

# Civil Service Commission

## FY 2023 Adopted Budget Plan: Performance Measures

### 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	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
<b>Output</b>						
Grievance appeals involving final and binding decisions closed	12	11	16	13	16	14
Grievance appeals involving advisory decisions closed	5	5	4	1	4	2
<b>Efficiency</b>						
Staff hours per case in final and binding decisions	19	19	20	18	20	20
<b>Service Quality</b>						
Average waiting period for a hearing before the CSC for dismissals (in months)	2.6	2.9	3.0	4.7	3.0	3.0
Average waiting period for a hearing before the CSC for binding/adverse discipline other than dismissals (in months)	2.5	3.8	3.0	7.6	3.0	3.0
Average waiting period for a hearing before the CSC for advisory cases (in months)	2.2	NA	2.0	5.8	2.0	2.0
Average days between conclusion of hearing and rendering written decision (in days)	8	9	7	7	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	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
<b>Output</b>						
ADR Services sessions performed.	273	202	250	178	250	250
Peer Conflict Resolution specialists trained.	126	79	75	35	75	75
<b>Service Quality</b>						
Percent of employees satisfied with the service provided by ADR.	95.1%	99.8%	90.0%	97.3%	90.0%	90.0%
Percent of employees reporting improved work relationships as a result of participating in some ADR process.	66.1%	68.8%	75.0%	70.0%	75.0%	75.0%
<b>Outcome</b>						
Employees participating in at least one aspect of the ADR program.	2,138	1,707	1,800	1,633	1,800	1,800
Percent of employee participation in conflict management process.	16.2%	13.0%	10.0%	10.0%	10.0%	10.0%
Percent of trainees reporting increase in conflict competence.	95%	94%	75%	87%	75%	75%