



# OLA Project



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## My SQL Questions:



1. Retrieve all successful bookings:
2. Find the average ride distance for each vehicle type:
3. Get the total number of cancelled rides by customers:
4. List the top 5 customers who booked the highest number of rides:
5. Get the number of rides cancelled by drivers due to personal and car-related issues:
6. Find the maximum and minimum driver ratings for Prime Sedan bookings:
7. Retrieve all rides where payment was made using UPI:
8. Find the average customer rating per vehicle type:
9. Calculate the total booking value of rides completed successfully:
10. List all incomplete rides along with the reason



```
1  -- 1. Retrieve all successful bookings
2  ●  SELECT
3      *
4  FROM
5      booking
6  WHERE
7      Booking_Status = 'success';
```

Result Grid    Filter Rows: <input type="text"/>   Export:    Wrap Cell Content:    Fetch rows:								
	Date	Time	Booking_ID	Booking_Status	Customer_ID	Vehicle_Type	Pickup_Location	Drop_Location
	2024-07-25 22:20:00	22:20:00	CNR2940424040	Success	CID225428	Bike	Magadi Road	Varthur
	2024-07-30 19:59:00	19:59:00	CNR2982357879	Success	CID270156	Prime SUV	Sahakar Nagar	Varthur
	2024-07-02 9:02:00	09:02:00	CNR1797421769	Success	CID939555	Mini	Rajajinagar	Chamarajpet
	2024-07-13 4:42:00	04:42:00	CNR8787177882	Success	CID802429	Mini	Kadugodi	Vijayanagar
	2024-07-23 9:51:00	09:51:00	CNR3612067560	Success	CID476071	Bike	Tumkur Road	Whitefield
	2024-07-29 23:33:00	23:33:00	CNR4787583516	Success	CID923404	Prime Plus	Hosur Road	Jayanagar
	2024-07-26 4:03:00	04:03:00	CNR7943634301	Success	CID647026	Prime Plus	Kammanahalli	Rajajinagar
	2024-07-27 13:18:00	13:18:00	CNR4524472111	Success	CID540929	Auto	Cox Town	Yelahanka



```
-- 2. Find the average ride distance for each vehicle type:  
SELECT  
    vehicle_type, AVG(ride_distance)  
FROM  
    bookings  
GROUP BY vehicle_type;
```

	vehide_type	AVG(ride_distance)
▶	Prime Sedan	15.7649
	Bike	15.5331
	Prime SUV	15.2745
	eBike	15.5806
	Mini	15.5101
	Prime Plus	15.4475
	Auto	6.2381



```
-- 3. Get the total number of cancelled rides by customers:
```

```
SELECT
```

```
    COUNT(*)
```

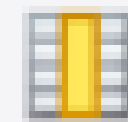
```
FROM
```

```
    bookings
```

```
WHERE
```

```
    Booking_Status = 'canceled by customer';
```

Result Grid



	COUNT(*)
▶	10499



10499



```
-- 4. List the top 5 customers who booked the highest number of rides:  
SELECT  
    customer_id, COUNT(booking_id) AS total  
FROM  
    bookings  
GROUP BY Customer_ID  
ORDER BY total DESC  
LIMIT 5;
```

Result Grid | Filter Rows

	customer_id	total
▶	CID954071	5
	CID539191	4
	CID189965	4
	CID268274	4
	CID952434	4



```
-- 5. Get the number of rides cancelled by drivers due to personal and car-related issues
SELECT
    COUNT(*)
FROM
    booking
WHERE
    Canceled_Rides_by_Driver = 'Personal & Car related issue';
```

Result Grid	
	COUNT(*)
▶	1263

```
-- 6. Find the maximum and minimum driver ratings for Prime Sedan bookings:  
SELECT  
    MAX(Driver_Ratings), MIN(Driver_Ratings)  
FROM  
    bookings  
WHERE  
    Vehicle_Type = 'prime sedan';
```

Result Grid



Filter Rows:

	MAX(Driver_Ratings)	MIN(Driver_Ratings)
▶	5	3





```
1  -- 7. Retrieve all rides where payment was made using UPI:
2  •  SELECT
3      *
4  FROM
5      bookings
6  WHERE
7      Payment_Method = 'upi';
```

	Date	Time	Booking_ID	Booking_Status	Customer_ID	Vehicle_Type	Pickup_Location	Drop_Location	V_TAT	C_TAT	Canceled	Canceled	Incomplete_Rides	Incomplete_Rides_Reason	Booking_Value	Payment_Method
▶	30 July 2024	19:59:00	CNR2982357879	Success	CID270156	Prime SUV	Sahakar Nagar	Varthur	238	130	NULL	NULL	No	NULL	386	UPI
	13 July 2024	04:42:00	CNR8787177882	Success	CID802429	Mini	Kadugodi	Vijayanagar	231	90	NULL	NULL	No	NULL	173	UPI
	27 July 2024	13:18:00	CNR4524472111	Success	CID540929	Auto	Cox Town	Yelahanka	126	35	NULL	NULL	No	NULL	330	UPI
	16 July 2024	09:54:00	CNR8181602032	Success	CID167642	Bike	Indiranagar	MG Road	70	95	NULL	NULL	No	NULL	378	UPI
	02 July 2024	10:25:00	CNR8090918544	Success	CID640151	Bike	Magadi Road	HSR Layout	126	95	NULL	NULL	No	NULL	343	UPI
	09 July 2024	11:11:00	CNR9975925287	Success	CID162055	Prime SUV	Magadi Road	RT Nagar	42	30	NULL	NULL	No	NULL	343	UPI
	19 July 2024	21:18:00	CNR4443921904	Success	CID654618	Mini	Tumkur Road	Koramangala	231	42	NULL	NULL	No	NULL	286	UPI
	25 July 2024	03:44:00	CNR7194303296	Success	CID538245	Mini	Mysore Road	Hennur	175	50	NULL	NULL	No	NULL	141	UPI



```
-- 8. Find the average customer rating per vehicle type:  
SELECT  
    vehicle_type, AVG(customer_rating)  
FROM  
    bookings  
GROUP BY Vehicle_Type;
```

Result Grid			Filter Rows:
	vehide_type	AVG(customer_rating)	
▶	Prime Sedan	4.001588655506982	
	Bike	3.993376395883525	
	Prime SUV	3.999377501111586	
	eBike	3.98785403050109	
	Mini	3.9977312970341075	
	Prime Plus	4.009498622589555	
	Auto	3.998810952329009	

```
-- 9. Calculate the total booking value of rides completed successfully:  
SELECT  
    sum(booking_value)  
FROM  
    bookings  
WHERE  
    Booking_Status = 'success';
```

Result Grid		Filter
	sum(booking_value)	
▶	35080467	



```
1  -- 10. List all incomplete rides along with the reason:
2  •  SELECT
3      Booking_ID, Incomplete_Rides_Reason
4  FROM
5      bookings
6  WHERE
7      Incomplete_Rides = 'yes';
```

	Booking_ID	Incomplete_Rides_Reason
▶	CNR5176704322	Customer Demand
	CNR9312632867	Vehicle Breakdown
	CNR7924302885	Customer Demand
	CNR1640228587	Other Issue
	CNR7623690602	Other Issue
	CNR9590123456	Customer Demand
	CNR5863244684	Customer Demand
	CNR9526078867	Customer Demand
	CNR7154043084	Customer Demand
	CNR3193710797	Other Issue
	CNR7073850950	Customer Demand
	CNR9952584604	Customer Demand
	CNR5433575259	Vehicle Breakdown
	CNR3575066041	Vehicle Breakdown
	CNR7537935962	Customer Demand



## Power BI Questions:

1. Ride Volume Over Time
2. Booking Status Breakdown
3. Top 5 Vehicle Types by Ride Distance
4. Average Customer Ratings by Vehicle Type
5. cancelled Rides Reasons
6. Revenue by Payment Method
7. Top 5 Customers by Total Booking Value
8. Ride Distance Distribution Per Day
9. Driver Ratings Distribution
10. Customer vs. Driver Ratings





Overall



Vehicle Type



Revenue



Cancellation



Ratings

Date

Date

01-07-2024



31-07-2024



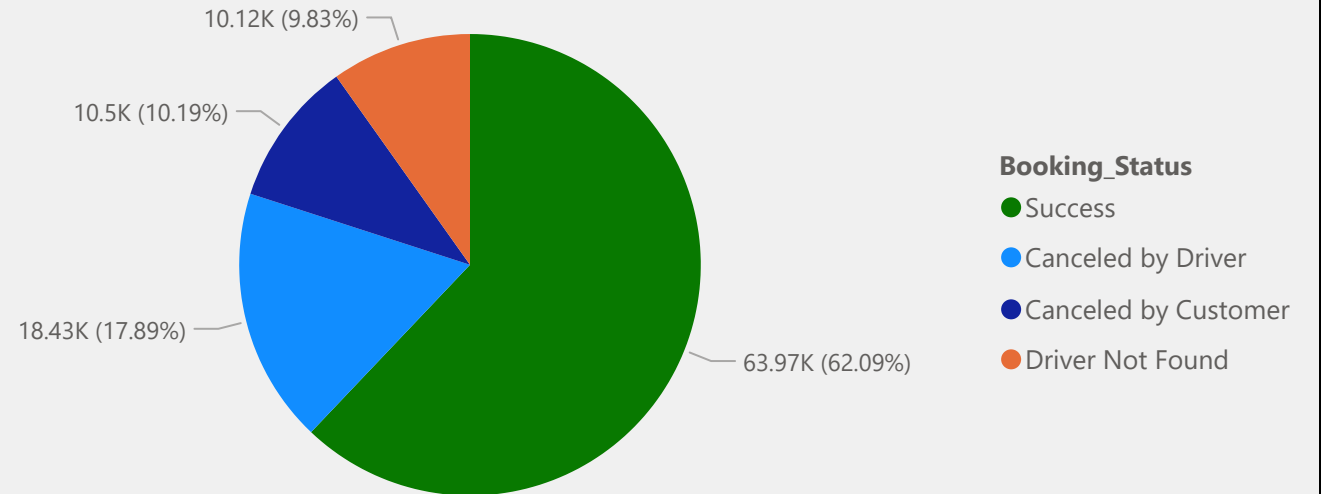
Total Bookings

103024

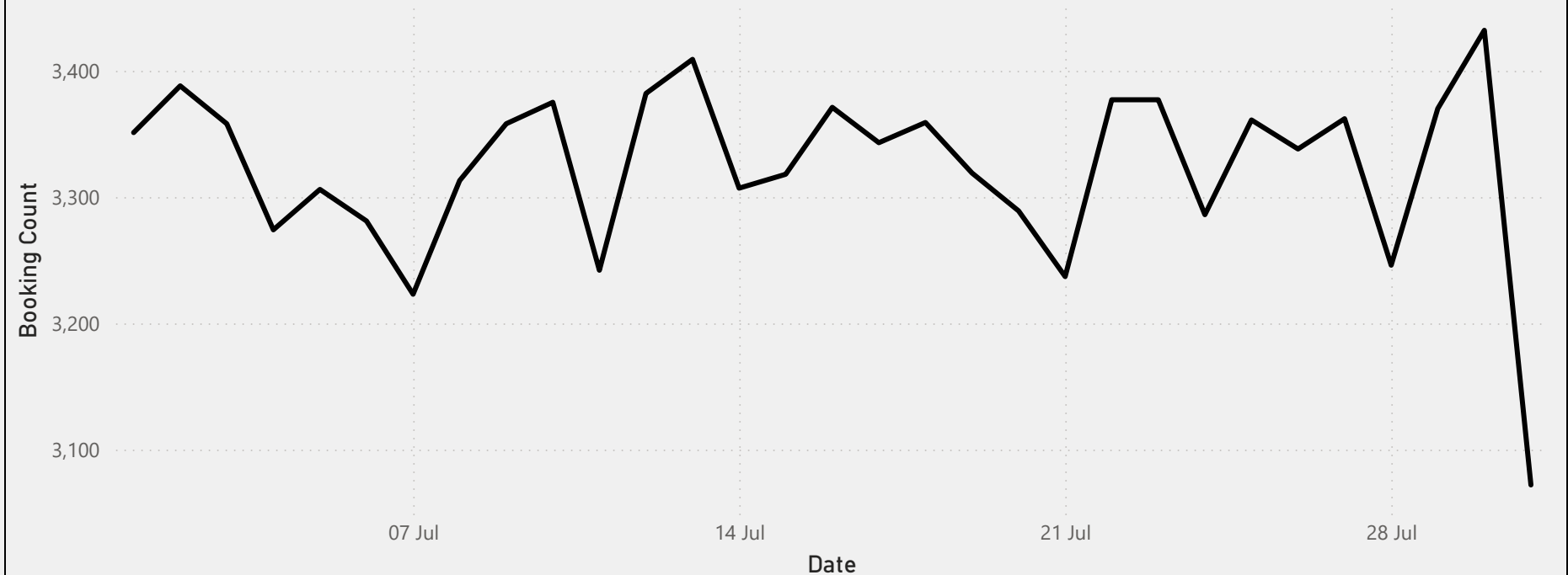
Total Bookings Value

35M

Booking Status Breakdown



Ride Volume Over Time





Overall



Vehicle Type



Revenue



Cancellation




Ratings

01-07-2024



31-07-2024



Vehicle Type	Total Booking Value	Success Booking Value	Avg. Distance Travelled	Total Distance Travelled
 Prime Sedan	8.30M	5.22M	25.01	235K
 Prime SUV	7.93M	4.88M	24.88	224K
 Prime Plus	8.05M	5.02M	25.03	227K
 Mini	7.99M	4.89M	24.98	226K
 Auto	8.09M	5.05M	10.04	92K
 Bike	7.99M	4.97M	24.93	228K
 E-Bike	8.18M	5.05M	25.15	231K



Overall



Vehicle Type



Revenue

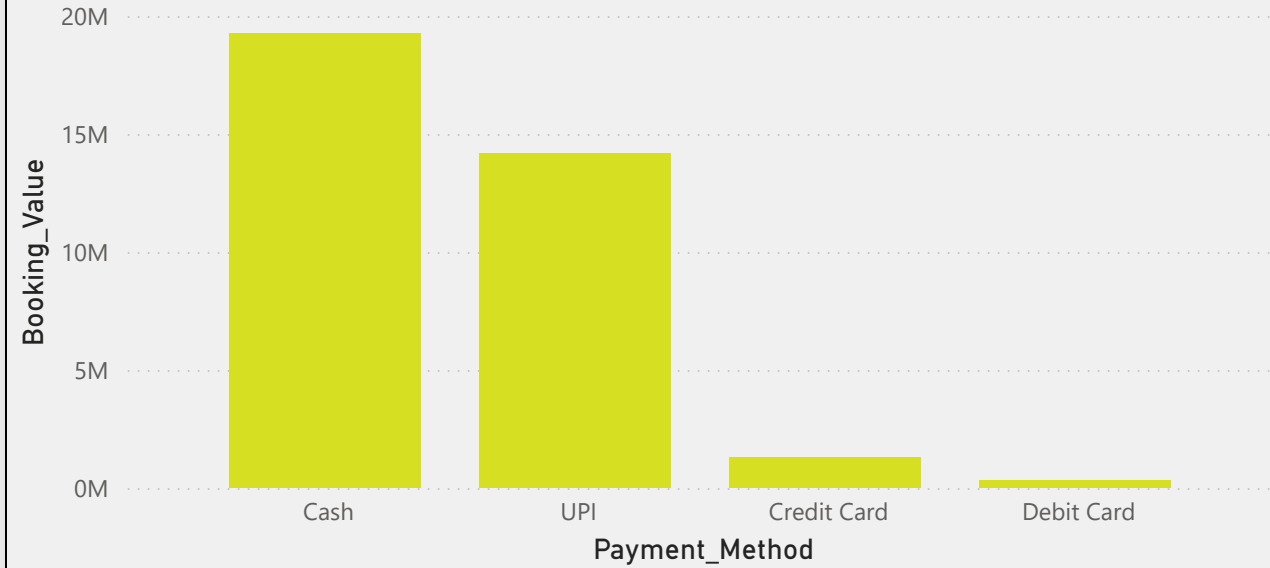


Cancellation



Ratings

Revenue by Payment Method



Date

Date

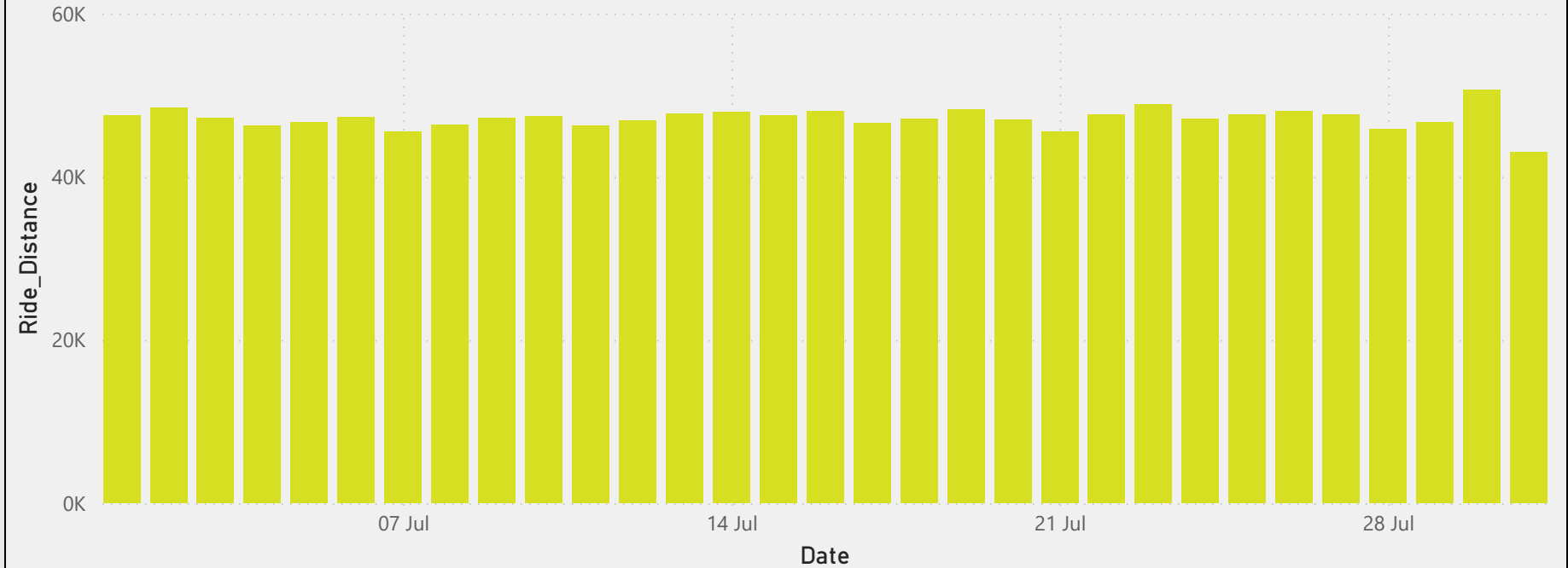
01-07-2024

31-07-2024

Top 5 Customers

Customer_ID	Sum of Booking_Value
CID308763	6281
CID353074	6110
CID734557	6177
CID785112	8025
CID836942	6019
Total	32612

Ride Distance Distribution Per Day







Overall



Vehicle Type



Revenue



Cancellation



Ratings

Date

01-07-2024



31-07-2024



Total Bookings

103024

Succeeded Bookings

63967

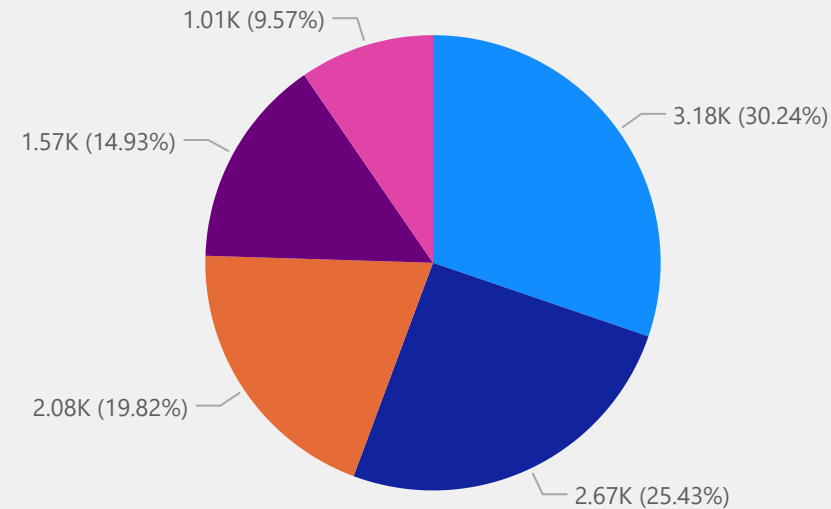
Canceled Bookings

28933

Cancellation Rate

28.08%

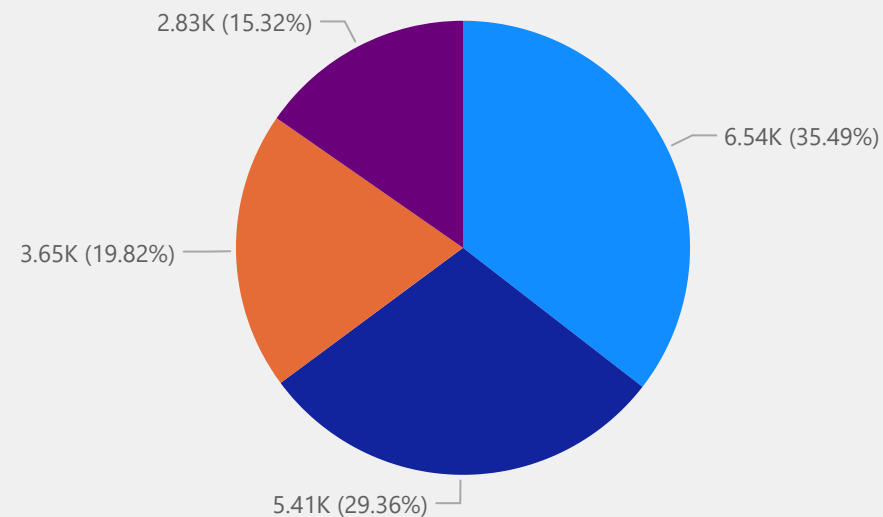
Cancelled Rides Reasons (Customer)



Cancelled\_Rides\_by\_Customer

- Driver is not moving towards ...
- Driver asked to cancel
- Change of plans
- AC is Not working
- Wrong Address

Cancelled Rides Reasons(Drivers)



Cancelled\_Rides\_by\_Driver

- Personal & Car related issue
- Customer related issue
- Customer was coughing/sick
- More than permitted people i...



Overall



Vehicle Type



Revenue



Cancellation



Ratings

### Driver Ratings

Prime Sedan	Prime SUV	Prime Plus	Mini	Auto	Bike	E-Bike
3.99	4.01	4.00	3.99	4.00	3.98	4.01

### Customer Ratings

Prime Sedan	Prime SUV	Prime Plus	Mini	Auto	Bike	E-Bike
4.00	4.00	4.01	4.00	4.00	3.99	3.99