

Hours Not Worked Metro Parks



KPI Owner: Nancy Ray

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14 = 29,038 Hours Goal: No more than 3% of Hours Not Worked in a month (#Total Opportunity Hours * .03) Benchmark: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions 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: Parks has recently initiated an internal Greenbelt Team to review certain HNW categories (AWOL, etc.).

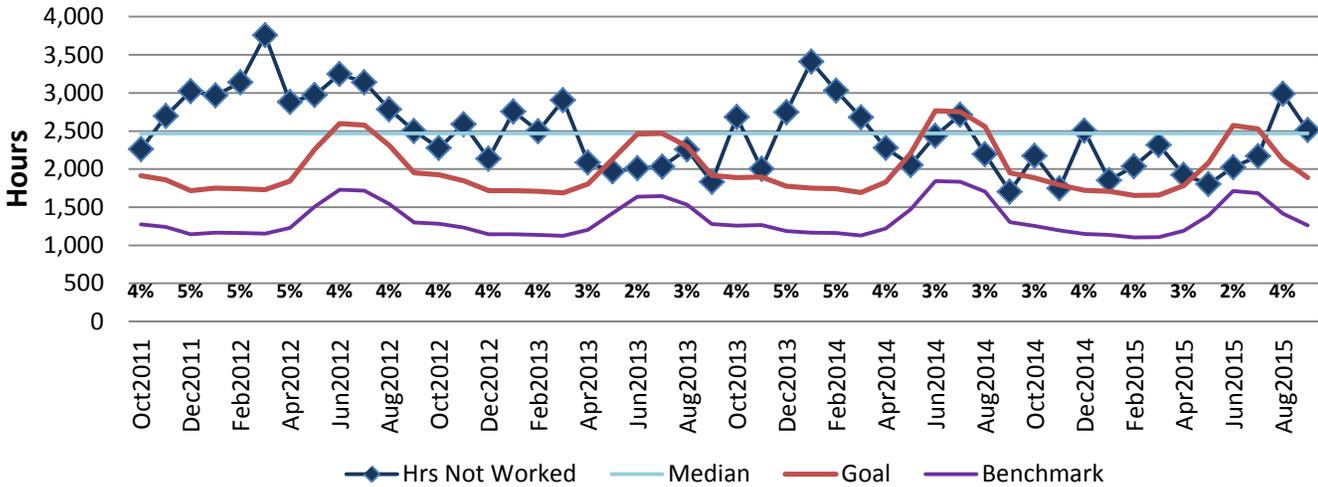
How Are We Doing?

Oct2014-Sep2015 12 Month Goal	Oct2014-Sep2015 12 Month Actual		Sep2015 Goal	Sep2015 Actual	
23,397	26,058		1,890	2,511	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Oct2014-Sep2015 Pareto Analysis

