



## Massachusetts Civil Service Commission 2024 Calendar Year Statistics

### Highlights

- The Civil Service Commission *received* 194 new appeals in 2024 and *closed* out 201 appeals.
- The open case inventory of appeals as of December 31, 2024 is 65.
- 4 appeals have been pending before the Commission for more than 12 months as of December 31, 2024.
- The average age of a pending appeal is 19 weeks as of December 31, 2024.

### Historical Summary

Year	2006	2009	2012	2015	2018	2021	2022	2023	2024
<b>Total Appeals Pending</b>	813	220	179	90	175	158	103	72	65
<b>Appeals Pending more than 12 months</b>	550	98	46	27	60	33	25	6	4
<b>Appeals Pending more than 12 months as a % of Total Appeals</b>	68%	45%	26%	30%	34%	21%	24%	8%	6%
<b>Average Age of Pending Appeal as of Year- End</b>					46 weeks	35 weeks	34 weeks	18 weeks	19 weeks

### ANNUAL CYCLE TIME REPORT

Measure	Through CY17	Through CY 18	Through CY19	Through CY20	Through CY21	Through CY22	Through CY23	Through CY24	Target	Status
% of appeals disposed of within 17 weeks	54%	54%	58%	53%	55%	48%	51%	<b>53%</b>	25%	<b>On Target</b>
% of appeals disposed of within 26 weeks	69%	68%	69%	63%	64%	59%	61%	<b>64%</b>	50%	<b>On Target</b>
% of appeals disposed of within 39 weeks	79%	79%	76%	71%	72%	67%	69%	<b>74%</b>	75%	<b>On Target</b>
% of appeals disposed of within 52 weeks	86%	86%	83%	79%	75%	72%	75%	<b>81%</b>	95%	<b>Below Target</b>
Average Cycle Time for All Appeals	26 weeks	26 weeks	28 weeks	33 weeks	36 weeks	40 weeks	36 weeks	<b>29 weeks</b>	26 weeks	<b>Near Target</b>
Average Cycle Time for Appeals that require Full Hearing or Motion Hearing	50 weeks	51 weeks	52 weeks	67 weeks	78 weeks	86 weeks	84 weeks	<b>64 weeks</b>	52 weeks	<b>Below Target</b>

\*Effective in CY19, cycle times are now based on a 3-year rolling average (i.e. – “Through CY24” includes appeals closed in CY22, CY23 and CY24.)

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

YEAR APPEAL FILED	4 <sup>th</sup> Quarter 2023	1 <sup>st</sup> Quarter 2024	2 <sup>nd</sup> Quarter 2024	3 <sup>rd</sup> Quarter 2024	4 <sup>th</sup> Quarter 2024
<b>2022</b>	6	4	2	2	<b>0</b>
<b>2023</b>	66	49	30	19	<b>4</b>
<b>2024</b>	--	32	51	70	<b>61</b>
<b>Total</b>	72	85	83	91	<b>65</b>

**AFFIRMATION RATE OF CSC DECISIONS (2006 – PRESENT)**

<b>Calendar Year Commission Decision Issued</b>	<b>Total Substantive Commission Decisions Issued<sup>1</sup></b>	<b>Of those decisions issued, Number Appealed To and Decided by Court</b>	<b>Of those decisions appealed, Number / Percentage AFFIRMED</b>	<b>Of those decisions appealed, Number / Percentage OVERTURNED</b>	<b>Percentage of Total Substantive Decisions Issued that have “stood” (not appealed and/or not overturned after judicial review)</b>
<b>2006-2008</b>	569	74	60 (81%)	14 (19%)	98%
<b>2009-2011</b>	400	67	49 (73%)	18 (27%)	96%
<b>2012-2014</b>	377	50	39 (68%)	11 (32%)	97%
<b>2015-2017</b>	325	34	27 (80%)	7 (21%)	98%
<b>2018-2020</b>	262	30	26 (87%)	4 (13%)	99%
<b>2021-2023</b>	279	10	10 (100%)	0 (0%)	100%
<b>2024 -</b>	74	--	--	--	--
<b>2006-2024</b>	2286	265	211 (80%)	54 (20%)	98%

<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).

## SURVEY PERFORMANCE RESULTS

### *Hearing Process*

	Strongly or Somewhat Agree	Target	Status
Hearing Officer Treated Me with Respect and Courtesy	93%	90%	On Target
Hearing Officer Was Fair and Impartial	89%	90%	On Target
Satisfied With the Overall Appeals Process	76%	75%	On Target
I Received the Decision in a Timely Manner	53%	75%	Below Target

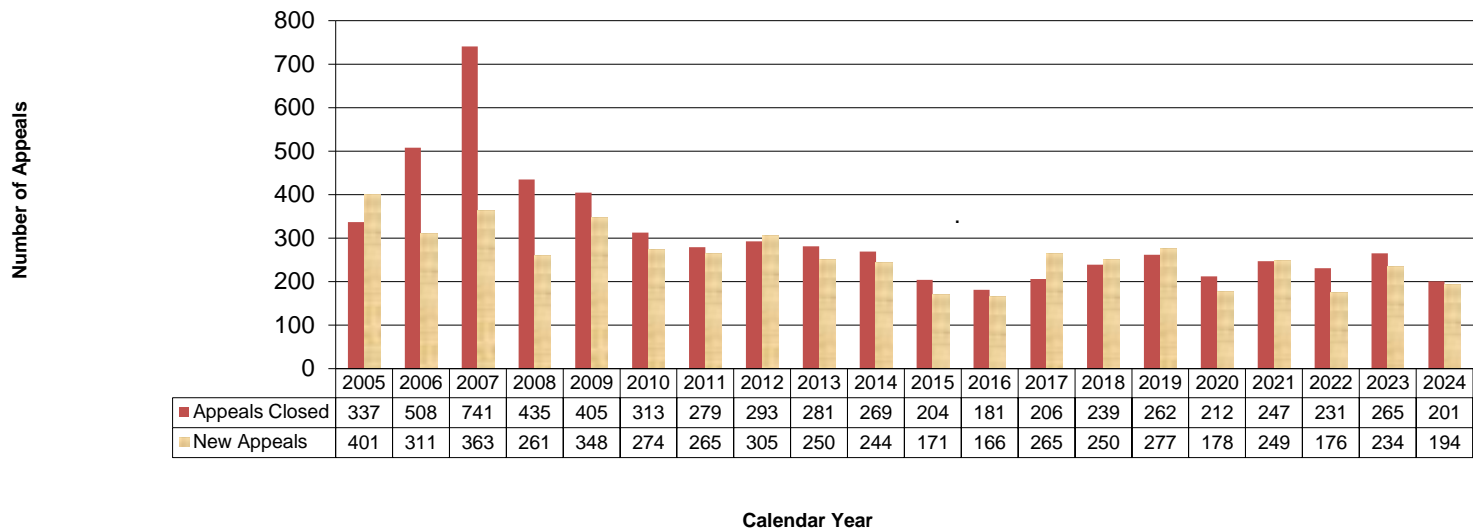
Total Responses: 180 (2015-2024)

### *Online Appeal Filing Process*

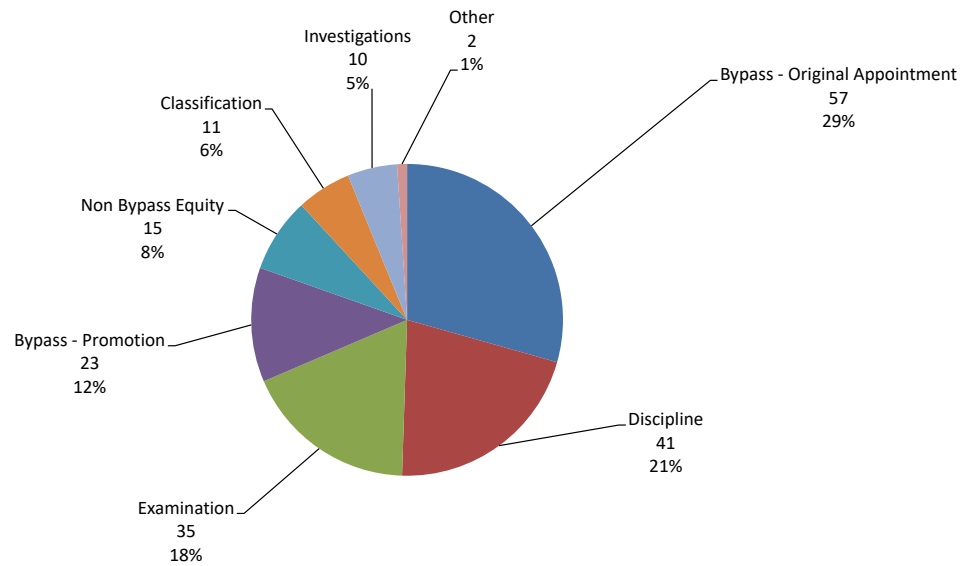
	Very Easy or Somewhat Easy	Target	Status
Ease of Filing Appeal Online	86%	90%	Near Target

Total Responses: 14 (2023-2024)

### New Appeals Filed v. Dispositions



## 2024 Appeals Received By Type of Appeal

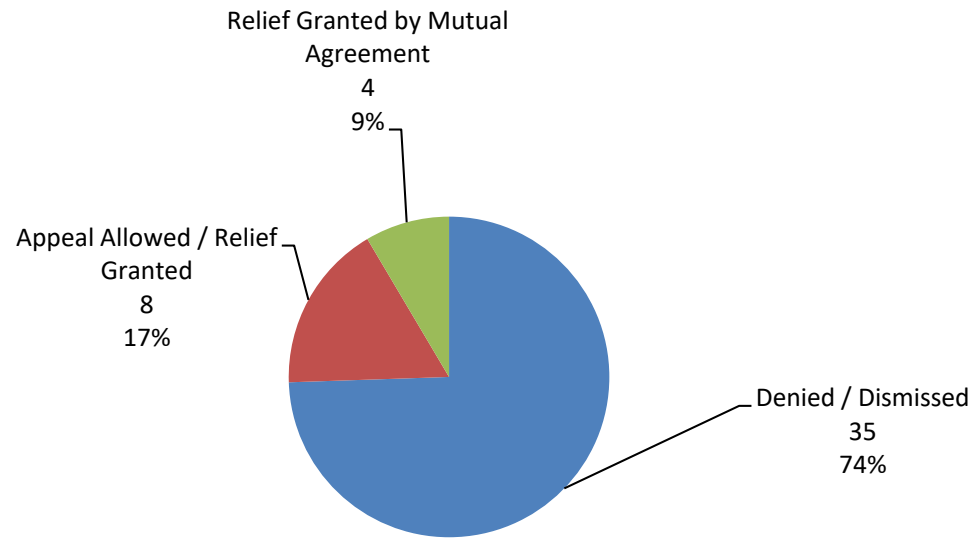


Massachusetts Civil Service Commission  
Open Appeals (By Type): Year-End Report

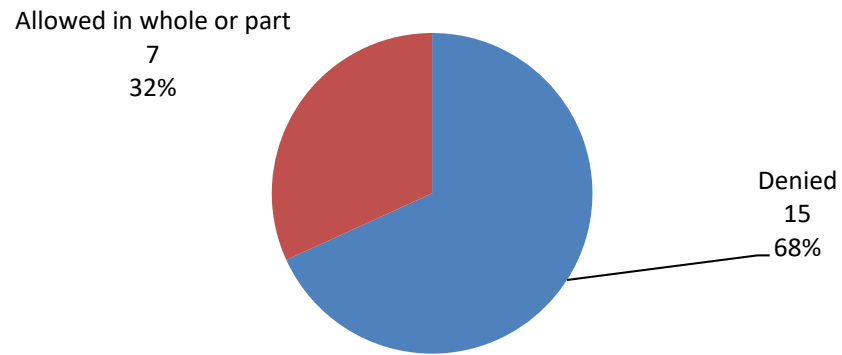
<b>TYPE OF APPEAL</b>	4 <sup>th</sup> Quarter 2023	1 <sup>st</sup> Quarter 2024	2 <sup>nd</sup> Quarter 2024	3 <sup>rd</sup> Quarter 2024	4 <sup>th</sup> Quarter 2004
<b>DISCIPLINE / LAYOFF</b>	19	25	22	24	<b>20</b>
<b>BYPASS</b>	44	43	51	49	<b>23</b>
<b>EXAM</b>	2	3	0	5	<b>10</b>
<b>RECLASS</b>	3	4	2	4	<b>5</b>
<b>NON BYPASS EQUITY</b>	2	3	3	4	<b>6</b>
<b>INVESTIGATION REQUESTS</b>	2	7	5	5	<b>1</b>
<b>TOTAL</b>	72	85	83	91	<b>65</b>



## 2024 Bypass and Equity Appeals 47 Decisions



## 2024 Discipline and Layoff Appeals: 22 Decisions

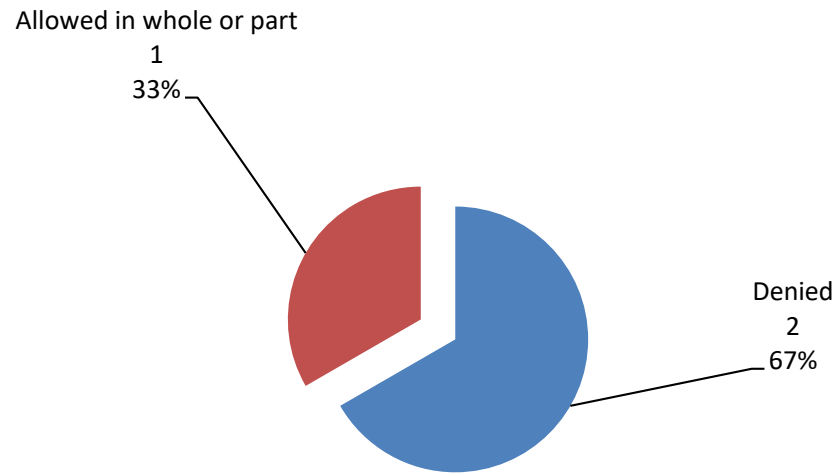


Since 1/1/06:  
662

(77%) denied;

195 (23%) allowed in whole or part

**2024  
Classification Appeals  
3 Decisions**



# 2024 YTD Examination Appeals 6 Decisions

