

<b>Civil Service Commission</b> <b>Performance Indicators - July 2013</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month June 2013</b>	<b>Current Month July 2013</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Selection Services and Recruitment</b>							
Number of calendar days from job announcement to list issuance, <sup>1</sup>	monthly	reduce	115	141	142	0.1%	142
Number of job announcements older than six months as a percentage of all active announcements <sup>1</sup>	monthly	reduce	8.5%	8.0%	7.0%	-11.8%	9.7%
Percentage of Open Competitive job announcements accepting applications via the Online Application System only. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 100,943 applications via the OAS for 5,586 Announcements (Open Competitive and Promotional) issued. <sup>2</sup>	monthly	increase	70.0%	99.9%	100.0%	0.1%	89.4%
Percentage of Promotional job announcements accepting applications via the Online Application System only <sup>3</sup>	monthly	increase	75.0%	74.9%	100.0%	33.5%	73.3%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 1,990 calls in July. <sup>4</sup>	monthly	increase	1.0	1.8	1.0	-43.9%	1.7
<b>Appeals &amp; Regulatory Affairs</b>							
For the preceding 12 months (a rolling period), complete at least 115% of the number of written record appeals received. <sup>5</sup>	monthly	maintain	115.0%	88.5%	92.5%	4.5%	92.5%
Percentage of pending written record appeals aged greater than six months <sup>5</sup>	monthly	reduce	30.0%	24.0%	27.6%	15.2%	25.3%

<sup>1</sup>The performance indicator does not reflect public safety positions, due to outstanding litigation. In July, 412 new lists were issued, the most issued in a single month in at least four years. Of these, 75 (or 18%) were "backlog" or announcements older than six months. The cause of "backlog" announcements involved situations where announcements that 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 142 days to 149 days.

<sup>2</sup>This is a new Performance Indicator for FY 2014. The CSC received 8,275 applications for the 78 Open Competitive announcements with issue dates between July 1 to July 31, 2013; all applications were received via OAS.

<sup>3</sup>This is a new Performance Indicator for FY 2014. In July, the CSC received 1,195 applications for the 165 Promotional announcements issued; all applications were received via the OAS.

<sup>4</sup>The Call Center phone system received 5,022 calls in July. Of these, 1,990 (or 40%) were handled by Call Center staff. Average time in queue decreased due to an increase in Call Center staff.

<sup>5</sup>In the preceding 12 months, DARA has received a total of 2,823 written record appeals and has completed 2,612. As of July 31, 2013, there were 1,388 pending written record appeals. For the fourth straight month, DARA has increased the number of written record appeals completed; from 244 in April to 309 in July. This is an average increase of nearly 12 percent per month. Moreover, for the month of July, DARA completed over 132% of the appeals received.

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<b>Classification &amp; Personnel Management</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. In Calendar Year 2012, the Civil Service Commission received 60 Permanent and three Temporary Layoff Plans. The Civil Service Commission has received 23 Permanent and five Temporary Layoff Plans 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 <sub>6</sub>	monthly	maintain	100%	100.0%	100.0%	0.0%	100.0%
Percentage of Local government certifications issued within 5 business days <sub>6</sub>	monthly	maintain	100%	100.0%	100.0%	0.0%	99.9%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,439 titles have been eliminated or consolidated. <sup>7</sup> In FY 2013, 193 State and Local Government Titles were consolidated or eliminated.	annually		50	3	8		
State Titles	monthly	reduce	-	2,559	2,547	-0.5%	-
Local Titles	monthly	reduce	-	2,226	2,224	-0.1%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	214	220	2.8%	-
Pending classification appeals <sub>8</sub>	monthly	maintain	300	383	380	-0.8%	340
Percentage of classification appeals completed within 180 days <sub>8</sub>	monthly	maintain	100%	81.5%	78.0%	-4.3%	80.3%

<sup>6</sup>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 July, 209 State and 258 local government certifications were issued.

<sup>7</sup>The number of State Titles only includes those titles in the Executive branch of State Government. As of July 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 July, the eight 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.

<sup>8</sup>These are new Performance Indicators for FY 2014. Pursuant to N.J.A.C. 4A: 3-3.9, the Division of Classification and Personnel Management ("CPM") is responsible for performing Classification Appeals in State and local government jurisdictions under civil service. Pursuant to N.J.A.C. 4A:3-3.9(c)5 and (d)1, CPM must issue its decision letter within 180 days of receipt of the appeal and all completed documentation as required by CPM. As of July 31, 2013, CPM has received 536 Classification Appeals in Calendar Year 2013.