



Operations and Communication Committee Work Session Minutes

Thursday, October 27, 2022
11:00 a.m. – 12:00 p.m.

[Click here to join the meeting](#)
Dial in Information: 323-618-1887
Conference ID: 671772478#

Attendance	
Jessica Sandgren, Mayor Pro Tem, City of Thornton	Ken Smith, Information Technology Director, E-470
Jan Pawlowski, Council Member, City of Brighton	Mike Hancock, Tolling Services Manager, E-470
Peggy Catlin, Director, RTD	Tricia Morales, Customer Service Manager, E-470
John Diak, Council Member, Town of Parker	Heather Burke, Public Information Officer, E-470
Tamara Seaver, General Counsel, ISP	Shawn Burk, IT Infrastructure Manager, E-470
Beau Memory, Executive Director, E-470	Tiffany Jackson, Marketing Specialist, E-470
Jessica Carson, Operations Director, E-470	Terry Fabrizio, Operations Coordinator, E-470
Jason Myers, Finance Director, E-470	

1. Mayor Pro Tem, Jessica Sandgren called the meeting to order at 11:01 a.m.
2. Public Comment - None
3. Central Hub Update – Ms. Carson provided an update on the Central Hub Integration
4. Insite Analysis Briefing – Ms. Carson briefed the Committee on the Insite Contact Center Analysis
5. Tolling Services Update – Mr. Hancock provided an update on Tolling Services
6. Operations Q3 Dashboard Review – Ms. Carson presented the Quarterly Operations Dashboard Report for Q3
7. Other Business - None
8. Mayor Pro Tem, Jessica Sandgren adjourned meeting at 11:46 a.m.