

North Carolina Turnpike Authority

Operations Committee Meeting

August 15, 2024



Operations Committee



Montell W. Irvin
Operations Committee Chairman



Dr. Pamela Gibson Senegal
Operations Committee Member



Sam Hunt IV
Operations Committee Member



Charles 'Chuck' L. Travis III
Operations Committee Member

Other Board Members



Joey Hopkins
Chairman of the Board



James 'Jim' Walker
Vice Chair of the Board



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



John Adcock
Board Member

Opening Comments

Patrick Norman, P.E.
Chief Engineer

Chief Engineer Update

Patrick Norman, P.E.
Chief Engineer



Complete 540 Phase 1

Complete 540

Phase 1

Johnson Pond Road



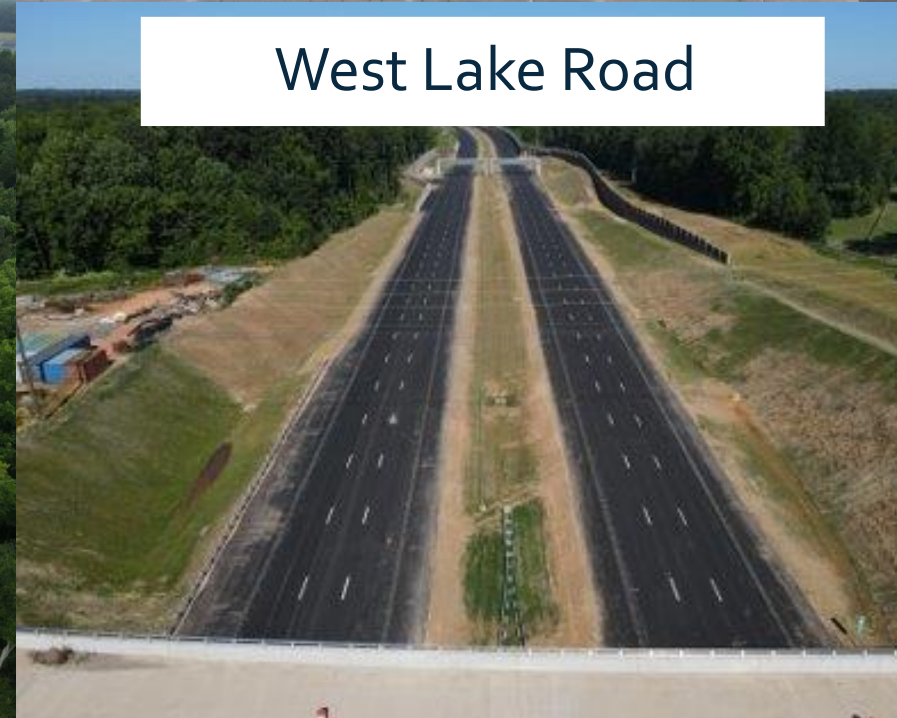
Fanny Brown Road



Wetlands Bridges



West Lake Road





Community Outreach

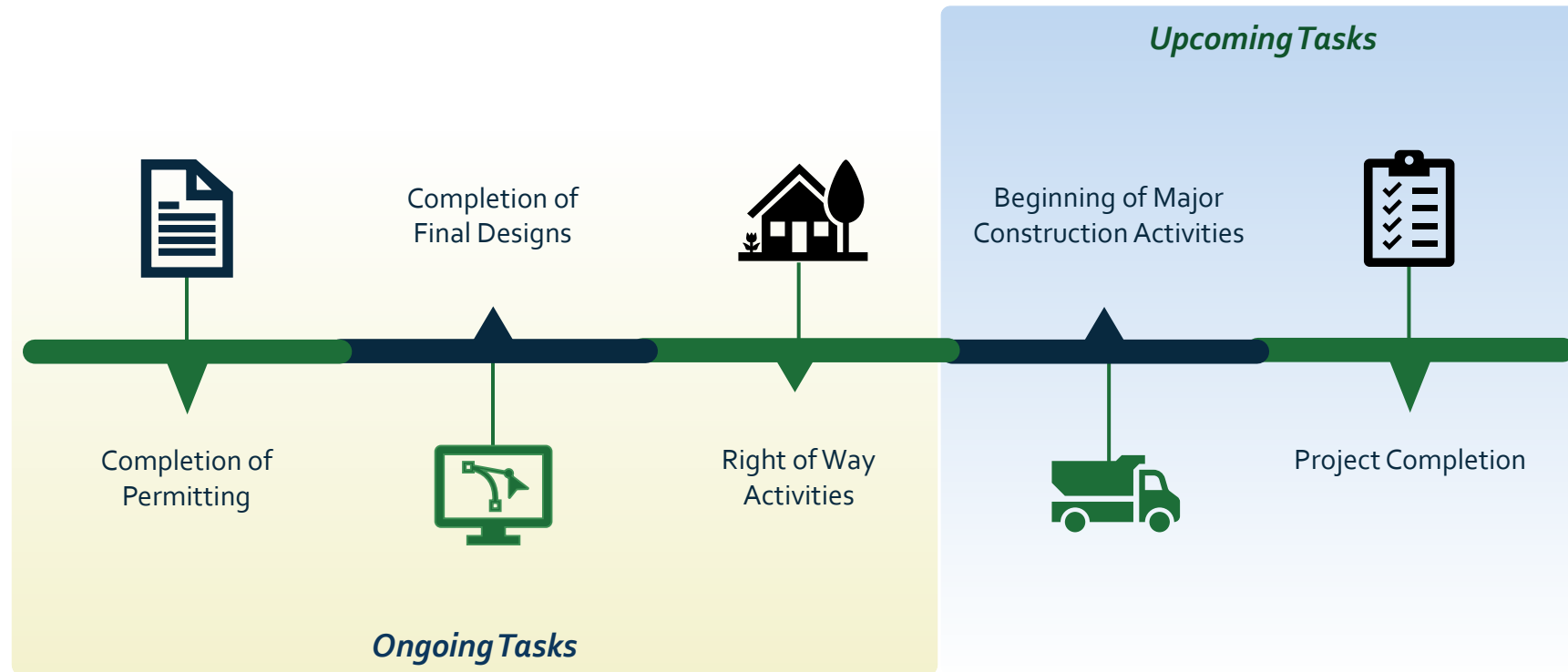
- Ongoing engagement for Phase 1
- Replicating successful strategies for Phase 2



Complete 540 Phase 2

Complete 540 Phase 2

Anticipated Project Schedule



I-77 South Express Lanes

I-77 South Express Lanes

Project Overview

- I-277/Brookshire Freeway to SC state line
- Preliminary cost estimates:
 - 2022 - \$2.1 billion
 - 2024 - \$4.2 billion
 - Efforts underway to refine cost estimate

STIP Project I-5718 Schedule



Anticipated EA Document

2025

Right-of-Way Acquisition

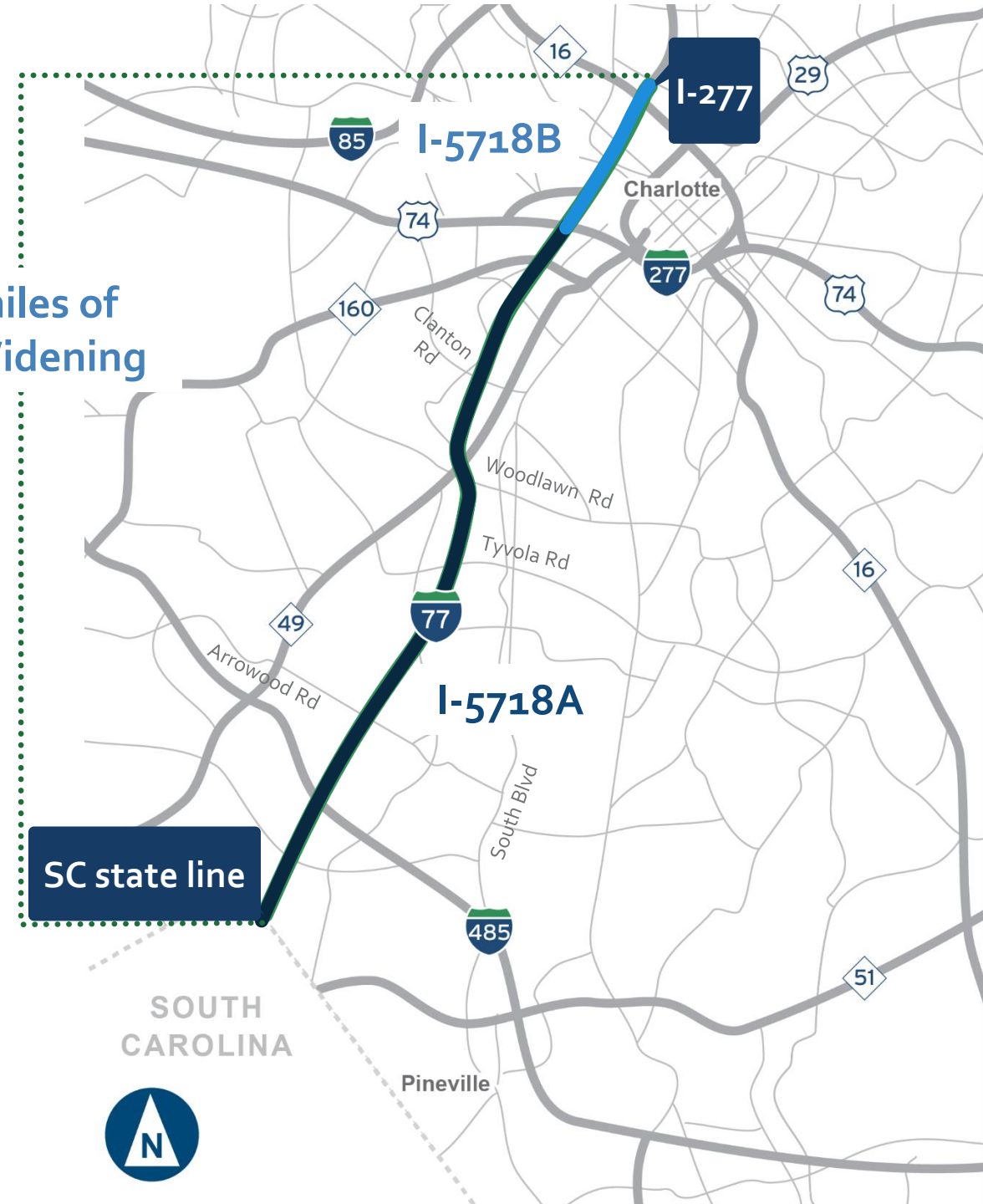
N/A*

Construction Begins

N/A*

*The 2024-2033 STIP shows funding for preliminary engineering only

11 miles of
I-77 Widening



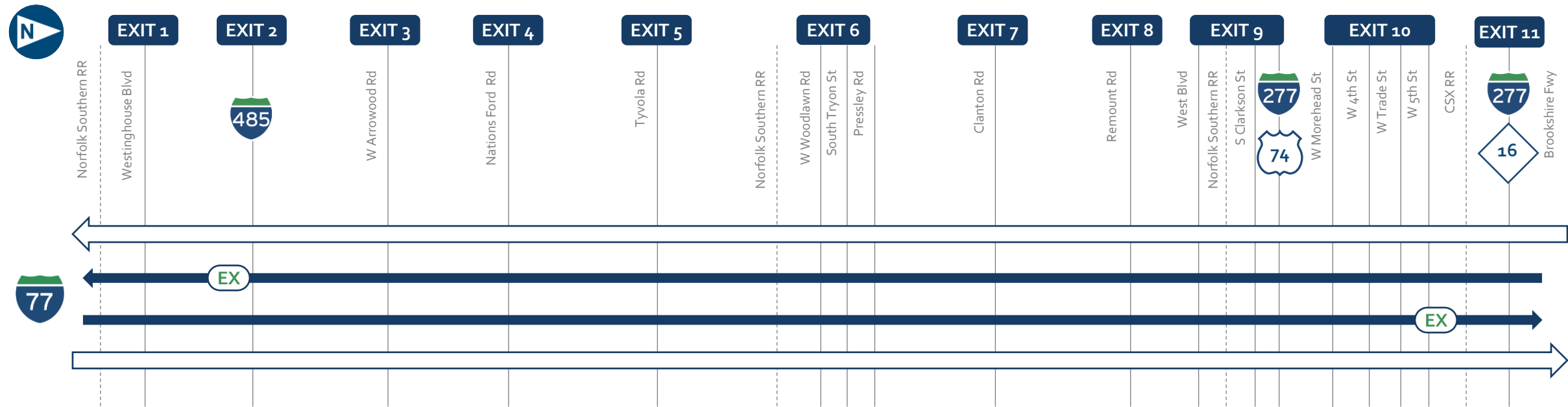
I-77 South Express Lanes

Project Overview

LEGEND

 General Purpose Lanes

 New Express Lanes



Rebuild Interchanges



Rebuild Non-Interchange Bridges



Add Express Lanes or
General Purpose + Express Lanes



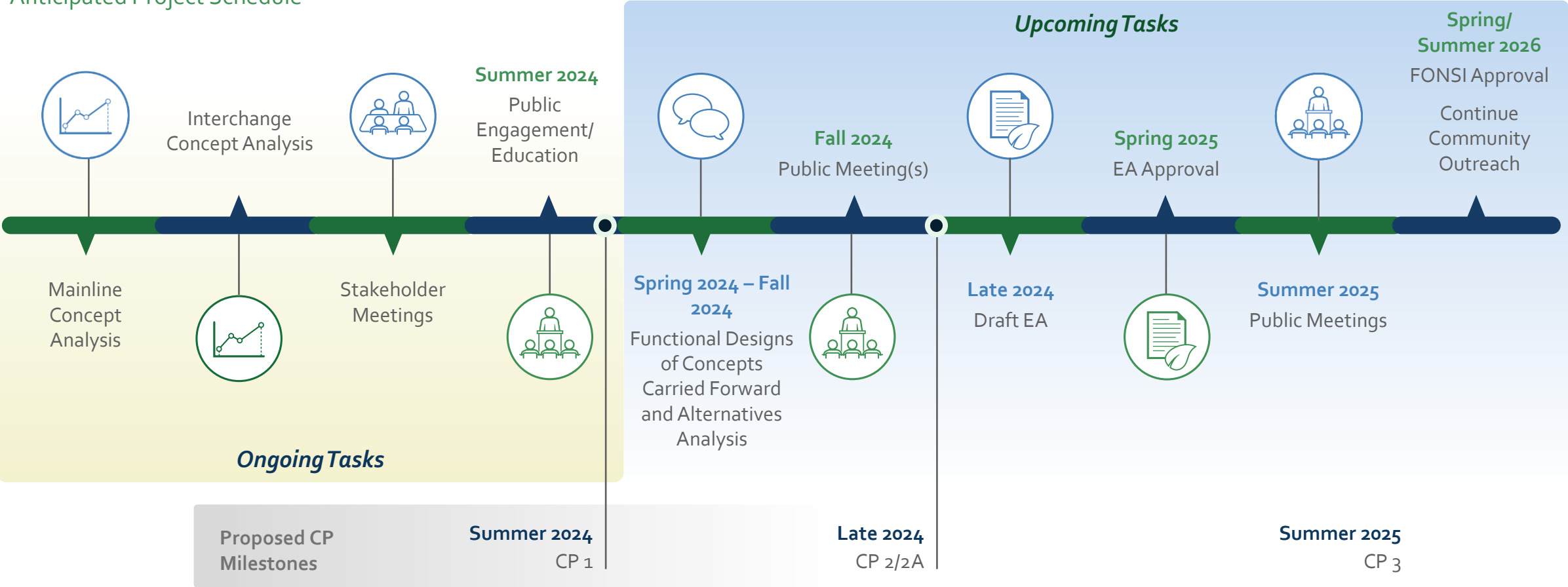
Add Access Points



Add Direct Connectors

I-77 South Express Lanes

Anticipated Project Schedule



Mid-Currituck Bridge

Mid-Currituck Bridge

Current Activities

- Finalizing Environmental Permit Applications
 - NC Department of Environmental Quality – Division of Water Resources
 - NC Department of Environmental Quality – Division of Coastal Management
 - US Army Corps of Engineers
 - US Coast Guard
- Conducting Additional Geotechnical Investigations
 - Subsurface information will be used for design and construction
 - Notice to Proceed issued in July
 - Property owner notifications sent
 - Work to take up to 12-14 months
- Multimodal Project Discretionary Grant Application
 - \$425M requested
 - Multiple letters of support from local communities
 - Submitted in May 2024



Mid-Currituck Bridge

Project Benefits



Reduced Travel Times

Save more than an hour during a typical summer weekday trip



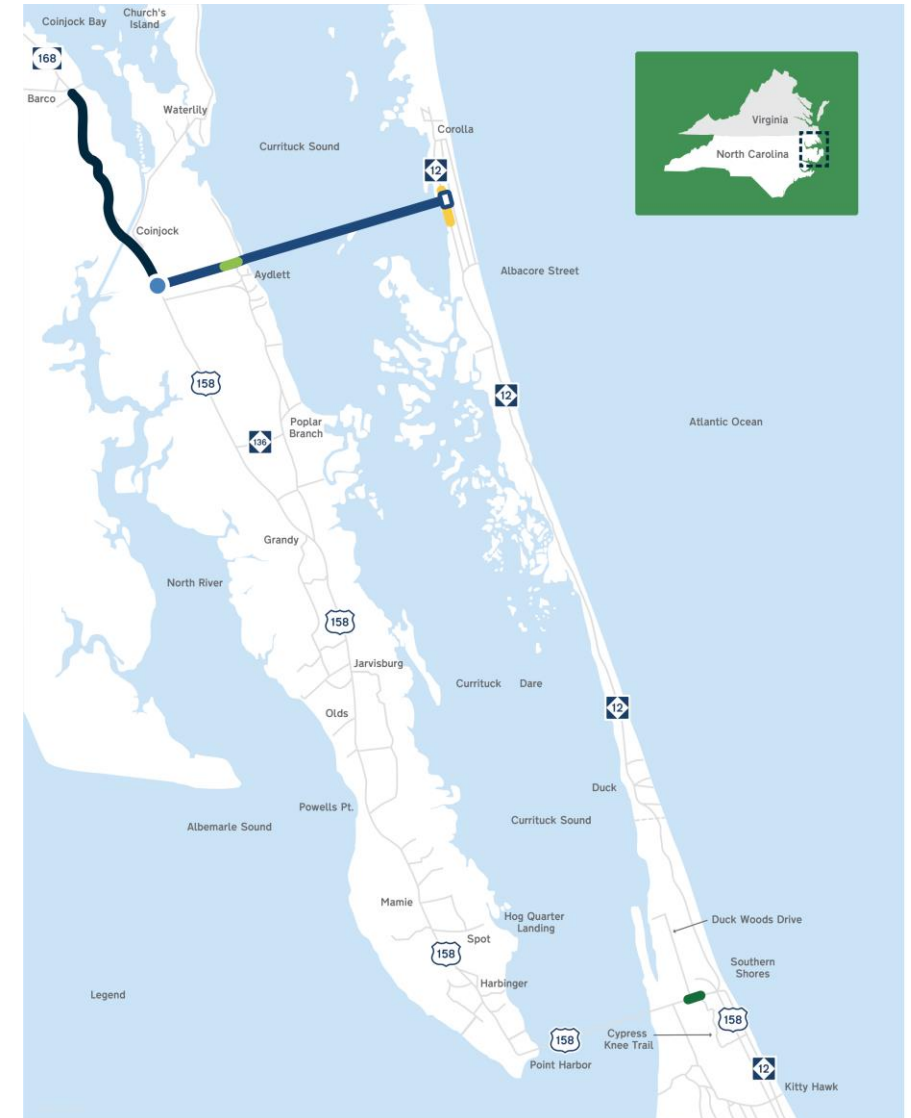
Expedited Evacuation

With the bridge in place, evacuation clearance times are reduced by approximately 5 hours



Less Congestion

Shorter durations of summer weekend traffic on N.C. 12 and potential local streets





HBCU Complete 540

Project Tour

HBCU Tour



Complete 540 Phase 1 Installation Update

Travis Feltes, P.E.
Project Engineer

C540 Phase 1 – Toll System Installation Status

- All toll sites are turned over to Kapsch
- 5 of 6 toll sites completed testing
- Testing of last toll site this week
- Working on installation of MVD's and CCTV Cameras



- Testing of Toll Site



- Installed CCTV Camera



- Installed MVD

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

AET Toll Site 1.1



Division 10 Construction

AET Toll Site 2.1 Park Road



Division 10 Construction

Johnston Road Interchange



Division 10 Construction

AET Toll Site 3.1 Ballantyne Commons Parkway



I-485 Express Lanes

Division 10 Construction

- Substantial completion of mainline I-485 is still scheduled for summer 2025
- Division 10 and the design-build team have been meeting periodically to agree on a schedule and an exact completion date

Marketing & Communications Update

Logen Hodges

Director of Marketing & Communications

Kate Ford

Deputy Director of Marketing & Creative



Complete 540



Ribbon Cutting Ceremony

August 27, 2024

10:30 AM – 11:30 AM

Open to Traffic and Begin Toll Collection

August 28, 2024



\$8.01

Full trip for a
2-axle vehicle with
an account



Program Changes & Improvements

Program Changes Schedule

Campaign Element	Effective Date	
Board Approval	05/16/2024	✓
NC Only Account	07/17/2024	✓
\$10 Pre-Paid Balance	07/17/2024	✓
Monthly Account Balance Evaluation	07/17/2024	✓
Summer Travel Advertising	08/26/2024	
Distribute Sticker Transponders	November	
First Phase of Retail Program	December	
Toll Rate Communications	December	
Toll Rate Effective	01/01/2025	

Sticker Transponder Distribution



Get ready to save on tolls!

FREE Sticker transponder



MUST ACTIVATE BEFORE USE

Flip over to learn how to get started.

Activate your FREE Sticker Transponder

MUST ACTIVATE BEFORE USE



The NC Quick Pass Sticker is a free transponder option that only requires a pre-paid toll balance. The Sticker can be used to pay tolls in 19 states.

Follow these steps before you hit the road

1. Visit ncquickpass.com and select Pay Now.
2. Select the “Convert to a NC Quick Pass account” button at the beginning of the payment process.
3. Enter all required information and pay your invoice. Make sure to select “Activate Transponder” for your transponder method.
4. Install your transponder on your windshield. You're ready to start saving!



To get started, visit:
ncquickpass.com/activate

Retail Packaging Mockup





Program Statistics

YOY Growth

Fiscal Year	FY 21	FY 22	FY 23	FY 24	Percent Increase (FY 23 - FY 24)
Transponder Sales	164K	207K	243K	289K	19%
New NC Quick Pass Accounts	37K	45K	59K	62K	5%
NC Quick Pass Website Traffic	N/A	6.2M	9.9M	19.6M	98%
NC Quick Pass App Downloads	N/A	N/A	18K	170K	844%
Construction Outreach and Community Engagement	16K	25K	31K	69K	122%

Customer Campaigns & Outreach



Customer Campaigns

as of July 24, 2024



Campaigns Sent

10 Campaigns Sent



Open & Click Rates

67% Open Rate
5% Click Rate



Items to Note

NC Only Account Media Coverage

- 7 outlets ran the story
- 250 accounts in first week

Summer Travel Campaign Concept

CONCEPT - BOBBLEHEAD

What's more fun than a bobblehead? Not much unless it's easily getting to all the fun North Carolina has to offer with NC Quick Pass. Each bobblehead will be outfitted to enjoy a great NC destination: mountains, lake, city and beach.

HEADLINE OPTIONS

Head towards all
the fun this summer.

Dash around this summer
to catch all the fun.

SUBHEAD

NC Quick Pass your way to the
mountains, lake, city and beach.

SUMMER HEADLINE FONT

Headline

ORIGINAL COLORS



SUMMER COLOR ADDITION

City



Coast





Welcome, Outreach Team!

Jasmine Tinsley
Raleigh Area

Ariana Williams
Raleigh Area

Vicki Carberry
Charlotte Area



NC Quick Pass Outreach

as of July 24, 2024



Events Attended

22 Events Attended



Accounts & Transponders

97 Accounts Opened
242 Transponders Sold



Expanding Efforts

Employer Outreach
Requests from Event Form



Toll Technology Update

Manish Chourey
Chief Technology Officer

I-485 Project Status

- Finalizing detailed design documentation and test procedures
- Coordinating with Back Office team for interface development and testing
- Nearly all materials for the project have been procured
- Toll System installation at the first site started 7/8
- All equipment has been installed and undergoing configuration



- Gantry Equipment Installation (7/12)



- Cabinet Equipment Installation (7/12)

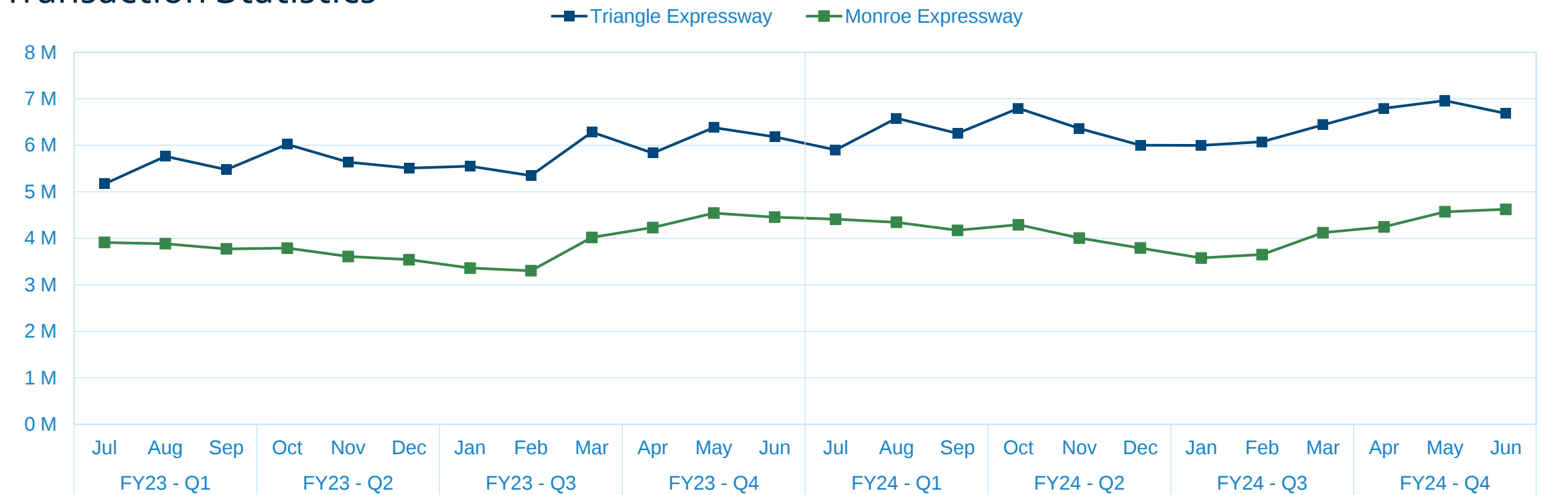
I-485 Preparation for Factory Acceptance Testing (FAT)

- FAT takes place at the first installed toll site on I-485 (AET 1.1)
- Temporary concrete barrier installed at the test site
- Testing will employ use cases to validate all functional requirements of the project including:
 - Driving scenarios
 - Transaction processing
 - Simulated system failures
 - ITS device integration
 - Dynamic pricing system operation
 - Back Office integration
- Pre-dry runs are taking place at an Indra facility in Spain

Traffic Statistics

Manish Chourey
Chief Technology Officer

Transaction Statistics



	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3	FY24 – Q4
Triangle Expressway Transactions	16,411,044	17,173,111	17,187,124	18,398,953	18,742,244	19,164,847	18,520,073	20,442,900
YOY Percent Change	8.3%	11.1%	21.3%	12.4%	14.2%	11.6%	7.8%	11.1%

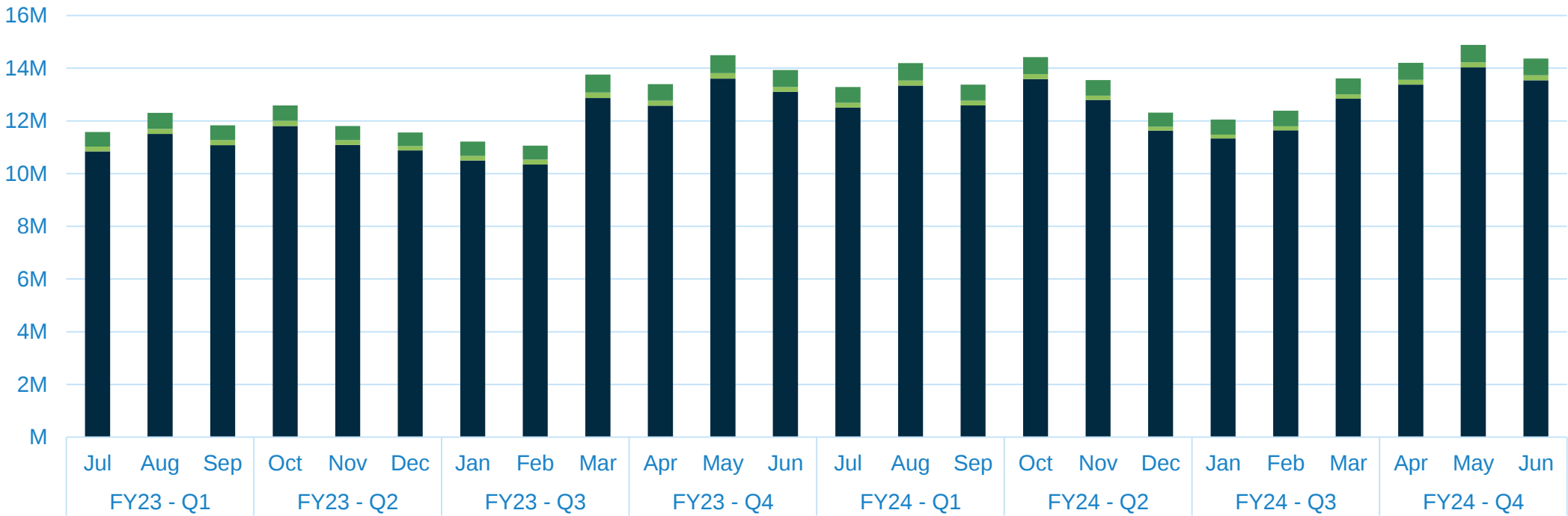
	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3	FY24 – Q4
Monroe Expressway Transactions	11,571,805	10,944,411	10,685,124	13,233,961	12,930,521	12,093,407	11,353,910	13,441,868
YOY Percent Change	3.0%	5.1%	15.8%	17.7%	11.7%	10.5%	6.3%	1.6%

Total Posted Transactions

YOY Growth: 8.6%

NC Quick Pass Program

Class 1 Class 2 Class 3

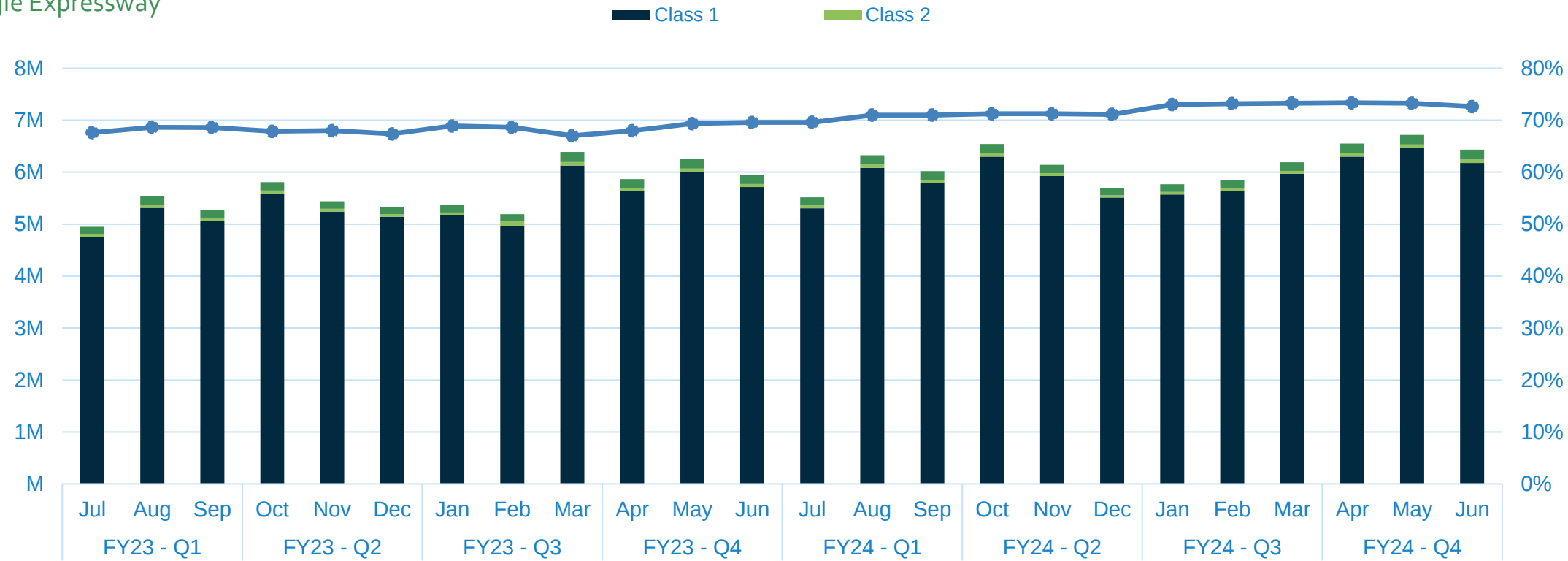


	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3	FY24 – Q4
Total Posted Class 1 %	93.57%	93.92%	93.58%	93.95%	94.07%	94.37%	94.12%	94.23%
Total Posted Class 2 %	1.57%	1.52%	1.57%	1.40%	1.36%	1.24%	1.22%	1.29%
Total Posted Class 3 %	4.86%	4.56%	4.86%	4.65%	4.58%	4.39%	4.66%	4.48%

Total Posted Transactions

YOY Growth: 9.3%

Triangle Expressway

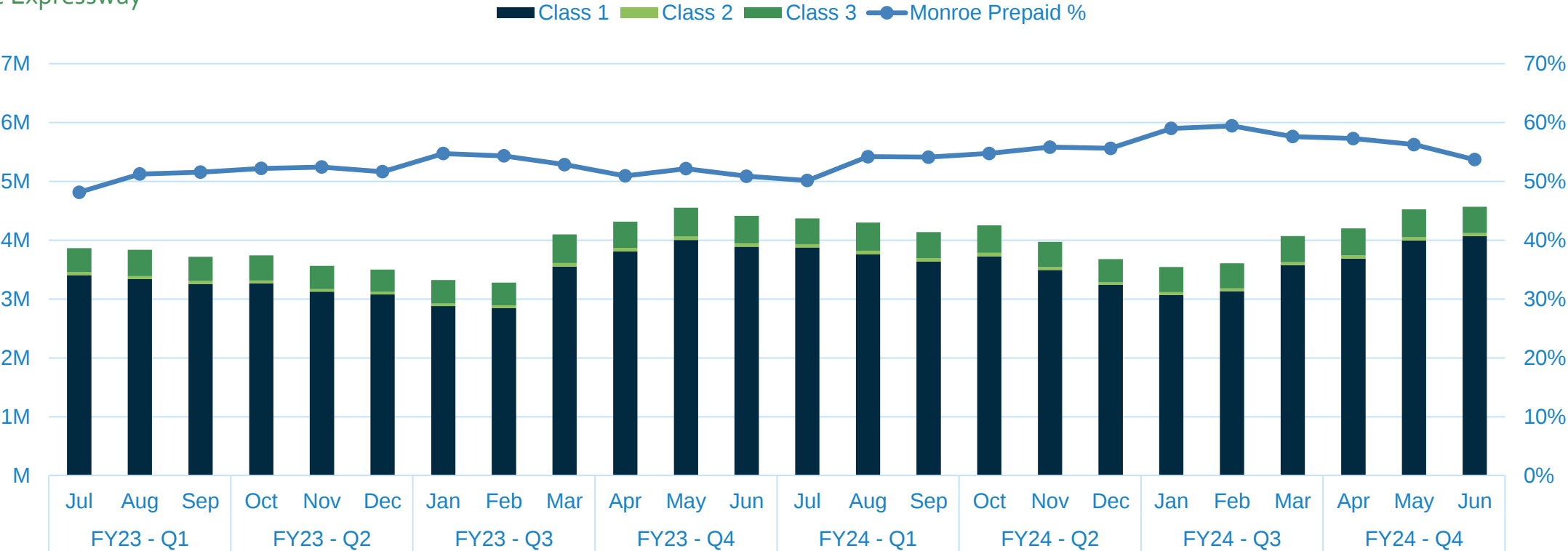


	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3	FY24 – Q4
TriEx Class 1 %	95.92%	96.39%	96.01%	96.02%	96.17%	96.52%	96.48%	96.15%
TriEx Class 2 %	1.12%	0.97%	1.18%	0.99%	0.99%	0.88%	0.88%	1.00%
TriEx Class 3 %	2.96%	2.64%	2.81%	2.99%	2.84%	2.61%	2.64%	2.85%

Total Posted Transactions

YOY Growth: 6.6%

Monroe Expressway



	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3	FY24 – Q4
Monroe Class 1 %	87.53%	87.61%	86.76%	88.10%	87.99%	87.89%	87.12%	88.36%
Monroe Class 2 %	1.35%	1.28%	1.35%	1.32%	1.37%	1.29%	1.28%	1.24%
Monroe Class 3 %	11.12%	11.11%	11.90%	10.58%	10.65%	10.82%	11.60%	10.40%

Monthly Transponders Distributed

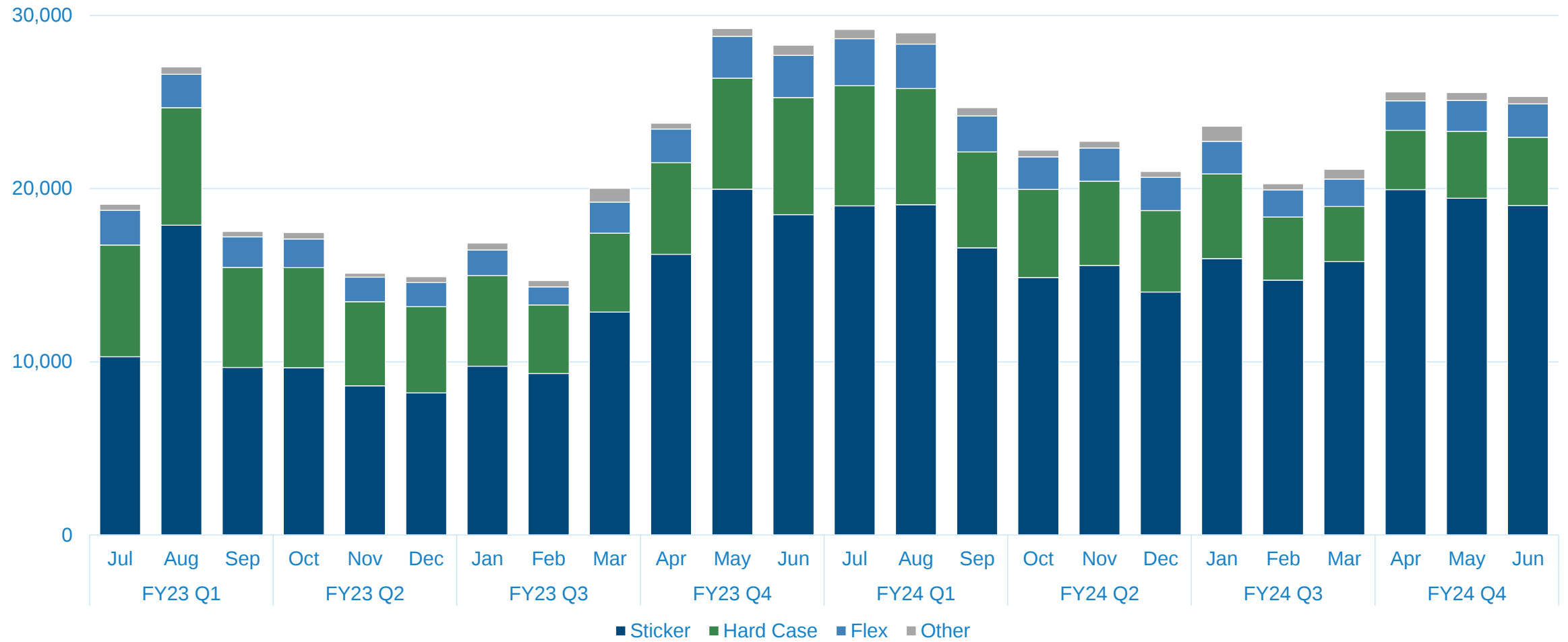
NC Quick Pass Program

YOY Transponder Distribution Growth:

18.9%

1,759,690

Transponders Distributed/Ordered as of June 30, 2023

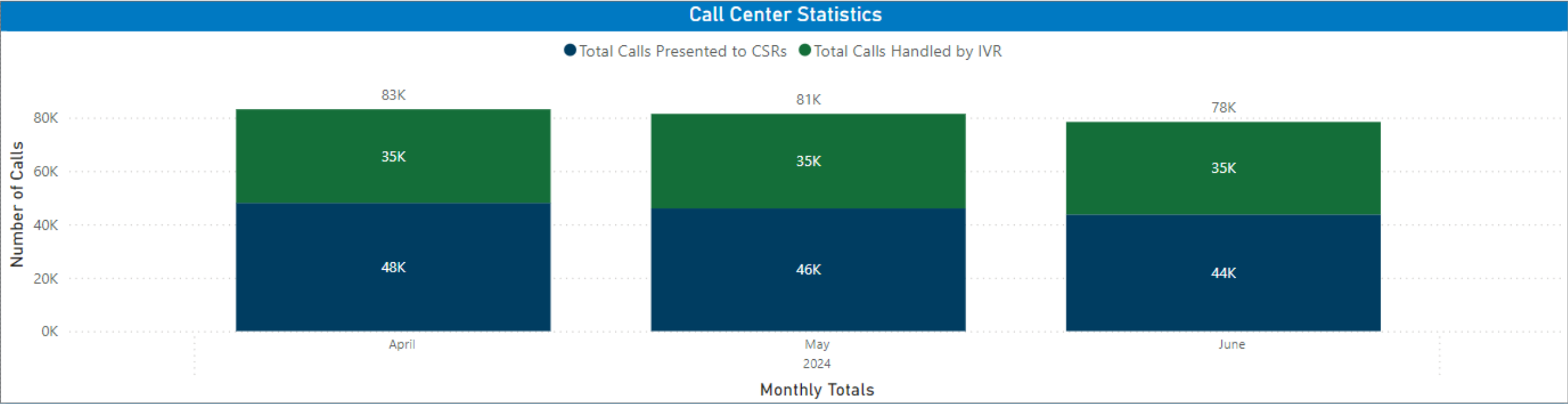


Customer Service Center Update

Angela Queensland
Manager of Customer Service

Call Center Statistics

NC Quick Pass Program

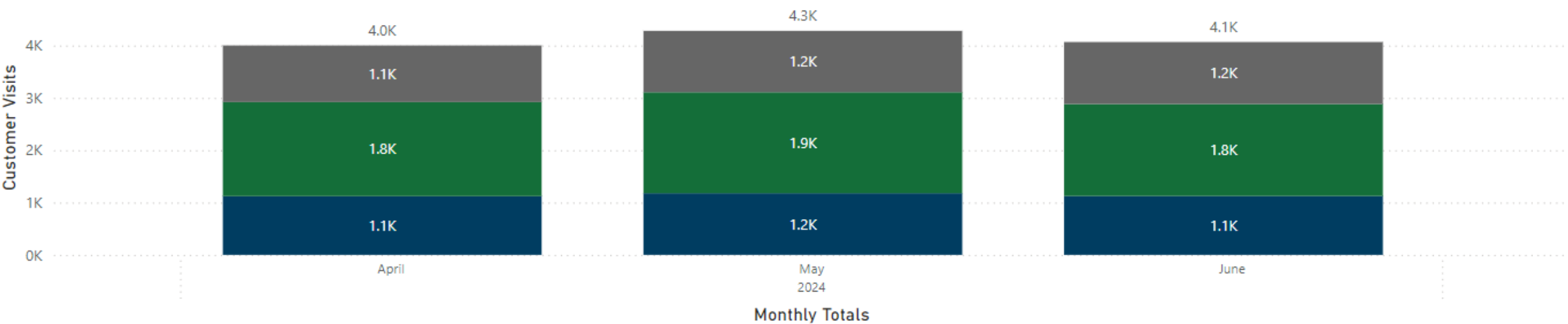


Walk-In Center Statistics

NC Quick Pass Program

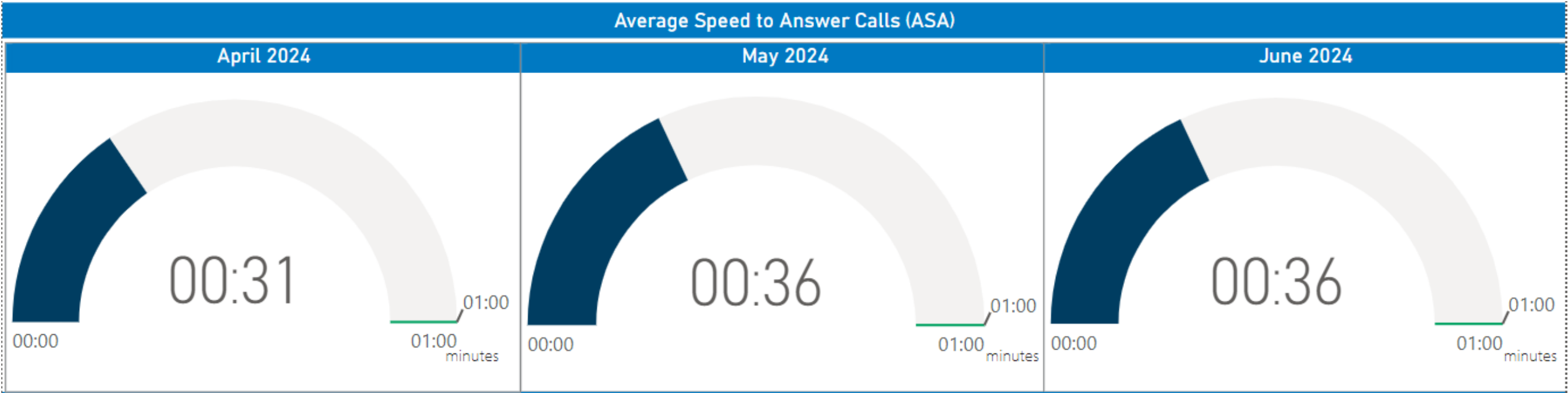
Walk In Center Statistics

● Morrisville ● Monroe ● I-77



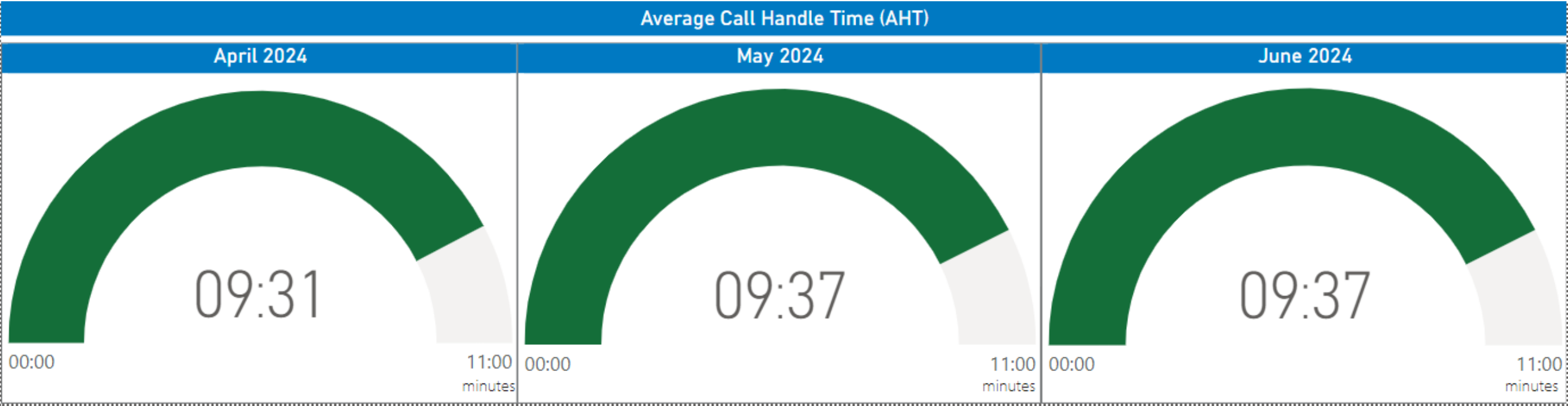
Average Speed to Answer Calls

NC Quick Pass Program



Average Call Handle Time

NC Quick Pass Program



Contact Us



ncdot.gov/turnpike



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[@NorthCarolinaTurnpikeAuthority](https://www.youtube.com/@NorthCarolinaTurnpikeAuthority)



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Thank you!