

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
November 3, 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 November 3, 2022 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Levine called the meeting to order at 10:47 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

Scott Levine	Committee Chairman
Mojoy Haddad	Vice Chair
*Lynn Gravley	Member

Chairman Marcus Knight and Director Jane Willard were also in attendance.

*For the meeting, Chairman Knight appointed Director Gravley to the Customer Service, Projects, and Operations Committee.

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; Autavea Basey, Director of Human Resources; Juhi Chawla, Director of Information Technology; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; 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 October 2022 Customer Service, Projects, and Operations Committee meeting

Director Gravley made a motion to approve the minutes of the October 2022 Customer Service, Projects, and Operations Committee meeting. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously. (Resolution No. 22-111)

ACTION ITEMS

5. Request to advertise for 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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for design engineering services for Chisholm Trail Parkway southbound mainlanes and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5A. Director Gravley 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 Sam Rayburn Tollway bridge deck joint seal replacement and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5B. Director Gravley 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 raised pavement markers replacement.

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

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

Vice Chair Haddad made a motion for Committee approval of item 5D. Director Gravley seconded the motion. The Committee approved the motion unanimously.

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the request to advertise for construction services for Gleneagles 5910 roofing replacement project and responded to questions from the Committee.

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

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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for construction services for Sam Rayburn Tollway and Lewisville Lake Toll Bridge sign replacement and responded to questions from the Committee.

Director Gravley made a motion for Committee approval of item 6A. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve contracts for TollTag providers and 2023 purchase authorization and responded to questions from the Committee.

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

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

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve contracts for license subscriptions and end-of-life hardware replacement for queue management software, electronic file transfer software,

application performance monitoring software, file integrity management software, and network switches and responded to questions from the Committee.

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

- 8. Collection agencies:
 - A. Additional funds for collection agency contracts
 - B. Extension of contracts
 - C. 2023 work authorizations

Kevin Banks, Director of Contact Center and Collections, presented staff's recommendation that the Board approve additional funds, contract extensions, and 2023 work authorizations for collection agencies and responded to questions from the Committee.


Vice Chair Haddad made a motion for Committee approval of item 8. Director Gravley seconded the motion. The Committee approved the motion unanimously.

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

There were no executive session items.

- 10. Adjourn

The meeting adjourned at 11:33 a.m.



Scott Levine, Committee Chairman,
Customer Service, Projects, and
Operations Committee



Lorelei Griffith, Secretary