

HR Shared Services Stats  
2009

<b>Task</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Total</b>
ISR Completed	10063	10847	9398	11392	8462	10795	10940	10048	8986	6885	5307	5431	<b>108,554</b>
ISR Rejected	262	295	167	224	247	421	372	340	301	285	165	176	<b>3,255</b>
*HR Misc Deductions/Payments	2571	2,065	1,603	1,430	1,580	1,581	3,098	1,351	894	1,414	890	1,586	<b>20,063</b>
Enrlmnt Forms-Hlth & Welfare (167)	1182	1069	990	1035	619	1016	1080	1324	764	559	391	1206	<b>11,235</b>
Enrlmnt Forms-Insurance (168)	1900	1945	1464	1525	818	1217	1378	1437	1080	860	681	971	<b>15,276</b>
Enrlmnt Forms-Savings (169)	741	739	530	484	315	349	556	418	421	324	367	401	<b>5,645</b>
*Benefit Misc Deductions/Payments	303	187	251	126	581	193	121	96	141	670	155	472	<b>3,296</b>
E-mails Received	947	851	784	710	718	944	1010	1075	1086	1110	807	170	<b>10,212</b>
<b>Total</b>	<b>17,969</b>	<b>17,998</b>	<b>15,187</b>	<b>16,926</b>	<b>13,340</b>	<b>16,516</b>	<b>18,555</b>	<b>16,089</b>	<b>13,673</b>	<b>12,107</b>	<b>8,763</b>	<b>10,413</b>	<b>177,536</b>

<b>Phone Tree Info</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Total</b>
Total Calls Received	714	666	658	636	598	884	787	859	785	602	454	546	<b>8,189</b>
Avg Time to Answer Call mm:ss	00:08	00:06	00:08	00:08	00:06	00:06	00:08	00:06	00:05	00:08	00:08	00:08	<b>00:07</b>
Avg Length of Call mm:ss	02:18	02:19	02:30	02:30	02:45	02:34	02:24	02:50	02:39	02:28	02:24	02:31	<b>02:31</b>
Abandoned Calls	40	25	34	18	7	19	18	9	10	20	4	14	<b>218</b>
Total Calls Out	3962	4770	4,693	4,826	4,153	5,404	5,208	5,176	4,688	4,753	4,124	4,151	<b>55,908</b>

<b>Accuracy Rates</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Total</b>
Total Records (Forms/ISRs) Audited	466	732	719	661	717	727	726	696	665	1349	1552	1225	<b>10235</b>
Total Errors Found	20	44	27	29	39	45	19	24	32	66	20	53	<b>418</b>
% of errors that impact payroll	0.00%	0.96%	0.83%	0.30%	0.84%	0.55%	0.69%	0.00%	0.30%	0.30%	0.26%	0.41%	<b>0.45%</b>
% of errors that do not impact payroll	4.29%	5.05%	2.92%	4.08%	4.60%	5.64%	1.93%	3.45%	4.51%	4.60%	1.03%	3.92%	<b>3.84%</b>
Accuracy Rate	95.71%	93.99%	96.24%	95.61%	94.56%	93.81%	97.38%	96.55%	95.19%	95.11%	98.71%	95.67%	<b>95.71%</b>