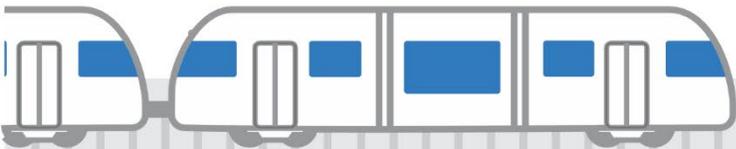


# Strategic Plan Minute

4/9/25





# Exceeding Customer Expectations

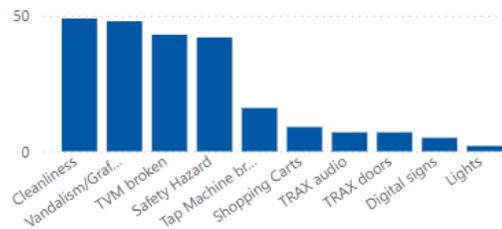


## Establish Transit Connection Program

### UTA Transit Ambassador Dashboard

#### Top Interactions

Service Concerns Reported   
Total reports submitted: 246



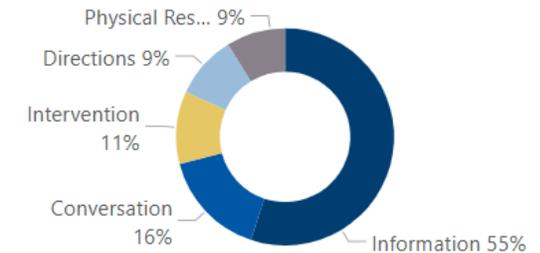
Date Range



#### Rider Feedback

Service Provided

Data snapshot, categorized off shift's most notable/top interactions

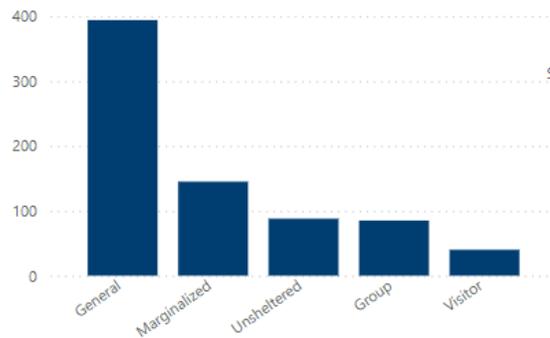


#### Interaction Count

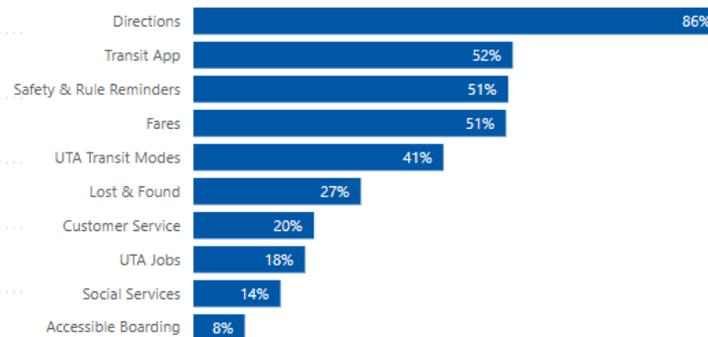
Amount of interactions that were more than just a greeting

# 3,942

#### Perceived Population



#### Shifts that Provided Information



#### Riders Approached at End of Line

Riders who did not get off at the end of the line may need additional assistance, so we check in with them

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