METRICS

Response Count =COUNT(airline\_passenger\_satisfaction[ID])

Promoter Count = CALCULATE([Response Count],FILTER(airline\_passenger\_satisfaction,airline\_passenger\_satisfaction[How Likely Are You to Recommend Us?]>=9))

Passive Count = CALCULATE([Response Count],FILTER(airline\_passenger\_satisfaction,airline\_passenger\_satisfaction[How Likely Are You to Recommend Us?] IN{7,8}))

Avg Journey Score = AVERAGE('airline\_passenger\_satisfaction (2)'[Passenger Score])

Net Promoter Score = ( [% Promoters]-[% Detractors])\*100

Detractor Count = CALCULATE([Response Count],FILTER(airline\_passenger\_satisfaction,airline\_passenger\_satisfaction[How Likely Are You to Recommend Us?]<=6))

2022 Responses = FORMAT(CALCULATE([Response Count],DateTable[Year]=2022),"###,##0")

2022 NPS = FORMAT(CALCULATE([Net Promoter Score],DateTable[Year]=2022),"###,##0")

2021 Responses = FORMAT(CALCULATE([Response Count],DateTable[Year]=2021),"###,##0")

2021 NPS = FORMAT(CALCULATE([Net Promoter Score],DateTable[Year]=2021),"###,##0")

% Promoters = DIVIDE([Promoter Count],[Response Count])

% Detractors = DIVIDE([Detractor Count],[Response Count])

YOY Change in NPS = CALCULATE([Net Promoter Score],DateTable[Year]=2022)-CALCULATE([Net Promoter Score],DateTable[Year]=2021)

YOY NPS Change = SWITCH(TRUE(), [YOY Change in NPS]>0,"+ "&FORMAT([YOY Change in NPS],"###,##0"),FORMAT([YOY Change in NPS],"###,##0"))

YOY Score Change = DIVIDE(CALCULATE([Avg Journey Score],DateTable[Year]=2022) , CALCULATE([Avg Journey Score],DateTable[Year]=2021))-1