

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



STRATEGIC PLAN

FISCAL YEARS 2020-2021 through 2024-2025

**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 GOALS:

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 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 – APPEALS

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.

OBJECTIVE I.2

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

Strategy I.2.1: 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 II – PERSONNEL MANAGEMENT

To 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. [Louisiana Constitution, Article X]

OBJECTIVE II.1

Evaluate compliance with merit system principles and State Police Commission Rules by running quarterly data reports.

Strategy II.1.1: Run data reports and organizational charts from the La.gov/HCM personnel management system.

Strategy II.1.2: Notify DPS/Human Resources to correct identified data entry errors.

PERFORMANCE INDICATOR:

QUALITY: Percentage of data monitored that is in compliance with State Police Commission Rules.

PROGRAM GOAL III – CLASSIFICATION AND PAY

To maintain an equitable and uniform pay system for all state police service officers through 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. [Louisiana Constitution, Article X, Section 48(A)(1)]

OBJECTIVE III.1

Maintain appropriate measures to ensure compliance with the merit system principle of a uniform classification plan while also providing allocation decisions to the Office of State Police within five business days.

Strategy III.1.1: Allocate position descriptions within five business days when received in proper form (including duties, org chart).

Strategy III.1.2: Provide Office of State Police with standardized position description forms.

PERFORMANCE INDICATORS:

INPUTS: Number of position descriptions received for allocation.

QUALITY: Percentage of position descriptions allocated within five business days when received with all required components.

PROGRAM GOAL IV – EXAMINING

To 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. [Louisiana Constitution, Article X, Section 45]

OBJECTIVE IV.1

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

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

Strategy IV.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 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.

OBJECTIVE IV.2

Provide annual promotional examinations for State Police Sergeants, Lieutenants, and Captains with continuously revised content that is relevant to the materials/statutes/policies utilized by the Office of State Police.

Strategy IV.2.1: Ensure promotional examinations are validated on a routine basis.

Strategy IV.2.2: Continue working with the Test Administrator for the effective utilization of electronic promotional examinations.

PERFORMANCE INDICATOR:

INPUTS: Number of promotional exam applications received.
Number of promotional exam sessions offered - Sergeant/Lieutenant/Captain.

OBJECTIVE IV.3

Review promotional applications to determine eligibility and provide hiring managers with Certificates of Eligibles of candidates for promotional opportunities within seven business days after a posting closes.

Strategy IV.3.1: Ensure promotional grades are correctly coded for each employee taking a promotional exam.

Strategy IV.3.2: Review the minimum experience required for the promotional job title.

Strategy IV.3.3: Wait at least two business days after a posting closes to ensure postmarked applications are received.

PERFORMANCE INDICATOR:

OUTPUTS: Total number of certificates issued.

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

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: Administration

PROGRAM: Appeals

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 NAME: Number of cases docketed

INDICATOR LaPAS PI CODE: 4211

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 the 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

PROGRAM: Appeals

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 NAME: Number of cases settled.

INDICATOR LaPAS PI CODE: New

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 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 the 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

PROGRAM: Appeals

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 NAME: Number of cases withdrawn.

INDICATOR LaPAS PI CODE: New

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 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 the 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

PROGRAM: Appeals

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 NAME: Number of hearings conducted.

INDICATOR LaPAS PI CODE: New

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 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 the 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

PROGRAM: Appeals

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 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 the 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

PROGRAM: Appeals

OBJECTIVE: I.2 Decide cases promptly by rendering 75% of the decisions within 60 days after the case is submitted for decision.

INDICATOR NAME: Average days to render a decision

INDICATOR LaPAS PI CODE: New

1. **Type and Level:** Efficiency; General.
2. **Rationale, Relevance, and Reliability:** Measures the number average 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 the 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

PROGRAM: Appeals

OBJECTIVE: I.2 Decide cases promptly by rendering 75% of the decisions within 60 days after the case is submitted for decision.

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

INDICATOR LaPAS PI CODE: New

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 the 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

PROGRAM: Personnel Management

OBJECTIVE: II.1 Evaluate compliance with merit system principles and State Police Commission Rules by running quarterly data reports.

INDICATOR NAME: Percentage of data monitored that is in compliance with State Police Commission Rules.

INDICATOR LaPAS PI CODE: New

1. **Type and Level:** Quality; Key.
2. **Rationale, Relevance, and Reliability:** Facilitates identification of discrepancies or compliance issues within the personnel management system.
3. **Use:** To correct errors and improve data quality.
4. **Clarity:** The indicatory name clearly identifies what is being measured.
5. **Data Source, Collection, and Reporting:**
 - Data Sources:** LaGov/HCM database
 - Collection:** On demand.
 - 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 the 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

PROGRAM: Classification and Pay

OBJECTIVE: III.1 Maintain appropriate measures to ensure compliance with the merit system principle of a uniform classification plan while also providing allocation decisions to the Office of State Police within five business days.

INDICATOR NAME: Number of position descriptions received for allocation

INDICATOR LaPAS PI CODE: 4216

1. **Type and Level:** Input; General.
2. **Rationale, Relevance, and Reliability:** Measures number of position descriptions received from the Office of State Police for allocation.
3. **Use:** Internal tracking purposes.
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 the 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

PROGRAM: Classification and Pay

OBJECTIVE: III.1 Maintain appropriate measures to ensure compliance with the merit system principle of a uniform classification plan while also providing allocation decisions to the Office of State Police within five business days.

INDICATOR NAME: Percentage of position descriptions allocated within five business days when received with all required components.

INDICATOR LaPAS PI CODE: New

1. **Type and Level:** Quality; Key.
2. **Rationale, Relevance, and Reliability:** Measures the turnaround time for processing of position descriptions.
3. **Use:** Indicates that position descriptions are being processed timely; allocation of staff resources.
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 the 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

PROGRAM: Examining

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

INDICATOR NAME: Number of cadet applications received.

INDICATOR LaPAS PI CODE: 4217

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 the 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

PROGRAM: Examining

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

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

INDICATOR LaPAS PI CODE: New

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 the 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

PROGRAM: Examining

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

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

INDICATOR LaPAS PI CODE: New

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; determine 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 the 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

PROGRAM: Examining

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

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

INDICATOR LaPAS PI CODE: New

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; assist in determining 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 the 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

PROGRAM: Examining

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

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

INDICATOR LaPAS PI CODE: New

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 the 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

PROGRAM: Examining

OBJECTIVE: IV.2 Provide annual promotional examinations for State Police Sergeants, Lieutenants, and Captains with continuously revised content that is relevant to the materials/statutes/policies utilized by the Office of State Police.

INDICATOR NAME: Number of promotional exam applications received.

INDICATOR LaPAS PI CODE: 4224

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 the 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

PROGRAM: Examining

OBJECTIVE: IV.2 Provide annual promotional examinations for State Police Sergeants, Lieutenants, and Captains with continuously revised content that is relevant to the materials/statutes/policies utilized by the Office of State Police.

INDICATOR NAME: Number of promotional exam sessions offered – Sergeant/Lieutenant/Captain

INDICATOR LaPAS PI CODE: 4229

1. **Type and Level:** Input; General.
2. **Rationale, Relevance, and Reliability:** Measures the number of tests administered during the year.
3. **Use:** Allocation of resources; coordination with test administrator.
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 the 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

PROGRAM: Examining

OBJECTIVE: IV.3 Review promotional applications to determine eligibility and provide hiring managers with Certificates of Eligibles of candidates for promotional opportunities within seven business days after a posting closes.

INDICATOR NAME: Total number of certificates issued.

INDICATOR LaPAS PI CODE: 4234

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 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 the 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

PROGRAM: Examining

OBJECTIVE: IV.3 Review promotional applications to determine eligibility and provide hiring managers with Certificates of Eligibles of candidates for promotional opportunities within seven business days after a posting closes.

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

INDICATOR LaPAS PI CODE: 4238

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 the accuracy, maintenance, or support.

10. Responsible Person:

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