

Civil Service Commission Performance Indicators - April 2014	Frequency	Desired Trend	Target	Prior Month March 2014	Current Month April 2014	% Change	Last 12 Month Average
Selection Services and Recruitment							
Number of calendar days from job announcement to list issuance, ¹	monthly	reduce	115	131	139	6.1%	138
Number of job announcements older than six months as a percentage of all active announcements ¹	monthly	reduce	8.5%	3.2%	3.4%	4.8%	5.8%
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 147,385 applications via the OAS for 8,106 Announcements (Open Competitive and Promotional) issued. ²	monthly	increase	70.0%	100.0%	100.0%	0.0%	99.9%
Percentage of Promotional job announcements accepting applications via the Online Application System only ³	monthly	increase	75.0%	100.0%	100.0%	0.0%	96.0%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,054 calls in April. ⁴	monthly	increase	1.0	1.2	0.7	-40.6%	1.5
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%	109.8%	111.8%	1.8%	97.3%
Percentage of pending written record appeals aged greater than six months. ⁵	monthly	reduce	30.0%	31.9%	30.1%	-5.8%	28.4%

¹The performance indicator does not reflect public safety positions, due to outstanding litigation. In April, 219 new lists were issued. Of these, 31 (or 14%) were "backlog" or announcements older than six months.

²This is a new Performance Indicator for FY 2014. The CSC received 1,033 applications for the 85 Open Competitive announcements with issue dates between April 1 and April 30, 2014; all applications were received via OAS.

³This is a new Performance Indicator for FY 2014. In April, the CSC received 699 applications for the 158 Promotional announcements issued; all applications were received via the OAS.

⁴The Call Center phone system received 6,558 calls in April. Of these, 2,054 (or 31%) were handled by Call Center staff.

⁵In the preceding 12 months, DARA has received a total of 2,677 written record appeals and has completed 2,993. As of April 30, 2014, there were 997 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 received 39 Permanent and six Temporary Layoff Plans in Calendar Year 2013. The Civil Service Commission received six Permanent Layoff Plans in April for a total of one Temporary and 14 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 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%	99.6%	100.0%	0.4%	99.7%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,471 titles have been eliminated or consolidated. ⁷ In FY 2013, 193 State and Local Government Titles were consolidated or eliminated. In FY 2014, 40 titles have been eliminated or consolidated as of April 30, 2014.	annually		50	0	0		
State Titles	monthly	reduce	-	2,535	2,535	0.0%	-
Local Titles	monthly	reduce	-	2,200	2,201	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	223	223	0.0%	-
Pending classification appeals ₈	monthly	maintain	300	268	336	25.4%	292
Percentage of classification appeals completed within 180 days ₈	monthly	maintain	100%	83.6%	79.2%	-5.3%	79.1%

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 April, 140 State and 187 local government certifications were issued.

⁷The number of State Titles only includes those titles in the Executive branch of State Government. As of April 30, 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.

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. In Calendar Year 2013, CPM received 835 Classification Appeals and completed 958. In Calendar Year 2014, CPM has received 339 classification appeals and completed 230. CPM continues to focus effort on completing the classification appeals in a timely manner in order to comply with the rule.