

## Looking in the Rear-View Mirror

As we wrap up an unprecedented year across the globe, we reflect on all we have learned and accomplished. NTTA met challenges and continued to do what we do best – provide top-notch customer service. Here’s a review:

### Project Progress

Projects pushed ahead in 2020 and made great strides as we work to add lanes to the President George Bush Turnpike and the Sam Rayburn Tollway. Construction began this year on the Dallas North Tollway (DNT) main lane extension over US 380. This is the first phase of the planned DNT extension as it continues north toward the Grayson county line.

### System Upgrade

We are nearing the completion of our [major technology project](#) to enhance the systems we use to manage your account. We look forward to introducing our new system in January that will feature an improved, mobile-friendly look and self-service options.

### New Rewards

We took your feedback on TollPerks rewards and offered more free rewards this year, like Starbucks, Target and Walmart gift cards.

### Community Engagement

We implemented live virtual speaking engagements, in lieu of in-person, for our Speakers Bureau program. Is your organization interested in [scheduling a presentation](#) featuring an NTTA official or transportation expert? Contact our [Speakers Bureau](#). It’s free!

### Safety Initiatives

NTTA initiated a new thermal camera pilot program to detect and deter wrong-way drivers.



We’re also testing orange “thermoplastic” stripes to see if they successfully remind drivers in work zones to slow down and stay in their lanes.



NTTA looks forward to continuing to provide exceptional service to our customers, including safety programs. See you in 2021!