

North Carolina Turnpike Authority

Operations Committee Meeting

February 19, 2026



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**
Chair



**James 'Jim'
Walker**
Vice Chair



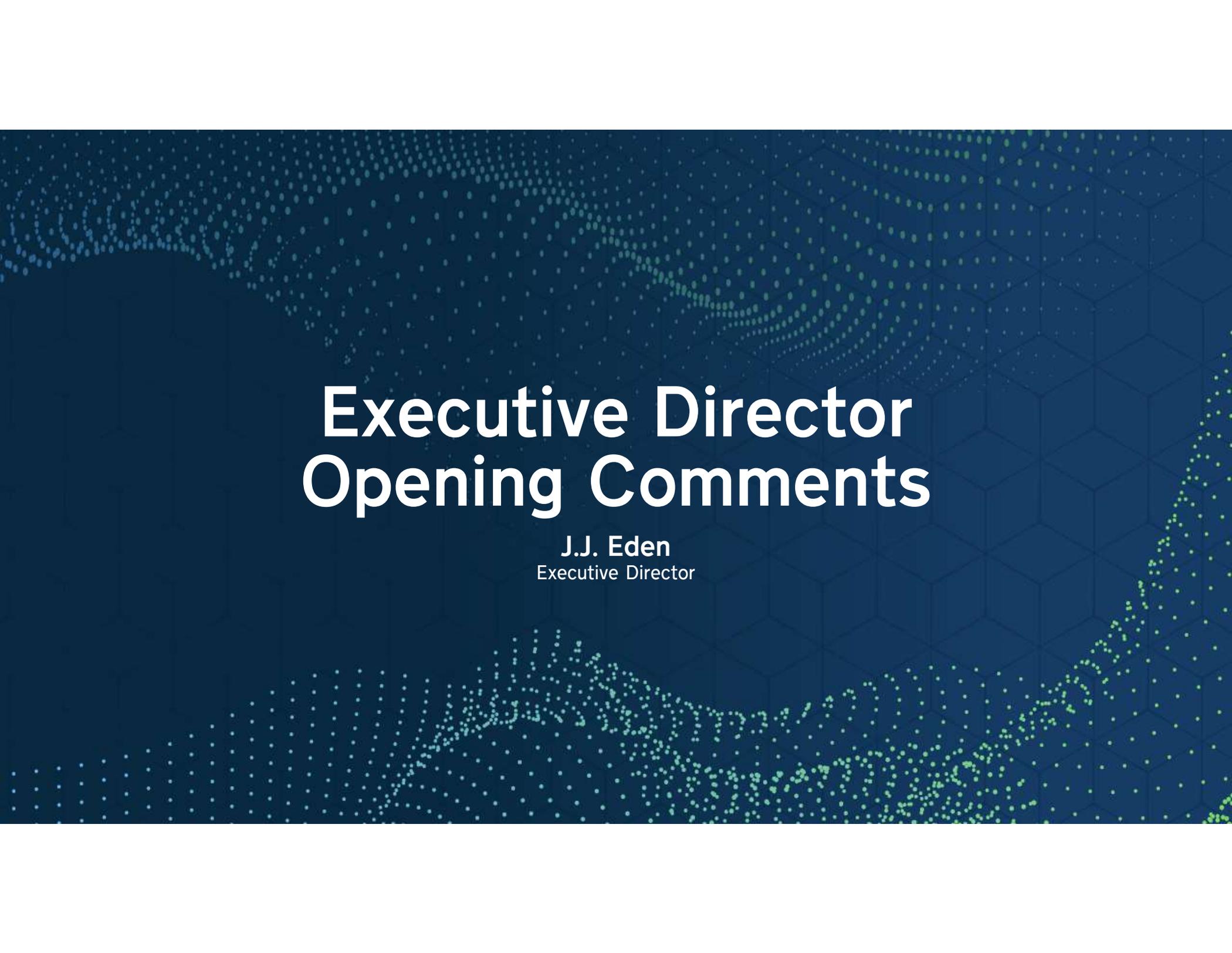
**Robert D.
Teer Jr.**
Secretary & Treasurer



John Adcock
Board Member



Larry Hall
Board Member



Executive Director Opening Comments

J.J. Eden
Executive Director

Chief Engineer Update

Alan Shapiro, P.E.
Chief Engineer

The background is a dark blue gradient with a subtle hexagonal grid pattern. Several glowing, wavy trails of small particles in shades of light blue and green are scattered across the image, creating a sense of motion and data flow.

Complete 540 Phase 1



Phase 1 Closeout

- **R-2721A**
 - Final punch list items are complete
- **R-2721B**
 - Final punch list items are complete
- **R-2828**
 - Final punch list items are complete
- All three projects now working on establishing permanent vegetation

The background is a dark blue gradient with a subtle hexagonal grid pattern. Several glowing, wavy trails of small particles in shades of light blue and green are scattered across the image, creating a sense of motion and data flow.

Complete 540 Phase 2

Complete 540 Phase 2

Anticipated Project Schedule



Completion of
Permitting



Completion of
Final Designs



Right-of-Way
Activities



Beginning of Major
Construction
Activities



Project Completion
2028

Complete

Upcoming
Tasks

Complete 540 Phase 2 Turbine and Bushy Branch Bridges



Complete 540
Phase 2
US 70 and Railroad



Complete 540
Phase 2
Battle Bridge Rd



Complete 540
Phase 2
Neuse River Bridges



Complete 540 Phase 2 Poole Road

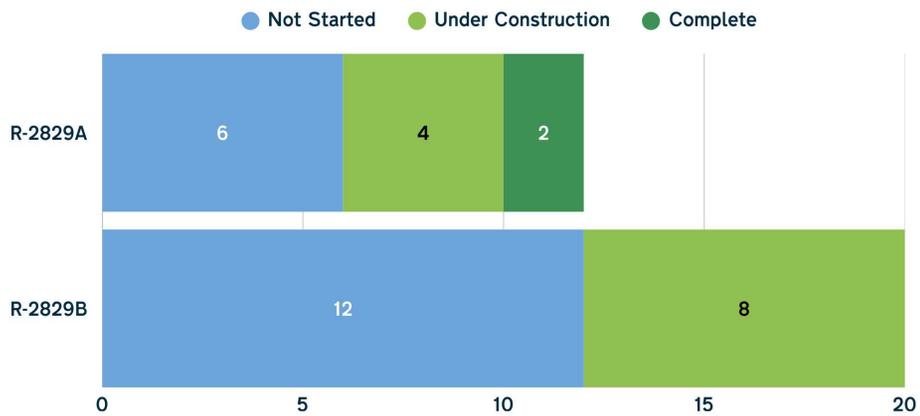


**Complete 540
Phase 2
I-87**

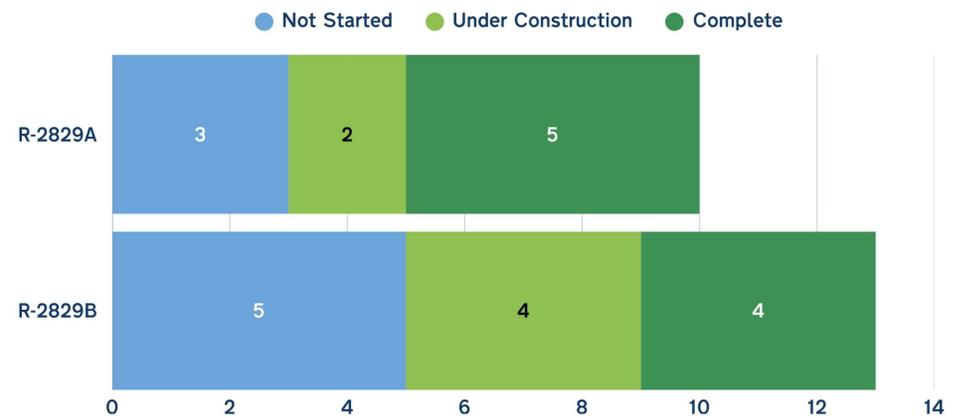


Bridge & Culvert Construction

Bridge Construction



Culvert Construction



Complete 540 Phase 2 Noise Walls

- Noise studies are completed in compliance with NCDOT's Traffic Noise Policy
- Design Noise Reports
 - **R-2829A - Evaluation Complete**
 - No noise walls determined feasible and reasonable
 - **R-2829B - Evaluation Complete**
 - Six noise wall locations determined feasible and reasonable
- Information available on the project webpage

NORTH CAROLINA
Department of Transportation

Search...

NC.GOV TRANSLATION REAL TIME TRAFFIC

About News & Events Divisions Initiatives & Policies Travel & Maps Projects Careers Contact

Home » Projects » Complete 540 » Noise Walls

Noise Walls

When fully constructed, the Complete 540 project will extend the Triangle Expressway from the N.C. 55 Bypass in Apex to I-87/U.S. 64/U.S. 264 in Knightdale, completing the outer 540 Loop around the greater Raleigh area.

The Complete 540 project is being constructed in two phases.

Phase 1 extended the Triangle Expressway approximately 18 miles from N.C. 55 Bypass in Apex to I-40/I-42.

Phase 1 of the Complete 540 project opened to traffic on Sept. 25, 2024.

Phase 2 of the project will extend the Triangle Expressway an additional 10 miles from I-40 to the existing I-540/I-87/U.S.

Noise Wall Status

Phase 1

Constructed

[Latest R-2721A Noise Wall Status Map](#)

[Latest R-2721B Noise Wall Status Map](#)

[Latest R-2828 Noise Wall Status Map](#)

Phase 2

Evaluation Complete

R-2829A (I-40 to south of Rock Quarry Road)

R-2829B (south of Rock Quarry Road to I-87/US 64/US 264)

[Latest R-2829B Noise Wall Status Map](#)

Projects

Complete 540

Project Highlights

Current Construction Activities

Project History

Project Maps

Noise Walls

Project Documents

Photos & Videos

Public Meetings

News Releases

Public Involvement Materials

Property Owner Resources

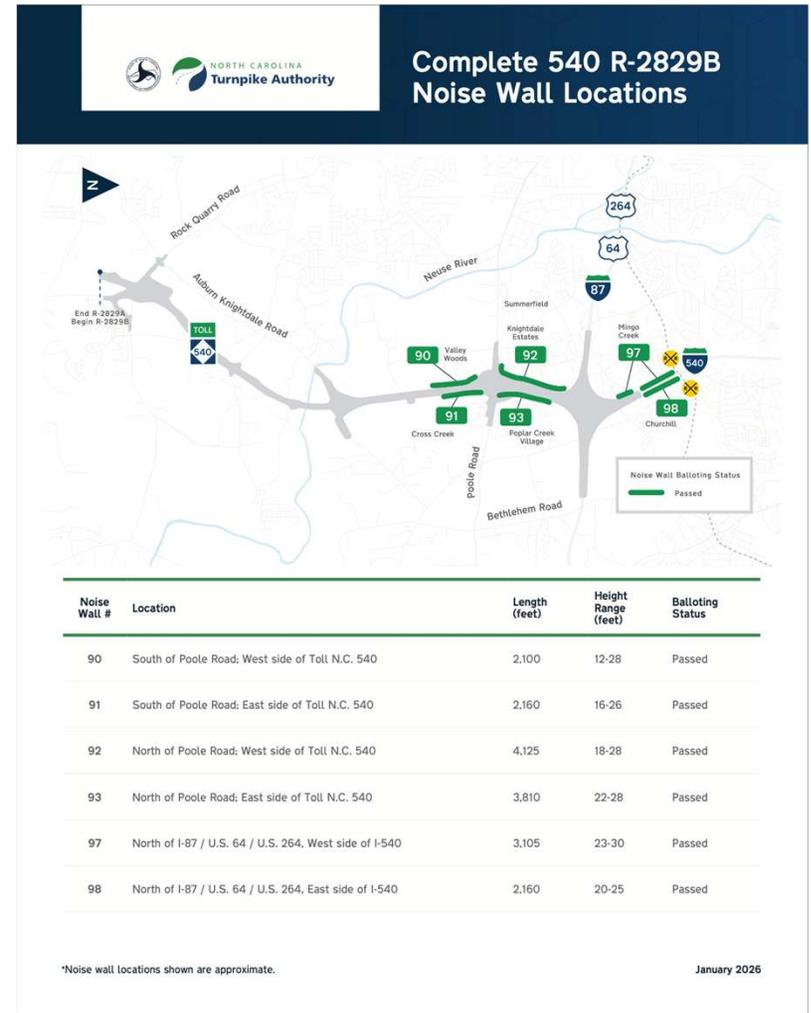
Contact

Complete 540 Phase 2 Noise Walls



R-2829B Evaluation Complete

All noise wall locations have passed the balloting process and are approved for construction



Complete 540

Hotline Calls and Project Emails for 2025

470+ Citizen Contacts



192 Hotline Calls

114 calls regarding Phase 1
52 calls regarding Phase 2
26 calls regarding other projects



283 Project Emails

161 emails regarding Phase 1
111 emails regarding Phase 2
3 emails about both Phase 1 and Phase 2
8 emails regarding other projects



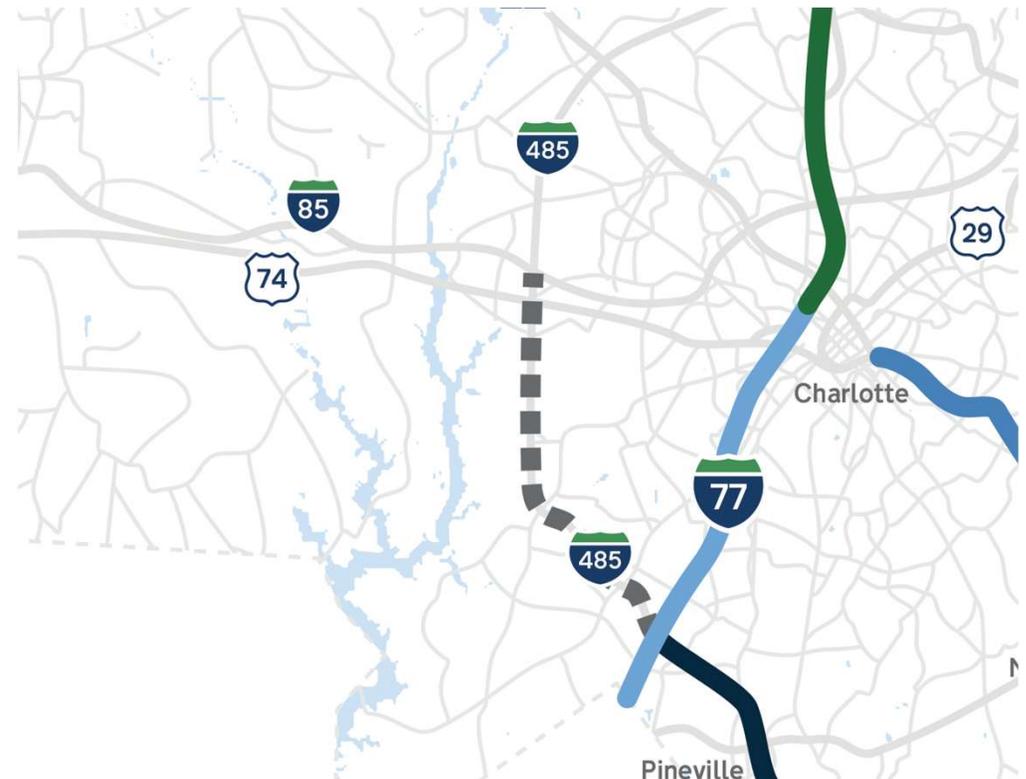
Mid-Currituck Bridge Environmental Permitting

- **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 submitted December 12, 2025

I-485 West Express Lanes

Planning and Design

- I-77 to I-85 in southwest Charlotte
- Construct express lanes
- Charlotte Regional Transportation Planning Organization (CRTPO) requested the project
- Funded for preliminary engineering only in the 2026-2035 STIP
- NCTA has advertised an RFLOI for Planning and Design Engineering Services



I-485 Express Lanes Update

Brian D. Davis, P.E.
Resident Engineer

I-485 Express Lanes

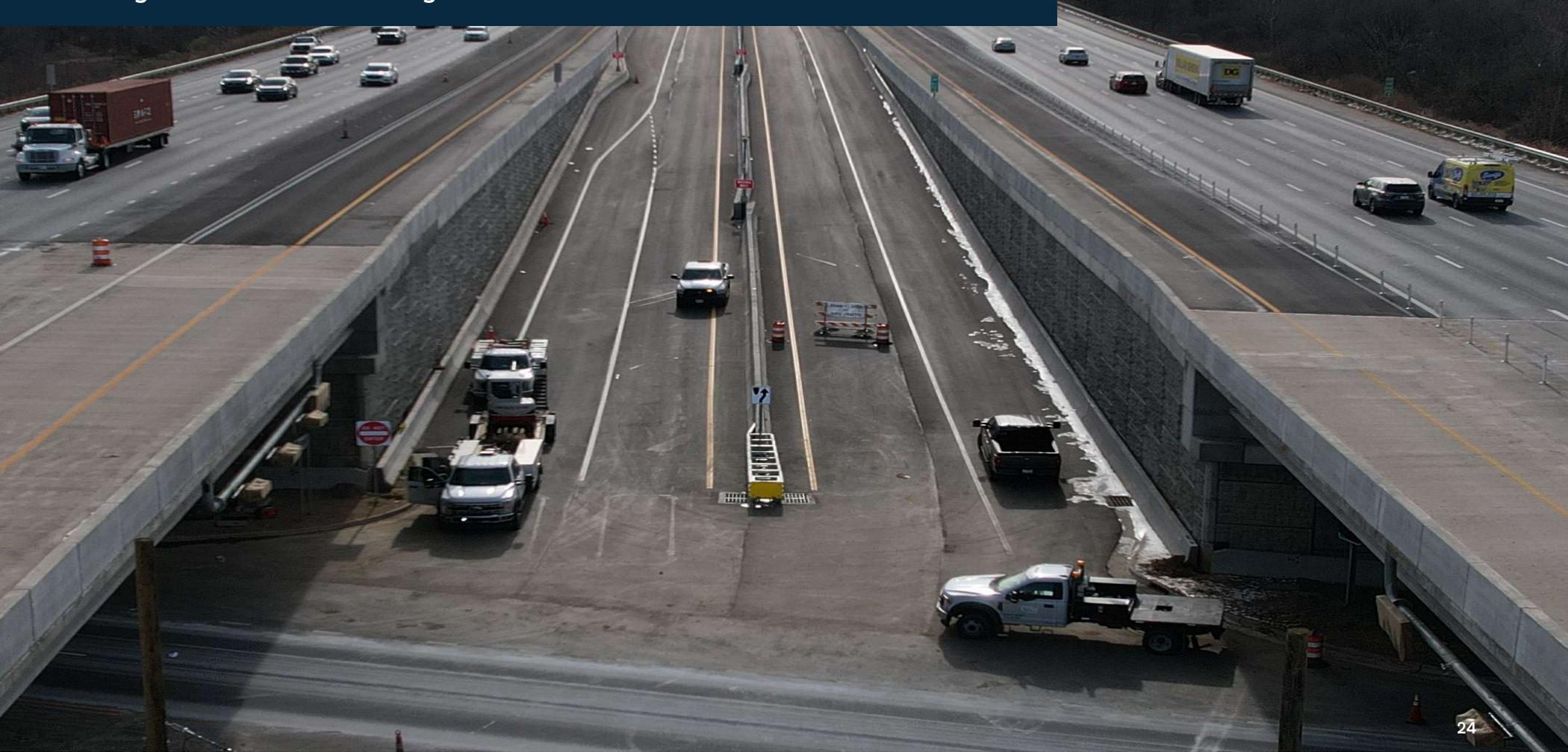


The background is a dark blue gradient with a subtle hexagonal grid pattern. Several glowing, wavy trails of small particles in shades of light blue and green are scattered across the background, creating a sense of motion and data flow.

General Construction Update

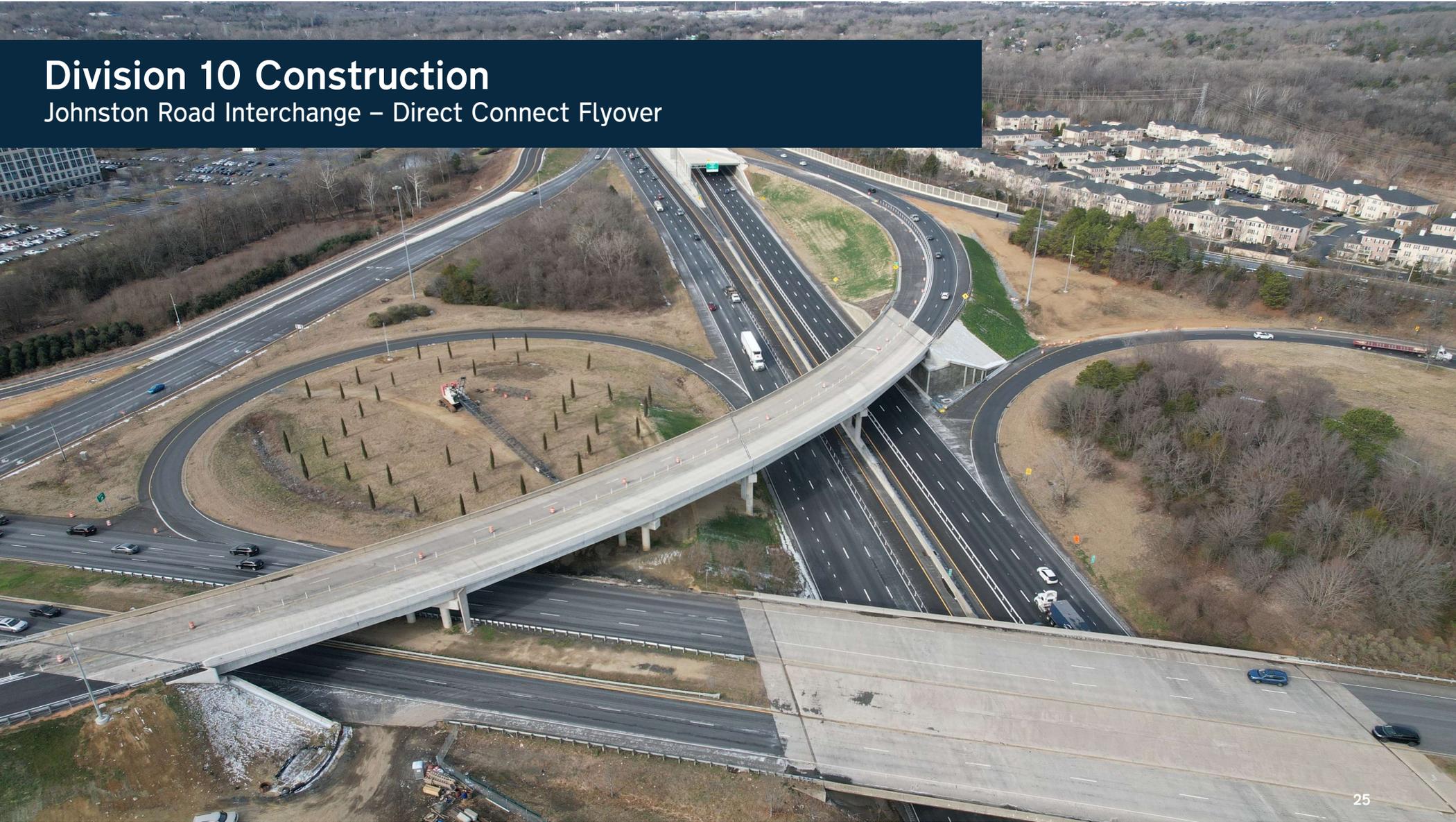
Division 10 Construction

Westinghouse Road Interchange – Direct Connect



Division 10 Construction

Johnston Road Interchange – Direct Connect Flyover



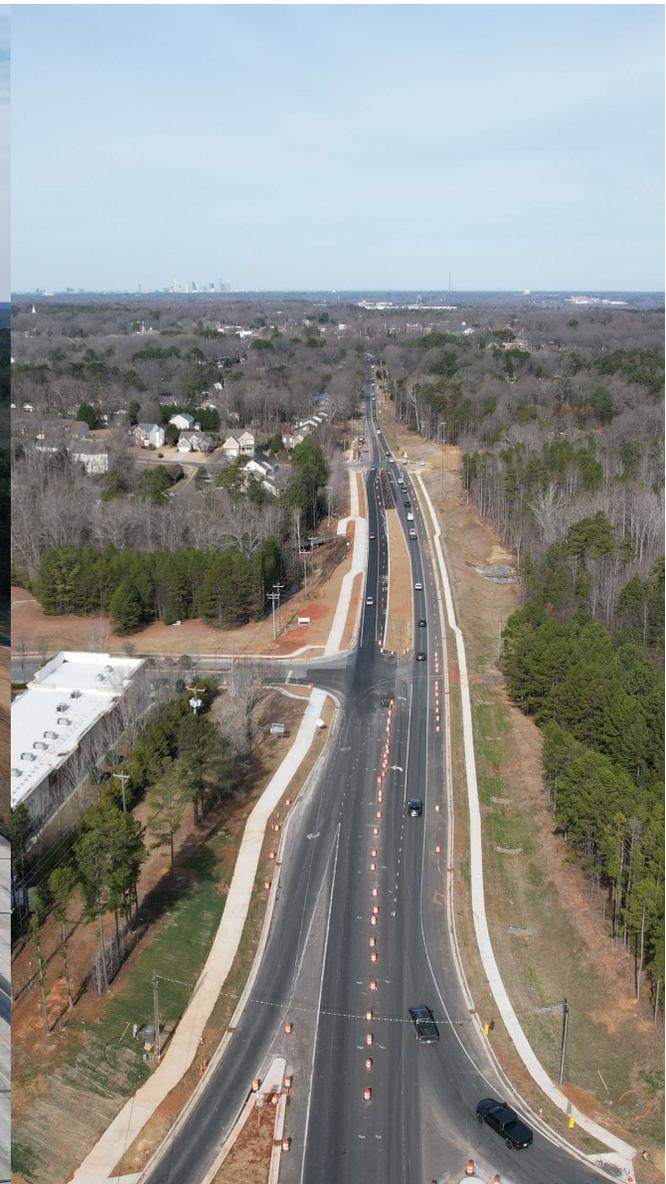
Division 10 Construction

Weddington Road Interchange Is Now Open



Division 10 Construction

E. John Street Interchange



Express Lane Turnover and Opening

- Current schedule shows express lane turnover to the toll integrator to be early 2026
- Current controlling operations for overall completion
 - The completion of E. John St.
 - Final pavement markings
- Opening of the express lanes: February 28, 2026
 - A 5G wireless tolling solution will be implemented ahead of the express lane turnover

Customer Service Center Update

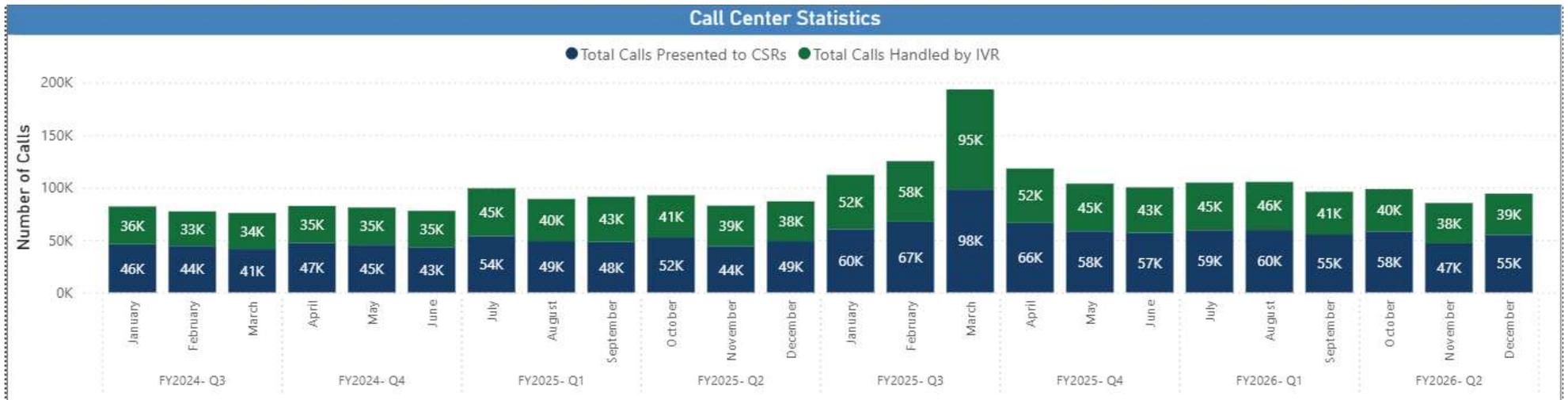
Angela Queensland
Program Deputy Director

Call Center Statistics

NC Quick Pass Program

YOY Growth: **4.8%**

IVR Containment Rate: **42.5%**



Walk-In Center Statistics

NC Quick Pass Program

YOY Growth: **-35.3%**



License Plate Agency Statistics

NC Quick Pass Program

YOY Growth: **61.5%**



Average Speed to Answer Calls

NC Quick Pass Program

YOY Growth: **108.6%**



Average Call Handle Time

NC Quick Pass Program

YOY Growth: **-14.1%**



Toll Technology Update

Manish Chourey
Chief Technology Officer

Welcome James Rakshys



Deputy Program Director



I-485 RTCS Go-Live Preparation

NC Quick Pass Program



- 5G cellular connectivity to toll zones and critical ITS Devices
- Toll rate sign integration
- Interface testing with the NCTA Back Office System
- Critical training for NCTA/NCDOT and Indra support staff
- Toll system integrator operations resource preparation including image review
- Final tuning and configuration of the toll system
- Coordination with the TMC/NCDOT regarding express lane management roles and responsibilities
- Preparing NCTA data reporting and system monitoring oversight

Roadside Toll System Procurement

Travis Feltes, P.E.
Program Manager

Request for Proposal (RFP) Schedule

	2026												2027												2028												2029											
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Complete 540 Phase 2 RFP	RFP / Change Order Development		*				**		24 Months												RFP / Change Order Development																											
Monroe Expressway RFP	RFP / Change Order Development				*		**		22 Months												RFP / Change Order Development																											
OBO Change Order	RFP / Change Order Development		18 Months												Test / Integrate with Complete 540 Phase 2																																	
													Test / Integrate with Monroe																																			

RFP / Change Order Development
Procurement Timeline
FAT / Installation / Testing
Extra Time (Float)

* Advertise

** Award



Traffic Statistics

Transactions Posted

Year Over Year%
53.65 %



Triangle Expressway



Transaction Count by Axles

Vehicle Axles	FY2024-Q3	FY2024-Q4	FY2025-Q1	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2
2	96.46%	96.15%	96.39%	96.02%	95.51%	95.33%	95.32%	95.39%
3	0.88%	1.00%	0.91%	0.97%	0.99%	1.06%	1.07%	0.91%
4	2.66%	2.85%	2.70%	3.01%	3.50%	3.61%	3.61%	3.70%

Transactions Posted

Year Over Year%
3.07 %



Monroe Expressway



Transaction Count by Axles

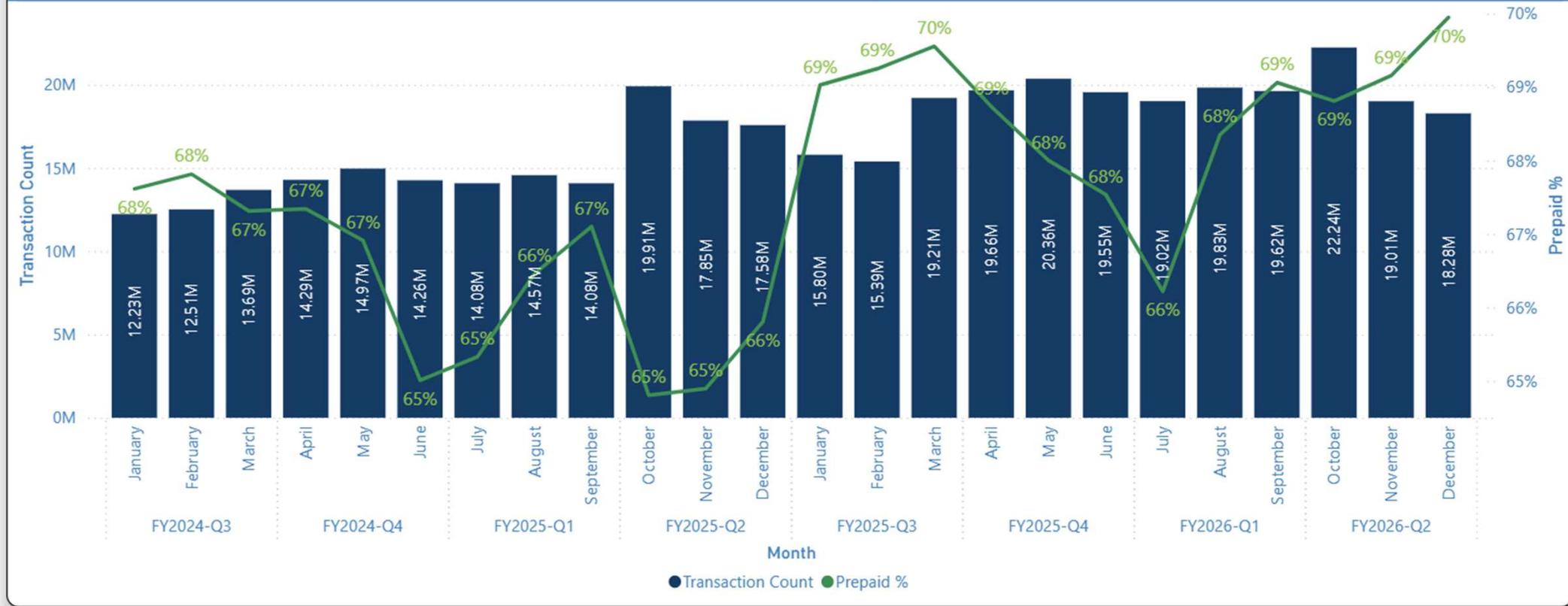
Vehicle Axles	FY2024-Q3	FY2024-Q4	FY2025-Q1	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2
2	87.04%	88.43%	88.64%	88.97%	87.49%	88.78%	89.09%	89.02%
3	1.31%	1.26%	1.25%	1.29%	1.35%	1.31%	1.32%	1.32%
4	11.65%	10.31%	10.11%	9.74%	11.16%	9.91%	9.59%	9.66%

Transactions Posted

Year Over Year%
26.63 %



NC Quick Pass Program



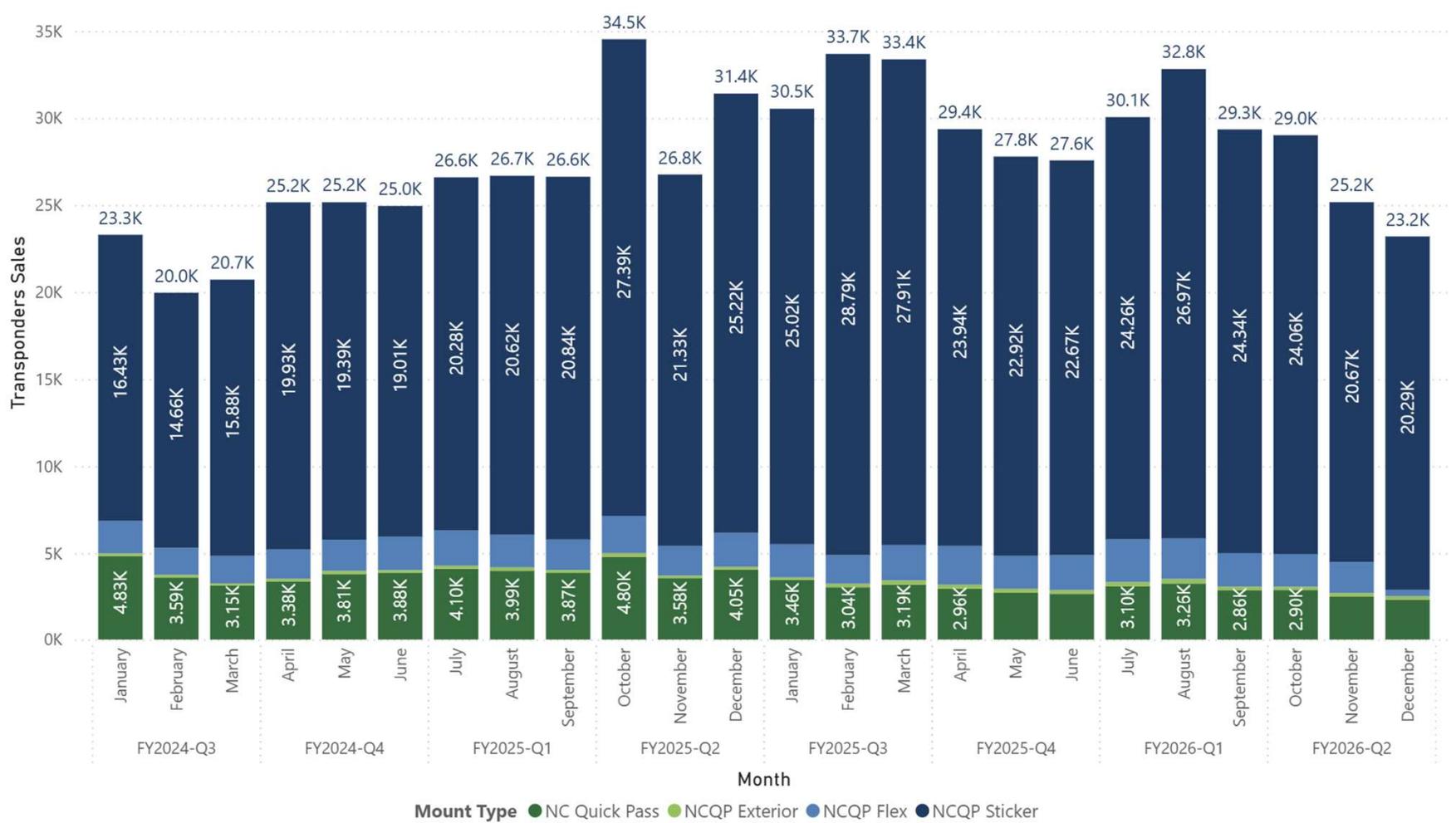
Transaction Count by Axles

Vehicle Axles	FY2024-Q3	FY2024-Q4	FY2025-Q1	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2
2	94.52%	94.31%	94.23%	94.76%	94.12%	94.31%	94.32%	94.38%
3	0.80%	1.24%	1.32%	1.26%	1.25%	1.27%	1.28%	1.14%
4	4.68%	4.45%	4.46%	3.98%	4.63%	4.42%	4.40%	4.48%

Transponders Distribution



Transponder Sales by Mount Type



Year Over Year%
12.85%

Total Sales
2,271,429

Mount Type

- NC Quick Pass
566,923
24.96%
- NCQP Exterior
18,002
0.79%
- NCQP Flex
145,638
6.41%
- NCQP Sticker
1,540,866
67.84%

Communications & Marketing Update

Logen Hodges

Director of Marketing & Communications

Kate Ford

Deputy Director of Marketing & Creative

The background of the slide is a dark blue color with a subtle pattern of light blue and green dots and lines, resembling a network or data visualization. The text "Public Outreach" is centered in a white, bold, sans-serif font.

Public Outreach

I-485 Express Lanes Communications Schedule



Timeline Key

- Events & Public Relations Efforts
- Customer Communications
- Opening

I-485 Express Lanes Communications Plan

60-Day Campaign Methods

- **Email**
 - 1.1M
 - ~63% open rate
- **Press Release**
 - ~10 news stories
- **Web updates**
 - Project page
 - NCQP page
 - NCQP FAQs
 - Toll rates

I-485 Express Lanes

- 17-mile tolled dedicated travel lanes that connect U.S. 74 and I-77 in Charlotte
- Run adjacent to the free general purpose lanes
- Toll rates temporarily determined by date and time after opening
- Will open in late February 2026



[Learn more](#)

Use the [toll calculator](#) to see how much your toll trip will cost. Easily see the 50% savings for [NC Quick Pass accounts](#) compared to receiving a [toll invoice in the mail](#).

[Calculate your toll](#)

Toll Rates

The I-485 Express Lanes' tolls will be set by the time of day and the date. [Click here](#) for the full list of toll rates.

Within the first 12 months, we expect the I-485 Express Lanes to move to dynamic pricing, meaning that prices may go up or down, depending upon the amount of traffic in the express lanes. This will regulate traffic in the express lanes to keep traffic moving.

[View toll rates](#)

Toll Free Travel

The following vehicles and riders will qualify for toll-free travel in the I-485 Express Lanes:

- Riders utilizing the [Charlotte Area Transit System \(CATS\) Vanpool rideshare services](#).
- Transit vehicles with an [NC Quick Pass Transit account](#) and properly installed NC Quick Pass Transit Sticker transponder.
- First responders with a [First Responder account](#) and properly installed NC Quick Pass First Responder Sticker travel for free while responding to emergencies for law enforcement, fire, rescue and medical services.

Complete 540 Outreach – Jan. 2025 – Jan. 2026

Presentations



Conducted 14+ presentations with over 700 participants

Press Releases



Issued 15+ press releases

Nextdoor



Posted 65+ times reaching over 2,000 neighborhoods

Postcards



Distributed two postcards reaching nearly 7,000 residents

Project Hotline



Received 260+ emails and 180+ calls

I-77 South Express Lanes Public Outreach

The insights gained from our August 2025 focus groups, dozens of community meetings and many conversations with residents and stakeholders are already being integrated into the project design, planning and communication strategies

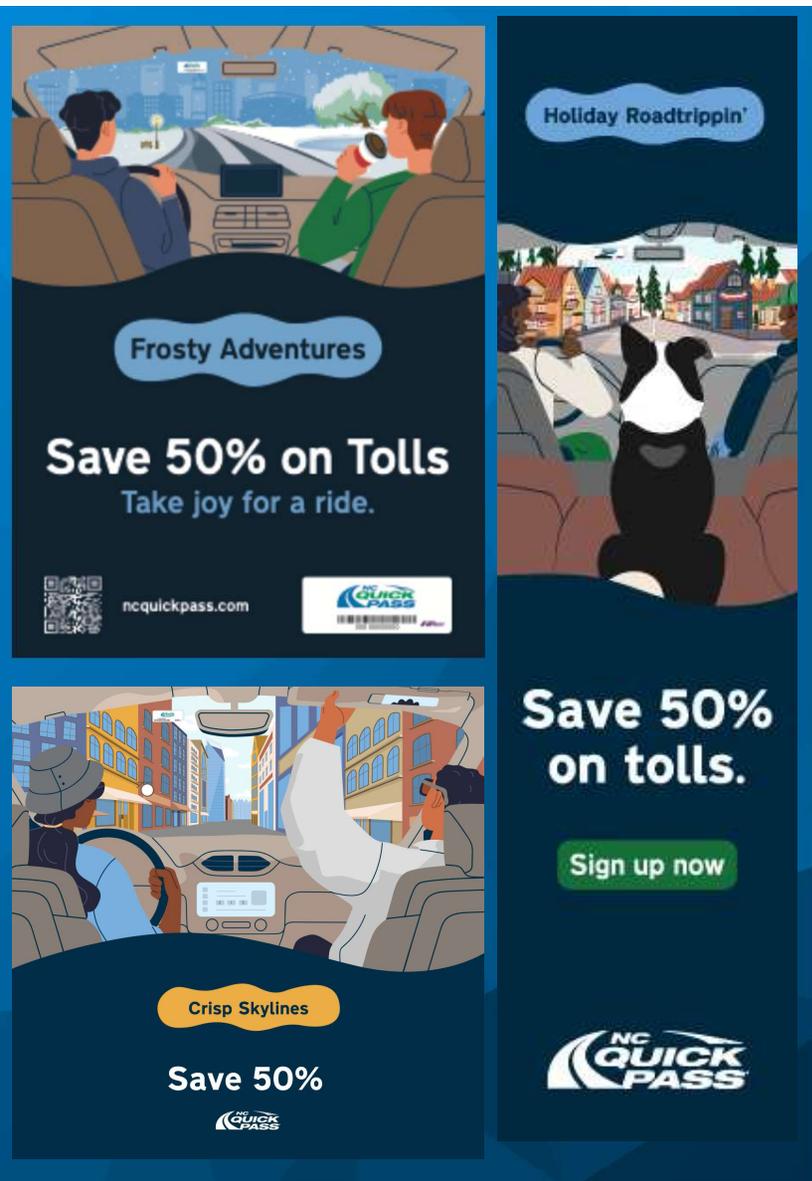
NCDOT and NCTA are committed to:

- **Continuous Listening and Engagement:** Hosting further small-group sessions as the project design is updated.
- **Proactive Education:** Launching campaigns that educate stakeholders on the project.
- **Adaptive Design:** Using public feedback to refine interchange improvements and multimodal connections.

Engagement Category	Number of Events/Actions	Participants / Reach
Small Group Meetings	30 meetings	1,000 attendees
Social Media Views	18 social media posts	221,000 views
Social Media Engagements	18 social media posts	8,500 engagements
News Articles	29 articles	77,000 views
Handouts Distributed	2 (Spanish & English) handouts	600 copies distributed
Online Survey Responses	1 survey	580 survey responses
Postcards Mailed	1 postcard	40,000 copies mailed
Emails/Texts to registered addresses	8 messages	900 emails and texts sent

Paid Advertising





Fall and Winter Advertising

Campaign Results



- 1,700 direct transponder sales
- 19,000 people started the account sign up or purchase process
- 4.5M impressions

The background is a dark blue gradient with a subtle hexagonal grid pattern. Several glowing, wavy trails of small particles in shades of light blue and green sweep across the frame, creating a sense of motion and digital connectivity.

Email Marketing

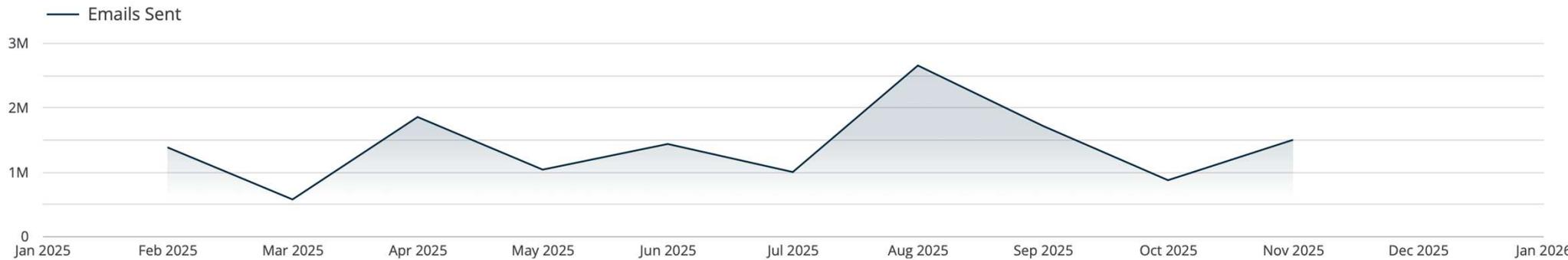
Group ▾

Topic ▾

Jan 1, 2025 - Jan 1, 2026 ▾

Emails Sent	Emails Delivered	Emails Opened	Open Rate	Clicks	Click Rate	Click to Open Rate	Unsubscribes	Unsubscribe Rate
13,983,890	13,625,105	7,712,536	56.61%	177,991	1.31%	2.31%	14,180	0.10%
↑ 73.6%	↑ 73.1%	↑ 63.7%	↓ -5.4%	↓ -29.5%	↓ -59.2%	↓ -56.9%	↑ 14.9%	↓ -33.6%

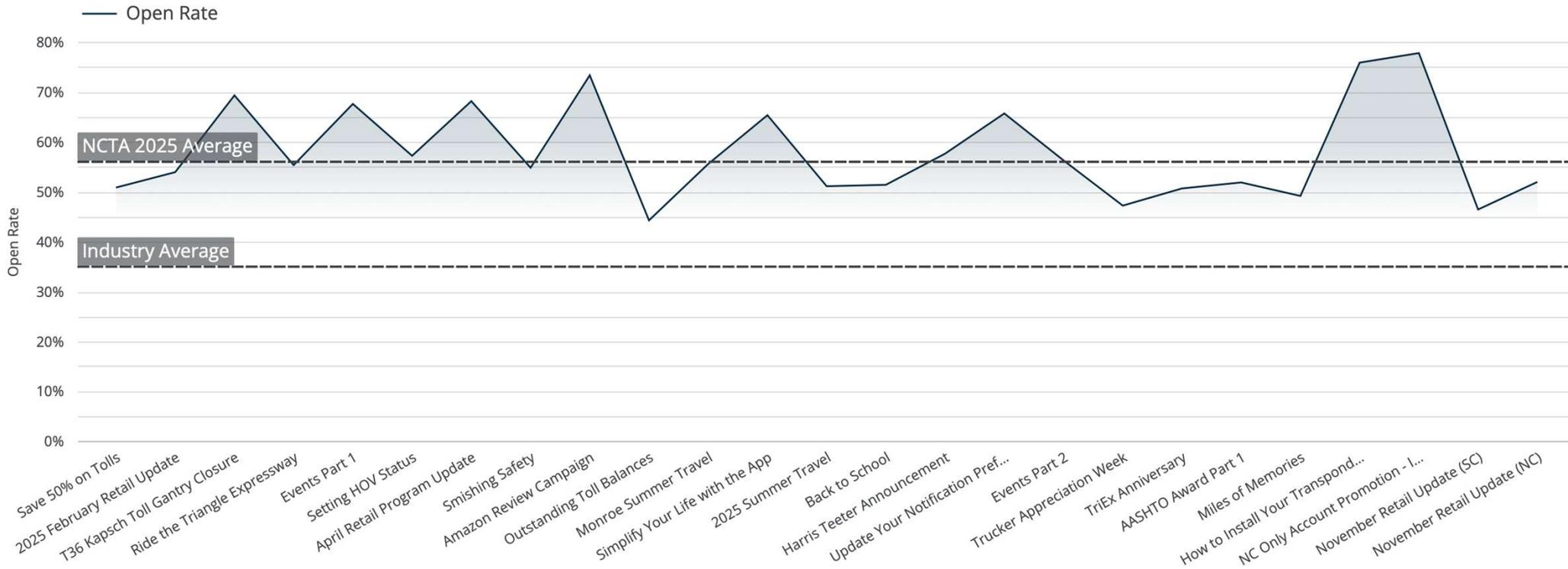
Emails Sent By Month



High-Level Engagement by Group

Group	Open Rate	Click Rate	Click to Open Rate	Unsubscribed Rate
1. Toll Invoice	51.36%	1.33%	2.6%	0.17%
2. Other	61.81%	1.06%	1.72%	0.09%
3. NCQP	56.07%	1.48%	2.63%	0.07%
Grand total	56.61%	1.31%	2.31%	0.1%

Open Rate by Topic



The background of the slide is a dark blue color. It features a pattern of small, light blue and green dots that form a grid-like structure, possibly representing a network or data points. The dots are arranged in a way that creates a sense of depth and movement, with some dots appearing brighter than others. The overall aesthetic is modern and technical.

ROI Audits

Social Media Audit



1.3M Impressions

1,400 Engagements

400+ New Followers

Findings

Public Relations Audit



63.8K Earned Media Mentions

190.4B Estimated Impressions

Findings

Contact Us



ncdot.gov/turnpike



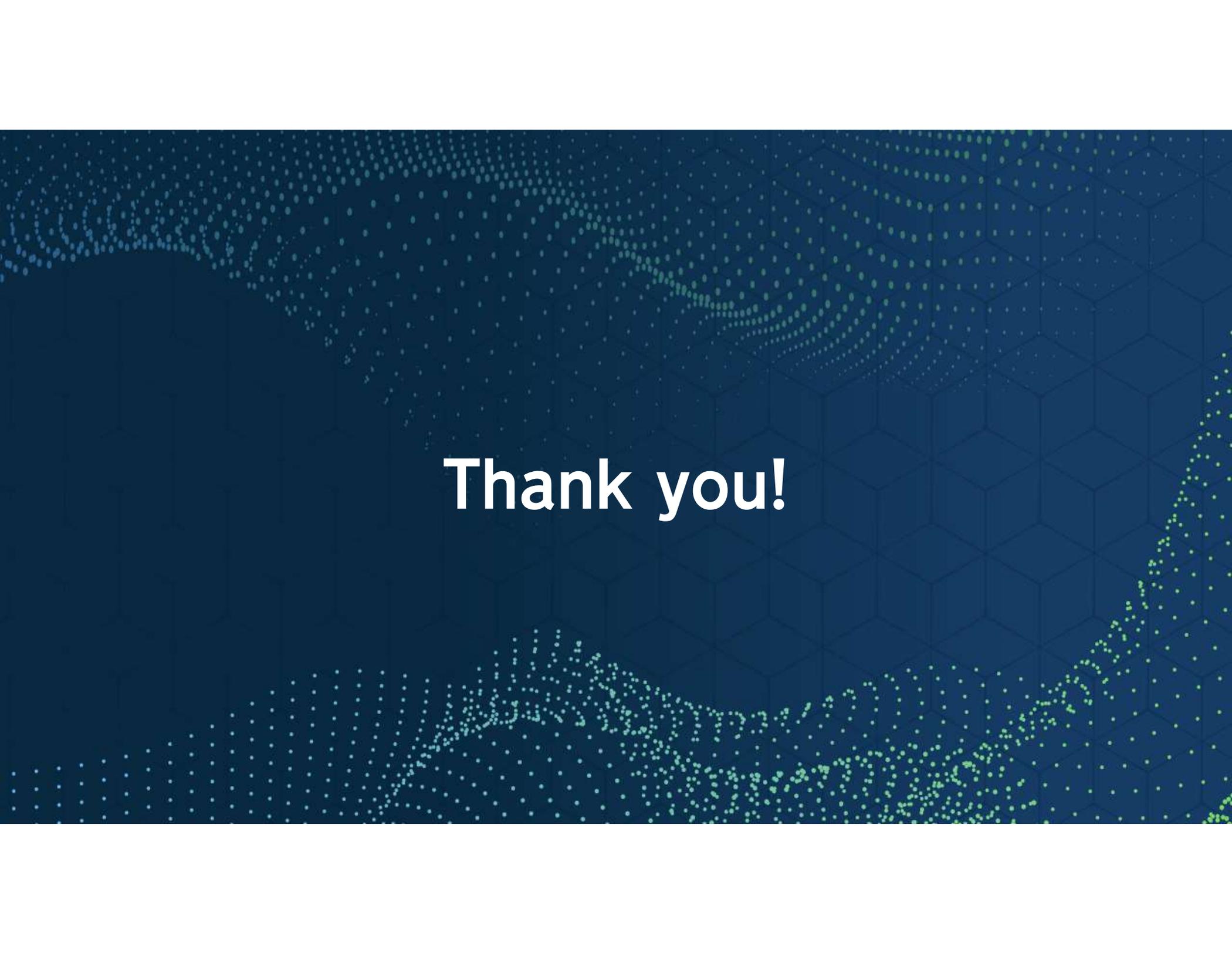
[@NCTurnpike](https://twitter.com/NCTurnpike)



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



ncquickpass.com



Thank you!