



Boosting Operational Performance in Tolling and Public Transportation

Realizing revenue potential.
Reducing compliance and operational risk.
Talent solutions.
Readying for what's next.

Tolling and public transportation agencies are balancing legacy systems with mounting pressure for transparency, digital innovation, and improved service delivery. Every inefficiency, compliance risk, or data visibility can impact revenue recovery, funding, and public trust.

BDO helps operators move from complexity to clarity—modernizing systems, minimizing revenue leakage, and building operations that are efficient, resilient, and built for the future.

WHAT AGENCIES GAIN BY WORKING WITH BDO'S TOLLING & PUBLIC TRANSPORTATION PRACTICE



Greater Revenue Confidence

Identify leakage points, improve collections, and strengthen data integrity across the full revenue lifecycle. Our insight-driven methods and technology solutions help improve accuracy, accelerate reconciliation, and enhance audit readiness.



Accelerated Digital Modernization

Modernize back-office and roadside systems. Our advanced cloud platforms, integrated analytics, and process automation result in lower maintenance costs, faster reporting, and increased agility.



Reduced Compliance and Cyber Risk

Stay ahead of shifting state and federal mandates. We help assess risk, implement internal controls, and prepare for regulatory review to mitigate exposure and enhance transparency.



Improved Rider and Motorist Experience

Enhance user satisfaction, reduce service backlogs, and elevate overall mobility experience. We help to streamline digital touchpoints, billing systems, Public Information Requests (PIR), and issue resolution channels.



Sustainable Infrastructure and Community Outcomes

Align ESG strategies with available funding sources and climate resilience goals. Our support helps agencies meet stakeholder expectations while unlocking new sources of investment.

TOLLING AND PUBLIC TRANSPORTATION SERVICES

Advisory and Digital Services

- ▶ Toll system strategy and implementation
- ▶ Application modernization and cloud migration
- ▶ Intelligent automation (AI, RPA) to streamline operations
- ▶ Performance analytics and operational dashboards
- ▶ Cybersecurity and privacy enhancement
- ▶ Staff augmentation and managed IT support
- ▶ ESG program development and reporting
- ▶ Operational efficiency/organizational structure evaluation
- ▶ Business process improvement
- ▶ Project management contracting
- ▶ Outsourced procurement

Assurance and Risk Management

- ▶ SOC 1 and SOC 2 readiness and attestation
- ▶ PCI readiness, self-assessment questionnaires (SAQs), and report attestation
- ▶ Construction project audits
- ▶ Enterprise risk management frameworks
- ▶ State and local government compliance
- ▶ Forensic analysis and fraud detection

Financial Advisory

- ▶ Revenue assurance
- ▶ Valuation and financial modeling
- ▶ Finance transformation for operational efficiency
- ▶ Direct cash payment credit navigation
- ▶ Tax credit strategies for energy and sustainability programs
- ▶ Public-private partnership funding and grant management
- ▶ Business process improvement

OUTCOMES THAT MATTER

BDO blends insight, strategy, and technology to help agencies:



Recapture lost revenue



Reduce compliance and fraud risk



Modernize outdated systems



Improve service delivery



Position for funding and growth opportunities

With the resources of a global network and a deeply experienced U.S.-based team, we tailor each engagement to specific operational needs and strategic priorities for transformational success.

Ready to Move Forward?

Let's explore how we can help your agency operate with greater clarity, confidence, and control.

Our purpose is helping people thrive, every day. Together, we are focused on delivering exceptional and sustainable outcomes and value for our people, our clients and our communities. BDO is proud to be an ESOP company, reflecting a culture that puts people first. BDO professionals provide assurance, tax and advisory services for a diverse range of clients across the U.S. and in over 160 countries through our global organization.

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