Penske

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November 2, 2017

Summary

The objective of this project is to create a sentiment analysis using a corpus of four negative online reviews for the Penske Truck Rentals company that will help determine if there are any apparent systemic problems in their truck leasing business. I copied and pasted the online reviews into four separate .txt documents.

Process

Load packages

```
library(tm)
```

```
## Loading required package: NLP
```

```
library(wordcloud)
```

```
## Warning: package 'wordcloud' was built under R version 3.4.2
```

```
## Loading required package: RColorBrewer
```

```
library(stringr)
```

Assign corpus of Penske reviews to a folder in the working direcory

```
folder <- "C:/Users/narce/OneDrive/Documents/GitHub/Penske/Penske/corpus"
```

Confirm the contents of the folder

```
list.files(path=folder, pattern="*.txt")
```

```
## [1] "Penske_1.txt" "Penske_2.txt" "Penske_3.txt" "Penske_4.txt"
```

Create character vector of the four file names

```
filelist <- list.files(path=folder, pattern="*.txt")
filelist
```

```
## [1] "Penske_1.txt" "Penske_2.txt" "Penske_3.txt" "Penske_4.txt"
```

```r
str(filelist)
```

```
##  chr [1:4] "Penske_1.txt" "Penske_2.txt" "Penske_3.txt" "Penske_4.txt"
```

Create a separate file path for each element and saves that into a new value, filelist

```r
filelist <-paste(folder, "\\", filelist, sep="")
filelist
```

```
## [1] "C:/Users/narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\\Penske_1.txt"
## [2] "C:/Users/narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\\Penske_2.txt"
## [3] "C:/Users/narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\\Penske_3.txt"
## [4] "C:/Users/narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\\Penske_4.txt"
```

Import each file as a character vector using laaply and the read.Lines function. ReadLines will treat each line of text as a separate element in a character vector. Laaply applies this to each file in the folder.

```r
lapply(filelist, FUN=readLines)
```

```
## Warning in FUN(X[[i]], ...): incomplete final line found on 'C:/Users/
## narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\Penske_1.txt'

## Warning in FUN(X[[i]], ...): incomplete final line found on 'C:/Users/
## narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\Penske_2.txt'

## Warning in FUN(X[[i]], ...): incomplete final line found on 'C:/Users/
## narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\Penske_3.txt'

## Warning in FUN(X[[i]], ...): incomplete final line found on 'C:/Users/
## narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\Penske_4.txt'

## [[1]]
## [1] "ï»¿Blood all over the inside of one of the two trucks I rented! I reserved two trucks one of the
## [2] "          "
## [3] "..... I told the manager that he needed to come out and look at the back of this truck and he d
##
## [[2]]
##  [1] "ï»¿I had made a Penske truck rental reservation for August 31st at Home Depot so that I could
##  [2] ""
##  [3] "When my wife and I arrived at the appointed time, we were informed by Home Depot employees tha
##  [4] ""
##  [5] "After hanging up, the Home Depot employee informed us that Penske had not only over-booked a s
##  [6] ""
##  [7] "The result to me and my family was not pleasant, and had far reaching effects on friends and f
##  [8] ""
##  [9] "The effects have also, unfortunately, spilled over to my relationship with Home Depot. In the
## [10] ""
## [11] "You may ask, why am I angry with Home Depot? After all, they weren't the ones who let me and m
##
## [[3]]
## [1] "ï»¿My wife and I were recently married, and decided to move across the country from Sonoma CA t
```

```
## [2] ""
## [3] "We pulled over to inspect the damage and found that the plexiglass had actually hit corner firs
##
## [[4]]
##  [1] "ï»¿My husband and I rented a 15 ft truck from Penske in Bakersfield, CA. On 11/2/03 at 4:15 am
##  [2] ""
##  [3] "Meanwhile large trucks were passing on our right, cars on the left, trying to avoid hitting us
##  [4] ""
##  [5] "We stood out in 30 degree freezing temperatures and waved by oncoming traffice to avoid hitting
##  [6] ""
##  [7] "Thirty minutes after the CHP officer arrived the tow truck came. We were so relieved to get the
##  [8] ""
##  [9] "When we arrived were were told that \"we are not responsible for the contents of the truck\".
## [10] ""
## [11] "The manager told me they opened the back of the truck so I have no idea if everything is still
## [12] ""
## [13] "We feel that we were put into an unsafe vehicle. We were lucky that we walked away. Others in
## [14] ""
## [15] "Evelyn"
## [16] "Bakersfield, California"
## [17] "U.S.A."
```

Assign a new vector to filelistA

```
filelistA <- lapply(filelist, FUN=readLines)
```

```
## Warning in FUN(X[[i]], ...): incomplete final line found on 'C:/Users/
## narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\Penske_1.txt'

## Warning in FUN(X[[i]], ...): incomplete final line found on 'C:/Users/
## narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\Penske_2.txt'

## Warning in FUN(X[[i]], ...): incomplete final line found on 'C:/Users/
## narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\Penske_3.txt'

## Warning in FUN(X[[i]], ...): incomplete final line found on 'C:/Users/
## narce/OneDrive/Documents/GitHub/Penske/Penske/corpus\Penske_4.txt'
```

```
lapply(filelistA, FUN = paste, collapse=" ")
```

```
## [[1]]
## [1] "ï»¿Blood all over the inside of one of the two trucks I rented! I reserved two trucks one of the
##
## [[2]]
## [1] "ï»¿I had made a Penske truck rental reservation for August 31st at Home Depot so that I could he
##
## [[3]]
## [1] "ï»¿My wife and I were recently married, and decided to move across the country from Sonoma CA to
##
## [[4]]
## [1] "ï»¿My husband and I rented a 15 ft truck from Penske in Bakersfield, CA. On 11/2/03 at 4:15 am
```

```
corpus <-lapply(filelistA, FUN = paste, collapse=" ")
```

```
corpus
```

```
## [[1]]
## [1] "ï»¿Blood all over the inside of one of the two trucks I rented! I reserved two trucks one of the
##
## [[2]]
## [1] "ï»¿I had made a Penske truck rental reservation for August 31st at Home Depot so that I could he
##
## [[3]]
## [1] "ï»¿My wife and I were recently married, and decided to move across the country from Sonoma CA to
##
## [[4]]
## [1] "ï»¿My husband and I rented a 15 ft truck from Penske in Bakersfield, CA. On 11/2/03 at 4:15 am w
```

Removes punctuations

```
corpus2 <- gsub(pattern = "\\W", replace=" ", corpus)
```

Removes numbers

```
corpus2 <- gsub(pattern = "\\d", replacement = " ", corpus2)
```

Makes text lowercase

```
corpus2<-tolower(corpus2)
```

Removes stopwords (and, the, a. . .)

```
corpus2 <- removeWords(corpus2, stopwords("english"))
```

Removes single character text

```
corpus2 < gsub(pattern = "\\b[A-z]\\b{1}", replace=" ", corpus2)
```

```
## [1] FALSE FALSE FALSE FALSE
```

Removes white space

```
corpus2 <- stripWhitespace(corpus2)
```

Creates a wordcloud visualization of the most used words in the corpus

```
wordcloud(corpus2, colors = rainbow(3))
```


Creates a corpus

```
corpus3 <- Corpus(VectorSource(corpus2))
summary(corpus3)
```

```
##   Length Class            Mode
## 1 2      PlainTextDocument list
## 2 2      PlainTextDocument list
## 3 2      PlainTextDocument list
## 4 2      PlainTextDocument list
```

Creates a Term document matrix

```
tdm <- TermDocumentMatrix(corpus3)
tdm
```

```
## <<TermDocumentMatrix (terms: 536, documents: 4)>>
## Non-/sparse entries: 654/1490
## Sparsity           : 69%
## Maximal term length: 14
```

```
## Weighting          : term frequency (tf)
```

Creates the matrix

```
as.matrix(tdm)
```

```
##                 Docs
## Terms            1  2 3  4
##   able           1  0 1  0
##   almost         1  0 0  0
##   also           1  1 0  0
##   another        2  1 0  0
##   asked          1  1 1  2
##   asking         1  0 0  0
##   atleast        1  0 0  0
##   back           3  0 2  2
##   believe        1  0 0  0
##   biohazard      1  0 0  0
##   blood          2  0 0  0
##   call           1  1 2  0
##   called         1  1 1  1
##   care           1  0 0  0
##   cargo          1  0 0  0
##   claimed        1  0 0  0
##   clean          1  0 0  0
##   come           1  0 0  0
##   coming         1  0 0  0
##   compared       1  0 0  0
##   completely     1  0 0  0
##   conclusions    1  0 0  0
##   condition      1  0 0  0
##   contracted     1  0 0  0
##   copy           1  0 0  0
##   corporate      1  0 0  0
##   crime          1  0 0  0
##   dark           1  0 0  0
##   date           2  0 0  0
##   didn           1  0 0  0
##   different      1  0 0  0
##   dirty          3  0 0  0
##   discrepancy    2  0 0  0
##   done           1  1 0  1
##   drop           1  0 1  0
##   drove          1  0 1  0
##   ended          1  0 0  0
##   exposed        1  0 0  0
##   falsified      1  0 0  0
##   feet           1  0 0  0
##   figure         1  0 0  0
##   first          3  2 1  0
##   flabbergasted  1  0 0  0
##   get            2  2 0  1
```

```
##    got             2  0 0  1
##    happened        2  0 0  1
##    happy           1  0 0  0
##    hauling         1  0 0  0
##    inside          1  0 0  0
##    intention       1  0 0  1
##    lab             2  0 0  0
##    last            2  1 0  0
##    light           1  0 0  0
##    like            1  0 0  0
##    literally       1  0 0  0
##    loaded          3  0 0  0
##    location        2  0 0  0
##    look            1  0 0  0
##    looked          1  0 0  0
##    loss            1  0 0  0
##    lost            1  0 0  0
##    manager         2  0 0  1
##    massacre        1  0 0  0
##    mexico          1  0 0  0
##    missouri        1  0 0  0
##    months          2  0 0  0
##    morning         1  0 3  0
##    needed          2  0 0  0
##    new             1  0 0  0
##    nothing         1  0 0  1
##    noticed         2  0 0  0
##    one             2  2 0  1
##    paid            1  0 0  0
##    picked          1  0 0  0
##    pictures        1  0 1  0
##    police          2  0 0  0
##    rented          1  0 0  1
##    report          3  0 0  0
##    reports         2  0 0  0
##    reservations    1  2 0  0
##    reserved        1  0 0  0
##    rest            1  0 0  0
##    rolling         1  0 0  0
##    said            1  1 0  0
##    scene           1  0 0  0
##    second          1  1 0  1
##    see             1  0 3  0
##    sent            1  0 0  1
##    side            1  0 1  1
##    since           1  2 0  0
##    six             2  0 0  0
##    someone         1  0 0  0
##    something       1  0 2  0
##    spent           2  1 1  0
##    spot            1  0 0  0
##    spots           1  0 0  0
##    stain           1  0 0  0
##    straight        1  0 3  0
```

```
##   sun             1   0 0  0
##   taken           1   0 0  0
##   talking         1   0 0  0
##   thought         3   0 0  0
##   time            3   4 0  0
##   tires           2   0 0  0
##   told            2   2 2  2
##   tomorrow        1   0 0  0
##   took            1   0 1  0
##   truck          15   5 5 14
##   trucks          2   0 0  2
##   trying          1   0 0  1
##   two             3   2 0  1
##   unloaded        2   0 0  0
##   unloading       1   0 1  0
##   use             1   0 0  0
##   wasn            1   1 0  0
##   went            2   0 1  1
##   wondering       1   0 0  1
##   words           1   0 0  0
##   accepted        0   1 0  0
##   affairs         0   1 0  0
##   agreed          0   1 0  0
##   angry           0   1 0  0
##   answer          0   1 0  0
##   anyone          0   1 0  0
##   anything        0   1 0  0
##   apartment       0   1 0  0
##   apparently      0   1 0  0
##   appointed       0   1 0  0
##   arrangements    0   1 0  0
##   arrive          0   1 0  0
##   arrived         0   1 1  2
##   ask             0   1 2  0
##   august          0   3 0  0
##   authorized      0   1 0  0
##   available       0   1 0  0
##   avoid           0   1 0  3
##   beginning       0   2 0  0
##   boasts          0   1 0  0
##   booked          0   2 0  0
##   business        0   4 0  0
##   busy            0   1 0  0
##   calls           0   1 0  0
##   can             0   3 0  0
##   cancelled       0   1 0  0
##   card            0   1 0  0
##   carpeting       0   1 0  0
##   center          0   1 0  0
##   choice          0   1 0  0
##   clear           0   1 0  0
##   close           0   1 0  0
##   common          0   1 0  0
##   company         0   1 0  1
```

```
##    confirm        0  3 0  0
##    consequence    0  1 0  0
##    consumer       0  1 0  0
##    convince       0  1 0  0
##    cost           0  2 0  0
##    credit         0  1 0  0
##    customer       0  1 0  0
##    daughter       0  1 0  0
##    day            0  4 0  0
##    deal           0  1 1  0
##    decision       0  1 0  0
##    depot          0 12 0  0
##    display        0  1 0  0
##    earlier        0  1 0  0
##    early          0  1 1  0
##    earn           0  1 0  0
##    effects        0  5 0  0
##    either         0  1 1  0
##    else           0  1 0  0
##    employee       0  2 0  0
##    employees      0  1 0  0
##    end            0  1 0  0
##    entire         0  1 0  0
##    even           0  1 0  0
##    ever           0  2 0  1
##    every          0  1 0  0
##    everyone       0  1 0  0
##    explanation    0  1 0  0
##    extent         0  1 0  0
##    fact           0  2 0  0
##    failure        0  1 0  0
##    family         0  3 0  0
##    far            0  1 0  1
##    financially    0  1 0  0
##    framingham     0  1 0  0
##    frankly        0  1 0  0
##    friends        0  2 0  0
##    future         0  1 0  0
##    generating     0  1 0  0
##    getting        0  1 0  0
##    give           0  1 0  0
##    gone           0  1 0  0
##    good           0  1 0  0
##    guarantee      0  1 0  0
##    hadn           0  1 0  0
##    hanging        0  1 0  0
##    help           0  1 0  0
##    home           0 13 1  1
##    hope           0  1 0  0
##    immediate      0  1 0  0
##    improvement    0  1 0  0
##    income         0  1 0  0
##    inform         0  1 0  0
##    informed       0  3 0  0
```

```
##   installation    0  1 0  0
##   intentionally   0  1 0  0
##   just            0  1 0  0
##   keep            0  1 0  0
##   known           0  1 0  0
##   labor           0  1 0  0
##   let             0  1 0  0
##   likewise        0  1 0  0
##   live            0  1 0  0
##   long            0  2 1  0
##   lowes           0  2 0  0
##   loyalty         0  1 0  0
##   lurch           0  1 0  0
##   made            0  1 0  0
##   make            0  2 0  0
##   making          0  3 0  0
##   many            0  1 0  0
##   may             0  1 0  1
##   meet            0  2 0  0
##   minutes         0  1 0  3
##   month           0  1 0  0
##   move            0  1 2  0
##   name            0  2 0  0
##   negative        0  2 0  0
##   never           0  1 0  0
##   next            0  1 1  0
##   nine            0  1 0  0
##   now             0  1 1  0
##   number          0  2 1  0
##   obligations     0  2 0  0
##   offer           0  1 0  0
##   offered         0  2 0  0
##   office          0  2 0  0
##   ones            0  1 0  0
##   order           0  1 0  0
##   others          0  1 0  1
##   partnership     0  2 0  0
##   partnerships    0  1 0  0
##   passed          0  1 1  0
##   past            0  2 0  0
##   penske          0 12 3  3
##   people          0  1 1  0
##   person          0  3 0  0
##   pick            0  1 1  1
##   planned         0  1 0  0
##   planning        0  1 0  0
##   pleasant        0  1 0  0
##   point           0  1 0  1
##   post            0  1 0  0
##   prior           0  1 0  0
##   proudly         0  1 0  0
##   purchased       0  1 1  0
##   purchases       0  1 0  0
##   rain            0  1 0  0
```

```
##   reaching        0  1 0  0
##   realizes        0  1 0  0
##   received        0  1 0  0
##   relationship    0  1 0  0
##   relatives       0  1 0  0
##   rental          0  7 0  3
##   reservation     0  3 0  0
##   response        0  1 2  0
##   result          0  1 0  0
##   right           0  1 1  2
##   roads           0  1 0  0
##   rooms           0  1 0  0
##   say             0  2 0  1
##   saying          0  1 0  0
##   scheduled       0  1 0  0
##   shortly         0  1 0  0
##   show            0  1 0  0
##   significant     0  1 0  0
##   simple          0  1 0  0
##   soaked          0  1 1  0
##   sonny           0  1 0  0
##   spilled         0  1 0  0
##   still           0  1 0  2
##   stood           0  1 0  2
##   strategy        0  1 0  0
##   supplied        0  1 0  0
##   tell            0  1 0  0
##   thing           0  1 1  1
##   though          0  1 1  0
##   today           0  1 0  0
##   unable          0  1 0  0
##   unfortunately   0  1 0  0
##   vehicles        0  1 1  0
##   weekend         0  3 0  0
##   weekends        0  1 0  0
##   weren           0  1 0  0
##   wife            0  3 2  0
##   will            0  4 0  0
##   wise            0  1 0  0
##   wouldn          0  1 0  0
##   years           0  1 1  0
##   across          0  0 1  0
##   actually        0  0 1  0
##   ahead           0  0 1  0
##   alive           0  0 1  0
##   anyway          0  0 1  0
##   based           0  0 1  0
##   bed             0  0 4  0
##   behind          0  0 1  2
##   big             0  0 2  0
##   box             0  0 1  0
##   bumper          0  0 2  0
##   came            0  0 1  2
##   car             0  0 2  1
```

```
##    cars             0  0 1  2
##    caused           0  0 1  1
##    chicago          0  0 1  0
##    claim            0  0 2  0
##    claims           0  0 1  0
##    closer           0  0 1  0
##    conclusion       0  0 1  0
##    continuing       0  0 1  0
##    corner           0  0 1  0
##    corperate        0  0 1  0
##    country          0  0 1  0
##    cover            0  0 2  0
##    coverage         0  0 1  0
##    covered          0  0 1  0
##    covering         0  0 1  0
##    created          0  0 1  0
##    damage           0  0 3  0
##    damages          0  0 4  0
##    decided          0  0 1  0
##    directly         0  0 1  0
##    don              0  0 1  0
##    draft            0  0 1  0
##    due              0  0 1  0
##    east             0  0 1  0
##    eff              0  0 1  0
##    emptying         0  0 1  0
##    enough           0  0 1  0
##    filing           0  0 1  0
##    find             0  0 1  0
##    finished         0  0 1  0
##    flat             0  0 1  0
##    foot             0  0 1  0
##    found            0  0 1  0
##    front            0  0 1  0
##    full             0  0 2  0
##    gave             0  0 1  0
##    going            0  0 1  1
##    grill            0  0 1  0
##    guess            0  0 1  0
##    happen           0  0 1  0
##    heading          0  0 1  0
##    hit              0  0 1  1
##    hitting          0  0 1  3
##    hmmmmm           0  0 1  0
##    hood             0  0 1  0
##    horror           0  0 1  1
##    hour             0  0 1  0
##    hurl             0  0 1  0
##    immediately      0  0 1  2
##    incidents        0  0 1  0
##    includes         0  0 1  0
##    inspect          0  0 1  0
##    insurance        0  0 3  0
##    issues           0  0 1  0
```

```
##   kind          0  0 1  0
##   knowing       0  0 1  0
##   lane          0  0 1  2
##   larrge        0  0 1  0
##   laying        0  0 3  0
##   leaving       0  0 1  0
##   little        0  0 1  0
##   log           0  0 1  0
##   lot           0  0 1  0
##   luckily       0  0 1  0
##   lucky         0  0 1  2
##   married       0  0 1  0
##   mass          0  0 1  0
##   mattress      0  0 1  0
##   mirror        0  0 1  0
##   night         0  0 1  0
##   none          0  0 1  0
##   object        0  0 1  0
##   old           0  0 1  0
##   outright      0  0 1  0
##   packag        0  0 1  0
##   package       0  0 1  0
##   parents       0  0 1  0
##   party         0  0 2  0
##   path          0  0 1  0
##   pay           0  0 1  0
##   pefore        0  0 1  0
##   pics          0  0 1  0
##   piece         0  0 2  0
##   pig           0  0 1  0
##   plexiglass    0  0 3  0
##   pool          0  0 1  0
##   pulled        0  0 1  0
##   purchase      0  0 1  0
##   quote         0  0 1  0
##   really        0  0 2  0
##   rear          0  0 1  0
##   receipt       0  0 3  0
##   recently      0  0 1  0
##   redwood       0  0 1  0
##   refusing      0  0 1  0
##   responsible   0  0 1  1
##   roadway       0  0 3  0
##   rush          0  0 1  0
##   screws        0  0 1  0
##   send          0  0 1  0
##   sheer         0  0 1  0
##   shining       0  0 1  0
##   sir           0  0 1  0
##   site          0  0 1  0
##   sonoma        0  0 1  0
##   spinning      0  0 1  0
##   splintered    0  0 1  0
##   split         0  0 1  0
```

```
##    spotted          0  0 1  0
##    spring           0  0 1  0
##    surprise         0  0 1  0
##    telling          0  0 1  0
##    thanks           0  0 1  0
##    third            0  0 2  0
##    top              0  0 1  0
##    traffic          0  0 2  0
##    truckand         0  0 1  0
##    understandable   0  0 1  0
##    upon             0  0 1  0
##    view             0  0 1  0
##    waking           0  0 1  0
##    watched          0  0 1  1
##    water            0  0 1  0
##    weel             0  0 1  0
##    wifes            0  0 1  0
##    windshield       0  0 1  0
##    yet              0  0 1  0
##    abrupt           0  0 0  1
##    accident         0  0 0  1
##    alerted          0  0 0  1
##    approached       0  0 0  1
##    avoided          0  0 0  1
##    away             0  0 0  1
##    bakersfield      0  0 0  3
##    bearing          0  0 0  1
##    black            0  0 0  1
##    broken           0  0 0  1
##    busiest          0  0 0  1
##    california       0  0 0  2
##    charging         0  0 0  1
##    children         0  0 0  1
##    chp              0  0 0  3
##    cold             0  0 0  1
##    contents         0  0 0  2
##    degree           0  0 0  1
##    demand           0  0 0  1
##    die              0  0 0  1
##    differential     0  0 0  1
##    emergency        0  0 0  1
##    evelyn           0  0 0  1
##    everything       0  0 0  1
##    except           0  0 0  1
##    exit             0  0 0  1
##    experiencing     0  0 0  1
##    fatal            0  0 0  1
##    feel             0  0 0  1
##    finally          0  0 0  1
##    flares           0  0 0  1
##    flashers         0  0 0  1
##    freeways         0  0 0  1
##    freezing         0  0 0  1
##    frightening      0  0 0  1
```

```
##    frozen          0  0 0  1
##    god             0  0 0  1
##    grandchildren   0  0 0  1
##    grapevine       0  0 0  1
##    headed          0  0 0  1
##    hours           0  0 0  1
##    hurried         0  0 0  1
##    husband         0  0 0  4
##    idea            0  0 0  1
##    intend          0  0 0  1
##    interstate      0  0 0  1
##    items           0  0 0  1
##    killed          0  0 0  1
##    know            0  0 0  1
##    large           0  0 0  1
##    later           0  0 0  1
##    left            0  0 0  2
##    meanwhile       0  0 0  1
##    middle          0  0 0  2
##    mile            0  0 0  1
##    multiple        0  0 0  1
##    near            0  0 0  1
##    nearly          0  0 0  1
##    needless        0  0 0  1
##    officer         0  0 0  2
##    oncoming        0  0 0  1
##    onto            0  0 0  1
##    opened          0  0 0  1
##    parked          0  0 0  1
##    passing         0  0 0  1
##    pitch           0  0 0  1
##    placed          0  0 0  1
##    practically     0  0 0  1
##    prayed          0  0 0  1
##    put             0  0 0  2
##    reimbursing     0  0 0  1
##    relieved        0  0 0  1
##    road            0  0 0  4
##    sake            0  0 0  1
##    sat             0  0 0  2
##    semi            0  0 0  1
##    several         0  0 0  1
##    shoulder        0  0 0  2
##    showed          0  0 0  1
##    situation       0  0 0  1
##    standing        0  0 0  1
##    state           0  0 0  1
##    stop            0  0 0  1
##    swerved         0  0 0  1
##    take            0  0 0  1
##    temperatures    0  0 0  1
##    thirty          0  0 0  1
##    tow             0  0 0  4
##    traffice        0  0 0  1
```

```
##    twenty         0   0 0  1
##    unsafe         0   0 0  1
##    vehicle        0   0 0  4
##    walked         0   0 0  1
##    waved          0   0 0  1
##    worst          0   0 0  1
```

```
viewmatrix <- as.matrix(tdm)
```

Changes the names of the columns (Read1 = Reading, PA, Malb = Malborough, MA, Read2 - Reading, PA, Baker = Bakersfield, CA)

```
colnames(viewmatrix) <- c("Read1", "Malb", "Read2", "Baker")
viewmatrix
```

```
##                 Docs
## Terms            Read1 Malb Read2 Baker
##    able             1    0    1     0
##    almost           1    0    0     0
##    also             1    1    0     0
##    another          2    1    0     0
##    asked            1    1    1     2
##    asking           1    0    0     0
##    atleast          1    0    0     0
##    back             3    0    2     2
##    believe          1    0    0     0
##    biohazard        1    0    0     0
##    blood            2    0    0     0
##    call             1    1    2     0
##    called           1    1    1     1
##    care             1    0    0     0
##    cargo            1    0    0     0
##    claimed          1    0    0     0
##    clean            1    0    0     0
##    come             1    0    0     0
##    coming           1    0    0     0
##    compared         1    0    0     0
##    completely       1    0    0     0
##    conclusions      1    0    0     0
##    condition        1    0    0     0
##    contracted       1    0    0     0
##    copy             1    0    0     0
##    corporate        1    0    0     0
##    crime            1    0    0     0
##    dark             1    0    0     0
##    date             2    0    0     0
##    didn             1    0    0     0
##    different        1    0    0     0
##    dirty            3    0    0     0
##    discrepancy      2    0    0     0
##    done             1    1    0     1
```

```
##   drop              1    0    1    0
##   drove             1    0    1    0
##   ended             1    0    0    0
##   exposed           1    0    0    0
##   falsified         1    0    0    0
##   feet              1    0    0    0
##   figure            1    0    0    0
##   first             3    2    1    0
##   flabbergasted     1    0    0    0
##   get               2    2    0    1
##   got               2    0    0    1
##   happened          2    0    0    1
##   happy             1    0    0    0
##   hauling           1    0    0    0
##   inside            1    0    0    0
##   intention         1    0    0    1
##   lab               2    0    0    0
##   last              2    1    0    0
##   light             1    0    0    0
##   like              1    0    0    0
##   literally         1    0    0    0
##   loaded            3    0    0    0
##   location          2    0    0    0
##   look              1    0    0    0
##   looked            1    0    0    0
##   loss              1    0    0    0
##   lost              1    0    0    0
##   manager           2    0    0    1
##   massacre          1    0    0    0
##   mexico            1    0    0    0
##   missouri          1    0    0    0
##   months            2    0    0    0
##   morning           1    0    3    0
##   needed            2    0    0    0
##   new               1    0    0    0
##   nothing           1    0    0    1
##   noticed           2    0    0    0
##   one               2    2    0    1
##   paid              1    0    0    0
##   picked            1    0    0    0
##   pictures          1    0    1    0
##   police            2    0    0    0
##   rented            1    0    0    1
##   report            3    0    0    0
##   reports           2    0    0    0
##   reservations      1    2    0    0
##   reserved          1    0    0    0
##   rest              1    0    0    0
##   rolling           1    0    0    0
##   said              1    1    0    0
##   scene             1    0    0    0
##   second            1    1    0    1
##   see               1    0    3    0
##   sent              1    0    0    1
```

```
##    side           1    0    1    1
##    since          1    2    0    0
##    six            2    0    0    0
##    someone        1    0    0    0
##    something      1    0    2    0
##    spent          2    1    1    0
##    spot           1    0    0    0
##    spots          1    0    0    0
##    stain          1    0    0    0
##    straight       1    0    3    0
##    sun            1    0    0    0
##    taken          1    0    0    0
##    talking        1    0    0    0
##    thought        3    0    0    0
##    time           3    4    0    0
##    tires          2    0    0    0
##    told           2    2    2    2
##    tomorrow       1    0    0    0
##    took           1    0    1    0
##    truck         15    5    5   14
##    trucks         2    0    0    2
##    trying         1    0    0    1
##    two            3    2    0    1
##    unloaded       2    0    0    0
##    unloading      1    0    1    0
##    use            1    0    0    0
##    wasn           1    1    0    0
##    went           2    0    1    1
##    wondering      1    0    0    1
##    words          1    0    0    0
##    accepted       0    1    0    0
##    affairs        0    1    0    0
##    agreed         0    1    0    0
##    angry          0    1    0    0
##    answer         0    1    0    0
##    anyone         0    1    0    0
##    anything       0    1    0    0
##    apartment      0    1    0    0
##    apparently     0    1    0    0
##    appointed      0    1    0    0
##    arrangements   0    1    0    0
##    arrive         0    1    0    0
##    arrived        0    1    1    2
##    ask            0    1    2    0
##    august         0    3    0    0
##    authorized     0    1    0    0
##    available      0    1    0    0
##    avoid          0    1    0    3
##    beginning      0    2    0    0
##    boasts         0    1    0    0
##    booked         0    2    0    0
##    business       0    4    0    0
##    busy           0    1    0    0
##    calls          0    1    0    0
```

```
##    can            0    3    0    0
##    cancelled      0    1    0    0
##    card           0    1    0    0
##    carpeting      0    1    0    0
##    center         0    1    0    0
##    choice         0    1    0    0
##    clear          0    1    0    0
##    close          0    1    0    0
##    common         0    1    0    0
##    company        0    1    0    1
##    confirm        0    3    0    0
##    consequence    0    1    0    0
##    consumer       0    1    0    0
##    convince       0    1    0    0
##    cost           0    2    0    0
##    credit         0    1    0    0
##    customer       0    1    0    0
##    daughter       0    1    0    0
##    day            0    4    0    0
##    deal           0    1    1    0
##    decision       0    1    0    0
##    depot          0   12    0    0
##    display        0    1    0    0
##    earlier        0    1    0    0
##    early          0    1    1    0
##    earn           0    1    0    0
##    effects        0    5    0    0
##    either         0    1    1    0
##    else           0    1    0    0
##    employee       0    2    0    0
##    employees      0    1    0    0
##    end            0    1    0    0
##    entire         0    1    0    0
##    even           0    1    0    0
##    ever           0    2    0    1
##    every          0    1    0    0
##    everyone       0    1    0    0
##    explanation    0    1    0    0
##    extent         0    1    0    0
##    fact           0    2    0    0
##    failure        0    1    0    0
##    family         0    3    0    0
##    far            0    1    0    1
##    financially    0    1    0    0
##    framingham     0    1    0    0
##    frankly        0    1    0    0
##    friends        0    2    0    0
##    future         0    1    0    0
##    generating     0    1    0    0
##    getting        0    1    0    0
##    give           0    1    0    0
##    gone           0    1    0    0
##    good           0    1    0    0
##    guarantee      0    1    0    0
```

```
##    hadn            0    1    0    0
##    hanging         0    1    0    0
##    help            0    1    0    0
##    home            0   13    1    1
##    hope            0    1    0    0
##    immediate       0    1    0    0
##    improvement     0    1    0    0
##    income          0    1    0    0
##    inform          0    1    0    0
##    informed        0    3    0    0
##    installation    0    1    0    0
##    intentionally   0    1    0    0
##    just            0    1    0    0
##    keep            0    1    0    0
##    known           0    1    0    0
##    labor           0    1    0    0
##    let             0    1    0    0
##    likewise        0    1    0    0
##    live            0    1    0    0
##    long            0    2    1    0
##    lowes           0    2    0    0
##    loyalty         0    1    0    0
##    lurch           0    1    0    0
##    made            0    1    0    0
##    make            0    2    0    0
##    making          0    3    0    0
##    many            0    1    0    0
##    may             0    1    0    1
##    meet            0    2    0    0
##    minutes         0    1    0    3
##    month           0    1    0    0
##    move            0    1    2    0
##    name            0    2    0    0
##    negative        0    2    0    0
##    never           0    1    0    0
##    next            0    1    1    0
##    nine            0    1    0    0
##    now             0    1    1    0
##    number          0    2    1    0
##    obligations     0    2    0    0
##    offer           0    1    0    0
##    offered         0    2    0    0
##    office          0    2    0    0
##    ones            0    1    0    0
##    order           0    1    0    0
##    others          0    1    0    1
##    partnership     0    2    0    0
##    partnerships    0    1    0    0
##    passed          0    1    1    0
##    past            0    2    0    0
##    penske          0   12    3    3
##    people          0    1    1    0
##    person          0    3    0    0
##    pick            0    1    1    1
```

```
##    planned          0   1   0   0
##    planning         0   1   0   0
##    pleasant         0   1   0   0
##    point            0   1   0   1
##    post             0   1   0   0
##    prior            0   1   0   0
##    proudly          0   1   0   0
##    purchased        0   1   1   0
##    purchases        0   1   0   0
##    rain             0   1   0   0
##    reaching         0   1   0   0
##    realizes         0   1   0   0
##    received         0   1   0   0
##    relationship     0   1   0   0
##    relatives        0   1   0   0
##    rental           0   7   0   3
##    reservation      0   3   0   0
##    response         0   1   2   0
##    result           0   1   0   0
##    right            0   1   1   2
##    roads            0   1   0   0
##    rooms            0   1   0   0
##    say              0   2   0   1
##    saying           0   1   0   0
##    scheduled        0   1   0   0
##    shortly          0   1   0   0
##    show             0   1   0   0
##    significant      0   1   0   0
##    simple           0   1   0   0
##    soaked           0   1   1   0
##    sonny            0   1   0   0
##    spilled          0   1   0   0
##    still            0   1   0   2
##    stood            0   1   0   2
##    strategy         0   1   0   0
##    supplied         0   1   0   0
##    tell             0   1   0   0
##    thing            0   1   1   1
##    though           0   1   1   0
##    today            0   1   0   0
##    unable           0   1   0   0
##    unfortunately    0   1   0   0
##    vehicles         0   1   1   0
##    weekend          0   3   0   0
##    weekends         0   1   0   0
##    weren            0   1   0   0
##    wife             0   3   2   0
##    will             0   4   0   0
##    wise             0   1   0   0
##    wouldn           0   1   0   0
##    years            0   1   1   0
##    across           0   0   1   0
##    actually         0   0   1   0
##    ahead            0   0   1   0
```

```
##   alive           0   0   1   0
##   anyway          0   0   1   0
##   based           0   0   1   0
##   bed             0   0   4   0
##   behind          0   0   1   2
##   big             0   0   2   0
##   box             0   0   1   0
##   bumper          0   0   2   0
##   came            0   0   1   2
##   car             0   0   2   1
##   cars            0   0   1   2
##   caused          0   0   1   1
##   chicago         0   0   1   0
##   claim           0   0   2   0
##   claims          0   0   1   0
##   closer          0   0   1   0
##   conclusion      0   0   1   0
##   continuing      0   0   1   0
##   corner          0   0   1   0
##   corperate       0   0   1   0
##   country         0   0   1   0
##   cover           0   0   2   0
##   coverage        0   0   1   0
##   covered         0   0   1   0
##   covering        0   0   1   0
##   created         0   0   1   0
##   damage          0   0   3   0
##   damages         0   0   4   0
##   decided         0   0   1   0
##   directly        0   0   1   0
##   don             0   0   1   0
##   draft           0   0   1   0
##   due             0   0   1   0
##   east            0   0   1   0
##   eff             0   0   1   0
##   emptying        0   0   1   0
##   enough          0   0   1   0
##   filing          0   0   1   0
##   find            0   0   1   0
##   finished        0   0   1   0
##   flat            0   0   1   0
##   foot            0   0   1   0
##   found           0   0   1   0
##   front           0   0   1   0
##   full            0   0   2   0
##   gave            0   0   1   0
##   going           0   0   1   1
##   grill           0   0   1   0
##   guess           0   0   1   0
##   happen          0   0   1   0
##   heading         0   0   1   0
##   hit             0   0   1   1
##   hitting         0   0   1   3
##   hmmmmm          0   0   1   0
```

```
##    hood              0    0    1    0
##    horror            0    0    1    1
##    hour              0    0    1    0
##    hurl              0    0    1    0
##    immediately       0    0    1    2
##    incidents         0    0    1    0
##    includes          0    0    1    0
##    inspect           0    0    1    0
##    insurance         0    0    3    0
##    issues            0    0    1    0
##    kind              0    0    1    0
##    knowing           0    0    1    0
##    lane              0    0    1    2
##    larrge            0    0    1    0
##    laying            0    0    3    0
##    leaving           0    0    1    0
##    little            0    0    1    0
##    log               0    0    1    0
##    lot               0    0    1    0
##    luckily           0    0    1    0
##    lucky             0    0    1    2
##    married           0    0    1    0
##    mass              0    0    1    0
##    mattress          0    0    1    0
##    mirror            0    0    1    0
##    night             0    0    1    0
##    none              0    0    1    0
##    object            0    0    1    0
##    old               0    0    1    0
##    outright          0    0    1    0
##    packag            0    0    1    0
##    package           0    0    1    0
##    parents           0    0    1    0
##    party             0    0    2    0
##    path              0    0    1    0
##    pay               0    0    1    0
##    pefore            0    0    1    0
##    pics              0    0    1    0
##    piece             0    0    2    0
##    pig               0    0    1    0
##    plexiglass        0    0    3    0
##    pool              0    0    1    0
##    pulled            0    0    1    0
##    purchase          0    0    1    0
##    quote             0    0    1    0
##    really            0    0    2    0
##    rear              0    0    1    0
##    receipt           0    0    3    0
##    recently          0    0    1    0
##    redwood           0    0    1    0
##    refusing          0    0    1    0
##    responsible       0    0    1    1
##    roadway           0    0    3    0
##    rush              0    0    1    0
```

```
##   screws          0   0   1   0
##   send            0   0   1   0
##   sheer           0   0   1   0
##   shining         0   0   1   0
##   sir             0   0   1   0
##   site            0   0   1   0
##   sonoma          0   0   1   0
##   spinning        0   0   1   0
##   splintered      0   0   1   0
##   split           0   0   1   0
##   spotted         0   0   1   0
##   spring          0   0   1   0
##   surprise        0   0   1   0
##   telling         0   0   1   0
##   thanks          0   0   1   0
##   third           0   0   2   0
##   top             0   0   1   0
##   traffic         0   0   2   0
##   truckand        0   0   1   0
##   understandable  0   0   1   0
##   upon            0   0   1   0
##   view            0   0   1   0
##   waking          0   0   1   0
##   watched         0   0   1   1
##   water           0   0   1   0
##   weel            0   0   1   0
##   wifes           0   0   1   0
##   windshield      0   0   1   0
##   yet             0   0   1   0
##   abrupt          0   0   0   1
##   accident        0   0   0   1
##   alerted         0   0   0   1
##   approached      0   0   0   1
##   avoided         0   0   0   1
##   away            0   0   0   1
##   bakersfield     0   0   0   3
##   bearing         0   0   0   1
##   black           0   0   0   1
##   broken          0   0   0   1
##   busiest         0   0   0   1
##   california      0   0   0   2
##   charging        0   0   0   1
##   children        0   0   0   1
##   chp             0   0   0   3
##   cold            0   0   0   1
##   contents        0   0   0   2
##   degree          0   0   0   1
##   demand          0   0   0   1
##   die             0   0   0   1
##   differential    0   0   0   1
##   emergency       0   0   0   1
##   evelyn          0   0   0   1
##   everything      0   0   0   1
##   except          0   0   0   1
```

```
##    exit            0    0    0    1
##    experiencing    0    0    0    1
##    fatal           0    0    0    1
##    feel            0    0    0    1
##    finally         0    0    0    1
##    flares          0    0    0    1
##    flashers        0    0    0    1
##    freeways        0    0    0    1
##    freezing        0    0    0    1
##    frightening     0    0    0    1
##    frozen          0    0    0    1
##    god             0    0    0    1
##    grandchildren   0    0    0    1
##    grapevine       0    0    0    1
##    headed          0    0    0    1
##    hours           0    0    0    1
##    hurried         0    0    0    1
##    husband         0    0    0    4
##    idea            0    0    0    1
##    intend          0    0    0    1
##    interstate      0    0    0    1
##    items           0    0    0    1
##    killed          0    0    0    1
##    know            0    0    0    1
##    large           0    0    0    1
##    later           0    0    0    1
##    left            0    0    0    2
##    meanwhile       0    0    0    1
##    middle          0    0    0    2
##    mile            0    0    0    1
##    multiple        0    0    0    1
##    near            0    0    0    1
##    nearly          0    0    0    1
##    needless        0    0    0    1
##    officer         0    0    0    2
##    oncoming        0    0    0    1
##    onto            0    0    0    1
##    opened          0    0    0    1
##    parked          0    0    0    1
##    passing         0    0    0    1
##    pitch           0    0    0    1
##    placed          0    0    0    1
##    practically     0    0    0    1
##    prayed          0    0    0    1
##    put             0    0    0    2
##    reimbursing     0    0    0    1
##    relieved        0    0    0    1
##    road            0    0    0    4
##    sake            0    0    0    1
##    sat             0    0    0    2
##    semi            0    0    0    1
##    several         0    0    0    1
##    shoulder        0    0    0    2
##    showed          0    0    0    1
```

```
##    situation        0   0   0   1
##    standing         0   0   0   1
##    state            0   0   0   1
##    stop             0   0   0   1
##    swerved          0   0   0   1
##    take             0   0   0   1
##    temperatures     0   0   0   1
##    thirty           0   0   0   1
##    tow              0   0   0   4
##    traffice         0   0   0   1
##    twenty           0   0   0   1
##    unsafe           0   0   0   1
##    vehicle          0   0   0   4
##    walked           0   0   0   1
##    waved            0   0   0   1
##    worst            0   0   0   1
```

Creates a comparision wordcloud the illustrates the most used term in each of the four documents.

Insight & Analysis - "home depot" stands out in Malb, "truck" and "police" are significant in Read1,

"damages" "insurance" and "roadway" in Read2, while "husband", "two" and "vehicle" are the prominent terms in Baker.

```
comparison.cloud(viewmatrix)
```

```
## Warning in comparison.cloud(viewmatrix): months could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): needed could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): police could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): reports could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): unloaded could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): last could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): got could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): happened could not be fit on page.
## It will not be plotted.
```

```
## Warning in comparison.cloud(viewmatrix): manager could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): person could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): reservation could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): weekend could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): spent could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): went could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): bumper could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): really could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): immediately could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): get could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): one could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): ask could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): move could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): response could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): arrived could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): right could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): something could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): beginning could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): booked could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): employee could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): meet could not be fit on page. It
## will not be plotted.
```

```
## Warning in comparison.cloud(viewmatrix): negative could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): obligations could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): offered could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): office could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): partnership could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): past could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): asking could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): atleast could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): biohazard could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): care could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): cargo could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): claimed could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): clean could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): coming could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): compared could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): completely could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): conclusions could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): condition could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): contracted could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): copy could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): corporate could not be fit on
## page. It will not be plotted.
```

```
## Warning in comparison.cloud(viewmatrix): crime could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): dark could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): didn could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): different could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): ended could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): exposed could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): falsified could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): feet could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): figure could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): flabbergasted could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): happy could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): hauling could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): inside could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): light could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): literally could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): looked could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): loss could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): lost could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): massacre could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): mexico could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): missouri could not be fit on page.
## It will not be plotted.
```

```
## Warning in comparison.cloud(viewmatrix): new could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): paid could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): picked could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): reserved could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): rest could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): rolling could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): scene could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): someone could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): spot could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): spots could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): stain could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): sun could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): taken could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): talking could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): tomorrow could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): words could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): long could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): number could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): ever could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): approached could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): avoided could not be fit on page.
## It will not be plotted.
```

```
## Warning in comparison.cloud(viewmatrix): away could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): black could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): broken could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): busiest could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): charging could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): children could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): degree could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): demand could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): differential could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): emergency could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): evelyn could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): everything could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): except could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): experiencing could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): fatal could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): feel could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): finally could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): flares could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): flashers could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): freeways could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): freezing could not be fit on page.
## It will not be plotted.
```

```
## Warning in comparison.cloud(viewmatrix): frightening could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): frozen could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): god could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): grandchildren could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): grapevine could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): headed could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): hurried could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): idea could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): interstate could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): items could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): killed could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): know could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): large could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): later could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): meanwhile could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): mile could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): multiple could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): near could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): nearly could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): needless could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): oncoming could not be fit on page.
## It will not be plotted.
```

```
## Warning in comparison.cloud(viewmatrix): opened could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): parked could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): passing could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): pitch could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): placed could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): practically could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): prayed could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): reimbursing could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): relieved could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): semi could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): several could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): showed could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): situation could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): standing could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): state could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): swerved could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): temperatures could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): thirty could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): traffice could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): twenty could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): unsafe could not be fit on page.
## It will not be plotted.
```

```
## Warning in comparison.cloud(viewmatrix): walked could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): waved could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): worst could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): also could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): said could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): wasn could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): reservations could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): drop could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): drove could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): pictures could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): took could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): unloading could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): actually could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): continuing could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): coverage could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): covering could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): directly could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): finished could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): incidents could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): includes could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): packag could not be fit on page.
## It will not be plotted.
```

```
## Warning in comparison.cloud(viewmatrix): package could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): pay could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): pics could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): redwood could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): split could not be fit on page. It
## will not be plotted.

## Warning in comparison.cloud(viewmatrix): telling could not be fit on page.
## It will not be plotted.

## Warning in comparison.cloud(viewmatrix): understandable could not be fit on
## page. It will not be plotted.

## Warning in comparison.cloud(viewmatrix): wifes could not be fit on page. It
## will not be plotted.
```


Import opinion lexicons

```
opinion.lexicon.pos <- scan("positive-words.txt", what="character", comment.char = ";")

opinion.lexicon.neg <- scan("negative-words.txt", what="character", comment.char = ";")
```

Creates a bag of words for each document in the corpus.

```
corpus4 <- str_split(corpus2, pattern="\\s+")
corpus4
```

```
## [[1]]
##   [1] "ï"            "blood"        "inside"       "one"
##   [5] "two"          "trucks"       "rented"       "reserved"
##   [9] "two"          "trucks"       "one"          "reservations"
##  [13] "got"          "lost"         "able"         "get"
##  [17] "truck"        "another"      "location"     "picked"
##  [21] "second"       "truck"        "noticed"      "dirty"
##  [25] "time"         "thought"      "someone"      "hauling"
##  [29] "tires"        "wasn"         "t"            "happy"
##  [33] "needed"       "truck"        "loaded"       "clean"
##  [37] "truck"        "first"        "loaded"       "dirty"
##  [41] "truck"        "time"         "almost"       "dark"
##  [45] "use"          "cargo"        "light"        "see"
##  [49] "paid"         "intention"    "condition"    "truck"
##  [53] "spots"        "thought"      "tires"        "loaded"
##  [57] "missouri"     "took"         "new"          "mexico"
##  [61] "unloaded"     "dirty"        "truck"        "morning"
##  [65] "sun"          "coming"       "noticed"      "blood"
##  [69] "stain"        "unloading"    "feet"         "truck"
##  [73] "first"        "spot"         "nothing"      "compared"
##  [77] "rest"         "truck"        "truck"        "literally"
##  [81] "looked"       "like"         "massacre"     "happened"
##  [85] "truck"        "truck"        "completely"   "unloaded"
##  [89] "drove"        "straight"     "drop"         "happened"
##  [93] "corporate"    "location"     "went"         "asking"
##  [97] "manager"      "told"         "manager"      "needed"
## [101] "come"         "look"         "back"         "truck"
## [105] "loss"         "words"        "ended"        "talking"
## [109] "pictures"     "went"         "back"         "side"
## [113] "asked"        "truck"        "back"         "told"
## [117] "tomorrow"     "said"         "taken"        "care"
## [121] "flabbergasted" "thought"     "call"         "police"
## [125] "atleast"      "get"          "rolling"      "crime"
## [129] "scene"        "didn"         "t"            "since"
## [133] "spent"        "last"         "six"          "months"
## [137] "trying"       "figure"       "exposed"      "sent"
## [141] "two"          "lab"          "reports"      "claimed"
## [145] "done"         "truck"        "police"       "first"
## [149] "lab"          "report"       "date"         "discrepancy"
## [153] "called"       "got"          "another"      "copy"
## [157] "report"       "time"         "conclusions"  "different"
## [161] "report"       "date"         "discrepancy"  "also"
## [165] "believe"      "reports"      "falsified"    "spent"
## [169] "last"         "six"          "months"       "wondering"
## [173] "contracted"   "something"    "biohazard"    ""
##
## [[2]]
##   [1] "ï"            "made"         "penske"       "truck"
```

```
##    [5] "rental"        "reservation"   "august"        "st"
##    [9] "home"          "depot"         "help"          "daughter"
##   [13] "move"          "one"           "apartment"     "another"
##   [17] "since"         "first"         "making"        "reservation"
##   [21] "early"         "august"        "received"      "two"
##   [25] "calls"         "penske"        "one"           "shortly"
##   [29] "making"        "reservation"   "confirm"       "get"
##   [33] "credit"        "card"          "number"        "guarantee"
##   [37] "show"          "second"        "august"        "th"
##   [41] "confirm"       "still"         "planning"      "arrive"
##   [45] "home"          "depot"         "agreed"        "time"
##   [49] "next"          "day"           "wife"          "arrived"
##   [53] "appointed"     "time"          "informed"      "home"
##   [57] "depot"         "employees"     "rental"        "truck"
##   [61] "available"     "informed"      "first"         "day"
##   [65] "told"          "getting"       "rental"        "truck"
##   [69] "either"        "fact"          "nine"          "others"
##   [73] "told"          "thing"         "home"          "depot"
##   [77] "employee"      "offered"       "call"          "penske"
##   [81] "office"        "get"           "explanation"   "offer"
##   [85] "accepted"      "person"        "framingham"    "ma"
##   [89] "office"        "penske"        "say"           "name"
##   [93] "sonny"         "wouldn"        "t"             "give"
##   [97] "last"          "name"          "said"          "wasn"
##  [101] "t"             "anything"      "booked"        "supplied"
##  [105] "asked"         "hadn"          "t"             "called"
##  [109] "earlier"       "inform"        "make"          "arrangements"
##  [113] "offered"       "response"      "apparently"    "authorized"
##  [117] "confirm"       "reservations"  "unable"        "meet"
##  [121] "obligations"   "hanging"       "home"          "depot"
##  [125] "employee"      "informed"      "us"            "penske"
##  [129] "booked"        "significant"   "number"        "rental"
##  [133] "reservations"  "day"           "done"          "intentionally"
##  [137] "saying"        "common"        "busy"          "end"
##  [141] "month"         "weekends"      "clear"         "planned"
##  [145] "long"          "vehicles"      "roads"         "generating"
##  [149] "income"        "negative"      "effects"       "strategy"
##  [153] "consequence"   "penske"        "result"        "family"
##  [157] "pleasant"      "far"           "reaching"      "effects"
##  [161] "friends"       "family"        "entire"        "rain"
##  [165] "soaked"        "labor"         "day"           "weekend"
##  [169] "can"           "say"           "right"         "now"
##  [173] "even"          "though"        "weekend"       "effects"
##  [177] "penske"        "s"             "failure"       "meet"
##  [181] "obligations"   "passed"        "negative"      "effects"
##  [185] "just"          "beginning"     "penske"        "penske"
##  [189] "will"          "never"         "ever"          "earn"
##  [193] "business"      "long"          "live"          "will"
##  [197] "tell"          "many"          "people"        "can"
##  [201] "ever"          "business"      "effects"       "also"
##  [205] "unfortunately" "spilled"       "relationship"  "home"
##  [209] "depot"         "minutes"       "prior"         "scheduled"
##  [213] "pick"          "truck"         "rental"        "st"
##  [217] "wife"          "purchased"     "two"           "rooms"
```

```
## [221] "carpeting"     "installation"   "order"      "since"
## [225] "cancelled"      "gone"           "lowes"      "likewise"
## [229] "time"           "choice"         "making"     "home"
## [233] "improvement"    "purchases"      "will"       "lowes"
## [237] "frankly"        "anyone"         "home"       "depot"
## [241] "years"          "wife"           "spent"      "k"
## [245] "home"           "depot"          "close"      "friends"
## [249] "immediate"      "relatives"      "will"       "may"
## [253] "ask"            "angry"          "home"       "depot"
## [257] "weren"          "t"              "ones"       "let"
## [261] "family"         "lurch"          "answer"     "simple"
## [265] "business"       "fact"           "known"      "company"
## [269] "keep"           "partnerships"   "make"       "truck"
## [273] "rental"         "display"        "home"       "depot"
## [277] "rental"         "center"         "proudly"    "boasts"
## [281] "partnership"    "penske"         "decision"   "today"
## [285] "cost"           "home"           "depot"      "good"
## [289] "deal"           "future"         "business"   "everyone"
## [293] "else"           "can"            "convince"   "avoid"
## [297] "post"           "consumer"       "affairs"    "beginning"
## [301] "hope"           "every"          "person"     "stood"
## [305] "past"           "weekend"        "time"       "past"
## [309] "penske"         "point"          "wise"       "person"
## [313] "home"           "depot"          "realizes"   "extent"
## [317] "partnership"    "penske"         "cost"       "financially"
## [321] "customer"       "loyalty"        ""
##
## [[3]]
##   [1] "ï"              "wife"           "recently"    "married"
##   [5] "decided"        "move"           "across"      "country"
##   [9] "sonoma"         "ca"             "redwood"     "ny"
##  [13] "closer"         "parents"        "really"      "issues"
##  [17] "hitting"        "east"           "leaving"     "chicago"
##  [21] "heading"        "early"          "morning"     "rush"
##  [25] "hour"           "traffic"        "spotted"     "something"
##  [29] "shining"        "roadway"        "cars"        "ahead"
##  [33] "though"         "foot"           "truck"       "able"
##  [37] "see"            "vehicles"       "move"        "either"
##  [41] "lane"           "due"            "traffic"     "right"
##  [45] "passed"         "object"         "see"         "piece"
##  [49] "plexiglass"     "laying"         "flat"        "roadway"
##  [53] "knowing"        "full"           "weel"        "going"
##  [57] "happen"         "watched"        "horror"      "side"
##  [61] "rear"           "view"           "mirror"      "sheer"
##  [65] "mass"           "truck"          "created"     "draft"
##  [69] "larrge"         "enough"         "pick"        "hurl"
##  [73] "plexiglass"     "straight"       "wifes"       "car"
##  [77] "directly"       "behind"         "came"        "spinning"
##  [81] "bumper"         "grill"          "hood"        "luckily"
##  [85] "piece"          "split"          "pefore"      "continuing"
##  [89] "path"           "straight"       "front"       "windshield"
##  [93] "pulled"         "inspect"        "damage"      "found"
##  [97] "plexiglass"     "actually"       "hit"         "corner"
## [101] "first"          "bumper"         "lucky"       "alive"
```

```
## [105] "drove"          "straight"        "night"         "arrived"
## [109] "ny"             "upon"            "waking"        "next"
## [113] "morning"        "immediately"     "called"        "penske"
## [117] "told"           "damage"          "response"      "responsible"
## [121] "something"      "laying"          "roadway"       "asked"
## [125] "purchase"       "full"            "coverage"      "insurance"
## [129] "quote"          "includes"        "third"         "party"
## [133] "claims"         "wife"            "filing"        "claim"
## [137] "based"          "damage"          "caused"        "truck"
## [141] "response"       "ask"             "sir"           "don"
## [145] "t"              "cover"           "kind"          "thing"
## [149] "really"         "third"           "party"         "claim"
## [153] "covered"        "insurance"       "package"       "guess"
## [157] "outright"       "refusing"        "pay"           "damages"
## [161] "big"            "surprise"        "corperate"     "pig"
## [165] "screws"         "little"          "people"        "anyway"
## [169] "spent"          "morning"         "unloading"     "truck"
## [173] "find"           "mattress"        "box"           "spring"
## [177] "bed"            "soaked"          "laying"        "pool"
## [181] "water"          "back"            "truck"         "finished"
## [185] "emptying"       "truckand"        "took"          "back"
## [189] "drop"           "site"            "telling"       "incidents"
## [193] "gave"           "number"          "call"          "ask"
## [197] "see"            "bed"             "car"           "damages"
## [201] "hmmmmm"         "went"            "home"          "call"
## [205] "penske"         "told"            "cover"         "damages"
## [209] "long"           "send"            "pictures"      "receipt"
## [213] "bed"            "now"             "pics"          "big"
## [217] "deal"           "understandable" "receipt"       "bed"
## [221] "years"          "old"             "h"             "l"
## [225] "receipt"        "conclusion"      "purchased"     "top"
## [229] "insurance"      "packag"          "yet"           "covering"
## [233] "none"           "damages"         "thanks"        "lot"
## [237] "penske"         "go"              "eff"           "splintered"
## [241] "log"            ""
##
## [[4]]
##   [1] "ï"              "husband"         "rented"        "ft"
##   [5] "truck"          "penske"          "bakersfield"   "ca"
##   [9] "mile"           "grapevine"       "interstate"    "truck"
##  [13] "came"           "abrupt"          "stop"          "middle"
##  [17] "lane"           "husband"         "hurried"       "put"
##  [21] "emergency"      "flashers"        "exit"          "vehicle"
##  [25] "meanwhile"      "large"           "trucks"        "passing"
##  [29] "right"          "cars"            "left"          "trying"
##  [33] "avoid"          "hitting"         "us"            "got"
##  [37] "shoulder"       "road"            "husband"       "called"
##  [41] "alerted"        "chp"             "asked"         "tow"
##  [45] "truck"          "sent"            "immediately"   "stood"
##  [49] "degree"         "freezing"        "temperatures"  "waved"
##  [53] "oncoming"       "traffice"        "avoid"         "hitting"
##  [57] "truck"          "twenty"          "minutes"       "later"
##  [61] "chp"            "officer"         "showed"        "parked"
##  [65] "car"            "behind"          "rental"        "truck"
```

```
##  [69] "placed"       "several"      "flares"       "road"
##  [73] "stood"        "back"         "left"         "side"
##  [77] "right"        "watched"      "horror"       "multiple"
##  [81] "semi"         "trucks"       "cars"         "approached"
##  [85] "vehicle"      "swerved"      "road"         "avoid"
##  [89] "hitting"      "rental"       "truck"        "thirty"
##  [93] "minutes"      "chp"          "officer"      "arrived"
##  [97] "tow"          "truck"        "came"         "relieved"
## [101] "get"          "rental"       "truck"        "road"
## [105] "onto"         "shoulder"     "standing"     "cold"
## [109] "hours"        "practically"  "frozen"       "experiencing"
## [113] "worst"        "frightening"  "thing"        "ever"
## [117] "happened"     "us"           "finally"      "headed"
## [121] "home"         "tow"          "truck"        "asked"
## [125] "take"         "truck"        "penske"       "company"
## [129] "bakersfield"  "arrived"      "told"         "responsible"
## [133] "contents"     "truck"        "needless"     "say"
## [137] "point"        "penske"       "done"         "nothing"
## [141] "us"           "except"       "demand"       "pick"
## [145] "truck"        "s"            "contents"     "immediately"
## [149] "pm"           "far"          "know"         "still"
## [153] "intend"       "charging"     "us"           "truck"
## [157] "intention"    "reimbursing"  "us"           "items"
## [161] "broken"       "tow"          "manager"      "told"
## [165] "opened"       "back"         "truck"        "idea"
## [169] "everything"   "still"        "husband"      "nearly"
## [173] "killed"       "sat"          "vehicle"      "two"
## [177] "minutes"      "sat"          "prayed"       "god"
## [181] "die"          "sake"         "children"     "grandchildren"
## [185] "middle"       "lane"         "one"          "busiest"
## [189] "freeways"     "state"        "california"   "pitch"
## [193] "black"        "wondering"    "going"        "hit"
## [197] "behind"       "second"       "feel"         "put"
## [201] "unsafe"       "vehicle"      "lucky"        "walked"
## [205] "away"         "others"       "situation"    "may"
## [209] "lucky"        "bearing"      "differential" "went"
## [213] "caused"       "near"         "fatal"        "accident"
## [217] "avoided"      "evelyn"       "bakersfield"  "california"
## [221] "u"            "s"            ""
```

Matches the bag of words to the positive lexicon of words. Doc1 = 3, Doc2 = 10, Doc3 = 5, Doc4 = 4.

```
lapply(corpus4, function(x) { sum(!is.na(match(x, opinion.lexicon.pos)))})
```

```
## [[1]]
## [1] 3
##
## [[2]]
## [1] 10
##
## [[3]]
```

```
## [1] 5
##
## [[4]]
## [1] 4
```

Matches the bag of words to the negative lexicon of words. Doc1 = 10, Doc2 = 7, Doc3 = 12, Doc4 = 14

```
lapply(corpus4, function(x) { sum(!is.na(match(x, opinion.lexicon.neg)))})
```

```
## [[1]]
## [1] 10
##
## [[2]]
## [1] 7
##
## [[3]]
## [1] 12
##
## [[4]]
## [1] 14
```

Calculates the sum totals of Positive sentiments vs negative sentiments in the corpus. Doc1 = -7, Doc2 = 3, Doc3 = -7, Doc4 = -10.

```
lapply(corpus4, function(x) { sum(!is.na(match(x, opinion.lexicon.pos))) - sum(!is.na(match(x, opinion.
```

```
## [[1]]
## [1] -7
##
## [[2]]
## [1] 3
##
## [[3]]
## [1] -7
##
## [[4]]
## [1] -10
```

```
scores <-unlist(lapply(corpus4, function(x) { sum(!is.na(match(x, opinion.lexicon.pos))) - sum(!is.na(m
```