

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
June 1, 2023

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 June 1, 2023 at 10:00 a.m.

1. Call to order and establishment of quorum

Committee Chairman Levine called the meeting to order at 10:00 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

Scott Levine	Committee Chairman
Mojoy Haddad	Member
Glen Whitley	Member
John Mahalik	Member

Chairman Marcus Knight, Director Lynn Gravley, Director \*Pete Kamp, and Director Tex Quesada were also in attendance.

Director Pete Kamp participated 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; Elizabeth Mow, Assistant Executive Director of Infrastructure; Jeff Dailey, Assistant Executive Director of Operations; Linh Truong, Senior Director of Internal Audit/Enterprise Risk; Nancy St. Pierre, Director of Public Affairs; Brian Reich, Controller; Autavea Basey, Director of Human Resources; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; John Bannerman, Director of Customer Care; Kevin Banks, Director of Contact Center and Collections; Melanie Terrell, Assistant General Counsel; Roland Bonilla, Interim Director of Information Technology; Moses Aito, Director of Business Diversity; and David Evans, Senior Director of Procurement Services and Business Diversity. Also present at the meeting representing NTTA were Tammy Sims, Atkins North America, Inc., Maintenance Management Consultant; Stephanie Halliday, HNTB, Project Management Consultant; and Greg Schaecher, McCall, Parkhurst & Horton, bond counsel.

2. Public comments not related to specific agenda items

There were no public comments.

3. Comments and announcements from the Committee members and Board members

There were no comments.

4. Approval of the minutes from May 2023 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the May 2023 Customer Service, Projects, and Operations Committee meeting. Director Mahalik seconded the motion. The Committee approved the motion unanimously. (Resolution No. 23-53)

### **ACTION ITEMS**

5. Request to advertise for the following:
  - A. Construction services for President George Bush Turnpike at Custer Road drainage improvements
  - B. Construction services for President George Bush Turnpike sign replacement
  - C. Construction services for Sam Rayburn Tollway concrete rail rehabilitation
  - D. Construction Engineering Consultant services
  - E. Roadway operations equipment:
    1. Snow and ice equipment
    2. Vehicle mounted attenuators
    3. Vehicle message boards
    4. Vehicle emergency lighting
  - F. Cell phone application and systems for wrong-way-driver notifications
  - G. Construction services for Dynamic Message Sign replacements
  - H. Construction services for Dallas North Tollway at I-35 queue warning system
  - I. Project Management services for customer service and revenue systems
  - J. Data analytics support services

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for construction services for President George Bush Turnpike at Custer Road drainage improvements and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5A. Director Whitley 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 construction services for President George Bush Turnpike sign replacement and responded to questions from the Committee.



Director Whitley made a motion for Committee approval of item 5B. Vice Chair Haddad 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 construction services for Sam Rayburn Tollway concrete rail rehabilitation and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 5C. Vice Chair Haddad 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 Construction Engineering Consultant services and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5D. Director Whitley seconded the motion. The Committee approved the motion unanimously.

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the requests to advertise for roadway operations equipment and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5E. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the request to advertise for cell phone application and systems for wrong-way-driver notifications and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5F. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the request to advertise for construction services for Dynamic Message Sign replacements.

Director Whitley made a motion for Committee approval of item 5G. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the request to advertise for construction services for Dallas North Tollway at I-35 queue warning system and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5H. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the request to advertise for project management services for customer service and revenue systems. Mr. Dailey, Mr. Hofmann, and Mr. Porter responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 5I. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the request to advertise for data analytics support services and responded to questions from the Committee.

Director Whitley made a motion for Committee approval of item 5J. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

6. Contract approval for the following:

- A. Construction services for Dallas North Tollway bridge deck repairs
- B. Construction services for Dallas North Tollway winter operations facility
- C. Technology counsel

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for construction services for Dallas North Tollway bridge deck repairs and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 6A. Director Mahalik 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 contract for construction services for Dallas North Tollway winter operations facility and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 6B. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

Melanie Terrell, Assistant General Counsel, presented staff's recommendation that the Board approve the contract for technology counsel.

Vice Chair Haddad made a motion for Committee approval of item 6C. Director Whitley seconded the motion. The Committee approved the motion unanimously.

7. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas

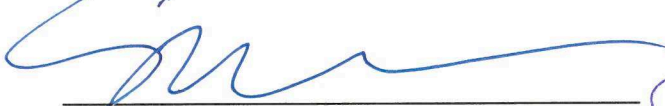
CSPOC Minutes  
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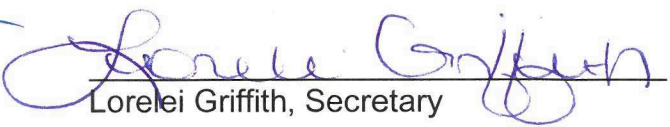
There were no executive session items.

8. Adjourn

The meeting adjourned at 11:38 a.m.



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Scott Levine, Committee Chairman,  
Customer Service, Projects, and  
Operations Committee



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Lorelei Griffith, Secretary