

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects and Operations Committee Meeting Minutes
September 6, 2012

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 September 6, 2012 at 10:00 a.m.

CALL TO ORDER

Committee Chairman Nowels called the meeting to order at 10:29 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
Victor Vandergriff	Member
Jane Willard	Member
Matrice Ellis-Kirk	Member

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

NTTA employees attending the Committee meeting were: Gerry Carrigan, Executive Director; Tom Bamonte, General Counsel; Ruby Franklin, Secretary; Lorelei Griffith, Assistant Secretary; Janice Davis, Chief Financial Officer/Treasurer; Dana Boone, Director of Cash and Debt Management/Assistant Treasurer; Elizabeth Mow, Executive Director of Project Delivery; Clayton Howe, Assistant Executive Director of Operations; Kim Tolbert, Assistant Executive Director of Administrative Services; Ray Zies, Controller; Magdalena Kovats, Director of Internal Audit; Eric Hemphill, Director of Maintenance; Kiven Williams, Director of Customer Service; Anthony Coleman, Director of Business Diversity; Kim Jackson, Director of Communications; 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 Greg Schaecher, McCall Parkhurst & Horton, Bond Counsel to the Authority; Stephanie Halliday, HNTB, General Engineering Consultant to the Authority; Michael Copeland, Wilbur Smith Associates, Traffic and 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 August 2, 2012, Customer Service, Projects and Operations Committee meeting

Director Willard made a motion to approve the minutes of the August 2, 2012 Customer Service, Projects and Operations Committee meeting. Director Ellis-Kirk seconded the motion and it was approved unanimously. (Resolution No. 12-125)

4. Follow up briefing regarding NTTA procurement outreach to prospective vendors

Felix Alvarez, Director of Procurement, presented information regarding NTTA procurement outreach to prospective vendors. This was an informational briefing item only and no Committee action was needed.

5. Contract with Unicare Building Maintenance, Inc., for janitorial services for the Gleneagles facilities for an initial term of three years in an amount of \$477,000.00

Eric Hemphill, Director of Maintenance, presented information on a contract with Unicare Building Maintenance, Inc., for janitorial services for the Gleneagles facilities for an initial term of three years in an amount of \$477,000.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the contract, and forward for Board action at the September 19, 2012 Board Meeting.

6. Change order with Roy Jorgenson Associates for total routine maintenance services for the Mountain Creek Lake Toll Bridge for an amount of \$568,750.00

Eric Hemphill, Director of Maintenance, presented information on a change order with Roy Jorgenson Associates for total routine maintenance services for the Mountain Creek Lake Toll Bridge for an amount of \$568,750.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the change order, and forward for Board action at the September 19, 2012 Board Meeting.

7. Interlocal agreement with TXDOT for TxDOT's temporary use of NTTA fiber optic cable

Dave Pounds, Director of Information Technology, presented information on the Interlocal agreement with TXDOT for TxDOT's temporary use of NTTA fiber optic cable. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the interlocal agreement, and forward for Board action at the September 19, 2012 Board Meeting.

8. Procurement of consulting services with Catapult Systems for installation of Microsoft System Center Operations Manager (SCOM) in an amount not to exceed \$170,000.00

Dave Pounds, Director of Information Technology, presented information on the procurement of consulting services with Catapult Systems for installation of Microsoft System Center Operations Manager (SCOM) in an amount not to exceed \$170,000.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the procurement, and forward for Board action at the September 19, 2012 Board Meeting.

9. Adoption of administrative rules providing for a ban on vehicles of repeat toll violators accessing NTTA roads

Tom Bamonte, General Counsel, presented information on the adoption of administrative rules providing for a ban on vehicles of repeat toll violators accessing NTTA roads. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the adoption of administrative rules, and forward for Board action at the September 19, 2012 Board Meeting.

10. Program Management Consultant (PMC) selection

Elizabeth Mow, Assistant Executive Director of Project Delivery, presented the Program Management Consultant (PMC) selection. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the PMC selection, and forward for Board action at the September 19, 2012 Board Meeting.

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

No updates presented.

9. Executive Session

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

1. RITE Software Upgrade Project
2. Tolling Services Agreements

ADJOURNMENT

The meeting adjourned at 12:21 p.m.


Michael Nowels, Committee Chairman
Customer Service, Projects & Operations


Lorelei Griffith, Assistant Secretary