

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	233,939	218,919	2,576	232,042	4,108
2018	209,491	192,305	17,184	206,582	21,292

Document last updated Aug 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	8,448	7,877	571	8,464	674	89.1%
32204	2018	3,002	2,771	231	3,099	373	83.7%
32205	2018	7,307	6,627	679	7,269	915	86.3%
32206	2018	8,888	7,669	1,219	8,507	1,478	88.8%
32207	2018	8,688	7,805	883	8,468	1,075	86.2%
32208	2018	14,189	12,848	1,341	14,147	1,664	79.7%
32209	2018	16,564	14,744	1,820	16,647	2,357	86.2%
32210	2018	11,074	10,050	1,024	11,029	1,286	87.7%
32211	2018	11,526	10,203	1,323	10,723	1,436	71.1%
32212	2018	33	32	1	40	3	81.4%
32216	2018	6,946	6,411	535	6,884	645	82.9%
32217	2018	3,819	3,510	309	3,754	366	83.9%
32218	2018	16,816	15,739	1,077	16,527	1,339	69.5%
32219	2018	3,524	3,211	313	3,508	425	84.3%
32220	2018	2,476	2,279	197	2,471	293	85.3%
32221	2018	3,590	3,255	334	3,502	421	85.8%
32222	2018	1,809	1,653	156	1,740	194	83.9%
32223	2018	6,437	6,041	396	6,402	464	83.6%
32224	2018	4,365	4,208	157	4,347	206	86.7%
32225	2018	12,302	11,634	668	12,175	776	66.8%
32226	2018	5,155	4,872	283	5,082	388	66.2%
32233	2018	1,723	1,607	116	1,673	133	71.2%
32234	2018	593	533	60	591	90	83.7%
32244	2018	8,120	7,377	743	7,957	906	88.0%
32246	2018	9,226	8,653	573	9,072	683	86.6%
32250	2018	979	921	58	972	71	85.8%
32254	2018	6,857	6,204	653	6,777	876	88.9%
32256	2018	4,399	4,188	211	4,383	256	86.9%
32257	2018	7,366	6,928	438	7,290	521	86.7%
32258	2018	5,315	5,063	252	5,265	312	84.5%
32266	2018	91	80	11	87	13	81.0%
32277	2018	7,864	7,312	552	7,730	653	69.5%
Grand	Total	209,491	192,305	17,184	206,582	21,292	81.5%

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	63	10,380	103	94.2%
32204	2017	3,791	3,482	58	3,679	142	88.7%
32205	2017	8,431	7,752	108	8,493	236	87.8%
32206	2017	8,896	8,061	135	8,860	259	90.7%
32207	2017	9,708	9,002	131	9,645	192	87.5%
32208	2017	16,216	14,829	224	15,863	323	86.2%
32209	2017	18,675	16,772	357	18,311	537	89.9%
32210	2017	12,967	11,952	143	12,673	262	89.2%
32211	2017	11,589	11,033	85	11,636	113	81.9%
32212	2017	89	82	1	83	2	92.9%
32216	2017	7,913	7,411	70	7,864	110	83.6%
32217	2017	4,044	3,783	42	4,031	57	83.0%
32218	2017	17,698	16,826	180	17,493	262	79.2%
32219	2017	4,406	4,062	73	4,299	112	87.2%
32220	2017	2,849	2,630	68	2,808	96	85.3%
32221	2017	4,059	3,778	62	3,963	87	88.0%
32222	2017	1,796	1,698	25	1,797	38	87.9%
32223	2017	7,181	6,800	45	7,195	68	81.3%
32224	2017	4,833	4,688	28	4,929	49	81.3%
32225	2017	14,295	13,749	70	14,206	108	79.2%
32226	2017	5,384	5,160	44	5,336	105	79.0%
32233	2017	2,111	2,043	7	2,097	17	83.0%
32234	2017	949	877	21	915	30	84.3%
32244	2017	8,907	8,290	110	8,758	163	90.0%
32246	2017	10,658	10,207	84	10,593	110	82.6%
32250	2017	1,297	1,241	9	1,280	13	84.6%
32254	2017	7,059	6,443	131	7,112	223	89.9%
32256	2017	5,019	4,831	26	4,986	45	81.6%
32257	2017	7,987	7,603	61	7,972	83	83.1%
32258	2017	5,918	5,702	36	5,900	60	79.6%
32266	2017	139	133	1	140	2	90.8%
32277	2017	8,943	8,468	78	8,745	101	83.4%
Grand	Total	233,939	218,919	2,576	232,042	4,108	85.3%

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	9	0	10	10.0%
Downtown Investment Authority	Parking Facilities & Enforcement	2,500	2,497	10	99.8%
Employee Services	Talent Management	45	46	2	79.2%
Finance and Administration	Fleet Management	20	19	1	100.0%
Finance and Administration	Jacksonville Human Rights Comm.	0	0	0	
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	3	4	0	75.0%
Finance and Administration	Other	23	13	15	46.4%
Finance and Administration	Risk Management	1,004	1,014	0	97.9%
Fire and Rescue	Emergency Preparedness	65	68	4	54.2%
Fire and Rescue	Fire Prevention	267	262	9	98.2%
Fire and Rescue	Other	14	16	0	75.0%
Neighborhoods	630-CITY	1,827	1,808	68	99.7%
Neighborhoods	Animal Care & Protective Svcs	16,922	16,997	120	95.3%
Neighborhoods	Environmental Quality	1,794	1,765	63	97.5%
Neighborhoods	Housing & Comm. Development	108	98	13	97.3%
Neighborhoods	Mosquito Control	2,369	2,479	25	97.7%
Neighborhoods	Municipal Code Compliance	49,425	46,973	8,222	96.1%
Neighborhoods	Neighborhood Services	0	0	3	0.0%
Neighborhoods	Other	1,732	1,775	37	87.2%
Other	Other	48	29	32	52.5%
Parks, Recreation & Community Svcs	Disabled Services	211	205	17	92.3%
Parks, Recreation & Community Svcs	Nature & Marine Resources	36	41	0	87.8%
Parks, Recreation & Community Svcs	Other	19	19	0	100.0%
Parks, Recreation & Community Svcs	Rec & Community Program	1,255	1,325	151	71.6%
Parks, Recreation & Community Svcs	Senior Services	428	427	2	100.0%
Parks, Recreation & Community Svcs	Social Services	52	52	1	88.7%
Planning and Development	Building Inspection	1,141	1,158	160	88.8%
Planning and Development	Community Planning	5	6	0	83.3%
Planning and Development	Current Planning	0	0	11	9.1%
Planning and Development	Development Services	285	227	127	75.1%
Planning and Development	Other	14	2	18	25.0%
Public Library	Other	237	210	28	90.3%

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	38	32	8	85.0%
Public Works	Engineering & Construction Mgt	200	180	167	51.6%
Public Works	Mowing & Landscape Maintenance	6,188	7,331	2,876	61.5%
Public Works	Other	7,473	6,066	3,792	62.9%
Public Works	Public Buildings	10,737	10,855	1,204	79.7%
Public Works	Real Estate	2	2	11	84.6%
Public Works	RoW & Stormwater Maintenance	64	71	1	47.2%
Public Works	Solid Waste	95,664	94,676	1,787	75.0%
Public Works	Traffic Engineering	7,261	7,826	2,296	63.5%
Sports and Entertainment	Special Events	6	8	1	44.4%
Grand Total	Total	209,491	206,582	21,292	81.5%

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	62.7%
Finance and Administration	Risk Management	1,280	1,273	0	99.7%
Fire and Rescue	Emergency Preparedness	1,507	1,500	0	62.7%
Fire and Rescue	Fire Prevention	256	274	0	85.0%
Fire and Rescue	Other	24	23	0	78.3%
Neighborhoods	630-CITY	2,956	2,945	0	94.2%
Neighborhoods	Animal Care & Protective Svcs	21,953	21,977	0	94.1%
Neighborhoods	Environmental Quality	1,950	1,948	2	98.0%
Neighborhoods	Housing & Comm. Development	1,864	1,880	0	99.5%
Neighborhoods	Mosquito Control	8,420	8,317	0	85.3%
Neighborhoods	Municipal Code Compliance	47,306	47,841	846	98.9%
Neighborhoods	Neighborhood Services	3	1	3	0.0%
Neighborhoods	Other	2,902	2,850	0	94.0%
Other	Other	86	90	6	71.9%
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	1,589	1,552	15	69.6%
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	1,518	1,472	17	90.5%
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	12	85.4%
Planning and Development	Other	6	1	6	0.0%
Public Library	Other	15	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	215	170	99	44.6%
Public Works	Mowing & Landscape Maintenance	10,703	8,760	582	68.3%
Public Works	Other	6,479	5,232	991	63.7%
Public Works	Public Buildings	13,284	13,291	132	89.7%
Public Works	Real Estate	6	2	10	83.3%
Public Works	RoW & Stormwater Maintenance	1,102	1,765	1	69.5%
Public Works	Solid Waste	92,489	93,377	9	79.1%
Public Works	Traffic Engineering	11,832	11,274	1,361	75.2%
Sports and Entertainment	Special Events	14	15	0	6.7%
Grand Total	Total	233,939	232,042	4,108	85.3%

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	23,179	21,997	98.1%	3,992
Cart - Damaged	13,008	12,758	47.9%	395
Missed Yard Waste	10,060	9,923	70.2%	142
Missed Garbage	9,107	9,048	82.2%	65
MCC PICS Case Recap and Reports	7,072	6,998	77.7%	106
Appliances, Schedule Collection	6,358	6,288	95.0%	161
Missed Bulk Waste	5,601	5,549	65.2%	53
Tires, Schedule Collection	5,037	4,926	96.3%	169
Residential Violations	4,728	4,627	98.6%	1,086
Junk Vehicles	4,674	4,469	97.9%	427
Cart - New Residence	4,631	4,608	72.1%	91
Missed Yard Waste - Entire Street	4,271	4,172	58.8%	99
Animal - Loose/Stray	3,816	3,831	99.9%	16
Missed Recycling	3,545	3,532	85.2%	16
Public Records Request	2,855	2,830	98.9%	96
Missed Garbage - Entire Street	2,816	2,802	82.0%	19
Illegal Dumping, on C-R-O-W	2,520	2,432	79.8%	109
Zoning-Residential	2,495	2,317	98.8%	287
Traffic Signal Malfunctions	2,479	2,404	91.7%	135
Missed Recycling Entire Street	2,427	2,421	85.3%	7
Same Day Missed Garbage Collection	2,404	2,388	76.9%	16
Mosquitoes, Inspect or Spray	2,341	2,448	97.8%	25
Recycle Collection Schedule - All Haulers	2,228	2,218	89.5%	10
Yard Waste, Information Request	2,006	1,972	94.1%	36
Animal - Message for ACPS	1,910	1,949	77.1%	14

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	24,495	99.1%	22
Missed Garbage	10,307	10,382	73.8%	0
Cart - Damaged	8,579	8,434	76.7%	0
Mosquitoes, Inspect or Spray	8,316	8,214	85.2%	0
Missed Yard Waste	7,759	7,961	74.7%	0
Appliances, Schedule Collection	7,678	7,681	96.9%	0
Tires, Schedule Collection	6,322	6,390	95.3%	0
Residential Violations	6,111	6,200	99.0%	27
Missed Bulk Waste	5,331	5,420	57.9%	0
Junk Vehicles	5,154	5,248	98.2%	0
Animal - Loose/Stray	4,757	4,788	98.1%	0
SWS / WP Only - Garbage/Recycle Cart Request	4,572	4,827	80.1%	0
MCC PICS Case Recap and Reports	4,490	4,482	96.9%	4
Missed Recycling	3,983	4,006	74.4%	0
Traffic Signal Malfunctions	3,958	3,949	96.2%	11
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	99.3%	7
Zoning-Residential	2,686	2,742	99.1%	8
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	2,176	2,197	86.2%	149
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	20,111	19,175	2,153	70.6%
02	17,218	17,010	1,170	66.9%
03	9,752	9,719	445	77.8%
04	13,034	12,807	1,197	84.9%
05	13,789	13,493	1,548	85.6%
06	15,902	15,750	1,132	85.2%
07	28,562	28,136	3,204	83.3%
08	24,399	24,436	2,866	80.0%
09	18,762	18,545	2,381	89.3%
10	16,901	16,735	2,048	84.7%
11	7,265	7,247	371	86.2%
12	8,888	8,757	1,001	85.6%
13	3,074	3,016	233	76.4%
14	11,817	11,739	1,542	85.8%
* Other	17	17	1	88.9%
Grand Total	209,491	206,582	21,292	81.5%

City Council Districts FY 2017

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	21,355	21,170	222	82.7%
02	18,950	18,772	215	78.9%
03	10,990	11,098	83	78.8%
04	15,118	15,039	202	84.1%
05	15,193	15,108	268	86.4%
06	17,502	17,485	175	81.2%
07	30,870	30,826	615	88.6%
08	26,915	26,446	625	86.1%
09	20,959	20,867	475	90.7%
10	19,606	19,240	490	87.9%
11	8,564	8,563	74	80.9%
12	10,569	10,378	241	87.9%
13	3,849	3,812	39	83.5%
14	13,484	13,223	383	88.3%
* Other	15	15	1	81.3%
Grand Total	233,939	232,042	4,108	85.3%