

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
October 7, 2021

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 October 7, 2021 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
George "Tex" Quesada	Member
*Pete Kamp	Member
*Jane Willard	Member

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

\*Director Kamp and Vice Chair Willard 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; Nancy St. Pierre, Director of Public Affairs; Juhi Chawla, Director of Information Technology; Amitis Meshkani, Director of Maintenance; Brian Reich, Controller; Gio Rodriguez, Director of Contact Center and Collections; Eric Hemphill, Director of Traffic and Incident Management; and David Evans, Senior Director of Procurement Services and Business Diversity. Also attending was Greg Schaecher with McCall Parkhurst.

**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 September 2, 2021 Customer Service, Projects, and Operations Committee meeting

Director Quesada made a motion to approve the minutes of the September 2, 2021 Customer Service, Projects, and Operations Committee meeting. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously. (Resolution No. 21-94)

### **BRIEFING ITEM**

5. GEC inspection report

Tammy Sims, Atkins, presented a briefing on the 2021 annual inspection report and responded to questions from the Committee.

This was a briefing item only, no action necessary.

### **ACTION ITEMS**

6. Request to advertise for the following:
  - A. 2022 fleet vehicles
  - B. President George Bush Turnpike frontage road sign replacement from SH 183 to IH 20

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the request to advertise for 2022 fleet vehicles and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 6A. Director Quesada 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 President George Bush Turnpike frontage road sign replacement from SH 183 to IH 20 and responded to questions from the Committee.

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

7. Vendor selection for the following:
  - A. Design engineering services for Dallas North Tollway 4A mainlane extension from US 380 to FM 428
  - B. General Engineering Consultant
  - C. Advertising agency of record
  - D. Video management/video analytics software for the Safety Operations Center

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the vendor selection for design engineering services for Dallas North Tollway 4A mainlane extension from US 380 to FM 428 and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7A. 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 vendor selection for General Engineering Consultant and responded to questions from the Committee.

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

Nancy St. Pierre, Director of Public Affairs, presented staff's recommendation that the Board approve the vendor selection for advertising agency of record and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7C. Director Kamp 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 vendor selection for video management/video analytics software for the Safety Operations Center and responded to questions from the Committee.

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

8. Contract approval for the following:

A. Engineering design services for wrong-way-driving prevention systems

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the contract for engineering design services for wrong-way-driving prevention systems and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 8. Director Kamp seconded the motion. The Committee approved the motion unanimously.

9. Sale of surplus property at 35 Riverside to City of Dallas

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the sale of surplus property at 35 Riverside to the City of Dallas and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 9. Director Kamp seconded the motion. The Committee approved the motion unanimously.

10. Business continuity services extension

This item was voted on after executive session.

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

A. Section 551.071, to receive advice from legal counsel about pending or contemplated litigation and/or settlement offers or other legal matters:

1. Business continuity services extension

Committee Chair Haddad called the Board into executive session at 11:08 a.m. and reconvened the meeting into open session at 11:36 a.m. No final action, decision, or vote with regard to any matter was taken during the executive session.

Director Quesada made a motion for Committee approval of item 10. Director Kamp seconded the motion. The Committee approved the motion unanimously.

12. Adjourn

The meeting adjourned at 11:38 a.m.

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

  
Lorelei Griffith, Secretary