



Board of Directors | Operations Committee | Minutes

Meeting Details

Date: Thursday, November 20, 2025

Time: 10:15 AM -11:24 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, Sam Hunt, Pamela Senegal,

Members Absent

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 present. At 10:15 a.m. on Thursday, November 20, 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, and August 21, 2025, Meeting Minutes

Montell Irvin, Chair

Discussion Summary

Chairman Irvin stated that the meeting minutes from May 22, 2025, and August 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 May 22, 2025, and August 20, 2025, Operations Committee meeting minutes were unanimously approved upon a motion by Board Member Dr. Senegal and second by Board Member Mr. Hunt.

Executive Director's Opening Comments

J.J. Eden, Executive Director

Discussion Summary

Mr. JJ Eden kept his comments short. He reminded everyone of how busy the Turnpike has been and the ways we are working to keep everything moving. Mr. JJ thanked David Roy for holding down the fort while he was on vacation

Actions Taken

Information only/no action required.

Chief Engineer Update

Alan Shapiro, P.E., Chief Engineer

Discussion Summary

Mr. Alan Shapiro shared updates on the closeout of Phase One. He then shared various aspects of 540 Phase Two and discussed several recent events he attended. He concluded with information about the Mid-Currituck Bridge project.

Actions Taken

Information only/no action required.

I-485 Express Lanes Update

Brian Davis, P.E., Resident Engineer

Discussion Summary

Mr. Brian Davis provided an update on the upcoming changes for I-485 Express Lanes. He also shared an update on the ongoing construction for the Division 10 area. Mr. Davis talked about the opening of a few roads. Logen Hodges spoke on the ribbon cutting ceremony for I-485 Express Lanes.

Actions Taken

Information only/no action required.

Marketing & Communications Update

Logen Hodges, Director of Marketing & Communications

Kate Ford, Deputy Director of Marketing & Creative

Discussion Summary

Mr. Logen Hodges welcomed T'Hani Goodman as the Web & App Manager. He then provided an update on the Public Outreach and I-485 information.. Ms. Ford spoke on the Paid Media Campaigns, Social Media stats, and 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. Mr. Travis Feltes gave an update on the Pilot Projects going on at the Turnpike Authority. Mr. Chourey 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, Deputy Program Director

Discussion Summary

Mrs. 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 November 20, 2025, North Carolina Turnpike Authority Operation Committee meeting. JJ and Logen gave update on the ASHTO People's Choice award. Mr. Irvin spoke quickly on the years everyone has been with the Turnpike. Mr. JJ Eden thanked everyone for what they do at the Turnpike.

Actions Taken

A motion to adjourn the November 20, 2025, Operation Committee meeting was approved, upon a call for motion from Board Member Dr. Senegal and seconded by Board Member Mr. Sam Hunt, all in favor. The meeting was adjourned at 11:24 a.m.