

Financial Management and Capacity DRAFT DRAFT DRAFT DRAFT

Project Management and Experience. Prior to the 1965 Older Americans Act and the 1990 Americans with Disabilities Act, Dane County Department of Human Services (DCDHS) has provided transportation services and other services for the aging and individuals with disabilities. In addition, the 50+ year-old human service agency has historically served the community in other areas such as mental health, job search assistance, alcohol and other drug abuse treatment, among others. Dane County has managed millions of dollars from a multitude of diverse public funding sources.

The transportation department is part of the Adult Community Services Division of DCDHS which manages more than \$85 million in state and federal funds annually. For the past 8+ years the DCDHS transportation manager has implemented and managed transportation services for seniors, individuals with disabilities, low-income families, veterans, workers and others. In 2019 the transportation manager supervised 19 different transportation programs yielding 248,186 rides. The transportation manager has managed 4 different grant-funded state, federal and national center projects including New Freedom, 5310, NCST and s85.21 projects. The transportation budget consist of approximately \$2 million in state and federal funds annually. The Department has the management capabilities and experience to meet the reporting and project delivery functions of the Section 5310 program.

Cost Effective. The Mobility Management (MM) project maximizes use of Dane County resources such as administrative/accounting staff, office space, phone, office supplies/equipment, and other resources, as well as the oversight of the Transportation Call Center (CC) and Travel Training Programs (TT) by a Certified Mobility Manager. The project has no administrative budget. All budgeted items are direct program-derived costs. Also, the intergovernmental agreements between the County and City of Madison/Metro are examples of coordinating state funds to maximize transportation costs. For example, Metro receives County state s85.21 funds to off-set paratransit costs and the County receives Metro state s85.20 funds to assist with the cost of the GAS (Madison group shopping program) and RSVP (volunteer driver escort program). Sharing state funding sheds costly paratransit rides from Metro to County cost effective programs.

Cost Effective Outcomes. The centralized coordination of transportation resources at the CC allows the center to filter through transportation options (public transit, human services transportation programs, taxis, car pool, ride share, etc.) and offer a caller the most efficient and affordable options. Though the existing CC data collection system requires underlying platform upgrading and licensure updating to maximize CC efficiencies. The County and the City of Madison/Metro coordinate programs to decrease costly paratransit use, for examples, RSVP volunteer driver rides to medical appointments and GAS group rides to shop shift potential paratransit rides to these less expensive programs, The Metro In-Person-Assessment program screens applicants for paratransit eligibility and if appropriate refers the applicants to one of two County travel training programs, the Bus Buddy program which is operated by a non-profit and utilizes volunteer buddies to train seniors and the Mobility Training program which is contracted to a local non-profit with an established infrastructure to train persons with developmental disabilities. Both programs train paratransit eligible referrals to use fixed mainline bus service instead.

Local Match and Support Letter. The funding source to meet local match for this project is County Elderly and Disabled Transportation Assistance Program (s85.21) funds. The Mobility Management project is reflected in the quarterly s85.21 reporting system as a stand-alone project. The local match source is backed up by budgets and other documentation. A support letter from Metro Transit is attached.

Conclusion. This MM project is consistent with coordination plan principles.

Independence: The CC promotes and maintains the independence of seniors and individuals with disabilities by providing transportation options to increase their ability to freely access community resources, and the TT programs provide instruction and learning to facilitate the greatest possible entry to the community through mainline bus use.

Accessibility: The CC provides a gateway to access available transportation resources throughout Dane County and connects residents to transportation services that are integrated and open to the general public.

Efficiency: The MM project as a whole, and as part of the in-person-assessment training agreement with Metro Transit, is a cost-effective partnership which extends the usefulness of transportation resources and avoids duplication of services.

Resourcefulness: The MM project uses a mix of resources, applies innovative thinking and cultivates community relationships to address transportation issues.