

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
December 1, 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 December 1, 2022 at 10:30 a.m.

1. Call to order and establishment of quorum

Committee Chairman Levine called the meeting to order at 11:31 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
John Mahalik	Member

Chairman Marcus Knight, Director Lynn Gravley, *Director Pete Kamp, and Director Jane Willard were also in attendance.

*Director Pete Kamp 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; Brian Reich, Controller; 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 November 2022 Customer Service, Projects, and Operations Committee meeting

Director Mahalik made a motion to approve the minutes of the November 2022 Customer Service, Projects, and Operations Committee meeting. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously. (Resolution No. 22-135)

ACTION ITEMS

5. Request to advertise for the following:
 - A. Construction services for Dallas North Tollway Winter Operations Facility
 - B. Construction services for President George Bush Turnpike restriping from IH 35E to US 75
 - C. Construction services for Sam Rayburn Tollway frontage road joint and crack sealing
 - D. Construction services for pavement repairs and restriping for Gleneagles Complex
 - E. Fleet fuel cards
 - F. President George Bush Turnpike East (IH 35E to IH 30) Total Routine Maintenance contract

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for construction services for Dallas North Tollway Winter Operations Facility and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5A. Director Mahalik 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 restriping from IH 35E to US 75 and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5B. Director Mahalik 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 frontage road joint and crack sealing.

Vice Chair Haddad made a motion for Committee approval of item 5C. Director Mahalik 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 pavement repairs and restriping for Gleneagles Complex.

Director Mahalik made a motion for Committee approval of item 5D. 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 fleet fuel cards and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5E. Director Mahalik 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 President George Bush Turnpike East (IH 35E to IH 30) Total Routine Maintenance contract. Ms. Mow and Ms. Meshkani responded to questions from the Committee.

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

6. Vendor selection for the following:
 - A. Project Communications Consultant
 - B. Lane system assessment

Nancy St. Pierre, Director of Public Affairs, presented staff's recommendation that the Board approve the vendor selected for Project Communications Consultant and responded to questions from the Committee.

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

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the vendor selected for lane system assessment and responded to questions from the Committee.

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

7. Contract approval for the following:

- A. Construction services for President George Bush Turnpike Western Extension frontage road striping project
- B. Lane equipment parts and maintenance

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 Western Extension frontage road striping project.

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

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contract for lane equipment parts and maintenance.

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

8. 2023 annual work authorizations:

- A. General Engineering Consultant
- B. Program Management Consultant
- C. Maintenance Management Consultant
- D. Construction Engineering Consultant
- E. Back-office system
 - 1. Manual image review
 - 2. Maintenance
 - 3. System enhancements

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve 2023 annual work authorizations for General Engineering Consultant, Program Management Consultant, Maintenance Management Consultant, and Construction Engineering Consultant and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of items 8A through D. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve 2023 annual work authorizations for back-office system manual

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image review, maintenance, and system enhancements. Mr. Hofmann, Mr. Dailey, and Ms. Chawla responded to questions from the Committee.

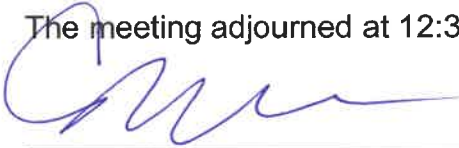
Director Mahalik made a motion for Committee approval of items 8E (1 through 3). Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

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

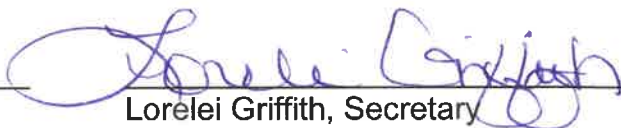
There were no executive session items.

10. Adjourn

The meeting adjourned at 12:33 p.m.



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



Lorelei Griffith, Secretary