

**AGENDA**  
**NORTH TEXAS TOLLWAY AUTHORITY**  
**CUSTOMER SERVICE, PROJECTS, AND OPERATIONS COMMITTEE MEETING**  
**BOARD ROOM, SUITE 200**  
**5900 WEST PLANO PARKWAY**  
**PLANO, TEXAS 75093**  
**DECEMBER 5, 2024**  
**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 November 2024 Customer Service, Projects, and Operations Committee meeting

**ACTION ITEMS**

5. Request to advertise the following:
  - A. Construction services for Dallas North Tollway pavement surface improvements
  - B. Construction services for President George Bush Turnpike shoulder rehabilitation from Midway Road to SH 78
  - C. Construction services for Sam Rayburn Tollway pavement repairs
  - D. Project management services for Advanced Traffic Management system
  - E. Chisholm Trail Parkway mainlane widening from FM 1187 to US 67
    1. Construction
    2. Construction management
    3. Material testing
  - F. Maintenance Management Consultant services
6. Vendor selection for the following:
  - A. Contact center and collections services
    1. Skip tracing
    2. Collections
  - B. Insurance broker services

7. Contract approval for the following:
  - A. Construction services for Dallas North Tollway bridge deck rehabilitation
  - B. Construction services for Dallas North Tollway pavement joint sealing
  - C. Construction services for Sam Rayburn Tollway pavement restriping from Denton Tap Road to Dallas North Tollway
  - D. Customer notification and invoicing
  - E. Construction services for Dynamic Message Sign project
  
8. 2025 annual work authorization
  - A. Operations
    1. Back-office system
      - a. Maintenance
      - b. Image review
      - c. System enhancements
    2. TollTag purchase
    3. Collection agencies
  - B. Infrastructure
    1. General Engineering Consultant
    2. Program Management Consultant
    3. Maintenance Management Consultant
    4. Construction Engineering Consultant
  
9. Contract extension
  - A. Disaster recovery managed services

**BRIEFING**

10. Advanced contact system procurement
  
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. Disaster recovery managed services
  
12. 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. Please send an email to [boardsecretary@ntta.org](mailto:boardsecretary@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.