



Memorandum

To: Livingston County Board of Commissioners
From: Greg Kellogg, Transportation Director
Date: 12/1/2020
Re: Resolution Authorizing the Reorganization of LETS to Fill the Full-Time Mobility Manager Position and Eliminate One Full-Time Driver Position – LETS

Mobility Management is an innovative approach for managing and delivering coordinated transportation services to customers, particularly older adults and people with disabilities who need more personalized assistance to learn about and access their mobility options. Currently our dispatchers take customer calls and schedule rides but they do not have adequate time to provide in-depth customer education and outreach or to coordinate rides with other providers to ensure the customer's needs are met.

The Mobility Manager will focus on meeting those individual needs using the community's entire network of transportation options and service providers, and coordinating the services and providers to achieve a more efficient transportation system. The Mobility Manager will also be responsible for planning and marketing transportation services, evaluating and adjusting services based on customer feedback, and seeking out new partnerships to leverage existing resources.

The creation of the Mobility Manager position was approved by the Personnel Committee at Grade 5 and will replace a vacant Grade 3 Driver position. This reorganization was included in the 2021 LETS Level 2 budget request but was removed in Level 3 due to restrictions on new positions in place at the time.

While this reorganization does represent an overall increase to the LETS budget by replacing a Grade 3 position with a Grade 5 position, Mobility Management is an eligible Capital expense and is therefore 100% grant funded whereas the Driver position, as an Operating expense, requires roughly 10-15% of the cost to be funded locally.

The addition of a Mobility Manager to the LETS staff presents an opportunity to address long-standing shortfalls in service delivery and customer service, specifically our ability to coordinate with other providers to ensure the customers' needs are met and to spend adequate time on customer education and outreach. The latter will be particularly important as we transition to the new Ecolane software platform.

I would appreciate your support for this resolution, and as always, please do not hesitate to contact me at 517-540-7843 if you have any questions.