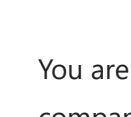


How Does a Bike-Share Navigate Speedy Success?



Scenario

You are a **junior data analyst** working in the marketing analyst team at **Cyclistic**, a bike-share company in Chicago. The director of marketing believes the company's future **success** depends on **maximizing the number of annual memberships**. Therefore, your team wants to understand how **casual riders** and **annual members** use Cyclistic bikes differently. From these insights, your team will design a new marketing strategy to **convert casual riders into annual members**. But first, Cyclistic executives must approve your recommendations, so they must be backed up with compelling data insights and professional data visualizations.

Characters and teams

- Cyclistic**: A bike-share program that features more than 5,800 bicycles and 600 docking stations. Cyclistic sets itself apart by also offering reclining bikes, hand tricycles, and cargo bikes, making bike-share more inclusive to people with disabilities and riders who can't use a standard two-wheeled bike. The majority of riders opt for traditional bikes, but about 8% of riders use the assistive options. Cyclistic users are more likely to ride for leisure, but about 30% use them to commute to work each day.
- Lily Moreno**: The director of marketing and your manager. Moreno is responsible for the development of campaigns and initiatives to promote the bike-share program. These may include email, social media, and other channels.
- Cyclistic marketing analytics team**: A team of data analysts who are responsible for collecting, analyzing, and reporting data that helps guide Cyclistic marketing strategy. You joined this team six months ago and have been busy learning about Cyclistic's mission and business goals — as well as how you, as a junior data analyst, can help Cyclistic achieve them.
- Cyclistic executive team**: The notoriously detail-oriented executive team will **decide** whether to approve the recommended marketing program.

About the company

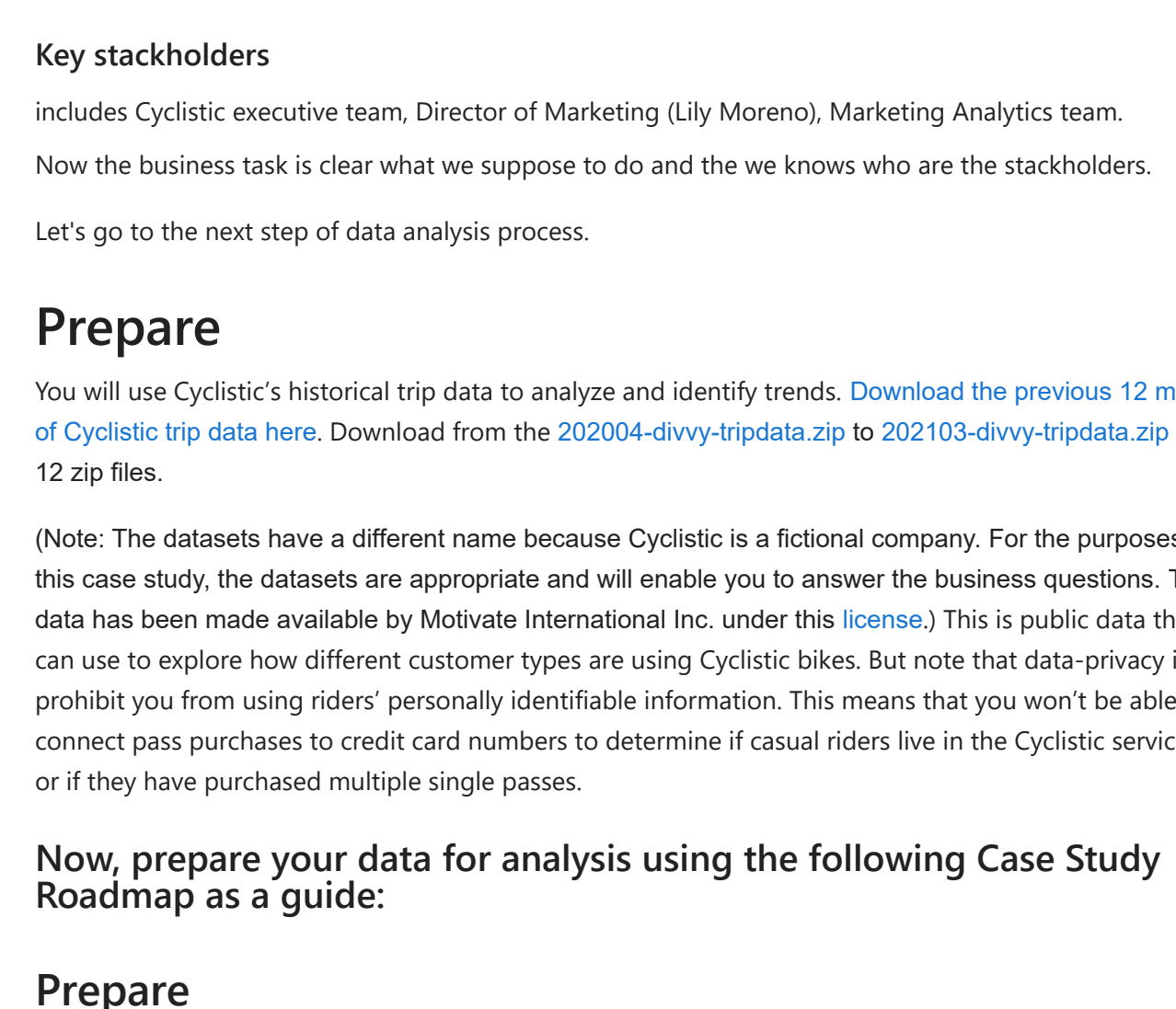
In 2016, Cyclistic launched a successful bike-share offering. Since then, the program has grown to a fleet of 5,824 bicycles that are geotracked and locked into a network of 692 stations across Chicago. The bikes can be unlocked from one station and returned to any other station in the system anytime. Until now, Cyclistic's marketing strategy relied on building general awareness and appealing to broad consumer segments. One approach that helped make these things possible was the flexibility of its pricing plans: **single-ride passes**, **full-day passes**, and **annual memberships**. Customers who purchase single-ride or full-day passes are referred to as **casual riders**. Customers who purchase annual memberships are Cyclistic **members**.

Cyclistic's finance analysts have concluded that annual members are much more profitable than casual riders. Although the pricing flexibility helps Cyclistic attract more customers, **Moreno** believes that **maximizing the number of annual members** will be key to **future growth**. Rather than creating a marketing campaign that targets all new customers, **Moreno** believes there is a very good chance to **convert casual riders into members**. She notes that casual riders are already aware of the Cyclistic program and have chosen Cyclistic for their mobility needs.

Moreno has set a clear goal:

- Designs marketing strategies aimed at **converting casual riders into annual members**. In order to do that, however, the marketing analyst team needs to better understand how **annual members** and **casual riders** differ, why **casual riders** would buy a membership, and how **digital media** could affect their marketing tactics. **Moreno** and her team are interested in analyzing the Cyclistic historical bike trip data to identify trends.

Roadmap For Data Analysis Process



Three questions will guide the future marketing program:

- How do annual members and casual riders use Cyclistic bikes differently?
- How could casual riders buy Cyclistic annual memberships?
- How can Cyclistic use digital media to influence casual riders to become members?

You will produce a report with the following deliverables:

- A clear statement of the business task
- A description of all data sources used
- Documentation of any cleaning or manipulation of data
- A summary of your analysis
- Supporting visualizations and key findings
- Your top three recommendations based on your analysis

Ask

Guiding questions

- What is the problem you are trying to solve?
- How can your insights drive business decisions?

Key tasks

- Identify the business task
- Consider key stakeholders

Moreno has assigned you the first question to answer:

How do annual members and casual riders use Cyclistic bikes differently?

So our problem which we are trying to solve is

- How do annual members and casual riders use Cyclistic bikes differently?

If we answer this question we can help **Moreno** weather her claim is valid or not. Because **Moreno** believes there is a very good chance to **convert casual riders into members**, she also believes that maximizing the number of annual members will be key to future growth.

Key stakeholders

includes Cyclistic executive team, Director of Marketing (Lily Moreno), Marketing Analytics team.

Now the business task is clear what we suppose to do and the we knows who are the stakeholders.

Let's go to the next step of data analysis process.

Prepare

You will use Cyclistic's historical trip data to analyze and identify trends. Download the **previous 12 months of Cyclistic trip data** [here](#). Download from the **202004-divvy-tripdata.zip** to **202103-divvy-tripdata.zip** all the 12 zip files.

(Note: The datasets have a different name because Cyclistic is a fictional company. For the purposes of this case study, the datasets are motivate and will enable you to answer the business questions. The data has been made available by Motivate International Inc. under this [license](#).) This is public data that you can use to explore how different customer types are using Cyclistic bikes. But note that data-privacy issues prohibit you from using riders' personally identifiable information. This means that you won't be able to connect pass purchases to credit card numbers to determine if casual riders live in the Cyclistic service area or if they have purchased multiple single passes.

Now, prepare your data for analysis using the following Case Study Roadmap as a guide:

Prepare

Guiding question

- Where is your data located?
- How is the data organized?
- Are there issues with bias or credibility in this data?
- Does your data have BOCOC?
- How are you addressing licensing, privacy, security, and accessibility?
- How did you verify the data's integrity?
- How does it help you answer your question?
- Are there any problems with the data?

Key tasks

- Download data and store it appropriately.
- Identify how it's organized.
- Sort and filter the data.
- Determine the credibility of the data.

Deliverable

- A description of all data sources used

Key tasks.

- The data has been downloaded from **Motivate International Inc**and store appropriately in my local computer and google drive.
- Identify how the data is organized.

Let's do this

```
In [1]: import pandas as pd
y20_4 = pd.read_csv('202004-divvy-tripdata.csv')
y20_4.columns

Out[1]:
Index: 0
ride_id      object
rideable_type  object
started_at    object
ended_at      object
start_station_name  object
start_station_id    int64
end_station_name    object
end_station_id      int64
start_lat         float64
start_lng         float64
end_lat           float64
end_lng           float64
member_casual     object
dtype: object

In [2]: import pandas as pd
y21_3 = pd.read_csv('202103-divvy-tripdata.csv')
y21_3.columns

Out[2]:
Index: 0
ride_id      object
rideable_type  object
started_at    object
ended_at      object
start_station_name  object
start_station_id    int64
end_station_name    object
end_station_id      int64
start_lat         float64
start_lng         float64
end_lat           float64
end_lng           float64
member_casual     object
dtype: object

Let's check few record from the dataset.

In [3]: y21_3.head()

Out[3]:
   ride_id  rideable_type  started_at  ended_at  start_station_name  start_station_id  end_station_name  end_station_id
0  CF8604455AA1030      classic_bike   2021-03-08 2021-03-08 Humboldt Blvd & Armitage Ave          15651             Stave St Armitage Ave
1  3009DC61227D1AF3      classic_bike   2021-03-08 2021-03-08 Humboldt Blvd & Armitage Ave          15651             Central Park Ave Bloomingdale Ave
2  846D87A15682A284      classic_bike   2021-03-08 2021-03-08 Shields Ave & 28th PI          15443             Halsted St & 35th Ave
3  994D05A475A168F2      classic_bike   2021-03-08 2021-03-08 Winthrop Ave & Lawrence Ave          TA1308000021             Broadway Sheridan Ave
4  DF74F48FE92D8308      classic_bike   2021-03-09 2021-03-09 Glenwood Ave & Touhy Ave          525             Chicago Ave Sheridan Ave
```

All trip data is in comma-delimited (CSV) format with 13 columns, including:

```
'ride_id', 'rideable_type', 'started_at', 'ended_at',
'start_station_name', 'start_station_id', 'end_station_name',
'end_station_id', 'start_lat', 'start_lng', 'end_lat', 'end_lng',
'member_casual'
```

Determine the credibility of the data.

Due to the fact that this is a case study using public data, and the data is recommended by well know organization **Google** so we are going to assume the data is credible.

Let's move on to the next step of data analysis process.

Process

Guiding questions

- What tools are you choosing and why?
- Have you ensured your data integrity?
- What steps have you taken to ensure that your data is clean?
- How can you verify that your data is clean and ready to analyze?
- Have you documented your cleaning process so you can review and share those results?

Key tasks

- Check the data for errors.
- Choose your tools.
- Transform the data so you can work with it effectively.
- Document the cleaning process.

Deliverable

- Documentation of any cleaning or manipulation of data

Follow these steps:

- Follow these instructions for either Excel (a) or Google Sheets (b)
- Create a column called "ride_length." Calculate the length of each ride by subtracting the column "started_at" from the column "ended_at" (for example, =ended_at-started_at).
- Create a column called "day_of_week" and calculate the day of the week that each ride that 1 Sunday and 7 = Saturday.
- Proceed to the analyze step.

Key tasks

The check data chunk below will import 12 individual csv files as data frames, each representing 1 of the last 12 months of trip data. Some parsing errors persist, however, they represent less 0.25% of the data set, so this is still a representative sample.

```
In [4]: import pandas as pd
# pandas is mainly used for data analysis
# Importing data from various file formats such as comma-separated values,
# TSV, CSV, Microsoft Excel.

In [5]: y20_4 = pd.read_csv('202004-divvy-tripdata.csv') # the variable y20_4
# represent year 2020 April
y20_5 = pd.read_csv('202005-divvy-tripdata.csv')
y20_6 = pd.read_csv('202006-divvy-tripdata.csv')
y20_7 = pd.read_csv('202007-divvy-tripdata.csv')
y20_8 = pd.read_csv('202008-divvy-tripdata.csv')
y20_9 = pd.read_csv('202009-divvy-tripdata.csv')
y20_10 = pd.read_csv('202010-divvy-tripdata.csv')
y20_11 = pd.read_csv('202011-divvy-tripdata.csv')
y20_12 = pd.read_csv('202012-divvy-tripdata.csv')
y21_1 = pd.read_csv('202101-divvy-tripdata.csv')
y21_2 = pd.read_csv('202102-divvy-tripdata.csv')
y21_3 = pd.read_csv('202103-divvy-tripdata.csv')

For this analysis, we will be using SQL and Python for it's easy statistical tools and data visualizations.

1. Transform the data so you can work with it effectively.

Let's check the data type.
```

```
In [6]: print "Year 2020 April:" y20_7.dtypes
print()
print "Year 2021 Jan:" y21_2.dtypes

Year 2020 April:
ride_id      object
rideable_type  object
started_at    object
ended_at      object
start_station_name  object
start_station_id    object
end_station_name    object
end_station_id      object
start_lat         float64
start_lng         float64
end_lat           float64
end_lng           float64
member_casual     object
dtype: object

Year 2021 Jan:
ride_id      object
rideable_type  object
started_at    object
ended_at      object
start_station_name  object
start_station_id    object
end_station_name    object
end_station_id      object
start_lat         float64
start_lng         float64
end_lat           float64
end_lng           float64
member_casual     object
dtype: object

In [7]: print y20_4['end_station_id'].dtypes

In [8]: print y21_1['end_station_id'].dtypes

In [9]: print y21_1['start_station_id'].dtypes

In [10]: print y20_4['start_station_id'].dtypes

In [11]: print y20_7['start_station_id'].dtypes
```

We can see that the start_station_id and the end_station_id data type have some problem in some dataset it data type is float in some it's datatype is object or int, and we need to make sure that the data type in all the datasets are the same and then we will make one large dataset to perform our analysis.

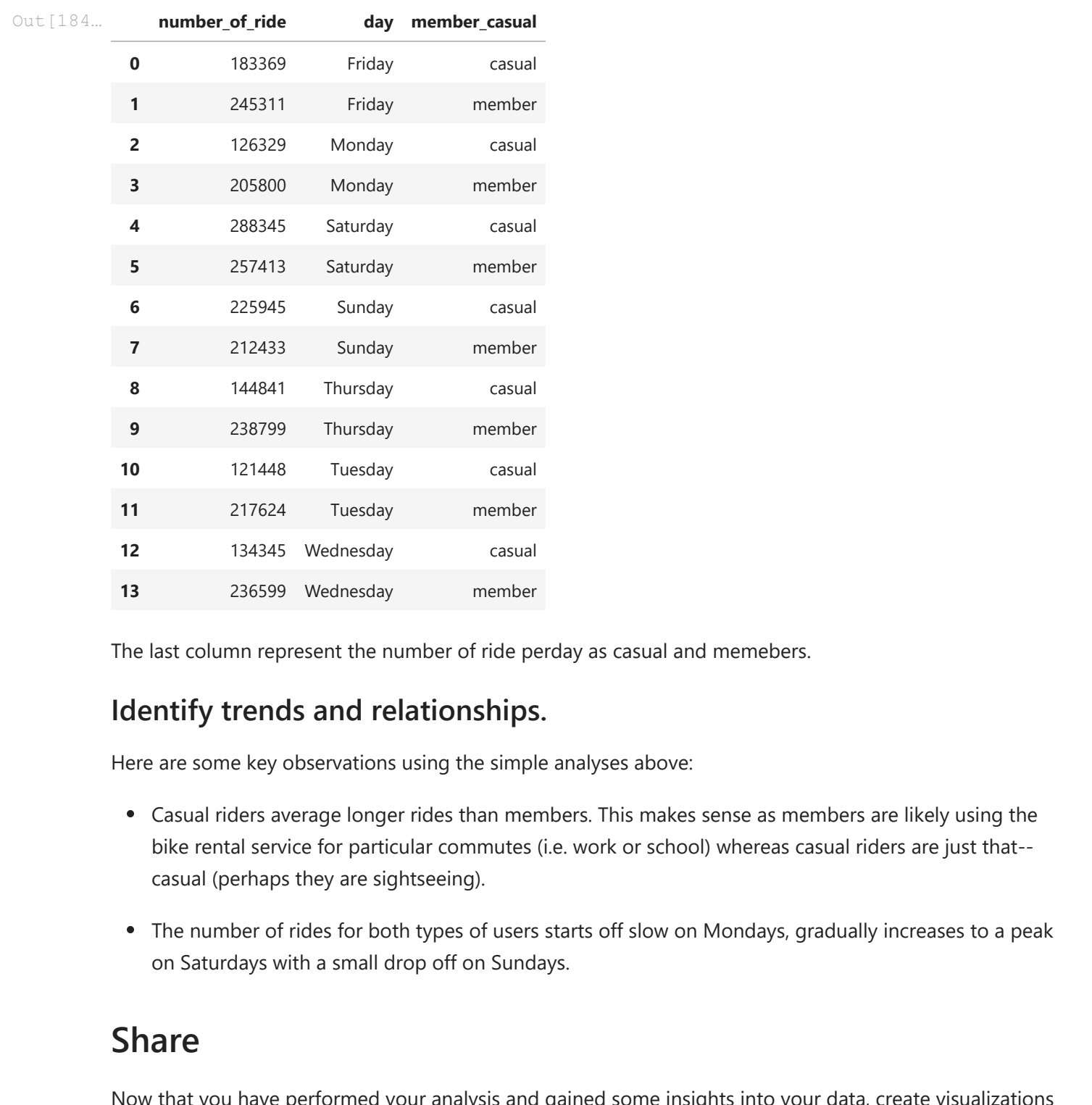
Let's convert the end_station_id and start_station_id to int type in all the datasets to make it unique data type.

```
In [13]: print y20_4['end_station_id'].dtypes
print y20_4['start_station_id'].dtypes
y20_4['end_station_id'] = y20_4['end_station_id'].astype(int)
y20_4['start_station_id'] = y20_4['start_station_id'].astype(int)

In [14]: print y20_5['end_station_id'].dtypes
print y20_5['start_station_id'].dtypes
y20_5['end_station_id'] = y20_5['end_station_id'].astype(int)
y20_5['start_station_id'] = y20_5['start_station_id'].astype(int)

In [15]: print y20_7['end_station_id'].dtypes
print y20_7['start_station_id'].dtypes
y20_7['end_station_id'] = y20_7['end_station_id'].astype(int)
y20_7['start_station_id'] = y20_7['start_station_id'].astype(int)

ValueError: Cannot convert non-finite values (NA or inf) to integer
Traceback (most recent call last)
In [14]: y20_5['end_station_id'] = y20_5['end_station_id'].astype(int)
2 print(y20_5['start_station_id'].dtypes)
3 y20_5['end_station_id'] = y20_5['end_station_id'].astype(int)
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In [14]: y20_5['end_station_id
```

Identify trends and relationships.

Here are some key observations using the simple analyses above:

- Casual riders average longer rides than members. This makes sense as members are likely using the bike rental service for particular commutes (i.e. work or school) whereas casual riders are just that--casual (perhaps they're sightseeing).
- The number of rides for both types of users starts off slow on Mondays, gradually increases to a peak on Saturdays with a small drop off on Sundays.

Share

Now that you have performed your analysis and gained some insights into your data, create visualizations to share your findings. Moreno has reminded you that they should be sophisticated and polished in order to effectively communicate to the executive team. Use the following Case Study Roadmap as a guide:

Guiding questions

- Were you able to answer the question of how annual members and casual riders use Cyclictic bikes differently?
- What story does your data tell?
- How do your findings relate to your original question?
- Who is your audience? What is the best way to communicate with them?
- Can data visualization help you share your findings?
- Is your presentation accessible to your audience?

Key tasks

- Determine the best way to share your findings.
- Create effective data visualizations.
- Create effective data visualizations
- Present your findings
- Ensure your work is accessible to your audience

Deliverable

- Supporting visualizations and key findings

Follow these steps:

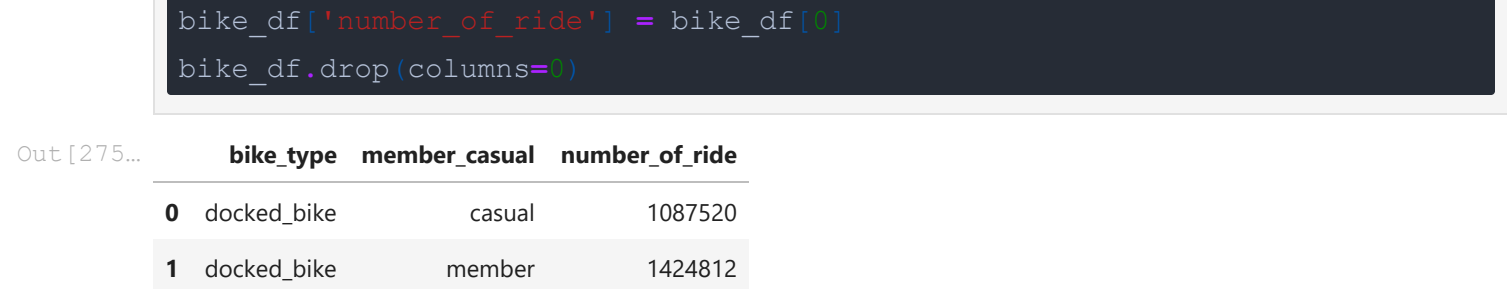
- Take out a piece of paper and a pen and sketch some ideas for how you will visualize the data.
- Once you choose a visual form, open your tool of choice to create your visualization. Use a presentation software, such as PowerPoint or Google Slides; your spreadsheet program; Tableau; or R.
- Create your data visualization, remembering that contrast should be used to draw your audience's attention to the most important insights. Use artistic principles including size, color, and shape.
- Ensure clear meaning through the proper use of common elements, such as headlines, subtitles, and labels.
- Refine your data visualization by applying deep attention to detail.

Key tasks

- determine the best way to share your findings.

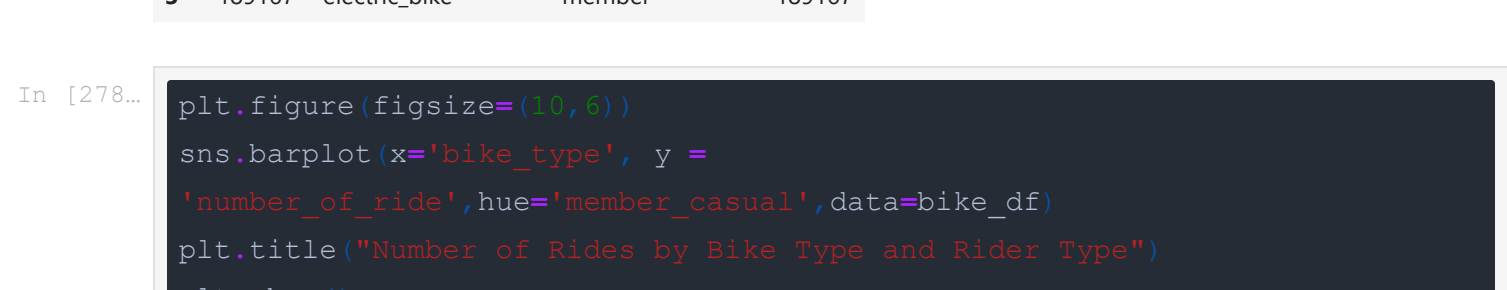
With the help of df1 and df2 let's do some visualization.

```
In [185..] sns = seaborn # visualization library for statistical
sns.barplot(x='day', y='number_of_rides', hue='member_casual', data=df2)
plt.title("Number of Rides by Day and Rider Type")
plt.show()
```



Now let's check the Average ride duration by day.

```
In [233..] sns.barplot(x='weekdays', y='average Ride Time', hue='member_casual', data=df1)
plt.title("Average Ride Duration by Day and Rider Type")
plt.show()
```



Let's plot Number of rides by bike type and rider type

```
In [243..] df = tripdata.groupby(['rideable_type', 'member_casual']).agg('count')
df
```

Out [243..]

rideable_type	member_casual
docked_bike	casual 1087520 1087520 1087520 1087520 1087520 108
	member 1424812 1424812 1424812 1424812 1424812 142
electric_bike	casual 137102 137102 137102 137102 137102 13
	member 189167 189167 189167 189167 189167 18

```
In [260..] x = tripdata.groupby(['rideable_type', 'member_casual']).size().to_frame()
x.index
```

```
Out [260..] x.reset_index(drop=True, inplace=True)
x
```

```
In [261..] index = x.index
bike_type = []
member_casual = []
for i in index:
    bike_type.append(i[0])
    member_casual.append(i[1])
```

```
In [264..] bike_type_df = pd.DataFrame({'bike_type': bike_type, 'member_casual': member_casual})
bike_type_df
```

```
Out [264..] bike_type_df.reset_index(drop=True, inplace=True)
bike_type_df
```

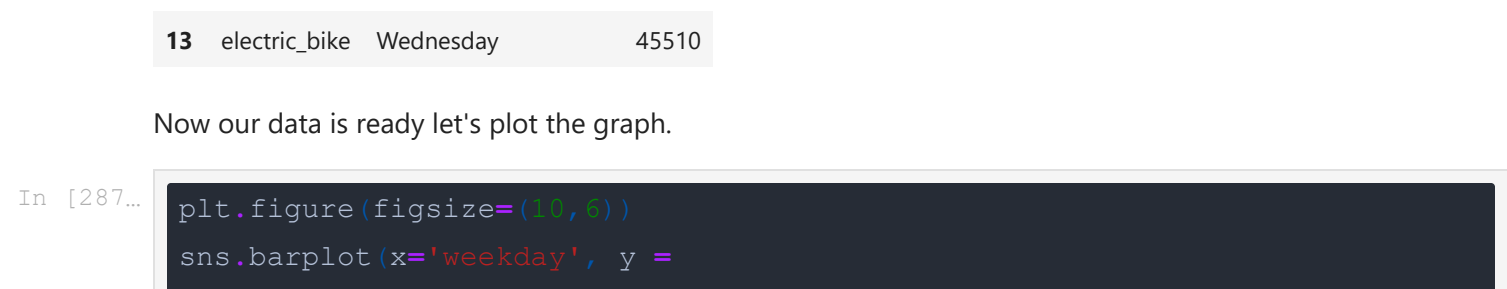
```
In [275..] bike_type_df['number_of_rides'] = bike_type_df['member_casual']
bike_type_df.drop(columns='member_casual', inplace=True)
```

```
Out [275..] bike_type_df
```

```
In [276..] bike_type_df
```

```
Out [276..] bike_type_df
```

```
In [278..] plt.figure(figsize=(10,5))
sns.barplot(x='bike_type', y='number_of_rides', hue='member_casual', data=bike_type_df)
plt.title("Number of Rides by Bike Type and Rider Type")
plt.show()
```



Now let's plot Number of rides by day and bike type.

First we need to prepare our data.

```
In [280..] tripdata.groupby(['rideable_type', 'day_name']).size().to_frame()
```

```
Out [280..] 0
```

```
rideable_type day_name
docked_bike Friday 376188
Monday 292734
Saturday 489948
Sunday 394651
Thursday 334877
Tuesday 298500
Wednesday 325434
electric_bike Friday 52492
Monday 39395
Saturday 55810
Sunday 43727
Thursday 48763
Tuesday 40572
Wednesday 45510
```

```
In [283..] x = tripdata.groupby(['rideable_type', 'day_name']).size().to_frame()
index = x.index
bike_type = []
weekdays = []
for i in index:
    bike_type.append(i[0])
    weekdays.append(i[1])
x.reset_index(drop=True, inplace=True)
bike_type_df = x
bike_type_df['bike_type'] = bike_type
bike_type_df['weekday'] = weekdays
bike_type_df['number_of_rides'] = bike_type_df['size']
bike_type_df.drop(columns='size', inplace=True)
```

```
Out [283..] bike_type_df
```

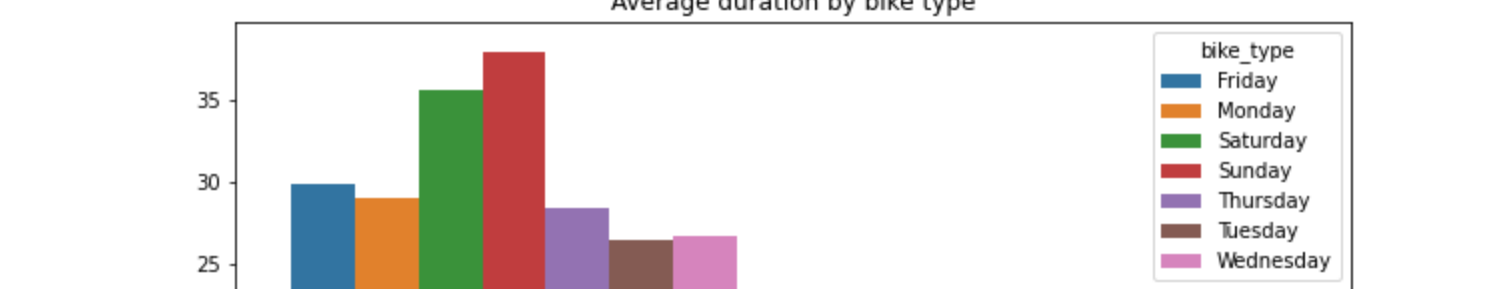
```
In [299..] x = tripdata.groupby(['day_name', 'rideable_type']).agg('ride_time').mean()
index = x.index
bike_type = []
weekdays = []
for i in index:
    bike_type.append(i[0])
    weekdays.append(i[1])
x.reset_index(drop=True, inplace=True)
bike_type_df = x
bike_type_df['bike_type'] = bike_type
bike_type_df['weekday'] = weekdays
bike_type_df['ride_time'] = x['ride_time']
bike_type_df.drop(columns='ride_time', inplace=True)
```

```
Out [299..] bike_type_df
```

```
In [300..] bike_type_df
```

```
Out [300..] bike_type_df
```

```
In [301..] plt.figure(figsize=(10,5))
sns.barplot(x='weekdays', y='mean', hue='bike_type', data=bike_type_df)
plt.title("Average duration by bike type")
plt.show()
```

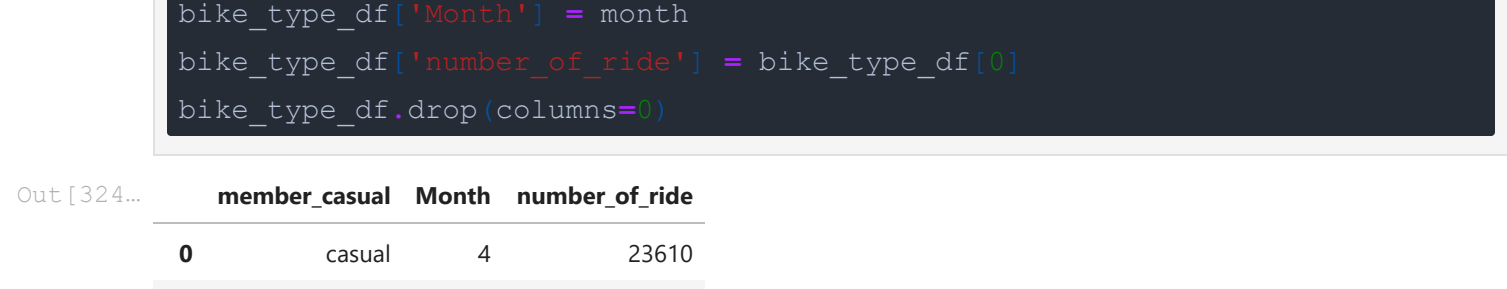


Let's plot Number of rides by month and rider type.

```
In [324..] x = tripdata.groupby(['member_casual', 'Month']).size().to_frame()
index = x.index
member_casual = []
month = []
for i in index:
    member_casual.append(i[0])
    month.append(i[1])
x.reset_index(drop=True, inplace=True)
bike_type_df = x
bike_type_df['member_casual'] = member_casual
bike_type_df['Month'] = month
bike_type_df['number_of_rides'] = bike_type_df['size']
bike_type_df.drop(columns='size', inplace=True)
```

```
Out [324..] member_casual number_of_rides
0 casual 4 23610
1 casual 5 86699
2 casual 6 154342
3 casual 7 268125
4 casual 8 281987
5 casual 9 214681
6 casual 10 122328
7 casual 11 72850
8 member 4 61115
9 member 5 113083
10 member 6 187727
11 member 7 280556
12 member 8 323759
13 member 9 283582
14 member 10 215072
15 member 11 149085
```

```
In [328..] plt.figure(figsize=(10,5))
sns.lineplot(x='Month', y='number_of_rides', hue='member_casual', data=bike_type_df, style='member_casual', dashes=[(4,4)])
plt.title("Average duration by bike type")
plt.show()
```



Present your findings.

Here is a summary of the key observations from above:

- On average, each ride is about 30 minutes:
 - Casual users ride for 46 minutes on average.
 - Members ride for 16 minutes on average.
- Regardless of being a member or not, the most popular day to rent a bike is Saturday.
- Bike rentals start off at a low on Mondays, peak on Saturdays with a slight drop off on Sundays.
- Members rent bikes on a more consistent basis throughout the entire week, whereas casual rentals are low Monday through Thursday and peak towards the weekend
- On any day of the week, casual users ride longer than members
- The docked bike option is far more popular than both classic bikes and electric bikes, both in terms of number of rentals and average ride duration on each type of bike.
- Bike rentals follow a seasonal pattern for both types of users
- Since Chicago experiences inclement weather, lowest usage is in the winter with rentals starting to ramp up in the spring. Peak usage is in the summer (August) before it starts to decline again during the Fall.

Act

Now that you have finished creating your visualizations, act on your findings. Prepare the deliverables Moreno asked you to create, including the three top recommendations based on your analysis. Use the following Case Study Roadmap as a guide:

- What is your final conclusion based on your analysis?
- How could your team and business apply your insights?
- What next steps would you or your stakeholders take based on your findings?
- Is there additional data you could use to expand on your findings?
- How can you apply your insights?

Key tasks

- Practice presenting your case study to a friend or family member.
- Share next steps with your stakeholders
- Determine if more data could give you new insights

Deliverable

- Your top three recommendations based on your analysis

First, let's revisit the key business task:

discover how casual riders and Cyclictic members use their rental bikes differently?

It appears that members rent bikes for regular commuting---perhaps to work or school. This is based on the observation that the number of rides is fairly consistent day over day as is the average ride duration. Conversely, casual user rentals are lower Monday through Thursday and trend upwards starting on Friday and peaking on the weekend.

This seems to indicate using the bikes for leisure activities such as touring the city, sightseeing, etc. Additional data that supports this is the longer average ride duration.

My three recommendations for the new marketing strategy are as follows:

- Offer a weekend-only membership at a different price point than the full annual membership to entice casual users towards a full annual membership. They can only unlock bikes on Friday, Saturday, or Sunday.
- Create a "See our City" campaign targeted to casual users that includes 52 suggested routes that will cover all of the major sights in Chicago---one for each weekend. Casual riders could rent as they go, but they could see their city in one year (and save money!) for the price of an annual membership.
- Be sure that any campaigns are out to the market in the summer when ridership is at its annual peak.

Note: it needs to be improve because my analysis is not completed yet.

reference for some help: <https://www.kaggle.com/codyfreeman/code>

```
In [ ] :
```