

Operations Committee – Minutes

Meeting Details

Date: April 20, 2023

Time: 9:30 AM

Location: Webinar & NCDOT Board Room –
Room 150
1 S. Wilmington St.
Raleigh, NC 27601

Attendance

Members Present

Montell Irvin

Members Present Virtually

Pamela Senegal, Charles Travis, Sam Hunt
(Mr. Hunt left the meeting at 10:25 a.m.)

Members Absent

Welcome/Introductions, Call to Order & Declaration of Quorum

Montell Irvin, Chair

Discussion Summary

Chairman Montell Irvin called the April 20, 2023, North Carolina Turnpike Authority Operations Committee meeting to order and welcomed those in attendance. Mr. Irvin called roll and declared a quorum.

Chairman Irvin thanked everyone for attending and the staff for all of the good work that continues at Turnpike.

Actions Taken

Information only/no action required.

Approval of January 26, 2023, Meeting Minutes

Montell Irvin, 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 January 26, 2023, meeting minutes as written.

Actions Taken

The January 26, 2023, Operations Committee meeting minutes were unanimously approved upon a motion by Mayor Chuck Travis and second by Dr. Pamela Senegal.

Opening Comments

Dennis Jernigan, Interim Chief Engineer

Discussion Summary

Mr. Dennis Jernigan began by welcoming everyone to the meeting. He told the Board Members that Mr. J.J. Eden was absent because he was on vacation with his family.

There were several changes to the NC Turnpike Authority Board that Mr. Jernigan announced. Mr. Robert Teer and Mr. Jim Walker were recently reappointed to the Finance Committee. Dr. Pamela Senegal was reappointed, but she will now be on the Operations Committee. The Board will welcome a new member, Ms. Julie Eiselt, to the Finance Committee at the Board of Directors meeting in May.

Mr. Jernigan expressed the thanks of the NC Turnpike Authority to Ms. Mary Clayton for her contributions and service to the Turnpike Authority. He added that everyone at NCTA wished her well and stated that she will be missed on the Board.

Mr. Jernigan also shared that the Toll System Transition for BOS2 had been going very well. Congratulations to Manish and his team.

Then Mr. Jernigan stated that Anjie Vescera, the new Toll Operations Director of E-470 in Colorado, had toured both the CSC and TMC (Traffic Management Center) in Mid-April.

Mr. Jernigan gave a summary of the recent project status items for I-485. This was in lieu of a section in the presentation being devoted to I-485 for today. He also shared that the court ruled in favor of NCTA in regard to the Mid-Currituck Bridge project and that DOT was working on evaluations for the P3's.

In regard to facilities, Mr. Jernigan informed the Board Members that construction at the Highway Building continued. Adding that some employees were working temporarily at the CSC and others at the Century Center.

Mr. Jernigan announced a change in date and time for the next Board of Directors Meeting in order to accommodate Secretary Boyette's schedule. The May 18th meeting will be rescheduled to Wednesday, May 24th at 9:00 a.m.

Actions Taken

Information only/no action required.

Chief Engineer Update

Complete 540 Phase 1 Update

Complete 540 Phase 2 Update

Dennis Jernigan, P.E., Interim Chief Engineer

Discussion Summary

Mr. Dennis Jernigan provided the committee with photos and a summary of the RTA Complete 540 Tour held on March 23, 2023. He also shared details about the presentation he had given to the CAMPO Executive Board the prior day.

Mr. Jernigan shared photos of the preliminary work on Phases 1 and 2 of the Complete 540 Project. He also gave the Committee Members the current status of the relocation of the FAA Communications and SBA Cell Towers and, the Checklists for RFP (Request for Proposal) timelines for R-2829A and R-2829B.

Mr. Irvin asked Mr. Jernigan how many short-listed firms there were for the RFPs. Mr. Jernigan stated that there were three for R-2829A and three for R-2829B. He continued to add that the same three firms bid for both projects. Mr. Irvin asked if one company could conceivably get the contract for the entire project. Mr. Jernigan said that yes, that was a possibility.

Mr. Irvin then asked who (what entity) actually decided the designations for the signing applications discussed by Mr. Jernigan in regard to the 540 East/West signage. Mr. Jernigan said that it was a collaboration between the NCDOT Signing Unit, Division 5, and NCTA. He added that to reduce confusion, that the group involved was looking for the best solution. Mr. Jernigan stated that his preference was for the loop signage to be expressed with the terms 'Inner' and 'Outer.' He said that the group chose the least confusing usage. They discussed the usage in regard to Charlotte's loop. Mr. Irvin suggested looking at usage by other systems if the signs had not already been installed. Mr. Jernigan said that some of the new signs had been installed.

Actions Taken

Information only/no action required.

Toll Technology Update

Manish Chourey, Chief Technology Officer

Discussion Summary

Mr. Manish Chourey provided the Committee Members updates and information regarding the Statewide Roadside Toll Collection System Procurement Timeline, the Backoffice System Transition, the HyperCare Team, and the Phased Deployment of new system Features. He finished his presentation with graphs showing the Traffic Increase information for the Triangle Expressway and Monroe Expressway road systems.

Actions Taken

Information only/no action required.

Customer Service Center Update

Angela Queenland, Manager of Customer Service

Discussion Summary

Ms. Angela Queenland provided the Committee Members with statistics and trends data for the Call Center. The charts she presented illustrated the number of customers helped per day at the Walk-In and Call Centers. Ms. Queenland also showed data regarding the Average Speed to Answer Calls and Average Call Handle Time.

Actions Taken

Information only/no action required.

NC Quick Pass Initial Look

Angela Queenland, Customer Service Manager
Logen Hodges, Marketing & Communications Manager

Discussion Summary

Ms. Angela Queenland and Mr. Logen Hodges presented the first two data sets of monthly numbers illustrating the impact of the recent changes regarding the Back Office System 2 Transition. They shared graphs documenting the Website Trends, Payment Processing by Method, Account Conversions, and Transponder Sales.

Actions Taken

Information only/no action required.

Communications Update

Logen Hodges, Marketing & Communications Manager

Discussion Summary

Mr. Logen Hodges updated the Board Members with the status of the Communications Schedule for the Backoffice Systems Transition (Summary of Campaign Goals, Anticipated Dates, Platforms, and the topics covered by Messaging). Mr. Hodges detailed the Web Updates/Improvements, and the Planning and Launch of the NC Quick Pass App for mobile phones.

Actions Taken

Information only/no action required.

2023 Intern Update

Travis Feltes, P.E., Project Engineer

Discussion Summary

Mr. Travis Feltes shared information about the Turnpike plans to sponsor multiple summer interns throughout the department. This will be the third year of operations for the NCTA Program.

Mr. Montell Irvin said that he always enjoyed meeting the interns and hearing their presentations at the end of their internships.

Adjourn

Montell Irvin, Chair

Discussion Summary

Mr. Montell Irvin opened the floor for questions or comments. Mr. Irvin shared his thoughts about teamwork by complimenting Mr. J.J. Eden for being the leader of a successful team. He added that having been a member of the board for many years he wanted to note that the fact that there is no negative press and that there were many compliments from other organizations (including mayors and agencies) due to the commitment and hard work of all involved with NCTA. No one is irreplaceable, Mr. Irvin added, but the hard work done by all team members served to 'pay it forward' on behalf of the department. He expressed his thanks to all.

Mr. Irvin called for a motion to adjourn the April 20, 2023, North Carolina Turnpike Authority Operations Committee meeting.

Actions Taken

A motion to adjourn the April 20, 2023, Operations Committee meeting was approved upon a call for motion from Dr. Pamela Senegal, and a second by Mayor Chuck Travis.

North Carolina Turnpike Authority

Operations Committee Meeting

April 20, 2023



Opening Comments

Dennis Jernigan, P.E.

Interim Chief Engineer

Chief Engineer Update

Dennis Jernigan, P.E.

Interim Chief Engineer

RTA Complete 540 Tour

March 23, 2023

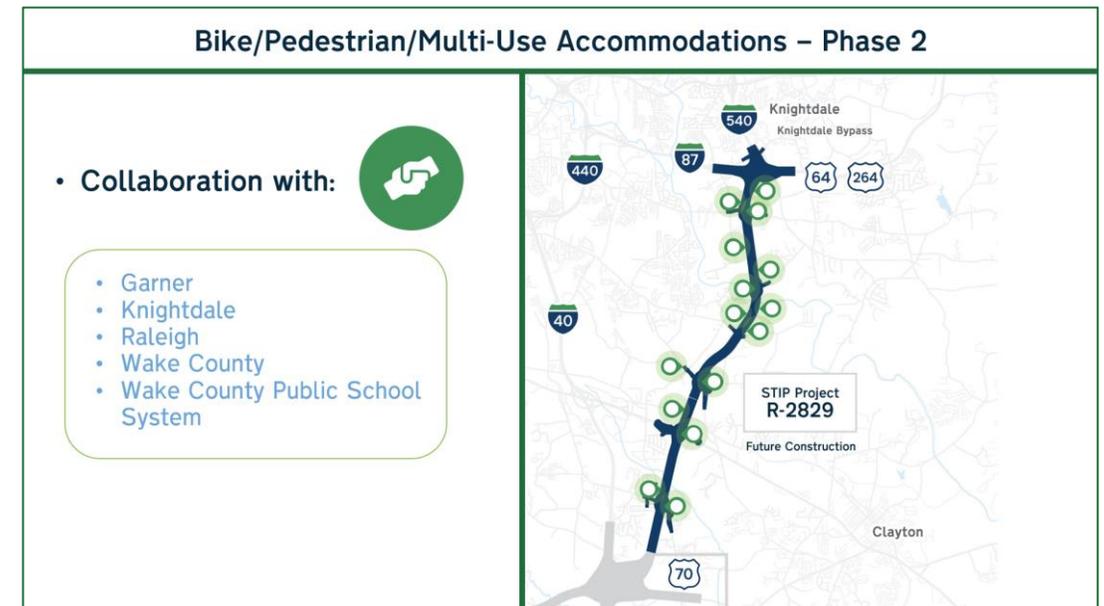
- RTA toured two sites along Complete 540
 - U.S. 401
 - I-40/U.S. 70 turbine-style interchange
- Attendees included
 - NCTA Board Members
 - RTA members
 - Local elected officials
 - Press



CAMPO Executive Board Presentation

April 19, 2023

- Presented about
 - Phase 1 construction update
 - Phase 2 information and update
 - Bike and pedestrian accommodations along the project



The background features a dark blue field with a subtle, light blue hexagonal grid pattern. Overlaid on this are several dynamic, glowing trails of small particles. These trails originate from the left and right edges and curve inward, creating a sense of motion and depth. The particles themselves vary in brightness, with some appearing as sharp points of light and others as soft, blurred halos.

Complete 540 Phase 1

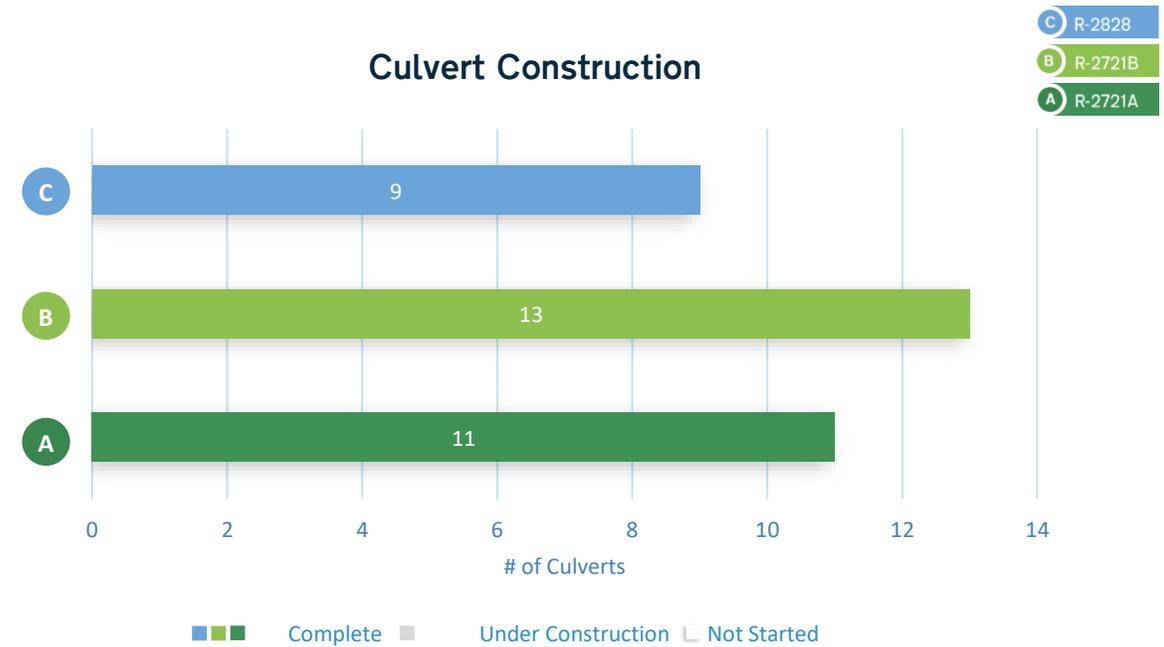
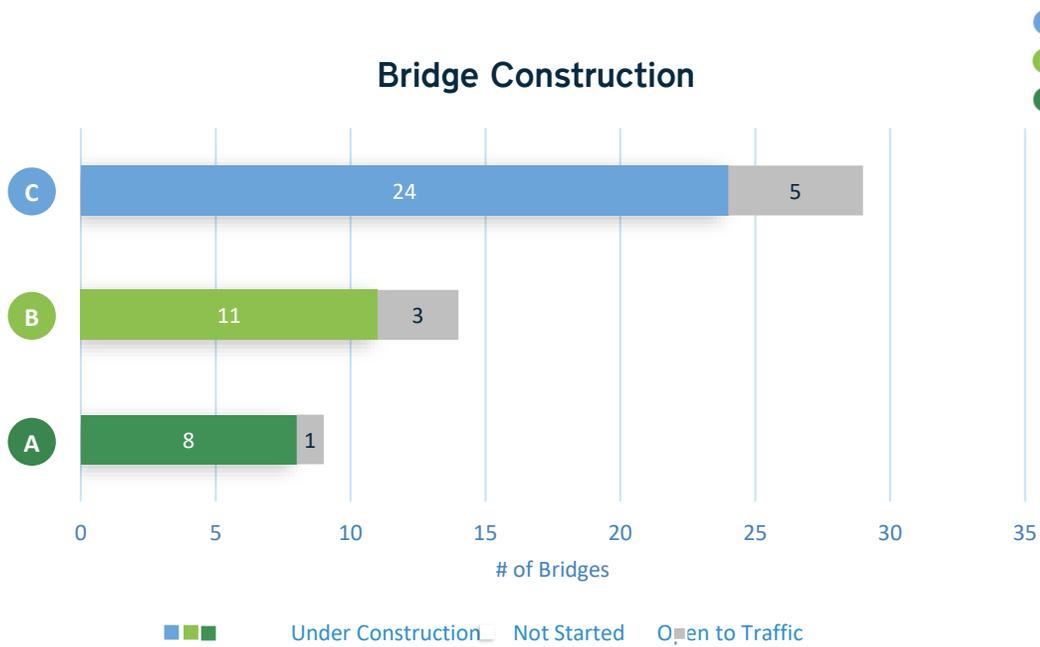
On Grade



Stabilized Soil and Bridge Construction



Bridge & Culvert Construction



Updated 4-12-2023

Noise Wall Construction

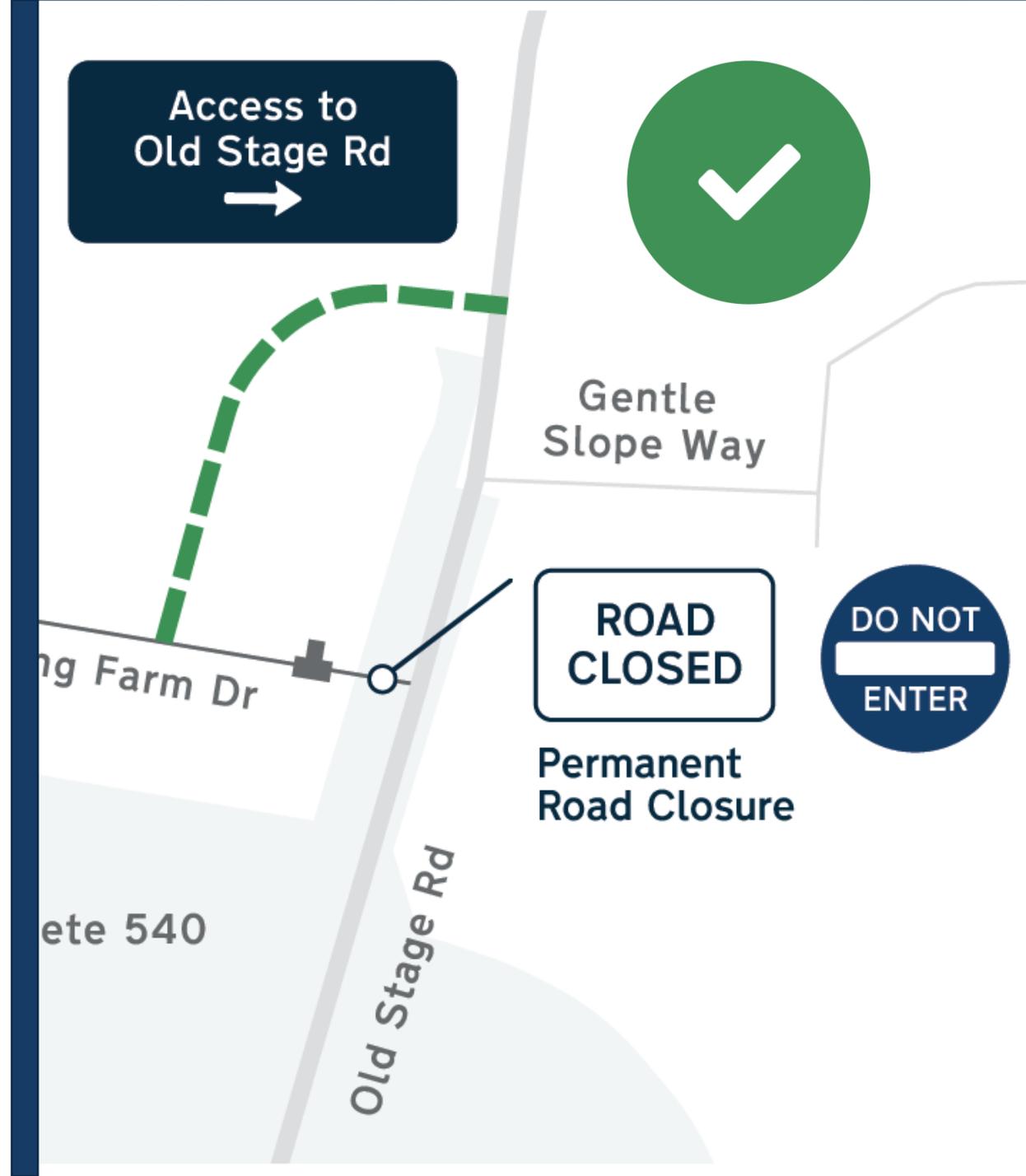


Paving



Complete 540 Openings

- **Old Stage Road**
 - April 2023
- **West Lake Road**
 - March 2023
- **Relocated Rolling Farm Drive**
 - January 2023
- **River Falls Pedestrian Trail and Culvert**
 - November 2022
- **Sunset Lake Road (1 of 2)**
 - November 2022
- **US-401**
 - November 2022
- **Holland Church Road**
 - September 2022
- **Lassiter Road and Wooded Acres Street**
 - August 2022
- **NC-50**
 - August 2022
- **Deerborn Drive Extension**
 - July 2022
- **New Bethel Church Road**
 - July 2022
- **Kildaire Farm Road**
 - May 2022
- **Johnson Pond**
 - April 2022
- **Fanny Brown Road**
 - November 2021



Complete 540 Phase 2

R-2829B

RFQ Advertisement	November 15, 2022	✓
Statement of Qualifications due from Design-Build Teams	December 20, 2022	✓
Department Announces Short-listed Teams	January 18, 2023	✓
Department Issues Industry Draft RFP to Short-listed Teams	January 18, 2023	✓
First Meeting with Short-listed Teams	February 1, 2023	✓
Department Issues Second Industry Draft RFP to Short-listed Teams	February 15, 2023	✓
Department Holds Statement of Qualifications Debriefs	Week of February 20, 2023	✓
Second Meeting with Short-listed Teams	March 1, 2023	✓
Department Issues Final RFP to Short-listed Teams	March 22, 2023	✓
Technical Proposals and Fuel Usage Factor Chart / Estimate of Quantities Due	June 22, 2023	
Sealed Price Proposals Due	July 11, 2023	
Technical Presentations by Short-listed Teams	July 12, 2023	
Open Price Proposals	July 18, 2023	
Department Holds Technical Proposal Debriefs (Pending Contract Execution)	Week of August 21, 2023	

NOTE: All dates are approximate and subject to change.

R-2829A

RFQ Advertisement	February 1, 2023	
Statement of Qualifications due from Design-Build Teams	February 28, 2023	
Department Announces Short-listed Teams	March 16, 2023	
Department Issues Industry Draft RFP to Short-listed Teams	March 16, 2023	
First Meeting with Short-listed Teams	April 4, 2023	
Department Holds Statement of Qualifications Debriefs	Week of April 17, 2023	
Department Issues Second Industry Draft RFP to Short-listed Teams	April 18, 2023	
Second Meeting with Short-listed Teams	May 2, 2023	
Department Issues Final RFP to Short-listed Teams	May 16, 2023	
Technical Proposals and Fuel Usage Factor Chart / Estimate of Quantities Due	August 24, 2023	
Sealed Price Proposals Due	September 12, 2023	
Technical Presentations by Short-listed Teams	September 13, 2023	
Open Price Proposals	September 19, 2023	
Department Holds Technical Proposal Debriefs (Pending Contract Execution)	Week of October 23, 2023	

Complete 540 Phase 2 - Preconstruction Activities

Completed Activities

- Environmental Document
- Section 404/401 Corridor Permits
- Biological Opinion
- Air Quality Conformity
- Final Surveys
- Traffic Forecasts and Analysis
- Service Road Study
- Confirmation of Environmental Mitigation Availability
- Roadway and Structure
- Geotechnical Investigations
- Update Project Cost Estimate
- Refining Preliminary Design
- Developing Pavement Design and Life Cycle Analyses
- Railroad Coordination
- Industry Coordination

Activities Underway

- Advanced Acquisition of Certain Right-of-Way Parcels
- Coordination with Owners of Towers Regarding Needed Relocations
- Planning for Community Water and Sewer Conflict Resolutions
- Planning for Other Long Lead-Time Items
- Utility Coordination
- Developer Coordination
- Refine Plans for Right-of-Way Acquisition
- Design-Build Procurement

FAA Communications Tower Relocation – R-2829B

- Was on private property at Rock Quarry Road – Parcel 30 ~ Sta 1208+00
- Tower removed from property
- All work for this relocation was completed by others
- Ongoing coordination is underway



SBA Cell Tower Relocation – R-2829B

- Currently on southeast corner of the Raleigh Rugby Club property – Parcel 53 ~ Sta 1433+00
- All work for this relocation is being completed by others
- Ongoing coordination is underway
- Town of Knightdale has issued a special use permit
- NEPA underway





West

East

South

North

West

South

North

East

Chapel Hill

Morrisville

Cary

Raleigh

Knightdale

New Hill

Holly Springs

Archer Lodge

Clayton

Fuquay Varina

64

885

70

540

540

401

40

440

TOLL
540

TOLL
885

64

64

264

1

401

40

70

55

42

CHATHAM COUNTY
WAKE COUNTY

DURHAM CO
WAKE COUNTY

WAKE COUNTY
JOHNSTON COUNTY

WAKE COUNTY
COUNTY
COUNTY



Chapel Hill

West

East

East

West

Knightdale

West

West

East

East

Archer Lodge

Clayton

Fuquay Varina

Chapel Hill

Morrisville

Cary

Raleigh

Garner

New Hill

Holly Springs

WAKE

Fuquay Varina

CHATHAM COUNTY
WAKE COUNTY

DURHAM CO
WAKE COUNTY

WAKE COUNTY
JOHNSTON COUNTY

COUNTY
COUNTY

Miscellaneous Updates

Toll Technology Update

Manish Chourey

Chief Technology Officer

Statewide Roadside Toll Collection System Procurement – Timeline

Category	Date
✓ RFP Issued	January 20, 2023
✓ Mandatory Pre-Proposal Scope of Services Meeting	February 2, 2023 (1:00 p.m. to 2:00 p.m. EDT).
✓ Proposer Questions Due	February 17, 2023 (4:00 p.m. EDT)
Proposals (Technical and Price) Due	May 26, 2023 (4:00 p.m. EDT)
Notification of Proposers Shortlisted for Oral Presentations	June 16, 2023
Oral Presentations and Interviews	Week June 26, 2023
Ranking of Proposers for Negotiations	July 2023
Notice to Proceed / Award of Contract	July 2023

BackOffice System Transition

System Transition occurred from 2/17 to 2/23,

- Conduent (BOS1 vendor), TransCore (BOS2 vendor), GC services, and Turnpike staff worked round the clock.
- Data migration activities took place between 2/18 and 2/22. PCI AOC was received on 2/23.
- 2/24 system went live to NC customers. A new website and IVR call tree were available to customers for self-service.
- Transaction processing for Home and Interop backlog was cleared by 3/4/2023.
- BBM Invoices and Statements backlogs are targeted to be cleared by end of April-2023.



HyperCare Team

HyperCare is a period immediately following Go Live till Operational Acceptance

- Ensures the seamless adoption of the Back-office System.
- Is responsible for communicating with a broader group.
- Provides daily updates to the Turnpike technology and operations team.
- Is made up of multiple teams (Operations, Application, and Triage teams).

Operations team

- Focuses on key operations issues and provides workarounds to staff.

Application team

- Performs daily analysis of application back-end jobs against the performance metrics.

Triage team

- Reviews and triages observations and determines the priorities of the fixes.
- Creates tickets and plans the upcoming deployment.



New Feature Phased Deployment

Features Available since cutover

- New website keeping with the current look and feel trends
- Responsive Website allows the same content on the website and mobile web.
- Customers can Opt-In for Text alerts.
- BBM customers save the credit card on file.
- Bank account (Automated Clearing House – ACH).
- Apple Pay / Google Pay.

Next 30-60 days

- Mobile app for iPhone and Android devices.
- Unified website and App for HOV declarations.

Q1 - 2024

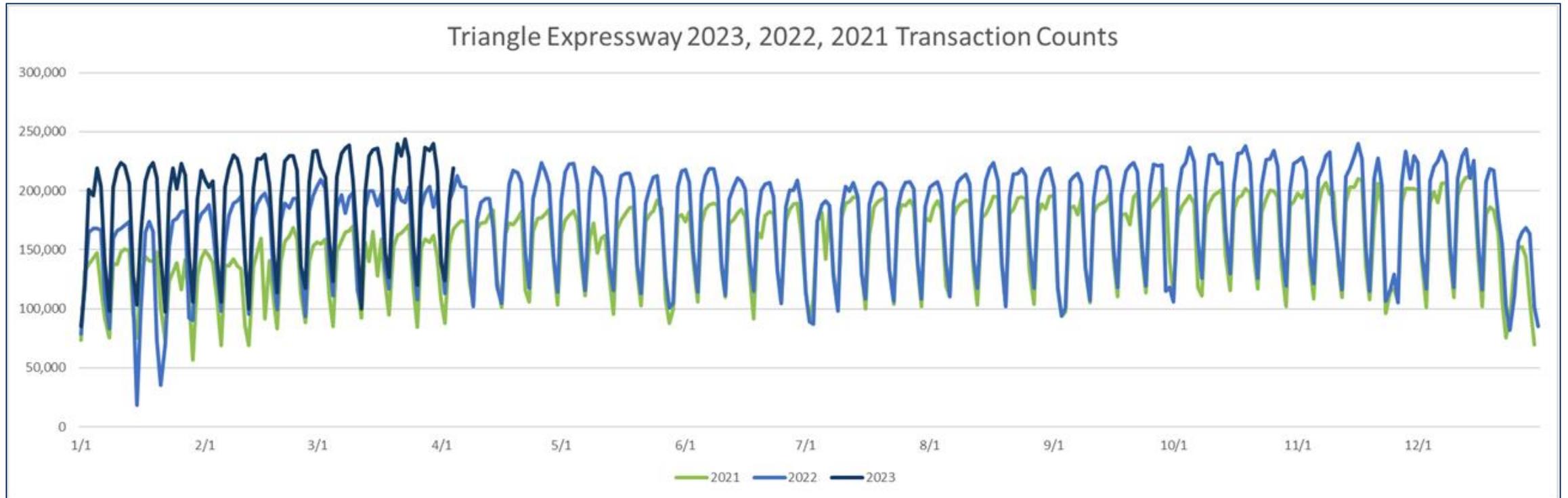
- Retail payment options (Money Gram, LPA pilot).
- Retail transponder sales.

Triangle Expressway Traffic

Traffic Increase

2021 – 2022 Q1 – 17.3%

2022 – 2023 Q1 – 16.7%

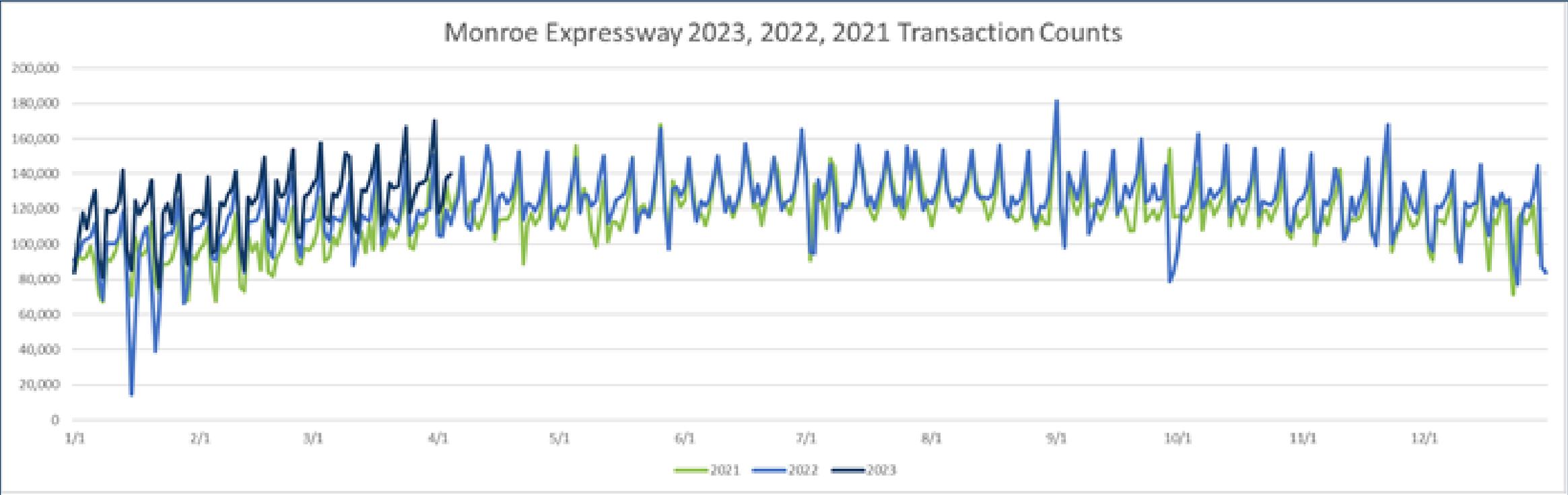


Monroe Expressway Traffic

Traffic Increase

2021 – 2022 Q1 – 7.7%

2022 – 2023 Q1 – 13.0%

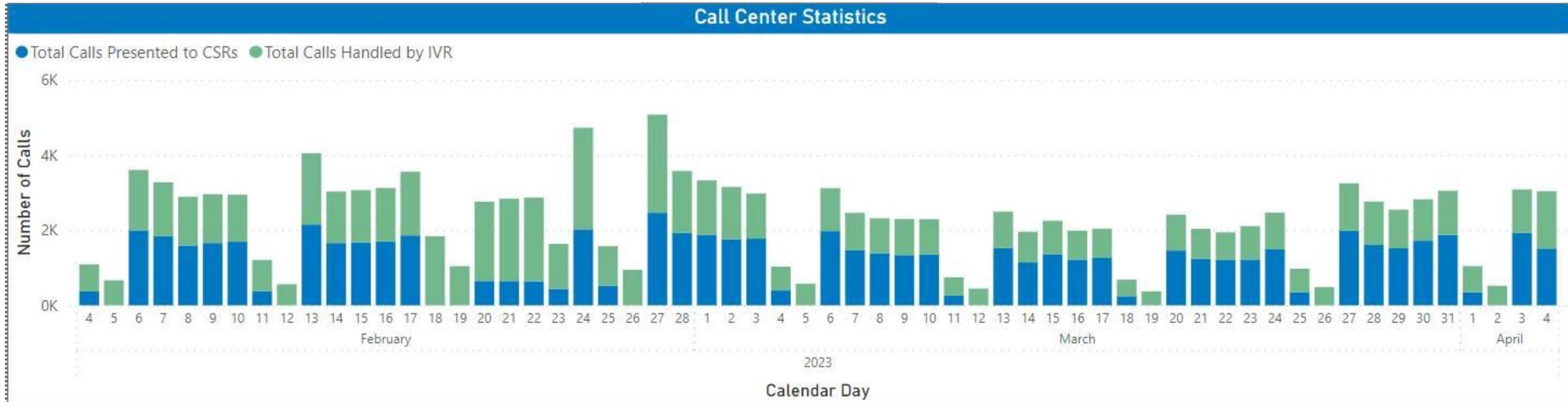


Customer Service Center Update

Angela Queensland
Customer Service Manager

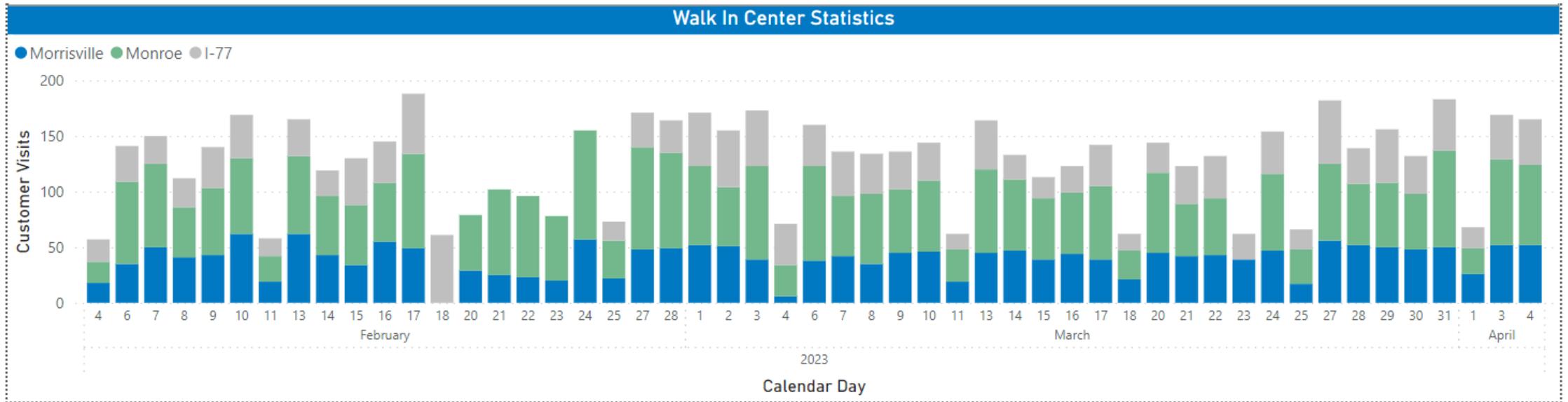
Call Center Statistics

NC Quick Pass Program



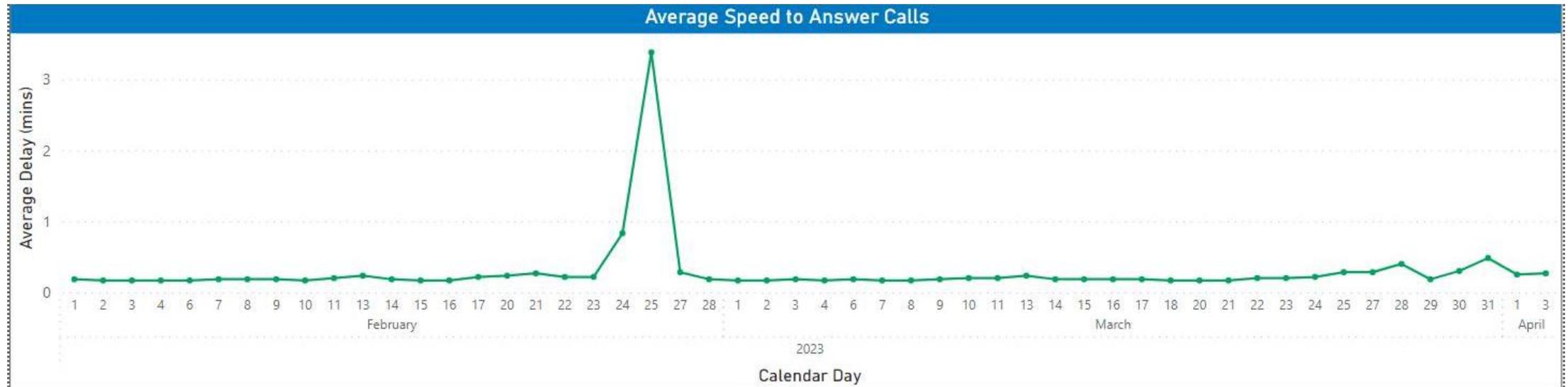
Walk-In Center Statistics

NC Quick Pass Program



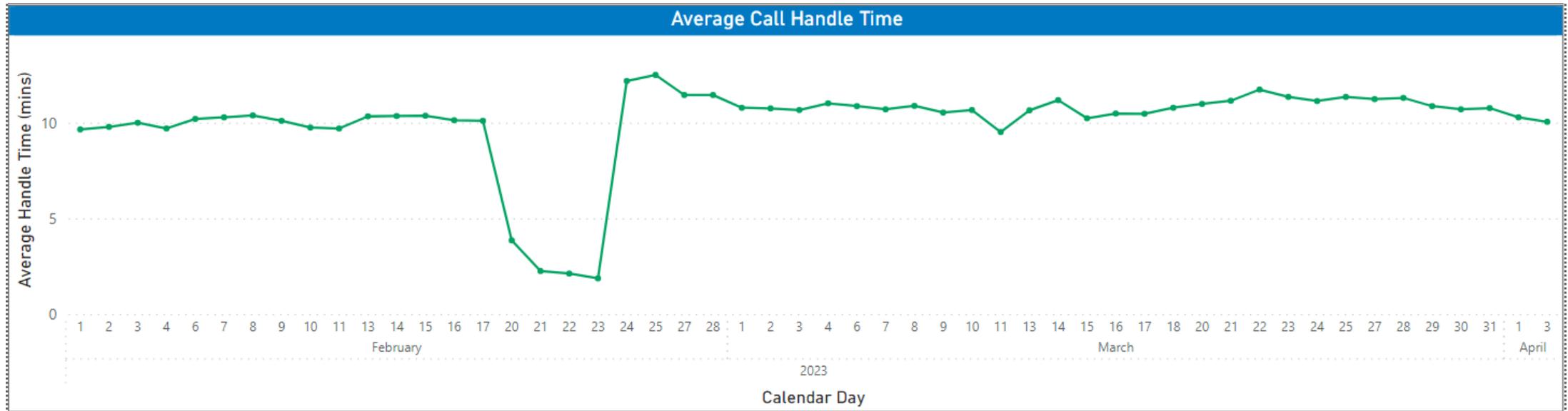
Average Speed to Answer Calls

NC Quick Pass Program



Average Call Handle Time

NC Quick Pass Program



NC Quick Pass Initial Look

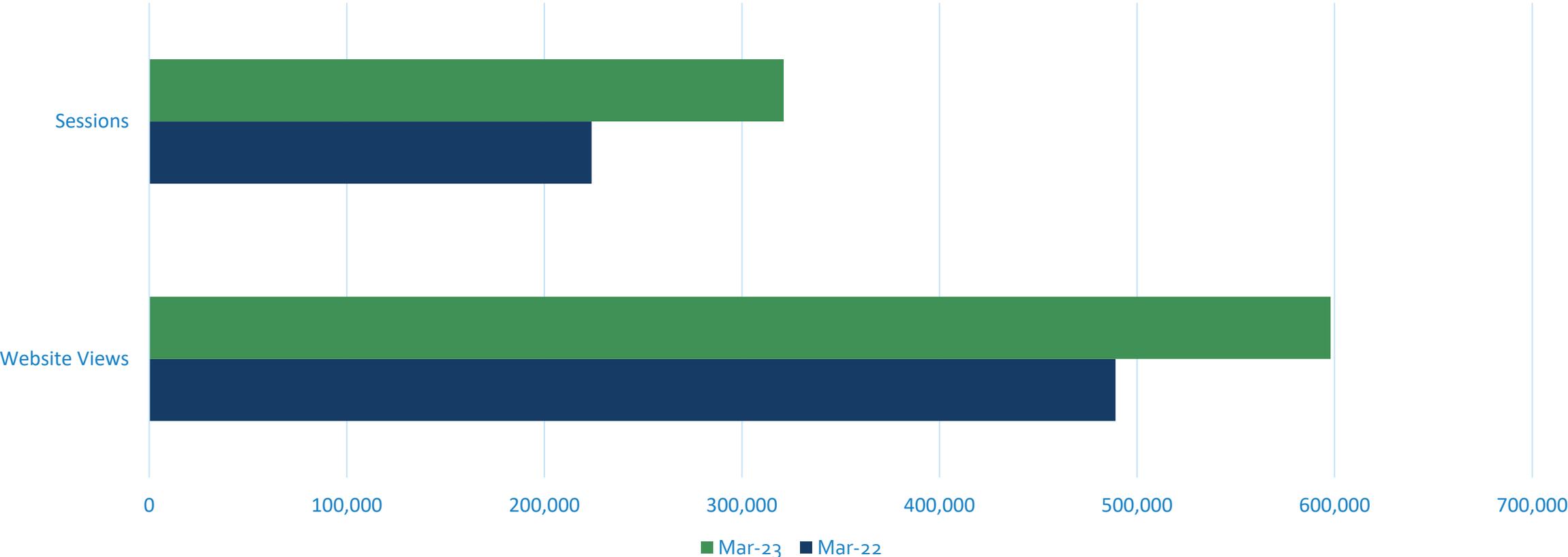
Angela Queensland

Customer Service Manager

Logen Hodges

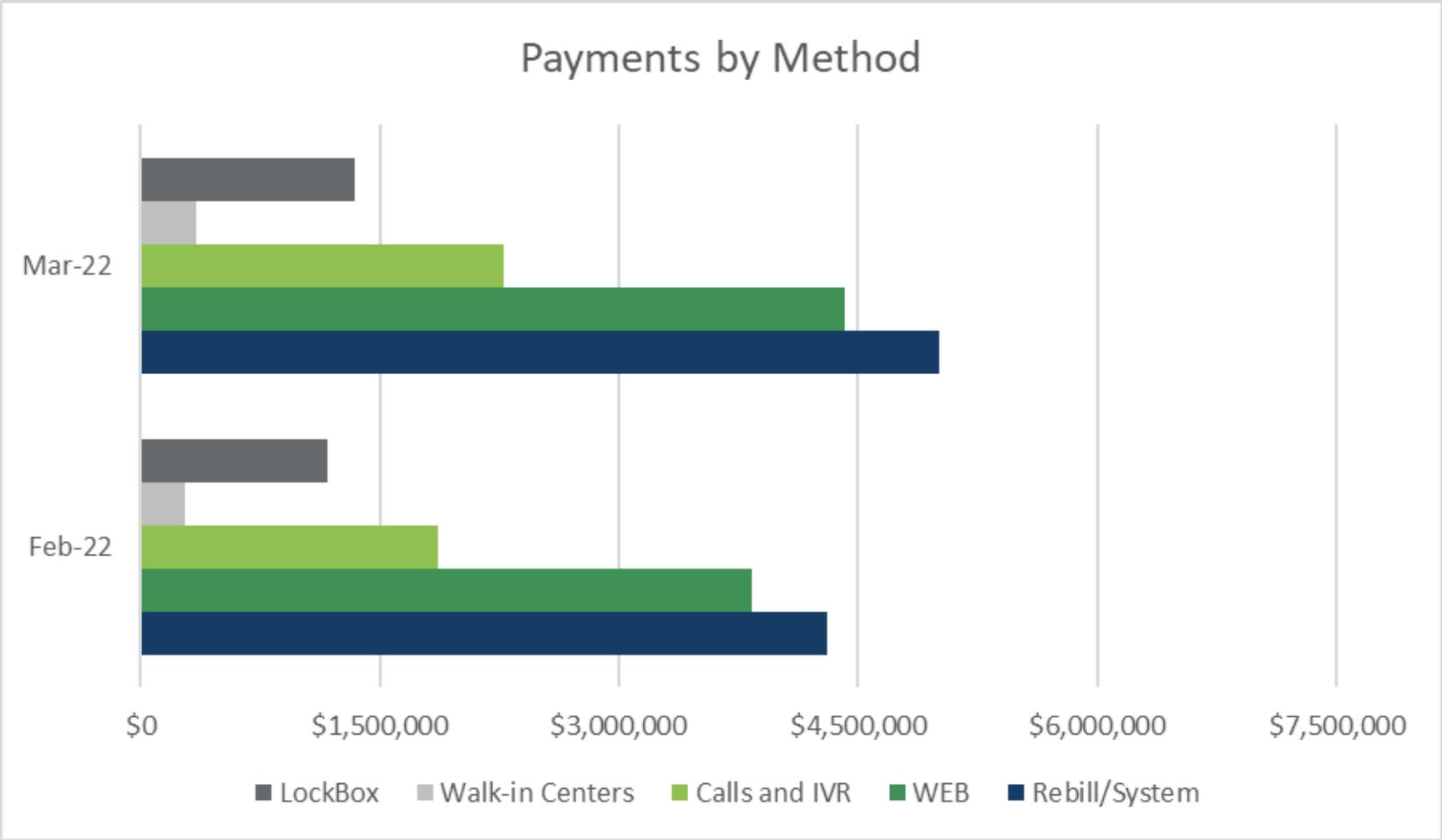
Marketing & Communications Director

Website Trends



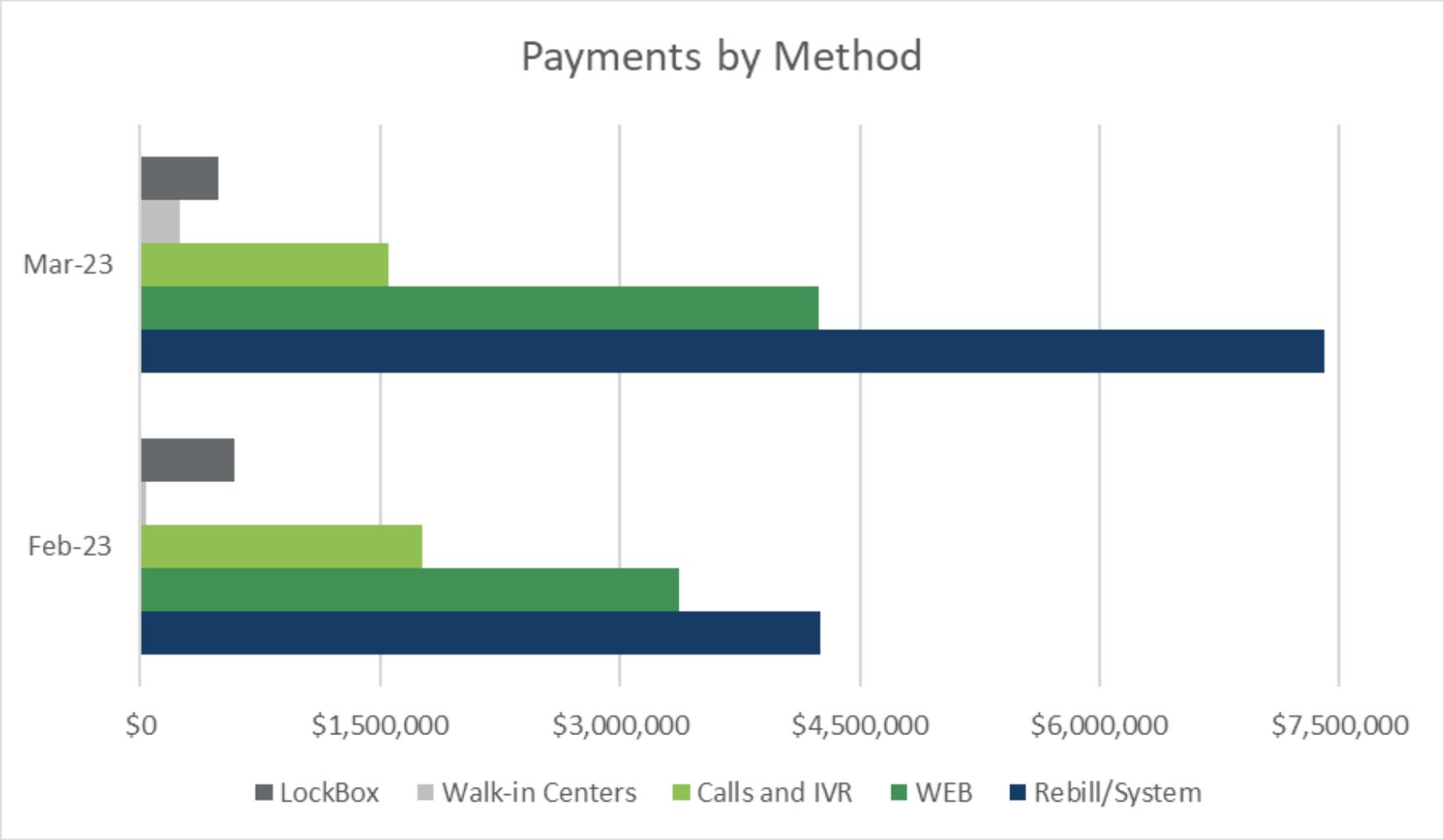
Payment Processing

NC Quick Pass Program



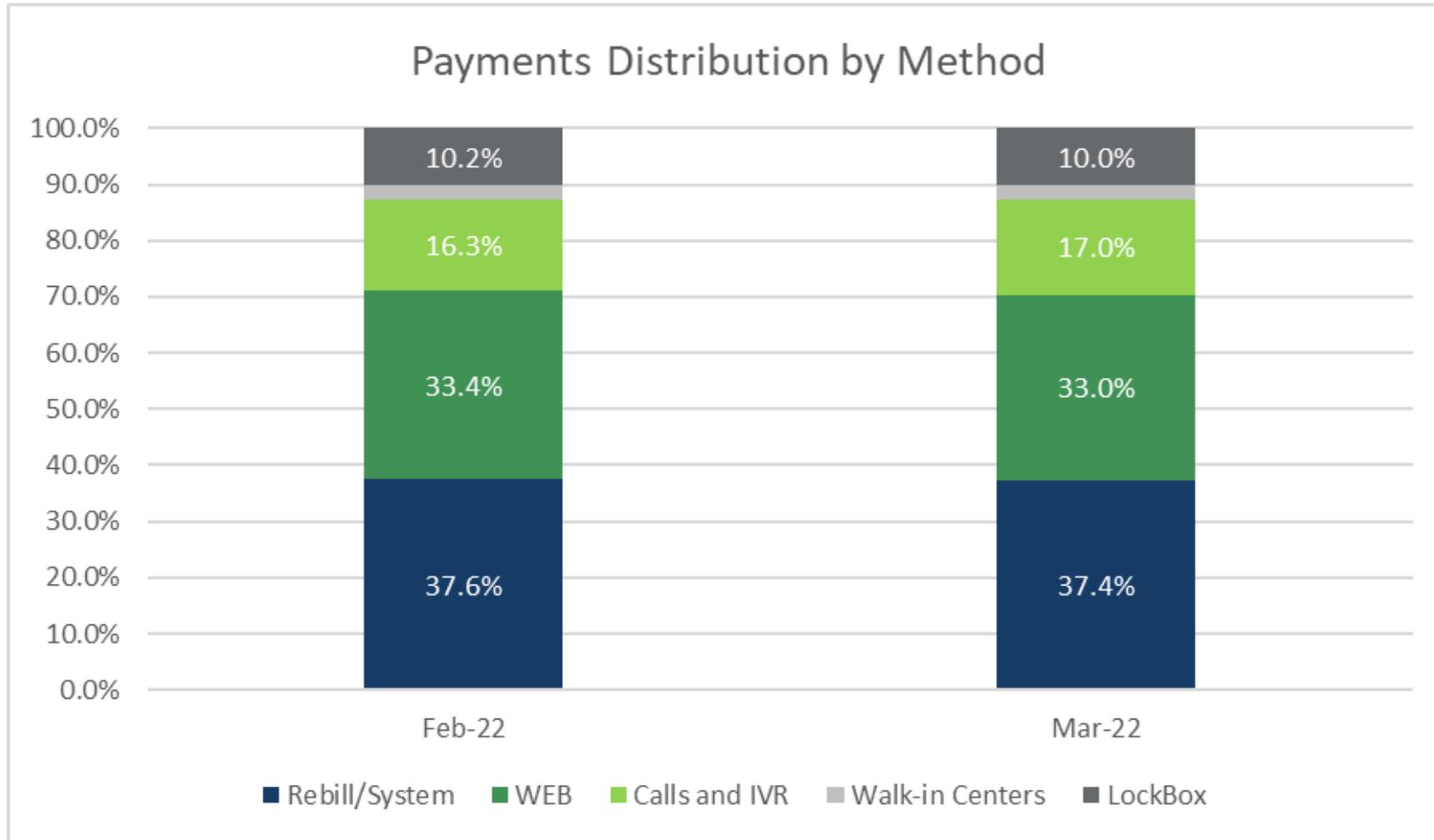
Payment Processing

NC Quick Pass Program



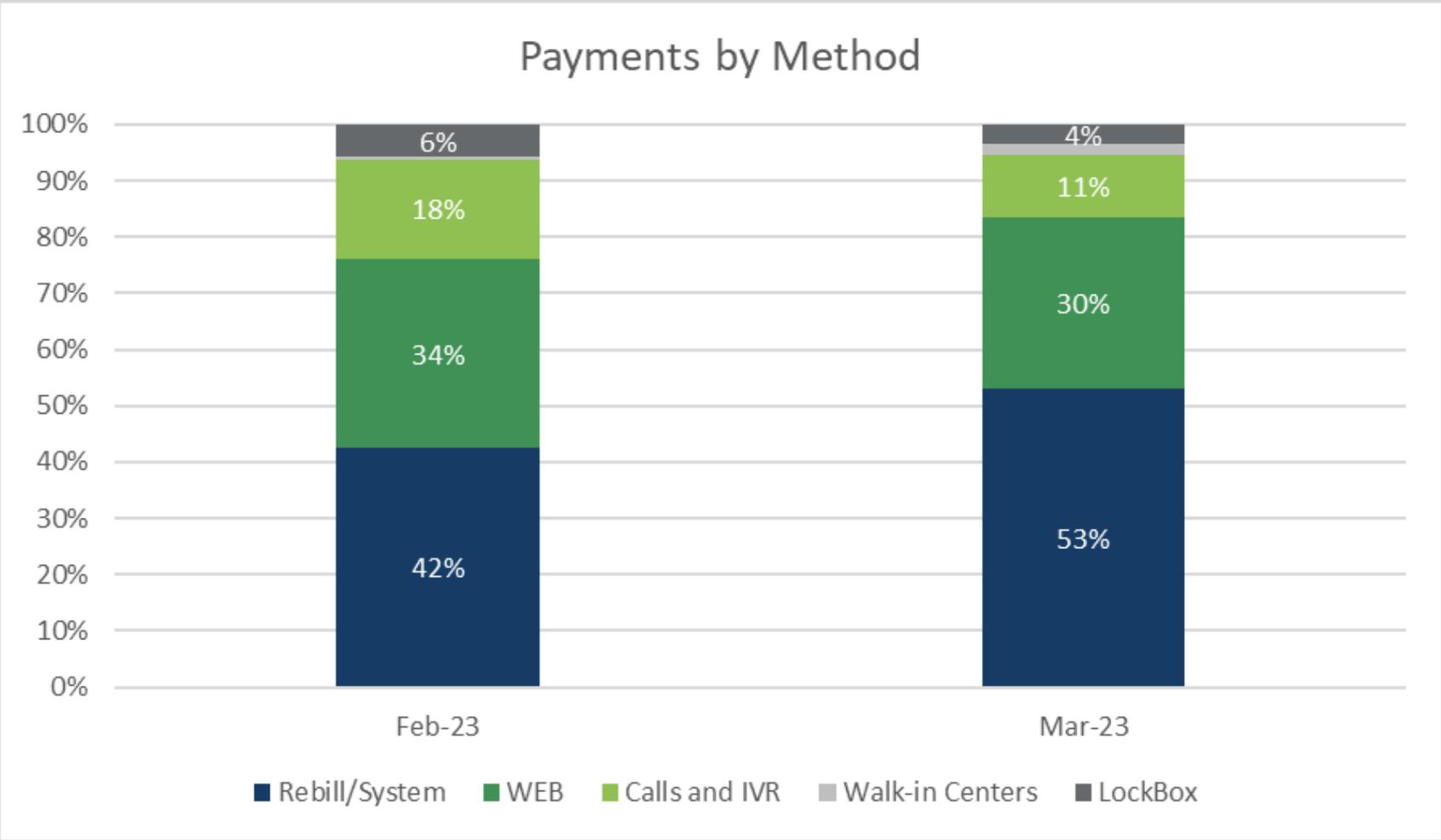
Payment Processing

NC Quick Pass Program



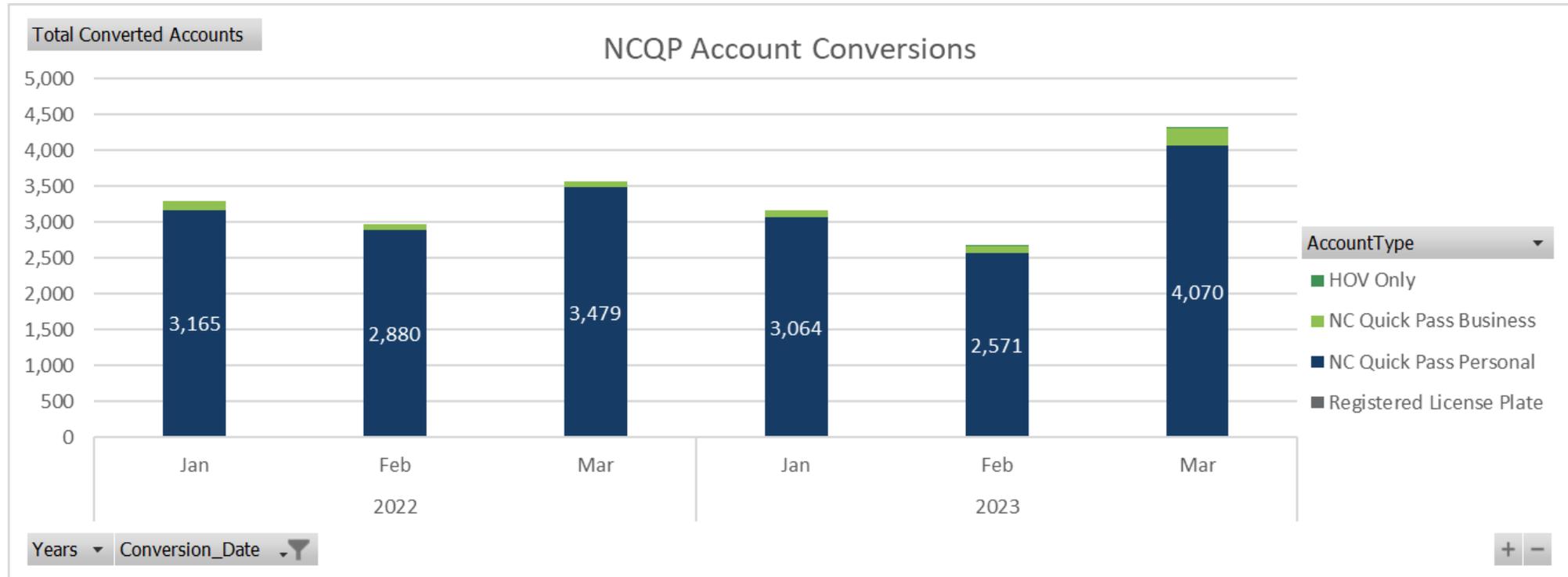
Payment Processing

NC Quick Pass Program



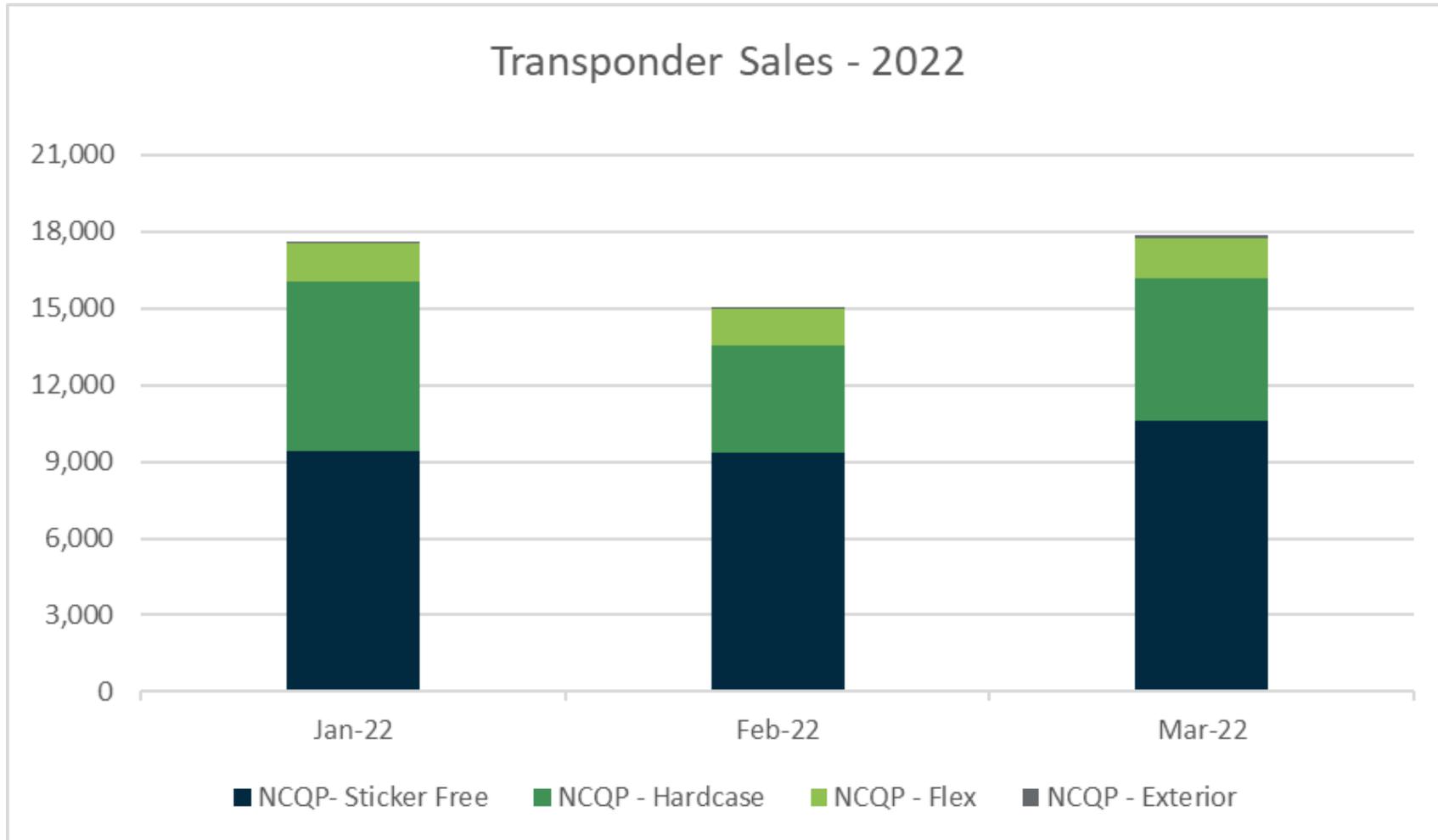
Account Conversions

NC Quick Pass Program



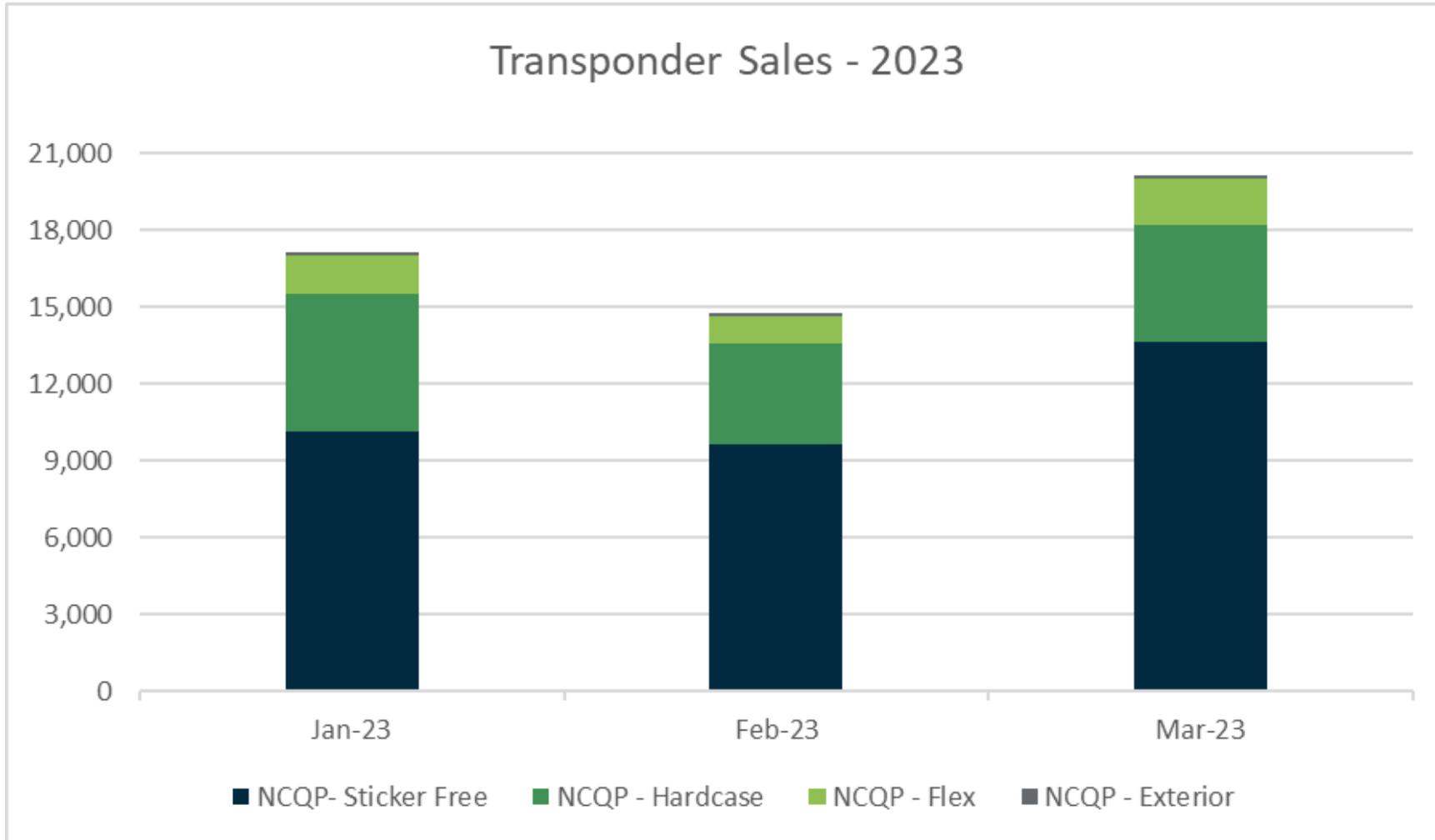
Transponder Sales

NC Quick Pass Program



Transponder Sales

NC Quick Pass Program



Marketing & Communications Update

Logen Hodges

Marketing & Communications Director

BOS 2 Update

Campaign Schedule

Campaign	Anticipated Date	Platforms	Messaging
A			
BOS2 General Announcement	60 days from go-live (December 13)	Press release, email, social media, BBM insert, CSR script, Stakeholder coordination	February 2023 NC Quick Pass is launching a new website and customer experience.
B			
Downtime of Website/Accounts	30 days from go-live (January 26)	Press release, email, social media, BBM insert, CSR script, BOS1 website alert (banner), DMS sign messaging, temporary landing page (FAQ), stakeholder one pager, CSC TV Slide	Beginning February 17 at 5:00 p.m. through February 24, ncquickpass.com and myncquickpass.com will be unavailable, as we transition to the new system.
C			
New Website Announcement	Go-live (February 24)	Press release, Email, social media, BBM insert, CSR script, DMS sign messaging, IVR, Stakeholder coordination	NC Quick Pass is now live!
D			
Website and App Marketing Campaign Launch	Within 90 days of system go-live	Press release, email, social media, BBM insert, CSR script, IVR, NCQP website banner, video	It's easier than ever to sign up for NC Quick Pass.

Campaign A, B & C Results

- **1.36M Emails & 75% Open Rate**
- **~200K SCM Impression**
- **~500K BBM Inserts**
- **815 New Followers**
- **6,483 Views to Press Releases**



Web Updates/Improvements

Bill By Mail Customer Navigation

Pay Tolls

Amount Due \$95.01

Choose one option below

Convert to an NC Quick Pass account →
Create NC Quick Pass and pay amount due to save on future tolls.

Pay Invoice →
Pay the amount due and continue to receive Bill-by-Mail Invoices.

Already have an NC Quick Pass account? →
Login to your account to make payment.

Transaction Search →
Search Bill by Mail transactions



Pay Now

Amount due: \$57.86

Convert to a NC Quick Pass account ⓘ →

Pay Invoice ⓘ →

Already have a NC Quick Pass account? ⓘ →

More Options

Bill by Email →

View Past Invoice History →

Bill by Mail Transaction Search →

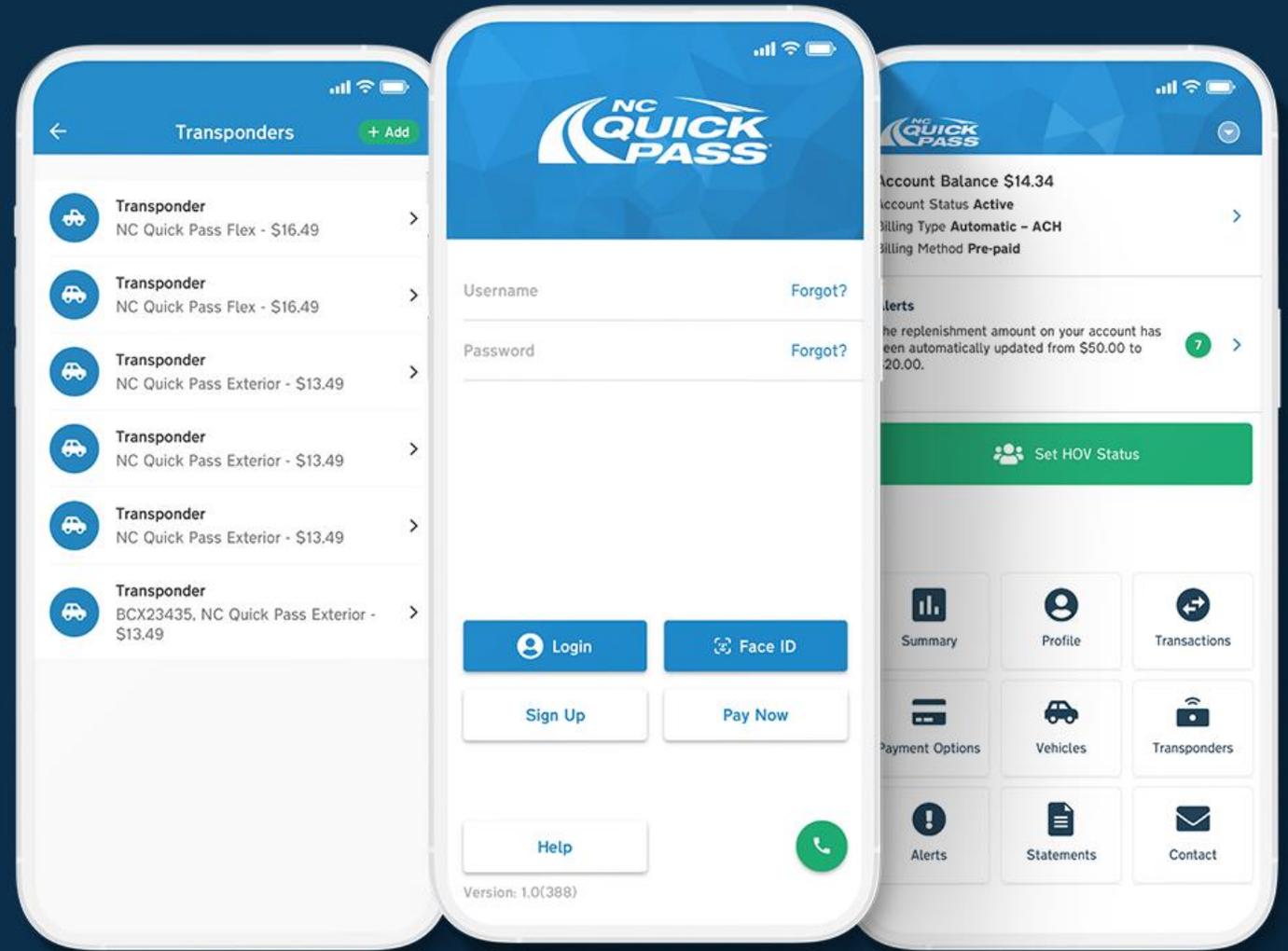
Contact Us →

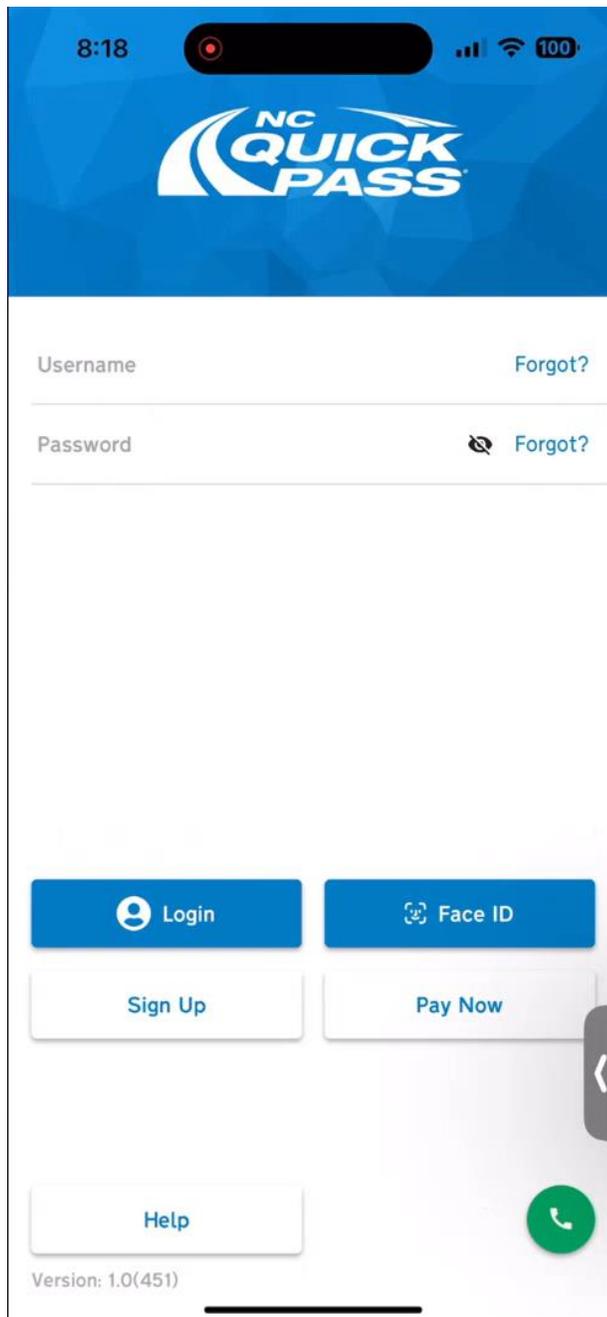
Mailing Address

123 MAIN STREET
FAYETTEVILLE
North Carolina 27030

NC Quick Pass App

NC Quick Pass App

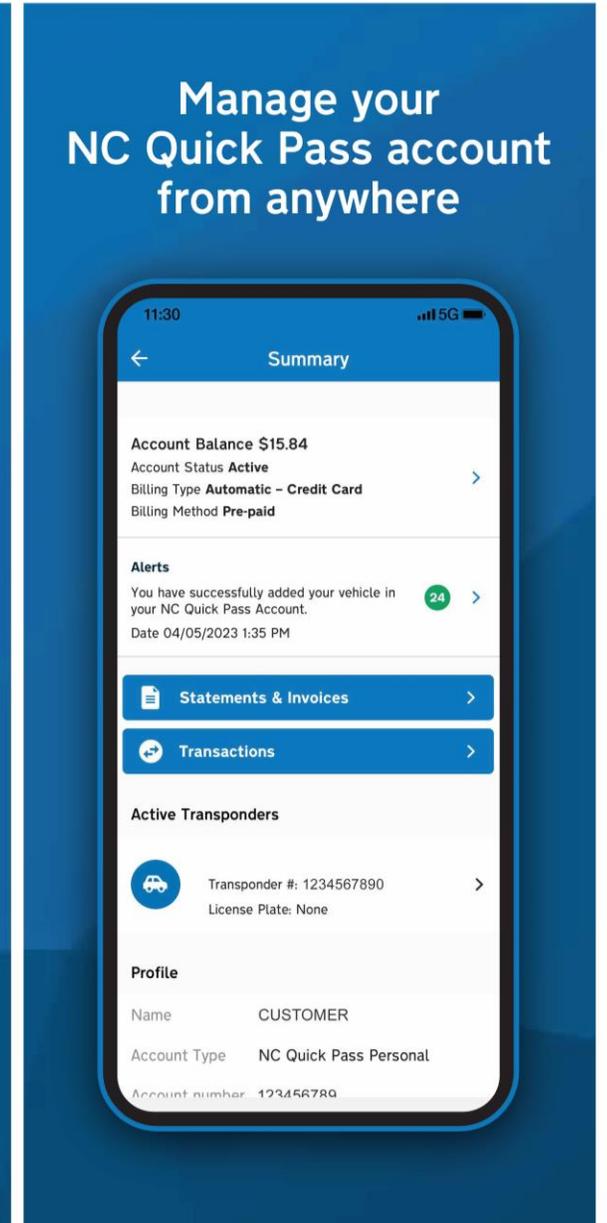
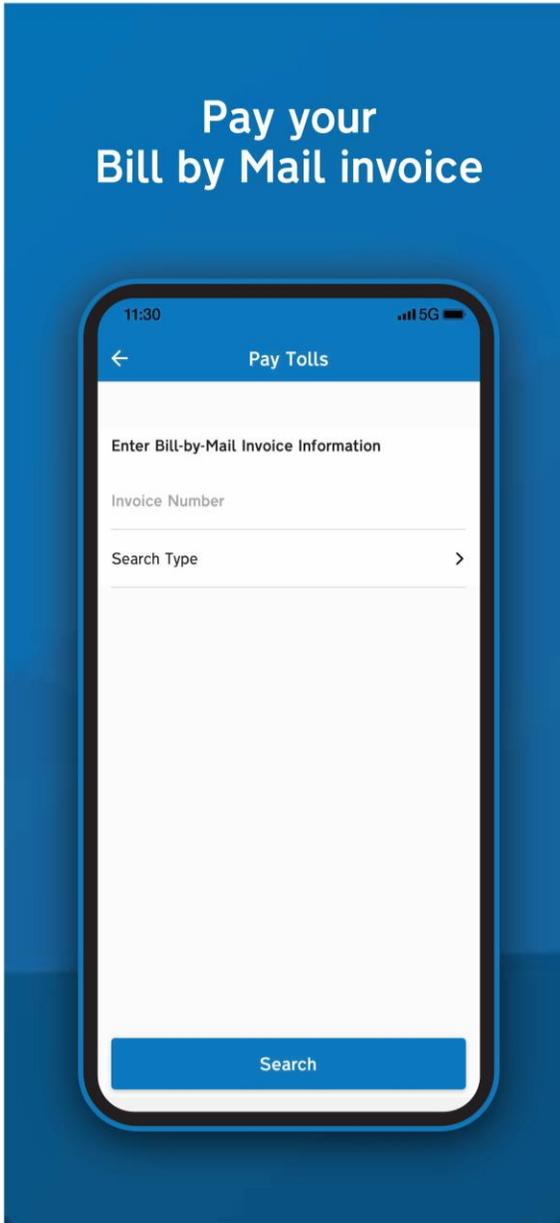
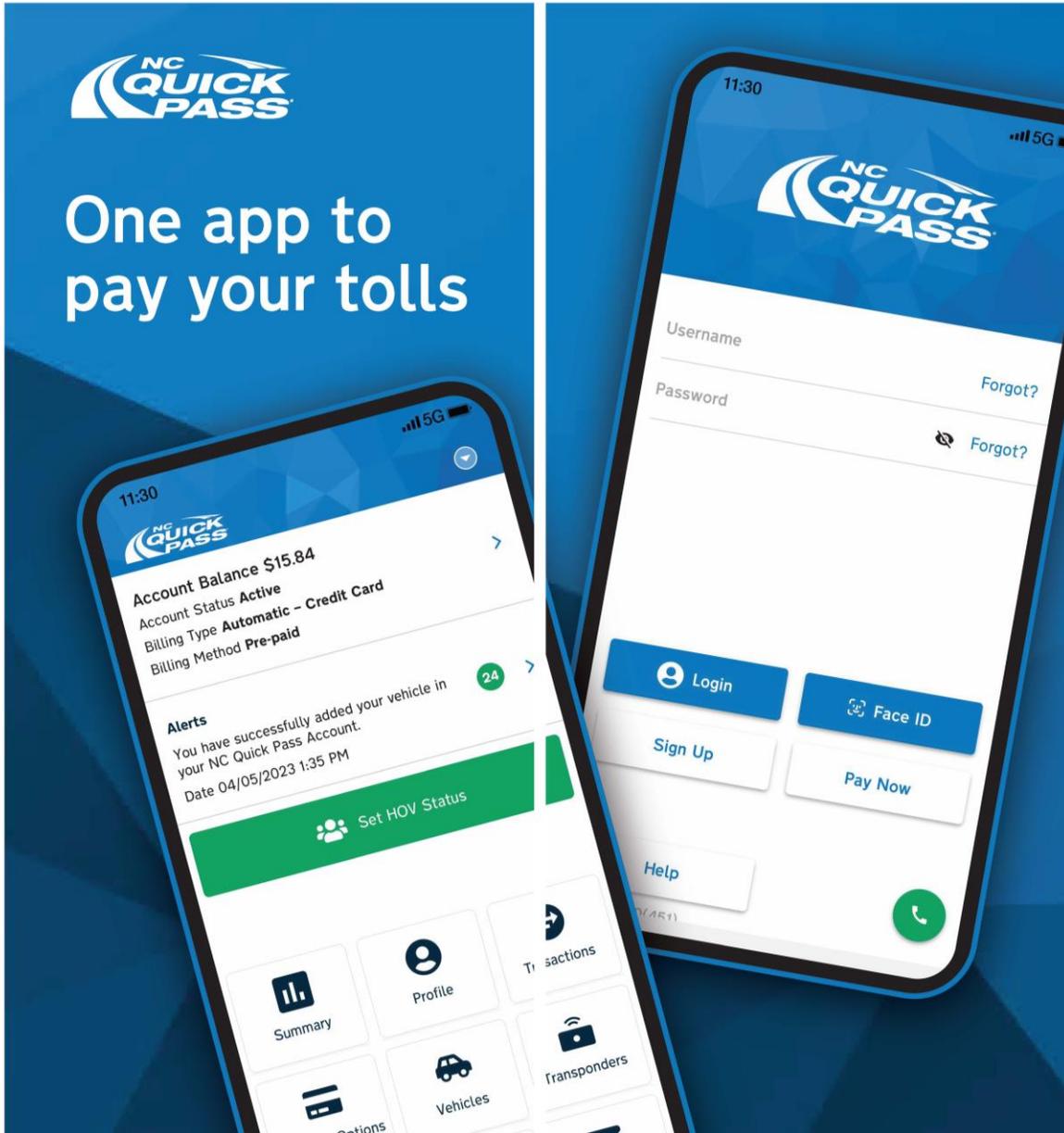




App Transition and Launch

1. Testing (March 3 - 17)
2. App Store Product Page Assets (April 1-14)
3. App Store Certification (Ongoing)
4. Gen 1 App User Communications
5. Go-live

App Store Assets



2023 Intern Update

Travis Feltes, P.E.

Project Engineer

Contact Us



ncdot.gov/turnpike

ncquickpass.com



[@NCTurnpike](https://twitter.com/NCTurnpike)

[@NC_QuickPass](https://twitter.com/NC_QuickPass)



Thank you!