

# NATA Board Meeting Minutes

January 25, 2024

7:30 am – 9:00 am

**In-Person Only**

Adams County Regional Economic Partnership  
Community Reach Center – Longs Peak Conference Room  
1870 W. 122nd Ave., Westminster, CO 80234

## NATA Members (who signed in)

<b>Lisa Hough</b>	AC-REP	<b>Bonnie Sellers</b>	Federal Heights Council
<b>Lynn Baca</b>	AdCo Commissioner	<b>Tim Williams</b>	Federal Heights Staff
<b>Brian Staley</b>	Adams County Staff	<b>Ben Ortiz</b>	Longmont Staff
<b>Greg Mills</b>	Brighton Mayor	<b>Jay Jaramillo</b>	Northglenn Council
<b>Tom Green</b>	Brighton Council	<b>Sara Dusenberry</b>	Northglenn Staff
<b>Chris Montoya</b>	Brighton Staff	<b>Carson Priest</b>	Smart Commute
<b>Austin Ward</b>	Broomfield Council	<b>Tammy Herreid</b>	Smart Commute
<b>Sarah Grant</b>	Broomfield Staff	<b>Danielle Ranum</b>	Smart Commute
<b>Steve Douglas</b>	Commerce City Mayor	<b>Kathy Henson</b>	Thornton Council
<b>Rocky Teter</b>	Commerce City Council	<b>Justin Martinez</b>	Thornton Council
<b>Shawn Poe</b>	Commerce City Staff	<b>Kent Moorman</b>	Thornton Staff
<b>Emily Baer</b>	Erie Council	<b>Nancy McNally</b>	Westminster Mayor
<b>Miguel Aguilar</b>	Erie Staff	<b>Chris Chovan</b>	Westminster Staff

## SC Members (who signed in)

<b>Nathan Batchelder</b>	CRL & Associates	<b>Jessica Sandgren</b>	Smart Commute Board
<b>Neal Goffinet</b>	FHU		

## Agency Partners (who signed in)

<b>Karen Stuart</b>	CDOT Commissioner	<b>Vince Buzek</b>	RTD Director
<b>Steven Henry</b>	CDOT	<b>Troy Whitmore</b>	RTD Director
<b>Danny Herman</b>	CDOT		

## Guests (who signed in)

<b>Jessica Carson</b>	E-470	<b>Sheryl Beckman</b>	Stolfus & Associates
<b>Neil Thompson</b>	E-470		

## **Welcome, Pledge of Allegiance and Introductions – Chair Mayor Nancy McNally**

*Chair Mayor Nancy McNally* – Welcome everyone to a new year and some new faces. Let's start with the pledge of Allegiance and then we'll do introductions. Next, we will get approval of the December meeting minutes.

## **Approval of December Meeting Minutes**

*Chair Mayor McNally* - A motion to approve the minutes was made by Councilmember Sandgren, seconded by Councilmember Ward and approved unanimously.

## **2024 NATA Appointments & Officers – Carson Priest**

*Carson Priest* – We are going to go through our 2024 officers & appointments. Most of you have already given me your appointments to the board for 2024. For those communities in the room that have not done so, please reach out to me, we need an appointment and an alternate. I know some councils don't make those appointments until February, so we have a little bit of time.

Our 2024 Executive Officers for the year are: Westminster Mayor Nancy McNally as Chair, Erie Councilmember Emily Baer as Vice Chair, Thornton Councilmember Justin Martinez as Treasurer, and Brighton Mayor Greg Mills as Immediate Past Chair. They were elected at our last meeting in December by quorum.

Every year we discuss our Strategic Planning Committee (SPC) and there are appointments to that committee, some see positions and some not set positions. The SPC acts as the Executive Committee for NATA Board and includes the Chair, Vice Chair, Treasurer, immediate past Chair and two other At-large members preferably from areas that are not geographically represented by the Officers and the immediate past Chair. We have a 30-minute meeting the Friday before the NATA meeting where we set the agenda for the upcoming NATA meeting. We are looking for the 2 At-large members to appoint, they need to be for any of our other member jurisdictions (except Westminster, Erie, Thornton, and Brighton as they are already being represented). Please reach out to me if you would like to participate in the SPC. We will bring that to you next month for approval. It's an open meeting that staff attends as well.

Every year we also bring the Smart Commute Board of Directors for the year. We do have some changes to the Smart Commute Board as we have a couple of new people we are trying to bring on to replace a few of those that have rolled off these past few years. The 2024 Smart Commute Board consists of: Thornton Councilmember Jessica Sandgren as Chair; Westminster's Wady Burgos as Vice Chair; CRL & Associates' Nathan Batchelder as Treasurer; Kyle Harris with McWhinny; Troy Whitmore with United Power; Pedro Costa with Northwest Parkway; Andrea Donegan with Amazon DEN3; Lisa Hough with AC-REP; Jason Pock with Westside Investments and Craig Hebrink with Sustainable Broomfield. Chair, I will need to get a motion to approve for this Board since NATA wrote the grant that started Smart Commute.

*Chair Mayor McNally* – Do we have a motion to approve? A motion to approve the minutes was made by Mayor Greg Mills seconded by Commissioner Lynn Baca and approved unanimously.

## **2023 NATA Year in Review – Carson Priest**

*Carson Priest* – Every year we bring to you a review of what we did last year and what you think we should be focused on for this year from the staff perspective. I am going to point out some of the highlights for the next few slides. We sent seven letters of support, mostly for Federal Grant processes and applications. We are happy to write you letters of support from NATA, especially for projects that are part of our Priority Projects List.

We bring a number of presentations throughout the year to the group, some for discussion and some are more informational. In addition to our monthly updates from our CDOT Commissioner and RTD Directors, we have 1-2 more specific highlighted presentation each month, each of which I have highlighted on the slides.

The next slide lists out our 2023 Accomplishments and the ongoing focus for NATA. This is a living list and each year's board has list of items they want to focus on for the year. These include: continued in-person meetings with some increased attendance; in June we had a retreat focused on Priority Project List Update Process; we have and will continue to have both monthly CDOT Commissioner Updates and RTD Directors Report Updates; Priority Project List Update Process Kick-Off Senior Staff Meeting along with a Policy and Filters Document Draft which we will continue into 2024 to refine our List and processes; we renewed our focus on Position Letters; this year we want to focus on Positioning the Region for Federal Funding Opportunities; we will update the Lobbying Leave Behind Document; we will work to Create Project Fact Sheets for Lobbying Efforts this year; and we wrote and signed seven project Letters of Support for Grant Applications. Once we get the Priority Projects List updated, then we will update the Leave Behind.

*Councilmember Jessica Sandgren* - I love the lobbying efforts. Is there an opportunity for us to gather some topics from the letters that we can gather to do a leave behind at lobbying?

*Carson Priest* – Yes, if the interest is there, we have the availability as a staff to create some on-off documents from those letters. We should connect off-line with each one of the jurisdictions to make sure you have what you need for your lobbying efforts.

## **CDOT Commissioner's Update – Commissioner Karen Stuart**

*Commissioner Karen Stuart* – You guys have been busy, glad to see that. When you continue to collaborate, to meet and advocate as a group for specific things in our region it helps CDOT, your legislators, and your congressional leadership as well.

An update on the Safety Improvement Program regarding the weaving on the HOV lanes on I-25. Once guy had over \$5,000 in violations in October and Zero in November. Violations are now down 70%. There are two new segments that have come on-board which is the South Gap between Castle Rock and Monument plus I-25 North Segments 5-8. What I am hearing from CDOT Region 4 is that their violations are quite low, their travelers must travel farther south and see what has been happening so their violations are minimal. I went to Blissway's headquarters and had a tour on how they monitor

everything and it really high-tech. They can see all of your cars, your license plates (including motorcycle license plates). Colorado is one of Blissway's pilot programs.

We went in front of the legislature yesterday to give them our annual report for CDOT, and here are some of the stats I shared with them. Our Fiscal Year budget for 2023 is \$1.8 billion statewide. We are responsible for almost 10,000 centerline miles, about 24,000 total line miles, 3,500 bridges/major structures throughout the state, maintenance crews plowed more than 6 million lane miles last winter season. We help maintain and monitor 270 avalanche paths, for instance that Berthod Pass avalanche you heard about, was actually 10 avalanches caused by trying to clear the one before it. Bustang service provided over 2 million revenue service miles in 2023, a long-range bus service. This service provides transit service to the rural areas, which is a very important need. We also service 76 public use airports statewide and 2 seaplane bases.

Next month is an update on I-25 safety improvements along Segments 2 & 3 with Jessica Myklebust. I am eager to hear about it and we might do another field trip since we have so many new elected officials to show what has happened in our area, where the bottlenecks are, and what northern Colorado has done on Segments 5-8, including the mobility hubs they have put in where there is no buildout yet. That is much easier to put those in where there is no people, it's much harder to put a mobility hub in where there is already buildout and congestion. We know some of the low hanging fruit gets done before the more complicated projects, just like on FasTracks.

Next I'll give you a brief Colorado Freight & Passenger Rail Plan update. The governor & CDOT are all about trains. CDOT also has a Freight and Passenger Rail Plan that we just updated. This positions Colorado for future grant, financing, and policy opportunities, factoring in discretionary grants. There are quite a few funding opportunities coming through IIJA. The plan is required by FRA that was developed in coordination with key partners. It is a strategic and high-level document that identifies key issues, needs and initiatives and inventories potential future investment concepts. State Rail Plan Goals are goals to improve various rail aspects across the system which include: (1) increasing safety & security to advance passenger rail; (2) expand and strengthen the system to strengthen rail coordination; (3) improve mobility and connectivity through integrated planning processes; (4) preserve and maintain the existing infrastructure to enhance economic connections; and (6) improve economic vitality and environmental quality to address freight rail needs and issues. We are looking at how we strengthen our relationship with Amtrak and the passenger rail area. One of the best ways to get workers to their jobs in the mountains and mines, the train is the best way to do that (the train to Steamboat Springs then Craig). The environmental aspect of this will help during bad weather and road closures. When road conditions are bad and difficult, rail conditions don't suffer the same impact, they keep moving.

Colorado's Active Rail Network – We have 13 Freight Railroads & over 2,545 miles of track. There are 2,523 jobs in freight railroads and 382,000 jobs in freight-dependent industries. 20% of all freight moved 154 million tons of product amounting to \$10.3 billion. For Passenger Rail we have 3 Amtrak with 197,000 travelers annually and 1 tourist service, the Cumbres & Toltec near Antonito. They also include the 4 commuter rail and 6 light rail lines with RTD that serve 21.5 million passengers annually. Lastly, there are 7 scenic railroads that service 990,000 passengers per year.

CDOT worked with several partners on the Rail Plan, both public and private that include: RTD, FRPR, Amtrak, BNSF, Union Pacific RR, DRCOG, PPACOG, Grand County, Routt County, OmniTRAX, Colorado Pacific RR Towner Line, Rock Island Denver RR, Genessee & Wyoming RR, Rock Rail, Watco, The Western Group, Colorado Freight Advisory Council, Colorado Rail Passenger Association, Rocky Mountaineer, and Durango & Silverton Narrowgauge RR.

The Front Range Passenger Rail (FRPR) Service Development Plan/Corridor ID and creation of the FRPR District (SB 21-238). They got \$500,000 from the federal government to get included in the Corridor ID. Once you are in the Corridor ID, you can pursue the FRA federal grants. I am hoping you will get another update from FRPR soon, as they are looking to go to the ballot this year or 2026. They are working on completing the district and looking at a good part of Adams County will be included in the taxing district BUT you won't get any of the service. Also includes Mountain Rail, Burnham Yard Development, SW Chief Track Rehabilitation and Thru-Car Study, and FRA's Long Distance Passenger Rail Study (Zephyr & SW Chief). Burnham Yard is still in the planning works and what to do with it. They are looking at trying to make part of it is similar to the Santa Fe Rail Yard and what part of it can be sold to developer to recoup some of CDOT's investment funds here. There are changes in freight rail trends and commodity movements that we need to consider.

*Director Vince Buzek* – RTD is doing a Service Development Plan for NW Rail \$8M study is almost done and took over 2 years.

*Commissioner Stuart* - CDOT's is \$5M and 18-months study for Mountain Rail. Trends in Passenger graphic, just note the years of COVID and you will see the tool it took on Amtrak and RTD ridership numbers. Key Rail Policy Issues include funding, land use and development, coordination and joint planning, and safety. Major funding is needed for enhancing capacity, safety and equity. A lot of funding unknowns when starting a rail line like the Mountain Corridor, sources and amounts unknown for both long-term federal funding and how much capital funds will come from local governments. On the Land Use and Development side you want to integrate transit- and rail-oriented development and preserve as much of the existing infrastructure and right-of-way as possible for future use. In order to best work together, we need to formalize coordination and communications with railroad operators to leverage funding for Federal grant opportunities. We are trying to make the case that our projects in Colorado are worthy of federal funding, as we are competing Texas, California, East Coast. The recent new regarding derailments & environmental exposures in Colorado but are still more consistently safer than surface alternatives. Future Passenger Rail Investments by Corridors include FRPR, Mountain Corridor, RTD Commuter Rail, Southwest Chief, California Zephyr, Freight Rail, and Statewide & Regionally Significant Freight Rail. Note under RTD Commuter Rail, you will notice it says "N Line extension" and I made a point to tell them it is a "completion" not an "extension" and that it needs to be changed to reflect that and the same for the NW Rail. But this shows the RTD lines included in the CDOT State Rail Plan.

Next Steps for the Mountain Rail timeline - it will go to the Transportation Commission for approval in February, then in the winter it will go to the FRA for review and adoption. We will continue to look for money for FRPR, completion of our train lines and the mountain corridor.

*Councilmember Justin Martinez* – A funding question, are there more funding opportunities in freight or passenger rail? What is the mix on those types of opportunities?

*Commissioner Stuart* – There are a lot of the freight lines that were being used for coal are not being used and are being transitioned to passenger rail. The governor is focusing on economic viability of those lines that are underutilized and how to make those into passenger rail. The Federal funding that is coming out is significant, and we are well poised to get some of that, so focus is on passenger.

*Councilmember Martinez* – How can we become more competitive?

*Commissioner Stuart* – Relationships. We can always have better relationships with our federal reps. The population increase, environmental impact of traffic congestion, we have a GHG policy – all of these help make us more competitive. “A project only works if you have political will and funding”. The governor thinks this as well and is trying to pull in those experienced and well-connected people that will help further our funding initiatives.

*Commissioner Lynn Baca* – I have a lot of feelings on FRPR. I have concerns on why the boundary was drawn through Adams County and how it will benefit Adams County when we won't see anything from the FRPR service because it feels like FasTracks 2.0. The growth in the state is not going that direction but is going northeast in Colorado. The corridors that are not even being mentioned and will be impacted by this growth are the E-470 Corridor, DIA, and the I-25 Corridor. The stakeholding of the FRPR has not been inclusive or following the growth patterns of the state. What is the possibility that the boundary can be rewritten to only include those that are being serviced by FRPR and who is the ask to?

*Commissioner Stuart* – I agree with you and pushing that same issue. They here that (1) there is connections to the train so all you have to drive to it, and (2) likely in the future there will be spurs. I don't think they need Adams County's votes to pass the boundary initiative. If the governor wants us to get behind the FRPR then he needs to help us finish FasTracks up here specifically.

*Mayor Steve Douglas* – I agree with Commissioner Baca, the growth is going northeast and you want to be ahead of game and address the growth needs before you get there. In addressing growth Colorado is behind, we are always chasing it. We would love to see spurs but we need to think about bi-directional rapid transit and trains. We need to convert to new building instead of the old way (trains and BRT not managed lanes). The innovation of transit will get us noticed by the federal funding and get more funds. We are not thinking long-term, we are just thinking add-ons.

*Commissioner Stuart* – I think we are behind on that initial infrastructure and that is part of what is delaying things. We want to add lanes and infrastructure to support more transit (buses and trains). Our largest barrier is that we haven't invested in the past transportation like we should have. The elected officials need to keep being the voice behind this effort, esp. when going to DC and also go out and educate your communities and local business, we need to bring money to the table.

## **RTD Directors Report – Directors Vince Buzek & Troy Whitmore**

*Director Buzek* – Our new fare structure went into effect January 1<sup>st</sup> and also free fares for anyone 19 years of age and under. We have eliminated the local vs. regional fares and a lot of other things to make it easier and less expensive. February 2<sup>nd</sup> & 3<sup>rd</sup> DUS will be shut down for federally mandated inspections and testing. RTD will be running shuttle service to some of the other train stations. I want to answer a question from our last meeting that Councilmember Jessica Sandgren had on capacity issues on 104L that goes to DIA. The information we got from our Service Planning Department is from November 1, 2023 to December 1, 2023, there were 1,287 trips on 104L, of which only 5 trips were over 90%. All other trips are generally under 50% capacity. If customers are complaining about capacity issues, Service Planning staff believe that it is due to customers not wanting to sit next to another customer on the bus. So, they will continue to monitor the capacity closely and see if there is anything else they need to do on the 104L. There has been some banter on social media regarding the NW Rail by Broomfield saying they should sue RTD and get their money back. We have heard this numerous times over the years. We have put \$8 million into the NW Rail Peak Service Study that will hopefully be concluded by the end of this year. This will determine how feasible it is to do 3 trips in AM and 3 trips in PM between Longmont and DUS. We want to finish our FasTracks Program. There are rumors going about legislation coming out of the state regarding RTD board governance and potentially some funding for RTD. The governor wants to appoint the board, instead of them being elected, which will somehow that will get stuff done.

*Director Troy Whitmore* – We heard that the refinance of the FasTracks COP's is completed, which amounts to a savings of \$37.8 million from 2023 to 2038. Our debt reduced \$72.6 million, new bonds will be financed between 3.56% and 3.77%, which will cost RTD about \$1.8 million to do this transaction. We go into retreat on February 24 to discuss several items and some more discussions on our planning purposes. We just renewed a nine figure contract with TransDev, is the main service provider for a lot of this area. In regards to Board governance, our current slate of officers is Erik Davidson as the new Chair, 1<sup>st</sup> Vice-President Peggy Catlin, 2<sup>nd</sup> Vice-President is Lynn Guissenger, Treasurer Julien Bouquet, and Secretary Michael Guzman. We have 3 main committees, Doug Tisdale is Finance & Planning Committee Chair, Troy Whitmore is Operations & Safety Committee Chair, Peggy Catlin is the Performance Committee Chair. Vince will be serving on both the Operations & Safety and Performance committees.

*Sarah Grant* – The mayors of the corridor have been asking to do the NW Rail Peak Service Study for many years, since 2017. We hosted one of the open houses in November was very well attended by between 100-150 people. Overall, the comments from attendees were very positive.

*Director Buzek* – We understand that need and want to see the FasTracks completion. We are looking at funding opportunities, how we will have to deal with TABOR impacts that coming upon us, and trying to work out a plan that works for everyone.

## **E-470 Informational Update – Neil Thompson, Interim Executive Director & Director of Engineering and Roadway Maintenance & Jessica Carson, Director of Public Affairs**

*Jessica Carson* – Hello and thank you for having us today. We are trying to get out into our communities and strengthen those relationships that we value. Our purpose at E-470 is to “improve your journey”

for employees, residents, and visitors alike. Our vision is to provide exceptional mobility solutions by connecting people and embracing transformative opportunities. We are a political subdivision of the State of Colorado that is owned and governed by our member jurisdictions under PHA law and a Board of Directors. We have 8 Voting Members (our Board) and 8 non-voting members. The non-voting member consist of one person each (that is not on the board and are from other entities not represented on our board) from Arvada, Broomfield, CDOT, DRCOG, Greeley, Lone Tree, RTD, and Weld County. E-470 has been around since 1991 of 47-miles of all-electronic public toll road lanes. In 2001 we launched our Safety Foundation and in 2003 we opened our last segment when we joined to the NW Parkway. They are NOT tax funded, it is all maintained 100% through the tolls. We still have \$1.3 million in bond debt and scheduled to be paid off in 2041. You can see the impacts of COVID on the transactions graph shown, we are back to pre-pandemic levels of travel and set 11 straight months of travel records. In 2022 we saw the 1st toll reduction in our history, the last two years we have had no toll increases, and fees have been eliminated.

*Neil Thompson* – We are undergoing a change in leadership and currently doing a national search for a new Executive Director. Relationships is key to us, we partner with a number of our local jurisdictions to do mutually beneficial projects. We have partnered with the counties of Adams, Arapahoe and Douglas, the Cities of Brighton, Thornton, Commerce City, Aurora, and the RAQC on several projects that include interchanges, traffic signals, and trails.

Strategic Capital Project Planning – We are also undergoing a new Traffic & Revenue Study this year to forecast infrastructure needs based on economic growth along the corridor. Traffic forecasting is like weather forecasting, hard to predict. We are doing a major Capital Plan update this year at an estimated cost of \$500 million. This will help to figure out what we are going to do and when. We will be working closely with DRCOG and your staff to best predict when to add interchanges and lanes. Reinvesting back into the roadway through road widening, new interchanges to stay ahead of the growth, trail extensions, and toll system & back office technology investments. E-470's 2020 Master Plan identifies more than \$1.58 Billion in capital infrastructure, and improvements between 2020 - 2040 and is scheduled to be updated this year.

Roadway Widening & Trail Expansion Project – The current phase goes from I-70 to 104<sup>th</sup> Ave, a total of 11 miles. Construction started in September 2022 with completion expected in 2025. The project widens the roadway to 3-travel lanes in each direction and the bridges to accommodate the ultimate buildout of 4-travel lanes. We are doing the 3rd lane north of DIA due the congestion we are seeing there. We are adding two new interchanges in Aurora for additional access to E-470, plus two road expansions and an expansion to the High Plains Trail. We are also trying to figure out how to do a trail across Pena Blvd.

From Tollway to Trailway – We are working with the local jurisdictions to expand our trail network in our region. E-470 has built more than 12.5 miles of the High Plains Trail and will be extended an additional 6 miles with the latest road widening project. Our goal is to provide better connections for people on foot and bikes to existing trails in the region including the Cherry Creek, Piney Creek, Happy Canyon and C-470 trails.

Sable Interchange Update – We are doing a new interchange at Sable and are currently at 30% design. This was not an original planned interchange but done at the request of Brighton. They still need to purchase the property and additional right-of-way. Construction is anticipated to start Q1 2025 with completion in Q2 2026. The E-470 Authority is covering 66.6% of the costs for the interchange.



Commercial Vehicle Support – We also partner with the trucking industry. In 2022 E470 was designated as a HAZMAT route, which created a safer route for neighboring jurisdictions. We also have a Extended 3+ Axel Pilot Program that offers discounts to commercial vehicles on E-470

Safety – We have a big commitment to safety and always looking at new ways we can improve it. Some of improvements include: wrong-way driver prevention, cable barrier to prevent crossover, deer fence installation, Variable Message Signs, 24/7 proactive traffic management, snow fencing, and 50 camera along the 47-mile corridor. These cameras help us to respond faster to incidents. Our snow removal program includes 4 maintenance facilities, 12 weather stations, 280,000 gallons of liquid road treatment, 9,600 tons of solid deicer and 22 snowplows.

*Jessica Carson* – Our Roadside Assistance Program is free assistance to all motorists 24/7. We offer several services free of charge including: flat tire assistance, fuel & fluid refills, jumpstarts, and cell phone service. Additional services we provide are debris & hazmat removal and traffic control during incidents. In 2022, our Roadside Assistance averaged about a 9-minute response time, a 1-hour average incident clearance, 6,000 customer assists, and 12,000 roadside assistance calls.

Environmental Stewards – The Authority wants to do our part to help the environment, esp. through improving water quality and supporting EVs. We have 2 watersheds adjacent to our roadway, the Cherry Creek and Barr Milton Watersheds. We did a MS4 permit and got that extended through 2026, we educate customers about reducing pollutants in the water, and utilize best management practices such as spraying to remove unwanted vegetation to minimize use of herbicides. To support our EV customers we have EV charging stations off the roadway outside our Express Toss Service Center. These are free to our travelers and allows for 4 EVs to charge at the same time with an 80% charge in about 30 minutes.

Solar Powered Road – We have 15 solar power banks along the corridor, 2 on buildings and 13 on ramps. We have 11 years of energy production with a total of 12 million kWh solar energy produced.

In The Community – Community involvement is very important to us. We have a Transportation Safety Foundation, the E-470 Good Guys Team, we do jurisdictional sponsorships and strive to connect with our partners on outreach efforts. Last year we supported 14 non-profits and the After Proms for the high schools.

Colorado Interoperability – These the folks that operate and support ALL the toll facilities, not just E-470 but all toll-based roads in the state through the transponder devise for your vehicle.

2023 Operating Stats – We wanted to share a few of our stats with you from last year. We processed a total of 153 million transactions through our E-470 back office, a 15% increase from 2022. E-470 did a total of 95.5 million transactions, 62.5% of which in Colorado, a 11% increase from 2022. We serviced a total of 982,445 customer service calls, up 12.8% from 2022. We reviewed a total of 79.4 million license plate images, and increase from 2022 of 6.8%. For our ExpressToll accounts and transponders, we have 1.3 million ExpressToll Accounts, issues 2.3 million transponders and opened 175,000 new accounts, up 16% from 2022.

Customer Service is a top priority. We have 4.66 out of 5 stars for our overall ExpressToll Customer Satisfaction and 4.61 our of 5 stars for our E-470 Road Conditions Satisfaction. We have saved our customers over 43 million hours of travel time which is the #1 reason customer choose to travel E-470.

*Director Whitmore* – I have to tell you, the E-470 Board Meetings are so well run. You have a great culture there, good job .

*Chair Mayor McNally* – Well I learned a lot of new things today, thank you for coming.

**Other Items – Carson Priest**

*Carson Priest* – This (*see slides*) is just a list of identified presentations that we have slated for this year. If there are any others you would like to see present to NATA, please contact me and we can discuss it. The dates are shown on the slide for this year’s NATA meeting schedules with no meeting in November due to the Thanksgiving holiday. I will get with the new Chair to see if the current time still works for her or if we need to adjust it a bit.

*Janet Lundquist* – Adams County has a new Commerce City meeting room as well if needed.

*Carson Priest* – I will send out calendar invites for each meeting for the rest of 2024 next month after the holiday.

Adjourn at 8:48 am