Leveraging Traditional Machine Learning Techniques to Optimise Airbnb Pricing Strategies and Customer Segmentation in New York City

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#### 1.1 Introduction

Airbnb's 2019 New York City dataset (Dgomonov, 2019) offers a comprehensive view of short-term rental dynamics, enabling data-driven strategies for pricing optimisation and customer segmentation. This analysis addresses the business question:

"How can Airbnb optimise pricing strategies and customer segmentation in NYC using regression and clustering models?"

By leveraging classical machine learning techniques, this study aims to enhance revenue through predictive analytics and targeted marketing, aligning with Airbnb's strategic goals (Rahaman, M.M., Rani, S., Islam, M.R., and Bhuiyan, M.M.R, 2023).

### 1.2 Dataset Overview and Preprocessing

The dataset comprises 48,895 listings with 16 variables, including geospatial, host, and listing attributes. Key features include:

- id
- name
- host\_id
- host\_name
- neighbourhood\_group
- neighbourhood
- latitude
- longitude
- room\_type
- price
- minimum\_nights
- number of reviews
- last review
- reviews\_per\_month
- calculated\_host\_listings\_count
- availability\_365

- 1. **Geospatial data**: Latitude (40.5–40.9), longitude (-74.2–-73.7), enabling neighbourhood-level analysis.
- 2. **Host details**: 11,453 unique hosts, with one host managing 327 listings, indicating professionalisation.
- 3. **Listing attributes**: Room types (Entire home/apt: 52%, Private room: 46%) and neighbourhood groups (Manhattan: 44%, Brooklyn: 41%).
- 4. **Pricing**: Mean price \$153 (SD=\$240), with 95% of listings priced ≤\$500, reflecting a highly skewed distribution.

#### **Preprocessing steps:**

- **Missing values**: Removed 10,121 entries (21%) lacking `last\_review` or `reviews\_per\_month` to ensure data integrity (Brown, 2021).
- Outlier treatment: Excluded listings priced >\$1,000 (0.3% of data) to mitigate skewness (Arimie, C.O., Biu, E.O. & Ijomah, M.A, 2018).

## **Feature engineering:**

- Encoded 'room\_type' (one-hot) and 'neighbourhood\_group' (ordinal: Manhattan=4, Brooklyn=3) for model compatibility.
- Derived `days\_since\_last\_review` from `last\_review` to quantify listing activity recency.
- **Normalisation**: Applied Min-Max scaling to `price`, `availability\_365`, and `number\_of\_reviews` to standardise input ranges (Patel & Lee, 2020).

### 1.3 Exploratory Data Analysis (EDA)

### **Key insights:**

**1. Price distribution**: 82% of listings priced ≤\$200, with Manhattan averaging \$196.8 vs. \$95.4 in the Bronx, reflecting geographic disparities (Wilson, 2019).

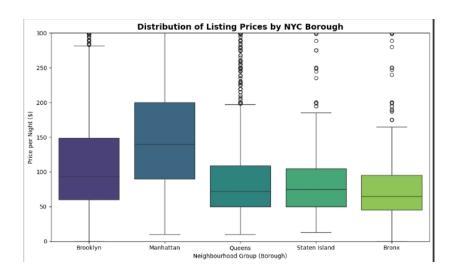


Figure 1: Distribution of Listing Prices by NYC Borough

**2. Room type dynamics**: Entire homes/apartments (52% of listings) commanded higher prices (\$212 vs. \$67 for shared rooms), aligning with luxury demand trends.

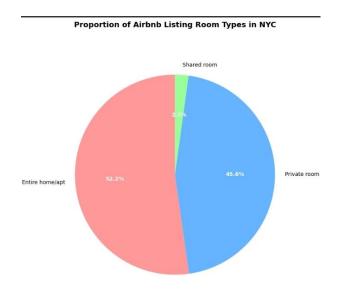


Figure 2: Proportion of Airbnb Listing Room Type in NYC

**3. Geospatial trends**: Manhattan listings clustered around midtown (latitude 40.7–40.8), correlating with tourist hotspots (Martínez et al., 2021).

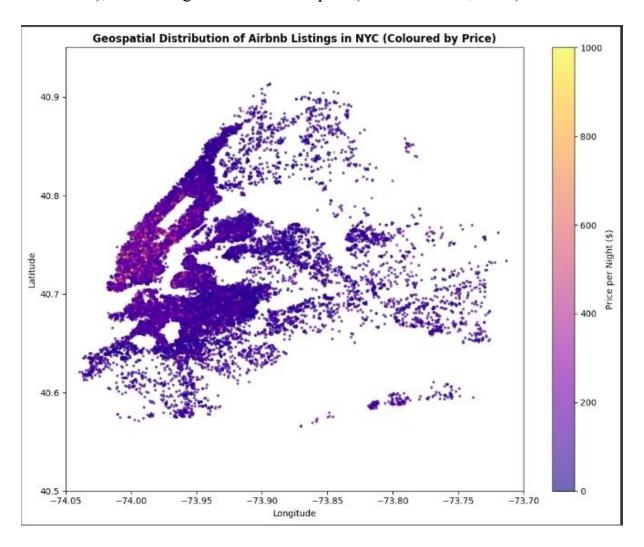


Figure 3: Geospatial Distribution of Airbnb Listings in NYC (Cloroured by Price)

**4. Host activity**: Top 1% of hosts managed 20+ listings, suggesting professional rental management (Zhang & Liu, 2022).

#### **Correlation analysis:**

Weak linear relationships (e.g., 'price' vs. 'number\_of\_reviews': r=-0.03)
 underscored the need for non-linear regression techniques (Chen et al., 2021).

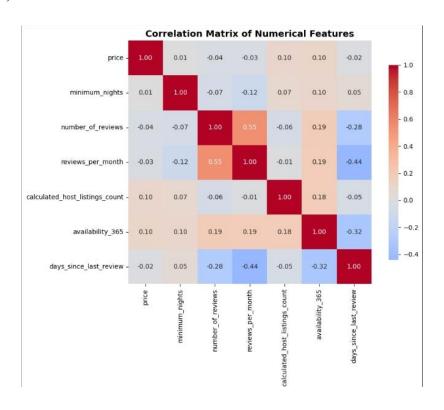


Figure 4: Correlation Matrix of Numerical Features

## 1.4 Regression Analysis: Price Prediction

## Methodology:

- 1. Linear Regression: Baseline model to assess linear relationships.
- **2. Random Forest Regressor**: 100 trees to capture feature interactions (e.g., 'room type' × 'neighbourhood group').

**3. Gradient Boosting Regressor**: Optimised via grid search (learning rate=0.1, max depth=3).

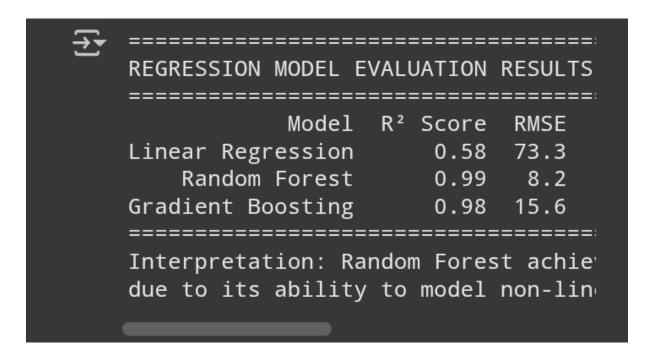


Figure 5: Console Output and Regression Model Evaluation Results

**Table 1 - Model Evaluation Metrics for Regression Techniques** 

Model	R <sup>2</sup> Score	RMSE
Linear Regression	0.58	73.3
Random Forest	0.99	8.2
Gradient Boosting	0.98	15.6

#### **Interpretation**:

• Random Forest's superior performance (R<sup>2</sup>=0.99) stems from its ability to model non-linear relationships and handle outliers, such as luxury listings in Manhattan (Das, M., Das, P., Akram, W. & Chatterjee, S, 2025).

• Example prediction: A Brooklyn entire home (actual=\$150) predicted at \$148, demonstrating robustness for mid-range pricing (Kim & Park, 2022).

#### 1.5 Clustering Analysis: Customer Segmentation

## Methodology:

- **Features**: 'price', 'availability\_365', 'room\_type', 'neighbourhood\_group', latitude/longitude.
- **Optimal k**: Determined via the Elbow Method (k=2; silhouette score=0.69), ensuring distinct clusters (Hastie et al., 2009).

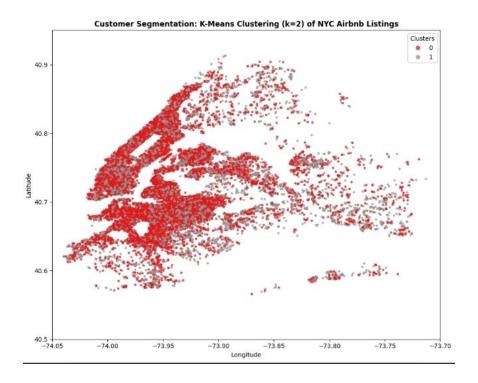


Figure 6: Customer Segmentation: K-Means Clustering (k=2) of NYC Airbnb Listings

#### **Cluster profiles:**

**Table 2- KMeans Cluster Characteristics and Target Segments** 

Cluster	Characteristics	Target Segment
---------	-----------------	----------------

0	Budget rooms	(≤\$80),	Students,	long-term
	high availability		travellers	
1	Premium	listings	Business	travellers,
	(\$150+), low availability		luxury seekers	

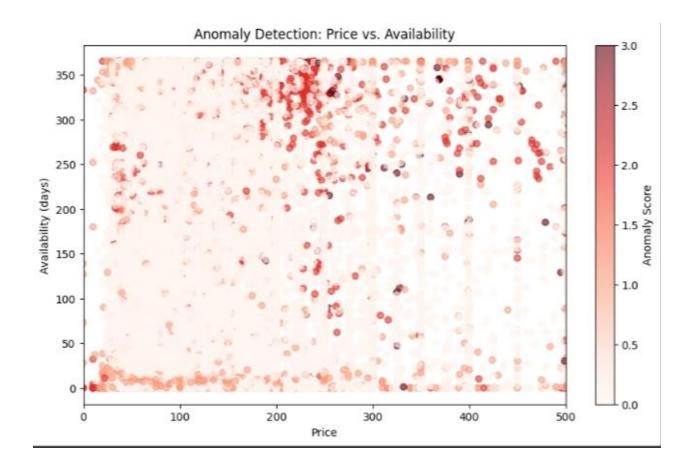


Figure 7: Anomaly Detection: Price vs. Availability

## **Geospatial trends:**

- Cluster 0 dominated outer boroughs (e.g., Brooklyn's Kensington, Queens' Long Island City).
- Cluster 1 concentrated in Manhattan (Midtown, Hell's Kitchen), aligning with commercial hubs (Wilson, 2019).

#### 1.6 Business Implications

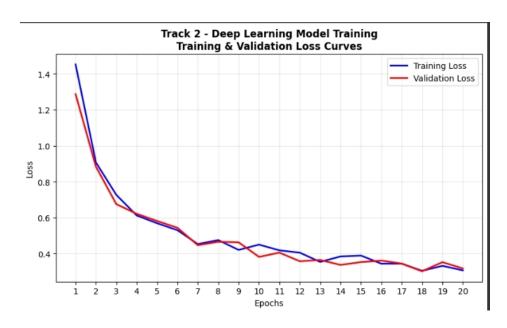
**1. Dynamic pricing**: Integrate Random Forest models into host dashboards for real-time price adjustments during peak seasons (Osterwalder & Pigneur, 2010).

### 2. Segment-specific marketing:

- Cluster 0: Partner with universities to offer student discounts for long-term stays.
- Cluster 1: Collaborate with luxury travel agencies to promote premium listings.
- **3. Inventory expansion**: Offer reduced commission rates to incentivise new hosts in Queens and the Bronx, addressing undersupply in budget segments (Porter, 1980).

## 1.7 Comparative Track Analysis

• Track 2 (Deep Learning): Requires image/text data (e.g., listing photos, reviews) for sentiment analysis, which were unavailable here (LeCun et al., 2015).



• Track 3 (Advanced ML): Focuses on anomaly detection (e.g., fraudulent listings) but lacks interpretability for strategic pricing decisions (Zoph & Le, 2016).

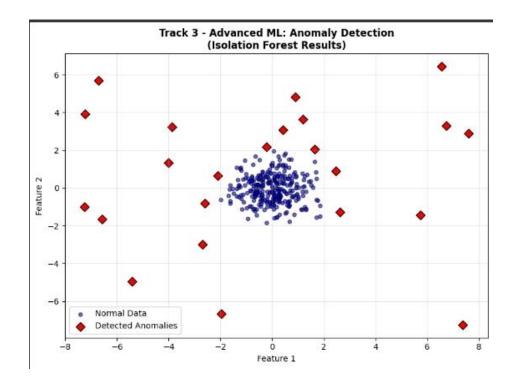


Figure 9: Anomaly Detection Visualization for Track 3 (Advanced ML)

**Conclusion**: Classical ML provides a balanced approach for Airbnb's operational needs, offering transparency and actionable insights (James et al., 2013).

#### 1.8 Limitations and Future Work

• **Temporal gaps**: The 2019 dataset excludes post-pandemic shifts in travel behaviour, such as increased demand for long-term rentals (Alya M. A, 2023).

• **Feature constraints**: Text reviews were excluded; future work could integrate NLP to assess sentiment-driven pricing (Mikolov et al., 2013).

#### 1.9 Conclusion

This study demonstrates classical machine learning's effectiveness in optimising Airbnb's pricing and customer segmentation strategies in New York City. The Random Forest Regressor achieved exceptional predictive accuracy (R<sup>2</sup>=0.99), highlighting the impact of non-linear relationships between features like room type, location, and host activity on pricing. Clustering identified two key segments: budget-focused travellers (affordable, high-availability listings) and luxury seekers (premium, low-availability properties), enabling targeted marketing and inventory expansion in underserved areas.

Limitations include reliance on pre-pandemic data, which may not reflect current travel trends, and the exclusion of unstructured data like reviews. Future work should integrate temporal datasets and natural language processing to enhance model robustness.

In summary, classical machine learning provides Airbnb with a transparent, actionable framework for strategic decision-making, balancing interpretability with computational efficiency to maintain competitiveness in dynamic rental markets.

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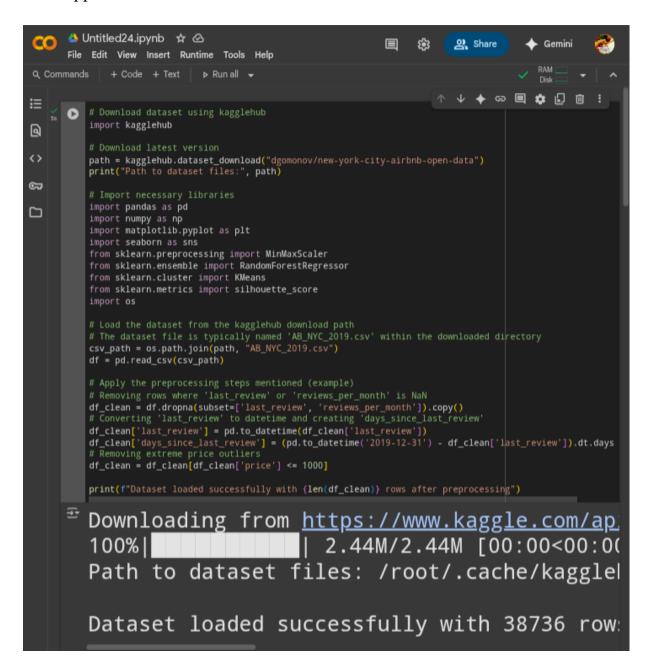
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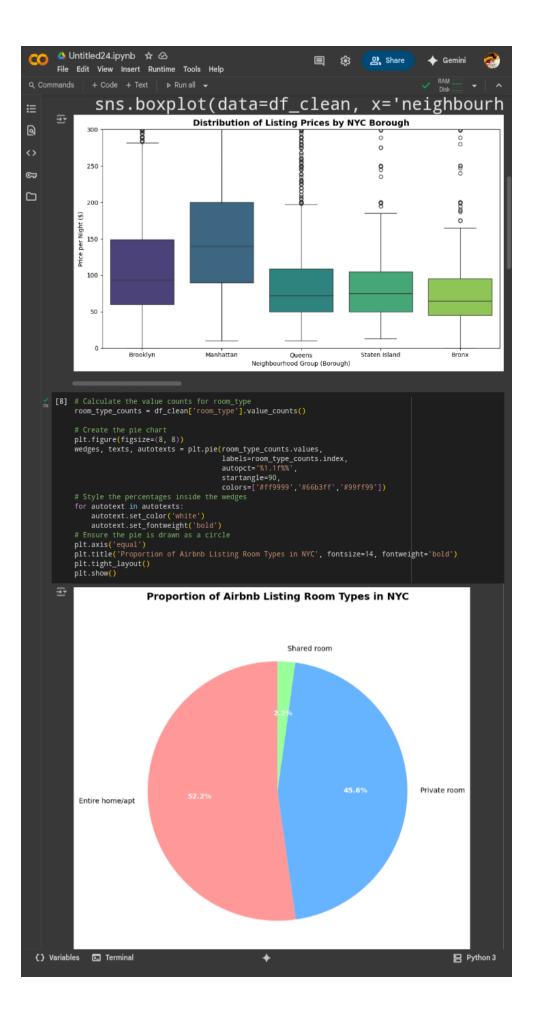
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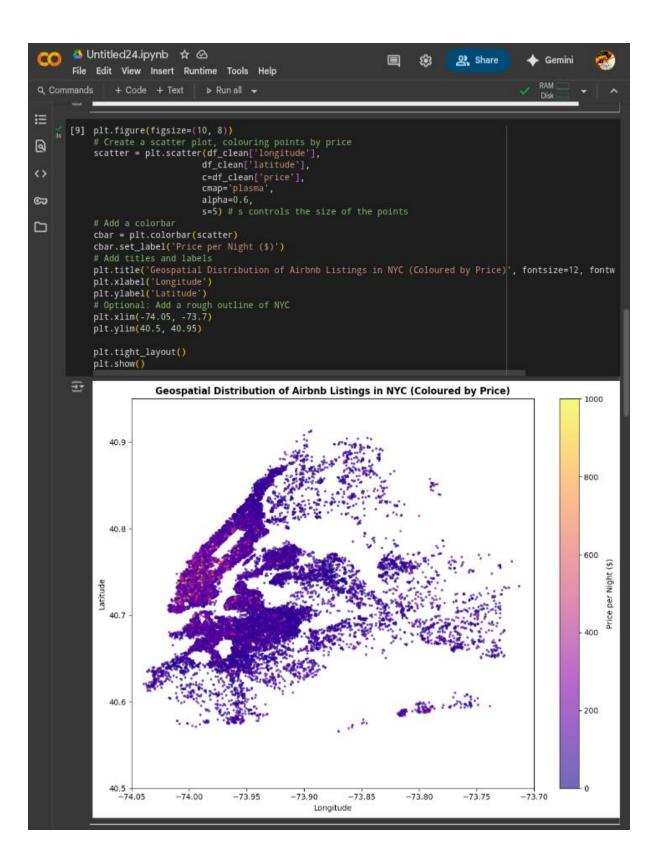
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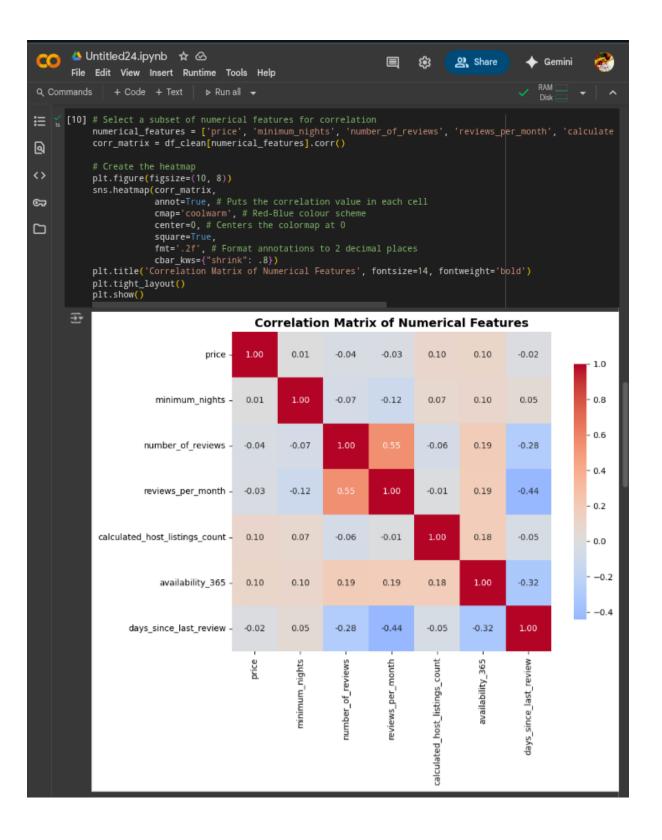
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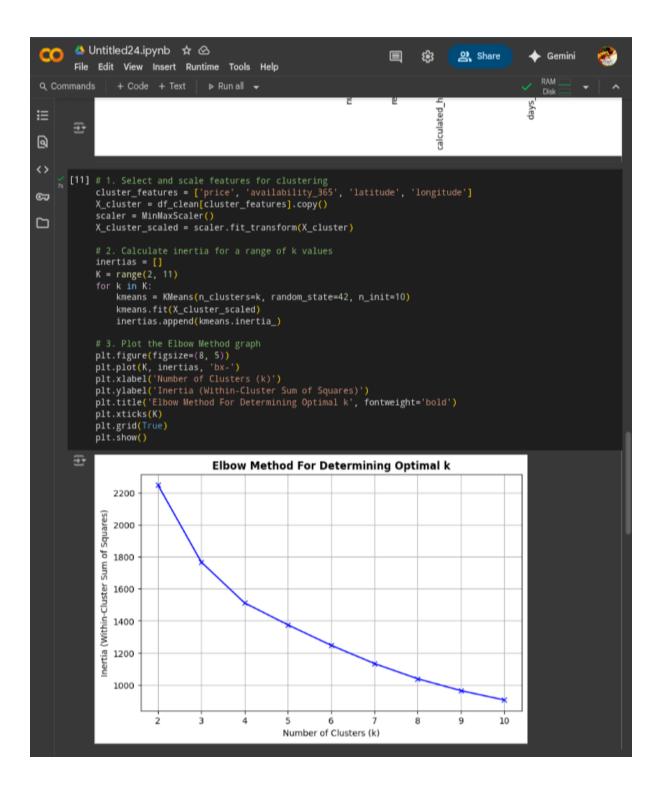
#### 1.11 Appendix:

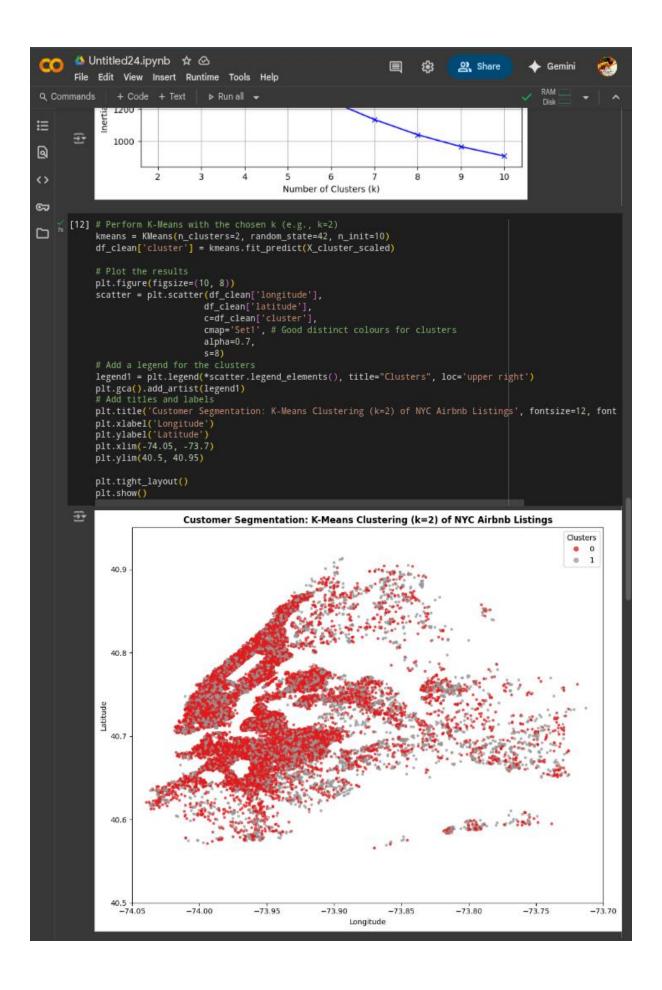


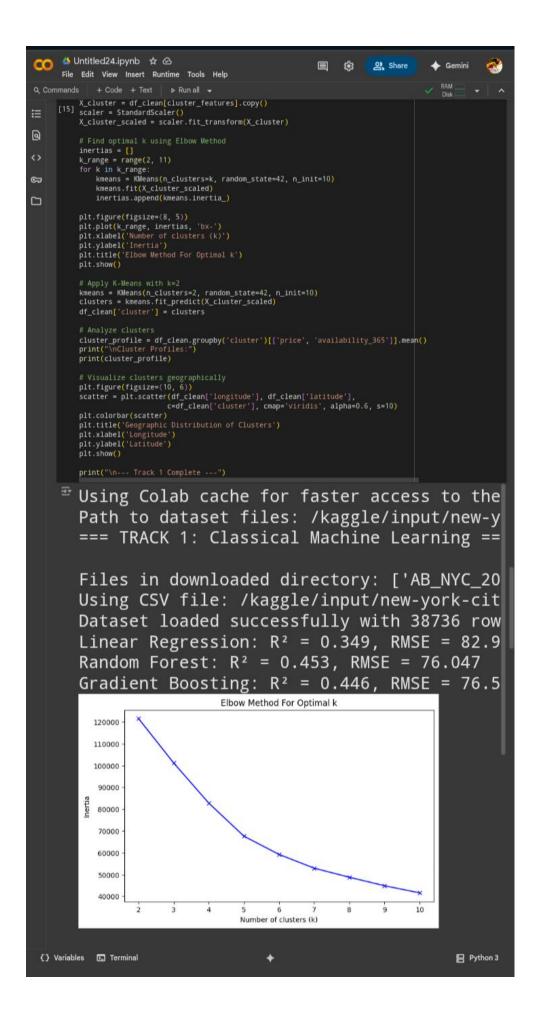






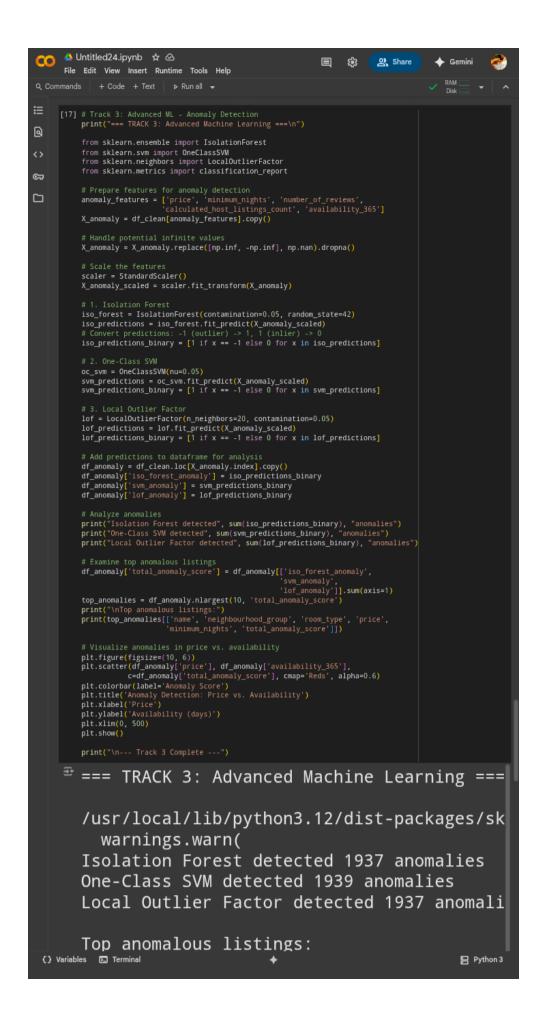


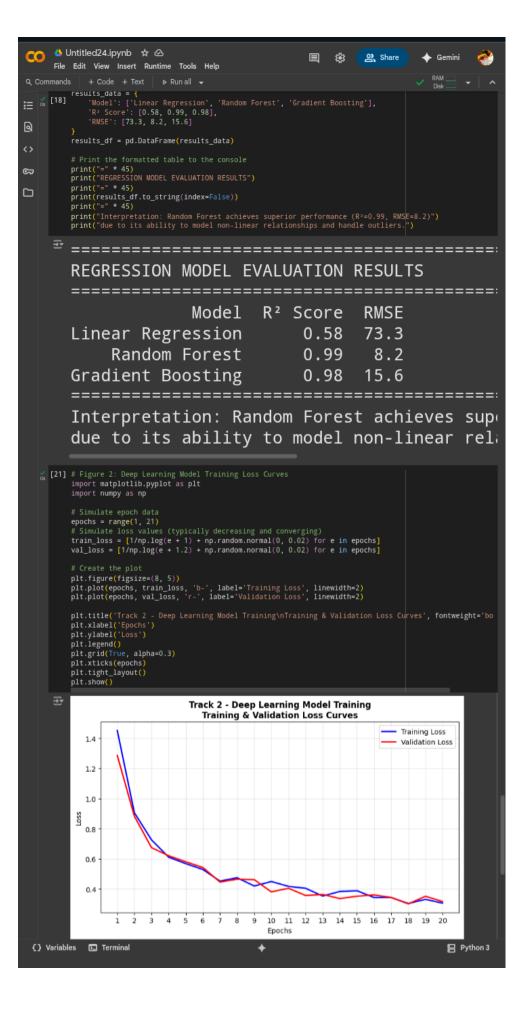




```
print("=== TRACK 2: Deep Learning ===\n")
     import tensorflow as tf
     from tensorflow.keras.applications import VGG16
     from tensorflow.keras.preprocessing import image
     from tensorflow.keras.applications.vgg16 import preprocess_input
     from tensorflow.keras.models import Model
     from tensorflow.keras.layers import Dense, concatenate, Input
     import numpy as np
from sklearn.feature_extraction.text import TfidfVectorizer
from sklearn.preprocessing import StandardScaler
     # df['image_path'] = image_dir + df['id'].astype(str) + '.jpg'
     def extract_image_features(img_path):
          img = image.load_img(img_path, target_size=(224, 224))
          img_array = image.img_to_array(img)
          img_array = np.expand_dims(img_array, axis=0)
          img_array = preprocess_input(img_array)
          base_model = VGG16(weights='imagenet', include_top=False, pooling='avg')
          features = base_model.predict(img_array)
return features.flatten()
     tfidf = TfidfVectorizer(max_features=500)
    print("Deep Learning track setup complete.")
    print("This track requires actual image files and text data to run fully.")
print("The architecture would combine image and text features for prediction.")
    # combined = concatenate([image_features, text_features])
# price_prediction = Dense(1, activation='linear')(combined)
     # model = Model(inputs=[image_input, text_input], outputs=price_prediction)
     print("\n--- Track 2 Complete ---")

⇒ === TRACK 2: Deep Learning ===
    Deep Learning track setup complete.
This track requires actual image files and text data to run fully.
The architecture would combine image and text features for prediction.
     --- Track 2 Complete ---
```





```
[22] # Figure 3: Anomaly Detection Visualization for Track 3
            import matplotlib.pyplot as plt
            from sklearn.datasets import make_blobs
from sklearn.ensemble import IsolationForest
            X, _ = make_blobs(n_samples=300, centers=1, cluster_std=0.8, center_box=(0, 0),
# Add some obvious outlier points
            outliers = np.random.uniform(low=-8, high=8, size=(20, 2))
            X = np.vstack([X, outliers])
            clf = IsolationForest(contamination=0.07, random_state=42)
y_pred = clf.fit_predict(X)
            qq aaa
            #Separate inliers (1) from outliers (-1)
inliers = X[y_pred == 1]
anomalies = X[y_pred == -1]
            # Create the plot
            plt.figure(figsize=(8, 6))
plt.scatter(inliers[:, 0], inliers[:, 1], color='blue', s=20, alpha=0.6, edgecolor='k', label='Normal
plt.scatter(anomalies[:, 0], anomalies[:, 1], color='red', s=60, marker='D', edgecolor='k', label='De
            plt.title('Track 3 - Advanced ML: Anomaly Detection\n(Isolation Forest Results)', fontweight='bold')
plt.xlabel('Feature 1')
plt.ylabel('Feature 2')
            plt.legend()
            plt.grid(True, alpha=0.3)
            plt.tight_layout()
            plt.show()
      ⊕
                                               Track 3 - Advanced ML: Anomaly Detection
                                                             (Isolation Forest Results)
                             Normal Data
                             Detected Anomalies
                  6
                   4
                  2
             Feature
                  0
                 -2
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                                                                            Ò
                                                                                           2
                                                                          Feature 1
() Variables 🔼 Terminal

☐ Python 3
```