

# 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.

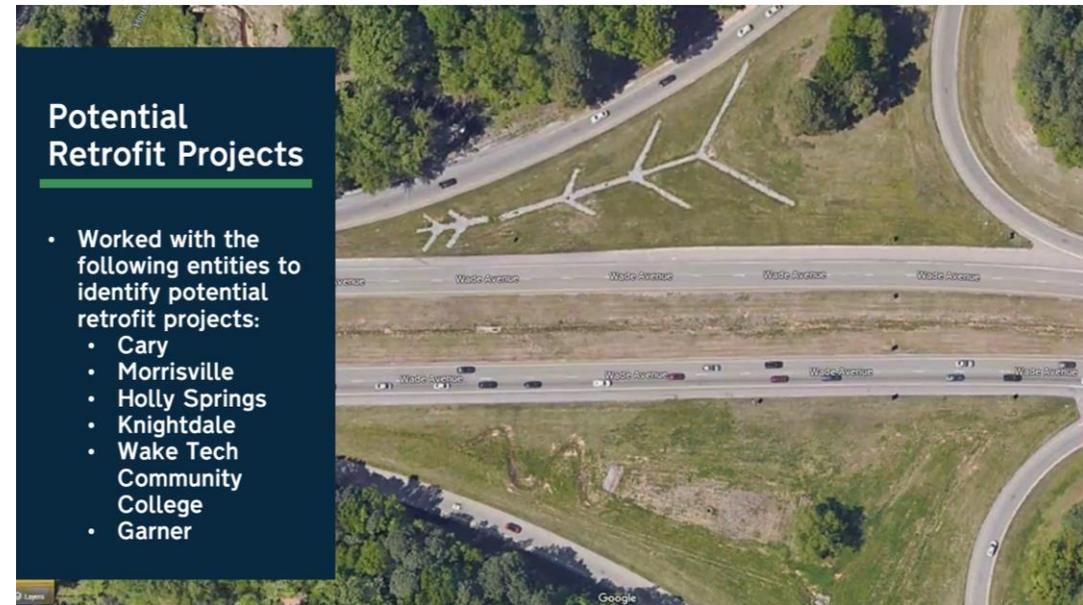
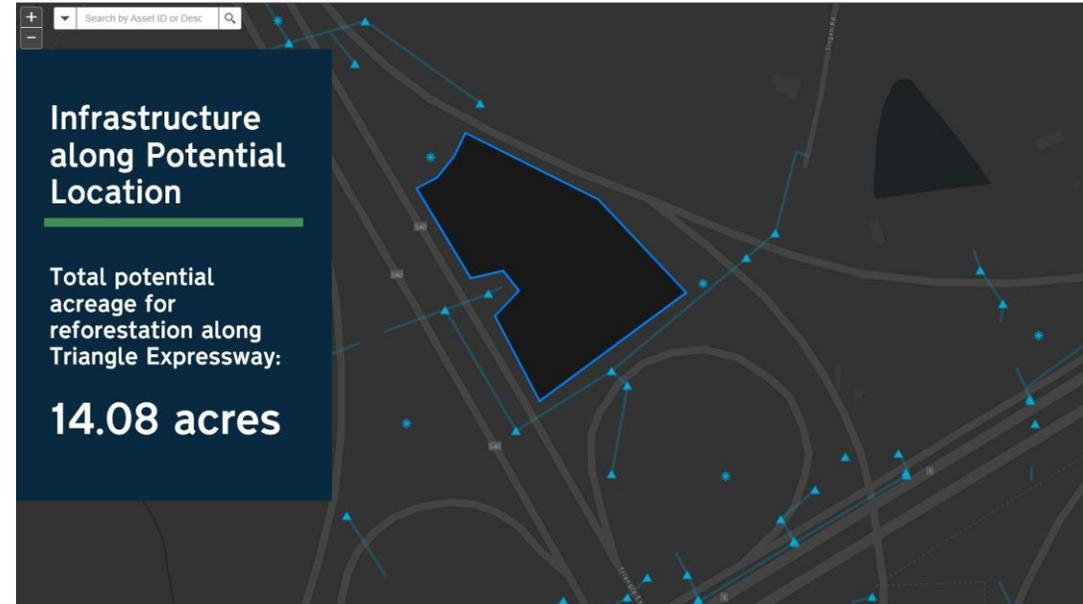
# Outreach Presentations

## 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

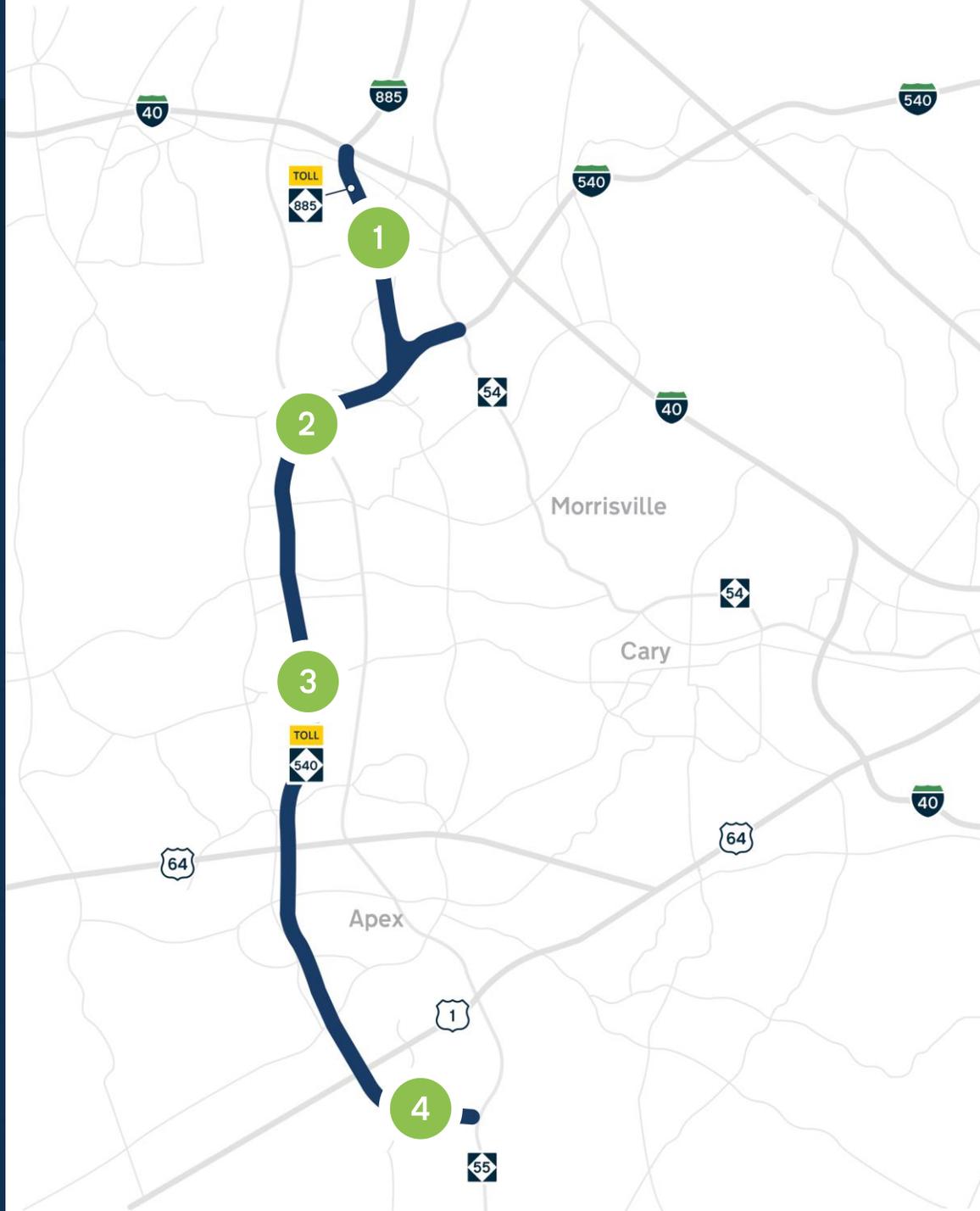


# Roadway Operations Update

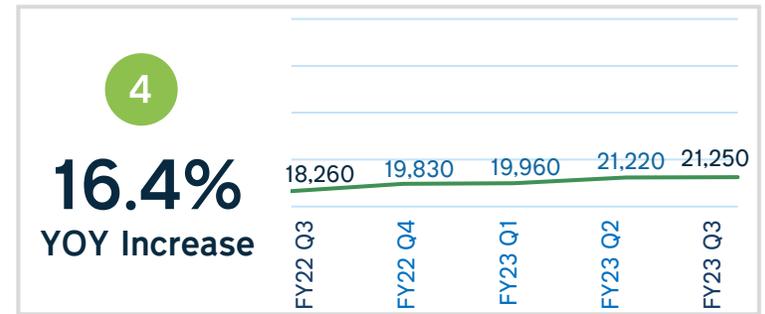
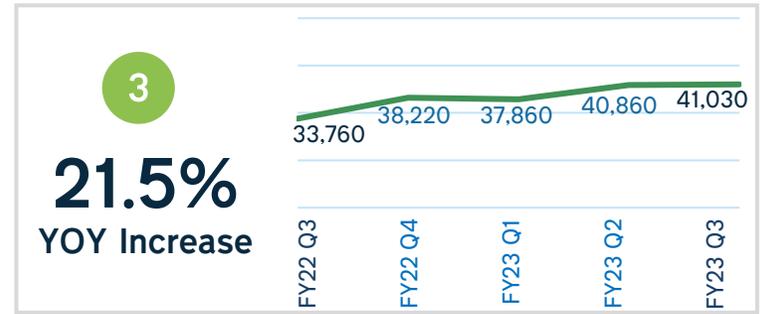
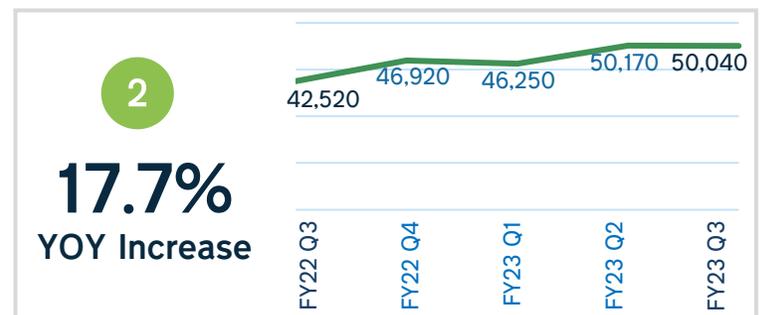
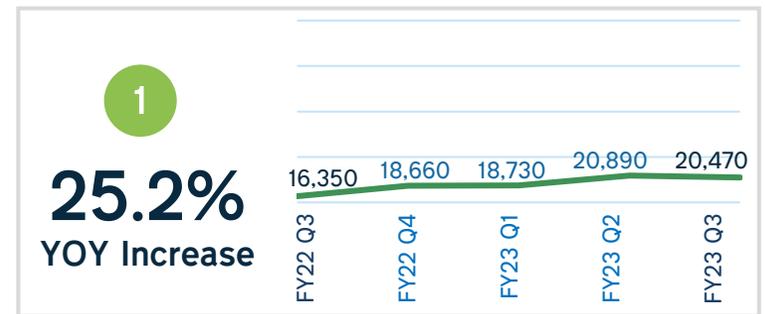
**Alan Shapiro, P.E.**  
Director of Highway Operations

# 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.

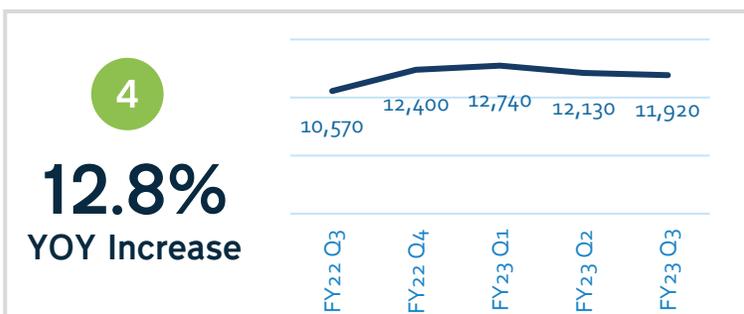
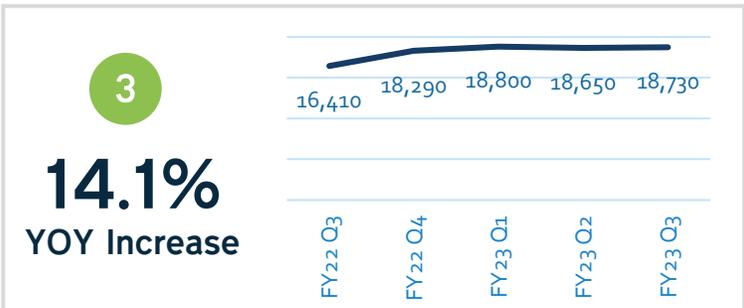
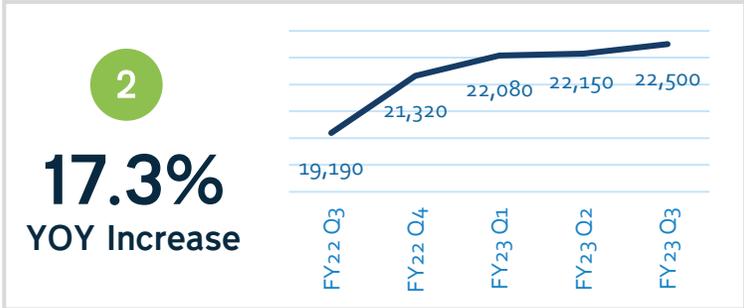
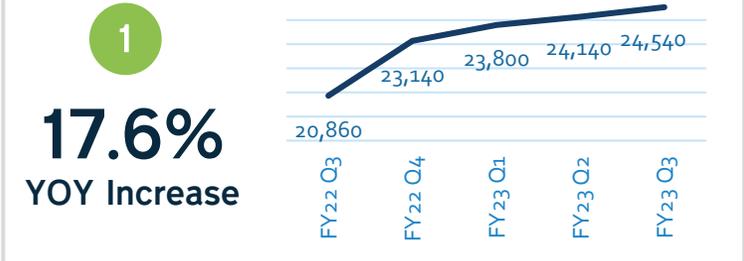
- FY2023 Q3 overall met the target rating of 90.0
- All elements met the target rating of 85.0
- Fences – only characteristic that scored below the target value of 80.0
- Overall rolling rating achieved the target value of 90.0
- All element rolling ratings achieved the target value of 85.0

# 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

Full report has been provided via hardcopy.

- 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

# 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



RS&H

# 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

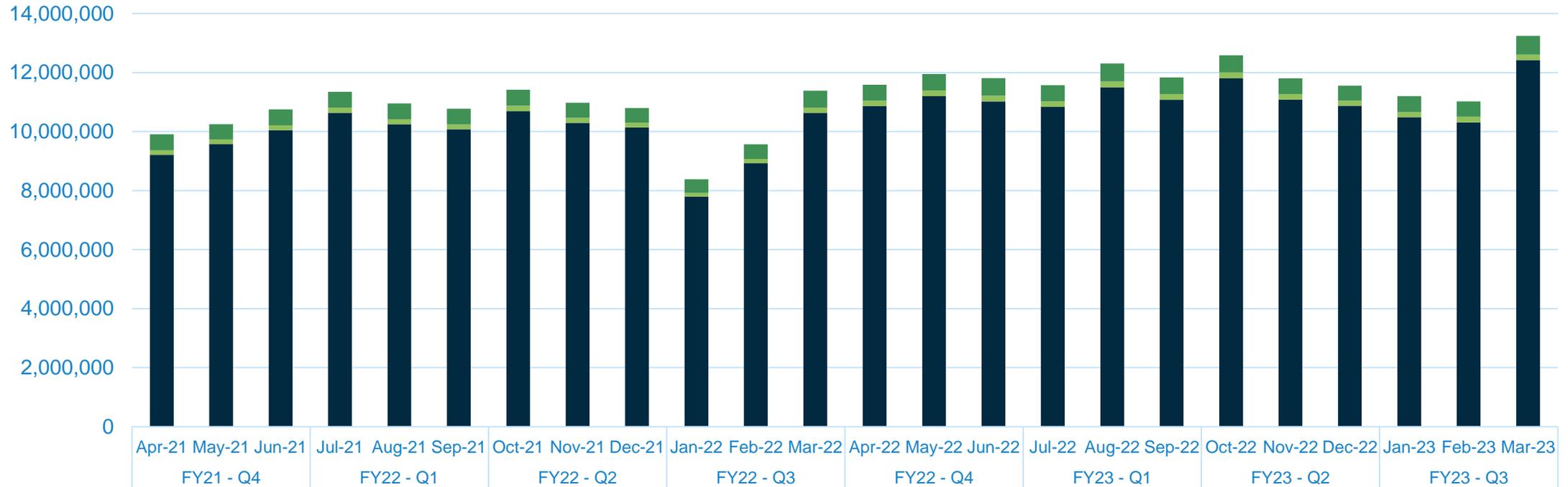
- Retail payment options (Money Gram, LPA pilot).
- Retail transponder sales.

# Total Posted Transactions

YOY Growth: **12.1%**

## NC Quick Pass Program

■ Class 1   ■ Class 2   ■ Class 3



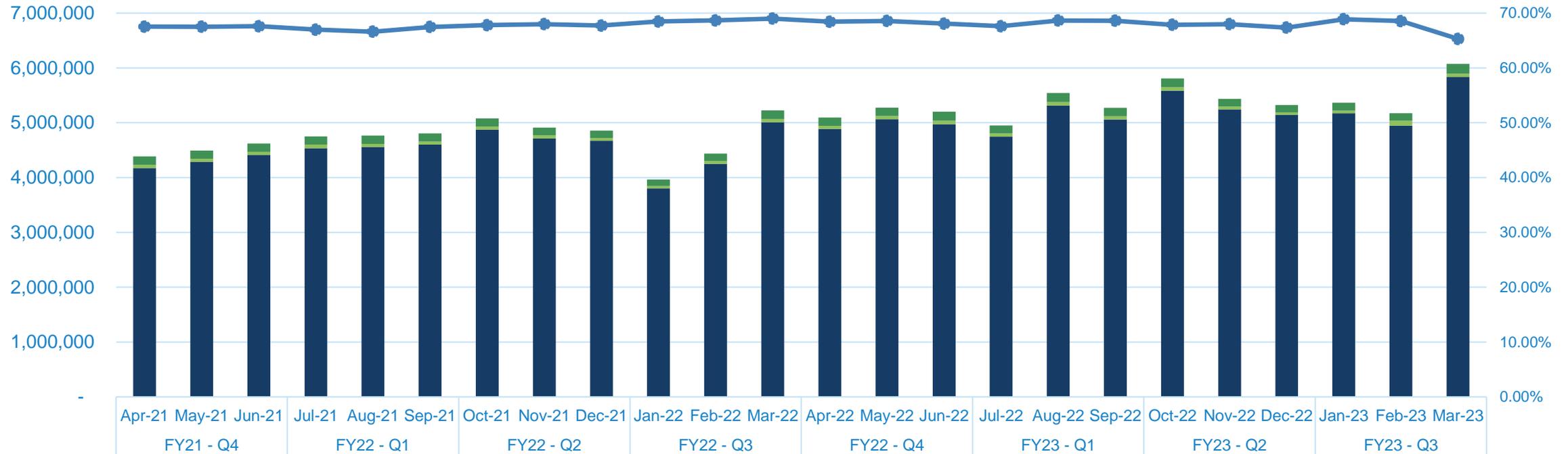
	FY21 – Q4	FY22 – Q1	FY22 – Q2	FY22 – Q3	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3
Total Posted Class 1 %	93.25%	93.61%	93.79%	93.23	93.61	93.57	93.92%	93.66%
Total Posted Class 2 %	1.53%	1.53%	1.53%	1.54%	1.57%	1.57%	1.52%	1.54%
Total Posted Class 3 %	5.22%	4.86%	4.68%	5.22%	4.81%	4.86%	4.56%	4.80%

# Total Posted Transactions

YOY Growth: **14.4%**

## Triangle Expressway

Class 1 Class 2 Class 3 TriEx Prepaid %



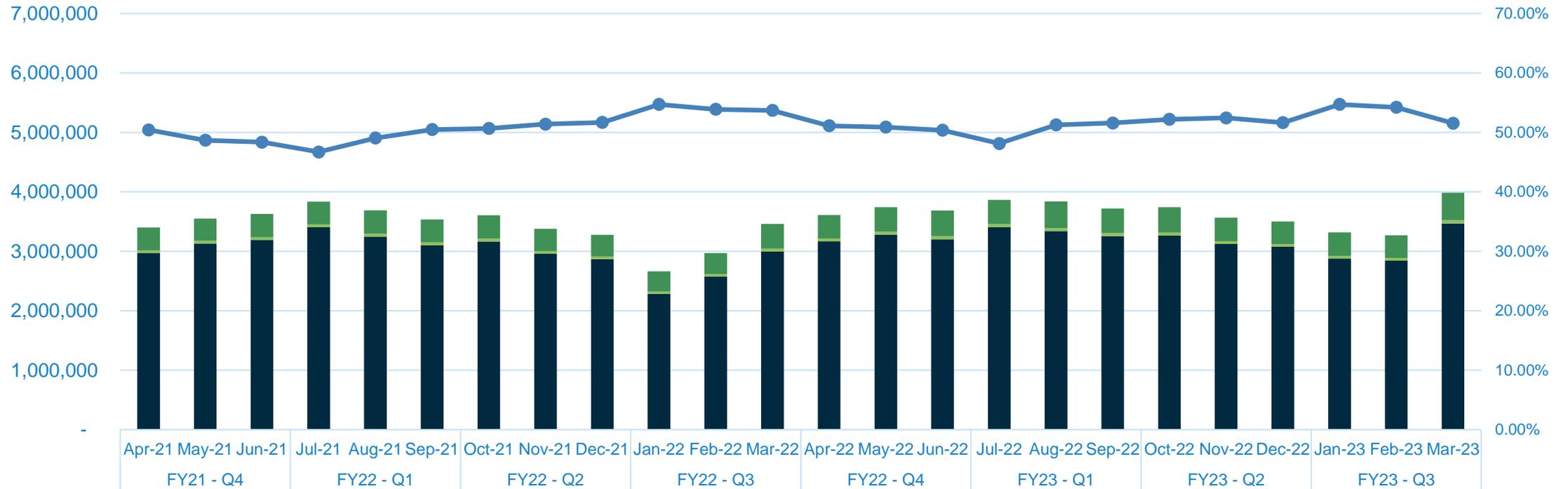
	FY21 – Q4	FY22 – Q1	FY22 – Q2	FY22 – Q3	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3
Class 1 %	95.32%	95.62%	96.01%	95.84%	95.88%	95.92%	96.39%	96.06%
Class 2 %	1.28%	1.25%	1.12%	1.11%	1.11%	1.12%	0.97%	0.81%
Class 3 %	3.41%	3.13%	2.87%	3.05%	3.01%	2.96%	2.64%	2.77%

# 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%

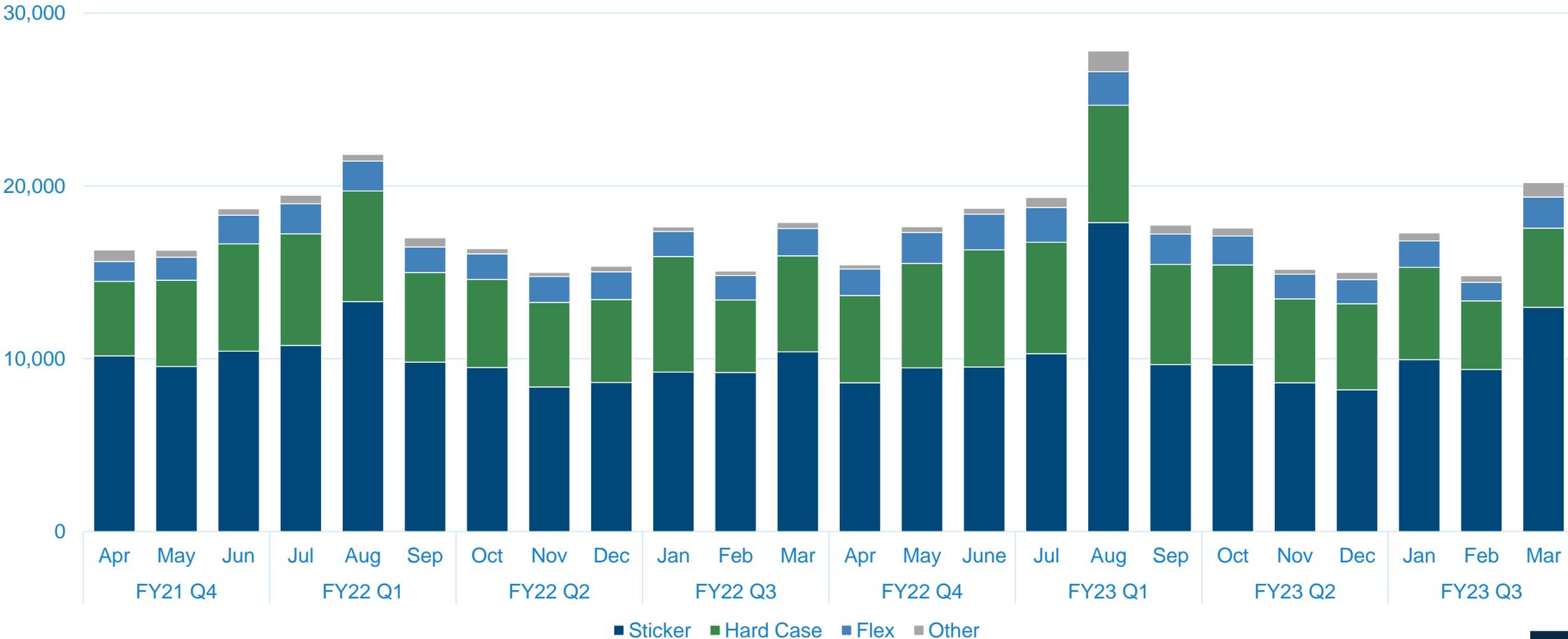
# Monthly Transponders Distributed

NC Quick Pass Program

YOY Growth: **4.9%**

**1,388,324**

Transponders Distributed as of March 31, 2023

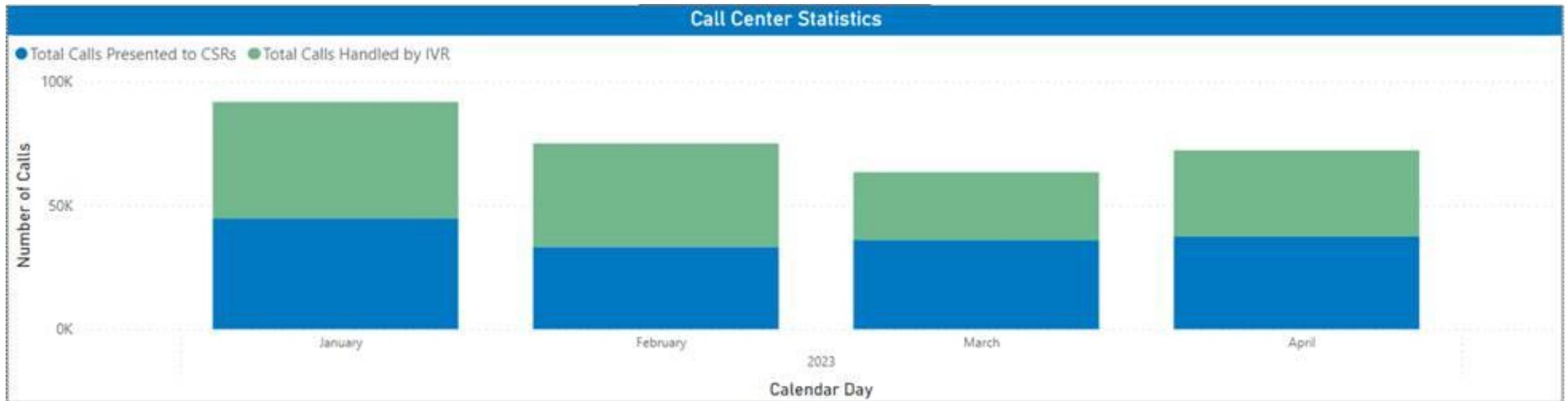


# Customer Service Center Update

**Angela Queensland**  
Manager of Customer Service

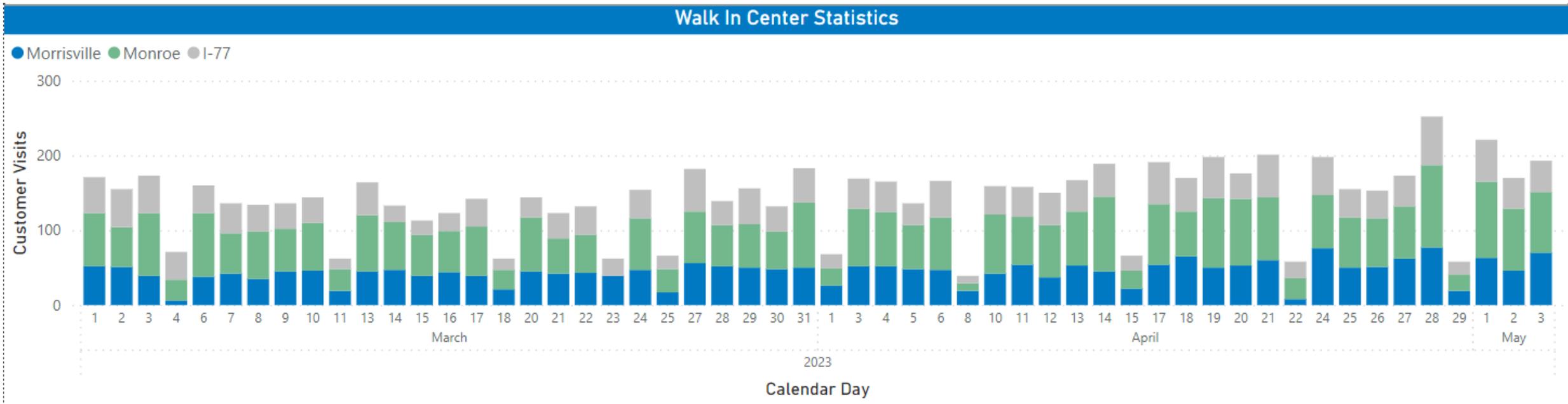
# Call Center Statistics

NC Quick Pass Program



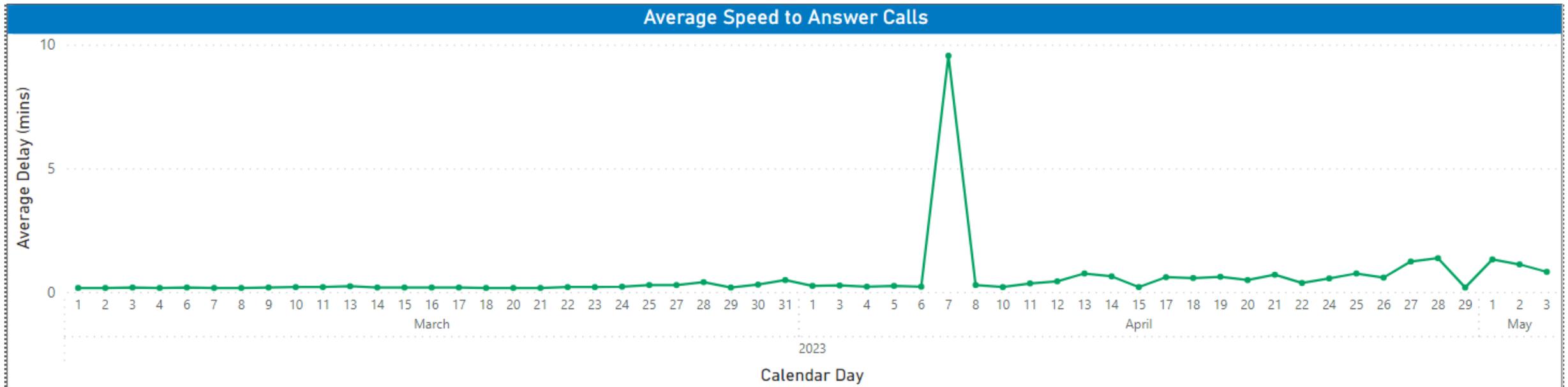
# Walk-In Center Statistics

NC Quick Pass Program



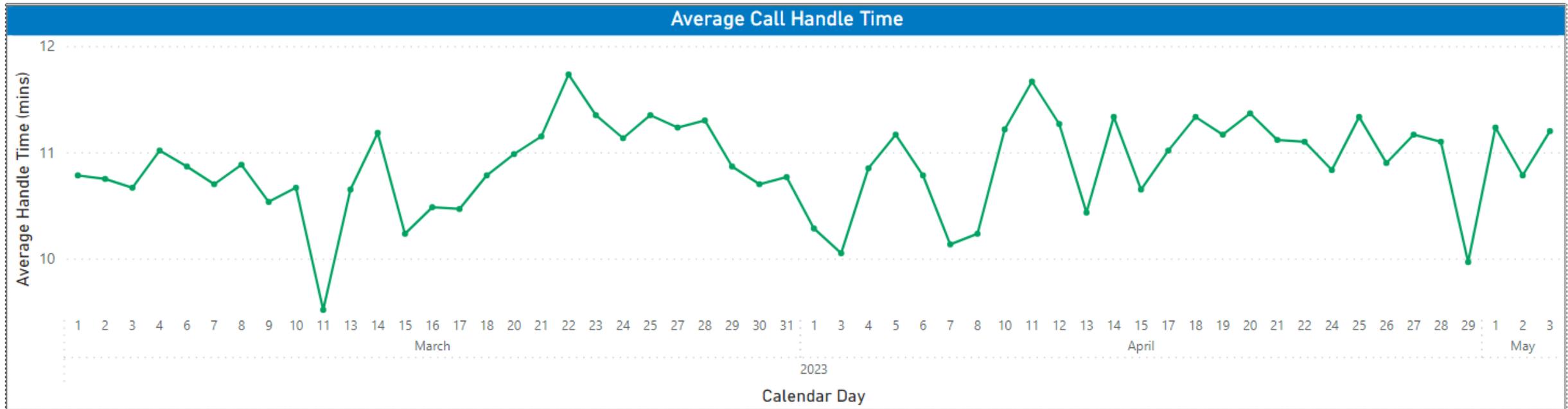
# Average Speed to Answer Calls

NC Quick Pass Program



# Average Call Handle Time

NC Quick Pass Program

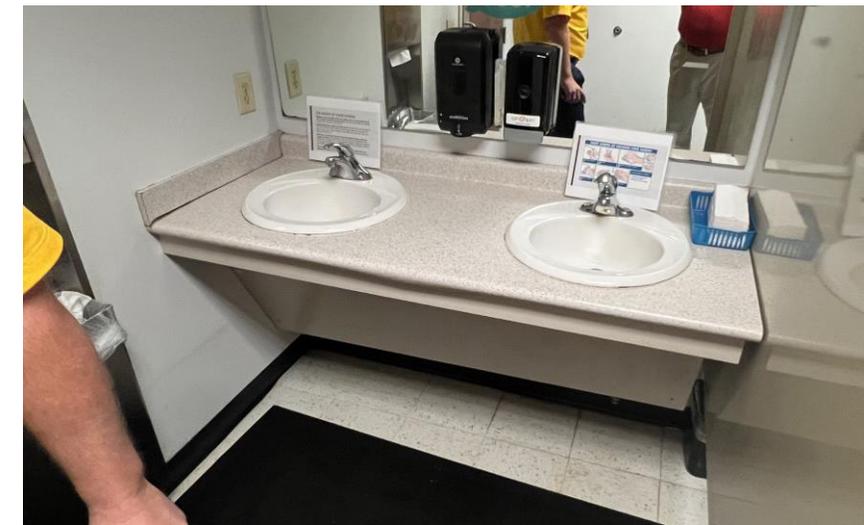


# Morrisville Call Center Refresh

**Angela Queensland**  
Manager of Customer Service

# Morrisville Refresh

Restrooms (Before)



# Morrisville Refresh

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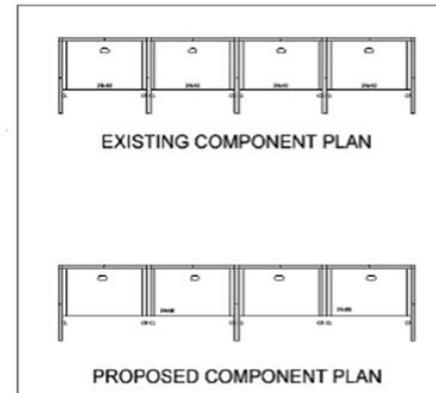
## Restrooms (After)



# 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 

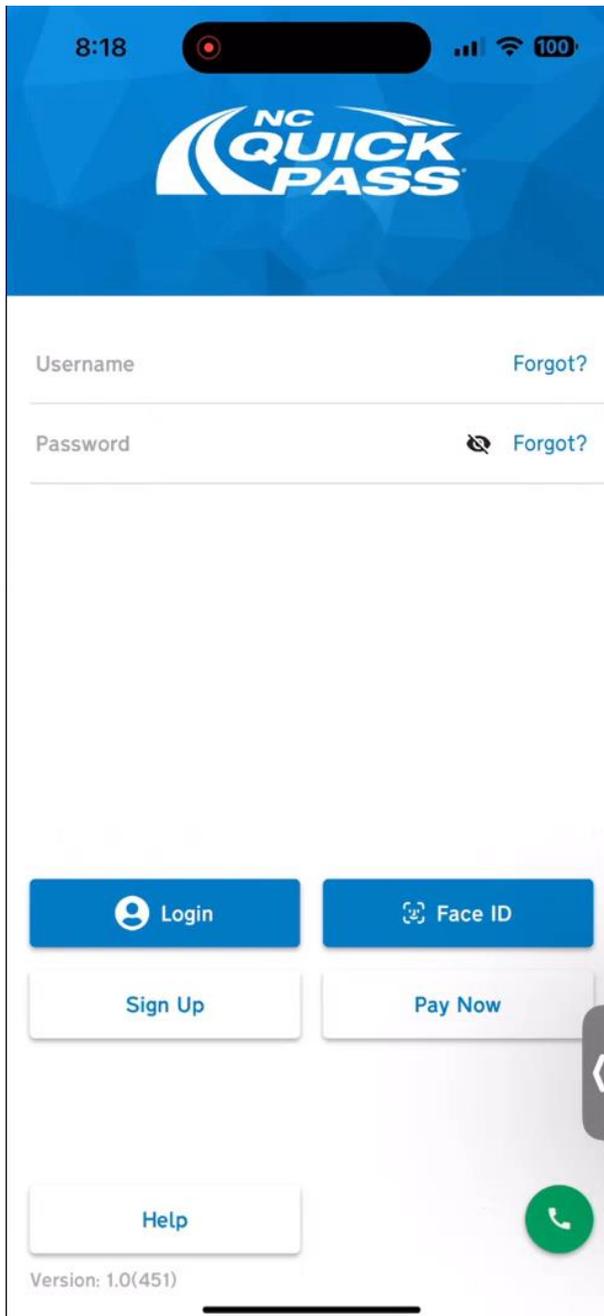
 Bill by Mail Transaction Search 

 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



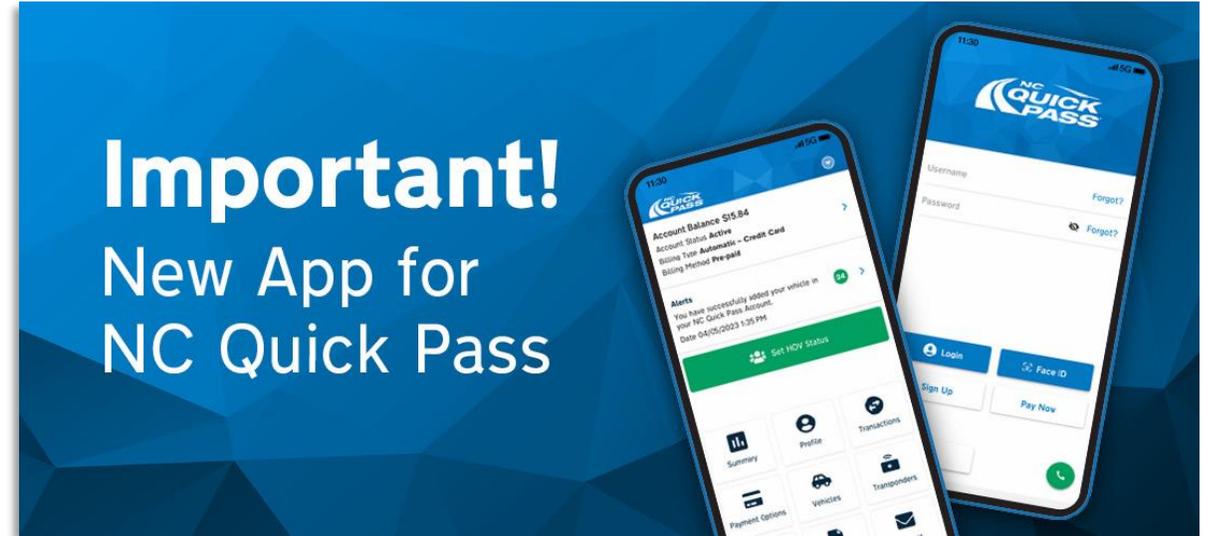
# NC Quick Pass App Launch Schedule

## 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:

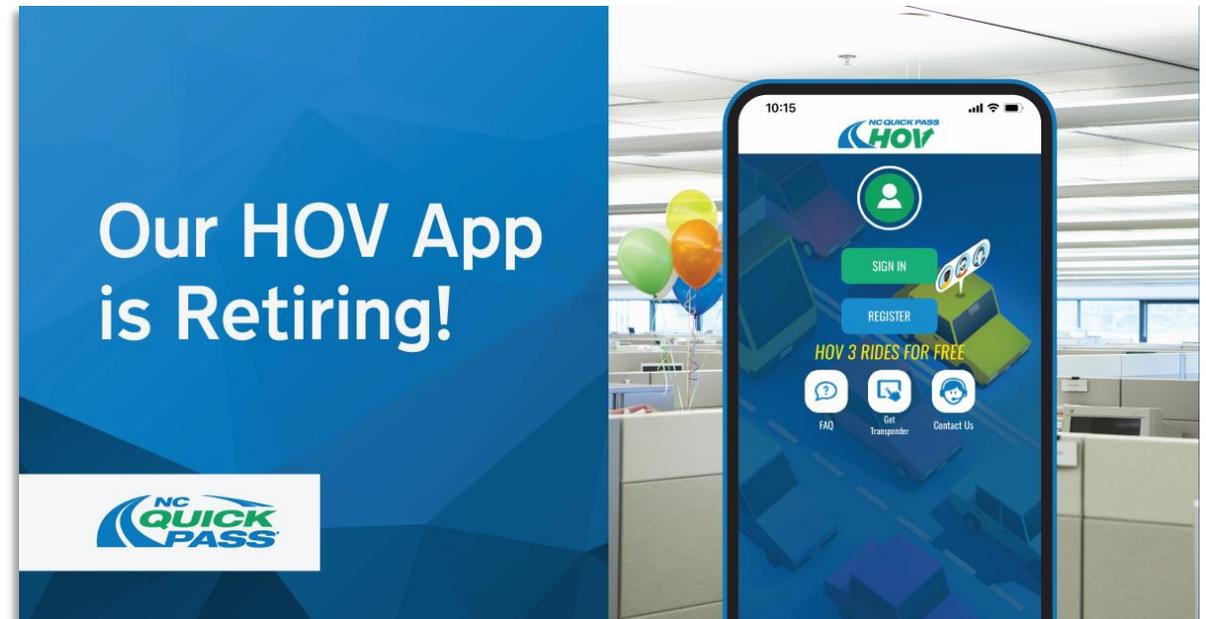
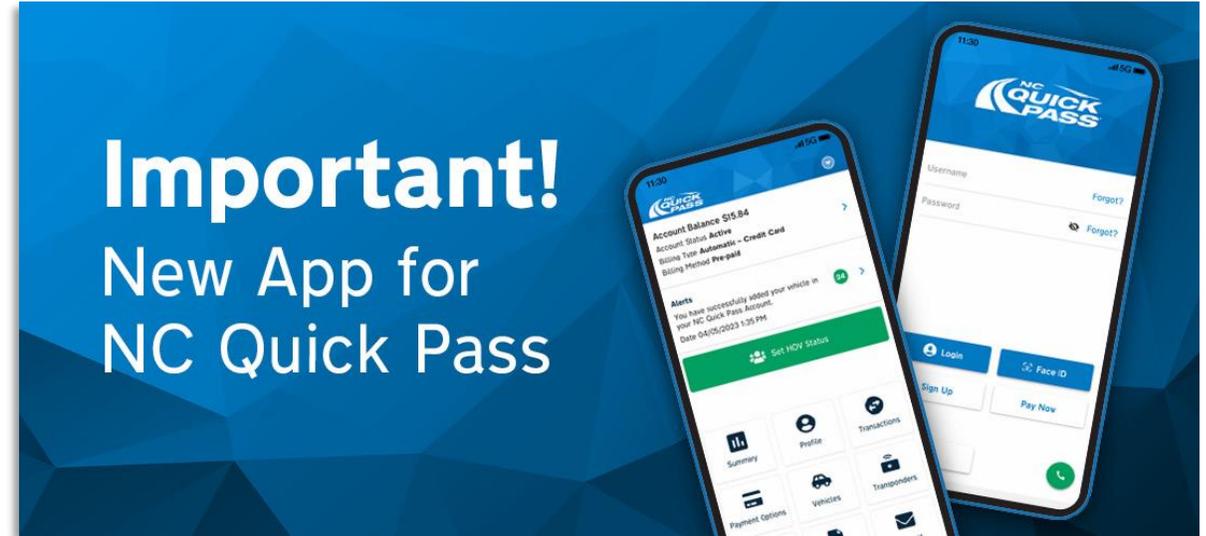
- Check your Login Information
- HOV trips after June 24
- What's new
- Stay informed

## 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

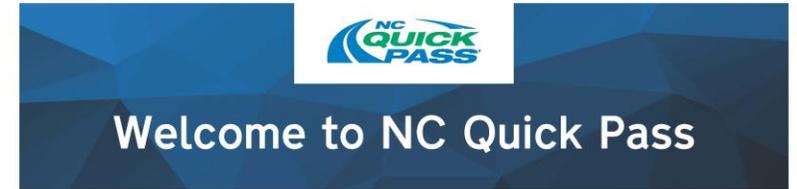
- Event transponder sales

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!**