



# Board of Directors | Operations Committee | Minutes

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## Meeting Details

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**Date:** February 20, 2025

**Location:** Virtually

**Time:** 10:15 AM

Was supposed to be located at the below but was moved to being virtual due to inclement weather:

N.C. Turnpike Authority Building  
2501 Aerial Center Pkwy. Ste. 200  
Morrisville, N.C., 27560  
Outer Banks Oasis Board Room

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## Attendance

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**Members Present - Virtually**

Montell Irvin, Chuck Travis, Pamela Senegal

**Members Absent**

Sam Hunt

## Welcome/Introductions, Call to Order & Declaration of Quorum

Montell Irvin, Chair

### Discussion Summary

Chairman Irvin called the February 20, 2025, North Carolina Turnpike Authority Operation Committee meeting to order and welcomed those in attendance. Mr. Irvin called roll and declared a quorum present. The meeting was called to order at 10:15 am.

### Actions Taken

Information only/no action required.

## Approval of November 21, 2024, Meeting Minutes

Montell Irvin, Chair

### Discussion Summary

Mr. Montell Irvin noted everyone received a copy of the meeting minutes prior to the meeting and announced he would accept a motion to approve the November 21, 2024, meeting minutes as written.

### Actions Taken

The November 21, 2024, Operations Committee meeting minutes were unanimously approved upon a motion by Mr. Chuck Travis and second by Dr. Pamela Senegal.

## Chief Engineer Update

Patrick Norman, P.E., Chief Engineer

### Discussion Summary

Mr. Patrick Norman spoke about the updates with Complete 540 phase 1 and phase 2. He also shared the work that went into the grave relocation efforts. Mr. Norman then spoke about the I-485 Express Lanes ConOps Update.

### Actions Taken

Information only/no action required.

## I-485 Express Lanes Update

Brian Davis, P.E., Resident 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

Ms. Kate Ford spoke about the 2024 paid marketing campaigns and plans for the future opportunities. Ms. Ford was excited to speak about our retail options to buy transponders.

Mr. Logen Hodges spoke on the program changes performance and the upcoming public outreach opportunities.

### 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

Mr. Montell Irvin asked for any additional questions or comments.

Mr. Irvin called for a motion to adjourn the February 20, 2025, North Carolina Turnpike Authority Operation Committee meeting.

## Actions Taken

A motion to adjourn the February 20, 2025, Operation Committee meeting was approved upon a call for motion from Dr. Pamela Senegal and seconded by Mr. Chuck Travis, all in favor. The meeting was adjourned at 11:30 am.