

<b>Civil Service Commission Performance Indicators - October 2011</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month September 2011</b>	<b>Current Month October 2011</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>	m	reduce	130	123	175	42.8%	170
Number of job announcements older than six months as a percentage of all active announcements <sub>1</sub>	m	reduce	11.5%	4.9%	4.9%	0.0%	8.5%
Percentage of Open Competitive job announcements issued in September that include the Online Application System capability. As of October 31, 2011, the Civil Service Commission has received 7,685 applications for 419 Announcements issued with OAS capability <sub>2</sub>	m	increase	90.0%	98.4%	99.2%	0.8%	-
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 1,952 calls in October <sub>3</sub>	m	reduce	TBD	1.4	0.8	-41.0%	-
<b>Merit Systems Practices &amp; Labor Relations</b>							
For the preceding six months (a rolling period), complete at least 115% of the number of written record appeals received <sub>4</sub>	m	maintain	115.0%	127.8%	119.9%	-6.2%	-
Percentage of pending written record appeals aged greater than six months <sub>4</sub>	m	reduce	30%	26.1%	27.7%	6.4%	-
<b>State &amp; Local Operations</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 has received 118 Permanent and 12 Temporary Layoff Plans. In October 2011, the Civil Service Commission received five Permanent and zero Temporary Layoff Plans <sub>5</sub>	m	maintain	100%	100.00%	90.00%	-10.0%	-
Percentage of State government certifications issued within 10 business days <sub>6</sub>	m	maintain	100%	100%	100%	-	-
Percentage of Local government certifications issued within 5 business days <sub>6</sub>	m	maintain	100%	100%	100%	-	-
State and Local Government Titles consolidated or eliminated. Since March 2010, 1,902 titles have been eliminated or consolidated <sub>7</sub> In FY 2012, there have been 517 State and Local Government Titles consolidated or eliminated as of October 31, 2011.	a		1,000	46	129		
State Titles	m	reduce	-	2,931	2,853	-2.7%	-
Local Titles	m	reduce	-	2,519	2,466	-2.1%	-
Common Titles (titles that can be used by both State and Local governments)	m	increase	-	207	209	1.0%	-

<sub>1</sub>The performance indicator does not reflect public safety positions, due to outstanding litigation. In October, 81 new lists were issued versus an average of 175 per month for the previous 12 months. Of these lists, 51 (or 63%) were "backlog" or announcements older than six months. The average turnaround time for lists issued this month does not include three announcements which were delayed due to Merit System Board decisions or desk audits. The impact of these announcements increased turnaround time from 175 days to 190 days.

<sub>2</sub>The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 122 announcements with issue dates between October 1 and October 31, 2011, of which 121 (or 99.2%) were issued with OAS capability.

<sub>3</sub>The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 4,779 calls in October. Of these, 1,952 (or 41%) were handled by Call Center staff.

<sub>4</sub>In the preceding six months, MSPLR has received a total of 1,568 written record appeals and has completed 1,880. As of October 31, 2011, there were 1,328 pending written record appeals.

<sub>5</sub>There were 10 proposed layoff plans approved in October; nine within the mandated 30 calendar-day period. The 10th was approved within 33 calendar days.

<sub>6</sub>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 October, 182 State and 215 Local government certifications were issued.

<sub>7</sub>The number of State Titles only includes those titles in the Executive branch of State Government. As of October 31, 2011, there are 470 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 October, the basis for the reduction is the 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.