

QUALITY ASSURANCE TASK FORCE

DATE & TIME:

Tuesday, October 24, 2023 | 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, smartphone 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. 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.

VII. ACTION ITEMS		
A.	2024 QATF Proposed Meeting Schedule (Tab 1)	Ms. Virginia Whittington
B.	Review and Recommend Approval of Annual Expenditure Report (AER) (Tab 2)	Ms. Virginia Whittington
C.	Review and Recommend Approval of Annual Operating Report (AOR) (Tab 3)	Ms. Virginia Whittington
D.	Review Applications and Recommend Membership	Ms. Virginia Whittington

VIII. DISCUSSION ITEM(S)		
A.	ACCESS LYNX Customer Service Survey Questions (Tab 4)	Ms. Virginia Whittington

IX. PRESENTATIONS & STATUS REPORTS		
A.	LYNX/Community Transportation Coordinator (CTC) Update	Mr. Norm Hickling

X. GENERAL INFORMATION		
A.	Updated ACCESS LYNX How to Ride Guide (Tab 5)	

XI. UPCOMING MEETINGS OF INTEREST		
A.	FDOT Mobility Week: SWAN Autonomous Shuttle Demonstration – Wednesday, November 1; 10:00 a.m.	
B.	MetroPlan Orlando Board – Wednesday, November 8; 9:00 a.m.	
C.	Transportation Disadvantaged Local Coordinating Board – Thursday, November 9; 10:00 a.m. (NOTE: The TD Annual Public meeting will be held at 10:00 a.m. The TDLCB will meet at 10:30 a.m. or immediately upon conclusion of the public meeting, whichever occurs first.)	

XII. MEMBER COMMENTS		
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XIII. PUBLIC COMMENTS (GENERAL)		
Public comments of a general nature can be made in two ways:		
<ol style="list-style-type: none"> 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.