



**Board of Directors
Operations Committee Meeting
North Carolina Turnpike Authority
April 12, 2018**

Bill by Email Program

Angela Queenland

Manager of Customer Service

Bill by Email

- The Bill by Email program is a new service that allows Bill by Mail customers to opt-in to receive future invoices by email in lieu of U.S. mail
- Go-live: December 29, 2017
- Bill by Mail customers who have received an invoice may opt-in online to receive future invoices by email








Customer Benefits

- New option for the customer to select their preferred method to receive invoices
- Access to the information needed to manage/pay invoices at the convenience of the customer
- Eco-friendly

NC Quick Pass Invoice

- Inform customers on the invoice payment coupon of the option to sign up online to receive future invoices by email

 Pay Online www.ncquickpass.com	 Pay by Phone 1-877-7MY-PASS (1-877-769-7277)	 Pay by Mail Return Coupon with Payment <small>(make checks payable to NC Quick Pass and include the invoice number on the face of the check.)</small>	
Sign up for invoices via email at www.mvncquickpass.com			
<input type="checkbox"/> Address Change		Account Number: [REDACTED] Invoice Number: [REDACTED] Total Amount Due \$1.20 Must Be Received By 02/22/18 Amount Enclosed \$ [] [] [] . [] []	
[REDACTED] [REDACTED] [REDACTED]		 Quick Pass Customer Service Center PO Box 71116 Charlotte, NC 28272-1116	
022218 0000000065 [REDACTED] 7 000010170 7			



SIGN UP NOW

MANAGE YOUR ACCOUNT



PAY YOUR BILL



NC Quick Pass™ INFO

January 23, 2018

Invoice Menu

Current Invoice

Invoice History

Invoice Transactions

Get NC Quick Pass Transponder Account

General Bill By Mail FAQ

- What is Bill by Mail?
- I received a Bill by Mail invoice, what should I do?

Bill by Email FAQ

- What is the Bill by Email program?
- How do I sign up to receive invoices by email?
- What happens if my email address is entered incorrectly?
- How do I update my email address?
- How do I opt-out of Bill by Email?

Current Invoice



Payment must be received by due date to avoid additional fees.

Get an NC Quick Pass account and you will save on travel, and pay a lower toll rate on all future usage of the Turnpike's facilities. If you would like to get a NC Quick Pass account, you must first pay all your open invoices. Click on the link to the left **Get NC Quick Pass Transponder Account** or [Click Here](#) to start the process of setting up your new account once payment is made on all of your invoices. If you have any difficulties or need assistance you can call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS.

Bill By Mail

JOHN SMITH
200 SORRELL GROVE CHURCH RD
MORRISVILLE, NC 27560

Invoice Date: 01/04/2018
Invoice Number: 1000000000
Invoice Period: 11/30/2017 - 01/03/2018

Bill by Email - Sign up now!



Email Address:

You are not opted in to the Bill by Email service. [Click here](#) to opt-in.

Summary of Activity

Previous Balance	New Tolls	Other Charges	Total Charges	Payments and Adjustments	Total Amount Due	Due Date
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	02/03/2018

Current Activity

New Activity: \$0.00 Current Balance: \$0.00 Last Payment: 06/26/2017

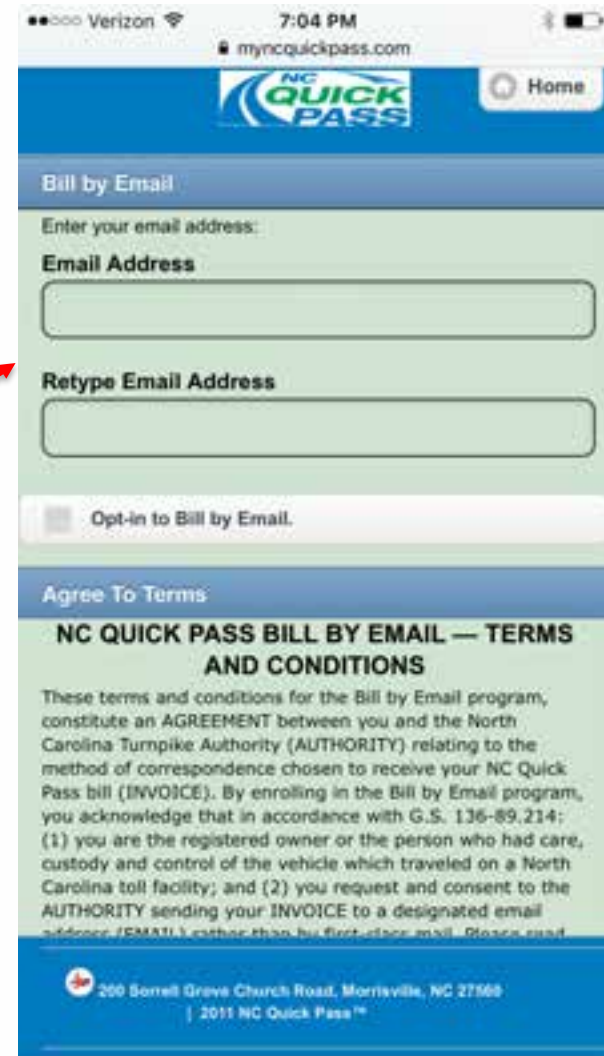
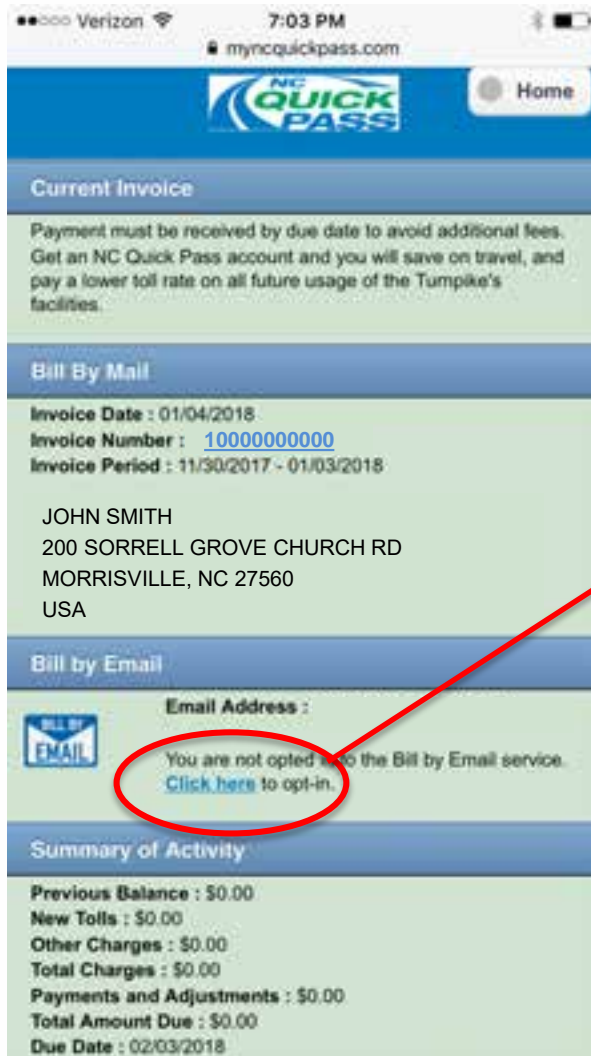
Invoice Payment Options



To make a payment with a credit card, specify the payment amount below and click **Pay Now**.

To make a payment by check, follow the instructions described on the invoice notice or visit the [Customer Service Center](#).

Mobile Opt-in





[SIGN UP NOW](#)
[MANAGE YOUR ACCOUNT](#)
[PAY YOUR BILL](#)
[NC Quick Pass™ INFO](#)

January 23, 2018

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Bill By Mail

JOHN SMITH
 200 SORRELL GROVE CHURCH RD
 MORRISVILLE, NC 27560

Invoice Date: 01/04/2018
Invoice Number: 10000000000
Invoice Period: 11/30/2017 - 01/03/2018

Bill by Email - Sign up now!

Email Address: JohnSmith@johnsmith.com
 You are opted in to the Bill by Email service. [Click here](#) to manage your preferences.

Summary of Activity

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\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	02/03/2018

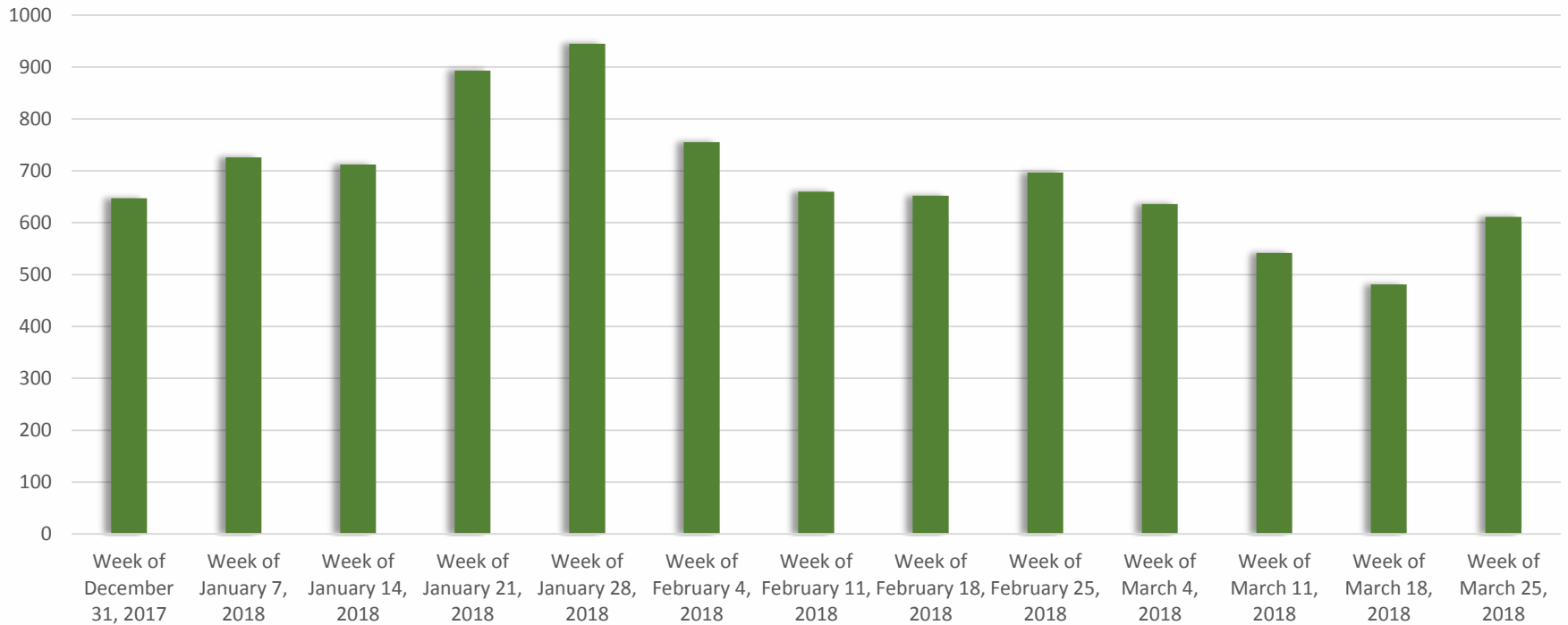
Current Activity

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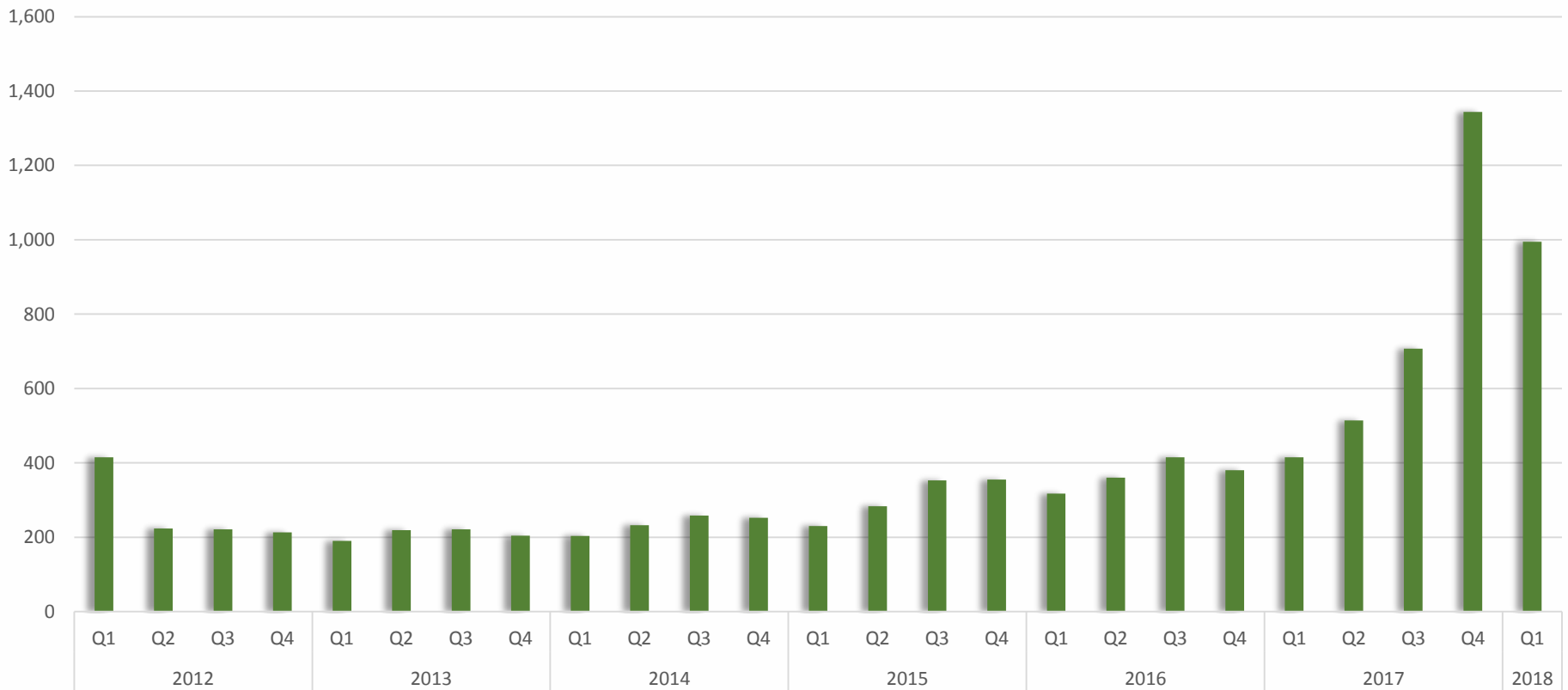
Invoice Payment Options

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Bill by Email Enrollment (Opt-in Date)

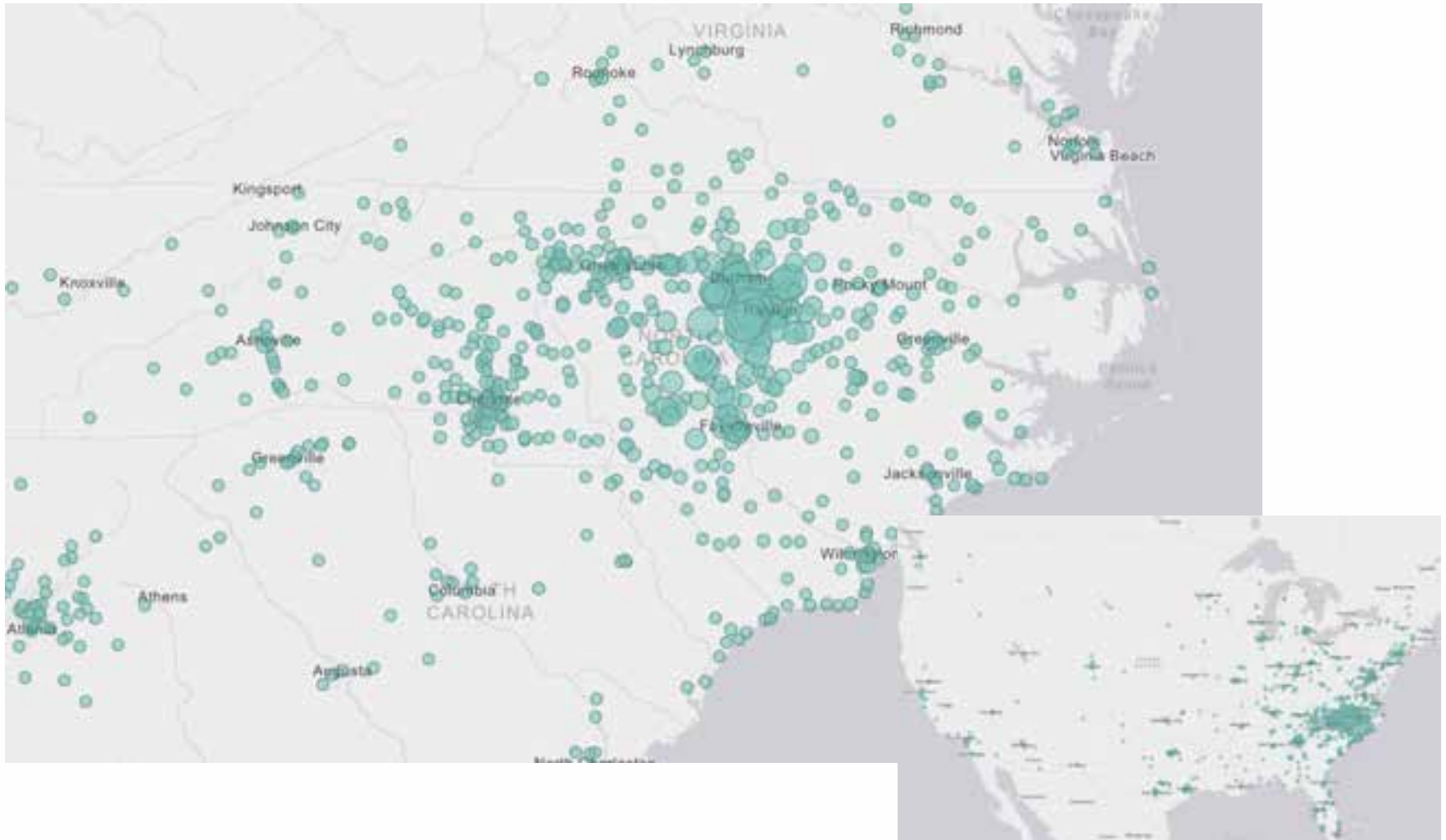


Bill by Email Enrollment (Account Open Date)



*Q1 2018 to date

Bill by Email Enrollment (By Zip Code)



Next Steps

- Continue to track system functionality
- Promote Bill by Email service
 - Social media
 - Storefront signage
 - Bill by Mail inserts

Customer Service Center Expansion

Andy Lelewski, P.E.

Director of Toll Operations

Current Operations



- Triangle Expressway
- Fully opened to traffic:
 - January 2013
- 4.1 million monthly transactions
- Over 165,000 NC Quick Pass accounts*
- Over 2.1 million Bill by Mail (video) accounts*
- Over 350,000 transponders sold*

*as of January 2018

NC Quick Pass Customer Service Center

- Customer service for tolling opened in October 2010
- North Carolina Ferry customer service added in February 2012

2010:



2017:



CSC Average Monthly Activity

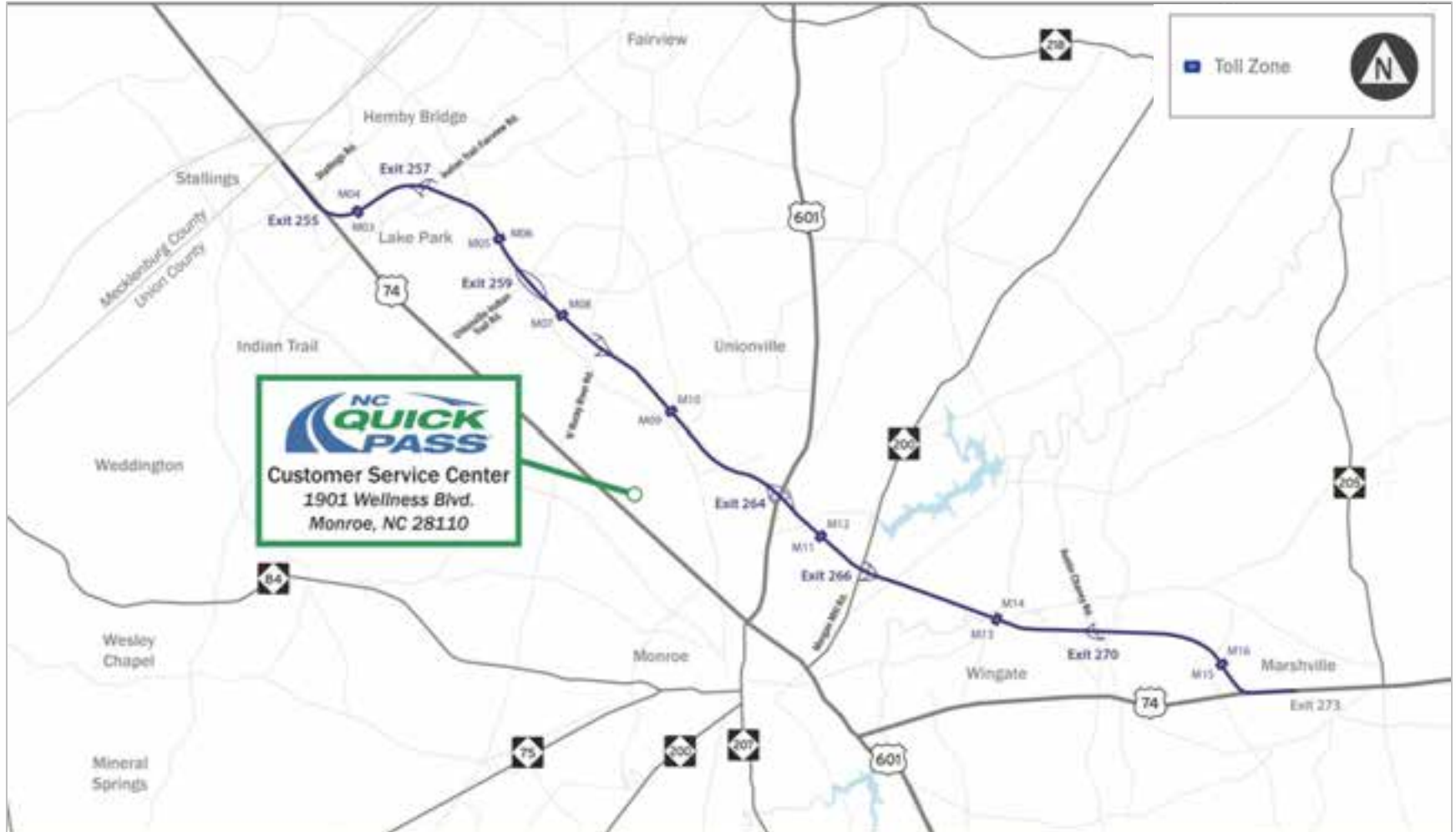
	Q1 - 2017	Q1 - 2018
Toll Collection Phone Calls	25,000	26,000
Transponder Fulfillment	5,700	8,500
Image Review	215,000	300,000
New NC Quick Pass Accounts	2,500	3,300
New Bill by Mail Accounts	24,000	22,000
Walk-in Customers	1,500	1,500

- Moved BOS activities to night shift
 - DMV hold processing
 - Image review
 - Nixie processing

Looking Ahead

- Continued growth of Triangle Expressway
- Monroe Expressway
 - Expected to open Fall 2018
- I-77 Express Lanes
 - Expected to open late Fall 2018

Monroe Expressway



Monroe Customer Service

- Storefront Activities
 - Customer service for walk-in customers
 - Transponder sales
- Impact to Morrisville CSC Operations
 - Call volume
 - Transponder fulfillment
 - Image review
 - Service requests

I-77 Express Lanes



I-77 Customer Service

- **Storefront Activities**

- Customer service for walk-in customers
- Transponder sales
- Customer education on HOV policy



- **Impact to Morrisville CSC Operations**

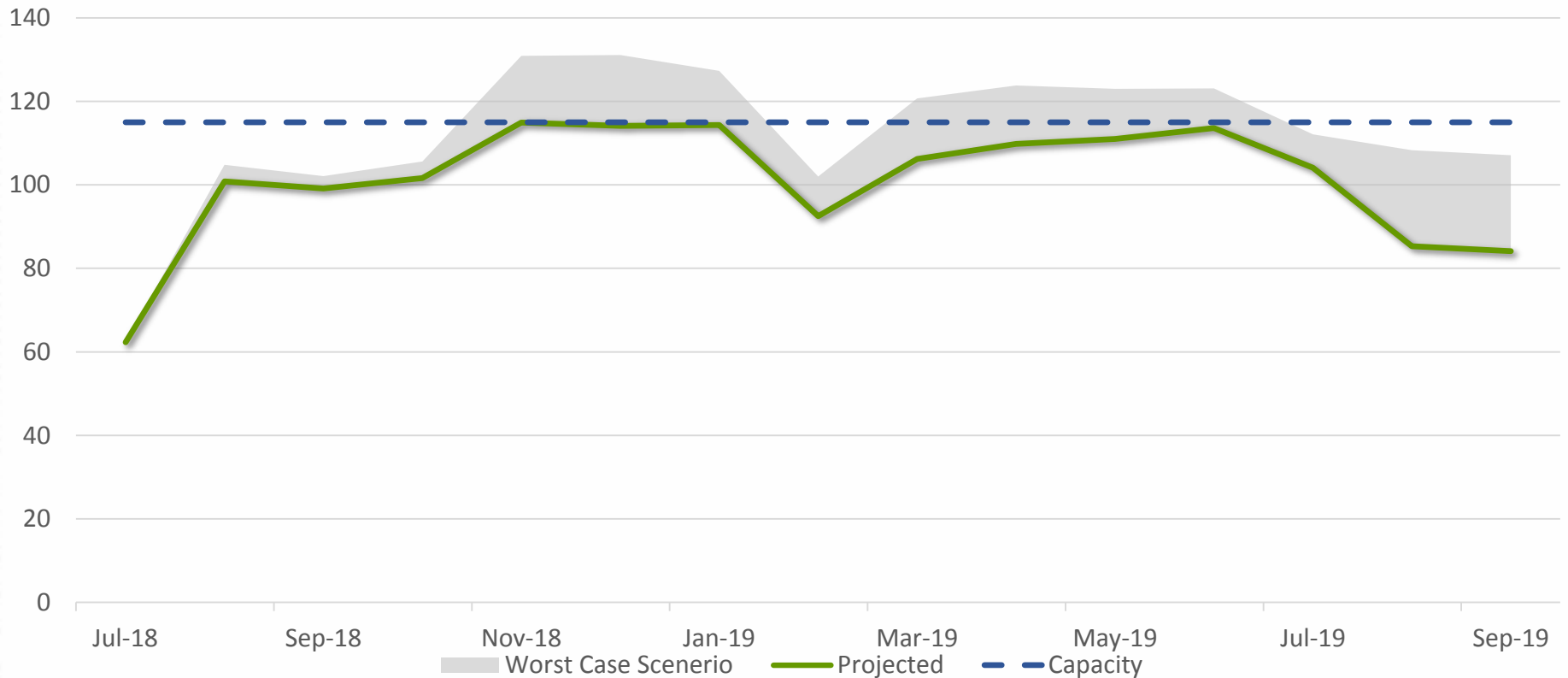
- Level II customer service coordination with I-77 Mobility Partners
- Call volume
- Transponder fulfillment
- Service requests

Looking Ahead

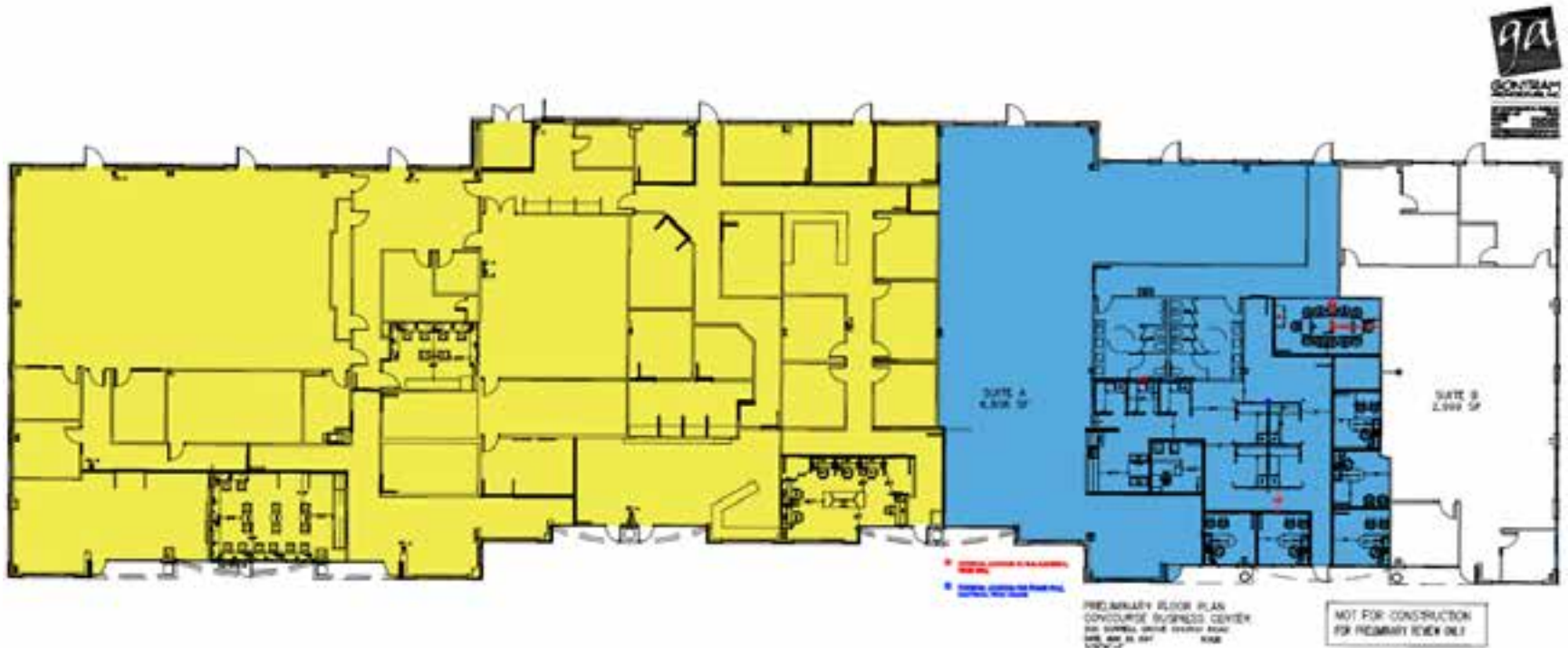
- Morrisville Customer Service Center Expansion
 - Final Completion: April 2018
- Monroe Expressway Storefront
 - Preparing for a mid 2018 opening
- I-77 Express Lanes Storefront
 - Preparing for a mid 2018 opening



CSC Workstation Forecast



CSC Expansion



-  Current CSC Occupancy
-  CSC Expansion
-  Potential Expansion Space

CSC Expansion

- 6,930 sq. ft. expansion of existing space
- 79 additional workstations
- NCTA office space: six (6) offices and seven (7) cubicles
- Technology enhancement
- Security upgrade
- Additional restrooms and parking



CSC Expansion



CSC Expansion



CSC Expansion



CSC Expansion



CSC Expansion



CSC Expansion



CSC Expansion



CSC Expansion



Questions?

Triangle Expressway Tri-Protocol AVI Retrofit

Andy Lelewski, P.E.

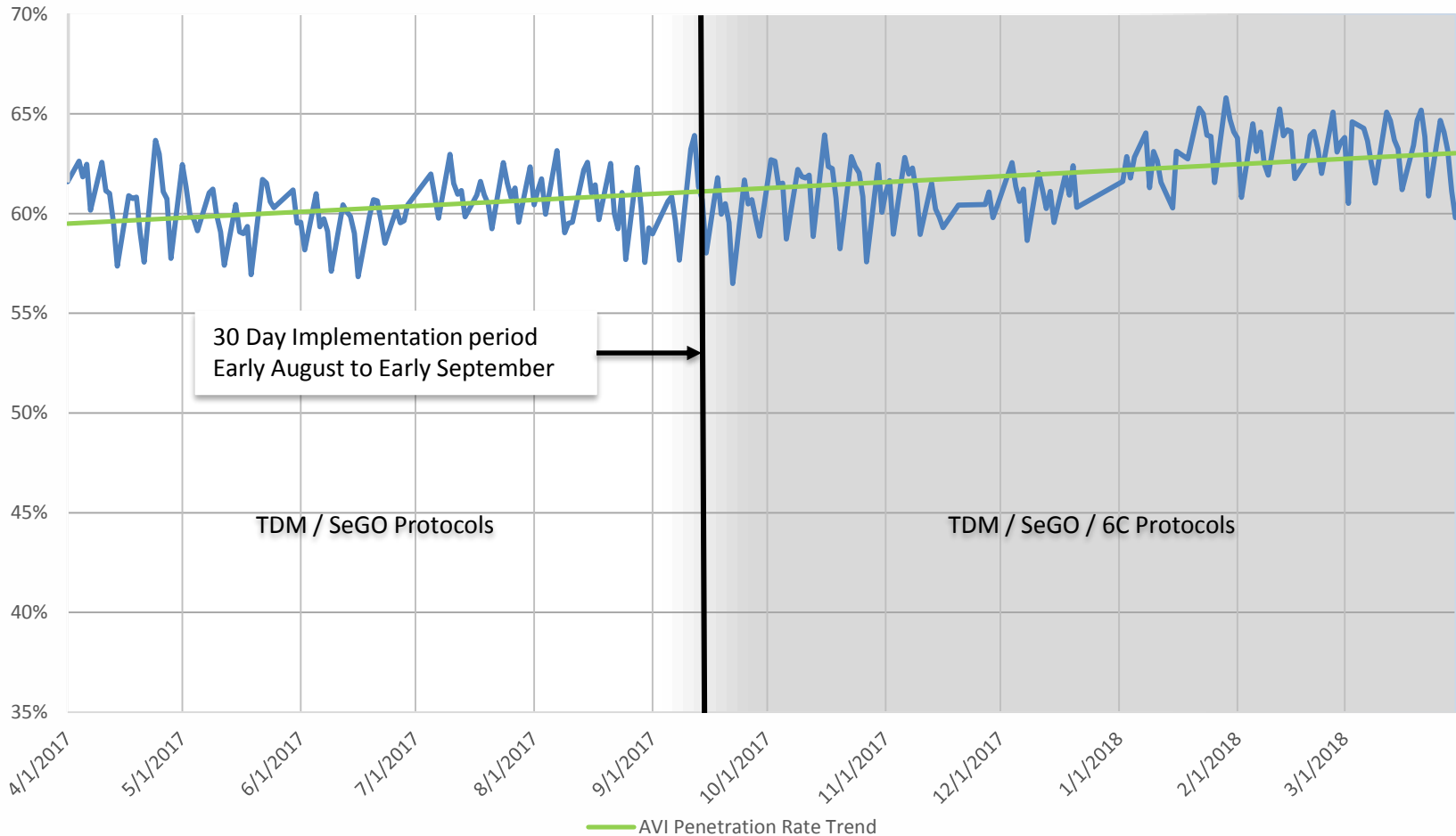
Director of Toll Operations

AVI (Automated Vehicle Identification) Retrofit Path:

- **Pre-Retrofit Transponder Population**
 - TDM and SeGo
- **Procurement for:**
 - Tri-Protocol Roadside Reader Equipment
 - E-Z Pass / HOV Transponder
 - Low Cost Transponder
- **Evaluated Tri-Protocol Reader and Transponders**
 - Factory Acceptance Testing
 - Integration Testing with current RTCS
- **Updated BOS to support:**
 - New transponder types (6C sticker, Switchable HOV)
 - Updated pricing
 - Website changes
- **Customer Service Coordination**
 - Preparations and training with service center agents
 - Reconfiguration of Customer Service Center storefront
 - Public outreach via public events and social media

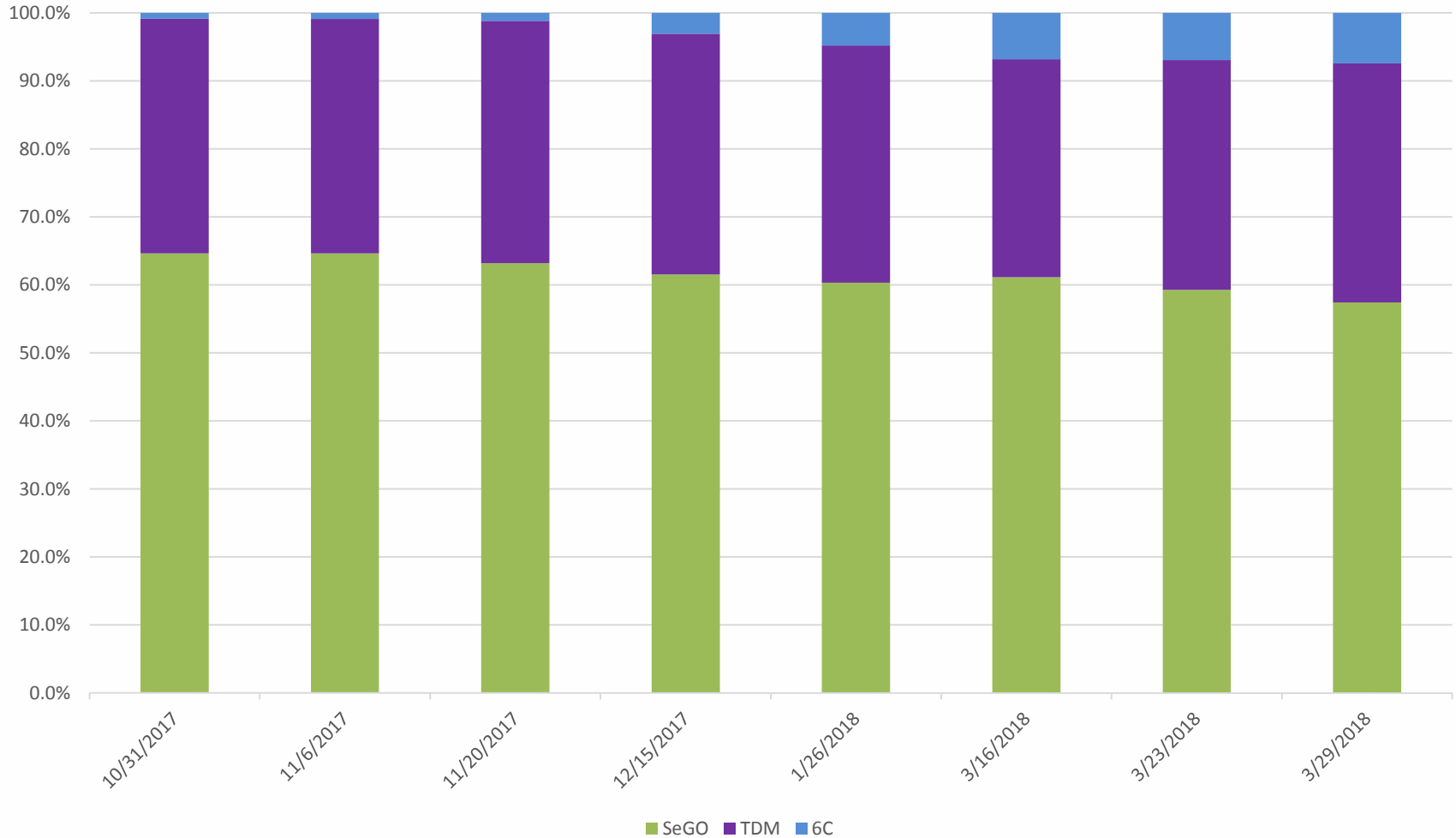
AVI Retrofit System Analysis Results

Overall Weekday AVI Penetration Rate



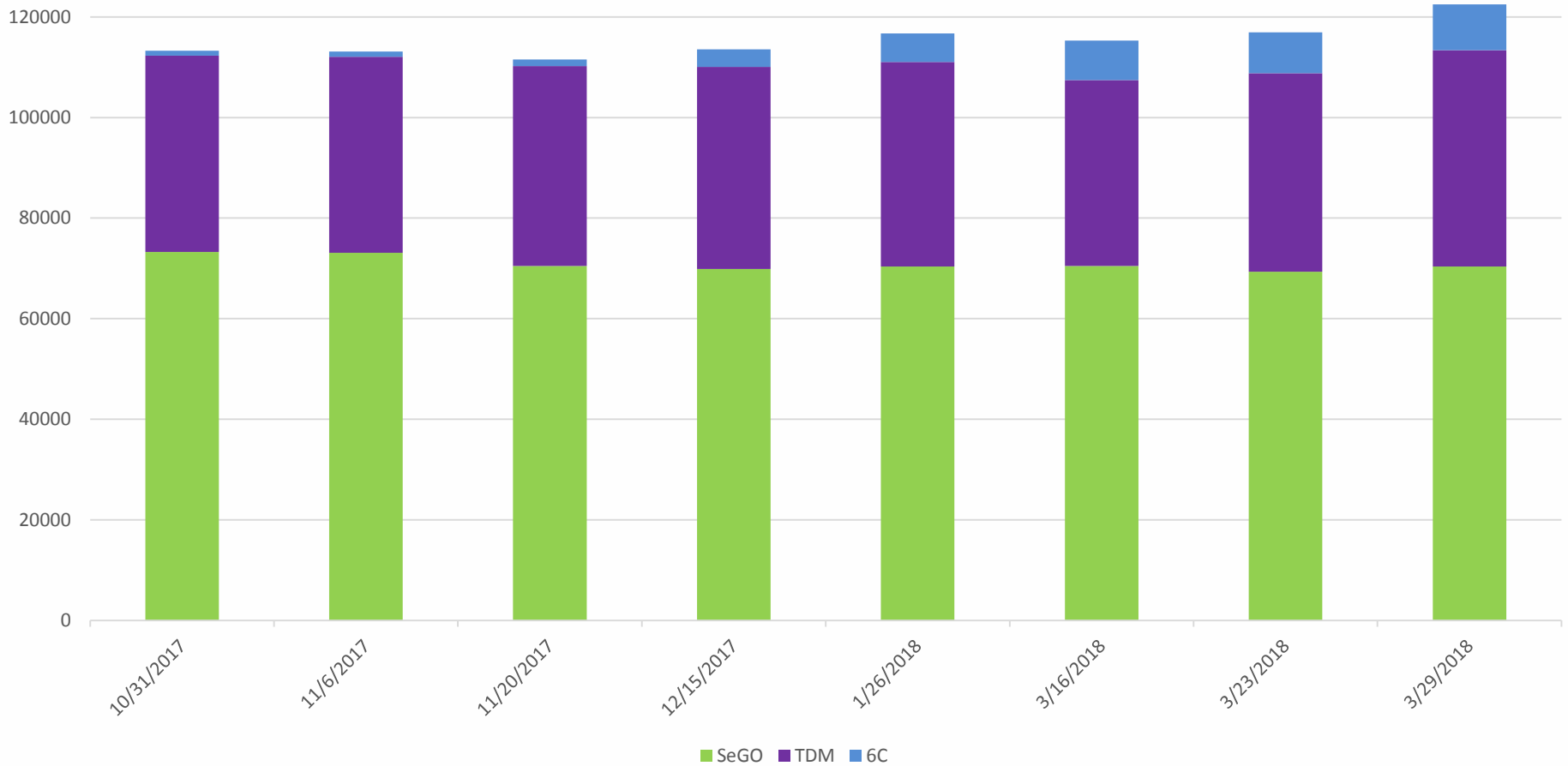
AVI Retrofit System Analysis Results

% of Transponder Transactions Reads By Protocol By Day



AVI Retrofit System Analysis Results

Number of Transponder Reads by Protocol, by Day



Thank you!