MTA Bus Customer Journey-Focused Metrics

Data Dictionary

Data Label	Data Type	Data Description
month	DATE	Represents the time period in which the metrics are being calculated (yyyy-mm-dd).
borough	TEXT	Represents the five boroughs of New York City (Bronx, Brooklyn, Manhattan, Queens, Staten Island).
trip_type	TEXT	The type of bus service provided: EXP (Express), LCL/LTD (Local/Limited), SBS (Select Bus Service).
route_id	TEXT	Identifies each individual bus route, as well as cumulative totals for all bus routes (identified as ALL).
period	TEXT	Represents both the peak and off-peak service periods.
number_of_customers	NUMERIC	The total number of customers for each bus route, monthly, during peak and off-peak hours.
additional_bus_stop_time	NUMERIC	The average additional bus stop time (in minutes) for each bus route, monthly, during peak and off-peak hours.
additional_travel_time	NUMERIC	The average additional travel time (in minutes) for each bus route, monthly, during peak and off-peak hours.
customer_journey_time_performance	PERCENT	The percentage of customers whose journeys are completed within 5 minutes of the scheduled time for each bus route, monthly, during peak and off-peak hours.