

<b>Civil Service Commission</b> <b>Performance Indicators - FY 2012</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month July 2011</b>	<b>Current Month August 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	158	191	21.3%	176
Number of job announcements older than six months as a percentage of all active announcements, <sub>1</sub>	m	reduce	11.5%	8.4%	7.5%	-11.4%	10.1%
Percentage of Open Competitive job announcements issued in July that include the Online Application System capability. As of August 31, 2011, the Civil Service Commission has received 4,843 applications for 185 Announcements issued with OAS capability <sub>2</sub>	m	increase	90.0%	76.8%	83.3%	8.5%	-
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,333 calls in August. <sub>3</sub>	m	reduce	TBD	-	1.4	-	-
<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%	147.2%	136.7%	-7.1%	-
Percentage of pending written record appeals aged greater than six months <sub>4</sub>	m	reduce	30%	22.4%	22.9%	2.4%	-
<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 106 Permanent and 12 Temporary Layoff Plans. In August 2011, the Civil Service Commission received one Permanent and one Temporary Layoff Plan.	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>6</sub> . In August, 180 State and 272 Local government certifications were issued.							
Percentage of State government certifications issued within 10 business days <sub>5</sub>	m	maintain	100%	-	100%	-	-
Percentage of Local government certifications issued within 5 business days <sub>5</sub>	m	maintain	100%	-	100%	-	-
State and Local Government Titles consolidated or eliminated. (Since March 2010, 1,727 titles have been eliminated or consolidated) <sub>6</sub>			1,000	9	333		
State Titles	m	reduce	N/A	3,089	2,973	-3.8%	-
Local Titles	m	reduce	N/A	2,738	2,521	-7.9%	-
Common Titles (titles that can be used by both State and Local governments)	m	increase	N/A	209	209	0.0%	-

<sub>1</sub>The performance indicator does not reflect public safety positions, due to outstanding litigation. In August, 183 new lists were issued versus an average of 171 per month for the previous 12 months. Of these lists, 50 (or 27%) were "backlog" or announcements older than six months. Average turnaround time for lists issued this month was significantly impacted by nine announcements that on average were over 995 days old.

<sub>2</sub>The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 102 announcements with issue dates between August 1 and August 31, 2011, of which 85 (or 83.3%) 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 6,157 calls in August. Of these, 2333 (or 38%) were handled by Call Center staff.

<sub>4</sub>In the preceding six months, MSPLR has received a total of 1,475 written record appeals and has completed 2,016. As of August 31, 2011, there were 1,343 pending written record appeals. Only one meeting of the Civil Service Commission was held in August, which accounts for the reduction in completed appeals as compared to last month, and a slight increase in the percentage of appeals over six months old.

<sub>5</sub>There were 253 State and 238 Local Certification issued in the month of August.

<sub>6</sub>The number of State Titles only includes those titles in the Executive branch of State Government. As of August 31, 2011, there are 473 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 August, 269 State and Local Titles with a Bilingual variant were consolidated and the bilingual title code and special skill requirement has been incorporated into the job specification of the respective base title. The balance of 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.