

# Hours Not Worked Emergency Services



KPI Owner: Tonya Sangester

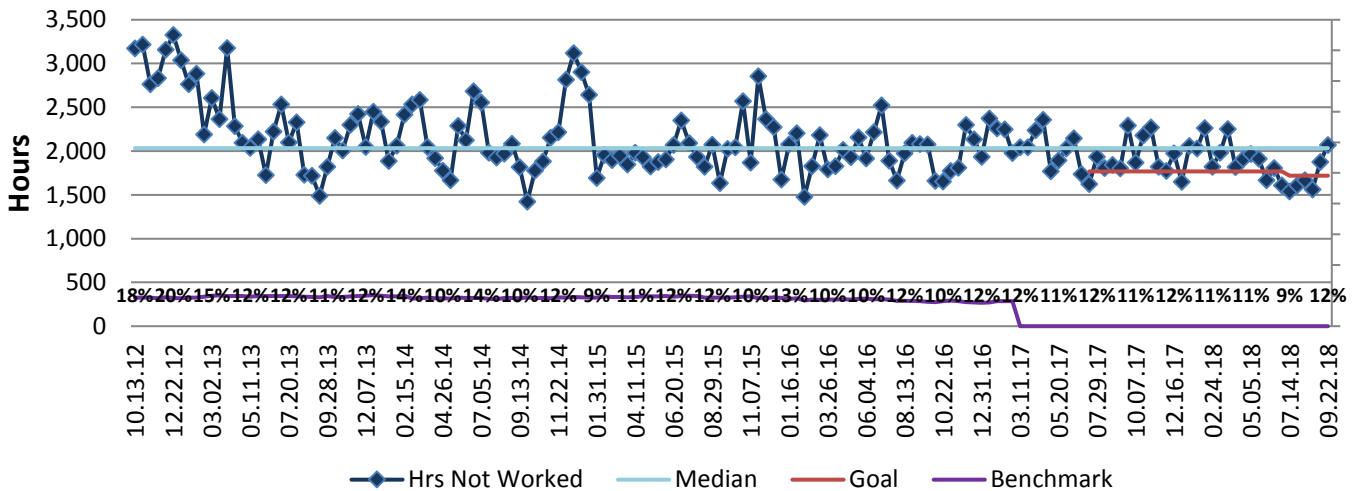
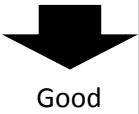
Process: Staffing Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY18 - 1,920 biweekly average hours Goal: Reduce hours not worked to 1,719 hours per pay period (1 standard deviation below FY18 average) Benchmark: Local Government Rate of 1.7%	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays), rate calculated by dividing by total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Review and standardize policies and procedures related to utilization of sick time. Monitor unpaid absences.

## How Are We Doing?

09.24.17-09.22.18 12 Month Goal	09.24.17-09.22.18 12 Month Actual		09.09.18-09.22.18 Goal	09.09.18-09.22.18 Actual	
<b>45,674</b>	<b>48,952</b>		<b>1,719</b>	<b>2,071</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## 09.24.17-09.22.18 Pareto Analysis

