

## Project: Mobility Management

The Dane County One-Call Center (CC) is staffed by certified Mobility Managers and provides services covering all available transportation modes including public transit, human services and volunteer driver programs, vehicle purchase and repair loans, ride-van-car and bike sharing and other programs. Other services provided by the CC include mobility counseling and management services: personalized identification of transportation options based on program specific eligibility criteria; introduction and detailed referral to public transit, individual and group ride services; assessment, eligibility determination and ride authorization for specialized transportation; enrollment in mobility training programs; and follow up assistance in maintaining mobility.

- Objectives:
1. To provide 1,820 hours of Call Center operation annually.
  2. To respond to 4,000 requests for information, referral or ride authorization annually.
  3. To provide 40,500 authorized rides resulting from Call Center request for information, referral or ride authorizations.

<b>2016 Report</b>	<b>1st Qtr.</b>	<b>2nd Qtr.</b>	<b>3rd Qtr.</b>	<b>4th Qtr.</b>	<b>TOTAL</b>
Number of hours of operation.	524	512	512	496	2,044
Number of requests for information, referral or ride authorization.	607	726	877	1,008	3,218
Number of authorized rides resulting from requests for information.	7,456	5,943	9,363	10,298	33,060

<b>Trip Purpose</b>	<b>1st Qtr.</b>	<b>2nd Qtr.</b>	<b>3rd Qtr.</b>	<b>4th Qtr.</b>	<b>Total</b>
Education/Training	0	2	4	0	6
Employment	5,262	3,786	7,379	8,752	25,179
Medical	207	229	228	189	853
Nutrition	12	36	52	48	148
Shopping/Personal	0	0	18	0	18
Social/Recreational	0	23	94	18	135
Other	1,975	1,867	1,588	1,291	6,721
<b>TOTAL RIDES</b>	<b>7,456</b>	<b>5,943</b>	<b>9,363</b>	<b>10,298</b>	<b>33,060</b>

