



COLORADO
Transportation
Investment Office

CTIO Commercial Back-Office System (CBOS) Program Update

July 2026 Board Meeting

Contents

- CBOS Implementation Program
 - Background: Overview and Goals
 - Current Status and Key Highlights
 - Look Ahead

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

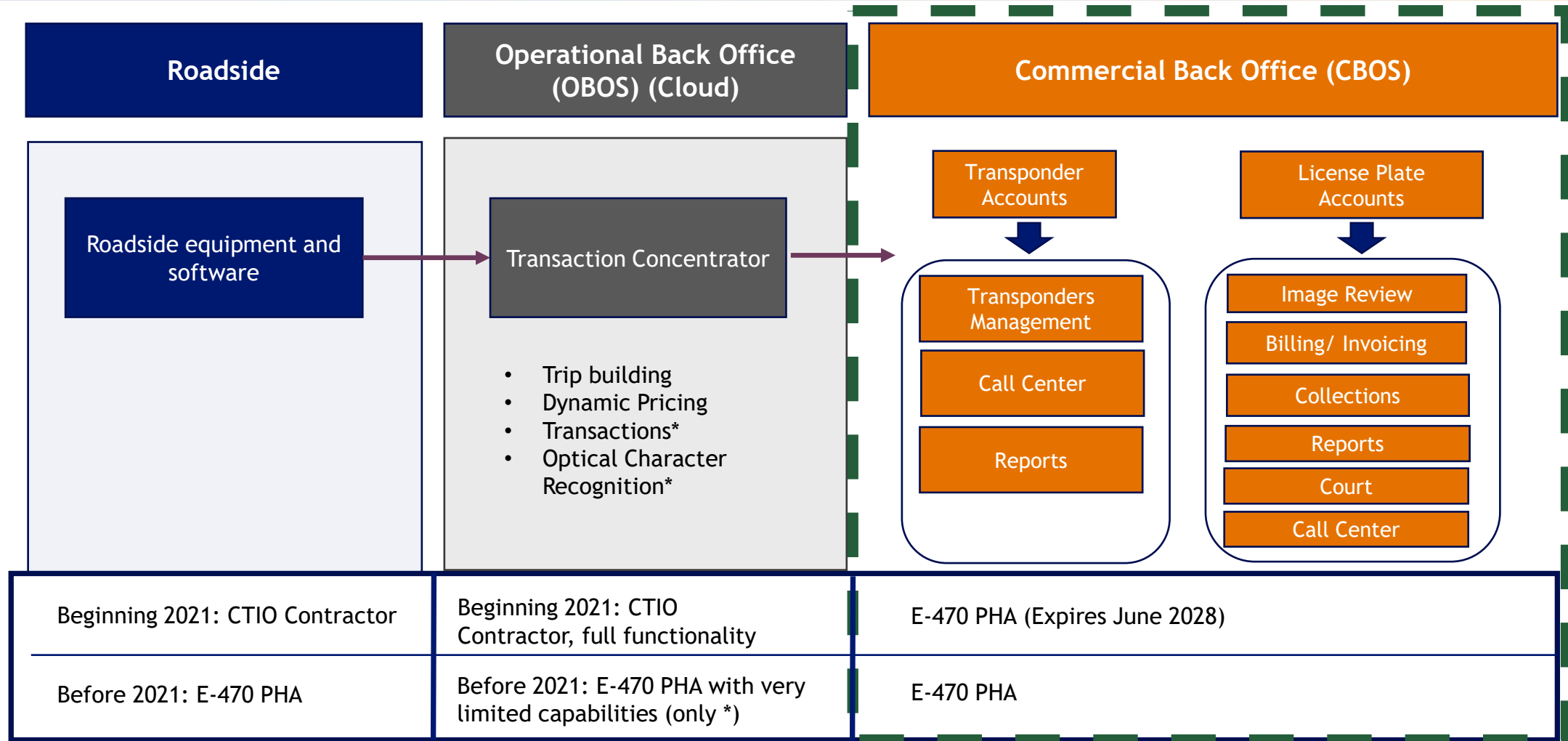
Full access / visibility to all data and processes

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

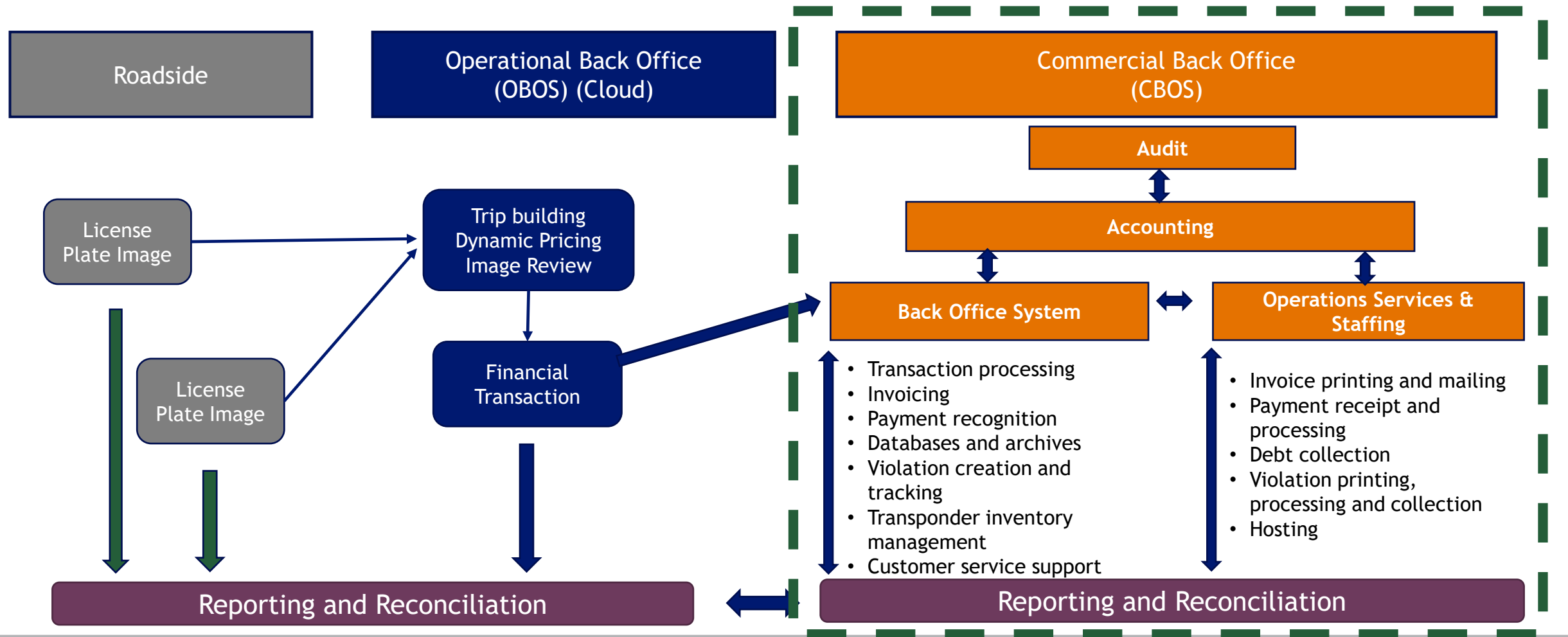
Performance-based contract

- Key Performance Indicators
- Robust Non-Compliance Regime

CBOS High Level Overview



Background: How the CBOS aligns with current state



CTIO CBOS Program

E-470 / CTIO Wind Down

E-470 / CTIO TSA Wind Down: 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: High Level Overview

LPT Cutoff	VToll Cutoff	HOFO Cutoff	DOR Hold Cutoff
Roadside LPT Transactions sent to E470 right up to go-live date	VToll processed by E-470 up to go-live date	Last HOFO 45 days before go-live	Remove DOR Hold xx before go-live
LPT = License Plate Tolls, CTIO sends transactions to E-470 for processing	VToll = Transponder driven tolls, CTIO sends transactions to E-470 for processing	HOFO = Hearing Officer, Final Order	DOR = Department of Revenue XX = a time frame in days; TBD Project Schedule

Tolling Services Agreement (TSA) Amendment #8

- Amendment #8 reviewed and approved Board in March
 - Established framework for the orderly wind-down of tolling services provided by E-470 as CTIO transitions to its own Back Office System
 - A requirement in the Amendment called for CTIO and E-470 to develop a Transition Plan within 120 days of execution, that included:
 - 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; teams on track to complete by/before August, 27th deadline**

CTIO CBOS Program

Core CBOS Activity Highlights

CBOS Program: Delivery Highlights

Current Status: Just past the halfway mark

- **Technical design is largely complete**
 - Select areas still require further refinement
 - Additional focus being placed on ‘future planning/future proofing’ design to accommodate expansion ‘beyond tolling’
- **Project delivery shifting towards a more agile way of working**
 - Goal to facilitate extended design refinement while enabling development to commence ahead of schedule
- **Facility selection and design complete**
 - Contact Center, Walk in Center & CTIO Administrative spaces secured; all in same location
 - Construction slated to begin Aug. 2026

CTIO CBOS Program Next Steps

Future Board Updates and Workshop Planning

CBOS and Board Workshop Planning

CBOS Program Deep Dives:

- **Goals:**
 - Connect CBOS Program Goals to the deliverables taking shape
 - Prepare Board Members for discussions around needed policy modifications*
- **Areas of Focus:**
 - Changing landscape of tolling in Colorado
 - CBOS Building Blocks: Capabilities and Workstreams
 - The Platform
 - Essentials for Day 1
 - Building the foundation for the 'Mission Beyond Tolling'
 - How CTIO Programs like STEP, HOV, GES Equity Program and others will evolve
 - Customer Experience
 - Facility selection, design and delivery
 - Central Hub / Interoperability

CBOS and Board Workshop Planning: Policy Topic Examples

Policy	New / Existing	Additional Information
AI	Existing > Modify	Evaluating whether CTIO needs to develop a specific policy that augments current OIT Policy in the context of the new CBOS
Privacy	Existing > Modify	Privacy Policy exists in the context of STEP; additions and refinement needed to incorporate back-office broadly (web, app, etc.)
Revenue Administration	Existing > Modify	- Existing policy includes Payment Plans, but only in the context of STEP - Needs to be updated to incorporate the balance of CBOS / tolling invoicing and payment
Toll Rates Setting	Existing > Modify	- Toll Rate Setting and Adjustment Policy changes in progress following board feedback during 2026 update review - Team exploring other updates that may be needed business rules are refined
Finance and Accounting	New	- Finance and Accounting Policies for all transaction types that will be handled by CBOS, including: - Revenue Recognition - Non-Revenue and Exempt vehicles
HOV	New	- Compliment the current state statute, and fully address items including: - HOV Declaration - Occupancy Verification
Data Retention	New	Exploring the extent to which additional policy work needed, or whether this may be conjoined with Privacy Policy

CBOS Program: Future Board Topics

August

- Final Update on E-470 Wind Down / Transition Plan
- Proposed sequencing of Policy Item discussions
- Central Hub Application Status
- Review Emovis Delivery Timeline

Questions?