

Here to Serve – Just Ask the 3 Million Customers We Helped Last Year

This week, October 5-9, is National Customer Service Week. NTTA's more than 300-person customer service teams are critical to ensuring we consistently provide top-notch service for our 6 million+ customers.

Last year, these teams took over 3 million calls in our call center (which is more than the population of Chicago!). We helped nearly 300,000 customers at our Customer Service Centers throughout Dallas/Fort Worth with everything from ZipCash invoices, TollTag accounts, transferring vehicles and buying specially branded TollTags.

Our customer service team works hard and fast to ensure 91.5% of calls are answered within 30 seconds, over 95% of walk-in customers wait less than 10 minutes and 95% of email, faxes and mail are responded to within two business days. Most importantly, they do it all while maintaining a customer service rating of 93%, which has been verified by an independent third party (an extremely high rating by industry standards).

Serving this high volume of customers is no easy task, but the team is happy to do it. As Apryl F., a supervisor said, "I enjoy working at NTTA in Customer Service because I know that at the end of my day, I have been able to make a positive impact on someone's life because I have the ability to see them as a person and not just a transaction."

Next time you have a question or need help, feel free to give us a call at 972-818-6882 or 817-731-6882.

We're happy to help!