

### Statement of the Chair

The New York City Civil Service Commission operates on the core belief that good city jobs change lives and uplift families, and that good city employees improve all our lives and uplift our city. The Commission is committed to making the civil service application process for city jobs as accessible, transparent and streamlined as possible. We also are committed to ensuring that city employees who are disciplined are treated equally and fairly, and that our city work force, one of the largest municipal workforces in the world, is the very best it can be.

In the last decade the Commission has promulgated rules that explain the appeal process and make an appeal to the Commission easier. We dramatically shortened the time it takes to complete the appeal process, facilitated online appeals, and we promptly respond to appellants' questions about the appeal process. We set up and facilitate settlement conferences between agencies and appellants whenever possible.

Most importantly, we act as a "canary in the coal mine," by flagging ongoing problems so agencies might be able to resolve issues before they arise, improving the process for a broader spectrum of the city's applicant pool. To that end we advocated for, and achieved, significant reform in the notice requirements for exam disqualifications and greatly expanded applicants' right of withdrawal. We are in regular communication with the agencies we oversee to improve their processes on the front end.

The Commission considers meeting the ongoing challenge of improving the city's civil service system to be a central part of its charter mandated responsibility. Speaking for everyone at the NYC Civil Service Commission, it is an honor to serve the people of NYC as we work together to meet that challenge.



Nancy G Chaffetz