

### **Board of Directors - Operations Committee**

## **Meeting Minutes**

Date: October 21, 2021 Location: Via teleconference/webinar & In Person

Time: 9:30 AM NCDOT Board Room - 150

1 S. Wilmington St. Raleigh NC 27601

### **Attendance**

Members Present	Montell Irvin, PE; Chair
Members Present Via Phone	Mary Clayton, Sam Hunt
Members Absent	Charles Travis

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

### **Discussion Summary**

Chairman Montell Irvin called the October 21, 2021, North Carolina Turnpike Authority Operations Committee meeting to order and welcomed those in attendance. Mr. Irvin called roll and declared a quorum of three members.

Before the Approval of the Meeting Minutes, Mr. Irvin asked if any of the Board Members would like to make a quick opening comment. Mr. Sam Hunt mentioned that he and Ms. Clayton had been on a tour of Interstate 485 two days before. Mr. Hunt said that it was nice to physically see what was going on with construction and to meet everybody involved. Ms. Clayton said it was an excellent experience to see the progress of the project. She noted that the scale of the project was truly amazing.

Mr. Irvin stated that he was sorry that he and Mr. Travis were not able to join the tour, but that he believed it was important for the Board members to do field visits. Mr. Irvin stated that they would see it themselves sometime in the future.

#### **Actions Taken**

Information only, no action required

## Approval of July 22, 2021 Meeting Minutes – Robert Teer, Chair

### **Discussion Summary**

Mr. Irvin noted everyone received a copy of the meeting minutes prior to the meeting and announced he would accept a motion to approve the July 22, 2021, meeting minutes as written.

#### **Actions Taken**

The July 22, 2021, Operations Committee meeting minutes were unanimously approved upon a motion by Ms. Mary Clayton, seconded by Mr. Sam Hunt.

### **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 first introduced Mr. Jerry Eakes. He is now the Back Office Systems Manager joining the Toll Technology Group with Mr. Manish Chourey. Mr. Eakes has been with NCTA for about 10 years as an embedded consultant.

Next, Mr. Eden introduced Mr. Garrett Lee. As a Transportation Engineer Associate, Mr. Lee is joining NCTA for the month of October. He started with the TEA program in August 2020 and has spent time in Division 5 Construction and Maintenance, as well as the Materials and Tests Unit. Lastly, Mr. Eden introduced Ms. Jenny Norcross, Senior Administrative Assistant, joining the Administrative Staff with Ms. Logann Perry. She is currently supporting Mr. Andy Lelewski and his work with the upcoming ITS America Conference.

Mr. Eden mentioned that NCTA will be an integral part of the ITS America Conference December 7-10, 2021, in Charlotte.

Mr. Eden spoke about the upcoming tour of the Complete 540 Project in conjunction with the November 15, 2021, NCTA Board Meeting. The NCDOT Governance Department has approved a dinner for the Board members, assuming that no current or past Board business will be discussed. The dinner details will be forthcoming. Mr. Eden discussed the fact that Mr. Perry Safran will be retiring from the Board of Directors and that Mr. Rodger Rochelle will be retiring as Chief Engineer of the N.C. Turnpike Authority.

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

# 2022 Triangle & Monroe Expressways Toll Rates Update – David Roy, Chief Financial Officer

### **Discussion Summary**

Mr. David Roy provided the committee with updates on the Triangle Expressway and Monroe Expressway Toll Rates for 2022.

#### **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. This update included a project highlight compilation video shot by a camera drone and assembled by Summit Engineering.

Mr. Jernigan stated that in September the estimated completion percentage was approximately 45-49%. Mr. Irvin asked if that was for all projects being completed from one end to the other. Mr. Jernigan answered yes, including design. Mr. Jernigan said that from a construction standpoint completion stands right at 42-43%. There was a discussion between Mr. Irvin and Mr. Jernigan regarding ongoing paving warrantee work.

Mr. Irvin stated that when the video showed the girders being placed over the environmentally sensitive areas, he was reminded about how important it is to protect the environment. Likewise, transparency with the community is another positive step taken by NCTA. He said that Turnpike needs to keep improving and increasing these efforts. Mr. Jernigan discussed how the Communications team helps to keep the local communities involved in a positive manner. Ms. Clayton observed that after her tour of I-485, she was certain that there is a lot being achieved on the project level. She said that seeing and hearing about the details from Mr. Jernigan confirmed this.

#### **Actions Taken**

Information only, no action required

# NCDOT Project Development Update & I-485 Express Lanes Update – Andy Lelewski, PE, Director of Program Development

### **Discussion Summary**

Mr. Lelewski provided the committee with updates on NCDOT project development support. Mr. Lelewski stated that in August 2021 the analysis of 12 SPOT toll projects was completed by NCTA and results were provided to NCDOT. By request of NCDOT, the team is now underway with further analysis of four of those projects. The goal of the analysis is to determine if the projects could be delivered sooner as a toll project if different characteristics of them were considered. Mr. Irvin asked Mr. Lelewski to share more information about Project 2: U.S. 70 to Interstate-87 (Slide #25 in Presentation). Mr. Lelewski explained that Project 2 was for Interstate 540 peak period managed shoulders and overlapped with Project 1 (Interstate 40 to U.S. 1 with 3rd lane tolling on the shoulder during peak periods). The shoulder lanes are currently assumed to operate for three hours in the morning and three hours in the afternoon. Mr. Lelewski went on to say that NCTA is looking at it through a different lens than the NCDOT. The aim is to see if there is a project within the limits defined that may make more sense. For example, maybe just I-40 to Creedmoor Road or I-40 to Six Forks Road. He shared that NCTA would use analysis of ingress and egress, construction costs, traffic and revenue when assessing project goals. This information

would be shared with the NCDOT.

Mr. Irvin asked if Project 1 would touch a toll facility. Mr. Lelewski said no, the limit of the project is I-40, but that they would analyze how an interface with an express lane shoulder would work with the Triangle Expressway terminus at N.C. 54. He stated that it would be looked at from an engineering standpoint as well as a traffic-and-revenue standpoint on a network side. Mr. Irvin said that there are some things about them touching that could possibly benefit the projects. Mr. Eden added the benefits could include finance.

Mr. Irvin then asked Mr. Lelewski to explain the 3+1 and 2+1 notations on the I-485 Project maps shown on slide 26. Mr. Lelewski explained that the first digit defines the number of general-purpose lanes, and the additional digit shows the number of dedicated express lanes. These lanes would be defined by plastic delineators with specific ingress and egress points along the way. Ms. Clayton stressed the importance of the remarks made by Mr. Irvin regarding association with these other projects. She stated that Turnpike thinking might be different from NCDOT thinking or even Local thinking in regard to the interface of the express lanes with turnpike projects. She stated that she believes it is important to hear this information. Mr. Lelewski agreed with Ms. Clayton. He continued by saying that this team would be asking how the addition of a project to the end of I-485 (East end or West end) would act as a system? Mr. Lelewski explained how these projects shouldn't be looked at as individual elements, but that true analysis of these projects would ask the question about how they would tie into a larger system. He stated that with the experience and knowledge of the project development team good feedback would be provided to the NCDOT. 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.

Mr. Irvin asked Mr. Davis how they were doing in regard to the schedule. He added that it looked like they had been making up ground. Mr. Davis said that the subcontractor was pursuing the possibility of bringing in other contractors to supplement the work and that efforts were being made to try to gain ground on the schedule. Mr. Davis said that they were still in negotiations with the contractor regarding completion dates and they hoped to have that information to share with the Board before the end of the year.

Mr. Lelewski summarized the highlights of the I-485 Project. He showed pictures of toll sites under construction.

Mr. Irvin asked Mr. Lelewski if they anticipate any problems with supply chain issues for equipment and materials. Mr. Lelewski said that they do hear concern from the contractors, for example, TCD (Traffic Control Devices, Inc.). TCD is performing much of the ITS (The Intelligence Transportation System) – the conduit in the boxes. Mr. Lelewski said that Mr. Brian Davis may talk about it from a construction standpoint, and they do hear things from time-to-time concerning labor shortages. Nothing specific to cite. He stated that right now they are keeping up with the project schedule and just monitoring things to assure good progress. He emphasized departmental support of Mr. Davis' team.

Mr. Hunt spoke about how seeing the project in person helped him to make sense of everything. He said that in light of how big this project is that if they are done in 2024, they will have done a good iob.

#### **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 scheduled for 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. He also shared information regarding the roadside system, transponder fulfillment, and the Pay by Car Pilot.

As Mr. Chourey was discussing the current status of On Call Consultants updates, he mentioned that two contracts are already under play. Mr. Irvin asked him which two had been completed. Mr. Chourey stated RS&H and Gannett Fleming. He continued to explain that talks are ongoing with Atkins and RK&K. The next group of focus will be Deloitte and CDM Smith.

#### **Actions Taken**

Information only, no action required.

# 2022 Opertations Committee Meeting Dates - Montel Irvin, Chair

### **Discussion Summary**

Mr. Montell Irvin shared the 2022 Operations Committee Meeting Dates with the committee.

#### **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 October 21, 2021, North Carolina Turnpike Authority Operations Committee meeting.

#### **Actions Taken**

A motion to adjourn the October 21, 2021, Operations Committee meeting was approved upon a call for motion from Ms. Mary Clayton and seconded by Mr. Sam Hunt.

# North Carolina Turnpike Authority

**Operations Committee Meeting** 

October 21, 2021



# **Opening Comments**

JJ Eden
Executive Director

# **August Statistics**

### **Triangle Expressway**



Transactions: 5.14 million



Revenue: \$4.17 million

### Monroe Expressway



Transactions: 3.77 million



Revenue: \$2.06 million

### **Transponders**



Over 21,800 distributed



Nearly 1,059,000 distributed program-to-date

# 2022 Triangle Expressway Toll Rates

David Roy
Chief Finance Officer

## Triangle Expressway Toll Rate Schedule

136-89.183 Powers of the Authority	Toll Rate Policy Adopted September 17, 2008
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Scheduled Average Toll Rate Increases								
Before 2017	5.0%							
2017 – 2021	3.5%							
2022 - 2036	3.0%							
After 2036	2.0% or less							

## **Triangle Expressway 2022 Toll Rates**

		EXIT POINT																					
		Be !	gin 147	Exi	t 3/2	Ex	it 69	Exi	it 66	Ex	it 64	Ex	kit 62	Ex	it 59	Ex	it 57	Ex	it 56	Ex	it 55	Ex	it 54
	Begin Toll 147 - Toll N.C. 147 at I-40			\$	0.42	\$	0.93	\$	1.16	\$	1.67	\$	2.09	\$	2.60	\$	3.23	\$	3.23	\$	3.55	\$	3.71
	Exit 3/2 - Hopson Road / Davis Drive	\$	0.42			\$	0.93	\$	1.16	\$	1.67	\$	2.09	\$	2.60	\$	3.23	\$	3.23	\$	3.55	\$	3.71
	Exit 69 - Chapel Hill Road / N.C. 54	\$	0.93	\$	0.93			\$	0.74	\$	1.25	\$	1.67	\$	2.18	\$	2.81	\$	2.81	\$	3.13	\$	3.29
Ļ	Exit 66 - N.C. 55	\$	1.16	\$	1.16	\$	0.74			\$	0.51	\$	0.93	\$	1.44	\$	2.07	\$	2.07	\$	2.39	\$	2.55
POIN	Exit 64 - Morrisville Parkway	\$	1.67	\$	1.67	\$	1.25	\$	0.51			\$	0.42	\$	0.93	\$	1.56	\$	1.56	\$	1.88	\$	2.04
<b>&gt;</b>	Exit 62 - Green Level West Road	\$	2.09	\$	2.09	\$	1.67	\$	0.93	\$	0.42			\$	0.51	\$	1.14	\$	1.14	\$	1.46	\$	1.62
ITR	Exit 59 - U.S. 64	\$	2.60	\$	2.60	\$	2.18	\$	1.44	\$	0.93	\$	0.51			\$	1.14	\$	1.14	\$	1.46	\$	1.62
E I	Exit 57 - Old U.S. Hwy 1 / S. Salem St.	\$	3.23	\$	3.23	\$	2.81	\$	2.07	\$	1.56	\$	1.14	\$	1.14			\$	0.30	\$	0.62	\$	0.78
	Exit 56 - U.S. 1	\$	3.23	\$	3.23	\$	2.81	\$	2.07	\$	1.56	\$	1.14	\$	1.14	\$	0.30			\$	0.32	\$	0.48
	Exit 55 - Veridea Parkway	\$	3.55	\$	3.55	\$	3.13	\$	2.39	\$	1.88	\$	1.46	\$	1.46	\$	0.62	\$	0.32			\$	0.48
	Exit 54 - N.C. 55	\$	3.71	\$	3.71	\$	3.29	\$	2.55	\$	2.04	\$	1.62	\$	1.62	\$	0.78	\$	0.48	\$	0.48		

# CLASS 1 Tolls shown for 2-AXLE vehicles with an NC Quick Pass account

# 2022 Monroe Expressway Toll Rates

David Roy
Chief Finance Officer

## Monroe Expressway Toll Rate Schedule

136-89.183 Powers of the Authority	Toll Rate Policy Adopted September 17, 2008
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Scheduled Average Toll Rate Increases									
2019 – 2025	2.3%								
2025 - 2040	2.1%								

## Monroe Expressway 2022 Toll Rates

									EXIT F	POI	NT						
		E	Exit		Exit	E	Exit		Exit		Exit	E	Exit	E	Exit	E	xit
		2	255	:	257	2	259	2	260	2	264	2	266	2	270	2	273
	Exit 255 - U.S. 74 (West)			\$	0.28	\$	0.61	\$	0.81	\$	1.40	\$	1.67	\$	2.27	\$	2.72
	Exit 257 - Indian Trail-Fairview Rd.	\$	0.28			\$	0.33	\$	0.53	\$	1.12	\$	1.39	\$	1.99	\$	2.44
POINT	Exit 259 - Unionville-Indian Trail Rd.	\$	0.61	\$	0.33			\$	0.20	\$	0.79	\$	1.06	\$	1.66	\$	2.11
РО	Exit 260 - N. Rocky River Rd.	\$	0.81	\$	0.53	\$	0.20			\$	0.59	\$	0.86	\$	1.46	\$	1.91
·κΥ	<b>Exit 264</b> - U.S. 601	\$	1.40	\$	1.12	\$	0.79	\$	0.59			\$	0.27	\$	0.87	\$	1.32
ENTRY	Exit 266 - Morgan Mill Rd.	\$	1.67	\$	1.39	\$	1.06	\$	0.86	\$	0.27			\$	0.60	\$	1.05
	Exit 270 - Austin Chaney Rd.	\$	2.27	\$	1.99	\$	1.66	\$	1.46	\$	0.87	\$	0.60			\$	0.45
	<b>Exit 273</b> - U.S. 74 (East)	\$	2.72	\$	2.44	\$	2.11	\$	1.91	\$	1.32	\$	1.05	\$	0.45		

CLASS 1

Tolls shown for 2-AXLE vehicles
with an NC Quick Pass account

# Monroe Expressway TIFIA Refunding

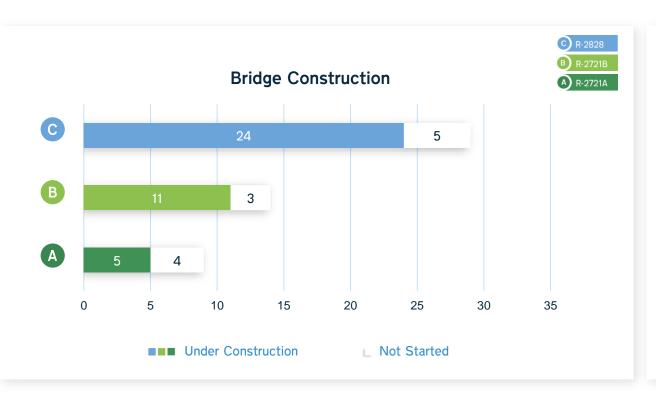
**David Roy**Chief Finance Officer

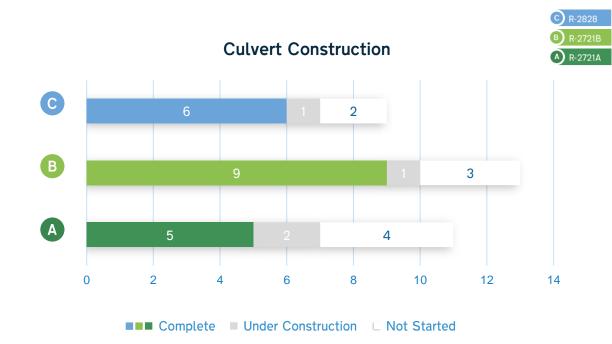
# Complete 540 Construction Update

Dennis Jernigan, P.E.

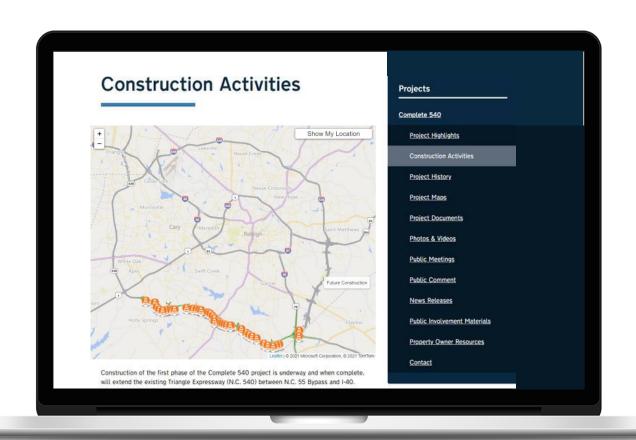
Deputy Chief Engineer for Highway Operations







## **Complete 540 Interactive Map**



**Creative** 

Connected

Convenient





### Location

Where the project will cross I-40 in Garner

### Information

Ongoing construction work adjacent to I-40, including clearing, bridge construction, earthwork, culvert construction, grading and erosion control Intermittent night lane closures

### Timeframe

2020 through early 2022











# Community Outreach

### Complete 540 Outreach



Virtual/In-Person Meetings

**Resident Communications** 

Town of Apex, Town of Garner, Civic Organizations, Wake County WakeUP, RTA, I-40 Regional Partnership, National Society of Engineers, Realtor firms, NCSITE, Benson Area Chamber

# NCDOT Project Development Support

Andy Lelewski, P.E.

Director of Program Development

### **NCDOT Project Development Support**

**Continued Analysis of SPOT Projects** 

- Work completed in August 2021
  - Analysis of SPOT projects provided by NCDOT
  - Determined potential toll costs
  - Estimated potential toll revenue
- NCTA is underway with further evaluation of four projects.
  - Six to eight month effort
  - Research and compile available information and existing studies
  - Outreach within the Department
    - Division Engineers and their staff
    - STIP Office
    - SPOT Office
    - Feasibility Studies Unit

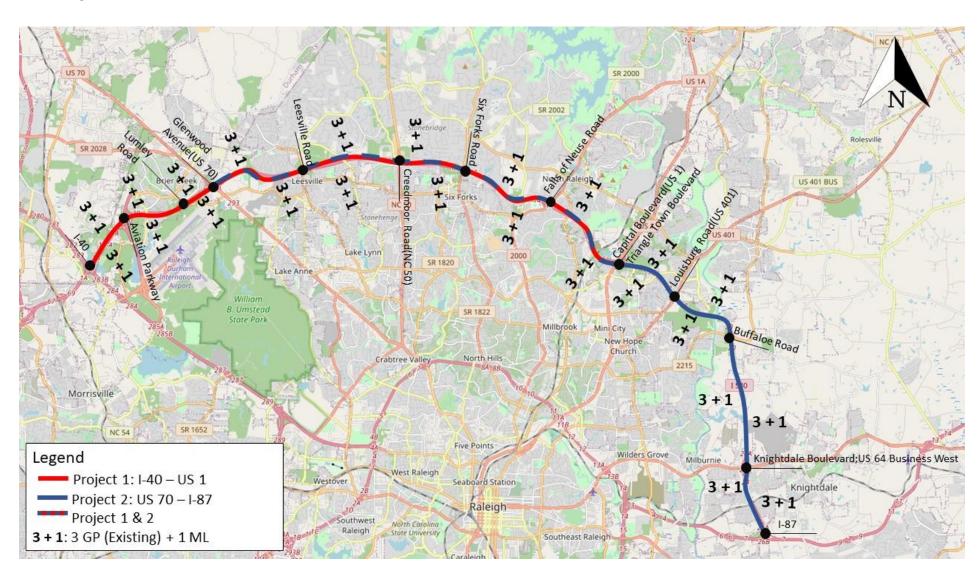
### NCDOT Project Development Support

**Continued Analysis of SPOT Projects** 

- Further evaluation of four projects, continued
  - Limits and access
  - Traffic & revenue
- Goal is to develop project proposals
  - Project scope
  - Preliminary plan of finance
  - Project delivery options
  - Review project proposals with stakeholders

### I-540 Peak Period Managed Shoulders

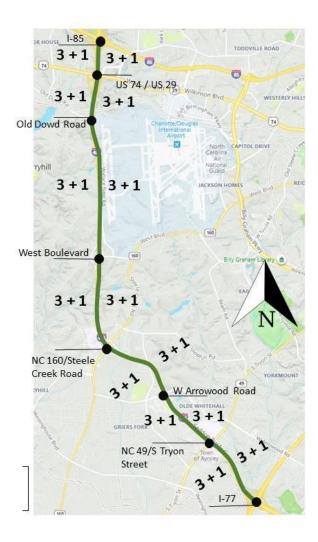
**Potential Future Toll Projects** 



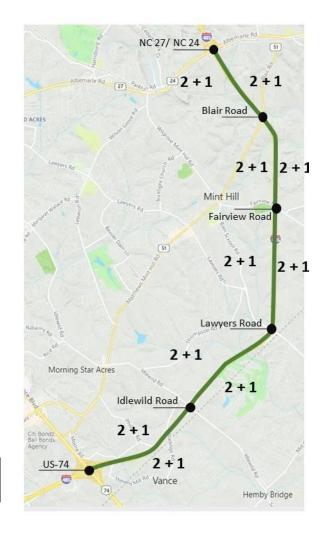
### **I-485 Express Lanes**

**Potential Future Toll Projects** 

From I-77 (Exit 67) to I-85 (Exit 10)



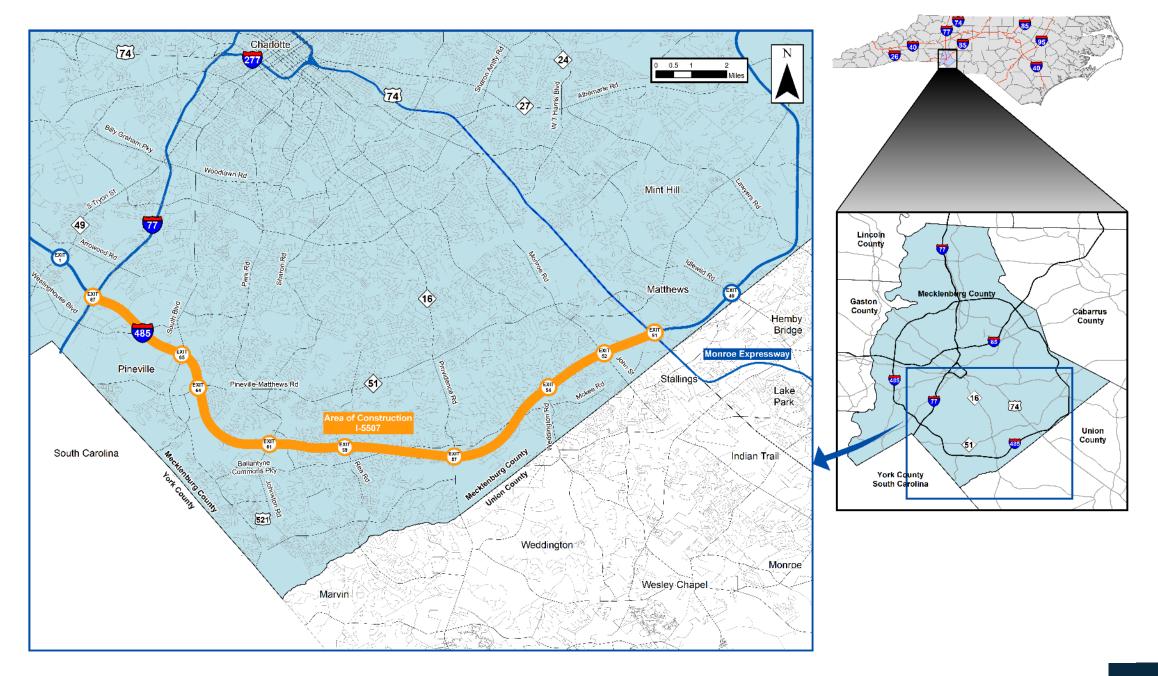
### From US 74 (Exit 51) to NC 24/27 (Exit 41)



# I-485 Express Lanes Update

Andy Lelewski, P.E.

Director of Program Development



#### **Division 10 Construction Update**

- Thirteen structures and two box culverts are under construction
- Six box culverts have been completed
- Over 32 miles of portable concrete barrier have been installed
- Approximately 48,000 LF of pipe has been constructed



#### **Division 10 Construction Update**

- Over 16 miles of widening is under construction
- > 36,000 LF of median barrier wall is complete
- Soil stabilization, ABC placement, and asphalt paving is ongoing
- Over 69,000 LF of conduit has been installed for ITS/AET facilities

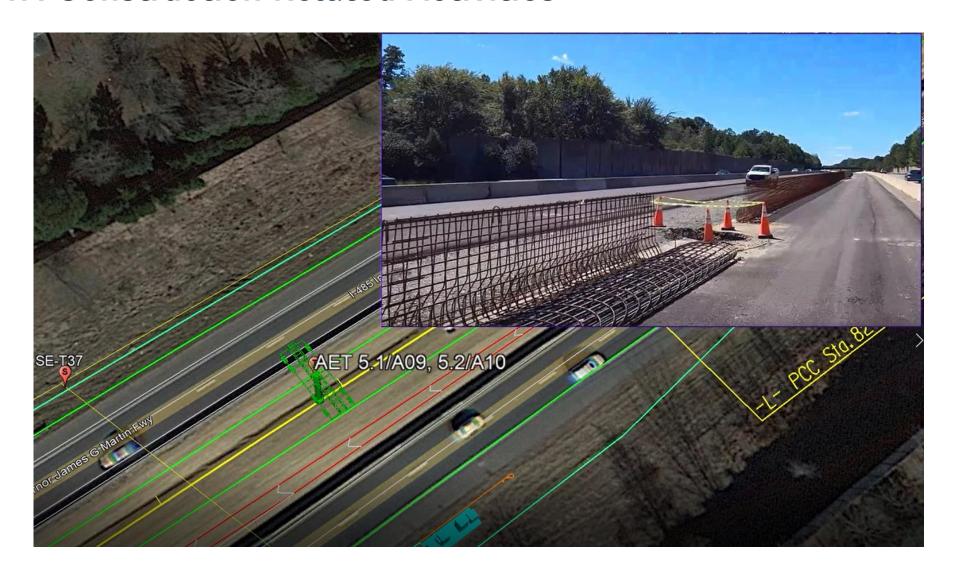


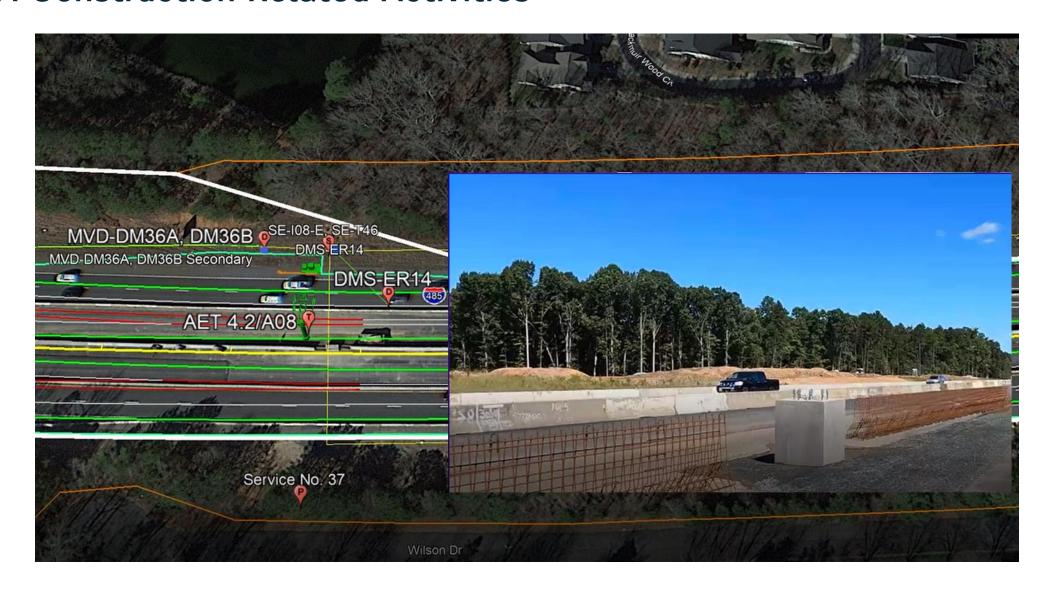
#### Division 10 Construction Update - Major Milestones

- ✓ Elm Road Bridge Opening – Aug 31
- ➤ 3<sup>rd</sup> GP Lane between Rea and Providence – Nov 15



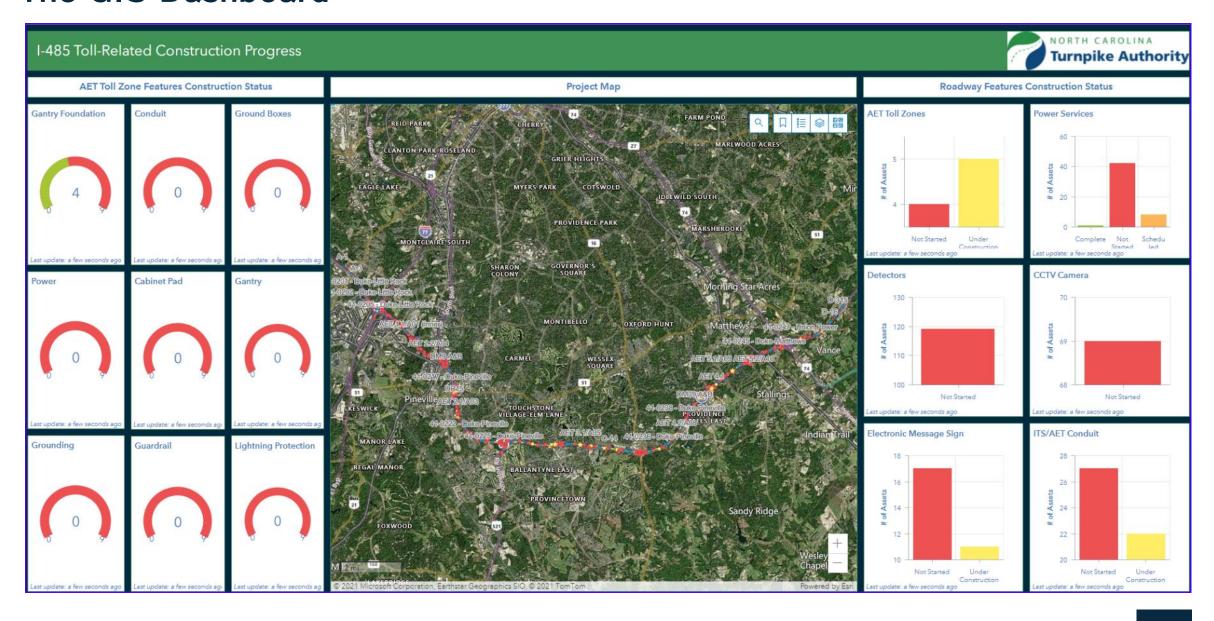
- Bi-weekly coordination with Design-Build Team and Resident Office
- Monitoring of toll-related work along the corridor and regular construction field reviews
- > Power meter coordination
- > Continue review of construction submittals
- Coordinate with roadside toll technology project







#### The GIS Dashboard



### ITS America Conference Update

Andy Lelewski, P.E.
Director of Program Development

Show Info Exhibit & Sponsor Conference Media Health & Safety Hotel & Travel

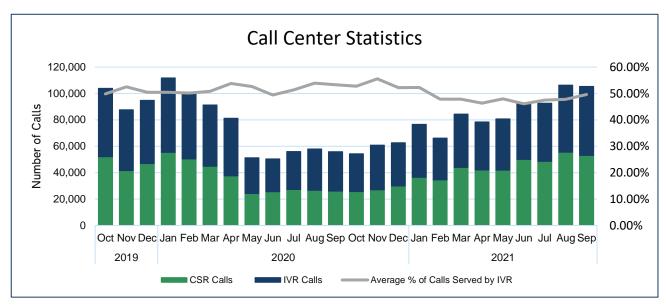


# Customer Service & Toll Technology Update

Manish Chourey
Chief Technology Officer

#### **Customer Service Update**

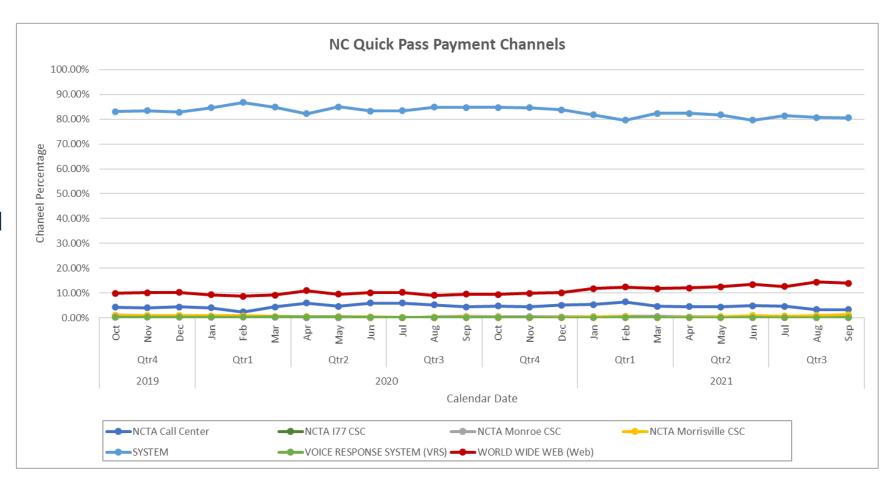
- CSC Operations adjusts to new norm
  - Call Volumes are averaging pre-COVID-19 numbers.
  - Three of walk-In locations are serving customers.
  - Employees and Embedded Consultants have returned to work.
  - CSRs continue to maintain social distancing.
  - Few CSRs continue to Work From Home (WFH).
- IVR system informs customers of wait times.
- Customer outreach to update account profile via self-service channels.





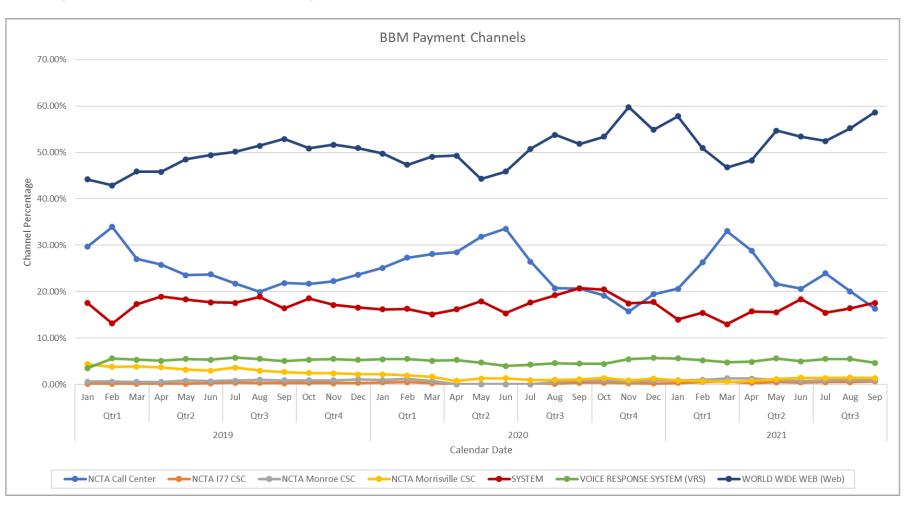
#### NC Quick Pass Payment Trends by Channels

- Over 90% of Customers use Credit Card to Replenish accounts.
- Over 80% of Customers are enrolled in auto-replenishment.
- Last year more customers are replenishing as required.



#### Bill By Mail (BBM) Payment Trends by Channels

- Over 50% of BBM Customers make payment on Web.
- Over 35% of BBM
   Customers make
   payment via Lockbox
   and Call-Center.



#### Roadside System Updates

#### Triangle Expressway Retrofit Updates

- All Toll Zones Retrofit are complete.
- Prepare for Operational Acceptance Test (OAT).
- Review As-Built Design Document and KPI's
- Increased focus on automation of KPI compliance.

#### Monroe Expressway

- Security enhancements on 6C transponder reads.
- Addition of Plate Type during Image review to improve Out of state name and address lookup.

#### I-485 Express Lanes Toll Collection System Procurement Schedule

Category	Date
✓ RFP Issued	April 14, 2021
✓ Mandatory Pre-Proposal Scope of Services Meeting	April 30, 2021 (1:00 p.m. to 3:00 p.m. ET)
✓ Proposer Questions Due	May 14, 2021 (4:00 p.m. ET)
✓ Proposals (Technical and Price) Due	July 12, 2021 (4:00 p.m. ET)
✓ Notification of Proposers Shortlisted for Oral Presentations	August 31, 2021
✓ Oral Presentations and Interviews	Week of September 20, 2021
Ranking of Proposers for Negotiations	October 29, 2021
Notice to Proceed / Award of Contract	November 30, 2021

#### On Call Consultant Updates

- Selected multiple firms with focus in specialized work areas:
  - 1. Business and technical operations audit and compliance
  - 2. Application support
  - 3. Technical program/project management
  - 4. Development, Implementation, and Management of As-A Service Offerings
- Met with 4 of 6 On Call firms to establish Tasks.
- Remaining meetings and all contracts to be established by end of 2021.

Selected On Call Firms
Atkins Global
CDM Smith
Deloitte
Gannett Fleming
RK&K
RS&H

# Transponder Fulfillment

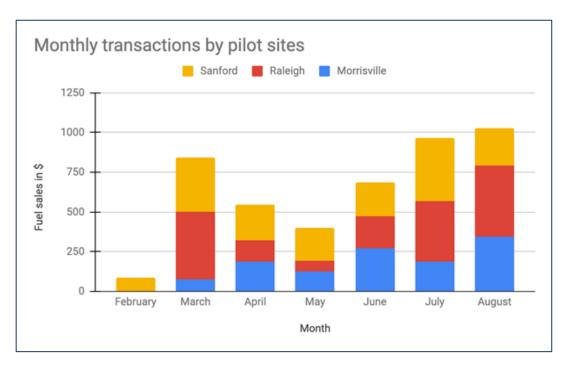


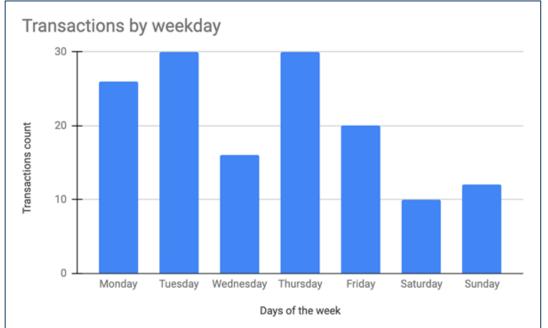
- 1. Transponder As a Service (TaaS) deployed on July 25<sup>th</sup>2021.
- 2. Project leveraged AWS marketplace to transform business to "as a service" offerings.
- 3. For initial Phase 1 Transponders are fulfilled by Hardcase or Sticker for full-service packaging and shipping.
- 4. Fulfilled 36,089 since July 25-through end of September 2021 on 7 days basis.
- 5. Future phases evaluating Amazon and other faster shipping methods.



#### Update on Pay By Car Pilot

- Technical Pilot using Transponders has completed.
  - Overall technology use case was proven.
  - Program expansion paused.
  - Limited local marketing campaign and operating into Raleigh stations.
- Next Pilot includes License plate readers
- Expansion continues in other states.





# 2022 Operations Committee Meeting Dates

Montell Irvin, PE
Chair

#### 2022 Board & Committee Dates

#### **Board of Directors**

- February 10, 2022
- May 19, 2022
- August 11, 2022
- November 17, 2022

#### **Finance Committee**

- January 19, 2022
- April 20, 2022
- July 20, 2022
- October 19, 2022

#### **Operations Committee**

- January 20, 2022
- April 21, 2022
- July 21, 2022
- October 20, 2022

All meetings will be held at 9:30 AM, unless otherwise noted

## Contact Us

ncdot.gov/turnpike

@NCTurnpike

ncquickpass.com

@NC\_QuickPass

## Thank you!