

Civil Service Commission Performance Indicators -September 2017	Frequency	Desired Trend	Target	Prior Month August 2017	Current Month September 2017	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance. ¹	monthly	reduce	110	122	84	-31.1%	115
Number of job announcements older than six months as a percentage of all active announcements. ¹	monthly	reduce	5.0%	0.2%	0.2%	-12.5%	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 352,207 applications via the OAS for 21,450 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 4,423 calls in September. ⁴	monthly	reduce	1.5	2.0	1.7	-17.0%	2.8
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%	115.6%	121.2%	4.8%	101.3%
Percentage of pending written record appeals aged greater than six months. ⁵	monthly	reduce	18.0%	19.3%	20.8%	7.5%	25.4%

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

²The CSC received 1,035 applications for the 73 Open Competitive announcements with issue dates between September 1 and September 30, 2017; all but 1 were received via the OAS.

³In September, the CSC received 593 applications for the 187 Promotional announcements issued; all but 11 of these applications were received via the OAS.

⁴The Call Center phone system received 4,423 calls in September. Of these, 1,964 (or 44.40%) were handled by Call Center staff.

⁵In the preceding 12 months, DARA has received a total of 3,324 written record appeals and has completed 4,027. As of September 30, 2017, there were 1,017 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. To date in Calendar Year 2017, the Civil Service Commission has received 10 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 ₆	monthly	maintain	100%	100.0%	100.0%	0.0%	99.8%
Percentage of Local government certifications issued within 5 business days ₆	monthly	maintain	100%	100.0%	100.0%	0.0%	98.7%
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. Year to date FY 2018, 35 titles have been eliminated, 8 have been added.	annually		25	0	0		
State Titles	monthly	reduce	-	2,497	2,497	0.0%	-
Local Titles	monthly	reduce	-	2,170	2,170	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	239	239	0.0%	-
Pending classification appeals ₈	monthly	maintain	300	221	199	-10.0%	228
Percentage of classification appeals completed within 180 days ₈	monthly	maintain	100%	71.2%	80.9%	13.6%	82.3%

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, 214 State and 222 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, 2017, there are 508 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. To date in FY 2018, CPM received 119 classification appeals and completed 154.

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Training and Development							
Number of Contact Hours - Classroom ⁹	annually	increase	42,000	1,008	3,646	261.7%	3,413
Number of Contact Hours - Electronic ¹⁰	annually	increase	101,000	2,516	13,372	431.5%	12,921
Number of Contact Outreach Hours - Employee Advisory Service ¹¹	annually	increase	200	6	22	266.7%	11

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 and 44,938 in Fiscal Year 2016. Fiscal Year 2017, instructor led classroom hours totaled 41,565. Fiscal Year 2018 to date, instructor led classroom hours total 6,970.

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 and 161,514 in Fiscal Year 2016. Fiscal Year 2017, electronic contact hours totaled 148,690. Fiscal Year 2018 to date, electronic contact hours total 27,190.

¹¹Employee Advisory Services performed 141 outreach hours in Fiscal Year 2015 and 204 in Fiscal Year 2016. Fiscal Year 2017, outreach hours totaled 142. Fiscal Year 2018 year to date, outreach hours total 35.