

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
September 7, 2023

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 September 7, 2023 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Levine called the meeting to order at 10:56 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

Scott Levine	Committee Chairman
Mojoy Haddad	Member
Glen Whitley	Member

Director Pete Kamp\*, Director Jane Willard\*, Director Lynn Gravley, and Director Tex Quesada were also in attendance.

\*Director Pete Kamp and Director Jane Willard participated 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; Elizabeth Mow, Assistant Executive Director of Infrastructure; Jeff Dailey, Assistant Executive Director of Operations; Dena Stroh, General Counsel; Linh Truong, Senior Director of Internal Audit/Enterprise Risk; Nancy St. Pierre, Director of Public Affairs; Brian Reich, Controller; Autavea Basey, Director of Human Resources; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; John Bannerman, Director of Customer Care; Kevin Banks, Director of Contact Center and Collections; Roland Bonilla, Interim Director of Information Technology; Moses Aito, Director of Business Diversity; William Wooten, Director of Treasury; and David Evans, Senior Director of Procurement Services and 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; Steve Bolden, Locke Lord, legal counsel; and Greg Schaecher, McCall, Parkhurst & Horton, bond counsel.

2. Public comments not related to specific agenda items

There were no public comments.

3. Comments and announcements from the Committee members and Board members

There were no comments.

4. Approval of the minutes from August 2023 Customer Service, Projects, and Operations Committee meeting

Director Whitley made a motion to approve the minutes of the August 2023 Customer Service, Projects, and Operations Committee meeting. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously. (Resolution No. 23-102)

### **ACTION ITEMS**

5. Request to advertise the following:
  - A. Construction services for Dallas North Tollway ramp repairs
  - B. Program Management Consultant
  - C. Construction services for President George Bush Turnpike Mainlane Plaza 9 roof replacement

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for construction services for Dallas North Tollway ramp repairs.

Vice Chair Haddad made a motion for Committee approval of item 5A. Director Whitley 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 Program Management Consultant and responded to questions from the Committee.

Director Whitley made a motion for Committee approval of item 5B. Vice Chair Haddad 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 construction services for President George Bush Turnpike Mainlane Plaza 9 roof replacement and responded to questions from the Committee.

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

6. Contract approval for the following:

A. Construction services for Sam Rayburn Tollway concrete rail rehabilitation

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for construction services for Sam Rayburn Tollway concrete rail rehabilitation and responded to questions from the Committee.

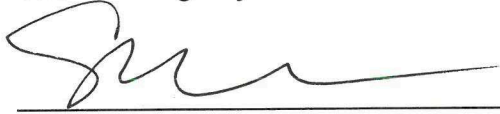
Vice Chair Haddad made a motion for Committee approval of item 6A. Director Whitley seconded the motion. The Committee approved the motion unanimously.

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

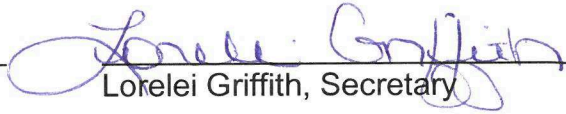
There were no executive session items.

8. Adjourn

The meeting adjourned at 11:11 a.m.



Scott Levine, Committee Chairman,  
Customer Service, Projects, and  
Operations Committee



Lorelei Griffith, Secretary