

Transfer Rate Emergency Services



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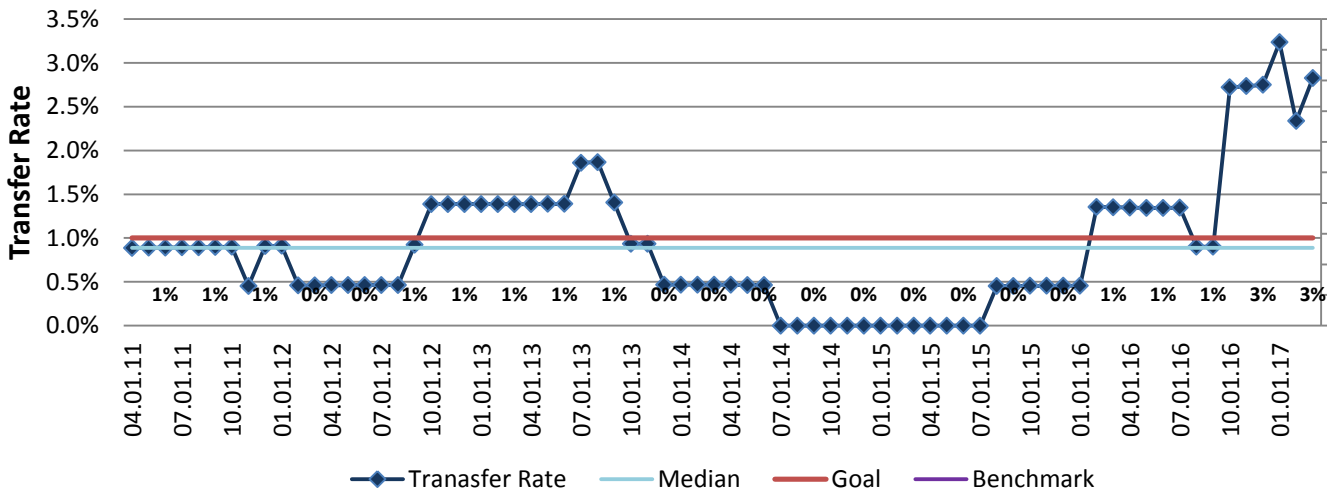
Strategic Goal: Attract, Develop and Retain Talent

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 - .79% monthly average Goal: Reduce transfer rate to 1% Benchmark: TBD	Data Source: PeopleSoft Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: # of emps who transferred from one Metro department to another in a 12 month period divided by the avg # of emps Why Measure: Better understand cultural impact on staff retention Next Improvement Step: Conduct analysis to understand why employees transfer (pay, work environment, career path, etc.)

How Are We Doing?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Avg		Mar2017 Goal	Mar2017 Actual	
1.00%	1.98%		1.00%	2.83%	
Transfer Rate	Transfer Rate		Transfer Rate	Transfer Rate	

Transfer Rate



Apr2016-Mar2017 Pareto Analysis

