

CONNECTIONS & OPPORTUNITIES

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2018 **ANNUAL REPORT**





## E-470 ROUTE



E-470 FACING WEST NEAR 96TH AVENUE

## APPROACHING THREE DECADES AS A TOLLING LEADER

Since its inception in 1991, E-470 has been prominent in tolling services and technology. The Authority's rollout of All-Electronic Tolling in 2009 marked one of the first implementations of this technology in the country. Through ExpressToll, Colorado's "One Stop Toll Shop", E-470 has provided centralized customer service, billing and back-office support for all of Colorado's tolling facilities, transforming and expanding tolling in the state.

During 2018, E-470 staff and its Board of Directors realized new opportunities to provide maximum benefit to ExpressToll customers of E-470 as well as the larger Colorado community. Leading the charge were the E-470 Board of Directors' unanimous votes to implement a toll rate freeze and to remove the Vehicle Registration Fee (VRF), which had been in place since the founding of the Authority in 1988. Meanwhile, the planned next phase of the E-470 Road Widening Project and strengthened partnerships in the region will provide new and enhanced connections for E-470 customers.

By focusing on connections and opportunities in 2018, E-470 charged into 2019 well positioned to continue providing a superior value and experience to customers while serving the larger Colorado tolling community.



## E-470 PUBLIC HIGHWAY AUTHORITY LEADERSHIP

### BOARD OF DIRECTORS



**HEIDI WILLIAMS**  
Chair  
Mayor,  
City of Thornton



**CHAZ TEDESCO**  
Vice Chair  
Commissioner,  
Adams County



**ROGER PARTRIDGE**  
Secretary  
Commissioner,  
Douglas County



**STEVE DOUGLAS**  
Treasurer  
Council Member,  
Commerce City



**BILL HOLEN**  
Commissioner,  
Arapahoe County



**FRANÇOISE BERGAN**  
Council Member,  
City of Aurora



**KEN KREUTZER**  
Mayor,  
City of Brighton



**JOHN DIAK**  
Council Member,  
Town of Parker

### E-470 EXECUTIVE LEADERSHIP



**TIM STEWART**  
Executive Director



**DAVID KRISTICK**  
Deputy Executive  
Director,  
Director of Operations



**KEN SMITH**  
Director of Information  
Technology



**JASON MYERS**  
Director of Finance



**NEIL THOMSON**  
Director of  
Engineering and  
Roadway Maintenance

## E-470: REALIZING REGIONAL CONNECTIONS AND OPPORTUNITIES

The 75-mph E-470 toll road forms a 47-mile semi-circular beltway around metropolitan Denver's eastern area and provides access to Denver International Airport. E-470 connects in the south to the I-25/C-470 interchange in Douglas County, and in the north to the I-25/ Northwest Parkway interchange in Adams County. The highway was built in segments, with the first segment opening in June 1991 and the final segment opening in January 2003.

The toll road has been financed, constructed, operated and governed by the E-470 Public Highway Authority and is not taxpayer funded. The Authority is a political subdivision of the State of Colorado, operating as an enterprise under state statute and thus is self-sustaining, generating its own revenues without recourse to taxpayer funds. The Authority is composed of its eight member jurisdictions, including five municipalities (Aurora, Brighton, Commerce City, Parker and Thornton) and three counties (Adams, Arapahoe and Douglas). Each jurisdiction has one voting member on the E-470 Board of Directors.

### Non-Voting Local Governments

- City of Arvada
- City and County of Broomfield
- City of Greeley
- City of Lone Tree
- Weld County

### Non-Voting Agencies

- Colorado Department of Transportation
- Denver Regional Council of Governments
- Regional Air Quality Council
- Regional Transportation District



## OPPORTUNITIES FOR SAVINGS

### CONNECTING CUSTOMERS

The Authority's decisions to freeze toll rates and eliminate the Vehicle Registration Fee (VRF) in 2018 reflect the organization's commitment to take advantage of opportunities that balance safety, maintenance, fiscal responsibility and stewardship.

#### TOLL RATE FREEZE

The toll rate freeze for ExpressToll customers using E-470 was initially passed in November 2017 and set to continue for three years, pending annual Board approval. In November 2018, the E-470 Board of Directors voted to maintain the freeze through 2019, a decision which keeps 2017 toll rates in place for ExpressToll drivers on E-470. The initial 2017 decision to lock in toll rates marked the first time since the 47-mile roadway opened that tolls have been frozen.

The original vote by the Board also included a decrease in the ExpressToll rate at Toll Plaza C (between I-70 and Peña Boulevard) by \$0.25, a reduced rate which is staying in effect for 2019. Conversely, License Plate Toll (LPT) rates for 2019 are following the schedule that the E-470 Board adopted in 2017 to account for the higher cost of collection for those types of transactions.

#### VEHICLE REGISTRATION FEE

In April 2018, the E-470 Board of Directors unanimously voted to remove the VRF for Colorado motorists residing in counties where the fees had been imposed since 1988. The fees were originally approved by the electorate in Adams, Arapahoe and Douglas Counties at a time when the revenues from the \$10 VRF were essential for the initial construction and operations of E-470.

The bonds pledged by the VRF were initially set to be retired in 2026. The E-470 Board refinanced the bonds in 2001 and seized the opportunity to provide maximum benefit for customers by reducing the final maturity with a scheduled payoff for 2018. Following coordination between E-470 and the impacted counties, the VRF was officially eliminated on September 1, 2018.

#### CONNECTING CUSTOMERS

In 2018, the Authority moved forward on complementary projects to support enhanced connections, improved driving time and additional convenience for customers. The projects reflect E-470's commitment to continually improve the experience on the E-470 roadway and to work with area partners to strengthen the larger transportation system.

#### CONTINUING ROAD WIDENING EFFORTS ON E-470

The E-470 Board unanimously voted in September 2018 to widen E-470 by

adding a third lane in each direction from Quincy Avenue to I-70, along with budget appropriation approval in December 2018. The project will be approximately 8-miles long and include grading and drainage to support a future fourth northbound and southbound lane from Quincy Avenue to I-70. Additional project elements include the widening of fourteen bridges, improvements at Toll Plaza B, the relocation of the northbound Quincy Avenue ramp to improve the Quincy Avenue interchange and the extension of the public High Plains Trail. The \$99 million project spanning three years is being funded by the Authority through tolls and E-470 reserves. Following initial design in 2018, the project will move from design to construction in mid-2019 with completion estimated for late 2020.



E-470 ROAD WIDENING CONSTRUCTION

#### QUINCY RAMP RELOCATION

In early 2018 the Authority partnered with the City of Aurora and Arapahoe County to address increasing traffic congestion and safety concerns in the Quincy Avenue area due to the proximity of the E-470 ramp intersections and the adjacent Gun Club Road intersection.

The solution agreed upon between the three agencies will require two concurrent construction projects. The County will convert the Quincy Avenue/Gun Club Road intersection to a partial continuous flow layout that will significantly increase capacity and traffic throughput. Simultaneously, the Authority will relocate its northbound Quincy Avenue ramp to connect to Gun Club Road via a buttonhook layout. This ramp relocation will remove one of the intersections from the Quincy Avenue corridor, thereby reducing congestion, travel times and safety concerns. The Authority's ramp relocation will be included in the concurrent Quincy Avenue to I-70 Road Widening Project to achieve economies of scale with construction mobilization.

For the ramp relocation project, the Authority expects to have a funding agreement in place with Arapahoe County and the South Aurora Regional Improvement Authority in the summer of 2019, with improvements expected to be completed by mid-2020.



# E-470 IN THE PAST, PRESENT AND FUTURE

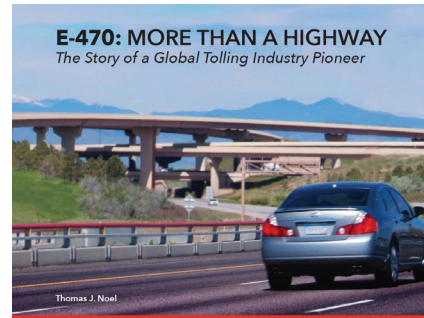
## CELEBRATING MILESTONES: THE STORY OF A GLOBAL TOLLING PIONEER

The Authority published *E-470: More Than A Highway* in 2018. The book, authored by University of Colorado Denver Professor and Director Thomas Jacob Noel, details the founding of E-470 and stories that have emerged in its nearly three decades of history.

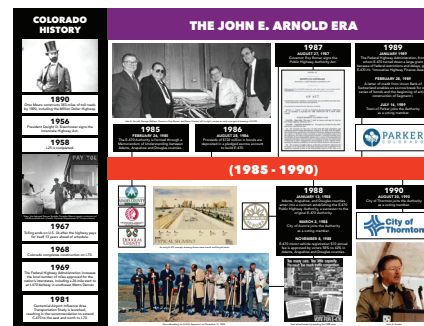
As the stories of leadership eras were revealed throughout the book, additional commemorative pieces were developed. In an effort to preserve the exceptional and historic work done through the tenures of five Executive Directors, E-470 unveiled five timelines in the Authority's Board Room showcasing the milestone achievements of the organization's leadership.

## STRATEGIC LIFT OFF

In response to a request from the Board of Directors for a strategic vision to guide the Authority, E-470 launched a strategic planning initiative in October 2018. The early work for the Strategic Plan began with a staff-led process to adopt vision and mission statements. In late 2018, the Authority recommended these statements to its Board for incorporation into the Strategic Plan development. The full Strategic Plan is scheduled to be presented to the Board of Directors in the spring of 2019 for consideration and adoption.



E-470: MORE THAN A HIGHWAY HISTORY BOOK



ONE OF THE BOARDS FROM THE E-470 BOARD ROOM HISTORY TIMELINE

## E-470 MISSION

*We improve your journey through safety, service, stewardship and reliability.*

## E-470 VISION

*Providing exceptional mobility solutions by connecting people and embracing transformative opportunities.*

ExpressToll, Colorado's "One Stop Toll Shop", celebrated 27-years of providing exceptional customer service, billing and back-end support for all Colorado tolling facilities. ExpressToll has processed account-based customer tolls on the Northwest Parkway since 2003 for the Northwest Parkway Public Highway Authority (NWPKY). ExpressToll has also processed all toll transactions on the Colorado Express Lanes since 2006 for CDOT and the High-Performance Transportation Enterprise (HPTE). The interoperability between E-470, CDOT, HPTE and NWPKY continues to provide drivers with mobility choices and a one toll payment solution for all Colorado tolling facilities.

## A TRIBUTE TO THE LATE STEPHEN D. HOGAN

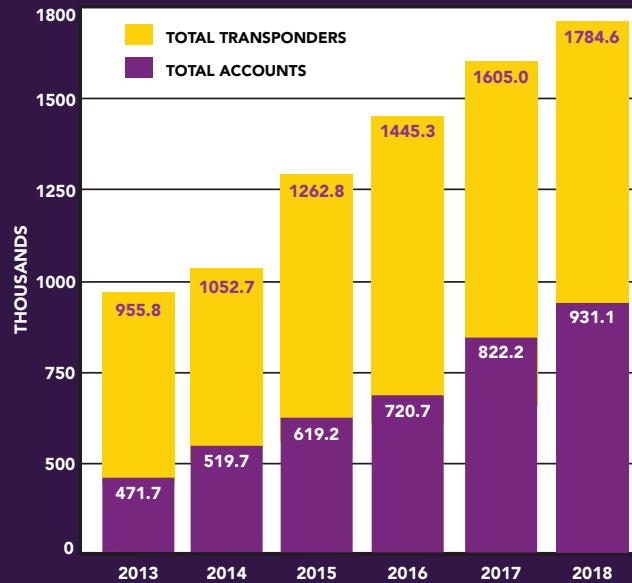


In June 2018, E-470 co-hosted the groundbreaking event for the Stephen D. Hogan Parkway at the E-470 headquarters in Aurora. The name of the Parkway was changed from Sixth Avenue Parkway to the Stephen D. Hogan Parkway to honor the City of Aurora's late mayor and the second Executive Director of E-470, serving from 1991 to 1998. Hogan's ties to E-470 remained constant over the course of his political career and, while mayor of Aurora, he served on the E-470 Board of Directors. The E-470 Board formally honored Mayor Hogan's contributions through a resolution passed in February 2018, which noted his service to the Authority, its Board and its customers.

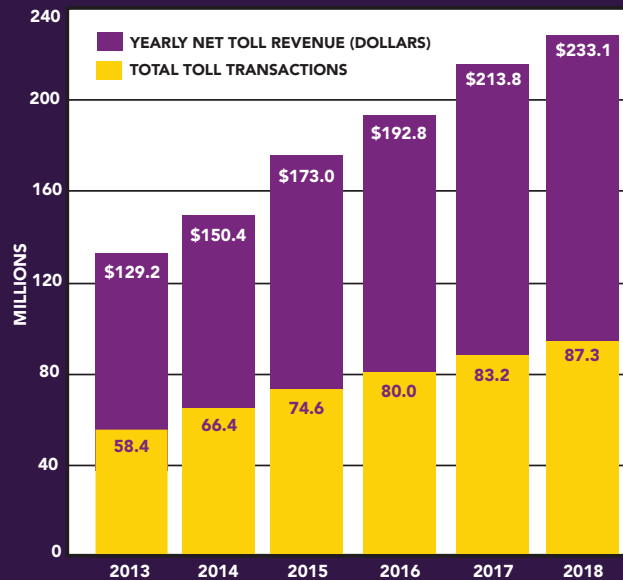
Just a few short months after the groundbreaking on the Steven D. Hogan Parkway, the City of Aurora began construction of the new extension in August 2018. The Authority helped fund a portion of the project through an Intergovernmental Agreement (IGA) with the City of Aurora providing for a \$2 million contribution and \$2 million loan, both of which were disbursed to Aurora in 2018. Upon completion, the project will close a two-mile gap in the current system connecting East Sixth Avenue to E-470, providing a continuous east-west connection between the two roadways. The project design will greatly improve access to Buckley Air Force Base and to the residential communities east of E-470. Construction is scheduled to be complete in the fall of 2019.



## EXPRESSTOLL ACCOUNTS AND TRANSPONDERS



## E-470 YEARLY TOLL REVENUE AND TRANSACTIONS



## 2018 FINANCIAL OVERVIEW

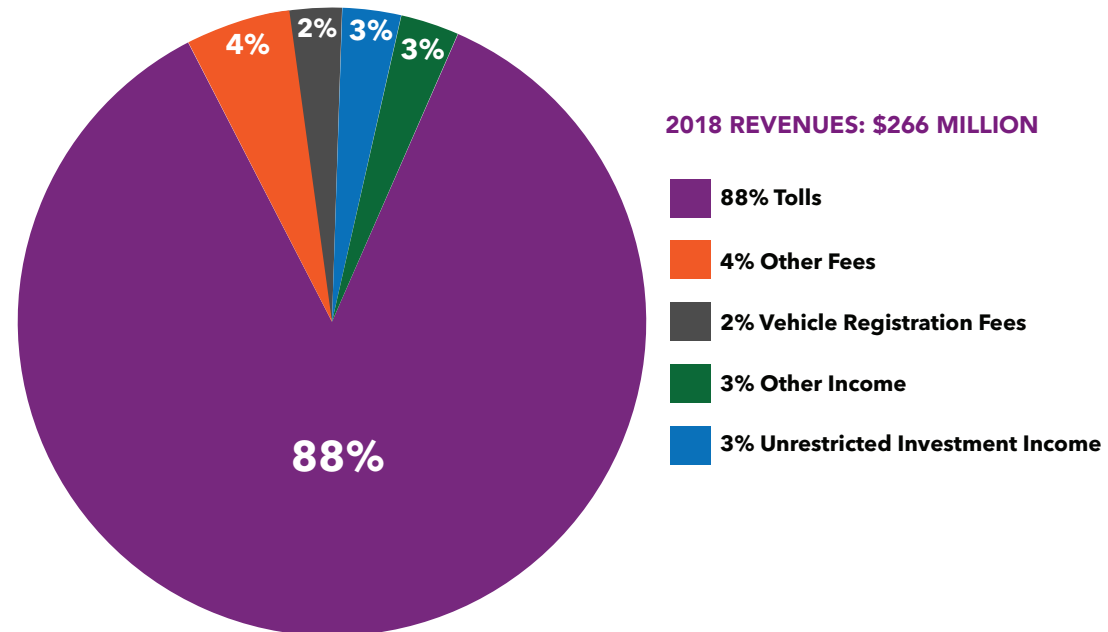
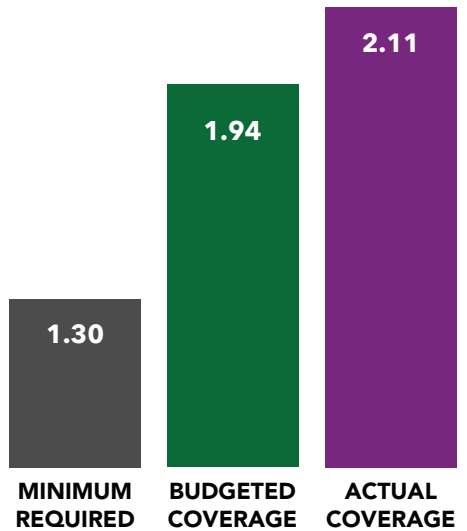
### 2018 OPERATING REVENUES

	2018 BUDGET	2018 ACTUAL
Tolls	\$ 222,618,000	\$ 233,088,327
Other fees	7,950,000	9,696,174
Vehicle Registration Fees	7,125,000	5,310,264
Unrestricted Investment Income	6,500,000	9,302,756
Other Income	7,394,000	8,714,419
<b>TOTAL</b>	<b>\$251,587,000</b>	<b>\$266,108,940</b>

### 2018 DEBT SERVICE COVERAGE

	2018 BUDGET	2018 ACTUAL
Operating Revenues	251,587,000	266,108,940
Operating Expenses	(54,745,700)	(49,809,319)
Vehicle Registration Fee Debt Service	-	(1,464,750)
<b>Net Income Available for Senior Debt Service</b>	<b>196,841,300</b>	<b>214,834,871</b>
<b>Aggregate Senior Bonds Debt Service</b>	<b>101,684,600</b>	<b>101,729,596</b>
<b>Senior Bonds Debt Service Coverage Ratio</b>	<b>1.94</b>	<b>2.11</b>

### 2018 DEBT SERVICE COVERAGE



As reported in the audited financial statements issued by the Authority on April 19, 2019



# 2018 FINANCIAL STATEMENTS

## STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION

Operating revenues	As of December 31, 2018
Tolls	\$ 233,088,327
Other fees	9,696,174
Tolling services	7,072,232
Total operating revenues	249,856,733
<b>Operating expenses</b>	
Toll road operations	41,541,170
Salaries and benefits	7,596,234
General and administrative	3,627,915
Total operating expenses before depreciation	52,765,319
Depreciation	41,395,965
Total operating expenses	94,161,284
Operating income	155,695,449
<b>Nonoperating revenues (expenses)</b>	
Vehicle registration fees	5,310,264
Investment income	10,816,457
Net change in fair value of derivative instruments and investments	3,210,693
Interest expenses	(92,788,811)
Other income	1,338,546
Total nonoperating expenses, net	(72,112,851)
Income before intergovernmental expense	83,582,598
Intergovernmental expense	(3,022,600)
Change in net position	80,559,998
<b>Net position, beginning of year</b>	(419,612,910)
<b>Net position, end of year</b>	\$ (339,052,912)

## STATEMENT OF NET POSITION

Assets and Deferred Outflows of Resources	As of December 31, 2018
Current unrestricted assets	\$ 227,185,589
Current restricted assets	60,908,939
Capital assets (net of accumulated depreciation)	587,620,002
Other noncurrent assets	266,027,527
Total assets	1,141,742,057
Deferred outflows of resources	68,823,204
Total assets and deferred outflows of resources	1,210,565,261
<b>Liabilities</b>	
Other current liabilities	45,203,958
Current bonds payable	96,295,000
Other noncurrent liabilities	39,704,132
Noncurrent bonds payable	1,368,415,083
Total liabilities	1,549,618,173
<b>Net Position</b>	
Net investment in capital assets	43,136,596
Restricted for debt service	3,603,554
Unrestricted	(385,793,062)
Total net position	(339,052,912)
Total liabilities and net position	\$ 1,210,565,261



## 2018 FINANCIAL HIGHLIGHTS

- Traffic, as measured by the number of toll transactions, increased 5% over 2017, with transactions rising from 83.2 million to 87.3 million. It was the ninth straight year of traffic growth and broke the annual record for transactions in a year.
- E-470 broke its all-time, single-day traffic record. The new daily record is 328,603 transactions, set on May 25, 2018.
- A total of 146,679 new ExpressToll accounts were opened in 2018, bringing the total number of accounts to over 930,000. Total transponders outstanding at year-end were nearly 1.8 million.
- The rise in traffic, coupled with the new 2018 rate structure, resulted in a 9%, \$19.3 million increase to \$233.1 million in net toll revenues.
- The 9% growth in net toll revenues was sufficient to meet E-470's financial obligations, including its 2018 \$101.7 million debt service payment.
- Operating costs were \$49.8 million in 2018, compared to the \$54.7 million budgeted. The 2018 actual operating costs compared to \$50.6 million in the prior year, a 4.3% increase. A portion of the Authority's increased operational costs are directly related to processing and collecting the growing volume of tolls. This increase can also be attributed to the significant expansion and growth of the ExpressToll services E-470 provides to our partner tolling agencies.

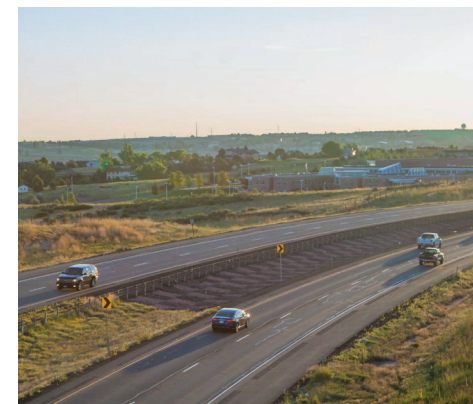
## FINANCIAL HIGHLIGHTS DURING 2018

### REVENUES REACH RECORD LEVELS; OPERATING COSTS BELOW BUDGET

Traffic and net toll revenue set new records in 2018. The increase in toll revenues reinforces E-470's ability to meet its debt obligation to bondholders plus have the reserves required to reinvest in the road, making certain it continues to provide the kind of driving experience customers expect in return for their toll dollars.

### STABLE DEBT AND CASH MANAGEMENT

E-470 has approximately \$1.5 billion in outstanding bond debt. In 2018, E-470 made \$101.7 million in debt service payments to bondholders and is scheduled to increase this amount annually until 2020. The Authority has a call opportunity in 2020 to level future debt service and restructure the debt curve.



E-470 EARLY MORNING COMMUTER TRAFFIC

The rise in net toll revenues helped contribute to three ongoing principal financial goals: (1) continue a stable debt management program with sufficient reserves and liquidity, (2) avoid issuing additional debt and (3) ensure the capability to self-fund capital projects. In 2018, E-470 maintained sufficient reserves to self-fund its capital projects and plan for future capital projects over the five-year capital plan.

### DEBT SERVICE COVERAGE RATIO SURPASSED

Debt service coverage, a critical financial metric, exceeded the Master Bond Resolutions requirement of producing net income at least 1.30 times the aggregate senior debt service payment for the year. E-470 had budgeted for a 2018 ratio of 1.94 and achieved a year-end ratio of 2.11, which was consistent with the ratio of 2.12 in 2017, and continues to engender more confidence in E-470 among bond investors.

### BOND RATING AGENCIES DEMONSTRATE CONFIDENCE IN E-470

The bond investment community continued to show confidence in E-470 bonds. E-470 received two rating upgrades and a rating reaffirmation in 2018 during the annual updates with the rating agencies. In May 2018, Standards and Poors (S&P) upgraded the E-470 Public Highway Authority toll revenue bonds to A from A- with a stable outlook. Moody's Investors Services upgraded the Authority's senior debt rating from A3 to A2 with a stable outlook in September 2018. The improved bond ratings will strengthen existing agreements and contracts that reference the Authority's ratings and help in obtaining lower interest costs on future bond transactions. The Authority also had its BBB+ rating affirmed by Fitch Ratings in May of 2018.

### 2019 BOND TRANSACTIONS AND FUTURE PLANS

A total of \$72 million in senior revenue bonds was refunded in March 2019. The bonds are variable rate debt and are exempt from federal, state and local taxes for Colorado residents, and the Authority was able to reduce interest costs and debt service due to high bond investor demand and improved credit ratings. The Authority also has a call opportunity of approximately \$252 million in September 2020.



# EXPANDING CONNECTIONS AND OPPORTUNITIES

## REGIONAL CONNECTIVITY AND PARTNERSHIPS

### MOVING MOBILITY FORWARD IN COMMERCE CITY AND DENVER

E-470's commitment to moving mobility forward in the region was evident in Commerce City in October 2018 with the opening of the new Tower Road on-ramp to Peña Boulevard. This milestone project was a result of a long-standing IGA between Commerce City, the City and County of Denver, Denver International Airport and E-470. E-470 helped finance the project by contributing \$4.2 million in accordance with the IGA and Board approval of the project estimates in 2014 and 2018. Project elements included the rebuilding of the existing off-ramp from westbound Peña Boulevard onto Tower Road and widening Tower Road to four lanes from the Commerce City/Denver border to the south of the Tower Road/Peña Boulevard interchange. The enhancement to regional connectivity will provide local residents, businesses and visitors added convenience and improved travel times.

### E-470 WELCOMES NEW NEIGHBORS TO THE EAST

In 2018, the City of Aurora formally requested from E-470 a new interchange at 38th Avenue and E-470 to support future access to the Aurora Highlands development. The first phase of construction on the 3,000 acre mixed-used master planned community was announced in November 2018. Upon completion, the Aurora Highlands is slated to grow to 5,000 acres and to be home to more than 60,000 residents. The area will be bordered by E-470 on the west, Powhatan Road on the east, 56th Avenue on the north and 26th Avenue on the south.

As part of an IGA, the Aerotropolis Regional Transportation Authority (ARTA) will fund the construction on the initial road infrastructure including the 38th Avenue and E-470 Interchange along with several additional improvements. E-470 will continue to work with the City of Aurora and the ARTA to plan, design and construct the new interchange. Design is expected to be complete by late 2019.

### C-470 TOLL LANE EQUIPMENT INSTALLATIONS

The C-470 Express Lanes project will add an Express Lane in each direction on C-470 from Wadsworth Boulevard to I-25, connecting with E-470. The E-470 Operations and Information Technology teams worked diligently to complete tolling equipment installation and integration during the last quarter of 2018. Installation and initial testing were completed at seven tolling locations. These lanes are scheduled to be finished with final acceptance testing of the tolling activity in 2019, pending construction completion by CDOT.

### EXTENDING TOLL SERVICE AGREEMENT

In August 2018, E-470 and HPTE executed the 2nd Amendment to the Tolling Services Agreement, originally put into place in May 2015. The amendment extended the agreement by three years, meaning E-470 will continue to provide all tolling services to CDOT and HPTE for the Colorado Express Lanes through June 2023. Operating under the ExpressToll brand, this partnership provides Colorado drivers with a seamless driving experience regardless of which Colorado toll road they choose.

### FINE AIRPORT REWARDS

ExpressToll expanded its ExpressToll Rewards partnerships to include FINE Airport Parking near Denver International Airport, offering discounted indoor, outdoor and valet parking options to ExpressToll customers. Using the FINE Denver app, ExpressToll customers can attach their transponder number to a FINE Airport Parking account to enjoy the discounted rates and nonstop facility entry and exit. With both Canopy Airport Parking and FINE Airport Parking discounts now available, customers have more choices to improve their airport experience.



C-470 EXPRESS LANES PROJECT INSTALLATION



## IBTTA: YEAR IN REVIEW



### TOLLING. MOVING SMARTER.

2018 was a milestone year for E-470's involvement with the International, Bridge, Tunnel and Turnpike Association (IBTTA), the industry's premier organization. E-470's Executive Director Tim Stewart served as president of the organization for the calendar year and the Authority won the 2018 Toll Excellence Award for "Administration & Finance".

The award recognizes E-470's efforts in partnering with state agencies to improve the overall effectiveness of Colorado's temporary license plates through "Senate Bill 90: Temporary License Plate Legislation." The effort, initiated by E-470 in 2012, introduced a standardized tag design, specification for tag placement on the vehicle and a database for vehicle owner identification that benefits law enforcement and tolling agencies in the entire state. The bill became effective in July 2016.



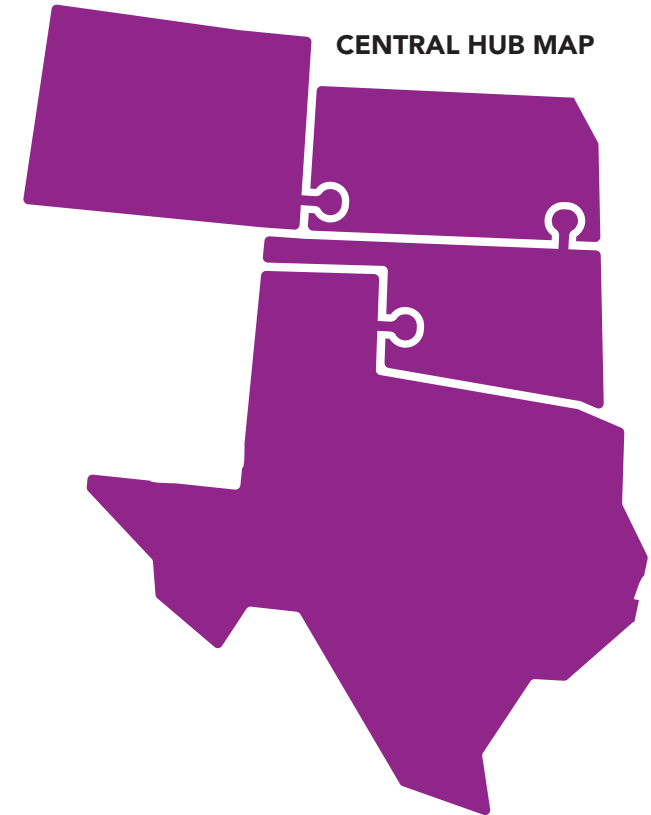
In December, Stewart shared his reflections on leading IBTTA in 2018:

*"It has been a true honor to serve as president of IBTTA. For me, it has been a year filled with surprise, accomplishments and relationship building that have enabled me to grow personally and professionally."*

Stewart shared he is most proud of the IBTTA steering and sub-committees and the progress made in 2018 with the completion of a three-year resource and vision plan for the organization.

## LOOKING AHEAD

- The E-470 Board of Directors voted to move forward with plans to join the Central United States Interoperability Hub (Central Hub) in 2020. Colorado will become the fourth state in the Central Hub, joining Texas, Oklahoma and Kansas. This interoperability agreement means ExpressToll account holders in the near future will be able to utilize their transponder in other states within the Central Hub to pay for incurred tolls, and for out-of-state customers to use their home agency accounts to pay for tolls incurred in Colorado. E-470 is currently working through business requirements to advance the implementation and hopes to become active in the Central Hub within the next year. The ultimate vision is for the Central Hub to join with existing hubs for the northwest, southeast and western states to allow for interoperability across the country.
- E-470 entered into negotiations with CDOT in 2018 to fulfill toll installation on multiple projects in the northern and southern corridors on I-25. CDOT's I-25 Segments 7 and 8 projects from Crossroads Boulevard to State Highway 14 and the I-25 South Gap project from Monument to Castle Rock will add an Express Lane in each direction upon completion. E-470 is currently slated to assist in tolling installation and back-office operations similar to other Colorado Express Lanes.
- Two electric vehicle (EV) charging stations enabling EV drivers to "recharge at no charge" were installed in June 2017 at E-470's headquarters. Within the first year, 1,434 unique EV drivers participated in 1,876 charging sessions, avoiding 8.93 kg of greenhouse gas emissions—the equivalent of planting roughly 230 trees for ten years.

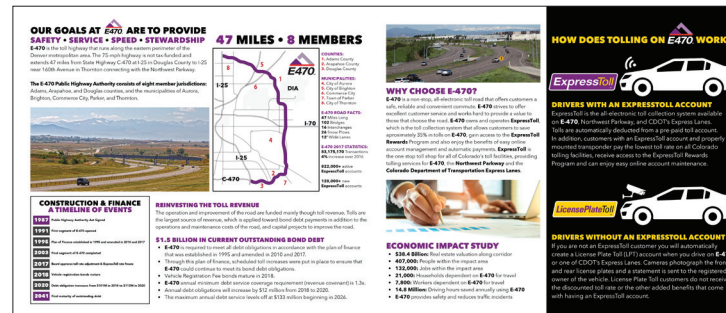


ELECTRIC VEHICLE CHARGING STATION LOCATED AT THE E-470 BUILDING



## E-470 CUSTOMER EDUCATION PROGRAM REACHES NEW AUDIENCES

E-470 expanded on its customer education program initiated in 2017 to reach new audiences and areas of the state. Working with local agencies, municipalities, Chambers of Commerce, regional businesses and others, the customer education team has distributed over 50,000 brochures and presented to a number of organizations throughout the corridor on how tolling works in Colorado and the value of tolling as a mobility choice. New audiences include visitors at Denver International Airport and apartments and hotels along E-470.



E-470 EDUCATIONAL BROCHURE

## SERVING CUSTOMERS AND COMMUNITY

### THE E-470 TRANSPORTATION SAFETY FOUNDATION

The E-470 Transportation Safety Foundation, a nonprofit organization that raises its own funds, awarded eight, \$2,500 transportation safety grants to support teen driving education and seat belt safety, transportation services and safety for seniors and youth, and car seat safety programs. Every other year, E-470 organizes a golf tournament to benefit the foundation. The next tournament will be held in June 2019.

### THE E-470 GOOD GUYS

The E-470 Good Guys, a staff volunteer group, coordinated several service opportunities throughout the year, including work with the Food Bank of the Rockies and the City of Aurora's Punkin' Chunkin' Fall Festival. The group ran a Halloween Candy Drive, donating 388 bags of candy to the Ronald McDonald Houses in Denver and Aurora, the Denver Children's Home and Gateway Women's Shelter. They also supported families in need at Buckley Air Force Base and the Salvation Army by donating over 150 toys, clothes, household items and a holiday dinner. Additional donations were made to Children's Hospital Genetic Research and the Colorado Veteran's Project with proceeds from E-470 employee fundraisers.



## EXPRESSTOLL BY NUMBERS

ExpressToll accounts opened in 2018:  
146,679

Total ExpressToll accounts in 2018:  
931,062

Total outstanding ExpressToll transponders:  
1,784,604

Total HOV transponders distributed:  
196,340

Inbound customer service calls:  
955,951

Image transactions processed:  
65,424,679

## ANNUAL CUSTOMER SERVICE EXPERIENCE SURVEY

Over 56,000 customers responded to E-470's 2018 Annual Customer Experience Survey.

The questions cover customer demographics, communication channels, payment methods, road conditions, technical topics and satisfaction with E-470 and ExpressToll.

### SURVEY HIGHLIGHTS:

ExpressToll service satisfaction rating:  
4.6 (out of a possible five)

License Plate Toll service satisfaction rating:  
4.4 (out of a possible five)

Road conditions satisfaction rating:  
4.6 (out of a possible five)

The most important item to customers:  
E-470 is Kept Free of Snow

The #1 reason customers choose E-470:  
Saves Travel Time





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