📊 Ola Booking & Cancellation Analysis – Results

🔹 SQL Analysis Results

1. Retrieve all successful bookings
✅ About **62% of total rides were completed successfully**

2. Find the average ride distance for each vehicle type
✅

- Auto: **6.2 km**

- Bike: **16.1 km**

- Mini: **15.7 km**

- Prime Plus: **14.9 km**

- Prime SUV: **15.2 km**

- Prime Sedan: **15.3 km**

- eBike: **15.7 km**
  ➡️ Autos dominate short rides, while all other vehicles average ~15 km.

3. Get the total number of cancelled rides by customers
✅ Customers cancelled **2,081 rides**.

4. Top 5 customers by number of rides
✅

- CID940408 → 3 rides

- CID325597 → 2 rides

- CID704795 → 2 rides

- CID788486 → 2 rides

- CID788327 → 2 rides

(dataset has mostly unique customers, so repeat bookings are rare)

5. Get the number of rides cancelled by drivers due to personal & car-related issues
✅

- Personal & Car related issue → **1,263**

- Customer related issue → **1,064**

- Customer was coughing/sick → **742**

- More than permitted people in car → **585**

6. Find the maximum and minimum driver ratings for Prime Sedan bookings
✅ Max = **5.0** ⭐, Min = **3.0** ⭐

7. Retrieve all rides where payment was made using UPI
✅ About **25.1% of rides** used **UPI** as payment.

8. Find the average customer rating per vehicle type
✅

- Auto: **4.00** ⭐

- Bike: **3.98** ⭐

- Mini: **4.02** ⭐

- Prime Plus: **4.00** ⭐

- Prime SUV: **3.98** ⭐

- Prime Sedan: **3.99** ⭐

- eBike: **3.98** ⭐
  ➡️ Customer ratings are fairly consistent, ~4.0 across all vehicle types.

9. Calculate the total booking value of rides completed successfully
✅ Total revenue from successful rides = ₹ **69,00,234**

10. List all incomplete rides along with the reason
✅

- Vehicle Breakdown → **322 rides**

- Customer Demand → **313 rides**

- Other Issues → **160 rides**

◆ Power BI Analysis Results

- I show the different type of charts so yo can download the Dashboard or see the daetils.