

NORTH TEXAS TOLLWAY AUTHORITY
Customer Service, Projects, and Operations Committee Meeting Minutes
November 4, 2021

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 November 4, 2021 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; Juhi Chawla, Director of Information Technology; Gio Rodriguez, Director of Contact Center and Collections; Eric Hemphill, Director of Traffic and Incident Management; 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 September 2, 2021 Customer Service, Projects, and Operations Committee meeting

Director Quesada made a motion to approve the minutes of the October 7, 2021 Customer Service, Projects, and Operations Committee meeting. Vice Chair Willard seconded the motion. The Committee approved the motion unanimously. (Resolution No. 21-118)

ACTION ITEMS

5. Request to advertise for the following:
 - A. Dallas North Tollway 4th lane widening from Sam Rayburn Tollway to US 380 for the following:
 1. Construction services
 2. Construction management services
 3. Material testing services
 - B. Construction services for Chisholm Trail Parkway striping project
 - C. Construction services for system-wide raised pavement markers
 - D. Customer billing and notification services and contract extension

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for 4th lane widening from Sam Rayburn Tollway to US 380. Ms. Mow and Moses Aito, Director of Business Diversity, responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 5A(1) through (3). Vice Chair Willard 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 striping project and responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 5B. Director Quesada 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 construction services for system-wide raised pavement markers and responded to questions from the Committee.

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

Gio Rodriguez, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the request to advertise for customer billing and notification services and contract extension and responded to questions from the Committee.

Director Kamp made a motion for Committee approval of item 5D. Director Quesada seconded the motion. The Committee approved the motion unanimously.

6. Vendor selection for the following:

A. NTTA website redesign

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the vendor selected for NTTA website redesign. Ms. Chawla and David Evans, Senior Director of Procurement Services and Business Diversity, 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.

7. Contract approval for the following:

A. IT applications contract extensions and contract award:

1. Enterprise project delivery system
2. Facility access and security system
3. Computed Aided Dispatch software managed services

B. IT annual hardware refresh, software maintenance, and license agreements for the following:

1. Cisco unified computing system hardware replacement
2. Cisco telephone system enterprise license agreement
3. PeopleSoft support
4. Web application firewall
5. ServiceNow
6. Veracode

C. Construction services for Sam Rayburn Tollway erosion mitigation

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the contract for IT applications contract extensions and contract award and responded to questions from the Committee.

Director Quesada made a motion for Committee approval of item 7A(1) through (3). Vice Chair Willard seconded the motion. The Committee approved the motion unanimously.

Juhi Chawla, Director of Information Technology, presented staff's recommendation that the Board approve the contract for IT annual hardware refresh, software maintenance, and license agreements. Ms. Chawla and David Evans, Senior Director of Procurement Services and Business Diversity, responded to questions from the Committee.

Vice Chair Willard made a motion for Committee approval of item 7B(1) through (6). Director Quesada 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 contract for Sam Rayburn Tollway erosion mitigation. Ms. Mow and Dena Stroh, General Counsel, responded to questions from the Committee.

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

- 8. President George Bush Turnpike wall rehabilitation project:
 - A. Request to advertise for construction services for wall rehabilitation project
 - B. Utility relocation agreement with AT&T Texas

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the request to advertise for President George Bush Turnpike wall rehabilitation project and responded to questions from the Committee.

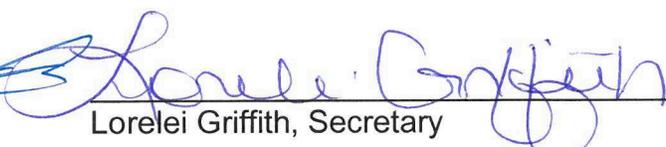
Vice Chair Willard made a motion for Committee approval of item 8A and B. Director Quesada seconded the motion. The Committee approved the motion unanimously.

9. Adjourn

The meeting adjourned at 11:08 a.m.



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



Lorelei Griffith, Secretary