



Board of Directors | Operations Committee | Minutes

Meeting Details

Date: November 21, 2024

Time: 9:00 AM

Location: Teleconference & In-Person
Winston-Salem Marriott
Hearn Ballroom CD – 2nd Floor
425 North Cherry, Winston-Salem, NC. 27105

Attendance

Members Present In-Person & Virtually

Montell Irvin, Sam Hunt, Pamela Senegal
(Virtual)

Members Absent

Chuck Travis

Welcome/Introductions, Call to Order & Declaration of Quorum

Montell Irvin, Chair

Discussion Summary

Chairman Irvin called the November 21st, 2024, North Carolina Turnpike Authority Operation Committee meeting to order and welcomed those in attendance. Mr. Irvin invited everyone to attend the meeting in person, Mr. Travis is absent. Dr. Senegal is late. Mr. Irvin called roll and declared a quorum present. The meeting was called to order at 09:06 am. Mr. Irvin spoke about the Winston-Salem CSC tour.

Actions Taken

Information only/no action required.

Opening Comments

J.J. Eden, Executive Director

Discussion Summary

Mr. J.J. Eden began by welcoming everyone to the meeting. He spoke about the age of the Turnpike Authority and the number of projects it has. Mr. Eden spoke about the loss of Tiffanie Lee. Mr. Eden spoke on the new Turnpike employees. He spoke on the award that Manish won. He spoke on the different parts of the team that make Turnpike run.

Chief Engineer Update

Patrick Norman, P.E., Chief Engineer

Discussion Summary

Mr. Patrick Norman spoke on the opening of the 540 Phase 1 and the final touches that need to happen to finish. He gave an update on 540 Phase 2. Mr. Norman gave an update on the Environmental Assessment, I-77 Express Lanes, Mid-Currituck Bridge. Dr. Senegal has joined the meeting.

Actions Taken

Information only/no action required.

Approval of August 15, 2024, 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 August 15, 2024, meeting minutes as written.

Actions Taken

The August 15, 2024, Operations Committee meeting minutes were unanimously approved upon motion by Mr. Sam Hunt and second by Dr. Senegal. Motion passed.

I-485 Express Lanes Update

Brian Davis, Resident Engineer

Discussion Summary

Mr. Brian Davis spoke on all the updates for I-485 Express Lanes. Mr. Davis showed a few videos of the roadways.

Actions Taken

Information only/no action required.

Marketing & Communications Update

Kate Ford, Deputy Director of Marketing & Creative

Discussion Summary

Ms. Kate Ford gave an update on Customer Campaigns and Outreach. She let everyone know of the language change from Bill by Mail to Toll Invoice and showed the active webpage. Ms. Ford gave an update on the events the NC Quick Pass has attended and will attend. Ms. Ford gave an update on the Media Training. Ms. Ford shared the news of the retail transponder sales.

Actions Taken

Information only/no action required.

2025 Triangle Expressway & Monroe Expressway Toll Rates

Travis Feltes, P.E., Project Engineer

Discussion Summary

Mr. Travis Feltes gave a reminder of the annual incremental Toll Rate increase. This was already approved; this is just a reminder.

Actions Taken

Information only/no action required.

Roadside System Update

Travis Feltes, P.E., Project Engineer

Discussion Summary

Mr. Travis Feltes gave an update on the control system for 540 Phase 1. He also gave an update on the gantry that was hit with the dump truck.

Actions Taken

Information only/no action required.

Toll Technology Update

Manish Chourey, Chief Technical Officer

Discussion Summary

Mr. Manish Chourey spoke about the updates of the technology for the I-485 project as well as all the testing that was done. Mr. Chourey went over the NCTA Digital Transformation and Modernization End-State.

Actions Taken

Information only/no action required.

Traffic Statistics

Manish Chourey, Chief Technical Officer

Discussion Summary

Mr. Manish Chourey gave an update on the data collected in the CSCs and the dashboards used. Mr. Chourey gave an update on the transponder sales.

Actions Taken

Information only/no action required.

Customer Service Center Update

Angela Queenland, Manager of Customer Service

Discussion Summary

Ms. Angela Queenland spoke about the number of calls that were taken and helped. Ms. Queenland also spoke on the number of customers helped via the walk-in centers. Ms. Queenland spoke about the average speed of answer rate as well as the call handle time. Ms. Queenland also spoke about the CSC Tour from the day before.

Actions Taken

Information only/no action required.

Adjourn

Montell Irvin, Chair

Discussion Summary

Mr. Montell Irvin asked for any additional questions or comments.

Mr. Irvin called for a motion to adjourn the November 21, 2024, North Carolina Turnpike Authority Operation Committee meeting.

Actions Taken

A motion to adjourn the November 21, 2024, Operation Committee meeting was approved upon a call for motion from Mr. Sam Hunt and seconded by Dr. Senegal, all in favor. The meeting was adjourned at 10:23am.