

HR

Task	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Total
ISR Completed	6599	7728	8004	6915	8476	12226	9976	10758	9829	7792	7547	6216	102,066
ISR Rejected	128	150	104	118	188	239	210	164	169	165	124	621	2,380
*HR Misc Deductions/Payments	817	914	868	761	773	1078	2084	1017	729	1080	1177	3543	14,841
Enrlmnt Forms-Hlth & Welfare (167)	124	128	122	127	126	144	145	230	128	252	106	177	1,809
Enrlment Forms-Insurance (168)	289	240	294	314	428	365	797	535	449	486	241	309	4,747
Enrlment Forms-Savings (169)	135	106	136	137	138	108	163	187	133	262	106	206	1,817
*Benefit Misc Deductions/Payments	509	373	598	475	329	392	672	554	410	443	304	698	5,757
E-mails Received	1369	1235	1335	1434	1309	1604	1583	1449	1695	1408	556	524	15,501
Total	9,970	10,874	11,461	10,281	11,767	16,156	15,630	14,894	13,542	11,888	10,161	12,294	148,918

Phone Tree Info	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Total
Total Calls Received	819	1057	668	525	486	674	462	871	817	692	621	657	8,349
Avg Time to Answer Call mm:ss	00:20	00:16	00:16	00:15	00:10	00:11	00:16	00:26	00:07	00:00	00:08	00:08	00:13
Avg Length of Call mm:ss	02:41	02:39	02:31	02:46	02:13	02:26	03:01	02:17	02:12	00:00	02:10	02:14	02:16
Abandoned Calls	160	122	84	88	73	87	41	36	25	2	25	40	783
Total Calls Out	993	1309	1265	1041	902	1238	990	998	1050	42	1049	845	11,722
										39			
										40			

ISR Accuracy Rates	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jan-00	Aug-16	Sep-16	Feb-00	Nov-16	Dec-16	Total
Total Records (ISRs) Audited	894	858	562	799	636	846	836	1,100	943	973	988	931	10366
Total Errors Found	49	82	60	60	14	64	15	36	17	18	27	16	458
% of errors that impact payroll	1.01%	1.28%	3.02%	1.50%	0.79%	0.59%	0.23%	0.63%	0.12%	0.00%	0.20%	0.00%	0.94%
% of errors that do not impact payroll	4.47%	8.28%	7.65%	6.01%	1.42%	6.97%	1.50%	2.64%	1.13%	1.85%	2.53%	1.72%	3.85%
Accuracy Rate	94.52%	90.44%	89.32%	92.49%	97.80%	92.43%	98.27%	96.73%	98.75%	98.15%	97.27%	98.28%	95.37%

Payroll

Task	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Total
# of paycheck generated	100,193	100,004	101,744	102,520	100,768	105,372	136,301	104,923	106,935	109,476	109,963	137,888	1,316,087
Off Cycle Pay Check	1557	895	650	585	478	1231	1429	979	924	866	702	1175	11,471
Direct Deposit/Bank Changes	408	324	718	447	579	1340	1261	837	657	294	573	368	7,806
Tax Forms	174	158	191	89	177	1337	460	104	258	184	92	35	3,259
Emails Received	532	606	537	437	344	480	1433	1504	1287	1039	924	966	10,089

Phone Tree Info	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Total
Total Calls Received	2,344	2,888	2,069	1,668	1,370	1,694	1,715	1,980	1,466	1,161	1,934	2,116	22,405
Avg Time to Answer Call mm:ss	00:19	00:28	00:18	00:15	00:09	00:12	00:17	00:19	00:11	00:10	00:11	00:18	00:16
Avg Length of Call mm:ss	02:29	02:25	02:28	02:13	02:18	02:21	02:03	03:30	03:12	02:23	02:26	02:55	02:34
Abandoned Calls	40	52	48	17	21	23	37	45	29	21	11	18	362
Total Calls Out	1,305	1,426	1,595	1,152	1,168	1,467	1,226	1,281	1,261	1,008	964	1,054	14,907