ON A ROLL

In 2016, we accelerated our mission to provide mobility, safety and expansion.
NORTH TEXAS CONTINUES TO PROSPER, attracting new businesses and residents every day. In fact, Dallas/Fort Worth has welcomed more new residents over the past 18 months than any other metropolitan area in the U.S.

At the core of the region’s growth is a thriving transportation network, and NTTA continues to play a significant role in driving the success of our region by connecting customers to their destinations through safe, clean and reliable roads. During 2016, more than 7.5 million drivers chose to use NTTA's tollways.

Our financial position remains solid, as affirmed by Moody’s and Standard and Poor’s strong credit ratings for the NTTA system. Over the next five years, NTTA will be reinvesting an additional $1 billion in capital improvement projects to grow the region’s transportation network and keep North Texas moving.

The Authority’s success is the result of our Board of Directors and our dedicated employees who work diligently to increase the value of NTTA roads for our customers and the communities we serve.

NTTA would like to thank the County Judges, Commissioners Courts of our member counties (Collin, Dallas, Denton and Tarrant), our stakeholders and customers for your continued support.
STAYING INVOLVED in our COMMUNITIES

Since its involvement starting in 2013, NTTA employees have donated a total of $28,000.

THE 2016 JERE W. THOMPSON JR. SCHOLARSHIP AWARD provides up to $2,000 per semester to an undergraduate student from a disadvantaged background pursuing a degree in civil engineering. The 2016 scholarship was awarded to Tran Duong, from the University of Texas at Arlington.

IN 2016 EMPLOYEES RAISED $5,500 for Special Olympics Texas.
HERE’S A QUICK SNAPSHOT OF 2016

**TOLL TAGS**

- 4.3 MILLION
  - 79.5% of transactions are paid with a tolltag
- 7.5 MILLION UNIQUE CUSTOMERS

**2016 STRATEGIC GOALS**

- CUSTOMER-DRIVEN INNOVATIVE TRANSPORTATION SOLUTIONS
- FINANCIALLY SOUND & VIBRANT
- RESPECTED LEADER & PARTNER in the REGION’S TRANSPORTATION NETWORK
- OUR TEAM IS HIGHLY ENERGIZED, QUALIFIED & ENGAGED

**FOCUS ON SAFETY AND MAINTENANCE**

- 966 Lane Miles
  - Maintained to meet customer expectations
- Steer It & Clear It safety campaign
  - Launch, reduces traffic congestion and improves safety following minor traffic accidents
- New Safety Recovery Vehicle Program
  - Deployment removes stalled vehicles after accidents

**ENGAGEMENT**

- UP 730%
  - Number of people who engaged with and shared NTTA’s Facebook posts
- UP 290%
  - Number of people who like or retweet NTTA’s Twitter posts

**FINANCIAL REPORT**

- MOODY’S NTTA SYSTEM
  - CREDIT RATING AFFIRMED: A1
- STANDARD AND POOR’S SYSTEM
  - CREDIT RATING AFFIRMED: A

**CAPACITY IMPROVEMENTS**

- All projects on schedule and on budget

**NUMBER OF PEOPLE WHO ENGAGED WITH AND SHARED NTTA’S FACEBOOK POSTS**

- 3.0% INCREASE IN FACEBOOK LIKES
- 47% INCREASE IN LINKEDIN FOLLOWERS

**NUMBER OF PEOPLE WHO LIKED OR RETWEETED NTTA’S TWITTER POSTS**

- 2.3% INCREASE IN TWITTER FOLLOWERS

Thanks for helping NTTA grow to 4 million TollTag customers. And more are coming on board every day. There’s a lot of good stuff to like about using your TollTag. Because every time you do, you benefit from tollway improvements, roadway maintenance and safety initiatives like free roadside assistance. And because we’re locally owned and operated, we never receive direct tax funding. So when you choose our roads, you help keep the Metroplex moving. And that keeps everybody happy. 4,000,000 North Texans like getting there smarter.
Announcements of more and more corporate relocations and expansions continued to dominate North Texas headlines throughout the year. Fueled by population growth and economic opportunities, the region experienced strong employment, housing, retail and construction indicators. To keep the influx of businesses, communities and commerce in motion, NTTA led several projects in various stages of development.

NTTA used the power of community to reach stakeholders, neighboring communities and companies through emails, newsletters and social media. We worked hard to keep the region continuously informed about project developments.

**ALL PROJECTS ON SCHEDULE AND ON BUDGET.**

The following are in planning, design, or under construction:
Customers First
At all levels of government affairs, NTTA remains responsive to the needs of our elected officials and their constituencies by being readily accessible for the distribution of information and resolution of cases.

Operations and Maintenance
Preserving NTTA’s existing authority to provide the best in mobility infrastructure and financial stewardship for its member counties.

NTTA Welcomes Ellis County to the Contiguous County Advisory Committee.
The CCAC charter calls for representation of and input by elected officials and citizens of counties that are not NTTA member counties - Dallas, Collin, Denton and Tarrant - but contain a portion of a turnpike project. Johnson County is also represented.
### 2016 REVENUE SOURCES

#### NTTA System
- **Total Revenues**: $708,680,217

  - **Toll revenue**: $665,212,316 (93.87%)
  - **Other revenue**: $33,872,955 (4.78%)
  - **Interest revenue**: $9,594,946 (1.35%)

#### Special Projects System
- **Total Revenues**: $97,235,612

  - **SPS toll revenue**: $89,149,283 (91.68%)
  - **SPS other revenue**: $8,074,926 (8.30%)
  - **SPS interest revenue**: $11,403 (0.01%)

### 2016 EXPENSES

#### NTTA System
- **Total Expenses**: $569,595,392

  - **Repairs and maintenance**: $19,793,202 (3.47%)
  - **Professional fees**: $26,696,183 (4.68%)
  - **Salaries and benefits**: $50,220,612 (8.81%)
  - **Other expenses**: $77,673,238 (13.63%)
  - **Net debt services**: $395,569,432 (69.40%)

#### Special Projects System
- **Total Expenses**: $96,558,232

  - **SPS repairs and maintenance**: $6,508,009 (6.74%)
  - **SPS professional fees**: $5,690,534 (5.89%)
  - **SPS salaries and benefits**: $6,288,698 (6.51%)
  - **SPS other expenses**: $6,123,562 (6.34%)
  - **SPS net debt services**: $71,947,429 (74.51%)
NTTA CONSTRUCTS, MAINTAINS AND OPERATES TWO SYSTEMS:

NTTA SYSTEM and NTTA SPECIAL PROJECTS SYSTEM – creating a toll road network that spans 966 lane miles in five counties in one of the fastest growing regions of the country. The Special Projects System fiscal year begins in September and concludes the following August. The NTTA System fiscal year mirrors the calendar year. The results on this page reflect a full year of financial activity.

The Special Projects System is a separate enterprise fund. Bonds issued by the Special Projects System are secured and paid for from revenues of SPS and not NTTA System revenues.

### Historical and Projected Transactions: NTTA SYSTEM

<table>
<thead>
<tr>
<th>Year</th>
<th>Millions</th>
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<tbody>
<tr>
<td>2010</td>
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<tr>
<td>2011</td>
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<tr>
<td>2012</td>
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<tr>
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<tr>
<td>2014</td>
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<tr>
<td>2015</td>
<td>$617,488,044</td>
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<tr>
<td>2016</td>
<td>$665,212,316</td>
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### Toll Revenue: NT TA System

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<tbody>
<tr>
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<tr>
<td>2012</td>
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<td>2013</td>
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<td>2014</td>
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<tr>
<td>2015</td>
<td>$69,698,415</td>
</tr>
<tr>
<td>2016</td>
<td>$89,149,283</td>
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### Historical and Projected Transactions: SPECIAL PROJECTS SYSTEM

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### ANNUAL NET DEBT SERVICE

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<tbody>
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<td>2026</td>
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### Historical and Projected Transactions: SPECIAL PROJECTS SYSTEM

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ROADWAY CUSTOMER SERVICE & COMMAND CENTER

Motorist Assists: 22,942
RSS Clearance Time: 17:09
Road Debris Cleared: 11,449
Abandoned Vehicles Handled: 3,575

- 48% Tollmate mobile app downloads (nearly double since 2015).
- 160,000+ ZipCash customers enrolled in new email billing option.
- 15 million+ customer contacts processed while keeping a high level of customer satisfaction.
- 80,000+ customers visited NTTA's three customer service locations.
- Standardized operating hours at all Customer Service Centers to deliver increased personal assistance to our customers.
- Reached agreements on vehicle registration blocks for habitual violators with six counties, ensuring all customers pay for their tolls.
- 150% increase in past-due payments commitments from habitual violators. 100% registration blocks on eligible habitual violators.
- Customer and billing services for new I-30 and I-635 East TEXpress Lanes. Initiated to provide one-stop billing for all toll roads in North Texas.

TOLLTAG MEMBERS ONLY

Smartphone alerts. Debuted low- and no-balance alerts to TollTag members. Text notifications sent: 970,000+

Specialty TollTags blossom - Texas Rangers and FC Dallas brands join the TollTag family, bringing the total to 14 specialty tags

Redesigned TollTag welcome kits to highlight benefits of becoming a TollTag member and educate new TollTag members

First car dealership partnership with Crest Auto Group. Provide car buyers a convenient way to get a new TollTag and remove trade-in vehicles from accounts

OTHER CUSTOMER ADVANCEMENTS

Approved agreement to expand interoperability to Kansas. Led discussions to expand interoperability to southeastern states by early 2018

More places to use your TollTag – Oklahoma and on all toll roads in Texas

Text: "Smartphone alerts. Debuted low- and no-balance alerts to TollTag members. Text notifications sent: 970,000+
Specialty TollTags blossom - Texas Rangers and FC Dallas brands join the TollTag family, bringing the total to 14 specialty tags
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More places to use your TollTag – Oklahoma and on all toll roads in Texas"
Distinguished Budget Presentation Award
The Government Finance Officers Association of the United States and Canada (GFOA)


Best in Class Contribution to Advancing Women in Transportation
Women’s Transportation Seminar (WTS) Dallas/Fort Worth Chapter

GRAPHIS, The International Journal of Visual Communication
Best Creative Work in Annual Design, Silver Award


Don Capelle Award for Dallas/Fort Worth TEXpress
Lanes – Transportation Research Board Managed Lanes Committee

Recognition for Environmental Stewardship through RTR Funds from the Regional Transportation Council