



# Solano Mobility Call Center Annual Report

STA Board, September 14, 2022

Presented by: Erika Dohina

# Solano Mobility Highlights

- ▶ The Solano Mobility Call Center is available Monday through Friday from 8am to 5pm in person and over the phone.
- ▶ In January 2022, The Solano Mobility moved to its new location at 423 Main St. in Suisun City
- ▶ Also in January 2022, the call center started processing transactions for the Suisun Local taxi. In April 2022, registration for the Veterans Mobility program began
- ▶ The Solano Mobility has increased the number of people served since last fiscal year by 24%



# Solano Mobility Call Center Comparison

Mobility Call Center Activities	FY 19/20 Totals	FY 20/21 Totals	FY 21/22 Totals
<b>Seniors &amp; People W/Disabilities-Calls</b>			
ADA Paratransit Eligibility	840	633	847
RTC Questions	165	154	357
GoGo Calls	981	1161	789
Taxi Scrip Local Questions	674	473	642
Taxi Scrip InterCity Questions	1225	1723	2285
<b>General Mobility Call Center</b>			
Transit Calls	1662	981	418
Employer Incentives/Programs calls	175	127	356
Travel Training Inquiries	181	72	452
Trip Planning	776	139	142
Other	1152	1020	769
<b>Total Calls</b>	<b>8738</b>	<b>6597</b>	<b>8103</b>
<b>Sales</b>			
Clipper Card Sales	150	9	11
Bike Link Cards Sold	1	0	0
RTC Apps Processed	103	25	42
Pex Card Sales	1226	846	917
Total Walk-ins	3722	34	148
<b>Outreach</b>			
Events & Presentations	23	7	10
# Attendees	1263	141	211
Solano Mobility Website Hits	47132	24212	59266
<b>Total People Assisted</b>	<b>12460</b>	<b>6631</b>	<b>8251</b>

# Thank You!

## Call Center Staff:

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Customer Service Representative  
Representative

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The only number you need to know...

**Solano Mobility Call Center (800) 535-6883**