

<b>Civil Service Commission</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>2020 First Quarter Average</b>
<b>Quarterly Performance Indicators January - March 2020</b>				
<b>Selection Services</b>				
Number of calendar days from job announcement to list issuance <sup>1</sup>	monthly	reduce	110	145
Number of job announcements older than six months as a percentage of all active announcements <sup>1</sup>	monthly	reduce	5.0%	0.5%
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 471,807 applications via the OAS for 30,720 announcements (Open Competitive and Promotional) issued. <sup>2</sup>	monthly	increase	100.0%	100.0%
Percentage of Promotional job announcements accepting applications via the Online Application System only <sup>3</sup>	monthly	increase	100.0%	100.0%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 5,758 in the 1st quarter 2020. <sup>4</sup>	monthly	reduce	1.5	2.9
<b>Appeals &amp; Regulatory Affairs</b>				
Complete at least 105% of the number of written record appeals received. <sup>5</sup>	monthly	maintain	105.0%	104.3%
Percentage of pending written record appeals aged greater than six months. <sup>5</sup>	monthly	reduce	18.0%	31.4%

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

The CSC received 772 applications for the 71 Open Competitive announcements with issue dates between January 1 and March 31, 2020; all but two were received via the OAS.

During the 1st quarter 2020, the CSC received 722 applications for the 237 Promotional announcements issued; all but four of these applications were received via the OAS.

<sup>4</sup> The Call Center phone system received 13,974 calls for this period. Of these, 5,758 or 41.2% were handled by Call Center staff.

In FY 2019, DARA has received a total of 3,149 written record appeals and has completed 2,994. In FY 2020, DARA has received a total of 543 written record appeals and has completed 733 to date.

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<b>Classification &amp; Personnel Management</b>				
Percentage of final layoff plans reviewed and approved within 30 days. In Fiscal Year 2020, the Civil Service Commission received 7 Permanent and 0 Temporary Layoff Plan.	monthly	maintain	100%	100.0%
Percentage of State government certifications issued within 10 business days <sup>6</sup>	monthly	maintain	100%	100.0%
Percentage of Local government certifications issued within 5 business days <sup>6</sup>	monthly	maintain	100%	100.0%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,516 titles have been eliminated or consolidated. In FY 2020, 4 titles have been eliminated, 1 have been added.	annually		25	
State Titles	monthly	reduce	-	
Local Titles	monthly	reduce	-	
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	
Pending classification appeals <sup>8</sup>	monthly	maintain	300	177
Percentage of classification appeals completed within 180 days <sup>8</sup>	monthly	maintain	100%	47.4%

<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 the first quarter of Calendar Year 2020, 547 State and 600 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 the first quarter 2020, there are 545 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 Fiscal Year 2019, CPM received 446 classification appeals and completed 379. In Fiscal Year 2020, CPM received 95 classification appeals and completed 98 to date.

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<b>Training and Development</b>				
Number of Contact Hours - Classroom <sup>9</sup>	annually	increase	42,000	3,012
Number of Contact Hours - Electronic <sup>10</sup>	annually	increase	101,000	7,017
Number of Contact Outreach Hours - Employee Advisory Service <sup>11</sup>	annually	increase	200	20

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

In Fiscal Year 2019, instructor led classroom hours totaled 35,667. To date in Fiscal Year 2020, instructor led classroom hours total

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

In Fiscal Year 2019, electronic contact hours totaled 115,947. To date in Fiscal Year 2020, electronic contact hours total 50,603.

<sup>11</sup> Employee Advisory Services

Fiscal Year 2019, outreach hours totaled 219. To date in Fiscal Year 2020, outreach hours total 183.