

Using Commuter Connect (Beta)

Below are instructions for accessing and using Commuter Connect. If you have any questions, please email us at developer@mbta.com.

Terms & Conditions

Commuter Connect is governed by the language in the MassDOT Developers License Agreement in addition to the following conditions:

The MBTA reserves the right to suspend Commuter Connect or modify the tools at any time in the MBTA's sole and absolute discretion.

All customer support provided for these tools will be made available to all developers.

Comments and suggestions regarding the tools may be posted to the MassDOT Developers Google Group: <http://groups.google.com/group/massdotdevelopers>

Stability of Commuter Connect

This is a beta project. The tools available here may change anytime. Please refer to the MassDOT Developers License Agreement for more information on MassDOT's guarantees

Using Commuter Connect

To submit to Commuter Connect, you send XML via HTTP POST to <http://developer.mbta.com/services/CommuterConnect.asmx>

There are two operations available: *AddCommuterComment* and *AddCommuterCommentStage*. The *AddCommuterComment* operation requires a production key and will send the submission directly to the MBTA customer care department. The *AddCommuterCommentStage* operation requires a test key and can be used to test your application. It will reply with the same responses as *AddCommuterComment* but will forward the submissions to a test application to verify the input before your application goes live.

To post to *AddCommuterComment*, set the SOAPAction in the header to <http://developer.mbta.com/AddCommuterComment>. The format of the XML message is:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <AddCommuterComment xmlns="http://developer.mbta.com/">
      <registrationKey>string</registrationKey>
```

```

    <incidentDate>string</incidentDate>
    <lastName>string</lastName>
    <firstName>string</firstName>
    <city>string</city>
    <state>string</state>
    <zip>string</zip>
    <phone>string</phone>
    <mode>string</mode>
    <route>string</route>
    <station>string</station>
    <vehicleNum>string</vehicleNum>
    <incidentTime>string</incidentTime>
    <comment>string</comment>
    <email>string</email>
    <topic>string</topic>
    <feedbackType>string</feedbackType>
    <subTopic>string</subTopic>
    <file>base64Binary</file>
  </AddCommuterComment>
</soap:Body>
</soap:Envelope>

```

To post to *AddCommuterCommentStage*, set the SOAPAction in the header to <http://developer.mbta.com/AddCommuterCommentStage>. The format of the XML message is:

```

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <AddCommuterCommentStage xmlns="http://developer.mbta.com/">
      <registrationKey>string</registrationKey>
      <incidentDate>string</incidentDate>
      <lastName>string</lastName>
      <firstName>string</firstName>
      <city>string</city>
      <state>string</state>
      <zip>string</zip>
      <phone>string</phone>
      <mode>string</mode>
      <route>string</route>
      <station>string</station>
      <vehicleNum>string</vehicleNum>
      <incidentTime>string</incidentTime>
      <comment>string</comment>
      <email>string</email>
      <topic>string</topic>
      <feedbackType>string</feedbackType>
      <subTopic>string</subTopic>
      <file>base64Binary</file>
    </AddCommuterCommentStage>
  </soap:Body>
</soap:Envelope>

```

Success

Commuter Connect will check your registration key, required fields, format of fields, and the type and size of the image file if it exists. If everything looks good and the submission can be sent on its way, it will respond simply with "OK" in an XML message:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <AddCommuterCommentResponse xmlns="http://developer.mbta.com/">
      <AddCommuterCommentResult>OK</AddCommuterCommentResult>
    </AddCommuterCommentResponse>
  </soap:Body>
</soap:Envelope>
```

Error Messages

If there is a problem with the submission such as missing required fields, wrong file type, or incorrect format of data, the service returns a response with information. The format of the response is:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <AddCommuterCommentResponse xmlns="http://developer.mbta.com/">
      <AddCommuterCommentResult>error</AddCommuterCommentResult>
    </AddCommuterCommentResponse>
  </soap:Body>
</soap:Envelope>
```

The list of possible responses is below:

Response	Description
OK	The submission was successful
Not registered	The registration key submitted was not recognized
File is too big or not correct type	The submission was rejected because the file was not a gif, jpg, or png or over 2MB
Data format incorrect: <detail>	The submission was rejected because a required field has no value, the value has the incorrect format, or the value does

	not agree the value of another field. The detail indicates what field was rejected.
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Commuter Connect Fields

The following tables document the list of available fields and their requirements. Because this service is an extension of the MBTA customer comment form, it requires the same fields and in the same format as the online form. The name of each field below correlates to the name of the field in the XML message.

Text Fields

Field	Required	Required Format
firstName	Required	Text only - 20 character limit
lastName	Required	Text only - 25 character limit
email	Required	Email format: test@test.com - 50 character limit
comment	Required	Text and numbers are accepted. Special characters will be removed
incidentDate	Required	Date: MM/DD/YYYY or M/D/YYYY. Must be today or in past
incidentTime	Required	Time format: 01:00 PM
city	Optional	Text only - 25 character limit
state	Optional	Must be an abbreviated state name e.g. MA
zip	Optional	5 digits accepted
phone	Optional	Phone format: 222-222-2222
vehicleNum	Optional	Alphanumeric: 10 character limit

Pick list fields

Values submitted for pick list fields are required to match a value on the list of possible values for that field.

Fields “feedbackType” and “topic”

The fields “feedbackType” and “topic” are always required and the value submitted for “topic” must correspond to the value of “feedbackType” .

The available values for “feedbackType” are Commendation, Suggestion, Inquiry, and Complaint.

The available values for “topic” are detailed below

If feedbackType is:	topic must be one of the following:
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Commendation	Employee,Service,T-Alert,Website,Wi-Fi Commuter Rail
Suggestion	Fare Gate/Fare Box,Fare Policy,Lost and Found,Maintenance,Parking,Privacy Policy,Service,T-Alert,Website,Wi-Fi Commuter Rail
Inquiry	Charlie Cards & Tickets,Disability ID Cards,Fare Gate/Fare Box,Fare Policy,Lost and Found,Parking,Privacy Policy,Refunds,Senior ID Cards,Service Inquiry,T-Alert,Trip Planner,Website,Wi-Fi Commuter Rail
Complaint	Charlie Cards & Tickets,Elevator/Escalator,Employee Complaint,Fare Gate/Fare Box,Fare Policy,Lost and Found,Maintenance Complaint,Parking,Privacy Policy,Refunds,Schedules,Service Complaint,T-Alert,Trip Planner,Website,Wi-Fi Commuter Rail,Other

Field “subTopic”

The field “subTopic” is required only for specific “feedbackType” and “topic” values. If a value is submitted for “subTopic” that does not match the submitted “feedbackType” and “topic” values, the submission will be rejected.

If feedbackType is:	and topic is:	subTopic must be one of the following:
Complaint	Service Complaint	Air Conditioner,Early,Heat,Late,Need Translation Services,No Public Announcements,No signage on bus/train,Passenger Bypass,Other
Inquiry	Service Inquiry	Air Conditioner,Early,Heat,Late,Lighting,Need Translation Services,No Public Announcements,No signage on bus/train,Passenger Bypass,Other
Complaint	Maintenance	Air Conditioner,Heat,Lighting,No signage on bus/train
Complaint	Employee	Failure to Assist cust,Harassing Passenger,Improper Behavior,Insensitive to Cust Needs,No Public Announcements,On Cell Phone,Rude/Abrasive,Other

Fields “mode”, “route”, “station”

The fields “mode”, “route”, and “station” are optional but if values are supplied for them, the values must agree with each other. The field “mode” may be submitted without a value for “route” or “station”, but “route” cannot be submitted without a corresponding value for “mode”. Similarly, a value for “station” cannot be submitted without corresponding values for “mode” and “route”. Only subway stations are currently supported.

The available values for “mode” are Subway, Bus, Boat, The RIDE, Silver Line, and MBTA Police.

The available values for “route” are detailed below.

If mode is:	route if not blank must be one of the following:
Subway	Blue Line,Green Line,Orange Line,Red Line
Bus	1,10,100,101,104,105,106,108,109,11,110,111,112,114,116,117,119,120,121,131,132,134,136,137,14,15,16,17,170,171,18,19,201,202,21,210,211,212,214,215,216,217,22,220,221,222,225,23,230,236,238,24,240,245,25,26,27,275,276,277,28,29,30,31,32,325,326,33,34,34E,35,350,351,352,354,355,36,37,38,39,4,40,41,411,42,424,424W,450,450W,456,426,426W,428,429,43,430,431,434,435,436,439,44,441,441W,448,442,442W,449,45,451,465,468,455,455W,459,47,48,5,50,500,501,502,503,504,505,51,52,55,553,554,555,556,558,57,59,6,60,62,76,64,65,66,67,68,69,7,70,70A,71,72,73,74,75,77,78,79,8,80,83,84,85,86,87,88,89,9,90,91,92,93,94,95,96,97,99,CT1,CT2,CT3,Mattapan Shuttle
Boat	Hingham Shipyard/Rowes Wharf Boston,Lovejoy Wharf/Charlestown Navy Yard/Long Wharf,Lovejoy Wharf/U.S. Courthouse/World Trade Center,Quincy/Hull/Long Wharf/Logan Airport
The RIDE	Kiessling (KTI) - South Area,Greater Lynn (GLSS) - North Area,Thompson/YCN (TTI/YCN) - Southwest Area,Veterans (VTS) - Northwest Area
Silver Line	SL1-Airport,SL2-Design Center,SL4-South Station,SL5-Washington St.
MBTA Police	No value for route should be submitted

The available values for “station” are detailed below.

If route is:	station if not blank must be one of the following:
Red Line	Alewife,Andrew,Ashmont,Braintree,Broadway,Butler,Capen St,Cedar Grove,Central Ave,Central Square,Charles/MGH,Davis,Downtown Crossing,Fields Corner,Harvard Square,JFK/UMass,Kendall,Mattapan,Milton,North Quincy,Park Street,Porter Square,Quincy Adams,Quincy Center,Savin Hill,Shawmut,South Station,Valley Rd,Wollaston
Orange Line	Back Bay,Chinatown,Community College,Downtown Crossing,Forest Hills,Green Street,Haymarket,Jackson Square,Malden Center,Mass Ave,North Station,Oak Grove,Roxbury Crossing,Ruggles,State,Stony Brook,Sullivan Square,Tufts Medical Center,Wellington
Blue Line	Airport,Aquarium,Beachmont,Bowdoin,Government Center,Maverick,Orient Heights,Revere Beach,State,Suffolk Downs,Wonderland,Wood Island
Green Line	Allston St (B),Arlington,Babcock St (B),Back of the Hill (E),Beaconsfield (D),Blandford St (B),Boston College (B),Boston Univ Central (B),Boston Univ East (B),Boston Univ West (B),Boylston,Brandon Hall (C),Brigham Circle (E),Brookline Hills (D),Brookline Village (D),Chestnut Hill (D),Chestnut Hill Ave (B),Chiswick Rd (B),Cleveland Circle (C),Coolidge Corner (C),Copley,Dean Rd (C),Eliot (D),Englewood Ave (C),Fairbanks St (C),Fenway (D),Fenwood Rd (E),Fordham Rd (B),Government Center,Greycliff Rd (B),Griggs St (B),Harvard Ave (B),Hawes St (C),Haymarket,Heath St (E),Hynes Convention Center,Kenmore,Kent St (C),Lechmere,Longwood (D),Longwood Medical Area (E),Mission Park (E),Mt Hood Rd (B),Museum of Fine Arts (E),Newton Centre (D),Newton Highlands (D),North Station,Northeastern Univ (E),Packards Corner (B),Park Street,Pleasant St (B),Prudential,Reservoir (D),Riverside (D),Riverway (E),Science Park,South St (B),St. Marys St (C),St. Paul St (B),St. Paul St (C),Summit Ave (B),Summit Ave (C),Sutherland Rd (B),Symphony (E),Tappan St (C),Waban (D),Warren St (B),Washington Square (C),Washington St (B),Woodland (D)

Field “file”

The value of the “file” field should be base64Binary. Its purpose is to enable an application to send an image with the submission. If the file is not blank, it must be GIF, PNG, or JPG and under 2MB.