

Turnover Rate Excluding Temporary and Seasonal Public Works & Assets



KPI Owner: Julie Toler

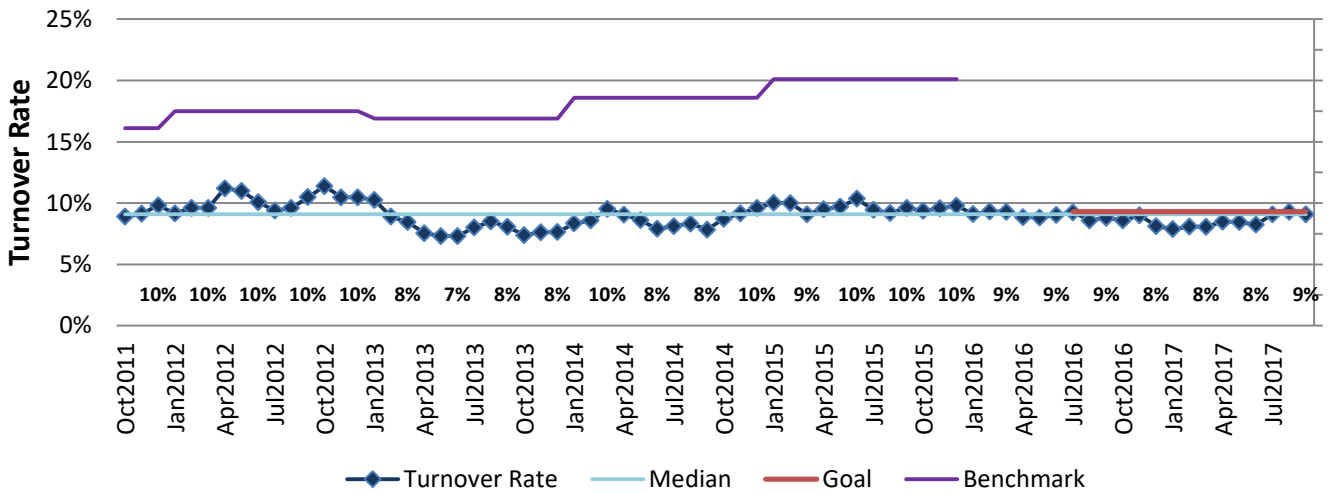
Process: Retention Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 12.8% for July 2016 Goal: Stay below the 2011-2015 average rate of 9.3%. Benchmark: 20.1% state/local gov 2015	Data Source: PeopleSoft Goal Source: LSL decision Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem 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?

Oct2016-Sep2017 12 Month Goal	Oct2016-Sep2017 12 Month Avg		Sep2017 Goal	Sep2017 Actual	
9.30%	8.52%		9.30%	9.07%	
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



Oct2016-Sep2017 Pareto Analysis

