

## MTA Customer Feedback (Right Now) Data

### Data Dictionary

Data Label	Data Type	Data Description
Agency	Text	The agency referenced in the e-mail; valid values are: <ul style="list-style-type: none"> <li>• Long Island Rail Road</li> <li>• Metro-North Railroad</li> <li>• NYC Buses</li> <li>• Subways</li> </ul>
Commendation or Complaint	Text	Type of Issue (complaint or commendation) referenced in the e-mail; valid values are: <ul style="list-style-type: none"> <li>• Complaint</li> <li>• Commendation</li> </ul>
Subject Matter	Text	Subject matter referenced in the e-mail; valid values are: <ul style="list-style-type: none"> <li>• Buses</li> <li>• Commendation</li> <li>• Complaint</li> <li>• Customer</li> <li>• Employees</li> <li>• Ferry Service – Hudson River</li> <li>• MetroCard/Tickets/EZ-Pass &amp; Tolls</li> <li>• MTA Agency Cars / Trucks</li> <li>• Policies, Rules &amp; Regulations</li> <li>• Public Hearing</li> <li>• Schedules / Reservations</li> <li>• Station/Bus Stop/Facility/Structure</li> <li>• Telephone / Web Site / Mobile Apps</li> <li>• Trains</li> <li>• Travel Disruption / Trip Problem</li> </ul>
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.
Month	Text	The month 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.