

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
2018	253,759	238,166	1,442	253,514	2,270
2019	211,921	197,248	14,673	213,525	16,943

Document last updated Aug 01, 2019

Fiscal Year data for 2018 is for the entire year: Oct 1, 2017 thru Sep 30, 2018

Zip Code Metrics 2019

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	2019	9,299	8,776	523	9,344	576	92.0%
32204	2019	3,334	3,078	256	3,325	342	88.7%
32205	2019	7,619	6,982	637	7,634	778	86.5%
32206	2019	8,366	7,658	708	8,702	881	88.4%
32207	2019	7,621	7,037	584	7,933	670	83.9%
32208	2019	13,863	12,480	1,383	13,807	1,552	81.2%
32209	2019	15,782	14,328	1,454	16,358	1,762	87.4%
32210	2019	11,995	10,857	1,138	11,886	1,327	86.6%
32211	2019	10,402	9,786	616	10,541	681	75.0%
32212	2019	73	69	4	70	4	89.2%
32216	2019	7,797	7,255	542	7,856	589	80.6%
32217	2019	3,524	3,296	228	3,582	261	77.9%
32218	2019	16,588	15,666	922	16,724	1,026	70.7%
32219	2019	4,369	3,974	395	4,321	462	84.3%
32220	2019	2,368	2,193	175	2,385	243	82.6%
32221	2019	3,931	3,694	237	4,014	303	82.5%
32222	2019	2,130	2,022	108	2,132	124	78.9%
32223	2019	5,767	5,421	346	5,856	405	70.8%
32224	2019	4,783	4,619	164	4,800	184	67.5%
32225	2019	13,335	12,674	661	13,205	701	70.5%
32226	2019	5,424	5,117	307	5,349	353	66.8%
32233	2019	2,299	2,146	153	2,236	161	76.6%
32234	2019	711	667	44	716	53	85.4%
32244	2019	8,169	7,625	544	8,185	663	84.1%
32246	2019	8,747	8,298	449	8,868	482	76.8%
32250	2019	1,024	943	81	1,020	85	79.2%
32254	2019	7,498	6,766	732	7,401	835	89.8%
32256	2019	4,666	4,458	208	4,686	227	77.5%
32257	2019	7,083	6,661	422	7,169	492	72.1%
32258	2019	5,679	5,464	215	5,739	246	73.2%
32266	2019	133	121	12	133	13	90.4%
32277	2019	7,542	7,117	425	7,548	462	71.7%
Grand	Total	211,921	197,248	14,673	213,525	16,943	79.8%

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	10,499	9,941	38	10,567	53	90.0%
32204	2018	3,634	3,415	23	3,771	86	84.8%
32205	2018	8,826	8,211	66	8,903	141	86.8%
32206	2018	10,681	9,659	102	10,564	173	88.3%
32207	2018	10,462	9,614	65	10,334	86	87.0%
32208	2018	17,337	16,080	107	17,465	169	79.6%
32209	2018	20,773	18,896	142	20,888	308	86.0%
32210	2018	13,389	12,366	135	13,403	189	87.9%
32211	2018	13,668	12,922	52	13,478	65	71.0%
32212	2018	34	34	0	43	0	83.7%
32216	2018	8,646	8,070	41	8,579	47	83.1%
32217	2018	4,577	4,288	26	4,556	33	83.2%
32218	2018	20,104	19,136	68	19,983	104	70.1%
32219	2018	4,344	4,010	45	4,333	67	84.9%
32220	2018	2,956	2,766	36	2,976	68	86.5%
32221	2018	4,386	4,073	44	4,334	66	86.0%
32222	2018	2,208	2,101	15	2,202	16	84.0%
32223	2018	7,942	7,490	53	7,874	59	81.9%
32224	2018	5,352	5,180	11	5,338	20	84.6%
32225	2018	14,784	14,276	30	14,862	40	67.7%
32226	2018	6,104	5,885	32	6,123	46	66.8%
32233	2018	2,041	1,952	6	2,025	8	71.1%
32234	2018	749	705	3	777	9	83.5%
32244	2018	9,635	9,062	88	9,692	119	87.7%
32246	2018	11,050	10,524	26	10,975	33	85.2%
32250	2018	1,185	1,113	2	1,167	4	83.5%
32254	2018	8,075	7,507	60	8,127	103	89.3%
32256	2018	5,326	5,106	15	5,319	19	85.4%
32257	2018	8,902	8,380	59	8,771	70	85.4%
32258	2018	6,673	6,397	28	6,625	31	81.7%
32266	2018	118	105	1	114	1	83.5%
32277	2018	9,299	8,902	23	9,346	37	69.9%
Grand	Total	253,759	238,166	1,442	253,514	2,270	81.3%

Department-Division 2019

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	6	6	2	25.0%
Downtown Investment Authority	Parking Facilities & Enforcement	2,489	2,515	1	99.5%
Employee Services	Talent Management	67	65	7	66.7%
Finance and Administration	Fleet Management	20	20	0	100.0%
Finance and Administration	Jacksonville Human Rights Comm.	5	6	0	100.0%
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	0	1	0	100.0%
Finance and Administration	Other	30	30	9	59.0%
Finance and Administration	Risk Management	1,108	1,119	0	98.7%
Fire and Rescue	Emergency Preparedness	66	67	1	82.4%
Fire and Rescue	Fire Prevention	229	218	18	94.9%
Fire and Rescue	Other	17	21	1	81.8%
Neighborhoods	630-CITY	2,200	2,182	74	100.0%
Neighborhoods	Animal Care & Protective Svcs	16,918	16,858	133	97.3%
Neighborhoods	Environmental Quality	2,004	1,996	60	94.7%
Neighborhoods	Housing & Comm. Development	28	34	2	80.6%
Neighborhoods	Mosquito Control	1,400	1,408	14	98.7%
Neighborhoods	Municipal Code Compliance	49,235	48,850	7,499	89.1%
Neighborhoods	Neighborhood Services	1	5	0	40.0%
Neighborhoods	Other	619	622	26	89.4%
Other	Other	65	50	44	68.1%
Parks, Recreation & Community Svcs	Disabled Services	397	438	2	91.6%
Parks, Recreation & Community Svcs	Nature & Marine Resources	35	33	2	88.6%
Parks, Recreation & Community Svcs	Other	28	28	0	92.9%
Parks, Recreation & Community Svcs	Rec & Community Program	1,275	1,322	97	77.0%
Parks, Recreation & Community Svcs	Senior Services	694	692	2	99.7%
Parks, Recreation & Community Svcs	Social Services	44	47	1	89.6%
Planning and Development	Building Inspection	1,129	1,146	150	86.8%
Planning and Development	Community Planning	16	16	1	76.5%
Planning and Development	Current Planning	1	5	0	20.0%
Planning and Development	Development Services	424	469	117	78.2%
Planning and Development	Other	9	17	8	20.0%
Public Library	Other	940	921	42	89.4%

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	28	29	5	91.2%
Public Works	Engineering & Construction Mgt	261	274	174	52.5%
Public Works	Mowing & Landscape Maintenance	7,700	8,519	2,491	76.2%
Public Works	Other	6,501	7,039	2,826	60.4%
Public Works	Public Buildings	10,367	10,622	778	82.2%
Public Works	Real Estate	4	4	4	87.5%
Public Works	RoW & Stormwater Maintenance	0	0	0	
Public Works	Solid Waste	95,339	94,957	1,433	70.7%
Public Works	Traffic Engineering	10,214	10,865	919	84.2%
Sports and Entertainment	Special Events	8	9	0	22.2%
Grand Total	Total	211,921	213,525	16,943	79.8%

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	2	0	0.0%
Downtown Investment Authority	Parking Facilities & Enforcement	3,096	3,077	0	99.7%
Employee Services	Talent Management	53	51	0	76.5%
Finance and Administration	Fleet Management	25	25	0	92.0%
Finance and Administration	Jacksonville Human Rights Comm.	1	0	0	
Finance and Administration	JSEB	0	0	0	
Finance and Administration	Ombudsman	4	4	0	75.0%
Finance and Administration	Other	27	23	3	42.3%
Finance and Administration	Risk Management	1,212	1,213	0	98.2%
Fire and Rescue	Emergency Preparedness	85	90	0	55.6%
Fire and Rescue	Fire Prevention	301	299	0	98.7%
Fire and Rescue	Other	21	18	0	72.2%
Neighborhoods	630-CITY	2,205	2,198	0	99.7%
Neighborhoods	Animal Care & Protective Svcs	20,152	20,274	0	95.3%
Neighborhoods	Environmental Quality	2,164	2,147	0	97.7%
Neighborhoods	Housing & Comm. Development	122	117	2	93.3%
Neighborhoods	Mosquito Control	3,062	3,175	0	98.2%
Neighborhoods	Municipal Code Compliance	59,486	58,136	693	95.4%
Neighborhoods	Neighborhood Services	1	0	0	
Neighborhoods	Other	1,822	1,873	0	86.7%
Other	Other	53	34	25	49.2%
Parks, Recreation & Community Svcs	Disabled Services	362	330	0	93.3%
Parks, Recreation & Community Svcs	Nature & Marine Resources	39	44	0	88.6%
Parks, Recreation & Community Svcs	Other	27	27	0	100.0%
Parks, Recreation & Community Svcs	Rec & Community Program	1,520	1,598	2	72.1%
Parks, Recreation & Community Svcs	Senior Services	700	701	0	99.7%
Parks, Recreation & Community Svcs	Social Services	80	77	0	90.9%
Planning and Development	Building Inspection	1,373	1,390	16	87.3%
Planning and Development	Community Planning	7	8	0	75.0%
Planning and Development	Current Planning	0	0	0	
Planning and Development	Development Services	366	274	9	72.8%
Planning and Development	Other	14	3	1	75.0%
Public Library	Other	456	436	0	90.8%

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	43	38	0	97.4%
Public Works	Engineering & Construction Mgt	236	207	122	51.4%
Public Works	Mowing & Landscape Maintenance	8,376	9,092	35	63.3%
Public Works	Other	8,851	7,767	1,177	56.9%
Public Works	Public Buildings	13,108	13,415	28	80.8%
Public Works	Real Estate	3	2	2	75.0%
Public Works	RoW & Stormwater Maintenance	64	71	0	47.9%
Public Works	Solid Waste	114,981	114,763	1	74.2%
Public Works	Traffic Engineering	9,249	10,505	154	70.0%
Sports and Entertainment	Special Events	8	10	0	50.0%
Grand Total	Total	253,759	253,514	2,270	81.3%

Top 25 Requests FY2019

Request Descriptions	Requests Received FY	Completed during this FY	Percent On-Time	Active Requests for this FY and earlier
Nuisance Property	20,124	20,066	98.8%	3,508
Cart - Damaged	13,126	12,957	49.3%	268
MCC PICS Case Recap and Reports	10,767	10,645	50.3%	259
Missed Yard Waste	8,974	8,932	65.6%	80
Missed Garbage	8,002	7,968	76.0%	50
Appliances, Schedule Collection	6,268	6,171	85.2%	201
Tires, Schedule Collection	5,656	5,565	94.0%	176
Cart - New Residence	5,036	5,029	60.9%	65
Missed Bulk Waste	4,668	4,635	59.5%	55
Junk Vehicles	4,556	4,408	97.9%	446
Residential Violations	4,267	4,062	99.3%	1,015
Missed Yard Waste - Entire Street	4,182	4,165	57.2%	27
Animal - Loose/Stray	3,663	3,640	99.9%	35
Traffic Signal Malfunctions	3,516	3,647	94.0%	22
Recycle Collection Schedule - All Haulers	3,323	3,320	96.7%	15
Missed Garbage - Entire Street	2,885	2,867	78.2%	21
Missed Recycling	2,789	2,788	67.0%	29
Zoning-Residential	2,674	2,576	98.3%	277
Same Day Missed Garbage Collection	2,567	2,561	80.7%	13
Illegal Dumping, on C-R-O-W	2,564	2,605	92.0%	56
Animal - Message for ACPS	2,527	2,521	95.3%	16
Missed Yard Waste - Entire Neighborhood	2,249	2,244	44.5%	12
Missed Recycling Entire Street	2,216	2,241	70.0%	15
Pothole Patch	1,901	1,916	65.5%	40
Garbage, Information Request	1,687	1,676	96.5%	20

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	28,023	27,401	98.1%	21
Cart - Damaged	15,529	15,576	52.4%	0
Missed Yard Waste	12,070	12,037	67.7%	0
Missed Garbage	11,304	11,294	80.0%	0
MCC PICS Case Recap and Reports	8,597	8,492	76.7%	1
Appliances, Schedule Collection	7,548	7,535	92.9%	0
Missed Bulk Waste	6,518	6,497	61.8%	0
Tires, Schedule Collection	6,103	6,076	95.5%	0
Residential Violations	5,521	5,697	98.4%	7
Cart - New Residence	5,501	5,511	72.2%	0
Junk Vehicles	5,464	5,388	97.7%	0
Missed Yard Waste - Entire Street	4,876	4,866	56.2%	0
Animal - Loose/Stray	4,482	4,501	100.0%	0
Missed Recycling	4,238	4,213	83.1%	0
Missed Garbage - Entire Street	3,537	3,539	80.1%	0
Public Records Request	3,243	3,218	99.1%	0
Traffic Signal Malfunctions	3,174	3,084	93.3%	6
Illegal Dumping, on C-R-O-W	3,053	2,976	75.5%	0
Mosquitoes, Inspect or Spray	3,015	3,134	98.2%	0
Missed Recycling Entire Street	2,975	2,936	84.0%	0
Zoning-Residential	2,949	2,881	99.1%	1
Same Day Missed Garbage Collection	2,897	2,890	75.4%	0
Recycle Collection Schedule - All Haulers	2,466	2,454	90.0%	0
Yard Waste, Information Request	2,411	2,390	94.4%	0
Animal - Message for ACPS	2,361	2,404	79.2%	0

City Council Districts FY 2019

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	18,802	18,927	1,226	74.0%
02	18,086	17,976	1,019	68.7%
03	10,438	10,370	419	67.8%
04	13,601	13,807	948	80.0%
05	12,451	12,819	1,026	81.4%
06	14,826	15,045	972	71.6%
07	29,120	29,361	2,481	85.1%
08	24,292	24,651	2,403	81.2%
09	19,130	19,033	1,978	89.7%
10	16,967	17,339	1,720	83.9%
11	8,206	8,264	346	76.0%
12	9,964	10,085	738	83.5%
13	3,642	3,559	273	76.6%
14	12,374	12,269	1,390	84.4%
* Other	22	20	4	91.7%
Grand Total	211,921	213,525	16,943	79.8%

City Council Districts FY 2018

District	Requests Received FY	Completed during this FY	Active Requests for this FY and earlier	Percent On-Time
01	23,888	23,747	109	70.7%
02	20,616	20,645	87	67.7%
03	11,666	11,725	28	76.9%
04	15,952	15,765	75	84.6%
05	16,578	16,434	134	85.8%
06	19,474	19,260	136	83.4%
07	34,644	34,699	327	83.6%
08	29,882	30,035	342	80.2%
09	22,342	22,621	270	89.2%
10	20,821	20,596	307	84.8%
11	9,039	8,985	29	84.5%
12	10,832	10,829	136	86.0%
13	3,683	3,666	15	75.4%
14	14,322	14,488	274	86.0%
* Other	20	19	1	90.0%
Grand Total	253,759	253,514	2,270	81.3%