MEETING MINUTES

OPERATIONS COMMITTEE

DATE: 06/15/2017 **TIME:** 10:30 AM   **LOCATION:** NCTA MAIN CONERENCE ROOM

MEMBERS PRESENT	Montell Irvin
MEMBERS PRESENT VIA PHONE	Charles Travis, Jim Crawford
MEMBERS ABSENT	John Collett

AGENDA TOPICS

1. Welcome/Introductions – Montell Irvin, Chair	
Discussion Summary	Chairman Montell Irvin welcomed everyone to the committee meeting, reviewed the agenda, and asked all in attendance, both phone and in person, to introduce themselves.
Actions Taken	Information only/ No action taken

2. Call to Order and Approval of April 13, 2017 Meeting Minutes – Montell Irvin, Chair	
Discussion Summary	Chairman Irvin called the meeting to order. Chairman Irvin stated the operations committee minutes for the April 13, 2017 meeting were distributed prior to the meeting. Chairman Irvin announced to the committee that they were going to hear presentations on Toll Project Development Policy, Express Lanes Toll Rate policy, Cybersecurity Overview, and Maintenance Rating Program overview.
Actions Taken	Chairman Irvin called for a motion to approve the minutes as written. Mr. Charles Travis made a motion to approve the minutes as written. The motion was seconded by Mr. Irvin. The motion was carried unanimously.

3. Opening Comments – Beau Memory, Executive Director	
Discussion Summary	Mr. Memory gave an update to NC Turnpike: • Strong performances on Triangle Expressway • Up 13% in May Year over Year, 4.3 Million transactions this year, new record. • NCTA is working to improve its Google Review rating and online presence. • In 2015, NCTA had a Google Review rating of 1.3 stars out of 5. In the last 3 months, our Google Review has increased to 1.9. This increase, while small, is quite a feat. NCTA has begun responding to Google reviews, both negative and positive, and is working to improve customer service experience. Mr. Memory shared the story of Quick Pass customer Mr. Ripper, who had trouble with our customer service in the past (20+ calls to service center), Mr. Ripper recently represented NCTA at the Salamanders game. Mr. Irvin asked for more detail regarding Mr. Ripper and the numerous customer service center calls Mr. Irvin inquired if a process for instances such as this (for example multiple customer service calls). Mr. Memory confirmed that procedures are in place. Mr. Andy Lelewski provided details behind the customer service failures, confirming that those past failures were found and corrected, and procedure is in place for any issues in the future Mr. Memory introduced Turnpike intern Jimmy Davis to the Operations Committee.
Actions Taken	Information only/No action taken

4. Toll Project Development Policy – Gene Conti	

Discussion Summary	Mr. Conti gave a presentation on Toll Project Development Policy and opened the floor for comments or suggestions
	
	• Important Meeting Dates
	
	    ○ Main Group (in person): 6/20, 7/5, 8,8, 9/5
	
	    ○ Main Group (conf. call): 7/18, 8/1, 8/22
	
	    ○ Internal Work Group: 7/25, more TBD
	
	    ○ External Work Group: 7/6, 8/15, 8/22
	
	Mr. Irvin inquired about the internal stakeholder work group, if they were made up of all NCDOT employees. Mr. Conti confirmed.
	
	Mr. Irvin inquired about the policy and how it is intended to address external stakeholder groups (like freight). Mr. Conti explained the group was created to create a policy for the Authority to use to decide if a project is best for Tolling
	
	Mr. Irvin asked how Toll projects were selected in the past. Mr. Memory explained that generally Toll projects are selected by the General Assembly. Triangle

	Expressway is the only project that was presented to the General Assembly for consideration.
	Mr. Irvin inquired about the members of the internal and external work groups and asked that their names and contact information be provided to the committee. Mr. Conti confirmed that contact information would be shared as soon as possible.
Actions Taken	Internal and External Work Group contact information was sent to both the Operations and Finance committee members.

5. Express Lanes Toll Rate Policy – David Roy, Director of Finance and Budget

Discussion Summary	Mr. David Roy reviewed the Express Lane Toll Rate Policy, calling attention to supplemental document Draft Express Lane Policy (found in attachments tab in committee member notebooks). Mr. Roy explained that express lanes statue was added, legal verbiage added as suggested by Ebony Pittman, and spelling and grammar edits.
	Mr. Roy requested that the draft be reviewed by committee members, and asked for a vote that the July Operations Committee meeting and at the full NCTA Board meeting in August.
Actions Taken	No action, please review documentation

6. Cybersecurity Overview, Kevin Palmer

Discussion Summary	Mr. Andy Lelewski introduced Mr. Kevin Palmer to give a presentation of Cybersecurity. Mr. Lelewski explained that Tolling Operations involves three components: Roadside Technology, Back Office Systems, and Customer Service Center. Mr. Palmer's presentation focused on the Back-Office Systems and Customer Service Centers.
	Mr. Palmer gave a presentation about Cybersecurity and opened the floor to comments and questions.
	Mr. Irvin inquired about the most recent PCI Compliance audit. Mr. Palmer stated the most recent audit was in October 2016. Mr. Irvin asked if the same auditing group is used year to year. Mr. Palmer explained that while the same group is being used, we are not required to stay with one group.
	Mr. Irvin inquired about policy and procedures regarding a cybersecurity breach and informing the public. Mr. Memory and Mr. Palmer confirmed that NCDOT policy requires that we contact the victim of the break and inform the public of the breach.
Actions Taken	No Information only/no action taken

7. Maintenance Rating Program (MRP) Overview – Andy Lelewski, P.E., Director of Toll Operations	
Discussion Summary	Mr. Andy Lelewski gave a presentation on the Maintenance Rating Program (MRP), and opened the floor to comments and questions. Ms. Rachel Ruiz showed meeting attendees the ArcGIS Pad that maintenance crew use to review and maintain assets. Mr. Irvin inquired if snow removal was a part of the MRP. Mr. Lelewski stated that while snow removal was not tracked under the MRP, there are policies and procedures in place regarding snow removal. Mr. Irvin asked if the $80,000 spent on Triangle Expressway would be the same amount spent on other projects. Mr. Memory stated that while we do spend $80,000 a year, that is to maintain over $1.2M in assets. Mr. Irvin inquired about warranties regarding repairs and maintenance. Mr. Rodger Rochelle confirmed that a typical warranty last one year. Mr. Lelewski stated that Triangle Expressway warranties are active for three years, but one year warranties are the norm to allow audits of work on an annual basis. Mr. Irvin asked if the work being done is just enough to satisfy the MRP. Mr. Memory stated that a balance is created between maintaining assets and the overall budget. The MRP ensures right amount of effort and money is applied to the correct assets at the correct time.
Actions Taken	No Information only/no action taken

8. Adjourn – Montell Irvin, Chair	
Discussion Summary	Chairman Irvin opened the floor for new business. No new business was offered. Chairman Irvin called for a motion to adjourn the meeting. Mr. Crawford made a motion to adjourn the meeting. Mr. Travis seconded. The motion carried unanimously.
Actions Taken	Chairman Irvin declared the meeting adjourned.