NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects and Operations Committee Meeting Minutes
May 2, 2013

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 May 2, 2013 at 10:30 a.m.

## CALL TO ORDER

Committee Chairman Nowels called the meeting to order at 11:48 a.m.

## 1. ESTABLISHMENT OF QUORUM

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

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| Michael Nowels | Committee Chairman |
| Jane Willard | Member |
| Mojy Haddad | Member |

Chairman Barr and Directors Elliott and Quesada were also in attendance.

NTTA employees attending the Committee meeting were: Gerry Carrigan, CEO/Executive Director; Tom Bamonte, General Counsel; Ruby Franklin, Secretary; Lorelei Griffith, Assistant Secretary; Janice Davis, Assistant Executive Director of Strategic & Innovative Solutions/Treasurer; Dana Gibson-Boone, Director of Cash and Debt Management/Assistant Treasurer; Ray Zies, Controller; Magdalena Kovats, Director of Internal Audit; Kim Tolbert, Chief Strategic Officer; Eric Hemphill, Director of Maintenance; John Bannerman, Interim Director of Customer Service; Anthony Coleman, Director of Business Diversity; Kim Jackson, Director of Public Affairs; Felix Alvarez, Director of Procurement Services; Dave Pounds, Director of Information Technology; Marty Lege, Director of System Incident Management; Carrie Rogers, Director of Government Affairs; and Nina Arias, Director of Human Resources.

Also present at the meeting representing the Authority were Frank Stevenson, Locke Lord LLC, Board Counsel; 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; Phani Jammalamadaka, CDM Smith Associates, Traffic & Revenue Consultant to the Authority; Bill Mahomes, Mahomes Bolden, PC, Bond Counsel to the Authority.

2. Public Comments

There were no comments.

3. Approval of the minutes from the April 4, 2013 Customer Service, Projects and Operations Committee meeting

Director Willard made a motion to approve the minutes of the April 4, 2013 Customer Service, Projects and Operations Committee meeting. Director Haddad seconded the motion and it was approved unanimously. (Resolution No. 13-59)

4. Contract with Gibson & Associates, Inc., for DNT bridge deck repairs at a cost not to exceed $756,814.08

Eric Hemphill, Director of Maintenance, presented information on a contract with Gibson & Associates, Inc., for DNT bridge deck repairs at a cost not to exceed $756,814.08. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the contract and to forward for Board action at the May 15, 2013 Board Meeting.

5. Briefing on updates to NTTA Sign Policy

Eric Hemphill, Director of Maintenance, presented updates to NTTA Sign Policy. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the policy and to forward for Board action at the May 15, 2013 Board Meeting.

6. Five year contract with WEX Bank to provide fleet card fueling services

Eric Hemphill, Director of Maintenance, presented information on a five year contract with WEX Bank to provide fleet card fueling services. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the contract and to forward for Board action at the May 15, 2013 Board Meeting.

7. Interlocal Agreement with The Colony pertaining to the South Colony Boulevard Extension at the Sam Rayburn Tollway

Thomas Bamonte, General Counsel, presented information on an interlocal agreement with The Colony pertaining to the South Colony Boulevard Extension at the Sam Rayburn Tollway. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the agreement and to forward for Board action at the May 15, 2013 Board Meeting.

8. Amendment to the SH 121 Project Agreement with the Texas Department of Transportation pertaining to the South Colony Boulevard Extension at the Sam Rayburn Tollway

Thomas Bamonte, General Counsel, presented information on an amendment to the SH 121 Project Agreement with the Texas Department of Transportation pertaining to the South Colony Boulevard Extension at the Sam Rayburn Tollway. The Customer Service, Projects, and Operations Committee supported the staff recommendation to

approve the amendment and to forward for Board action at the May 15, 2013 Board Meeting.

9. Purchase of Oracle Hyperion Cost Management Software and Oracle Business Intelligence Software through RFD & Associates for an amount not to exceed $447,095 for software and $98,360.90 for support

Dave Pounds, Director of Information Technology, presented information on a purchase of Oracle Hyperion Cost Management Software and Oracle Business Intelligence Software through RFD & Associates for an amount not to exceed $447,095 for software and $98,360.90 for support. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the purchase and to forward for Board action at the May 15, 2013 Board Meeting.

10. Change order to contract with Zenisys Corporation for consulting services through December 31, 2014, for an amount not to exceed $1,044,000.00

Dave Pounds, Director of Information Technology, presented information on a change order to contract with Zenisys Corporation for consulting services through December 31, 2014, for an amount not to exceed $1,044,000.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the change order and to forward for Board action at the May 15, 2013 Board Meeting.

11. Summary of Monthly Project Delivery Report relating to contracts, expenditures, budgets and status of the following NTTA turnpike projects

No updates presented.

12. Executive Session

There were no items for Executive Session.

13. Discussion of possible future agenda items

There were no items brought forward.

14. Adjournment

The meeting adjourned at 12:31 p.m.

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

Lorelei Griffith, Assistant Secretary