

## MEMORANDUM

**TO:** COLORADO TRANSPORTATION INVESTMENT OFFICE BOARD OF DIRECTORS  
**FROM:** KELLY BROWN, CTIO CHIEF TOLL OPERATIONS OFFICER  
**SUBJECT:** PROPOSED CTIO STAFFING AND NEW TOLLING OPERATIONS BRANCH AND DIVISIONS  
**DATE:** AUGUST 17, 2022

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### Purpose

The purpose of this memo is to introduce proposed CTIO staffing additions and a proposed Tolling Operations branch and divisions.

### Action

Informational only. No action is needed.

### Background

CTIO Express Lanes operations continue to grow due to the following factors:

- Express Lanes currently in construction are beginning to transition to live tolling operations. The network has increased from two Express Lanes in operations in 2019 to five Express Lanes in operations as of 2022. By mid-2023, there will be seven Express Lanes in operations, and by 2025, there will be ten Express Lanes in operations.
- CTIO procured a Next Generation Lane Toll System in 2020. With this new system, CTIO now has access to additional roadside functionality, additional data availability and reports functionality, key performance indicators to monitor, and liquidated damages to calculate (when necessary).
- CTIO is in the process of procuring a new commercial back office system and customer service center operations (CBOS). This new CBOS will bring all back office and customer service center operations currently provided by the E-470 Public Highway Authority as our current CBOS provider under CTIO's direct responsibility and control.

In response to these factors, CTIO proposes to increase staffing by creating eight key Full-Time Equivalents (FTE) positions within CTIO to perform tasks related to the increased functionality, workload, and additional vendor oversight necessitated by these factors.

Staff also proposes that a new Tolling Operations branch and related divisions within that new branch be created in response to the increased staffing.

### Next Steps

1. Director Farber and CTIO will seek input from various departments within CDOT, including the Division of Accounting and Finance (DAF) and Human Resources, on the best approach to creating this new branch within CTIO.
2. Staff will return to the Board in a few months to present a summary of the input received and pending board approval, the approach, and the timeline to create the new branch.
3. At a future board meeting, the board will be asked to approve the creation of the new branch and the addition of FTEs.

## Attachments

Attachment A: Proposed CTIO Staffing Plan org charts for new CTIO Tolling Operations branch and divisions



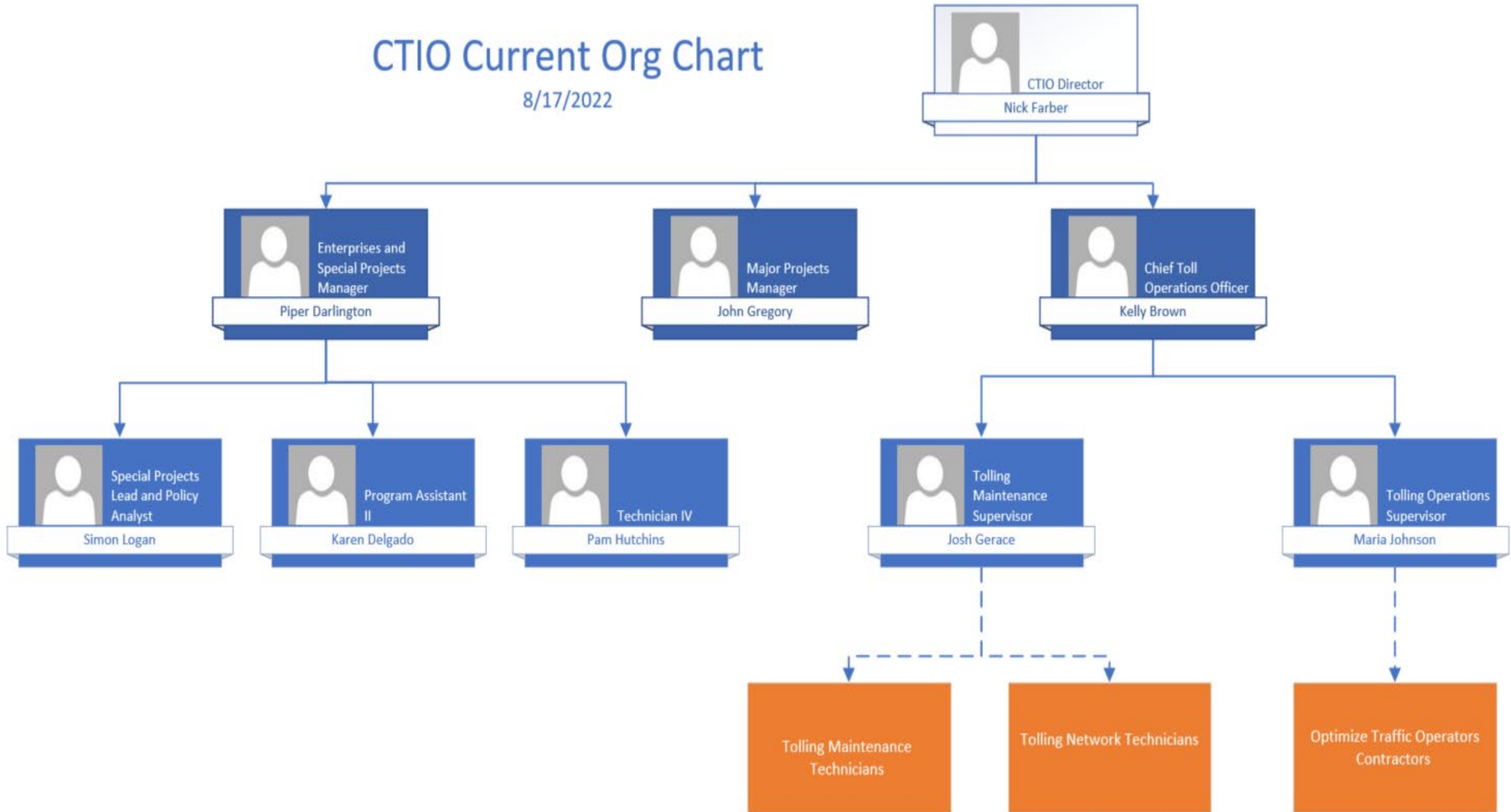
COLORADO  
**Transportation  
Investment Office**

## **ATTACHMENT A**

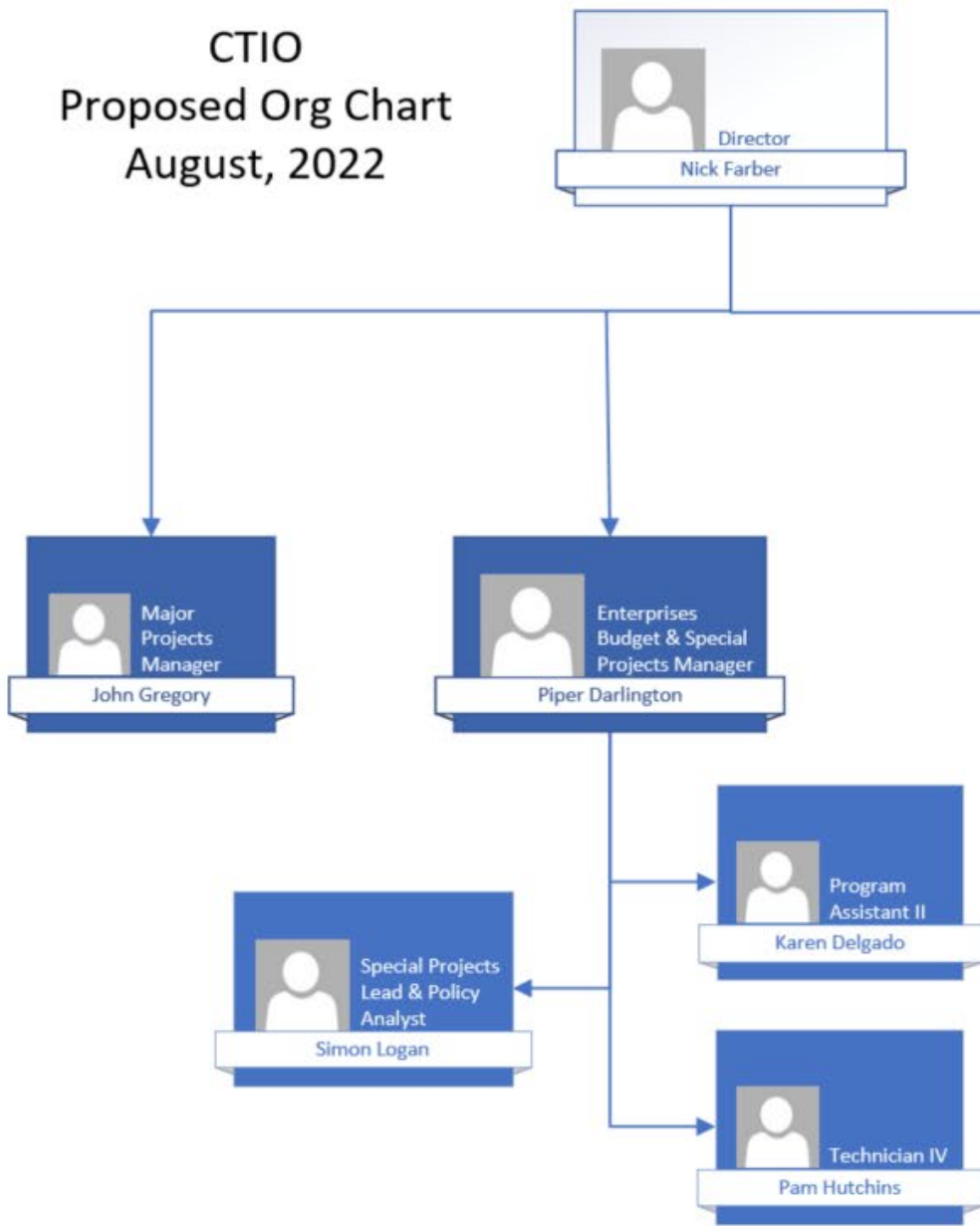
**Proposed CTIO Staffing Plan org charts for new CTIO Tolling  
Operations branch and divisions**



# CTIO Current Org Chart

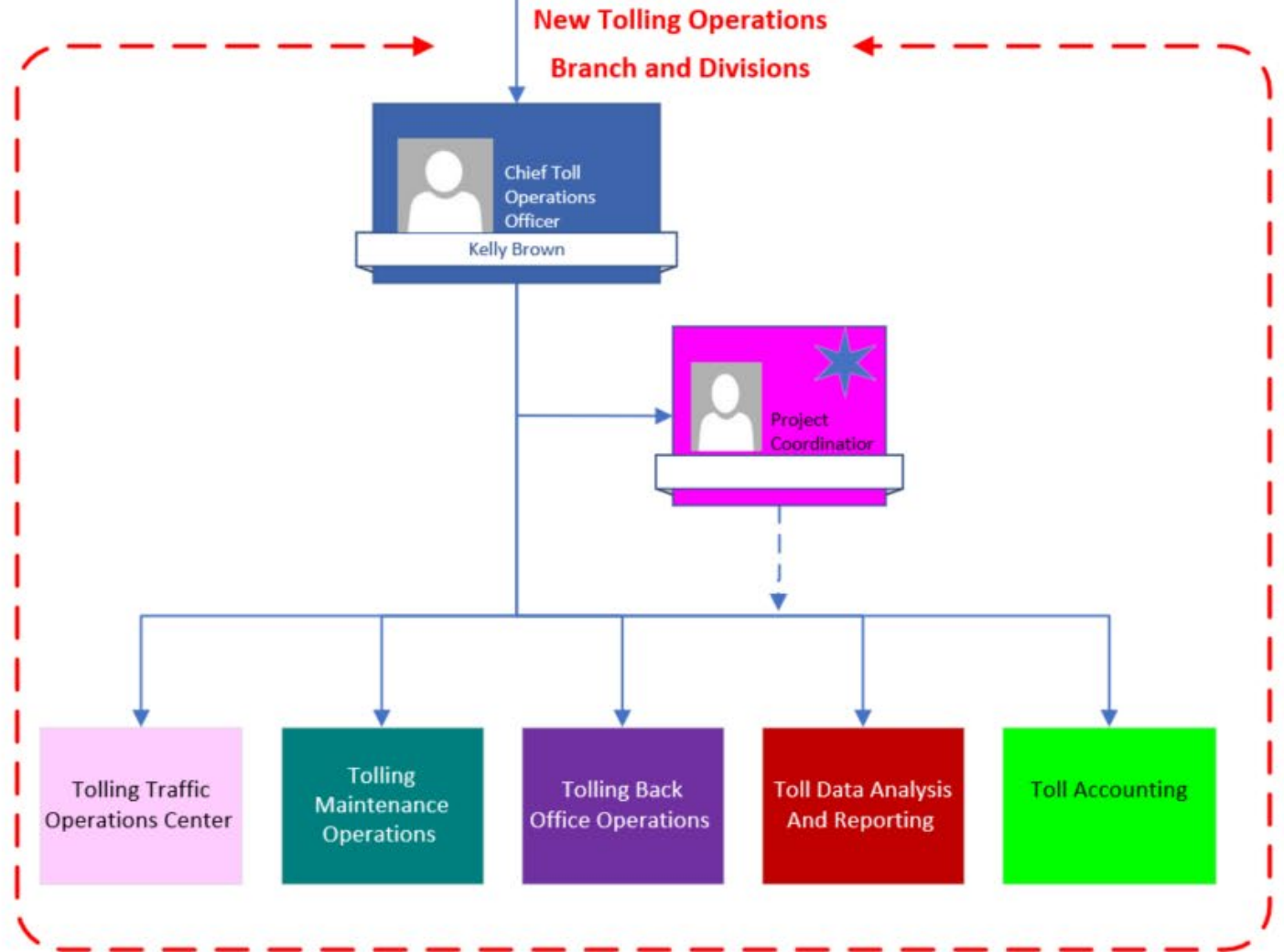
8/17/2022



# CTIO Proposed Org Chart August, 2022




CTIO Staff   
New FTE Request   
Supports this Position \*





Chief Toll Operations Officer  
Kelly Brown

CTIO Staff   
Contractor   
Supports this Position \*

**Tolling Maintenance Operations Division**

