

## Massachusetts Civil Service Commission 2017 Calendar Year Statistics

### Highlights

- The Civil Service Commission received 265 new appeals in 2017 and closed out 206.<sup>1</sup>
- The open case inventory of appeals as of December 31, 2017 is 164.
- 16 appeals have been pending before the Commission for more than 12 months.
- 69% of all appeals are disposed of within 6 months and 86% of all appeals are disposed of within 12 months.

### Total Appeals Pending (2006 – 2017) as of:

2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
813	451	277	220	181	167	179	148	123	90	75	164

### Total Appeals Pending for more than 12 months (2006 – 2017) as of:

2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
550	210	121	98	62	43	46	42	23	27	15	16

<sup>1</sup> Prior to 2017, the Commission's statistics tracked the number of discipline, layoff and bypass appeals which historically accounted for approximately 95% of all appeals filed with "other" appeals (examination, classification, non-bypass equity appeals and requests for investigation) accounting for the remaining 5%. Since the number of "other appeals" has increased significantly, these appeals are now included in the statistics, beginning in CY17.

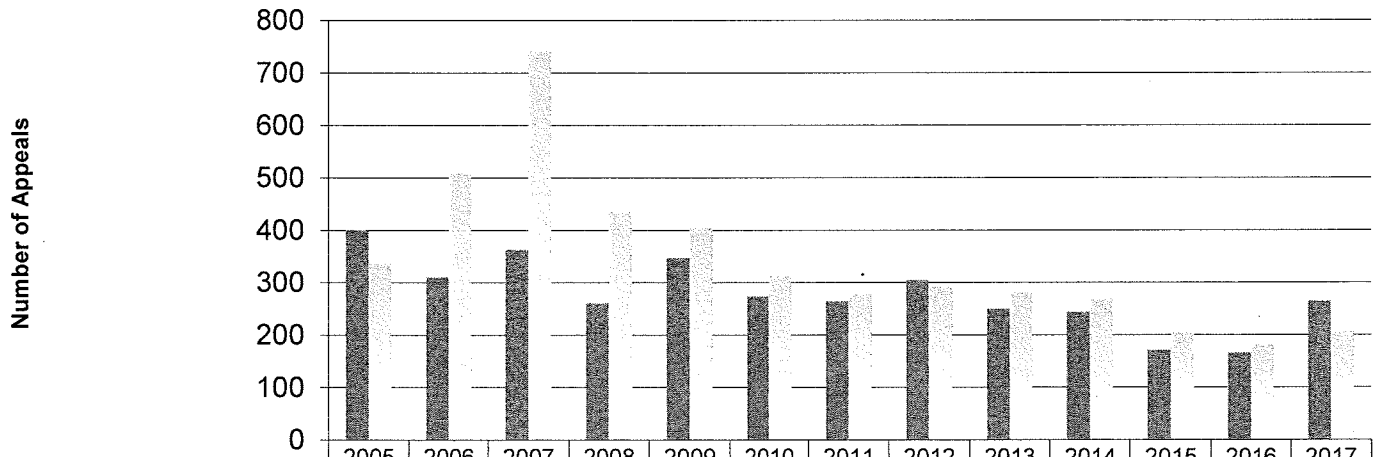
**ANNUAL CYCLE TIME REPORT**

<b>Measure</b>	<b>Through CY13</b>	<b>Through CY14</b>	<b>Through CY15</b>	<b>Through CY16</b>	<b>Through CY17</b>	<b>Target</b>	<b>Status</b>
<b>% of appeals disposed of within 4 months</b>	49%	50%	52%	53%	<b>54%</b>	25%	On Target
<b>% of appeals disposed of within 6 months</b>	65%	67%	68%	68%	<b>69%</b>	50%	On Target
<b>% of appeals disposed of within 9 months</b>	78%	79%	78%	79%	<b>79%</b>	75%	On Target
<b>% of appeals disposed of within 12 months</b>	85%	87%	87%	86%	<b>86%</b>	95%	Below Target
<b>Average Cycle Time for All Appeals</b>	24 weeks	25 weeks	25 weeks	26 weeks	<b>26 weeks</b>	26 weeks	On Target
<b>Average Cycle Time for Appeals that require Full Hearing or Motion Hearing</b>	45 weeks	47 weeks	47 weeks	47 weeks	<b>50 weeks</b>	39 weeks	Below Target
	For Appeals Filed on or after July 1, 2010 and closed as of December 31, 2017						

**CUSTOMER SERVICE SURVEY RESPONSES**  
**7/1/15 – 12/31/17**

	<b>Strongly or Somewhat Agree</b>	<b>Target</b>	<b>Status</b>
<b>Hearing Officer Treated Me with Respect and Courtesy</b>	95%	90%	On Target
<b>Hearing Officer Was Fair and Impartial</b>	88%	90%	On Target
<b>Satisfied With the Overall Appeals Process</b>	72%	75%	On Target
<b>I Received the Decision in a Timely Manner</b>	50%	75%	Below Target

### New Appeals Filed v. Dispositions



	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
■ New Appeals	401	311	363	261	348	274	265	305	250	244	171	166	265
■ Appeals Closed	337	508	741	435	405	313	279	293	281	269	204	181	206

Calendar Year

Massachusetts Civil Service Commission:  
Open Appeals: Month-End Aging Report

YEAR APPEAL FILED	Dec. 16	Jan. 17	Feb 17	March 17	April 17	May 17	June 17	July 17	Aug 17	Sep 17	Oct 17	Nov. 17	Dec 17
<b>2015</b>	15	13	9	5	4	4	3	4	2	1	1	0	0
<b>2016</b>	60	56	43	32	29	38	38	33	32	31	24	22	16
<b>2017</b>	--	18	27	29	38	71	74	91	97	116	140	146	148
<b>Total</b>	75	87	80	66	71	113	115	128	131	148	165	168	164

Massachusetts Civil Service Commission  
Open Appeals: Month-End Report

<b>TYPE OF APPEAL</b>	Dec. 16	Jan. 17	Feb 17	March 17	April 17	May 17	June 17	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17
<b>DISCIPLINE / LAYOFF</b>	32	33	37	32	34	37	35	41	34	37	40	40	44
<b>BYPASS</b>	43	54	43	34	37	39	36	42	47	61	77	75	67
<b>EXAM</b>						13	8	6	7	8	8	9	10
<b>RECLASS</b>						20	30	33	36	35	31	35	35
<b>NON BYPASS EQUITY</b>						1	3	4	4	4	6	4	4
<b>INVESTIGATION REQUESTS</b>						3	3	2	3	3	3	4	4
<b>TOTAL</b>	75	87	80	66	71	113	115	128	131	148	165	167	164

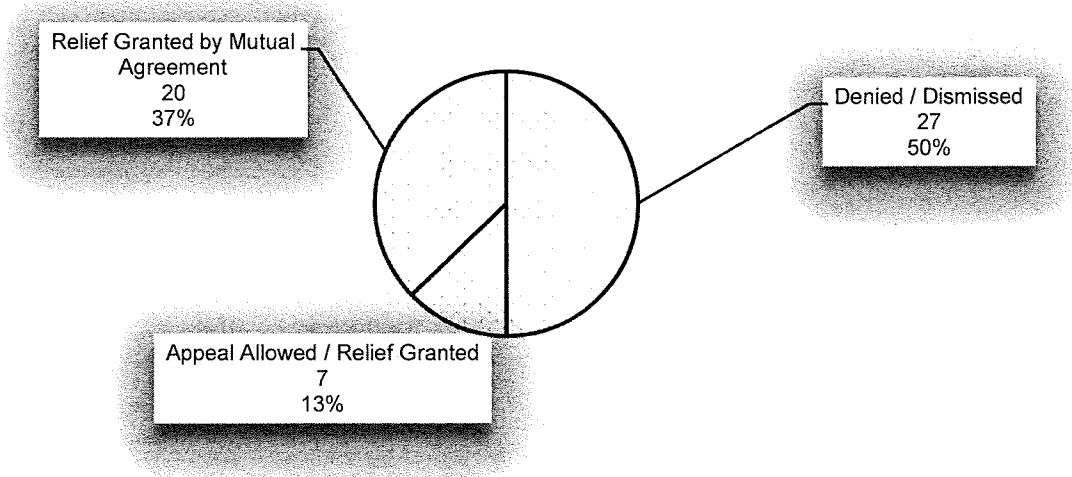
**STATISTICAL SUMMARY OF CSC DECISIONS APPEALED TO COURT (2006 – PRESENT)**

Calendar Year Commission Decision Issued	Total Substantive Commission Decisions Issued <sup>1</sup>	Of those decisions issued, Number Appealed To and <u>Decided</u> by Court	Of those decisions appealed, Number / Percentage <b>AFFIRMED</b>	Of those decisions appealed, Number / Percentage <b>OVERTURNED</b>	Percentage of Total Commission Decisions Issued that have "stood" (not appealed and/or overturned)
<b>2006</b>	191	25	21 (84%)	4 (16%)	98%
<b>2007</b>	220	24	22 (92%)	2 (8%)	99%
<b>2008</b>	158	25	17 (68%)	8 (32%)	95%
<b>2009</b>	134	28	18 (64%)	10 (36%)	93%
<b>2010</b>	140	26	22 (85%)	4 (15%)	97%
<b>2011</b>	126	13	9 (69%)	4 (31%)	98%
<b>2012</b>	116	16	10 (63%)	6 (37%)	95%
<b>2013</b>	117	20	18 (90%)	2 (10%)	99%
<b>2014</b>	144	14	11 (79%)	3 (21%)	99%
<b>2015</b>	139	10*	8 (80%)	2 (20%)	98%
<b>2016</b>	98	9*	8 (89%)	1 (11%)	99%
<b>2017</b>	88	--	--	--	--
<b>2006-2017</b>	1671	210	164 (78%)	46 (22%)	97%

\*Cases still pending in various courts regarding decisions issued by Commission in this calendar year.

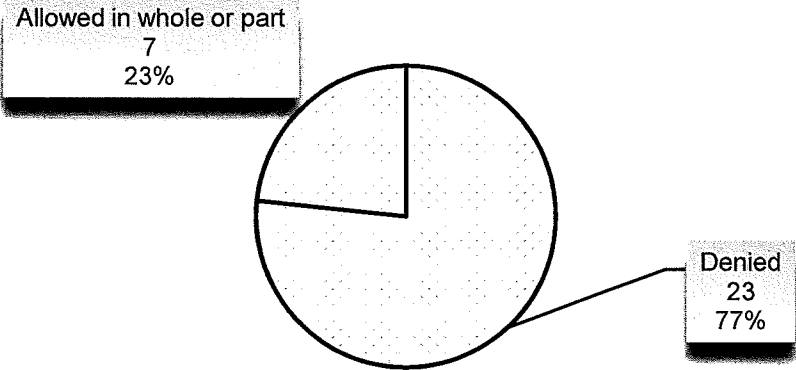
<sup>1</sup> Includes all substantive decisions reported in Commission statistics; does not include dispositions related to voluntary withdrawals, lack of prosecution and/or bypass / other appeals where the decision (i.e. --"310 relief" was granted by mutual agreement of the parties).

**2017 Bypass and Related Appeals Seeking Relief:  
54 Decisions**



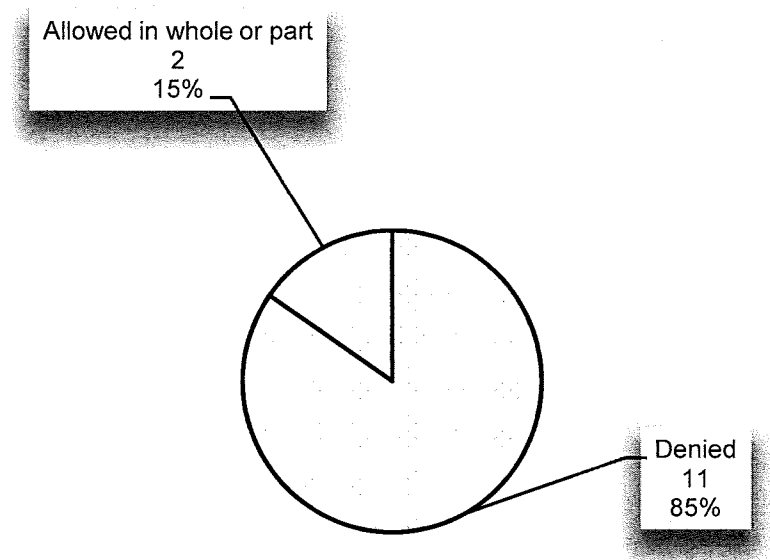


**2017 Discipline and Layoff Appeals:  
30 Decisions**



Since 1/1/06:  
551 (79%) denied;  
147 (21%) allowed in whole or part

**2017 Classification Appeals:  
13 Decisions**



**2017 Examination Appeals:  
11 Decisions**

