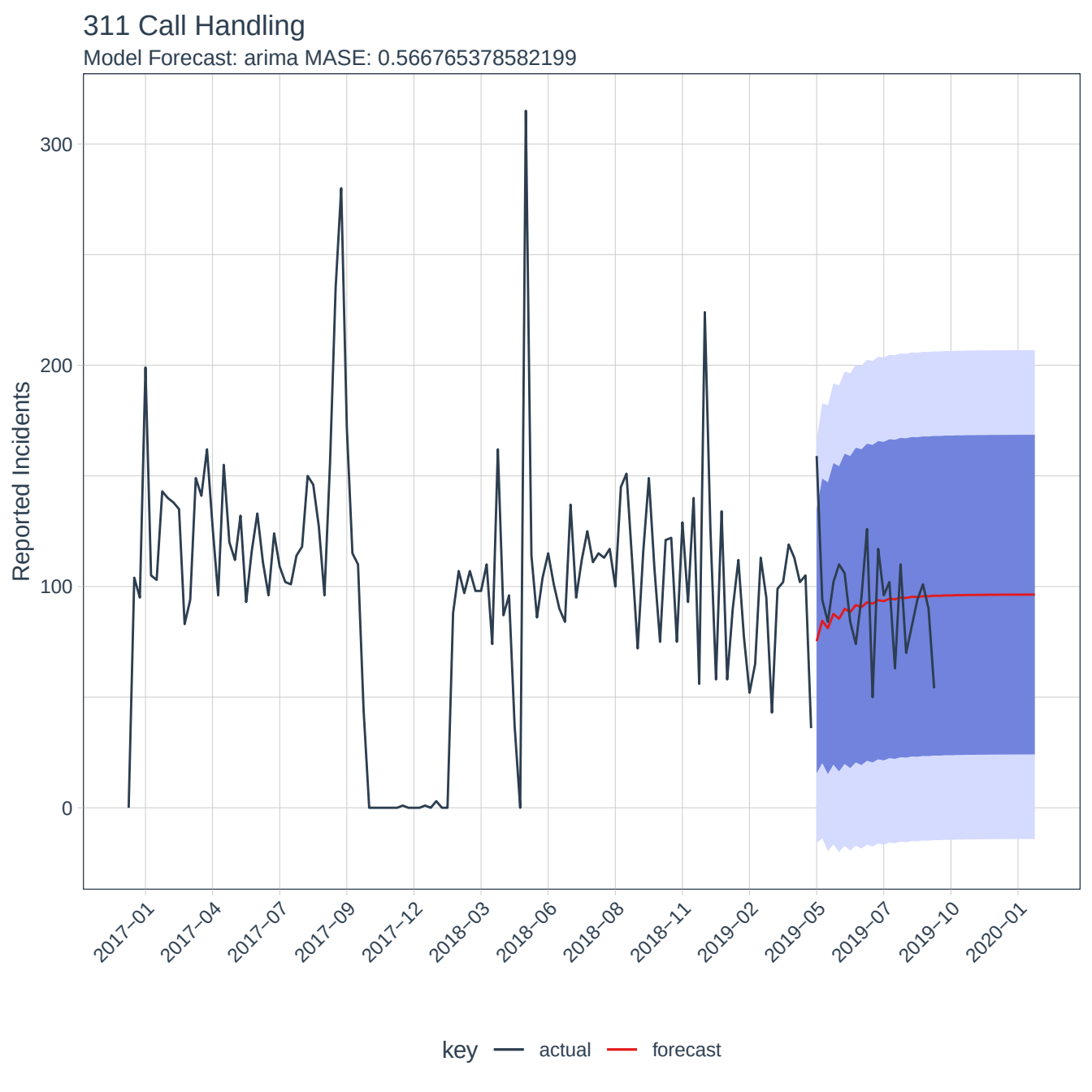
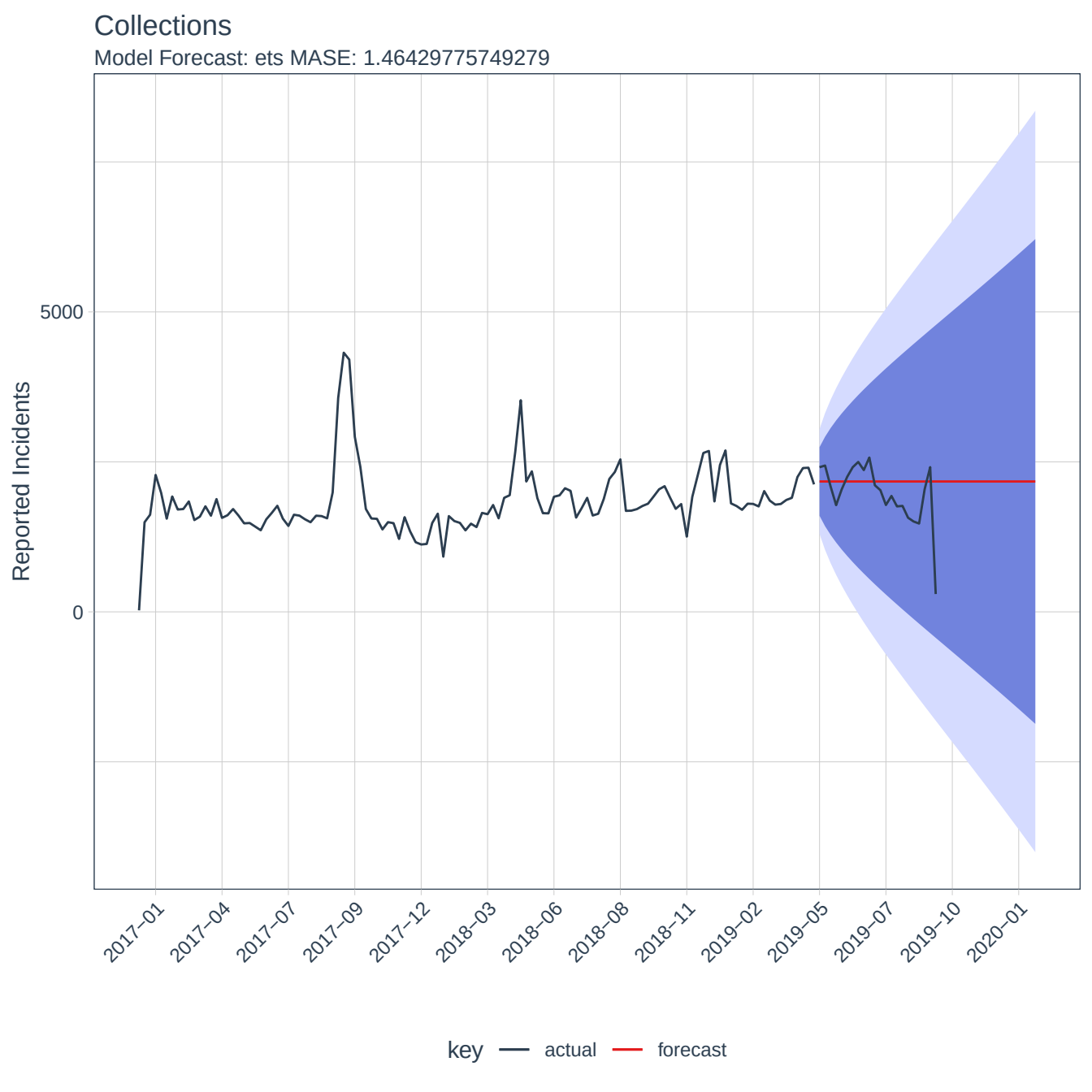
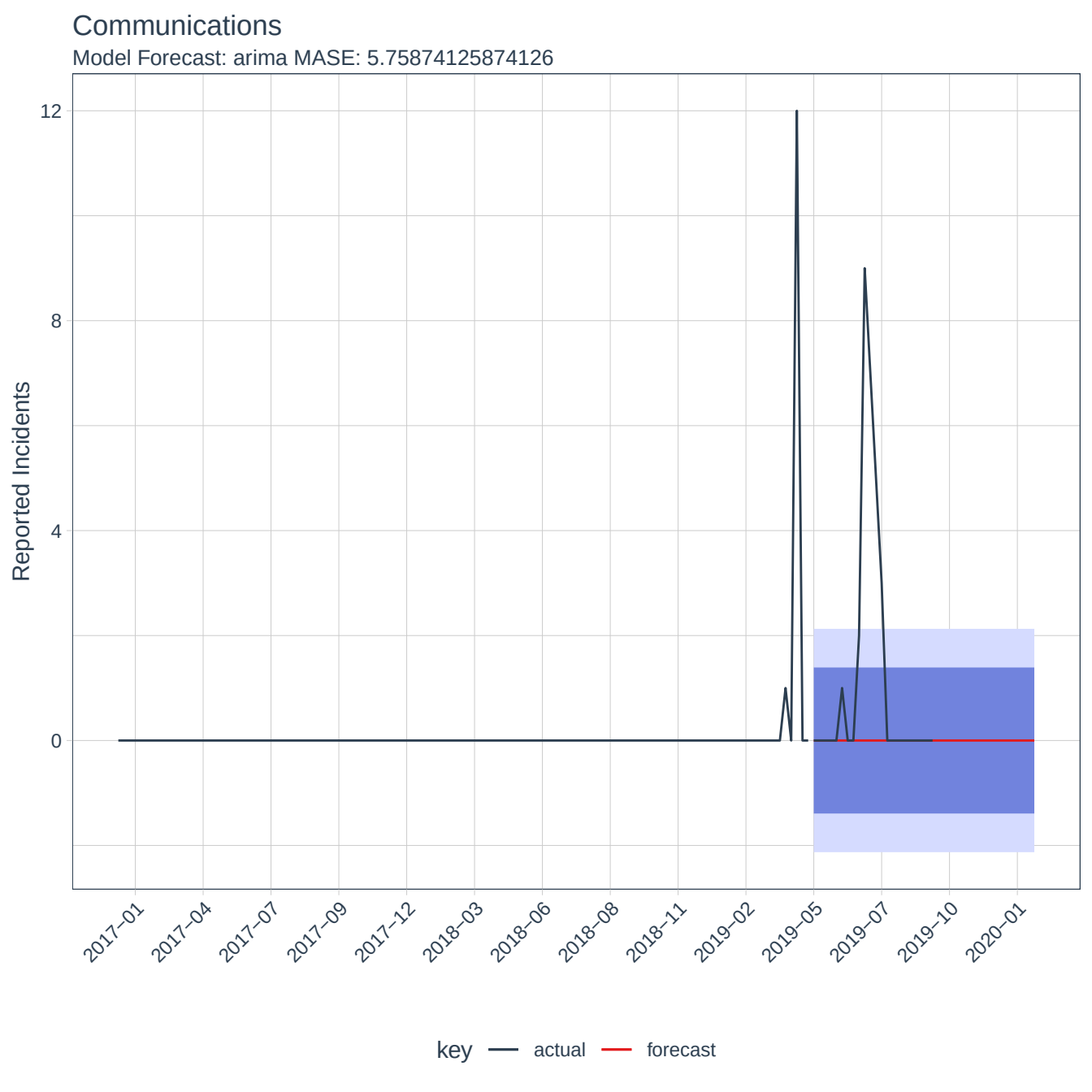
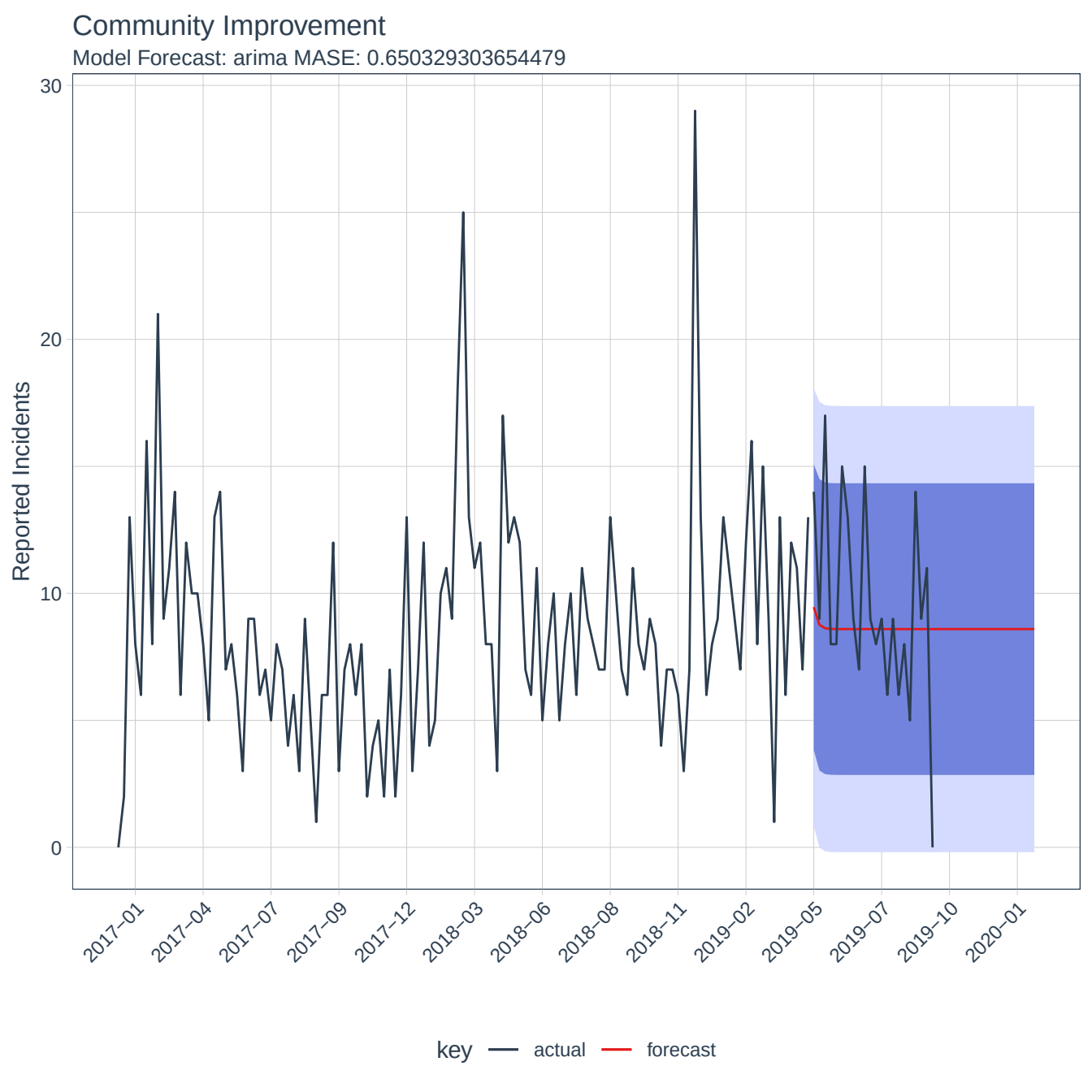
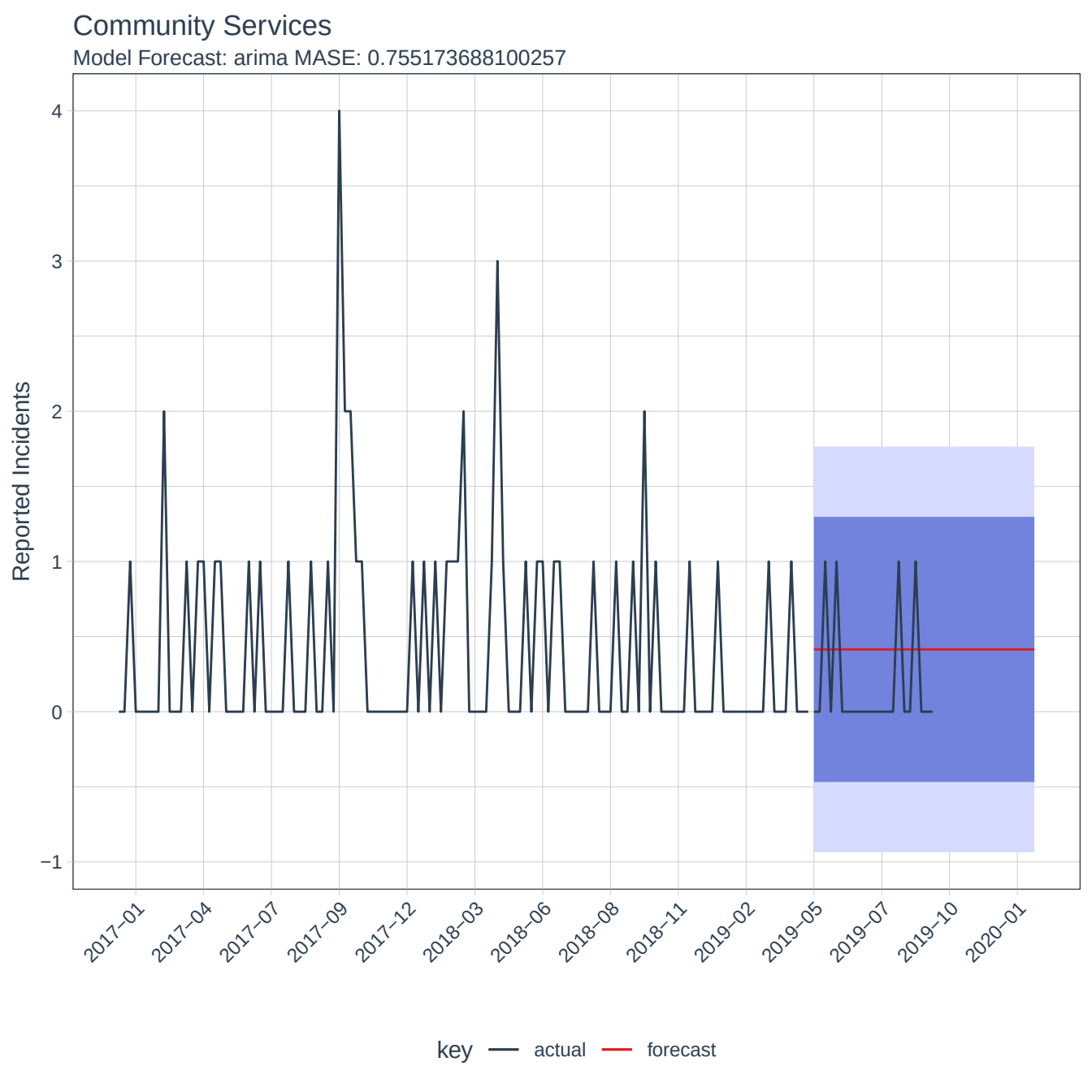
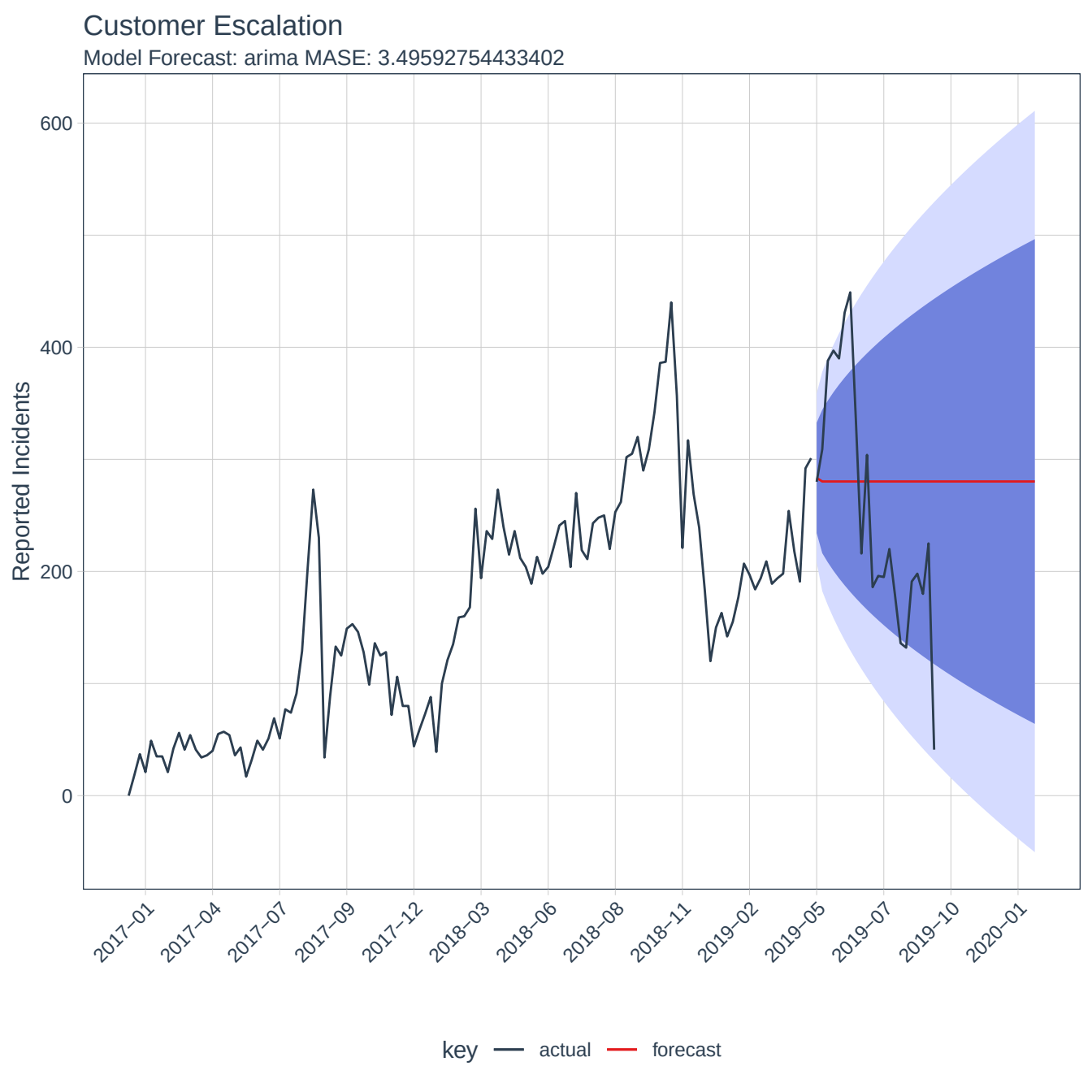

311 Call Handling
Model Forecast: arima MASE: 0.566765378582199
Reported Incidents
300
200
100
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

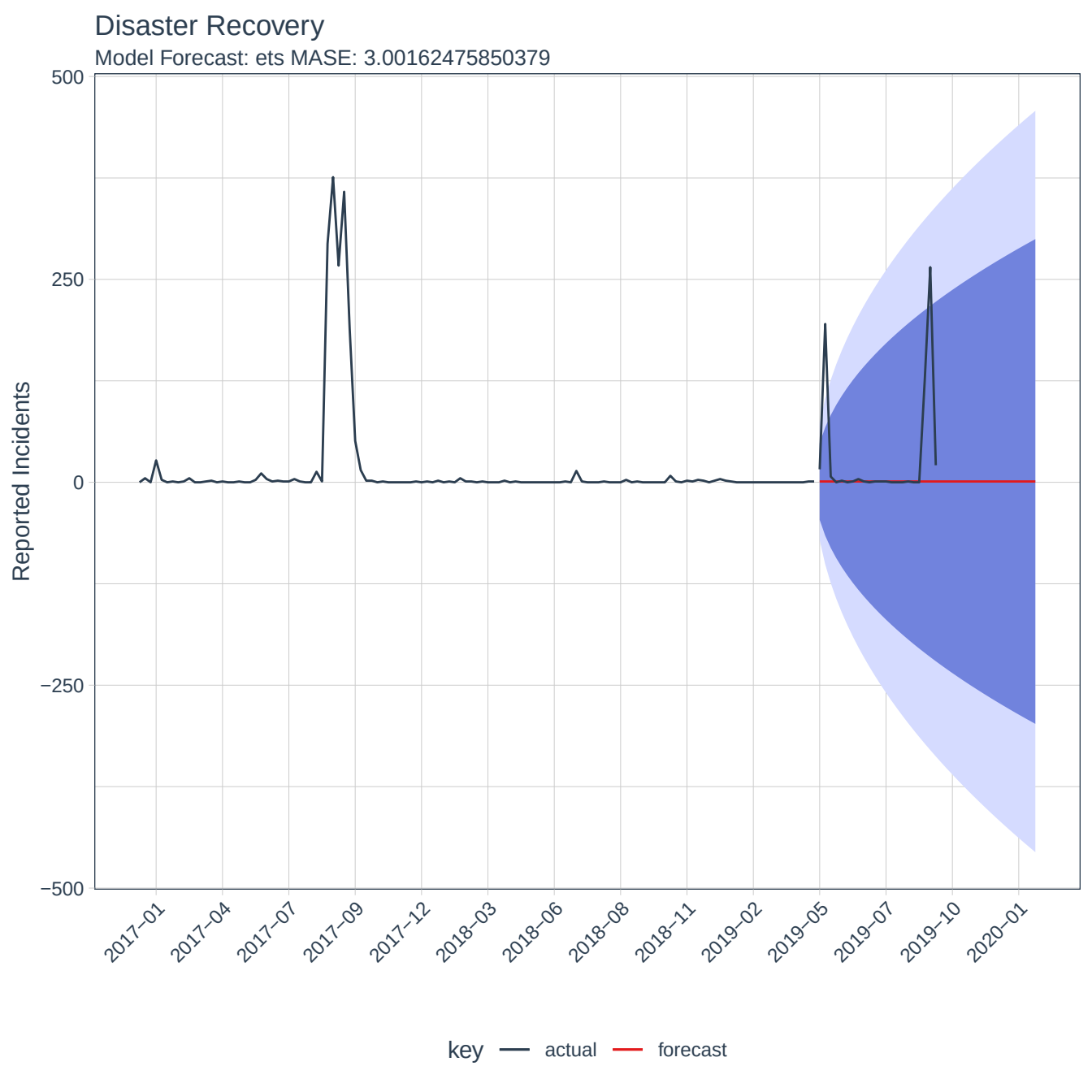

Collections
Model Forecast: ets MASE: 1.46429775749279
Reported Incidents
5000
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

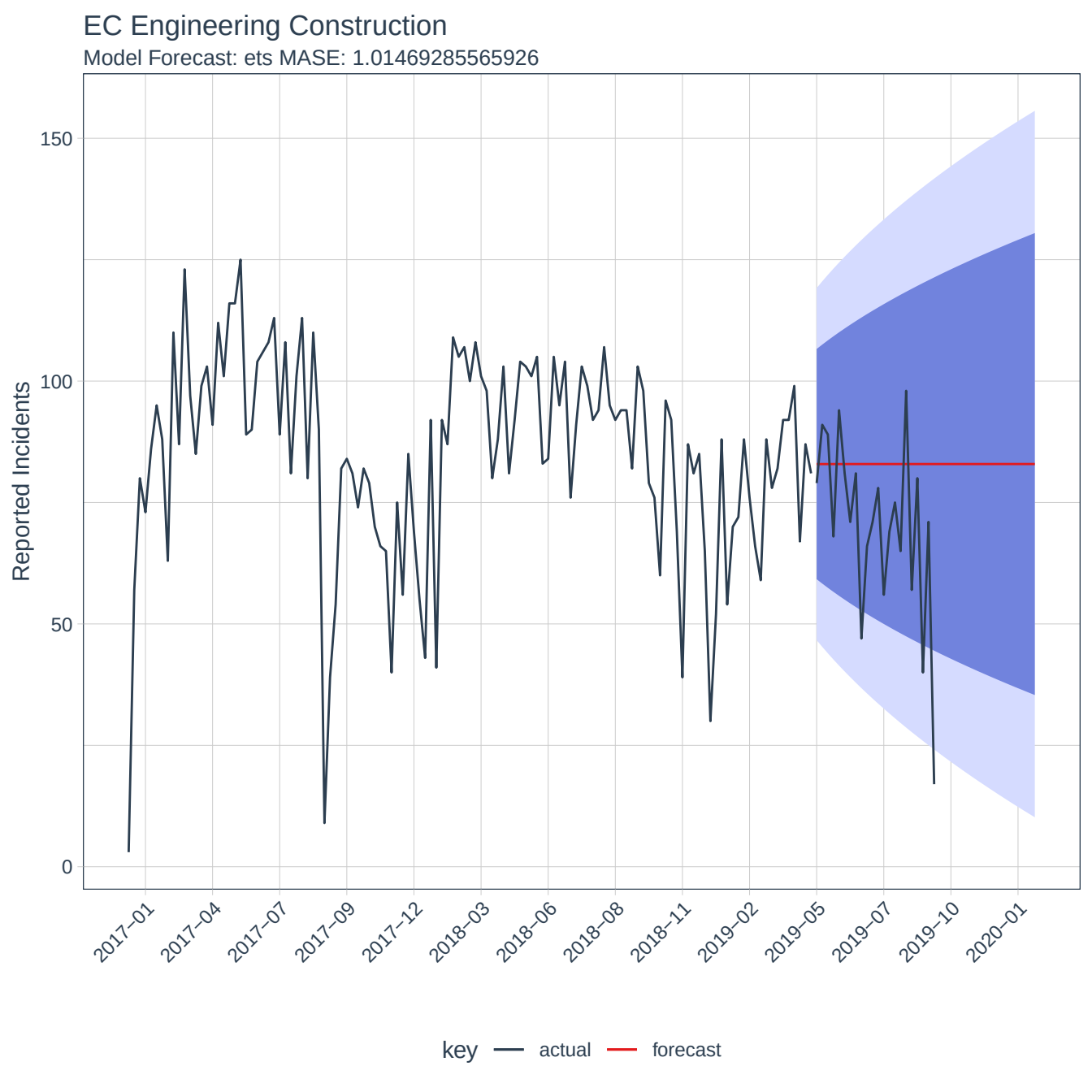

Communications
Model Forecast: arima MASE: 5.75874125874126
Reported Incidents
12
8
4
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

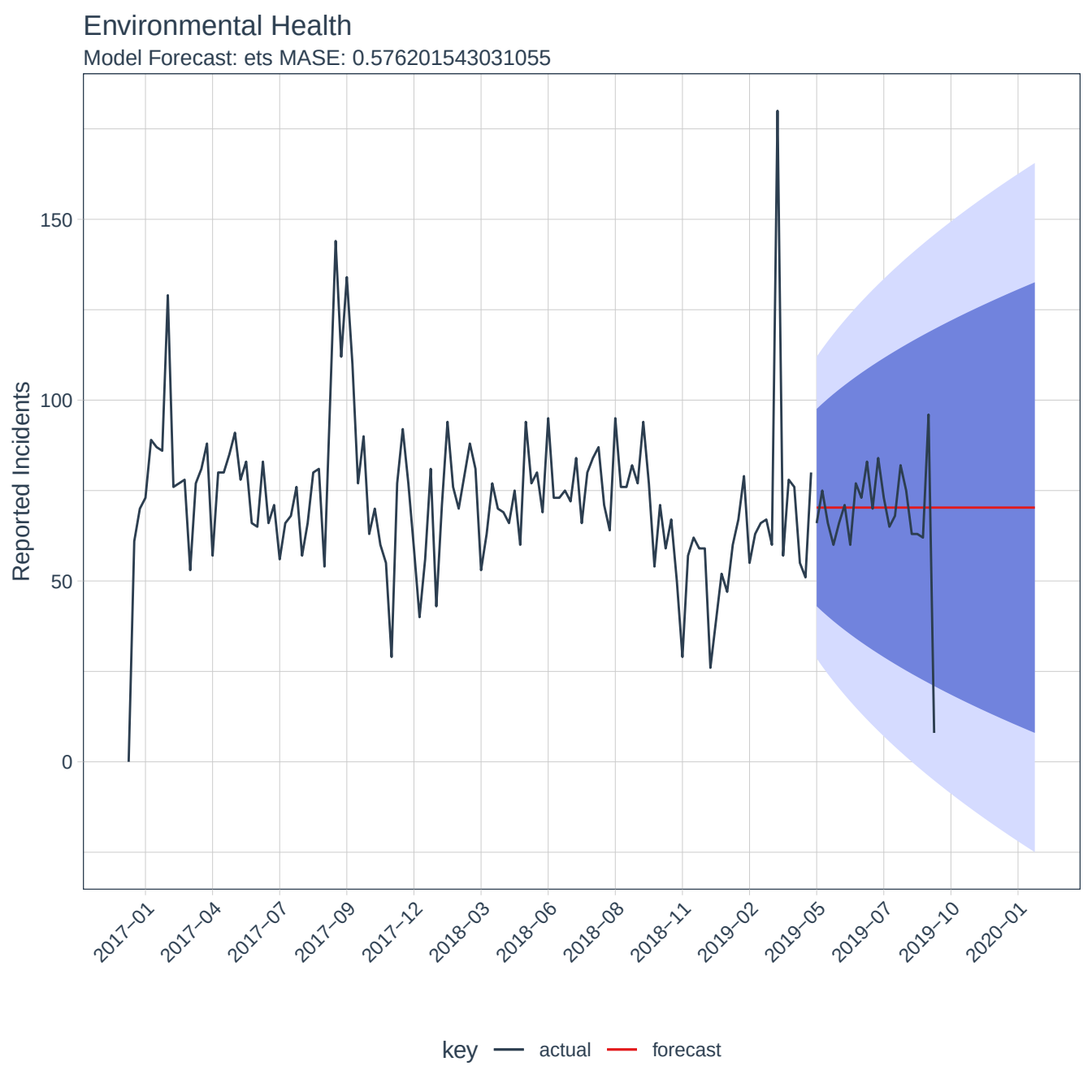

Community Improvement
Model Forecast: arima MASE: 0.650329303654479
Reported Incidents
30
20
10
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

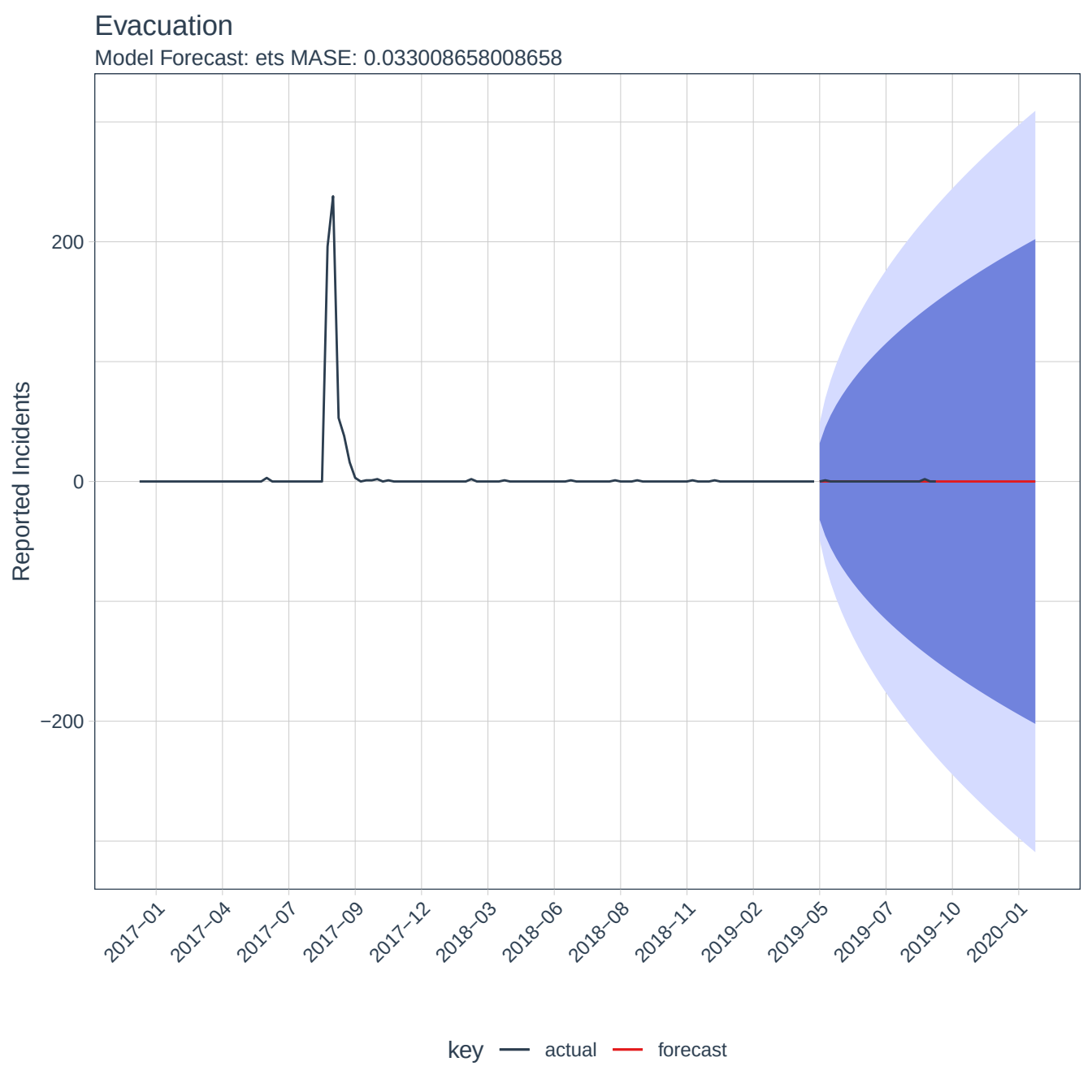

Community Services
Model Forecast: arima MASE: 0.755173688100257
Reported Incidents
4
3
2
1
0
−1
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast

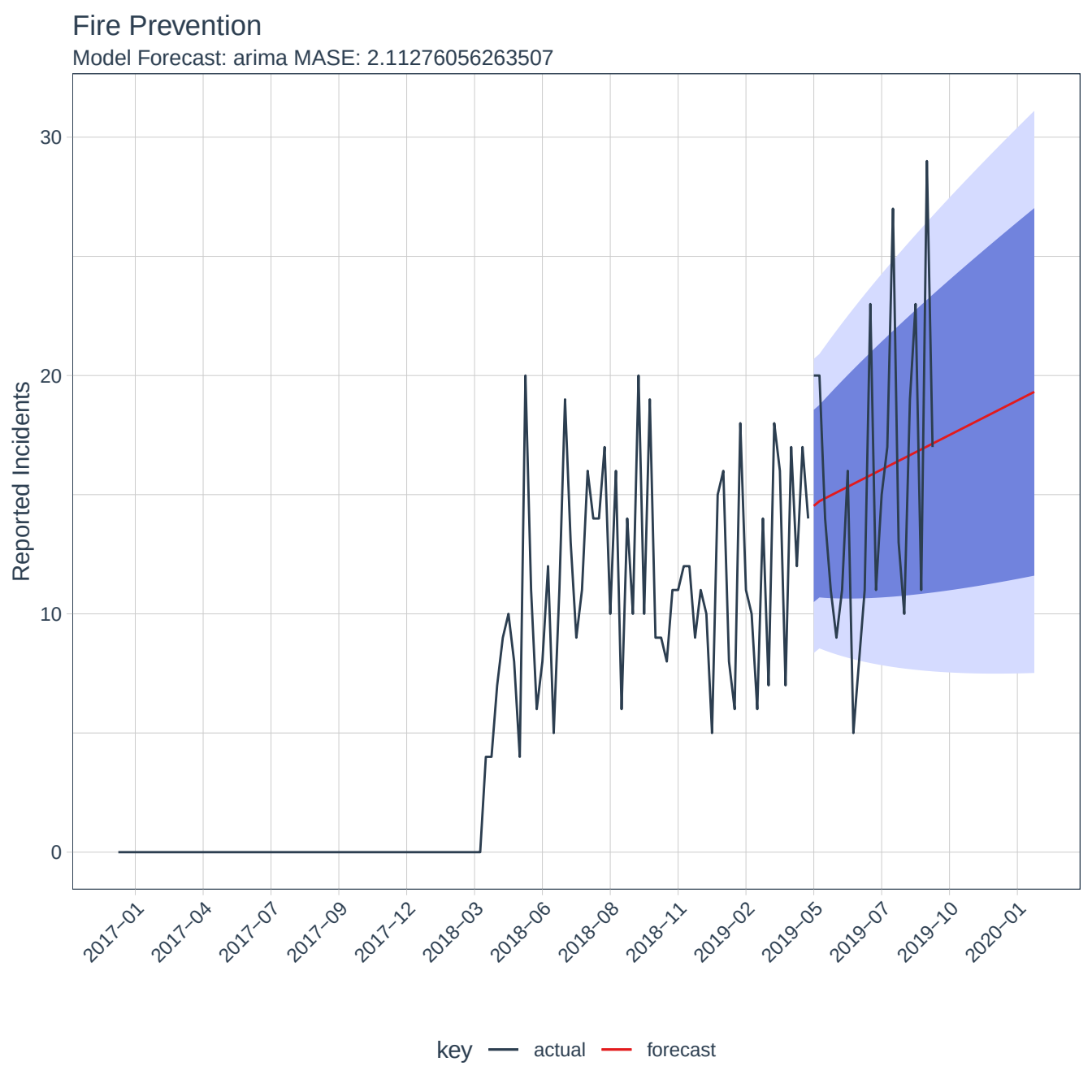

Customer Escalation
Model Forecast: arima MASE: 3.49592754433402
Reported Incidents
600
400
200
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

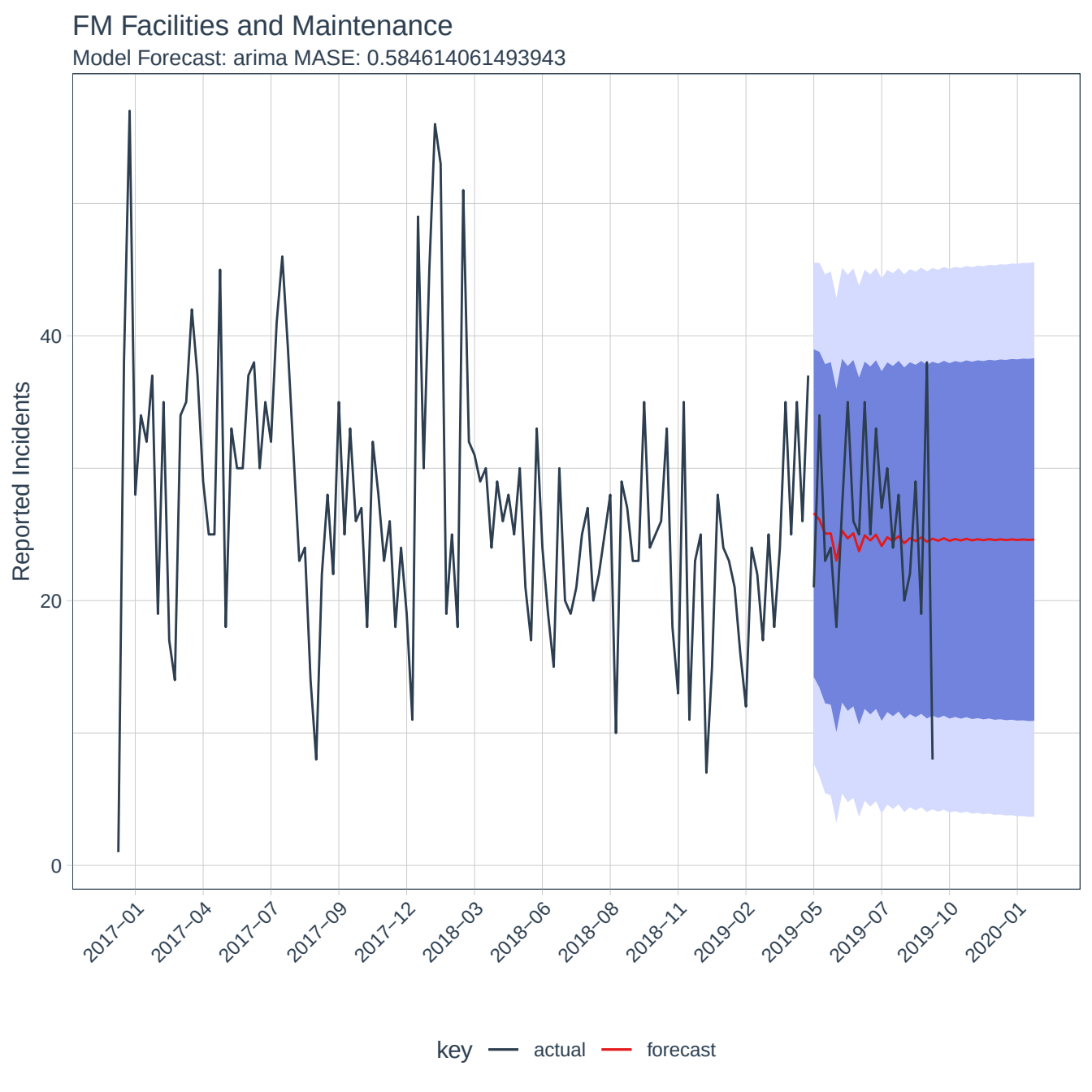

Disaster Recovery
Model Forecast: ets MASE: 3.00162475850379
Reported Incidents
500
250
0
−250
−500
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast

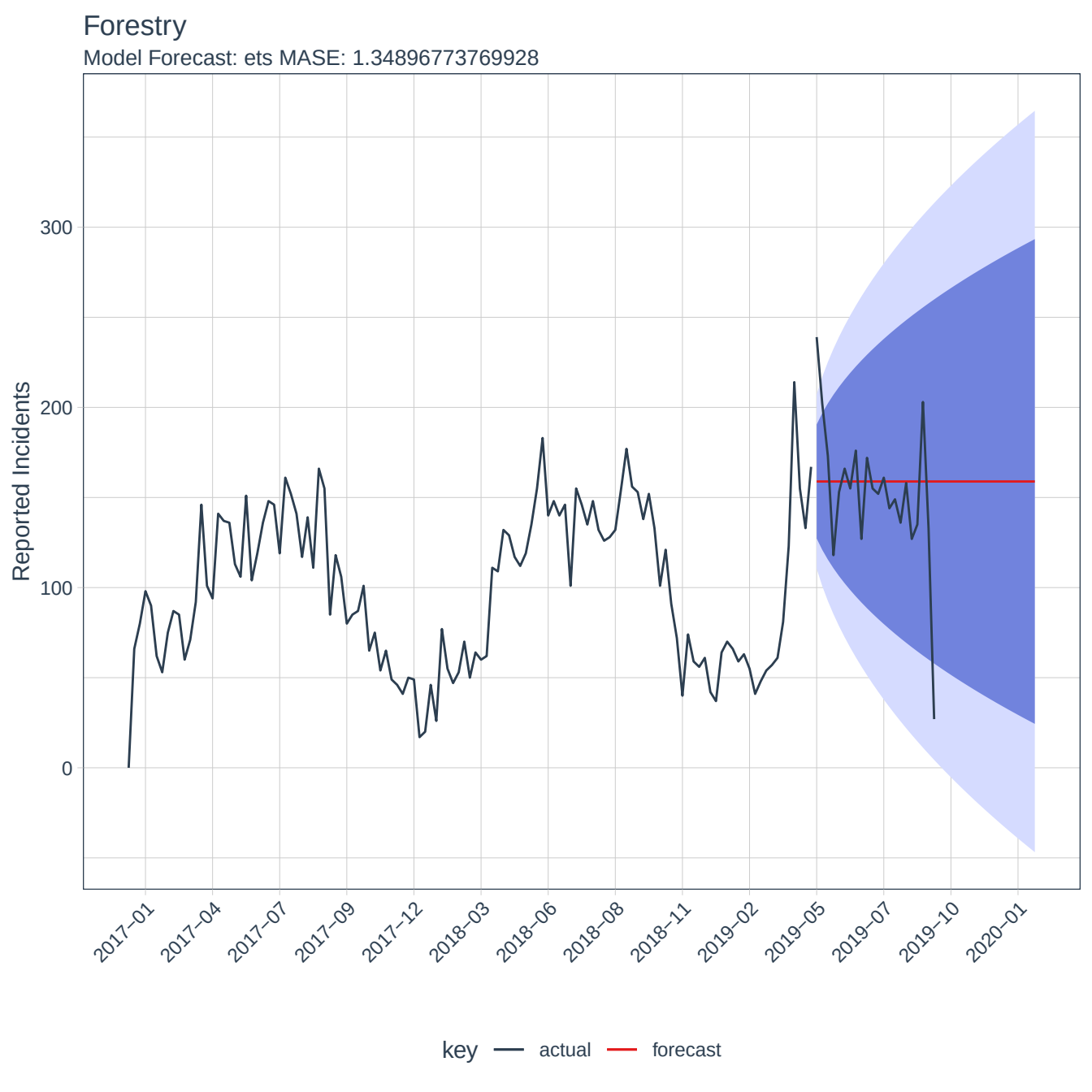

EC Engineering Construction
Model Forecast: ets MASE: 1.01469285565926
Reported Incidents
150
100
50
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

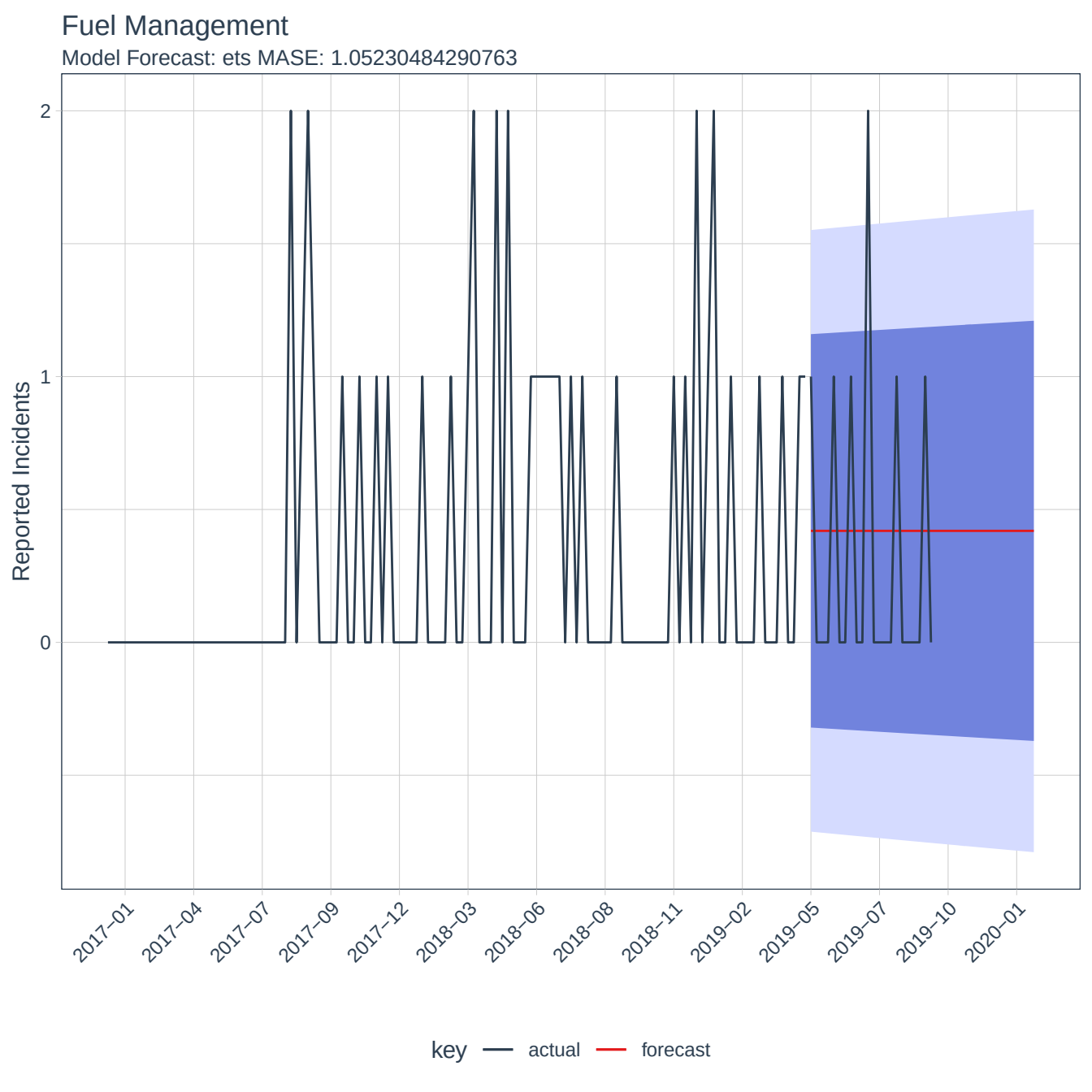

Environmental Health
Model Forecast: ets MASE: 0.576201543031055
Reported Incidents
150
100
50
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

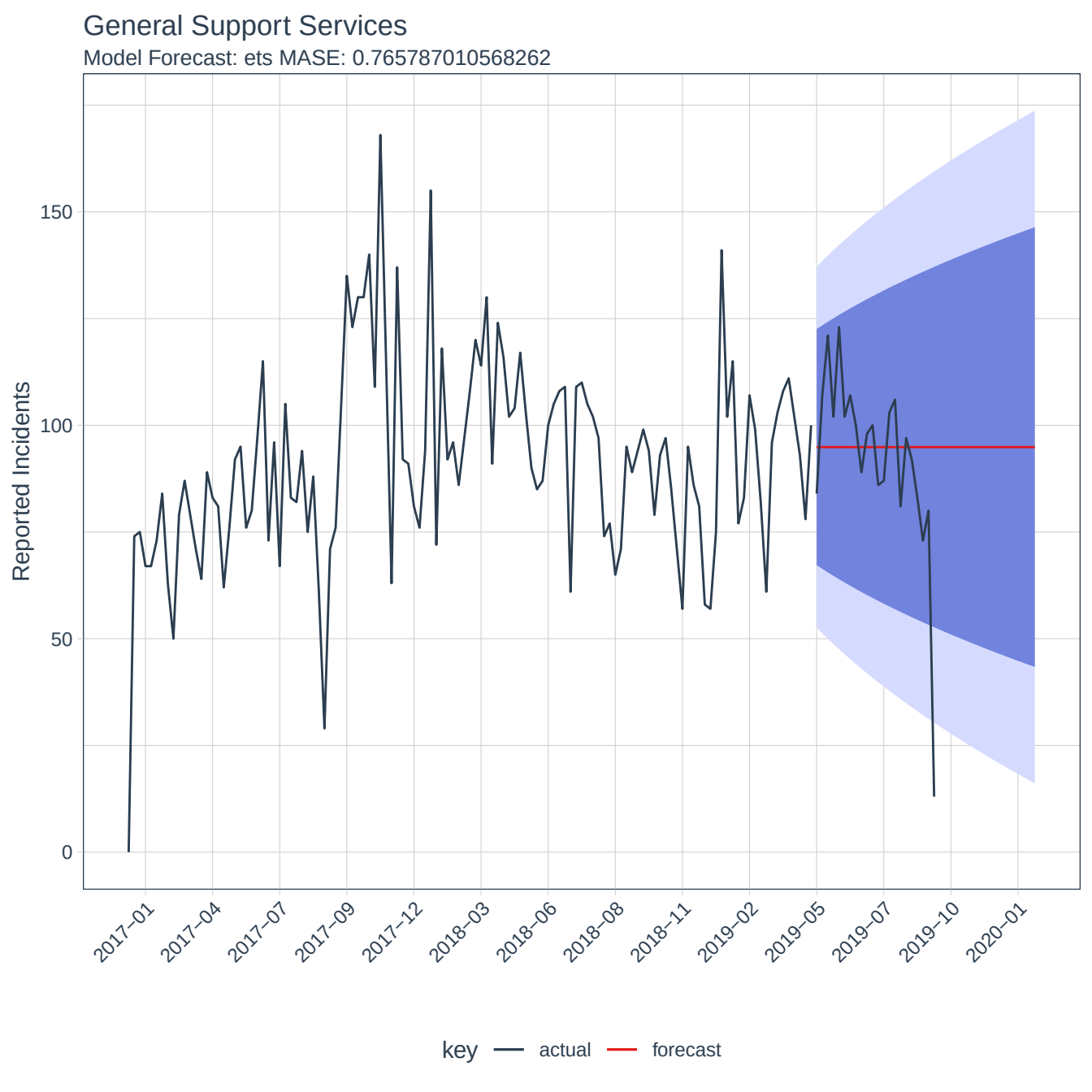

Evacuation
Model Forecast: ets MASE: 0.033008658008658
Reported Incidents
200
0
−200
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast

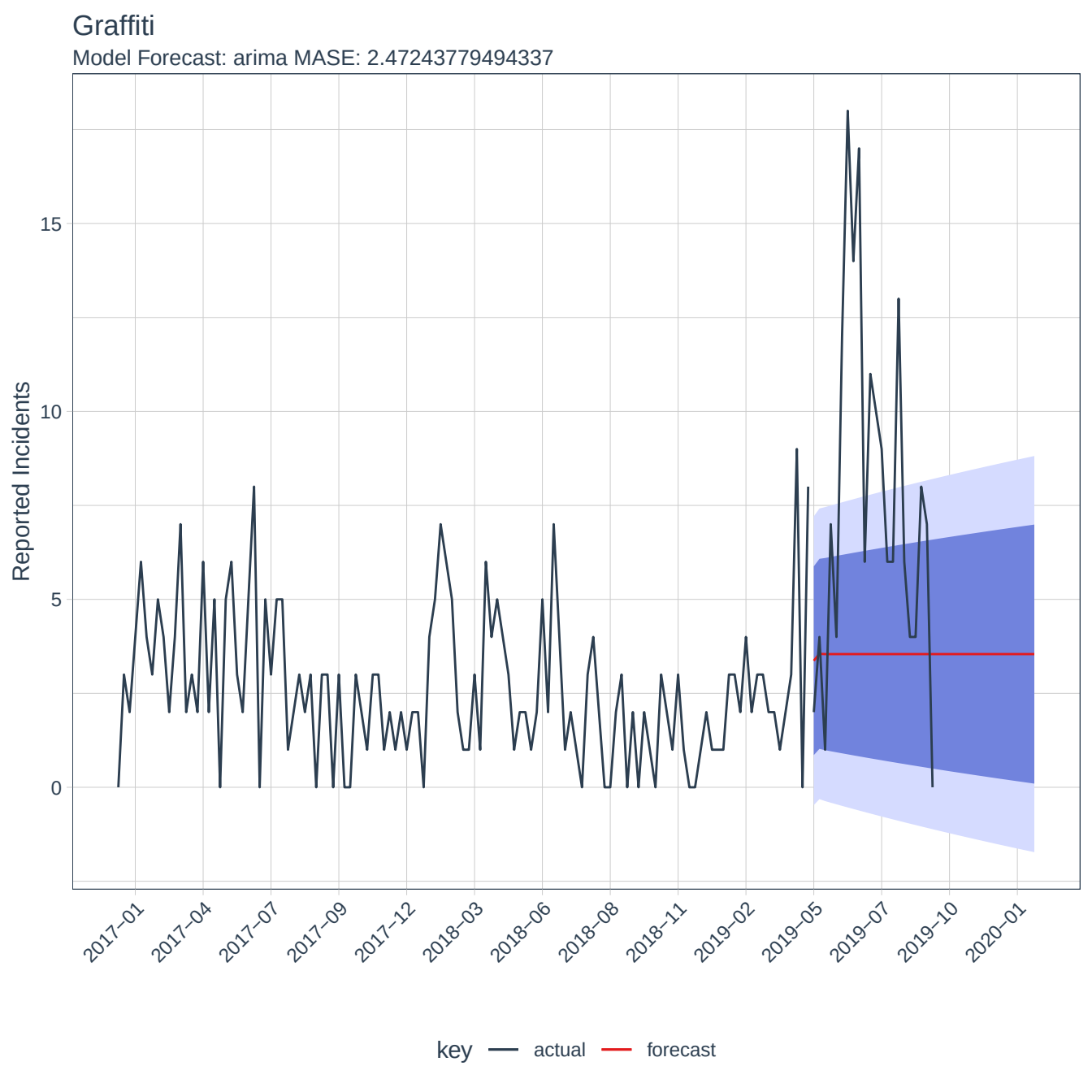

Fire Prevention
Model Forecast: arima MASE: 2.11276056263507
Reported Incidents
30
20
10
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

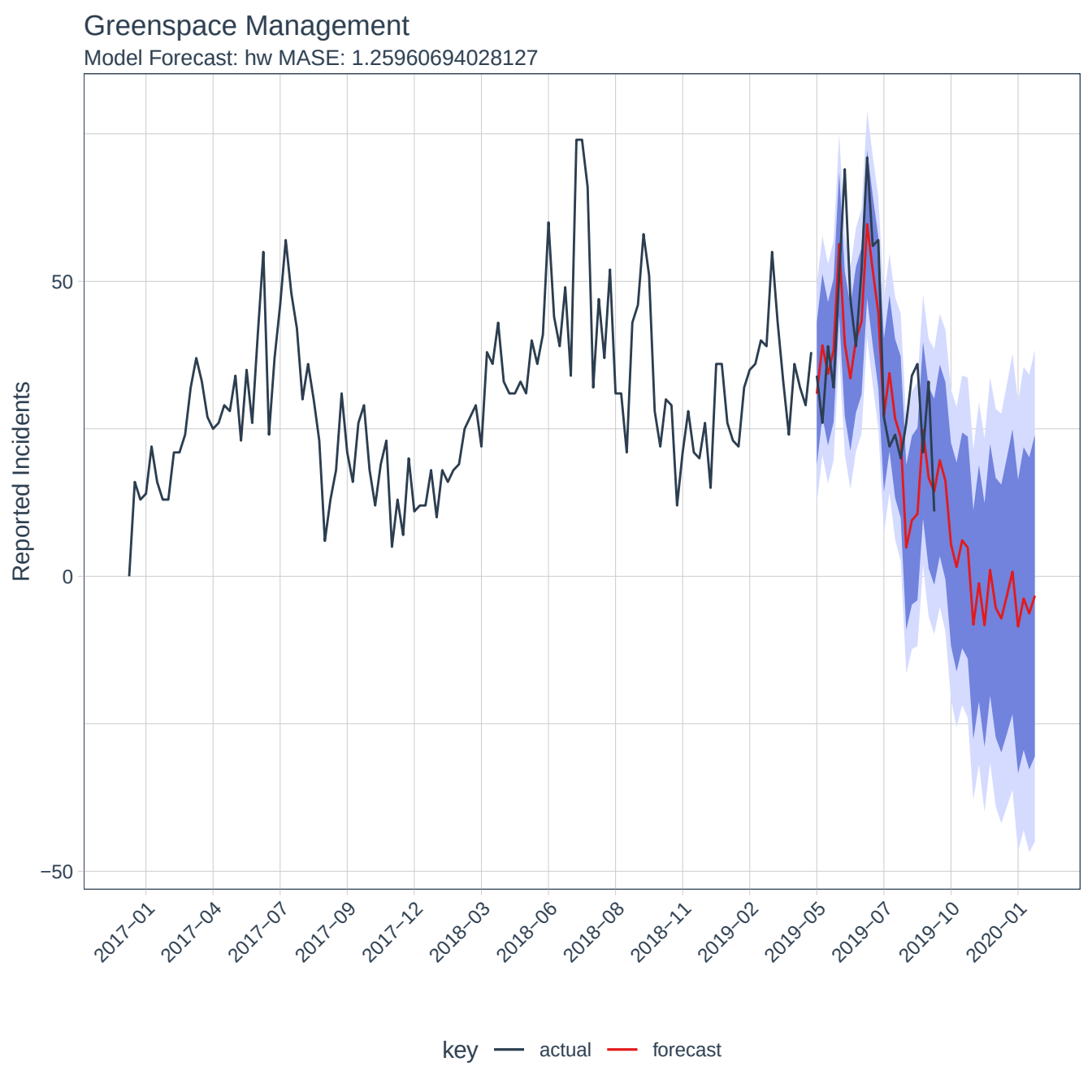

FM Facilities and Maintenance
Model Forecast: arima MASE: 0.584614061493943
Reported Incidents
0
20
40
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

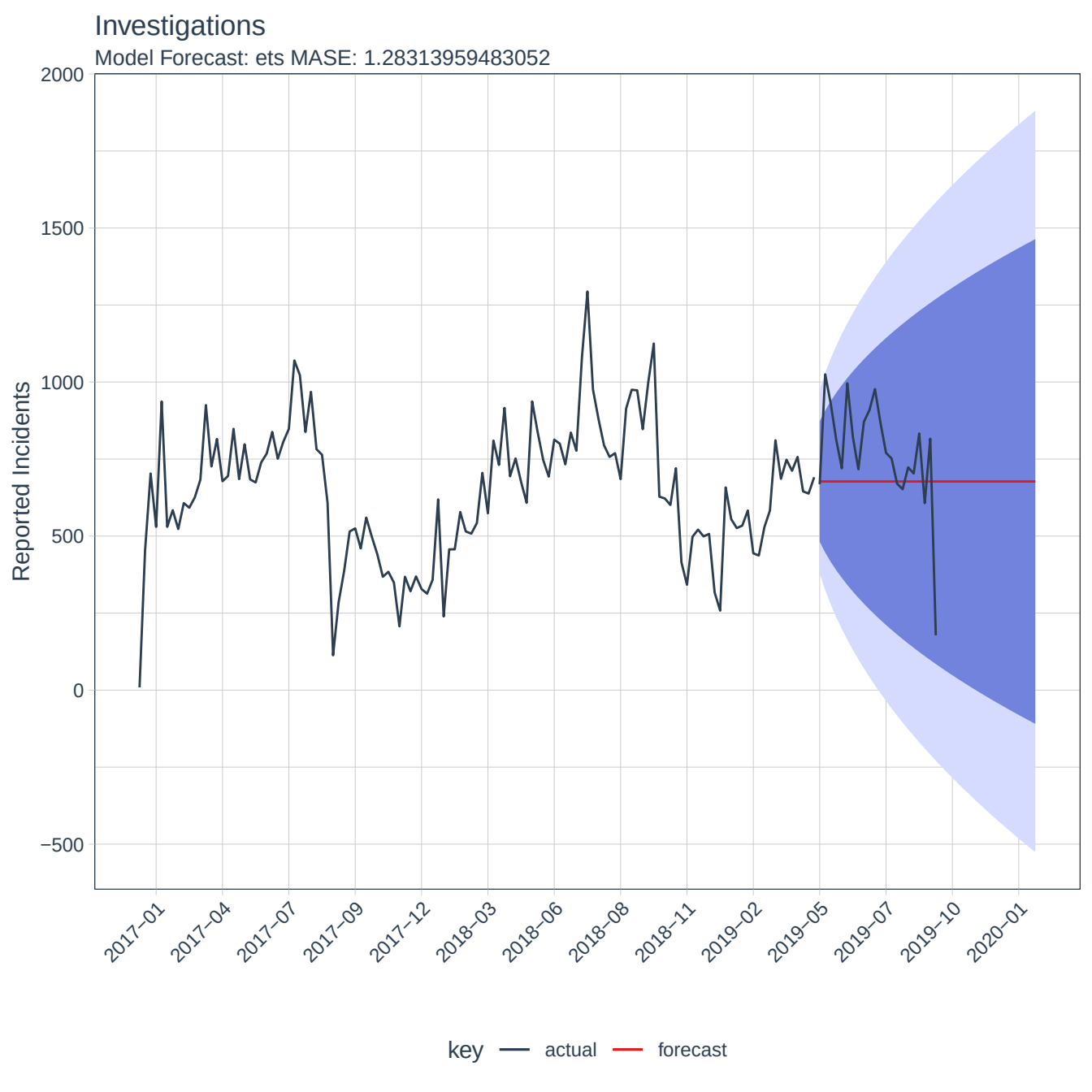

Forestry
Model Forecast: ets MASE: 1.34896773769928
Reported Incidents
300
200
100
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

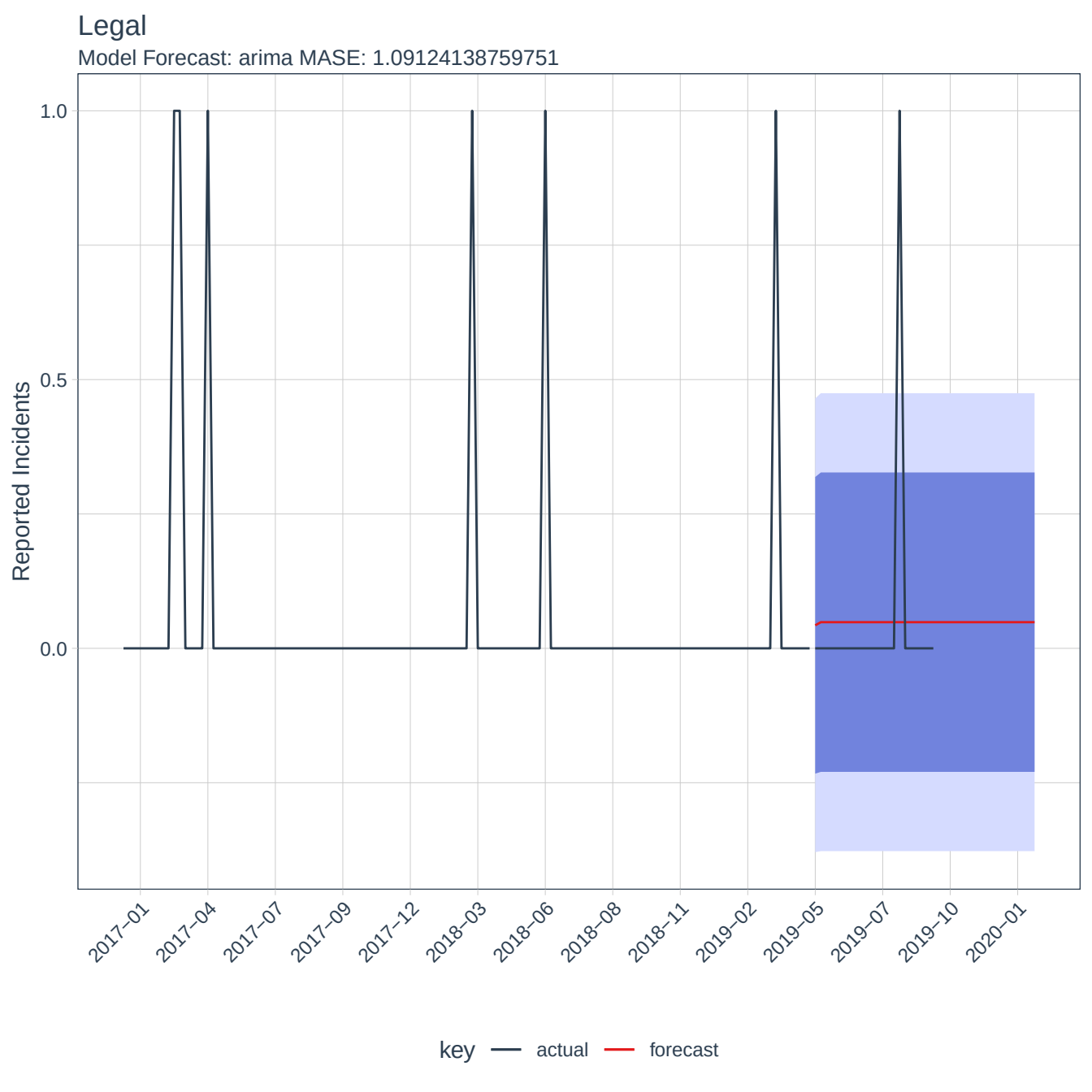

Fuel Management
Model Forecast: ets MASE: 1.05230484290763
Reported Incidents
2
1
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

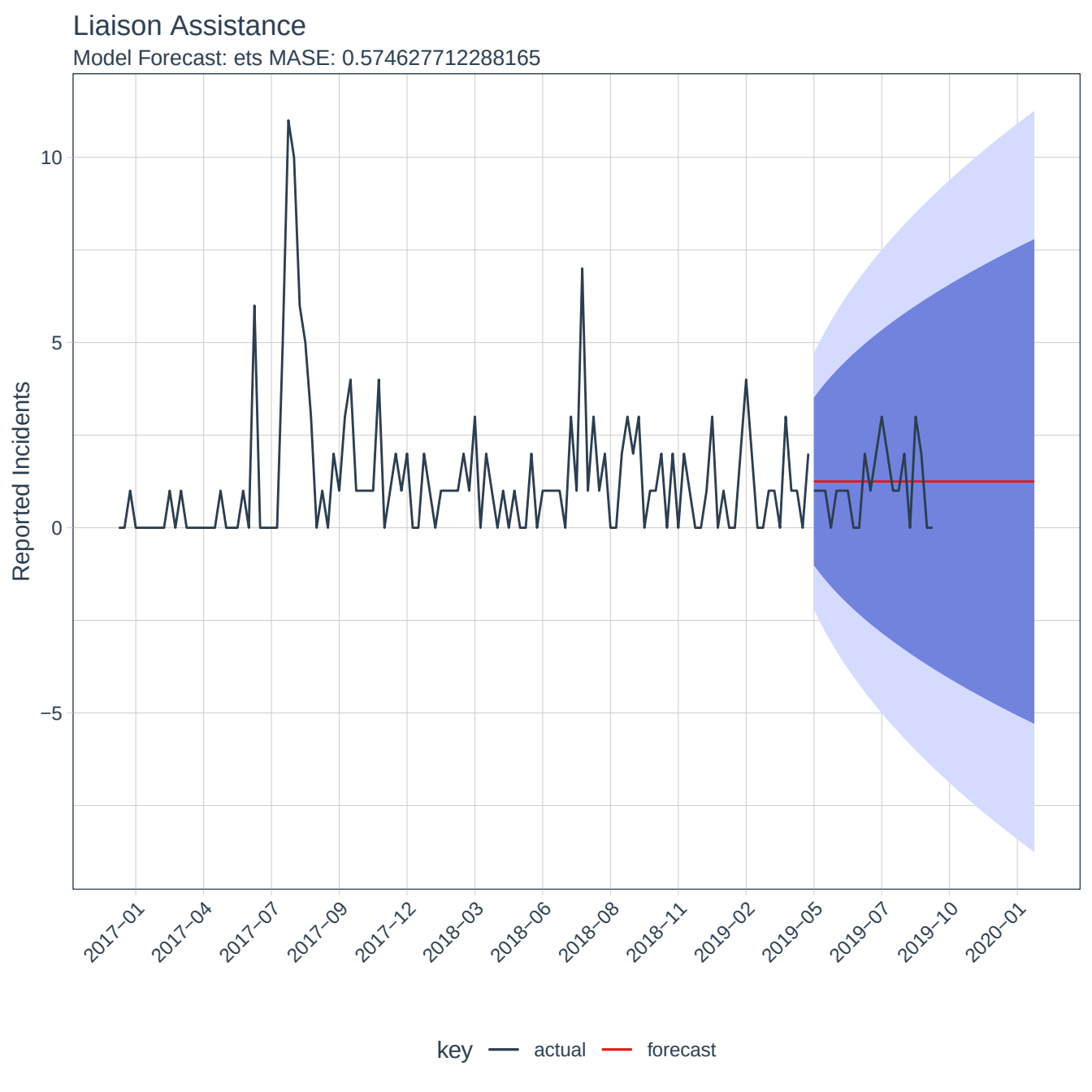

General Support Services
Model Forecast: ets MASE: 0.765787010568262
Reported Incidents
150
100
50
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

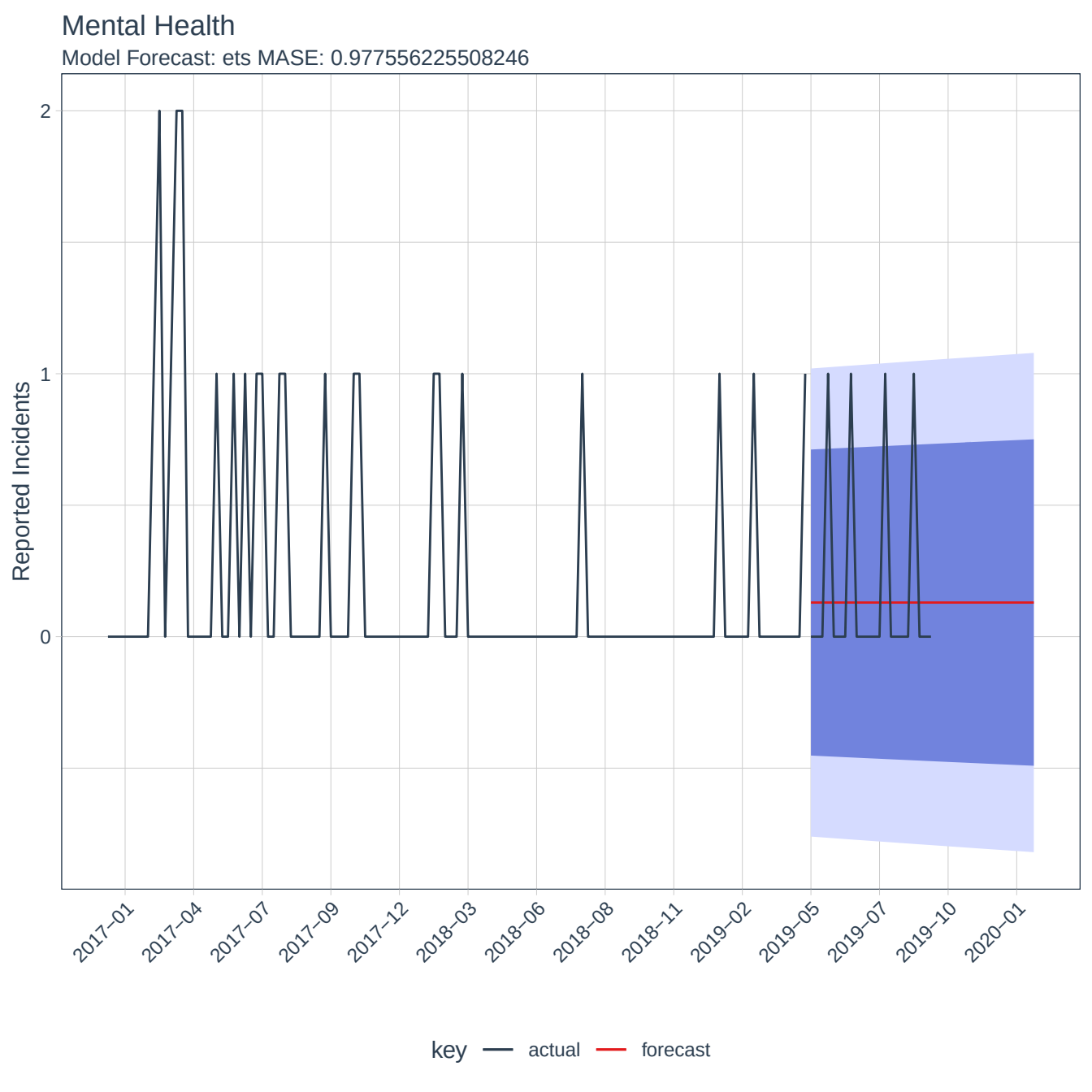

Graffiti
Model Forecast: arima MASE: 2.47243779494337
Reported Incidents
15
10
5
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

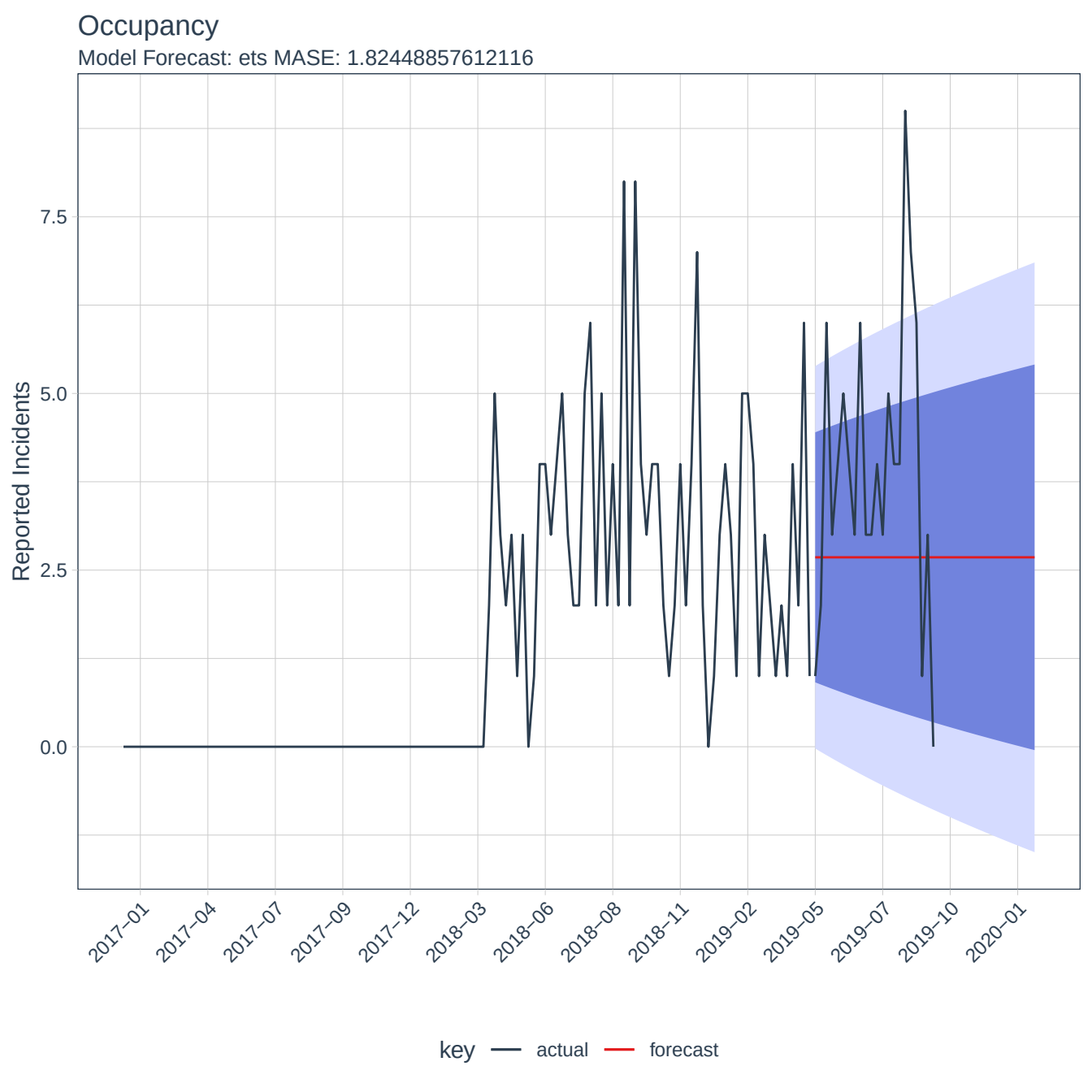

Greenspace Management
Model Forecast: hw MASE: 1.25960694028127
Reported Incidents
50
0
−50
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast

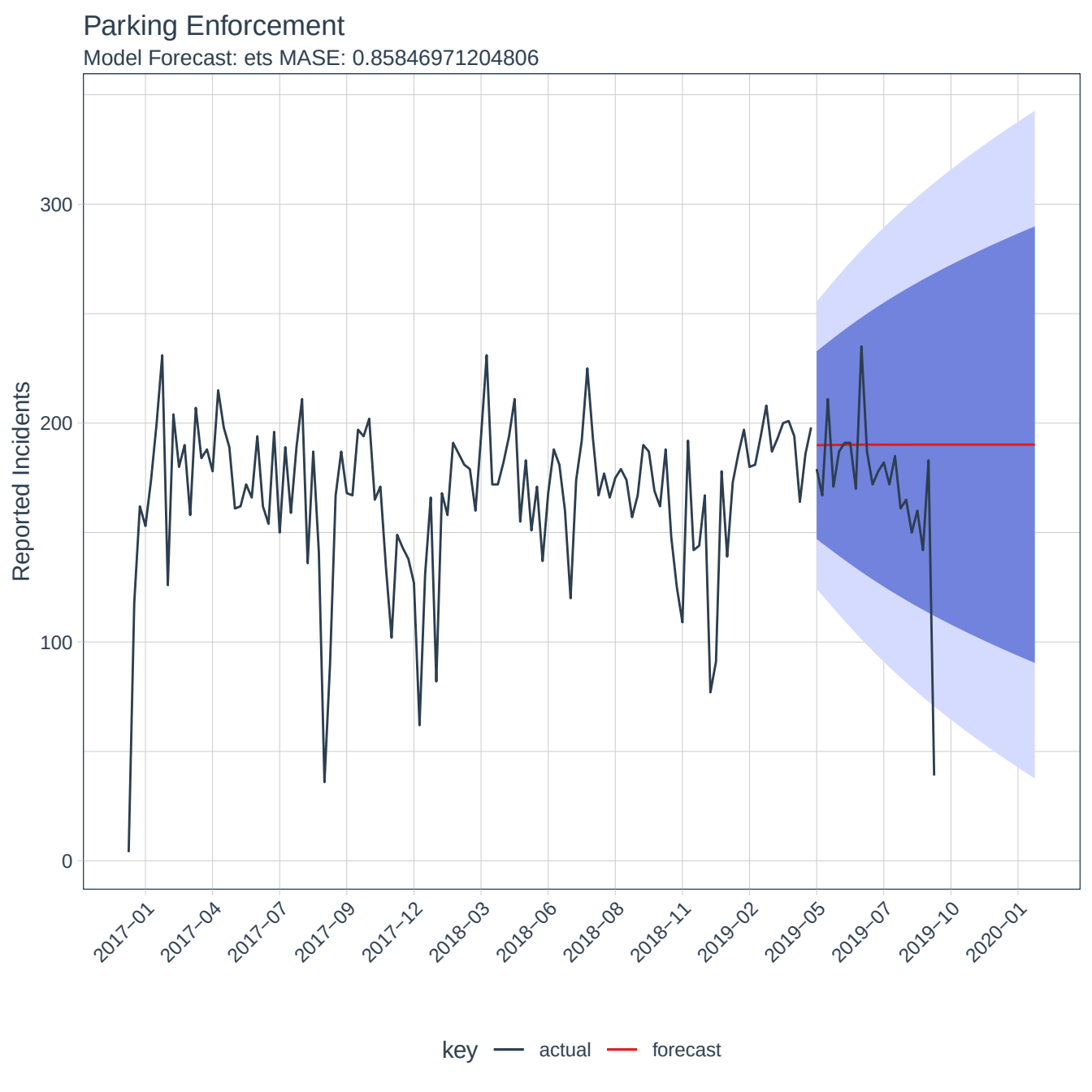

Investigations
Model Forecast: ets MASE: 1.28313959483052
Reported Incidents
2000
1500
1000
500
0
−500
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast

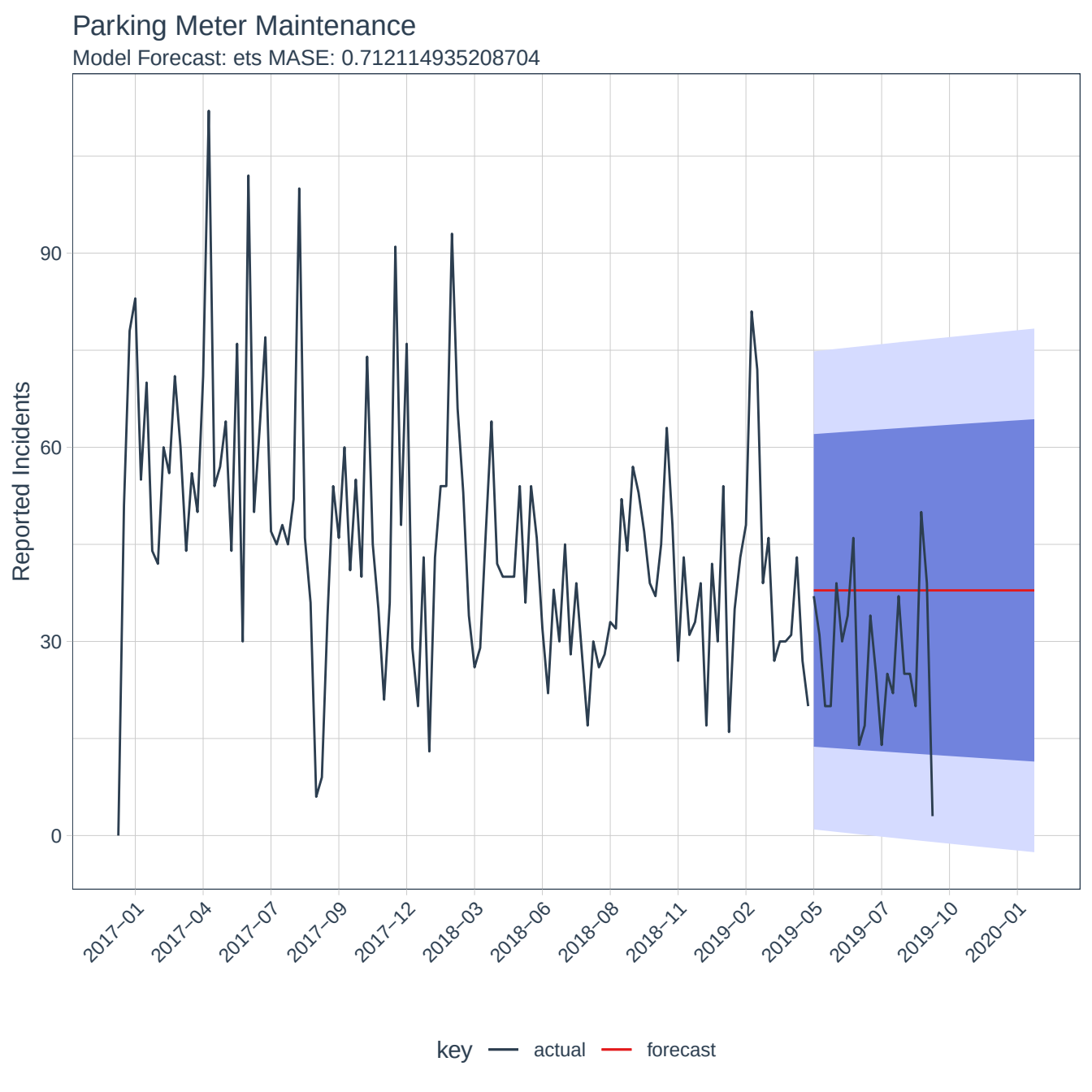

Legal
Model Forecast: arima MASE: 1.09124138759751
Reported Incidents
1.0
0.5
0.0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

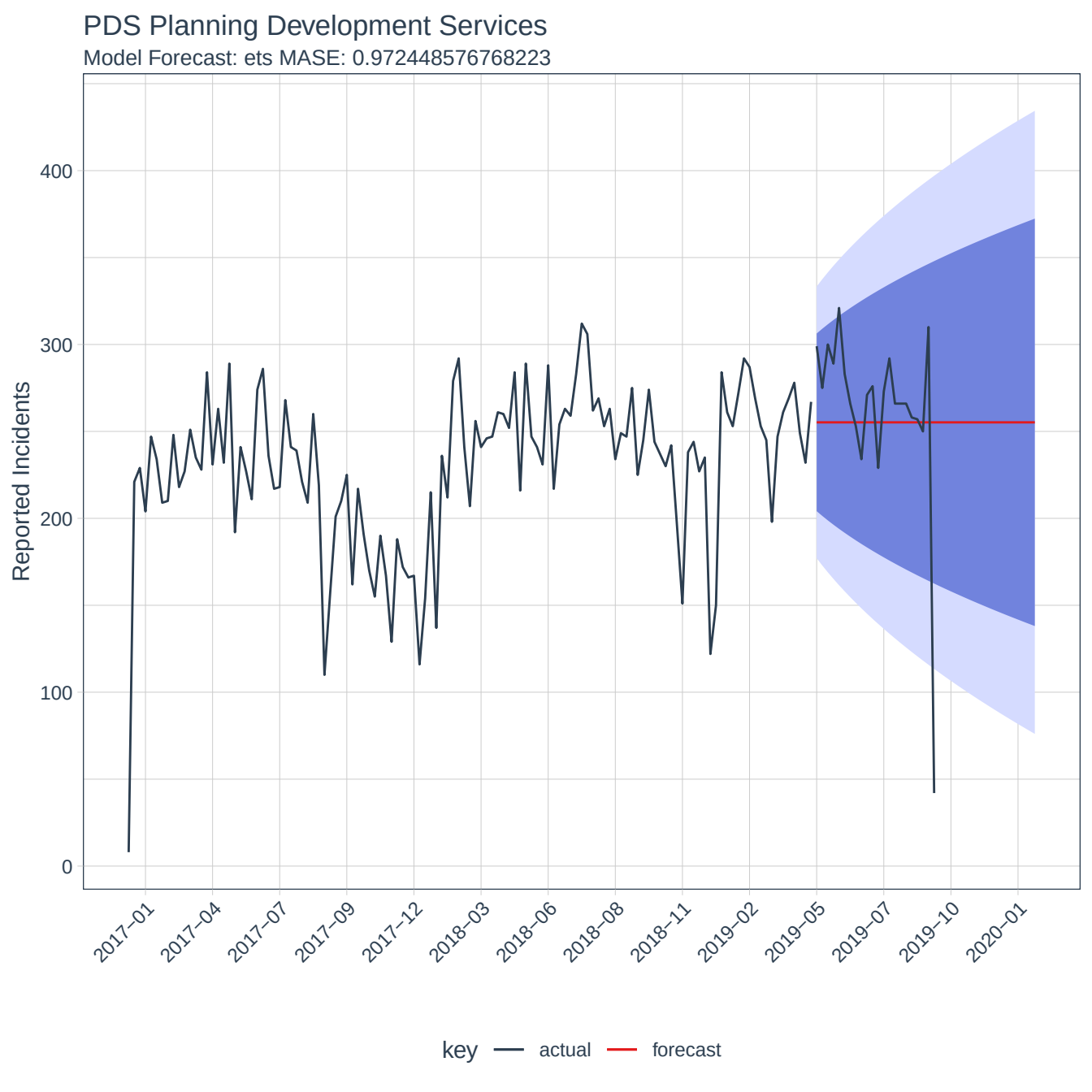

Liaison Assistance
Model Forecast: ets MASE: 0.574627712288165
Reported Incidents
10
5
0
−5
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast

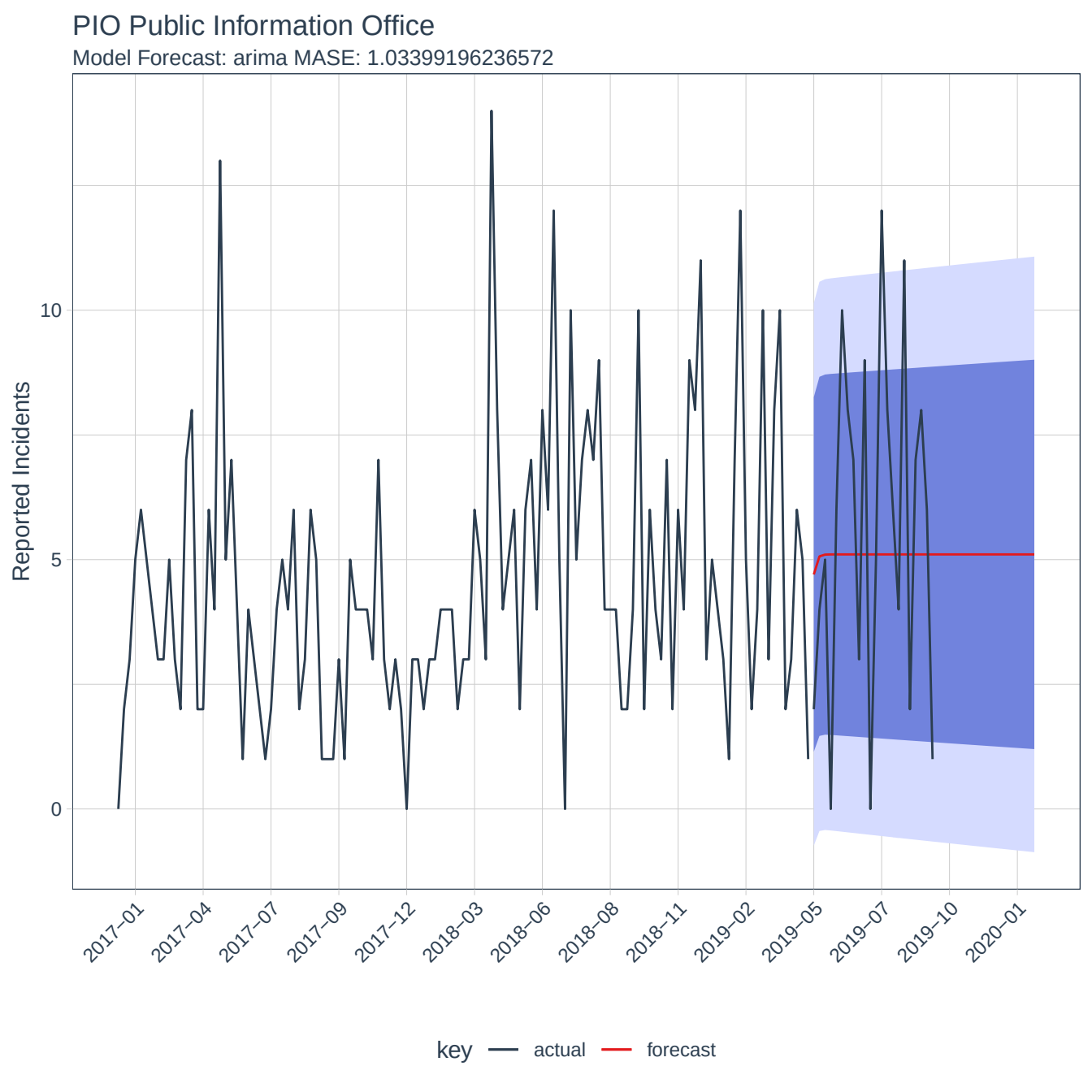

Mental Health
Model Forecast: ets MASE: 0.977556225508246
Reported Incidents
2
1
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

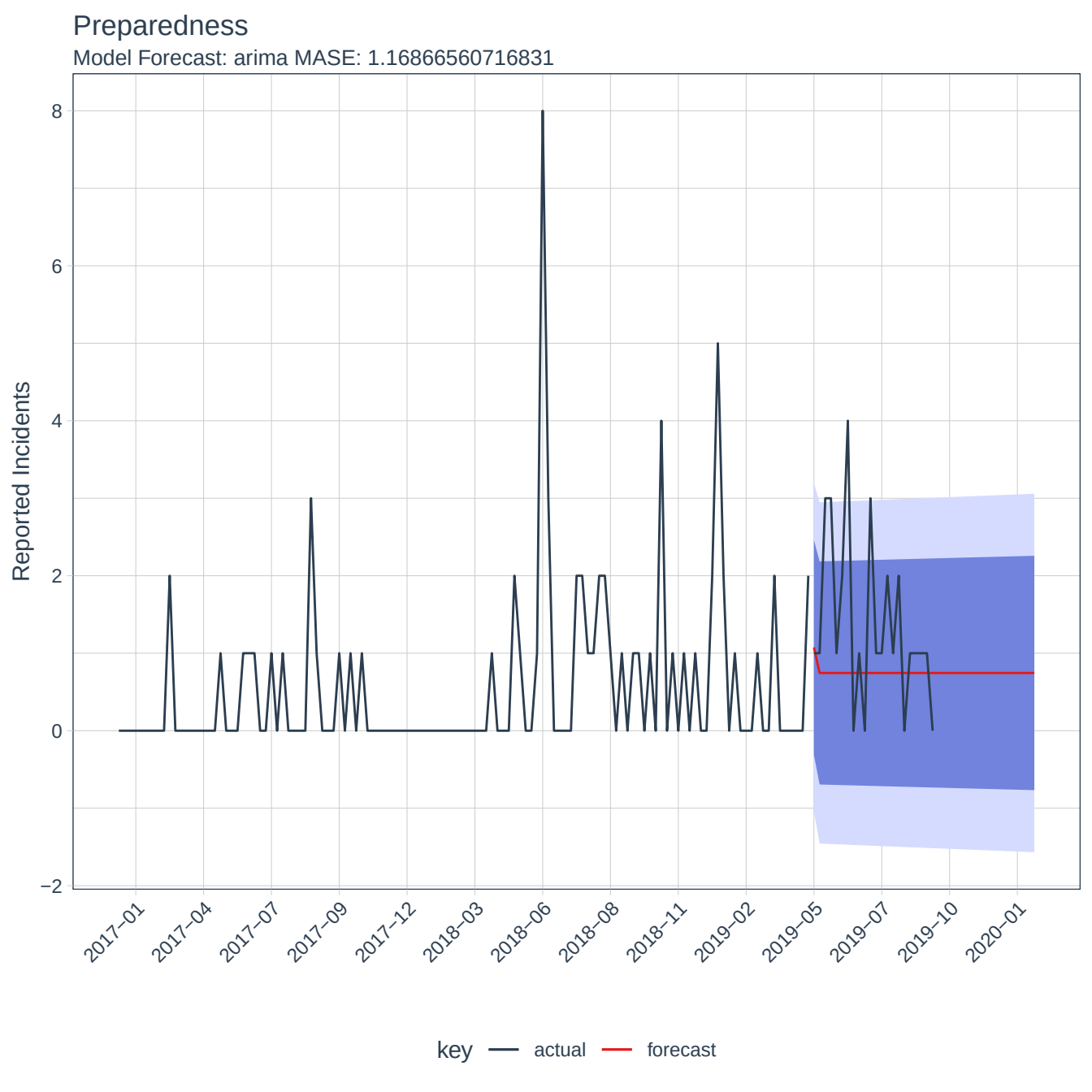

Occupancy
Model Forecast: ets MASE: 1.82448857612116
Reported Incidents
7.5
5.0
2.5
0.0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

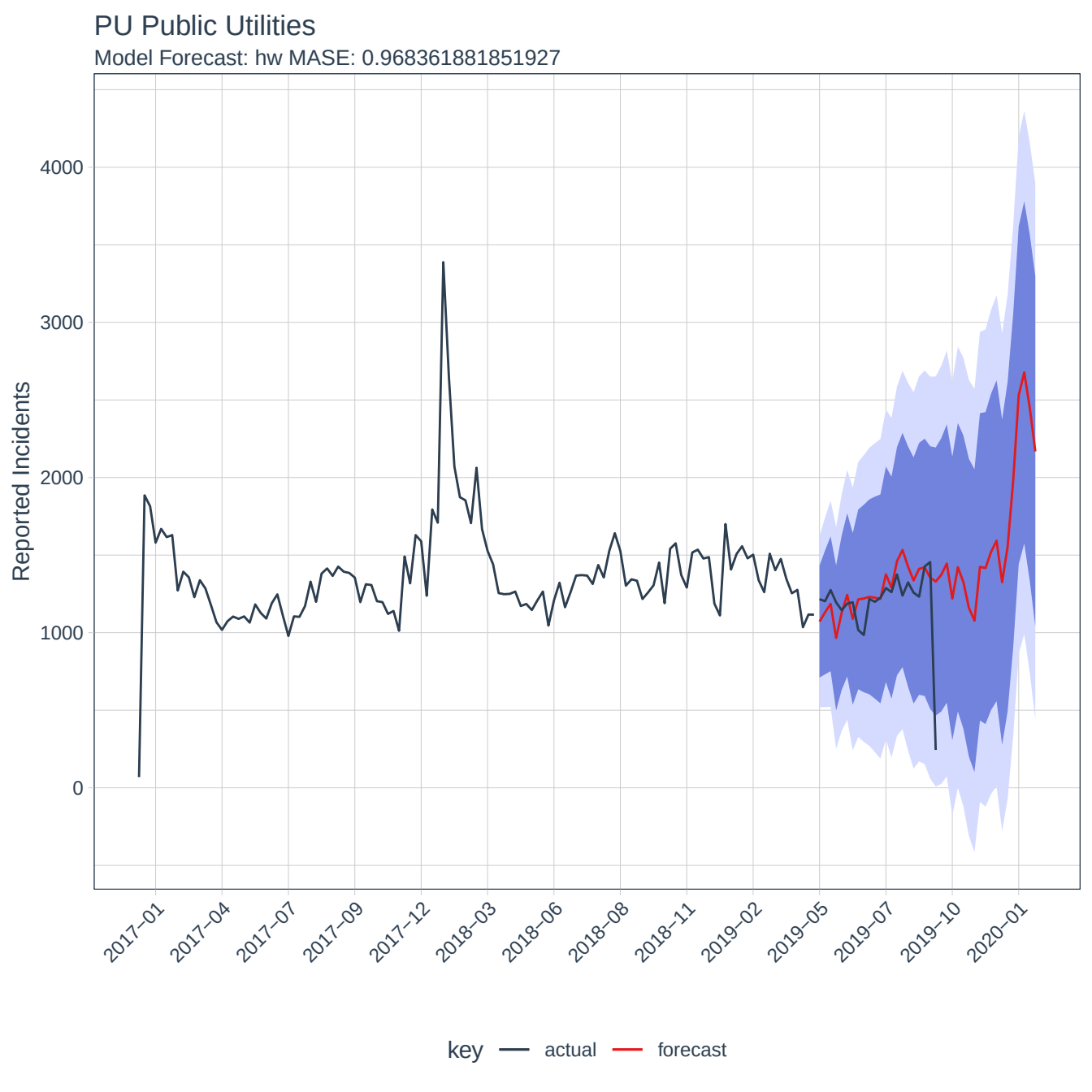

Parking Enforcement
Model Forecast: ets MASE: 0.85846971204806
Reported Incidents
300
200
100
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

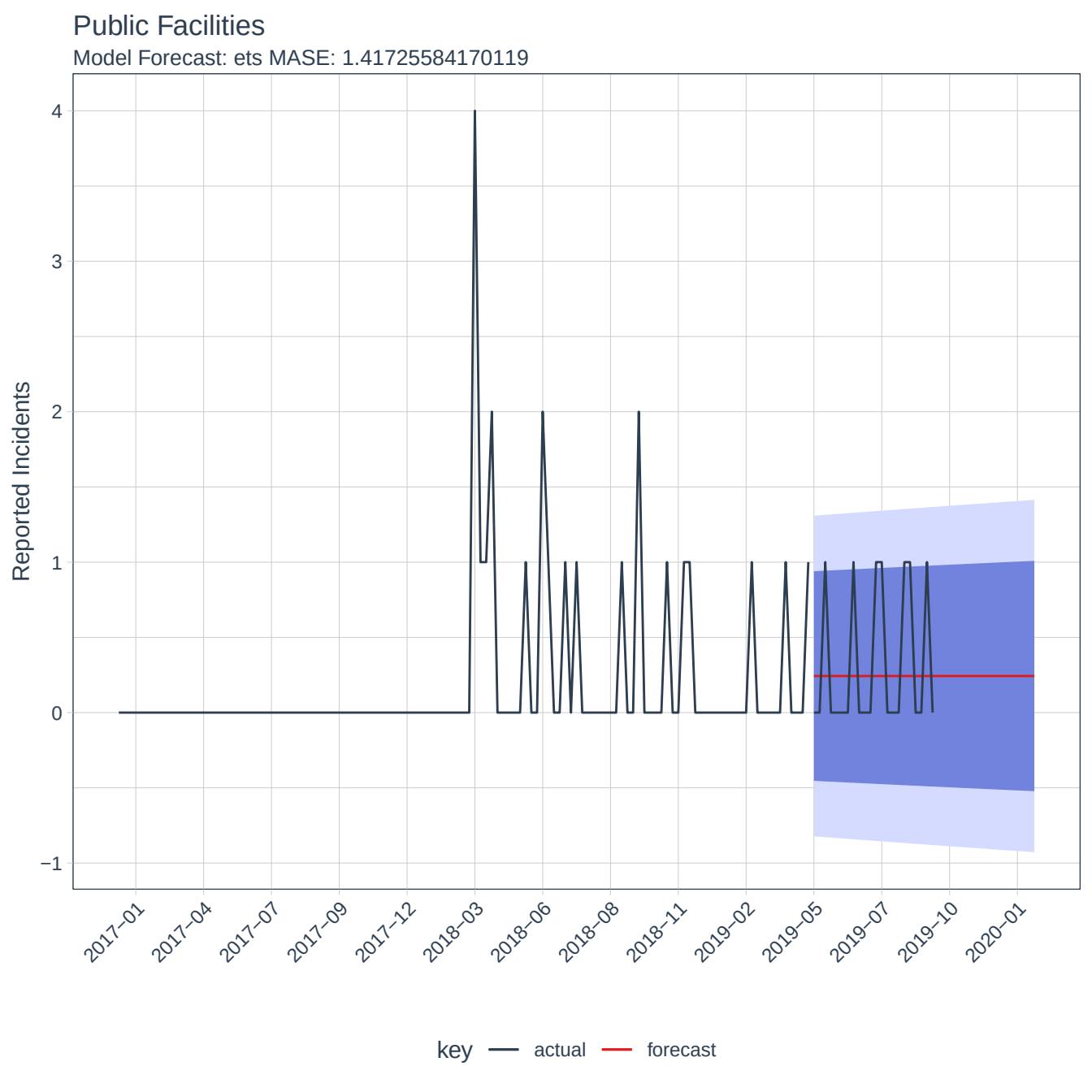

Parking Meter Maintenance
Model Forecast: ets MASE: 0.712114935208704
Reported Incidents
0
30
60
90
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

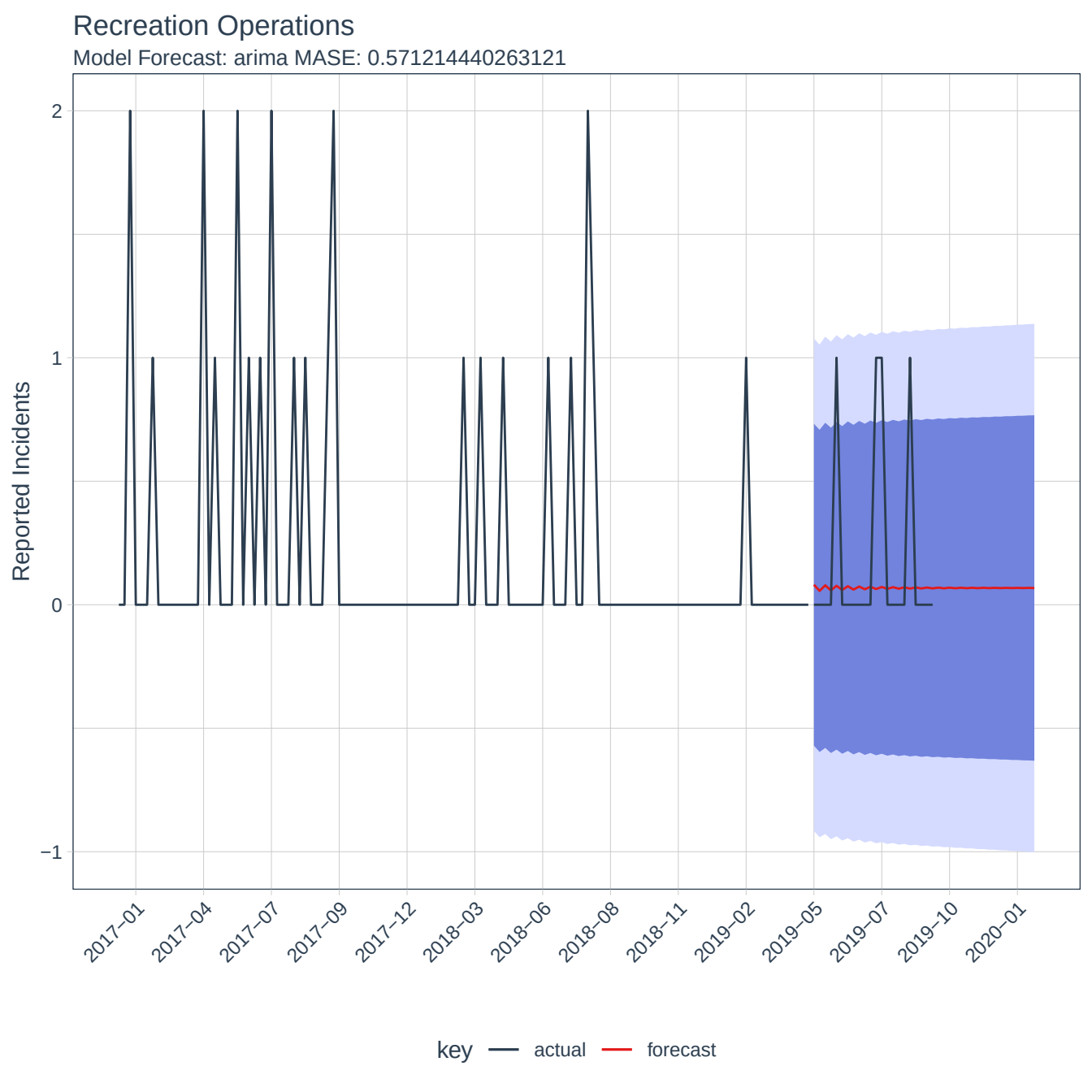

PDS Planning Development Services
Model Forecast: ets MASE: 0.972448576768223
Reported Incidents
400
300
200
100
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

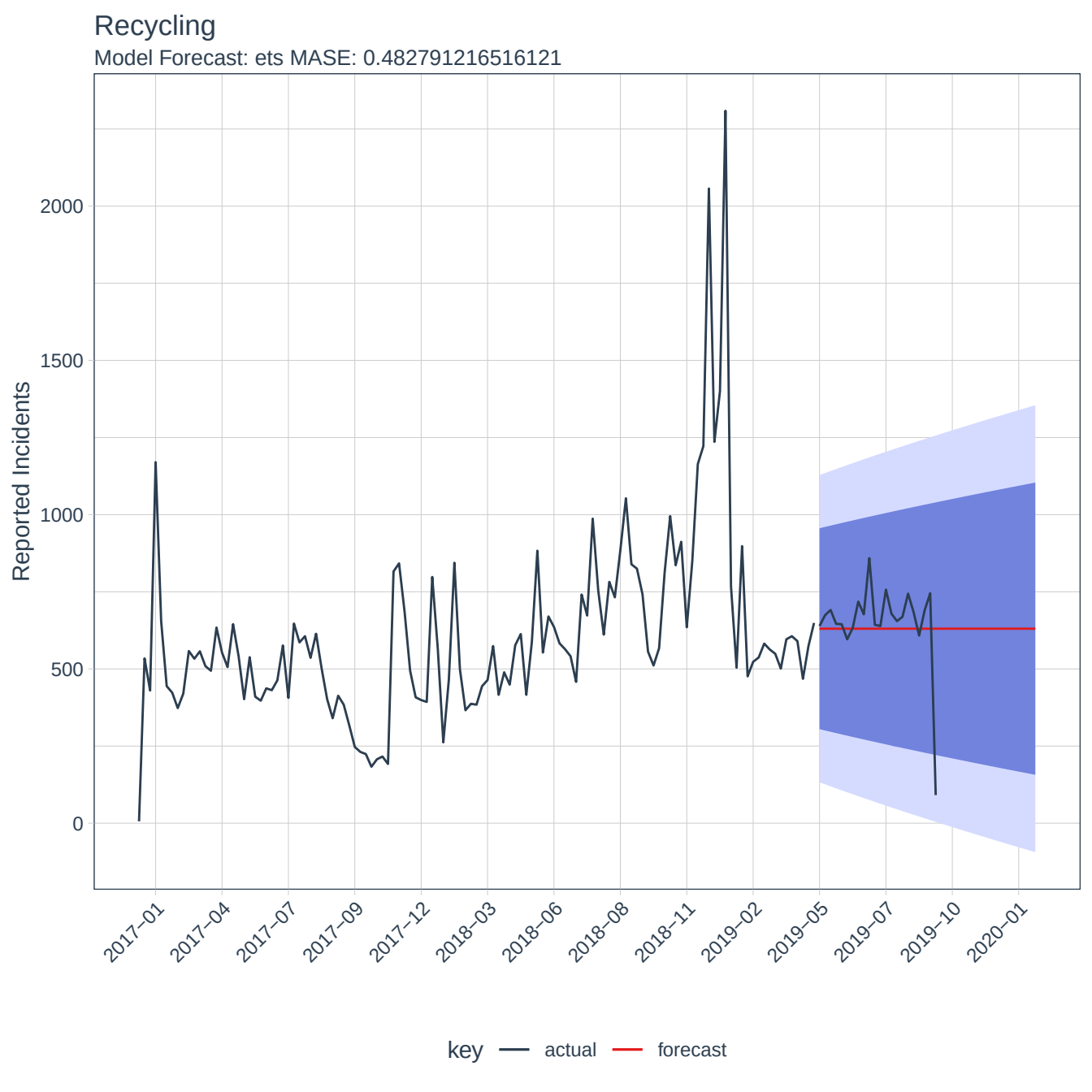

PIO Public Information Office
Model Forecast: arima MASE: 1.03399196236572
Reported Incidents
10
5
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

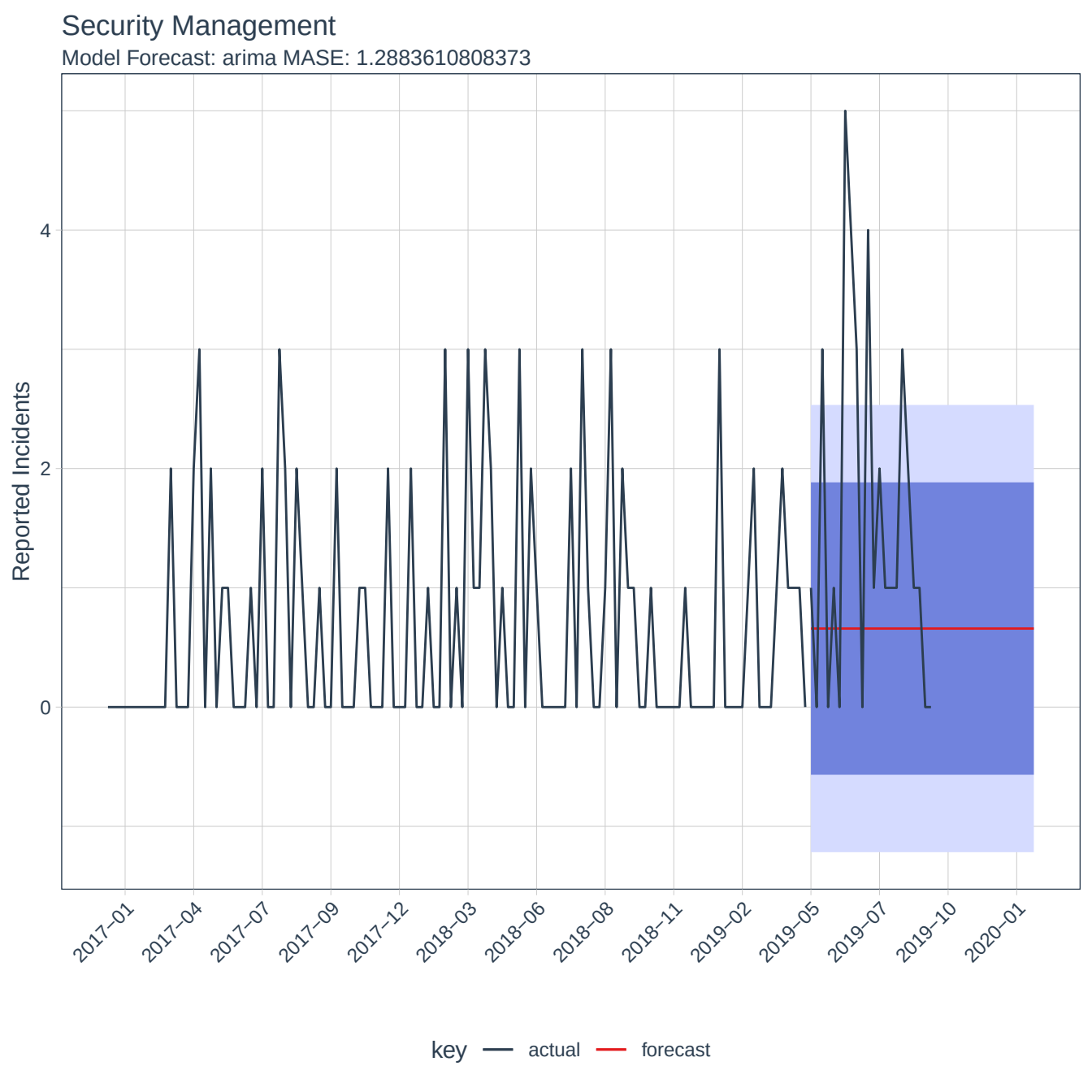

Preparedness
Model Forecast: arima MASE: 1.16866560716831
Reported Incidents
8
6
4
2
0
−2
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast

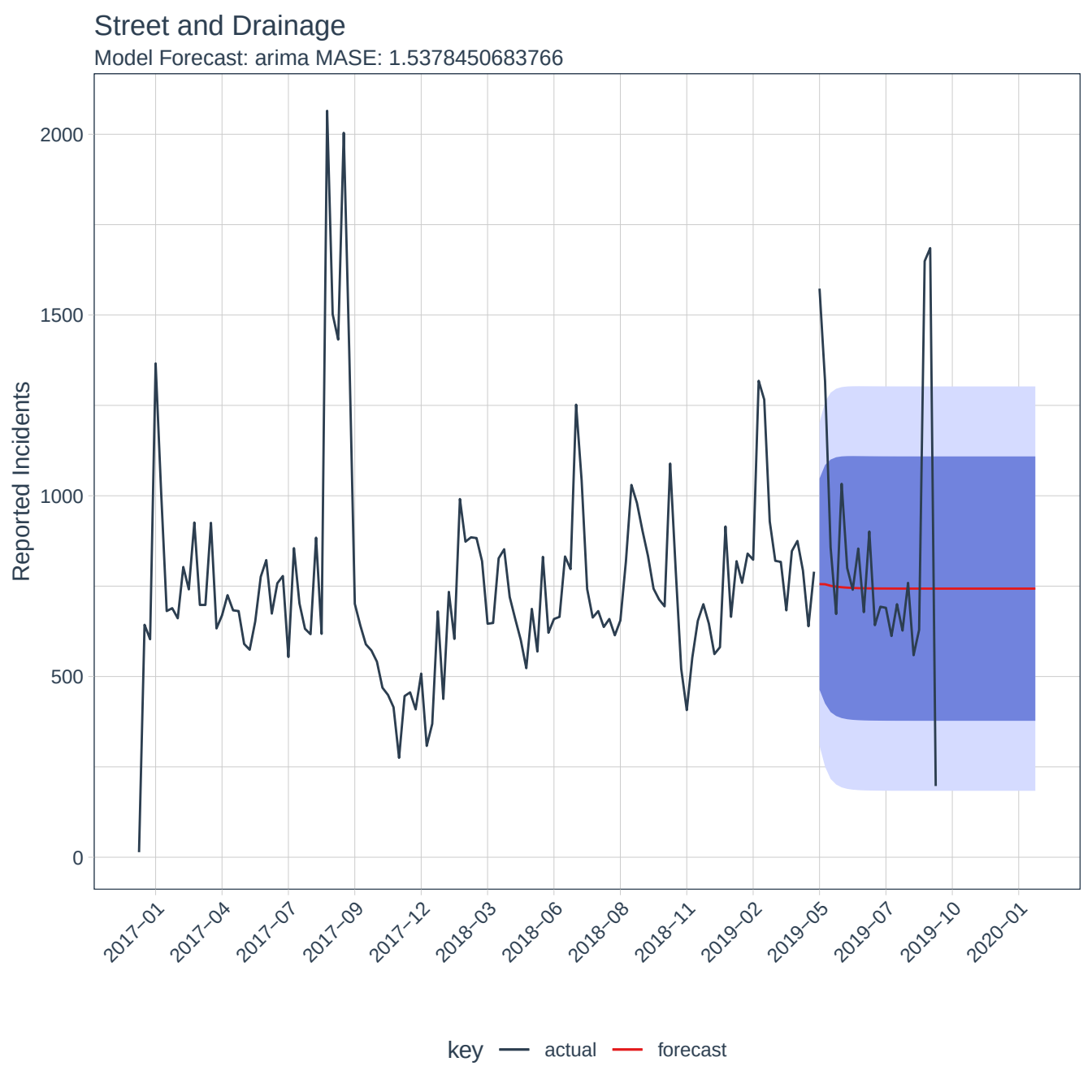

PU Public Utilities
Model Forecast: hw MASE: 0.968361881851927
Reported Incidents
4000
3000
2000
1000
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast

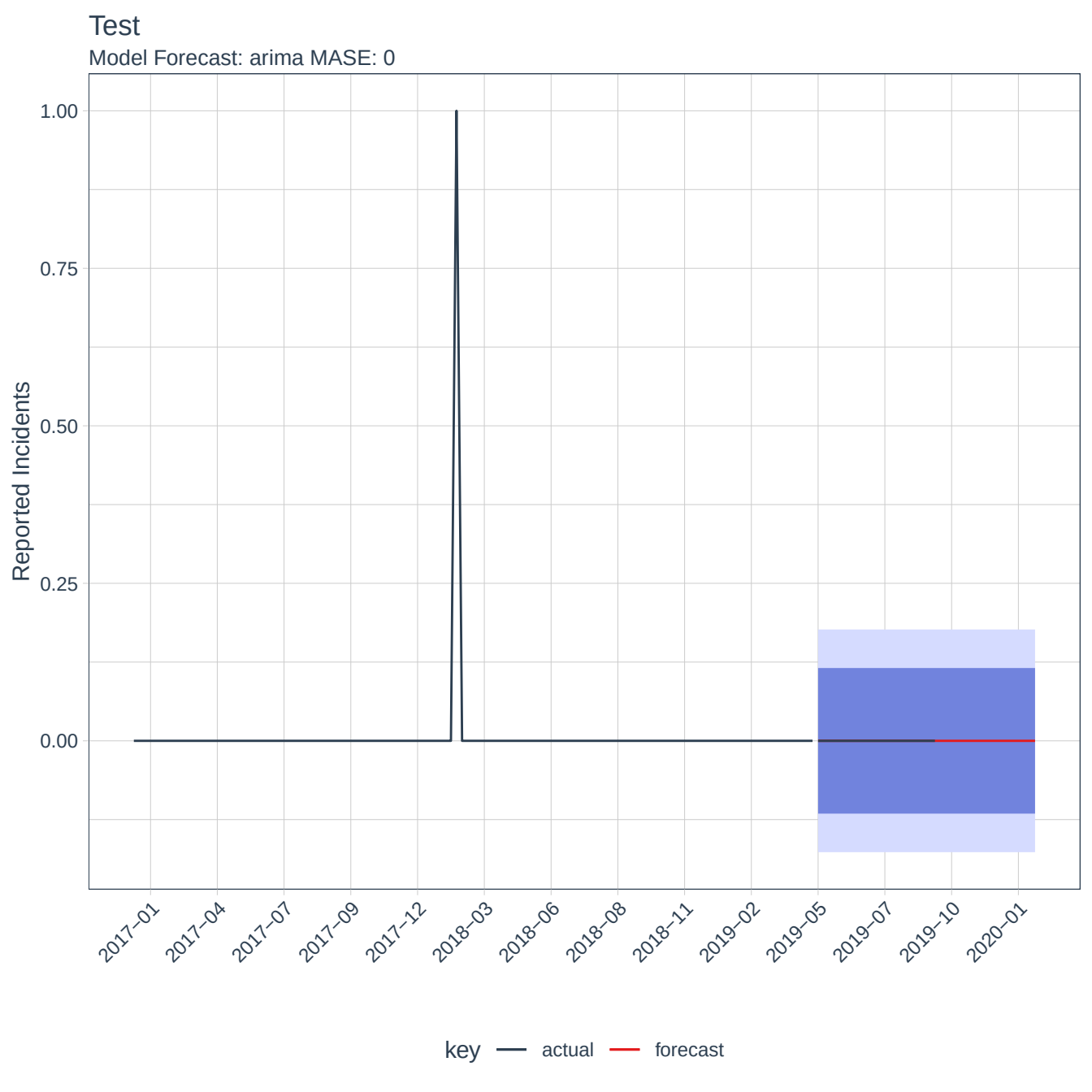

Public Facilities
Model Forecast: ets MASE: 1.41725584170119
Reported Incidents
4
3
2
1
0
−1
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast

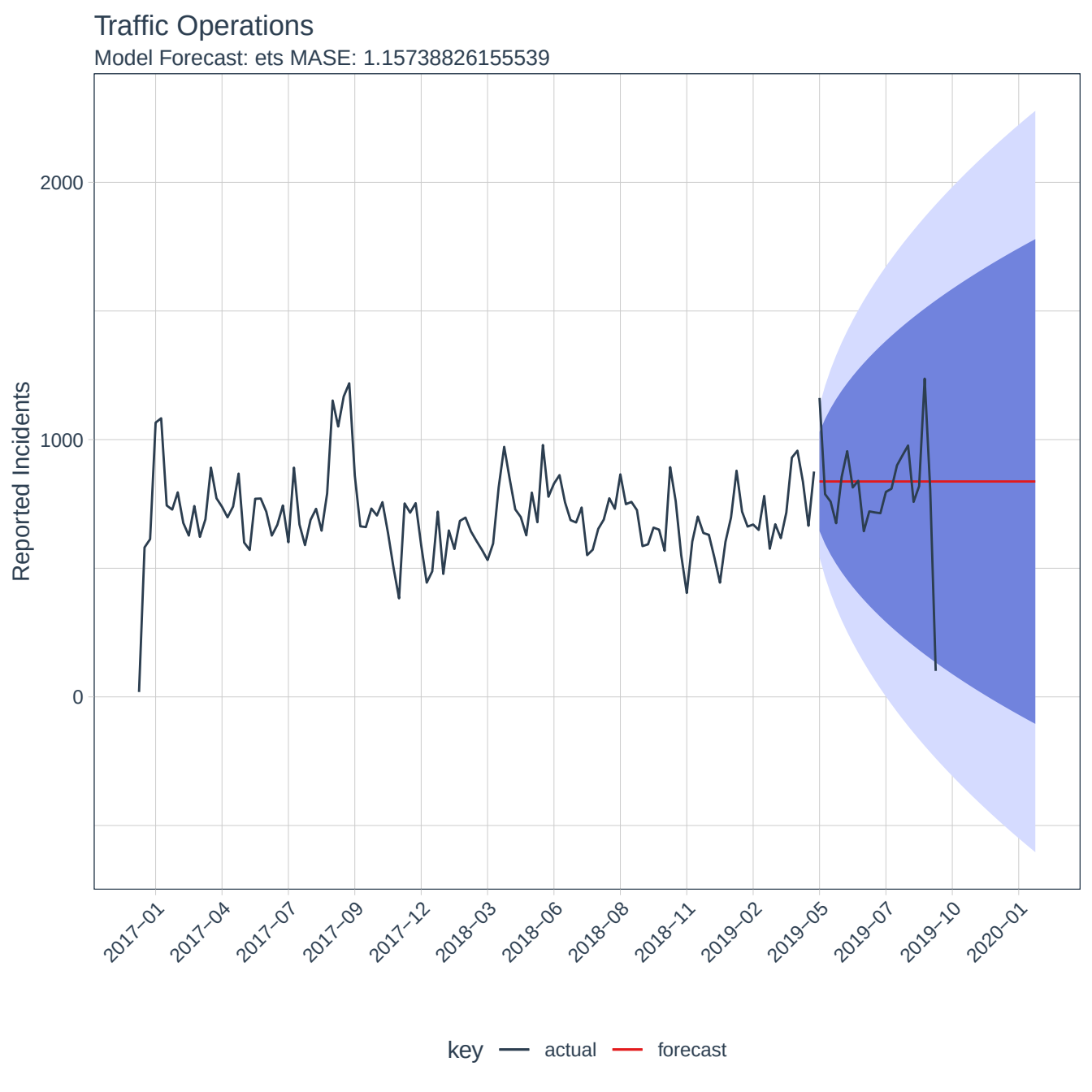

Recreation Operations
Model Forecast: arima MASE: 0.571214440263121
Reported Incidents
2
1
0
−1
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast

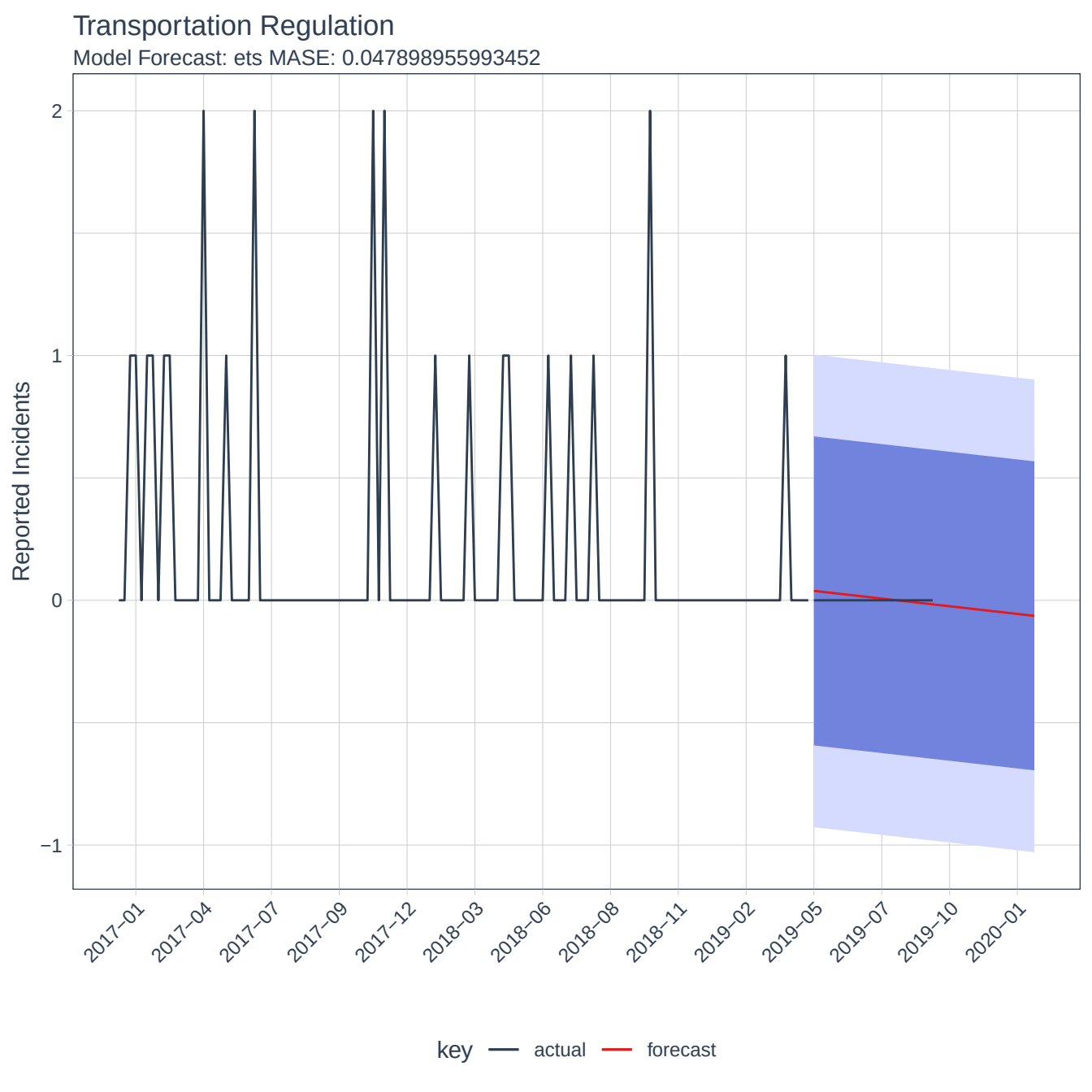

Recycling
Model Forecast: ets MASE: 0.482791216516121
Reported Incidents
2000
1500
1000
500
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast


Security Management
Model Forecast: arima MASE: 1.2883610808373
Reported Incidents
4
2
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast


Street and Drainage
Model Forecast: arima MASE: 1.5378450683766
Reported Incidents
2000
1500
1000
500
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast


Test
Model Forecast: arima MASE: 0
Reported Incidents
1.00
0.75
0.50
0.25
0.00
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast


Traffic Operations
Model Forecast: ets MASE: 1.15738826155539
Reported Incidents
2000
1000
0
2017–01
2017–04
2017–07
2017–09
2017–12
2018–03
2018–06
2018–08
2018–11
2019–02
2019–05
2019–07
2019–10
2020–01
key
actual
forecast


Transportation Regulation
Model Forecast: ets MASE: 0.047898955993452
Reported Incidents
2
1
0
−1
2017−01
2017−04
2017−07
2017−09
2017−12
2018−03
2018−06
2018−08
2018−11
2019−02
2019−05
2019−07
2019−10
2020−01
key
actual
forecast