

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
December 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 December 2, 2021 at 10:30 a.m.

**CALL TO ORDER**

Committee Chairman Haddad called the meeting to order at 10:50 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 Marcus Knight, and Director Lynn Gravley were also in attendance.

\*Director Kamp 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; Nancy St. Pierre, Director of Public Affairs; Juhi Chawla, Director of Information Technology; Amitis Meshkani, Director of Maintenance; Gio Rodriguez, Director of Contact Center and Collections; Eric Hemphill, Director of Traffic and Incident Management; 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 Chairman and Board Members

There were no comments.

4. Approval of the minutes from November 4, 2021 Customer Service, Projects, and Operations Committee meeting

Director Quesada made a motion to approve the minutes of the November 4, 2021 Customer Service, Projects, and Operations Committee meeting. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously. (Resolution No. 21-147)

### **ACTION ITEMS**

5. Request to advertise for the following:
  - A. Construction services for Ohio Maintenance Service Center building improvements
  - B. Construction services for President George Bush Turnpike at Pioneer Parkway wall improvements

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the request to advertise for construction services for Ohio Maintenance Service Center building improvements and 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.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for construction services for President George Bush Turnpike at Pioneer Parkway wall improvements and responded to questions from the Committee.

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

6. Vendor selection for the following:
  - A. 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 vendor selected 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 6A. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously.

7. Contract approval for the following:

- A. IT roadway traffic control services
- B. NTTA website redesign
- C. Advertising agency of record
- D. 2022 fleet vehicles
- E. Construction services for President George Bush Turnpike frontage road sign replacement from SH 183 to IH 20
- F. Design engineering services for Dallas North Tollway mainlane extension from US 380 to FM 428

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

Vice Chair Willard made a motion for Committee approval of item 7A. Director Kamp 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 for NTTA website redesign. Ms. Chawla and James Hofmann, Executive Director, responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7B. 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 contract for advertising agency of record and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7C. Director Kamp 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 2022 fleet vehicles and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7D. 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 contract for construction services for President George Bush Turnpike frontage road sign replacement from SH 183 to IH 20 and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7E. 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 contracts for design engineering services for Dallas North Tollway mainlane extension from US 380 to FM 428 and responded to questions from the Committee.

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

Director Knight left at 11:00 a.m.

8. 2022 annual work authorizations:

- A. General Engineering Consultant contract approval and work authorization
- B. Program Management Consultant
- C. Maintenance Management Consultant
- D. Construction Engineering Consultant
- E. Collection agencies
- F. Purchase of sticker TollTags
- G. Back Office System
  - 1. Maintenance
  - 2. Manual image review
  - 3. System enhancements

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the 2022 annual work authorizations for General Engineering Consultant contract approval and work authorization, Program Management Consultant, Maintenance Management Consultant, and Construction Engineering Consultant and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of items 8A through D. Director Kamp seconded the motion. The Committee approved the motion unanimously.

Gio Rodriguez, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the 2022 annual work authorizations for collection agencies and responded to questions from the Committee.

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

Gio Rodriguez, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the 2022 annual work authorization for purchase of sticker TollTags and responded to questions from the Committee.

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

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the 2022 annual work authorizations for Back Office System maintenance, manual image review, and system enhancements. Ms. Chawla and James Hofmann, Executive Director and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of items 8G(1 through 3). Director Kamp seconded the motion. The Committee approved the motion unanimously.

9. Microsoft Enterprise renewal for the following:

- A. Licensing
- B. Software support

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the Microsoft Enterprise renewal for licensing and software support.


Vice Chair Willard made a motion for Committee approval of items 8G(1 through 3). Director Kamp 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 12:02 p.m.

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

  
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Lorelei Griffith, Secretary