

Civil Service Commission Performance Indicators -September 2015	Frequency	Desired Trend	Target	Prior Month August 2015	Current Month September 2015	% Change	Last 12 Month Average
Selection Services and Recruitment							
Number of calendar days from job announcement to list issuance. ₁	monthly	maintain	115	129	93	-27.4%	117
Number of job announcements older than six months as a percentage of all active announcements. ₁	monthly	maintain	5.0%	2.0%	2.0%	-0.4%	2.1%
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 227,665 applications via the OAS for 13,320 announcements (Open Competitive and Promotional) issued. ₂	monthly	maintain	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%	99.9%	98.9%	-1.0%	99.0%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,525 calls in September. ₄	monthly	reduce	1.5	1.8	2.2	25.5%	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	decrease	105.0%	107.4%	110.8%	3.1%	108.3%
Percentage of pending written record appeals aged greater than six months. ₅	monthly	maintain	30.0%	13.5%	13.2%	-2.6%	17.9%

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In September, 281 new lists were issued. Of these, 12 (or 4%) were "backlog" or announcements older than six months.

₂The CSC received 2,431 applications for the 95 Open Competitive announcements with issue dates between September 1 and September 30, 2015; all were received via the OAS.

₃In September, the CSC received 917 applications for the 425 Promotional announcements issued; all but ten of these applications were received via the OAS.

₄The Call Center phone system received 6,473 calls in September. Of these, 2,525 (or 39%) were handled by Call Center staff. The wait time increased due to Fire Fighter exam candidate questions about their scheduled test dates and times.

₅In the preceding 12 months, DARA has received a total of 2,685 written record appeals and has completed 2,975. As of September 30, 2015, there were 896 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 31 Permanent and one Temporary Layoff Plans.	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	increase	100%	98.6%	96.8%	-1.8%	99.7%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,484 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.	annually		25	11	0		
State Titles	monthly	reduce	-	2,513	2,515	0.1%	-
Local Titles	monthly	reduce	-	2,202	2,202	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	231	236	2.2%	-
Pending classification appeals ₈	monthly	maintain	300	244	245	0.4%	267
Percentage of classification appeals completed within 180 days ₈	monthly	maintain	100%	77.1%	96.6%	25.3%	72.7%

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 197 State and 220 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, 2015, there are 493 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 has received 567 classification appeals and completed 625.

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Training and Development							
Number of Contact Hours - Classroom ₉	annually	increase	28,331	1,236	3,834	210.2%	3,409
Number of Contact Hours - Electronic ₁₀	annually	increase	101,000	7,508	14,932	98.9%	11,933
Number of Contact Outreach Hours - Employee Advisory Service ₁₁	annually	increase	100	5	22	340.0%	12

₉Contact 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.

₁₀Contact 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.

₁₁Employee Advisory Services performed 141 outreach hours in Fiscal Year 2015.