

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
September 3, 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 September 3, 2026 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chair Mahalik called the meeting to order at 10:33 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

John Mahalik	Committee Chair
Mojoy Haddad	Vice Chair
Andy Wambsganss	Member
Justin Hewlett	Member

Chairman Scott Levine, Director Derek Baker*, Director Marcus Knight, and Director Pete Kamp were also in attendance.

*Director Derek Baker 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; 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 August 2026 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the August 6, 2026 Customer Service, Projects, and Operations Committee meeting. Director Hewlett seconded the motion. The Committee approved the motion unanimously (Res. No. 26- 83).

ACTION ITEMS

5. Request to advertise for the following:
 - A. Environmental engineering services for President George Bush Turnpike and 360 Tollway Connector
 - B. Construction services for systemwide raised pavement marker replacement
 - C. Construction services for President George Bush Turnpike pavement restriping from IH 35E to Belt Line Road to SH 183 to IH 20
 - D. Design engineering services for President George Bush Turnpike retaining wall rehabilitation
 - E. 2027 fleet vehicles
 - F. Construction services for exterior building rehabilitation at Plano Maintenance Center

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation on the request to advertise for environmental engineering services for President George Bush Turnpike and 360 Tollway Connector, 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.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation on the request to advertise for construction services for systemwide raised pavement marker replacement.

Director Wambsganss made a motion for Committee approval of item 5B. 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 President

George Bush Turnpike pavement restriping from IH 35E to Belt Line Road to SH 183 to IH 20.

Vice Chair Haddad made a motion for Committee approval of item 5C. Director Hewlett 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 design engineering services for President George Bush Turnpike retaining wall rehabilitation, and responded to questions from the Committee.

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

Amitis Meshkani, Director of Maintenance, presented staff's recommendation on the request to advertise for 2027 fleet vehicles.

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

Amitis Meshkani, Director of Maintenance, presented staff's recommendation on the request to advertise for construction services for exterior building rehabilitation at Plano Maintenance Center, and responded to questions from the Committee.

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

6. Vendor selection for the following:

- A. Engineering services for wrong-way driving prevention systems for 360 Tollway and President George Bush Turnpike

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation on the vendor selection for engineering services for wrong-way driving prevention systems for 360 Tollway and President George Bush Turnpike.

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. IT licensing and support
 - 1. Application performance monitoring software
 - 2. Data streaming platform software
 - 3. Virtualization software
 - a. Servers
 - b. Workstation
- B. Telecommunication service and handheld communication devices

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve the contracts for IT licensing and support application performance monitoring software and data streaming platform software, and responded to questions from the Committee.

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

Dan Robicheaux, Director of Information Technology, presented staff's recommendation that the Committee approve the contracts for IT licensing and support virtualization software for servers and workstations, and responded to questions from the Committee.

Director Hewlett made a motion for Committee approval of item 7A3a and b. Director Wambsganss 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 telecommunication service and handheld communication devices.

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

8. Contract amendment for the following:

- A. Fleet GPS and telematic services

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Committee approve the contract amendment for fleet GPS and telematic services, and responded to questions from the Committee.

Vice Chair Haddad 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:

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

Chairman Mahalik called the Committee into Executive Session at 11:19 a.m. and reconvened the meeting into open session at 11:40 a.m. No final action, decision, or vote regarding any matter was taken during the Executive Session.

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

No actions were taken under this item.

11. Adjourn

The meeting adjourned at 11:41 a.m.



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



Leslie Garza, Secretary