

Customer Feedback Solution

Turn Rider Feedback into Better Service

Overview

TransTrack's Customer Feedback solution helps transit agencies efficiently manage rider feedback, complaints, lost items, and commendations from one centralized platform.

Built for agencies of all sizes, it streamlines case management, improves visibility across departments, and helps teams respond faster, identify recurring issues, and continuously improve the customer experience.

Top Features



Automated email notifications



Multi-view setup for separation of duties



ADA-compliant online forms



Multilingual support



Lost and found tracking



Performance analytics by route and employee



Real-time feedback logging and assignment

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