

Civil Service Commission Performance Indicators - November 2013	Frequency	Desired Trend	Target	Prior Month October 2013	Current Month November 2013	% Change	Last 12 Month Average
Selection Services and Recruitment							
Number of calendar days from job announcement to list issuance, ₁	monthly	reduce	115	125	144	15.6%	141
Number of job announcements older than six months as a percentage of all active announcements, ₁	monthly	reduce	8.5%	5.7%	4.8%	-14.7%	8.3%
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 133,409 applications via the OAS for 6,646 Announcements (Open Competitive and Promotional) issued. ₂	monthly	increase	70.0%	100.0%	100.0%	0.0%	99.3%
Percentage of Promotional job announcements accepting applications via the Online Application System only ₃	monthly	increase	75.0%	100.0%	100.0%	0.0%	81.5%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,983 calls in November. ₄	monthly	increase	1.0	1.3	1.9	46.2%	1.8
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%	94.7%	95.5%	0.8%	94.5%
Percentage of pending written record appeals aged greater than six months. ₅	monthly	reduce	30.0%	25.5%	23.1%	-9.7%	25.7%

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In November, 160 new lists were issued. Of these, 26 (or 16%) were "backlog" or announcements older than six months. 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authorities, announcements amended at an appointing authority's request, job specification changes, and cancellations rescinded for good cause.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 144 days to 153 days. The backlog was reduced to its lowest level since March 2012.

₂This is a new Performance Indicator for FY 2014. The CSC received 2,470 applications for the 50 Open Competitive announcements with issue dates between November 1 and November 30, 2013; all applications were received via OAS.

₃This is a new Performance Indicator for FY 2014. In November, the CSC received 2,602 applications for the 252 Promotional announcements issued; all applications were received via the OAS.

₄The Call Center phone system received 9,701 calls in November. Of these, 2,266 (or 23%) were handled by Call Center staff. Average time in queue increased due to decrease in availability of Call Center staff.

₅In the preceding 12 months, DARA has received a total of 2,793 written record appeals and has completed 2,668. As of November 30, 2013, there were 1,244 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 39 Permanent and six 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%	100.0%	0.0%	99.8%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,480 titles have been eliminated or consolidated. ⁷ In FY 2013, 193 State and Local Government Titles were consolidated or eliminated. In FY 2014, 49 titles have been eliminated or consolidated as of November 30, 2013.	annually		50	5	-1		
State Titles	monthly	reduce	-	2,532	2,533	0.0%	-
Local Titles	monthly	reduce	-	2,198	2,198	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	220	221	0.5%	-
Pending classification appeals ₈	monthly	maintain	300	259	259	0.0%	325
Percentage of classification appeals completed within 180 days ₈	monthly	maintain	100%	75.3%	91.7%	21.7%	75.4%

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 November, 139 State and 225 local government certifications were issued.

⁷The number of State Titles only includes those titles in the Executive branch of State Government. As of November 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 November, there was an increase of one State and Common titles. This was the result of changing a title from State to common use. The increase in one State title was a net of creating four State titles and inactivating three.

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 November 30, 2013, CPM has received 795 Classification Appeals and completed 900 in Calendar Year 2013. The increase in the percentage of classification appeals completed within 180 days is the result of a focus on completing the classification appeals in a timely manner