

# 2015 NTTA Year in Review

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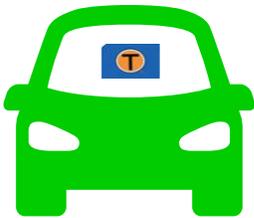
## FINANCE AND TRANSPARENCY

- NTTA **continued its strategic refinancing efforts in 2015** resulting in approximately \$150 million in debt service savings.
- NTTA earned **credit rating upgrades from both Moody's and Standard & Poor**, resulting in A1 rating from Moody's, and A from S&P.
- NTTA began distributing **advance notice of bond issuances to the North Texas legislative delegation**, in addition to the notifications already being sent to NTTA's four member counties.
- NTTA **announced its highest level of Disadvantaged, Minority, Women-owned Business Enterprises participation in NTTA's contracting history** per our most recent data available. The NTTA Board also authorized an update of our Availability and Disparity Study to support the continuation of diversity efforts.
- NTTA received two **clean opinions following its annual independent financial audit** of the NTTA System and Special Project System.
- NTTA initiated online **live streaming of its Board meetings and regularly distributes communication to elected officials** and their staff regarding NTTA Board initiatives and system projects. Various other financial reporting is also available online at [www.NTTA.org](http://www.NTTA.org).
- NTTA **enhanced its procurement procedures for contracts** requiring Board approval. The revised procedures allow the Board to have input in the procurement process at the three critical states of the process (*request to advertise, approval of vendor selection, and final contract authorization*) and enhances public awareness and transparency.



## CUSTOMER SERVICE, SAFETY AND OPERATIONS

- NTTA continued to **expand its TollTag customer base at record pace**, issuing over a half million TollTags to customers in 2015, increasing our circulation to 3.7 million active TollTags.
- NTTA **launched a TollTag customer loyalty program "TollPerks,"** which provides customers with sponsored rewards for their patronage on NTTA facilities.
- NTTA improved the affordability of our TollTag offering with the **introduction and continued promotion of our "\$20 Starter TollTag."** Approximately 33% of TollTag accounts established in 2015 were starter TollTags, aiding our efforts to encourage "infrequent users" to save money by establishing a TollTag account.
- NTTA **implemented key legislation passed by the 84<sup>th</sup> Texas Legislature** aimed at enhancing the customer billing process and protecting customer information. Customers are now able to anticipate toll bills from NTTA on a regular monthly schedule similar to the billing operations of other service providers. NTTA also redesigned its ZipCash invoices to improve communications.
- NTTA **expanded its Regional TollTag Partners (RTP) program** with the addition of 1,100 area MoneyGram locations as we continued our efforts to provide more locations that are convenient for customers to pay bills and get a TollTag.
- NTTA **enhanced customer communications and information with its launch of a branded mobile app "Tollmate"** that provides customer traffic information and emergency notification capabilities to our Safety Operations Center.



- NTTA **continued to make progress in improving toll collections**, especially related to the implementation of toll enforcement remedies, such as vehicle registration block, authorized by the 83<sup>rd</sup> Texas Legislature.
- NTTA **rebranded its NTTA's roadside assistance team and command center**. The new Roadside Safety Services (RSS) trucks driven by the team are getting refreshed with a new look that will keep them visible to drivers and withstand wear and tear from what is often hazardous duty.



- The **team that tirelessly watches over our roads and dispatches emergency services** has also moved to a **new, state-of-the-art Safety Operations Center**. The Center handled 43,688 calls for service in 2015, with RSS assisting 24,535 motorists in need of help on NTTA road.
- **NTTA joined the Red Thumb movement – a national safety campaign aimed at ending texting and driving** by encouraging drivers to make some part of their thumbs red to remind them to keep their hands on the wheel and eyes on the road at all times. NTTA currently has 20 municipal partners in the Red Thumb campaign – let us know if you'd like to [join!](#)
- NTTA **launched the development of a more robust disaster recovery capability** for our IT business operations to ensure operational business continuity during uncertain times.
- NTTA **increased its focus on cybersecurity policies, procedures, protections and training efforts** to minimize endangerment of secure customer and employee data.
- NTTA launched a community calendar of area events which is distributed to more than one million TollTag customers.

## **PROJECTS AND PARTNERS**

- NTTA **collaborated with TxDOT to break ground on the SH 360 South project** in Tarrant and Ellis counties.
- NTTA **also collaborated with TxDOT and NCTCOG to complete improvements to the Pres. George Bush Turnpike three-mile section** between Belt Line Road and SH 183 to provide much-needed capacity on TxDOT's portion of the SH 161/PGBT corridor during peak traffic hours.
- NTTA **began construction of additional lanes for the DNT and the PGBT**, and **commenced the environmental and design efforts** to support the widening of the balance of the PGBT corridor. The first phase of the PGBT widening is anticipated to open to traffic in late 2016.
- NTTA commenced the environmental evaluations necessary **to support the future widening of the Sam Rayburn Tollway corridor**.
- NTTA **launched its Contiguous County Advisory Committee** with new counties in which NTTA has projects, allowing representation in matters pertinent to Chisholm Trail Parkway and State SH 360 operations. Both Johnson County and Ellis County have appointed members.

