MEMORANDUM
Deputy County Administrator for Administration

Date: October 1, 2015

To: The Honorable Chair and Members
     Pima County Board of Supervisors

From: Tom Burke
       Deputy County Administrator

Re: **Status Report on ADP Time Reporting Issues**

At its September 15, 2015 meeting, the Board of Supervisors directed staff to report on the resolution of time reporting issues with ADP occurring at the Pima County Sheriff's Department. As was reported to the Board at the September 15th meeting, there are two separate issues relating to ADP time reporting:

- The problems with the mobile app which began in late May 2015, and
- The amount of time supervisors are spending editing employees' actual time punches.

The Mobile App Issues

For the past three months, the County has been working with ADP to resolve problems with the ADP mobile app that began this past May. Since the September 15th Board meeting, County staff and ADP have continued to meet at least weekly on this topic. On August 28 and again on September 25, 2015, ADP representatives met at the Pima County Sheriff's Department with staff from Human Resources and Central Payroll. During the week of September 28, 2015, ADP released an update to the mobile application that deals with some of the problems, such as poorly worded error messages that cause employees to think punches were not entered properly. ADP is expected to release another upgrade by October 1, 2015 to increase the time for a punch to process before an error is delivered to the mobile app. As soon as each issue is identified and understood, ADP has been developing and deploying new releases to the app. County staff will continue to work with ADP to eliminate problems with the mobile app.
Until problems with the app are resolved, however, the best approach is to limit use of the mobile app and instead use more reliable means of time capture. To that end, the Pima County Sheriff's Department has directed its staff to shift all non-field personnel to using either desktop computers or time clocks to track time instead of the mobile app. This should mitigate the time the Department has encountered with errors from the mobile app. ADP has also suggested using www.mobileADP.com instead of the app on the phone; some Sheriff Deputies have been successfully doing this as a work around until the app is corrected.

Time Supervisors Send Editing Punches

Unrelated to the problems with the mobile app, staff of the Pima County Sheriff's Department has also raised issues about the amount of time spent by supervisors to review and edit time punches of Department staff. Based on that, there have been requests to let employees alter their own time punches without prior approval of a supervisor. In order to understand what may be causing so much time changing time entries, the Finance and Risk Management *Department*

reviewed the details of edits to time for the pay period ending August 22, 2015. The review revealed that many of the edits to time reports were unnecessary and could be easily be eliminated. In addition, many of the edits being done by supervisors were changes to time records that employees themselves already have authority to make. Although employees do not have authority to alter the actual time of their time punches, they do have the ability to change time records to reflect bereavement leave, comp time used, court appearance pay, jury duty, on call, orientation, sick used, training, union activity, union rep, unpaid, vacation used, and voting. A review of the August 22 payroll indicates that hundreds of edits made by supervisors were for items that could already be edited by employees on their own time records. There appear to be two categories of edits being made that are not necessary and which could be eliminated with additional training. Whenever a time punch differs from the *scheduled* start and end time for an employee, the system identifies that punch by showing a red box around the time (see example on Attachment 1). An example would be a time punch showing that the employee started work at 7:03 a.m. rather than at 7:00 a.m. In hundreds of cases, supervisors at the Sheriff's Department were altering the punch back to the scheduled 7:00 a.m. start time rather than leaving the time punch at the actual 7:03 time recorded by the system. For the pay period ending on August 22, there were almost 2,000 edits made by supervisors at the Sheriff's Department, but almost 1,600 of the edits to the actual time punches changed the actual time by only few minutes each.

Many of these changes appear to be to change the time for when employees left for or returned from a lunch break. This may have been done because, although the system currently "rounds" time punches at the beginning of the day and the end of the day, by having a five minute leeway before and after the scheduled times, no such rounding happens for the lunch break. For example, if an employee clocks in at 8:03 a.m., the system will treat that as having been an 8:00 a.m. punch, the schedule start time, because it is within 5 minutes of the scheduled start time. The same occurs if an employee clocks out at 4:56 p.m.; the system will round the punch to 5:00 p.m., the scheduled end time. The system records the actual time, but treats the time as beginning on the scheduled start time. There is no need to make an edit to the time punch to force it to the scheduled start or end time.

Currently, the system does not round the actual start or end times for lunch breaks. The system records the actual time and uses that time to calculate pay. For example, if an employee clocks back from lunch at 1:03 p.m., the system would dock the employee 3 minutes of pay. If an employee clocked back in from lunch at 12:57 p.m., the system would add 3 minutes of pay (potentially at overtime rates) to the employee's pay. Many supervisors are altering the actual time that employees have clocked in and out for lunch by the few minutes that would have been addressed if the rounding rule were applied to the lunch break. The Human Resources and Finance and Risk Management team working on ADP have reviewed this situation and are recommending that the rounding of time also be applied for the lunch break as well.

Another area of edits that was taking significant time for supervisors resulted from a shift break rule change. This change was made to accommodate issues specifically related to the Stadium District, but has resulted in more issues throughout other departments. The changed made required supervisors to tell the system that a new shift was occurring when the employee was called back to work. ADP has designed additional break rule specifically to be assigned to the Stadium District. All other county employees will revert back to the original break rule set up, which should eliminate the need for edits by supervisors. ADP has provided Pima County with the change to test, and the County staff expect to implement starting Monday, October 4.

The County has now been live on the ADP system for Human Resources, Recruitment, Benefits, Payroll and Time Keeping for eleven months. Except for recent issues with the mobile app, the system has been working well. Most of the complaints relate to the time capture method, which replaced a paper system of time sheets that required multiple corrections after each pay period. Many of the complaints relate to a change in the culture of reporting time once each pay period to reporting time daily as employees show up to work and leave work. But many of the time consuming edits that are being made to actual time punches are unnecessary. Additional training for employees as to what changes they can already make to their time records and more training for supervisors as to what needs to be and, more importantly, what does not need to be changed on employee time records will significantly reduce the time for supervisors to approve time records.

Any change to the system to allow employees to alter time records would significantly impair the County's requirements under the Fair Labor Standards Act to maintain accurate time records for its employees. By maintaining the best practices of having time records altered only upon review and documentation by a supervisor, the County will avoid the potential of the equivalent of "buddy punching" which could happen if employees were able to alter their time recorded when they actual clock in and out of work.

Recommendations

In order to eliminate most of the time being spent editing errors in the time punches caused by the mobile app and time spent making unnecessary edits to time records, the Human Resources and Finance and Risk Management staff assigned to ADP recommend the following actions.

1. That the County limit the use of the mobile app solely to field personnel who do not have ready access to a time clock or to a desktop computer until such time as the fixes to the mobile app are complete. The Pima County Sheriff's Department has already implemented this recommendation.

2. That additional training be provided to employees about what edits they can already make to their time records before the records are sent to supervisors for approvals.

3. That additional training be provided to supervisors about what does not need to be edited when a time punch differs from the scheduled work hours.

TB/sp

Attachments

c: The Honorable Christopher Nanos, Pima County Sheriff
C.H. Huckelberry, County Administrator

TIMECARD

Loaded: 5:14PM

Time Period [8/09/2015 - 8/22/2015, Range of Dates ▼]

[Save] | Actions ▼ Punch ▼ Amount ▼ Accruals ▼ Comment ▼ Approvals ▼ Overtime ▼ Reports ▼ Leave ▼

Date	Pay Code	Amount	In	Transfer	Out	In	Transfer	Out	Shift	Daily	Cumulative
Sat 8/08											
Sun 8/09			8:00PM		6:00AM				10:00	10:00	10:00
Mon 8/10			8:00PM		6:01AM				10:00	10:00	20:00
Tue 8/11			8:00PM		6:00AM				10:00	10:00	30:00
Wed 8/12			8:00PM		6:00AM				10:00	10:00	40:00
Thu 8/13											40:00
Fri 8/14											40:00
Sat 8/15											40:00
Sun 8/16			8:00PM		6:01AM				10:00	10:00	50:00
Mon 8/17			8:00PM		6:08AM				10:08	10:08	60:08
Tue 8/18			7:59PM		6:00AM				10:00	10:00	70:08
Wed 8/19			7:58PM		6:00AM				10:00	10:00	80:08
Thu 8/20											80:08

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TOTALS & SCHEDULE | ACCRUALS REPORTING PERIOD | ACCRUALS | **AUDITS** | SIGN-OFFS, REQUESTS & APPROVALS

Type of Edit [Punch (Add/Edit/Delete) ▼]   Data Sources ☞ All

Date	Time	Type	Account	Pay Code	Amount	Work Rule	Override	Comment	Edit Date	Edit Time	User	Data Source
8/16/2015	7:57PM	Add Punch							8/16/2015	10:57PM (GMT -05...	Import: 172.24.176...	Manager External API
8/19/2015	7:58PM	Add Punch							8/19/2015	10:58PM (GMT -05...	Import: 172.24.176...	Manager External API
8/18/2015	7:59PM	Add Punch							8/18/2015	10:59PM (GMT -05...	Import: 172.24.176...	Manager External API
8/11/2015	8:00PM	Add Punch					In Punch		8/14/2015	1:06AM (GMT -05:...	0000:	:eetd2... Timecard Editor
8/12/2015	8:00PM	Add Punch					In Punch		8/14/2015	1:06AM (GMT -05:...	0000:	:eetd2... Timecard Editor
8/19/2015	6:01AM	Delete Punch							8/20/2015	8:21PM (GMT -05:...	0000:	:eetd2... Timecard Editor
8/10/2015	6:00AM [5:58AM]	Edit Punch							8/20/2015	8:21PM (GMT -05:...	0000:	:eetd2... Timecard Editor
8/20/2015	6:00AM [5:58AM]	Edit Punch							8/20/2015	8:21PM (GMT -05:...	0000:	:eetd2... Timecard Editor
8/17/2015	8:00PM [7:56PM]	Edit Punch							8/21/2015	11:27PM (GMT -05...	0000:	:eetd2... Timecard Editor
8/09/2015	8:00PM [7:57PM]	Edit Punch							8/21/2015	11:27PM (GMT -05...	0000:	:eetd2... Timecard Editor
8/10/2015	8:00PM [7:57PM]	Edit Punch							8/21/2015	11:27PM (GMT -05...	0000:	:eetd2... Timecard Editor
8/16/2015	8:00PM [7:57PM]	Edit Punch							8/21/2015	11:27PM (GMT -05...	0000:	:eetd2... Timecard Editor

TIMECARD

Loaded: 6:04PM

Time Period Previous Pay Period ▾

Save | Actions ▾ Punch ▾ Amount ▾ Accruals ▾ Comment ▾ Approvals ▾ Overtime ▾ Reports ▾ Leave ▾

	Date	Pay Code	Amount	In	Transfer	Out	In	Transfer	Out	Shift	Daily	Cumulative
	Sat 9/05											
	Sun 9/06			8:00PM		6:30AM				10:30	10:30	10:30
	Mon 9/07	Labor Day	8:00									
	Mon 9/07			8:00PM		6:00AM				10:00	18:00	28:30
	Tue 9/08											28:30
	Wed 9/09											28:30
	Thu 9/10											28:30
	Fri 9/11			8:00PM		5:00AM				9:00	9:00	37:30
	Sat 9/12			8:00PM		7:00AM				11:00	11:00	48:30
	Sun 9/13			8:00PM		6:00AM				10:00	10:00	58:30
	Mon 9/14			8:00PM		6:00AM	9:00AM		10:00AM	11:00	11:00	69:30
	Tue 9/15											69:30
	Wed 9/16											69:30
	Thu 9/17											69:30
	Fri 9/18			8:00PM		6:00AM				10:00	10:00	79:30
	Sat 9/19			8:00PM		5:00AM				9:00	9:00	88:30
☒ ⇲	Sun 9/20		▾		▾			▾				

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TOTALS & SCHEDULE | ACCRUALS REPORTING PERIOD | ACCRUALS | AUDITS | SIGN-OFFS, REQUESTS & APPROVALS | MOVED AMOUNTS

All ▾

▶	Account		Pay Code	Amount	Wages
	SD/1000/		Shift OT Night	11:00	
	SD/1000/		Holiday Worke...	10:30	
	SD/1000/		Shift Night	69:30	
	SD/1000/		Holiday Benefit	8:00	
	SD/1000/		Overtime	0:00	
	SD/1000/		Regular Earnings	69:30	
	SD/1000/		Comp Time Ear...	0:30	

Date	Start Time	End Time	Pay Code	Amount
Sun 9/06				
Mon 9/07				
Tue 9/08				
Wed 9/09				
Thu 9/10				
Fri 9/11				
Sat 9/12				
Sun 9/13				
Mon 9/14				
Tue 9/15				

TOTALS & SCHEDULE | ACCRUALS REPORTING PERIOD | ACCRUALS | **AUDITS** | SIGN-OFFS, REQUESTS & APPROVALS | MOVED AMOUNTS

Type of Edit Punch (Add/Edit/Delete) ▾   Data Sources ⇥ All

Date	Time	Type	Account	Pay Code	Amount	Work Rule	Override	Comment	Edit Date	Edit Time	User	Data So
9/15/2015	6:07AM	Add Punch							9/15/2015	9:07AM (GMT -05:0...	Import: 172.24.176....	Manager Ext
9/07/2015	8:00PM [8:03PM]	Edit Punch							9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/11/2015	8:00PM [8:01PM]	Edit Punch							9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/12/2015	5:00AM [4:58AM]	Edit Punch							9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/12/2015	8:00PM [8:05PM]	Edit Punch							9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/13/2015	7:00AM [6:58AM]	Edit Punch							9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/08/2015	6:00AM	Add Punch					Out Punch		9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/06/2015	8:00PM	Add Punch					In Punch		9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/07/2015	6:30AM	Add Punch					Out Punch		9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/06/2015	8:00PM	Edit Punch [Mark as Reviewed]					In Punch		9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/07/2015	8:00PM	Edit Punch [Mark as Reviewed]							9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/11/2015	8:00PM	Edit Punch [Mark as Reviewed]							9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/12/2015	8:00PM	Edit Punch [Mark as Reviewed]							9/18/2015	5:50PM (GMT -05:0...	0000 eetd2....	Timecard Edit
9/18/2015	8:00PM	Add Punch							9/18/2015	11:00PM (GMT -05:...	Import: 172.24.176...	Manager Ext
9/19/2015	6:12AM	Add Punch							9/19/2015	9:12AM (GMT -05:0...	Import: 172.24.176...	Manager Ext
9/19/2015	7:59PM	Add Punch							9/19/2015	10:59PM (GMT -05:...	Import: 172.24.176...	Manager Ext
9/14/2015	8:00PM [7:56PM]	Edit Punch							9/20/2015	9:03PM (GMT -05:0...	0000 etd2....	Timecard Edit
9/15/2015	6:00AM [6:07AM]	Edit Punch							9/20/2015	9:03PM (GMT -05:0...	0000 etd2....	Timecard Edit
9/19/2015	6:00AM [6:12AM]	Edit Punch							9/20/2015	9:03PM (GMT -05:0...	0000 etd2....	Timecard Edit
9/19/2015	8:00PM [7:59PM]	Edit Punch							9/20/2015	9:03PM (GMT -05:0...	0000 etd2....	Timecard Edit

Marking the punch with reviewed changed the box from red to green