

North Carolina Turnpike Authority

Operations Committee Meeting

January 26, 2023



Operations Committee



Montell W. Irvin
Operations Committee Chairman



Mary N. Clayton
Operations Committee Member



Sam Hunt IV
Operations Committee Member



**Charles 'Chuck'
L. Travis III**
Operations Committee
Member

Other Board Members



J. Eric Boyette
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



**Dr. Pamela
Gibson Senegal**
Board Member

Opening Comments

JJ Eden

Executive Director

Complete 540 Construction Update

Dennis Jernigan, P.E.

Interim Chief Engineer

Girder Setting



Holly Springs Road



Bells Lake Road



US 401



Old Stage Road



Sauls Road to
Holland Church Road



Holland Church Road Bridge



West Lake Road to Bells Lake Road



Turbine Interchange



Detours and Closures



- Catherine Place
 - Temporary closure
 - Closed January 2023
 - Closure estimated to last until late 2023
- Pierce Olive Road
 - Temporary closure
 - Closed July 2022
 - Closure scheduled to last eight months
- Deer Meadow Drive
 - Temporary Closure
 - Closed July 2022
 - Closure scheduled to last twelve months
- U.S. 70 West Loop to I-40 East
 - Permanent closure
 - Closed July 2022
 - New turbine scheduled to open 14 months after closure



On-Site Detours

- Sunset Lake Road
- Holly Springs Road
- West Lake Road
- Bells Lake Road
- Old Stage Road
- Sauls Road



NORTH CAROLINA
Department of Transportation

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Upcoming Bells Lake Road Traffic Shift as Part of Complete 540 Construction

RALEIGH - The North Carolina Turnpike Authority is continuing construction of the southern portion of the Complete 540 project, which will extend the Triangle Expressway (Toll N.C. 540) from N.C. 55 Bypass to Interstate 40.

On or around July 21, contractors for the project have scheduled a temporary traffic shift on Bells Lake Road for Toll N.C. 540 construction. Bells Lake Road traffic will shift to an on-site temporary detour that is scheduled for approximately 12 months.

Signage will be installed advising travelers of the upcoming on-site detour. Drivers should use caution and slow down while traveling through work zones and detour routes.

Construction updates for the Complete 540 project can be found by visiting ncdot.gov/projects/complete-540/Pages/planned-construction.aspx.

Published Date:
7/15/2022

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""NCDOT""

Community Outreach

Dennis Jernigan, P.E.

Interim Chief Engineer



2022 Complete 540 Outreach



Public Meetings

Over 1,400 participants over 31 public meetings



Informing Residents

9,015 postcards & 33 Nextdoor posts



Resident Inquiries

402 emails & 315 calls to the Complete 540 Hotline



Complete 540 Outreach

Over the Course of the Project



Public Meetings

Over 3,900 participants over 100 public meetings



Informing Residents

25,650 postcards & 79 Nextdoor posts



Resident Inquiries

1,692 emails & 988 calls to the Complete 540 Hotline

Complete 540 Phase 2

Dennis Jernigan, P.E.

Interim Chief Engineer



FAA Communications Tower Relocation – R-2829B

- Currently on private property at Rock Quarry Road – Parcel 30 ~ Sta 1208+00
- Tower relocating to property off NC 540
- All work for this relocation is by others
- Ongoing coordination is underway – relocation anticipated prior to project letting



SBA Cell Tower Relocation – R-2829B

- Currently on southeast corner of the Raleigh Rugby Club property – Parcel 53 ~ Sta 1433+00
- All work for this relocation is by others
- Ongoing coordination is underway



R-2829B

RFQ Advertisement	November 15, 2022	✓
Statement of Qualifications due from Design-Build Teams	December 20, 2022	✓
Department Announces Short-listed Teams	January 18, 2023	✓
Department Issues Industry Draft RFP to Short-listed Teams	January 18, 2023	✓
First Meeting with Short-listed Teams	February 1, 2023	
Department Issues Second Industry Draft RFP to Short-listed Teams	February 15, 2023	
Department Holds Statement of Qualifications Debriefs	Week of February 20, 2023	
Second Meeting with Short-listed Teams	March 1, 2023	
Department Issues Final RFP to Short-listed Teams	March 22, 2023	
Technical Proposals and Fuel Usage Factor Chart / Estimate of Quantities Due	June 22, 2023	
Sealed Price Proposals Due	July 11, 2023	
Technical Presentations by Short-listed Teams	July 12, 2023	
Open Price Proposals	July 18, 2023	
Department Holds Technical Proposal Debriefs (Pending Contract Execution)	Week of August 21, 2023	

NOTE: All dates are approximate and subject to change.

R-2829A

RFQ Advertisement	February 1, 2023
Statement of Qualifications due from Design-Build Teams	February 28, 2023
Department Announces Short-listed Teams	March 16, 2023
Department Issues Industry Draft RFP to Short-listed Teams	March 16, 2023
First Meeting with Short-listed Teams	April 4, 2023
Department Holds Statement of Qualifications Debriefs	Week of April 17, 2023
Department Issues Second Industry Draft RFP to Short-listed Teams	April 18, 2023
Second Meeting with Short-listed Teams	May 2, 2023
Department Issues Final RFP to Short-listed Teams	May 16, 2023
Technical Proposals and Fuel Usage Factor Chart / Estimate of Quantities Due	August 24, 2023
Sealed Price Proposals Due	September 12, 2023
Technical Presentations by Short-listed Teams	September 13, 2023
Open Price Proposals	September 19, 2023
Department Holds Technical Proposal Debriefs (Pending Contract Execution)	Week of October 23, 2023

NOTE: All dates are approximate and subject to change.

Contract Administration

- As the Construction Contract Administrator, NCTA will be responsible for approval of all contract adjustments
- Consultant (CEI) Resident Engineering Team(s) will be utilized
 - NCTA will have the option to award two project specific teams or one consultant team that demonstrates the ability to administer both projects



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

Westinghouse Direct Connect as of NCTA Operations
Committee meeting, October 20, 2022



Division 10 Construction

Westinghouse Direct Connect as of today.



Division 10 Construction

Scissor Bridge From Toll Lane to Johnston Road Direct Connect – October 20, 2022 Operations Committee Meeting



Division 10 Construction

Scissor Bridge Johnston Road to the Toll Lane Direct Connect & Traffic Shift



Division 10 Construction

CSX Bridge



Toll Technology Update

Manish Chourey

Chief Technology Officer

Roadside Updates

- Toll Rates for the year 2023 were implemented on Triangle and Monroe Expressway without any issues.
- Triangle Expressway OAT
 - Awaiting a few audits and a full evidence package from Kapsch for review.
- Class data updated for both Triangle and Monroe to meet revised ICD (include axle counts).
- Monroe Expressway roadside in steady-state operations.
- C540 Toll System Design work to start after completing Retrofit OAT.

SRTCS Toll System Procurement – Timeline

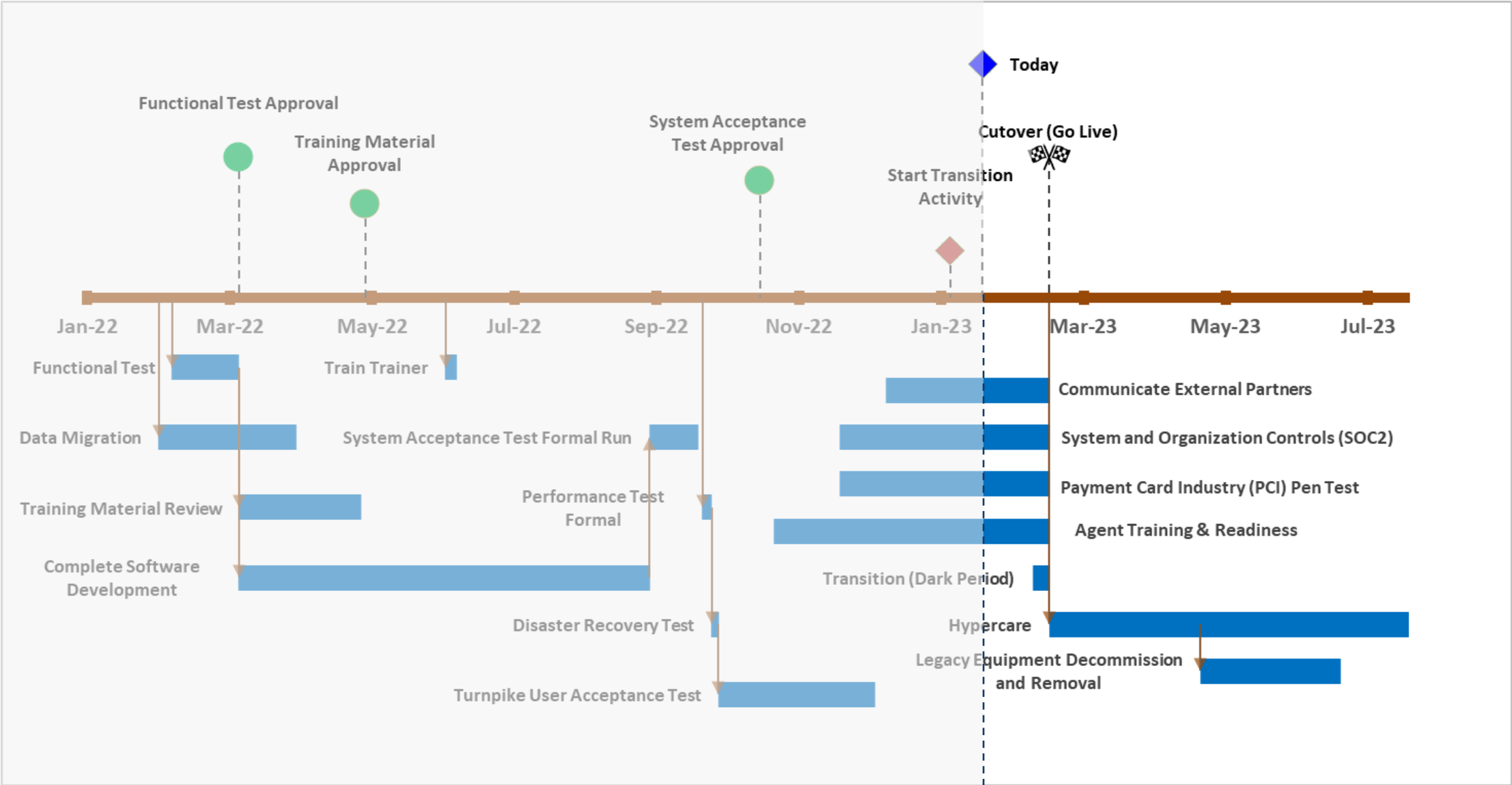
Category	Date
RFP Issued	January 20, 2023
Mandatory Pre-Proposal Scope of Services Meeting	February 2, 2023 (1:00 p.m. to 2:00 p.m. EDT).
Proposer Questions Due	February 17, 2023 (4:00 p.m. EDT)
Proposals (Technical and Price) Due	March 17, 2023 (4:00 p.m. EDT)
Notification of Proposers Shortlisted for Oral Presentations	April 7, 2023
Oral Presentations and Interviews	Week April 17, 2023
Ranking of Proposers for Negotiations	May 2023
Notice to Proceed / Award of Contract	May 2023

Why Transition BackOffice System?



- **Antiquated technology stack deployed in 2011** includes a large and complex set of tightly coupled applications and is hard to change.
- **Obsolete website and mobile web.**
- **On-premise telephony solution.**
- **Inflexible, hard to interface** with current days technology.
- **Batch interfaces do not support real-time interfaces.**
- **Scalability is restricted** to available/procured hardware in computing and storage.
- **Unable to quickly improve customer service experience** with the advent of new channels for customer interactions – social media, web chats, and mobile Apps.
- **Data retention and ability to quickly scale** to the growth of traffic and customer data.
- **Technology is evolving far faster than the current systems can handle.**

Backoffice System Upgrade



The Timeline provides Plan dates – subject to changes based on actual activities

Technology Upgrades

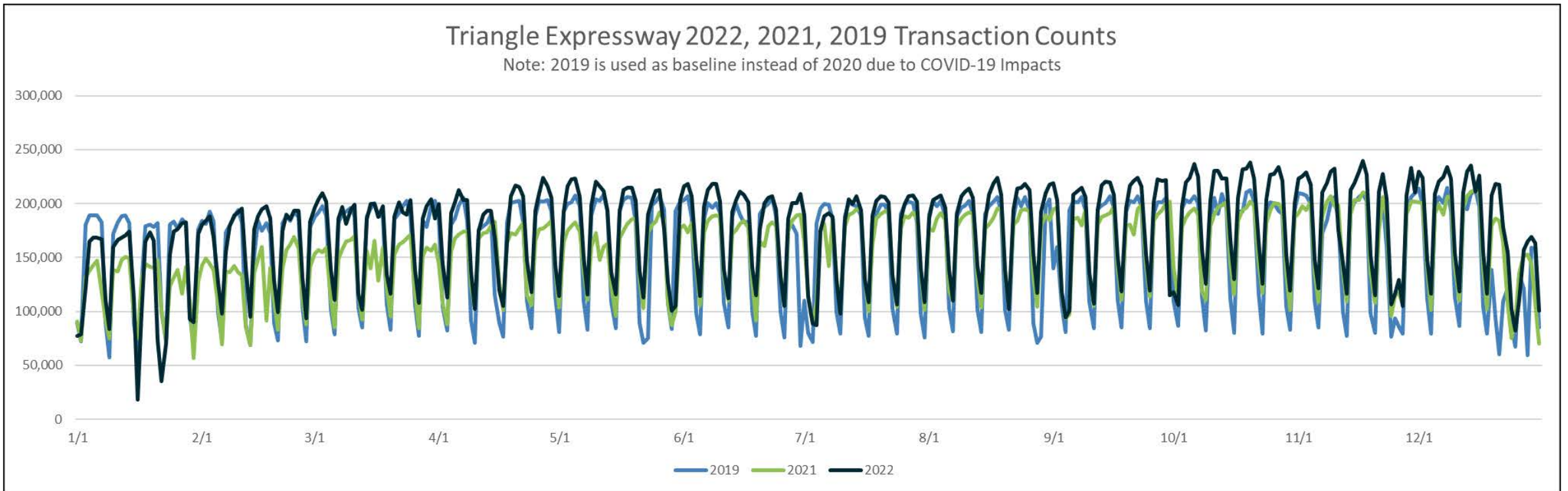


- **Utilizes cloud services** that capture and store unstructured and structured data in real-time.
- **Event-driven and container-based microservices architecture** to take advantage of cloud services. (Microservice Architecture is a collection of small autonomous services modeled around a business domain).
- **Protecting system security and ensuring customer privacy.**
- **IT integration services to integrate new technologies in current solutions** while “as a service” based concepts and partnerships with services continue to grow.
- **Identify subsystems from the Back Office as services** (Web, Mobile Apps, IVR, Telephony, DMV name, and address lookups, Mail-house). All integrations are to be developed with standard APIs via a gateway.

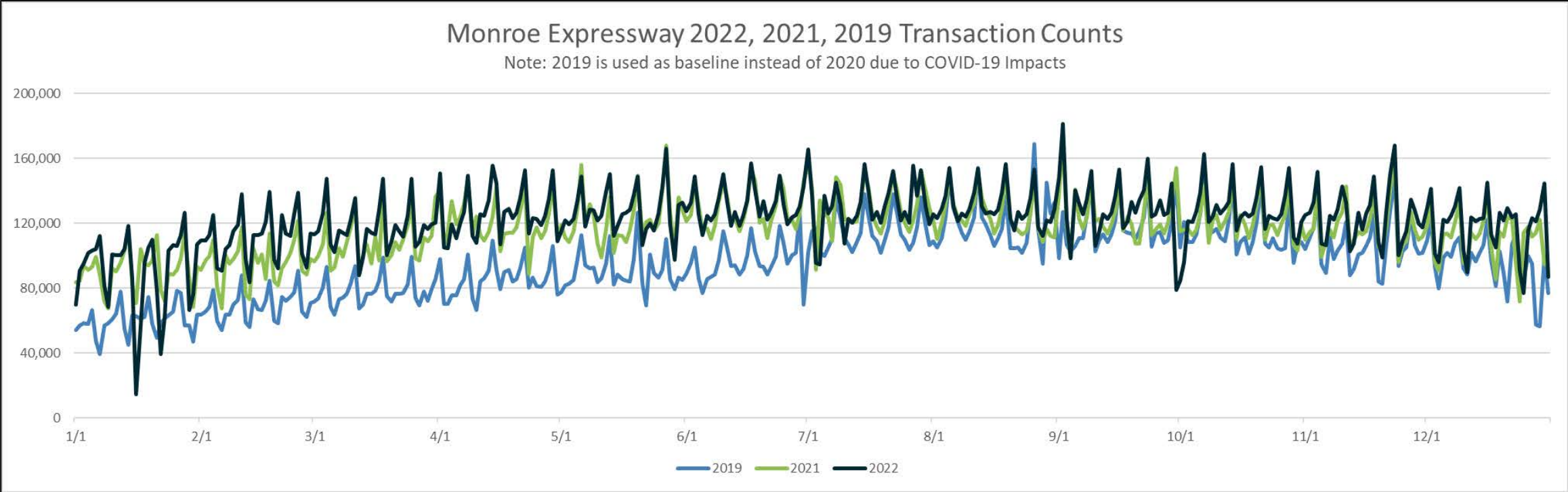
Triangle Expressway Traffic

Triangle Expressway 2022, 2021, 2019 Transaction Counts

Note: 2019 is used as baseline instead of 2020 due to COVID-19 Impacts



Monroe Expressway Traffic



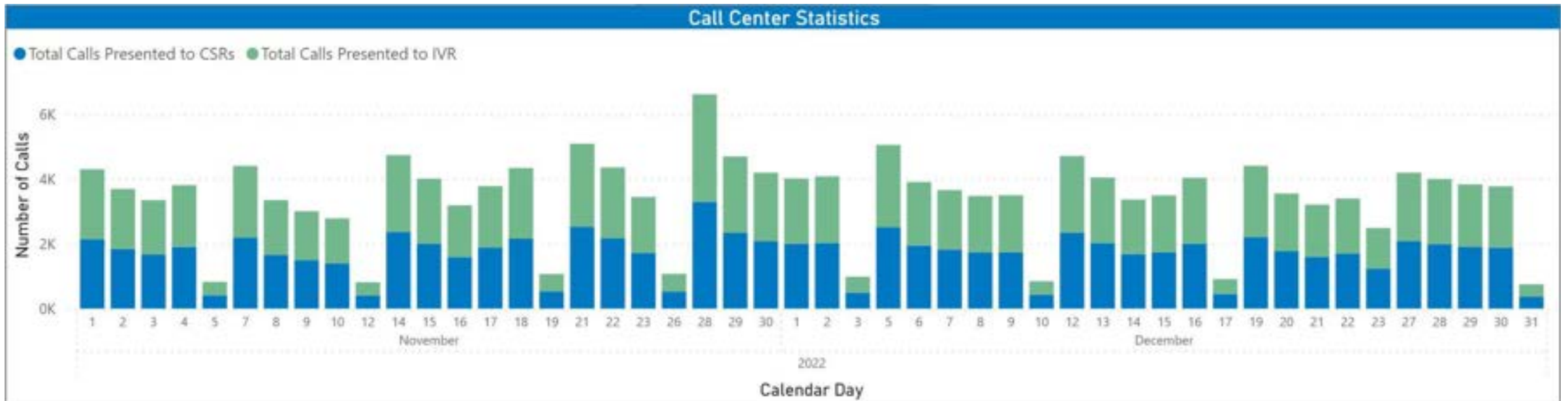
Customer Service Center Update

Angela Queensland

Customer Service Manager

Call Center Statistics

NC Quick Pass Program



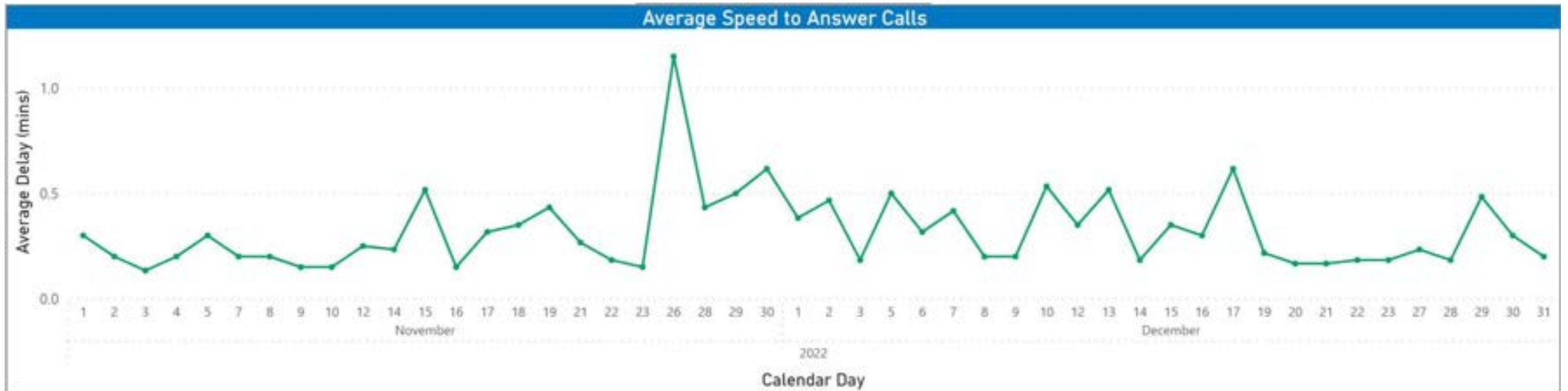
Walk-In Center Statistics

NC Quick Pass Program



Average Speed to Answer Calls

NC Quick Pass Program



Average Call Handle Time

NC Quick Pass Program



CSC Operational Readiness

Angela Queensland

Customer Service Manager

Suzie Wiley

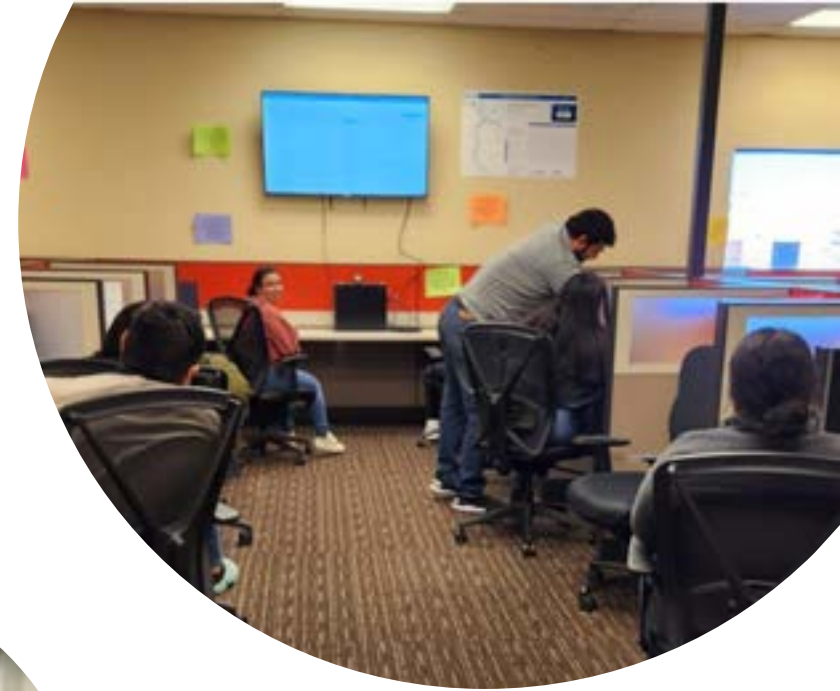
Quality & Training Manager

Operational Preparation

- Staffing
 - Increased staffing 91% over the last quarter
 - Cross training agents on multiple functions
 - Processing backlogs
- Projections
 - Work Force Management
 - Analysis of workstream volumes
- SOP Development
 - NCTA owned process
 - Step by step procedures for new BOS2 functions

Agent Training

- Employee Wellness
- Training materials
- Measurement
- Schedule



Communications Update

Logen Hodges

Marketing & Communications Director

Schedule

Campaign	Anticipated Date	Platforms	Messaging
A			
BOS2 General Announcement	60 days from go-live (December 13)	Press release, email, social media, BBM insert, CSR script, Stakeholder coordination	February 2023 NC Quick Pass is launching a new website and customer experience.
B			
Downtime of Website/Accounts	30 days from go-live	Press release, email, social media, BBM insert, CSR script, BOS1 website alert (banner), DMS sign messaging, temporary landing page (FAQ), stakeholder one pager, CSC TV Slide	Beginning February 17 at 5:00 p.m. through February 24, ncquickpass.com and myncquickpass.com will be unavailable, as we transition to the new system.
C			
New Website Announcement	Go-live	Press release, Email, social media, BBM insert, CSR script, DMS sign messaging, IVR, Stakeholder coordination	NC Quick Pass is now live!
D			
Website and App Marketing Campaign Launch	Within 90 days of system go-live	Press release, email, social media, BBM insert, CSR script, IVR, NCQP website banner, video	It's easier than ever to sign up for NC Quick Pass.

Campaign A Review

NC Quick Pass is pleased to announce that a new website and system are coming February 2023.

- **600K Emails & 60% Open Rate**
- **35K SCM Impression**
- **40K BBM Inserts**
- **600 New Followers**
- **1,300 Visits to the News Release**





New Website and System Coming February 2023

Important!

Website and System Update



NC Quick Pass is pleased to announce that a new website and system are coming February 2023. This new website and system will substantially modernize our customer service and the customer experience.

The transition to the new website and system will require a temporary down time for all NC Quick Pass website functions and customer service. As we continue towards this update period, we will provide the expected impacted dates on all available platforms. Customers can receive updates at ncquickpass.com or by following NC Quick Pass on [Twitter](#) and [Facebook](#).



New Website and System Coming February 2023

During the update period, customers will temporarily be unable to access the website and customer service

[Tap over to view important updates.](#)



Campaign B

Downtime of Website/CSC	30 days from go-live	Press release, email, social media, BBM insert, CSR script, BOS1 website alert (banner), DMS sign messaging, temporary landing page (FAQ), stakeholder one pager, 77 MP website alert, CSC TV Slide	Beginning February 17 at 5:00 p.m. through February 24, ncquickpass.com and myncquickpass.com will be unavailable, as we transition to the new system.



Campaign B

Travel

During this system update, **customers will be able to travel as usual** on North Carolina toll facilities with or without a transponder.

Stay informed/After Update

Once the system update is complete, customers will be able to **manage and login to their account with their username and password** at ncquickpass.com or pay their Bill by Mail invoice and be able to make updates to their account. As with any system update of this scale, there may be **necessary system maintenance during the transition or in the first few weeks of operation**. If any system maintenance is required, customers will be notified on ncquickpass.com or on [Twitter](#) and [Facebook](#).

Project Summary

NC Quick Pass is excited to launch our new website and system in February! **Beginning February 17 at 5:00 p.m. through February 24, ncquickpass.com and myncquickpass.com will be unavailable**, as we transition to our new system.

Payments

Please be sure to pay any outstanding invoices or add money to your NC Quick Pass account before February 17. Customers that receive invoices dated January 12 through February 16 will have 45 days to pay the invoice instead of the traditional 30-day period. **This 15-day extension will be included in the due date of the invoice and no fees or penalties will be assessed during this time. No invoices will be due between February 11 through February 25.**



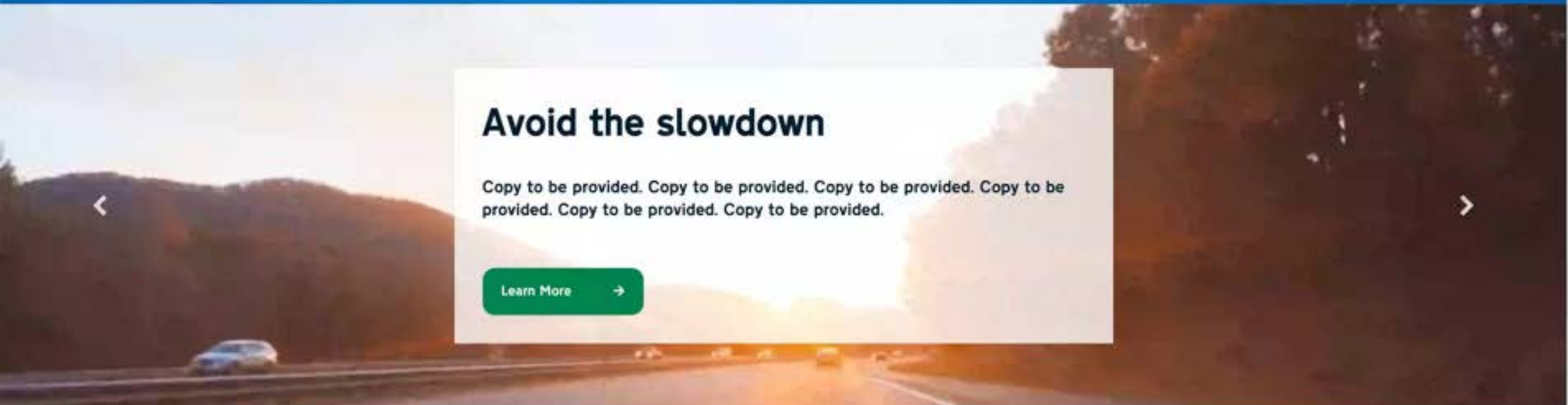
New Website and System Coming February 2023

NC Quick Pass System Update Begins February 17



NC Quick Pass is excited to launch our new system in February! For five to seven days beginning February 17 at 5:00 p.m., our current website will be temporarily offline, as we transition to our new system. During this time, customers will not be able to make payments, add money to accounts, sign up for a NC Quick Pass account, or perform any other actions available on our existing website.

Please be sure to pay any outstanding invoices or add money to your NC Quick Pass account before **February 17**. All North Carolina toll roads will not be impacted during this system upgrade and customer will be able to travel as usual.



Avoid the slowdown

Copy to be provided. Copy to be provided. Copy to be provided. Copy to be provided. Copy to be provided. Copy to be provided. Copy to be provided.

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Pay now



My account



Open account



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Thank you!