

North Carolina Turnpike Authority

Operations Committee Meeting

August 20, 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



**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 Officer / Executive Director

Chief Engineer Update

Alan Shapiro, P.E.
Chief Engineer

Congratulations Bradley Young



NCTA Facilities Manager



Welcome Ryan Pellath



Triangle Expressway TMC Manager



IBTTA Maintenance, Engineering and Roadway Operations Workshop

IBTTA

Maintenance, Engineering & Roadway Operations Workshop | June 27-30



Cameron Richards
LiDAR & Drone Technology

June 29



Ron McCollum
The Gantry Diet | Lighter Infrastructure

June 30



IBTTA Foundation Annual Service Project

Glass Roots and Glass Half Full















CMA CGM

423 EST

GLASS HAL FILL

ONE POT 206

PROTUMPIO

LINEAR

VIAPLUS

LATINUM SPONS

ACI

STAY

WOT

WOT

WOT

WOT













Lady Cardinal Mentorship Program

Lady Cardinal Mentorship Program

Complete 540 Phase 2 Construction

- Program Information
 - Four week summer enrichment opportunity
 - NC high school girls, grades 9-12
 - Exploring careers in science, technology, engineering and/or mathematics within state government
- Complete 540 Phase 2 Construction
 - Site visit July 21
 - NCDOT HR recruiter also participated



NCTA Interns and HBCU Fellows

NCTA Interns and HBCU Fellows

Complete 540 Phase 2 Construction

- Complete 540 Phase 2 Construction
 - Site visit July 16
 - 12 NCTA interns
 - 15 HBCU fellows
 - NCTA Engineering
 - Resident Engineer's Office





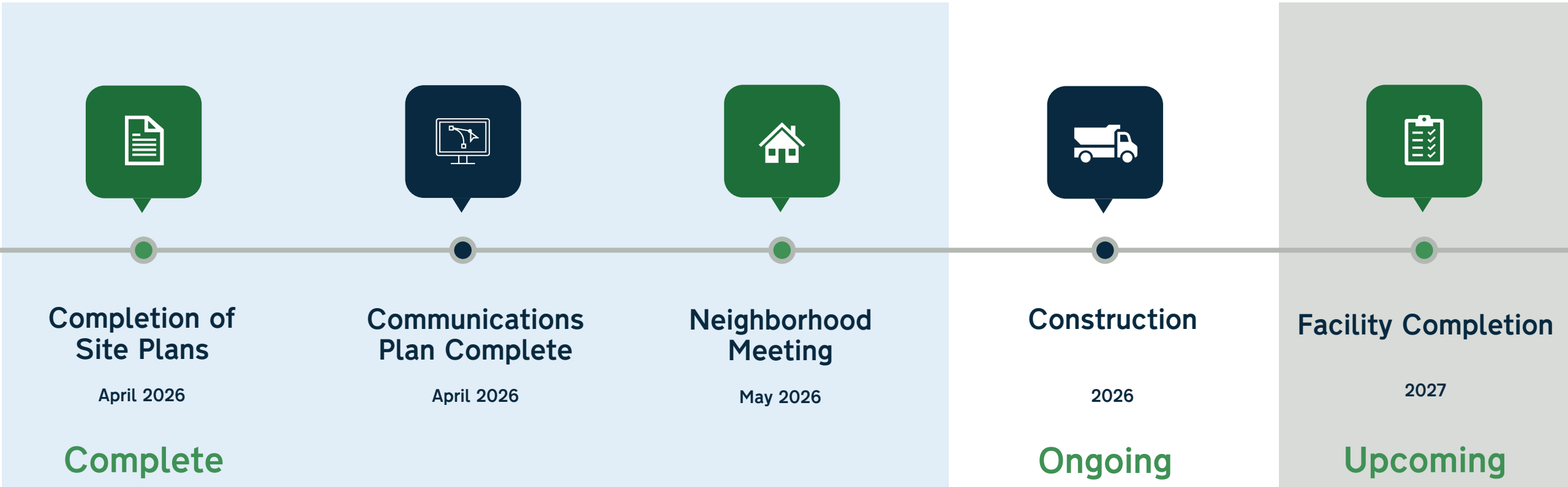
Salt Storage Facility

Salt Storage Facility Neighborhood Meeting



Salt Storage Facility

Projected Timeline

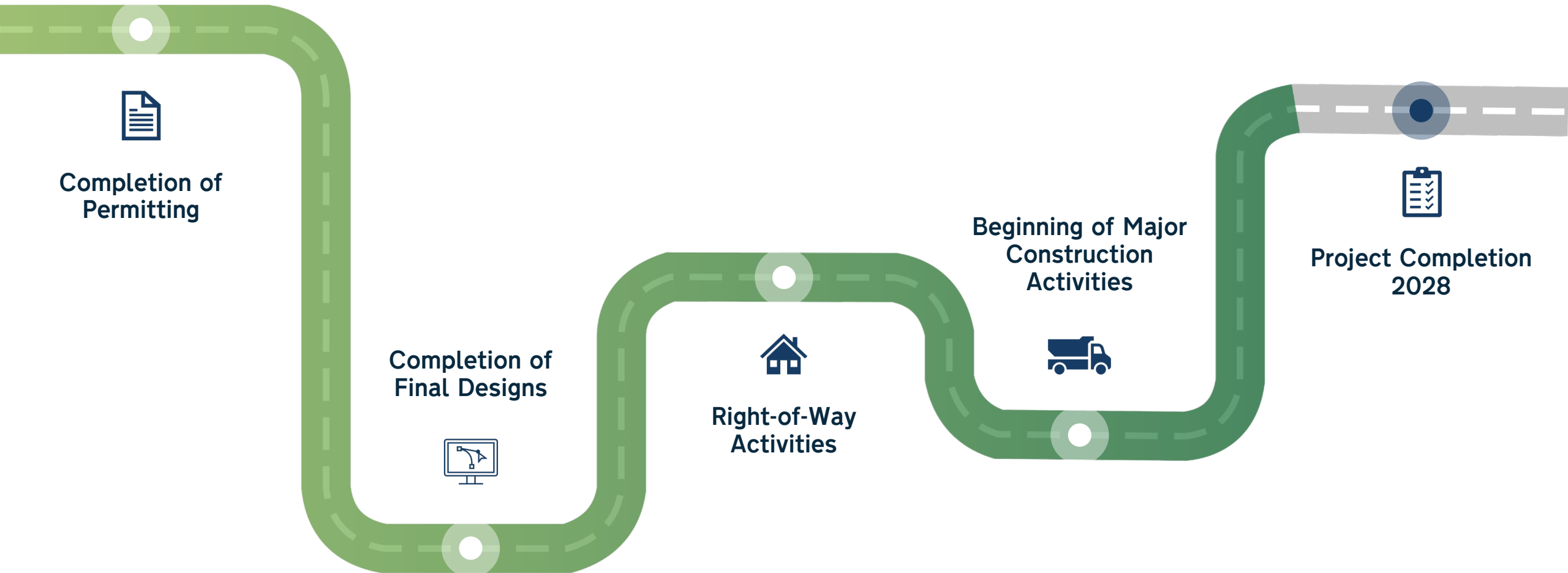




Complete 540 Phase 2

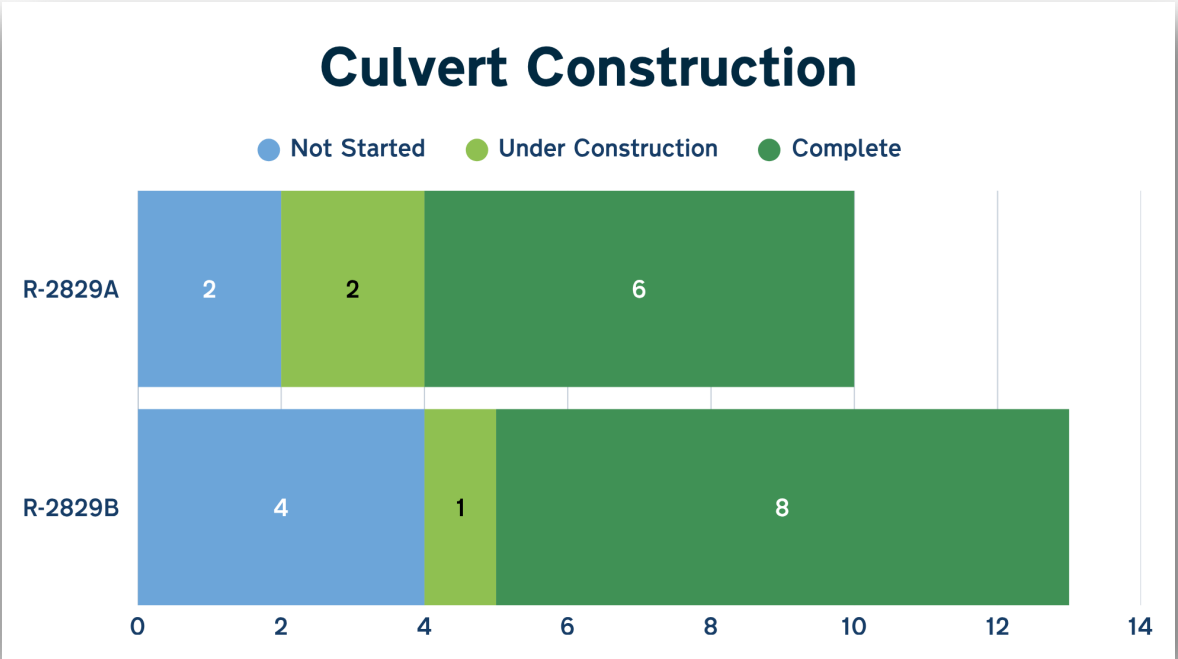
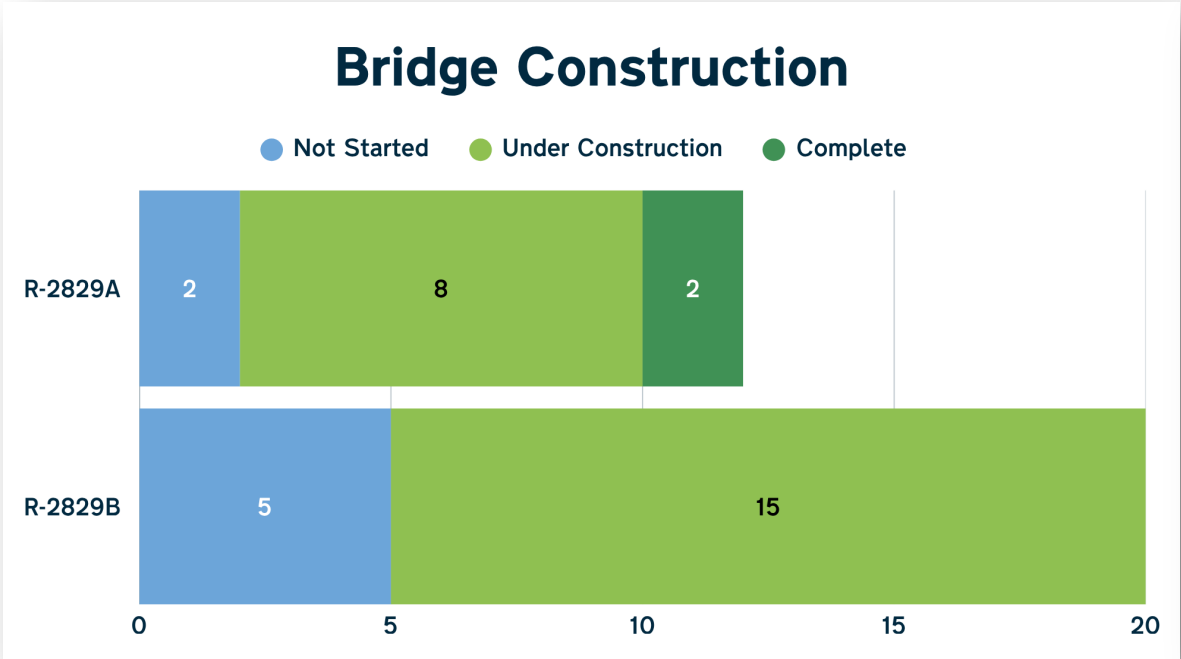
Complete 540 Phase 2

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



Complete 540 Phase 2

Railroad and
East Garner Road



Complete 540 Phase 2

Neuse River Bridges



Complete 540 Phase 2 Poole Road



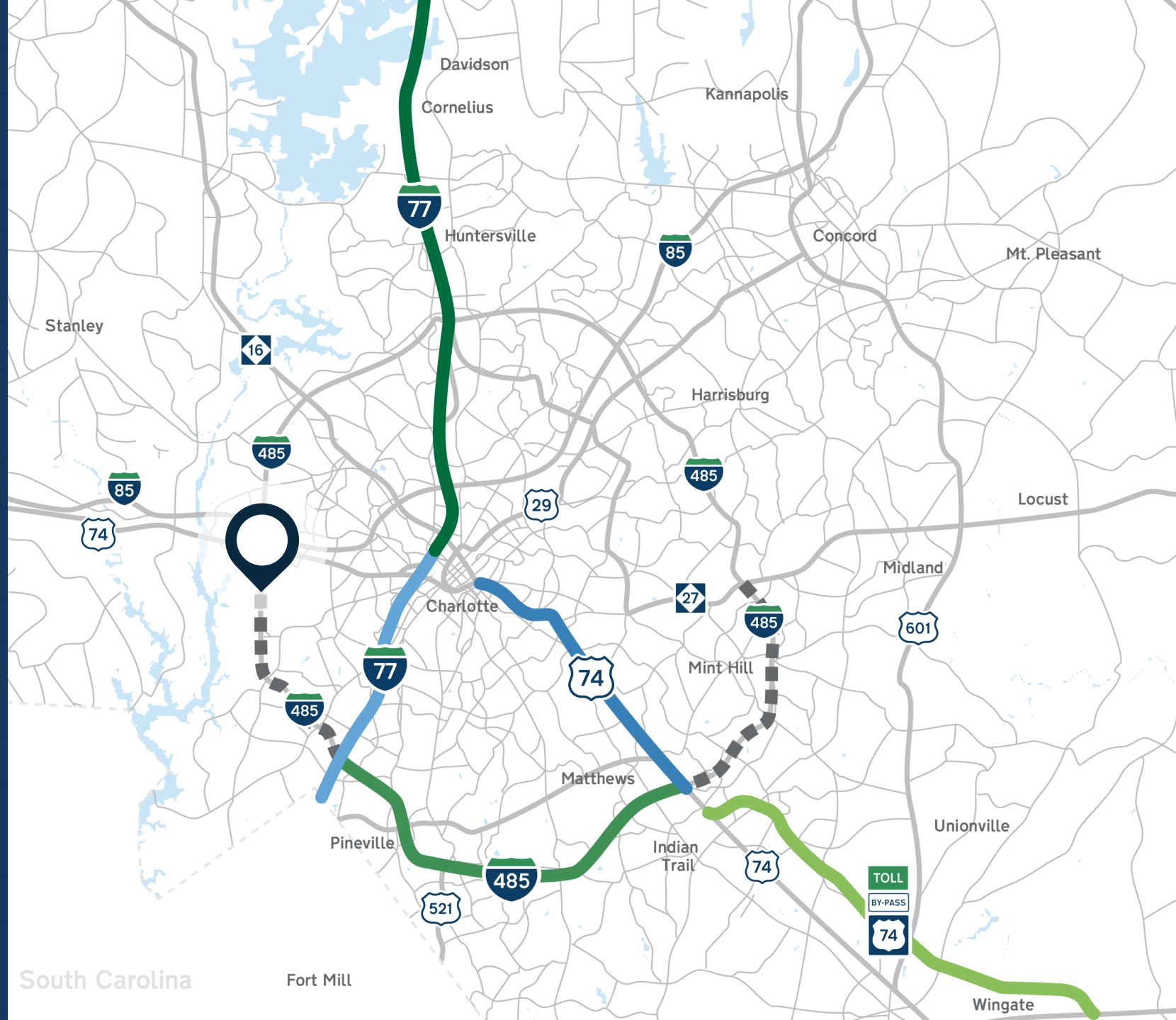
Complete 540 Phase 2 I-87



Additional Projects

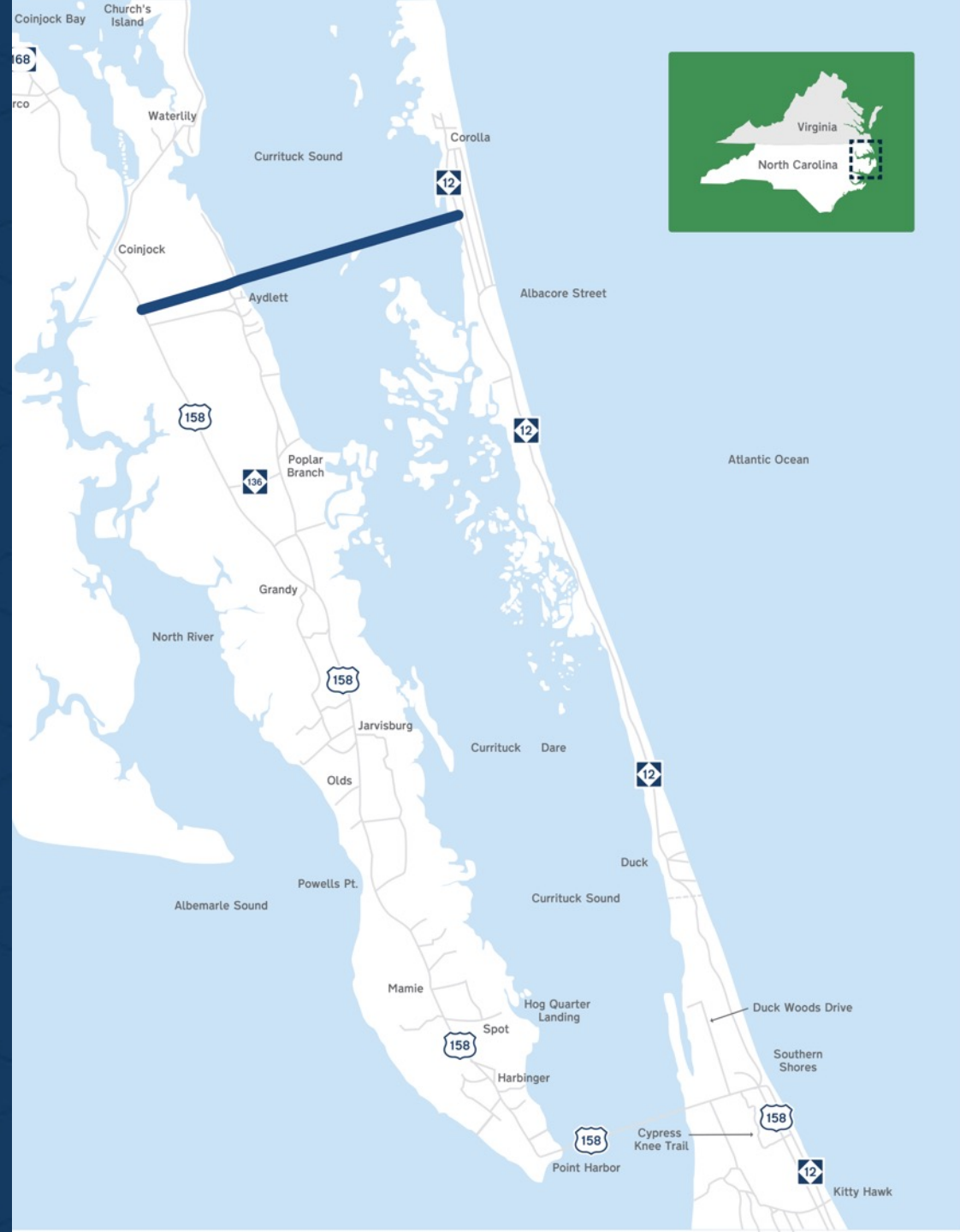
I-485 West Express Lanes

- Add express lanes in each direction from I-77 (Exit 67) to I-85 (Exit 10) in southwest Charlotte, approximately 10 miles
- **Project Cost:** ~\$300 million
- Charlotte Regional Transportation Planning Organization (CRTPO) requested the project
- Funded for preliminary engineering only in the 2026-2035 STIP
- Third highest scoring project in the Statewide Tier for SPOT P8
- Selected a team for Planning and Design Engineering Services



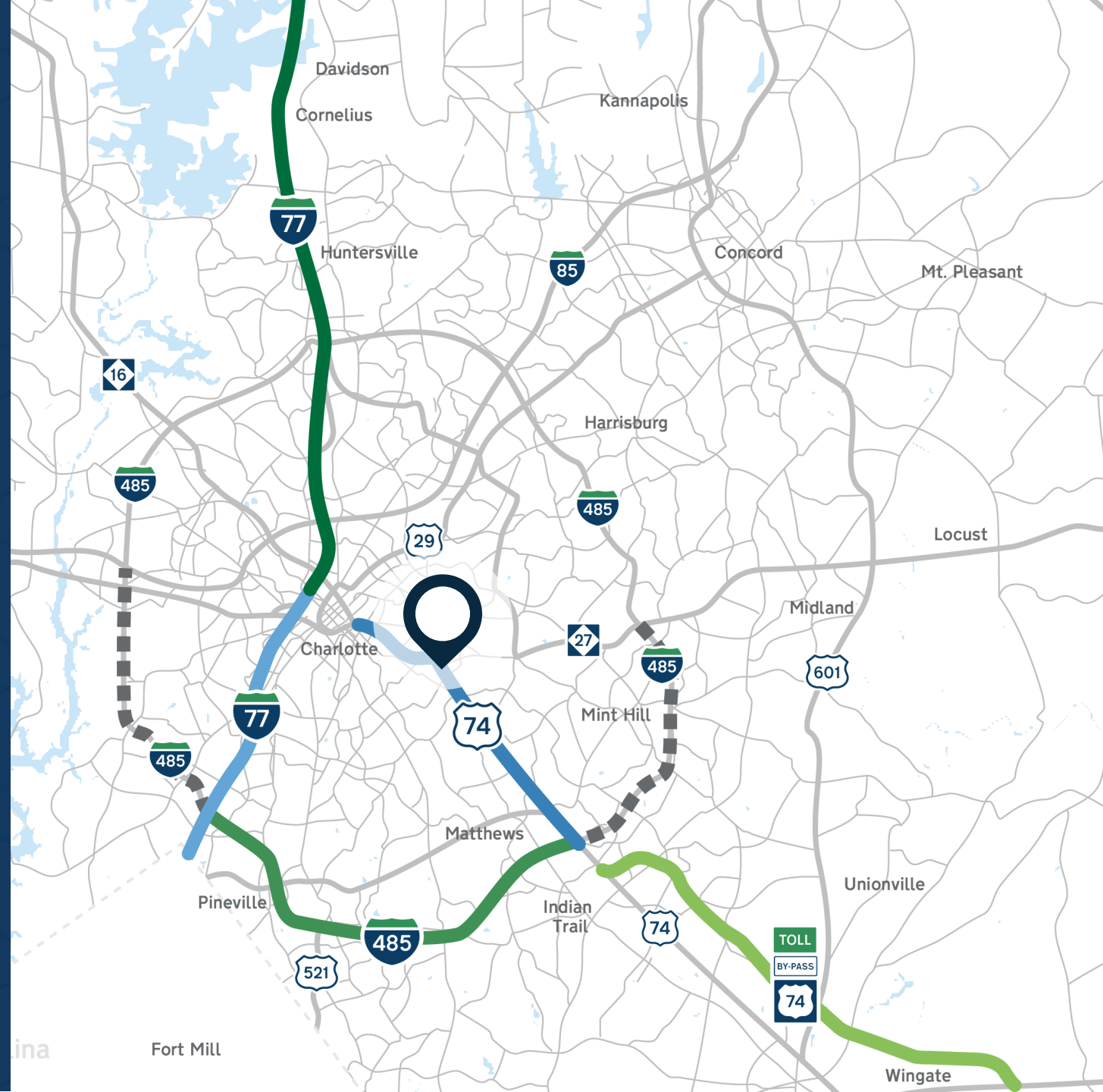
Mid-Currituck Bridge

- 7.3-mile toll project including bridges over Currituck Sound and Maple Swamp
- Widening on N.C. 12 at bridge terminus
- **Project Cost:** ~\$1 billion
- Albemarle Rural Planning Organization requested the project
- Permits
 - Received
 - N.C. Department of Environmental Quality - Division of Water Resources
 - N.C. Department of Environmental Quality - Division of Coastal Management
 - U.S. Army Corps of Engineers
 - Awaiting U.S. Coast Guard permit
- Will provide reliable travel times between the mainland and the northern Outer Banks, as well as reduce hurricane evacuation clearance time
- In April, ARPO voted to keep project committed at the Division Needs tier for the current STIP, with a commitment to reassess ahead of SPOT P9



U.S. 74 Express Lanes

- Add one express lane in each direction in an 11.4-mile corridor in Matthews and Charlotte
- Also includes general purpose lanes and conversion of intersections to interchanges
- Environmental documents complete
- Project Cost: ~\$1 billion
- Charlotte Regional Transportation Planning Organization (CRTPO) requested the project
- U-6103 & U-2509B funded for construction in FY 2033
- U-2509C & U-2509D not yet funded for construction
- Dedicated lanes for drivers seeking reliable travel times and improved connectivity in the U.S. 74 corridor in Matthews and Charlotte



Customer Service Center Update

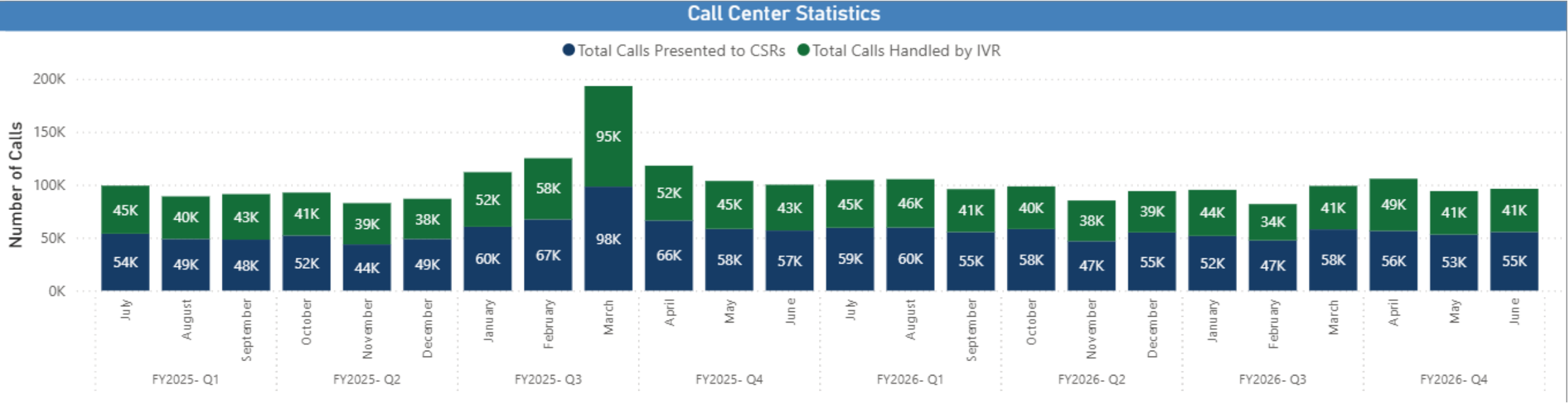
Angela Queensland
Deputy Chief Toll Operations Officer

Call Center Statistics

NC Quick Pass Program

YOY Growth: -8.0%

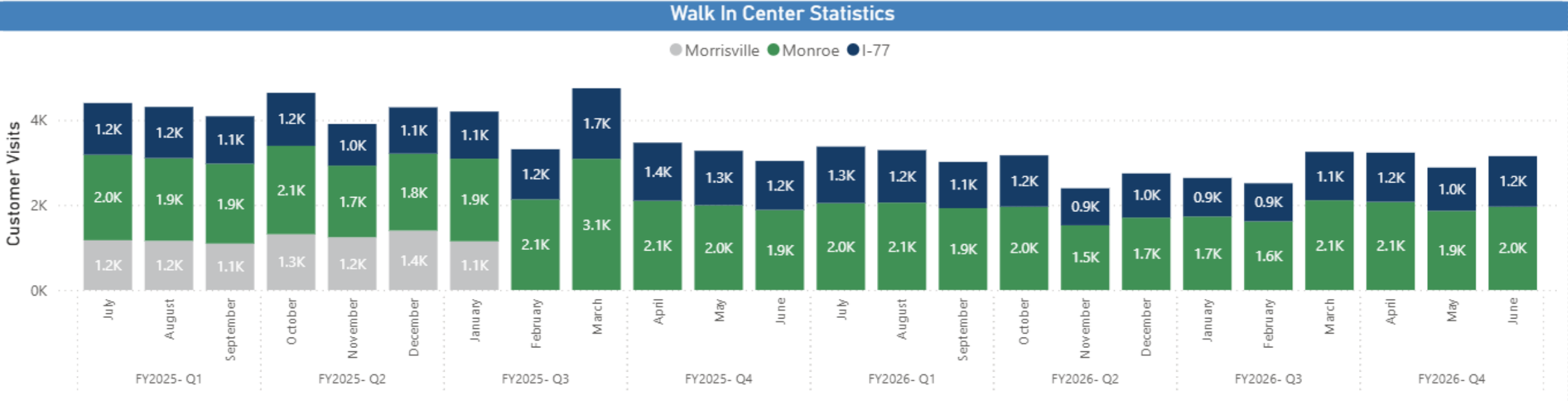
IVR Containment Rate: 44.2%



Walk-In Center Statistics

NC Quick Pass Program

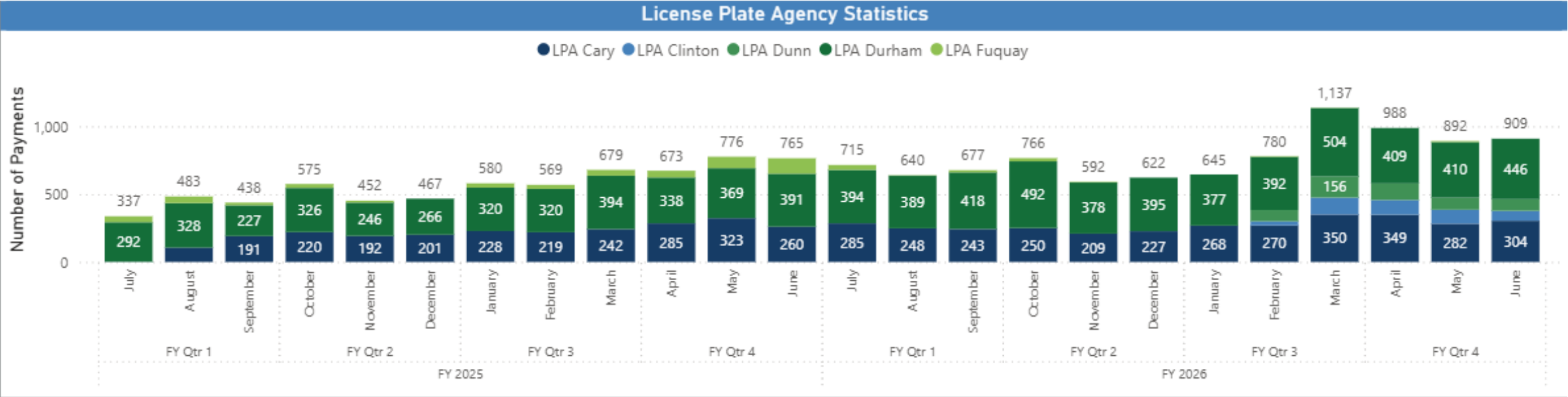
YOY Growth: **-5.3%**



License Plate Agencies Statistics

NC Quick Pass Program

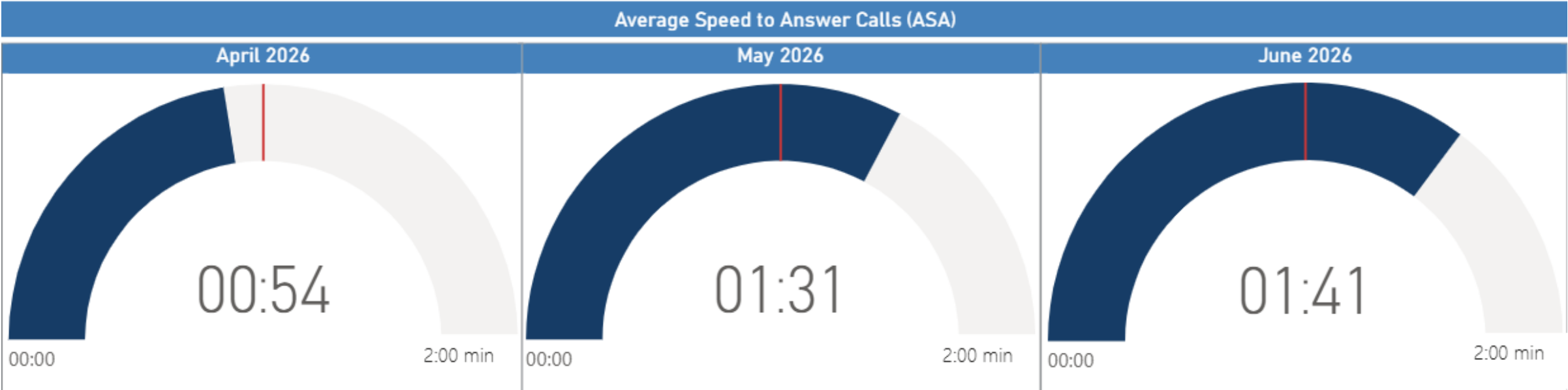
YOY Growth: **25.9%**



Average Speed to Answer Calls

NC Quick Pass Program

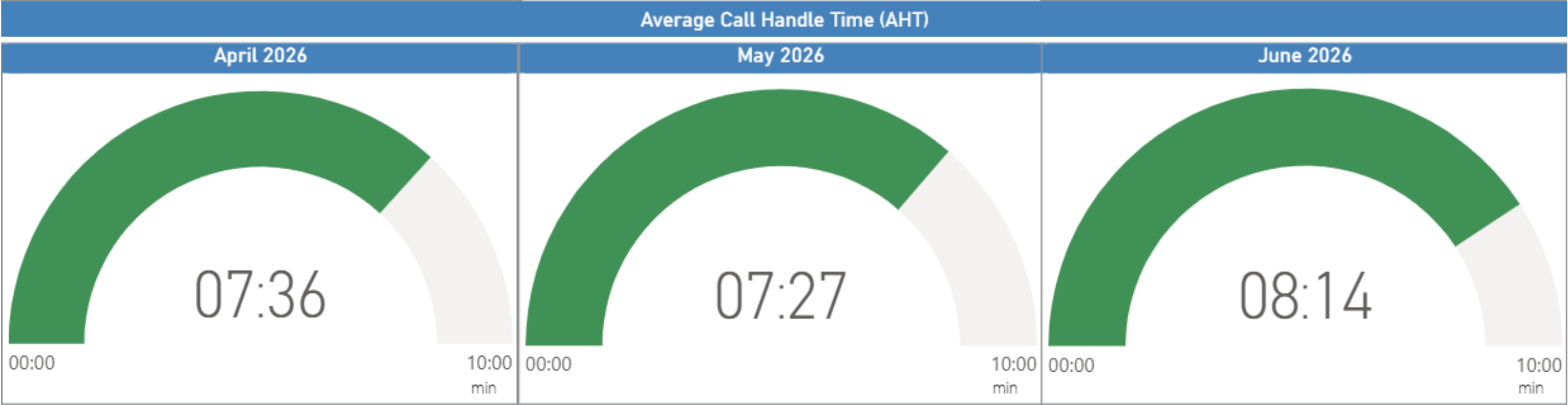
YOY Growth: 104.9%



Average Call Handle Time

NC Quick Pass Program

YOY Growth: -3.7%



Roadside Technology RFP Update

Travis Feltes

Director of System Implementation

2026 RTCS RFP Goals

Complete 540 Phase 2 & Monroe Expressway



Deploy a modern toll collection system using new single gantry (C540) or existing overhead gantry (Monroe) with no in-pavement sensors for detection or classification



Implement an AVI system aligned with RTCS needs, using only approved *E-Z Pass* certified equipment



Minimize physical infrastructure for toll collection system deployment



Provide a highly resilient, scalable, modular system architecture that can integrate with evolving technologies



Optimize efficiency with a lightweight Transactions Reconciliation Host (TRH)



Provide a secondary OCR and centralized Image Verification Services across NC Roadways. OCR is required for all (AVI and Image) transactions

Procurement Schedule – Complete 540 Phase 2

Category	Date
✓ RFP Issued	March 9, 2026
✓ RSVPs Due for Mandatory Pre-Proposal Meeting	March 17, 2026 (4:00 p.m. ET)
✓ Mandatory Pre-Proposal Scope of Services Meeting	March 18, 2026 (1:00 p.m. to 2:00 p.m. ET)
✓ Proposer Questions Due	April 2, 2026 (4:00 p.m. ET)
✓ NCTA Response to Questions	April 17, 2026
✓ Technical Proposals Due	May 18, 2026 (4:00 p.m. ET)
✓ Notification of Proposers Shortlisted	June 29, 2026
✓ Oral Interviews & Presentations	Week of July 6, 2026
✓ Price Proposals Due	July 20, 2026
✓ Ranking of Shortlisted Proposers for Negotiations	Week of August 3, 2026
✓ BAFO (if needed)	Week of August 10, 2026
Notice of Award	Week of August 24, 2026

NCTA reserves the right to modify the schedule at any time and for any reason.

Procurement Schedule – Monroe Expressway

Category	Date
✓ RFP Issued	June 22, 2026
✓ RSVPs Due for Mandatory Pre-Proposal Meeting	July 1, 2026 (10:00 a.m. ET)
✓ Mandatory Pre-Proposal Scope of Services Meeting	July 1, 2026 (11:00 a.m. to 12:00 p.m. ET)
✓ Proposer Questions Due	July 15, 2026 (4:00 p.m. ET)
✓ NCTA Response to Questions	July 29, 2026
Technical Proposals AND Price Proposals Due	August 26, 2026 (4:00 p.m. ET)
Notification of Proposers Shortlisted	September 24, 2026
Oral Interviews & Presentations	Week of October 5, 2026
Ranking of Shortlisted Proposers for Negotiations	October 16, 2026
BAFO (if needed)	Week of October 19, 2026
Notice of Award	Week of October 26, 2026

NCTA reserves the right to modify the schedule at any time and for any reason.

Toll Technology Update

Manish Chourey
Chief Technology Officer

CSC Operations Staffing & Customer Contact Technology Project Goals



Sustain high-performing Customer Service Center Operations (CSCO)



Develop cloud-based scalable Contact Center Technology (CCT) platform



Implement AI automation to expand self-service and create a balanced and optimized workforce



Establish and promote omnichannel customer engagement



Enable secure, accurate, and real-time system integration with the following:

- NCTA's Back Office System (BOS) using existing API's
- NCTA Tolling service platform to support end-to-end customer/account using Open API's

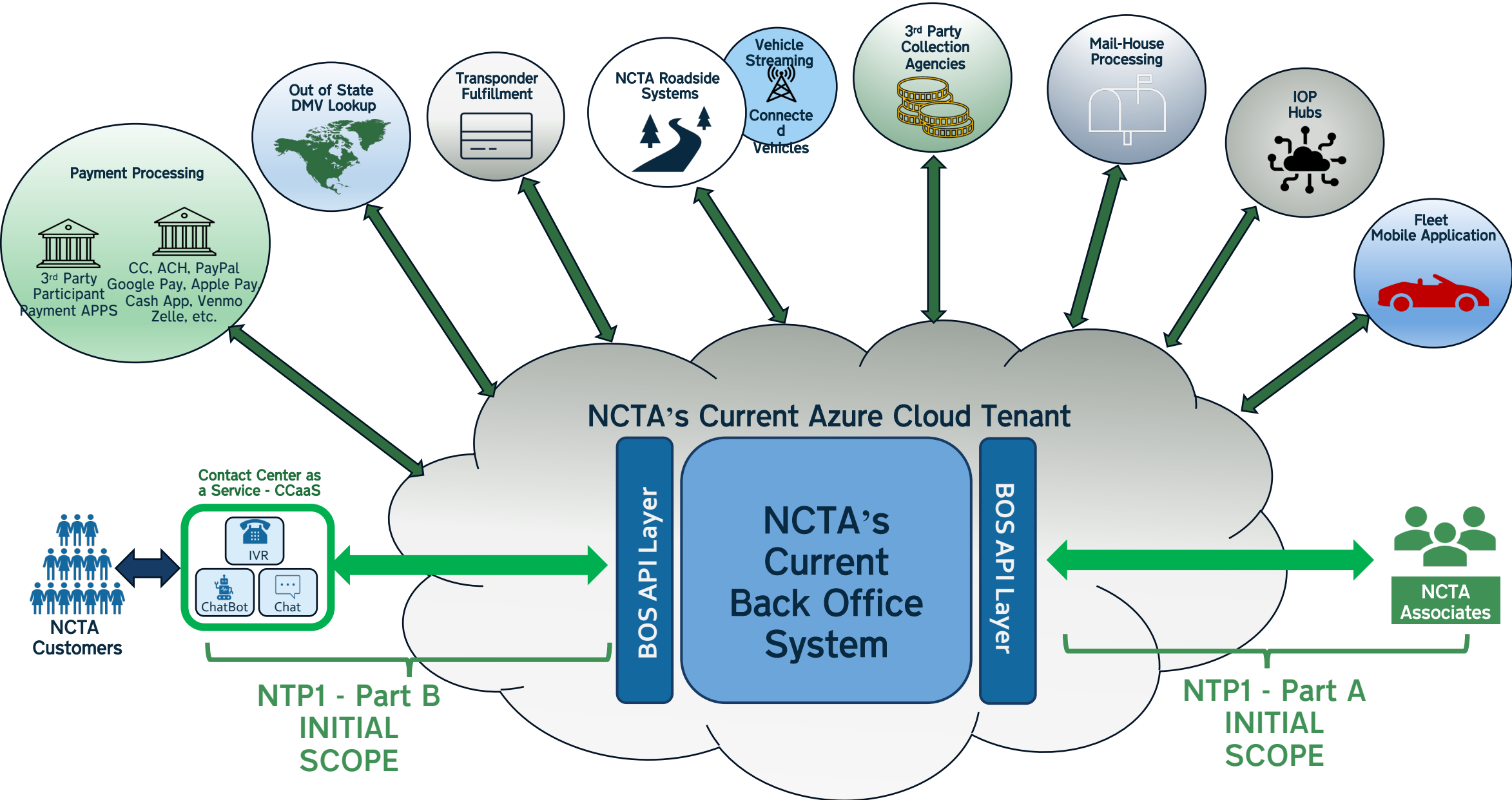


Modernize customer experience and digital experience

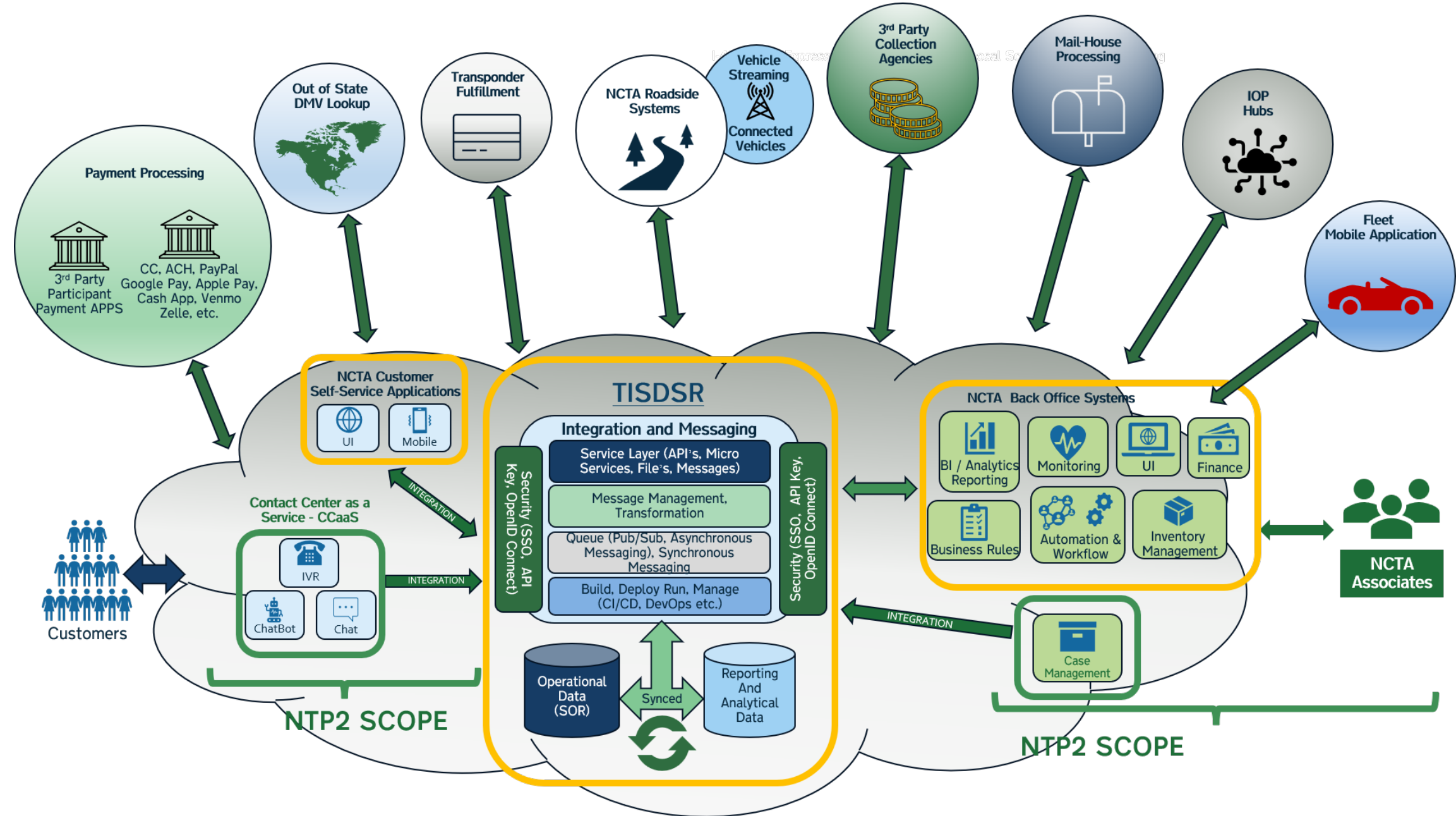


Execute delivery of the two (2) NTPs in a way that accelerates operational readiness and reduces implementation risk

CSC Operations Staffing & Customer Contact Technology (NTP1)



CSC Operations Staffing & Customer Contact Technology (NTP2)



CSC Operations Staffing & Customer Contact Technology Procurement Schedule

Milestone	Date
✓ RFP Issued	May 29, 2026
✓ Registration Due for Mandatory Pre-Proposal Scope of Services & Sites Tour Meeting	June 18, 2026 (1:00 p.m. ET)
✓ Mandatory Pre-Proposal Scope of Services & Sites Tour Meeting	June 18, 2026 (3:00 p.m. to 4:30 p.m. ET)
✓ Proposer Questions Due	July 16, 2026 (4:00 p.m. ET)
✓ NCTA Response to Questions	August 3, 2026
Proposals (Technical & Price) Due	September 2, 2026 (4:00 p.m. ET)
Notification of Proposers Shortlisted	Week of October 26, 2026
Oral Interviews & Presentations with Shortlisted Proposers	Week of November 9, 2026
Notification of Top-ranked Proposers	November 20, 2026
Discovery for Use Case Demos with Top-ranked Proposers	Week of November 30, 2026
Use Case Demos with Top-ranked Proposers	Week of January 11, 2027
Ranking of Top-ranked Proposers for Negotiations	Week of January 25, 2027
BAFO (if needed)	Week of January 25, 2027
Notice of Award	Week February 8, 2027

NCTA reserves the right to modify the schedule at any time and for any reason.

In-Vehicle Payment System Update

Filed Patent on July 22, 2026

APPLICATION # PCT/US26/37760	RECEIPT DATE / TIME 07/22/2026 02:40:16 PM Z ET	ATTORNEY DOCKET # 2313-001-WO
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Title of Invention

SYSTEMS AND METHODS FOR AN IN-VEHICLE PAYMENT SYSTEM

Application Information

APPLICATION TYPE	International Application (PCT) for filing in the US receiving office	PATENT #	-
CONFIRMATION #	3085	FILED BY	Ashley Hanson
PATENT CENTER #	79150275	FILING DATE	-
CUSTOMER #	27820	APPLICANT NAME	North Carolina Department of Transportation



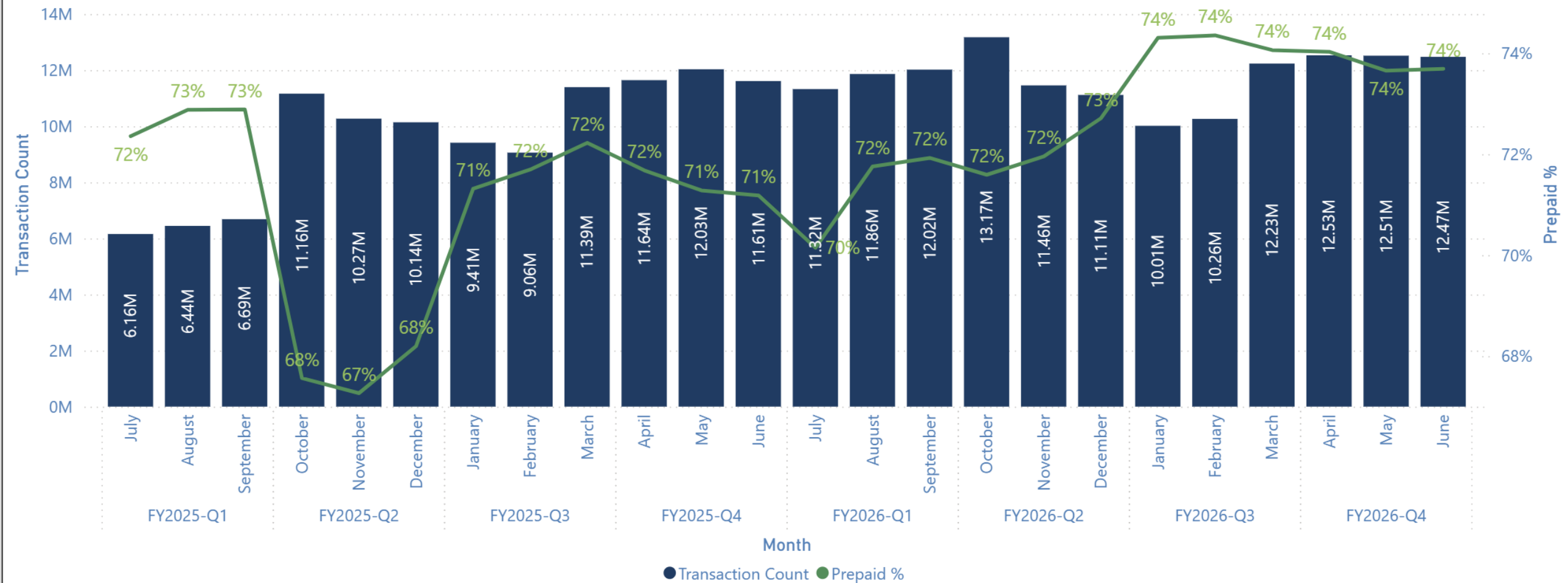
Traffic Statistics

Transactions Posted

Year Over Year%

21.52 %

Triangle Expressway



Transaction Count by Axles

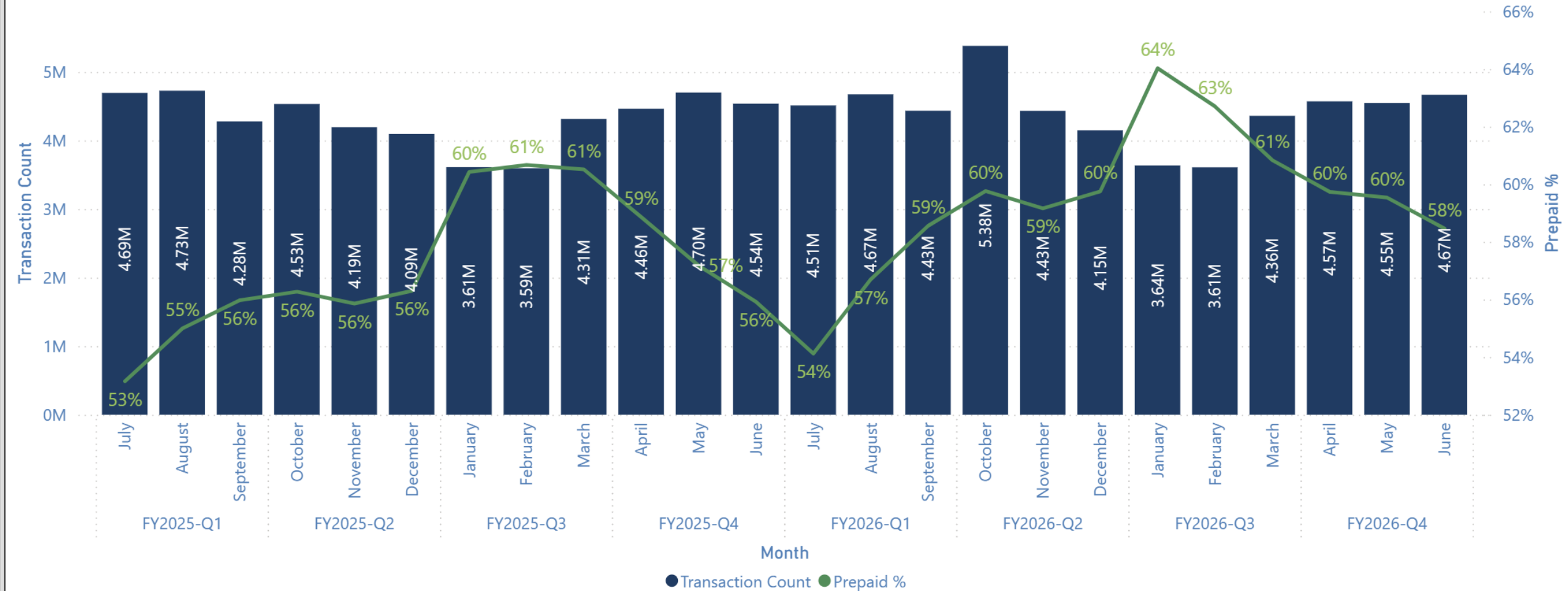
Vehicle Axles	FY2025-Q1	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2	FY2026-Q3	FY2026-Q4
2	96.39%	96.02%	95.51%	95.33%	95.32%	95.39%	95.30%	95.29%
3	0.91%	0.97%	0.99%	1.06%	1.07%	0.91%	0.85%	0.90%
4	2.70%	3.01%	3.50%	3.61%	3.61%	3.70%	3.86%	3.82%

Transactions Posted

Year Over Year%

2.37 %

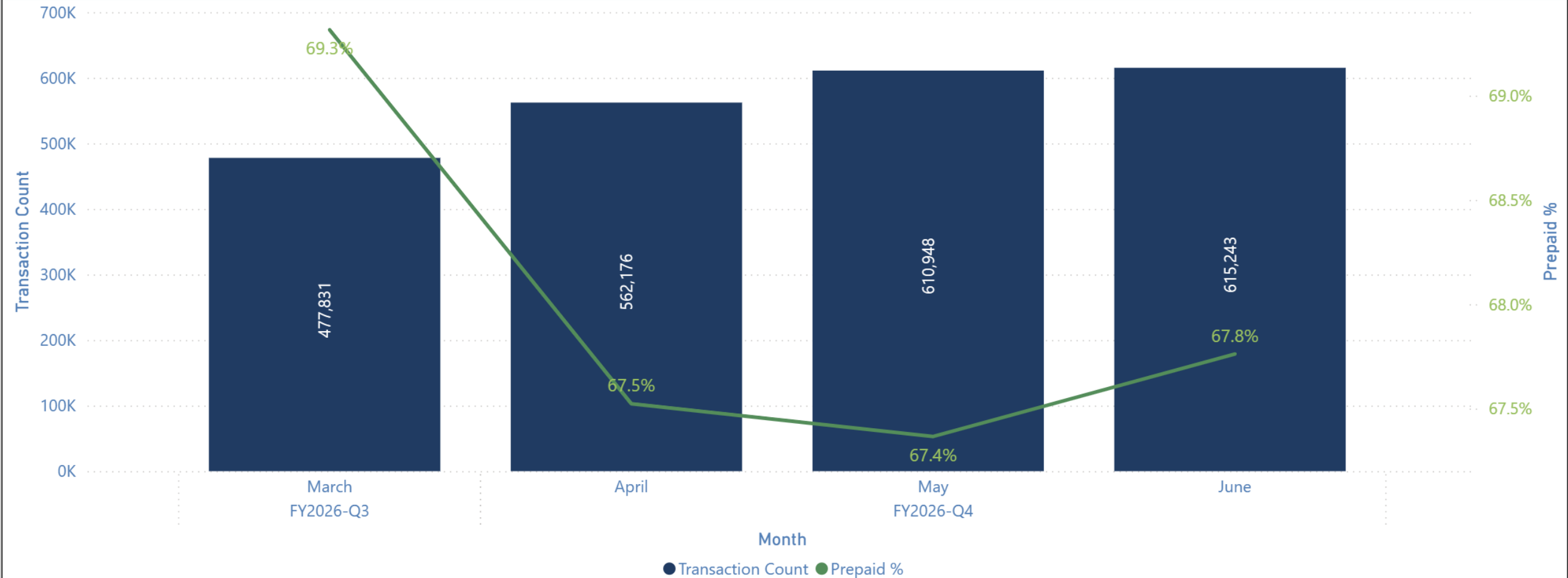
Monroe Expressway



Transaction Count by Axles

Vehicle Axles	FY2025-Q1	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2	FY2026-Q3	FY2026-Q4
2	88.64%	88.97%	87.49%	88.78%	89.09%	89.02%	87.34%	88.70%
3	1.25%	1.29%	1.35%	1.31%	1.32%	1.31%	1.39%	1.34%
4	10.11%	9.74%	11.16%	9.91%	9.60%	9.66%	11.27%	9.97%

I-485 Express Lanes

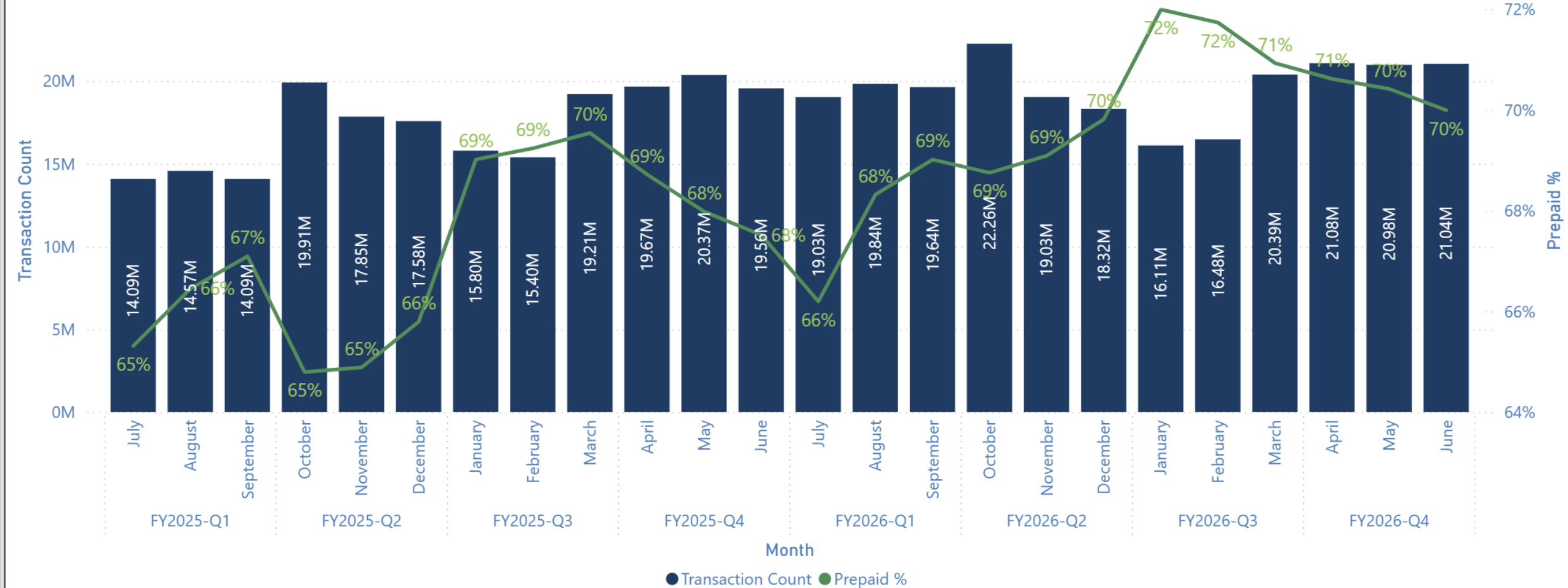


Transaction Count by Axles

FiscalYearQuarter	FY2026-Q3		FY2026-Q4	
Vehicle Axles	March	April	May	June
2	98.61%	98.56%	97.95%	98.22%
3	0.18%	0.18%	0.32%	0.25%
4	1.21%	1.26%	1.73%	1.53%

Year Over Year%
12.54 %

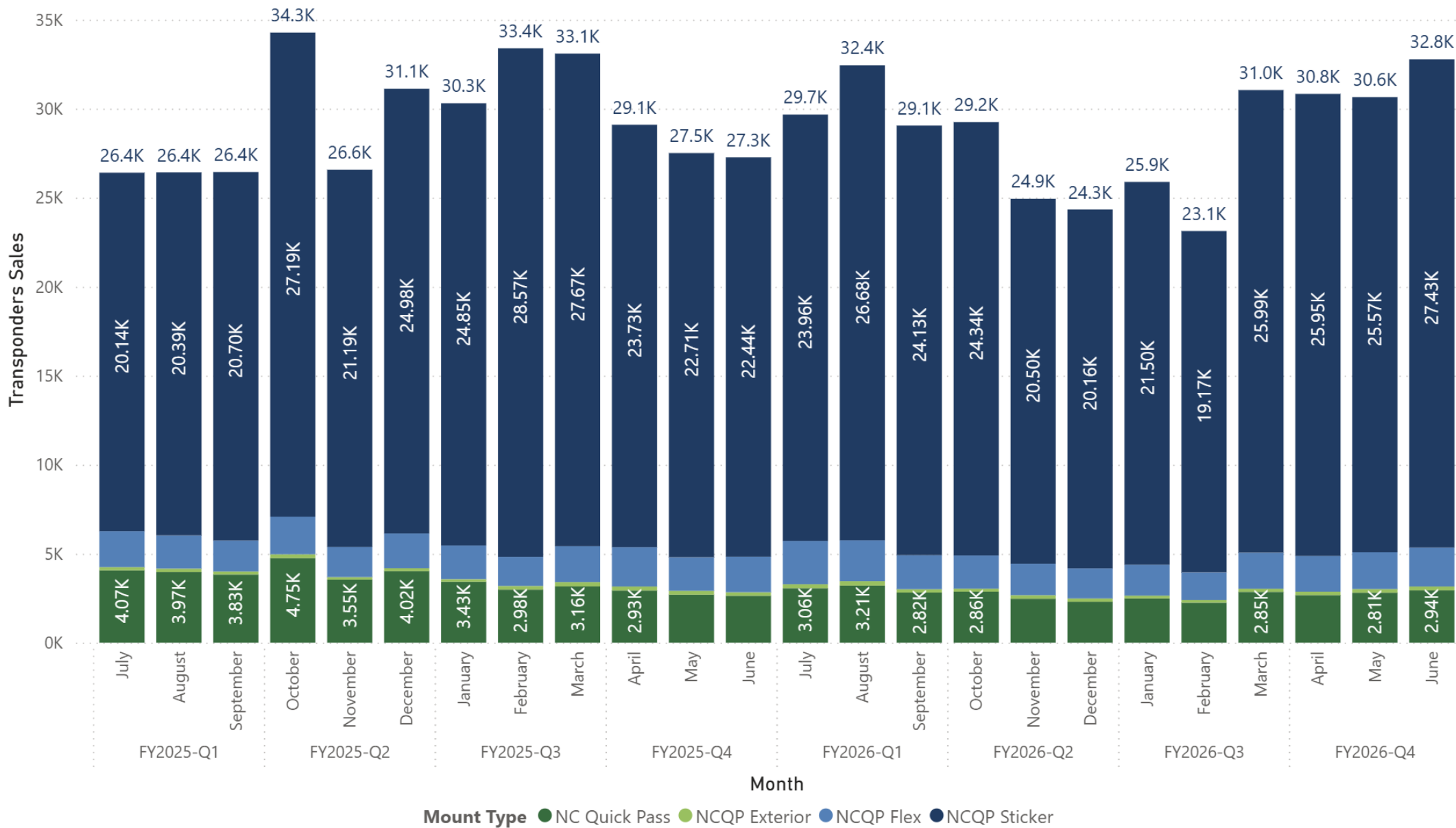
NC Quick Pass Program



Transaction Count by Axles

Vehicle Axles	FY2025-Q1	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2	FY2026-Q3	FY2026-Q4
2	94.23%	94.76%	94.12%	94.31%	94.32%	94.37%	94.03%	94.39%
3	1.32%	1.26%	1.25%	1.27%	1.28%	1.15%	1.12%	1.11%
4	4.46%	3.98%	4.63%	4.42%	4.40%	4.48%	4.85%	4.49%

Transponder Sales by Mount Type



Sales 3 Months

94,244

Active Transponders

1,692,306

Mount Type

NC Quick Pass

445,492

26.32%

NCQP Exterior

12,095

0.71%

NCQP Flex

143,321

8.47%

NCQP Sticker

1,091,398

64.49%

Communications Update

Logen Hodges
Chief Communications Officer

Kate Ford
Deputy Chief Communications Officer

Communications Interns



Osaiyah Dash

**University of North
Carolina at Greensboro**

Bachelor of Science in Marketing
(Strategic Marketing)



Maddie Scholle

**University of North
Carolina at Chapel Hill**

Bachelor of Arts, Advertising & Public
Relations Focus
Second Major in Public Policy

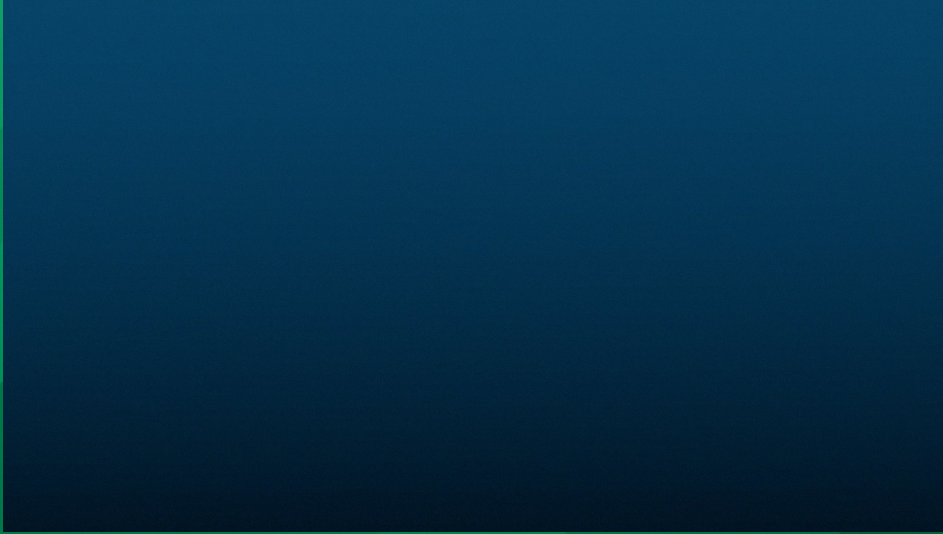


Riley Galvan

Elon University

Bachelor of Arts, Double Major in
Strategic Communications and Media
Analytics, Minor in Marketing

Paid & Earned Media



Paid Advertising



Next Stop: Summer Campaign

- 4.1M impressions
- 42K conversions
- 4K direct transponder sales
- 1M connected TV plays



Email Marketing in FY 2026

- 17M emails
- 55% open rate
 - Rate adjustments
 - Unpaid balances

I-485 Express Lanes Toll Rate Adjustment

Emails

- 276,380 Sent
- 59% Open rate

Press release

- 31 News stories

Keep North Carolina Moving



Toll Rate Adjustments are Coming on June 29



I-485 Express Lanes Rate Updates

On June 29, 5 segments of the I-485 Express Lanes will have their toll rates adjusted during peak travel periods to help maintain reliable travel times.

These new rates will better match the actual usage of the express lanes, to help keep traffic moving. Lower-demand segments will see rate reductions, while higher-demand segments will see increases of no more than \$0.25 per segment.

View Updated Toll Rates

The [NC Quick Pass toll calculator](#) has been updated with all of the upcoming price adjustments, allowing you to plan your next trip ahead of time.

As NC Quick Pass continues to monitor express lane usage, toll rates may need to be adjusted in the future.

Continue Saving 50% on all NC Tolls

With your NC Quick Pass account, you'll continue saving 50% on all tolls in North Carolina, including on the I-485 Express Lanes. Before driving, make sure your vehicle information on [your account is up to date](#).

[Manage Your Account](#)



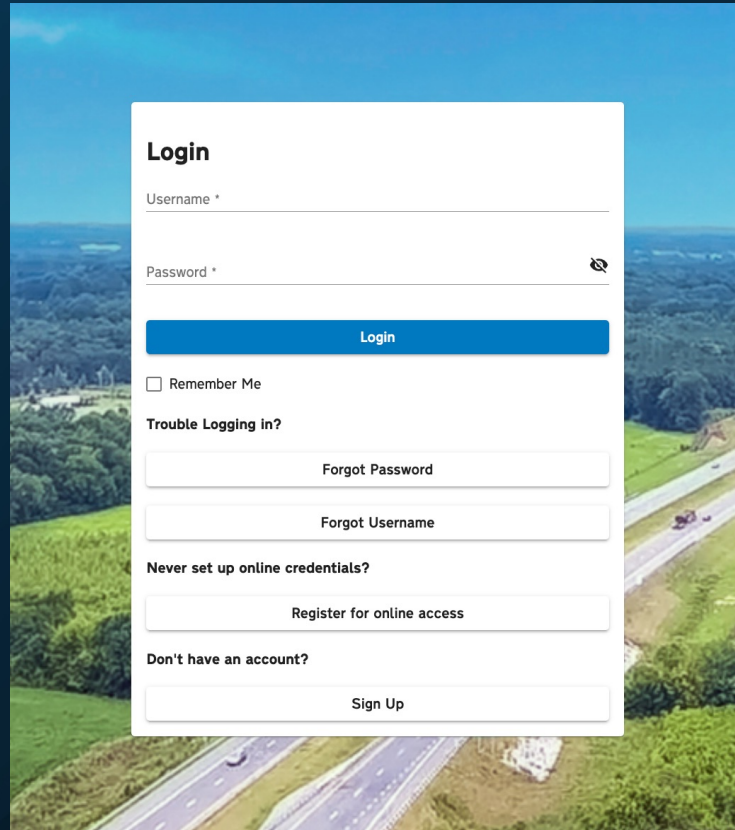
Digital Services

Improved Login Process

Coming Soon

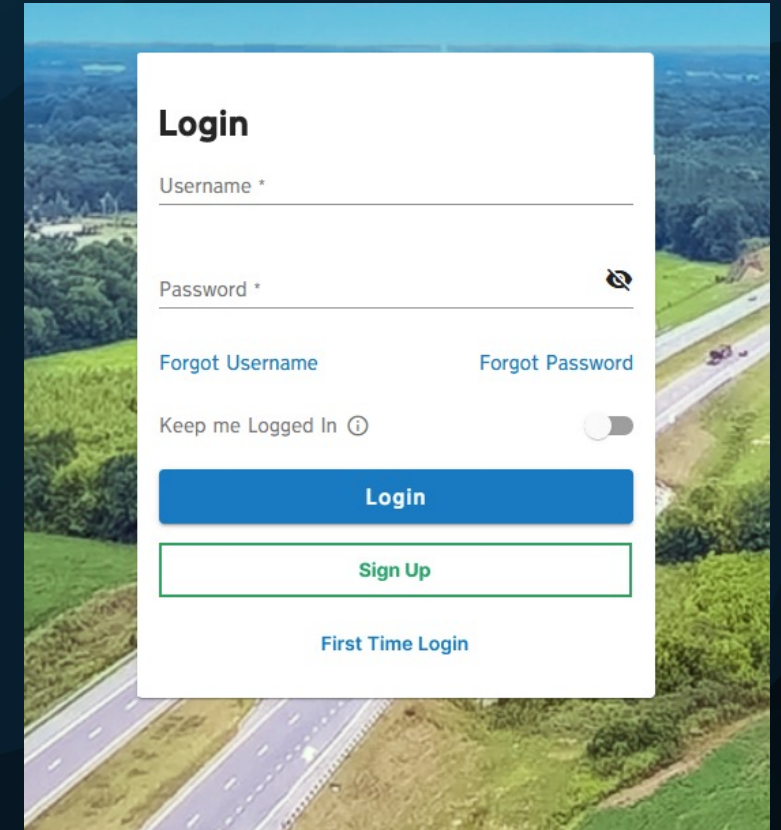
- Reduced clutter and improve usability
- Reduced the number of buttons to make navigation more intuitive
- Designed to improve the overall customer experience and reduce confusion

Before



The 'Before' login form is a white box with a blue header 'Login'. It contains a 'Username *' field, a 'Password *' field with a toggle icon, a blue 'Login' button, a 'Remember Me' checkbox, a 'Trouble Logging In?' section with 'Forgot Password' and 'Forgot Username' buttons, a 'Never set up online credentials?' section with a 'Register for online access' button, and a 'Don't have an account?' section with a 'Sign Up' button.

After



The 'After' login form is a white box with a blue header 'Login'. It contains a 'Username *' field, a 'Password *' field with a toggle icon, a blue 'Login' button, a 'Forgot Username' link, a 'Forgot Password' link, a 'Keep me Logged In' toggle switch with an info icon, a green 'Sign Up' button, and a 'First Time Login' link.

Outreach

The background is a dark blue field with a subtle, repeating pattern of light blue hexagons. Overlaid on this are several dynamic, wavy trails of small, glowing dots. These dots transition in color from a pale blue on the left to a vibrant yellow-green on the right, creating a sense of movement and energy across the frame.

NC Quick Pass Outreach in FY 26

- Reduced total number of events
 - Hyper-targeted previously successful events
- 2,000 Customers assisted with account updates
- \$14,500 in Payments Collected
- 100 Transponders sold

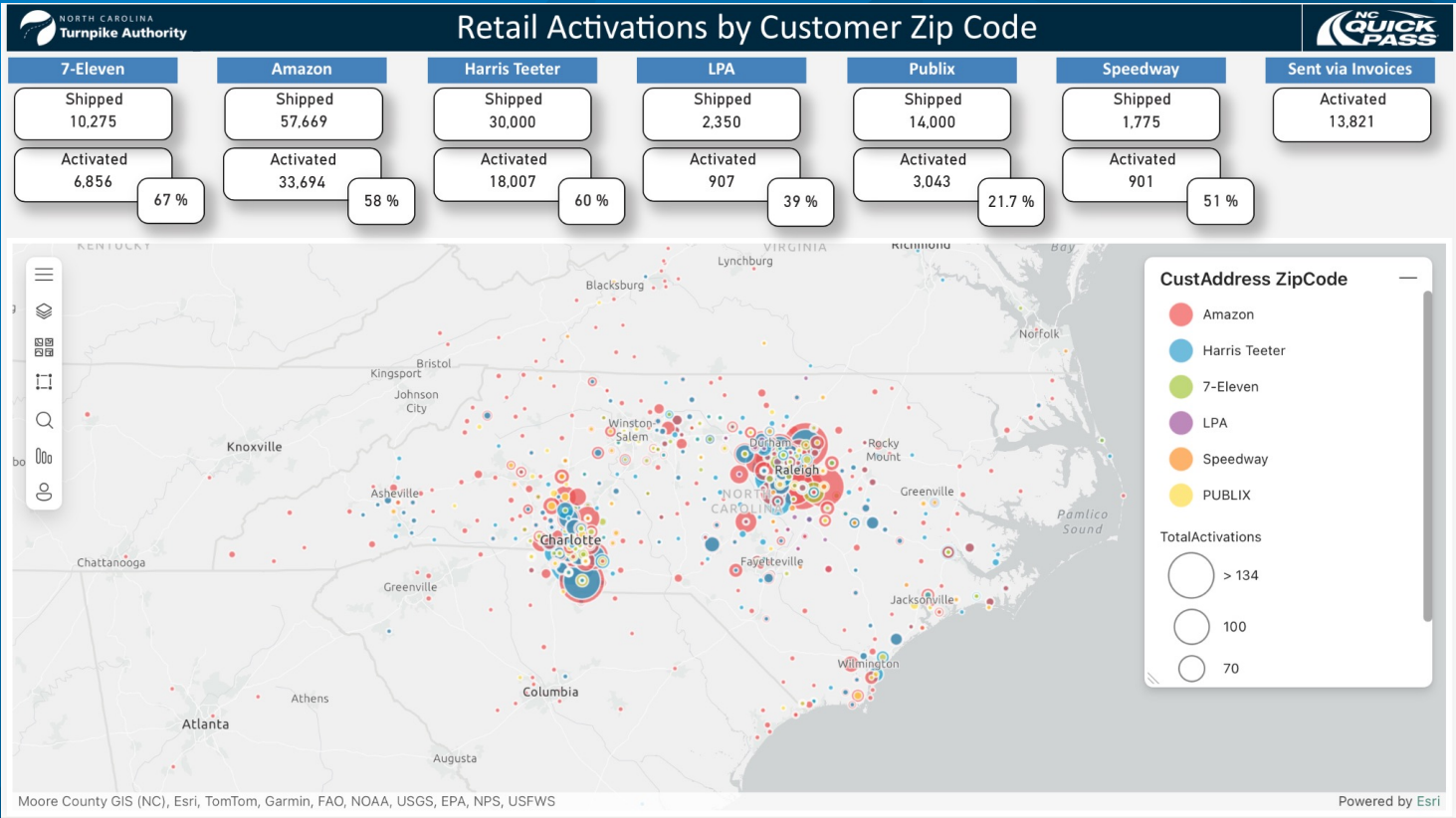




Retail

Retail Program Updates

- 278 Locations
- 116K Transponders Purchased by Retailers
- 50% Activation Rate





Retail Survey Results

Top Trends

- 4.5 out of 5 Finding a location
- 4.1 out of 5 Packing and instructions
- 3.7-3.8 out of 5 Activation experience
- Unclear instructions on window placement

What's Next

- Clarification and increased messaging for transponder installation
- Stabilize activation back-end flows
- Tighten activation UI language and error states

**Finance Committee will
begin at 10:45 AM**

Contact Us



ncdot.gov/turnpike



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



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



ncquickpass.com



Thank you!