

QUALITY ASSURANCE TASK FORCE AGENDA

October 27, 2020 @ 10:00 a.m.



QUALITY ASSURANCE TASK FORCE MEETING NOTICE

- DATE: Tuesday, October 27, 2020
- TIME: 10:00 a.m.
- LOCATION: VIRTUAL MEETING
- DATE: Wednesday, October 28, 2020, at 9:30 a.m.

 PUBLIC ACCESS:
 To join the meeting from your computer, tablet or smartphone, please use this link:

 https://us02web.zoom.us/j/88970363620?pwd=dnl0a0FoZnFNbnJKbzgvZT

 hTeHd0Zz09

 Passcode: 815434

To dial in, please see the calendar item for this meeting: https://metroplanorlando.org/meetings/quality-assurance-task-force-virtualmeeting-10-27-20/

The MetroPlan Orlando offices are closed to the public in response to the COVID-19 pandemic. Members of the public may access this virtual meeting and participate via the Zoom link above, or by dialing in. The agenda packet is available at MetroPlanOrlando.org in the Calendar section. New to Zoom? You can get the app ahead of time and be ready for the meeting. Visit Zoom.us.

MetroPlan Orlando offers tips for virtual meeting participation on our website. Tip sheets include:

- How to get technically set up for the virtual meeting
- How meeting roles and public participation happen virtually
- Steps and options for making a public comment at a virtual meeting

This information can be accessed at: MetroPlanOrlando.org/Virtualmeetings

If you have any questions or additions, please feel free to contact me at (407) 497-1536 or by email at <u>vlwhittington@metroplanorlando.org</u>.



QUALITY ASSURANCE TASK FORCE

AGENDA

October 27, 2020 | 10:00 a.m.

Ms. Marilyn Baldwin, Chairperson, Presiding

- I. CALL TO ORDER Ms. Baldwin
- II. CONFIRMATION OF QUORUM Ms. Lisa Smith
- III. AGENDA REVIEW & ANNOUNCEMENTS Ms. Virginia Whittington

IV. PUBLIC COMMENTS ON 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 an electronic <u>"Speakers Introduction Card"</u>. Each speaker is limited to two minutes.

V. ACTION ITEMS

Α.	Approval of 2021 QATF Proposed Meeting Schedule Presenter: Ms. Virginia Whittington	Tab 1
В.	Review and Recommend Approval of Membership Presenter: Ms. Virginia Whittington	Tab 2
C.	Review and Recommend Approval of Annual Expenditure Report (AER) and Annual Operating Report (AOR) Presenter: Ms. Virginia Whittington	Tab 3
D.	Review and Recommend Approval of new ACCESS LYNX Eligibility Application Presenter: Ms. Nanette Stephens	Tab 4
DIS	SCUSSION/PRESENTATIONS	
Α.	ACCESS LYNX Mobility Services Update Presenter: Mr. Norm Hickling	

VII. MEMBER COMMENTS

VI.

VIII. PUBLIC COMMENTS

People wishing to speak must complete an electronic <u>"Speakers Introduction Card"</u>. Each speaker is limited to two minutes.

IX. NEXT MEETING – January 26, 2021

(**NOTE**: The next Quality Assurance Task Force meeting may be held as a hybrid meeting with a physical quorum of board members in-person. A limited number of staff and members of the public will be permitted in order to accommodate social distancing. Other board members, staff, all presenters, and members of the public may join the meeting virtually on Zoom.)

X. 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.

TAB 1



Quality Assurance Task Force 2021 Quarterly Meeting Schedule

(All meetings are scheduled to begin at 10:00 a.m.)

LOCATION: MetroPlan Orlando Harry Barley Conference Room 250 S. Orange Avenue, Suite 200 Orlando, FL 32801

<u>Date</u>

January 26, 2021

April 27, 2021

July 27, 2021

October 26, 2021

(**NOTE:** This schedule and the announced location are is subject to change with adequate notice to the members and the public.)

TAB 2

Mrs. Whittington,

Good afternoon. Thank you for the opportunity to serve as Citizen Advocate (Non-System User) of the TDLCB this past year. Metroplan and the TDLCB's investment of their time and talent into our transportation tisadvantaged community is nothing short of amazing.

It is my understanding that my current term of appointment will expire at the end of the year. This appointment has been very enlightening while affording me an opportunity to advocate for and learn more about the services offered to our Transportation Disadvantaged Community. It is my desire to continue to remain active and engaged as a member of the TDLCB for a full term as permitted,

It is my pleasure to be able to serve in this capacity. If you have any questions, please contact me at 407-616-1936.

Neika Berry Director of Programs N.E.E.D. Inc. / NCRP, Inc. Nehemiah Community Restoration Project, Inc. 611 N. Wymore Road, Suite 203 Winter Park, FL 32789 (P) 407-616-1936 (F) 407-599-9015

Your Contact Information

Name

Cody Dyess

Email codyess@knights.ucf.edu

Home Address

2278 Milltowne Way Lake Mary, Florida 32746 United States

Employer

Work Address United States

County Seminole County

Date 12/28/1995

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

- bicyclist safety
- students

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

Citizen advocate

Demographics

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

Phone (407) 221-7107

questions are voluntary.
Gender Male
Race White
Do you have a physical disability? No
Your age range: 18-24
Is your household income at or below U.S. Department of Health and Human Services poverty guidelines? Yes
Are you a student? Yes
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? No
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 As a student at the University of Central Florida downtown campus, as well as an aspiring urban planner, I cannot imagine pursuing a career in the transportation industry without bettering my community along the way. I work part- time in Seminole County and will continue attending classes in downtown Orlando for the next several years, so needless to say Lam a routine SunBail rider. I would be delighted to contribute to the betterment of public transit and

needless to say I am a routine SunRail rider. I would be delighted to contribute to the betterment of public transit and

assist in creating a system that is both sustainable and equitable for those I share my commute with.

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

Home Address 4535 Oak Forest Ct. Orlando, Florida 32804 United States

Employer Retired - Clinical Laboratory Scientist

Work Address United States

County Orange County

Date 09/01/1957

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
- persons with disabilities
- business involvement in civic activities

• bus transit

- safe driving
- 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
- Citizen advocate

Phone (407) 748-0429

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? $\ensuremath{\mathsf{Yes}}$

If yes, which committee and when did you serve? Transportation Disadvantaged Local Coordinating Board (as member & alternate) unsure of dates

Do you have any potential conflicts of interest that might occur if you are appointed? $\ensuremath{\mathsf{No}}$

Do you work in the transportation industry? No

Are you an elected official?

Statement of Interest

I am an active advocate for transportation planning, especially for those who may have challenges due to mobility factors than can include disabilities and/or ageing. As a board member for the Center for Independent Living I also educate and dispel misconceptions about such persons to show our communities, including elected officials, about the impact of transportation on the quality of life. More than the occasional medical appointment, the number one assumption, it is access to education, employment, independent living, social and recreational activities. All quality of life issues.

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

TAB 3



250 SOUTH ORANGE AVENUE SUITE 200 ORLANDO, FLORIDA 32801 PH: 407.481.5672 FX: 407.481.5680 WWW.METROPLANORLANDO.ORG

September 9, 2020

Mr. Kyle Mills Area 4 Project Manager Florida Commission for the Transportation Disadvantaged 605 Suwannee Street, MS 49 Tallahassee, FL 32399-0450

Dear Mr. Mills,

Enclosed with this letter, please find our submission of the Actual Expenditure Report (AER) for Orange, Osceola and Seminole Counties.

The report reflects actual trips and expenses for the FY 2019-20 service year as reported by LYNX. The first page shows our system wide numbers (Orange, Osceola, and Seminole combined), and the pages which follow show county by county.

Feel free to contact me if you have any questions or concerns.

Sincerely,

Virginia L. Whittington QDirector of Regional Partnerships & TDLCB Staff Liaison

Enclosures



COUNTY:ORANGE, OSCEOLA AND SEMINOLE COUNTIESDUE:September 15, 2020

Coordinated Transportation				
ACTUAL PRIOR YEAR				
Local Fi	unding	Direct Federal Funding		
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital	
19,537,147	201,774	10,249,535	394,041	

Transportation Alternatives				
ACTUAL PRIOR YEAR				
Local	Funding	Direct Federal Funding		
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital	

Other				
ACTUAL PRIOR YEAR				
Local I	Funding	Direct Federal Funding		
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital	



COUNTY:Orange CountyDUE:September 15, 2020

Coordinated Transportation				
ACTUAL PRIOR YEAR				
Local F	Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital	
13,275,736	129,537	6,510,441	248,921	

Transportation Alternatives				
ACTUAL PRIOR YEAR				
Local	Local Funding		eral Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital	

Other				
ACTUAL PRIOR YEAR				
Local F	unding	Direct Federal Funding		
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital	



COUNTY:Osceola CountyDUE:September 15, 2020

Coordinated Transportation				
ACTUAL PRIOR YEAR				
Local F	Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital	
2,967,290	36,512	1,741,672	64,733	

Transportation Alternatives				
ACTUAL PRIOR YEAR				
Local	Local Funding		eral Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital	

Other				
ACTUAL PRIOR YEAR				
Local F	unding	Direct Federal Funding		
Expenditures			# of Trips, Operating Subsidy or Capital	



COUNTY:Seminole CountyDUE:September 15, 2020

Coordinated Transportation				
ACTUAL PRIOR YEAR				
Local F	Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital	
3,294,121	35,725	1,997,422	80,387	

Transportation Alternatives				
ACTUAL P	RIOR YEAR			
Local Funding		Direct Federal Funding		
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures # of Trip		

Other					
ACTUAL PI	RIOR YEAR				
Local F	Local Funding		Direct Federal Funding		
Expenditures	# of Trips, Operating Subsidy or Capital	or Expenditures # of Tr Operating S Capi			



CTC Organization

County: Orange **Fiscal Year**: 7/1/2019 - 6/30/2020 CTC Status: Submitted CTD Status: Under Review

Date Initiated: 9/4/2020

CTC Organization Name:	Central Florida Regional Transportation	
	Authority	
Address:	455 N Garland Avenue	
City:	Orlando	
State:	FL .	
Zip Code:	32801	
Organization Type:	Public Transit Authority	
Network Type:	Partial Brokerage	
Operating Environment:	Urban	
Transportation Operators:	Yes	
Number of Transportation Operators:	4	
Coordination Contractors:	Yes	
Number of Coordination Contractors:	11	
Provide Out of County Trips:	Yes	
Local Coordinating Board (LCB) Chairperson:	Mayor Jose Alvarez	
CTC Contact:	Norman L. Hickling	
CTC Contact Title:	Director of Mobility Services	
CTC Contact Email:	NHickling@golynx.com	
Phone:	(407) 254-6169	

CTC Certification

I, Norman L. Hickling, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837,06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature):	٦
	·
LCB Certification	V

I, Mayor Jose Alvarez, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



CTC Organization

County: Osceola **Fiscal Year**: 7/1/2019 - 6/30/2020 CTC Status: Submitted CTD Status: Under Review

Date Initiated: 9/5/2020

CTC Organization Name:	Central Florida Regional Transportation
	Authority
Address:	455 N Garland Avenue
City:	Orlando
State:	FL
Zip Code:	32801
Organization Type:	Public Transit Authority
Network Type:	Partial Brokerage
Operating Environment:	Urban
Transportation Operators:	Yes
Number of Transportation Operators:	4
Coordination Contractors:	Yes
Number of Coordination Contractors:	4
Provide Out of County Trips:	Yes
Local Coordinating Board (LCB) Chairperson:	Mayor Jose Alvarez
CTC Contact:	Norman L. Hickling
CTC Contact Title:	Director of Mobility Services
CTC Contact Email:	NHickling@golynx.com
Phone:	(407) 254-6169

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CTC Representative (signature):	
LCB Certification	Ŧ

I, Mayor Jose Alvarez, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



CTC Organization

County: Seminole Fiscal Year: 7/1/2019 - 6/30/2020 CTC Status: Submitted CTD Status: Under Review

Date Initiated: 9/5/2020

CTC Organization Name:	Central Florida Regional Transportation
	Authority
Address:	445 N Garland Avenue
City:	Orlando
State:	FL
Zip Code:	32801
Organization Type:	Public Transit Authority
Network Type:	Partial Brokerage
Operating Environment:	Urban
Transportation Operators:	Yes
Number of Transportation Operators:	4
Coordination Contractors:	Yes
Number of Coordination Contractors:	6
Provide Out of County Trips:	Yes
Local Coordinating Board (LCB) Chairperson:	Mayor Jose Alvarez
CTC Contact:	Norman L. Hickling
CTC Contact Title:	Director of Mobility Services
CTC Contact Email:	NHickling@golynx.com
Phone:	(407) 254-6169

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CTC Representative (signature):	"Oman Jehn	clenny	_
LCB Certification		0	

I, Mayor Jose Alvarez, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____

TAB 4



ACCESS LYNX

TRANSPORTATION DISADVANTAGED (TD) PROGRAM

Thank you for your interest in the Transportation Disadvantaged (TD) program which is a shared-ride door to door service provided to eligible residents of Orange, Osceola, and Seminole counties.

Eligibility: The TD program eligibility criteria requires the applicant to qualify for two of the three criteria (Availability of Fixed Route System, Disability, or Individual's income is at or below 185% of Federal Poverty level). Please be sure to sign where appropriate. If the disability criteria is applicable, the Medical section must be completed and signed by a Florida Licensed Physician. You may attach supporting documentation. We will make every effort to verify your individual income and any medical information provided to determine eligibility. Further evaluation may be requested by physician or by the ACCESS LYNX eligibility staff to determine disability.

Eligible Client	2020 Federal Poverty Guideline		
1	185% = \$23,606		

Completed TD applications must contain all requested information. You are required to provide identification and applicable financial supporting documents upon submission. Self-declaration of income is not accepted.

Mail Completed Application to:

ACCESS LYNX (Eligibility)

455 N Garland Ave.

Orlando, FL 32801

Information: (407) 423-8747 (select Option 6)

Fax: (407)849-6759

FOR OFFICE USE ONLY:	DATE RECEIVED	
Client ID:	NEW	RECERT

Transportation Disadvantaged Application:

Sight Impairment

Date of Birth Last Name Home Address		Last 4 of Social Security Number				
		First Name		Middle Initial	M/F	
				Apartment Numl	ber	
City		County	State	Zi	p Code	
Complex/ Subdivis	ion/ Facility Name	- e (Gate Code			
Home Phone	Work Phone	Cell Pho	ne	Email address		
Mailing Address	Apt Number	City	County	State	Zip code	
Emergency Contact	:					
Name	_ Relationship	Ph	one number			
Address Apt Number	City	County	State	Zip Code		
Please check all the	at apply to you:					
Service Animal	Crutch	ies 🗆 🗖	leed Attendan	t 🗆 W	heelchair	
□Cane	□Walke	r □A	Assist Walking	□Pc	ower WC	

□Blind/Legally Blind □Deaf □Mental Impairment □ Power Scooter

Portable Oxygen

□ Wide WC

□ Mental Impairment (Do not Leave Unattended)

Hearing Loss

Do you have weekly scheduled medical appointments? YES \Box					NO 🗆	
Dialysis or Cancer Tr	eatment?	YES	NO 🗖			
How many medical appointments do you have in a month?						
How do you currently travel to your destination?						
🗆 LYNX (City bus)	Taxi/TNC	🗖 Drive you	irself	□Other	ACCESS LYNX	

Verification of Income

Total Individual Monthly Income \$

Please Attach Proof of your total income, before tax, including wages, tips, any Social Security income, Pension, and other.

Acceptable forms:

- 1. Minimum of two (2) most recent pay stubs
- 2. DCF Cash Benefits/ Child support letter
- 3. Unemployment Compensation income verification
- 4. Social Security Proof of Income Letter (SSA/SSI/SSDI)
- 5. Retirement / Pension statement (Include VA)
- 6. First page of your tax return
- 7. Other (Specify)

\$_		
\$_ \$_		
\$_		
\$_		
\$_ \$_ \$_ \$_		
\$_		
\$_ \$_		

If you have no income, include a signed letter on Agency Letterhead verifying that you have no income. Self-Declarations as proof of lack of income is not accepted.

If \$0.00 income, and you live in a house or apartment, indicate how rent/utilities are paid (this includes balance remaining after rent subsidy).

Additional documentation may be required to support individual income.

Please check the condition which prevents you from accessing a regular LYNX fixed route bus.

- □ The bus stop is too far.
- \Box The bus does not run <u>where</u> I need to go/<u>when</u> I need to go for employment.
- □ I need transportation to and from Dialysis or Cancer treatment appointments only.
- □ I have a disability that prevents me from using the LYNX fixed route bus.
- I am not able to use the LYNX fixed route bus due to financial hardship

Did you attach a copy of your Florida ID or	Driver's licens	e? YES	NO 🗆	
Did you attach all required documents?	YES 🗖	NO		
Is the Medical Form completed by a Florid	a Licensed Phy	sician?	YES 🗖	NO

Applicant's Release:

I understand that the purpose of this evaluation form is to determine my eligibility for Transportation Disadvantaged Service. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX as it applies to this evaluation. I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use the transportation services.

Signature of Applicant	Signatı	ure of	Арр	licant
------------------------	---------	--------	-----	--------

Signature	of Duomou	a. /: f a + h a	بم مرما + س	(المصد المرم
Signature	of Prebar	er ut orne	er man ai	oplicanti
olona care	0	0,00000		

Print	Name	(Preparer)
1 1 11 10	Nume (reparer

Date

Date

Relationship

Medical Form (SECTION 2)

Instructions for Florida Licensed Physician: Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or mental impairment that substantially limits one or more major life activities.

Applicant Name:		Date of Birth:
What is the applicant's	disability or condition?	
••	•	Cognitive Emotional
		Impairment Related
Is the applicant's disab	ility or condition Perman	ent or Temporary? (circle one)
	duration?	
Are any of the following	a offected by the individu	
Are any of the followin	g affected by the individu	al's disability? (Check all that apply)
Orientation	Monitoring t	ime Gait or balance
Problem Solving	Judgment	ime Gait or balance Inconsistent performance
Short-term Memo	ry Communicat	ion Long-term memory
Inappropriate soci		
If applicant is currently	taking prescribed medica	ation(s), does this medication enhance or
diminish the individual	's functional ability to tra-	vel independently?YesNo
If yes, please explain.		

I, the undersigned, certify the medical information provided on the TD Application is true and correct. I understand providing false or misleading information constitutes fraud and is considered a felony under the laws of the State of Florida.

FL Licensed Physician's Signature

Florida Medical License Number

FL Licensed Physician's Name (Print Legibly)

Contact Number and Address