

**AGENDA**  
**NORTH TEXAS TOLLWAY AUTHORITY**  
**CUSTOMER SERVICE, PROJECTS, AND OPERATIONS COMMITTEE MEETING**  
**BOARD ROOM, SUITE 200**  
**5900 WEST PLANO PARKWAY**  
**PLANO, TEXAS 75093**  
**DECEMBER 2, 2021**  
**10:30 AM**

All items included on this agenda, including those listed for executive session, if any, may be discussed and acted upon by this committee of the North Texas Tollway Authority Board of Directors. Agenda item numbers are assigned for ease of reference and do not necessarily reflect the order of their consideration by the committee. The committee may discuss any agenda item in executive session whenever legally justified under the Texas Open Meetings Act.

1. Call to order and establishment of quorum
2. Public comments not related to specific agenda items
3. Comments and announcements from the Committee Chairman and Board Members
4. Approval of the minutes from November 4, 2021 Customer Service, Projects, and Operations Committee meeting

**ACTION ITEMS**

5. Request to advertise for the following:
  - A. Construction services for Ohio Maintenance Service Center building improvements
  - B. Construction services for President George Bush Turnpike at Pioneer Parkway wall improvements
6. Vendor selection for the following:
  - A. Engineering services for Dallas North Tollway retaining wall rehabilitation
7. Contract approval for the following:
  - A. IT roadway traffic control services
  - B. NTTA website redesign
  - C. Advertising agency of record
  - D. 2022 fleet vehicles

- E. Construction services for President George Bush Turnpike frontage road sign replacement from SH 183 to IH 20
  - F. Design engineering services for Dallas North Tollway mainlane extension from US 380 to FM 428
8. 2022 annual work authorizations:
- A. General Engineering Consultant contract approval and work authorization
  - B. Program Management Consultant
  - C. Maintenance Management Consultant
  - D. Construction Engineering Consultant
  - E. Collection agencies
  - F. Purchase of sticker TollTags
  - G. Back Office System
    - 1. Maintenance
    - 2. Manual image review
    - 3. System enhancements
9. Microsoft Enterprise renewal for the following:
- A. Licensing
  - B. Software support

## **BRIEFING**

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

## **NOTES**

A quorum of the Board of Directors may be present at this meeting for information-gathering purposes. However, Board members that are not committee members will not vote on any committee agenda items.

Any individual with a disability who plans to attend this meeting and requires auxiliary aids or services should notify the NTTA as far in advance as possible, but no less than 2 days in advance, so that appropriate arrangements can be made. Contact Human Resources by telephone at 214-461-2079 or Relay Texas at 1-800-735-2989; by e-mail at [ADA2@ntta.org](mailto:ADA2@ntta.org); or in person at 5900 W. Plano Parkway, Plano, Texas 75093. Additional information about the NTTA is available on the NTTA website at [www.ntta.org](http://www.ntta.org).

Board members may participate in this meeting via telephone conference call in accordance with Texas Transportation Code Section 366.262. Pursuant to Texas Penal Code Section 30.07, the open carrying of handguns will not be allowed at this meeting.