



Board of Directors Operations Committee

September 19, 2019

Complete 540 Project Update

Rodger Rochelle, P.E.
Chief Engineer

Complete 540

Three Contracts



STIP Segments
R-2721 (A&B) and R-2828

Design-Build Teams

R-2828

- The Lane Construction Corporation / Blythe Construction, Inc. JV
- Lead design firm – WSP USA Inc.
- \$403.2M

R-2721B

- Flatiron Constructors, Inc. / Branch Civil, Inc. JV
- Lead design firm - HDR Engineering, Inc. of the Carolinas
- \$159.98M

R-2721A

- Flatiron Constructors, Inc. / Branch Civil, Inc. JV
- Lead design firm - Gannett Fleming, Inc.
- \$183.5M

Complete 540 Design

R-2828

- 8.6 miles
- 120 design submittals, including right-of-way plans, hydraulics design, MOT plans, structure design
- 40% complete

R-2721B

- 4.9 miles
- 31 design submittals, including preliminary roadway plans, hydraulics design, structure design
- 19% complete

R-2721A

- 4.3 miles
- 20 design submittals, including preliminary roadway plans, culvert survey reports
- 10% complete

Complete 540 ROW

R-2721A

- 174 parcels
- 47 parcels acquired
- 127 parcels remaining

R-2721B

- 187 parcels
- 57 parcels acquired
- 130 parcels remaining

R-2828

- 220 parcels
- 22 parcels acquired
- 198 parcels remaining



Complete 540 Permitting

401 Water Quality Certification

- NC Department of Environmental Quality-Division of Water Resources
- Issued February 2019

404 Permit

- US Army Corps of Engineers
- Imminent

R-2828

- Agency coordination meetings held May and August 2019
- Permit modification application anticipated September 2019

R-2721B

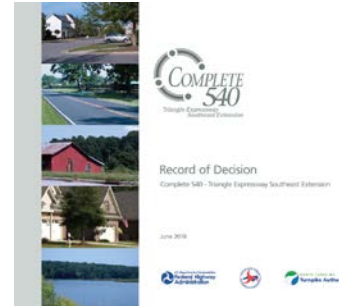
- Agency coordination meeting held in August 2019
- Permit modification application anticipated September 2019

R-2721A

- Agency coordination meeting anticipated in November 2019

Complete 540 Legal Challenges

- Federal lawsuit filed in May 2018
 - Challenging National Environmental Policy Act (NEPA) approvals
 - Challenging Section 7 of Endangered Species Act approvals
 - US Fish and Wildlife Service
 - National Marine Fisheries Service
- Challenge filed with the North Carolina Office of Administrative Hearings in April 2019
 - Challenging Section 401 Water Quality Certification issued in February 2019



Settlement Agreement

- Discussions regarding potential settlement began in March 2019
- Agreement in principal regarding settlement July 2, 2019
- Settlement agreement executed August 22, 2019
- All claims against all parties will be dismissed
 - Federal court
 - NC Office of Administrative Hearings
- Enacts protections for clean air, clean water and endangered aquatic species
- Eliminates costs associated with ongoing litigation, interest rate risk, and project delays
- Allows the project to move forward to construction
- Includes covenants not to sue

Land Acquisition

- Support of Wake County's Open Space Program
 - Support for the county's goals to preserve open space
 - High value properties using Wake County's model
 - Emphasis on purchasing properties in close proximity to Complete 540 and Swift Creek
 - Twenty-five cents per dollar matching funds
 - Calendar years 2020, 2021, 2022, 2023
- High quality land acquisition to provide habitat benefits for aquatic species
- Preservation of 50% of remnant property purchased for right of way

Stream Protection/Mitigation/Stormwater

- Additional stream mitigation beyond permit requirements
- Support for Johnston County stormwater management program for improvements and enhancements
- Studies of runoff discharge volume and peak flow for pre-highway construction and post-construction
- Review of peer states' use of Low Impact Development guidelines and enhance NCDOT Best Management Practices (BMP) toolbox
- Numerous research initiatives for stormwater management
- Post-construction water quality monitoring and BMP implementation

Air Quality/Climate Change

- Toll-free use by public transit buses of all managed lanes projects
- Support GoTriangle's use of NC 540 through funding partnerships
- Conduct quantitative greenhouse gas analyses on major project studies
- Develop strategies and tools to reduce vehicle miles traveled (VMT) and vehicular emissions
- Host breakout sessions at Transportation Summits regarding VMT with SELC and Clean Air Carolina
- Phased approach to reducing greenhouse gas emissions from construction equipment

Species

- Funding for operations and maintenance of the North Carolina Non-Game Aquatic Species Program
 - Yates Mill Aquatic Conservation Center
 - Funding five additional years
- Numerous research projects for aquatic species

Project Toll Technology Overview

Manish Chourey

Chief Technology Officer

Andy Lelewski, P.E.

Director of Program Development

Lifecycle and Modernization Projects

Project	Schedule*	Project Status
Roadside Lifecycle Upgrade 1. Triangle Expressway 2. Morrisville Parkway	Testing: Fall 2019–Winter 2020 Go Live: Spring 2020 (RTCS Contract expiration date)	Baseline Design Complete Commence Factory Acceptance Test (Functional)
Back Office System (BOS 2)	Integration and Testing: Fall 2019–Winter 2020 Go Live: Spring 2020 (BOS1 Contract expiration date)	Testing and Validation Data Migration: now Prepare for Functional Testing (Fall 2019)

Current Approach: All lifecycle projects (Roadside, BOS and CSC) go live in Spring 2020

***Schedule is subject to change**

Key Technology Program Considerations

Project	Consideration	Mitigation
All - CSC, BOS and Roadside	Concurrent transition with Roadside, BOS and CSC go live	1. De-couple Roadside, BOS and CSC simultaneous conversion would change the deployment approach
BOS Upgrade	Data Migration transition and validation behind schedule	1. Independent data level migration (NCTA) 2. Additional NCTA SME review
Roadside Triangle Expressway Upgrade	Roadside Vendor behind schedule	1. Investigate legacy vendor or other RTCS vendor for Morrisville Parkway and future projects

Other Initiatives

- Technology Roadmap for capacity and expansion projects
- Evaluate staffing needs and specialized experience needs
- Monroe Expressway
 - Provisional Acceptance issued
 - Final Acceptance by late 2020
 - Begin payments for O&M period

Customer Service Ops RFP

Goal: High-quality, efficient staffing for toll and ferry customer service

Qualification Phase

- ✓ RFP Issued: Mar. 4
- ✓ Pre-proposal Meeting/CSC Tour: Mar. 12
- ✓ Proposer Questions Answered: Apr. 9
- ✓ Qualification Packages Due: May 7
- ✓ Proposer Interviews: Jun. 25-27
- ✓ Short-list Notification: Jul. 2

Operational Concept Phase

- ✓ CSC Tours: Jul. 9-10
- ✓ Proposer Questions Answered: Aug. 9
- ✓ Transition Plan Due: Aug. 13
- ✓ Ongoing Operations Plan Due: Sept. 17
- ✓ Org. Management Plan Due: Sept. 17
- ✓ Price Proposals Due: Sept. 17
- Proposer Interviews: Oct. 7-8
- Contractor Selection: mid-late October

- Final Steps:
- Contractor Negotiations & NTP
 - Implementation and Transition
 - Go-live: On-going Operations (w/ BOS 2.0)

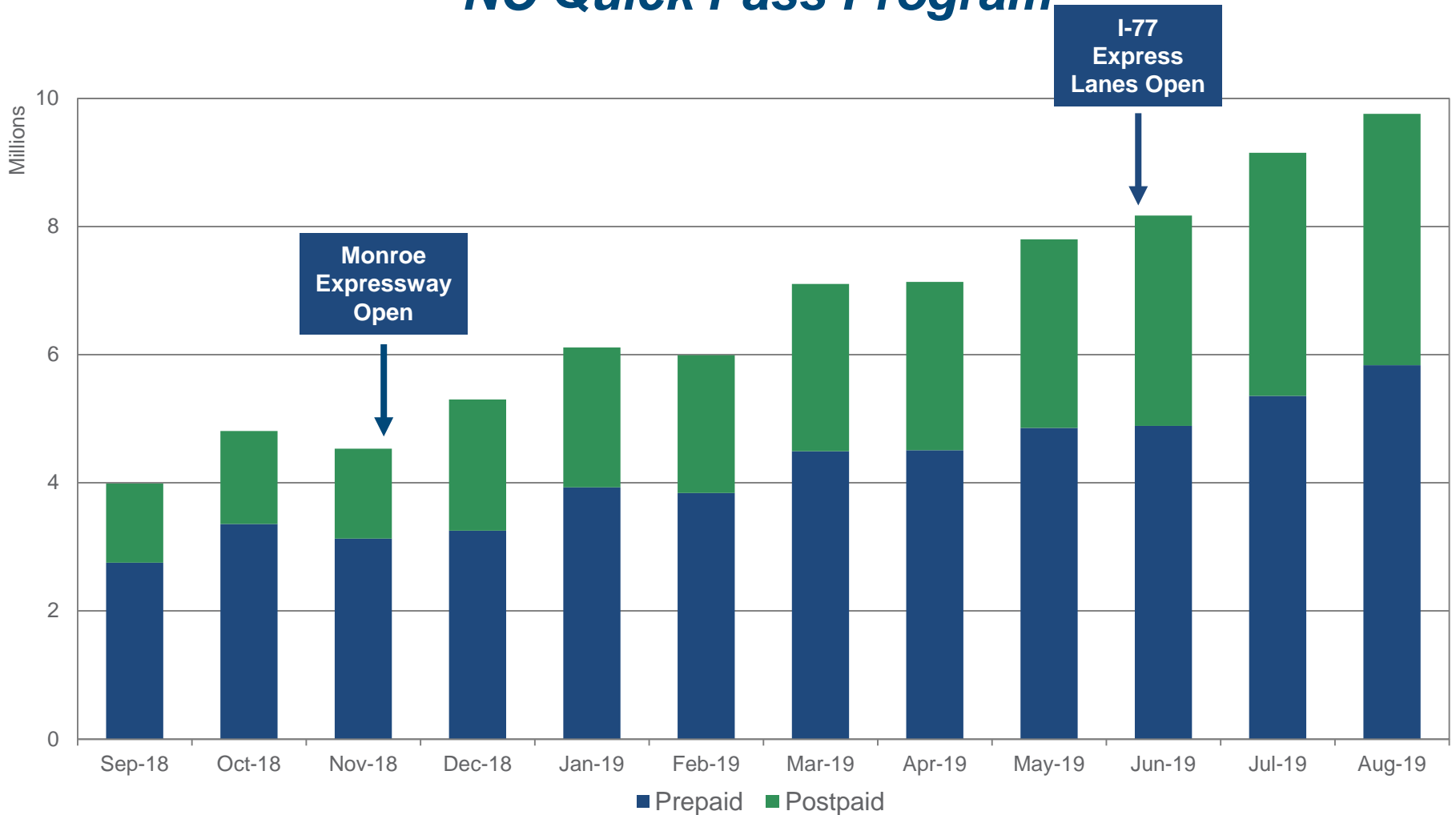
Customer Service & Call Center Update



Angela Queenland
Manager of Customer Service

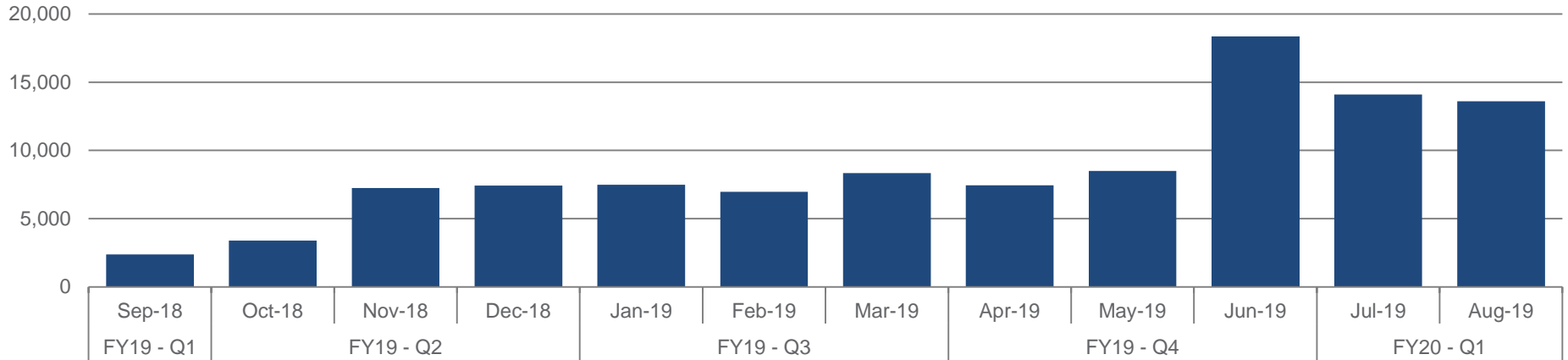
Total Posted Transactions

NC Quick Pass Program

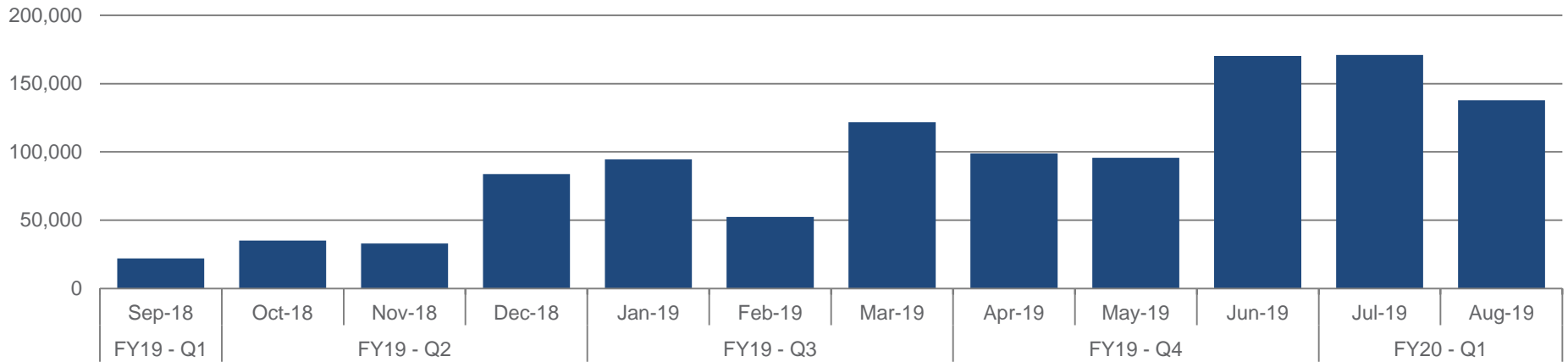


Account Openings

NCQP Accounts

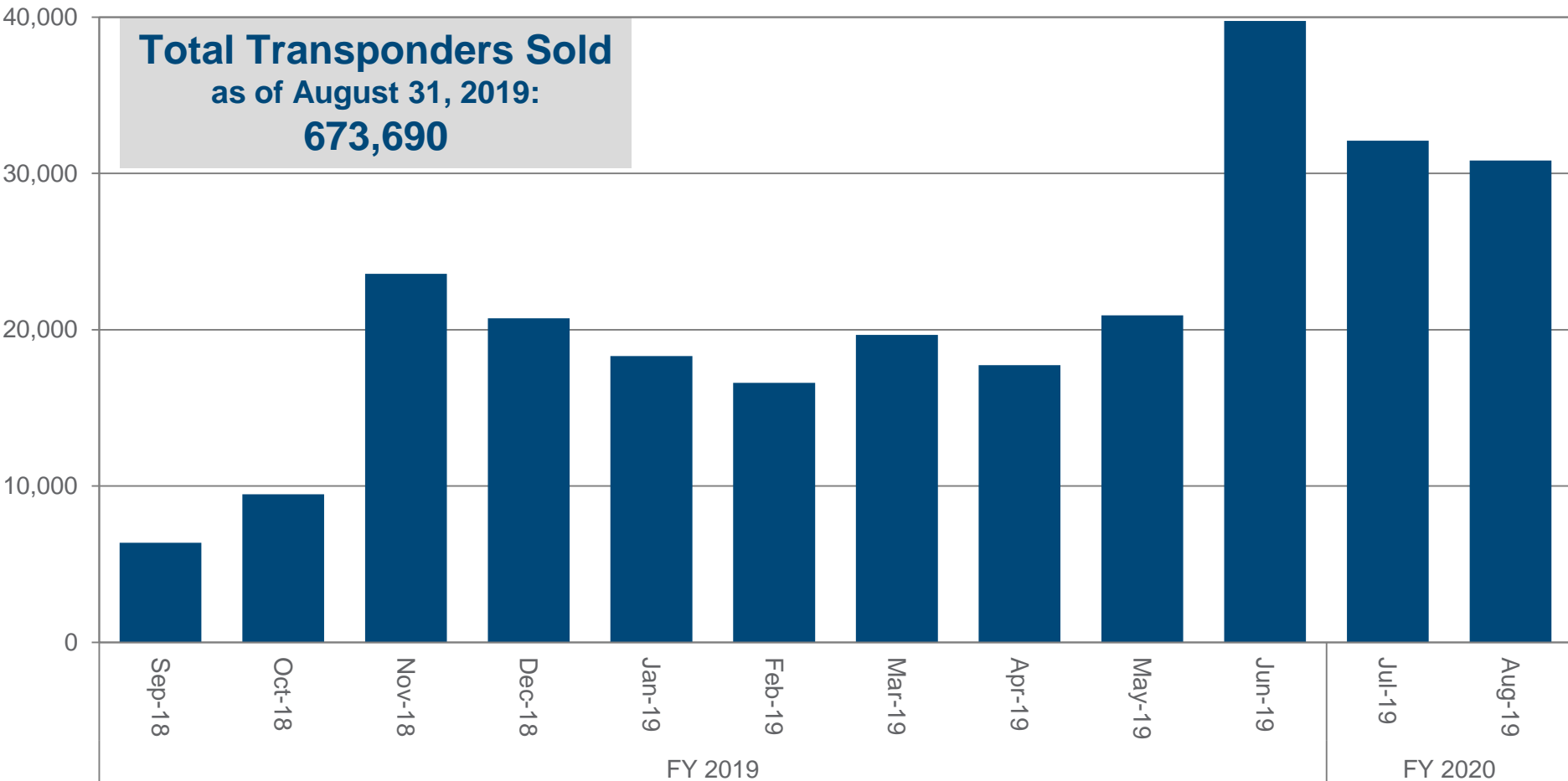


BBM Accounts



Monthly Transponders Sold

NC Quick Pass Program



NC Quick Pass Call Center

Top Call Reasons:

- Invoice Payments
- NC Quick Pass Account Updates
- DMV Hold Payments

Efficiency Improvements:

- Updated Scripting
- Phone System Updates
- Social Media and Website Messaging

NC Quick Pass Customer Outreach

There's an easier way to pay tolls

NC Quick Pass tolls are automatically deducted from a prepaid balance

Enjoy that extra cup

NC QUICK PASS Avoid the slowdown.



NC Quick Pass @NC_QuickPass

We had a blast at the #CaryLazyDaze last weekend! Thank you to all the hard-working employees that make events like this so fun.

NC Quick Pass @NC_QuickPass

Save a trip and a call by going online to manage your account or pay an invoice. Visit ncquickpass.com now!

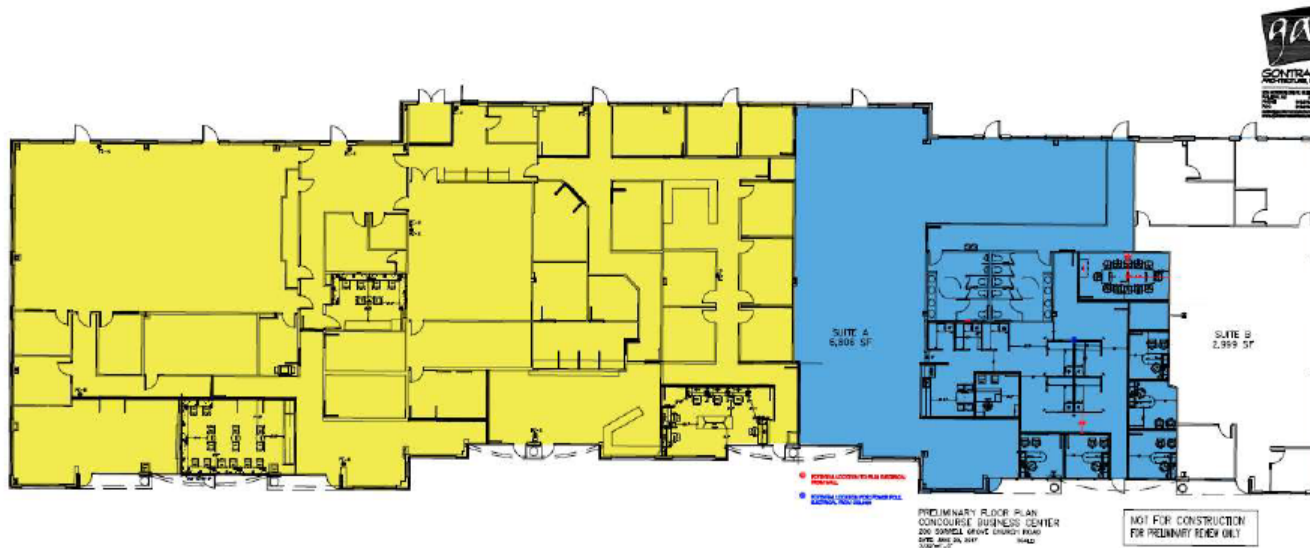



2019 TOWN OF CARY LAZY DAZE ARTS & CRAFTS FESTIVAL

PRESENTED BY

LANE & ASSOCIATES Family Dentistry

CSC Expansion Recap



 Original Occupancy
14,786 sq. ft.

 Expansion 1
6,930 sq. ft.

 Potential Expansion 2
2,855 sq. ft.

2020 Operations Committee Meeting Dates

Montell Irvin, P.E.
Chair

2020 Meeting Dates

Operations Committee

January 16th

March 19th

April 16th

June 18th

July 16th

September 17th

October 22nd

December 17th

Full Board

February 6th

May 7th

August 6th

November TBD

- Held in Charlotte

*All meetings at 10:30am

Thank You!

