

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
October 3, 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 October 3, 2024 at 10:15 a.m.

1. Call to order and establishment of quorum

Board Chairman/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	Board Chairman/Committee Chairman
Mojoy Haddad	Member
John Mahalik	Member

Director Marcus Knight, Director Pete Kamp*, Director Derek Baker, Director Tex Quesada*, and Director Andy Wambsganss were also in attendance.

*Director Kamp and Director Quesada 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; Kelley McGuire, Director of Treasury and Financial Planning/Assistant 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; 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 August 2024 Customer Service, Projects, and Operations Committee meeting

Director Mahalik made a motion to approve the minutes of the August 2024 Customer Service, Projects, and Operations Committee meeting. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously. (Res. No. 24-116)

ACTION ITEMS

5. Request to advertise the following:
 - A. Construction services for Sam Rayburn Tollway pavement restriping from Denton Tap Road to Dallas North Tollway
 - B. Construction services for Dallas North Tollway pavement joint sealing
 - C. Construction services for Dallas North Tollway bridge deck rehabilitation
 - D. Design engineering services for President George Bush Turnpike Western Extension retaining wall repair

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for Sam Rayburn Tollway pavement restriping from Denton Tap Road to Dallas North Tollway 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.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for Dallas North Tollway pavement joint sealing.

Vice Chair Haddad made a motion for Committee approval of item 5B. 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 Dallas North Tollway bridge deck rehabilitation. Elizabeth Mow and Arturo Ballesteros 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 design engineering services for President George Bush Turnpike Western Extension retaining wall repair.

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

6. Vendor selection for the following:

A. Customer notification and invoicing vendor

Kevin Banks, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the vendor selection for customer notification and invoicing vendor. Kevin Banks, Jeff Dailey, and James Hofmann responded to questions from the Committee.

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

7. Contract approval for the following:

- A. IT software licensing and support
 - 1. Microsoft enterprise license agreement
 - 2. Microsoft enterprise unified support
 - 3. Linux operating system licensing and support
 - 4. Phone system software licensing and support
- B. IT Security contracts
 - 1. Application code protection
 - 2. Web application protection
 - 3. User access protection
- C. Roadway safety appurtenances

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Board approve the contract for IT software licensing and support and responded to questions from the Committee.

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

Item 7B was presented after executive session.

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the contract for roadway safety appurtenances 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.

BRIEFING ITEM

8. GEC Annual Inspection report

Scott Brush, VRX, presented the GEC annual inspection report. Elizabeth Mow and Scott Brush responded to questions from the Committee.

This item was a briefing only.

9. 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 contracts

Committee Chairman Levine called the Committee into Executive Session at 11:35 a.m. and reconvened the meeting into open session at 11:54 a.m. No final action, decision, or vote with regard to any matter was taken during the Executive Session.

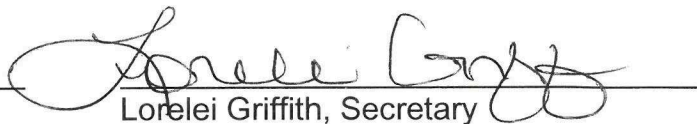
Vice Chair Haddad made a motion for Committee approval of item 7B. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

10. Adjourn

The meeting adjourned at 11:55 a.m.



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



Lorelei Griffith, Secretary