

Hours Not Worked Parking Authority of River City (PARC)



KPI Owner: Gerald Howell

Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY-18 & FY-19 Goal: LMG 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

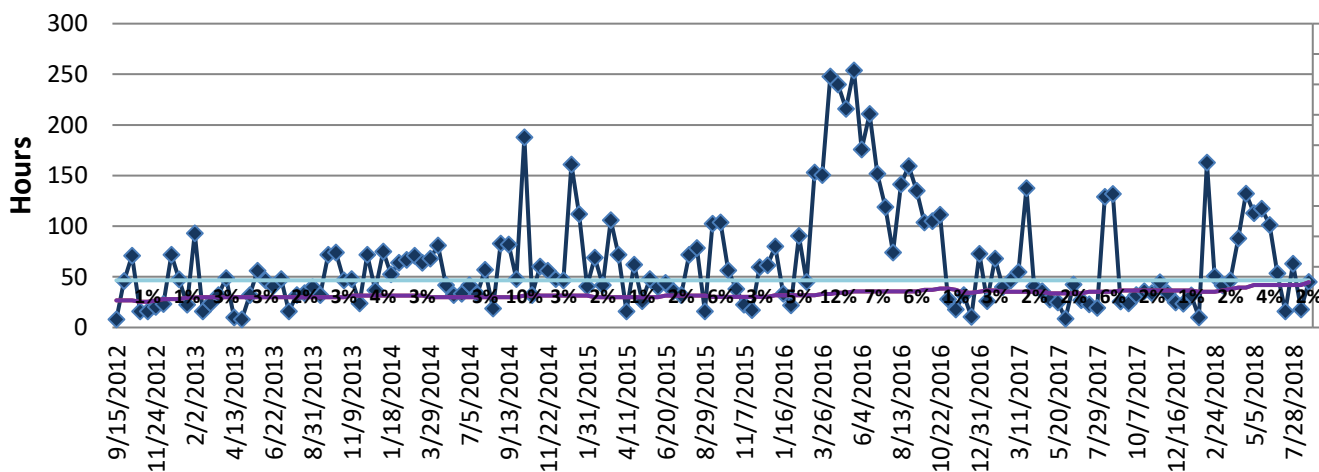
How Are We Doing?

07.30.17-08.11.18 12 Month Goal	07.30.17-08.11.18 12 Month Actual		07.29.18-08.11.18 Goal	07.29.18-08.11.18 Actual	
998	1,502		45	45	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



08.13.17-08.11.18 Pareto Analysis

