



Board of Directors – Operations Committee

Meeting Minutes

Date: March 19, 2020 @ 10:30 am

Location: via conference call/webinar

Attendance

Members Present

Members Present Via Phone

Montell Irvin, Sam Hunt, Mary Clayton,
Charles Travis, Perry Safran

Members Absent

Welcome, Introductions, Call to Order & Declaration of Quorum – Montell Irvin, PE, Chair

Discussion Summary

Chairman Montell Irvin welcomed everyone to the March 19, 2020 Operations Committee meeting and asked all in attendance by phone and webinar to introduce themselves. Chairman Irvin thanked everyone for attending the first meeting via conference call/webinar.

Actions Taken

Information only, no action required

Approval of January 16, 2020 Meeting Minutes – Montell Irvin, PE, Chair

Discussion Summary

Chairman Irvin called the meeting to order and stated the Operations Committee minutes for the January 16, 2020 meeting were distributed prior to the meeting.

Actions Taken

The minutes for the January 16, 2020 Operations Committee meeting were unanimously approved upon a motion by Mr. Sam Hunt, seconded by Ms. Mary Clayton.

Opening Comments – J. J. Eden, NCTA Executive Director

Discussion Summary

Mr. J.J. Eden began the opening comments with addressing the Corona virus pandemic as it related to the Turnpike Authority. Mr. Eden expressed the health and safety of customers and staff are priority. Mr. Eden shared the walk-in Customer Service Centers are currently closed and staff are working from home. Mr. Eden stated traffic is down which is an indication of people staying home as directed by the stay in place order.

Mr. Eden gave an update on the Triangle Expressway, stating revenue for January increased 32% year-over-year with over \$5.1 million.

The month of January remained strong with over 4.8 million transactions. The NC Quick Pass Transponder AVI rate increased 5% year-over-year.

Mr. Eden gave an update on the Monroe Expressway, stating transactions for the month of January were nearly 2.8 million, and revenue was \$2 million.

Mr. Eden stated the month of January had over 24,000 transponders distributed with nearly 789,000 distributed program-to-date as of January 31st.

Actions Taken

Information only, no action required

Complete 540 Construction Update – Dennis Jernigan, PE, Director of Highway Operations

Discussion Summary

Mr. Dennis Jernigan gave an update on the Complete 540 Construction.

Chairman Irvin inquired if the preliminary engineering submittals are electronic. Mr. Jernigan stated yes.

Chairman Irvin inquired if the public was notified of the canceled public meetings during this time. Mr. Jernigan explained the communications team reached out to community leaders to reschedule and gave PIOs and Municipalities Turnpike's contact information to address any questions. Chairman Irvin suggested to have a webinar outreach for public meetings.

Actions Taken

Information only, no action required.

Morrisville Parkway Interchange Update & I-485 Project Update – Andy Lelewski, PE, Director of Program Development

Discussion Summary

Mr. Andy Lelewski gave an update on the Morrisville Parkway Interchange and the I-485 Project.

Chairman Irvin inquired if any impact or delays due to the virus. Mr. Lelewski stated no.

Actions Taken

Information only, no action required

Customer Service Center Update – Manish Chourey, Chief Technology Officer Angela Queenland, Manager of Customer Service

Discussion Summary

Mr. Manish Chourey and Ms. Angela Queenland gave an update on the Customer Service Center.

Chairman Irvin inquired on a model of the decline in traffic for the next couple of months due to the virus. Mr. Eden explained Mr. David Roy is working with PFM and others for contingency plans.

Ms. Mary Clayton inquired if the data from the Triangle Expressway the project to use for information for comparison. Mr. Roy stated yes.

Mr. Sam Hunt inquired on how call center employees are to work from home. Ms. Queenland explained employees will address on-line service request and provide step by step responses to customers for the on-line payment process.

Chairman Irvin inquired on the percentage of staff in call center since decrease in call volume from the virus. Ms. Queenland stated staff naturally decreased to 40 to 50% due to personal situations.

Actions Taken

Information only, no action required

Adjourn – Montell Irvin, PE, Chair

Discussion Summary

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

Actions Taken

A motion to adjourn the March 19, 2020 Operations Committee meeting was approved upon a call for motion from Mr. Sam Hunt, moved by Ms. Mary Clayton.

Chairman Irvin declared the meeting adjourned.