



# NY Citi Bikes Data Analysis



By Tracy Itene



# Project Goal

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- *To better understand the behavior of NY Citi Bike's customer base (both one-time users and subscribers) and how they use NY Citi Bikes*
- *This will help us to:*
  - *Identify where more bikes should be installed*
  - *Create targeted marketing campaigns that will appeal to different customer segments*

# Key Questions:

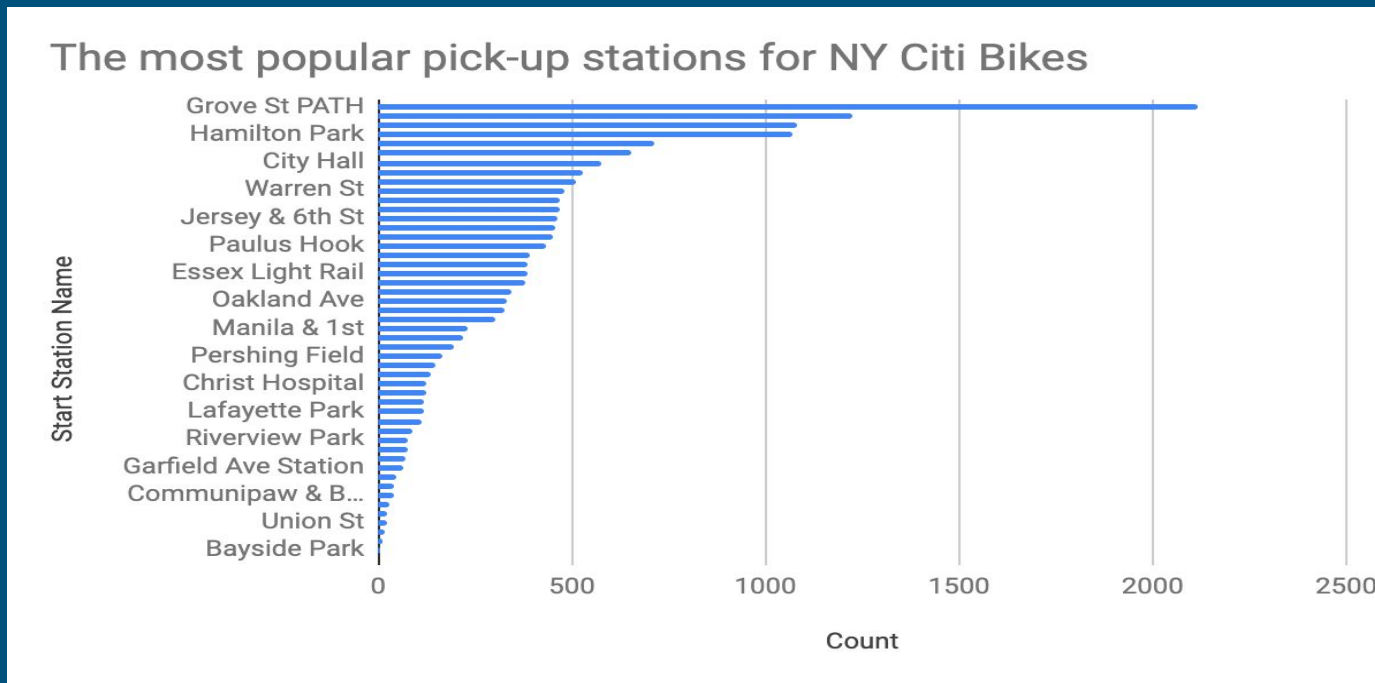
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- What are the most popular pick-up locations across the city for NY Citi Bike rental?
- How does the average trip duration vary across different age groups?
- Which age group rents the most bikes?
- How does bike rental vary across the two user groups (one-time users vs long-term subscribers) on different days of the week?
- Does user age impact the average bike trip duration?

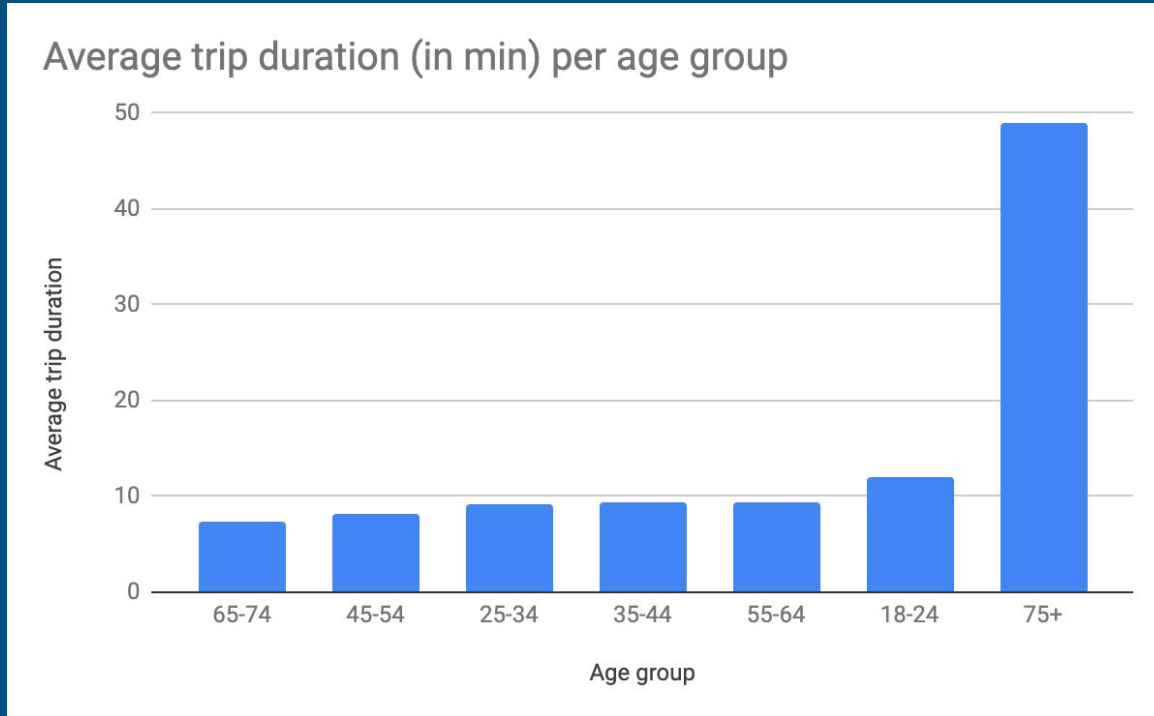


# Findings & Insights

# 1. What are the most popular Citi Bike pick-up locations?

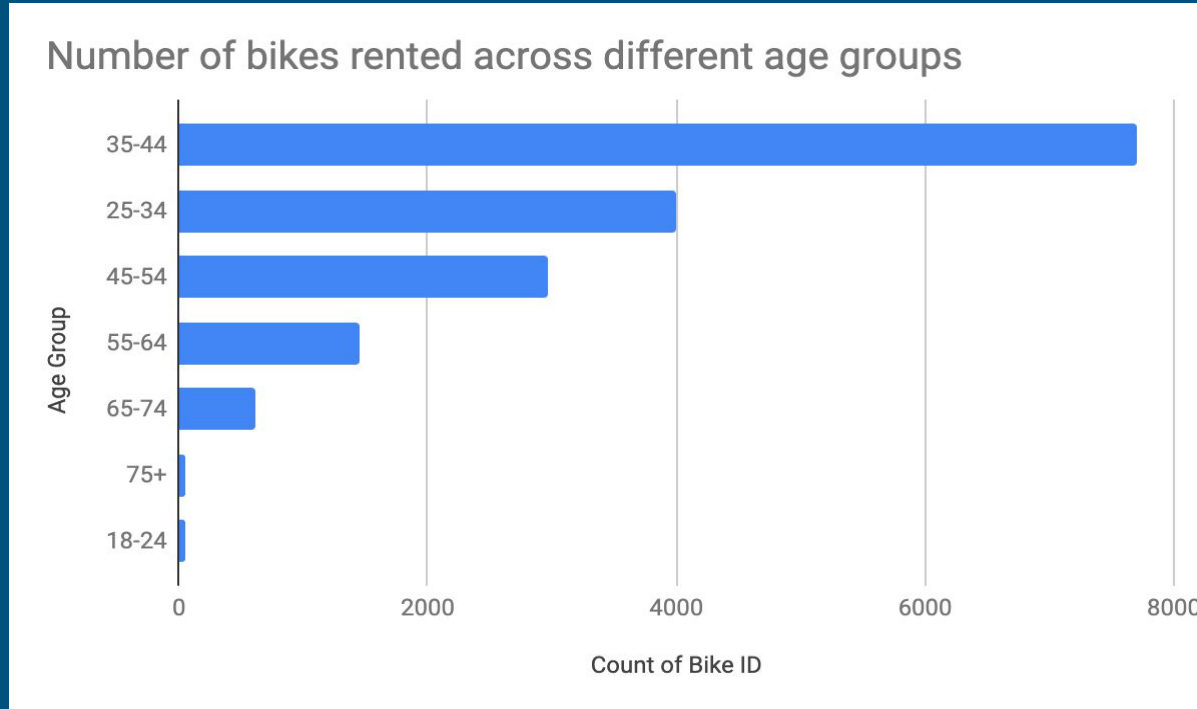


## 2. How does the average trip duration vary across different age groups?



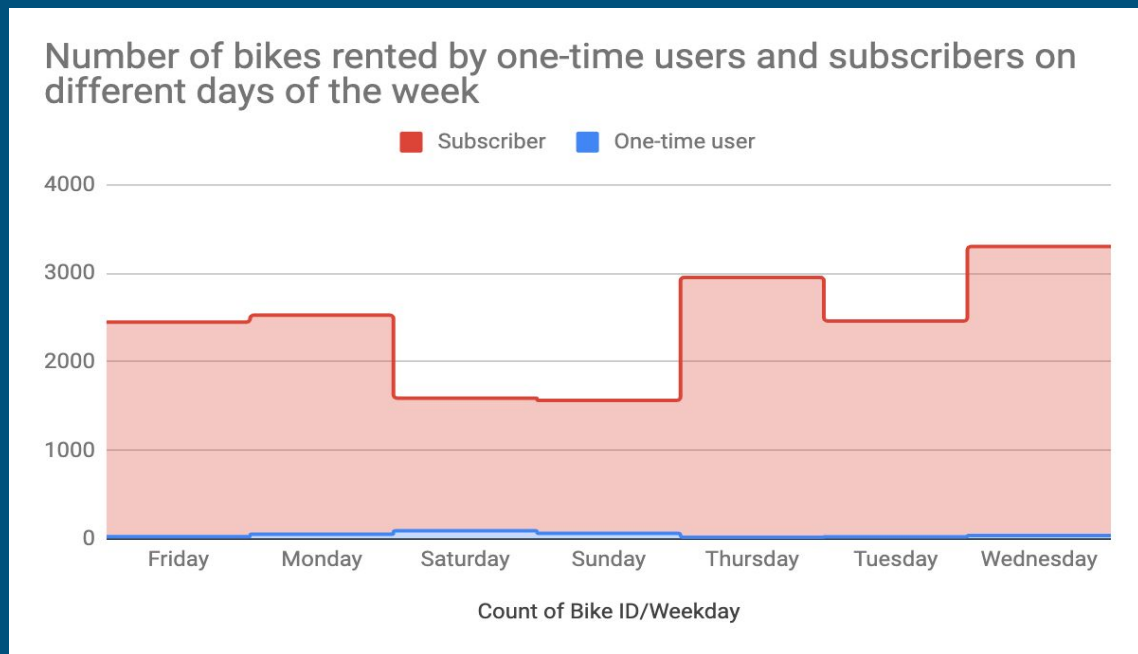
- 75+ year olds take the longest trips on average
- 65-74 and 25-34 year olds take the shortest trips on average

### 3. Which age group rents the most bikes?



- 35-44 year olds rent the most bikes
- 75+ and 18-24 year olds rent the least bikes

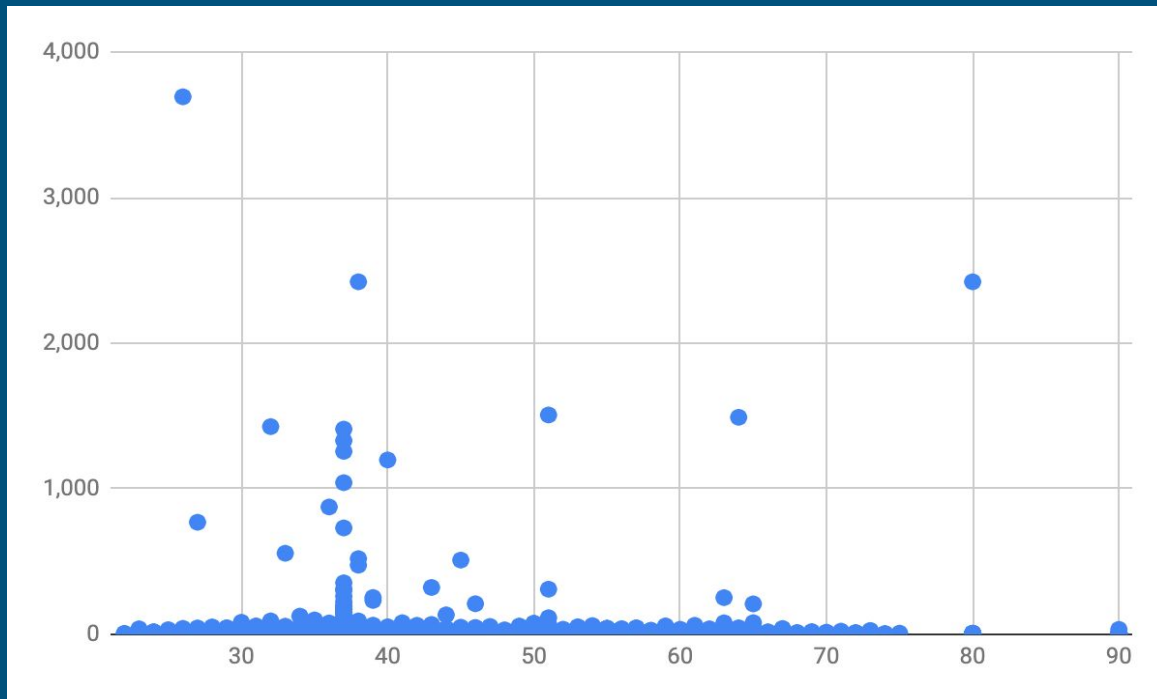
## 4. How does bike rental vary across the two user groups (one-time users vs long-term subscribers) on different days of the week?



- Citi Bike customer base is predominantly made up of long-term subscribers
- Subscribers are more active during the week
- One-time users are more active on weekends



## 5. Does the factor of age impact the average bike trip duration?



- *No relationship between user age and trip duration*



# Summary

# Summary of findings:

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- **Top 5 pick-up locations for bikes:**

- Grove St Path, Exchange Place, Sip Ave, Hamilton Park, & Morris Canal

- **Customer base:**

- Mostly long-term subscribers who are more active during the week
- One-time users more active at weekends
- Most bikes rented by 35-44 year olds

- **Citi Bike customer behavior:**

- 75+ year olds take longest average trips, but rent the least bikes
- 65-74 and 25-34 year olds take the shortest trips on *average*



# **Actions & Recommendations**

# Recommended actions:

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## Product recommendations:

- Install more bikes at Grove St Path, Sip Ave, Newport Path, Newark Ave, Van Vorst Park.

## Marketing recommendations:

- The Citi Bike customer base is mostly long-term subscribers aged between 35-44, who are most active during the week. This tells us that they are probably people who live in New York and use NY Citi Bikes to commute. Marketing and advertising campaigns should therefore target this particular demographic.



**Thank you!**