

Civil Service Commission Performance Indicators - March 2013	Frequency	Desired Trend	Target	Prior Month February 2013	Current Month March 2013	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance ₁	monthly	reduce	120	123	134	9.5%	138
Number of job announcements older than six months as a percentage of all active announcements ₁	monthly	reduce	10.0%	8.9%	12.6%	41.6%	9.5%
Percentage of Open Competitive job announcements issued in March that include the Online Application System capability. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 69,071 applications for 3,802 Announcements (Open Competitive and Promotional) issued with OAS capability. ₂	monthly	increase	90.0%	100.0%	100.0%	0.0%	99.9%
Percentage of Open Competitive job announcements received in March via the Online Application System ₂	monthly	increase	70.0%	99.1%	99.6%	0.5%	79.5%
Percentage of Promotional job announcements issued in March that include the Online Application System capability ₃	monthly	increase	90.0%	100.0%	100.0%	0.0%	88.6%
Percentage of Promotional job announcements received in March via the Online Application System ₃	monthly	increase	60.0%	69.8%	51.0%	-26.9%	63.7%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,509 calls in March. ₄	monthly	reduce	1.2	1.9	2.0	5.4%	1.3
Appeals & Regulatory Affairs₅							
For the preceding 12 months (a rolling period), complete at least 115% of the number of written record appeals received ₆	monthly	maintain	115.0%	103.1%	93.4%	-9.4%	105.4%
Percentage of pending written record appeals aged greater than six months ₆	monthly	reduce	30.0%	24.1%	24.7%	2.8%	26.1%

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In March, 301 new lists were issued; the most in FY 2013. Of these, 45 (or 15%) were "backlog" or announcements older than six months; however, staff devoted extraordinary time to issue backlog lists. The cause of "backlog" announcements involved situations where announcements which had been previously canceled were resurrected following decisions of the Civil Service Commission. The backlog lists, if factored, would have increased the turnaround time from 134 days to 139 days.

₂There were 69 Open Competitive announcements with issue dates between March 1 to March 31, 2013, all of which were issued with OAS capability. Of the 2,227 applications for Open Competitive announcements received in February, 2,218 (or 99%) were sent using OAS.

₃In March, there were 241 Promotional announcements issued, all of which were issued with OAS capability. Of the 831 applications for Promotional announcements received in March, 424 (or 51%) were sent using OAS.

₄The Call Center phone system received 8,857 calls in March. Of these, 2,509 (or 28%) were handled by Call Center staff.

₅The Division of Merit System Practices & Labor Relations changed its name to the Division of Appeals & Regulatory Affairs (DARA) effective August 1, 2012.

₆In the preceding 12 months, DARA has received a total of 2,467 written record appeals and has completed 2,303. As of March 31, 2013, there were 1,350 pending written record appeals. The performance measure of appeals completed over a 12 month period fell below the target, primarily as a result of the cancellation of the March 20, 2013 Civil Service Commission Meeting due to a lack of a quorum.

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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. In Calendar Year 2012, the Civil Service Commission received 60 Permanent and three Temporary Layoff Plans. The Civil Service Commission has received six Permanent and one Temporary Layoff Plan in Calendar Year 2013.	monthly	maintain	100%	100.00%	100.00%	0.0%	100.0%
Percentage of State government certifications issued within 10 business days ⁷	monthly	maintain	100%	100.0%	100.0%	0.0%	100.0%
Percentage of Local government certifications issued within 5 business days ⁷	monthly	maintain	100%	100.0%	100.0%	0.0%	99.8%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,404 titles have been eliminated or consolidated. ⁸ In FY 2013, 166 State and Local Government Titles have been consolidated or eliminated.	annually		100	9	18		
State Titles	monthly	reduce	-	2,607	2,590	-0.7%	-
Local Titles	monthly	reduce	-	2,230	2,229	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	207	207	0.0%	-
Titles reallocated from the competitive to the non-competitive class of service ⁹	annually	increase	75	59	0	N/A	N/A

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 March, 164 State and 258 local government certifications were issued.

⁸The number of State Titles only includes those titles in the Executive branch of State Government. As of March 31, 2013, there are 483 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 18 titles consolidated or eliminated 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.

⁹This is a one-time performance indicator for FY 2013. As of March 31, 2013, there have been 154 titles reallocated from the competitive to the non-competitive class of service. This action provides State and local agencies with the flexibility and timeliness needed to meet their staffing needs. The reallocations, when approved, include titles for which the primary requirement is a State-issued license, certification or specialization. Currently, the Civil Service Commission does not typically administer written examinations for such titles since possession of the license or certification establishes that the applicant has successfully met the requirements necessary to qualify for the title. Appointing authorities can easily verify State-issued licenses by the issuing agency.