

North Carolina Turnpike Authority

Operations Committee Meeting

April 20, 2023



Opening Comments

Dennis Jernigan, P.E.

Interim Chief Engineer

Chief Engineer Update

Dennis Jernigan, P.E.

Interim Chief Engineer

RTA Complete 540 Tour

March 23, 2023


- RTA toured two sites along Complete 540
 - U.S. 401
 - I-40/U.S. 70 turbine-style interchange
- Attendees included
 - NCTA Board Members
 - RTA members
 - Local elected officials
 - Press



RTA Complete 540 Tour

March 23, 2023


- Started the day with presentation at Wake Tech Campus
- Covered by [ABC 11 News story](#)
- Strengthened NCTA's relationship with RTA and business community

1403/U.S. 70/Toll N.C. 540 Turbine-Style Interchange

Walking Directions From Wake Tech Parking Lot to U.S. 401

1. Walk north from the parking lot onto Advantage Way.
2. Turn left onto Old McCollers Road.
3. Follow Old McCollers Road until you reach the field site on U.S. 401.



Driving Directions From Wake Tech Parking Lot to I-40/U.S. 70 Turbine-Style Interchange


1. Drive north from the parking lot onto Advantage Way.
2. Drive straight onto Old McCollers Road.
3. Turn right onto Ten Ten Road.
4. Follow Ten Ten Road until you turn left onto N.C. 50.
5. From N.C. 50, turn right onto New Bethel Church Road.
6. Follow New Bethel Church Road until you reach the monument signs at the I-40/U.S. 70 Turbine-Style Interchange.

About Complete 540

The Complete 540 Project, also known as the Southeast Extension, will extend the Triangle Expressway from the N.C. 55 Bypass in Ashe to U.S. 64/U.S. 264 (I-87) in Knightdale, completing the outer 540 loop around the greater Raleigh area. The Complete 540 Project is being constructed in two phases. Phase 1 will connect the N.C. 55 Bypass to I-40 and is planned to open to traffic in spring 2024. With the support of RTA, Capital Area Metropolitan Planning Organization and other industry partners, the N.C. Department of Transportation (NCDOT) and NCTA have begun the procurement process for Phase 2 of Complete 540. Phase 2 will connect I-40 in Garner to I-87 (U.S. 64/264) in Knightdale, and will complete the I-540/706 N.C. 540 Outer Loop around Raleigh.

About NCTA

To help keep pace with the transportation needs of the state, NCTA plays a critical role in NCDOT's operations by studying, planning, developing and building toll roads as well as operating and maintaining them. With innovation and customer-centered service at its core, the Triangle Expressway was the first toll road in the country to be designed with all-electronic tolling technology from its inception.



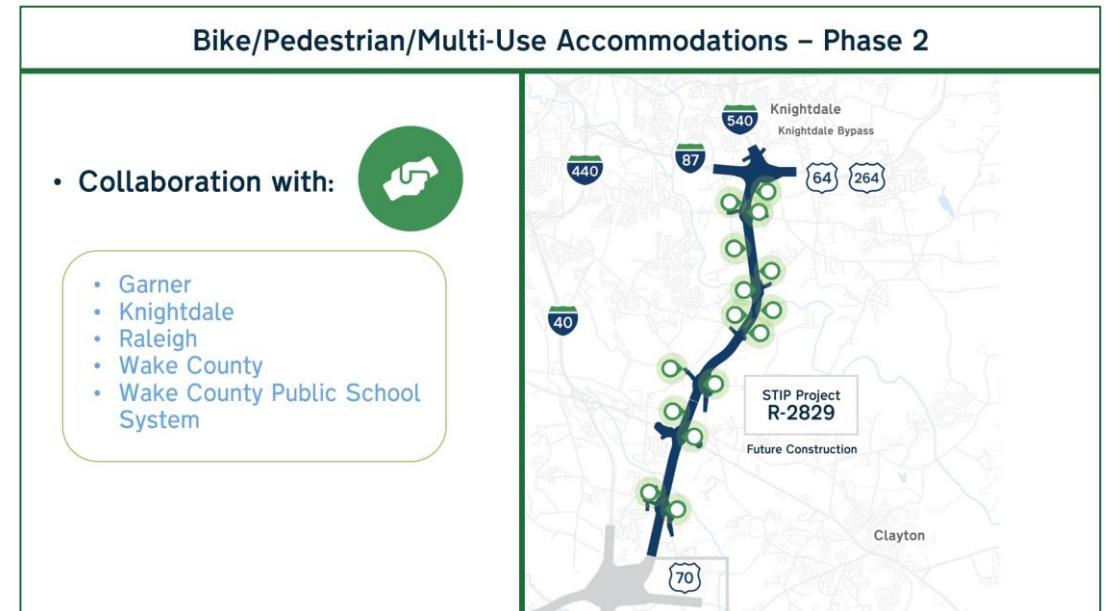
Scan the QR code to access an online version of this handout.



CAMPO Executive Board Presentation

April 19, 2023

- Presented about
 - Phase 1 construction update
 - Phase 2 information and update
 - Bike and pedestrian accommodations along the project



The background features a dark blue field with a subtle, light blue hexagonal grid pattern. Overlaid on this are several dynamic, glowing trails of small particles. These trails originate from the left and right edges and curve inward towards the center, creating a sense of motion and depth. The particles themselves vary in brightness, with some appearing as sharp points of light and others as soft, blurred streaks.

Complete 540 Phase 1

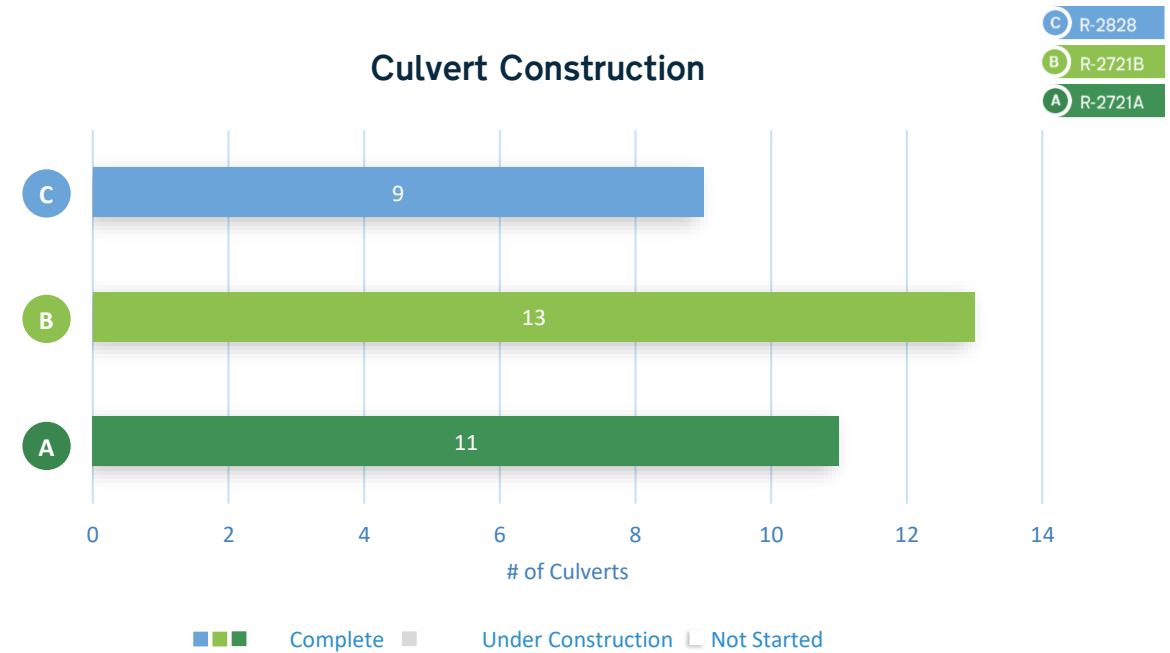
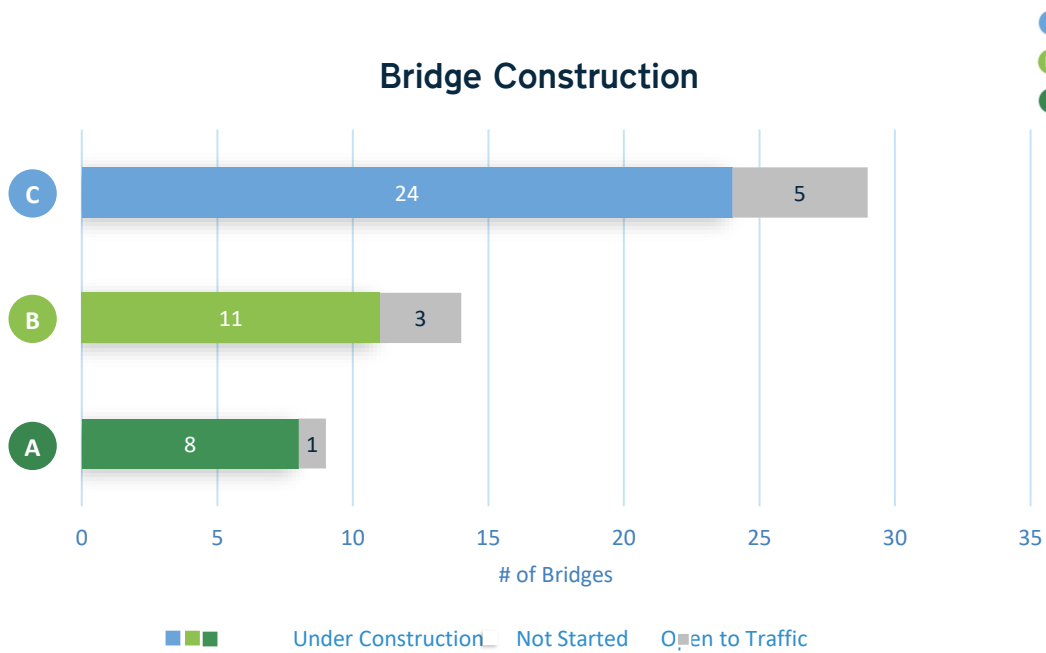
On Grade



Stabilized Soil and Bridge Construction



Bridge & Culvert Construction



Updated 4-12-2023

Noise Wall Construction

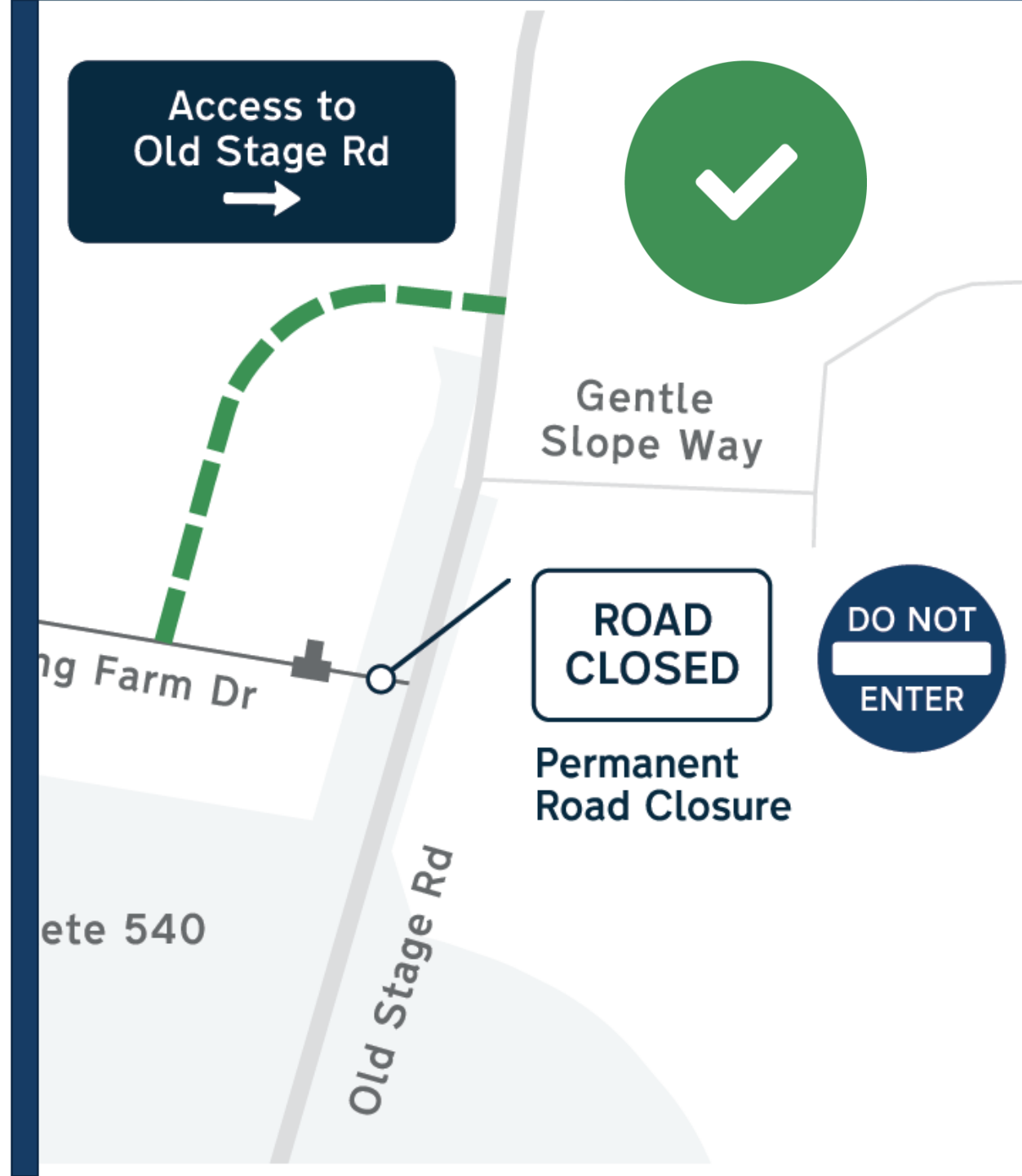


Paving



Complete 540 Openings

- **Old Stage Road**
 - April 2023
- **West Lake Road**
 - March 2023
- **Relocated Rolling Farm Drive**
 - January 2023
- **River Falls Pedestrian Trail and Culvert**
 - November 2022
- **Sunset Lake Road (1 of 2)**
 - November 2022
- **US-401**
 - November 2022
- **Holland Church Road**
 - September 2022
- **Lassiter Road and Wooded Acres Street**
 - August 2022
- **NC-50**
 - August 2022
- **Deerborn Drive Extension**
 - July 2022
- **New Bethel Church Road**
 - July 2022
- **Kildaire Farm Road**
 - May 2022
- **Johnson Pond**
 - April 2022
- **Fanny Brown Road**
 - November 2021









Complete 540 Phase 2

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	

Complete 540 Phase 2 - Preconstruction Activities

Completed Activities

- Environmental Document
- Section 404/401 Corridor Permits
- Biological Opinion
- Air Quality Conformity
- Final Surveys
- Traffic Forecasts and Analysis
- Service Road Study
- Confirmation of Environmental Mitigation Availability
- Roadway and Structure
- Geotechnical Investigations
- Update Project Cost Estimate
- Refining Preliminary Design
- Developing Pavement Design and Life Cycle Analyses
- Railroad Coordination
- Industry Coordination

Activities Underway

- Advanced Acquisition of Certain Right-of-Way Parcels
- Coordination with Owners of Towers Regarding Needed Relocations
- Planning for Community Water and Sewer Conflict Resolutions
- Planning for Other Long Lead-Time Items
- Utility Coordination
- Developer Coordination
- Refine Plans for Right-of-Way Acquisition
- Design-Build Procurement

FAA Communications Tower Relocation – R-2829B

- Was on private property at Rock Quarry Road – Parcel 30 ~ Sta 1208+00
- Tower removed from property
- All work for this relocation was completed by others
- Ongoing coordination is underway



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 being completed by others
- Ongoing coordination is underway
- Town of Knightdale has issued a special use permit
- NEPA underway







Miscellaneous Updates

Toll Technology Update

Manish Chourey

Chief Technology Officer

Statewide Roadside Toll Collection 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	May 26, 2023 (4:00 p.m. EDT)
Notification of Proposers Shortlisted for Oral Presentations	June 16, 2023
Oral Presentations and Interviews	Week June 26, 2023
Ranking of Proposers for Negotiations	July 2023
Notice to Proceed / Award of Contract	July 2023

BackOffice System Transition

System Transition occurred from 2/17 to 2/23,

- Conduent (BOS1 vendor), TransCore (BOS2 vendor), GC services, and Turnpike staff worked round the clock.
- Data migration activities took place between 2/18 and 2/22. PCI AOC was received on 2/23.
- 2/24 system went live to NC customers. A new website and IVR call tree were available to customers for self-service.
- Transaction processing for Home and Interop backlog was cleared by 3/4/2023.
- BBM Invoices and Statements backlogs are targeted to be cleared by end of April-2023.



HyperCare Team

HyperCare is a period immediately following Go Live till Operational Acceptance

- Ensures the seamless adoption of the Back-office System.
- Is responsible for communicating with a broader group.
- Provides daily updates to the Turnpike technology and operations team.
- Is made up of multiple teams (Operations, Application, and Triage teams).

Operations team

- Focuses on key operations issues and provides workarounds to staff.

Application team

- Performs daily analysis of application back-end jobs against the performance metrics.

Triage team

- Reviews and triages observations and determines the priorities of the fixes.
- Creates tickets and plans the upcoming deployment.



New Feature Phased Deployment

Features Available since cutover

- New website keeping with the current look and feel trends
- Responsive Website allows the same content on the website and mobile web.
- Customers can Opt-In for Text alerts.
- BBM customers save the credit card on file.
- Bank account (Automated Clearing House – ACH).
- Apple Pay / Google Pay.

Next 30-60 days

- Mobile app for iPhone and Android devices.
- Unified website and App for HOV declarations.

Q1 - 2024

- Retail payment options (Money Gram, LPA pilot).
- Retail transponder sales.

Triangle Expressway Traffic

Traffic Increase

2021 – 2022 Q1 – 17.3%

2022 – 2023 Q1 – 16.7%

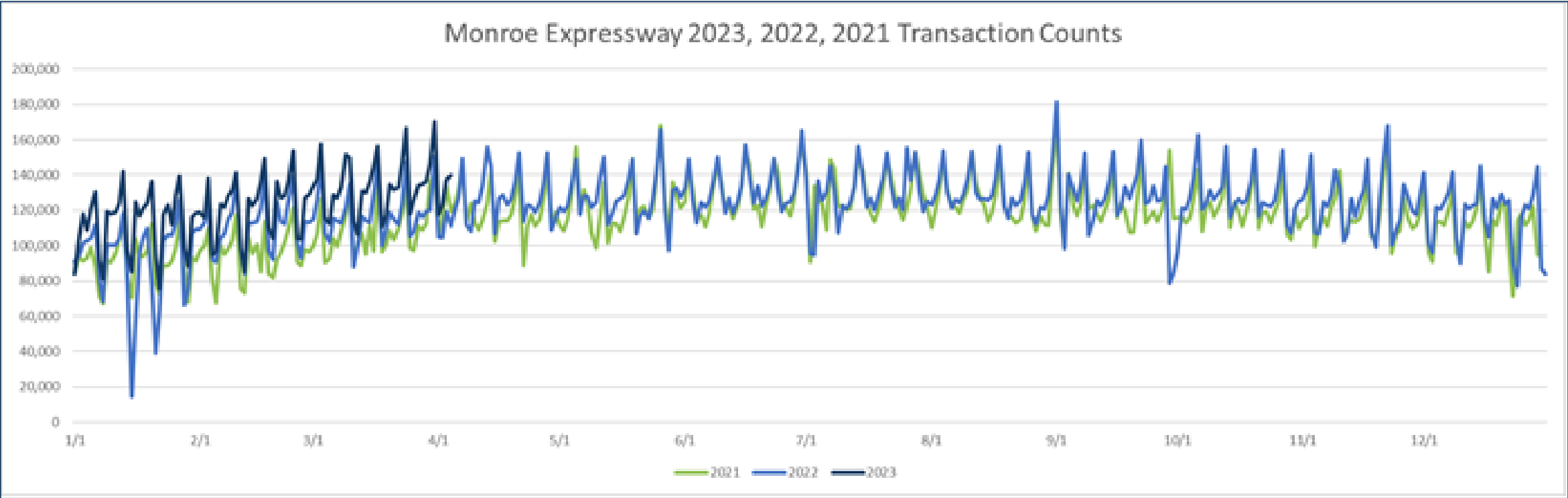


Monroe Expressway Traffic

Traffic Increase

2021 – 2022 Q1 – 7.7%

2022 – 2023 Q1 – 13.0%



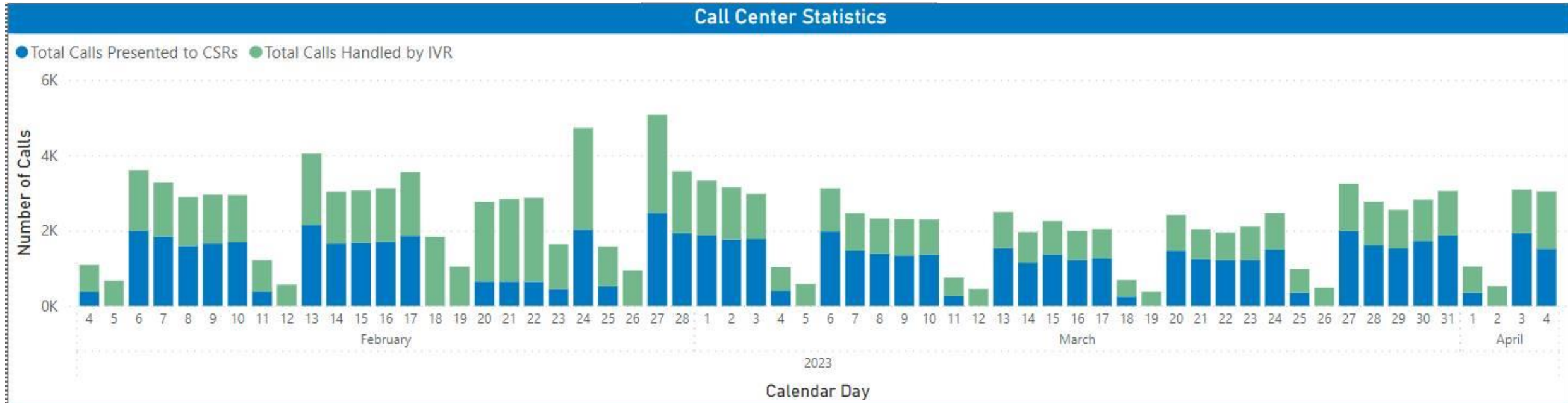
Customer Service Center Update

Angela Queensland

Customer Service Manager

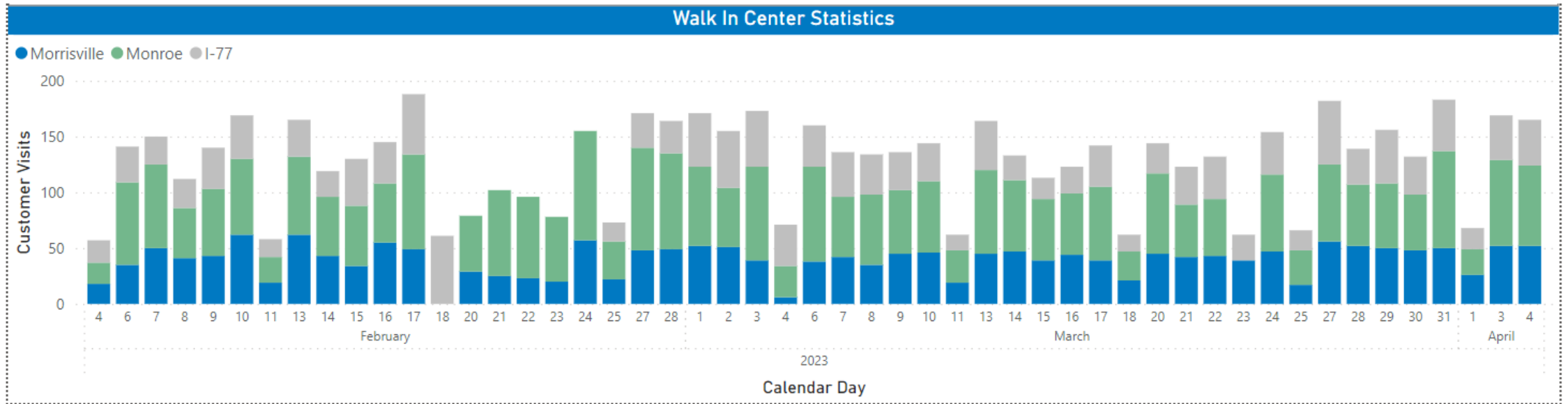
Call Center Statistics

NC Quick Pass Program



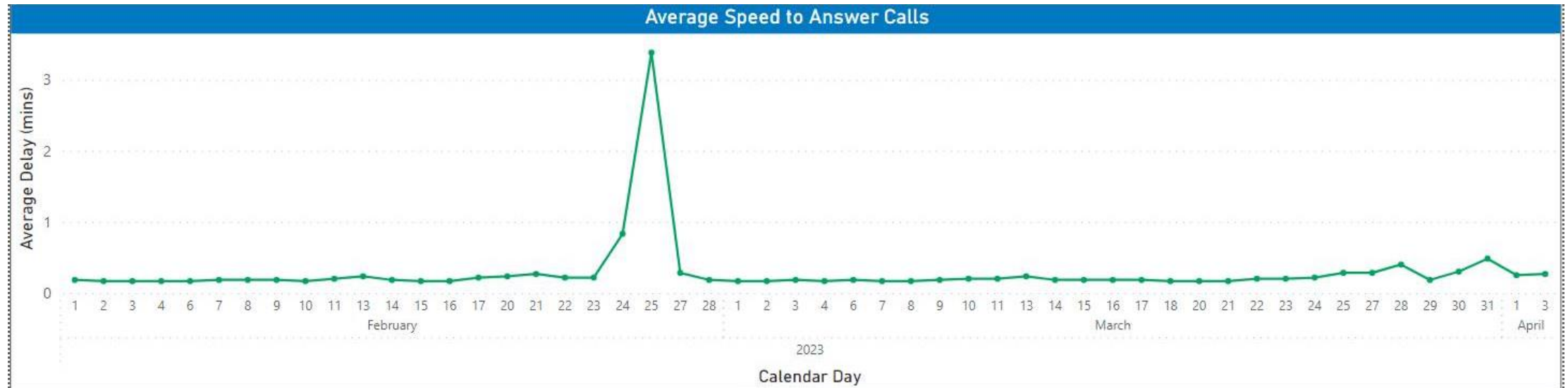
Walk-In Center Statistics

NC Quick Pass Program



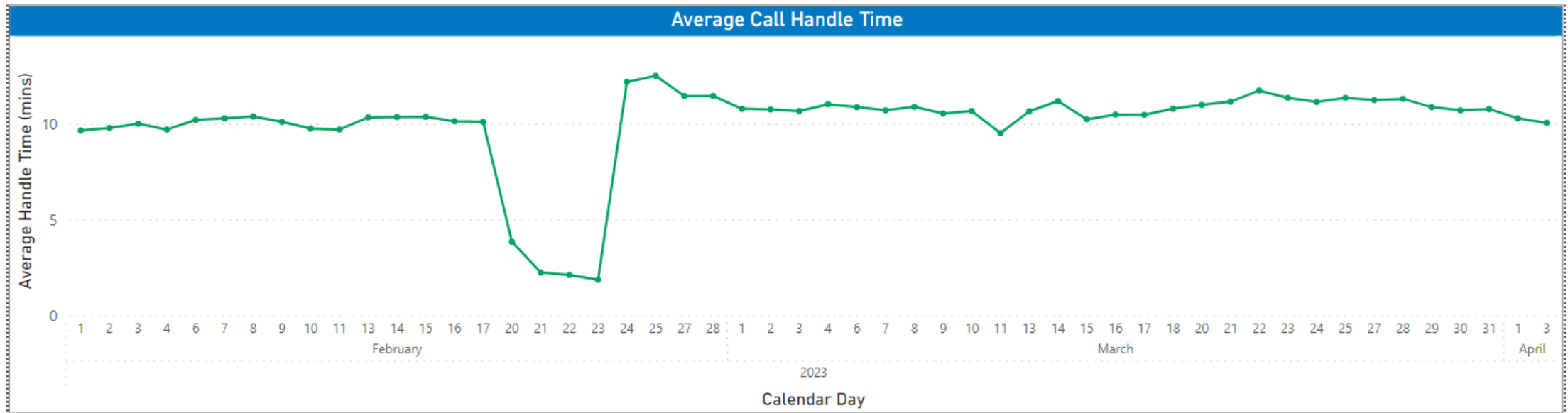
Average Speed to Answer Calls

NC Quick Pass Program



Average Call Handle Time

NC Quick Pass Program



NC Quick Pass Initial Look

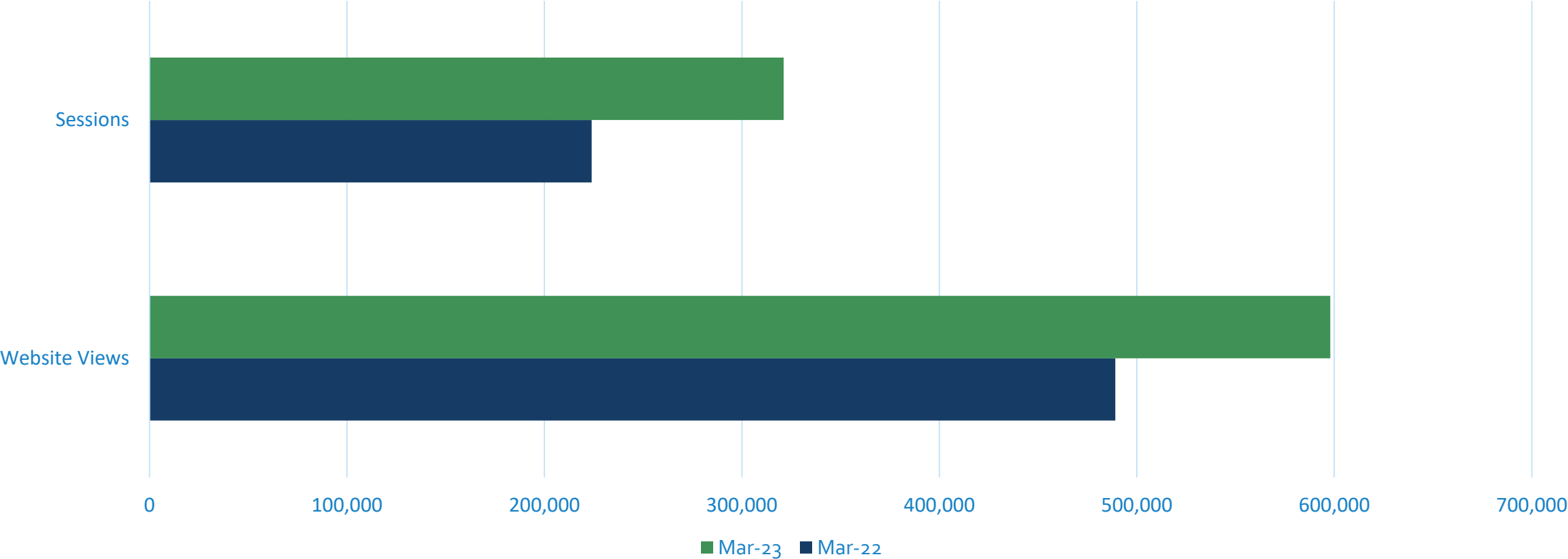
Angela Queensland

Customer Service Manager

Logen Hodges

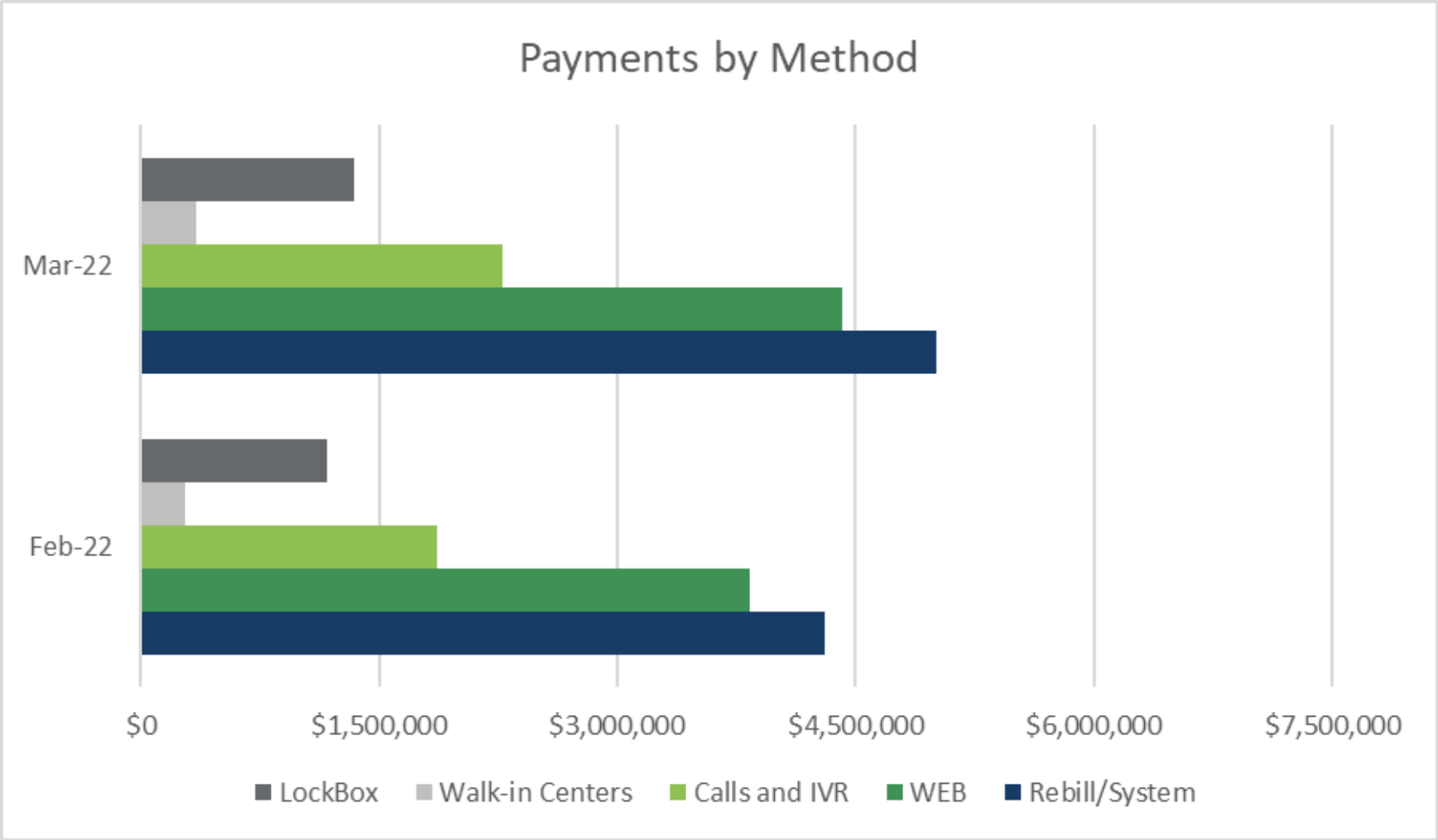
Marketing & Communications Director

Website Trends



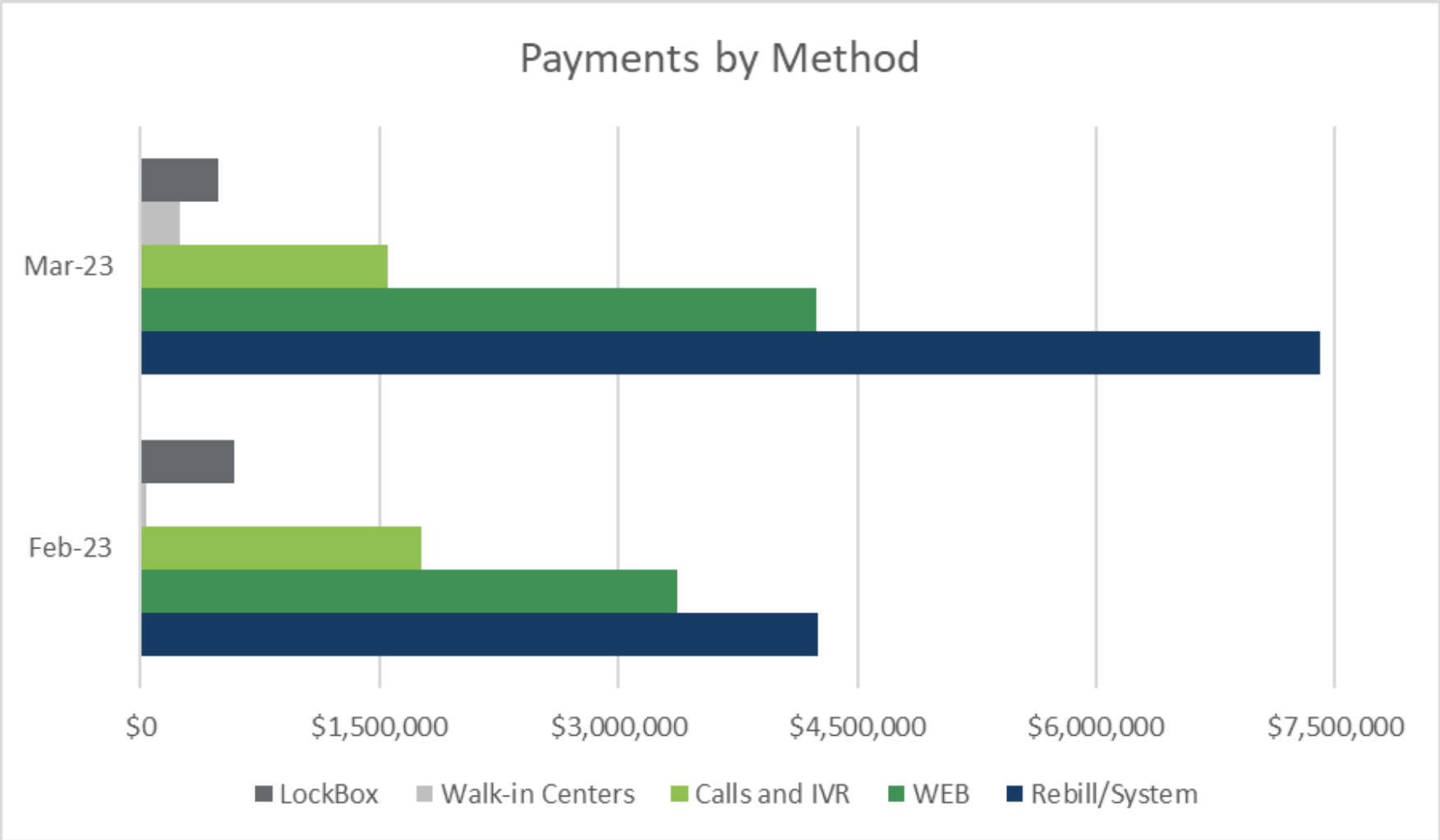
Payment Processing

NC Quick Pass Program



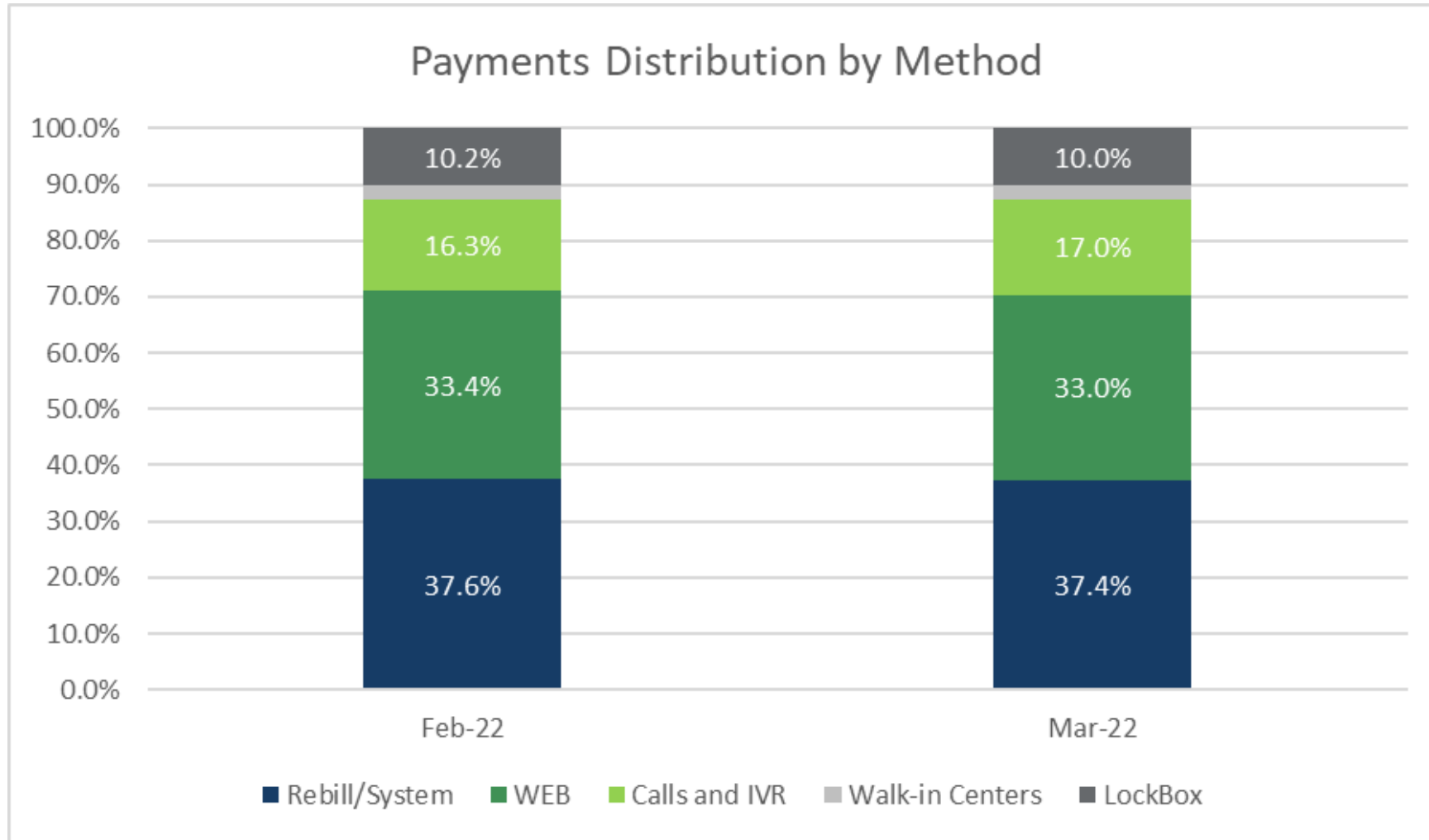
Payment Processing

NC Quick Pass Program



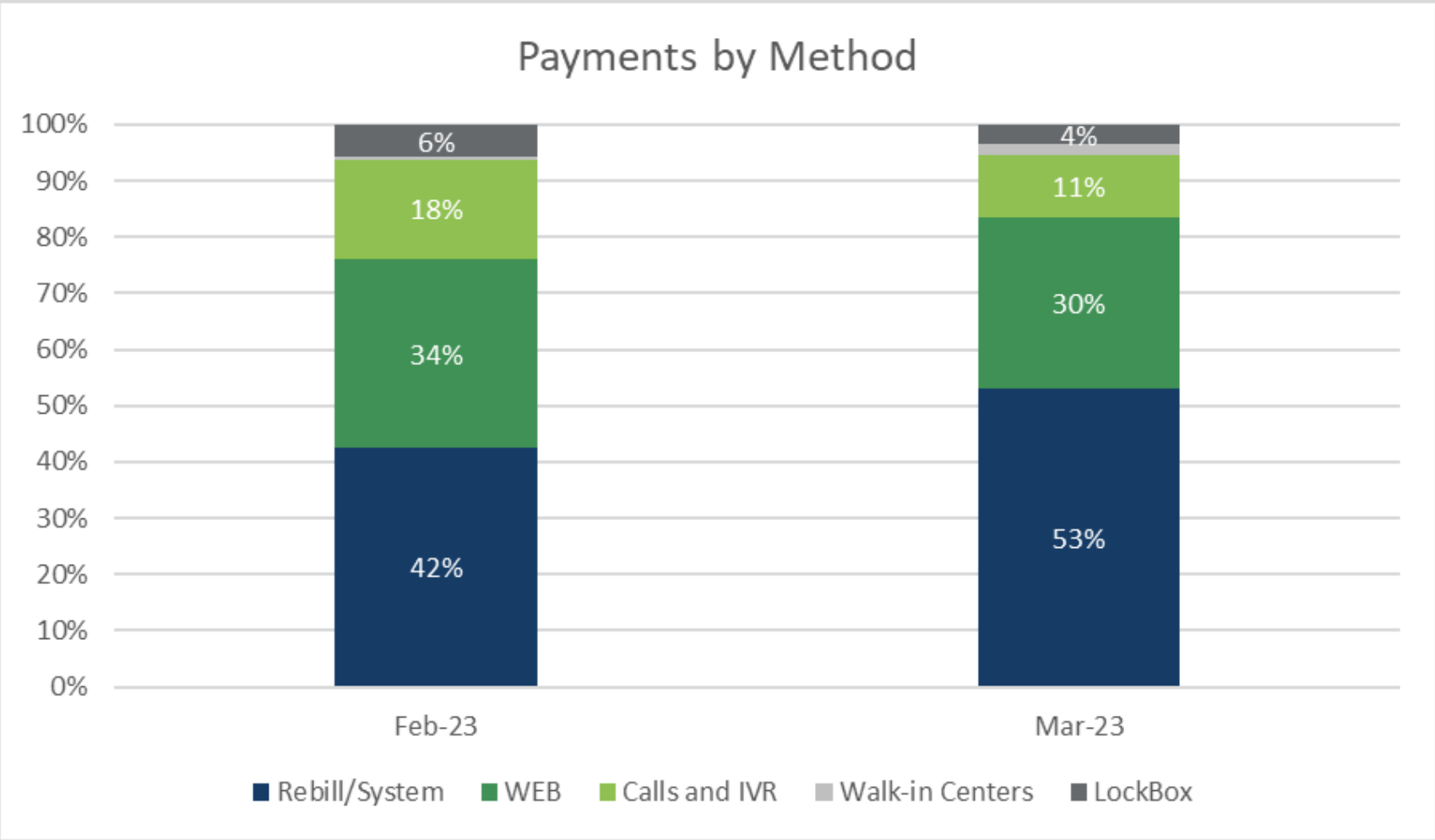
Payment Processing

NC Quick Pass Program



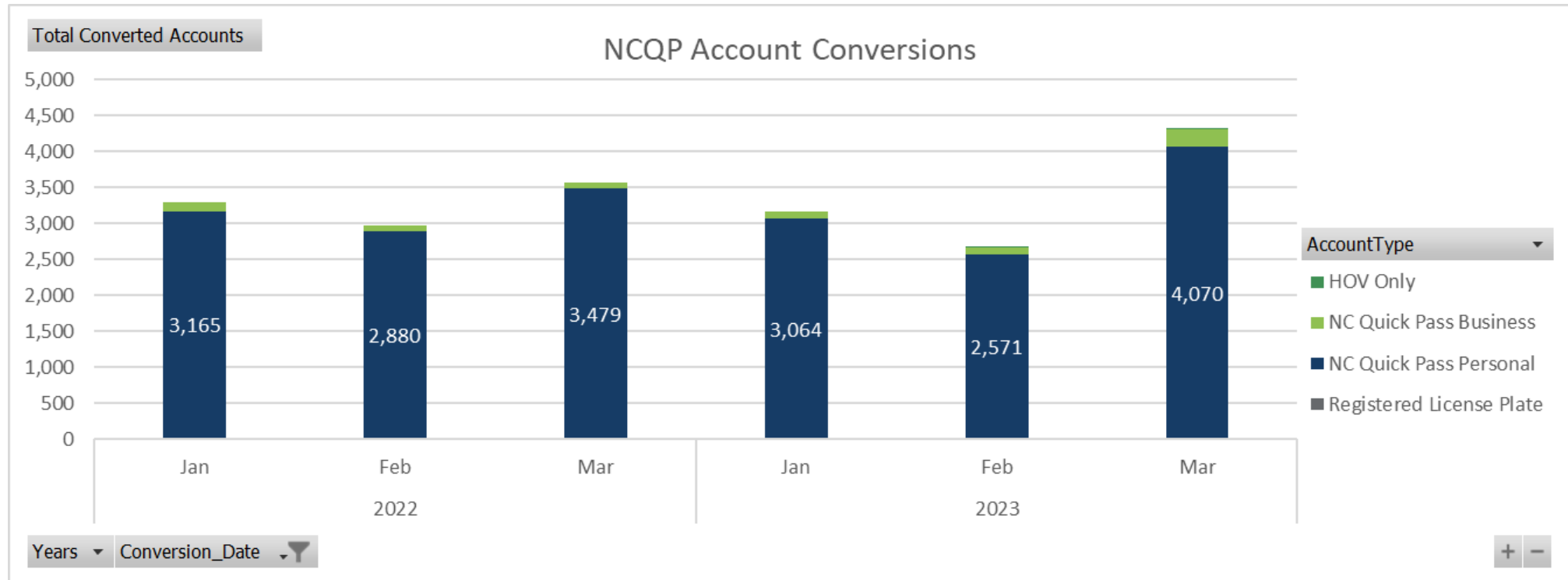
Payment Processing

NC Quick Pass Program



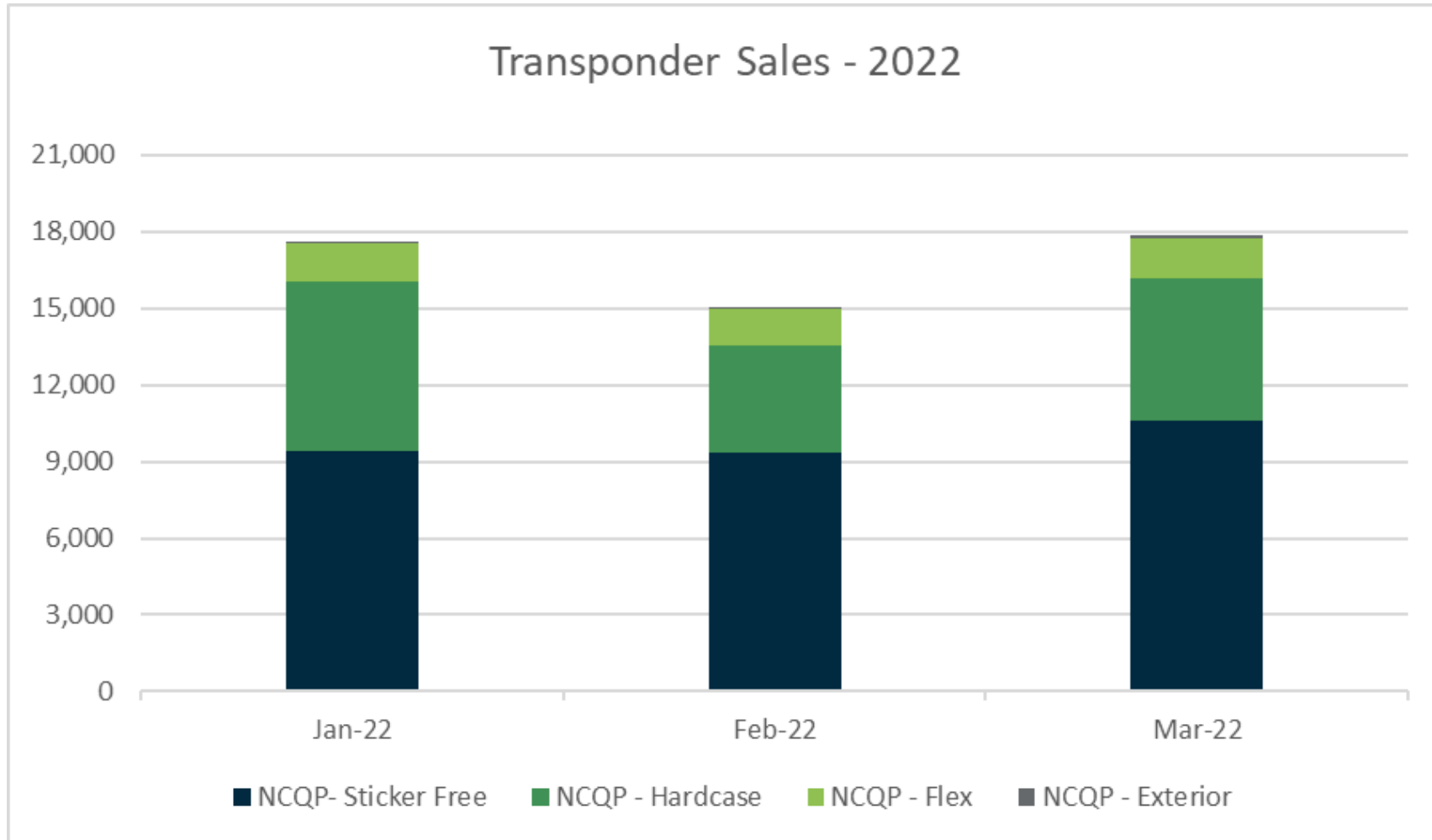
Account Conversions

NC Quick Pass Program



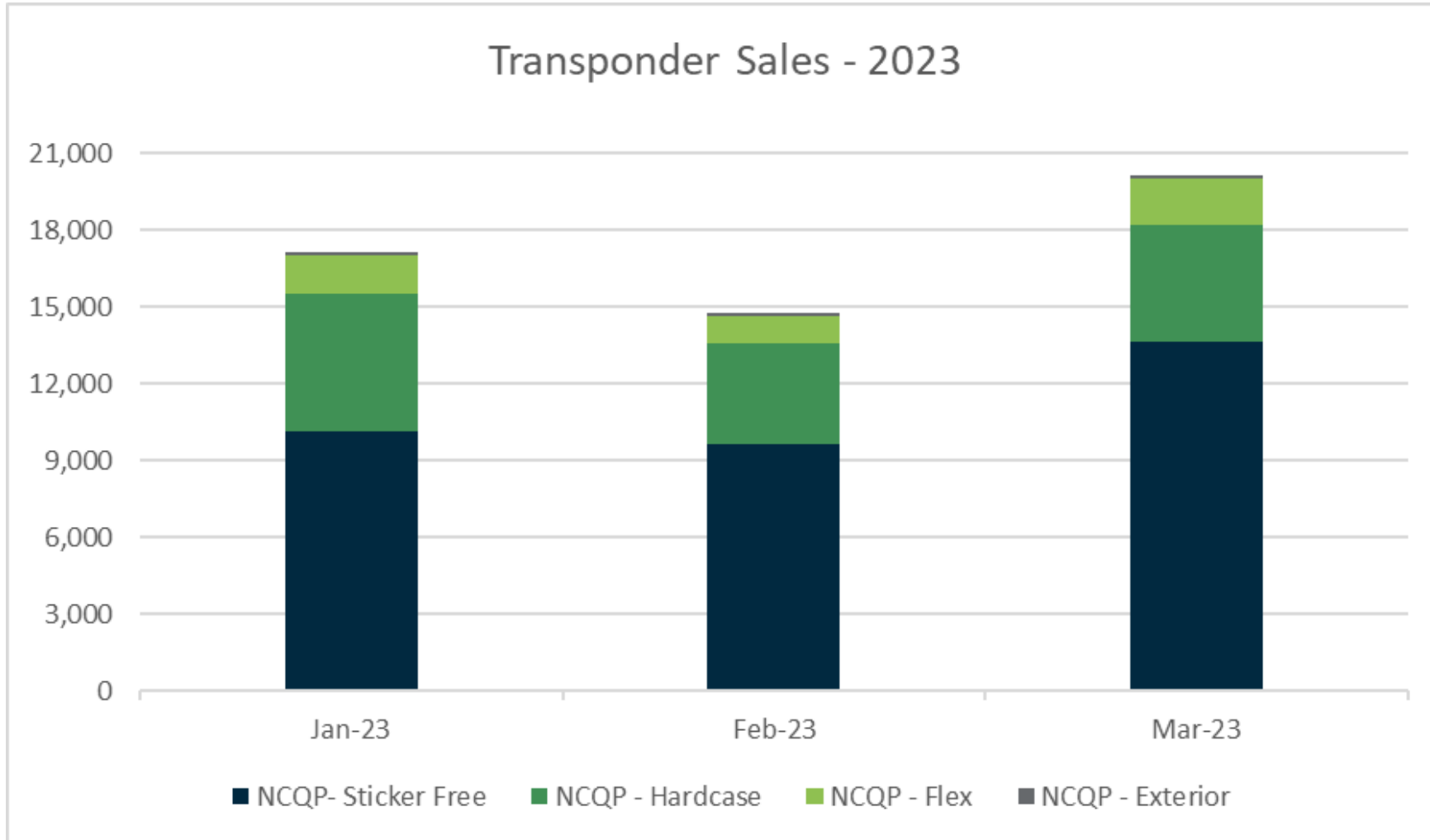
Transponder Sales

NC Quick Pass Program



Transponder Sales

NC Quick Pass Program



Marketing & Communications Update

Logen Hodges

Marketing & Communications Director

BOS 2 Update

Campaign 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 (January 26)	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 (February 24)	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, B & C Results

- **1.36M Emails & 75% Open Rate**
- **~200K SCM Impression**
- **~500K BBM Inserts**
- **815 New Followers**
- **6,483 Views to Press Releases**



Web Updates/Improvements

Bill By Mail Customer Navigation

Pay Tolls

Amount Due **\$95.01**

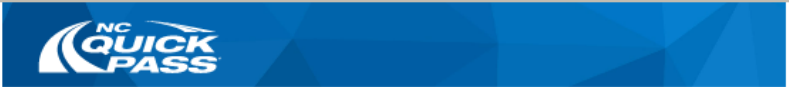
Choose one option below

Convert to an NC Quick Pass account →
Create NC Quick Pass and pay amount due to save on future tolls.

Pay Invoice →
Pay the amount due and continue to receive Bill-by-Mail Invoices.

Already have an NC Quick Pass account? →
Login to your account to make payment.

Transaction Search →
Search Bill by Mail transactions



Pay Now

Amount due: **\$57.86**

- Convert to a NC Quick Pass account** ⓘ →
- Pay Invoice** ⓘ →
- Already have a NC Quick Pass account?** ⓘ →

More Options

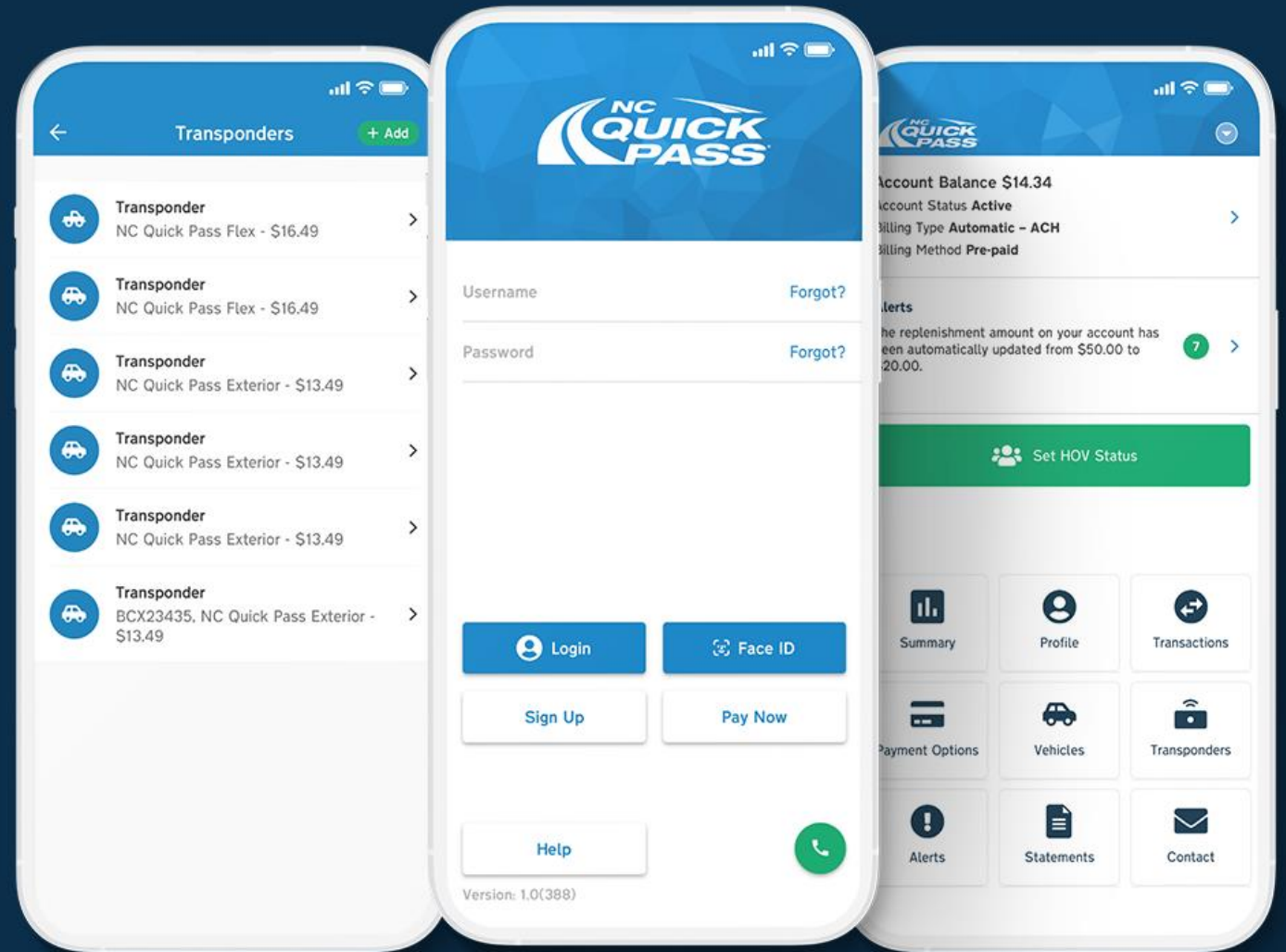
- Bill by Email** →
- View Past Invoice History** →
- Bill by Mail Transaction Search** →
- Contact Us** →

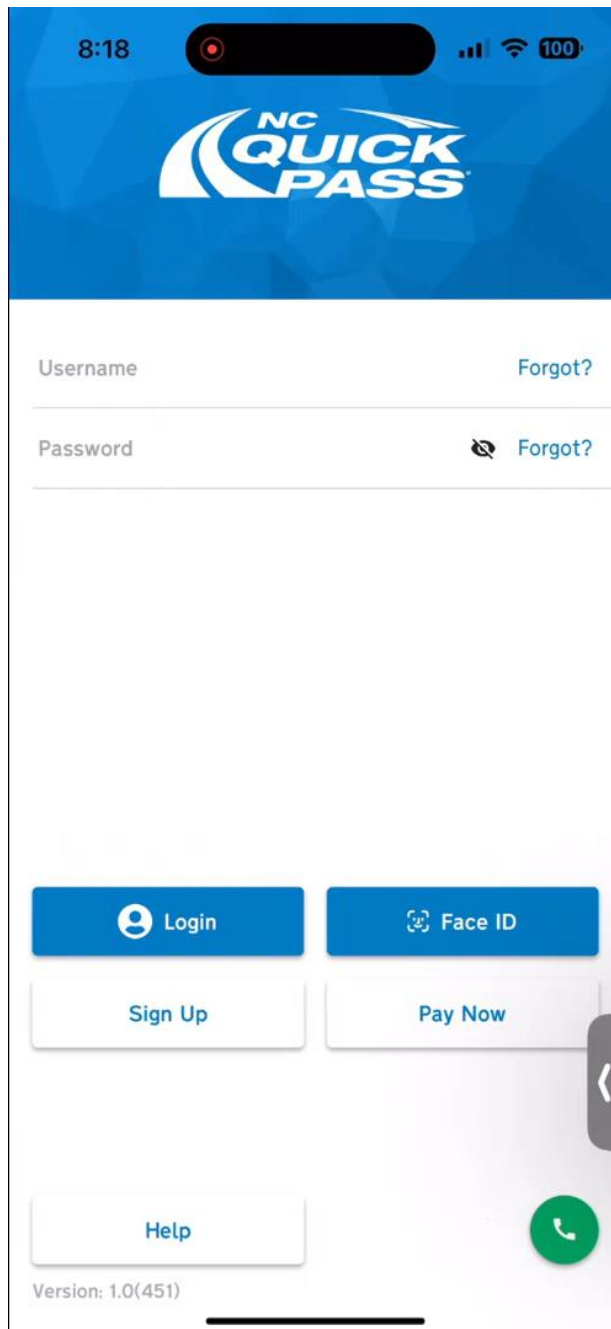
Mailing Address

123 MAIN STREET
FAYETTEVILLE
North Carolina 27030

NC Quick Pass App

NC Quick Pass App

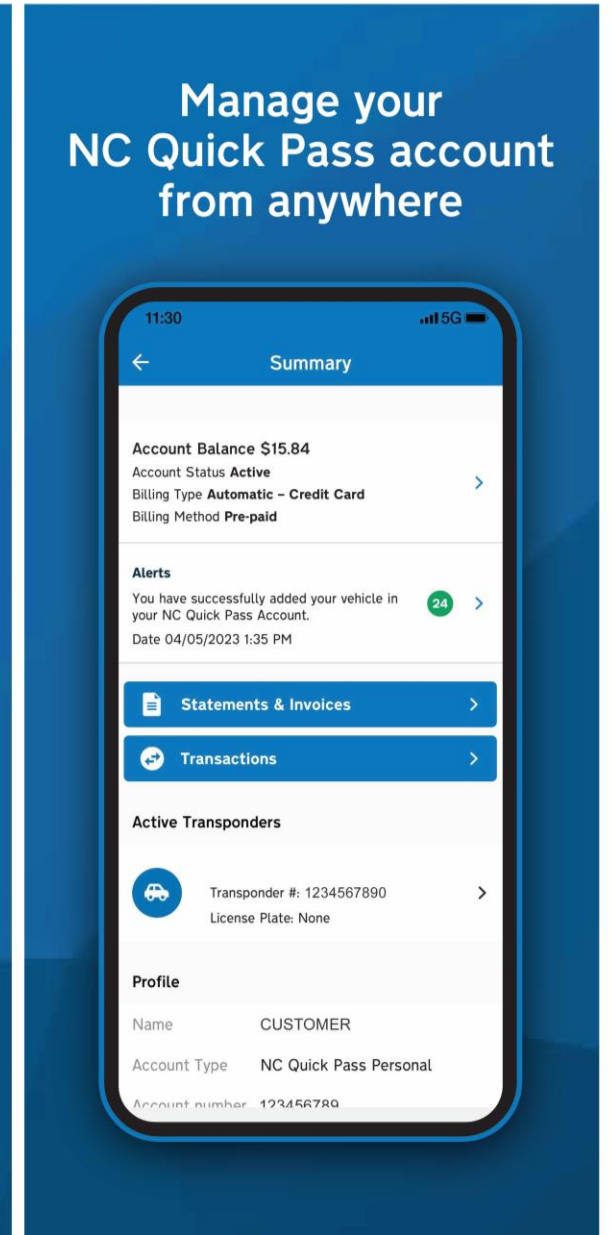
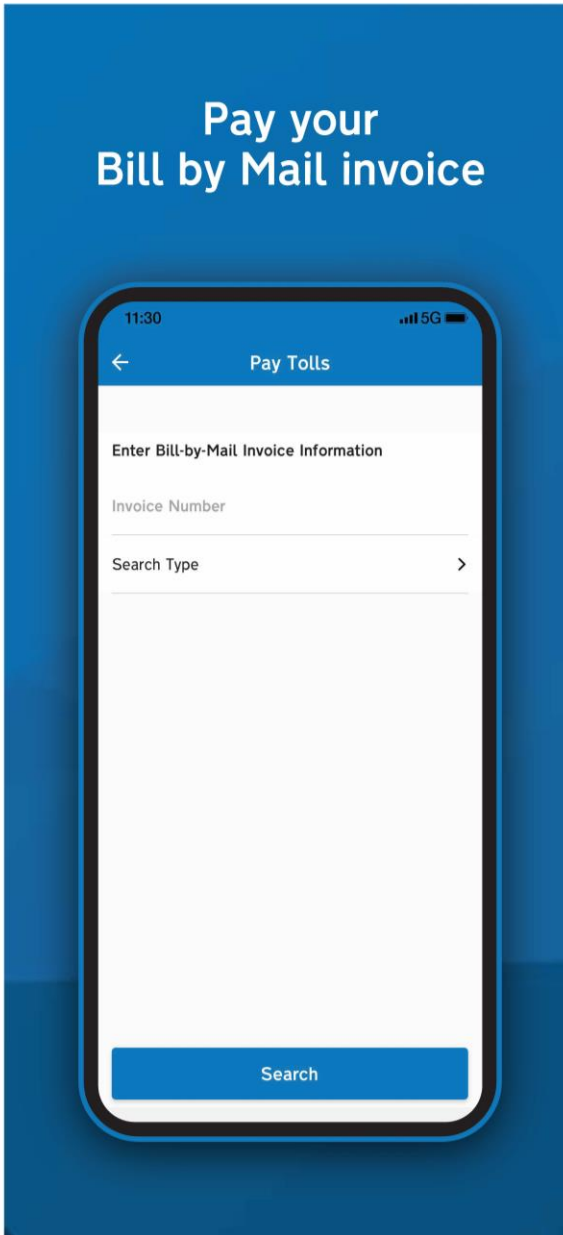
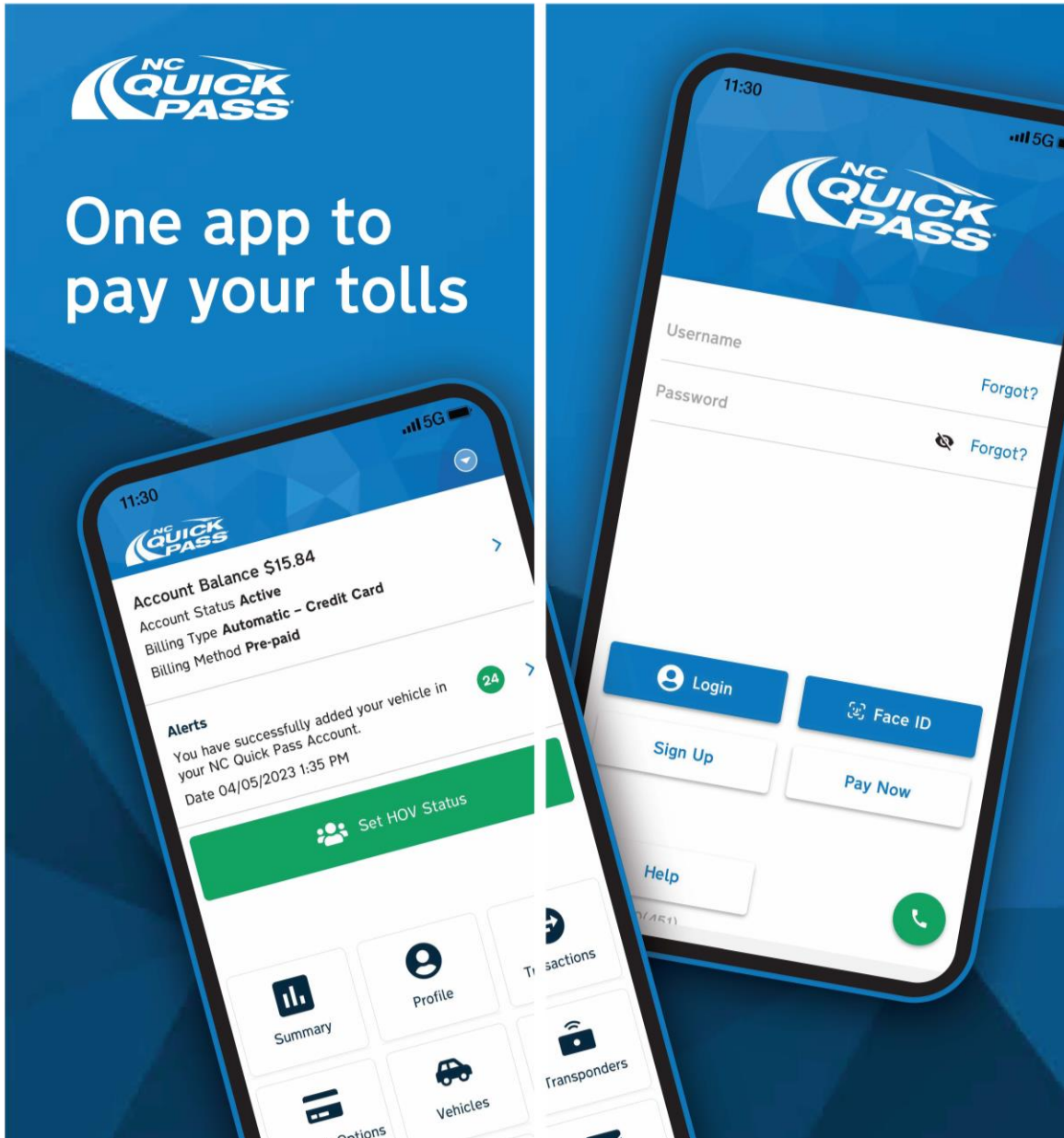




App Transition and Launch

1. Testing (March 3 - 17)
2. App Store Product Page Assets (April 1-14)
3. App Store Certification (Ongoing)
4. Gen 1 App User Communications
5. Go-live

App Store Assets



2023 Intern Update

Travis Feltes, P.E.

Project Engineer

Contact Us



ncdot.gov/turnpike

ncquickpass.com



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

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



Thank you!