

HR Shared Services Stats
2009

Task	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Total
ISR Completed	10063	10847	9398	11392	8462	10795	10940	10048	8986				90,931
ISR Rejected	262	295	167	224	247	421	372	340	301				2,629
*HR Misc Deductions/Payments	2571	2,065	1,603	1,430	1,580	1,581	3,098	1,351	894				16,173
Enrlmnt Forms-Hlth & Welfare (167)	1182	1069	990	1035	619	1016	1080	1324	764				9,079
Enrlmnt Forms-Insurance (168)	1900	1945	1464	1525	818	1217	1378	1437	1080				12,764
Enrlmnt Forms-Savings (169)	741	739	530	484	315	349	556	418	421				4,553
*Benefit Misc Deductions/Payments	303	187	251	126	581	193	121	96	141				1,999
E-mails Received	947	851	784	710	718	944	1010	1075	1086				8,125
Total	17,969	17,998	15,187	16,926	13,340	16,516	18,555	16,089	13,673	0	0	0	146,253

Phone Tree Info	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Total
Total Calls Received	714	666	658	636	598	884	787	859	785				6,587
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				00:07
Avg Length of Call mm:ss	02:18	02:19	02:30	02:30	02:45	02:34	02:24	02:50	02:39				02:32
Abandoned Calls	40	25	34	18	7	19	18	9	10				180
Total Calls Out	3962	4770	4,693	4,826	4,153	5,404	5,208	5,176	4,688				42,880

Accuracy Rates	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Total
Total Records (Forms/ISRs) Audited	466	732	719	661	717	727	726	696	665				6109
Total Errors Found	20	44	27	29	39	45	19	24	32				279
% of errors that impact payroll	0.00%	0.96%	0.83%	0.30%	0.84%	0.55%	0.69%	0.00%	0.30%				0.50%
% 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%				4.05%
Accuracy Rate	95.71%	93.99%	96.24%	95.61%	94.56%	93.81%	97.38%	96.55%	95.19%				95.45%