

North Carolina Turnpike Authority

Board of Directors Meeting

February 11, 2021



Opening Comments

Secretary Boyette
Chair

Executive Director Comments

JJ Eden
Executive Director

Operations Committee Report

Montell Irvin, PE
Operations Committee Chair

Finance Committee Report

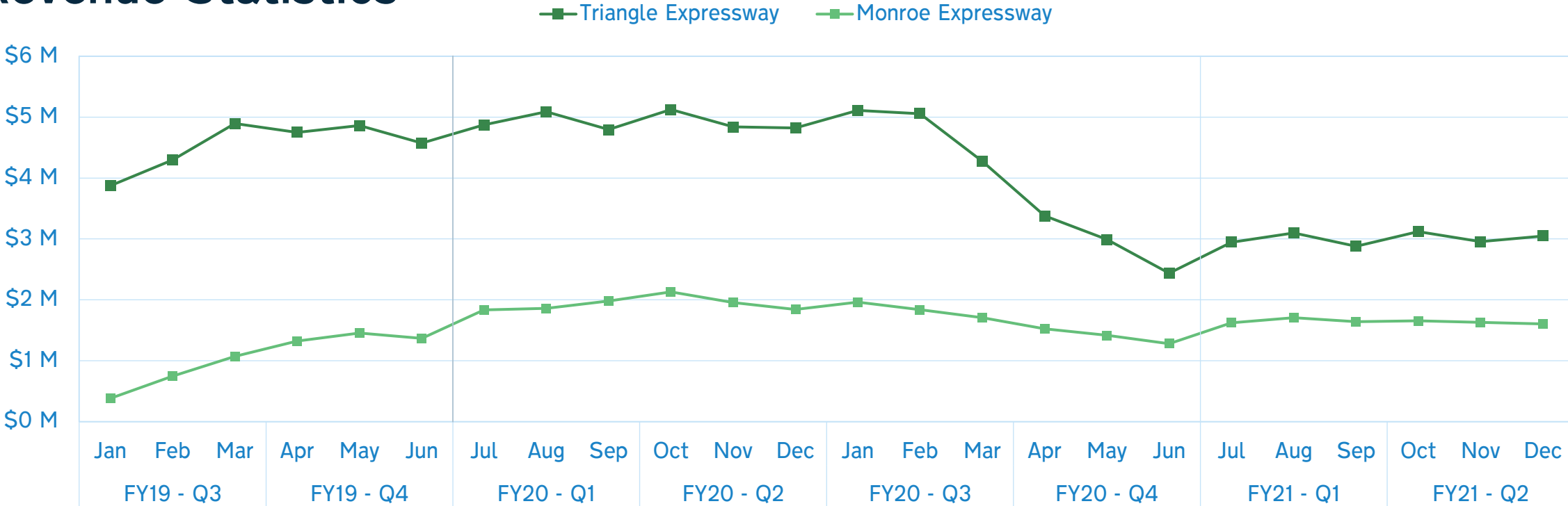
Robert Teer
Finance Committee Chair

Finance & Budget Update

David Roy

Director of Finance & Budget

Revenue Statistics



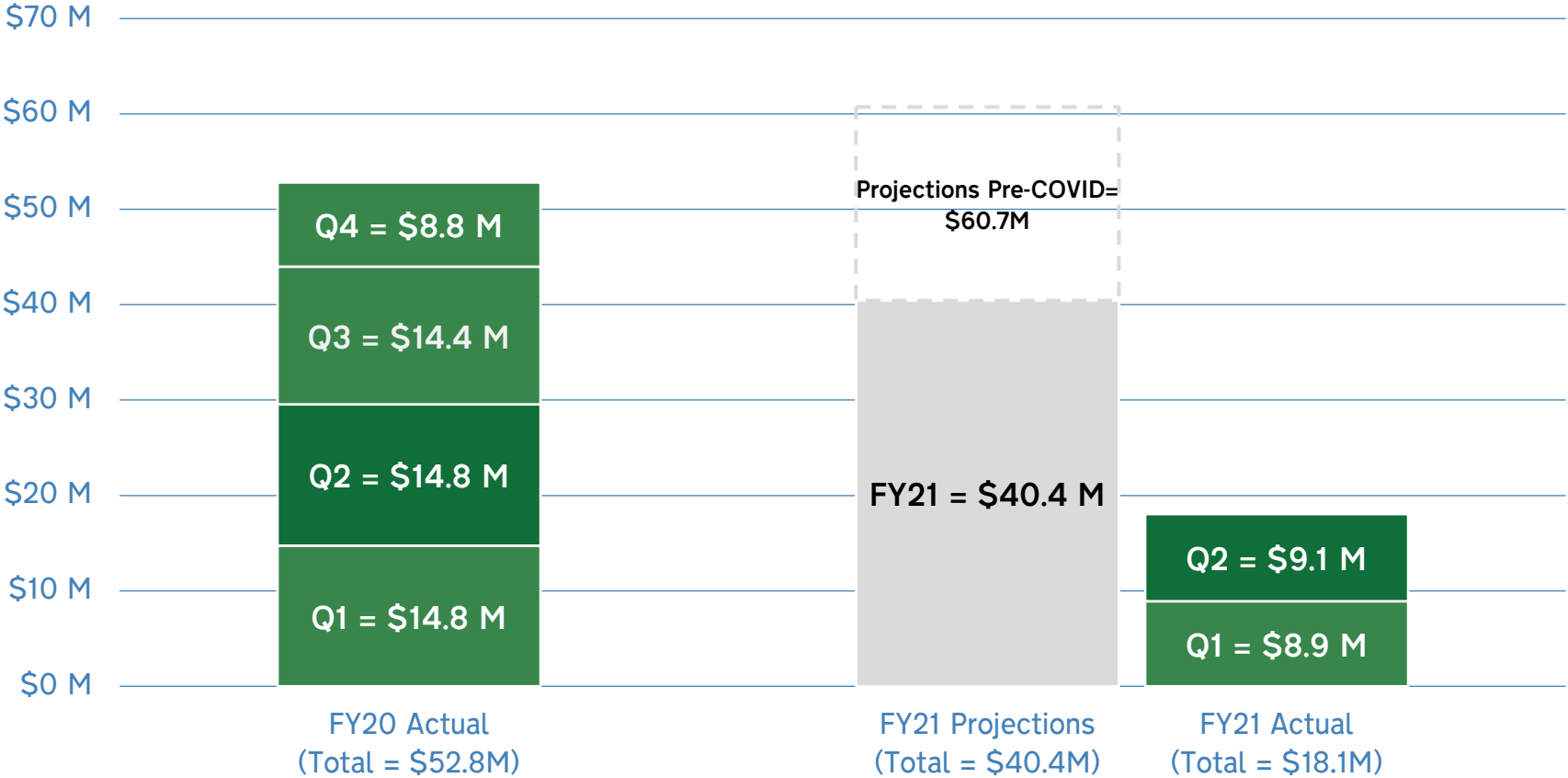
	FY19 - Q3	FY19 - Q4	FY20 - Q1	FY20 - Q2	FY20 - Q3	FY20 - Q4	FY21 - Q1	FY21 - Q2
Triangle Expressway Actual Revenue¹	\$ 13,064,297	\$ 14,182,712	\$ 14,754,750	\$ 14,786,304	\$ 14,438,863	\$ 8,810,451	\$8,926,222	\$9,125,206
YOY Percent Change	7.0%	9.2%	19.2%	14.4%	10.5%	-37.9%	-39.5%	-38.3%
	FY19 - Q3	FY19 - Q4	FY20 - Q1	FY20 - Q2	FY20 - Q3	FY20 - Q4	FY21 - Q1	FY21 - Q2
Monroe Expressway Actual Revenue¹	\$ 2,203,674	\$ 4,147,407	\$ 5,677,716	\$ 5,929,466	\$ 5,505,598	\$ 4,222,890	\$4,974,067	\$4,890,642
YOY Percent Change	-	-	-	-	-	1.8%	-12.4%	-17.5%

¹Actual revenue is reported on a cash basis

Revenue Statistics

Triangle Expressway

YTD revenues down **38.9%**
year-over-year

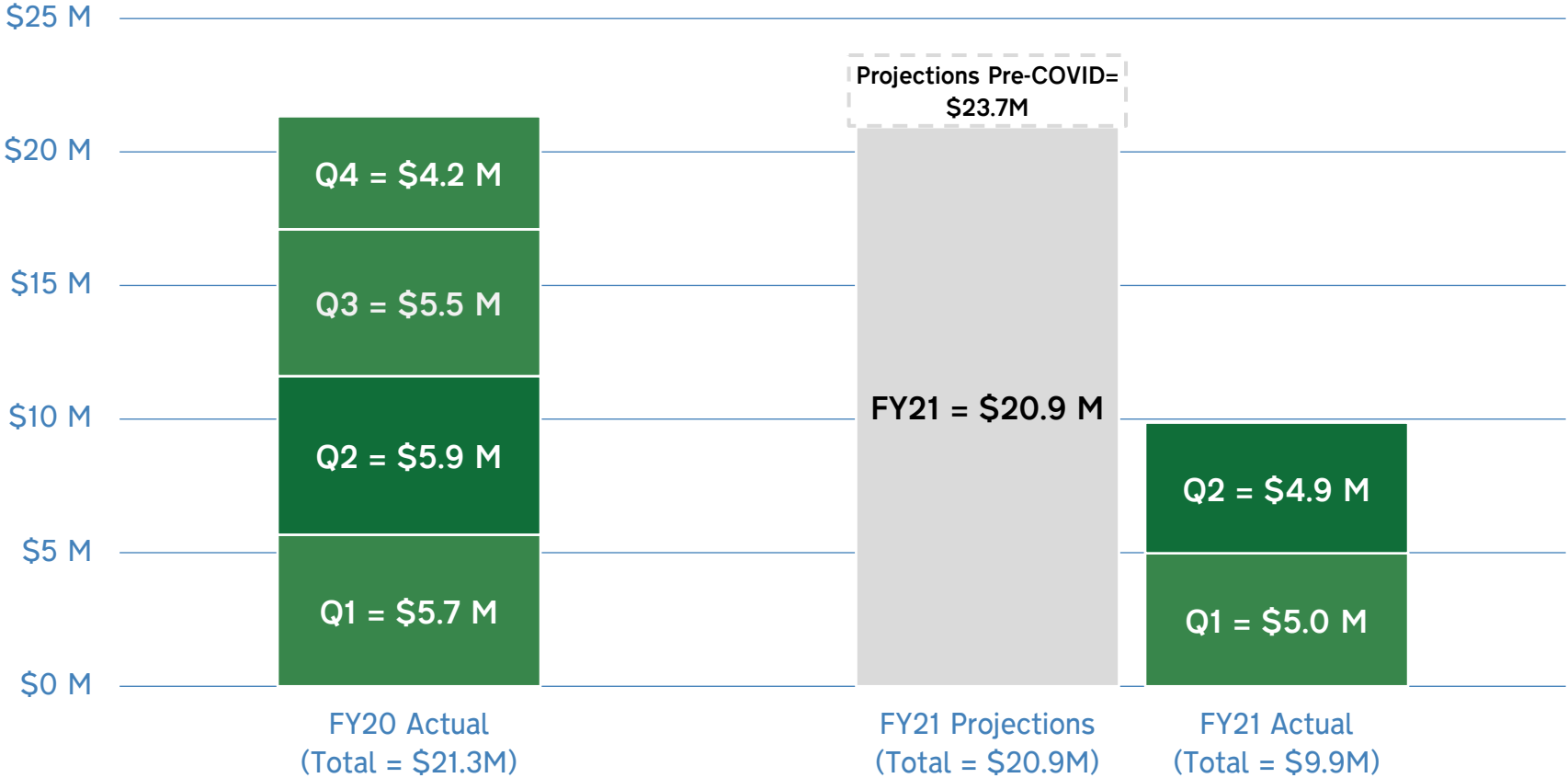


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

Revenue Statistics

Monroe Expressway

YTD revenues down **15.0%**
year-over-year

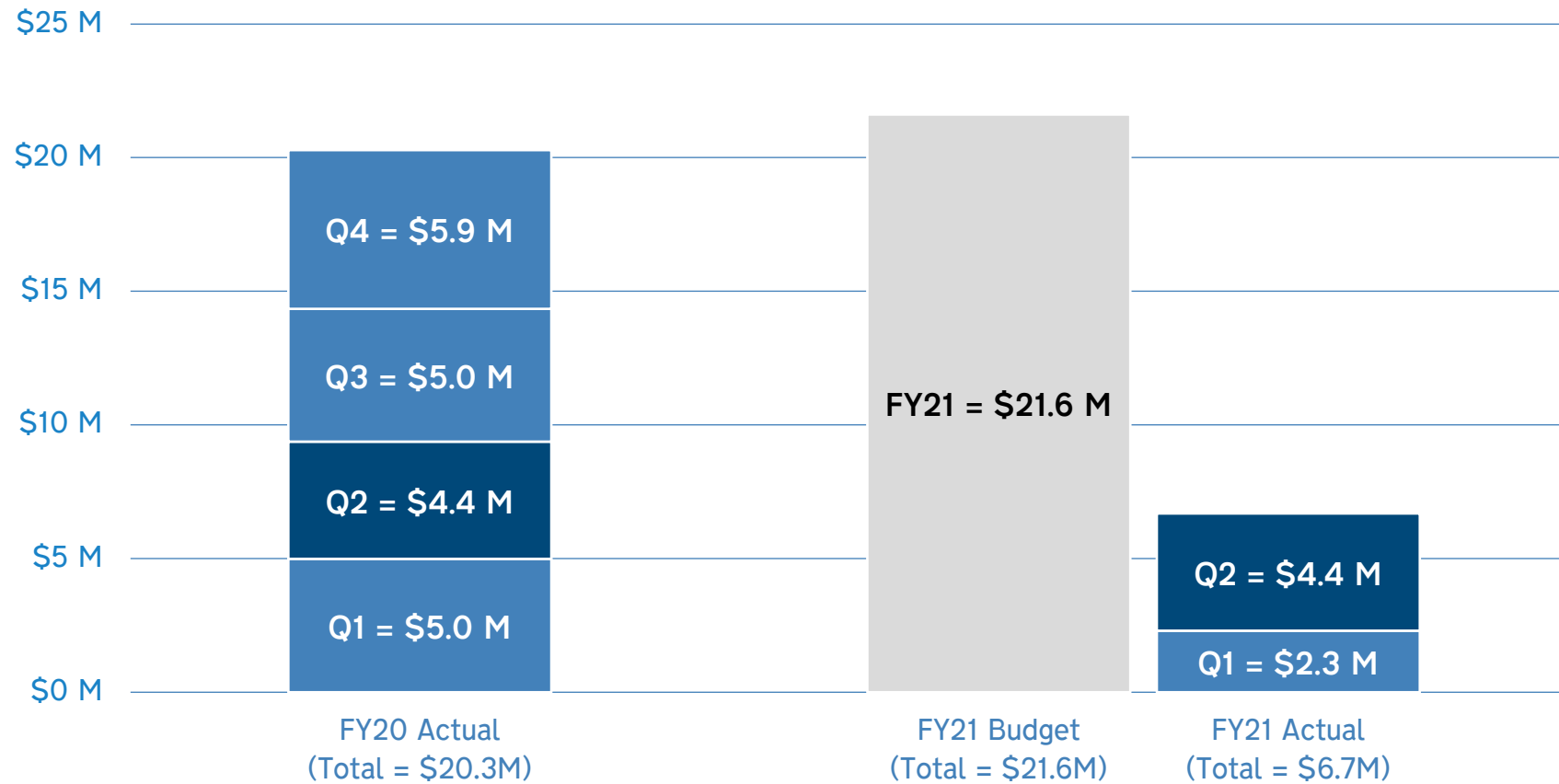


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis

Operating Expenditures

Triangle Expressway

YTD expenditures **35.8%**
lower than projected budget

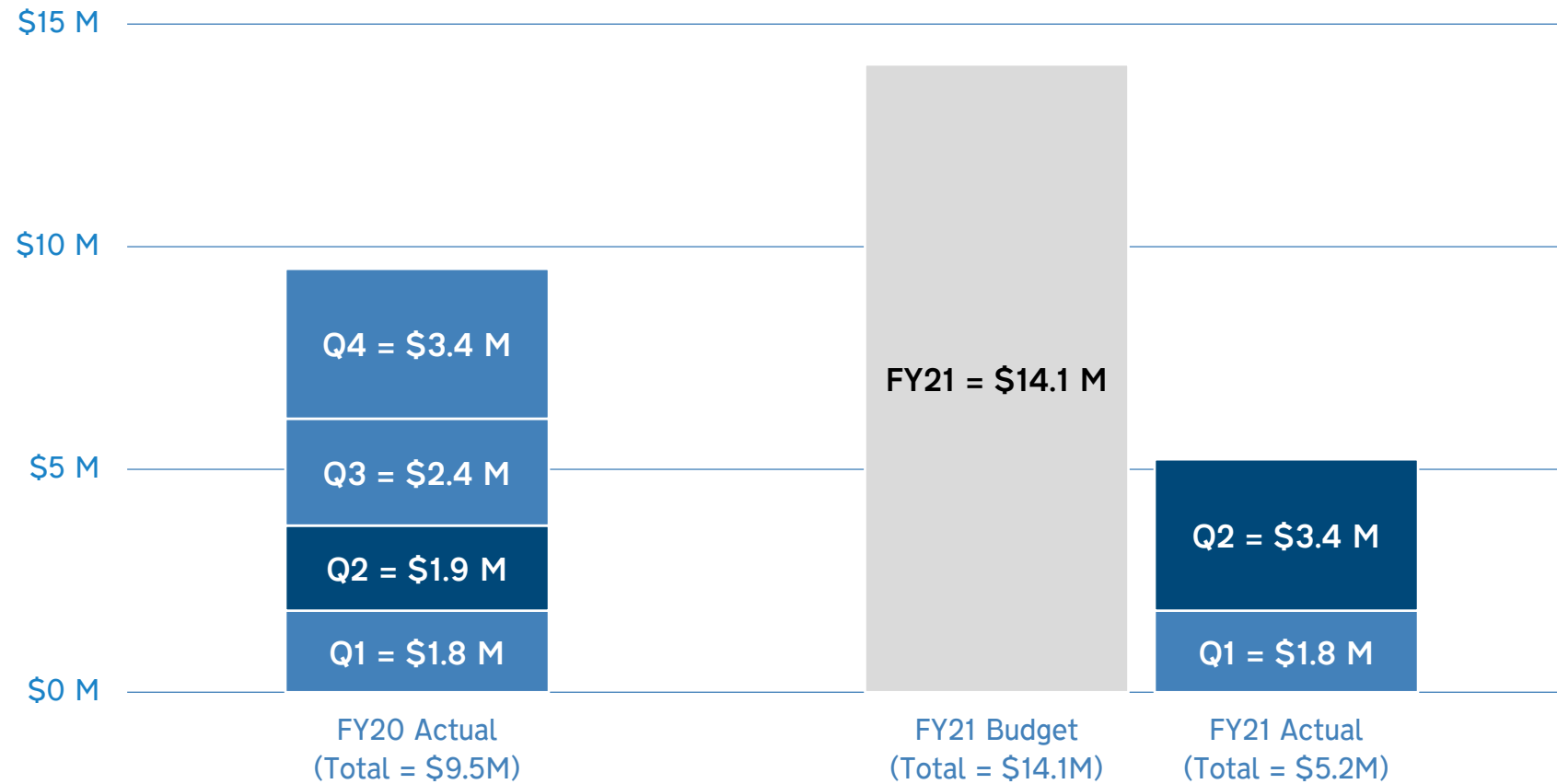


- Actual operating expenditures reported on a cash basis

Operating Expenditures

Monroe Expressway

YTD expenditures **27.9%**
lower than projected budget



- Actual operating expenditures reported on a cash basis

Complete 540 TIFIA Refinance

David Roy

Director of Finance & Budget

David Miller

PFM Financial Advisors



Complete 540 Phase 1 TIFIA Loan – Rate Reset

- ◆ On December 17, 2019, the Authority completed the initial financing for the Complete 540 Phase 1 project
- ◆ One component of the financing was a Federal TIFIA Loan between USDOT and NCTA, in an amount not to exceed \$499,461,980 at an interest rate of 2.27%
- ◆ On October 29, 2020, the Authority issued TIFIA Bond Anticipation Notes Series 2020. The TIFIA Loan will be drawn in full at the maturity of the BANs
- ◆ Due to the ongoing COVID-19 Pandemic, USDOT is allowing undrawn TIFIA Loans to undergo a rate reset to current interest rates, which are near historic lows
- ◆ In October of 2020, the Authority submitted a Letter of Interest to USDOT for an interest rate reset on the Phase 1 TIFIA Loan
- ◆ On February 9, 2021, the Authority received an invitation to apply for an interest rate reset on the Phase 1 TIFIA Loan



TIFIA Rate Reset Benefits

- Based on the TIFIA Rate as of February 10, 2021 (1.93%), a rate reset on the TIFIA Loan would provide PV* cash flow benefits of \$31.5 million
 - Markets have been volatile and are subject to change on a daily basis
- The rate reset would reduce the maximum balance on the TIFIA loan by \$4.6 million, due to reduced interest accrual prior to payment of debt service
- Total debt service on the TIFIA Loan would decrease by \$45.5 million

	Base Case	Rate Reset	Reduction
Max TIFIA Balance	529,918,083	525,256,846	4,661,237
Total Debt Service	789,762,698	744,307,403	45,455,295

FY	Base Case			Refinanced TIFIA		
	TIFIA DS	TIFIA DSRF	PV	TIFIA DS	TIFIA DSRF	PV
2021						
2022						
2023						
2024		29,435,737	27,518,418		29,435,737	27,518,418
2025						
2026	5,875,324	479,517	5,709,673	4,968,744		4,466,193
2027	6,927,249	705,347	6,700,025	5,848,099		5,135,853
2028	9,085,411	708,437	8,408,220	7,660,512	140,496	6,699,134
2029	12,526,326	665,742	11,082,555	10,635,064	666,686	9,494,057
2030	12,514,976	563,340	10,743,588	10,625,414	584,451	9,208,220
2031	12,503,626	604,086	10,528,570	10,615,764	626,629	9,029,789
2032	12,492,268	649,358	10,321,428	10,606,108	673,492	8,858,478
2033	12,480,926	699,855	10,122,049	10,596,464	725,764	8,694,253
2034	12,469,576	756,410	9,931,108	10,586,814	784,307	8,537,763
2035	12,458,226	820,036	9,748,817	10,577,164	850,168	8,389,279
2036	12,444,046	891,960	9,932,798	11,065,108	924,621	8,606,749
2037	12,921,362	945,444	9,733,602	11,045,822	980,953	8,441,381
2038	12,898,662	1,036,837	9,564,377	11,026,522	1,075,525	8,305,342
2039	12,875,962	1,141,939	9,407,021	11,007,222	1,184,284	8,180,654
2040	12,853,246	1,263,636	9,262,868	10,987,908	1,310,215	8,068,703
2041	30,940,038	1,405,618	20,692,579	29,076,621	1,457,136	19,529,330
2042	48,946,601	241,074	30,870,756	47,097,863	298,511	29,746,283
2043	48,946,601	(1,135,555)	29,345,431	47,097,863	(1,072,085)	28,249,599
2044	48,946,601	(1,286,962)	28,604,561	47,097,863	(1,215,029)	27,538,070
2045	48,946,601	(1,470,814)	27,861,507	47,097,863	(1,388,605)	26,824,717
2046	48,946,601	(1,697,093)	27,114,007	47,097,863	(1,602,236)	26,107,445
2047	48,946,601	(1,979,942)	26,354,403	47,097,863	(1,869,276)	25,379,002
2048	48,946,601	(2,339,931)	25,573,839	47,097,863	(2,209,144)	24,631,034
2049	48,946,601	(2,807,918)	24,755,786	47,097,863	(2,650,973)	23,847,890
2050	22,755,607	(3,431,899)	10,144,620	22,422,959	(3,240,078)	10,070,202
2051	22,755,607	(197,531)	11,568,892	22,422,959	(194,644)	11,399,774
2052	22,755,607	(253,969)	11,284,296	22,422,959	(250,256)	11,119,338
2053	22,755,607	(338,625)	10,992,213	22,422,959	(333,675)	10,831,525
2054	22,755,607	(474,075)	10,683,656	22,422,959	(467,145)	10,527,479
2055	22,755,607	(711,113)	10,336,024	22,422,959	(700,717)	10,184,928
2056	22,755,607	(1,185,188)	9,890,811	22,422,959	(1,167,862)	9,746,224
2057	22,755,607	(2,370,376)	9,142,708	22,422,959	(2,335,725)	9,009,057
2058	11,377,804	(21,333,382)	(4,387,384)	11,211,479	(21,021,524)	(4,323,248)
Total	789,762,698		489,543,822	744,307,403		458,052,917

PV Change of Cash Flows	31,490,905
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Estimated Costs of Issuance

- Below is a high-level estimate of Cost of Issuance for the rate reset

<u>Cost of Issuance</u>	<u>Amount (\$)</u>
TIFIA Advisors*	300,000
NCTA Advisors**	175,000
Ratings	100,000
Miscellaneous	75,000
<u>Total</u>	<u>650,000</u>

*Includes T&R Consultant, Financial Advisor, and Counsel

**Includes Financial Advisor and Counsel

Amendment to 2019 TIFIA Loan Agreement

Mary Nash Rusher
McGuireWoods

Proposed amendment to Triangle Expressway System TIFIA Loan Agreement

- US DOT has offered to reduce the interest rate applicable to the TIFIA Loan Agreement and the related TIFIA Bond from its current rate of 2.27%
- New rate will be calculated as the U.S. Treasury rate at the time of closing plus .01%; that rate as of 2/10/2021 would be 1.93%

Amendment Documents

TIFIA Loan Agreement

- USDOT requires a new TIFIA Loan Agreement (2021) but the terms are substantially identical to the terms of the 2019 TIFIA Loan Agreement except for the change in rate, changes to reflect the issuance of the TIFIA BANs, and updated TIFIA reporting requirements.
- TIFIA Series 2019 Bond was issued under the Fourth Supplemental Trust Agreement; interest rate in the TIFIA Series 2019 Bond cross references the 2019 TIFIA Loan Agreement
- Fourth Supplemental Trust Agreement will be amended to reflect the 2021 TIFIA Loan Agreement rather than the 2019 TIFIA Loan Agreement, and a new bond will be issued under the Fourth Supplemental Trust Agreement to update the reference to the TIFIA Loan Agreement
- LGC approval covers a not-to-exceed rate that is higher than the new rate so approval should not be required but may need to be on the “miscellaneous information” agenda
- Fifth Supplemental Trust Agreement (under which the TIFIA BANs were issued) will be amended to substitute the 2021 TIFIA Loan Agreement for the 2019 TIFIA Loan Agreement

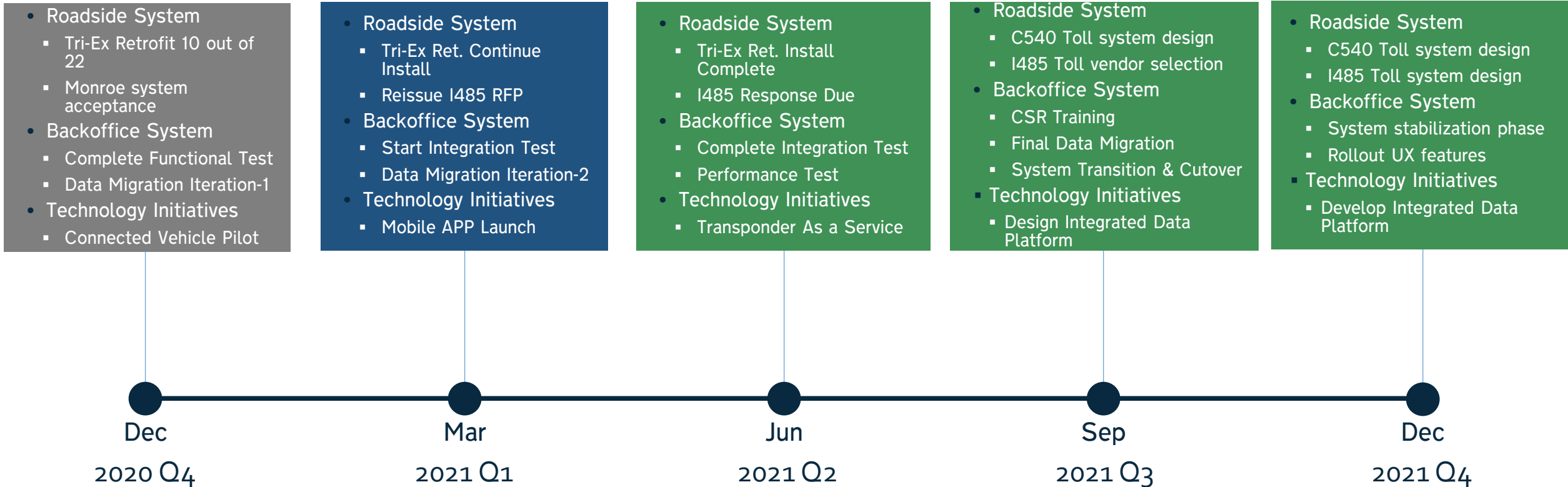
Amendment Resolutions

- Board Resolution
 - Approves 2021 TIFIA Loan Agreement
 - Approves amendment to Fourth Supplemental Trust Agreement
 - Approves a bond order authorizing the 2021 TIFIA Bond
 - Authorizes informing LGC of 2021 TIFIA Loan Agreement to replace the 2019 TIFIA Loan Agreement and issuance of the 2021 TIFIA Bond
 - Approves amendment to Fifth Supplemental Trust Agreement

Toll Technology & Customer Service Center Update

Manish Chourey
Chief Technology Officer

Technology Project Timeline Projections



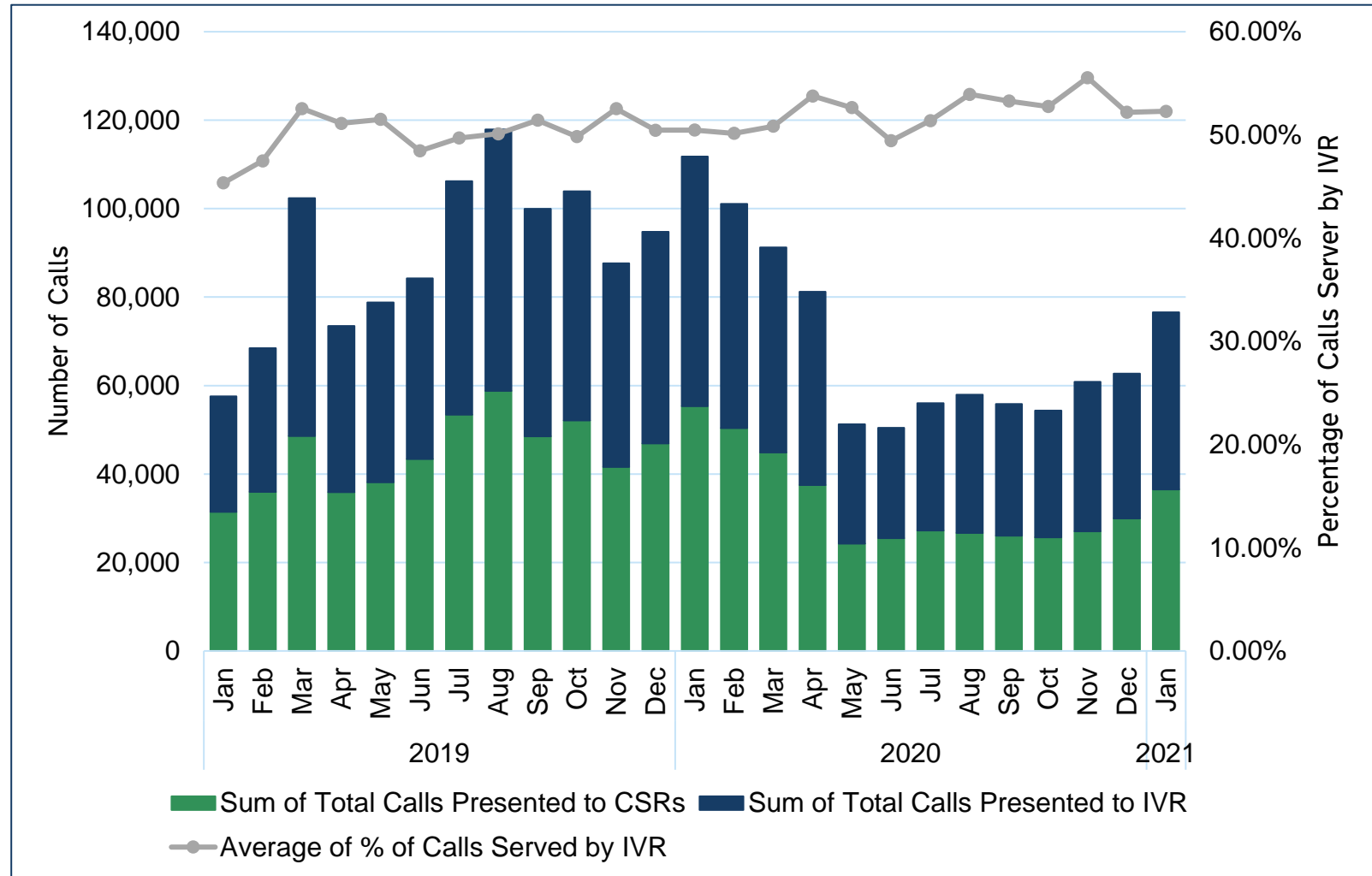
Timeline provides Plan dates – subject to changes based on actual activities

Customer Service Update

- CSC Operations continues in Code Yellow
 - Employees and Embedded Consultants continue to work remotely
 - CSRs are spaced out to meet social distancing (6+ feet)
 - CSC is keeping current with incoming workload (Service requests, Customer Calls and fulfillment)
 - Pilot to test extended customer service call times before and after shift times
 - Exploring Work From Home CSR support options
- Image Review activities has transitioned to Roadside contracts, CSC has transitioned to conduct Audit Reviews
- Training underway for Extended Vehicles pilot on I-77

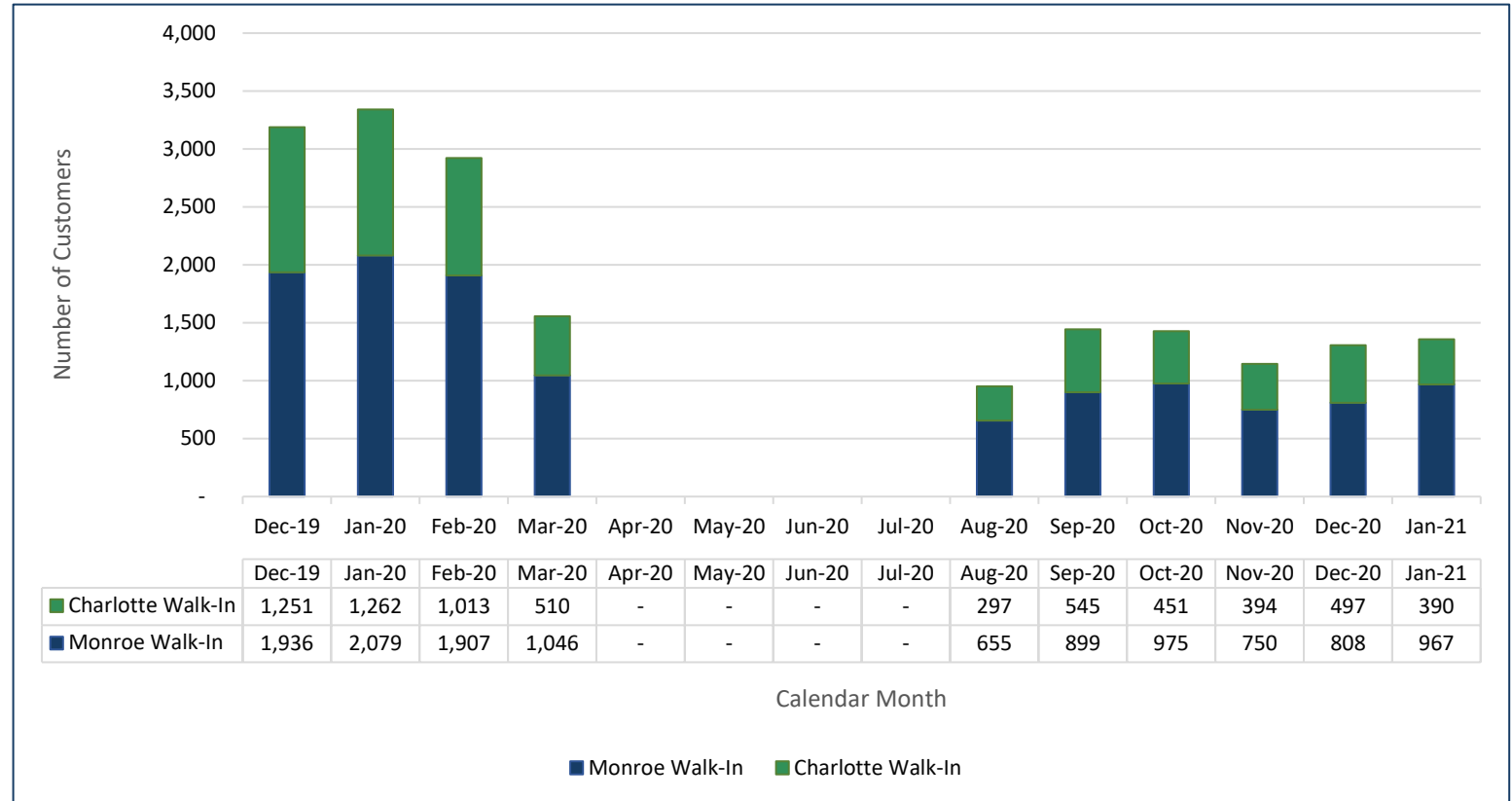
Call Center Statistics

- Call volumes are at 80-90% compared to Pre Covid-19 volumes
- IVR serves on average 50% of calls
- Top reasons for customer calls are:
 - BBM payments
 - BBM inquiry (balance, vehicle)
 - NC QP account updates
 - NC QP account replenishments
 - Remove DMV Registration Stop
 - DMV Registration Stop inquiry



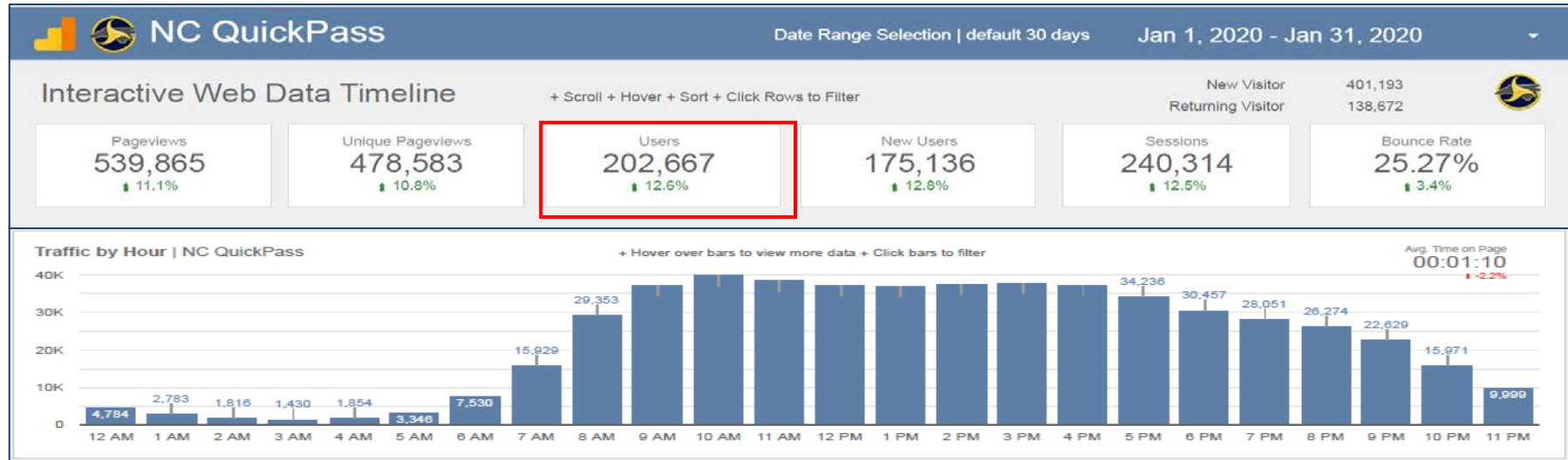
Walk-In Center Customer Visits

- Walk-in Centers at Charlotte and Monroe are serving customers since August 10 – Total of 7,638 customer visits as of January 31st, 2021
 - Charlotte - 2,577 visits
 - Monroe – 5,061 visits
- Top reasons for customer visits:
 - BBM payments
 - BBM inquiry (balance, vehicle)
 - NC QP account updates
 - NC QP account replenishments

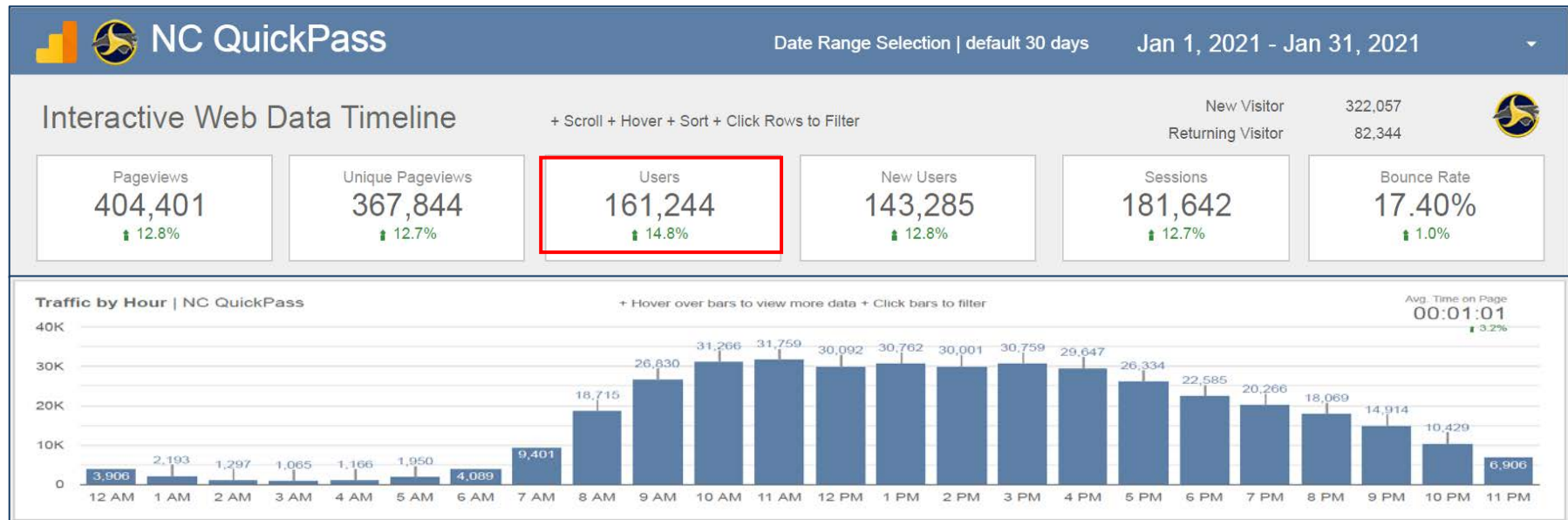


NCTA Quick Pass Web Site Metrics

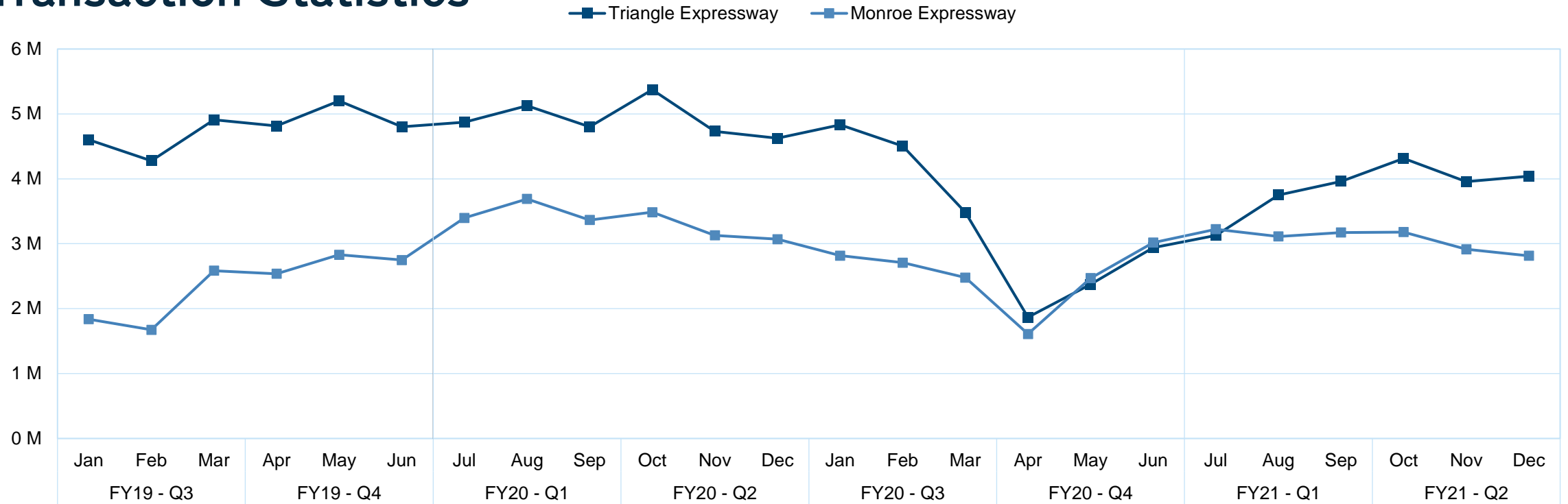
January 2020



January 2021



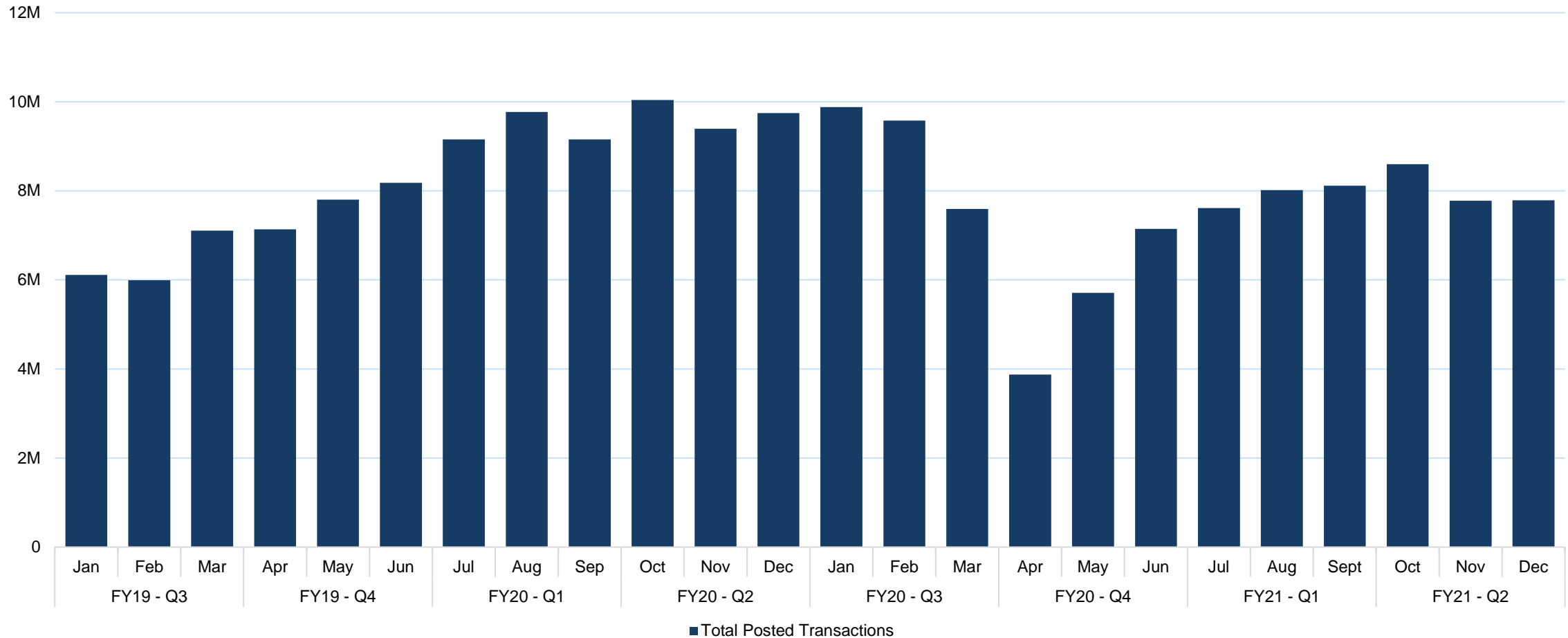
Transaction Statistics



	FY19 - Q3	FY19 - Q4	FY20 - Q1	FY20 - Q2	FY20 - Q3	FY20 - Q4	FY21 - Q1	FY21 - Q2
Triangle Expressway Transactions	13,787,834	14,816,341	14,798,679	14,727,149	12,821,214	7,181,798	10,839,235	12,310,656
YOY Percent Change	12.7%	7.5%	10.5%	7.4%	-7.0%	-51.5%	-26.8%	-16.4%
	FY19 - Q3	FY19 - Q4	FY20 - Q1	FY20 - Q2	FY20 - Q3	FY20 - Q4	FY21 - Q1	FY21 - Q2
Monroe Expressway Transactions	6,096,550	8,115,596	10,453,336	9,686,088	8,003,844	7,097,242	9,508,138	8,907,741
YOY Percent Change	-	-	-	-	31.3%	-12.5%	-9.0%	-8.0%

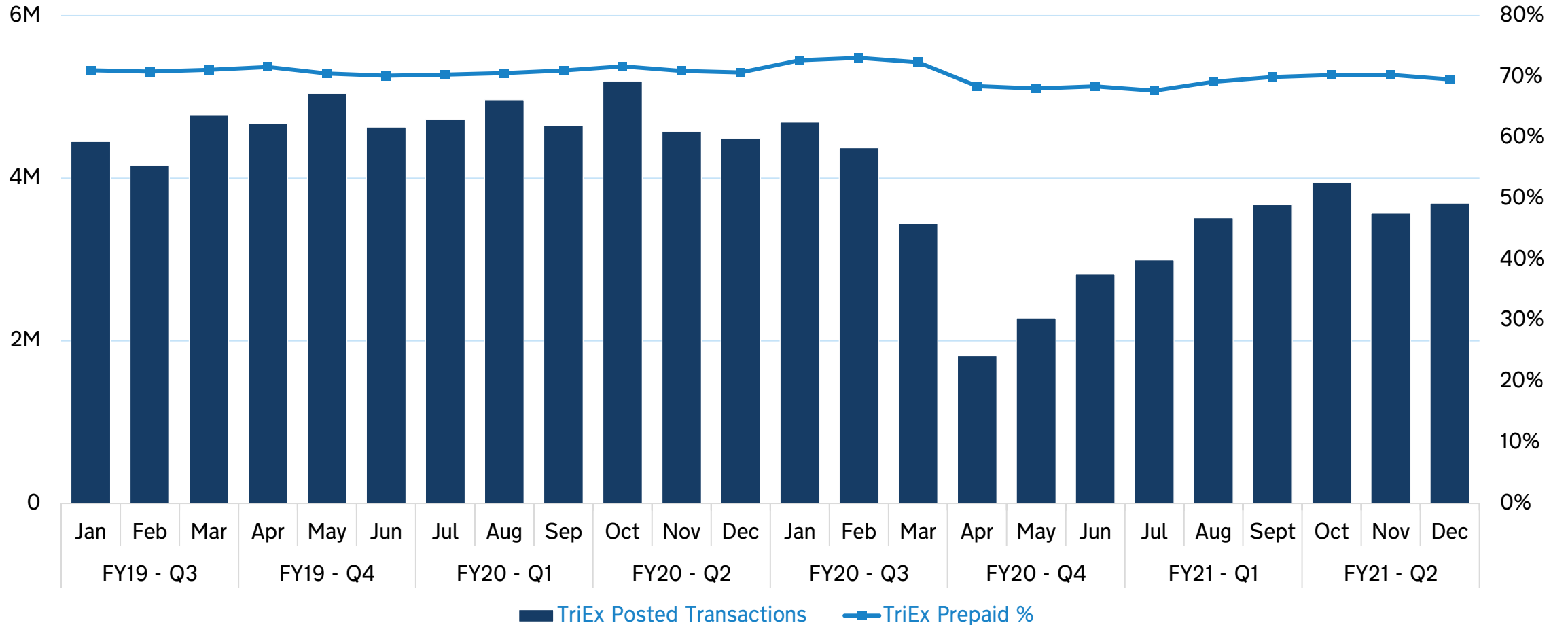
Total Posted Transactions

NC Quick Pass Program



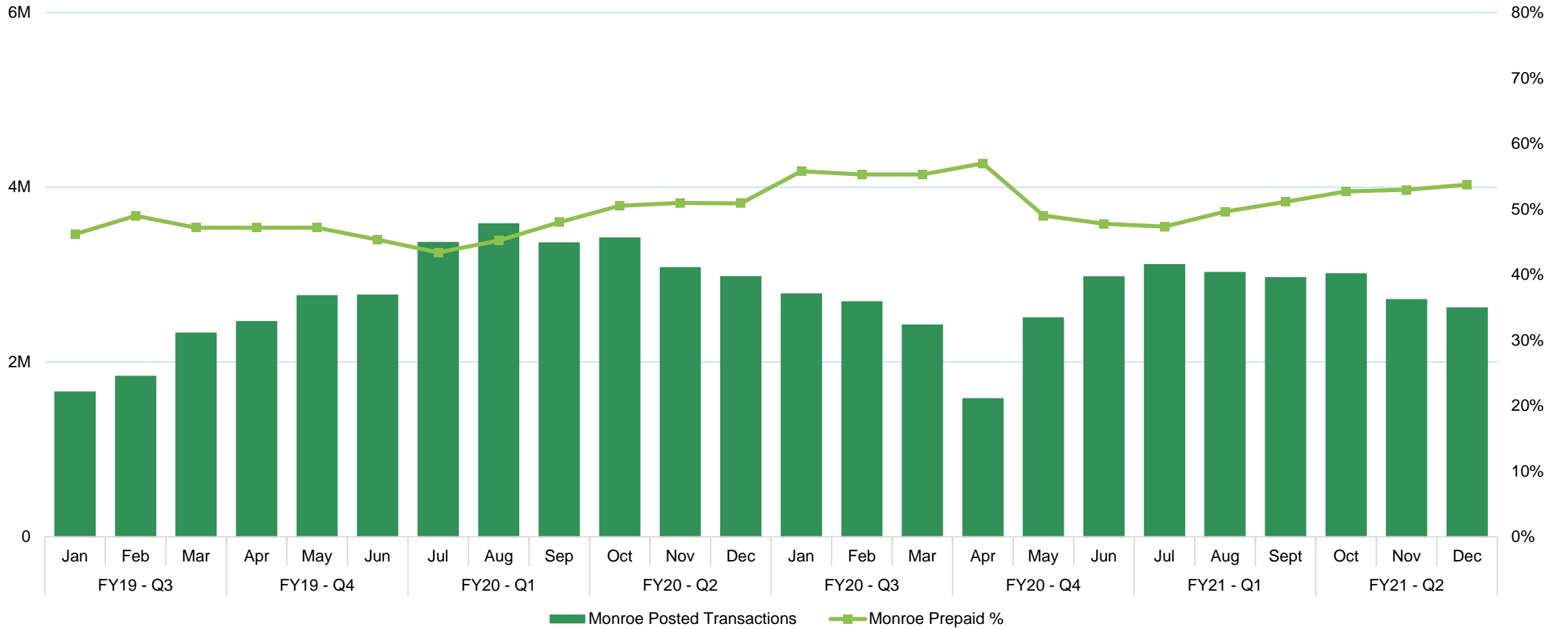
Total Posted Transactions

Triangle Expressway

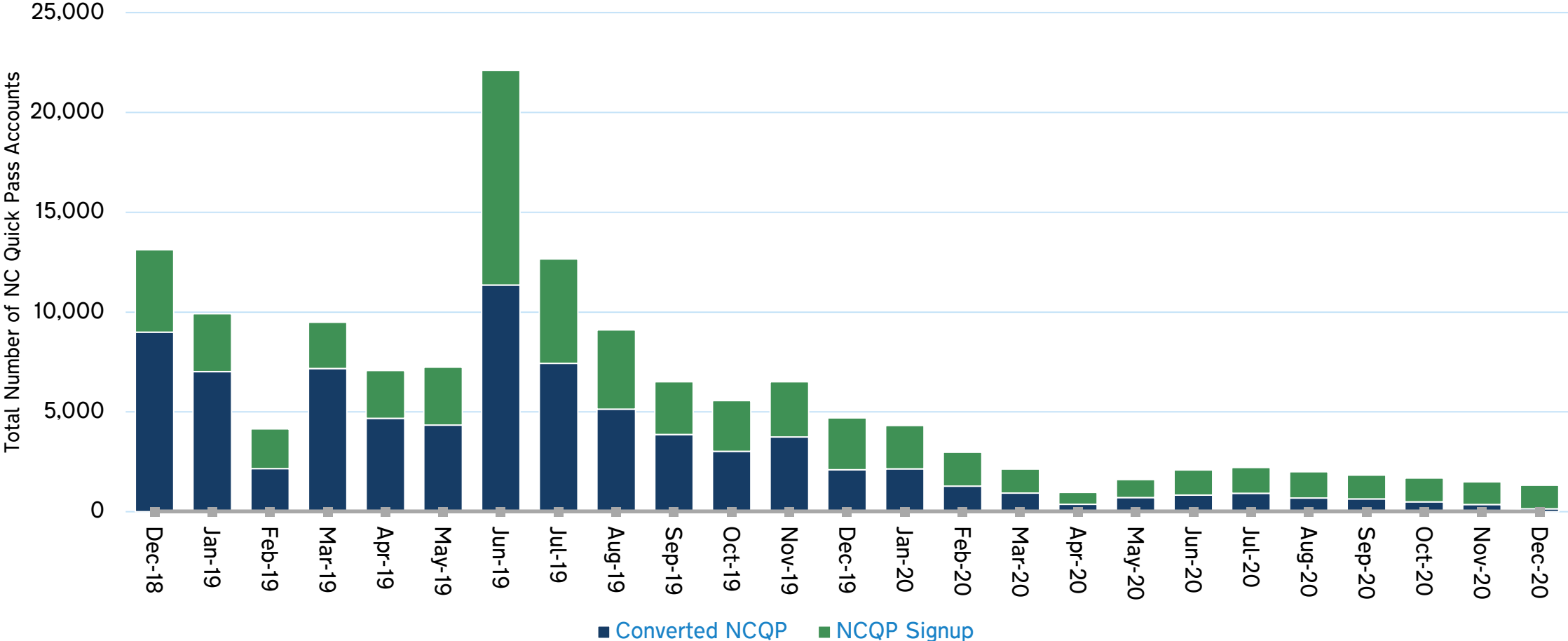


Total Posted Transactions

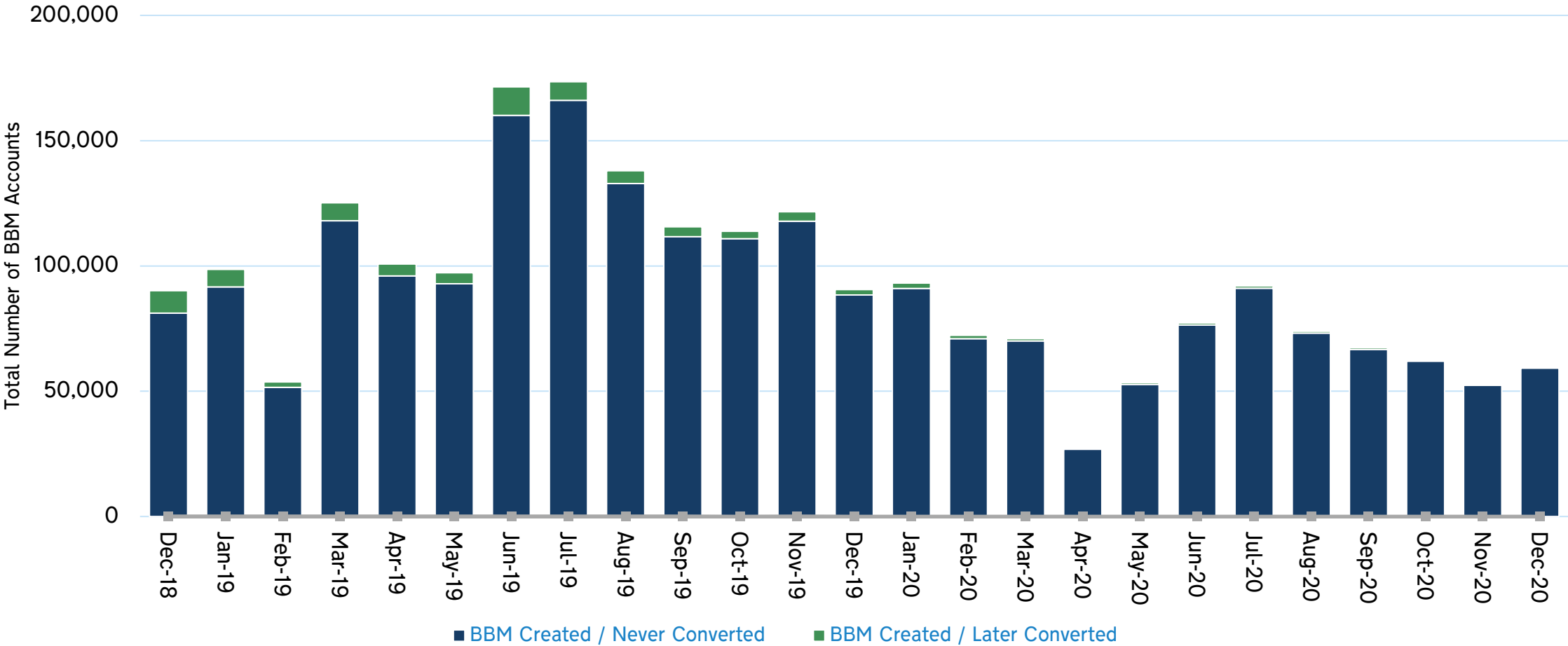
Monroe Expressway



New NC Quick Pass Accounts



New Bill by Mail Customers

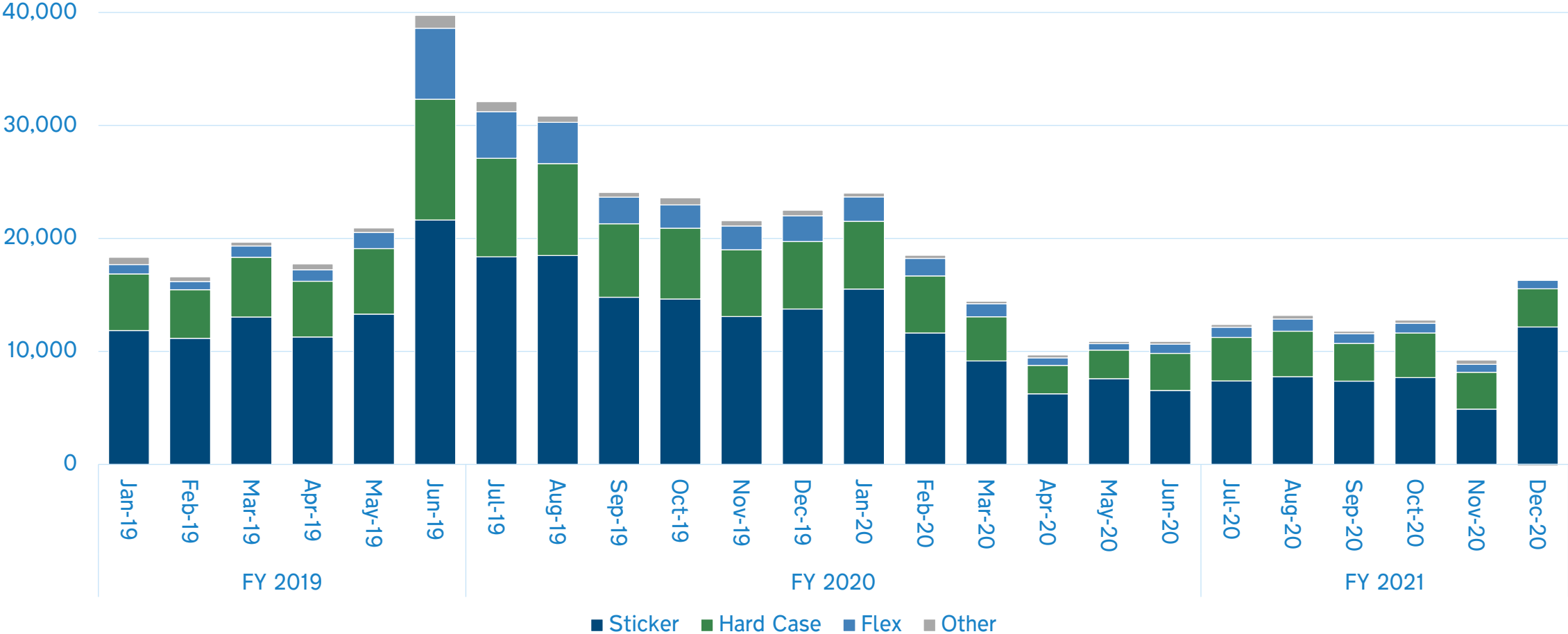


Monthly Transponders Distributed

NC Quick Pass Program

927,528

Total Transponders Distributed as of December 31, 2020



Toll Technology Pilot Updates

Manish Chourey
Chief Technology Officer

GoToll Mobile App Pilot Launch



Source: <https://www.GoToll.com>

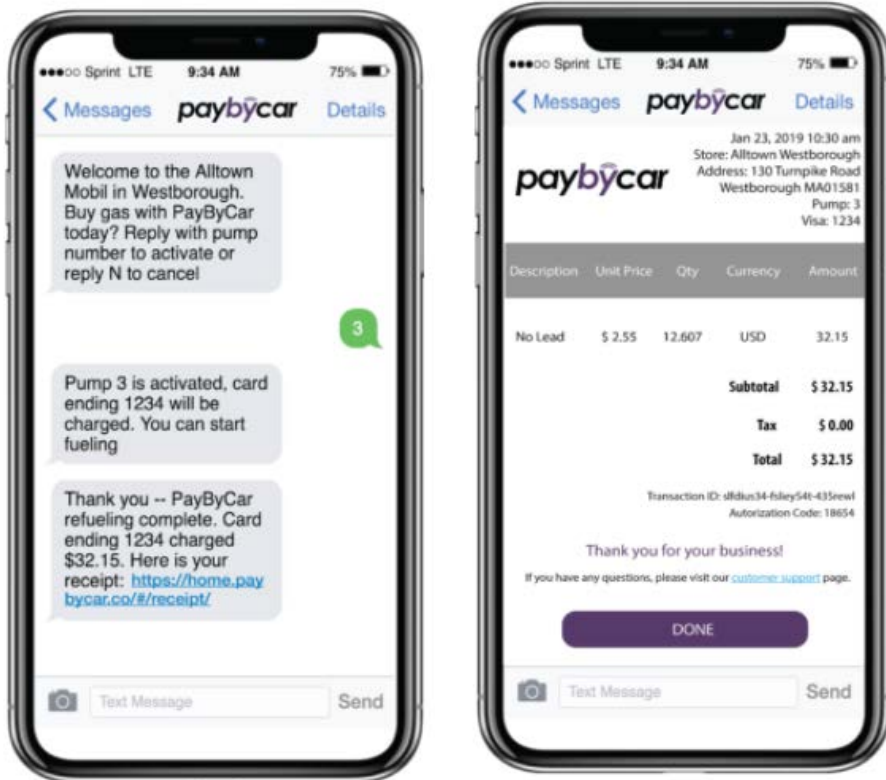
Benefits to our customers

- Ease of accessibility
- Get a real-time experience: with GPS-enabled trips
- Easily track toll expenses
- Real-time toll prices and travel conditions

Benefits to NC Quick Pass Program

- Guaranteed Toll payment
- More customers/fewer invoices
- Brings Efficiency to Toll posting
- Exemplifies Turnpike Platform Vision of service model

PaybyCar (DrivenbyE-ZPass) App Pilot Launch



Benefits to our customers

- Simple and easy to use APP
- Get a real-time experience
- Pay for non-toll payments
- Easily track your non-toll expenses

Benefits to NC Quick Pass Program

- Single RFID in car serving different uses
- Alternate mobile payment options

Source: PayByCar | Easy, Fast, Secure In-vehicle Payments (mypaybycar.com)

Transponder Fulfillment as a Service: Update



Key Benefits

- Enhance customer experience
- Reduce Shipping time
- Reduce need to expand for fulfillment work

Project Updates

- Leverage Statewide service agreement on NCDIT AWD contract and fulfillment company provided by AWS
- Two Phase roll out
 - Phase 1 using existing BOS1 system
 - Phase 2 using retail activations and expedited shipping.
- First phase scheduled to go live in Q1 2021

Roadway Operations Update

Dennis Jernigan, P.E.
Director of Highway Operations

Resiliency

Dennis Jernigan, PE

Definition

- Resilience
 - an ability to recover from or adjust easily to adversity or change

Governor Cooper's Executive Order No. 80

9. Cabinet agencies shall integrate climate adaptation and resiliency planning into their policies, programs, and operations (i) to support communities and sectors of the economy that are vulnerable to the effects of climate change and (ii) to enhance the agencies' ability to protect human life and health, property, natural and built infrastructure, cultural resources, and other public and private assets of value to North Carolinians.



Design

Design

- Traffic Forecast 20+ years out
- Mainline Pavement life designed for 30 years.
 - Y lines (Intersecting Roads)
 - Freeway and Interstate Routes – 30 years
 - Secondary Roads – 20 years
- Crossline Pipes designed for 50-year storm events
 - Crosslines also limited to 60” maximum, (normally can go up to 84”).
 - Above 60”, a box culvert with minimum 6’ x 8’ was required for maintenance reasons.
However, this also results in extra capacity where some pipes would have worked.
 - Used results from our 2018 TriEx Post-Construction Review Report in Complete 540 contracts to reduce scour and encourage wetland re-establishment
- Hazardous Spill Basins installed for the Swift Creek Watershed – Complete 540
 - This will allow for additional storm water storage and treatment, as well as the ability to capture a hazardous spill should one occur in the area

Operations

The background features a dark blue field with a subtle, light blue hexagonal grid pattern. Overlaid on this grid are several dynamic, glowing trails of small particles. These trails originate from the top-left and bottom-left corners and curve towards the right side of the frame. The particles in the trails are a bright, vibrant green, creating a sense of movement and energy.

Toll Ops

- Redundant Fiber Network – reduces impacts to TMC and Toll Collections
- Spare Conduit – allows for future expansion of ITS and Toll system if needed
 - Spare Conduit was used on TriEx during switching of toll vendors to eliminate impacts to existing system
- Toll Systems designed to Collect Toll transactions for up to 90 days after Fiber cut
- Actual Toll Lane equipment has redundancy to still operate in the event of equipment failure
 - Example: Loops in pavement AND overhead scanners
- Disaster Recovery data offsite in case of primary Host failure
- Gas Generators and battery back up for toll equipment sites in case of power failure
- Proactively Replace Toll and ITS Equipment on 12-year cycle, even though useful life may be longer

Roadway Maintenance

- Plan to replace signs at 15 years, before end of service life
 - Accelerate replacement on TriEx by 1 year to coincide with opening of Complete 540 Phase 1
- Resurface at 8-year intervals
- NCTA utilizes NCDOT Division maintenance contracts, which normally all have Emergency Mobilization provisions to deal with hazardous situations
 - Examples: Signing, Lighting, Patching contracts

Mainline Traffic Statistics

Triangle Expressway

36.4% Decrease
FY20 Q2 AWT = 56,220
FY21 Q2 AWT = 35,730

46.0% Decrease
FY20 Q2 AWT = 26,380
FY21 Q2 AWT = 14,250

34.0% Decrease
FY20 Q2 AWT = 43,660
FY21 Q2 AWT = 28,820

28.9% Decrease
FY20 Q2 AWT = 20,850
FY21 Q2 AWT = 14,830



Q2: October – December
AWT: Average Weekday Traffic

Roadway Maintenance Statistics

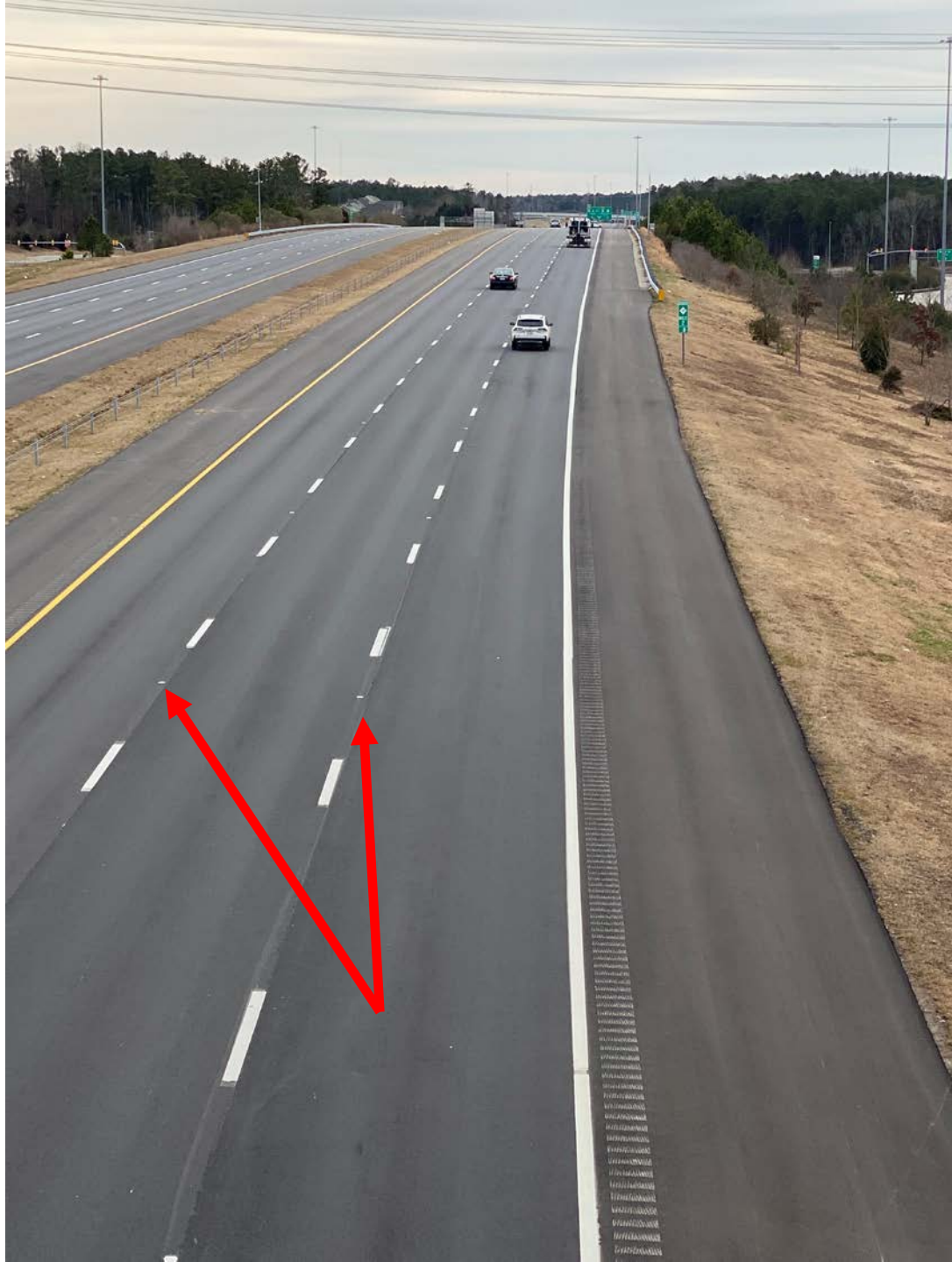
Triangle Expressway

	FY 2020 Q3	FY 2020 Q4	FY 2021 Q1	FY 2021 Q2	Rolling Rate
Road Surface	94.9	93.8	96.3	96.2	95.2
Unpaved Shoulders and Ditches	98.7	92.5	96.5	98.8	96.6
Drainage Structures	91.9	92.5	89.2	87.6	90.3
Roadside	94.7	91.7	91.1	89.1	91.6
Traffic Control Devices	90.4	86.8	84.0	85.2	86.8
Overall	93.6	91.0	90.7	90.7	91.5







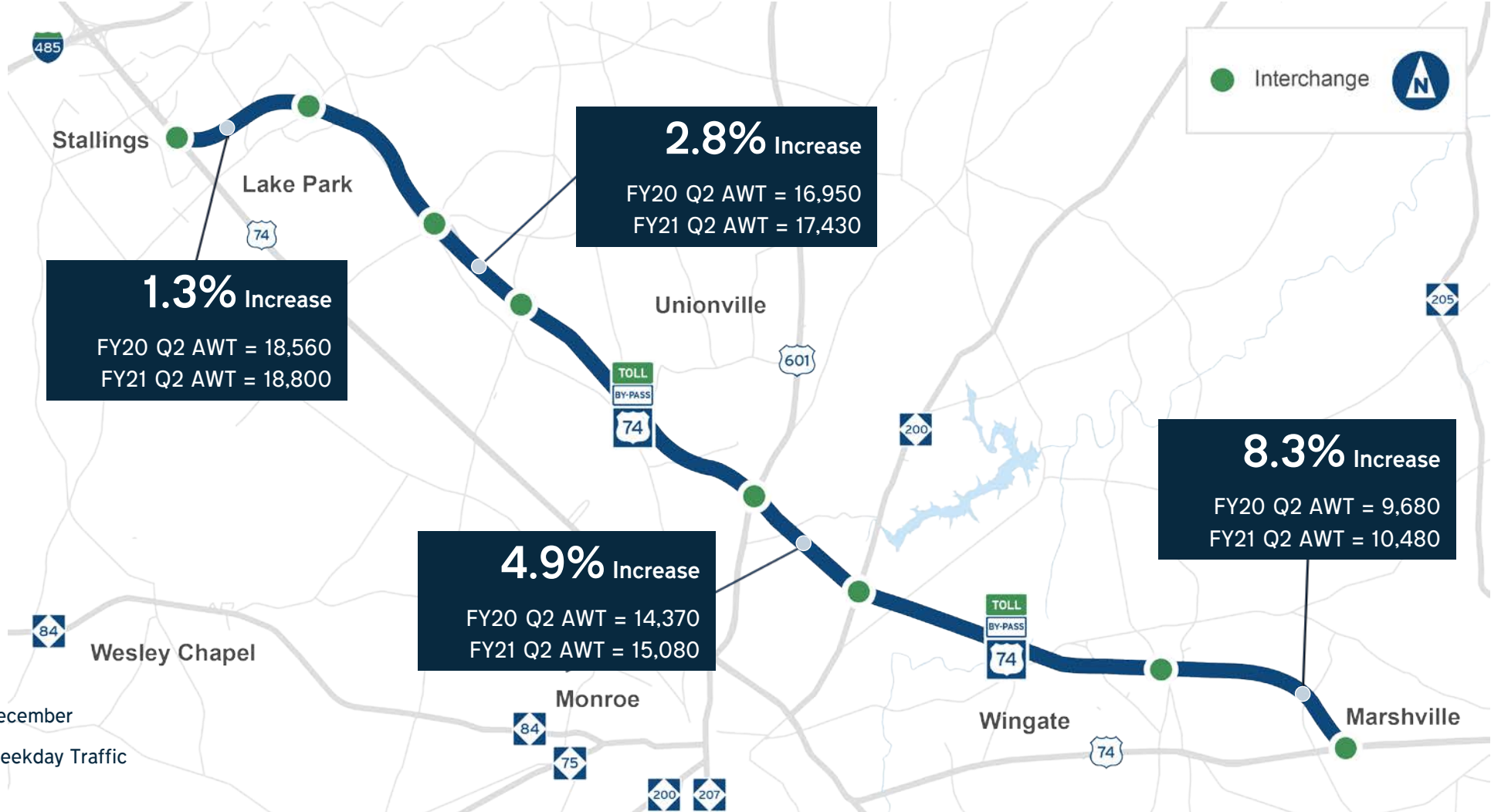






Mainline Traffic Statistics

Monroe Expressway



Roadway Maintenance Statistics

Monroe Expressway

	Baseline
Road Surface	97.9
Unpaved Shoulders and Ditches	97.5
Drainage Structures	92.2
Roadside	89.8
Traffic Control Devices	90.5
Overall	93.4











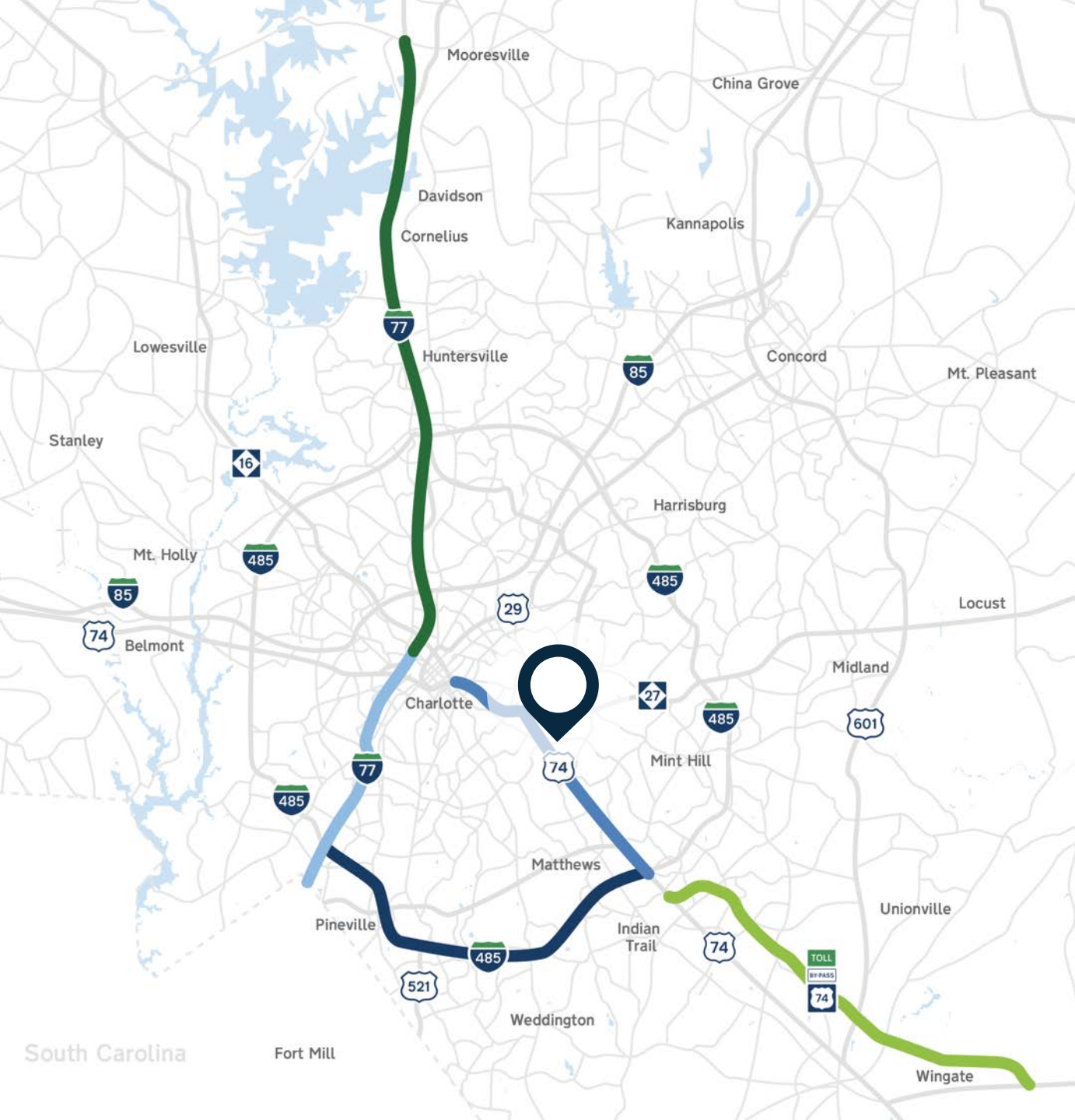
Chief Engineer's Update

Rodger Rochelle, P.E.
Chief Engineer

U.S. 74 Express Lanes

Dedicated lanes for
drivers seeking reliable
travel times and
improved connectivity in
the U.S. 74 corridor in
Matthews and Charlotte





Background

- US 74 Corridor Improvements
 - STIP Projects U-6103 and U-2509
 - Both are committed projects
 - Funded and scored as a Statewide Mobility project
 - Includes general purpose lanes, interchanges, parallel streets, express lanes and direct connectors

- Combined Cost \$1B +
 - \$450M programmed for combined project in 2020-2029 STIP
 - Remainder post year

Corridor Implementation Strategy

Previous Strategy

1. Complete U-6103
2. Complete Parallel Routes
3. Complete US 74 mainline and express lanes

Revised Strategy

1. Itemize the smallest reasonable construction segments
2. NCDOT/NCTA prioritize US 74 improvements
3. Allow Stakeholders to prioritize parallel route segments
4. Combine the two sets of priorities, balancing access, connectivity, US 74 throughput and express lanes
5. STIP amendments

Three Types of Project Segments

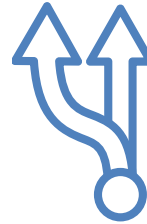
Connectivity Improvements



**Expand Connectivity
across and along U.S. 74**

- ✓ Add interchanges/grade separations across U.S. 74
- ✓ Connect collector network parallel to U.S. 74

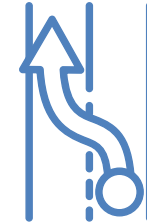
Mainline/General Purpose Lanes Improvements



**Improve Mobility along
the Corridor**

- ✓ Remove traffic signals
- ✓ Add general purpose lane capacity

Express Lanes Additions

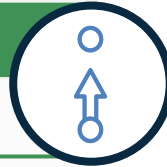


**Provide Travel Choice
and Improve Mobility**

- ✓ Add express lanes
- ✓ Add direct connectors

Project Segments

Connectivity Improvements



Current TIP No.	Segment	Project Type	Description
U-2509	C1	Grade Separation	Sharon Forest Dr interchange
U-2509	C2	Interchange	Harris Blvd/Margaret Wallace Rd/Village Lake Dr interchange
U-2509	C3	Grade Separation	Krefeld Dr interchange
U-2509	C4	Parallel Streets	Margaret Wallace Rd/Arequipa Dr area
U-2509	C5	Parallel Streets	Krefeld Dr south area
U-2509	C6	Interchange	Sardis Rd interchange
U-2509	C7	Parallel Streets	Arequipa Dr/Sardis Rd North area
U-2509	C8	Parallel Streets	Sam Newell Rd/Rice Rd/Independence Pointe Pkwy interchange
U-2509	C9	Parallel Streets	Independence Pointe Pkwy area 1 (Crown Point to Cracker Barrel)
U-2509	C10	Interchange	Matthews-Mint Hill Rd interchange
U-2509	C11	Parallel Streets	Independence Pointe Pkwy area 2 (Sleep Inn to NC 51)
U-2509	C12	Parallel Streets	Independence Pointe Pkwy area 3 (Matthews-Mint Hill Rd across I-485)
U-2509	C13	Parallel Streets	Northeast Pkwy
U-2509	C14	Interchange	Matthews Township Pkwy (NC 51) interchange

General Purpose Lane Improvements



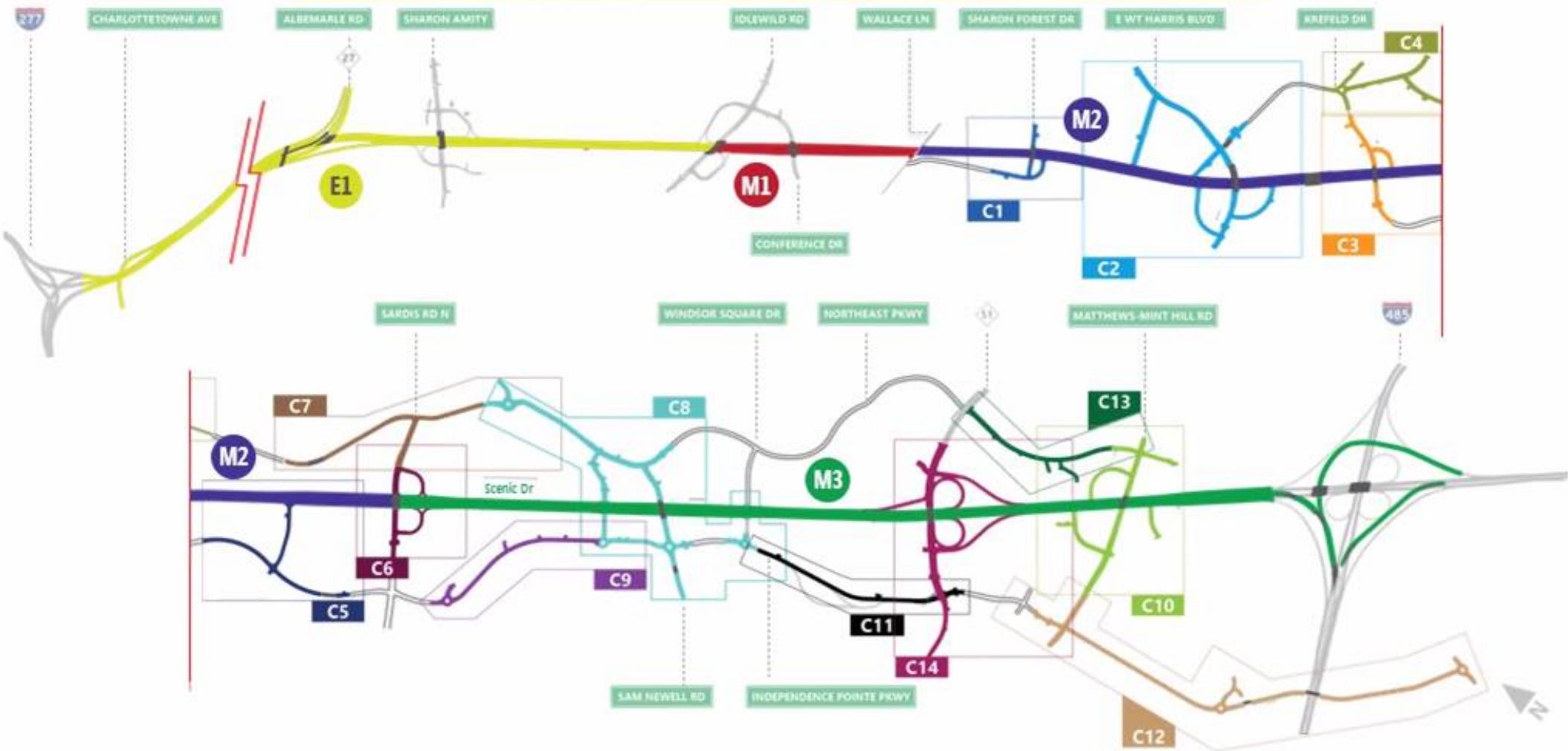
Current TIP No.	Segment	Project Type	Description
U-2509	M1	Mainline	Wallace Ln to McAlpine Creek
U-2509	M2	Mainline	McAlpine Creek to Sardis Rd
U-2509	M3	Mainline	Sardis Rd to Windsor Square Dr
U-2509	M4	Mainline	Windsor Square Dr to east of NC 51
U-2509	M5	Mainline	East of NC 51 to I-485

Express Lanes Additions



Current TIP No.	Segment	Project Type	Description
U-6103	E1	Express Lanes	I-277 to Idlewild Rd
U-2509	E2	Express Lanes	Idlewild Rd to Wallace Ln
U-2509	E3	Express Lanes	Wallace Ln to Sardis Rd (with DC)
U-2509	E4	Express Lanes	Sardis Rd to I-485
U-2509	E5	Express Lanes	Conference Drive DCs (both directions)
U-2509	E6	Express Lanes	US 74/I-485 DCs

Project Segments



Corridor Implementation Strategy – Considerations

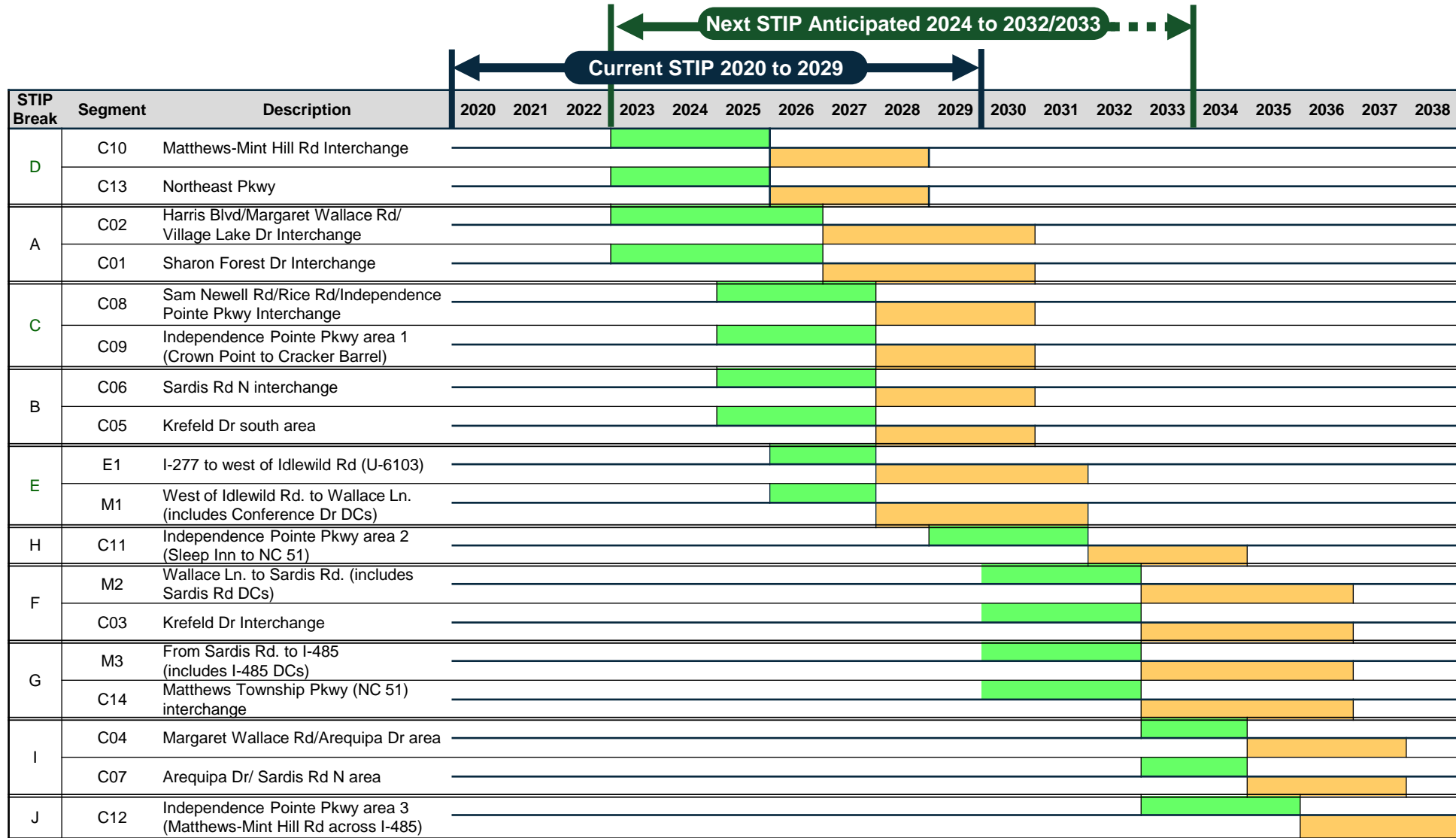


- Stakeholder Input
- Traffic Operational Benefits
- Costs and Funding Availability
- Right-of-Way
- Toll Operations Cost vs Revenue
- Constructability/Maintenance of Traffic

Segment #	Segment Description	Cross-Street + Ramp Daily Traffic Volume	Ranking Based on Daily Traffic Volume
C01	Sharon Forest Dr Interchange	3,700	7
C02	Harris Blvd/Margaret Wallace Rd/Village Lake Dr Interchange	78,600	1
C03	Krefeld Dr Interchange	22,700	6
C06	Sardis Rd N interchange	66,800	3
C08	Sam Newell Rd/Rice Rd/Independence Pointe Pkwy Interchange	35,700	4
C10	Matthews-Mint Hill Rd Interchange	33,800	5
C14	Matthews Township Pkwy (NC 51) interchange	70,600	2

Segment #	Segment Description	Project Type	Utility Cost	ROW Cost	Construction Cost	Total Cost
C01	Sharon Forest Dr Interchange	Interchange	\$333,000	\$14,200,000	\$7,000,000	\$21,533,000
C02	Harris Blvd/Margaret Wallace Rd/Village Lake Dr Interchange	Interchange	\$1,412,000	\$50,100,000	\$33,400,000	\$84,912,000
C03	Krefeld Dr Interchange	Interchange	\$416,000	\$11,600,000	\$11,300,000	\$23,316,000
C04	Margaret Wallace Rd/Arequipa Dr area	Parallel Streets	\$665,000	\$7,900,000	\$5,800,000	\$14,365,000
C05	Krefeld Dr south area	Parallel Streets	\$665,000	\$4,000,000	\$11,400,000	\$16,065,000
C06	Sardis Rd N interchange	Interchange	\$499,000	\$15,800,000	\$16,900,000	\$33,199,000
C07	Arequipa Dr/ Sardis Rd N area	Parallel Streets	\$748,000	\$11,600,000	\$14,000,000	\$26,348,000
C08	Sam Newell Rd/Rice Rd/Independence Pointe Pkwy Interchange	Interchange	\$1,661,000	\$42,300,000	\$20,600,000	\$64,561,000
C09	Independence Pointe Pkwy area 1 (Crown Point to Cracker Barrel)	Parallel Streets	\$523,000	\$12,600,000	\$8,200,000	\$21,323,000
C10	Matthews-Mint Hill Rd Interchange	Interchange	\$1,163,000	\$43,000,000	\$21,600,000	\$65,763,000
C11	Independence Pointe Pkwy area 2 (Sleep Inn to NC 51)	Parallel Streets	\$2,845,000	\$18,200,000	\$11,200,000	\$32,245,000
C12	Independence Pointe Pkwy area 3 (Matthews-Mint Hill Rd across I-485)	Parallel Streets	\$1,578,000	\$16,400,000	\$26,500,000	\$44,478,000
C13	Northeast Pkwy	Parallel Streets	\$499,000	\$8,600,000	\$5,400,000	\$14,499,000
C14	Matthews Township Pkwy (NC 51) interchange	Interchange	\$1,993,000	\$18,300,000	\$23,800,000	\$44,093,000
E01	From I-277 to west of Idlewild Rd (U-6103)	Express Lanes				\$105,000,000
M01	From west of Idlewild Rd to Wallace Ln (includes Conference Dr DCs)	GP & Express Lanes	\$0	\$32,900,000	\$35,250,000	\$68,150,000
M02	From Wallace Ln to Sardis Rd (includes Sardis Rd DCs)	GP & Express Lanes	\$5,611,000	\$39,200,000	\$70,350,000	\$115,161,000
M03	From Sardis Rd to I-485 (includes I-485 DCs)	GP & Express Lanes	\$8,305,000	\$67,000,000	\$168,400,000	\$243,705,000
	Total		\$28,916,000	\$413,700,000	\$491,100,000	\$1,038,716,000

Programming Scenario





Complete 540

Complete 540

Settlement Agreement

Commitment	Status Update
Land Acquisition	<ul style="list-style-type: none">-Support for Wake County Open Space Program-Agreement with Wake County executed in May 2020-Processing disbursement of funds to Wake County
Stream Protection/Mitigation	<p>Additional stream mitigation beyond permitting requirements</p> <ul style="list-style-type: none">-2 batches – 35,000 linear feet now; 12,000 linear feet in the future-Determined priorities with the Neuse & Tar-Pamlico River Basin Partnership-Better for the environment, providing sooner, more economical-Three contracts executed
Air Quality	<ul style="list-style-type: none">-Support GoTriangle’s use of NC 540 through funding partnerships-Agreement executed in January 2021
	<ul style="list-style-type: none">-NCDOT issued equipment anti-idling guidelines in December 2020
	<ul style="list-style-type: none">-NCDOT developed guidance on greenhouse gas emissions analyses in certain NEPA documents

Archaeological Data Recovery & Grave Relocation

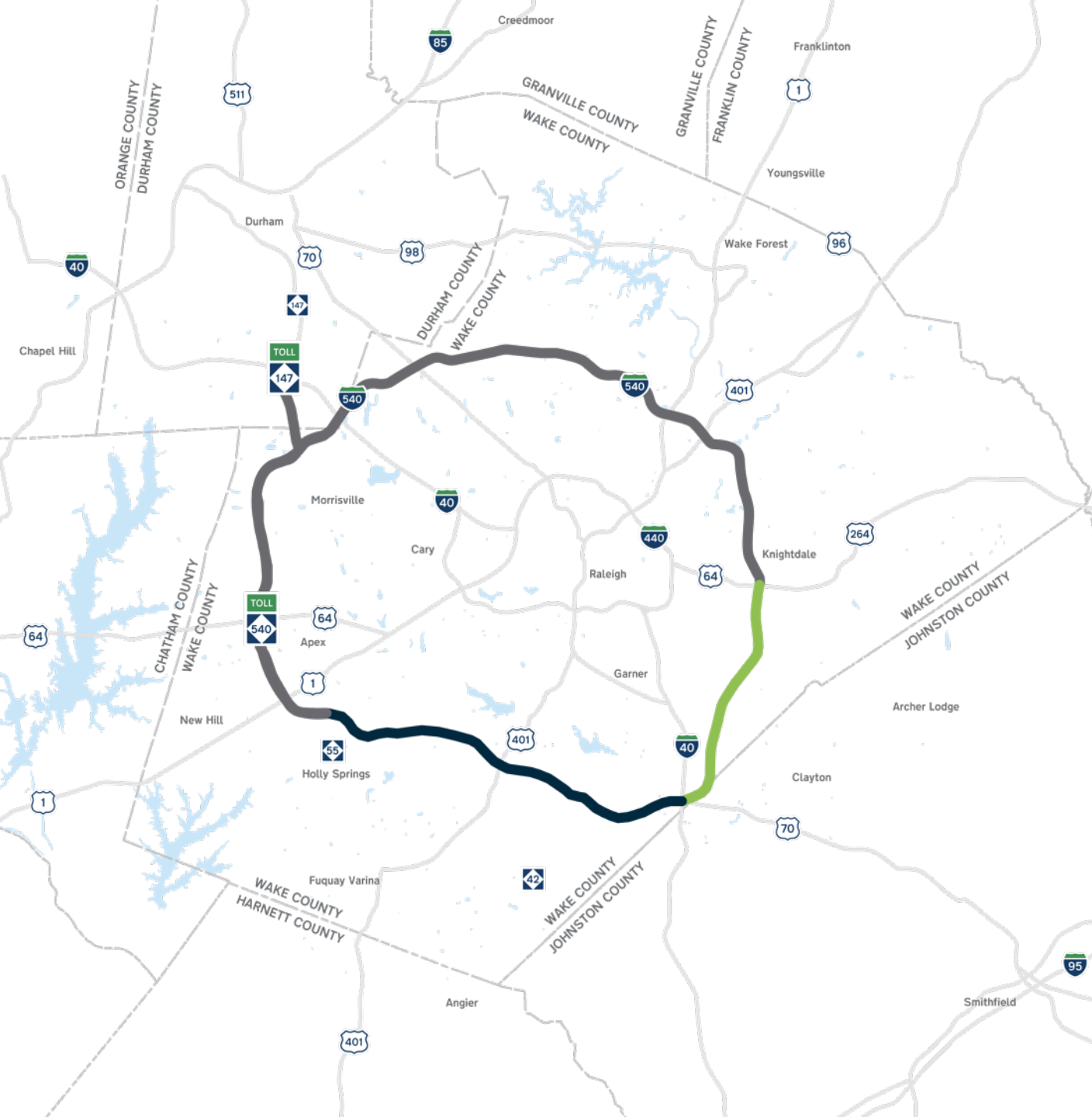
abc NEWS WATCH VIDEOS Raleigh

SHARE
TWEET
EMAIL

SOCIETY
10,000-year-old jewelry among artifacts found while clearing land for I-540 project

By Ed Crump
Thursday, January 14, 2021





- Open to traffic (42 miles)**
I-540 & Triangle Expressway
- Under construction (18 miles)**
Southern Wake Expressway (Phase I)
- Missing link (11 miles)**
Eastern Wake Expressway (Phase II)

Eastern Wake Expressway - Project Activities

Completed Activities

- Environmental Document
- Section 404/401 Corridor Permits
- Biological Opinion
- Air Quality Conformity
- Preliminary Design/Public Hearing Map
- Final Surveys
- Interchange Access Reports
- Service Road Study

Activities Underway

- Reevaluation of Traffic Forecasts and Analysis
- Refining Preliminary Design
- Confirming Environmental Mitigation Availability
- Traffic and Revenue Studies
- Roadway and Structure Geotechnical Investigations

Future Preconstruction Activities

- Refining Project Cost Estimate
- Other Financial Preparations
- Pavement Design and Life Cycle Cost Analyses
- Plans for right-of-way acquisition (no MAP Act)
- Utility Coordination
- Railroad Coordination
- Procurement Strategy
- Industry Coordination

R-2829
Potential Long Lead Items



Possible Project Break Point between Sta 1177+00 and 1186+00

Cardinal Gas Pipeline
Sta 1010+50

WRAL TV Tower
Anchor Sta 1111+50

Norfolk Southern and
NC Railroad Crossing
Sta 1157+50

Farmdale Acres
Community Well
Sta 1251+00

Raleigh 2-72" Sewers
Sta 1310+50

Planned Raleigh 96"
Sewer Sta 1323+00

FAA Tower
Sta 1208+00

Neuse River Bridge
NMFS and Neuse
River Trail Relocation
Sta 1321+00

Raleigh Rugby Club
and Cell Phone Tower
Sta 1433+00

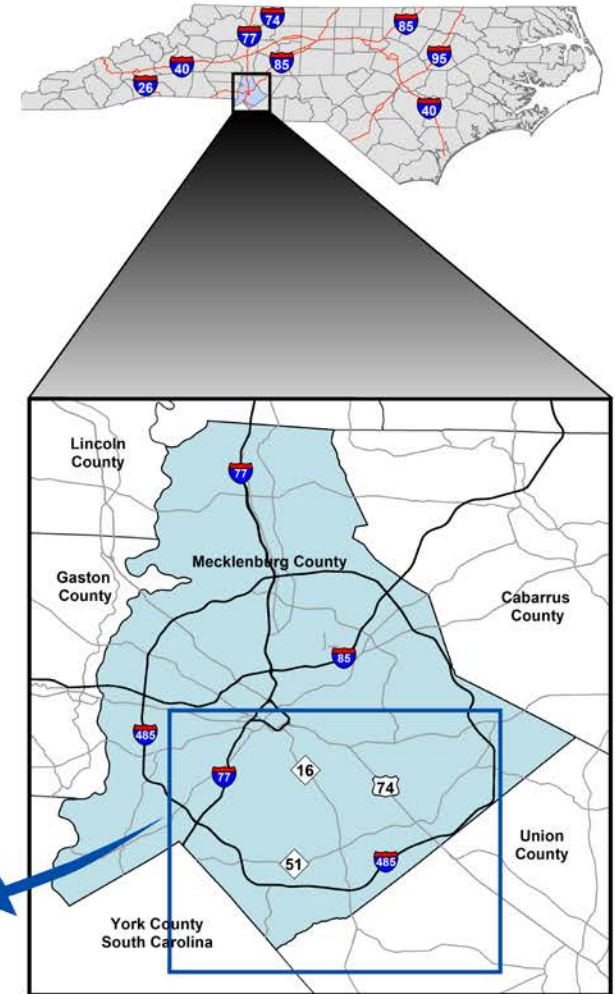
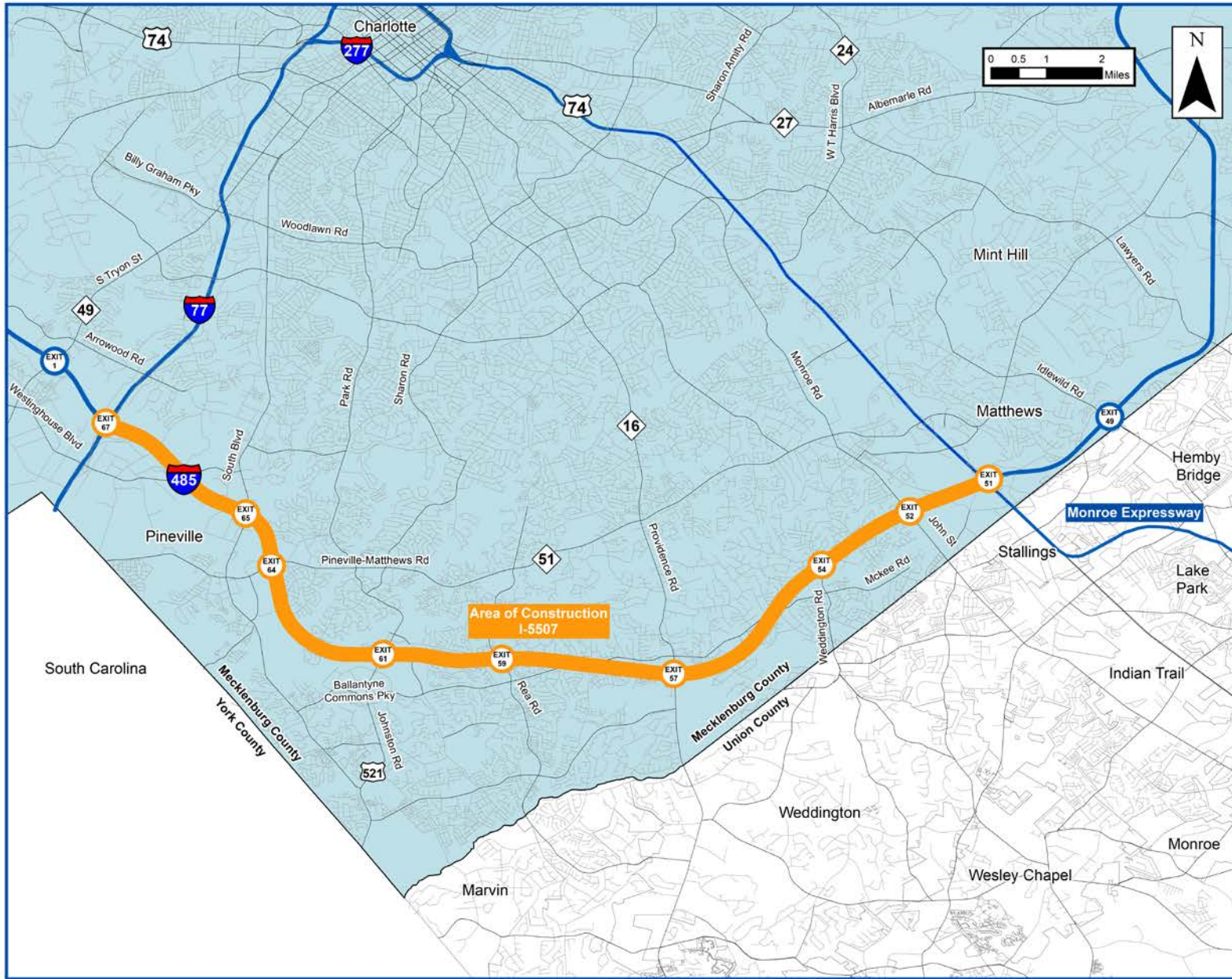
Knightdale Estates Mobile
Home Park Community
Water System
Sta 1439+00

Program Development Update

Andy Lelewski, PE
Director of Program Development

I-485 Express Lanes Update

Andy Lelewski, PE
Director of Program Development



Division 10 Construction Update



Looking Eastbound

Westinghouse Blvd. Direct
Connectors

Division 10 Construction Update



Looking Eastbound

Johnson Road Interchange

Division 10 Construction Update



Looking Westbound

Between Providence Rd. and
Rea Rd.

Division 10 Construction Update



Looking Eastbound

John St. Interchange

Division 10 Construction Update

Toll-Related Construction Progress

- Toll Rate Message Signs (17)
- Static Toll Sign Groups (78)
- Power Services (47)
- ITS/AET Conduit (25.3 mi)
- AET Toll Gantry (9)
- ITS Devices (217)

Complete: 0	Under Construction: 0
Complete: 0	Under Construction: 0
Complete: 0	Under Construction: 0
Complete: 1.4	Under Construction: 0
Complete: 0	Under Construction: 0
Complete: 0	Under Construction: 0

Overall Construction Progress

- Asphalt Paving

Complete: 10%	
---------------	--

NCTA Construction-Related Activities

Recent NCTA Accomplishments

- NCTA / Division 10 / Design-Build contractor coordination

Upcoming NCTA Work

- Monitoring of toll-related work along the corridor and preparation for upcoming regular construction field reviews
- Continue review of construction submittals
- Coordinate with roadside toll technology project

Schedule

- Fall 2022 – Commencement of tolling

Communications & Marketing Update

Kimberlee Poulton

Marketing & Communications Director

Logen Hodges

Marketing & Communications Manager

How to Be a Good Neighbor – Virtually

Kim Poulton

The New Normal

**Overnight Move
to Virtual**





**Hope for the Best,
Prepare for the Worst**



First Things First

1

Pick Your Team

Create a well-equipped team for your meeting

2

Develop a Purpose

Make an outline of your objectives

3

Choose a Platform

Research platforms to see what's best for you

4

Provide Options

Have multiple options for attendees to join

5

Spread the Word

Utilize every median for inviting attendees

6

Get Online

Make a webpage to host meeting information

WebEx Events

Virtual Meeting Platform

Registration

Optional registration requirement for attendees

Chat Functionality

Chat privately amongst your team or publicly with attendees

Control Your Meeting

Mute upon entry feature can be applied to all attendees

Easy Q&A

Organized Q&A feature

Large Groups

Supports 3,000 participants & up to 1,000 panelists

Post-Event Features

Access to meeting recording and post-meeting analysis

Spread the Word

Website

Complete 540 Project Update - Elizabeth Woods Area

STIP Number R-2721A, R-2721B, R-2828 & R-2829

The N.C. Department of Transportation and the N.C. Turnpike Authority are hosting a virtual neighborhood meeting to discuss the upcoming construction activities near the Holly Springs Road interchange and Elizabeth Woods neighborhood.

NCTA is constructing the southern portion of the [Complete 540 project](#), which will extend the Triangle Expressway (Toll N.C. 540) from N.C. 55 Bypass to I-40.

The meeting will be a short presentation with time available for questions related to the project and schedule.

The meeting is scheduled for:

Wednesday, April 22, 2020
6-7 p.m.

Cisco Webex Virtual Meeting

How to Participate in the Meeting

There are two ways to join the meeting:

- [Click here to join online](#), Access Number: 740 692 660
- If you are having issues joining online or prefer not to join online, please call: (855) 797-9485, Access Number: 740 692 660

Need help as a first time WebEx guest online? [Go here](#).

Meeting Handout
Meeting Map
Meeting Video
Meeting Q&A

Contact

For additional information or question, please contact the project team:

complete540@ncdot.gov
1-800-554-7849

News & Events

[Press Releases](#)

[Public Meetings & Events](#)

[Public Meetings](#)

[Public Records](#)

[Social Media](#)

[Annual Reports](#)

[Newsletters](#)

[Media Inquiries](#)

Door Hanger



Oxford Green Drive Closure

The North Carolina Department of Transportation (NCDOT) and the North Carolina Turnpike Authority (NCTA) are constructing the southern portion of the Complete 540 project, which will extend the Triangle Expressway (Toll N.C. 540) from N.C. 55 Bypass to Interstate 40.

On or about November 3, Oxford Green Drive will permanently close where it currently connects to Bells Lake Road in order to construct the on and off ramps for the future Toll N.C. 540 interchange at Bells Lake Road. Prior to closing Oxford Green Drive at Bells Lake Road, contractors for the project will extend existing Pony Soldier Drive to connect to Oxford Green Drive. Once complete, residents on Oxford Green Drive will access Bells Lake Road and West Lake Road using the extension of Pony Soldier Drive. Please see the other side of this flyer for a map with details.

NCTA will host a virtual neighborhood meeting to share further details. There will be a short presentation and time available to answer questions. This meeting will be hosted virtually via the online platform, Webex. Please give yourself 10 minutes to login before the meeting begins!

When
Thursday, October 29, 2020
6:00 p.m. – 7:00 p.m.

Or Call-In
+1 (855) 797-9485
Access Number: 131 493 9191

Join Online
[ncdot.gov/news/public-meetings/Pages/R-2721A-2020-10-29.aspx](#)
More information and how to join the WebEx will be on the website above



SCAN ME
to access
meeting
information

If you have any questions, please contact us at [complete540@ncdot.gov](#) or 1-800-554-7849

**Rehearse!
Rehearse!
Rehearse!**



**Hold Multiple
Rehearsals**



**Check the
Equipment**





Organize the Q&A

1

Get Ahead

Allow attendees to submit questions ahead of time

2

Provide Options

Have multiple options for attendees to ask questions

3

Inform Residents

Over-communicate how Q&A will work

4

Pick Your Team

Identify subject-matter experts to answer questions

5

Identify a Leader

Choose someone to act as MC during the Q&A

6

Organize Questions

Choose someone to assign questions to the team



Lights, Camera Action!



Get Camera Ready



Create a Conversation



Kathryn Lorbacher

Complete 540 Virtual Meeting

Rand Meadows & Crest of Carolina

December 14, 2020

Providing drivers more choices for their comm





Complete 540 Overview

Dennis Jernigan, PE



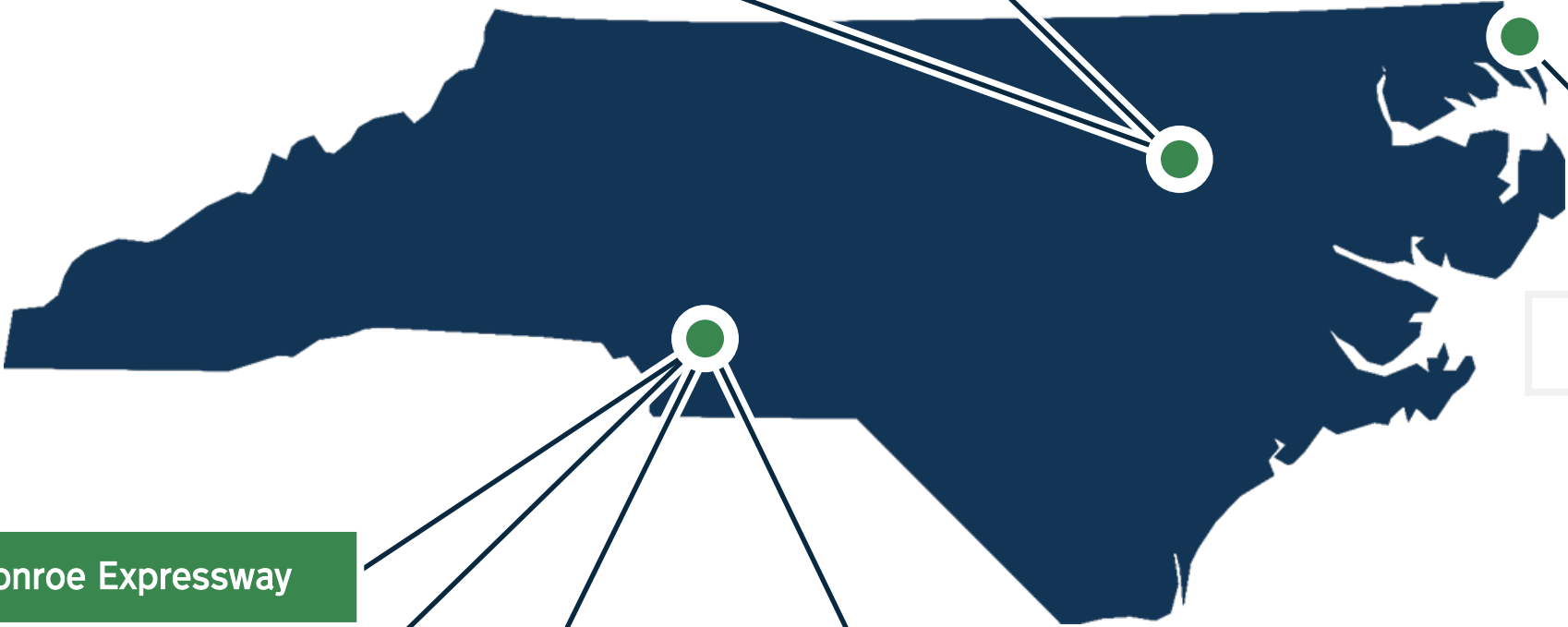
NORTH CAROLINA

Turnpike Authority



Triangle Expressway

Complete 540



Mid-Currituck Bridge

Monroe Expressway

I-77 Express Lanes

U.S. 74 Express Lanes

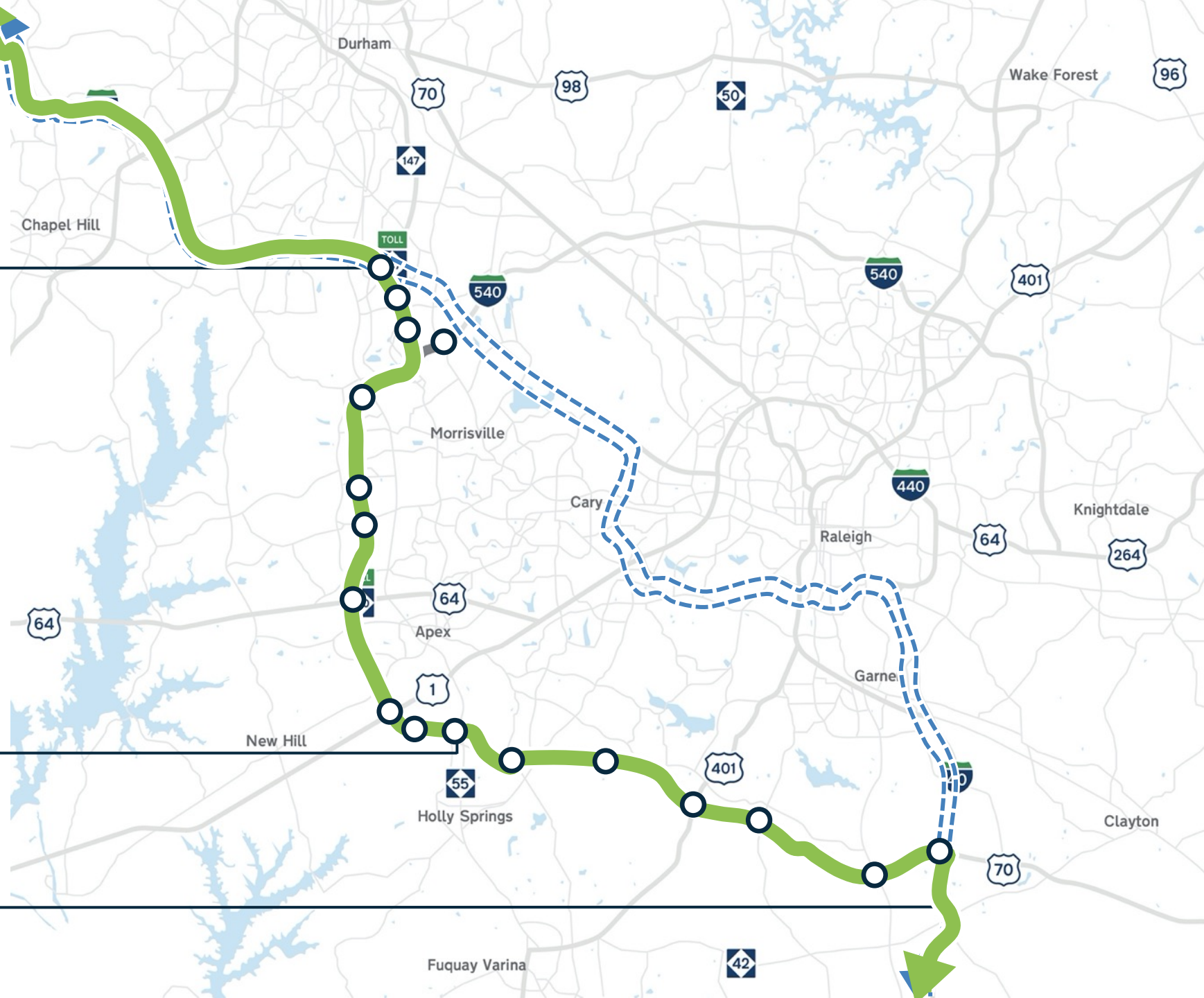
I-77 South Express Lanes

I-485 Express Lanes



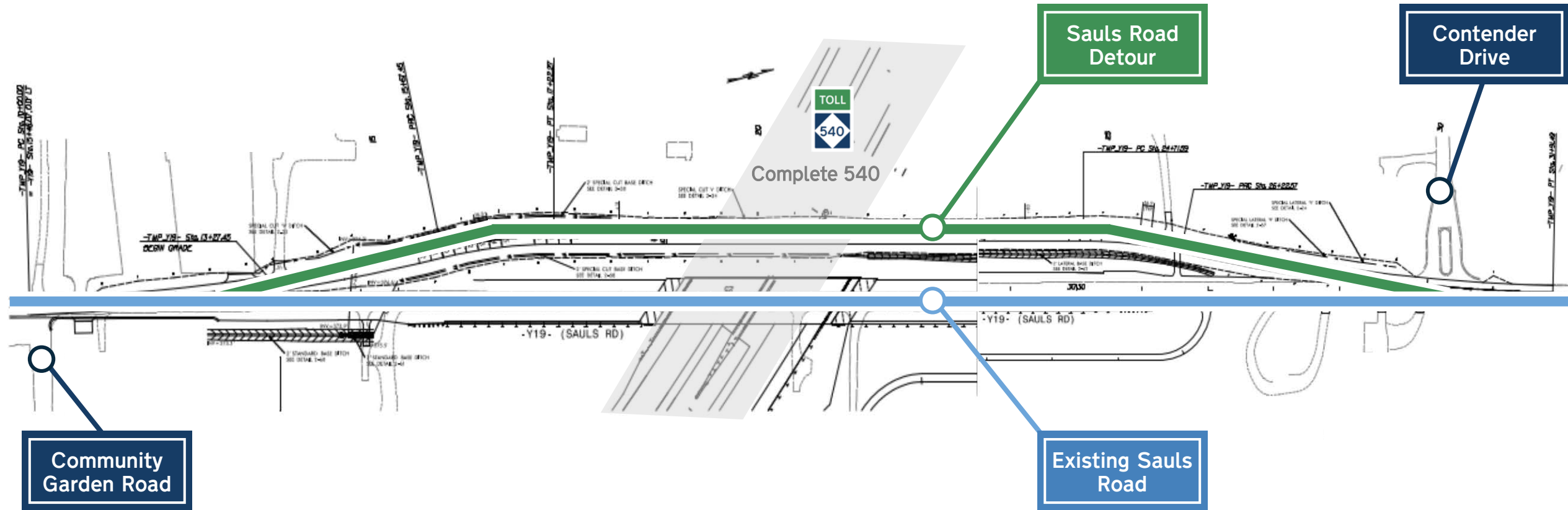
Triangle Expressway
Open to traffic

Complete 540 Phase I
Under construction



Sauls Road Detour

C



Questions?



Type Questions
in the Chat Box
to 'All Panelists'

Questions?



Type Questions
in the Chat Box
to 'All Panelists'

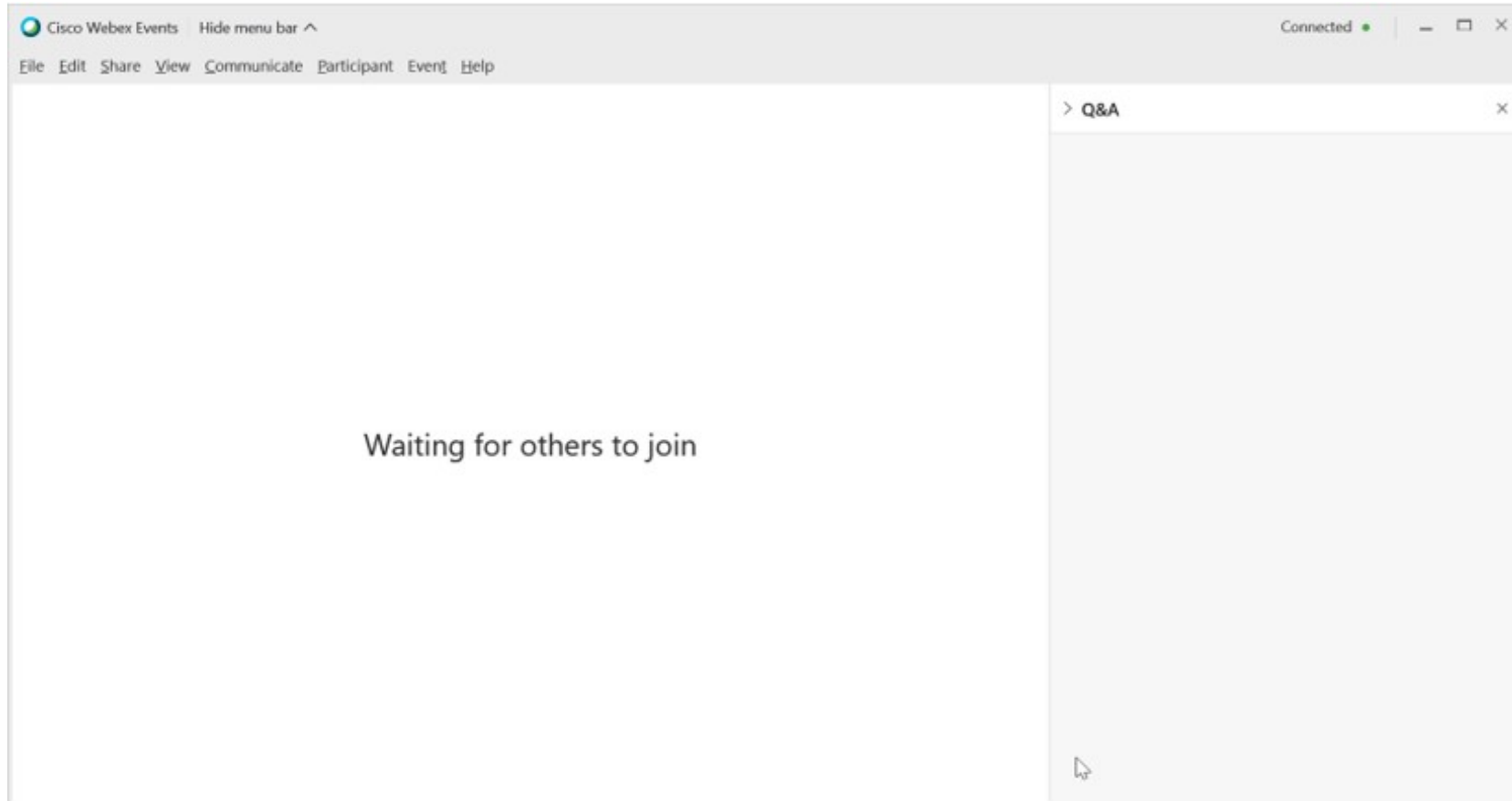


Questions?



Type Questions
in the Chat Box
to 'All Panelists'

Q&A Behind the Scenes





Host a Debrief Session

Have an Open Discussion

Discuss what went well and any items that could be improved

End on a High Note

End with a positive point and thank the team

Consider a Recording

Use the meeting recording or record the presentation after to post online

Discuss the Follow-Up

Make sure to follow up on any action items

2020 Outreach

7 Virtual Neighborhood Meetings

Nearly 250 Attendees

8 Virtual Civic Organization Presentations

Over 220 Attendees

“

That was a very nicely managed webex. The facilitation and instructions were clear and to the point. Very well managed on task.

”

“

Thank you for providing an update for us, appreciate it!

”

“

I would like to thank you all for this informative meeting. Good government at work.

”

“

Kudos. I know how difficult and nerve racking these virtual sessions can be for the organizers, so great job. I can't imagine how much practice you all had to do to get all the handoffs and coordination timed right.

”

“

Thank you all, great information, we really appreciate the partnership working with the neighborhood on this project!

”

“

Thank you. Nicely done tonight.

”

“

I did attend the virtual meeting and was very impressed. Information was clear, concise, and well presented.

”

“

Thank you all for your time tonight. Much appreciated.

”

Feedback

Contact Us

 ncdot.gov/complete540

 complete540@ncdot.gov

 1-800-554-7849

 @NCTurnpike

@NC_QuickPass

Contact Us



ncdot.gov/turnpike

ncquickpass.com



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

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



Thank you!