

Citizen Oversight Panel

Thursday, April 4, 2019

8:30 – 11:30 AM

Santa Fe Room, Union Station

Agenda

8:30 – 9:30 AM **Discussion with Deputy Chief Executive Officer (CEO)**

- Kimberly Farley, Deputy CEO

9:30 – 10:30 AM **Rider Experience**

- Russ Arnold, Chief Customer Experience Officer

10:30 – 11:30 AM **Discussion, Quarterly Review, Adoption of Previous Meeting Summary, Chair and Member Reports**

- Fred Auch, Chair
- COP Members

Next Meeting: **Northgate Link Extension Tour April 18, 2019, 8:00 AM – 12:30 PM**, beginning and ending in the Santa Fe Room at Union Station