North Carolina Turnpike Authority

Operations Committee Meeting

November 19, 2026

Providing drivers more choices for their commute

NORTH CAROLINA
Turnpike Authority

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 Officer / Executive Director

Chief Engineer Update

Alan Shapiro, P.E.
Chief Engineer

Congratulations Kevin Bridges

Western Deputy Chief Engineer



Welcome Tracy Taylor

Triangle Expressway Roadway Manager



Salt Storage Facility

Salt Storage Facility

Projected Timeline

Completion of Site Plans

April 2026

Communications Plan Complete

April 2026

Neighborhood Meeting

May 2026

Complete

Construction

2026

Facility Completion

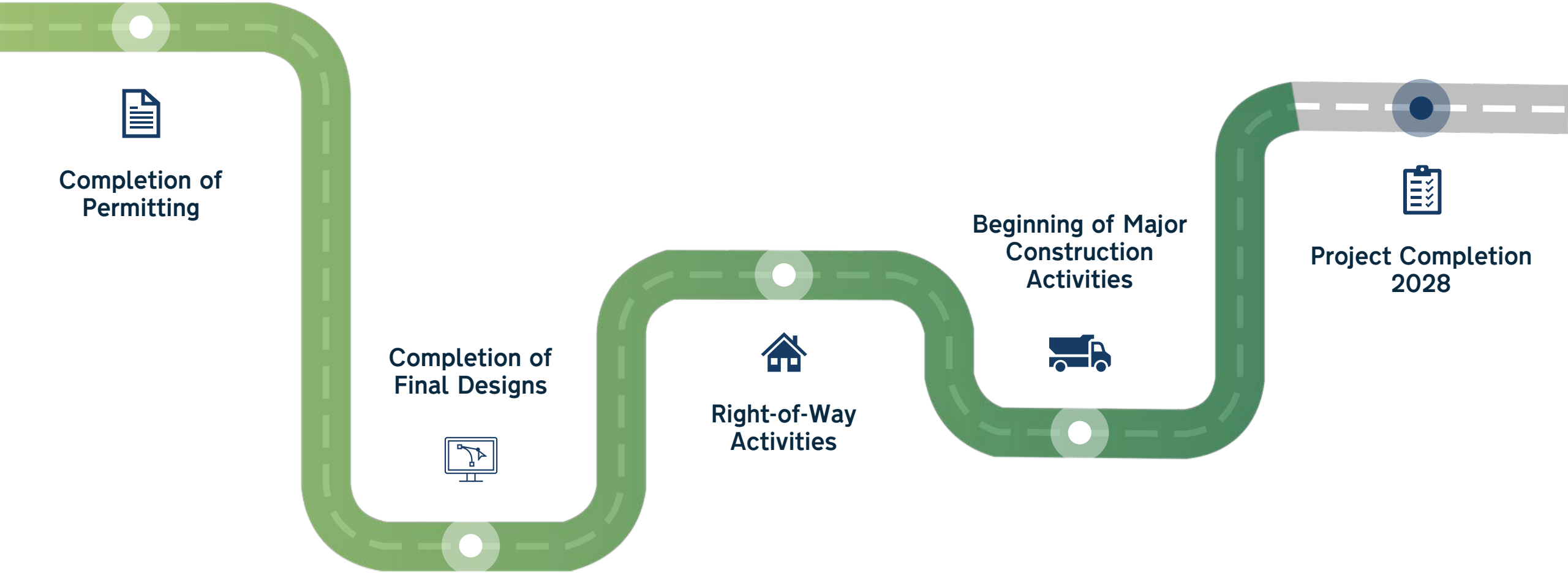
2027

Upcoming

Complete 540 Phase 2

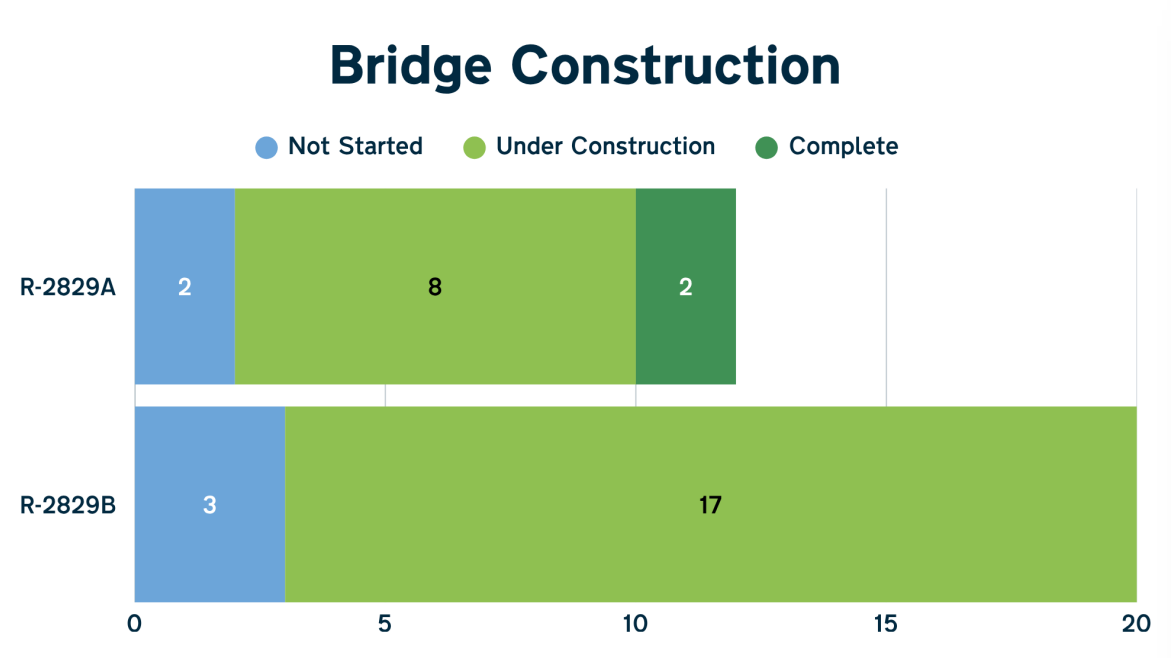
Complete 540 Phase 2

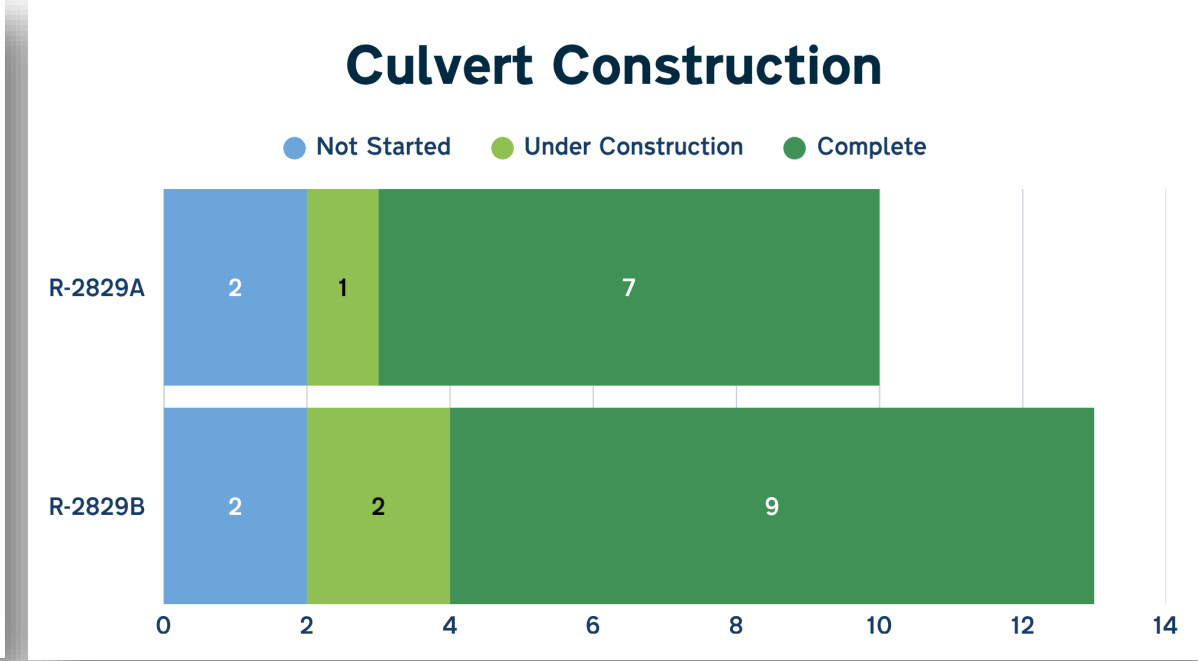
Anticipated Project Schedule



Complete 540 Phase 2

Bridge and Culvert Construction Status





Complete 540 Phase 2

Turbine and Bushy Branch Bridges



Complete 540 Phase 2

I-87





Pilots and Initiatives

Complete 540 Phase 1

Asset Management & UAV Services

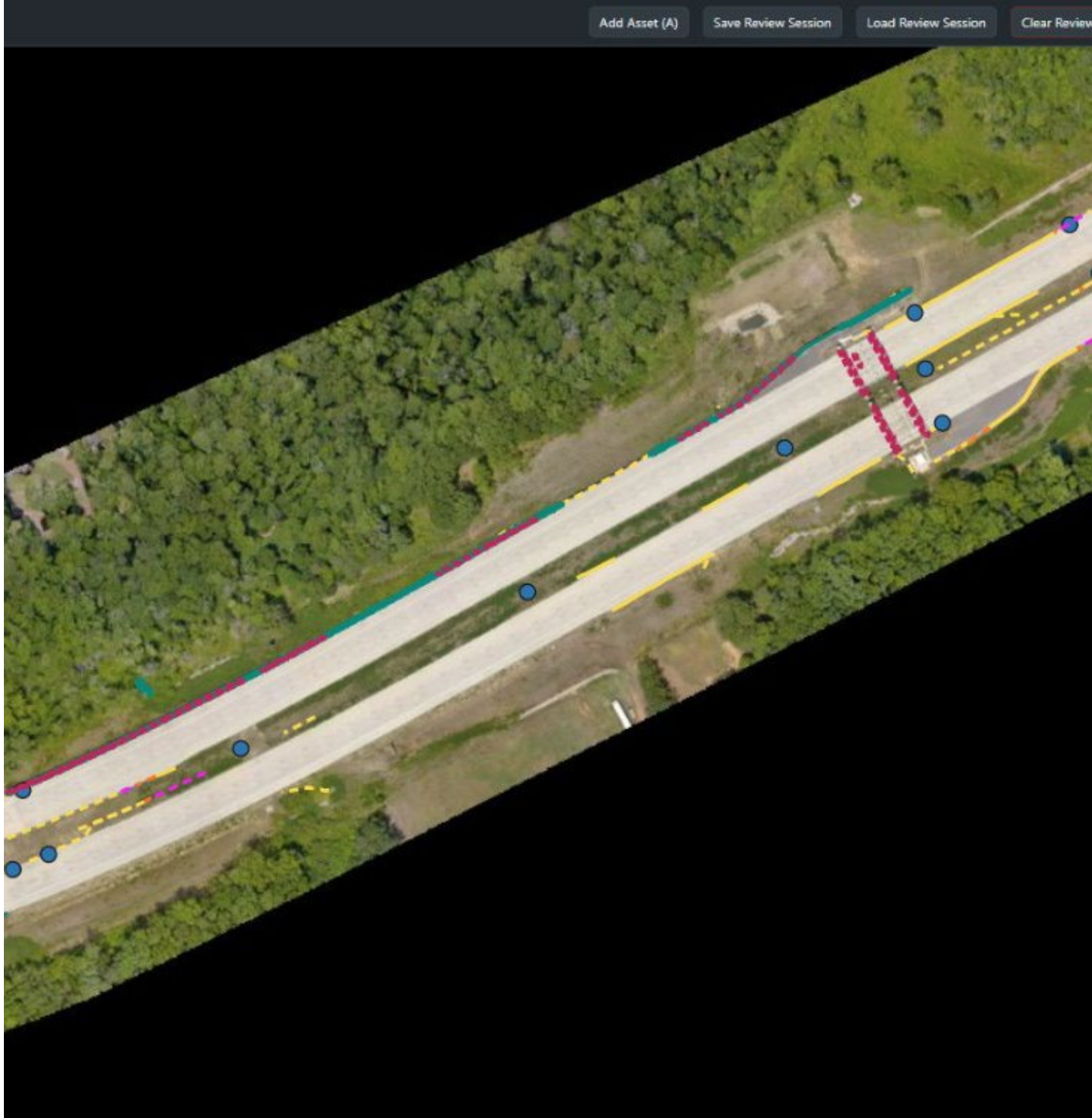
- 16 unique types of assets
- Less than 1 inch accuracy
- 20 miles in 6 days



Monroe Expressway

Automated AI Asset Detection

- Automated AI Vision data extraction
- Human review and validation
- Algorithm constantly learning
- 89% accuracy across all asset types
- Output to GIS for baseline inspections



Complete 540 Phase 1

Pavement Scanning Technology for Warranty Inspec

- Automated distress detection and measurement
- Web based data storage with geolocated reference points
- Building efficiency and safety to the annual warranty inspection process



Complete 540 Phase 2

LiDAR Technology and Construction Management

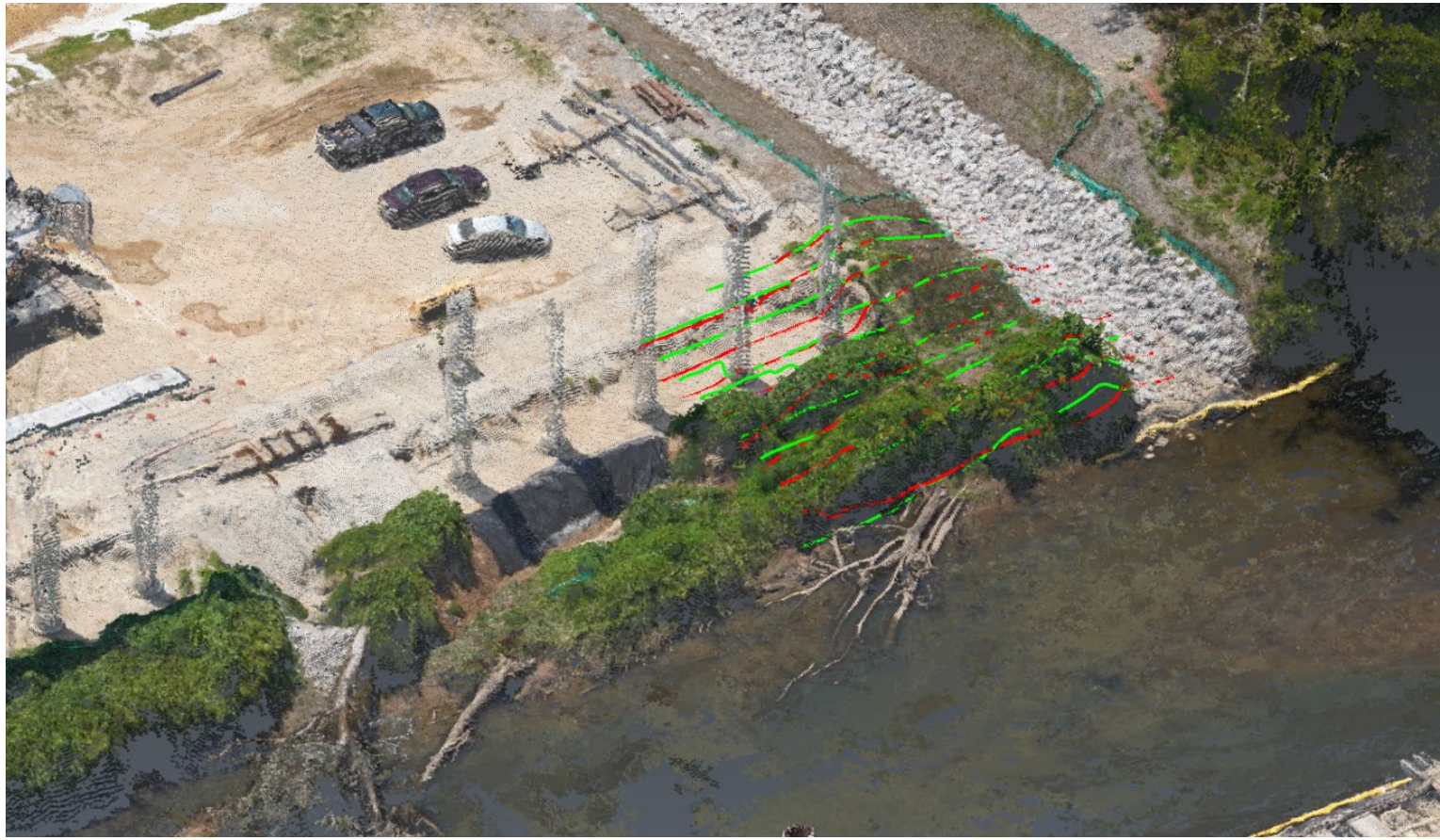
- Monthly LiDAR data collection
- Corridor-wide construction monitoring
- Near real-time project visibility
- Early risk detection
- Data-driven decision making



Complete 540 Phase 2

LiDAR Technology Use Case Success

- Neuse River bank failure from heavy rain events in July
- Month-to-month LiDAR analysis supported Agency approval for bank repair
- Significant risk mitigation for potential future cost/time impacts



Triangle Expressway

Drone Fertilization & Seeding

- Access hard-to-reach areas
- Improves application accuracy
- Reduces material waste
- Minimizes overlap
- Protects sensitive vegetation
- Eliminates ground equipment traffic





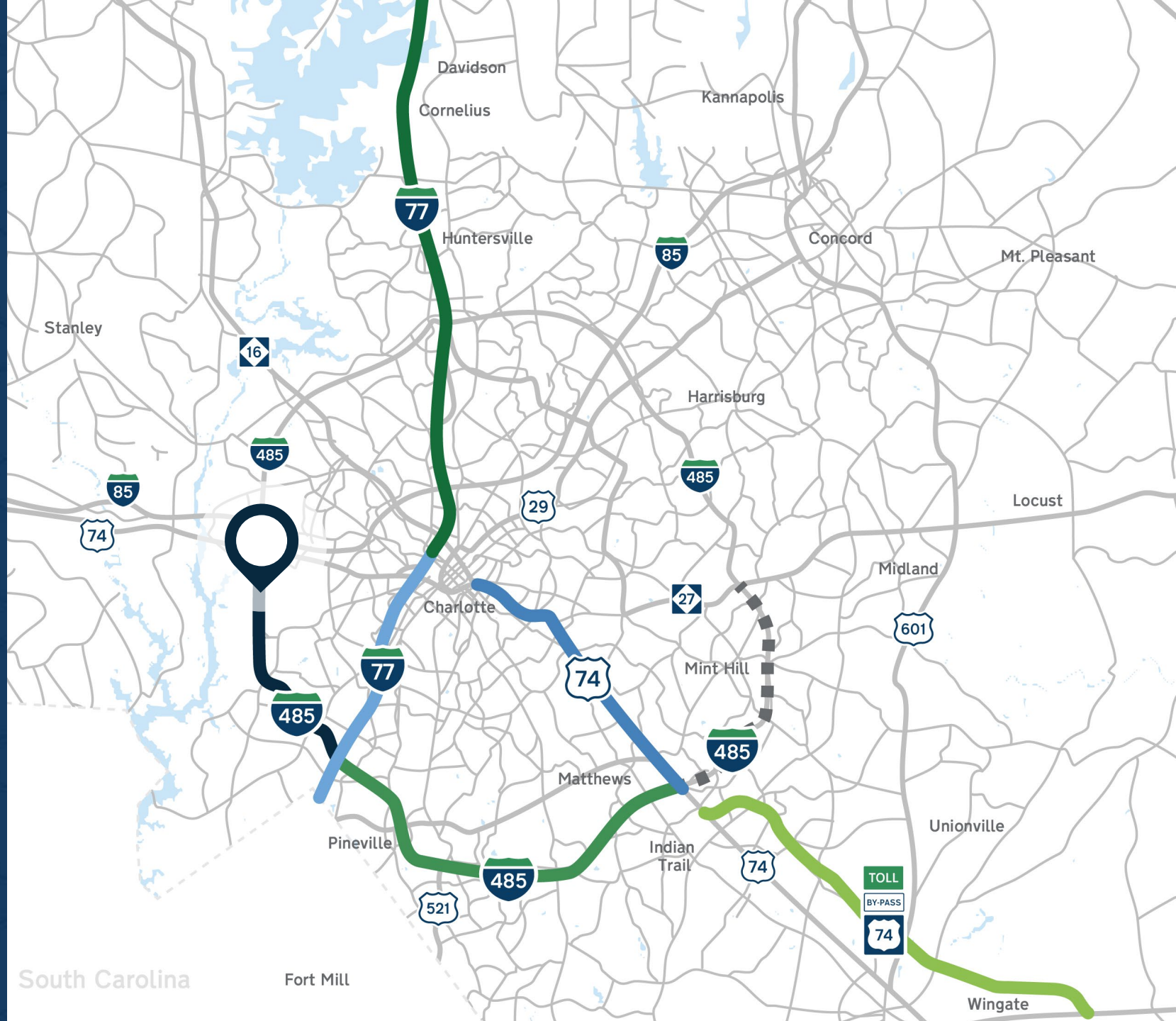




Additional Projects

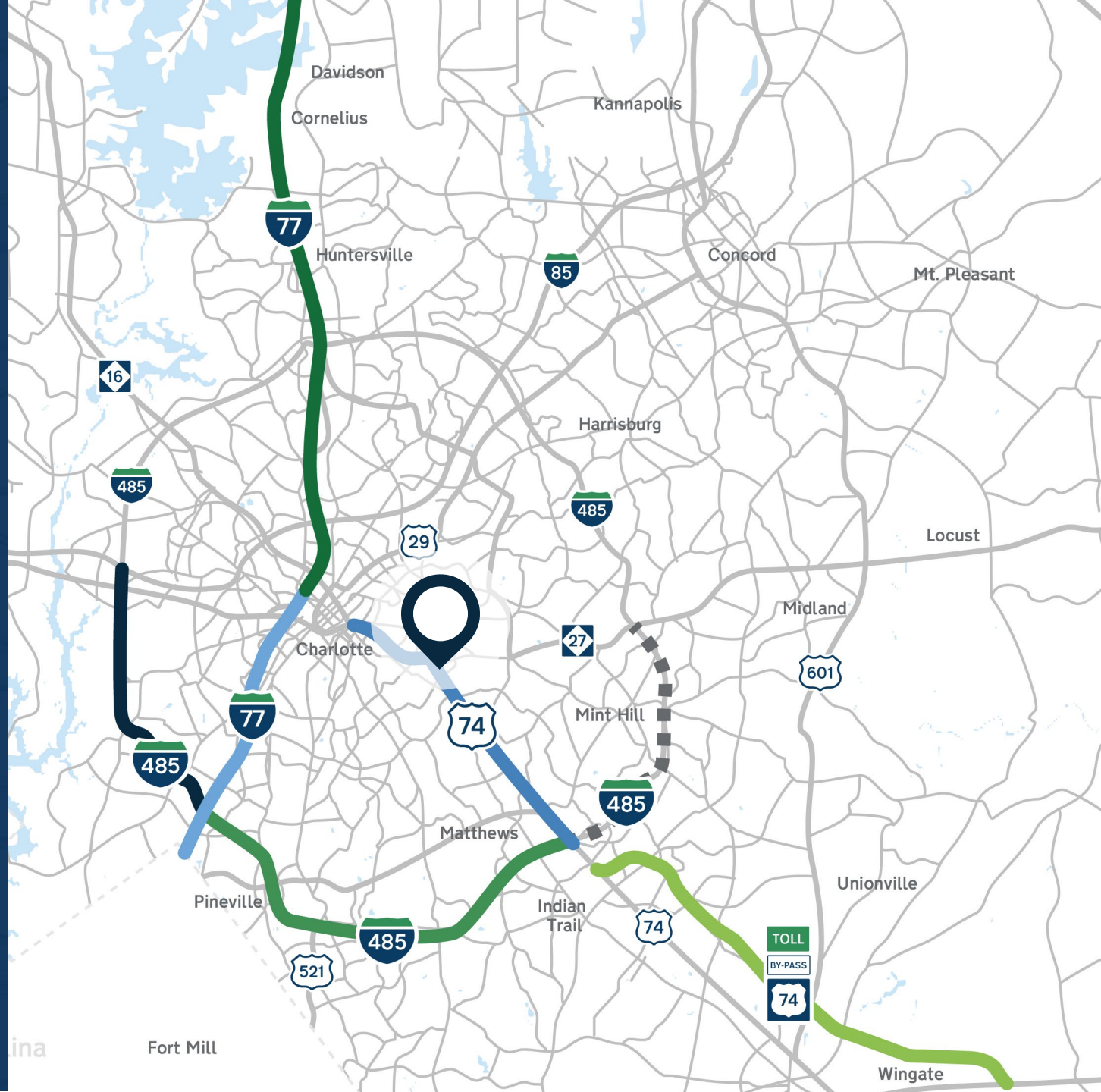
I-485 West Express Lanes

- 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



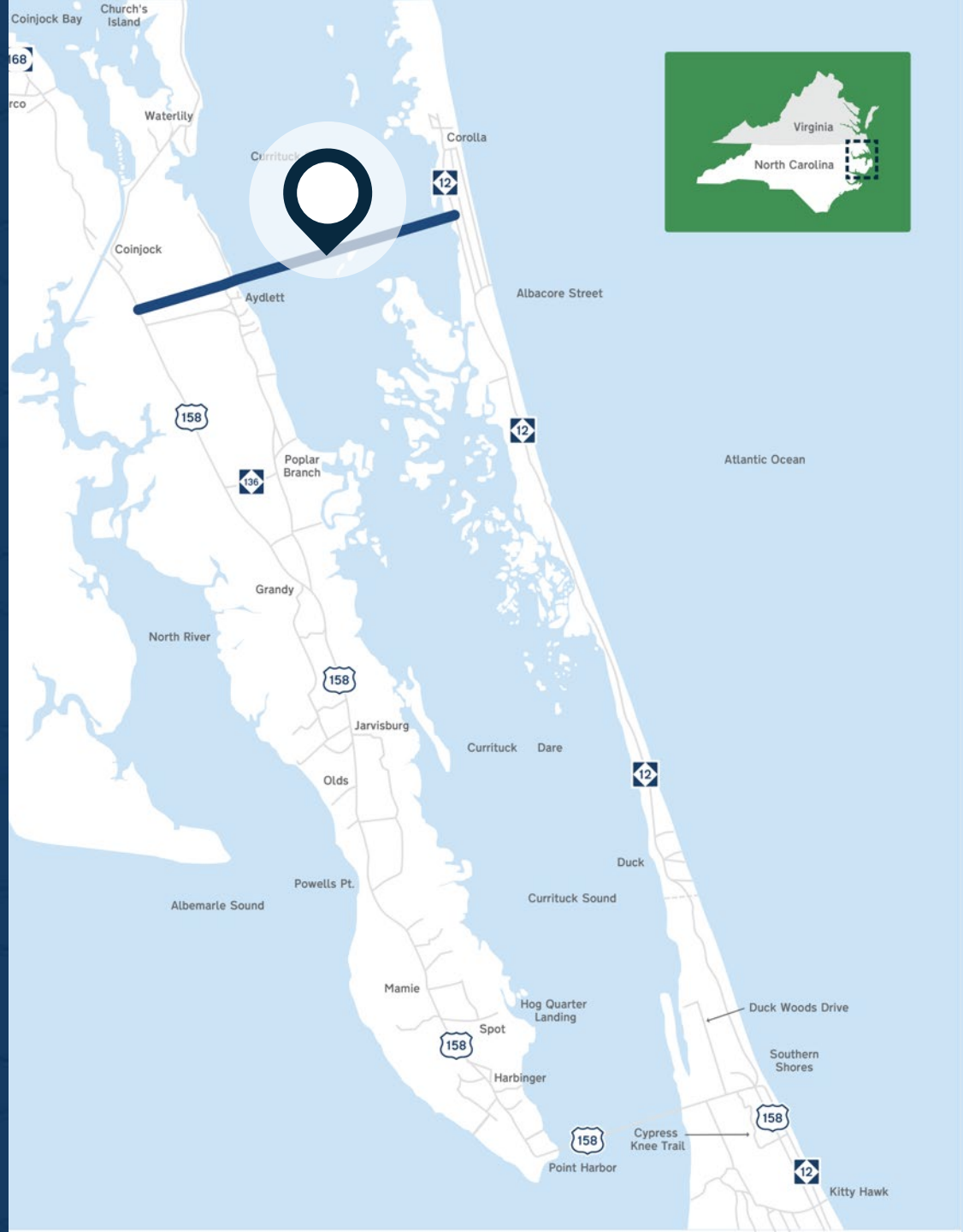
U.S. 74 Express Lanes

- 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



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



Customer Service Center Update

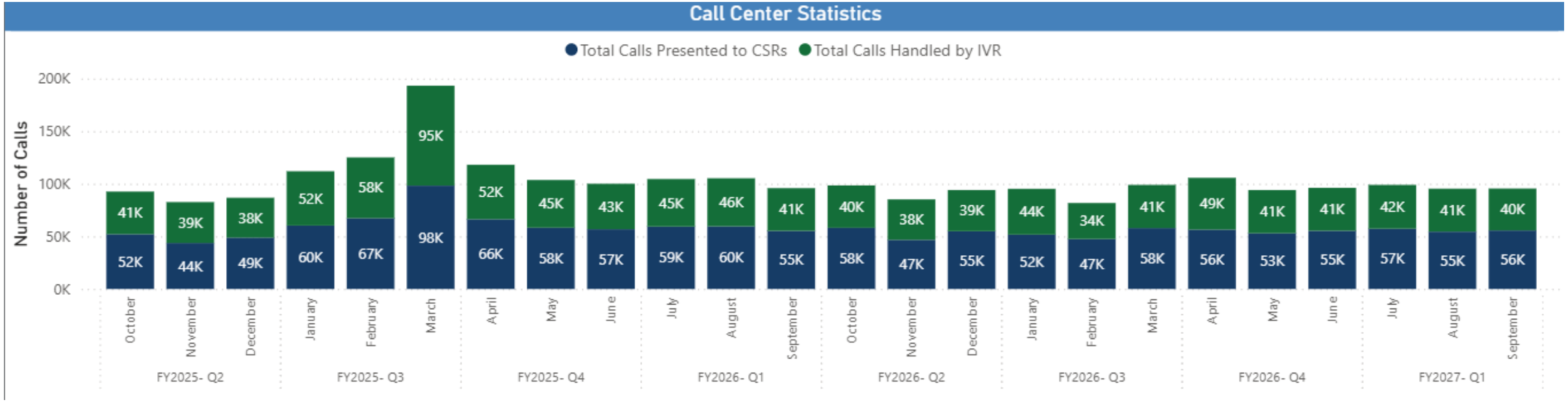
Angela Queenland
Deputy Chief Toll Operations Officer

Call Center Statistics

NC Quick Pass Program

YOY Growth: -5.2%

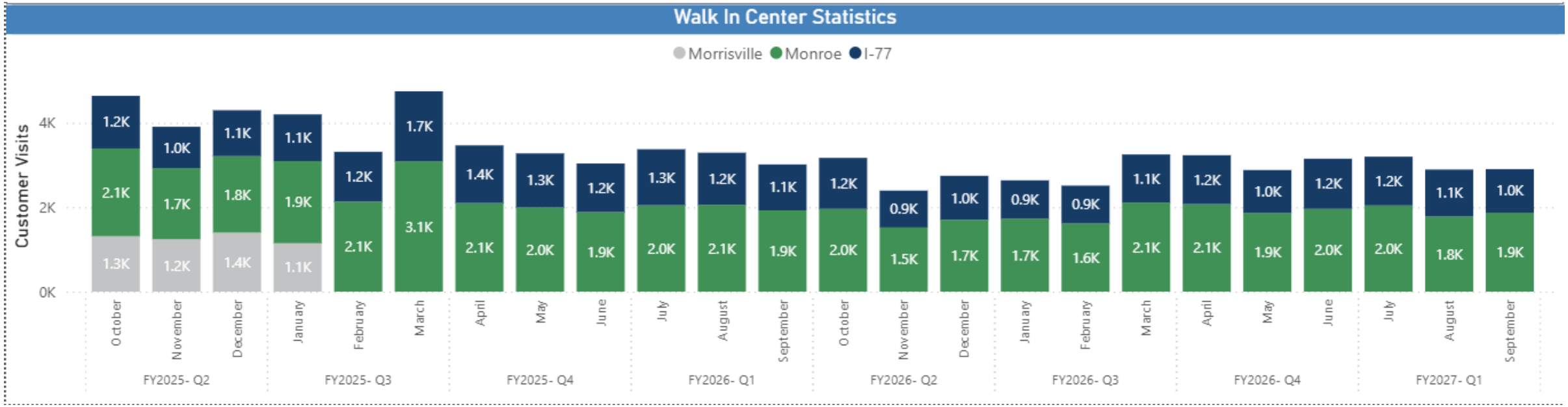
IVR Containment Rate: 42.1%



Walk-In Center Statistics

NC Quick Pass Program

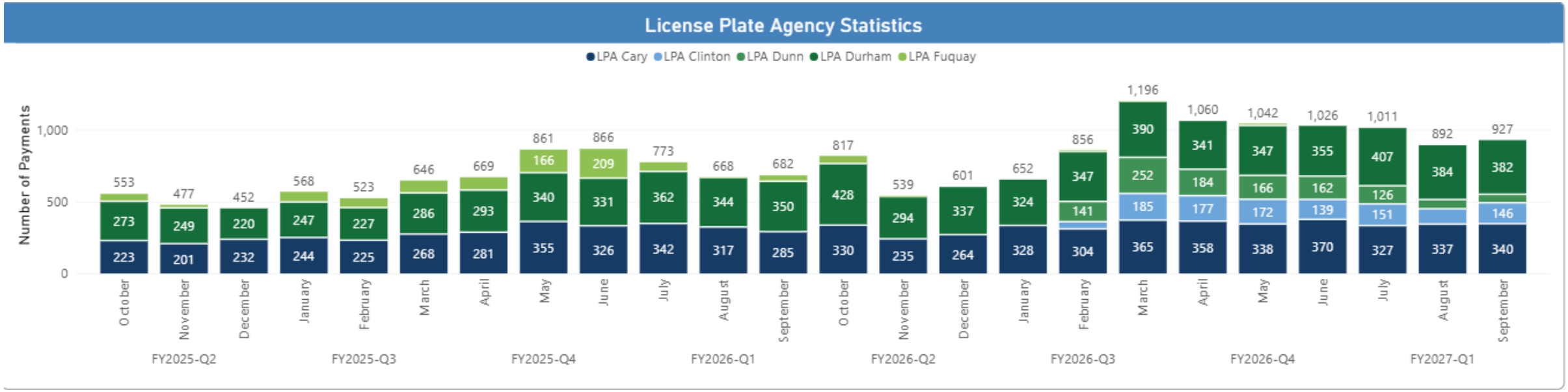
YOY Growth: -8.1%



License Plate Agencies Statistics

NC Quick Pass Program

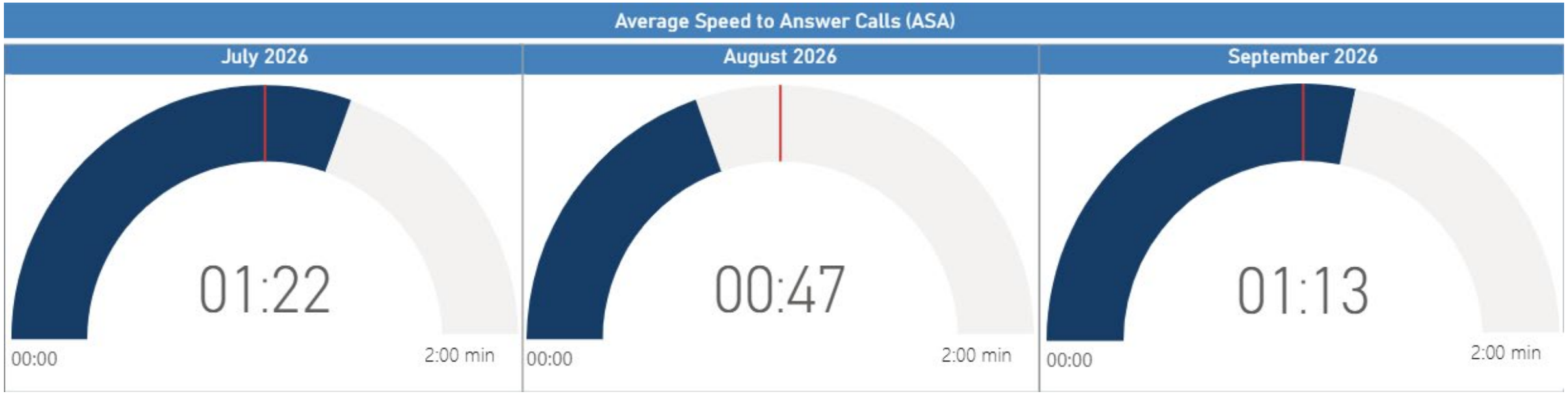
YOY Growth: 33.3%



Average Speed to Answer Calls

NC Quick Pass Program

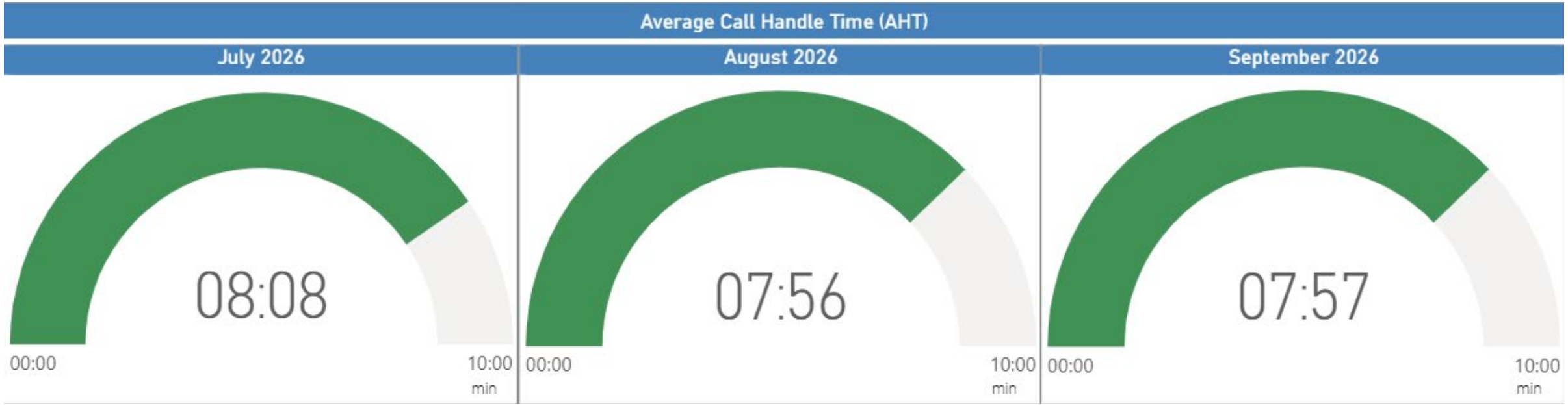
YOY Growth: 24.0%



Average Call Handle Time

NC Quick Pass Program

YOY Growth: 5.4%



Toll Technology Update

Manish Chourey
Chief Technology Officer

Roadside Technology RFP Update

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 Awards

Complete 540 Phase 2

- Received 10 proposals
- Shortlisted 3 vendors (Kapsch, Quarter Hill, and Tollscopic)
- Awarded to Kapsch on September 14, 2026

Monroe Expressway

- Received 5 proposals
- Shortlisted 3 vendors (Kapsch, Tollscopic, and TransCore)
- Awarded to Tollscopic on October 21, 2026

Complete 540 Phase 2 - Project Implementation Schedule

Exhibit A – Project Implementation Schedule		
Major Milestone Description	Projected Start	Projected End
Notice to Proceed (NTP) of Implementation Phase	Sep 2026	--
Project Kickoff Meeting	Sep 2026	--
Project Planning Documentation (Project Schedule, Project Management Plan, Master Test Plan)	Sep 2026	60 Calendar Days after NTP
System Design		
Requirements Review and Business Rules Workshops	Nov 2026	Nov 2026
System Detailed Design Review	Nov 2026	Jan 2027
Bill of Materials	Dec 2026	Dec 2026
Third Party Hardware and Software Documentation Submitted	Jan 2027	Jan 2027
Draft System Detailed Design Document (SDDD) Approval	Jan 2027	Feb 2027
Final System Detailed Design Document (SDDD) Approval	Feb 2027	Mar 2027
Roadside Toll Collection System (RTCS) Installation Design and Documentation Package Approval	Jan 2027	Mar 2027
Final Installation Plan Approved	Apr 2027	May 2027

Complete 540 Phase 2 - Project Implementation Schedule Continued

Major Milestone Description	Projected Start	Projected End
RTCS, Installation and Test		
Major Milestones: Factory Acceptance Test (FAT)	Jun 2027	Aug 2027
NCTA Operational Back Office (OBO) Interface Test	Sep 2027	Oct 2027
Maintenance Plan and Training Plan	Aug 2027	Oct 2027
Installation and System Acceptance	Mar 2028	
Installation and Commissioning Approved Ready for Go-Live - Tolling Location 1 Installation and OIT	--	40 Calendar Days after NTP2
Major Milestone: Toll Zone commissioning for revenue service during Site Installation Test - Installation and Site Installation Test of Complete 540 Phase 2 and RSS associated ITS Equipment. Installation and Commissioning Approved Ready for Go-Live - Tolling Locations 2 – 12.	--	120 Calendar Days after NTP2
Training Complete	--	30 Calendar Days prior to Go-Live
Complete 540 Phase 2 Go-Live	--	Jun 2028
Final Testing and Phase Closeout		
Start of Maintenance	--	Go-Live
As-Built System Detailed Design Document (SDDD) Approved	--	Go-Live + 60 Calendar Days
As-Built Drawing Package Approved	--	Go-Live + 60 Calendar Days
System Acceptance Test	--	Go-Live + 60 Calendar Days

Monroe Project Implementation Schedule

Exhibit A – Project Implementation Schedule		
Major Milestone Description	**Projected Start**	**Projected End**
Implementation Phase Notice to Proceed (NTP)	Nov 26	--
Project Kickoff Meeting	Nov 26	--
Project Planning Documentation (Project Schedule, Project Management Plan, Master Test Plan)	Nov 26	60 Calendar Days after NTP
System Design		
Requirements Review / Business Rules Workshops	Nov 26	Dec 26
Bill of Materials	Dec 26	Jan 27
Third Party Hardware and Software Documentation Submitted	Jan 27	Jan 27
System Detailed Design Document (SDDD) Approval	Feb 27	May 27
RTCS Installation Design and Documentation Package Approval	Mar 27	May 27
Installation Plan Approved	May 27	Jun 27

Monroe Project Implementation Schedule Continued

RTCS, Installation and Test		
Major Milestones: Factory Acceptance Test (FAT)	Jul 27	Aug 27
NCTA OBO Interface Test	Sep 27	Sep 27
Maintenance Plan and Training Plan	Sep 27	Oct 27
Installation	Oct 27	May 28
Installation and Commissioning Approved Ready for Go Live - Tolling Location 1 Installation and OIT	Oct 27	Nov 27
Major Milestone: Toll Zone commissioning for revenue service during Site Installation Test - Installation and Site Installation Test of Monroe Expressway Installation and Commissioning Approved Ready for Go Live - Tolling Locations 2 – 14.	Dec 27	May 28
Training Complete	Sep 27	May 28
Final Testing and Phase Closeout		
Start of Maintenance		Nov 27
System Acceptance Test (SAT)		Jun 28
As-Built System Detailed Design Document (SDDD) Approved		Aug 28
As-Built Drawing Package Approved		Aug 28

Contract Term

The term of the Contract will commence at Notice of Award based on Project Phases below:

The Project Phases are:

- Implementation Phase
  - Commences upon issuance of Implementation Phase Notice of Award and ends upon System Acceptance.
- Operations & Maintenance Phase
  - Commences upon Go-Live and shall continue through the end of the base Contract Term for a period of up to five (5) years.
- Optional Extension Phase
  - Includes two (2) optional three (3)-year Maintenance extensions to be executed at the sole discretion of NCTA, with the first extension commencing upon the end of the base Contract Term.

Customer Service Technology RFP Update

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 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.

Traffic Statistics

NORTH CAROLINA Turnpike Authority

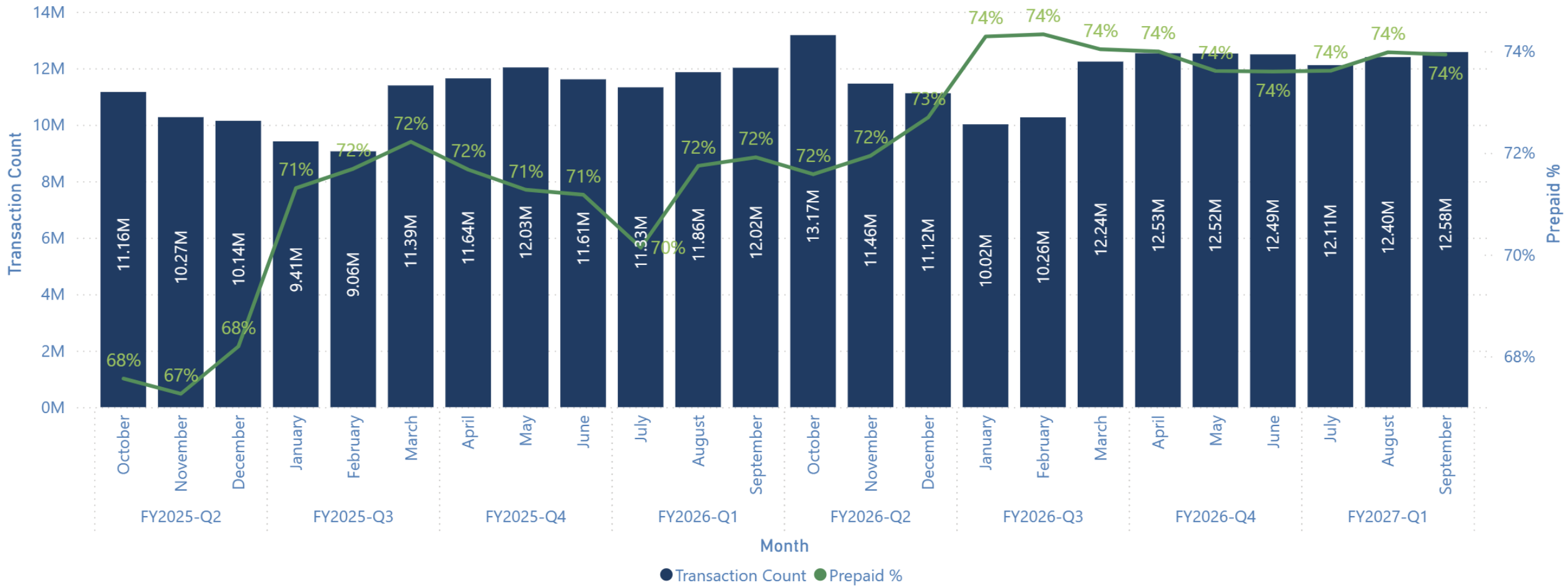
Transactions Posted

Year Over Year%

8.32 %

NC QUICK PASS

Triangle Expressway



Transaction Count by Axles

Vehicle Axles	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2	FY2026-Q3	FY2026-Q4	FY2027-Q1
2	96.02%	95.51%	95.33%	95.32%	95.39%	95.30%	95.28%	96.41%
3	0.97%	0.99%	1.06%	1.07%	0.91%	0.85%	0.90%	0.92%
4	3.01%	3.50%	3.61%	3.61%	3.70%	3.86%	3.82%	2.67%

NORTH CAROLINA Turnpike Authority

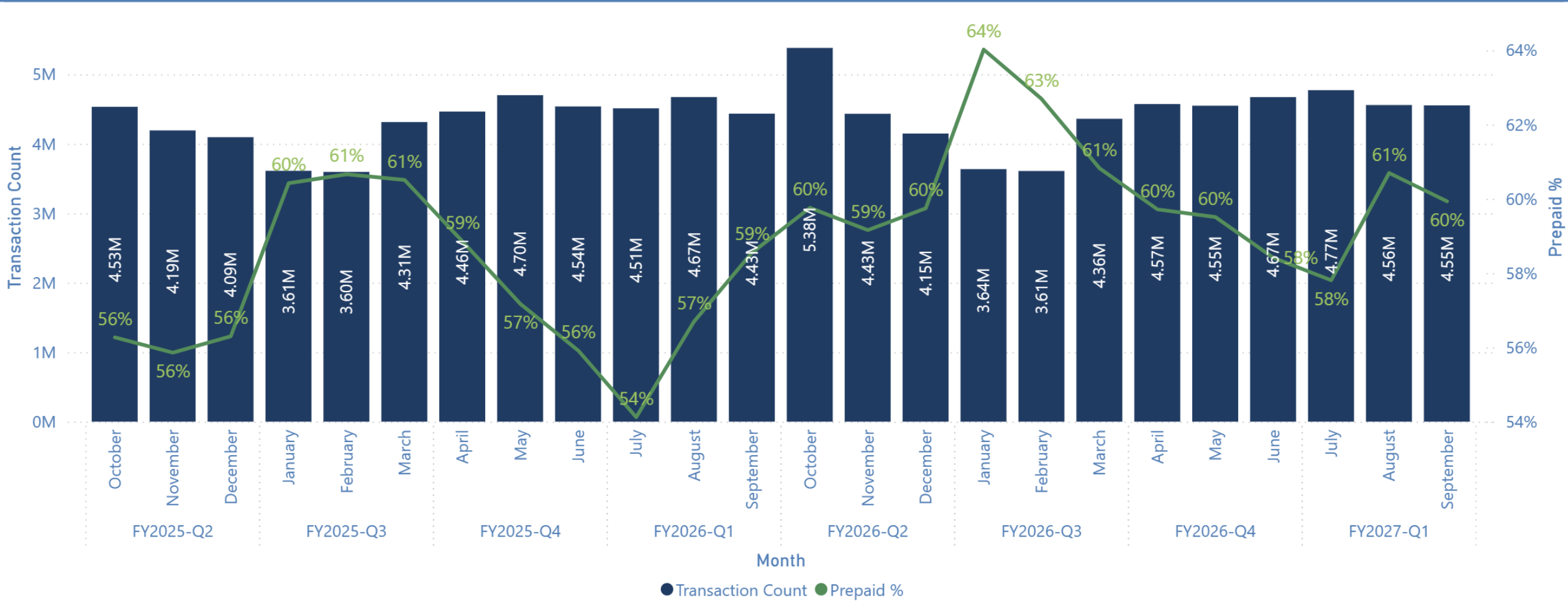
Transactions Posted

Year Over Year%

3.06 %

NC QUICK PASS

Monroe Expressway



Transaction Count by Axles

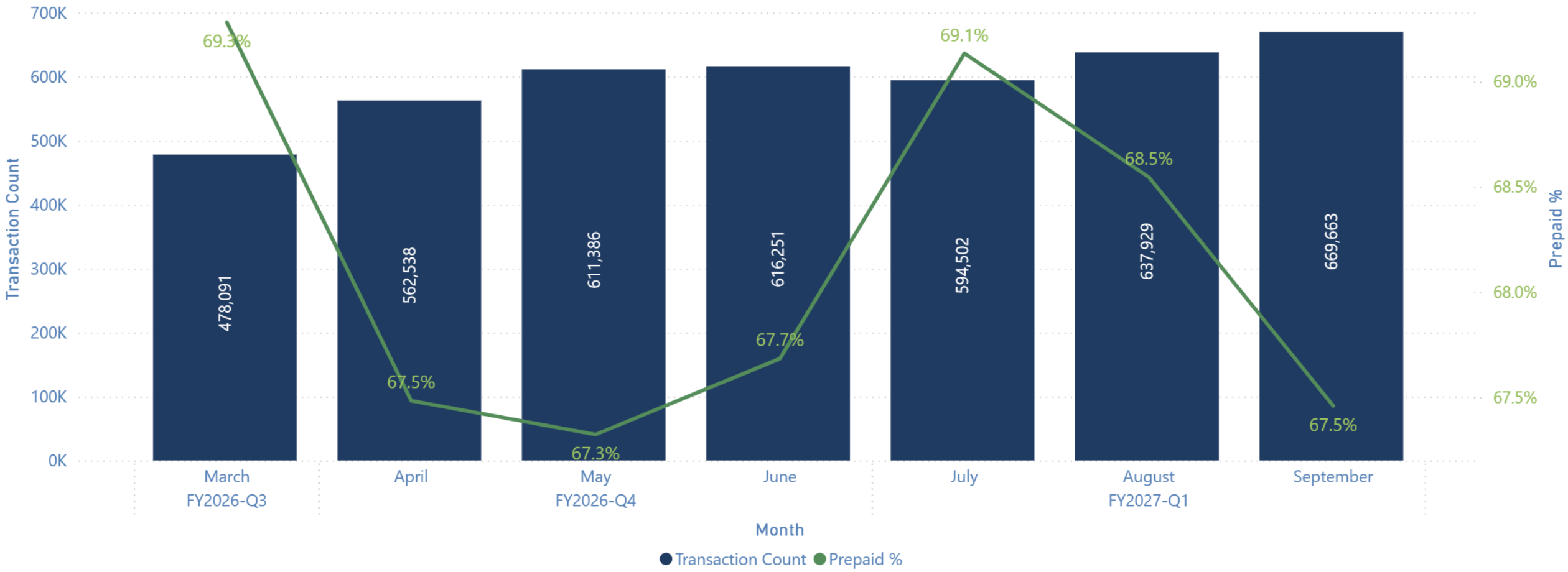
Vehicle Axles	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2	FY2026-Q3	FY2026-Q4	FY2027-Q1
2	88.97%	87.49%	88.78%	89.09%	89.02%	87.34%	88.69%	88.92%
3	1.29%	1.35%	1.31%	1.32%	1.31%	1.39%	1.34%	1.31%
4	9.74%	11.16%	9.91%	9.60%	9.66%	11.27%	9.97%	9.77%

NORTH CAROLINA Turnpike Authority

Transactions Posted

NC QUICK PASS

I-485 Express Lanes



Transaction Count by Axles

FiscalYearQuarter	FY2026-Q3		FY2026-Q4			FY2027-Q1	
Vehicle Axles	March	April	May	June	July	August	September
2	98.61%	98.56%	97.94%	98.20%	98.09%	98.14%	98.24%
3	0.18%	0.18%	0.32%	0.25%	0.39%	0.31%	0.30%
4	1.21%	1.26%	1.74%	1.55%	1.52%	1.55%	1.47%

NORTH CAROLINA Turnpike Authority

Transactions Posted

Year Over Year%

6.62 %

NC QUICK PASS

NC Quick Pass Program



Transaction Count by Axles

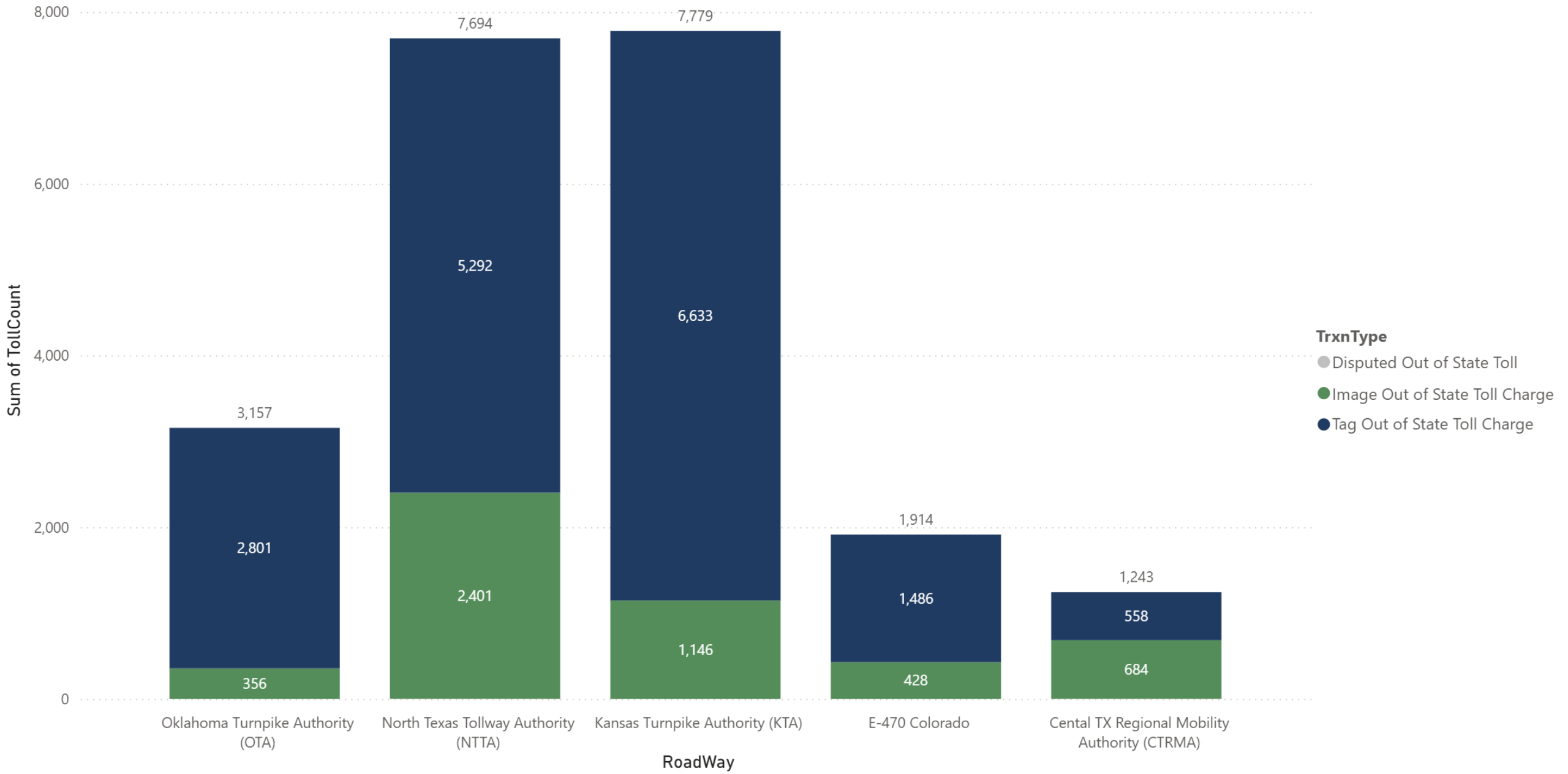
Vehicle Axles	FY2025-Q2	FY2025-Q3	FY2025-Q4	FY2026-Q1	FY2026-Q2	FY2026-Q3	FY2026-Q4	FY2027-Q1
2	94.76%	94.12%	94.31%	94.32%	94.37%	94.03%	94.38%	95.12%
3	1.27%	1.25%	1.27%	1.28%	1.15%	1.13%	1.12%	1.10%
4	3.98%	4.63%	4.42%	4.40%	4.48%	4.85%	4.49%	3.78%

NORTH CAROLINA Turnpike Authority

NCTA Customers Traveling on Central Region

NC QUICK PASS

Transaction Counts

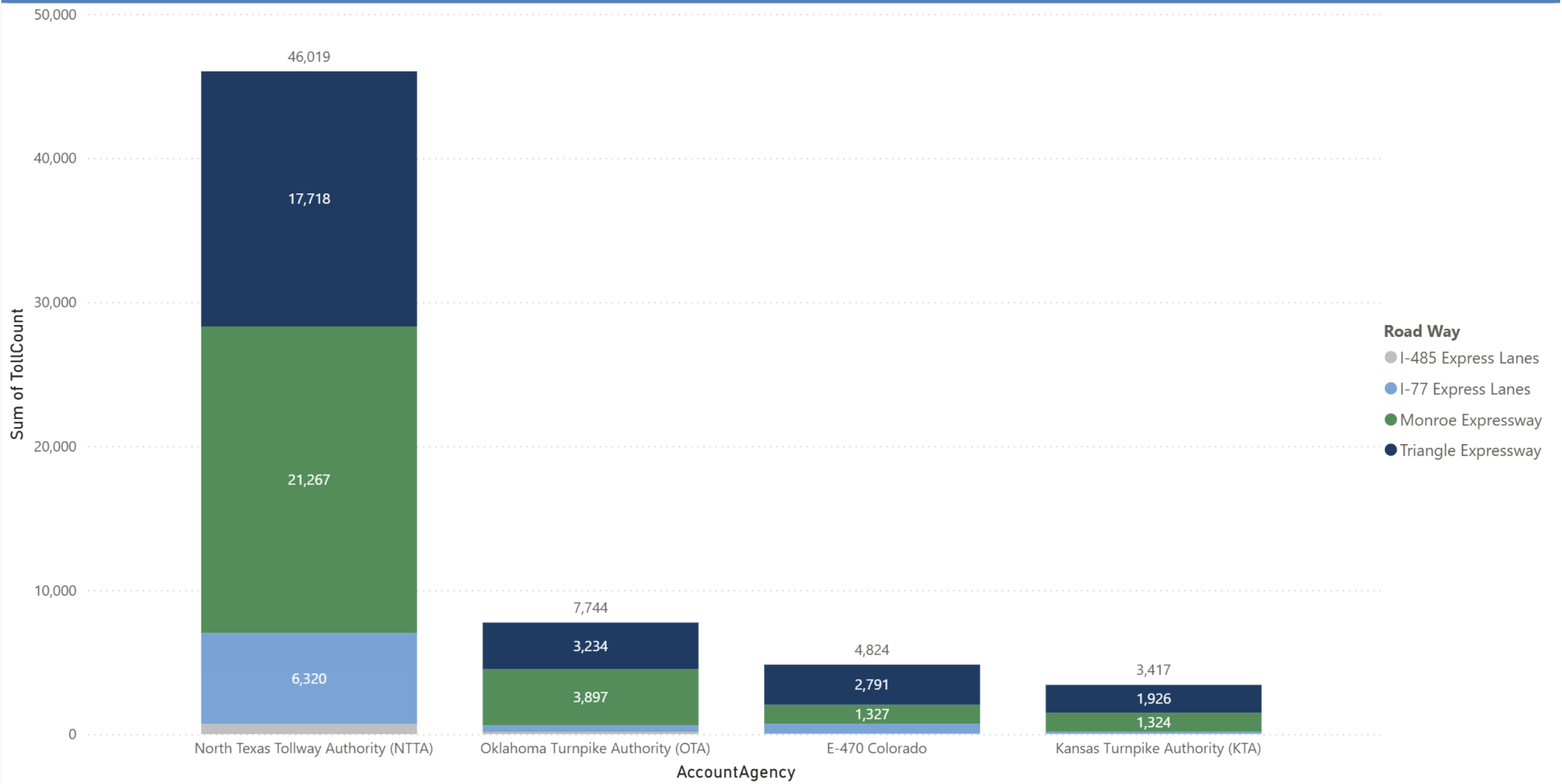


NORTH CAROLINA Turnpike Authority

Central Region Customers Traveling on NC Roadways

NC QUICK PASS

Transaction Counts

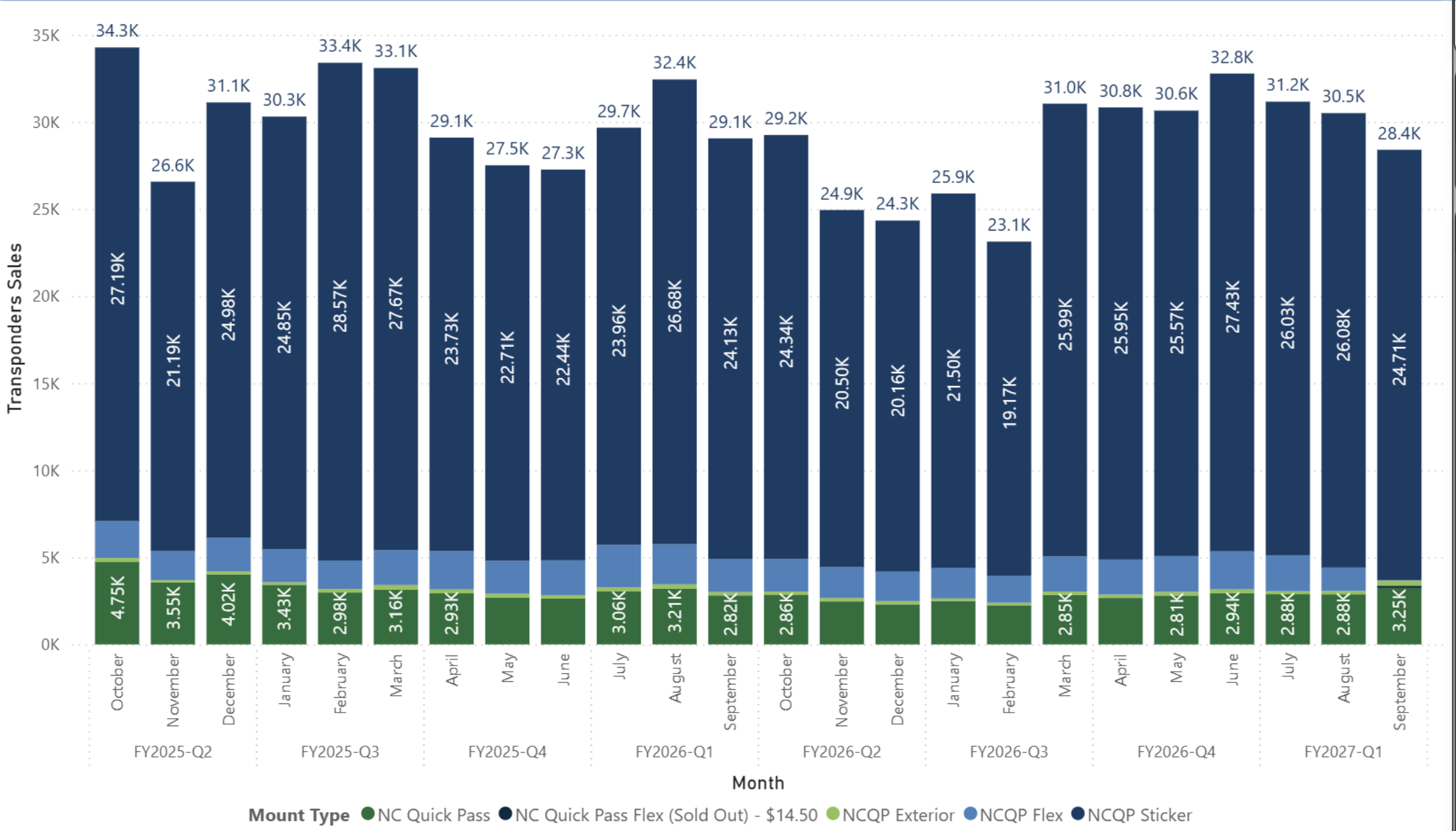


NORTH CAROLINA Turnpike Authority

Transponders Distribution

NC QUICK PASS

Transponder Sales by Mount Type



Sales 3 Months

90,057

Active Transponders

1,735,289

Mount Type

NC Quick Pass
447,527
25.79%

NC Quick Pass ...
146,172
8.42%

NCQP Exterior
12,558
0.72%

NCQP Sticker
1,129,032
65.06%

Communications Update

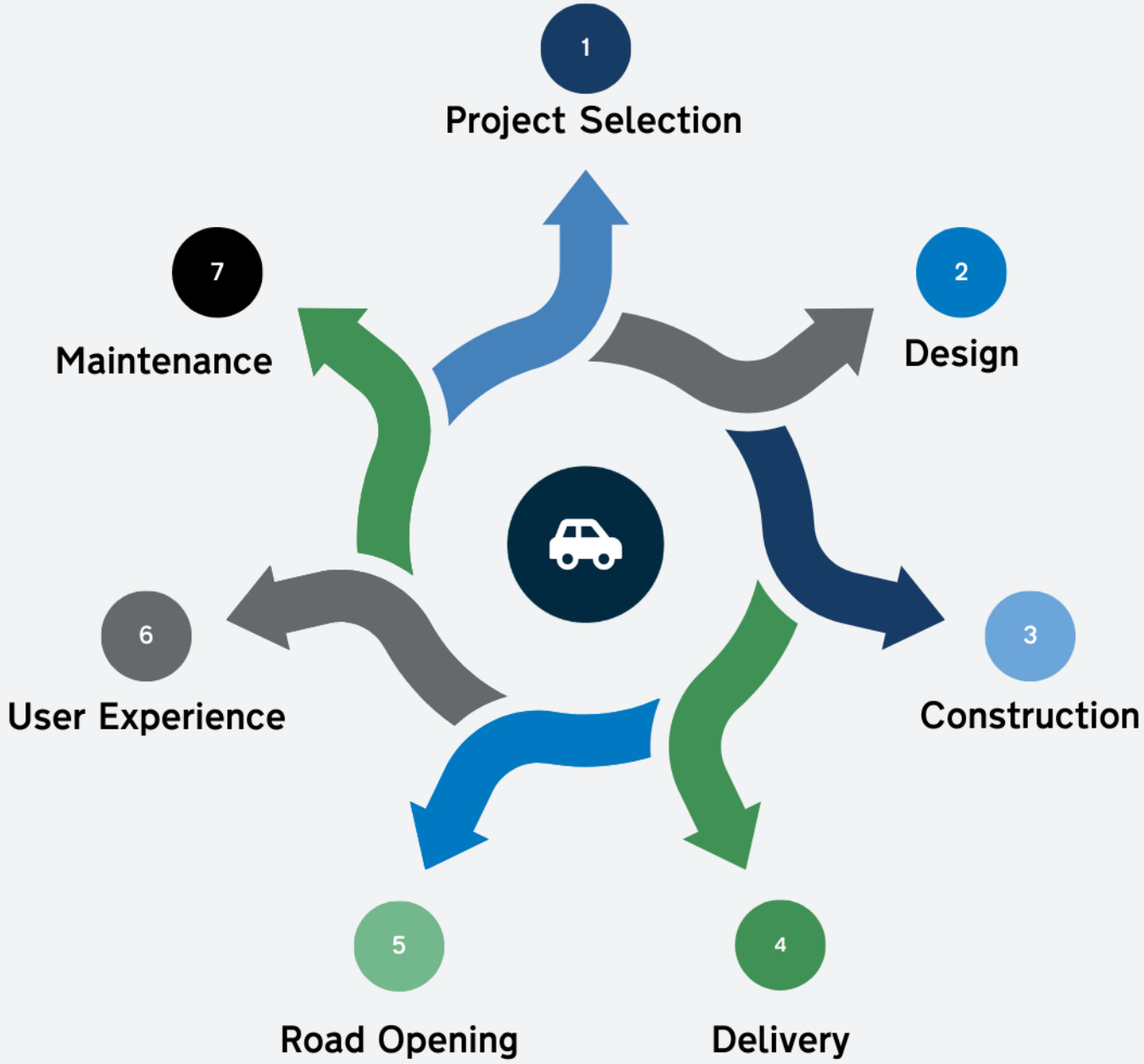
Logen Hodges
Chief Communications Officer

Kate Ford
Deputy Chief Communications Officer

Circle of Life

NORTH CAROLINA Turnpike Authority

NC QUICK PASS



Our Team Goals

- **Strengthen awareness and understanding** of NCTA and NC Quick Pass
- **Enhance customer experience** through effective, timely and accessible information
- **Promote safety** through clear travel information and responsible roadway messaging
- **Build public trust** through transparent, consistent and proactive outreach
- **Expand engagement** with key audiences, communities and stakeholders
- **Support innovation** by leveraging modern digital tools and user-centered design
- **Ensure coordinated, integrated communications** across all channels
- **Demonstrate measurable impact** aligned with NCTA organizational goals

Public Relations & Internal Communications



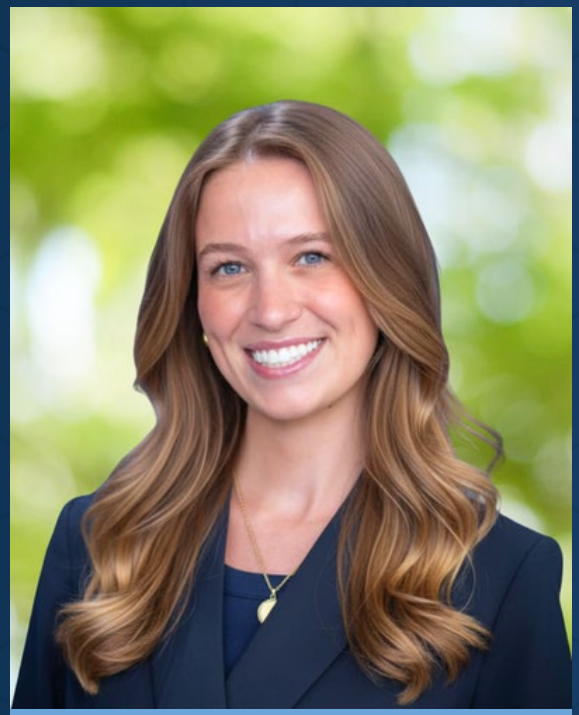
Taylor Hamlet

Director of Public Relations & Internal Communications



Mauri Terry

Public Relations Manager



Meah Osborne

Communications Manager

FY 2026

Toll Project Community Engagement

70.1K Total Engagements

Key Metrics

- Emails sent
- Hotline calls received
- Press releases issued
- Nextdoor impressions
- Postcards distributed
- Presentation attendance



FY 2026

Media Coverage

6.68B Reach

6.4K Social Echo



Key Metrics

- Reach
- Social Echo
- Advertising value equivalency
- Total mentions
- Mention location
- Mention sentiment
- News sources by reach
- Journalists by reach

Customer Engagement & Digital Services



Krista Wilson

Director of Customer Engagement and Digital Services



T'Hani Goodman

Website and App Manager



Jasmine Tinsley

Outreach Manager



Harris Kay

Marketing and Social Media Manager



Karina Young

Communications and Outreach Associate



Osaiyah Dash

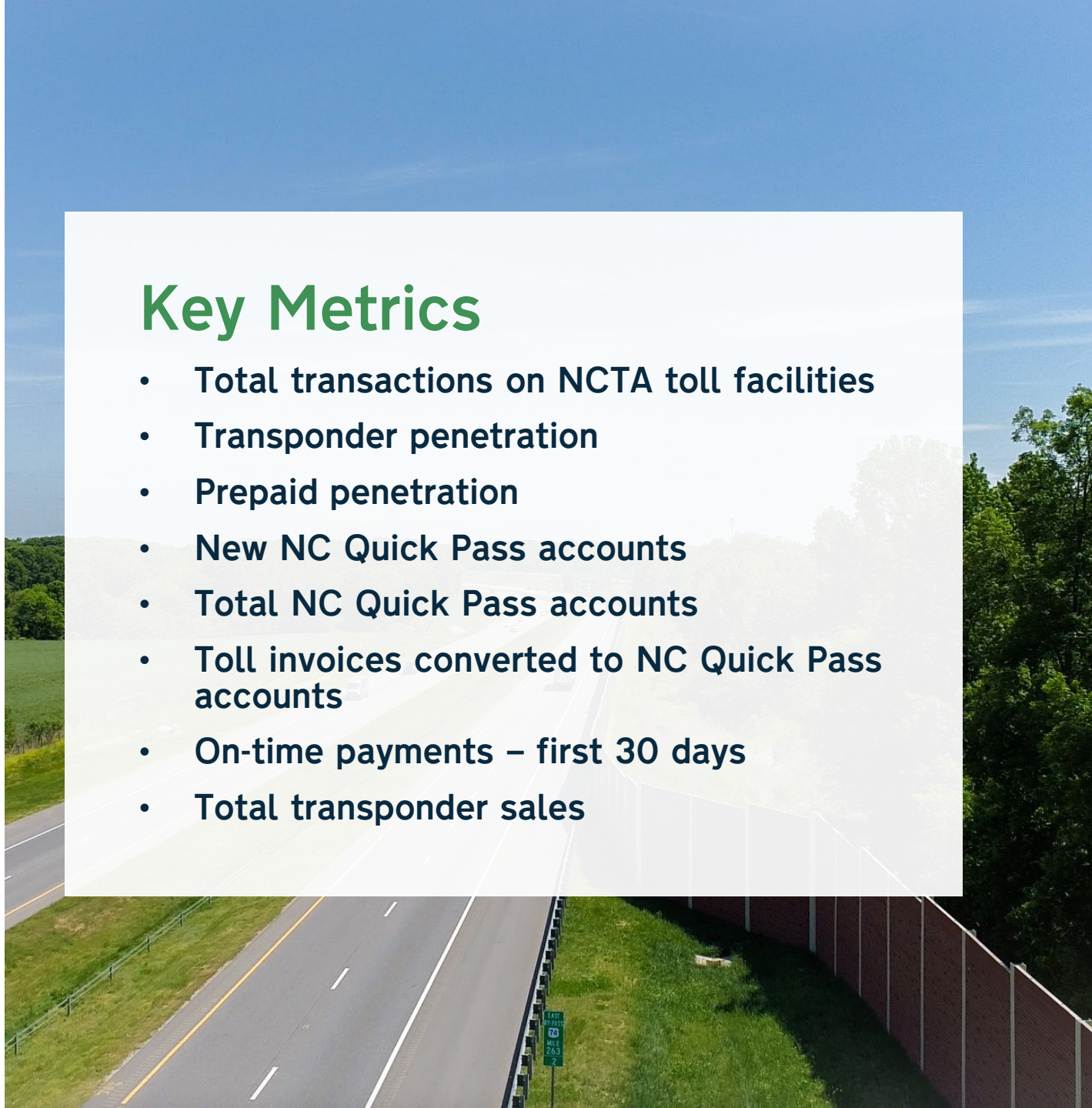
Communications and Graphics Intern

FY 2026

Overall NC Quick Pass

39.21% On-Time Payments – First 30 Days

345.6K Total Transponder Sales



Key Metrics

- Total transactions on NCTA toll facilities
- Transponder penetration
- Prepaid penetration
- New NC Quick Pass accounts
- Total NC Quick Pass accounts
- Toll invoices converted to NC Quick Pass accounts
- On-time payments – first 30 days
- Total transponder sales

FY 2026

Website & App



25.8M NC Quick Pass Website Traffic



300.2K NC Quick Pass App Downloads

Key Metrics

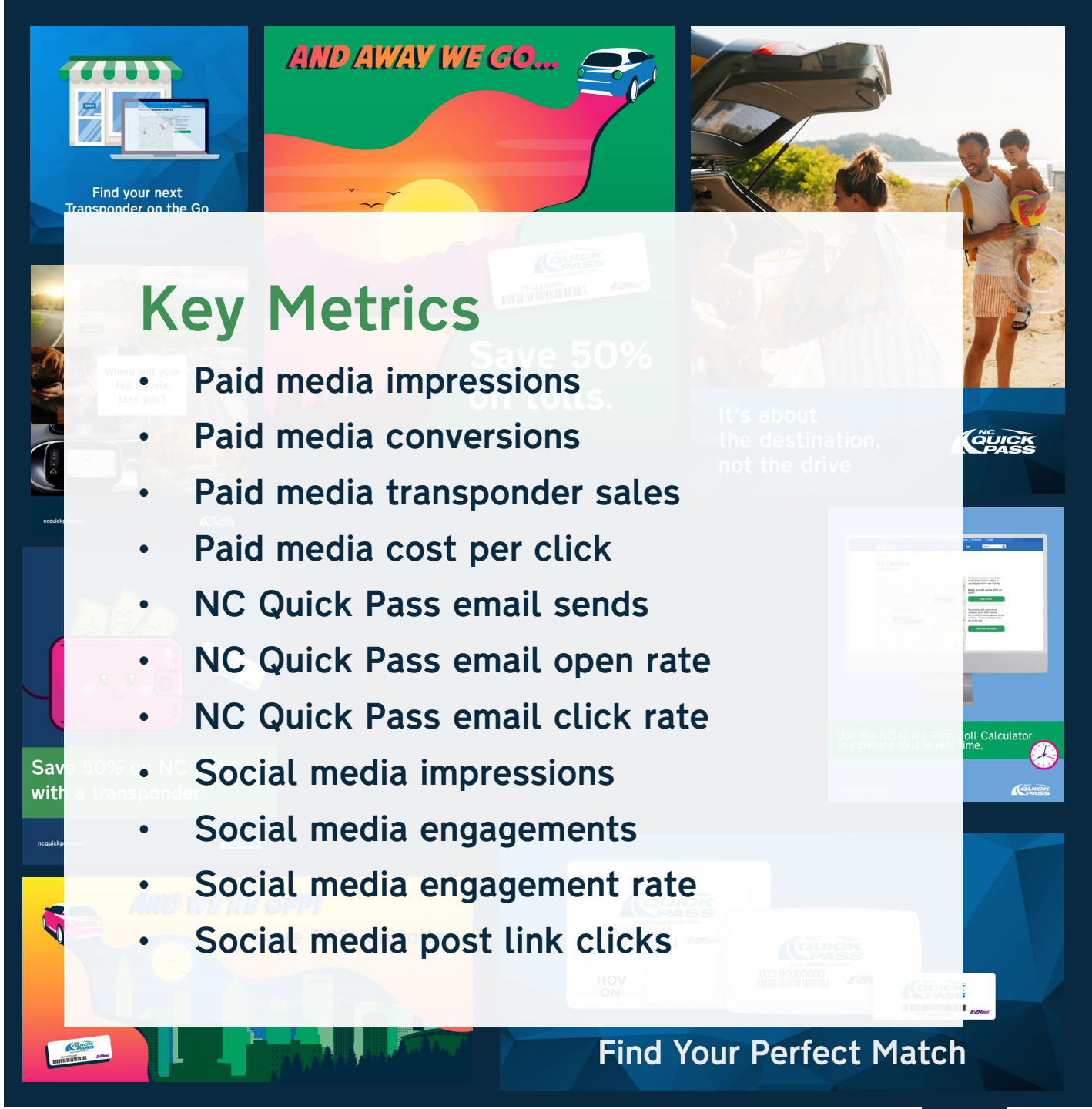
- NC Quick Pass website traffic
- NC Quick Pass website logins
- NC Quick Pass website transponder sales
- NC Quick Pass app downloads
- NC Quick Pass app logins
- NC Quick Pass app transponder sales
- NC Quick Pass app rating – iOS
- NC Quick Pass app rating – Android

FY 2026

Marketing & Social Media

87.6K Paid Media Conversions

3M Social Media Impressions



Key Metrics

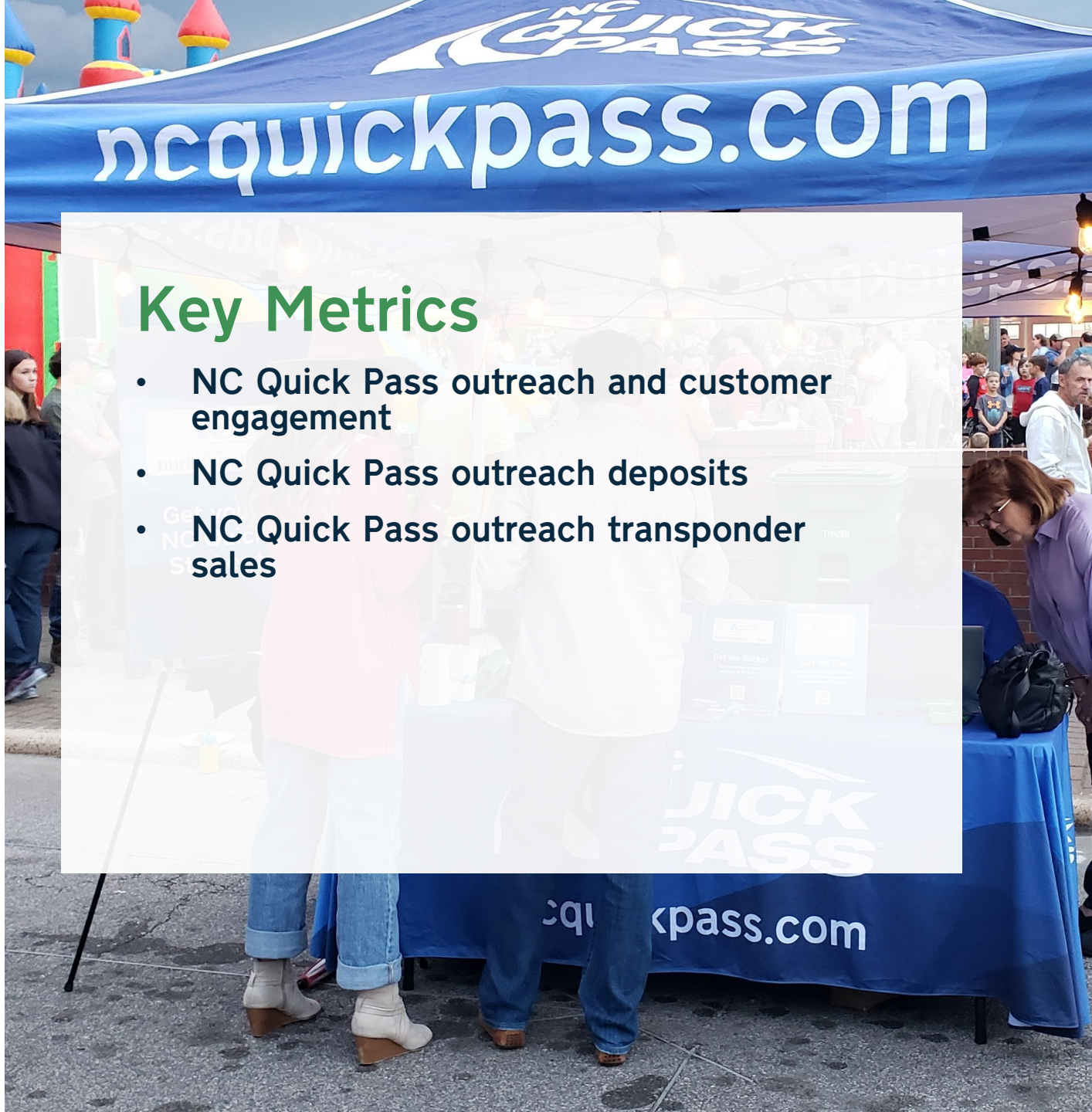
- Paid media impressions
- Paid media conversions
- Paid media transponder sales
- Paid media cost per click
- NC Quick Pass email sends
- NC Quick Pass email open rate
- NC Quick Pass email click rate
- Social media impressions
- Social media engagements
- Social media engagement rate
- Social media post link clicks

FY 2026

NC Quick Pass Outreach

$15K NC Quick Pass Outreach Deposits

1K NC Quick Pass Outreach Transponder Sales



Key Metrics

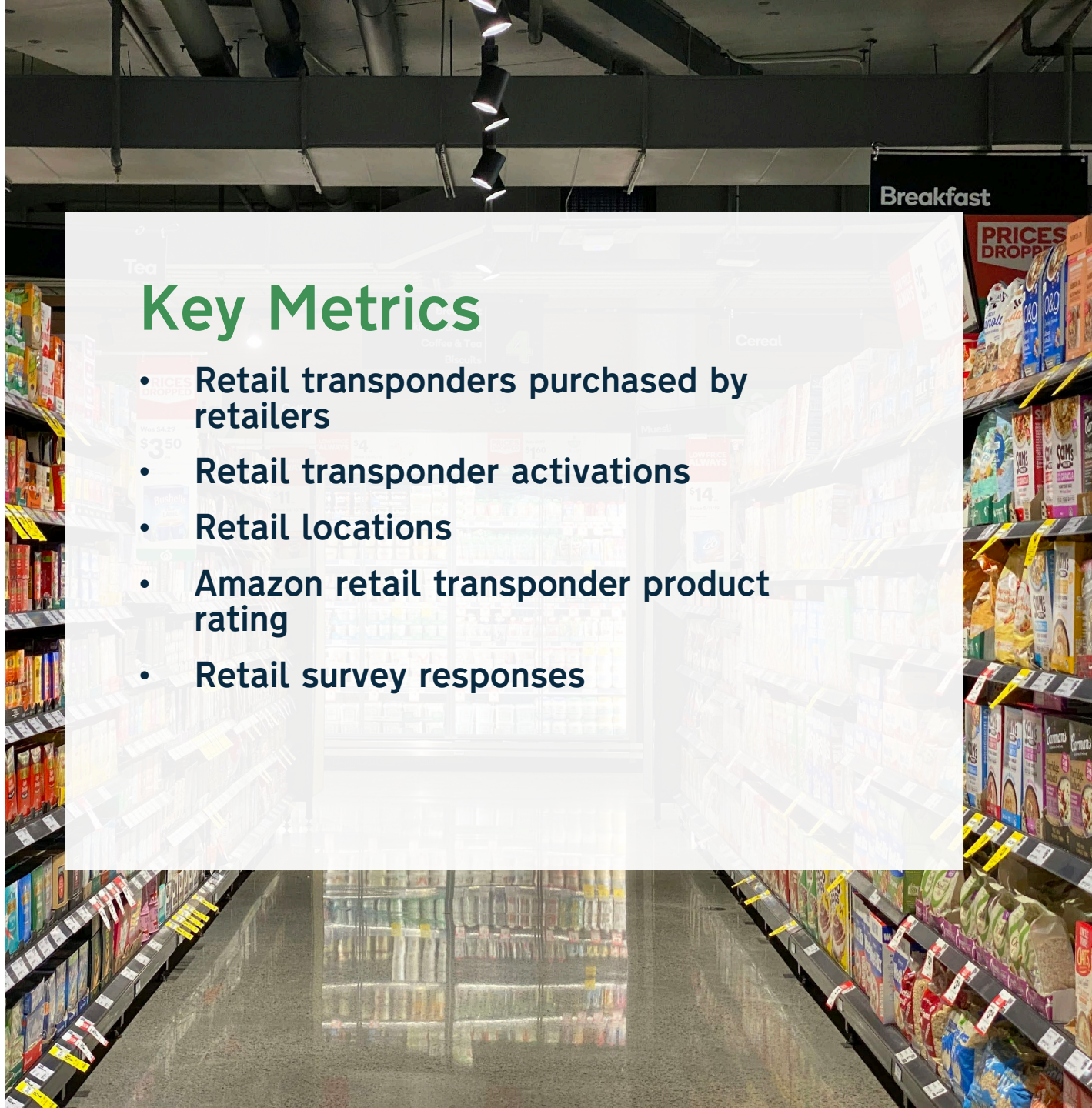
- NC Quick Pass outreach and customer engagement
- NC Quick Pass outreach deposits
- NC Quick Pass outreach transponder sales

FY 2026

Retail

72.6K Retail Transponders Purchased by Retailers

45.4K Retail Transponder Activations



Key Metrics

- Retail transponders purchased by retailers
- Retail transponder activations
- Retail locations
- Amazon retail transponder product rating
- Retail survey responses

Additional Efforts



Additional Efforts

1. ADA Compliance Preparation Management
2. Legislative Priorities Management
3. Finance Report Support
4. Data Reporting Enhancements
5. Website & App Enhancements

Finance Committee will begin at 10:45 AM

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Providing drivers more choices for their commute

Thank you!