

# NCTA Operations Update

## November 7, 2013



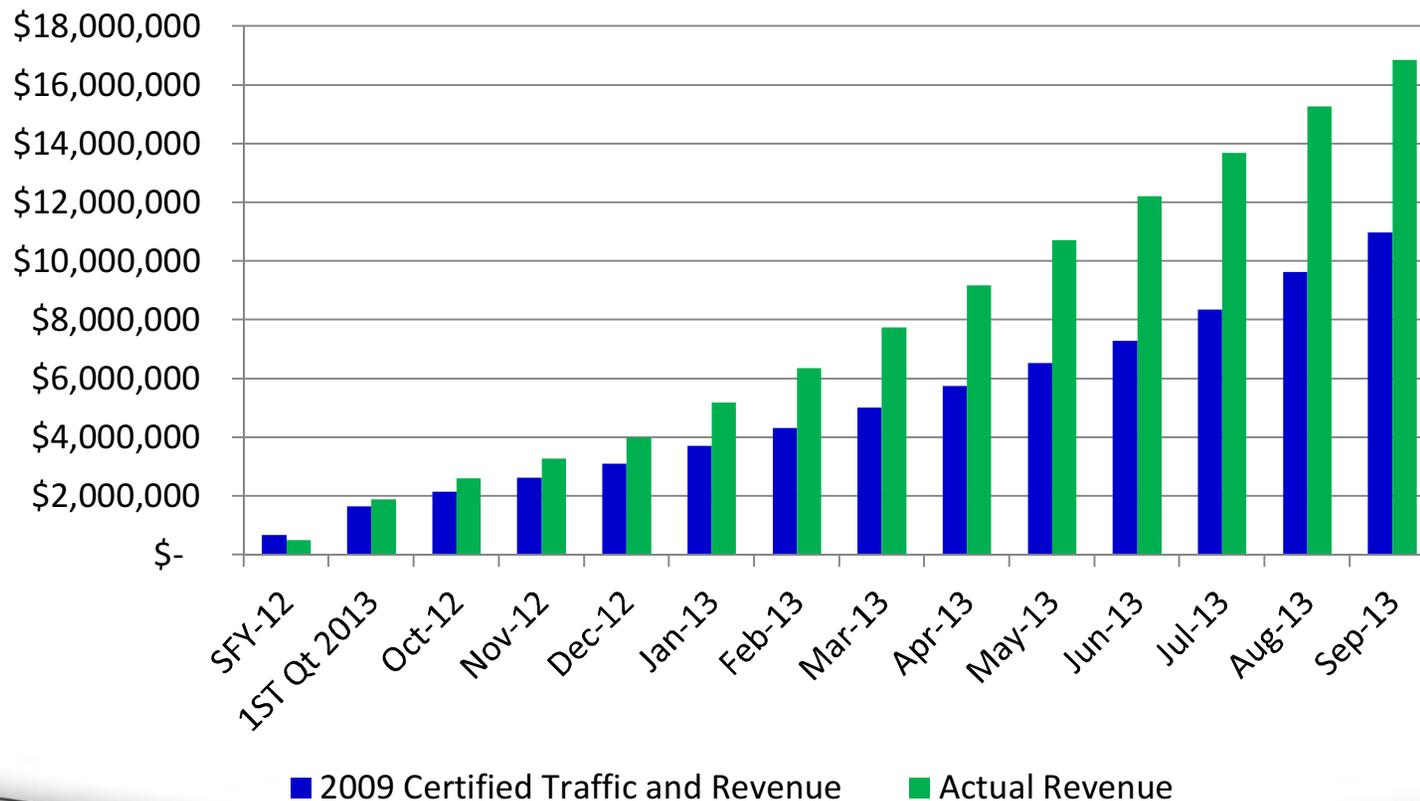
*Presented by:*  
*John Breedlove*

# Agenda

- Operations Update
  - Traffic and Revenue
  - Interoperability
  - Marketing
  - Customer Service
- Bond Covenant Requirements
  - Toll Rate Adjustments
  - Collections Process

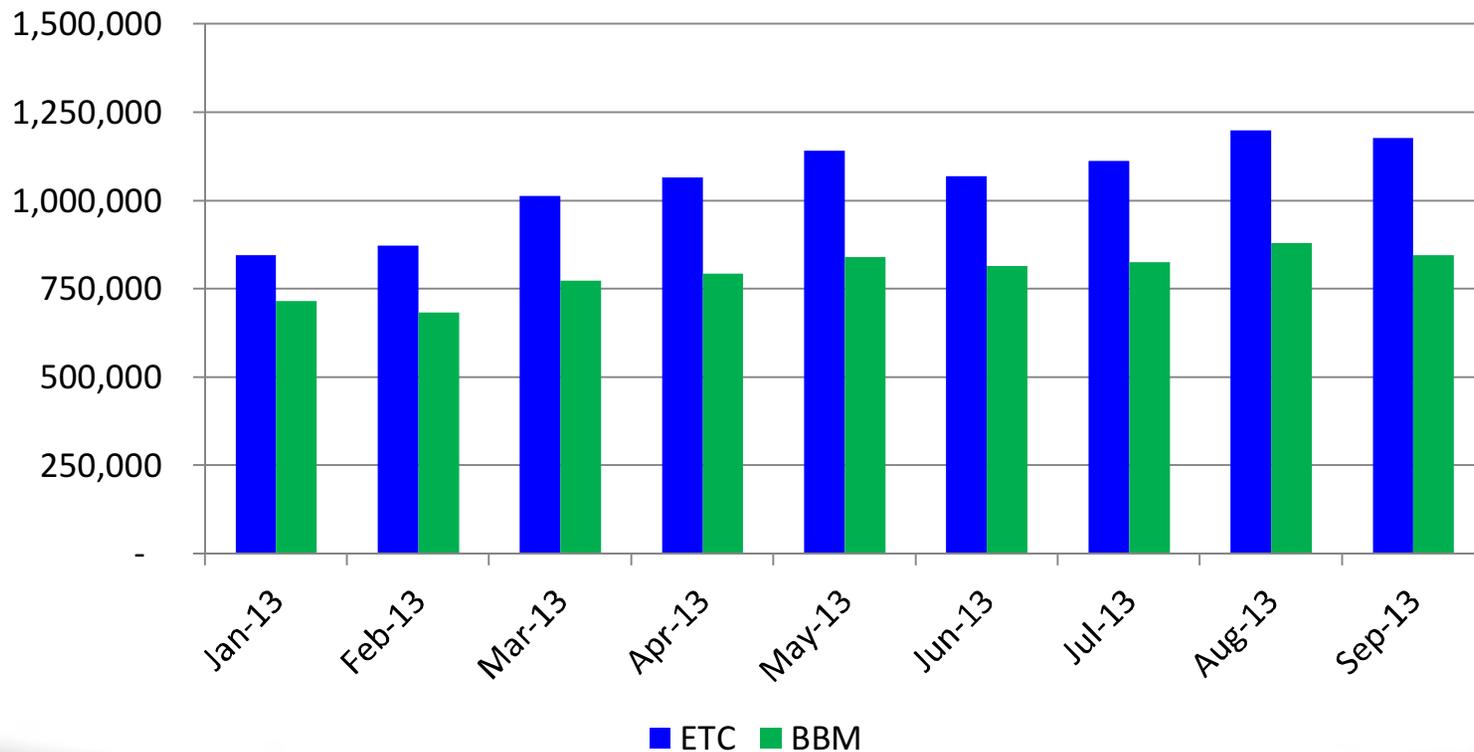
# Traffic and Revenue

*Continue to surpass traffic & revenue projections*



# Toll Transaction Types

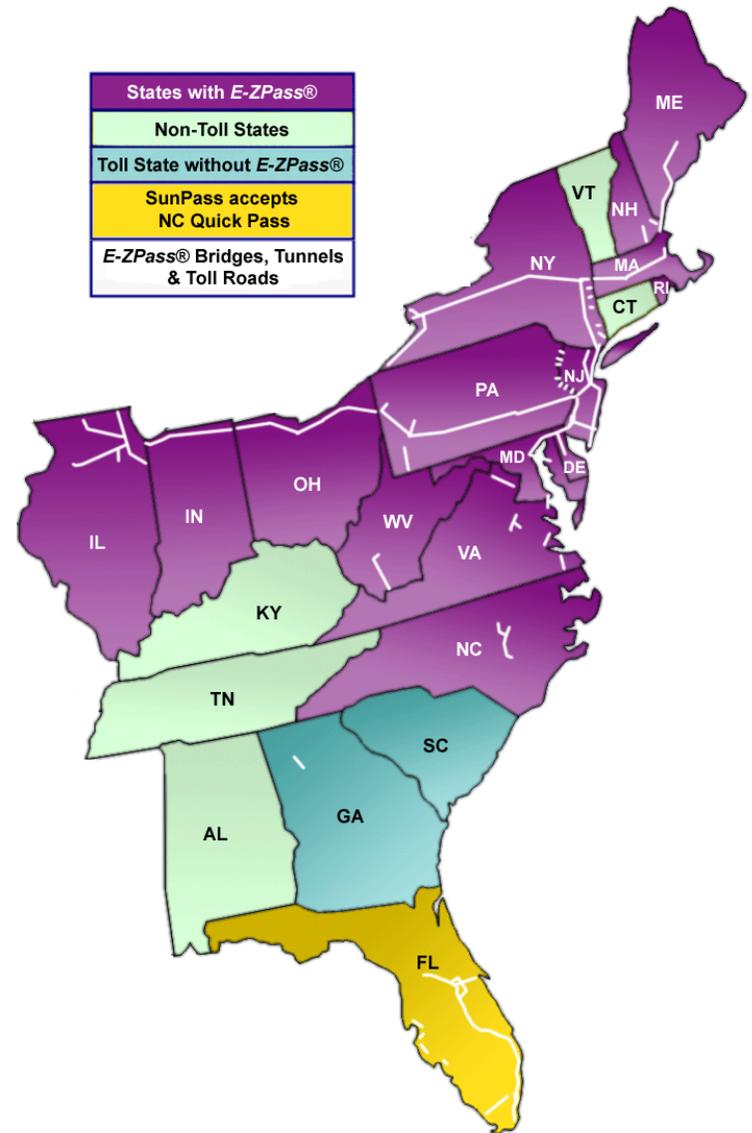
*Steady gains – over 2 million transactions per month*



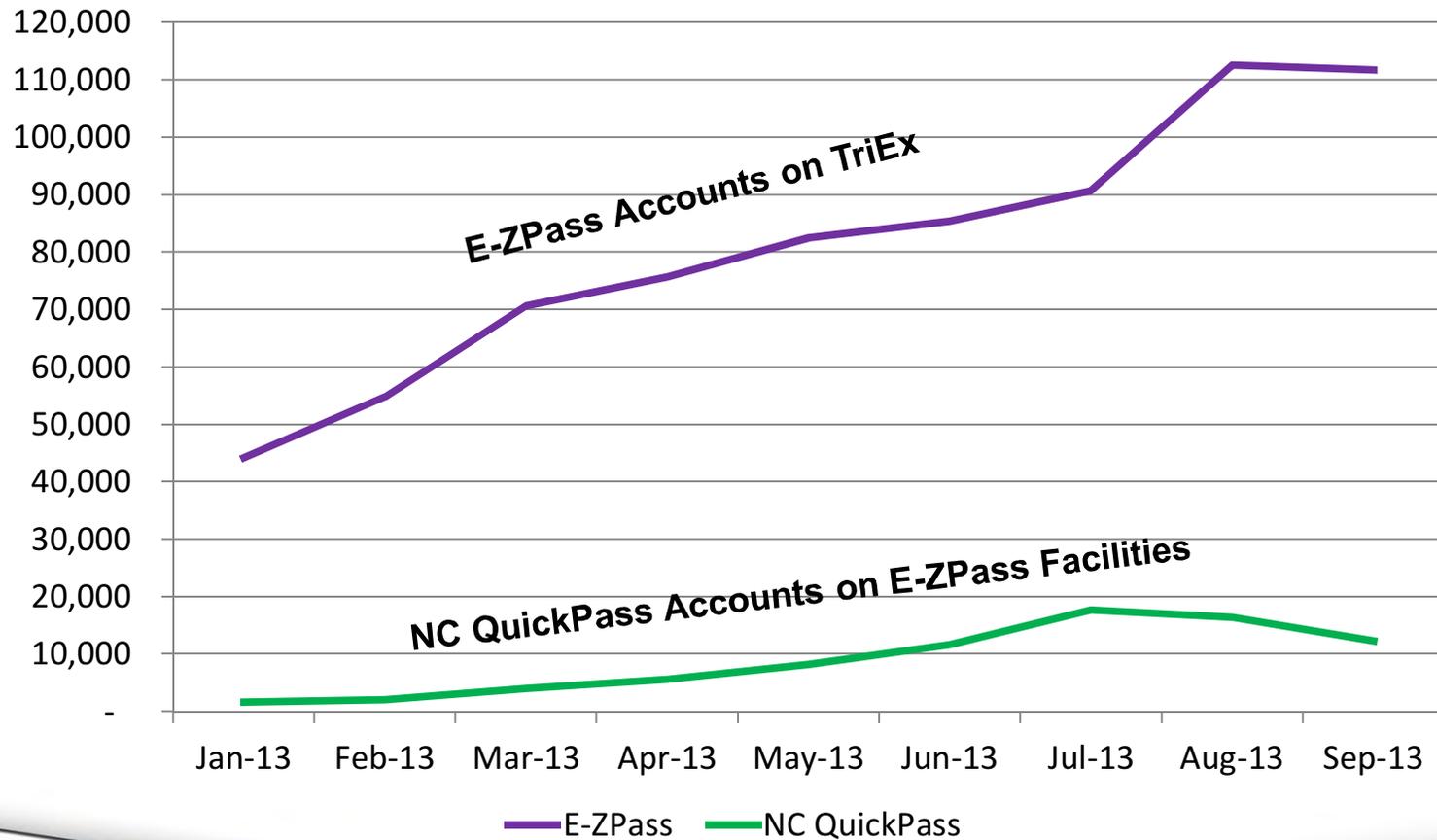
# Interoperability

Largest interoperable footprint in the U.S.

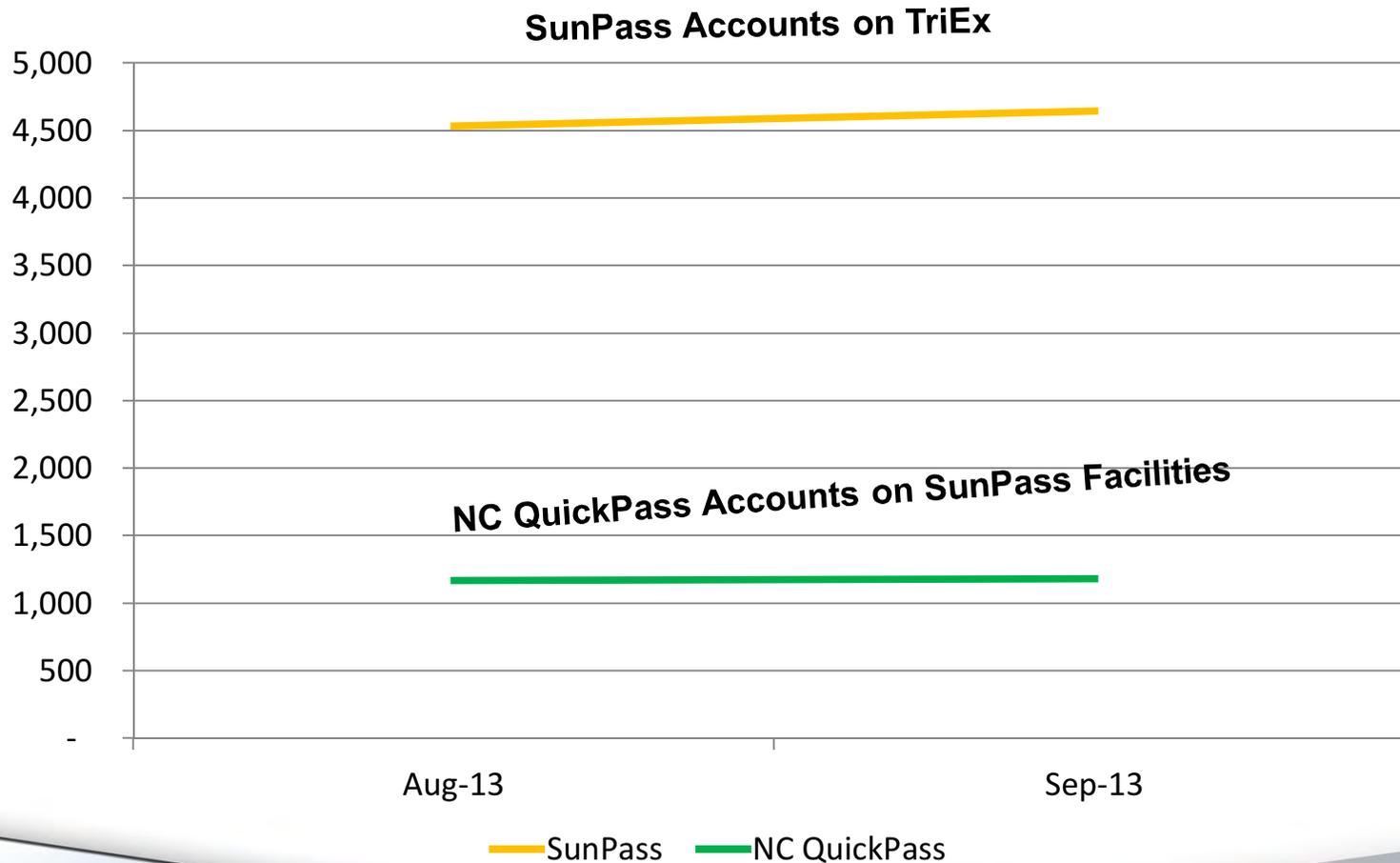
- 16 E-ZPass agencies
- 5 SunPass agencies



# E-ZPass Transactions

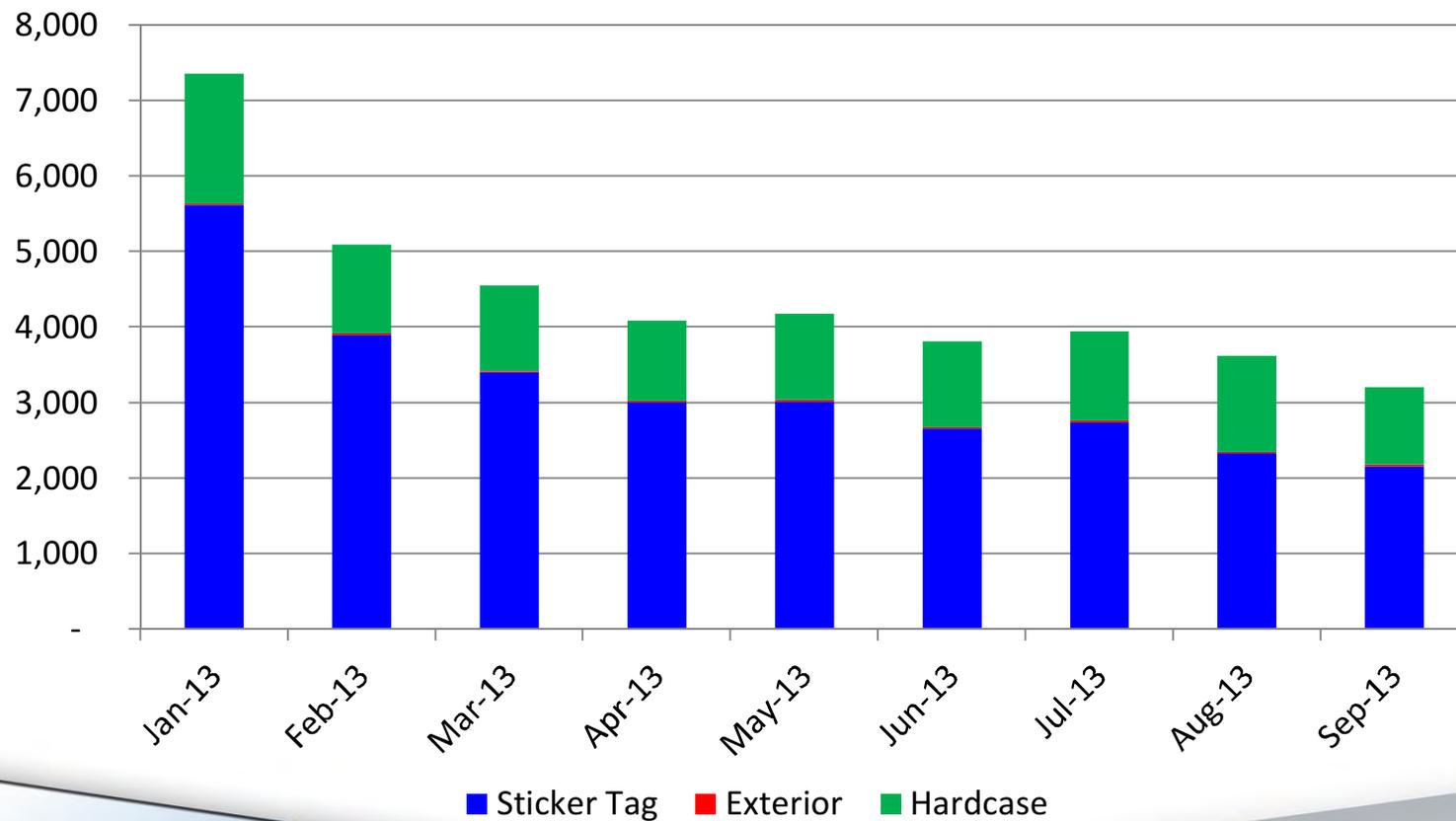


# SunPass Transactions



# Transponder Sale Volumes

*Marketing opportunity to promote interoperability footprint & local ridership*



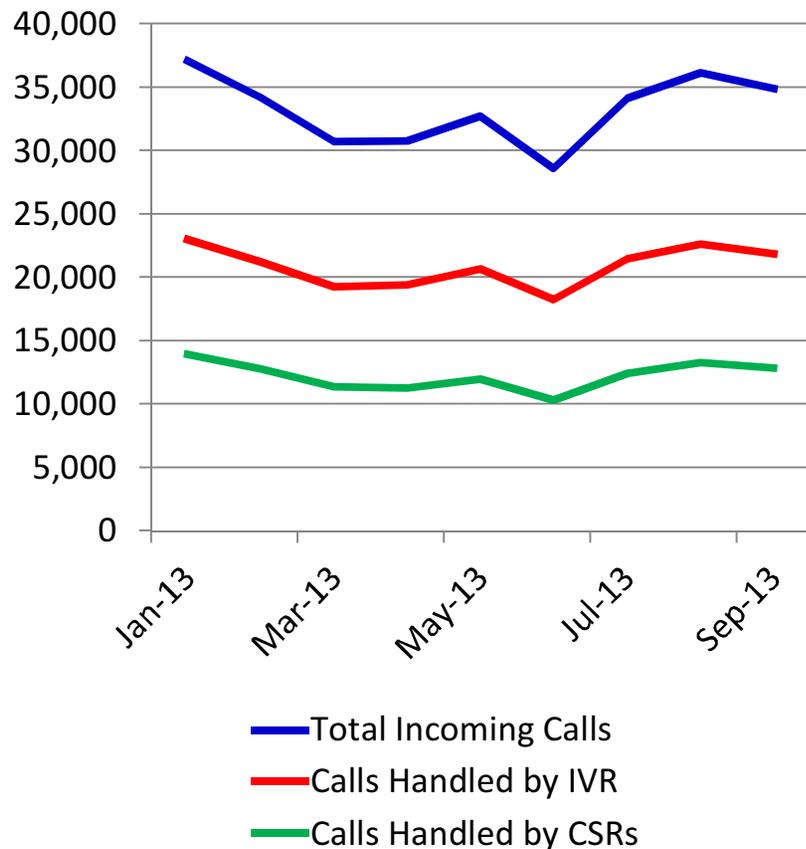
# Marketing



## Holiday Campaign

- Ride the Expressway
- Strengthen awareness
- Promote interoperability for holiday & business travelers
- Target: Age 25-54
- Tactics: Broadcast, Cable, Pandora, Digital

# Call Center Metrics



## Top 5 Customer Calls

- Make a payment 50%
- Bill-by-mail invoices 25%
- Transponder sale 10%
- Website question 10%
- BBM disputes 5%

## Top 3 Escalations

- Fees & penalty disputes 60%
- BBM with incorrect license plate number 25%
- Did not receive first invoice 15%

# Bond Covenant Requirements

## Next steps

# Toll Rate Adjustments

- NCTA Board adopted a schedule of annual toll rate increases based upon the financing requirements of the Triangle Expressway project
- NCTA Board passed resolution in June 2013 to delay and advance scheduled toll increases to synchronize toll rate adjustments across all phases of the Triangle Expressway
- **Synchronized toll rate adjustments on all phases are scheduled to occur annually beginning on January 1, 2014**

# Toll Rate Adjustments



## Transponders

- Tolling points increase between **\$0.01-\$0.04**



## Bill-by-Mail

- Tolling points increase between **\$0.02-\$0.06**

**Example: Complete trip (NC 147 at I-40 to NC 55 Bypass)**

- One-way trip increases by **\$0.13**
- One-way trip increases by **\$0.18**

# Toll Collections

- Required by bond official statement to enforce toll collections

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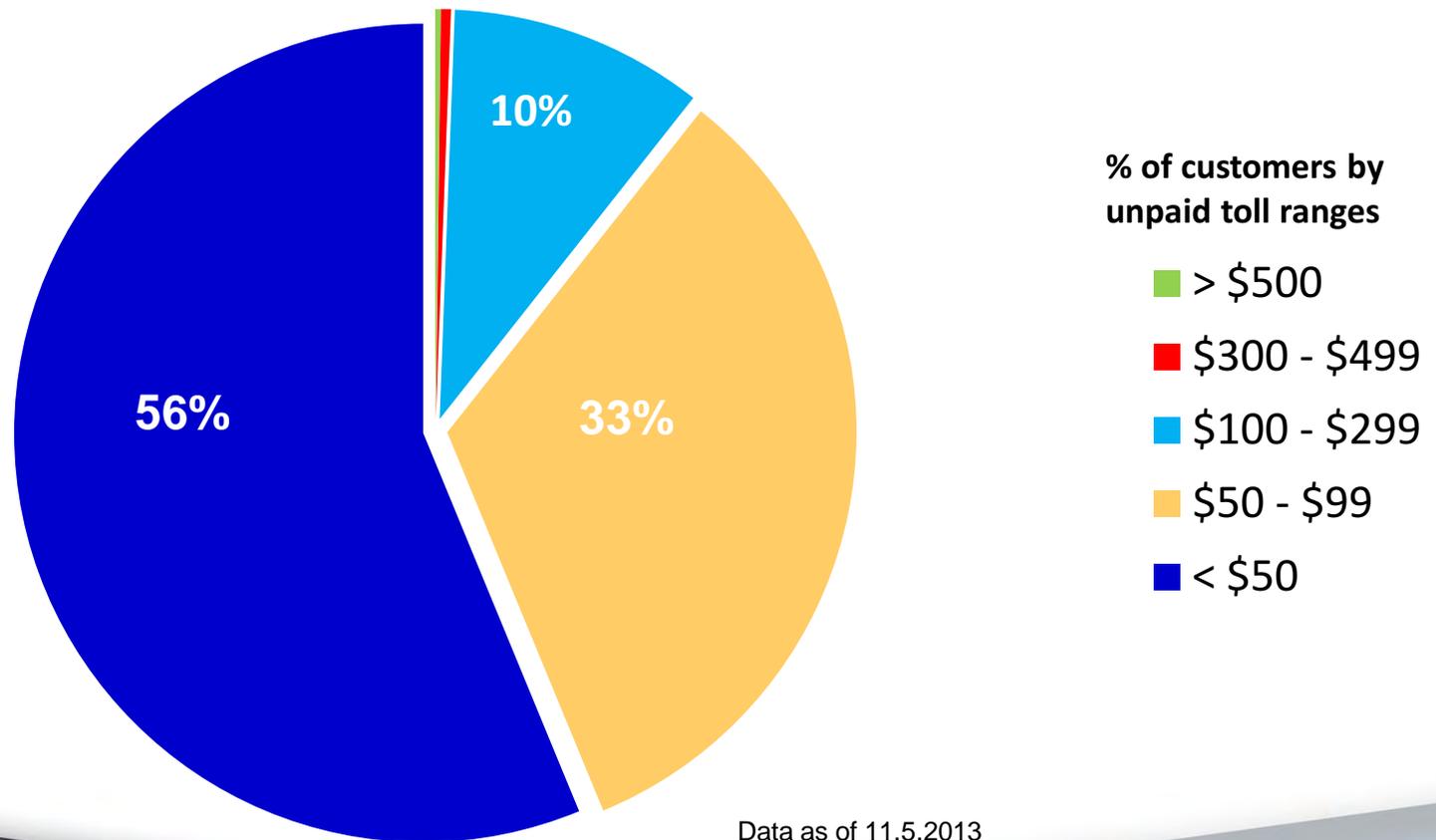
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 1,699,138 38,310,000 40,454,138  
 22,050,000 42,054,138  
 25,639,138

Section 6: The Triangle Express Way System;  
Toll Collection Enforcement (p. 29)

# How much do people owe?

*~4% of total customers have invoices past due.*

*Only 169 customers owe > \$500.*



# Toll Collections

*Over \$815K in unpaid tolls,  
additional \$5.94 million in fees and penalties*

Customer Collection Categories	Total # Accounts	Total Balance	Balance >90 Days	Tolls	Processing Fees	Civil Penalties	NSF
> \$500	169	\$228,810	\$140,658	\$130,255	\$4,730	\$5,672	-
\$300 - \$499	322	\$186,348	\$120,523	\$100,274	\$9,355	\$10,894	-
\$100 - \$299	7,556	\$1,382,191	\$1,050,398	\$282,808	\$367,103	\$400,162	\$325
\$50 - \$99	24,313	\$2,530,279	\$1,875,258	\$164,272	\$806,334	\$904,341	\$311
<\$50	41,066	\$2,426,698	\$1,066,853	\$138,213	\$519,964	\$408,582	\$95
<b>TOTAL</b>	<b>73,426</b>	<b>\$6,754,326</b>	<b>\$4,253,690</b>	<b>\$815,822</b>	<b>\$1,707,487</b>	<b>\$1,729,650</b>	<b>\$731</b>

# Collections Process – Phase 1



**November 12, 2013**  
NC QuickPass to mail letter to all customer with delinquent account invoices

## Letter targets:

- > \$500
- \$300 - \$499
- < \$299

\*Exclude customers that have filed bankruptcy

**January 31, 2014**  
**Deadline for customers owing >\$500**



**February 1, 2014**  
DOJ to mail letters to >\$500 delinquent account invoices

## Letter Two targets:

- In-state | **Vehicle registration hold & sent to collections**
- Out-of-state | **Sent to collections**



**FIRSTPOINT**

# Collections Process – Phase 2



February 28, 2014  
**Deadline for customers  
owing \$300 - \$499**

March 1, 2014  
\$300 - \$499  
delinquent account  
invoices

- In-state | **Vehicle registration hold & sent to collections**
- Out-of-state | **Sent to collections**



*FIRSTPOINT*

# Collections Process – Phase 3



March 31, 2014  
**Deadline for customers  
owing < \$299**

April 1, 2014  
>\$50 - \$299  
delinquent account  
invoices

- In-state | **Vehicle registration hold & sent to collections**
- Out-of-state | **Sent to collections**



*FIRSTPOINT*

# Collections Maintenance



## After April 1, 2014

Any delinquent account invoice (past 90 days) with an amount greater than \$50 will be automatically sent to collections and vehicle registration placed on hold.



**After 6 months with no collection results**  
Department of Revenue will be contacted



**Tax refunds could be garnished**

# Customer Support



- Initial mailing of 10,000 letters to gauge customer response



- Extend Customer Service Center Hours until 9pm and store front until 7pm through the end of the year



- Update Interactive Voice Response (IVR) to address potentially long hold times and direct customers to the web for payment

# Questions