



metroplan orlando

*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **QUALITY ASSURANCE TASK FORCE AGENDA**

**July 26, 2022 @ 10:00 a.m.**

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# QUALITY ASSURANCE TASK FORCE

## VIRTUAL MEETING NOTICE

**DATE:** Tuesday, July 26, 2022 at 10:00 a.m.

**LOCATION:** Zoom

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

<https://us02web.zoom.us/j/87057791525?pwd=NTBzc29QeTJ3dTRPZ05wWU40RW1PQT09>

Passcode: 280827

To dial in, please see the calendar item for this meeting:

[Quality Assurance Task Force Virtual Workshop \(metroplanorlando.org\)](https://metroplanorlando.org/Quality-Assurance-Task-Force-Virtual-Workshop)

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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. **Agenda Review** – Ms. Virginia Whittington
- VI. **Recognition of Americans with Disabilities Act (ADA) 32<sup>nd</sup> Anniversary**
- VII. **Presentations**
  - A. **LYNX/Community Transportation Coordinator (CTC) Update**  
Presenter: Mr. Norm Hickling, LYNX Director of Operations

Mr. Norm Hickling, ACCESS LYNX, will provide an update on current and ongoing ACCESS LYNX operations.

## VIII. Information Item

A. Florida Council of the Blind Resolution About Innovative Paratransit Approaches Tab 1

## IX. Member Comments

## X. Public Comments (General)

Comments from the public of a general nature will be heard at this time. People wishing to speak must complete an Electronic Speakers Introduction Card. Each speaker is limited to two minutes.

## XI. Adjournment

*In accordance with the Americans with Disabilities Act (ADA), if any person with a disability as defined by 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**





**FLORIDA COUNCIL OF THE BLIND, INC.**  
**708 KRISTINA COURT**  
**PORT ORANGE, FL 32127-4907**  
**P.O. BOX 214235**  
**DAYTONA BEACH, FL 32121**  
**(386) 763-3836 (800) 267-4448**  
[www.fcb.org](http://www.fcb.org)

June 13, 2022

Florida Council of the Blind

Resolution 2022-02

Innovative Paratransit Approaches

WHEREAS, every paratransit system in the state of Florida is experiencing difficulty recruiting and retaining drivers; and

WHEREAS, during the pandemic many services either provided less service or operated with increased wait times and decreased passenger capacity; and

WHEREAS, the net result throughout the state has been a tendency to see service delivery characterized by long wait times and sometimes even an inability to provide trips; and

WHEREAS, several transit authorities within the state of Florida and around the country have utilized ride sharing companies to supplement the services delivered through paratransit vehicles; and

WHEREAS, in addition to the potential to save dollars this approach provides, it also allows for same day reservations which significantly increases the value of the service to its users.

NOW THEREFORE BE IT RESOLVED by the Florida Council of the Blind in convention assembled at the Sheraton Orlando North Hotel in Maitland Florida on this the fifth day of June 2022 that this organization urges local transit agencies and local transit boards to immediately implement the use of ride sharing as a way to substantially improve service delivery to its users; and

BE IT FURTHER RESOLVED that the Transportation Disadvantaged Commission is hereby urged to immediately begin gathering information on ride share vehicle usage which the commission can make available to interested individuals and entities throughout Florida. and

BE IT FURTHER RESOLVED that the Florida Council of the Blind wishes to particularly commend Pinellas, Broward and Duval counties for their innovative implementation of same day trips.

This resolution was adopted.