

QUALITY ASSURANCE TASK FORCE

DATE & TIME:

Tuesday, April 29, 2025 | 10:00 a.m.

LOCATION:

MetroPlan Orlando
250 S. Orange Ave., Ste. 200, Orlando, FL 32801
Parking Garage: 25 W. South St.

[CLICK HERE TO JOIN VIRTUALLY](#)

MEMBERS OF THE PUBLIC ARE WELCOME!

Participate at the location above or online from your computer, smartphone or tablet. Zoom meeting ID and dial-in info available here on web calendar.



WiFi available | Network: MpoGuest | Password: mpoaccess

I.	CALL TO ORDER	Chairperson Wayne Olson
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Wayne Olson
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia Whittington
V.	CONFIRMATION OF QUORUM	Ms. Rachel Frederick
VI.	PUBLIC COMMENTS ON ACTION ITEMS	

Comments on *Action Items* can be made in two ways:

1. In person at the meeting location listed at the top 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.gov/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be given 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.

If your comment does not pertain to action items on the agenda, you may comment at the general public comment period at the end of the meeting.

VII. ACTION ITEMS

A Review and Recommendation of Annual Rate Calculation Worksheet (Tab 1)

Staff requests review and recommendation of the proposed Rate Calculations. The Commission for Transportation Disadvantaged provided its review and approval. The rates will be presented to the TDLCB at the May 15, 2025 meeting.

ACCESS LYNX TD RATES			
Type of Trip	FY 2024-25 Rates	FY 2024-25 Rates	Percentage Change
Ambulatory	\$41.40	\$45.22	+.09
Wheelchair	\$70.96	\$77.52	+.09

B. Review and Recommendation of Updates to the Health Services Transportation Plan (HSTP)

Mr. Cody Johnson, LYNX

Mr. Cody Johnson will review the proposed updates to the Draft Human Services Transportation Plan (HSTP). Due to the size of the document, a link is being provided to preview the Draft HSTP online: <https://metroplanorlando.gov/wp-content/uploads/LYNX-HSTP-FY25-Final-04072025.pdf>

C. Review and Recommendation of Draft TDSP Minor Update (Tab 2)

Ms. Trish Whitton, LYNX

Ms. Trish Whitton will review the proposed minor updates to the 2024 Minor Update to the Transit Development Services Plan (TDSP) and request QATF recommendation for approval to the full TDLCB. A summary of the Draft Minor Update is included.

The full Draft TDSP Minor Update, due to its size is provided on the following link: https://metroplanorlando.gov/wp-content/uploads/2025-LYNX-Draft-TDSP-Minor-Update_FINAL.pdf

VIII. PRESENTATIONS & STATUS REPORTS

A. CTC Evaluation Results

Ms. Virginia Whittington

The results of the 2024 Community Transportation Coordinator (CTC) Evaluation and TD Rider Survey will be presented.

IX. GENERAL INFORMATION

A. Community Transportation Coordinator (CTC) Update (Tab 3)

The Community Transportation update is provided for information purposes. A full report will be given at the May 15, 2025 LCB meeting.

X. UPCOMING MEETINGS OF INTEREST

A. MetroPlan Orlando Board – Wednesday, May 14; 9:00 a.m.

B. Transportation Disadvantaged Local Coordinating Board – Thursday, May 15; 10:00 a.m.

XI. MEMBER COMMENTS

XII. 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:

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XIII. 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.gov 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.gov por lo menos tres días antes del evento.