

Hours Not Worked Parking Authority of River City (PARC)



KPI Owner: Gerald Howell & Tiffany Propes

Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY-16 & FY-17 Goal: To be less than 1.7% Metro Standards Benchmark: Local Government Rate of 1.7%	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: Bureau Labor Statistics	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), rate calculated by dividing by total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: To identify the pareto that the dept. can have the most impact on for improvement

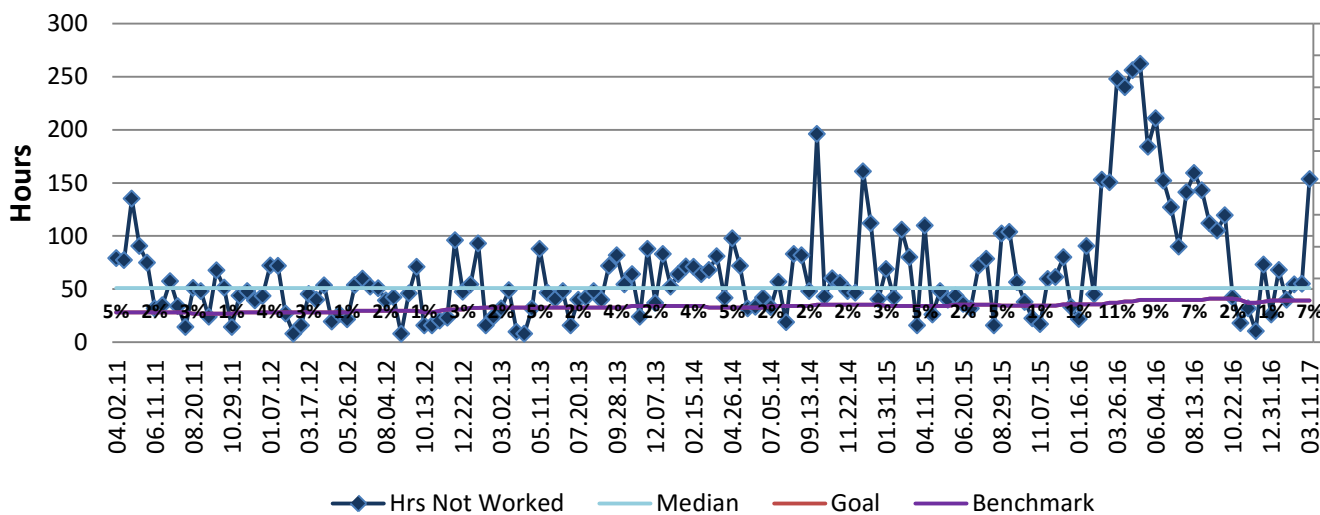
How Are We Doing?

03.13.16-03.11.17 12 Month Goal	03.13.16-03.11.17 12 Month Actual		02.26.17-03.11.17 Goal	02.26.17-03.11.17 Actual	
1,025	3,123	⬇️	39	154	⬇️
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



03.13.16-03.11.17 Pareto Analysis

