

North Carolina Turnpike Authority

Operations Committee Meeting

November 20, 2025



Operations Committee



Montell W. Irvin
Operations
Committee Chair



**Dr. Pamela
Gibson
Senegal**
Operations
Committee Member



Sam Hunt IV
Operations
Committee Member



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

Other Board Members



**Daniel
Johnson**
Board Member



**James 'Jim'
Walker**
Vice Chair of the Board



**Robert D.
Teer Jr.**
Secretary & Treasurer
of the Board



John Adcock
Board Member



Larry Hall
Board Member

Chief Engineer Update

Alan Shapiro, P.E.
Chief Engineer

Complete 540 Phase 1



Phase 1 Closeout

Anticipated Fall

- **R-2721A**
 - Final punch list items
- **R-2721B**
 - Final punch list items
- **R-2828**
 - Final punch list items



Complete 540 Phase 2

Complete 540 Phase 2 Turbine



Complete 540 Phase 2

Bushy Branch bridges



Complete 540 Phase 2

Culvert construction



Complete 540 Phase 2

Battle Bridge Road



Complete 540 Phase 2

Rock Quarry Road



Complete 540 Phase 2

I-87 Interchange



Complete 540 Phase 2

Anticipated Project Schedule



Complete 540 Phase 2 Neighborhood Meetings

September 16, 2025



September 22, 2025



85 Total Attendees



Mid-Currituck Bridge

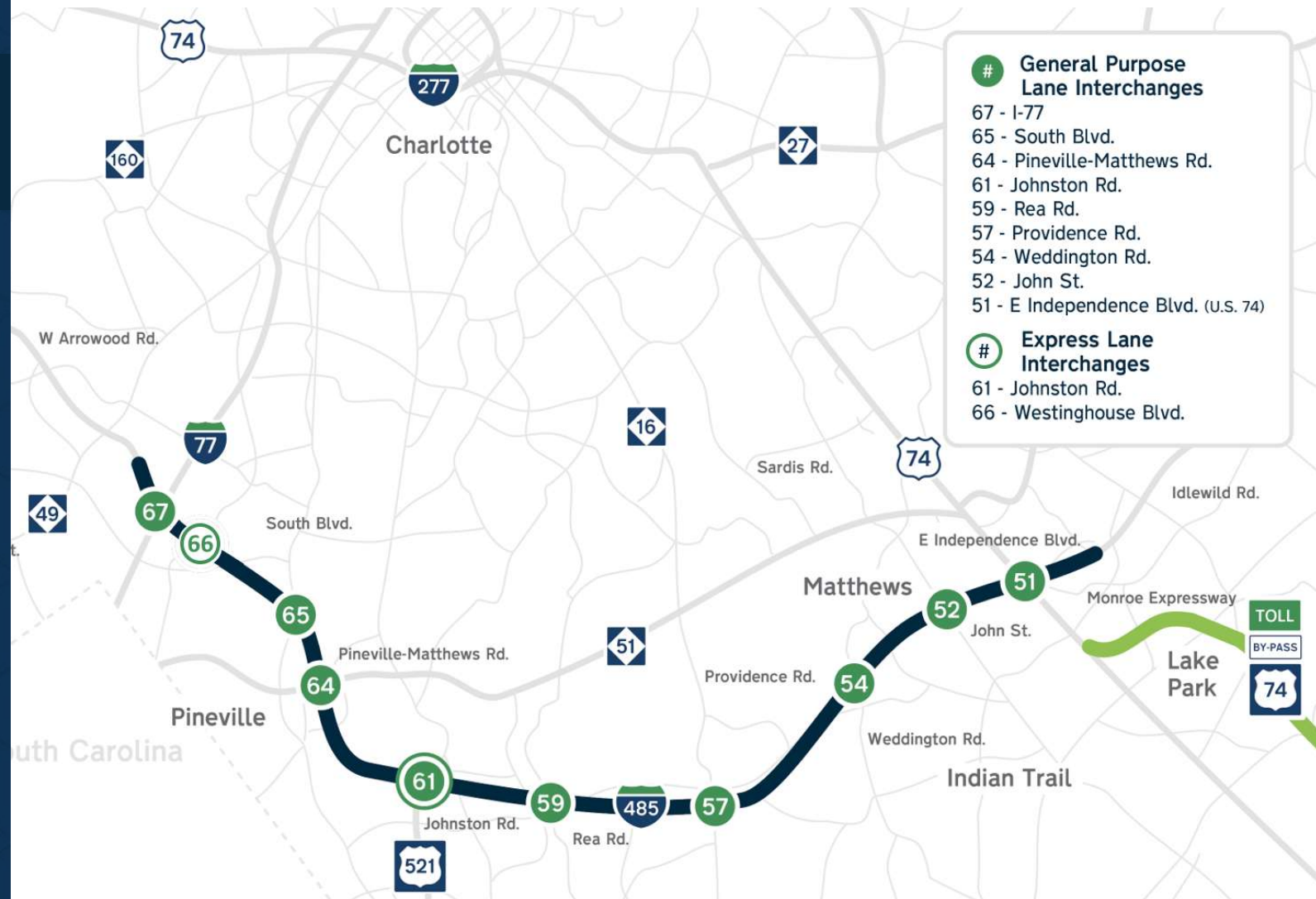
Environmental Permitting

- **NC Department of Environmental Quality**
Division of Water Resources
 - Permit received September 19, 2025
- **NC Department of Environmental Quality**
Division of Coastal Management
 - Permit received September 19, 2025
- **US Army Corps of Engineers**
 - Permit received October 28, 2025
- **US Coast Guard**
 - Application to be submitted

I-485 Express Lanes Update

Brian D. Davis, P.E.
Resident Engineer

I-485 Express Lanes



General Construction Update

Division 10 Construction

Johnston Road Interchange – Direct Connect Flyover



Division 10 Construction

Weddington Road Interchange



Division 10 Construction

Weddington Road Interchange



Division 10 Construction

E. John Street Interchange



Express Lane Turnover and Opening

- Current schedule shows express lane turnover to the toll integrator in early 2026
- Current controlling operations for overall completion
 - The completion of E. John St.
 - The completion of Weddington Road
- Estimated opening of the express lanes
 - Late January / early February 2026
 - A 5G wireless tolling solution will be implemented ahead of the express lane turnover



Communications & Marketing Update

Logen Hodges

Director of Marketing & Communications

Kate Ford

Deputy Director of Marketing & Creative

Welcome T'Hani Goodman



Web & App Manager





Public Outreach

I-77 South Express Lanes Public Meetings

Meeting 1

Nov. 12, 2025, 4:00 PM - 7:00 PM
Johnson C. Smith University,
Smith Tech-Innovation Center - Room 322
100 Beatties Ford Road, Charlotte

Meeting 2

Nov. 13, 2025, 4:00 PM - 7:00 PM
Silver Mount Baptist Church
501 West Arrowood Road, Charlotte

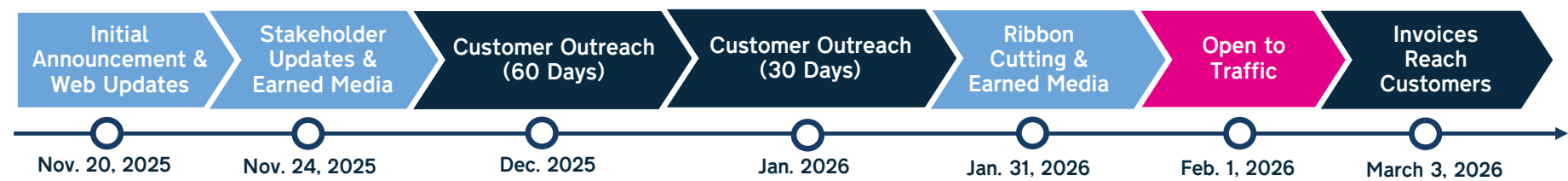
Local Officials' Informational Meetings

Nov 12 & 13, 2:00 PM – 3:00 PM



Communications Schedule

I-485 Express Lanes



Timeline Key

- Events & Public Relations Efforts
- Customer Communications
- Opening

Communications Plan

I-485 Express Lanes

| | Nov. | Dec. | Jan. | Feb. | Mar. |
|---------------------|------|------|------|------|------|
| Owned Media | | | | | |
| NCQP Web Update | | | | | |
| NCDOT Web Update | | | | | |
| Social Media | | | | | |
| Email | | | | | |
| Outreach Events | | | | | |
| | | | | | |
| Earned Media | | | | | |
| Press Release | | | | | |
| | | | | | |
| Paid Media | | | | | |
| Geo Ads | | | | | |
| Direct Mailers | | | | | |

NC QUICK PASS

Accounts Pay Travel Resources Help

Search

Home > Toll Calculator

Toll Calculator

Route

I-485 Express Lanes

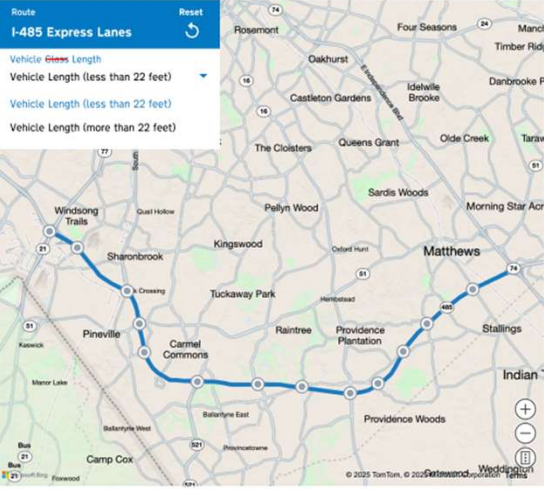
Reset

Vehicle ~~Class~~ Length

Vehicle Length (less than 22 feet)

Vehicle Length (less than 22 feet)

Vehicle Length (more than 22 feet)



Seeing your savings has never been easier! Calculate your toll for your next trip by following these simple steps:

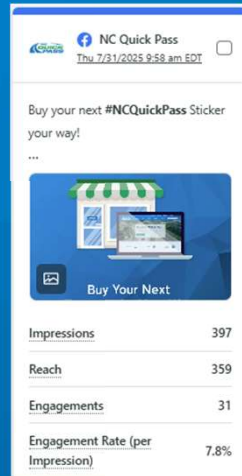
1. Select roadway name.
2. Choose your vehicle class.
3. Click your entry point (green).
4. Click your exit point (red).
5. See your savings!

Ready to start saving on tolls?

Open account

2025 Recaps

Social Media, Outreach, Marketing & Retail



Social Media 2025 Recap



Platforms

- NCTA (3)
 - LinkedIn
 - X (Twitter)
 - YouTube
- NCQP (4)
 - Facebook
 - Instagram
 - X (Twitter)
 - YouTube



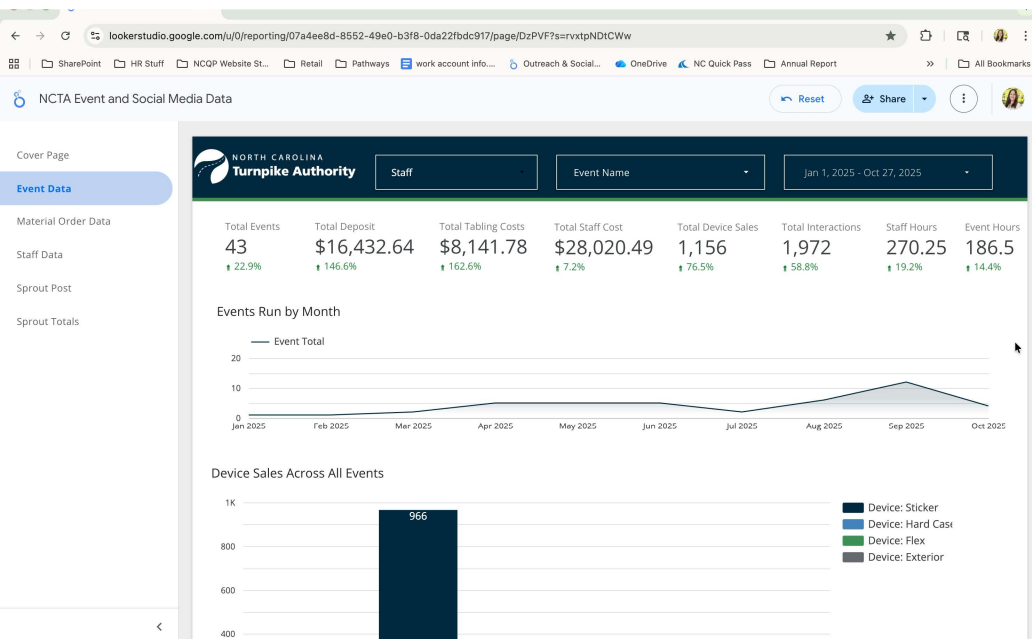
Performance as of October 24

- 454 Published Posts
- 4,239 Followers
- 788,413 Impressions
- 3,722 Engagements
- 28,935 Video Views



Looking Forward

- A/B testing across formats
- More short-form videos
- Increase interactive content
- Partnerships with other local accounts



Outreach 2025 Recap



Events

- 45 Events



Stats as of October 27

- 1,972 Customer Interactions
 - 59% YOY increase
- 1,156 Transponders Sold
 - 76% YOY increase
- \$16,432 Deposits
 - 147% YOY increase



Looking Forward

- Increase in customer interaction campaigns
- Focus on ROI



Marketing 2025 Recap



Campaigns

- 34 Campaigns



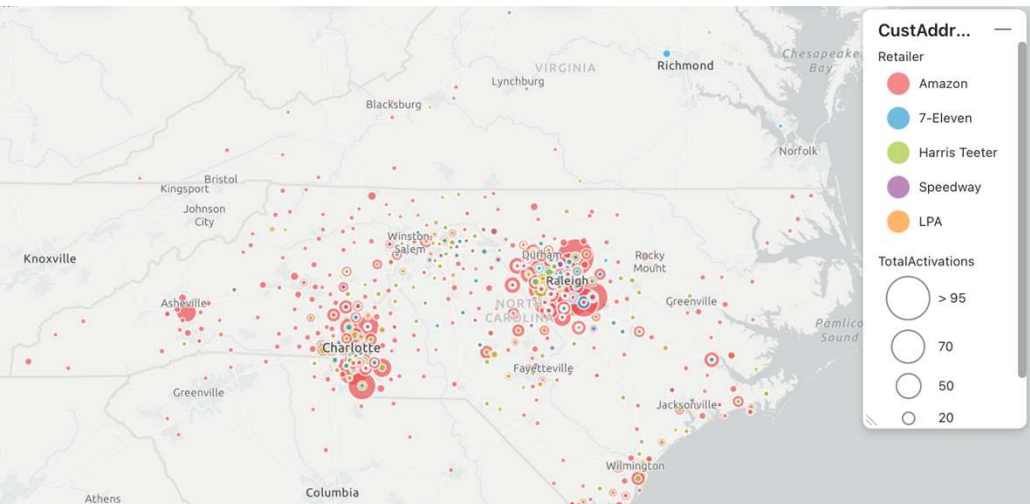
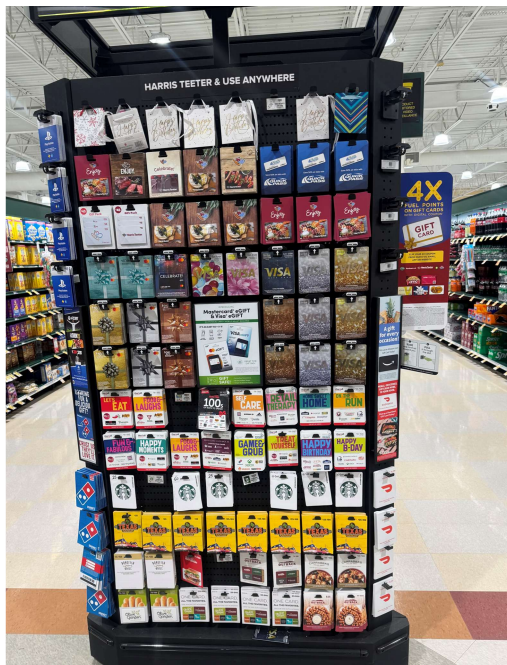
Paid Media

- November-December
- 2 Creatives



Looking Forward

- Increase in addressing customer's common questions
- Video-based information
- Expand tactics



Retail 2025 Recap



Locations

- 206 Locations
- 5 Harris Teeters in South Carolina



Stats as of October 27

- 60,919 Transponders Purchased from Retailers
 - 39,694 from Amazon
 - 10,150 from Harris Teeter
- 44% Activated by Customers (from those distributed)



Looking Forward

- License Plate Agency locations

Toll Technology Update

Manish Chourey
Chief Technology Officer

I-485 RTCS Project Status

Completed Activities

- ✓ All toll zones and host systems are installed and commissioned
- ✓ Back Office Interface Testing is completed in User Acceptance Test (UAT) environment
- ✓ Design documents and test procedures are submitted
- ✓ Maintenance and training plan are reviewed
- ✓ Initial validation of lane level for cellular connectivity

Activities In Progress

- User manuals and training materials
- Data ingest implementation for reporting
- Facility-wide cellular connectivity implementation

Pending Activities

- End-to-end testing with Back Office system
- Receipt, integration and testing of ITS devices
- Training of staff members
- Operational Acceptance Testing
- System Acceptance Testing
- As-built documentation





Traffic Statistics

Transactions Posted

Year Over Year%

74.35 %

Triangle Expressway



Transaction Count by Axles

| Vehicle Axles | FY2024-Q2 | FY2024-Q3 | FY2024-Q4 | FY2025-Q1 | FY2025-Q2 | FY2025-Q3 | FY2025-Q4 | FY2026-Q1 |
|---------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2 | 96.51% | 96.46% | 96.15% | 96.39% | 96.02% | 95.50% | 95.33% | 95.33% |
| 3 | 0.87% | 0.88% | 1.00% | 0.91% | 0.97% | 0.99% | 1.06% | 1.07% |
| 4 | 2.62% | 2.66% | 2.85% | 2.70% | 3.01% | 3.51% | 3.61% | 3.59% |

Transactions Posted

Year Over Year%

2.23 %



Monroe Expressway



Transaction Count by Axles

| Vehicle Axles | FY2024-Q2 | FY2024-Q3 | FY2024-Q4 | FY2025-Q1 | FY2025-Q2 | FY2025-Q3 | FY2025-Q4 | FY2026-Q1 |
|---------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2 | 87.90% | 87.04% | 88.43% | 88.63% | 88.97% | 87.48% | 88.77% | 89.13% |
| 3 | 1.29% | 1.31% | 1.26% | 1.25% | 1.29% | 1.35% | 1.31% | 1.30% |
| 4 | 10.81% | 11.65% | 10.31% | 10.11% | 9.74% | 11.17% | 9.92% | 9.57% |

Transactions Posted

Year Over Year%

35.05 %

NC Quick Pass Program

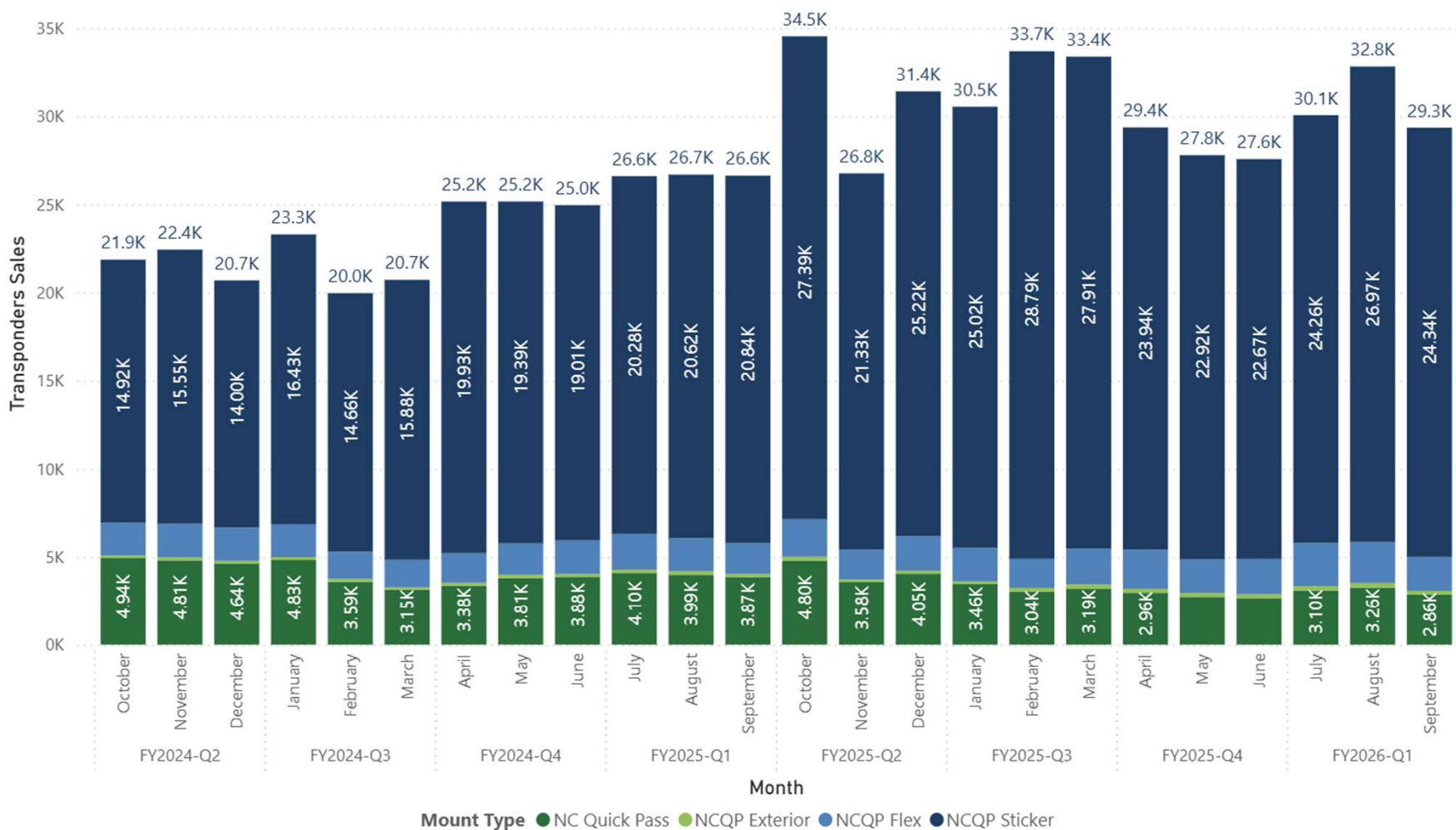


Transaction Count by Axles

| Vehicle Axles | FY2024-Q2 | FY2024-Q3 | FY2024-Q4 | FY2025-Q1 | FY2025-Q2 | FY2025-Q3 | FY2025-Q4 | FY2026-Q1 |
|---------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2 | 94.83% | 94.52% | 94.31% | 94.23% | 94.76% | 94.12% | 94.31% | 94.34% |
| 3 | 0.78% | 0.80% | 1.24% | 1.31% | 1.26% | 1.25% | 1.27% | 1.27% |
| 4 | 4.39% | 4.68% | 4.45% | 4.46% | 3.98% | 4.63% | 4.42% | 4.39% |

Transponders Distribution

Transponder Sales by Mount Type



Year Over Year%

29.24%

Total Sales

2,191,541

Mount Type

NC Quick Pass

558,932

25.50%

NCQP Exterior

17,388

0.79%

NCQP Flex

142,591

6.51%

NCQP Sticker

1,472,630

67.20%

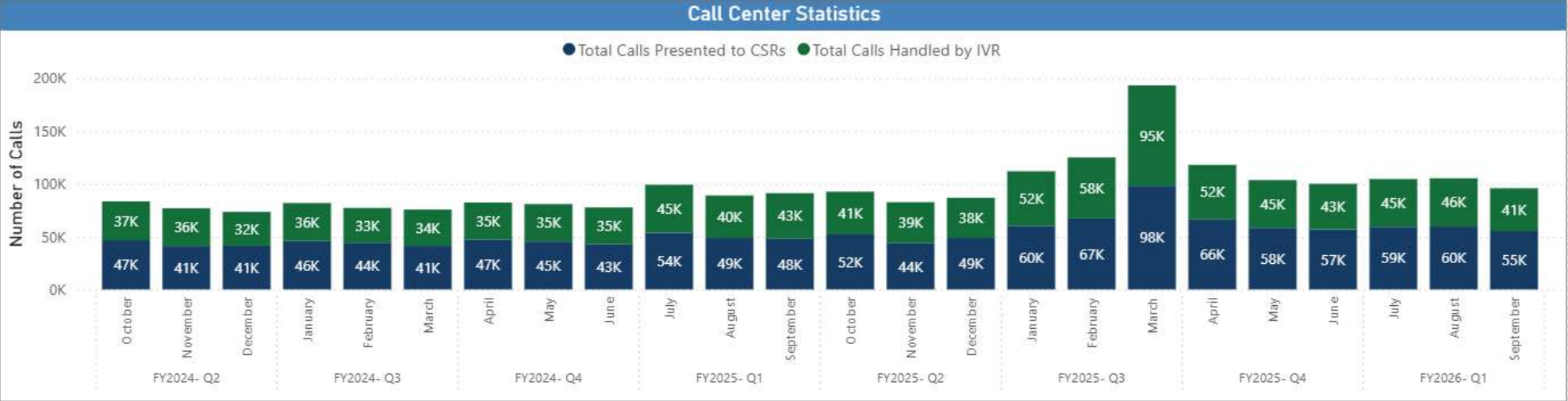
Customer Service Center Update

Angela Queensland
Deputy Program Director

Call Center Statistics

NC Quick Pass Program

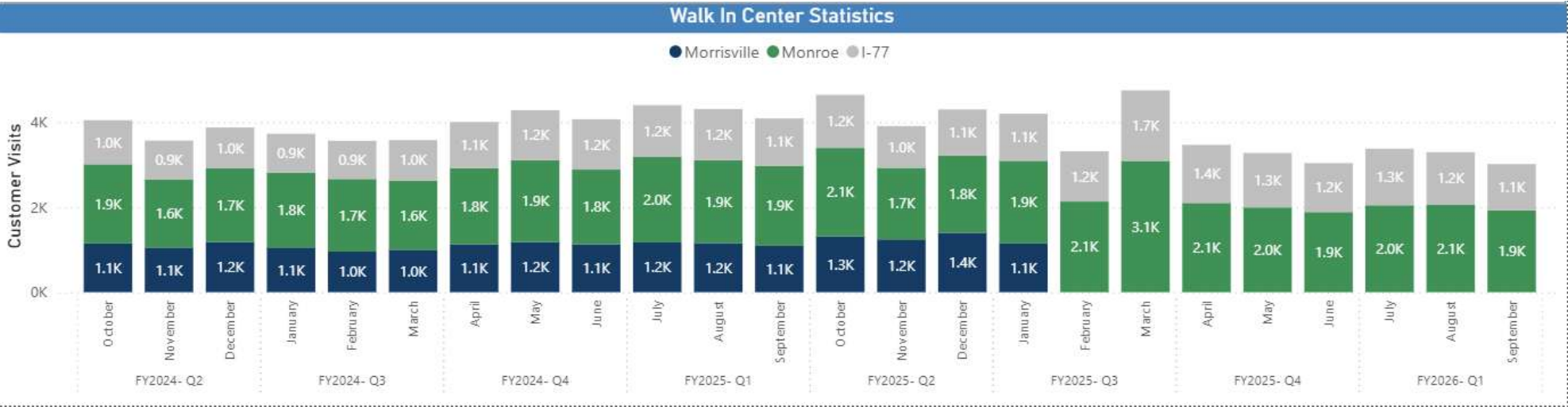
YOY Change: **7.6%**
IVR Containment Rate: **43.1%**



Walk-In Center Statistics

NC Quick Pass Program

YOY Change: **-24.4%**



License Plate Agencies Statistics

NC Quick Pass Program

YOY Change: **61.5%**



Average Speed to Answer Calls

NC Quick Pass Program

YOY Change: **25.3%**



Average Call Handle Time

NC Quick Pass Program

YOY Change: **-13.1%**



Contact Us



ncdot.gov/turnpike



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[@NorthCarolinaTurnpikeAuthority](https://www.youtube.com/@NorthCarolinaTurnpikeAuthority)



ncquickpass.com

The background features a dark blue field with a subtle, repeating hexagonal grid pattern. Overlaid on this are several dynamic, glowing green particle trails. These trails consist of numerous small dots that form flowing, wavy lines across the upper and lower portions of the image, creating a sense of movement and energy.

Thank you!