

Civil Service Commission Performance Indicators - FY2025 Materials	FY 23 Actual	FY 24 Revised	FY 25 Target
Classification & Personnel Management			
Final layoff plans reviewed and approved within 30 days	100%	92%	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	198	185	183
Percentage of position classification review requests completed within 180 days	68.7%	61.0%	62.0%
Selection Services			
Job announcements older than six months as a percentage of all active announcements - general	6.0%	7.7%	7.6%
Calendar days from job announcement to list issuance - general	162	153	150
Calendar days from job announcement to list issuance - law enforcement officers (promotionals)	252	240	240
Calendar days from job announcement to list issuance - entry level law enforcement officers*	247	225	250
Calendar days from job announcement to list issuance - firefighter (promotionals)	342	240	240
Calendar days from job announcement to list issuance - entry level firefighter	578	260	250
Average number of minutes a caller remains in the queue until connected to a call center employee	3.5	3.1	1.5
Appeals & Regulatory Affairs			
Complete more written records appeals than received in the current month in order to reduce backlog	100.3%	100.4%	105.0%
Pending written record appeals aged greater than six months	22.4%	24.4%	23.9%
Training & Development			
Number of contact training hours - instructor led (virtual & classroom)	39,701	37,150	37,150
Number of contact training hours - web-based	312,623	317,000	317,000
Number of contact outreach hours - Employee Advisory Services	114	150	160

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