

<b>Civil Service Commission</b> <b>Performance Indicators - December 2011</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month November 2011</b>	<b>Current Month December 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 <sup>1</sup>	monthly	reduce	130	135	105	-22.0%	178
Number of job announcements older than six months as a percentage of all active announcements <sup>1</sup>	monthly	reduce	11.5%	3.7%	4.0%	10.1%	6.9%
Percentage of Open Competitive job announcements issued in December that include the Online Application System capability. As of December 31, 2011, the Civil Service Commission has received 10,296 applications for 593 Announcements issued with OAS capability <sup>2</sup>	monthly	increase	90.0%	97.1%	100.0%	3.0%	-
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 December. <sup>3</sup>	monthly	reduce	1.2	0.9	3.7	337.3%	-
<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 <sup>4</sup>	monthly	maintain	115.0%	113.7%	109.8%	-3.4%	-
Percentage of pending written record appeals aged greater than six months <sup>4</sup>	monthly	reduce	30%	29.6%	28.2%	-4.5%	-
<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 received 127 Permanent and 12 Temporary Layoff Plans, which includes five Permanent and zero Temporary Layoff Plans received in December.	monthly	maintain	100%	100.00%	100.00%	0.0%	-
Percentage of State government certifications issued within 10 business days <sup>5</sup>	monthly	maintain	100%	100%	100%	0.0%	-
Percentage of Local government certifications issued within 5 business days <sup>5</sup>	monthly	maintain	100%	100%	100%	0.0%	-
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,006 titles have been eliminated or consolidated. <sup>6</sup> In FY 2012, there have been 621 State and Local Government Titles consolidated or eliminated as of December 31, 2011.	annually		1,000	65	39		
State Titles	monthly	reduce	-	2,809	2,806	-0.1%	-
Local Titles	monthly	reduce	-	2,445	2,409	-1.5%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	209	209	0.0%	-

<sup>1</sup>The performance indicator does not reflect public safety positions, due to outstanding litigation. In December, 180 new lists were issued versus an average of 186 per month for the previous 12 months. Of these lists, 52 (or 29%) were "backlog" or announcements older than six months. The average turnaround time for lists issued this month does not include nine announcements that were delayed due to Merit System Board decisions or desk audits. The impact of these announcements increased turnaround time from 105 days to 147 days.

<sup>2</sup>The Online Application System ("OAS") began accepting applications on March 7, 2011. There were 73 announcements with issue dates between December 1 and December 31, 2011, all of which were issued with OAS capability.

<sup>3</sup>The Call Center received a new phone system that became operational on July 20, 2011. The Call Center phone system received 7,490 calls in December. Of these, 3,184 (or 43%) were handled by Call Center staff. In December, the average time a caller waited in queue increased from less than one minute to three minutes and 43 seconds. This was due to the high volume of calls regarding firefighter titles; 950 promotional fire candidates called between December 19 and December 30 to schedule an examination review. A few thousand entry-level firefighter candidates called during the same time period regarding their examination results.

<sup>4</sup>In the preceding six months, MSPLR has received a total of 1,508 written record appeals and has completed 1,714. As of December 31, 2011, there were 1,163 pending written record appeals. The reduction in the percentage completed was mainly due to the large number of appeals received in August and September, which exceeded the amount completed.

<sup>5</sup>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. In December, 168 State and 259 local government certifications were issued.

<sup>6</sup>The number of State Titles only includes those titles in the Executive branch of State Government. As of December 31, 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 December, the main reason for the reduction of 39 titles were local titles that were consolidated into other titles. This is in addition to our ongoing 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.