

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
May 1, 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 May 1, 2025 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Gravley 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:

Lynn Gravley	Committee Chair
*Mojoy Haddad	Member
*Andy Wambsganss	Member
John Mahalik	Member

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

*Vice Chair Mojoy Haddad, Director Derek Baker, Director Pete Kamp, and Director Andy Wambsganss 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; Melanie Terrell, Assistant General Counsel; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; Dan Robicheaux, Director of Information Technology; 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 April 2025 Customer Service, Projects, and Operations Committee meeting

Director Mahalik made a motion to approve the minutes of the April 2025 Customer Service, Projects, and Operations Committee meeting. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously (Res. No. 25-58).

ACTION ITEMS

5. Request to advertise the following:

- A. Roadway traffic control devices
- B. Gleneagles janitorial services

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for roadway traffic control devices 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.

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for Gleneagles janitorial services and responded to questions from the Committee.

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

6. Contract approval for the following:

- A. Chisholm Trail Parkway mainlane widening from FM 1187 to US 67
 1. Construction
 2. Construction management
 3. Materials testing
- B. Construction services for Dallas North Tollway pavement and drainage rehabilitation at IH 635

C. Construction services for President George Bush Turnpike trailblazer sign replacement

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for construction, construction management, and materials testing for Chisholm Trail Parkway mainlane widening from FM 1187 to US 67 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.

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 and drainage rehabilitation at IH 635 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.

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 trailblazer sign replacement and responded to questions from the Committee.

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

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

There were no executive session items.

8. Adjourn

The meeting adjourned at 10:36 a.m.



Lynn Gravley, Committee Chairman
Customer Service, Projects, and
Operations Committee



Lorelei Griffith, Secretary