

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
April 4, 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 April 4, 2024 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Levine called the meeting to order at 10:19 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

Scott Levine	Committee Chairman
Mojoy Haddad	Member
John Mahalik	Member

Chairman Marcus Knight, Director Pete Kamp, Director Lynn Gravley, 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; Dena Stroh, General Counsel; Linh Truong, Senior Director of Internal Audit/Enterprise Risk; Arturo Ballesteros, Director of Public Affairs; Brian Reich, Controller; 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 and Financial Planning; 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 March 2024 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the March 2024 Customer Service, Projects, and Operations Committee meeting. Director Mahalik seconded the motion. The Committee approved the motion unanimously. (Res. No. 24-37)

### **ACTION ITEMS**

5. Request to advertise the following:
  - A. Construction services for President George Bush Turnpike Mainlane Plaza 8 HVAC improvements
  - B. Purchase and delivery of bulk fuel
  - C. Construction services for Dynamic Message Sign project
  - D. Construction services for President George Bush Turnpike sign replacement from SH 183 to IH 20

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for construction services for President George Bush Turnpike Mainlane Plaza 8 HVAC improvements and responded to questions from the Committee.

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

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for purchase and delivery of bulk fuel 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.

Eric Hemphill, Director of Traffic and Incident Management, presented information on the request to advertise for construction services for the dynamic message sign project and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5C. Director Mahalik 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 President George Bush Turnpike

sign replacement from SH 183 to IH 20 and responded to questions from the Committee.

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

6. Contract approval for the following:

- A. Construction services for Sam Rayburn Tollway frontage road pavement rehabilitation
- B. Construction services for DNT wrong-way driver prevention system

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for construction services for Sam Rayburn Tollway frontage road pavement rehabilitation and responded to questions from the Committee.

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

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the contract for construction services for DNT wrong-way driver prevention system and responded to questions from the Committee.

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

7. 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. Wall update

Committee Chairman Levine called the Committee into Executive Session at 10:47 a.m. and reconvened the meeting into open session at 11:21 a.m. No final action, decision, or vote with regard to any matter was taken during the Executive Session.

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8. Adjourn

The meeting adjourned at 11:22 a.m.



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



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Lorelei Griffith, Secretary