

Hours Not Worked Parking Authority of River City (PARC)



KPI Owner: Gerald Howell

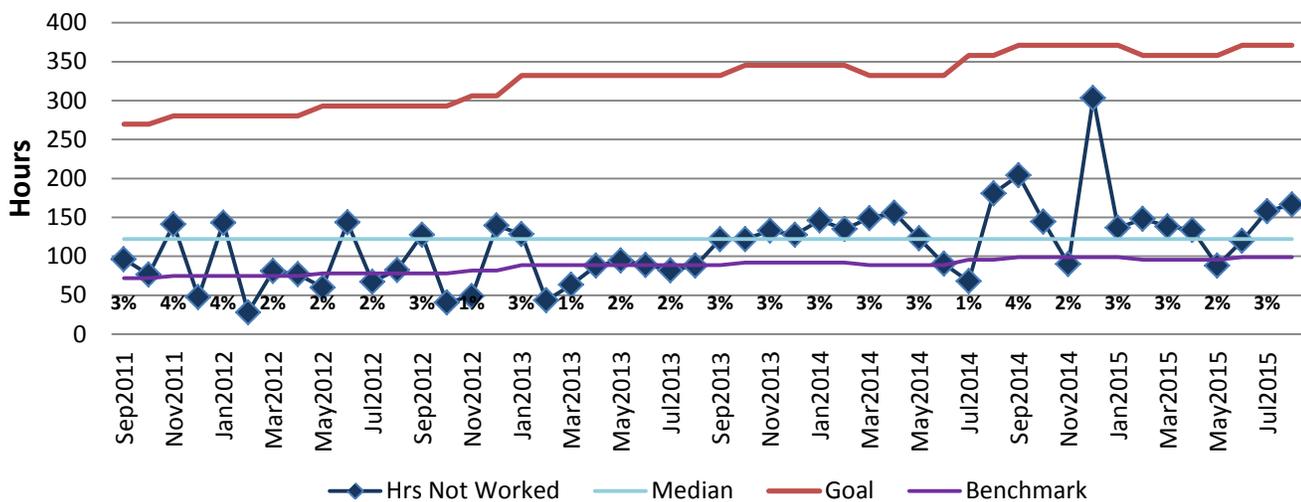
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Avg 129 hrs. over last 2 yrs. Goal: To keep under 10% at a minimal - 7.5% is the goal Benchmark: Local Government rate of 2%	Data Source: PeopleSoft Louiestat Reports Goal Source: PARC Scope Summary Benchmark Source: Metro	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Total # of hrs. per month employees were not at work performing normal job functions (excludes vacations & holidays) Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Educating and coaching employees on healthy measures: taking advantage of the Health & Wellness center, dressing appropriate for the weather, using safe work habits

How Are We Doing?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
4,402	1,831		371	167	
Hours	Hours		Hours	Hours	

Hours Not Worked



Sep2014-Aug2015 Pareto Analysis

