

Civil Service Commission

FY 2024 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 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Grievance appeals involving final and binding decisions closed	11	13	16	17	14	14
Grievance appeals involving advisory decisions closed	5	1	4	3	2	2
Efficiency						
Staff hours per case in final and binding decisions	19	18	20	20	20	20
Service Quality						
Average waiting period for a hearing before the CSC for dismissals (in months)	2.9	4.7	3.0	3.3	3.0	3.0
Average waiting period for a hearing before the CSC for binding/adverse discipline other than dismissals (in months)	3.8	7.6	3.0	8.3	3.0	3.0
Average waiting period for a hearing before the CSC for advisory cases (in months)	NA	5.8	2.0	13.6	2.0	2.0
Average days between conclusion of hearing and rendering written decision (in days)	9	7	7	9	7	7
Outcome						
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 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
ADR Services sessions performed.	202	178	250	142	250	250
Peer Conflict Resolution specialists trained.	79	35	75	42	60	60
Service Quality						
Percent of employees satisfied with the service provided by ADR.	99.8%	97.3%	90.0%	95.0%	90.0%	90.0%
Percent of employees reporting improved work relationships as a result of participating in some ADR process.	68.8%	70.0%	75.0%	75.0%	75.0%	75.0%
Outcome						
Employees participating in at least one aspect of the ADR program.	1,707	1,633	1,800	2,193	1,800	1,800
Percent of employee participation in conflict management process.	13.0%	10.0%	10.0%	17.0%	10.0%	10.0%
Percent of trainees reporting increase in conflict competence.	94%	87%	75%	95%	75%	75%