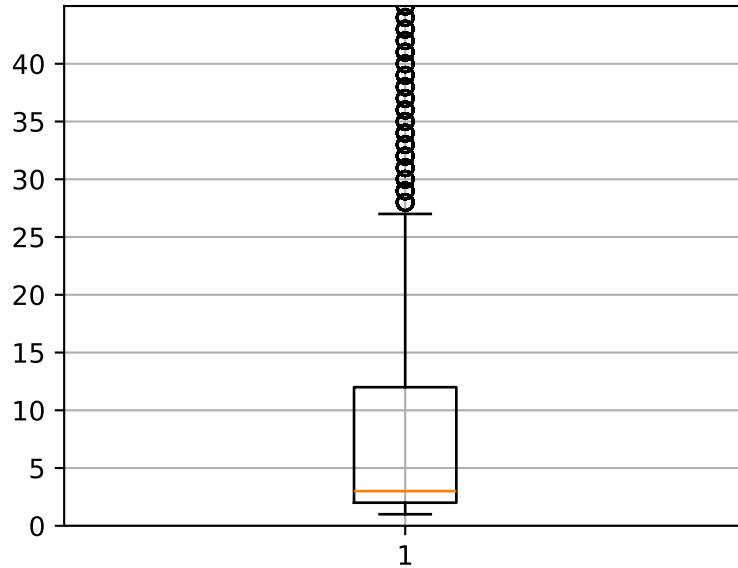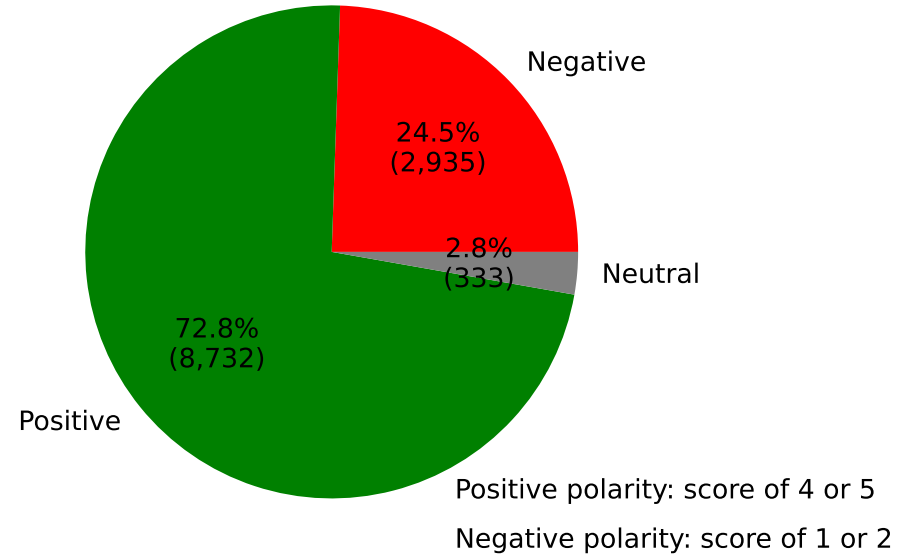# Analyzing Uber Customer Reviews: Insights & Trends
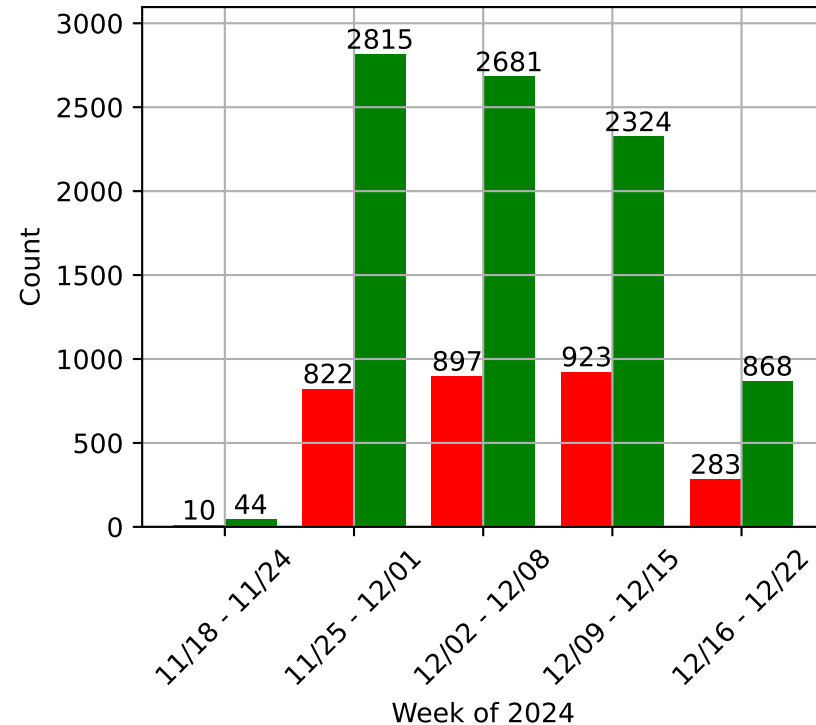
Review Length

Percentages of Reviews by Polarity

Negative
24.5%
(2,935)

2.8%
(333)
Neutral

72.8%
(8,732)

Positive

Positive polarity: score of 4 or 5

Negative polarity: score of 1 or 2

Review Polarities per Week

Week of 2024	Red	Green
11/18 - 11/24	10	44
11/25 - 12/01	822	2815
12/02 - 12/08	897	2681
12/09 - 12/15	923	2324
12/16 - 12/22	283	868

Score Distribution

Score	Count
1	2618
2	317
3	333
4	806
5	7926