

Performance Indicators

Activity	1999 Actual	2000 Estimated	2001 Proposed
<p>All measures are new in 2001 and are included in our 2001 business plan; thus, there are no figures available for 1999 or 2000.</p>			
1 Increase the number of documented human resources/pay related tasks/transactions incorporated into a human resources/pay operations manual.			Establish baseline. Increase by 10%.
2 Increase the percentage of OHRM, Payroll, and line department human resources personnel trained in human resources/pay operations manual information			Establish baseline. Increase by 10%.
3 Reduction of cycle time for key human resources/pay related business processes			Establish baseline. Increase by 10%.
4 Increase in the percentage of eligible employees who utilized an employee support system			Establish baseline. Increase by 10%.
5 Increase in the percentage of eligible employees satisfied with employee support programs and options			Establish baseline. Increase by 10%.
6 Decrease in the time it takes to fill critical/difficult to fill positions			Establish baseline. Increase by 10%.
7 Decrease in the voluntary turnover rate in critical/difficult to fill positions			Establish baseline. Increase by 10%.