

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
2017	233,935	218,927	3,152	232,050	5,435
2018	157,709	142,959	14,749	155,902	20,184

Document last updated June 01, 2018

Fiscal Year data for 2017 is for the entire year: Oct 1, 2016 thru Sep 30, 2017

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	6,329	5,730	599	6,255	765	87.9%
32204	2018	2,347	2,109	238	2,386	431	80.9%
32205	2018	5,457	4,927	530	5,494	839	83.4%
32206	2018	6,625	5,901	724	6,658	1,065	87.3%
32207	2018	5,986	5,404	582	5,980	861	83.6%
32208	2018	11,049	9,609	1,440	10,816	1,855	79.5%
32209	2018	12,734	11,028	1,706	12,810	2,363	85.5%
32210	2018	8,408	7,563	845	8,455	1,191	86.4%
32211	2018	8,480	7,432	1,048	7,908	1,205	71.1%
32212	2018	23	23	0	30	3	75.8%
32216	2018	5,289	4,881	408	5,308	564	82.5%
32217	2018	2,942	2,715	227	2,935	307	82.1%
32218	2018	12,837	11,780	1,057	12,481	1,404	70.7%
32219	2018	2,687	2,453	234	2,722	374	83.3%
32220	2018	1,964	1,780	184	1,951	301	84.1%
32221	2018	2,677	2,456	220	2,685	329	84.0%
32222	2018	1,334	1,246	88	1,326	132	83.1%
32223	2018	4,595	4,279	316	4,610	415	81.2%
32224	2018	3,277	3,131	146	3,251	215	85.0%
32225	2018	9,307	8,635	672	9,110	845	68.7%
32226	2018	3,957	3,694	263	3,879	393	66.9%
32233	2018	1,249	1,156	93	1,217	115	70.2%
32234	2018	417	370	47	418	87	80.0%
32244	2018	6,095	5,450	645	5,979	859	87.0%
32246	2018	6,933	6,333	600	6,716	745	85.3%
32250	2018	735	699	36	745	54	83.2%
32254	2018	5,452	4,957	495	5,482	766	88.1%
32256	2018	3,361	3,171	190	3,332	268	85.8%
32257	2018	5,453	5,063	390	5,392	505	84.4%
32258	2018	3,912	3,664	248	3,851	321	82.1%
32266	2018	67	60	7	67	9	76.3%
32277	2018	5,731	5,260	471	5,653	598	69.6%
Grand Total		157,709	142,959	14,749	155,902	20,184	80.7%

Zip Code Metrics 2017

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	2017	10,132	9,531	85	10,380	166	93.6%
32204	2017	3,791	3,482	77	3,679	193	86.6%
32205	2017	8,429	7,752	144	8,493	309	86.5%
32206	2017	8,895	8,061	167	8,860	341	89.9%
32207	2017	9,708	9,002	171	9,645	279	86.7%
32208	2017	16,216	14,829	269	15,863	415	85.8%
32209	2017	18,674	16,772	416	18,311	657	89.4%
32210	2017	12,964	11,952	179	12,673	346	88.5%
32211	2017	11,589	11,033	108	11,636	157	81.7%
32212	2017	89	82	1	83	3	91.9%
32216	2017	7,913	7,411	89	7,864	156	83.2%
32217	2017	4,043	3,782	57	4,030	80	82.5%
32218	2017	17,696	16,826	217	17,493	347	78.9%
32219	2017	4,403	4,060	91	4,297	140	86.7%
32220	2017	2,849	2,630	75	2,808	117	84.8%
32221	2017	4,072	3,787	74	3,972	109	87.5%
32222	2017	1,795	1,698	26	1,797	44	87.7%
32223	2017	7,181	6,800	56	7,195	99	80.9%
32224	2017	4,832	4,688	33	4,929	69	81.0%
32225	2017	14,294	13,749	95	14,206	173	78.9%
32226	2017	5,384	5,160	53	5,336	130	78.7%
32233	2017	2,111	2,043	8	2,097	22	82.8%
32234	2017	949	877	27	915	40	83.6%
32244	2017	8,910	8,292	127	8,760	214	89.5%
32246	2017	10,657	10,207	97	10,593	145	82.3%
32250	2017	1,297	1,241	12	1,280	18	84.4%
32254	2017	7,058	6,443	152	7,112	271	89.5%
32256	2017	5,019	4,831	38	4,986	78	81.1%
32257	2017	7,986	7,603	70	7,972	115	82.8%
32258	2017	5,916	5,702	43	5,900	73	79.4%
32266	2017	139	133	1	140	2	90.8%
32277	2017	8,944	8,468	94	8,745	127	83.2%
Grand	Total	233,935	218,927	3,152	232,050	5,435	84.8%

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	7	0	8	37.5%
Downtown Investment Authority	Parking Facilities & Enforcement	1,900	1,901	6	99.8%
Employee Services	Talent Management	38	38	3	82.9%
Finance and Administration	Fleet Management	16	16	0	100.0%
Finance and Administration	Jacksonville Human Rights Comm.	0	0	0	
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	2	3	0	66.7%
Finance and Administration	Other	17	9	13	54.5%
Finance and Administration	Risk Management	750	760	0	97.6%
Fire and Rescue	Emergency Preparedness	23	23	7	56.7%
Fire and Rescue	Fire Prevention	210	207	7	98.1%
Fire and Rescue	Other	13	14	1	73.3%
Neighborhoods	630-CITY	1,433	1,422	60	99.8%
Neighborhoods	Animal Care & Protective Svcs	13,556	13,613	138	95.1%
Neighborhoods	Environmental Quality	1,469	1,458	45	97.3%
Neighborhoods	Housing & Comm. Development	97	93	7	97.0%
Neighborhoods	Mosquito Control	862	952	41	96.5%
Neighborhoods	Municipal Code Compliance	37,462	35,531	7,700	96.6%
Neighborhoods	Neighborhood Services	0	0	0	
Neighborhoods	Other	1,595	1,640	35	86.7%
Other	Other	39	25	27	50.0%
Parks, Recreation & Community Svcs	Disabled Services	157	164	4	89.9%
Parks, Recreation & Community Svcs	Nature & Marine Resources	31	36	0	86.1%
Parks, Recreation & Community Svcs	Other	15	15	0	100.0%
Parks, Recreation & Community Svcs	Rec & Community Program	948	970	189	69.1%
Parks, Recreation & Community Svcs	Senior Services	356	357	0	100.0%
Parks, Recreation & Community Svcs	Social Services	48	49	0	89.8%
Planning and Development	Building Inspection	925	932	167	86.4%
Planning and Development	Community Planning	5	3	3	83.3%
Planning and Development	Current Planning	0	0	11	9.1%
Planning and Development	Development Services	192	182	79	70.1%
Planning and Development	Other	12	0	18	22.2%
Public Library	Other	67	34	34	98.5%

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	36	31	7	86.8%
Public Works	Engineering & Construction Mgt	147	135	161	45.3%
Public Works	Mowing & Landscape Maintenance	4,061	5,725	2,339	53.7%
Public Works	Other	5,392	4,742	3,038	55.0%
Public Works	Public Buildings	8,180	8,447	1,055	76.8%
Public Works	Real Estate	1	2	1	66.7%
Public Works	RoW & Stormwater Maintenance	6	4	2	66.7%
Public Works	Solid Waste	72,257	71,090	1,962	75.9%
Public Works	Traffic Engineering	5,380	5,272	3,016	56.6%
Sports and Entertainment	Special Events	4	7	0	28.6%
Grand Total	Total	157,709	155,902	20,184	80.7%

Department-Division 2017

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	2	1	1	50.0%
Downtown Investment Authority	Parking Facilities & Enforcement	2,775	2,811	0	98.3%
Employee Services	Talent Management	41	42	0	92.9%
Finance and Administration	Fleet Management	19	20	0	95.0%
Finance and Administration	Jacksonville Human Rights Comm.	51	51	0	100.0%
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	149	166	0	98.2%
Finance and Administration	Other	52	48	3	66.7%
Finance and Administration	Risk Management	1,280	1,273	0	99.7%
Fire and Rescue	Emergency Preparedness	1,507	1,500	0	62.7%
Fire and Rescue	Fire Prevention	256	274	1	84.7%
Fire and Rescue	Other	24	23	0	78.3%
Neighborhoods	630-CITY	2,956	2,945	0	94.2%
Neighborhoods	Animal Care & Protective Svcs	21,956	21,980	0	94.1%
Neighborhoods	Environmental Quality	1,950	1,948	2	98.0%
Neighborhoods	Housing & Comm. Development	1,864	1,880	0	99.5%
Neighborhoods	Mosquito Control	8,422	8,319	0	85.3%
Neighborhoods	Municipal Code Compliance	47,309	47,841	961	98.9%
Neighborhoods	Neighborhood Services	1	1	0	0.0%
Neighborhoods	Other	2,902	2,850	0	94.0%
Other	Other	86	90	6	71.9%
Parks, Recreation & Community Svcs	Disabled Services	207	201	0	96.5%
Parks, Recreation & Community Svcs	Nature & Marine Resources	51	46	0	89.1%
Parks, Recreation & Community Svcs	Other	21	23	0	91.3%
Parks, Recreation & Community Svcs	Rec & Community Program	1,586	1,552	32	69.2%
Parks, Recreation & Community Svcs	Senior Services	366	385	0	94.3%
Parks, Recreation & Community Svcs	Social Services	49	48	0	89.6%
Planning and Development	Building Inspection	1,518	1,472	30	89.9%
Planning and Development	Community Planning	13	18	0	100.0%
Planning and Development	Current Planning	10	0	11	9.1%
Planning and Development	Development Services	310	275	16	84.2%
Planning and Development	Other	6	1	6	0.0%
Public Library	Other	15	14	0	100.0%

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	64	63	1	90.6%
Public Works	Engineering & Construction Mgt	217	170	105	43.6%
Public Works	Mowing & Landscape Maintenance	10,694	8,761	778	66.9%
Public Works	Other	6,478	5,233	1,071	60.1%
Public Works	Public Buildings	13,286	13,293	142	89.7%
Public Works	Real Estate	3	2	1	66.7%
Public Works	RoW & Stormwater Maintenance	1,097	1,764	0	69.6%
Public Works	Solid Waste	92,487	93,375	6	79.1%
Public Works	Traffic Engineering	11,841	11,276	2,262	70.3%
Sports and Entertainment	Special Events	14	15	0	6.7%
Grand Total	Total	233,935	232,050	5,435	84.8%

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	17,267	16,422	97.9%	3,655
Cart - Damaged	9,860	9,169	53.0%	836
Missed Yard Waste	7,202	7,105	71.3%	102
Missed Garbage	6,905	6,841	82.9%	70
MCC PICS Case Recap and Reports	5,257	5,257	80.0%	32
Appliances, Schedule Collection	5,054	4,999	94.6%	146
Missed Bulk Waste	4,333	4,293	66.1%	41
Junk Vehicles	3,864	3,622	97.9%	464
Residential Violations	3,815	3,834	98.6%	966
Tires, Schedule Collection	3,803	3,762	96.0%	99
Cart - New Residence	3,662	3,634	70.2%	96
Missed Yard Waste - Entire Street	3,270	3,241	56.8%	29
Animal - Loose/Stray	3,079	3,079	100.0%	31
Missed Recycling	2,634	2,617	86.3%	20
Public Records Request	2,175	2,162	98.8%	84
Missed Garbage - Entire Street	2,117	2,099	83.8%	23
Zoning-Residential	1,934	1,778	98.8%	265
Illegal Dumping, on C-R-O-W	1,926	1,836	81.4%	111
Recycle Collection Schedule - All Haulers	1,918	1,906	89.1%	12
Same Day Missed Garbage Collection	1,866	1,846	77.1%	20
Traffic Signal Malfunctions	1,765	1,754	89.5%	71
Yard Waste, Information Request	1,531	1,510	94.4%	23
Animal - Message for ACPS	1,522	1,558	75.3%	17
Missed Recycling Entire Street	1,501	1,489	88.6%	13
Missed Yard Waste - Entire Neighborhood	1,373	1,368	57.1%	5

Top 25 Requests FY2017

Request Descriptions	Requests Received FY	Completed during this FY	Percent On-Time	Active Requests for this FY and earlier
Nuisance Property	23,953	24,495	99.1%	40
Missed Garbage	10,306	10,381	73.8%	0
Cart - Damaged	8,579	8,434	76.7%	0
Mosquitoes, Inspect or Spray	8,318	8,216	85.2%	0
Missed Yard Waste	7,759	7,961	74.7%	0
Appliances, Schedule Collection	7,678	7,681	96.9%	0
Tires, Schedule Collection	6,322	6,390	95.3%	0
Residential Violations	6,111	6,200	99.0%	49
Missed Bulk Waste	5,331	5,420	57.9%	0
Junk Vehicles	5,154	5,248	98.2%	0
Animal - Loose/Stray	4,758	4,789	98.1%	0
SWS / WP Only - Garbage/Recycle Cart Request	4,572	4,827	80.1%	0
MCC PICS Case Recap and Reports	4,490	4,482	96.9%	4
Missed Recycling	3,982	4,005	74.4%	0
Traffic Signal Malfunctions	3,959	3,950	96.2%	13
Cart - New Residence	3,485	3,417	64.4%	0
Same Day Missed Garbage Collection	3,292	3,311	73.9%	0
Animal - Message for ACPS	3,169	3,149	91.3%	0
Public Records Request	3,167	3,160	99.3%	8
Zoning-Residential	2,686	2,742	99.1%	8
Recycle Collection Schedule - All Haulers	2,524	2,529	93.4%	0
Illegal Dumping, on C-R-O-W	2,285	2,306	82.2%	1
Sign In Need Of Maintenance	2,241	2,198	75.5%	482
Garbage, Information Request	2,107	2,121	97.3%	0
Missed Garbage - Entire Street	2,034	2,029	79.5%	0

City Council Districts FY 2018

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	14,773	14,126	1,863	70.7%
02	13,042	12,764	1,241	68.3%
03	7,266	7,185	494	77.5%
04	9,957	9,742	1,184	84.6%
05	9,880	9,859	1,272	83.3%
06	11,538	11,463	1,054	82.7%
07	21,705	21,550	2,935	82.4%
08	18,948	18,717	3,131	80.0%
09	14,422	14,270	2,313	88.4%
10	12,979	13,009	1,850	83.7%
11	5,522	5,469	404	84.7%
12	6,629	6,676	827	84.2%
13	2,272	2,253	194	74.5%
14	8,760	8,803	1,421	82.9%
* Other	16	16	1	88.2%
Grand Total	157,709	155,902	20,184	80.7%

City Council Districts FY 2017

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	21,352	21,167	292	82.5%
02	18,951	18,772	303	78.6%
03	10,989	11,098	129	78.5%
04	15,117	15,039	268	83.7%
05	15,185	15,101	395	85.6%
06	17,500	17,485	239	80.9%
07	30,867	30,826	843	88.0%
08	26,911	26,445	790	85.6%
09	20,957	20,868	602	90.2%
10	19,602	19,238	602	87.3%
11	8,572	8,572	114	80.5%
12	10,582	10,387	305	87.3%
13	3,849	3,812	49	83.3%
14	13,486	13,225	503	86.8%
* Other	15	15	1	81.3%
Grand Total	233,935	232,050	5,435	84.8%