



Board of Directors | Operations Committee | Minutes

Meeting Details

Date: Thursday, August 21, 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

Attendance

Members Present In-Person & Virtually

Montell Irvin and Sam Hunt

Members Absent

Pamela Senegal and Chuck Travis

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 not present. At 9:00 a.m. on Thursday, August 21, 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 May 22, 2025, Meeting Minutes

Montell Irvin, Chair

Discussion Summary

Chairman Irvin stated that the meeting minutes from May 22, 2025, had been distributed for review prior to the meeting. However, due to the absence of a quorum, the minutes could not be formally approved at this time and will be presented for approval at the November meeting.

Actions Taken

No quorum/no action taken.

Executive Director's Opening Comments

J.J. Eden, Executive Director

Discussion Summary

Mr. JJ Eden began by highlighting that the Turnpike Authority has been especially active in recent months, with significant developments in the Marketing department. He noted that Harris Teeter is now selling transponders statewide, expanding access and convenience for customers. He also mentioned that NCTA is currently in the running for AASHTO's 2025 People's Choice Award for last year's opening of Complete 540 Phase 1. He added that work on Phase 2 is now underway and progressing well. Additionally, he remarked that the Technology team remains very active, having recently received 30 responses to RFI, which is currently under review. He also spoke briefly about the growing importance of Data Lakes and commented on how rapidly artificial intelligence (AI) is evolving and highlighted its expanding influence across the organization and industry. Chairman Irvin offered a brief thank you and shared a few words.

Actions Taken

Information only/no action required.

Chief Engineer Update

Alan Shapiro, P.E., Chief Engineer

Discussion Summary

Mr. Alan Shapiro began by addressing the Complete 540 Phase 1 closeout, presenting pictures to highlight the progress achieved. He then discussed the anticipated schedule for Complete 540 Phase 2, again sharing photos to illustrate ongoing work. Additionally, he noted upcoming public presentations for Phase 2 that he will be attending.

Actions Taken

Information only/no action required.

I-485 Express Lanes Update

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

Discussion Summary

Mr. Kevin Bridges supported Mr. Brian Davis in delivering an update regarding the I-485 Express Lanes and several Division 10 construction projects.

Actions Taken

Information only/no action required.

Marketing & Communications Update

Logen Hodges, Director of Marketing & Creative

Kate Ford, Deputy Director of Marketing & Creative

Discussion Summary

Mr. Logen Hodges began by sharing positive news about an active procurement for marketing and advertising consultant support, noting significant interest from vendors across the country. He then provided an update on ongoing public outreach efforts, including the results of the market research survey. At the end, he highlighted the upcoming North Carolina Transportation Summit in September.

Ms. Kate Ford provided a marketing update, which included the “Use the App” campaign and app performance metrics. She then discussed the customer experience for website traffic and invoice payments. Her final update focused on the retail program, noting that we are now available in over 200 locations.

Actions Taken

Information only/no action required.

Toll Technology Update

Manish Chourey, Chief Technical Officer

Discussion Summary

Mr. Manish Chourey provided an update on the technology for the I-485 project, including installation activities, rate assignment validation, Phase 1 closeout activities, and operational initiatives. 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.

2025 Summer Internship Update

Meah Osborne, Communications Associate

Discussion Summary

Ms. Meah Osborne provided an update on the 2025 Summer Interns, highlighting their contributions and the mentorship that occurred over the summer.

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 21, 2025, North Carolina Turnpike Authority Operation Committee meeting.

Actions Taken

A motion to adjourn the August 21, 2025, Operation Committee meeting was approved, upon a call for motion from Secretary Hopkins and seconded by Board Member Hunt, all in favor. The meeting was adjourned at 10:18 am.