

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
March 4, 2021

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 North Texas Tollway Authority, 5900 West Plano Parkway, Plano, Texas, noticed as March 4, 2021 at 10:00 a.m.

CALL TO ORDER

Committee Chairman Haddad called the meeting to order at 10:00 a.m.

1. ESTABLISHMENT OF QUORUM

Committee Chairman Haddad established a quorum by calling the roll. The following committee members were in attendance:

Mojoy Haddad	Committee Chairman
Jane Willard	Member
George "Tex" Quesada	Member
*Pete Kamp	Member

Chairman John Mahalik, Director Lynn Gravley, Director Scott Levine, *Director Tim Carter, and Director Marcus Knight were also in attendance.

*These Board members attended by phone.

NTTA employees attending the Committee meeting were: James Hofmann, CEO/Executive Director; Lorelei Griffith, Secretary; Karen Madison-Ponds, Assistant Secretary; Horatio Porter, CFO/Treasurer; Cindy Demers, Director of Treasury Management/Assistant Treasurer; Dena DeNooyer Stroh, General Counsel; Elizabeth Mow, Assistant Executive Director of Infrastructure; Sabu Stephen, Assistant Executive Director of Operations; Juhi Chawla, Director of Information Technology; Amitis Meshkani, Director of Maintenance; and David Evans, Senior Director of Procurement Services and Business Diversity.

2. Public comments not related to specific agenda items

There were no comments.

3. Comments and announcements from the Committee Members and Board Members

There were no comments.

4. Approval of the minutes from February 4, 2021 Customer Service, Projects, and Operations Committee meeting

Vice Chair Willard made a motion to approve the minutes of the February 4, 2021 Customer Service, Projects, and Operations Committee meeting. Director Kamp seconded the motion. The Committee approved the motion unanimously. (Resolution No. 21-00)

ACTION ITEMS

5. Contract award for the following:
 - A. 5900 West Plano Parkway (Gleneagles) roof replacement

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the contract for 5900 West Plano Parkway (Gleneagles) roof replacement and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 5A. Director Quesada seconded the motion. The Committee approved the motion unanimously.

6. Contract extensions and contract award for Back Office System consultants for the following:
 - A. MBI Consulting
 - B. Zenisys Consulting
 - C. Kilan Holdings, Inc. dba Kilan Solutions

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve contract extensions for MBI Consulting and Zenisys Consulting and the contract for Kilan Holdings, Inc. dba Kilan Solutions and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of items 6A, B, and C. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously.

BRIEFING

7. NTTA response to historic weather event

Horatio Porter, Sabu Stephen, and Elizabeth Mow briefed the Board on NTTA's response to the historic weather event and responded to questions from the Committee.

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This was a briefing item only.

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

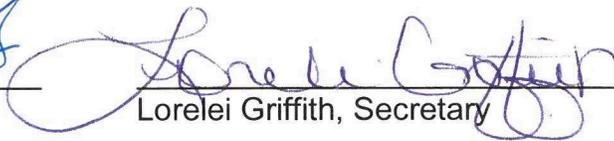
There were no executive session items.

9. Adjourn

The meeting adjourned at 10:40 a.m.



Moji Haddad, Committee Chairman
Customer Service, Projects, and
Operations Committee



Lorelei Griffith, Secretary