

## QUALITY ASSURANCE TASK FORCE

**DATE & TIME:**

Tuesday, January 28, 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, smart phone 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 Neika Berry
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Neika Berry
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](https://MetroPlanOrlando.gov/SpeakerCard). Hard copies of the speaker card are available in the meeting room and should be turned in 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.

<b>VII. ACTION ITEMS</b>		
<b>A.</b>	<b>Election of 2025 QATF Chairperson and Vice-Chairperson</b>	Ms. Virginia Whittington
<b>B.</b>	<b>Annual TDLCB Bylaws Review (Tab 1)</b>	Ms. Virginia Whittington
<b>C.</b>	<b>Annual Review of TDLCB Grievance Procedures (Tab 2)</b>	Ms. Virginia Whittington
<b>D.</b>	<b>Recommendation of QATF and Grievance Committee Members (Tab 3)</b>	Ms. Virginia Whittington

<b>VIII. PRESENTATIONS &amp; STATUS REPORTS</b>		
<b>A.</b>	<b>Health Services Transportation Plan (HSTP) Update</b>	Mr. Sarah Goolsby, Benesch
	The presentation will provide an overview of plan requirements, updated regional demographics, outreach efforts, updated needs/strategies, and next steps.	
<b>B.</b>	<b>LYNX/Community Transportation Coordinator (CTC) Update</b>	Mr. Norm Hickling
	Mr. Norm Hickling will provide a CTC update highlighting ACCESS LYNX trip demand, performance, and customer service activity	

<b>IX. GENERAL INFORMATION</b>		
<b>A.</b>	<b>2025 QATF and TDLCB Meeting Schedule (Tab 4)</b>	
<b>B.</b>	<b>2025 MetroPlan Orlando Legislative Position Statements (Tab 5)</b>	
<b>C.</b>	<b>CTC Adverse Incidents Model Procedures (Tab 6)</b>	
	At its business meeting on December 11, 2024, the Commission approved its Model Procedures for Receiving and Investigating Reports of Adverse Incidents Related to Paratransit Services for Persons with Disabilities, along with the Adverse Incident Report Form. Please note that this applies to any governmental agency that contracts for their paratransit services, regardless of if they are the CTC. A copy of the procedures is provided for information purposes.	
<b>D.</b>	<b>Reports Presented to the Florida Senate Committee on Transportation (Tab 7)</b>	
	<ul style="list-style-type: none"> <li>• <b>Transportation Disadvantaged Services Report</b></li> <li>• <b>Center for Urban Transportation Research (CUTR)</b></li> <li>• <b>I-STREET Living Lab at the University of Florida (UF)</b></li> </ul>	
	During the 2024 Legislative Session, two reports relating to paratransit delivery were to be delivered by January 1, 2025: (1) The Center for Urban Transportation Research (CUTR) was directed to deliver a report to the department on <b>model policies and procedures or best practices</b> for paratransit providers to complete trips within an acceptable time after pickup. (2) Required the I-STREET Living Lab at UF to deliver a comprehensive report on technology and training improvements to better support persons with disabilities using paratransit services and provides	

---

a list of items to be reviewed and for I-STREET Living Lab to provide recommendations. These reports were presented in Committees on January 14, 2025.

Copies of these presentations are provided for information purposes.

---

## **X. UPCOMING MEETINGS OF INTEREST**

- A.** MetroPlan Orlando Board – Wednesday, February 12; 9:00 a.m.
  - B.** Transportation Disadvantaged Local Coordinating Board Meeting – Thursday, February 13; 10:00 a.m.
- 

## **XII. MEMBER COMMENTS**

---

## **XIII. 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:**

1. Complete an electronic speaker card at [MetroPlanOrlando.gov/SpeakerCard](https://MetroPlanOrlando.gov/SpeakerCard). Hard copies of the speaker card are available in the meeting room and should be turned in 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.

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