



estimated Time of arrival

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Where Do My Tolls Go?

“When is the road going to be free?” That’s a question often asked by many in the Metroplex. Considerable costs go into the development and construction of a new roadway. But the transportation needs of the 6 million residents in the Dallas/Fort Worth area require a perspective that looks far into the future to provide mobility and access in the growing North Texas region. In this **eTa** is a snapshot of how the NTTA expends toll revenue.



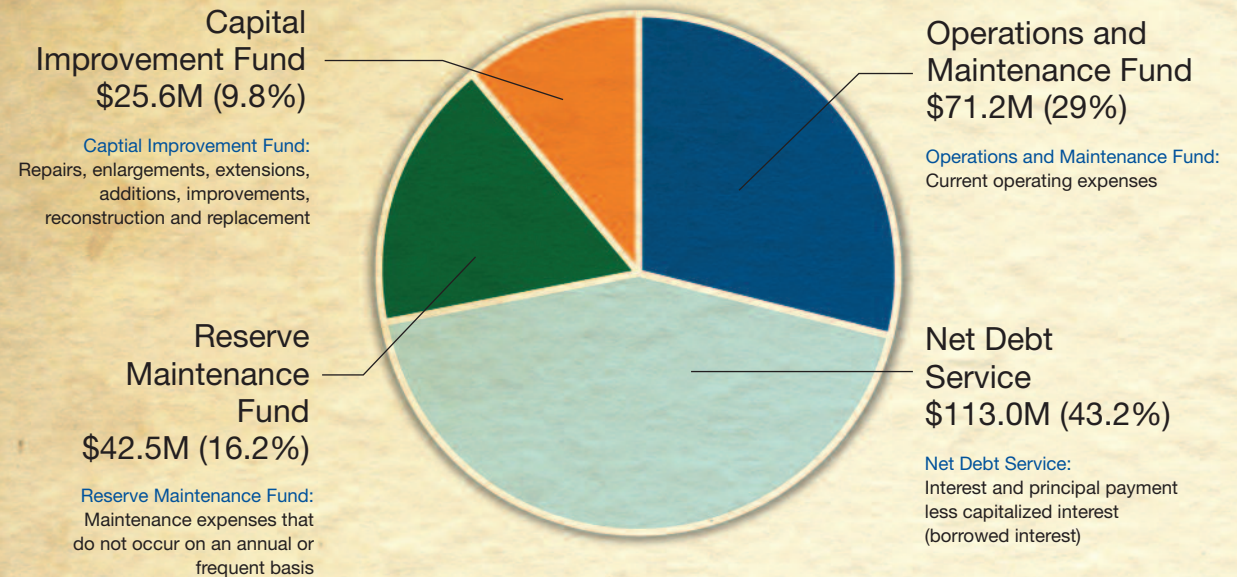
The long-term perspective.

The North Texas Tollway Authority is committed to being a careful steward of all resources placed in its care—financial, physical, environmental and human. We seek to conduct our business in ways that are responsible, ethical and sustainable.

Facility construction is one part of the story. The NTTA is dedicated to thorough ongoing maintenance of existing facilities to ensure safe travel far into the future. We are partnering with many other transportation entities for the prudent planning and design of new facilities to develop mobility solutions that keep up with the North Texas region's expanding population.

With a statewide shortage of funds available for road construction, sound judgment and far-sighted decisions are required to ensure that today's roadways will be built and maintained to provide convenient access for generations to come.

WHERE DO MY TOLLS GO?



2008 Revenue Distribution (in millions)



Building and maintaining . . . Full time jobs.

A motorist on any NTTA toll road can take confidence in knowing that the tolls paid are used to construct roads and facilities of the highest quality, to maintain the longevity of those roads, and to create jobs that further contribute to the local economy.

Building more roads in more places.

As outlined in this region's 2030 mobility plan, toll roads will continue to play an ever-increasing role in North Texas' transportation infrastructure. The North Texas Tollway Authority is designing, building and operating important roadways throughout the region to assist with this plan. At the end of 2008, the NTTA owned and operated 89 centerline miles of toll roads. An additional 38 miles are under construction, while projects totaling approximately 77 miles were in various design and planning phases. These all will be important transportation arteries that reach more communities and provide congestion relief and alternative routes.

Cost-effective maintenance.

Once a roadway is completed, the NTTA works tirelessly to assure that it remains in top condition throughout its long life. The NTTA builds its roads and facilities to exceptionally high standards with durability and sustainability in mind. In order to maximize asset life span and minimize replacement costs, we follow a rigorous maintenance rating program. Spending the right money at the right time, provides NTTA customers with more reliable roads and saves money over the life cycle of the project. Generally speaking, the cost of preventative maintenance is about one-tenth the cost of reconstructing a road. It's similar to the general maintenance of your car. Changing the oil, checking the fluids and rotating the tires on a regular basis keeps your car in top shape and costs a lot less than major repairs that could result from neglect.



Why charge a toll when I pay gas taxes to build and maintain roads?

NTTA toll roads are funded largely through the sales of bonds which are then repaid by the users of the toll road. Gas taxes are not used for the operations of roads.

For example, the President George Bush Turnpike was completed 10 years ahead of schedule by being built as a toll road. The \$3.2 billion the NTTA paid for the right to construct, operate and maintain the Sam Rayburn Tollway is being used throughout the region to fund many municipal and non-tolled county projects. Scarce gas tax funds can then be used elsewhere for other roadway projects.



Good stewardship— environmental and fiscal.

Sustainability of our operations makes sense— environmentally and economically. The NTTA uses toll revenue in ways that provide value now and into the future.

- *Improving Air Quality*

The NTTA's fleet features hybrid, flex-fuel and low-sulfur diesel vehicles to reduce emissions.

- *Reducing Traffic Congestion*

The NTTA's conversion to all-electronic toll collection eliminates stop-and-go traffic at toll booths, saving motorists time and money and improving air quality.

- *Protecting Water Resources*

Aggressive storm water management and clean-up programs keep litter and pollutants out of the local water supply.

- *Enhancing Sustainable Aesthetics*

Uncoated, aesthetically pleasing concrete construction stands up to the elements, minimizes maintenance and eliminates the use of dangerous volatile organic compounds.

- *'Xeriscaping' Cuts Water Consumption*

Native, drought-tolerant plants and grasses require minimal amounts of water and maintenance. Where supplemental watering is required, we use computer-controlled drip irrigation with moisture sensors to prevent unnecessary watering.



Safety first.

Safety is always our first priority. We develop and use cutting-edge technology—from weather sensors on the roadways to portable guardrail systems—to keep our customers and employees safe.

Our Roadway Customer Service program was developed to keep NTTA customers safe and traffic flowing smoothly. We have service trucks patrolling our roadways 24 hours a day, seven days a week, to assist customers, public safety officers, NTTA employees and vendors working in the field. By responding to non-emergency situations and directing traffic, our Roadway Customer Service team takes much of the load off of Department of Public Safety (DPS) personnel. This allows DPS to expand its coverage without deploying additional officers, concentrating their efforts where genuinely needed.

Award-winning customer service.

The NTTA has expanded the way we serve customers by extending the hours of our Customer Service Center. Customers are increasingly using our round-the-clock automated voice-recognition telephone system and our customer service Web site. Customers benefit from

the added convenience while the NTTA is able to more efficiently deploy resources. Money saved on expenses can be used to advance roadway projects in the region.

Hours of Operation:
Monday – Saturday 7am - 7pm



Economic Development

The tolls collected by the NTTA are put to work as part of an economic engine that brings benefits to motorists and citizens throughout North Texas.

Every new project the NTTA undertakes results in the creation of more jobs. Our completed toll roads attract retail and commercial development, even during difficult economic times. In turn, this generates additional sales tax revenue for neighboring communities and the state. From the earliest stages of construction through decades of ongoing operations, the tollways of the NTTA provide tremendous value to the region.

Getting the most for your toll money.

The North Texas Tollway Authority takes its mission seriously. We continually work toward innovative solutions that deliver improved services. It is our desire to provide motorists with the highest level of convenience, safety and value, all in a financially responsible manner.

The conversion of our toll roads to all-electronic toll collection through TollTags and ZipCash improves the efficiency of our toll collection process. By eliminating the need for motorists to slow down and stop at toll plazas, this technology is an investment in improving safety and traffic flow for motorists and enhances air quality for the region.

In short, we want you to be able to see your toll dollars at work.

