

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
September 2, 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 September 2, 2021 at 10:00 a.m.

**CALL TO ORDER**

Committee Chairman Mahalik 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:

**John Mahalik	Committee Chairman
*George "Tex" Quesada	Member
*Pete Kamp	Member
Jane Willard	Member

Director Lynn Gravley, Director Scott Levine, and \*Director Carter were also in attendance.

\*Director Quesada, Director Kamp, and Director Carter attended by phone.

\*\*Committee Chair Haddad was unable to attend the meeting, so Chairman Mahalik chaired the meeting.

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; Elizabeth Mow, Assistant Executive Director of Infrastructure; Jeff Dailey, Assistant Executive Director of Operations; Nancy St. Pierre, Director of Public Affairs; Juhi Chawla, Director of Information Technology; Moses Aito, Director of Business Diversity; Gio Rodriguez, Director of Contact Center and Collections; Eric Hemphill, Director of Traffic and Incident Management; and David Evans, Senior Director of Procurement Services and Business Diversity. Also attending, was Kip Mendrygal with Locke Lord and Greg Schaecher with McCall Parkhurst.

**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 August 5, 2021 Customer Service, Projects, and Operations Committee meeting

Vice Chair Willard made a motion to approve the minutes of the August 5, 2021 Customer Service, Projects, and Operations Committee meeting. Director Quesada seconded the motion. The Committee approved the motion unanimously. (Resolution No. 21-83)

### **ACTION ITEMS**

5. Request to advertise for the following:

- A. Construction services for Sam Rayburn Tollway creek erosion mitigation
- B. Engineering services for Dallas North Tollway retaining wall rehabilitation

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 creek erosion mitigation and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 5A. 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 engineering services for Dallas North Tollway retaining wall rehabilitation and responded to questions from the Committee.

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

6. Contract approval for the following:

- A. Construction services for Sam Rayburn Tollway mainlane and frontage road sign replacement

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for construction services for Sam Rayburn Tollway mainlane and frontage road sign replacement and responded to questions from the Committee.

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

7. Interlocal agreement with Texas Department of Public Safety for police services

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve an interlocal agreement with Texas Department of Public Safety for police services and responded to questions from the Committee.

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

8. Participation in Public Power Pool

David Evans, Senior Director of Procurement Services and Business Diversity, presented staff's recommendation that the Board approve participation in Public Power Pool and responded to questions from the Committee.

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

9. NET RMA:

- A. Tolling Services Agreement
- B. Work authorization for back office system implementation

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve a Tolling Services Agreement and work authorization for back office system implementation with NET RMA and responded to questions from the Committee.


Vice Chair Willard made a motion for Committee approval of items 9A and B. Director Quesada seconded the motion. The Committee approved the motion unanimously.

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

There were no executive session items.

11. Adjourn

The meeting adjourned at 10:31 a.m.

  
John Mahalik, Committee Chairman  
Customer Service, Projects, and  
Operations Committee

  
Lorelei Griffith, Secretary