

**STATE OF ILLINOIS  
CIVIL SERVICE COMMISSION**

**COMPLIANCE EXAMINATION**

For the Two Years Ended June 30, 2009

STATE OF ILLINOIS  
CIVIL SERVICE COMMISSION  
**COMPLIANCE EXAMINATION**  
For the Two Years Ended June 30, 2009

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STATE OF ILLINOIS  
CIVIL SERVICE COMMISSION  
**COMPLIANCE EXAMINATION**  
For the Two Years Ended June 30, 2009

**AGENCY OFFICIALS**

**CIVIL SERVICE COMMISSION**

Chairman	Chris Kolker
Commissioner	Ares G. Dalianis
Commissioner	Raymond W. Ewell
Commissioner	Barbara J. Peterson
Commissioner	Betty Bukraba
Executive Director	Daniel Stralka
Assistant Director	Andrew Barris

Commission offices are located at:

400 West Monroe Street, Suite 306  
Springfield, Illinois 62704

160 North LaSalle, Suite S-901  
Chicago, Illinois 60601



Daniel Stralka  
EXECUTIVE DIRECTOR

State of Illinois  
**CIVIL SERVICE COMMISSION**  
400 W. Monroe Street, Suite 306  
Springfield, Illinois 62704-1801  
PHONE (217) 782-7373  
FAX (217) 524-3706  
TTY (888) 261-2819  
[www.icsc.il.gov](http://www.icsc.il.gov)

Chris Kolker  
CHAIRMAN

**COMMISSIONERS**  
Raymond W. Ewell  
Barbara J. Peterson  
Betty A. Bukraba  
Ares G. Dalianis

MANAGEMENT ASSERTION LETTER

April 15, 2010

Honorable William G. Holland  
Auditor General  
State of Illinois  
Iles Park Plaza  
740 East Ash  
Springfield, IL 62703-3154

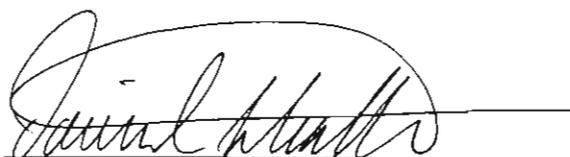
We are responsible for the identification of, and compliance with, all aspects of laws, regulations, contracts, or grant agreements that could have a material effect on the operations of the Agency. We are responsible for and we have established and maintained an effective system of, internal controls over compliance requirements. We have performed an evaluation of the Agency's compliance with the following assertions during the two-year period ended June 30, 2009. Based on this evaluation, we assert that during the years ended June 30, 2009 and June 30, 2008, the Agency has materially complied with the assertions below.

- A. The agency has obligated, expended, received and used public funds of the State in accordance with the purpose for which such funds have been appropriated or otherwise authorized by law.
- B. The agency has obligated, expended, received and used public funds of the State in accordance with any limitations, restrictions, conditions or mandatory directions imposed by law upon such obligation, expenditure, receipt or use.
- C. The agency has complied, in all material respects, with applicable laws and regulations, including the State uniform accounting system, in its financial and fiscal operations.
- D. State revenues and receipts collected by the agency are in accordance with applicable laws and regulations and the accounting and recordkeeping of such revenues and receipts is fair, accurate and in accordance with law.

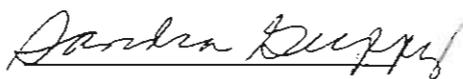
- E. Money or negotiable securities or similar assets handled by the agency on behalf of the State or held in trust by the agency have been properly and legally administered, and the accounting and recordkeeping relating thereto is proper, accurate and in accordance with law.

Yours very truly,

Civil Service Commission

A handwritten signature in cursive script, appearing to read "Daniel Stralka", written over a horizontal line.

(Daniel Stralka, Executive Director)

A handwritten signature in cursive script, appearing to read "Sandra Guppy", written over a horizontal line.

(Sandra Guppy, Fiscal Officer)

STATE OF ILLINOIS  
CIVIL SERVICE COMMISSION  
**COMPLIANCE EXAMINATION**  
For the Two Years Ended June 30, 2009

**COMPLIANCE REPORT**

**SUMMARY**

The compliance testing performed during this examination was conducted in accordance with *Government Auditing Standards* and in accordance with the Illinois State Auditing Act.

**ACCOUNTANTS' REPORTS**

The Independent Accountants' Report on State Compliance, on Internal Control Over Compliance and on Supplementary Information for State Compliance Purposes does not contain scope limitations, disclaimers, or other significant non-standard language.

**SUMMARY OF FINDINGS**

<u>Number of</u>	<u>Current</u>	<u>Prior</u>
Findings	0	0
Repeated findings	0	0
Prior recommendations implemented or not repeated	0	0

**SCHEDULE OF FINDINGS**

The Illinois Civil Service Commission did not have any current or prior year findings.

**EXIT CONFERENCE**

The Illinois Civil Service Commission waived an exit conference in correspondence dated April 8, 2010.



OFFICE OF THE AUDITOR GENERAL  
WILLIAM G. HOLLAND

INDEPENDENT ACCOUNTANTS' REPORT ON STATE COMPLIANCE,  
ON INTERNAL CONTROL OVER COMPLIANCE, AND ON  
SUPPLEMENTARY INFORMATION FOR STATE COMPLIANCE PURPOSES

Honorable William G. Holland  
Auditor General  
State of Illinois

**Compliance**

We have examined the Illinois Civil Service Commission's compliance with the requirements listed below, as more fully described in the Audit Guide for Financial Audits and Compliance Attestation Engagements of Illinois State Agencies (Audit Guide) as adopted by the Auditor General, during the two years ended June 30, 2009. The management of the Illinois Civil Service Commission is responsible for compliance with these requirements. Our responsibility is to express an opinion on the Illinois Civil Service Commission's compliance based on our examination.

- A. The Illinois Civil Service Commission has obligated, expended, received, and used public funds of the State in accordance with the purpose for which such funds have been appropriated or otherwise authorized by law.
- B. The Illinois Civil Service Commission has obligated, expended, received, and used public funds of the State in accordance with any limitations, restrictions, conditions or mandatory directions imposed by law upon such obligation, expenditure, receipt or use.
- C. The Illinois Civil Service Commission has complied, in all material respects, with applicable laws and regulations, including the State uniform accounting system, in its financial and fiscal operations.
- D. State revenues and receipts collected by the Illinois Civil Service Commission are in accordance with applicable laws and regulations and the accounting and recordkeeping of such revenues and receipts is fair, accurate and in accordance with law.
- E. Money or negotiable securities or similar assets handled by the Illinois Civil Service Commission on behalf of the State or held in trust by the Illinois Civil Service Commission have been properly and legally administered and the accounting and recordkeeping relating thereto is proper, accurate, and in accordance with law.

We conducted our examination in accordance with attestation standards established by the American Institute of Certified Public Accountants; the standards applicable to attestation engagements contained in *Government Auditing Standards* issued by the Comptroller General of the United States; the Illinois State Auditing Act (Act); and the Audit Guide as adopted by the Auditor General pursuant to the Act; and, accordingly, included examining, on a test basis, evidence about the Illinois Civil Service Commission's compliance with those requirements listed in the first paragraph of this report and performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion. Our examination does not provide a legal determination on the Illinois Civil Service Commission's compliance with specified requirements.

In our opinion, the Illinois Civil Service Commission complied, in all material respects, with the requirements listed in the first paragraph of this report during the two years ended June 30, 2009.

### **Internal Control**

The management of the Illinois Civil Service Commission is responsible for establishing and maintaining effective internal control over compliance with the requirements listed in the first paragraph of this report. In planning and performing our examination, we considered the Illinois Civil Service Commission's internal control over compliance with the requirements listed in the first paragraph of this report as a basis for designing our examination procedures for the purpose of expressing our opinion on compliance and to test and report on internal control over compliance in accordance with the Audit Guide, issued by the Illinois Office of the Auditor General, but not for the purpose of expressing an opinion on the effectiveness of the Illinois Civil Service Commission's internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of the Illinois Civil Service Commission's internal control over compliance.

A *deficiency* in an entity's internal control over compliance exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct noncompliance with the requirements listed in the first paragraph of this report on a timely basis. A *material weakness* is a deficiency, or combination of deficiencies, in internal control over compliance such that there is a reasonable possibility that material noncompliance with a requirement listed in the first paragraph of this report will not be prevented, or detected and corrected on a timely basis.

Our consideration of internal control over compliance with the requirements listed in the first paragraph of this report was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be deficiencies, significant deficiencies or material weaknesses. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above.

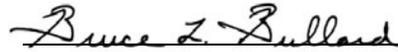
There were no immaterial findings that have been excluded from this report.

## **Supplementary Information for State Compliance Purposes**

Our examination was conducted for the purpose of forming an opinion on compliance with the requirements listed in the first paragraph of this report. The accompanying supplementary information as listed in the table of contents as Supplementary Information for State Compliance Purposes is presented for purposes of additional analysis. We have applied certain limited procedures as prescribed by the Audit Guide as adopted by the Auditor General to the 2009 and the 2008 Supplementary Information for State Compliance Purposes, except for the Service Efforts and Accomplishments on which we did not perform any procedures. However, we do not express an opinion on the supplementary information.

We have not applied procedures to the 2007 Supplementary Information for State Compliance Purposes, and accordingly, we do not express an opinion thereon.

This report is intended solely for the information and use of the Auditor General, the General Assembly, the Legislative Audit Commission, the Governor, agency management, and the Illinois Civil Service Commission and is not intended to be and should not be used by anyone other than these specified parties.

  
BRUCE L. BULLARD, CPA

Director of Financial and Compliance Audits

April 15, 2010

STATE OF ILLINOIS  
CIVIL SERVICE COMMISSION  
**COMPLIANCE EXAMINATION**  
For the Two Years Ended June 30, 2009

**SUPPLEMENTARY INFORMATION FOR STATE COMPLIANCE PURPOSES**

**SUMMARY**

Supplementary Information for State Compliance Purposes presented in this section of the report includes the following:

- Fiscal Schedules and Analysis:
  - Schedule of Appropriations, Expenditures and Lapsed Balances
  - Comparative Schedule of Net Appropriations, Expenditures and Lapsed Balances
  - Schedule of Changes in State Property
  - Comparative Schedule of Cash Receipts
  - Reconciliation Schedule of Cash Receipts to Deposits Remitted to the State Comptroller
  - Analysis of Significant Variations in Expenditures
  - Analysis of Significant Lapse Period Spending
  
- Analysis of Operations:
  - Agency Functions and Planning Program
  - Average Number of Employees
  - Service Efforts and Accomplishments (Not Examined)

The accountants' report that covers the Supplementary Information for State Compliance Purposes presented in the Compliance Report Section states the auditors have applied certain limited procedures as prescribed by the Audit Guide as adopted by the Auditor General, except for information on the Service Efforts and Accomplishments on which they did not perform any procedures. However, the accountants do not express an opinion on the supplementary information.

STATE OF ILLINOIS  
 CIVIL SERVICE COMMISSION  
**SCHEDULE OF APPROPRIATIONS, EXPENDITURES AND LAPSED BALANCES**  
 For the Fiscal Year Ended June 30, 2009

P.A. 95-0732 FISCAL YEAR 2009	Appropriations (Net of Transfers)	Expenditures Through June 30	Lapse Period Expenditures July 1 to August 31	Total Expenditures 14 Months Ended August 31	Balances Lapsed August 31
General Revenue Fund - 001					
Personal Services	\$ 265,881	\$ 255,243	\$ 10,638	\$ 265,881	\$ -
State Contribution to State					
Employees' Retirement System	56,015	53,764	2,241	56,005	10
State Contributions to Social Security	19,050	18,072	778	18,850	200
Contractual Services	74,900	64,737	1,026	65,763	9,137
Travel	27,521	19,318	1,414	20,732	6,789
Commodities	4,800	1,152	500	1,652	3,148
Printing	2,165	989	-	989	1,176
Equipment	921	103	-	103	818
Telecommunications	5,200	3,374	314	3,688	1,512
 Total Fiscal Year 2009	 <u>\$ 456,453</u>	 <u>\$ 416,752</u>	 <u>\$ 16,911</u>	 <u>\$ 433,663</u>	 <u>\$ 22,790</u>

Note: Appropriations, expenditures, and lapsed balances were obtained from Agency records and have been reconciled to records of the State Comptroller.

STATE OF ILLINOIS  
 CIVIL SERVICE COMMISSION  
**SCHEDULE OF APPROPRIATIONS, EXPENDITURES AND LAPSED BALANCES**  
 For the Fiscal Year Ended June 30, 2008

P.A. 95-0348 FISCAL YEAR 2008	Appropriations (Net of Transfers)	Expenditures Through June 30	Lapse Period Expenditures July 1 to August 31	Total Expenditures 14 Months Ended August 31	Balances Lapsed August 31
General Revenue Fund - 001					
Personal Services	\$ 255,800	\$ 245,504	\$ 10,263	\$ 255,767	\$ 33
State Contribution to State Employees' Retirement System	42,500	40,680	1,701	42,381	119
State Contributions to Social Security	19,600	17,436	757	18,193	1,407
Contractual Services	82,500	70,469	1,882	72,351	10,149
Travel	38,412	22,419	2,199	24,618	13,794
Commodities	4,900	1,627	-	1,627	3,273
Printing	1,500	460	-	460	1,040
Equipment	3,288	653	2,635	3,288	-
Telecommunications	7,700	2,666	305	2,971	4,729
<b>Total Fiscal Year 2008</b>	<b>\$ 456,200</b>	<b>\$ 401,914</b>	<b>\$ 19,742</b>	<b>\$ 421,656</b>	<b>\$ 34,544</b>

Note: Appropriations, expenditures, and lapsed balances were obtained from Agency records and have been reconciled to records of the State Comptroller.

STATE OF ILLINOIS  
 CIVIL SERVICE COMMISSION  
**COMPARATIVE SCHEDULE OF NET APPROPRIATIONS, EXPENDITURES AND LAPSED BALANCES**  
 For the Fiscal Years Ended June 30,

	Fiscal Year		
	2009	2008	2007
General Revenue Fund - 001	P.A. 95-0732	P.A. 95-0348	P.A. 94-798
<hr/>			
Appropriations (Net of Transfers)	\$ 456,453	\$ 456,200	\$ 403,100
<hr/>			
<u>Expenditures</u>			
Personal Services	\$ 265,881	\$ 255,767	\$ 239,227
State Contribution to State Employees' Retirement System	56,005	42,381	27,587
State Contributions to Social Security	18,850	18,193	17,288
Contractual Services	65,763	72,351	62,690
Travel	20,732	24,618	25,244
Commodities	1,652	1,627	1,993
Printing	989	460	464
Equipment	103	3,288	444
Telecommunications	3,688	2,971	7,488
	<hr/>	<hr/>	<hr/>
Total Expenditures	\$ 433,663	\$ 421,656	\$ 382,425
	<hr/>	<hr/>	<hr/>
Lapsed Balances	\$ 22,790	\$ 34,544	\$ 20,675
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
General Revenue Fund - 001 State Comptroller State Officers' Salaries			
Appropriations (Net of Transfers)	\$ 131,800	\$ 126,900	\$ 116,100
<hr/>			
Expenditures			
Chairman	\$ 30,404	\$ 29,291	\$ 27,593
Commission Members	101,280	97,572	87,464
Total Expenditures	\$ 131,684	\$ 126,863	\$ 115,057
	<hr/>	<hr/>	<hr/>
Lapsed Balances	\$ 116	\$ 37	\$ 1,043
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

STATE OF ILLINOIS  
 CIVIL SERVICE COMMISSION  
**SCHEDULE OF CHANGES IN STATE PROPERTY**  
 For the Two Years Ended June 30, 2009

	Total	Buildings and Building Improvements	Equipment
Balance at July 1, 2007	\$ 48,248	\$ 4,900	\$ 43,348
Additions	1,097	-	1,097
Deletions	-	-	-
Net Transfers	<u>(456)</u>	<u>(4,900)</u>	<u>4,444</u>
Balance at June 30, 2008	<u>\$ 48,889</u>	<u>\$ -</u>	<u>\$ 48,889</u>
Balance at July 1, 2008	\$ 48,889	\$ -	\$ 48,889
Additions	2,738	-	2,738
Deletions	(279)	-	(279)
Net Transfers	<u>(410)</u>	<u>-</u>	<u>(410)</u>
Balance at June 30, 2009	<u>\$ 50,938</u>	<u>\$ -</u>	<u>\$ 50,938</u>

Note: The above schedule has been derived from Agency records which have been reconciled to property reports submitted to the Office of the Comptroller.

STATE OF ILLINOIS  
 CIVIL SERVICE COMMISSION  
**COMPARATIVE SCHEDULE OF CASH RECEIPTS**  
 For the Fiscal Years Ended June 30,

<u>General Revenue Fund (001)</u>	Fiscal Year		
	<u>2009</u>	<u>2008</u>	<u>2007</u>
Repay State/Jury Duty & Recoveries	\$ 96	\$ 77	\$ 412
Prior Year Refunds	<u>165</u>	<u>-</u>	<u>-</u>
Total Receipts	<u><u>\$ 261</u></u>	<u><u>\$ 77</u></u>	<u><u>\$ 412</u></u>

**RECONCILIATION SCHEDULE OF CASH RECEIPTS  
 TO DEPOSITS REMITTED TO THE STATE COMPTROLLER**  
 For the Fiscal Years Ended June 30,

<u>General Revenue Fund (001)</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>
Receipts per Commission Records	\$ 261	\$ 77	\$ 412
Add: Deposits in Transit, Beginning of Year	-	-	-
Less: Deposits in Transit, End of Year	<u>-</u>	<u>-</u>	<u>-</u>
Deposits Recorded by the State Comptroller	<u><u>\$ 261</u></u>	<u><u>\$ 77</u></u>	<u><u>\$ 412</u></u>

STATE OF ILLINOIS  
CIVIL SERVICE COMMISSION  
**ANALYSIS OF SIGNIFICANT VARIATIONS IN EXPENDITURES**  
For the Two Years Ended June 30, 2009

**ANALYSIS OF SIGNIFICANT VARIATIONS IN EXPENDITURES BETWEEN FISCAL YEARS 2009 AND 2008**

Variations in expenditures were considered significant if differences were greater than 20% and \$1,000.

**General Revenue Fund - 001**

State Contribution to State Employees' Retirement System

The increase was due to an increase in the employer contribution rate from 16.561% in FY08 to 21.049% in FY09.

Equipment

The decrease was due to only one equipment purchase in FY09 compared to several purchases in FY08.

**ANALYSIS OF SIGNIFICANT VARIATIONS IN EXPENDITURES BETWEEN FISCAL YEARS 2008 AND 2007**

**General Revenue Fund - 001**

State Contribution to State Employees' Retirement System

The increase was due to an increase in the employer contribution rate from 11.525% in FY07 to 16.561% in FY08.

Equipment

The increase was due to the purchase of new office furniture and workstation peripherals in FY08.

Telecommunications

The decrease was due to a one-time charge in FY07 for phone and data line relocation made prior to the Commission moving to its current location.

STATE OF ILLINOIS  
CIVIL SERVICE COMMISSION  
**ANALYSIS OF SIGNIFICANT LAPSE PERIOD SPENDING**  
For the Two Years Ended June 30, 2009

Variations in expenditures were considered significant if differences were greater than 20% and \$1,000.

**FISCAL YEAR 2008**

**General Revenue Fund -001**

Equipment

The increase was due to the purchase of new office furniture and EDP equipment during the fiscal year that was delivered and paid during the lapse period.

STATE OF ILLINOIS  
CIVIL SERVICE COMMISSION  
**ANALYSIS OF OPERATIONS**  
For the Two Years Ended June 30, 2009

**AGENCY FUNCTIONS AND PLANNING PROGRAM**

The Civil Service Commission (Commission) is a 5-member body appointed by the Governor with the advice of the Senate established by the Personnel Code. The Commission is an integral part of the State of Illinois system of personnel administration based on merit principles and scientific method. The Commission's specific duties and powers are set forth by the Personnel Code (20 ILCS 415/10).

The Commission's main responsibility is to hear and determine employee appeals of discharges, suspensions, transfers, allocations, layoffs and demotions. In addition, the Commission approves exemptions from Jurisdiction B of the Personnel Code for those positions which, in the judgment of the Commission, involve either principal administrative responsibility for the determination of policy or the way in which policies are implemented. The Commission also approves or disapproves proposed additions or amendments to the Personnel Rules or position classification plan. The Commission has the authority to direct compliance in writing with the requirements of the Personnel Code or Rules when a violation is found.

**Planning Program**

The Commission has established a five-year plan. The Executive Director of the Commission monitors the plan on an on-going basis and reports to Commission members on a monthly basis.

Included in the current five-year plan are goals that have been developed in order to achieve the objective stated in the Commission's Mission Statement. The Commission's current long-range goals were established in FY09. The long-range goals generally address two areas:

- Technology – The Commission will continue to expand its use of technology and its website. The introduction of updated Rules of Practice will provide opportunities for agreeable parties to conduct more preliminary hearing activities electronically.
- Procedures – The Commission will develop procedure manuals for the most common activities to institutionalize Commission practices.

STATE OF ILLINOIS  
CIVIL SERVICE COMMISSION  
**ANALYSIS OF OPERATIONS**  
For the Two Years Ended June 30, 2009

**AVERAGE NUMBER OF EMPLOYEES**

The following table, prepared from Agency records, presents the average number of employees and average number of commissioners for the Fiscal Years ended June 30,

	<u>2009</u>	<u>2008</u>	<u>2007</u>
Total average full-time employees	<u>4</u>	<u>4</u>	<u>4</u>
Commissioners	<u>5</u>	<u>5</u>	<u>5</u>

STATE OF ILLINOIS  
 CIVIL SERVICE COMMISSION  
**ANALYSIS OF OPERATIONS**  
 For the Two Years Ended June 30, 2009

**SERVICE EFFORTS AND ACCOMPLISHMENTS (Not Examined)**

**DECISIONS OF THE COMMISSION IN APPEALS**

A. Actions by the Commission	<u>FY09</u>	<u>FY08</u>	<u>FY07</u>
Appeals granted:			
Employees returned after discharge (with suspension)	9	5	2
Employees returned after discharge (without suspension)	3	-	2
Layoff appeal granted	-	-	-
Suspension invalidated in part	-	-	1
Rule violation appeal granted	1	1	1
Declaratory ruling granted	<u>1</u>	<u>-</u>	<u>-</u>
Totals	14	6	6
Appeals denied:	<u>FY09</u>	<u>FY08</u>	<u>FY07</u>
Discharge appeal denied	7	9	10
Position allocation denied	4	1	1
Layoff appeal denied	-	-	-
Geographic transfer invalidated	-	-	1
Suspension appeal denied	1	1	1
Rule violation appeal denied	-	2	3
Declaratory ruling	<u>-</u>	<u>-</u>	<u>-</u>
Totals	12	13	16
Total actions by the Commission:	<u>26</u>	<u>19</u>	<u>22</u>
B. Appeals Terminated Without Decision	<u>FY09</u>	<u>FY08</u>	<u>FY07</u>
Discharges	17	18	19
Demotions	1	1	2
Position allocations	-	1	-
Layoff appeals	-	-	1
Geographical transfers	1	-	-
Suspensions	-	4	3
Rule violations	<u>1</u>	<u>3</u>	<u>2</u>
Totals	20	27	27
C. Appeals Pending at the end of the Fiscal Year	<u>35</u>	<u>29</u>	<u>21</u>
D. Total Appeals Closed or Pending at the End of Fiscal year	<u>81</u>	<u>75</u>	<u>70</u>

STATE OF ILLINOIS  
 CIVIL SERVICE COMMISSION  
**ANALYSIS OF OPERATIONS**  
 For the Two Years Ended June 30, 2009

**SERVICE EFFORTS AND ACCOMPLISHMENTS (Not Examined) (Continued)**

**TECHNICAL ACTIONS BY THE COMMISSION**

	<u>FY09</u>	<u>FY08</u>	<u>FY07</u>
A. Class Specifications			
Revisions Denied	-	-	-
New Classes Approved	9	24	2
Revised Classes Approved	15	12	8
Abolished Classes Approved	6	6	5
Totals	<u>30</u>	<u>42</u>	<u>15</u>
B. 4d(3) Exemptions	<u>FY09</u>	<u>FY08</u>	<u>FY07</u>
Exemptions Granted	30	65	44
Exemptions Denied	1	8	6
Exemptions Rescinded	-	22	1
Exemption Rescissions Denied	-	24	-
Exemption Requests Withdrawn	8	5	12
Totals	<u>39</u>	<u>124</u>	<u>63</u>
C. Total Technical Actions	<u>69</u>	<u>166</u>	<u>78</u>