



NTTA RUMORS & FACTS

Wondering about something you've seen or heard about the North Texas Tollway Authority?

An increasing volume of information about NTTA is circulating on the Internet – through media reports, news websites, blog sites, social media and simple chatter. Unfortunately, not all of it is correct. Get the facts here about some misinformation that may concern you.

NTTA will revoke driver license renewals for nonpayment of tolls.

Revoking driver license renewals is currently not a penalty for nonpayment of tolls. In 2013, NTTA began implementing new penalties for habitual violators (defined as registered vehicle owners who have 100 or more unpaid tolls in a year and have been issued two nonpayment notices) that include:

- Requiring all tolls at the higher ZipCash rate plus all incurred administrative fees
- A vehicle registration block
- An order prohibiting the operation of a vehicle owned by a habitual toll violator on NTTA toll roads
- A violation citation - Class C misdemeanor
- Vehicle impoundment upon proof of repeated violation of the order of prohibition.

NTTA will double bill TollTag customers when a license plate doesn't match what's on the TollTag account.

NTTA does not double bill TollTag customers. There are instances, however, when a TollTag customer receives a ZipCash bill. In these cases, it's likely because information on the TollTag account, such as a credit card's expiration date or car's license plate, needs to be updated.

A TollTag customer will receive an invoice for tolls at the higher ZipCash rate if:

- 1) the customer failed to update the account with correct vehicle or credit card information,
- 2) vehicle or credit card information is incomplete, or
- 3) the customer does not maintain enough funds in the account to pay the applicable tolls.

If you've received new license plates or if you moved your hard-cased TollTag to a different car, the NTTA's tolling systems may not be able to post tolls to your TollTag account. Instead, ZipCash invoices are mailed to you as the registered owner of the vehicle according to Texas Department of Motor Vehicles records. If the credit card information on file for your TollTag account is incorrect or expired, the NTTA is unable to charge your credit card when the balance drops below \$10. This may cause your TollTag account to reach a \$0 balance, and at this time, you will begin to receive ZipCash invoices at the higher ZipCash rate. We will ask you to pay the ZipCash invoice and help you update your account.

To avoid any interruptions to your TollTag account, be sure to review your account online or call our Customer Service Department by contacting [NTTA Customer Service Center](tel:972-818-NTTA) at 972-818-NTTA (6882) or 817-731-NTTA (6882) or CustomerService@NTTA.org as soon as possible.

Once you receive the bill, do not ignore it. You will need to pay the ZipCash invoice and return your account to good standing. If tolls remain unpaid, you will be subject to NTTA's toll enforcement actions.

NTTA roads (specifically, the Dallas North Tollway) should be paid off by now.

When the Dallas-Fort Worth Turnpike (now Interstate 30) was authorized by the 53rd Texas Legislature in 1953, House Bill 4 provided for the cessation of tolls on that roadway. That is the only road specified in the bill (it preceded the opening of the Dallas North Tollway by 15 years).

Over the course of the years, it became assumed that the same rules would apply to the Dallas North Tollway. There is no legislation that mandated a cessation of tolls on the Dallas North Tollway, which is now a 32-mile, six-lane, limited access expressway passing through and along the cities of Dallas, Highland Park, University Park, Addison, Farmers Branch, Plano and Frisco. NTTA has continued to extend the original DNT to new destinations as communities to the north have continued to grow. The proposed [4B/5A extension](#) will extend the tollway another 17.6 miles from U.S. 380 to nearly five miles north of the Collin/Grayson county line at some future date.

NTTA is a foreign-owned company.

The North Texas Tollway Authority is not a foreign-owned, private or for-profit company. Rather, NTTA is a political subdivision of the state of Texas, authorized to acquire, construct, maintain, repair and operate turnpike projects in the north Texas region. NTTA headquarters is in Plano, Texas.

NTTA serves Collin, Dallas, Denton, Johnson and Tarrant counties, and owns and operates the Addison Airport Toll Tunnel, Chisholm Trail Parkway, Dallas North Tollway, Lewisville Lake Toll Bridge, Mountain Creek Lake Bridge, President George Bush Turnpike and the Sam Rayburn Tollway. NTTA works with project partners, including city, county, state and federal officials before planning and building a roadway facility.

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.

NTTA's efforts are overseen by a nine-member Board of Directors. They are all volunteers. They are chosen by County Commissioners and by the Texas Governor. For more information about our Board of Directors, [click here](#).

Gas taxes are used to build NTTA roads.

Gas taxes, vehicle registration fees and other taxes support Texas Department of Transportation projects. NTTA is not a part of TxDOT. NTTA toll roads are funded largely through the sale of bonds that are repaid by collecting tolls from motorists who use the road. Tolls are used for the operation and maintenance of the roadways. The Texas Legislature and regional transportation officials have made a policy decision to rely on toll roads as a way to advance much needed mobility projects.

NTTA will report non-paying customer information to the credit bureaus.

There is no statutory restriction that prohibits NTTA from reporting the nonpayment of tolls and administrative fees to a credit reporting agency. But, NTTA chooses not to report nonpayment of tolls to credit bureaus at this time.

NTTA is involved in the EZPass scam.

NTTA has been made aware of an email phishing scam referencing the toll collection program E-ZPass. The emails request payment for tolls. Anyone who receives this email should be advised it is not a communication from E-ZPass or NTTA. If you receive this email, please do not open or respond to the message. E-ZPass has uploaded a copy of the fake email [here](#). If you require more information, please contact the E-ZPass New York Customer Service Center at 800-333-8655 (TOLL).

NTTA is involved in the Northeast Gateway project.

NTTA has no involvement in the Northeast Gateway project. Rather, the [Texas Turnpike Corporation](#) is developing the Texas Northeast Gateway Project, a limited-access tollway facility. For information regarding this project, please contact Texas Turnpike Corporation at:

6300 Ridglea Place, Suite 1004
Fort Worth, Texas 76116
(817) 763-5500
info@texasnortheastgateway.com

NTTA has been raided by the FBI.

Beginning in October 2011, the Federal Bureau of Investigation (the "FBI") interviewed several officials of the Authority regarding any knowledge the officials may have concerning the conduct of certain current and former Board members, including possible conflicts of interests pertaining to Authority business.

The Authority has no reason to believe that it is the target of the investigation or that the investigation will materially adversely affect the operations or financial condition of the Authority or the transactions contemplated by the Resolution, the Trust Agreement and this Official Statement, or would adversely affect the validity or enforceability of the Resolution, the Trust Agreement or the Series 2014 Bonds. The investigation is ongoing and the Authority is cooperating fully with the FBI. There can be no assurance that the investigation will be limited to the matters described above or that the Authority will not become a target at a later date.

NTTA is a for-profit company.

The North Texas Tollway Authority is not foreign-owned, a private or for-profit company. Rather, NTTA is a political subdivision of the state of Texas, authorized to acquire, construct, maintain, repair and operate turnpike projects in the north Texas region. NTTA headquarters is in Plano, Texas.

NTTA serves Collin, Dallas, Denton, Johnson and Tarrant counties, and owns and operates the Addison Airport Toll Tunnel, Chisholm Trail Parkway, Dallas North Tollway, Lewisville Lake Toll Bridge, Mountain Creek Lake Bridge, President George Bush Turnpike and the Sam Rayburn Tollway. NTTA works with project partners, including city, county, state and federal officials before planning and building a roadway facility.

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.

NTTA's efforts are overseen by a nine-member Board of Directors. They are all volunteers. They are chosen by County Commissioners and by the Governor. For more information about our Board of Directors, [click here](#).

NTTA decides where all the toll roads go in North Texas.

NTTA makes no decision on what roads become toll roads in North Texas. Rather, to meet the transportation needs of North Texas, the Texas Legislature and regional transportation officials determine policy decisions that rely on toll roads as a way to advance much-needed mobility projects. They set the policy, and NTTA implements it. For more information, visit the [North Central Texas Council of Governments](#).

NTTA won't charge out-of-state drivers.

NTTA currently partners with a third party to acquire out-of-state vehicle information for our [ZipCash](#) billing process. NTTA aggressively pursues all tolls owed, whether the vehicle is registered in Texas or another state. For out-of-state vehicle owners who want a TollTag: TollTag accounts are available to both in- and out-of-state customers. You can open a TollTag account or add a vehicle to an existing account via our [online Customer Service Center](#), at a [Regional TollTag Partner location](#), or by calling us at (972) 818-NTTA (6882). But remember, Texas law requires new residents to update their vehicle registration information within 30 days of relocation. Visit www.TxDMV.gov.

Note: NTTA customers with a sticker TollTag can now use Oklahoma Turnpike Authority (OTA) Pikepass lanes. Customers who have a sticker-style NTTA TollTag can use an Oklahoma toll road at the same discounted rate Pikepass customers receive. However, the OTA system can only recognize NTTA's newer, sticker TollTag. Older, hard-case TollTags and license plate tags cannot be used for automatic payment on Oklahoma toll roads.

Managed toll lanes in the DFW region are free.

TEXpress Lanes are toll lanes that are built within an existing highway, expanding capacity to accommodate more traffic. Prices for the toll roads change based on the level of traffic in the corridor in order to maintain a minimum of 50 mph speed of travel. The TEXpress Lanes are not priced, operated or maintained by NTTA. TEXpress Lane toll rate policy is determined by the North Central Texas Council of Governments' [Regional Transportation Council](#). TEXpress Lanes are open or in development on six major Dallas-Fort Worth corridors:

- LBJ Express (I-635)
- North Tarrant Express (I-820, State Highway 183 and State Highway 121)
- DFW Connector (SH 121 and SH 114)
- 35 Express (I-35E)
- I-35W
- I-30 (Tom Landry Freeway)

No other law enforcement entity but the Department of Public Safety can ticket drivers on NTTA roads.

While NTTA contracts with the Department of Public Safety to provide law enforcement services on NTTA toll roads, any law enforcement municipality has authorization to assist in providing traffic management, emergency response, incident investigations and other services. Furthermore, NTTA has no authority to issue or request the issuance of citations on NTTA toll roads or frontage roads for any reason.

NTTA financially gains from tickets written on the NTTA System.

NTTA does not gain financially from any tickets/citations written on our system and has no authority to issue or request the issuance of citations on NTTA toll roads or frontage roads for any reason.

I don't have to pay if I didn't know I was getting on a toll road.

Users of NTTA toll roads are obligated by law (under Chapter 366 of the Texas Transportation Code) to pay tolls that are incurred. All NTTA roads are very clearly marked as toll roads, and NTTA signs are in accordance with federal highway sign standards. Toll rates are also posted at all tolling points, including ramp entrances.

You have to pay extra to get roadside assistance from NTTA.

NTTA's Roadside Customer Service is a courtesy to drivers on all NTTA roads, with no additional expense to toll road drivers. The roadside assistance program is part of the NTTA's ongoing efforts to provide a safe and efficient travel experience not only to those who need help but also those driving around them.

The RCS team operates three shifts, 24-hour's a day, to patrol NTTA roadways. The team searches for stranded drivers and other hazards on NTTA roads and responds to all reported accidents to provide scene protection and traffic direction. The team also changes flat tires, airs low tires, adds water to radiators, jump-starts dead batteries, pushes vehicles out of the roadway, helps people with directions to their destinations and makes minor vehicle repairs. When all else fails, the RCS team drives stranded people to a safe location. To report a non-emergency NTTA safety or roadway issue or to request roadside assistance from the RCS team, call 972-444-HELP (4357). This number is located on the back of your TollTag. In an emergency, motorists should always call 911.

Anyone can scan the TollTag on my windshield and obtain my personal information.

TollTags do not contain any personal or financial information that can be stolen. Rather than being a "smart" device, NTTA's TollTag is what we affectionately call a "dumb" device with no customer information stored in the transponder.

The only information contained on your NTTA TollTag is a unique serial number that identifies that particular TollTag. That serial number only has meaning to NTTA. When a vehicle passes beneath a toll gantry, a tag reader acquires that serial number and matches it to an internal NTTA database. All customer information is securely protected within NTTA.

A good analogy is to compare it to the license plate on your car. It too is a publicly displayed series of numbers and letters, but it has no meaning to anybody who does not have access to Texas Department of Motor Vehicles information.

My toll dollars are sent outside of North Texas.

Tolls paid on the NTTA System go directly toward high-quality maintenance of existing NTTA tollways, construction of new roads in North Texas, and NTTA's customer service and safety programs. Tolls are a direct fee paid for the use, operation and maintenance of a roadway. Tolls are used to repay bonds that are sold to finance and construct projects. Tolls are used to fund and advance roadway expansions to accommodate continuing traffic growth. Tolls are helping North Texas bridge the funding gap between transportation needs and available resources. Toll road users benefit from a higher level of service, including better maintenance, which translates into improved driving conditions and vehicle maintenance cost savings.

If I haven't received a bill after two years, NTTA can't bill me.

There is no statute of limitations for billing or receiving payment on tolls. Failure to pay tolls is considered theft of service under Chapter 366 of the Texas Transportation Code. Under the law, the registered owner of the vehicle is responsible for all tolls accumulated by a vehicle.

Hard case TollTags don't work anymore.

Customers may still use NTTA's older, hard-case TollTags on the NTTA System. However, the hard-case TollTag cannot be used on Oklahoma toll roads. Only customers with the blue sticker TollTag can use Oklahoma Turnpike Authority (OTA) PIKEPASS lanes, which provide completely automated travel on all OTA roads, eliminating the need for motorists to stop and pay tolls at the higher cash rate.

NTTA outsources its customer service overseas.

NTTA's Customer Service Call Center is headquartered in Plano. Additionally, three walk-up [TollTag stores](#) offer customer service options in Plano, Irving and Fort Worth:

NTTA Headquarters
5900 W. Plano Parkway
Plano, TX 75093

Irving Location
5555 President George Bush Turnpike
Irving, Texas 75038

Fort Worth Location
4825 Overton Ridge Blvd.
Suite #304
Fort Worth, Texas 76132

NTTA can raise tolls anytime they want.

The NTTA Board of Directors adopted revisions to NTTA's Toll Rate Setting Policy in 2009. Under the policy, rates reset every odd year. Rates are adjusted on July 1 every two years in small, incremental changes as follows:

- 2013: 16.16 cents per mile
- 2015: 17.06 cents per mile
- 2017: 18.01 cents per mile

The toll rate increase maintains the influence-distance-based method of tolling, which was implemented in 2009.

Each NTTA administrative fee is still \$25 per transaction.

ZipCash tolls are billed following the process outlined in the charts below, as of Oct. 14, 2013 when NTTA moved to a new streamlined fee structure. The new fee structure is applied to all invoices regardless of issue date.

ZipCash Invoice 30 days to pay	Tolls only. No fees.
1st Notice of Nonpayment 30 days to pay	ZipCash tolls + \$10 administrative fee per notice
2nd Notice of Nonpayment 30 days to pay	ZipCash tolls + \$10 administrative fee per notice + \$25 administrative fee per notice
Collection/ 3rd Notice of Nonpayment 30 days to pay	All ZipCash tolls and fees listed above + \$29 collection service fee
Legal Action	All ZipCash tolls and fees listed above + any court costs and fines as provided by law

NTTA removed the toll booths, so there is no way to pay.

Even though toll booths are gone, NTTA still offers two ways to pay – TollTags and ZipCash.

TollTag customers receive the lowest rates by maintaining a prepaid account. (ZipCash customers pay 50 percent more.) Visit [here](#) to sign up for a TollTag today. TollTag customers enjoy the convenience of 24/7 online account management without the hassle of invoices, TollTag parking at Dallas Love Field and discounted pass-through and terminal parking at DFW International Airport. To ensure accurate billing and prevent any disruptions in service, TollTag customers should update their TollTag accounts anytime they have changes to their vehicle, license plate, or credit/debit card information.

ZipCash customers drive now and pay later, but a premium is added to each toll to cover the higher cost of collection. As a ZipCash customer drives along NTTA toll roads, high-speed cameras take digital images of the license plate, and invoices are mailed to the registered vehicle owner. The customer then receives an invoice for the tolls, which can be paid in several ways.

ZipCash customers also may pay their bills at participating [ACE Cash Express](#) locations or at [Regional TollTag Partner locations](#).

For more information about TollTag or ZipCash payments or billing, visit NTTA's [Two Ways to Pay page](#) or [Customer Service Center Frequently Asked Questions](#).

Customers can only reach NTTA by calling Customer Service.

In addition to its Customer Call Center, NTTA offers three convenient TollTag Store customer locations:

NTTA Headquarters
5900 W. Plano Parkway
Plano, TX 75093

Irving Location
5555 President George Bush Turnpike
Irving, Texas 75038

Fort Worth Location
4825 Overton Ridge Blvd.
Suite #304
Fort Worth, Texas 76132

NTTA times signal lights on service roads in order to drive more traffic onto its roadways.

NTTA has no control of the traffic light timing on city-controlled service/frontage roads. If you have questions regarding the timing of a specific signal light, please contact the municipality in which the signal light is located.

NTTA charges me more if I get a rental car.

NTTA charges two rates—one for TollTag customers and another 50 percent premium rate for ZipCash customers. There are no added fees for users of rental cars.

Various rental car companies work with NTTA to offer toll road access or offer an optional toll road plan to customers at the time of the rental. Before driving on NTTA roads in a rental vehicle, ask your rental car company about its individual toll policy. If NTTA does not have an agreement with a rental car company or you choose not to opt-in to the rental company's toll policy, you may be subject rental agency fines upon use of toll roads.

I don't have to pay tolls if I'm renting a car.

Various rental car companies share vehicle information with NTTA to offer toll road access to their customers, while others offer an optional toll road plan at the time of the rental. Before driving NTTA roadways in a rental vehicle, please ask your rental car company about its individual toll policy.

If your rental agreement includes toll road usage, the vehicle may be used to travel on any NTTA road, and you will receive a [ZipCash](#) invoice referencing the rental car toll road use.

If NTTA does not have an agreement with a driver's rental car company or the driver declines their rental company's toll policy, then the driver may be subject to NTTA fees and rental agency fines upon use of toll roads.

Zip-Pass offers a consistent way to pay tolls accumulated while driving a rental vehicle on NTTA toll roads. A Zip-Pass account is a short-term method to pay for tolls, allowing motorists to avoid added fines, fees and opt-in costs charged by rental car companies and assuring tolls are paid on time. Customers must call NTTA Customer Service at 972-818-NTTA (6882) or 817-731-NTTA (6882) to open a Zip-Pass account.

NTTA operates the toll lanes at DFW Airport.

NTTA does not own or operate equipment at either the Dallas Fort Worth International Airport or Love Field Airport parking plazas. For questions regarding DFW Airport charges, amount charged for parking transactions and adjustments to statements, contact the DFW Parking Office at 972-973-4840. You can also visit [Love Field Airport's parking webpage](#) for additional information for Love Field parking.

All TollTags are free.

With the exception of the Dallas Cowboys Limited Edition TollTag, which costs \$22.99, all other TollTags are free. However, in order to open a TollTag account, customers must put a pre-paid \$20 or \$40 balance on the account.

NTTA board members receive compensation.

Each member of NTTA's nine-member board serves *unpaid* two-year terms by the county commissioners' courts of each of NTTA's member counties: Dallas, Tarrant, Collin and Denton counties. The ninth member is appointed by the Governor and must reside in a county adjacent to one of the four member counties.

Speed limits on the Chisholm Trail Parkway were established to set up speed traps.

On April 16, 2014, the NTTA Board of Directors approved the following interim speed limits for Chisholm Trail Parkway when it opened to traffic on May 11, 2014:

- 50 mph – Interstate 30 to north of SH 183 (Arborlawn Dr.)
- 60 mph – North of SH 183 (Arborlawn Dr.) to Altamesa Boulevard
- 70 mph – Altamesa Boulevard to U.S. 67
- From U.S. 67 to Industrial Boulevard, the speed limit is reduced to 55 mph

An Interlocal Agreement between NTTA, the Texas Department of Transportation and City of Fort Worth stipulates 50 mph posted speed from I-30 to Arborlawn Drive.

Safety for motorists on NTTA facilities is always a top priority. All decisions made include safety considerations. In accordance with established policies and procedures, a speed study will be conducted after traffic stabilizes to determine speed zones.

I'm not responsible for any tolls on a vehicle once I've sold it.

Under state law, the registered owner of the vehicle is responsible for all tolls accumulated by a vehicle. If you do not properly transfer the title/ownership of a vehicle you sold, you may still be legally responsible for any tolls incurred by the new owner. If your vehicle was sold to an individual, be sure to file a [Vehicle Transfer Notification](#) with the [Texas Department of Motor Vehicles](#). If the vehicle was traded to a dealership, they should handle this for you.

I'm not responsible for tolls on a vehicle with paper dealer plates.

If you have temporary plates on your new vehicle, please [update your TollTag account online](#) by checking the "temporary plates" box and including the expiration date. Or, contact the Customer Service Center at (972) 818-6882. Once permanent license plates are received, you must update your account again with the permanent information.

The only way to pay for tolls is in person at NTTA's Plano headquarters.

Customers can pay their toll invoices at any one of NTTA's three TollTag stores:

NTTA Headquarters
5900 W. Plano Parkway
Plano, TX 75093

Irving Location
5555 President George Bush Turnpike
Irving, Texas 75038

Fort Worth Location
4825 Overton Ridge Blvd.
Suite #304
Fort Worth, Texas 76132

Customers may also pay via [Online Account Management](#) or by contacting the Customer Service Center at 972-818-NTTA (6882) or 817-731-NTTA (6882). ZipCash customers also may pay their bills at participating [ACE Cash Express](#) locations or at [Regional TollTag Partner locations](#).

A TollTag cannot be used anywhere else in the state.

A NTTA TollTag works on all other Texas toll roads. The same process applies—toll payment is automatically deducted from a user's account each time their vehicle passes under a toll gantry. From Houston to Austin and Tyler to El Paso, you can enjoy convenient, automatic payment when driving across the great state of Texas. Also, TollTag customers with credit card-backed TollTag accounts can use their TollTag for parking and pass-through at Dallas/Fort Worth International Airport and parking at Dallas Love Field.

NTTA manages the TEXpress lanes and the pricing of those toll roads.

NTTA provides billing and related services for the LBJ Express, DFW Connector and North Tarrant Express projects. Please note that these corridors are not priced, operated or maintained by the NTTA. TEXpress Lane toll rate policy is determined by the North Central Texas Council of Governments' [Regional Transportation Council](#).

To learn more about these projects, please visit the following websites:

- www.texpresslanes.com
- www.lbjtexpresslanes.com
- www.ntetexpresslanes.com