

# Customer Feedback Solution

Capture. Track. Resolve. Improve.

## Overview

Our Customer Feedback solution is a powerful tool for transit agencies to manage feedback efficiently and transparently. Whether you're a small team or a large operation, the solution adapts to your structure and scales with your needs.

## Top Features



Automated email notifications



ADA-compliant online forms



Lost & Found tracking



Real-time feedback logging & assignment



Multi-view setup for separation of duties



Multilingual support



Performance analytics by route & employee

## Solution Benefits

- Prevent missed complaints
- Reduce manual tracking
- Identify service gaps
- Improve customer satisfaction
- Easy online reporting for riders
- Support continuous improvement

## Results That Matter

- Fare Refund complaints: **Dropped by 100%** in just one year.
- Driver Behavior complaints: **Dropped by 71%** thanks to improved tracking and accountability.
- Driver Pass-Up complaints: **Reduced by 64%** after implementing the solution.

Ready to elevate your customer experience?  
[Request a demo](#) and see the solution in action.