

| Civil Service Commission Performance Indicators - August 2012 | Frequency | Desired Trend | Target | Prior Month July 2012 | Current Month August 2012 | % Change | Last 12 Month Average |
|--|------------------|----------------------|---------------|------------------------------|----------------------------------|-----------------|------------------------------|
| Selection Services | | | | | | | |
| Number of calendar days from job announcement to list issuance ₁ | monthly | reduce | 130 | 119 | 152 | 27.8% | 134 |
| Number of job announcements older than six months as a percentage of all active announcements ₁ | monthly | reduce | 11.5% | 8.1% | 9.6% | 18.0% | 5.8% |
| Percentage of Open Competitive job announcements issued in August that include the Online Application System capability. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 26,647 applications for 1,378 Announcements issued with OAS capability ₂ | monthly | increase | 90.0% | 99.2% | 100.0% | 0.8% | 99.5% |
| Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,309 calls in August. ₃ | monthly | reduce | 1.2 | 0.9 | 0.8 | -11.3% | 1.2 |
| Appeals & Regulatory Affairs₄ | | | | | | | |
| For the preceding six months (a rolling period), complete at least 115% of the number of written record appeals received ₅ | monthly | maintain | 115.0% | 106.9% | 103.6% | -3.1% | 111.0% |
| Percentage of pending written record appeals aged greater than six months ₅ | monthly | reduce | 30% | 23.5% | 29.6% | 26.1% | 29.2% |
| Classification & Personnel Management₆ | | | | | | | |
| 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 August 31, the Civil Service Commission has received 44 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 ₇ | monthly | maintain | 100% | 100.0% | 100.0% | 0.0% | 99.90% |
| Percentage of Local government certifications issued within 5 business days ₇ | monthly | maintain | 100% | 100.0% | 100.0% | 0.0% | 99.90% |
| State and Local Government Titles consolidated or eliminated. Since March 2010, 2,268 titles have been eliminated or consolidated. ₈ In FY 2013, 30 State and Local Government Titles have been consolidated or eliminated. | annually | | 75 | 14 | 16 | | |
| State Titles | monthly | reduce | - | 2,709 | 2,693 | -0.6% | - |
| Local Titles | monthly | reduce | - | 2,260 | 2,261 | 0.0% | - |
| Common Titles (titles that can be used by both State and Local governments) | monthly | increase | - | 209 | 208 | -0.5% | - |

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In August, 293 new lists were issued; of these, 71 (or 24%) were "backlog" or announcements older than six months. The cause of "backlog" announcements involved situations where announcements previously cancelled were resubmitted 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 166 days.

₂There were 108 Open Competitive announcements with issue dates between August 1 and August 31, 2012, all of which were issued with OAS capability. In August, there were 236 Promotional announcements, of which 181 or 79% were issued with OAS capability. Fifty-two percent of Open Competitive applications received this month were transmitted via OAS.

₃The Call Center phone system received 6,157 calls in August. Of these, 2,309 (or 38%) were handled by Call Center staff.

₄The Division of Merit System Practices & Labor Relations changed its name to the Division of Appeals & Regulatory Affairs (DARA) effective August 1, 2012.

₅In the preceding six months, DARA has received a total of 1,187 written record appeals and has completed 1,230. As of August 31, 2012, there were 1,153 pending written record appeals.

₆The Division of State & Local Operations changed its name to the Division of Classification & Personnel Management effective June 1, 2012.

₇Pursuant 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 August, 207 State and 288 local government certifications were issued.

₈The number of State Titles only includes those titles in the Executive branch of State Government. As of August 31, 2012, there are 474 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 August, the reduction of 16 titles resulted from our ongoing consolidation/reduction initiative. Specifically, the difference in titles is due to the inactivation of obsolete titles in which no future use is planned, and the consolidation of similar titles with similar duties, education and experience