

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: FY-13, 2.77% (Monthly Avg. 123 hrs) Goal: Compared to a baseline of 2.77%, reduce hours not worked to 2% of total hours worked in FY15 (July 2014-June 2015) Benchmark: Local Government rate of 2% | Data Source: Payable Time PeopleSoft Goal Source: Enterprise KPI for productivity Benchmark Source: Bureau Labor Statistics | 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), rate calculated by dividing by total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Encourage the use of the Wellness Center, adherence to safe work practices and appropriate dress for the weather. |

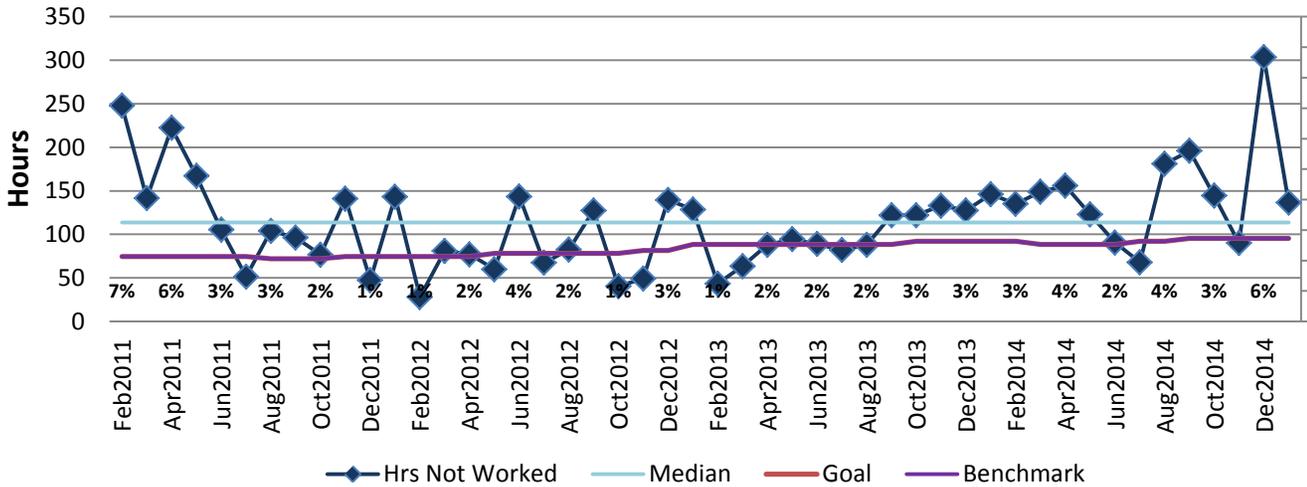
How Are We Doing?

| Feb2014-Jan2015 12 Month Goal | Feb2014-Jan2015 12 Month Actual | | Jan2015 Goal | Jan2015 Actual | |
|----------------------------------|------------------------------------|--|--------------|----------------|--|
| 1,108 | 1,773 | | 96 | 137 | |
| Hours | Hours | | Hours | Hours | |

Hours Not Worked



Good



Feb2014-Jan2015 Pareto Analysis

