

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects and Operations Committee Meeting Minutes  
April 2, 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 April 5, 2015 at 10:00 a.m.

**CALL TO ORDER**

Committee Chairman Nowels called the meeting to order at 10:00 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
Mojy Haddad	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; Dena DeNooyer Stroh, General Counsel; Elizabeth Mow, Assistant Executive Director of Infrastructure; James Hofmann, Assistant Executive Director of Operations; Tom Bamonte, Assistant Executive Director of Strategy and Innovations; Eric Hemphill, Director of System Incident Management; John Bannerman, Director of Customer Service; Kim Jackson, Sr. 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 Rodriquez, Director of Collections and Toll Enforcement; Sabu Stephen, Director of Information Technology; Kim Tolbert, Director of Strategy and Innovation; Clint Purtell, Sr. 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

2. Public Comments

There were no comments.

3. Approval of the minutes from the February 5, 2015 Customer Service, Projects and Operations Committee meeting

Director Willard made a motion to approve the minutes of the February 5, 2015 Customer Service, Projects and Operations Committee meeting. Director Haddad seconded the motion and it was approved unanimously. (Resolution No. 15-18)

4. Approval of contracts related to the Dallas North Tollway Improvement Projects, from President George Bush Turnpike to Sam Rayburn Tollway:

- A. Interlocal Agreement with the City of Plano
- B. Construction contract with Austin Bridge & Road, L.P., for the Dallas North Tollway improvements from President George Bush Turnpike to Parker Road, in an amount not to exceed \$56,377,373.45
- C. Construction contract with Munilla Construction Management, LLC dba MCM, for the Dallas North Tollway improvements from Parker Road to Sam Rayburn Tollway, in an amount not to exceed \$79,283,500.00
- D. Construction contract with Future Telecom, LLC, for fiber relocation for the Dallas North Tollway improvement projects from President George Bush Turnpike to Sam Rayburn Tollway, in an amount not to exceed \$774,850.39
- E. Construction management services contract with Huitt-Zollars Inc., for the Dallas North Tollway improvements from President George Bush Turnpike to Parker Road, in an amount not to exceed \$5,659,906.00
- F. Construction management services contract with Parsons Brinkerhoff, for the Dallas North Tollway improvements from Parker Road to Sam Rayburn Tollway, in an amount not to exceed \$6,457,679.00
- G. Construction materials testing contract with Amec Foster Wheeler, for the Dallas North Tollway improvements from President George Bush Turnpike to Parker Road, in an amount not to exceed \$1,525,550.00
- H. Construction materials testing contract with Team Consultants, Inc., for the Dallas North Tollway improvements from Parker Road to Sam Rayburn Tollway, in an amount not to exceed \$1,581,244.00
- I. Proposed regulatory construction speed limit for the Dallas North Tollway improvement projects from President George Bush Turnpike to Sam Rayburn Tollway

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on contracts related to the Dallas North Tollway Improvement Projects, from President George Bush Turnpike to Sam Rayburn Tollway.

The Customer Service, Projects, and Operations Committee approved the staff recommendation to forward the contracts to the April 15, 2015 Board meeting for approval.

Chairman Barr stated that he had conflict with Parsons Brinkerhoff, there he abstained from any discussion or vote on item 4F.

5. Approval of contracts for the Main Lane Plaza 7 (at President George Bush Turnpike and Coit Road) Command Center:
  - A. Construction contract with Schmoldt Construction Inc., for MLP-7 Command Center renovation, in an amount not to exceed \$1,186,368.69
  - B. Contract with Audio Fidelity Communications Corporations dba Whitlock, for the MLP-7 Command Center video wall, in an amount not to exceed \$1,058,000.00

Eric Hemphill, Director of System Incident Management, presented information on contracts for the Main Lane Plaza 7 (at President George Bush Turnpike and Coit Road) Command Center.

The Customer Service, Projects, and Operations Committee approved the staff recommendation to forward the contracts to the April 15, 2015 Board meeting for approval.

6. Approval of a contract extension with Southwest Credit, LLC, for third-party collections, in an amount not to exceed \$1,000,000.00

James Hofmann, Assistant Executive Director of Operations, presented information on the extension contract with Southwest Credit LLC of up to six months.

The Customer Service, Projects, and Operations Committee approved the staff recommendation to forward the six-month contract extension to the April 15, 2015 Board meeting for approval.

7. Approval of a contract extension with Questmark Information Management, Inc., for printing services, in an amount not to exceed \$1,200,000.00

James Hofmann, Assistant Executive Director, of Operations presented information on the extension with Questmark Information Management, Inc, of up to six months in an amount not to exceed \$1,200,000.00.

The Customer Service, Projects, and Operations Committee approved the staff recommendation to forward the six-month contract extension to the April 15, 2015 Board meeting for approval.

8. Update on the Customer Experience and Collections program

James Hofmann, Assistant Executive Director of Operations, provided an update on the progress of the Customer Experience program. Gio Rodriguez, Director of Collections and Toll Enforcement, provided an update on the multi-year collection plan.

9. Approval of an agreement with Electronic Transaction Consultants Corporation, pertaining to software upgrade project

With no presentation, the Customer Service, Projects, and Operations Committee approved the staff recommendation to forward the software upgrade project to the April 15, 2015 Board meeting for approval.

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

A. Section 551.071, to receive advice from legal counsel about pending or contemplated litigation and/or settlement offers or other legal matters regarding:

1. Approval of an agreement with Electronic Transaction Consultants Corporation, pertaining to software upgrade project

There was no Executive Session held.

Adjournment

The meeting adjourned at 11:20 a.m.

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

  
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Lorelei Griffith, Secretary