### Cyclistic - Bike Share Analysis Case Study

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A Capstone Project for Google Data Analytics Professional Certification

#### **Business Task:**

With the help of data analysis Understand how we can convert casual riders into annual members and how do casual riders and annual members of Cyclistic - Bike Share use bikes differently.

Stakeholders: 1.Lily Moreno - Director of Marketing 2.Cyclistic marketing analytics team 3.Cyclistic executive team

## Asking the right questions

- 1. How do annual members and casual riders use Cyclistic bikes differently?
- 2. Why would casual riders buy Cyclistic annual memberships?
- 3. How can Cyclistic use digital media to influence casual riders to become members?

**Data set** The data set we'll use can be downloaded from here (https://divvy-tripdata.s3.amazonaws.com/index.html (https://divvy-tripdata.s3.amazonaws.com/index.html)) . Thisdataset is publically available under this license (https://www.divvybikes.com/data-license-agreement (https://www.divvybikes.com/data-license-agreement))

# **Loading Packages**

```
install.packages("tidyverse", repos = "https://cran.rstudio.com")
## Installing package into 'C:/Users/saura/OneDrive/Documents/R/win-library/4.0'
## (as 'lib' is unspecified)
## package 'tidyverse' successfully unpacked and MD5 sums checked
##
## The downloaded binary packages are in
## C:\Users\saura\AppData\Local\Temp\RtmpEtdRor\downloaded_packages
install.packages("lubridate", repos = "https://cran.rstudio.com")
## Installing package into 'C:/Users/saura/OneDrive/Documents/R/win-library/4.0'
## (as 'lib' is unspecified)
## package 'lubridate' successfully unpacked and MD5 sums checked
## Warning: cannot remove prior installation of package 'lubridate'
## Warning in file.copy(savedcopy, lib, recursive = TRUE):
## problem copying C:\Users\saura\OneDrive\Documents\R\win-
## library\4.0\00LOCK\lubridate\libs\x64\lubridate.dll
## to C:\Users\saura\OneDrive\Documents\R\win-
## library\4.0\lubridate\libs\x64\lubridate.dll: Permission denied
## Warning: restored 'lubridate'
##
## The downloaded binary packages are in
   C:\Users\saura\AppData\Local\Temp\RtmpEtdRor\downloaded_packages
```

install.packages("ggplot2", repos = "https://cran.rstudio.com")

```
## Installing package into 'C:/Users/saura/OneDrive/Documents/R/win-library/4.0'
## (as 'lib' is unspecified)
## package 'ggplot2' successfully unpacked and MD5 sums checked
## The downloaded binary packages are in
  C:\Users\saura\AppData\Local\Temp\RtmpEtdRor\downloaded_packages
install.packages("dplyr", repos = "https://cran.rstudio.com")
## Installing package into 'C:/Users/saura/OneDrive/Documents/R/win-library/4.0'
## (as 'lib' is unspecified)
## package 'dplyr' successfully unpacked and MD5 sums checked
## Warning: cannot remove prior installation of package 'dplyr'
## Warning in file.copy(savedcopy, lib, recursive = TRUE):
## problem copying C:\Users\saura\OneDrive\Documents\R\win-
## library\4.0\00LOCK\dplyr\libs\x64\dplyr.dll to C:
## \Users\saura\OneDrive\Documents\R\win-library\4.0\dplyr\libs\x64\dplyr.dll:
## Permission denied
## Warning: restored 'dplyr'
##
## The downloaded binary packages are in
## C:\Users\saura\AppData\Local\Temp\RtmpEtdRor\downloaded_packages
library(tidyverse)
## -- Attaching packages ------ 1.3.1 --
## v ggplot2 3.3.3
                     v purrr
                               0.3.4
## v tibble 3.1.2
                   v dplyr 1.0.6
## v tidyr 1.1.3
                     v stringr 1.4.0
## v readr
          1.4.0
                     v forcats 0.5.1
## -- Conflicts -----conflicts() --
## x dplyr::filter() masks stats::filter()
## x dplyr::lag()
                   masks stats::lag()
library(lubridate)
## Attaching package: 'lubridate'
## The following objects are masked from 'package:base':
##
##
      date, intersect, setdiff, union
library(ggplot2)
library(dplyr)
```

#### CHECKING WORK DIRECTORY

```
getwd()
```

```
## [1] "C:/New folder/cyclist_casestudy_analysis"
```

# Uploading the Data set

```
m1<- read_csv("Dataset/may_2020.csv")
```

```
##
## -- Column specification -----
## cols(
##
    ride_id = col_character(),
    rideable_type = col_character(),
##
##
    start_date = col_character(),
    started_at = col_time(format = ""),
##
##
    end_date = col_character(),
    ended_at = col_time(format = ""),
##
##
    start_station_name = col_character(),
##
    start_station_id = col_double(),
##
    end_station_name = col_character(),
##
    end_station_id = col_double(),
##
    member_casual = col_character(),
##
    ride_length = col_time(format = ""),
##
    day_of_week = col_character()
## )
```

```
m2 <- read_csv("Dataset/Jun_2020.csv")
```

```
##
## -- Column specification -----
##
    ride id = col character(),
    rideable_type = col_character(),
##
    start_date = col_character(),
##
    started_at = col_time(format = ""),
##
##
    end_date = col_character(),
    ended_at = col_time(format = ""),
##
##
    start_station_name = col_character(),
##
    start_station_id = col_double(),
##
    end_station_name = col_character(),
##
    end_station_id = col_double(),
##
    member_casual = col_character(),
    ride_length = col_time(format = ""),
##
##
    day_of_week = col_character()
## )
```

```
m3 <- read_csv("Dataset/july_2020.csv")
```

```
##
## -- Column specification --
## cols(
##
    ride_id = col_character(),
    rideable_type = col_character(),
##
##
    start_date = col_character(),
    started_at = col_time(format = ""),
##
##
    end_date = col_character(),
    ended_at = col_time(format = ""),
##
     start station_name = col_character(),
##
     start_station_id = col_double(),
##
##
     end_station_name = col_character(),
##
     end_station_id = col_double(),
     member_casual = col_character(),
##
##
     ride_length = col_time(format = ""),
##
     day_of_week = col_character()
## )
```

```
m4 <- read_csv("Dataset/Aug_2020.csv")
```

```
##
## -- Column specification -----
## cols(
##
    ride_id = col_character(),
##
    rideable_type = col_character(),
##
    start_date = col_character(),
    started_at = col_time(format = ""),
##
##
    end_date = col_character(),
    ended_at = col_time(format = ""),
##
##
     start_station_name = col_character(),
##
     start_station_id = col_double(),
##
    end_station_name = col_character(),
     end_station_id = col_double(),
##
##
     member_casual = col_character(),
     ride_length = col_time(format = ""),
##
##
     day_of_week = col_character()
## )
```

```
m5 <- read_csv("Dataset/sep_2020.csv")
```

```
##
## -- Column specification ------
    ride_id = col_character(),
##
##
    rideable_type = col_character(),
##
     start_date = col_character(),
     started at = col time(format = ""),
##
##
    end_date = col_character(),
##
    ended_at = col_time(format = ""),
##
     start_station_name = col_character(),
##
    start_station_id = col_double(),
##
    end_station_name = col_character(),
##
    end_station_id = col_double(),
##
    member_casual = col_character(),
     ride_length = col_time(format = ""),
##
##
    day_of_week = col_character()
## )
```

```
m6 <- read_csv("Dataset/oct_2020.csv")
```

```
##
## -- Column specification --
## cols(
##
    ride_id = col_character(),
    rideable_type = col_character(),
##
##
    start_date = col_character(),
    started_at = col_time(format = ""),
##
##
    end_date = col_character(),
    ended_at = col_time(format = ""),
##
     start station name = col_character(),
##
     start_station_id = col_double(),
##
##
     end_station_name = col_character(),
##
     end_station_id = col_double(),
     member_casual = col_character(),
##
##
     ride_length = col_time(format = ""),
##
     day_of_week = col_character()
## )
```

```
m7 <- read_csv("Dataset/nov_2020.csv")
```

```
##
## -- Column specification -----
## cols(
##
    ride_id = col_character(),
##
    rideable_type = col_character(),
##
    start_date = col_character(),
    started_at = col_time(format = ""),
##
##
    end_date = col_character(),
    ended_at = col_time(format = ""),
##
##
    start_station_name = col_character(),
##
    start_station_id = col_double(),
##
    end_station_name = col_character(),
##
    end_station_id = col_double(),
##
    member_casual = col_character(),
    ride_length = col_time(format = ""),
##
##
     day_of_week = col_character()
## )
```

```
m8 <- read_csv("Dataset/dec_2020.csv")
```

```
##
## -- Column specification ------
    ride_id = col_character(),
##
##
    rideable_type = col_character(),
##
    start_date = col_character(),
    started at = col time(format = ""),
##
##
    end_date = col_character(),
##
    ended_at = col_time(format = ""),
##
    start_station_name = col_character(),
##
    start_station_id = col_character(),
##
    end_station_name = col_character(),
##
    end_station_id = col_character(),
##
    member_casual = col_character(),
    ride_length = col_time(format = ""),
##
##
    day_of_week = col_character()
## )
```

```
m9 <- read_csv("Dataset/Jan_2021.csv")
```

```
##
## -- Column specification --
## cols(
##
    ride_id = col_character(),
    rideable_type = col_character(),
##
##
    start_date = col_character(),
    started_at = col_time(format = ""),
##
##
    end_date = col_character(),
    ended_at = col_time(format = ""),
##
     start_station_name = col_character(),
##
     start_station_id = col_character(),
##
##
     end_station_name = col_character(),
##
    end_station_id = col_character(),
     member_casual = col_character(),
##
##
     ride_length = col_time(format = ""),
##
     day_of_week = col_character()
## )
```

```
m10<- read_csv("Dataset/feb_2021.csv")
```

```
##
## -- Column specification -----
## cols(
##
    ride_id = col_character(),
##
    rideable_type = col_character(),
##
    start_date = col_character(),
    started_at = col_time(format = ""),
##
##
    end_date = col_character(),
    ended_at = col_time(format = ""),
##
##
    start_station_name = col_character(),
##
    start_station_id = col_character(),
##
    end_station_name = col_character(),
    end_station_id = col_character(),
##
##
    member_casual = col_character(),
    ride_length = col_time(format = ""),
##
##
     day_of_week = col_character()
## )
```

```
m11 <- read_csv("Dataset/Mar_2021.csv")
```

```
##
## -- Column specification ------
    ride_id = col_character(),
##
##
    rideable_type = col_character(),
##
    start_date = col_character(),
    started at = col time(format = ""),
##
##
    end_date = col_character(),
##
    ended_at = col_time(format = ""),
##
    start_station_name = col_character(),
##
    start_station_id = col_character(),
##
    end_station_name = col_character(),
##
    end_station_id = col_character(),
##
    member_casual = col_character(),
    ride_length = col_time(format = ""),
##
##
    day_of_week = col_character()
## )
```

```
m12 <- read_csv("Dataset/apr_2021.csv")
```

```
##
## -- Column specification ---
## cols(
##
    ride_id = col_character(),
    rideable_type = col_character(),
##
##
    start_date = col_character(),
    started_at = col_time(format = ""),
##
##
    end_date = col_character(),
    ended_at = col_time(format = ""),
##
     start_station_name = col_character(),
##
     start_station_id = col_character(),
##
##
     end_station_name = col_character(),
##
     end_station_id = col_character(),
##
     member_casual = col_character(),
     ride_length = col_time(format = ""),
##
##
     day_of_week = col_character()
## )
```

### Cleaning data

Making data types consistent to avoid errors

```
m9 <- mutate(m9,start_date = as.Date(start_date, format= "%d-%m-%Y")
    ,end_date = as.Date(end_date, format= "%d-%m-%Y")
    ,ride_length = as.numeric(ride_length))</pre>
```

```
m10 <- mutate(m10,start_date = as.Date(start_date, format= "%d-%m-%Y")
    ,end_date = as.Date(end_date, format= "%d-%m-%Y")
    ,ride_length = as.numeric(ride_length))</pre>
```

```
m11 <- mutate(m11,start_date = as.Date(start_date, format= "%d-%m-%Y")
    ,end_date = as.Date(end_date, format= "%d-%m-%Y")
    ,ride_length = as.numeric(ride_length))</pre>
```

## Combining data into a single Dataset

```
all_tripsv2 <- bind_rows(m1, m2, m3, m4 , m5 ,m6 ,m7 ,m8 ,m9 ,m10 ,m11 ,m12 )
```

# Formating start\_Date into month, year, day and month and year column

```
all_tripsv2$date <- format(as.Date(all_tripsv2$start_date), "%Y-%m-%d")
all_tripsv2$month <- format(as.Date(all_tripsv2$date), "%m")
all_tripsv2$day <- format(as.Date(all_tripsv2$date), "%d")
all_tripsv2$year <- format(as.Date(all_tripsv2$date), "%Y")
all_tripsv2$month_group <- format(as.Date(all_tripsv2$date), "%Y-%m")</pre>
```

# Let's summarise our new data set

```
str(all_tripsv2)
```

```
## spec tbl df [3,231,614 \times 18] (S3: spec tbl df/tbl df/tbl/data.frame)
                   : chr [1:3231614] "02668AD35674B983" "7A50CCAF1EDDB28F" "2FFCDFDB91FE9A52" "58991CF
## $ ride id
1DB75BA84" ...
## $ rideable_type : chr [1:3231614] "docked_bike" "docked_bike" "docked_bike" "docked_bike" ...
## $ start_date
## $ started at
                      : Date[1:3231614], format: "2020-05-27" "2020-05-25" ...
## $ started at
                      : 'hms' num [1:3231614] 10:03:52 10:47:11 14:11:03 16:25:36 ...
   ..- attr(*, "units")= chr "secs"
##
                      : Date[1:3231614], format: "2020-05-27" "2020-05-25" ...
## $ end_date
## $ ended at
                       : 'hms' num [1:3231614] 10:16:49 11:05:40 15:48:21 16:39:28 ...
   ..- attr(*, "units")= chr "secs"
##
## $ start_station_name: chr [1:3231614] "Franklin St & Jackson Blvd" "Clark St & Wrightwood Ave" "Kedzie
Ave & Milwaukee Ave" "Clarendon Ave & Leland Ave" ...
## $ start_station_id : chr [1:3231614] "36" "340" "260" "251" ...
## $ end_station_name : chr [1:3231614] "Wabash Ave & Grand Ave" "Clark St & Leland Ave" "Kedzie Ave & Mi
lwaukee Ave" "Lake Shore Dr & Wellington Ave" ...
## $ end_station_id : chr [1:3231614] "199" "326" "260" "157" ...
## $ member_casual : chr [1:3231614] "member" "casual" "casual" "casual" ...
## $ ride_length
                     : num [1:3231614] 777 1109 5838 832 2237 ...
## $ day_of_week
                     : chr [1:3231614] "Wednesday" "Monday" "Saturday" "Saturday" ...
                     : chr [1:3231614] "2020-05-27" "2020-05-25" "2020-05-02" "2020-05-02" ...
## $ date
                      : chr [1:3231614] "05" "05" "05" "05" ...
## $ month
                      : chr [1:3231614] "27" "25" "02" "02" ...
## $ day
   ##
##
   - attr(*, "spec")=
##
##
    .. cols(
##
         ride_id = col_character(),
##
         rideable_type = col_character(),
##
         start_date = col_character(),
         started_at = col_time(format = ""),
##
##
         end_date = col_character(),
     . .
##
         ended_at = col_time(format = ""),
     . .
##
         start_station_name = col_character(),
##
         start_station_id = col_double(),
         end station name = col character(),
##
##
         end_station_id = col_double(),
         member_casual = col_character(),
##
         ride_length = col_time(format = ""),
##
##
         day_of_week = col_character()
##
```

#### Dimensions

```
dim(all_tripsv2)
```

```
## [1] 3231614 18
```

#### No. of rows

```
nrow(all_tripsv2)
```

```
## [1] 3231614
```

```
summary(all_tripsv2)
```

```
##
      ride id
                       rideable type
                                            start date
                                                                started at
   Length: 3231614
                       Length: 3231614
                                                :2020-05-01
                                                               Length: 3231614
##
                                          Min.
##
    Class :character
                       Class :character
                                          1st Qu.:2020-07-17
                                                               Class1:hms
##
    Mode :character
                      Mode :character
                                          Median :2020-08-15
                                                               Class2:difftime
##
                                                :2020-09-20
                                                               Mode :numeric
                                          Mean
##
                                          3rd Qu.:2020-11-16
##
                                                :2021-04-30
                                          Max.
##
       end_date
                           ended_at
                                           start_station_name start_station_id
##
          :2020-05-01
                         Length:3231614
                                           Length:3231614
                                                              Length:3231614
##
    1st Qu.:2020-07-17
                         Class1:hms
                                           Class :character
                                                              Class :character
##
    Median :2020-08-15
                         Class2:difftime
                                           Mode :character
                                                              Mode :character
                         Mode :numeric
           :2020-09-20
##
    Mean
##
    3rd Qu.:2020-11-16
##
    Max.
           :2021-05-05
    end_station_name end_station_id
##
                                          member_casual
                                                              ride_length
    Length:3231614
                                                             Min. :
##
                       Length: 3231614
                                          Length:3231614
##
    Class :character
                      Class :character
                                          Class :character
                                                             1st Qu.: 498
##
    Mode :character
                      Mode :character
                                          Mode :character
                                                             Median: 907
##
                                                             Mean
                                                                   : 1431
##
                                                             3rd Qu.: 1646
##
                                                             Max. :82591
##
    day of week
                           date
                                             month
                                                                 day
##
    Length: 3231614
                       Length:3231614
                                          Length: 3231614
                                                             Length: 3231614
    Class :character
##
                       Class :character
                                          Class :character
                                                             Class :character
    Mode :character
                       Mode :character
                                          Mode :character
                                                             Mode :character
##
##
##
##
##
        year
                       month_group
##
    Length: 3231614
                       Length: 3231614
##
    Class :character
                       Class :character
##
    Mode :character
                       Mode :character
##
##
##
```

```
Analyze Phase
 mean(all_tripsv2$ride_length)
 ## [1] 1431.44
 median(all_tripsv2$ride_length)
 ## [1] 907
 max(all_tripsv2$ride_length)
 ## [1] 82591
 min(all_tripsv2$ride_length)
 ## [1] 0
 aggregate(all_tripsv2$ride_length ~ all_tripsv2$member_casual, FUN = mean)
```

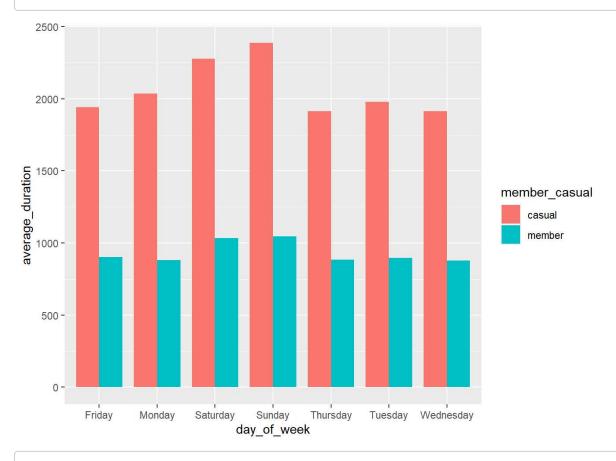
```
##
     all tripsv2$member casual all tripsv2$ride length
## 1
                         casual
                                               2114.4032
## 2
                         member
                                               933.2411
aggregate(all_tripsv2$ride_length ~ all_tripsv2$member_casual, FUN = median)
##
     all_tripsv2$member_casual all_tripsv2$ride_length
## 1
                         casual
                                                    1317
## 2
                         member
                                                    709
aggregate(all_tripsv2$ride_length ~ all_tripsv2$member_casual, FUN = max)
##
     all_tripsv2$member_casual all_tripsv2$ride_length
## 1
                         casual
                                                   82591
## 2
                         member
                                                   74820
aggregate(all_tripsv2$ride_length ~ all_tripsv2$member_casual, FUN = min)
##
     all_tripsv2$member_casual all_tripsv2$ride_length
## 1
                         casual
## 2
                         member
                                                       0
aggregate(all_tripsv2$ride_length ~ all_tripsv2$member_casual + all_tripsv2$day_of_week, FUN = mean)
##
      all_tripsv2$member_casual all_tripsv2$day_of_week all_tripsv2$ride_length
## 1
                         casual
                                                   Friday
                                                                        1941.2059
## 2
                         member
                                                   Friday
                                                                         901.6121
## 3
                         casual
                                                   Monday
                                                                        2034.5942
## 4
                         member
                                                   Monday
                                                                         880.7959
## 5
                         casual
                                                Saturday
                                                                        2278.7315
## 6
                         member
                                                Saturday
                                                                        1035.2096
## 7
                         casual
                                                   Sunday
                                                                        2386.7407
## 8
                         member
                                                   Sunday
                                                                        1045.8114
                                                Thursday
## 9
                         casual
                                                                        1912.8745
## 10
                                                Thursday
                                                                         884.4855
                         member
## 11
                          casual
                                                  Tuesday
                                                                        1978.0553
## 12
                          member
                                                  Tuesday
                                                                         895.9399
## 13
                          casual
                                               Wednesday
                                                                        1914.0463
## 14
                         member
                                               Wednesday
                                                                         878.3114
all_tripsv2 %>%
 group_by(month_group, member_casual) %>%
  summarise(number_of_rides = n(), average_duration = mean(ride_length)) %>%
  arrange(month_group, member_casual)
## `summarise()` has grouped output by 'month_group'. You can override using the `.groups` argument.
```

```
## # A tibble: 22 x 4
## # Groups:
               month_group [11]
##
      month_group member_casual number_of_rides average_duration
##
      <chr>>
                  <chr>>
                                            <int>
                                                              <dbl>
##
    1 2020-05
                  casual
                                            85433
                                                              2446.
##
    2 2020-05
                  member
                                           112878
                                                              1134.
##
    3 2020-06
                                           151491
                                                              2316.
                  casual
   4 2020-06
                                           187048
##
                  member
                                                              1069.
##
   5 2020-07
                  casual
                                           260035
                                                              2423.
    6 2020-07
##
                  member
                                           279589
                                                              1016.
##
   7 2020-08
                  casual
                                           554717
                                                              2097.
##
   8 2020-08
                                           646080
                                                               953.
                  member
##
   9 2020-10
                  casual
                                              675
                                                              1116.
## 10 2020-10
                  member
                                                5
                                                               769.
## # ... with 12 more rows
```

# **Ploting of Data**

```
all_tripsv2 %>%
  group_by(member_casual, day_of_week) %>%
  summarise(number_of_rides = n(), average_duration = mean(ride_length)) %>%
  arrange(member_casual, day_of_week) %>%
  ggplot(aes(x = day_of_week, y = average_duration, fill = member_casual)) +
  geom_col(position = "dodge", width = 0.8)
```

## `summarise()` has grouped output by 'member\_casual'. You can override using the `.groups` argument.

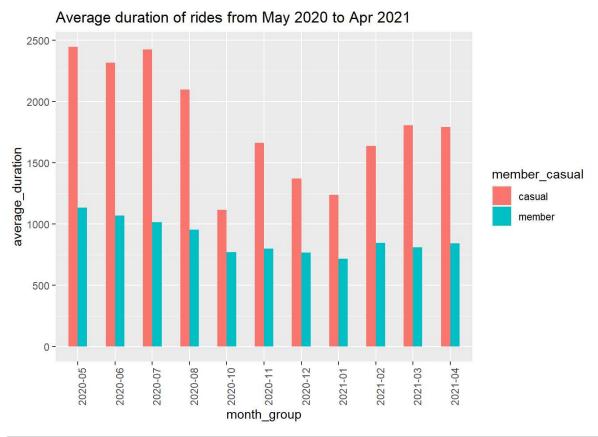


```
ggtitle("Average duration of rides by week days")
```

```
## $title
## [1] "Average duration of rides by week days"
##
## attr(,"class")
## [1] "labels"
```

```
all_tripsv2%>%
  group_by(month_group, member_casual) %>%
  summarise(number_of_rides = n(), average_duration = mean(ride_length)) %>%
  arrange(month_group, member_casual) %>%
  ggplot(aes(x = month_group, y = average_duration, fill = member_casual)) +
  geom_col(position = "dodge", width = 0.5) +
  theme(axis.text.x = element_text(angle = 90)) +
  ggtitle("Average duration of rides from May 2020 to Apr 2021")
```

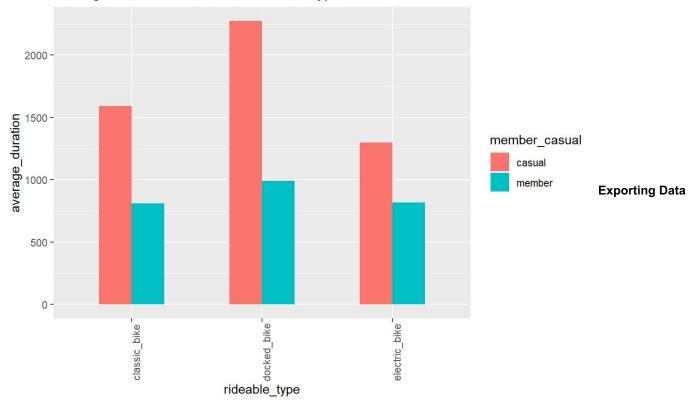
## `summarise()` has grouped output by 'month\_group'. You can override using the `.groups` argument.



```
all_tripsv2 %>%
  group_by(rideable_type, member_casual) %>%
  summarise(number_of_rides = n(), average_duration = mean(ride_length)) %>%
  arrange(rideable_type, member_casual) %>%
  ggplot(aes(x = rideable_type, y = average_duration, fill = member_casual)) +
  geom_col(position = "dodge", width = 0.5) +
  theme(axis.text.x = element_text(angle = 90)) +
  ggtitle("Average duration of rides for each ride type")
```

## `summarise()` has grouped output by 'rideable\_type'. You can override using the `.groups` argument.





# for further Analysis

#write.csv(agg\_data, file = C:/New folder/cyclist\_casestudy\_analysis/agg\_data.csv')

#agg\_data = aggregate(all\_tripsv2\$ride\_length ~ all\_tripsv2\$member\_casual + all\_tripsv2\$day\_of\_week, FUN =
mean)