

HR Shared Services Stats
2008

Task	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total
ISR Completed	12781	11952	10475	11889	14669	14479	16349	13718	14154	13126	9527	10488	153,607
ISR Rejected	232	241	188	313	305	388	333	317	288	320	231	266	3,422
*HR Misc Deductions/Payments	1248	1,204	1,163	1,170	1,139	1,953	1,916	571	436	368	1,311	374	12,853
Enrlmnt Forms-Hlth & Welfare (167)	1435	1441	1203	1108	1456	1123	1794	1490	1386	1329	869	1509	16,143
Enrlmnt Forms-Insurance (168)	2263	2068	1806	1473	1402	1318	2500	2072	2162	1934	1156	2228	22,382
Enrlmnt Forms-Savings (169)	962	631	630	617	513	573	844	947	714	813	584	767	8,595
*Benefit Misc Deductions/Payments	2090	1117	943	763	599	1393	1809	1999	1762	2178	164	2359	17,176
E-mails Received	1351	1,283	1,218	1,152	1,126	1,440	1,354	1,248	1,394	1,163	944	990	14,663
Total	22,362	19,937	17,626	18,485	21,209	22,667	26,899	22,362	22,296	21,231	14,786	18,981	248,841

Phone Tree Info	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total
Total Calls Received	1060	818	798	829	853	994	903	844	914	742	581	748	10,084
Avg Time to Answer Call mm:ss	00:15	00:12	00:12	00:20	00:13	00:11	00:08	00:11	00:08	00:09	00:10	00:14	00:12
Avg Length of Call mm:ss	02:29	02:34	02:35	02:27	02:37	02:53	02:56	02:47	02:50	02:35	02:14	03:48	02:44
Abandoned Calls	95	63	96	122	90	80	47	44	47	76	40	77	877
Total Calls Out	7242	7035	5,677	6,425	5,795	6,098	5,653	5,080	4,907	5,015	3,816	4,132	66,875

Accuracy Rates	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total
Total Records (Forms/ISRs) Audited	286	293	177	215	222	216	216	221	225	768	730	613	4182
Total Errors Found	16	22	21	12	10	9	13	12	26	72	42	27	282
% of errors that impact payroll	0.70%	0.68%	0.00%	0.47%	0.90%	0.00%	0.46%	0.90%	2.67%	1.17%	0.96%	2.12%	0.92%
% of errors that do not impact payroll	4.90%	6.83%	12.50%	5.12%	3.60%	4.17%	6.02%	4.52%	9.33%	8.20%	4.79%	2.28%	6.02%
Accuracy Rate	94.40%	92.49%	87.50%	94.41%	95.50%	95.83%	93.52%	94.58%	88.00%	90.63%	94.25%	95.60%	93.06%