

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
April 3, 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 April 3, 2025 at 10:37 a.m.

1. Call to order and establishment of quorum

Committee Chairman Haddad called the meeting to order at 10:37 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

Mojoy Haddad	Committee Chair
*Lynn Gravley	Member
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 and Director Gravley 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 February 2025 Customer Service, Projects, and Operations Committee meeting

Director Wambsganss made a motion to approve the minutes of the February 2025 Customer Service, Projects, and Operations Committee meeting. Director Mahalik seconded the motion. The Committee approved the motion unanimously (Res. No. 25-40).

ACTION ITEMS

5. Request to advertise the following:
 - A. Construction services for Chisholm Trail Parkway pavement restriping
 - B. Facilities Management Consultant services
 - C. Construction services for Sam Rayburn Tollway drainage and bridge rehabilitation
 - D. President George Bush Turnpike West Total Routine Maintenance

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for Chisholm Trail Parkway pavement restriping and responded to questions from the Committee.

Director Wambsganss 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 information on the request to advertise for Facilities Management Consultant services and responds to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 5B. 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 Sam Rayburn Tollway drainage and bridge rehabilitation and responded to questions from the Committee.

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

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for President George Bush Turnpike West Total Routine Maintenance and responds to questions from the Committee.

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

6. Vendor selection for the following:

A. Maintenance Management Consultant services

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the vendor selection for Maintenance Management Consultant services and responded to questions from the Committee.

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

7. Contract approval for the following:

A. Skip tracing services

B. Construction services for Dallas North Tollway mainlane bridge deck repairs

C. Construction services for President George Bush Turnpike pavement rehabilitation at Gateway Drive

D. 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 contracts for skip tracing services.

Director Wambsganss made a motion for Committee approval of item 7A. 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 Dallas North Tollway mainlane bridge deck repairs and responded to questions from the Committee.

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 President George Bush Turnpike pavement rehabilitation at Gateway Drive.

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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 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 7D. Director Mahalik seconded the motion. The Committee approved the motion unanimously.

8. Approval of other contracts:

- A. Enterprise data protection
- B. Disaster recovery managed services

These two items were presented after Executive Session.

9. 2024 Customer survey results

Arturo Ballesteros, Director of Public Affairs, presented a briefing on 2024 customer survey results and responded to questions from the Committee.

This item was a briefing item only.

10. 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 regarding:
 - 1. Wall update
 - 2. Enterprise data protection
 - 3. Disaster recovery managed services

Committee Chairman Haddad called the Committee into Executive Session at 11:42 a.m. and reconvened the meeting into open session at 12:15 p.m. No final action, decision, or vote with regard to any matter was taken during the Executive Session.

11. Consideration of items (if any) from Executive Session

Director Mahalik made a motion for Committee approval of items 8A and B. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

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12. Adjourn

The meeting adjourned at 12:18 p.m.



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



Lorelei Griffith, Secretary