

## **Operations & Customer Service Committee Charter**

### **Purpose:**

- This committee deals with all operational matters, including both non-contracted and contracted services, route scheduling and service optimization, purchases related to bus and rail operations, and union matters 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." For purposes of this committee, contracted services include contracted fixed-route service, ADA complementary paratransit services (i.e. Access-a-Ride) provided by RTD pursuant to the Americans with Disabilities Act (ADA), and such other services as the district may choose to provide.
- Additionally, this committee deals with all safety, security, and asset management responsibilities, customer service, and service changes.

### **Operating Procedures:**

- By close of business on Wednesday of the week preceding the committee meeting, the Assistant General Managers of the respective committee will submit an agenda to the Board Office with the appropriate Board report, updates, or other documentation.
- This agenda and backup will be included in the Board packets sent to each Director on the Thursday preceding the committee meeting.
- The agenda will normally follow the order: Recommended action, updates, other matters, and next meeting date. The Committee Chair has the discretion to change the order as needed. See Bylaws (11/29/16) Art. VI, p. 15.
- During the committee meeting, staff will review or present the agenda items as appropriate and discuss any items of concern.
- The Committee Chair should call for a motion on an action item, following Robert's Rules (the Board's established parliamentary authority) in the discussion of the item.
- Items that are moved forward by a motion and properly discussed will be voted on. A majority vote is required to move an action forward to the full Board for approval.
- The currently adopted Board of Directors Operating Guidelines are to be followed at all meetings.

### **Authorization:**

- CRS sections 32-9-109.5 and 32-9-114 of the RTD Act describe the administrative powers and authority given to the RTD Board of Directors. The Board Bylaws provide further descriptions of standing committees. A standing committee can take a vote on an action to move it forward to the full Board at a regular Board meeting, but the action is not an official action of the District unless approved at a formal Board meeting.

### **Membership and Leadership Composition:**

- Each year the newly elected Chair of the Board will appoint the Chair and Vice-Chair of the Operations & Customer Service Committee.
- The Operations & Customer Service Committee is a standing committee of the whole.
- As a body of 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:**
  - Works with the Assistant General Managers for Operations to develop and approve agenda for the monthly meetings
  - Chairs/facilitates committee meetings following established Board protocols and parliamentary procedures.
  - Discusses items on the committee agenda and calls for a vote on recommended action items to move before the full Board at the formal Board meeting.
  - Follows the established order for agenda as approved in the Board Bylaws but maintains flexibility to change when appropriate.
  - Maintains the proper communications flow and order for involvement and balanced participation of Board members.
  - Can make the decision to invite public comment or speakers if appropriate.
  - Appoint working groups or sub-committees as needed on specific issues.
  - Can request an Executive Session on items that are allowed per Colorado Open Meetings Law. Appropriate statutory language must be properly quoted and posted prior to the Executive Session.
- **Vice-Chair of the Committee:**
  - Performs all Committee Chair responsibilities in the absence of the Committee 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 of each meeting are taken and included in the monthly Board agenda for the formal Board meeting.
- The minutes are a record of the proceedings of the Board and primarily consist of the meeting attendance, recommended actions and updates, motions, vote records, and essential ministerial information.
- Minutes are reviewed by the Committee Chair and Assistant General Managers of Operations. Minutes from the committee meetings are permanent records and retained in the Board Office via the Laserfiche document management system or per the document management or record storage system that is used by the agency at that time.
- The minutes of each meeting, along with the meeting's video recording and full-text transcript, are made available to the public via the Meeting Portal within a reasonable time after the meeting.

### **Staffing Requirements:**

- Board members rely on Operations & Customer Service staff for preparation of presentations, Board reports, and other materials used in the committee meetings.
- Operations & Customer Service staff participates in meetings, addresses any questions or concerns raised by Board members on a particular item, and submits any reports specified by the Board.
- 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.
- The Assistant General Managers of Operations review the agenda with the Committee Chair prior to the committee meeting.

### **Meeting Schedule and Process:**

- The Operations & Customer Service Committee typically meets on the second Tuesday of every month at 5:30 p.m. or at such other time as is decided upon by the full Board members.
- The order of the Finance, Administration, & Audit Committee and Operations & Customer Service Committee meetings rotates on a monthly basis.
- Special committee meetings may be called at the discretion of the Committee Chair

and with consent from the Chair of the Board.

- The Committee Chair and Vice-Chair may jointly agree to cancel or postpone a scheduled committee meeting.
- Prior to the meeting, the Committee Chair and Vice-Chair meet with the staff to discuss or review the agenda and any items of concern.
- 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:**

- Provided that there is a quorum of at least five Board members, a majority committee vote can advance an item forward.
- After a recommended action has been approved by the committee, the recommended action may be approved for final action during an official Board meeting by an affirmative vote of at least eight Directors present and voting. (CRS section 32-9-116(3))
- 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 with any opposing votes.
- A new item may be discussed for recommended action if brought forth by three or more committee members and provided to the Executive Manager of the Board Office by noon on Wednesday of the week preceding the Committee meeting. This item must include all required elements of a recommended action, including any corresponding General Manager goals and financial impact.
- An action item passed by committee does not become an official action of the District unless approved in the formal Board meeting.