

Turnover Rate Excluding Temporary and Seasonal Human Resources



KPI Owner: JP Hamm

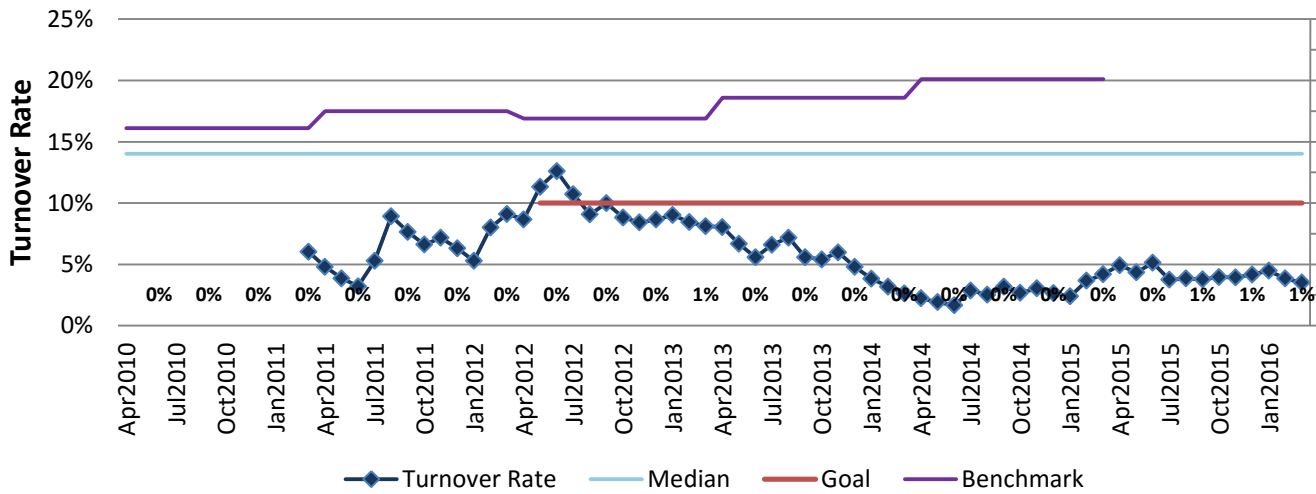
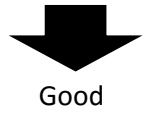
Process: Employee retention

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 10% during FY16 Goal: Reestablish 10% based on FY16 baseline Benchmark: 20.1% state/local gov 2015	Data Source: OPI Turnover Data Goal Source: State/Local Gov benchmark Benchmark Source: BLS State /Local Gov	Plan-Do-Check-Act Step 8: Monitor and diagnose 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: Identify root causes for high turnover.

How Are We Doing?

Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Avg		Mar2016 Goal	Mar2016 Actual	
10%	9%		10%	4%	
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



Mar2016 - Feb2017 Pareto Analysis

