

**AGENDA**  
**NORTH TEXAS TOLLWAY AUTHORITY**  
**CUSTOMER SERVICE, PROJECTS AND OPERATIONS COMMITTEE MEETING**  
**BOARD ROOM, SUITE 200**  
**5900 WEST PLANO PARKWAY**  
**PLANO, TEXAS 75093**  
**DECEMBER 4, 2014**  
**10:00 AM**

All items included on this agenda, including those listed for executive session, if any, may be discussed and acted upon by this committee of the North Texas Tollway Authority Board of Directors. Agenda item numbers are assigned for ease of reference and do not necessarily reflect the order of their consideration by the committee. The committee may discuss any agenda item in executive session whenever legally justified under the Texas Open Meetings Act.

1. Call to order and establishment of quorum
2. Public comments not related to specific agenda items
3. Approval of the minutes from the October 2, 2014 Customer Service, Projects and Operations Committee meeting
5. 2015 Annual Work Authorizations with:
  - A. VRX Engineering, Inc., for Asset Condition and Annual Inspection, in an amount not to exceed \$1,036,079.00
  - B. Atkins North America, Inc., for 2015 General Engineering Consultant Services, in an amount not to exceed \$798,310.00
  - C. HNTB Corporation for 2015 Program Management Consultant Services, in an amount not to exceed \$5,323,931.00
  - D. Jacobs Engineering, Inc., for 2015 Corridor Management Services on Chisholm Trail Parkway, in an amount not to exceed \$638,486.00
6. Dedication of a Permanent Utility Easement and a Temporary Construction Easement to the City of Rowlett on real property owned by the NTTA located along Preseident George Bush Turnpike Eastern Extention
7. Update on the Customer Experience and Collections Program
8. Six-month contract extension with Questmark Information Management, Inc. for printing services in the amount of \$1,400,000.00
9. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code:
10. 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 214-224-2079 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.