

FROM	NAME & TITLE	Michael E. Broache, Chief <i>mbroache</i>	CITY of BALTIMORE MEMO
	AGENCY NAME & ADDRESS	Accounting & Payroll Services, 401 E. Fayette Street – Room 500	
	SUBJECT	Council Bill No: CC 08-0055R	



TO The Honorable President and Members of the City Council
 Room 400 City Hall
 Attn : Ms Karen Randle

DATE: October 23, 2008

Fiscal Year 2009-Release of Funds to City Agencies-Contingent Upon Performance:

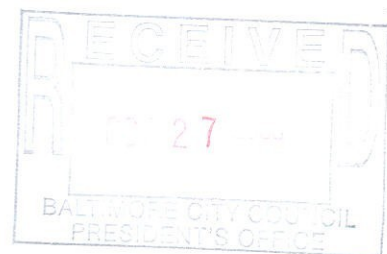
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Department of Finance, program 142-\$500,000 to be released if (i) The Department of Finance and Accounting and Payroll Services correct all major problems with the new payroll system and make certain all paychecks are correct and consistent after their 1 year grace period is over and (ii) the City Council is satisfied with their progress.

Department of Finance, Bureau of Accounting and Payroll Services Response:

Management of the Bureau of Accounting and Payroll Services is pleased to report that there are no current systems problems relating to ADP's integrated HRIS/Payroll system that was implemented in the City of Baltimore on July 30, 2007. We are also pleased to report that all issues raised at the City Council hearing on April, 1, 2008 have been effectively resolved and communicated to the employees that raised the issues.

The majority of the issues reported throughout the implementation related to human errors in using the new functionality and not actual systems errors. Many of these errors resulted from the learning curve associated with any new system implementation. Agency timekeepers, human resources representatives and members of Central Payroll in the Bureau of Accounting and Payroll Services have worked together to improve overall understanding of the new system and as a result have been able to identify and correct data input and other potential problems prior to pay day. Specifically, six members of the Central Payroll Division have received advanced training in the ADP's reporting package and are utilizing custom developed reports to monitor and analyze payroll data and pay results. In addition to targeted analysis performed by Central Payroll during the payroll run process, diagnostic reports have been developed and are circulated to agencies for review each Wednesday after payroll is run. These reports show deviations from expected results that could cause an employee to be incorrectly paid on their Friday payday. Agencies are required to review these reports and communicate to the Central Payroll Manager if there are errors in paycheck data or send a confirmation that the payroll results are accurate. If errors are noted, corrections are made and employees receive their appropriate pay on pay day. While there will always be pay issues due to human input errors, the Bureau has the tools to correct these errors and make employees whole on pay day.



Comments

Since the implementation of the new HRIS/Payroll system the Bureau has generated over close to one million paychecks and direct deposit transactions. Errors on employee pay transactions occurred at a rate of less than half of a percent. The error rate for September 2008 was one and a half tenths of a percent.

Sincerely,

Michael E. Broache, Chief

Bureau of Accounting and Payroll Services

(410) 396-3745

cc: Edward J. Gallagher

Andrew Kleine

Angela Gibson