

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
June 5, 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 June 5, 2025 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Gravley called the meeting to order at 10:16 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

Lynn Gravley	Committee Chair
Mojy Haddad	Member
John Mahalik	Member

Chairman Scott Levine, Director Pete Kamp*, 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; 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 May 2025 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the May 2025 Customer Service, Projects, and Operations Committee meeting. Director Mahalik seconded the motion. The Committee approved the motion unanimously (Res. No. 25-72).

ACTION ITEMS

5. Request to advertise the following:
 - A. Construction services for President George Bush Turnpike continuous lighting
 - B. General Engineering Consultant services
 - C. Construction services for Plano Maintenance Operations Center wash bay improvements
 - D. Maintenance and repair services for sump pumps

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for continuous roadway lighting on President George Bush Turnpike from IH 20 to SH 183 and responded to questions from the Committee.

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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for General Engineering Consultant services 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.

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for Plano Maintenance Operations Center wash bay improvements.

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 information on the request to advertise for maintenance and repair services for sump pumps.

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

6. Contract approval for the following:

- A. Maintenance Management Consultant services
- B. Construction services for Sam Rayburn Tollway drainage and bridge rehabilitation
- C. Security event management support subscription

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for Maintenance Management Consultant services 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 Sam Rayburn Tollway drainage and bridge rehabilitation.

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

Item 6C was addressed after executive session.

7. Approval of interlocal agreement with University of Houston

Arturo Ballesteros, Director of Public Affairs, presented staff's recommendation that the Board approve the interlocal agreement with University of Houston and responded to questions from the Committee.

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

8. 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, and Sections 551.076 and 551.089 regarding security devices:
 - 1. IT Security

Committee Chairman Gravley called the Committee into executive session at 10:46 a.m. and reconvened the meeting into open session at 11:01 a.m. No final action,

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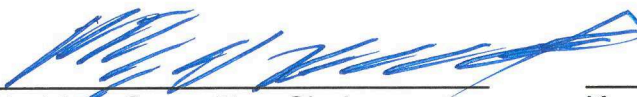
decision, or vote with regard to any matter was taken during the executive session.


9. Consideration of items (if any) from executive session

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

10. Adjourn

The meeting adjourned at 11:01 a.m.



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

Karen Madison-Ponds,
Assistant Secretary