

Colorado Transportation Investment Office Memorandum

To: Colorado Transportation Investment Office Board of Directors

From: Kelly Brown, Chief Toll Operations Officer

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Date: July 15, 2026

Subject: Commercial Back-Office System Update

Purpose

To brief the Colorado Transportation Investment Office (CTIO) Board of Directors (Board) on the implementation of the new Commercial Back-Office System (CBOS) and transition planning with the E-470 Public Highway Authority (E-470).

Action

No action is requested at this time.

Background

Please see the attached presentation for the latest updates regarding the implementation of a CBOS, application to the and ongoing coordination with E-470 for Winding Down operations under the Tolling Services Agreement (TSA). Key updates at a high level include:

CBOS Implementation

CTIOs transition to the new CBOS continues to move forward, maintaining it's trajectory toward an on-time delivery in late 2027. CTIO and our integrator, Emovis, have largely completed technical design; while making sure the solution delivered to meet Day 1 needs is flexible enough to accommodate future transportation projects beyond just toll roads. To further reduce risks, while accelerating certain work, the CTIO and Emovis teams are actively working to evolve design and delivery practices, by adopting a more Agile framework that enables continued refinement of key design decisions while enabling Emovis to start certain software development ahead of schedule.

The program also includes the delivery of facilities needed to support back-office operations, including a Customer Service Center, Customer Walk-In Center and Administrative space for CTIO staff. The facility selected was able to accommodate all three components into a single location. With plans locked in, Emovis and its delivery partners are progressing through the permitting process and anticipate demolition and construction to commence next month in August 2026.

E-470 Wind Down Under the TSA

What is the TSA?

Under the TSA the E-470 Public Highway Authority acts as CTIO's back office service

provider, utilizing its established ExpressToll system to manage customer accounts, issue transponders, and process billings for state Express Lanes. While E-470 handles these daily administrative and customer service tasks on behalf of the agency, CTIO maintains complete ownership of its corridors and independently retains the authority to set all toll rates.

What did the Eight Amendment to the TSA do?

Most recently, the CTIO Board approved Eighth Amendment to the TSA in March of 2026. The Eighth Amendment established the formal, enforceable framework for the orderly wind-down of tolling services that E-470 currently provides to CTIO, in preparation for CTIO's transition to its own tolling system. It defines the timelines, milestones, operational responsibilities, and risk allocations required to ensure a smooth transition with minimal customer disruption. The Amendment also updates the Section 14 Cost Model, introducing a simplified structure that reduces ExpressToll® transactions costs to a minimum of \$0.08 per transaction (\$.05 plus 3%); License Plate Transaction (LPT) to \$0.583 per transaction, and eliminates the need for annual reconciliation and true up.

Update:

Most recently, the CTIO Board approved Eighth Amendment to the TSA in March of 2026. The Eighth Amendment established the formal, enforceable framework for the orderly wind-down of tolling services. A requirement in the Amendment called for CTIO and E-470 to develop a Transition Plan within 120 days of execution of the Amendment. The Transition Plan includes the following elements, as well as other critical details:

- Detailed billing cessation timelines
- Call center transition steps
- Customer communications strategy
- Collections firm coordination
- Post-Go-Live remittance processes
- Determine costs that CTIO will need to bear

Working sessions with E-470 to finalize Transition Plan progressing well; the teams are on track to complete the Plan by/before the required August 27th deadline.

Next Steps

- The CTIO team is working to develop a series of topics for upcoming Board Workshops, including several items related to Policy updates and additions, and will bring details to the August board meeting.

Attachments

- **Attachment A:** CTIO Commercial Back-Office System (CBOS) Program Update