

Civil Service Commission Performance Indicators - FY2023 Materials	Frequency	Desired Trend	FY 21 Actual	FY 22 Revised	FY 23 Target
Classification & Personnel Management					
Final layoff plans reviewed and approved within 30 days	m	maintain	100%	100%	100%
State government certifications issued within 10 business days	m	maintain	100%	100%	100%
Local government certifications issued within 5 business days	m	maintain	100%	100%	100%
Pending classification appeals	m	increase	176	147	200
Percentage of classification appeals completed within 180 days	m	increase	44%	74%	75%
Selection Services					
Calendar days from job announcement to list issuance - general	m	reduce	230	162	150
Calendar days from job announcement to list issuance - public safety (promotionals)	m	reduce	N/A	N/A	245
Calendar days from job announcement to list issuance - entry level law enforcement officers*	a	reduce	N/A	N/A	250
Calendar days from job announcement to list issuance - entry level firefighter	a	reduce	N/A	N/A	250
Job announcements older than six months as a percentage of all active announcements	m	reduce	14%	12%	15%
Average number of minutes a caller remains in the queue until connected to a call center employee	m	reduce	0.8	1.6	1.5
Appeals & Regulatory Affairs					
Complete more written records appeals, including those in a backlog status, than received in the current month	m	increase	137%	96%	95%
Pending written record appeals aged greater than six months	m	reduce	42%	22%	25%
Training & Development					
Number of contact training hours - classroom	a	increase	1,966	14,322	5,000
Number of contact training hours - electronic	a	increase	203,585	300,935	200,000
Number of contact outreach hours - Employee Advisory Service	a	increase	66	20	50

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