OPL Key Performance Indicators Employee Customer Group **Redesign the Library Strategic Promote OPL's Value Build Organizational Capacity** Experience Direction **Balanced Operational Financial** Operational **Financial Customer Satisfaction Employee Satisfaction Scorecard Effectiveness** Stewardship **Effectiveness** Stewardship **Active** New New **Employee** Cardholder to **Average** Total 12 **Economic** Cardholder **Employee** Cardholder **KPI Month Active Benefit Per** Applicants per Turnover **Full Time Growth Rate** Referral Referral **Cardholders** Cardholder **Job Posting** Rate Equivalent Ratio Ratio Ratio