

5310 Projects - Dane County 2020

Grantee: County of Dane
Contract: Jane Betzig

Project: Mobility Management
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January through December 2020
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The Dane County Transportation 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 7,500 requests for information, referral or ride authorization annually.
 3. To provide 59,800 authorized rides resulting from Call Center request for information, referral or ride authorizations.

2020 Report	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total
Number of hours of operation.	504	504	504	488	2,000
Number of requests for information, referral or ride authorization.	1,266	2,121	3,175	2,491	9,053
Number of authorized rides resulting from requests for information.	12,943	847	3,084	3,820	20,694

Trip Purpose	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total
Medical	845	735	1707	1,367	4,654
Employment	11,255	38	1306	2,356	14,955
Nutrition	11	46	17	38	112
Education/Training	6	0	0	0	6
Social/Recreational	0	0	0	0	0
Shopping/Personal	136	11	9	10	166
Adult Day Center	690	17	41	48	796
Other	0	0	4	1	5
TOTAL	12,943	847	3084	3,820	20,694

Second Quarter: Due to COVID stay at home orders and job loss, adult day center and employment dispatched rides drastically decreased. The Call Center was extremely busy with customers seeking programming information for grocery shopping and food pantry transportation.

Third Quarter: The large increase in medical rides is due to the Call Center dispatching rides that are typically dispatched through the Retired Senior and Volunteer program, Road to Recovery and Vets Helping Vets. Clinics also slowly reopened after the initial complete closure due to COVID. Adult Day Center and Employment rides slowly increasing.

Fourth Quarter: Increase in rides to job search and get back and forth to work.

