

<b>Civil Service Commission Performance Indicators - FY 2012</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month August 2011</b>	<b>Current Month September 2011</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Selection Services</b>							
Number of calendar days from job announcement to list issuance; <sub>1</sub>	m	reduce	130	191	123	-35.9%	168
Number of job announcements older than six months as a percentage of all active announcements; <sub>1</sub>	m	reduce	11.5%	7.5%	4.9%	-34.6%	9.2%
Percentage of Open Competitive job announcements issued in September that include the Online Application System capability. As of September 30, 2011, the Civil Service Commission has received 6,489 applications for 298 Announcements issued with OAS capability; <sub>2</sub>	m	increase	90.0%	83.3%	98.4%	18.1%	-
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,175 calls in September. <sub>3</sub>	m	reduce	TBD	1.4	1.4	0.0%	-
<b>Merit Systems Practices &amp; Labor Relations</b>							
For the preceding six months (a rolling period), complete at least 115% of the number of written record appeals received; <sub>4</sub>	m	maintain	115.0%	136.7%	127.8%	-6.5%	-
Percentage of pending written record appeals aged greater than six months; <sub>4</sub>	m	reduce	30%	22.9%	26.1%	13.6%	-
<b>State &amp; Local Operations</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 has received 109 Permanent and 12 Temporary Layoff Plans. In September 2011, the Civil Service Commission received three Permanent and zero Temporary Layoff Plans.	m	maintain	100%	100.0%	100.00%	0.0%	-
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 <sub>5</sub> . In August, 180 State and 272 Local government certifications were issued.							
Percentage of State government certifications issued within 10 business days <sub>6</sub>	m	maintain	100%	100%	100%	-	-
Percentage of Local government certifications issued within 5 business days <sub>6</sub>	m	maintain	100%	100%	100%	-	-
State and Local Government Titles consolidated or eliminated. (Since March 2010, 1,773 titles have been eliminated or consolidated) <sub>6</sub>			1,000	333	46		
State Titles	m	reduce	N/A	2,973	2,931	-1.4%	-
Local Titles	m	reduce	N/A	2,521	2,519	-0.1%	-
Common Titles (titles that can be used by both State and Local governments)	m	increase	N/A	209	207	-1.0%	-

<sub>1</sub>The performance indicator does not reflect public safety positions, due to outstanding litigation. In September, 219 new lists were issued versus an average of 171 per month for the previous 12 months. Of these lists, 56 (or 26%) were "backlog" or announcements older than six months. The average turnaround time for lists issued this month does not include eight announcements which were delayed due to Merit System Board decisions, desk audits and in one case a vendor error. The impact of these announcements increased turnaround time from 123 days to 139 days.

<sub>2</sub>The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 125 announcements with issue dates between September 1 and September 30, 2011, of which 123 (or 98.4%) were issued with OAS capability.

<sub>3</sub>The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 5,606 calls in September. Of these, 2,175 (or 39%) were handled by Call Center staff.

<sub>4</sub>In the preceding six months, MSPLR has received a total of 1,544 written record appeals and has completed 1,974. As of September 30, 2011, there were 1,355 pending written record appeals. Only one meeting of the Civil Service Commission was held in September, which accounts for the reduction in completed appeals as compared to last month, and an increase in the percentage of appeals over six months old.

<sub>5</sub>There were 215 State and 244 Local Certifications issued in the month of September.

<sub>6</sub>The number of State Titles only includes those titles in the Executive branch of State Government. As of September 30, 2011, there are 470 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 September, the basis for the reduction is the result of our ongoing title consolidation/reduction initiative in which we are continually looking at titles with similar duties and education & experience requirements and consolidating where applicable; consolidating multiple workweek titles; eliminating titles that are obsolete; and eliminating zero-incumbent titles.