

Massachusetts Civil Service Commission 2016 Calendar Year Statistics

Highlights

- The Commission received 166 discipline, layoff and bypass appeals in 2016 and closed out 181.¹
- The open case inventory of these appeals as of December 31, 2016 is 75, 15 less than last year.
- 15 of these appeals have been pending before the Commission for more than 12 months as of December 31, 2016, 12 less than last year.
- The Commission conducted 76 full hearings and 230 pre-hearings in 2016 in Boston, Springfield, North Dartmouth and Lowell.
- The Commission issued 98 substantive decisions in 2016.

Total Discipline, Bypass and Layoff Appeals Pending (2006 – 2016) as of:

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

Appeals Pending for more than 12 months (2006 – 2016) as of:

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

¹ The Commission received an additional 13 classification appeals and 14 examination-related appeals in 2016.

ANNUAL CYCLE TIME REPORT

Measure	Through CY13*	Through CY14*	Through CY15*	Through CY16*	Target	Status
% of appeals disposed of within 4 months	49%	50%	52%	53%	25%	On Target
% of appeals disposed of within 6 months	65%	67%	68%	68%	50%	On Target
% of appeals disposed of within 9 months	78%	79%	78%	79%	75%	On Target
% of appeals disposed of within 12 months	85%	87%	87%	86%	95%	Below Target
Average Cycle Time for All Appeals	24 weeks	25 weeks	25 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	39 weeks	Below Target
*For Appeals Filed on or after July 1, 2010 and closed as of December 31, 2016						

CUSTOMER SERVICE SURVEY RESPONSES
7/1/15 – 12/31/16

	Strongly or Somewhat Agree	Target	Status
Hearing Officer Treated Me with Respect and Courtesy	96%	90%	On Target
Hearing Officer Was Fair and Impartial	89%	90%	On Target
Satisfied With the Overall Appeals Process	73%	75%	On Target
I Received the Decision in a Timely Manner	57%	75%	Below Target

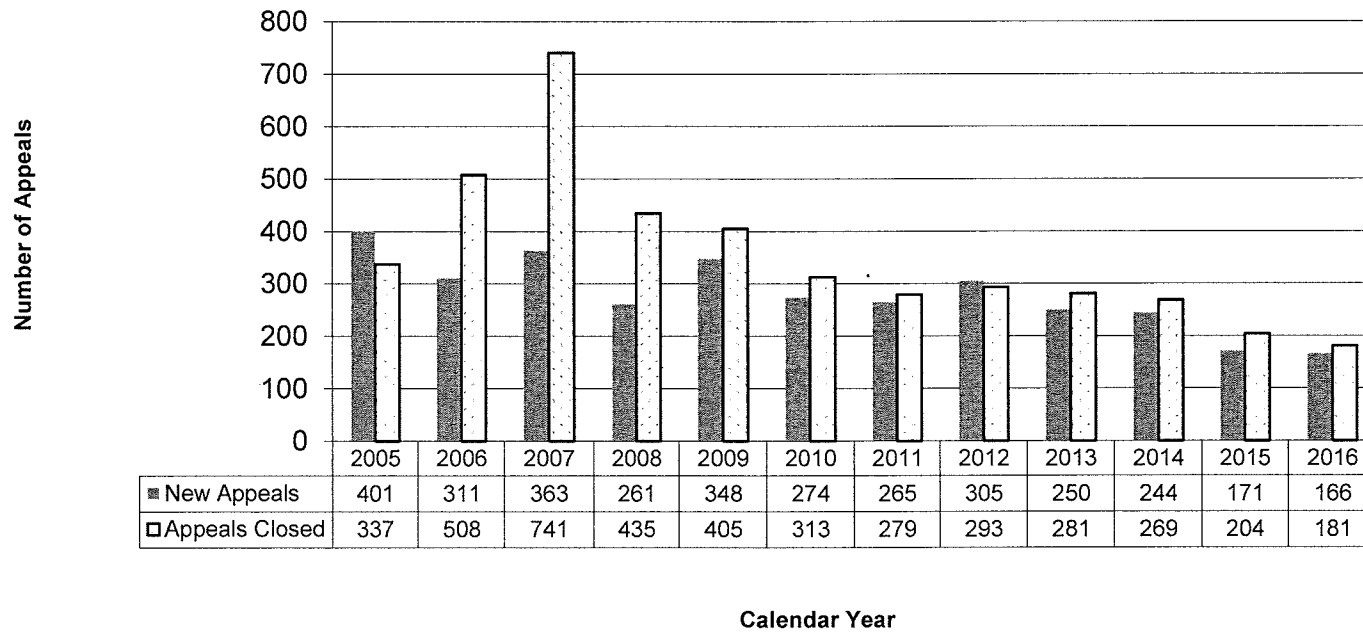
Massachusetts Civil Service Commission
Open Discipline, Layoff and Bypass Cases: Month-End Report

	Dec. 15	Jan. 16	Feb 16	March 16	April 16	May 16	June 16	July 16	August 16	Sept. 16	Oct. 16	Nov. 16	Dec. 16
OPEN DISCIPLINE AND LAYOFF CASES	44	42	39	29	27	25	20	23	23	19	27	31	32
OPEN BYPASS CASES	46	44	47	44	46	46	47	47	50	42	35	40	43
TOTAL OPEN DISCIPLINE, LAYOFF & BYPASS CASES	90	86	86	73	73	71	67	70	73	61	62	71	75

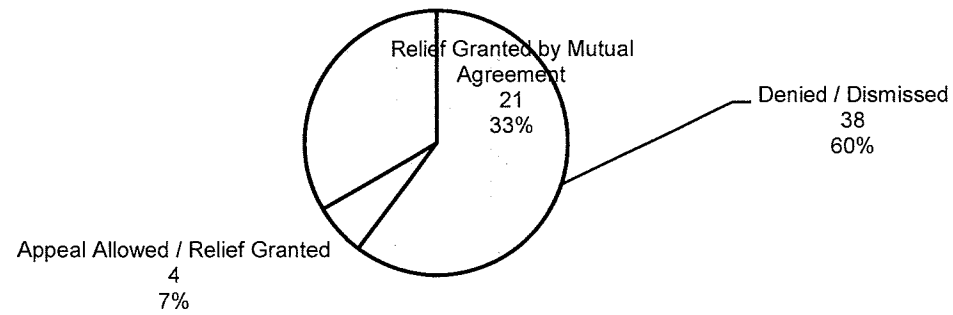
Massachusetts Civil Service Commission:
Open Discipline, Layoff and Bypass Cases: Month-End Aging Report

YEAR APPEAL FILED	Dec 15	Jan 16	Feb 16	March 16	April 16	May 16	June 16	July 16	Aug 16	Sep 16	Oct. 16	Nov. 16	Dec. 16
Pre-2014	6	6	6	1	0	0	0	0	0	0	0	0	0
2014	21	19	16	13	12	12	10	9	8	6	1	0	0
2015	63	52	41	33	28	24	24	23	23	23	21	21	15
2016	--	9	23	26	33	35	33	38	42	32	40	50	60
Total	90	86	86	73	73	71	67	70	73	61	62	71	75

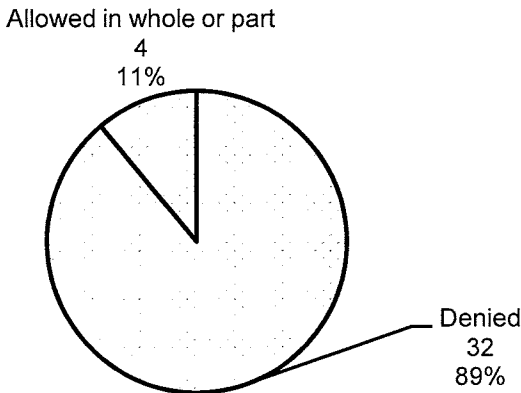
**Discipline, Bypass and Layoff Cases
New Appeals Filed v. Dispositions**



**2016 Bypass and Related Appeals Seeking Relief:
63 Decisions**

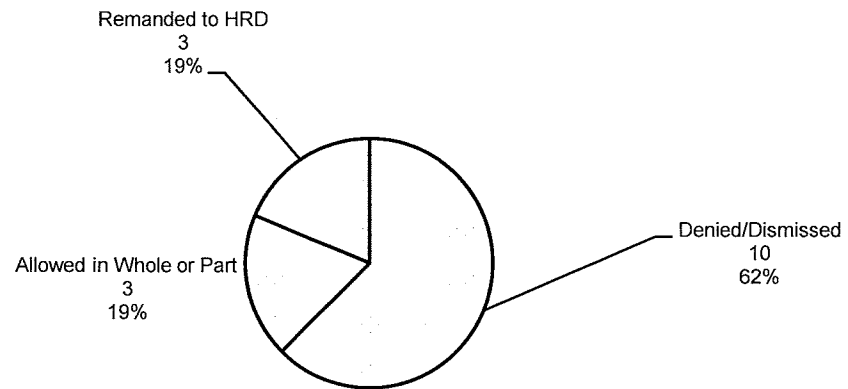


**2016 Discipline and Layoff Appeals:
36 Decisions**



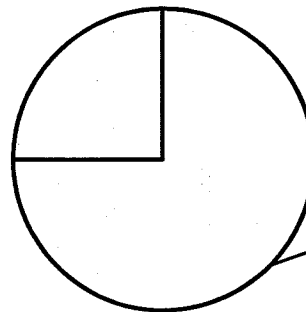
Since 1/1/06:
528 (79%) denied;
140 (21%) allowed in whole or part

**2016 Examination Appeals:
16 Decisions**



2016 Classification Appeals: 4 Decisions

Allowed in whole or part
1
25%



Denied
3
75%

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

Calendar Year Commission Decision Issued	Total Substantive Commission Decisions Issued ¹	Of those decisions issued, Number Appealed To <u>and Decided</u> 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 overturned)
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	19*	16 (85%)	3 (15%)	98%
2014	144	14*	11 (79%)	3 (21%)	99%
2015	139	5*	5 (100%)	0 (0%)	100%
2016	98	--*	--	--	--
2006-2016	1583	194	150 (78%)	44 (22%)	97%

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

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).