

Turnover Rate Excluding Temporary and Seasonal Emergency Medical Services



KPI Owner: Jordan Mudd

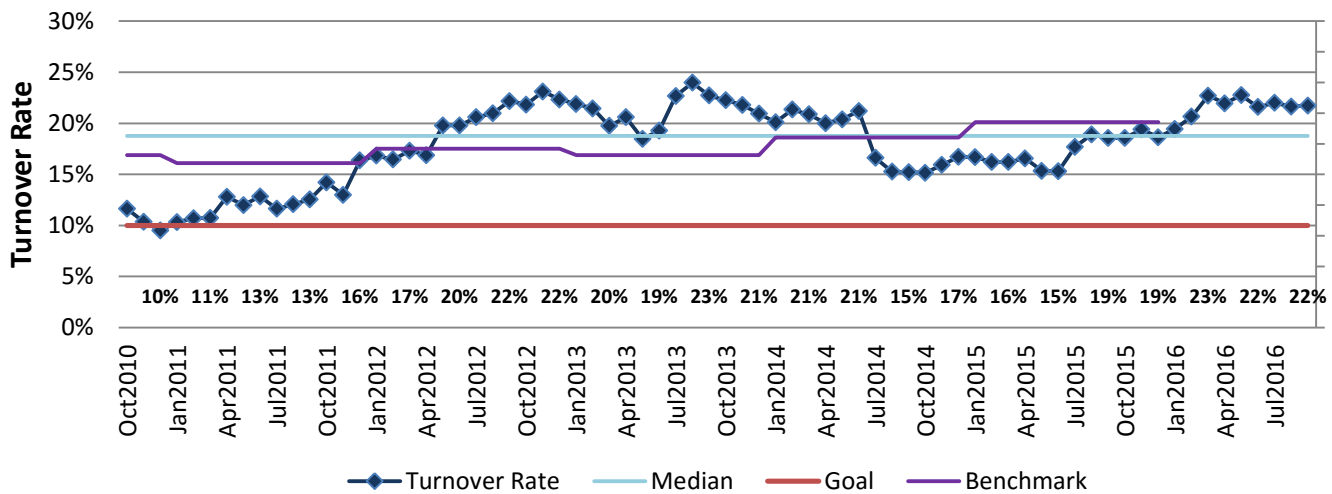
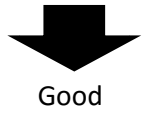
Strategic Goal: Attract, Develop and Retain Talent

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 - 19.84% monthly average Goal: Reduce turnover rate to 10% Benchmark: 20.1% state/local gov 2015	Data Source: PeopleSoft Goal Source: Dept Management Team Benchmark Source: OPI	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions 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: Finish selection process for EMT Recruit class of 30 to start January 2017. Formalize plans for filling paramedic vacancies.

How Are We Doing?

Oct2015-Sep2016 12 Month Goal	Oct2015-Sep2016 12 Month Avg		Sep2016 Goal	Sep2016 Actual	
10%	21%	⬇	10%	22%	⬇
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



Oct2015-Sep2016 Pareto Analysis

