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Agenda Number: 21.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
AUGUST 20, 2020**

SUBJECT: CUSTOMER EXPERIENCE PLANNING

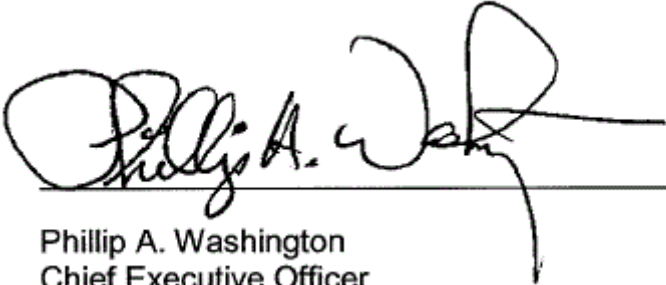
ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Customer Experience Planning.

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Phillip A. Washington
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