

Constituent and Customer Service 2021 Annual Report



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2021

UTA Local Advisory Council



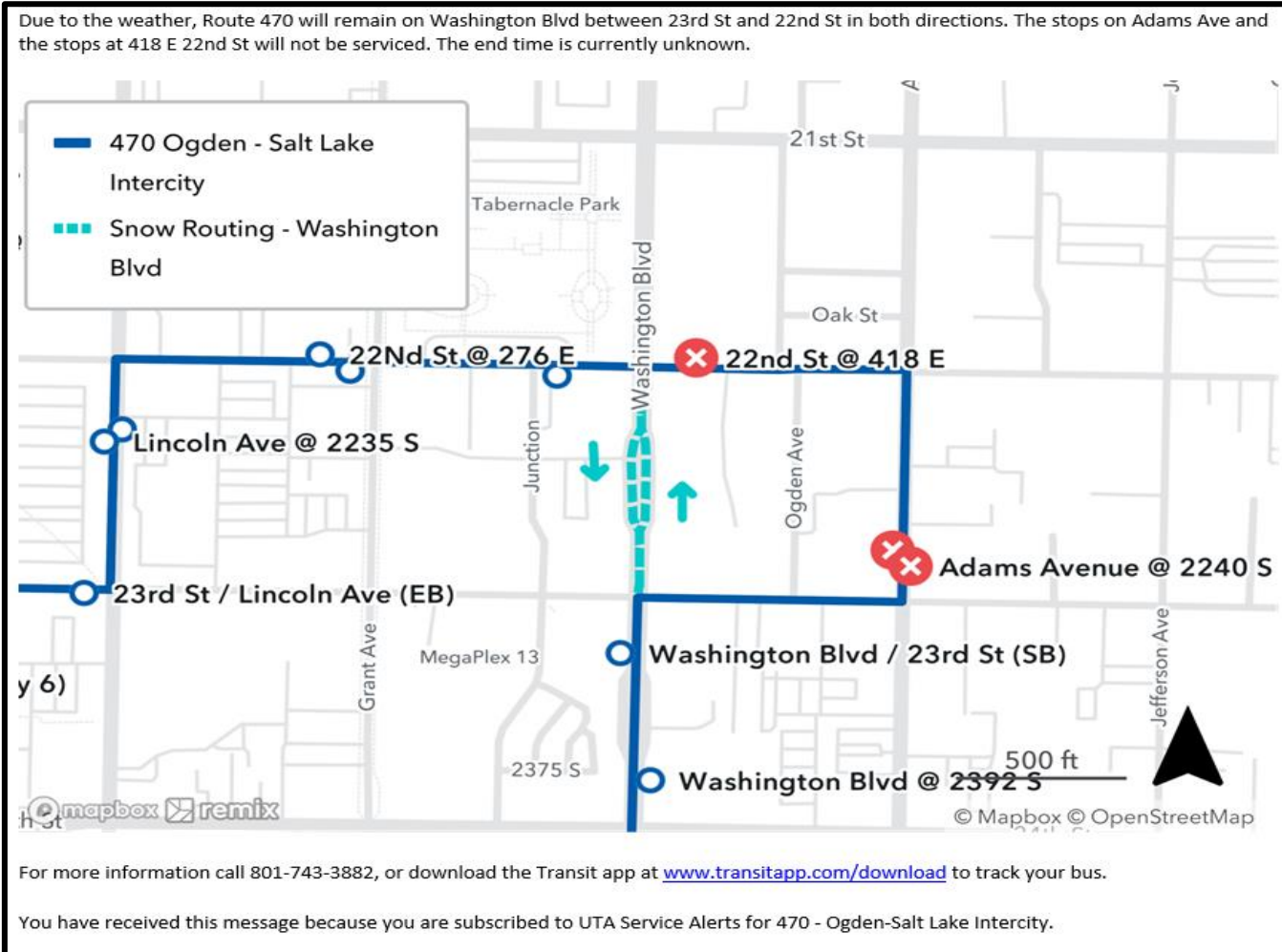
Introduction

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




Service Alerts


www.rideuta.com/Rider-Info/Service-Alerts



Item Recovery: New Tracking System

www.rideuta.com/Rider-Info/Customer-Service/Write-a-Comment/Report-Lost-Item








Found Item Entry
Register Found Item here


All Entries
View the entirety of entries here


Quick Entry



Glove



Hat



Wallet



Bottle/Mug/Cup



Other


Backpack


In-Ear / Earbuds


Coat/Jacket


Samsung

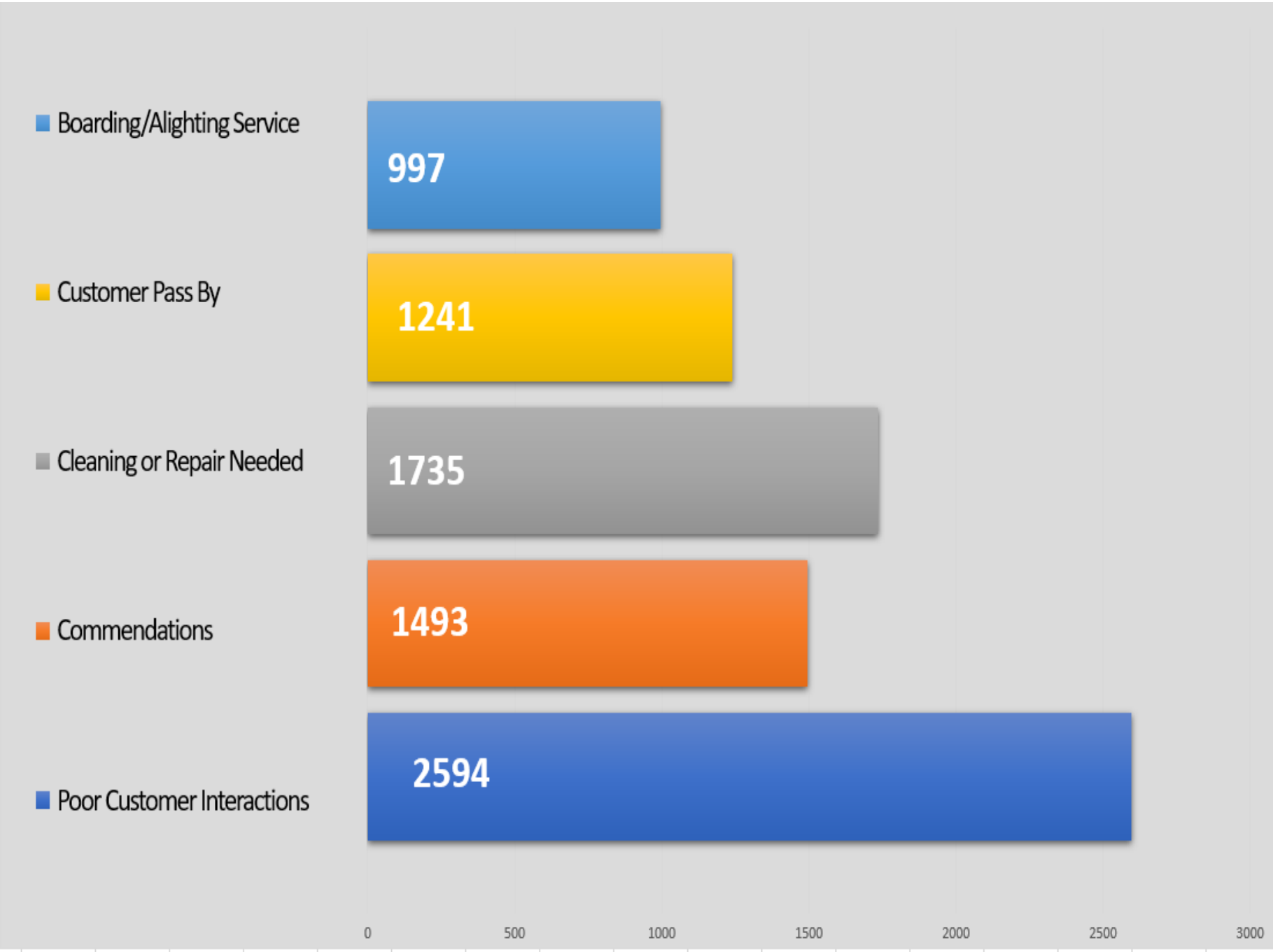

Select Manually



Constituent Services

- Call
- Email
- Website forms

UTAH TRANSIT AUTHORITY



How to Give Feedback

- www.rideuta.com/Rider-Info/Customer-Service/Write-a-Comment
- **Call: 801-743-3882 (801-RideUTA)**
- **Email:**
 - Rideuta@rideuta.com
 - boardoftrustees@rideuta.com
- **Send a Letter:**
 - **Utah Transit Authority**
 - **Attention Customer Service**
 - **669 w 200 s SLC, Ut 84101**





Thanks and have a wonderful day