

Civil Service Commission Performance Indicators - December 2019	Frequency	Desired Trend	Target	Prior Month Nov 2019	Current Month Dec 2019	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance. ₁	monthly	reduce	110	135	125	-7.6%	159
Number of job announcements older than six months as a percentage of all active announcements. ₁	monthly	reduce	5.0%	0.7%	0.8%	17.1%	0.7%
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 470,319 applications via the OAS for 30,0412 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 4,824 calls in December. ₄	monthly	reduce	1.5	4.1	3.1	-23.7%	2.1
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%	95.5%	95.1%	-0.4%	100.4%
Percentage of pending written record appeals aged greater than six months. ₅	monthly	reduce	18.0%	32.8%	33.8%	3.0%	22.7%

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

₂The CSC received 914 applications for the 116 Open Competitive announcements with issue dates between December 1 and December 31, 2019; all were received via the OAS.

₃In December, the CSC received 671 applications for the 209 Promotional announcements issued; all but four of these applications were received via the OAS.

₄The Call Center phone system received 4,824 calls in December. Of these, 1,812 (or 37.56%) were handled by Call Center staff.

₅In the preceding 12 months, DARA has received a total of 3,149 written record appeals and has completed 2,994. As of December 31, 2019, there were 947 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 2018, the Civil Service Commission received 18 Permanent and 1 Temporary Layoff Plans. In Calendar Year 2019, the Civil Service Commission received 24 Permanent and 0 Temporary Layoff Plan.	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%	100.0%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,518 titles have been eliminated or consolidated. In FY 2019, 4 titles have been eliminated, 11 have been added. In FY 2020, 4 titles have been eliminated, 8 have been added.	annually		25	0	2		
State Titles	monthly	reduce	-	2,498	2,494	-0.2%	-
Local Titles	monthly	reduce	-	2,175	2,175	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	241	243	0.8%	-
Pending classification appeals ₈	monthly	maintain	300	263	273	3.8%	247
Percentage of classification appeals completed within 180 days ₈	monthly	maintain	100%	43.5%	74.3%	70.8%	61.0%

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 December, 171 State and 270 local government certifications were issued.

₇The number of State Titles only includes those titles in the Executive branch of State Government. As of December 31, 2019, there are 537 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 2018, CPM received 779 classification appeals and completed 787. In Calendar Year 2019, CPM received 446 classification appeals and completed 379.

Civil Service Commission

Performance Indicators - December 2019

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Training and Development							
Number of Contact Hours - Classroom ⁹	annually	increase	42,000	3,087	1,983	-35.8%	2,970
Number of Contact Hours - Electronic ¹⁰	annually	increase	101,000	2,975	2,893	-2.8%	7,022
Number of Contact Outreach Hours - Employee Advisory Service ¹¹	annually	increase	200	35	12	-67.1%	18

⁹Contact Hours - Classroom represents the number of hours participants spent in an Instructor-led classroom.

The Center for Learning and Improving Performance (CLIP) performed 37,333 instructor - led contact hours in Fiscal Year 2015 and 44,938 in Fiscal Year 2016. In Fiscal Year 2017, instructor led classroom hours totaled 41,565 and 35,230 in Fiscal Year 2018. Fiscal Year 2019, instructor led classroom hours totaled 35,667.

¹⁰Contact Hours - Electronic represents the number of hours participants spent taking online courses.

The Center for Learning and Improving Performance (CLIP) performed 127,662 electronic contact hours in Fiscal Year 2015 and 161,514 in Fiscal Year 2016. In Fiscal Year 2017, electronic contact hours totaled 148,690 and in Fiscal Year 2018 electronic contact hours totaled 200,516. In Fiscal Year 2019, electronic contact hours totaled 115,947.

¹¹Employee Advisory Services performed 141 outreach hours in Fiscal Year 2015 and 204 in Fiscal Year 2016. In Fiscal Year 2017, outreach hours totaled 142 and 117.5 in Fiscal Year 2018. Fiscal Year 2019, outreach hours totaled 219.