

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 124

Department of Retirement Systems

Mission

To administer Washington State's public retirement and deferred compensation programs in a manner that creates the highest degree of confidence in our integrity, efficiency, fairness and financial responsibility.

Goal We will seek out and utilize input from our customers, identifying and responding to their requirements, expectations and service needs.

Performance Measure By survey, percentage of members responding with a "satisfied" or "very satisfied" rating for overall quality of services provided by Department of Retirement Systems.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				89.0%				89.0%
Actual				88.3%				88.6%
Date Measured				6/30/2002				6/30/2003

Performance Measure Number of new deferred compensation participants.

* Target goal is based on 10% increase of new participants above the 5-year average.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				3,445				3,789
Actual				3,695				2,877
Date Measured				6/30/2002				6/30/2003

Performance Measure Number of participants in retirement education opportunities.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				10,000				11,000
Actual				7,701				14,064
Date Measured				6/30/2002				6/30/2003

Goal We will assure that key agency business and critical support processes are customer-focused, regularly evaluated for improvement, aligned with agency vision and values, and are meaningfully measured.

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Performance Measure Number of service/disability retirements and death/survivor benefits processed.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Output								
Estimate				6,883				7,667
Actual				6,448				8,782
Date Measured				6/30/2002				6/30/2003

Quarter 8 Comment Estimates are from the State Actuary.

Performance Measure Ratio of active/retired members to agency employees.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Efficiency								
Estimate				1,425:1				1,443:1
Actual				1,451:1				1,499:1
Date Measured				6/30/2002				6/30/2003

Quarter 8 Comment Estimates factor in membership projections from the State Actuary. The final 06/30/03 figure will be available in September 2003

Goal We will measure performance regularly and objectively to assure that goals are being met.

Performance Measure Benefits paid annually in dollars (annuitants, withdrawals, Deferred Compensation and Dependent Care).

* Dollars are in millions.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Output								
Estimate				\$1,900				\$2,250
Actual				\$1,935				\$1,968
Date Measured				6/30/2002				6/30/2003

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Performance Measure Number of annuitants.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Output Estimate				103,658				107,973
Actual				104,777				108,585
Date Measured				6/30/2002				3/31/2003

Quarter 8 Comment Estimates are from the State Actuary. The final 6/30/03 figure will be available in September 2003.

Performance Measure Number of active members.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Output Estimate				277,029				285,030
Actual				285,000				288,221
Date Measured				6/30/2002				3/31/2003

Quarter 8 Comment Estimates are from the State Actuary. The final 6/30/03 figure will be available in September 2003.

Performance Measure Average administrative cost per active and retired member.

* Used an independent contractor to develop methodology that closely matches how other states define their administrative costs.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Efficiency Estimate				\$58				\$58
Actual				\$49				\$50
Date Measured				6/30/2002				6/30/2003

Quarter 8 Comment The final 06/30/03 figure will be available from the public pension administration benchmarking survey in February 2004.