

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
April 2, 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 April 2, 2026 at 10:00 a.m.

1. Call to order and establishment of quorum

Committee Chairman Mahalik called the meeting to order at 10:00 a.m. and established quorum by calling the roll. The following committee members were in attendance:

John Mahalik	Chair
Andy Wambsganss	Member
Justin Hewlett	Member

Director George (Tex) Quesada, Director Derek Baker, and Director Marcus Knight were also in attendance.

NTTA employees attending the Committee meeting were: James Hofmann, CEO/Executive Director; Leslie Garza, Board Secretary; Karen Madison-Ponds, Assistant Secretary; Jeff Dailey, Assistant Executive Director of Operations; Elizabeth Mow, Assistant Executive Director of Infrastructure; Horatio Porter, CFO/Treasurer; Dena Stroh, General Counsel; Arturo Ballesteros, Director of External Affairs; Corina Johnson, Director of Human Resources; Sam Wu, Interim Director of Internal Audit/Enterprise Risk; Melanie Terrell, Assistant General Counsel; 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

There were no comments.

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

Director Wambsganss made a motion to approve the minutes of the March 5, 2026 Customer Service, Projects, and Operations Committee meeting. Director Hewlett seconded the motion. The Committee approved the motion unanimously (Res. No. 26-33).

#### **ACTION ITEMS**

5. Request to advertise the following:
  - A. Construction services for Dallas North Tollway bridge deck sealing
  - B. Engineering services for wrong-way driving prevention systems for 360 Tollway and President George Bush Turnpike

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation on the request to advertise for construction services for Dallas North Tollway bridge deck sealing 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.

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation on the request to advertise for engineering services for wrong-way driving prevention systems for 360 Tollway and President George Bush Turnpike and responded to questions from the Committee.

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

6. Contract approval for the following:
  - A. Construction services for Dallas North Tollway fiber optic cable from US 380 to FM 428

Elizabeth Mow, Assistant Executive Director of Infrastructure, and Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve the contract 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 6A. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

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

A. Annual network switch replacement

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve annual network switch replacement and responded to questions from the Committee.

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

8. Approval of the following interlocal agreements:

A. Northeast States interoperability

B. Texas A&M Transportation Institute

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Committee approve an interlocal agreement with Northeast States for interoperability and responded to questions from the Committee.

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

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Committee approve an interlocal agreement with the Texas A&M Transportation Institute and responded to questions from the Committee.

Director Wambsganss made a motion for Committee approval of item 8B. 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 10:30 a.m.



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



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Leslie Garza, Secretary