

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
November 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 November 6, 2025 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Haddad called the meeting to order at 11:12 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

Mojy Haddad*	Committee Chair
John Mahalik	Member
Andy Wambsganss	Member

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

*For the meeting, Chairman Levine appointed Vice Chair Haddad to serve as Committee Chair.

NTTA employees attending the Committee meeting were: James Hofmann, CEO/Executive Director; Karen Madison-Ponds, Assistant Secretary; Leslie Garza, Interim Board 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; Sam Wu, Interim 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 Scott Brush, VRX, Inc., General Engineering 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 June 2025 Customer Service, Projects, and Operations Committee meeting

Director Wambsganss made a motion to approve the minutes of the June 2025 Customer Service, Projects, and Operations Committee meeting. Director Mahalik seconded the motion. The Committee approved the motion unanimously (Res. No. 25-162).

ACTION ITEMS

5. Request to advertise the following:
 - A. Construction services for Dallas North Tollway roadway lighting replacement
 - B. Construction services for Dallas North Tollway bridge rehabilitation
 - C. Roadway operations equipment
 1. Vehicle-mounted message boards
 2. Vehicle-mounted emergency lights
 3. Vehicle-mounted debris removal equipment (lane blades)
 4. Vehicle-mounted snow and ice removal equipment
 - D. Construction services for Addison Airport Toll Tunnel fire alarm system replacement

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for Dallas North Tollway roadway lighting replacement 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 Dallas North Tollway bridge rehabilitation.

Director Wambsganss 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 roadway operations equipment for vehicle-mounted message boards, vehicle-mounted emergency lights, vehicle-mounted debris removal equipment (lane blades), and vehicle-mounted snow and ice removal equipment and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 5C1, 2, 3, and 4. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Amitis Meshkani, Director of Maintenance, presented information on the request to advertise for Addison Airport Toll Tunnel fire alarm system replacement and responded to questions from the Committee.

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

6. Contract approval for the following:

- A. Payment processor services
- B. Construction services for Dallas North Tollway ramp repairs from IH 635 to US 380
- C. General Engineering Consultant services
- D. Construction services for President George Bush Turnpike drainage and erosion mitigation at Arbor Creek
- E. Construction services for systemwide raised pavement marker replacement
- F. Advanced Traffic Management System
 - 1. Project management services
 - 2. Southwest Research Institute

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contract for payment processor 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 contract for construction services for Dallas North Tollway ramp repairs from IH 635 to US 380.

Director Wambsganss 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 General Engineering Consultant services and responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 6C. 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 drainage and erosion mitigation at Arbor Creek.

Director Wambsganss made a motion for Committee approval of item 6D. 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 systemwide raised pavement marker replacement.

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

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Board approve the contract for an advanced traffic management system. Dan Robicheaux and Eric Hemphill, Director of Traffic and Incident Management, responded to questions from the Committee.

Director Mahalik made a motion for Committee approval of item 6F1 and 2. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

7. Approval of the following cooperative and other exempt procurements:

- A. Annual data center hardware replacement
- B. Annual workstation and peripheral replacement

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Board approve the annual data center hardware replacement and workstation and peripheral replacement and responded to questions from the Committee.

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

8. Advanced contact system

Jeff Dailey presented a briefing on the advanced contact system. Jeff Dailey and James Hofmann, CEO/Executive Director, responded to questions from the Board.

This was a briefing item only.

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

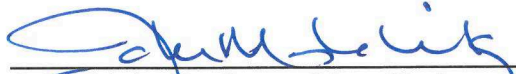
There were no executive session items.

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10. Consideration of items (if any) from executive session
No actions were taken under this item.

11. Adjourn

The meeting adjourned at 12:13 p.m.



John Mahalik, Committee Chairman
Customer Service, Projects, and
Operations Committee



Karen Madison-Ponds,
Assistant Secretary