

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
July 1, 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 July 1, 2021 at 10:15 a.m.

CALL TO ORDER

Committee Chairman Haddad called the meeting to order at 10:15 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
*George "Tex" Quesada	Member
*Pete Kamp	Member

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

*Director Kamp, Director Quesada, and Director Carter 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; Gio Rodriguez, Director of Contact Center and Collections; and Eric Hemphill, Director of Traffic and Incident Management.

2. Public comments not related to specific agenda items

There were no comments.

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

There were no comments.

4. Approval of the minutes from May 6, 2021 Customer Service, Projects, and Operations Committee meeting

Director Quesada made a motion to approve the minutes of the May 6, 2021 Customer Service, Projects, and Operations Committee meeting. Director Kamp seconded the motion. The Committee approved the motion unanimously. (Resolution No. 21-51)

ACTION ITEMS

5. Request to advertise for the following:
 - A. NTTA website redesign
 - B. Advertising agency of record
 - C. Design engineering services for Dallas North Tollway mainlane extension from US 380 to FM 428
 - D. Construction services for Sam Rayburn Tollway mainlane and frontage road sign replacement

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the request to advertise for NTTA website redesign and responded to questions from the Committee.

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

Nancy St. Pierre, Director of Public Affairs, presented staff's recommendation that the Board approve the request to advertise for advertising agency of record and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 5B. Director Kamp 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 design engineering services for Dallas North Tollway mainlane extension from US 380 to FM 428 and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 5C. Director Quesada 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 mainlane and frontage road sign replacement and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 5D. Director Kamp seconded the motion. The Committee approved the motion unanimously.

6. Vendor selection for the following:

- A. Engineering design services for wrong-way-driving prevention systems

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the vendor selection for engineering design services for wrong-way-driving prevention systems and responded to questions from the Committee.

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

7. Contract award for the following:

- A. Main Lane Plaza 4 Heating, Ventilation, and Air Conditioning (HVAC) and associated construction services
- B. President George Bush Turnpike at Alma Road exit ramp repair
- C. Sam Rayburn Tollway frontage road joint and crack sealing
- D. Dallas North Tollway at IH 635 bent cap repair

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the contract for Main Lane Plaza 4 Heating, Ventilation, and Air Conditioning (HVAC) and associated construction services and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 7A. Director Quesada 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 President George Bush Turnpike at Alma Road exit ramp repair and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7B. Director Kamp 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 Sam Rayburn Tollway frontage road joint and crack sealing and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7C. Director Kamp 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 Dallas North Tollway at IH 635 bent cap repair and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7D. Director Kamp seconded the motion. The Committee approved the motion unanimously.

8. Engineering and Maintenance consultant services:
 - A. Contract award for Maintenance Management Consultant services
 - B. Request to advertise for General Engineering Consultant services

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for Maintenance Management Consultant services and the request to advertise for General Engineering Consultant services and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of items 8A and B. Director Quesada seconded the motion. The Committee approved the motion unanimously.

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

There were no executive session items.

10. Adjourn

The meeting adjourned at 11:25 a.m.



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



Lorelei Griffith, Secretary