

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
September 1, 2022

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 1, 2022 at 10:15 a.m.

CALL TO ORDER

Committee Chairman Haddad called the meeting to order at 10:26 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	Vice Chair
George "Tex" Quesada	Member
*Pete Kamp	Member

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

*Director Kamp and Vice Chair Willard 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; Elizabeth Mow, Assistant Executive Director of Infrastructure; Dena Stroh, General Counsel; Jeff Dailey, Assistant Executive Director of Operations; Linh Truong, Senior Director of Internal Audit; Nancy St. Pierre, Director of Public Affairs; Juhi Chawla, Director of Information Technology; 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; Brian Reich, Controller; David Evans, Senior Director of Procurement Services and Business Diversity; and Moses Aito, Director of 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 comments.

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

Committee Chairman Haddad acknowledged NTTA's 25th Anniversary and thanked all past and present employees and noted several milestones that were accomplished in the last 25 years.

4. Approval of the minutes from July 2022 Customer Service, Projects, and Operations Committee meeting

Director Quesada made a motion to approve the minutes of the July 2022 Customer Service, Projects, and Operations Committee meeting. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously. (Resolution No. 22-84)

ACTION ITEMS

5. Request to advertise for the following:
 - A. Construction services for Sam Rayburn Tollway and Lewisville Lake Toll Bridge sign replacement
 - B. Project Communications Consultant

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 and Lewisville Lake Toll Bridge sign replacement. Ms. Mow and Mr. Aito 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.

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

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

6. Contract approval for the following:
 - A. Engineering services for additional roadway cameras
 - B. Engineering services for additional dynamic message signs
 - C. Fleet GPS and telematics services

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- D. Construction services for systemwide pavement profiling
- E. Construction services for Addison Airport Toll Tunnel improvements
- F. Construction services for President George Bush Turnpike bridge bent cap sealing

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the contract for engineering services for additional roadway cameras and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 6A. Vice Chair Willard 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 contract for engineering services for additional dynamic message signs and responded to a question from the Committee.

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

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the contract for fleet GPS and telematics services and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 6C. 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 construction services for systemwide pavement profiling and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 6D. 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 construction services for Addison Airport Toll Tunnel improvements and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 6E. 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 construction services for President George Bush Turnpike bridge bent cap sealing.

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

7. Change order for Total Routine Maintenance for President George Bush Turnpike East

This item was presented after executive session.

BRIEFING ITEM

8. *Recess – Serving Our Customers Workshop*

This item took place after executive session.

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

- A. Section 551.071, to receive advice from legal counsel about pending or contemplated litigation and/or settlement offers or other legal matters:

1. Change order for Total Routine Maintenance for President George Bush Turnpike East

Committee Chairman Haddad called the Committee into executive session at 10:58 a.m. and reconvened the meeting into open session at 11:31 a.m. No final action, decision, or vote with regard to any matter was taken during the executive session.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve a change order for Total Routine Maintenance for President George Bush Turnpike East.

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


For the Serving our Customers Workshop, Customer Care and Contact Center employees briefed the Board on NTTA's collection process.

Committee Chairman Haddad called the Committee into recess at 11:19 a.m.

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10. Adjourn

The meeting adjourned at 12:57 p.m.



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



Lorelei Griffith, Secretary