

| Civil Service Commission Performance Indicators - February 2012 | Frequency | Desired Trend | Target | Prior Month January 2012 | Current Month February 2012 | % Change | Last 12 Month Average |
|---|------------------|----------------------|---------------|---------------------------------|------------------------------------|-----------------|------------------------------|
| Selection Services | | | | | | | |
| Number of calendar days from job announcement to list issuance ₁ | monthly | reduce | 130 | 123 | 122 | -1.0% | 194 |
| Number of job announcements older than six months as a percentage of all active announcements ₁ | monthly | reduce | 11.5% | 4.2% | 5.2% | 24.1% | 6.4% |
| Percentage of Open Competitive job announcements issued in January that include the Online Application System capability. As of February 29, 2012, the Civil Service Commission has received 14,280 applications for 771 Announcements issued with OAS capability. ₂ | monthly | increase | 90.0% | 100.0% | 100.0% | 0.0% | - |
| Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 1,987 calls in February. ₃ | monthly | reduce | 1.2 | 1.4 | 0.9 | -33.3% | - |
| Merit Systems Practices & Labor Relations | | | | | | | |
| For the preceding six months (a rolling period), complete at least 115% of the number of written record appeals received. ₄ | monthly | maintain | 115.0% | 103.9% | 110.7% | 6.6% | - |
| Percentage of pending written record appeals aged greater than six months ₄ | monthly | reduce | 30% | 29.8% | 31.7% | 6.2% | 30.8% |
| State & Local Operations | | | | | | | |
| 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. As of February 29, the Civil Service Commission has received 11 Permanent and zero Temporary Layoff Plans in Calendar Year 2012. | monthly | maintain | 100% | 100.00% | 100.00% | 0.0% | 99.2% |
| Percentage of State government certifications issued within 10 business days ₅ | monthly | maintain | 100% | 100% | 100% | 0.0% | - |
| Percentage of Local government certifications issued within 5 business days ₅ | monthly | maintain | 100% | 100% | 100% | 0.0% | - |
| State and Local Government Titles consolidated or eliminated. Since March 2010, 2,132 titles have been eliminated or consolidated. ₆ In FY 2012, there have been 747 State and Local Government Titles consolidated or eliminated as of February 29, 2012. | annually | | 1,000 | 95 | 31 | | |
| State Titles | monthly | reduce | - | 2,734 | 2,728 | -0.2% | - |
| Local Titles | monthly | reduce | - | 2,387 | 2,362 | -1.0% | - |
| Common Titles (titles that can be used by both State and Local governments) | monthly | increase | - | 208 | 208 | 0.0% | - |

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In February, 197 new lists were issued versus an average of 194 per month for the previous 12 months. Of these lists, 60 (or 30%) were "backlog" or announcements older than six months. The average turnaround time for lists issued this month does not include nine announcements that were delayed due to Merit System Board decisions or desk audits. The impact of these announcements increased turnaround time from 122 days to 135 days.

₂The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 96 announcements with issue dates between February 1 and February 29, 2012, all of which were issued with OAS capability.

₃The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 4,978 calls in February. Of these, 1,802 (or 36%) were handled by Call Center staff. In February, the average time a caller waited in queue decreased from 84 seconds to 56 seconds.

₄In the preceding six months, MSPLR has received a total of 1,449 written record appeals and has completed 1,604. As of February 29, 2012, there were 1,172 pending written record appeals.

₅Pursuant 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 February, 182 State and 268 local government certifications were issued.

₆The number of State Titles only includes those titles in the Executive branch of State Government. As of February 29, 2012, there are 472 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. In February, the reduction of 31 titles consisted mainly of local titles that were consolidated into other titles as part of our ongoing consolidation/reduction initiative in which we are continually looking at titles with similar duties and education & experience requirements and consolidating where applicable; eliminating titles that are obsolete; and eliminating zero-incumbent titles.