

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
2016	276,557	262,219	2,313	280,221	3,568
2017	193,325	178,709	46,612	191,488	18,180

Document last updated August 1, 2017
Fiscal Year data for 2016 is for the entire year: Oct 1, 2015 thru Sep 30, 2016

Zip Code Metrics 2017

ZipCode	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	Percent On-Time
32202	2017	8,557	7,988	569	8,830	666	92.0%
32204	2017	3,213	2,895	318	3,085	467	85.8%
32205	2017	6,823	6,281	541	7,008	759	86.2%
32206	2017	7,507	6,481	1,026	7,256	1,317	89.5%
32207	2017	8,078	7,304	773	7,930	939	86.5%
32208	2017	13,461	11,745	1,715	12,755	1,964	86.3%
32209	2017	15,032	13,459	1,573	14,964	2,016	88.8%
32210	2017	10,564	9,568	996	10,266	1,242	87.9%
32211	2017	9,778	9,068	710	9,656	804	82.8%
32212	2017	79	73	6	74	9	88.0%
32216	2017	6,550	6,159	391	6,599	486	82.5%
32217	2017	3,329	3,122	207	3,364	250	82.2%
32218	2017	14,457	13,504	953	14,146	1,157	80.0%
32219	2017	3,654	3,391	263	3,624	335	86.8%
32220	2017	2,363	2,178	185	2,349	258	84.4%
32221	2017	3,343	3,065	278	3,245	336	86.6%
32222	2017	1,438	1,346	92	1,442	121	87.4%
32223	2017	5,884	5,626	258	6,014	312	79.9%
32224	2017	4,016	3,881	135	4,108	194	79.8%
32225	2017	11,830	11,320	510	11,772	617	79.5%
32226	2017	4,337	4,128	209	4,296	308	79.6%
32233	2017	1,889	1,788	101	1,841	119	83.4%
32234	2017	759	700	59	733	79	82.5%
32244	2017	7,275	6,667	608	7,126	746	89.2%
32246	2017	9,020	8,546	474	8,925	557	81.8%
32250	2017	1,060	1,019	41	1,058	49	82.6%
32254	2017	5,919	5,377	542	6,014	757	89.4%
32256	2017	4,182	4,038	144	4,188	199	80.6%
32257	2017	6,660	6,350	310	6,708	383	82.1%
32258	2017	4,958	4,776	181	4,971	231	78.3%
32266	2017	126	117	9	124	12	87.5%
32277	2017	7,184	6,749	435	7,017	491	84.3%
Grand Total		193,325	178,709	14,612	191,488	18,180	84.7%

Zip Code Metrics 2016

ZipCode	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	Percent On-Time
32202	2016	12,986	12,078	77	13,055	97	79.3%
32204	2016	3,548	3,306	83	3,673	149	85.4%
32205	2016	9,597	8,814	110	9,703	218	86.8%
32206	2016	9,929	9,047	174	10,388	291	88.9%
32207	2016	9,920	9,204	121	10,058	166	86.8%
32208	2016	15,964	14,801	192	16,369	249	84.9%
32209	2016	19,551	17,888	259	20,000	443	89.4%
32210	2016	13,907	13,119	141	14,283	246	88.6%
32211	2016	14,618	13,993	65	14,808	94	86.0%
32212	2016	94	90	3	92	3	82.1%
32216	2016	9,644	9,172	58	9,693	95	86.4%
32217	2016	5,791	5,534	32	5,799	43	83.1%
32218	2016	20,199	19,430	152	20,474	204	81.7%
32219	2016	4,230	3,973	48	4,292	72	86.6%
32220	2016	3,045	2,838	52	3,044	73	86.7%
32221	2016	4,769	4,568	36	4,903	58	88.3%
32222	2016	2,182	2,072	20	2,155	29	87.5%
32223	2016	9,261	8,858	35	9,214	54	83.2%
32224	2016	7,291	7,030	41	7,250	59	87.7%
32225	2016	20,002	19,494	74	20,225	107	84.6%
32226	2016	6,768	6,564	48	6,844	99	82.2%
32233	2016	3,106	3,045	10	3,162	18	85.6%
32234	2016	843	803	9	877	20	84.2%
32244	2016	9,668	9,161	89	9,762	138	88.5%
32246	2016	14,940	14,521	58	15,084	83	87.4%
32250	2016	1,468	1,427	3	1,467	8	89.2%
32254	2016	7,923	7,157	168	7,982	215	89.1%
32256	2016	6,098	5,923	32	6,093	55	87.7%
32257	2016	10,619	10,229	52	10,658	73	85.5%
32258	2016	7,590	7,382	28	7,622	50	85.9%
32266	2016	147	140	1	144	3	85.0%
32277	2016	10,859	10,558	42	11,048	56	84.3%
Grand	Total	276,557	262,219	2,313	280,221	3,568	85.8%

Department-Division 2017

DepDescription_Filter	DivDescription_Filter	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Downtown Investment Authority	Parking Facilities & Enforcement	2,345	2,381	7	98.2%
Downtown Investment Authority	Other	2	1	1	50.0%
Employee Services	Talent Management	34	37	1	92.1%
Finance and Administration	Fleet Management	18	19	0	94.7%
Finance and Administration	Jacksonville Human Rights Comm.	50	50	0	100.0%
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	149	166	1	97.6%
Finance and Administration	Risk Management	882	885	0	99.7%
Finance and Administration	Other	41	26	16	59.5%
Fire and Rescue	Emergency Preparedness	1,217	1,216	1	54.2%
Fire and Rescue	Fire Prevention	217	231	8	83.3%
Fire and Rescue	Other	17	16	2	77.8%
Neighborhoods	630-CITY	1,957	1,957	38	99.9%
Neighborhoods	Animal Care & Protective Svcs	18,574	18,664	129	93.9%
Neighborhoods	Environmental Quality	1,561	1,569	24	98.2%
Neighborhoods	Housing & Comm. Development	1,855	1,874	0	99.5%
Neighborhoods	Mosquito Control	7,056	6,970	114	82.9%
Neighborhoods	Municipal Code Compliance	40,130	38,961	7,467	99.0%
Neighborhoods	Neighborhood Services	3	1	2	66.7%
Neighborhoods	Other	1,533	1,526	35	90.6%
Parks, Recreation & Community Svcs	Disabled Services	185	182	8	96.3%
Parks, Recreation & Community Svcs	Nature & Marine Resources	38	37	1	89.5%
Parks, Recreation & Community Svcs	Rec & Community Program	1,323	1,318	182	65.2%
Parks, Recreation & Community Svcs	Senior Services	267	287	0	93.0%
Parks, Recreation & Community Svcs	Social Services	27	27	0	88.9%
Parks, Recreation & Community Svcs	Other	16	18	2	80.0%
Planning and Development	Building Inspection	1,287	1,236	168	91.9%
Planning and Development	Community Planning	12	17	1	100.0%
Planning and Development	Current Planning	6	0	7	0.0%
Planning and Development	Development Services	258	225	67	83.6%
Planning and Development	Other	6	1	6	14.3%
Public Library	Other	13	13	0	100.0%
Public Works	City User Fees	53	47	7	88.9%

DepDescription_Filter	DivDescription_Filter	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Public Works	Engineering & Construction Mgt	175	143	129	53.3%
Public Works	Mowing & Landscape Maintenance	7,614	7,469	2,222	71.3%
Public Works	Public Buildings	11,051	11,004	1,371	86.2%
Public Works	Real Estate	4	1	5	66.7%
Public Works	RoW & Stormwater Maintenance	1,098	1,766	0	69.5%
Public Works	Solid Waste	76,623	76,814	1,256	79.2%
Public Works	Traffic Engineering	10,487	10,104	2,734	69.1%
Public Works	Other	5,054	4,145	2,079	63.8%
Sports and Entertainment	Special Events	11	15	0	6.7%
Other	Other	76	69	89	41.8%
Grand Total	Total	193,325	191,488	18,180	84.7%

Department-Division 2016

DepDescription_Filter	DivDescription_Filter	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Downtown Investment Authority	Parking Facilities & Enforcement	3,465	3,653	0	75.3%
Downtown Investment Authority	Other	0	0	0	
Employee Services	Talent Management	54	54	0	81.5%
Finance and Administration	Fleet Management	29	28	0	96.4%
Finance and Administration	Jacksonville Human Rights Comm.	17	17	0	100.0%
Finance and Administration	JSEB	1	1	0	100.0%
Finance and Administration	Ombudsman	341	337	0	97.6%
Finance and Administration	Risk Management	865	863	0	100.0%
Finance and Administration	Other	14	14	0	71.4%
Fire and Rescue	Emergency Preparedness	32	32	0	96.9%
Fire and Rescue	Fire Prevention	427	416	1	93.3%
Fire and Rescue	Other	24	27	0	74.1%
Neighborhoods	630-CITY	5,513	5,531	0	99.9%
Neighborhoods	Animal Care & Protective Svcs	21,304	21,600	0	91.9%
Neighborhoods	Environmental Quality	1,743	1,753	0	95.7%
Neighborhoods	Housing & Comm. Development	329	310	0	92.3%
Neighborhoods	Mosquito Control	3,281	3,336	0	99.0%
Neighborhoods	Municipal Code Compliance	52,412	52,465	682	99.0%
Neighborhoods	Neighborhood Services	1	1	0	100.0%
Neighborhoods	Other	411	405	0	88.4%
Parks, Recreation & Community Svcs	Disabled Services	200	198	0	96.5%
Parks, Recreation & Community Svcs	Nature & Marine Resources	68	69	0	95.7%
Parks, Recreation & Community Svcs	Rec & Community Program	1,776	1,753	23	72.9%
Parks, Recreation & Community Svcs	Senior Services	593	573	0	92.3%
Parks, Recreation & Community Svcs	Social Services	46	46	0	95.7%
Parks, Recreation & Community Svcs	Other	4	2	2	50.0%
Planning and Development	Building Inspection	1,669	1,689	5	86.5%
Planning and Development	Community Planning	32	31	0	100.0%
Planning and Development	Current Planning	1	11	1	8.3%
Planning and Development	Development Services	278	265	5	95.2%
Planning and Development	Other	0	1	1	0.0%
Public Library	Other	16	17	0	88.2%
Public Works	City User Fees	92	92	0	100.0%

DepDescription_Filter	DivDescription_Filter	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Public Works	Engineering & Construction Mgt	190	249	65	41.4%
Public Works	Mowing & Landscape Maintenance	8,627	11,127	276	68.7%
Public Works	Public Buildings	15,811	16,371	115	71.3%
Public Works	Real Estate	2	1	2	66.7%
Public Works	RoW & Stormwater Maintenance	5,681	7,024	0	66.4%
Public Works	Solid Waste	137,556	138,139	5	84.0%
Public Works	Traffic Engineering	12,844	11,629	1,660	82.8%
Public Works	Other	782	76	656	14.1%
Sports and Entertainment	Special Events	11	8	0	0.0%
Other	Other	15	7	69	3.9%
Grand Total	Total	276,557	280,221	3,568	85.8%

Top 25 Requests FY2017

Request Descriptions	Requests Received this FY	Completed during this FY	Percent On-Time	Active Requests for this FY and earlier
Nuisance Property	19,755	19,165	99.0%	3,805
Missed Garbage	8,161	8,171	73.0%	71
Mosquitoes, Inspect or Spray	6,969	6,882	82.7%	113
Cart - Damaged	6,496	6,253	79.8%	243
Appliances, Schedule Collection	6,477	6,404	96.6%	167
Missed Yard Waste	6,320	6,473	74.3%	54
Tires, Schedule Collection	5,421	5,441	94.7%	106
Residential Violations	5,185	5,059	99.1%	1,197
Missed Bulk Waste	4,771	4,831	56.7%	29
SWS / WP Only - Garbage/Recycle Cart Request	4,573	4,826	80.1%	0
Junk Vehicles	4,507	4,367	98.3%	454
Animal - Loose/Stray	4,013	4,056	97.8%	19
MCC PICS Case Recap and Reports	3,549	3,564	96.3%	9
Traffic Signal Malfunctions	3,498	3,513	95.9%	31
Missed Recycling	3,446	3,457	74.6%	15
Same Day Missed Garbage Collection	2,782	2,778	73.9%	23
Animal - Message for ACPS	2,734	2,736	92.2%	31
Cart - New Residence	2,626	2,525	67.2%	101
Public Records Request	2,486	2,498	99.2%	50
Zoning-Residential	2,321	2,299	99.2%	187
Recycle Collection Schedule - All Haulers	2,308	2,304	93.3%	9
Sign In Need Of Maintenance	2,165	2,091	73.3%	658
Illegal Dumping, on C-R-O-W	2,003	2,021	81.2%	24
Garbage, Information Request	1,778	1,778	96.9%	16
Animal - Confined	1,550	1,559	80.1%	20

Top 25 Requests FY2016

Request Descriptions	Requests Received this FY	Completed during this FY	Percent On-Time	Active Requests for this FY and earlier
SWS / WP Only - Bulk Garbage Pick-up Request	39,906	40,806	99.1%	0
Nuisance Property	24,536	25,355	98.7%	56
Missed Garbage	17,866	17,847	68.9%	0
Missed Yard Waste	13,877	13,792	60.3%	0
SWS / WP Only - Garbage/Recycle Cart Request	13,744	13,628	90.1%	0
Tires, Schedule Collection	7,820	7,811	98.4%	0
Appliances, Schedule Collection	7,649	7,652	99.6%	0
Missed Recycling	6,633	6,629	76.9%	0
Residential Violations	5,951	5,605	99.4%	36
MCC PICS Case Recap and Reports	5,031	5,055	99.1%	0
Junk Vehicles	4,732	4,639	98.6%	0
Animal - Loose/Stray	4,673	4,882	92.4%	0
Traffic Signal Malfunctions	3,851	3,833	97.0%	10
Sign In Need Of Maintenance	3,775	3,457	87.2%	426
Missed Bulk Waste	3,557	3,468	25.2%	0
Animal - Message for ACPS	3,443	3,446	89.7%	0
Pending Solid Waste Missed Collection	3,319	3,338	100.0%	0
ADS/ Core City Only - Recycle Cart Request	3,245	3,176	58.6%	2
Garbage, Information Request	3,157	3,162	95.4%	0
Mosquitoes, Inspect or Spray	3,148	3,196	99.0%	0
Illegal Dumping, on C-R-O-W	2,879	2,866	94.2%	0
Zoning-Residential	2,810	2,770	99.4%	1
PUBLIC BUILDING Air-conditioning/heating	2,594	2,635	92.8%	0
Yard Waste, Information Request	2,004	2,101	89.4%	0
Public Records Request	2,000	1,992	99.1%	3

City Council Districts FY 2017

District	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	17,648	17,333	1,352	83.5%
02	15,424	15,240	966	79.5%
03	9,124	9,255	392	78.0%
04	12,683	12,647	925	83.3%
05	12,616	12,514	1,267	85.4%
06	14,518	14,693	788	79.9%
07	25,793	25,558	2,972	87.5%
08	21,961	21,420	2,842	85.9%
09	17,158	17,211	2,008	89.7%
10	16,364	15,898	1,983	87.6%
11	7,109	7,155	305	80.0%
12	8,706	8,447	934	86.8%
13	3,368	3,301	207	82.9%
14	10,835	10,803	1,237	85.9%
* Other	14	13	2	80.0%
Grand Total	193,321	191,488	18,180	84.7%

City Council Districts FY 2016

District	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	26,414	26,789	160	85.2%
02	24,404	24,700	210	83.2%
03	16,774	16,761	95	86.0%
04	19,312	19,468	159	87.3%
05	17,496	17,646	230	85.8%
06	22,733	22,743	145	84.3%
07	35,830	36,639	613	83.3%
08	29,243	29,773	499	86.0%
09	22,178	22,545	437	89.8%
10	20,246	20,742	351	87.3%
11	10,797	10,793	80	87.4%
12	11,566	11,718	182	88.3%
13	5,039	5,113	31	86.0%
14	14,483	14,748	376	85.8%
* Other	42	43	0	83.7%
Grand Total	276,557	280,221	3,568	85.8%