

North Carolina Turnpike Authority

Board of Directors Meeting

February 16, 2023



Board of Directors



J. Eric Boyette
Chairman



**James 'Jim'
Walker**
Vice Chair



Robert D. Teer Jr.
Secretary & Treasurer



John Adcock
Board Member



Mary N. Clayton
Board Member



**Dr. Pamela
Gibson Senegal**
Board Member



Sam Hunt IV
Board Member



Montell W. Irvin
Board Member



**Charles 'Chuck'
L. Travis III**
Board Member

Opening Comments

James 'Jim' Walker
Vice Chair

Executive Director Comments

JJ Eden
Executive Director

Finance Committee Report

Robert Teer
Finance Committee Chair

Operations Committee Report

Montell Irvin, P.E.
Operations Committee Chair

I-77 Mobility Partners Update

Jose Espinosa
CEO, I-77 Mobility Partners



EXPRESS LANES METHODOLOGY

Tolling & Performance Requirements



Allowance	Free & Discounted	Dynamic Mode	Notification to NCTA	Performance-Price Requirements
Cars allowed. Small trucks (3-years Pilot program; Extended Vehicles) allowed.	HOV 3+ free. Transit, motorcycles, emergency vehicles free.	Change every 5 minutes.	Must notify NCTA 30 days prior to any increase in maximum toll rates or change in toll setting methodology.	For each Segment-Direction, 90% of workdays in the last 180 days must have average speeds of at least 45 mph.

Managed Lane Speed Reliability

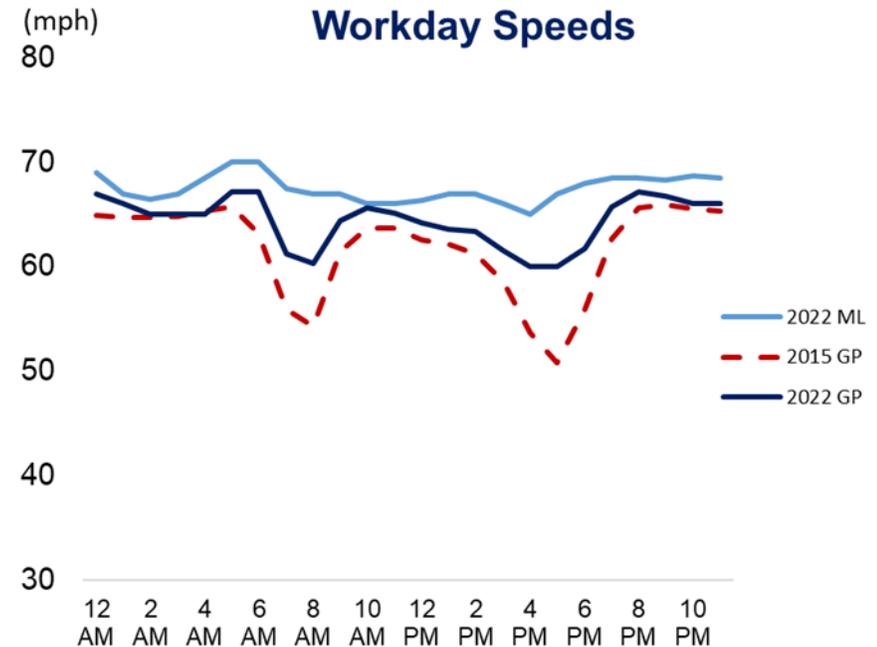


Except for events outside of our control (i.e. weather, accidents,...), I-77 Managed Lanes have always had free-flow conditions.

General Purpose Lanes average speeds are much better than in pre-construction conditions, despite the whole corridor carrying significantly more traffic.

- **>15% increase in average speeds during the peak periods on GPLs**

Managed Lanes are a reliable, free-flow option at all times of the day

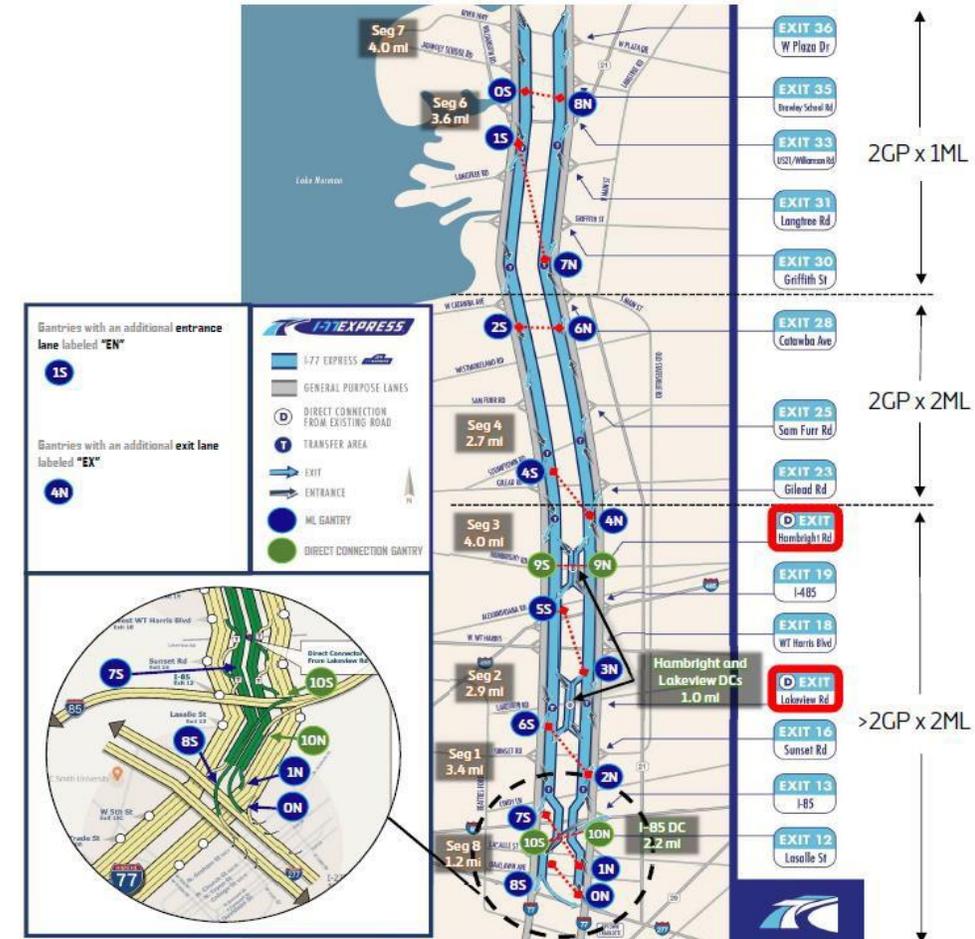


Segment-Based Managed Lanes



I-77 Managed Lanes uses Segmental Tolling

- One price offered per Segment used
- Drivers have a choice to enter/exit before the next Segment.
- A pricing sign is located well in advance to the entrance of each segment to help user to determine whether to enter in each segment.
- Similarly, if they continue driving in the express lanes, they will be able to see additional signs before the next entry/exit point to help user in deciding to continue driving in the express lanes or not.





Toll Rate Public Hearing

I-77 Express Toll Rate Hearing
September 13, 2018

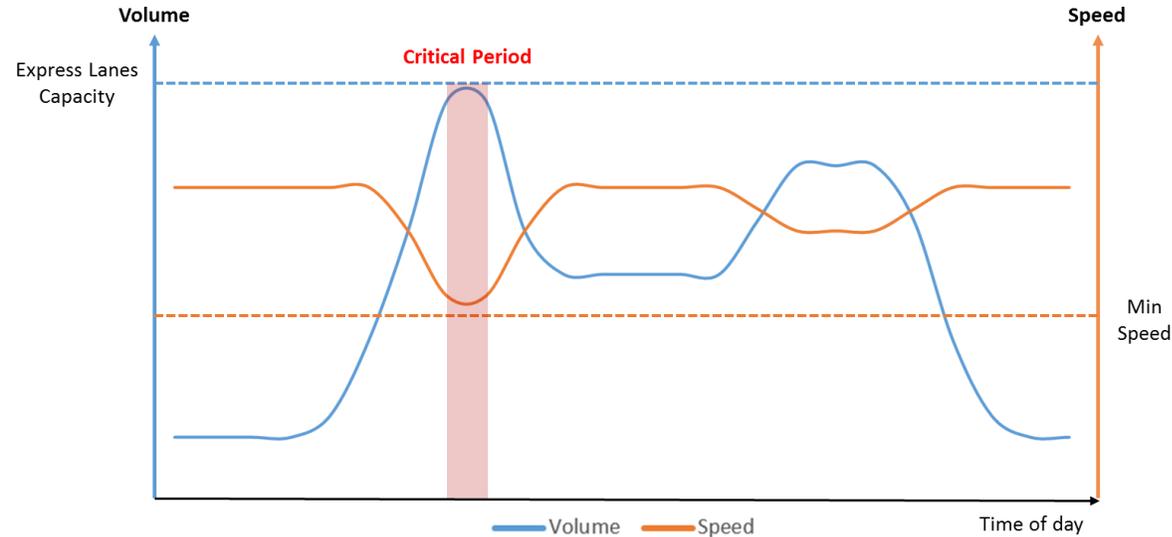
www.I77Express.com

Understanding Variable Pricing



- Our two basic principles regarding pricing are:
 1. Prices should always be aligned, to the extent possible, with the demand for using I-77 Express.
 2. Prices should be adequate to keep traffic on I-77 Express at average speeds above a minimum speed that ranges from 48 to 56 mph depending on the segment, as specified in our contractual requirements and federal law.
- Toll segments vary in length and have different traffic patterns throughout the day, so rates will vary by segment, direction and time-period based on those factors.
- Having multiple segments and multiple entry and exit points allows more flexibility for I-77 Express users to plan their trips and pay only for those portions of I-77 Express they use.

DYNAMIC ADJUSTMENT of RATES

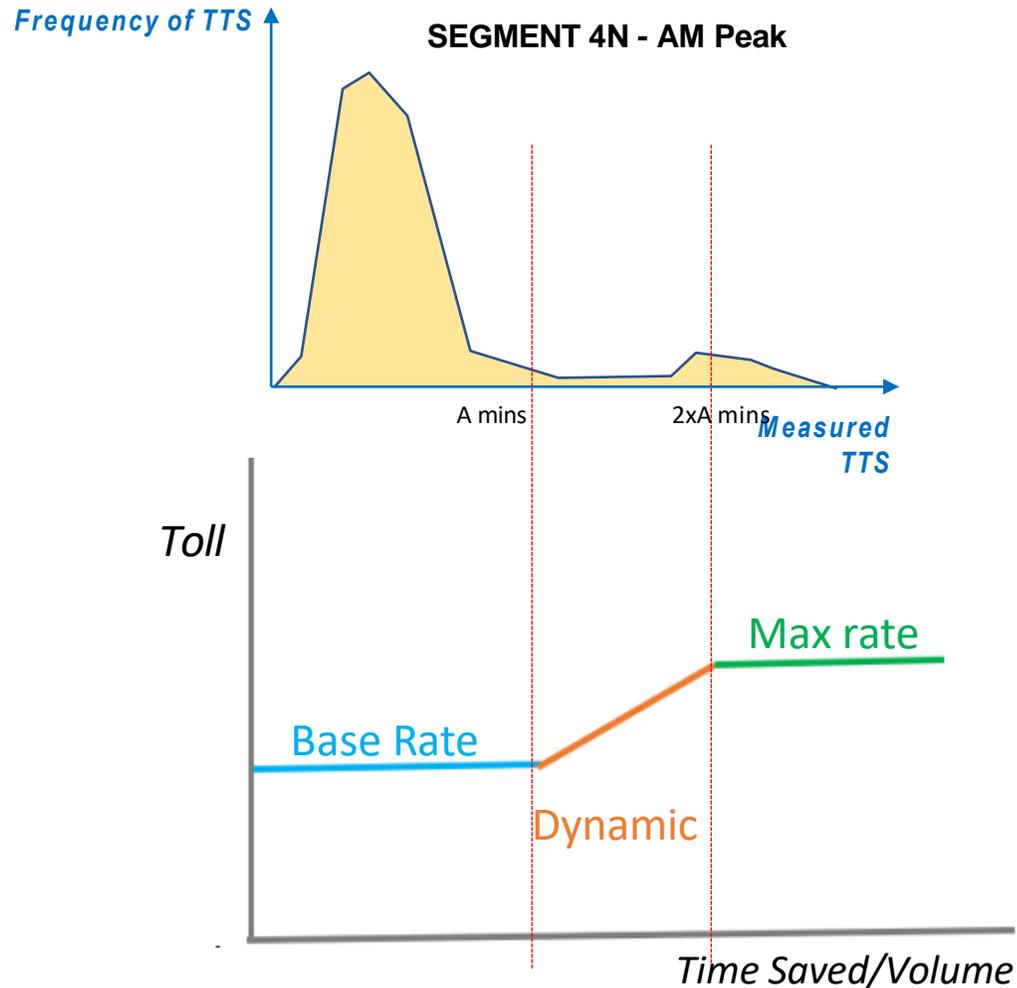


- On a road, the number of cars (volume) and the speed of those cars are related. As volume increases, speed normally decreases as roads become congested.
- The dynamic adjustment of toll rates allow I-77 Express to manage, in real time, varying traffic and demand conditions in order to maintain a minimum average speed.
- As an example, if volume on I-77 Express increases and speeds decrease, prices will rise in order to ease demand for I-77 Express, bringing the system back into balance.



DYNAMIC PRICING METHODOLOGY

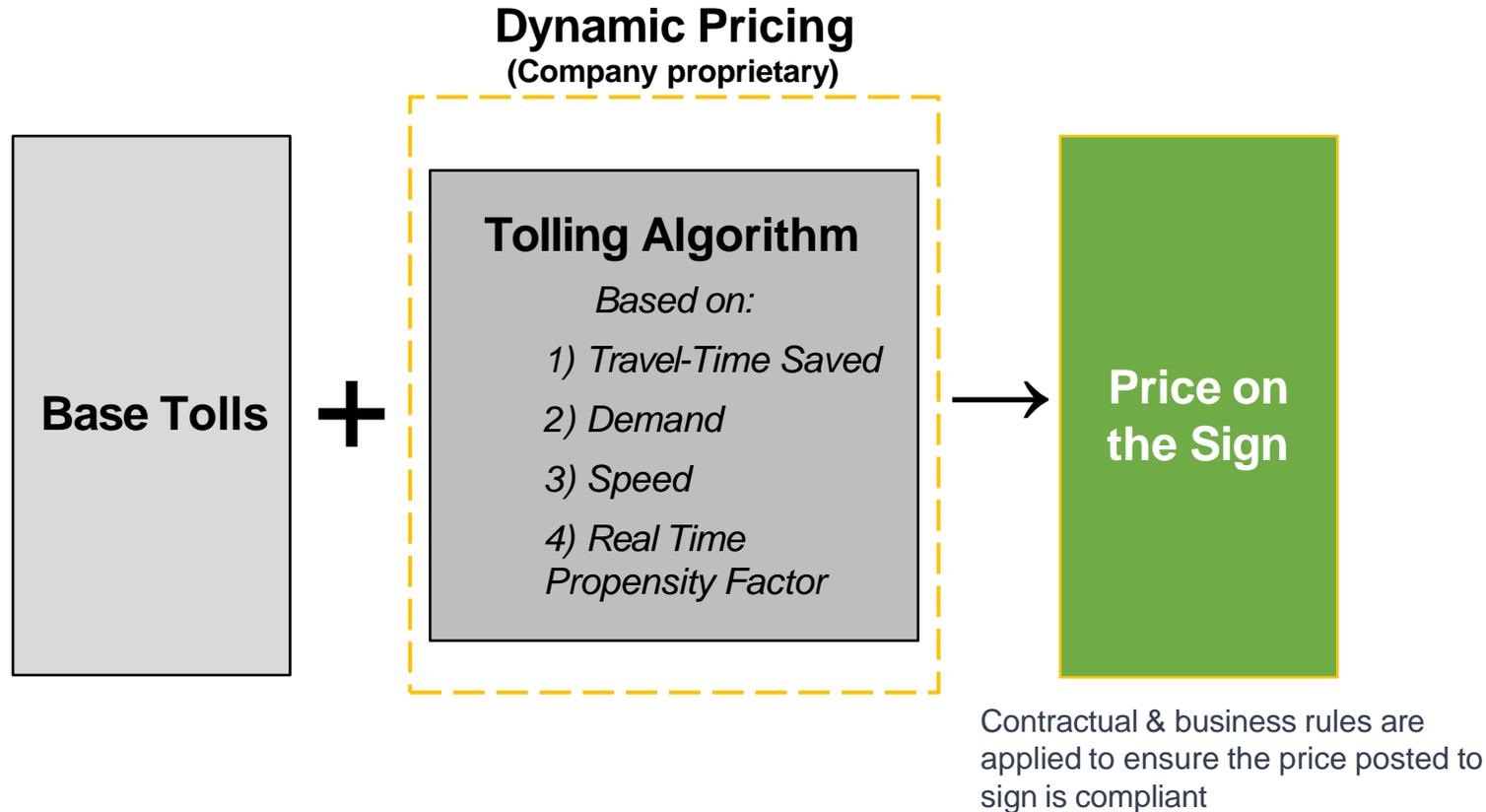
Setting the thresholds by Segment



Several parameters are inserted into the algorithm following this systematic approach:

1. The **Base Rate** for the time period is set by pricing Analyst.
2. **Dynamic** pricing kicks in when the Travel Time Saved (TTS) or demand is above the threshold set.
3. **Max rate** The highest rate we allow on the sign.

Price on Sign – Dynamic pricing



- **Travel-Time Saved** – If the time saved between the General-Purpose Lanes and Managed Lanes is above the set threshold, an adjustment to the base toll is made
- **Demand** – If the measured demand on the managed lanes is above the set threshold, an adjustment to the base toll is made
- **Speed** – If the measured speed on the managed lanes is below the set threshold, an adjustment to the base toll is made
- **Real Time Propensity Factor**– If an extraordinary value for the Managed Lanes is detected, an adjustment to the toll is made. This is triggered only under extreme conditions in order to ensure the right level of service in the Managed Lanes.

Express Lanes for ALL



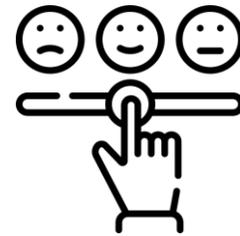
Option for all

\$15
Bill/month



Speed Reliability

100%
Above 45mph



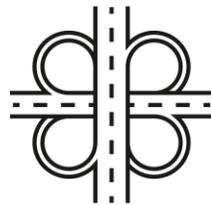
High Driver Satisfaction Levels

75+%
Have a positive experience



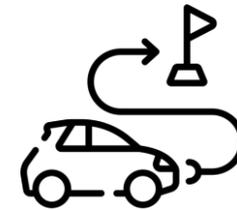
Benefits for Thousands

300k+
Users/month



Mobility for Millions

1M
EL Trips/month



Large User Base

>3.0+M
Vehicles ever used

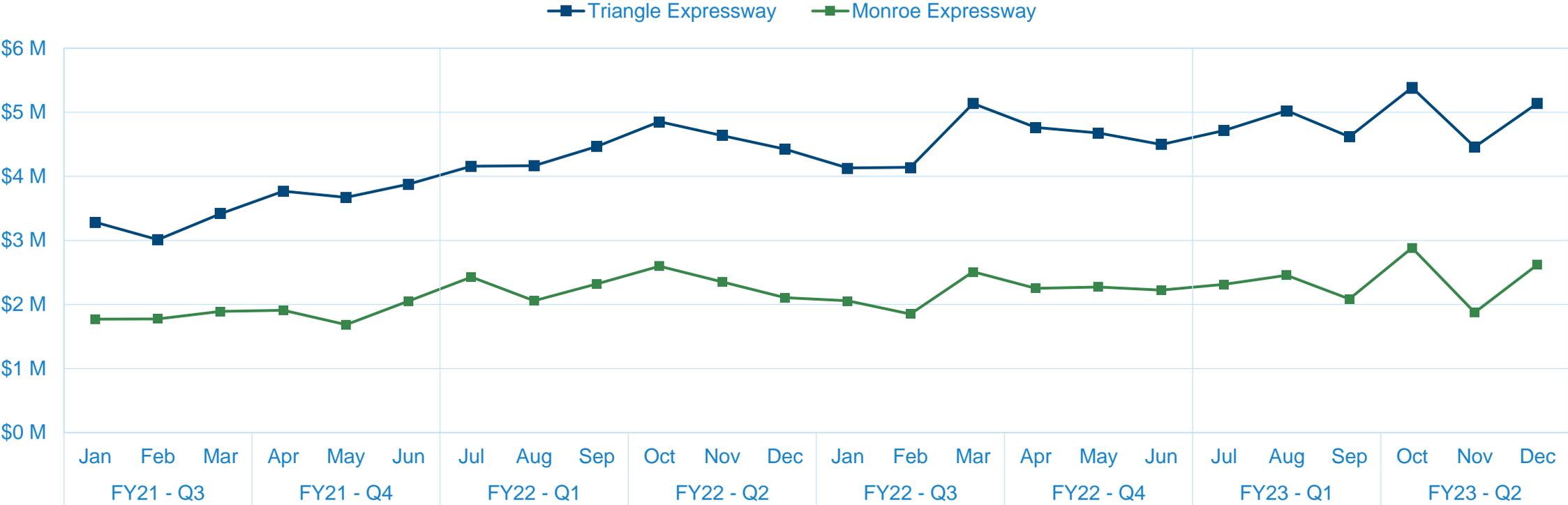


THANK YOU!

Finance & Budget Update

Mark Newsome
Deputy Chief Financial Officer

Revenue Statistics



	FY21 - Q3	FY21 - Q4	FY22 - Q1	FY22 - Q2	FY22 - Q3	FY22 - Q4	FY23 - Q1	FY23 - Q2
Triangle Expressway Actual Revenue¹	\$9,710,112	\$11,317,045	\$12,789,168	\$13,912,848	\$13,405,363	\$13,935,336	\$14,360,621	\$14,981,905
YOY Percent Change	-32.8%	28.5%	43.3%	52.5%	38.1%	23.1%	12.3%	7.7%
	FY21 - Q3	FY21 - Q4	FY22 - Q1	FY22 - Q2	FY22 - Q3	FY22 - Q4	FY23 - Q1	FY23 - Q2
Monroe Expressway Actual Revenue¹	\$5,438,045	\$5,647,673	\$6,806,332	\$7,053,956	\$6,416,149	\$6,747,248	\$6,853,322	\$7,377,116
YOY Percent Change	-1.2%	33.7%	36.8%	44.2%	18.0%	19.5%	0.7%	4.6%

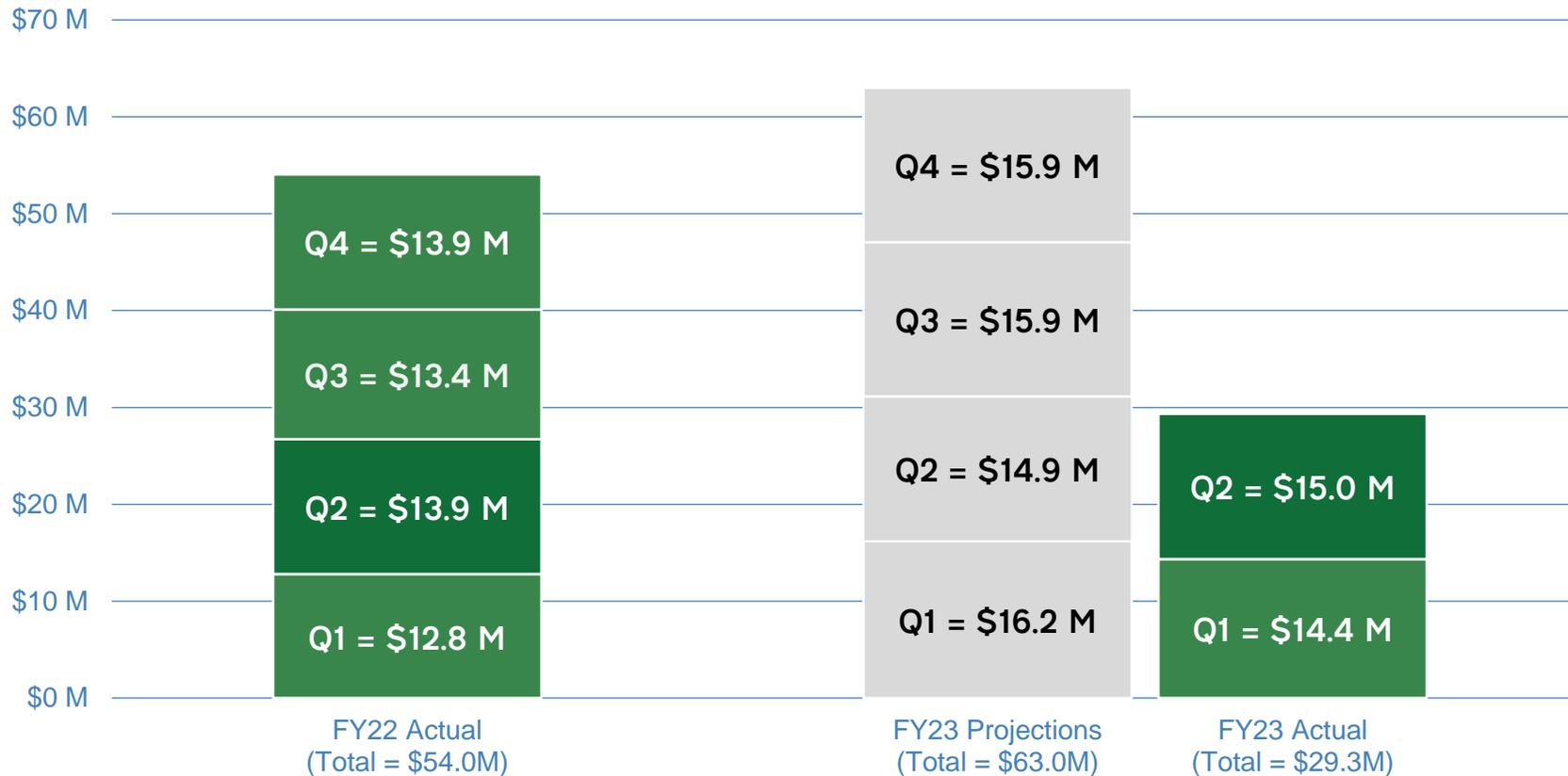
¹Actual revenue is reported on a cash basis - UNAUDITED

Revenue Statistics

Triangle Expressway

YTD revenues up **9.9%**
year-over-year

YTD revenues are down **5.7%**
compared to projections



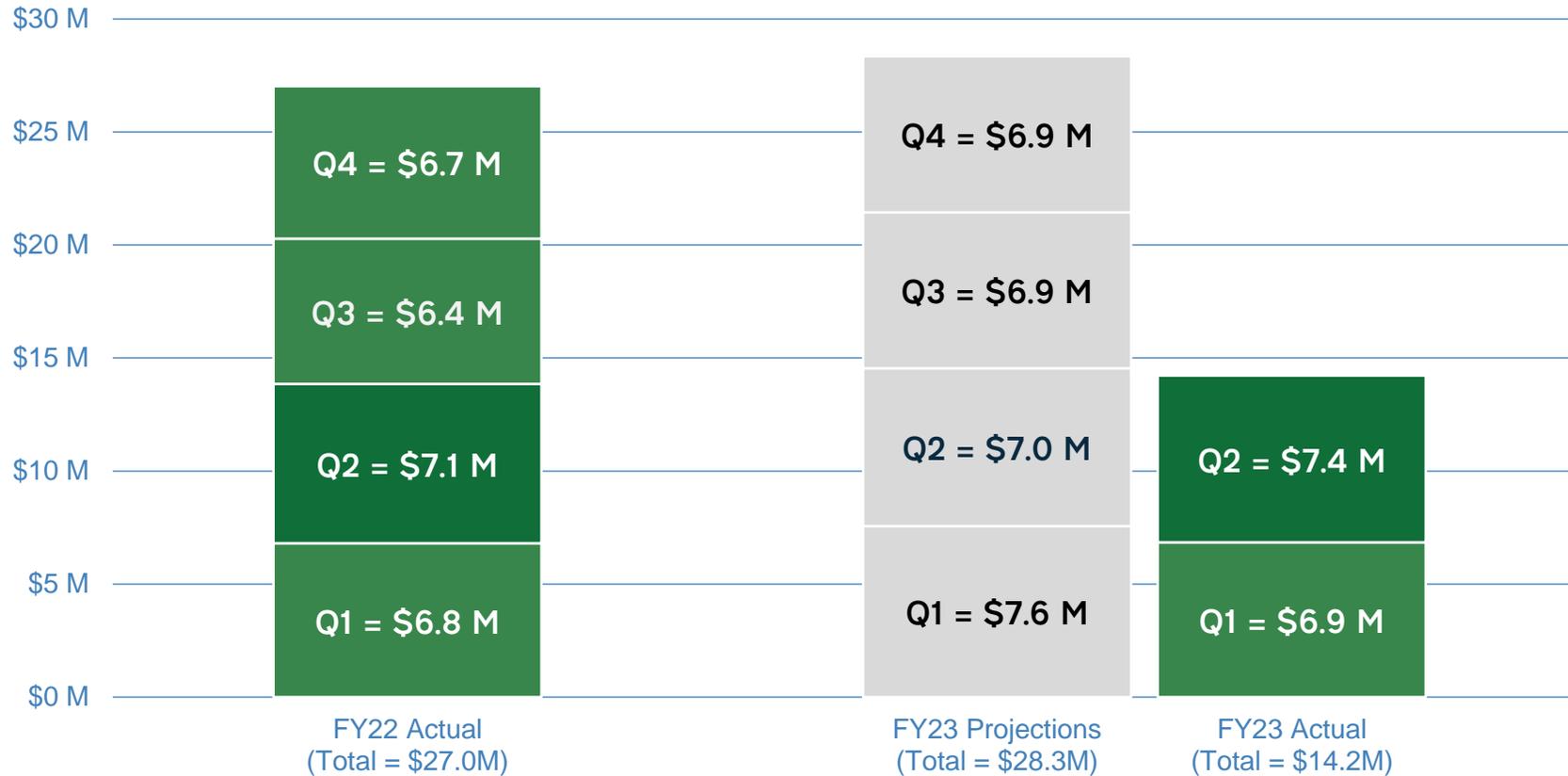
- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis - UNAUDITED

Revenue Statistics

Monroe Expressway

YTD revenues up **2.7%**
year-over-year

YTD revenues down **2.1%**
compared to projections

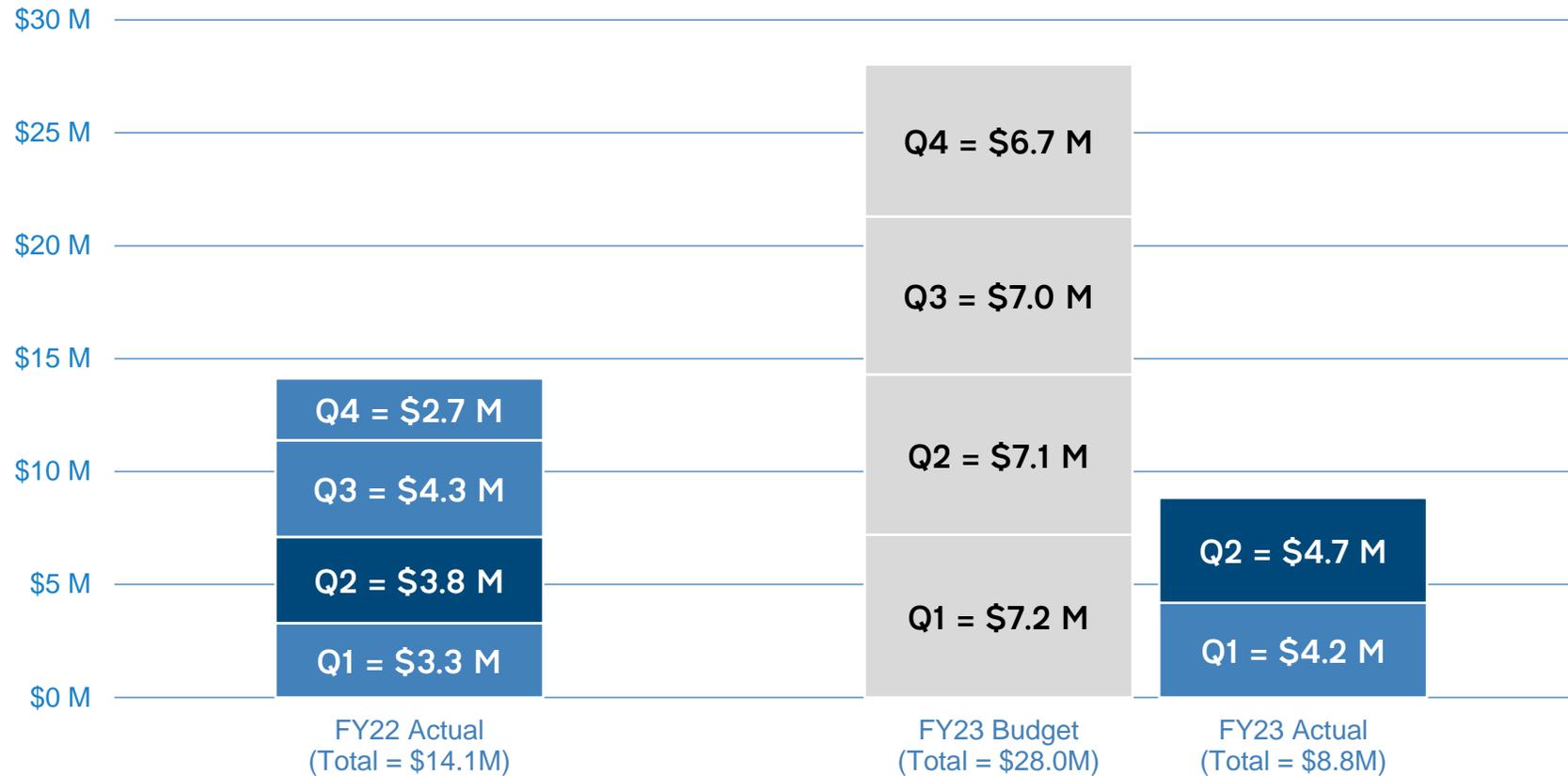


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis - UNAUDITED

Operating Expenses

Triangle Expressway

YTD Expenses **38.2%**
lower than projected budget

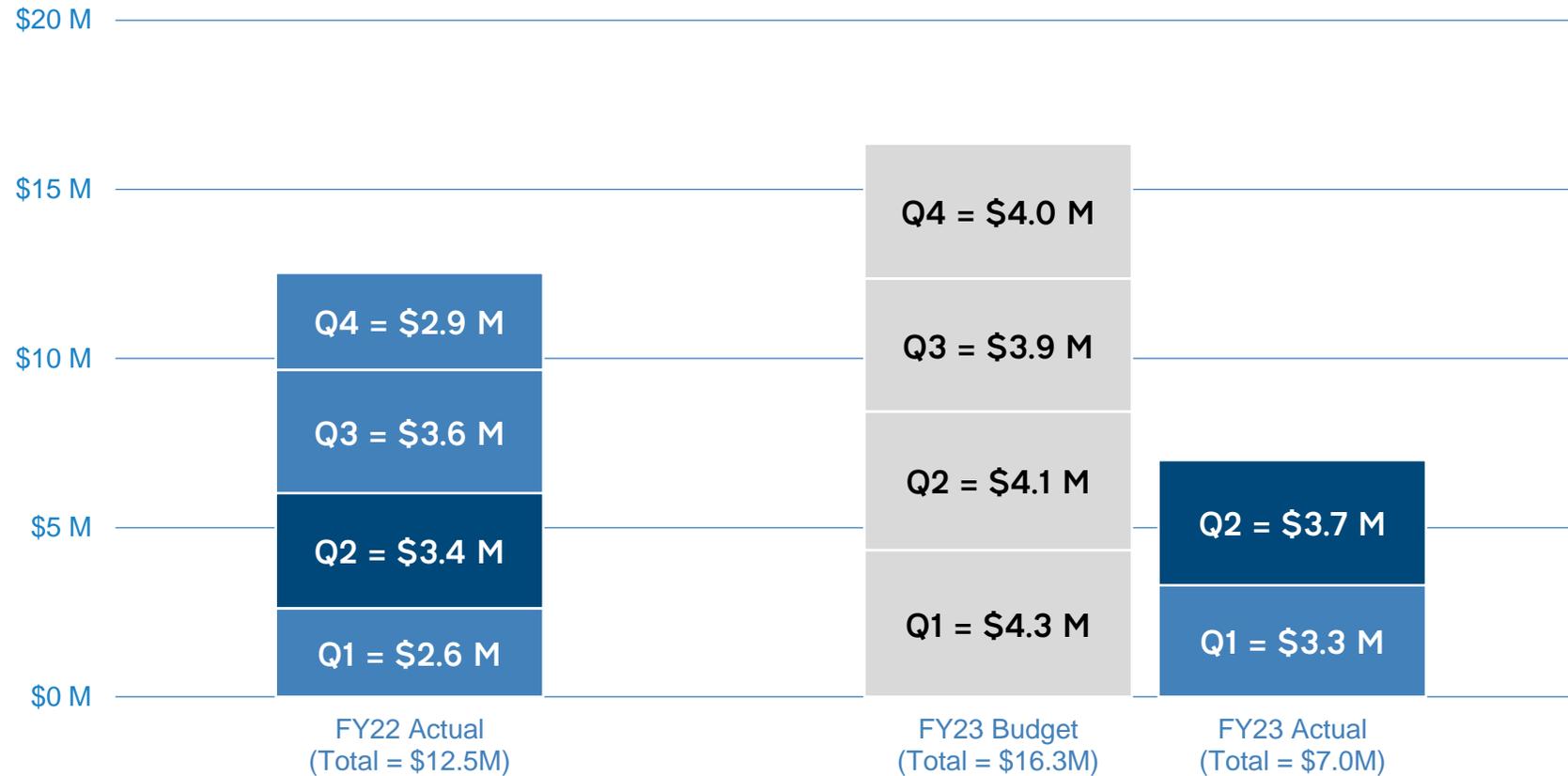


• Actual operating Expenses reported on a cash basis - UNAUDITED

Operating Expenses

Monroe Expressway

YTD Expenses **17.1%**
lower than projected budget



• Actual operating Expenses reported on a cash basis - UNAUDITED

Cash Generated from Operations

For the Six Months Ending December 31, 2022

Project	Toll & Fee Revenues	Appropriations & Subsidies	Interest Earnings	Total Cash from Operations
Triangle Expressway	29,289,168	12,500,000	2,164,519	43,953,686
Monroe Expressway	14,213,092	13,970,575	782,944	28,966,611
Total Turnpike	43,502,259	26,470,575	2,947,463	72,920,297

Project	Actual Cash from Operations - 12/31	Projected Cash from Operations - 12/31	Percent Actual
Triangle Expressway	43,953,686	43,617,847	101%
Monroe Expressway	28,966,611	28,507,019	102%
Total Turnpike	72,920,297	72,124,866	101%

UNAUDITED – Cash Basis – Not in Conformity with GAAP

Operational Cash Remaining After Debt Service

For the Six Months Ending December 31, 2022

Project	Total Cash from Operations	Debt Service	Total Cash Less Debt Service	Cash Remaining for Operations
Triangle Expressway	43,953,686	18,566,169	25,387,517	25,387,517
Monroe Expressway	28,966,611	13,271,622	15,694,989	15,694,989
Total Turnpike	72,920,297	31,837,791	41,082,506	41,082,506

Project	Actual Remaining for Operations – 12/31	Projected Remaining for Operations – 12/31	Percent Actual
Triangle Expressway	25,387,517	25,051,678	101%
Monroe Expressway	15,694,989	15,235,397	103%
Total Turnpike	41,082,506	40,287,075	102%

UNAUDITED – Cash Basis – Not in Conformity with GAAP

Cash Remaining after Debt Service and Operating Expenses

For the Six Months Ending December 31, 2022

Project	O&M Expenses	R&R Expenses	Total Operating Expenses	Total Cash Remaining
Triangle Expressway	8,840,026	74,204	8,914,231	16,473,286
Monroe Expressway	6,992,769	52,152	7,044,921	8,650,068
Total Turnpike	15,832,795	126,356	15,959,152	25,123,354

Project	Actual Cash Remaining - 12/31	Projected Cash Remaining - 12/31	Percent Actual
Triangle Expressway	16,473,286	6,753,591	244%
Monroe Expressway	8,650,068	6,229,319	139%
Total Turnpike	25,123,354	12,982,911	194%

UNAUDITED – Cash Basis – Not in Conformity with GAAP

Chief Engineer Update

Dennis Jernigan, P.E.
Interim Chief Engineer

Upcoming Tours

Complete 540

- Regional Transportation Alliance
- National Association of State Floodplain Managers Conference

RTA REGIONAL
BUSINESS
LEADERSHIP



Complete 540 Phase 2

R-2829A

- 4.4 miles
- 2 full interchanges + 1 partial

R-2829B

- 6.6 miles
- 3 full interchanges + 1 partial



DBE Outreach Event

- Date TBD
- Partnering with Office of Civil Rights



R-2829B

RFQ Advertisement	November 15, 2022	✓
Statement of Qualifications due from Design-Build Teams	December 20, 2022	✓
Department Announces Short-listed Teams	January 18, 2023	✓
Department Issues Industry Draft RFP to Short-listed Teams	January 18, 2023	✓
First Meeting with Short-listed Teams	February 1, 2023	✓
Department Issues Second Industry Draft RFP to Short-listed Teams	February 15, 2023	
Department Holds Statement of Qualifications Debriefs	Week of February 20, 2023	
Second Meeting with Short-listed Teams	March 1, 2023	
Department Issues Final RFP to Short-listed Teams	March 22, 2023	
Technical Proposals and Fuel Usage Factor Chart / Estimate of Quantities Due	June 22, 2023	
Sealed Price Proposals Due	July 11, 2023	
Technical Presentations by Short-listed Teams	July 12, 2023	
Open Price Proposals	July 18, 2023	
Department Holds Technical Proposal Debriefs (Pending Contract Execution)	Week of August 21, 2023	

NOTE: All dates are approximate and subject to change.

R-2829A

RFQ Advertisement	February 1, 2023	
Statement of Qualifications due from Design-Build Teams	February 28, 2023	
Department Announces Short-listed Teams	March 16, 2023	
Department Issues Industry Draft RFP to Short-listed Teams	March 16, 2023	
First Meeting with Short-listed Teams	April 4, 2023	
Department Holds Statement of Qualifications Debriefs	Week of April 17, 2023	
Department Issues Second Industry Draft RFP to Short-listed Teams	April 18, 2023	
Second Meeting with Short-listed Teams	May 2, 2023	
Department Issues Final RFP to Short-listed Teams	May 16, 2023	
Technical Proposals and Fuel Usage Factor Chart / Estimate of Quantities Due	August 24, 2023	
Sealed Price Proposals Due	September 12, 2023	
Technical Presentations by Short-listed Teams	September 13, 2023	
Open Price Proposals	September 19, 2023	
Department Holds Technical Proposal Debriefs (Pending Contract Execution)	Week of October 23, 2023	

FAA Communications Tower Relocation – R-2829B

- Was on private property at Rock Quarry Road – Parcel 30 ~ Sta 1208+00
- Tower relocated to property off NC 540
- All work for this relocation was completed by others
- Ongoing coordination is underway



SBA Cell Tower Relocation – R-2829B

- Currently on southeast corner of the Raleigh Rugby Club property – Parcel 53 ~ Sta 1433+00
- All work for this relocation is being completed by others
- Ongoing coordination is underway



Wrong Way Driving RFLOI

- Presentations from vendors
- Implementation consideration to follow

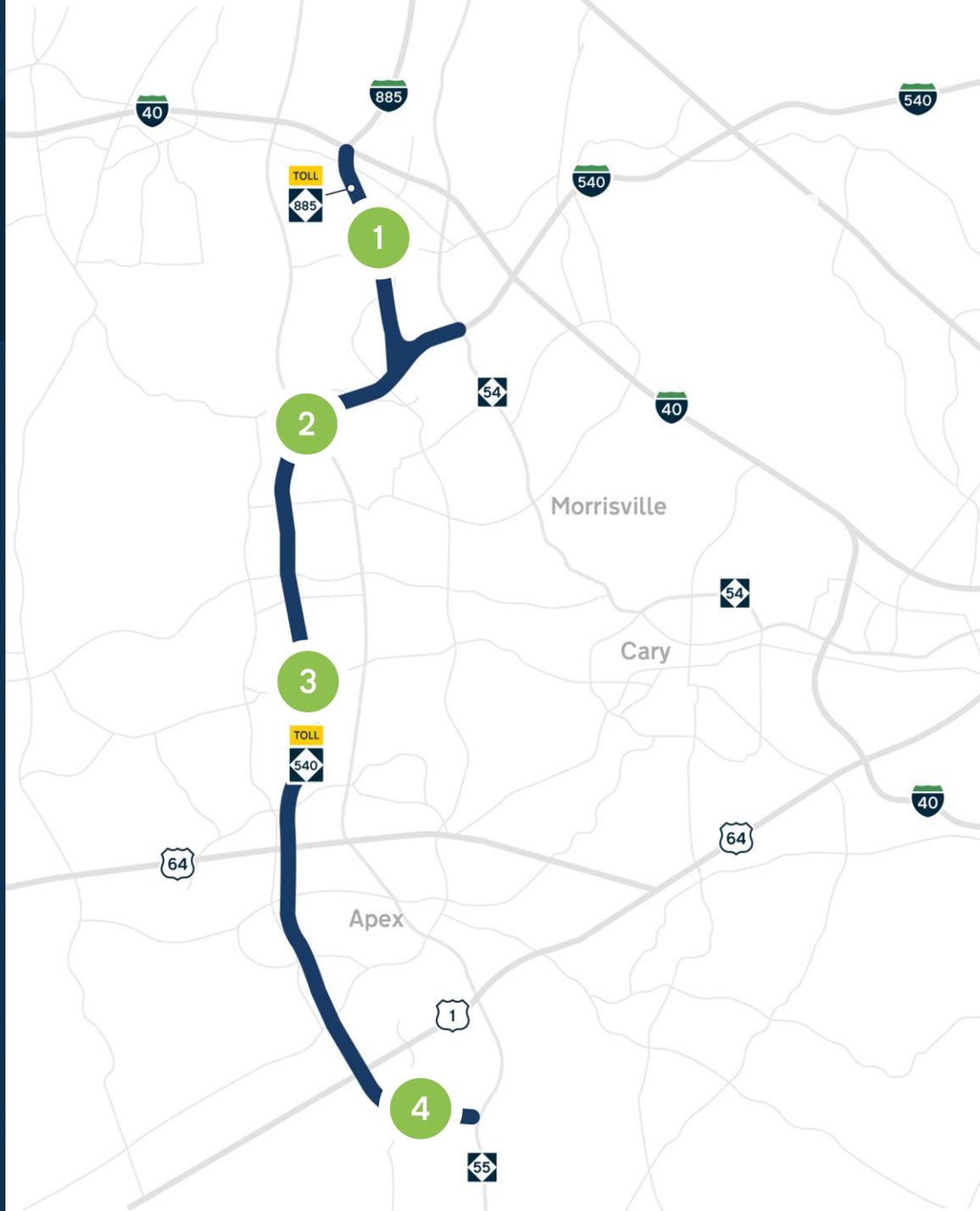


Roadway Operations Update

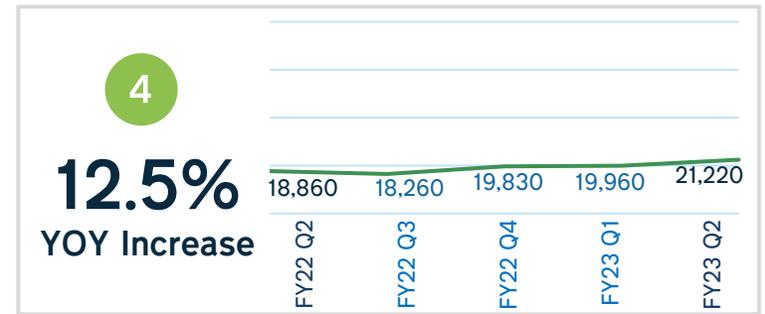
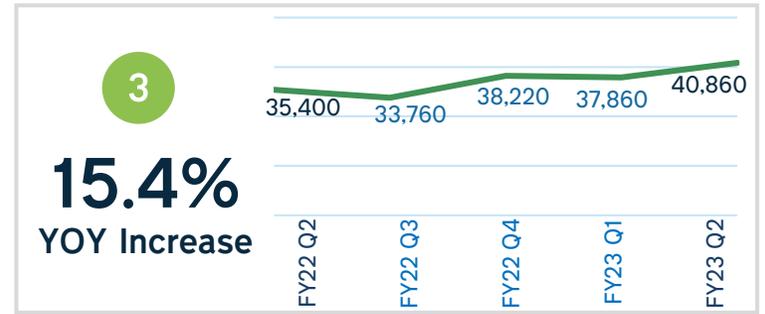
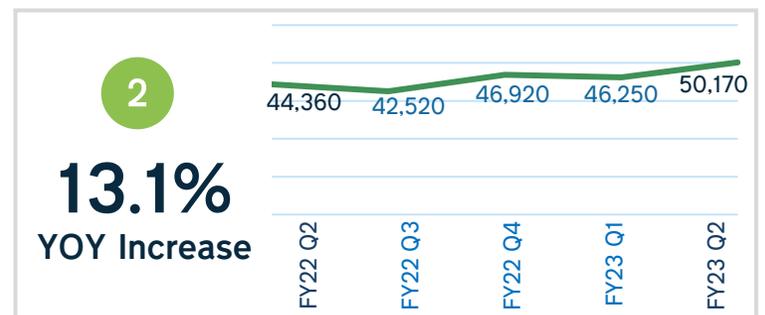
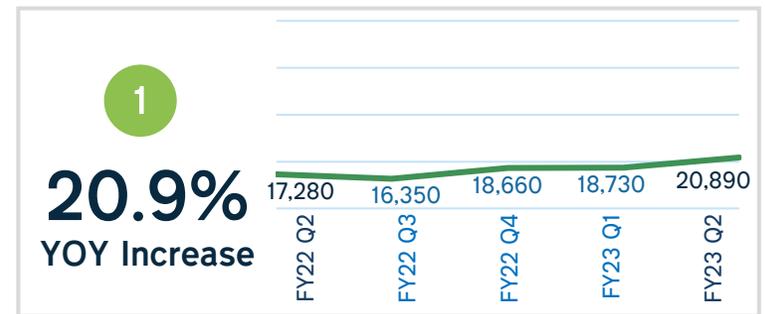
Alan Shapiro, P.E.
Director of Highway Operations

Mainline Traffic Statistics

Triangle Expressway



Q2: October - December
 AWT: Average Weekday Traffic



Maintenance Rating Program (MRP)

Triangle Expressway

	FY 2023 Q2	Rolling Rate
Overall	94.3	94.6
Road Surface	96.0	97.7
Unpaved Shoulders and Ditches	98.7	97.0
Drainage Structures	94.8	93.3
Roadside	93.8	93.4
Traffic Control Devices	90.9	92.2

Full report has been provided via hardcopy.

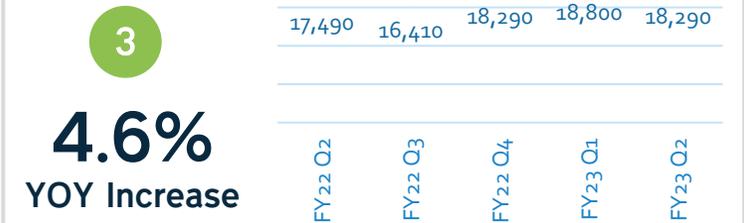
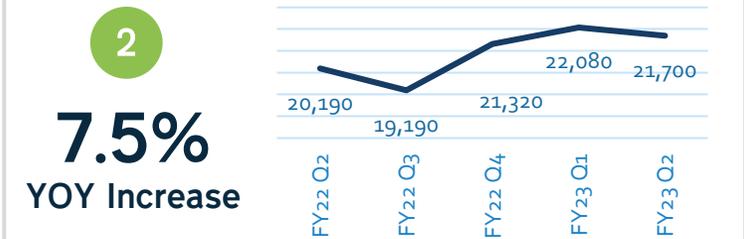
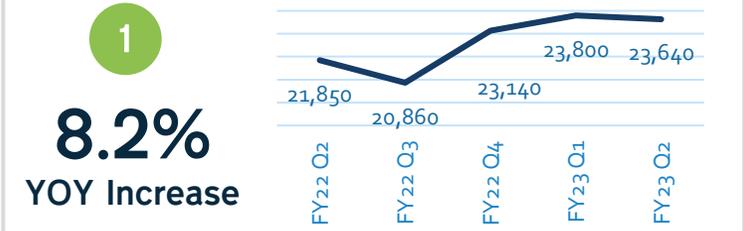
- FY2023 Q2 overall met the target rating of 90.0
- All elements met the target rating of 85.0
- Retaining and Sound Walls – only characteristic that scored below the target value of 80.0
- Overall rolling rating achieved the target value of 90.0
- All element rolling ratings achieved the target value of 85.0

Mainline Traffic Statistics

Monroe Expressway

Q2: October - December

AWT: Average Weekday Traffic



Maintenance Rating Program (MRP)

Monroe Expressway

	FY 2023 Q2	Rolling Rate
Overall	97.5	96.7
Road Surface	98.8	97.6
Unpaved Shoulders and Ditches	100.0	98.8
Drainage Structures	97.6	98.7
Roadside	94.2	93.0
Traffic Control Devices	97.0	96.0

Full report has been provided via hardcopy.

- FY2023 Q2 overall met the target rating of 90.0
- All elements met the target rating of 85.0
- Overall rolling rating achieved target value of 90.0
- All element rolling ratings achieved the target value of 85.0
- Turf – only characteristic rolling rating that scored below the target rating of 80.0

Statewide Roadside TCS RFP

Manish Chourey
Chief Technology Officer

Statewide Roadside Toll System Procurement – Timeline

Category	Date
✓ RFP Issued	January 20, 2023
✓ Mandatory Pre-Proposal Scope of Services Meeting	February 2, 2023 (1:00 p.m. to 2:00 p.m. EDT).
Proposer Questions Due	February 17, 2023 (4:00 p.m. EDT)
Proposals (Technical and Price) Due	March 17, 2023 (4:00 p.m. EDT)
Notification of Proposers Shortlisted for Oral Presentations	April 7, 2023
Oral Presentations and Interviews	Week April 17, 2023
Ranking of Proposers for Negotiations	May 2023
Notice to Proceed / Award of Contract	May 2023

Contract Overview

- Roadside Equipment, Installation, Testing and Commissioning for AET and Express Lanes.
- Term Approach
 - ✓ 5-year Contract Term from Notice of Award
 - ✓ 5-year maintenance (after Go live of each Task Order)
- Testing Lifecycle will be done for each Project.
- Selection based on annual planning at sole discretion of NCTA for projects. NCTA may solicit quotes from one or more Vendors.
- Selection of one or more Vendors.

Key Scope of Work

- NCTA to issue Project Scope of Work for each Project for qualified Vendors to design, test, install and commission RTCS systems.
- Project Task Orders will include Project Implementation Schedule Milestones (Exhibit A-1).
- Contractor to provide Transaction Reconciliation Host (TRH) to interface with NCTA OBO/CBOS
- NCTA Continuous improvement (Dev-Ops) and Change and Release Management process
- Proven existing solution with a product roadmap

Toll Technology & Operations Update

Manish Chourey
Chief Technology Officer

Transition Steps & Maintenance Timeline

Step 1	Step 2	Step 3	Step 4				Step 5	Step 6	Step 7
Business as Usual	NCTA System Prep	Last Day of Legacy	System Shutdown Data Migration and Operating System Upgrades				Operation GO LIVE	PCI Attestation	CSC and WICs Open Live
Wednesday 2/15/2023	Thursday 2/16/2023	Friday 2/17/2023	Saturday 2/18/2023	Sunday 2/19/2023	Monday 2/20/2023	Tuesday 2/21/2023	Wednesday 2/22/2023	Thursday 2/23/2023	Friday 2/24/2023

Phased Feature Deployments

1

At Cutover

- New website keeping with current look and feel trends
- Responsive Website allows the same content on the website and mobile web.
- Text alerts.
- BBM customers save the credit card on file.
- Bank account (Automated Clearing House – ACH).

2

Within 90 days

- Mobile app for iPhone and Android devices.
- Apple Pay / Google Pay.
- Unified website and App for HOV declarations.

3

Within 180 days

- Retail payment options (Money Gram).
- Retail transponder sales.

Invoice Payment – Option Using QR Codes

- Customers can scan the QR code using a mobile device.
- The customer is taken to the NC Quick Pass website.
- Amount due is displayed.
- Customers have multiple payment options, including credit cards and bank accounts.

Invoice Payment – Pay Now Option on Website

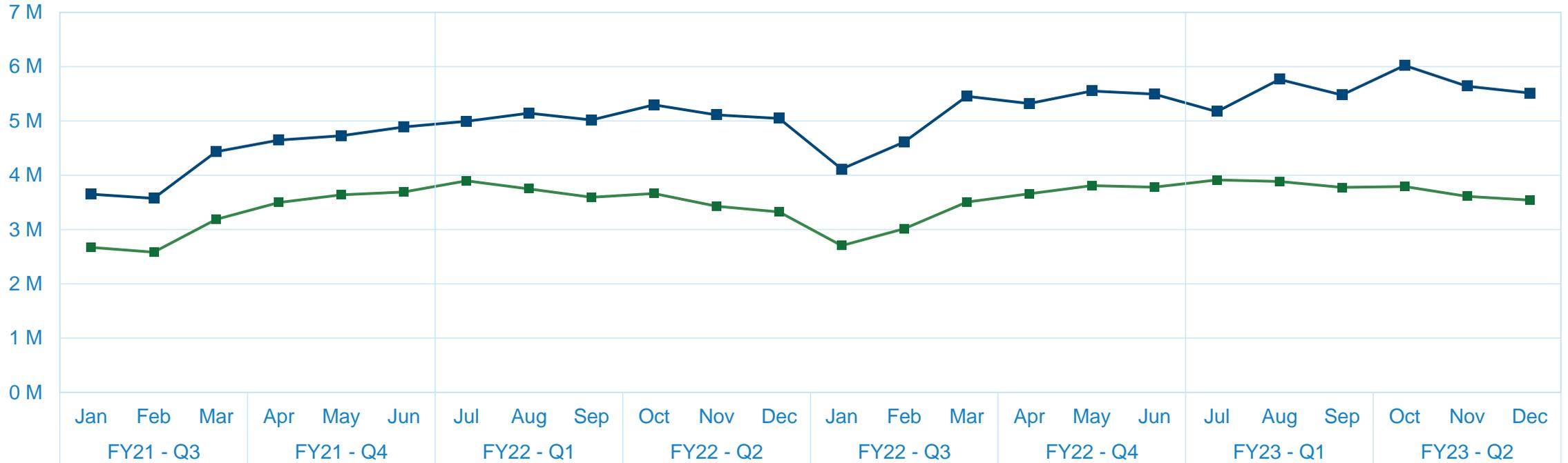
- Customers can search for invoices by entering their last name, license plate, and zip code.
- Amount due is displayed to make a payment.
- Customers have multiple payment options, including credit cards and bank accounts.

Contact Us Form – Customers Can Attach Documentation

- Customers can submit documentation from the NC Quick Pass.
- Using the contact option, choose the type of request.
- Attach the correspondence to the form.
- A case is created in the system to be worked by customer service agent.

Transaction Statistics

■ Triangle Expressway
 ■ Monroe Expressway



	FY21 - Q3	FY21 - Q4	FY22 - Q1	FY22 - Q2	FY22 - Q3	FY22 - Q4	FY23 - Q1	FY23 - Q2
Triangle Expressway Transactions	11,656,459	14,262,318	15,149,699	15,451,870	14,173,152	16,362,983	16,411,044	17,173,111
YOY Percent Change	-9.1%	98.6%	39.8%	25.5%	21.6%	14.7%	8.3%	11.1%

	FY21 - Q3	FY21 - Q4	FY22 - Q1	FY22 - Q2	FY22 - Q3	FY22 - Q4	FY23 - Q1	FY23 - Q2
Monroe Expressway Transactions	8,439,627	10,824,850	11,239,001	10,413,593	9,225,655	11,244,256	11,571,805	10,944,411
YOY Percent Change	5.5%	50.8%	19.0%	17.1%	9.3%	3.9%	3.0%	5.1%

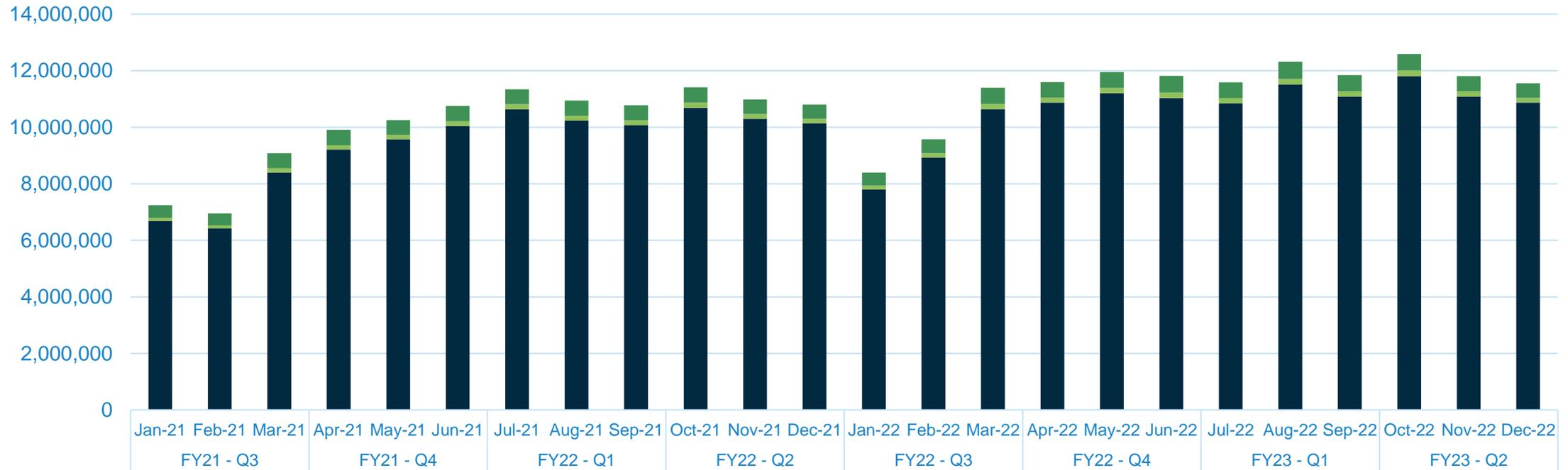
*Transactional data in previous months updated due with new reporting capacity

Total Posted Transactions

YOY Growth: **8.2%**

NC Quick Pass Program

■ Class 1 ■ Class 2 ■ Class 3

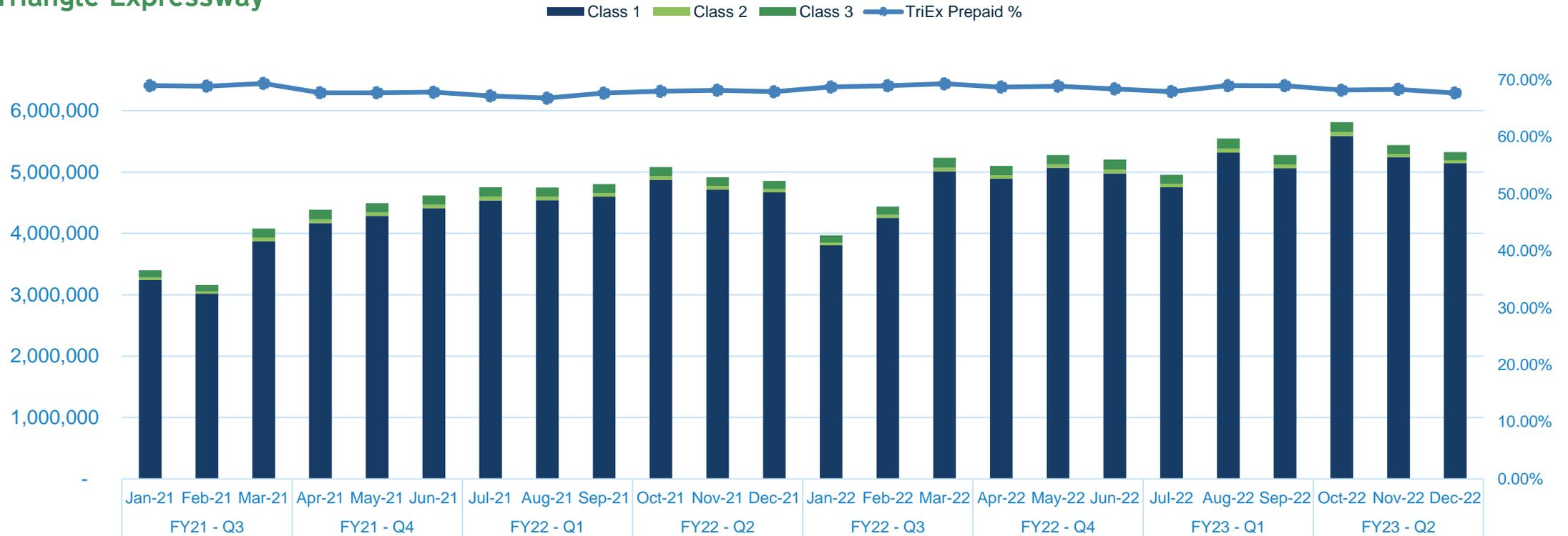


	FY21 – Q3	FY21 – Q4	FY22 – Q1	FY22 – Q2	FY22 – Q3	FY22 – Q4	FY23 – Q1	FY23 – Q2
Total Posted Class 1 %	91.28%	92.00%	92.39%	92.61%	92.03%	92.40%	92.40%	92.93%
Total Posted Class 2 %	1.32%	1.30%	1.28%	1.21%	1.23%	1.21%	1.22%	1.09%
Total Posted Class 3 %	7.41%	6.70%	6.33%	6.18%	6.74%	6.39%	6.38%	5.98%

Total Posted Transactions

YOY Growth: **11.0%**

Triangle Expressway

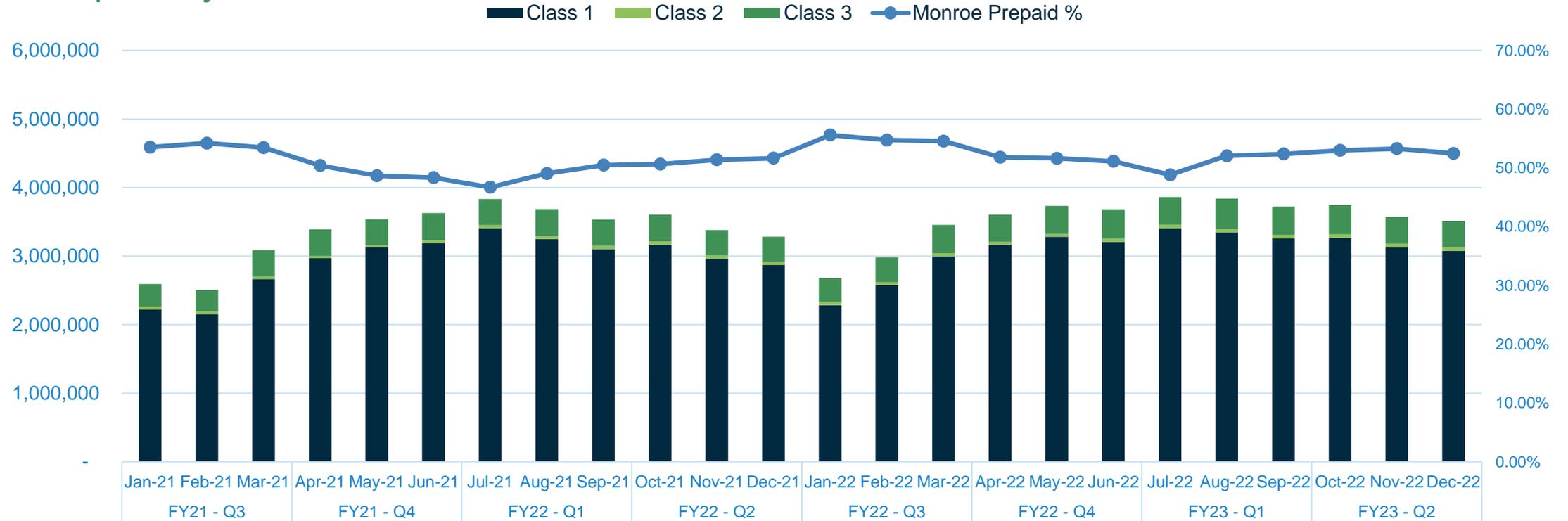


	FY21 - Q3	FY21 - Q4	FY22 - Q1	FY22 - Q2	FY22 - Q3	FY22 - Q4	FY23 - Q1	FY23 - Q2
Class 1 %	95.27%	95.32%	95.63%	96.02%	95.84%	95.88%	95.92%	96.39%
Class 2 %	1.29%	1.28%	1.25%	1.12%	1.12%	1.11%	1.12%	0.97%
Class 3 %	3.43%	3.40%	3.12%	2.87%	3.05%	3.01%	2.96%	2.64%

Total Posted Transactions

YOY Growth: **4.4%**

Monroe Expressway



	FY21 - Q3	FY21 - Q4	FY22 - Q1	FY22 - Q2	FY22 - Q3	FY22 - Q4	FY23 - Q1	FY23 - Q2
Class 1 %	86.08%	87.77%	88.20%	87.68%	86.32%	87.48%	87.54%	87.62%
Class 2 %	1.35%	1.33%	1.32%	1.34%	1.39%	1.35%	1.35%	1.28%
Class 3 %	12.58%	10.89%	10.48%	10.98%	12.28%	11.17%	11.11%	11.10%

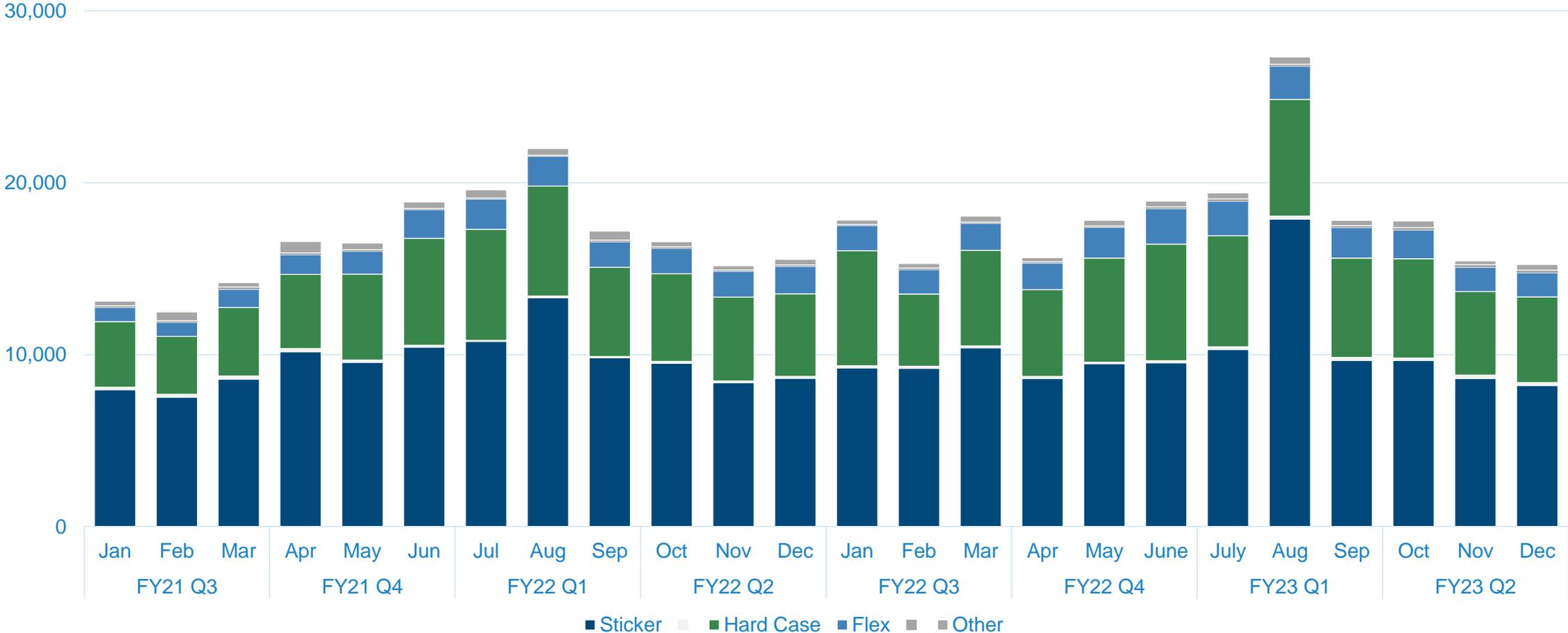
Monthly Transponders Distributed

NC Quick Pass Program

YOY Growth: **5.9%**

1,336,201

Transponders Distributed as of December 31, 2022



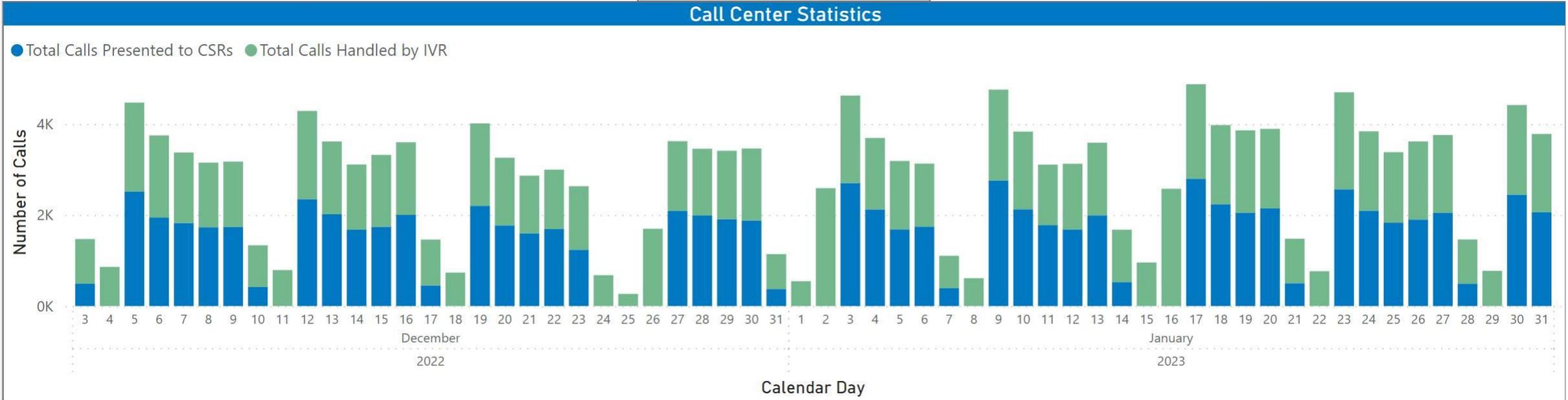
Customer Service Center Update

Angela Queenland
Manager of Customer Service

Suzie Wiley
Quality & Training Manager

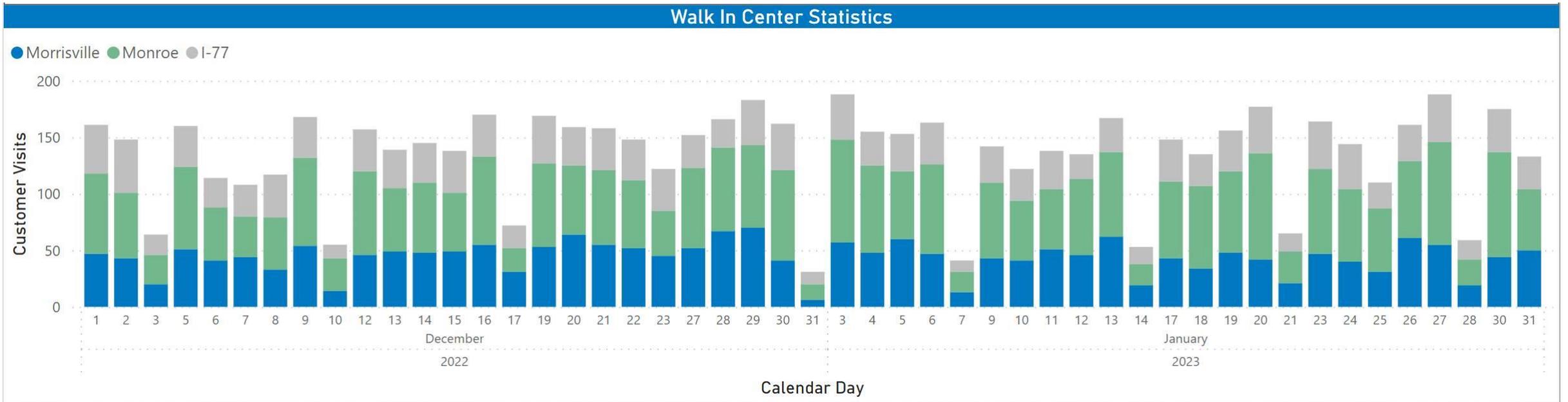
Call Center Statistics

NC Quick Pass Program



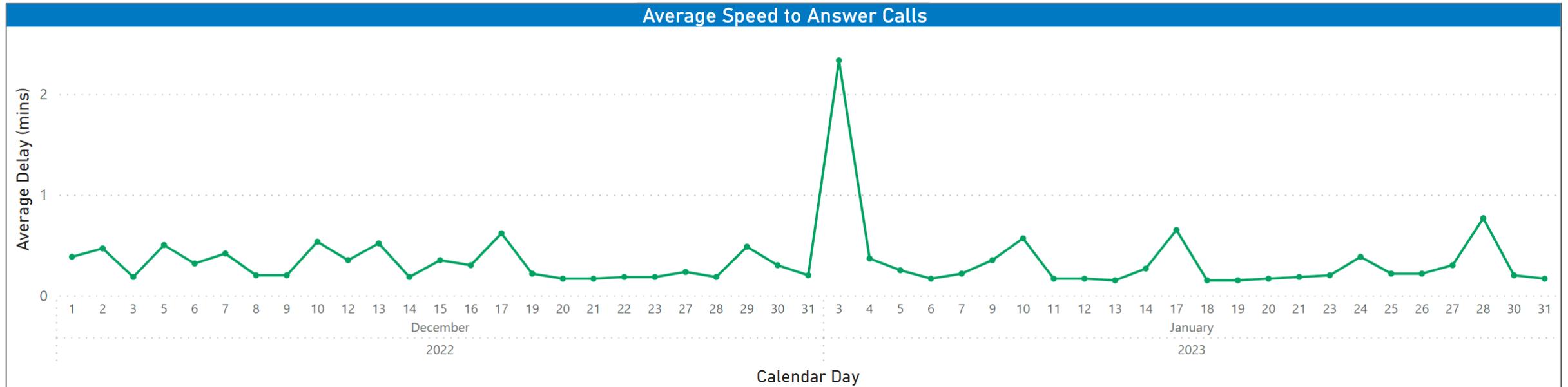
Walk-In Center Statistics

NC Quick Pass Program



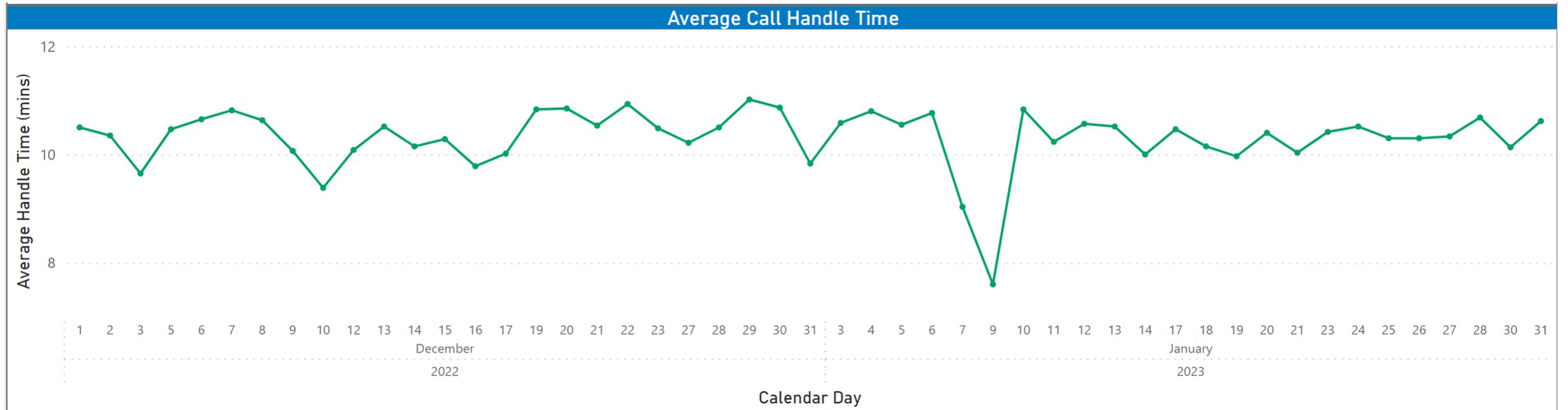
Average Speed to Answer Calls

NC Quick Pass Program



Average Call Handle Time

NC Quick Pass Program



BOS2 Preparation-Existing Staff

NC Quick Pass Program

- **Conversion Training Modules** created with Power Point and utilized with built in check points and modules quizzes to ensure learner understanding.
- **Weekly sessions held** between 11.7.2022 to 2.10.2023 incorporating 3 call centers and 3 WIC locations
- **Scheduled Awareness** announcements made during morning meetings, verbal one on one check ins and schedules posted in advance to assist with employee buy-in and notify employees of their opportunity to participate in conversion training.

BOS2 Preparation-Existing Staff

NC Quick Pass Program

- **Hands On** reinforcement with navigational worksheets created to gauge retention and ensure system comprehension.
- **Role Play** created scenarios utilized to confirm navigation, understanding and overall receptiveness to the progress of the program
- **Multifaceted environment** to include use of paper resources, navigational worksheets, and virtual resources such as Microsoft Teams meetings to bring virtual learners into the session.

BOS2 Preparation-Existing Staff

NC Quick Pass Program

- **End of Sessions Surveys** provided to participants to generate feedback for perceived areas of opportunity and material updates
- **Post Session participation** in assisting with SUAT testing and SOP development using employees who had completed their session therefore allowing us to provide feedback regarding functionality and processes.

BOS2 Preparation-New Hires

NC Quick Pass Program

- **New Modules** designed and implemented in the training environment to enhance the new hire experience with Microsoft Teams utilization.
- **Incorporated SOP information, Business Policy information along with BOS2 information** to take match the enhanced system and give new hires a overall understanding of their role within the NC Quick Pass

Module 4

Account Types, Fees and Creating Accounts

BOS2 Preparation-New Hires

NC Quick Pass Program

Transponder Types: Personal and Business Accounts

PERSONAL ACCOUNT TRANSPONDER			
Transponder Name	Description	Transponder Picture	Sales Price
NC Quick Pass	Interior Sticker		Free
NC Quick Pass E-ZPass	Interior Hard Case		\$6.69 + tax
NC Quick Pass E-ZPass Flex	Interior Hard Case – HOV Declarable (Switchable)		\$16.49 + tax
NC Quick Pass (exterior)	Exterior Headlamp Sticker		Free
NC Quick Pass E-ZPass (exterior)	Exterior Hard Case		\$13.49 + tax

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Create Account-Step 4 (Billing)

TYPE CONTACT VEHICLES BILLING CONFIRM PAYMENT SUMMARY ?

4: BILLING OPTIONS

PREPAID ACCOUNT: 111832

CREDIT CARD INFORMATION

SWIPE

Payment Option: Automatic – Credit Card

Card Number: 41*****1111

Exp. Month: February (02) Exp. Year: 2020

Low Balance Threshold: \$ 10

Name Printed on the Card: Daisy Fernandez

BILLING ADDRESS

Same as Mailing Address

Country: United States

Street: 1212 AUTUMN SAGE WAY ✓

City: PFLUGERVILLE State: Texas Zip Code: 78660

Verify if the billing address for the bank account, is the same as the mailing address on file. If yes, check the box. If different-you must manually enter the billing address for the checking account being used.

Click Next to move forward.

PREVIOUS CANCEL NEXT →

Question Time

True or False: you MUST manually enter billing address.

False, if the Billing address is the same as the mailing address, you can select the check box.

The customer can only automatically replenish the account with a card.

False, they can also use an ACH (bank account)

114

BOS2 Preparation-Dark Period

NC Quick Pass Program

- **Module Refresher** to be completed with employees to include operational clarifications regarding topics that required operational assessment.
- **Navigational Reinforcement** with worksheets and additional role play planned.
- **Updated Resources** to be provided to staff to match the system and updated guidelines to include introduction of SharePoint Resources for reference materials and job aids.

Marketing & Communications Update

Logen Hodges
Marketing & Communications Director

BOS 2 Update

Campaign Schedule

Campaign	Anticipated Date	Platforms	Messaging
A			
BOS2 General Announcement	60 days from go-live (December 13)	Press release, email, social media, BBM insert, CSR script, Stakeholder coordination	February 2023 NC Quick Pass is launching a new website and customer experience.
B			
Downtime of Website/Accounts	30 days from go-live	Press release, email, social media, BBM insert, CSR script, BOS1 website alert (banner), DMS sign messaging, temporary landing page (FAQ), stakeholder one pager, CSC TV Slide	Beginning February 17 at 5:00 p.m. through February 24, ncquickpass.com and myncquickpass.com will be unavailable, as we transition to the new system.
C			
New Website Announcement	Go-live	Press release, Email, social media, BBM insert, CSR script, DMS sign messaging, IVR, Stakeholder coordination	NC Quick Pass is now live!
D			
Website and App Marketing Campaign Launch	Within 90 days of system go-live	Press release, email, social media, BBM insert, CSR script, IVR, NCQP website banner, video	It's easier than ever to sign up for NC Quick Pass.

Campaign A & B Results

- **1.3M Emails & 71% Open Rate**
- **150K SCM Impression**
- **430,935 BBM Inserts**
- **650 New Followers**
- **1,300 Visits to the News Release**



Campaign B Examples



Website Temporarily Unavailable for System Update

NC Quick Pass is excited to launch a new website and system. Beginning February 17 at 5:00 p.m. through February 24, ncquickpass.com and mynccquickpass.com will be unavailable, as we transition to the new system. It is our goal to provide the best customer experience and we appreciate your patience as we undergo this system update. With the new system, customers will only need to visit one website, ncquickpass.com, for all account management or Bill by Mail payments.

February 17 through February 24, customers will not be able to make payments, sign up for a NC Quick Pass account, manage their account, or perform any other actions available on our existing website, phone system or at our customer service centers. Customers will still be able to use the NC Quick Pass HOV app and HOV website for the I-77 Express Lanes.

Payments

Customers should pay any outstanding invoices or add money to their NC Quick Pass account before February 17. Customers that receive invoices dated January 12 through February 16 will have 45 days to pay the invoice instead of the traditional 30-day period. This 15-day extension will be included in the due date of the invoice and no fees or penalties will be assessed during this time. No invoices will be due between February 11 through February

Travel

During this system update, customers will be able to travel as usual on North Carolina toll facilities. Customers that travel during this period will receive a Bill by Mail invoice or see the transactions on their account after the transition period.

Stay informed

Customers can receive updates at ncquickpass.com, or on [Twitter](https://twitter.com) and [Facebook](https://facebook.com) during this transition period.

After the system update

Once the system update is complete, customers will be able to manage and login to their account with their username and password or pay their Bill by Mail invoice at ncquickpass.com. As with any system update of this scale, there may be necessary system maintenance during the transition or in the first few weeks of the new system. If any system maintenance is required, customers will be notified at ncquickpass.com or on [Twitter](https://twitter.com) and [Facebook](https://facebook.com). We thank you for your patience as we work to develop a better customer experience.

Common Questions



LOGIN CONTACT 1

Manage My Account Open An Account Pay My Bill Roads & Rates Resources Help



IMPORTANT! - February 17 through February 24, our website and system will be unavailable for a scheduled update. Be sure to make payments, sign up for a NC Quick Pass account, manage your account, or perform any other actions before February 17. [Learn more](#)



Manage My Account



Open New Account



Pay My Bill



North Carolina Department of Transportation ✓

Communications Director Logen Hodges • 4 days ago



**New Website
and System**
Coming February 2023

Beginning February 17 at 5:00 p.m. through February 24, ncquickpass.com and mynccquickpass.com will be unavailable, as we transition to the new system.



NC Quick Pass is excited to launch a new website and system! Beginning February 17 at 5:00 p.m. through February 24, ncquickpass.com and mynccquickpass.com will be

New Look for NCQP

New Envelope



Return Mail Processing Center
P.O. Box 14430
Fort Lauderdale, FL 33302-4430

Invoice Enclosed.
Handle promptly to avoid additional charges.

Window: 1 /125 x 4
1/2" from left
5/8" from bottom

CM-EZNCQP0001

Presorted First
Class U. S.
Postage PAID
Fort Lauderdale FL
Permit No. 17

ELECTRONIC SERVICE REQUESTED

New Invoice



Returned Mail Processing Center
P.O. BOX 14430
Fort Lauderdale, FL 33302-4430

Invoice Number: 100000000000
Invoice Date: 00/00/00



Your invoice balance has been assigned to a collections agency. To avoid additional late fees please pay immediately.



03410

NAME
ADDRESS
CITY, STATE, ZIP



You have received this invoice after traveling on a North Carolina toll facility. To view more information relating to this invoice, please visit ncquickpass.com.

Summary of Charges

Previous Amount Due	\$0.00
Payments	\$0.00
Fees*	\$0.00
Adjustments	\$0.00
Penalties*	\$0.00
New Tolls	\$5.00
Amount Due	\$5.00
Due Date	00/00/00

Ways to Pay

-  Online ncquickpass.com
-  By Mail Mail a check (see payment stub below)
-  In person Find a customer service center at ncquickpass.com/contact-us
-  Phone (877) 769-7277
-  QR Code



*Failure to respond to this invoice within 30 days by either paying the amount due or disputing a toll as described below will result in a processing fee of \$6.00 being added to the subsequent invoice total. If subsequent invoices remain unpaid additional processing fees and a \$25 civil penalty will be applied to the amount due. Failure to pay any toll, processing fee or civil penalty may result in the NC Division of Motor Vehicles withholding your registration renewal. Any unpaid balances may be turned over to a collection agency. (N.C. General Stat. § 136.80 215 through § 136.80 217)

You would have saved 35% with a NC Quick Pass transponder!

Visit ncquickpass.com to get started.



Receive invoices by email,
visit ncquickpass.com to opt in.

PLEASE DO NOT SEND CASH

Make check payable to NC Quick Pass

Invoice Number: 10000000000

Amount Due: \$5.00

Due Date: 00/00/00

Amount Enclosed \$.

03410
DH CN
NAME
ADDRESS
CITY, STATE, ZIP

NC Quick Pass Processing Center
P.O. BOX 100020
Atlanta, Georgia 30348-0020





Welcome to NC Quick Pass

It is easier than ever to save 35% on your tolls with NC Quick Pass!

[Learn more](#) →

Pay now



Login



Open account



The background features a dark blue field with a subtle, light-colored hexagonal grid pattern. Overlaid on this are several dynamic, glowing trails of small particles. These trails originate from the top-left and bottom-left corners and curve towards the right side of the frame. The particles in the trails vary in color, ranging from light blue to bright yellow-green, creating a sense of movement and energy.

How to

89 Common Questions

9 Categories

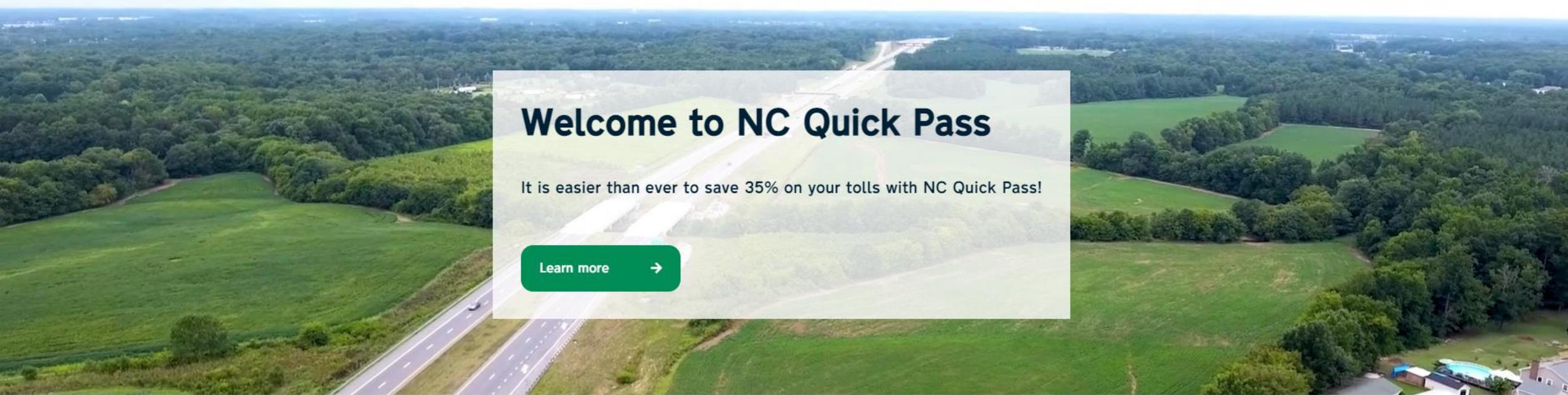
The screenshot shows the NC Quick Pass website's 'Common Questions' page. At the top is a blue navigation bar with the NC Quick Pass logo on the left and links for Login, Contact Us, Alerts, Accounts, Pay, Travel, Resources, and Help on the right. A search bar is also present. Below the navigation bar, the breadcrumb 'Home > Common Questions' is displayed. The main heading is 'Common Questions', followed by a blue horizontal line. Below this, the text 'Select the category below you would like to view' is shown. There are nine green buttons arranged in a 3x3 grid, each representing a category: Most Popular Questions, NC Quick Pass 101, Travel & Safety, Bill by Mail, Updating Your Account, I-77 Express Lanes, Bill by Email, Transponders, and HOV. The footer is dark blue and contains the NC Quick Pass logo, a list of links for Accounts, Pay, Travel, Resources, and Help, and social media icons for Facebook, Twitter, and YouTube. The 'Accounts' section lists Login, Open Account, and Account Options. The 'Pay' section lists Pay Now, Ways to Pay, and Dispute a Toll. The 'Travel' section lists What is NC Quick Pass?, Roads & Rates, Toll Calculator, Transponder Options, and Where NC Quick Pass Works. The 'Resources' section lists Videos, Documents and Applications, Events, Accessibility, and SMS Disclosure. The 'Help' section lists Common Questions, Contact Us, and Site Map. The 'Customer Service Centers' section lists Charlotte, Monroe, and Morrisville.

How to guides

- New invoice and envelope
- How to login
- What happens if you forget your password
- What happens if you forget your username
- How to pay an invoice



How to pay



Welcome to NC Quick Pass

It is easier than ever to save 35% on your tolls with NC Quick Pass!

Learn more →

Pay now 

Login



Open account



How to pay



Pay Tolls

You can pay your Bill By Mail using either your invoice number or license plate below. Using your invoice number will allow you to see trip details and additional information.



Search by Invoice Number

Invoice Number *



Search Type *

Search



Search by License Plate

Last Name *

License Plate *

Zip Code *

Search

How to pay



Pay Tolls

Amount Due **\$95.01**

Choose one option below

**Convert to an NC Quick
Pass account** →

Create NC Quick Pass and pay amount due to save on future tolls.

Pay Invoice →

Pay the amount due and continue to receive Bill-by-Mail Invoices.

**Already have an NC Quick
Pass account?** →

Login to your account to make payment.

Transaction Search →

Search Bill by Mail transactions

Contact Us →

Cancel

How to pay



Pay Tolls

Amount Due **\$95.01**

Choose one option below

Convert to an NC Quick
Pass account →

Create NC Quick Pass and pay amount due to

Pay Now

Payment Amount

Billing

Confirm

Receipt

Bill-by-Mail Invoice - 16662255657



\$95.01

Total: \$95.01

Cancel

Next

Transaction Search →

Search Bill by Mail transactions

Contact Us →

Cancel

How to pay



Pay Tolls

Amount Due **\$95.01**

Choose one option below

Pay Now

Payment Amount **Billing** Confirm Receipt

Payment Details

Payment Amount
\$95.01

Payment method *
Credit Card

Select Card
New Credit Card

Previous

Card Details



Card Number

Exp. Month * Exp. Year * CVV *

Name on Card *

Nickname

Save this payment method for future one time payments

Billing Address

Billing address same as primary address

Country *

United States

Street Address *

Address 2

City *

State *

North Carolina

ZIP *

Cancel

Next

Search Bill by Mail transactions

Contact Us →

Cancel

How to pay



Pay Tolls

Amount Due **\$95.01**

Choose one option below

Convert to an NC Quick
Pass account →

Pay Now

Payment Amount

Billing

Confirm

Receipt

Confirm & Pay

Payment Amount

\$95.01

Payment method

Visa ending in 1111

Previous

Cancel

Pay Now

Transaction Search

Search Bill by Mail transactions →

Contact Us

Cancel

How to pay



Payment posted

Pay Tolls

Amount Due **\$95.01**

Choose one option below

Pay Now

Payment Amount

Billing

Confirm

Receipt

Payment Confirmation



Payment has successfully posted.

Confirmation #: **100099870**

[View Receipt](#)

Payment Receipt

Email Receipt

Send

Bill-by-Email

You can receive future invoices via email by providing the information below and enrolling in Bill-by-Email.

Email Address *

Retype Email Address *

Phone Number *

984-555-1533

Enroll in Bill-by-Email & agree to the [terms & conditions](#)

Enroll in Bill-by-Email

Next Time Save 35% on Tolls

NC Quick Pass Account holders save up to **35%** on North Carolina toll rates and may enjoy discounted rates in some other states. Save time and money by converting your account today.

[Convert Now](#)

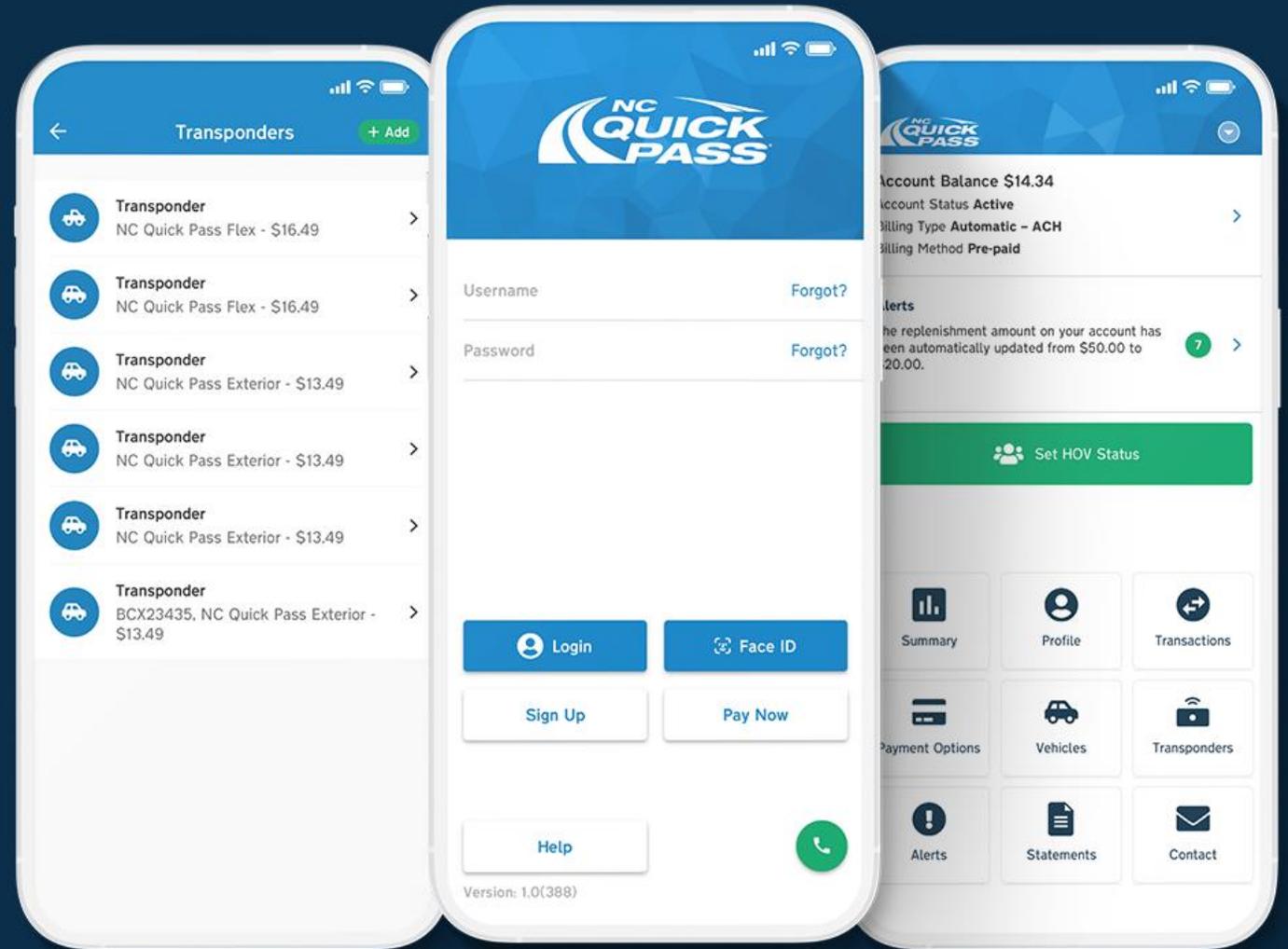
Close

Contact Us



Cancel

NC Quick Pass App and Testing





Benefits for Customers

1

Easier Ways to Pay

2

More Options to Sign
Up for an Account

3

Data Security

4

Better, Up-to-Date
Customer Experience

Contact Us



ncdot.gov/turnpike

ncquickpass.com



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

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



Thank you!