



MEETING MINUTES

NORTH CAROLINA TURNPIKE AUTHORITY
BOARD OF DIRECTORS – OPERATIONS COMMITTEE

DATE: April 12, 2018

TIME: 10:30AM

LOCATION: NCTA Main Conference Room

1 S. Wilmington Street, Raleigh, NC

ATTENDANCE

MEMBERS PRESENT

Montell Irvin, Jim Crawford

MEMBERS PRESENT VIA PHONE

Charles Travis

MEMBERS ABSENT

John Collett

AGENDA TOPICS

1. WELCOME/INTRODUCTIONS – MONTELL IRVIN, CHAIR

DISCUSSION SUMMARY

Chairman Montell Irvin welcomed everyone to the April 12, 2018 Operations Committee meeting and asked all in attendance, both by phone and in person, to introduce themselves. Mr. Charles Travis and Mr. Beau Memory joined by phone. Mr. John Collett was absent.

ACTIONS TAKEN

Information only/no action required.

2. CALL TO ORDER AND APPROVAL OF MARCH 19, 2018 MEETING MINUTES – MONTELL IRVIN, CHAIR

DISCUSSION SUMMARY

Chairman Irvin called the meeting to order and stated the Operations Committee minutes for the March 19, 2018 meeting were distributed prior to the meeting.

ACTIONS TAKEN

The minutes for the March 19, 2018 Operations Committee meeting were unanimously approved upon a motion by Mr. Jim Crawford, seconded by Mr. Charles Travis.

3. OPENING COMMENTS – BEAU MEMORY, NCTA EXECUTIVE DIRECTOR

DISCUSSION SUMMARY

Mr. Memory began his opening comments with an update on the Triangle Expressway, stating revenue for the month of February was 35% above projections and 12% year-over-year with more than \$4 million earned.

The month of March remained strong with over four million transactions, more than a 4.5% year-over-year increase. The NC Quick Pass Transponder AVI rate made up 60% of the March transactions, and the Customer Service Center sold over 8,500 Transponders.

Mr. Charles Travis inquired on lessons learned concerning lane charging of HOV/HOT lanes in the DC area that could be applied in North Carolina on I-485 to prevent an excessive amount of toll charges.

Mr. Memory explained a lesson from Virginia/DC's HOV/HOT lanes that can be applied to I-485 is the importance of communication with the public concerning tolling. Mr. Memory stated outreach is essential to the customers understanding of how these lanes work in relation to usage and pricing.

Chairman Irvin requested a report or email update on Mr. Memory's lessons learned to apply in North Carolina for the next operations meeting.

ACTIONS TAKEN

Information only/no action required.

4. BILL BY EMAIL PROGRAM – ANGELA QUEENLAND, MANAGER OF CUSTOMER SERVICE

DISCUSSION SUMMARY

Ms. Angela Queenland gave an overview of the Bill by Email Program, a new service that allows Bill by Mail customers to opt-in to receiving invoices by email.

Ms. Queenland explained customers can enroll in Bill by Email on the NC Quick Pass website or a mobile device.

Chairman Irvin inquired why an opt-in option is not automatic when email information is received and the customer could opt-out on the website after receiving invoice by email.

Ms. Queenland stated customer information from the DMV does not include email, and that customers opt-in by providing their email address.

Mr. Memory added there is legislation for the Bill by Email program that states customers can opt-in after receiving invoice by mail.

Chairman Irvin requested a cost saving analysis for Bill by Email versus Bill by Mail in nine months.

Mr. Andy Lelewski director of Toll Operations, explained data for cost savings is being analyzed and is in the preliminary stage, but an analysis could be reported for the requested timeframe.

ACTIONS TAKEN

Information only/no action required.

5. CUSTOMER SERVICE CENTER EXPANSION – ANDY LELEWSKI, P.E., DIRECTOR OF TOLL OPERATIONS

DISCUSSION SUMMARY

Mr. Andy Lelewski gave an update on the Customer Service Center Expansion in Morrisville. Mr. Lelewski explained since the opening of the Triangle Expressway, operational activities increased in toll collection phone calls, transponder sales, new accounts and customer walk-ins.

Mr. Lelewski stated the expansion included additional workstations, office space and technology enhancements.

Mr. Lelewski stated the opening of the Monroe Expressway and I-77 Express Lanes will increase daily activities at the Morrisville customer service center.

Chairman Irvin requested a future meeting for Operations Committee to be at the Customer Service Center.

Chairman Irvin inquired on the comparison to other states for workstations per call volume.

Mr. Lelewski explained a facility is driven by its business rules so it is difficult to compare, but NCTA most likely compares to E470 in Colorado.

Mr. Charles Travis inquired on the estimated date of marketing for the Monroe and I-77 projects.

Mr. Lelewski stated marketing will start a few months before the roads are open to the public. Mr. Lelewski added the Turnpike Authority has started programs to engage the community to increase their understanding of tolling.

ACTIONS TAKEN

Information only/no action required.

6. TRIANGLE EXPRESSWAY TRI-PROTOCOL AVI RETROFIT– ANDY LELEWSKI, P.E., DIRECTOR OF TOLL OPERATIONS

DISCUSSION SUMMARY

Mr. Lelewski gave a quick status update on the Triple Protocol Automated Vehicle Identification Retrofit.

Mr. Lelewski stated the Turnpike Authority is the only agency in the country that collect tolls with all three protocols considered for national interoperability.

Chairman Irvin inquired if most states use two protocols.

Mr. Lelewski explained majority of tolls are collected from agencies with one protocol, but newer agencies are using two.

Chairman Irvin inquired if the same protocols will be on I-77.

Mr. Lelewski stated all facilities will have the same equipment as the Triangle Expressway to read all three protocols.

ACTIONS TAKEN

Information only/no action required

7. ADJOURN – MONTELL IRVIN, CHAIR

DISCUSSION SUMMARY

Chairman Irvin opened the floor for questions or comments. No questions or comments were offered.

ACTIONS TAKEN

A motion to adjourn the April 12, 2018 Operations Committee meeting was unanimously approved upon a call for motion from Chairman Irvin, moved by Mr. Jim Crawford and seconded by Mr. Charles Travis. Chairman Irvin declared the meeting adjourned.