E470 OPERATIONS & CUSTOMER EXPERIENCE COMMITTEE
WORK SESSION AGENDA

OPERATIONS & CUSTOMER EXPERIENCE COMMITTEE
Chair – Mayor Steve Douglas (Commerce City)
Piper Darlington (CDOT/CTIO)
Council Member Tom Green (Brighton)

Location: 8900 Liberty Circle, Englewood, CO. 80112

Date: October 22, 2026

Time: 10:00 a.m.

PLEASE NOTE ALL MEMBERS OF THE PUBLIC ARE ALSO WELCOME TO PARTICIPATE VIRTUALLY VIA THE FOLLOWING:

VIRTUAL TEAMS MEETING
Join on your computer, mobile app or room device
Join the meeting now
Meeting ID: 293 539 111 124 0
Passcode: qL3U4tS6

Dial in by phone
+1 424-566-7556, 883 957 713# United States, Beverly Hills
Find a local number
Phone conference ID: 883 957 713#

AGENDA:

1. Call to Order ..... Committee Chair Mayor Steve Douglas
2. Public Comment ..... Committee Chair Mayor Steve Douglas
3. WSP Partnership Update ..... Mike Hancock
4. Terracare Contract Amendment 3 ..... Jeff Wenda
5. IT Environment Overview ..... Shashi Shamarao and Judy Batenburg
6. Pool of Vendors Overview ..... Judy Batenburg
7. CSP Monthly Stats ..... Sgt. Douglas Bell
8. Look Ahead ..... Aline Koop
9. Other Business ..... Committee Chair Mayor Steve Douglas
10. Adjourn Meeting ..... Committee Chair Mayor Steve Douglas

The next anticipated E470 Operations & Customer Experience Committee Work Session will be on November 19, 2026 conducted virtually via Teams and in-person.