# Cyclistic Bike-Share Analysis (2021-2024):

Understanding Ride Patterns and Membership Conversion

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# **About Cyclistic**

Cyclistic is a **bike-sharing company based in Chicago**, launched in **2016** to promote **sustainable urban mobility**. It operates a **fleet of 5,824 bicycles** across **692 stations**, allowing users to rent bikes for short trips.

#### Services Offered:

- Classic Bikes Traditional pedal-powered bikes.
- Electric Bikes Battery-assisted bikes for longer distances.
- Electric Scooters A fast and convenient alternative

#### Pricing Plans:

- Single-Ride Pass Best for occasional users.
- Full-Day Pass Designed for tourists and short-term visitors.
- **Annual Membership** Ideal for frequent riders, offering unlimited rides at a fixed monthly/yearly cost.

Note: Users who purchase **single-ride** or **full-day passes** are referred to as **'casual riders'** in this report. **'Annual members'** are those who have purchased an **annual membership** 

#### **©** Company Goal:

Cyclistic aims to **increase the number of annual members**, as data suggests that **members generate more revenue** than casual riders. By focusing on rider behavior and usage patterns, Cyclistic plans to implement strategies that encourage casual riders to switch to an annual membership model.

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Cyclistic's finance team has identified that **annual members generate more revenue** than casual riders. While casual riders contribute to the company's user base, they do not provide the **consistent revenue stream** that memberships ensure. Therefore, the company wants to **increase the number of annual members** by understanding how casual riders behave and what factors influence their riding patterns.

This report is designed to provide **data-driven insights** into:

#### Understanding Ride Trends

- Identifying daily, weekly, and seasonal trends in ridership.
- Analyzing the impact of **time of day** on ride frequency.
- Exploring how different bike types (classic, electric bike, electric scooter) are used.

#### Analyzing Casual vs. Member Behavior

- Comparing ride duration and frequency for casual riders and annual members.
- Evaluating **station preferences** where casual riders rent bikes vs. where members ride most.
- Understanding whether casual riders tend to take longer or more leisurely trips compared to members.

#### Assessing Weather Impact on Ridership

- Determining how temperature fluctuations affect ride volume.
- Evaluating the impact of humidity, wind speed, and seasonal changes on ride frequency.
- Identifying whether weather conditions influence casual riders more than members.

#### Business Recommendations for Membership Growth

- Developing targeted marketing campaigns to encourage casual riders to become members.
- Offering incentives and discounts based on ridership trends.
- Optimizing bike station placements and availability based on peak demand periods.
- Leveraging **seasonal promotions** to maintain ridership during low-traffic months.

By leveraging these insights, Cyclistic can create a **data-backed strategy** to increase **membership conversion rates**, improve **operational efficiency**, and enhance **overall customer experience**.

# 2. <a> Methodology</a>

To analyze **Cyclistic's ridership trends** and provide **data-driven recommendations**, we followed a structured **five-step approach**, using **R for data cleaning, analysis, and integration** and **Tableau for visualization**.

#### Data Collection

We gathered two primary datasets:

- → Cyclistic Trip Data (2021-2024) Publicly available dataset containing ride details, including trip duration, bike type, start & end stations, and user type (casual/member). [Dataset]
- **NOAA Weather Data** − Historical **temperature**, **humidity**, **and wind speed** data for Chicago, used to analyze weather impact on ridership.
- ★ Tools Used:
- R (tidyverse, plotly, worldmet) For data processing and statistical analysis.
- ▼ Tableau For interactive visualizations and business insights.

#### Data Cleaning & Preprocessing (Using R)

To ensure data accuracy and consistency, we performed the following preprocessing steps in R:

- Merged yearly trip data files into a single dataset using rbind().
- ✓ Converted timestamps (started\_at, ended\_at) into POSIXct format (lubridate package) for accurate time-based analysis.

#### Extracted new features:

- Month, Day, and Hour To analyze time-based trends (lubridate::month(), wday()).
- Total Ride Duration Calculated as ended\_at started\_at.
- Time Intervals Grouped ride times into 2-hour blocks (case\_when()).
- Checked for missing values (colSums(is.na())) and handled them based on station and weather data availability.

#### 3 Data Integration (Using R)

We used the **R** to integrate weather data:

- Weather Data Integration:
  - Imported Chicago's hourly weather data using the worldmet package.
  - Matched ride timestamps (started\_at) with hourly weather conditions (floor\_date()).
  - Merged trip data with temperature, humidity, and wind speed information using left\_join().

#### Data Visualization & Interpretation (Using R & Tableau)

#### R Visualizations:

- Created **EDA plots** (ggplot2) for initial analysis.
- Used ggplotly() (plotly package) to make graphs interactive.

#### Tableau Dashboards:

- Heatmaps for daily ridership trends.
- Bar graphs for time-based usage patterns.
- Line charts to visualize weather impact on ridership.

#### 5 Business Recommendations & Insights

→ Based on ride behavior, peak demand, and weather influence, we formulated actionable recommendations to increase membership conversions and optimize bike availability.

## Why This Approach?

Using **R for data cleaning, integration, and initial EDA** allowed efficient **data processing** and **pattern detection**, while **Tableau** provided a **clear and interactive visualization** for decision-making.

# 3. \* Data Analysis - R & Tableau

We'll first document **3.1 R Analysis**, breaking down the key steps from your script, followed by **3.2 Tableau Analysis** for visualization insights.

# 3.1 R Analysis

This section focuses on how R was used for **data preprocessing**, **analysis**, **and integration** to extract meaningful insights.

## Step 1: Installing & Loading Required Packages

★ What This Code Does?

This section **installs and loads** the necessary R packages for **data cleaning**, **visualization**, **and weather data extraction**.

#### Installing & Loading tidyverse

```
install.packages("tidyverse")
library(tidyverse)
```

#### Purpose:

- tidyverse is a collection of R packages designed for data manipulation, visualization, and analysis.
- It includes essential libraries like dplyr, ggplot2, tidyr, readr, and more.
- Key Functions Used Later:
  - dplyr::mutate(), select(), group\_by(), summarise() For data transformation.
  - ggplot2::ggplot() For visualization.

#### Installing & Loading plotly

```
install.packages("plotly")
library(plotly)
```

#### Purpose:

- plotly allows interactive data visualization in R.
- It enhances ggplot2 graphs, making them zoomable and interactive.
- Key Functions Used Later:
  - o ggplotly() Converts static ggplot2 graphs into interactive charts.

#### Installing & Loading worldmet

```
install.packages("worldmet")
library(worldmet)
```

#### Purpose:

- worldmet is used to fetch weather data from NOAA (National Oceanic and Atmospheric Administration).
- We use this package to **import historical weather data** (temperature, humidity, wind speed) for **Chicago**.
- Key Functions Used Later:
  - o importNOAA(year, code) Fetches weather data for a specified location.

#### Key Takeaways:

✓ tidyverse – Data cleaning & visualization.

√ plotly – Interactive charts.

✓ worldmet – Weather data extraction.

#### **★** Step 2: Load & Merge Monthly Data for 2021

```
# Dist all monthly CSV files for 2021 in the working directory
 csv files <- list.files(pattern = "\\.csv$")</pre>
# | Read each CSV file into a list of data frames
 csv list <- lapply(csv files, read.csv)</pre>
# 🔁 Merge all 12 monthly data frames into a single dataset for 2021
 cyclist 2021 <- do.call(rbind, csv list)</pre>
# 🔍 Check dataset structure (column names, data types, sample values)
 str(cyclist 2021)
# 💾 Save the merged dataset for further analysis
 write.csv(cyclist 2021, "cyclist-2021.csv", row.names = FALSE)
 rm(csv list, cyclist 2021)
```

#### str() Output:

```
data.frame': 5,595,063 obs. of 13 variables:
$ ride id
                 : chr "E19E6F1B8D4C42ED" "DC88F20C2C55F27F"
$ rideable type : chr "electric bike" "electric bike"
$ ended at : chr "2021-01-23 16:24:44" "2021-01-27 18:47:12"
$ start station name: chr "California Ave & Cortez St" "California Ave &
$ start station id : chr "17660" "17660" "17660" "17660" ...
$ end station name : chr "" "" "" ...
$ start lat : num 41.9 41.9 41.9 41.9 ...
$ start_lng : num -87.7 -87.7 -87.7 -87.7 ...
$ member casual : chr "member" "member" "member" "member" ...
```

- ✓ Merged 12 monthly datasets into a single yearly dataset (5.59M records).
- ✓ Saved the merged data as "cyclist-2021.csv" for future processing.
- ✓ Checked the structure (str()) to ensure all columns are present and correctly formatted.

#### ★ Step 3: Data Cleaning & Formatting

Loading the merged 2021 dataset and preparing it for analysis.

```
# had the merged 2021 dataset
  library(readr)
  cyclist 2021 <- read csv("cyclist-2021.csv")</pre>
# 1 Count missing values in critical columns
  colSums(is.na(cyclist 2021[columns to check]))
# X Convert timestamps to datetime format for time-based analysis
  cyclist 2021$started at <- as.POSIXct(cyclist 2021$started at, format =</pre>
"%Y-%m-%d %H:%M:%S")
  cyclist 2021$ended at <- as.POSIXct(cyclist 2021$ended at, format =</pre>
"%Y-%m-%d %H:%M:%S")
 # 🔠 Extract month name from timestamps for monthly trend analysis
  cyclist 2021$month <- month.name[month(cyclist 2021$started at)]</pre>
# ✓ Verify formatting and month extraction
  str(cyclist 2021)
```

Missing Values Check – Output

```
started_at ended_at rideable_type member_casual

0 0 0 0
```

No missing values found in key columns (started\_at, ended\_at, rideable\_type, member\_casual).

\* str() Output - Data Structure After Cleaning

```
$ end_station_id : chr "" "" "" "" ...

$ start_lat : num   41.9   41.9   41.9   41.9 ...

$ start_lng : num   -87.7   -87.7   -87.7 ...

$ end_lat : num   41.9   41.9   41.9   41.9 ...

$ end_lng : num   -87.7   -87.7   -87.7 ...

$ member_casual : chr "member" "member" "member" ...

$ month : chr "January" "January" "January" "January" ...
```

- √ Loaded the merged dataset into R.
- √ Confirmed no missing values in key columns.
- ✓ Converted timestamps (started\_at, ended\_at) to POSIXct format for accurate time analysis.
- ✓ Extracted month names successfully (see "month" column in output).

#### ★ Step 4: Calculate Total Ride Time

Computing total ride duration and summarizing average ride time by user type, bike type, and month.

```
# X Calculate total ride duration in seconds for each trip
  cyclist 2021$Total time secs <- as.numeric(cyclist 2021$ended at -
cyclist 2021$started at)
# 📊 Calculate average ride time (in minutes) grouped by bike type, user
  Mean Time C21 <- cyclist 2021 %>%
 group by (rideable type, member casual, month) %>%
 summarise(Mean Ride Time = mean(Total time secs / 60, na.rm = TRUE))
 # • Preview the calculated mean ride times
  head (Mean Time C21)
# Bave the mean ride time summary to a CSV file
  write.csv(Mean Time C21, "Mean-ridetime-cyclist2021.csv", row.names =
```

#### head(Mean\_Time\_C21) Output – First Few Rows

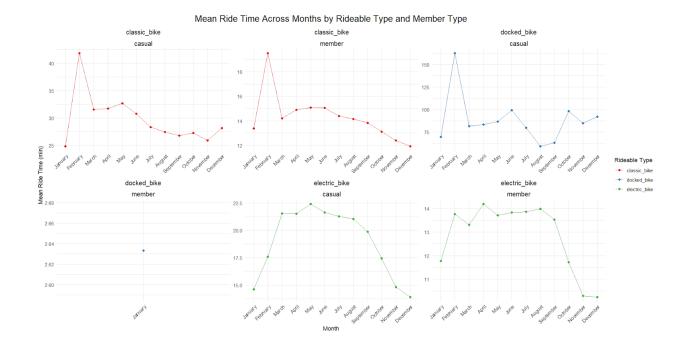
- √ Calculated total ride duration in seconds (ended\_at started\_at).
- ✓ Converted ride duration to minutes and calculated the mean ride time per bike type, user type, and month.
- ✓ Saved the summary dataset (Mean-ridetime-cyclist2021.csv) for future visualization and analysis.

#### Step 5: Visualizing Mean Ride Time Over Months

ii Creating a line chart to analyze how mean ride time varies across months for different bike types and user categories.

```
# .... Define the correct chronological order for months
  month levels <- c("January", "February", "March", "April", "May",</pre>
 # 🕒 Convert 'month' to a factor to ensure correct ordering
 mutate(month = factor(month, levels = month levels)) %>%
 arrange(month)
# Plot mean ride time trend across months
  ggplot(Mean Time C21, aes(x = month, y = Mean Ride Time, color =
rideable type, group = rideable type)) +
 geom line() +
 geom point() +
 facet wrap(rideable type ~ member casual, scales = "free") + # Separate
 labs(
```

```
x = "Month",
y = "Mean Ride Time (min)",
color = "Rideable Type"
) +
theme_minimal() +  # Apply a clean theme
scale_color_brewer(palette = "Set1") + # Use a visually appealing color
palette
theme(
    axis.text.x = element_text(angle = 45, hjust = 1), X = element_text
(angle = 45, just = 1), # Rotate x-axis labels for readability
    strip.text = element_text(size = 12), # Adjust facet
label size
    plot.title = element_text(hjust = 0.5, size = 16) # Center-align the
title
```



#### **★** Key Findings from the Mean Ride Time Analysis

- ✓ Casual riders take longer trips compared to annual members, indicating they may use bikes more for leisure rather than commuting.
- ✓ In February, classic bikes are preferred for longer rides, possibly due to fewer tourists and more local users taking extended trips.
- ✓ **During summer, electric bikes become more popular**, likely due to convenience and higher demand for quick, efficient travel.
- ✓ Docked (classic) bikes are the go-to choice for casual riders when trips exceed an hour on average, suggesting they are used for exploration or recreational rides.

#### Summary of This Step

- ✓ Ordered the months correctly for proper visualization.
- ✓ Created a line chart to track monthly ride duration trends across bike and user types.
- ✓ Identified seasonal patterns in how long people ride.

#### **★** Step 6 & 7: Summarizing and Visualizing Monthly User Counts

Counting the total number of rides per user type, bike type, and month, followed by visualization.

#### Step 6: Summarizing Monthly User Data

```
# Group data by user type, bike type, and month to count rides

Total_UserCount_Monthly <- cyclist_2021 %>%

group_by(member_casual, rideable_type, month) %>%

summarise(riders_count = n(), .groups = "drop")

# Order months correctly for better readability

Total_UserCount_Monthly <- Total_UserCount_Monthly %>%

mutate(month = factor(month, levels = month_levels)) %>%

arrange(month)

# View summarized data
```

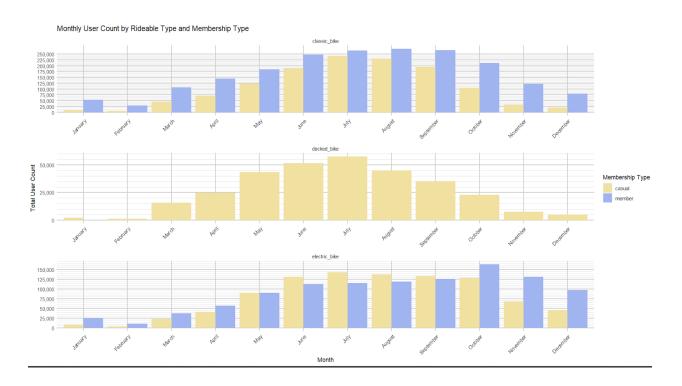
head(Total\_UserCount\_Monthly) Output - First Few Rows

```
# A tibble: 6 × 4
 member casual rideable_type month riders_count
 <chr>
                       <fct>
             <chr>
                                        <int>
             classic bike January
1 casual
                                         8259
             docked bike January
2 casual
                                         2105
3 casual
             electric bike January
                                         7753
4 member
             classic bike January
                                        53441
5 member
             docked bike January
                                            1
6 member
             electric_bike January
                                       25275
```

## Step 7: Visualizing Monthly User Counts (Bar Chart)

```
# Plot bar graph showing user counts per month and bike type
    ggplot(Total_UserCount_Monthly, aes(x = month, y = riders_count, fill =
member_casual)) +
    geom_bar(stat = "identity", position = "dodge") +
    facet_wrap(~ rideable_type, scales = "free", ncol = 1) +
    scale_y_continuous(
        breaks = seq(0, 250000, 25000),
        minor_breaks = seq(0, 250000, 5000),
        labels = scales::comma
    ) +
    scale_fill_manual(values = c("member" = "#alb4f4", "casual" =
"#F4E1A1")) +
    labs(
        title = "Monthly User Count by Rideable Type and Membership Type",
        x = "Month",
```

```
y = "Total User Count",
fill = "Membership Type"
) +
theme_minimal() +
theme(
  panel.grid.major = element_line(color = "grey80", linewidth = 0.8),
  panel.grid.minor = element_line(color = "grey90", linewidth = 0.5),
  axis.text.x = element_text(angle = 45, hjust = 1)
)
```



# Key Findings from Monthly User Count Analysis

- ✓ Annual members consistently outnumber casual riders, indicating a strong base of recurring users.
- ✓ Ridership drops significantly during winter months, with casual riders showing the steepest decline.
- ✓ Casual riders prefer electric bikes from June to September, likely due to summer tourism and increased outdoor activities.

✓ Docked bikes are almost exclusively used by casual riders, with only one recorded annual member ride in January. However, their overall usage remains low compared to classic and electric bikes.

#### Summary of This Step

- ✓ Counted total rides per month by user and bike type.
- √ Saved the dataset for further analysis.
- √ Created a bar chart to visualize monthly user trends

.

#### ★ Step 8: Daily Ride Trends Analysis

Extracting daily ride counts to analyze usage patterns across different days of the month.

```
# Extract the day from 'started_at' and store it in a new 'Date'
column

cyclist_2021 <- cyclist_2021 %>%

mutate(Date = format(started_at, "%d"))

# S Convert 'Date' column to numeric for analysis

cyclist_2021%Date <- as.numeric(cyclist_2021%Date)

# Group by user type, date, month, and bike type to count daily rides

Daily_Trend <- cyclist_2021 %>%

group_by(member_casual, Date, month, rideable_type) %>%
```

```
# Ensure months are correctly ordered for clarity

Daily_Trend <- Daily_Trend %>%

mutate(month = factor(month, levels = month_levels)) %>%

arrange(month)

# Save the summarized daily ride data for further analysis

write.csv(Daily_Trend, "Daily-Trend-cyclist2021.csv", row.names =
FALSE)
```

- ✓ Extracted the day from the timestamp for daily trend analysis.
- ✓ Grouped the data by user type, bike type, and date to track daily ride variations.
- ✓ Saved the dataset for further visualization.

#### ★ Step 9: Weekday Analysis

Extracting and analyzing ride trends across different days of the week.

```
# 🔠 Extract the day of the week from 'started at' (e.g., Mon, Tue, Wed)
  cyclist 2021 <- cyclist 2021 %>%
   mutate(Day = wday(started at, label = TRUE, abbr = TRUE))
# 📊 Count total rides per weekday, grouped by user type, bike type, and
  Weekday UserCount <- cyclist 2021 %>%
  group by (Day, member casual, rideable type, Date, month) %>%
  summarise(
   count = n(),
   .groups = "drop"
 # 📊 Calculate the average number of rides per weekday across the
  Weekday mean Usercount <- Weekday UserCount %>%
  group by (Day, month, member casual, rideable type) %>%
  summarise(
   .groups = "drop"
 # 🎳 Round off mean values for better readability
round(Weekday mean Usercount$mean count)
 # 🔠 Ensure months are ordered correctly for better visualization
  Weekday mean Usercount <- Weekday mean Usercount %>%
  arrange (month)
  Check dataset structure after processing
  head(Weekday mean Usercount)
```

```
# Bave the weekday analysis data for further visualization write.csv(Weekday_mean_Usercount, "Weekday_mean-cyclist2021.csv", row.names = FALSE)
```

#### head(Weekday\_mean\_Usercount) Output - First Few Rows

```
member_casual rideable_type mean_count
 Day
 <ord> <fct> <chr>
                            <chr>
                                               <dbl>
 Sun January casual
                            classic bike
                                                271
 Sun January casual
                            docked bike
 Sun January casual
                            electric bike
                                                231
                            classic bike
4 Sun January member
                                               1198
 Sun January member
                            electric bike
     January casual
                            classic bike
                                                 234
```

- ✓ Extracted weekday information (Mon, Tue, Wed...) from timestamps.
- ✓ Grouped rides by weekday, user type, bike type, and month to analyze daily trends.
- ✓ Calculated average weekday ridership to identify key commuting and leisure patterns.
- ✓ Saved the dataset for further visualization and insights.

#### ★ Step 10: Time Range Analysis

Grouping rides into specific time intervals to analyze peak and off-peak usage.

```
\# f X Extract hour from 'started at' and categorize into time intervals
  cyclist 2021 <- cyclist 2021 %>%
  mutate(
   Hour = hour(started at),  # Extract hour from timestamp
   Time Range = case when (
     Hour \geq 2 \& Hour < 4 \sim "2-4",
     Hour >= 4 \& Hour < 6 \sim "4-6",
     Hour >= 6 \& Hour < 8 \sim "6-8",
     Hour \geq 8 \& Hour < 10 \sim "8-10",
    Hour \geq 10 \& Hour < 12 \sim "10-12",
    Hour >= 12 \& Hour < 14 \sim "12-14",
     Hour >= 14 \& Hour < 16 \sim "14-16",
     Hour >= 16 & Hour < 18 ~ "16-18",
     Hour >= 18 \& Hour < 20 ~ "18-20",
     Hour \geq 20 \& Hour < 22 \sim "20-22",
# 📊 Group by time range, user type, month, and bike type to count rides
  Time range <- cyclist 2021 %>%
 group by (Time Range, member casual, month, rideable type) %>%
  summarise(count = n(), .groups = "drop")
\# \mathbb{K} Define the correct order for time intervals
  time levels <- c("0-2", "2-4", "4-6", "6-8", "8-10", "10-12",
# 🔁 Convert 'Time Range' into an ordered factor for proper arrangement
 mutate(Time Range = factor(Time Range, levels = time levels, ordered =
```

```
arrange(Time_Range)

# ## Order 'month' correctly for better visualization
   Time_range <- Time_range %>%
   mutate(month = factor(month, levels = month_levels)) %>%
   arrange(month)

# Check dataset structure after processing
   head(Time_range)

# # Save the processed time range dataset for analysis
   write.csv(Time_range, "TimeInterval-cyclist2021.csv", row.names =
FALSE)

# # Save the updated cyclist dataset with time intervals
   write.csv(cyclist_2021, "cyclist-2021-v2.csv", row.names = FALSE)
```

#### head(Time\_range) Output - First Few Rows

```
A tibble: 6 × 5
 Time Range member casual month
                                   rideable type count
 <ord>
             <chr>
                           <fct>
                                   <chr>
                                                  <int>
1 0-2
             casual
                           January classic bike
                                                    182
2 0-2
                           January docked bike
             casual
                                                     57
3 0-2
                           January electric bike
             casual
                                                    227
4 0-2
                           January classic bike
             member
                                                    388
5 0-2
                           January electric bike
             member
                                                    321
6 2-4
                           January classic bike
             casual
                                                     75
```

- ✓ Extracted hour from timestamps and grouped rides into 12 time intervals.
- ✓ Grouped rides by time range, user type, bike type, and month to identify peak hours.
- ✓ Saved the dataset for further visualization and analysis.

#### Step 11: Extracting Chicago Hourly Weather Data

Fetching hourly weather data for Chicago to analyze its impact on ride patterns.

```
# Get a list of available NOAA weather stations
stations <- getMeta()

# Import weather data for CHICAGO MIDWAY INTL ARPT (Station Code:
725340-14819)
weather_2021 <- importNOAA(year = 2021, code = "725340-14819")

# View the first few rows of the dataset
View(weather_2021)

# Save the extracted weather data for further analysis
write.csv(weather_2021, "chicago_2021.csv", row.names = FALSE)</pre>
```

Screenshot of Weather Dataset (View(weather\_2021))



# ★ Available Weather Parameters & Their Usability

★ The extracted dataset contains 23 weather-related variables, but only a few are useful for our analysis. The table below summarizes their relevance:

0		Ob and d Ma	1
Column Name	Meaning	Should We Use It?	Reason
code	Station code	× No	Only useful for identifying the weather station (we are using just one).
station	Station name	X No	Similar to code, not needed for analysis.
date	Timestamp	✓ Yes	This will be used for merging with ride data.
latitude/ longitude	Location of the weather station	× No	We only have one station, so no variation.
elev	Elevation of station	X No	Not relevant for ridership patterns.
ws (Wind Speed)	Wind speed in m/s	✓ Yes	Can affect ride comfort and safety.
wd (Wind Direction)	Wind direction in degrees	X No	Less impactful compared to wind speed.
air_temp	Air temperature in °C	Yes	Strong influence on ridership trends.
atmos_pr es	Air pressure in hPa	X No	Not significantly affecting bike usage.
visibility	Horizontal visibility distance	× No	Limited impact on bike usage.
dew_point	Temperature at which condensation forms	× No	More relevant for weather forecasting than bike trends.
Relative Humidity	Humidity percentage	✓ Yes	Can impact ride comfort.
ceil_hgt	Height of lowest cloud layer	X No	Not relevant for bike users.
cl_1, cl_2, cl_3	Cloud types	× No	Not relevant for ride behavior.
cl	Cloud cover (0-8 scale)	X No	Indirect effect on ridership, not as significant as temperature/humidity.
cl_1_heig ht, cl_2_heig ht, cl_3_heig	Cloud layer altitudes	<b>∨</b> No	Irrelevent for evelicte
ht precip_6	Cloud layer altitudes Precipitation measure in 6 inches	× No	Irrelevant for cyclists.  Due to single-station limitation (explained below).

pwc			
(Present			
Weather			
Condition	Weather conditions (fog,		Similar limitation as precip_6, data may not be
s)	rain, etc.)	× No	reliable for entire city.

#### **⚠** Why We Are Not Using precip\_6 (Precipitation measure in 6 inches)?

- **Limitation:** The precipitation (precip\_6) data is sourced **only from a single station** (Chicago Midway International Airport).
- → Why is this an issue? Since precipitation varies across different areas in Chicago, using data from a single weather station may not accurately represent rainfall or snowfall across the entire city.
- → **Impact:** Relying on this data could lead to **misinterpretations** about how rain/snow affects ridership trends.
- **★ Solution:** To ensure reliability, we will **only use air temperature, humidity, and wind speed**, which are more **consistent citywide**.

#### Key Observations from Weather Data

- √ Hourly weather data is available, allowing us to study its effect on ridership patterns.
- ✓ Temperature and humidity fluctuate significantly, which could impact the number of rides.
- ✓ Wind speed is an important factor, as strong winds may discourage biking.

- ✓ Extracted hourly weather data for Chicago using NOAA API.
- ✓ Filtered only the most relevant weather variables (temperature, humidity, wind speed, timestamp).
- ✓ Explained why precipitation data is not included due to a single-station limitation.
- √ Saved the dataset for further analysis and integration with ride data.

#### **★** Step 12: Joining Weather Data with Ride Data

Integrating weather conditions with bike ride data to analyze the impact of weather on ridership trends.

★ str(cyclist\_2021) Output - First Few Rows

```
tibble [5,595,063 × 22] (S3: tbl_df/tbl/data.frame)

$ ride_id : chr [1:5595063] "E19E6F1B8D4C42ED"

"DC88F20C2C55F27F" "EC45C94683FE3F27" "4FA453A75AE377DB" ...

$ rideable_type : chr [1:5595063] "electric_bike" "electric_bike"

"electric_bike" "electric_bike" ...
```

```
$ started at : POSIXct[1:5595063], format: "2021-01-23 16:14:19"
"2021-01-27 18:43:08" "2021-01-21 22:35:54" "2021-01-07 13:31:13" ...
$ ended at
                    : POSIXct[1:5595063], format: "2021-01-23 16:24:44"
"2021-01-27 18:47:12" "2021-01-21 22:37:14" "2021-01-07 13:42:55" ...
$ start station name: chr [1:5595063] "California Ave & Cortez St"
"California Ave & Cortez St" "California Ave & Cortez St" "California Ave
& Cortez St" ...
$ start station id : chr [1:5595063] "17660" "17660" "17660" "17660" ...
$ end station name : chr [1:5595063] NA NA NA NA ...
$ end station id
                   : chr [1:5595063] NA NA NA NA ...
$ start lat
                   : num [1:5595063] 41.9 41.9 41.9 41.9 ...
$ start lng
                   : num [1:5595063] -87.7 -87.7 -87.7 -87.7 -87.7 ...
$ end lat
                   : num [1:5595063] 41.9 41.9 41.9 41.9 ...
$ end lng
                   : num [1:5595063] -87.7 -87.7 -87.7 -87.7 ...
$ member casual
                   : chr [1:5595063] "member" "member" "member" "member"
$ month
                   : chr [1:5595063] "January" "January" "January"
"January" ...
$ Total time secs : num [1:5595063] 625 244 80 702 43 ...
                   : num [1:5595063] 23 27 21 7 23 9 4 14 9 24 ...
$ Date
$ Day
                   : Ord.factor w/ 7 levels "Sun"<"Mon"<"Tue"<...: 7 4 5
5 7 7 2 5 7 1 ...
                   : int [1:5595063] 16 18 22 13 2 14 5 15 9 19 ...
$ Hour
$ Time Range : chr [1:5595063] "16-18" "18-20" "22-24" "12-14" ...
$ air temp
                   : num [1:5595063] -3.3 -3.3 2.8 2.8 -9.4 -0.6 -2.8
2.25 -0.85 1.1 ...
$ RH
                   : num [1:5595063] 46.3 77.6 52.4 52.4 53.4 ...
$ ws
                   : num [1:5595063] 5.1 5.1 8.8 4.1 3.1 4.1 3.6 4.35
3.6 2.6 ...
```

#### ★ Why We Used a Left Join?

★ A left join ensures that all ride data remains intact, even if some timestamps don't have corresponding weather data.

```
√ What is join_key?
```

• Since our weather data is recorded **hourly**, we rounded the started\_at timestamp to the **nearest hour** using floor\_date().

This allows us to match each ride with the closest available weather conditions.

#### √ Why remove join\_key after merging?

• It's only needed for merging, and keeping it would take up unnecessary space in the dataset.

#### ★ Key Observations After Merging

- ✓ Each ride now includes weather conditions (temperature, humidity, and wind speed).
- ✓ Total columns increased from 13 to 16, with weather data fully integrated.
- ✓ Some rides may still have missing weather values, which we'll address in the next step.

- ✓ Created a common timestamp (join\_key) for merging hourly weather data with ride data.
- ✓ **Performed a left join** to ensure all ride data remains intact.
- ✓ Integrated air\_temp, RH, and ws into the cyclist dataset.
- √ Checked dataset structure to confirm successful merging.

#### Step 13: Handling Missing Weather Data

| Identifying and cleaning missing weather values to maintain data accuracy.

colSums(is.na(cyclist\_2021)) Output - Missing Values

```
ride_id
                                0
     rideable type
                                0
        started_at
                                0
          ended at
                                0
start station name
                           690,809
 start station id
                           690,806
  end station name
                           739,170
   end station id
                           739,170
                                0
         start_lat
                                0
         start lng
           end lat
                            4,771
           end lng
                            4,771
                                0
    member casual
                                0
             month
   Total time secs
                                0
             Date
                                0
                                0
              Day
             Hour
       Time Range
                                0
                                0
          air_temp
                RH
                                0
                ws
```

## Key Observations:

- 12.34% of rides have missing start\_station\_name and start\_station\_id.
- 13.21% of rides have missing end\_station\_name and end\_station\_id.
- 0.08% of rides have missing end\_lat and end\_lng.
- No missing values in weather-related columns (air\_temp, RH, ws).

#### 🖈 Handling Missing Station Names & IDs

→ Since this dataset covers the entire city of Chicago, knowing the station names isn't always necessary for understanding ride behavior.

#### **Possible Solutions:**

- **1** Leave missing station values as is (✓ Current Approach)
  - Since location-based analysis **isn't our main focus**, this won't significantly impact key findings.
- Estimate missing station names using lat/lng (X Not Feasible)
  - Would require external datasets with full station location details.
- - Without exact station mapping, this could introduce errors.
- **★** Final Decision:
  - **We will not remove these rows**, as they still provide valuable insights on ridership trends, trip duration, and weather impact.
- Handling Missing end\_lat and end\_lng (0.08%)
- Why Not Remove These Rows?
  - Only 4,771 rows (~0.08%) are affected, making the impact negligible.
  - These rides still provide data on trip duration, ride type, and weather conditions.
- ★ Final Decision:
  - Keep these rows in the dataset.

## Key Takeaways from Data Cleaning

- √ Weather data is fully integrated with no missing values.
- ✓ Station names and IDs are missing in ~18% of rides, but we will keep them.

- ✓ Latitude/longitude is missing in <0.1% of rides, which is negligible.
- ✓ No important ride behavior data is lost due to missing values.

- √ Confirmed no missing weather values.
- ✓ Kept rides with missing station names and IDs (~13%) since they don't impact most analyses.
- ✓ Retained rides with missing end\_lat and end\_lng (~0.08%) since they have minimal effect.
- ✓ No major cleaning was required, and dataset integrity remains intact.

# Step 14: Preparing Weather Data for Analysis

Aggregating and structuring weather data to analyze its impact on ridership trends.

```
# / Extract year from 'started at' column
  cyclist 2021$year <- year(cyclist 2021$started at)</pre>
# 📊 Aggregating data for weather-based analysis
  weather <- cyclist 2021 %>%
   group by (Date, Hour, month, year, rideable type, member casual,
air temp, RH, ws) %>%
    summarise(Riders count = n(), .groups = "drop")
# Nounding values for better visualization
  weather <- weather %>%
   mutate(
   month = factor(month, levels = month levels),
   air temp = round(air temp),
   RH = round(RH),
   ws = round(ws) ) %>%
   arrange(month)
 # 💾 Save cleaned weather dataset
  write.csv(weather, "cyclist-2021-weather.csv", row.names = FALSE)
```

#### Why Are We Extracting the Year?

- The dataset contains **hourly ride data**, and extracting the year allows **multi-year comparisons** in future analyses.
- Why Group By Date, Hour, Month, Year?
  - Since we want to see how **weather affects ridership**, we aggregate the data at an **hourly level** for deeper insights.
  - This structure enables hourly, daily, monthly, and yearly analysis.
- Why Round Temperature, Humidity & Wind Speed?

- Raw weather data can have decimal variations that make charts harder to read.
- Rounding simplifies visualization while maintaining accuracy.

#### ★ Why Save This Dataset?

• This cleaned dataset will be used for visualizing the relationship between weather and ridership trends.

### ★ Key Takeaways from Data Preparation

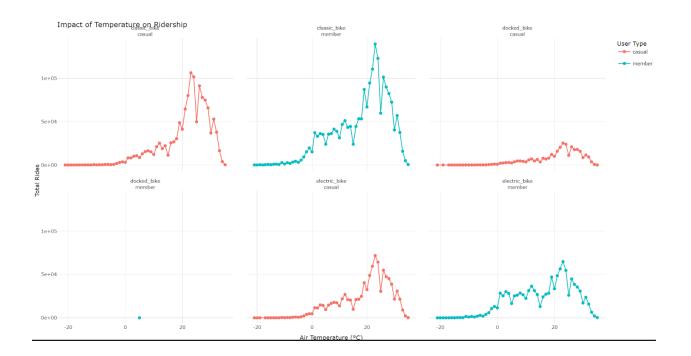
- ✓ Grouped ride data by date, hour, and weather conditions for precise analysis.
- √ Rounded weather values for better visualization.
- ✓ Ensured months are ordered correctly for time-series analysis.
- ✓ Dataset is now ready for further visual analysis (line charts, scatter plots, etc.)

## **★** Step 15: Visualizing Weather Impact on Ridership

Analyzing how temperature, humidity, and wind speed influence bike usage using line and scatter plots.

1 Relationship Between Temperature & Ride Counts

```
# Grouping ride count by temperature
  weather summary <- weather %>%
  group by (air temp, rideable type, member casual) %>%
  summarise(total rides = sum(Riders count), .groups = "drop")
# | Line Chart: Temperature vs. Ride Count
  p \leftarrow ggplot(weather summary, aes(x = air temp, y = total rides, colour
= member casual, group = member casual)) +
 geom line() +
 geom_point() +
 facet wrap(~ rideable type + member casual) +
 labs(
   title = "Impact of Temperature on Ridership",
   x = "Air Temperature (°C)",
   y = "Total Rides",
   colour = "User Type"
 ) +
 theme minimal()
ggplotly(p) # Interactive plot
```



## \* Key Findings:

- ✓ Rides peak at 15-25°C, indicating comfortable weather is preferred.
- ✓ Fewer rides in extreme cold (<5°C) and heat (>30°C).
- √ Casual riders are more affected by temperature extremes than members.

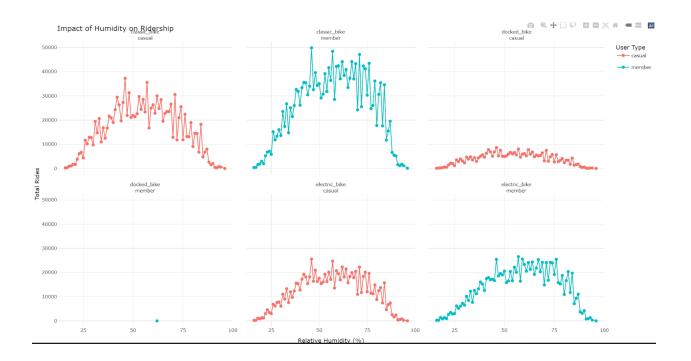
#### 2 Relationship Between Humidity & Ride Counts

```
#  Grouping ride count by relative humidity
weather_summaryRH <- weather %>%
   group_by(RH, rideable_type, member_casual) %>%
   summarise(total_rides = sum(Riders_count), .groups = "drop")

#  Line Chart: Humidity vs. Ride Count
K <- ggplot(weather_summaryRH, aes(x = RH, y = total_rides, colour = member_casual, group = member_casual)) +
   geom_line() +
   geom_point() +
   facet_wrap(~ rideable_type + member_casual) +</pre>
```

```
labs(
   title = "Impact of Humidity on Ridership",
   x = "Relative Humidity (%)",
   y = "Total Rides",
   colour = "User Type"
) +
   theme_minimal()

ggplotly(K) # Interactive plot
```



# ★ Key Findings:

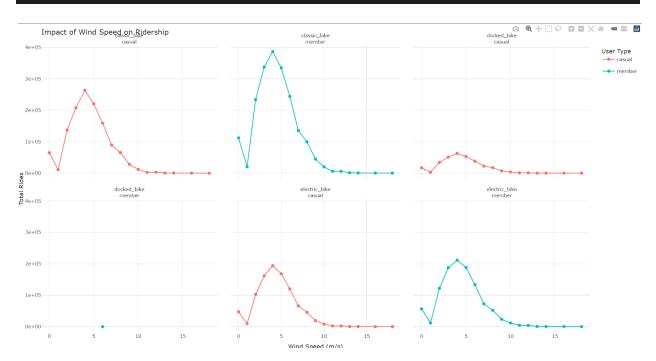
- ✓ Rides are highest when humidity is between 40-70%.
- ✓ Humidity above 85% leads to a sharp drop in rides, likely due to discomfort.
- ✓ Casual riders are more affected by high humidity than annual members.

#### Relationship Between Wind Speed & Ride Counts

```
#  Grouping ride count by wind speed
  weather_summaryws <- weather %>%
    group_by(ws, rideable_type, member_casual) %>%
    summarise(total_rides = sum(Riders_count), .groups = "drop")

#  The Chart: Wind Speed vs. Ride Count
    j <- ggplot(weather_summaryws, aes(x = ws, y = total_rides, colour =
    member_casual, group = member_casual)) +
    geom_line() +
    geom_point() +
    facet_wrap(~ rideable_type + member_casual) +
    labs(
        title = "Impact of Wind Speed on Ridership",
        x = "Wind Speed (m/s)",
        y = "Total Rides",
        colour = "User Type"
    ) +
    theme_minimal()

ggplotly(j) # Interactive plot</pre>
```



## ★ Key Findings:

- ✓ Wind speeds under 5 m/s have little impact on ridership.
- √ As wind speeds exceed 6-10 m/s, ride counts drop sharply.
- ✓ Casual riders reduce rides more drastically than members in windy conditions.

### Summary of Weather Impact Analysis

- √ Temperature Impact: Ride counts are highest at 15-25°C, lowest at <5°C and >30°C.
- √ Humidity Impact: Riders prefer 40-70% humidity, with fewer rides in extreme humidity.
- ✓ Wind Speed Impact: Rides drop when wind speed exceeds 7-10 m/s, affecting casual riders more.

## ★ Extending the Analysis to Other Years (2022-2024)

- The same data cleaning, EDA, and weather integration process was applied to the years 2022, 2023, and 2024 to ensure consistency in our analysis.
- **★** Key Steps Repeated for Each Year:
- ✓ Data Merging & Cleaning Loaded and combined monthly CSV files.
- ✓ Exploratory Data Analysis (EDA) Analyzed ride patterns based on time, user type, and bike type.
- ✓ **Weather Data Integration** Merged ride data with weather parameters (temperature, humidity, wind speed).
- ✓ **Visualizations & Insights** Plotted trends to understand seasonal and weather impacts on ridership.
- This ensures a complete four-year trend analysis (2021-2024) for making data-driven business recommendations.

# 3.2 Tableau Analysis

# 🖈 Moving to Tableau Insights 🚀

Now that we've completed the **R-based analysis**, let's focus on **Tableau insights** by documenting the **visualizations**, **key takeaways**, and their business significance.

- ★ Next Steps:
- Summarizing each Tableau visualization (what it represents & how it helps).
- **Explaining how filters & interactions work** in the dashboard.
- 3 Key findings from each graph and their relevance to business decisions.

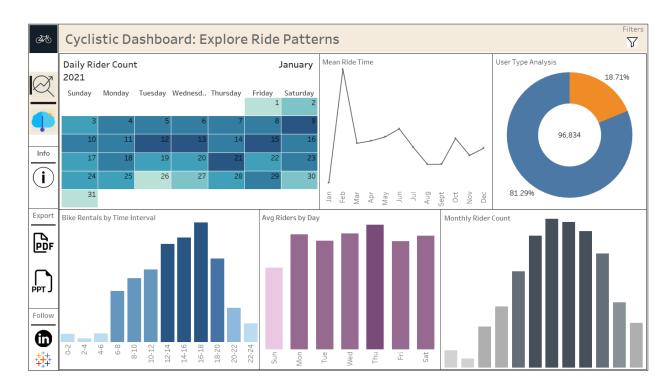
# 📌 Understanding the Tableau Dashboard 🛣

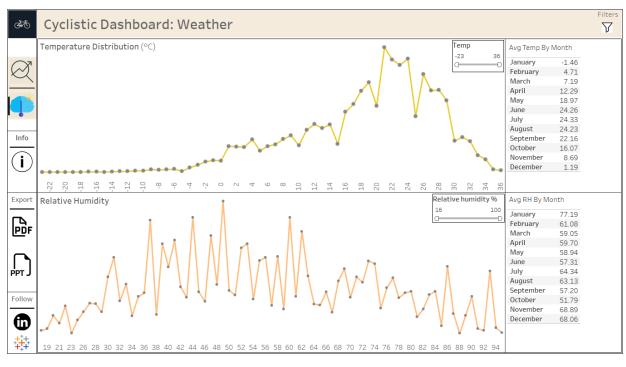
- The **Tableau dashboard** was designed to provide an **interactive way** to explore **ride patterns**, **user behavior**, **and weather impact** on Cyclistic's bike-share service.

# ★ Dashboard Overview

The dashboard is divided into two main sections:

- **1 Ride Pattern Dashboard** Focuses on **ride trends** based on time, user type, and bike type.
- **2** Weather Dashboard Analyzes how weather conditions impact ridership.





# Dashboard Layout & Navigation

- 1 Title & Filter Section (Top Bar)
- Contains:
- √ Title: "Cyclistic Dashboard: Explore Ride Patterns"
- ✓ Filters: User Type, Month, Bike Type, Year
- √ Show/Hide Button for filters (funnel icon to toggle visibility)

Cyclistic Dashboard: Explore Ride Patterns

Filters

### Purpose:

- Allows users to **customize their view** by selecting different filters.
- Helps in comparing ride trends between members & casual users.

- Sidebar Navigation (Left Panel)
- Contains:
- ✓ Cyclistic Logo for branding.
- ✓ Navigation Options:
  - Ride Patterns (Main dashboard)
  - Weather Impact (Switches to weather-based analysis)
- ✓ Information (11) Button: Provides dashboard details.
- ✓ Social Media Links (LinkedIn & Tableau Public).
- ✓ Export Button: Allows users to download insights in PDF or PPT.

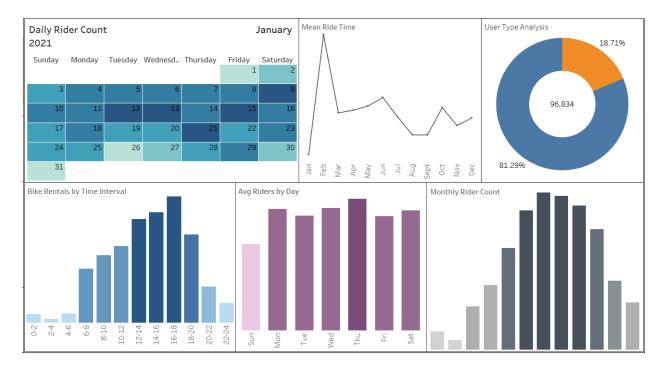


### Purpose:

- Provides **easy navigation** between different sections.
- Enhances user experience with **structured layout & additional resources**.

# Main Dashboard Sections

# 1 Ride Pattern Dashboard 📊



### √ Heat Map (Calendar Format) ■

- Displays daily ride count trends for each day of the month.
- Helps identify high-traffic days & seasonal patterns.

### √ Bar Graphs Section (Three Graphs)

- Bike Rentals by Time Interval (Shows peak riding hours).
- Average Riders by Day (Comparison of daily ride patterns).
- Monthly Rider Count (Tracks seasonal variations).

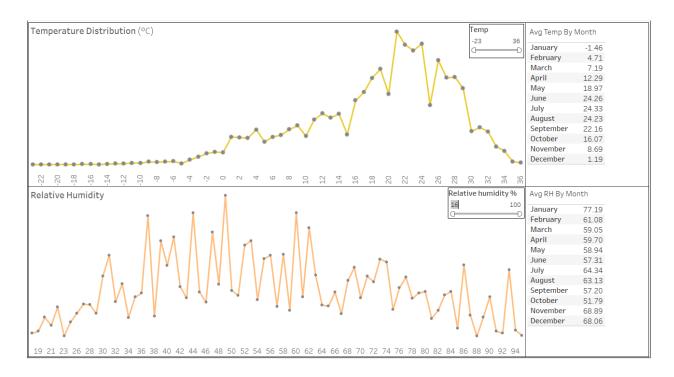
### 

Shows average ride duration per month.

#### ✓ Donut Chart <a>©</a>

• Displays total ride count with a breakdown of casual vs. member riders.

# Weather Dashboard



### √ Temperature vs. Ridership (Line + Point Chart)

• Shows how ride count varies with temperature.

#### √ Humidity vs. Ridership (Line + Point Chart)

• Displays how humidity levels affect ride demand.

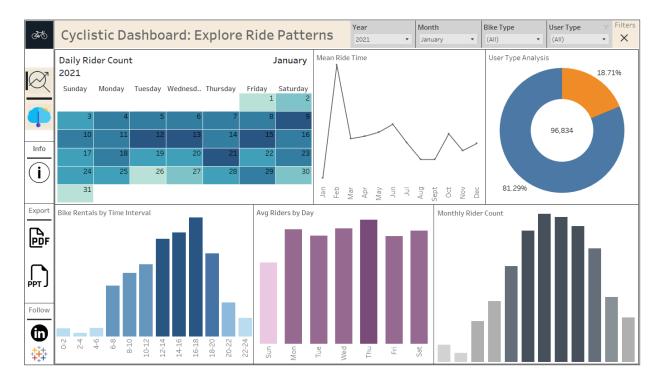
#### ✓ Monthly Average Temperature & Humidity Table <a>III</a>

- Displays the average temperature and humidity for each month.
- Helps in **seasonal analysis** of how weather affects ridership trends.

#### Purpose:

- Helps Cyclistic understand weather-based fluctuations in user behavior.
- Allows better demand forecasting based on seasonal trends.
- Can assist in adjusting marketing & pricing strategies for peak & off-peak months.

# ★ Interactivity & Filters



#### ✓ Filters Applied Across the Dashboard:

- User Type (Member or Casual) Applied to most visualizations.
- Bike Type (Classic, Electric, Docked) Applied where relevant.
- Month (Single selection for clarity) Used in specific time-based analyses.
- Year (Switch between 2021-2024) Allows for multi-year comparisons.

Note: Not all filters apply to every chart. A detailed breakdown will be provided in the individual visualization sections.

#### ✓ Clickable Navigation:

- Switch between Ride Patterns & Weather Dashboard easily.
- Export Reports for offline use.

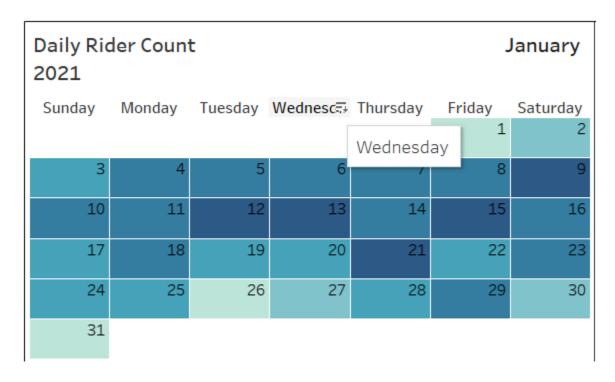
## Summary

- The **Tableau dashboard provides an interactive and dynamic way** to explore Cyclistic's ridership trends.
- ☑ Users can **filter insights** based on user type, bike type, and time to make **data-driven**



- **Weather analysis helps** in understanding how **climate conditions influence ride** demand.
- **☑ Navigation & Export features enhance usability** for stakeholders.

# 🖈 Heat Map (Calendar Format) – Tableau Visualization 📰



#### ★ What Does This Chart Show?

- ✓ This heat map represents daily ride counts throughout the year.
- ✓ Each cell corresponds to a day, color-coded based on the number of rides recorded.
- ✓ Darker shades indicate higher ridership, while lighter shades show lower ride activity.
- ✓ The heat map provides a **month-wise breakdown** to highlight **seasonal patterns and daily** variations.

# ★ Interactivity & Filters

- ✓ **User Type** (Casual or Member) Compare behaviors between different user types.
- ✓ **Bike Type** (Classic, Electric, Docked) Identify bike usage patterns.
- ✓ Month Focus on specific months to track ride fluctuations.
- ✓ Year Switch between 2021-2024 to analyze long-term trends.

#### How to Use This Visualization?

- Use filters to explore how ridership trends change by user type and bike type.
- Observe **busiest vs. least busy days** over different months.
- Identify seasonal patterns and how weekends vs. weekdays impact ridership.

# Heat Map Insights & Analysis

Now that we understand **what the heat map represents**, let's analyze the **key findings from the data** based on:

- 1 Top 50 Busiest Days When does ridership peak? What influences high demand?
- **Top 50 Least Busy Days** When is ridership lowest? What are the possible reasons?

# Section 1: Top 50 Busiest Days Analysis

★ Objective: Identify when ridership is highest and compare user behavior.

### iii 2021: Top 50 Busiest Days

Category	Casual Riders	Annual Members
Total Data Points	1095	731
Total Rides (Top 50 Days)	<b>515,555</b> (20.39% of annual total: 2,529,005)	<b>482,672</b> (15.74% of annual total: 3,066,058)
Weekend vs. Weekday Split	78% Weekends	80% Weekdays
Bike Type Preference	98% Classic Bike, 2% Electric Bike	100% Classic Bike
Peak Months	May to October (August highest: 26%)	May to October (September highest: 28%)

Avg. Temperature During Peak Month	25.47°C	23.89°C
Busiest Single Day	August 14 – 14,997 riders ★ Fun fact: The Race Judicata took place in Lincoln Park!	September 15 – 10,782 riders (Second highest: August 14 – Possible impact from Race Judicata?)

# 🗰 2022: Top 50 Busiest Days

Category	Casual Riders	Annual Members
Total Data Points	1094	730
Total Rides (Top 50 Days)	<b>430,509</b> (18.54% of annual total: 2,322,032)	<b>421,824</b> (12.61% of annual total: 3,345,685)
Weekend vs. Weekday Split	76% Weekends	90% Weekdays
Bike Type Preference	68% Electric Bike, 32% Classic Bike	76% Classic Bike, 24% Electric Bike
Peak Months	April to October (July highest: 32%)	April to September, plus November (June highest: 34%)
Avg. Temperature During Peak Month	25.6°C	24.16°C

Busiest Single Day	May 29 – 11,029 riders	May 14 – 9,361 riders
--------------------	------------------------	-----------------------

# iii 2023: Top 50 Busiest Days

Category	Casual Riders	Annual Members
Total Data Points	972	730
Total Rides (Top 50 Days)	<b>366,916</b> (17.82% of annual total: 2,059,179)	<b>432,034</b> (11% of annual total: 3,660,698)
Weekend vs. Weekday Split	78% Weekends	94% Weekdays
Bike Type Preference	56% Electric Bike, 44% Classic Bike	68% Classic Bike, 32% Electric Bike
Peak Months	April to October (July highest: 30%)	June to October (August highest: 40%)
Avg. Temperature During Peak Month	24.27°C	23.59°C
Busiest Single Day	June 10 – 10,024 riders ★ Fun fact: Andersonville Midsommarfest, a Swedish heritage festival, took place!	August 22 – 9,334 riders

# iii 2024: Top 50 Busiest Days

Category	Casual Riders	Annual Members
Total Data Points	762	763
Total Rides (Top 50 Days)	<b>385,567</b> (17.92% of annual total: 2,151,658)	<b>417,933</b> (11.27% of annual total: 3,708,910)
Weekend vs. Weekday Split	90% Weekends	98% Weekdays
Bike Type Preference	56% Classic Bike, 44% Electric Bike	82% Electric Bike, 18% Classic Bike
Peak Months	April to October (June-August equally highest: 24% each)	May to October (September highest: 26%)
Avg. Temperature During Peak Month	24.27°C	22.16°C
Busiest Single Day	July 27 – 9,283 riders	September 25 – 9,019 riders

# ★ Key Takeaways from the Top 50 Busiest Days

- **Gasual Riders:**
- **✓ Peak on weekends** (76%-90%).
- ✓ Prefer summer months (June-August).

- √ Shift from classic to electric bikes over time.
- $\checkmark$  Some of the busiest days align with major events (e.g., Race Judicata, Midsommarfest).
- Annual Members:
- **✓ Peak on weekdays** (80%-98%).
- √ Steady ridership across seasons.
- ✓ Strong preference for classic bikes, but electric bikes gained popularity in 2024.

# Section 2: Top 50 Least Busy Days Analysis

**→ Objective:** Identify **when ridership is at its lowest**, analyze possible reasons, and compare Casual vs. Annual users.

### iii 2021: Top 50 Least Busy Days

Category	Casual Riders	Annual Members
Total Rides (Top 50 Days)	<b>1,056</b> (0.04% of annual total: 2,529,005)	<b>19,007</b> (0.62% of annual total: 3,066,058)
Bike Type Preference	74% Docked Bike, 26% Classic Bike	72% Electric Bike, 28% Classic Bike
Seasonal Trend	January to March, December (February highest: 68%)	January to March (February highest: 74%)
Avg. Temperature During Lowest Ridership Month	-5.02°C (February)	-5.02°C (February)

Fun Fact -	Only 1 annual member used a docked bike all year (Jan 13th).
------------	--

# iii 2022: Top 50 Least Busy Days

Category	Casual Riders	Annual Members
Total Rides (Top 50 Days)	<b>1,008</b> (0.04% of annual total: 2,322,032)	<b>38,712</b> (1.16% of annual total: 3,345,685)
Bike Type Preference	96% Docked Bike, 4% Classic Bike	56% Electric Bike, 44% Classic Bike
Seasonal Trend	January, February, and December (January highest: 44%)	January, February, and December (January highest: 50%)
Avg. Temperature During Lowest Ridership Month	-4.67°C (January)	-4.67°C (January)

# 🗰 2023: Top 50 Least Busy Days

Category	Casual Riders	Annual Members
Total Rides (Top 50 Days)	<b>2,029</b> (0.1% of annual total: 2,059,179)	<b>71,487</b> (1.95% of annual total: 3,660,698)

Bike Type Preference	100% Docked Bike	54% Classic Bike, 46% Electric Bike
Seasonal Trend	January to May, and August (January highest: 42%)	January, February, March, July, November, and December (December highest: 32%)
Avg. Temperature During Lowest Ridership Month	0.39°C (January)	4.9°C (December)

▶ Important Note: Docked bikes were discontinued after 2023, meaning they do not appear in 2024 data.

# iii 2024: Top 50 Least Busy Days

Category	Casual Riders	Annual Members
Total Rides (Top 50 Days)	<b>11,338</b> (0.53% of annual total: 2,151,658)	<b>45,759</b> (1.23% of annual total: 3,708,910)
Bike Type Preference	74% Classic Bike, 24% Electric Bike, 1% Electric Scooter (Only in Aug 31st & Sept)	48% Classic Bike, 42% Electric Bike, 10% Electric Scooter (Only in Aug & Sept)
Seasonal Trend	January, March, April, August, November, and December (January highest: 50%)	January to March, August, September, November, and December (January highest: 40%)

Avg. Temperature During Lowest Ridership Month	-1.46°C (January)	-1.46°C (January)
Fun Fact	Electric Scooters were introduced on August 31st but discontinued after September.	Annual members also used Electric Scooters, but only in Aug & Sept.

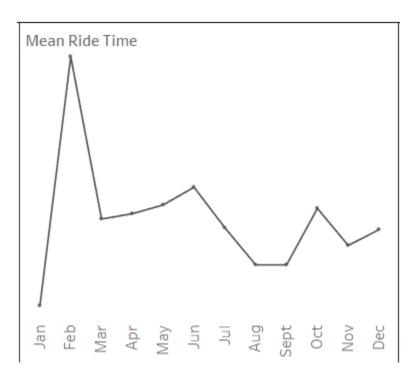
# ★ Key Takeaways from the Top 50 Least Busy Days

- Casual Riders:
- √ Low ridership mostly in winter (Jan-Feb) and late fall (Nov-Dec).
- ✓ Preferred docked bikes in earlier years, but switched to classic bikes after 2023.
- ✓ Electric Scooters saw minor usage in 2024 but were quickly discontinued.
- Annual Members:
- **✓** Low ridership follows similar trends (Jan-Mar, Nov-Dec).
- √ Higher adoption of electric bikes over the years.
- ✓ Electric Scooters were briefly used in 2024 but were never a major choice.

# **★** Final Thoughts on the Heat Map Analysis

- **✓** Heat maps effectively visualize ride fluctuations across seasons, weekdays vs. weekends, and extreme weather conditions.
- **☑** Busiest days are concentrated in warm months (June-August), while lowest ridership occurs in cold months (January-February).
- **☑** Casual riders relied on docked bikes on low-ridership days until 2023, after which they switched to classic bikes.
- Annual members had a steady ride pattern, with a gradual shift to electric bikes in later years.
- Electric Scooters were tested in 2024 but discontinued after just a month.





## ★ What Does This Chart Show?

- √ This line graph displays the average ride duration across months for different user types and bike types.
- √ Helps analyze seasonal variations and changes in user behavior over time.
- ✓ Provides insights into how **bike type** affects ride duration.
- ✓ Identifies whether **casual riders** take longer trips than **annual members** and if these patterns shift across years.

# ★ Interactivity & Filters

- ✓ **User Type (Casual or Member)** Compare how ride duration varies between casual users and annual members.
- ✓ Bike Type (Classic, Electric, Docked, Electric Scooter) Understand how bike preference influences ride time.
- ✓ **Year (2021-2024)** Observe long-term trends in ride duration.

# ★ Yearly Mean Ride Time Overview

### **2021: Ride Duration Trends**

#### **Casual Riders (Avg Ride Time in Minutes)**

Classic Bike: 30 min
Docked Bike: 88 min
Electric Bike: 19 min

#### **Annual Members (Avg Ride Time in Minutes)**

• Classic Bike: 14 min

• Docked Bike: 3 min (Only 1 ride, insignificant)

• Electric Bike: 13 min

### **100 2022: Ride Duration Trends**

#### **Casual Riders**

Classic Bike: 29 min
Docked Bike: 137 min
Electric Bike: 15 min

#### **Annual Members**

• Classic Bike: 13 min

• Docked Bike: (Discontinued)

• Electric Bike: 11 min

### 2023: Ride Duration Trends

#### **Casual Riders**

Classic Bike: 31 min
Docked Bike: 174 min
Electric Bike: 13 min

#### **Annual Members**

• Classic Bike: 13 min

• Docked Bike: (Discontinued)

• Electric Bike: 11 min

#### **11 2024: Ride Duration Trends**

#### **Casual Riders**

Classic Bike: 37 min
Electric Scooter: 24 min
Electric Bike: 13 min

#### **Annual Members**

Classic Bike: 14 min
Electric Scooter: 14 min
Electric Bike: 11 min

# Monthly Trends in Ride Duration

#### 2021: Seasonal Trends

- ✓ Classic Bike: Ride durations were longer in colder months. When temperatures exceeded 20°C, the ride time decreased.
- ☑ Electric Bike: Opposite trend—ride time was higher in warmer months (20-26°C range).
- Annual Members: Classic bike durations were steady (12-15 min) except for a spike to 20 min in February when the Avg temp was -5.02°C.

#### 2022: Seasonal Trends

- ✓ Classic Bike (Casual Riders): Ride time decreased above 20°C, but Nov- Dec remained lowest despite cool weather.
- ☑ Electric Bike (Casual Riders): Higher temperatures led to longer rides. Nov- Dec had the lowest ride times.
- Annual Members: Classic and electric bike durations declined in Nov- Dec and when temperatures neared 0°C.

#### 2023: Seasonal Trends

- ✓ Classic Bike (Casual Riders): Reversed trend—higher temperatures now led to longer ride durations, and the Nov- Dec decline disappeared (likely due to docked bike discontinuation in Aug 2023).
- **☑** Electric Bike (Casual Riders): Direct proportionality—higher temperatures led to longer rides.
- Annual Members: Ride durations remained stable but slightly favored summer months.

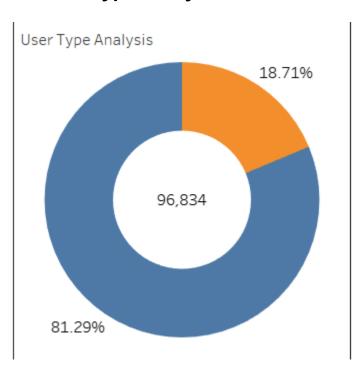
#### 2024: Seasonal Trends

- ✓ Classic Bike (Casual Riders): Nov- Dec had the shortest ride times, while Apr- July peaked (possibly due to docked bike discontinuation).
- ✓ Electric Bike (Casual Riders): Ride durations peaked in warmer months.
- Annual Members: Classic bike durations were **consistent**, but electric bike durations favored summer while declining in **early-year months**.

## ★ Key Takeaways from the Mean Ride Time Analysis

- Casual Riders:
- ✓ Ride durations are longer than annual members, especially in warmer months.
- ✓ Winter months significantly reduce ride time, particularly for casual users.
- ✓ Shift from docked bikes to classic bikes in 2024 increased casual riders' mean time.
- Annual Members:
- ✓ **Steady ride durations** across the year, with small fluctuations in extreme temperatures.
- ✓ Increased electric bike usage in later years, but ride time remained stable.
- **\*** Business Impact:
- ✓ Cyclistic can optimize pricing strategies for longer casual rides in warm months.
- ✓ The discontinuation of docked bikes in 2024 resulted in increased reliance on classic bikes for casual riders.
- ✓ Understanding seasonal ride time trends can help in bike availability planning and targeted promotions.

# 🖈 User Type Analysis: Casual vs. Annual Riders 🚴



### **★** What Does This Chart Show?

- √ This donut chart represents the total rides split between Casual and Annual Members.
- ✓ The inner circle displays the total ride count, while the outer rings break it down by user type.
- ✓ Users can explore how ridership varies across different years, bike types, and months.

# ★ Interactivity & Filters

- ✓ Year (2021-2024) Switch between years to see membership trends over time.
- ✓ Bike Type (Classic, Electric, Docked, Electric Scooter) Analyze which bike types are preferred by each user type.
- ✓ Month (January to December) Observe how user distribution changes seasonally.

### ★ General Trend

✓ During winter months, the ride distribution is heavily dominated by annual members, often exceeding 80% of total rides.

✓ In summer months, casual riders contribute significantly more, making it a closer split (near 50-50), but annual members still maintain a slight lead.

### ★ Growth Over the Years



User Type	Month	% change 21 to 22	22 to 23	23 to 24
casual	January	2.22%	116.03%	-38.86%
casual	February	111.39%	100.86%	9.64%
casual	March	6.96%	-30.80%	32.71%
casual	April	-7.46%	16.51%	-10.51%
casual	May	9.15%	-16.49%	-1.29%
casual	June	-0.44%	-18.38%	-0.02%
casual	July	-8.14%	-18.40%	-3.25%
casual	August	-13.02%	-13.32%	2.34%
casual	September	-18.47%	-11.82%	32.43%
casual	October	-18.76%	-15.27%	22.24%
casual	November	-5.76%	-2.36%	-5.42%
casual	December	-35.62%	15.10%	-25.75%
member	January	8.30%	76.30%	-19.88%
member	February	138.52%	56.52%	19.38%
member	March	34.40%	1.19%	11.53%
member	April	22.03%	14.08%	1.40%
member	May	29.02%	4.57%	2.13%
member	June	11.49%	4.56%	-2.11%
member	July	9.75%	4.52%	-1.80%
member	August	9.02%	7.86%	-5.03%
member	September	3.16%	0.02%	17.21%

member	October	-6.49%	2.96%	11.05%
member	November	-6.36%	11.46%	-8.38%
member	December	-23.00%	25.92%	-18.80%

✓ The table above shows year-over-year percentage change in ridership for casual and annual members, broken down by month.

### **✓** Key Takeaways from Growth Trends:

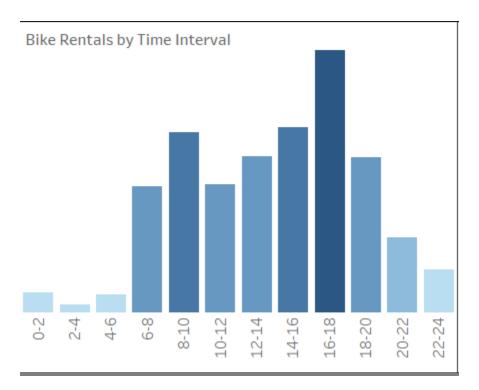
- Casual riders saw high fluctuations in winter (e.g., 111.39% growth in February 2022, but 35.62% decline in December 2021).
- Summer ridership for casual users has seen a downward trend over the years, while September 2024 rebounded with a 32.43% increase.
- Annual members consistently grew in winter, with February 2022 seeing a massive 138.52% increase.
- **Growth rates slowed in late 2023 and 2024**, possibly indicating market saturation or shifting preferences.



# 📌 Bike Rentals by Time Interval 🏅 📊







#### What Does This Chart Show?

- √ This bar chart visualizes ride activity by 2-hour time intervals throughout the day.
- ✓ It helps track **peak riding hours** and **low-traffic periods** for casual riders and annual members.
- √ The analysis focuses on classic bikes and electric bikes, as these were the primary options available.

### Interactivity & Filters

- ✓ User Type (Casual vs. Member) Compare ride timing preferences for different users.
- ✓ Bike Type (Classic vs. Electric Bike) Identify usage differences between bike types.
- ✓ Month (January to December) Observe seasonal variations in riding patterns.
- ✓ Year (2021-2024) Track how ridership behavior evolved over time.

### ★ General Trends in Peak Usage Hours

- ✓ Annual members follow a structured commute pattern, riding from 6 AM to 8 PM, with a sharp peak between 16-18 PM.
- ✓ Casual riders show a strong preference for 12-20 PM, with an increasing shift toward evening rides (18-22 PM) in later years.
- ✓ Late-night ridership (20-24 PM) was more significant among casual users, particularly in 2022 and 2023.

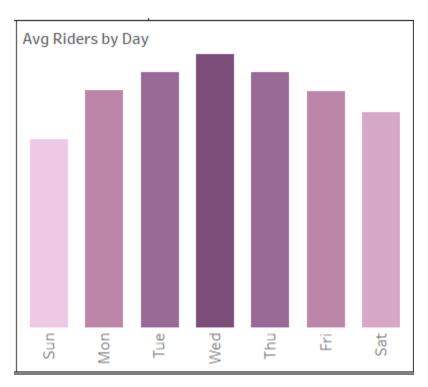
# ★ Yearly Breakdown & Patterns (2021-2024) iiii

- **★** 2021: Classic Bikes Dominate, Evening Rides Gain Popularity
- Annual Members → Consistent usage from 6 AM 8 PM, with peak at 16-18 PM.
- Casual Riders  $\rightarrow$  Preferred 12-18 PM, but noticeable increase in late evening (18-22 PM) rides.
- 2022: Casual Riders Shift Towards Night Rides
- Annual Members  $\rightarrow$  Same structured work commute pattern (6-20 PM), but evening usage (18-20 PM) grew.
- Casual Riders → Higher evening demand (16-20 PM), with notable growth in late-night riding (20-24 PM).
- ★ 2023: Electric Bike Popularity Increases, Casual Riders Extend Ride Time
- Annual Members → Continued dominance of work commute slots (6-20 PM).
- Casual Riders → Strong ride volume between 12-22 PM, especially for electric bikes.
- ★ 2024: Late Night Riding Declines, Peak Hours Stabilize
- Annual Members → Stable pattern from 6-20 PM, with a continued 16-18 PM peak.
- $\bullet$  Casual Riders  $\to$  Peak usage remains 12-20 PM, but post-October, late-night rides (20-24 PM) drop.

# 🖈 Key Insights & Business Impact 🚀

- Annual members consistently use bikes during commuting hours, making them predictable customers.
- Casual riders drive demand in afternoon and evening hours, signaling opportunities for promotions.
- Electric bike usage increased over the years, particularly in peak traffic hours.
- ✓ Understanding hourly trends helps optimize bike availability, maintenance schedules, and marketing strategies.

# 🖈 Average Riders by Day Analysis i 📊



# ★ What Does This Chart Show?

- √ This bar chart visualizes the average number of rides taken on each day of the week.
- $\checkmark$  It helps identify which days are most popular for casual riders vs. annual members.

## ★ Interactivity & Filters

- ✓ User Type (Casual vs. Member) Compare ride preferences across weekdays & weekends.
- ✓ Bike Type (Classic vs. Electric Bike) Understand bike preference variations.
- ✓ Month (January to December) Analyze seasonal trends in weekday ridership.
- ✓ Year (2021-2024) Track changes over time.

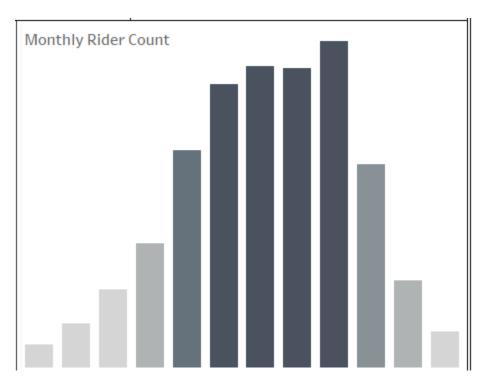
# ★ Key Trends & Observations

- √ Casual riders dominate weekends (Saturday & Sunday).
- $\checkmark$  Annual members are the primary users on weekdays, with peaks on Tuesday to Thursday.
- √ Casual users show a sharp decline in ridership on Mondays and Fridays.
- ✓ Overall, ridership is lowest on Mondays for both user types.

# 🖈 Business Implications 🚀

- **Weekend promotions** could be targeted at casual riders to **increase conversions to** annual membership.
- Ensuring higher bike availability on weekdays would cater to member commuters.
- Mondays could be leveraged for maintenance and operational adjustments.

# 📌 Monthly Rider Count Trends i iii



### ★ What Does This Chart Show?

- ✓ This bar chart displays the total number of rides per month for both user types.
- ✓ It highlights **seasonal ridership trends** and **growth patterns** for casual riders vs. annual members.

# ★ Interactivity & Filters

- ✓ User Type (Casual vs. Member) Compare ride volume trends.
- ✓ Bike Type (Classic vs. Electric Bike) Understand bike preference changes.
- ✓ Year (2021-2024) Track long-term trends in ridership growth.

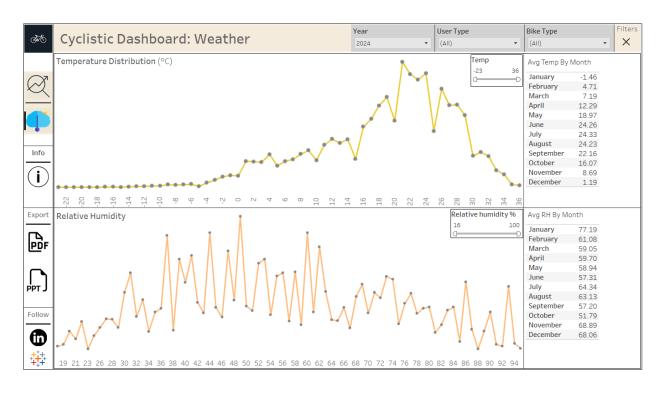
# ★ Key Trends & Observations

- ✓ Annual members show consistent ridership throughout the year.
- √ Casual riders experience a significant surge during summer months (June–August).
- ✓ Casual ridership drops sharply in winter, while members maintain steady usage.

# 🖈 Business Implications 🚀

- Summer campaigns & incentives could attract casual riders to long-term membership.
- ✓ Wintertime strategies (discounted rides, promotions) might help retain casual users.
- Consistent member growth indicates a stable revenue stream from annual subscribers.

# 🖈 Temperature & Humidity vs. Ridership Trends 🍾 🐠 📊



### **♦ What Do These Charts Show?**

- ✓ The **temperature impact graph** highlights how ridership fluctuates across different temperatures.
- ✓ The **humidity impact graph** explores if humidity significantly affects ride volume.

# ★ Interactivity & Filters

- ✓ **User Type (Casual vs. Member)** Compare ride behavior under different weather conditions.
- ✓ Bike Type (Classic vs. Electric Bike) Identify if weather influences bike choice.
- ✓ Year (2021-2024) Track long-term patterns in weather-based ridership.

# ★ Key Trends & Observations

- ✓ Temperature has a strong correlation with ridership, with peak usage in the 20-29°C range.
- ✓ Casual riders are more temperature-sensitive, while annual members remain more consistent.
- ✓ Humidity doesn't show a significant impact on ridership, meaning riders likely prioritize temperature over air moisture.
- ✓ Extreme conditions (below 5°C or above 35°C) lead to noticeable declines in overall ridership.

# 📌 Business Implications 🚀

- Summer promotions (when temperatures are ideal) can help increase ridership and convert casual riders to members.
- **Extreme cold and heat require operational adjustments** (e.g., more bike availability during mild weather).
- ✓ Humidity alone is not a major deciding factor for riders, so marketing strategies should focus on temperature trends.

# 🖈 Final Thoughts on the Tableau Analysis 🎯

- **☑ Data-backed decision-making** The dashboard provides actionable insights into user behavior, bike usage, and weather impact.
- **☑** Casual vs. Member behavior Clear distinctions in ride duration, preferred time slots, and seasonality offer opportunities for user conversion.
- ✓ Operational efficiency Understanding peak usage hours and seasonal trends can help optimize bike availability.
- ✓ Marketing strategies Targeting casual users with seasonal promotions during peak temperatures (20-29°C) can drive higher conversions to memberships.

# 4. \* Business Strategy & Recommendations

# Acknowledging Shortcomings

Before presenting **strategic recommendations**, it is crucial to **recognize the limitations** of the dataset. These **gaps in data** do not hinder our analysis but rather indicate **opportunities for deeper insights** in future studies.

### Lack of Pricing Data

One of the biggest **limitations** of this analysis is the **absence of pricing details**. Cyclistic's **financial analysts have already concluded** that annual memberships are more profitable than casual rides, but **without cost-per-trip data**, we cannot:

- ✓ Confirm whether casual riders spend more cumulatively than members.
- ✓ Analyze whether certain ride types (electric vs. classic) have a higher profit margin.
- ✓ Test whether **price sensitivity** plays a role in membership conversions.

## No Unique User IDs

The dataset tracks trips, not individuals, meaning:

- ✓ We cannot differentiate repeat riders from one-time users.
- ✓ It is unclear whether casual riders are truly "new" or simply repeating one-time purchases.
- ✓ Without understanding how many casual users **never return**, it is difficult to measure **conversion potential**.

## 3 No Demographic Segmentation

Understanding **who rides these bikes** is critical. Yet, the dataset **lacks demographic details**, meaning:

- ✓ We cannot distinguish students, tourists, professionals, or locals.
- √ Age-based preferences remain unknown.
- ✓ Without segmentation, marketing strategies **remain broad**, rather than **personalized** for each user group.

**⊘** Despite these challenges, powerful insights have emerged, forming the foundation for targeted strategies.

# Data-Backed Business Strategies

# 1 Leveraging Psychological Triggers to Convert Casual Riders 6

Casual riders exhibit strong seasonal patterns, peaking in **July and August**. This is not a coincidence—Chicago's summer months drive outdoor activities, and many casual riders opt for **single rides rather than committing to a membership**.

- Key Insights from the Data:
- ✓ July consistently records the highest casual ridership, except for 2024.
- ✓ Casual users take longer rides than members—indicating engagement but reluctance to commit.
- ✓ Peak ridership occurs in the evenings, making nighttime marketing a key touchpoint.
- \* Strategic Plan:
- 1 April July: Build Psychological Ownership
- → Send personalized ride summaries to casual users, showing:
  - Total distance traveled 🚲
  - Amount spent
  - CO<sub>2</sub> saved by choosing bikes over cars
  - Late-evening digital & physical ads (targeting peak casual ridership hours).

#### Purpose:

- √ This builds a sense of ownership and makes casual users feel invested in their journey.
- ✓ Evening marketing increases psychological triggers when ridership is highest.

### August Limited-Time Offer:

- Two Membership Options:
- √ Offer 1: Flat \$130 membership (originally \$150).
- ✓ Offer 2: \$135 membership + Free premium riding gloves (valued at \$20).
- Why This Works?
- ✓ Behavioral economist Dan Ariely's research suggests that adding a small extra perk makes people more likely to commit (even if the monetary value is similar).
- ✓ Riding gloves align with the biking experience, making it more attractive than generic gifts.
- ✓ Evening marketing reinforces the decision when casual users are most active.

- **\*** Expected Outcome:
- ✓ Converts casual users right before their seasonal peak ends.
- ✓ Uses psychological nudges to make the membership more attractive than single rides.
- ✓ Physical marketing during night hours capitalizes on peak casual ridership.
- This ensures maximum conversion at the right time, using the right triggers!

# Capturing the Tourist & Student Market < 0</p>

Chicago is a **highly transient city**, attracting **millions of tourists** and a **large student population** every year. These **two segments** present a **unique opportunity** for Cyclistic to **expand its user base**.

- Key Insights from the Data:
- √ 40-50 million tourists visit Chicago, from June September being the most popular amongst tourists.
- ✓ Casual ridership spikes in September, coinciding with student migration for academic years.
- \* Strategic Plan:
- Targeting Tourists (June September):
- 1 Launch a Tourist Pass only available at airports and major visitor hubs.
- 2 Promote Cyclistic rentals at key locations:
  - O'Hare & Midway Airports
  - Millennium Park & Navy Pier
  - Hotel partnerships
- Targeting Students (August September):
- 1 Offer **student discounts** on annual memberships during college orientation weeks.
- Partner with universities for pre-loaded student passes.
- **Properties** Properties States Properties Pr
- ✓ Boosts short-term revenue from tourists without impacting local demand.
- ✓ Ensures early adoption among students, creating long-term retention.

# 💶 Launching a Fitness-Based Initiative in Winter 浑 🚴

January and February see the **steepest ridership decline** due to Chicago's harsh winters. However, **New Year's resolutions** create a **massive opportunity** for fitness-driven initiatives.

#### Key Insights from the Data:

✓ January and February show a **significant decline in casual ridership** compared to peak summer months:

- 2021: 96% decline
- **2022:** 94% decline
- 2023: 86% decline
- 2024: 89% decline
- ✓ Classic bikes dominate casual ridership, making them ideal for fitness challenges.
- ✓ Chicago has a **rising obesity rate**, meaning **fitness incentives could align with community health efforts**.
- **★** Strategic Plan:
- 🚺 Jan 1 Jan 31: "Cyclistic Fitness Challenge" 🫣
- → Riders must complete a 20-minute ride daily for 31 days at Lakefront Trail (6 AM 10 AM).
- → All bikes in this area will be classic bikes only to maximize physical effort.
- Completion Reward:
- ✓ Discounted annual membership
- √ Special "Cyclistic Fit" community badge
- **★** Additional Social Impact:
- $\checkmark$  50% of profits from the Fitness Pass will be donated to Chicago Public Schools for public education
- **\*** Expected Outcome:
- ✓ Leverages New Year's fitness resolutions to increase engagement.
- √ Encourages habit formation, increasing membership sign-ups.
- ✓ Strengthens Cyclistic's brand identity as a community-driven organization.

## Strengthening Infrastructure & Operations

While marketing strategies **increase ridership**, long-term **sustainability** depends on **operational improvements**:

- ✓ Optimize Station Placement Use heat map data to relocate underutilized stations to high-traffic areas.
- ✓ Winter-Optimized Bikes ∰ Introduce heated seats & snow tires to reduce seasonal drop-offs.
- ✓ University Partnerships Embed Cyclistic memberships into student ID cards.

## ★ Conclusion & Key Takeaways

- Seasonal ridership peaks provide an opportunity for targeted membership conversions.
- Tourists and students are underutilized segments that can drive growth.
- ✓ A fitness-based membership initiative aligns with Chicago's health concerns & New Year resolutions.
- Operational investments can improve long-term ridership and retention.

With data-driven insights and structured strategies, Cyclistic can increase annual memberships, maximize revenue, and establish itself as a lifestyle-oriented mobility solution. ⅓ ♀

### **Closing Note**

"This report isn't just about analyzing bike rides; it's about understanding user behavior, leveraging data for strategic growth, and reimagining urban mobility. With the right insights, Cyclistic can not only expand its membership base but also contribute to a more sustainable and connected city."