



**CENTRAL ARIZONA PROJECT
Customer Service Task Force
June 21, 2018 – 1:00 p.m.**

**Central Arizona Project
23636 N. 7th Street
Phoenix, Arizona
Board Room**

FINAL AGENDA

Times shown are approximate. Some items may take more or less time than scheduled, or the President may grant requests to hear items in an order other than shown.

1. [Consideration of Action to Approve the Minutes of May 17, 2018 Task Force Meeting](#)—Atkins/Graff (1:00)
2. [Report and Discussion on Co-Creation Phase](#)—Jeanne Schulze, Jeanne Schulze and Associates, LLC (1:05)
 - a. Area of Focus: Listening to Connect
3. [Action Planning Exercise for Areas of Focus](#)—Schulze, Task Force and Stakeholders (1:30)
 - a. Empowering Committees
 - b. Improving Meeting Structure
 - c. Engaging All Perspectives
4. Summary and Wrap-up—Schulze (3:40)
5. Next Steps—Atkins/Graff (3:50)
6. Public Comment (3:55)
7. Adjourn (4:00)