

Dane County Goals - Section 5310 Application Calendar Year 2021
2020 and 2021 Call Center and Travel Training Projections based on the COVID Pandemic
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Call Center Calls:

The mid-March COVID pandemic resulted in the closure of transportation services such as the Retired Senior and Volunteer Program (RSVP), Vet Helping Vets (VHV), Road to Recovery (RTR) and group shopping ride programs; these services provided seniors and individuals with disabilities transportation to medical appointments, home delivered meals and access to grocery/general shopping. The Volunteer drivers in these programs were following stay at home orders thus unable to drives and group rides ceased to accommodate social distancing. Program participants typically using these services contacted the CC for transportation to essential medical appointments and to access food. The call volume increased 25% to 50% in April, May and June 2020. It is estimated the CC will field over 8000 calls in 2020 (the original projection 7500 calls). In 2021, if RSVP, VHV, RTR and group shopping resume transportation services these customers will no longer contact the CC for transportation services and a decrease in CC contacts is expected. It is anticipated the CC will field 7500 calls in 2021.

Total Call Center ride authorization are also effected by the pandemic. Dane County and Metro Transit partner together to transport disabled individuals to the Job Center for job seeking assistance, to job interviews and to and from work until they are able to financially afford transportation. These types of rides are projected to decrease by 15,000 in calendar year 2020 due to the Job Center assisting customers virtually rather than in-person, employers conducting virtual interviews rather than in-person and a decrease in rides to and from work due to business closures/unemployment and an increase in individuals working from home. It is also anticipated elderly and elderly (non-ambulatory) rides will decrease by 4000 rides in 2020 due to the closure of DryHootch and TimeBank during the pandemic. Total Call Center authorized rides are estimated to be 32,265 rides in 2020. Rides authorization will likely increase in 2021 as DryHootch and Time bank resume transportation services, businesses reopen and more individuals begin to job search and return to work. The overall employment rides may be less since the new normal may result in more employees working from home rather than traveling to work. Projected ride authorizations in 2021 are 43,390 rides.

Travel Training. The Mobility Training (MT) and Bus Buddy (BB) programs were discontinued mid-March 2020 due to the COVID pandemic. Trainers are following stay at home and distancing orders. Metro is operating limited routes. Metro may resume normal routes in late 2020 and at such a time it is possible travel training would resume. Originally the 2020 goal estimated training 10 MT (100 training hours) and 130 BB participants; the updated projection based on potentially starting travel training in late 2020 is 5 MT (50 training hours) and 30 BB participants. The travel training projection for 2021 is 5 MT (100 training hours) and 130 BB participants (with the assumption that BB group training excursions would begin in spring of 2021