



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

QUALITY ASSURANCE TASK FORCE AGENDA

July 23, 2019 @ 10:00 a.m.



MEETING NOTICE

July 16, 2019

To: Quality Assurance Task Force (QATF) Committee Members
Fr: Virginia L. Whittington, Director of Regional Partnerships
Re: QATF Meeting Notice

The next **QATF** meeting will be held on **Tuesday, July 23, 2019 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.**

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.

cc: Mayor Jose Alvarez
Commissioner Mayra Uribe
Mayor Pat Bates

<h2>AGENDA</h2>

- I. Call to Order – Chairperson Marilyn Baldwin**
- II. Confirmation of Quorum – Ms. Lisa Smith**
- III. Public Comments - 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 a "Speakers Introduction Card" at the reception desk. Each speaker is limited to two minutes.

- IV. Review and Recommendation of TDLCB New Member Applications Submitted for the Citizen Advocate (Non-System User) (TAB 1)**

- Ms. Neika Berry
- Ms. Cheryl Stone
- Ms. Rachel Christian

V. Call for 2020 Legislative Priorities

VI. CTC Update

Mr. Norm Hickling, Director of Mobility Services, will provide CTC update, included a preview of the preliminary results of LYNX Mobility Services' Transportation Disadvantaged Customer Satisfaction Survey conducted in June.

VII. CTC Evaluation - February 2020

VIII. Upcoming event/meetings of interest

[CTD Commission Business Meeting](#)

July 31, 2019 - Tallahassee Conference Call
Conference Call (888) 585-9008

[Commission Business Meeting](#)

September 17, 2019 - Omni Champions Gate Orlando
Conference Call (888) 585-9008

[2019 FPTA/CTD Annual Conference](#)

September 15-18, 2019 - Omni Orlando Resort at Champions Gate

IX. Member Comments

X. Public Comments - General

XI. 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



Your Contact Information**Name**

Neika Berry

EmailNeika1913@gmail.com**Phone**

(407) 616-1936

Home Address

P O Box 902
Apopka, Florida 32704
United States

Employer

Nehemiah Community Restoration Project, Inc.

Work Address

611 N. Wymore Road Suite, 203
Winter Park, Florida 32789
United States

County

Orange County

Date

09/01/1997

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?

Not at all

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):

- persons with disabilities
- 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
- ACCESS LYNX system user
- Citizen advocate

Demographics

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

Gender

Female

Race

Black

Do you have a physical disability?

No

Your age range:

45-54

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?

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

I would play the role of being an advocate for the disadvantaged and I am able to represent their needs. My passion for service, meaningful community engagement and fair treatment of those who are disadvantaged is what drives me. I must credit this to my 18 year history as a Child Welfare advocate and working with disadvantaged persons. I can clearly express the needs for improving/coordinating service for the clients. I would take advantage of information sharing at community events. I have experience working with disadvantaged individuals through my employer and at church

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

Your Contact Information**Name**

Rachel Christian

Emailrachelachristian10@gmail.com**Phone**

(812) 205-0060

Home Address5293 Cane Island Loop
Apt. 103
Kissimmee, Florida 34746
United States**Employer**

Osceola News-Gazette

Work Address108 Church Street
Kissimmee, Florida 34741
United States**County**

Osceola County

Date

08/16/2017

Your Transportation Interests

Tell us about your transportation interests and habits.

How often do you use the LYNX bus system?

Regularly

How often do you use SunRail?

Occasionally

How often do you drive a car?

Not at all

Do you have a passion for advocacy in any of the following areas (choose all that apply):

- pedestrian safety
- persons with disabilities
- seniors (over age 65)
- rail transit
- students
- other

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

- Representing the disabled
- ACCESS LYNX system user

- Citizen advocate

Demographics

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

Gender

Female

Race

Do you have a physical disability?

Yes

Your age range:

25-34

Is your household income at or below U.S. Department of Health and Human Services poverty guidelines?

Are you a student?

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?

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

I am a Central Florida native and working female with a vision disability who utilizes public transportation nearly every day. As part of the TDLCB, I can bring an intelligent, first-hand perspective to difficulties people with disabilities encounter. I'm also a journalist deeply involved in the community who has a unique touch on public attitudes surrounding transit. I could educate and inform people in a meaningful, effective way. My communication skills could help MetroPlan reach a wider audience in Osceola County, where transportation has sparked fierce debate in recent months.

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

Emailcmsmicro@aol.com**Phone**

(408) 748-0429

Home Address4535 Oak Forest Ct
Orlando, Florida 32804-1234
United States**Employer**

Retired

Work Address

United States

County

Orange County

Date

07/01/1958

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
- seniors (over age 65)
- bus transit
- persons with disabilities

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

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?

Yes

If yes, which committee and when did you serve?

Transportation Disadvantaged Local Coordinating Board

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

Over the last 20 years I have served in various roles as an advocated for persons living with a disability. These local, state and even Federal experiences have given me the opportunity to learn and educate others about the programs and resources available. I have a solid background and reputation for promoting both sides of the important issues of education, employment, housing, healthcare, transportation needs and solutions. These are the elements needed for achieving a choice driven life of independence and success for anyone. Transportation is the key for such opportunity.

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