

Greater Madison MPO

Section 5310 (Enhanced Mobility of Seniors & Individuals with Disabilities) Program

Descriptions of Projects Selected for 2022 Funding

Subrecipient:	Dane County Department of Human Services
Project:	One-Call Center, Mobility Training, and Bus Buddy Program (Traditional – Mobility Management)
FTA Amount:	\$120,250

The Mobility Management project has two components: Transportation Call Center (CC) and Travel Training (TT).

1. The CC is a transportation resource center staffed by a Mobility Manager. It is a single point-of-entry for transportation information in Dane County and provides information on all modes of available transportation including public transit, human services programs, vehicle acquisition and repair loans, ride sharing and other programs. Personalized services include identification of transportation availability; options counseling; introduction and referral to public transit; individual and group ride services, assessment and eligibility determination to authorize rides for specialized transportation and related programs; enrollment in travel training programs and follow-up assistance in maintaining mobility. The service is free and open to everyone.
2. Dane County offers two TT Programs: Eligible Bus Buddy (BB) Program participants receive accompanied training to familiarize them with mainline transit. Both individualized and group BB training is available. Training is provided by volunteers. Eligible participants with greater mobility challenges are able to receive training provided by an Occupational Therapist through the Mobility Training Program. No Metro Transit fare is charged during Travel Training. If graduates from either program migrate a sufficient number of trips from paratransit to fixed-route services, Metro Transit will provide a free commuter bus card. TT Service is coordinated through the CC. The service area is the Metro Transit service area.

Subrecipient:	Madison Metro
Project:	Paratransit Eligibility & Mobility Coordinator (Traditional – Mobility Management)
FTA Amount:	\$82,200

Metro's Mobility Management project is for the funding of a Paratransit Eligibility & Mobility Coordinator (PE/MC position). The activities of the position include paratransit application processing and eligibility determination, transit orientation for paratransit applicants and others interested in using paratransit or fixed route bus service, and referral of candidates to travel training programs offered by Dane County.

Typical activities of the PE/MC also include: maintain and update client physical and electronic files; document and process visitor eligibility for visitors to Madison and assist with Metro documentation for visitors to other communities; update knowledge on community and transportation resources; continue to work toward completion of Mobility Manager certification; provide information and assistance by phone, email, mail and during eligibility assessments, and; assist with research, resolution and documentation regarding customer feedback.

Subrecipient:	Dane County Accessible Taxi Service (DCATS)
Project:	Purchase Three Accessible Vans [Vehicle Purchase] (Non-Traditional)
FTA Amount:	\$95,426
Vehicle Description:	Minivan, Accessible, Rear Load (3/2)

Dane County Accessible Taxi Service (DCATS) is seeking to increase Accessible Taxi capacity in the Madison area. The Coordinated Plan talks about long waits and driver shortages for accessible taxi service. DCATS will make a dedicated effort to attract drivers. Adding vehicle capacity should reduce wait times. The plan also talks about a gap with nursing home transportation. At the start of Family Care, Union Cab attempted to fill this gap by opening 34 accounts with residential care facilities. DCATS will duplicate that effort, and with expanded capacity will be able to continue to close that gap. Existing Union Cab customers who require accessible vehicles may have some ride requests refused due to lack of capacity, the requested vehicles will help to meet that demand.