

Mayor's Dashboard Review

September 27, 2017

City of Memphis

Mission:

**To improve the quality of life
for all Memphians,
every day.**

Mayor Strickland's 2018 Priorities



JOB

- Prepare more people for work
- Recruit, retain and grow employers
- Promote good jobs for citizens



Public Safety

- Reduce crime through police recruitment & retention, community outreach, communication & gang intervention
- Decrease non-emergency service (EMS/Fire) calls
- Improve 911 service



GOOD GOVERNMENT

- Provide outstanding customer service to our residents & businesses
- Provide good fiscal stewardship
- Maintain Bond Rating



Youth

- Collaborate with community partners to provide summer job opportunities
- Support increase in reading level in libraries & community centers
- Increase programming in parks, community centers & libraries



Neighborhoods

- Reduce blight making cleaner & and more attractive neighborhoods
- Improve quality of roads and sidewalks
- Improve and increase access to parks, libraries and public services

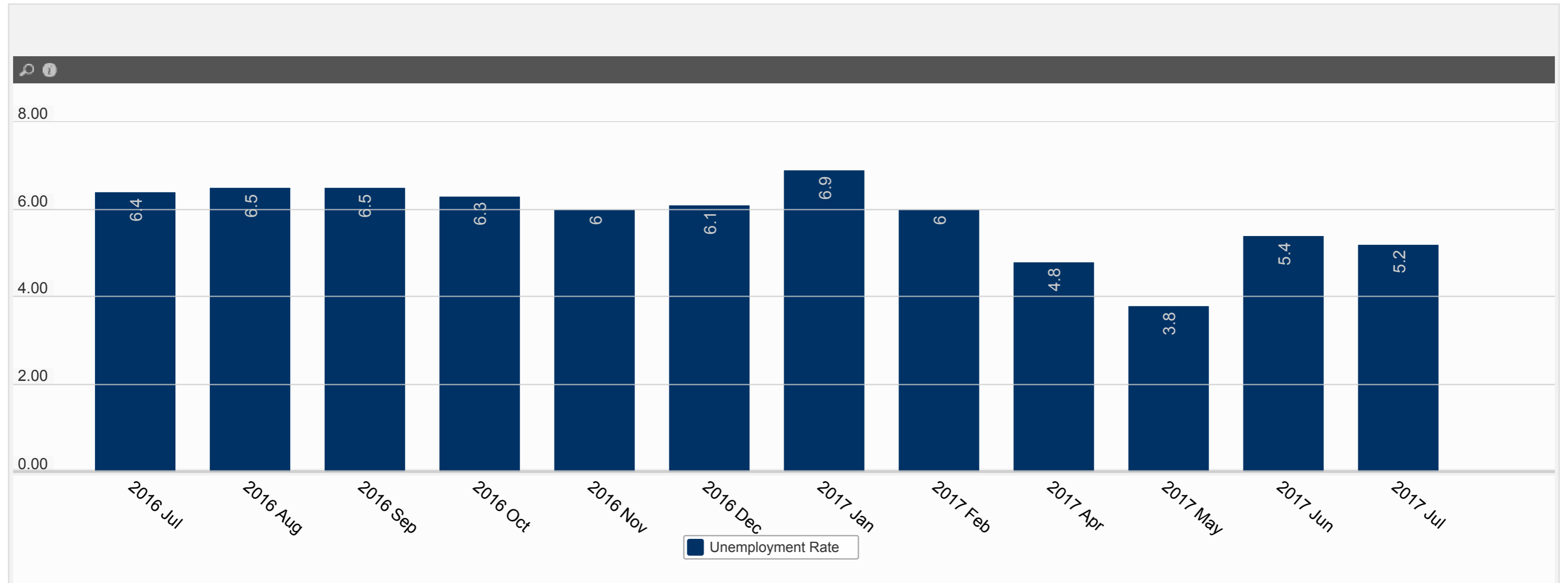


Jim Strickland, Mayor

Jobs

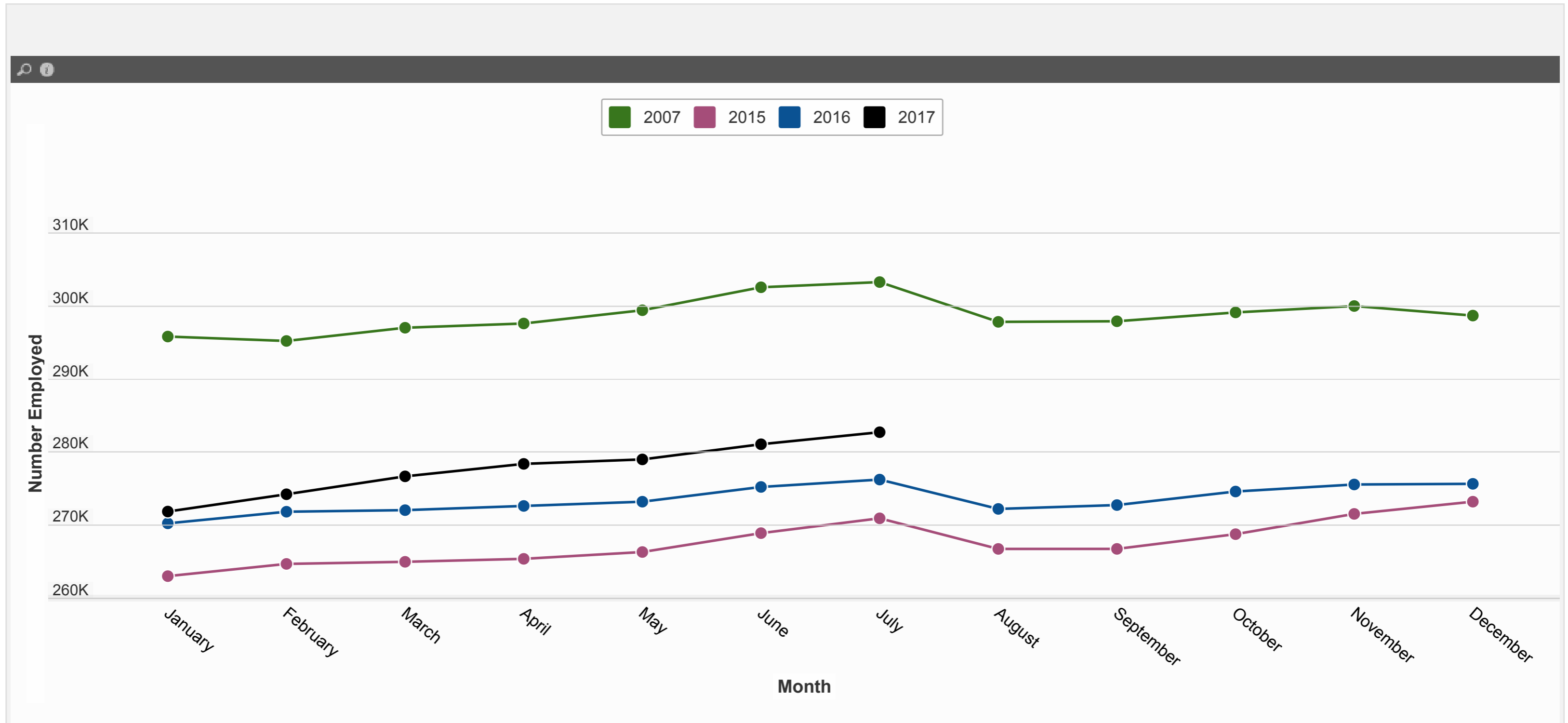
Unemployment Rate

This chart shows the monthly unemployment rate. Data is from July 2017, the most recent available from the Bureau of Labor Statistics.



Employment: Number of Employed Memphians

While employment and economy are not a direct function of city government, we track these statistics so we can stay up to date on the direction of the economy.





Kevin Woods
Executive Director

workforceinvestmentnetwork.com

www.jobs4tn.gov

TN Department of Labor & Workforce Development

JOBS4TN.GOV

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Password
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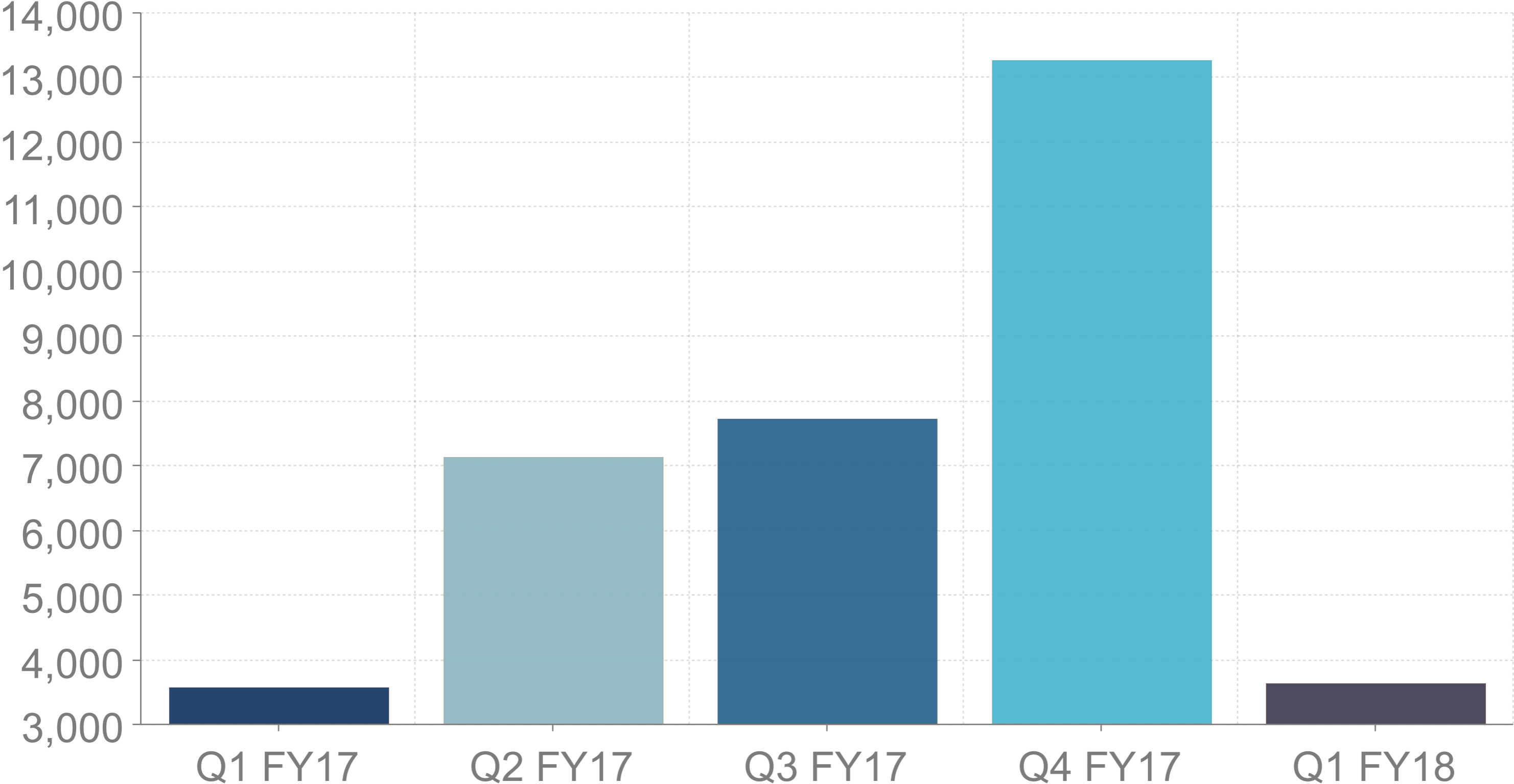
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<p>96 </p> <p>New jobs posted today</p> <p>Search Jobs</p>	<p>146,272 </p> <p>Current Openings</p> <p>View Openings</p>	<p>3.4 </p> <p>Unemployment Rate</p> <p>View details</p>	<p>1,665 </p> <p>Résumés updated this week</p> <p>Update your résumé</p>
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<p>Discover Opportunity</p>	<p>Make Data-Driven</p>	<p>Mobile American Job</p>	<p>Stats & Insights</p> <p>Shelby Jobs Advertised Online: 21,044</p>
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Worforce Investment Network: Jobs Added



WIN: Adult

	Q1 FY17	Q1 FY18
Customers Served*	6,562	3,709
Support Services (Gas Cards, Uniforms, books)	\$3,500.00	\$4,750.00
# of ITAs (Scholarships/Tuition)	440	165
ITA Spend (Adult Customers)*	\$1,160,366.85	\$373,027.94
ITA Spend (Dislocated Workers)	\$41,575.00	\$35,682.29
Direct Customer Spend (Goal 40% and higher)	\$1,205,441.85	\$413,460.23

*Decrease in spending and customers served due to an 80% decrease in SNAP funding.

WIN: Youth

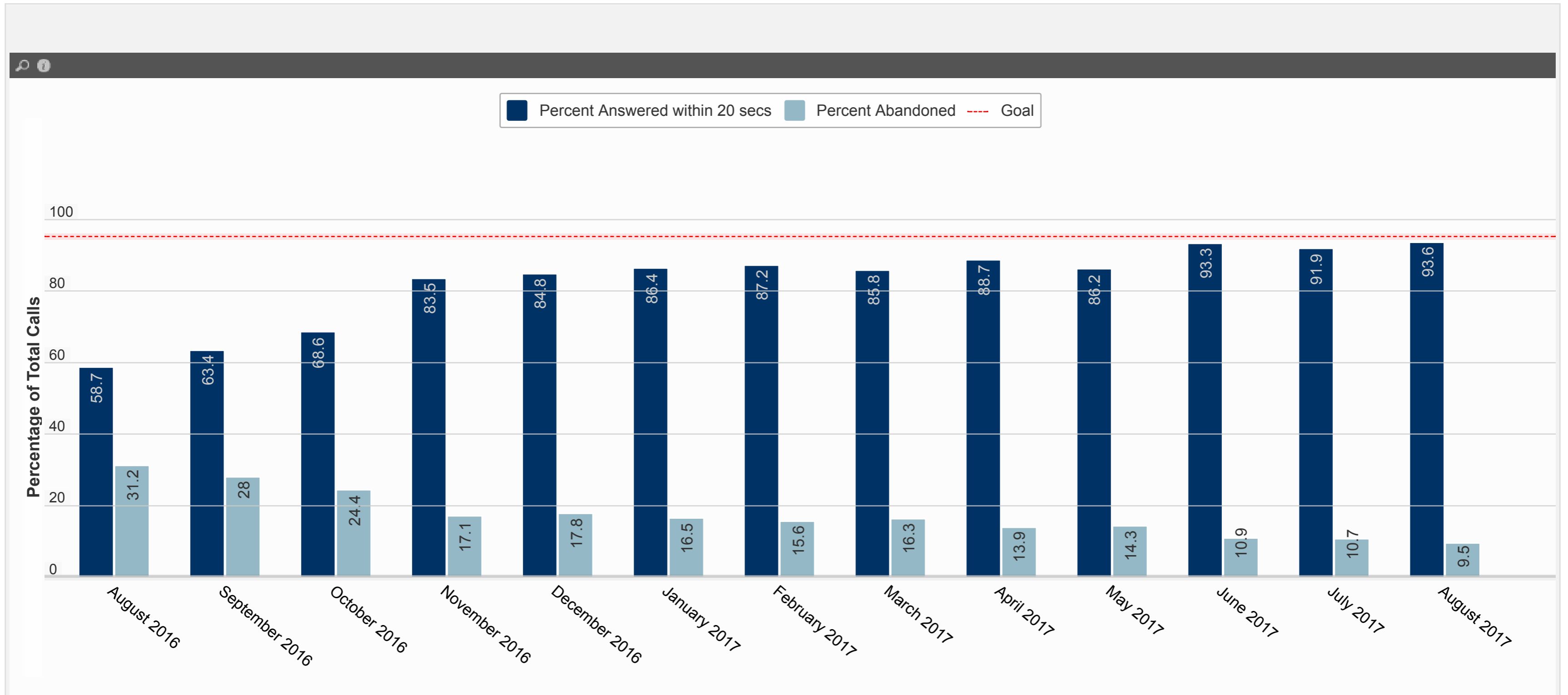
	2016	2017
Customers Served	623	1198
ITAs (Scholarship/Tuition)*	11	79
Cost	\$32,925	\$132,124
Support Services	N/A	\$172,130
Direct Customer Spend (Goal 40+%)	\$32,925	\$304,333

*Increase in youth scholarships due to new workforce law.

Public Safety

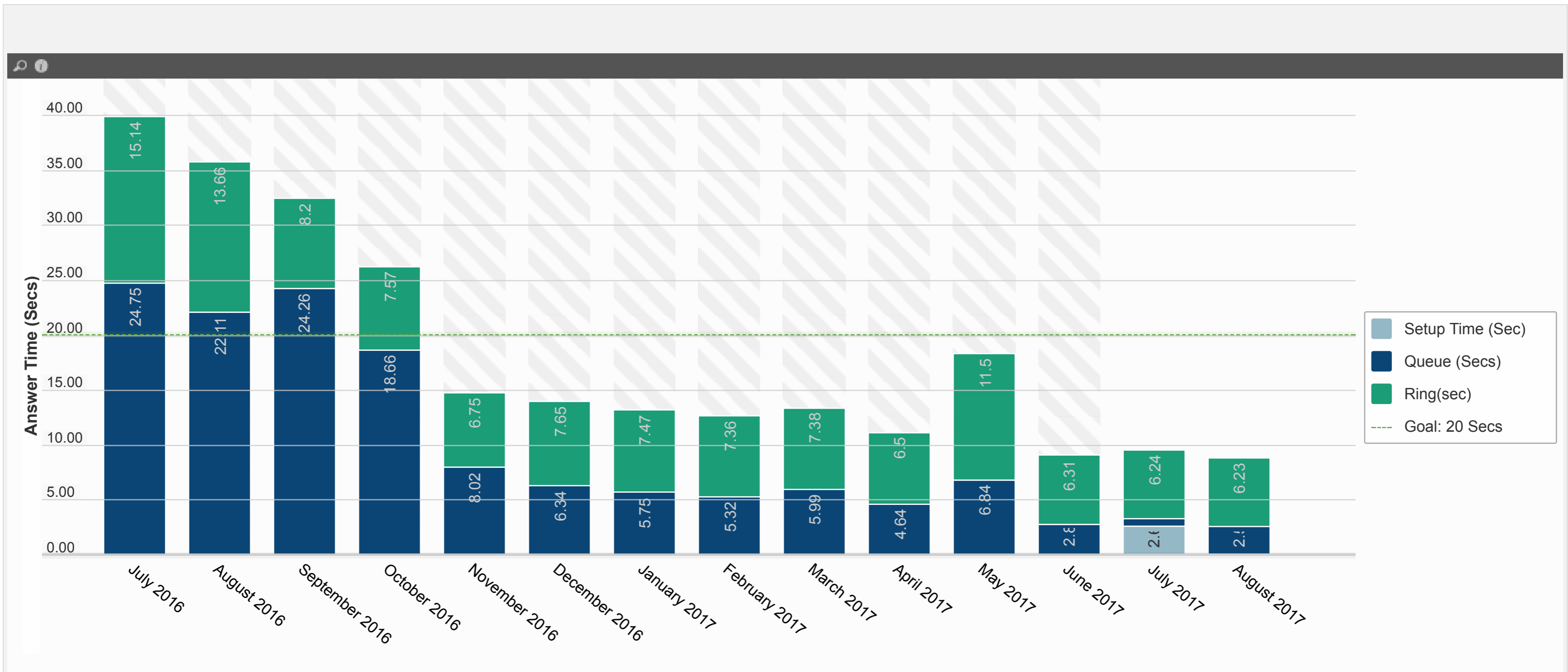
911 Response - Success/Abandonment Rate

Goal: Answer 911 calls within 20 seconds at least 95% of the time. Status: **Needs attention.**



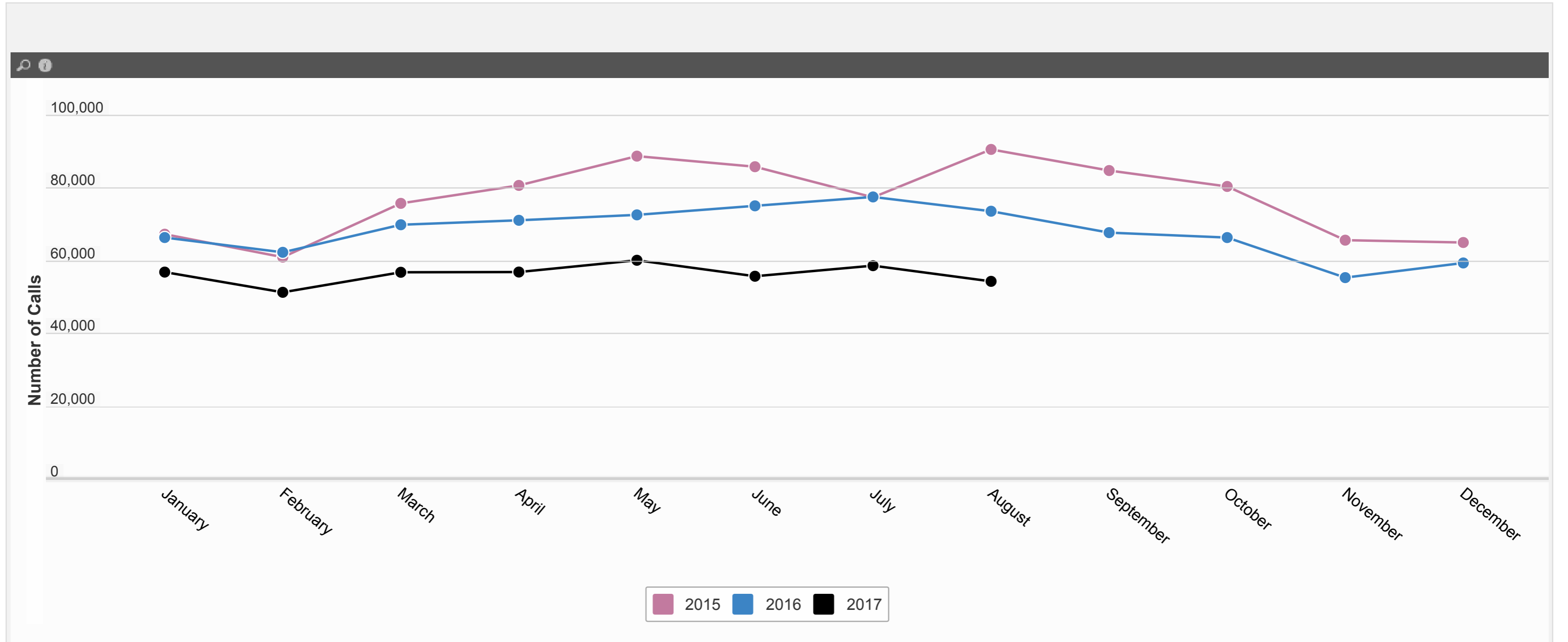
911 Response - Average Answer Time

Answer time is a measure of how much time it takes between dialing the second '1' in '911' and an operator speaking. *Chart shows data through the end of August 2017.*



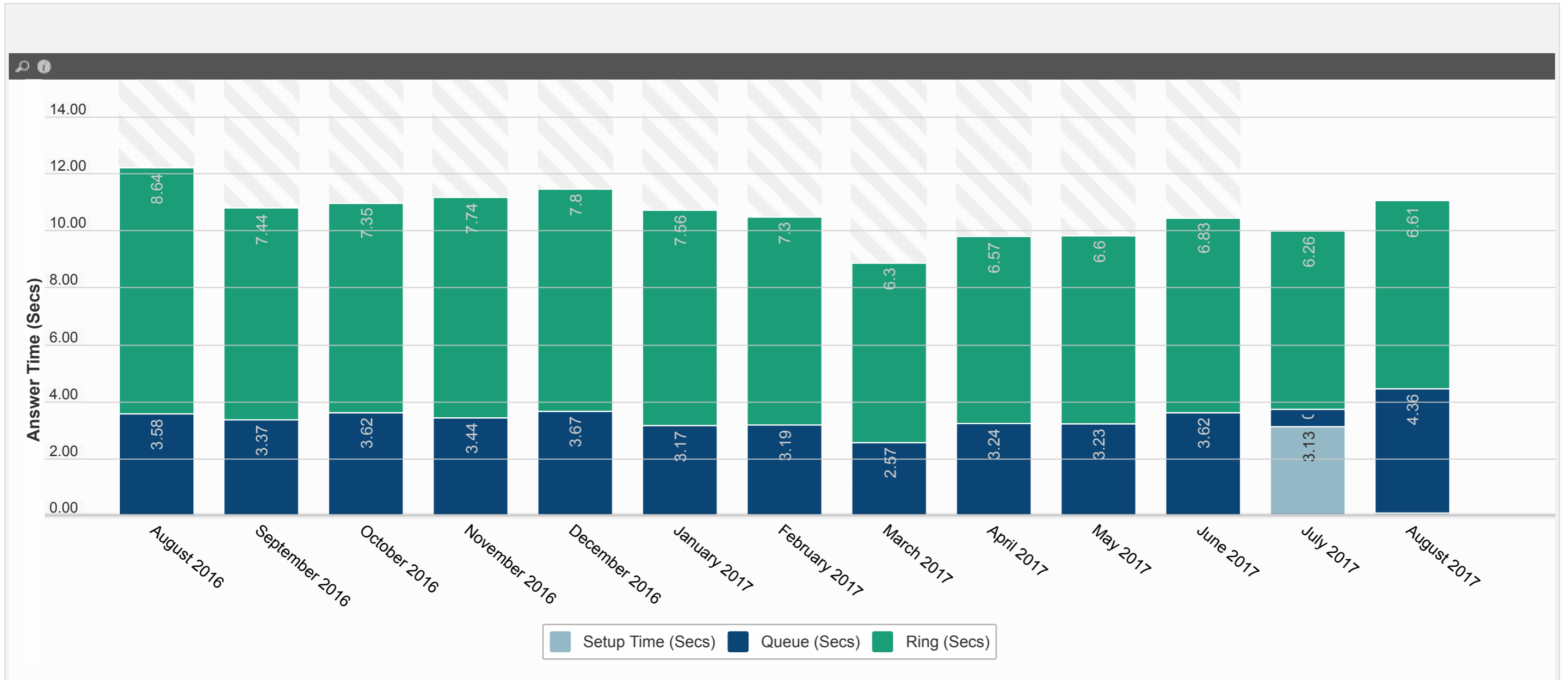
911 Response - Call Volume

Call volume was down 26% in August versus August of last year. The decrease in the number of calls is both a cause and an effect of faster answer times.



911 Response: Fire/EMS Dispatch - Average Answer Time

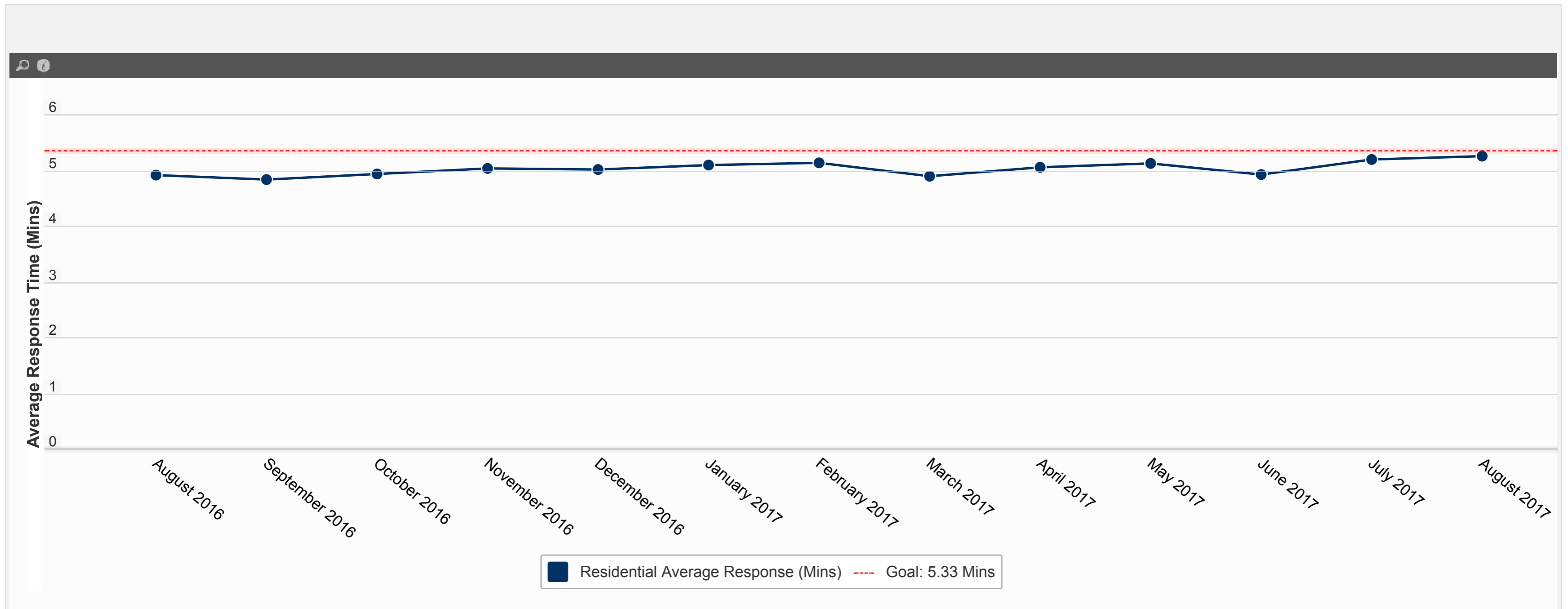
This chart measures the average answer time for Memphis Fire's dispatchers. The average answer time in August 2017 has improved 10% since August 2016.



Fire Response Time: Residential

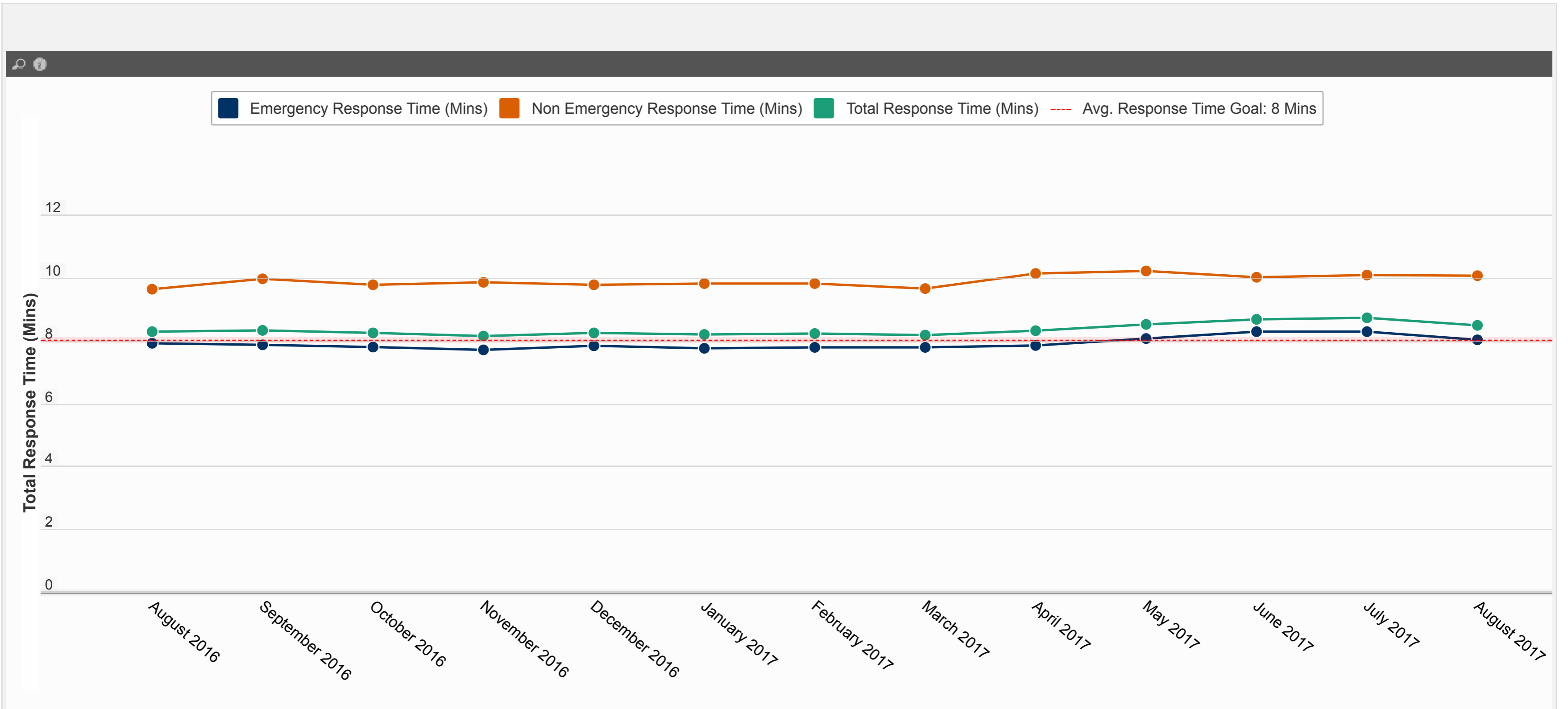
Goal: 5 min 20 sec or less. Status: **Goal met.**

Fire response times are measured from the moment the first responding engine leaves the apron of the fire station to when it arrives on the scene.



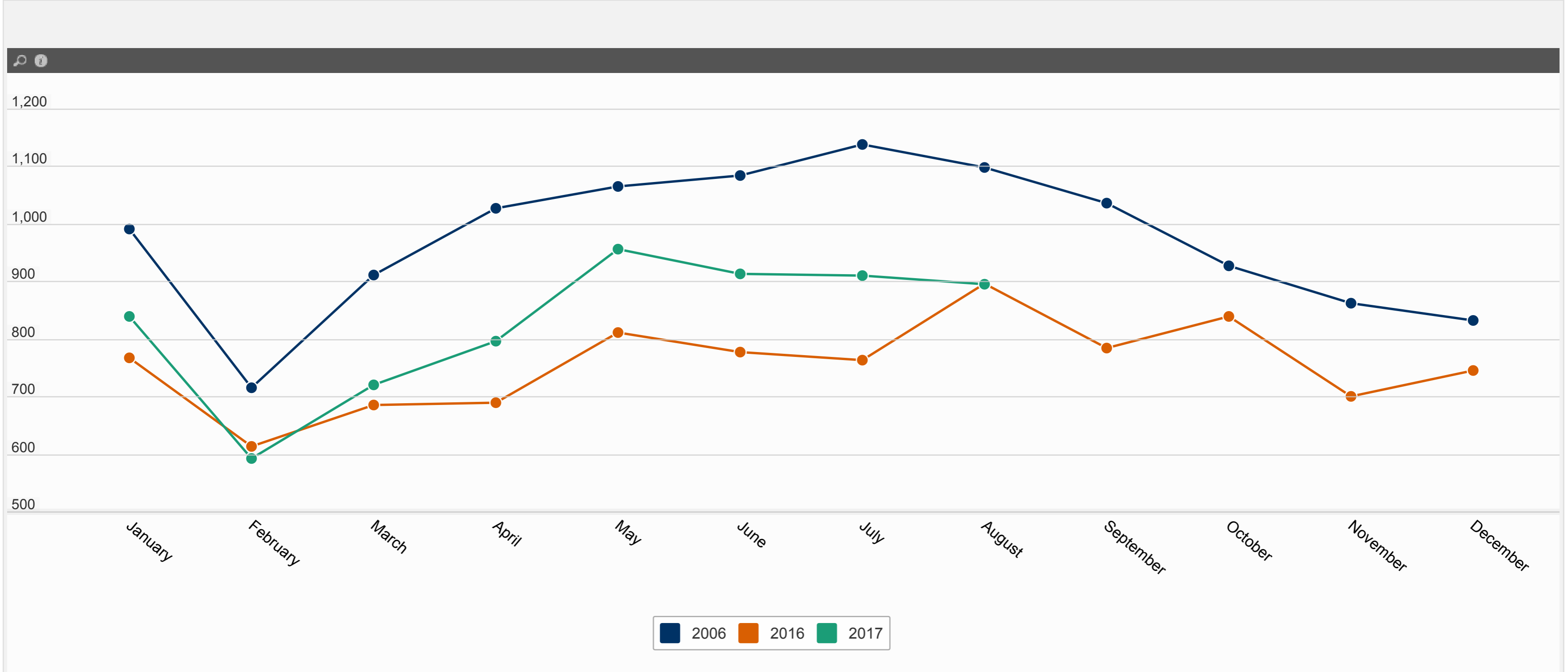
EMS Response Time

Goal: 8 minutes or less. Status: **Needs attention.**



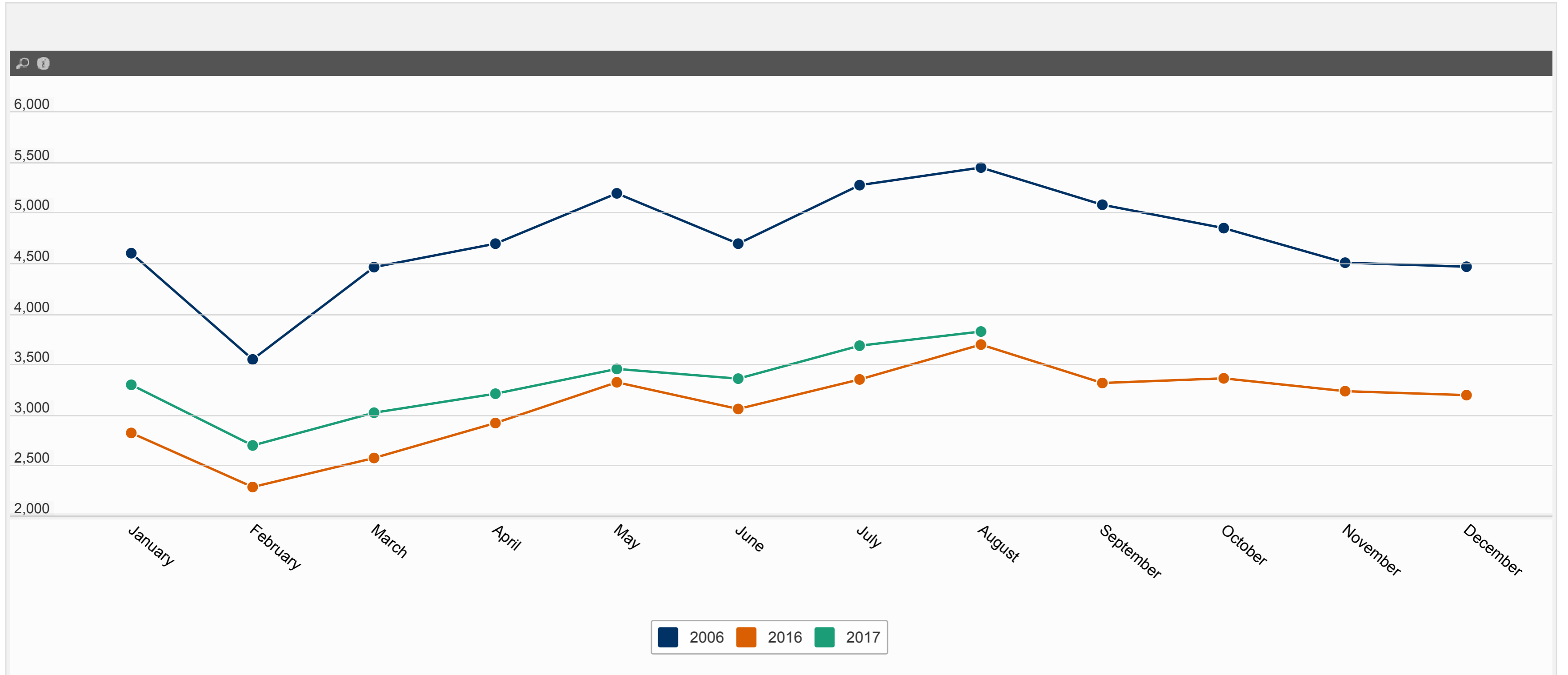
Violent Crime

Goal: Reduce violent crime year over year. Status: **Needs attention.**



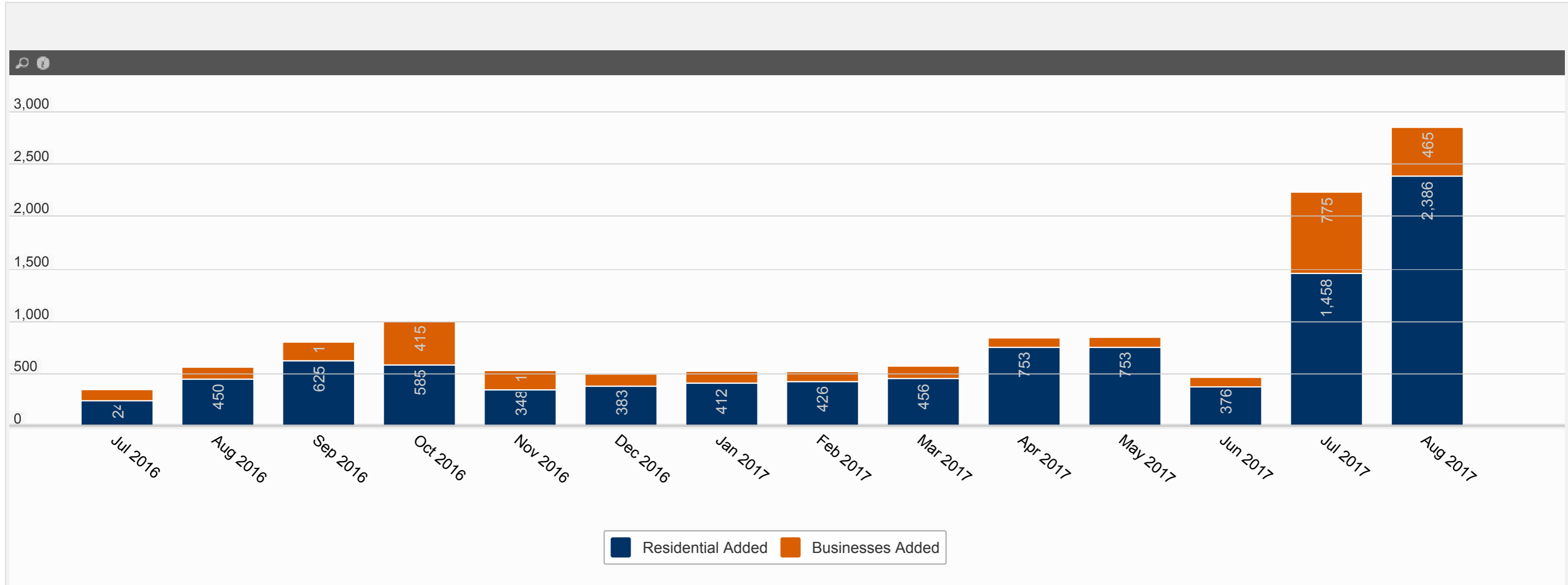
Property Crime

Goal: Reduce property crime year over year. **Status:** Needs attention.

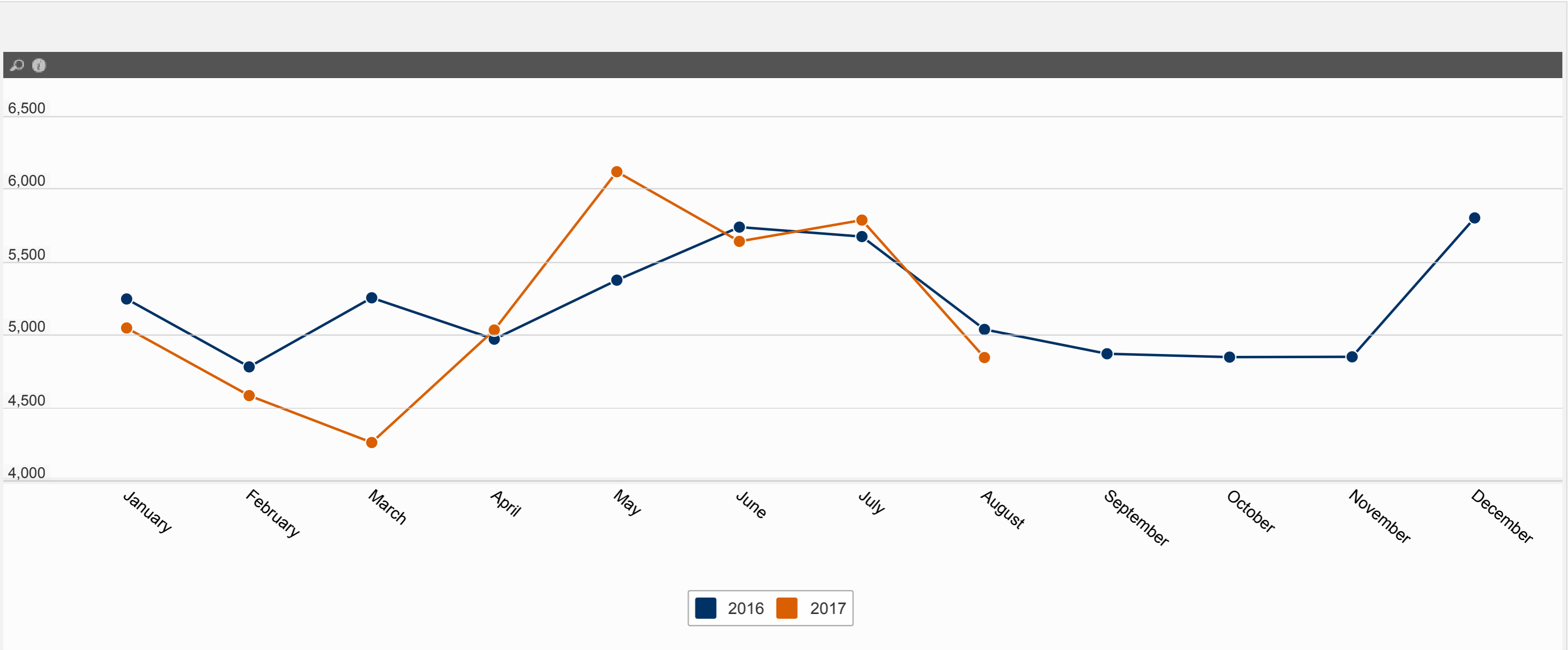


Metro Alarm - Permits Added

This chart shows the number of new residential and business permits that were registered each month.



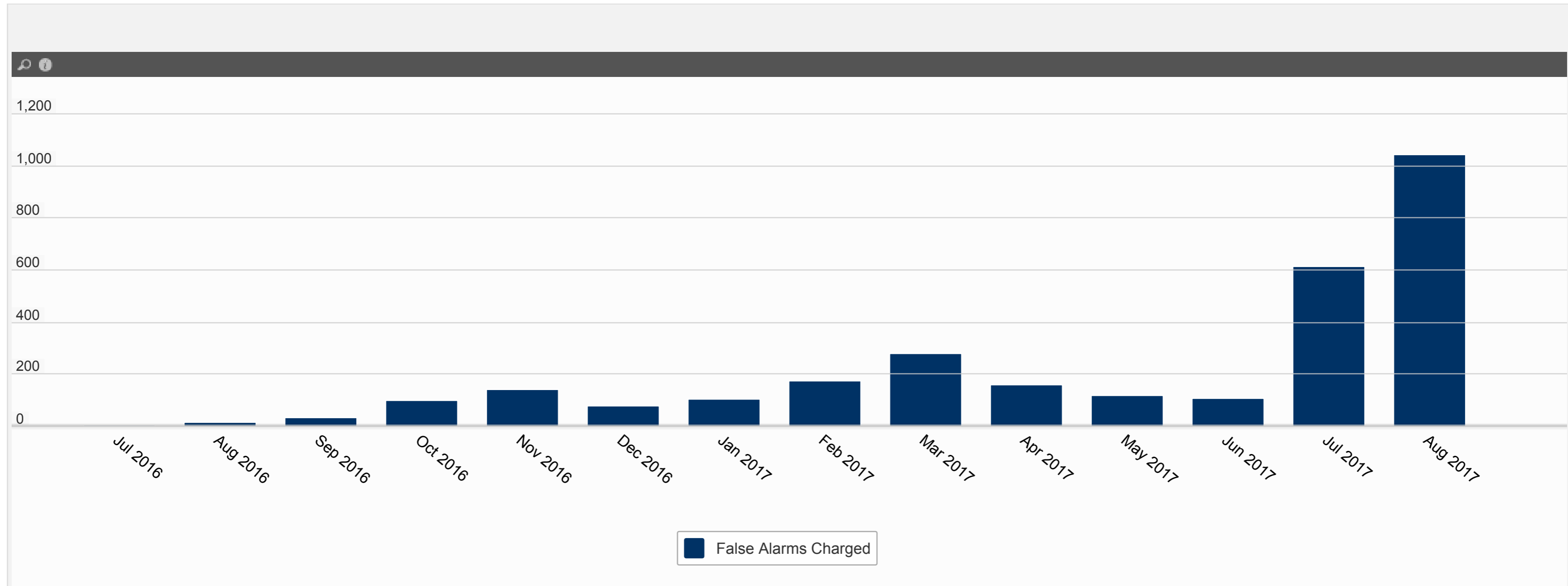
Metro Alarm - Number of False Alarms



The increase in number of false alarms in May 2017 was due to weather related events.

Metro Alarm - Number of Charges

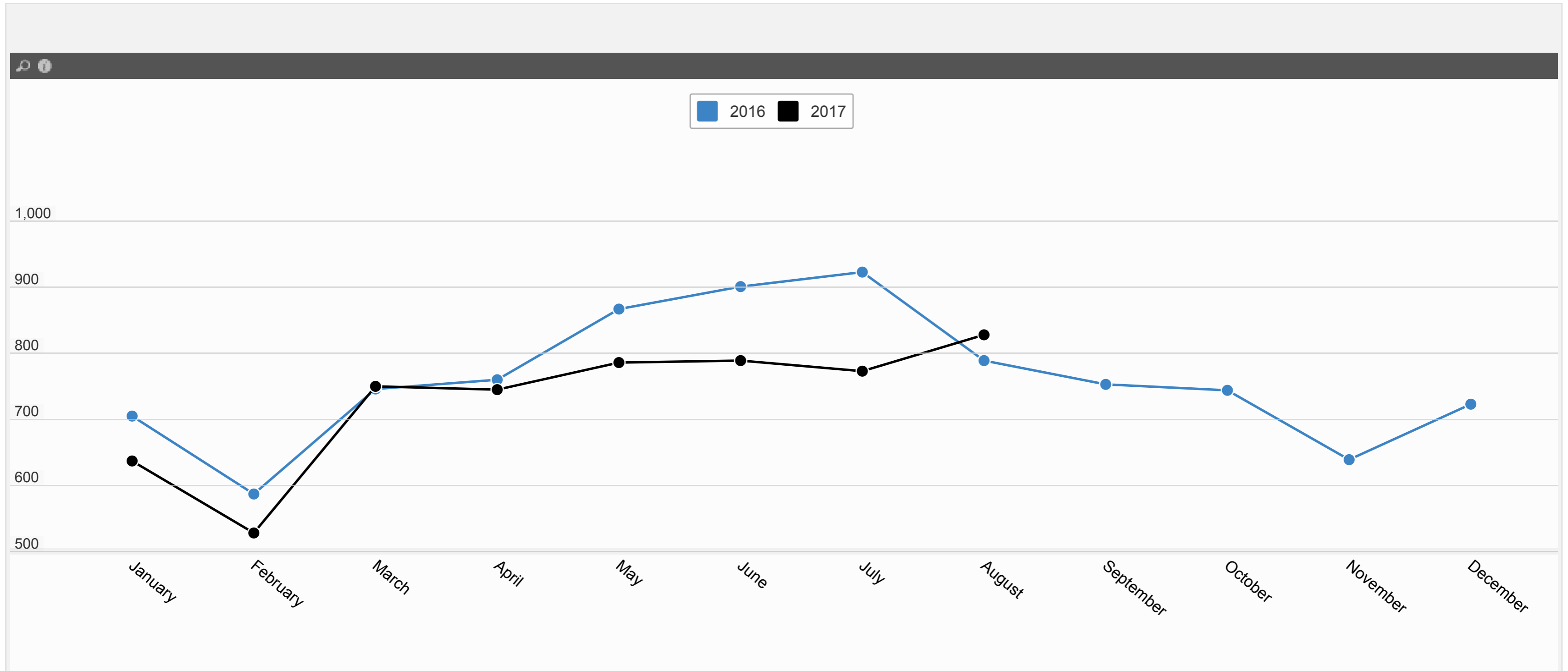
This chart shows the number of charges issued for false alarms by month. Citizens are charged for their third false alarm.



MAS Intake

Goal: Tracking.

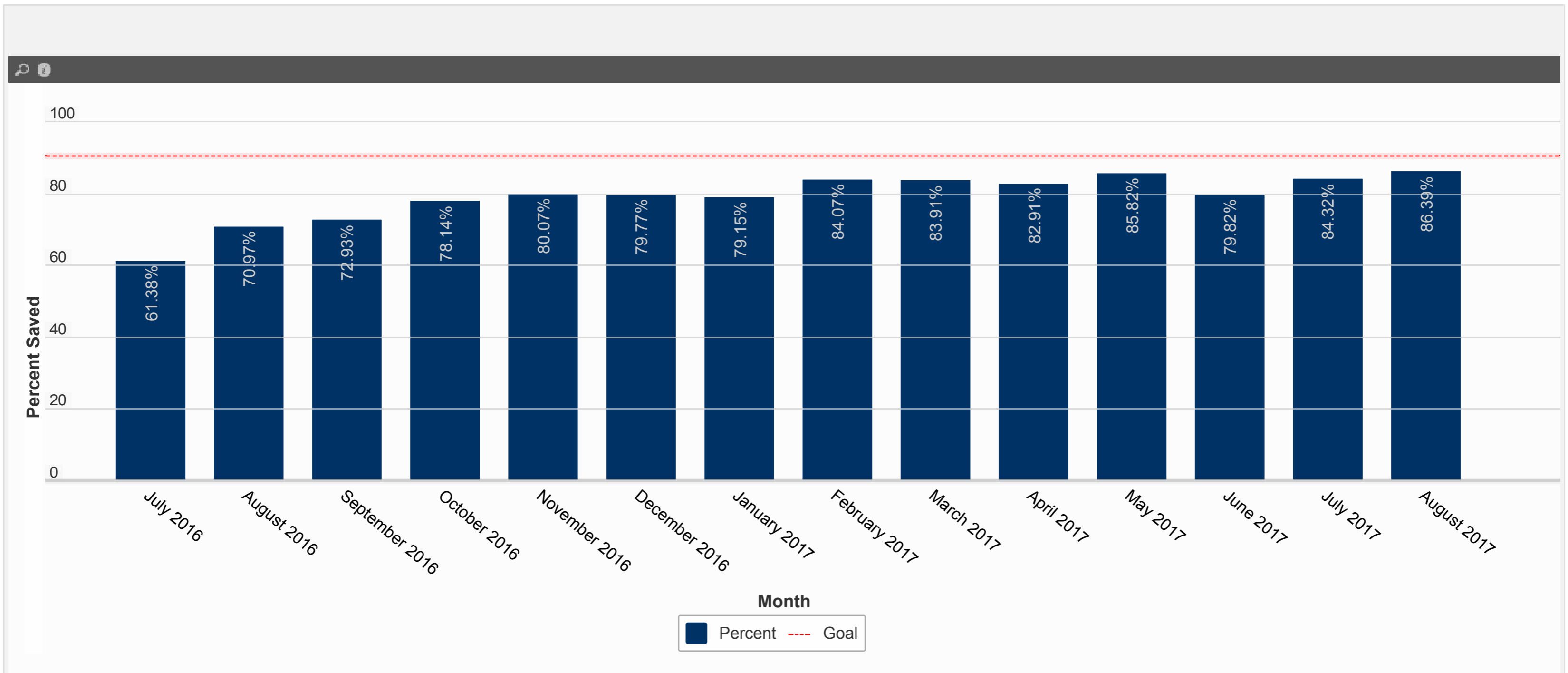
Intake for August 2017 was 5% higher than August 2016.



MAS Save Rate

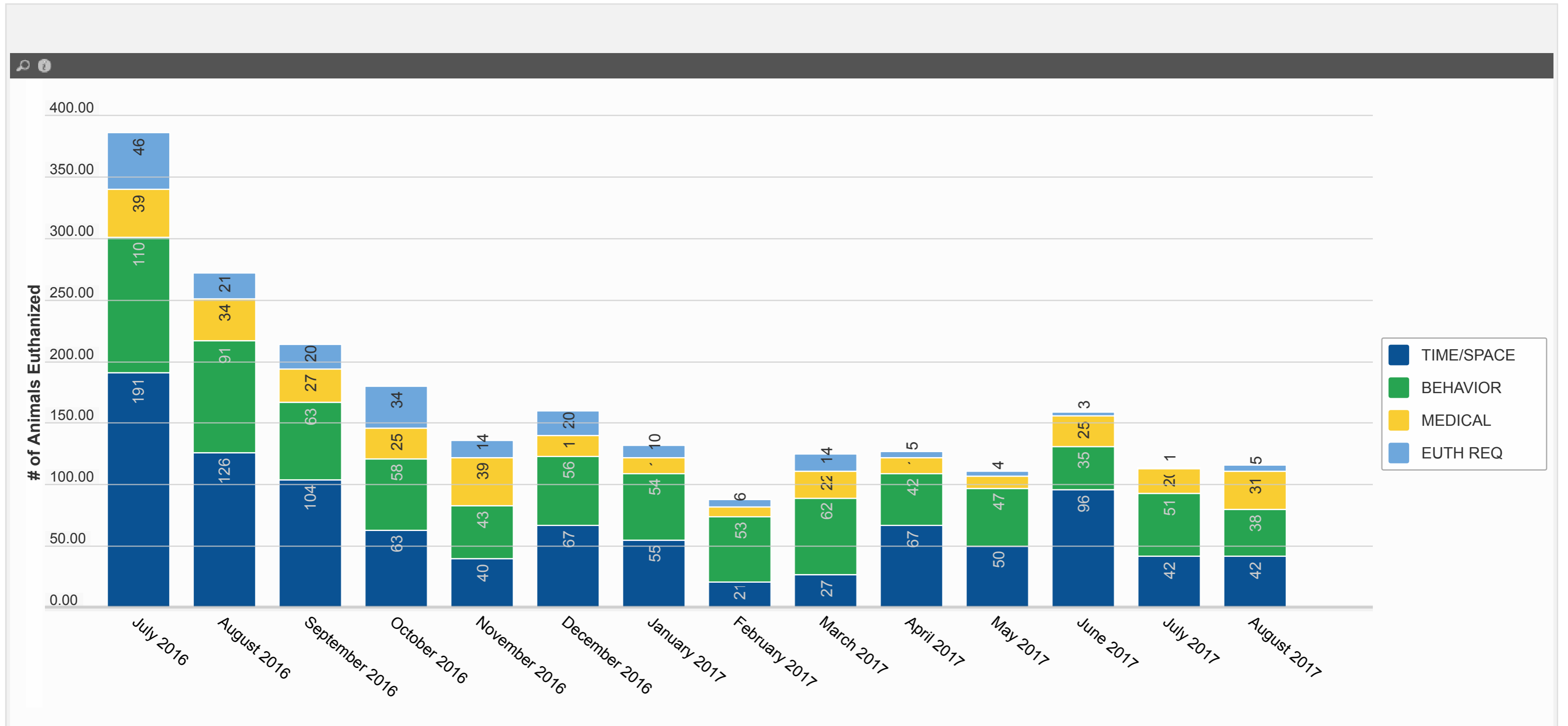
Goal: 90%

In August 2017, the save rate was 85.89%, 21% higher than August 2016. 90% is the national Target Zero standard for shelters and is determined using intake and euthanasia numbers.



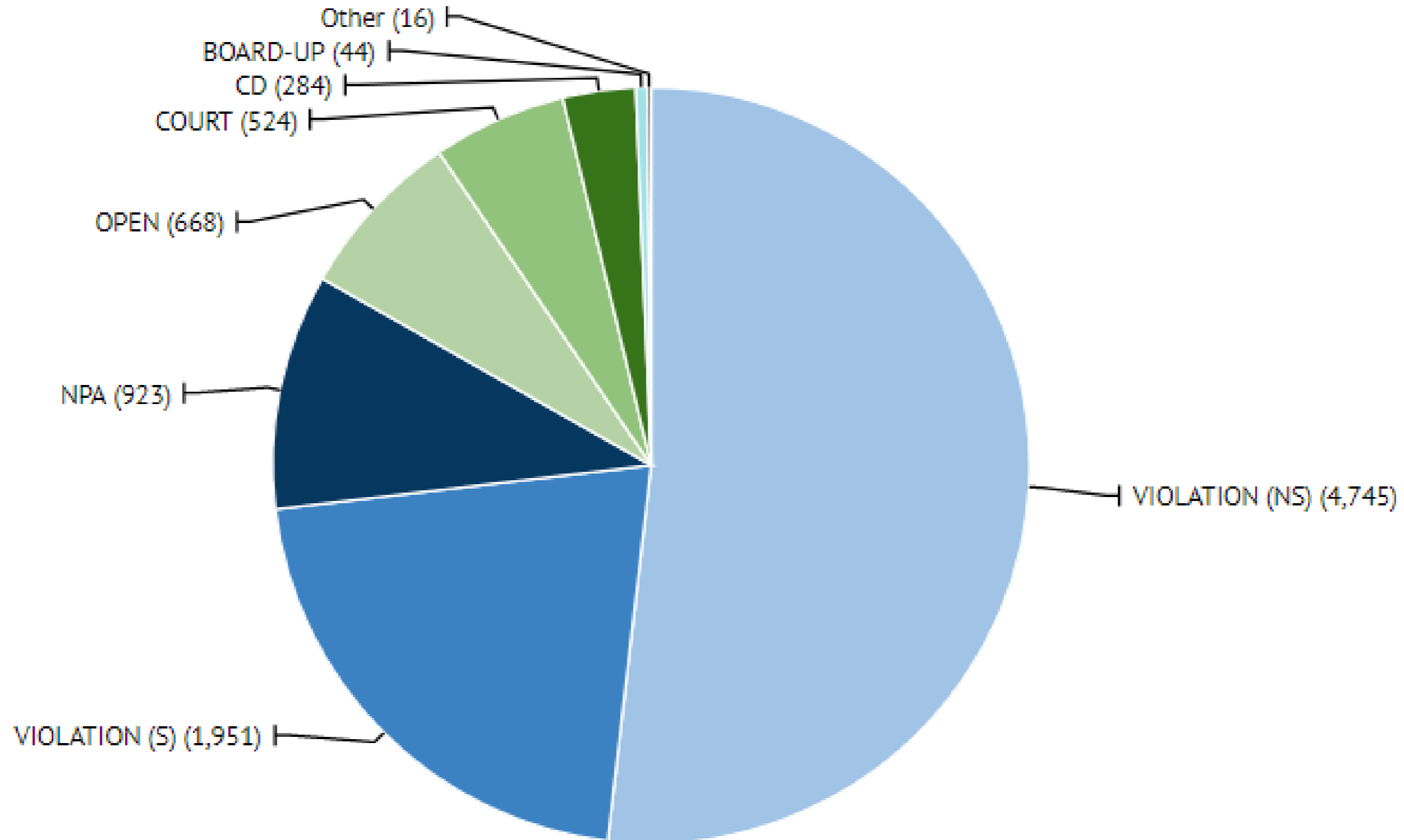
MAS Euthanasia By Type

67% fewer animals were euthanized for time and space reasons in August 2017 vs August 2016.

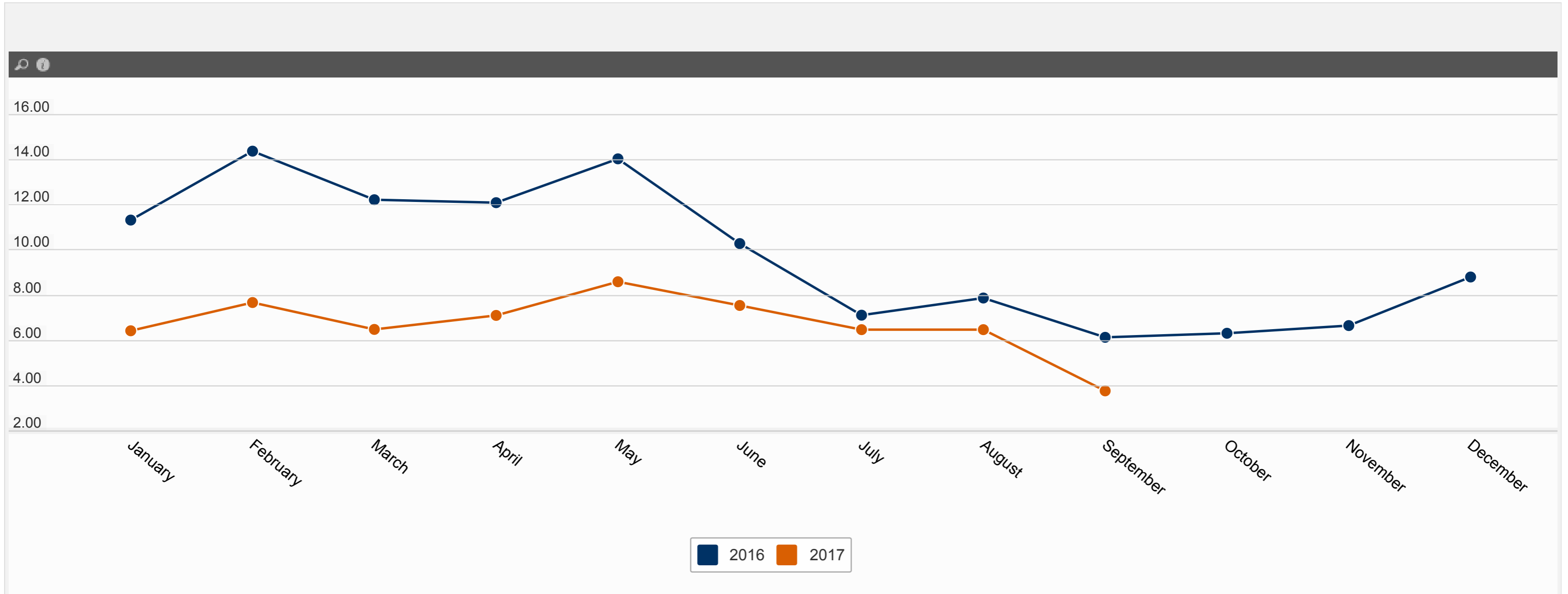


Neighborhoods

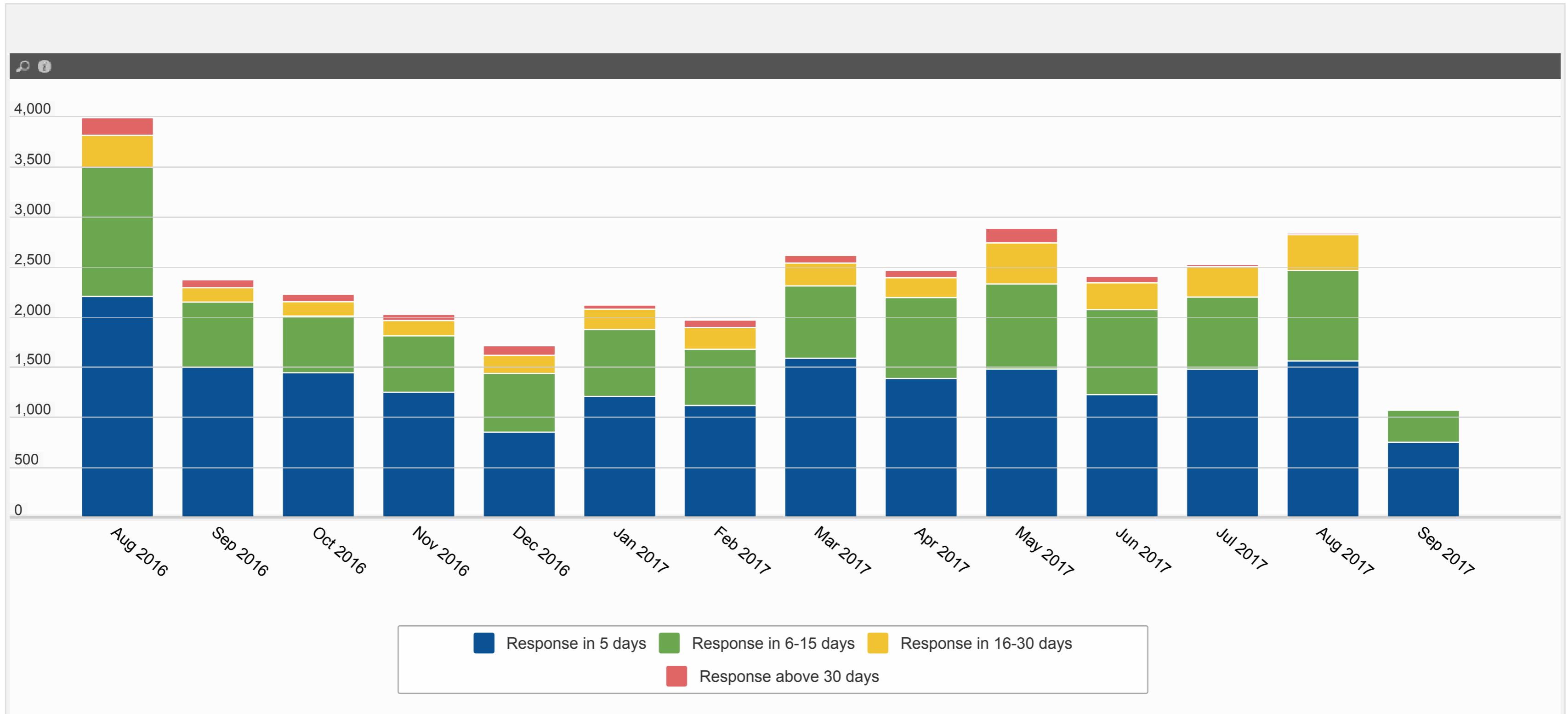
Outstanding Code Enforcement Requests-by Category



Code Enforcement: Average Time to Respond to New Service Requests



Code Enforcement: Initial Response to New Service Requests

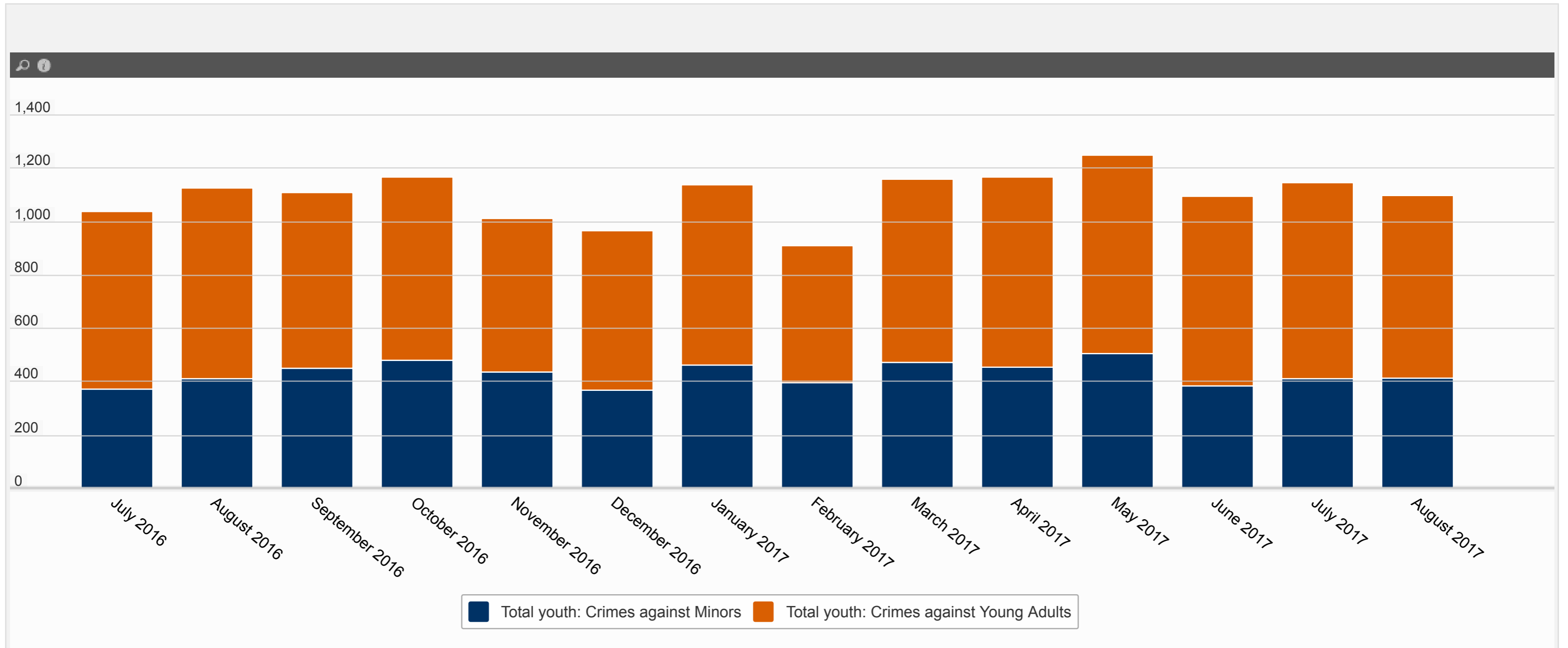


Youth

Crime Against Young Victims

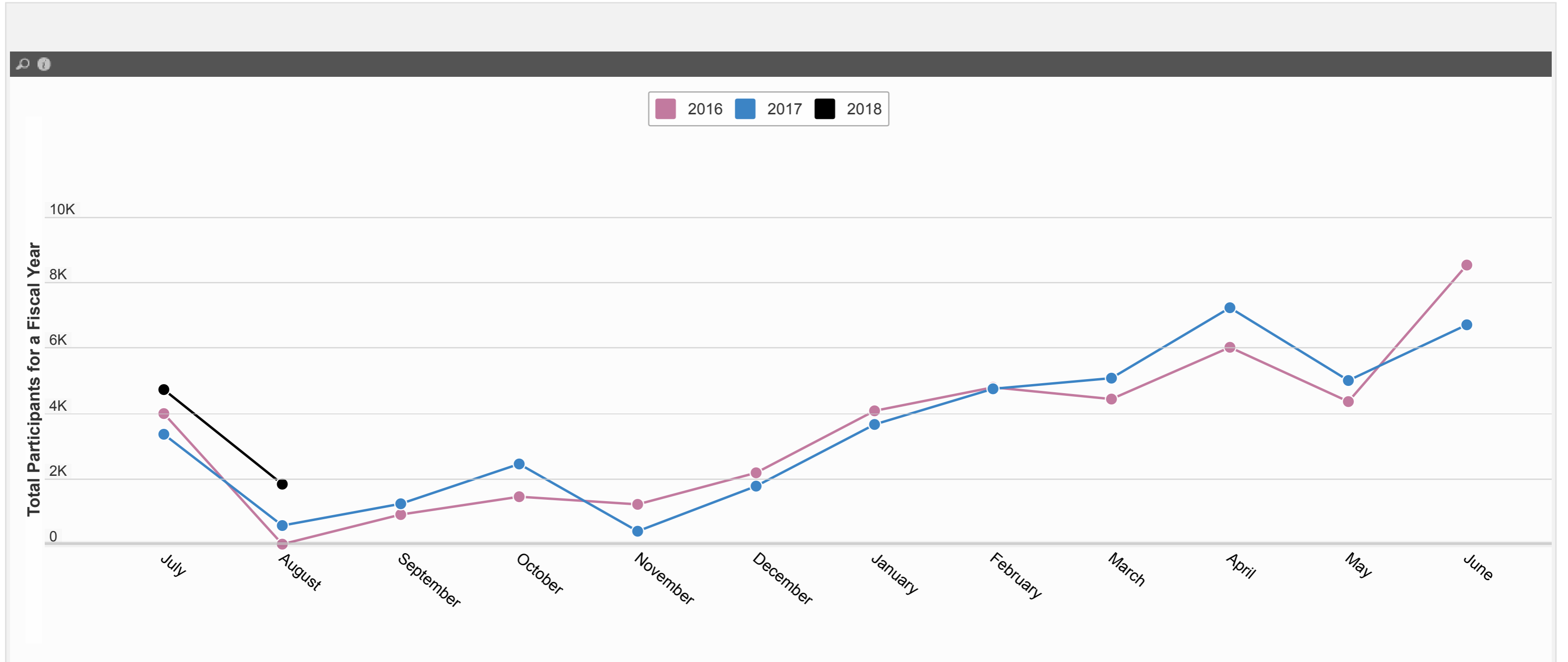
Goal: Tracking

There were 2.5% less incidents against young victims in August 2017 than in August 2016.



Youth Engagement: Athletics

The number of participants in August 2017 more than doubled compared to August 2016.

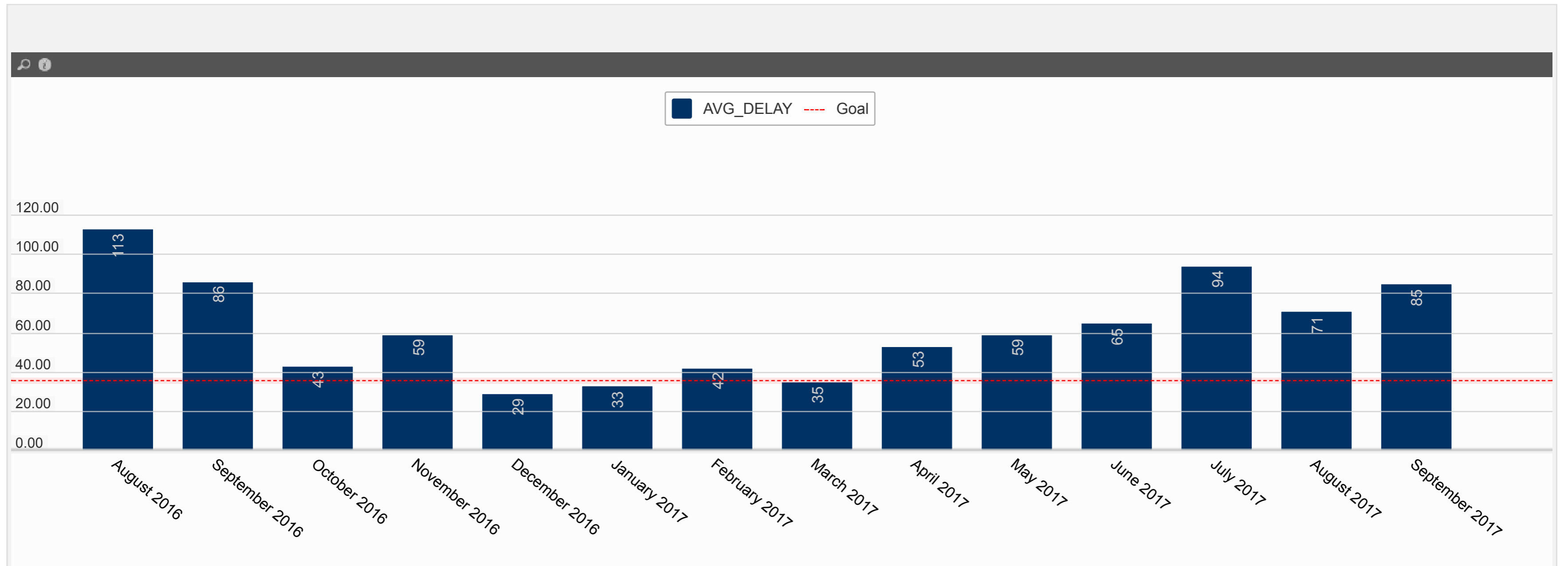


Government

311: Call Answer Time

Goal: Answer 311 calls within 35 seconds on average. Status: Needs attention.

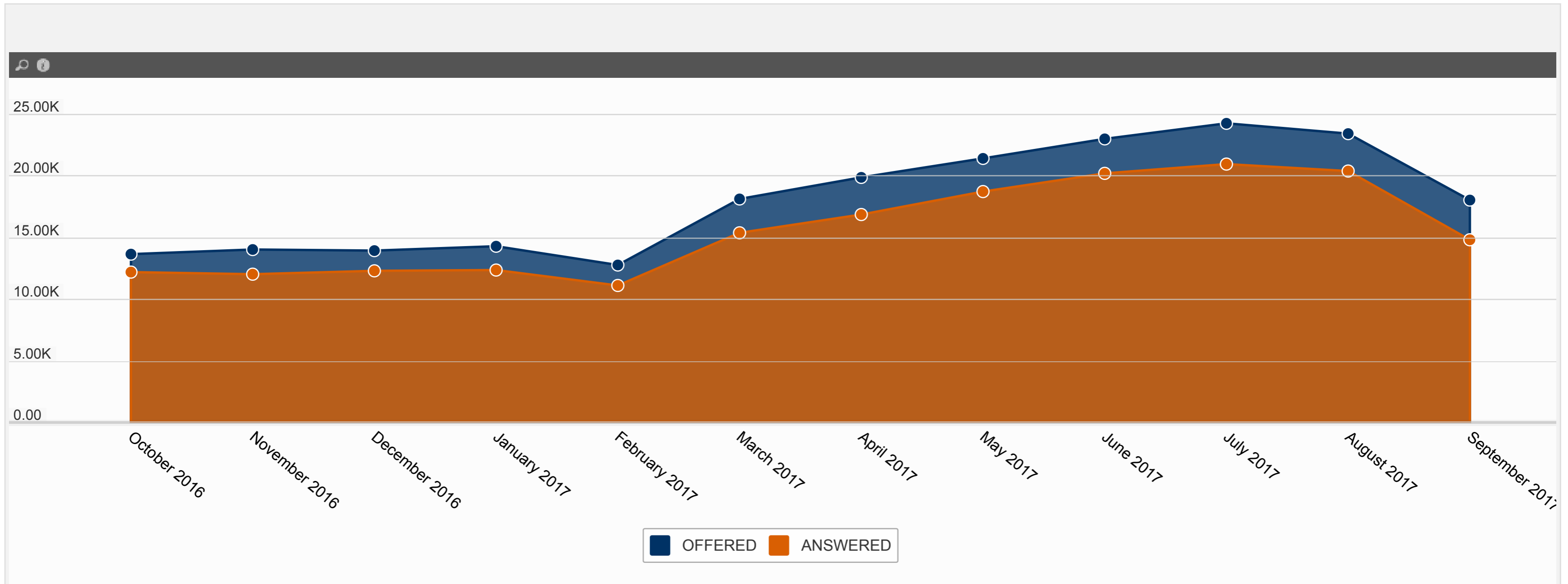
For the purposes of measurement, the clock starts when the automated system directs the caller to an operator. Average answer time for August 2017 was 37% faster than August 2016. Chart shows data through the previous day.



311: Call Volume

Goal: Tracking Only

We examine 311 call volume trends to see whether the flow of incoming calls is making it harder to answer calls quickly. Chart shows data through yesterday.



311 Originated Service Requests- by Department

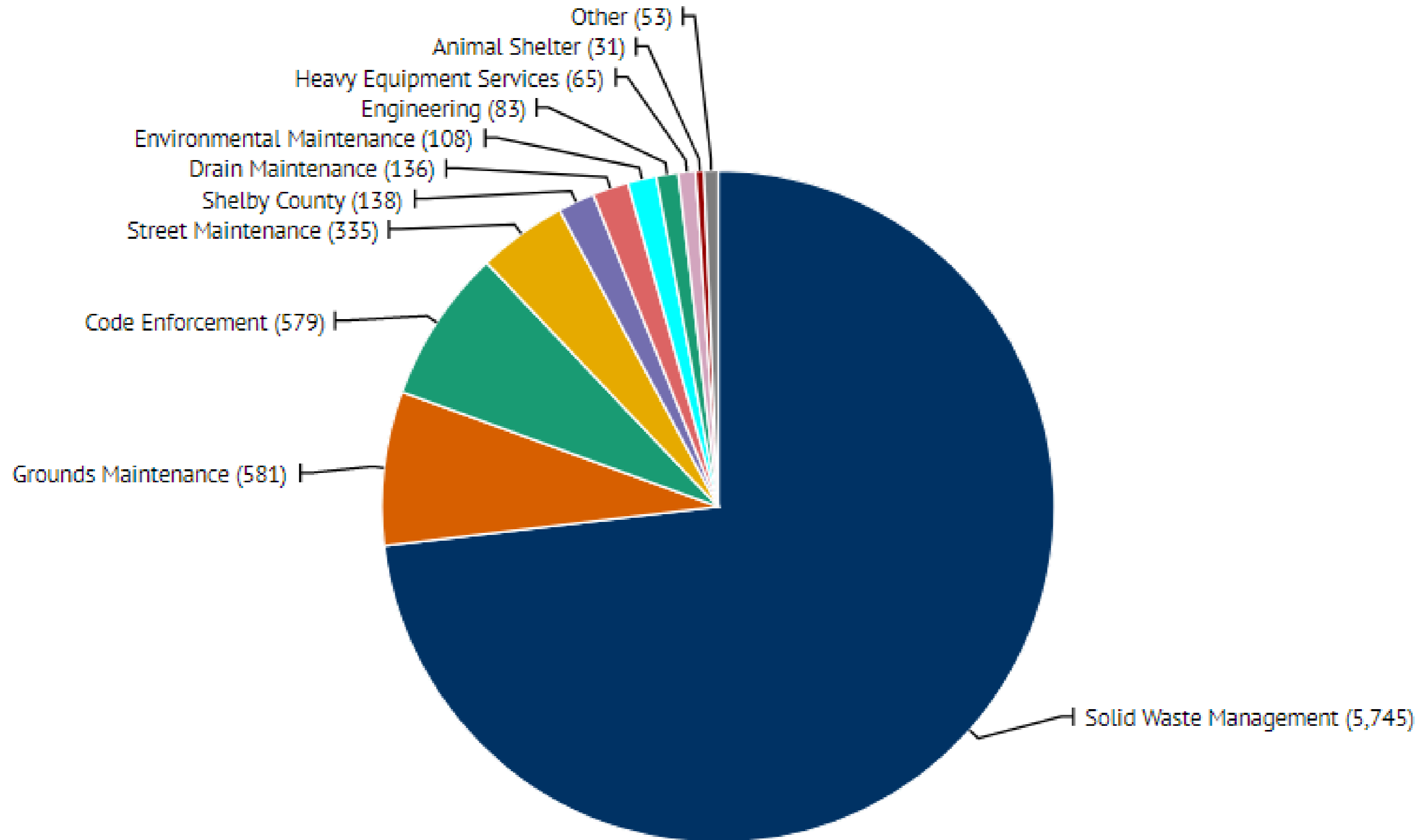


Chart show data for September 2017

311 Originated Service Requests- by Request Type

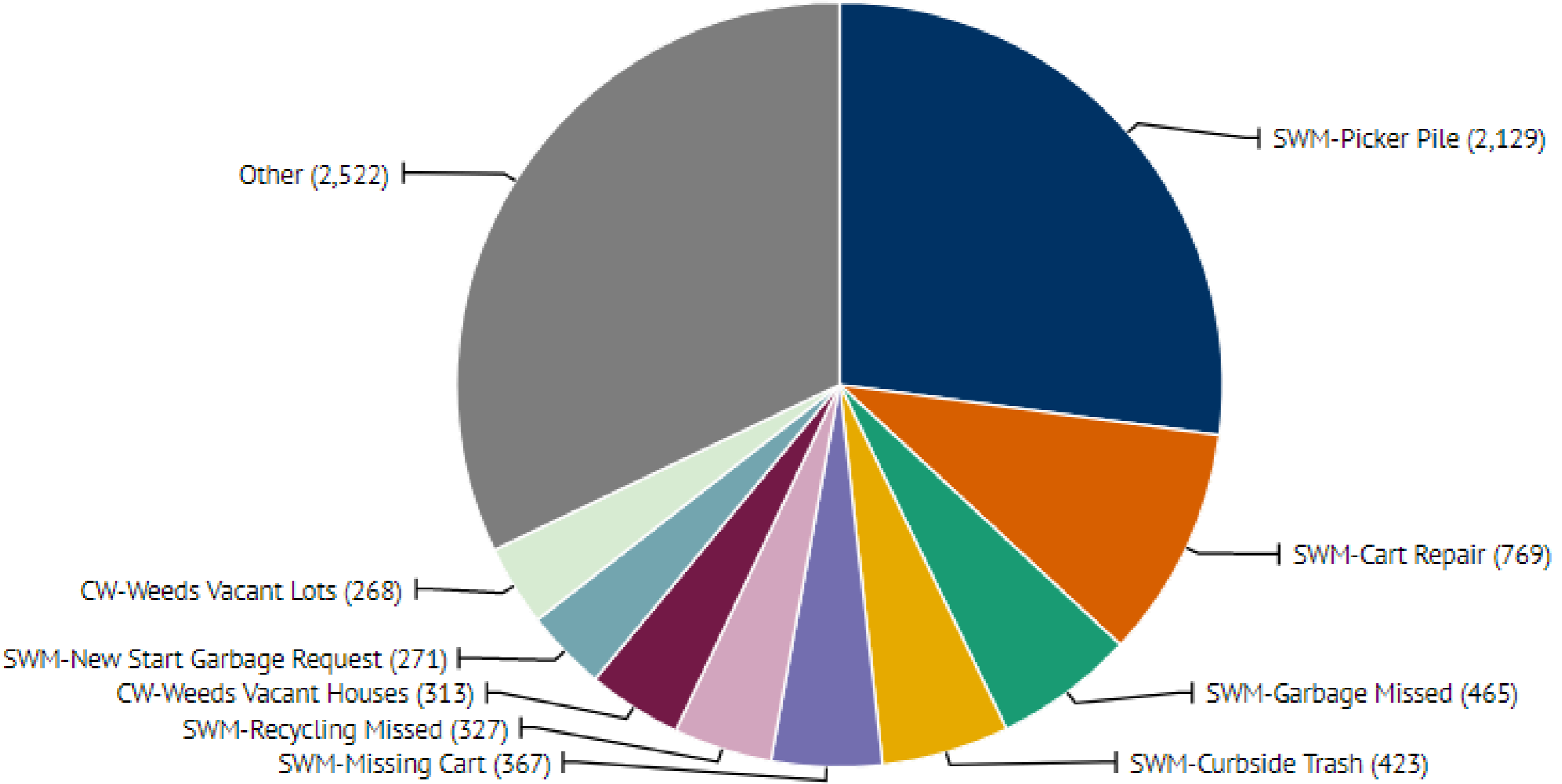
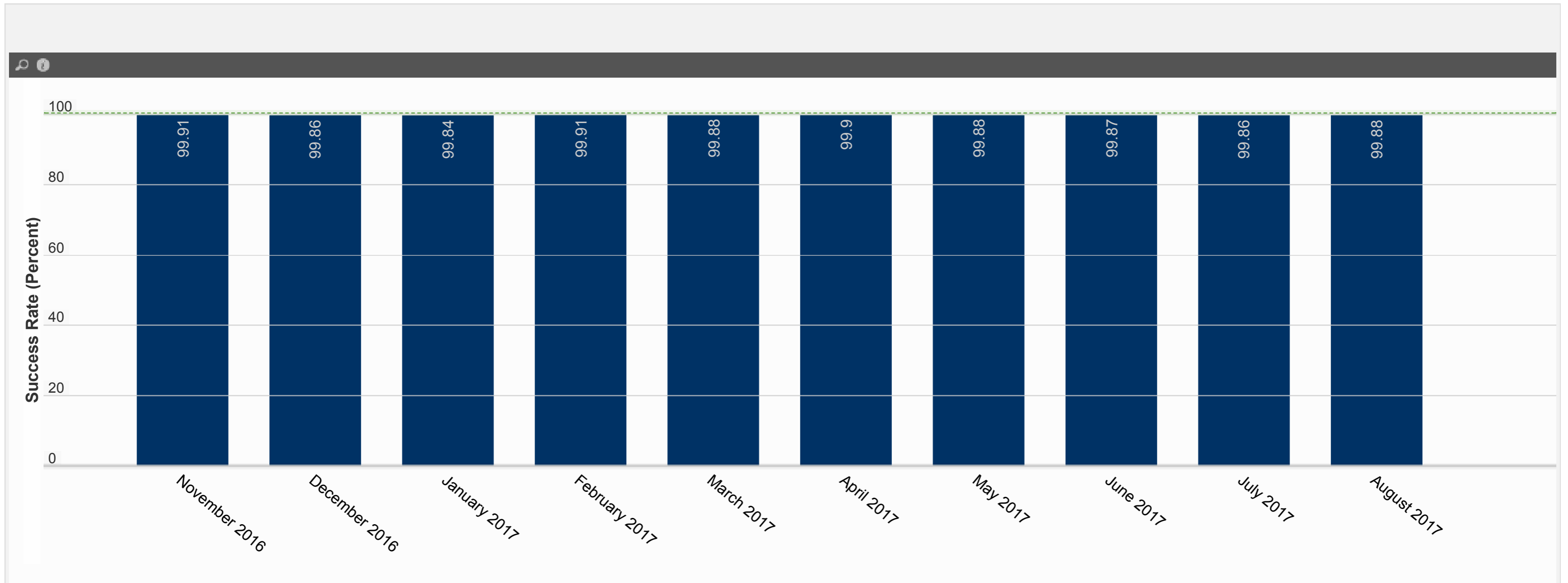


Chart shows data for September 2017

Regularly Scheduled Garbage Pickup - Success Rate

Goal: Tracking Only

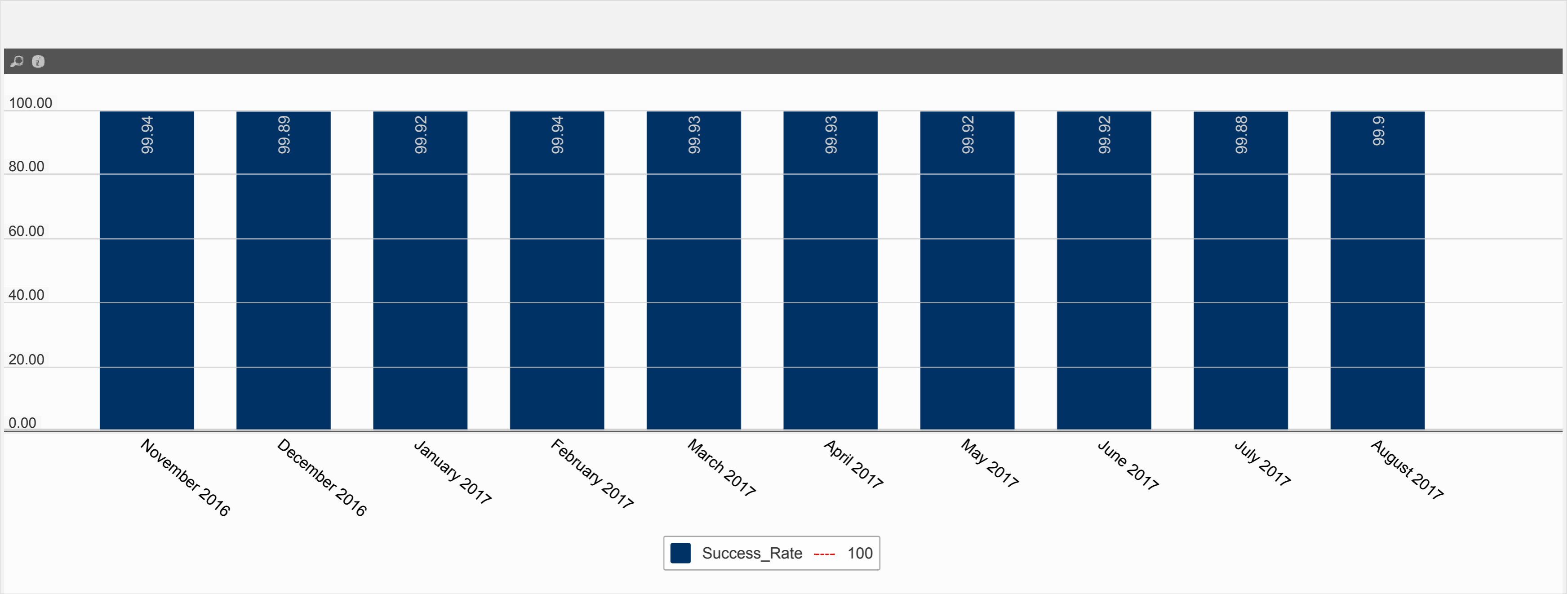
The Solid Waste department and its contractors made 709,096 scheduled pickups in July, and 99.9 percent of those pickups were handled without additional service requests.



Regularly Scheduled Recycling Pickup - Success Rate

Goal: Tracking Only

Among households that recycle, 99.9% of those pickups were handled without additional service requests.

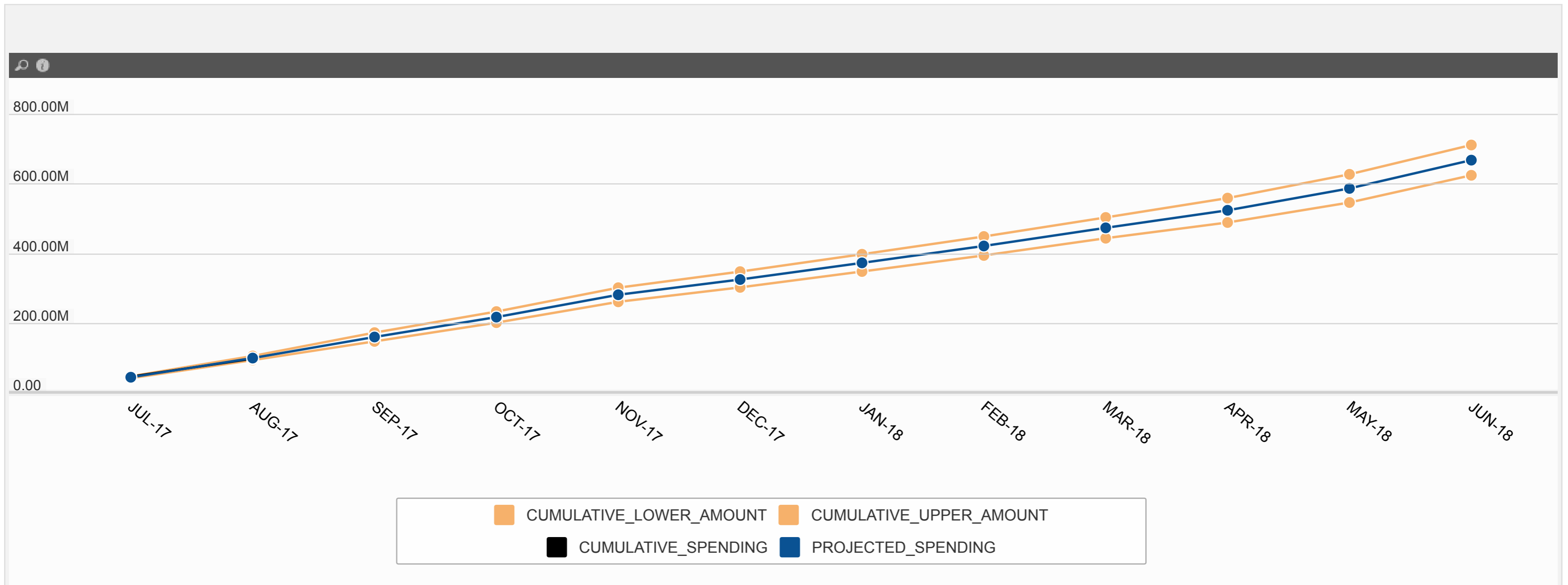


Service Request Scorecard: August

Service Request	SLA (Days)	Average Days	On Time (%)
Dead Animal Collection	1	1.0	79%
Garbage Pickup	7	8.8	62%
Recycling Pickup	7	12.7	44%
Garbage Cart Repair/Replace	8	14.0	41%
Garbage Service Start	10	13.9	44%
Recycling Cart Delivery	14	<i>Data under review</i>	
Curbside Trash Pickup	21	19.2	65%
Picker Pile Pickup	21	17.8	72%
Pothole Repair	5	4.4	72%
Weed Remediation	30	13.9	97%

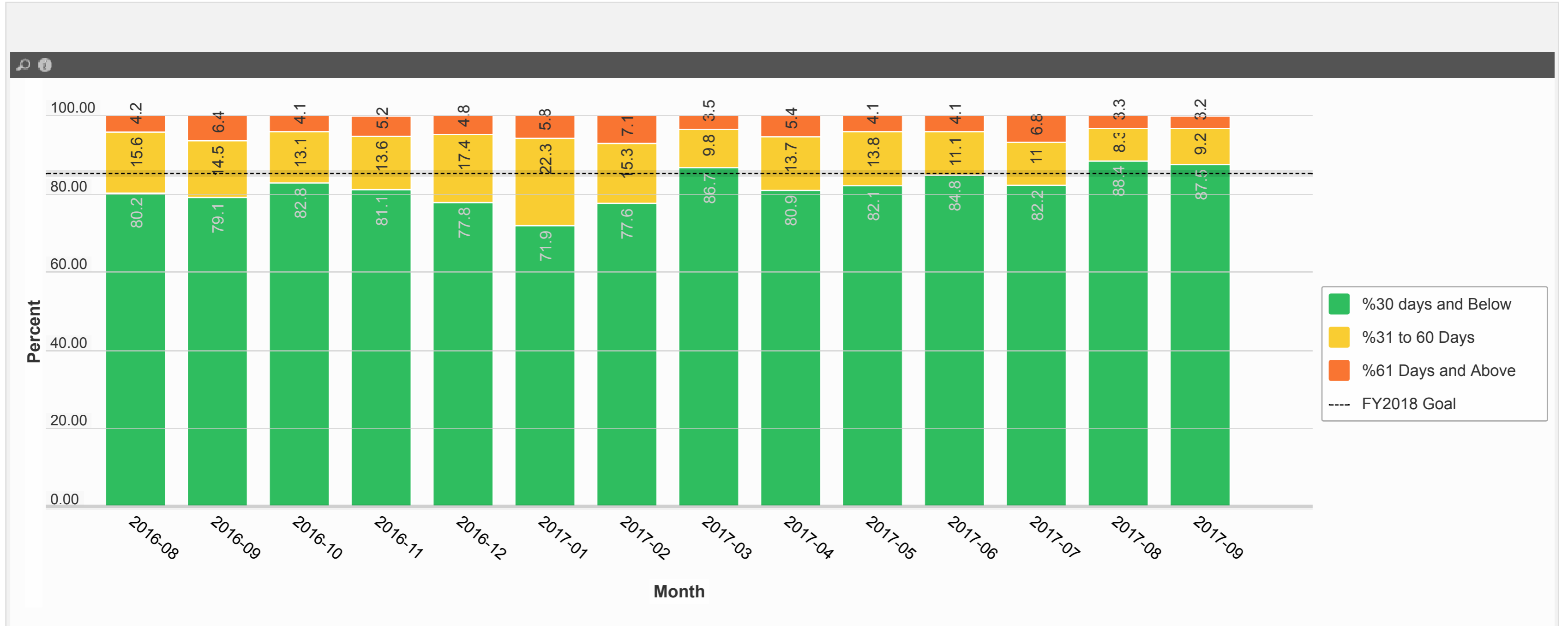
Finance: Budget Performance

This chart shows the city's spending for the current fiscal year in relation to its average rate of spending for the last five years.



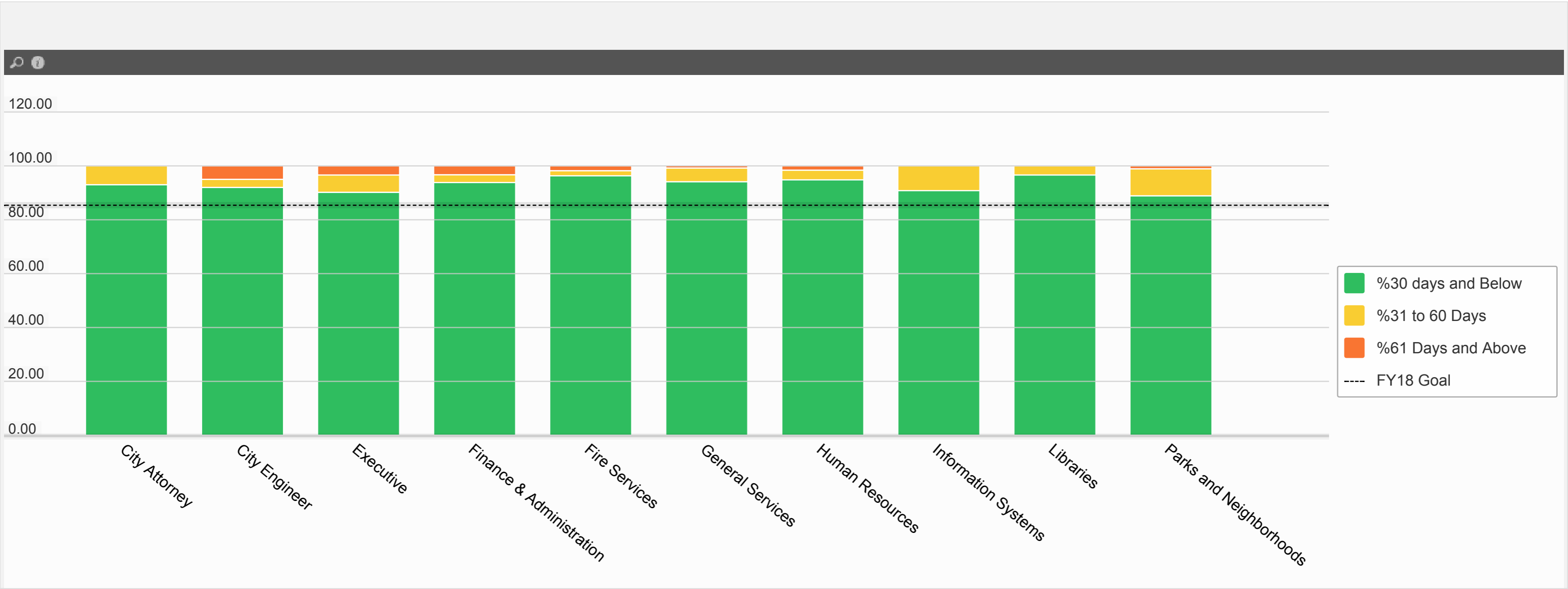
Accounts Payable: Citywide

This chart tracks the accounts payable process from the date a vendor prints on the invoice to the time that the check is issued for all invoices submitted to the City. Chart shows data through the previous day.



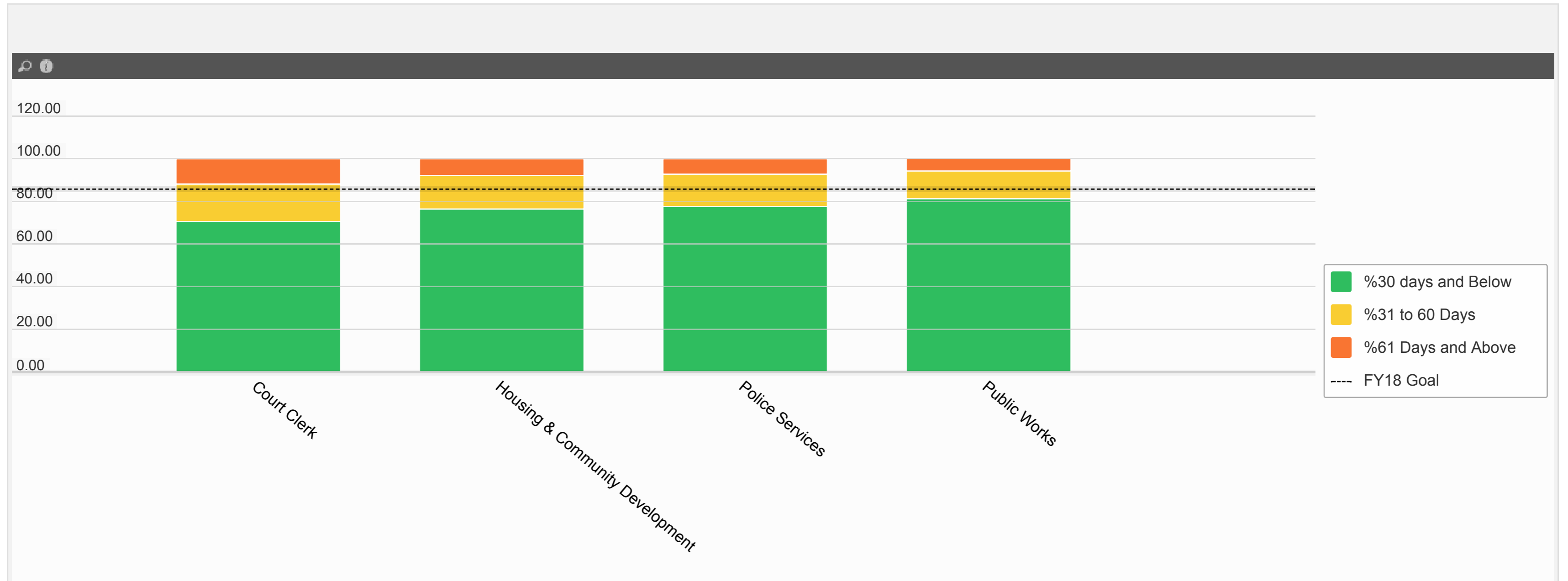
Accounts Payable: Divisions that Achieved Goal

This chart shows the divisions that did meet the goal of paying 85% of invoices within 30 days for the month of August.



Accounts Payable: Divisions that did not Achieve Goal

This chart shows the divisions that did not meet the goal of paying 85% of invoices within 30 days for the month of August.



MATA: On Time Performance

Goal: 76% for fixed-route bus service. 90% for MATAPlus.

In August, MATA maintained 74% for fixed-route on-time performance.

