

Triangle Strategic Tolling Study

Task 7 Technical Memorandum

STAKEHOLDER ENGAGEMENT SUMMARY

May 29, 2019

Table of Contents

1.0. INTRODUCTION	1
2.0. CORE TECHNICAL TEAM.....	2
3.0. STAKEHOLDER OVERSIGHT TEAM.....	4
4.0. STAKEHOLDER INTERVIEWS	6
5.0. PARTNER AND STAKEHOLDER ORGANIZATION PRESENTATIONS	9
6.0. WEBSITE	10
APPENDIX A	
APPENDIX B	

Tables

Table 1 CTT Members	2
Table 2 CTT Meeting Details	3
Table 3 Stakeholder Oversight Team Members	4
Table 4 SOT Meeting Details	5
Table 5 Stakeholder Interviewees	6
Table 6 Presentation Details	9

1.0. INTRODUCTION

The Triangle Region is one of the fastest growing in the country. This growth creates ongoing challenges for how we plan land use, transportation facilities, and resource investments. To help ensure continued competitiveness and the efficient movement of people and goods to and through our region, the Region performed a study to better define how tolling and express toll lanes would fit into a sustainable transportation system.

The study's purpose was to develop a toll road and/or express toll lane strategy and implementation plan outlining the purpose for, and ways to use, toll roads and/or express toll lane concepts to address current and future highway congestion, capacity, and funding deficiencies in the Triangle region. The study:

- Evaluated technology, operational structures, and performance measures to evaluate future tolling decisions.
- Analyzed impacts of tolling options on the regional multi-modal transportation network.

The results of the study will be used to assess the feasibility of and need for using toll roads and/or express toll lanes strategies to achieve regional objectives in the Metropolitan Transportation Plan (MTP).

This document summarizes the outreach efforts undertaken during the Triangle Strategic Tolling Study. The primary focus of the study's engagement efforts was to inform key stakeholders about tolling and express lanes. The following sections describe stakeholder activities over the study period.

2.0. CORE TECHNICAL TEAM

The Core Technical Team (CTT) consisted of 21 members who represented the Capital Area Metropolitan Planning Organization (CAMPO), the Durham Chapel Hill Carrboro Metropolitan Planning Organization (DCHC MPO) and the North Carolina Department of Transportation (NCDOT). This group's purpose was to review the study's technical products and provide comments. Table 1 lists the group's members.

Table 1 CTT Members

Name	Organization
Chris Lukasina	Capital Area Metropolitan Planning Organization
Shelby Powell	Capital Area Metropolitan Planning Organization
Alex Rickard	Capital Area Metropolitan Planning Organization
Paul Black	Capital Area Metropolitan Planning Organization
Kenneth Withrow	Capital Area Metropolitan Planning Organization
Felix Nwoko	Durham Chapel Hill Carrboro Metropolitan Planning Organization
Andy Henry	Durham Chapel Hill Carrboro Metropolitan Planning Organization
Yanping Zhang	Durham Chapel Hill Carrboro Metropolitan Planning Organization
Kosuk Chae	Durham Chapel Hill Carrboro Metropolitan Planning Organization
Derrick Lewis	North Carolina Department of Transportation
Richard Hancock	North Carolina Department of Transportation
David Keilson	North Carolina Department of Transportation
Scott Walston	North Carolina Department of Transportation
Doumit Ishak	North Carolina Department of Transportation
Clarence Bunting	North Carolina Department of Transportation
Andy Lelewski	North Carolina Turnpike Authority
Dennis Jernigan	North Carolina Turnpike Authority
Keith Holliday	North Carolina Turnpike Authority
Kendra Parrish	Town of Holly Springs
Ben Howell	Town of Morrisville
Joe Milazzo	Triangle Regional Transportation Alliance

CTT Meeting Details

Table 2 lists the four CTT and two special purpose meetings held at CAMPO offices during the study. Appendix A includes meeting summaries.

Table 2 CTT Meeting Details

Meetings	Date	Agenda Items
Kick-Off Meeting	6/7/17	<ul style="list-style-type: none"> • Work Plan & Schedule • Initial Data Needs • Public Engagement • SOT Workshop #1 Purpose, Invitees & Scheduling
Public Engagement	9/19/17	<ul style="list-style-type: none"> • Project Website • One-on-One Stakeholder Meetings • SOT Workshop #1
CTT Meeting #2	11/17/17	<ul style="list-style-type: none"> • Best Practices Memo Highlights • Project Website • One-on-One Stakeholder Meetings • SOT Workshop #1
Review of Proposed Corridors	5/17/18	<ul style="list-style-type: none"> • Initial Screening Criteria • Screening Analysis Process • Review Corridors Proposed for Tier 2 Screening
CTT Meeting #3	8/23/18	<ul style="list-style-type: none"> • Policy Considerations & Performance Measures • TOM Results for Proposed Corridors • Next Steps in Corridor Screening
CTT Meeting #4	2/22/19	<ul style="list-style-type: none"> • Tier 2 Screening Review • Toll Revenues & Transit Supportive • Travel Time Savings & Trip Dependability • Construction Costs • Impacts on Low Income Residents • Discussion of Tier 2 Findings

3.0. STAKEHOLDER OVERSIGHT TEAM

The Stakeholder Oversight Team (SOT) was comprised of 30 representatives of partner agencies with an interest in transportation planning and capital improvements. The SOT provided another perspective on the study’s technical products and offered new insights. Table 3 lists the group’s membership.

Table 3 Stakeholder Oversight Team Members

Names	Organizations
Bergen Watterson	Town of Chapel Hill
Tim Brock	Research Triangle Park
Geoff Green	Go Triangle
John Hodges-Copple	Triangle J Council of Governments
George List	N.C. State University
Natalie Britt	Durham
George Hoops	Federal Highway Administration
Chris Hills	Town of Knightdale
Reginald Johnson	Durham
Elvert Dorsey	Durham Housing Authority
Wayne Felton	Raleigh Housing Authority
Justin Jorgensen	Granville County
Kym Hunter	Southern Environmental Law Center
Kelly Junker	City of Raleigh
Aaron Nelson	Carolina Chamber
Chip Russell	Town of Wake Forest
Nishith Trivedi	Orange County
Scott Whiteman	Durham
Julie Bollinger	North Carolina Department of Transportation
Greg Burns	North Carolina Department of Transportation
Lynise DeVance	North Carolina Department of Transportation
Joey Hopkins	North Carolina Department of Transportation
Terry Hutchens	North Carolina Department of Transportation
Jamal Alavi	North Carolina Department of Transportation
Brandon Jones	North Carolina Department of Transportation
Valerie Jordan	North Carolina Department of Transportation
Mike Mills	North Carolina Department of Transportation
Gus Tulloss	North Carolina Department of Transportation
Rodger Rochelle	North Carolina Turnpike Authority

SOT Meeting Details

Table 4 lists the three SOT meetings while Appendix B includes meeting summaries.

Table 4 SOT Meeting Details

Meetings	Date	Location	Agenda Items
Meeting #1	3/7/18	Research Triangle Park Headquarters	<ul style="list-style-type: none"> • Triangle Region Conditions & Trends • Tolling & Express Lanes Overview • Stakeholder Meeting Themes • Policy Considerations & Potential Performance Measures
Meeting #2	9/20/18	Triangle J Council of Governments	<ul style="list-style-type: none"> • Latest Trends in U.S. Tolling & Express Lanes Practices • Initial Corridor Screening Results • Policy Considerations & Potential Performance Measures • Next Steps in Corridor Screening
Meeting #3	4/11/19	Triangle J Council of Governments	<ul style="list-style-type: none"> • Review Preliminary Screening Results • Tier 2 Corridor Evaluation Criteria • Review Tier 2 Corridors • Feedback on Upcoming Presentations

4.0. STAKEHOLDER INTERVIEWS

As part of the community outreach effort, stakeholder interviews were conducted with regional leaders in January 2018. The meetings ranged from individual discussions to sessions with multiple participants. The purpose of the interviews was to identify initial perceptions of tolling as a strategy to address mobility problems. The interviewees represented a broad cross-section of perspectives across the region. Meeting participants were asked to wear two hats: first, as a member of your industry and second, as a resident of the community with family and household needs – both critical to shaping a future in which everyone thrives. A total of 25 people participated in the interviews. Appendix C includes the invitation letter emailed to participants, as well as the list of questions posed to interviewees. Table 5 lists the persons who attended the sessions.

Table 5 Stakeholder Interviewees

Date	Location	Participant(s)
1/22/18	NCDOT Transportation Building	<ul style="list-style-type: none"> Secretary Jim Trogon Beau Memory Joey Hopkins
1/22/18	FHWA Division Offices	<ul style="list-style-type: none"> Lynise DeVance
1/23/18	John Locke Foundation Offices	<ul style="list-style-type: none"> Joe Coletti
1/23/18	Triangle J COG	<ul style="list-style-type: none"> Michael Grannis, Town of Clayton Vivian Jones, Town of Wake Forest Heidi Carter, Durham County Michael Parker, Town of Chapel Hill Barry Jacobs, Orange County Charlie Reece, City of Durham Will Allen, GoTriangle Joe Milazzo, Regional Transportation Alliance
1/23/18	Triangle J COG	<ul style="list-style-type: none"> Kym Hunter, Southern Environmental Law Center Matt Walker, Durham Department of Community Development
1/24/18	Triangle J COG	<ul style="list-style-type: none"> Derrick Lewis, NCDOT Richard Hancock, NCDOT David Keilson, NCDOT Tim Maloney, Wake County Ellen Beckmann, City of Durham Andy Henry, DCHC MPO George List, N.C. State University Bergen Watterson, Town of Chapel Hill Dylan Bruchhaus, Town of Morrisville
3/6/18	City of Raleigh	<ul style="list-style-type: none"> Eric Lamb

Participants were asked a series of questions and responded anonymously through electronic polling to give everyone equal opportunity to provide their input. Each question was followed up with discussion as needed to clarify comments or pull more information. Participants prioritized the current community issues potentially impacting the perception of tolling and/or implementing express toll lanes in the Triangle as shown in the following “Word Cloud”:



The “Word Cloud” shows responses based on the number of times those responses were mentioned or “voted” on by stakeholders.

Interviewees suggested the following as the biggest opportunities for improving the perception of tolling during the study:

- Outreach and education
- Marketing/social media (reach as many people as possible)
- Open Triangle Expressway early to demonstrate value
- Transparency related to cost of tolls, toll lane revenue, positives of Triangle Expressway and tolls based on traffic flow

Participants highlighted the following outreach and education topics as focal points during the study:

- Clear communication of benefits
- Express lanes are a choice (no free options are eliminated)
- Variety of ways and types to finance toll/express lanes
- Variety of ways to operate toll/express lanes (discounts, subsidies, HOV, etc.)
- Tolling options
- Funding of road improvements in the Triangle
- Need for toll/express lanes and the benefits compared to adding more general purpose lanes
- Awareness of funding changes for transportation projects

Stakeholders offered strategies for mitigating the impacts or perceived problems with tolling and express lanes (as prioritized using the following “Word Cloud”):



Stakeholders were asked about their views on potential environmental benefits/concerns; responses are shown in the “Word Cloud” below:



5.0. PARTNER AND STAKEHOLDER ORGANIZATION PRESENTATIONS

Throughout the study, stakeholder groups were briefed on national experience with tolling and express lanes operations and project activities. Table 6 summarizes presentations made to stakeholder organizations.

Table 6 Presentation Details

Date	Group	Location
10/30/16	Joint Meeting of CAMPO and DCHC Executive Boards	Friday Center, UNC-Chapel Hill
10/31/18	Joint Meeting of CAMPO and DCHC Executive Boards	Research Triangle Park Headquarters
5/2/19	North Carolina Turnpike Authority Board of Directors	NCDOT Transportation Building
5/16/19	Federal & State Transportation Staff	CAMPO Offices
6/12/19	DCHC MPO Executive Board	Durham City Hall
6/19/19	CAMPO Executive Board	CAMPO Offices

6.0. WEBSITE

A public website (<http://triangle tolling study.com/>) was established for the study. The website was a comprehensive source of project information, as well as a means for the public to communicate with the Study Team. The website offered information on the study's status, presentations given at stakeholder meetings, a glossary of terms and Frequently Asked Questions.

In addition to providing project-specific information, the website included videos explaining express lane use in other areas of the country. The site also provided links to CAMPO and DCHC MPO Twitter accounts.

Since the launch of the website, there have been over 360 users. Of that, 87 percent were new users. The website statistics are as follows:

