

MTA NaviLens Feedback Survey

Data Dictionary

Data Label	Data Type	Data Description
Recorded Date	DATETIME	Timestamp of when a survey response (completed or otherwise) is recorded by Qualtrics.
Progress	NUMERIC	Percent of the survey that a respondent completed.
Duration (in seconds)	NUMERIC	Number of seconds a respondent spent completing the survey.
Finished	TEXT	Indicating whether a survey submission is complete, values TRUE/FALSE.
Response ID	TEXT	Unique, anonymous identifier for each survey response.
How old are you?	TEXT	Categorical single-select. Values: under 18, 18-24, 25-34, 35-44, 45-54, 55-64, 65+.
Which of the following would you like to provide feedback for?	TEXT	Categorical single-select. Values: 1.NaviLens (app that provides audio information), 2.NaviLens GO (app that provides visual service information).
Where did you use NaviLens?	TEXT	Multi-select. Values: 1. At a subway station, 2 .On a subway train, 3. At an M23 bus stop, 4. At an M66 bus stop, 5. At a Bx12 bus stop, 6. On a Bx12 bus.
At which subway station did you use NaviLens?	TEXT	Multi-select. Values: full list of 6-line subway stations where NaviLens is installed. See mta.info/NaviLens for full list.
Overall, how satisfied are you with using NaviLens in the subway station/on a subway train?	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
Overall, how satisfied are you with using NaviLens on the bus or at a bus	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither

stop?		satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
Have you used NaviLens in any language other than English?	BOOLEAN	Binary select. Values: Yes/No.
How satisfied are you with the information provided by NaviLens in a language other than English?	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens? - It was easy and comfortable for me to use NaviLens	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens? - Using NaviLens helped me reach to my destination without any difficulty	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens? - Information provided by NaviLens is clear	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens? - Information provided by NaviLens is accurate	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens? - The app immediately captured the codes	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.

To what extent do you agree or disagree with the following statements about your experience using NaviLens? - The app provided enough information without overwhelming me	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens? - There were enough codes around the station	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens? - I would use NaviLens more often to navigate the subway/bus	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
How likely are you to recommend NaviLens?	TEXT	Single-select. Values: 1. Very unlikely, 2. Somewhat unlikely, 3. Neither likely nor unlikely, 4. Somewhat likely, 5. Very likely.
Would you like to have more NaviLens codes in more stations / on more bus routes?	TEXT	Single-select. Values: Yes, No, Not sure.
Have you used any other wayfinding/how-to apps besides NaviLens?	TEXT	Binary select. Values: Yes/No.
Which other wayfinding/how-to apps have you used? (Select all that apply) - Selected Choice	TEXT	Multi-select. Values: Google Maps, Apple Maps, GoodMaps, Be My Eyes, Seeing AI GPS, Aira, Lazarillo.
Which other wayfinding/how-to apps have you used? (Select all that apply) - Other (specify) - Text	TEXT	If selected "Other (specify)" for this question. Values are short answer written text.

Which of these wayfinding/how-to apps do you most prefer? - Selected Choice	TEXT	Multi-select. Values: NaviLens, all values selected in previous question.
Which of these wayfinding/how-to apps do you most prefer? - Other (specify) – Text	TEXT	If selected “Other (specify)” for this question. Values are short answer written text.
Is there anything else about your experience using NaviLens you would like to tell us about?	TEXT	Short answer written text.
Where did you use NaviLens GO? (Select all that apply)	TEXT	Multi-select. Values: 1. At a subway station, 2 .On a subway train, 3. At an M23 bus stop, 4. At an M66 bus stop, 5. At a Bx12 bus stop, 6. On a Bx12 bus.
At which subway station did you use NaviLens GO?	TEXT	Multi-select. Values: full list of 6-line subway stations where NaviLens is installed. See mta.info/NaviLens for full list.
Overall, how satisfied are you with using NaviLens GO in the subway station/on a subway train?	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
Overall, how satisfied are you with using NaviLens GO on the bus or at a bus stop?	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
Have you used NaviLens GO in any language other than English?	TEXT	Binary select. Values: Yes/No.
How satisfied are you with the information provided by NaviLens GO in a language other than English?	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.

To what extent do you agree or disagree with the following statements about your experience using NaviLens GO? - It was easy and comfortable for me to use NaviLens GO	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens GO? - Using NaviLens GO helped me move through the station faster than I could without it	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens GO? - Information provided by NaviLens Go is accurate	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens GO? - There were enough codes around the station	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens GO? - The “scan” feature provided useful train/bus arrival and service status information	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens GO? - The accessible route function helped me navigate the station using elevators	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither

statements about your experience using NaviLens GO? - I would use NaviLens GO more often to navigate the subway/bus		satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
To what extent do you agree or disagree with the following statements about your experience using NaviLens GO? - I would use NaviLens GO more often for train/bus arrival and service status information	TEXT	Single-select. Values: 1. Very dissatisfied, 2. Somewhat dissatisfied, 3. Neither satisfied nor dissatisfied, 4. Somewhat satisfied, 5. Very satisfied.
How likely are you to recommend NaviLens GO?	TEXT	Single-select. Values: 1. Very unlikely, 2. Somewhat unlikely, 3. Neither likely nor unlikely, 4. Somewhat likely, 5. Very likely.
Would you like to have more NaviLens codes in more stations / on more bus routes?	TEXT	Single-select. Values: Yes, No, Not sure.
Have you used any other wayfinding/travel apps besides NaviLens GO?	TEXT	Binary select. Values: Yes/No.
What other wayfinding/travel apps have you used? (Select all that apply) - Selected Choice	TEXT	Multi-select. Values: Google Maps, Apple Maps, MTA App, Transit App.
What other wayfinding/travel apps have you used? (Select all that apply) - Other (specify) - Text	TEXT	If selected "Other (specify)" for this question. Values are short answer written text.
Which of these wayfinding/how-to apps do you most prefer? - Selected Choice	TEXT	Multi-select. Values: NaviLens, all values selected in previous question.
Which of these wayfinding/how-to apps do you most prefer? - Other (specify) - Text	TEXT	Short answer written text.

Is there anything else about your experience using NaviLens GO you would like to tell us about?	TEXT	Short answer written text.
In a typical week, how often do you use the subway or bus?	TEXT	Single-select. Values: 1. Less than 1 day per week, 1 or 2 days per week, 3 or 4 days per week, 5 days per week, 6 or 7 days per week.
Are you currently an Access-A-Ride (Paratransit) customer?	TEXT	Binary select. Values: Yes/No.
Do you identify as having one or more of the following disabilities? (Select all that apply) - Selected Choice	TEXT	Multi-select. Values: 1. None, 2. A disability affecting my vision (blind or low vision), 3. A disability affecting my hearing (deaf or hard of hearing), 4. A disability affecting my mobility (difficulty walking or using stairs), 5. A disability not listed above (specify), 6. Prefer not to answer.
Do you identify as having one or more of the following disabilities? (Select all that apply) - A disability not listed above (specify) - Text	TEXT	Multi-select. Values: 1. None, 2. A disability affecting my vision (blind or low vision), 3. A disability affecting my hearing (deaf or hard of hearing), 4. A disability affecting my mobility (difficulty walking or using stairs), 5. A disability not listed above (specify), 6. Prefer not to answer.