



Board of Directors – Operations Committee

Meeting Minutes

Date: September 19, 2019 @ 10:30 am

Location: NCDOT (6th floor Board Room)
1 S. Wilmington St. Raleigh NC 27601

Attendance

Members Present

Montell Irvin, Jim Crawford

Members Present Via Phone

Members Absent

Charles Travis

Welcome, Introductions, Call to Order & Declaration of Quorum – Montell Irvin, P.E., Chair

Discussion Summary

Chairman Montell Irvin welcomed everyone to the September 19, 2019 Operations Committee meeting and asked all in attendance, both by phone and in person, to introduce themselves. Chairman Irvin welcomed Vice Chair Perry Safran and thanked him for joining the meeting. Chairman Irvin thanked everyone for their efforts in hosting the September Operations Committee Meeting at the NC Quick Pass Customer Service Center.

Actions Taken

Information only, no action required

Approval of June 20, 2019 Meeting Minutes – Montell Irvin, P.E., Chair

Discussion Summary

Chairman Irvin called the meeting to order and stated the Operations Committee minutes for the June 20, 2019 meeting were distributed prior to the meeting.

Actions Taken

The minutes for the June 20, 2019 Operations Committee meeting were unanimously approved upon a motion by Mr. Crawford, seconded by Chairman Irvin.

Opening Comments – J. J. Eden, Executive Director

Discussion Summary

Mr. J.J. Eden began the opening comments with an introduction of the newest additions to the Turnpike staff, Manish Chourey, Chief Technology Officer and Leslie Schuck, Contact Administrator. Mr. Eden gave an update on the Triangle Expressway, stating revenue for July increased 15.1% year-over-year with nearly \$4.9 million.

The month of July remained strong with over 4.9 million transactions. The NC Quick Pass Transponder AVI rate made up 59.1% of those transactions.

Mr. Eden gave an update on the Monroe Expressway, stating transactions for the month of July were nearly 3.4 million, with a penetration rate of 33.5%. Mr. Eden stated revenue for Monroe was over \$1.8 million.

Actions Taken

Information only, no action required

Complete 540 Project Update – Rodger Rochelle, P.E., Chief Engineer

Discussion Summary

Mr. Rodger Rochelle gave an update on the Complete 540 Project and the settlement agreement.

Chairman Irvin commended all for the joint effort of reaching the settlement agreement in a timely manner.

Actions Taken

Information only, no action required.

Project Toll Technology Overview – Manish Chourey, Chief Technology Officer Andy Lelewski, P.E., Director of Program Development

Discussion Summary

Mr. Manish Chourey and Mr. Andy Lelewski gave an overview of the Project Toll Technology.

Chairman Irvin inquired if cleaning of the old data will take place during data migration. Mr. Chourey stated yes.

Chairman Irvin inquired if only three firms were shortlisted. Mr. Lelewski stated yes.

Chairman Irvin inquired if during the procurement process policy were guidelines observed for shortlisting. Mr. Lelewski explained yes Turnpike's legal representative Ebony Pittman worked to ensure all guidelines of the procurement policy are followed.

Chairman Irvin inquired if vendor selection was occurring in the next month. Mr. Lelewski explained the team was anticipating in the upcoming month to identify firm(s) to negotiate with, followed by vendor selection by late 2019/early 2020.

Chairman Irvin inquired if the new vendor will retain the current staff in the customer service center. Mr. Eden explained staff interviews are held by the new vendor and typically retain key personnel to minimize negative impacts on the business due to the transition.

Actions Taken

Information only, no action required

Customer Service & Call Center Update – Angela Queensland, Manager of Customer Service

Discussion Summary

Ms. Angela Queensland gave an update on Customer Service and the Call Center.

Chairman Irvin inquired if the lease for additional space signed. Ms. Queensland stated terms are set and currently in the process of signing.

Mr. Jim Crawford inquired if the cost of postage for Bill by Mail increased. Ms. Queensland stated it stayed the same.

Actions Taken

Information only/no action required.

2020 Operations Committee Meeting Dates – Montell Irvin, P.E., Chair

Discussion Summary

Chairman Irvin gave an overview of the 2020 Operation Committee meeting dates. Chairman Irvin requested committee members to review dates until next meeting for approval.

Actions Taken

Information only/no action required

Adjourn – Montell Irvin, P.E., Chair

Discussion Summary

Chairman Irvin opened the floor for questions. No questions offered.

Actions Taken

A motion to adjourn the September 19, 2019 Operations Committee meeting was approved upon a call for motion from Chairman Irvin, moved by Mr. Crawford.

Chairman Irvin declared the meeting adjourned.