

# Hours Not Worked Parking Authority of River City (PARC)



KPI Owner: Gerald Howell

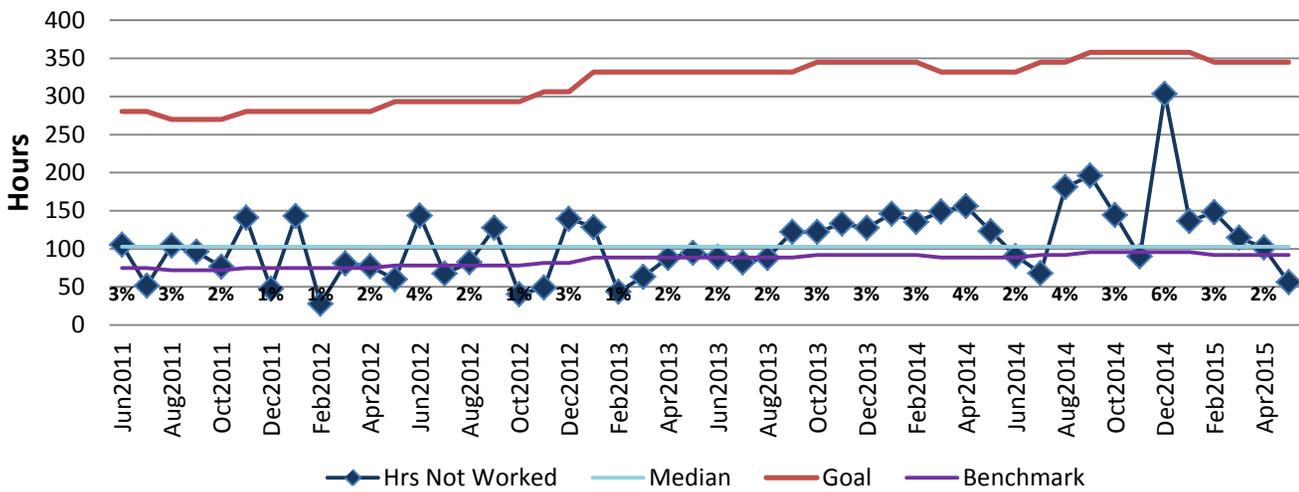
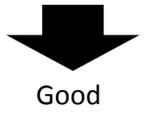
Process: Time & Attendance

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: 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?

Jun2014-May2015 12 Month Goal	Jun2014-May2015 12 Month Actual		May2015 Goal	May2015 Actual	
<b>4,194</b>	<b>1,630</b>		<b>345</b>	<b>56</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## Jun2014-May2015 Pareto Analysis

