

<b>Civil Service Commission</b> <b>Performance Indicators - March 2014</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month February 2014</b>	<b>Current Month March 2014</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	147	131	-11.2%	141
Number of job announcements older than six months as a percentage of all active announcements. <sub>1</sub>	monthly	reduce	8.5%	4.3%	3.2%	-24.2%	6.2%
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 145,653 applications via the OAS for 7,863 Announcements (Open Competitive and Promotional) issued. <sub>2</sub>	monthly	increase	70.0%	100.0%	100.0%	0.0%	99.8%
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%	92.5%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,123 calls in March. <sub>4</sub>	monthly	increase	1.0	1.0	1.2	19.0%	1.5
<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%	105.1%	109.8%	4.5%	95.6%
Percentage of pending written record appeals aged greater than six months. <sub>5</sub>	monthly	reduce	30.0%	33.8%	31.9%	-5.5%	28.0%

<sub>1</sub>The performance indicator does not reflect public safety positions, due to outstanding litigation. In March, 223 new lists were issued. Of these, 25 (or 11%) were "backlog" or announcements older than six months. The percentage of announcements older than 180 days is at its lowest level since the New Jersey Civil Service Commission began publishing data in June 2010.

<sub>2</sub>This is a new Performance Indicator for FY 2014. The CSC received 729 applications for the 31 Open Competitive announcements with issue dates between March 1 and March 31, 2014; all applications were received via OAS.

<sub>3</sub>This is a new Performance Indicator for FY 2014. In March, the CSC received 1,350 applications for the 275 Promotional announcements issued; all applications were received via the OAS.

<sub>4</sub>The Call Center phone system received 7,322 calls in March. Of these, 2,123 (or 29%) were handled by Call Center staff.

<sub>5</sub>In the preceding 12 months, DARA has received a total of 2,739 written record appeals and has completed 3,007. As of March 31, 2014, there were 1,021 pending written record appeals, the lowest amount since the 1,000 pending written record appeals at the end of September 2012.

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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. The Civil Service Commission received one Temporary and two Permanent Layoff Plans in March for a total of one Temporary and eight Permanent Layoff Plans in Calendar Year 2014.	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%	99.6%	-0.4%	99.7%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,472 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, 41 titles have been eliminated or consolidated as of March 31, 2014.	annually		50	0	0		
State Titles	monthly	reduce	-	2,534	2,535	0.0%	-
Local Titles	monthly	reduce	-	2,197	2,200	0.1%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	223	223	0.0%	-
Pending classification appeals <sub>8</sub>	monthly	maintain	300	247	268	8.5%	296
Percentage of classification appeals completed within 180 days <sub>8</sub>	monthly	maintain	100%	86.1%	83.6%	-2.9%	79.3%

<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 March, 148 State and 224 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 March 31, 2014, 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. In Calendar Year 2014, CPM has received 194 classification appeals and completed 153. CPM continues to focus effort on completing the classification appeals in a timely manner in order to comply with the rule.