

## QUALITY ASSURANCE TASK FORCE MEETING

### MEETING NOTICE

**DATE & TIME:** Tuesday, April 26, 2022 at 10:00 a.m.

**LOCATION:** MetroPlan Orlando  
David L. Grovdahl Board Room  
250 South Orange Avenue, Suite 200  
Orlando, FL 32801

**Welcome back to in-person meetings at MetroPlan Orlando!**  
This meeting is taking place at our office. Please plan your participation accordingly.

**PUBLIC ACCESS:** To join the meeting from your computer, tablet or smartphone, please use this link:  
<https://us02web.zoom.us/j/87217459595?pwd=bC9YU3lLR0g1Q0g3VDBsa1JMWGZTUT09>  
Passcode: 087655

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### Agenda

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- I. **Call to Order** – Ms. Marilyn Baldwin, Chairwoman
- II. **Pledge of Allegiance**
- III. **Chairperson’s Comments** – Ms. Marilyn Baldwin
- IV. **Roll Call/Confirmation of Quorum** – Ms. Lisa Smith
- V. **Announcements and Agenda Review** – Ms. Virginia Whittington
- VI. **Public Comments on Action Items**

Comments from the public pertaining to Action Items on this agenda will be heard at this time. People wishing to comment virtually should use the Raise Hand feature on the Zoom platform, and a meeting host will prompt you to unmute your microphone to speak. Each speaker should state his or her name and address for the record. People wishing to speak in person must complete an Electronic Speakers Introduction Card. Each speaker is limited to two minutes. People wishing to speak on items of a general nature will be acknowledged in the same way, under Agenda Item X.

**VII. Action Items**

**A. Election of QATF Vice-Chairperson**

The Quality Assurance Task Force is asked to select a Vice-Chairperson to replace Ms. Crystal Ford who tendered a resignation due to an employment change.

**B. Review and Recommendation of Draft TDSP Minor Updates (TAB 1)**

Presenter: Ms. Trish Whitton, LYNX

Ms. Trish Whitton will review the proposed minor updates to the 2020-2025 Transit Development Services Plan (TDSP) and request QATF recommend approval to the full TDLCB. The draft TDSP along with an overview of the recommended changes are at Tab 1.

**C. Review and Recommendation of Draft Human Services Transportation Plan (HSTP)**

Presenter: Ms. Sheila Maldonado, LYNX

Ms. Sheila Maldonado will review the proposed updates to the 2022 Draft Human Services Transportation Plan (HSTP) and request QATF recommend approval to the full TDLCB. The draft was transmitted to the TDLCB by email March 17, 2022. The Draft HSTP can be accessed at: [https://metroplanorlando.org/wp-content/uploads/2-LYNX-HSTP-2022-Update-as-of-3.15.22\\_Draft.pdf](https://metroplanorlando.org/wp-content/uploads/2-LYNX-HSTP-2022-Update-as-of-3.15.22_Draft.pdf)

**D. Review and Recommendation of Rate Calculation Worksheet (Tab 2)**

Presenter: Ms. Trish Whitton, LYNX

Ms. Trish Whitton will review the proposed Rate Calculation worksheet and request QATF recommendation to accept the rate calculations to the full TDLCB.

<b>ACCESS LYNX TD RATES</b>			
Type of Trip	FY 2021-22 Rates	FY 2022-23 Rates	Percentage Change
Ambulatory	\$41.94	\$40.90	(.025%)
Wheelchair	\$71.90	\$70.11	(.025%)

**VIII. Presentations**

**A. LYNX/Community Transportation Coordinator (CTC) Update**

Presenter: Mr. Norm Hickling

Mr. Norm Hickling, ACCESS LYNX, will provide an update on current and ongoing ACCESS LYNX operations. The CTC report will be provided separately.

**IX. Member Comments**

## **X. Public Comments (General)**

Comments from the public of a general nature will be heard at this time. People wishing to comment virtually should use the Raise Hand feature on the Zoom platform, and a meeting host will prompt you to unmute your microphone to speak. Each speaker should state his or her name and address for the record. People wishing to speak in person must complete an Electronic Speakers Introduction Card. Each speaker is limited to two minutes.

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