

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
May 6, 2021

A public notice of this meeting containing all items was filed in the Office of the Secretary of State as required by Chapter 551 of the Texas Government Code, referred to as "The Open Meetings Act."

Minutes of the Customer Service, Projects, and Operations Committee meeting held at North Texas Tollway Authority, 5900 West Plano Parkway, Plano, Texas, noticed as May 6, 2021 at 10:00 a.m.

**CALL TO ORDER**

Committee Chairman Haddad called the meeting to order at 10:00 a.m.

**1. ESTABLISHMENT OF QUORUM**

Committee Chairman Haddad established a quorum by calling the roll. The following committee members were in attendance:

Mojoy Haddad	Committee Chairman
Jane Willard	Member
George "Tex" Quesada	Member
*Pete Kamp	Member

Chairman John Mahalik, Director Lynn Gravley, Director Scott Levine, Director Tim Carter, and Director Marcus Knight were also in attendance.

\*Director Kamp attended by phone.

NTTA employees attending the Committee meeting were: James Hofmann, CEO/Executive Director; Lorelei Griffith, Secretary; Karen Madison-Ponds, Assistant Secretary; Horatio Porter, CFO/Treasurer; Cindy Demers, Director of Treasury Management/Assistant Treasurer; Dena DeNooyer Stroh, General Counsel; Elizabeth Mow, Assistant Executive Director of Infrastructure; Juhi Chawla, Director of Information Technology; Amitis Meshkani, Director of Maintenance; Moses Aito, Director of Business Diversity; Nancy St. Pierre, Director of Public Affairs; John Bannerman, Director of Customer Care; Gio Rodriguez, Director of Contact Center and Collections; and David Evans, Senior Director of Procurement Services and Business Diversity.

**2. Public comments not related to specific agenda items**

There were no comments.

3. Comments and announcements from the Committee Chairman and Board Members

There were no comments.

4. Approval of the minutes from April 1, 2021 Customer Service, Projects, and Operations Committee meeting

Director Quesada made a motion to approve the minutes of the April 1, 2021 Customer Service, Projects, and Operations Committee meeting. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously. (Resolution No. 21-37)

### **ACTION ITEMS**

5. Request to advertise for the following:
  - A. Construction services for Dallas North Tollway concrete curb inlet repair
  - B. President George Bush Turnpike at Alma Road exit ramp repair

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for construction services for Dallas North Tollway concrete curb inlet repair and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 5A. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for President George Bush Turnpike at Alma Road exit ramp repair and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 5B. Director Quesada seconded the motion. The Committee approved the motion unanimously.

6. Vendor selection for the following:
  - A. Maintenance Management Consultant

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the vendor selection for Maintenance Management Consultant and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 6. Director Kamp seconded the motion. The Committee approved the motion unanimously.

7. Contract award for the following:
  - A. Addison Airport Toll Tunnel exhaust fan replacement
  - B. Toll collection storage replacement

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the contract for Addison Airport Toll Tunnel exhaust fan replacement and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7A. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously.

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the contract for toll collection storage replacement and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7B. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously.

8. Collection process
  - A. Briefing on cash collection process
  - B. QuestMark contract modification

Horatio Porter, Chief Financial Officer, presented a briefing on the cash collection process and responded to questions from the Committee.

Item 8A was a briefing item only.

Gio Rodriguez, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the QuestMark contract modification and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 8B. Director Kamp seconded the motion. The Committee approved the motion unanimously.

9. Contract extension:
  - A. PeopleSoft support services

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the contract extension for PeopleSoft support services and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 9. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously.

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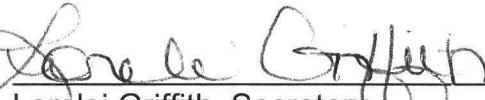
10. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code:

There were no executive session items.

11. Adjourn

The meeting adjourned at 10:52 a.m.

  
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Moji Haddad, Committee Chairman  
Customer Service, Projects, and  
Operations Committee

  
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Lorelei Griffith, Secretary