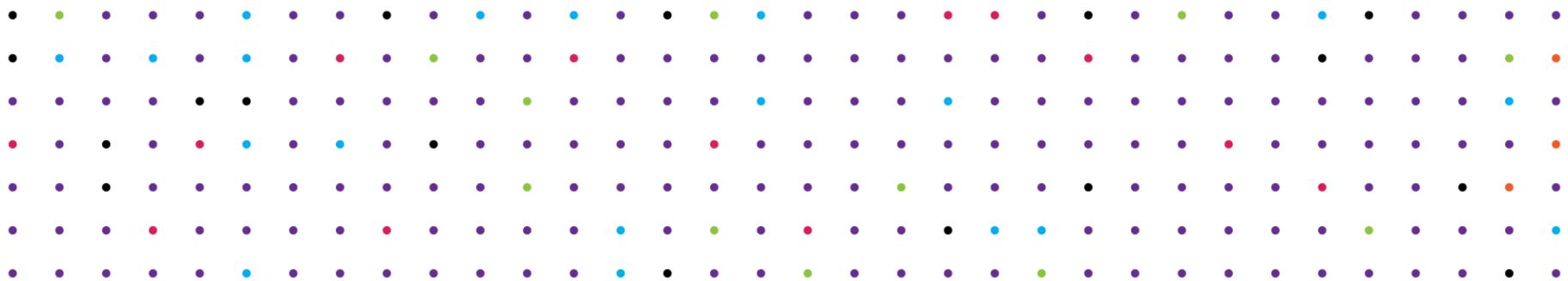
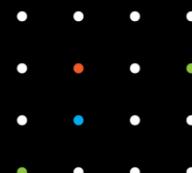


Shared Mobility

# ExpressLanes Back Office System (BOS)



Operations, Safety, & Customer Experience Committee Meeting  
January 15, 2026



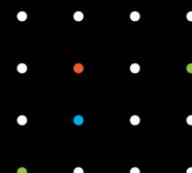
# ISSUE & DISCUSSION

## ISSUE

- A tolling Back Office System (BOS) is required to enable Metro to operate the current I-10 and I-110 ExpressLanes and prepare for future corridors, including I-105
- BOS Functionality includes Account Management System, Customer Notifications System, Case Management System, Self-Service Systems (e.g., Interactive Voice Response (IVR), website, etc.)
- The existing BOS contract (PS40164-2000) is scheduled to expire on March 9, 2026. Staff is seeking to Execute Contract Modification No.2, to add an additional three years of O&M to the existing contract PS40164-2000



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# ISSUE & DISCUSSION

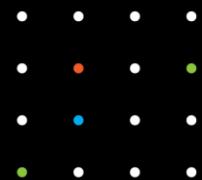
## DISCUSSION

- The existing BOS contract was awarded in 2018, and has been in operation for approximately 5 years, it will expire on March 9, 2026
- If the Board does not approve the Recommendation to exercise Option 1, for a three-year contract extension through March 9, 2029, this will create a lapse in service to ExpressLanes customers
- If the Board does not approve the Recommendation to exercise Option 1, ExpressLanes program will be unable to process any new transactions or perform any customer account service activities effectively, rendering the program inoperational



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# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

EXECUTE Modification No. 2 to Contract No. PS40164-2000 with TransCore LP for Metro ExpressLanes Back Office System (BOS) and exercise the first three-year option starting March 9, 2026 through March 9, 2029, in an amount Not-To-Exceed (NTE) \$19,031,882, increasing the total contract price from \$48,327,615 to \$67,359,497.