

| <b>Civil Service Commission</b><br><b>Performance Indicators -June 2016</b>   | <b>Frequency</b> | <b>Desired Trend</b> | <b>Target</b> | <b>Prior Month<br/>May 2016</b> | <b>Current<br/>Month June<br/>2016</b> | <b>% Change</b> | <b>Last 12 Month<br/>Average</b> |
|---|------------------|----------------------|---------------|---------------------------------|--|-----------------|----------------------------------|
| <b>Selection Services and Recruitment</b>   |                  |                      |               |                                 |  |                 |                                  |
| Number of calendar days from job announcement to list issuance <sub>1</sub>   | monthly          | reduce               | 115           | 86                              | 99                                     | 14.7%           | 99.7                             |
| Number of job announcements older than six months as a percentage of all active announcements <sub>1</sub>  | monthly          | reduce               | 5.0%          | 2.2%                            | 1.0%                                   | -55.0%          | 1.6%                             |
| Percentage of Open Competitive job announcements accepting applications via the Online Application System only. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 257,920 applications via the OAS for 16,104 announcements (Open Competitive and Promotional) issued. <sub>2</sub> | monthly          | increase             | 100.0%        | 99.8%                           | 99.9%                                  | 0.1%            | 99.8%                            |
| Percentage of Promotional job announcements accepting applications via the Online Application System only <sub>3</sub>  | monthly          | increase             | 100.0%        | 99.8%                           | 99.4%                                  | -0.4%           | 99.5%                            |
| Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,473 calls in June. <sub>4</sub>  | monthly          | reduce               | 1.5           | 1.7                             | 1.7                                    | 0.0%            | 2.3                              |
| <b>Appeals &amp; Regulatory Affairs</b>   |                  |                      |               |                                 |  |                 |                                  |
| For the preceding 12 months (a rolling period), complete at least 105% of the number of written record appeals received. <sub>5</sub>   | monthly          | maintain             | 105.0%        | 80.4%                           | 85.0%                                  | 5.7%            | 99.7%                            |
| Percentage of pending written record appeals aged greater than six months. <sub>5</sub>   | monthly          | reduce               | 30.0%         | 20.4%                           | 24.1%                                  | 18.1%           | 15.6%                            |

<sub>1</sub>The performance indicator does not reflect public safety positions, due to DOJ Consent Decree. In June, 258 new lists were issued. Of these, 21 (or 8.1%) were "backlog" or announcements older than six months.

<sub>2</sub>The CSC received 4,972 applications for the 65 Open Competitive announcements with issue dates between June 1 and June 30, 2016; all but 6 were received via the OAS.

<sub>3</sub>In June, the CSC received 1,217 applications for the 270 Promotional announcements issued; all but 7 of these applications were received via the OAS.

<sub>4</sub>The Call Center phone system received 5,549 calls in June. Of these, 2,473 (or 44.6%) were handled by Call Center staff.

<sub>5</sub>In the preceding 12 months, DARA has received a total of 3,398 written record appeals and has completed 2,886. As of June 30, 2016, there were 1,457 pending written record appeals.

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|--|------------------|----------------------|---------------|---------------------------------|--|-----------------|----------------------------------|
| <b>Classification &amp; Personnel Management</b>   |                  |                      |               |                                 |  |                 |                                  |
| Percentage of final layoff plans reviewed and approved within 30 days. In Calendar Year 2010, the Civil Service Commission received 219 Permanent and 70 Temporary Layoff Plans. In Calendar Year 2011, the Civil Service Commission received 127 Permanent and 12 Temporary Layoff Plans. In Calendar Year 2012, the Civil Service Commission received 60 Permanent and three Temporary Layoff Plans. The Civil Service Commission received 39 Permanent and six Temporary Layoff Plans in Calendar Year 2013. The Civil Service Commission received three Permanent Layoff Plans in December for a total of one Temporary and 42 Permanent Layoff Plans in Calendar Year 2014. In Calendar Year 2015, the Civil Service Commission has received 38 Permanent and one Temporary Layoff Plans. To date in Calendar Year 2016, the Civil Service Commission has received 21 Permanent and 1 Temporary Layoff Plans. | monthly          | maintain             | 100%          | 100.00%                         | 100.00%                                | 0.0%            | 100.0%                           |
| Percentage of State government certifications issued within 10 business days <sub>6</sub>  | monthly          | maintain             | 100%          | 99.1%                           | 100.0%                                 | 0.9%            | 100.0%                           |
| Percentage of Local government certifications issued within 5 business days <sub>6</sub>   | monthly          | maintain             | 100%          | 89.1%                           | 79.1%                                  | -11.2%          | 85.1%                            |
| State and Local Government Titles consolidated or eliminated. Since March 2010, 2,501 titles have been eliminated or consolidated. <sup>7</sup> In FY 2013, 193 State and Local Government Titles were consolidated or eliminated. In FY 2014, 43 titles were eliminated or consolidated. In FY 2015, a net of one title was added. To date in FY 2016, 28 titles have been eliminated or consolidated.  | annually         |                      | 25            | 0                               | 0                                      |                 |                                  |
| State Titles   | monthly          | reduce               | -             | 2,493                           | 2,493                                  | 0.0%            | -                                |
| Local Titles   | monthly          | reduce               | -             | 2,201                           | 2,201                                  | 0.0%            | -                                |
| Common Titles (titles that can be used by both State and Local governments)  | monthly          | increase             | -             | 235                             | 235                                    | 0.0%            | -                                |
| Pending classification appeals <sub>8</sub>  | monthly          | maintain             | 300           | 198                             | 206                                    | 4.0%            | 218                              |
| Percentage of classification appeals completed within 180 days <sub>8</sub>  | monthly          | maintain             | 100%          | 100.0%                          | 98.2%                                  | -1.8%           | 94.2%                            |

<sup>6</sup>Pursuant to N.J.A.C. 4A: 4-4.2 and 4A: 4-4.8, the Certification Unit is responsible for the issuance and final disposition of all State and local government certifications. In June 202 State and 225 local government certifications were issued.

<sup>7</sup>The number of State Titles only includes those titles in the Executive branch of State Government. As of June 30,2016, there are 496 titles assigned to the Judicial and Legislative Branches of State Government that the Civil Service Commission maintains on behalf of both branches; however, the authority over the consolidation and/or elimination of those titles rests with the branches themselves.

<sup>8</sup>Pursuant to N.J.A.C. 4A: 3-3.9, the Division of Classification and Personnel Management ("CPM") is responsible for performing Classification Appeals in State and local government jurisdictions under civil service. Pursuant to N.J.A.C. 4A:3-3.9(c)5 and (d)1, CPM must issue its decision letter within 180 days of receipt of the appeal and all completed documentation as required by CPM. In Calendar Year 2013, CPM received 835 Classification Appeals and completed 958. In Calendar Year 2014, CPM received 820 classification appeals and completed 722. In Calendar Year 2015, CPM received 739 classification appeals and completed 813. To date Calendar Year 2016, CPM received 357 classification appeals and completed 386.

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| <b>Training and Development</b>   |                  |                      |               |                                 |  |                 |                                  |
| Number of Contact Hours - Classroom <sup>9</sup>                            | annually         | increase             | 28,331        | 6,000                           | 3,660                                  | -39.0%          | 3,745                            |
| Number of Contact Hours - Electronic <sup>10</sup>                          | annually         | increase             | 101,000       | 13,926                          | 7,260                                  | -47.9%          | 13,460                           |
| Number of Contact Outreach Hours - Employee Advisory Service <sup>11</sup>  | annually         | increase             | 100           | 30                              | 30                                     | 0.0%            | 17                               |

<sup>9</sup>Contact Hours - Classroom represents the number of hours participants spent in an Instructor-led classroom.

The Division of Training and Development performed 37,333 instructor - led contact hours in Fiscal Year 2015 and 44,938 in Fiscal Year 2016.

<sup>10</sup>Contact Hours - Electronic represents the number of hours participants spent taking online courses.

The Division of Training and Development performed 127,662 electronic contact hours in Fiscal Year 2015 and 161,514 in Fiscal Year 2016.

<sup>11</sup>Employee Advisory Services performed 141 outreach hours in Fiscal Year 2015 and 204 to date Fiscal Year 2016.