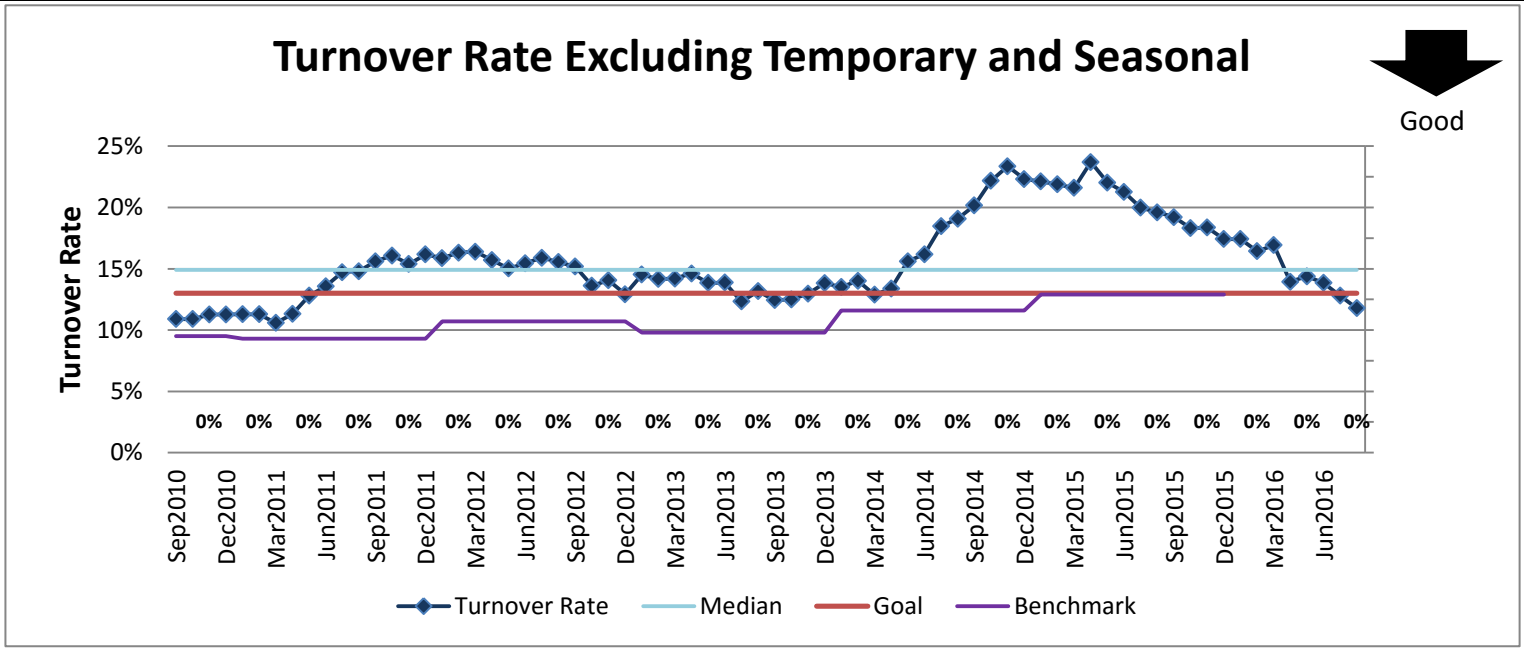
Turnover Rate Excluding Temporary and Seasonal
Public Health & Wellness

KPI Owner: Chief of Staff **Process:**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 10.9%, Sept 2010 Goal: No more than 13% of employees Benchmark: 12.9% state/local gov 2015	Data Source: Human Resources Goal Source: benchmark Benchmark Source: OPI	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?

Sep2015-Aug2016 12 Month Goal	Sep2015-Aug2016 12 Month Avg		Aug2016 Goal	Aug2016 Actual	
13%	16%		13%	12%	
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

Report Generated: 10/11/2016 Data Expires: 10/13/2016