

Turnover Rate Excluding Temporary and Seasonal Emergency Medical Services



KPI Owner: Jordan Mudd

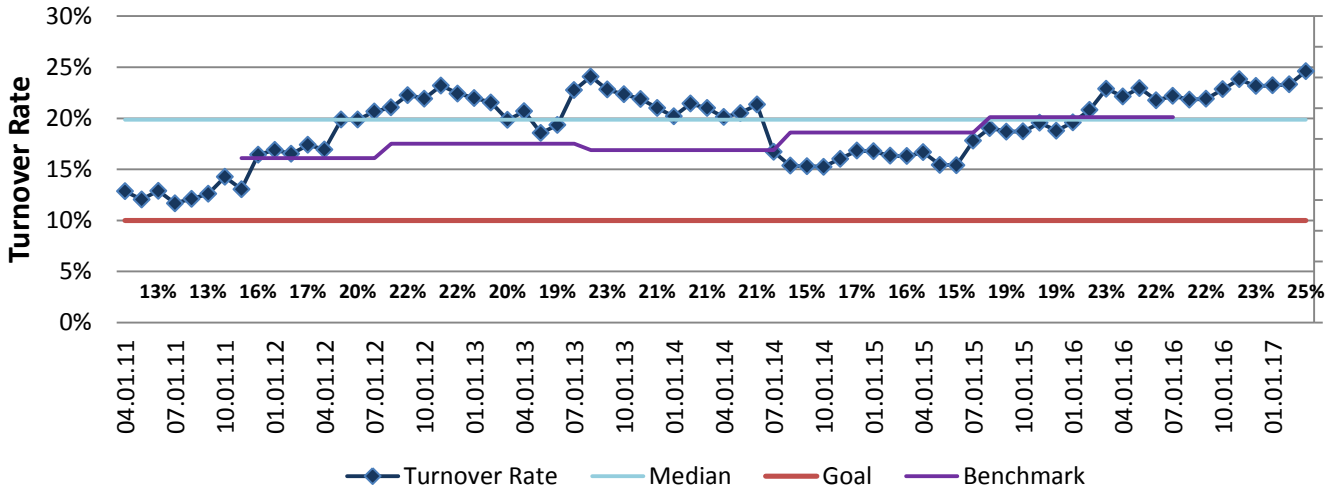
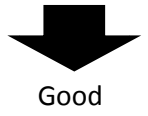
Strategic Goal: Attract, Develop and Retain Talent

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 - 19.84% monthly average Goal: Reduce turnover rate to 10% Benchmark: 20.1% state/local gov 2015	Data Source: PeopleSoft Goal Source: Dept Management Team Benchmark Source: BLS	Plan-Do-Check-Act Step 3: Determine and quantify root causes 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: Analyze exit survey data for trends. Create workforce development program.

How Are We Doing?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Avg		Mar2017 Goal	Mar2017 Actual	
10%	23%	⬇	10%	25%	⬇
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



Sep2015-Mar2017 Pareto Analysis

