

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
February 5, 2026

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 February 5, 2026 at 10:30 a.m.

1. Call to order and establishment of quorum

Committee Chairman Haddad\* called the meeting to order at 10:50 a.m. and established quorum by calling the roll. The following committee members were in attendance:

Mojoy Haddad	Committee Chair (for the meeting)
Andy Wambsganss	Member
Justin Hewlett	Member

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

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

\*\*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; Elizabeth Mow, Assistant Executive Director of Infrastructure; Jeff Dailey, Assistant Executive Director of Operations; Arturo Ballesteros, Director of External Affairs; Sam Wu, Interim Director of Internal Audit/Enterprise Risk; Melanie Terrell, Assistant General Counsel; Corina Johnson, Director of Human Resources; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; Moses Aito, Director of Business Development and Opportunities; Danielle Thompson, Director of Procurement; Kelley McGuire, Director of Treasury and Financial Planning; Kevin Banks, Director of Customer Service; Dan Robicheaux, Director of Information Technology; Pat Louthan, Director of Business Operations; and Brian Reich, Controller.

2. Public comments not related to specific agenda items

Eric Sanchez of Diesel Repairs spoke to the Board about seeking vendor opportunities with NTTA.

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3. Comments and announcements from the Committee members and Board members

There were no comments.

4. Approval of the minutes from December 2025 Customer Service, Projects, and Operations Committee meeting

Director Hewlett made a motion to approve the minutes of the December 2025 Customer Service, Projects, and Operations Committee meeting. Director Wambsganss seconded the motion. The Committee approved the motion unanimously (Res. No. 26-01).

### **ACTION ITEMS**

5. Request to advertise the following:
  - A. Construction services for Dallas North Tollway fiber optic cable from US 380 to FM 428
  - B. Construction services for vehicle gate replacements at Plano and Frisco Maintenance Centers

Elizabeth Mow, Assistant Executive Director of Infrastructure, and Dan Robicheaux, Director of Information Technology, presented staff's recommendation on the request to advertise for construction services for Dallas North Tollway fiber optic cable from US 380 to FM 428 and responded to questions from the Committee.

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

Amitis Meshkani, Director of Maintenance, presented staff's recommendation on the request to advertise for construction services for vehicle gate replacements at Plano and Frisco Maintenance Centers and responded to questions from the Committee.

Director Hewlett 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. Project Communications Consultant
  - B. 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
  - C. Construction services for Dallas North Tollway roadway lighting replacement
  - D. Construction services for Dallas North Tollway bridge rehabilitation

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- E. President George Bush Turnpike continuous roadway lighting, Phase 3, from Belt Line Road to Dallas North Tollway
  - 1. Construction services
  - 2. Work authorization for construction management services
- F. Automobile and equipment
  - 1. Aftermarket parts
  - 2. General Motors Original Equipment Manufacturer parts and repairs
- G. Electrical parts and supplies

Arturo Ballesteros, Director of External Affairs, presented staff's recommendation that the Committee approve the contract for Public 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.

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Committee approve the contract for roadway operations equipment, vehicle-mounted message boards, emergency lights, debris removal equipment (lane blades), and snow and ice removal equipment and responded to questions from the Committee.

Director Hewlett made a motion for Committee approval of items 6B1, 2, 3, and 4. 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 Dallas North Tollway roadway lighting replacement and responded to questions from the Committee.

Director Hewlett 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 Committee approve the contract for construction services for Dallas North Tollway bridge rehabilitation.

Director Hewlett made a motion for Committee approval of item 6D. 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 and work authorization for construction management services 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.

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Director Hewlett made a motion for Committee approval of items 6E1 and 2. Director Wambsganss 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 aftermarket parts and General Motors Original Equipment Manufacturer parts and repairs.

Director Hewlett made a motion for Committee approval of items 6F1 and 2. Director Wambsganss 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 electrical parts and supplies and responded to questions from the Committee.

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

7. Approval of the following cooperative and other exempt procurements:
  - A. Information Technology program support services
    1. Information Technology enterprise program support services contract amendment
    2. Information Technology general program support services contract
  - B. Data transfer software license renewal

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve Information Technology enterprise support services contract amendment and general program support services contract program, and Dan and Jeff Dailey responded to questions from the Committee.

Director Hewlett made a motion for Committee approval of items 7A1 and 2. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Director Wambsganss left the meeting at 11:54 a.m., Chairman Levine appointed Director Baker to CSPOC at 11:55 a.m., and Director Kamp left the meeting at 11:55 a.m. With the appointment, a CSPOC quorum remained present.

Pat Louthan, Director of Business Operations, presented staff's recommendation that the Committee approve the data transfer software license renewal and responded to questions from the Committee.

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

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8. Approval of interlocal agreement with Harris County Toll Road Authority related to purchase of transponders

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Committee approve the interlocal agreement with Harris County Toll Road Authority related to purchase of transponders and responded to questions from the Committee.

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

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

There were no executive session items.

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

No actions were taken under this item.

11. Adjourn

The meeting adjourned at 12:04 p.m.



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



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Leslie Garza, Secretary