

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
August 5, 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 August 5, 2021 at 10:30 a.m.

**CALL TO ORDER**

Committee Chairman Haddad called the meeting to order at 11:05 a.m.

**1. ESTABLISHMENT OF QUORUM**

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

Mojy Haddad	Committee Chairman
George "Tex" Quesada	Member
*Pete Kamp	Member

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

\*Director Kamp 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; 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.

**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 July 1, 2021 Customer Service, Projects, and Operations Committee meeting

Director Quesada made a motion to approve the minutes of the July 1, 2021 Customer Service, Projects, and Operations Committee meeting. Director Kamp seconded the motion. The Committee approved the motion unanimously. (Resolution No. 21-69)

**ACTION ITEMS**

5. Request to advertise for the following:

A. IT roadway traffic control services

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the request to advertise for IT roadway traffic control services and responded to questions from the Committee.

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

6. Back office services contract amendment

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the back office services contract amendment and responded to questions from the Committee.

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

7. Truck lane restrictions:

A. Approval of policy

B. Sam Rayburn Tollway and portions of President George Bush Turnpike

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the truck lane restrictions policy and implementation of truck lane restrictions on Sam Rayburn Tollway and portions of President George Bush Turnpike and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of items 7A and B. Director Kamp seconded the motion. The Committee approved the motion unanimously.

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

There were no executive session items.

9. Adjourn

The meeting adjourned at 11:26 a.m.



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



Lorelei Griffith, Secretary