



A partnership of the cities of Claremont, La Verne, Pomona and San Dimas

2120 Foothill Boulevard ■ Suite 116 ■ La Verne California 91750
phone 909-596-7664 fax 909-596-7399

November 10, 2021

**AGENDA
ITEM #6**

Memorandum

To: Pomona Valley Transportation Authority
From: Erika Jacquez, Mobility Manager

Subject: Mobility Manager Update

Mobility Managers are responsible for outreach, marketing, transit fare media sales for the region and customer service. A "Travel Concierge" for the Pomona Valley.

Events

During the month of October Mobility Manager attended 3 community events. More continue to be scheduled for November and December.

Claremont

October 23, 2021 - PVTA Mobility Managers had a table at Claremont's Village Venture. There we were able to speak to over 90 people. PVTA also provided a shuttle service from 3 different locations to the downtown area where we transported over 800 people. This gave not only the people of Claremont to experience our service but our surrounding communities as well.



Pomona

October 2, 2021 - PVTA also had a table at the Project Hope event in Pomona. This event was established to not only provide resources but also giveaway groceries, clothing, shoes, and free hair cuts. Mobility Managers were able to speak to some of the most in need families that normally do not have access to our transportation resources.

Group Trips

PVTA continues to provide group trips, as more places are opening up. Mobility Managers have been contacting all previous groups to check on their needs. We are working on making sure everyone understands what PVTA can provide and try to work with their specific group needs.



Registrations

We continue to see an increase in registrations. PVTA received 90 registrations in the month of October. Which is a significant increase compared to the 39 applications received at the same time last year. Mobility Managers continue to be in contact with both the community and city partners to provide any updates or resources.

Ticket Sales / Mobility Manager customer service calls

The Mobility Managers continue to operate the Transit Store. Mobility Managers assisted 42 customers in October with purchasing TAP, Access, Omni, and Get About fares. Walk-ins are welcomed but appointments are encouraged. Mobility managers handled 974 calls during this time as well. Complaints are also being monitored and tracked by mobility managers and resolved as best as possible.