

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
November 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 November 7, 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 10:28 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

Lynn Gravley	Committee Chair
Mojoy Haddad	Member
John Mahalik	Member
*Andy Wambsganss	Member

Chairman Scott Levine, Director Marcus Knight, and Director Derek Baker were also in attendance.

*Director Wambsganss 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; 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

Committee Chair Gravley thanked staff for all of the work put into getting the material ready for this meeting and urged Board members to continue to ask questions.

4. Approval of the minutes from October 2024 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the October 2024 Customer Service, Projects, and Operations Committee meeting. Director Mahalik seconded the motion. The Committee approved the motion unanimously (Res. No. 24-138).

ACTION ITEMS

5. Request to advertise the following:
 - A. Payment processor services
 - B. Construction services for pavement restriping:
 1. Dallas North Tollway and Addison Airport Toll Tunnel
 2. Sam Rayburn Tollway from Dallas North Tollway to Medical Center Drive
 - C. Construction services for systemwide raised pavement marker replacement

Jeff Dailey, Assistant Executive Director of Operations, presented information on the request to advertise for payment processor services 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 pavement restriping.

Director Mahalik made a motion for Committee approval of item 5B. 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 systemwide raised pavement marker replacement and responded to questions from the Committee.

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

6. Vendor selection for the following:

A. Asset management software solution

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the vendor selection for asset management software solution and 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. Deicing material

B. Workstation and peripheral replacement

C. Data center hardware replacement

D. Construction services for President George Bush Turnpike at Custer Road drainage improvements

E. Construction services for President George Bush Turnpike ramp bridge rehabilitation

F. Construction services for systemwide pavement profiling

G. Design engineering services for Sam Rayburn Tollway continuous roadway lighting

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the contract for deicing material 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.

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Board approve the contract for workstation and peripheral replacement 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.

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Board approve the contract for data center hardware replacement 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.

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 at Custer Road drainage improvements and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 7D. 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 ramp bridge rehabilitation and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7E. Director Mahalik 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 systemwide pavement profiling and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7F. Director Mahalik 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 design engineering services for Sam Rayburn Tollway continuous roadway lighting and responded to questions from the Committee.

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

8. Peer-to-peer interoperability agreement with Transportation Corridors Agencies

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the peer-to-peer interoperability agreement with Transportation Corridors Agencies and responded to questions from the Committee.

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

9. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code:

There were no executive session items.

10. Adjourn

The meeting adjourned at 11:52 a.m.



Lynn Gravley, Committee Chairman,
Customer Service, Projects, and
Operations Committee



Lorelei Griffith, Secretary