Turnover Rate Excluding Temporary and Seasonal
EMA/MetroSafe

LouieStat

KPI Owner: Jordan Mudd | **Strategic Goal:** Attract, Develop and Retain Talent

| Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 - 8.73% 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:** Implement hiring process improvements developed with Civil Service. Improve agency internal processes related to hiring approval.

How Are We Doing?

Oct2015-Sep2016 12 Month Goal	Oct2015-Sep2016 12 Month Avg		Sep2016 Goal	Sep2016 Actual	
10%	**10%**	🟢	**10%**	**14%**	🔴
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal

Good
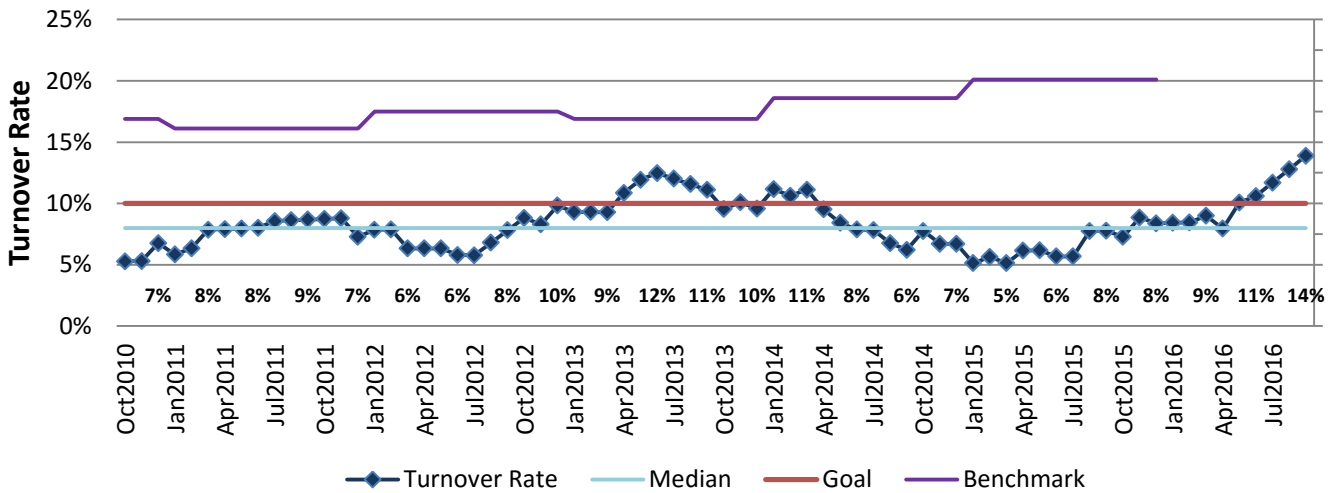
Oct2015-Sep2016 Pareto Analysis