



Dear Customers:

We'd like to take the time to set the record straight about the NTTA's collection process because you deserve to know the whole story.

While we are reviewing our collections process and the fees that violators are charged, it's important that we take a hard-line stance on habitual violators so that the 92% of motorists who pay their tolls are not subsidizing these scofflaws' trips on toll roads in the region.

However, the NTTA realizes that mistakes happen, confusion occurs or invoices are overlooked – that's why we will waive 67% of administrative fees incurred if any violator takes care of the balance before the outstanding invoice is transferred to the collection agency.

The purpose of administrative fees is to help pay for the cost of collection – they are not considered an additional revenue stream. Since 2008, the NTTA has spent over \$30 million to collect tolls, but we have collected only \$11 million in administrative fees.

Motorists traveling on an NTTA roadway can avoid late or administrative fees by simply paying their tolls when the payment is requested. Getting a TollTag helps customers with this – and they save money! (Did you know motorists without TollTags pay 50% more than TollTag customers?)

Here's some helpful information that you might want to pass on about the NTTA's collection process:

- On the President George Bush Turnpike, Sam Rayburn Tollway, and at Wycliff Plaza on the Dallas North Tollway, the NTTA uses all-electronic toll collection (all-ETC). This means you cannot stop and pay cash if you do not have a TollTag. Instead, a bill is sent to the registered owner of the vehicle.
- It's very important that you make sure the information on your vehicle registration is updated. Furthermore, you are responsible if you loan someone else your car and they use the toll roads.
- On the Dallas North Tollway (at every location except the Wycliff Avenue main lane gantry) cash payment is accepted and expected if you do not have a TollTag.

If you have any other questions about the NTTA or our collection process – please call (972) 818 – NTTA (6882).

Regards,
Allen Clemson
NTTA Executive Director