



# Board of Directors – Full Board Meeting Minutes

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## Meeting Details

**Date:** Thursday, August 17, 2023

**Time:** 09:30 AM – 11:00 AM

**Location:** Webinar/Teleconference  
Transportation Highway Building  
Room 150  
1 S. Wilmington St.  
Raleigh, NC 27601

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## Attendance

### Members Present

John Adcock, Secretary Boyette, Sam Hunt, Montell Irvin, Robert Teer, & Vice Chair James (Jim) Walker

### Members Present via Webinar

Julie Eiselt & Dr. Pamela Senegal

### Members Absent

Mayor Charles (Chuck) Travis

## Call to Order, Declaration of Quorum, Ethics Statement Review

### Secretary Boyette, Chair

#### Discussion Summary

Chairman Secretary Boyette called the meeting of the Turnpike Authority Board of Directors to order at 9:02 am. on Thursday, August 17, 2023, and conducted a roll call.

Members Present: John Adcock, Secretary Boyette, Sam Hunt, Montell Irvin, Robert Teer, & Vice Chair James (Jim) Walker.

Members present Via Webinar/Teleconference: Julie Eiselt & Dr. Pamela Senegal.

Members Absent: Mayor Chuck Travis.

Secretary Boyette declared a quorum with members present.

Ms. Tiffanie Lee read the Ethics Statement advising all members of the Board that may have any conflict of interest, or appearance of conflict, to refrain from participation in that particular item and to file the proper paperwork with the Logann Perry, Secretary to the Board.

Ms. Lee shared "In accordance with the State Government Ethics Act, Executive Order No. 2 issued on January 12, 2009, and N. C. G. S. §143B-350, it is the duty of every Board member to avoid both conflicts of interest and appearances of conflict. "To comply with this statement and the State Ethics Law, I ask whether any Board member has a known conflict of interest or appearance of conflict with respect to any matters coming before the Board today."

"If so, please identify the conflict or appearance of conflict when the item appears on the agenda for consideration, refrain from any undue participation in the particular matter involved and sign before our notary the Declaration that has been provided to you for such purpose."

#### **Actions Taken**

Information only, no action required.

## **Approval of May 24, 2023, Meeting Minutes**

### **Secretary Boyette, Chair**

#### **Discussion Summary**

Secretary Boyette stated that the May 24, 2023, meeting minutes were distributed prior to the meeting, and if there were no questions, he would accept a motion. Mr. Robert Teer moved, and the second was made by Mr. Montell Irvin.

#### **Actions Taken**

The minutes were approved unanimously.

## **Opening Comments**

### **Secretary Boyette, Chair**

### **Discussion Summary**

Secretary Boyette welcomed everyone to the meeting.

### **Actions Taken**

Information only, no action required.

## **Executive Director Comments**

### **J.J. Eden, Executive Director**

#### **Discussion Summary**

Mr. J.J. Eden welcomed everyone to the meeting. He welcomed newest hire Kate Ford to the NCTA Communications and Marketing team.

#### **Actions Taken**

Information only, no action required.

## **Finance Committee Report**

### **Robert Teer, Finance Committee Chair**

#### **Discussion Summary**

Mr. Robert Teer updated the Board with a report on the Finance Committee meetings that had been held since the last Board of Directors meeting.

Since the Board meeting, the Finance Committee has met once, July 19, 2023.

On July 19<sup>th</sup> the Finance Committee received presentations on the following updates: IBTTA RUC 7 Finance Meeting Update, Chief Engineer Update, Complete 540 Phase I Update and Spend Update, C540 Phase II Update and Finance Update, FY 2024 Budget Overview, NCTA Continuing Disclosure Policy Update, and closed out with presentations by NCTA Interns Emily Brown (Finance), Tracey McClary (Communications) and Cal Madden (Construction).

#### **Actions Taken**

Information only, no action required.

# Operations Committee Report

Montell Irvin, P.E., Operations Committee Chair

## Discussion Summary

Mr. Montell Irvin updated the Board with a report on the Operations Committee meetings that had been held since the last Board of Directors meeting.

At the July 20, 2023, meeting, the Operations Committee received presentations on the following updates: Toll Technology Update, Customer Service Center Operations update, Marketing and Communications update, Chief Engineer’s Update, C540 Phase I and II updates, and ended with presentations by Interns Ben Scott (Technology), Nicholas Clark (Technology), Meah Osbourne (Communications), and Thomas Smith (Construction).

## Actions Taken

Information only, no action required.

# Finance & Budget Update

David Roy, Chief Financial Officer

## Discussion Summary

Mr. David Roy provided the board of directors with a Finance and Budget update.

## Actions Taken

Information only, no action required.

# Chief Engineer’s Update

Dennis Jernigan, P.E., Interim Chief Engineer

## Discussion Summary

Mr. Dennis Jernigan presented the board with a chief engineer's update and also included sharing of the C540 Sizzle Reel, created by NCTA Communications Interns Meah Osbourne and Tracey McClary.

**Actions Taken**

Information only, no action required.

## I-485 Construction Update

**Brian Davis, P.E. Resident Engineer, Division 10**

**Discussion Summary**

Mr. Brian Davis presented information regarding the timeline and progress for I-485 Express Lanes Construction.

**Actions Taken**

Information only, no action required.

## Toll Technology Update

**Manish Chourey, Chief Technology Officer**

**Discussion Summary**

Mr. Manish Chourey provided updates for the Toll Technology, including Statewide Roadside Toll Collection System Procurement Timeline, Backoffice System Payment Options.

**Actions Taken**

Information only, no action required.

## Customer Service Update

**Angela Queenland, Manager of Customer Service**

### Discussion Summary

Ms. Angela Queenland reported Call Center Statistics, Walk-In Statistics, data for Average Speed to Answer and Handle Calls, and details relating to the recent Morrisville Call Center Refresh.

### Actions Taken

Information only, no action required.

## Communications & Marketing Update

**Logen Hodges, Communications Director**

### Discussion Summary

Mr. Logen Hodges presented information regarding overview on the new app roll out and updated metrics.

### Actions Taken

Information only, no action required.

## Closing Comments, Adjournment

**Secretary Boyette, Chair**

### Discussion Summary

Secretary Boyette thanked everyone for attending the meeting.

### Actions Taken

Secretary Boyette stated that he would accept a motion for the meeting to be adjourned. Mr. Montell Irvin made the motion to adjourn, and it was seconded by Mr. Jim Walker. The August 17, 2023, NC Turnpike Board of Directors meeting was adjourned at 11:09 a.m.