

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
February 6, 2025

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 February 6, 2025 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Haddad called the meeting to order at 10:15 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

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| Mojoy Haddad | Committee Chair |
| Andy Wambsganss | Member |
| John Mahalik | Member |

Chairman Scott Levine, Director Marcus Knight, *Director Pete Kamp, Director Tex Quesada, and Director Derek Baker were also in attendance.

*Director Pete Kamp attended via telephone.

NTTA employees attending the Committee meeting were: James Hofmann, CEO/Executive Director; Lorelei Griffith, Secretary; Karen Madison-Ponds, Assistant Secretary; Horatio Porter, CFO/Treasurer; Kelley McGuire, Director of Treasury and Financial Planning/Assistant Treasurer; Elizabeth Mow, Assistant Executive Director of Infrastructure; Jeff Dailey, Assistant Executive Director of Operations; Dena Stroh, General Counsel; Linh Truong, Senior Director of Internal Audit/Enterprise Risk; Arturo Ballesteros, Director of Public Affairs; Corina Johnson, Director of Human Resources; Brian Reich, Controller; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; John Bannerman, Director of Customer Care; Kevin Banks, Director of Contact Center and Collections; Danielle Thompson, Director of Procurement Services; 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; Steve Bolden, Troutman Pepper Locke, bond counsel; and Greg Schaecher, McCall, Parkhurst & Horton, bond counsel.

2. Public comments not related to specific agenda items

There were no public comments.

3. Comments and announcements from the Committee members and Board members

There were no comments.

4. Approval of the minutes from December 2024 Customer Service, Projects, and Operations Committee meeting

Director Wambsganss made a motion to approve the minutes of the December 2024 Customer Service, Projects, and Operations Committee meeting. Director Mahalik seconded the motion. The Committee approved the motion unanimously (Res. No. 25-00).

ACTION ITEMS

5. Request to advertise the following:
 - A. Construction services for Dallas North Tollway mainlane bridge deck repairs
 - B. Construction services for President George Bush Turnpike pavement rehabilitation at Gateway Drive

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for Dallas North Tollway mainlane bridge deck repairs and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 5A. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for President George Bush Turnpike pavement rehabilitation at Gateway Drive.

Director Wambsganss made a motion for Committee approval of item 5B. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

6. Vendor selection for the following:
 - A. Customer service support and business continuity services
 - B. Design engineering services for President George Bush Turnpike Western Extension retaining wall repair

Kevin Banks, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the vendor selection for customer service support and business continuity services and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 6A. Director Wambsganss 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 design engineering services for President George Bush Turnpike Western Extension retaining wall repair and responded to questions from the Committee.

Director Wambsganss 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. Roadside toll climate control maintenance services
- B. Construction services for roadway camera project
- C. Construction services for Dallas North Tollway pavement surface improvements
- D. Construction services for pavement restriping
 - 1. Dallas North Tollway and Addison Airport Toll Tunnel
 - 2. Sam Rayburn Tollway from Dallas North Tollway to Medical Center Drive
- E. Insurance broker services

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contract for roadside toll climate control maintenance services and responded to questions from the Committee.

Director Wambsganss made a motion for Committee approval of item 7A. Director Mahalik 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 contract for construction services for the roadway camera project.

Director Mahalik made a motion for Committee approval of item 7B. Director Wambsganss 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 contract for construction services for Dallas North Tollway pavement surface improvements and responded to questions from the Committee.

Director Wambsganss made a motion for Committee approval of item 7C. 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 contract for construction services for pavement restriping for Dallas North Tollway, Addison Airport Toll Tunnel, and Sam Rayburn Tollway from Dallas North Tollway to Medical Center Drive.

Director Mahalik made a motion for Committee approval of item 7D. Director Wambsganss 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 contract for insurance broker services and responded to questions from the Committee.

Director Wambsganss made a motion for Committee approval of item 7E. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

8. Approval of other contracts:

- A. Central United States Interoperability software services
- B. ServiceNow software licensing and support
- C. PeopleSoft licensing and support
- D. Lane level toll collection systems
 - 1. Lane controller support services
 - 2. Monitoring application

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contract for Central United States Interoperability software services and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 8A. Director Wambsganss 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 ServiceNow software licensing and support.

Director Wambsganss made a motion for Committee approval of item 8B. 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 PeopleSoft licensing and support and responded to questions from the Committee.

Director Wambsganss made a motion for Committee approval of item 8C. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

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Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contracts for lane level toll collection systems.


Director Mahalik made a motion for Committee approval of item 8D. Director Wambsganss 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 11:03 a.m.



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



Lorelei Griffith, Secretary