

DRIVEN TO SERVE



Since our humble beginnings in 1953, we've helped the North Texas region keep moving by designing, building and maintaining premier roadway systems. While our purpose is pavement, our passion is customer service. Every day we search for new ways in which we can exceed our customers' expectations. From the Helpdesk to our Project Delivery Department; from our Roadway Customer Service to Accounting, we are and will always be

DRIVEN TO SERVE.

NORTH TEXAS TOLLWAY AUTHORITY 2011 ANNUAL SUMMARY REPORT





"We maintained 824 lane miles to the NTTA's high standards and processed an average of 1.5 million toll transactions daily, and our Roadway Customer Service team helped more than 15,000 customers continue safely on their journeys."

A LETTER FROM

NTTA CHAIRMAN KENNETH BARR

The NTTA continued its charge to build major road projects in 2011. We finished construction projects, made significant progress on other projects, started a major new road and completed the conversion to cashless toll collection. It was a busy, challenging year.

Each and every day, the NTTA delivered on its mission of providing safe, reliable, well-maintained roads for millions of people across North Texas.

Superior road maintenance, friendly customer service and attention to driver safety worked together to provide a quality travel experience. We maintained 824 lane miles to the NTTA's high standards and processed an average of 1.5 million toll transactions daily, and our Roadway Customer Service team helped more than 15,000 customers continue safely on their journeys.

The NTTA broke ground on its first project in Tarrant and Johnson counties - Chisholm Trail Parkway - and continued work on extensions of the President George Bush Turnpike to the east and to the west.

The Eastern Extension of the Bush Turnpike opened to traffic in December, providing a new pathway around the Metroplex. The NTTA soared to new heights with the completion of two multi-level interchanges on the Sam Rayburn Tollway - one with the Dallas North Tollway and the other with U.S. 75. The interchanges completed the 26.2-mile corridor through fast-growing communities in Collin, Dallas and Denton counties.

Navigating the challenging climate of today's financial markets, the NTTA successfully sold \$1 billion in bonds for the construction of the Bush Turnpike's Western Extension. We also issued \$640 million in bonds to complete funding for the Chisholm Trail Parkway project. The support of the Texas Department of Transportation, the Regional Transportation Council and a federal TIFIA loan helped complete the successful financing of both projects. All 2011 bond issuances were significantly oversubscribed.

The NTTA vigorously tackled challenges in 2011 that helped stretch us and make us more flexible. Early in the year, maintenance crews worked around the clock tackling the "Super Bowl Snowstorm" to provide safe travel on the entire NTTA System. During the year, we revised our ZipCash billing process to add clarity for customers, and we completed the conversion of NTTA roadways to cashless tolling.

An independent financial and performance review commissioned by our four member counties took a comprehensive look at the NTTA. The report found that the NTTA builds quality roads, is financially and operationally sound and takes care of its customers. The report included 82 recommendations to strengthen our organization, improve transparency and enhance service delivery. The response from the NTTA Board and staff was swift in initiating action and in communicating results to the public.

The NTTA remains steadfast in our commitment to help meet the growing need for safe and reliable roads in North Texas. The NTTA will continue to maintain its financial strength, protect bondholders, work with our stakeholders and, most importantly, deliver a quality experience for drivers.

KENNETH BARR

Chairman

FORT WORTH | Tarrant County Appointee

OUR MISSION

The mission of the North Texas Tollway Authority is to enhance mobility through responsible and innovative tolling solutions.

OUR VALUES

Integrity, Leadership, Excellence, Teamwork and Accountability

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BOARD OF DIRECTORS (as of March 31, 2012)



KENNETH BARR
Chairman
FORT WORTH | Tarrant County Appointee



BILL MOORE
Vice Chairman
PLANO | Collin County Appointee



DAVID R. DENISON
LEWISVILLE | Denton County Appointee



WILLIAM D. ELLIOTT
RAVENNA | Gubernatorial Appointee



MATRICE ELLIS-KIRK
DALLAS | Dallas County Appointee



MICHAEL R. NOWELS
LEWISVILLE | Denton County Appointee



GEORGE "TEX" QUESADA
DALLAS | Dallas County Appointee



VICTOR T. VANDERGRIFF
ARLINGTON | Tarrant County Appointee



JANE WILLARD
CELINA | Collin County Appointee

The information included in this report does not present a comprehensive analysis of the NTTA and its operations. It should not be used as a basis for making a financial decision with regard to the NTTA or any of its securities or other obligations. Statements regarding expected financial results and other planned events are forward-looking statements subject to uncertainties and risk. For more complete information about the NTTA and its obligations, please refer to the NTTA's Comprehensive Annual Financial Report, the official statements relating to the NTTA's bonds, and the annual and material event disclosures filed by the NTTA with the Municipal Securities Rulemaking Board, through its Electronic Municipal Market Access System pursuant to Rule 15c2-12 of the Securities and Exchange Commission. Copies of the documents referred to above or elsewhere in this report may be obtained from Janice Davis, chief financial officer.

2011-2015 STRATEGIC PLAN

The NTTA has established multiple goals and objectives aimed toward fulfilling its mission. The six goals adopted by the NTTA Board of Directors are to be achieved by the end of 2015. These goals and objectives serve as guidelines to staff members, giving them a framework in which to make decisions regarding daily operations and strategic planning.

1

CUSTOMER-DRIVEN ORGANIZATION

- Reinforce the customer service culture
- Provide a high quality customer experience
- Ensure equitable collection of tolls
- Educate the public about using toll roads

2

FINANCIALLY SOUND & VIBRANT ORGANIZATION

- Maintain compliance with trust agreements
- Maintain effective internal controls
- Improve and maintain financial processes

3

INNOVATIVE TRANSPORTATION SOLUTIONS

- Plan and build quality, environmentally responsible toll facilities
- Efficiently maintain and operate System assets
- Drive internal and external safety improvements
- Leverage assets to create new customer value

4

RESPECTED LEADER & PARTNER IN THE REGION'S TRANSPORTATION NETWORK

- Build strong relationships with governments, partners and stakeholders
- Collaborate on regional road planning
- Ensure business relationships that reflect the diversity of the region

5

HIGHLY QUALIFIED, ENERGIZED & ENGAGED TEAM

- Recruit, develop and retain high quality people
- Recognize and reward performance
- Develop and optimize HR processes

6

OPEN & HONEST COMMUNICATION

- Develop timely and accurate internal and external communications
- Optimize use of communications channels and technology
- Maintain and improve an effective governance model

SERVICE THROUGH FINANCIAL RESPONSIBILITY

Transparency Actions Earn State's Highest Audit Honor

The NTTA earned the State of Texas' highest financial transparency honor in December 2011 for its online public access to financial documents. The Texas Comptroller's Leadership Circle program recognized the NTTA with the "Gold Circle Award." The Comptroller of Public Accounts launched the program in 2009 to recognize local entities that are striving to meet a high standard for financial transparency online. The NTTA's financial and investor pages can be found at www.NTTA.org/AboutUs/Investor+Information/.

Toll Rate Adjustment

The NTTA implemented a regularly scheduled toll rate increase of less than a cent per mile (0.8 cents) in July to deliver regional transportation projects that relieve congestion, preserve a strong and financially viable system, maintain quality and ensure safe and reliable roadways. The rates were adjusted from 14.5 cents per mile to 15.3 cents per mile. This incremental change is required to meet the financial needs of the NTTA while ensuring that drivers see only small increases to tolls. These rates are also compatible with the Regional Transportation Council's recommended toll rate structure.



President George Bush Turnpike Western Extension Financing

The NTTA finance team successfully executed the sale of more than \$1 billion of bonds and notes for the acquisition, construction and operation of State Highway 161 (later designated as the President George Bush Turnpike Western Extension). The bond sale was a collaborative effort among the NTTA, the Texas Department of Transportation and the U.S. Department of Transportation to finance the project. U.S. Transportation Secretary Ray LaHood announced in April that the U.S. Department of Transportation would provide a \$418.4 million TIFIA loan for the construction of the final phase of the Western Extension, which will bring congestion relief to drivers in Dallas County. The project was also supported through a toll equity loan provided by the Texas Department of Transportation.

Chisholm Trail Parkway Bond Sale

The NTTA financial team successfully executed the sale of \$640 million in bonds for the development and construction of Chisholm Trail Parkway, which joins the PGBT Western Extension in making up the NTTA's Special Projects System. The Series 2011 Bonds are secured by the tolls on the Special Projects System and are backed by a toll equity loan from the Texas Department of Transportation. The favorable financing of the Western Extension allowed for more positive financing for the Chisholm Trail Parkway project.

2011 Budget Garners Government Budgeting Award

For the second consecutive year, the NTTA was recognized by the Government Finance Officer Association of the United States and Canada with the Distinguished Budget Presentation Award for the NTTA's 2011 budget. The award recognizes an organization's ability to meet the highest principles of governmental budgeting. In order to receive the award, the NTTA satisfied nationally recognized guidelines for effective budget presentation.

\$418.4 M

Federal TIFIA Loan for Bush Turnpike Western Extension

\$640 M

In bonds sold for Chisholm Trail Parkway

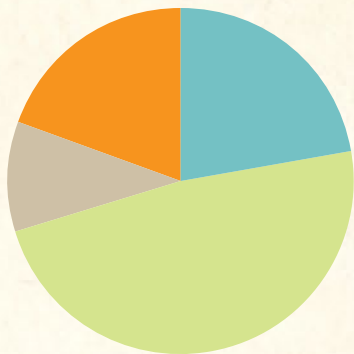
+0.8¢/MILE

Scheduled toll adjustment







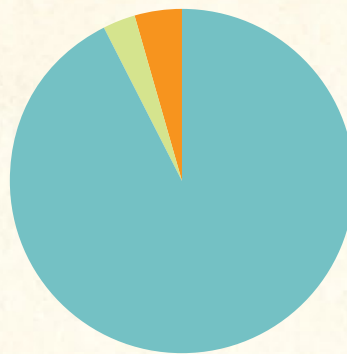
DFW INTERNATIONAL AIRPORT VIA SAM RAYBURN TOLLWAY OR
PRESIDENT GEORGE BUSH TURNPIKE WESTERN EXTENSION
DALLAS LOVE FIELD AIRPORT VIA DALLAS NORTH TOLLWAY

SERVICE THROUGH FINANCIAL RESPONSIBILITY






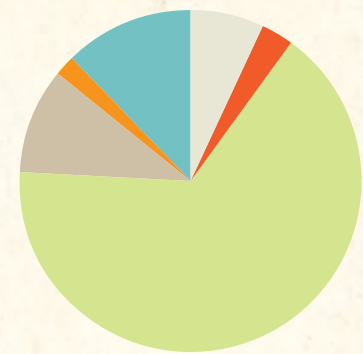
2011 REVENUE DISTRIBUTION*

	DEBT SERVICE FUND \$195 million 48%
	OPERATIONS & MAINTENANCE FUND \$90.8 million 22.3%
	CAPITAL FUND IMPROVEMENT \$78.6 million 19.3%
	RESERVE MAINTENANCE FUND \$42.3 million 10.4%









2011 REVENUE SOURCES*

	TOLL REVENUE \$400.03 million 92.69%
	OTHER REVENUE \$28.4 million 4.25%
	INTEREST REVENUE \$12.79 million 3.06%



2011 EXPENSES*

	GROSS DEBT SERVICE \$434.19 million 66%
	OTHER EXPENDITURES \$80.5 million 12%
	DEPRECIATION EXPENSE \$69.1 million 10%
	SALARIES & BENEFITS \$43.4 million 7%
	PROFESSIONAL FEES \$20.7 million 3%
	REPAIRS & MAINTENANCE \$11 million 2%

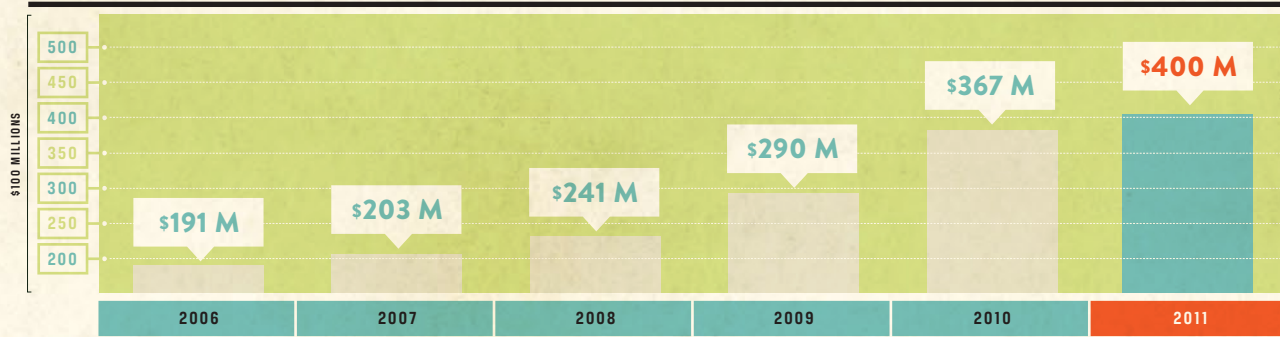
The tables assume planned toll rate increases and the addition of the projects included in the NTTA Five-year Capital Plan. The tables do not include the President George Bush Turnpike Western Extension (SH 161) and Chisholm Trail Parkway revenues or debt service.

Bond financing and debt management both play vital roles in the financial health of the NTTA. To ensure these tasks work together to secure the Authority's continued ability to deliver mobility projects for the region, the NTTA measures bond issuance and debt management against these objectives:

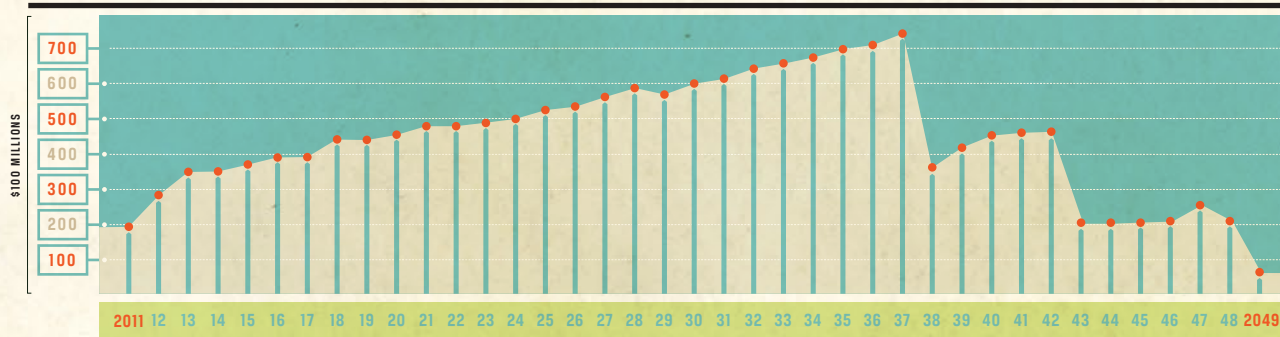
1. **Maintain the NTTA's financial strength**
2. **Protect current and future bondholders**
3. **Deliver viable mobility projects to a robust and growing region**
4. **Be good stewards of NTTA finances and other resources**

In 2011, the NTTA issued approximately \$368.6 million in NTTA System bonds and approximately \$1.7 billion in bonds for the Special Projects System with the support of a Federal TIFIA loan and a standby loan from the Texas Department of Transportation. In 2012 the NTTA anticipates refunding \$310 million in Put bonds due Jan. 1, 2013.

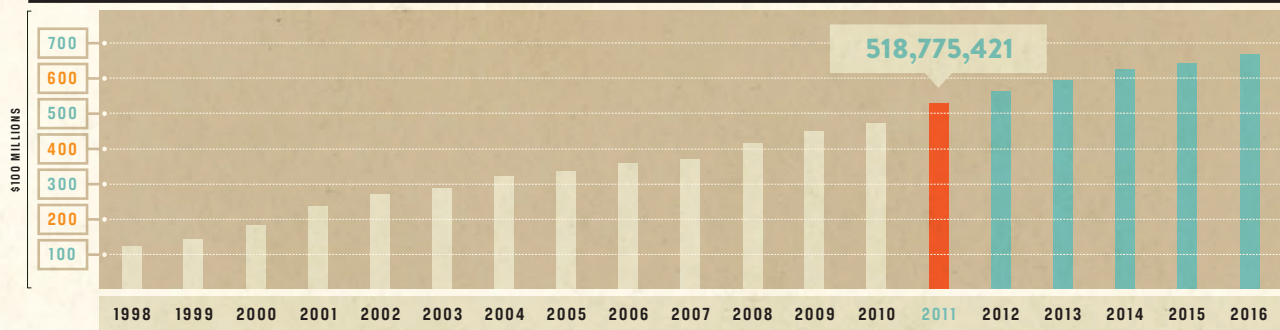
TOLL REVENUE*



1ST & 2ND TIER ANNUAL NET DEBT SERVICE*



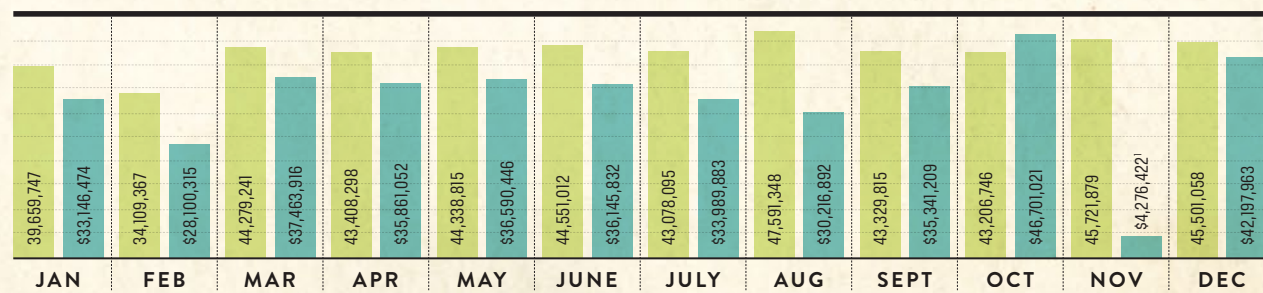
HISTORICAL AND PROJECTED TRANSACTIONS*



2011 ACTUAL TRANSACTIONS & TOLL REVENUE*

ACTUAL TRANSACTIONS: 518,775,421

ACTUAL REVENUE: \$400,031,422



* Although reported revenue for November was \$4,276,422, actual revenue was \$47,249,536. Implementation of new billing procedures and other system changes resulted in adjustments to outstanding invoices of \$42,973,114.
 * Preliminary and unaudited data.

SERVICE THROUGH SUPERIOR CUSTOMER RELATIONS

TOLLTAG DISTRIBUTION INCREASES

The easiest, most efficient and lowest-cost way for drivers to pay their tolls is through a credit- or cash-backed TollTag account. The NTTA met its customer service goal of increasing the number of active TollTags by 10 percent in 2011. Today, more than 2.2 million TollTags are in use on North Texas toll roads. Customers may have up to three TollTags on one account without paying an additional deposit, offering greater potential for savings to drivers. The number of TollTag accounts also rose – by 9.3 percent – in 2011.

ZipCash Billing Gets a Makeover

The NTTA adopted a revised ZipCash billing process designed to make payment easier for all drivers who use its toll road services. ZipCash is the NTTA's pay-by-invoice option developed to replace cash collection of tolls. ZipCash customers are billed at a 50 percent higher rate than TollTag users, reflecting the higher cost of collection, and payment of the invoice is required within 30 days. As a result of legislation passed in 2011 by the Texas Legislature, the new system changes the way fees are assessed. The NTTA received customer feedback through focus group sessions and incorporated that feedback into the redesigned billing process. As always, customers who pay their toll invoices on time are not charged fees.

The new billing procedures spurred an increase in the number of customers taking advantage of the online NTTA Customer Service tool. Use of the online tool increased by approximately 17 percent following the implementation of the new billing process.

CUSTOMER SERVICE DEPARTMENT

2,250,888	TOTAL ACTIVE TOLLTAGS	10%	2011 INCREASE
1,196,782	TOTAL ACTIVE TOLLTAG ACCOUNTS	9%	2011 INCREASE
9,044	WEEKLY AVERAGE TOLLTAG ISSUANCE	8%	2011 INCREASE
7,404,141	TOTAL CUSTOMER CONTACTS (ALL CHANNELS)	7%	2011 DECREASE

LEWISVILLE LAKE VIA
LEWISVILLE LAKE TOLL BRIDGE



SERVICE THROUGH MOBILITY

CHISHOLM TRAIL PARKWAY

After nearly 50 years in the planning stages, Chisholm Trail Parkway is now under construction in Tarrant and Johnson counties. The NTTA issued notices for contractors to proceed working on all sections of the project in late 2011. Once completed, Chisholm Trail Parkway will provide a continuous route from downtown Fort Worth to Cleburne. The toll road is the NTTA's first project in Tarrant and Johnson counties and is expected to open to traffic in mid-2014.



President George Bush Turnpike Western Extension

Construction work continued in 2011 on Phase 4 of the Western Extension, between Egyptian Way and I-20. The project is anticipated to open in the fourth quarter of 2012.

CASHLESS TOLLING

Cashless toll collection went into effect on all NTTA toll roads in December 2010, while related road construction on the Dallas North Tollway continued into 2011. The construction was finished by the end of year, providing smooth and seamless travel for drivers the entire length of the tollway.

INTERNATIONAL RECOGNITION FOR CASHLESS TOLLING

The International Bridge, Tunnel and Turnpike Association recognized the NTTA with the 2011 Toll Excellence Award in Operations in June for its conversion to cashless tolling.

Sam Rayburn Tollway

The NTTA opened direct-connecting ramps between the Sam Rayburn Tollway and U.S. 75 in March and with the Dallas North Tollway in November. The U.S. 75 interchange project was completed in just 2 ½ years. Innovative design enhancements and construction techniques allowed the NTTA to compress the construction schedule. The entire 26-mile toll road was officially completed with the opening of all eight direct-connecting ramps on the SRT/DNT interchange in November.

President George Bush Turnpike Eastern Extension

The Eastern Extension of the President George Bush Turnpike opened to traffic in December. The corridor extension carries traffic from the former terminus of the turnpike at State Highway 78 in Garland through Sachse and Rowlett, across Lake Ray Hubbard, to the interchange with I-30. The Eastern Extension provides drivers with an alternative route to I-635 during construction.

The NTTA is collaborating with regional partners to advance the DNT Phase 4B/5A, SH 170, SH 190, SH 360 and Trinity Parkway projects.

FORT WORTH AND CLEBURNE VIA CHISHOLM TRAIL PARKWAY



SERVICE THROUGH MOBILITY

APPROX.

823.95

TOTAL LANE MILES IN 2011.

The NTTA remains steadfast in our commitment to help meet the growing need for safe and reliable roads in North Texas.

TOTAL MILES OF ALL NTTA ROADWAYS

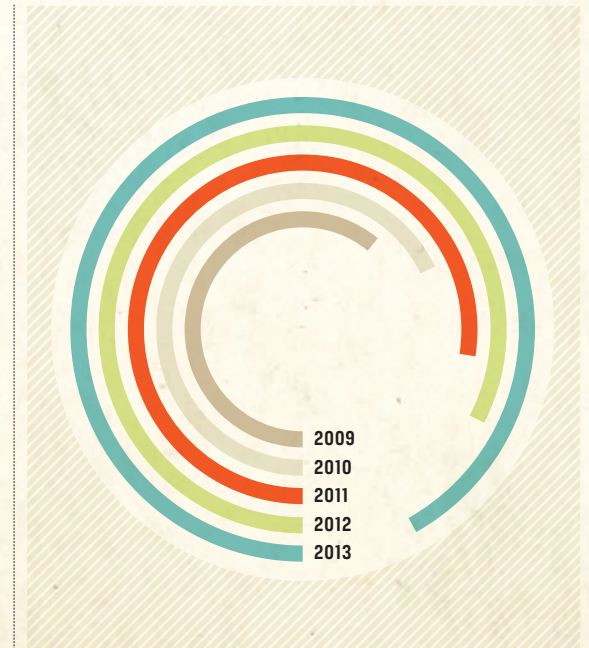
749.05 TOTAL MILES IN 2009

764.64 TOTAL MILES IN 2010

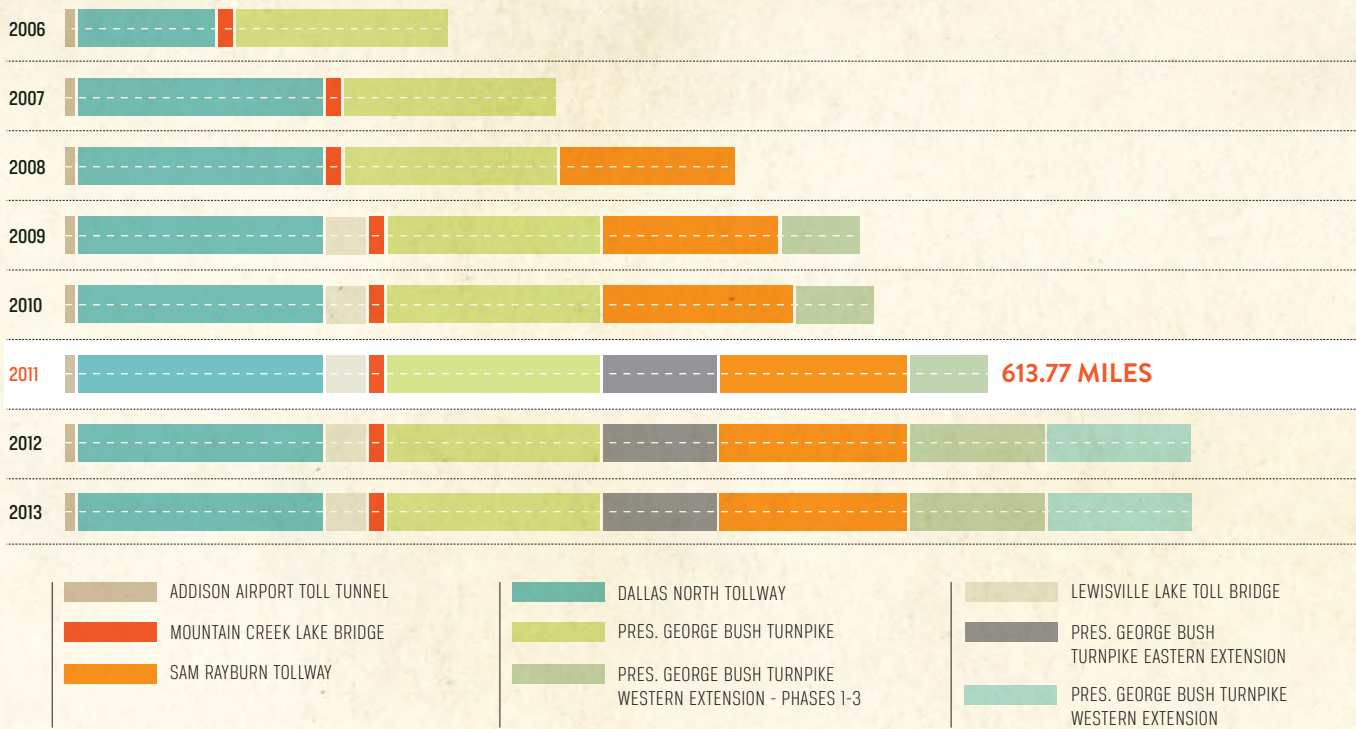
823.95 TOTAL MILES IN 2011

850.48 TOTAL MILES IN 2012 (PROJECTED)

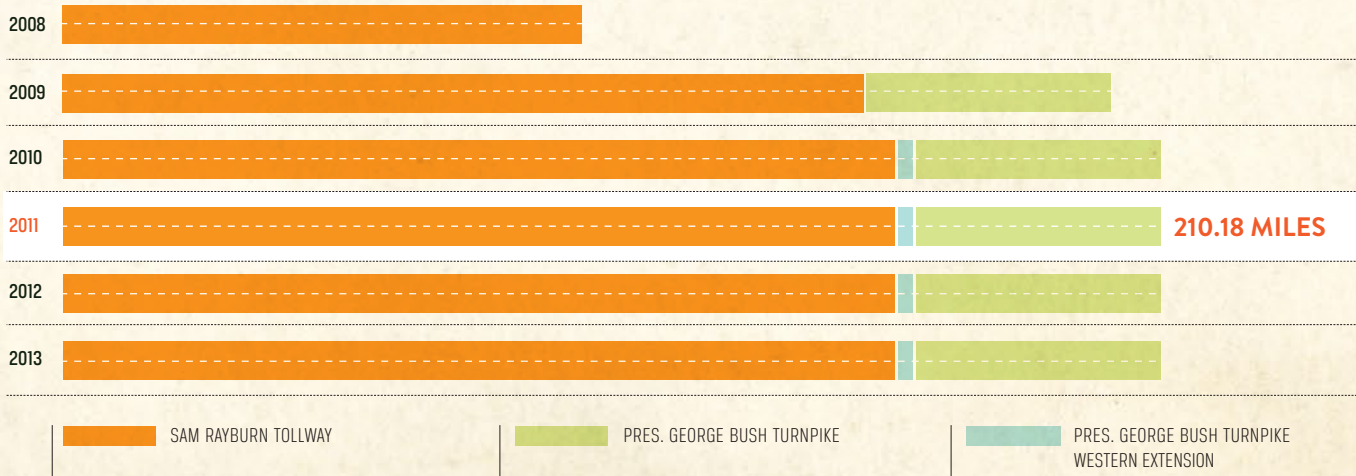
949.82 TOTAL MILES IN 2013 (PROJECTED)



TOLL ROADS OPEN



FRONTAGE ROADS MAINTAINED



SERVICE THROUGH PARTNERSHIP

Dallas North Tollway PHASE 4B/5A

After selecting a "county line" alignment in 2010 for the Phase 4B/5A extension of the Dallas North Tollway, the NTTA Board of Directors approved the schematic design and environmental evaluation for the northern extension in June. The NTTA continues to coordinate with stakeholders and partners on the project.

State Highway 170

The NTTA held a public meeting in November regarding Section 1 of SH 170 from SH 114 to I-35W. Comments received before the deadline were included in the public record and will assist the NTTA and the Texas Department of Transportation with planning efforts for the proposed corridor.

State Highway 190 East Branch

The draft environmental impact study remains under preparation and review in anticipation of TxDOT conducting a Federal Highway Administration (FHWA)-approved public hearing for the proposed SH 190 project.

State Highway 360

Technical work group meetings for Section 1 of SH 360 are ongoing to review technical matters associated with the project's environmental documentation and schematic design. Representatives from the NTTA, TxDOT, the North Central Texas Council of Governments (NCTCOG) and corridor cities are participating in the meetings.

Trinity Parkway

The NTTA continues to manage the development of a limited-scope supplement to the supplemental draft environmental impact statement, which was submitted for review by TxDOT, FHWA and the U.S. Army Corps of Engineers. Follow-up coordination with project partners continues.

Leadership Outreach

Partnership with local, state and federal elected leaders is critical to the NTTA's mission. The NTTA continues to participate in transportation advocacy groups in North Texas, including the Dallas Regional Mobility Coalition, the Tarrant Regional Transportation Coalition and the Regional Transportation Council. The NTTA also participates in regional forums such as the Metroplex Mayors Association and the North Texas Commission to continue partnerships to advance mobility in North Texas.

The NTTA is also joining with state and national tolling partners to develop new solutions for toll collection enforcement.

Regional Managed Lane Working Group

NTTA staff continued its participation in the Regional Managed Lane Working Group, an effort that began in 2010. This working group is led by the staff of the North Central Texas Council of Governments and is charged with coordinating efforts for the development of managed lanes in the North Texas region. Several managed lane projects are under construction in the region. Members of the working group include representatives from TxDOT, Dallas Area Rapid Transit, NCTCOG, and the developers. NTTA employees from the Project Delivery, Information Technology and Communications and Marketing departments have provided their expertise in tolling technology, design and customer communications to help create a workable regional managed lane system.

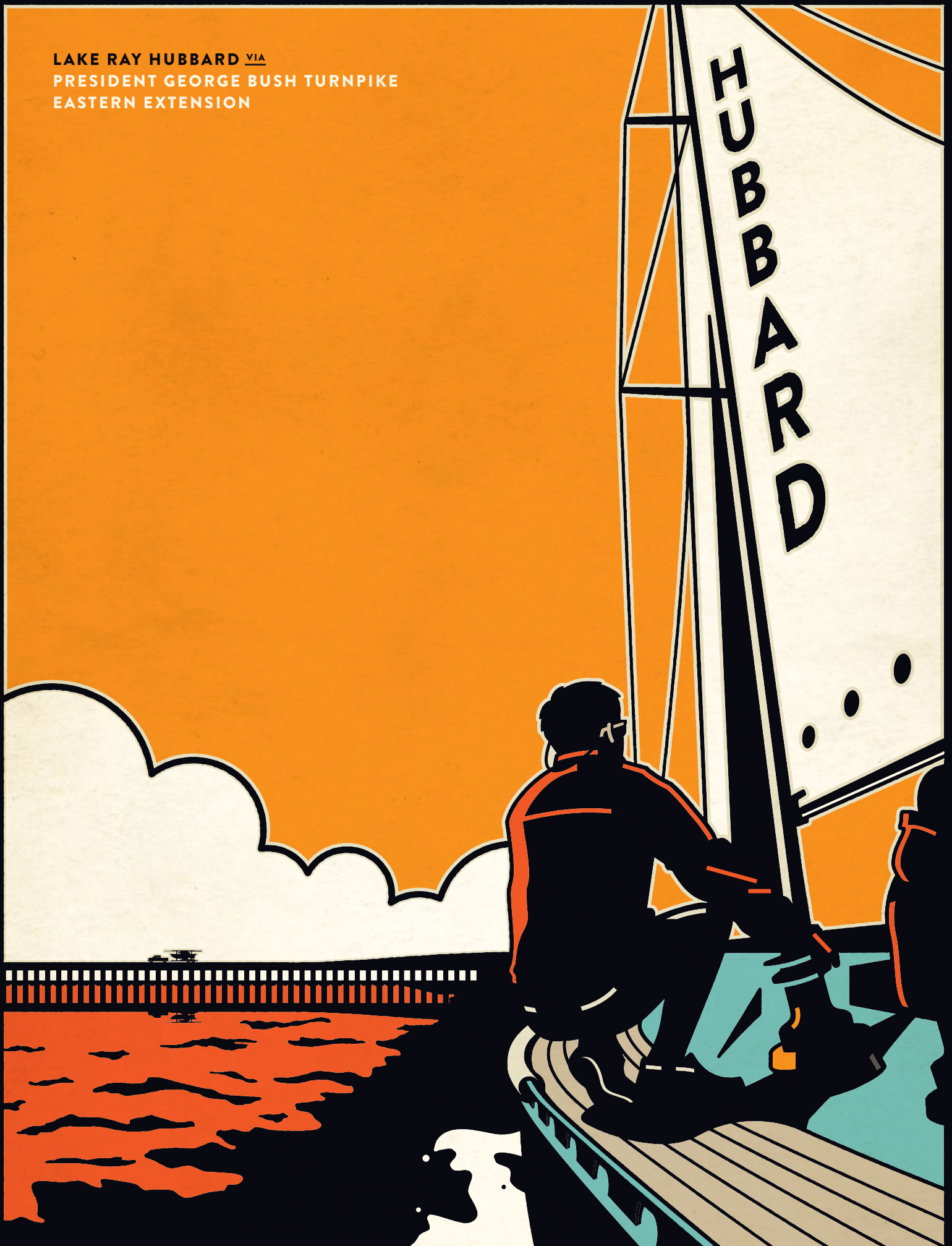
Senate Bill 1420 Committee for I-35E

NTTA staff serves on the Senate Bill 1420 Committee for the I-35E managed lane project. SB 1420, passed by the Texas Legislature, requires a committee made up of local stakeholders to identify the best funding/delivery mechanism for toll facilities proposed to be constructed. Representatives from NCTCOG, TxDOT and the NTTA are participating on the committee along with representatives from the cities of Denton, Lewisville and Carrollton, and Dallas and Denton counties.



TAKE THE TOLLWAY SAILING

LAKE RAY HUBBARD VIA
PRESIDENT GEORGE BUSH TURNPIKE
EASTERN EXTENSION



SERVICE THROUGH PROGRESS

The NTTA completed a number of vital mobility projects in 2011, providing new options for time-pressed travelers. Other new road projects hold the promise of even more choices to come.



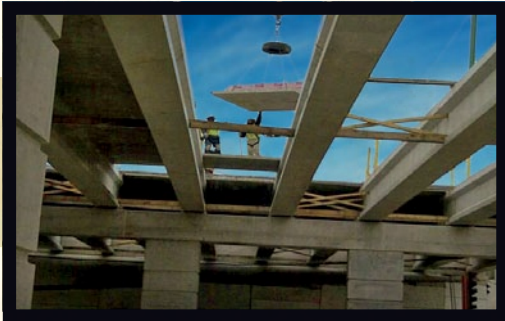
SAM RAYBURN TOLLWAY/ US 75 INTERCHANGE

More than 200,000 daily drivers can't be wrong. Taking this interchange saves time and hassle.



SAM RAYBURN TOLLWAY/ DALLAS NORTH TOLLWAY INTERCHANGE

Breeze past side-street stop-and-go traffic with the new interchange.



PRESIDENT GEORGE BUSH TURNPIKE EASTERN EXTENSION

The east no longer seems as far with the opening of the Eastern Extension.



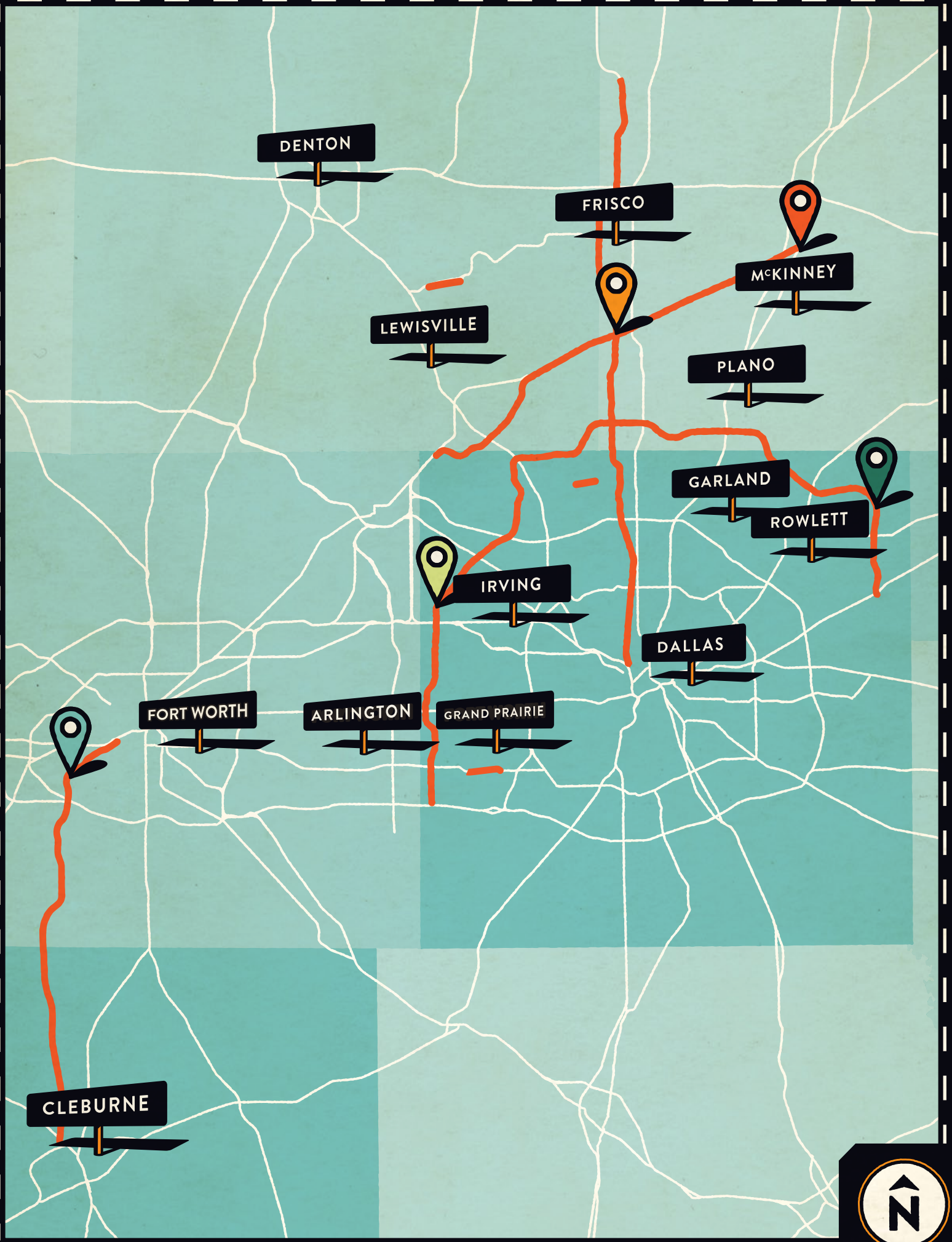
CHISHOLM TRAIL PARKWAY

Soon, you can kick up your heels in Cowtown and head down south before sundown thanks to Chisholm Trail Parkway.



PRESIDENT GEORGE BUSH TURNPIKE WESTERN EXTENSION

Whether heading to the airport or just taking a shortcut across town, the Western Extension will take you there.



DENTON

FRISCO

McKINNEY

LEWISVILLE

PLANO

GARLAND

ROWLETT

IRVING

DALLAS

FORT WORTH

ARLINGTON

GRAND PRAIRIE

CLEBURNE



SERVICE THROUGH SAFETY

SAFETY DOESN'T HAPPEN BY ACCIDENT.

Mobile Safety Barriers Deployed

The NTTA was the first entity in the state to deploy two mobile barrier systems that protect drivers and work crews during short-term roadside maintenance projects where use of a semipermanent concrete barrier is not feasible.

After the NTTA bought its first mobile barrier in 2009, Maintenance Department staff quickly experienced its ease of use and protection from traffic. The NTTA purchased a second barrier in 2010, and both barriers are used daily.

The barriers take less than 10 minutes to set up, reducing the amount of time workers are on a road and the amount of time traffic is impeded. The barrier system features a smooth steel beam with an impact cushion on the end facing oncoming traffic. The barrier is towed into place using a tractor-trailer rig. Federally required crash tests showed that the barrier can effectively redirect and absorb the impact of a 2.5-ton vehicle (such as a passenger vehicle or a pickup truck) traveling more than 60 mph.

FACT

Roadway Customer Service receives more than

5,000

ACCOLADES

The NTTA's Roadway Customer Service program received its 5,000th commendation since its 2008 inception. A free service to NTTA customers, the RCS team operates on three shifts 24-hours a day, patrolling NTTA roadways in search of stranded drivers. When motorists call the emergency number on the back of their TollTags, the calls are routed to the NTTA Command Center, and the Roadway Customer Service team is quickly dispatched at no additional cost to the driver. The team also provides industry-leading incident management and traffic control at major incidents.

Lowered "Wrong Way" Signs Installed

In an effort to reduce the possibility of vehicles traveling the wrong way on NTTA roadways, the NTTA received permission from the Federal Highway Administration to test lowered "Wrong Way" and "Do Not Enter" signs on exit ramps. The lowered signs were installed in July. The initiative was a recommendation from the NTTA's Wrong-way Driver Task Force. Studies show that impaired drivers focus at a lower level on the roadway than sober drivers. Initial testing by the Texas Transportation Institute of lowered signs showed that they met crash safety requirements.

NTTA Maintenance Department Earns Public Works Project Award

The NTTA won a prestigious construction industry award in April for the NTTA's quick, safe and effective action after a retaining wall shift along the President George Bush Turnpike in January 2010. The American Public Works Association honored the NTTA with a distinguished "Public Works Projects of the Year" award.

THE NTTA'S ROADWAY CUSTOMER SERVICE TEAM

Roadway Customer Service staff assisted with 24,859 incidents, helping to clear them from the roadway with an average response time of 11 minutes and an average 11-minute clearance time.

MOTORIST ASSIST

298	15,527
WEEKLY	YEAR-END TOTAL

ROAD HAZARD DEBRIS REMOVAL

86	4,494
WEEKLY	YEAR-END TOTAL

ABANDONED VEHICLE REMOVAL

24	1,255
WEEKLY	YEAR-END TOTAL

Regional Safety Summit Examines Issues

The NTTA, the Texas Department of Public Safety and Mothers Against Drunk Driving launched a Regional Safety Summit in 2011. Public safety officials, community groups and concerned citizens from 25 agencies around the region worked together in a series of meetings as part of a comprehensive safety summit to identify safety issues and develop strategies to improve roadway safety. The summit included targeted law enforcement action on key safety risk areas.

Safe-T Buzz

As part of its commitment to ensure safety and mobility, the NTTA expanded its Safe-T Buzz program in 2011 to include a quarterly e-newsletter that provides seasonal driving and safety tips. The Safe-T Buzz program was started in late 2009 and has included town hall meetings and participation in area events that promote safety on all roadways.

MADD Sponsorship

The NTTA renewed its year-round sponsorship of Mothers Against Drunk Driving in 2011. As part of the sponsorship, NTTA staff members participate in the "Walk Like MADD" to raise money for services to victims of drunk drivers. Employees also volunteered to distribute red ribbons as part of MADD's "Tie One On For Safety" campaign, and staff participated in MADD's press conference to kick off the campaign.

SERVICE THROUGH CONVERSATION

APPROX.

3,415

Individuals were reached with the latest details from projects through community outreach meetings and the NTTA's speakers bureau.

PUBLIC MEETINGS AND SPEAKERS BUREAU

NTTA staff coordinated with a number of stakeholders, interested business owners, homeowner associations, civic groups and other organizations in 2011 to share information about upcoming and ongoing NTTA construction projects.

Limited-edition Dallas Cowboys TollTag Debuts

The NTTA began offering a limited-edition Dallas Cowboys TollTag. The addition to the NTTA lineup marked the first offering of a co-branded NTTA TollTag. Dallas Cowboys legend Drew Pearson signed autographs and helped introduce the new TollTag on the eve of his induction into the Dallas Cowboys Ring of Honor. Dallas Cowboys TollTags are still available at select Cowboys Pro Shops or online at www.shopcowboys.com.

Facebook Fans

The NTTA's Facebook page received an increase of 602 likes (or fans) during 2011. That's a 30 percent increase over the total number of likes the page has received since its launch in 2009. By visiting the NTTA Facebook page, interested individuals can connect with the Authority to learn the latest news from the NTTA, including construction-related information, updates about safety outreach events and town hall meeting dates and topics.

Twitter

The NTTA not only takes drivers where they want to go geographically, it meets its customers where they go socially, including Twitter. The NTTA uses Twitter to tell drivers the benefits of having a TollTag, let customers know how and where to purchase a TollTag, and to share other useful NTTA tidbits. Twitter is also key in creating buzz for the NTTA's promotions, advertising campaigns and special events.

Project E-Newsletters

The NTTA ramped up its distribution of specialized newsletters designed to keep drivers who subscribe informed about specific NTTA construction projects. The frequency of the newsletters is adjusted to the level of construction on various projects and related updates. The NTTA also sends a monthly email with links to the monthly corridor progress reports for these and other projects in various stages of planning or design.

SERVICE THROUGH STEWARDSHIP

NEW FACES LEAD NTTA BOARD, STAFF

The NTTA Board of Directors elected new leadership in September, choosing Tarrant County appointee Kenneth Barr to serve as chairman and Collin County appointee Bill Moore to serve as vice chairman.

The face of the NTTA board also changed as the Dallas County Commissioners Court appointed two new members. George “Tex” Quesada joined the board as a Dallas County appointee in September, and Matrice Ellis-Kirk was appointed by Dallas County in December. Quesada replaced Dr. Bob Day, who served on the board for two terms. Ellis-Kirk replaced Kent Cagle, who accepted an offer to serve as city manager in Leander, Texas.

In October, the NTTA Board of Directors named Gerry Carrigan to the post of interim executive director, following the resignation of Allen Clemson. Carrigan was previously the NTTA assistant executive director of project delivery.

INDEPENDENT REVIEW EXAMINES NTTA GOVERNANCE, OPERATIONS

The NTTA Board of Directors received an independent financial and performance review commissioned by the NTTA's four member-county judges. The review included four general areas of focus: transparency, financial, organizational and procurement assessments. The NTTA began a thorough review and evaluation of the recommendations and is developing a work plan with sustainable and cost-effective solutions for all recommendations to ensure efficient and effective operations. The report verified that the NTTA fulfills its mission of building quality roads and caring for its customers while remaining financially strong. Progress updates for the independent review are available at Board of Directors meetings and online at www.NTTA.org.

Jere W. Thompson Jr. Scholarship Helps Engineering Students

The NTTA presented Yumna Bham, an engineering student at Southern Methodist University, with the Authority's annual Jere W. Thompson Jr. Scholarship. The program was established in 2002 by the NTTA and a group of North Texas businesses to provide scholarships to disadvantaged students in civil engineering programs at universities in Texas. The Jere W. Thompson Jr. Scholarship Fund, administered by The Dallas Foundation, provides scholarships of up to \$2,000 per semester to eligible students pursuing a bachelor's degree in civil engineering. It is supported through tax-deductible charitable donations and is part of the NTTA's social responsibility program.

NTTA Cares

NTTA employees participate in volunteer opportunities throughout the year to invest their time, talents and resources in the community. During the holidays, employees coordinated multiple philanthropic efforts, including donation drives for Jonathan's Place, a group foster home for children in the Dallas area, and for the Snowball Express, an organization that helps children of U.S. military members who have died while on active duty since Sept. 11, 2001. NTTA employees also participated in the American Heart Association's Dallas Heart Walk and raised more than \$17,000 for the American Heart Association.

SERVICE THROUGH DIVERSITY

VENDOR OUTREACH SYMPOSIUMS BUILD CONNECTIONS

The NTTA Business Diversity Department continued hosting quarterly Vendor Outreach Symposiums, monthly Business Chat sessions and its second annual Women's Forum in 2011. Reaching more than 1,000 businesses since their inception in 2008, the Vendor Outreach Symposiums are designed to provide information about upcoming projects to potential vendors. The locations rotate through each of the NTTA's four member counties. Monthly Business Chat sessions allow the NTTA to provide information tailored to vendors' respective industries in an intimate atmosphere. The sessions provide information about contract and procurement opportunities and the Authority's bidding process.

Business Diversity E-Newsletter

The Business Diversity Department launched a new quarterly *Diversity Connection* e-newsletter in August to highlight NTTA procurement opportunities with the North Texas business community. The e-newsletter includes information about future procurement workshops, success stories and future outreach events, all designed to keep potential vendors informed about opportunities to do business with the NTTA.

ROAD Program Expands

The NTTA expanded its Relationships and Opportunities Advancing Diversity (ROAD) program in 2011 to 11 firms, including five construction firms and six professional companies. In July, the NTTA also celebrated the graduation of the first class of participants in the ROAD program. The ROAD program provides opportunities for new and emerging disadvantaged, minority-owned and woman-owned business enterprises (D/M/WBEs). The program fosters expanded access to resources, a broader scope of services, deeper technical knowledge, and improved business management and operation processes by pairing D/M/WBEs with larger, more established firms offering similar services.

Business Diversity Advisory Council

The nine-member Business Diversity Advisory Council is appointed by the NTTA Board of Directors and advises the NTTA in its efforts to encourage the participation of disadvantaged, minority-owned, woman-owned and small business enterprises in NTTA contract opportunities. The council also assists the NTTA's Business Diversity Department with outreach activities, serves as a primary resource in identifying specific industry groups to target for procurements and helps identify barriers experienced in contracting.



DOWNTOWN DALLAS VIA DALLAS NORTH TOLLWAY



SERVICE THROUGH THE YEARS

NTTA RETROSPECTIVE 1953-2011

The NTTA's predecessor, the Texas Turnpike Authority, was established as a state agency in 1953 to build the Dallas-Fort Worth Turnpike, which was completed in 1957. In 1977, when all outstanding bonds were retired, the road was transferred to the Texas Department of Transportation as a toll-free highway.

The former DFW Turnpike is now designated as Interstate 30 and is now supported by taxes.

The TTA began its second project, the Dallas North Tollway, in 1966 and opened the first segment to motorists in 1968. In 1977, the TTA initiated construction on the two-mile Mountain Creek Lake Bridge in Grand Prairie, which was opened to traffic in 1979. Throughout the years, the TTA also began projects in other areas of Texas, including the Houston Ship Channel Bridge.

The North Texas Tollway Authority was created on Sept. 1, 1997, to finance, construct and oversee turnpike projects in North Texas and to re-invest tolls collected

in North Texas in new toll projects for the region. At that time, the TTA's assets and liabilities in North Texas were transferred to the NTTA.

Today, the NTTA operates approximately 824 lane miles and service roads in North Texas. It is a crucial component of the transportation system in North Texas, and the NTTA is rapidly expanding its system of roadways and bridges to offer its customers the most convenient access to destinations throughout the area.

1953

Texas Turnpike Authority is created

1987

Dallas North Tollway extension to Briar Grove Lane opens

1999

President George Bush Turnpike is extended east to Campbell Road

Addison Airport Toll Tunnel opens

2004

Dallas North Tollway extends to Gaylord Parkway in Frisco

2009

The NTTA celebrates the 20th anniversary of the TollTag

The NTTA converts the President George Bush Turnpike to cashless tolling

The NTTA opens the Lewisville Lake Toll Bridge

The NTTA renames the 121 Tollway the Sam Rayburn Tollway

2011

The NTTA opens the extension of the President George Bush Turnpike east and south to I-30

The NTTA launches the limited-edition Dallas Cowboys TollTag

The NTTA opens the interchanges of the Sam Rayburn Tollway with U.S. 75 and, later, with the Dallas North Tollway

The NTTA begins construction on Chisholm Trail Parkway in Tarrant and Johnson counties

The NTTA completes the financing of the President George Bush Turnpike Western Extension and Chisholm Trail Parkway, creating a Special Projects System

1957

Dallas-Fort Worth Turnpike opens

1989

First electronic TollTag system in the nation is introduced on the Dallas North Tollway

2000

President George Bush Turnpike is extended east to State Highway 78

2005

The NTTA issues its 1 millionth TollTag

2010

The NTTA acquires SH 161 from TxDOT

The NTTA begins construction on the President George Bush Turnpike Western Extension (SH 161) between Egyptian Way and I-20

The NTTA completes the conversion to cashless tolling on all its tollways

The NTTA issues its 2 millionth TollTag

1968

Dallas North Tollway opens from Downtown Dallas to Interstate 635

1994

Dallas North Tollway extension to State Highway 121 opens

2001

President George Bush Turnpike is extended west to Interstate 35E

2007

Construction begins on the Lewisville Lake Toll Bridge in Denton County

Dallas North Tollway extends north to U.S. 380

The NTTA makes a \$3.2 billion payment to the region for the 121 Tollway (now designated as the Sam Rayburn Tollway)

Texas Legislature grants the NTTA first option to develop toll projects in North Texas

1977

Dallas-Fort Worth Turnpike tolls are removed; road is designated Interstate 30

1997

North Texas Tollway Authority is created

2003

A portion of the President George Bush Turnpike opens between I-635 and Belt Line Road

2008

The NTTA assumes responsibility for operations, maintenance and construction of the 121 Tollway for the next 50 years

\$50 million renovation to the south end of the Dallas North Tollway is completed

The NTTA issues its 1.5 millionth TollTag

1979

Mountain Creek Lake Bridge opens in Grand Prairie

1998

President George Bush Turnpike opens between Midway and Preston roads

2003

Electronic TollTag system becomes interoperable with Dallas/Fort Worth International Airport and Harris County Toll Road Authority

"Every new beginning comes from some other beginning's end."

-SENECA

SERVICE THROUGH TEAMWORK

FACT SHEET

2011 TOTAL REVENUE

(Preliminary and unaudited)
\$441,224,201

2011 TOLL REVENUE

(Preliminary and unaudited)
\$400,031,422

2011 DEBT SERVICE

(Preliminary and unaudited)
\$434,187,245

2011 TOTAL TRANSACTIONS

518,775,421

AVERAGE TOLL RATE PER MILE

15.3 CENTS
(TollTag rate; cash/ZipCash rate is 50% greater)

EMPLOYEES

644

TOLLTAGS

TOTAL TOLLTAGS

2,250,888

TOTAL TOLLTAG ACCOUNTS

1,196,782

AVERAGE TOLLTAGS PER ACCOUNT

1.88

CUSTOMER SERVICE

TOTAL CUSTOMER CONTACTS (ALL CHANNELS)

7,404,141

AVERAGE DAILY CUSTOMER CONTACTS

20,285

ROADWAY CUSTOMER SERVICE & COMMAND CENTER

TOTAL MOTORIST ASSISTS HANDLED

15,527

AVERAGE WEEKLY MOTORIST ASSISTS HANDLED

298 PER WEEK

AVERAGE RESPONSE TIME

11 MINUTES

NTTA MILES

LANE MILES MAINTAINED¹

823.95

DALLAS NORTH TOLLWAY
PRESIDENT GEORGE BUSH TURNPIKE
SAM RAYBURN TOLLWAY
MOUNTAIN CREEK LAKE BRIDGE
ADDISON AIRPORT TOLL TUNNEL
LEWISVILLE LAKE TOLL BRIDGE
PRESIDENT GEORGE BUSH TURNPIKE
WESTERN EXTENSION (SH 161)

LANE MILES UNDER CONSTRUCTION

125.87

CHISHOLM TRAIL PARKWAY
PRESIDENT GEORGE BUSH TURNPIKE
WESTERN EXTENSION (SH 161) (Phase 4)

FACT

The lanes maintained by the NTTA could form a single road stretching from Texarkana to El Paso.

¹ Lane miles: A roadway's centerline miles multiplied by the number of main lanes



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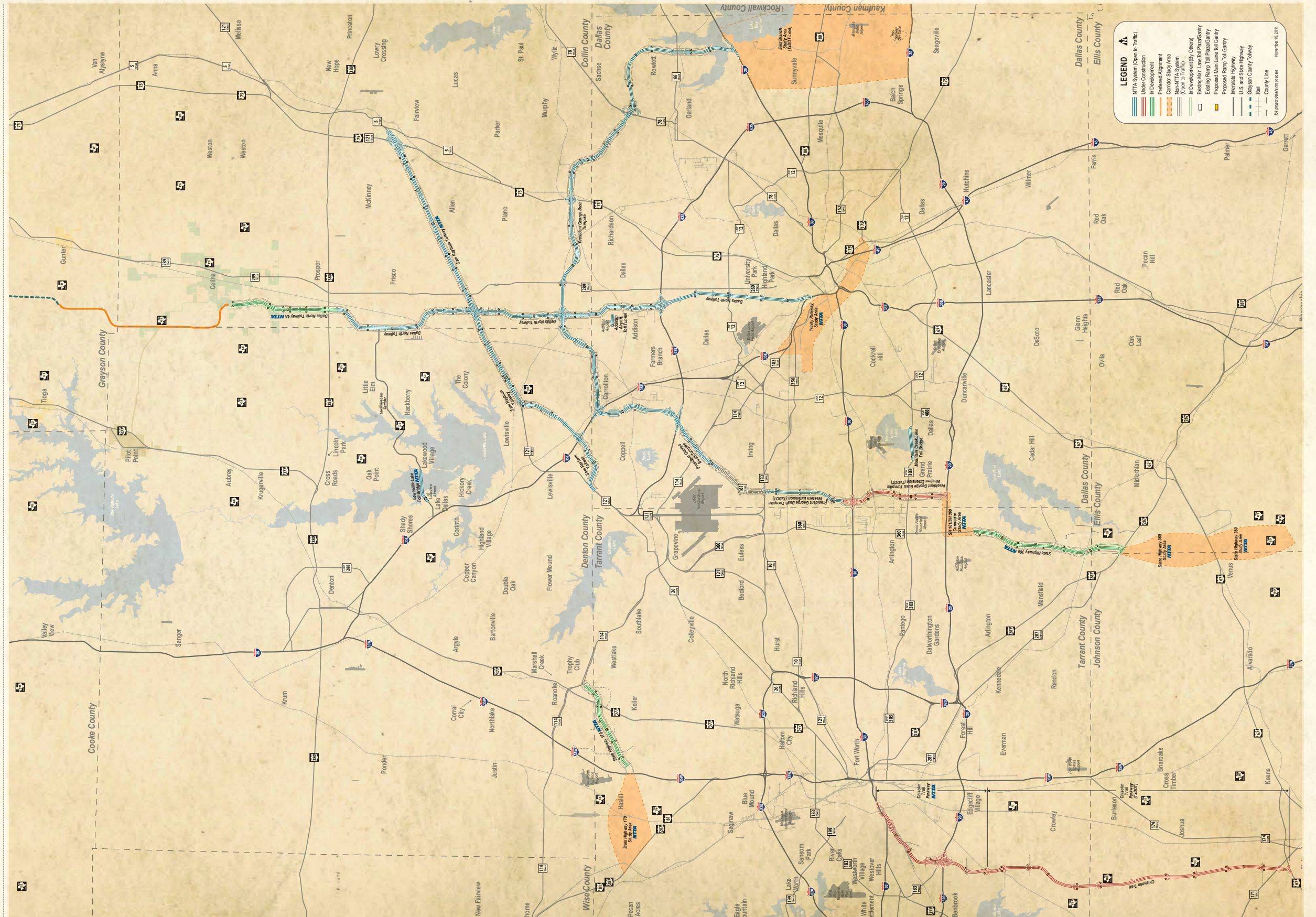
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NTTA SYSTEMS TOLL FACILITY MAP





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