

North Carolina
DEPARTMENT OF TRANSPORTATION

North Carolina Turnpike Authority

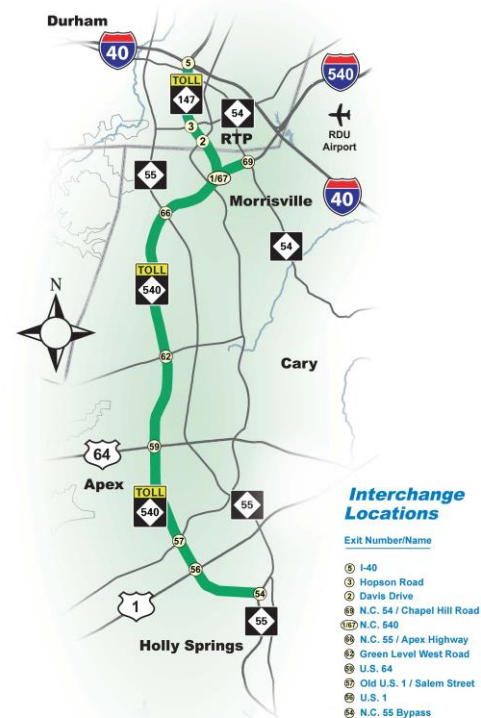
Greenfield AET – What NCTA Discovered
Andy Lelewski, P.E.

IBTTA Summit on All-Electronic Tolling, Managed Lanes & Interoperability
July 13, 2015

NC Turnpike Authority

- Tolling unit of the NCDOT
- Operate the 18.8 mile Triangle Expressway
- Lean organization, 13 staff members

Triangle Expressway All Phases Now Open



Upcoming NCDOT Toll Projects

Project Type	Project	Length	Construction Start
Expressway	Monroe Expressway	20 mi	Under Construction
Express Lane	I-77 Express Lanes	26 mi	FY 16
Express Lane	I-485	17 mi	FY 16
Express Lane	US 74 (Independence Blvd)	7 mi	FY 17
Expressway	Triangle Expressway Extension	27 mi	FY 18
Bridge	Mid-Currituck Bridge	7 mi	FY 19

Programmed for construction through FY 20
Source: NCDOT 2016-2025 STIP, June 2015



The Triangle Expressway

- North Carolina's first modern toll road
- AET toll collection using NC Quick Pass / Video
- 3M transactions, \$2.5M revenue / month



Lessons Learned

- Construction
- Operations
- Performance Management



Construction

- North Carolina contractors unfamiliar with tolling
- NCDOT unfamiliar with tolling
- Schedule management / incentives were key!



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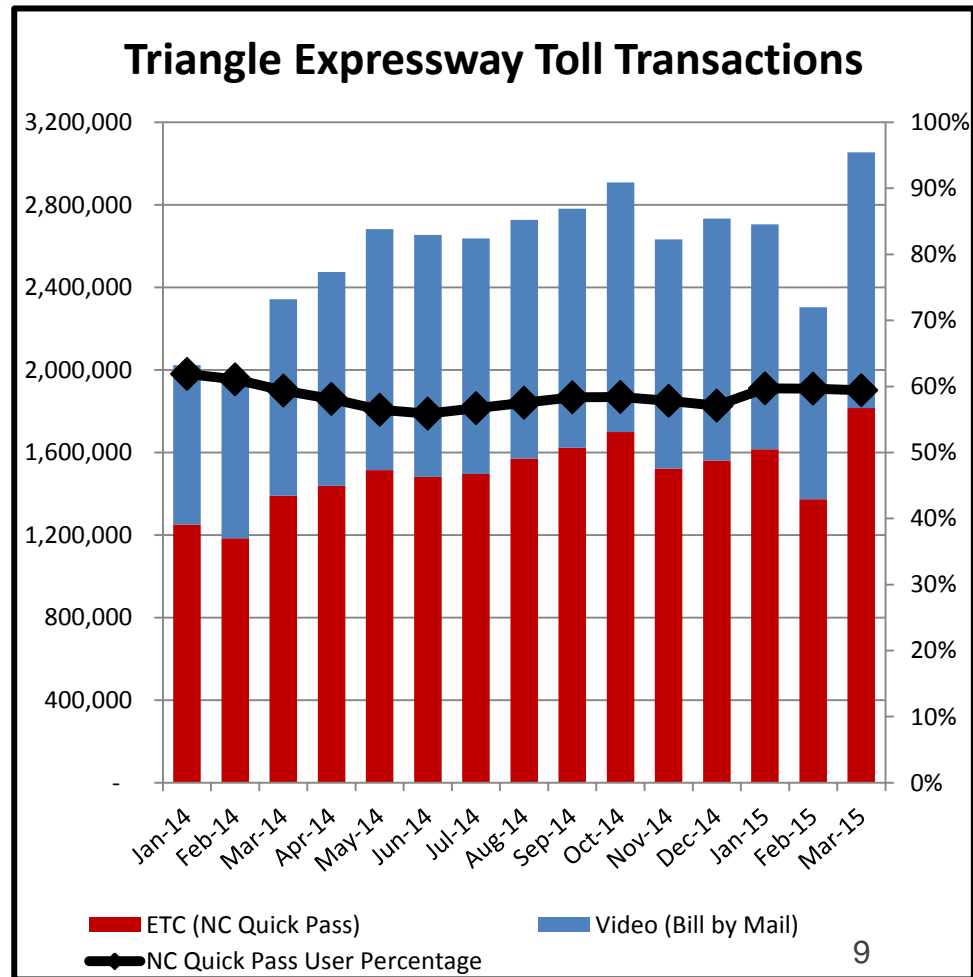
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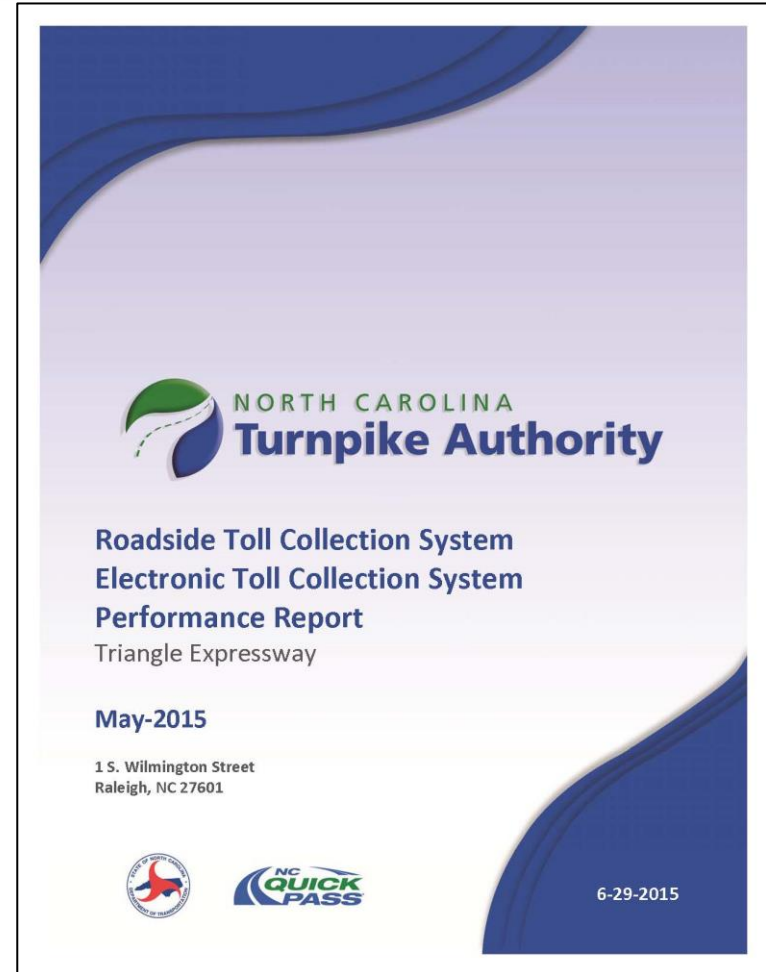
Operations

- With AET in North Carolina, less incentives to drive customers to pre-paid programs
- Develop a well thought out collections process



Performance Management

- Set, measure, and manage to your key performance indicators
- Report on everything
 - Roadside Toll / ITS Technology
 - Back Office
 - Operations (Staffing)
 - Roadway Maintenance
 - Toll System / Traffic Statistics



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For the Roadside Technology Contract:

Each month we measure:

- 50 key performance indicators
- Prescribed toll equipment maintenance activities
- Prescribed ITS equipment maintenance activities
- Prescribed toll facility maintenance activities

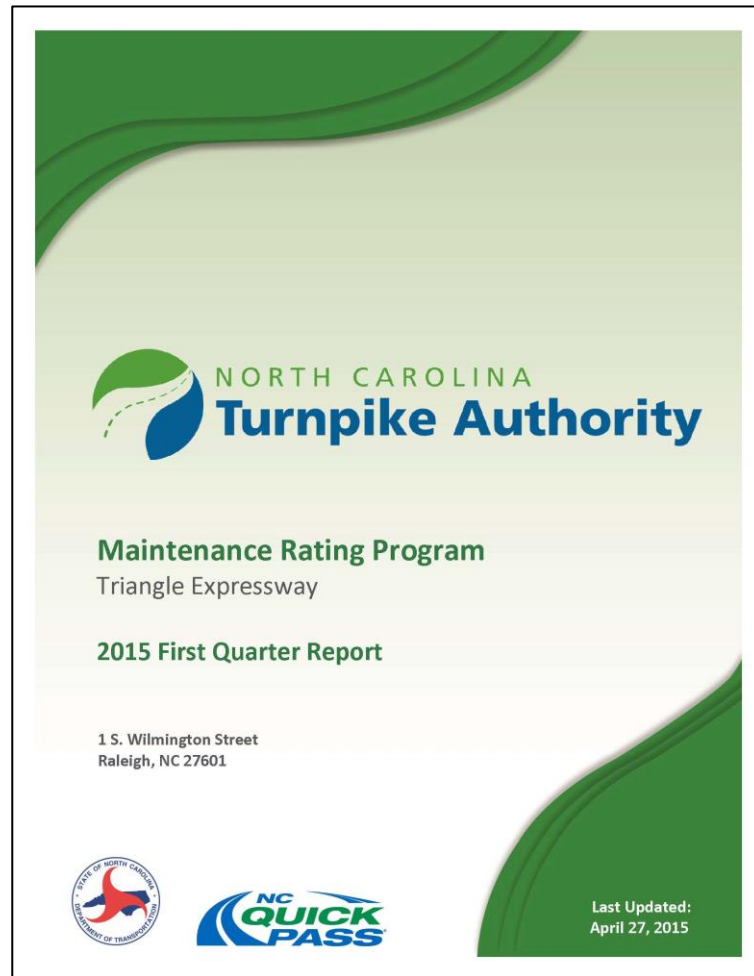
Each month we determine:

- Any notices, liquidated, or actual damages

This process also helps define staff expectations

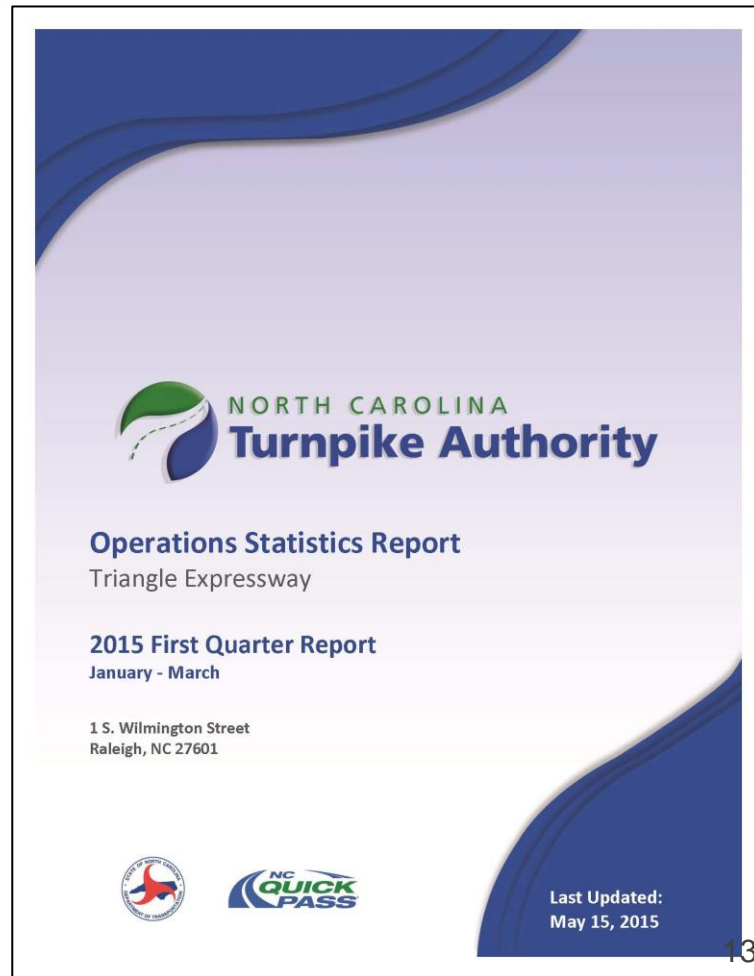
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Contract Management

- Set, measure, and manage to your key performance indicators
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Thank you!

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