

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
May 4, 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 May 4, 2023 at 10:00 a.m.

1. Call to order and establishment of quorum

Committee Chairman Levine called the meeting to order at 10:00 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

Scott Levine	Committee Chairman
Glen Whitley	Member
John Mahalik	Member

Chairman Marcus Knight, Director Lynn Gravley, Director Jane Willard, 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; Jeff Dailey, Assistant Executive Director of Operations; Nancy St. Pierre, Director of Public Affairs; Brian Reich, Controller; Autavea Basey, Director of Human Resources; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; John Bannerman, Director of Customer Care; Melanie Terrell, Assistant General Counsel; and David Evans, Senior Director of Procurement Services and 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 April 2023 Customer Service, Projects, and Operations Committee meeting

Director Whitley made a motion to approve the minutes of the April 2023 Customer Service, Projects, and Operations Committee meeting. Director Mahalik seconded the motion. The Committee approved the motion unanimously. (Resolution No. 23-45)

## **ACTION ITEMS**

5. Request to advertise for the following:
  - A. Construction services for Mountain Creek Lake Bridge repairs
  - B. Construction services for Sam Rayburn Tollway frontage road joint and crack sealing
  - C. Construction services for Systemwide concrete pavement grinding
  - D. 2024 fleet vehicles

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for construction services for Mountain Creek Lake Bridge repairs.

Director Mahalik made a motion for Committee approval of item 5A. Director Whitley 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 frontage road joint and crack sealing and responded to questions from the Committee.

Director Whitley made a motion for Committee approval of item 5B. Director Mahalik 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 Systemwide concrete pavement grinding and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 5C. Director Whitley seconded the motion. The Committee approved the motion unanimously.

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the requests to advertise for 2024 fleet vehicles and responded to questions from the Committee.

Director Whitley made a motion for Committee approval of items 5D. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

6. Contract approval for the following:

A. Business Intelligence system reporting tool

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contract for Business Intelligence system reporting tool and responded to questions from the Committee.

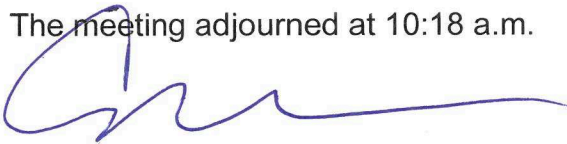
Director Mahalik made a motion for Committee approval of item 6A. Director Whitley seconded the motion. The Committee approved the motion unanimously.

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

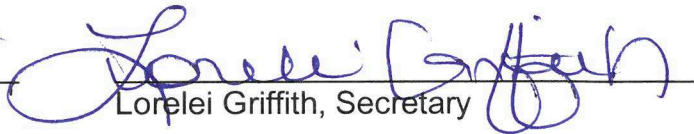
There were no executive session items.

8. Adjourn

The meeting adjourned at 10:18 a.m.



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



Lorelei Griffith, Secretary