

Civil Service Commission Performance Indicators - December 2012	Frequency	Desired Trend	Target	Prior Month November 2012	Current Month December 2012	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance ₁	monthly	reduce	120	142	148	4.3%	133
Number of job announcements older than six months as a percentage of all active announcements ₁	monthly	reduce	10.0%	9.8%	10.8%	10.3%	7.9%
Percentage of Open Competitive job announcements issued in December that include the Online Application System capability. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 50,802 applications for 3,021 Announcements (Open Competitive and Promotional) issued with OAS capability. ₂	monthly	increase	90.0%	100.0%	100.0%	0.0%	99.9%
Percentage of Open Competitive job announcements received in December via the Online Application System ₂	monthly	increase	70.0%	87.4%	98.5%	12.6%	74.0%
Percentage of Promotional job announcements issued in December that include the Online Application System capability ₃	monthly	increase	90.0%	94.7%	92.2%	-2.6%	N/A
Percentage of Promotional job announcements received in December via the Online Application System ₃	monthly	increase	60.0%	77.8%	87.9%	12.9%	N/A
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 1,650 calls in December. ₄	monthly	reduce	1.2	1.1	1.7	53.0%	1.3
Appeals & Regulatory Affairs₅							
For the preceding 12 months (a rolling period), complete at least 115% of the number of written record appeals received ₆	monthly	maintain	115.0%	102.7%	100.2%	-2.4%	111.7%
Percentage of pending written record appeals aged greater than six months ₆	monthly	reduce	30.0%	24.7%	24.9%	0.7%	28.0%

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In December, 271 new lists were issued; of these, 80 (or 30%) were "backlog" or announcements older than six months. The cause of 16 of these "backlog" announcements involved situations where announcements previously cancelled were resurrected following decisions of the Civil Service Commission. These lists, if factored, would have increased the turnaround time from 148 days to 164 days. Super Storm Sandy also affected the turnaround time from job announcement to list issuance; tests scheduled for early November were delayed up to two months in some cases.

₂There were 93 Open Competitive announcements with issue dates between December 1 and December 31, 2012, all of which were issued with OAS capability. Of the 9,088 applications for Open Competitive announcements received in December, 8,950 (or 99%) were sent using OAS.

₃In December, there were 219 Promotional announcements issued, of which 202, or 92%, were issued with OAS capability. Of the 1,311 applications for Promotional received in December 1,152 (or 88%) were sent using OAS.

₄The Call Center phone system received 6,241 calls in December. Of these, 2,307 (or 37%) were handled by Call Center staff. The increase in time a caller spent in in queue is directly attributable to the increase in calls received due to the announcement of the Correction Officer Recruit on December 3, 2012, and the issuance of the Judiciary Clerical Series results on November 29, 2012.

₅The Division of Merit System Practices & Labor Relations changed its name to the Division of Appeals & Regulatory Affairs (DARA) effective August 1, 2012.

₆In the preceding 12 months, DARA has received a total of 2,578 written record appeals and has completed 2,584. As of December 31, 2012, there were 1,238 pending written record appeals. The decrease in completed written record appeals reflects less workdays to prepare for disposing the appeals in November due to Super Storm Sandy and holidays. Also, DARA is down one analyst; however, it is now in the middle of the selection process to fill the position.

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Classification & Personnel Management₆							
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. As of December 31, the Civil Service Commission has received 60 Permanent and three Temporary Layoff Plans in Calendar Year 2012.	monthly	maintain	100%	100.00%	100.00%	0.0%	100.0%
Percentage of State government certifications issued within 10 business days ₇	monthly	maintain	100%	100.0%	100.0%	0.0%	99.9%
Percentage of Local government certifications issued within 5 business days ₇	monthly	maintain	100%	100.0%	98.5%	-1.5%	99.8%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,346 titles have been eliminated or consolidated. ₈ In FY 2013, 108 State and Local Government Titles have been consolidated or eliminated.	annually		100	0	62		
State Titles	monthly	reduce	-	2,677	2,637	-1.5%	-
Local Titles	monthly	reduce	-	2,261	2,239	-1.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	208	208	0.0%	-
Titles reallocated from the competitive to the non-competitive class of service ₉	annually	increase	75	0	39	N/A	N/A

₆The Division of State & Local Operations changed its name to the Division of Classification & Personnel Management effective June 1, 2012.

₇Pursuant 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, 146 State and 202 local government certifications were issued.

₈The number of State Titles only includes those titles in the Executive branch of State Government. As of December 31, 2012, there are 475 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. In December, the 62 titles consolidated or eliminated resulted from our ongoing consolidation/reduction initiative. Specifically, the difference in titles is due to the inactivation of obsolete titles in which no future use is planned, and the consolidation of similar titles with similar duties, education and experience.

₉This is a one-time performance indicator for FY 2013. This action provides State and local agencies with the flexibility and timeliness needed to meet their staffing needs. The reallocations approved this month include titles for which the primary requirement is a State-issued license, certification or specialization. Currently, the Civil Service Commission does not typically administer written examinations for such titles since possession of the license or certification establishes that the applicant has successfully met the requirements necessary to qualify for the title. Appointing authorities can easily verify State-issued licenses by the issuing agency.