



Board of Directors - Operations Committee

Date: September 19, 2019 @ 10:30 am

Location: NC Quick Pass Customer Service Center

Next Meeting: October 17, 2019

200 Sorrell Grove Church Rd., Suite A
Morrisville, NC 27560

Topic	Presenter
Welcome/Introductions	Montell Irvin, P.E. Chair
Call to Order Roll Call Approval of June 20, 2019 Meeting Minutes	Montell Irvin, P.E. Chair
Opening Comments	J. J. Eden Executive Director
Complete 540 Project Update	Rodger Rochelle, P.E. Chief Engineer
Project Toll Technology Overview	Manish Chourey Chief Technology Officer Andy Lelewski, P.E. Director of Program Development
Customer Service & Call Center Update	Angela Queenland Manager of Customer Service
2020 Operations Committee Meeting Dates	Montell Irvin, P.E. Chair
Adjourn	Montell Irvin, P.E. Chair

A CSC expansion tour will be conducted at the conclusion of the meeting.