

# Transfer Rate Fleet & Facilities



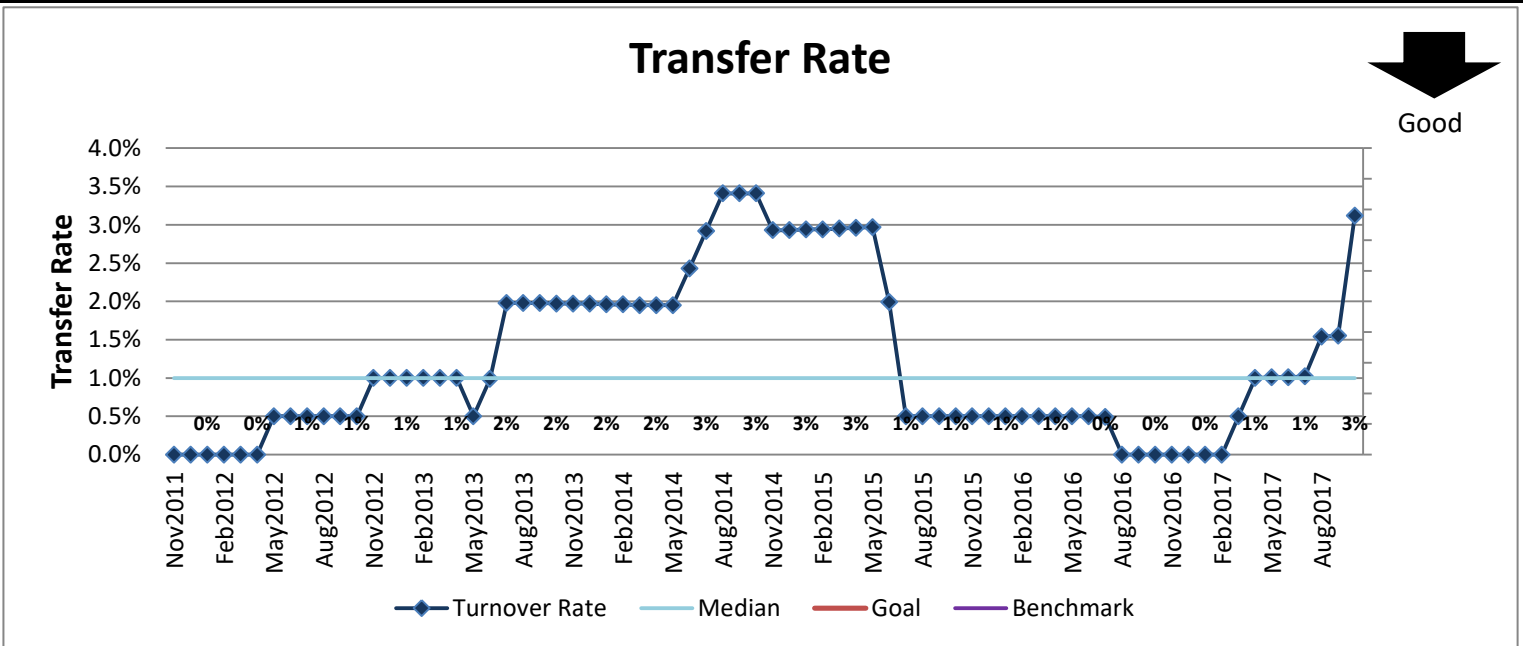
KPI Owner: Cathy Duncan

Process: Retention

| Baseline, Goal, & Benchmark                      | Source Summary   | Continuous Improvement Summary  |
|--|--|---|
| Baseline: TBD<br>Goal: TBD<br><br>Benchmark: TBD | Data Source: PeopleSoft<br><br>Goal Source: TBD<br><br>Benchmark Source: TBD | Plan-Do-Check-Act Step 8: Monitor and diagnose<br><br>Measurement Method: # of emps who transferred from one Metro department to another in a 12 month period divided by the avg # of emps<br><br>Why Measure: Better understand cultural impact on staff retention<br><br>Next Improvement Step: TBD |

### How Are We Doing?

| Nov2016-Oct2017<br>12 Month Goal | Nov2016-Oct2017<br>12 Month Avg |   | Oct2017 Goal         | Oct2017 Actual       |   |
|----------------------------------|---------------------------------|---|----------------------|----------------------|---|
| <b>TBD</b>                       | <b>0.90%</b>                    | ⬇ | <b>TBD</b>           | <b>3.12%</b>         | ⬆ |
| <b>Transfer Rate</b>             | <b>Transfer Rate</b>            |   | <b>Transfer Rate</b> | <b>Transfer Rate</b> |   |



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.