

Civil Service Commission Performance Indicators - March 2012	Frequency	Desired Trend	Target	Prior Month February 2012	Current Month March 2012	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance ₁	monthly	reduce	130	122	127	4.3%	138
Number of job announcements older than six months as a percentage of all active announcements ₂	monthly	reduce	11.5%	5.2%	3.7%	-29.6%	6.4%
Percentage of Open Competitive job announcements issued in March that include the Online Application System capability. As of March 31, 2012, the Civil Service Commission has received 16,081 applications for 856 Announcements issued with OAS capability ₃ .	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 1,907 calls in March ₃	monthly	reduce	1.2	0.9	1.0	5.4%	-
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	monthly	maintain	115.0%	110.7%	112.1%	1.3%	-
Percentage of pending written record appeals aged greater than six months ₄	monthly	reduce	30%	31.7%	33.6%	6.3%	30.8%
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 received 127 Permanent and 12 Temporary Layoff Plans. As of March 31, the Civil Service Commission has received 11 Permanent and zero 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 ₅	monthly	maintain	100%	100%	100%	0.0%	-
Percentage of Local government certifications issued within 5 business days ₅	monthly	maintain	100%	100%	99.7%	-0.3%	-
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,136 titles have been eliminated or consolidated ₆ . In FY 2012, there have been 751 State and Local Government Titles consolidated or eliminated as of March 31, 2012.	annually		1,000	31	4		
State Titles	monthly	reduce	-	2,728	2,727	0.0%	-
Local Titles	monthly	reduce	-	2,362	2,359	-0.1%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	208	208	0.0%	-

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In March, 308 new lists were issued versus an average of 202 per month for the previous 12 months. The 308 lists issued is the most issued in any month since Fiscal Year 2010. Of these lists, 29 (or 9%) were "backlog" or announcements older than six months. The average turnaround time for lists increased turnaround time from 127 days to 131 days.

₂The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 85 announcements with issue dates between March 1 and March 31, 2012, all of which were issued with OAS capability.

₃The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 5,937 calls in March. Of these, 1,907 (or 32%) were handled by Call Center staff.

₄In the preceding six months, MSPLR has received a total of 1,357 written record appeals and has completed 1,521. As of March 31, 2012, there were 1,165 pending written record appeals. The Civil Service Commission held one meeting in March; its March 21, 2012 meeting was cancelled due to lack of a quorum. This impacted the ability to complete written record appeals.

₅Pursuant 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 March, 208 State and 320 local government certifications were issued.

₆The number of State Titles only includes those titles in the Executive branch of State Government. As of March 31, 2012, 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. In March, the reduction of 4 titles resulted from 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.