

**AGENDA  
NORTH TEXAS TOLLWAY AUTHORITY  
CUSTOMER SERVICE, PROJECTS AND OPERATIONS COMMITTEE  
BOARD ROOM, SUITE 200  
5900 WEST PLANO PARKWAY  
PLANO, TEXAS 75093  
SEPTEMBER 6, 2012  
10:00 AM**

**NOTE: Please note that commencement of this meeting may be delayed due to an ongoing meeting of the Finance and Audit Committee.**

All items may be discussed or acted upon by this committee of the North Texas Tollway Authority Board of Directors. Item numbers are assigned for ease of reference only and do not necessarily reflect the order of their consideration by the committee. The committee reserves the right to discuss any item in executive session whenever legally justified under the Open Meetings Act and to act in open session on any item discussed in executive session.

**ITEMS**

1. Establishment of quorum
2. General public comments not related to specific agenda items
3. Approval of the minutes from the August 2, 2012, Customer Service, Projects and Operations Committee meeting
4. Follow up briefing regarding NTTA procurement outreach to prospective vendors
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
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
7. Interlocal agreement with TXDOT for TxDOT's temporary use of NTTA fiber optic cable
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
9. Adoption of administrative rules providing for a ban on vehicles of repeat toll violators accessing NTTA roads
10. Program Management Consultant (PMC) selection

11. Summary of Monthly Project Delivery Report relating to contracts, expenditures, budgets and status of the following NTTA turnpike projects
  - A. Dallas North Tollway
  - B. President George Bush Turnpike
  - C. Lewisville Lake Toll Bridge
  - D. President George Bush Turnpike – Eastern Extension
  - E. President George Bush Turnpike – Western Extension
  - F. Chisholm Trail Parkway
  - G. Sam Rayburn Tollway
  - H. Mountain Creek Lake Bridge
  - I. Addison Airport Toll Tunnel
  - J. SH 190 East Branch
  - K. SH 170
  - L. SH 360
  - M. Trinity Parkway
12. Discussion of possible future agenda items
13. 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 or other legal matters
    1. RITE Software Upgrade Project
    2. Tolling Services Agreements

## **ADJOURNMENT**

### **NOTES**

Any individual with a disability who plans to attend this meeting and requires auxiliary aids or services should notify the Authority as far in advance as possible, but no less than 2 days in advance, so that appropriate arrangements can be made. Contact Human Resources by telephone at (214) 461-2000 or Relay Texas at 1-800-735-2989; by e-mail at [ADA@ntta.org](mailto:ADA@ntta.org); or in person at 5900 W. Plano Parkway, Plano, Texas, 75093. Additional information about the NTTA is available on the NTTA website at [www.ntta.org](http://www.ntta.org). Board members may participate in this meeting via telephone conference call in accordance with Section 366.262 of the Texas Transportation Code.