

## 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	233,984	218,972	4,016	232,095	6,514
2018	112,674	101,125	11,548	112,992	18,062

**Document last updated Apr 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	4,416	3,834	582	4,303	804	82.6%
32204	2018	1,732	1,361	371	1,618	584	78.8%
32205	2018	3,924	3,485	439	4,006	793	81.8%
32206	2018	4,875	4,232	643	4,918	1,056	86.2%
32207	2018	4,432	3,822	610	4,346	940	82.3%
32208	2018	7,604	6,645	959	7,752	1,476	78.9%
32209	2018	8,549	7,453	1,096	9,107	1,880	84.1%
32210	2018	6,252	5,356	896	6,177	1,315	85.7%
32211	2018	5,555	5,080	475	5,526	662	71.2%
32212	2018	12	12	0	18	4	68.2%
32216	2018	3,925	3,584	341	3,974	534	80.8%
32217	2018	2,216	2,076	140	2,277	238	79.5%
32218	2018	9,153	8,251	902	8,896	1,303	72.3%
32219	2018	1,919	1,745	174	1,988	340	81.7%
32220	2018	1,230	1,098	132	1,251	267	79.8%
32221	2018	1,869	1,678	190	1,890	316	83.9%
32222	2018	971	887	84	956	138	84.5%
32223	2018	3,565	3,330	235	3,638	357	79.1%
32224	2018	2,512	2,387	125	2,498	202	82.4%
32225	2018	6,495	6,012	483	6,456	686	70.3%
32226	2018	2,836	2,605	231	2,771	380	67.2%
32233	2018	907	803	104	858	136	69.2%
32234	2018	280	249	31	294	74	79.1%
32244	2018	4,242	3,820	422	4,300	685	86.0%
32246	2018	4,998	4,672	326	5,022	504	82.7%
32250	2018	567	518	49	556	75	80.3%
32254	2018	4,170	3,680	490	4,149	817	87.1%
32256	2018	2,452	2,295	157	2,446	245	83.5%
32257	2018	4,106	3,776	330	4,078	474	82.4%
32258	2018	2,859	2,688	171	2,856	263	78.3%
32266	2018	53	44	9	51	11	72.6%
32277	2018	3,998	3,647	351	4,016	503	71.9%
Grand	Total	112,674	101,125	11,548	112,992	18,062	79.8%

### 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	139	10,380	222	93.0%
32204	2017	3,791	3,482	93	3,679	213	86.3%
32205	2017	8,429	7,752	185	8,493	354	86.2%
32206	2017	8,895	8,061	218	8,860	413	89.5%
32207	2017	9,709	9,003	211	9,646	330	86.5%
32208	2017	16,219	14,829	356	15,863	517	85.5%
32209	2017	18,672	16,772	517	18,311	784	89.1%
32210	2017	12,966	11,952	241	12,673	419	88.1%
32211	2017	11,589	11,033	128	11,636	187	81.5%
32212	2017	89	82	2	83	4	90.8%
32216	2017	7,913	7,411	120	7,864	193	83.0%
32217	2017	4,043	3,782	74	4,030	98	82.2%
32218	2017	17,694	16,826	257	17,493	401	78.7%
32219	2017	4,403	4,060	116	4,297	166	86.2%
32220	2017	2,849	2,630	89	2,808	135	84.3%
32221	2017	4,072	3,787	88	3,972	126	87.2%
32222	2017	1,794	1,698	32	1,797	54	87.1%
32223	2017	7,181	6,800	78	7,195	122	80.7%
32224	2017	4,831	4,688	35	4,929	77	80.9%
32225	2017	14,293	13,749	118	14,206	203	78.7%
32226	2017	5,384	5,160	69	5,336	149	78.5%
32233	2017	2,158	2,087	17	2,141	32	82.7%
32234	2017	949	877	30	915	43	83.5%
32244	2017	8,910	8,292	169	8,760	263	89.0%
32246	2017	10,657	10,207	120	10,593	178	82.1%
32250	2017	1,297	1,241	19	1,280	26	84.0%
32254	2017	7,058	6,443	188	7,112	327	89.0%
32256	2017	5,019	4,831	46	4,986	88	80.9%
32257	2017	7,988	7,603	93	7,972	144	82.5%
32258	2017	5,916	5,702	53	5,900	92	79.2%
32266	2017	139	133	1	140	2	90.8%
32277	2017	8,945	8,468	114	8,745	152	83.1%
Grand	Total	233,984	218,972	4,016	232,095	6,514	84.5%

### 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	0	5	20.0%
Downtown Investment Authority	Parking Facilities & Enforcement	1,339	1,331	15	99.9%
Employee Services	Talent Management	33	32	4	88.9%
Finance and Administration	Fleet Management	11	11	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	2	0	50.0%
Finance and Administration	Other	12	8	9	70.6%
Finance and Administration	Risk Management	531	541	0	96.7%
Fire and Rescue	Emergency Preparedness	15	22	0	54.5%
Fire and Rescue	Fire Prevention	168	163	9	98.3%
Fire and Rescue	Other	12	12	2	78.6%
Neighborhoods	630-CITY	1,050	1,069	30	99.8%
Neighborhoods	Animal Care & Protective Svcs	9,991	10,116	70	94.5%
Neighborhoods	Environmental Quality	1,071	1,070	35	97.1%
Neighborhoods	Housing & Comm. Development	85	83	5	97.7%
Neighborhoods	Mosquito Control	489	620	0	94.8%
Neighborhoods	Municipal Code Compliance	25,372	25,188	5,956	97.0%
Neighborhoods	Neighborhood Services	0	0	0	
Neighborhoods	Other	1,462	1,496	46	88.1%
Other	Other	21	15	19	52.9%
Parks, Recreation & Community Svcs	Disabled Services	106	116	1	88.9%
Parks, Recreation & Community Svcs	Nature & Marine Resources	23	28	0	82.1%
Parks, Recreation & Community Svcs	Other	6	5	1	100.0%
Parks, Recreation & Community Svcs	Rec & Community Program	692	671	233	65.0%
Parks, Recreation & Community Svcs	Senior Services	354	355	0	100.0%
Parks, Recreation & Community Svcs	Social Services	46	46	1	89.4%
Planning and Development	Building Inspection	712	710	173	89.5%
Planning and Development	Community Planning	5	3	3	100.0%
Planning and Development	Current Planning	0	0	11	9.1%
Planning and Development	Development Services	123	129	63	66.1%
Planning and Development	Other	5	0	11	27.3%
Public Library	Other	8	8	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	29	26	5	90.3%
Public Works	Engineering & Construction Mgt	116	108	158	42.1%
Public Works	Mowing & Landscape Maintenance	2,662	4,490	2,172	47.6%
Public Works	Other	3,690	3,210	2,874	50.2%
Public Works	Public Buildings	5,988	5,933	1,376	71.7%
Public Works	Real Estate	1	0	2	50.0%
Public Works	RoW & Stormwater Maintenance	4	4	0	50.0%
Public Works	Solid Waste	52,935	52,175	1,554	77.4%
Public Works	Traffic Engineering	3,498	3,189	3,219	48.8%
Sports and Entertainment	Special Events	4	7	0	28.6%
Grand Total	Total	112,674	112,992	18,062	79.8%

### 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	1,145	98.9%
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	1,587	1,552	54	68.1%
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	54	90.0%
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	19	83.3%
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	107	43.7%
Public Works	Mowing & Landscape Maintenance	10,691	8,762	1,149	64.4%
Public Works	Other	6,484	5,233	1,246	58.7%
Public Works	Public Buildings	13,287	13,293	234	89.0%
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	92,490	93,379	5	79.1%
Public Works	Traffic Engineering	11,862	11,296	2,466	69.6%
Sports and Entertainment	Special Events	14	15	0	6.7%
Grand Total	Total	233,984	232,095	6,514	84.5%

## 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	11,395	11,901	97.2%	2,304
Cart - Damaged	6,891	6,851	55.0%	185
Missed Garbage	5,291	5,228	83.9%	69
Missed Yard Waste	4,859	4,647	76.5%	217
Appliances, Schedule Collection	3,868	3,868	93.6%	91
MCC PICS Case Recap and Reports	3,546	3,484	81.3%	94
Missed Bulk Waste	3,227	3,087	67.8%	141
Residential Violations	2,924	3,014	98.7%	894
Junk Vehicles	2,917	2,759	98.0%	380
Tires, Schedule Collection	2,785	2,771	95.7%	72
Cart - New Residence	2,677	2,679	67.3%	66
Animal - Loose/Stray	2,312	2,329	100.0%	14
Missed Yard Waste - Entire Street	2,206	2,083	63.5%	123
Missed Recycling	2,089	2,064	86.6%	28
Public Records Request	1,586	1,579	98.7%	78
Missed Garbage - Entire Street	1,574	1,536	85.4%	43
Recycle Collection Schedule - All Haulers	1,526	1,503	90.4%	23
Same Day Missed Garbage Collection	1,431	1,403	78.1%	28
Illegal Dumping, on C-R-O-W	1,382	1,360	83.4%	43
Zoning-Residential	1,375	1,278	98.8%	205
Missed Recycling Entire Street	1,256	1,228	88.9%	29
Animal - Message for ACPS	1,178	1,216	73.4%	15
Traffic Signal Malfunctions	1,160	1,087	89.3%	133
Yard Waste, Information Request	1,157	1,127	93.7%	32
Missed Yard Waste - Entire Neighborhood	1,044	990	63.3%	54



## 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	99.1%	75
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	7,678	7,681	96.9%	0
Tires, Schedule Collection	6,323	6,391	95.3%	0
Residential Violations	6,111	6,201	99.0%	88
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	95.9%	25
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%	9
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	74.1%	534
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	9,922	9,926	1,213	71.7%
02	9,222	9,095	1,088	69.6%
03	5,483	5,484	413	76.7%
04	7,165	7,203	931	82.5%
05	7,376	7,344	1,281	81.3%
06	8,763	8,827	917	80.5%
07	15,616	15,410	2,984	80.7%
08	12,731	13,173	2,460	79.5%
09	10,162	10,262	2,061	87.2%
10	9,502	9,396	1,987	83.2%
11	4,014	3,984	381	81.7%
12	4,706	4,755	825	84.2%
13	1,698	1,637	239	72.6%
14	6,299	6,481	1,281	81.1%
* Other	15	15	1	87.5%
<b>Grand Total</b>	<b>112,674</b>	<b>112,992</b>	<b>18,062</b>	<b>79.8%</b>

**City Council Districts FY 2017**

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	21,335	21,149	349	82.3%
02	18,950	18,772	351	78.5%
03	10,989	11,098	153	78.4%
04	15,129	15,051	328	83.5%
05	15,186	15,102	469	85.4%
06	17,502	17,485	296	80.7%
07	30,865	30,826	1,020	87.5%
08	26,903	26,435	934	85.4%
09	20,958	20,869	719	89.9%
10	19,610	19,246	741	86.9%
11	8,578	8,578	134	80.4%
12	10,583	10,388	353	87.0%
13	3,895	3,856	67	83.1%
14	13,486	13,225	599	86.3%
* Other	15	15	1	81.3%
<b>Grand Total</b>	<b>233,984</b>	<b>232,095</b>	<b>6,514</b>	<b>84.5%</b>