

FI Community Phoenix Impact Study

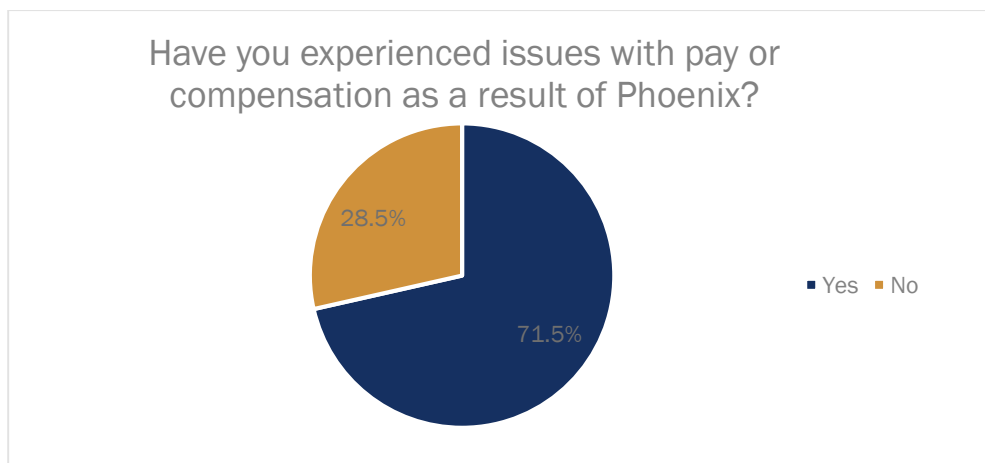
Introduction

From October 18 to November 16, the FI Community Phoenix Impact Study made up of 16 questions was circulated to the FI Community. The purpose of the study was to gather tangible figures on the effects of the broken Phoenix payroll system and to begin to track the impact of Phoenix on worker mental health and work/life balance since the employer could not or would not provide this data.

Of the 4600 FIs in the FI Community, some 4300 received the survey and 1132 FIs across 60 departments completed it. This gave the survey a response rate of approximately 27% and a statistical significance of 95% +/- 3%.

A complete list of questions from the survey can be found [here](#). Footnotes indicate the survey question to which the statistic refers.

Pay and compensation issues

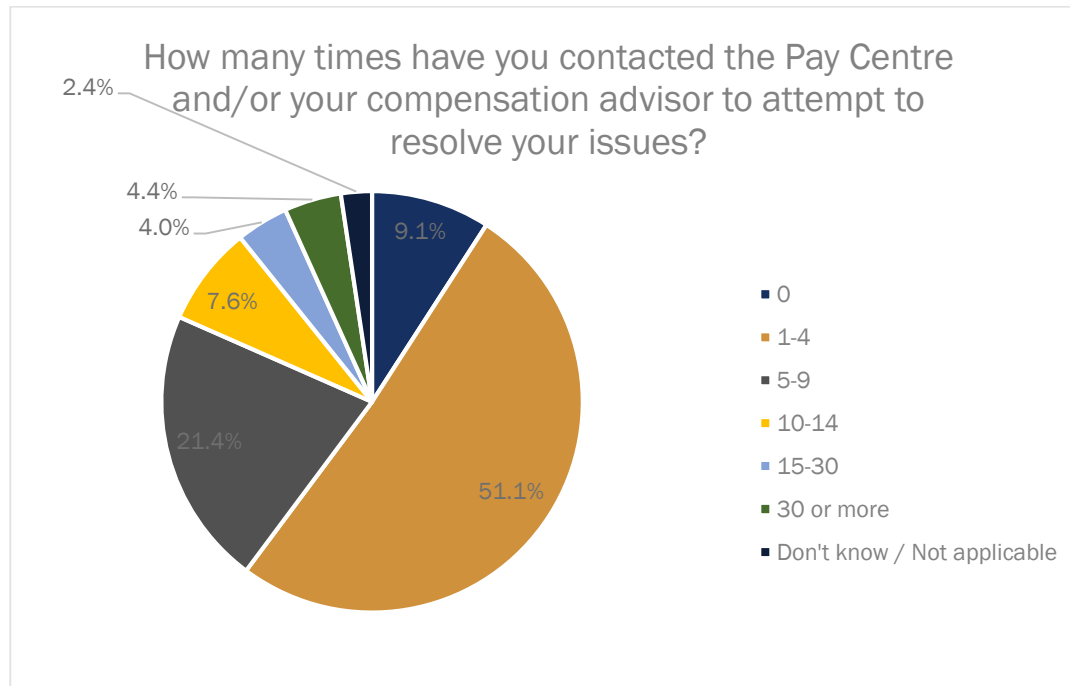


Of the 1132 respondents, 809 FIs indicated they have experienced issues with pay or compensation as a result of Phoenix.¹

Among those 800 FIs, the most common issues experienced included acting pay (50%), CPA dues reimbursement (27%), base pay (26%) and delays in increment pay (26%).²

Furthermore, 85% of FIs who have experienced pay or compensation issues still have issues outstanding⁶ and nearly half have still have multiple issues remaining.⁷

Pay Centre interaction



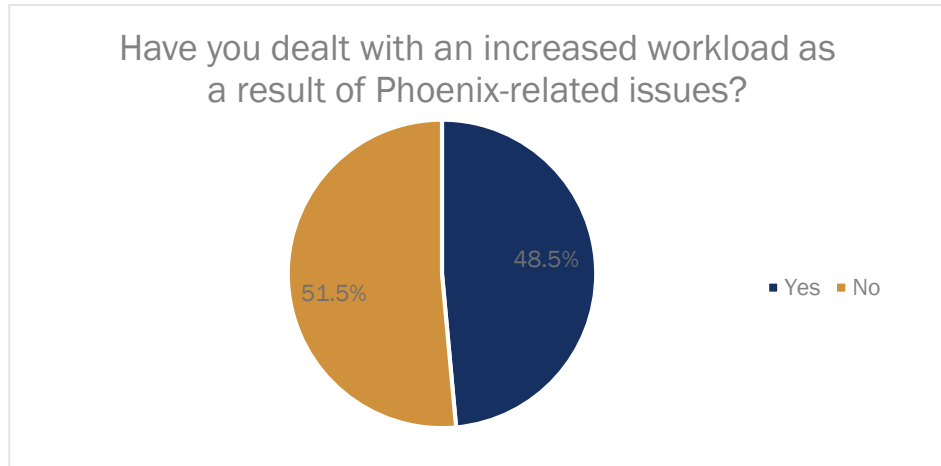
Approximately 91% of FIs who have experienced issues with their pay or compensation have contacted either the Pay Centre or their compensation advisor to attempt to resolve their issues.³

Furthermore, among the FIs who have contacted the Pay Centre or their compensation advisor, 167 FIs (23%) have seen one of their PARs (Pay Action Requests) rejected, while 197 (27%) have been asked to re-submit their PAR as a 'general inquiry'.⁴ These PAR rejections mean requests are sent to the back of the line, resulting in significant delays towards resolving pay issues, and the re-classification of PARs to 'general inquiries' means its priority level drops, further delays are incurred and whether or not these cases are included in the Pay Centre's reported backlog remains unclear.

Time and money lost to Phoenix

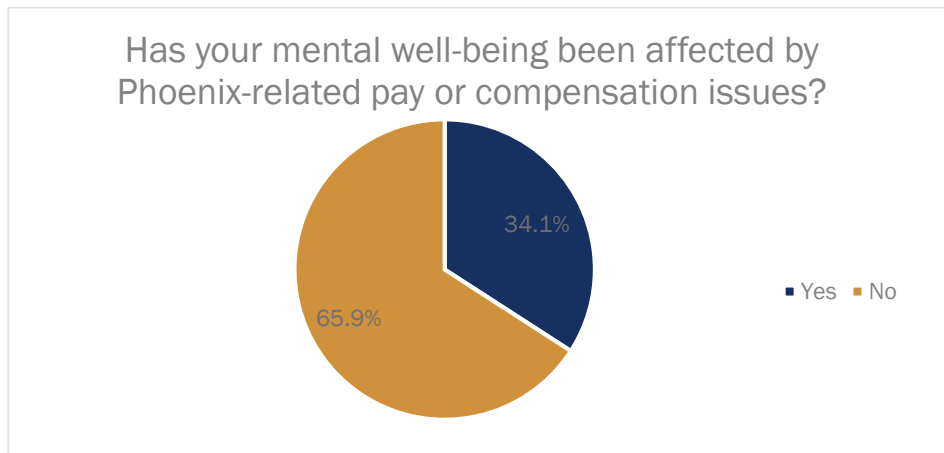
535 FIs indicated how much time they have spent attempting to resolve their Phoenix-related issues and over 6000 hours were reported (264 days).⁵ In addition, 19% of FIs who have experienced issues with their pay have incurred out-of-pocket expenses due to Phoenix,⁸ with over \$100,000 of out-of-pocket expenses reported.⁹

Work/life balance issues



Nearly half of FIs indicated that they have dealt with an increased workload due to Phoenix.¹¹ In addition, among the FIs who use Phoenix pay system, 67% feel they have not received sufficient training on how to use it.¹⁵

Furthermore, many FIs have expressed their concern about the implications of Phoenix issues come tax season. Therefore, they were prompted on past T4 issues in order to establish a baseline of previous issues compared to any issues that arise in next year's tax season. 96% of FIs have not experienced any issues with their T4 in the past 3 tax years.¹²



More than one third of FIs have seen their mental well-being affected by Phoenix. Among the FIs who have seen their mental health affected, dozens have seen a practitioner (6%), sought medical assistance (4%) or taken stress leave (8%) to cope.¹⁴

Conclusion

The last survey question asked FIs for details about the issues they've experienced with Phoenix and over 400 FIs told their stories. By providing the option for FIs to include their name and contact information, a number of Labour Relations case files were established to assist FIs solve their issues. Among the many issues reported, concerns were also expressed by the FI Community about T4 implications and increased workload.

The early results of the study were featured by [Metro Ottawa](#) on November 8. Furthermore, ACFO is interacting with Marika Nadeau, Special Advisor to Public Services and Procurement's Deputy Minister Marie Lemay, regarding our study and to work towards relieving the financial and mental hardship the FI Community is facing.

The survey will continue to be used to inform senior management at the departmental level about the effects of Phoenix on the FI Community and to hold Public Services and Procurement Canada accountable towards fixing the Phoenix pay system.