

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
April 6, 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 April 6, 2023 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Haddad called the meeting to order at 10:35 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

Director Lynn Gravley, Director Pete Kamp, and Director Tex Quesada were also in attendance.

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; Dena Stroh, General Counsel; 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; Juhi Chawla, Director of Information Technology; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; Kevin Banks, Director of Contact Center and Collections; John Bannerman, Director of Customer Care; Melanie Terrell, Assistant General Counsel; 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 public comments.

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

There were no comments.

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

Director Haddad made a motion to approve the minutes of the March 2023 Customer Service, Projects, and Operations Committee meeting. Director Whitley seconded the motion. The Committee approved the motion unanimously. (Resolution No. 23-26)

ACTION ITEMS

5. Request to advertise for the following:
 - A. Construction services for Dallas North Tollway bridge deck repairs
 - B. Radar vehicle sensing devices
 - C. Construction services for Dallas North Tollway Mainlane Plaza 4 roof replacement
 - D. General technology and operations services
 - E. Project management services for the Human Resources and Finance system replacement project
 - F. Project management services for the Business Intelligence system replacement project

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise 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 5A. Director Whitley seconded the motion. The Committee approved the motion unanimously.

Eric Hemphill, Director of Traffic Incident and Management, presented staff's recommendation that the Board approve the request to advertise for radar vehicle sensing devices.

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

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the request to advertise for construction services for Dallas North Tollway Mainlane Plaza 4 roof replacement. Ms. Meshkani and Ms. Mow responded to questions from the Committee.

Director Whitley made a motion for Committee approval of item 5C. 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 requests to advertise for general technology and operations services, project management services for the Human Resources and Finance system replacement project, and project management services for the Business Intelligence system replacement project. Mr. Dailey, Mr. Hofmann, Ms. Chawla, and Ms. Stroh responded to questions from the Committee

Vice Chair Haddad made a motion for Committee approval of items 5D, E, and F. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

6. Contract approval for the following:

- A. Design engineering services for Chisholm Trail Parkway southbound mainlanes
- B. Construction services for Dallas North Tollway bridge deck joint seal replacement

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for design engineering services for Chisholm Trail Parkway southbound mainlanes.

Director Whitley made a motion for Committee approval of item 6A. 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 contract for construction services for Dallas North Tollway bridge deck joint seal replacement.

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

7. Contract extension for the following:

- A. Customer rewards program
- B. Customer invoicing and notification vendor
- C. IT infrastructure managed services

Nancy St. Pierre, Director of Public Affairs, presented staff's recommendation that the Board approve the contract extension for customer rewards program and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7A. Director Whitley seconded the motion. The Committee approved the motion unanimously.

Kevin Banks, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the contract extension for customer invoicing and notification vendor and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7B. Director Whitley seconded the motion. The Committee approved the motion unanimously.

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the contract extension for IT infrastructure managed services and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7C. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

- 8. IT security:
 - A. Managed services
 - B. Managed tool

This item was presented 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 regarding:
 - 1. Wall update
 - B. Section 551.071, to receive advice from legal counsel about pending or contemplated litigation and/or settlement offers or other legal matters, and Sections 551.076 and 551.089 regarding security devices:
 - 1. IT security

Committee Chairman Levine called the Committee into executive session at 11:45 a.m. and reconvened the meeting into open session at 12:31 p.m. No final action, decision, or vote with regard to any matter was taken during the executive session.

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve IT security managed services and managed tool.

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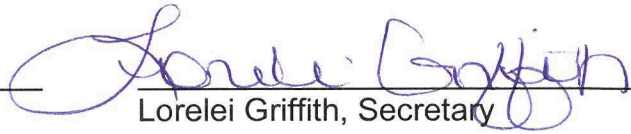
Director Mahalik made a motion for Committee approval of item 8. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

10. Adjourn

The meeting adjourned at 12:32 p.m.



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



Lorelei Griffith, Secretary