

Turnover Rate Excluding Temporary and Seasonal Economic Development



KPI Owner: Scott Herrmann

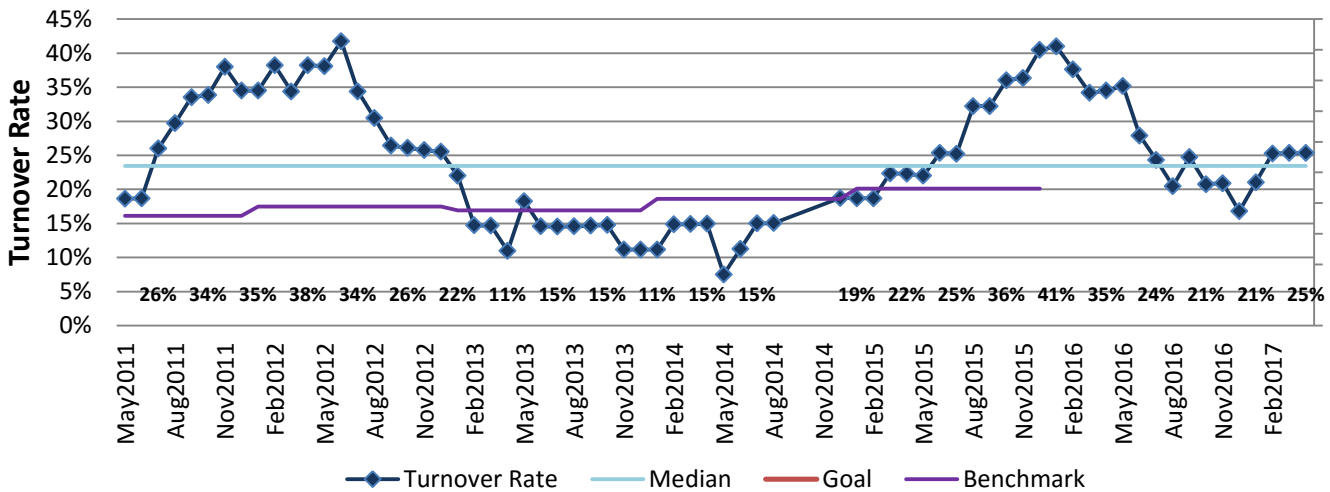
Process: Overtime Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Oct. 2010 Goal: Maintain employee satisfaction and retention of employees Benchmark: 20.1% state/local gov 2015	Data Source: PeopleSoft Goal Source: Scope Summary Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: # of emps who left Metro (excluding temporary or seasonal) in a 12 month period divided by the avg # of emps Why Measure: Better understand cultural impact on staff retention Next Improvement Step: Continue to monitor

How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Avg		Apr2017 Goal	Apr2017 Actual	
25%	24%		20%	25%	
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



May2016-Apr2017 Pareto Analysis

