# Was your ride Uber-smooth?

Analysis of Uber reviews & ratings
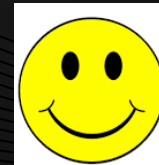
A Metis NLP Module Project by
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# Experiences

## Positive and Negative

"Well done,fast the way of treatement is respectful and smart love it_x000D_Hope for more like that_x000D_Easy ,smart,comfortable ,pricless and always improve themselves in many ways ,"

"I have a worst experience in UBER. Most Cheated company, worst drivers, rash driving. Never ever think to book this cab.  I am not getting the option of negative rating."

What aspects do the positive and negative reviews address?

# Data

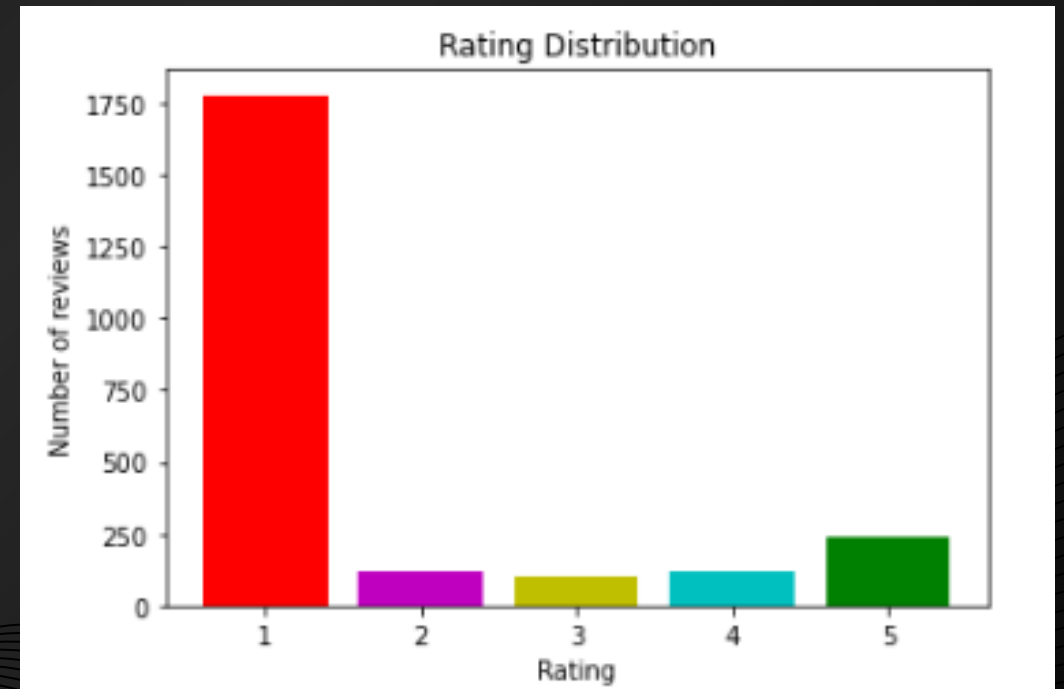2247 Uber reviews

Stars 1–5

2013 – 2019

# Data

Mean: 102

Standard deviation: 76.88

Range: 3 – 1366

# Tools



General: Pandas, Numpy

Text data cleaning: NLTK, Spacy

Vectorizing & Text models: Scikit-learn, Gensim

Visualization: Matplotlib, Seaborn

# Topics from NMF model

## On the road

car, drive, time, service, use, pay, like, good, experience, rider

| | Target | topic_0 |
|---|---|---|
| 0 | 0.0 | 0.036404 |
| 1 | 1.0 | 0.042096 |

## Charge

charge, ride, trip, fee, fare, price, mile, cost, surge, quote

| | Target | topic_2 |
|---|---|---|
| 0 | 0.0 | 0.033258 |
| 1 | 1.0 | 0.030895 |

## Payment method

card, account, credit, email, phone, customer, number, service, contact, support

| | Target | topic_1 |
|---|---|---|
| 0 | 0.0 | 0.035461 |
| 1 | 1.0 | 0.031420 |

## Time

cancel, minute, say, wait, order, pick, ride, away, come, min

| | Target | topic_3 |
|---|---|---|
| 0 | 0.0 | 0.033078 |
| 1 | 1.0 | 0.028732 |

# Adjectives

**Positive**

**Negative**

# Reduced Dataset

Years 2017–2019
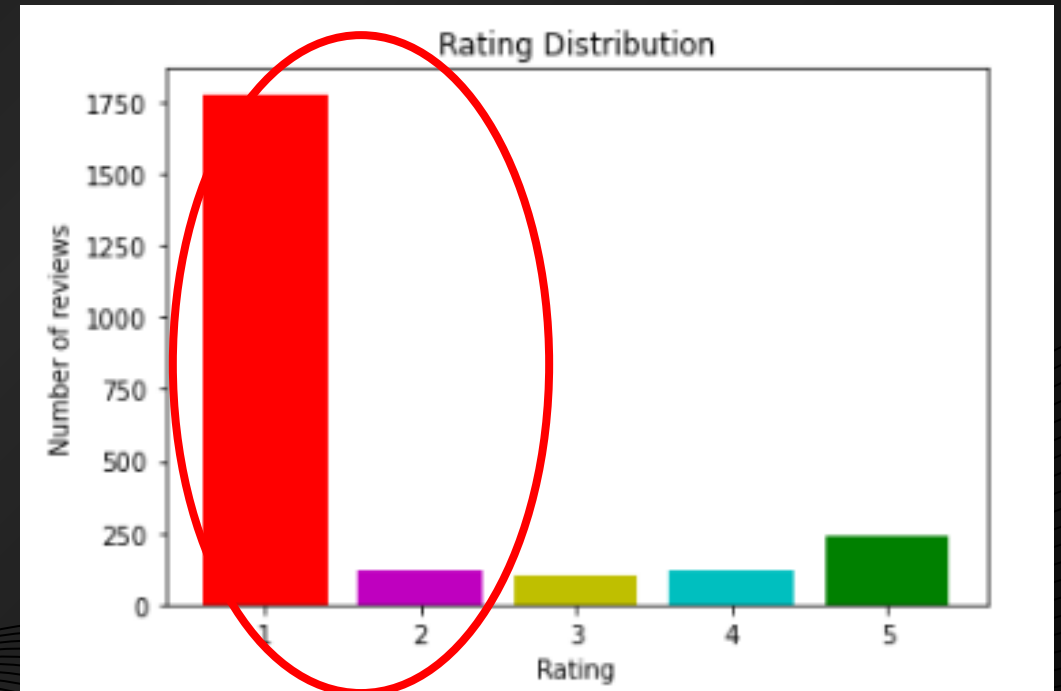
# Topics from NMF model

**Customer Support**

phone, customer, account, service, email, number, app, try, support, cmpany

**Payment method**

card, credit, gift, account, use, purchase, charge, payment, ride, refund

**Charge**

charge, ride, trip, fare, fee, price, airport, time, pay, request

**Time**

cancel, minute, order, wait, pick, say, time, car, min, come

# Future work

**Data: Location & Time**

Add more location-specific data and sort by locations

**Other tools (CorEx, Word2Vec)**

Use other tools

# Thank you!

**Do you have any questions?**

Slide

Data: Kaggle

Slide template: SlidesMania

Photographs: techcrunch.com, businessinsider.com

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