

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects and Operations Committee Meeting Minutes
February 5, 2015

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 February 5, 2015 at 10:00 a.m.

CALL TO ORDER

Committee Chairman Nowels called the meeting to order at 10:01 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
Tex Quesada	Member

Chairman Barr, Vice Chairman Moore, Directors Elliott and Kloepper 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; Magdalena Brady, Director of Internal Audit; Eric Hemphill, Director of System Incident Management; 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; Kim Tolbert, Director of Strategy and Innovation; Clint Purtell, Director of Procurement

Also present at the meeting representing the Authority were 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 December 4, 2014 Customer Service, Projects and Operations Committee meeting

Director Willard made a motion to approve the minutes of the December 4, 2014 Customer Service, Projects and Operations Committee meeting. Director Ellis-Kirk seconded the motion and it was approved unanimously. (Resolution No. 15-01)

4. Agreements for adjustment of utility relocation services on the Dallas North Tollway, with:

- A. AT&T Corporation, in an amount not to exceed \$980,000.00
- B. Atmos Energy Corporation, in an amount not to exceed \$342,300.00

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the agreements for adjustment of utility relocation services on the Dallas North Tollway

The Customer Service, Projects, and Operations Committee adopted the staff recommendation to approve the agreements and to forward for Board action at the February 18, 2015, Board meeting.

5. Change Order with Link America, LLC., for an upgrade to NTTA's radio infrastructure, in the amount of \$123,085.00

Eric Hemphill, Director of System Incident Management, presented information on the change order to upgrade NTTA's radio infrastructure at MLP 2, MLP 6 and MLP 9.

The Customer Service, Projects, and Operations Committee adopted the staff recommendation to approve the upgrade and to forward for Board action at the February 18, 2015, Board meeting.

6. One-year contract renewal with Rocket Red LLC., for advertising and design services, in an amount not to exceed \$300,000.00

Kim Jackson, Senior Director of Public Affairs, presented a one-year contract renewal with Rocket Red LLC. for advertising and design services in an amount not to exceed \$300,000.

The Customer Service, Projects, and Operations Committee adopted the staff recommendation to approve the one-year contract extension and to forward for Board action at the February 18, 2015, Board meeting.

7. Three-year contract with WHAPPS LLC (dba Online Rewards), for NTTA loyalty program, in an amount not to exceed \$825,000.00

Kim Jackson, Senior Director of Public Affairs presented a three-year contract with WHAPPS LLC. (dba Online Rewards) for the NTTA loyalty program in an amount not to exceed \$825,000.00

The Customer Service, Projects, and Operations Committee adopted the staff recommendation to approve the three-year contract and to forward for Board action at the February 18, 2015, Board meeting.

8. Collection services contracts:

- A. Four-year contract with Law Enforcement Systems, LLC
- B. Four-year contract with Alliance One Receivables Management, Inc.

Yosvany "Gio" Rodriguez, Director of Collections and Toll Enforcement, presented four-year collection services contracts.

The Customer Service, Projects, and Operations Committee adopted the staff recommendation to approve the contracts and to forward for Board action at the February 18, 2015, Board meeting.

9. Work authorization with HNTB Corporation, for toll operations consulting services in 2015, in an amount not to exceed \$1,400,000.00

James Hofmann, Assistant Executive Director of Operations, presented a work authorization with HNTB Corporation for toll operations consulting services in 2015 in an amount not to exceed \$1,400,000.00.

The Customer Service, Projects, and Operations Committee agreed to forward to the Board with no recommendation from the Committee for Board action at the February 18, 2015, Board meeting.

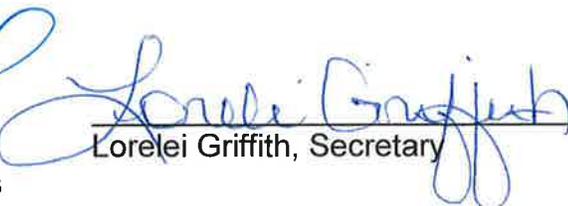
10. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code:

There was no Executive Session held.

Adjournment

The meeting adjourned at 11:19 a.m.


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


Lorelei Griffith, Secretary