



COLORADO  
Transportation  
Investment Office

# CTIO Commercial Back-Office System (CBOS) Program Update

November 2025 Board Meeting

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# The CTIO CBOS Program

## Overview and Goals

# Commercial Back Office System (CBOS): Overview

The CBOS serves as the backbone of the Express Lanes system

New CBOS will replace E-470, and receive transactions collected from technology in /along Express Lanes, and process them for billing

## Key CBOS functions:

- Toll invoicing/payment
- Image review
- Validation of license plate tolls
- Transponder mailing
- HOV3+ processing
- Customer service support

# Commercial Back Office System (CBOS): Goals

## Flexible, Scalable, and Robust

- Solution capable of adapting to future lane growth, and incorporating new tolling technologies and transaction types (rail, transit, etc.) to support CTIO and CDOT's mission

## Full access / visibility to all data and processes

- Enable CTIO Visibility into Full Transactional Lifecycle
- Cost Model and Financial Data
- Comprehensive Operational Insights to Drive Decision Making

## Performance-based contract

- Key Performance Indicators
- Robust Non-Compliance Regime

# CTIO CBOS Program

E-470 / CTIO Wind Down

# E-470 / CTIO TSA Wind Down Plan: Mutual Goals

Minimize Customer Impact

Reduce Transition Cost (System Dev.)

Reduce Development Risks

Maximize Revenue Collection

Minimize Operational Cost

Hard Cutoff (where possible)

# E-470 / CTIO TSA Wind Down: Development of Target Solution

- Joint CTIO/E-470 effort explored multiple options to accomplish Wind Down, and the ultimate transition of CBOS functions from E-470 to Emovis (Q1)
- Team's findings and a recommend solution presented to leadership (April)
  - Leadership directed team to further refine their recommended solution
  - Technical and legal considerations surfaced during solution refinement incorporated into planning
- Business Rules generated from the effort will now guide delivery of the Wind Down Solution
  - Development of cost estimate for implementation of target solution (E-470)
    - Note: Per TSA, CTIO is contractually responsible for reasonable costs of wind down
  - Drafting of future TSA Amendments and Termination Notice (CTIO / E-470 Counsel)
  - Creation of detailed work plan, including both technical implementation, Agency Coordination of Customer Experience / Communication

# Recommended Solution

## LPT Cutoff

Roadside LPT Transactions sent to E470 right up to go-live date

- LPT = License Plate Tolls, CTIO sends transactions to E-470 for processing

## VToll Cutoff

VToll processed by E-470 up to go-live date

- VToll = Transponder driven tolls, CTIO sends transactions to E-470 for processing

## HOFO Cutoff

Last HOFO 45 days before go-live

- HOFO = Hearing Officer, Final Order

## DOR Hold Cutoff

Remove DOR Hold **xx** before go-live

- DOR = Department of Revenue
- XX = a time frame in days TBD in final amendment

# E-470 / CTIO TSA Wind Down: Items for Board Awareness

- **Reminder: TSA Amendment #7**

- Approved in July
- Updated Term Expiration Wind Down from 18 months to 12 months (prior to “go live”)
- Set dates for Parties to reach closure on terms and form of Future Wind Down Amendment (#8)

- **Future Action: TSA Amendment #8**

- Staff will review final Draft of Amendment #8 with Board prior to execution
- Keys Milestones:
  - CTIO Board review: November 19, 2025
  - Draft complete: December 1, 2025
  - CTIO Board review: January 21, 2026
  - Fully Executed: January 31, 2026

Questions?