

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
March 3, 2022

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 3, 2022 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	Vice-Chair
George "Tex" Quesada	Member
*Pete Kamp	Member

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

*Director Kamp 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; Elizabeth Mow, Assistant Executive Director of Infrastructure; Dena Stroh, General Counsel; Jeff Dailey, Assistant Executive Director of Operations; Linh Truong, Director of Internal Audit; Juhi Chawla, Director of Information Technology; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; John Bannerman, Director of Customer Care; David Evans, Senior Director of Procurement Services and Business Diversity; and Moses Aito, Director of Business Diversity. Also present at the meeting representing NTTA were Tammy Sims, Atkins North America, Inc., Maintenance Management Consultant; Stephanie Halliday, HNTB, Project Management Consultant; and Greg Schaecher, McCall, Parkhurst & Horton, bond counsel.

2. Public comments not related to specific agenda items

There were no comments.

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

There were no comments.

4. Approval of the minutes from December 2, 2021 Customer Service, Projects, and Operations Committee meeting

Director Quesada made a motion to approve the minutes of the December 2, 2021 Customer Service, Projects, and Operations Committee meeting. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously. (Resolution No. 22-13)

ACTION ITEMS

5. Request to advertise for the following:
 - A. Construction services for President George Bush Turnpike at Arbor Creek erosion mitigation
 - B. Chisholm Trail Parkway Total Routine Maintenance contract
 - C. Janitorial services at Gleneagles

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for construction services for President George Bush Turnpike at Arbor Creek erosion mitigation. Ms. Mow and Moses Aito, Director of Business Diversity, responded to questions from the Committee.

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

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for Chisholm Trail Parkway Total Routine Maintenance contract and responded to questions from the Committee.

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

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the request to advertise for janitorial services at Gleneagles and responded to questions from the Committee.

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

6. Contract approval for the following:
 - A. Construction services for Ohio Maintenance Service Center building improvements
 - B. Video management and analytics system:
 1. Software
 2. Servers
 3. Storage

Amitis Meshkani, Director of Maintenance, presented staff's recommendation that the Board approve the contract for construction services for Ohio Maintenance Service Center building improvements and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 6A. Director Quesada seconded the motion. The Committee approved the motion unanimously.

Eric Hemphill, Director of Traffic and Incident Management and Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the contract for video management and analytics system software, servers, and storage and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 6B. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously.

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

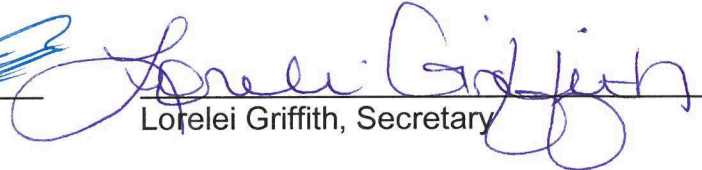
There were no executive session items.

8. Adjourn

The meeting adjourned at 10:49 a.m.



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



Lolelei Griffith, Secretary