MTA Customer Feedback Data: 2014 - 2019

Data Dictionary

Data Label	Data Type	Data Description
Agency	Text	The agency referenced in the e-mail; valid values are: • Long Island Rail Road • Metro-North Railroad • NYC Buses • Subways
Commendation or Complaint	Text	Type of Issue (complaint or commendation) referenced in the e-mail; valid values are: • Complaint • Commendation
Subject Matter	Text	Subject matter referenced in the e-mail; valid values are: • Buses • Commendation • Complaint • Customer • Employees • Ferry Service – Hudson River • MetroCard/Tickets/E-ZPass & Tolls • MTA Agency Cars / Trucks • Policies, Rules & Regulations • Public Hearing • Schedules / Reservations • Station/Bus Stop/Facility/Structure • Telephone / Web Site / Mobile Apps • Trains • Travel Disruption / Trip Problem
Subject Detail	Text	The specific area of service referenced in the e-mail
Issue Detail	Text	The feedback, pre-defined response, or category of the area of service
Year	Number	The year that the complaint/commendation was entered.
Quarter	Number	The quarter that the complaint/commendation was entered.
Branch/Line/Route	Text	The branch, line, or route selected by the customer; will appear blank if no selection was made.