Financial transactions beyond normal workload

The number of transactions with financial implications that are beyond the normal workload has decreased by 12,000. 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 437,000 transactions ready to be processed at the Pay Centre, including:

- 328,000 transactions with financial impact, which include:
  - 248,000 beyond our normal workload, and
  - 80,000 that are part of our normal workload
- 66,000 transactions with no financial impact, or general inquiries
- 10,000 collective agreement transactions
- 33,000 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 March 20, we received data from 27 reporting departments and agencies, representing approximately 133,138 individuals. They reported just over 38,772 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

Between February 20 and March 20, the Pay Centre received 60,000 transactions and processed 72,000. The Pay Centre also processed an additional 600 transactions associated with collective agreements.

Percentage of transactions processed within service standards

Between February 20 and March 20, the percentage of non-collective bargaining transactions that met service standards has increased to 53%. We expect the percentage of transactions that meet service standards to continue to fluctuate as the implementation of collective agreements continues.