

Civil Service Commission Performance Indicators - August 2013	Frequency	Desired Trend	Target	Prior Month July 2013	Current Month August 2013	% Change	Last 12 Month Average
Selection Services and Recruitment							
Number of calendar days from job announcement to list issuance, ₁	monthly	reduce	115	142	114	-19.8%	138
Number of job announcements older than six months as a percentage of all active announcements, ₁	monthly	reduce	8.5%	7.0%	7.7%	9.5%	9.5%
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 112,273 applications via the OAS for 5,831 Announcements (Open Competitive and Promotional) issued. ₂	monthly	increase	70.0%	100.0%	100.0%	0.0%	100.0%
Percentage of Promotional job announcements accepting applications via the Online Application System only ₃	monthly	increase	75.0%	100.0%	100.0%	0.0%	97.9%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,287 calls in August. ₄	monthly	increase	1.0	1.0	1.6	60.0%	1.7
Appeals & Regulatory Affairs							
For the preceding 12 months (a rolling period), complete at least 115% of the number of written record appeals received. ₅	monthly	maintain	115.0%	92.5%	92.6%	0.1%	97.7%
Percentage of pending written record appeals aged greater than six months ₅	monthly	reduce	30.0%	27.6%	29.6%	7.1%	25.3%

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In August, 194 new lists were issued. Of these, 28 (or 14%) 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. There were 12 backlog lists issued in August due to the rescinding of exam cancellations for good cause, classification appeals and extended filing dates due to Superstorm Sandy. Three of these lists were backlog for 816 days before being issued. The average number of days the 12 lists were aged was 415 days. The backlog lists, if factored, would have increased the turnaround time from 114 days to 132 days.

₂This is a new Performance Indicator for FY 2014. The CSC received 10,186 applications for the 81 Open Competitive announcements with issue dates between August 1 to August 31, 2013; all applications were received via OAS.

₃This is a new Performance Indicator for FY 2014. In August, the CSC received 1,134 applications for the 164 Promotional announcements issued; all applications were received via the OAS.

₄The Call Center phone system received 5,819 calls in August. Of these, 2,287 (or 39%) were handled by Call Center staff. Average time in queue increased due to a 13% increase in calls handled by the Call Center staff.

₅In the preceding 12 months, DARA has received a total of 2,759 written record appeals and has completed 2,555. As of August 31, 2013, there were 1,323 pending written record appeals. In August there was only one meeting of the Civil Service Commission, which impacted the total of written records appeals completed.

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Classification & Personnel Management							
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 28 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 ₆	monthly	maintain	100%	100.0%	100.0%	0.0%	100.0%
Percentage of Local government certifications issued within 5 business days ₆	monthly	maintain	100%	100.0%	99.7%	-0.3%	99.8%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,474 titles have been eliminated or consolidated. ⁷ In FY 2013, 193 State and Local Government Titles were consolidated or eliminated. In FY 2014, 43 titles have been eliminated or consolidated as of August 31, 2013.	annually		50	8	35		
State Titles	monthly	reduce	-	2,547	2,537	-0.4%	-
Local Titles	monthly	reduce	-	2,224	2,199	-1.1%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	220	220	0.0%	-
Pending classification appeals ₈	monthly	maintain	300	380	298	-21.6%	340
Percentage of classification appeals completed within 180 days ₈	monthly	maintain	100%	78.0%	60.0%	-23.0%	77.3%

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 August, 214 State and 301 local government certifications were issued.

⁷The number of State Titles only includes those titles in the Executive branch of State Government. As of August 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 August, the 35 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.

⁸These 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 August 31, 2013, CPM has received 596 Classification Appeals in Calendar Year 2013. The increase in aged classification appeals reflects a priority to properly reflect the age of both pending and completed actions.