

QUALITY ASSURANCE TASK FORCE

DATE & TIME: Tuesday, January 27, 2026 10:00 a.m.	LOCATION: MetroPlan Orlando 250 S. Orange Ave., Ste. 200, Orlando, FL 32801 Parking Garage: 25 W. South St.
CLICK HERE TO JOIN VIRTUALLY	MEMBERS OF THE PUBLIC ARE WELCOME! Participate at the location above or online from your computer, smart phone or Sectionlet. Zoom meeting ID and dial-in info available here on web calendar .
 WiFi available Network: MpoGuest Password: mpoaccess	

I. CALL TO ORDER	Chairperson Marilyn Baldwin
II. PLEDGE OF ALLEGIANCE	
III. CHAIR'S ANNOUNCEMENTS	Chairperson Marilyn Baldwin
IV. AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia Whittington
V. CONFIRMATION OF QUORUM	Ms. Rachel Frederick
VI. PUBLIC COMMENTS ON ACTION ITEMS	

Comments on *Action Items* can be made in two ways:

1. In person at the meeting location listed at the top of this agenda.
2. Virtually via Zoom. Use the 'raise hand' feature during public comment to indicate you want to speak.

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.gov/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be given to MetroPlan Orlando staff. The chairperson will call on each speaker.
2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

If your comment does not pertain to action items on the agenda, you may comment at the general public comment period at the end of the meeting.

VII. ACTION ITEMS

A. Election of 2026 QATF Chairperson and Vice-Chairperson	Ms. Virginia Whittington
B. Annual Review of TDLCB Bylaws (Section 1)	Ms. Virginia Whittington
C. Annual Review of TDLCB Grievance Procedures (Section 2)	Ms. Virginia Whittington
D. Recommendation of QATF and Grievance Committee Members (Section 3)	Ms. Virginia Whittington

VIII. DISCUSSION

A. 2026 CTC Evaluation (Section 4)	Ms. Virginia Whittington
B. 2026 ACCESS LYNX TD Riders' Satisfaction Survey (Section 5)	Ms. Virginia Whittington

IX. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update	Ms. Kim Frye, ACCESS LYNX
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Ms. Kim Frye will provide a CTC update highlighting ACCESS LYNX trip demand, performance, and customer service activity

X. GENERAL INFORMATION (Section 6)

A. 2026 QATF and TDLCB Meeting Schedule
B. 2025 TDLCB Member Attendance Report

X. UPCOMING MEETINGS OF INTEREST

A. MetroPlan Orlando Board – Wednesday, February 11; 9:00 a.m.
B. Transportation Disadvantaged Local Coordinating Board Meeting – Thursday, February 12; 10:00 a.m.

XII. MEMBER COMMENTS**XIII. PUBLIC COMMENTS (GENERAL)**

Public comments of a general nature can be made in two ways:

1. In person at the meeting location listed on page 1 of this agenda.

2. Virtually via Zoom. Use the 'raise hand' feature during public comment to indicate you want to speak.

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XIV. ADJOURNMENT

Public participation is conducted without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons wishing to express concerns, who require special assistance under the Americans with Disabilities Act, or who require language services (free of charge) should contact MetroPlan Orlando by phone at (407) 481-5672 or by email at info@metroplanorlando.gov at least three business days prior to the event.

La participación pública se lleva a cabo sin distinción de raza, color, origen nacional, sexo, edad, discapacidad, religión o estado familiar. Las personas que deseen expresar inquietudes, que requieran asistencia especial bajo la Ley de Americanos con Discapacidad (ADA) o que requieran servicios de traducción (sin cargo) deben ponerse en contacto con MetroPlan Orlando por teléfono (407) 481-5672 (marcar 0) o por correo electrónico info@metroplanorlando.org por lo menos tres días antes del evento.