

Constituent and Customer Service 2022 Annual Report



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2022

UTA Board of Trustees



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- **Customer Information**
- **Feedback Resolution**
- **Fare Media Sales**
- **Lost Item Recovery**
- **Customer Communication and Service Alerts**

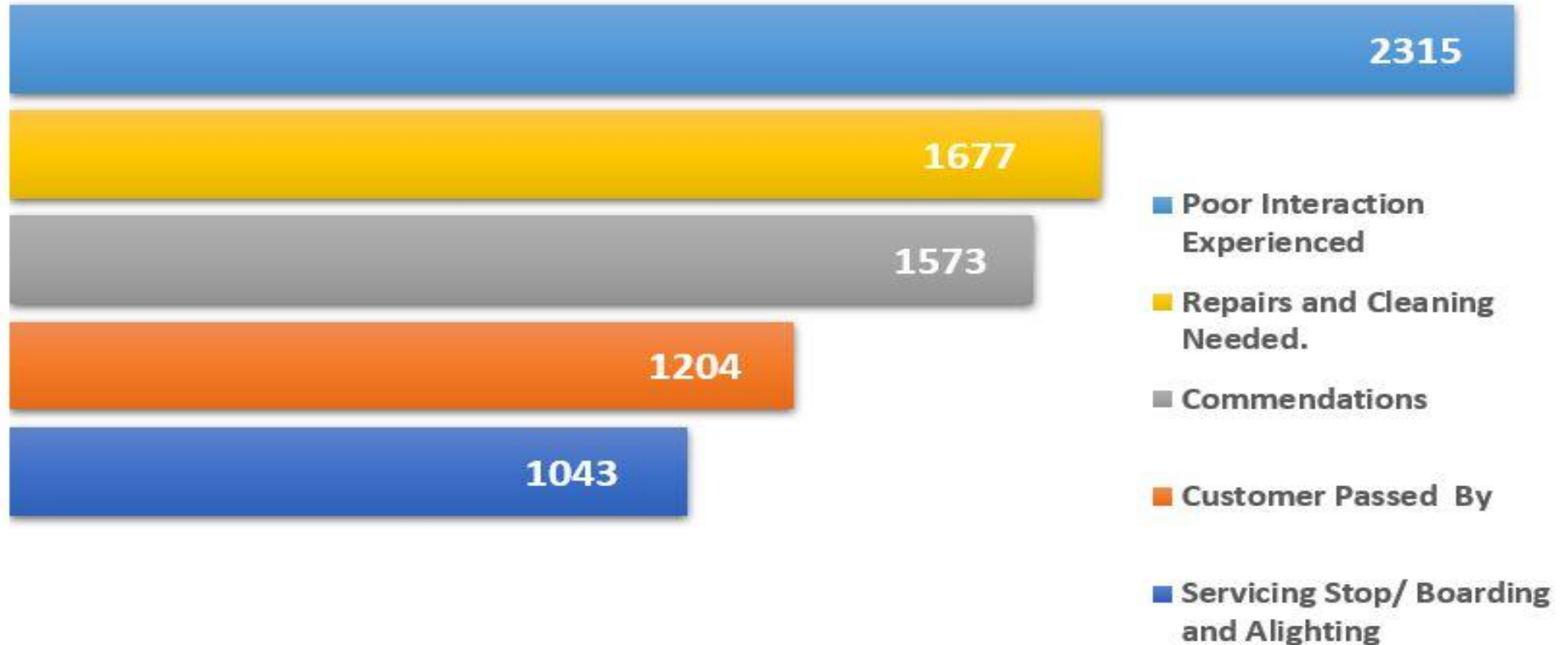
Introduction

Call KPI	Totals	Percent of Change	Abandon	Actuals	Call Queue Time	Average Handle Time
Information	158,049	2% Increase	3% to 6%	9%	43 sec	2 min 33 sec
Feedback	25,773	22% Increase	3% to 10%	18%	2 min 17 sec	6 min 37 sec
Lost and Found	13,759	4% Increase	3% to 8%	12%	68 sec	3 min 24 sec
UTA Main Number (Operator)	5,479	39% Increase	3% to 13%	13%	23 sec	79 sec

Key Performance Indicators

Constituent Services

- Top 5 Comments



Service Alerts	Users	Sent Alerts	Average Time to Send	Interactions	Opened Text	Opened Emails
Twitter	47,246	6,269	15 min	18,012	-	-
Transit (app)	28,726	3,527	17 min	-	-	-
Gov Delivery: Email	22,097	3,527	15 min	-	-	365,458
Gov Delivery: Text	22,097	3,527	15 min	-	14,951	-

Key Performance Indicators

Item Recovery

- Items Found – 19,486
- Held for 30/90 Days
- 20% Return Rate



Next Steps

- **New- Customer Relations Management Program**
- **New- Tracking and Reporting for Service Alerts**
- **UTA Support Staff for Events (*Volunteer Program*)**



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