

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	253,994	238,234	10,225	253,585	13,008
2019	21,459	15,471	5,988	21,241	18,996

Document last updated Oct 01, 2018

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	977	735	242	992	607	88.7%
32204	2019	331	260	71	336	329	78.9%
32205	2019	693	481	212	705	787	79.8%
32206	2019	839	541	298	852	1,215	86.7%
32207	2019	718	510	208	803	899	78.2%
32208	2019	1,373	898	475	1,376	1,511	84.0%
32209	2019	1,929	1,175	754	1,862	2,415	89.5%
32210	2019	1,060	767	293	1,130	1,163	80.6%
32211	2019	870	701	169	972	723	85.4%
32212	2019	2	2	0	2	1	66.7%
32216	2019	758	540	218	739	674	83.1%
32217	2019	394	283	111	395	322	79.6%
32218	2019	1,821	1,240	581	1,597	1,411	81.3%
32219	2019	386	277	109	385	428	80.8%
32220	2019	212	167	45	231	250	70.1%
32221	2019	324	237	87	335	378	76.2%
32222	2019	191	157	34	194	129	83.9%
32223	2019	575	457	118	661	419	75.8%
32224	2019	455	372	83	449	209	78.7%
32225	2019	1,104	888	216	1,111	569	82.5%
32226	2019	474	375	99	447	325	74.6%
32233	2019	342	147	195	172	268	86.6%
32234	2019	87	67	20	84	64	86.5%
32244	2019	865	602	263	797	763	82.1%
32246	2019	921	677	244	892	642	80.8%
32250	2019	132	96	36	130	84	81.3%
32254	2019	1,048	691	357	883	914	84.8%
32256	2019	532	427	105	517	262	83.1%
32257	2019	825	678	147	858	550	77.7%
32258	2019	593	500	93	637	266	78.0%
32266	2019	13	9	4	15	11	88.5%
32277	2019	615	514	101	682	408	78.2%
Grand	Total	21,459	15,471	5,988	21,241	18,996	82.4%

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	10,502	9,943	312	10,569	365	89.6%
32204	2018	3,634	3,415	147	3,771	258	83.8%
32205	2018	8,828	8,210	405	8,902	575	86.0%
32206	2018	10,696	9,660	749	10,565	917	88.3%
32207	2018	10,463	9,614	568	10,334	691	85.9%
32208	2018	17,368	16,091	818	17,476	1,036	79.4%
32209	2018	20,795	18,896	1,231	20,888	1,661	86.0%
32210	2018	13,398	12,367	678	13,404	870	87.2%
32211	2018	13,682	12,933	488	13,490	554	71.3%
32212	2018	34	34	0	43	1	81.8%
32216	2018	8,650	8,070	387	8,579	456	82.6%
32217	2018	4,580	4,288	181	4,556	211	82.7%
32218	2018	20,123	19,138	651	19,985	830	69.9%
32219	2018	4,352	4,010	238	4,333	319	84.3%
32220	2018	2,960	2,767	135	2,977	205	85.3%
32221	2018	4,388	4,073	220	4,334	291	85.0%
32222	2018	2,210	2,101	75	2,202	95	83.3%
32223	2018	7,950	7,490	262	7,874	301	81.6%
32224	2018	5,363	5,189	100	5,348	126	84.2%
32225	2018	14,811	14,298	295	14,884	353	67.6%
32226	2018	6,110	5,886	158	6,124	226	66.3%
32233	2018	2,044	1,955	64	2,028	73	70.7%
32234	2018	750	705	28	777	44	83.4%
32244	2018	9,641	9,060	391	9,690	500	87.3%
32246	2018	11,062	10,527	331	10,979	398	84.7%
32250	2018	1,187	1,114	39	1,168	48	82.6%
32254	2018	8,081	7,508	395	8,128	557	88.2%
32256	2018	5,326	5,106	134	5,319	157	85.0%
32257	2018	8,908	8,380	352	8,771	403	84.9%
32258	2018	6,676	6,397	145	6,625	173	81.3%
32266	2018	118	105	7	114	7	84.3%
32277	2018	9,304	8,904	241	9,348	307	69.6%
Grand	Total	253,994	238,234	10,225	253,585	13,008	81.0%

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	2	0	5	60.0%
Downtown Investment Authority	Parking Facilities & Enforcement	341	351	15	98.1%
Employee Services	Talent Management	12	15	2	76.5%
Finance and Administration	Fleet Management	3	3	0	100.0%
Finance and Administration	Jacksonville Human Rights Comm.	1	2	0	100.0%
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	0	1	0	100.0%
Finance and Administration	Other	2	3	11	50.0%
Finance and Administration	Risk Management	90	95	2	97.9%
Fire and Rescue	Emergency Preparedness	7	8	1	88.9%
Fire and Rescue	Fire Prevention	32	24	14	94.7%
Fire and Rescue	Other	3	8	0	75.0%
Neighborhoods	630-CITY	233	250	37	100.0%
Neighborhoods	Animal Care & Protective Svcs	1,840	1,833	77	98.2%
Neighborhoods	Environmental Quality	194	215	28	95.5%
Neighborhoods	Housing & Comm. Development	9	11	6	82.4%
Neighborhoods	Mosquito Control	143	152	4	100.0%
Neighborhoods	Municipal Code Compliance	5,447	5,267	7,290	94.4%
Neighborhoods	Neighborhood Services	0	0	4	25.0%
Neighborhoods	Other	55	49	35	94.0%
Other	Other	4	3	41	22.7%
Parks, Recreation & Community Svcs	Disabled Services	47	30	62	97.8%
Parks, Recreation & Community Svcs	Nature & Marine Resources	3	3	0	100.0%
Parks, Recreation & Community Svcs	Other	2	0	2	100.0%
Parks, Recreation & Community Svcs	Rec & Community Program	118	139	122	73.9%
Parks, Recreation & Community Svcs	Senior Services	4	4	0	100.0%
Parks, Recreation & Community Svcs	Social Services	19	19	4	91.3%
Planning and Development	Building Inspection	111	125	145	92.6%
Planning and Development	Community Planning	0	0	0	
Planning and Development	Current Planning	0	0	11	9.1%
Planning and Development	Development Services	35	34	158	72.9%
Planning and Development	Other	0	10	9	10.5%
Public Library	Other	133	133	23	94.2%

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	1	0	11	45.5%
Public Works	Engineering & Construction Mgt	26	17	194	34.1%
Public Works	Mowing & Landscape Maintenance	768	638	3,416	71.7%
Public Works	Other	786	813	3,627	60.0%
Public Works	Public Buildings	1,147	1,113	1,048	77.8%
Public Works	Real Estate	0	0	20	65.0%
Public Works	RoW & Stormwater Maintenance	0	0	0	
Public Works	Solid Waste	8,854	8,749	1,118	86.5%
Public Works	Traffic Engineering	986	1,124	1,453	53.7%
Sports and Entertainment	Special Events	1	0	1	100.0%
Grand Total	Total	21,459	21,241	18,996	82.4%

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	5	2	3	20.0%
Downtown Investment Authority	Parking Facilities & Enforcement	3,098	3,080	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	30	23	10	45.5%
Finance and Administration	Risk Management	1,211	1,214	2	98.0%
Fire and Rescue	Emergency Preparedness	85	90	0	55.6%
Fire and Rescue	Fire Prevention	301	299	2	98.0%
Fire and Rescue	Other	21	18	0	72.2%
Neighborhoods	630-CITY	2,204	2,199	2	99.7%
Neighborhoods	Animal Care & Protective Svcs	20,152	20,277	0	95.3%
Neighborhoods	Environmental Quality	2,167	2,152	2	97.7%
Neighborhoods	Housing & Comm. Development	122	117	3	93.3%
Neighborhoods	Mosquito Control	3,055	3,177	0	98.2%
Neighborhoods	Municipal Code Compliance	59,493	58,151	4,366	95.6%
Neighborhoods	Neighborhood Services	1	0	4	25.0%
Neighborhoods	Other	1,827	1,878	8	86.7%
Other	Other	60	33	38	45.1%
Parks, Recreation & Community Svcs	Disabled Services	364	330	32	93.6%
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	1,520	1,598	67	71.8%
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	1,372	1,391	119	88.1%
Planning and Development	Community Planning	7	8	0	75.0%
Planning and Development	Current Planning	0	0	11	9.1%
Planning and Development	Development Services	362	274	136	70.2%
Planning and Development	Other	16	3	9	33.3%
Public Library	Other	456	436	1	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	46	38	10	85.4%
Public Works	Engineering & Construction Mgt	241	207	180	50.9%
Public Works	Mowing & Landscape Maintenance	8,356	9,093	2,825	63.6%
Public Works	Other	9,037	7,767	3,122	58.9%
Public Works	Public Buildings	13,106	13,415	624	79.4%
Public Works	Real Estate	7	2	20	63.6%
Public Works	RoW & Stormwater Maintenance	64	71	0	47.9%
Public Works	Solid Waste	114,996	114,785	166	74.2%
Public Works	Traffic Engineering	9,276	10,518	1,246	66.3%
Sports and Entertainment	Special Events	7	10	0	50.0%
Grand Total	Total	253,994	253,585	13,008	81.0%

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	2,328	2,164	99.5%	3,577
Cart - Damaged	1,206	1,229	93.3%	75
MCC PICS Case Recap and Reports	1,020	1,058	58.3%	99
Missed Garbage	902	862	86.7%	56
Missed Yard Waste	837	844	78.4%	31
Appliances, Schedule Collection	642	556	92.1%	190
Tires, Schedule Collection	554	519	97.0%	120
Junk Vehicles	527	439	98.4%	379
Missed Bulk Waste	506	514	78.8%	14
Cart - New Residence	478	470	89.7%	66
Animal - Loose/Stray	416	401	100.0%	27
Residential Violations	383	535	99.7%	648
Traffic Signal Malfunctions	382	385	75.0%	151
MCC-Litter-Illegal Signs	304	153	100.0%	525
Zoning-Residential	303	231	97.9%	238
Illegal Dumping, on C-R-O-W	268	303	69.7%	63
Missed Recycling	259	275	87.8%	12
Missed Garbage - Entire Street	258	241	85.8%	20
Animal - Message for ACPS	243	244	94.1%	9
Same Day Missed Garbage Collection	235	231	87.6%	11
Public Records Request	222	246	95.0%	72
Missed Yard Waste - Entire Street	209	211	77.2%	8
Mow the Right of Way	203	122	89.7%	809
Recycle Collection Schedule - All Haulers	195	177	96.1%	29
Missed Recycling Entire Street	183	216	94.6%	7

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	28,016	27,411	98.2%	2,098
Cart - Damaged	15,537	15,584	52.3%	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	8,600	8,495	76.7%	8
Appliances, Schedule Collection	7,553	7,540	92.9%	0
Missed Bulk Waste	6,518	6,497	61.8%	0
Tires, Schedule Collection	6,103	6,076	95.5%	1
Residential Violations	5,512	5,698	98.5%	370
Cart - New Residence	5,503	5,513	72.2%	0
Junk Vehicles	5,457	5,388	97.6%	32
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	3,248	3,223	98.9%	25
Traffic Signal Malfunctions	3,183	3,090	90.1%	133
Illegal Dumping, on C-R-O-W	3,054	2,977	75.4%	5
Mosquitoes, Inspect or Spray	3,017	3,136	98.2%	0
Missed Recycling Entire Street	2,975	2,936	84.0%	0
Zoning-Residential	2,938	2,881	98.9%	76
Same Day Missed Garbage Collection	2,898	2,891	75.4%	0
Recycle Collection Schedule - All Haulers	2,465	2,454	89.8%	9
Yard Waste, Information Request	2,410	2,390	94.0%	9
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	1,574	1,752	1,186	82.7%
02	1,708	1,571	1,079	81.0%
03	1,037	1,007	387	80.1%
04	1,295	1,263	1,200	82.0%
05	1,254	1,331	1,325	78.8%
06	1,574	1,715	1,067	76.7%
07	3,032	2,934	2,850	85.7%
08	2,713	2,572	2,915	85.6%
09	2,110	1,978	2,028	86.6%
10	1,682	1,748	2,064	80.5%
11	926	936	396	81.4%
12	890	894	879	79.5%
13	487	319	358	85.4%
14	1,173	1,218	1,259	78.5%
* Other	4	3	3	83.3%
Grand Total	21,459	21,241	18,996	82.4%

City Council Districts FY 2018

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	23,908	23,761	896	70.8%
02	20,651	20,667	619	67.5%
03	11,686	11,741	221	76.6%
04	15,954	15,757	796	84.1%
05	16,580	16,430	975	84.9%
06	19,488	19,260	768	82.9%
07	34,677	34,703	1,934	83.4%
08	29,909	30,040	1,959	80.1%
09	22,366	22,631	1,364	88.7%
10	20,844	20,593	1,503	84.1%
11	9,053	8,997	232	84.0%
12	10,843	10,828	658	85.1%
13	3,687	3,670	127	75.0%
14	14,328	14,488	954	85.3%
* Other	20	19	2	90.5%
Grand Total	253,994	253,585	13,008	81.0%