

5310 Projects - Dane County 2017

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 40,000 authorized rides resulting from Call Center request for information, referral or ride authorizations.

2017 Report	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	TOTAL
Number of hours of operation.	504	512			1,016
Number of requests for information, referral or ride authorization.	1,186	821			2,007
Number of authorized rides resulting from requests for information.	20,175	14,382			34,557

Trip Purpose	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total
Education/Training	2	0			2
Employment	17,434	12,076			29,510
Medical	256	161			417
Nutrition	57	51			108
Shopping/Personal	2	17			19
Social/Recreational	9	34			43
Other	2,415	2,043			4,458
TOTAL RIDES	20,175	14,382			34,557

