

<b>Civil Service Commission</b> <b>Performance Indicators - April 2013</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month March 2013</b>	<b>Current Month April 2013</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Selection Services</b>							
Number of calendar days from job announcement to list issuance <sub>1</sub>	monthly	reduce	120	134	178	32.5%	141
Number of job announcements older than six months as a percentage of all active announcements <sub>1</sub>	monthly	reduce	10.0%	12.6%	8.8%	-30.4%	9.9%
Percentage of Open Competitive job announcements issued in April that include the Online Application System capability. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 71,879 applications for 4,246 Announcements (Open Competitive and Promotional) issued with OAS capability. <sub>2</sub>	monthly	increase	90.0%	100.0%	100.0%	0.0%	99.9%
Percentage of Open Competitive job announcements received in April via the Online Application System <sub>2</sub>	monthly	increase	70.0%	99.6%	98.7%	-0.9%	82.2%
Percentage of Promotional job announcements issued in April that include the Online Application System capability <sub>3</sub>	monthly	increase	90.0%	100.0%	100.0%	0.0%	90.9%
Percentage of Promotional job announcements received in April via the Online Application System <sub>3</sub>	monthly	increase	60.0%	51.0%	57.0%	11.7%	64.3%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,333 calls in April. <sub>4</sub>	monthly	reduce	1.2	2.0	1.3	-34.2%	1.3
<b>Appeals &amp; Regulatory Affairs<sub>5</sub></b>							
For the preceding 12 months (a rolling period), complete at least 115% of the number of written record appeals received <sub>6</sub>	monthly	maintain	115.0%	93.4%	91.2%	-2.3%	103.2%
Percentage of pending written record appeals aged greater than six months <sub>6</sub>	monthly	reduce	30.0%	24.7%	25.5%	3.0%	25.4%

<sub>1</sub>The performance indicator does not reflect public safety positions, due to outstanding litigation. In April, 307 new lists were issued; the most in FY 2013. Of these, 92 (or 30%) were "backlog" or announcements older than six months; however, staff reduced the number of backlog lists to 88. Average turnaround time was significantly impacted by a large number of Supervisory Test Battery/Managerial Test Battery announcements (30 total) that had been delayed due to the loss of testing centers. The cause of "backlog" announcements involved situations where announcements which had been previously canceled were resurrected following decisions of the Civil Service Commission. The backlog lists, if factored, would have increased the turnaround time from 178 days to 181 days.

<sub>2</sub>There were 172 Open Competitive announcements with issue dates between April 1 to April 30, 2013, all of which were issued with OAS capability. Of the 2,413 applications for Open Competitive announcements received in April, 2,381 (or 99%) were sent using OAS.

<sub>3</sub>In April, there were 272 Promotional announcements issued, all of which were issued with OAS capability. Of the 749 applications for Promotional announcements received in April, 427 (or 57%) were sent using OAS.

<sub>4</sub>The Call Center phone system received 6,045 calls in April. Of these, 2,333 (or 39%) were handled by Call Center staff.

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

<sub>6</sub>In the preceding 12 months, DARA has received a total of 2,556 written record appeals and has completed 2,332. As of April 30, 2013, there were 1,377 pending written record appeals.

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<b>Classification &amp; Personnel Management<sup>6</sup></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 has received 12 Permanent and three Temporary Layoff Plans in Calendar Year 2013.	monthly	maintain	100%	100.00%	100.00%	0.0%	100.0%
Percentage of State government certifications issued within 10 business days <sup>7</sup>	monthly	maintain	100%	100.0%	100.0%	0.0%	100.0%
Percentage of Local government certifications issued within 5 business days <sup>7</sup>	monthly	maintain	100%	100.0%	100.0%	0.0%	99.9%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,409 titles have been eliminated or consolidated. <sup>8</sup> In FY 2013, 171 State and Local Government Titles have been consolidated or eliminated.	annually		100	18	5		
State Titles	monthly	reduce	-	2,590	2,585	-0.2%	-
Local Titles	monthly	reduce	-	2,229	2,229	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	207	207	0.0%	-
Titles reallocated from the competitive to the non-competitive class of service <sup>9</sup>	annually	increase	75	0	3	N/A	N/A

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

<sup>7</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 April, 284 State and 287 local government certifications were issued.

<sup>8</sup>The number of State Titles only includes those titles in the Executive branch of State Government. As of April 30, 2013, there are 483 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 April, the five titles consolidated or eliminated 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.

<sup>9</sup>This is a one-time performance indicator for FY 2013. As of April 30, 2013, there have been 157 titles reallocated from the competitive to the non-competitive class of service. This action provides State and local agencies with the flexibility and timeliness needed to meet their staffing needs. The reallocations, when approved, include titles for which the primary requirement is a State-issued license, certification or specialization. Currently, the Civil Service Commission does not typically administer written examinations for such titles since possession of the license or certification establishes that the applicant has successfully met the requirements necessary to qualify for the title. Appointing authorities can easily verify State-issued licenses by the issuing agency.