

Civil Service Commission

FY 2019 Advertised 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	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2015 Actual	FY 2016 Actual	FY 2017 Estimate/Actual	FY 2018	FY 2019
Output					
Grievance appeals involving final and binding decisions closed	16	19	20 / 17	20	20
Grievance appeals involving advisory decisions closed	2	4	4 / 6	4	4
Efficiency					
Staff hours per case in final and binding decisions	18	19	20 / 19	20	20
Service Quality					
Average waiting period for a hearing before the CSC for dismissals (in months)	3.7	3.3	3.0 / 3.4	3.0	3.0
Average waiting period for a hearing before the CSC for binding/adverse discipline other than dismissals (in months)	2.9	2.8	3.0 / 3.5	3.0	3.0
Average waiting period for a hearing before the CSC for advisory cases (in months)	0.0	3.0	2.0 / 2.5	2.0	2.0
Average days between conclusion of hearing and rendering written decision (in days)	7	7	7 / 7	7	7
Outcome					
Average meetings required to adjudicate appeals	2	2	2 / 2	2	2

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Alternative Dispute Resolution Program¹

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 2015 Actual	FY 2016 Actual	FY 2017 Estimate/Actual	FY 2018	FY 2019
Output					
ADR Services sessions performed	NA	221	250 / 232	250	250
Peer Conflict Resolution specialists trained	NA	48	50 / 93	60	60
Service Quality					
Percent of employees satisfied with the service provided by ADR	NA	96.0%	90.0% / 96.0%	90.0%	90.0%
Percent of employees reporting improved work relationships as a result of participating in some ADR process	NA	87.0%	75.0% / 92.0%	75.0%	75.0%
Outcome					
Employees participating in at least one aspect of the ADR program	NA	1,897	1,500 / 2,134	1,500	1,500
Percent of employee participation in conflict management process	NA	15.3%	10.0% / 16.2%	10.0%	10.0%
Percent of trainees reporting increase in conflict competence	NA	96.0%	75.0% / 93.0%	75%	75%

¹The Civil Service Commission revised the performance measures for the Alternative Dispute Resolution Program in FY 2017. There is no data for FY 2015.