

**DEPARTMENT OF CIVIL SERVICE:
STATE POLICE COMMISSION**



STRATEGIC PLAN

FISCAL YEARS 2023/2024 through 2027/2028

**EXECUTIVE DIRECTOR:
JASON P. HANNAMAN, PHR, SHRM-CP**

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Introduction

The State Police Commission (SPC) is established by the Louisiana Constitution¹ to regulate the classified state police service. The state police service includes all regularly commissioned full-time law enforcement officers employed by the Department of Public Safety and Corrections, Office of State Police, or its successor, who are graduates of the state police training academy course of instruction and are vested with full state police powers, as provided by law, and persons in training to become such officers. In order to perform its constitutionally and legislatively mandated duties, the SPC is vested with broad and general rule making and subpoena powers for the impartial administration and regulation of the state police service, including the power to adopt rules for regulating employment, adopting a uniform pay and classification plan; to require an appointing authority to institute an employee training and safety program; and generally to accomplish the objectives and purposes of the merit system of state police service.

The State Police Commission is a seven-member body that has exclusive jurisdiction and final authority over the administration of the state police service. Six of the Commission members are appointed by the Governor with nominations coming from the presidents of Louisiana's private colleges/universities; the seventh member is an employee representative elected by the classified members of the state police service serving a six-year term. The Executive Director of the Commission is appointed by the Commissioners and is responsible for the day-to-day administration and operations of the agency.

¹ Article X, Part IV, Sec 43 -55 of the Louisiana Constitution

LOUISIANA STATE POLICE COMMISSION

VISION STATEMENT

To be recognized as a proactive partner in the management of Louisiana's classified state police force.

MISSION STATEMENT

To provide an independent, merit-based, system to empower the State of Louisiana to recruit, develop, and retain a state police force with the highest level of professionalism and proactive engagement in providing service to and protection of Louisiana's citizens and visitors.

PHILOSOPHY

In maintaining an independent civil service system for all regularly commissioned officers in Louisiana's state police service, the State Police Commission will promulgate rules and exercise administrative and regulatory authority over areas such as examining, appeals, personnel management, classification, and pay. The commission's activities and decisions shall be consistent with the basic requirements of a merit system, the State Police Service Article, and State Police Commission Rules.

ADMINISTRATION PROGRAM:

Appeals – ensure that the State Police Service Article, the State Police Commission rules, and the principles of a merit-based system are upheld in the disciplinary and appeals process for all members of the state police service.

Personnel Management – promote effective personnel management practices within the Office of State Police by performing investigations, reviewing contracts, and issuing general circulars and transmittals pertaining to the application and administration of the State Police Service Article and State Police Commission Rules.

Classification and Pay – maintain an equitable and uniform pay system for all state police service officers through the creation and allocation of positions, routine review of the pay plan, and meeting with stakeholders to determine the changing organizational needs of the Office of State Police.

Examining – enable the Office of State Police to meet their unique staffing needs in a timely fashion by hiring and promoting the best-qualified applicants through the administration of cadet and promotional exams.

ADMINISTRATION

PROGRAM MISSION:

To maintain an independent civil service system for all regularly commissioned officers of Louisiana’s state police service by promulgating rules and exercising administrative and regulatory authority over areas such as examining, appeals, personnel management, classification, and pay. The commission’s activities and decisions shall be consistent with the basic requirements of a merit system, the State Police Service Article, and State Police Commission Rules.

PROGRAM GOAL I

To ensure that the State Police Service Article, the State Police Commission Rules, and the principles of a merit-based system are upheld in the disciplinary and appeals process for all members of the state police service. [Louisiana Constitution, Article X, Sections 46 & 50]

OBJECTIVE I.1

Hear cases promptly by scheduling a hearing or otherwise disposing of 75% of cases within 120 days when the case is ready for a hearing.

Strategy I.1.1: Work with the State Police Commission and Commission Referee on scheduling Commission hearings and/or dispositions.

Strategy I.1.2: Effectively use pre-hearing /status conferences to promote orderly and prompt adjudications.

PERFORMANCE INDICATOR:

INPUTS: Number of cases docketed.

OUTPUTS: Number of cases settled.
Number of cases withdrawn.
Number of hearings conducted.

QUALITY: Percentage of cases offered a hearing or disposed of within 120 days.

PROGRAM GOAL II

To ensure that the State Police Service Article, the State Police Commission Rules, and the principles of a merit-based system are upheld in the disciplinary and appeals process for all members of the state police service. [Louisiana Constitution, Article X, Sections 46 & 50]

OBJECTIVE II.1

Decide cases promptly by rendering 75% of the decisions within 60 days after the case is submitted for decision.

Strategy II.1.1: Work with the State Police Commission and Commission Referee on coordination of Commission decisions.

PERFORMANCE INDICATOR:

EFFICIENCY: Average days to render a decision.

QUALITY: Percentage of decisions rendered within 60 days after the case is submitted for decision.

PROGRAM GOAL III

To enable the Office of State Police to meet its unique staffing needs in a timely fashion by hiring and promoting the best-qualified applicants through the administration of cadet and promotional exams. [Louisiana Constitution, Article X, Section 45]

OBJECTIVE III.1

Provide cadet eligibility information to the Office of State Police within ten business days of an exam.

Strategy III.1.1: Ensure cadet examinations are validated on a routine basis.

Strategy III.1.2: Develop options with the Test Administrator for the effective utilization of electronic cadet testing.

PERFORMANCE INDICATOR:

INPUTS: Number of cadet applications received.

- OUTPUTS:** Number of applicants eligible to take the cadet exam.
 Number of individuals taking the monthly written cadet entrance exam.
 Number of individuals taking the electronic cadet entrance exam.
- QUALITY:** Percentage of cadet eligibility information communicated to the Office of State Police within ten business days.

PROGRAM GOAL IV

To enable the Office of State Police to meet its unique staffing needs in a timely fashion by hiring and promoting the best-qualified applicants through the administration of cadet and promotional exams. [Louisiana Constitution, Article X, Section 45]

OBJECTIVE IV.1

Provide Certificates of Eligibles of candidates for promotional opportunities within seven business days after a posting closes.

- Strategy IV.1.1:** Ensure promotional grades are correctly coded for each employee taking a promotional exam.
- Strategy IV.1.2:** Review the minimum experience required for the promotional job title.
- Strategy IV.1.3:** Wait at least two business days after a posting closes to ensure postmarked applications are received.

PERFORMANCE INDICATOR:

- INPUTS:** Number of promotional exam applications.
- OUTPUTS:** Total number of certificates issued.
 Number of applicants eligible to take the promotional exam.
- QUALITY:** Percentage of Certificates of Eligibles processed within seven business days after a posting closes.

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: I.1 Hear cases promptly by scheduling a hearing or otherwise disposing of 75% of cases within 120 days when the case is ready for a hearing.

INDICATOR NUMBER: I.1.1

INDICATOR NAME: Percentage of cases offered a hearing or disposed of within 120 days.

INDICATOR LaPAS PI CODE: 7144

1. **Type and Level:** Quality; Key.
2. **Rationale, Relevance, and Reliability:** Measures the percentage of cases scheduled for hearing or disposed of within a 120-day time parameter.
3. **Use:** To gauge how quickly cases are being processed on the docket; budgeting of legal services.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Source:** Internal log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric calculation; Division.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

Jason Hannaman, PHR, SHRM-CP

Executive Director

(225) 925-7057 office

(225) 925-7058 fax

Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: I.1 Hear cases promptly by scheduling a hearing or otherwise disposing of 75% of cases within 120 days when the case is ready for a hearing.

INDICATOR NUMBER: I.1.2

INDICATOR NAME: Number of cases docketed

INDICATOR LaPAS PI CODE: 26497

1. **Type and Level:** Input; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of cases submitted for consideration by the Commission (appeals, investigations, etc.)
3. **Use:** To determine increase or decrease in case filings; budgeting of legal services.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Source:** Internal log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
 - Jason Hannaman, PHR, SHRM-CP
 - Executive Director
 - (225) 925-7057 office
 - (225) 925-7058 fax
 - Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: I.1 Hear cases promptly by scheduling a hearing or otherwise disposing of 75% of cases within 120 days when the case is ready for a hearing.

INDICATOR NUMBER: I.1.3

INDICATOR NAME: Number of cases settled.

INDICATOR LaPAS PI CODE: 26500

1. **Type and Level:** Output; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of cases removed from the docket because they were settled.
3. **Use:** To determine the number of cases voluntarily removed from the docket; budgeting of legal services.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Source:** Internal log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
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 - Jason Hannaman, PHR, SHRM-CP
 - Executive Director
 - (225) 925-7057 office
 - (225) 925-7058 fax
 - Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: I.1 Hear cases promptly by scheduling a hearing or otherwise disposing of 75% of cases within 120 days when the case is ready for a hearing.

INDICATOR NUMBER: I.1.4

INDICATOR NAME: Number of cases withdrawn.

INDICATOR LaPAS PI CODE: 26498

1. **Type and Level:** Output; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of cases removed from the docket because they were withdrawn.
3. **Use:** To determine the number of cases voluntarily removed from the docket; budgeting of legal services.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Source:** Internal log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
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 - Jason Hannaman, PHR, SHRM-CP
 - Executive Director
 - (225) 925-7057 office
 - (225) 925-7058 fax
 - Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: I.1 Hear cases promptly by scheduling a hearing or otherwise disposing of 75% of cases within 120 days when the case is ready for a hearing.

INDICATOR NUMBER: I.1.5

INDICATOR NAME: Number of hearings conducted.

INDICATOR LaPAS PI CODE: 26499

1. **Type and Level:** Output; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of cases scheduled for hearing by the State Police Commission.
3. **Use:** To determine the number of cases scheduled for hearing from the docket; budgeting of legal services.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Source:** Internal log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

Jason Hannaman, PHR, SHRM-CP

Executive Director

(225) 925-7057 office

(225) 925-7058 fax

Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: II.1: Decide cases promptly by rendering 75% of the decisions within 60 days after the case is submitted for decision.

INDICATOR NUMBER: II.1.1

INDICATOR NAME: Percentage of decisions rendered within 60 days after the case is submitted for decision.

INDICATOR LaPAS PI CODE: 26501

1. **Type and Level:** Quality; Key.
2. **Rationale, Relevance, and Reliability:** Measures the percentage of cases decided within a 60-day time parameter.
3. **Use:** It gauges how quickly decisions are being rendered following a hearing; budgeting of legal services.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Source:** Internal log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally; Division.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

10. Responsible Person:

Jason Hannaman, PHR, SHRM-CP

Executive Director

(225) 925-7057 office

(225) 925-7058 fax

Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: II.1 Decide cases promptly by rendering 75% of the decisions within 60 days after the case is submitted for decision.

INDICATOR NUMBER: II.1.2

INDICATOR NAME: Average days to render a decision.

INDICATOR LaPAS PI CODE: 26502

1. **Type and Level:** Efficiency; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of days for a decision to be rendered by the Commission.
3. **Use:** It will determine if decisions are being promptly rendered following a hearing; budgeting of legal services.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Source:** Internal log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally; Division.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
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 - Jason Hannaman, PHR, SHRM-CP
 - Executive Director
 - (225) 925-7057 office
 - (225) 925-7058 fax
 - Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: III.1 Provide cadet eligibility information to the Office of State Police within ten business days of an exam.

INDICATOR NUMBER: III.1.1

INDICATOR NAME: Percentage of cadet eligibility information communicated to the Office of State Police within ten business days.

INDICATOR LaPAS PI CODE: 26503

1. **Type and Level:** Quality; Key.
2. **Rationale, Relevance, and Reliability:** Measures the turnaround time for getting cadet eligibility information to the Office of State Police.
3. **Use:** In coordination with the contracted test administrator, indicates timely grade processing and communication of eligibility information.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** Internal Log.
 - Collection:** Monthly.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

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Executive Director
(225) 925-7057 office
(225) 925-7058 fax
Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: III.1 Provide cadet eligibility information to the Office of State Police within ten business days of an exam.

INDICATOR NUMBER: III.1.2

INDICATOR NAME: Number of cadet applications received.

INDICATOR LaPAS PI CODE: 26504

1. **Type and Level:** Input; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of applications received for cadet examinations.
3. **Use:** Allocation of resources; a level of interest in becoming a State Trooper.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** Internal Log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

10. Responsible Person:

Jason Hannaman, PHR, SHRM-CP
Executive Director
(225) 925-7057 office
(225) 925-7058 fax
Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: III.1 Provide cadet eligibility information to the Office of State Police within ten business days of an exam.

INDICATOR NUMBER: III.1.3

INDICATOR NAME: Number of applicants eligible to take the cadet exam.

INDICATOR LaPAS PI CODE: 26505

1. **Type and Level:** Output; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of applicants eligible to take the entrance examinations as compared to the applications received.
3. **Use:** Indicates the number of qualified applicants for examination; internal tracking.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** Internal Log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
 - Jason Hannaman, PHR, SHRM-CP
 - Executive Director
 - (225) 925-7057 office
 - (225) 925-7058 fax
 - Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: III.1 Provide cadet eligibility information to the Office of State Police within ten business days of an exam.

INDICATOR NUMBER: III.1.4

INDICATOR NAME: Number of individuals taking the monthly written exam.

INDICATOR LaPAS PI CODE: 26506

1. **Type and Level:** Output; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of applicants taking the traditional written format exam.
3. **Use:** Indicates the reliance on paper format exams; determines the future allocation of resources.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** Internal Log.
 - Collection:** Monthly.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

10. Responsible Person:

Jason Hannaman, PHR, SHRM-CP
Executive Director
(225) 925-7057 office
(225) 925-7058 fax
Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: III.1 Provide cadet eligibility information to the Office of State Police within ten business days of an exam.

INDICATOR NUMBER: III.1.5

INDICATOR NAME: Number of individuals taking the electronic cadet entrance exam.

INDICATOR LaPAS PI CODE: 26507

1. **Type and Level:** Output; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of applicants taking the new electronic format entrance exam.
3. **Use:** Indicates the shift to new technology; assists in determining the future allocation of resources.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** Internal Log.
 - Collection:** Monthly.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
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Executive Director
(225) 925-7057 office
(225) 925-7058 fax
Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: IV.1 Provide Certificates of Eligibles of candidates for promotional opportunities within seven business days after a posting closes.

INDICATOR NUMBER: IV.1.1

INDICATOR NAME: Percentage of Certificates of Eligibles processed within seven business days after a posting closes.

INDICATOR LaPAS PI CODE: 26508

1. **Type and Level:** Quality; Key.
2. **Rationale, Relevance, and Reliability:** Measures the timeliness and turnaround time for delivering Certificates of Eligibles to hiring managers.
3. **Use:** Allocation of staff time and resources; gauges productivity.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** Internal Log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

Jason Hannaman, PHR, SHRM-CP

Executive Director

(225) 925-7057 office

(225) 925-7058 fax

Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: IV.1 Provide Certificates of Eligibles of candidates for promotional opportunities within seven business days after a posting closes.

INDICATOR NUMBER: IV.1.2

INDICATOR NAME: Total number of certificates issued.

INDICATOR LaPAS PI CODE: 26509

1. **Type and Level:** Output; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of promotional opportunities occurring within the Office of State Police.
3. **Use:** Allocation of staff resources; can be an indicator of employee attrition.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** Internal Log.
 - Collection:** Daily.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

Jason Hannaman, PHR, SHRM-CP

Executive Director

(225) 925-7057 office

(225) 925-7058 fax

Jason.Hannaman@La.gov

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: IV.1 Provide Certificates of Eligibles of candidates for promotional opportunities within seven business days after a posting closes.

INDICATOR NUMBER: IV.1.3

INDICATOR NAME: Number of promotional exam applications received.

INDICATOR LaPAS PI CODE: 26510

1. **Type and Level:** Input; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of employees seeking a valid promotional score for the upcoming year.
3. **Use:** Allocation of resources; indicates level of interest in promotional exams.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** Internal Log.
 - Collection:** Monthly.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
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 - (225) 925-7058 fax
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PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

OBJECTIVE: IV.1 Provide Certificates of Eligibles of candidates for promotional opportunities within seven business days after a posting closes.

INDICATOR NUMBER: IV.1.4

INDICATOR NAME: Number of applicants eligible to take the promotional exam.

INDICATOR LaPAS PI CODE: 26511

1. **Type and Level:** Output; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of employees eligible to sit for the promotional exam administered by the Commission.
3. **Use:** Allocation of resources; indicates the level of interest in promotional exams.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** Internal Log.
 - Collection:** Monthly.
 - Reporting:** Quarterly.
6. **Calculation Methodology:** Numeric tally.
7. **Scope:** Aggregate.
8. **Caveats:** No limitations or weaknesses.
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
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