

# North Carolina Turnpike Authority

## Operations Committee Meeting

May 21, 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**

Chief Executive Director/Executive Director

# Chief Engineer Update

Alan Shapiro, P.E.  
Chief Engineer

# Welcome Cameron Richards



Eastern Deputy Chief Engineer



# Welcome Donovan Parker



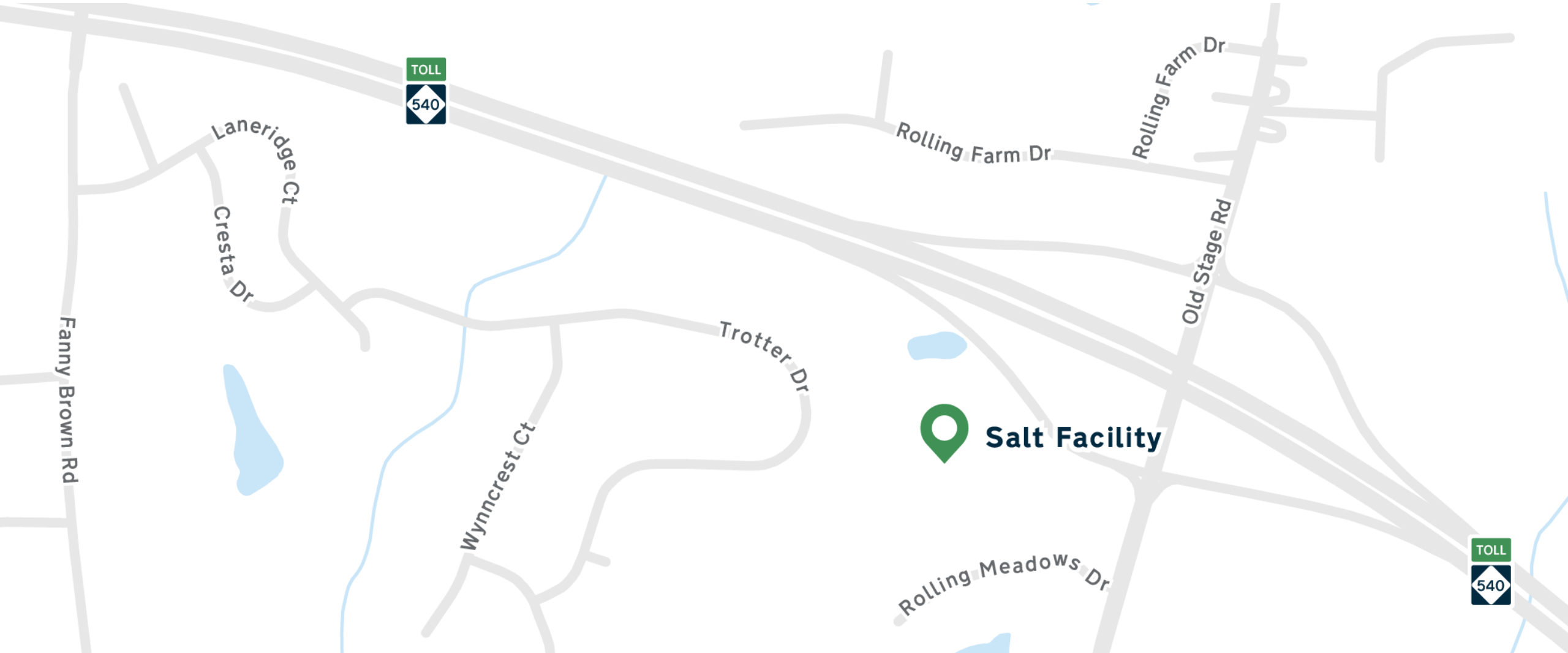
Triangle Expressway  
Maintenance Supervisor



# Salt Storage Facility

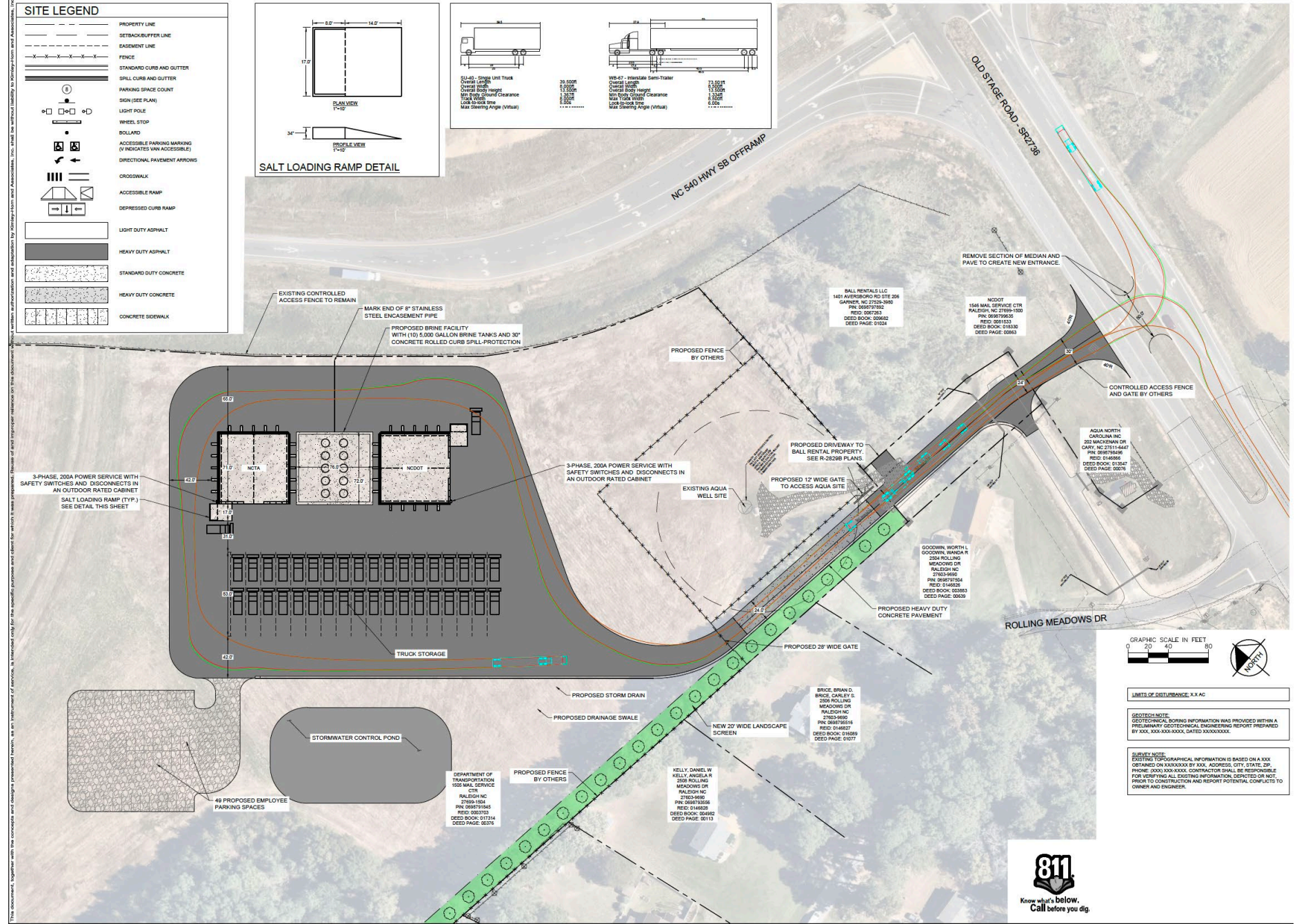
# Salt Storage Facility

Location



# Salt Storage Facility

## DRAFT Site Plan



# Salt Storage Facility

## Projected Timeline



Completion of  
Site Plans

April 2026

Complete



Communications  
Plan Complete

April 2026



Neighborhood  
Meeting

2026

Ongoing



Construction  
Begins

2026



Facility Completion

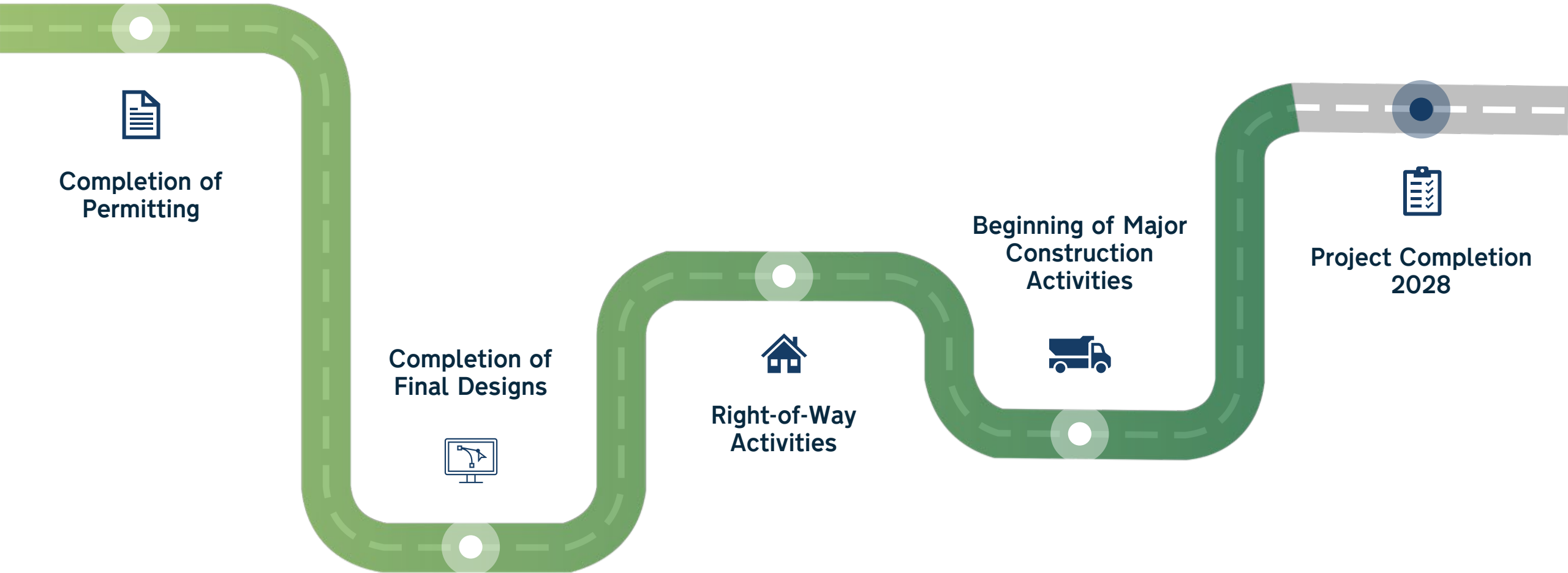
2027

Upcoming

**Complete 540 Phase 2**

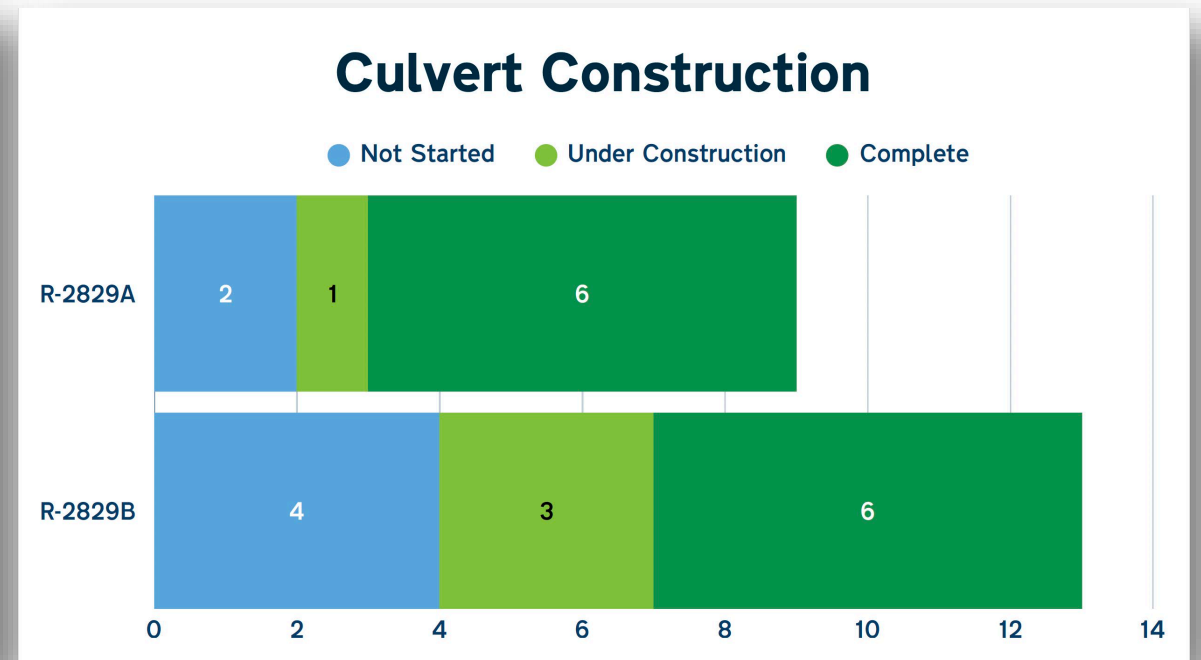
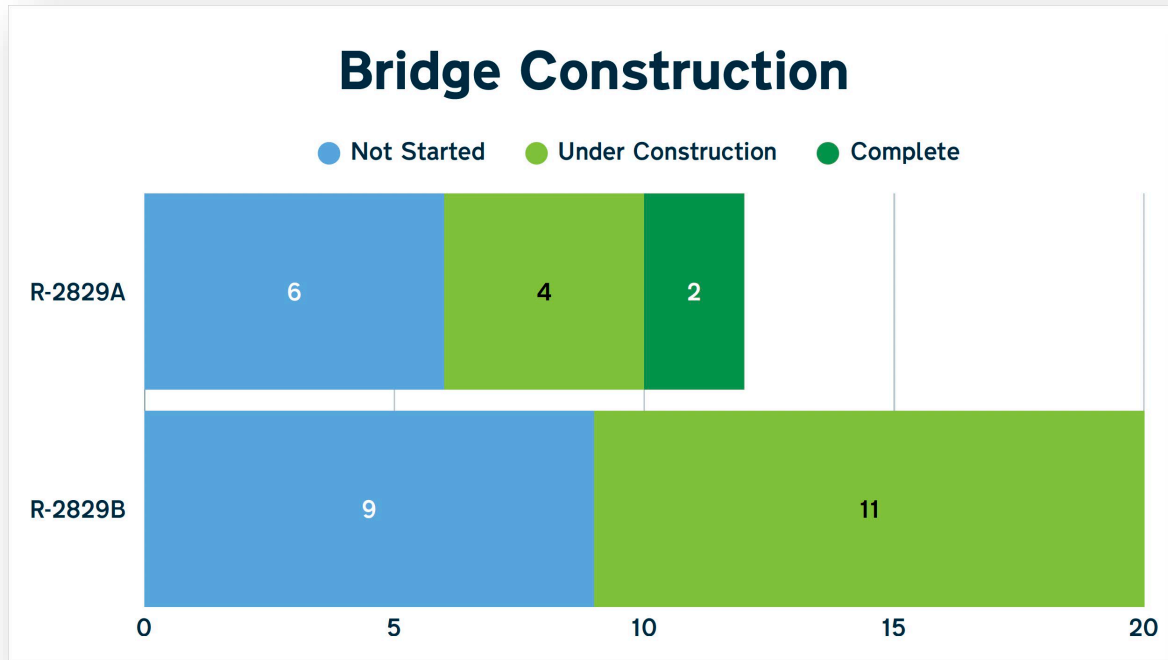
# Complete 540 Phase 2

## Anticipated Project Schedule



# Complete 540 Phase 2

## Bridge and Culvert Construction Status



# Complete 540 Phase 2

Turbine and  
Bushy Branch Bridges



# Complete 540 Phase 2 US 70 and Railroad



# Complete 540 Phase 2 Battle Bridge Road



# Complete 540 Phase 2 Neuse River Bridges



# Complete 540 Phase 2 Poole Road



# Complete 540 Phase 2 I-87



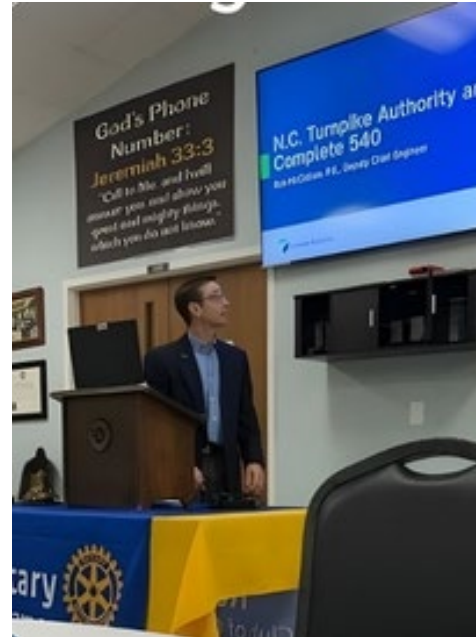
# Phase 2 Proactive Outreach

## Community Presentations



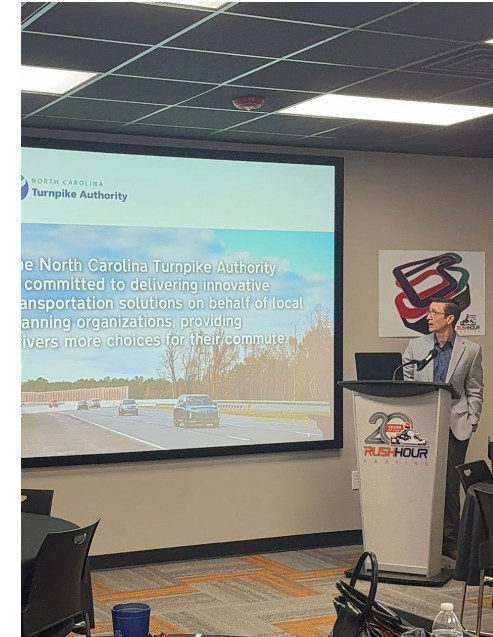
**DASH Carolina  
Real Estate**

**February 17**



**Garner Rotary  
Club**

**March 18**



**Garner Mid-Day  
Rotary Club**

**March 31**

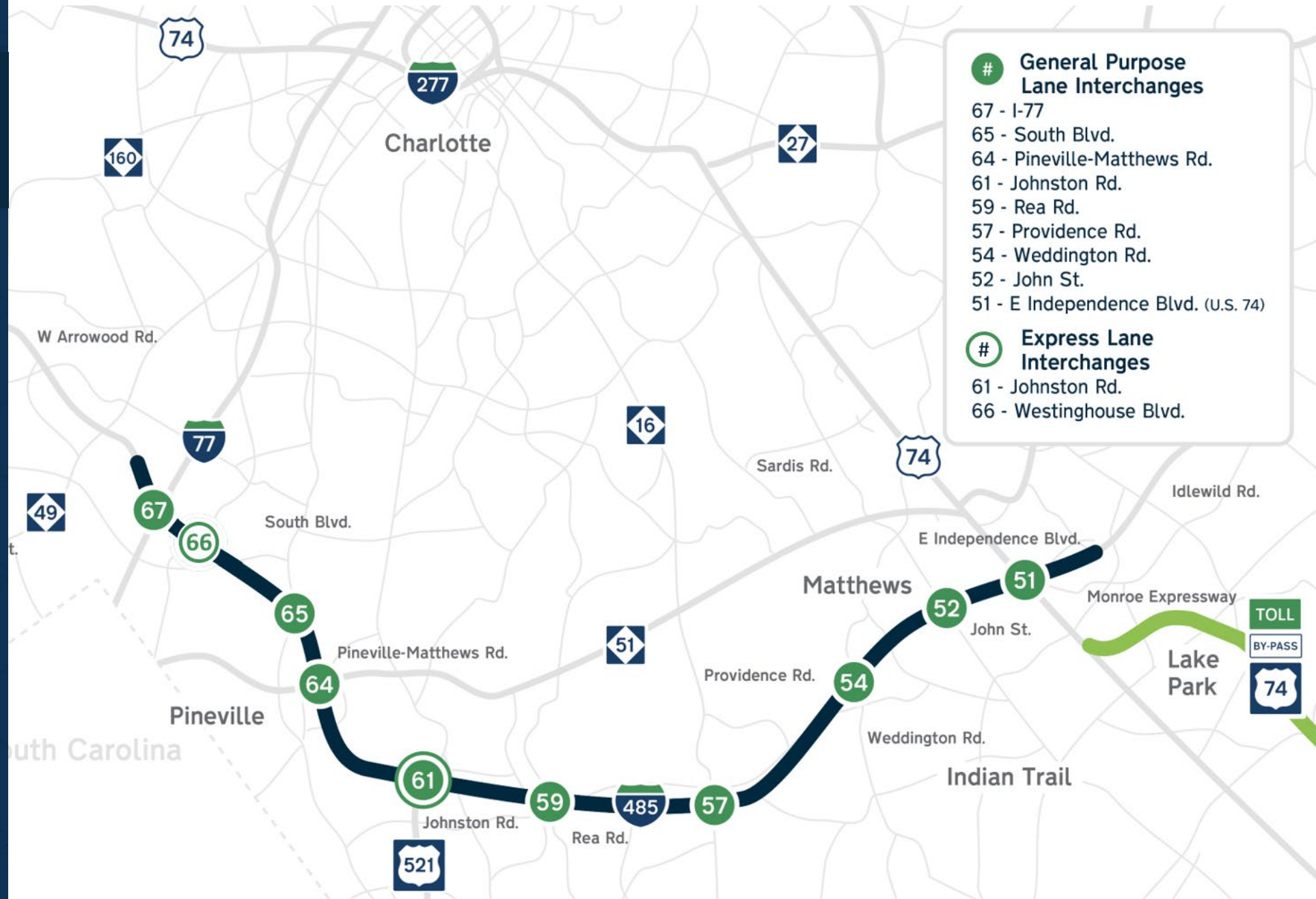
# Complete 540 Phase 2

May 12, 2026  
NCDOT Structures Tour



# I-485 Express Lanes

# I-485 Express Lanes



# I-485 Express Lanes

## Ribbon Cutting Ceremony

- Ribbon Cutting Ceremony
  - February 28, 2026
- Express Lanes opened to traffic
  - February 29, 2026



# I-485 Express Lanes

## Opening Statistics

- Average Transactions
  - Weekday: **20,000**
  - Weekend: **5,800**
- Average Daily Vehicles (Unique Vehicles)
  - Weekday: **8,200**
  - Weekend: **2,700**



# 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 advertised an RFLOI for Planning and Design Engineering Services, proposals under review



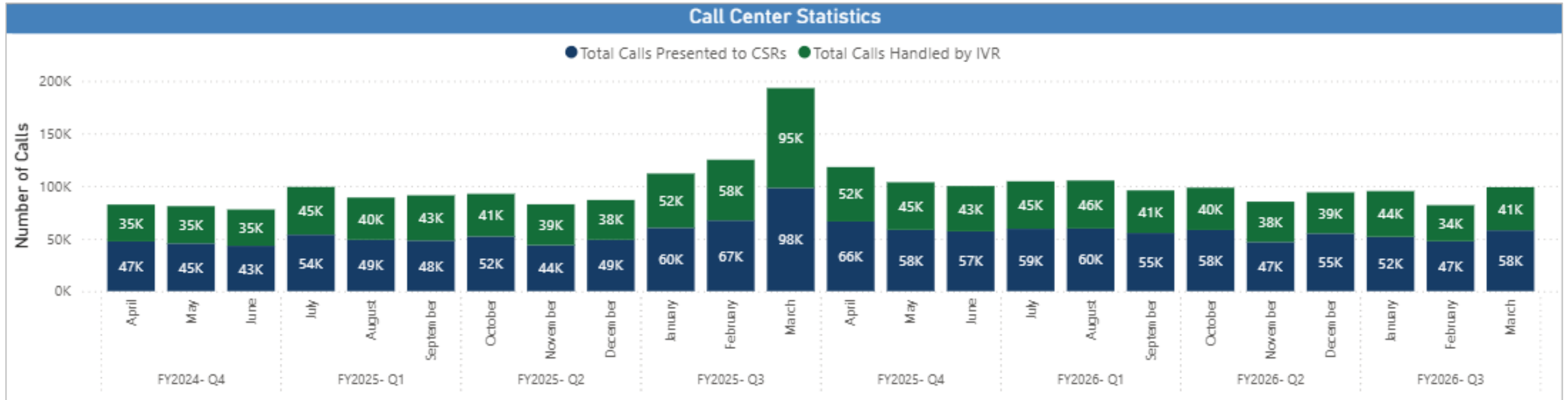
# Customer Service Center Update

**Angela Queenland**  
Deputy Chief Toll Operations Officer

# Call Center Statistics

NC Quick Pass Program

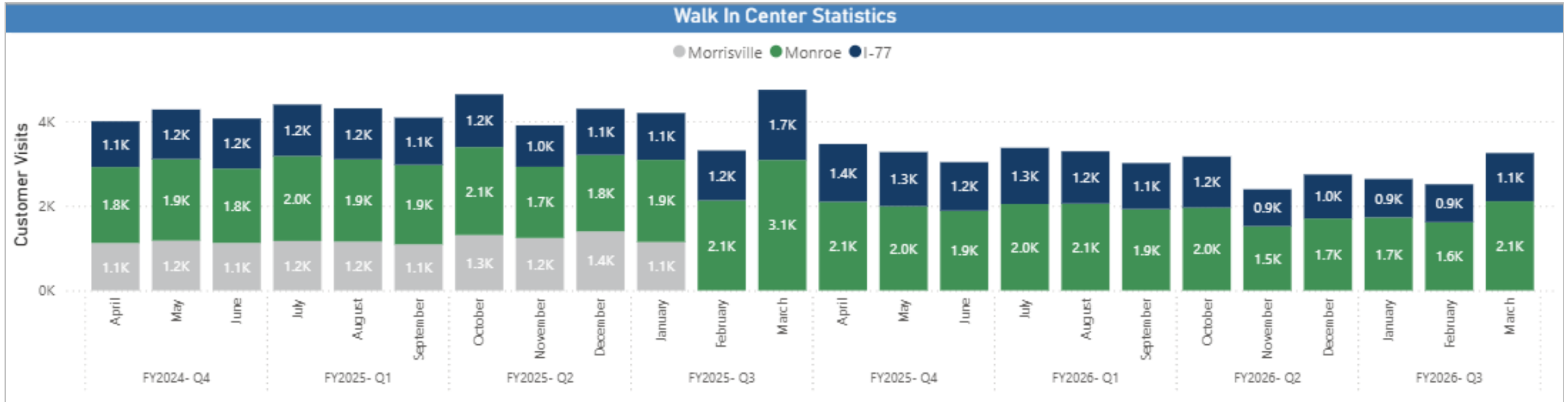
YOY Growth: **-35.9%**  
 IVR Containment Rate: **43.0%**



# Walk-in Center Statistics

NC Quick Pass Program

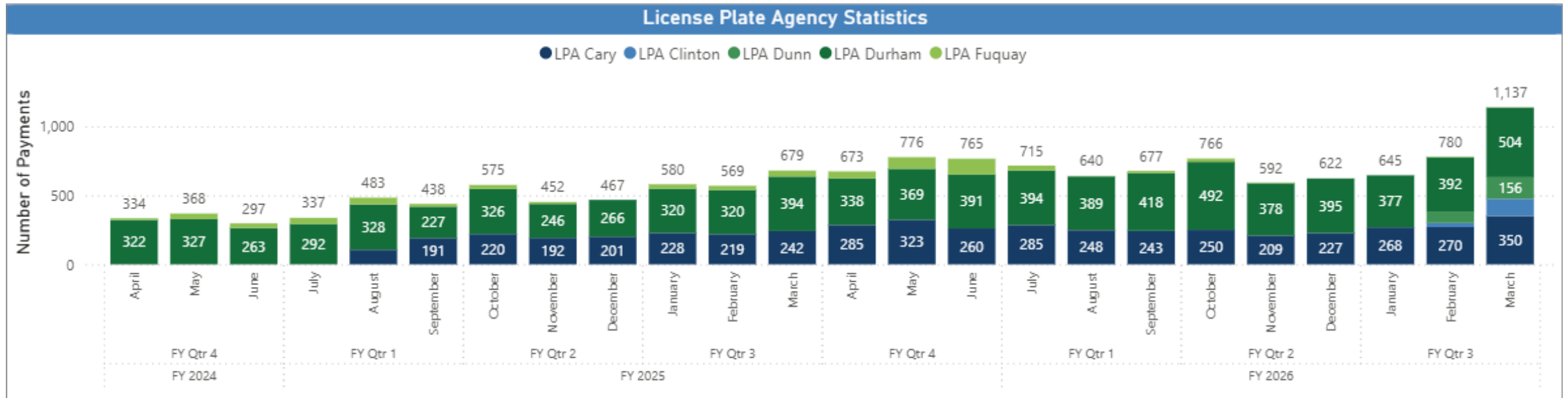
YOY Growth: **-31.5%**



# License Plate Agency Statistics

NC Quick Pass Program

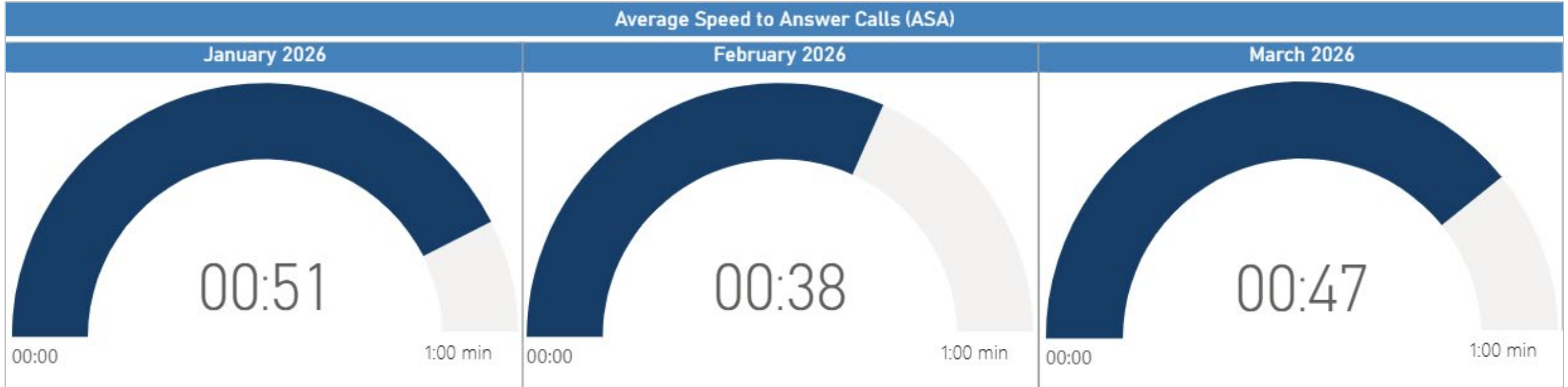
YOY Growth: **39.8%**



# Average Speed to Answer Calls

NC Quick Pass Program

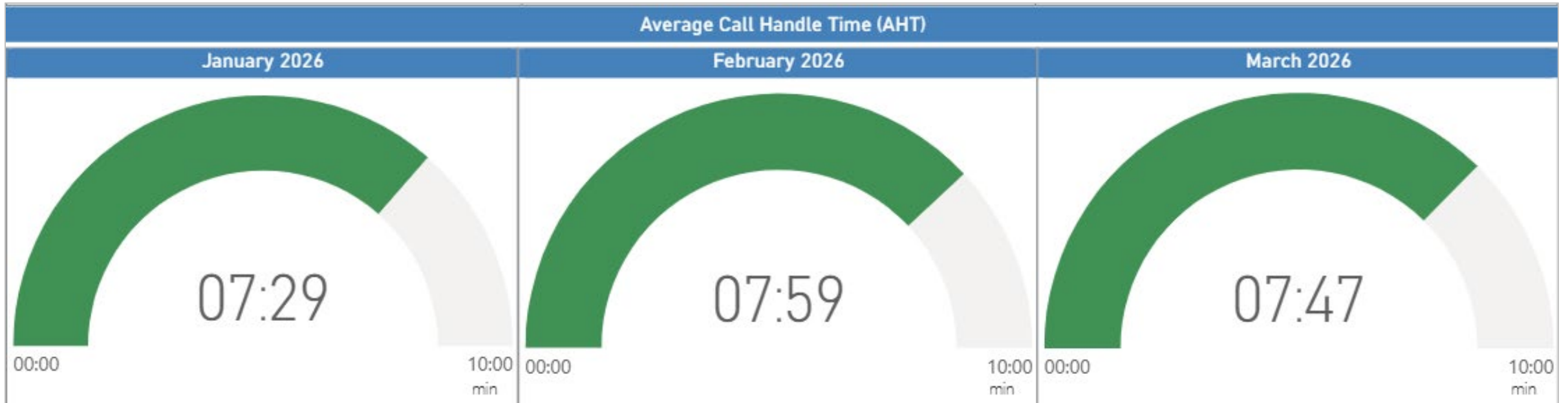
YOY Growth: **-90.2%**



# Average Call Handle Time

NC Quick Pass Program

YOY Growth: **-6.3%**



# Toll Technology Update

**Manish Chourey**  
Chief Technology Officer

**Travis Feltes, P.E.**  
Director of System Implementation

# I-485 Express Lanes

Go Live February 28, 2026

- Current Status
  - All toll zones and toll rate signs operating on 5G cellular
  - Toll system is utilizing scheduled rates
  - Daily audits to ensure accurate transactions
  - Software updates implemented to improve performance
  - Coordinating with Traffic Management Center (TMC)



# I-485 Express Lanes

## Future Activities

- Turnover of ITS devices and a complete fiber network
  - TBD
- ITS and fiber integration
  - 90 days
- Operational acceptance test
  - 60 days
- System acceptance test
  - 30 days
- Dynamic pricing system simulations and activation



# Roadside Toll System Procurement

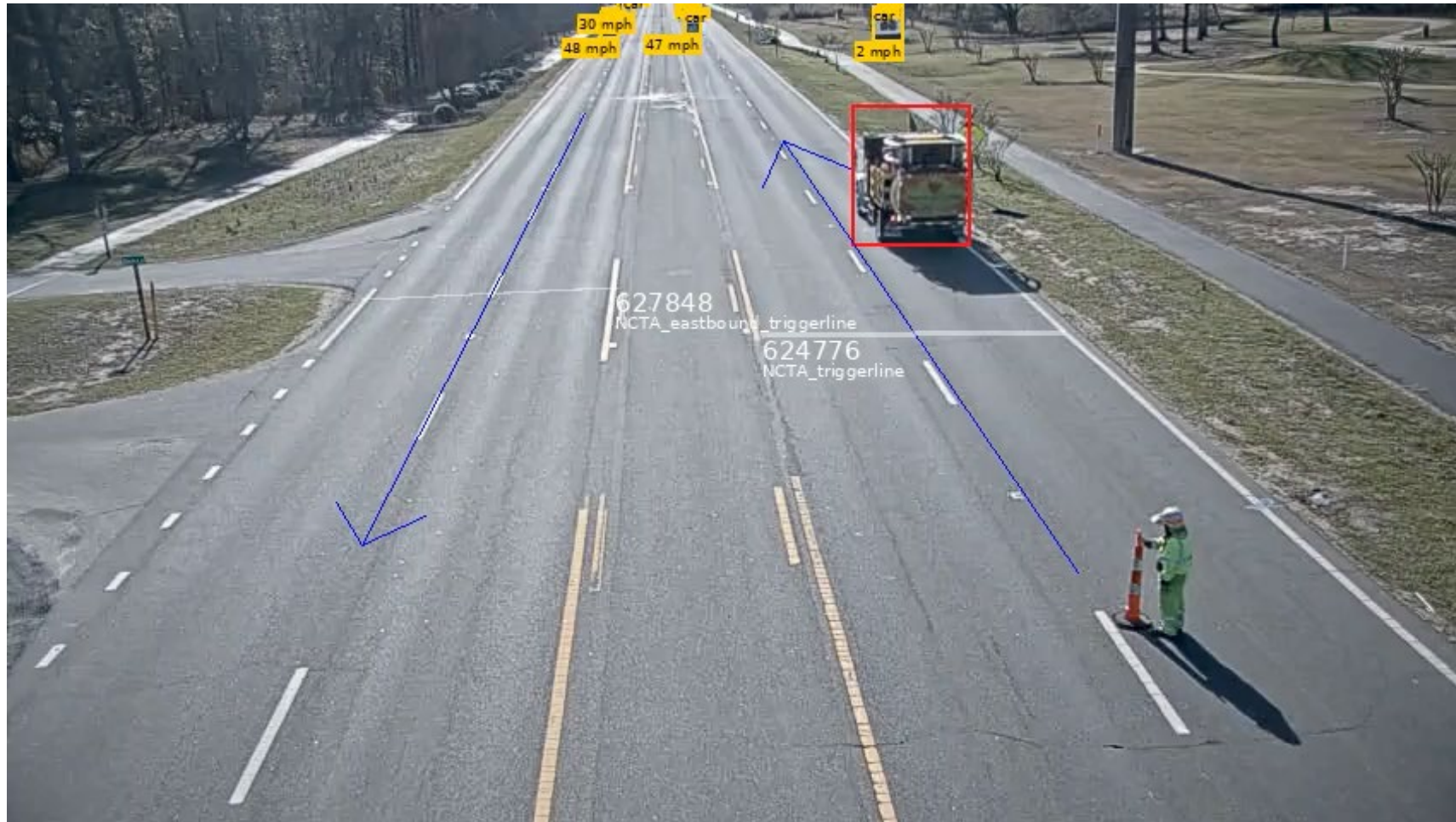
## Complete 540 Phase 2 Update

- The System
  - 12 toll zones covering 64 lanes
  - Single gantry infrastructure at each location
- The Changes
  - Moving transaction and tag file processing, manual image review, and data warehouse from RTCS Vendor to an Operational Back Office (OBO)
  - No toll vault buildings
  - Removal of pavement sensors from the roadway
  - Removal of ITS device installation and maintenance from the contract

RSVPs Due for the Mandatory Pre-Proposal Scope of Services Meeting	March 17, 2026 (4:00 PM EST)
Mandatory Pre-Proposal Scope of Services Meeting	March 18, 2026 (1:00 PM – 2:00 PM EST)
Proposer Questions Due	April 2, 2026 (4:00 PM EST)
NCTA Response to Questions	April 17, 2026
Technical Proposals Due	May 18, 2026 (4:00 PM EST)
Notification of Proposers Shortlisted	June 29, 2026
Oral Interviews & Presentations (Shortlisted Proposers to be notified as to the specific schedule within the time identified)	Week of July 6, 2026
Price Proposals Due (Only Shortlisted Proposers will submit a Price Proposal)	July 20, 2026 (4:00 PM EST)
Ranking of Shortlisted Proposers for Negotiations	Week of July 27, 2026
BAFO (if needed)	Week of August 3, 2026
Notice of Award	Week of August 3, 2026

# Roadside Technology Using Artificial Intelligence (AI)

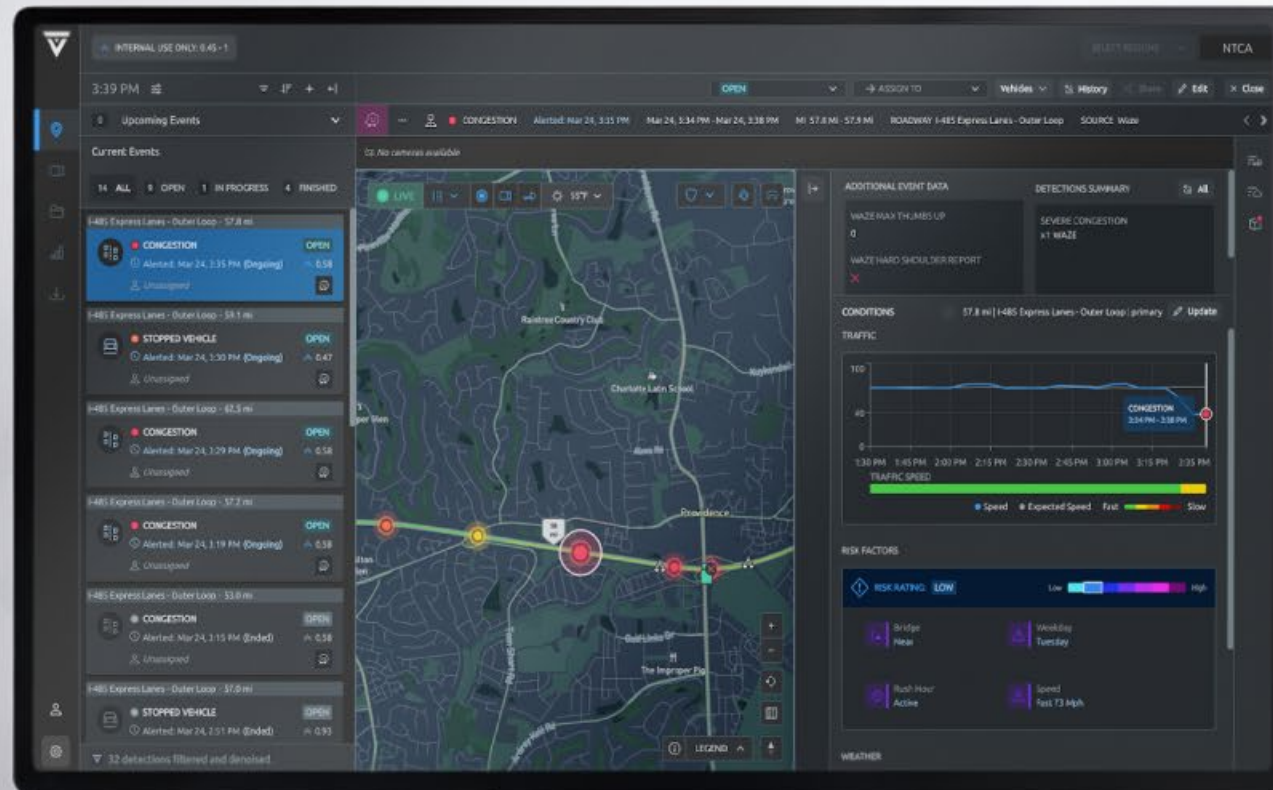
Mid-Currituck Transponder/Traffic Count Using Kapsch DLVD Cameras



- Object Detection
- Object Identification
- Vehicle Classification
- Wrong-Way Detection & Notification
- Speed Calculation
- Traffic Counting

# Roadside Technology Using Artificial Intelligence (AI)

VALERANN





INTERNAL USE ONLY: 0.45 - 1

SELECT REGIONS NCTA

4/14/2026

EXPIRED Vehicles History Share Edit Close

19 Archived events

I-485 Express Lanes - Outer Loop - 54.7 mi

**STOPPED VEHICLE** EXPIRED

Apr 14, 3:15 PM - Apr 14, 5:28 PM 0.58

Unassigned

I-485 Express Lanes - Inner Loop - 59.4 mi

**POLLUTION** NO ACTION REQUIRED

Apr 14, 3:13 PM - Apr 14, 3:13 PM 0.92

Unassigned

I-485 Express Lanes - Outer Loop - 56.3 mi

**NO HAZARD** NO ACTION REQUIRED

Apr 14, 2:30 PM - Apr 14, 2:30 PM 0.92

Unassigned

I-485 Express Lanes - Outer Loop - 56.3 mi

**CONGESTION** NO ACTION REQUIRED

Apr 14, 1:09 PM - Apr 14, 1:09 PM 0.92

Unassigned

I-485 Express Lanes - Outer Loop - 62.2 mi

**PEDESTRIAN ON ROAD** RESOLVED

Apr 14, 12:57 PM - Apr 14, 12:58 PM 0.49

Unassigned

I-485 Express Lanes - Outer Loop - 53.5 mi

**INCIDENT** NO ACTION REQUIRED

Apr 14, 12:43 PM - Apr 14, 1:34 PM 0.91

Unassigned

I-485 Express Lanes - Outer Loop - 65.9 mi

**ROAD DEBRIS** NO ACTION REQUIRED

Apr 14, 10:11 AM - Apr 14, 10:12 AM 0.92

Unassigned

I-485 Express Lanes - Outer Loop - 53.5 mi

**INCIDENT** EXPIRED

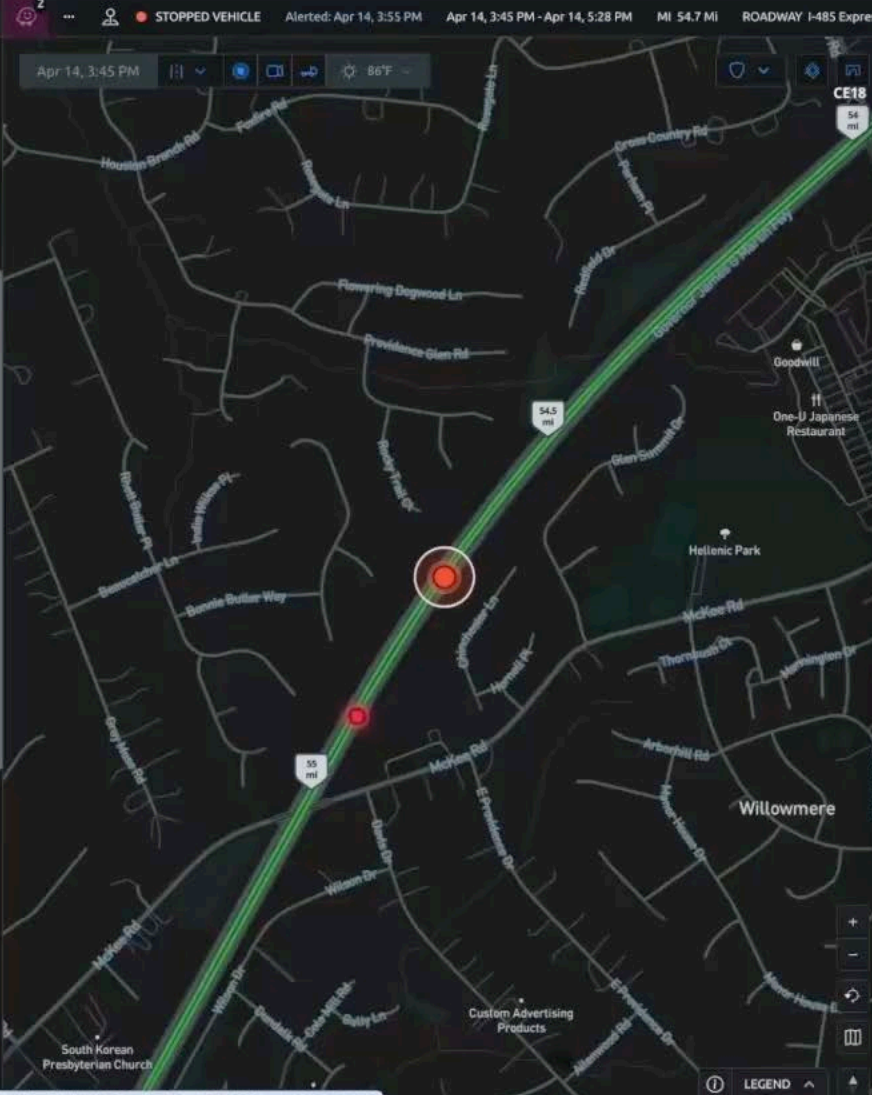
Apr 14, 9:51 AM - Apr 14, 11:03 AM 0.91

Unassigned

I-485 Express Lanes - Inner Loop - 61.3 mi

**PEDESTRIAN ON ROAD** EXPIRED

Apr 14, 8:46 AM - Apr 14, 8:46 AM 0.49



No cameras available

**ADDITIONAL EVENT DATA**

WAZE MAIN TYPE MAX THUMBS UP: 26

WAZE MAX THUMBS UP: 26

**DETECTIONS SUMMARY**

STOPPED VEHICLE x1 WAZE

54.7 mi | I-485 Express Lanes - Outer Loop | primary Update



**RISK FACTORS**

RISK RATING: LOW

Bridge Near, Weekday Tuesday, Rush Hour Active, Speed Fast 73 Mph

**WEATHER**

0.0 in/h 36% 10 mi  
PRECIPITATION HUMIDITY VISIBILITY

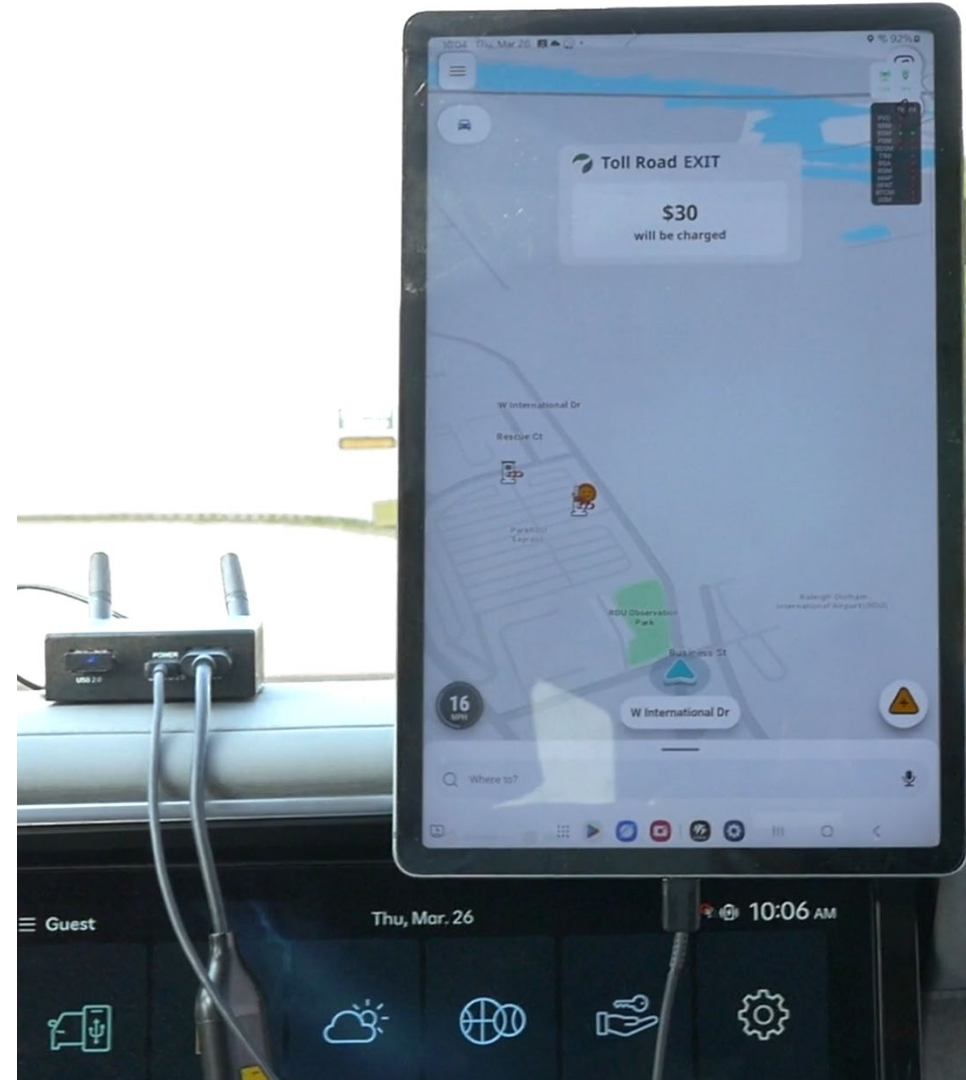
85°F 11 mph  
3:45 PM WINDSPEED ROAD TEMP

# Omni Air V2X Tolling Workshop

- Conducted at RDU Hanger in partnership with NCDOT Aviation
- Around 80 attendees from tolling agencies, auto makers, consultants, and department staff
- Two panels
  - Direct V2X
  - Network V2X
- Tabletop discussions
- Demos of V2X technology



# Omni Air V2X Tolling Workshop







Demonstration  
Vehicle

**tollsy**

# Traffic Statistics

The background features a dark blue field with a subtle, light-colored 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, creating a sense of movement and data flow. The particles themselves vary in brightness, with some appearing as sharp points of light and others as soft, blurred streaks, suggesting motion or a time-lapse sequence.

# Transactions Posted

Year Over Year%  
**38.05 %**



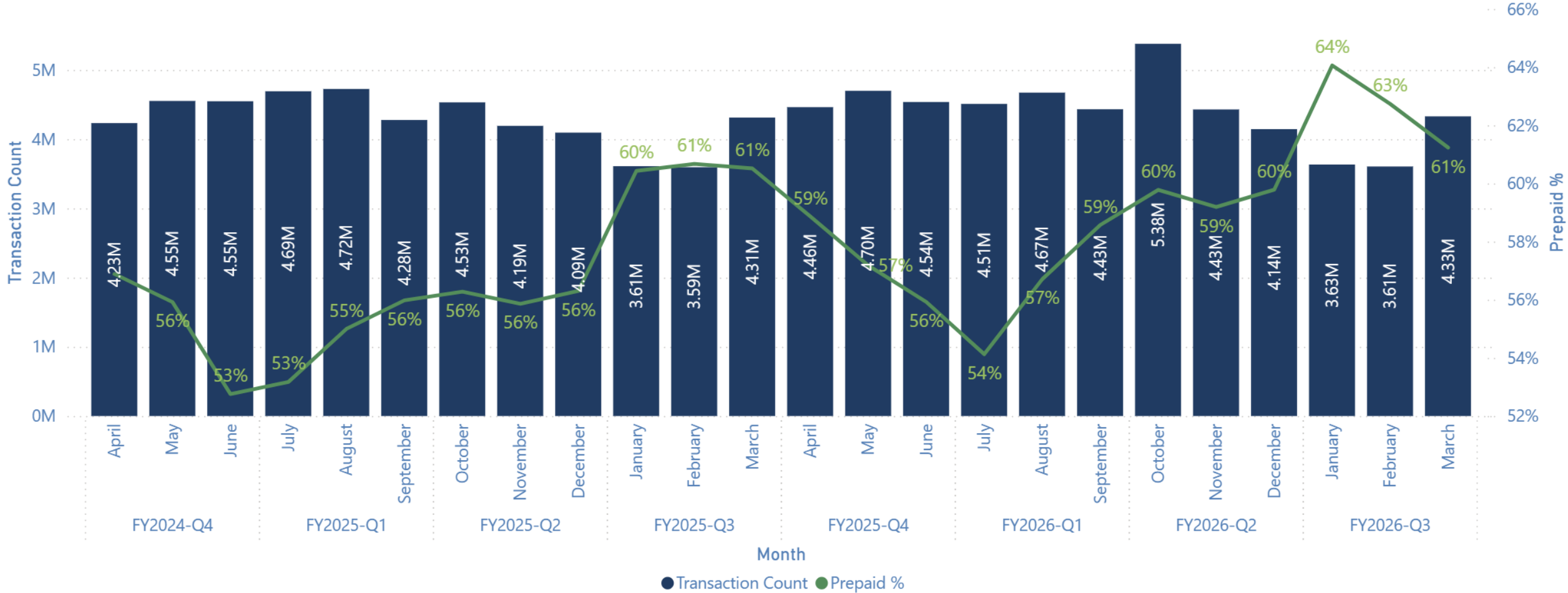
## Triangle Expressway



## Transaction Count by Axles

Vehicle Axles	FY2024-Q4	FY2025-Q1	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2	FY2026-Q3
2	96.15%	96.39%	96.02%	95.51%	95.33%	95.32%	95.39%	95.30%
3	1.00%	0.91%	0.97%	0.99%	1.06%	1.07%	0.91%	0.85%
4	2.85%	2.70%	3.01%	3.50%	3.61%	3.61%	3.70%	3.86%

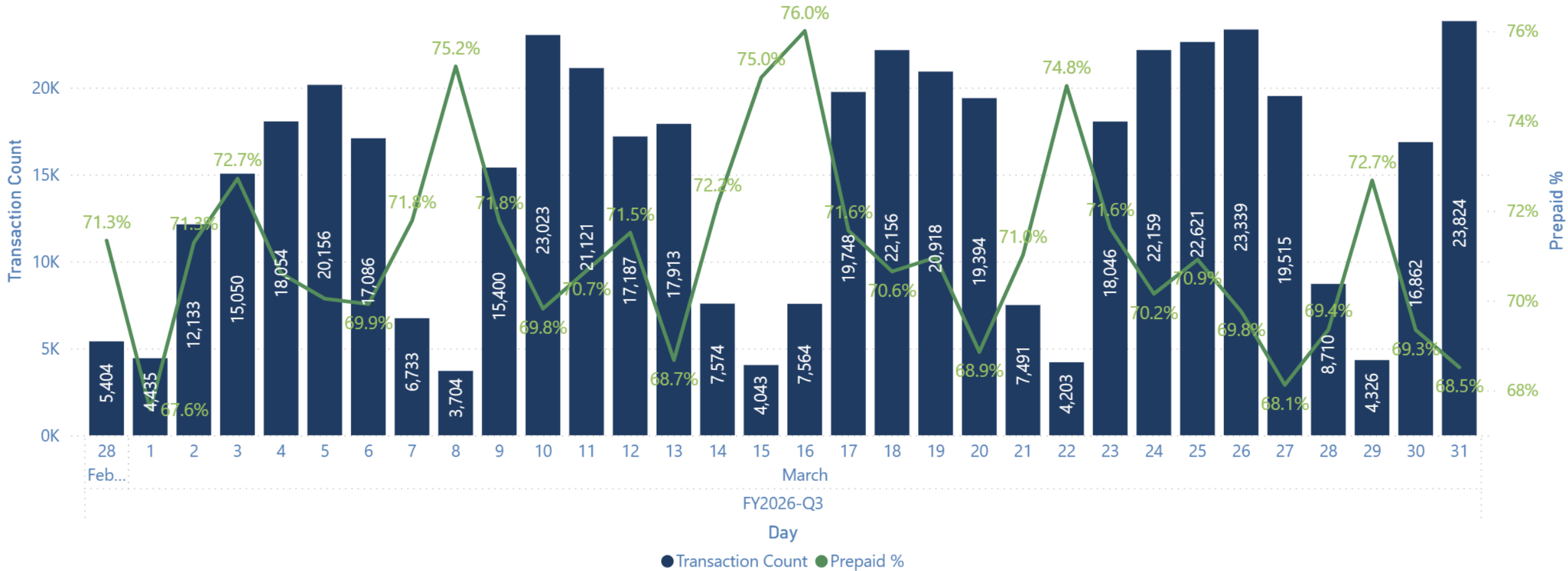
## Monroe Expressway



## Transaction Count by Axles

Vehicle Axles	FY2024-Q4	FY2025-Q1	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2	FY2026-Q3
2	88.43%	88.64%	88.97%	87.49%	88.78%	89.09%	89.02%	87.33%
3	1.26%	1.25%	1.29%	1.35%	1.31%	1.32%	1.31%	1.39%
4	10.31%	10.11%	9.74%	11.16%	9.91%	9.60%	9.67%	11.27%

## I-485 Express Lanes



## Transaction Count by Axles

Vehicle Axles	FY2026-Q3
2	98.61%
3	0.17%
4	1.21%

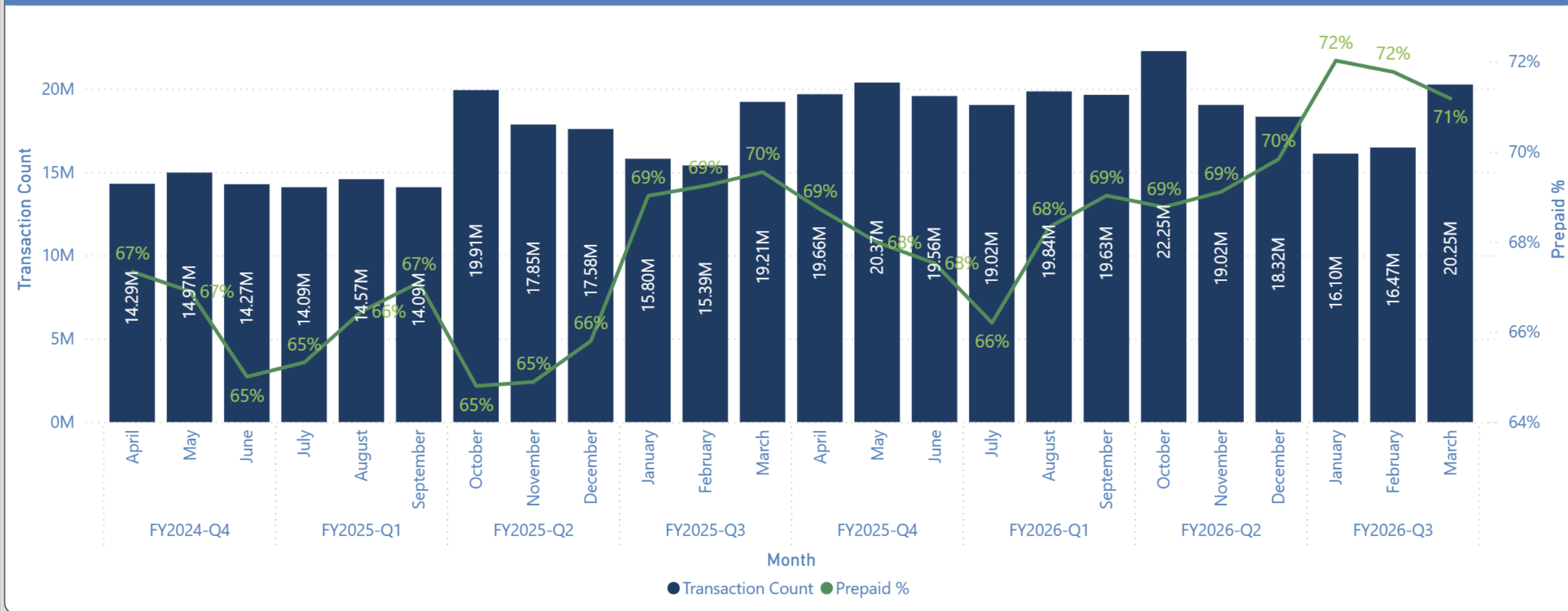
# Transactions Posted

Year Over Year%

20.04 %

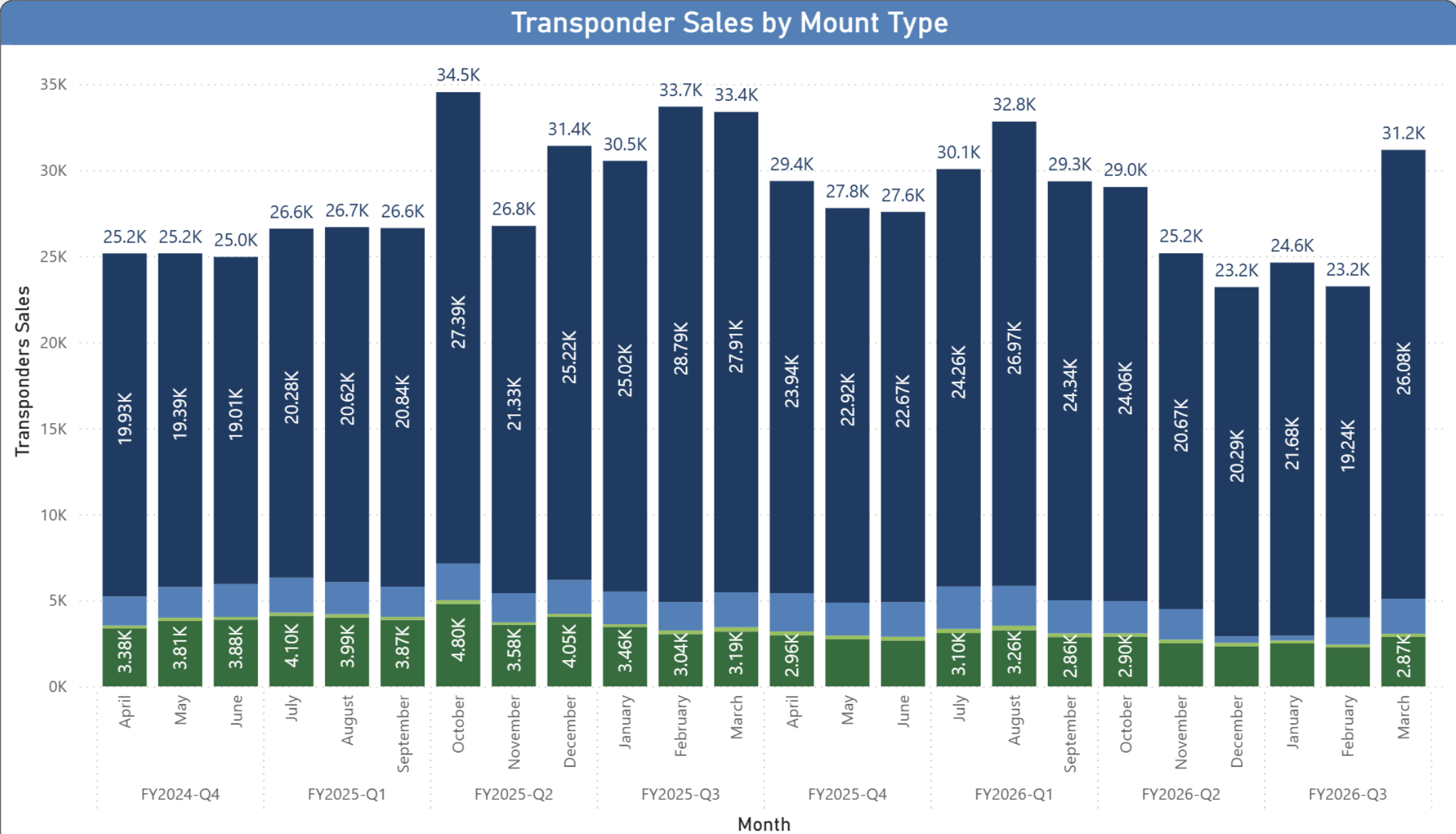


## NC Quick Pass Program



## Transaction Count by Axles

Vehicle Axles	FY2024-Q4	FY2025-Q1	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2	FY2026-Q3
2	94.31%	94.23%	94.76%	94.12%	94.31%	94.32%	94.37%	94.04%
3	1.24%	1.32%	1.26%	1.25%	1.27%	1.28%	1.15%	1.11%
4	4.45%	4.46%	3.98%	4.63%	4.42%	4.40%	4.48%	4.85%



**Year Over Year%**  
-3.51%

**Total Sales**  
2,340,916

**Mount Type**

- NC Quick Pass**  
573,479  
24.50%
- NCQP Exterior**  
18,460  
0.79%
- NCQP Flex**  
150,069  
6.41%
- NCQP Sticker**  
1,598,908  
68.30%

**Mount Type** ● NC Quick Pass ● NCQP Exterior ● NCQP Flex ● NCQP Sticker

# Marketing & Communications Update

**Kate Ford**

Deputy Chief Communications Officer

# Public Outreach

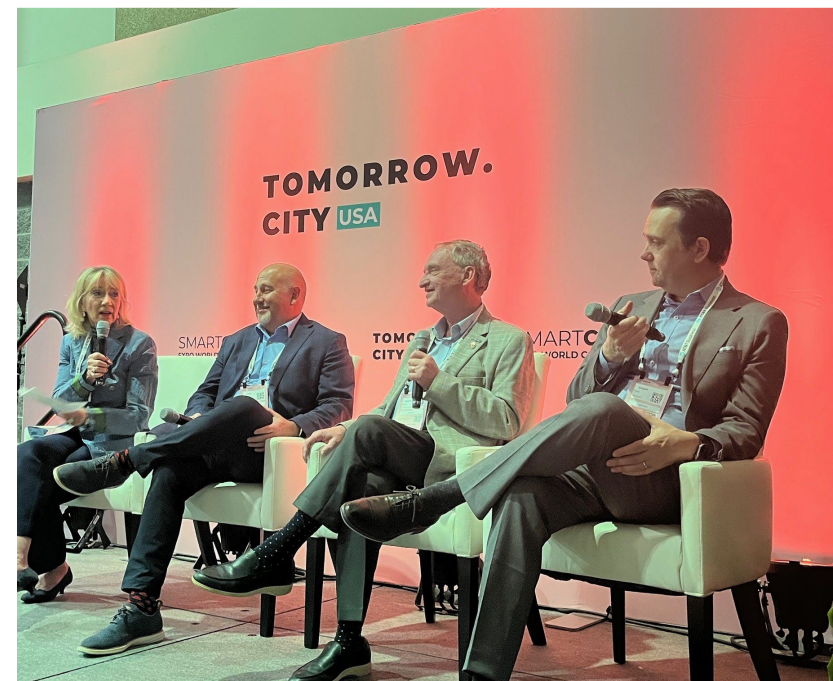


# Complete 540 Salt Facility Outreach

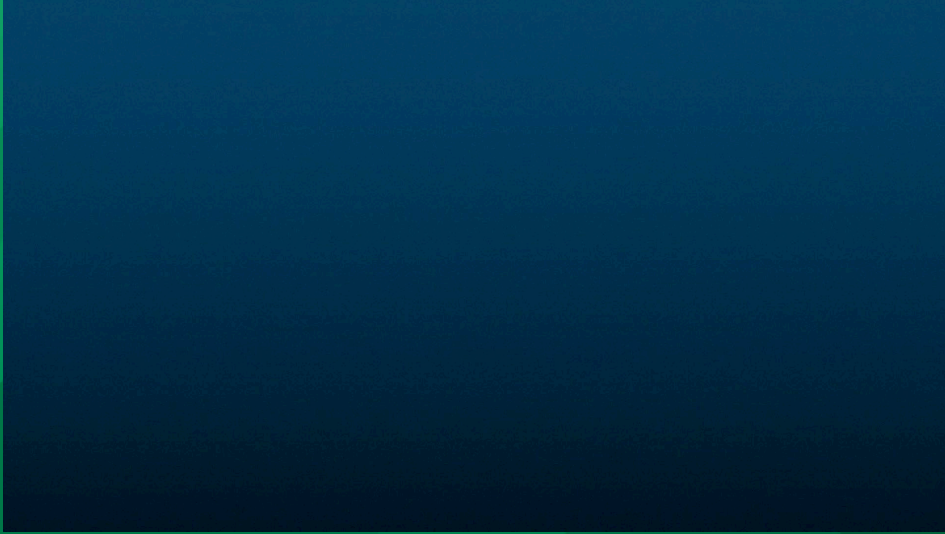
Phase	Timing	Tactics
Preparation	Dec 2025–March 2026	<ul style="list-style-type: none"> <li>• Develop core messaging</li> <li>• Draft communications plan and material for neighborhood meeting and elected official/PIO briefing</li> </ul>
Public Engagement	Spring 2026	<ul style="list-style-type: none"> <li>• Finalize site plans</li> <li>• Roll out communications plan</li> <li>• Coordinate with town PIOs</li> <li>• Launch neighborhood meeting webpage</li> <li>• Host neighborhood meeting</li> <li>• Share site plan as designated material</li> </ul>
Construction Start	Spring 2026	<ul style="list-style-type: none"> <li>• Announce start of salt facility construction through postcard distribution</li> </ul>
Progress Updates	Summer–Fall 2026	<ul style="list-style-type: none"> <li>• Update webpage</li> </ul>
Completion	Winter 2026	<ul style="list-style-type: none"> <li>• Announce salt facility completion through a postcard to residents sharing what to expect moving forward</li> </ul>

## Conferences & Speaking Opportunities

- OmniAir V2X Tolling Workshop – March 26
- Tomorrow.City USA – April 14
- AI for Tolling Online Summit – April 21
- V2X Tolling Pilot Workshop – April 30
- IBTTA Technology Summit – May 5
- WASHDOT Board Meeting – May 19
- NC Transportation Summit – Oct 27-28



# Paid Advertising



## Paid Advertising



### Fall & Winter

- 2.2K direct transponder sales
- 26K people started the account sign up or purchase process
- 5.6M impressions



### Spring as of April 27

- 250K CTV impressions
- 975 direct transponder sales
  - 118% more than same time last campaign
- 6.4K people started the account sign up or purchase process
- 1.1M impressions
- 30% decrease in cost-per-click

# Marketing

The background features a dark blue color with a subtle, light blue hexagonal grid pattern. Overlaid on this are several abstract, flowing trails of small, light blue and green dots, creating a sense of motion and data flow.

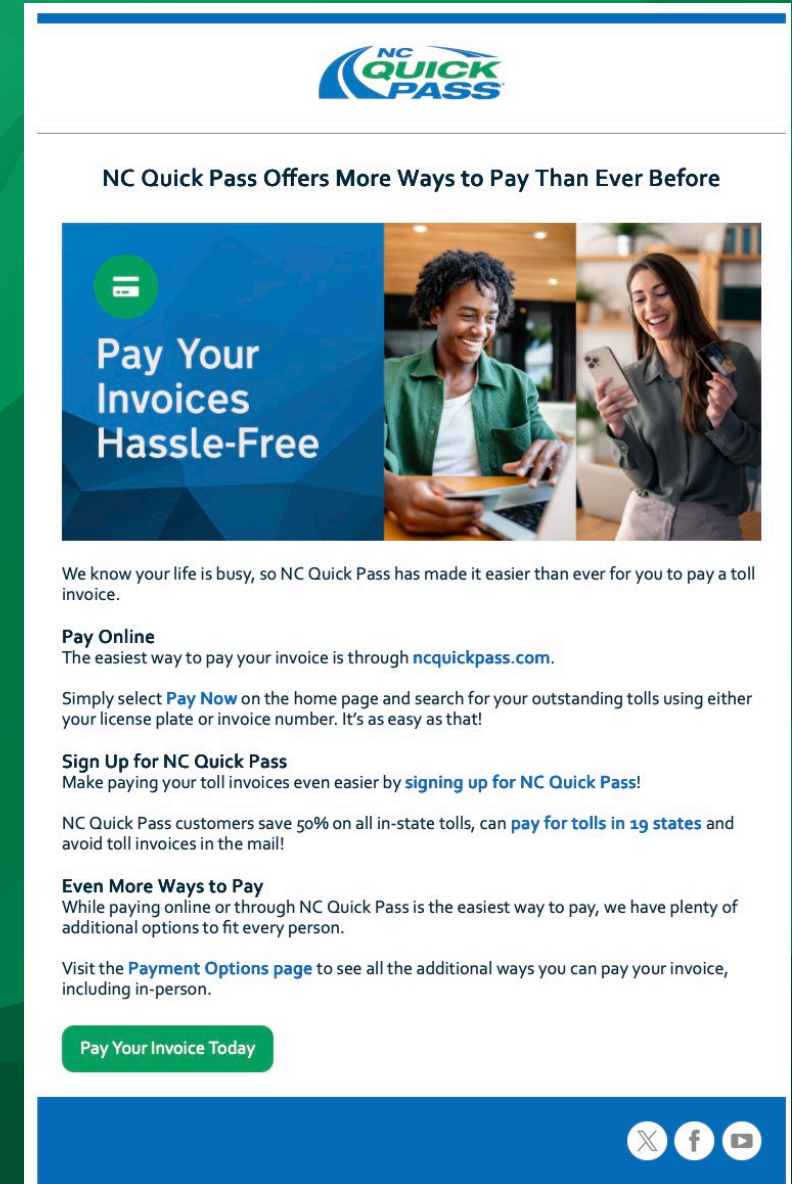
# I-485 Express Lanes Announcements

## Open to Traffic Campaign

- **Email**
  - 1,119,135 sent
  - 60% open rate
- **Press release**
  - 6 news stories

## How to Pay Your Invoice Campaign

- **Email**
  - 3,000 sent
  - 51% open rate
- **Press release**
  - 4 news stories



**NC QUICK PASS**

### NC Quick Pass Offers More Ways to Pay Than Ever Before

**Pay Your Invoices Hassle-Free**

We know your life is busy, so NC Quick Pass has made it easier than ever for you to pay a toll invoice.

**Pay Online**  
The easiest way to pay your invoice is through [ncquickpass.com](https://ncquickpass.com).

Simply select **Pay Now** on the home page and search for your outstanding tolls using either your license plate or invoice number. It's as easy as that!

**Sign Up for NC Quick Pass**  
Make paying your toll invoices even easier by [signing up for NC Quick Pass!](#)

NC Quick Pass customers save 50% on all in-state tolls, can [pay for tolls in 19 states](#) and avoid toll invoices in the mail!

**Even More Ways to Pay**  
While paying online or through NC Quick Pass is the easiest way to pay, we have plenty of additional options to fit every person.

Visit the [Payment Options page](#) to see all the additional ways you can pay your invoice, including in-person.

[Pay Your Invoice Today](#)

X f y

# Publix Partnership Announcement

## Open to Traffic Campaign

- **Media availability**
  - Starring Angela Queensland
  - 3 outlets attended
  - Increased earned media
- **Email**
  - 1,083,522 sent
  - 57% open rate
- **Press release**
  - 7 news stories



NC Quick Pass Stickers  
now available at Publix!

Available at 

# Customer Engagement

# Customer Service Representative Response Tools

Solutions to reduce customer call wait times

1. Spreadsheet sorted by keyword
2. Agent created within current AI software
3. Custom AI agent



**Finance Committee will  
begin at 10:45 a.m.**

# Contact Us



[ncdot.gov/turnpike](https://ncdot.gov/turnpike)

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



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



[ncquickpass.com](https://ncquickpass.com)



**Thank you!**