

Civil Service Commission Performance Indicators - November 2011	Frequency	Desired Trend	Target	Prior Month October 2011	Current Month November 2011	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance ₁	monthly	reduce	130	175	135	-23.2%	177
Number of job announcements older than six months as a percentage of all active announcements ₁	monthly	reduce	11.5%	4.9%	3.7%	-25.1%	7.4%
Percentage of Open Competitive job announcements issued in November that include the Online Application System capability. As of November 30, 2011, the Civil Service Commission has received 9,003 applications for 520 Announcements issued with OAS capability ₂	monthly	increase	90.0%	99.2%	97.1%	-2.1%	-
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 1,987 calls in November. ₃	monthly	reduce	1.2	0.8	0.9	4.1%	-
Merit Systems Practices & Labor Relations							
For the preceding six months (a rolling period), complete at least 115% of the number of written record appeals received ₄	monthly	maintain	115.0%	119.9%	113.7%	-5.2%	-
Percentage of pending written record appeals aged greater than six months ₄	monthly	reduce	30%	27.7%	29.6%	6.7%	-
State & Local Operations							
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 122 Permanent and 12 Temporary Layoff Plans. In November 2011, the Civil Service Commission received two Permanent and zero Temporary Layoff Plans.	monthly	maintain	100%	90.00%	100.00%	11.1%	-
Percentage of State government certifications issued within 10 business days ₅	monthly	maintain	100%	100%	100%	-	-
Percentage of Local government certifications issued within 5 business days ₅	monthly	maintain	100%	100%	100%	-	-
State and Local Government Titles consolidated or eliminated. Since March 2010, 1,967 titles have been eliminated or consolidated. ₆ In FY 2012, there have been 582 State and Local Government Titles consolidated or eliminated as of November 30, 2011.	annually		1,000	129	65		
State Titles	monthly	reduce	-	2,853	2,809	-1.5%	-
Local Titles	monthly	reduce	-	2,466	2,445	-0.9%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	209	209	0.0%	-

¹The performance indicator does not reflect public safety positions, due to outstanding litigation. In November, 248 new lists were issued versus an average of 177 per month for the previous 12 months. Of these lists, 44 (or 18%) were "backlog" or announcements older than six months. The average turnaround time for lists issued this month does not include 15 announcements that were delayed due to Merit System Board decisions or desk audits. The impact of these announcements increased turnaround time from 135 days to 158 days.

²The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 104 announcements with issue dates between November 1 and November 30, 2011, of which 101 (or 97.1%) were issued with OAS capability.

³The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 4,954 calls in November. Of these, 1,987 (or 40%) were handled by Call Center staff.

⁴In the preceding six months, MSPLR has received a total of 1,508 written record appeals and has completed 1,714. As of November 30, 2011, there were 1,163 pending written record appeals. The reduction in the percentage completed was due mainly to the large number of appeals received in August and September, which exceeded the amount completed.

⁵Pursuant 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 November, 172 State and 192 Local government certifications were issued.

⁶The number of State Titles only includes those titles in the Executive branch of State Government. As of November 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 November, in addition to 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, 39 intermittent titles were inactivated. These titles had been maintained for the purposes of identifying titles used on Intermittent basis only. Such titles have base or 'parent' titles which are already included in the total title count.