

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
July 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 July 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

Director Scott Levine was 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; Dena Stroh, General Counsel; 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; John Bannerman, Director of Customer Care; Kevin Banks, 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.

2. Public comments not related to specific agenda items

There were no comments.

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

There were no comments.

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

Vice Chair Willard made a motion to approve the minutes of the May 2022 Customer Service, Projects, and Operations Committee meeting. Director Quesada seconded the motion. The Committee approved the motion unanimously. (Resolution No. 22-59)

### **ACTION ITEMS**

5. Request to advertise for the following:

- A. Lane system assessment
- B. Construction services for systemwide pavement profiling
- C. Construction services for President George Bush Turnpike bridge bent cap sealing

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the request to advertise for lane system assessment. Mr. Dailey and Mr. Hofmann 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.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for construction services for systemwide pavement profiling. Ms. Mow and Mr. Aito responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 5B. 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 bridge bent cap sealing and responded to questions from the Committee.

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

6. Vendor selection for the following:

- A. Engineering services for additional roadway cameras
- B. Engineering services for additional dynamic message signs
- C. Fleet GPS and telematics services

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the vendor selected for engineering services for additional roadway cameras and dynamic message signs. Mr. Hemphill and Mr. Hofmann responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of items 6A and B. Director Quesada seconded the motion. The Committee approved the motion unanimously.

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the vendor selected for fleet GPS and telematics services.

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

7. Contract approval for the following:

- A. Chisholm Trail Parkway Total Routine Maintenance
- B. Janitorial services at Gleneagles
- C. Purchase toll cameras
- D. Fiber locate and fiber repair
- E. Construction services for President George Bush Turnpike at Arbor Creek erosion mitigation
- F. Construction services for President George Bush Turnpike at Pioneer Parkway mainlane rehabilitation
- G. Construction services for Sam Rayburn Tollway frontage road joint and crack sealing

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for Chisholm Trail Parkway Total Routine Maintenance and responded to questions from the Committee.

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

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Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the contract for janitorial services at Gleneagles and responded to a question from the Committee.

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

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the contract for purchase of toll cameras. Ms. Chawla and Mr. Dailey responded to questions from the Committee.

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

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the contract for fiber locate and fiber repair and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 7D. 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 construction services for President George Bush Turnpike at Arbor Creek erosion mitigation and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 7E. 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 construction services for President George Bush Turnpike at Pioneer Parkway mainlane rehabilitation.

Vice Chair Willard made a motion for Committee approval of item 7F. 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 construction services for Sam Rayburn Tollway frontage road joint and crack sealing.

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

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

There were no executive session items.

Mr. Hofmann let the Board know that the Finance, Audit, and Administration Committee would not be conducting their scheduled meeting.

9. Adjourn

The meeting adjourned at 11:01 a.m.

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

  
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Lorelei Griffith, Secretary