

Civil Service Commission Performance Indicators - October 2012	Frequency	Desired Trend	Target	Prior Month September 2012	Current Month October 2012	% Change	Last 12 Month Average
Selection Services							
Number of calendar days from job announcement to list issuance, ₁	monthly	reduce	130	112	119	6.5%	128
Number of job announcements older than six months as a percentage of all active announcements ₁	monthly	reduce	11.5%	11.6%	10.4%	-9.9%	6.9%
Percentage of Open Competitive job announcements issued in October that include the Online Application System capability. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 29,713 applications for 1,460 Announcements issued with OAS capability. ₂	monthly	increase	90.0%	100.0%	100.0%	0.0%	99.7%
Percentage of Open Competitive job announcements received in October via the Online Application System ₂	monthly	increase	70.0%	57.5%	84.7%	47.4%	68.8%
Percentage of Promotional job announcements issued in October that include the Online Application System capability ₃	monthly	increase	90.0%	89.7%	98.2%	9.5%	N/A
Percentage of Promotional job announcements received in October via the Online Application System ₃	monthly	increase	60.0%	55.4%	90.7%	63.7%	N/A
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,085 calls in October. ₄	monthly	reduce	1.2	1.2	1.7	44.3%	1.3
Appeals & Regulatory Affairs₅							
For the preceding 12 months (a rolling period), complete at least 115% of the number of written record appeals received ₆	monthly	maintain	115.0%	112.2%	111.1%	-1.0%	116.0%
Percentage of pending written record appeals aged greater than six months ₆	monthly	reduce	30%	24.1%	22.9%	-4.9%	28.6%

₁The performance indicator does not reflect public safety positions, due to outstanding litigation. In October, 293 new lists were issued; of these, 42 (or 14%) 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 132 days.

₂There were 100 Open Competitive announcements with issue dates between October 1 and October 31, 2012, all of which were issued with OAS capability. Of the 5,335 applications for Open Competitive announcements received in October, 3,066 (or 58%) were sent using OAS.

₃In October, there were 284 Promotional announcements issued, of which 279, or 98%, were issued with OAS capability. Of the 3,253 applications for Promotional received in October, 2,951 (or 91%) were sent using OAS. October had the greatest number of Promotional Announcements with OAS capability (279), the largest number of applications sent using OAS (2,951) and the highest percentage of applicants using OAS (91%) of the nine months that applicants have been able to use OAS to apply for promotional opportunities.

₄The Call Center phone system received 6,129 calls in October. Of these, 2,085 (or 34%) were handled by Call Center staff. The increase in time a caller spent in queue is due to the reduction of two Call Center staff members; one position has been subsequently filled and the employee is currently in training.

₅The Division of Merit System Practices & Labor Relations changed its name to the Division of Appeals & Regulatory Affairs (DARA) effective August 1, 2012.

₆In the preceding 12 months, DARA has received a total of 2,577 written record appeals and has completed 2,864. As of October 31, 2012, there were 1,113 pending written record appeals.

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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 October 31, the Civil Service Commission has received 50 Permanent and three Temporary Layoff Plans in Calendar Year 2012.	monthly	maintain	100%	100.00%	100.00%	0.0%	100.0%
Percentage of State government certifications issued within 10 business days ⁷	monthly	maintain	100%	100.0%	100.0%	0.0%	99.9%
Percentage of Local government certifications issued within 5 business days ⁷	monthly	maintain	100%	100.0%	100.0%	0.0%	99.9%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,284 titles have been eliminated or consolidated. ⁸ In FY 2013, 46 State and Local Government Titles have been consolidated or eliminated.	annually		75	13	3		
State Titles	monthly	reduce	-	2,680	2,677	-0.1%	-
Local Titles	monthly	reduce	-	2,261	2,261	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	208	208	0.0%	-
Titles reallocated from the competitive to the non-competitive class of service ⁹	annually	increase	75	0	56	N/A	N/A

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 October, 219 State and 273 local government certifications were issued.

⁸The number of State Titles only includes those titles in the Executive branch of State Government. As of October 31, 2012, there are 475 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 October, the reduction of three 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.

⁹This is a one-time performance indicator for FY 2013. This action provides State and local agencies with the flexibility and timeliness needed to meet their staffing needs. The reallocations approved this month include titles for which the primary requirement is a license issued by the State of New Jersey. Currently, the Civil Service Commission does not typically administer written examinations for such titles since possession of the license establishes that the applicant has successfully met the requirements necessary to qualify for the title. Appointing authorities can easily verify State-issued licenses by the issuing agency.