

BIDSS Assignment 01

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Step 1: The domain selected is the City of Los Angeles, and the data set is "LAPD-Calls-for-Service-2018".

Step 2: Why is this important?

I have picked this dataset specifically because what is interesting is the lack of data context. For instance, there is a group of only six columns and while two of the columns are the correct data type with the Dispatch date and time, but the last two are call type code and call type text leave a lot of questions on their own.

Why are the data types of Call_Type_Code and Call_Type_Text text fields? This leaves to a lot of speculation to what the call was actually for. There were 81,129 calls which were a code 6, all this means is that police was dispatched but we don't know why. Additionally, there are other fields that don't seem very accurate. For instance Man, Woman, other. The columns should be for specific reasons why the police officers were dispatched, or what was the true intent of the call? In order to expand, was it a man that called in or was the call about a man that was a victim or was the man the aggressor? I can say the same for the input value of women, but we cannot clarify anything from a result of "other".

Is the call type code provided in training, and all dispatchers are required to know exactly what code to input? Each call I would expect to be intense and to the point so that the caller would be able to be provided help as soon as possible. I have the same question for the other field of call type text. Why are they not an array datatype where the dispatcher could search by typing and then select the correct description for the call?

Step 3: Planning for a BI/DSS Project based on this data

Having historical data would help with building a future system, where these questions above could be easily answered. The Police are dispatched for a specific reason, so the code should be directly tied to the type. For instance home invasion, auto theft, health checks on a home, and more. If we then take this current data and then communicate internally with the BI team and business unit for future use cases.

Why was man, woman, other selected? What about code 6 and what can we do to further break this down into more meaningful categories? These types of questions are important for the future, in order to build out a new system that dispatchers could use. This would generate a lot more fields to be selected, but by making them searchable, this would also coincidentally also be more efficient.

I believe this is also more beneficial to develop because this type of data is summoned by courts. Based on the current data, the court would also have to receive a copy of the call, because the inputted data is not extremely clear. Building the BI system from the ground up and starting with a fresh database would also be a key factor. The need to redefine the business needs and purposes that are expected in today's environment. After all, how long has the city of Los Angeles been using this current methodology with their current system? From the data review it does not seem like the data system currently used has adapted to the business needs for what dispatch call centers do today.

Below is a graph of the multiple fields that are currently being inputted, which will help visually correlate to the suggested modifications for future use.

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