

## 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	234,041	218,976	7,932	232,100	10,937
2018	37,650	28,603	9,047	35,938	19,984

**Document last updated December 1, 2017**

**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	1,454	1,059	395	1,350	799	73.7%
32204	2018	474	384	90	523	402	67.5%
32205	2018	1,234	969	265	1,286	829	73.5%
32206	2018	1,897	1,165	732	1,561	1,443	84.7%
32207	2018	1,384	1,053	331	1,388	852	75.8%
32208	2018	2,418	1,716	702	2,431	1,607	77.9%
32209	2018	2,736	1,975	761	2,899	2,150	82.8%
32210	2018	2,247	1,502	745	2,024	1,465	81.3%
32211	2018	1,679	1,364	315	1,660	651	72.6%
32212	2018	3	3	0	6	7	46.2%
32216	2018	1,240	990	250	1,224	601	77.1%
32217	2018	798	655	143	779	317	75.3%
32218	2018	2,780	2,314	466	2,727	1,100	75.2%
32219	2018	692	538	154	696	405	77.1%
32220	2018	421	335	86	420	285	72.1%
32221	2018	658	519	139	650	351	77.2%
32222	2018	332	279	53	325	131	82.7%
32223	2018	1,305	1,061	244	1,258	477	76.3%
32224	2018	860	740	120	810	237	77.7%
32225	2018	2,158	1,753	405	2,033	769	76.4%
32226	2018	986	823	163	926	374	70.6%
32233	2018	333	217	116	256	164	74.3%
32234	2018	99	76	23	101	86	70.6%
32244	2018	1,487	1,207	280	1,510	723	81.8%
32246	2018	1,745	1,330	415	1,543	730	81.4%
32250	2018	223	162	61	193	95	81.6%
32254	2018	1,565	800	765	1,078	1,287	84.9%
32256	2018	775	660	115	782	233	79.8%
32257	2018	1,419	1,141	278	1,329	536	80.9%
32258	2018	1,009	840	169	955	316	78.8%
32266	2018	19	9	10	13	15	60.7%
32277	2018	1,220	964	256	1,202	547	75.9%

### 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	10,135	9,530	317	10,379	404	91.8%
32204	2017	3,791	3,482	173	3,679	312	85.8%
32205	2017	8,434	7,755	369	8,497	564	85.9%
32206	2017	8,903	8,061	465	8,860	711	89.2%
32207	2017	9,712	9,003	382	9,646	521	86.4%
32208	2017	16,225	14,829	700	15,863	905	85.6%
32209	2017	18,678	16,772	1,014	18,311	1,389	88.9%
32210	2017	12,973	11,952	514	12,673	720	88.1%
32211	2017	11,588	11,033	265	11,636	336	81.5%
32212	2017	89	82	4	83	7	88.9%
32216	2017	7,915	7,411	270	7,864	351	83.0%
32217	2017	4,043	3,782	140	4,030	174	82.3%
32218	2017	17,694	16,826	470	17,493	634	78.9%
32219	2017	4,402	4,060	187	4,297	251	86.5%
32220	2017	2,850	2,631	139	2,809	199	84.2%
32221	2017	4,077	3,787	163	3,972	212	86.8%
32222	2017	1,795	1,698	54	1,797	78	87.2%
32223	2017	7,181	6,800	186	7,195	233	80.5%
32224	2017	4,830	4,688	72	4,929	117	80.6%
32225	2017	14,292	13,749	266	14,206	364	78.7%
32226	2017	5,384	5,161	125	5,337	211	78.6%
32233	2017	2,158	2,087	32	2,141	48	82.5%
32234	2017	949	877	48	915	63	83.5%
32244	2017	8,911	8,292	326	8,760	443	88.8%
32246	2017	10,658	10,207	243	10,593	315	82.2%
32250	2017	1,298	1,241	26	1,280	34	84.2%
32254	2017	7,062	6,443	353	7,112	522	88.9%
32256	2017	5,020	4,831	74	4,986	118	81.0%
32257	2017	7,988	7,603	201	7,972	258	82.5%
32258	2017	5,918	5,702	104	5,900	147	79.2%
32266	2017	139	133	2	140	5	89.0%
32277	2017	8,949	8,468	248	8,745	291	83.0%

### 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	66.7%
Downtown Investment Authority	Parking Facilities & Enforcement	410	407	9	100.0%
Employee Services	Talent Management	8	11	0	90.9%
Finance and Administration	Fleet Management	0	0	0	
Finance and Administration	Jacksonville Human Rights Comm.	0	0	0	
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	0	1	0	0.0%
Finance and Administration	Other	8	4	11	66.7%
Finance and Administration	Risk Management	202	210	0	92.9%
Fire and Rescue	Emergency Preparedness	10	16	1	58.8%
Fire and Rescue	Fire Prevention	46	40	10	98.0%
Fire and Rescue	Other	5	7	0	71.4%
Neighborhoods	630-CITY	427	397	78	99.6%
Neighborhoods	Animal Care & Protective Svcs	3,257	3,291	161	92.2%
Neighborhoods	Environmental Quality	367	366	35	98.8%
Neighborhoods	Housing & Comm. Development	48	48	3	100.0%
Neighborhoods	Mosquito Control	401	532	0	94.0%
Neighborhoods	Municipal Code Compliance	7,541	6,703	6,599	98.0%
Neighborhoods	Neighborhood Services	1	0	1	0.0%
Neighborhoods	Other	1,258	1,310	28	89.2%
Other	Other	9	6	20	34.6%
Parks, Recreation & Community Svcs	Disabled Services	37	38	10	87.5%
Parks, Recreation & Community Svcs	Nature & Marine Resources	8	13	0	61.5%
Parks, Recreation & Community Svcs	Other	1	1	0	100.0%
Parks, Recreation & Community Svcs	Rec & Community Program	263	289	182	67.9%
Parks, Recreation & Community Svcs	Senior Services	136	137	0	100.0%
Parks, Recreation & Community Svcs	Social Services	15	16	0	75.0%
Planning and Development	Building Inspection	248	240	175	85.5%
Planning and Development	Community Planning	0	0	1	0.0%
Planning and Development	Current Planning	0	0	11	18.2%
Planning and Development	Development Services	30	65	35	56.0%
Planning and Development	Other	2	0	8	25.0%
Public Library	Other	2	2	0	100.0%
Public Works	City User Fees	10	11	1	83.3%
Public Works	Engineering & Construction Mgt	48	52	144	39.3%

DepDescription Filter	DivDescription Filter	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Public Works	Mowing & Landscape Maintenance	1,045	1,678	3,382	55.3%
Public Works	Other	1,576	983	3,046	56.6%
Public Works	Public Buildings	2,021	1,956	1,381	61.9%
Public Works	Real Estate	0	0	2	50.0%
Public Works	RoW & Stormwater Maintenance	1	0	1	100.0%
Public Works	Solid Waste	17,400	16,424	1,604	83.5%
Public Works	Traffic Engineering	804	678	3,042	25.0%
Sports and Entertainment	Special Events	3	6	0	33.3%
Grand Total	Total	37,650	35,938	19,984	78.1%

### 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	2,774	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	54	48	5	66.0%
Finance and Administration	Risk Management	1,278	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	2,956	2,946	3	94.2%
Neighborhoods	Animal Care & Protective Svcs	21,963	21,987	0	94.1%
Neighborhoods	Environmental Quality	1,952	1,950	4	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	47,306	47,844	2,530	98.8%
Neighborhoods	Neighborhood Services	1	1	0	0.0%
Neighborhoods	Other	2,902	2,850	0	94.0%
Other	Other	89	89	14	66.0%
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	1,583	1,552	93	68.4%
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	97	89.2%
Planning and Development	Community Planning	13	18	1	94.7%
Planning and Development	Current Planning	10	0	11	18.2%
Planning and Development	Development Services	311	275	23	83.6%
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	217	170	119	46.0%
Public Works	Mowing & Landscape Maintenance	10,708	8,763	2,618	68.9%
Public Works	Other	6,534	5,233	1,853	61.0%
Public Works	Public Buildings	13,285	13,293	694	86.2%
Public Works	Real Estate	3	2	2	50.0%
Public Works	RoW & Stormwater Maintenance	1,098	1,766	0	69.5%
Public Works	Solid Waste	92,492	93,381	91	79.1%
Public Works	Traffic Engineering	11,859	11,296	2,770	69.0%
Sports and Entertainment	Special Events	14	15	0	6.7%
Grand Total	Total	234,041	232,100	10,937	84.4%

## 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	4,064	3,694	97.6%	3,037
Cart - Damaged	2,058	2,027	83.8%	176
Missed Garbage	1,920	1,859	81.9%	67
Missed Bulk Waste	1,704	1,611	70.0%	94
Missed Yard Waste	1,438	1,335	79.6%	108
Appliances, Schedule Collection	1,344	1,190	98.2%	244
MCC PICS Case Recap and Reports	1,020	989	86.4%	63
Tires, Schedule Collection	998	880	99.1%	176
Residential Violations	946	920	98.1%	1,007
Cart - New Residence	884	876	72.1%	76
Junk Vehicles	833	589	98.4%	464
Missed Recycling	825	795	89.3%	33
Animal - Loose/Stray	735	741	100.0%	25
Public Records Request	625	588	98.3%	108
Missed Garbage - Entire Street	492	459	84.3%	38
Same Day Missed Garbage Collection	478	461	74.1%	17
Missed Recycling Entire Street	461	444	88.7%	18
Animal - Message for ACPS	452	462	65.1%	43
Yard Waste, Information Request	415	331	99.8%	86
Illegal Dumping, on C-R-O-W	413	386	80.4%	48
Mosquitoes, Inspect or Spray	395	523	94.3%	0
Zoning-Residential	379	339	97.7%	146
Recycle Collection Schedule - All Haulers	367	354	96.7%	13
Storm Debris Collection Complaint	335	3	60.2%	334
Nuisance - Unsafe tree-private	332	345	99.1%	240



## 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	24,496	98.9%	847
Missed Garbage	10,307	10,382	73.8%	0
Cart - Damaged	8,580	8,435	76.7%	2
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	98.7%	395
Missed Bulk Waste	5,331	5,420	57.9%	0
Junk Vehicles	5,154	5,248	98.2%	13
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	3,968	3,962	95.8%	30
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	99.2%	17
Zoning-Residential	2,684	2,742	99.1%	21
Recycle Collection Schedule - All Haulers	2,524	2,529	93.4%	0
Illegal Dumping, on C-R-O-W	2,286	2,307	82.2%	1
Sign In Need Of Maintenance	2,267	2,200	71.7%	637
Garbage, Information Request	2,107	2,121	97.3%	0
Tree - Down in Road	2,040	1,243	78.2%	22

**City Council Districts FY 2018**

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	3,002	2,979	1,248	73.9%
02	3,076	2,916	1,116	74.5%
03	1,819	1,701	532	77.2%
04	2,395	2,200	1,166	79.8%
05	2,492	2,440	1,303	75.9%
06	3,066	2,928	1,120	79.0%
07	5,277	4,810	3,252	78.1%
08	4,039	4,078	2,736	79.7%
09	3,652	3,246	2,555	84.4%
10	2,978	2,846	2,013	77.8%
11	1,348	1,326	373	79.1%
12	1,635	1,642	870	78.9%
13	629	516	292	74.8%
14	2,237	2,306	1,406	74.8%
* Other	5	4	2	83.3%
<b>Grand Total</b>	<b>37,650</b>	<b>35,938</b>	<b>19,984</b>	<b>78.1%</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	21,356	21,167	657	82.2%
02	18,947	18,772	567	78.5%
03	10,989	11,098	253	78.2%
04	15,115	15,033	588	83.6%
05	15,203	15,115	758	85.3%
06	17,503	17,485	541	80.6%
07	30,875	30,824	1,726	87.1%
08	26,919	26,445	1,656	85.4%
09	20,953	20,862	1,233	89.7%
10	19,597	19,227	1,164	86.9%
11	8,566	8,566	183	80.4%
12	10,592	10,392	558	87.0%
13	3,896	3,856	102	82.9%
14	13,515	13,243	950	86.1%
* Other	15	15	1	81.3%
<b>Grand Total</b>	<b>234,041</b>	<b>232,100</b>	<b>10,937</b>	<b>84.4%</b>