



## Colorado Transportation Investment Office Memorandum

**To:** CTIO Board of Directors  
**From:** Ken Olivier  
**Date:** February 18, 2026

**Subject:** Public Comment

**Email received January 19, 2026**

Dear Simon,

I am writing to you in your capacity of CTIO Board Secretary.

Per <https://www.codot.gov/programs/ctio/board-meetings/agenda> please deliver the following public comments at the next regular board meeting of the CTIO, specifically February 18, 2026.

Please bring the following three comments to the attention of the board and provide me with the board's plan and timeline for improvement of the issues.

Background- these issues were found while attempting to pay a civil penalty for an express lane violation. Note that I do not dispute the violation and it has now been paid. My concerns are with operational elements of the CTIO system.

1) CTIO written notice:

**ISSUE-** The NOTICE OF CIVIL PENALTY ASSESSMENT SUMMARY was difficult to assess for legitimacy. It arrived from an entity that I had never heard of, CTIO, as the dba of another entity that I had never heard of, High Performance Transportation Enterprise. Only in small print does CTIO state that it is a division of CDOT. In addition, mailed payments go to an out-of-state PO Box.

**IMPROVEMENT-** Highlight that CTIO is a division of CDOT and is accessible from the [codot.gov](https://www.codot.gov) website.

**IMPROVEMENT-** In the section with ways to pay include a box that says "Access ExpressLaneSafety.com via [codot.gov](https://www.codot.gov)".

**IMPROVEMENT-** Have mailed payments go to a Colorado PO box or better yet to the physical address of CDOT Headquarters.

**WHAT WORKED SUCCESSFULLY-**

-CDOT was mentioned and we were able to link to [expresslanesafety.com](http://expresslanesafety.com) via the trusted url of [cdot.gov](http://cdot.gov).

-Photos were of our vehicle and the shadowing in the image matched the location and time of day of our violation.

-The details of the violation matched our actions.

## 2) Payments:

**ISSUE-** Our first attempt at payment did not process. This attempt was on Nov. 1 for a 10/21 violation, per our family transaction register. Unfortunately I had not balanced this account before 11/16 and so did not discover that this payment had not posted to our card prior to the assessment increasing to \$150. When I called CTIO last week they had my wife's email which shows that she had interacted with the CTIO payment system. I believe this payment did not process because the second confirmation page in the payment sequence looks like a "payment completed" page. It is unusual to have two sequential confirmation pages to complete payment after entering credit card information. Of note is that last week the phone representative strongly emphasized that I should not consider my payment completed until I received a confirmation email. This verbal communication makes it appear that this payment issue is not limited to my situation.

**IMPROVEMENT-** Change the website to have only one confirmation page once payment information is entered before final submission of payment.

## 3) Telephone system:

**ISSUE-** Between Christmas and New Years we attempted to call CTIO and did not get an answer during the business hours stated on the telephone recording.

**IMPROVEMENT-** If phones will not be answered due to holidays, clearly state that information on the phone recording.

The above items are important to address to maintain credibility of the CTIO. As an organization that appears to operate outside TABOR structure CTIO is at risk for public criticism so all possible steps should be taken to operate in a manner that is clear, straightforward and well organized.

Thank you for your attention to this matter,

-Ken Olivier

## CTIO Response Sent January 30, 2026

Dear Mr Olivier,

Thank you for reaching out to us with concerns about your Civil Penalty. I am the Safety and Toll Enforcement Program Administrator (STEP), from the Colorado Transportation Investment Office (CTIO), the business enterprise owned by CDOT that manages the Safety and Toll Enforcement Program. We understand the frustration of receiving a Civil Penalty and take your concerns seriously.

Thank you for explaining the payment process you experienced. There are additional screens the user must complete before submitting payment. Once the process is fully completed, a confirmation screen appears stating "Payment Complete" and displays the payment details. Upon reviewing your account, it shows that a payment was attempted but not completed because it was not received. We thank you for the \$180 payment. **In lieu of the first payment not completed on the first attempt while the violation was still at \$75, we have requested that a refund of \$105 be issued. Please note that the refunds could take up to 10 days to process.**

We apologize for the confusion caused by receiving the Civil Penalty and by trying to assess the legitimacy of CTIO. Please see responses to your additional questions below in bold.

*Mr. Olivier Public Comment*

*1) CTIO written notice:*

*ISSUE- The NOTICE OF CIVIL PENALTY ASSESSMENT SUMMARY was difficult to assess for legitimacy. It arrived from an entity that I had never heard of, CTIO, as the dba of another entity that I had never heard of, High Performance Transportation Enterprise. Only in small print does CTIO state that it is a division of CDOT. In addition, mailed payments go to an out-of-state PO Box.*

*IMPROVEMENT- Highlight that CTIO is a division of CDOT and is accessible from the [cdot.gov](https://www.cdot.gov) website.*

**CTIO Response:**

**Thank you for flagging this issue. CTIO conducts periodic reviews of the STEP program, and this suggestion has been added to the list of items to review for process improvement.**

*Mr. Olivier Public Comment*

*IMPROVEMENT- In the section with ways to pay, include a box that says "Access ExpressLaneSafety.com via [cdot.gov](https://www.cdot.gov)".*

**CTIO Response:**

**Although the CDOT website is not listed on the Notice of Civil Penalty, the CTIO website, which is listed, <https://expresslanesafety.com/CO/violations>, has 2 separate areas that directly link the user to <https://www.codot.gov/>.**

*Mr. Olivier Public Comment*

*IMPROVEMENT- Have mailed payments go to a Colorado PO box or better yet to the physical address of CDOT Headquarters.*

**CTIO Response:**

CTIO's Safety and Toll Enforcement Program (STEP) contract is with Blissway, a company headquartered in Denver, Colorado. The payment processing vendor they utilize is located in Dallas, Texas. Unfortunately, CDOT headquarters is unable to accept and securely process payments for CTIO Civil Penalties.

The Dallas PO box is the address of a Lockbox PO Box that is used to handle payments by check on behalf of CTIO. Payment can also be made online at <https://expresslanesafety.com/CO/violations> or by calling 800-462-3894. Additionally, paying in person or mobile can be done by scanning the QR code provided on the Notice of Civil Penalty (NOCP) to pay or find a store location. Other Colorado municipalities that use photo enforcement have check payment processing addresses in locations such as Seattle, WA, Pasadena, CA, and Tempe, AZ.

*Mr. Olivier Public Comment*

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*IMPROVEMENT- Change the website to have only one confirmation page once payment information is entered before final submission of payment.*

**CTIO Response:**

Thank you for flagging this issue. CTIO conducts periodic reviews of the STEP program, and this suggestion has been added to the list of items to review for process improvement. As noted above, CTIO is refunding your \$105 for In lieu of the first payment not completed on the first attempt, while the violation was still at \$75.

*Mr. Olivier Public Comment*

*3) Telephone system:*

*ISSUE- Between Christmas and New Years we attempted to call CTIO and did not get an answer during the business hours stated on the telephone recording.*

*IMPROVEMENT- If phones will not be answered due to holidays, clearly state that information on the phone recording.*

**CTIO Response:**

We apologize that you were unable to reach customer service when you called. If the call center is closed at the time of the call, a message will indicate that it is closed. CTIO is looking into why there was no answer during business hours.

CTIO conducts periodic reviews of the STEP program, and this suggestion has been added to the list of items to review for process improvement.

Thank you for this feedback. We appreciate your time in reviewing the process. Please let us know if there is any additional feedback you would like to provide that will be considered as part of our ongoing review to improve the program.

Regards,  
Dina Hildreth | STEP Administrator |