

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects and Operations Committee Meeting Minutes  
June 7, 2012

UA 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 June 7, 2012 at 10:00 a.m.

**CALL TO ORDER**

Committee Chairman Nowels called the meeting to order at 10:15 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
Victor Vandergriff	Member
Jane Willard	Member
Matrice Ellis-Kirk	Member

Chairman Barr, Vice Chairman Moore and Director Quesada was also in attendance.

NTTA employees attending the Committee meeting were: Gerry Carrigan, Executive Director; Tom Bamonte, General Counsel; Lorelei Griffith, Assistant Secretary; Janice Davis, Chief Financial Officer/Treasurer; Elizabeth Mow, Interim Executive Director of Project Delivery; Clayton Howe, Assistant Executive Director of Operations; Kim Tolbert, Assistant Executive Director of Administrative Services; Ray Zies, Controller; Magdalena Kovats, Director of Internal Audit; Eric Hemphill, Interim Director of Maintenance; Anthony Coleman, Director of Business Diversity; Kim Jackson, Director of Communications; Felix Alvarez, Director of Procurement Services; Kiven Williams, Director of Customer Service; 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, Board Counsel; Greg Schaecher, McCall Parkhurst & Horton, Bond Counsel to the Authority; Stephanie Halliday, HNTB, General Engineering Consultant to the Authority; Michael Copeland, Wilbur Smith Associates, Traffic and 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 May 3, 2012 Customer Service, Projects and Operations Committee meeting

Director Willard made a motion to approve the minutes of the May 3, 2012 Customer Service, Projects and Operations Committee meeting. Director Ellis-Kirk seconded the motion and it was approved unanimously. (Resolution No. 12-93)

4. Biennial customer and stakeholder survey results

Kim Jackson, Director of Communications and Marketing, presented the biennial customer and stakeholder survey results. This was an informational briefing item only and no Committee action was needed.

5. Proposed TollTag and ZipCash Account Plans

Clayton Howe, Assistant Executive Director of Operations, presented proposed TollTag and ZipCash Account Plans. This was an informational briefing item only and no Committee action was needed.

6. Purchase of an under bridge inspection unit/snooper truck for the Maintenance Department in the amount of \$368,974.00

Eric Hemphill, Interim Director of Maintenance, presented information on the purchase of an under bridge inspection unit/snooper truck for the Maintenance Department in the amount of \$368,974.00. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the purchase, and forward for Board action at the June 20, 2012 Board Meeting.

7. Interlocal agreement with Tarrant County for the purchase and delivery of fuel from Douglass Distributing.

Eric Hemphill, Interim Director of Maintenance, presented an Interlocal agreement with Tarrant County for the purchase and delivery of fuel from Douglass Distributing. The Customer Service, Projects, and Operations Committee supported the staff recommendation to approve the Interlocal agreement, and forward for Board action at the June 20, 2012 Board Meeting.

8. RITE Systems Projects Update

This item was presented at the F&A committee meeting previous to this 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

There were no items for Executive Session.

**ADJOURNMENT**

The meeting adjourned at 11:15 a.m.



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



Lorelei Griffith, Assistant Secretary