

5310 Projects - Dane County 2016

Grantee: County of Dane

Project: Mobility Management

Contract: Jane Betzig

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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 1820 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.

2016 Report	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	TOTAL
Number of hours of operation.	524	512			1,036
Number of requests for information, referral or ride authorization.	607	726			1,333
Number of authorized rides resulting from requests for information.	7,456	5,943			13,399

Trip Purpose	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Total
Education/Training	0	2			2
Employment	5,262	3,786			9,048
Medical	207	229			436
Nutrition	12	36			48
Shopping/Personal	0	0			0
Social/Recreational	0	23			23
Other	1,975	1,867			3,842
TOTAL RIDES	7,456	5,943			13,399

