

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
2016	276,540	262,211	2,083	280,212	3,216
2017	234,165	218,719	15,446	231,842	18,662

Document last updated September 1, 2017
Fiscal Year data for 2016 is for the entire year: Oct 1, 2015 thru Sep 30, 2016

Zip Code Metrics 2017

ZipCode	Fiscal Year (FY)	ZipCode	Fiscal Year (FY)	Requests Received this FY	Received & Completed this FY	Active Requests from this FY	Completed during this FY
32202	2017	32202	2017	10,139	9,529	610	10,378
32204	2017	32204	2017	3,793	3,481	312	3,678
32205	2017	32205	2017	8,439	7,754	685	8,496
32206	2017	32206	2017	8,908	8,061	847	8,860
32207	2017	32207	2017	9,712	9,002	710	9,645
32208	2017	32208	2017	16,236	14,822	1,414	15,856
32209	2017	32209	2017	18,687	16,770	1,917	18,309
32210	2017	32210	2017	12,981	11,952	1,029	12,673
32211	2017	32211	2017	11,587	11,004	583	11,607
32212	2017	32212	2017	89	82	7	83
32216	2017	32216	2017	7,916	7,408	508	7,861
32217	2017	32217	2017	4,047	3,781	266	4,029
32218	2017	32218	2017	17,711	16,771	940	17,438
32219	2017	32219	2017	4,406	4,059	347	4,296
32220	2017	32220	2017	2,852	2,631	221	2,809
32221	2017	32221	2017	4,077	3,783	294	3,967
32222	2017	32222	2017	1,804	1,698	106	1,797
32223	2017	32223	2017	7,186	6,773	413	7,168
32224	2017	32224	2017	4,834	4,672	162	4,913
32225	2017	32225	2017	14,293	13,715	578	14,172
32226	2017	32226	2017	5,391	5,155	236	5,331
32233	2017	32233	2017	2,158	2,086	72	2,140
32234	2017	32234	2017	951	877	74	915
32244	2017	32244	2017	8,917	8,292	625	8,760
32246	2017	32246	2017	10,663	10,193	470	10,579
32250	2017	32250	2017	1,298	1,241	57	1,280
32254	2017	32254	2017	7,063	6,443	620	7,112
32256	2017	32256	2017	5,022	4,824	198	4,979
32257	2017	32257	2017	7,990	7,586	404	7,955
32258	2017	32258	2017	5,923	5,686	237	5,884
32266	2017	32266	2017	139	133	6	140
32277	2017	32277	2017	8,953	8,455	498	8,732
Grand	Total	Grand Total	Total	234,165	218,719	15,446	231,842

Zip Code Metrics 2016

ZipCode	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	Percent On-Time
32202	2016	12,986	12,078	74	13,055	90	79.4%
32204	2016	3,546	3,304	80	3,671	142	85.6%
32205	2016	9,597	8,814	100	9,703	202	86.9%
32206	2016	9,929	9,047	167	10,388	266	88.9%
32207	2016	9,917	9,204	107	10,058	146	86.9%
32208	2016	15,964	14,801	175	16,369	224	84.9%
32209	2016	19,549	17,888	237	20,000	407	89.4%
32210	2016	13,906	13,119	124	14,283	221	88.7%
32211	2016	14,618	13,993	53	14,808	80	86.1%
32212	2016	94	90	3	92	3	82.1%
32216	2016	9,644	9,172	52	9,693	82	86.5%
32217	2016	5,791	5,534	27	5,799	37	83.2%
32218	2016	20,199	19,430	135	20,474	179	81.8%
32219	2016	4,230	3,973	46	4,292	68	86.7%
32220	2016	3,044	2,838	45	3,044	65	87.0%
32221	2016	4,764	4,563	33	4,897	53	88.5%
32222	2016	2,181	2,071	20	2,154	27	87.5%
32223	2016	9,261	8,858	30	9,214	49	83.2%
32224	2016	7,293	7,032	30	7,252	45	87.7%
32225	2016	20,000	19,492	71	20,223	102	84.6%
32226	2016	6,768	6,564	43	6,844	91	82.4%
32233	2016	3,106	3,045	10	3,162	17	85.6%
32234	2016	843	803	7	877	16	84.5%
32244	2016	9,667	9,161	81	9,762	128	88.5%
32246	2016	14,940	14,521	53	15,084	77	87.5%
32250	2016	1,468	1,427	3	1,467	8	89.2%
32254	2016	7,922	7,157	139	7,982	181	89.3%
32256	2016	6,098	5,923	32	6,093	51	87.7%
32257	2016	10,619	10,229	45	10,658	62	85.5%
32258	2016	7,590	7,382	26	7,622	46	85.9%
32266	2016	147	140	1	144	3	85.0%
32277	2016	10,859	10,558	34	11,048	48	84.3%
Grand	Total	276,540	262,211	2,083	280,212	3,216	85.9%

Department-Division 2017

DepDescription_Filter	DivDescription_Filter	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Downtown Investment Authority	Parking Facilities & Enforcement	2,774	2,810	7	98.3%
Downtown Investment Authority	Other	2	1	1	50.0%
Employee Services	Talent Management	42	42	4	93.5%
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	1	97.6%
Finance and Administration	Risk Management	1,271	1,273	1	99.7%
Finance and Administration	Other	51	46	6	63.5%
Fire and Rescue	Emergency Preparedness	1,509	1,502	7	62.6%
Fire and Rescue	Fire Prevention	256	274	4	84.9%
Fire and Rescue	Other	24	23	2	80.0%
Neighborhoods	630-CITY	2,958	2,946	50	94.3%
Neighborhoods	Animal Care & Protective Svcs	21,962	21,987	194	94.0%
Neighborhoods	Environmental Quality	1,953	1,947	38	98.0%
Neighborhoods	Housing & Comm. Development	1,865	1,881	3	99.5%
Neighborhoods	Mosquito Control	8,424	8,323	129	85.5%
Neighborhoods	Municipal Code Compliance	47,356	47,844	5,812	99.0%
Neighborhoods	Neighborhood Services	5	1	4	20.0%
Neighborhoods	Other	2,853	2,850	31	93.9%
Parks, Recreation & Community Svcs	Disabled Services	207	201	11	95.3%
Parks, Recreation & Community Svcs	Nature & Marine Resources	51	46	5	84.3%
Parks, Recreation & Community Svcs	Rec & Community Program	1,593	1,552	218	67.7%
Parks, Recreation & Community Svcs	Senior Services	366	385	1	94.3%
Parks, Recreation & Community Svcs	Social Services	49	48	1	89.8%
Parks, Recreation & Community Svcs	Other	21	23	0	91.3%
Planning and Development	Building Inspection	1,517	1,473	163	90.3%
Planning and Development	Community Planning	15	18	3	100.0%
Planning and Development	Current Planning	8	0	9	11.1%
Planning and Development	Development Services	311	275	70	81.2%
Planning and Development	Other	6	1	6	0.0%
Public Library	Other	14	14	0	100.0%
Public Works	City User Fees	64	63	2	89.2%
Public Works	Engineering & Construction Mgt	214	170	145	49.2%

DepDescription_Filter	DivDescription_Filter	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Public Works	Mowing & Landscape Maintenance	10,713	8,763	4,021	71.6%
Public Works	Public Buildings	13,280	13,293	1,311	86.1%
Public Works	Real Estate	5	2	3	60.0%
Public Works	RoW & Stormwater Maintenance	1,097	1,765	0	69.6%
Public Works	Solid Waste	92,500	93,135	882	79.1%
Public Works	Traffic Engineering	11,860	11,291	2,923	69.6%
Public Works	Other	6,647	5,233	2,574	66.1%
Sports and Entertainment	Special Events	14	15	3	5.6%
Other	Other	89	89	17	67.9%
Grand Total	Total	234,165	231,842	18,662	84.8%

Department-Division 2016

DepDescription_Filter	DivDescription_Filter	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Downtown Investment Authority	Parking Facilities & Enforcement	3,465	3,653	0	75.3%
Downtown Investment Authority	Other	0	0	0	
Employee Services	Talent Management	54	54	0	81.5%
Finance and Administration	Fleet Management	29	28	0	96.4%
Finance and Administration	Jacksonville Human Rights Comm.	17	17	0	100.0%
Finance and Administration	JSEB	1	1	0	100.0%
Finance and Administration	Ombudsman	341	337	0	97.6%
Finance and Administration	Risk Management	865	863	0	100.0%
Finance and Administration	Other	14	14	0	71.4%
Fire and Rescue	Emergency Preparedness	32	32	0	96.9%
Fire and Rescue	Fire Prevention	427	416	1	93.3%
Fire and Rescue	Other	24	27	0	74.1%
Neighborhoods	630-CITY	5,513	5,531	0	99.9%
Neighborhoods	Animal Care & Protective Svcs	21,304	21,600	0	91.9%
Neighborhoods	Environmental Quality	1,743	1,753	0	95.7%
Neighborhoods	Housing & Comm. Development	329	310	0	92.3%
Neighborhoods	Mosquito Control	3,281	3,336	0	99.0%
Neighborhoods	Municipal Code Compliance	52,410	52,462	613	99.0%
Neighborhoods	Neighborhood Services	1	1	0	100.0%
Neighborhoods	Other	411	405	0	88.4%
Parks, Recreation & Community Svcs	Disabled Services	200	198	0	96.5%
Parks, Recreation & Community Svcs	Nature & Marine Resources	68	69	0	95.7%
Parks, Recreation & Community Svcs	Rec & Community Program	1,776	1,753	15	73.1%
Parks, Recreation & Community Svcs	Senior Services	593	573	0	92.3%
Parks, Recreation & Community Svcs	Social Services	46	46	0	95.7%
Parks, Recreation & Community Svcs	Other	2	2	0	100.0%
Planning and Development	Building Inspection	1,669	1,689	4	86.6%
Planning and Development	Community Planning	32	31	0	100.0%
Planning and Development	Current Planning	1	11	1	8.3%
Planning and Development	Development Services	278	265	5	95.2%
Planning and Development	Other	0	1	1	0.0%
Public Library	Other	16	17	0	88.2%
Public Works	City User Fees	92	92	0	100.0%

DepDescription_Filter	DivDescription_Filter	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On- Time
Public Works	Engineering & Construction Mgt	191	249	63	41.7%
Public Works	Mowing & Landscape Maintenance	8,621	11,126	149	69.5%
Public Works	Public Buildings	15,811	16,371	103	71.4%
Public Works	Real Estate	1	1	0	0.0%
Public Works	RoW & Stormwater Maintenance	5,678	7,021	0	66.5%
Public Works	Solid Waste	137,557	138,139	65	83.9%
Public Works	Traffic Engineering	12,841	11,627	1,591	83.2%
Public Works	Other	780	76	605	13.4%
Sports and Entertainment	Special Events	11	8	0	0.0%
Other	Other	15	7	0	28.6%
Grand Total	Total	276,540	280,212	3,216	85.9%

Top 25 Requests FY2017

Request Descriptions	Requests Received this FY	Completed during this FY	Percent On-Time	Active Requests for this FY and earlier
Nuisance Property	24,020	24,503	99.0%	2,732
Missed Garbage	10,309	10,336	73.8%	54
Cart - Damaged	8,580	8,347	76.6%	233
Mosquitoes, Inspect or Spray	8,321	8,220	85.4%	127
Missed Yard Waste	7,761	7,951	74.7%	17
Appliances, Schedule Collection	7,681	7,680	96.9%	95
Tires, Schedule Collection	6,323	6,391	95.3%	58
Residential Violations	6,088	6,201	99.0%	958
Missed Bulk Waste	5,330	5,419	57.9%	1
Junk Vehicles	5,140	5,249	98.3%	205
Animal - Loose/Stray	4,758	4,789	98.1%	31
SWS / WP Only - Garbage/Recycle Cart Request	4,572	4,827	80.1%	0
MCC PICS Case Recap and Reports	4,491	4,483	96.8%	32
Missed Recycling	3,984	3,994	74.4%	16
Traffic Signal Malfunctions	3,967	3,962	95.6%	57
Cart - New Residence	3,485	3,411	64.6%	74
Same Day Missed Garbage Collection	3,292	3,299	73.9%	12
Public Records Request	3,170	3,160	99.3%	74
Animal - Message for ACPS	3,169	3,149	90.8%	53
Zoning-Residential	2,685	2,742	99.2%	108
Recycle Collection Schedule - All Haulers	2,524	2,528	93.4%	1
Illegal Dumping, on C-R-O-W	2,287	2,307	82.2%	22
Sign In Need Of Maintenance	2,276	2,204	72.9%	658
Garbage, Information Request	2,107	2,118	97.3%	5
Tree - Down in Road	2,042	1,243	65.3%	806

Top 25 Requests FY2016

Request Descriptions	Requests Received this FY	Completed during this FY	Percent On-Time	Active Requests for this FY and earlier
SWS / WP Only - Bulk Garbage Pick-up Request	39,906	40,806	99.1%	0
Nuisance Property	24,536	25,355	98.7%	54
Missed Garbage	17,866	17,847	68.9%	0
Missed Yard Waste	13,877	13,792	60.3%	0
SWS / WP Only - Garbage/Recycle Cart Request	13,744	13,628	90.1%	0
Tires, Schedule Collection	7,820	7,811	98.4%	0
Appliances, Schedule Collection	7,649	7,652	99.6%	0
Missed Recycling	6,633	6,629	76.9%	0
Residential Violations	5,951	5,605	99.3%	33
MCC PICS Case Recap and Reports	5,028	5,052	99.1%	0
Junk Vehicles	4,732	4,639	98.6%	0
Animal - Loose/Stray	4,674	4,883	92.4%	0
Traffic Signal Malfunctions	3,850	3,833	96.8%	16
Sign In Need Of Maintenance	3,774	3,456	87.4%	416
Missed Bulk Waste	3,558	3,468	25.2%	0
Animal - Message for ACPS	3,443	3,446	89.7%	0
Pending Solid Waste Missed Collection	3,319	3,338	100.0%	0
ADS/ Core City Only - Recycle Cart Request	3,245	3,176	58.7%	0
Garbage, Information Request	3,157	3,162	95.4%	0
Mosquitoes, Inspect or Spray	3,148	3,196	99.0%	0
Illegal Dumping, on C-R-O-W	2,879	2,866	94.2%	0
Zoning-Residential	2,810	2,770	99.4%	1
PUBLIC BUILDING Air-conditioning/heating	2,594	2,635	92.8%	0
Yard Waste, Information Request	2,004	2,101	89.4%	0
Public Records Request	2,000	1,992	99.0%	5

City Council Districts FY 2017

District	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	21,359	21,123	1,275	82.6%
02	18,959	18,727	1,014	78.9%
03	10,994	11,060	457	78.5%
04	15,136	15,041	985	84.1%
05	15,221	15,125	1,258	85.6%
06	17,514	17,434	1,045	81.0%
07	30,894	30,802	2,828	87.4%
08	26,937	26,424	2,814	85.9%
09	20,958	20,861	2,155	90.1%
10	19,613	19,227	1,897	87.5%
11	8,539	8,520	370	80.7%
12	10,605	10,387	894	87.4%
13	3,896	3,854	182	82.9%
14	13,525	13,242	1,487	86.4%
* Other	15	15	1	81.3%
Grand Total	234,165	231,842	18,662	84.8%

City Council Districts FY 2016

District	Requests Received this FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	26,415	26,790	138	85.3%
02	24,402	24,698	194	83.3%
03	16,774	16,761	80	86.0%
04	19,328	19,486	142	87.4%
05	17,510	17,663	201	86.0%
06	22,733	22,743	129	84.4%
07	35,827	36,636	562	83.4%
08	29,242	29,773	459	86.0%
09	22,184	22,551	382	89.9%
10	20,238	20,737	308	87.5%
11	10,763	10,757	73	87.5%
12	11,560	11,712	162	88.5%
13	5,039	5,113	30	86.0%
14	14,481	14,747	356	85.9%
* Other	44	45	0	82.2%
Grand Total	276,540	280,212	3,216	85.9%