

Quality Assurance Working Group

DATE & TIME:

Wednesday, February 15, 2023
10:00 AM

LOCATION:

LYNX Operations Center
2500 LYNX Lane, Room 202
Orlando, FL 32804

**OFF SITE MEETING.
NO VIRTUAL ACCESS AVAILABLE**

MEMBERS OF THE PUBLIC ARE WELCOME!

Ms. Marilyn Baldwin, Chairperson, presiding

I.	CALL TO ORDER	Chairperson Marilyn Baldwin
II.	CHAIR'S ANNOUNCEMENTS	Chairperson Marilyn Baldwin
III.	INTRODUCTIONS	Chairperson Marilyn Baldwin

VI. PRESENTATIONS & STATUS REPORTS

A.	Status of Customer Contact Upgrade	Norm Hickling Lynx
B.	Preliminary Survey Responses: TDSP Public Outreach	Patricia Whitton Lynx

V. DISCUSSION

A.	Develop a list of Relevant, Resolvable Issues	All
B.	QAWG Meeting Schedule	All
C.	Tour of LYNX Operations Center	Norm Hickling Lynx

At the adjournment of the meeting, members will participate in a tour of the LYNX Operations Center.

VI. MEMBER COMMENTS

VII. 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.

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.org/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.

VIII. 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.org 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.