

| Civil Service Commission Performance Indicators -September 2013 | Frequency | Desired Trend | Target | Prior Month August 2013 | Current Month September 2013 | % Change | Last 12 Month Average |
|--|------------------|----------------------|---------------|--------------------------------|-------------------------------------|-----------------|------------------------------|
| Selection Services and Recruitment | | | | | | | |
| Number of calendar days from job announcement to list issuance. ₁ | monthly | reduce | 115 | 114 | 139 | 22.8% | 141 |
| Number of job announcements older than six months as a percentage of all active announcements. ₁ | monthly | reduce | 8.5% | 7.7% | 6.3% | -18.2% | 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 125,303 applications via the OAS for 6,065 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 September. ₄ | monthly | increase | 1.0 | 1.6 | 1.2 | -28.1% | 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% | 92.6% | 94.7% | 2.2% | 97.7% |
| Percentage of pending written record appeals aged greater than six months. ₅ | monthly | reduce | 30.0% | 29.6% | 27.9% | -5.7% | 25.3% |

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In September, 197 new lists were issued. Of these, 39 (or 20%) were "backlog" or announcements older than six months; 31 were older than 200 days. The cause of "backlog" announcements involve situations where announcements that had been previously cancelled were resurrected following decisions of the Civil Service Commission including announcements not properly posted by appointing authorities, announcements amended at an appointing authority's request, job specification changes, and cancellations rescinded for good cause. The backlog lists, if factored, would have increased the turnaround time from 139 days to 153 days.

₂This is a new Performance Indicator for FY 2014. The CSC received 12,167 applications for the 88 Open Competitive announcements with issue dates between September 1 and September 30, 2013; all applications were received via OAS.

₃This is a new Performance Indicator for FY 2014. In September, the CSC received 863 applications for the 146 Promotional announcements issued; all applications were received via the OAS.

₄The Call Center phone system received 6,533 calls in September. Of these, 2,694 (or 41%) were handled by Call Center staff. Average time in queue decreased although the Call Center staff handled 407 more calls in September than during the month of August.

₅In the preceding 12 months, DARA has received a total of 2,748 written record appeals and has completed 2,601. As of September 30, 2013, there were 1,252 pending written record appeals.

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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 32 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% | 99.7% | 100.0% | 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, 44 titles have been eliminated or consolidated as of September 30, 2013. | annually | | 50 | 35 | 1 | | |
| State Titles | monthly | reduce | - | 2,537 | 2,536 | 0.0% | - |
| Local Titles | monthly | reduce | - | 2,199 | 2,199 | 0.0% | - |
| 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 | 298 | 246 | -17.4% | 333 |
| Percentage of classification appeals completed within 180 days ₈ | monthly | maintain | 100% | 60.0% | 69.2% | 15.4% | 75.2% |

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 September, 205 State and 238 local government certifications were issued.

₇The number of State Titles only includes those titles in the Executive branch of State Government. As of September 30, 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 September, the one title 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 September 30, 2013, CPM has received 659 Classification Appeals and completed 775 in Calendar Year 2013.