

BY AUTHORITY

RESOLUTION NO. CR 25-1934
SERIES OF 2025

COMMITTEE OF REFERENCE:
TRANSPORTATION AND INFRASTRUCTURE

A RESOLUTION

Approving a proposed Agreement between the City and County of Denver and McorpCX, LLC for customer experience consultancy work, including analyzing the customer journey and overall experience at Denver International Airport, assessing the competitive landscape, and developing a unified customer experience strategy for all Denver International Airport employees.

BE IT RESOLVED BY THE COUNCIL OF THE CITY AND COUNTY OF DENVER:

Section 1. The proposed agreement between the City and County of Denver and McorpCX, LLC, in the words and figures contained and set forth in that form of agreement available in the office and on the web page of City Council, and to be filed in the office of the Clerk and Recorder, Ex-Officio Clerk of the City and County of Denver, under City Clerk's Filing No. 202579917, is hereby approved.

COMMITTEE APPROVAL DATE: November 26, 2025 by Consent

MAYOR-COUNCIL DATE: December 2, 2025

PASSED BY THE COUNCIL: 12/8/2025


Signed by:  - PRESIDENT

ATTEST: _____ - CLERK AND RECORDER,
EX-OFFICIO CLERK OF THE
CITY AND COUNTY OF DENVER

PREPARED BY: Megan Henderson, Assistant City Attorney DATE: December 4, 2025

Pursuant to section 13-9, D.R.M.C., this proposed resolution has been reviewed by the Office of the City Attorney. We find no irregularity as to form and have no legal objection to the proposed resolution. The proposed resolution is submitted to the City Council for approval pursuant to § 3.2.6 of the Charter.

Miko Ando Brown, Denver City Attorney

Signed by: , Assistant City Attorney

DATE: 12/3/2025 | 3:38 PM MST