

ATTACHMENT 15



**Department of
Civil Service**

DRP Services Summary RFP Entitled: “Dispute Resolution Program”

| | Appeals Received | Valid Appeals Completed |
|--------------|---------------------|----------------------------|
| | 2017 | |
| January | 10 | 15 |
| February | 8 | 5 |
| March | 8 | 9 |
| April | 1 | 2 |
| May | 7 | 3 |
| June | 5 | 4 |
| July | 4 | 2 |
| August | 10 | 6 |
| September | 9 | 8 |
| October | 11 | 4 |
| November | 8 | 6 |
| December | 9 | 9 |
| Total | 90 | 73 |

| | Appeals Received | Valid Appeals Completed |
|--------------|---------------------|----------------------------|
| | 2018 | |
| January | 7 | 4 |
| February | 7 | 4 |
| March | 6 | 7 |
| April | 9 | 7 |
| May | 7 | 5 |
| June | 5 | 3 |
| July | 10 | 8 |
| August | 16 | 10 |
| September | 7 | 2 |
| October | 8 | 5 |
| November | 11 | 8 |
| December | 11 | 6 |
| Total | 104 | 69 |

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DRP Services Summary RFP Entitled: “Dispute Resolution Program”

| | Appeals Received | Valid Appeals Completed |
|--------------|---------------------|----------------------------|
| | 2019 | |
| January | 4 | 4 |
| February | 5 | 3 |
| March | 10 | 8 |
| April | 17 | 9 |
| May | 4 | 5 |
| June | 11 | 7 |
| July | 12 | 8 |
| August | 6 | 5 |
| September | 5 | 5 |
| October | 4 | 3 |
| November | 8 | 7 |
| December | 8 | 5 |
| Total | 94 | 69 |

| | Appeals Received | Valid Appeals Completed |
|---------------------|---------------------|----------------------------|
| | 2020 | |
| January | 7 | 8 |
| February | 7 | 4 |
| March | 7 | 5 |
| April | 2 | 1 |
| May | 1 | 1 |
| June | 0 | 0 |
| July | 2 | 2 |
| August | 5 | 2 |
| September | 7 | 6 |
| October | 7 | 5 |
| November | 8 | 4 |
| December | 4 | 3 |
| Total | 57 | 41 |
| 4 Year Total | 345 | 252 |