

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects and Operations Committee Meeting Minutes
September 4, 2014

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 4, 2014 at 10:15 a.m.

CALL TO ORDER

Committee Chairman Nowels called the meeting to order at 10:15 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
Mojoy Haddad	Member
Matrice Ellis-Kirk	Member

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

NTTA employees attending the Committee meeting were: Gerry Carrigan, CEO/Executive Director; Lorelei Griffith, Secretary; Karen Madison Ponds, Assistant Secretary; Horatio Porter, CFO/Treasurer; Dana Gibson-Boone, Director of Cash and Debt Management/Assistant Treasurer; Tom Bamonte, General Counsel; Elizabeth Mow, Assistant Executive Director of Infrastructure; James Hofmann, Assistant Executive Director of Operations; Kim Tolbert, Chief Strategic Officer; Magdalena Brady, Director of Internal Audit; Eric Hemphill, Director of Maintenance; John Bannerman, Director of Customer Service; Kim Jackson, Director of Public Affairs; Craig Lockett, Director of Human Resources; Anthony Coleman, Director of Business Diversity; Carrie Rogers, Director of Government Affairs; Pete Havel, Director of Legislative Affairs; Brian Reich, Controller; Robert Rangel, Director of Financial Planning and Analysis; Gio Rodriguez, Director of Collections and Toll Enforcement; Sabu Stephen, Director of Information Technology

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; Michael Copeland, CDM Smith Associates, Traffic & Revenue Consultant to the Authority; Bill Mahomes, Mahomes Bolden, PC, Bond Counsel to the

Authority and Sam Bohluli, C&M Associates, Inc., Traffic & Revenue Consultant to the Authority

2. Public Comments

There were no comments.

3. Approval of the minutes from the August 7, 2014 Customer Service, Projects and Operations Committee meeting

Director Willard made a motion to approve the minutes of the August 7, 2014 Customer Service, Projects and Operations Committee meeting. Director Ellis-Kirk seconded the motion and it was approved unanimously. (Resolution No. 14-83)

4. Purchase of EMC Corporation's enterprise and backup storage equipment from Thomas Gallaway Corporation, doing business as Technogent, in the amount of \$1,034,806.00

James Hofmann, Assistant Executive Director of Operations, presented information on the purchase of EMC Corporation's enterprise and backup storage equipment from Thomas Gallaway Corporation, doing business as Technogent, in the amount of \$1,034,806.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the purchase and to forward for Board action at the September 24, 2014 Board Meeting.

5. Upgrade to and purchase of an additional Impact 360 Quality Monitoring and Workforce Management software module from Verint Americas Inc., in the amount of \$228,900.00

James Hofmann, Assistant Executive Director of Operations, presented information on an upgrade to and purchase of an additional Impact 360 Quality Monitoring and Workforce Management software module from Verint Americas Inc., in the amount of \$228,900.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the upgrade and purchase and to forward for Board action at the September 24, 2014 Board Meeting.

6. Additional funds for on-call, as needed, fiber optic locates and emergency repair services with AT&T in an amount not to exceed \$450,000.00

James Hofmann, Assistant Executive Director of Operations, presented information on additional funds for on-call, as needed, fiber optic locates and emergency repair services with AT&T in an amount not to exceed \$450,000.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the additional funds and to forward for Board action at the September 24, 2014 Board Meeting.

7. Update on the Customer Experience and Collections Program

James Hofmann, Assistant Executive Director of Operations, presented an update on the Customer Experience and Collections Program. This was an informational briefing item only and no Committee action was needed.

8. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code:

There was no Executive Session held.

Adjournment

The meeting adjourned at 11:16 a.m.



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



Lorelei Griffith, Secretary