North Carolina Turnpike Authority

Board of Directors Meeting

August 17, 2023



Board of Directors



J. Eric Boyette
Chairman



James 'Jim'
Walker
Vice Chair



Robert D. Teer Jr. Secretary & Treasurer



John Adcock 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



Julie Eiselt
Board Member

Opening Comments

Secretary Boyette
Chair

Executive Director Comments

JJ Eden
Executive Director



Congratulations Shapiro Family!

Welcome Halle Ann!

Finance Committee Report

Robert Teer
Finance Committee Chair

Operations Committee Report

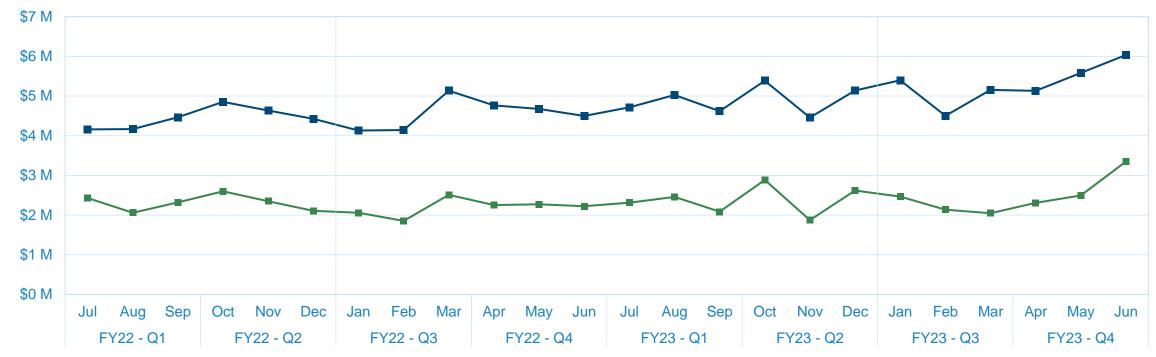
Montell Irvin, P.E.
Operations Committee Chair

Finance & Budget Update

David Roy
Chief Financial Officer

Revenue Statistics



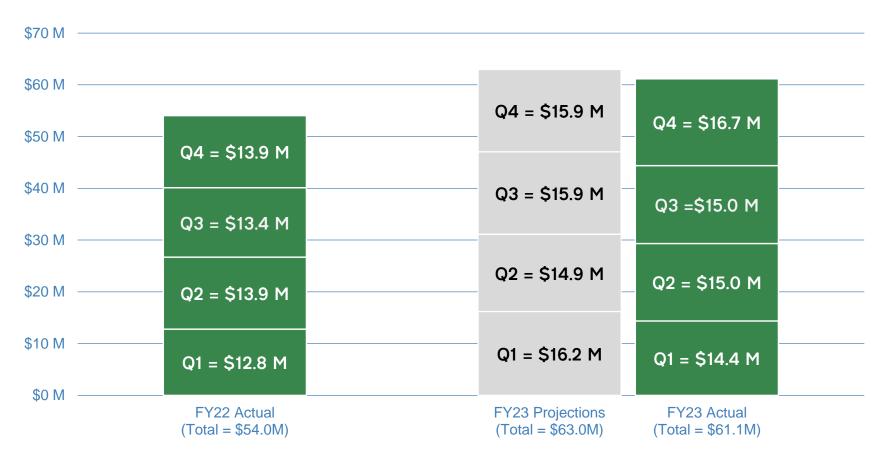


	FY22 - Q1	FY22 - Q2	FY22 - Q3	FY22 - Q4	FY23 - Q1	FY23 – Q2	FY23 – Q3	FY23 - Q4
Triangle Expressway Actual Revenue ¹	\$12,789,168	\$13,912,848	\$13,405,363	\$13,935,336	\$14,360,621	\$14,981,905	\$15,049,408	\$16,742,367
YOY Percent Change	43.3%	52.5%	38.1%	23.1%	12.3%	7.7%	12.3%	20.1%
	FY22 - Q1	FY22 – Q2	FY22 – Q3	FY22 - Q4	FY23 - Q1	FY23 – Q2	FY23 – Q3	FY23 - Q4
Monroe Expressway Actual Revenue ¹	FY22 - Q1 \$6,806,332	FY22 - Q2 \$7,053,956	FY22 - Q3 \$6,416,149	FY22 - Q4 \$6,747,248	FY23 - Q1 \$6,853,322	FY23 - Q2 \$7,377,116	FY23 - Q3 \$6,646,820	FY23 - Q4 \$8,147,531

FY23 revenues down **2.9%** compared to projections

Revenue Statistics

Triangle Expressway

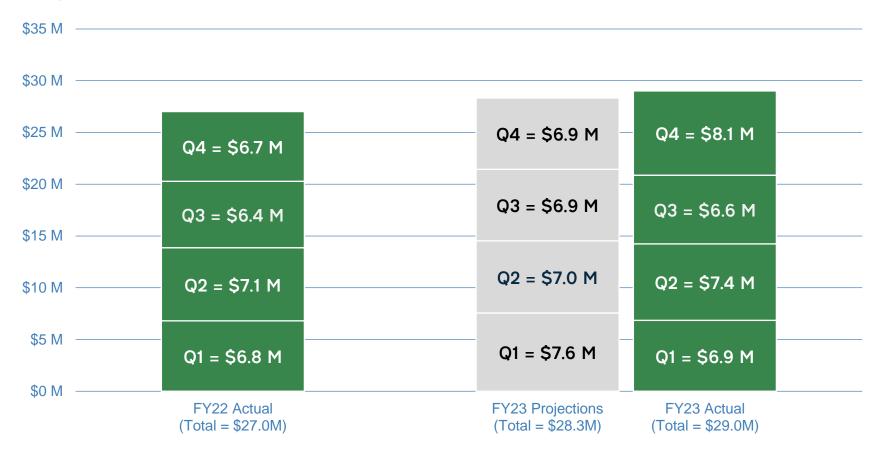


- · Revenue figures are inclusive of all toll revenue and fees
- · Actual revenues reported on a cash basis UNAUDITED non-GAAP

YTD revenues up **2.4%** compared to projections

Revenue Statistics

Monroe Expressway



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

Operating Expenses

Triangle Expressway





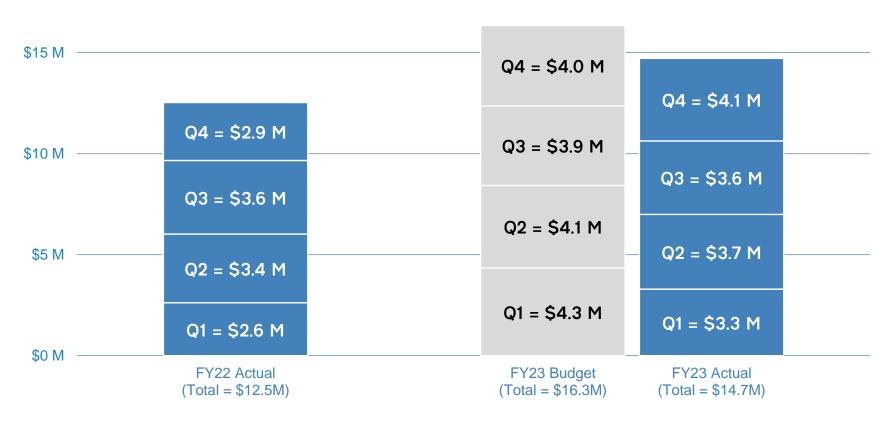
[•] Actual operating Expenses reported on a cash basis – UNAUDITED – non-GAAP

Operating Expenses

FY23 Expenses 10.0% lower than projected budget

Monroe Expressway





[•] Actual operating Expenses reported on a cash basis – UNAUDITED – non-GAAP

Cash Generated from Operations

Triangle & Monroe

Operating Revenues (cash basis non-GAAP unaudited)						
Project	Toll & Fee Revenues	Appropriations	Investment Earnings*	Total Operating Revenue		
Triangle Expressway	61,134,301	25,000,000	3,178,160	89,312,461		
Monroe Expressway	29,024,789	27,877,885	2,488,711	59,391,385		
Total	90,159,090	52,877,885	5,666,871	148,703,845		

Year - End Projections						
Project	Toll & Fee Revenues	Appropriation + Expected Subsidy	Investment Earnings	Total Projected Revenue		
Triangle Expressway	62,979,847	25,000,000	-	87,979,847		
Monroe Expressway	28,341,677	27,938,887	-	56,280,564		
Total	91,321,524	52,938,887	-	144,260,411		

Percent Actual to Projections
1.5%
5.5%
3.1%

^{*}Excludes project account interest earned, interest earned on debt in escrow, and capitalized interest

Cash Remaining after Debt Service

Triangle & Monroe

Debt Service (cash basis non-GAAP unaudited)					
Project	Operating Revenues	Toll Revenue Debt Service*	Appropriation Debt Service	Total Revenues Less Debt Service	
Triangle Expressway	89,312,461	40,955,244	23,166,094	25,191,122	
Monroe Expressway	59,391,385	9,003,967	25,610,570	24,776,848	
Total	148,703,845	49,959,211	48,776,664	49,967,970	

Year - End Projections						
Project	Operating Revenues	Toll Revenue Debt Service*	Appropriation Debt Service	Total Projected Less DS		
Triangle Expressway	87,979,847	40,955,244	23,166,094	23,858,509		
Monroe Expressway	56,280,564	9,003,967	25,610,570	21,666,027		
Total	14 4 , 2 6 0 , 4 11	49,959,211	48,776,664	45,524,536		

Percent Actual to Projections
5.6%
14 .4 %
9.8%

Cash Remaining after Debt Service and Operating Expenses

Triangle & Monroe

Operating Expenses and Cash Change from Operations (cash basis non-GAAP unaudited)					
Project	O&M	R&R	Total Operating Expenses	Total Cash Change from Operations	
Triangle Expressway	18,788,924	2,710,893	21,499,817	3,691,305	
Monroe Expressway	14,716,742	107,273	14,824,015	9,952,832	
Total	33,505,666	2,818,166	36,323,833	13 ,6 4 4 ,13 8	

Year - End Projections						
Project	O&M Budget	R&R Budget	Total Operating Expenses	Total Projected Less DS and Operations		
Triangle Expressway	28,026,615	8,011,464	36,038,079	(12,179,570)		
Monroe Expressway	16,348,049	1,148,390	17,496,439	4,169,588		
Total	44,374,665	9,159,854	53,534,519	(8,009,983)		

Chief Engineer Update

Dennis Jernigan, P.E. Interim Chief Engineer

NCTA Intern Tour

Complete 540

- NCTA interns toured Complete 540 project on July 20
- Viewed all of Phase 1
- Drove on grade









Outreach Presentations Complete 540

- Garner Impact Conference
 - August 24
 - Buses stopping at N.C. 50 bridge
 - Short presentation and handout
- Raleigh Chamber Annual Leadership Conference
 - August 23
 - Wilmington, NC
 - J.J. presenting about Complete 540 and participating in panel discussion





Outreach Presentations Complete 540

- RTA Meeting
 - September 7
 - Dennis presenting about Complete 540
- Holly Springs Town Council
 - September 19
 - Dennis presenting about landscaping and key lane shifts





Complete 540

Phase 2

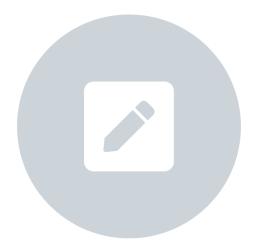
- R-2829B
 - Technical proposals from short-listed teams turned in August 8
 - Technical presentations by short-listed teams August 23















Roadway Operations Update

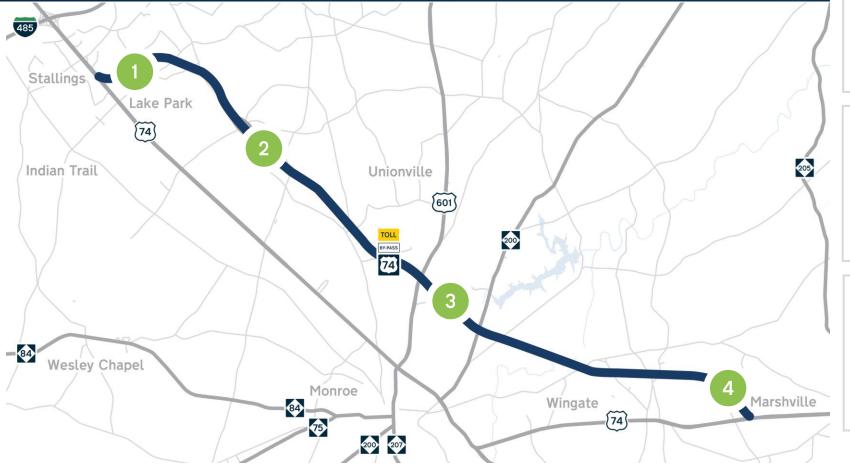
Alan Shapiro, P.E.

Director of Highway Operations

Mainline Traffic Statistics Monroe Expressway

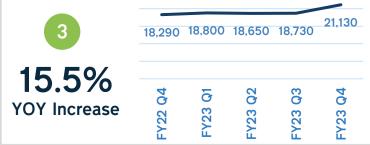
FY Q4: April - June

AWT: Average Weekday Traffic











Maintenance Rating Program (MRP)

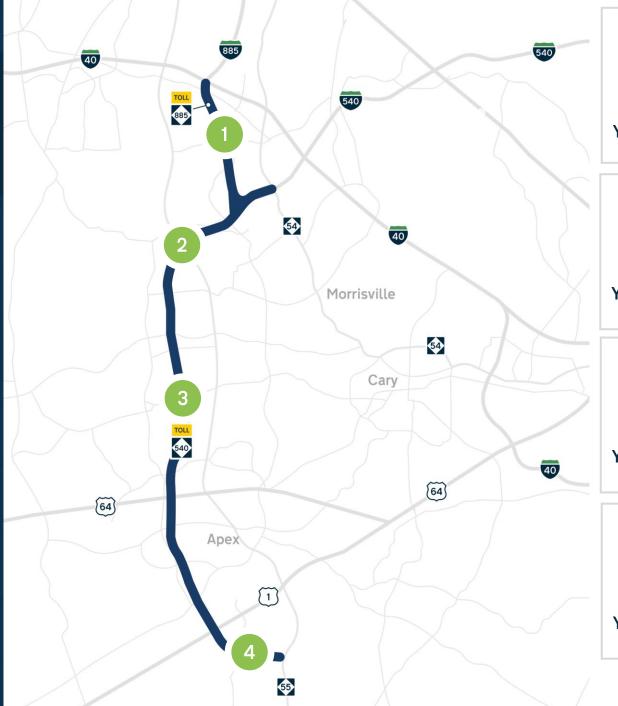
Monroe Expressway

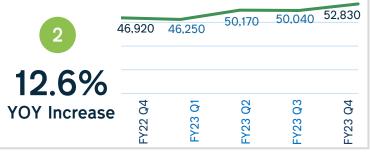
	FY 2023 Q4	Rolling Rate
Overall	96.4	97.1
Road Surface	95.7	98.6
Unpaved Shoulders and Ditches	98.7	98.8
Drainage Structures	96.5	97.5
Roadside	95.3	93.0
Traffic Control Devices	96.7	97.4

- FY2023 Q4 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

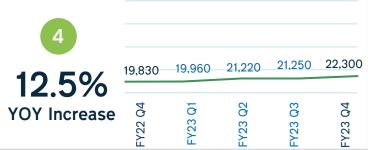
Full report has been provided via hardcopy.

Mainline Traffic Statistics Triangle Expressway





3	38,220	37,860	40,860	41,030	43,810
14.6%					
YOY Increase	FY22 Q4	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4



Q4: April - June

AWT: Average Weekday Traffic

Maintenance Rating Program (MRP)

Triangle Expressway

	FY 2023 Q4	Rolling Rate
Overall	96.4	95.2
Road Surface	98.0	97.7
Unpaved Shoulders and Ditches	97.4	97.5
Drainage Structures	95.7	94.0
Roadside	95.9	94.3
Traffic Control Devices	95.3	93.1

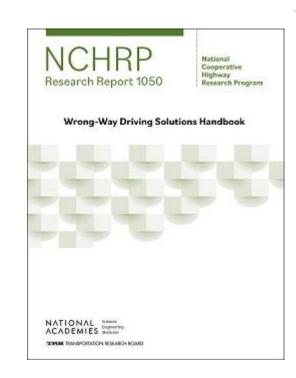
- FY2023 Q4 overall met the target rating of 90.0
- All elements met the target rating of 85.0
- Retaining Walls and Sound Barrier Walls only characteristic that scored below the target value of 80.0
- Overall rolling rating achieved the target value of 90.0
- All element rolling ratings achieved the target value of 85.0

Full report has been provided via hardcopy.

Wrong-Way Driving Solutions Handbook

Wrong-Way Driving Solutions Handbook

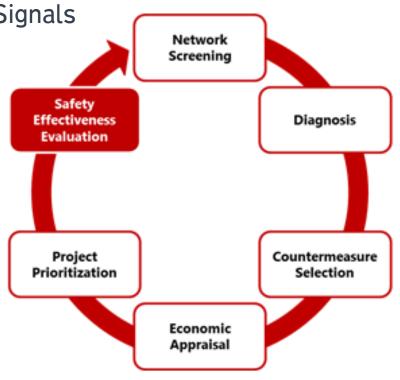
- Handbook for implementing traditional and advanced safety countermeasures to reduce the number of Wrong-Way Driving (WWD) incidents and crashes on divided highways
- Surveyed 50 State DOTs and 59 Tollway Authorities; Interviewed 14 agencies
- Analyzed driver behavior from 410 WWD incidents across 13 states
- Developed under NCHRP Project 03-135. Sponsored by AASHTO and administered by the Transportation Research Board (TRB) under a cooperative agreement with FHWA





Wrong-Way Driving Solutions Handbook

- 1. Introduction
- 2. Data Analysis & Network Screening Methods
- 3. Low-Cost Countermeasures: Signs, Pavement Markings, and Signals
- 4. Advanced Technologies, Enforcement, and Education
- 5. Geometric Design Elements
- 6. Effectiveness Evaluation
- 7. Human Factors, Enforcement, Education

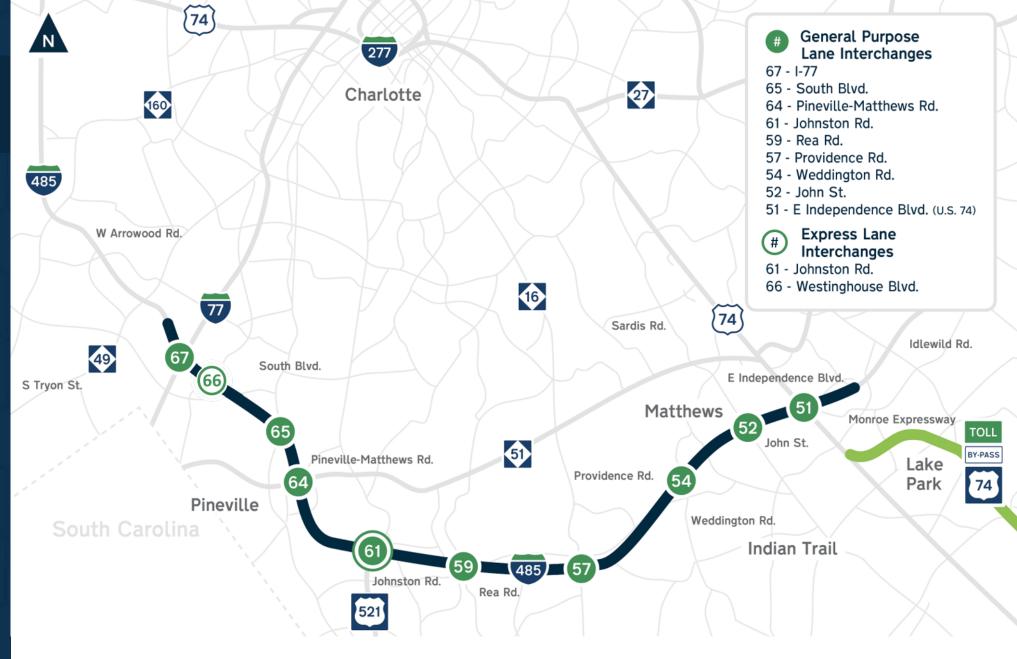


National Academies of Sciences, Engineering, and Medicine. 2023. Wrong-Way Driving Solutions Handbook. Washington, DC: The National Academies Press. https://doi.org/10.17226/27199.

I-485 Express Lanes Update

Brian Davis, P.E.
Resident Engineer

I-485 Express Lanes

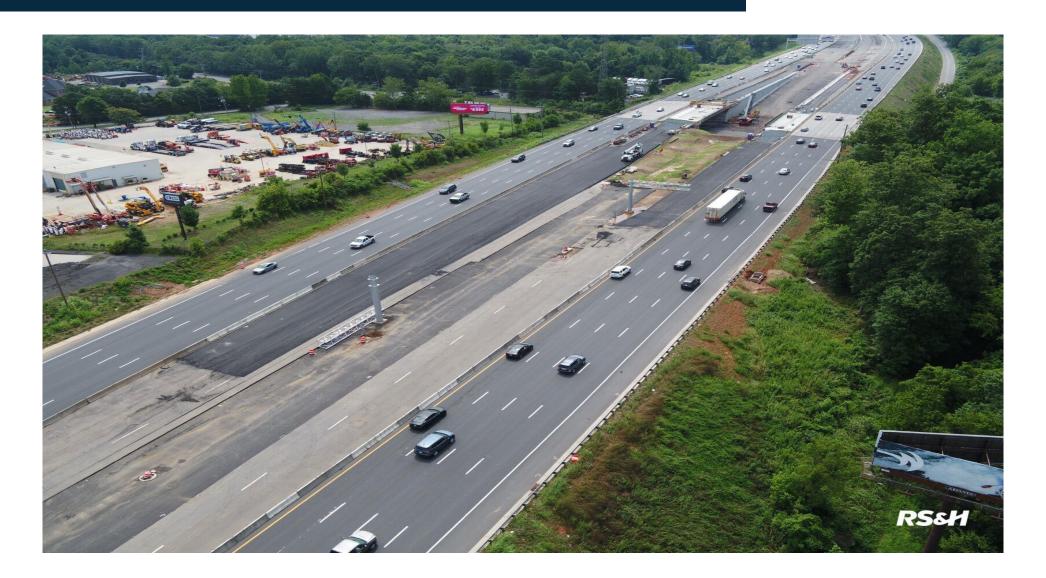




General Construction Update

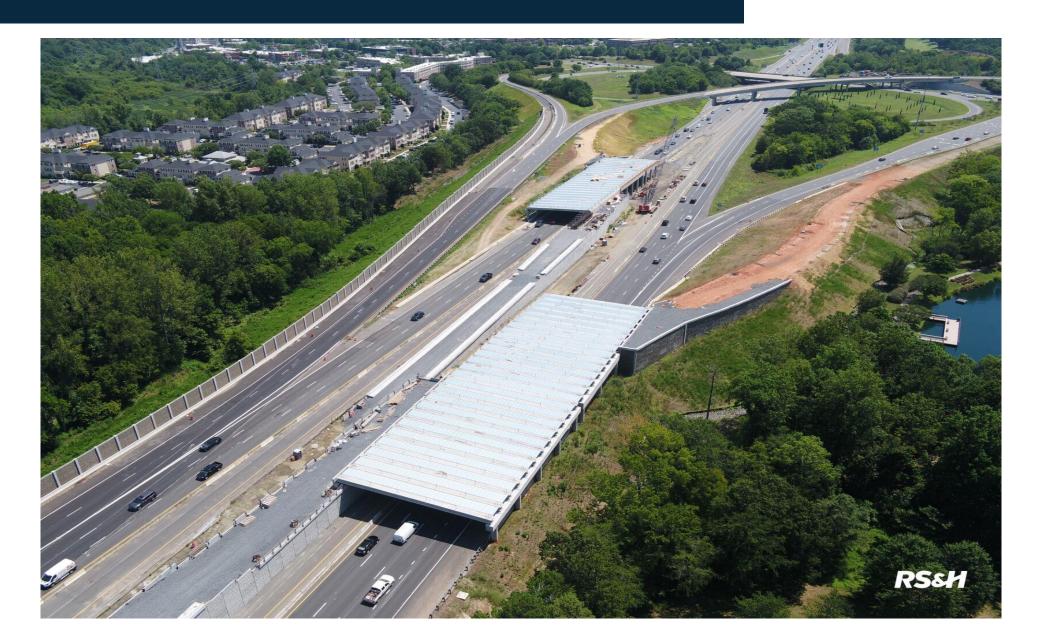
Division 10 Construction

Westinghouse Direct Connect



Division 10 Construction

Direct Connect at the Johnston Road Interchange.



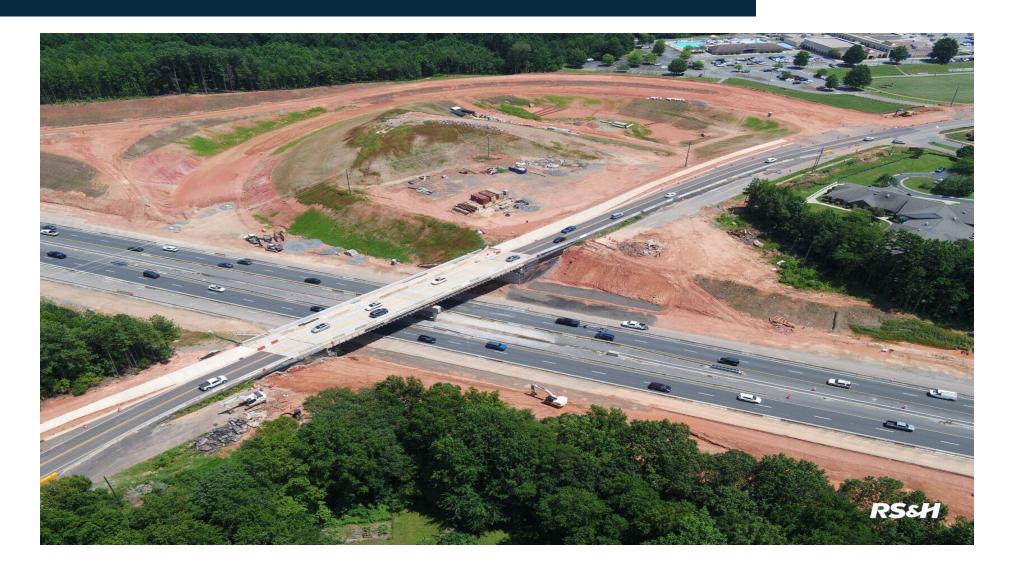
Division 10 Construction

Ballantyne Commons Parkway Bridge



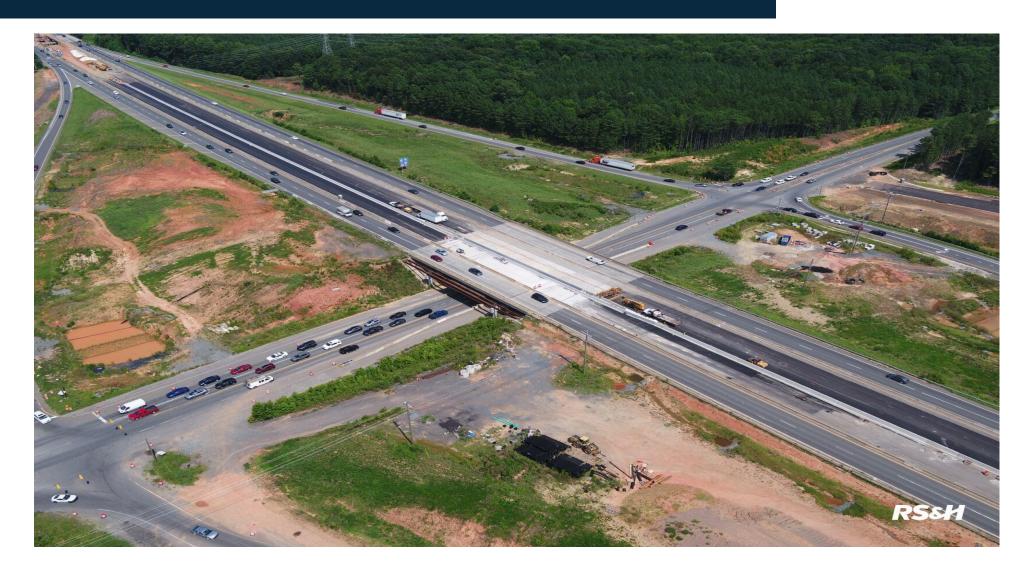
Division 10 Construction

Weddington Road Interchange



Division 10 Construction

E. John Street Interchange



Toll Technology Update

Manish Chourey
Chief Technology Officer

Statewide Roadside Toll Collection 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	July 27, 2023 (4:00 p.m. EDT)
Notification of Proposers Shortlisted for Oral Presentations	August 18, 2023
Oral Presentations and Interviews	August 31, 2023, September 1, 2023
Ranking of Proposers for Negotiations	Week of September 11, 2023
Notice to Proceed / Award of Contract	End of September 2023

Backoffice System Payment Options

- ❖ Payment Channels for Bill-By-Mail and NC Quick Pass Customers
 - Self-service (Web, Mobile App and Interactive Voice Response (IVR)
 - Lockbox and Collection agency
 - Agent assisted @ Walk-In locations, CSC Phone-In
 - Automated recurring replenishment
- License Plate Agency (LPA) Pilot Program
 - Bill-By-Mail Payments
 - NC Quick Pass Account Replenishment
 - Transponder Sales
- Payment @ Retail locations CVS
 - Money Gram (Fast, Reliable, and Convenient)

Dashboards & Traffic Statistics

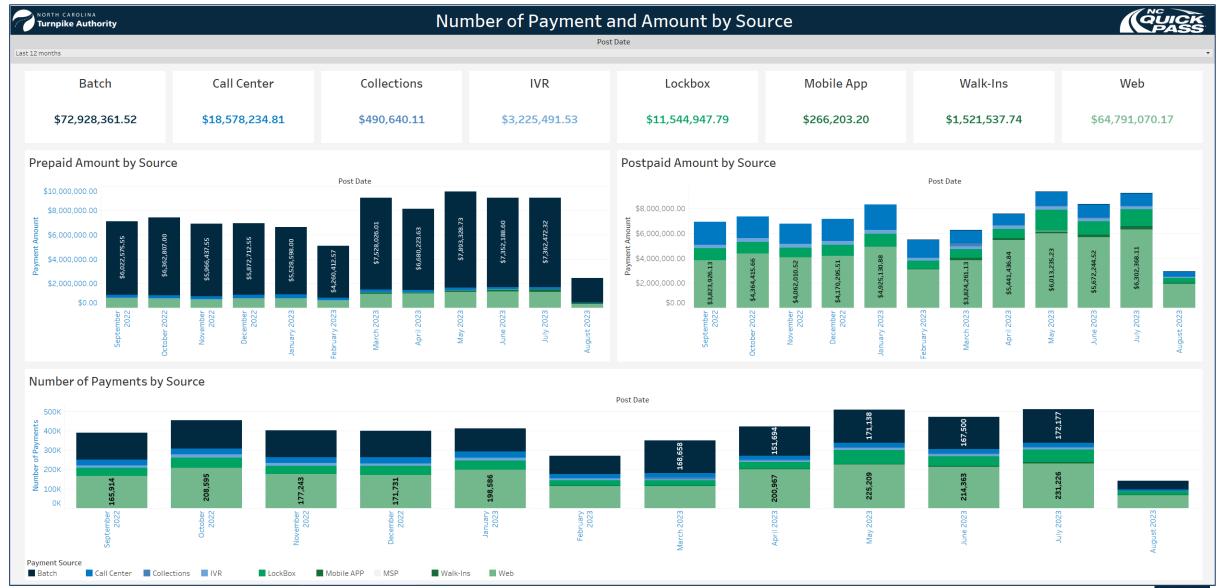
Backoffice System Dashboards

- Operations Data Flow
 - Case Management (Customer Queries across channels)
 - Payment Dashboards (NC Quick Pass versus Bill By Mail)
 - Roadside Data Exchange (Vehicle Transactions)
- Application Performance Monitoring (APM)
 - Application Workflows (Interactions between services)
 - User Experience (Browser Apps and Mobile Apps)
 - Databases (Operational and Reporting)
 - Servers (Virtual Machines and Pods)

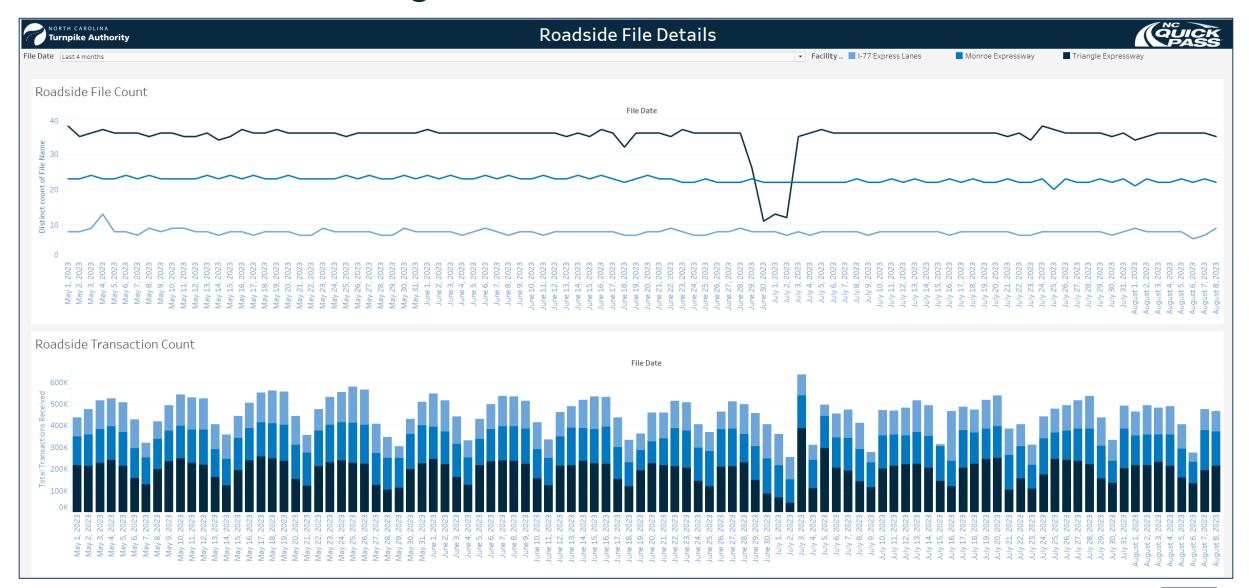
Case Management Dashboards



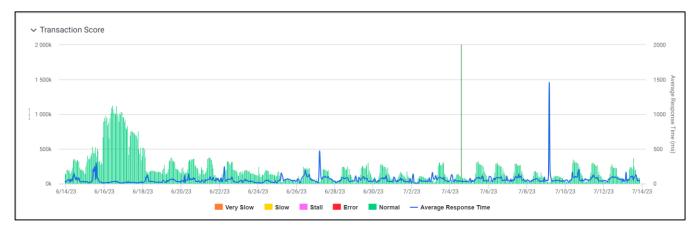
Payment Dashboards

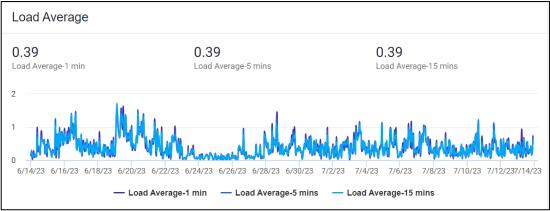


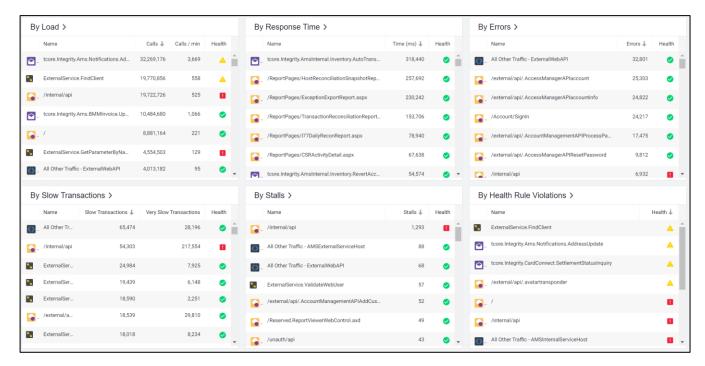
Roadside Data Exchange Dashboards

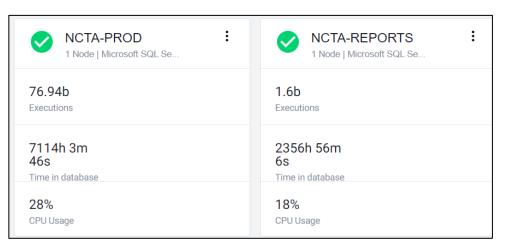


Backoffice System Monitoring

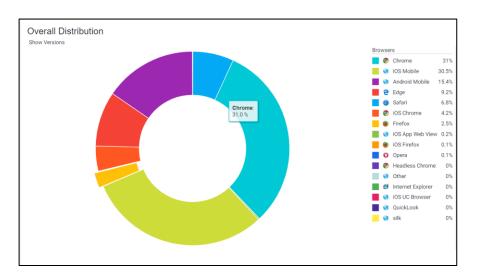


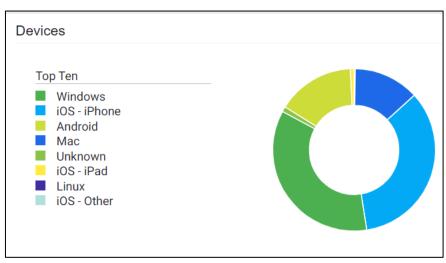




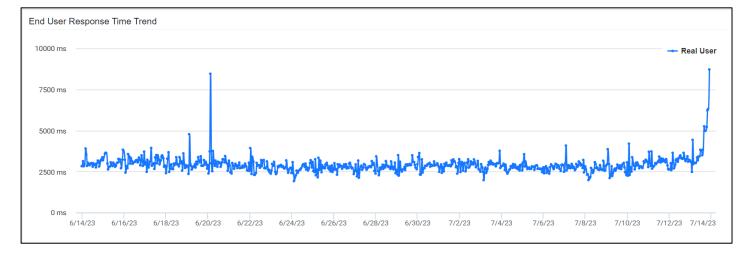


Backoffice Website Monitoring





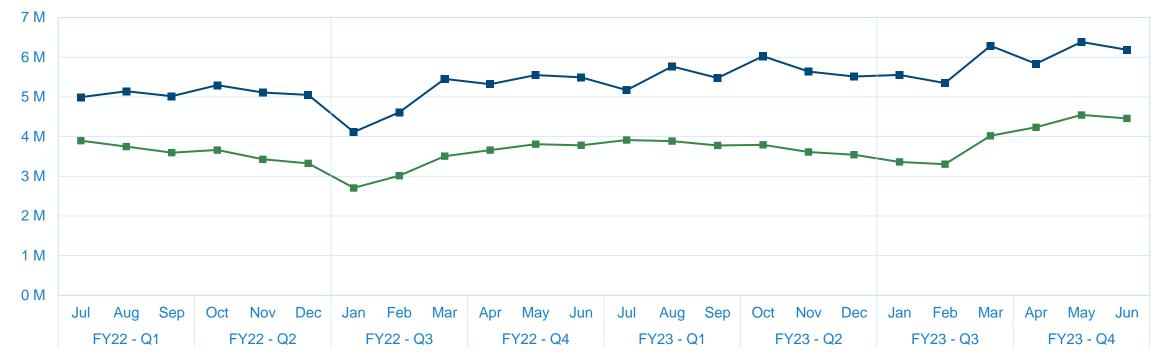
Total Page Requests	≔
North Carolina	844,261 reqs
Virginia	128,412 reqs
South Carolina	60,118 reqs
California	59,701 reqs
Georgia	48,553 reqs
New York	31,353 reqs
Florida	15,712 reqs
Ohio	15,649 reqs
Pennsylvania	9,170 reqs
Texas	8,697 reqs



Top 5 Pages by Total Requests						
-	www.ncquickpass.com#	270,375 reqs				
	secure.ncquickpass.com#login	196,406 reqs				
	secure.ncquickpass.com#pay	141,047 reqs				
	https://secure.ncquickpass.com/#/pay/payunp	101,024 reqs				
	https://secure.ncquickpass.com/#/login	90,839 reqs				

Transaction Statistics





	FY22 – Q1	FY22 – Q2	FY22 - Q3	FY22 - Q4	FY23 - Q1	FY23 - Q2	FY23 – Q3	FY23 - Q4
Triangle Expressway Transactions	15,149,699	15,451,870	14,173,152	16,362,983	16,411,044	17,173,111	17,187,124	18,398,953
YOY Percent Change	39.8%	25.5%	21.6%	14.7%	8.3%	11.1%	21.3%	12.4%

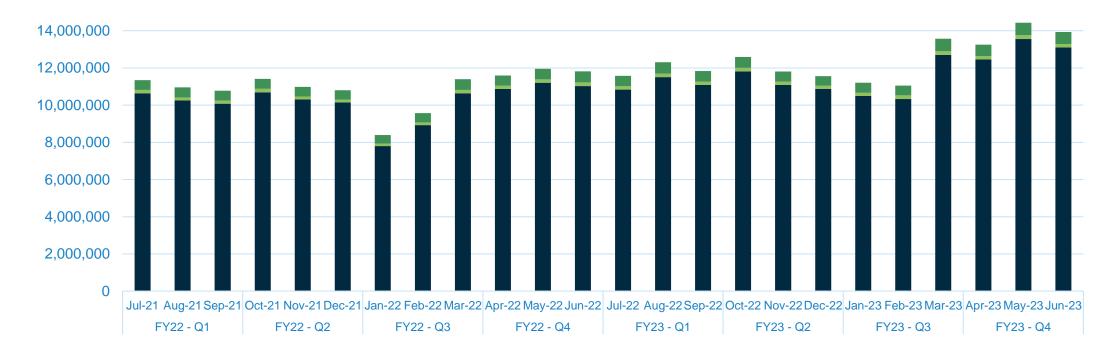
	FY22 - Q1	FY22 – Q2	FY22 - Q3	FY22 - Q4	FY23 - Q1	FY23 – Q2	FY23 – Q3	FY23 - Q4
Monroe Expressway Transactions	11,239,001	10,413,593	9,225,655	11,244,256	11,571,805	10,944,411	10,685,124	13,233,961
YOY Percent Change	19.0%	17.1%	9.3%	3.9%	3.0%	5.1%	15.8%	17.7%

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

Total Posted Transactions

YOY Growth: **14.2%**



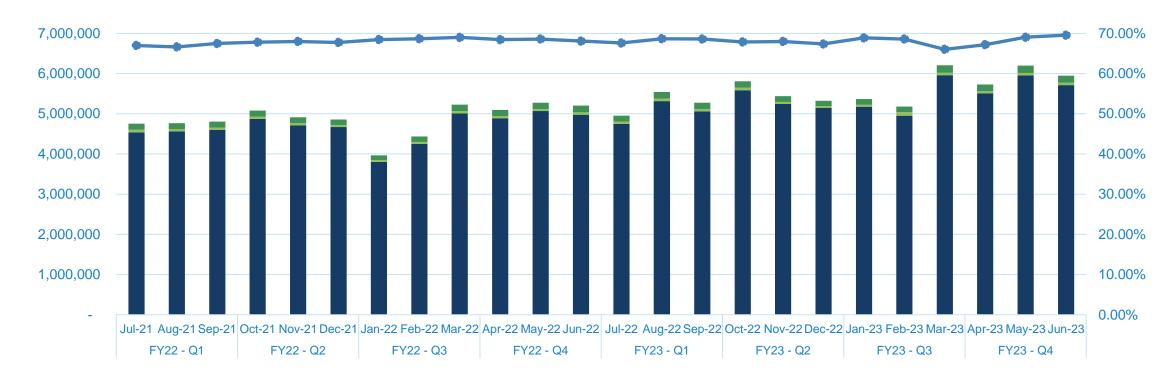


	FY22 – Q1	FY22 – Q2	FY22 – Q3	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4
Total Posted Class 1 %	93.61%	93.79%	93.23%	93.61%	93.57%	93.92%	93.58%	93.96%
Total Posted Class 2 %	1.53%	1.53%	1.54%	1.57%	1.57%	1.52%	1.57%	1.40%
Total Posted Class 3 %	4.86%	4.68%	5.22%	4.81%	4.86%	4.56%	4.85%	4.64%

Total Posted Transactions

YOY Growth: 15.4%





	FY22 - Q1	FY22 – Q2	FY22 – Q3	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4
Class 1 %	95.62%	96.01%	95.84%	95.88%	95.92%	96.39%	96.04%	96.07%
Class 2 %	1.25%	1.12%	1.11%	1.11%	1.12%	0.97%	1.18%	0.99%
Class 3 %	3.13%	2.87%	3.05%	3.01%	2.96%	2.64%	2.78%	2.94%

Total Posted Transactions

YOY Growth: 11.5%

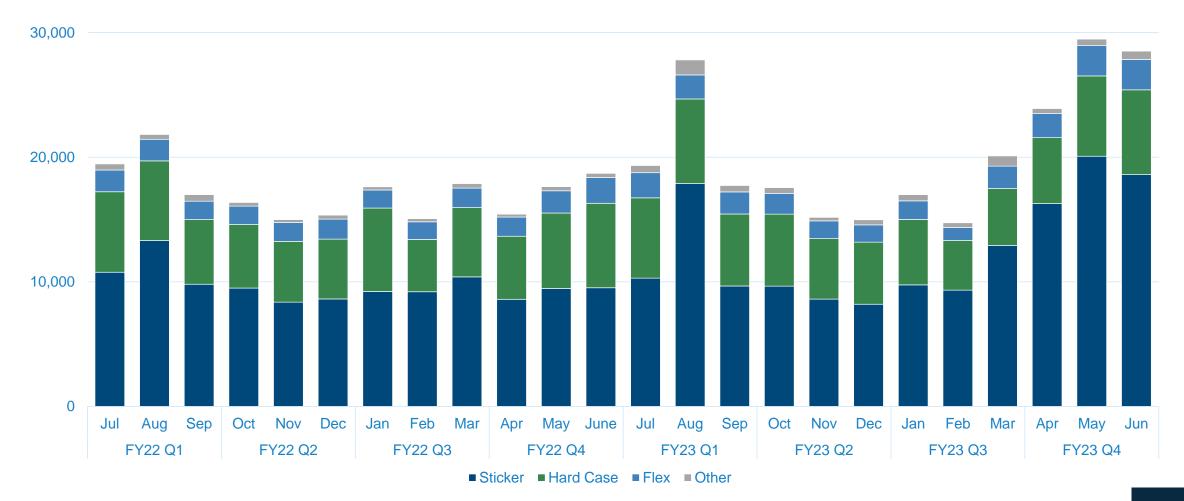


	FY22 – Q1	FY22 – Q2	FY22 – Q3	FY22 - Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4
Class 1 %	88.20%	87.68%	86.32%	87.47%	87.53%	87.61%	86.76%	88.10%
Class 2 %	1.32%	1.34%	1.39%	1.35%	1.35%	1.28%	1.35%	1.32%
Class 3 %	10.48%	10.98%	12.28%	11.18%	11.12%	11.11%	11.90%	10.58%

Monthly Transponders Distributed

NC Quick Pass Program

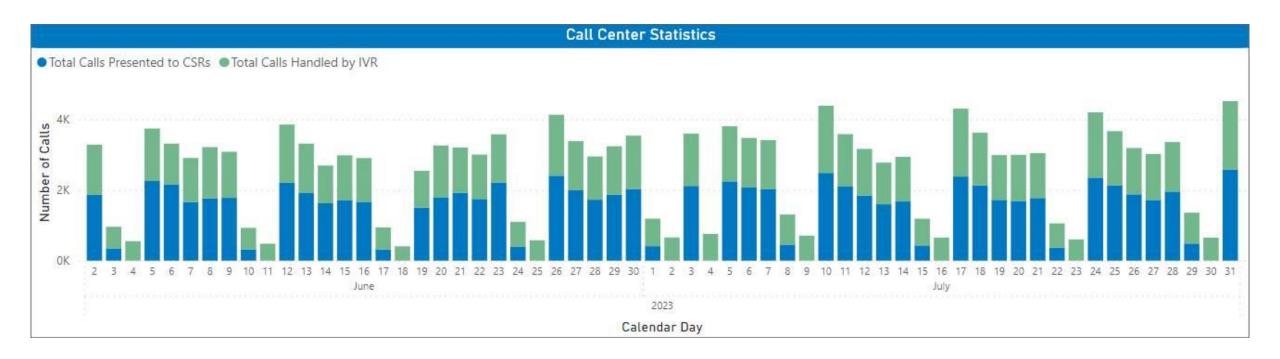
YOY Growth: 20.0%
1,469,633
Transponders Distributed as of June 30, 2023



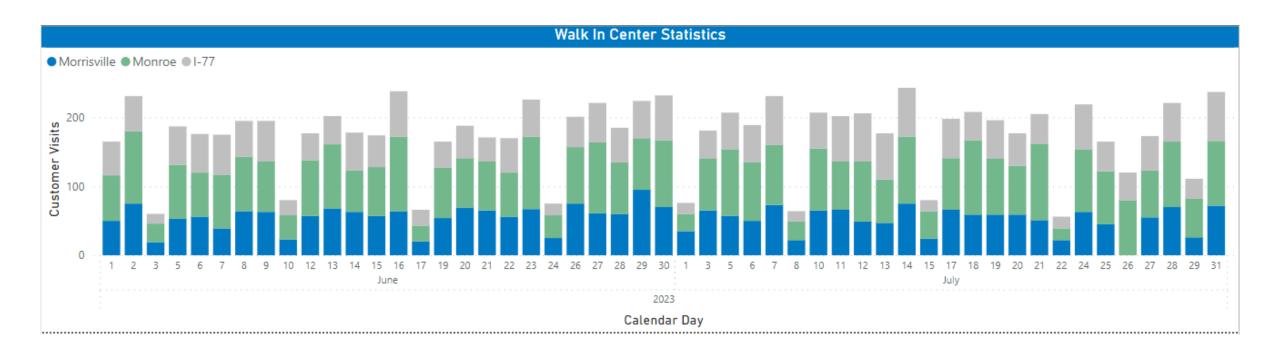
Customer Service Center Update

Angela Queenland Manager of Customer Service

Call Center Statistics



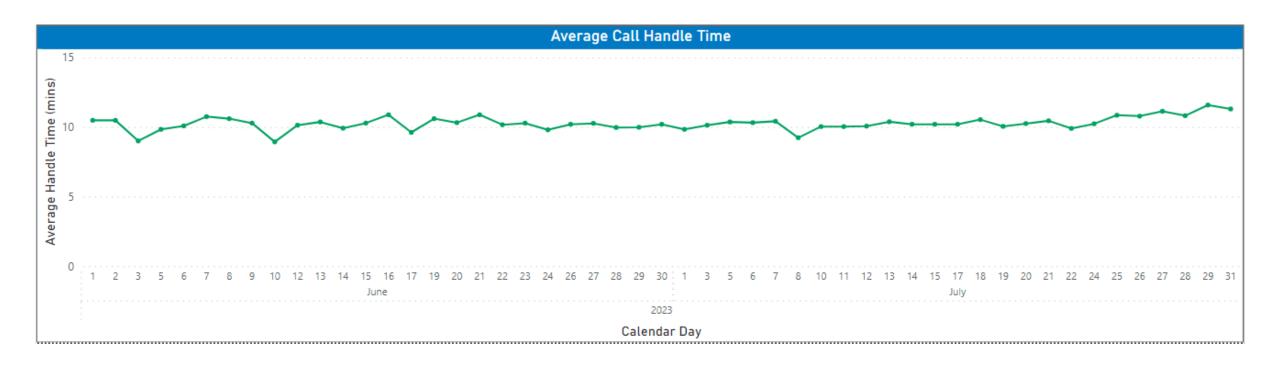
Walk-In Center Statistics



Average Speed to Answer Calls

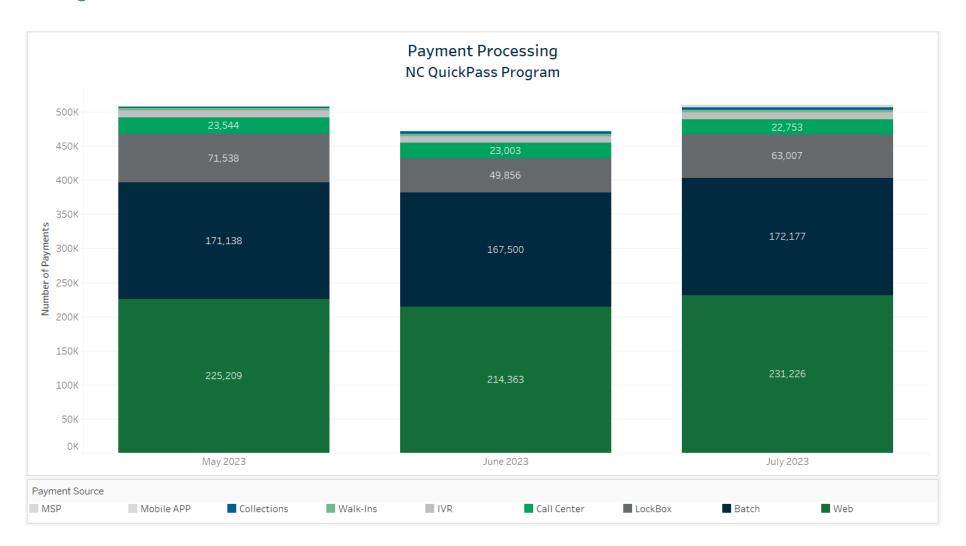


Average Call Handle Time

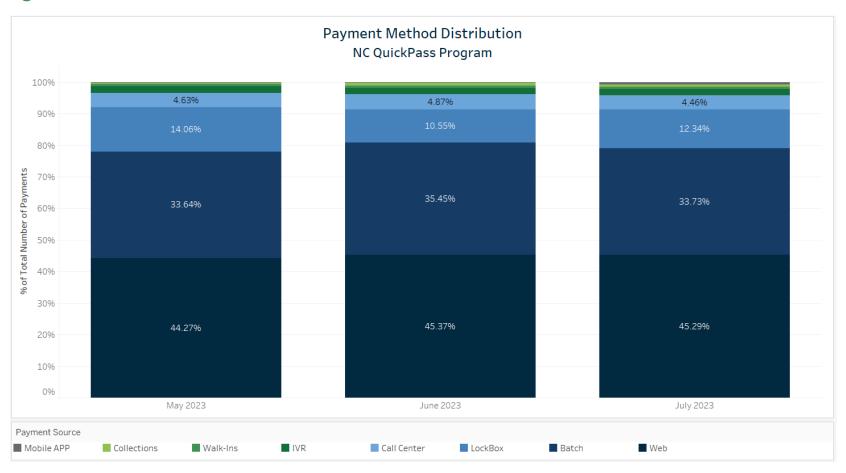


Quick Look at NC Quick Pass

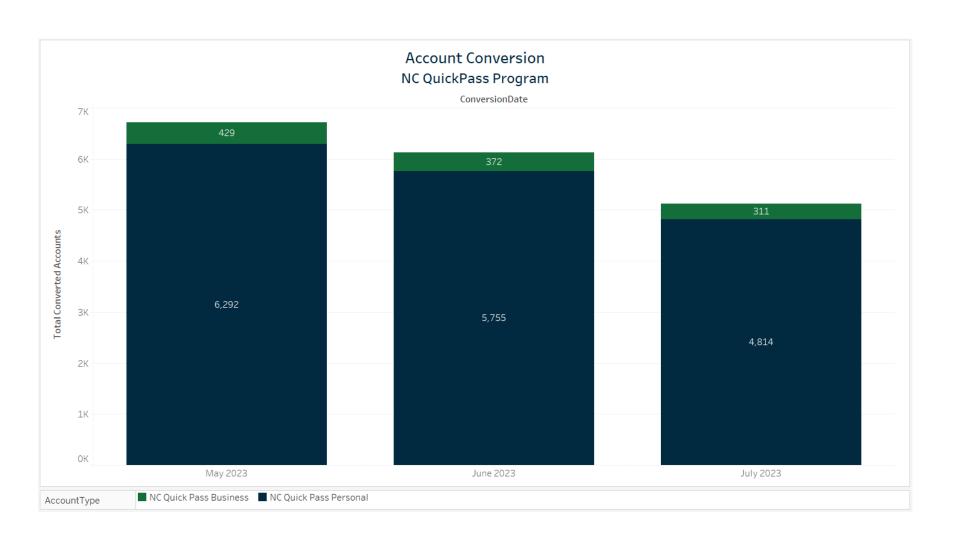
Payment Processing



Payment Processing



Account Conversions



Transponder Sales



Marketing & Communications Update

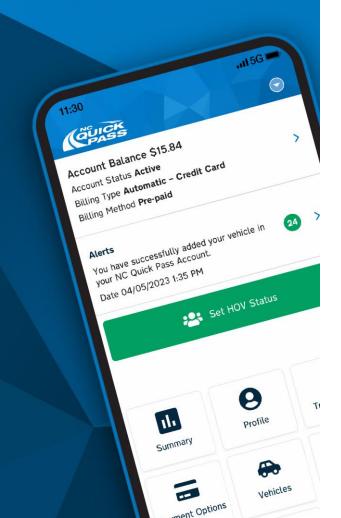
Logen Hodges

Marketing & Communications Director

App Update



One app to pay your tolls



NC Quick Pass App Statistics as of 8/08/2023

Apple App Store

64.4K Downloads

2.3 Active Sessions Per

Google Play

20K Downloads







App Rating Campaign

Campaign elements

Method 1: Process for responding to reviews

Method 2: New App User Email

Method 3: Non-app User

Customer Email

Method 4: 5x7 Card

Method 5: Lobby Signage

Method 6: Giveaway

Method 7: Customer Service

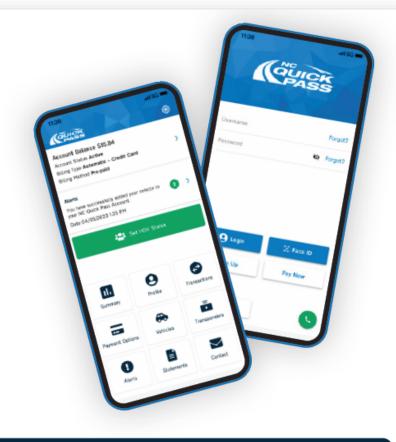
Talking Points

Download the New App

Pay your invoice or switch to a NC Quick Pass account and save 35% on future tolls.

















Tell us how you enjoy the new app with a **five star review**.

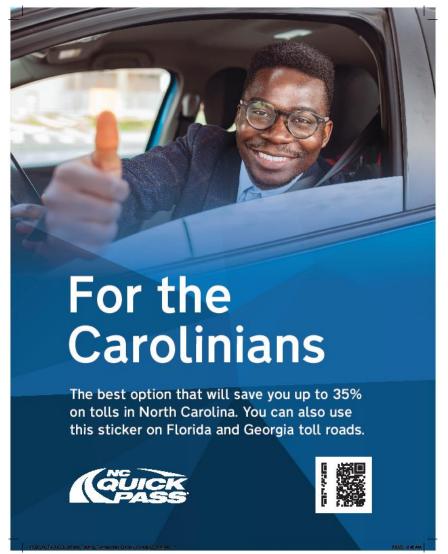
NC Quick Pass Outreach

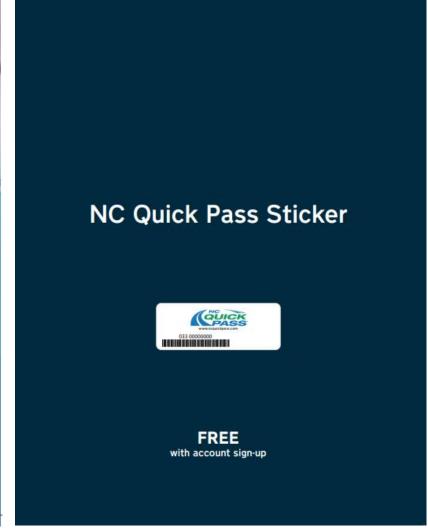
Outreach Events

2 events attended
40 transponders sold
74 customers helped
15 accounts opened or converted



Rebranded Transponder Options

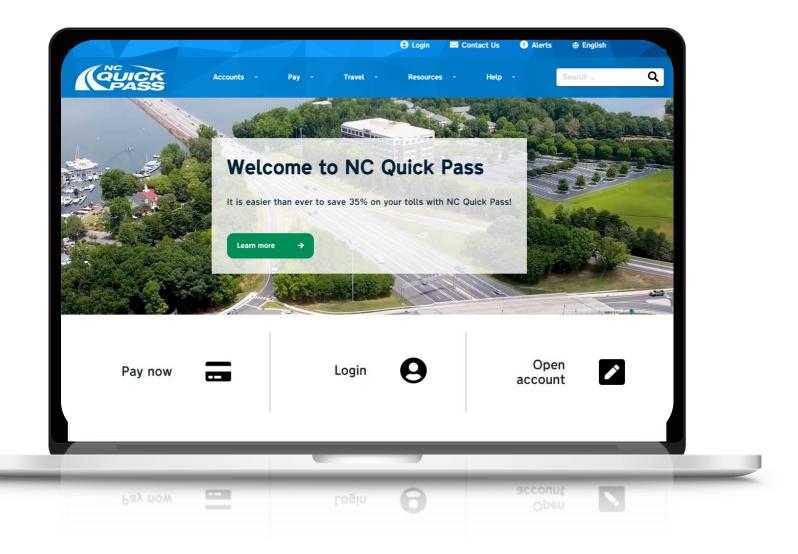




Website Performance

Website Performance

45% YOY WebsiteTraffic Growth49% Mobile Users51% Desktop Users



Media Training





Media Training

August 2

3 interview scenarios

2 camera crews

3 groups of interviewees

Let's Get Started

Our core communications principles drive every interaction you have with the public. Whether it's a reporter, customer or constituent at community meeting, utilize the tactics below to present NCTA in the best way possible!

Authenticity. Listen and connect with your audience.

Transparency. Be honest and direct.



Top Tips for Your Interview

HOW

- How to relay your message efficiently.
- Clearly constructed sound bite (think of a tweet)
- Easily articulated
- Memorable
- · Traditionally less than 27 words

WHO

- · Who is your target audience?
- How are they impacted by what you are saying?
- · What do they NEED to know?
- · Finally, what do they care about?

WHAT

- What do you want them to do? –
 Call to Action
- How do you want them to do it?
- Visit the new www.ncqulckpass. com or download our new app to make payments, manage your account or get a NC Quick Pass

WHY

- What is the benefit to the audience to take action?
- It's never been easier to get a NC Quick Pass
- · You can save 35% on tolls

Marketing Campaign

2023 Marketing Campaign

	June	July	August	September	October
Owned Media					
Bill by Mail Insert 1					
Bill by Mail Insert 2					
Social Media					
Email					
Earned Media					
Press Releases					
Radio Interview					
Print and Digital Interviews					
Paid Media					
Out-of-home Ads					
Display Ads					

Retail Packaging

Retail Packaging

August – Estimates on packaging costs

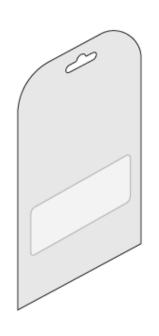
September – Finalize packaging choice

September – Begin retail location exploration and negotiation

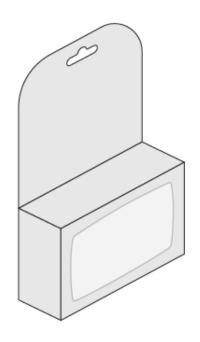
Q4 2023 – License Plate Agency Pilot Begins

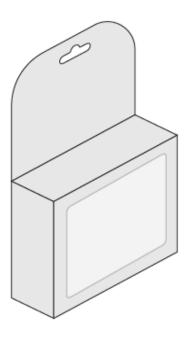
Q4 2023 – Finalize additional retail locations and partnerships

Q1 2024 – Launch in select retail locations













Contact Us

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Thank you!