

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
December 4, 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 December 4, 2025 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Mahalik called the meeting to order at 10:25 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

John Mahalik	Committee Chair
Mojoy Haddad	Member
Andy Wambsganss	Member
Justin Hewlett	Member

Chairman Scott Levine, Director Pete Kamp*, Director George (Tex) Quesada, Director Marcus Knight, 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; 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/Ombudsman; Kevin Banks, Director of Customer Service; Danielle Thompson, Director of Procurement Services; and Moses Aito, Director of Business Development and Opportunities.

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 November 2025 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the November 2025 Customer Service, Projects, and Operations Committee meeting. Director Hewlett seconded the motion. The Committee approved the motion unanimously (Res. No. 25-188).

ACTION ITEMS

5. Request to advertise the following:

- A. Construction services for President George Bush Turnpike continuous roadway lighting, Phase 3, from Belt Line Road to Dallas North Tollway

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation on the request to advertise for President George Bush Turnpike continuous roadway lighting, Phase 3, from Belt Line Road to Dallas North Tollway and responded to questions from the Committee.

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

6. Vendor selection for the following:

- A. Project Communications Consultant

Arturo Ballesteros, Director of Public Affairs, presented staff's recommendation on a selected vendor for Project Communications Consultant and responded to questions from the Committee.

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

7. Contract approval for the following:

- A. Lane-level toll uninterruptible power supply replacement
- B. Automobile and equipment tires
- C. Construction services for Dallas North Tollway and Sam Rayburn Tollway bridge joint seal project

- D. Construction services for President George Bush Turnpike mainlane Plaza 7 roof replacement
- E. Construction services for President George Bush Turnpike pavement restriping
- F. Construction services for President George Bush Turnpike wall rehabilitation between IH 30 and IH 20

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve the contract for lane-level toll uninterruptible power supply replacement and responded to questions from the Committee.

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

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Committee approve the contract for automobile and equipment tires.

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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Committee approve the contract for construction services for Dallas North Tollway and Sam Rayburn Tollway bridge joint seal project.

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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Committee approve the contract for construction services for Dallas North Tollway southbound mainlane pavement rehabilitation.

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

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Committee approve the contract for construction services for President George Bush Turnpike mainlane Plaza 7 roof replacement and responded to questions from the Committee.

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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Committee approve the contract for construction services for President George Bush Turnpike pavement restriping.

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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Committee approve the contract for construction services for President George Bush Turnpike wall rehabilitation between IH 30 and IH 20 and responded to questions from the Committee.

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

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

- A. Advanced contact system
- B. NTTA website services

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Committee approve the contract for an advanced contact system and responded to questions from the Committee.

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

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve NTTA website services and Dan and Arturo Ballesteros responded to questions from the Committee.

Director Hewlett made a motion for Committee approval of item 8B. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

9. 2026 annual work authorizations

- A. Operations
 - 1. Customer service and revenue systems
 - a. Collection services
 - b. Customer service support
 - c. Skip tracing
 - d. TollTag transponder purchase
 - 2. Back-office system
 - a. Maintenance
 - b. System enhancements
 - c. Image review
- B. Infrastructure
 - 1. General Engineering Consultant
 - 2. Program Management Consultant
 - 3. Maintenance Management Consultant
 - 4. Construction Engineering Consultant

Kevin Banks, Director of Customer Service, presented staff's recommendation that the Committee approve the 2026 annual work authorizations for collection services, customer service support, skip tracing, and TollTag transponder purchase.

Director Wambsganss made a motion for Committee approval of items 9A1a, b, c, and d. Director Hewlett seconded the motion. The Committee approved the motion unanimously.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Committee approve the 2026 annual work authorizations for back-office system maintenance, system enhancements, and image review and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of items 9A2a, b, and c. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Committee approve the 2026 annual work authorizations for General Engineering Consultant, Program Management Consultant, Maintenance Management Consultant, and Construction Engineering Consultant and responded to questions from the Committee.

Director Wambsganss made a motion for Committee approval of items 9B1, 2, 3, and 4. Director Hewlett seconded the motion. The Committee approved the motion unanimously.

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

There were no executive session items.

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

No actions were taken under this item.

12. Adjourn

The meeting adjourned at 11:36 a.m.



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



Karen Madison-Ponds,
Assistant Secretary