

<b>Civil Service Commission Performance Indicators - March 2015</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month February 2015</b>	<b>Current Month March 2015</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	113	121	7.1%	124
Number of job announcements older than six months as a percentage of all active announcements, <sup>1</sup>	monthly	reduce	7.5%	2.5%	2.6%	6.2%	3.6%
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 198,838 applications via the OAS for 11,251 announcements (Open Competitive and Promotional) issued. <sup>2</sup>	monthly	increase	100.0%	100.0%	100.0%	0.0%	99.9%
Percentage of Promotional job announcements accepting applications via the Online Application System only. <sup>3</sup>	monthly	increase	100.0%	99.6%	99.7%	0.0%	99.7%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,500 calls in March. <sup>4</sup>	monthly	reduce	0.8	1.8	1.6	-7.6%	1.3
<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>5</sup>	monthly	maintain	105.0%	104.5%	108.1%	3.4%	106.5%
Percentage of pending written record appeals aged greater than six months. <sup>5</sup>	monthly	reduce	30.0%	19.7%	13.8%	-29.6%	21.6%

<sup>1</sup>The performance indicator does not reflect public safety positions, due to outstanding litigation. In March, 213 new lists were issued. Of these, 2 (or 1%) were "backlog" or announcements older than six months.

<sup>2</sup>The CSC received 1,435 applications for the 65 Open Competitive announcements with issue dates between March 1 and March 31, 2015; all were received via the OAS.

<sup>3</sup>In March, the CSC received 634 applications for the 176 Promotional announcements issued; all but two of these applications were received via the OAS.

<sup>4</sup>The Call Center phone system received 6,278 calls in March. Of these, 2,500 (or 40%) were handled by Call Center staff.

<sup>5</sup>In the preceding 12 months, DARA has received a total of 2,684 written record appeals and has completed 2,901. As of March 31, 2015, there were 780 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 nine 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 <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%	99.5%	100.0%	0.5%	99.6%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,467 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	-	2,532	2,531	0.0%	-
Local Titles	monthly	reduce	-	2,199	2,199	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	232	233	0.4%	-
Pending classification appeals <sub>8</sub>	monthly	maintain	300	259	230	-11.2%	334
Percentage of classification appeals completed within 180 days <sub>8</sub>	monthly	maintain	100%	48.7%	50.0%	2.8%	69.4%

<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 March 305 State and 285 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 March 31, 2015, there are 487 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 received 820 classification appeals and completed 722. In Calendar Year 2015, CPM has received 143 classification appeals and completed 214.

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<b>Training and Development</b>							
Number of Contact Hours - Classroom <sup>9</sup>	annually	increase	28,331	2,703	4,839	79.0%	3,118
Number of Contact Hours - Electronic <sup>10</sup>	annually	increase	101,000	18,216	6,988	-61.6%	11,315
Number of Contact Outreach Hours - Employee Advisory Service <sup>11</sup>	annually	increase	100	5	14	180.0%	11

<sup>9</sup>This 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 26,508 instructor - led contact hours in Fiscal Year 2015 as of March 31, 2015.

<sup>10</sup>This 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 104,606 electronic contact hours in Fiscal Year 2015 as of March 31, 2015.

<sup>11</sup>This is a new Performance Indicator for FY 2015. Employee Advisory Services has performed 107 outreach hours in Fiscal Year 2015 as of March 31, 2015.