

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
May 2, 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 May 2, 2024 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Levine called the meeting to order at 10:21 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
Glen Whitley	Member

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

*Vice Chair Haddad and Director Kamp attended the meeting via 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 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 April 2024 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the April 2024 Customer Service, Projects, and Operations Committee meeting. Director Whitley seconded the motion. The Committee approved the motion unanimously. (Res. No. 24-49)

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

Kevin Banks, Director of Contact Center and Collections, and Jeff Dailey, Assistant Executive Director of Operations, presented information on the request to advertise for contact center and collections services. Banks, Dailey, and James Hofmann responded to questions from the Committee.

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

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for construction services for Gleneagles data center mechanical and electrical upgrades.

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

6. Ratification of construction services for emergency repairs of Northaven Road bridge over Dallas North Tollway

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the ratification of construction services for emergency repairs of Northaven Road bridge over Dallas North Tollway and responded to questions from the Committee.

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

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

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

Director Mahalik made a motion for Committee approval of item 7A. Director Whitley seconded the motion. The Committee approved the motion unanimously.

The Committee went into executive session before hearing item 7B.

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

Committee Chairman Levine called the Committee into Executive Session at 11:33 a.m. and reconvened the meeting into open session at 11:49 a.m. No final action, decision, or vote with regard to any matter was taken during the Executive Session.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contracts for IT security software and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 7B. Director Whitley seconded the motion. The Committee approved the motion unanimously.

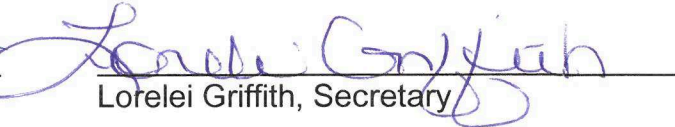
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9. Adjourn

The meeting adjourned at 11:50 a.m.



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



Lorelei Griffith, Secretary