



metroplan orlando  
*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **QUALITY ASSURANCE TASK FORCE AGENDA**

**July 23, 2019 @ 10:00 a.m.**

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# MEETING NOTICE

July 16, 2019

To: Quality Assurance Task Force (QATF) Committee Members  
Fr: Virginia L. Whittington, Director of Regional Partnerships  
Re: QATF Meeting Notice

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The next **QATF** meeting will be held on **Tuesday, July 23, 2019 at 10:00 a.m.** The meeting will take place in MetroPlan Orlando's Live Oak Conference Room located at **250 S. Orange Avenue, Suite 200, Orlando, FL 32801.**

If you have any questions or additions, please feel free to contact me at (407) 481-5672 ext. 314 or by email at [vlwhittington@metroplanorlando.org](mailto:vlwhittington@metroplanorlando.org).

cc: Mayor Jose Alvarez  
Commissioner Mayra Uribe  
Mayor Pat Bates

<h2>AGENDA</h2>
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- I. Call to Order – Chairperson Marilyn Baldwin**
- II. Confirmation of Quorum – Ms. Lisa Smith**
- III. Public Comments - Action Items**

Comments from the public will be heard pertaining to Action Items on the agenda for this meeting. People wishing to speak must complete a "Speakers Introduction Card" at the reception desk. Each speaker is limited to two minutes.

- IV. Review and Recommendation of TDLCB New Member Applications Submitted for the Citizen Advocate (Non-System User) (TAB 1)**

- Ms. Neika Berry
- Ms. Cheryl Stone
- Ms. Rachel Christian

**V. Call for 2020 Legislative Priorities**

**VI. CTC Update**

Mr. Norm Hickling, Director of Mobility Services, will provide CTC update, included a preview of the preliminary results of LYNX Mobility Services' Transportation Disadvantaged Customer Satisfaction Survey conducted in June.

**VII. CTC Evaluation - February 2020**

**VIII. Upcoming event/meetings of interest**

**[CTD Commission Business Meeting](#)**

July 31, 2019 - Tallahassee Conference Call  
Conference Call (888) 585-9008

**[Commission Business Meeting](#)**

September 17, 2019 - Omni Champions Gate Orlando  
Conference Call (888) 585-9008

**[2019 FPTA/CTD Annual Conference](#)**

September 15-18, 2019 - Omni Orlando Resort at Champions Gate

**IX. Member Comments**

**X. Public Comments - General**

**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.

**TAB 1**



**Your Contact Information****Name**

Neika Berry

**Email**[Neika1913@gmail.com](mailto:Neika1913@gmail.com)**Phone**

(407) 616-1936

**Home Address**

P O Box 902  
Apopka, Florida 32704  
United States

**Employer**

Nehemiah Community Restoration Project, Inc.

**Work Address**

611 N. Wymore Road Suite, 203  
Winter Park, Florida 32789  
United States

**County**

Orange County

**Date**

09/01/1997

**Your Transportation Interests**

Tell us about your transportation interests and habits.

**How often do you use the LYNX bus system?**

Not at all

**How often do you use SunRail?**

Not at all

**How often do you drive a car?**

Regularly

**Do you have a passion for advocacy in any of the following areas (choose all that apply):**

- persons with disabilities
- seniors (over age 65)

**Select seats you are qualified for and interested in filling (choose all that apply):**

- Representing the elderly (over age 60)
- Representing the disabled
- ACCESS LYNX system user
- Citizen advocate

## Demographics

The following information will be used to satisfy Equal Opportunity Act reporting and research requirements. These questions are voluntary.

### Gender

Female

### Race

Black

### Do you have a physical disability?

No

### Your age range:

45-54

### Is your household income at or below U.S. Department of Health and Human Services poverty guidelines?

No

### Are you a student?

No

## Your Ability to Serve

### The TDLCB meetings are generally held four times a year on the second Thursday of the month at 10:00 a.m. Can you regularly attend meetings?

Yes

### Can you serve a four-year term?

Yes

### Are you willing to abide by Florida's Government-in-the-Sunshine laws and ethical guidelines?

Yes

### Have you previously served on a MetroPlan Orlando board or committee?

No

### Do you have any potential conflicts of interest that might occur if you are appointed?

No

### Do you work in the transportation industry?

No

### Are you an elected official?

No

## Statement of Interest

I would play the role of being an advocate for the disadvantaged and I am able to represent their needs. My passion for service, meaningful community engagement and fair treatment of those who are disadvantaged is what drives me. I must credit this to my 18 year history as a Child Welfare advocate and working with disadvantaged persons. I can clearly express the needs for improving/coordinating service for the clients. I would take advantage of information sharing at community events. I have experience working with disadvantaged individuals through my employer and at church

By submitting this form, I attest that the information in this application is true to the best of my knowledge.

## Your Contact Information

**Name**

Rachel Christian

**Email**

[rachelachristian10@gmail.com](mailto:rachelachristian10@gmail.com)

**Phone**

(812) 205-0060

**Home Address**

5293 Cane Island Loop  
Apt. 103  
Kissimmee, Florida 34746  
United States

**Employer**

Osceola News-Gazette

**Work Address**

108 Church Street  
Kissimmee, Florida 34741  
United States

**County**

Osceola County

**Date**

08/16/2017

## Your Transportation Interests

Tell us about your transportation interests and habits.

**How often do you use the LYNX bus system?**

Regularly

**How often do you use SunRail?**

Occasionally

**How often do you drive a car?**

Not at all

**Do you have a passion for advocacy in any of the following areas (choose all that apply):**

- pedestrian safety
- persons with disabilities
- seniors (over age 65)
- rail transit
- students
- other

**Select seats you are qualified for and interested in filling (choose all that apply):**

- Representing the disabled
- ACCESS LYNX system user



- Citizen advocate

## Demographics

The following information will be used to satisfy Equal Opportunity Act reporting and research requirements. These questions are voluntary.

### Gender

Female

### Race

### Do you have a physical disability?

Yes

### Your age range:

25-34

### Is your household income at or below U.S. Department of Health and Human Services poverty guidelines?

### Are you a student?

## Your Ability to Serve

### The TDLCB meetings are generally held four times a year on the second Thursday of the month at 10:00 a.m. Can you regularly attend meetings?

Yes

### Can you serve a four-year term?

Yes

### Are you willing to abide by Florida's Government-in-the-Sunshine laws and ethical guidelines?

Yes

### Have you previously served on a MetroPlan Orlando board or committee?

No

### Do you have any potential conflicts of interest that might occur if you are appointed?

No

### Do you work in the transportation industry?

No

### Are you an elected official?

No

**Statement of Interest**

I am a Central Florida native and working female with a vision disability who utilizes public transportation nearly every day. As part of the TDLCB, I can bring an intelligent, first-hand perspective to difficulties people with disabilities encounter. I'm also a journalist deeply involved in the community who has a unique touch on public attitudes surrounding transit. I could educate and inform people in a meaningful, effective way. My communication skills could help MetroPlan reach a wider audience in Osceola County, where transportation has sparked fierce debate in recent months.

By submitting this form, I attest that the information in this application is true to the best of my knowledge.

**Your Contact Information****Name**

Cheryl Stone

**Email**[cmsmicro@aol.com](mailto:cmsmicro@aol.com)**Phone**

(408) 748-0429

**Home Address**4535 Oak Forest Ct  
Orlando, Florida 32804-1234  
United States**Employer**

Retired

**Work Address**

United States

**County**

Orange County

**Date**

07/01/1958

**Your Transportation Interests**

Tell us about your transportation interests and habits.

**How often do you use the LYNX bus system?**

Not at all

**How often do you use SunRail?**

Occasionally

**How often do you drive a car?**

Regularly

**Do you have a passion for advocacy in any of the following areas (choose all that apply):**

- pedestrian safety
- rail transit
- seniors (over age 65)
- bus transit
- persons with disabilities

**Select seats you are qualified for and interested in filling (choose all that apply):**

- Representing the elderly (over age 60)
- Representing the disabled
- Citizen advocate

## Demographics

The following information will be used to satisfy Equal Opportunity Act reporting and research requirements. These questions are voluntary.

### Gender

Female

### Race

White

### Do you have a physical disability?

Yes

### Your age range:

65-74

### Is your household income at or below U.S. Department of Health and Human Services poverty guidelines?

No

### Are you a student?

No

## Your Ability to Serve

### The TDLCB meetings are generally held four times a year on the second Thursday of the month at 10:00 a.m. Can you regularly attend meetings?

Yes

### Can you serve a four-year term?

Yes

### Are you willing to abide by Florida's Government-in-the-Sunshine laws and ethical guidelines?

Yes

### Have you previously served on a MetroPlan Orlando board or committee?

Yes

### If yes, which committee and when did you serve?

Transportation Disadvantaged Local Coordinating Board

### Do you have any potential conflicts of interest that might occur if you are appointed?

No

### Do you work in the transportation industry?

No

### Are you an elected official?

No

**Statement of Interest**

Over the last 20 years I have served in various roles as an advocated for persons living with a disability. These local, state and even Federal experiences have given me the opportunity to learn and educate others about the programs and resources available. I have a solid background and reputation for promoting both sides of the important issues of education, employment, housing, healthcare, transportation needs and solutions. These are the elements needed for achieving a choice driven life of independence and success for anyone. Transportation is the key for such opportunity.

By submitting this form, I attest that the information in this application is true to the best of my knowledge.