

# Hours Not Worked Public Works & Assets Streets & Roads



KPI Owner: Jeff Brown

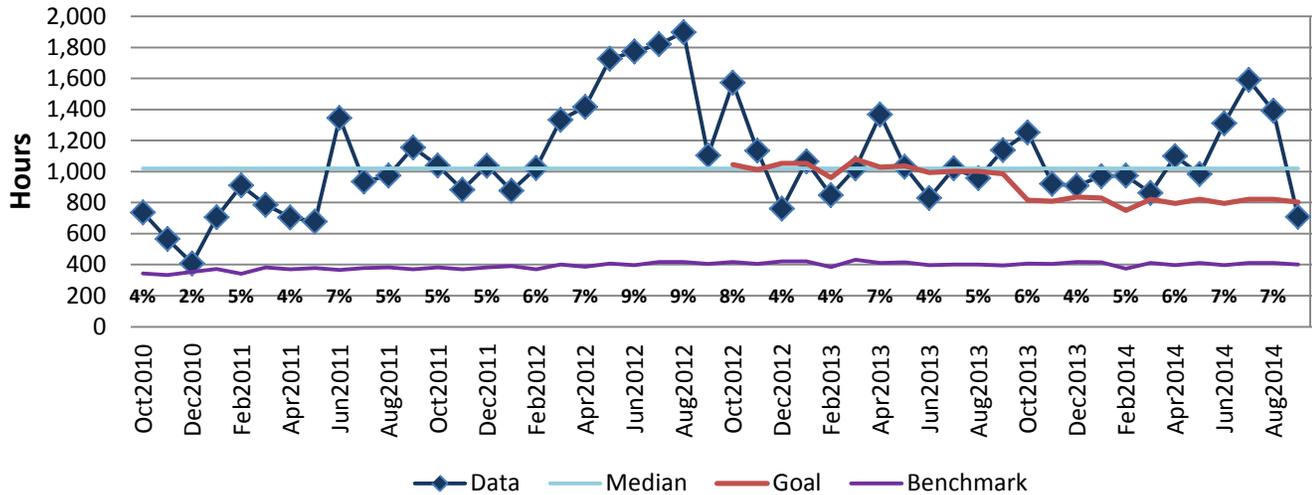
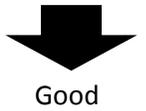
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 9% FY12 monthly average rate Goal: Reduce the number of Non-Worked hours compared to the standard number of hours from 9% in FY12 to 5% by the end of FY13 and 4% by the end of FY15 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 5: Pilot short term and/or long term solutions Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays) Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Implement new sick leave report across all divisions and validate effectiveness

### How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
<b>9,719</b>	<b>12,974</b>	🚦	<b>802</b>	<b>708</b>	🚦
Hours	Hours		Hours	Hours	

## Hours Not Worked



## Oct2013-Sep2014 Pareto Analysis

