

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
May 7, 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 May 7, 2026 at 9:00 a.m.

1. Call to order and establishment of quorum

Committee Chairman Mahalik called the meeting to order at 9:00 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
Mojoy Haddad*	Vice Chair

Chairman Scott Levine, Director Derek Baker, Director George (Tex) Quesada\* (at 9:08 a.m.), and Director Pete Kamp\* were also in attendance.

\*Vice Chair Mojoy Haddad, Director George (Tex) Quesada, and Director Pete Kamp attended via telephone.

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

After all action items, Chairman Mahalik returned to item 2 on the agenda for Debra Lira to speak to the Committee to discuss her request for a copy of NTTA's settlement agreement and NTTA's authority for vehicle registration blocks.

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

There were no comments.

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

Director Wambsganss made a motion to approve the minutes of the April 2, 2026 Customer Service, Projects, and Operations Committee meeting. Director Hewlett seconded the motion. The Committee approved the motion unanimously (Res. No. 26-45).

### **ACTION ITEMS**

5. Request to advertise the following:
  - A. Construction services for President George Bush Turnpike continuous roadway lighting, Phase 4, from Dallas North Tollway to SH 78
  - B. Construction services for Sam Rayburn Tollway pavement joint sealing

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation on the request to advertise for construction services for President George Bush Turnpike continuous roadway lighting, Phase 4, from Dallas North Tollway to SH 78 and responded to questions from the Committee.

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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation on the request to advertise for construction services for Sam Rayburn Tollway pavement joint sealing.

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

6. Contract approval for 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 that the Committee approve the contract for construction services for President George Bush Turnpike shoulder pavement rehabilitation at Merritt Road 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. Dallas North Tollway, Phase 4
  - 1. Lane-level toll cameras and equipment
  - 2. Lane-level vehicle classification software licenses

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve the Dallas North Tollway, Phase 4, lane-level toll cameras and equipment and vehicle classification software licenses.

Vice Chair Haddad made a motion for Committee approval of item 7A1 & 2. Director Hewlett seconded the motion. The Committee approved the motion unanimously.

8. Contract amendment for the following:

- A. Workday implementation and application support services

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Committee approve a contract amendment for Workday implementation and application support services 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.

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 9:31 a.m.

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

  
\_\_\_\_\_  
Leslie Garza, Secretary