



NORTH TEXAS TOLLWAY AUTHORITY

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NTTA Cracking Down on Scofflaws

PLANO, TX— As the North Texas Tollway Authority (NTTA) transitions to all-electronic toll collection, the organization is strengthening its toll collection procedures.

The NTTA redesigned its invoices to clearly outline amount owed and due date as well as consequences if payment is not received. The NTTA also adjusted its collection agency contract to incentivize the collection agency. Furthermore, the NTTA recently began more strictly enforcing the collection of fees for nonpayment.

“We owe it to the region, our bond holders and, most importantly, the customers who pay their tolls on time, every time to do our best to collect all tolls that we are owed,” said Allen Clemson, NTTA Executive Director. “These scofflaws will not like paying a steep fine, but we believe they will think twice before they refuse to pay again.”

Timing of these changes is influenced by the Authority’s transition to all-electronic toll collection, which occurs on the President George Bush Turnpike on July 1. The entire NTTA system is expected to be all-electronic by 2011. The transition to all-ETC is expected to improve mobility, safety and air quality through the elimination of cash collection on the roadways.

“Getting a TollTag is the best option for North Texans. They’ll save money, up to 45 percent, and they don’t have to worry about paying invoices or late fees,” Clemson said. “It is much more efficient for the NTTA to collect from customers who use transponders such as the TollTag – we pass our savings on to those customers.”

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In 2007, the NTTA made the decision to transition its existing toll roads to all ETC Facilities facilities. The conversion means that drivers who do not have TollTags will no longer have to stop to pay their tolls. Instead, the cash booths will be closed, and drivers will receive ZipCash invoices in the mail. The Sam Rayburn Tollway opened as an all-ETC road without cash toll booths in 2006, and the Lewisville Lake Toll Bridge will open in August 2009 as an all-ETC toll bridge.

The ZipCash invoices mailed to drivers who use all-ETC roads are being updated to include notification of failure to pay on time. Owners of vehicles traveling on cashless facilities who do not have active TollTag accounts – considered ZipCash customers – will receive initial invoices in the mail indicating the tolls accrued and including a notice to pay within 30 days to avoid penalties. If the invoice is not paid within the 30-day timeframe, a late notice will be sent, adding a \$2.50 late fee. The late notice will state that if payment is not received within 15 days, each transaction will become an independent toll violation and appropriate action will be taken.

If the owner continues to avoid payment after the 45-day process, a violation invoice will be sent, listing each transaction plus the \$2.50 late fee and an additional \$25 violation fee per transaction. The violation invoice allows 30 more days to pay the full amount plus the additional fees before further action is taken. However, should the account continue to go unpaid after the violation invoice payment period ends, the bill will be sent to a collection agency or to the Department of Public Safety (DPS) where a citation will be issued resulting in an appearance at a Justice of the Peace Court.

Accounts with less than 100 unpaid transactions will be sent to a collection agency. If the collection agency is unable to collect after 180 days, legal action will be taken. Owners with more than 100 unpaid transactions are considered habitual violators, so their accounts are automatically sent to the DPS for a citation. If the citation remains unpaid, the violator will be taken to court.

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The NTTA also plans to be more stringent regarding fees accrued for nonpayment. If a first invoice is received in error, the customer is encouraged to contact the NTTA immediately to correct the situation before additional fees are added.

Customers may sign up for a TollTag and make payment online at the NTTA website. For more information about TollTags, ZipCash and the conversion to all-ETC, visit www.ntta.org.

About the NTTA

The North Texas Tollway Authority, a political subdivision of the state of Texas, is authorized to acquire, construct, maintain, repair and operate turnpike projects in the north Texas region. The nine-member governing board is comprised of Chairman Paul N. Wageman; Vice Chairman Victor Vandergriff; and Directors Kenneth Barr, Gary Base, Bob Day, David Denison, Michael Nowels, Bob Shepard and Alan E. Sims.

The NTTA serves Collin, Dallas, Denton and Tarrant counties and is responsible for the NTTA System, consisting of the Dallas North Tollway, President George Bush Turnpike, 121 Tollway, Addison Airport Toll Tunnel, Lewisville Lake Toll Bridge and the Mountain Creek Lake Bridge. The NTTA is able to raise capital for construction projects through the issuance of turnpike revenue bonds. NTTA toll projects are not a part of the state highway system and receive no direct tax funding. Tolls are collected to repay debt and to operate and maintain the roadways.

Visit the NTTA Web site at www.ntta.org or call 214-461-2000 for additional information about the NTTA. For customer service, please call 972-818-NTTA (6882).

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