

MTA Customer Feedback Data: 2014 - 2019

Overview

General Description

The Metropolitan Transportation Authority (MTA) is a public-benefit corporation responsible for public transportation in the state of New York serving 12 counties in southeastern New York, along with two counties in southwestern Connecticut under contract to the Connecticut Department of Transportation (CDOT). The MTA is the largest transportation network in North America.

Subway service within New York City is operated by MTA New York City Transit (NYCT).

Bus service within New York City is operated by MTA agencies New York City Transit (NYCT) and MTA Bus Company (MTABC).

MTA Staten Island Railway (SIR) is the only rapid transit line on Staten Island, providing local service 24/7 between St. George, where timed connections are available with the Staten Island Ferry to Manhattan, and Tottenville, running along the east side of the island. It is owned by the Staten Island Rapid Transit Operating Authority (SIRTOA) and is operated by MTA New York City Transit (NYCT).

The Long Island Rail Road (LIRR) is the busiest commuter railroad in North America, serving customers from Manhattan to the eastern tip of Suffolk County on Long Island.

Metro-North Railroad (MNR) is the second-busiest commuter railroad in North America, connecting Manhattan with the Bronx, the Hudson Valley, and Connecticut.

This dataset contains information on customer feedback submitted by riders of the transit system on the MTA's website. For each piece of feedback provided, it is categorized as a complaint or commendation, and there is information provided for the agency (Buses, Subway, Long Island Rail Road, or Metro-North Railroad), the subject matter, the subject detail, the issue detail, the year, the quarter, and, if applicable, the branch/line/route.

This dataset was published during the first phase of the MTA's commitment to increasing transparency and is no longer maintained.

Data Collection Methodology

This dataset was generated from the MTA's all-agency Customer Relationship Management System, which provides customers with a tracking number to monitor the status of a complaint and comply with recording requirements. Customers submitted their data via the MTA website.

This data was updated quarterly; since some feedback data could be in process at the time of file generation, there could be a 90-day lag in reporting for this dataset.

Statistical and Analytic Issues

This dataset has data between Q1 2014 and Q4 2019.

Limitations of Data Use

There are no limitations of data use.