NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
August 6, 2026

<u>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</u>."

Minutes of the Customer Service, Projects, and Operations Committee meeting held at North Texas Tollway Authority, 5900 West Plano Parkway, Plano, Texas, noticed as August 6, 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, and Director Pete Kamp* were also in attendance.

*Director 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; Richard Arce, Assistant Executive Director of Operations; Elizabeth Mow, Assistant Executive Director of Infrastructure; Horatio Porter, CFO/Treasurer; Dena Stroh, General Counsel; Sam Wu, Director of Internal Audit/Enterprise Risk; 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; Jeff Dailey, Executive Advisor of 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 June 2026 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the June 4, 2026 Customer Service, Projects, and Operations Committee meeting. Director Hewlett seconded the motion. The Committee approved the motion unanimously (Res. No. 26-69).

Before proceeding to the action items, Chairman Mahalik reordered the agenda to address items 9 and 10.

ACTION ITEMS

5. Request to advertise for the following:

   A. Construction services for President George Bush Turnpike pavement restriping from SH 78 to IH 30

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation on the request to advertise for construction services for President George Bush Turnpike pavement restriping from SH 78 to IH 30.

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

6. Contract approval for the following:

   A. Construction services for Sam Rayburn Tollway pavement joint sealing
   B. Deicing material
   C. Construction services for vehicle gate replacements at Plano and Frisco Maintenance Centers
   D. Construction services for President George Bush Turnpike continuous roadway lighting, Phase 4, from Dallas North Tollway to SH 78
   E. Construction services for President George Bush Turnpike Western Extension retaining wall rehabilitation from IH 30 to IH 20

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Committee approve the contract for construction services for Sam Rayburn Tollway pavement joint sealing.

Vice Chair Haddad made a motion for Committee approval of item 6A. Director Hewlett 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 deicing material.

Director Hewlett made a motion for Committee approval of item 6B. Vice Chair Haddad 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 construction services for vehicle gate replacements at Plano and Frisco Maintenance Centers, and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 6C. Director Hewlett 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 President George Bush Turnpike continuous roadway lighting, Phase 4, from Dallas North Tollway to SH 78, and responded to questions from the Committee.

Director Hewlett made a motion for Committee approval of item 6D. Vice Chair Haddad 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 President George Bush Turnpike Western Extension retaining wall rehabilitation from IH 30 to IH 20, and responded to questions from the Committee.

Director Hewlett made a motion for Committee approval of item 6E. 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. Geographical Information System enterprise agreement

Pat Louthan, Director of Business Operations, presented staff's recommendation that the Committee approve the contract for geographical information system enterprise agreement, and Louthan and James Hofmann responded to questions from the Committee.

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

8. Contract amendment for the following:

A. Payment processor services

Jeff Dailey, Assistant Executive Advisor of Operations, presented staff's recommendation that the Committee approve the contract amendment for payment processor services and responded to questions from the Committee.

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

BRIEFING ITEM

9. Law enforcement services

Eric Hemphill, Director of Traffic and Incident Management, presented a briefing on law enforcement services and responded to questions from the Committee.

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

A. Section 551.071, to receive advice from legal counsel about pending or contemplated litigation and/or settlement offers and other legal matters

1. Law enforcement services

Chaiman Mahalik called the Committee into Executive Session at 10:03 a.m. and reconvened the meeting into open session at 10:49 a.m. No final action, decision, or vote regarding any matter was taken during the Executive Session.

11. Consideration of items (if any) from Executive Session

No actions were taken under this item.

12. Adjourn

The meeting adjourned at 11:27 a.m.

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

Leslie Garza, Secretary