



Board of Directors – Full Board Meeting Minutes

Meeting Details

Date: Tuesday, May 31, 2022

Time: 09:30 AM – 11:00 AM

Location: Webinar/Teleconference
Transportation Highway Building
NCDOT Board Room - 150
1 S. Wilmington St.
Raleigh, NC 27601

Attendance

Members Present

Secretary Boyette, Robert Teer, Mary Clayton,
James Walker, John Adcock

Members Present Virtually

Montell Irvin, Charles (Chuck) Travis, Sam Hunt
(joined at 9:40 a.m.)

Members Absent

Dr. Pamela Senegal

Call to Order, Declaration of Quorum, Ethics Statement Review

Secretary Boyette, Chair

Discussion Summary

Chairman Secretary Boyette called the meeting of the Turnpike Authority Board of Directors to order at 9:30 a.m. on Tuesday, May 31, 2022, and conducted a roll call.

Members Present: Secretary Boyette, Vice Chair James (Jim) Walker, Robert Teer, Mary Clayton, John Adcock

Members present Via Webinar/Teleconference: Montell Irvin, Sam Hunt (joined at 9:40 a.m.), Chuck Travis

Members Absent: Dr. Pamela Senegal

Secretary Boyette declared a quorum with members present.

Secretary Boyette asked Ms. Ann Dishong, NCDOT Governance Program Director I, to read the Ethics Statement advising all members of the Board that may have any conflict of interest, or appearance of conflict, to refrain from participation in that particular item and to file the proper paperwork with the Logann Perry, Secretary to the Board.

Ms. Dishong shared "In accordance with the State Government Ethics Act, Executive Order No. 2 issued on January 12, 2009, and N. C. G. S. §143B-350, it is the duty of every Board member to avoid both conflicts of interest and appearances of conflict. "To comply with this statement and the State Ethics Law, I ask whether any Board member has a known conflict of interest or appearance of conflict with respect to any matters coming before the Board today."

"If so, please identify the conflict or appearance of conflict when the item appears on the agenda for consideration, refrain from any undue participation in the particular matter involved and sign before our notary the Declaration that has been provided to you for such purpose."

Actions Taken

Information only, no action required.

Approval of February 10, 2022, Meeting Minutes

Secretary Boyette, Chair

Discussion Summary

Chairman Boyette stated that the February 10, 2022, meeting minutes were distributed prior to the meeting and if there were no questions, he would accept a motion.

Actions Taken

Chairman Boyette, Vice Chair James Walker, Robb Teer, Montell Irvin, Sam Hunt, Mary Clayton, John Adcock, and Chuck Travis all stated yes or aye to the motion. The minutes were approved unanimously.

Opening Comments

Secretary Boyette, Chair

Discussion Summary

Due to the interest of time, Secretary Boyette offered brief opening comments.

Secretary Boyette announced to the Board that the NCDOT had issued new Limited Obligation Build NC Bonds in the amount of approximately \$300 million and that the interest rate was at about 3.29%. There will be a premium of about \$34 million off of that sale. He revealed that they are looking forward to investing that money in public infrastructure and moving those bond packages forward. Also, the STIP (State Transportation Improvement Program) is being released for the period 2024 through 2033. This issuance represents the first time that MPO's (Metropolitan Planning Organizations) and RPO's (Rural Planning Organizations) can complete a swap to maximize flexibility, as a one-time practice.

Also, Secretary Boyette stressed that the Department is always looking for new sources of revenue. Although the finances are in good order, there are future projects which need to be funded. He stated that there are ongoing discussions with the General Assembly and the Governor's Office. A Holiday Gas Tax is being discussed, but he does not see this option as a positive for our department or the People of North Carolina.

Secretary Boyette encouraged everyone to participate in their local Litter Sweep Programs (bi-annual statewide roadside litter removal initiative). He mentioned his experience picking up a car-full of litter recently.

Secretary Boyette and Mr. J. J. Eden presented several awards. Congratulations to Andy Lelewski for receipt of the Road Gang Award.

In addition, Congratulations to Rodger Rochelle on the Road Gang Award and Long Leaf Pine.

Expressing his appreciation, the Secretary's Award was presented to Karen Bowley.

Mr. Eden voiced his thanks to the work of Chelsea Davis and her outstanding dedication and service to the Turnpike Authority.

Actions Taken

Information only, no action required.

Executive Director Comments

J.J. Eden, Executive Director

Discussion Summary

JJ Eden welcomed all to the meeting and thanked them for their time. He discussed some recent changes at the Turnpike Authority.

Mr. Eden congratulated Zach Chambers, Monroe Expressway Roadway Operations Manager, for the birth of his twin girls, Scarlett Claire, and Olivia Rose.

He informed the Board about the Departure of Turnpike Budget Officer Yadira Vasquez. She took a position with Wake Tech Community College and will be very missed.

Mr. Eden went on to say that Board Secretary & Executive Assistant, Logann Perry, will be going on Maternity Leave very soon. Administrative Assistants Julie Keaveny and Tiffanie Lee will be stepping in while she is away. Please direct any questions or concerns to them.

Mr. Eden shared many memories, and his appreciation for all of the Award recipients.

As Covid-19 is presenting again, Mr. Eden stressed the importance of being careful going forward.

Actions Taken

Information only, no action required.

Operations Committee Report

Montell Irvin, P.E., Operations Committee Chair

Discussion Summary

Mr. Montell Irvin updated the board with a report on the Operations Committee meetings that have been held since the last Board of Directors meeting in February.

Since the last Full Board meeting, the Operations Committee met once, April 21st.

At the April 21st Operations Committee meeting the Committee received updates on Complete 540 Construction, I-485 Express Lanes, and NCDOT Project Development Support. The Customer Service Center Expansion in Rocky Mount and a Toll Technology update were also presented.

Actions Taken

Information only, no action required.

Finance Committee Report

Robert Teer, Finance Committee Chair

Discussion Summary

Mr. Robert Teer updated the board with a report on the Finance Committee meetings that have been held since the last Board of Directors meeting in August.

Since the Board meeting in February, the Finance Committee has met once, April 20th.

At the April 20th meeting, the Finance Committee received updates on Complete 540 Construction Update, Complete 540 Spend Update, and Monroe Expressway TIFIA Update and a review of Debt Policy.

As this is Memorial Day week, Mr. Teer voiced his appreciation for the men and women in uniform - past and present - and acknowledged the importance of their contributions to the United States of America.

Mr. Teer congratulated the award recipients and thanked Rodger Rochelle and Andy Lelewski for their contributions to the NCTA.

Actions Taken

Information only, no action required.

Finance and Budget Update

David Roy, Director of Finance & Budget

Discussion Summary

Mr. David Roy updated the board on Turnpike Finance and Budget operations,

Ms. Kim Medlin presented an update on Revenue and Expenditures through March 31, 2022. She included information regarding the Triangle Expressway and the Monroe Expressway.

Secretary Boyette asked Mr. Manish Chourey to talk about the current status of staffing shortages. Mr. Chourey noted that since the last Board of Directors Meeting in February NC Quick Pass has increased wages and has increased staffing at the overflow call center. After making those changes, and beginning in mid-March, the Customer Service Center is at full staff. This is associated with taking incoming calls and written service requests. Mr. Chourey added that there was a phone system upgrade during this time. This new cloud-based system allows Customer Service Representatives to operate outside of the Morrisville office and will include the new Rocky Mount office being constructed for Fall 2022 occupancy. He was also able to report that average call time waits are now less than a minute long.

Mr. Robert Teer told the Board about his recent positive experience when calling the NC Quick Pass number. Ms. Angela Queenland reiterated the information that Mr. Chourey had shared, stressing that being fully staffed at the Call Center allowed for a quality and timely response to the customers using the toll roads.

Actions Taken

Information only, no action required.

Roadway Operations Update

Dennis Jernigan, P.E., Director of Highway Operations

Discussion Summary

Mr. Dennis Jernigan presented a Roadway Maintenance and Operations update for the Monroe Expressway and the Triangle Expressway to the Board of Directors.

Before he started his presentation, he told the Board Members that Chelsea Davis, Award Recipient, had developed an Interactive Map for Complete 540, in addition to her dedication to safety and traffic flow monitoring.

Actions Taken

Information only, no action required.

Chief Engineer's Update

Dennis Jernigan, P.E., Interim Chief Engineer

Discussion Summary

Mr. Jernigan presented information about Projects Under Development. He also discussed the Centers of Excellence program at NC State University. It is a research partnership with the NCDOT Transportation Mobility and Safety Unit and the NC Turnpike Authority.

Actions Taken

Information only, no action required.

I-485 Express Lanes Update

Rachel Ruiz, Implementation Manager

Brian Davis P.E., Resident Engineer

Discussion Summary

Mr. Brian Davis provided the Board with a General Construction Update by showing photos and videos of the current construction status along the I-485 Corridor.

Ms. Rachel Ruiz presented an update regarding Tolls and ITS (Intelligent Transportation System) construction progress.

Mr. Robert Teer asked who the contractor was for this project. Ms. Ruiz stated that it was Blythe Construction. Secretary Boyette asked if this project was experiencing a shortage of any materials needed for construction. Mr. Davis stated that reinforced concrete pipe, fair cased steel, and structural steel were delayed. Procurements were ongoing at a premium and adjustments have been made to the settlement agreement. Secretary Boyette said that the Board of Transportation is also concerned with staffing shortages and is monitoring regarding current circumstances.

Mr. Jim Walker asked for the estimated opening, and Mr. Davis stated that it appears to be late 2024.

Actions Taken

Information only, no action required.

Tool Technology & Customer Service Update

Manish Chourey, Chief Technology Officer

Angela Queenland, Manager of Customer Service

Discussion Summary

Mr. Chourey provided an update to the Board regarding three groups: Roadside Assistance System, Backoffice System, and the Customer Call Center. He discussed the applicable Technology Project Timeline Projections for each group. Mr. Chourey told the Board that Beth Neely (Management Engineer II) of the Governance Department has been instrumental in helping his team by providing system analysis and the process restructuring guidance.

Mr. Jim Walker asked about the rates of beach weekend traffic. Mr. Chourey informed Mr. Walker that the weekend road usage rates have increased, which indicates that more customers are driving towards the beach. Mr. Walker also asked about the usage of toll roads by tractor-trailers. Mr. Chourey stated that vehicles with more than two axels present 12-15% of road usage on the Monroe Expressway. Ms. Mary Clayton asked for information about when the two expressways had opened for travel. Mr. Chourey stated that Triangle Expressway opened in 2012 and Monroe Expressway opened in 2018.

Actions Taken

Information only, no action required.

Communications & Marketing Update

Logen Hodges, Communications Director

Discussion Summary

Mr. Logen Hodges presented the Complete 540 Outreach Update. He shared information regarding NC Quick Pass outreach via Global Youth Traffic Safety Awareness Month and 2022 Sports Outreach. He also discussed a Marketing Update and future plans to gather information through Focus Groups and Customer Surveys.

Mr. Charles Travis asked for location details about the Focus Groups. Mr. Hodges stated that the groups would be located in Charlotte and Raleigh.

Mr. Jim Walker asked Mr. Hodges for specific details about the plans for NC Quick Pass at the NC State Fair in October. Mr. Hodges shared that although it is still in the planning stages, that it would include partnering with the North Carolina Department of Transportation for informational and cost reasons.

Actions Taken

Information only, no action required.

Closing Comments & Adjournment

Secretary Boyette, Chair

Discussion Summary

Secretary Boyette announced that the end of the agenda had been reached and asked if there was any further business.

Hearing none, he announced that the next meeting of the North Carolina Turnpike Authority Board of Directors would be in Charlotte, NC, on August 18, 2022.

Secretary Boyette stated that he would accept a motion to adjourn. Ms. Mary Clayton so moved, and Mr. Jim Walker seconded the motion. All members voted aye. The meeting was adjourned.

Actions Taken

Secretary Boyette adjourned the May 31, 2022, NC Turnpike Board of Directors meeting at 11:20 a.m.