Trapeze™

COM and COM-Web

Customer relationship management powered for transit.

Each day, your agency receives a lot of feedback and requests; a solution like Trapeze COM allows you to capture, track, and follow up on customer and employee requests, compliments, complaints, lost and found requests, and other inquiries.

Trapeze COM is a CRM powered for transit, with the ability to log and categorize each event related to a driver, schedule, vehicle, or other incident across your fixed route and paratransit operations.

Overview

Centralize Agency-Wide Feedback

- Track all your rider and employee feedback in one central location

Web-Based Platform (with COM-Web)

- Available 24/7, allowing riders to submit feedback at their convenience
- Self-service form for riders to submit feedback
- Directly feeds into COM and reduces the load on other mediums of feedback submission

Integrate with your Scheduling and CAD/AVL Systems

- Enable instant schedule updates through seamless integration with your scheduling system
- Integrate service disruption information (real-time AVL adherence data, daily adjustments to operations data, remarks, and bulletins)

Agency Benefits

Higher Quality Data with Automation

- Decrease paper trail through automation of current manual processes, ensuring that customer feedback is properly stored and actioned on
- Log customer feedback with ease, leveraging auto-population for static call details (date and time logged, call taker) and known information (i.e., departments, addresses, names), and clone previous contacts to reduce data entry

Improve Rider Satisfaction

- Analyze the routes, bus stops, and drivers leading to the most complaints

Passenger Benefits

Improved Feedback Process

- Respond proactively to your rider's concerns and requests with a thorough and well-documented investigation process

Improve Transit Services

- Evaluate routes leading to the most complaints to help determine root-cause and evaluate solutions

Ease of Use (with COM-Web)

- Reduces friction for your rider, providing them with 24/7 access to provide real-time feedback in an easy-to-use web-based interface

Connect with our Experts

Trapeze™