

Turnover Rate Excluding Temporary and Seasonal Parking Authority of River City (PARC)



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Process: LMG & Dept

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY-16 & FY-17 Goal: LMG 20.1% Benchmark: 20.1% state/local gov 2015	Data Source: LMG Goal Source: LMG Benchmark Source: LMG	Plan-Do-Check-Act Step 8: Monitor and diagnose 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: Monitor

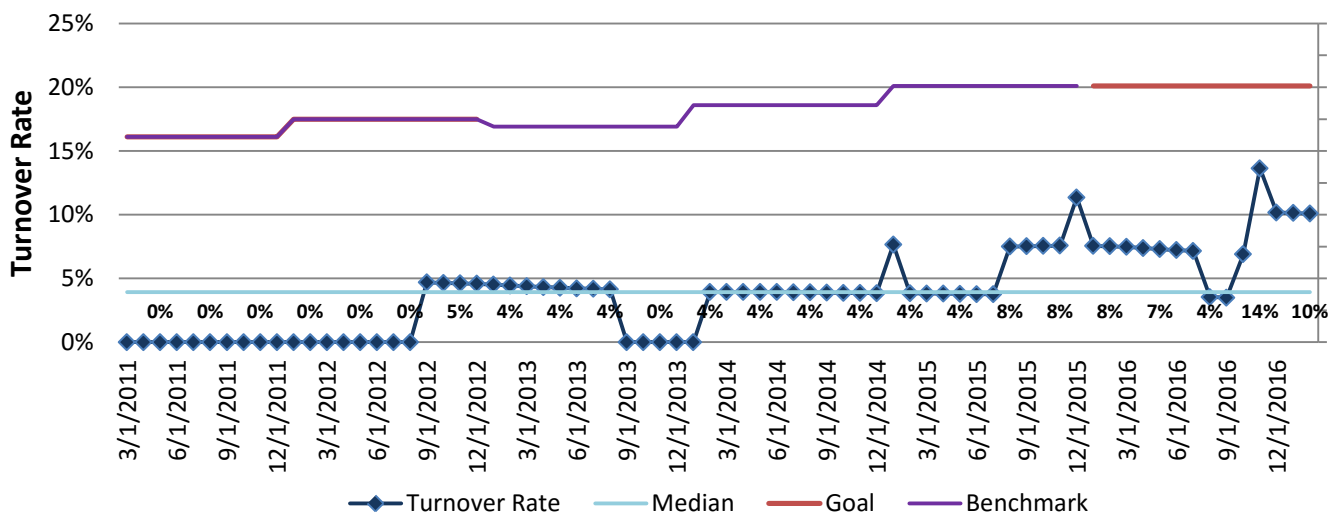
How Are We Doing?

Mar2016-Feb2017 12 Month Goal	Mar2016-Feb2017 12 Month Avg		Feb2017 Goal	Feb2017 Actual	
20%	8%		20%	10%	
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



Good



Mar2016-Feb2017 Pareto Analysis

