

Turnover Rate Excluding Temporary and Seasonal Youth Detention Services



KPI Owner: HR

Process: Retention

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Reduce overall percent of turnover and increase retention rate. Benchmark: 20.1% state/local gov 2015	Data Source: PeopleSoft Goal Source: TBD 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: Conduct more focus groups, work through the valid the problem phase and analyze turnover data.

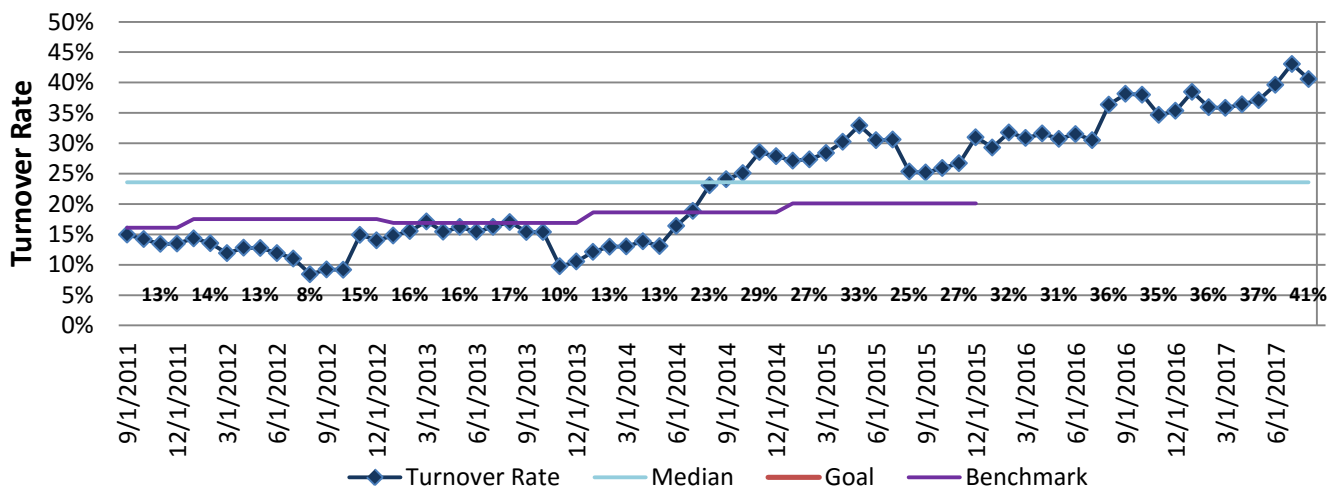
How Are We Doing?

Sep2016-Aug2017 12 Month Goal	Sep2016-Aug2017 12 Month Avg		Aug2017 Goal	Aug2017 Actual	
TBD	38%	⚡	TBD	41%	⚡
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



Good



Sep2016-Aug2017 Pareto Analysis

