

AGENDA
NORTH TEXAS TOLLWAY AUTHORITY
CUSTOMER SERVICE, PROJECTS, AND OPERATIONS COMMITTEE MEETING
BOARD ROOM, SUITE 200
5900 WEST PLANO PARKWAY
PLANO, TEXAS 75093
DECEMBER 7, 2023
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 and Board Members
4. Approval of the minutes from October 2023 Customer Service, Projects, and Operations Committee meeting

ACTION ITEMS

5. Request to advertise the following:
 - A. Construction services for President George Bush Turnpike pavement restriping from US 75 to IH 30 and Belt Line Road to IH 35E
6. Contract approval for the following:
 - A. Environmental engineering services for 360 Tollway extension from US 287 to US 67
 - B. Operations program support services
 1. Contract awards
 - a. General technology and operation services
 - b. Project management services for customer service and revenue systems
 - c. Project management services for the Human Resources and Finance systems replacement project
 2. Contract extensions
 - a. NXTStep Consulting
 - b. Kilan Solutions
 - c. MBI Consulting
 - d. Zenisys Corp

- C. Dallas North Tollway mainlane extension Phase 4A
 - 1. Interlocal agreements
 - a. Town of Prosper
 - b. City of Celina
 - 2. Construction services
 - 3. Construction management services
 - 4. Material testing services
 - D. Supplemental agreements for engineering design services
 - 1. Dynamic Message Sign replacements
 - 2. Dallas North Tollway queue warning system
 - E. Wrong-way driver notification
 - 1. Cell phone application and systems
 - 2. Change orders for the implementation of the cell phone application
 - F. IT licensing and support
 - 1. Hardware maintenance and support
 - 2. Call center monitoring and management system licensing and support
7. 2024 annual work authorizations:
- A. Infrastructure
 - 1. General Engineering Consultant
 - 2. Program Management Consultant
 - 3. Maintenance Management Consultant
 - 4. Construction Engineering Consultant
 - B. Operations
 - 1. Back-office system
 - a. Maintenance
 - b. Image review
 - c. System enhancements
 - 2. TollTag purchase
 - 3. General technology and operation services
 - 4. Collection agencies
8. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code:
9. 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.

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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 two 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; 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.

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.