

Civil Service Commission Performance Indicators -March 2016		Frequency	Desired Trend	Target	Prior Month February 2016	Current Month March 2016	% Change	Last 12 Month Average
<b>Selection Services and Recruitment</b>								
Number of calendar days from job announcement to list issuance <sup>1</sup>		monthly	reduce	115	103	98	-4.8%	104
Number of job announcements older than six months as a percentage of all active announcements <sup>2</sup>		monthly	reduce	5.0%	0.9%	1.8%	111.6%	1.4%
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 243,302 applications via the OAS for 15,296 announcements (Open Competitive and Promotional) issued. <sup>3</sup>		monthly	increase	100.0%	99.6%	99.5%	0.0%	100.0%
Percentage of Promotional job announcements accepting applications via the Online Application System only <sup>4</sup>		monthly	increase	100.0%	99.6%	99.3%	-0.3%	99.0%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,516 calls in March. <sup>5</sup>		monthly	reduce	1.5	2.4	1.9	-20.8%	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. <sup>6</sup>		monthly	maintain	105.0%	95.7%	89.9%	-6.0%	108.2%
Percentage of pending written record appeals aged greater than six months. <sup>7</sup>		monthly	reduce	30.0%	13.7%	14.1%	2.7%	15.0%

<sup>1</sup>The performance indicator does not reflect public safety positions, due to DOJ Consent Decree. In March, 449 new lists were issued. Of these, 21 (or 4.68%) were "backlog" or announcements older than six months.

<sup>2</sup>The CSC received 1,530 applications for the 69 Open Competitive announcements with issue dates between March 1 and March 31, 2016; all but 7 were received via the OAS.

<sup>3</sup>In March, the CSC received 1,072 applications for the 179 Promotional announcements issued; all but 8 of these applications were received via the OAS.

<sup>4</sup>The Call Center phone system received 6,189 calls in March. Of these, 2,516 (or 41%) were handled by Call Center staff.

<sup>5</sup>In the preceding 12 months, DARA has received a total of 3,155 written record appeals and has completed 2,837. As of March 31, 2016, there were 1,263 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 11 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 <sup>8</sup>		monthly	maintain	100%	100.0%	100.0%	0.0%	100.0%
Percentage of Local government certifications issued within 5 business days <sup>9</sup>		monthly	maintain	100%	80.6%	97.7%	21.3%	94.3%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,501 titles have been eliminated or consolidated. <sup>10</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, 36 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 <sup>11</sup>		monthly	maintain	300	201	170	-15.4%	225
Percentage of classification appeals completed within 180 days <sup>12</sup>		monthly	maintain	100%	89.7%	92.3%	2.9%	90.2%

<sup>8</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 March 236 State and 303 local government certifications were issued.

<sup>9</sup>The number of State Titles only includes those titles in the Executive branch of State Government. As of March 31, 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>10</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 has received 739 classification appeals and <sup>11</sup>Pursuant to N.J.A.C. 4A:3-3.9(d)1, Classification Appeals are to be completed within 180 days. This is a new performance indicator; that is why there is no data going back 12 months.

<sup>12</sup>Pursuant to N.J.A.C. 4A:3-3.9(d)1, Classification Appeals are to be completed within 180 days. This is a new performance indicator; that is why there is no data completed 813. To date Calendar Year 2016, CPM has received 159 classification appeals and completed 220.

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<b>Training and Development</b>								
Number of Contact Hours - Classroom <sup>13</sup>		annually	increase	28,331	4,506	4,404	-2.3%	3,517
Number of Contact Hours - Electronic <sup>14</sup>		annually	increase	101,000	16,350	19,804	21.1%	12,009
Number of Contact Outreach Hours - Employee Advisory Service <sup>15</sup>		annually	increase	100	16	39	140.6%	13

<sup>13</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.

<sup>14</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.

<sup>15</sup>Employee Advisory Services performed 141 outreach hours in Fiscal Year 2015.