

Civil Service Commission Performance Indicators - FY 2012	Frequency	Desired Trend	Target	Prior Month June 2011	Current Month July 2011	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance, ¹	m	reduce	130	135	158	17.1%	174
Number of job announcements older than six months as a percentage of all active announcements, ¹	m	reduce	11.5%	6.7%	8.4%	26.3%	10.7%
Percentage of Open Competitive job announcements issued in July that include the Online Application System capability. As of July 31, 2011, the Civil Service Commission has received 3,332 applications for 95 Announcements issued with OAS capability, ²	m	increase	90.0%	5.5%	76.8%	1298.0%	-
Average number of minutes a caller remains in the queue until connected to a call center employee, ³	m	reduce	TBD	-	-	-	-
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	m	maintain	115.0%	146.2%	147.2%	0.7%	-
Percentage of pending written record appeals aged greater than six months, ⁵	m	reduce	30%	27.1%	22.4%	-17.4%	-
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 has received 105 Permanent and 11 Temporary Layoff Plans. In July 2011, the Civil Service Commission received five Permanent and zero Temporary Layoff Plans.	m	maintain	100%	100.0%	100.00%	0.0%	-
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. ⁶ In July, 180 State and 272 Local government certifications were issued.							
Percentage of State government certifications issued within 10 business days	m	maintain	100%	-	-	-	-
Percentage of Local government certifications issued within 5 business days	m	maintain	100%	-	-	-	-
State and Local Government Titles consolidated or eliminated. (Since March 2010, 1,394 titles have been eliminated or consolidated)			1,000		9		
State Titles, ⁷	m	reduce	N/A	3,094	3,089	-0.2%	-
Local Titles	m	reduce	N/A	2,740	2,738	-0.1%	-
Common Titles (titles that can be used by both State and Local governments)	m	increase	N/A	211	209	-0.9%	-

¹The performance indicator does not reflect public safety positions, due to outstanding litigation. In July, 198 new lists were issued versus an average of 172 per month for the previous 12 months. Of these lists, 39 (or 20%) were "backlog" or announcements older than six months.

²The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 69 announcements with issue dates between July 1 and July 31, 2011, of which 53 (or 76.8%) were issued with OAS capability.

³The Call Center received a new phone system that became operational on July 20, 2011. Between the old and new phone systems, Call Center staff handled 1,864 calls in July. Performance results, based on the new phone system's reporting capabilities, will be available beginning with the month of August 2011.

⁴In the preceding six months, MSPLR has received a total of 1,455 written record appeals and has completed 2,141. As of July 31, 2011, there are 1,348 pending written record appeals.

⁵The percentage of written record appeals older than six months fell from 27.1% to 22.4% mainly as a result of the completion of 65 appeals which were older than six months. These aged 65 appeals accounted for 26.6% of the 244 written record appeals completed in July.

⁶The performance of the Certification Unit will be available beginning with the month of August 2011.

⁷The number of State Titles only includes those titles in the Executive branch of State Government. As of July 31, 2011, 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. The reduction in titles from last month is a result of our ongoing title consolidation/reduction initiative in which we are continually looking at titles with similar duties and education & experience requirements and consolidating where applicable; consolidating multiple workweek titles; eliminating titles that are obsolete; and eliminating zero-incumbent titles. Similar titles that were consolidated and titles that were eliminated have been previously approved at a Civil Service Commission meeting and took effect in our systems in May.