

Civil Service Commission

Performance Indicators - FY2024

	FY2022 Actual	FY2023 Revised	FY2024 Target
Classification & Personnel Management			
Final layoff plans reviewed and approved within 30 days	100%	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 classification appeals	156	191	185
Percentage of classification appeals completed within 180 days	74%	77%	80%
Selection Services			
Job announcements older than six months as a percentage of all active announcements - general	8.1%	5.7%	5.0%
Calendar days from job announcement to list issuance - general (promotionals)	135	144	120
Calendar days from job announcement to list issuance - entry level law enforcement officers (a)	N/A	264	245
Calendar days from job announcement to list issuance - entry level firefighter	N/A	247	245
Average number of minutes a caller remains in the queue until connected to a call center employee	N/A	250	250
	3.3	3.8	1.5
Appeals & Regulatory Affairs			
Complete more written records appeals than received in the current month in order to reduce backlog	95.7%	101.4%	105.0%
Pending written record appeals aged greater than six months	18.2%	24.1%	18.0%
Training & Development			
Number of contact training hours - classroom (brick & mortar)	1,722	30,004	35,000
Number of contact training hours - electronic (virtual & web-based)	330,496	223,099	225,000
Number of contact outreach hours - Employee Advisory Services	109	95	100

(a) law enforcement officers includes: police officer, sheriff officer, correctional officer, parole officer