



## **Dane County Department of Human Services Division of Adult Community Services**

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Director – Lynn Green  
Division Administrator – Todd Campbell

**JOE PARISI**  
DANE COUNTY EXECUTIVE

To: Madison Area Transportation Planning Board  
From: Jane Betzig, C.M.M., Dane County Department of Human Services (DCDHS)  
Transportation Manager  
Date: September 25, 2017

RE: Section 5310 Grant Application for calendar year 2018–Mobility Management Project  
Dane County

Thank you for sending a letter via email on Sept 22, 2017 approving part of the requested funds for the Section 5310 Dane County Mobility Management Project for calendar year 2018. The original project requested \$148,330 to support the Dane County Transportation Call Center and two Travel Training programs. Unfortunately the recommendation is to grant only \$140,849 towards the project. This letter is to appeal the deduction of \$7,481.00 from the request.

The DCDHS Call Center is the only transportation resource center in Dane County and surrounding counties. Fielded Calls and Ride authorizations:

1. In 2016 the call center responded to 3,218 requests for information and authorized 33,060 rides.
2. January through June 2017 the call center responded to 2,007 requests for information and authorized 34,557 rides.
3. In 2017 the Call Center is expected to respond to 4,000 requests for information and authorize 60,000 rides.

The Call Center is an established resource center that is growing and extremely successful. It has been in operation for the past seven years.

In 2018 the Call Center plans to expand. See attached flow chart. A partnership with Family Care would result in an additional 90,000 rides to the frail elderly and persons with disabilities. The rides would be authorized and paid for by the MCOs and ICAs and requested through the One Stop Shop Dane County Call Center. Expansion requires additional supervision initially. The 2018 grant application requested .275 FTE or 570 hours to supervise and expand the Call Center. In 2017, the Section 5310 grant approved .254 FTE or 530 hours to supervise and hire staff for the Call Center. The additional supervisory cost requested in 2018 is a one time request to coordinate and supervise the Call Center expansion. By 2019 the Call Center will be fully staffed and the expansion will be complete, thus, required supervision would be far less than 2017 or 2018.

The recommended reduction in the 2018 Section 5310 grant request for the Dane County Mobility Management project will directly decrease funds towards the Travel Training

programs. Metro Transit has a direct partnership with Dane County for travel training services. After paratransit in-person-assessments are completed by Metro Transit staff, individuals are either approved for paratransit eligibility or referred to the Dane County travel training programs to learn mainline bus use. Coordinating transportation programs to decrease paratransit dependency is one of the guiding principles used for Section 5310 grant approval. Note the travel training partnership between the Dane County Call Center and Metro Transit on the attached flow chart. The number of travel training hours will be greatly reduced if the Dane County Mobility Management project is not fully funded.

I am requesting that the original Section 5310 grant request for calendar year 2018 submitted by Dane County for the Mobility Management project remains intact. This will allow smooth expansion of the Call Center and maintain funds for the travel training programs.

Sincerely,  
Jane Betzig, Transportation Manager  
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Madison, WI  
608-242-6486