

**AGENDA**  
**NORTH TEXAS TOLLWAY AUTHORITY**  
**CUSTOMER SERVICE, PROJECTS AND OPERATIONS COMMITTEE**  
**BOARD ROOM, SUITE 200**  
**5900 WEST PLANO PARKWAY**  
**PLANO, TEXAS 75093**  
**NOVEMBER 7, 2013**  
**10:00 AM**

All agenda 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 agenda item in executive session whenever legally justified under the Open Meetings Act and to act in open session on any agenda item discussed in executive session.

1. Call to order and establishment of quorum
2. General public comments not related to specific agenda items
3. Approval of the minutes from the October 3, 2013 Customer Service, Projects and Operations Committee meeting
4. Customer Experience update
5. Contract for construction of landscape and irrigation improvements on President George Bush Turnpike Western Extension, Phase 4 North, with Central North Construction, LLC, in an amount not to exceed \$1,083,413.83
6. Contract for construction of landscape and irrigation improvements on President George Bush Turnpike Western Extension, Phase 4 South, with Central North Construction, LLC, in an amount not to exceed \$1,183,000.00
7. Sale of surplus real property commonly known as 4503 Cedar Springs, Dallas, Texas, to CS Villas JV II, a Texas joint venture, for \$51,816.00
8. Three-year contract plus two one-year options with MBI Consulting, Inc., for professional services in an amount not to exceed \$1,500,000.00 for the first three years
9. Summary of Monthly Project Delivery Report relating to contracts, expenditures, budgets and status of the following NTTA turnpike projects and potential 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
10. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code
11. Discussion of possible future agenda items
12. Adjournment

#### NOTES

A quorum of the Board of Directors may be present at this meeting for information-gathering purposes. However, Board members that are not committee members will not vote on any committee agenda items.

Any individual with a disability who plans to attend this meeting and requires auxiliary aids or services should notify the NTTA 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.