

AGENDA
NORTH TEXAS TOLLWAY AUTHORITY
CUSTOMER SERVICE, PROJECTS, AND OPERATIONS COMMITTEE MEETING
BOARD ROOM, SUITE 200
5900 WEST PLANO PARKWAY
PLANO, TEXAS 75093
MAY 2, 2024
10:15 AM

All items included on this agenda, including those listed for executive session, if any, may be discussed and acted upon by this committee of the North Texas Tollway Authority Board of Directors. Agenda item numbers are assigned for ease of reference and do not necessarily reflect the order of their consideration by the committee. The committee may discuss any agenda item in executive session whenever legally justified under the Texas Open Meetings Act.

1. Call to order and establishment of quorum
2. Public comments not related to specific agenda items
3. Comments and announcements from the Committee and Board Members
4. Approval of the minutes from April 2024 Customer Service, Projects, and Operations Committee meeting

ACTION ITEMS

5. Request to advertise the following:
 - A. Contact center and collections services
 1. Customer notification and invoicing
 2. Skip tracing
 3. Collections
 4. Customer service business continuity
 - B. Construction services for Gleneagles data center mechanical and electrical upgrades
6. Ratification of construction services for emergency repairs of Northaven Road bridge over Dallas North Tollway
7. Contract approval for the following:
 - A. Construction services for northbound Dallas North Tollway pavement rehabilitation

- B. IT security software
 - 1. Digital document scanning
 - 2. Network scanning and detection
 - 3. Certificate management
 - 4. Payment security
- 8. 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, and Sections 551.076 and 551.089 regarding security devices:
 - 1. IT security
- 9. Adjourn

NOTES

A quorum of the Board of Directors may be present at this meeting for information-gathering purposes. However, Board members that are not committee members will not vote on any committee agenda items.

Any individual with a disability who plans to attend this meeting and requires auxiliary aids or services should notify NTTA as far in advance as possible, but no less than two days in advance, so that appropriate arrangements can be made. Contact Human Resources by telephone at 214-461-2079 or Relay Texas at 1-800-735-2989; by e-mail at ADA2@ntta.org; or in person at 5900 W. Plano Parkway, Plano, Texas 75093. Additional information about NTTA is available on the NTTA website at www.ntta.org.

Board members may participate in this meeting via telephone conference call in accordance with Texas Transportation Code Section 366.262. Pursuant to Texas Penal Code Section 30.07, the open carrying of handguns will not be allowed at this meeting.