

## 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	233,986	218,972	5,309	232,095	8,087
2018	71,430	60,059	11,371	70,190	29,458

**Document last updated Feb 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	3,018	2,369	649	2,767	942	80.1%
32204	2018	900	772	128	964	386	73.3%
32205	2018	2,461	2,076	385	2,517	819	78.4%
32206	2018	3,300	2,572	728	3,157	1,244	84.3%
32207	2018	2,801	2,242	559	2,693	962	80.0%
32208	2018	5,177	4,111	1,066	5,047	1,744	79.9%
32209	2018	5,361	4,388	973	5,742	1,931	83.7%
32210	2018	4,053	3,279	774	4,012	1,280	83.8%
32211	2018	3,359	2,866	493	3,256	735	73.4%
32212	2018	8	8	0	13	5	61.1%
32216	2018	2,276	1,975	301	2,298	561	78.8%
32217	2018	1,435	1,278	157	1,447	287	77.9%
32218	2018	5,331	4,570	761	5,142	1,236	73.5%
32219	2018	1,289	1,098	191	1,315	384	79.7%
32220	2018	799	665	134	793	290	77.5%
32221	2018	1,187	1,028	159	1,210	314	81.4%
32222	2018	611	536	75	598	136	85.0%
32223	2018	2,213	1,971	242	2,229	414	77.7%
32224	2018	1,529	1,423	106	1,526	191	78.7%
32225	2018	4,043	3,533	510	3,916	770	72.9%
32226	2018	1,797	1,597	200	1,733	378	70.0%
32233	2018	575	494	81	544	118	69.8%
32234	2018	200	164	36	207	81	76.0%
32244	2018	2,732	2,408	324	2,813	663	84.1%
32246	2018	3,028	2,721	307	3,012	542	80.7%
32250	2018	370	340	30	376	58	76.7%
32254	2018	3,101	2,190	911	2,607	1,292	86.9%
32256	2018	1,548	1,386	162	1,526	260	80.9%
32257	2018	2,629	2,321	308	2,571	504	82.1%
32258	2018	1,815	1,646	169	1,798	278	76.4%
32266	2018	35	31	4	36	8	68.2%
32277	2018	2,449	2,001	448	2,325	645	73.9%
Grand	Total	71,430	60,059	11,371	70,190	19,458	79.3%

### 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	207	10,380	293	92.5%
32204	2017	3,790	3,482	123	3,679	258	85.7%
32205	2017	8,428	7,752	252	8,493	434	85.7%
32206	2017	8,898	8,061	302	8,860	516	88.5%
32207	2017	9,710	9,003	274	9,646	403	86.2%
32208	2017	16,220	14,829	493	15,863	678	85.1%
32209	2017	18,673	16,772	618	18,311	958	88.5%
32210	2017	12,967	11,952	315	12,673	506	87.8%
32211	2017	11,588	11,033	176	11,636	242	81.3%
32212	2017	89	82	2	83	5	89.8%
32216	2017	7,913	7,411	183	7,864	260	82.7%
32217	2017	4,043	3,782	98	4,030	130	81.8%
32218	2017	17,695	16,826	326	17,493	475	78.6%
32219	2017	4,403	4,060	135	4,297	193	86.1%
32220	2017	2,849	2,630	103	2,808	156	83.9%
32221	2017	4,071	3,787	109	3,972	155	86.8%
32222	2017	1,794	1,698	38	1,797	61	87.0%
32223	2017	7,181	6,800	127	7,195	172	80.4%
32224	2017	4,831	4,688	43	4,929	85	80.8%
32225	2017	14,291	13,749	167	14,206	260	78.5%
32226	2017	5,383	5,160	94	5,336	178	78.4%
32233	2017	2,158	2,087	21	2,141	37	82.6%
32234	2017	949	877	31	915	45	83.3%
32244	2017	8,911	8,292	233	8,760	339	88.5%
32246	2017	10,655	10,207	167	10,593	235	81.8%
32250	2017	1,297	1,241	21	1,280	28	83.9%
32254	2017	7,060	6,443	229	7,112	381	88.5%
32256	2017	5,018	4,831	55	4,986	98	80.8%
32257	2017	7,988	7,603	142	7,972	196	82.2%
32258	2017	5,917	5,702	66	5,900	109	79.0%
32266	2017	139	133	1	140	4	89.6%
32277	2017	8,945	8,468	158	8,745	197	82.9%
Grand	Total	233,986	218,972	5,309	232,095	8,087	84.1%

### 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	2	0	3	0.0%
Downtown Investment Authority	Parking Facilities & Enforcement	823	823	7	100.0%
Employee Services	Talent Management	24	25	2	92.6%
Finance and Administration	Fleet Management	5	5	0	100.0%
Finance and Administration	Jacksonville Human Rights Comm.	0	0	0	
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	1	1	1	50.0%
Finance and Administration	Other	9	6	8	71.4%
Finance and Administration	Risk Management	354	361	3	95.1%
Fire and Rescue	Emergency Preparedness	15	20	2	59.1%
Fire and Rescue	Fire Prevention	103	102	5	98.1%
Fire and Rescue	Other	8	9	1	80.0%
Neighborhoods	630-CITY	698	719	28	99.9%
Neighborhoods	Animal Care & Protective Svcs	6,576	6,647	124	93.7%
Neighborhoods	Environmental Quality	697	684	47	97.5%
Neighborhoods	Housing & Comm. Development	72	69	6	98.7%
Neighborhoods	Mosquito Control	420	551	0	94.2%
Neighborhoods	Municipal Code Compliance	15,950	15,367	6,352	95.8%
Neighborhoods	Neighborhood Services	0	0	0	
Neighborhoods	Other	1,382	1,416	46	88.8%
Other	Other	15	12	16	50.0%
Parks, Recreation & Community Svcs	Disabled Services	67	62	16	88.5%
Parks, Recreation & Community Svcs	Nature & Marine Resources	13	18	0	72.2%
Parks, Recreation & Community Svcs	Other	3	3	0	100.0%
Parks, Recreation & Community Svcs	Rec & Community Program	446	450	206	64.2%
Parks, Recreation & Community Svcs	Senior Services	352	353	0	100.0%
Parks, Recreation & Community Svcs	Social Services	29	29	1	83.3%
Planning and Development	Building Inspection	497	503	164	87.1%
Planning and Development	Community Planning	0	0	1	100.0%
Planning and Development	Current Planning	0	0	11	9.1%
Planning and Development	Development Services	65	90	44	60.4%
Planning and Development	Other	2	0	8	0.0%
Public Library	Other	4	4	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	18	13	7	90.0%
Public Works	Engineering & Construction Mgt	75	77	147	38.4%
Public Works	Mowing & Landscape Maintenance	1,702	3,117	2,583	45.8%
Public Works	Other	2,495	1,811	3,088	49.7%
Public Works	Public Buildings	4,103	3,946	1,473	70.3%
Public Works	Real Estate	0	0	1	0.0%
Public Works	RoW & Stormwater Maintenance	2	2	0	0.0%
Public Works	Solid Waste	32,737	31,350	2,018	81.3%
Public Works	Traffic Engineering	1,662	1,539	3,038	33.8%
Sports and Entertainment	Special Events	4	6	1	42.9%
Grand Total	Total	71,430	70,190	19,458	79.3%

### 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	1,509	1,502	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	2,957	2,946	0	94.2%
Neighborhoods	Animal Care & Protective Svcs	21,962	21,986	0	94.1%
Neighborhoods	Environmental Quality	1,952	1,950	2	98.0%
Neighborhoods	Housing & Comm. Development	1,865	1,881	0	99.5%
Neighborhoods	Mosquito Control	8,426	8,323	0	85.4%
Neighborhoods	Municipal Code Compliance	47,312	47,844	1,457	98.5%
Neighborhoods	Neighborhood Services	1	1	0	0.0%
Neighborhoods	Other	2,902	2,850	0	94.0%
Other	Other	86	90	9	69.7%
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	1,585	1,552	77	67.2%
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	1,519	1,473	73	89.5%
Planning and Development	Community Planning	13	18	1	100.0%
Planning and Development	Current Planning	10	0	11	9.1%
Planning and Development	Development Services	310	275	20	83.4%
Planning and Development	Other	6	1	6	0.0%
Public Library	Other	14	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	218	170	109	43.7%
Public Works	Mowing & Landscape Maintenance	10,689	8,762	1,679	62.9%
Public Works	Other	6,494	5,233	1,511	58.7%
Public Works	Public Buildings	13,284	13,293	465	87.5%
Public Works	Real Estate	3	2	1	33.3%
Public Works	RoW & Stormwater Maintenance	1,097	1,764	0	69.6%
Public Works	Solid Waste	92,489	93,379	72	79.1%
Public Works	Traffic Engineering	11,862	11,296	2,588	69.4%
Sports and Entertainment	Special Events	14	15	0	6.7%
Grand Total	Total	233,986	232,095	8,087	84.1%

## 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	7,542	7,580	97.4%	2,633
Cart - Damaged	4,269	3,507	64.9%	907
Missed Garbage	3,681	3,643	84.8%	44
Appliances, Schedule Collection	2,626	2,558	94.7%	158
Missed Yard Waste	2,541	2,508	82.2%	38
Missed Bulk Waste	2,297	2,273	72.4%	25
MCC PICS Case Recap and Reports	2,124	2,038	77.7%	118
Residential Violations	2,012	1,934	98.6%	1,060
Tires, Schedule Collection	1,811	1,741	96.9%	128
Junk Vehicles	1,789	1,563	96.8%	447
Cart - New Residence	1,707	1,634	61.4%	141
Missed Recycling	1,532	1,506	88.3%	29
Animal - Loose/Stray	1,525	1,538	100.0%	18
Public Records Request	1,129	1,125	98.8%	75
Missed Garbage - Entire Street	1,025	1,023	85.3%	7
Recycle Collection Schedule - All Haulers	1,014	981	95.2%	33
Same Day Missed Garbage Collection	958	948	79.2%	10
Missed Recycling Entire Street	900	886	89.1%	15
Animal - Message for ACPS	837	868	70.9%	22
Illegal Dumping, on C-R-O-W	823	781	84.0%	63
Yard Waste, Information Request	795	775	92.7%	22
Zoning-Residential	795	730	98.0%	173
Garbage, Information Request	601	592	99.2%	11
Animal - Nuisance	585	586	100.0%	10
Traffic Signal Malfunctions	554	541	87.5%	73



## 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	23,954	24,496	98.9%	261
Missed Garbage	10,307	10,382	73.8%	0
Cart - Damaged	8,579	8,434	76.7%	0
Mosquitoes, Inspect or Spray	8,322	8,220	85.2%	0
Missed Yard Waste	7,760	7,962	74.7%	0
Appliances, Schedule Collection	7,677	7,681	96.9%	0
Tires, Schedule Collection	6,323	6,391	95.3%	0
Residential Violations	6,111	6,201	98.8%	153
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	4,491	4,483	96.9%	4
Missed Recycling	3,982	4,005	74.4%	0
Traffic Signal Malfunctions	3,971	3,962	95.8%	28
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	99.1%	13
Zoning-Residential	2,686	2,742	99.1%	13
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	2,264	2,200	72.8%	582
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	6,030	5,810	1,436	73.7%
02	5,651	5,498	1,109	72.3%
03	3,406	3,316	504	75.9%
04	4,253	4,259	961	80.6%
05	4,704	4,598	1,355	79.3%
06	5,501	5,473	1,010	79.7%
07	10,271	9,757	3,286	79.7%
08	7,961	7,986	2,747	80.1%
09	6,831	6,652	2,326	85.8%
10	5,985	5,899	1,967	81.4%
11	2,558	2,523	385	78.8%
12	2,984	3,034	819	82.3%
13	1,101	1,078	201	71.0%
14	4,185	4,298	1,351	78.9%
* Other	9	9	1	80.0%
Grand Total	71,430	70,190	19,458	79.3%

**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	455	82.1%
02	18,946	18,771	444	78.3%
03	10,989	11,098	176	78.3%
04	15,110	15,034	440	83.2%
05	15,191	15,106	586	85.0%
06	17,503	17,485	399	80.4%
07	30,867	30,825	1,281	86.9%
08	26,913	26,445	1,188	84.9%
09	20,957	20,869	859	89.5%
10	19,606	19,237	879	86.6%
11	8,573	8,574	152	80.3%
12	10,582	10,388	414	86.8%
13	3,895	3,856	78	83.0%
14	13,487	13,225	735	85.8%
* Other	15	15	1	81.3%
Grand Total	233,986	232,095	8,087	84.1%