



Item #11

**DATE** May 5, 2021  
**TO** GCTD Board of Directors  
**FROM** Dawn Perkins, Director of Finance *dp*  
**SUBJECT** Receive Presentation on Response to Public Comments

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## SUMMARY

This report provides an update on actions GCTD's staff have taken in response to recent public comments regarding payroll. Since April 1, 2021, two separate grievances were filed with GCTD regarding issues with payroll and the Payroll Team. One of the requests in the grievances was for a payroll audit to be conducted. This audit has been completed and adjustments owed to employees have been made with the April 23, 2021 pay checks. Also, errors that were found to be overpayments to employees were corrected from the same payroll forward without requesting repayment from employees.

The Finance Department and especially the Payroll Team have been hit hard by the COVID pandemic and have been short staffed for much of the past five months. This, with the loss of our two interns, has decreased the number of staff working to process the bi-weekly payroll by half. The FleetNet payroll system is heavily reliant on manual processing. Errors can and will be made during this type of processing. The Payroll Team is very diligent in trying to correct errors before the paychecks are issued and even more so to correct any errors found after the fact. FleetNet has certain requirements for processing off cycle checks to correct errors and staff often need to wait to process more than one correction at a time. This can delay the correction up to the next pay date, but permission is requested by the employee first.

In order to reduce the number of errors that are generated by FleetNet and through human error, staff have been in talks with several payroll companies to bring in a new payroll solution to include electronic time and attendance features, an employee self-service portal, online time off requests and additional features. The list of payroll companies have been pared down to a single company, Paycom, and staff will be bringing this for your information.

## RECOMMENDATION

It is recommended that the Board of Directors receive and file this presentation and provide any feedback to staff.

General Manager's Concurrence

## GOLD COAST TRANSIT DISTRICT

