



Board of Directors

Operations Committee

January 16, 2020

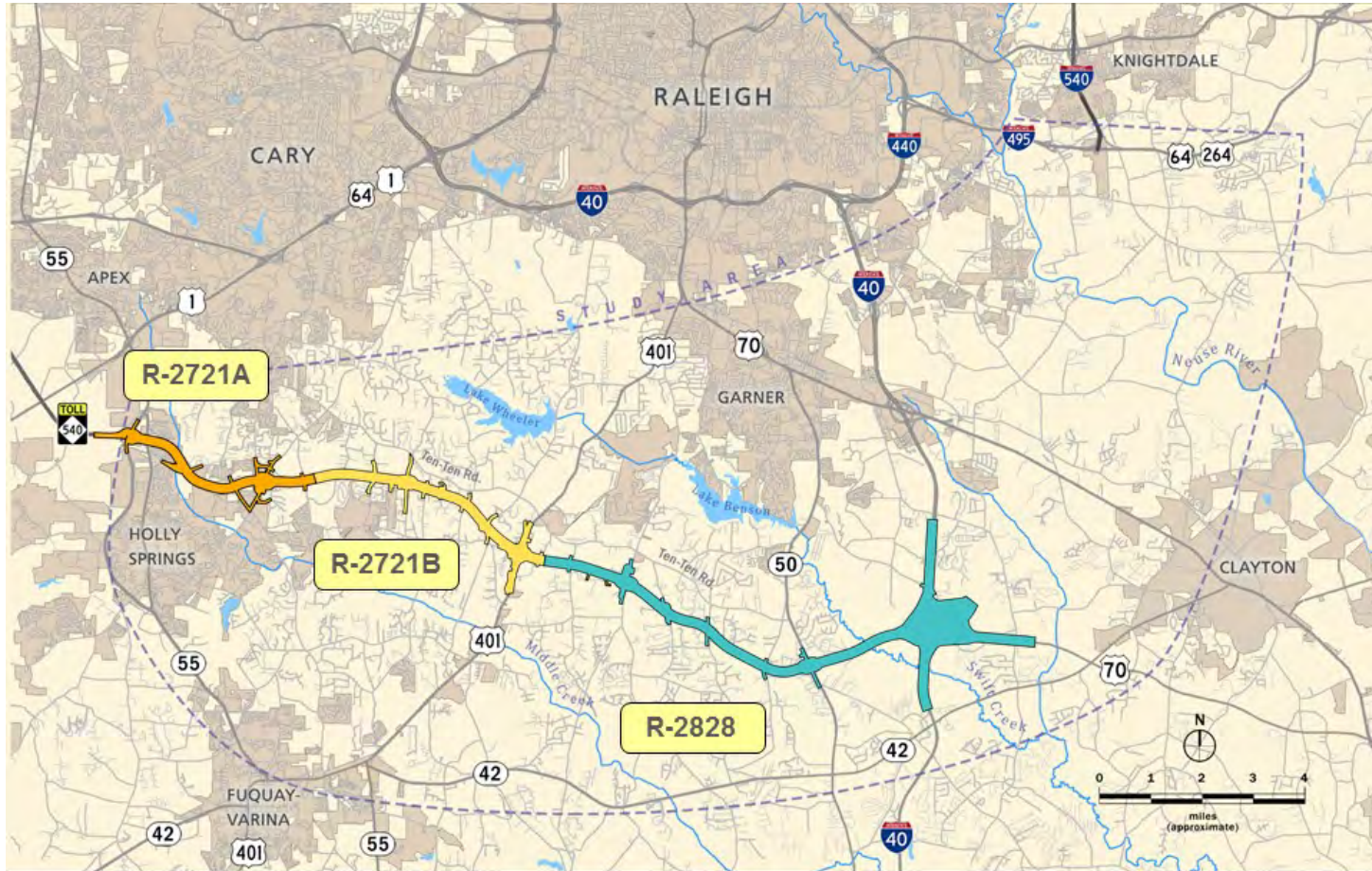
Complete 540 Construction Update

Rodger Rochelle, P.E.

Chief Engineer

Complete 540

Three Contracts



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

Design-Build Contracts

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
- \$160.0M

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
- 239 design submittals, including final roadway design plans, hydraulics design plans, MOT plans, structure design plans
- Construction plans roughly 70% complete

R-2721B

- 4.9 miles
- 89 design submittals, including final roadway design plans, hydraulics design plans, structure design plans
- Construction plans roughly 50% complete

R-2721A

- 4.3 miles
- 102 design submittals, including preliminary roadway plans, culvert survey reports
- Construction plans roughly 30% complete

Complete 540 Right of Way

R-2721A

- 212 parcels
- 144 parcels settled
- 68 parcels remaining

R-2721B

- 221 parcels
- 155 parcels settled
- 66 parcels remaining

R-2828

- 209 parcels
- 42 parcels settled
- 167 parcels remaining



Complete 540 Permitting

401 Water Quality Certification

- NC Department of Environmental Quality-Division of Water Resources
- Issued February 15, 2019

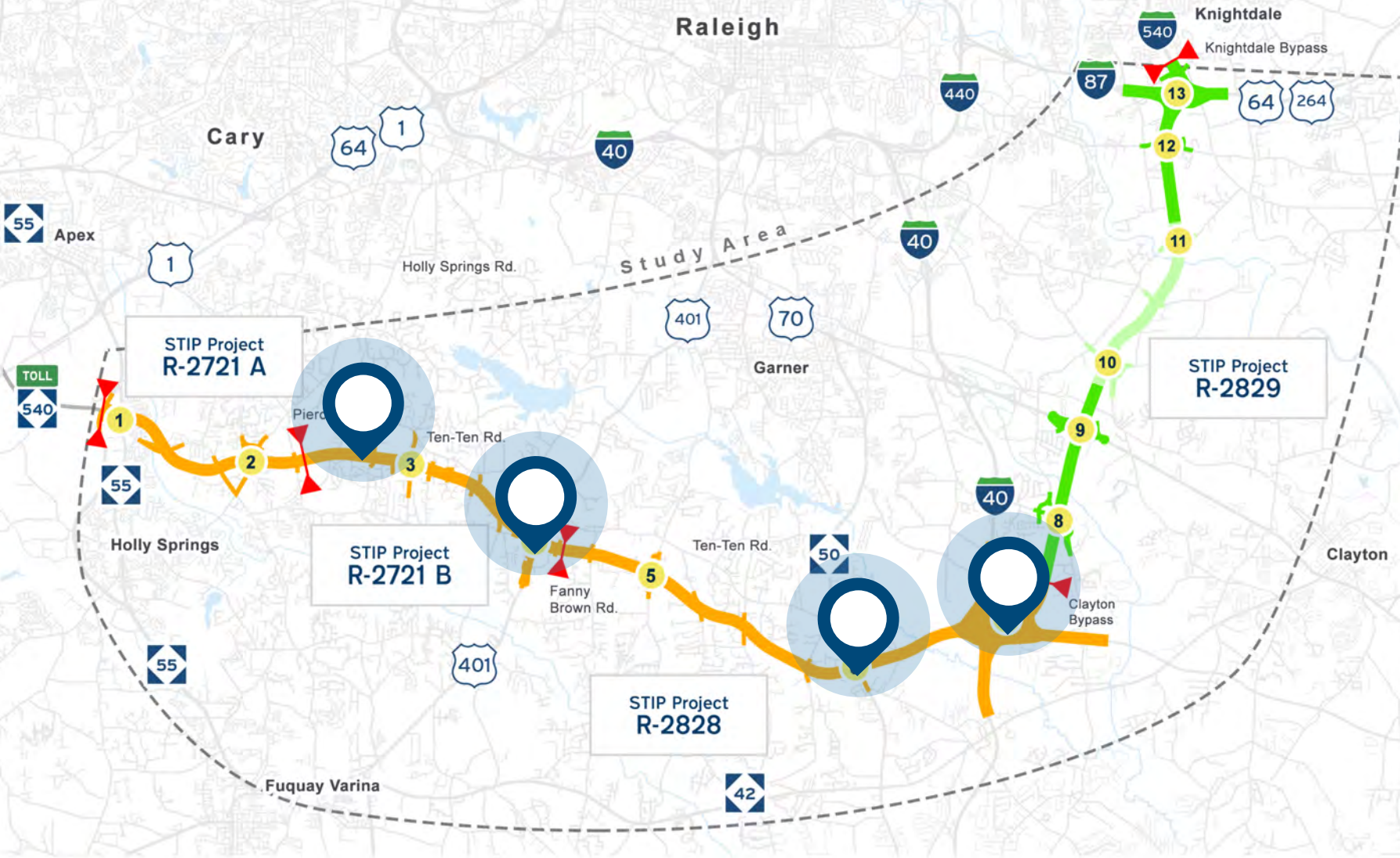
404 Permit

- US Army Corps of Engineers
- Issued October 24, 2019

Permit Modifications

- Frequent agency coordination meetings
- Permit modification will reflect final design details and result in reduced environmental impacts
- Submitted permit modification package for R-2828 and R-2721B early December 2019
- Anticipate submittal of permit modification package for R-2721A in February 2020

Raleigh



● Interchange Locations

1 - N.C. 55 Bypass

5 - Old Stage Rd. (S.R. 1006)

9 - U.S. 70 Business

13 - U.S. 64 / 264 (I-87)

2 - Holly Springs Rd. (S.R. 1152)

6 - N.C. 50 / Benson Rd.

10 - Rock Quarry Rd. (S.R. 2542)

3 - Bells Lake Rd. (S.R. 1386)

7 - I-40 and U.S. 70 Clayton Bypass

11 - Auburn Knightdale Rd. (S.R. 2555)

4 - Fayetteville Rd. (U.S. 401)

8 - White Oak Rd. (S.R. 2700)

12 - Poole Rd. (S.R. 1007)

Morrisville Parkway Interchange Update



Manish Chourey
Chief Technology Officer

Tolling System Testing (FAT) Update

- Test was conducted in Austin on December 16th – 19th
- Punch list to be demonstrated by end of January 2020

Start of Equipment Installation

- All fiber work to complete first week of February
- Install Racks/Host Servers at CSC by mid-February
- Lane Installation to start in early February and end by mid-April 2020

Next Planned Test

- Onsite Installation Test
- Commissioning Test

I-77 Project Update

Manish Chourey
Chief Technology Officer

I-77 New segments opened on 16-Nov-2019
 Dynamic Toll rate went into effect on 3-Dec-2019

Statistics	Transactions Nov 1 st – 15 th	Transactions Dec 1 st – 15 th	Variance
Number of Tolling Points	8	20	+150.00%
Number of Toll Transactions	600,175	1,004,556	+67.37%
Max Dynamic Toll Rate (Tolling point – I06*/I13**)	\$2.00	\$3.54	+77.00%
Number of Distinct Vehicles	113,480	140,071	+23.43%
Number of Pre-Paid Transactions	351,561	616,993	+75.50%
<ul style="list-style-type: none"> ▪ Number of Transponder Transactions 	295,111	545,142	+84.72%
<ul style="list-style-type: none"> ▪ Number of Image Transactions 	56,450	71,851	+27.28%
Number of Post-Paid Transactions	248,614	387,563	+55.89%
Percentage of Transactions Opted as HOV	15.11%	15.37%	+0.26%

I06* = 2S - Westmoreland Road – 77 EL SB, Catawba to Sam Furr
 I13** = 6N - Westmoreland Road – 77 EL NB – Westmoreland to Griffith

Customer Service Center Update

Manish Chourey

Chief Technology Officer

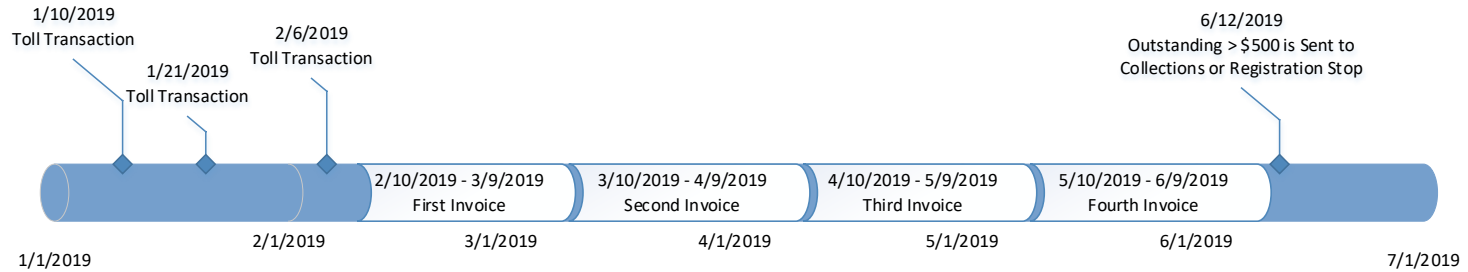
Angela Queenland

Manager of Customer Service

Andy Lelewski, P.E.

Director of Program Development

Process of Collection and Registration Stop



	Current System	After Upgrade
Payment of Invoices in Collections	<ul style="list-style-type: none"> • Payments are taken at the CSC and at the collection agency. Those payments have to be posted manually by CSR. 	Payments will be automated in new back office system.
Payment of Invoices with Plates in Registration Stop	<ul style="list-style-type: none"> • Payments are taken at the CSC, lockbox and at the collection agency. Those payments have to be posted to release Registration Stop <ul style="list-style-type: none"> ➤ Customer can pay the outstanding balance at CSC (includes amount referred to collection agency and any outstanding balance not at collection) ➤ Customer can pay the outstanding balance referred to collection agency at the collection agency and pay remaining outstanding balance at CSC 	Payments and registration hold releases will be automated in new back office system. Customer can pay the outstanding balance as a single payment

Customer Service Operations Contract Procurement

Procurement Overview

Customer Service Operations

- Customer Service Center staffing
- Walk-in Center staffing
- Toll Operations production activities

Key Requirements and Terms

- 5-year contract, optional two 3-year extensions
- Training & Go-Live of new NCTA Back Office
- 5 key positions: Project Manager, Customer Service Manager, Production Manager, Finance Manager, and Communications & Marketing Manager

Procurement Schedule

RFP Issued	March 4, 2019
Mandatory Pre-Proposal Scope of Services Meeting <i>Optional NC Quick Pass Customer Service Center Tour</i>	March 12, 2019
Qualification Packages Due	May 7, 2019
Oral Presentations and Interviews	Week of June 24, 2019
Short-list Notification	July 2, 2019
Response to RFP Proposer Materials Due Operations Transition Ongoing Operations Organizational Management	August 13, 2019 September 17, 2019 September 17, 2019
Ranking of Proposers for Negotiations	November 2019
Notice of Award and Notice to Proceed	December 20, 2019

Technical Approach

Innovation and Risk Management

- Emphasis on quality at cost effective pricing with scalability for future growth
- Non-prescriptive requirements; allowing the Contractor to customize an approach to meet the needs of NCTA
- Procurement strategy allowed NCTA to interact with key personnel
- Required preliminary development of critical project documents for early evaluation

Pricing Approach

Implementation Phase

- Lump sum covers contractor costs From NTP to Go-Live

Operations Phase

- Fixed Fees for non-varying costs
 - Management/key personnel
 - Administrative functions (e.g. Finance Department)
- Per Unit Pricing for high volume repetitive activities
 - Production functions (e.g. transponder fulfillment, image review)
 - Call center production hour
 - Quality reviews

Awarded to GC Services

- Established in October 1957, and began offering customer service in the 1990s
- GC Services' 8,000+ agents handle more than one million customer contacts every day from 30 customer service centers
- Customers include FedEx, Mercedes-Benz Financial Services, Kroger, and Verizon. On the public sector side clients include Los Angeles County Superior Courts, the State of Michigan, and Florida Power & Light

Awarded to GC Services

Contract Value

- \$53,868,916.38
- Value represents estimated work for operations implementation, staffing, training and 5 years of operations

Next Steps

- Project Kick-off
- Project plan and documentation development
- Assume management of current operations using the existing BOS in Spring 2020

I-485 Project Update

Andy Lelewski, P.E.
Director of Program Development

Division 10 Construction Update

- First Johnston Road direct connector bridge started construction on January 6, 2020.
- Over 4 miles of median widening is under construction.
- Over 19 miles of portable concrete barrier have been installed.
- Approximately 4,000 LF of pipe have been constructed.



Johnston Road Direct Connect Bridge

Toll Site 5



Toll Site 6



Toll Collection System

Will provide:

- Design, test, installation, operations, and maintenance of the Roadside Toll Collection System (RTCS)
- Dynamic pricing system
- Operations and maintenance of some components of the Intelligent Transportation System (ITS)

Request For Information

Description:

“To develop an RFP that encourages innovation regarding express lanes RTCS and ITS technology and operations, NCTA is seeking information on best practices and technical solutions. NCTA is particularly interested in driving quality, efficiency, innovation, and continuous improvement.”

Schedule:

Issue Date	November 18, 2019
Questions Due Date (Time)	December 2, 2019 (4:00 PM EST)
NCTA Inquiry Responses Issued	December 6, 2019
Response to RFI Due Date (Time)	December 20, 2019 (4:00 PM EST)
Presentation Meeting Dates	Week of January 6, 2020

Request For Proposal

Format:

- SECTION I ADMINISTRATIVE
- SECTION II DEFINED TERMS AND ACRONYMS
- SECTION III SCOPE OF WORK AND REQUIREMENTS
SECTION IV PROPOSAL CONTENTS
- SECTION V TERMS AND CONDITIONS

Schedule:

Issue Date	Spring 2020
Award Contract	Fall/Winter 2020
Commencement of Tolling	Fall 2022

I-485 Express Lanes

Recent NCTA Accomplishments

- Completed Roadside Toll Collection System (RTCS) Request for Information
- Review of numerous Toll Zone Infrastructure, Intelligent Transportation System, Toll Collection Signing submittals

Upcoming NCTA Work

- Continue review of submittals
- Monitoring of Early Work along the corridor
- Development of RTCS Request for Proposals

Schedule

- Spring 2020 – Release of RTCS Request for Proposals
- Fall 2022 – Commencement of tolling

Thank You!

