

<b>Civil Service Commission</b> <b>Performance Indicators - May 2012</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month April 2012</b>	<b>Current Month May 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	137	152	10.7%	210
Number of job announcements older than six months as a percentage of all active announcements <sub>1</sub>	monthly	reduce	11.5%	4.5%	7.5%	66.3%	5.4%
Percentage of Open Competitive job announcements issued in May that include the Online Application System capability. As of May 31, 2012, the Civil Service Commission has received 20,787 applications for 1,055 Announcements issued with OAS capability <sub>2</sub>	monthly	increase	90.0%	100.0%	100.0%	0.0%	88.4%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,188 calls in May <sub>3</sub>	monthly	reduce	1.2	0.9	1.4	55.6%	-
<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%	114.4%	105.3%	-7.9%	120.5%
Percentage of pending written record appeals aged greater than six months <sub>4</sub>	monthly	reduce	30%	33.4%	28.4%	-15.0%	28.4%
<b>Classification &amp; Personnel Management<sub>5</sub></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. As of May 31, the Civil Service Commission has received 32 Permanent and two 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 <sub>6</sub>	monthly	maintain	100%	99.3%	99.5%	0.2%	-
Percentage of Local government certifications issued within 5 business days <sub>6</sub>	monthly	maintain	100%	99.2%	100.0%	0.8%	-
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,216 titles have been eliminated or consolidated. <sub>7</sub> In FY 2012, there have been 831 State and Local Government Titles consolidated or eliminated as of May 31, 2012.	annually		1,000	79	1		
State Titles	monthly	reduce	-	2,725	2,724	0.0%	-
Local Titles	monthly	reduce	-	2,282	2,282	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	208	208	0.0%	-

<sub>1</sub>The performance indicator does not reflect public safety positions, due to outstanding litigation. In May, 308 new lists were issued; of these, 81 (or 26%) were "backlog" or announcements older than six months; 12 were older than 300 days. The cause of "backlog" announcements involved situations where announcements previously cancelled were resurrected following decisions of the Civil Service Commission. The turnaround time from job announcement to list issuance for the "backlog" lists increased from 152 days to 180 days.

<sub>2</sub>The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 108 Open Competitive announcements with issue dates between May 1 and May 31, 2012, all of which were issued with OAS capability. In May, there were 204 Promotional announcements, of which 151 or 74% were issued with OAS capability. Ninety-five % of Open Competitive applications received this month were received via OAS, the highest percentage since OAS was implemented, primarily due to six Trainee announcements, which at the request of the Appointing Authority, could only be applied to via OAS.

<sub>3</sub>The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 5,758 calls in May. Of these, 2,188 (or 38%) were handled by Call Center staff.

<sub>4</sub>In the preceding six months, MSPLR has received a total of 1,352 written record appeals and has completed 1,424. As of May 31, 2012, there were 1,132 pending written record appeals.

<sub>5</sub>The Division of State & Local Operations changed its name to the Division of Classification & Personnel Management effective June 1, 2012.

<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 May, 191 State and 244 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 May 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 May, the reduction of one title 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.