

Civil Service Commission Performance Indicators - September 2012	Frequency	Desired Trend	Target	Prior Month August 2012	Current Month September 2012	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance, ₁	monthly	reduce	130	152	112	-26.3%	133
Number of job announcements older than six months as a percentage of all active announcements, ₁	monthly	reduce	11.5%	9.6%	11.6%	21.2%	6.3%
Percentage of Open Competitive job announcements issued in September that include the Online Application System capability. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 29,713 applications for 1,460 Announcements issued with OAS capability. ₂	monthly	increase	90.0%	100.0%	100.0%	0.0%	99.6%
Percentage of Open Competitive job announcements received in September via the Online Application System ₂	monthly	increase	70.0%	52.0%	57.5%	10.4%	67.1%
Percentage of Promotional job announcements issued in September that include the Online Application System capability ₃	monthly	increase	90.0%	79.2%	89.7%	13.2%	N/A
Percentage of Promotional job announcements received in September via the Online Application System ₃	monthly	increase	60.0%	78.0%	55.4%	-28.9%	N/A
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 1,882 calls in September. ₄	monthly	reduce	1.2	0.8	1.2	48.9%	1.2
Appeals & Regulatory Affairs₅							
For the preceding 12 months (a rolling period), complete at least 115% of the number of written record appeals received ₆	monthly	maintain	115.0%	112.2%	109.9%	-2.1%	116.6%
Percentage of pending written record appeals aged greater than six months ₆	monthly	reduce	30%	29.6%	24.1%	-18.5%	29.0%

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In September, 187 new lists were issued; of these, 32 (or 17%) were "backlog" or announcements older than six months. The cause of "backlog" announcements involved situations where announcements previously cancelled were resurrected following decisions of the Civil Service Commission. The turnaround time from job announcement to list issuance for the "backlog" lists increased from 112 days to 136 days.

₂There were 82 Open Competitive announcements with issue dates between September 1 and September 30, 2012, all of which were issued with OAS capability. Of the 5,335 applications for Open Competitive announcements received in September, 3,066 (or 58%) were sent using OAS.

₃In September, there were 223 Promotional announcements issued, of which 200, or 90%, were issued with OAS capability. Of the 738 applications for Promotional received in September, 409 (or 55%) were sent using OAS. There is no data going back 12 months because this is a new Performance Indicator.

₄The Call Center phone system received 4,804 calls in September. Of these, 1,882 (or 39%) were handled by Call Center staff. The increase in time a caller spent in queue is due to the reduction of two Call Center staff members; one position has been subsequently filled.

₅The Division of Merit System Practices & Labor Relations changed its name to the Division of Appeals & Regulatory Affairs (DARA) effective August 1, 2012.

₆In the preceding 12 months, DARA has received a total of 2,556 written record appeals and has completed 2,809. As of September 30, 2012, there were 1,000 pending written record appeals.

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Classification & Personnel Management⁶							
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 September 30, the Civil Service Commission has received 46 Permanent and three 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 ⁷	monthly	maintain	100%	100.0%	100.0%	0.0%	99.90%
Percentage of Local government certifications issued within 5 business days ⁷	monthly	maintain	100%	100.0%	100.0%	0.0%	99.90%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,281 titles have been eliminated or consolidated. ⁸ In FY 2013, 43 State and Local Government Titles have been consolidated or eliminated.	annually		75	16	13		
State Titles	monthly	reduce	-	2,693	2,680	-0.5%	-
Local Titles	monthly	reduce	-	2,261	2,261	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	208	208	0.0%	-
Titles reallocated from the competitive to the non-competitive class of service. ⁹	annually	increase	75	0	0	N/A	N/A

⁶The Division of State & Local Operations changed its name to the Division of Classification & Personnel Management effective June 1, 2012.

⁷Pursuant 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, 202 State and 218 local government certifications were issued.

⁸The number of State Titles only includes those titles in the Executive branch of State Government. As of September 30, 2012, there are 474 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 September, the reduction of 13 titles resulted from our ongoing consolidation/reduction initiative. Specifically, the difference in titles is due to the inactivation of obsolete titles in which no future use is planned, and the consolidation of similar titles with similar duties, education and experience.

⁹This is a one-time performance indicator for FY 2013. This action provides State and local agencies with the flexibility and timeliness needed to meet their staffing needs.