

Board of Directors | Operations Committee | Minutes

Meeting Details

Date: January 25, 2024

Time: 9:30 AM

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

Attendance

Members Present

Montell Irvin

Members Present Virtually

Charles Travis, Sam Hunt

Members Absent

Pamela Senegal

Welcome/Introductions, Call to Order & Declaration of Quorum

Montell Irvin, Chair

Discussion Summary

Chairman Montell Irvin called the January 25, 2024, North Carolina Turnpike Authority Operations Committee meeting to order and welcomed those in attendance. Mr. Irvin took roll call. Dr. Pamela Senegal was absent, and Mayor Chuck Travis indicated that he would join shortly. Chairman Irvin declared that they would start the agenda and once Mayor Travis joined the meeting would be called to order. Mayor Travis joined at 9:53 AM and the meeting was called to order.

Actions Taken

Information only/no action required.

Approval of October 19, 2023, Meeting Minutes

Approval of July 20, 2023, Meeting Minutes

Montell Irvin, Chair

Discussion Summary

Chairman Montell Irvin stated that the October 19, 2023, meeting was canceled due to no quorum, so there are no minutes from that date to approve.

Chairman Irvin then stated that the July 20, 2023, meeting minutes needed to be approved. The meeting minutes were submitted prior to the meeting and if there are no additions or corrections, the Chair will accept a motion to approve.

Actions Taken

The July 20, 2023, Operations Committee meeting minutes were unanimously approved upon a motion by Mr. Sam Hunt and second by Mayor Chuck Travis.

Opening Comments

J.J. Eden, Executive Director

Discussion Summary

Mr. J. J. Eden began by welcoming everyone to the meeting. Mr. Eden mentioned a few staff changes. He asked Mr. Travis Feltes to discuss the internship program. Mr. Feltes discussed the hiring of some of the past interns and the future of the internship program.

Actions Taken

Information only/no action required.

Chief Engineer Update

Complete 540 Phase 1&2 Update

Patrick Norman, P.E., Chief Engineer
Dennis Jernigan, P.E., Deputy Chief Engineer

Discussion Summary

Mr. Patrick Norman discussed changes in the Engineering department. He then discussed I-77S in the Chief Engineer Update. Mr. Dennis Jernigan gave updates on Complete 540 Phase 1 and 2.

Actions Taken

Information only/no action required.

Toll Technology Update

Manish Chourey, Chief Technology Officer

Discussion Summary

Mr. Manish Chourey provided updates and information regarding the Toll Technology update which included the SRTCS Task Order, I-485 Express Lanes Task Order, the BackOffice System and the E-ZPass Network Transition. He then presented the Triangle Expressway and Monroe Expressway Traffic updates.

Actions Taken

Information only/no action required.

Customer Service Center Update

Angela Queenland, Manager of Customer Service

Discussion Summary

Ms. Angela Queenland provided the Committee Members with statistics and trends data for the Call Center. Ms. Queenland then discussed the BackOffice Systems enhancements.

Actions Taken

Information only/no action required.

Marketing & Communications Update

Logen Hodges, Marketing & Communications Manager

Discussion Summary

Mr. Logen Hodges began his update on Outreach. Mr. Hodges then presented the Fall Marketing Plan data.

Actions Taken

Information only/no action required.

Adjourn

Montell Irvin, Chair

Discussion Summary

Chairman Montell Irvin opened the floor for questions or comments.

Chairman Irvin called for a motion to adjourn the January 25, 2024, North Carolina Turnpike Authority Finance Committee meeting.

Actions Taken

A motion to adjourn the January 25, 2024, Operations Committee meeting was approved upon a call for motion from Mr. Sam Hunt, and a second by Chairman Irvin.