

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
December 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 December 7, 2023 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Levine called the meeting to order at 10:15 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

Chairman Marcus Knight, Director Pete Kamp, Director Lynn Gravley, and Director Tex Quesada, were also in attendance.

*Director Glen Whitley 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; Arturo Ballesteros, Director of Government Affairs and Interim Director of Public Affairs; Brian Reich, Controller; Autavea Basey, Director of Human Resources; Melanie Terrell, Assistant General Counsel; 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; and Moses Aito, Director of Business Diversity and Interim Senior Director of Procurement. 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, bond 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 October 2023 Customer Service, Projects, and Operations Committee meeting

Vice Chair Haddad made a motion to approve the minutes of the October 2023 Customer Service, Projects, and Operations Committee meeting. Director Whitley seconded the motion. The Committee approved the motion unanimously. (Resolution No. 23-142)

ACTION ITEMS

5. Request to advertise the following:
 - A. Construction services for President George Bush Turnpike pavement restriping from US 75 to IH 30 and Belt Line Road to IH 35E

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for President George Bush Turnpike pavement restriping from US 75 to IH 30 and Belt Line Road to IH 35E.

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

6. Contract approval for the following:
 - A. Environmental engineering services for 360 Tollway extension from US 287 to US 67
 - B. Operations program support services
 1. Contract awards
 - a. General technology and operation services
 - b. Project management services for customer service and revenue systems
 - c. Project management services for the Human Resources and Finance systems replacement project
 2. Contract extensions
 - a. NXTStep Consulting
 - b. Kilan Solutions
 - c. MBI Consulting
 - d. Zenisys Corp.
 - C. Dallas North Tollway mainlane extension Phase 4A
 1. Interlocal agreements
 - a. Town of Prosper

- b. City of Celina
 - 2. Construction services
 - 3. Construction management services
 - 4. Material testing services
- D. Supplemental agreements for engineering design services
 - 1. Dynamic Message Sign replacements
 - 2. Dallas North Tollway queue warning system
- E. Wrong-way driver notification
 - 1. Cell phone application and systems
 - 2. Change orders for the implementation of the cell phone application
- F. IT licensing and support
 - 1. Hardware maintenance and support
 - 2. Call center monitoring and management system licensing and support

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for environmental engineering services for 360 Tollway extension from US 287 to US 67 and responded to questions from the Committee.

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

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contracts for general technology and operation services, project management services for customer service and revenue systems, and project management services for the Human Resources and Finance systems replacement project. Jeff Dailey, James Hofmann, and Autavea Basey responded to questions from the Committee.

Chairman Knight was acting Chair for this vote. Vice Chair Haddad made a motion for Committee approval of item 6.B.1.a. Director Whitley seconded the motion. The Committee approved the motion with a 2-1-1 vote with Committee Chair Levine recusing himself.

Vice Chair Haddad made a motion for Committee approval of item 6.B.1.b. Director Whitley seconded the motion. The Committee approved the motion unanimously.

Director Whitley made a motion for Committee approval of item 6.B.1.c. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the contract extensions for NXTStep Consulting, Kilan Solutions, MBI Consulting, and Zenisys Corp. Jeff Dailey and James Hofmann responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 6.B.2. 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 interlocal agreements with the Town of Prosper and City of Celina and contracts for construction, construction management, and material testing services for Dallas North Tollway mainlane extension Phase 4A and responded to questions from the Committee.

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

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the supplemental agreements for engineering design services for Dynamic Message Sign replacements and Dallas North Tollway queue warning system and responded to questions from the Committee.

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

Eric Hemphill, Director of Traffic and Incident Management, and Roland Bonilla, Interim Director of Information Technology, presented staff's recommendation that the Board approve the contract for cell phone application and systems and change orders for the implementation of the cell phone application for wrong-way driver notification. Mr. Hemphill and Mr. Bonilla responded to questions from the Committee.

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

Roland Bonilla, Interim Director of Information Technology, presented staff's recommendation that the Board approve the contracts for IT licensing and support for hardware maintenance and support and call center monitoring and management system licensing and support.

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

7. 2024 annual work authorizations:
 - A. Infrastructure
 1. General Engineering Consultant
 2. Program Management Consultant
 3. Maintenance Management Consultant
 4. Construction Engineering Consultant
 - B. Operations
 1. Back-office system
 - a. Maintenance

- b. Image review
- c. System enhancements
- 2. TollTag purchase
- 3. General technology and operation services
- 4. Collection agencies

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the 2024 annual work authorizations for General Engineering Consultant, Program Management Consultant, Maintenance Management Consultant, and Construction Engineering Consultant.

Director Whitley made a motion for Committee approval of items 7A. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve 2024 annual work authorizations for the back-office system. Jeff Dailey and James Hofmann responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7.B.1. Director Whitley seconded the motion. The Committee approved the motion unanimously.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve 2024 annual work authorization for TollTag purchase. Jeff Dailey and James Hofmann responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7.B.2. Director Whitley seconded the motion. The Committee approved the motion unanimously.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve 2024 annual work authorization for general technology and operation services and responded to questions from the Committee.

Chairman Knight was acting Chair for this vote and made a motion for Committee approval of item 7.B.3. Director Whitley seconded the motion. The Committee approved the motion with a 2-1-1 vote with Committee Chair Levine recusing himself.

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the 2024 annual work authorization for collection agencies and responded to questions from the Committee.

Director Whitley made a motion for Committee approval of item 7.B.4. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

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

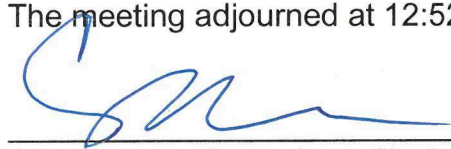
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Government Code:

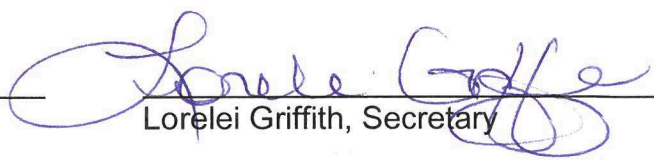
There were no executive session items.

9. Adjourn

The meeting adjourned at 12:52 p.m.



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



Lorelei Griffith, Secretary