

Civil Service Commission Performance Indicators - July 2012	Frequency	Desired Trend	Target	Prior Month June 2012	Current Month July 2012	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance ₁	monthly	reduce	130	139	119	-14.4%	134
Number of job announcements older than six months as a percentage of all active announcements ₁	monthly	reduce	11.5%	9.8%	8.1%	-17.3%	5.6%
Percentage of Open Competitive job announcements issued in July that include the Online Application System capability. As of July 31, 2012, the Civil Service Commission has received 24,363 applications for 1,170 Announcements issued with OAS capability.	monthly	increase	90.0%	100.0%	99.2%	-0.8%	98.1%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,116 calls in July. ₃	monthly	reduce	1.2	0.8	0.9	17.8%	1.3
Appeals & Regulatory Affairs₄							
For the preceding six months (a rolling period), complete at least 115% of the number of written record appeals received ₅	monthly	maintain	115.0%	103.9%	106.9%	2.9%	113.7%
Percentage of pending written record appeals aged greater than six months ₅	monthly	reduce	30%	29.0%	23.5%	-19.0%	28.7%
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 July 31, the Civil Service Commission has received 41 Permanent and three Temporary Layoff Plans in Calendar Year 2012.	monthly	maintain	100%	100.00%	100.00%	0.0%	99.2%
Percentage of State government certifications issued within 10 business days ₇	monthly	maintain	100%	100.0%	100.0%	0.0%	99.90%
Percentage of Local government certifications issued within 5 business days ₇	monthly	maintain	100%	100.0%	100.0%	0.0%	99.90%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,252 titles have been eliminated or consolidated. ₈ In FY 2012, 853 State and Local Government Titles were consolidated or eliminated.	annually		75	22	14		
State Titles	monthly	reduce	-	2,711	2,709	-0.1%	-
Local Titles	monthly	reduce	-	2,273	2,260	-0.6%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	208	209	0.5%	-

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In July, 221 new lists were issued; of these, 16 (or 7%) were "backlog" or announcements older than six months. The cause of "backlog" announcements involved situations where announcements previously cancelled were resurrected following decisions of the Civil Service Commission. The turnaround time from job announcement to list issuance for the "backlog" lists increased from 119 days to 127 days.

₂The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 122 Open Competitive announcements with issue dates between July 1 and July 31, 2012, 121 of which were issued with OAS capability. In July, there were 197 Promotional announcements, of which 159 or 81% were issued with OAS capability. Forty-one percent of Open Competitive applications received this month were received via OAS.

₃The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 5,609 calls in July. Of these, 2,116 (or 38%) were handled by Call Center staff.

₄The Division of Merit System Practices & Labor Relations changed its name to the Division of Appeals & Regulatory Affairs (DARA) effective August 1, 2012.

₅In the preceding six months, DARA has received a total of 1,176 written record appeals and has completed 1,257. As of July 31, 2012, there were 1,121 pending written record appeals.

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 July, 161 State and 279 local government certifications were issued.

₈The number of State Titles only includes those titles in the Executive branch of State Government. As of July 31, 2012, there are 474 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 July, the reduction of 14 titles 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