



Board of Directors | Operations Committee | Minutes

Meeting Details

Date: April 18, 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

Pamela Senegal, Charles Travis, Sam Hunt

Members Absent

Welcome/Introductions, Call to Order & Declaration of Quorum

Montell Irvin, Chair

Discussion Summary

Chairman Montell Irvin called the April 18, 2024, North Carolina Turnpike Authority Operations Committee meeting to order and welcomed those in attendance. Mr. Irvin took roll call, and the meeting was called to order.

Actions Taken

Information only/no action required.

Approval of January 25, 2024, Meeting Minutes

Montell Irvin, Chair

Discussion Summary

Chairman Irvin then stated that the January 25, 2024, 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 January 25, 2024, Operations Committee meeting minutes were unanimously approved upon a motion by Mayor Chuck Travis and second by Mr. Sam Hunt.

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 including the addition of Carly Olexik, Glenda Moore, Lindsey Riddick, and Beth Neely. He announced Chery Reed as the acting CFO. Comms updated the Turnpike lapel pin designed by Meah Osborne. Mr. Eden announced the restructuring of the Board meeting schedule, we will hold Committee and Board meetings on the same day, beginning in August. The meetings will be quarterly. Our November meeting will be held at the Winston-Salem call center

Actions Taken

Information only/no action required.

Chief Engineer Update Complete 540 Phase 1&2 Update

Dennis Jernigan, P.E., Deputy Chief Engineer

Discussion Summary

Mr. Dennis Jernigan discussed changes in the Engineering department. He then gave an update on Complete 540 Phase 1 and 2.

Actions Taken

Information only/no action required.

Roadside System Update

Jerry Eakes, Systems Manager

Discussion Summary

Mr. Jerry Eakes provided updates and information regarding the Roadside System which includes Complete 540 Phase 1 and I-485.

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.

Actions Taken

Information only/no action required.

Marketing & Communications Update

Logen Hodges, Marketing & Communications Manager

Discussion Summary

Mr. Logen Hodges began his update with the event schedule. He discussed the plans for 540 Fest on June 22nd. He then discussed NC QuickPass Campaigns.

Actions Taken

Information only/no action required.

Proposed Toll Rate Schedules

David Roy, Director of Innovative Finance

Discussion Summary

Mr. David Roy provided an update on the proposed toll rate schedules for Complete 540 Phases 1 & 2, along with a proposed change to the pre-paid discount.

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 April 18, 2024, North Carolina Turnpike Authority Operations Committee meeting.

Actions Taken

A motion to adjourn the April 18, 2024, Operations Committee meeting was approved upon a call for motion from Dr. Pamela Senegal, and a second by Mr. Sam Hunt.