CTIO Commercial Back-Office System (CBOS) Program Update

March 2026 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)

Recommended Solution: 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

Responsibility: CTIO   E-470

Recommended Solution: Purpose of the Amendment

Amendment 8:

- Establishes the framework for the orderly wind-down of tolling services provided by E-470 as CTIO transitions to its own system

- Amends Section 14 of the TSA to a more simplified cost model

Recommended Solution: Wind-Down Timeline

- HPTE must provide 12-month notice of Go-Live date

- E-470 requires 11 months for execution; timeline is irreversible once started

- CTIO may extend Go-Live in ≥30-day increments with ≥180 days' notice

Recommended Solution: Billing & Enforcement Cessation

Key Milestones:

- Last full-cycle toll date: 11 months before Go-Live

- CPAN issuance ends 3 months prior

- HOFOs end 45 days prior (default) / 1 day prior (contested)

- Active collections stop 90 days post-Go-Live

Recommended Solution: Transition Plan Requirements

Within 120 days of the execution of the Eighth Amendment, must develop a Transition Plan that includes:

- Detailed billing cessation timelines

- Call center transition steps

- Customer communications strategy

- Collections firm coordination

- Post-Go-Live remittance processes

Recommended Solution: Contingency Planning & Final Notes

Key Points:

- Contingency planning required to allow for CTIO delays, including CUSIOP (Central Hub) Membership and Testing

- Authority will not reinstate any ceased processes

- Amendment effective only upon Colorado State Controller approval

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

- **Next Steps**
  - **CTIO and E-470 Staff will work to execute Amendment #8**

- **For Action Today: TSA Amendment #8**
  - Consider Approval of Resolution #489, Eighth Amendment to the Managed Lanes Tolling Services Agreement.
  - The resolution will authorize the CTIO Director to execute the final version of the drafted Eighth Amendment on behalf of CTIO

Questions?