

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
August 1, 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 August 1, 2024 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Levine called the meeting to order at 10:15 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

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

*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; Corina Johnson, Director of Human Resources; Brian Reich, Controller; 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; Dan Robicheaux, 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 May 2024 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the May 2024 Customer Service, Projects, and Operations Committee meeting. Director Whitley seconded the motion. The Committee approved the motion unanimously. (Res. No. 24-74)

ACTION ITEMS

5. Request to advertise the following:
 - A. Deicing material
 - B. Roadway safety appurtenances

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for deicing material and responded to questions from the Committee.

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

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for roadway safety appurtenances.

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

6. Vendor selection for the following:
 - A. Human Resources and Finance Management System

Jeff Dailey, Assistant Executive Director of Operations, and Horatio Porter, Chief Financial Officer, presented staff's recommendation that the Board approve the vendor selection for Human Resources and Finance Management System. Jeff Dailey, Horatio Porter, and James Hofmann responded to questions from the Committee.

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

7. Contract approval for the following:
 - A. Design engineering services for Chisholm Trail Parkway and Worth Creek Parkway overpass
 - B. Engineering and landscape architectural design services for 360 Tollway
 - C. Learning Management System Renewal
 - D. IT General Project Delivery scope
 - E. Construction services for President George Bush Turnpike Mainlane Plaza 8 HVAC improvements
 - F. President George Bush Turnpike continuous roadway lighting:
 1. Construction services
 2. Construction management services
 - G. Construction services for bridge repairs on Dallas North Tollway and Lewisville Lake Toll Bridge
 - H. Construction services for Dynamic Message Sign project
 - I. Mobile video cameras
 - J. 2025 fleet vehicles

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract 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 7A. 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 engineering and landscape architectural design services for 360 Tollway and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7B. 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 learning management system renewal and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7C. Director Mahalik 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 IT general project delivery scope and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7D. Director Mahalik 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 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 7E. Director Whitley 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 contracts for construction and construction management services for President George Bush Turnpike continuous roadway lighting.

Director Whitley made a motion for Committee approval of item 7F. 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 bridge repairs on Dallas North Tollway and Lewisville Lake Toll Bridge.

Director Mahalik made a motion for Committee approval of item 7G. 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 the dynamic message sign project.

Vice Chair Haddad made a motion for Committee approval of item 7H. 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 mobile video cameras and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7I. Director Whitley 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 2025 fleet vehicles and responded to questions from the Committee.

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

8. Roadside Safety Services and DPS radio system:
 - A. Interlocal agreements with City of Fort Worth and City of Dallas
 - B. Radio system and equipment

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the interlocal agreements with City of Fort Worth and City of Dallas and contract for a radio system and equipment and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 8. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

9. Term Sheet with Grayson County Regional Mobility Authority for Dallas North Tollway Extension 5A

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the Term Sheet with Grayson County Regional Mobility Authority for Dallas North Tollway Extension 5A.

Director Mahalik made a motion for Committee approval of item 9. Vice Chair Haddad 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 11:34 a.m.



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



Lorelei Griffith, Secretary