

<b>Civil Service Commission</b> <b>Performance Indicators - December 2013</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month November 2013</b>	<b>Current Month December 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, <sub>1</sub>	monthly	reduce	115	144	154	6.6%	142
Number of job announcements older than six months as a percentage of all active announcements, <sub>1</sub>	monthly	reduce	8.5%	4.8%	7.7%	59.7%	8.0%
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 136,245 applications via the OAS for 6,934 Announcements (Open Competitive and Promotional) issued. <sub>2</sub>	monthly	increase	70.0%	100.0%	100.0%	0.0%	99.4%
Percentage of Promotional job announcements accepting applications via the Online Application System only <sub>3</sub>	monthly	increase	75.0%	100.0%	100.0%	0.0%	82.5%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,007 calls in December. <sub>4</sub>	monthly	increase	1.0	1.9	1.0	-48.2%	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. <sub>5</sub>	monthly	maintain	115.0%	95.5%	97.5%	2.1%	94.3%
Percentage of pending written record appeals aged greater than six months. <sub>5</sub>	monthly	reduce	30.0%	25.5%	25.1%	-1.6%	25.7%

<sub>1</sub>The performance indicator does not reflect public safety positions, due to outstanding litigation. In December, 212 new lists were issued. Of these, 64 (or 30%) 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authorities, announcements amended at an appointing authority's request, job specification changes, and cancellations rescinded for good cause.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 154 days to 188 days.

<sub>2</sub>This is a new Performance Indicator for FY 2014. The CSC received 1,679 applications for the 47 Open Competitive announcements with issue dates between December 1 and December 31, 2013; all applications were received via OAS.

<sub>3</sub>This is a new Performance Indicator for FY 2014. In December, the CSC received 1,157 applications for the 241 Promotional announcements issued; all applications were received via the OAS.

<sub>4</sub>The Call Center phone system received 6,469 calls in December. Of these, 2,007 (or 31%) were handled by Call Center staff.

<sub>5</sub>In the preceding 12 months, DARA has received a total of 2,843 written record appeals and has completed 2,773. As of December 31, 2013, there were 1,174 pending written record appeals.

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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 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 <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, 2,479 titles have been eliminated or consolidated. <sup>7</sup> In FY 2013, 193 State and Local Government Titles were consolidated or eliminated. In FY 2014, 48 titles have been eliminated or consolidated as of December 31, 2013.	annually		50	-1	1		
State Titles	monthly	reduce	-	2,533	2,530	-0.1%	-
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	-	221	223	0.9%	-
Pending classification appeals <sub>8</sub>	monthly	maintain	300	259	235	-9.3%	316
Percentage of classification appeals completed within 180 days <sub>8</sub>	monthly	maintain	100%	91.7%	93.1%	1.6%	76.9%

<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 December, 161 State and 200 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 December 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.

<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. In Calendar Year 2013, CPM received 835 Classification Appeals and completed 958. 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 in order to comply with the rule.