

**Board of Directors**

Chair – Doug Tisdale, District H
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 Second Vice Chair – Barbara Deadwyler, District B
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 Treasurer – Judy Lubow, District I

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 Ernest Archuleta, District C
 Bob Broom, District F
 Peggy Catlin, District N
 Larry Hoy, District J

Ken Mihalik, District G
 Chuck Sisk, District O
 Paul Daniel Solano, District K
 Jeff Walker, District D
 Kate Williams, District A

MINUTES

Operations & Customer Service Committee

Tuesday, July 10, 2018

Rooms R, T, & D

5:30 PM

Conference Dial-in # 303-299-2663

Conference ID: 15120

Operations and Customer Service Committee

Chaired by Kate Williams

A. Call to Order

Committee Vice-Chair Williams called the meeting to order at 5:31 p.m.

Attendee Name	Title	Status	Arrived
Lorraine Anderson	Director, District L	Present	5:31 PM
Ernest Archuleta	Director, District C	Present	5:15 PM
Bob Broom	Director, District F	Present	5:26 PM
Peggy Catlin	Director, District N	Present	5:22 PM
Barbara Deadwyler	Committee Chair	Remote	
Claudia Folska	Director, District E	Present	5:32 PM
Larry Hoy	Director, District J	Absent	
Judy Lubow	Director, District I	Present	5:32 PM
Natalie Menten	Director, District M	Present	5:30 PM
Ken Mihalik	Director, District G	Present	5:34 PM
Chuck Sisk	Director, District O	Present	5:34 PM
Paul Solano	Director, District K	Present	5:33 PM
Doug Tisdale	Director, District H	Absent	
Jeff Walker	Director, District D	Present	5:29 PM
Kate Williams	Committee Vice-Chair	Present	5:09 PM

Director Hoy and Chair Tisdale were absent. Director Deadwyler participated via phone.

Staff Present: Rolf Asphaug, Linda Buss, Gina Callahan, Nicole Carey, Jessie Carter, Susan Cohen, Lou Cripps, Sherry Ellebracht, Michael Ford, David Genova, Greg Goldman, Doug Gragg, Anne Marie Isaac-Heslop, Cheryl Holmes, Tina Jaquez, Dave Jensen, Jillian Knapp-Rhodes, Adrian Mabry, Heather McKillop, Barbara McManus, Kevin Parker, Scott Reed, Steve Reilly, Beverly Riley, Jenifer Ross-Amato, Jannette Scarpino, Ruth Seleske, Rahul Sood, Henry Stoppolecamp, Mark Tieman, Bill Van Meter, Jyotsna, Vishwakarma, Fred Worthen, Christina Zazueta

Others Present: Anne Herzenberg, Shelly Cook

Committee Vice-Chair Williams reviewed emergency procedures.

B. Recommended Actions

There were no recommended actions.

C. Updates

- **G Line Communications and Events**

Presented by:

- Scott Reed, Assistant General Manager of Communications
- Cheryl Holmes, Manager of Creative Services
- Adrian Mabry, Manager, Project and Contract, Marketing
- Steve Reilly, Manager, Marketing Communications
- Tina Jaquez, Manager Public Relations
- Christina Zazueta, Community Engagement Manager

- **Service Availability Update**

Presented by Michael Ford, Chief Operating Officer.

D. Other Matters

There were no other matters.

E. Next Meeting Date - August 14, 2018

F. Adjourn

Committee Vice-Chair Williams adjourned the meeting at 6:31p.m.

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- Language Interpreters
- Sign-language Interpreters
- Assisted listening devices

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THE CHAIR REQUESTS THAT ALL PAGERS AND CELL PHONES BE SILENCED DURING THE BOARD OF DIRECTORS MEETING FOR THE REGIONAL TRANSPORTATION DISTRICT.