

Civil Service Commission Performance Indicators - September 2014	Frequency	Desired Trend	Target	Prior Month August 2014	Current Month September 2014	% Change	Last 12 Month Average
Selection Services and Recruitment							
Number of calendar days from job announcement to list issuance, ₁	monthly	reduce	110	113	105	-6.9%	131
Number of job announcements older than six months as a percentage of all active announcements, ₁	monthly	reduce	7.5%	4.8%	3.4%	-30.2%	4.5%
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 168,354 applications via the OAS for 9,704 Announcements (Open Competitive and Promotional) issued. ₂	monthly	increase	100.0%	99.4%	99.7%	0.3%	99.9%
Percentage of Promotional job announcements accepting applications via the Online Application System only ₃	monthly	increase	100.0%	100.0%	98.8%	-1.2%	99.8%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,185 calls in September. ₄	monthly	increase	0.8	1.4	0.9	-34.9%	1.1
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%	110.2%	103.4%	-6.2%	104.5%
Percentage of pending written record appeals aged greater than six months. ₅	monthly	reduce	30.0%	20.3%	19.2%	-5.2%	25.9%

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In September, 215 new lists were issued. Of these, 31 (or 14%) were "backlog" or announcements older than six months.

₂The CSC received 1,361 applications for the 74 Open Competitive announcements with issue dates between September 1 and September 30, 2014; all but four were received via the OAS.

₃In September, the CSC received 606 applications for the 192 Promotional announcements issued; all but seven applications were received via the OAS.

₄The Call Center phone system received 4,733 calls in September. Of these, 2,185 (or 46%) were handled by Call Center staff.

₅In the preceding 12 months, DARA has received a total of 2,697 written record appeals and has completed 2,788. As of September 30, 2014, there were 1,144 pending written record appeals.

Civil Service Commission Performance Indicators - September 2014	Frequency	Desired Trend	Target	Prior Month August 2014	Current Month September 2014	% Change	Last 12 Month Average
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 4 Permanent Layoff Plans in September for a total of one Temporary and 32 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 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%	99.8%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,464 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	0		
State Titles	monthly	reduce	-	2,535	2,533	-0.1%	-
Local Titles	monthly	reduce	-	2,201	2,203	0.1%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	228	230	0.9%	-
Pending classification appeals ₈	monthly	maintain	300	374	369	-1.3%	308
Percentage of classification appeals completed within 180 days ₈	monthly	maintain	100%	83.0%	93.1%	12.2%	82.5%

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 174 State and 258 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, 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.

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 has received 679 classification appeals and completed 529.

Civil Service Commission Performance Indicators - September 2014	Frequency	Desired Trend	Target	Prior Month August 2014	Current Month September 2014	% Change	Last 12 Month Average
Training and Development							
Number of Contact Hours - Classroom ⁹	annually	increase	28,331	1,086	1,566	44.2%	3,377
Number of Contact Hours - Electronic ¹⁰	annually	increase	101,000	2,334	5,089	118.0%	2,913
Number of Contact Outreach Hours - Employee Advisory Service ¹¹	annually	increase	100	9	27	200.0%	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 3,648 instructor - led contact hours in Fiscal Year 2015 as of September 30, 2014.

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 8,587 electronic contact hours in Fiscal Year 2015 as of September 30, 2014.

¹¹This is a new Performance Indicator for FY 2015. Employee Advisory Services has performed 42 outreach hours in Fiscal Year 2015 as of September 30, 2014.