

## Vanpool Participant Contact Information

### General Vanpool Inquires

Office: 801-743-3826	Rideshare email: <a href="mailto:utarideshare@rideuta.com">utarideshare@rideuta.com</a>
----------------------	---

### Vanpool Support Specialists

<b>Lorianne Coca</b> Office: 801-287-2063 <a href="mailto:lcoca@rideuta.com">lcoca@rideuta.com</a>	<b>Shannon Henson</b> Office: 801-287-2132 <a href="mailto:shenson@rideuta.com">shenson@rideuta.com</a>
<ul style="list-style-type: none"> <li>• Rider Roster Updates</li> <li>• Submittal of Driving Records</li> <li>• Update/Request Customer Account Information</li> <li>• Procedure Inquiries and Customer Support</li> <li>• Monthly Ridership Reporting</li> </ul>	

### Rideshare Product Representatives

<b>Luwanna Fitzgerald</b> Office: 801-287-5358 <a href="mailto:lfitzgerald@rideuta.com">lfitzgerald@rideuta.com</a>	<b>Nanette Wilson</b> Office: 801-287-2075 <a href="mailto:nwilson@rideuta.com">nwilson@rideuta.com</a>
<ul style="list-style-type: none"> <li>• Carpool and Vanpool Matching</li> <li>• Rider Roster Updates</li> <li>• Update/Request Customer Account Information</li> <li>• Submittal of Driving Records</li> <li>• Procedure Inquiries and Customer Support</li> </ul>	

### Vanpool Fleet Maintenance Supervisor

<b>Matt Harrison</b> Office: 801-287-5325 Cell: 801-512-5665 <a href="mailto:mharrison@rideuta.com">mharrison@rideuta.com</a>	<ul style="list-style-type: none"> <li>• Report Incidents or Accidents</li> <li>• Maintenance Inquiries</li> <li>• After-Hours Maintenance Support</li> <li>• Pre-Authorization for Service</li> </ul>
--	--

### Vanpool Maintenance Specialists

<b>Tino Vigil</b> Office: 801-287-5326 Cell: 801-808-9720 <a href="mailto:tvigil@rideuta.com">tvigil@rideuta.com</a>	<b>Leo Avila</b> Office: 801-287-2273 Cell: 801-300-6640 <a href="mailto:lavila@rideuta.com">lavila@rideuta.com</a>
<ul style="list-style-type: none"> <li>• Maintenance Inquiries</li> <li>• Safety and Inspection Information</li> <li>• Pre-authorization for Service</li> </ul>	

### Accountant-Rideshare

<b>Lani Laumua</b> Office: 801-287-2271 Fax: 801-287-5031 <a href="mailto:lraumua@rideuta.com">lraumua@rideuta.com</a> or <a href="mailto:vanpoolbilling@rideuta.com">vanpoolbilling@rideuta.com</a>	<ul style="list-style-type: none"> <li>• Account Balance Inquiries</li> <li>• Billing Address Changes</li> <li>• Gas Card Inquiries</li> </ul>
--	--

### Additional Vanpool Resources

Customer Complaints: 888-RIDEUTA (743-3882) Transit Public Safety: 801-287-EYES (287-3937)	<a href="http://rideuta.com">rideuta.com</a> <a href="http://rideuta.com/vanpool">rideuta.com/vanpool</a> <a href="http://rideuta.com/rideshare">rideuta.com/rideshare</a> <a href="http://utarideshare.com">utarideshare.com</a>
---	--