

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
March 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 March 5, 2026 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Mahalik called the meeting to order at 10:17 a.m. and established quorum by calling the roll. The following committee members were in attendance:

John Mahalik	Chair
Mojoy Haddad	Vice Chair
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.

\*Directors Tex Quesada, Derek Baker, Justin Hewlett, and Pete Kamp attended via telephone.

NTTA employees attending the Committee meeting were: James Hofmann, CEO/Executive Director; Karen Madison-Ponds, Assistant Secretary; Leslie Garza, Board Secretary; Horatio Porter, CFO/Treasurer; Elizabeth Mow, Assistant Executive Director of Infrastructure; 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; John Bannerman, Director of Customer Care/Ombudsman; 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

There were no public comments.

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

Director Mahalik mentioned of upcoming National Association of Corporate Director events.

4. Approval of the minutes from February 2026 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the February 5, 2026 Customer Service, Projects, and Operations Committee meeting. Director Wambsganss seconded the motion. The Committee approved the motion unanimously (Res. No. 26-24).

### **ACTION ITEMS**

5. Request to advertise the following:

- A. Construction services for President George Bush Turnpike shoulder pavement rehabilitation at Merritt Road

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation on the request to advertise for construction services for President George Bush Turnpike shoulder pavement rehabilitation at Merritt Road 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. Contract approval for the following:

- A. Traffic and security camera installation and maintenance

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve the contract for traffic and security camera installation and maintenance and responded to questions from the Committee.

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

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

- A. Lane-level performance analysis system
  1. Cameras
  2. Servers
  3. Software

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve lane-level performance analysis system cameras, servers, and software, and Dan Robicheaux and Danielle Thompson, Director of Procurement, responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of items 7A1, 2, and 3. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

**BRIEFING ITEM**

8. Workshop on policy landscape

Director Quesada departed the meeting at 10:44 a.m.

Elizabeth Mow, Assistant Executive Director of Infrastructure, and Arturo Ballesteros, Director of External Affairs, presented to the Board the workshop on policy landscape and responded to questions from the Board.

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 11:07 a.m.

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

  
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Leslie Garza, Secretary