

**AGENDA**  
**NORTH TEXAS TOLLWAY AUTHORITY**  
**CUSTOMER SERVICE, PROJECTS, AND OPERATIONS COMMITTEE MEETING**  
**BOARD ROOM, SUITE 200**  
**5900 WEST PLANO PARKWAY**  
**PLANO, TEXAS 75093**  
**NOVEMBER 3, 2022**  
**10:15 AM**

All items included on this agenda, including those listed for executive session, if any, may be discussed and acted upon by this committee of the North Texas Tollway Authority Board of Directors. Agenda item numbers are assigned for ease of reference and do not necessarily reflect the order of their consideration by the committee. The committee may discuss any agenda item in executive session whenever legally justified under the Texas Open Meetings Act.

1. Call to order and establishment of quorum
2. Public comments not related to specific agenda items
3. Comments and announcements from the Committee Members and Board Members
4. Approval of the minutes from October 2022 Customer Service, Projects, and Operations Committee meeting

**ACTION ITEMS**

5. Request to advertise the following:
  - A. Design engineering services for Chisholm Trail Parkway southbound mainlanes
  - B. Construction services for Sam Rayburn Tollway bridge deck joint seal replacement
  - C. Construction services for Systemwide raised pavement markers replacement
  - D. Deicing materials
  - E. Construction services for Gleneagles 5910 roofing replacement project
6. Contract approval for the following:
  - A. Construction services for Sam Rayburn Tollway and Lewisville Lake Toll Bridge sign replacement
  - B. TollTag provider and 2023 purchase authorization

7. License subscription and end-of-life hardware replacement for the following:
  - A. Queue management software
  - B. Electronic file transfer software
  - C. Application performance monitoring software
  - D. File integrity management software
  - E. Network switches
  
8. Collection agencies:
  - A. Additional funds for collection agency contracts
  - B. Extension of contracts
  - C. 2023 work authorizations
  
9. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code:
  
10. Adjourn

#### NOTES

A quorum of the Board of Directors may be present at this meeting for information-gathering purposes. However, Board members that are not committee members will not vote on any committee agenda items.

Any individual with a disability who plans to attend this meeting and requires auxiliary aids or services should notify NTTA as far in advance as possible, but no less than 2 days in advance, so that appropriate arrangements can be made. Contact Human Resources by telephone at 214-461-2079 or Relay Texas at 1-800-735-2989; by e-mail at [ADA2@ntta.org](mailto:ADA2@ntta.org); or in person at 5900 W. Plano Parkway, Plano, Texas 75093. Additional information about NTTA is available on the NTTA website at [www.ntta.org](http://www.ntta.org).

Board members may participate in this meeting via telephone conference call in accordance with Texas Transportation Code Section 366.262. Pursuant to Texas Penal Code Section 30.07, the open carrying of handguns will not be allowed at this meeting.