Penske

Narcel Reedus

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"

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

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.

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'

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## [2] " "   
## [3] "..... I told the manager that he needed to come out and look at the back of this truck and he did. He had a loss for words but ended up talking some pictures. We went back in side and he asked me when the truck was do back I told him \"tomorrow\" then he said it would be taken care of then. I was flabbergasted. I thought he would call the police or atleast get me out of the rolling crime scene but he didn't. Since then I have spent the last six months trying to figure out what I was exposed to. I have been sent two lab reports that they claimed to have done on the truck(again no police). The first lab report had a date discrepancy so I called and got another copy of the report this time the conclusions were different and that report had a date discrepancy also. I believe both reports to have been falsified. I have spent the last six months wondering if I contracted something from this biohazard."   
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## [2] ""   
## [3] "When my wife and I arrived at the appointed time, we were informed by Home Depot employees that there was no rental truck available, nor would there be. We were further informed that we were not the first that day to be told they were not getting their rental truck either. In fact, there had been nine others that were told the same thing. The Home Depot employee offered to call the Penske office so that I could get an explanation for myself, an offer I accepted. The person from the Framingham, MA office of Penske (he would only say that his name was Sonny, wouldn't give me his last name) said that there wasn't anything he could do and that they were over-booked and under-supplied. When I asked him why he hadn't called earlier to inform me of this so that I could make other arrangements, he offered no response. Apparently, they are authorized to confirm reservations, but not when they are unable to meet their own obligations. "  
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## [6] ""   
## [7] "The result to me and my family was not pleasant, and had far reaching effects on friends and family for the entire rain-soaked Labor Day weekend. What I can say right now is that even though the weekend and the effects of Penske's failure to meet its obligations have passed, the negative effects are only just beginning for Penske. Penske will never, ever earn my business again as long as I live. I will tell as many people as I can NOT to ever do business with them. "   
## [8] ""   
## [9] "The effects have also, unfortunately, spilled over to my relationship with Home Depot. In the 60 minutes prior to my scheduled pick up my truck rental on the 31st, my wife and I purchased two rooms of carpeting with installation. That order has since been cancelled and gone to Lowes. Likewise, any time I have a choice in making home improvement purchases, I will do so with Lowes or frankly anyone other than Home Depot. Over the years, my wife and I have spent some $50K with Home Depot and more from close friends and immediate relatives. There will be no more. "   
## [10] ""   
## [11] "You may ask, why am I angry with Home Depot? After all, they weren't the ones who let me and my family in the lurch. The answer is a simple business fact: you are known by the company you keep and the partnerships you make. The truck rental display at the Home Depot rental center proudly boasts of their partnership with Penske. That decision today has cost Home Depot a good deal of future business from me and everyone else I can convince to avoid them (this post to consumer affairs is only the beginning). I only hope that every other person who was stood up this past weekend or at any time in the past by Penske does the same and that at some point a wise person at Home Depot realizes the extent their partnership with Penske has cost them financially and in customer loyalty."   
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## [3] "We pulled over to inspect the damage and found that the plexiglass had actually hit corner first into the bumper. She was lucky to be alive. We drove straight through the night and arrived in NY at about 3am. Upon waking the next morning, I immediately called Penske and told them about the damage. Their response was that, \"they are not responsible for something laying in the roadway\". So I asked,\"then why did I purchase full coverage insurance that I quote, \"includes third party claims\"?! My wife and I are filing a claim based on DAMAGE caused by YOUR TRUCK. Their response you ask? \"Again sir, we don't cover that kind of thing.\" Really? It is a third party claim. That is covered in your insurance package. Guess what? They are outright refusing to pay the damages. Big surprise. Corperate pig screws the little people. Anyway, after all that, I spent the morning unloading the truck only to find that the mattress and box spring to my bed are soaked and laying in a pool of water at the back of the truck. I finished emptying the truckand took it back to the drop off site. After telling them about both incidents the gave me a number to call. They did NOT ask to see the bed OR car damages. Hmmmmm. So, I went home to call penske AGAIN. Told me that they would cover the damages as long as I send pictures and have a receipt for the bed. Now, the pics, not a big deal. Understandable. The receipt? The bed is 3 years old. Why in the h\*\*l would I have a receipt?! In conclusion, I purchased the TOP insurance packag that they had, yet they are covering NONE of the damages! Thanks a lot Penske! Go EFF yourself with a splintered log!"  
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## [1] "ï»¿My husband and I rented a 15 ft truck from Penske in Bakersfield, CA. On 11/2/03 at 4:15 am while 1 mile up the grapevine on interstate 5 the truck came to an abrupt stop while we were in the middle lane. My husband and I both hurried to put on the emergency flashers and exit the vehicle. "   
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## [3] "Meanwhile large trucks were passing on our right, cars on the left, trying to avoid hitting us. We got to the shoulder of the road; my husband called 911 and alerted the CHP and asked to have a tow truck sent immediately. "   
## [4] ""   
## [5] "We stood out in 30 degree freezing temperatures and waved by oncoming traffice to avoid hitting the truck. Twenty minutes later the CHP officer showed up. He parked his car behind our rental truck and placed several flares on the road. He stood back on the left side and we were on the right. We watched in horror as multiple semi trucks and cars approached the vehicle and swerved all over the road to avoid hitting each other AND the rental truck. "  
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## [7] "Thirty minutes after the CHP officer arrived the tow truck came. We were so relieved to get the rental truck off the road and onto the shoulder. After standing out in the cold for 1 1/4 hours (We were practically frozen) and experiencing the worst and most frightening thing that has ever happened to us we finally headed home in the tow truck. We were asked to take the truck to the Penske company in Bakersfield. "   
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## [12] ""   
## [13] "We feel that we were put into an unsafe vehicle. We were lucky that we walked away. Others in the same situation may not be as lucky. The bearing in the differential went out. This is what caused our near fatal accident. Could this have been avoided?"   
## [14] ""   
## [15] "Evelyn"   
## [16] "Bakersfield, California"   
## [17] "U.S.A."

# Assign a new vector to filelistA

filelistA <- lapply(filelist, FUN=readLines)

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

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##   
## [[3]]  
## [1] "ï»¿My wife and I were recently married, and decided to move across the country from Sonoma CA to Redwood NY to be closer to her parents. We really had no issues until hitting the 80/90 East leaving Chicago. We were heading through early morning rush hour traffic, when I spotted something shining in the roadway about 4 cars ahead of me. Being as though I was in a 26 foot truck, I was able to see above all the other vehicles. I could not move to either lane due to traffic. Right before I passed over the object, I could see that it was a piece of plexiglass laying flat in the roadway. Knowing full weel what was going to happen, I watched in horror out of my side rear view mirror as the sheer mass of the truck created a draft larrge enough to pick up and hurl the plexiglass straight at my wifes car, that was directly behind me. it came up spinning into her bumper, grill and hood. Luckily, the piece split in 2 pefore continuing on its path straight at her and through her front windshield! We pulled over to inspect the damage and found that the plexiglass had actually hit corner first into the bumper. She was lucky to be alive. We drove straight through the night and arrived in NY at about 3am. Upon waking the next morning, I immediately called Penske and told them about the damage. Their response was that, \"they are not responsible for something laying in the roadway\". So I asked,\"then why did I purchase full coverage insurance that I quote, \"includes third party claims\"?! My wife and I are filing a claim based on DAMAGE caused by YOUR TRUCK. Their response you ask? \"Again sir, we don't cover that kind of thing.\" Really? It is a third party claim. That is covered in your insurance package. Guess what? They are outright refusing to pay the damages. Big surprise. Corperate pig screws the little people. Anyway, after all that, I spent the morning unloading the truck only to find that the mattress and box spring to my bed are soaked and laying in a pool of water at the back of the truck. I finished emptying the truckand took it back to the drop off site. After telling them about both incidents the gave me a number to call. They did NOT ask to see the bed OR car damages. Hmmmmm. So, I went home to call penske AGAIN. Told me that they would cover the damages as long as I send pictures and have a receipt for the bed. Now, the pics, not a big deal. Understandable. The receipt? The bed is 3 years old. Why in the h\*\*l would I have a receipt?! In conclusion, I purchased the TOP insurance packag that they had, yet they are covering NONE of the damages! Thanks a lot Penske! Go EFF yourself with a splintered log!"  
##   
## [[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 while 1 mile up the grapevine on interstate 5 the truck came to an abrupt stop while we were in the middle lane. My husband and I both hurried to put on the emergency flashers and exit the vehicle. Meanwhile large trucks were passing on our right, cars on the left, trying to avoid hitting us. We got to the shoulder of the road; my husband called 911 and alerted the CHP and asked to have a tow truck sent immediately. We stood out in 30 degree freezing temperatures and waved by oncoming traffice to avoid hitting the truck. Twenty minutes later the CHP officer showed up. He parked his car behind our rental truck and placed several flares on the road. He stood back on the left side and we were on the right. We watched in horror as multiple semi trucks and cars approached the vehicle and swerved all over the road to avoid hitting each other AND the rental truck. Thirty minutes after the CHP officer arrived the tow truck came. We were so relieved to get the rental truck off the road and onto the shoulder. After standing out in the cold for 1 1/4 hours (We were practically frozen) and experiencing the worst and most frightening thing that has ever happened to us we finally headed home in the tow truck. We were asked to take the truck to the Penske company in Bakersfield. When we arrived were were told that \"we are not responsible for the contents of the truck\". Needless to say at this point Penske has done nothing for us except demand that we pick up the truck's contents immediately (as of 4pm on 11/3). As far as we know they still intend on charging us for the truck. They have no intention of reimbursing us for the items which were broken during the tow. The manager told me they opened the back of the truck so I have no idea if everything is still there. My husband and I were nearly killed. We sat in a vehicle for two minutes or so (as we sat there I prayed to God that we not die for the sake of our children and grandchildren) in the middle lane of one of the busiest freeways in the state of California in pitch black wondering if we were going to be hit from behind at any second. We feel that we were put into an unsafe vehicle. We were lucky that we walked away. Others in the same situation may not be as lucky. The bearing in the differential went out. This is what caused our near fatal accident. Could this have been avoided? Evelyn Bakersfield, California U.S.A."

# 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)

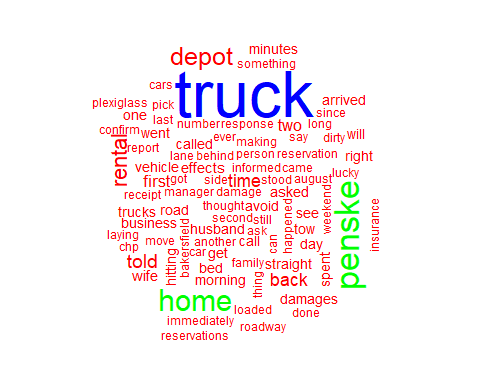
## [1] FALSE FALSE FALSE FALSE

# 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)

# 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")

## 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): time could not be fit on page. It  
## will not be plotted.

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

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

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

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

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

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

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

## 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): six could not be fit on page. It  
## will not be plotted.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Warning in comparison.cloud(viewmatrix): name 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): almost 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): believe 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): 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): come 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): look 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): use 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): abrupt could not be fit on page.  
## It will not be plotted.

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

## Warning in comparison.cloud(viewmatrix): alerted 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): bearing 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): exit 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): 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): 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): hours 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): intend 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): onto 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): sake 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): stop 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): take 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): 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): since could not be fit on page. It  
## will not be plotted.

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

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

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

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

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

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

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

## Warning in comparison.cloud(viewmatrix): none 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): recently 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): site could not be fit on page. It  
## will not be plotted.

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

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

## Warning in comparison.cloud(viewmatrix): water 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.lexicon.neg)))})

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

## Displays sentiment scores for each document in the corpus

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