

# PSPC in numbers

## discover our workforce

approx. **13,250** employees across the country

### We recruit..

Since January 2016, we've:

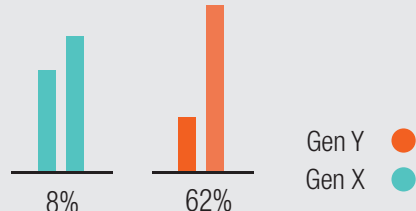
hired 849 indeterminate employees. **169** were hired from outside of the PS.

hired 1050 students. Bridged **66** students.

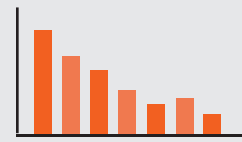


This summer, we hired more than **450** students, a **19%** increase over the same time period last year.

From 2009-2010 to 2015-2016, there has been an 8% increase in Gen X employees and a 62% increase of Gen Y indeterminate employees.



We've reduced the length of time key positions remain vacant from **158** to **87** days.



### We onboard..

We have **2** corporate onboarding packages. We also hold orientation events across the country.

### We manage talent..

**362** employees currently have formal talent management plans in progress.

### We've built respectful workplaces..



**+50** articles shared department-wide on:

mental health duty to accommodate other aspects of workplace wellbeing

**190** workshops on mental health and workplace well-being for **+4,000** employees.

### We are diverse..

Our Diversity Action plan is based on the Canadian Human Rights Commission's Human Rights Maturity Model. We evaluate our progress yearly.

PSPC is represented in all **4** Employment Equity groups at the departmental level.

We have **5** Diversity Networks with **+2800** members who've organized or supported **+50** events this year

## discover our workplace

### We support flexible work..



**+/- 17,000** notebooks have been deployed



**+4,000** employees now have access to wifi in their offices



**3,793** positions identified as suitable for telework

**+/- 2,000** positions using telework (at least 1 day/month)

To accommodate increased telework, **2** new servers have been added, and the network capacity has been increased by **50%**.

**50%** increase in network capacity

### We transform..

**15** major transformation initiatives  
**21** corporate Blueprint 2020 initiatives

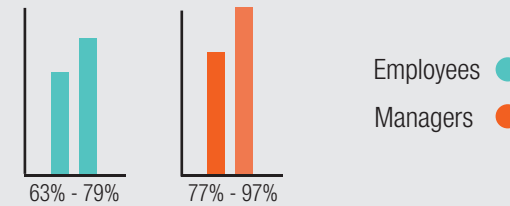
**6,000+** PSPC users have completed GCDOCS training.

The number of documents in GCDOCS has increased by over **4x** since last year.

## discover how we serve Canadians

### We serve our clients..

PSPC employees' overall familiarity with the Client Service Strategy increased from **77%** to **97%** for managers and from **63%** to **79%** for employees.



We provide accommodation to parliamentarians and more than **265,000** public servants in **1,583** locations across Canada.

**106** departments and agencies use our Shared Travel Services (STS).

Government employees purchased over **311,000** air and rail tickets through the STS solution in 2015/2016

We manage the translation of **+/- 1,000,000** words per day on behalf of other federal organizations and provide translation and interpretation services for more than **2,000** parliamentary meetings.

Our Language Comprehensive Tool pilot project has now been deployed to over **30** departments and the tool has been used for **+368,000** translation requests.

We manage **74** MOUs with client departments for the purchase of GCDOCS and RDIMS licenses. We've distributed **136,303** licences.

We process and image **+30.4** million pages, annually for federal government departments and agencies

### We serve Canadians..

**+7,000** Canadians participated in our consultations of the future of the historic 100 Wellington St. building.

We've awarded more than 200 contracts worth more than **\$75 million** through our Build in Canada Innovation Program since 2010.

We manage approximately **15 billion** of procurements on behalf of the other federal departments and agencies - around **40%** goes to Canadian small and medium enterprises.

We handle over **\$2.3 trillion** in cash flow transactions through the Receiver General function as treasurer.

### We innovate..

We have **2** Innovation Labs.

We've engaged **+1,000** employees through Innovation Summits, Cafes and various sessions. Through a Rapid Results pilot in one branch, we increased GCDOCS uptake from **64%** to **96%** in 100 days

## discover what we've learned

### We check the pulse..

We did **2** departmental Pulse Check Surveys in 2016

Round 1:  
**55%** of respondents believe that senior management will try to resolve concerns raised.  
**29%** have observed improvements since the 2014 Public Service Employee Survey.

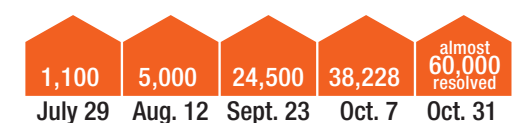
Round 2: Results coming **Winter 2017**

### We need to manage change..

**1** National Master Standing Offer  
**5** training streams  
**+50** employees are now certified Change Management practitioners  
**+45** Executives/Senior Managers Trained  
**+100** employees trained in Manager/Supervisor Training  
**5** employees trained in "Train the Trainer"  
**+45** employees trained in Employee Training

### We're not there yet..

We're still working to resolve the backlog of cases in Phoenix.



The top three barriers PSPC employee respondents say impede their ability to offer improved client service are:

