

**NORTH TEXAS TOLLWAY AUTHORITY**  
**Customer Service, Projects and Operations Committee Meeting Minutes**  
**April 4, 2013**

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 the North Texas Tollway Authority, 5900 West Plano Parkway, Plano, Texas, on April 4, 2013 at 9:00 a.m.

**CALL TO ORDER**

Committee Chairman Nowels called the meeting to order at 9:02 a.m.

**1. ESTABLISHMENT OF QUORUM**

Committee Chairman Nowels established a quorum by calling the roll. The following committee members were in attendance:

Michael Nowels	Committee Chairman
Jane Willard	Member
Matrice Ellis-Kirk	Member
Moji Haddad	Member

Chairman Barr, Vice Chairman Moore and Directors Elliott and Quesada were also in attendance.

NTTA employees attending the Committee meeting were: Gerry Carrigan, CEO/Executive Director; John Carreker, COO/Deputy Executive Director, Tom Bamonte, General Counsel; Ruby Franklin, Secretary; Lorelei Griffith, Assistant Secretary; Janice Davis, Assistant Executive Director of Strategic & Innovative Solutions/Treasurer; Dana Gibson-Boone, Director of Cash and Debt Management/Assistant Treasurer; Elizabeth Mow, Assistant Executive Director of Infrastructure; Ray Zies, Controller; Magdalena Kovats, Director of Internal Audit; Kim Tolbert, Chief Strategic Officer; Eric Hemphill, Director of Maintenance; John Bannerman, Interim Director of Customer Service; Anthony Coleman, Director of Business Diversity; Kim Jackson, Director of Public Affairs; Felix Alvarez, Director of Procurement Services; Dave Pounds, Director of Information Technology; Marty Lege, Director of System Incident Management; Carrie Rogers, Director of Government Affairs; and Nina Arias, Director of Human Resources.

Also present at the meeting representing the Authority were Frank Stevenson, Locke Lord LLC, Board Counsel; Greg Schaecher, McCall Parkhurst & Horton, Bond Counsel to the Authority; Keith Jackson, Atkins North America, Inc., General Engineering Consultant to the Authority; Stephanie Halliday, HNTB, Project Management Consultant to the Authority; Phani Jammalamadaka, CDM Smith Associates, Traffic & Revenue

Consultant to the Authority; Bill Mahomes, Mahomes Bolden, PC, Bond Counsel to the Authority.

2. Public Comments

There were no comments.

3. Approval of the minutes from the March 7, 2013 Customer Service, Projects and Operations Committee meeting

Director Willard made a motion to approve the minutes of the March 7, 2013 Customer Service, Projects and Operations Committee meeting. Director Haddad seconded the motion and it was approved unanimously. (Resolution No. 13-47)

4. Two-year renewal with RFD & Associates for the Oracle Unlimited License Agreement in an amount not to exceed \$4,693,420.00 for software and hardware and \$4,960,907.68 for maintenance and support

Dave Pounds, Director of Information Technology, presented information on a two-year renewal with RFD & Associates for the Oracle Unlimited License Agreement in an amount not to exceed \$4,693,420.00 for software and hardware and \$4,960,907.68 for maintenance and support. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the contract and to forward for Board action at the April 17, 2013 Board Meeting.

5. Five-year contract with eVerge Group, LLC for PeopleSoft consulting services in an amount not to exceed \$1,603,800.00

Dave Pounds, Director of Information Technology, presented information on a five-year contract with eVerge Group, LLC for PeopleSoft consulting services in an amount not to exceed \$1,603,800.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the contract and to forward for Board action at the April 17, 2013 Board Meeting.

6. Briefing on SH 161 TxDOT pilot project

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on SH 161 TxDOT pilot project. This was an informational briefing item only and no Committee action was needed.

7. Summary of Monthly Project Delivery Report relating to contracts, expenditures, budgets and status of the following NTTA turnpike projects

No updates presented.

8. Executive Session

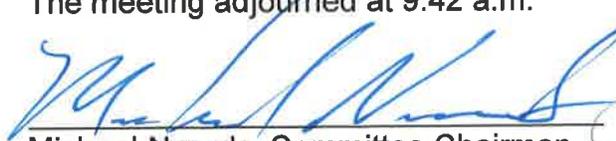
There were no items for Executive Session.

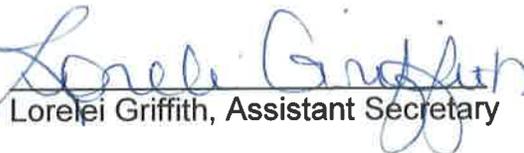
9. Discussion of possible future agenda items

There were no items brought forward.

10. Adjournment

The meeting adjourned at 9:42 a.m.

  
\_\_\_\_\_  
Michael Nowels, Committee Chairman  
Customer Service, Projects & Operations  
Committee

  
\_\_\_\_\_  
Lorelei Griffith, Assistant Secretary