

Civil Service Commission Performance Indicators - FY2026 Materials	FY 24 Actual	FY 25 Revised	FY 26 Target
Classification & Personnel Management			
Final layoff plans reviewed and approved within 30 days	94%	100%	100%
State government certifications issued within 10 business days	100%	100%	100%
Local government certifications issued within 5 business days	100%	100%	100%
Pending position classification review requests	168	165	160
Percentage of position classification review requests completed within 180 days	59.7%	62.0%	62.5%
Selection Services			
Job announcements older than six months as a percentage of all active announcements - general	8.0%	7.9%	7.8%
Calendar days from job announcement to list issuance - general	124	150	150
Calendar days from job announcement to list issuance - law enforcement officers (promotionals)	157	240	240
Calendar days from job announcement to list issuance - entry level law enforcement officers*	225	250	250
Calendar days from job announcement to list issuance - firefighter (promotionals)	103	240	240
Calendar days from job announcement to list issuance - entry level firefighter**	N/A	250	N/A
Average number of minutes a caller remains in the queue until connected to a call center employee	2.0	1.7	1.5
Appeals & Regulatory Affairs			
Complete more written records appeals than received in the current month in order to reduce backlog	110.4%	102.5%	105.0%
Pending written record appeals aged greater than six months	30.3%	27.7%	27.5%
Training & Development			
Number of contact training hours - (in-person)	51,991	35,000	35,000
Number of contact training hours - (web-based & virtual)	253,947	200,000	200,000
Number of contact outreach hours - Employee Advisory Services	223	160	165

**law enforcement officers includes: police officer, sheriff officer, correctional officer, parole officer*

***entry level firefighter exam is offered odd fiscal years*