

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. |

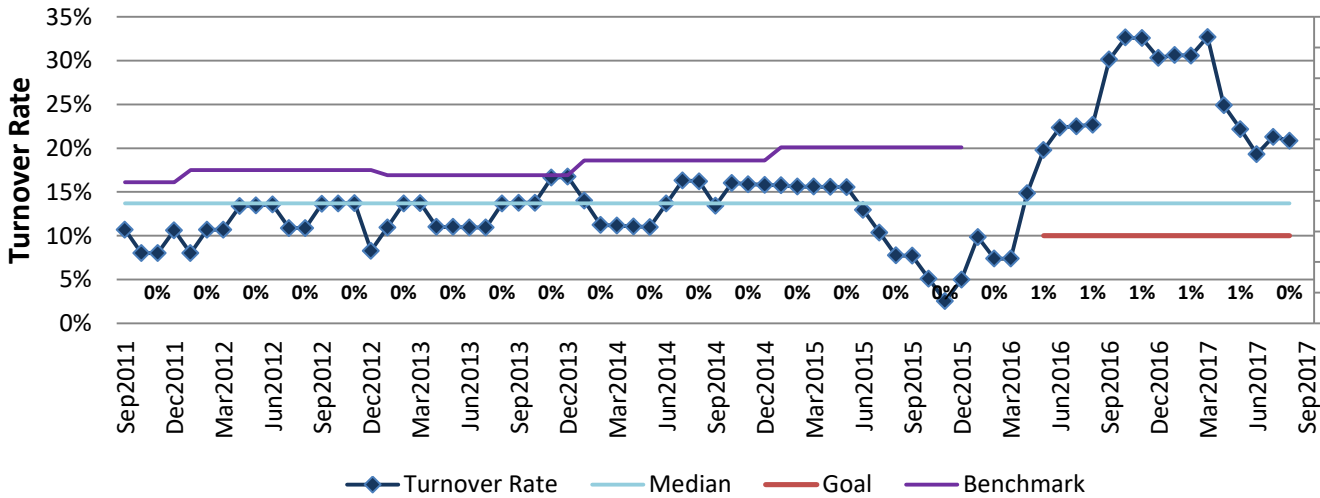
How Are We Doing?

| Sep2016-Aug2017 12 Month Goal | Sep2016-Aug2017 12 Month Avg | | Aug2017 Goal | Aug2017 Actual | |
|----------------------------------|---------------------------------|--|---------------|----------------|--|
| 10% | 27% | | 10% | 21% | |
| Turnover Rate | Turnover Rate | | Turnover Rate | Turnover Rate | |

Turnover Rate Excluding Temporary and Seasonal



Good



Jun2016-May2017 Pareto Analysis

