

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects and Operations Committee Meeting Minutes
November 7, 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 November 7, 2013 at 10:00 a.m.

CALL TO ORDER

Committee Chairman Nowels called the meeting to order at 10:03 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 |
| Matrice Ellis-Kirk | Member |
| Mojo Haddad | Member |
| Jane Willard | Member |

Chairman Barr, Vice Chairman Moore and Directors Elliott, Quesada and Kloepper were also in attendance.

NTTA employees attending the Committee meeting were: Gerry Carrigan, CEO/Executive Director; Tom Bamonte, General Counsel; Lorelei Griffith, Secretary; Karen Madison Ponds, Assistant Secretary; Horatio Porter, CFO/Treasurer; Dana Gibson-Boone, Director of Cash and Debt Management/Assistant Treasurer; Janice Davis, Assistant Executive Director of Strategic & Innovative Solutions; Elizabeth Mow, Assistant Executive Director of Infrastructure; James Hofmann, Assistant Executive Director of Operations; 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 and Incident Management; Carrie Rogers, Director of Government Affairs; Pete Havel, Director of Legislative Affairs

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; 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 October 3, 2013 Customer Service, Projects and Operations Committee meeting

Director Willard made a motion to approve the minutes of the October 3, 2013 Customer Service, Projects and Operations Committee meeting. Director Haddad seconded the motion and it was approved unanimously. (Resolution No. 13-151)

4. Customer Experience update

James Hoffman, Assistant Executive Director of Operations, presented information on results of the Customer Experience.

5. Contract for construction of landscape and irrigation improvements on President George Bush Turnpike Western Extension, Phase 4 North, with Central North Construction, LLC, in an amount not to exceed \$1,083,413.83

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on a contract for construction of landscape and irrigation improvements on President George Bush Turnpike Western Extension, Phase 4 North, with Central North Construction, LLC, in an amount not to exceed \$1,083,413.83. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the Order and to forward for Board action at the November 20, 2013 Board Meeting.

6. Contract for construction of landscape and irrigation improvements on President George Bush Turnpike Western Extension, Phase 4 South, with Central North Construction, LLC, in an amount not to exceed \$1,213,000.00

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on a contract for construction of landscape and irrigation improvements on President George Bush Turnpike Western Extension, Phase 4 South, with Central North Construction, LLC, in an amount not to exceed \$1,213,000.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the contract and to forward for Board action at the November 20, 2013 Board Meeting.

7. Sale of surplus real property commonly known as 4503 Cedar Springs, Dallas, Texas, to CS Villas JV II, a Texas joint venture, for \$51,816.00

Eric Hemphill, Director of Maintenance, presented information on the sale of surplus real property commonly known as 4503 Cedar Springs, Dallas, Texas, to CS Villas JV II, a Texas joint venture, for \$51,816.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the sale and to forward for Board action at the November 20, 2013 Board Meeting.

8. Three-year contract plus two one-year options with MBI Consulting, Inc., for professional services in an amount not to exceed \$1,500,000.00 for the first three years

David Pounds, Director of Information Technology, presented information on the a three-year contract plus two one-year options with MBI Consulting, Inc., for professional services in an amount not to exceed \$1,500,000.00 for the first three years. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the three-year contract and to forward for Board action at the November 20, 2013 Board Meeting.

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

No updates presented.

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

There were no items for Executive Session.

11. Discussion of possible future agenda items

There were no items brought forward.

12. Adjournment

The meeting adjourned at 11:02 a.m.



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



Lorelei Griffith, Secretary