



# Operations Committee - Agenda

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## Meeting Details

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**Date:** April 20, 2023

**Time:** 9:30 AM

**Next Meeting:** July 20, 2023

**Location:** NCDOT Board Room - 150  
1 S. Wilmington Street  
Raleigh, NC 27601  
Teleconference & In-Person

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Topic	Presenter
<b>Welcome/Introductions</b>	<b>Montell Irvin, P.E.</b> Chair
<b>Call to Order</b>	
<b>Roll Call</b>	<b>Montell Irvin, P.E.</b> Chair
<b>Approval of January 26, 2023 Meeting Minutes</b>	
<b>Opening Comments</b>	<b>Dennis Jernigan, P.E.</b> Interim Chief Engineer
<b>Chief Engineer Update</b>	
<b>Complete 540 Phase 1 Update</b>	<b>Dennis Jernigan, P.E.</b> Interim Chief Engineer
<b>Complete 540 Phase 2 Update</b>	

**Toll Technology Update**

**Manish Chourey**  
Chief Technology Officer

**Customer Service Center Update**

**Angela Queenland**  
Manager of Customer Service

**NC Quick Pass Initial Look**

**Angela Queenland**  
Manager of Customer Service

**Logen Hodges**  
Marketing & Communications Director

**Marketing & Communications Update**

**Logen Hodges**  
Marketing & Communications Director

**2023 Intern Updates**

**Travis Feltes, P.E.**  
Project Engineer

**Adjourn**

**Montell Irvin, P.E.**  
Chair