NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
June 4, 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 June 4, 2026 at 10:00 a.m.

1. Call to order and establishment of quorum

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

John Mahalik	Committee Chair
Mojy Haddad	Vice Chair
Justin Hewlett	Member

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

*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; Arturo Ballesteros, Director of External Affairs; Corina Johnson, Director of Human Resources; Sam Wu, 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 May 2026 Customer Service, Projects, and Operations Committee meeting

Director Baker made a motion to approve the minutes of the May 7, 2026 Customer Service, Projects, and Operations Committee meeting. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously (Res. No. 26-54).

ACTION ITEMS

5. Request to advertise for the following:

   A. Construction services for President George Bush Turnpike Western Extension retaining wall rehabilitation from IH 30 to IH 20
   B. Deicing material
   C. Print managed services

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

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

Amitis Meshkani, Director of Maintenance, presented staff's recommendation on the request to advertise for the purchase of deicing material and responded to questions from the Committee.

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

Dan Robicheaux, Director of Information Technology, presented staff's recommendation on the request to advertise for print managed services and responded to questions from the Committee.

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

6. Contract approval for the following:

   A. Construction services for Dallas North Tollway bridge deck sealing

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 deck sealing and responded to questions from the Committee.

Director Hewlett 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 and contract amendments:

   A. Data center upgrade
      1. Storage switch replacement
      2. Storage renewal

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve the contract for the data center network replacement and data center storage upgrade and responded to questions from the Committee.

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

   B. Business intelligence services
      1. Data governance/model update services
      2. Customer data standardization services

Jeff Dailey, Assistant Executive Director of Operations, and Pat Louthan, Director of Business Operations, presented staff's recommendation that the Committee approve the contract for data governance/model update services and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7B1. Director Hewlett seconded the motion. The Committee approved the motion unanimously.

Pat Louthan, Director of Business Operations, presented staff's recommendation that the Committee approve the contract amendment for customer data standardization services and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7B2. Director Hewlett seconded the motion. The Committee approved the motion unanimously.

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

There were no executive session items.

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

No actions were taken under this item.

10. Adjourn

The meeting adjourned at 11:04 a.m.

John Mahalik

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

Leslie Garza

Leslie Garza, Secretary