

AGENDA
NORTH TEXAS TOLLWAY AUTHORITY
CUSTOMER SERVICE, PROJECTS AND OPERATIONS COMMITTEE MEETING
BOARD ROOM, SUITE 200
5900 WEST PLANO PARKWAY
PLANO, TEXAS 75093
SEPTEMBER 4, 2014
10:15 AM

NOTE: Please note that commencement of this meeting may be delayed due to an ongoing meeting of the Administration Committee.

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. General public comments not related to specific agenda items
3. Approval of the minutes from the August 7, 2014 Customer Service, Projects and Operations Committee meeting
4. Purchase of EMC Corporation's enterprise and backup storage equipment from Thomas Gallaway Corporation, doing business as Technologist, in the amount of \$1,034,806.00
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
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
7. Update on the Customer Experience and Collections Program
8. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code:
9. 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.

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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; 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.

Board members may participate in this meeting via telephone conference call in accordance with Section 366.262 of the Texas Transportation Code.