TransTrack

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 module in action.