

Civil Service Commission Performance Indicators -June 2013	Frequency	Desired Trend	Target	Prior Month May 2013	Current Month June 2013	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance, ₁	monthly	reduce	120	133	141	6.6%	140
Number of job announcements older than six months as a percentage of all active announcements, ₁	monthly	reduce	10.0%	7.7%	8.0%	3.9%	9.8%
Percentage of Open Competitive job announcements issued in June that include the Online Application System capability. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 91,483 applications for 4,889 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 June via the Online Application System ₂	monthly	increase	70.0%	99.7%	99.9%	0.2%	84.5%
Percentage of Promotional job announcements issued in June that include the Online Application System capability ₃	monthly	increase	90.0%	100.0%	100.0%	0.0%	94.6%
Percentage of Promotional job announcements received in June via the Online Application System ₃	monthly	increase	60.0%	77.6%	74.9%	-3.5%	70.8%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,881 calls in June. ₄	monthly	reduce	1.2	4.3	1.8	-58.7%	1.7
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%	89.9%	88.5%	-1.5%	100.0%
Percentage of pending written record appeals aged greater than six months ₆	monthly	reduce	30.0%	27.8%	24.0%	-13.7%	25.1%

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In June, 246 new lists were issued. Of these, 63 (or 26%) were "backlog" or announcements older than six months. The cause of "backlog" announcements involved situations where announcements that had been previously canceled were resurrected following decisions of the Civil Service Commission. The backlog lists, if factored, would have increased the turnaround time from 141 days to 152 days.

₂There were 56 Open Competitive announcements with issue dates between June 1 to June 30, 2013, all of which were issued with OAS capability. Of the 13,398 applications for Open Competitive announcements received in June, 13,386 (or 99%) were sent using OAS.

₃In June, there were 306 Promotional announcements issued, all of which were issued with OAS capability. Of the 2,181 applications for Promotional announcements received in June, 1,634 (or 75%) were sent using OAS.

₄The Call Center phone system received 8,411 calls in June. Of these, 2,881 (or 34%) were handled by Call Center staff. Average time in queue decreased, even though Call Center staff received the second highest number of calls in a month during this fiscal year while keeping the time a caller waited under two minutes.

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 2,770 written record appeals and has completed 2,454. As of June 30, 2013, there were 1,503 pending written record appeals. The number of new appeals rose by 81 (a 30% increase). The increase included a 70% rise in Classification Appeals, an almost 200% rise in Examination Scoring and Validity appeals, and a 33% increase in Test Administration and Makeup appeals. Most of these examination appeal increases can be attributed to Correction Officer Recruit list issuance and the large scale Police Sergeant Examination administered in June.

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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. In Calendar Year 2012, the Civil Service Commission received 60 Permanent and three Temporary Layoff Plans. The Civil Service Commission has received 22 Permanent and four Temporary Layoff Plans in Calendar Year 2013.	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%	100.0%
Percentage of Local government certifications issued within 5 business days ⁷	monthly	maintain	100%	100.0%	100.0%	0.0%	99.9%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,431 titles have been eliminated or consolidated. ⁸ In FY 2013, 193 State and Local Government Titles have been consolidated or eliminated.	annually		100	19	3		
State Titles	monthly	reduce	-	2,564	2,559	-0.2%	-
Local Titles	monthly	reduce	-	2,226	2,226	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	212	214	0.9%	-
Titles reallocated from the competitive to the non-competitive class of service ⁹	annually	increase	75	1	2	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 June, 232 State and 203 local government certifications were issued.

⁸The number of State Titles only includes those titles in the Executive branch of State Government. As of June 30, 2013, 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. In June, the three 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. As of June 30, 2013, there have been 160 titles reallocated from the competitive to the non-competitive class of service. This action provides State and local agencies with the flexibility and timeliness needed to meet their staffing needs. The reallocations, when approved, 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.