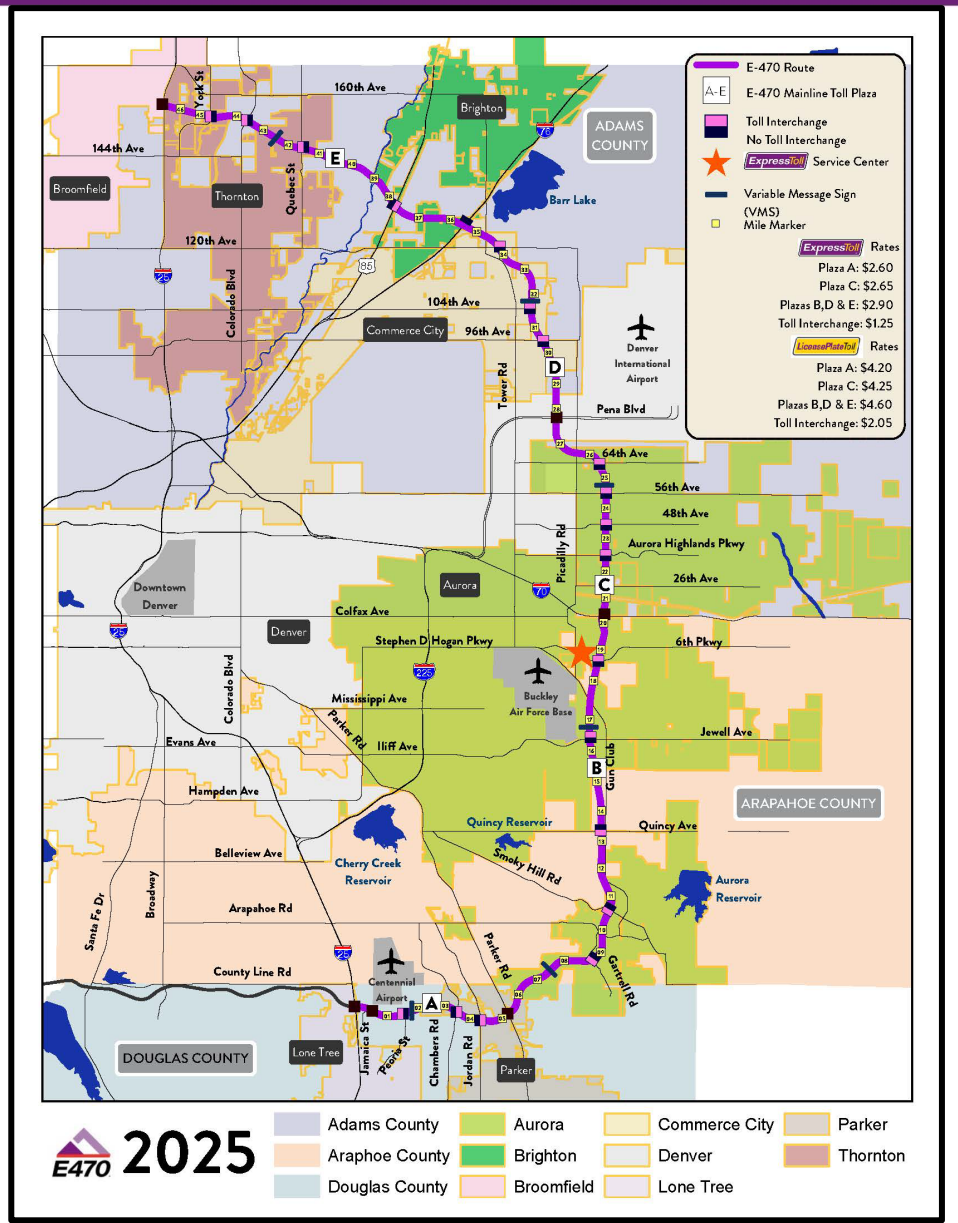
E470 PUBLIC HIGHWAY AUTHORITY: MORE THAN A ROAD

E470: OVERVIEW

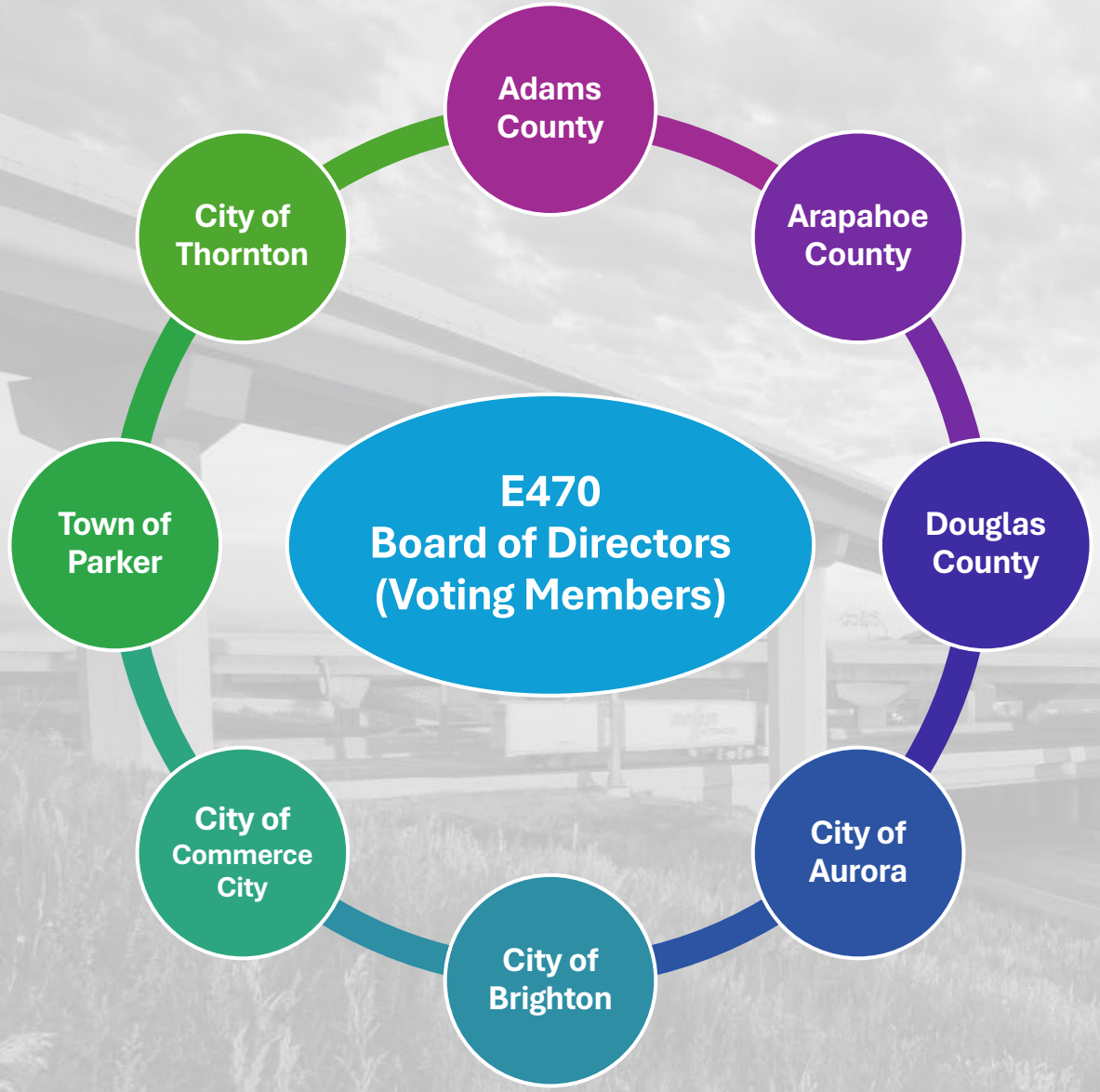
MISSION

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

- 47-mile highway connecting communities across eastern Metro Denver for over 30 years
- Average daily drivers: 155,000
- Average daily transactions: 333,000
- **Local government owned and governed; funded solely by tolls from road users**
- Built to serve Colorado's growing communities



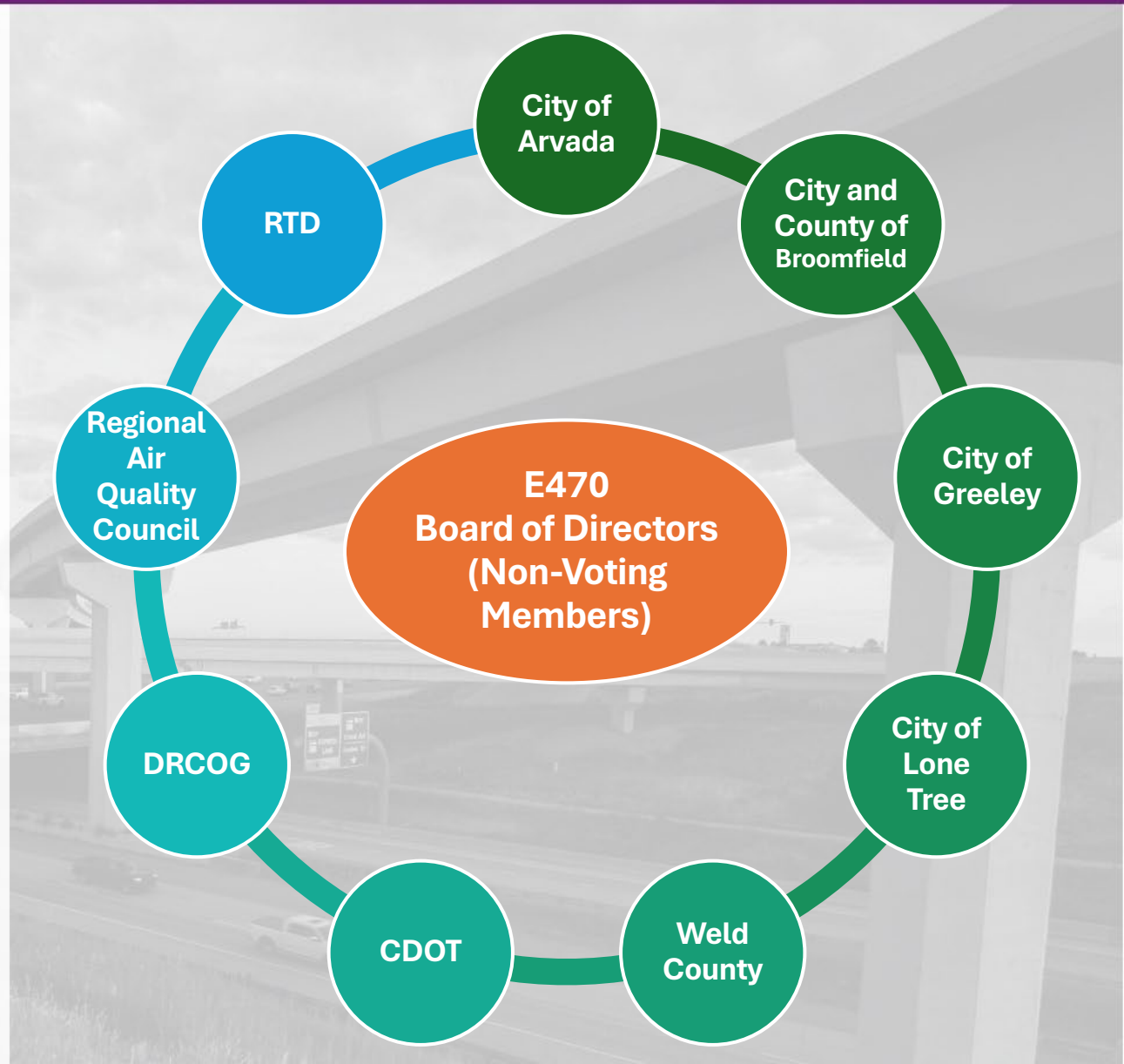
E470 GOVERNANCE & STRUCTURE: BOARD OF DIRECTORS – VOTING MEMBERS



- E470 is financed, constructed, operated and governed by the E470 Public Highway Authority, a political subdivision of the State of Colorado.
- **The Authority's voting members of the Board of Directors comprise of elected officials from each member jurisdiction.**
- Each jurisdiction has one voting member on the E470 Board of Directors.

E470 GOVERNANCE & STRUCTURE:
BOARD OF DIRECTORS – NON-VOTING MEMBERS

- **Five local governments and four area agencies also participate on the Authority Board as non-voting members.**
- Non-voting members support voting members by providing context to guide the Authority's decision-making.
- **Decisions about E470 are made locally – by and for the communities that we serve.**



HISTORY & FORMATION: WHY E470 WAS CREATED

- Organized per the Public Highway Authority Law on January 13, 1988 through a contract between Adams, Arapahoe, and Douglas counties.

- Created in preparation for projected growth and a need for regional transportation infrastructure on the east side of Metro Denver.

- **Designed to be a self-sustaining transportation solution for future generations.**



John E. Arnold (first Executive Director of E470), George Wallace (Founder of DTC), Governor Roy Romer, and Steve Cramer (Former Adams County Commissioner), left to right, review an early conceptual drawing of E470.

E470 HISTORY & FORMATION: A BRIEF TIMELINE OF MILESTONES

1988

E470 Public Highway Authority is formed between Adams, Arapahoe and Douglas counties.

1991

Segment I from I-25 South/C-470 to Parker Road opens at 3:30 p.m. on June 1, 1991. One month later, tolls begin on Segment I.

2003

Final segment of E470 is opened (from U.S. 85 to the I-25 North interchange in Thornton), completing the 47-mile semi-circular beltway.

2009

E470 becomes the first all-electronic toll facility in the United States with non-stop cashless tolling.

2009

E470 begins a major expansion project to widen the highway to three lanes in each direction.

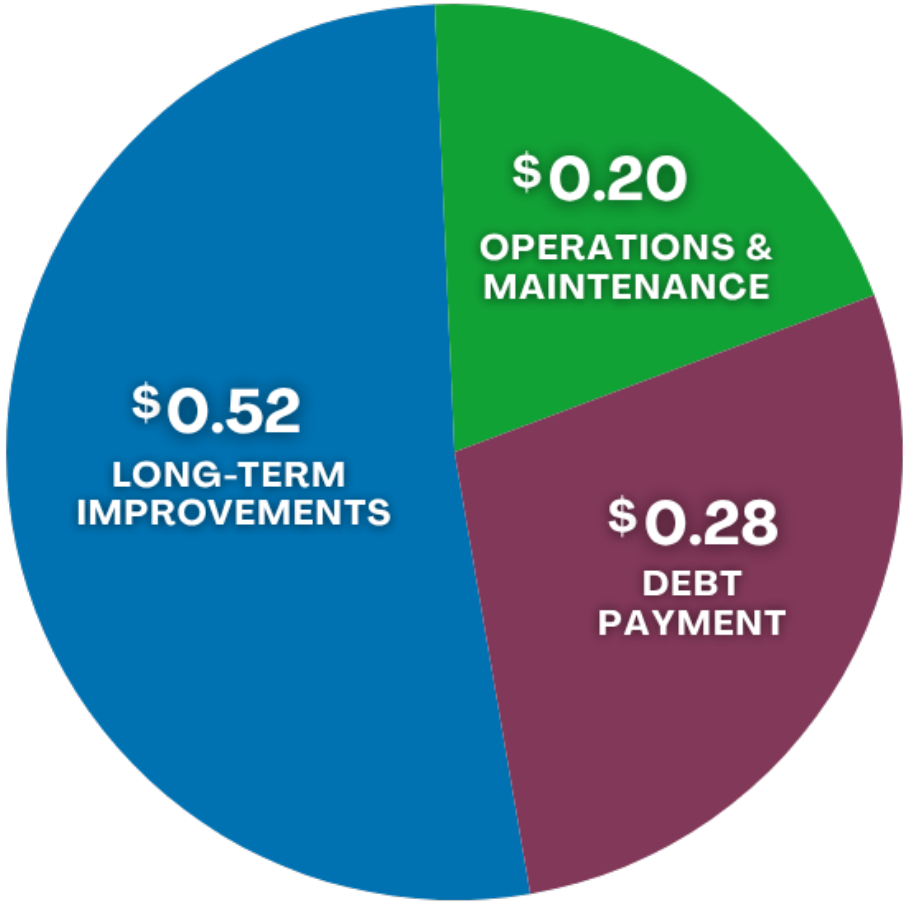
2025

Over 15 years after beginning the road widening project, E470 is officially expanded to 6 total lanes from Parker Rd in Douglas County to 104th Ave in Adams County

UNDERSTANDING TOLLING ON E470: WHAT IS TOLLING & WHY DOES IT WORK?

- **Tolling = users pay for what they use, no reliance on tax dollars**
- Funds are reinvested back in the road, including maintenance, safety improvements, and expansion to battle Denver Metro congestion issues.
- Allows flexibility to meet needs faster than traditional funding mechanisms
- **Tolling is a tool, a service for a fee – not a tax. It enables infrastructure growth without burdening general taxpayers**

WHERE DOES $1 OF TOLL REVENUE GO ON E470?



E470'S SUSTAINING ECONOMIC & COMMUNITY BENEFITS



- **E470 is a critical driver of housing opportunities and economic development across the Eastern Metro Denver region**
- Enabled residential development, job centers, and commercial hubs
- Proximity to E470 is a key selling point for businesses and real estate developers
- **Since its opening, E470 has supported billions in private investment and thousands of jobs along the corridor**

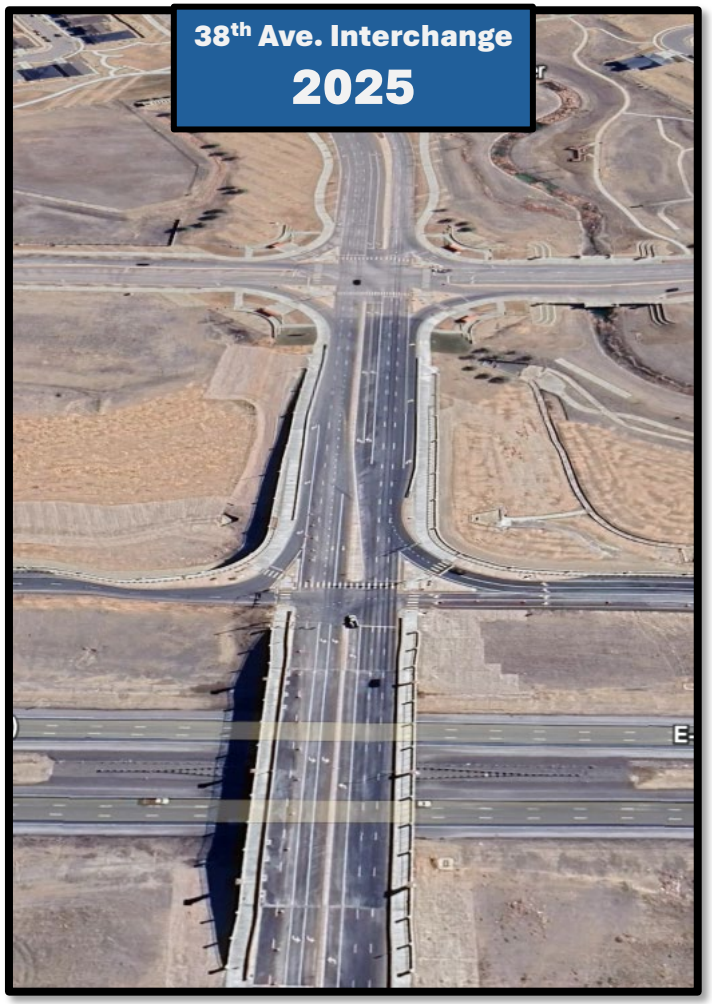
E470 INVESTING LOCALLY: SAFER ROADS, STRONGER COMMUNITIES

E470 partners directly with local communities along the corridor to fund critical safety and quality-of-life projects.



Examples of recent initiatives include:

- **New interchanges at 38th Ave. and 48th Ave.,** enhancing access to and supporting the construction of thousands of new homes.
- **Critical traffic signals and lighting projects** such as the E470 & Jewell intersection.
- **24 miles of development of the High Plains Trail**, connecting neighborhoods and improving recreational and multimodal access.



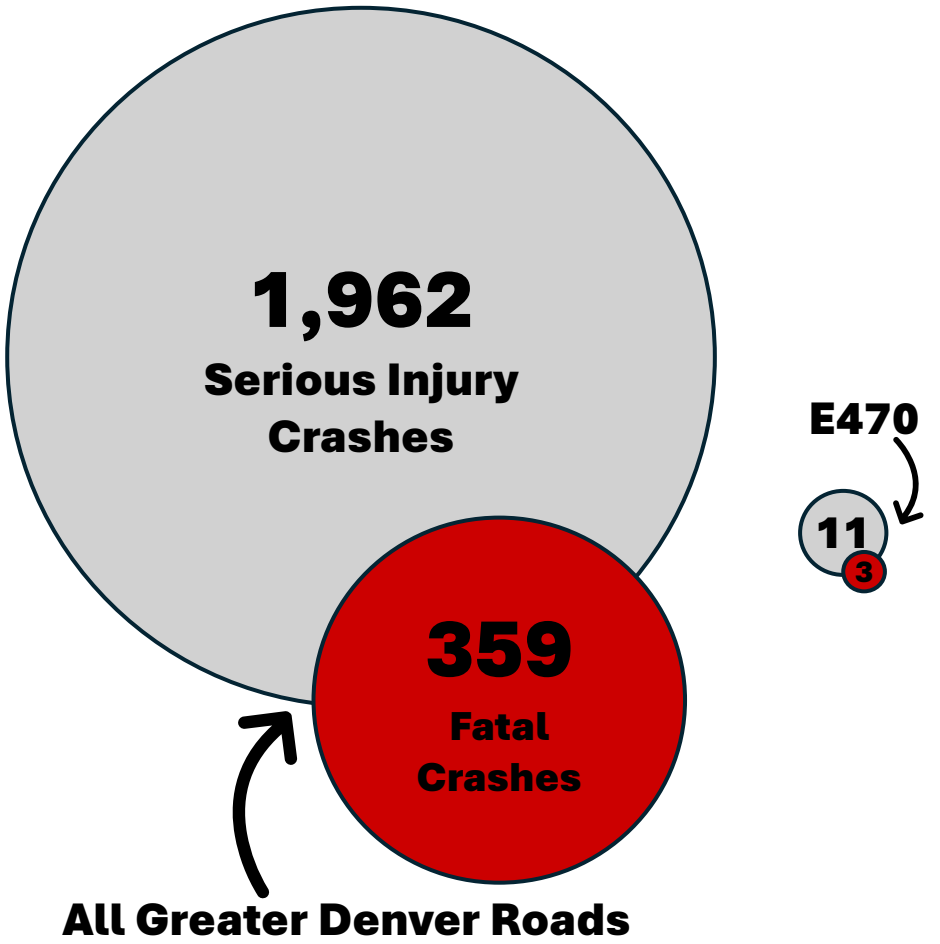
E470: PUTTING SAFETY FIRST

- E-470 has consistently fewer fatal and serious injury crashes than other Greater Denver roads
- Investments in safety directly contribute to better outcomes for drivers
- Roadway design, active monitoring, and quick response reduce crash severity

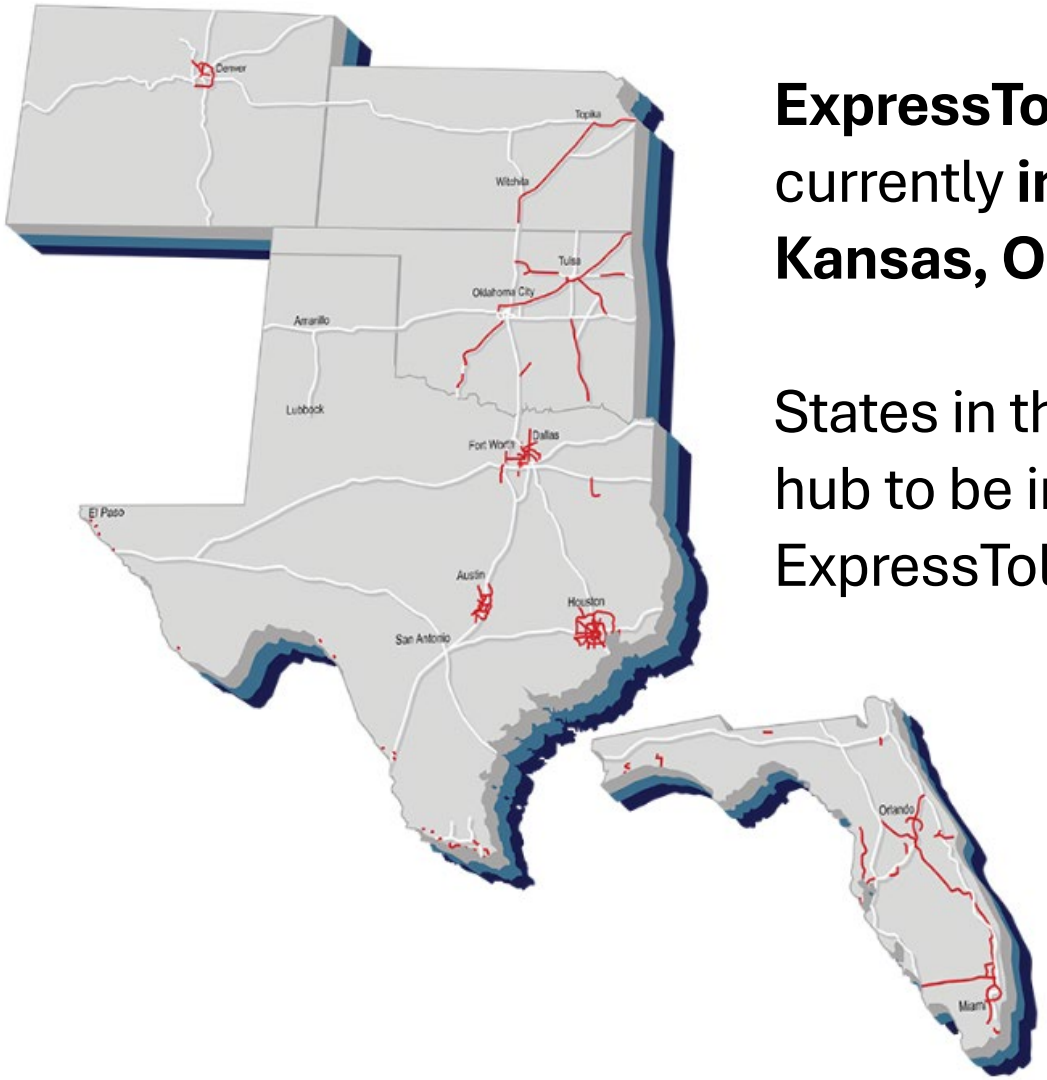
Proactive Safety Measures on E470:

- Dedicated Colorado State Patrol Troop
- 24/7 Monitored Traffic Management Center
- 24/7 Roadside Assistance for E470 drivers
- Deer Fencing along corridor
- Regular roadway safety audits and upgrades

2024 Fatal and Serious Crashes
Greater Denver Roads vs. E470

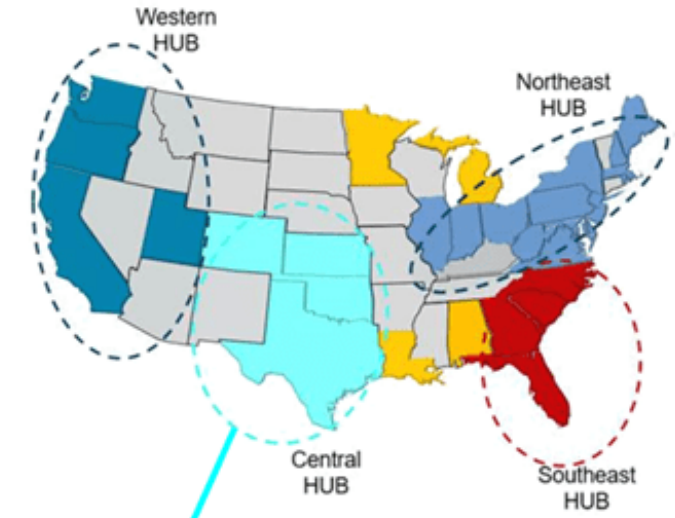


NATIONAL INTEROPERABILITY



ExpressToll® transponders are currently **interoperable** within **Kansas, Oklahoma, and Texas.**

States in the Southeast and Northeast hub to be interoperable with ExpressToll® transponders in 2026.





WE HEAR YOU - WHAT WE'RE WORKING ON

✓ CLEARER COMMUNICATION:

- Advancing **brand realignment efforts** to reduce customer confusion across agencies and ensure consistency in business rules
- **Simplified billing statements** and explanations of toll fees and late charges
- **More frequent account reminders**
- **Proactive alerts** when an issue might impact driver registration

✓ ENHANCED CUSTOMER SERVICE:

- **Expanded customer service** contact and self-service options
- **More ongoing agent training** on complex toll/account issues
- Ongoing improvements to **response times and resolution**

✓ IMPROVED TECHNOLOGY:

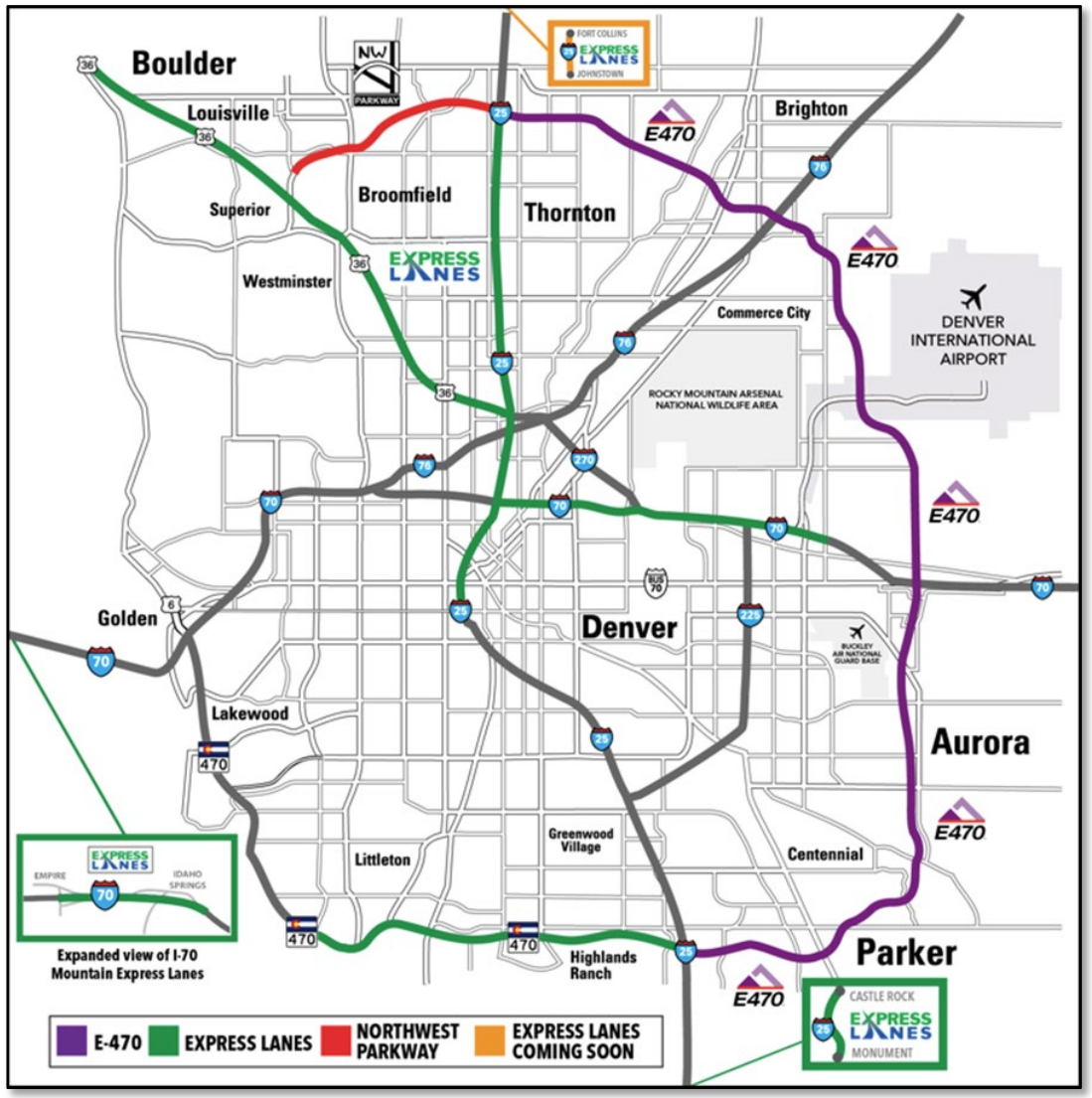
- Established a **National Tolling Security Committee** focused on protecting customers from smishing and other emerging threats
- Implementing **Advanced Traffic Management System** (ATMS), giving our team faster detection and response to incidents on the road
- **License plate recognition accuracy** upgrades to reduce errors in billing and plate matching
- **More reliable account access** through website upgrade and cell phone app options

✓ MORE FLEXIBILITY:

- **Dispute resolution process** with a human review, not just automated systems
- **Exploring payment options** for customers
- Reviewing **late fee policies** for fairness and transparency

E470'S PARTNERSHIPS

COLORADO TOLL ROADS: AN OVERVIEW



- E470 operates **ExpressToll®**, the system that allows drivers to travel on <u>all</u> Colorado toll roads and have their tolls billed to a single E470 ExpressToll® account.

- E470 runs back-office services for CTIO (Express Lanes) including **customer service**, **billing,** and **payment processing.**

- E470 does **<u>NOT</u>** set the **business rules, regulations**, **fare and fee rates**, or **violation fines** for CTIO Express Lanes, Northwest Parkway, or Plenary toll roads.

BENEFITS OF CENTRAL BACK-OFFICE

Benefits of Central Back-Office:

- Single account, multiple roads
- Simplified, more transparent billing
- Seamless travel throughout Colorado and surrounding states
- Convenient account management
- Consistent customer service

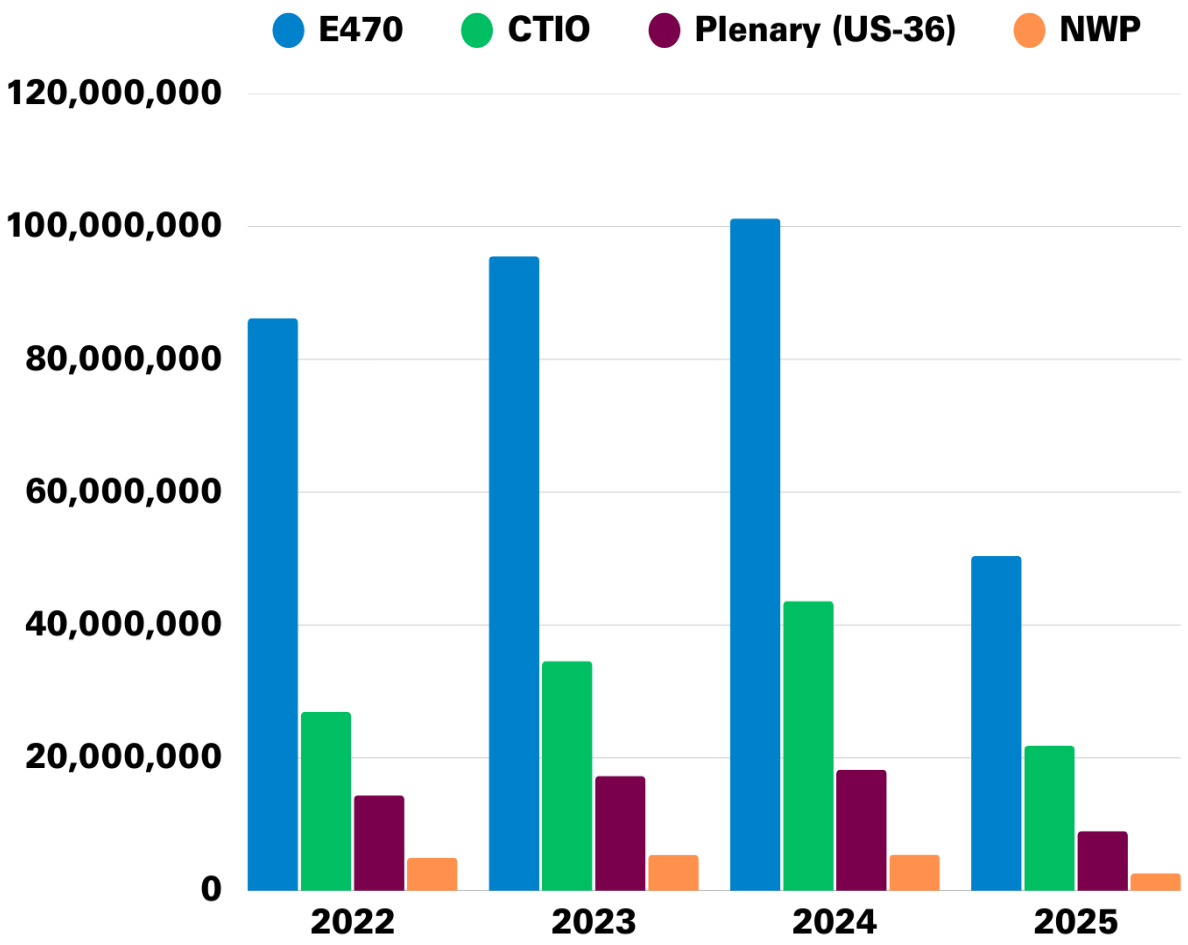


SERVICES MANAGED BY E470

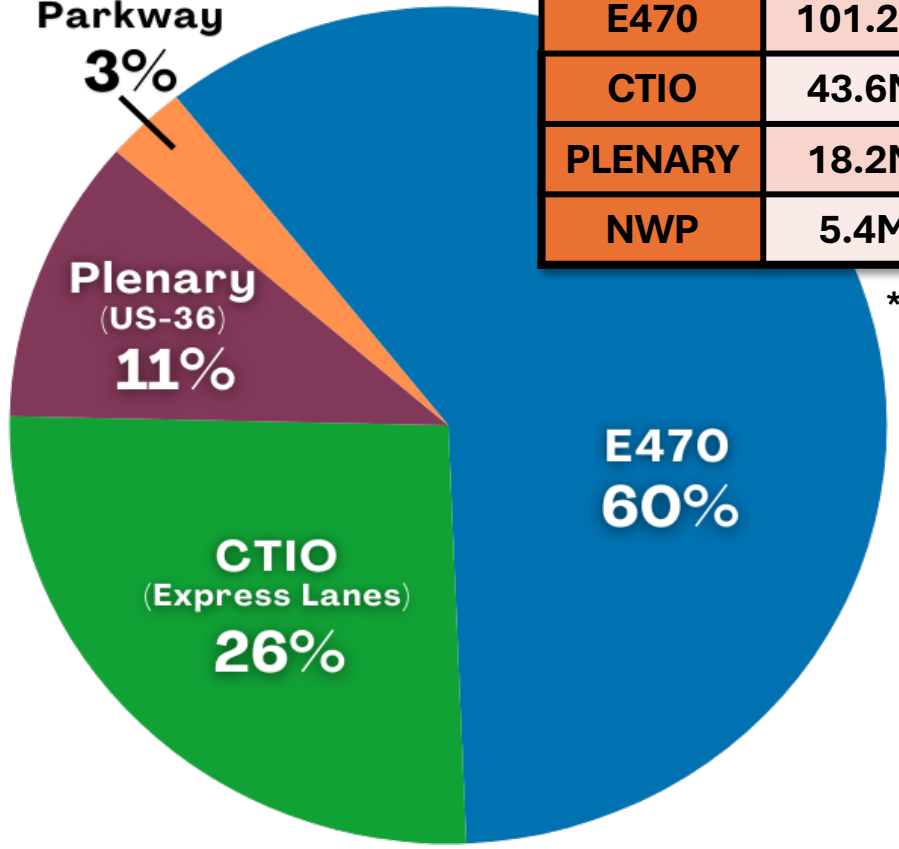
Services Managed by E470/ExpressToll®	E470	CTIO Colorado Transportation Investment Office Express Lanes	Plenary	NW Parkway Powered by VINCI Highways
Customer Service	✓	✓	✓	✓
Billing Services	✓	✓	✓	✓
Collection Services (via third-party processor)	✓	✓	✓	✓
Issuing ExpressToll® Transponders	✓	✓	✓	✓
Customer Account Management	✓	✓	✓	✓
License Plate/Image Review	✓	✓	✓	✗
IT Development (Generating reports, system updates, etc.)	✓	✓	✓	✓
Level 3 Road Support (Legacy equipment)	✓	✓	✓	✓
Interoperability Services with Tolling Agencies in Nearby States	✓	✓	✓	✗
Monthly Communications & Statements	✓	✓	✓	✓

COLORADO TOLL ROADS BY THE NUMBERS

TRANSACTIONS BY AGENCY
YEAR-TO-YEAR GROWTH, 2022 - YTD



TRANSACTIONS BY AGENCY
JAN. 1, 2024 – JUN. 30, 2025



	2024	2025*
E470	101.2M	50.4M
CTIO	43.6M	21.8M
PLENARY	18.2M	8.9M
NWP	5.4M	2.6M

*Through June 30

E470: COLORADO'S ROAD TO THE FUTURE



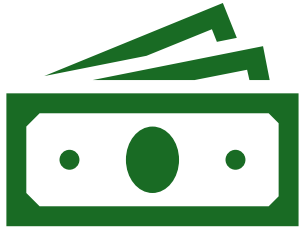
COMMUNITY-LED

Guided by local voices and regional partnerships



SELF-FUNDED

Operates without state or federal tax dollars



ECONOMICALLY VITAL

Connecting people, goods, and opportunity across the region



BUILT FOR GROWTH

Future-ready infrastructure supporting Colorado's next generation

QUESTIONS? LET'S CONNECT

- **Francoise Bergan • Board Chair and Aurora City Council Member**
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- **Joe Donahue • Executive Director**
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- **Shelby Costello • Public Affairs**
  scostello@e-470.com
- **Jia Meeks • Lobbyist, Brownstein, Hyatt, Farber, Schreck**
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- **Scott Spendlove • Lobbyist, Intermountain Corporate Affairs**
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- **Logan Fry • Lobbyist, Brownstein, Hyatt, Farber, Schreck**
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