

Constituent and Customer Service 2021 Annual Report



Customer Service Mission



Introduction

- Customer Information
- Feedback Resolution
- Fare Media Sales
- Lost Item Recovery
- Fine Adjudication
- Customer Communication and Service Alerts
- Support for Community Outreach



Hours of Operation

Customer Service Centers

Ogden- Salt Lake- Provo

- 7:00 am to 6:00 pm
- Monday through Friday

Call Centers

- 6:00 am to 9:00 pm
- Monday through Saturday
- 8:30 am to 5:00 pm
- Sunday

Social Media Team

- 5:00 am to 9:00 pm
- Monday through Saturday
- 8:00 am to 6:00 pm
- Sunday



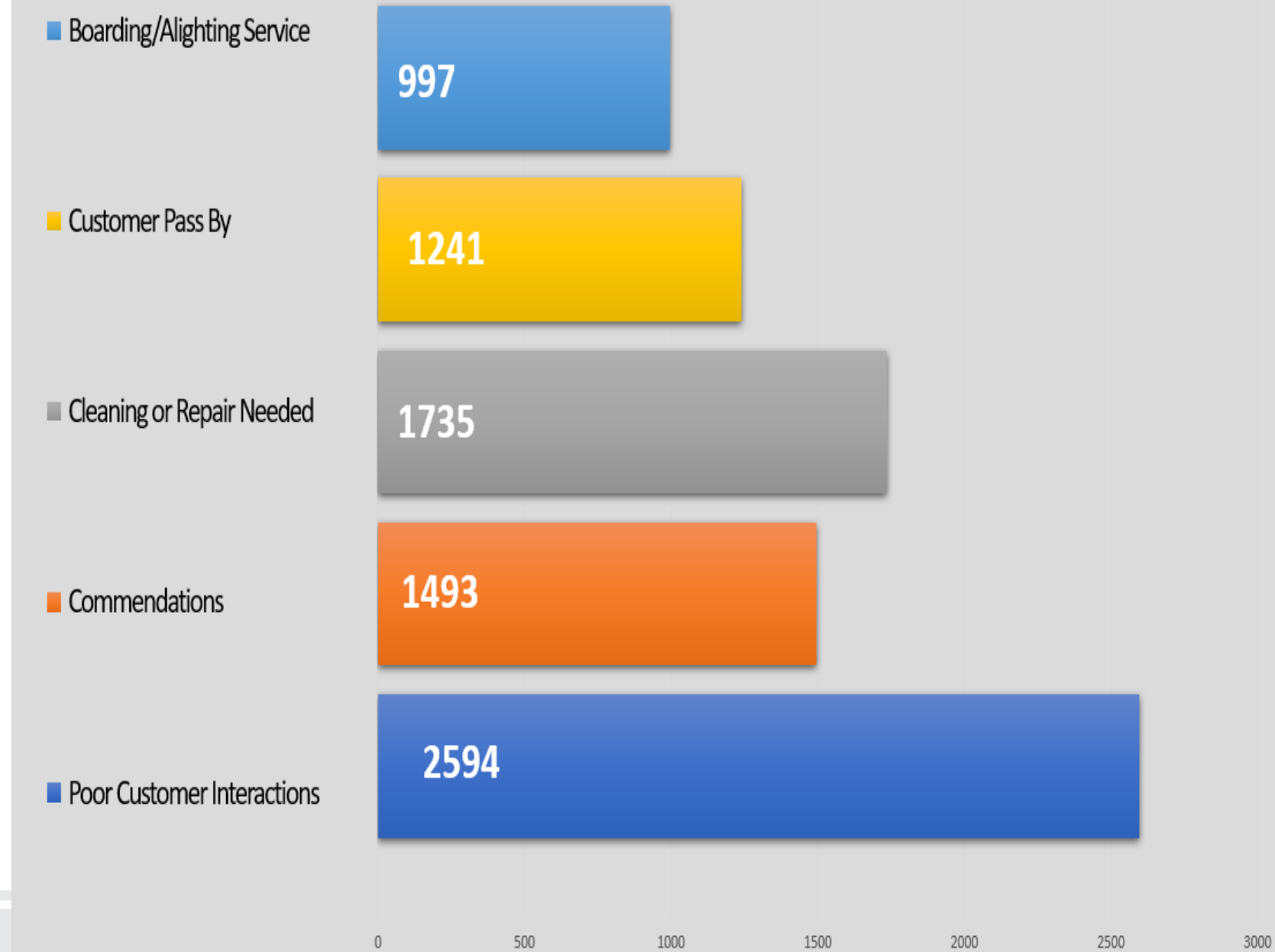
Key Performance Indicators

Call KPIs	Totals	Percent of Change	Abandon Acceptable	Abandon Actuals	Queue Time	Handle Time
Information	161,730	-8%	6% or less	9%	39 seconds	136 seconds
Feedback	21,088	-1%	10% or less	12%	66 seconds	437 seconds
Lost and Found	13,266	15%	8% or less	14%	114 seconds	182 seconds
UTA Operator	5,227	31%	13% or less	16%	26 seconds	74 seconds
Fine Adjudication	439	-46%	19% or less	19%	101 seconds	177 seconds



Constituent Services

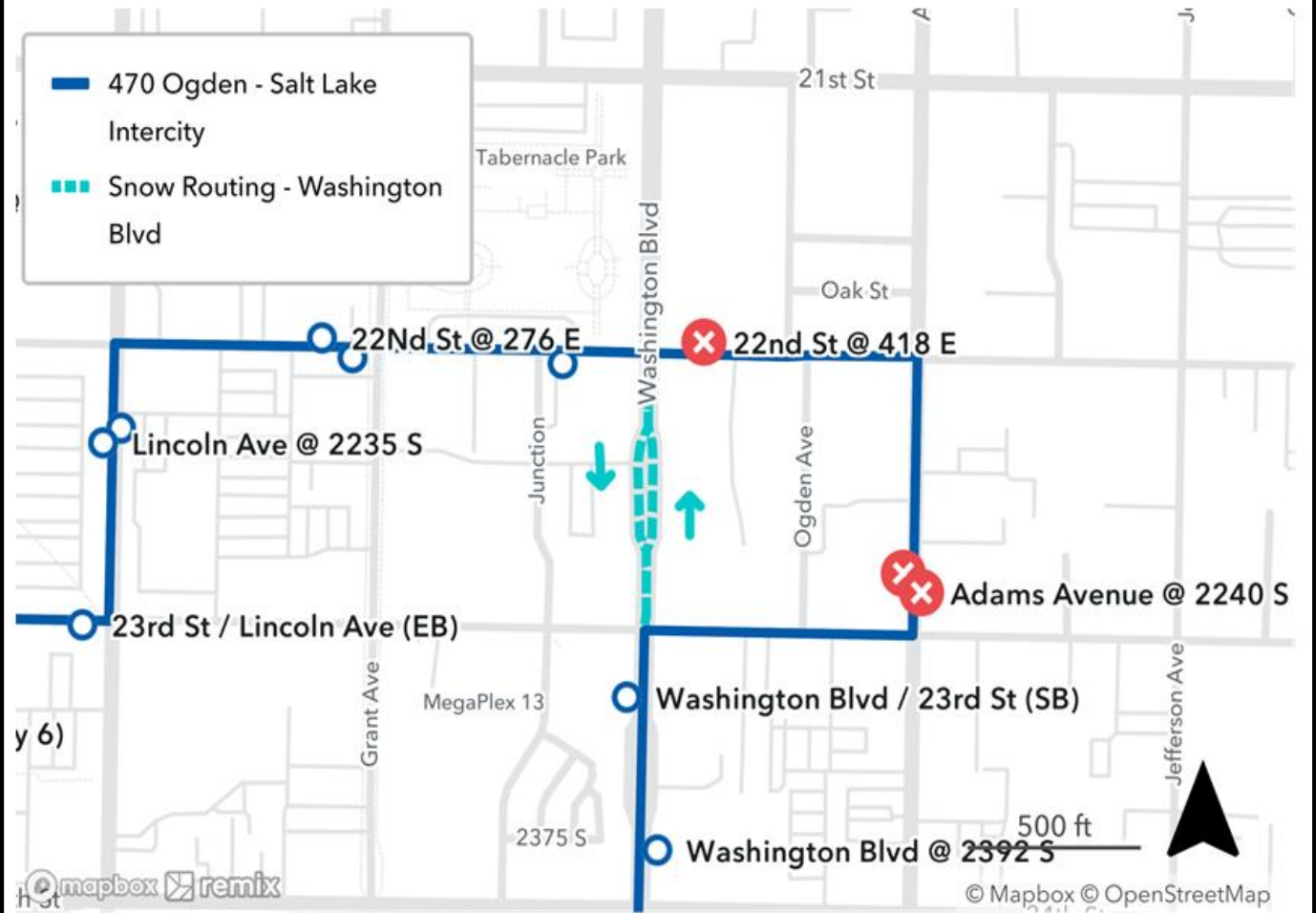
- Top 5 Comments



Service Alerts

Twitter
Transit app
Gov Delivery

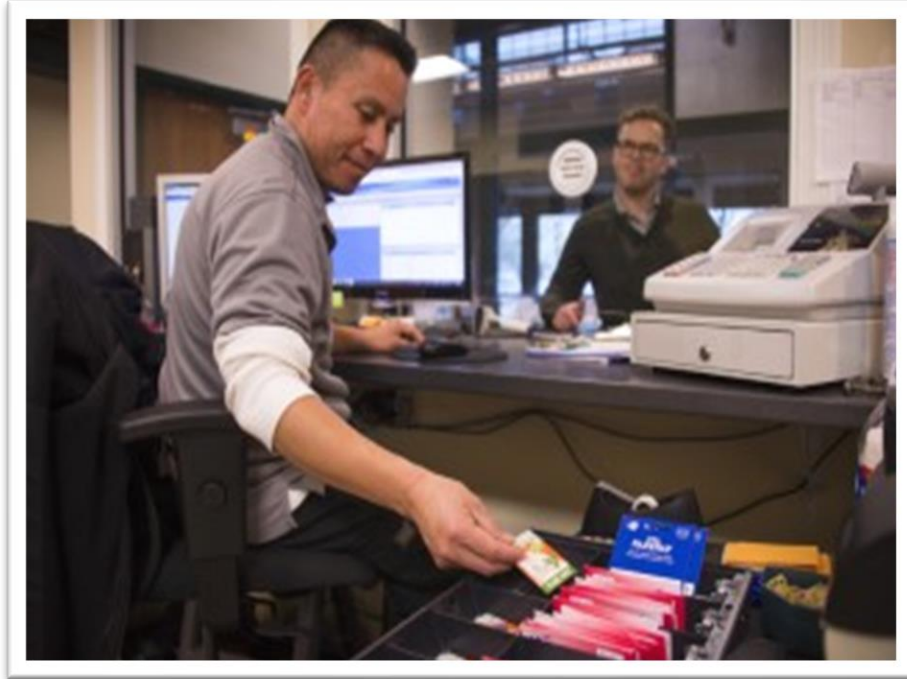
Due to the weather, Route 470 will remain on Washington Blvd between 23rd St and 22nd St in both directions. The stops on Adams Ave and the stops at 418 E 22nd St will not be serviced. The end time is currently unknown.



For more information call 801-743-3882, or download the Transit app at www.transitapp.com/download to track your bus.

You have received this message because you are subscribed to UTA Service Alerts for 470 - Ogden-Salt Lake Intercity.

Item Recovery



- Items Found – 12,377
- Held for 30/90 Days
- 20% Return Rate

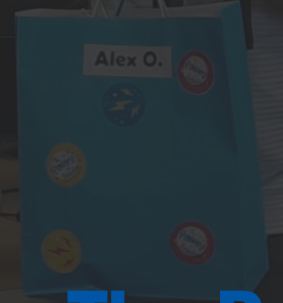


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OPLE CREATING A GOOD TR...PORTATION
LUE FOR A BETTER QUALITY



Need a mask?
¿Necesita una
tapa boca?
Ask an agent!
¡Pídelo a un
agente!



The Power of Service

