

| <b>Civil Service Commission</b><br><b>Performance Indicators - October 2013</b>  | <b>Frequency</b> | <b>Desired Trend</b> | <b>Target</b> | <b>Prior Month September 2013</b> | <b>Current Month October 2013</b> | <b>% Change</b> | <b>Last 12 Month Average</b> |
|--|------------------|----------------------|---------------|-----------------------------------|-----------------------------------|-----------------|------------------------------|
| <b>Selection Services and Recruitment</b>  |                  |                      |               |                                   |                                   |                 |                              |
| Number of calendar days from job announcement to list issuance. <sub>1</sub>   | monthly          | reduce               | 115           | 139                               | 125                               | -10.5%          | 141                          |
| Number of job announcements older than six months as a percentage of all active announcements. <sub>1</sub>  | monthly          | reduce               | 8.5%          | 6.3%                              | 5.7%                              | -9.8%           | 8.7%                         |
| Percentage of Open Competitive job announcements accepting applications via the Online Application System only. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 128,337 applications via the OAS for 6,344 Announcements (Open Competitive and Promotional) issued. <sub>2</sub> | monthly          | increase             | 70.0%         | 100.0%                            | 100.0%                            | 0.0%            | 98.7%                        |
| Percentage of Promotional job announcements accepting applications via the Online Application System only. <sub>3</sub>  | monthly          | increase             | 75.0%         | 100.0%                            | 100.0%                            | 0.0%            | 79.7%                        |
| Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 2,983 calls in October. <sub>4</sub>  | monthly          | increase             | 1.0           | 1.2                               | 1.3                               | 13.0%           | 1.7                          |
| <b>Appeals &amp; Regulatory Affairs</b>  |                  |                      |               |                                   |                                   |                 |                              |
| For the preceding 12 months (a rolling period), complete at least 115% of the number of written record appeals received. <sub>5</sub>  | monthly          | maintain             | 115.0%        | 94.7%                             | 94.7%                             | 0.1%            | 95.1%                        |
| Percentage of pending written record appeals aged greater than six months. <sub>5</sub>  | monthly          | reduce               | 30.0%         | 27.9%                             | 25.5%                             | -8.4%           | 25.8%                        |

<sub>1</sub>The performance indicator does not reflect public safety positions, due to outstanding litigation. In October, 196 new lists were issued. Of these, 28 (or 14%) were "backlog" or announcements older than six months; 17 were older than 240 days. The cause of "backlog" announcements involve situations where announcements that had been previously cancelled were resurrected following decisions of the Civil Service Commission including announcements not properly posted by appointing authorities, announcements amended at an appointing authority's request, job specification changes, and cancellations rescinded for good cause. The backlog lists, if factored, would have increased the turnaround time from 125 days to 147 days.

<sub>2</sub>This is a new Performance Indicator for FY 2014. The CSC received 2,080 applications for the 103 Open Competitive announcements with issue dates between October 1 and October 31, 2013; all applications were received via OAS.

<sub>3</sub>This is a new Performance Indicator for FY 2014. In October, the CSC received 954 applications for the 176 Promotional announcements issued; all applications were received via the OAS.

<sub>4</sub>The Call Center phone system received 8,268 calls in October. Of these, 2,983 (or 36%) were handled by Call Center staff. Average time in queue slightly increased, the Call Center staff handled 289 more calls in October than during the month of September.

<sub>5</sub>In the preceding 12 months, DARA has received a total of 2,716 written record appeals and has completed 2,573. As of October 31, 2013, there were 1,206 pending written record appeals.

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|--|------------------|----------------------|---------------|---|---|-----------------|----------------------------------|
| <b>Classification &amp; Personnel Management</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. In Calendar Year 2012, the Civil Service Commission received 60 Permanent and three Temporary Layoff Plans. The Civil Service Commission has received 38 Permanent and five Temporary Layoff Plans in Calendar Year 2013. | monthly          | maintain             | 100%          | 100.00%                                   | 100.00%                                   | 0.0%            | 100.0%                           |
| Percentage of State government certifications issued within 10 business days <sub>6</sub>  | monthly          | maintain             | 100%          | 100.0%                                    | 100.0%                                    | 0.0%            | 100.0%                           |
| Percentage of Local government certifications issued within 5 business days <sub>6</sub>   | monthly          | maintain             | 100%          | 100.0%                                    | 100.0%                                    | 0.0%            | 99.8%                            |
| State and Local Government Titles consolidated or eliminated. Since March 2010, 2,480 titles have been eliminated or consolidated. <sup>7</sup> In FY 2013, 193 State and Local Government Titles were consolidated or eliminated. In FY 2014, 49 titles have been eliminated or consolidated as of October 31, 2013.  | annually         |                      | 50            | 1   | 5   |                 |                                  |
| State Titles   | monthly          | reduce               | -             | 2,536                                     | 2,532                                     | -0.2%           | -                                |
| Local Titles   | monthly          | reduce               | -             | 2,199                                     | 2,198                                     | 0.0%            | -                                |
| Common Titles (titles that can be used by both State and Local governments)  | monthly          | increase             | -             | 220                                       | 220                                       | 0.0%            | -                                |
| Pending classification appeals <sub>8</sub>  | monthly          | maintain             | 300           | 246                                       | 259                                       | 5.3%            | 331                              |
| Percentage of classification appeals completed within 180 days <sub>8</sub>  | monthly          | maintain             | 100%          | 69.2%                                     | 75.3%                                     | 8.8%            | 74.4%                            |

<sup>6</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 October, 224 State and 220 local government certifications were issued.

<sup>7</sup>The number of State Titles only includes those titles in the Executive branch of State Government. As of October 31, 2013, there are 483 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 five titles consolidated or eliminated 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.

<sup>8</sup>These are new Performance Indicators for FY 2014. Pursuant to N.J.A.C. 4A: 3-3.9, the Division of Classification and Personnel Management ("CPM") is responsible for performing Classification Appeals in State and local government jurisdictions under civil service. Pursuant to N.J.A.C. 4A:3-3.9(c)5 and (d)1, CPM must issue its decision letter within 180 days of receipt of the appeal and all completed documentation as required by CPM. As of October 31, 2013, CPM has received 745 Classification Appeals and completed 852 in Calendar Year 2013.