



Give Us Your Feedback.

Durham takes safety and service one step further with BusReport – presenting you with the opportunity to provide vital feedback.

As a leader in student transportation, Durham is committed to providing the safest and highest-quality service. The implementation of BusReport will provide parents, residents and our district partners the opportunity to log real-time feedback, including service recognition, requests or concerns.

By the end of 2017, all of our locations will be using BusReport.

BusReport is designed to:

- Record feedback in real-time
- Provide timely response from Durham
- Create actionable results
- Log all events, results and driving trends for coaching

HOW IT WORKS

A portal for our parents, guardians, and general public can be found at www.BusReport.com

BusReport will help ensure each piece of feedback is received, logged, tracked and acted upon in a timely manner.

Furthermore, the feedback system will provide email updates to the user throughout the review process.

BUSREPORT

SCAN ME!



THE BUSREPORT PROCESS

▼ Capture

Your complaints, compliments and requests will be collected into our system.

▼ Receive

Every case will start and end with our general manager.

▼ Research

Our teams will take an in-depth look at each concern or compliment and record the results.

▼ Respond

After working through the case, our general manager will take appropriate action and provide you with feedback. Email updates will be sent throughout the process.

▼ Improve

As the cases are entered, our teams will have visibility on our common problems. We will hold ourselves accountable to not only respond, but also to solve these concerns.