

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
March 7, 2024

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 March 7, 2024 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
Mojoy Haddad	Member
Glen Whitley	Member
John Mahalik	Member

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

*Director Pete Kamp and Director Tex Quesada participated 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; Elizabeth Mow, Assistant Executive Director of Infrastructure; Jeff Dailey, Assistant Executive Director of Operations; Dena Stroh, General Counsel; Linh Truong, Senior Director of Internal Audit/Enterprise Risk; Arturo Ballesteros, Director of Government Affairs and Interim Director of Public Affairs; Brian Reich, Controller; Autavea Basey, Director of Human Resources; Melanie Terrell, Assistant General Counsel; 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; Roland Bonilla, Interim Director of Information Technology; Kelley McGuire, Director of Treasury; Biko Taylor, Director of Procurement; 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; Steve Bolden, Locke Lord, bond counsel; 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 December 2023 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the December 2023 Customer Service, Projects, and Operations Committee meeting. Director Whitley seconded the motion. The Committee approved the motion unanimously. (Res. No. 24-20)

ACTION ITEMS

5. Human resources and finance system replacement project
 - A. Procurement briefing
 - B. Contract extension for PeopleSoft support

Jeff Dailey, Assistant Executive Director of Operations; and Horatio Porter, Chief Financial Officer presented a procurement briefing. Jeff Dailey, Horatio Porter, and James Hofmann responded to questions from the Committee.

Jeff Dailey, Assistant Executive Director of Operations, presented information on the contract extension for PeopleSoft support and responded to questions from the Committee.

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

6. Request to advertise the following:
 - A. Design engineering services for Chisholm Trail Parkway and Worth Creek Parkway overpass
 - B. Construction services for northbound Dallas North Tollway pavement rehabilitation from McKinnon Street to IH 635
 - C. President George Bush Turnpike continuous roadway lighting
 1. Construction
 2. Construction management
 - D. Construction services for additional roadway cameras

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for design engineering services for Chisholm Trail Parkway and Worth Creek Parkway overpass and responded to questions from the Committee.

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 information on the request to advertise for construction services for northbound Dallas North Tollway pavement rehabilitation from McKinnon Street to IH 635 and responded to questions from the Committee.

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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction and construction management for President George Bush Turnpike continuous roadway lighting and responded to questions from the Committee.

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

Eric Hemphill, Director of Traffic and Incident Management, presented information on the request to advertise for construction services for additional roadway cameras.

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

7. Contract approval for the following:

- A. Construction services for President George Bush Turnpike Mainlane Plaza 6 HVAC replacement
- B. Business intelligence data transfer software licensing contract renewal
- C. Construction services for President George Bush Turnpike pavement restriping from US 75 to IH 30 and Belt Line Road to IH 35E
- D. Design engineering services for President George Bush Turnpike wall repair

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the contract for construction services for President George Bush Turnpike Mainlane Plaza 6 HVAC replacement 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.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contract for business intelligence data

transfer software licensing contract renewal and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 7B. 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 President George Bush Turnpike pavement restriping from US 75 to IH 30 and Belt Line Road to IH 35E.

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

Item 7D was presented after executive session.

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:
 1. Design engineering services for President George Bush Turnpike wall repair


Committee Chairman Levine called the Committee into Executive Session at 11:16 a.m. and reconvened the meeting into open session at 11:43 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 the contract for design engineering services for President George Bush Turnpike wall repair.

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

9. Adjourn

The meeting adjourned at 11:47 a.m.



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



Lorelei Griffith, Secretary