

Massachusetts Civil Service Commission 2019 Calendar Year Statistics

Highlights

- The Civil Service Commission received 277 new appeals in 2019 and closed out 262.
- The open case inventory of appeals as of December 31, 2019 is 190.
- 71 appeals have been pending before the Commission for more than 12 months.

Total Appeals Pending (2006 – 2019) as of:

2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
813	451	277	220	181	167	179	148	123	90	75	164	175	190

Total Appeals Pending for more than 12 months (2006 – 2019) as of:

2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
550	210	121	98	62	43	46	42	23	27	15	16	60	71

ANNUAL CYCLE TIME REPORT

Measure	Through CY14	Through CY15	Through CY16	Through CY17	Through CY 18	Through CY19*	Target	Status
% of appeals disposed of within 4 months	50%	52%	53%	54%	54%	58%	25%	On Target
% of appeals disposed of within 6 months	67%	68%	68%	69%	68%	69%	50%	On Target
% of appeals disposed of within 9 months	79%	78%	79%	79%	79%	76%	75%	On Target
% of appeals disposed of within 12 months	87%	87%	86%	86%	86%	83%	95%	Below Target
Average Cycle Time for All Appeals	25 weeks	25 weeks	26 weeks	26 weeks	26 weeks	28 weeks	26 weeks	Near Target
Average Cycle Time for Appeals that require Full Hearing or Motion Hearing	47 weeks	47 weeks	47 weeks	50 weeks	51 weeks	52 weeks	39 weeks	Below Target

*Effective in CY19, cycle times are now based on a 3-year rolling average (i.e. – “Through CY19” includes cases closed in CY17, CY18 and CY19.)

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	9 (90%)	1 (10%)	98%
2016	98	14	11 (79%)	3 (21%)	99%
2017	88	8	5(63%)	3 (37%)	98%
2018	91	6	5 (83%)	1 (17%)	99%
2019	88	1	1 (100%)	0 (0%)	100%
2006-2019	1823	230	179 (78%)	51 (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).

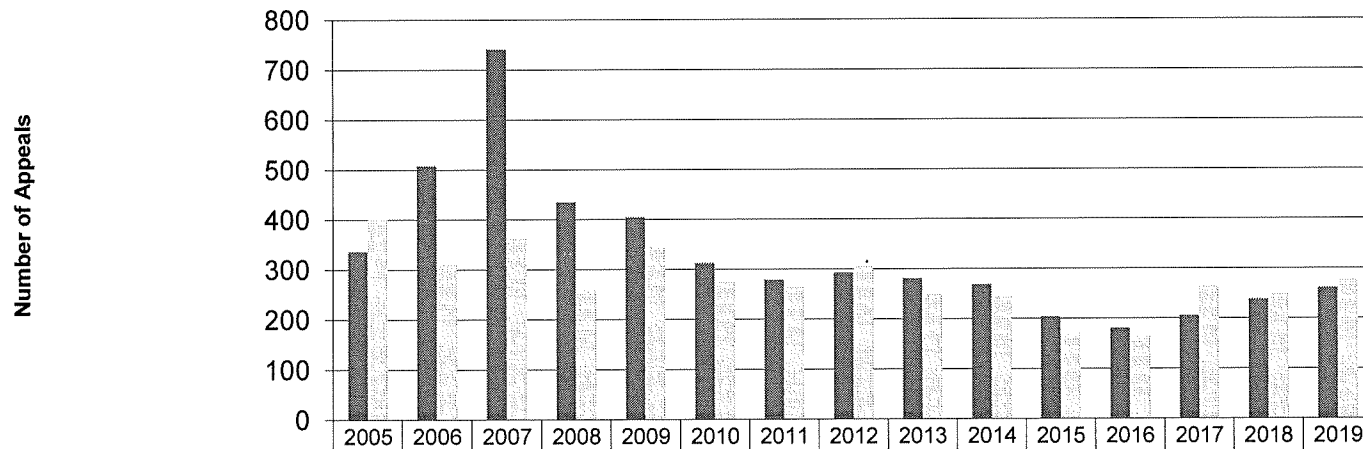
CUSTOMER SERVICE SURVEY RESPONSES

7/1/15 – 12/31/19

(Total Survey Responses: 135)

	Strongly or Somewhat Agree	Target	Status
Hearing Officer Treated Me with Respect and Courtesy	93%	90%	On Target
Hearing Officer Was Fair and Impartial	87%	90%	On Target
Satisfied With the Overall Appeals Process	76%	75%	On Target
I Received the Decision in a Timely Manner	48%	75%	Below Target

New Appeals Filed v. Dispositions



	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
■ Appeals Closed	337	508	741	435	405	313	279	293	281	269	204	181	206	239	262
□ New Appeals	401	311	363	261	348	274	265	305	250	244	171	166	265	250	277

Calendar Year

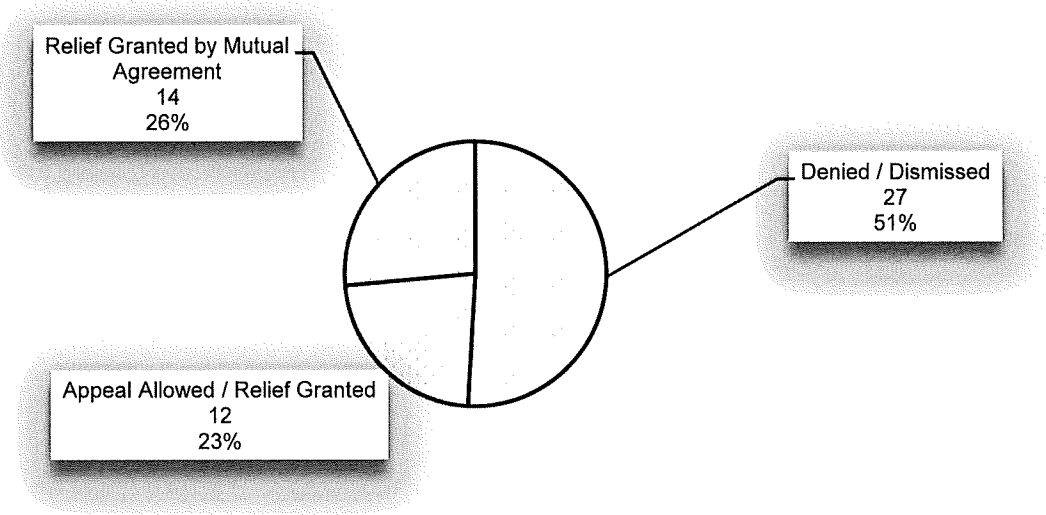
Massachusetts Civil Service Commission:
Open Appeals (By Age): Quarter-End Report

YEAR APPEAL FILED	4 th Quarter: 2018	1 st Quarter: 2019	2 nd Quarter: 2019	3 rd Quarter: 2019	4 th Quarter: 2019
2015	1	0	0	0	0
2016	3	1	0	0	0
2017	56	41	35	31	25
2018	115	79	57	48	47
2019		54	74	90	118
Total	175	175	166	169	190

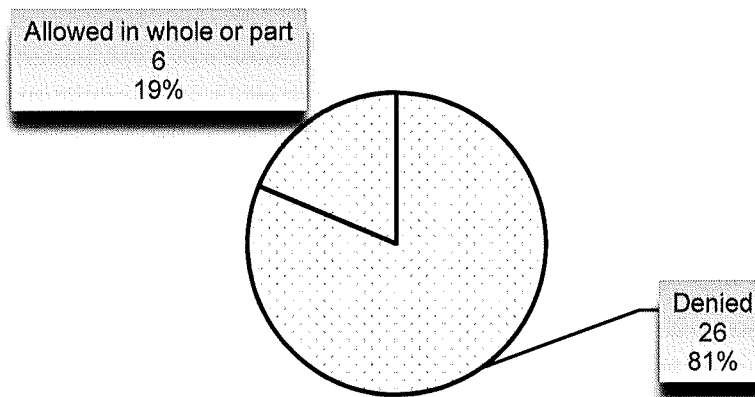
Massachusetts Civil Service Commission
Open Appeals (By Type): Month-End Report

TYPE OF APPEAL	4 th Quarter: 2018	1 st Quarter: 2019	2 nd Quarter: 2019	3 rd Quarter: 2019	4 th Quarter: 2019
DISCIPLINE / LAYOFF	54	50	43	45	49
BYPASS	72	72	76	82	99
EXAM	12	15	11	8	5
RECLASS	18	20	24	15	19
NON BYPASS EQUITY	15	13	8	12	16
INVESTIGATION REQUESTS	4	5	4	7	6
TOTAL	175	175	166	169	190

**2019 Bypass and Related Appeals
53 Decisions**



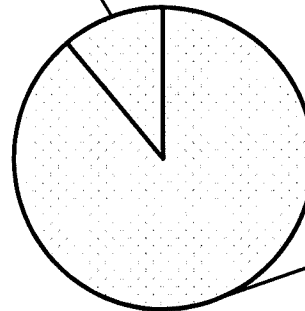
2019 Discipline and Layoff Appeals: 32 Decisions



Since 1/1/06:
589
(79%) denied;
159 (21%) allowed in whole or part

2019 Classification Appeals: 9 Decisions

Allowed in whole or part
1
11%



Denied
8
89%

2019 Examination Appeals: 8 Decisions

