

# Turnover Rate Excluding Temporary and Seasonal Fleet & Facilities



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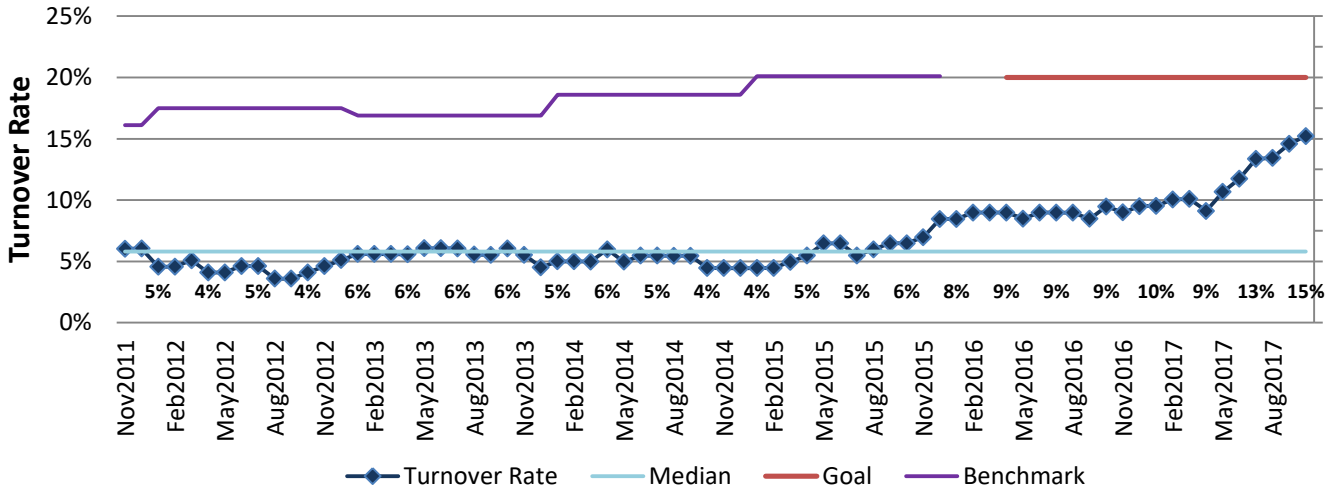
Process: Retention

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Historical average 6% through FY16 Goal: Remain below the Benchmark for State and Local Government  Benchmark: 20.1% state/local gov 2015	Data Source: PeopleSoft  Goal Source: State and Local Gov.  Benchmark Source: TBD	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: TBD

## How Are We Doing?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Avg		Oct2017 Goal	Oct2017 Actual	
<b>20%</b>	<b>11%</b>		<b>20%</b>	<b>15%</b>	
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

## Turnover Rate Excluding Temporary and Seasonal



## Nov2016-Oct2017 Pareto Analysis

