

Hours Not Worked EMA/MetroSafe



KPI Owner: Tonya Sangester

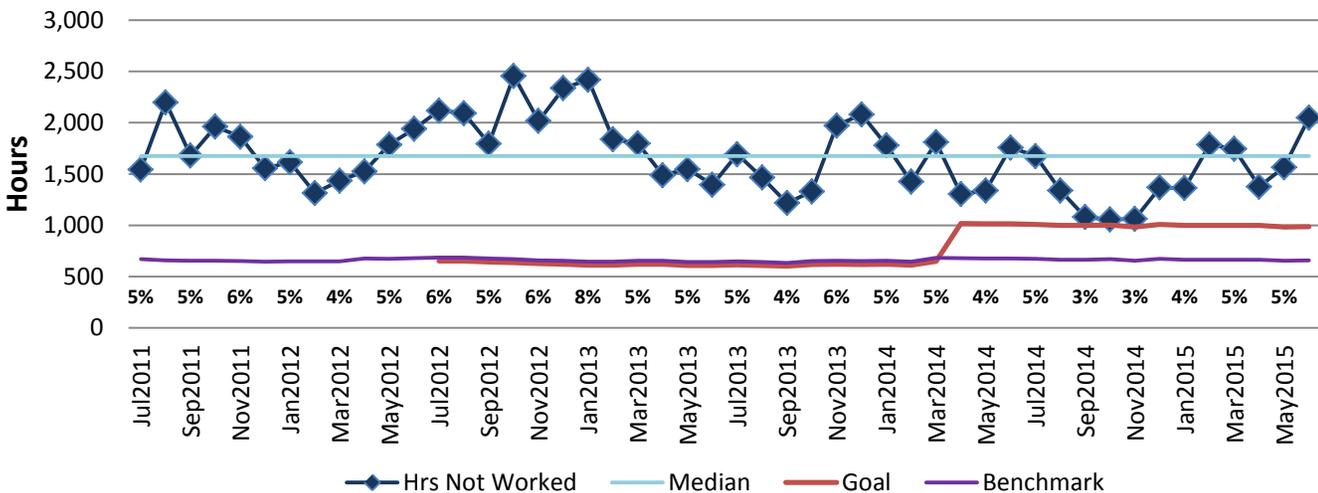
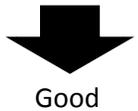
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 1,909 hours monthly avg in FY13 Goal: Reduce Hours Not Worked to 3% of all hours earned in a month Benchmark: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Dept Management Team Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 8: Monitor and diagnose 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: Continue to monitor the coding of sick compared to FMLA, place employees who have high sick usage on pattern of absence where appropriate; compare policy with EMS

How Are We Doing?

Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
11,965	17,469		988	2,049	
Hours	Hours		Hours	Hours	

Hours Not Worked



Jul2014-Jun2015 Pareto Analysis

