

Turnover Rate Excluding Temporary and Seasonal Public Health & Wellness



KPI Owner: Chief of Staff, Jon Moore

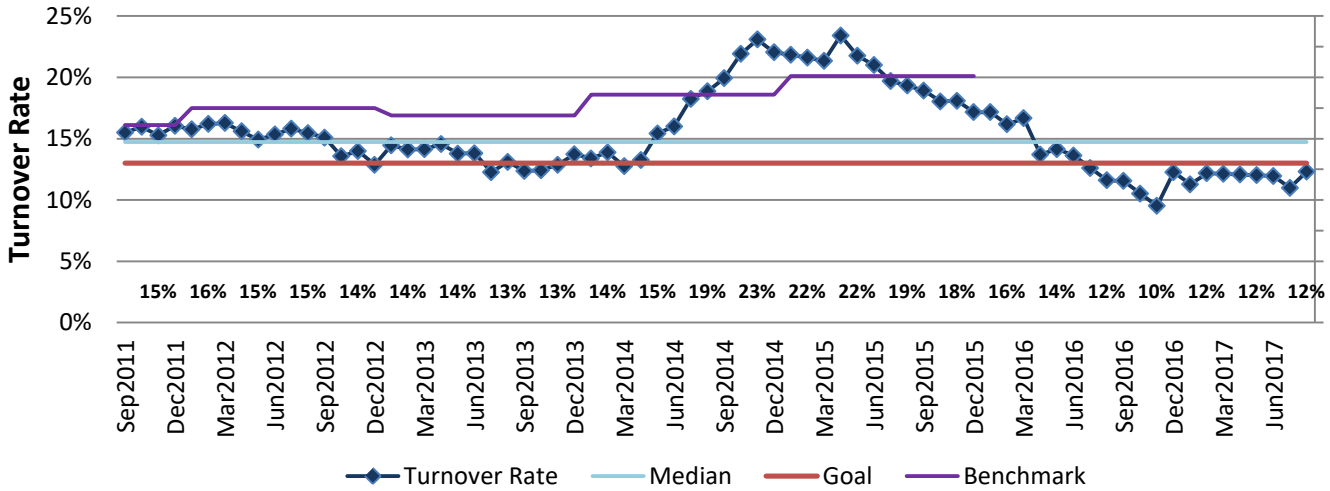
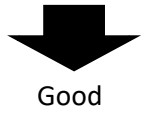
Process: Workforce development

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 10.9%, Sept 2010 Goal: No more than 13% of employees Benchmark: 20.1% state/local gov 2015	Data Source: Human Resources Goal Source: Benchmark Benchmark Source: LMPHW 2010	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal 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?

Sep2016-Aug2017 12 Month Goal	Sep2016-Aug2017 12 Month Avg		Aug2017 Goal	Aug2017 Actual	
13%	12%		13%	12%	
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



Sep2016-Aug2017 Pareto Analysis

