



COLORADO
Transportation
Investment Office

CTIO Commercial Back-Office System (CBOS) and Operations Implementation Update

May 2025 Board Meeting

Contents

- The CBOS Program: What & Why
- A look back:
 - Concept through Procurement
 - Project Kick-off + First 90 Days
- Look ahead / Next Steps:
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 - Items for Board Awareness & Board Action

The CTIO CBOS Program

What & Why

Commercial Back Office System Overview

CBOS serves as the backbone of the Express Lanes system

Toll collection technology in /along Express Lanes collects transactions, and sends them to the back office for processing

Key CBOS functions:

- Toll collection
- Customer service support
- Image review and validation of license plate tolls
- Transponder mailing and HOV3+ processing

Procurement:

- 2022 - 2024

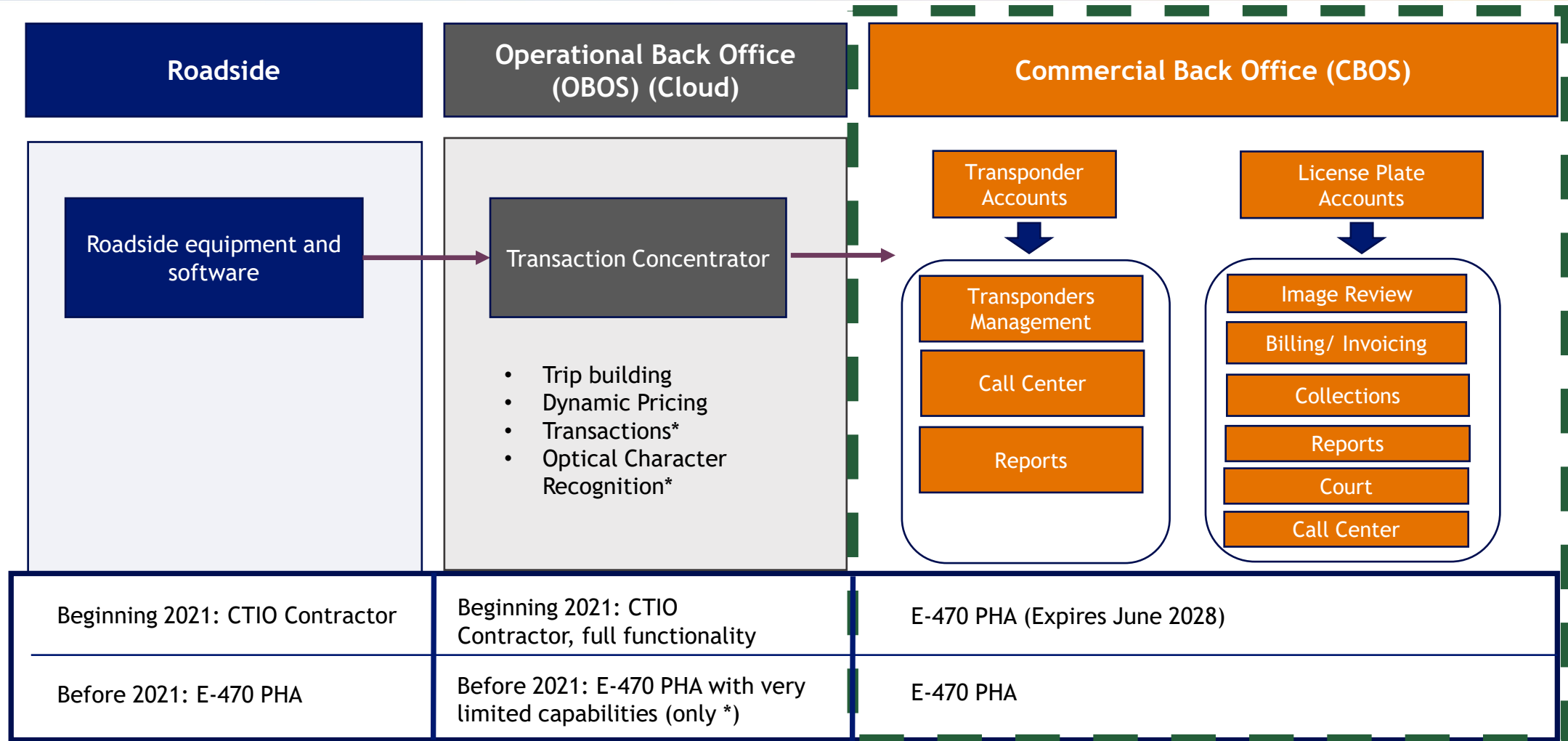
Notice to Proceed:

- Planned: July 2024
- Actual: Jan 2025

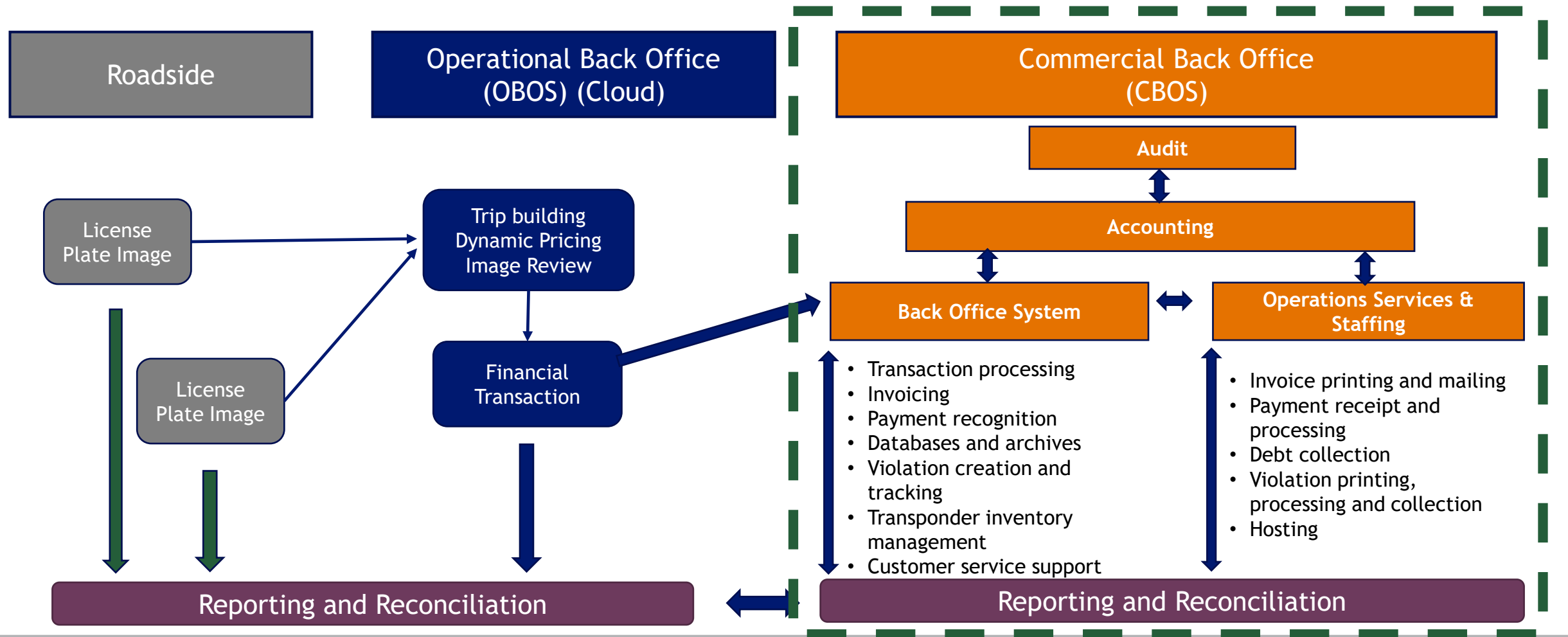
Implementation:

- Planned: January 2027

CBOS High Level Overview



Background: How the CBOS aligns with current state



Background: CTIO's Goals for CBOS

Flexible, Scalable, and Robust

- Solution capable of adapting to future lane growth, flexibility to incorporate new tolling technologies and transaction types

Full access / visibility to all data and processes

- Enable CTIO's Full Lifecycle Auditing of Transactional data
- Operational insights
- Cost Model and Financial Data

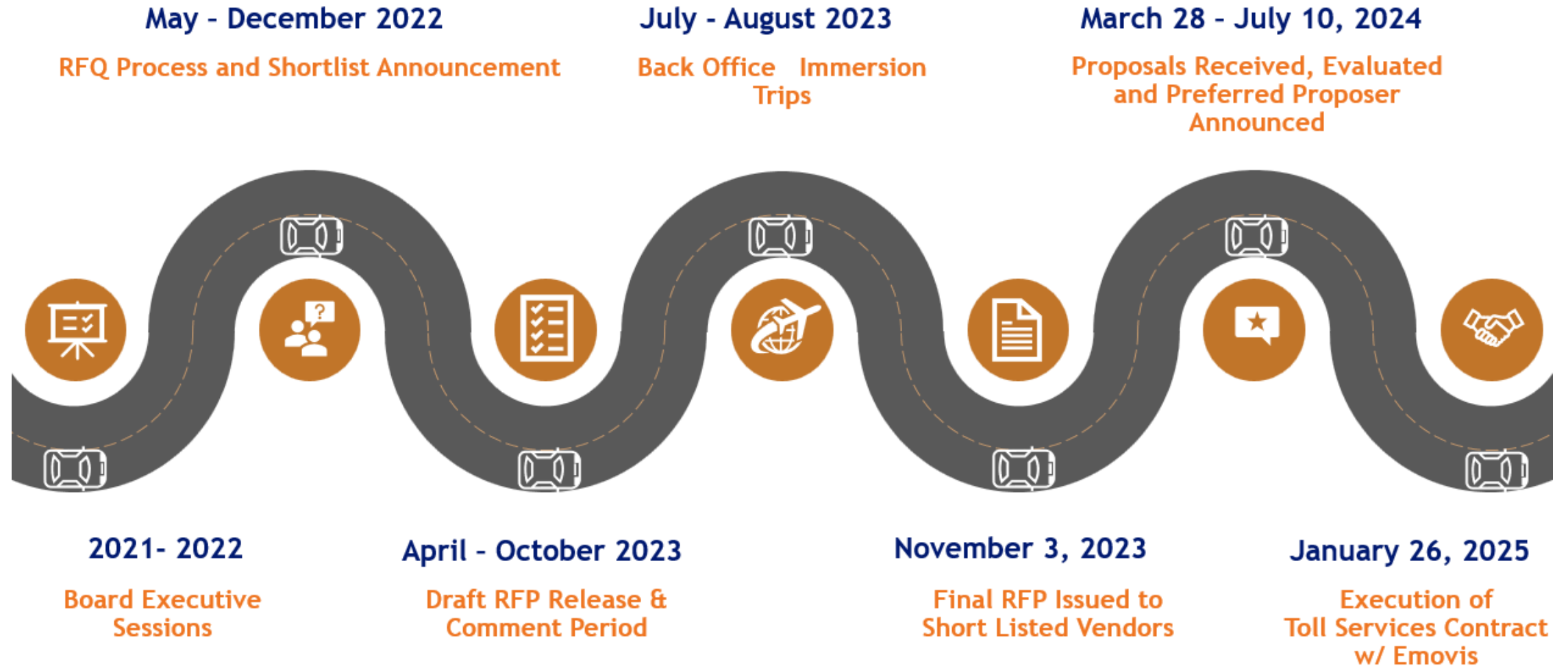
Performance-based contract

- Key Performance Indicators
- Robust Non-Compliance Regime

The CTIO CBOS Program

A look back: Procurement, RFP and the first 90 Days

Timeline: Concept to NTP

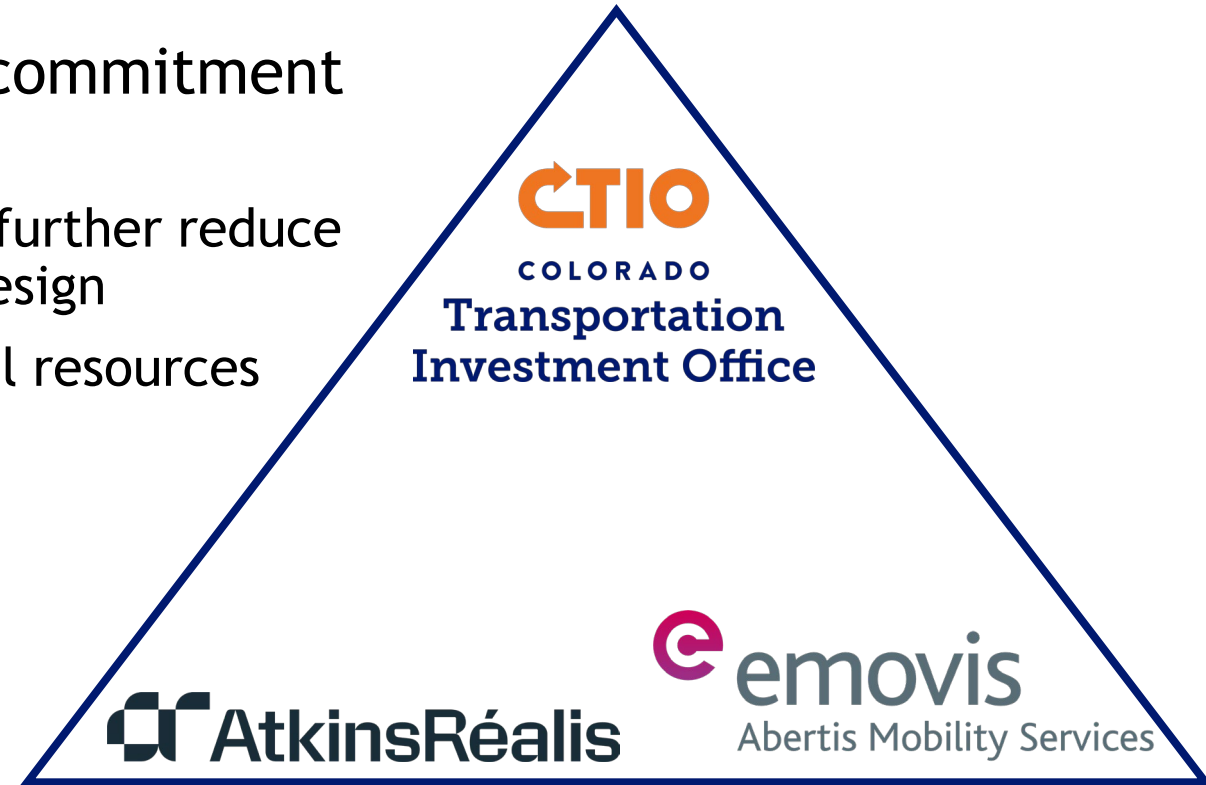


Timeline: NTP to Date

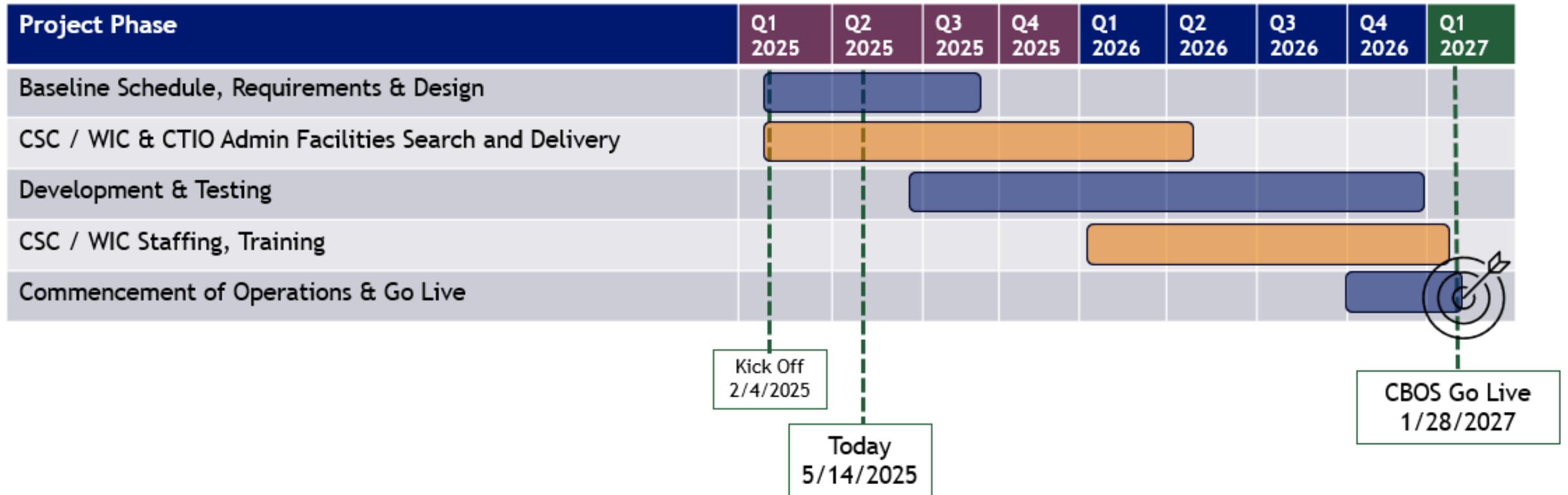


A Partnership Built for Mutual Success

- The April Executive Meeting energized the Team
 - Clearly aligned and committed to making CBOS a success
- Emovis leadership further demonstrated commitment to CBOS project success, announcing:
 - Addition of strategic planning workshop(s) to further reduce risks, increase alignment ahead of Detailed Design
 - Proactive changes to key personnel, additional resources
 - Opening of a local project office



CBOS Program - High Level Delivery Timeline

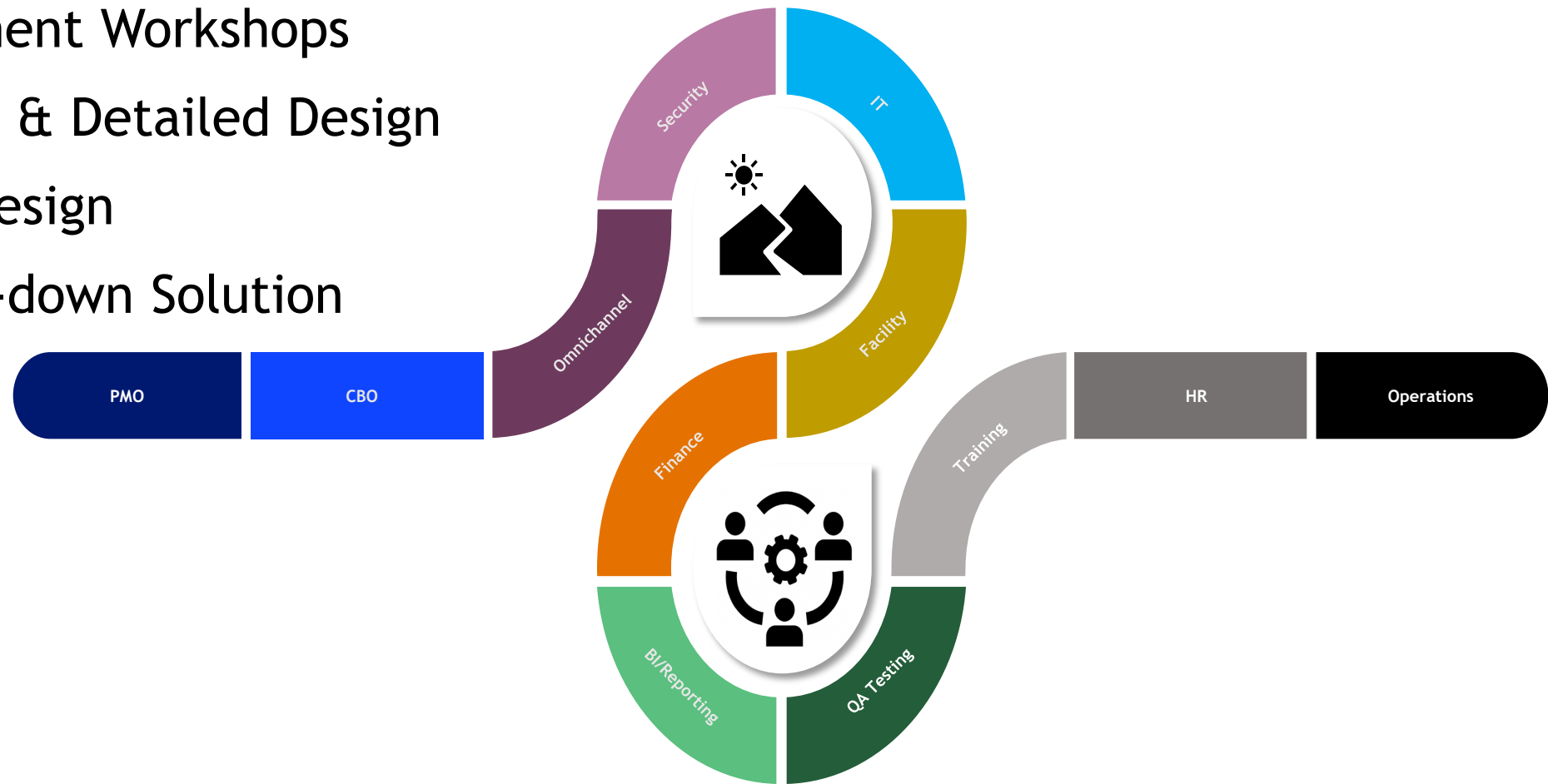


The CTIO CBOS Program

Q2 2025 Activity

Q2 Focus:

- Schedule Refinement Workshops
- Design Workshops & Detailed Design
- Approved CBOS Design
- CTIO/E-470 Wind-down Solution



Facility Search: Balancing factors to find ‘the right’ Location

Facility Needs:

- **Single facility with separate spaces for**
 - **Call Center (CSC):** Available Workforce (population, ease of getting to work)
 - **Walk-in Center (WIC):** Easy for Customers to locate and travel to
 - **CTIO Administration**
- **Additional search criteria include:**
 - Amenities for workforce
 - TI allowance
 - Curb appeal and Signage
 - Parking ratios, and room to grow

Q2 Goals:

- **Complete Site Search / Site Selection:**
 - More than 40 properties evaluated by Broker and emovis/CTIO team to date
 - Eight (8) properties / locations short-listed; RFP's sent out
 - Finalize CSC/WIC Location
- **Facility Project Manager Selection**
 - Joint interviews by CTIO/emovis
 - Narrowed down to two (2) firms
 - Anticipate selection / onboarding within coming weeks

E470 Wind Down Planning 2Q Focus: Technical & Legal Activity

Continued dialog between CTIO and E470 to solidify CBO transition options

- Joint recommendation / preferred solution presented to Leadership in (April)
 - High level agreement between CTIO and E470 leadership to proceed
- Technical and Legal Teams working to further refine Preferred Solution (May)
 - Translate preferred solution into detailed schedule / work plan for implementation
 - Weighing considerations for timing of future TSA Amendments and Termination Notice
 - Agency Coordination of Customer Experience / Communication

E470 Wind Down Planning: Proposed 7th Amendment to TSA

- Final Negotiations of Amendment #7 are underway between the Parties
 - Will refine the manner and timing of Future Amendment that will specify a detailed list and schedule of Wind Down activities
 - Further reduce the Termination Wind-Down Period from 18 months to 12 months
 - Memorialize the high-level elements of the transition and overall timeline, including technical solution and customer communication
- Next Steps
 - Finalize and Execute Amendment #7
 - CBOS Board Workshop (Summer 2025)
 - Review of CTIO & E470 Wind Down Solution
 - Implementation timing relative to broader CBOS effort

Questions?