

Civil Service Commission Performance Indicators - April 2015	Frequency	Desired Trend	Target	Prior Month February 2015	Current Month April 2015	% Change	Last 12 Month Average
Selection Services and Recruitment							
Number of calendar days from job announcement to list issuance, ¹	monthly	reduce	110	124	109	-11.7%	121
Number of job announcements older than six months as a percentage of all active announcements, ¹	monthly	reduce	7.5%	2.6%	1.1%	-56.6%	3.4%
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 201,107 applications via the OAS for 11,504 announcements (Open Competitive and Promotional) issued. ²	monthly	increase	100.0%	100.0%	99.9%	-0.1%	99.9%
Percentage of Promotional job announcements accepting applications via the Online Application System only. ³	monthly	increase	100.0%	99.7%	99.2%	-0.4%	99.6%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,558 calls in April. ⁴	monthly	reduce	0.8	1.6	2.0	24.7%	1.5
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%	108.1%	115.3%	6.6%	106.8%
Percentage of pending written record appeals aged greater than six months. ⁵	monthly	reduce	30.0%	13.8%	19.5%	41.1%	20.7%

¹The performance indicator does not reflect public safety positions, due to outstanding litigation. In April, 343 new lists were issued. Of these, 8 (or 2%) were "backlog" or announcements older than six months.

²The CSC received 1,620 applications for the 53 Open Competitive announcements with issue dates between April 1 and April 30, 2015; all but two were received via the OAS.

³In April, the CSC received 656 applications for the 200 Promotional announcements issued; all but five of these applications were received via the OAS.

⁴The Call Center phone system received 6,669 calls in April. Of these, 2,558 (or 38%) were handled by Call Center staff.

⁵In the preceding 12 months, DARA has received a total of 2,627 written record appeals and has completed 3,028. As of April 30, 2015, there were 701 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 13 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	maintain	100%	100.0%	100.0%	0.0%	99.6%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,467 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.	annually		50	0	4		
State Titles	monthly	reduce	-	2,531	2,525	-0.2%	-
Local Titles	monthly	reduce	-	2,199	2,201	0.1%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	233	233	0.0%	-
Pending classification appeals ₈	monthly	maintain	300	230	218	-5.2%	324
Percentage of classification appeals completed within 180 days ₈	monthly	maintain	100%	50.0%	69.9%	39.7%	68.6%

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 April 269 State and 260 local government certifications were issued.

⁷The number of State Titles only includes those titles in the Executive branch of State Government. As of April 30, 2015, there are 488 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 202 classification appeals and completed 287.

Civil Service Commission Performance Indicators - April 2015	Frequency	Desired Trend	Target	Prior Month March 2015	Current Month April 2015	% Change	Last 12 Month Average
Training and Development							
Number of Contact Hours - Classroom ⁹	annually	increase	28,331	4,839	5,292	9.4%	3,209
Number of Contact Hours - Electronic ¹⁰	annually	increase	101,000	6,988	5,492	-21.4%	10,666
Number of Contact Outreach Hours - Employee Advisory Service ¹¹	annually	increase	100	14	14	0.0%	11

⁹This is a new Performance Indicator for FY 2015. Contact Hours - Classroom represents the number of hours participants spent in an Instructor-led classroom. The Division of Training and Development has performed 31,800 instructor - led contact hours in Fiscal Year 2015 as of April 30, 2015.

¹⁰This is a new Performance Indicator for FY 2015. Contact Hours - Electronic represents the number of hours participants spent taking online courses. The Division of Training and Development has performed 110,098 electronic contact hours in Fiscal Year 2015 as of April 30, 2015.

¹¹This is a new Performance Indicator for FY 2015. Employee Advisory Services has performed 121 outreach hours in Fiscal Year 2015 as of April 30, 2015.