



# TOLLTAG INSIDER



## 2021: What a Run!

December 2021

While the past year continued with the many complexities of a global pandemic, NTTA pressed forward to deliver vital projects for the region, including a new customer service system, expanded roads and rewards.

### **We Expanded**

North Texas continues to be one of the fastest-growing areas in the country. As part of our ongoing preparation, NTTA continues to re-invest in expansions across our system, including the Sam Rayburn Tollway (SRT), President George Bush Turnpike (PGBT) and Dallas North Tollway (DNT). New lanes in each direction of the 26-mile Sam Rayburn Tollway opened to traffic this month and several remaining segments of new lanes on the PGBT opened throughout the year. The final additional lane segment is expected to open by spring, weather permitting. This expansion helps reduce congestion and provides safe, smooth and convenient travel choices for all North Texas drivers. Work also continued on the extension of the DNT over US 380 - connecting Frisco to Prosper and Celina.

## **Customer Experience Upgrades**

We launched our new, user-friendly, customer service system with an improved, mobile version, new self-service options to make managing your account easier and a fresh look for our app, Tollmate.

## **More Rewards**

We introduced fuel rewards through [TollPerks](#), NTTA's rewards program exclusively for TollTag members. We partnered with Shell and the Fuel Rewards® program to provide our customers with nearly 10,000 discount fuel reward codes.

## **Safety First**

We work every day to keep today's driver's safe, but we're also keeping an eye out for our future customers. Our annual Safety Student Art and Video contests garnered a record number of submissions from across the Metroplex. Check out the winners and their artistic work [here](#).

As the year winds down, NTTA is still at full speed. Next year, we'll continue moving forward with critical projects to expand mobility for the region, keep our customers safe with new initiatives and provide our customers with the savings and benefits that come with the TollTag.

See you in 2022!