

All-ETC Conversion Frequently Asked Questions

April 2009

Why is the NTTA moving to all-electronic toll collection?

The transition of the NTTA System is expected to improve mobility with increased capacity on the NTTA System by eliminating the need to slow down and by moving traffic more efficiently through the plazas and exit ramps.

Why is the NTTA transitioning President George Bush Turnpike (PGBT) and not Dallas North Tollway?

The design of PGBT makes it more convenient and cost efficient to transition first. PGBT will allow the NTTA to study the effect the transition has on customers and allow for changes to be made prior to transitioning the more difficult DNT.

When will the PGBT go to all electronic tolling?

The PGBT will switch to all electronic tolling on July 1, 2009.

What is the difference between a TollTag and ZipCash?

TollTag customers pay their tolls electronically through the use of a transponder (TollTag) mounted on their windshield. Customers maintain a prepaid account to cover tolls. Each time a vehicle with a TollTag passes through an operating toll lane, the applicable toll is deducted from the account. TollTag users save up to 45 percent in toll fees by using the automated system.

ZipCash is NTTA's "drive now, pay later" system that allows customers to use NTTA Tollways that do not accept cash payments from the lane. Tolls are billed to the registered owner of the vehicle at a later date at the higher ZipCash rate.

To become a TollTag customer and save money on toll fees, sign up today at our Web site or visit one of our convenient locations that are listed on our Web site: <http://www.ntta.org>.

What if I travel President George Bush Turnpike (PGBT) in a rental or loaner vehicle?

Various rental car companies share vehicle information with the NTTA, while others offer an opt-in or opt-out option to their customers at the time of the rental. Please ask about their individual toll policy. If the rental car company has an agreement with NTTA, the customer may then travel on the PGBT or any other all-ETC facility and later will receive a ZipCash invoice that will reference the rental car transactions. If NTTA does not have an agreement with the rental car company AND the customer chooses not to opt-in to their toll policy, then the customer will be subject to NTTA fees and rental agency fines.

If you are an NTTA customer with a hard-case TollTag, you may remove your TollTag from your vehicle and place it in your rental car AFTER you update your TollTag account online or by contacting the NTTA Customer Service Center at 972-818-NTTA (6882) with the rental vehicle's information. If you choose this method, you must remember to update your account with your regular vehicle information after the use of the rental vehicle. This option is not available to customers with sticker TollTags, as these TollTags cannot be removed. Attempting to do so will result in irreparable damage to the sticker TollTag.

If traveling other toll roads with a cash option, you are required to pay at a cash lane.

When is NTTA anticipating moving to ETC?

The President George Bush Turnpike is projected to be converted (main lane gantries and ramps) to all-ETC on July 1, 2009. The Dallas North Tollway is expected to transition in January 2011.

What are the expected benefits of ETC?

- All-ETC will improve safety – there will be no stopping at booths and/or weaving into and out of traffic. Drivers will be able to maintain a constant speed.
- All-ETC will improve fuel efficiency by eliminating stopping and starting and decreasing the wear and tear on vehicles.
- Beginning in 2009, the NTTA will begin its system-wide transition to cashless toll collection. Customers who previously paid with cash at a booth will now be billed through the mail, at the higher ZipCash rate.

With all ETC, why should I get a TollTag?

As the NTTA transitions to all-ETC, the most cost-efficient way of traveling continues to be with a TollTag, which provides customers with a cost savings of up to 45 percent. A TollTag works on any toll road in Texas, and can be used to park and/or pass through D/FW International and Dallas Love Field airports. With a TollTag you also do not have to worry about receiving toll invoices in the mail at the higher ZipCash rate.

Will the NTTA have to lay off employees due to the switch to all ETC?

The NTTA has a plan to assist employees affected by the transition to all-ETC tolling. To date, 165 employees have successfully transitioned to other jobs within the NTTA.

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How will the construction affect my daily commute?

NTTA staff is working to minimize construction delays by working during off-peak and evening hours and using pre-fabricated structures to expedite construction of toll gantries / ramps. Some delays will be necessary and will be communicated to the customer as soon as possible.

How does ZipCash tolling work?

When a motorist without a TollTag travels through designated ZipCash tolling points a digital image of his or her vehicle's license plate is captured. An invoice for the toll payment is sent to the registered owner of the vehicle. Texas law requires that the owner of the vehicle is responsible for the toll payment.

ZipCash is an option to pay tolls but, unlike TollTag payments, a premium is added to each toll to cover the costs of processing. TollTag users save up to 45 percent in toll fees by using the automated system.

Why does NTTA offer the ZipCash method of toll payment?

Because of technological advances, collecting cash tolls manually is comparatively expensive and an inefficient approach to moving traffic. NTTA is moving forward to convert all of their Tollways to all-electronic toll collection (all-ETC) facilities. ZipCash is an alternative to a TollTag that allows motorists without a TollTag the benefits of non-stop tolling. However because of the higher costs associated with processing ZipCash transactions, ZipCash tolls are at a higher rate. Non-stop tolling reduces travel time, fuel consumption and vehicle emissions. Non-stop tolling also enhances safety and decreases traffic congestion.

What do the acronyms mean on my bill?

DNT - Dallas North Tollway
PGBT - President George Bush Turnpike
SRT - Sam Rayburn Tollway
AATT - Addison Airport Toll Tunnel
MCLB - Mountain Creek Lake Toll Bridge

What are the benefits of having a TollTag account?

- Save up to 45 percent compared to non-TollTag customers
- Travel any toll road in Texas with a TollTag
- DFW and Dalals Love Field Parking and Pass through
- Get up to three TollTags per account at no additional charge

As a ZipCash customer, how often will I be billed?
Bills are mailed continuously, based on your toll usage. If you are a frequent driver, then you will be billed more frequently than an occasional driver. Your statement will reflect the cash rate.

How will the all-ETC conversion affect TollTag customers?

This transition will be seamless for TollTag customers. They will be able to continue to travel through any lane on the NTTA system and their accounts will automatically be billed for the tolls.

What about vehicles with out-of-state license plates?

The NTTA currently partners with a third-party vendor to acquire out-of-state vehicle information for the purpose of collecting tolls from customers traveling the system in a vehicle with an out-of-state license plate. The NTTA aggressively pursues all tolls owed whether the vehicle is registered in Texas or any other state.

ZipCash Facts

- The introduction of ZipCash was originally implemented to provide immediate congestion relief from construction related traffic at the south end of the Tollway in early 2007
- The success of ZipCash was instrumental in NTTA's decision to transition to all-electronic tolling
- ZipCash has resulted in an operational costs savings for the NTTA
- ZipCash is revenue positive. Seventy percent of ZipCash customers pay within the first billing cycle. The collection rate for the entire billing cycle is 85 percent. The remaining 15 percent is still going through the complete collection cycle up to and including the courts
- ZipCash billing has resulted in smoother traffic flow and a positive collection rate for converting the entire system