

ON A ROLL

In 2016, we accelerated our mission to provide mobility, safety and expansion.

ANNUAL
SUMMARY
REPORT
2016

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NTTA

NORTH TEXAS TOLLWAY AUTHORITY



OUR WHEELS ARE ALWAYS TURNING

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.

**NTTA
BOARD of
DIRECTORS**



KENNETH BARR
Chairman
Fort Worth
Tarrant County
Appointee



BILL MOORE
Vice Chairman
Plano
Collin County
Appointee



WILLIAM D. ELLIOTT
Ravenna
Gubernatorial
Appointee



MOJI HADDAD
Arlington
Tarrant County
Appointee



JOHN MAHALIK
Carrollton
Denton County
Appointee



MICHAEL NOWELS
Lewisville
Denton County
Appointee



GEORGE (TEX) QUESADA
Dallas
Dallas County
Appointee



CARL O. SHERMAN
Dallas
Dallas County
Appointee



JANE WILLARD
Celina
Collin County
Appointee

**CONTIGUOUS
COUNTY
advisory
COMMITTEE
MEMBERS**

WILLIAM D. ELLIOTT
Committee Chair
CLYDE MELICK
Ellis County Member
R.C. MCFALL
Johnson County Member

KENNETH BARR
Member
MOJI HADDAD
Member

**STAYING
INVOLVED**
in our
COMMUNITIES



**IN 2016
EMPLOYEES
RAISED
\$5,500 for**



**Special
Olympics
Texas**

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.



HERE'S A QUICK SNAPSHOT OF 2016

TOLLTAGS

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

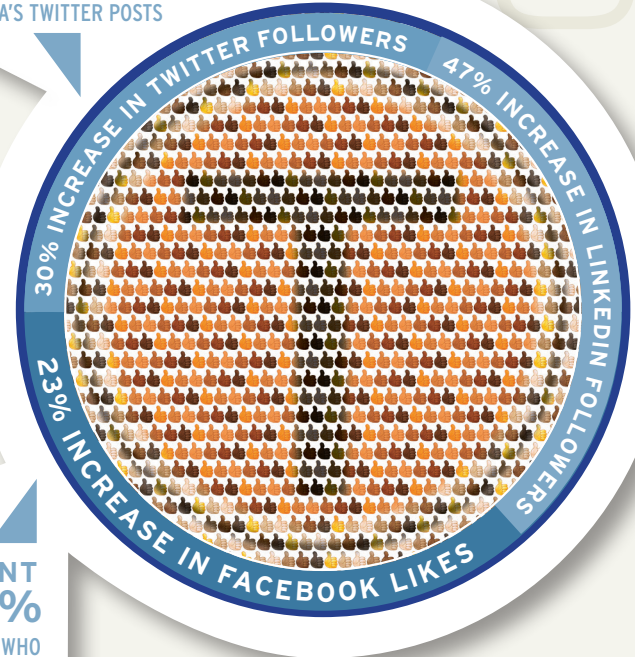
MOODY'S NTTA SYSTEM
CREDIT RATING AFFIRMED: A1



FINANCIAL REPORT

STANDARD AND POOR'S SYSTEM
CREDIT RATING AFFIRMED: A

ENGAGEMENT UP 290%
NUMBER OF PEOPLE WHO LIKE OR RETWEET NTTA'S TWITTER POSTS



ENGAGEMENT UP 730%
NUMBER OF PEOPLE WHO ENGAGED WITH AND SHARED NTTA'S FACEBOOK POSTS

2016 CAPACITY AND MAINTENANCE IMPROVEMENT PROJECTS

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:

U.S. 75 to DNT: Add fourth lane in each direction. Completed Fall 2016.

I-35E to Belt Line Road: Add fourth lane in each direction. Environmental planning underway. Design work is anticipated to begin in Summer 2017.

U.S. 75 to S.H. 78 and I-35E to DNT: Add fourth lane in each direction. Design underway. Construction is anticipated to begin in Summer 2017. Scheduled completion: Late 2019.

I-30 to I-20: Add third lane in each direction. Environmental planning underway.

PRESIDENT GEORGE BUSH TURNPIKE WIDENING

STATE HIGHWAY 360 SOUTH

TxDOT advanced construction (which began in Fall 2015) on the 9.2-mile tollway from just south of I-20 to U.S. 287 in Tarrant, Ellis and Johnson counties. Under the terms of the project, TxDOT will finance and build the tollway, and NTTA will own and operate it once construction is completed. Scheduled completion: Spring 2018.

SAM RAYBURN TOLLWAY WIDENING

DALLAS NORTH TOLLWAY IMPROVEMENTS

West of Denton Tap Road to U.S. 75: Add fourth lane in each direction. Environmental planning is completed and design work is anticipated to begin in Spring 2017. Construction is scheduled to begin in mid-2018. Scheduled completion: 2021.

Sam Rayburn Tollway to President George Bush Turnpike: Add fourth lane in each direction. Construction underway. Scheduled completion: Early 2018.

Interchange with DNT/President George Bush Turnpike: Reconfigure existing direct-connector ramps to add an additional lane. Construction underway. Scheduled completion: Early 2018.

President George Bush Turnpike to Belt Line Road: Add fourth lane. Work underway. Scheduled completion: Early 2018.

Harvest Hill Road to Interstate 35E: Remove and replace the center barrier and pavement. Scheduled completion: Late 2018.

NTTA 2016 AT A GLANCE

15,018,198
Total Contacts to the
Customer Service Center

10,843,277
Total Online Customer Sessions

CUSTOMER STATS

\$708,680,217

NTTA System Total Revenue

\$665,212,316

NTTA System Toll Revenue

\$395,569,432

NTTA System Net Debt Service

703,094,602

NTTA System Total Transactions

\$97,235,612

Total Special Projects System Revenue

\$89,149,283

Total Special Projects System Toll Revenue

\$71,947,429

Total Special Projects System Net Debt Service

87,555,572

NTTA Special Projects System Total Transactions

2016 FINANCIAL STATS

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4,335,675

Total TollTags
(16% over 2015)

2,286,238

Total TollTag Accounts
(17% over 2015)

17.06 CENTS

Average Toll Rate per Mile (ZipCash,
for those who choose to receive a
bill, pay up to 50% more, due to
higher collection costs).

Business diversity numbers surpass
30% for three consecutive years

DIVERSITY

POLICY in 2016

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

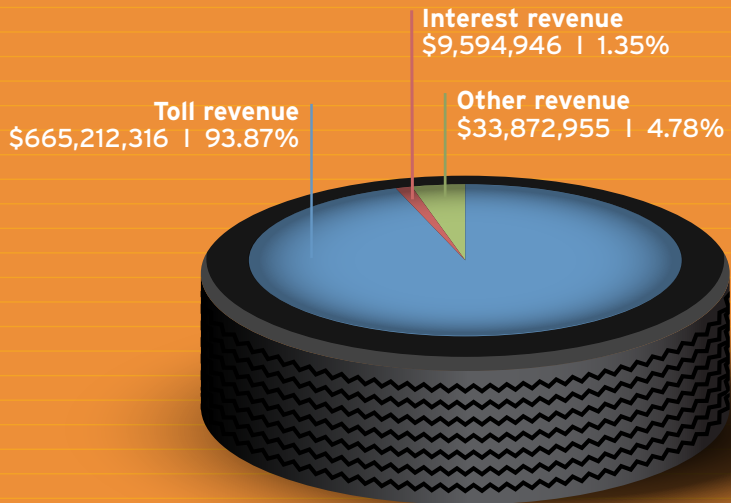
Preserving NTTA's existing authority to provide the best in mobility infrastructure and financial stewardship for its member counties.

NTTA Welcomes Ellis County to the Contiguous County Advisory Committee.

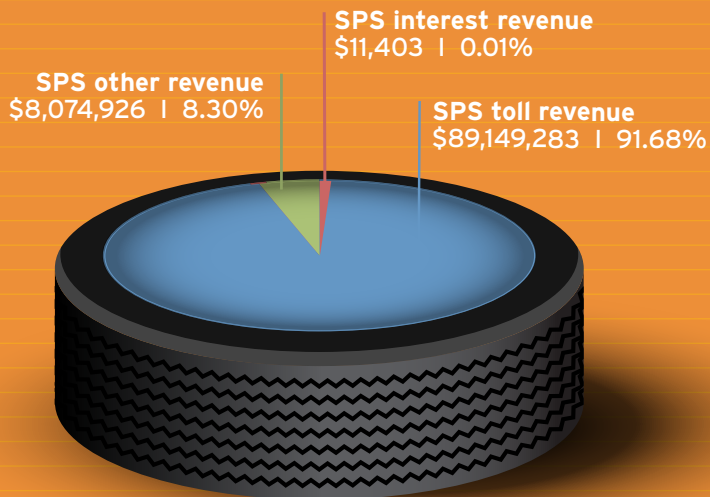
The CCAC charter calls for representation of and input by elected officials and citizens of counties that are not NTTA member counties - Dallas, Collin, Denton and Tarrant - but contain a portion of a turnpike project. Johnson County is also represented.

On June 14, 2017, NTTA notified its four member counties of potential bond issuances through June 30, 2018 of: (1) up to \$1.0 billion of NTTA System bonds to refund existing NTTA System bonds and (2) up to \$2.1 billion in NTTA System bonds to refund existing Special Projects System bonds. In addition, NTTA may issue up to \$200 million of commercial paper notes to finance capital improvements and equipment.

2016 REVENUE SOURCES

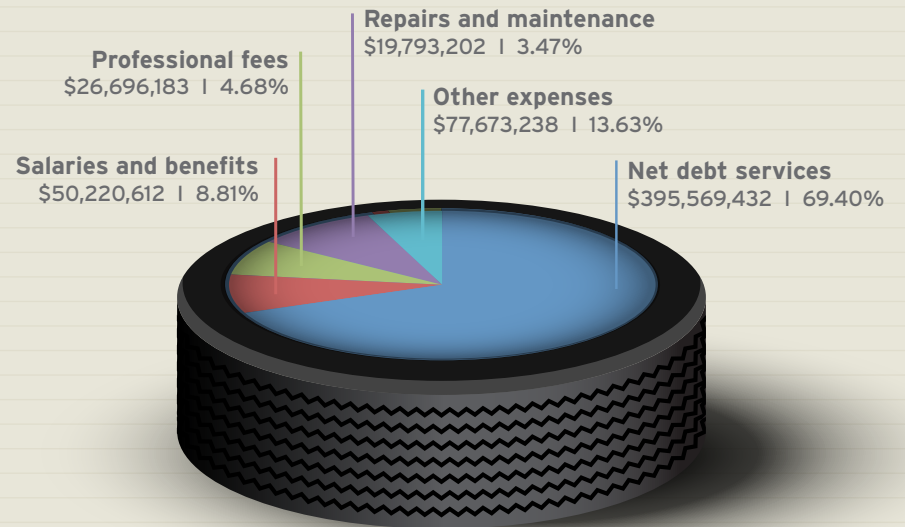


NTTA System
Total Revenues \$708,680,217

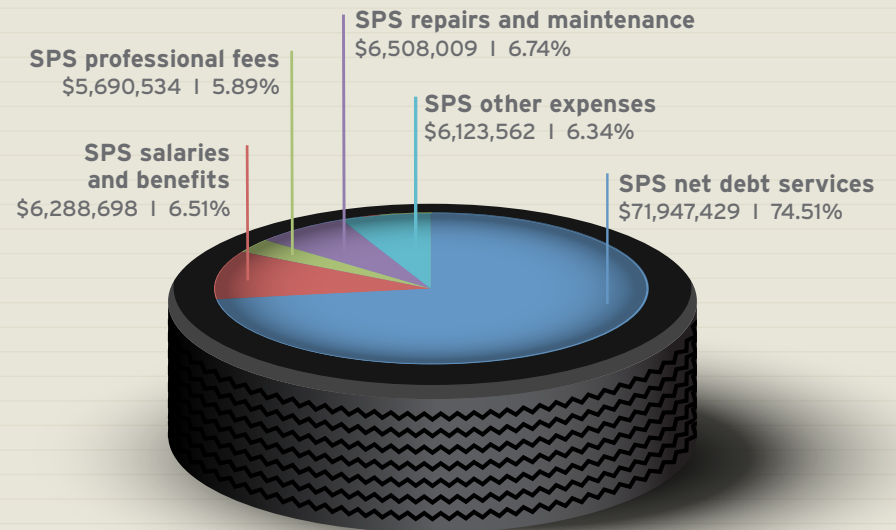


Special Projects System
Total Revenues \$97,235,612

2016 EXPENSES



NTTA System
Total Expenses \$569,595,392

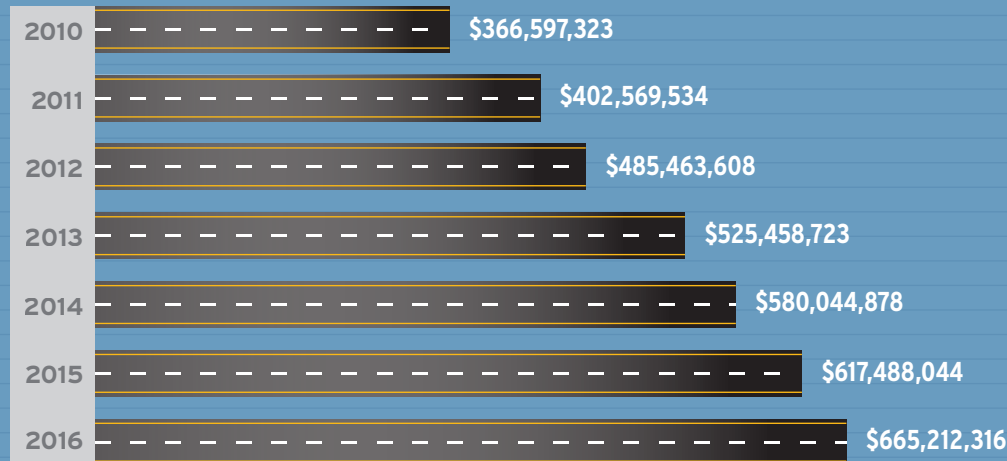


Special Projects System
Total Expenses \$96,558,232

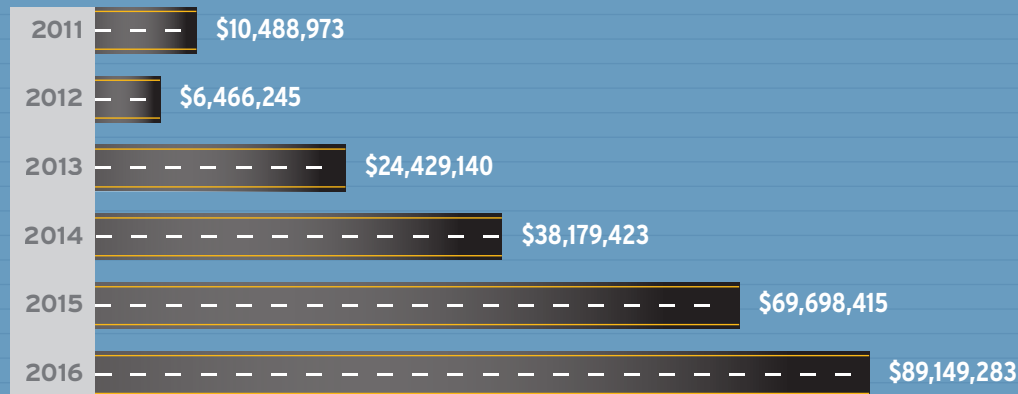
NTTA CONSTRUCTS, MAINTAINS AND OPERATES TWO SYSTEMS:

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.

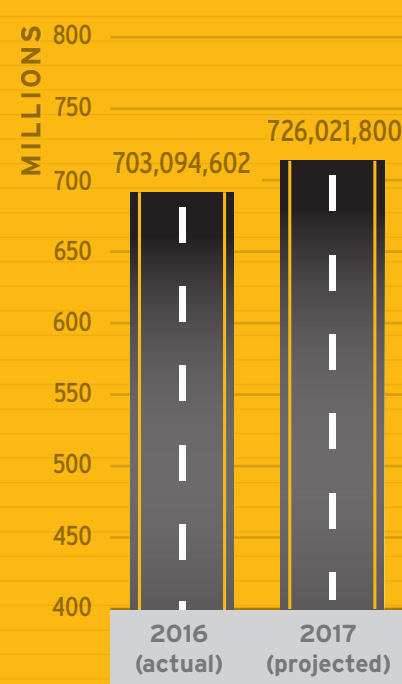


Toll Revenue: NTTA System



Toll Revenue: Special Project System

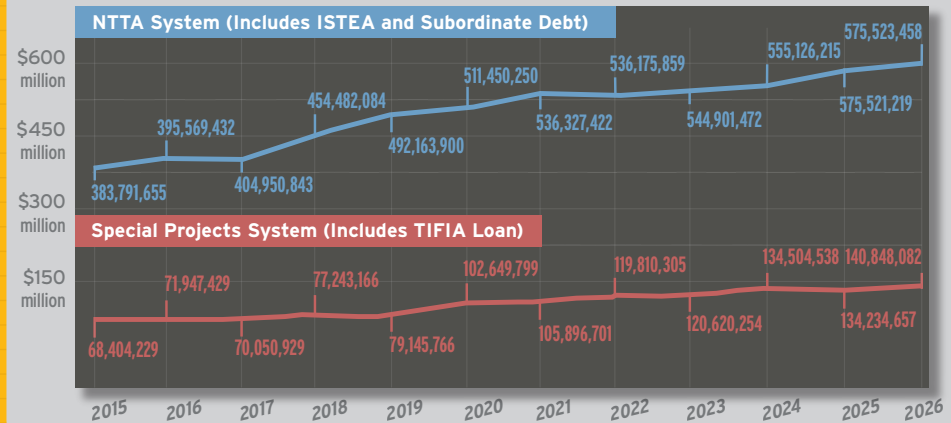
Historical and Projected Transactions: NTTA SYSTEM



Historical and Projected Transactions: SPECIAL PROJECTS SYSTEM



ANNUAL NET DEBT SERVICE



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



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.



Distinguished Budget Presentation Award

The Government Finance Officers Association
of the United States and Canada (GFOA)

**Financial Reporting Certificate
of Achievement of Excellence**

for 2015 Comprehensive Annual
Financial Report for the NTTA System

**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

**Financial Reporting
Certificate of
Achievement of Excellence**

for 2015 Comprehensive Annual
Financial Report for the NTTA SPS

**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**





NTTA

Get there smarter