

<b>Civil Service Commission</b> <b>Performance Indicators -2020</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>FY19 Actual</b>	<b>FY20 Revised</b>	<b>FY21 Target</b>
<b>Classification &amp; Personnel Management</b>					
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	maintain	248	300	300
Percentage of classification appeals completed within 180 days	m	increase	56%	100%	100%
<b>Selection Services</b>					
Calendar days from job announcement to list issuance	m	reduce	107	110	110
Job announcements older than six months as a percentage of all active announcements	m	reduce	5.0%	5.0%	5.0%
Open Competitive job announcements accepting applications via the Online Application System only	m	maintain	100%	100%	100%
Promotional job announcements accepting applications via the Online Application System only	m	maintain	100%	100%	100%
Average number of minutes a caller remains in the queue until connected to a call center employee	m	reduce	1.5	1.9	1.5
<b>Appeals &amp; Regulatory Affairs</b>					
Complete more written records appeals, including those in a backlog status, than received in the current month	m	maintain	94.1%	105%	105%
Pending written record appeals aged greater than six months	m	reduce	18.0%	30.0%	30.0%
<b>Training &amp; Development</b>					
Number of contact training hours - Classroom	a	increase	35,667	42,000	42,000
Number of contact training hours - Electronic	a	increase	115,947	101,000	101,000
Number of contact outreach hours - Employee Advisory Service	a	increase	219	200	200