

<b>Civil Service Commission</b> <b>Performance Indicators - August 2014</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month July 2014</b>	<b>Current Month August 2014</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Selection Services and Recruitment</b>							
Number of calendar days from job announcement to list issuance, <sup>1</sup>	monthly	reduce	110	125	113	-9.4%	134
Number of job announcements older than six months as a percentage of all active announcements, <sup>1</sup>	monthly	reduce	7.5%	4.4%	4.8%	8.8%	4.7%
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 166,387 applications via the OAS for 9,438 Announcements (Open Competitive and Promotional) issued. <sup>2</sup>	monthly	increase	100.0%	100.0%	99.4%	-0.6%	99.9%
Percentage of Promotional job announcements accepting applications via the Online Application System only. <sup>3</sup>	monthly	increase	100.0%	100.0%	100.0%	0.0%	99.9%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,111 calls in August. <sup>4</sup>	monthly	increase	0.8	0.9	1.4	62.7%	1.2
<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>5</sup>	monthly	maintain	105.0%	112.1%	110.2%	-1.6%	103.7%
Percentage of pending written record appeals aged greater than six months. <sup>5</sup>	monthly	reduce	30.0%	20.4%	20.3%	-0.6%	26.7%

<sup>1</sup>The performance indicator does not reflect public safety positions, due to outstanding litigation. In August, 237 new lists were issued. Of these, 26 (or 11%) were "backlog" or announcements older than six months.

<sup>2</sup>The CSC received 1,270 applications for the 59 Open Competitive announcements with issue dates between August 1 and August 31, 2014; all but eight applications were received via the OAS.

<sup>3</sup>In June, the CSC received 2,411 applications for the 276 Promotional announcements issued; all applications were received via the OAS.

<sup>4</sup>The Call Center phone system received 5,990 calls in August. Of these, 2,111 (or 35%) were handled by Call Center staff. The increase is primarily due to the increase of calls received involving the 2013 Police Sergeant examination review/notices.

<sup>5</sup>In the preceding 12 months, DARA has received a total of 2,607 written record appeals and has completed 2,874. As of August 31, 2014, there were 1,045 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 11 Permanent Layoff Plans in August for a total of one Temporary and 27 Permanent Layoff Plans in Calendar Year 2014.	monthly	maintain	100%	100.00%	100.00%	0.0%	100.0%
Percentage of State government certifications issued within 10 business days <sub>6</sub>	monthly	maintain	100%	100.0%	100.0%	0.0%	100.0%
Percentage of Local government certifications issued within 5 business days <sub>6</sub>	monthly	maintain	100%	100.0%	100.0%	0.0%	99.8%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,472 titles have been eliminated or consolidated. <sup>7</sup> 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	0		
State Titles	monthly	reduce	-	2,530	2,535	0.2%	-
Local Titles	monthly	reduce	-	2,200	2,201	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	228	228	0.0%	-
Pending classification appeals <sub>8</sub>	monthly	maintain	300	390	397	1.8%	297
Percentage of classification appeals completed within 180 days <sub>8</sub>	monthly	maintain	100%	78.3%	83.0%	5.9%	80.5%

<sup>6</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 August, 167 State and 286 local government certifications were issued.

<sup>7</sup>The number of State Titles only includes those titles in the Executive branch of State Government. As of August 31, 2014, there are 483 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>8</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 has received 595 classification appeals and completed 442.

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<b>Training and Development</b>							
Number of Contact Hours - Classroom <sub>9</sub>	annually	increase	28,331	996	1,086	9.0%	3,278
Number of Contact Hours - Electronic <sub>10</sub>	annually	increase	101,000	1,164	2,334	100.5%	2,583
Number of Contact Outreach Hours - Employee Advisory Service <sub>11</sub>	annually	increase	100	6	9	50.0%	9

<sub>9</sub>This is a new Performance Indicator for FY 2015. Contact Hours - Classroom represents the number of hours participants spent in an Instructor-led classroom.

<sub>10</sub>This is a new Performance Indicator for FY 2015. Contact Hours - Electronic represents the number of hours participants spent taking online courses.

<sub>11</sub>This is a new Performance Indicator for FY 2015.