

## MTA NYCT Customer Feedback Performance Metrics

### Data Dictionary

Data Label	Data Type	Data Description
Month	DATE	The time period (month and year).
Subject	TEXT	Top-level subject of the feedback (e.g. Subways, Buses, Access-A-Ride, MetroCard, Other NYCT)
Total complaints	NUMERIC	The total number of complaints received during the time period concerning the specified subject.
Complaints rate	NUMERIC	The number of complaints received during the time period concerning the specified subject, per 100,000 customer journeys.
Total commendations	NUMERIC	The total number of commendations received during the time period concerning the specified subject.
Commendations rate	NUMERIC	The number of commendations received during the time period concerning the specified subject, per 100,000 customer journeys.
Ridership	NUMERIC	The monthly ridership figure relevant to the specified subject (Subways, Buses, Access-A-Ride, or total NYCT).