

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects and Operations Committee Meeting Minutes
August 6, 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 August 6, 2015 at 10:00 a.m.

CALL TO ORDER

Committee Chairman Nowels called the meeting to order at 10:05 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
Matrice Ellis-Kirk	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; Dana Gibson-Boone, Director of Cash and Debt Management/Assistant Treasurer; Dena DeNooyer Stroh, General Counsel; Elizabeth Mow, Assistant Executive Director of Infrastructure; Tom Bamonte, Assistant Executive Director of Strategy and Innovations; Magdalena Brady, Director of Internal Audit; Eric Hemphill, Director of System Incident Management; John Bannerman, Director of Customer Service; Kim Jackson, Sr. Director of Public Affairs; Claire Swann, Assistant Director General Counsel; 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; Armando Garza, Interim 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 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. Comments and announcements from the Chairman and Board Members

There were no comments

4. Approval of the minutes from the April 2, 2015 Customer Service, Projects and Operations Committee meeting

Director Willard made a motion to approve the minutes of the April 2, 2015 Customer Service, Projects and Operations Committee meeting. Director Ellis-Kirk seconded the motion and it was approved unanimously. (Resolution No. 15-58)

5. Request to advertise the following contracts:

- A. Design engineering services on the President George Bush Turnpike widening from IH 35E to Dallas North Tollway and from US 75 to SH 78
- B. Construction management services for the Dallas North Tollway improvements from IH 635 to President George Bush Turnpike
- C. Construction of the Dallas North Tollway improvements from IH 635 to President George Bush Turnpike
- D. Deicing materials
- E. Image Review System

The Customer Service, Projects, and Operations Committee adopted the staff recommendation to approve the request to advertise the contracts and to forward for Board action at the August 19, 2015, Board meeting.

6. A contract for environmental engineering services for the Sam Rayburn Tollway widening project, in an amount not to exceed \$1,575,015

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the contract for environmental engineering services for the Sam Rayburn Tollway widening project, in an amount not to exceed \$1,575,015.

The Customer Service, Projects, and Operations Committee adopted the staff recommendation to approve a contract and to forward for Board action at the August 19, 2015, Board meeting.

7. An Advanced Funding Agreement with TxDOT for funding of the US 75/President George Bush Turnpike interchange project

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the advanced funding agreement of the U.S. 75/President George Bush Turnpike with TxDOT, for the interchange project in an amount of \$2,500,000.00

The Customer Service, Projects, and Operations Committee adopted the staff recommendation to approve the agreement and to forward for Board action at the August 19, 2015, Board meeting.

8. Update on the Customer Experience and Collections program

John Bannerman, Director of Customer and Support Services Director, and Yosvany "Gio" Rodriguez, Director of Collections and Toll Enforcement, provided an update on the progress of the Customer Experience program. Gio Rodriguez provided an update on the collection initiatives.

9. Briefing on TrafficMate traffic notification application pilot program

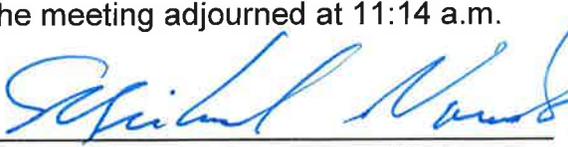
Tom Bamonte, Assistant Executive Director of Strategy and Innovation, briefed the Committee on the progress of the program.

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

There was no Executive Session held

11. Adjournment

The meeting adjourned at 11:14 a.m.



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



Lorelei Griffith, Secretary