

Civil Service Commission Performance Indicators - June 2012	Frequency	Desired Trend	Target	Prior Month May 2012	Current Month June 2012	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance ₁	monthly	reduce	130	152	139	-8.5%	137
Number of job announcements older than six months as a percentage of all active announcements ₁	monthly	reduce	11.5%	7.5%	9.8%	30.5%	5.6%
Percentage of Open Competitive job announcements issued in June that include the Online Application System capability. As of June 30, 2012, the Civil Service Commission has received 23,183 applications for 1,149 Announcements issued with OAS capability ₂	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 1,880 calls in June. ₃	monthly	reduce	1.2	1.4	0.8	-46.4%	1.3
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%	105.3%	103.9%	-1.3%	117.0%
Percentage of pending written record appeals aged greater than six months ₄	monthly	reduce	30%	28.4%	29.0%	2.1%	28.6%
Classification & Personnel Management₅							
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 June 30, the Civil Service Commission has received 39 Permanent and three 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 ₆	monthly	maintain	100%	99.5%	100.0%	0.5%	-
Percentage of Local government certifications issued within 5 business days ₆	monthly	maintain	100%	100.0%	100.0%	0.0%	-
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,238 titles have been eliminated or consolidated, ₇ In FY 2012, there have been 853 State and Local Government Titles consolidated or eliminated as of June 30, 2012.	annually		1,000	1	22		
State Titles	monthly	reduce	-	2,724	2,711	-0.5%	-
Local Titles	monthly	reduce	-	2,282	2,273	-0.4%	-
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 June, 156 new lists were issued; of these, 20 (or 13%) were "backlog" or announcements older than six months. 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 139 days to 141 days.

₂The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 94 Open Competitive announcements with issue dates between June 1 and June 30, 2012, all of which were issued with OAS capability. In June, there were 269 Promotional announcements, of which 220 or 82% were issued with OAS capability. Seventy-seven percent of Open Competitive applications received this month were received via OAS.

₃The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 4,819 calls in June. Of these, 1,880 (or 39%) were handled by Call Center staff.

₄In the preceding six months, MSPLR has received a total of 1,326 written record appeals and has completed 1,378. As of June 30, 2012, there were 1,143 pending written record appeals.

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

₆Pursuant 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 June, 171 State and 240 local government certifications were issued.

₇The number of State Titles only includes those titles in the Executive branch of State Government. As of June 30, 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 June, the reduction of 22 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.