



Board of Directors – Operations Committee

Meeting Minutes

Date: October 21, 2021

Time: 9:30 AM

Location: Via teleconference/webinar & In Person
NCDOT Board Room - 150
1 S. Wilmington St. Raleigh NC 27601

Attendance

Members Present

Members Present Via Phone

Montell Irvin, PE; Chair, Mary Clayton, Sam Hunt,
Charles Travis

Members Absent

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

Discussion Summary

Chairman Montell Irvin called the January 27, 2022, North Carolina Turnpike Authority Operations Committee meeting to order and welcomed those in attendance. Mr. Irvin called roll and declared a quorum.

Actions Taken

Information only, no action required

Approval of October 21, Meeting Minutes – Montell Irvin, Chair

Discussion Summary

Mr. Montell Irvin noted everyone received a copy of the meeting minutes prior to the meeting and announced he would accept a motion to approve the October 21, 2021, meeting minutes as written.

Actions Taken

The October 21, 2021, Operations Committee meeting minutes were unanimously approved upon a motion by Mr. Sam Hunt and seconded by Mayor Charles Travis.

Opening Comments – J. J. Eden, Executive Director

Discussion Summary

Mr. J.J. Eden started his opening comments by welcoming everyone to the meeting and by making several introductions.

Mr. Eden introduced and welcomed the two new members of the NCTA Board.

Dr. Pamela Senegal, of Roxboro, is the President of Piedmont Community College. Mr. Eden shared that she is also a member of the Roxboro Savings Bank Board, the Caswell Economic Development Board, and the Person Memorial Hospital Board.

Mr. John Adcock, of Holly Springs, is an attorney with experience in municipal and government work. He has served as a member of various boards, including the Triangle Community Coalition and Capital Area Preservation.

Mr. Eden explained that Dr. Senegal and Mr. Adcock will be sworn in on February 9, 2022.

Mr. Eden also welcomed three new Turnpike team members:

Garrett Lee, Transportation Engineer Associate, joined us for the month of October, and you met him at the October Meetings. As part of the DOT Program, Mr. Lee is now working with us on special projects for a few months. We are glad to have him back with Turnpike.

Jacob Vlanich, Financial Analyst I, is joining David Roy's team. Born and raised in Raleigh, he is a graduate of NC State. He has experience in hospital finance and recently returned from a deployment with AmeriCorps NCCC through FEMA Corps where he spent time helping New Orleans recover from Hurricane Ida.

L.J. McCarthy, Technical Writer, is joining Manish Chourey's group supporting the Customer Service

and Toll Technology team. She has over 30 years of experience in the construction/engineering industry, with over 20 focused on the toll industry. Her professional focus has included business development, marketing, contract administration and proposal coordination. She is moving to North Carolina from Florida.

Mr. Eden talked about the positive things happening at the Turnpike and mentioned how excited he is with all of the new team members.

Mr. Eden summarized the November 2021, statistics. He stated that Triangle Expressway transactions totaled 5.11 million with \$4.64 million in revenue. Monroe Expressway transactions were at 3.46 million bringing the revenue for that period to \$2.35 million. Nearly 15,000 transponders were distributed. Turnpike has distributed nearly 1,107,700 transponders to date.

Mr. Eden talked about the challenges of workforce hires for both engineering and operations. Mr. Eden shared the August statistics for the Triangle Expressway. He stated that in August 2021 there were over 5.14 million transactions and revenue was approximately \$4.17 million. Mr. Eden also provided updates on the Monroe Expressway and stated that the facility had over 3.77 million transactions in August 2021 with revenue around \$2.06 million.

Mr. Eden stated that during August 2021 the NC Quick Pass program did well with around 21,800 transponders distributed. This brings the total to nearly 1,059,000 program-to-date.

Mr. Irvin commented on the matter of workforce hiring shortfalls. He said he knows it is a concern, but that as an organization we need to rise to that challenge and produce the service and results expected by the customer base. Mr. Hunt said that he knows that it is a widespread concern throughout the economy.

Actions Taken

Information only, no action required

Complete 540 Construction Update – Dennis Jernigan, PE, Deputy Chief Engineer for Highway Operations

Discussion Summary

Mr. Dennis Jernigan provided the committee with an update on Complete 540 construction and public outreach.

Mr. Jernigan stated that the Complete 540 R-2828 job would use all concrete pavement (on the mainline), and the “A” and the “B” jobs would be paved with asphalt. Mayor Chuck Travis asked why the contractor would be using asphalt versus concrete on a project. Mr. Jernigan explained that asphalt is cheaper but has an 8-year replacement cycle. The expected ‘life of concrete is generally about 35 to 40 years. He continued that asphalt is used on the ramps, because of the anticipated longer life expectancy of the material in that application. He mentioned that it is standard to use both materials.

Ms. Mary Clayton asked that in light of the reduction in the number of claims - and in respect to the completion date in 2024 – how confident Mr. Jernigan was about the figures being in the \$7 million range. Mr. Jernigan answered that the bulk of the settlements had been in regard to utility

relocations and right of way acquisition delays. With those being past issues, the remaining claims would not affect the ability of the contractors to progress the work. Ms. Clayton later noted that the Turnpike doesn't want to be impacted by further surprises during the next two years in regard to claim payments.

Mayor Travis asked Mr. Jernigan to discuss the sound walls. He asked if those now listed were included in the original scope of work. Mr. Jernigan replied that all three contracts were set up to include sound wall quantities. Contracts were designed to include a price of \$45 per square foot so that if there was a difference in the preliminary and final sound studies, the contractors would be adequately compensated. This approach is used to mitigate risk in regard to contract structure. Mayor Travis said that basically, it is an allowance in the contract that has been acted upon. He then asked if that was a correct statement. Mr. Jernigan confirmed this for Mayor Travis. Mr. Montell Irvin also noted that he was aware of other projects in the state having similar noise wall requirements.

Actions Taken

Information only, no action required

I-485 Express Lanes Update – Andy Lelewski, PE, Director of Program Development

Discussion Summary

Mr. Andy Lelewski provided the committee with updates on the I-485 Express Lanes and NCTA construction-related activities.

Mr. Lelewski introduced Mr. Brian Davis, P.E., Division 10 Resident Engineer. He provided an update on the construction of the I-485 Express Lanes project and shared pictures of toll sites under construction.

Mr. Montell Irvin asked for a reminder about the details of the new I-485 completion schedule. Mr. Lelewski stated that the schedule being tracked assumed the opening of the express lanes in late 2024. He explained that one of the first toll sites could be added later this year. This toll site would be used for site acceptance testing. During 2023 the civil infrastructure and the installation of toll equipment will both proceed towards completion. Ms. Clayton asked about the scheduled completion date in regard to the financial aspects of the budget for the project. Mr. Davis answered her question to say that the budget is 'over-running' by about a quarter of one percent. This translated to \$950,000. He said that I-485 was going well when considering the supplemental amounts and the changes in scope.

Mayor Travis asked that in regard to the purchase of tolling devices, how has the extended schedule affected the availability of equipment? How were procurement and the time-frame changes being handled? Mr. Lelewski stated that Mr. Manish Chourey would answer some of those issues in his presentation (#8), but also that he coordinated closely with Mr. Chourey regarding the turnover of tolling facilities and the intricate timing of such acquisitions with the toll system integrator's schedule. Mr. Chourey said that when establishing the procurement for the equipment, Turnpike had been very aware of the possibility of schedule changes. The RFP (Request for

Proposal) for I-485 Express Lanes was split into two phases. Phase One was designed to get the system delivered from the vendor and to get it tested and validated on one of the sites. Phase Two specified that Turnpike would allow up to 210 days of notice to the vendor for resumption of work. Phase Two required project completion at the end of that 210 days.

Mayor Travis asked if this would have to be re-negotiated. Mr. Chourey said that this timing detail was part of the original RFP. Mr. Lelewski also added that the construction part of the contract stated that the civil portion had to be built in time for the equipment phase to end appropriately. He stated that this is the process that was followed with the Triangle Expressway construction. Mayor Travis said that his concern was mainly about how the costs would be affected by the timing of equipment acquisition.

Actions Taken

Information only, no action required.

ITS America Conference Update – Andy Lelewski, PE, Director of Program Development

Discussion Summary

Mr. Lelewski shared information regarding the ITS America Charlotte Conference that took place December 7-10, 2021.

Actions Taken

Information only, no action required.

Customer Service & Toll Technology Update– Manish Chourey, Chief Technology Officer

Discussion Summary

Mr. Manish Chourey provided the committee an update on Customer Service and Toll Technology. In addition, he presented information regarding the I-485 Express Lanes Toll Collection System Contract Award, Triangle Expressway transactions, and Monroe Expressway Transactions. Ms. Angela Queenland, Manager of Customer Service, explained the benefits of a new Cloud Based System and the transition involved in its implementation.

Mr. Sam Hunt asked if agents who worked from home used the system with their mobile phones. Ms. Queenland stated that at the current time agents were receiving calls at the remote call center and the primary call center locations. There were currently no agents taking calls from home. Mr. Montell Irvin asked if the system would allow for that usage. Mr. Hunt continued with his question by asking if the phone system required specific phones. Ms. Queenland shared that one of the benefits of the new system is that no physical phone was required. The Cloud Based System can be accessed by using a laptop and a headset. Mr. Chourey added that once a secure system to gain credit card information access is established, there will be the option to have more remote agents.

Mr. Irvin asked about the lease term at the Rocky Mount location. Mr. Chourey stated that the lease is for 7 years, with the option to add 2 to 3 years, if needed. Mr. Irvin also asked if the plan for 80 agents at Rocky Mount allowed for social distancing accommodation. Mr. Chourey clarified that 80 was for total strength, but with social distancing allowances capacity would be 45 to 50 agents.

Actions Taken

Information only, no action required.

Closing Comments, Adjournment – Montell Irvin, Chair

Discussion Summary

Mr. Montell Irvin opened the floor for questions or comments. Mr. Irvin called for a motion to adjourn the January 27, 2022, North Carolina Turnpike Authority Operations Committee meeting.

Actions Taken

A motion to adjourn the January 27, 2022, Operations Committee meeting was approved upon a call for motion from Mr. Sam Hunt and seconded by Ms. Mary Clayton.