

City Wide Summary Metrics

Fiscal Year (FY)	Requests Received this FY	Received & Completed this FY	Active Requests from this FY	Completed during this FY	Active Requests for this FY and earlier
2018	253,862	238,200	3,777	253,551	5,286
2019	75,403	65,703	9,699	79,100	14,985

Document last updated Feb 01, 2019

Fiscal Year data for 2018 is for the entire year: Oct 1, 2017 thru Sep 30, 2018

Zip Code Metrics 2019

Zip Code	Fiscal Year (FY)	Requests Received FY	Received & Completed this FY	Active Requests from this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
32202	2019	3,909	3,554	355	4,079	451	91.5%
32204	2019	1,173	1,036	137	1,245	265	86.0%
32205	2019	2,446	2,115	331	2,637	604	83.2%
32206	2019	3,587	2,525	1,062	3,307	1,506	87.9%
32207	2019	2,688	2,328	360	3,079	589	81.7%
32208	2019	4,432	3,811	621	4,918	1,021	81.2%
32209	2019	5,372	4,389	983	6,034	1,681	87.9%
32210	2019	4,266	3,590	676	4,417	1,078	84.9%
32211	2019	3,313	2,986	327	3,611	523	83.6%
32212	2019	36	34	2	35	2	89.2%
32216	2019	2,825	2,353	471	2,841	638	83.2%
32217	2019	1,252	1,133	119	1,378	197	79.3%
32218	2019	5,774	5,205	569	6,076	871	79.7%
32219	2019	1,376	1,140	236	1,391	404	81.7%
32220	2019	776	671	105	820	220	78.9%
32221	2019	1,372	1,208	164	1,457	304	81.4%
32222	2019	763	692	71	779	115	83.3%
32223	2019	2,021	1,839	182	2,215	304	75.2%
32224	2019	1,540	1,452	88	1,615	127	79.3%
32225	2019	4,423	4,109	314	4,568	429	81.8%
32226	2019	1,742	1,604	138	1,793	244	77.8%
32233	2019	750	694	56	772	76	82.3%
32234	2019	260	235	25	269	50	87.1%
32244	2019	3,024	2,695	329	3,151	563	85.1%
32246	2019	3,539	2,898	641	3,389	757	83.0%
32250	2019	384	358	26	427	39	85.0%
32254	2019	3,145	2,542	603	3,034	856	88.1%
32256	2019	1,820	1,696	124	1,893	174	81.8%
32257	2019	2,483	2,286	197	2,733	332	78.7%
32258	2019	2,357	2,203	154	2,439	226	79.1%
32266	2019	47	45	2	57	3	91.7%
32277	2019	2,508	2,277	231	2,641	336	80.3%
Grand	Total	75,403	65,703	9,699	79,100	14,985	83.2%

Zip Code Metrics 2018

Zip Code	Fiscal Year (FY)	Requests Received FY	Received & Completed this FY	Active Requests from this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
32202	2018	10,501	9,943	73	10,569	96	90.0%
32204	2018	3,634	3,415	54	3,771	128	84.8%
32205	2018	8,827	8,211	156	8,903	273	86.6%
32206	2018	10,689	9,660	321	10,565	444	88.2%
32207	2018	10,461	9,614	190	10,334	229	86.9%
32208	2018	17,343	16,080	280	17,465	400	79.5%
32209	2018	20,777	18,896	418	20,888	698	86.1%
32210	2018	13,394	12,367	302	13,404	402	87.7%
32211	2018	13,675	12,929	170	13,486	196	71.2%
32212	2018	34	34	0	43	0	83.7%
32216	2018	8,650	8,070	150	8,579	167	83.1%
32217	2018	4,580	4,288	65	4,556	78	83.0%
32218	2018	20,110	19,137	212	19,984	302	70.1%
32219	2018	4,345	4,010	113	4,333	168	84.6%
32220	2018	2,958	2,767	69	2,977	115	86.1%
32221	2018	4,388	4,073	98	4,334	140	85.6%
32222	2018	2,210	2,101	35	2,202	44	83.8%
32223	2018	7,945	7,490	107	7,874	122	81.9%
32224	2018	5,362	5,189	30	5,348	39	84.6%
32225	2018	14,789	14,278	97	14,864	115	67.8%
32226	2018	6,106	5,885	59	6,123	106	66.4%
32233	2018	2,046	1,957	17	2,030	20	71.1%
32234	2018	750	705	16	777	25	83.5%
32244	2018	9,641	9,062	172	9,692	234	87.5%
32246	2018	11,057	10,527	99	10,979	116	85.1%
32250	2018	1,187	1,114	10	1,168	13	83.6%
32254	2018	8,079	7,508	160	8,128	253	89.0%
32256	2018	5,326	5,106	46	5,319	50	85.4%
32257	2018	8,906	8,380	117	8,771	135	85.4%
32258	2018	6,675	6,397	64	6,625	72	81.7%
32266	2018	118	105	1	114	1	83.5%
32277	2018	9,299	8,902	76	9,346	105	69.9%
Grand	Total	253,862	238,200	3,777	253,551	5,286	81.3%

Department-Division 2019

DepDescription Filter	DivDescription Filter	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Downtown Investment Authority	Other	4	1	5	0.0%
Downtown Investment Authority	Parking Facilities & Enforcement	1,126	1,132	21	98.9%
Employee Services	Talent Management	34	34	5	61.5%
Finance and Administration	Fleet Management	9	9	0	100.0%
Finance and Administration	Jacksonville Human Rights Comm.	3	4	0	100.0%
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	0	1	0	100.0%
Finance and Administration	Other	4	7	6	46.2%
Finance and Administration	Risk Management	387	394	4	98.2%
Fire and Rescue	Emergency Preparedness	11	13	0	84.6%
Fire and Rescue	Fire Prevention	93	97	3	91.0%
Fire and Rescue	Other	7	12	0	75.0%
Neighborhoods	630-CITY	774	780	50	99.9%
Neighborhoods	Animal Care & Protective Svcs	6,731	6,673	128	97.9%
Neighborhoods	Environmental Quality	695	694	52	94.6%
Neighborhoods	Housing & Comm. Development	21	24	5	82.8%
Neighborhoods	Mosquito Control	265	287	0	97.9%
Neighborhoods	Municipal Code Compliance	17,662	17,974	6,808	93.4%
Neighborhoods	Neighborhood Services	1	5	0	40.0%
Neighborhoods	Other	215	219	25	91.4%
Other	Other	12	14	30	27.3%
Parks, Recreation & Community Svcs	Disabled Services	144	115	72	94.7%
Parks, Recreation & Community Svcs	Nature & Marine Resources	11	11	0	100.0%
Parks, Recreation & Community Svcs	Other	11	10	1	81.8%
Parks, Recreation & Community Svcs	Rec & Community Program	365	416	91	71.0%
Parks, Recreation & Community Svcs	Senior Services	147	145	2	99.3%
Parks, Recreation & Community Svcs	Social Services	31	34	1	91.4%
Planning and Development	Building Inspection	395	407	149	87.1%
Planning and Development	Community Planning	2	3	0	33.3%
Planning and Development	Current Planning	1	4	1	20.0%
Planning and Development	Development Services	170	248	83	74.0%
Planning and Development	Other	1	16	1	5.9%
Public Library	Other	409	407	25	90.0%

DepDescription Filter	DivDescription Filter	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Public Works	City User Fees	8	14	0	78.6%
Public Works	Engineering & Construction Mgt	96	96	195	35.7%
Public Works	Mowing & Landscape Maintenance	2,015	3,554	1,757	62.7%
Public Works	Other	2,527	2,887	3,156	53.8%
Public Works	Public Buildings	4,369	4,662	735	79.0%
Public Works	Real Estate	0	2	0	50.0%
Public Works	RoW & Stormwater Maintenance	0	0	0	
Public Works	Solid Waste	32,646	32,828	868	81.6%
Public Works	Traffic Engineering	3,997	4,867	701	78.6%
Sports and Entertainment	Special Events	4	0	5	20.0%
Grand Total	Total	75,403	79,100	14,985	83.2%

Department-Division 2018

DepDescription Filter	DivDescription Filter	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
Downtown Investment Authority	Other	4	2	1	0.0%
Downtown Investment Authority	Parking Facilities & Enforcement	3,098	3,079	0	99.7%
Employee Services	Talent Management	53	51	0	76.5%
Finance and Administration	Fleet Management	25	25	0	92.0%
Finance and Administration	Jacksonville Human Rights Comm.	1	0	0	
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	4	4	0	75.0%
Finance and Administration	Other	27	23	5	42.9%
Finance and Administration	Risk Management	1,212	1,213	1	98.1%
Fire and Rescue	Emergency Preparedness	85	90	0	55.6%
Fire and Rescue	Fire Prevention	301	299	1	98.3%
Fire and Rescue	Other	21	18	0	72.2%
Neighborhoods	630-CITY	2,206	2,199	0	99.7%
Neighborhoods	Animal Care & Protective Svcs	20,152	20,277	0	95.3%
Neighborhoods	Environmental Quality	2,168	2,151	0	97.7%
Neighborhoods	Housing & Comm. Development	122	117	3	93.3%
Neighborhoods	Mosquito Control	3,062	3,175	0	98.2%
Neighborhoods	Municipal Code Compliance	59,493	58,143	1,758	95.4%
Neighborhoods	Neighborhood Services	1	0	0	
Neighborhoods	Other	1,823	1,874	0	86.7%
Other	Other	56	34	28	46.8%
Parks, Recreation & Community Svcs	Disabled Services	362	330	5	93.4%
Parks, Recreation & Community Svcs	Nature & Marine Resources	39	44	0	88.6%
Parks, Recreation & Community Svcs	Other	27	27	0	100.0%
Parks, Recreation & Community Svcs	Rec & Community Program	1,519	1,598	21	71.6%
Parks, Recreation & Community Svcs	Senior Services	700	701	0	99.7%
Parks, Recreation & Community Svcs	Social Services	80	77	0	90.9%
Planning and Development	Building Inspection	1,373	1,391	65	87.1%
Planning and Development	Community Planning	7	8	0	75.0%
Planning and Development	Current Planning	0	0	0	
Planning and Development	Development Services	365	274	17	73.5%
Planning and Development	Other	14	3	1	75.0%
Public Library	Other	456	436	0	90.8%

DepDescription Filter	DivDescription Filter	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
Public Works	City User Fees	43	38	0	97.4%
Public Works	Engineering & Construction Mgt	244	207	150	49.3%
Public Works	Mowing & Landscape Maintenance	8,362	9,092	665	64.6%
Public Works	Other	8,928	7,767	2,072	55.2%
Public Works	Public Buildings	13,108	13,415	75	80.7%
Public Works	Real Estate	3	2	0	50.0%
Public Works	RoW & Stormwater Maintenance	64	71	0	47.9%
Public Works	Solid Waste	114,986	114,769	1	74.2%
Public Works	Traffic Engineering	9,260	10,517	416	71.6%
Sports and Entertainment	Special Events	8	10	1	45.5%
Grand Total	Total	253,862	253,551	5,286	81.3%

Top 25 Requests FY2019

Request Descriptions	Requests Received FY	Completed during this FY	Percent On-Time	Active Requests for this FY and earlier
Nuisance Property	6,726	7,320	98.0%	2,855
Cart - Damaged	4,954	4,845	74.1%	208
MCC PICS Case Recap and Reports	3,394	3,290	67.5%	241
Missed Garbage	3,306	3,294	82.1%	28
Appliances, Schedule Collection	2,445	2,431	86.1%	118
Missed Yard Waste	2,353	2,370	80.1%	21
Junk Vehicles	2,035	1,693	98.3%	640
Tires, Schedule Collection	1,982	1,962	94.0%	105
Cart - New Residence	1,823	1,848	74.5%	33
Residential Violations	1,592	1,602	99.3%	800
Animal - Loose/Stray	1,539	1,517	100.0%	34
Missed Bulk Waste	1,508	1,517	80.3%	13
Traffic Signal Malfunctions	1,364	1,451	91.8%	66
Recycle Collection Schedule - All Haulers	1,123	1,129	95.7%	5
Missed Garbage - Entire Street	1,097	1,093	85.5%	7
Zoning-Residential	1,087	1,017	98.2%	249
Missed Recycling	1,015	1,025	80.4%	18
Illegal Dumping, on C-R-O-W	977	1,035	83.6%	40
Same Day Missed Garbage Collection	929	926	82.1%	10
Animal - Message for ACPS	919	910	95.2%	19
MCC-Litter-Illegal Signs	900	987	98.7%	286
Missed Recycling Entire Street	771	795	83.1%	16
Pothole Patch	738	707	62.9%	83
Garbage, Information Request	640	643	98.2%	6
Public Records Request	624	669	94.9%	51

Top 25 Requests FY2018

Request Descriptions	Requests Received FY	Completed during this FY	Percent On-Time	Active Requests for this FY and earlier
Nuisance Property	28,026	27,405	98.0%	617
Cart - Damaged	15,529	15,576	52.4%	0
Missed Yard Waste	12,070	12,037	67.7%	0
Missed Garbage	11,306	11,296	80.0%	0
MCC PICS Case Recap and Reports	8,598	8,493	76.7%	3
Appliances, Schedule Collection	7,548	7,535	92.9%	0
Missed Bulk Waste	6,518	6,497	61.8%	0
Tires, Schedule Collection	6,103	6,076	95.5%	0
Residential Violations	5,521	5,698	98.4%	66
Cart - New Residence	5,501	5,511	72.2%	0
Junk Vehicles	5,464	5,388	97.7%	8
Missed Yard Waste - Entire Street	4,876	4,866	56.2%	0
Animal - Loose/Stray	4,484	4,503	100.0%	0
Missed Recycling	4,238	4,213	83.1%	0
Missed Garbage - Entire Street	3,537	3,539	80.1%	0
Public Records Request	3,245	3,220	99.1%	0
Traffic Signal Malfunctions	3,178	3,088	93.5%	37
Illegal Dumping, on C-R-O-W	3,054	2,977	75.5%	1
Mosquitoes, Inspect or Spray	3,015	3,134	98.2%	0
Missed Recycling Entire Street	2,975	2,936	84.0%	0
Zoning-Residential	2,949	2,881	99.1%	12
Same Day Missed Garbage Collection	2,897	2,890	75.4%	0
Recycle Collection Schedule - All Haulers	2,465	2,454	90.0%	0
Yard Waste, Information Request	2,411	2,390	94.4%	0
Animal - Message for ACPS	2,361	2,404	79.2%	0

City Council Districts FY 2019

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	6,116	6,570	900	82.6%
02	6,024	6,231	728	80.5%
03	3,553	3,630	278	80.0%
04	5,245	5,111	1,296	83.3%
05	4,356	4,904	849	80.7%
06	5,478	5,927	750	77.7%
07	11,531	11,490	2,778	86.7%
08	8,069	8,884	1,961	83.5%
09	6,635	6,857	1,665	87.7%
10	6,143	6,647	1,605	83.4%
11	3,231	3,377	259	80.7%
12	3,616	3,719	772	83.8%
13	1,194	1,256	128	83.2%
14	4,201	4,485	1,015	82.7%
* Other	11	12	1	92.3%
Grand Total	75,403	79,100	14,985	83.2%

City Council Districts FY 2018

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	23,891	23,750	319	70.8%
02	20,623	20,645	249	67.7%
03	11,684	11,741	69	76.9%
04	15,964	15,771	260	84.5%
05	16,574	16,426	331	85.7%
06	19,481	19,260	286	83.3%
07	34,658	34,703	790	83.6%
08	29,878	30,026	819	80.2%
09	22,349	22,624	597	89.1%
10	20,837	20,604	661	84.6%
11	9,046	8,992	73	84.4%
12	10,841	10,830	321	85.6%
13	3,689	3,672	39	75.5%
14	14,327	14,488	471	85.8%
* Other	20	19	1	90.0%
Grand Total	253,862	253,551	5,286	81.3%