# Case Study for Airports

Prerequisite chapters:1-3

## Data file

tsa\_claims1.csv

## Scenario

You are an analyst employed by the U.S. Transportation Security Administration (TSA). Your boss has asked you to produce a report that answers the following questions about insurance claims against airports in the U.S.

## Questions

* What is the most common type of insurance claim?
* Which claim site within the airport are claims most commonly filed for?
* What type of claim is made most at each claim site? *Hint:* You can group by multiple columns.
* What is the median claim amount?
* What is the overall claim approval rate for the entire U.S.? *Hint:* You can get the number of claims for each status add then add a column that uses the sum() function to calculate the total number of claims.

## Instructions

1. Create a script for this case study.
2. Use the read\_csv() function to read the data file into a variable. See chapter 5 for details if you need help using this function.
3. Rename columns and explain why you named them the way you did.
4. Create a comment for the question.
5. If necessary, perform additional cleaning or preparation for the question.
6. Display the data that answers the question.
7. If it seems helpful, write your answer as a comment, like this:

**# answer: [Your Answer]**

1. Repeat steps 4-7 for each question.
2. When you are ready to submit your file for grading, please insert a comment stating what your goal is for taking this class.
3. Name your file ***CaseStudyLastname*** and submit for grading.

How it will be graded.

| Content | Total Points |
| --- | --- |
| All 5 questions answered correctly in a comment within the R script @ 10 points each | 50 |
| R script shows cleaning and preparation steps for each of the five questions @ 8 points each | 40 |
| File named properly | 5 |
| Goal inserted into the script as a comment | 5 |
| Total | 100 |