

Civil Service Commission Performance Indicators - June 2014	Frequency	Desired Trend	Target	Prior Month May 2014	Current Month June 2014	% Change	Last 12 Month Average
Selection Services and Recruitment							
Number of calendar days from job announcement to list issuance, ¹	monthly	reduce	115	123	121	-1.2%	135
Number of job announcements older than six months as a percentage of all active announcements, ¹	monthly	reduce	8.5%	5.0%	3.7%	-25.9%	5.2%
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 158,303 applications via the OAS for 8,758 Announcements (Open Competitive and Promotional) issued. ²	monthly	increase	70.0%	100.0%	100.0%	0.0%	100.0%
Percentage of Promotional job announcements accepting applications via the Online Application System only. ³	monthly	increase	75.0%	100.0%	100.0%	0.0%	99.9%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,454 calls in June. ⁴	monthly	increase	1.0	1.5	0.9	-39.8%	1.2
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%	107.4%	110.4%	2.8%	100.6%
Percentage of pending written record appeals aged greater than six months. ⁵	monthly	reduce	30.0%	25.5%	22.1%	-13.5%	28.0%

¹The performance indicator does not reflect public safety positions, due to outstanding litigation. In June, 270 new lists were issued. Of these, 23 (or 9%) were "backlog" or announcements older than six months.

²The CSC received 4,642 applications for the 124 Open Competitive announcements with issue dates between June 1 and June 30, 2014; all applications were received via the OAS.

³In June, the CSC received 833 applications for the 209 Promotional announcements issued; all applications were received via the OAS.

⁴The Call Center phone system received 7,007 calls in June. Of these, 2,454 (or 35%) were handled by Call Center staff.

⁵In the preceding 12 months, DARA has received a total of 2,602 written record appeals and has completed 2,872. As of June 30, 2014, there were 1,100 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 June for a total of one Temporary and 16 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%	100.0%	100.0%	0.0%	99.7%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,474 titles have been eliminated or consolidated. ⁷ In FY 2013, 193 State and Local Government Titles were consolidated or eliminated. In FY 2014, 43 titles have been eliminated or consolidated.	annually		50	0	3		
State Titles	monthly	reduce	-	2,536	2,528	-0.3%	-
Local Titles	monthly	reduce	-	2,200	2,200	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	223	228	2.2%	-
Pending classification appeals ₈	monthly	maintain	300	346	371	7.2%	290
Percentage of classification appeals completed within 180 days ₈	monthly	maintain	100%	57.1%	80.4%	40.6%	78.6%

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 June, 164 State and 314 local government certifications were issued.

⁷The number of State Titles only includes those titles in the Executive branch of State Government. As of June 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 485 classification appeals and completed 335.