



# Board of Directors | Operations Committee | Minutes

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## Meeting Details

**Date:** Thursday, May 22, 2025

**Time:** 9:00 AM

**Location:** Teleconference & In-Person  
N.C. Turnpike Authority Building  
2501 Aerial Center Parkway; Suite 200  
Morrisville, N.C. 27560  
Outer Banks Oasis Conference Room

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## Attendance

**Members Present In-Person & Virtually**

Montell Irvin, Sam Hunt, Pamela Senegal,  
Chuck Travis

**Members Absent**

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

Montell Irvin, Chair

### Discussion Summary

Chairman Irvin welcomed members of the Board and all those in attendance to the meeting. Chairman Irvin conducted a roll call of members and confirmed that a quorum was present. At 9:00 a.m. on Thursday, May 22, 2025, Chairman Irvin called the North Carolina Turnpike Authority Operations Committee meeting to order and declared it officially open.

### Actions Taken

Information only/no action required.

## Approval of February 20, 2025, Meeting Minutes

Montell Irvin, Chair

### Discussion Summary

Chairman Irvin stated that the meeting minutes from February 20, 2025, had been distributed for review prior to the meeting. He stated that if there were no additions or corrections, he would entertain a motion to approve the minutes from that date.

### Actions Taken

The February 20, 2025, Operations Committee meeting minutes were unanimously approved upon a motion by Board Member Hunt and second by Board Member Travis.

## Executive Director's Opening Comments

J.J. Eden, Executive Director

### Discussion Summary

Mr. JJ Eden welcomed everyone to the first Board and Committee Meetings held at the new office space and shared some remarks about the new facility. He presented an award to Beth McKay in recognition of her service. Mr. Eden then provided a staffing update, introducing Marilyn McHilse – Executive Assistant/ Office Manager, Macy Thornton – Assistant Office Manager, Kevin Bridges – Western Director of Highway Operation, Mauri Terry – Communications & Outreach Associate. He also spoke about the DOXO platform and ongoing smishing issues, followed by an update on the RFPs for all contracts. Chairman Irvin offered a brief thank you and shared a few words.

### Actions Taken

Information only/no action required.

## Chief Engineer Update

Patrick Norman, P.E., Chief Engineer

### Discussion Summary

Mr. Patrick Norman welcomed Kevin Bridges once again. Mr. Travis Feltes provided an update on the T36 gantry. Mr. Norman then shared updates on various aspects of 540 Phase Two and discussed several recent events he attended. He concluded with information about the Maintenance Rating Program (MRP) for the Triangle Expressway and Monroe Expressway.

### Actions Taken

Information only/no action required.

## **I-485 Express Lanes Update**

**Brett Canipe, P.E., Division 10 Engineer**

### **Discussion Summary**

Mr. Brett Canipe provided an update on the upcoming changes in the Division 10 area. Mr. JJ Eden announced that Patrick Norman has accepted a new role, and Alan Shapiro will be stepping into Patrick's former position.

### **Actions Taken**

Information only/no action required.

## **Marketing & Communications Update**

**Kate Ford, Deputy Director of Marketing & Creative**

### **Discussion Summary**

Ms. Kate Ford welcomed Mauri Terry and then provided an update on the Paid Media Campaigns. She shared what the Communications team is currently doing in response to the ongoing smishing activity. Ms. Ford also discussed recent developments in the Authority's retail outreach efforts, as well as new additions and enhancements made to the website.

### **Actions Taken**

Information only/no action required.

## **Toll Technology Update**

**Manish Chourey, Chief Technical Officer**

### **Discussion Summary**

Mr. Manish Chourey provided updates on the technology for the I-485 project, including details about the toll equipment cabinet and the user interface. He also reviewed the latest traffic statistics for the Triangle Expressway and Monroe Expressway.

### **Actions Taken**

Information only/no action required.

## Customer Service Center Update

Angela Queenland, Manager of Customer Service

### Discussion Summary

Ms. Angela Queenland reported on the volume of calls received and assisted, as well as the number of customers served at the walk-in centers. She also discussed key performance metrics, including the average speed of answer and 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 May 22, 2025, North Carolina Turnpike Authority Operation Committee meeting.

### Actions Taken

A motion to adjourn the May 22, 2025, Operation Committee meeting was approved, upon a call for motion from Board Member Senegal and seconded by Board Member Travis, all in favor. The meeting was adjourned at 10:28 am.