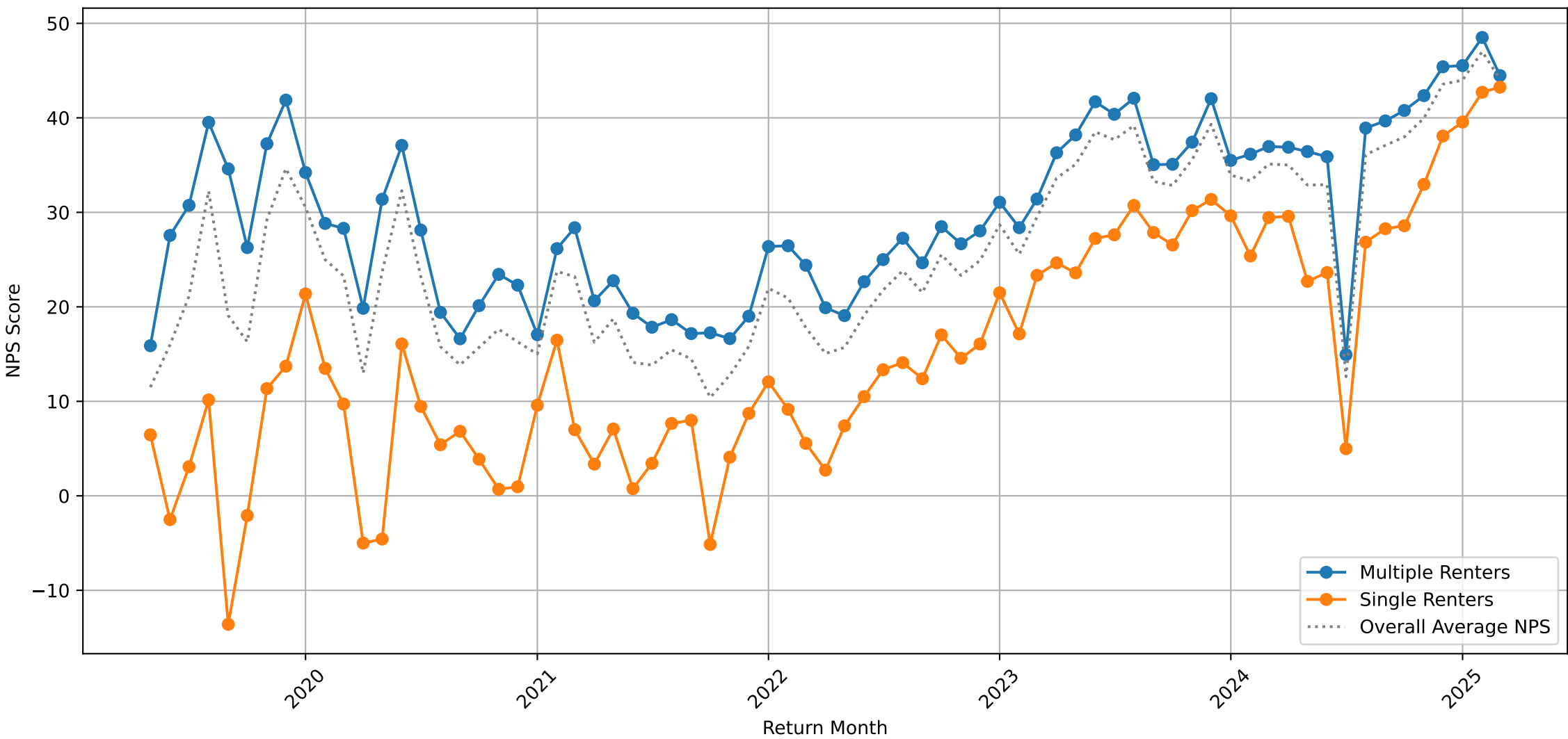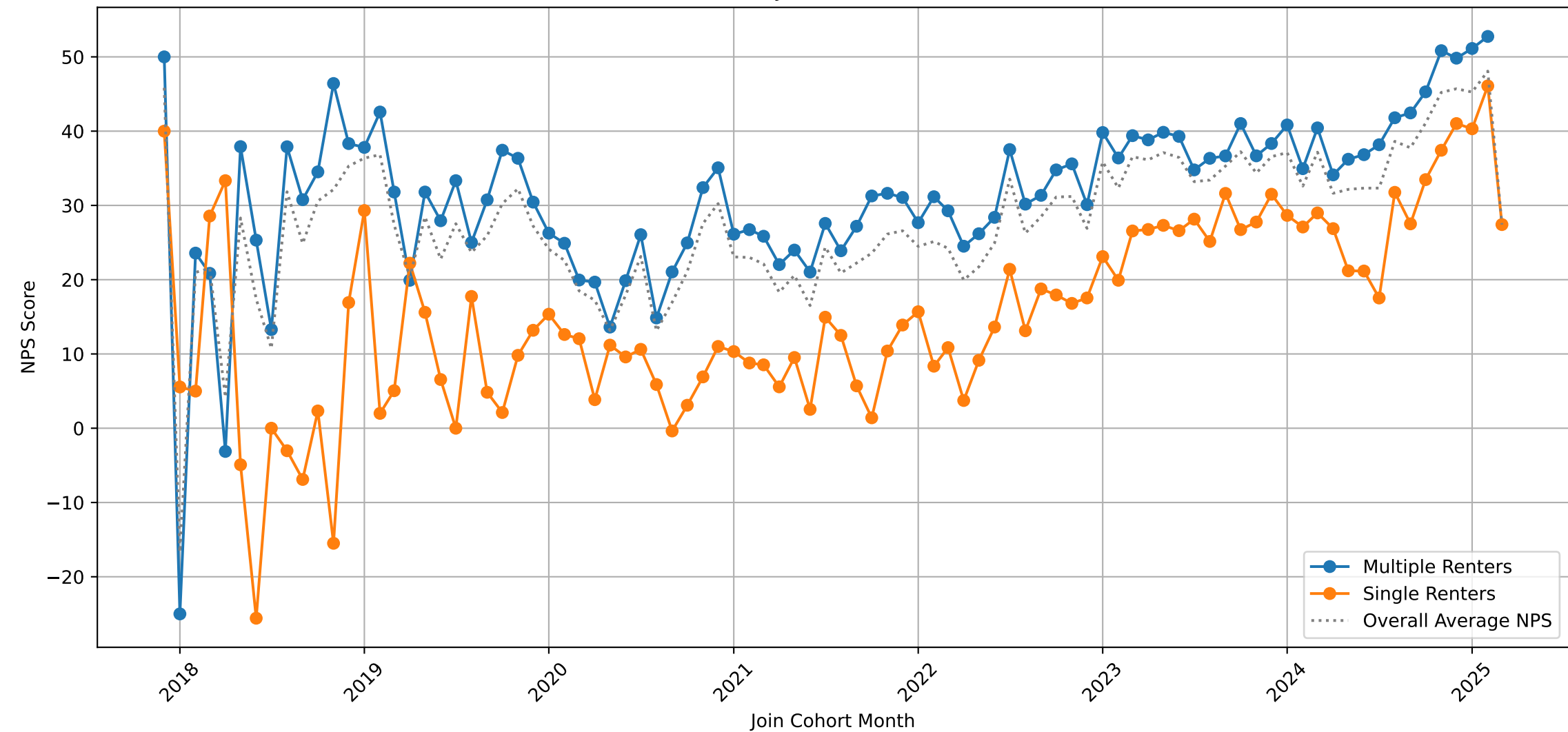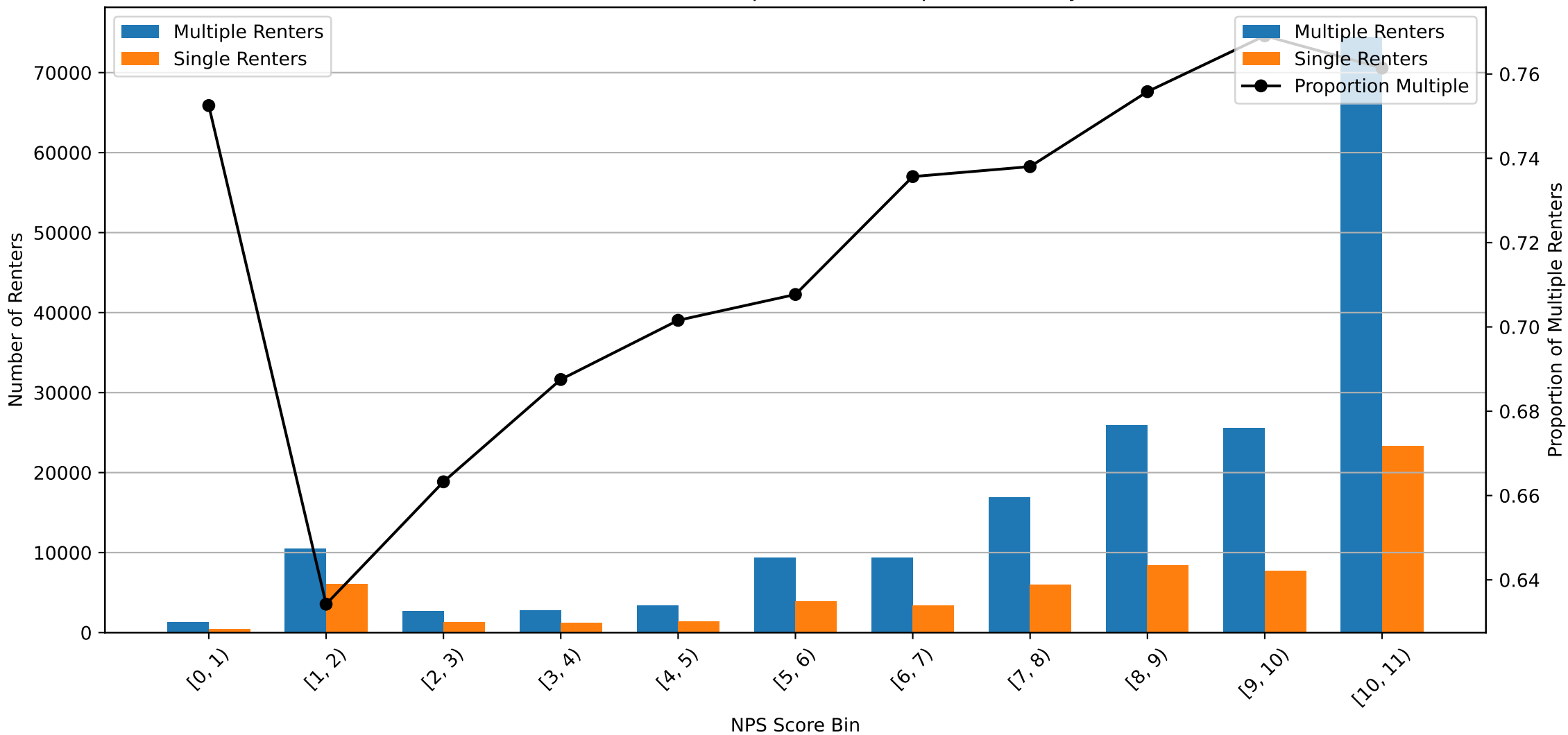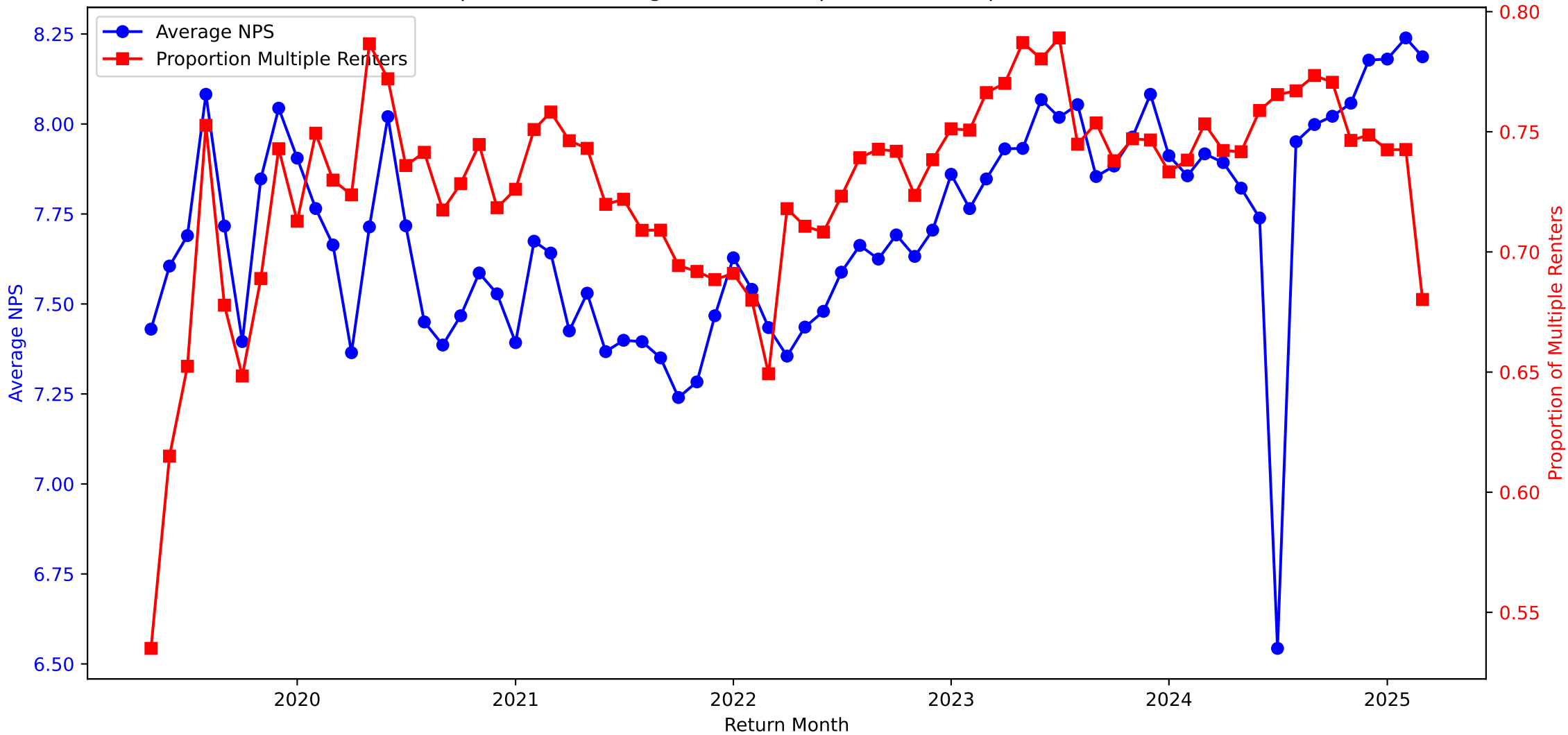NPS Score Trend Over Return Months (Cleaned & Filtered)

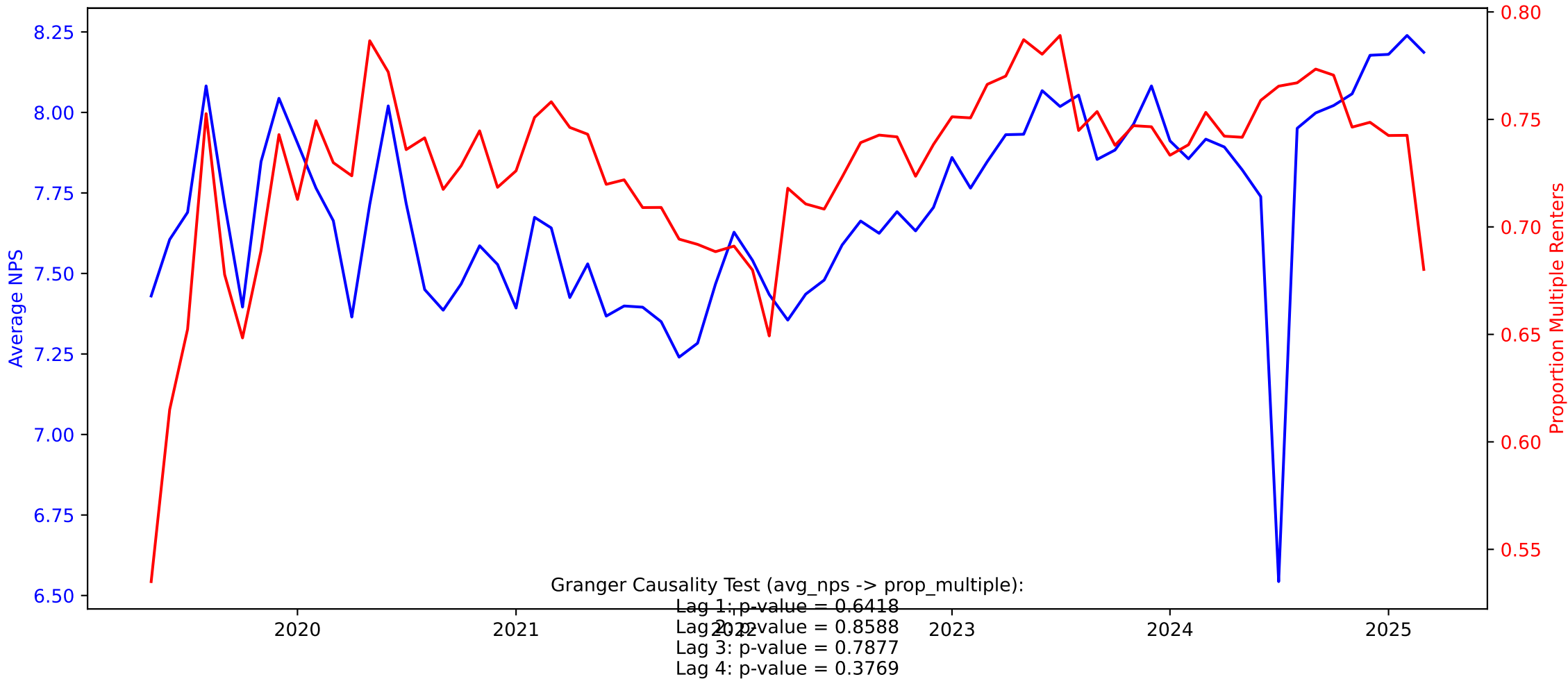NPS Score Trend Over Join Cohorts (Cleaned & Filtered)

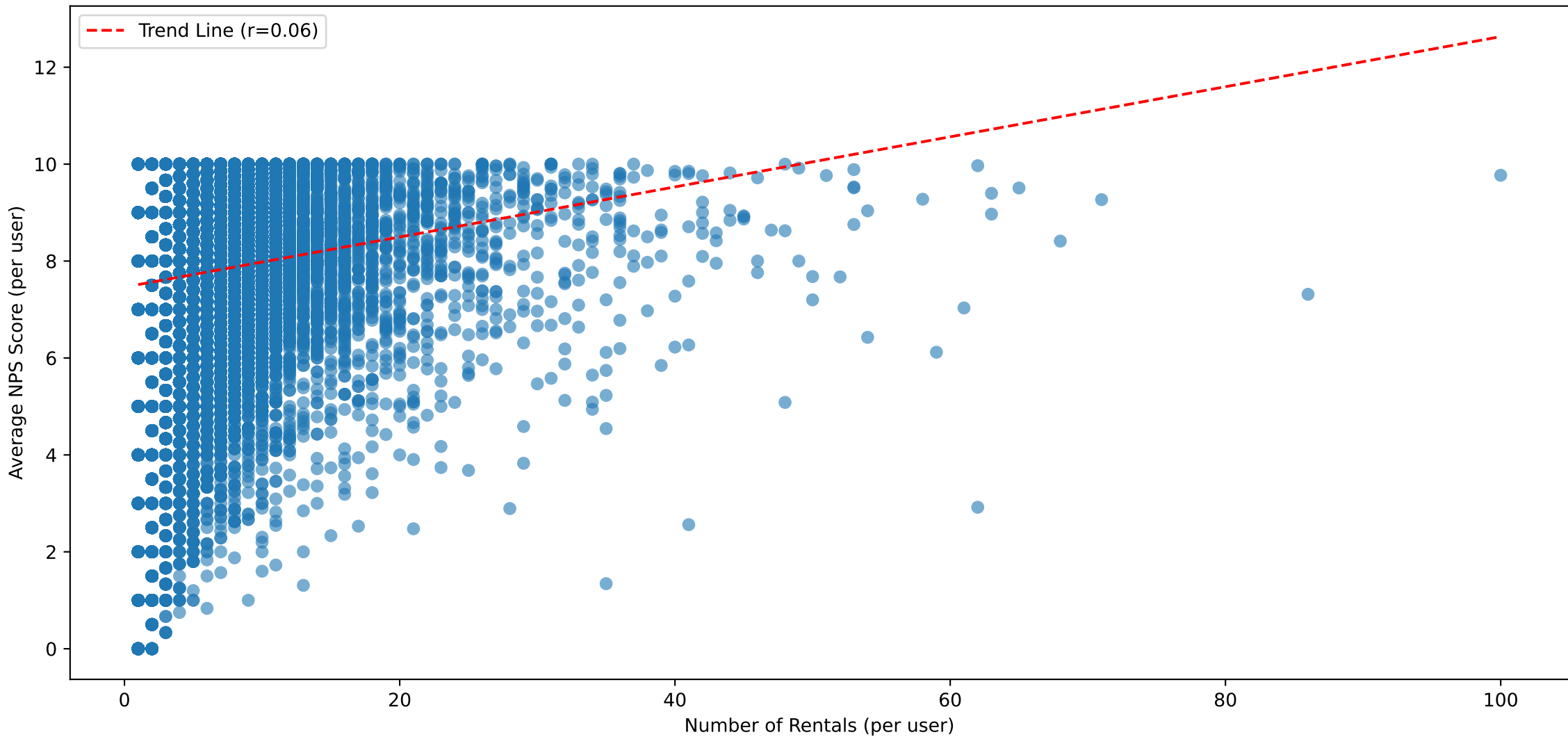Absolute Number of Renters and Proportion of Multiple Renters by NPS Score Bin

Relationship Between Average NPS and Proportion of Multiple Renters Over Time

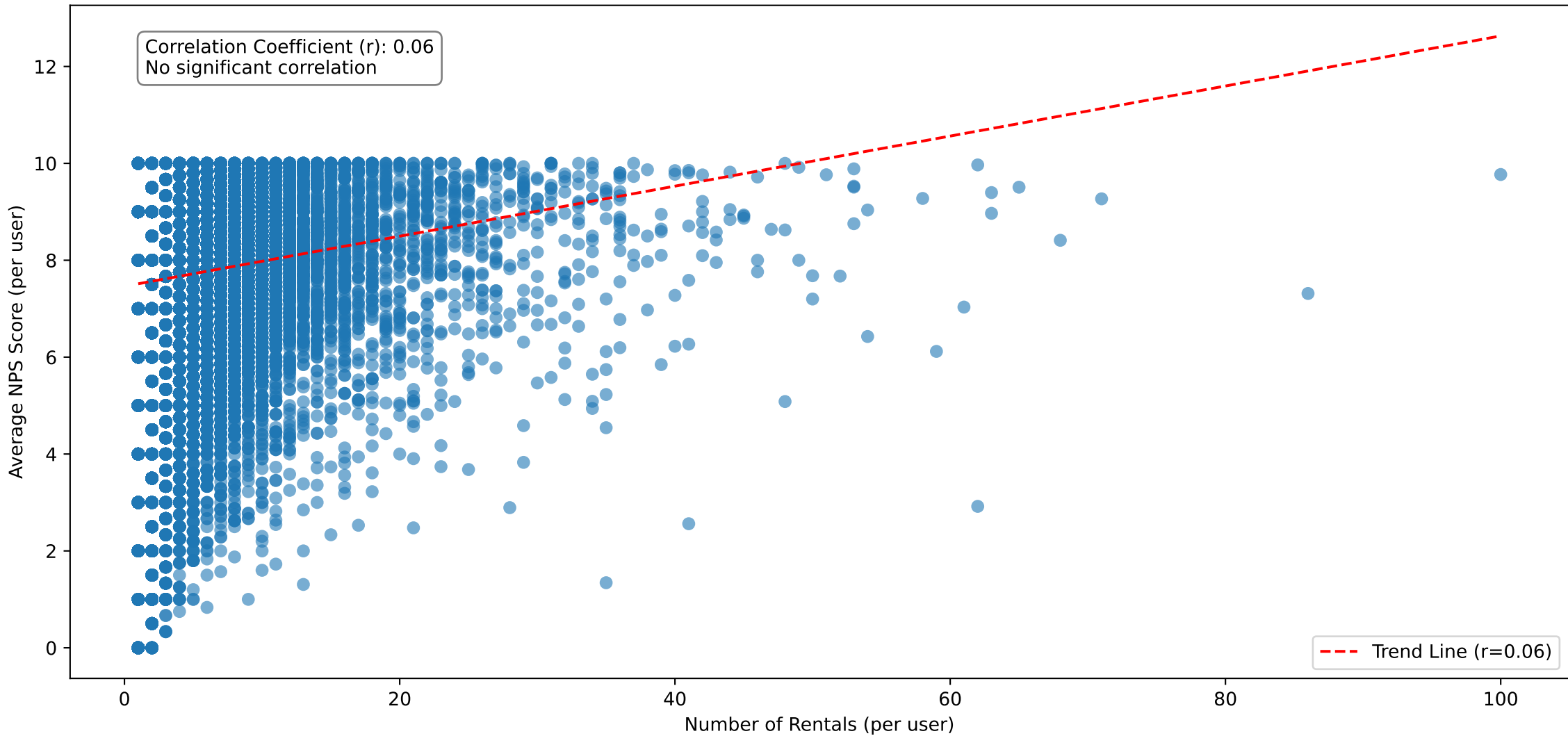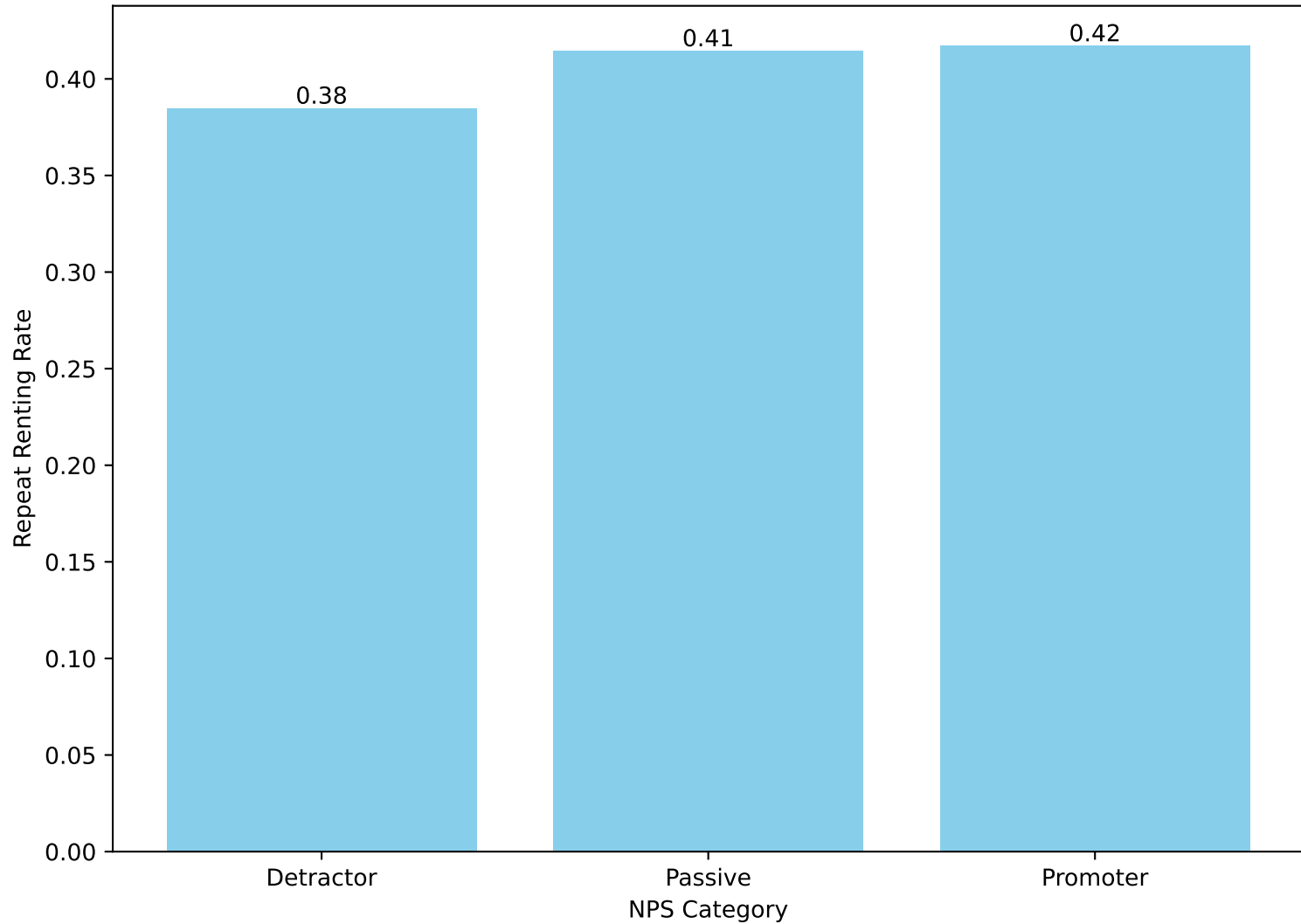Detailed Time Series Analysis: Avg NPS vs. Proportion Multiple Renters

Granger Causality Test (avg_nps -> prop_multiple):
Lag 1: p-value = 0.6418
Lag 2: p-value = 0.8588
Lag 3: p-value = 0.7877
Lag 4: p-value = 0.3769

Correlation between Number of Rentals and Average NPS Score

Correlation between Number of Rentals and Average NPS Score

Correlation Coefficient (r): 0.06
No significant correlation

Average NPS Score (per user)

Number of Rentals (per user)

Trend Line (r=0.06)

Repeat Renting Rate by NPS Category

Word Cloud for Detractor Comments (Key Phrases)

Word Cloud for Passive Comments (Key Phrases)

Word Cloud for Promoter Comments (Key Phrases)