



Massachusetts Civil Service Commission 2018 Calendar Year Statistics

Highlights

- The Civil Service Commission received 250 new appeals in 2018 and closed out 239.
- The open case inventory of appeals as of December 31, 2018 is 175.
- 60 appeals have been pending before the Commission for more than 12 months.
- Average cycle time of all appeals: 26 weeks.
- Average cycle time of those appeals requiring full or motion hearing: 51 weeks.

Total Appeals Pending (2006 – 2018) as of:

2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
813	451	277	220	181	167	179	148	123	90	75	164	175

Total Appeals Pending for more than 12 months (2006 – 2018) as of:

2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
550	210	121	98	62	43	46	42	23	27	15	16	60

ANNUAL CYCLE TIME REPORT

Measure	Through CY13	Through CY14	Through CY15	Through CY16	Through CY17	Through CY 18	Target	Status
% of appeals disposed of within 4 months	49%	50%	52%	53%	54%	54%	25%	On Target
% of appeals disposed of within 6 months	65%	67%	68%	68%	69%	68%	50%	On Target
% of appeals disposed of within 9 months	78%	79%	78%	79%	79%	79%	75%	On Target
% of appeals disposed of within 12 months	85%	87%	87%	86%	86%	86%	95%	Below Target
Average Cycle Time for All Appeals	24 weeks	25 weeks	25 weeks	26 weeks	26 weeks	26 weeks	26 weeks	On Target
Average Cycle Time for Appeals that require Full Hearing or Motion Hearing	45 weeks	47 weeks	47 weeks	47 weeks	50 weeks	51 weeks	39 weeks	Below Target
For Appeals Filed on or after July 1, 2010 and closed as of December 31, 2018								

AFFIRMATION RATE OF CSC DECISIONS (2006 – PRESENT)

Calendar Year Commission Decision Issued	Total Substantive Commission Decisions Issued ¹	Of those decisions issued, Number Appealed To and Decided by Court	Of those decisions appealed, Number / Percentage AFFIRMED	Of those decisions appealed, Number / Percentage OVERTURNED	Percentage of Total Commission Decisions Issued that have "stood" (not appealed and/or not overturned after judicial review)
2006	191	25	21 (84%)	4 (16%)	98%
2007	220	24	22 (92%)	2 (8%)	99%
2008	158	25	17 (68%)	8 (32%)	95%
2009	134	28	18 (64%)	10 (36%)	93%
2010	140	26	22 (85%)	4 (15%)	97%
2011	126	13	9 (69%)	4 (31%)	98%
2012	116	16	10 (63%)	6 (37%)	95%
2013	117	20	18 (90%)	2 (10%)	99%
2014	144	14	11 (79%)	3 (21%)	99%
2015	139	10	8 (80%)	2 (20%)	98%
2016	98	12	10 (84%)	2 (16%)	99%
2017	88	5	3(60%)	2 (40%)	98%
2018	91	2	2 (100%)	0 (0%)	100%
2006-2018	1762	218	170 (78%)	49 (22%)	97%

¹ 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).

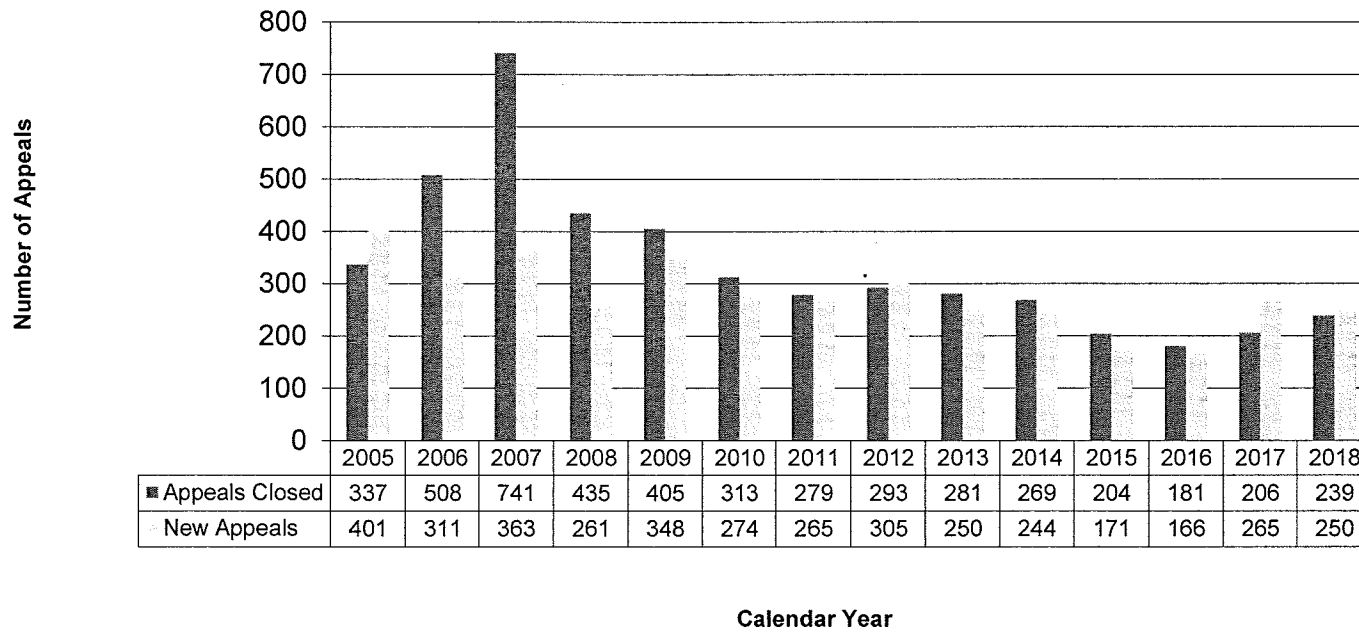
CUSTOMER SERVICE SURVEY RESPONSES

7/1/15 – 12/31/18

(Total Survey Responses: 114)

	Strongly or Somewhat Agree	Target	Status
Hearing Officer Treated Me with Respect and Courtesy	94%	90%	On Target
Hearing Officer Was Fair and Impartial	88%	90%	On Target
Satisfied With the Overall Appeals Process	74%	75%	On Target
I Received the Decision in a Timely Manner	49%	75%	Below Target

New Appeals Filed v. Dispositions



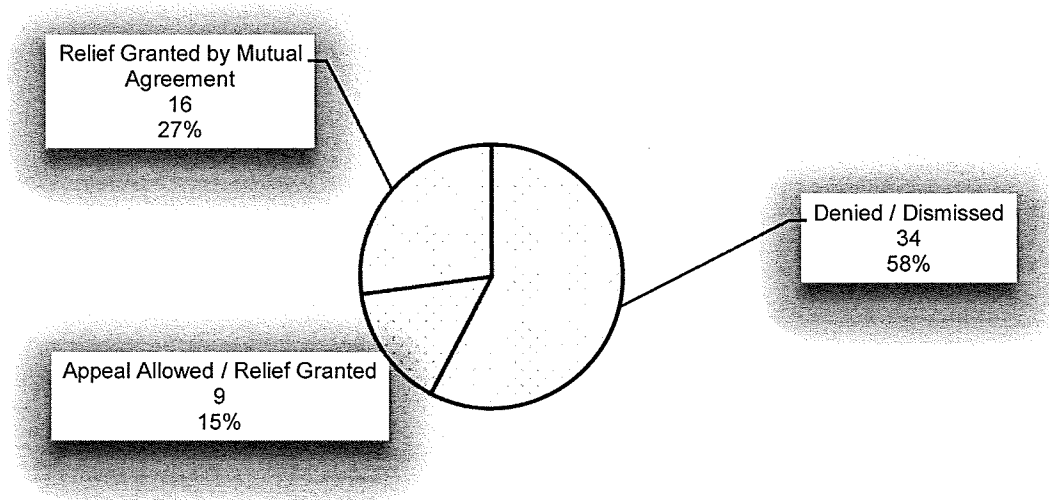
Massachusetts Civil Service Commission:
Open Appeals (By Age): Month-End Report

YEAR APPEAL FILED	Dec 17	Jan 18	Feb 18	March 18	April 18	May 18	June 18	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18
2015	0	0	1	1	1	1	1	1	1	1	1	1	1
2016	16	14	14	12	12	12	13	9	6	5	5	4	3
2017	148	136	120	97	87	76	73	69	66	62	62	60	56
2018		14	21	47	53	71	80	91	101	106	116	124	115
Total	164	164	156	157	153	160	167	170	174	174	184	189	175

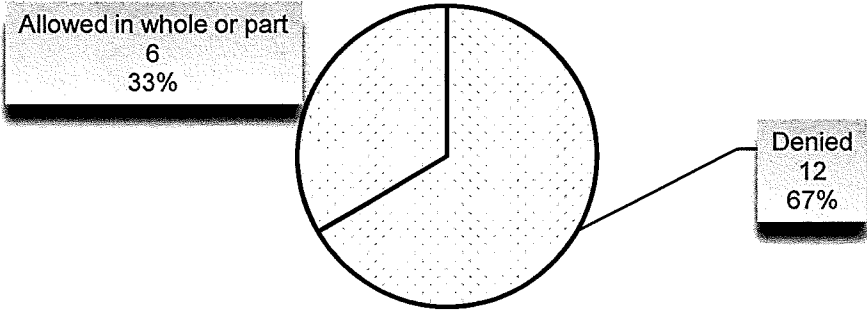
Massachusetts Civil Service Commission
Open Appeals (By Type): Month-End Report

TYPE OF APPEAL	Dec 17	Jan 18	Feb 18	March 18	April 18	May 18	June 18	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18
DISCIPLINE / LAYOFF	44	42	43	43	38	44	46	54	51	49	60	59	54
BYPASS	67	64	58	47	57	64	63	63	69	71	71	78	72
EXAM	10	16	16	18	17	19	18	15	14	12	15	14	12
RECLASS	35	33	31	29	29	19	21	22	22	24	20	19	18
NON BYPASS EQUITY	4	5	5	3	5	7	12	9	14	14	16	15	15
INVESTIGATION REQUESTS	4	4	5	7	7	7	7	7	4	4	5	4	4
TOTAL	164	164	158	157	153	160	167	170	174	174	184	189	175

**2018 Bypass and Related Appeals
59 Decisions**



**2018 Discipline and Layoff Appeals:
18 Decisions**

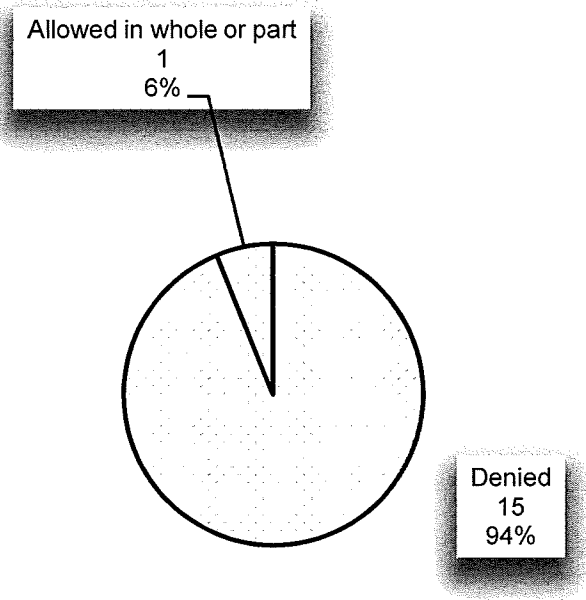


Since 1/1/06:
563

(79%) denied;

153 (21%) allowed in whole or part

**2018 Classification Appeals:
16 Decisions**



2018 Examination Appeals: 14 Decisions

