

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
October 6, 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 October 6, 2022 at 10:15 a.m.

CALL TO ORDER

Committee Chairman Haddad called the meeting to order at 10:31 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 Marcus Knight, Director John Mahalik, Director Lynn Gravley, and Director Scott Levine were also in attendance.

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, Senior Director of Internal Audit; Juhi Chawla, Director of Information Technology; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; Kevin Banks, Director of Contact Center and Collections; Melanie Terrell, Assistant General Counsel; 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 members and Board members

There were no comments.

4. Approval of the minutes from September 2022 Customer Service, Projects, and Operations Committee meeting

Director Quesada made a motion to approve the minutes of the September 2022 Customer Service, Projects, and Operations Committee meeting. Director Willard seconded the motion. The Committee approved the motion unanimously. (Resolution No. 22-102)

BRIEFING ITEM

5. GEC annual inspection report

Scott Brush, General Engineering Consultant, briefed the Committee on the 2022 annual inspection report. Mr. Brush and Ms. Mow responded to questions from the Committee.

This was a briefing item only.

ACTION ITEMS

6. Request to advertise for the following:
 - A. Construction services for President George Bush Turnpike Western Extension frontage road striping project

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 Western Extension frontage road striping project and responded to questions from the Committee.

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

7. Request to negotiate for the following:

A. TollTag provider

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the vendors selected as TollTag providers. Mr. Dailey and Mr. Hofmann responded to questions from the Committee.


Director Kamp made a motion for Committee approval of item 7A. Director Quesada seconded the motion. The Committee approved the motion unanimously.

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

There were no executive session items.

9. Adjourn

The meeting adjourned at 11:00 a.m.



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



Lorelei Griffith, Secretary