



# MEMORANDUM

July 17, 2018

To: Quality Assurance Task Force Committee Members  
Fr: Virginia L. Whittington, MetroPlan Orlando Staff  
Re: QATF Meeting Notice

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The next QATF meeting will be held on **Tuesday, July 24, 2018 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.**

The following items will be discussed:

1. Presentation and Discussion of Access LYNX Mobility Services

Ms. Selita Stubbs, Interim Deputy Director of Mobility Services, will provide a presentation on Access LYNX's use of Transportation Network Companies (TNC) and Taxis. This presentation will provide an overview of the service as well as respond to questions raised at the June 7, 2018 LCB meeting.

2. Member Comments/Discussion

3. Public Comments

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: Commissioner Lee Constantine  
Mayor Jose Alvarez  
Commissioner Pete Clarke

Excerpt from June 7, 2018 LCB meeting:

Ms. Baldwin asked that when looking at putting riders in a TNC vehicle what factors are considered, and is there an option for the rider to opt-out of the taxi program? She encouraged staff to look at cognitive abilities before a determination is made on a choice of transportation. Mr. Hearndon responded that both the rider's abilities and disabilities are taken into consideration, and that the client does have the ability to opt-in or opt-out of the program. In addition some other factors that are taken into consideration are the age of the rider; does the rider need assistance from the door to the vehicle; the rider's origin and destination of the trip; the origin of the service area if the rider is on the outskirts of the service area; and time of day they are traveling. He said that language could be added to the application alerting clients of the ability to opt-in or opt-out.

Ms. Baldwin alerted TDLCB members of some additional concerns that have been brought to her by members in the Central Florida Chapter of the National Federation of the Blind. She said that it has been brought to her attention that when taxi rides are being cancelled through ACCESS LYNX customer service, ACCESS LYNX in turn is not notifying the taxi companies and they show up in spite of advanced cancellation. She said that her members have expressed the need for more efficient coordination of trips, the length of time on spent on vehicles, and the need to alert clients of the type of vehicles that they will be riding in. Mr. Hearndon stated that the concerns brought forward by Ms. Baldwin will be looked into, but every effort is made whether by telephone call from the taxi service or text alert from customer service of the vehicle type. Chairman Constantine asked that Mr. Hearndon report back on those concerns raised by Ms. Baldwin at the August 9<sup>th</sup> TDLCB meeting.