

<b>Civil Service Commission</b> <b>Performance Indicators - January 2012</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month December 2011</b>	<b>Current Month January 2012</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	130	105	123	17.3%	169
Number of job announcements older than six months as a percentage of all active announcements, <sub>1</sub>	monthly	reduce	11.5%	4.0%	4.2%	5.0%	6.5%
Percentage of Open Competitive job announcements issued in January that include the Online Application System capability. As of January 31, 2012, the Civil Service Commission has received 11,889 applications for 675 Announcements issued with OAS capability. <sub>2</sub>	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 January. <sub>3</sub>	monthly	reduce	1.2	3.7	1.4	-62.3%	-
<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>	monthly	maintain	115.0%	109.8%	103.9%	-5.4%	-
Percentage of pending written record appeals aged greater than six months, <sub>4</sub>	monthly	reduce	30%	28.2%	29.8%	5.5%	30.4%
<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 received 127 Permanent and 12 Temporary Layoff Plans. In Calendar Year 2012, the Civil Service Commission has received five Permanent and zero Temporary Layoff Plans.	monthly	maintain	100%	100.00%	100.00%	0.0%	99.2%
Percentage of State government certifications issued within 10 business days, <sub>5</sub>	monthly	maintain	100%	100%	100%	0.0%	-
Percentage of Local government certifications issued within 5 business days, <sub>5</sub>	monthly	maintain	100%	100%	100%	0.0%	-
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,101 titles have been eliminated or consolidated. <sub>6</sub> In FY 2012, there have been 716 State and Local Government Titles consolidated or eliminated as of January 31, 2012.	annually		1,000	39	95		
State Titles	monthly	reduce	-	2,806	2,734	-2.6%	-
Local Titles	monthly	reduce	-	2,409	2,387	-0.9%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	209	208	-0.5%	-

<sup>1</sup>The performance indicator does not reflect public safety positions, due to outstanding litigation. In January, 185 new lists were issued versus an average of 186 per month for the previous 12 months. Of these lists, 54 (or 29%) were "backlog" or announcements older than six months. The average turnaround time for lists issued this month does not include four announcements that were delayed due to Merit System Board decisions or desk audits. The impact of these announcements increased turnaround time from 123 days to 128 days.

<sup>2</sup>The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 82 announcements with issue dates between January 1 and January 31, 2012, all of which were issued with OAS capability.

<sup>3</sup>The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 5,957 calls in January. Of these, 2,160 (or 36%) were handled by Call Center staff. In January, the average time a caller waited in queue decreased from three minutes 43 seconds. 84 seconds., due to a marked decrease in calls about firefighter examination results.

<sup>4</sup>In the preceding six months, MSPLR has received a total of 1,508 written record appeals and has completed 1,714. As of January 31, 2012, there were 1,298 pending written record appeals. The reduction in the percentage of written record appeals completed was mainly due to the large number of appeals of Public Safety test appeals received in January 2012, which totalled 103.

<sup>5</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 January, 172 State and 269 local government certifications were issued.

<sup>6</sup>The number of State Titles only includes those titles in the Executive branch of State Government. As of January 31, 2012, there are 471 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 January, the reduction of 95 titles consisted mainly of State 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.