

Reliability: "delay/being late", "breakdown/malfunction", etc.

Crowdedness: "crowded", "standing in line for ages", etc.

Comfort: "too cold/freezing/hot", "smell", etc.

...



Extracted Instruction



Transit-related posts from social media platforms often have repeated words, phrases, co-occurrences, and collocations like **<Instruction>**.

Can you help me determine if the following post from social media is giving feedback about the transit service?



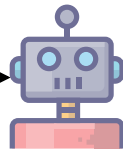
Basic Prompt



MTR Island Line had a major breakdown today! Thousands of people got kicked off the train at Admiralty Station. Ended up late for work, and there goes my perfect attendance bonus... Thanks for nothing!



User/Passenger Post



LLM-based identifier