



NORTH TEXAS TOLLWAY AUTHORITY
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ROADSIDE CUSTOMER SERVICE TEAM ASSISTS THOUSANDS OF NTTA MOTORISTS EACH MONTH

PLANO, Texas – April 20, 2012 – Nearly 4,000 motorists took advantage of free roadside assistance by the North Texas Tollway Authority Roadway Customer Service team in the first quarter of 2012 — a 12 percent increase from the first quarter of 2011.

The Roadway Customer Service program is part of the NTTA's ongoing efforts to provide a safe and efficient travel experience not only to those who need help but also those driving around them. In 2011, the RCS team assisted NTTA customers approximately 15,527 times.

The RCS team operates three shifts, 24-hours a day, to patrol NTTA roadways. The team searches for stranded drivers and other hazards on NTTA roads and responds to all reported accidents to provide scene protection and traffic direction. The team also changes flat tires, airs low tires, adds water to radiators, jump-starts dead batteries, pushes vehicles out of the roadway, helps people with directions to their destinations and makes minor vehicle repairs. When all else fails, the RCS team drives stranded people to a safe location. The service is a courtesy to drivers on all NTTA roads, with no additional expense to toll road drivers.

The NTTA has received more than 6,000 testimonials and commendations from assisted motorists since the program began in September 2008.

"Mr. Jose was excellent, courteous, and speedy," wrote one driver who was helped by the Roadway Customer Service team in March 2012. "He went out of his way to assure my safety. I am thankful he came by and he did a better job than my roadside assistance insurance that I pay for!"

In February 2012, another motorist wrote: "On Saturday night, I was in the process of changing the tire on my daughter's car when this NTTA employee arrived and offered his assistance. His level of service was exceptional and exceeded expectations. I appreciate what he did for us. Thank you, again!"

The RCS team is part of a larger network of NTTA employees focused on driver safety. The NTTA Command Center uses technology in place on much of the System to indicate the location of a stranded motorist needing help. Staff immediately dispatches Roadway Customer Service. When motorists call the emergency number on their TollTags, the calls are routed to the NTTA Command Center, and the Roadway Customer Service team is quickly dispatched.

To report a non-emergency NTTA safety or roadway issue or to request roadside assistance from the RCS team, call 972-444-HELP (4357). In an emergency, motorists should always call 911.

For more information on Roadway Customer Service, visit www.ntta.org.

About the NTTA

The North Texas Tollway Authority, a political subdivision of the state of Texas, is authorized to acquire, construct, maintain, repair and operate turnpike projects in the north Texas region. The [nine-member governing board](#) is comprised of Chairman Kenneth Barr; Vice Chairman Bill Moore; and Directors David Denison, William D. Elliot, Matrice Ellis-Kirk, Michael Nowels, George “Tex” Quesada, Victor Vandergriff and Jane Willard.

The NTTA serves Collin, Dallas, Denton and Tarrant counties and owns and operates the Dallas North Tollway, President George Bush Turnpike, Sam Rayburn Tollway, Addison Airport Toll Tunnel, Lewisville Lake Toll Bridge and the Mountain Creek Lake Bridge. The NTTA is able to raise capital for construction projects through the issuance of turnpike revenue bonds. NTTA toll projects are not a part of the state highway system and receive no direct tax funding. Tolls are collected to repay debt and to operate and maintain the roadways.

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