

Operations and Customer Service Committee Charter

Committee Purpose:

- This committee will deal with all operations matters that include both non-contracted and contracted services. Such services include, but are not limited to, recommendations for equipment purchases relating to bus and light rail operations, and address union issues and issues associated with the provision of contracted services provided pursuant to C.R.S. 32-9-119.5, "Competition to provide vehicular service within the regional transportation district." Contracted services can include contracted fixed route service, ADA complementary paratransit services (i.e. access-n-Ride) provided by RTD pursuant to the Americans with Disabilities Act (ADA), and such other contracted services as the district may choose to provide. Additionally, this committee will deal with all advertising, marketing, pass sales, customer service, service changes and the telephone information center (TIC) as well as media issues.

Operating Procedures:

- By Thursday of the week preceding the committee meeting, the staff Assistant General Manager of the respective committee will submit an agenda to the Board office with the appropriate Board report or documentation.
- This agenda and backup will be included in the Board packets sent to each Director each Friday.
- The agenda will normally follow the order: Recommended action, updates, other matter, and next meeting date. The Chair of the Committee has the discretion to change the order as needed.
- During the committee meeting, staff will review or present the agenda items as appropriate.
- The Chair of the Committee should call for a motion on an action item following Robert's Rules (parliamentarian procedures) in the discussion of the item.
- Items that are moved forward by a motion and properly discussed will be voted on via voice vote or show of hands. A quorum of five is required to move an action forward to the full Board for approval.

Authorization:

- Section 32-9-109.5 and Section 32-9-114 of the RTD Act describes the administrative powers and authority given to the RTD Board of Directors. The Board Bylaws provides further description of Standing Committees.

Membership and Leadership Composition:

- Each year the newly elected Chair of the Board will appoint the Chair and Vice-Chair of the Operations and Customer Service Committee.
- The Operations and Customer Service Committee is a standing committee of the whole.
- As elected officials, the standing committee of the whole allows maximum participation and representation of the respective districts in the decision making process.
- All Board members are participating and voting members of this committee.
- A quorum is reached with five members participating.

Roles and Responsibilities:

- **Chair of the Committee:**
 - Work with the Assistant General Manager for Operations to develop and approve agenda for the monthly meetings.
 - Chair/facilitate committee meetings following established Board protocols and parliamentary procedures.
 - Discuss items on Committee agenda and calls for a vote on recommended action items to move before full Board at the formal Board meeting.
 - Follows established order for agenda as approved in Board Bylaws but maintains flexibility to change when appropriate.
 - Maintains proper communications flow and order for involvement and balanced participation of Board members.
 - Can make the decision to invite public comment or speaker if appropriate.
 - Appoint working groups or sub-committees as needed on specific issues.
 - Can request Executive Session on items that are allowed per Open Meetings Act. CRS statute must be properly quoted and posted.
 - Approve meeting minutes.
- **Vice-Chair of the Committee:**
 - Perform all Chair responsibilities in the absence of the Chair.

- **Committee Members:**
 - Preview presentations/materials provided by staff before the meeting and come prepared to discuss or take appropriate action on items brought before the committee.
 - Attend meetings regularly.
 - Review Committee minutes

Reporting Requirements:

- All committee meetings are noticed and recorded per Open meetings/Open Records requirements.
- Meetings with three or more Board members present are considered open meetings and must be noticed and posted at least 24 hours before the meeting.
- All meetings must have approved agendas.
- Minutes are taken of each meeting (along with attendance) and included in the monthly Board agenda for formal Board meeting.
- Minutes are reviewed by the Committee Chair and Assistant General Manager of Operations.
- Minutes from the Committee meetings are permanent records and retained in the Board office via the Laserfische document management system.
- Minutes from the meetings are available to the public upon request.

Staffing Requirements:

- Board members rely on Operations staff and Communications/Customer Service staff for preparation of presentations, Board reports, and other materials used in the Committee meetings.
- Operations staff and Communications/Customer Service staff participates in meetings and addresses any questions or concerns raised by Board members on a particular item.
- Staff performs analysis and provide follow-up to Board members on requested items.
- Staff meets with Board members in one-on-one sessions or as requested to brief Board members on a particular issue.

Meeting Schedule and Process:

- Operations and Customer Service Committee meets regularly once a month, usually on the second Tuesday of the month at 5:30 p.m. or at such time as is decided upon by the full Board members.
- Special meetings may be called at the discretion of the Chair of the Committee and with advisement from the Chair of the Board.
- Prior to the meeting, the Chair and Vice-Chair of the Committee meet with the staff to discuss or review the agenda and any items of concern.
- The Chair will follow the established order on the agenda which is normally prioritized by recommended items requiring a vote, update items, other matters or new items. The Chair has the flexibility to change the order of the agenda when deemed appropriate but should keep in mind that the purpose for doing recommended action items first is to ensure a quorum is still present for voting the motion forward.

Approval Process:

- Operations and Customer Service committee members vote to move a recommended action forward to the full Board for approval at the official Board meeting.
- A quorum vote of five members can advance an item forward.
- Action items are placed on the Board agenda either under unanimous consent or recommended action according to whether the Committee passed the item forward unanimously or had any opposing votes.
- Action items passed by committee do not become official part of record until approved in the formal Board meeting by the full Board.
- A new item may be discussed for recommended action if brought forth by three or more committee members and have been provided to the Executive Manager of the Board by Thursday of the week preceding the Committee meeting.