

North Carolina Turnpike Authority

Operations Committee Meeting

February 20, 2025



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

Chief Engineer Update

Patrick Norman, P.E.
Chief Engineer

The background features a dark blue field with a subtle hexagonal grid pattern. Overlaid on this are several dynamic, glowing green particle trails. These trails originate from the left and bottom edges, moving towards the center and right, creating a sense of motion and energy. The particles are small dots that form larger, more complex shapes as they move.

Complete 540 Phase 1



Final Phase 1 Construction

- R-2721A
 - Anticipated April 2025
 - Y-line finishing work
 - Final punch list items
- R-2721B
 - Anticipated March 2025
 - Y-line finishing work
 - Final punch list items
- R-2828
 - Anticipated June 2025
 - Permanent striping
 - Mainline and Y-line finishing work

Toll Site T36 Milestones

	Temporary System Milestones	Date
✓	Vendors Contacted about Temporary System	July 31, 2024 – August 4, 2024
✓	Proposal for Temporary System Sent	August 16, 2024
✓	Letter of Intent Issued to Blissway	August 28, 2024
✓	Construction of Temporary System Began	September 10, 2024
✓	Contract With Blissway Signed	September 11, 2024
✓	Integration between Kapsch & Blissway Started	September 18, 2024
✓	Construction of Temporary System Completed	September 20, 2024
✓	Integration between Kapsch & Blissway Completed	October 10, 2024
	Replacement Milestones	Date
✓	Toll Gantry – Box Truss Installation	January 25, 2025
✓	Toll Gantry – Spanning Truss and Cable Tray Installation	January 25, 2025
	Anticipated Completion of Equipment Installation	March 7, 2025
	Anticipated Completion of System Tuning/Configuration	March 14, 2025
	Anticipated Completion of System Testing	March 21, 2025
	Anticipated Go-Live with new t-36 System	March 24, 2025

Site T36

Replacement Truss Installation

Spanning Trusses



Site T36

Replacement Truss Installation

Prepping Brackets & Wire Cables



Site T36

Temporary System Milestones



The background features a dark blue field with a subtle hexagonal grid pattern. Overlaid on this are several dynamic, glowing green particle trails that appear to be moving across the frame, creating a sense of motion and energy.

Complete 540 Phase 2

Complete 540
Phase 2

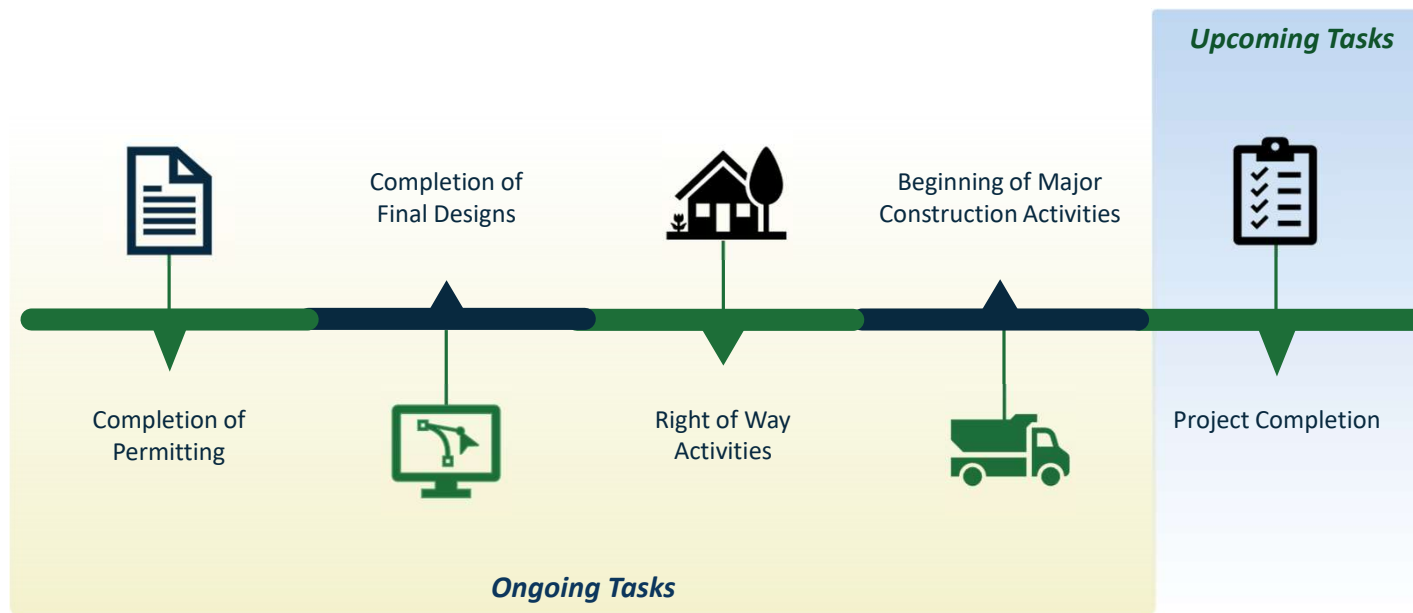


Complete 540
Phase 2



Complete 540 Phase 2

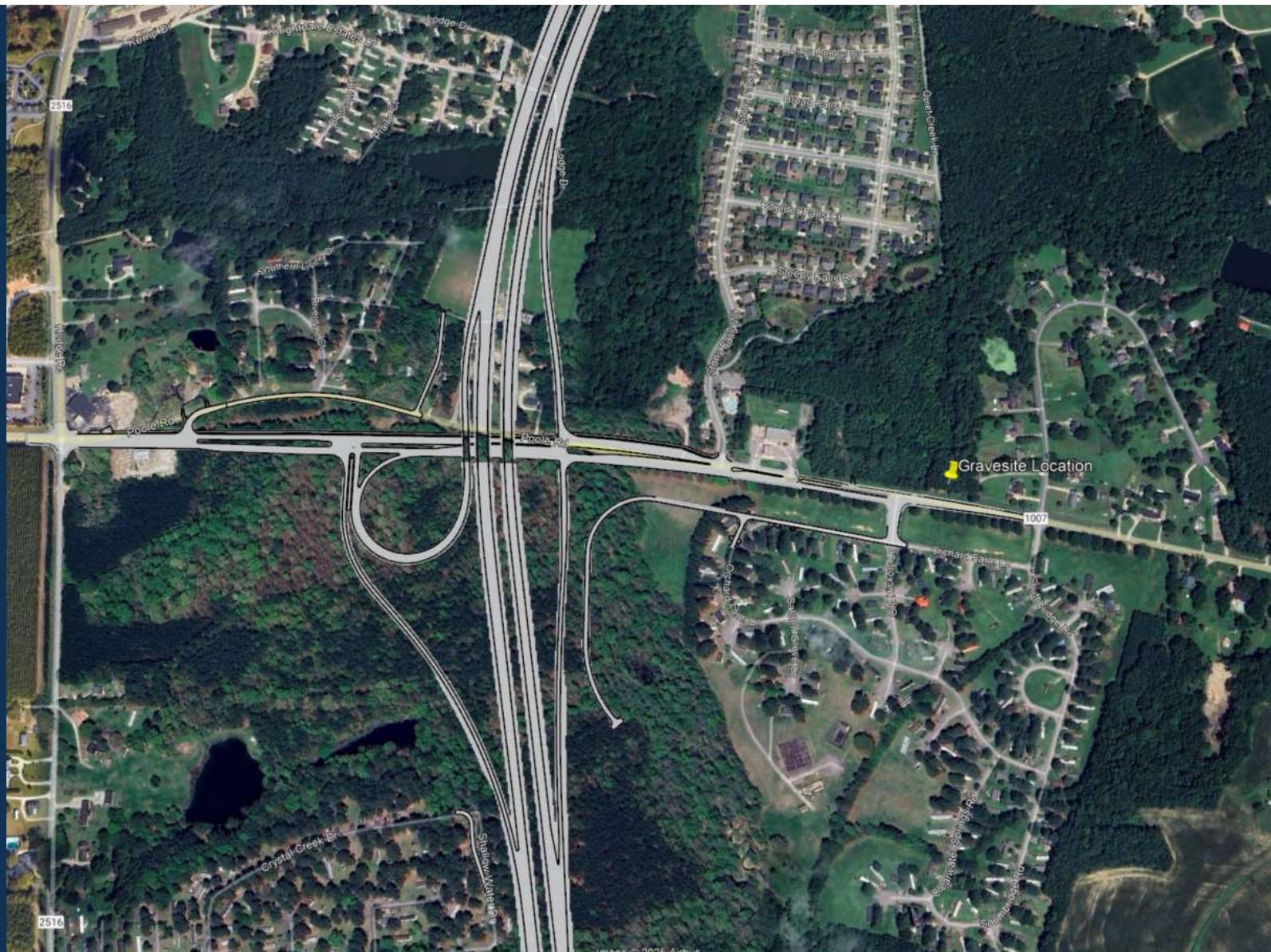
Anticipated Project Schedule





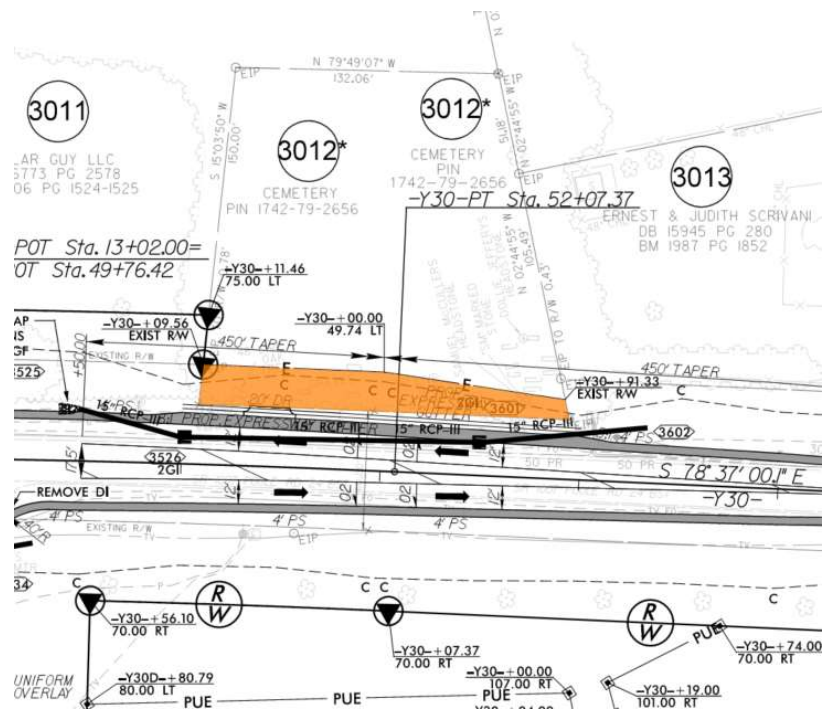
Grave Relocation Efforts

Grave Relocation Avoidance

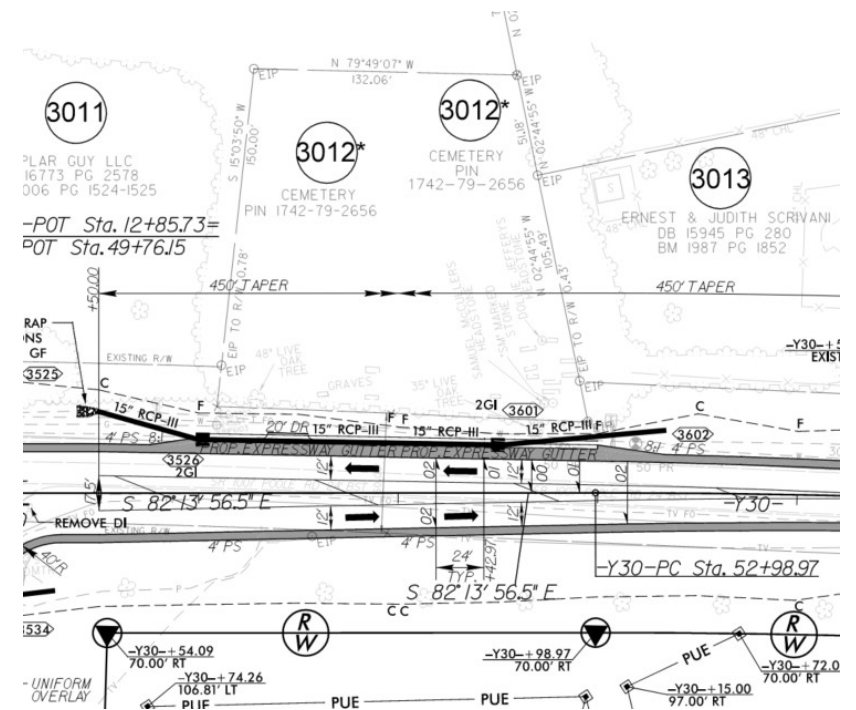


Grave Relocation Avoidance

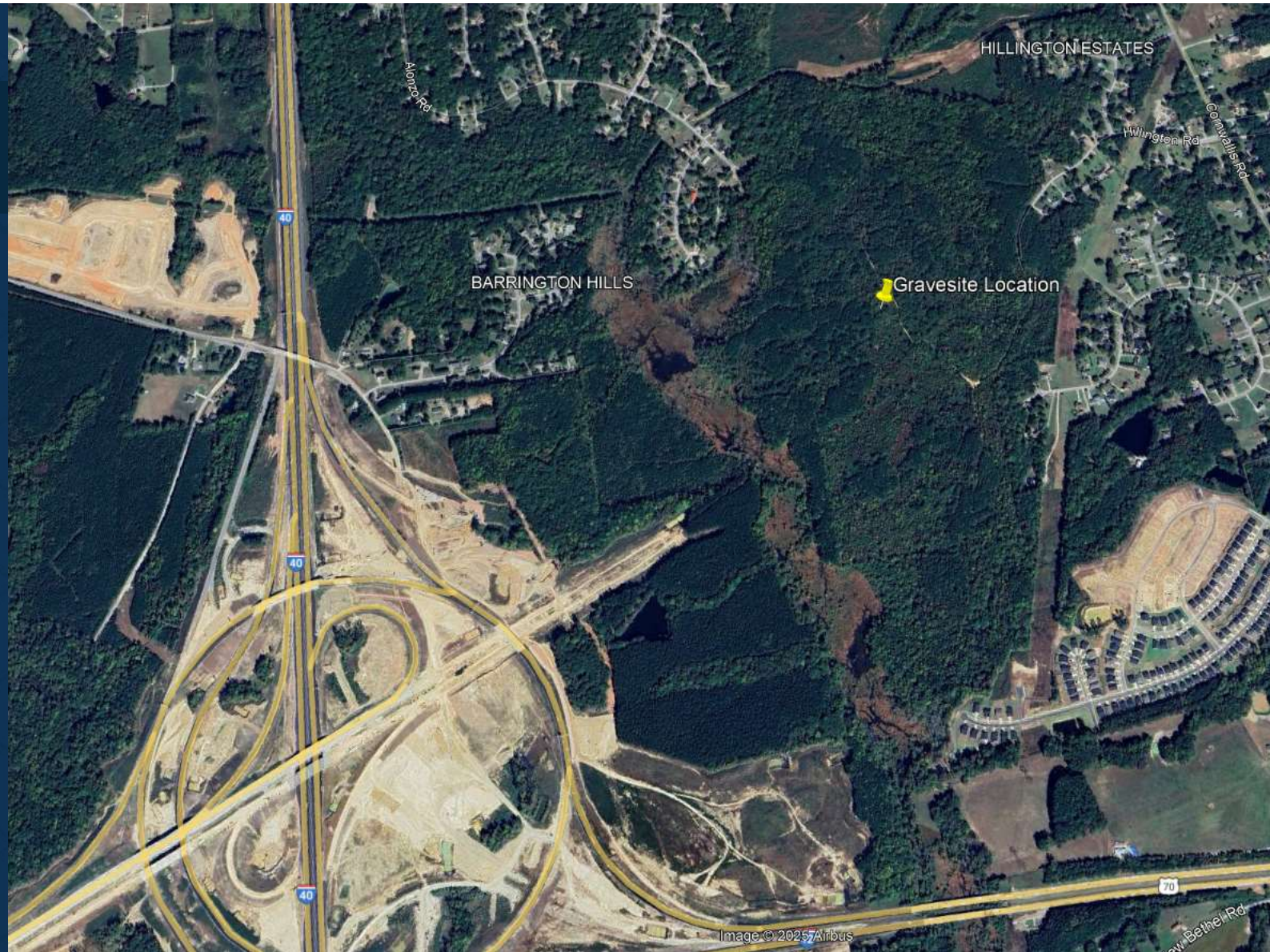
June 2024 Design



Current Design



Grave Relocation



Grave Relocation



*After the legal notice for potential relatives

Grave Relocation Activities



Artifacts



I-485 Express Lanes ConOps Update

I-485 Express Lanes Update

Brian Davis, P.E.
Resident Engineer

I-485 Express Lanes



General Construction Update

Division 10 Construction

Johnston Road Interchange



Division 10 Construction

Ballantyne Commons Parkway Bridge



Division 10 Construction

Weddington Road Interchange



Division 10 Construction

E. John Street Interchange & CSX Bridge



Communications & Marketing Update

Logen Hodges

Director of Marketing & Communications

Kate Ford

Deputy Director of Marketing & Creative



Marketing & Outreach

2024 Paid Media Campaign

Tactics

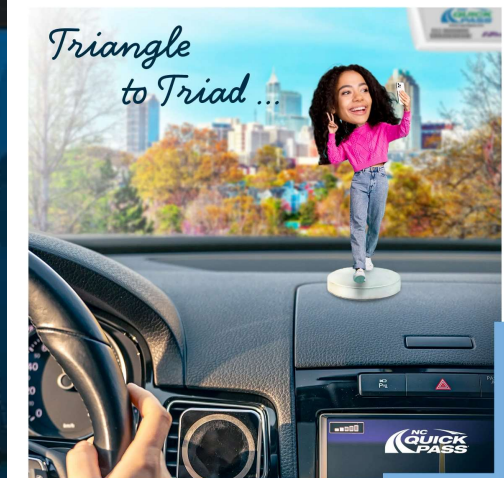
- Display
- SEM
- Social

Results

- 22K new and converted accounts
- 62K transponder sales
- \$25k pre-paid transactions
- 5M web sessions

Lessons Learned

- Customer behavior (Gary persona)
- Aspirational imagery and messaging
- Tie to road opening





2025 Marketing Plans



2025 Campaigns

30 Campaigns



Market Research Survey

- Reevaluate NC Quick Pass customer base
- Methods for education and awareness of P3s



New Approaches

- Increase outreach event notifications
- Additional paid media ads
 - Transponders on the go (retail)
 - I-485 Opening
 - YouTube ads



NC Quick Pass Outreach



Expanding Regions

Charlotte & Raleigh – Feb 1



Employer Outreach

GRAIL – January 8

Retail

Retail Program as of January 16, 2025

7-Eleven

- 7 locations
- 2,450 transponder distributed

Amazon

- 1,789 transponders sold

License Plate Agencies

- 3 locations
- Retail coming soon!





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	✓
Fall 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	✓

Program Changes Performance as of January 27, 2025

NC Only Accounts

- 4,031

Transponders Distributed

- 50,000 transponders sent
- 3,000 transponders activated

Transponders Sold

- 31,000 December
 - YOY increase – 50%
- 26,000 January
 - YOY increase – 12%

Accounts Created

- 10,600 December
 - YOY increase – 35%
- 9,200 January
 - YOY increase – 19%



Start saving
50%
with NC Quick Pass
in 2025



Public Outreach

Upcoming Public Outreach



I-77 Express Lanes South



Complete 540 Phase 2



Mid-Currituck Bridge



Toll Technology Update

Manish Chourey
Chief Technology Officer

I-485 RTCS Project Status



➤ Installing the toll equipment cabinet at AET 2.1 (A03)

➤ Installation Activities

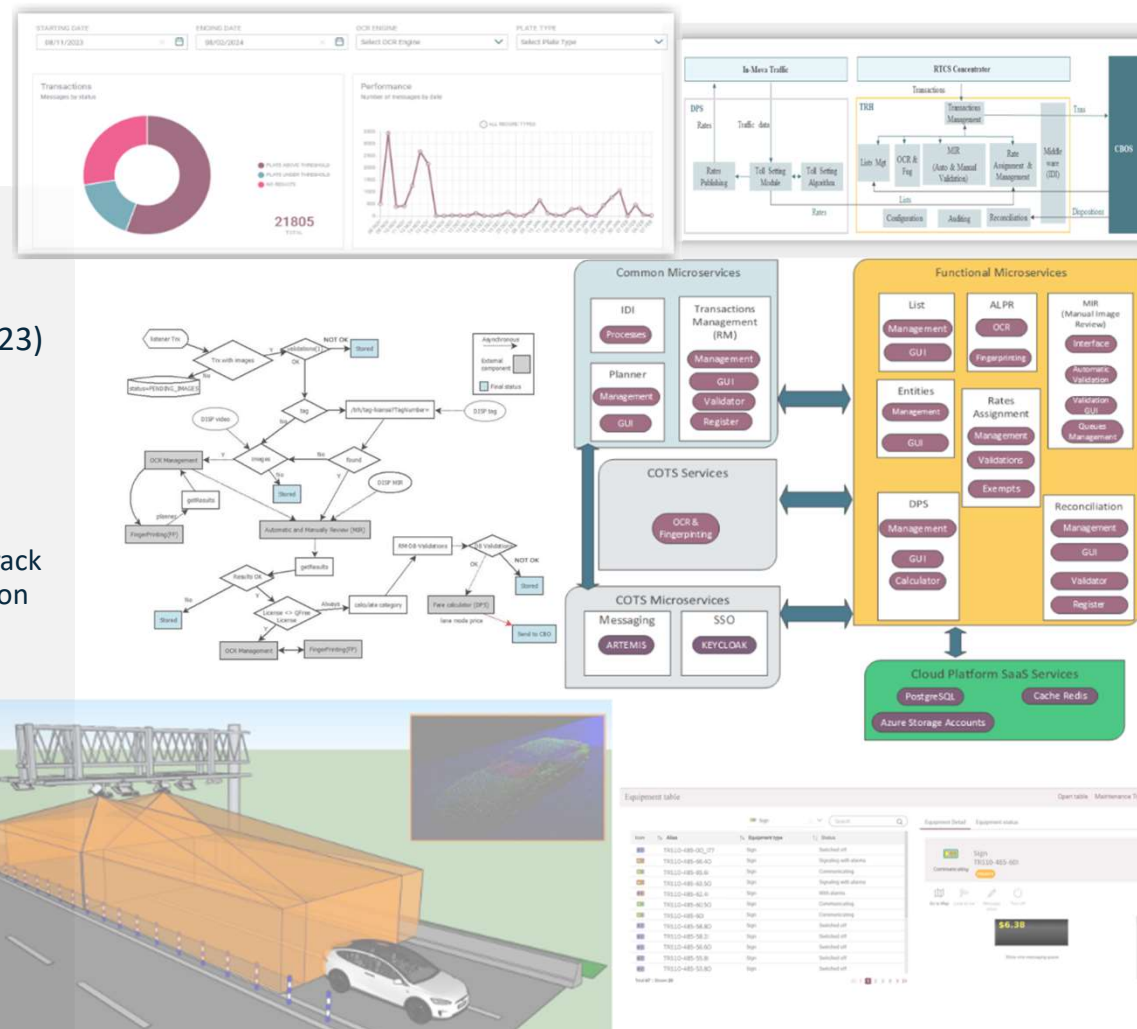
- Site turnover from Design Build to Indra
 - AET 1.1 turned over July 2024 (FAT site)
 - AET 1.2 turned over November 2024
 - AET 2.1 turned over December 2024
 - AET 2.2 turned over January 2025
- Installation Progress by Indra
 - AET 1.1 (A01) Installed July-August 2024, Tested September 2024 (FAT)
 - AET 1.2 (A02) Installed December 2024
 - AET 2.1 (A03) Installed January 2025
 - AET 2.2 (A04) Installation January – February 2025



➤ Installing overhead equipment at AET 1.2 (A02)

I-485 RTCS Project Status

- Current Activities – Phase 1 Closeout Activities
 - Execution of Interface Testing with NCTA BOS (1/20 – 1/23)
 - Execution of Onsite Installation Testing in progress
 - Finalizing Design Documents
 - Resolving outstanding design decisions through technical workshops
 - Utilizing the Requirements Traceability Matrix (RTM) to track all requirements through design and testing documentation
 - Developing Procedures for future test phases
 - System Installation Test
 - Operational Acceptance Test
 - Other documents in progress:
 - Maintenance Plan
 - Training Plan and Materials
 - User Manuals
 - Disaster Recover Plan



I-485 Toll Zone Construction Progress

	A01	A02	A03	A04	A05	A06	A07	A08	A09/A10
	1.1	1.2	2.1	2.2	3.1	3.2	4.1	4.2	5.1/5.2
Foundation	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
Toll Upright									
Toll Truss									
Hangers									
Pipes									
LPS									
Pull-Off	Complete	Complete	Incomplete but ok for RTCS Installation	Incomplete but ok for RTCS Installation	Incomplete but ok for RTCS Installation	Incomplete but ok for RTCS Installation	Incomplete but ok for RTCS Installation	Incomplete but ok for RTCS Installation	Incomplete but ok for RTCS Installation
Equipment Pad	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
Power	#8 Complete	#8 Complete	#21 Complete	#14 Set	#29 Pending Conduit repairs, then meter installation and activation by Duke	#28 Meter installed, but power has not been activated by Duke.	#39 Pending Duke Installation of Power Meter	#37 Meter installed and powered. To be verified at panel by TCD and CEI	#43 Not Complete Panel to be replaced with 200A. Waiting on Duke for meter.
Bore to median	Complete	Complete	Complete	Complete	1/30: Tie-in to bored conduit to gantry in progress. Original conduit abandoned and being replaced.	Complete	Complete	Complete	Complete
Roadway Alignment	Final	Final	Final	Final	Final (Shift Downstream)	Shift to final scheduled for 2/4	Final	Final	1/30: Not Final
Turnover date to Indra	July 3,2024	11/26/2024	1/2/2025	1/21/2025					

Digital Transformation & Modernization Procurement Schedule

Category	Date
RFP Issued	October 1, 2024
Mandatory Pre-Proposal Scope of Services Meeting	October 16, 2024 (11:00 a.m. to 12:00 p.m. ET)
Proposer Questions Due	October 24, 2024 (4:00 p.m. ET)
NCTA Response to Questions	Week of November 4, 2024
Technical Proposals Due	December 4, 2024 (4:00 p.m. ET)
Oral Interviews & Presentations	Week of February 3, 2025
Notification of Proposers Shortlisted	February 17, 2025
Price Proposals Due (ONLY Shortlisted Proposers will submit a Price Proposal)	February 24, 2025 (4:00 p.m. ET)
Ranking of Proposers for Negotiations	Week of March 17, 2025
Notice of Award	Week of March 24, 2025

NCTA reserves the right to modify the schedule at any time and for any reason.

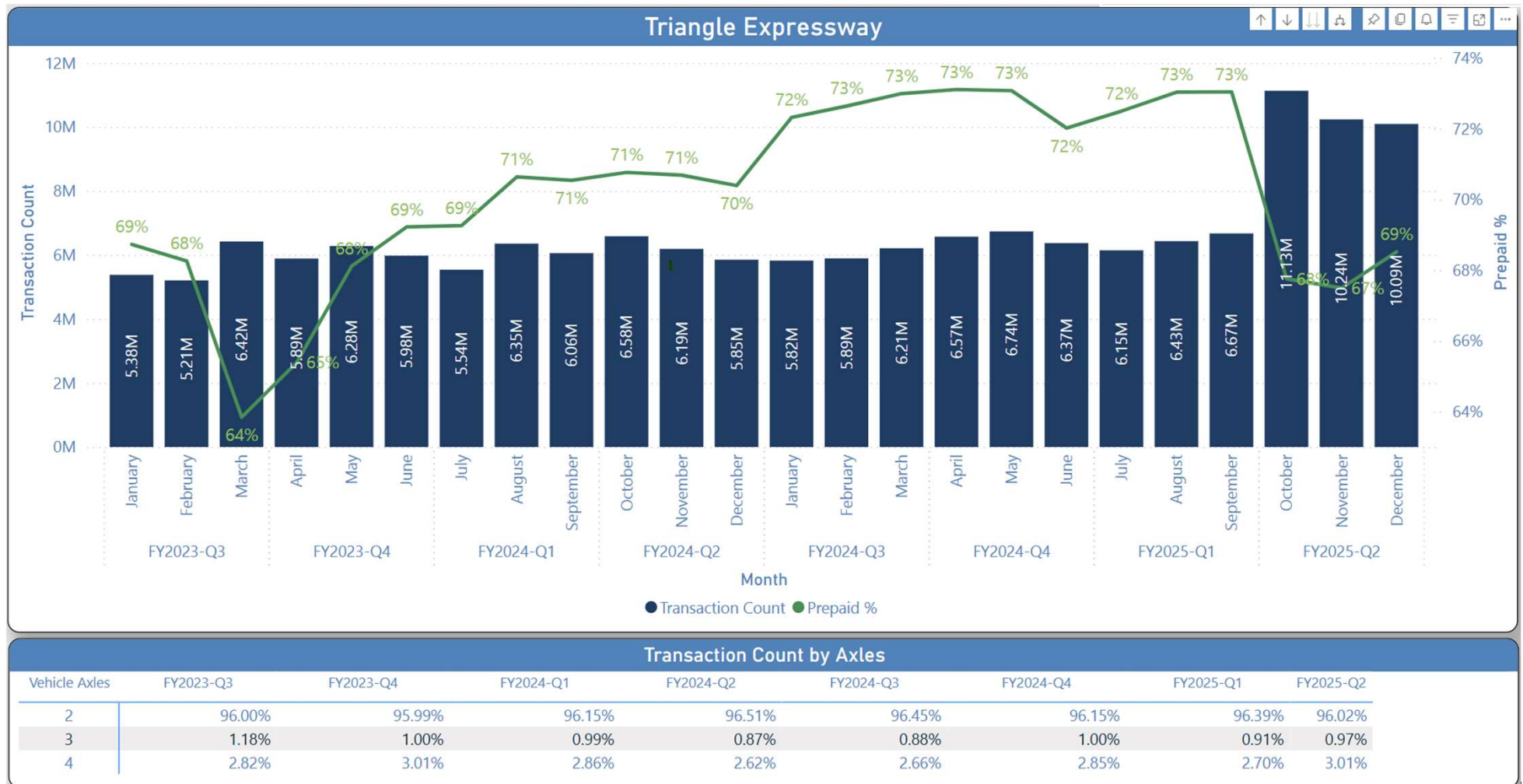




Traffic Statistics

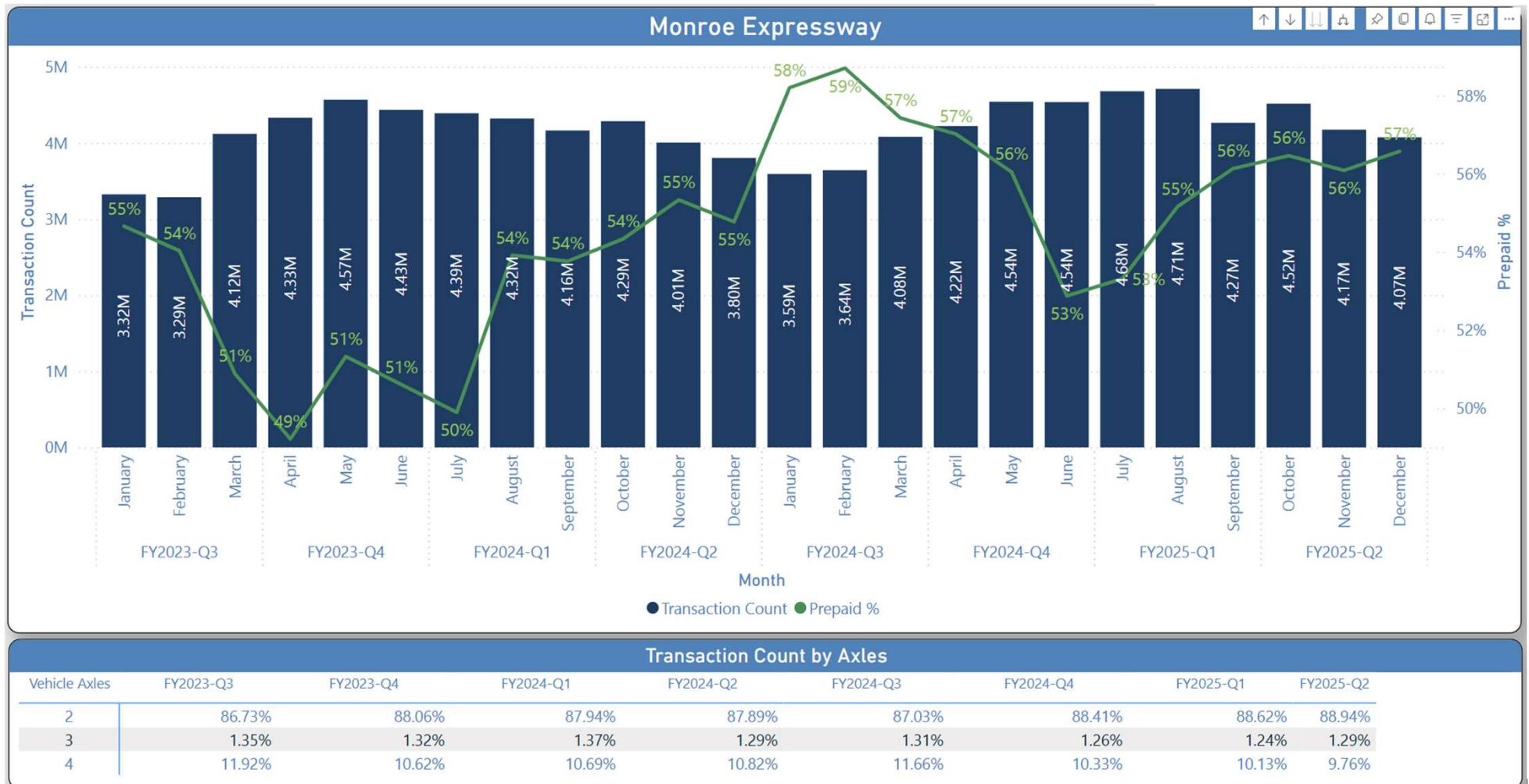
Total Posted Transactions – Triangle Expressway

YOY Growth: **23.12%**



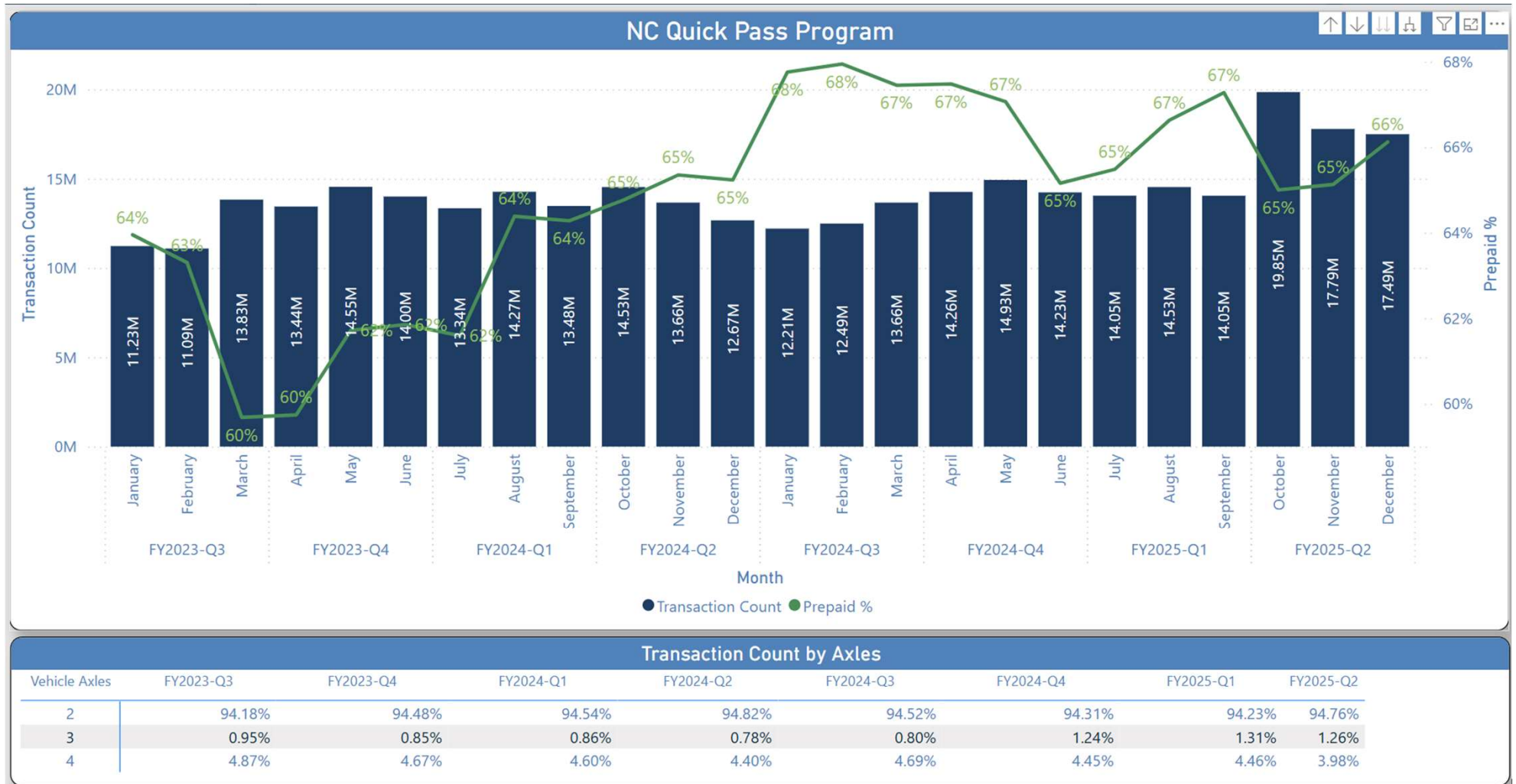
Total Posted Transactions – Monroe Expressway

YOY Growth: 4.08%

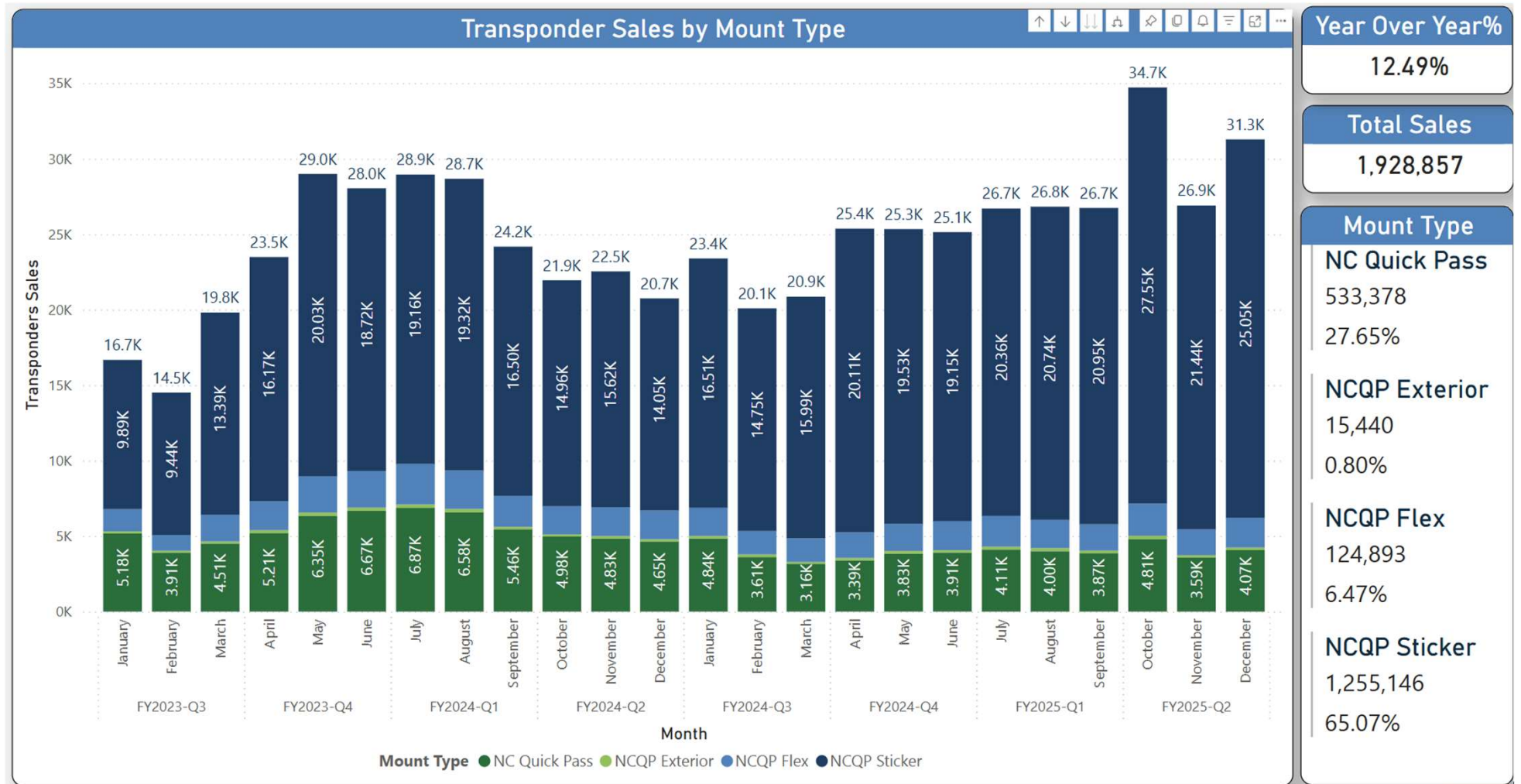


Total Posted Transactions – NC Quick Pass Program

YOY Growth: **12.15%**



Monthly Transponders Distributed



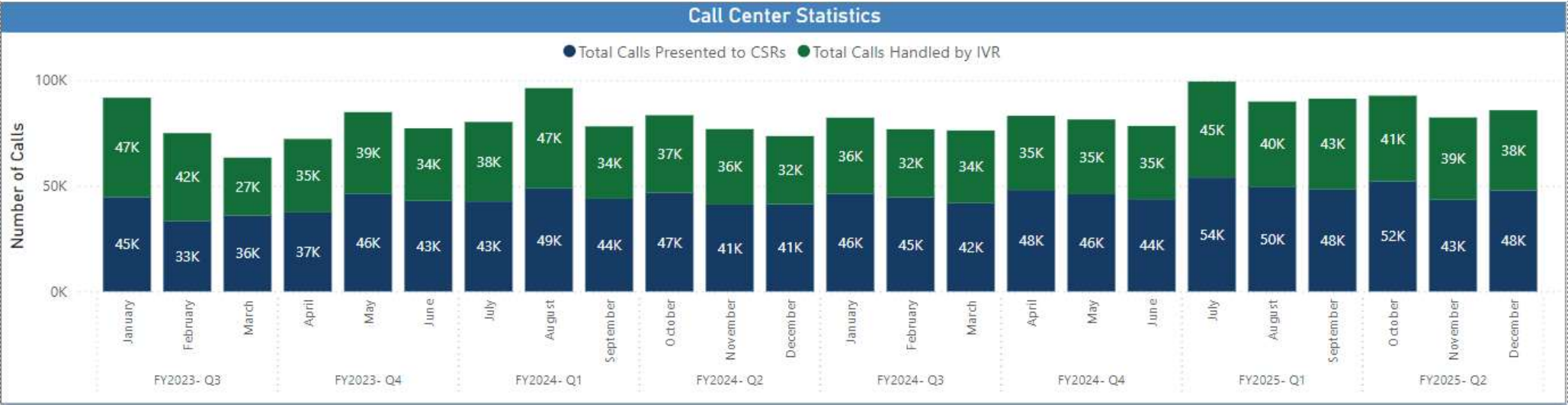
Customer Service Center Update

Angela Queensland
Manager of Customer Service

Call Center Statistics

NC Quick Pass Program

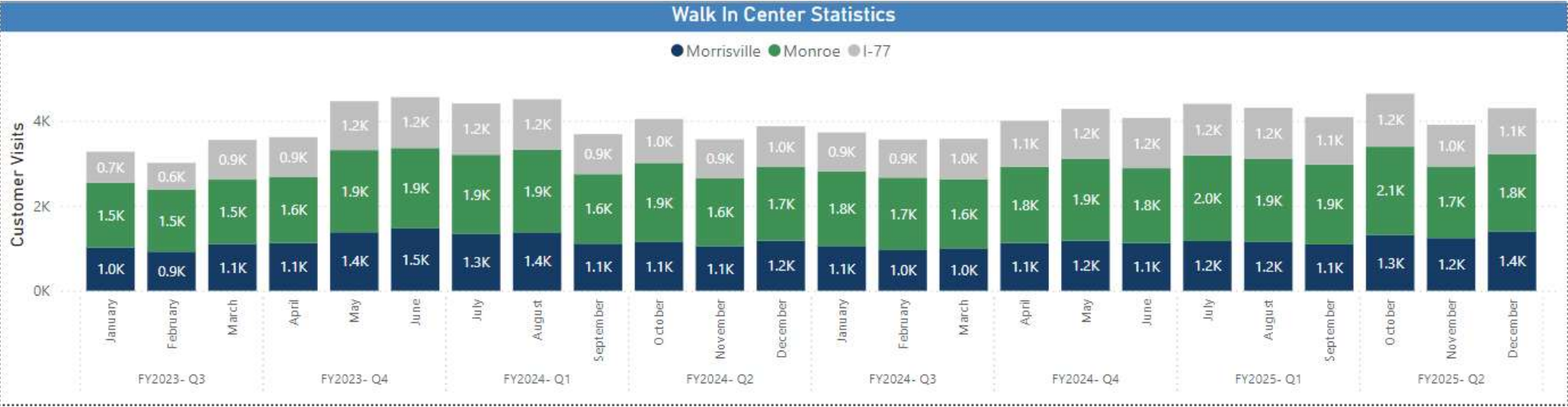
YOY Growth: 7.3%
IVR Containment Rate: 40.6%



Walk-In Center Statistics

NC Quick Pass Program

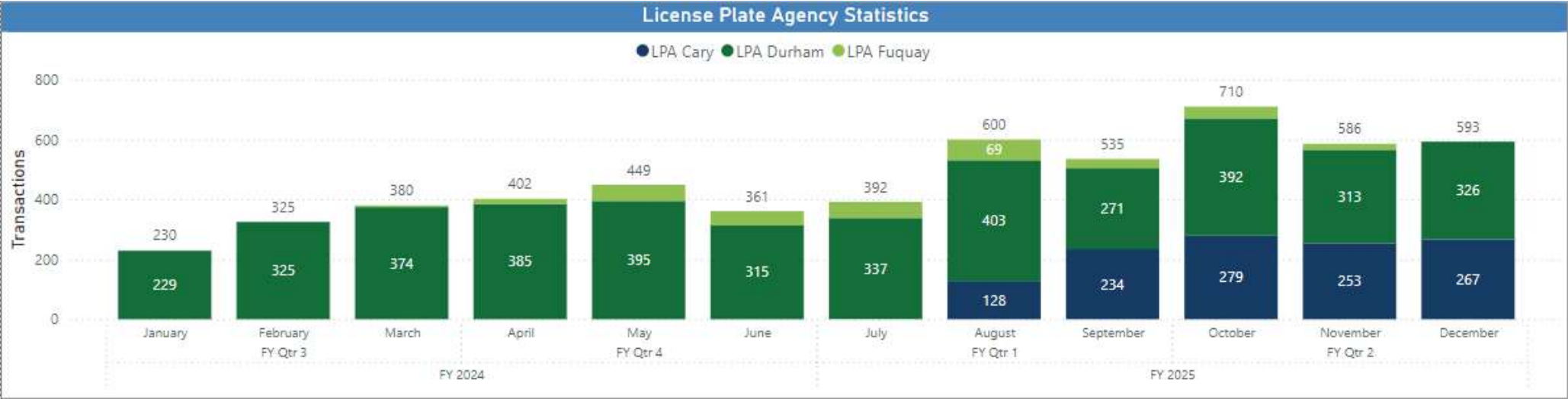
YOY Growth: -2.6%



License Plate Agencies Statistics

NC Quick Pass Program

LPA Durham: **January 2024**
LPA Fuquay: **March 2024**
LPA Cary: **August 2024**



Average Speed to Answer Calls

NC Quick Pass Program

YOY Growth: 7.5%



Average Call Handle Time

NC Quick Pass Program

YOY Growth: -10.8%



Contact Us



ncdot.gov/turnpike

ncquickpass.com



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

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

The background features a dark blue field with a subtle, repeating hexagonal grid pattern. Overlaid on this are several dynamic, glowing green particle trails. These trails consist of numerous small dots that form wavy, flowing lines across the upper and lower portions of the image, creating a sense of movement and energy.

Thank you!