

# Civil Service Commission

## FY 2020 Adopted Budget Plan: Performance Measures

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### Civil Service Commission

#### Objective

To ensure due process of appellants and to process the case workload in an effective and efficient manner by adjudicating appeals in an average of 2 meetings.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Grievance appeals involving final and binding decisions closed	19	17	20 / 14	20	20
Grievance appeals involving advisory decisions closed	4	6	4 / 3	4	4
<b>Efficiency</b>					
Staff hours per case in final and binding decisions	19	19	20 / 19	20	20
<b>Service Quality</b>					
Average waiting period for a hearing before the CSC for dismissals (in months)	3.3	3.4	3.0 / 4.4	3.0	3.0
Average waiting period for a hearing before the CSC for binding/adverse discipline other than dismissals (in months)	2.8	3.5	3.0 / 3.9	3.0	3.0
Average waiting period for a hearing before the CSC for advisory cases (in months)	3.0	2.5	2.0 / 4.2	2.0	2.0
Average days between conclusion of hearing and rendering written decision (in days)	7	7	7 / 6	7	7
<b>Outcome</b>					
Average meetings required to adjudicate appeals	2	2	2 / 2	2	2

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### Alternative Dispute Resolution Program

#### Goal

The Civil Service Commission develops, monitors and evaluates the County's Performance Management appeals through the use of the Alternative Dispute Resolution process. ADR staff provides formal mediation, conflict coaching and conflict resolution opportunities for County employees in workplace disputes and disagreements, in addition to administering appeals of performance evaluations.

#### Objective

To provide at least 10% of Fairfax County employees annually with information, training and neutral party services to improve conflict competencies and to prevent and resolve conflict in the workplace.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
ADR Services sessions performed.	221	232	250 / 262	250	250
Peer Conflict Resolution specialists trained.	34	93	60 / 151	60	75
<b>Service Quality</b>					
Percent of employees satisfied with the service provided by ADR.	96.0%	96.0%	90.0% / 95.7%	90.0%	90.0%
Percent of employees reporting improved work relationships as a result of participating in some ADR process.	87.0%	92.0%	75.0% / 75.9%	75.0%	75.0%
<b>Outcome</b>					
Employees participating in at least one aspect of the ADR program.	1,897	2,134	1,500 / 2,100	1,500	1,500
Percent of employee participation in conflict management process.	15.3%	16.2%	10.0% / 15.9%	10.0%	10.0%
Percent of trainees reporting increase in conflict competence.	96%	93%	75% / 97%	75%	75%