

## QUALITY ASSURANCE TASK FORCE

**DATE & TIME:**

Tuesday, January 30, 2024 | 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 tablet. Zoom meeting ID and dial-in info available here on [web calendar](#).



**WiFi available** | Network: MpoGuest | Password: mpoaccess

I.	CALL TO ORDER	Chairperson Neika Berry
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Neika Berry
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](https://MetroPlanOrlando.gov/SpeakerCard). Hard copies of the speaker card are available in the meeting room and should be turned in 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.

<b>VII. ACTION ITEMS</b>		
A.	Election of 2024 QATF Chairperson and Vice-Chairperson	Ms. Virginia Whittington
B.	Annual TDLCB Bylaws Review (Tab 1)	Ms. Virginia Whittington
C.	Annual Review of TDLCB Grievance Procedures (Tab 2)	Ms. Virginia Whittington
D.	Recommendation to Change May 2024 LCB Meeting Date from May 9, 2024 to May 16, 2024	Ms. Virginia Whittington
<b>VIII. PRESENTATIONS &amp; STATUS REPORTS</b>		
A.	ACCESS LYNX TD Customer Satisfaction Survey	Ms. Virginia Whittington
B.	LYNX/Community Transportation Coordinator (CTC) Update	Mr. Norm Hickling
<b>IX. GENERAL INFORMATION</b>		
A.	2024 QATF and TDLCB Meeting Schedule*	
<b>X. UPCOMING MEETINGS OF INTEREST</b>		
A.	MetroPlan Orlando Board – Wednesday, February 14; 9:00 a.m.	
B.	Transportation Disadvantaged Local Coordinating Board Meeting – Thursday, February 15; 10:00 a.m.	
<b>XII. MEMBER COMMENTS</b>		
<b>XIII. PUBLIC COMMENTS (GENERAL)</b>		
Public comments of a general nature can be made in two ways:		
<ol style="list-style-type: none"> <li>1. In person at the meeting location listed on page 1 of this agenda.</li> <li>2. Virtually via Zoom. Use the ‘raise hand’ feature during public comment to indicate you want to speak.</li> </ol>		
<b>How to comment:</b>		
<ol style="list-style-type: none"> <li>1. Complete an electronic speaker card at <a href="https://MetroPlanOrlando.gov/SpeakerCard">MetroPlanOrlando.gov/SpeakerCard</a>. Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker.</li> <li>2. Each speaker has two minutes to address the board and should state his/her name and address for the record.</li> </ol>		
<b>XIV. ADJOURNMENT</b>		

*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](mailto: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](mailto:info@metroplanorlando.org) por lo menos tres días antes del evento.*