

<b>Civil Service Commission</b> <b>Performance Indicators - May 2014</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month April 2014</b>	<b>Current Month May 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, <sup>1</sup>	monthly	reduce	115	139	123	-11.3%	137
Number of job announcements older than six months as a percentage of all active announcements, <sup>1</sup>	monthly	reduce	8.5%	3.4%	5.0%	48.4%	5.5%
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 152,908 applications via the OAS for 8,425 Announcements (Open Competitive and Promotional) issued. <sup>2</sup>	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. <sup>3</sup>	monthly	increase	75.0%	100.0%	100.0%	0.0%	97.8%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 3,143 calls in May. <sup>4</sup>	monthly	increase	1.0	0.7	1.5	114.6%	1.3
<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. <sup>5</sup>	monthly	maintain	115.0%	111.8%	107.4%	-3.9%	98.8%
Percentage of pending written record appeals aged greater than six months. <sup>5</sup>	monthly	reduce	30.0%	30.1%	25.5%	-15.2%	28.2%

<sup>1</sup>The performance indicator does not reflect public safety positions, due to outstanding litigation. In May, 286 new lists were issued. Of these, 34 (or 12%) were "backlog" or announcements older than six months.

<sup>2</sup>The CSC received 5,084 applications for the 162 Open Competitive announcements with issue dates between May 1 and May 31, 2014; all applications were received via the OAS.

<sup>3</sup>In May, the CSC received 439 applications for the 157 Promotional announcements issued; all applications were received via the OAS.

<sup>4</sup>The Call Center phone system received 10,709 calls in May. Of these, 3,143 (or 29%) were handled by Call Center staff. The increase in calls is attributed to the issuance of the Law Enforcement Examination, or LEE, results on May 1, 2014. Candidates who did not receive their LEE results in the mail were instructed to call or e-mail the Call Center to request a duplicate notice.

<sup>5</sup>In the preceding 12 months, DARA has received a total of 2,729 written record appeals and has completed 2,931. As of May 31, 2014, there were 1,085 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. The Civil Service Commission received six Permanent Layoff Plans in May for a total of one Temporary and 15 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%	100.0%	0.0%	99.7%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,471 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, 40 titles have been eliminated or consolidated as of May 31, 2014.	annually		50	0	0		
State Titles	monthly	reduce	-	2,535	2,536	0.0%	-
Local Titles	monthly	reduce	-	2,201	2,200	0.0%	-
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	336	346	3.0%	291
Percentage of classification appeals completed within 180 days <sub>8</sub>	monthly	maintain	100%	79.2%	57.1%	-27.9%	78.7%

<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 May, 246 State and 287 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 May 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 403 classification appeals and completed 279.