

# Hours Not Worked Emergency Services



KPI Owner: Tonya Sangester

Process: Staffing Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 2,112 biweekly avg hours Goal: Reduce hours not worked to 1,785 hours per pay period (1 Standard deviation below FY16 average) Benchmark: Local Government Rate of 1.7%	Data Source: Payable Time PeopleSoft Goal Source: Dept Management Team Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 3: Determine and quantify root causes 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: Review sick policy for improvements and consistency. Continue work with HR on improvements to FMLA process.

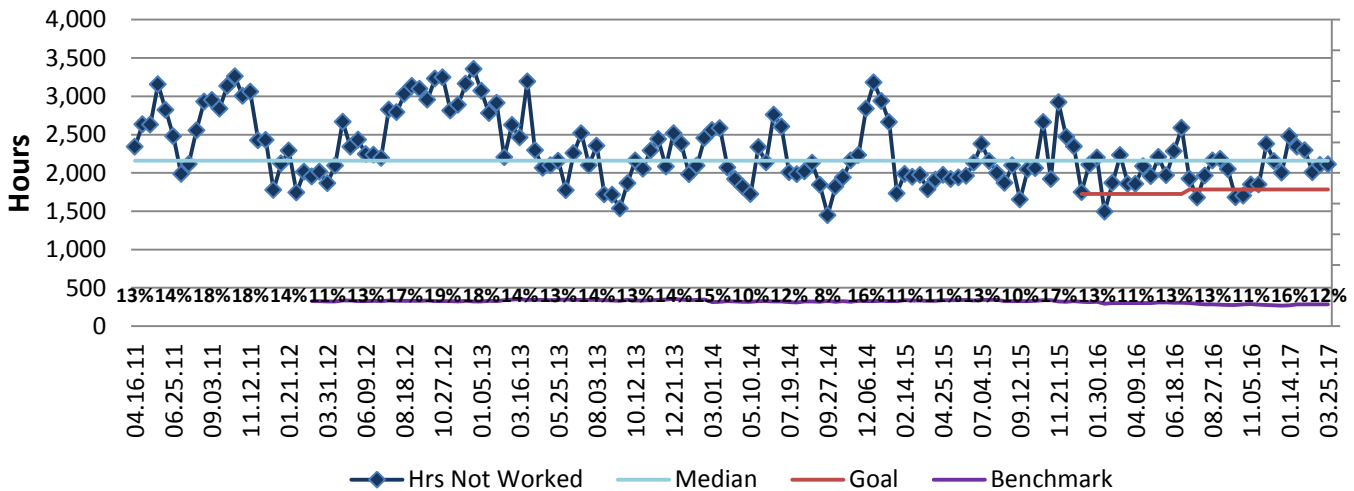
## How Are We Doing?

03.27.16-03.25.17 12 Month Goal	03.27.16-03.25.17 12 Month Actual		03.12.17-03.25.17 Goal	03.12.17-03.25.17 Actual	
<b>45,983</b>	<b>53,865</b>		<b>1,785</b>	<b>2,110</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



Good



## 03.27.16-03.25.17 Pareto Analysis

