



# Board of Directors - Operations Committee

**Date:** January 16, 2020 @ 10:30 am

**Location:** NCDOT (6th floor Board Room)

**Next Meeting:** March 19, 2020

1 S. Wilmington St. Raleigh NC 27601

Topic	Presenter
Welcome/Introductions	Montell Irvin, P.E. Chair
Call to Order Roll Call Approval of October 17, 2019 Meeting Minutes	Montell Irvin, P.E. Chair
Opening Comments	J. J. Eden Executive Director
Complete 540 Construction Update	Rodger Rochelle, P.E. Chief Engineer
Morrisville Parkway Interchange Update	Manish Chourey Chief Technology Officer
I-77 Project Update	Manish Chourey Chief Technology Officer
Customer Service Center Update	Manish Chourey Chief Technology Officer
Customer Complaints Procedures Update	Angela Queenland Manager of Customer Service
Customer Service Operations Procurement Update	Andy Lelewski, P.E. Director of Program Development
I-485 Project Update	Andy Lelewski, P.E. Director of Program Development
Adjourn	Montell Irvin, P.E. Chair