

# Public Service Pay Centre dashboard

as of January 23, 2019

## Financial transactions beyond normal workload

283,000

December 26, 2018

275,000

January 23, 2019

0

Target

▼ [Details on financial transactions beyond normal workload](#)

## Financial transactions beyond normal workload

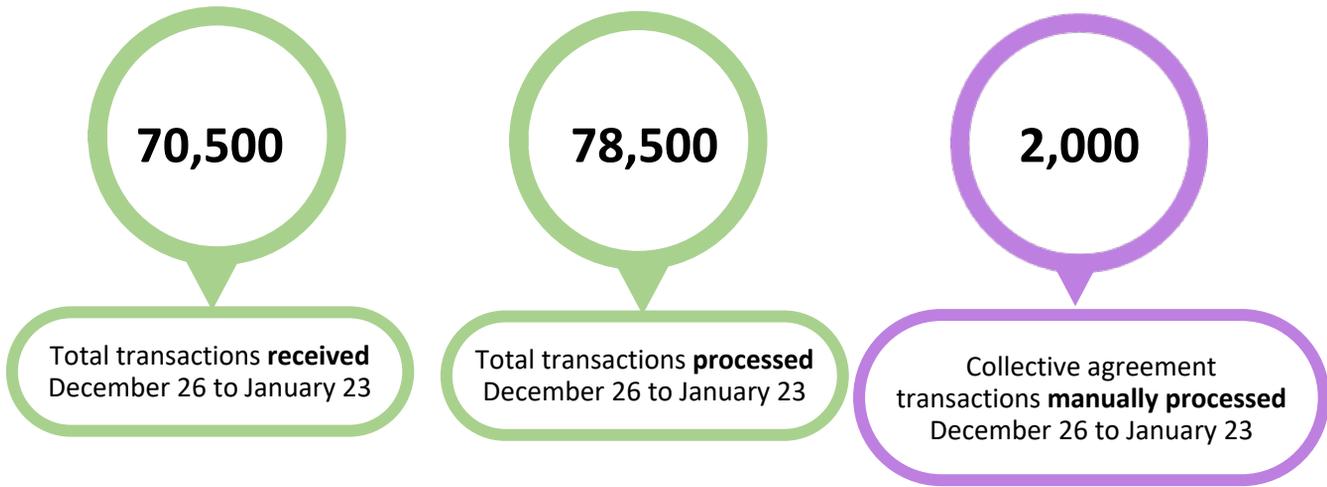
The number of transactions with financial implications that are beyond the normal workload has **decreased** by **8,000**. We continue to make progress in reducing the backlog. The number of transactions processed each month will vary based on a variety of factors, such as seasonal trends, the complexity of cases and collective agreement implementation.

While the exact number fluctuates daily, it is estimated that more than half of public servants are experiencing some form of pay issue (including those served by the Pay Centre as well as non-Pay Centre departments). In total, there are currently approximately **474,000** transactions ready to be processed at the Pay Centre, including:

- ❖ **355,000** transactions with financial impact, which include:
  - ❖ **275,000** beyond our normal workload, and
  - ❖ **80,000** that are part of our normal workload
- ❖ **74,000** transactions with no financial impact, or general inquiries
- ❖ **11,000** collective agreement transactions
- ❖ **34,000** transactions waiting to be closed for which employees have already received payment

In addition, pay transaction data is collected from a subset of the 53 departments and agencies that are not served by the Pay Centre. On January 23, we received data from 27 reporting departments and agencies, representing approximately **130,535** individuals. **They reported just over 43,542 transactions greater than 30 days old.** These transactions are not necessarily pay problems, but rather the number of pending pay transactions.

## Public Service Pay Centre workflow



▼ Details on Public Service Pay Centre workflow

### Public Service Pay Centre workflow

Between December 26 and January 23, the Pay Centre received **70,500** transactions and processed **78,500**. The Pay Centre also processed an additional **2,000** transactions associated with collective agreements.

## Percentage of transactions processed within service standards



▼ Details on the percentage of transactions processed within service standards

### Percentage of transactions processed within service standards

Between December 26 and January 23, the percentage of non-collective bargaining transactions that met service standards has **remained the same**. We expect the percentage of transactions that meet service standards to continue to fluctuate as the implementation of collective agreements continues.