



Massachusetts Civil Service Commission 2025 Calendar Year Statistics

Highlights

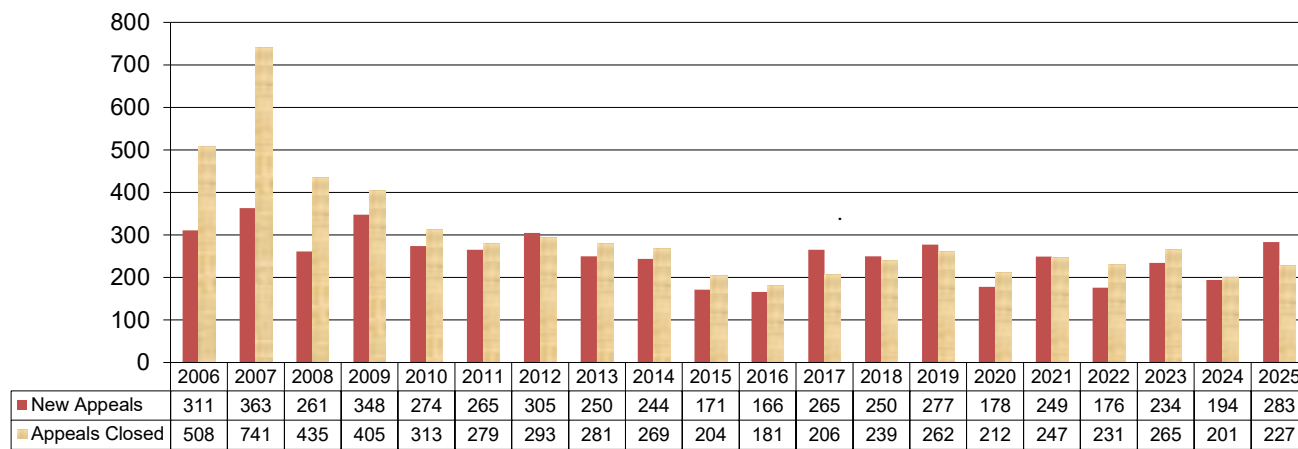
- The Civil Service Commission *received* 283 new appeals in 2025 and closed out 227.
- The open case inventory of appeals as of December 31, 2025 is 121.
- No appeals have been pending before the Commission for more than 12 months as of December 31, 2025.
- The average age of a pending appeal is 14 weeks as of December 31, 2025.

Historical Summary

Year	2006	2009	2012	2015	2018	2021	2024	2025
Total Appeals Pending	813	220	179	90	175	158	65	121
Appeals Pending more than 12 months	550	98	46	27	60	33	4	0
Appeals Pending more than 12 months as a % of Total Appeals	68%	45%	26%	30%	34%	21%	6%	0%
Average Age of Pending Appeal as of Year-End					46 weeks	35 weeks	19 weeks	14 weeks

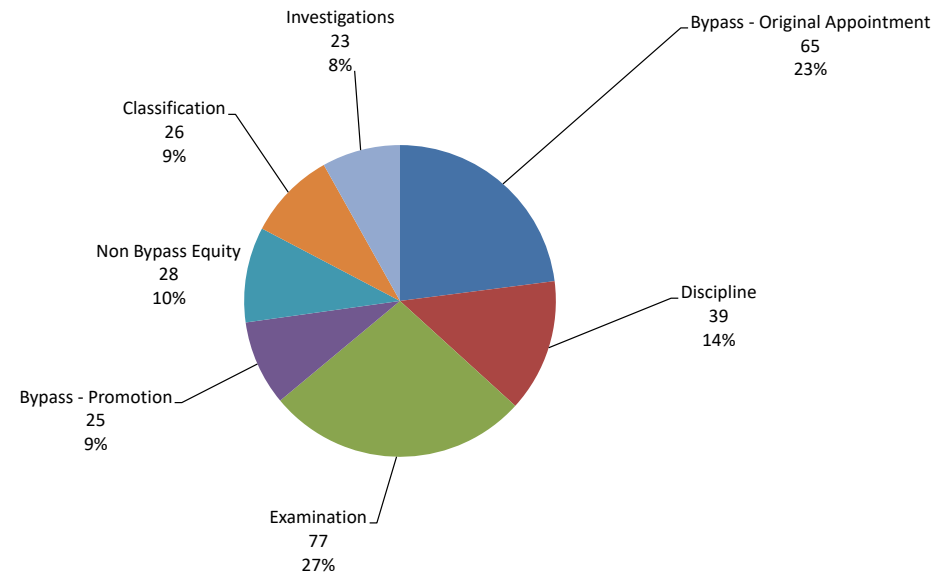
Number of Appeals

New Appeals Filed v. Dispositions



Calendar Year

2025 Appeals Received By Type of Appeal



ANNUAL CYCLE TIME REPORT

Measure	Through CY17	Through CY 18	Through CY19	Through CY20	Through CY21	Through CY22	Through CY23	Through CY24	Through CY25	Target	Status
% of appeals disposed of within 17 weeks	54%	54%	58%	53%	55%	48%	51%	53%	62%	25%	On Target
% of appeals disposed of within 26 weeks	69%	68%	69%	63%	64%	59%	61%	64%	71%	50%	On Target
% of appeals disposed of within 39 weeks	79%	79%	76%	71%	72%	67%	69%	74%	80%	75%	On Target
% of appeals disposed of within 52 weeks	86%	86%	83%	79%	75%	72%	75%	81%	88%	95%	Near Target
Average Cycle Time for All Appeals	26 weeks	26 weeks	28 weeks	33 weeks	36 weeks	40 weeks	36 weeks	29 weeks	23 weeks	26 weeks	On Target
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	64 weeks	48 weeks	52 weeks	On Target

Cycle times are based on a 3-year rolling average (i.e. – “Through CY25” includes appeals closed in CY23, CY24 and CY25.)

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

YEAR APPEAL FILED	4 th Quarter 2024	1 st Quarter 2025	2 nd Quarter 2025	3 rd Quarter 2025	4 th Quarter 2025
2023	4	2	1	0	0
2024	61	36	11	4	0
2025	---	63	71	91	121
Total	65	101	83	95	121

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

TYPE OF APPEAL	4 th Quarter 2004	1 st Quarter 2025	2 nd Quarter 2025	3 rd Quarter 2025	4 th Quarter 2025
DISCIPLINE / LAYOFF	20	24	19	19	16
BYPASS	23	49	35	35	27
EXAM	10	10	17	24	45
RECLASS	5	6	4	7	15
NON BYPASS EQUITY	6	6	2	4	14
INVESTIGATION REQUESTS	1	6	6	6	4
TOTAL	65	101	83	95	121

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 Substantive Decisions Issued that have “stood” (not appealed and/or not overturned after judicial review)
2006-2008	569	74	60 (81%)	14 (19%)	98%
2009-2011	400	67	49 (73%)	18 (27%)	96%
2012-2014	377	50	39 (68%)	11 (32%)	97%
2015-2017	325	34	27 (80%)	7 (21%)	98%
2018-2020	262	30	26 (87%)	4 (13%)	99%
2021-2023	279	12	12 (100%)	0 (0%)	100%
2024 - 2026	166	1	1 (100%)	0 (0%)	100%
2006-2026	2378	268	214 (80%)	54 (20%)	98%

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).

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	90%	90%	On Target
Satisfied With the Overall Appeals Process	80%	75%	On Target
I Received the Decision in a Timely Manner	56%	75%	Below Target

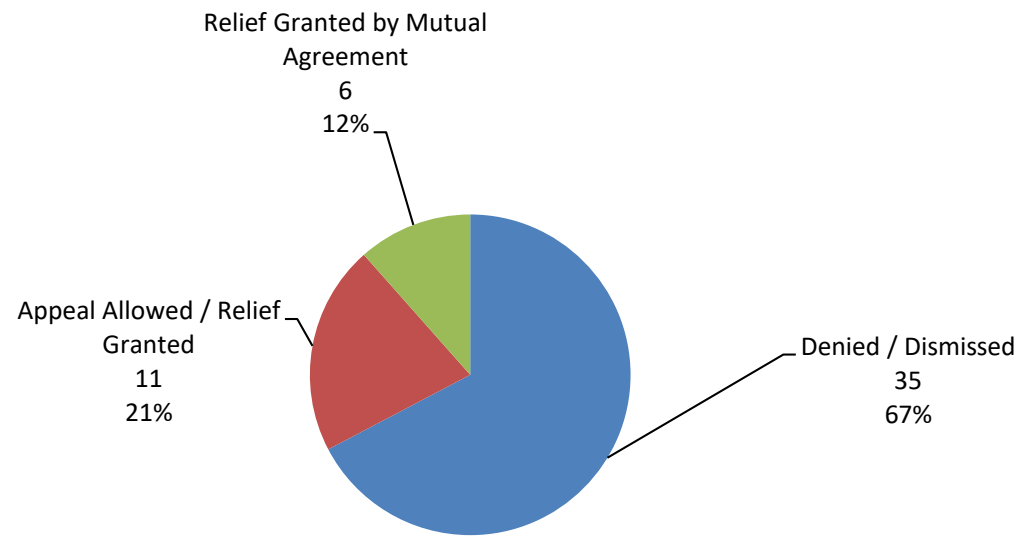
Total Responses: 191 (2015-2025)

Online Appeal Filing Process

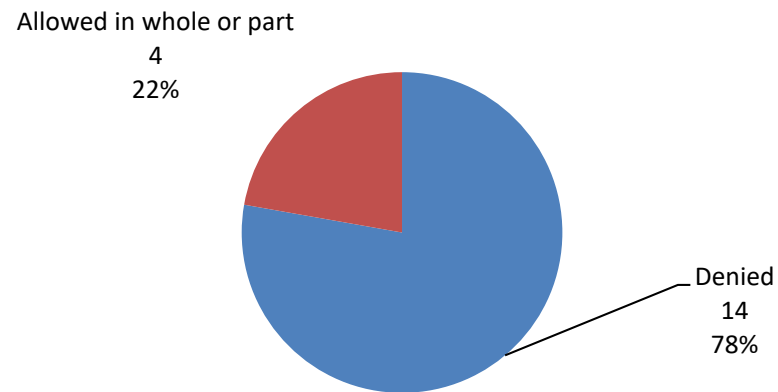
	Very Easy or Somewhat Easy	Target	Status
Ease of Filing Appeal Online	87%	90%	Near Target

Total Responses: 30 (2023-2025)

2025 Bypass and Equity Appeals 52 Decisions

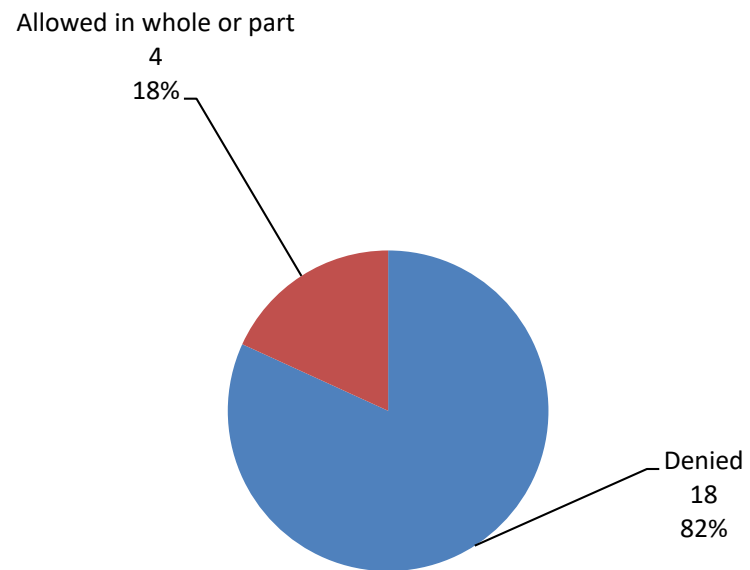


2025 Discipline and Layoff Appeals: 18 Decisions



Since 1/1/06:
676 (77%) denied;
168 (23%) allowed in whole or part

2025 Examination Appeals 22 Decisions



2025 Reclassification Appeals 6 Decisions

