

# North Texas Tollway Authority

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## Your Toll Dollars at Work

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Assistant Executive Director of Infrastructure

City of Plano

March 28, 2016

# Investing in North Texas

\$4 billion+ in toll road infrastructure

**Dallas North Tollway Phase 3 2007**

**Lewisville Lake  
Toll Bridge 2009**

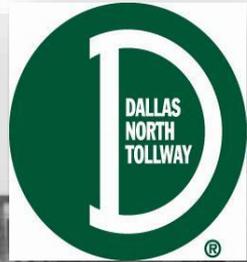
**Conversion to all-ETC 2010**

**Sam Rayburn  
Tollway 2011**

**Bush Turnpike Western Extension  
2012**

**Bush Turnpike Eastern Extension 2011**

**Chisholm Trail Parkway 2014**



Communities  
Grow

Where Roads  
Go

# Partners in Development

## JPMorgan Chase picks Plano's Legacy West for new 6,000-employee campus

"JPMorgan Chase has decided to move 6,000 workers to a new office campus near the southwest corner of the Dallas North Tollway and State Highway 121."

"The high-rise business campus that Chase will build is next door to Liberty Mutual's regional business center, which is under construction. Toyota's North American headquarters is being built just west of there."

*(Dallas Morning News, Jan. 7, 2016)*

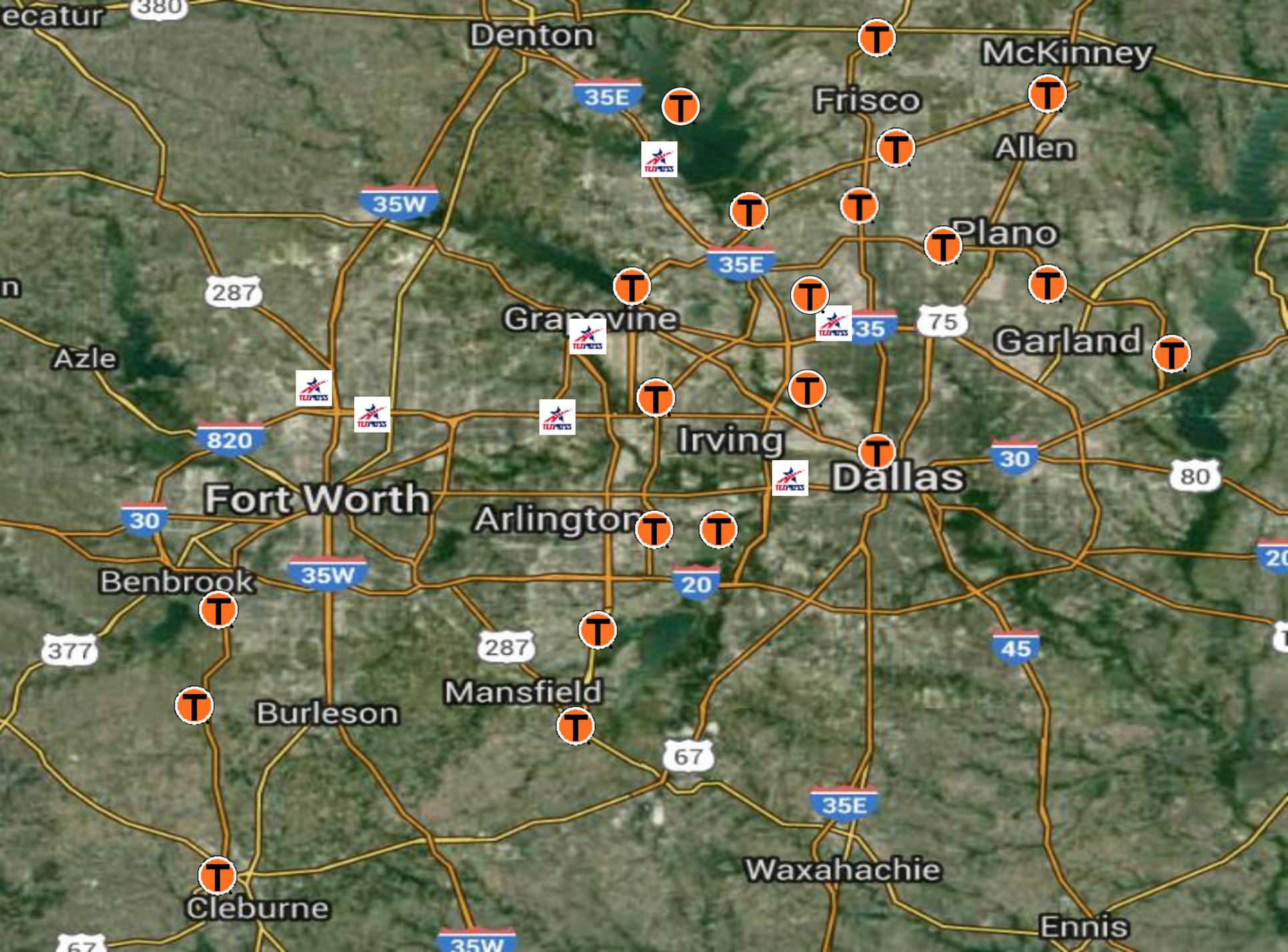


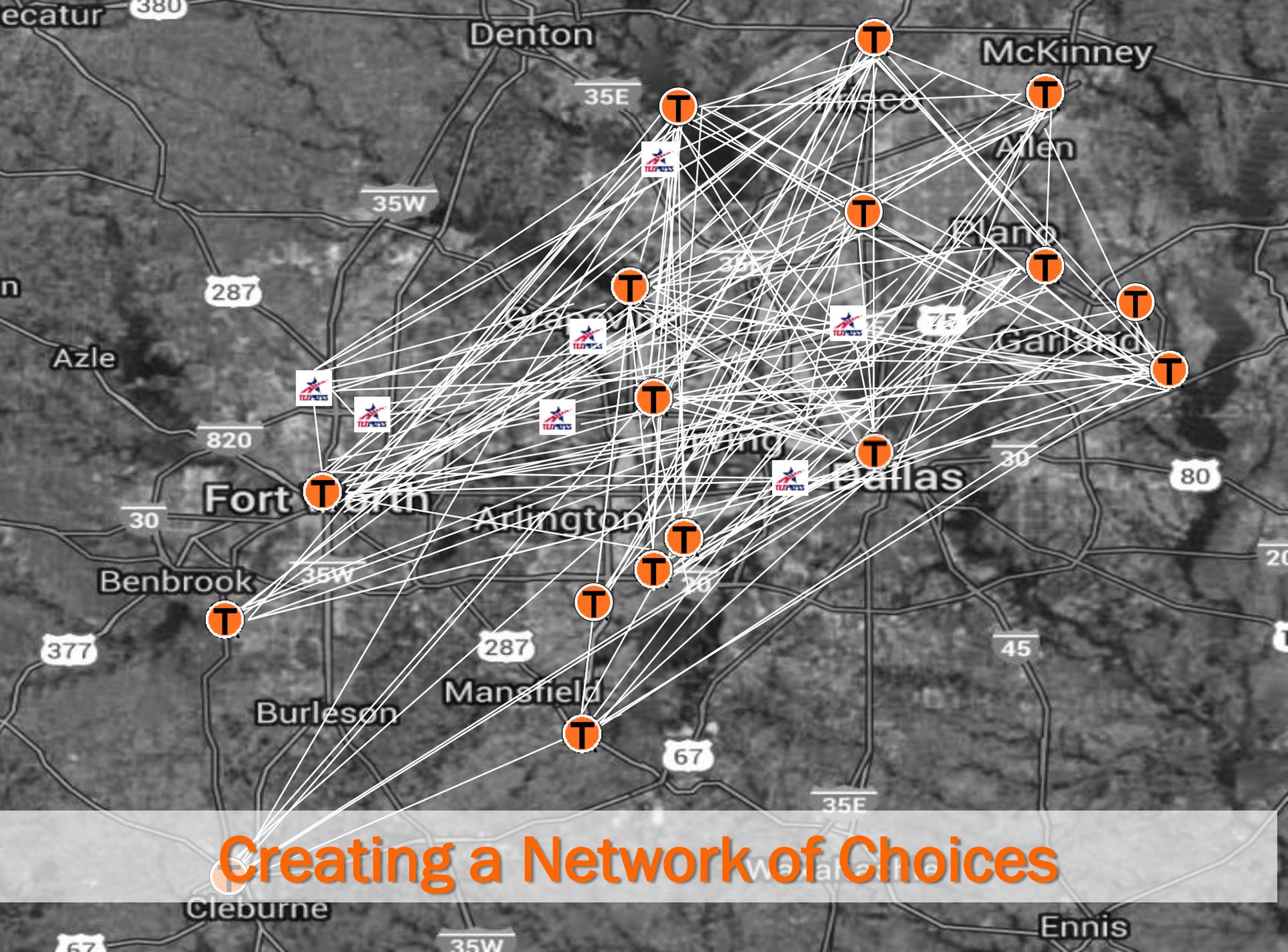
**TOYOTA**



**Liberty  
Mutual.**  
INSURANCE







# Creating a Network of Choices

# Safety Offerings



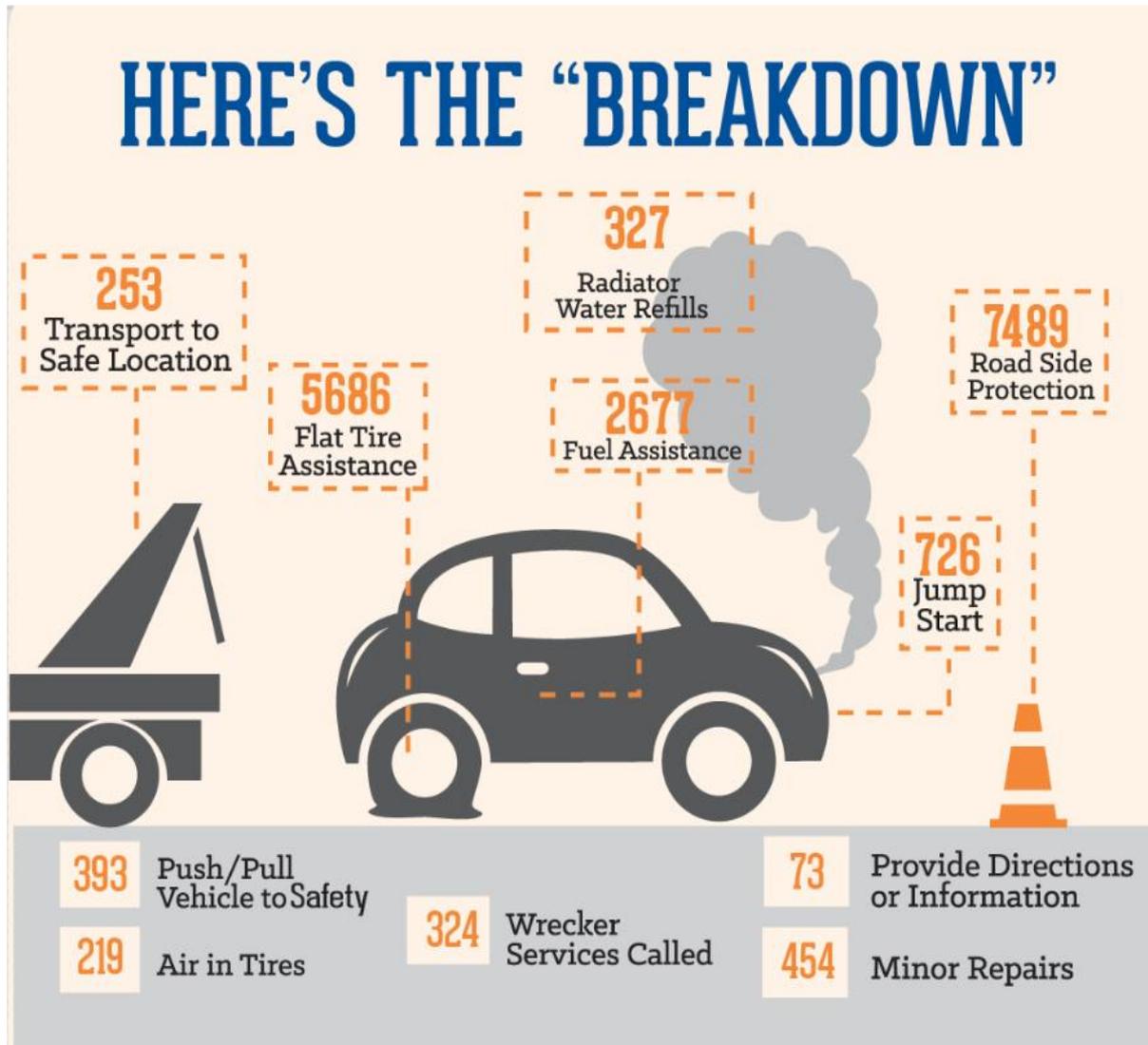
**SAFETY  
OPERATIONS  
CENTER**

**New Look –  
Same Great Service**

**Roadside Safety Service**



# We've Got Your Back



### Customer Service:

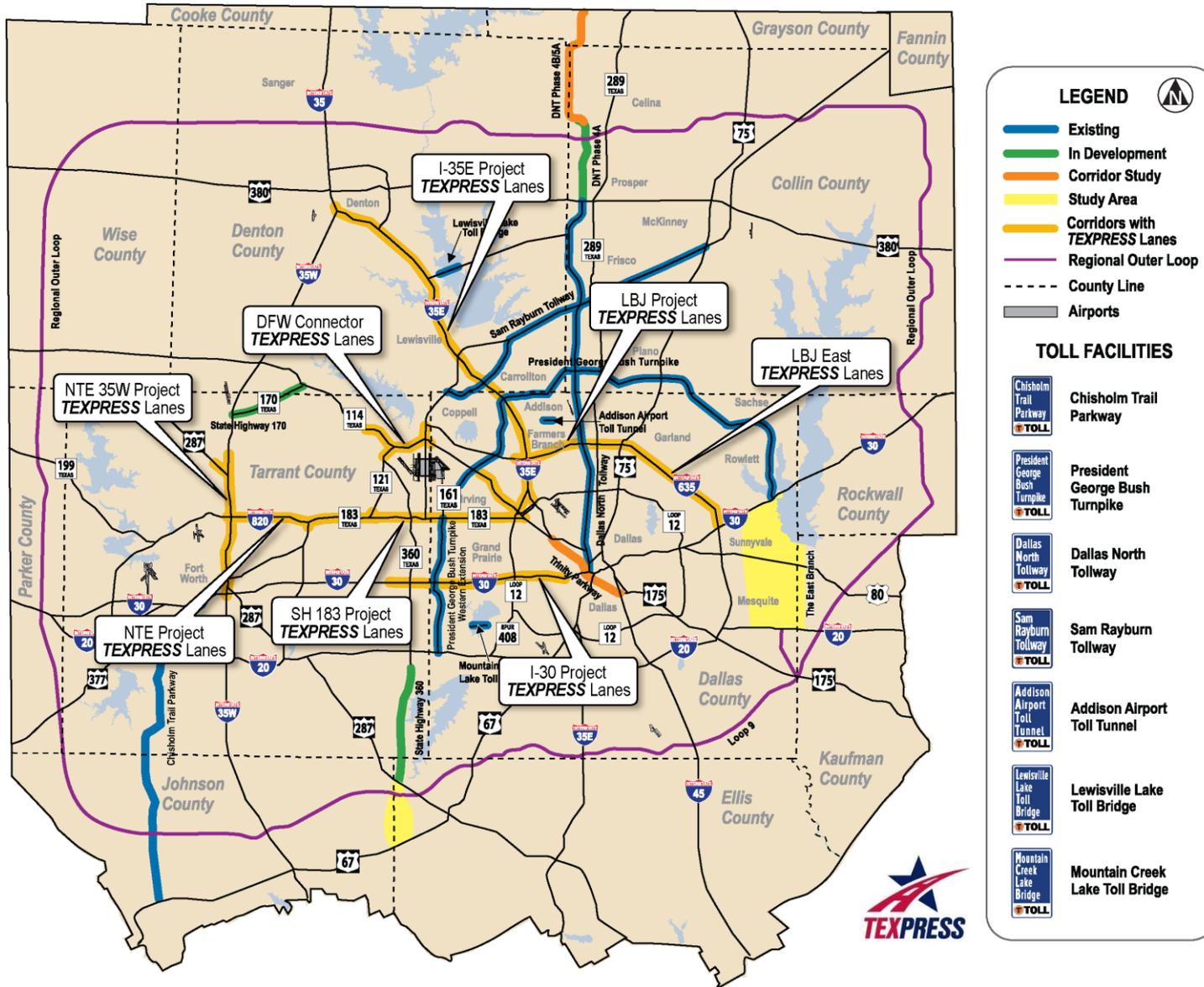
- Annual customer contacts [2015]: **5.6 Million**
- Annual web visits [2015]: **9.9 Million**
- Customers who drive on NTTA toll roads annually: **7+ Million**
- Local employees: **772**

# NTTA Role: Region's Toll Service Provider

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- ① **ALL** customer service and billing related services
- ① **ONE** consolidated bill/payment for:
  - All toll roads in Texas and Oklahoma
  - Parking at D/FW International and Dallas Love Field airports
- ① **ONE** convenient point of contact for customers

# NTTA Facility with TEXpress Lanes



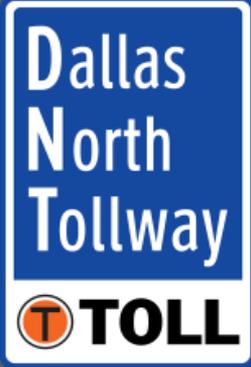
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# Transportation in North Texas





# Construction Underway

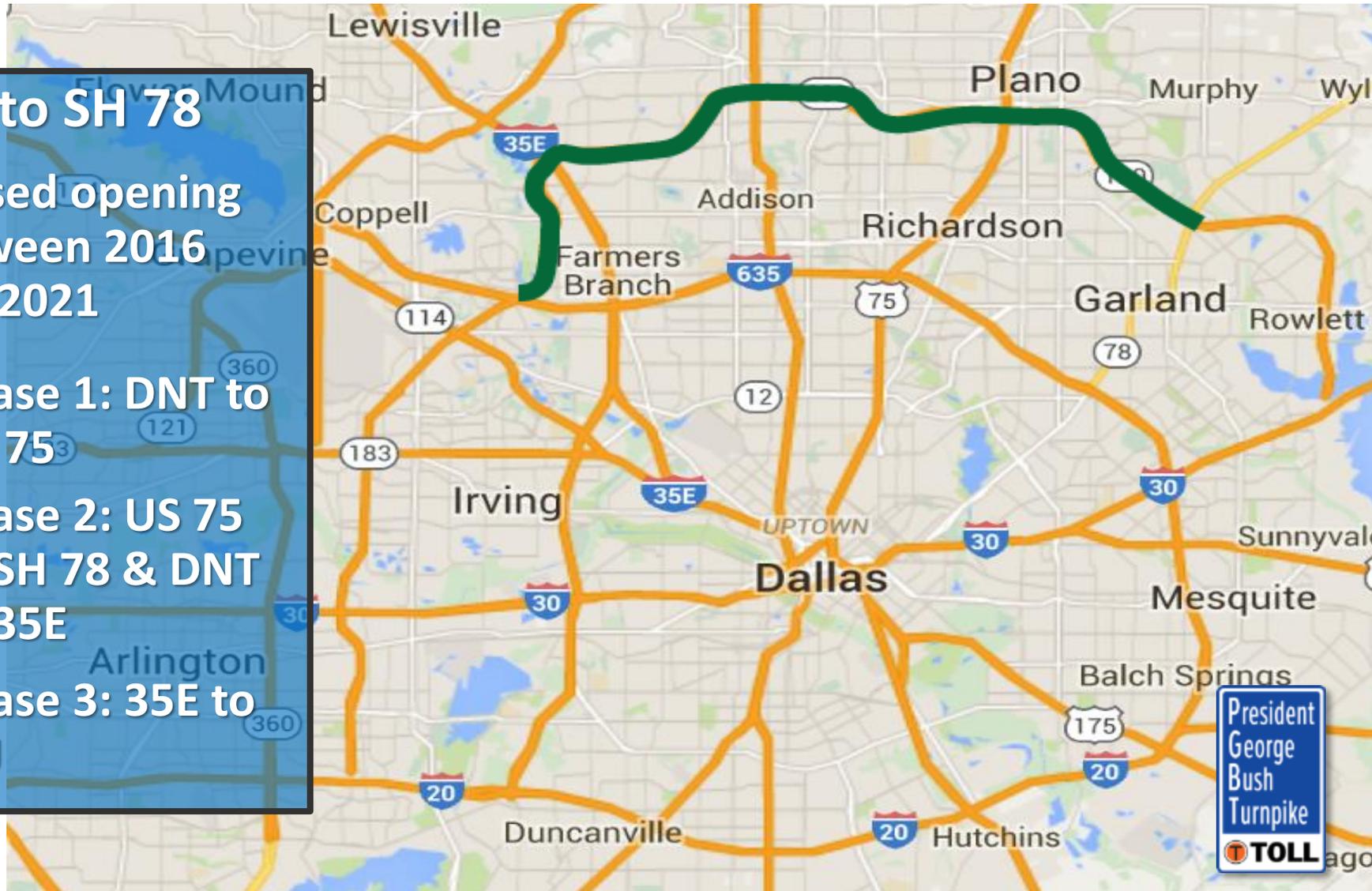


# Bush Turnpike Fourth Lane

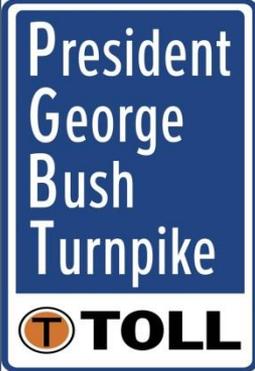
## LBJ to SH 78

Phased opening  
between 2016  
and 2021

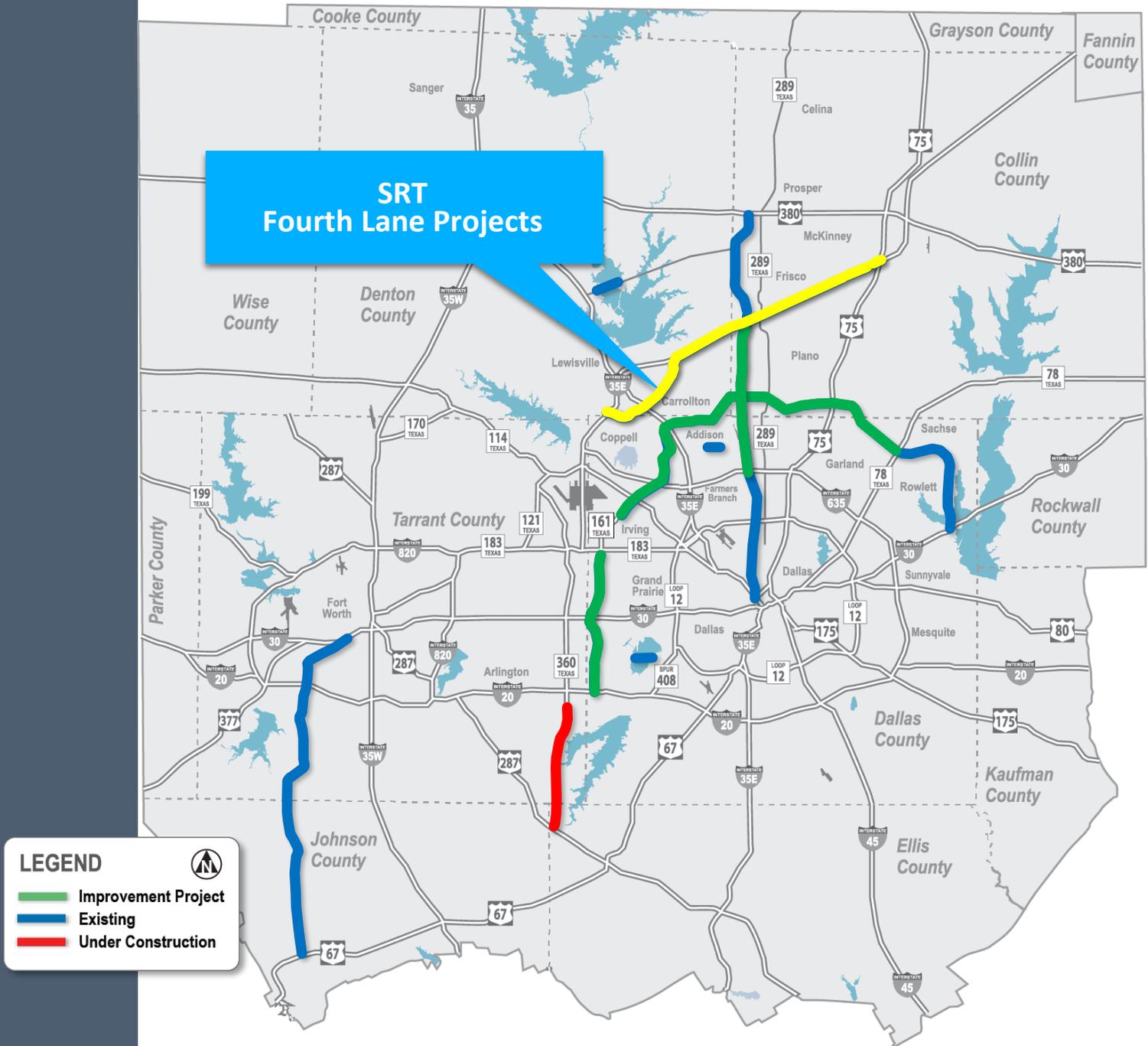
- Phase 1: DNT to US 75
- Phase 2: US 75 to SH 78 & DNT to 35E
- Phase 3: 35E to LBJ



# Construction Underway



# Sam Rayburn Tollway Improvements





# Sam Rayburn Tollway 4<sup>th</sup> Lane

## Widen SRT to four lanes

- 28 miles
- New lanes added to the middle

Phased construction to begin in 2018

# Contact and Learn More

- **Online at NTTA.org**
  - Open and manage your account
  - News, information & more
- **ProgressNTTA.org**
  - Get the latest project updates
- **NTTA Customer Service Center**
  - 972-818-NTTA (6882)
  - 817-731-NTTA (6882)
- **Roadside Assistance**
  - 972-444-HELP (4357)

