



# Board of Directors – Full Board Meeting Minutes

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## Meeting Details

**Date:** Wednesday, May 24, 2023

**Time:** 09:00 AM – 11:00 AM

**Location:** Webinar/Teleconference  
Transportation Highway Building  
EIC – Room 114  
1 S. Wilmington St.  
Raleigh, NC 27601

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## Attendance

### Members Present

John Adcock, Secretary Boyette, Julie Eiselt, Sam Hunt, Montell Irvin, Dr. Pamela Senegal, Robert Teer, & Mayor Charles (Chuck) Travis

### Members Present via Webinar

Vice Chair James (Jim) Walker

### Members Absent

None

## Call to Order, Declaration of Quorum, Ethics Statement Review

### Secretary Boyette, Chair

#### Discussion Summary

Chairman Secretary Boyette called the meeting of the Turnpike Authority Board of Directors to order at 9:07 a.m. on Wednesday, May 24, 2023, and conducted a roll call.

Members Present: John Adcock, Secretary Boyette, Julie Eiselt, Sam Hunt, Montell Irvin, Dr. Pamela Senegal, Robert Teer, Mayor Chuck Travis.

Members present Via Webinar/Teleconference: Vice Chair James (Jim) Walker (joined meeting at 9:46 a.m., left meeting at 10:18 a.m.)

Members Absent: None

Secretary Boyette declared a quorum with members present.

Ms. Tiffanie Lee read the Ethics Statement advising all members of the Board that may have any conflict of interest, or appearance of conflict, to refrain from participation in that particular item and to file the proper paperwork with the Logann Perry, Secretary to the Board.

Ms. Lee shared "In accordance with the State Government Ethics Act, Executive Order No. 2 issued on January 12, 2009, and N. C. G. S. §143B-350, it is the duty of every Board member to avoid both conflicts of interest and appearances of conflict. "To comply with this statement and the State Ethics Law, I ask whether any Board member has a known conflict of interest or appearance of conflict with respect to any matters coming before the Board today."

"If so, please identify the conflict or appearance of conflict when the item appears on the agenda for consideration, refrain from any undue participation in the particular matter involved and sign before our notary the Declaration that has been provided to you for such purpose."

#### **Actions Taken**

Information only, no action required.

## **Approval of February 16, 2023, Meeting Minutes**

### **Secretary Boyette, Chair**

#### **Discussion Summary**

Secretary Boyette stated that the February 16, 2023, meeting minutes were distributed prior to the meeting, and if there were no questions, he would accept a motion. Mr. Robert Teer so moved, and the second was made by Mr. Sam Hunt and Mr. Chuck Travis simultaneously.

#### **Actions Taken**

John Adcock, Julie Eiselt, Sam Hunt, Montell Irvin, Dr. Pamela Senegal, Robert Teer, & Chuck Travis all stated yes or aye to the motion, as Secretary Boyette took a Roll Call vote. The minutes were approved unanimously.

# Opening Comments

## Secretary Boyette, Chair

### Discussion Summary

Secretary Boyette welcomed everyone to the meeting. He told the Board Members about the ongoing construction taking place throughout the Highway Building. Secretary Boyette discussed several ongoing items which included the fact that the General Assembly Members were meeting. He noted that the pace of items being addressed at the General Assembly was fast. He expressed his appreciation of the positive nature of the current trends and great ongoing conversations taking place in regard to the budget and the NCDOT as an agency.

The Secretary also shared good news that according to the World Bank and S&P Global Container Port Performance Index the North Carolina Ports moved up 3 spots to be # 1 in North America for efficiency. He thanked Brian Clark and his group.

Secretary Boyette then announced that Ms. Julie Eiselt had joined the North Carolina Turnpike Authority as a Member of the Board of Directors and will serve on the Finance Committee. He welcomed her to the Board.

Next, Secretary Boyette thanked Mr. Marvin Butler for 37 years of service to the Department of Transportation, the Turnpike Authority, and the Citizens of the State of North Carolina. Mr. Butler was presented three prestigious awards by the Governor's Office and Secretary Boyette, including:

- Order of the Long Pine Leaf Award
- Road Gang Award
- Extra Mile Award

Mr. J. J. Eden told Mr. Butler how much he had been appreciated and was now missed at NCTA. He presented Mr. Butler with a special U.S. Minted North Carolina American Innovation Coin. He shared how Mr. Butler had helped to push innovation within NCTA by capitalizing on his ability to think outside the box. Mr. Butler thanked everyone for the special honors. He shared that the Turnpike Team was the best team he had ever worked with. He stated that it was one's colleagues who helped one to succeed. Mr. Butler added that DOT, as a family, had been good to him throughout his career.

Secretary Boyette then announced a recent award. Mr. J. J. Eden had just recently been admitted to the ARBTA (The American Road & Transportation Builders Association) Hall of Fame. Secretary Boyette told the Members of the Board that all of Mr. Eden's lifelong efforts in the tolling industry resulted in a level of excellence that NCDOT and NCTA benefitted from. He thanked Mr. Eden for leading the team and gave him hearty congratulations. Mr. Eden noted that it takes an army to accomplish large goals, especially across different states, and that he had worked on all sides of the tolling industry. He shared that working with NCTA had been the most rewarding aspect of his life's work. Seeing the results of the long-term efforts was a benefit he enjoyed. He added that the Roadside and the Innovation-side both represented rewarding work.

Mr. Eden then added that he had a passion for Roadside Safety, and for helping young people. He has been able to work on these goals through his life's work. He also thanked the Board and the Secretary for supporting the new and exciting ideas he works to advance.

Secretary Boyette shared that it has been exciting for him to see the team work together in regard to the aims of Turnpike. There are lots of good people that have done a lot of great things that have contributed to the Turnpike team's work since 'day one.'

### **Actions Taken**

Information only, no action required.

## **Executive Director Comments**

### **J.J. Eden, Executive Director**

#### **Discussion Summary**

Mr. J.J. Eden welcomed everyone to the meeting. He greeted Ms. Julie Eiselt and welcomed her to NCTA. He also acknowledged the reappointments of Mr. Teer and Mr. Walker to the NCTA Finance Committee, and the reappointment and reassignment of Dr. Pamela Senegal to the NCTA Operations Committee.

Next, Mr. Eden shared that the BOS2 cutover had gone fairly well. He thanked the team. Technology and Customer Support work of Manish Chourey and Angela Queenland were key, per Mr. Eden, in the success of the systems transition. Mr. Eden noted that they received support from every part of the Turnpike Team, including Engineering and DOT Finance employees. It was a monumental effort which is still ongoing (Hypercare) taking care of all of the details. Mr. Eden added the information that the Communications and Marketing Department totally revamped the Website and systems in order to give the customers the best experience possible.

As the banking industry and payment methods change, Mr. Eden noted that a group of 14 states (and 21 tolling agencies) put together an RFI Pilot (Request for Information) addressing Digital Payment Gateway concerns. This will encompass the electronic transfer between banks, the Connected Vehicle, and other industry changes. Mr. Eden continued that there had been an expectation of about 12 respondents for the RFI, and 31 had been received. There were 10 companies interviewed and an associated report was made at a recent IBTTA Meeting in addition to the May 2023 NCDOT Advanced Technology Committee. The next step, Mr. Eden said, would be for a Standard to be developed so that the expectations and outcomes would be consistent going forward. Mr. Eden continued to say that the future involved utilizing these technologies and that they would dramatically change how Turnpike operates, can reduce NCTA costs considerably, and would increase service quality to the customers simultaneously. He said these things in consideration of a 5-year timeframe.

Mr. Eden explained how the ongoing construction at the Highway Building was affecting NCTA staff. He welcomed the Interns and shared information regarding the upcoming IBTTA RUC (Road Usage Charge) Meetings in Salt Lake City, Utah. Mr. David Roy and Mr. Jim Walker will both be attending to represent NCTA.

Mr. Eden then welcomed Mr. Justin Bradley, a new representative from NCDOJ. Mr. Bradley will be working with Mr. Alan McInnes on behalf of the NC Turnpike Authority matters.

### **Actions Taken**

Information only, no action required.

## **Finance Committee Report**

### **Robert Teer, Finance Committee Chair**

#### **Discussion Summary**

Mr. Robert Teer updated the Board with a report on the Finance Committee meetings that had been held since the last Board of Directors meeting.

Since the Board meeting, the Finance Committee has met once, April 19, 2023.

On April 19<sup>th</sup> the Finance Committee received presentations on the following updates: A Chief Engineer's Update, Updates for Complete 540 Phase 1, Complete 540 Phase 1 Spend, Complete 540 Phase 2, Complete 540 Phase 2 Plan of Finance, and the 2023 Intern program. Mr. Teer also welcomed Ms. Eiselt. He shared that he had enjoyed the Board Tour of the CSC in Morrisville taken the previous day.

### **Actions Taken**

Information only, no action required.

# Operations Committee Report

## Montell Irvin, P.E., Operations Committee Chair

### Discussion Summary

Mr. Montell Irvin updated the Board with a report on the Operations Committee meetings that had been held since the last Board of Directors meeting.

At the April 20<sup>th</sup> meeting, the Operations Committee received presentations on the following updates: A Chief Engineer's Update, Updates for Complete 540 Phase 1, Complete 540 Phase 2, Toll Technology, Customer Service, Marketing & Communications, and the 2023 Intern Program. Mr. Irvin also welcomed Dr. Senegal to the Operations Committee. Mr. Irvin asked Dr. Senegal if her college was a part of the Internship Program. Dr. Senegal said that she welcomed the opportunity to make Community Colleges part of the Internship Program in the future.

### Actions Taken

Information only, no action required.

# Continuing Disclosure Review

## David Roy, Chief Financial Officer

### Discussion Summary

Mr. David Roy provided the Annual Review of the NCTA Continuing Disclosure Policy. Adopted May 2, 2019, the purpose of the Continuing Disclosure Policy is to establish guidelines and a framework surrounding disclosures in accordance with the Securities and Exchange Commission ("SEC") Rule 15c2-12 and other Authority required disclosures.

Mr. Roy said that he would have a full Budget and Finance Report at the next Board of Directors meeting in August. With the transition period during the Spring, the normal data was not yet available for the customary time period. Secretary Boyette asked if there were any hurdles for the year end close. Mr. Roy said no at this point and that reconciliation had been started. He also stated that they were beginning the audit process in conjunction with the DOT Fiscal department contacts, and that they were close to having the April numbers.

### Actions Taken

Information only, no action required.

## Chief Engineer's Update

### Dennis Jernigan, P.E., Interim Chief Engineer

#### Discussion Summary

Mr. Dennis Jernigan presented information about recent Complete 540 Community Outreach Presentations, the Schedules for the R-2829B and R-2829A timeline checklists, and Complete 540 Phase 2 CEI (Construction Engineering & Inspection) Selection information.

Mr. Teer asked which firms were pursuing the Design-Build contracts for R-2829A and R-2829B. Mr. Jernigan listed Branch/S.T. Wooten, Lane/Blythe, and Flatiron.

#### Actions Taken

Information only, no action required.

## Roadway Operations Update

### Alan Shapiro, P.E., Director of Highway Operations

#### Discussion Summary

Mr. Alan Shapiro, P.E., provided the Board with Mainline Traffic Statistics and Maintenance Rating Program (MRP) Reports for both Triangle Expressway and Monroe Expressway.

#### Actions Taken

Information only, no action required.

## I-485 Construction Update

### Brian Davis, P.E. Resident Engineer, Division 10

#### Discussion Summary

Mr. Brian Davis presented information regarding the timeline and progress for I-485 Express Lanes Construction.

Mr. Robert Teer asked if there were any time constraints regarding asphalt paving and cement stabilization due to weather, people, or other factors. Mr. Davis answered that as long as the weather was decent, applications could be made. He added that the specifications of the NCDOT did not allow for cement stabilization applications during the winter. During December the guidelines dictated that the crews were allowed seven days to cover up the new applications. Mr. Davis shared that cement stabilization was not

allowed January through April because of low temperatures. Mr. Davis stated that current weather conditions allowed all paving to be done. He continued to share that for this project all cement paves were getting done, which would allow for timely asphalt applications.

Next, Mayor Chuck Travis said he had heard positive comments things about being on schedule for the project. He asked Mr. Davis what the overall schedule for the delivery of the project was. Ms. Davis said that the overall schedule was a bit behind due to utility relocations, and right-of-way acquisition on some of the side streets (primarily Weddington Road and E. John Street). He continued to say that the mainline of I-485 (including the express lanes) was on tracking to be completed on time, which is by January 2025. Mayor Travis followed up by asking if those lanes could open without the completion of the side streets, and Mr. Davis said yes, it did.

### **Actions Taken**

Information only, no action required.

## **Toll Technology Update**

### **Manish Chourey, Chief Technology Officer**

#### **Discussion Summary**

Mr. Manish Chourey provided updates for the Backoffice System 2 Transition, the HyperCare Team, the Phased Deployment of New Features, and Transaction & Transponder Data. Mr. Chourey stressed his thanks to all of the vendors involved in the transition process for their professionalism, expertise, and tireless efforts.

During the review of the Total Posted Transactions for Triangle Expressway, Mr. John Adcock asked if the percentages shown for Class 2 and Class 3 vehicles had been consistent since the inception of the roadway. Mr. David Roy answered that more than 95% of the vehicle travel has been by Class 1 passenger vehicles. He added that he anticipated that those numbers would increase with the completion of C540 Phase I and the connection to I-40. Mr. Adcock then asked how, for the Back Office System Transition, had Mr. Chourey been able to get both systems to work together. Mr. Chourey said it involved joint communication with both teams before the cut-over and caution regarding IP address usage. He also said that he did not criticize the parties involved. Avoiding pointed statements was helpful, according to Mr. Chourey, as well as his prior work history with the individuals involved. Mr. J.J. Eden added that Mr. Chourey was being modest. Mr. Eden said that Mr. Chourey's high level of associated knowledge was linked to the level of respect shown by all parties. Mr. Eden shared that Mr. Chourey had either written or managed others who had written most of the code used in toll systems today. Mr. Eden talked about how beneficial it was to the organization to have knowledgeable and experienced team members. He said that Mr. Chris Garlick, Mr. Jerry Eakes, Ms. Angela Queenland and others had been quality contributors to the success of the transition.

Mr. Adcock also asked what the factors were which caused such a big uptick in recent transponder sales. Mr. Eden stated that the ease of website navigation was an important part of the increase in transponder orders. He predicted that with the coming use of the new App, acquiring a transponder would become even easier. Mr. Eden also mentioned that more people were going back to work in the office, and that this had an effect on the toll road usage numbers. For the Triangle Expressway, it was more of a factor, with Monroe somewhat less. He continued that the economy affected the commercial side (Class 2 & 3 vehicle usage).

Ms. Julie Eiselt asked if the NC Quick Pass numbers included the data from I-77 or just the Triangle Expressway and the Monroe Expressway. She continued to ask if this information included the I-77 revenue that was processed by NC Quick Pass. Mr. Chourey answered that any revenue collection was being reported as combined amounts on his presentation slides. This applied to both Quick Pass and Bill by Mail Programs. Mr. Chourey clarified that any revenue collection for any toll road travel in North Carolina was processed through NC Quick Pass. Ms. Eiselt asked if the difference between the total amount received (+/- \$13 Million) less the combined posted transaction amounts for the Triangle Expressway and the Monroe Expressway, equaled the amount collected on behalf of the I-77 Express system. Mr. Chourey answered in the affirmative.

#### **Actions Taken**

Information only, no action required.

## **Customer Service Update**

### **Angela Queenland, Manager of Customer Service**

#### **Discussion Summary**

Ms. Angela Queenland reported Call Center Statistics, Walk-In Statistics, data for Average Speed to Answer and Handle Calls, and details relating to the recent Morrisville Call Center Refresh. She included information regarding the Back Office System transition period.

Dr. Pamela Senegal asked if there was an option in the system for callers to choose to enter their phone numbers and to receive a call back from an agent. Ms. Queenland said that yes, the old Back Office System had this feature added in February 2022, and is also included in the new Back Office System.

Mr. Robert Teer thanked Ms. Queenland for the good work that she and her team provide on behalf of the Turnpike.

#### **Actions Taken**

Information only, no action required.

# Communications & Marketing Update

Logen Hodges, Communications Director

## Discussion Summary

Mr. Logen Hodges presented information regarding the BOS2 Update Campaign Schedule and Results, Web Updates and Improvements, the NC Quick Pass App, Marketing Campaign, Transponder Fulfillment & Retail Sales, and the Next Generation NCQP Outreach Plan.

## Actions Taken

Information only, no action required.

# 2023 Intern Update

Travis Feltes, P.E., Project Engineer

## Discussion Summary

Mr. Travis Feltes presented information about the Intern Program at NCTA. He told the Board Members that the plan was for seven interns to be working with the Finance, Communications & Marketing, Technology and Construction Departments. He mentioned that the Interns would present their projects to the Board Members during the Committee Meetings in July.

Mr. J.J. Eden also talked about his support for the Internship Program at NCTA. He told the Board Members that the team was working to include more minority participants in the future, including HBCU Colleges and Community Colleges. Dr. Senegal has become part of the process going forward.

Ms. Eiselt asked how the positions were advertised, and if certain schools were the focus of recruitment. Mr. Feltes answered by sharing that his firm (HNTB) used Career Fairs (Clemson, NC State, UNC, NC A&T) in addition to digital programs such as LinkedIn. Although seven interns were hired, there had been more than 75 applications received and reviewed. He explained that intern retention programs were very popular among firms and provided competition for intern availability. Mr. Eden thanked Mr. Feltes and HNTB for all of the work done to help steer this program. Mr. Eden added that the interns are paid for their work by the Authority. Mr. Feltes also mentioned that there are a number of colleges and universities that now require students to participate in an internship program. Secretary Boyette talked about the value of the Internship Programs currently operated by many departments within the NC Department of Transportation.

## **Actions Taken**

Information only, no action required.

## **Closing Comments, Adjournment**

### **Secretary Boyette, Chair**

#### **Discussion Summary**

Secretary Boyette thanked everyone for attending the meeting. He announced that the next Board of Directors Meeting for the North Carolina Turnpike Authority would be Thursday, August 17, 2023, at 9:30 a.m. The location of the meeting will be announced at a later date, due to ongoing construction schedules. Mayor Chuck Travis said that everyone was always welcome to hold meetings in Charlotte, and Ms. Julie Eiselt agreed. Secretary Boyette shared the news that there were plans under consideration for a meeting to take place in Charlotte very soon.

#### **Actions Taken**

Secretary Boyette stated that he would accept a motion for the meeting to be adjourned. Mr. Robert Teer made the motion to adjourn, and it was seconded by Mr. Sam Hunt. The May 24, 2023, NC Turnpike Board of Directors meeting was adjourned at 11:00 a.m.

# North Carolina Turnpike Authority

Board of Directors Meeting

May 24, 2023



# Opening Comments

Secretary Boyette  
Chair

# Thank you, Marvin!

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Celebrating 30 years of dedication  
and service to the NC Turnpike  
Authority, NC Department of  
Transportation, and the Citizens of  
the State of North Carolina.

Your leadership and guidance will be  
missed!

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# 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

# Continuing Disclosure Review

**David Roy**  
Chief Financial Officer

## NCTA Continuing Disclosure Policy

- The purpose of the Continuing Disclosure Policy is to establish guidelines and a framework surrounding disclosures in accordance with the Securities and Exchange Commission (“SEC”) Rule 15c2-12 and other Authority required disclosures.
  - Annual, Semi-Annual, and Quarterly Filings
    - Bond Holders (MSRB/EMMA)
    - Credit Enhancement Disclosures
    - Build America Bureau (TIFIA)
    - Trustee
- Adopted by the NCTA Board of Directors on May 2, 2019
- The policy calls for an annual review of the policy by the Disclosure Working Group.

# Chief Engineer Update

**Dennis Jernigan, P.E.**  
Interim Chief Engineer

# Outreach Presentations

## Complete 540

- CAMPO
  - April 6 & 19
- Bells Pointe
  - May 11
- Woodcreek Neighborhood Meeting
  - April 20



## Woodcreek Neighborhood Questions and Answers

### Questions for NCTA Complete 540 Project Team

**Q:** What is the status of Complete 540 Phase 1 and when will the project be completed?

**A:** Complete 540 Phase 1 is currently being constructed and is anticipated to open to traffic in spring of 2024. Learn more about Phase 1 construction progress at [www.ncdot.gov/complete-540/Pages/planned-construction-activities.aspx](http://www.ncdot.gov/complete-540/Pages/planned-construction-activities.aspx).

**Q:** When will the night work near our neighborhood end?

**A:** There are currently no night operations in this area. There is a potential for night work this year depending on project schedule requirements, but your neighborhood will be alerted prior to that work beginning should it need to occur.

**Q:** Why did the noise walls stop at the Woodcreek townhomes?

**A:** There will be noise walls along Toll N.C. 540 behind the townhomes. The noise wall posts on the shoulder of the roadway are currently constructed and will be bricked this summer. The remaining walls at the top of the slope will begin to be constructed once the noise walls near the roadway are complete. We anticipate this to begin early 2024.

**Q:** Will the project team do anything about the mud on the road near construction?

**A:** The project team takes the safety of the traveling public very seriously. We continuously monitor roadways and clean any debris as quickly as possible. As the project continues to progress, we will start placing stone and asphalt, which will greatly reduce the occurrence of mud reaching the roadway.

**Q:** What about the mud in the Woodcreek trail pedestrian culvert?

**A:** Since the Woodcreek trail pedestrian culvert is inside our project right-of-way, NCTA's Complete 540 project team will continue to maintain the culvert until the project is completed. The project team monitors this area and promptly cleans mud after storm events. The surrounding area of the culvert has been seeded, which will reduce mud intrusion for the long term once vegetation grows.

**Q:** When will the Woodcreek trail pedestrian culvert have lighting?

**A:** Lighting in the pedestrian culvert is currently installed and awaiting power. The project team is working with Duke Energy to provide power to the pedestrian culvert lighting as well as other locations along the project.

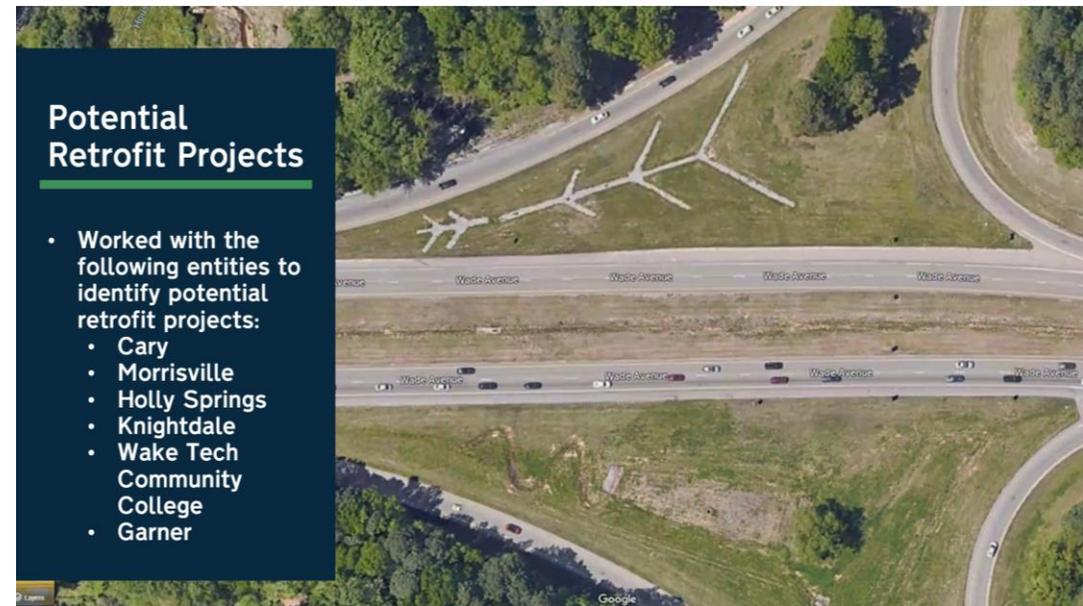
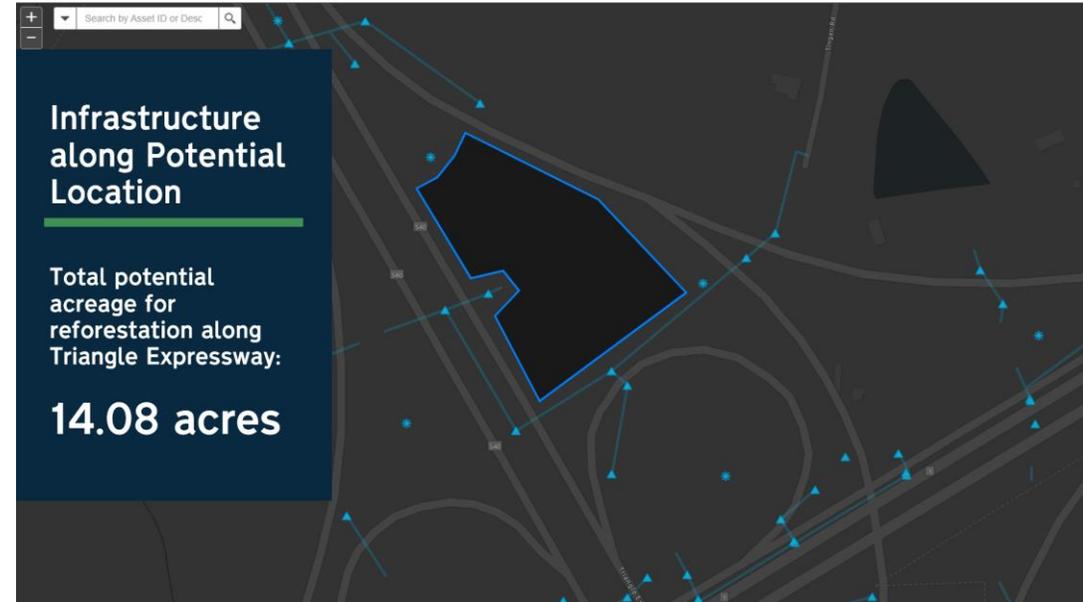
# Outreach Presentations

## Complete 540

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- Wake County Planning Board
  - May 3
  - Reforestation along Triangle Expressway
  - Stormwater management

WAKE COUNTY  
**WATER**  
PARTNERSHIP



# 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	August 8, 2023	
Sealed Price Proposals Due	August 22, 2023	
Technical Presentations by Short-listed Teams	August 23, 2023	
Open Price Proposals	August 29, 2023	
Department Holds Technical Proposal Debriefs (Pending Contract Execution)	Week of October 2, 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 4, 2023	✓
Department Issues Final RFP to Short-listed Teams	May 16, 2023	✓
Technical Proposals and Fuel Usage Factor Chart / Estimate of Quantities Due	September 26, 2023	
Sealed Price Proposals Due	October 10, 2023	
Technical Presentations by Short-listed Teams	October 11, 2023	
Open Price Proposals	October 17, 2023	
Department Holds Technical Proposal Debriefs (Pending Contract Execution)	Week of November 27, 2023	

NOTE: All dates are approximate and subject to change.

# Complete 540 Phase 2 CEI Selection

- Shortlist interviews with CEI teams
  - May 2
- Selection completed!
  - WSP was the selected administrator

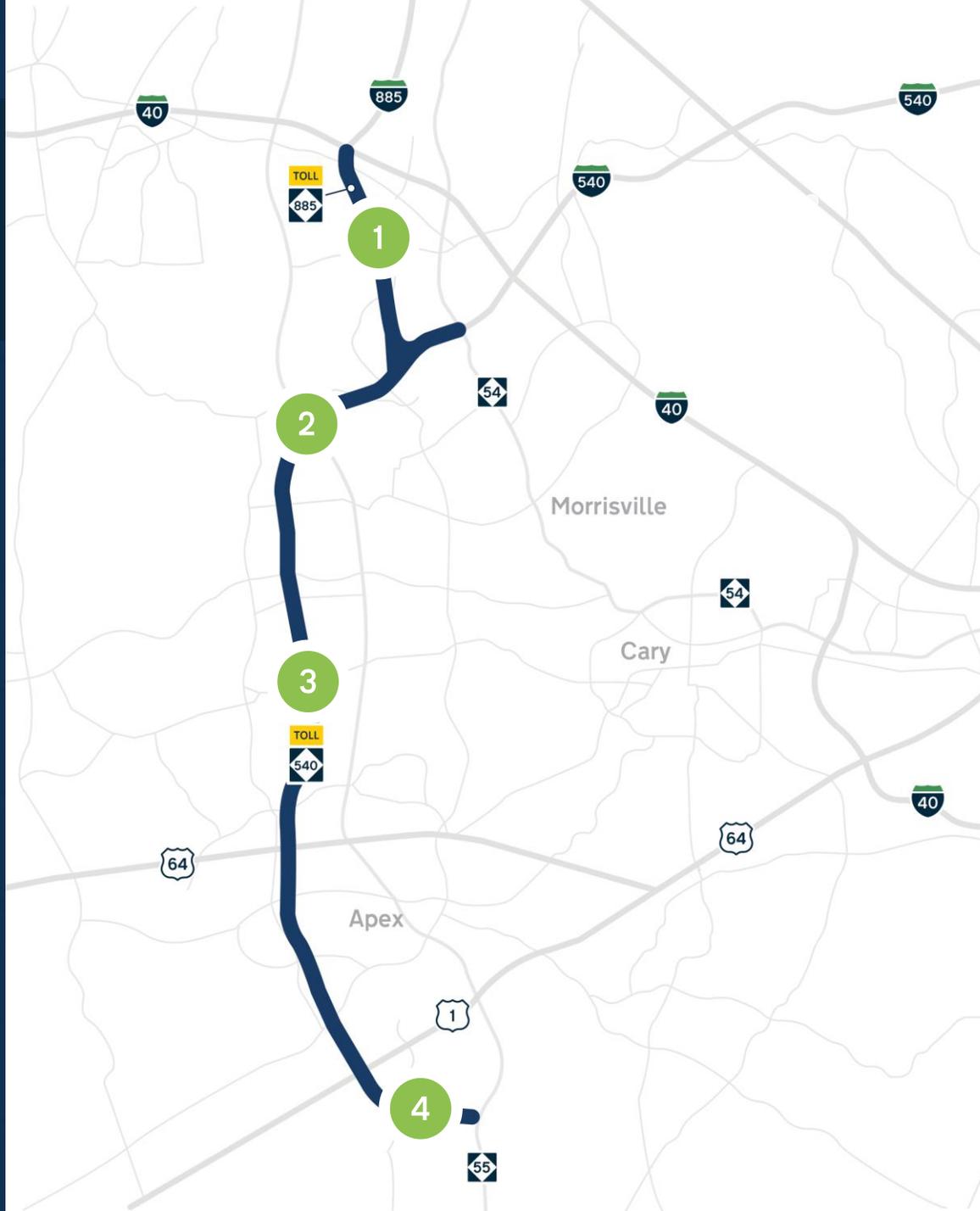


# Roadway Operations Update

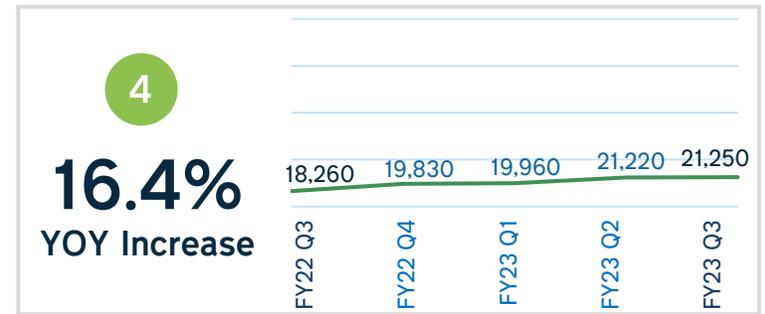
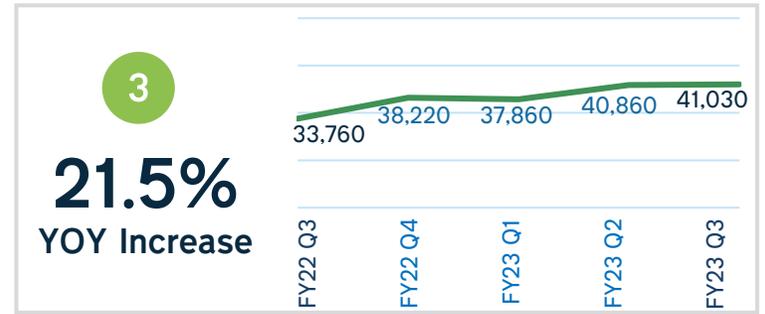
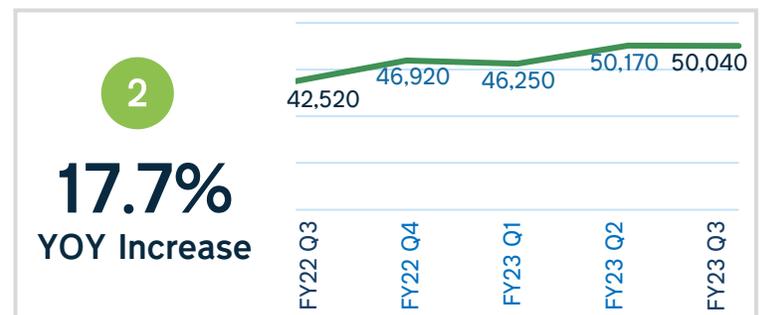
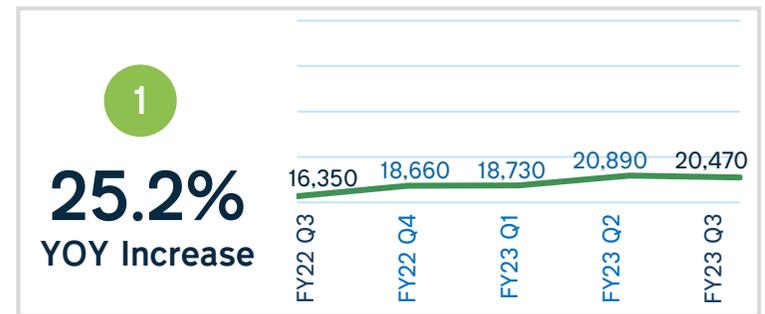
**Alan Shapiro, P.E.**  
Director of Highway Operations

# Mainline Traffic Statistics

## Triangle Expressway



Q3: January - March  
 AWT: Average Weekday Traffic



# Maintenance Rating Program (MRP)

## Triangle Expressway

	FY 2023 Q3	Rolling Rate
Overall	<b>95.3</b>	<b>94.8</b>
Road Surface	96.9	97.9
Unpaved Shoulders and Ditches	99.1	97.1
Drainage Structures	93.3	93.6
Roadside	94.2	93.4
Traffic Control Devices	94.2	92.7

Full report has been provided via hardcopy.

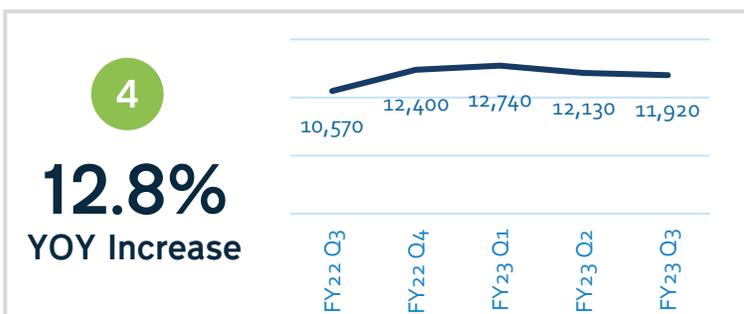
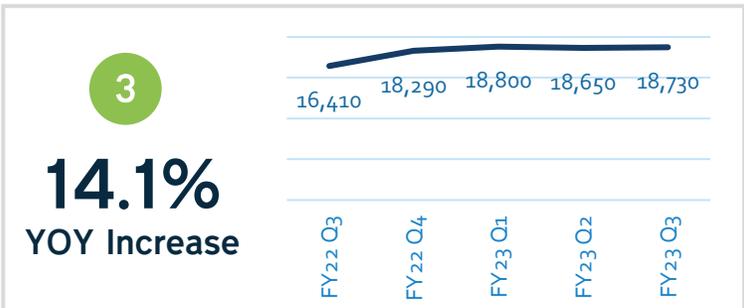
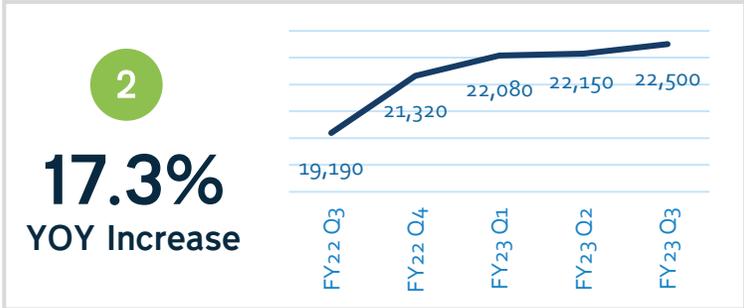
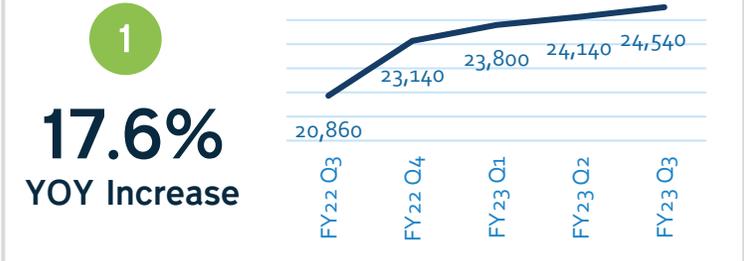
- FY2023 Q3 overall met the target rating of 90.0
- All elements met the target rating of 85.0
- Fences – only characteristic that scored below the target value of 80.0
- Overall rolling rating achieved the target value of 90.0
- All element rolling ratings achieved the target value of 85.0

# Mainline Traffic Statistics

## Monroe Expressway

FY Q3: January - March

AWT: Average Weekday Traffic



# Maintenance Rating Program (MRP)

## Monroe Expressway

	FY 2023 Q3	Rolling Rate
Overall	<b>97.5</b>	<b>96.8</b>
Road Surface	100.0	98.3
Unpaved Shoulders and Ditches	95.4	98.7
Drainage Structures	97.4	98.1
Roadside	92.3	92.3
Traffic Control Devices	99.4	96.8

- FY2023 Q3 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
- All characteristics in the rolling rating achieved target value of 80.0

Full report has been provided via hardcopy.

# I-485 Express Lanes Update

**Brian Davis, P.E.**  
Resident Engineer

# I-485 Express Lanes



# General Construction Update

**Brian Davis, P.E.**  
Resident Engineer

# Division 10 Construction

## Westinghouse Direct Connect



# Division 10 Construction

## Direct Connect at the Johnston Road Interchange



# Division 10 Construction

## Ballantyne Commons Parkway Bridge



# Division 10 Construction

## Weddington Road Interchange



# Division 10 Construction

## E. John Street Interchange



# Toll Technology Update

**Manish Chourey**  
Chief Technology Officer

# BackOffice System Transition Update

## System Transition occurred from 2/17 to 2/23

- Conduent (BOS1 vendor), TransCore (BOS2 vendor), GC services, and Turnpike staff worked around the clock.
- Data migration activities took place between 2/18 and 2/22. PCI AOC was received on 2/23.
- 2/24 system went live to NC customers. A new website and IVR call tree were available to customers for self-service.
- Transaction processing for Home and Interop backlog was cleared by 3/4/2023.
- BBM Invoices and Statements backlogs were cleared by the end of April-2023.



# HyperCare Team

## A period immediately following Go Live until Operational Stabilization

- Proactive monitoring, analyzing, and researching issues encountered by agents.
- Anticipate issues, even a simple configuration change has a significant impact.
- Ensures the seamless adoption of the Back-office System.
- Is responsible for communicating with a broader group.



## Operations team

- Focuses on key operations issues and provides workarounds to staff.

## Application team

- Performs daily analysis of application back-end jobs against the performance metrics.

## Triage team

- Reviews and triages observations and determines the priorities of the fixes.
- Creates tickets and plans the upcoming deployment.

# New Feature Phased Deployment

## Features Available since cutover

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

## Next 30-60 days

- Mobile app for iPhone and Android devices.
- Unified website and App for HOV declarations.

## Q1 - 2024

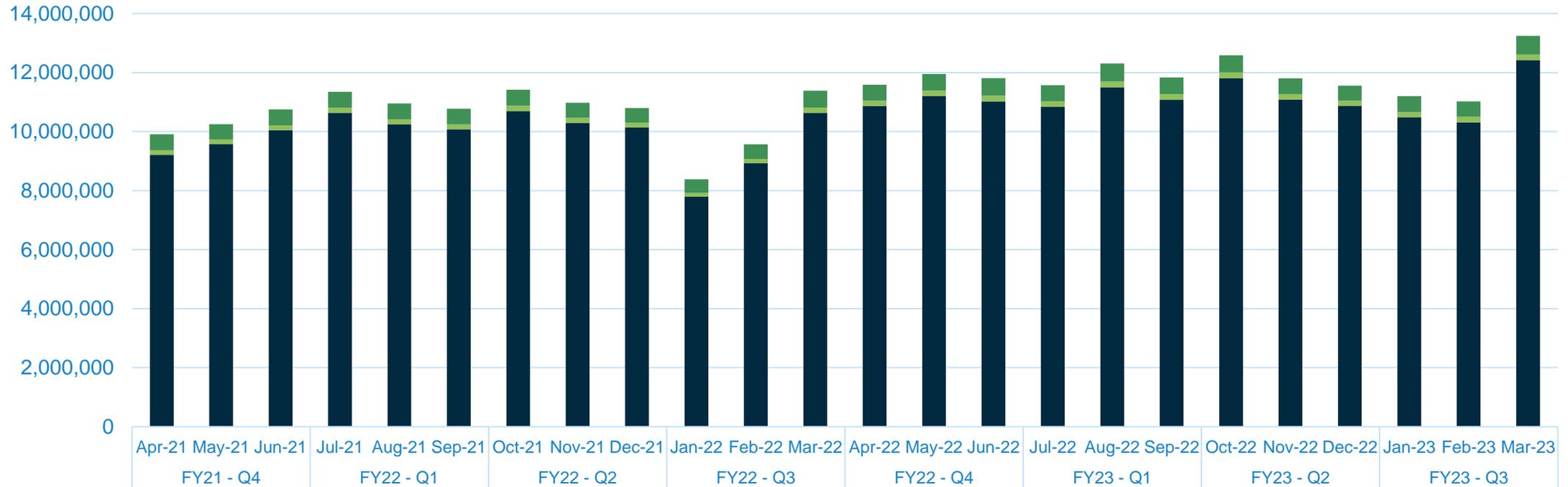
- Retail payment options (Money Gram, LPA pilot).
- Retail transponder sales.

# Total Posted Transactions

YOY Growth: **12.1%**

## NC Quick Pass Program

■ Class 1   ■ Class 2   ■ Class 3



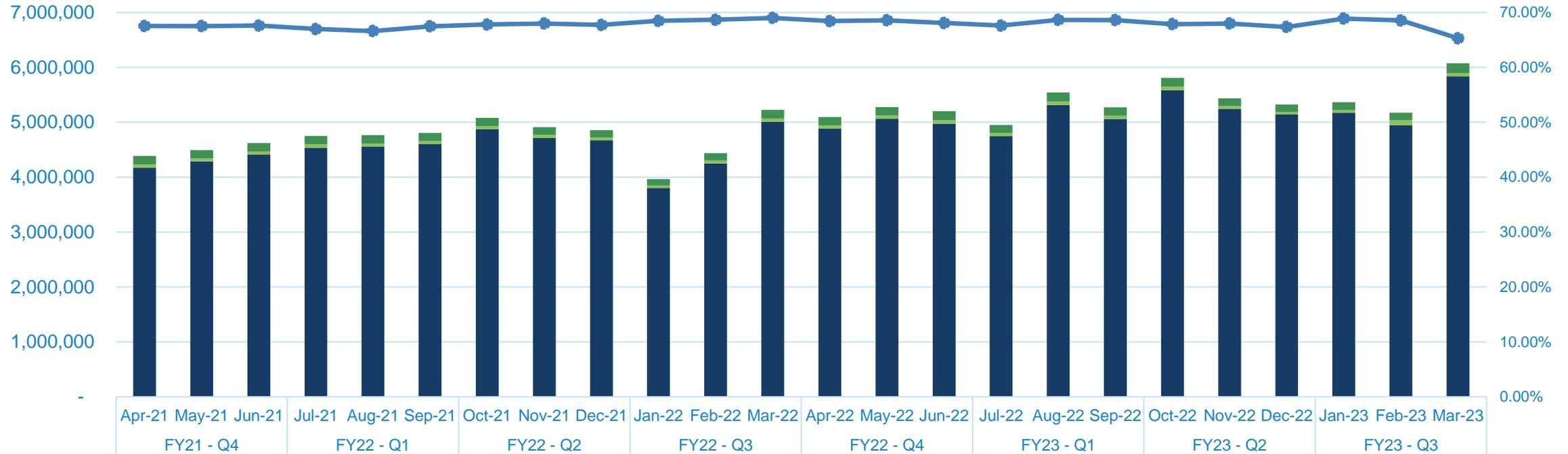
	FY21 – Q4	FY22 – Q1	FY22 – Q2	FY22 – Q3	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3
Total Posted Class 1 %	93.25%	93.61%	93.79%	93.23	93.61	93.57	93.92%	93.66%
Total Posted Class 2 %	1.53%	1.53%	1.53%	1.54%	1.57%	1.57%	1.52%	1.54%
Total Posted Class 3 %	5.22%	4.86%	4.68%	5.22%	4.81%	4.86%	4.56%	4.80%

# Total Posted Transactions

YOY Growth: **14.4%**

## Triangle Expressway

Class 1 Class 2 Class 3 TriEx Prepaid %



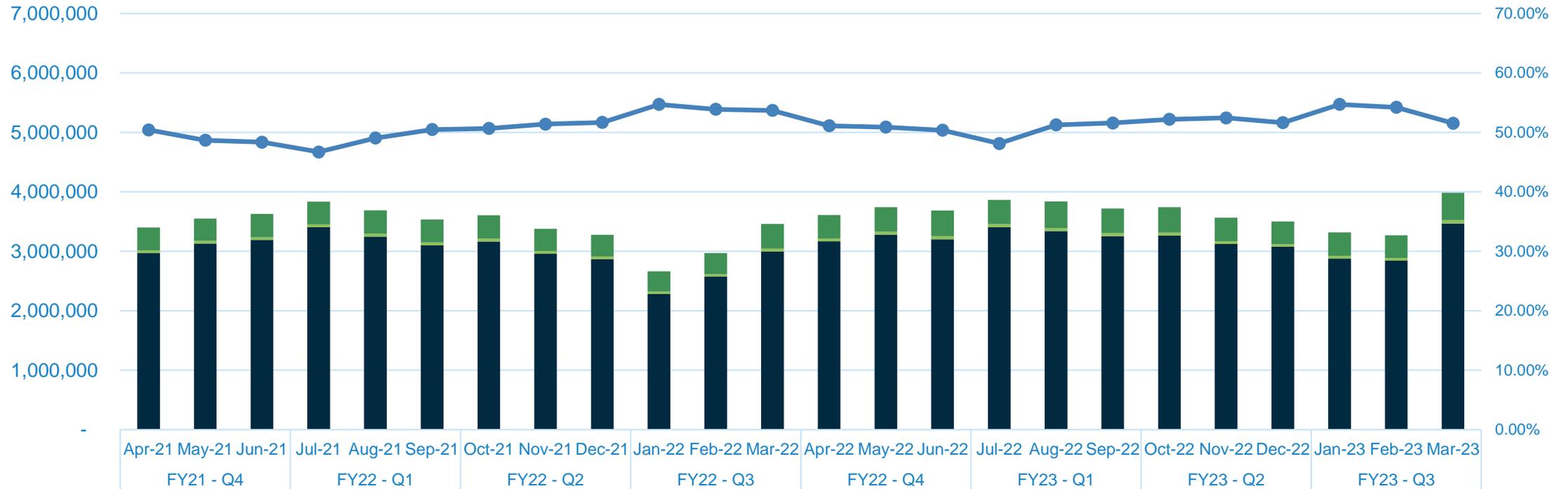
	FY21 – Q4	FY22 – Q1	FY22 – Q2	FY22 – Q3	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3
Class 1 %	95.32%	95.62%	96.01%	95.84%	95.88%	95.92%	96.39%	96.06%
Class 2 %	1.28%	1.25%	1.12%	1.11%	1.11%	1.12%	0.97%	0.81%
Class 3 %	3.41%	3.13%	2.87%	3.05%	3.01%	2.96%	2.64%	2.77%

# Total Posted Transactions

YOY Growth: **7.9%**

## Monroe Expressway

■ Class 1      ■ Class 2



	FY21 – Q4	FY22 – Q1	FY22 – Q2	FY22 – Q3	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3
Class 1 %	87.77%	88.20%	87.68%	86.32%	87.47%	87.53%	87.61%	86.89%
Class 2 %	1.33%	1.32%	1.34%	1.39%	1.35%	1.35%	1.28%	1.34%
Class 3 %	10.89%	10.48%	10.98%	12.28%	11.18%	11.12%	11.11%	11.77%

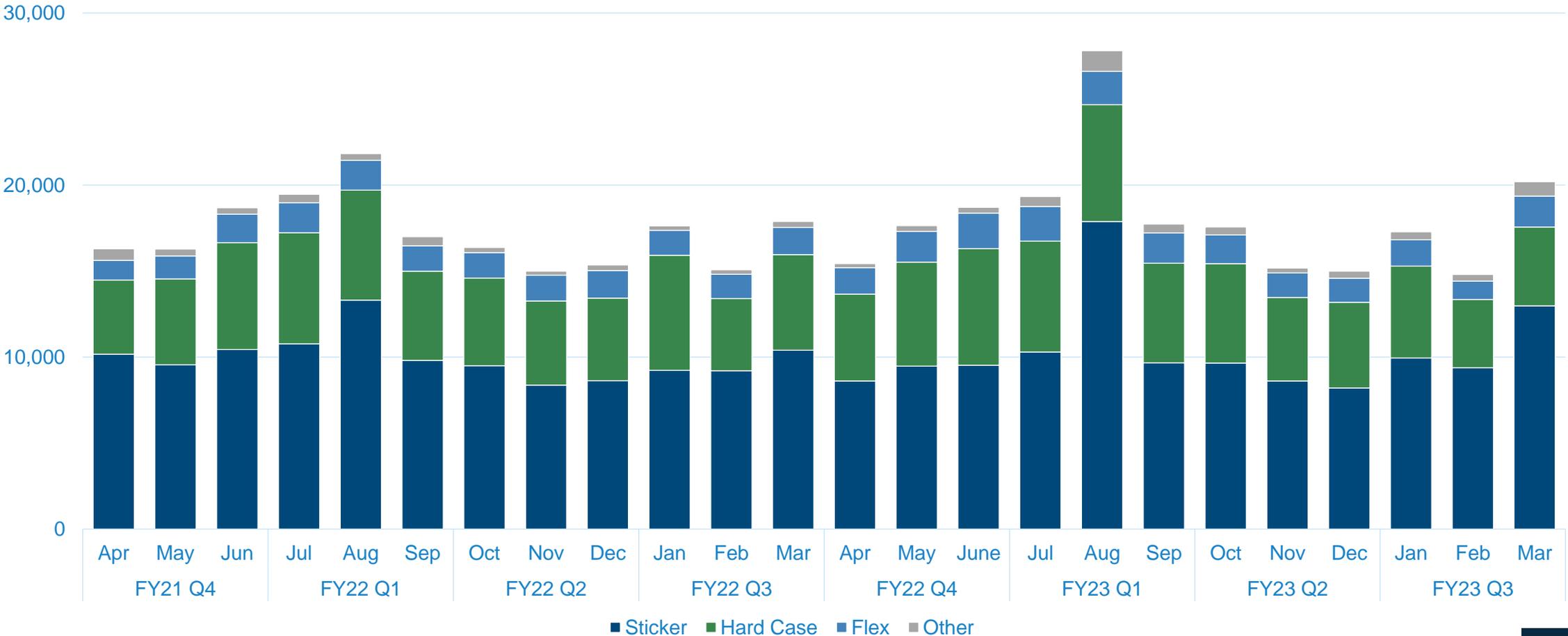
# Monthly Transponders Distributed

NC Quick Pass Program

YOY Growth: **4.9%**

**1,388,324**

Transponders Distributed as of March 31, 2023

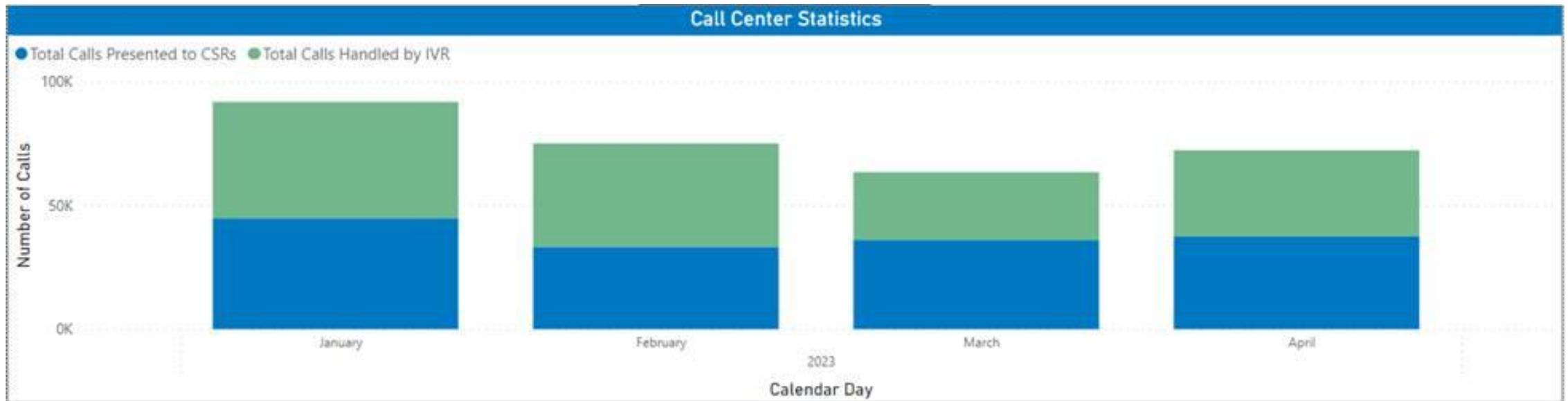


# Customer Service Center Update

**Angela Queensland**  
Manager of Customer Service

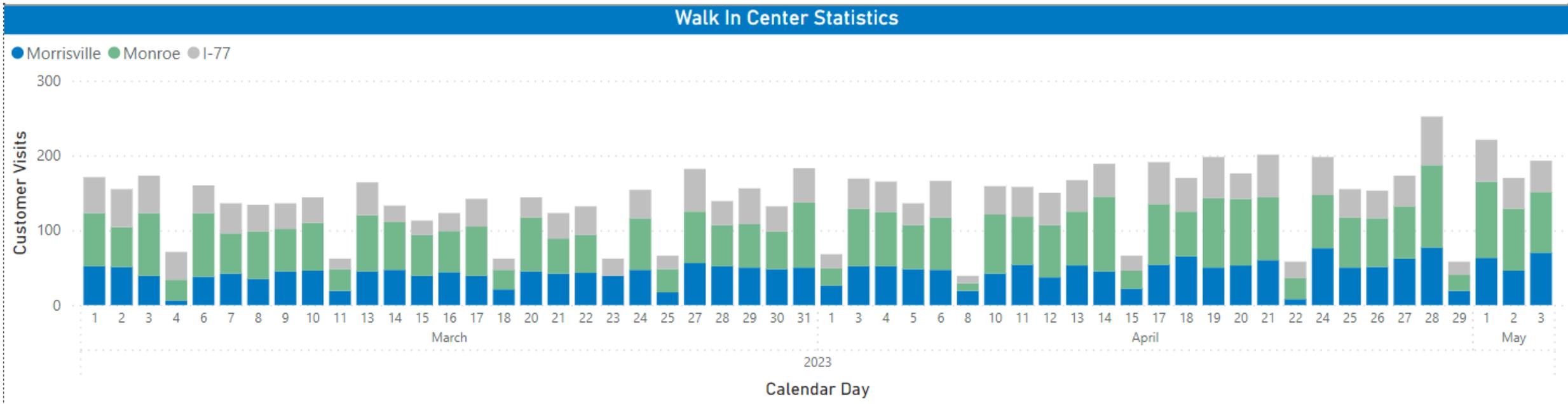
# Call Center Statistics

NC Quick Pass Program



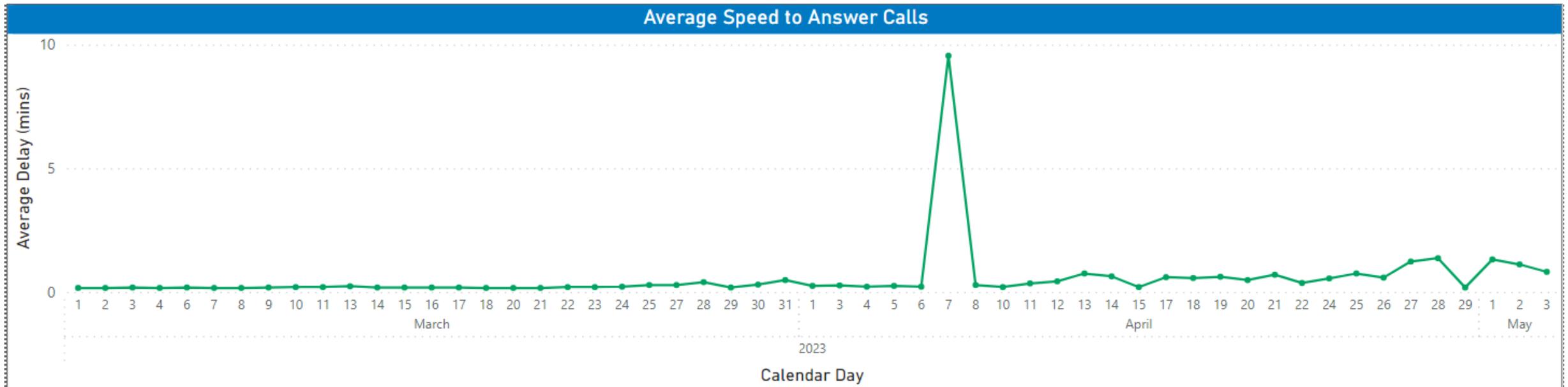
# Walk-In Center Statistics

NC Quick Pass Program



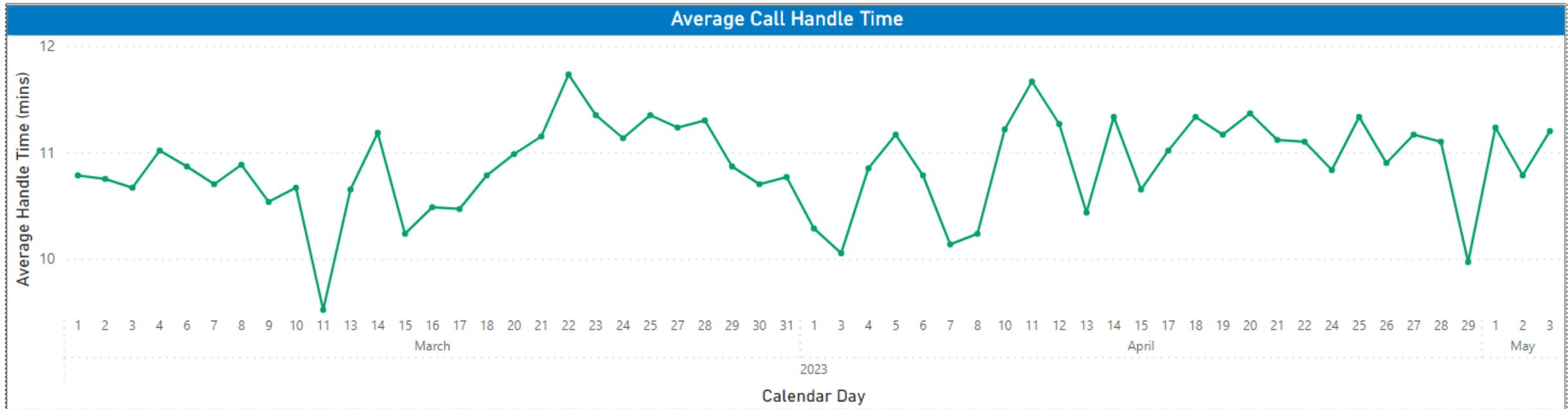
# Average Speed to Answer Calls

NC Quick Pass Program



# Average Call Handle Time

NC Quick Pass Program

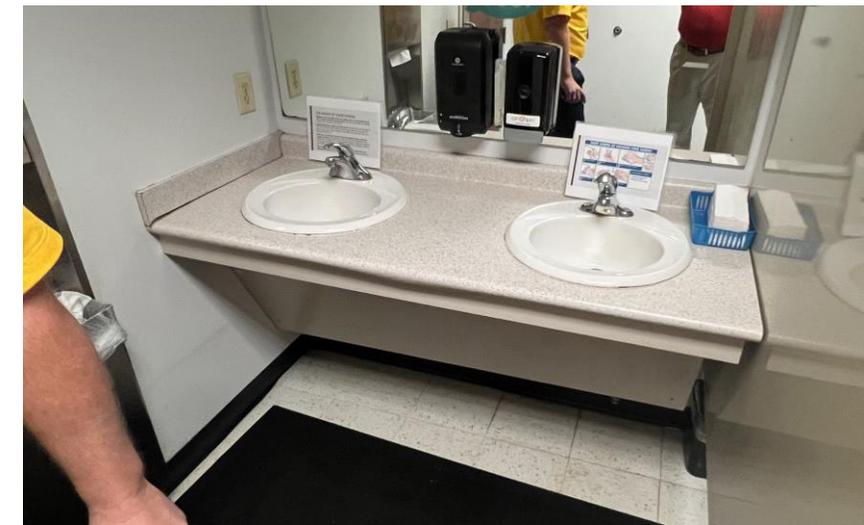


# Morrisville Call Center Refresh

**Angela Queensland**  
Manager of Customer Service

# Morrisville Refresh

Restrooms (Before)



# Morrisville Refresh

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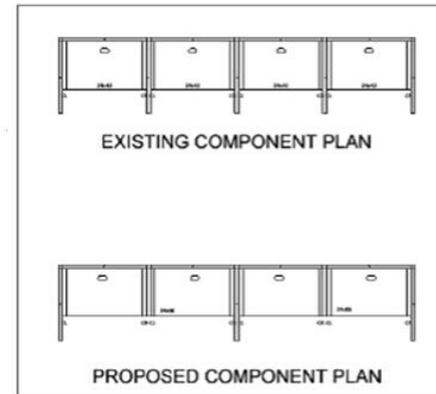
## Restrooms (After)



# Morrisville Refresh

## Call Center Workstation Update

- NCTA identified the need to reconfigure the current call center space at the Operations Center.
- The update reconfigured 66 agent workstations from 24Dx 42W” to remove the partition panel in between every two (2) workstations to create 33 24D x 87W” wide workstations.
- This reconfiguration will allow staff to properly social distance and to have larger workspaces that allow for dual monitors and shred-key devices.



# Morrisville Refresh

## Call Center Workstation Update



**Before:** 75 Smaller agent stations, 5 supervisor = 80 total stations

**After:** 33 Large agent stations, 9 smaller agent stations, 5 supervisor = 47 total stations

# Marketing & Communications Update

**Logen Hodges**  
Marketing & Communications Director

# BOS 2 Update

# Campaign Schedule

Campaign	Anticipated Date	Platforms	Messaging
<b>A</b>			
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>B</b>			
Downtime of Website/Accounts	30 days from go-live (January 26)	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.
<b>C</b>			
New Website Announcement	Go-live (February 24)	Press release, Email, social media, BBM insert, CSR script, DMS sign messaging, IVR, Stakeholder coordination	NC Quick Pass is now live!
<b>D</b>			
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 & C Results

- **1.36M Emails & 75% Open Rate**
- **~200K SCM Impression**
- **~500K BBM Inserts**
- **815 New Followers**
- **6,483 Views to Press Releases**



# Web Updates/Improvements

# Bill By Mail Customer Navigation

## 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



## Pay Now

Amount due: **\$57.86**

 [Convert to a NC Quick Pass account](#)  

 [Pay Invoice](#)  

 [Already have a NC Quick Pass account?](#)  

### More Options

[Bill by Email](#) 

 [View Past Invoice History](#) 

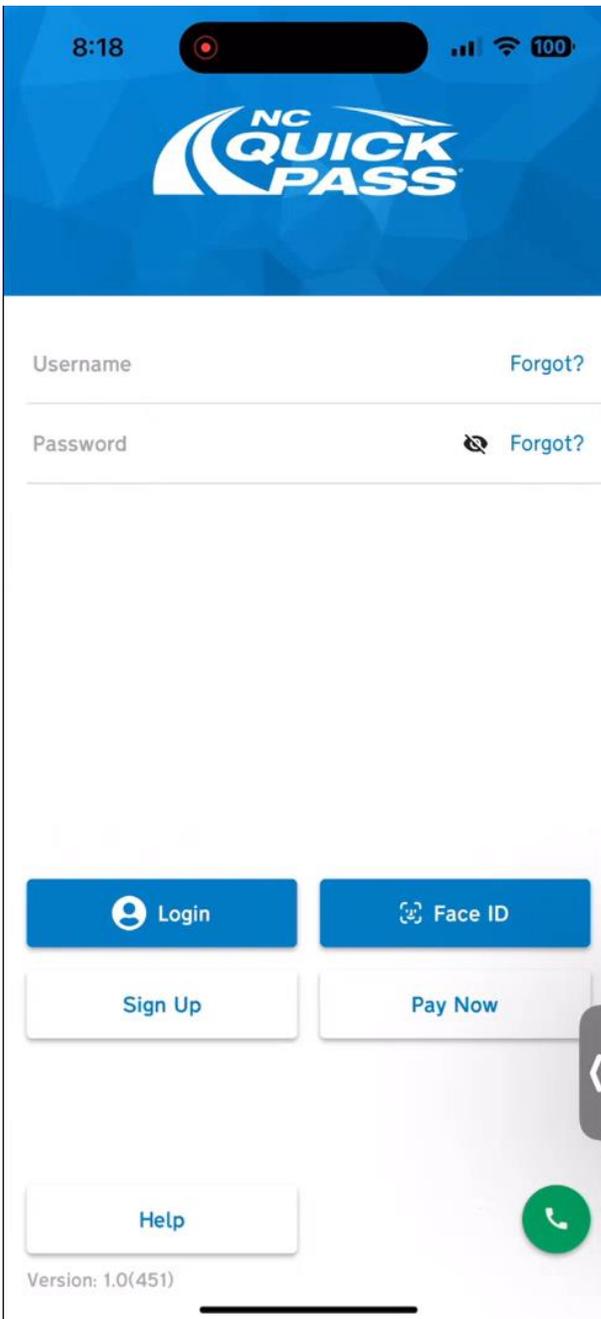
 [Bill by Mail Transaction Search](#) 

 [Contact Us](#) 

### Mailing Address

123 MAIN STREET  
FAYETTEVILLE  
North Carolina 27030

# NC Quick Pass App



## NC Quick Pass App Overview

1. Full account management
2. Schedule HOV trips for I-77 Express Lanes
3. Pay Bill by Mail invoice
4. Convert from Bill by Mail to NC Quick Pass account



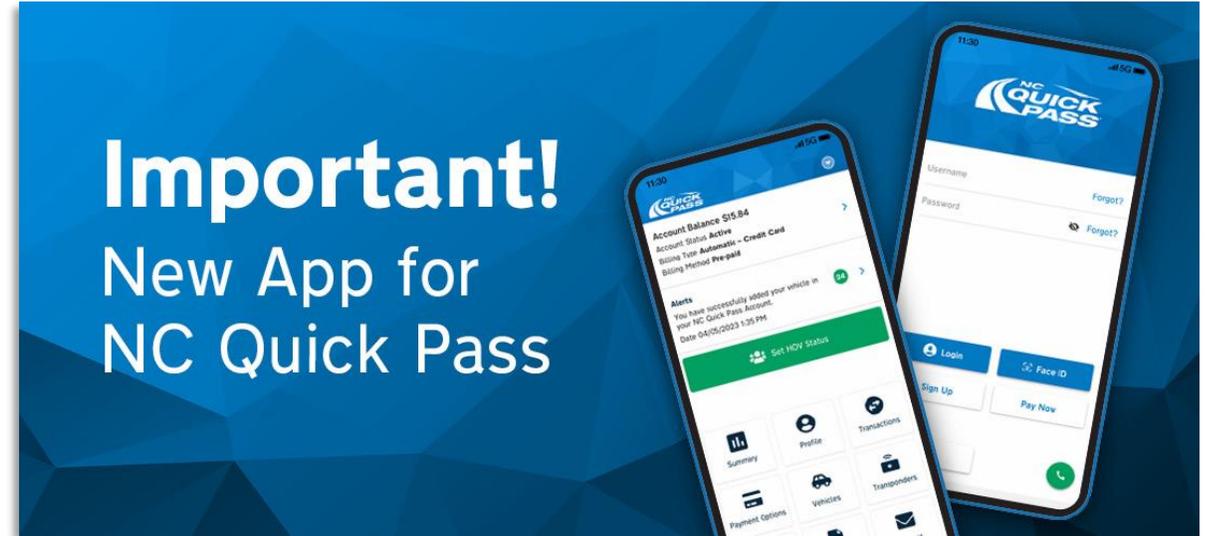
# NC Quick Pass App Launch Schedule

## Spring –

- Email to existing HOV app users
- New app available for download
- HOV website alert
- HOV app alert and functionality
- Email and press release announcement (English & Spanish)

## Summer –

- HOV app retirement
- HOV website redirect
- HOV app data migration



# NC Quick Pass App Launch Schedule

## Early May –

Two emails to 16,000 HOV app users:

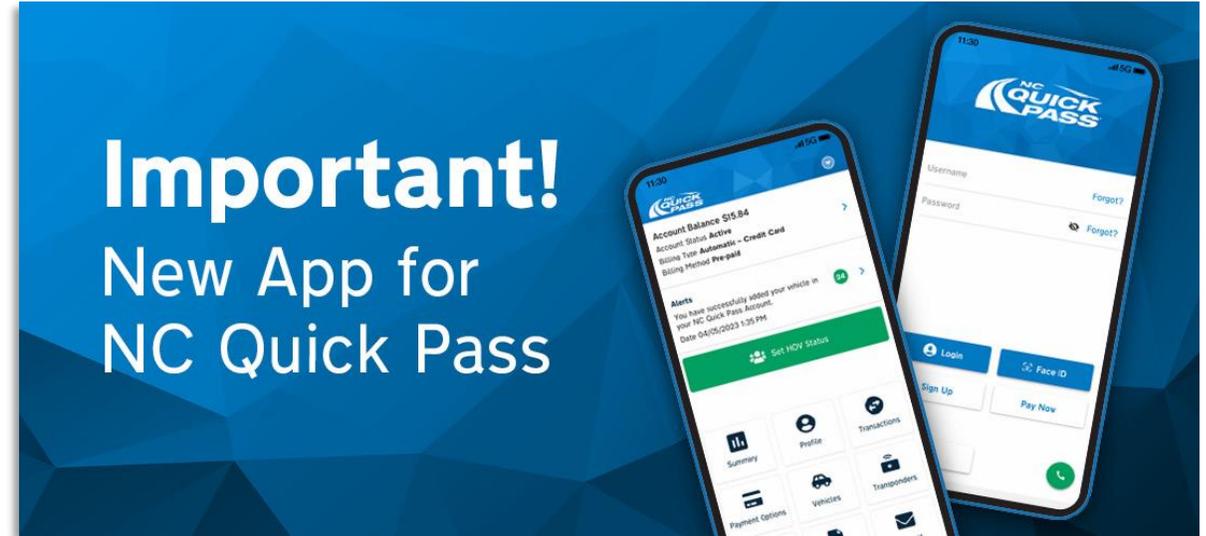
- Check your Login Information
- HOV trips after June 24
- What's new
- Stay informed

## Late May –

- New app available for download
- HOV website alert
- HOV app alert and functionality
- Email and press release announcement (English & Spanish)

## Summer –

- HOV app retirement
- HOV website redirect
- HOV app data migration



# Marketing Campaign

# The New NC Quick Pass

## Summary

NC Quick Pass overall improvements

- "The New NC Quick Pass"
- "Easier than ever"

Multiple mini-campaigns with cohesive visuals

- NC Quick Pass website
- NC Quick Pass app
- Overall NC Quick Pass education
- 35% savings on tolls
- Free transponder

## Distribution Methods

- Billboards
- BBM inserts
- Social media posts
- Email images
- Promotional videos
- How-to videos
- App store images
- Paid digital media
- Boosts to owned media channels



# Transponder Fulfillment & Retail Sales

# Transponder Fulfillment and Retail Sales

## Timeline

April 2023 - Update existing packaging

- Order summary
- Terms and conditions
- Stickers

May 2023

- Meeting with Kapsch
- Update Standard Operating Procedures

Summer 2023

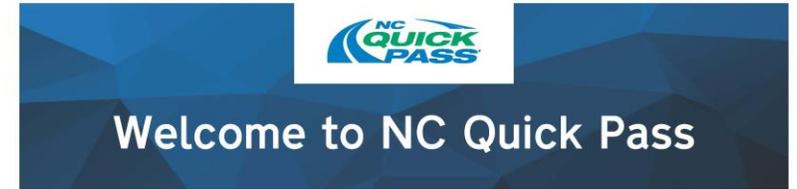
- Event transponder sales

Early 2024

- Launch retail sales

## Industry Lessons Learned

- Kansas Turnpike Authority
- Maryland Transportation Authority
- North Texas Tollway Authority
- Ohio Turnpike and Infrastructure Commission
- Washington State DOT



## Order Summary

Below is a summary of your recent order.

### Profile

Name	Name of Person	Account Type	Account Type Name
Address	123 Name of Street City, NC 00000	Account Number	123456789

### Transponder(s)

Transponder #	Transponder Model	Transponder Class
123456789	NC Quick Pass Sticker	
123456789	NC Quick Pass	
123456789	NC Quick Pass Flex	
123456789	NC Quick Pass Exterior	



### More Information

Visit [ncquickpass.com/documents-and-applications](https://ncquickpass.com/documents-and-applications) for terms & conditions and instructions on how to install your transponder(s)



### Login to Your Account

Visit [ncquickpass.com](https://ncquickpass.com) to manage your NC Quick Pass account

### Contact Us

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

Customer Service Center  
200 Sorrell Grove Church Road, Suite A  
Morrisville, NC 27560

Phone  
(877) 769-7277

Fax  
(919) 388-3279

# Next Generation of NCQP Outreach

May 2023 –

- Establish Standard Operating Procedures
- Sales Training

June 2023 –

- Pilot transponder sales
- Launch new outreach materials and design



# 2023 Intern Update

**Travis Feltes, P.E.**  
Project Engineer

# Contact Us



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

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



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

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



**Thank you!**