



Board of Directors

Operations Committee

March 19, 2020

Opening Comments



J.J. Eden

Executive Director

January Statistics

Triangle Expressway

- Transactions – 4.8 million
 - 5.0% year-over-year increase
- Revenue - \$5.1 million
 - 32.0% year-over-year increase

Monroe Expressway

- Transactions – 2.8 million
- Revenue - \$2.0 million

Transponders

- Over 24,000 distributed
- Over 789,000 distributed program-to-date as of January 31, 2020

Complete 540 Construction Update

Dennis Jernigan, P.E.
Director of Highway Operations

Complete 540 Design

R-2828

- 8.6 miles
- 314 design submittals, including final roadway design plans, hydraulics design plans, MOT plans, structure design plans
- Construction plans roughly 85% complete

R-2721B

- 4.9 miles
- 124 design submittals, including final roadway design plans, hydraulics design plans, structure design plans
- Construction plans roughly 70% complete

R-2721A

- 4.3 miles
- 157 design submittals, including final roadway plans, hydraulics design plans, culvert survey reports
- Construction plans roughly 60% complete

Complete 540 Right of Way

R-2721A

- 211 parcels
- 179 parcels settled
- 32 parcels remaining

R-2721B

- 221 parcels
- 180 parcels settled
- 41 parcels remaining

R-2828

- 212 parcels
- 83 parcels settled
- 129 parcels remaining



Colonial Pipeline at
US 401



I-40



West Lake Road





School Principals in the area

Presentations

INFRA Grant Support Letters

Resident communications

Morrisville Parkway Interchange & I-485 Project Update

Andy Lelewski, P.E.

Director of Program Development

Morrisville Parkway Interchange Project Update

NC-540 Mainline Toll Zones



NC-540 Mainline Toll Zones



NCTA Activities

Recent NCTA Accomplishments

- Final construction activities at the NC-540 Mainline Toll Zones

Upcoming NCTA Work

- Turnover of toll zones to Toll System Integrator
- Installation of spanning trusses
- Installation of toll equipment

Schedule

- Spring 2020 – Begin truss and toll system installation
- Summer 2020 – Commencement of tolling

I-485 Project Update



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 5,000 LF of pipe have been constructed.



Johnston Road Direct
Connect Bridge

Division 10 Construction Update

- John St. interchange has been cleared.
- Some lighting work has begun.
- Clearing utility conflicts.
- Barrier wall demolition in Sections A & B.



Barrier demolition

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)

Toll Collection System

Request for Proposal:

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

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

NCTA Activities

Recent NCTA Accomplishments

- Review of numerous Toll Zone Infrastructure, Intelligent Transportation System, Toll Collection Signing/Pavement Marking submittals
- Coordination relating to power service and Y-Line signing

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

Customer Service Center Update

Manish Chourey

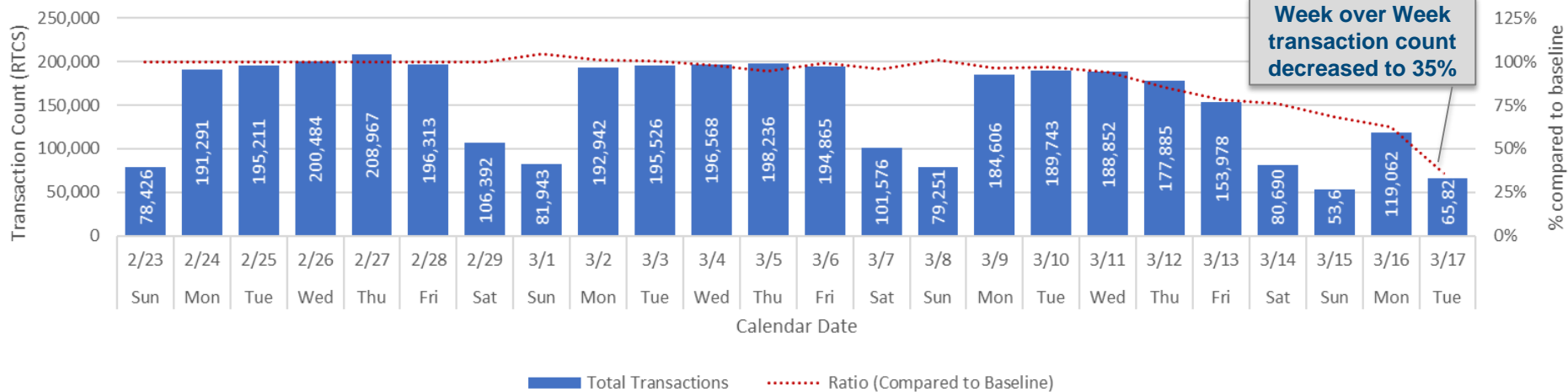
Chief Technology Officer

Angela Queenland

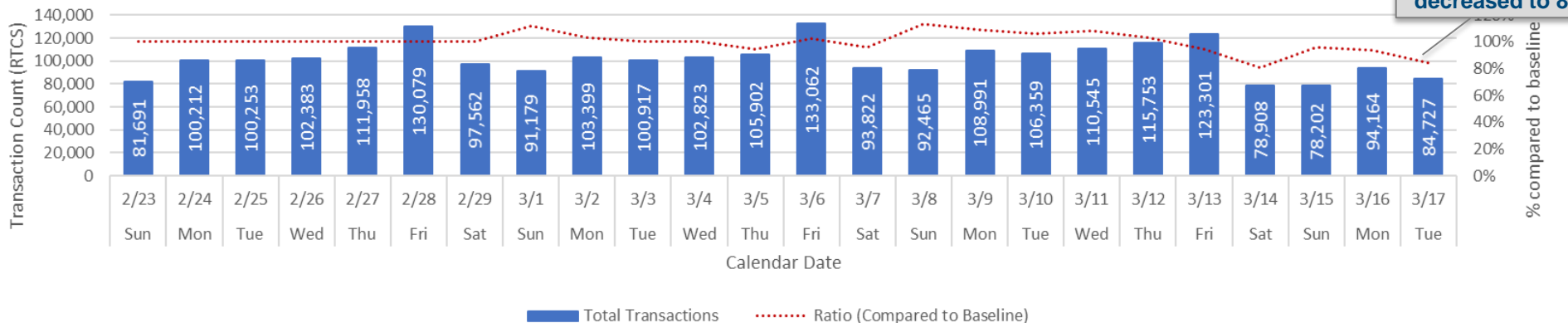
Manager of Customer Service

Transaction Statistics

Triangle Express Total Transactions W/ Ratio Compared to Baseline of 2/23-2/29



Monroe Expressway Total Transactions W/ Ratio Compared to Baseline of 2/23-2/29



Customer Service Contract

Customer Service Operations

- Call center staffing
- Walk-in center staffing
- Toll operations production activities

Contract 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

GC Services Customers



Mercedes-Benz



HYUNDAI



GC Services Philosophy

- Recruiting practices
- Incentive plans
- Quality initiatives
- Employee development

Vendor Transition Update

Project Transition

Transition Date: 30-May-2020

- **NCTA**
 - Transition Team
- **GC Services**
 - Key Staff
 - Rapid Deployment Team
- **Standing daily coordination meetings**
 - 4 days/week
 - NCTA and GC Services
- **Weekly status meetings**
 - NCTA / GC Services / AECOM

Pandemic Actions

Code Green

- Hand sanitizer available in the lobby (customers) as well as throughout the building (staff)
- Clorox wipes available for staff to wipe down workstation
- Janitorial crew wipes down door handles, faucets and toilets with approved disinfectant solution daily

Code Yellow

- Spray door handles, table tops, and counters daily with disinfectant spray
- Remove greeters from lobby
- Withdraw from outside events
- Remove iPads from lobby

Code Red

- Spread staff to every other seat to keep staff at least 5 ft apart and prevent cross contamination
- Implement work at will without the repercussion of disciplinary action
- Close CSC walk-in centers

Thank You!

