

BY AUTHORITY

2 RESOLUTION NO. CR 25-1934
3 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.

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

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

17 COMMITTEE APPROVAL DATE: November 26, 2025 by Consent

18 MAYOR-COUNCIL DATE: December 2, 2025

19 PASSED BY THE COUNCIL: 12/8/2025

Signed by:
Isaac P. Sandaval
86E1DC2C8B93472...

- PRESIDENT

21 ATTEST: _____ - CLERK AND RECORDER,
22
23 EX-OFFICIO CLERK OF THE
CITY AND COUNTY OF DENVER

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

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

30 Miko Ando Brown, Denver City Attorney

Signed by: Jonathan Griffin

32 BY: Jonathan Griffin, Assistant City Attorney DATE: 12/3/2025 | 3:38 PM MST
R622307D59DE47B