis Drive	\$ 0.43		\$ 0.95	\$ 1.19	\$ 1.71	\$ 2.14	\$ 2.67	\$ 3.31	\$ 3.31	\$ 3.64	\$ 3.80
	Exit 69 - Chapel Hill Road / N.C. 54	\$ 0.95	\$ 0.95		\$ 0.77	\$ 1.29	\$ 1.72	\$ 2.25	\$ 2.89	\$ 2.89	\$ 3.22	\$ 3.38
	Exit 66 - N.C. 55	\$ 1.19	\$ 1.19	\$ 0.77		\$ 0.52	\$ 0.95	\$ 1.48	\$ 2.12	\$ 2.12	\$ 2.45	\$ 2.61
	Exit 64 - Morrisville Parkway	\$ 1.71	\$ 1.71	\$ 1.29	\$ 0.52		\$ 0.43	\$ 0.96	\$ 1.60	\$ 1.60	\$ 1.93	\$ 2.09
	Exit 62 - Green Level West Road	\$ 2.14	\$ 2.14	\$ 1.72	\$ 0.95	\$ 0.43		\$ 0.53	\$ 1.17	\$ 1.17	\$ 1.50	\$ 1.66
	Exit 59 - U.S. 64	\$ 2.67	\$ 2.67	\$ 2.25	\$ 1.48	\$ 0.96	\$ 0.53		\$ 1.17	\$ 1.17	\$ 1.50	\$ 1.66
	Exit 57 - Old U.S. Hwy 1/ S. Salem St.	\$ 3.31	\$ 3.31	\$ 2.89	\$ 2.12	\$ 1.60	\$ 1.17	\$ 1.17		\$ 0.30	\$ 0.63	\$ 0.79
	Exit 56 - U.S. 1	\$ 3.31	\$ 3.31	\$ 2.89	\$ 2.12	\$ 1.60	\$ 1.17	\$ 1.17	\$ 0.30		\$ 0.33	\$ 0.49
	Exit 55 - Veridea Parkway	\$ 3.64	\$ 3.64	\$ 3.22	\$ 2.45	\$ 1.93	\$ 1.50	\$ 1.50	\$ 0.63	\$ 0.33		\$ 0.49
	Exit 54 - N.C. 55	\$ 3.80	\$ 3.80	\$ 3.38	\$ 2.61	\$ 2.09	\$ 1.66	\$ 1.66	\$ 0.79	\$ 0.49	\$ 0.49	

CLASS 1 Rates Shown (2-AXLE vehicle with an NC Quick Pass account)

Triangle Expressway Toll Rate Change (2022-2023)

		EXIT POINT										
		Begin Toll 885	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 885 - Toll N.C. 885 at I-40		\$ 0.01	\$ 0.02	\$ 0.03	\$ 0.04	\$ 0.05	\$ 0.07	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.09
	Exit 3/2 - Hopson Road / Davis Drive	\$ 0.01		\$ 0.02	\$ 0.03	\$ 0.04	\$ 0.05	\$ 0.07	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.09
	Exit 69 - Chapel Hill Road / N.C. 54	\$ 0.02	\$ 0.02		\$ 0.03	\$ 0.04	\$ 0.05	\$ 0.07	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.09
	Exit 66 - N.C. 55	\$ 0.03	\$ 0.03	\$ 0.03		\$ 0.01	\$ 0.02	\$ 0.04	\$ 0.05	\$ 0.05	\$ 0.06	\$ 0.06
	Exit 64 - Morrisville Parkway	\$ 0.04	\$ 0.04	\$ 0.04	\$ 0.01		\$ 0.01	\$ 0.03	\$ 0.04	\$ 0.04	\$ 0.05	\$ 0.05
	Exit 62 - Green Level West Road	\$ 0.05	\$ 0.05	\$ 0.05	\$ 0.02	\$ 0.01		\$ 0.02	\$ 0.03	\$ 0.03	\$ 0.04	\$ 0.04
	Exit 59 - U.S. 64	\$ 0.07	\$ 0.07	\$ 0.07	\$ 0.04	\$ 0.03	\$ 0.02		\$ 0.03	\$ 0.03	\$ 0.04	\$ 0.04
	Exit 57 - Old U.S. Hwy 1 / S. Salem St.	\$ 0.08	\$ 0.08	\$ 0.08	\$ 0.05	\$ 0.04	\$ 0.03	\$ 0.03		\$ -	\$ 0.01	\$ 0.01
	Exit 56 - U.S. 1	\$ 0.08	\$ 0.08	\$ 0.08	\$ 0.05	\$ 0.04	\$ 0.03	\$ 0.03	\$ -		\$ 0.01	\$ 0.01
	Exit 55 - Veridea Parkway	\$ 0.09	\$ 0.09	\$ 0.09	\$ 0.06	\$ 0.05	\$ 0.04	\$ 0.04	\$ 0.01	\$ 0.01		\$ 0.01
	Exit 54 - N.C. 55	\$ 0.09	\$ 0.09	\$ 0.09	\$ 0.06	\$ 0.05	\$ 0.04	\$ 0.04	\$ 0.01	\$ 0.01	\$ 0.01	

CLASS 1 Rates Shown (2-AXLE vehicle with an NC Quick Pass account)

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, 2023

Monroe Expressway 2023 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	\$ 0.62	\$ 0.83	\$ 1.43	\$ 1.70	\$ 2.31	\$ 2.77
	Exit 257 - Indian Trail-Fairview Rd.	\$ 0.28		\$ 0.34	\$ 0.55	\$ 1.15	\$ 1.42	\$ 2.03	\$ 2.49
	Exit 259 - Unionville-Indian Trail Rd.	\$ 0.62	\$ 0.34		\$ 0.21	\$ 0.81	\$ 1.08	\$ 1.69	\$ 2.15
	Exit 260 - N. Rocky River Rd.	\$ 0.83	\$ 0.55	\$ 0.21		\$ 0.60	\$ 0.87	\$ 1.48	\$ 1.94
	Exit 264 - U.S. 601	\$ 1.43	\$ 1.15	\$ 0.81	\$ 0.60		\$ 0.27	\$ 0.88	\$ 1.34
	Exit 266 - Morgan Mill Rd.	\$ 1.70	\$ 1.42	\$ 1.08	\$ 0.87	\$ 0.27		\$ 0.61	\$ 1.07
	Exit 270 - Austin Chaney Rd.	\$ 2.31	\$ 2.03	\$ 1.69	\$ 1.48	\$ 0.88	\$ 0.61		\$ 0.46
	Exit 273 - U.S. 74 (East)	\$ 2.77	\$ 2.49	\$ 2.15	\$ 1.94	\$ 1.34	\$ 1.07	\$ 0.46	

CLASS 1 Rates Shown (2-AXLE vehicle with an NC Quick Pass account)

Monroe Expressway Toll Rate Change (2022-2023)

		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)		\$ -	\$ 0.01	\$ 0.02	\$ 0.03	\$ 0.03	\$ 0.04	\$ 0.05
	Exit 257 - Indian Trail-Fairview Rd.	\$ -		\$ 0.01	\$ 0.02	\$ 0.03	\$ 0.03	\$ 0.04	\$ 0.05
	Exit 259 - Unionville-Indian Trail Rd.	\$ 0.01	\$ 0.01		\$ 0.01	\$ 0.02	\$ 0.02	\$ 0.03	\$ 0.04
	Exit 260 - N. Rocky River Rd.	\$ 0.02	\$ 0.02	\$ 0.01		\$ 0.01	\$ 0.01	\$ 0.02	\$ 0.03
	Exit 264 - U.S. 601	\$ 0.03	\$ 0.03	\$ 0.02	\$ 0.01		\$ -	\$ 0.01	\$ 0.02
	Exit 266 - Morgan Mill Rd.	\$ 0.03	\$ 0.03	\$ 0.02	\$ 0.01	\$ -		\$ 0.01	\$ 0.02
	Exit 270 - Austin Chaney Rd.	\$ 0.04	\$ 0.04	\$ 0.03	\$ 0.02	\$ 0.01	\$ 0.01		\$ 0.01
	Exit 273 - U.S. 74 (East)	\$ 0.05	\$ 0.05	\$ 0.04	\$ 0.03	\$ 0.02	\$ 0.02	\$ 0.01	

CLASS 1 Rates Shown (2-AXLE vehicle with an NC Quick Pass account)

I-485 Express Lanes Update

Brian Davis, P.E.
Resident Engineer

I-485 Express Lanes



Division 10 Construction

Westinghouse Direct Connect



Division 10 Construction

Weddington Road Interchange



Division 10 Construction

Scissor Bridge From Toll Lane to Johnston Road Direct Connect



Division 10 Construction

Scissor Bridge Johnston Road to the Toll Lane Direct Connect



Division 10 Construction

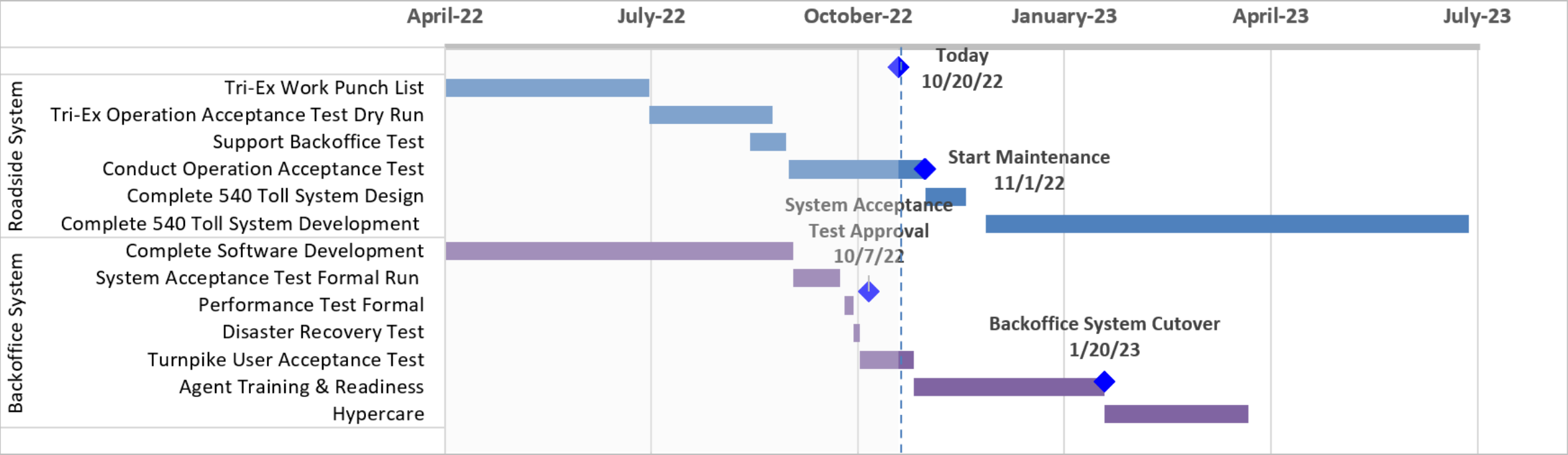
East John Street Interchange



Toll Technology Update

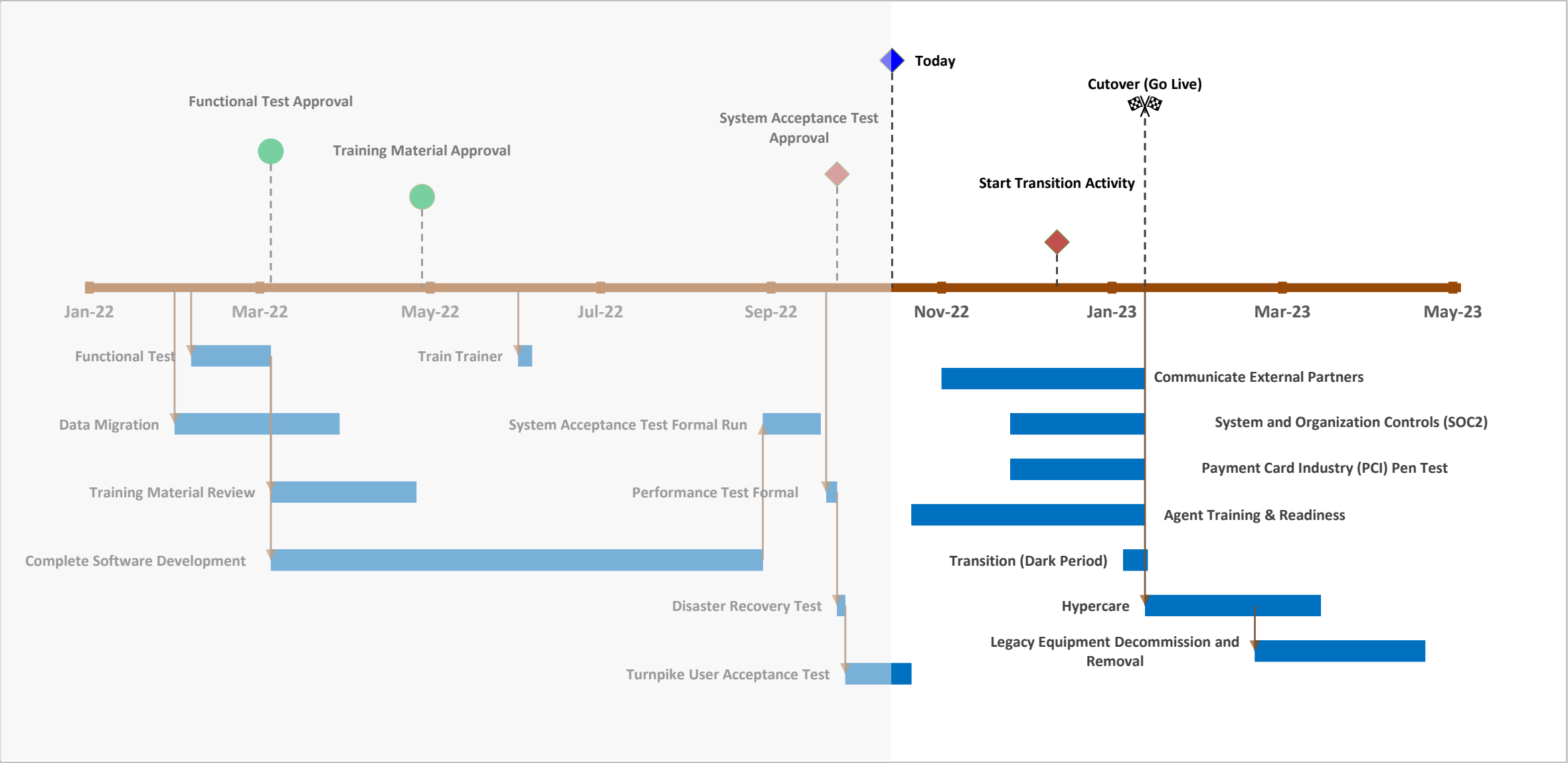
Manish Chourey
Chief Technology Officer

Toll Technology Project Timeline



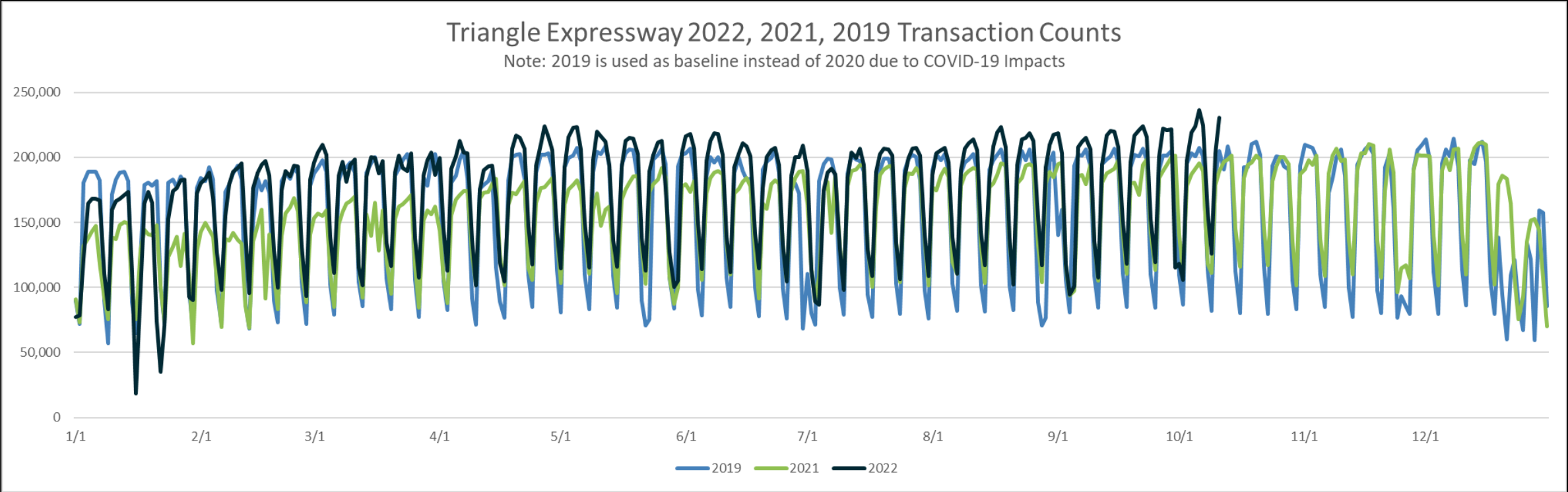
The Timeline provides Plan dates – subject to changes based on actual activities

Backoffice System Upgrade

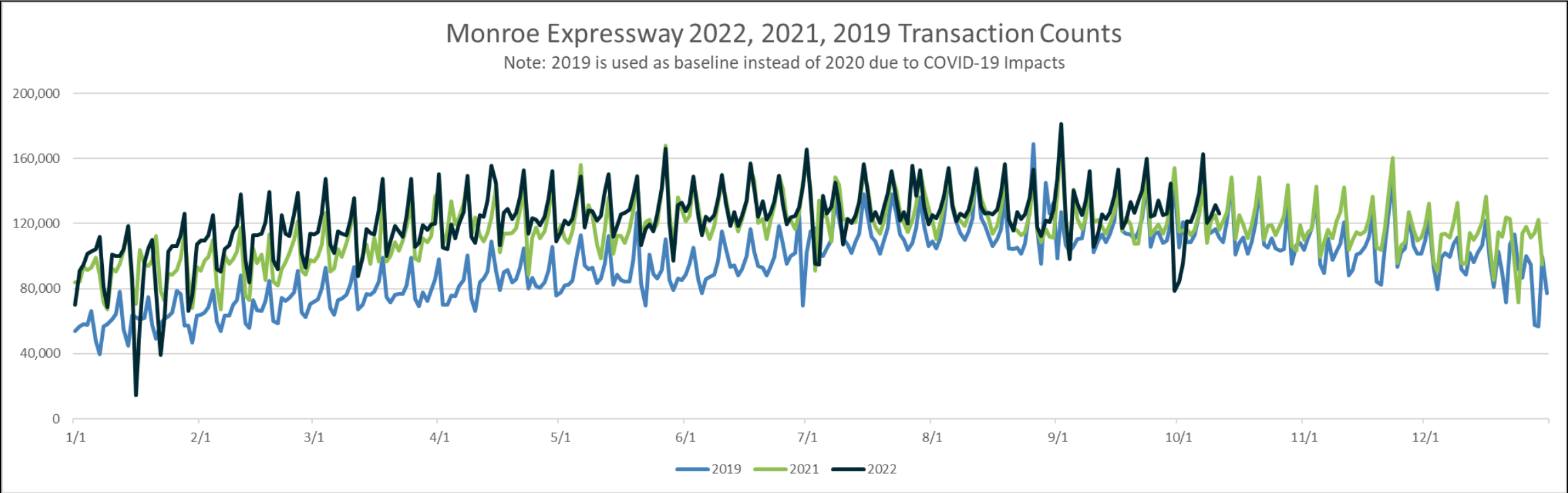


The Timeline provides Plan dates – subject to changes based on actual activities

Triangle Expressway Traffic



Monroe Expressway Traffic

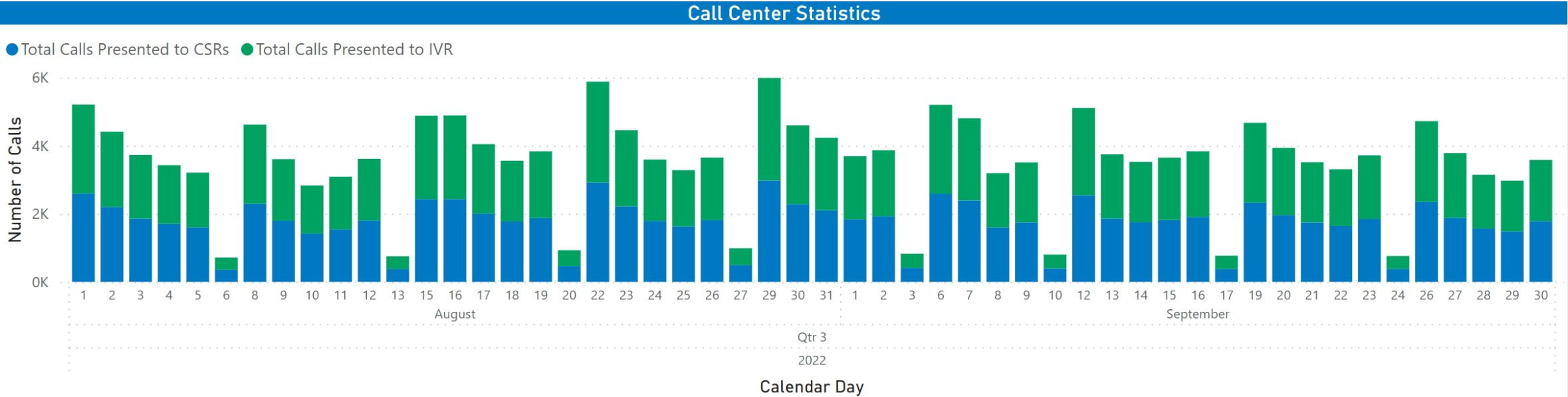


Customer Service Center Update

Angela Queensland
Customer Service Manager

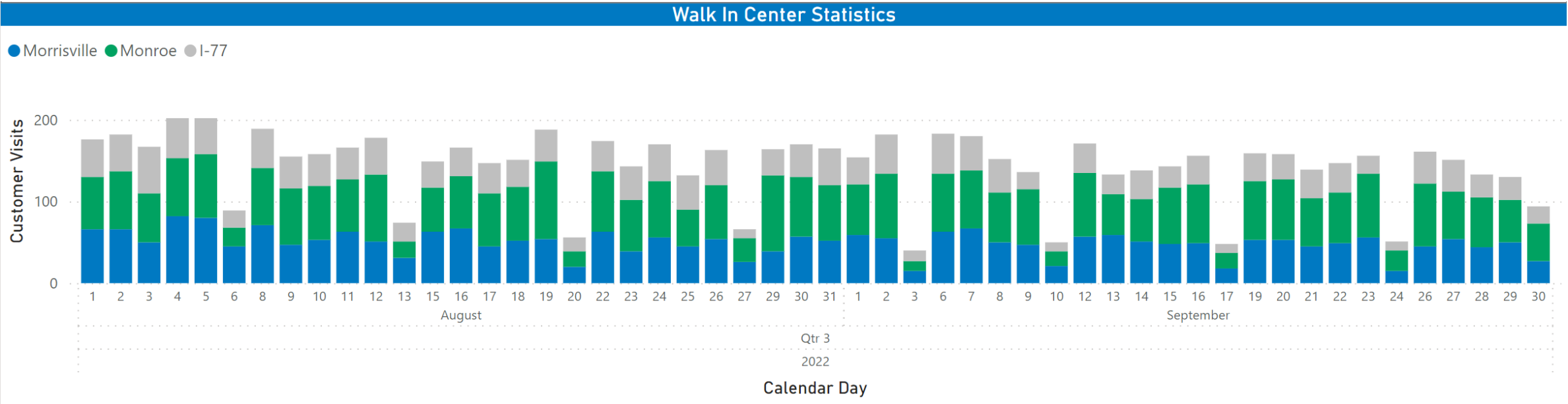
Call Center Statistics

NC Quick Pass Program



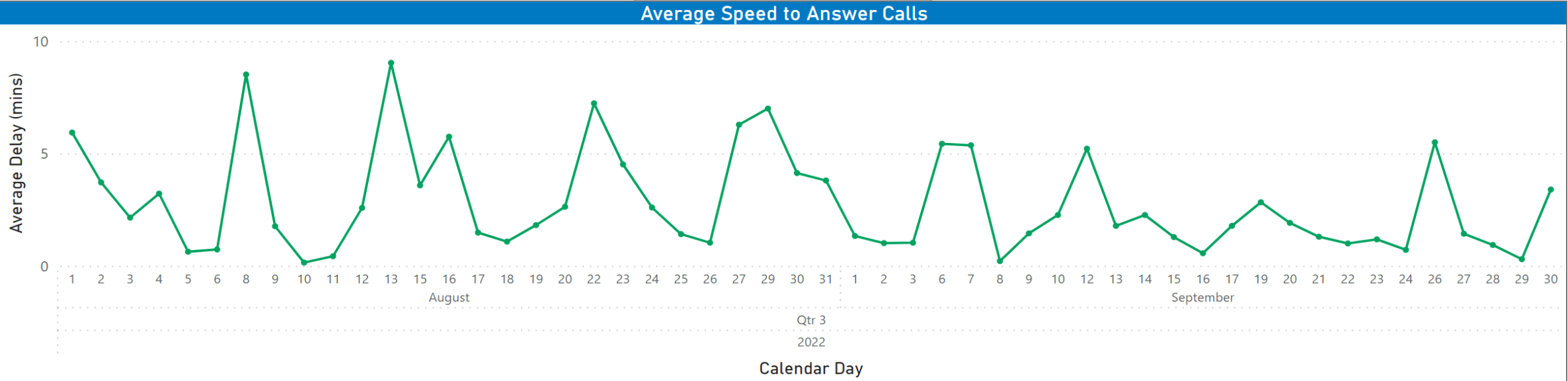
Walk-In Center Statistics

NC Quick Pass Program



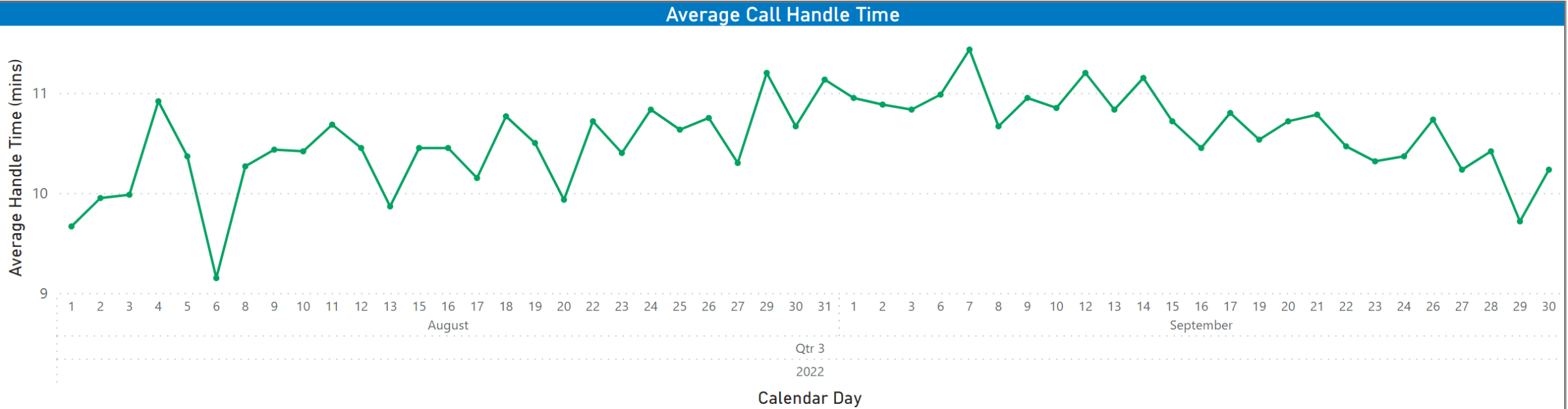
Average Speed to Answer Calls

NC Quick Pass Program



Average Call Handle Time

NC Quick Pass Program





Rocky Mount Staffing



- Partnered with Edgecombe and Nash County NC Works
- Over 100 interviews
- Hired 30 agents during job fair
- Looking to hire 60+ agents by December

New Backoffice Training

- ☒ BOS2 Training Material Development
- ☒ Train the Trainer Sessions
- ☒ SOP Development
- ☐ Agents
- ☐ CSC Management
- ☐ Agent Refresher

Communications Update

Logen Hodges

Marketing & Communications Director



Save 35% on Tolls
in North Carolina



4



NC Quick Pass Call Center Ribbon Cutting

- 80 – 100 attendees
- Including our partners at DMV, City of Rocky Mount, and Nash and Edgecombe counties.
- Two tours of the facility for attendees and media
- Memento available
- [Photos of the event](#)





Rocky Mount Call Center
**Ribbon Cutting
Ceremony**



Contact Us



ncdot.gov/turnpike



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

ncquickpass.com

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



Thank you!