

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
April 7, 2022

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 7, 2022 at 10:00 a.m.

CALL TO ORDER

Committee Chairman Haddad called the meeting to order at 10:00 a.m.

1. ESTABLISHMENT OF QUORUM

Committee Chairman Haddad established a quorum by calling the roll. The following committee members were in attendance:

Mojoy Haddad	Committee Chairman
Jane Willard	Vice-Chair
*George "Tex" Quesada	Member
*Pete Kamp	Member

Chairman John Mahalik, Director Scott Levine, and Director Marcus Knight were also in attendance.

*Director Kamp and Director Quesada attended by 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; Cindy Demers, Director of Treasury Management/Assistant Treasurer; Elizabeth Mow, Assistant Executive Director of Infrastructure; Jeff Dailey, Assistant Executive Director of Operations; Linh Truong, Senior Director of Internal Audit; Juhi Chawla, Director of Information Technology; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; Kevin Banks, Interim Director of Contact Center and Collections; Melanie Terrell, Assistant General Counsel; David Evans, Senior Director of Procurement Services and Business Diversity; 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; and Greg Schaecher, McCall, Parkhurst & Horton, bond counsel.

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2. Public comments not related to specific agenda items

There were no comments.

3. Comments and announcements from the Committee Chairman and Board Members

There were no comments.

4. Approval of the minutes from March 3, 2022 Customer Service, Projects, and Operations Committee meeting

Vice Chair Willard made a motion to approve the minutes of the March 3, 2022 Customer Service, Projects, and Operations Committee meeting. Director Kamp seconded the motion. The Committee approved the motion unanimously. (Resolution No. 22-28)

ACTION ITEMS

5. Request to advertise for the following:

- A. Collections consultant
- B. TollTag provider
- C. Engineering design services for additional roadway cameras
- D. Engineering design services for additional roadway Dynamic Message Signs
- E. Construction services for President George Bush Turnpike at Pioneer Parkway mainlane rehabilitation

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the request to advertise for collections consultant. Mr. Dailey and James Hofmann, Executive Director, responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 5A. Director Kamp 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 request to advertise for a TollTag provider. Mr. Dailey and Mr. Hofmann responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 5B. Director Quesada 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 request to advertise for engineering design services for additional roadway cameras and Dynamic Message Signs. Mr. Hemphill

and Elizabeth Mow, Assistant Executive Director of Infrastructure responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of items 5C and D. Director Kamp 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 request to advertise for construction services for President George Bush Turnpike at Pioneer Parkway mainlane rehabilitation and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 5E. Director Kamp seconded the motion. The Committee approved the motion unanimously.

6. Contract approval for the following:

- A. Construction services for President George Bush Turnpike at Pioneer Parkway wall improvements
- B. Construction services for President George Bush Turnpike Western Extension wall repair contract
- C. Construction services for Dallas North Tollway bridge repairs
- D. Environmental engineering services for President George Bush Turnpike East Branch
- E. IT license renewal:
 - 1. CommVault backup
 - 2. Redhat operating system
 - 3. Qlik Business Intelligence tool
- F. 360T TollTag store lease extension

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 Pioneer Parkway wall improvements and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 6A. Vice Chair Willard 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 Western Extension wall repair and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 6B. Vice Chair Willard 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 Dallas North Tollway bridge repairs and responded to questions from the Committee.

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Vice Chair Willard made a motion for Committee approval of item 6C. Director Kamp 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 environmental engineering services for President George Bush Turnpike East Branch and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 6D. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously.

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve contracts for IT license renewals for Commvault backup, Redhat operating system, and Qlik Business Intelligence tool.

Vice Chair Willard made a motion for Committee approval of item 6E. Director Kamp 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 360T TollTag store lease extension and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 6F. Director Kamp seconded the motion. The Committee approved the motion unanimously.

7. Interlocal agreement with DART for Silver Line over Dallas North Tollway

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the interlocal agreement with DART for Silver Line over Dallas North Tollway and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 7. Director Kamp seconded the motion. The Committee approved the motion unanimously.

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

There were no executive session items.

9. Adjourn

The meeting adjourned at 11:17 a.m.



Moji Haddad, Committee Chairman
Customer Service, Projects, and
Operations Committee



Lorelei Griffith, Secretary