

| Civil Service Commission Performance Indicators - September 2019 | Frequency | Desired Trend | Target | Prior Month Aug 2019 | Current Month Sept 2019 | % Change | Last 12 Month Average |
|---|------------------|----------------------|---------------|---------------------------------|--|-----------------|----------------------------------|
| Selection Services | | | | | | | |
| Number of calendar days from job announcement to list issuance. ₁ | monthly | reduce | 110 | 188 | 152 | -18.9% | 164 |
| Number of job announcements older than six months as a percentage of all active announcements. ₁ | monthly | reduce | 5.0% | 0.8% | 0.7% | -17.5% | 0.7% |
| 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 464,034 applications via the OAS for 29,347 announcements (Open Competitive and Promotional) issued. ₂ | monthly | increase | 100.0% | 100.0% | 100.0% | 0.0% | 100.0% |
| Percentage of Promotional job announcements accepting applications via the Online Application System only. ₃ | monthly | increase | 100.0% | 100.0% | 100.0% | 0.0% | 100.0% |
| Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 7,213 calls in September. ₄ | monthly | reduce | 1.5 | 1.8 | 2.3 | 25.0% | 1.7 |
| Appeals & Regulatory Affairs | | | | | | | |
| For the preceding 12 months (a rolling period), complete at least 105% of the number of written record appeals received. ₅ | monthly | maintain | 105.0% | 93.1% | 96.1% | 3.2% | 103.9% |
| Percentage of pending written record appeals aged greater than six months. ₅ | monthly | reduce | 18.0% | 20.0% | 27.7% | 38.6% | 19.8% |

₁The performance indicator does not reflect public safety positions, due to DOJ Consent Decree.

₂The CSC received 1,014 applications for the 144 Open Competitive announcements with issue dates between September 1 and September 30, 2019; all were received via the OAS.

₃In September, the CSC received 822 applications for the 240 Promotional announcements issued; all but three of these applications were received via the OAS.

₄The Call Center phone system received 7,213 calls in September. Of these, 2,927 (or 40.57%) were handled by Call Center staff.

₅In the preceding 12 months, DARA has received a total of 3,135 written record appeals and has completed 3,012. As of September 30, 2019, there were 1,115 pending written record appeals.

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| Classification & Personnel Management | | | | | | | |
| 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. In Calendar Year 2016, the Civil Service Commission has received 31 Permanent and 1 Temporary Layoff Plans. In Calendar Year 2017, the Civil Service Commission has received 12 Permanent and 1 Temporary Layoff Plans. In Calendar Year 2018, the Civil Service Commission received 18 Permanent and 1 Temporary Layoff Plans. In Calendar Year 2019, the Civil Service Commission received 13 Permanent and 0 Temporary Layoff Plan. To date in Calendar Year 2020, the Civil Service Commission received 2 Permanent and 0 Temporary Layoff Plan. | monthly | maintain | 100% | 100.00% | 100.00% | 0.0% | 100.0% |
| Percentage of State government certifications issued within 10 business days ⁶ | monthly | maintain | 100% | 100.0% | 100.0% | 0.0% | 100.0% |
| Percentage of Local government certifications issued within 5 business days ⁶ | monthly | maintain | 100% | 100.0% | 99.6% | -0.4% | 100.0% |
| State and Local Government Titles consolidated or eliminated. Since March 2010, 2,501 titles have been eliminated or consolidated. ⁷ 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. In FY 2016, 36 titles have been eliminated or consolidated. In FY 2017, 35 titles had been eliminated, 16 had been added. In FY 2018, 8 titles have been eliminated, 5 have been added. In FY 2019, 4 titles have been eliminated, 9 have been added. To date in Calendar Year FY 2020, 8 titles have been eliminated, 7 have been added. | annually | | 25 | -7 | 3 | | |
| State Titles | monthly | reduce | - | 2,500 | 2,498 | -0.1% | - |
| Local Titles | monthly | reduce | - | 2,175 | 2,175 | 0.0% | - |
| Common Titles (titles that can be used by both State and Local governments) | monthly | increase | - | 242 | 241 | -0.4% | - |
| Pending classification appeals ⁸ | monthly | maintain | 300 | 240 | 246 | 2.5% | 241 |
| Percentage of classification appeals completed within 180 days ⁸ | monthly | maintain | 100% | 46.8% | 60.0% | 28.2% | 54.3% |

⁶Pursuant 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 September, 245 State and 250 local government certifications were issued.

⁷The number of State Titles only includes those titles in the Executive branch of State Government. As of September 30, 2019, there are 535 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.

⁸Pursuant 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. In Calendar Year 2016, CPM received 735 classification appeals and completed 728. In Calendar Year 2017, CPM received 326 classification appeals and completed 305. In Calendar Year 2018, CPM received 779 classification appeals and completed 787. In Calendar Year 2019, CPM received 299 classification appeals and completed 270. To date in Calendar Year 2020, CPM received 127 classification appeals and completed 127.

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| Training and Development | | | | | | | |
| Number of Contact Hours - Classroom ⁹ | annually | increase | 42,000 | 3,492 | 3,211 | -8.0% | 3,341 |
| Number of Contact Hours - Electronic ¹⁰ | annually | increase | 101,000 | 2,580 | 5,064 | 96.3% | 6,505 |
| Number of Contact Outreach Hours - Employee Advisory Service ¹¹ | annually | increase | 200 | 12 | 16 | 29.2% | 16 |

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

The Center for Learning and Improving Performance (CLIP) performed 37,333 instructor - led contact hours in Fiscal Year 2015 and 44,938 in Fiscal Year 2016. In Fiscal Year 2017, Year instructor led classroom hours totaled 41,565 and 35,230 in Fiscal Year 2018. Fiscal Year 2019, instructor led classroom hours totaled 35,667. To date in Fiscal Year 2020, 2020 instructor led classroom hours total 10,025.

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

The Center for Learning and Improving Performance (CLIP) performed 127,662 electronic contact hours in Fiscal Year 2015 and 161,514 in Fiscal Year 2016. In Fiscal Year 2017, Year electronic contact hours totaled 148,690 and 200,516 in Fiscal Year 2018. Fiscal Year 2019, electronic contact hours totaled 115,947. To date in Fiscal Year 2020, electronic contact hours total 19,517.

¹¹Employee Advisory Services performed 141 outreach hours in Fiscal Year 2015 and 204 in Fiscal Year 2016. In Fiscal Year 2017, outreach hours totaled 142 and 117.5 in Fiscal Year 2018. Fiscal Year 2019, outreach hours totaled 219. To date in Fiscal Year 2020, outreach hours total 48.5.