



# MEETING MINUTES

NORTH CAROLINA TURNPIKE AUTHORITY  
BOARD OF DIRECTORS – OPERATIONS COMMITTEE

**DATE:** December 14, 2017

**LOCATION:** NCTA Main Conference Room

**TIME:** 10:30AM

1 S. Wilmington Street, Raleigh, NC

## ATTENDANCE

### MEMBERS PRESENT

Montell Irvin, Jim Crawford

### MEMBERS PRESENT VIA PHONE

Charles Travis (10:32AM, exit 11:20AM)

### MEMBERS ABSENT

John Collett

## AGENDA TOPICS

### 1. WELCOME/INTRODUCTIONS – MONTELL IRVIN, CHAIR

#### *DISCUSSION SUMMARY*

Chairman Montell Irvin welcomed everyone to the committee meeting, and asked all in attendance, both phone and in person, to introduce themselves.

#### *ACTIONS TAKEN*

Information only/No action required.

### 2. CALL TO ORDER AND APPROVAL OF OCTOBER 23, 2017 MEETING MINUTES – MONTELL IRVIN, CHAIR

#### *DISCUSSION SUMMARY*

Chairman Irvin called the meeting to order and stated the Operations Committee minutes for the October 23, 2017 meeting were distributed prior to the meeting. Mr. Charles Travis joined the meeting at 10:32AM and stated he did not have any comments to add to the meeting minutes.

#### *ACTIONS TAKEN*

The minutes for the October 23, 2017 Operations Committee meeting were unanimously approved upon a motion by Mr. Crawford, seconded by Chairman Irvin. [Mr. Charles Travis was not present for the motion to pass the October 23, 2017 meeting minutes]

### **3. OPENING COMMENTS – BEAU MEMORY, NCTA EXECUTIVE DIRECTOR**

#### ***DISCUSSION SUMMARY***

Mr. Beau Memory began with the recent performance of the Triangle Expressway project, stating that transactions for the month of November were up 9% year over year with more than 4.2 million transactions. Transponder sales in November were also strong. Over 9,300 transponders were distributed, which is almost a 100% increase year-over-year. Revenue for October was up 10% year-over-year with more than \$4 million brought in, which is about 34% over projections.

Mr. Memory reiterated that 2017 had been an amazing year for the Turnpike Authority with many accomplishments. NCTA brought on more than \$6 billion worth of projects to be delivered by the Turnpike Authority. NCTA was first in the nation to roll out Tri Protocol readers for all projects and rolled out new transponder options by offering free transponders as well as reduced the cost of the E-ZPass compatible transponders by more than half. The Turnpike Authority sold nearly 9,000 transponders every month since rolling out the new transponder pricing. Veridea Parkway opened to the public, which has added traffic to the Triangle Expressway. NCTA financed the Monroe Expressway and refinanced the Triangle expressway saving customers more than \$100 million over the life of the project. NCTA is now involved in the autonomous vehicle conversation. One thing the Authority is proud of is that the committee structure was brought back within the Turnpike board. Mr. Memory stated his belief that committees are a great opportunity for the Turnpike Board to learn about what's happening on a more regular basis and to engage with staff and the organization in a more meaningful way. It has been critical, and the value will be seen as the Turnpike Authority moves into future project development. Mr. Memory stated his appreciation for the board and all the effort from the chair and other members of the committee.

#### ***ACTIONS TAKEN***

Information only/No action required.

### **4. CUSTOMER SERVICE CENTER EXPANSION UPDATE – ANDY LELEWSKI, P.E.**

#### ***DISCUSSION SUMMARY***

Mr. Andy Lelewski gave an update on the Morrisville Customer Service Center expansion, as well as the Monroe and I-77 Customer Service Center storefront opening projects. Mr. Lelewski gave a brief history of the Customer Service Center in Morrisville and explained that the growth of the Triangle Expressway, as well as the opening of the Monroe Expressway and I-77 Express Lanes projects in the upcoming year are the reasons for needing to expand the current customer service center, as well as build out two new storefronts in the Charlotte area near the projects opening next year. Mr. Lelewski wanted to recognize Mr. Bob LaGatta and Ms. Kathryn Lorbacher for their hard work and support through the CSC expansion. Mr. Lelewski explained that projections have predicted the customer service center in Morrisville will be needing 80 workstations for people to answer calls during a spike when the Monroe and I-77 Express Lanes projects are scheduled to open next year.

Chairman Irvin inquired if the Authority would be paying for space that will not be utilized during the year it is projected that call volume drops off after the initial ramp up from the Monroe Expressway and I-77 Express Lanes projects opening.

Mr. Lelewski explained that the graphs estimated the number of work stations needed and this was based on projected transactions for Monroe and I-77. Mr. Lelewski stated the team is not sure exactly what will happen in that period, but that the Authority wanted to ensure there was enough space to meet the peak demand.

Mr. Memory explained the Authority had explored contracting some extra work out. The authority felt it was better to go full scale in house, rather than finding a temporary solution for needs in the long term.

Mr. Lelewski continued with his discussion on the Monroe Expressway and I-77 Express Lane projects store front buildouts in the Charlotte area. Mr. Lelewski mentioned the storefront in Monroe would be smaller than the customer service center in Morrisville with about four windows to help customers and would be set to open in mid-2018. The I-77 store front would be similar to the Monroe Expressway store front with the main difference being the HOV declaration aspect of the project and that there would be five windows to serve customers. Mr. Lelewski stated the I-77 store front is also looking to be open mid-2018.

Mr. Travis inquired how, from a marketing perspective, the Turnpike Authority planned on promoting the Monroe Expressway and I-77 Express Lanes projects.

Mr. Lelewski explained there are multiple levels to proper communication. Communication with the Charlotte area citizens is very important, as Turnpike will need to explain exactly how managed lanes work as well as transponders, payments, and other logistics. Mr. Lelewski stated that the Tolling Operations group is focused on developing a plan to execute next year.

Mr. Memory described the sensitivity of opening two different types of projects opening in the same region around the same time. Mr. Memory stated the Authority's goal is to address the public as quickly as possible.

#### ***ACTIONS TAKEN***

Information only/No action required.

## **5. EXPRESS LANES TOLL POLICY UPDATE – SPENCER FRANKLIN, P.E.**

#### ***DISCUSSION SUMMARY***

Mr. Spencer Franklin stated the Authority is proposing a modification of the Express Lane Toll policy. Mr. Franklin pointed out that the proposed changes are in the first paragraph and they are references to two general statutes. The first general statute is GS 20-146.2 which authorizes the department to designate an HOV lane as well as the requirements. The second general statute is GS 2176 which sets failure to follow the HOV lane by a road user which would result in an infraction and potential penalty.

Mr. Franklin described that this is the same methodology that was already reviewed by the committee and the purpose of the methodology is to guide the authority in developing policies that are project specific.

Chairman Irvin inquired that if the authority has an HOV 3+ lane, will this policy give the authority the power to enforce that and create penalties for those that violate.

Mr. Franklin restated that the two general statues would allow the authority to designate a roadway as an HOV facility, set the parameters for the HOV facility, as well as enforce the facilities for violators resulting in an infraction of the motor vehicle code and potential penalties.

Mr. Memory added the Express Lane Toll Policy would be relevant for Turnpike staff when approaching traffic and revenue studies for HOV facility projects. The traffic and revenue studies would be able to include the disincentives of drivers violating the HOV lanes. This policy would show that the Turnpike Board supports the NCTA in including the penalties, as well as the law around the enforcement which would be included and shown in the traffic and revenue studies.

Mr. Franklin also noted the changes made to the Express Lanes Toll Policy had been reviewed and approved by Ms. Ebony Pittman from the Attorney General's office.

#### ***ACTIONS TAKEN***

A motion to approve the changes and move the Express Lanes Toll Policy to the full board was approved unanimously upon a call for motion by Chairman Irvin, moved by Mr. Crawford and seconded by Mr. Travis.

## **6. I-485 & US 74 EXPRESS LANE PROJECT UPDATE – RODGER ROCHELLE, P.E.**

### ***DISCUSSION SUMMARY***

Mr. Rodger Rochelle gave an overview of the I-485 and US 74 Express Lane projects. Mr. Rochelle stated that the Turnpike Authority has been doing independent assessments since the Authority took over ownership of a number of projects. Mr. Rochelle explained that the independent assessments look at the projects and the decisions made to date from a business standpoint and if the projects still make sense. The assessments look at the design components, tolling policy, finance structure and the ITS. Mr. Rochelle stated that the independent assessments are virtually complete for both projects and the planning studies for both projects are near completion. There will be public meetings for both projects and the projects should be ready to let sometime next year.

Chairman Irvin inquired if there was a gap in the toll facility between the Monroe Expressway and the US 74 and I-485 express lanes.

Mr. Memory explained that yes, when the division removed the toll gantry on the west end of the Monroe project, they essentially eliminated the connectivity between the future express lanes and the Monroe Expressway.

Chairman Irvin inquired if there was a benefit to have the roadways connected.

Mr. Memory stated his belief that there are benefits, but there is not concrete data to show any benefits at this time.

Mr. Roy added that having the roadways connected would provide some flexibility from a financing or operations standpoint.

Mr. Travis asked Mr. Rochelle to identify which of the projects have funding in place.

Mr. Rochelle explained that none of these projects have toll revenue bonds on them, but the funding is in place for right-of-way and construction.

Mr. Travis asked Mr. Rochelle if there was anyway the Turnpike Authority could provide the committee with a synopsis as to how these projects will overlap such as a timeline.

Mr. Rochelle stated the authority could provide this information for the committee.

[Mr. Travis left the meeting at 11:20AM]

### ***ACTIONS TAKEN***

Information only/No action required.

## **7. 2017 AGENDA TOPICS DISCUSSION – MONTELL IRVIN, CHAIR**

### ***DISCUSSION SUMMARY***

Chairman Irvin called attention to the past agenda item list in the board notebooks. Chairman Irvin stated the importance of some past agenda items the Authority needs to carry into 2018, such as the wrong way driver detection and notification program. Mr. Memory added to also continue discussions on the maintenance rating program, as well as the Morrisville Parkway Interchange in 2018.

**ACTIONS TAKEN**

Information only/No action required.

**8. 2018 PROPOSED MEETING DATES DISCUSSION – MONTELL IRVIN, CHAIR**

**DISCUSSION SUMMARY**

Mr. Memory explained that as NCTA has become full members with E-ZPass, and is proposing to move operations committee meetings from the second Thursday of each month to the third Thursday of each month. Chairman Irvin nor Mr. Crawford had a problem with moving meetings to the third Thursday of each week. Chairman Irvin also suggested combining meetings to reduce the number of overall meetings.

**ACTIONS TAKEN**

Information only/No action required.

**9. ADJOURN – MONTELL IRVIN, CHAIR**

**DISCUSSION SUMMARY**

Chairman Irvin opened the floor for new business. No new business was offered.

**ACTIONS TAKEN**

The motion to adjourn the meeting was unanimously approved upon a call for motion from Chairman Irvin, moved by Mr. Crawford and seconded by Chairman Irvin. Chairman Irvin declared the meeting adjourned.