



NORTH TEXAS TOLLWAY AUTHORITY  
5900 W. Plano Parkway, Plano, Texas 75093

**Media Contact:**  
Michael Rey  
214-224-2237  
[mrey@ntta.org](mailto:mrey@ntta.org)

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## NTTA TO REOPEN SELECT CUSTOMER SERVICE LOCATIONS TO THE PUBLIC

*Customers Encouraged to Schedule an Appointment*

**PLANO, Texas - May 14, 2020** – The North Texas Tollway Authority (NTTA) will reopen two of its six Customer Service locations for in-person transactions May 18.

NTTA will reopen its ***Plano and Fort Worth locations only*** to in-person visits Monday, May 18 at 8 a.m.

Because of social distancing precautions to help prevent the spread of COVID-19, capacity at the Customer Service locations will be limited. Customers are highly encouraged to use NTTA's "[At Your Service](#)" appointment scheduling tool Monday-Saturday in advance of traveling to a Customer Service location to ensure availability and receive assistance at the customer's convenience.

NTTA will evaluate opening its other four locations over the coming weeks.

For their safety and the safety of NTTA staff, customers who plan to visit an NTTA Customer Service location should avoid coming if they have any [symptoms of COVID-19](#). NTTA also recommends customers follow [guidelines](#) from the Centers for Disease Control to prevent community spread of the virus.

### **NTTA Customer Service Locations Reopening:**

Plano

5900 W. Plano Parkway

Plano, 75093

Monday-Friday 8:00 a.m. - 6:00 p.m.

Saturday 9:00 a.m. – 5:30 p.m.

[Schedule "At Your Service" Appointment in Plano](#)

Fort Worth

4825 Overton Ridge Blvd.

Suite #304

Fort Worth, 76132

Monday-Friday 8:00 a.m. - 6:00 p.m.

Saturday 9:00 a.m. – 5:30 p.m.

[Schedule "At Your Service" Appointment in Fort Worth](#)

Customers may continue to receive assistance by phone: 972-818-NTTA (6882) or 817-731-NTTA (6882). Also, [online access](#) to TollTag accounts or to pay ZipCash invoices is available 24-hours a day. For more information, visit [NTTA.org](#).

### **About 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 across the North Texas region. The [nine-member board](#) is

comprised of Chairman John Mahalik; Vice Chairwoman Jane Willard; and Directors Tim Carter, Lynn Gravley, Moji Haddad, Pete Kamp, Marcus Knight, Scott Levine and George "Tex" Quesada.

NTTA is composed of member counties Dallas, Denton, Collin and Tarrant. It also serves Ellis and Johnson counties. NTTA owns and operates the Dallas North Tollway, President George Bush Turnpike, Sam Rayburn Tollway, Addison Airport Toll Tunnel, Lewisville Lake Toll Bridge, Mountain Creek Lake Bridge, Chisholm Trail Parkway, and 360 Tollway. It raises 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.

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