



Board of Directors | Operations Committee | Minutes

Meeting Details

Date: August 15, 2024

Time: 9:00 AM

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

Attendance

Members Present In-Person & Virtually

Montell Irvin, Sam Hunt, Chuck Travis,
Pamela Senegal

Members Absent

Welcome/Introductions, Call to Order & Declaration of Quorum

Montell Irvin, Chair

Discussion Summary

Chairman Irvin called the August 15th, 2024, North Carolina Turnpike Authority Operation Committee meeting to order and welcomed those in attendance. Chairman Irvin called roll and declared a quorum present. Meeting was called to order at 09:00 am.

Actions Taken

Information only/no action required.

Approval of April 18, 2024, Meeting Minutes

Montell Irvin, Chair

Discussion Summary

Chairman Irvin noted everyone received a copy of the meeting minutes prior to the meeting and announced he would accept a motion to approve the April 18, 2024, meeting minutes as written.

Actions Taken

The April 18, 2024, Operations Committee meeting minutes were unanimously approved upon a motion by Mr. Sam Hunt and second by Mr. Chuck Travis.

Opening Comments

Patrick Norman, P.E., Chief Engineer

Discussion Summary

Mr. Patrick Norman began by welcoming everyone to the meeting. Mr. Norman mentioned a few staff changes including the addition of Jamaal Brodie and Stacey Mahoney. Mr. Norman also spoke about the intern Lunch & Learn. Mr. Norman also quickly mentioned the SMISHING attack would be spoke about further with J.J. Eden and Manish Chourey.

Actions Taken

Information only/no action required.

Chief Engineer Update

Patrick Norman, P.E., Chief Engineer

Discussion Summary

Mr. Patrick Norman presented on Complete 540 Phase 1 and 2, I-77, Mid-Currituck Bridge and the HBCU Project Tour.

Actions Taken

Information only/no action required.

Chairman Irving mentioned that Dr. Senegal had joined the meeting, and we need to arrange Board Member only parking spots for future meetings.

Complete 540 Phase 1 Installation Update

Travis Feltes, P.E., Project Engineer

Discussion Summary

Mr. Travis Feltes spoke about the different types of testing going on to make sure it is up and running when opened. Mr. Feltes spoke about the one section left that needs to be tested. Mr. Feltes mentioned that soon all 12 zones or six locations will be fully tested and ready for traffic. Mr. Feltes spoke about the installment of the CCTV cameras and the MVD

Actions Taken

Information only/no action required.

I-485 Express Lanes Update

Brian Davis, P.E., Division 10 Engineer

Discussion Summary

Mr. Brian Davis spoke about getting things ready to move into the final traffic patterns as well as the updates for many other roadways. Mr. Davis also spoke about a substantial completion date of summer 2025.

Actions Taken

Information only/no action required.

Marketing & Communications Update

Logen Hodges, Marketing & Communications Director

Kate Ford, Deputy Director of Marketing & Creative

Discussion Summary

Mr. Logen Hodges spoke about the 540 fest that was held. Mr. Hodges spoke about the money that was raised for combating Multiple Sclerosis funding research. Mr. Hodges spoke about the toll schedule for the whole length of the open 540. Mr. Hodges spoke about updates to the NC Quick Pass accounts. Mr. Hodges mentioned all upcoming marketing and retail updates. Mr. Hodges spoke about some current stats over different topics.

Ms. Kate Ford spoke about the NC Quick Pass customer campaigns and the outreach program. Ms. Ford spoke about the email open and click rate. Ms. Ford showed the Summer Travel Campaign Concept. Ms. Ford took a moment to mention some new Outreach team members Jasmine Tinsley, Ariana Williams, and Vicki Carberry. Ms. Ford presented stats as of July 2024. Ms. Ford spoke about the NC Quick Pass Employer Outreach Box.

Actions Taken

Information only/no action required.

Toll Technology Update

Manish Chourey, Chief Technical Officer

Discussion Summary

Mr. Manish Chourey spoke about the updates of the technology for the I-485 project as well as all the testing needed. Mr. Chourey went over the transactions tracked via the tolls.

Actions Taken

Information only/no action required.

Customer Service Center Update

Angela Queenland, Manager of Customer Service

Discussion Summary

Ms. Angela Queenland spoke about the number of calls that were taken and helped. Ms. Queenland also spoke on the number of customers helped via the walk-in centers. Ms. Queenland spoke about the average speed of answer rate as well as the call handle time.

Actions Taken

Information only/no action required.

Adjourn

Montell Irvin, Chair

Discussion Summary

Chairman Irvin asked for any additional questions or comments.

Chairman Irvin called for a motion to adjourn the August 15, 2024, North Carolina Turnpike Authority Operation Committee meeting.

Actions Taken

A motion to adjourn the August 15, 2024, Operation Committee meeting was approved upon a call for motion from Chairman Irvin, all in favor. The meeting was adjourned at 10:00 am.