

As of 9/3/2013

124 - Department of Retirement Systems

A001 Administration

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Safeguard and manage public funds

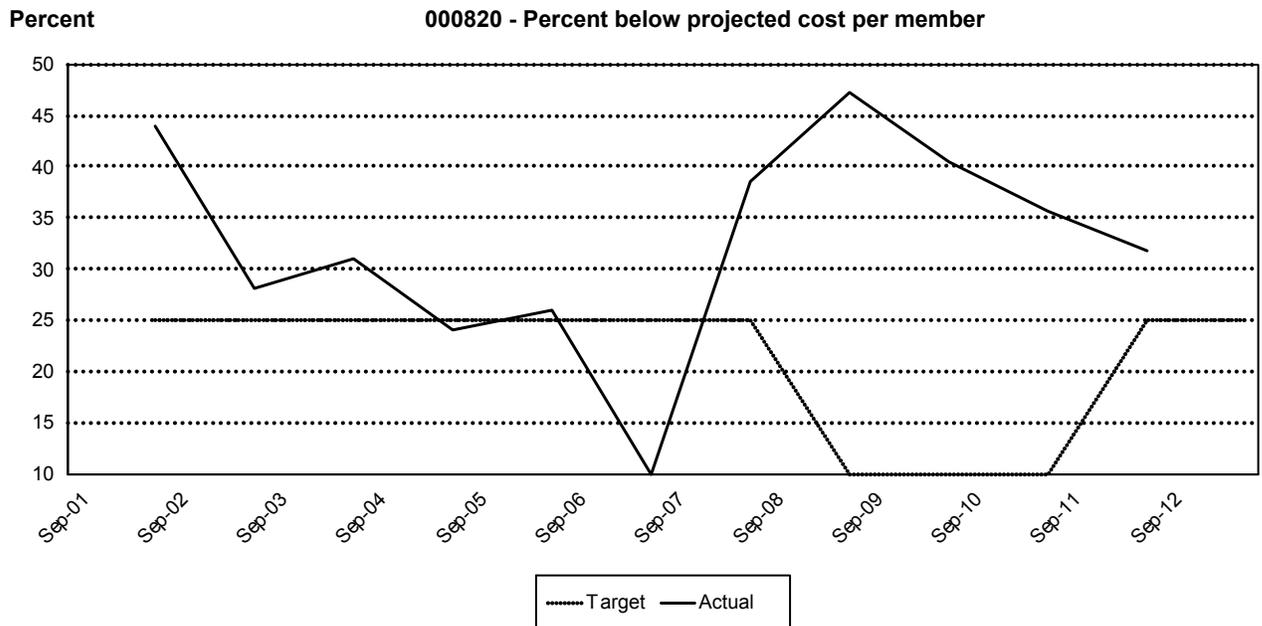
Expected Results

Comply with federal and state statutes, as well as fiduciary responsibilities. Maintain administrative costs at an amount that is lower than those for other public pension systems in the United States; given complexity and service levels.

000820 - Percent that DRS' per-member cost is below public sector peer group.			
Biennium	Period	Actual	Target
2011-13	Q8		25%
2011-13	Q4	31.8%	25%
2009-11	Q8	35.6%	10%
2009-11	Q4	40.4%	10%
2007-09	Q8	47.3%	10%
2007-09	Q4	38.5%	25%

Date Measured: 6/30/2013

Comment: FY 13 data not available until April 2014.



A002 Deferred Compensation Management for Public Employees

As of 9/3/2013

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Safeguard and manage public funds

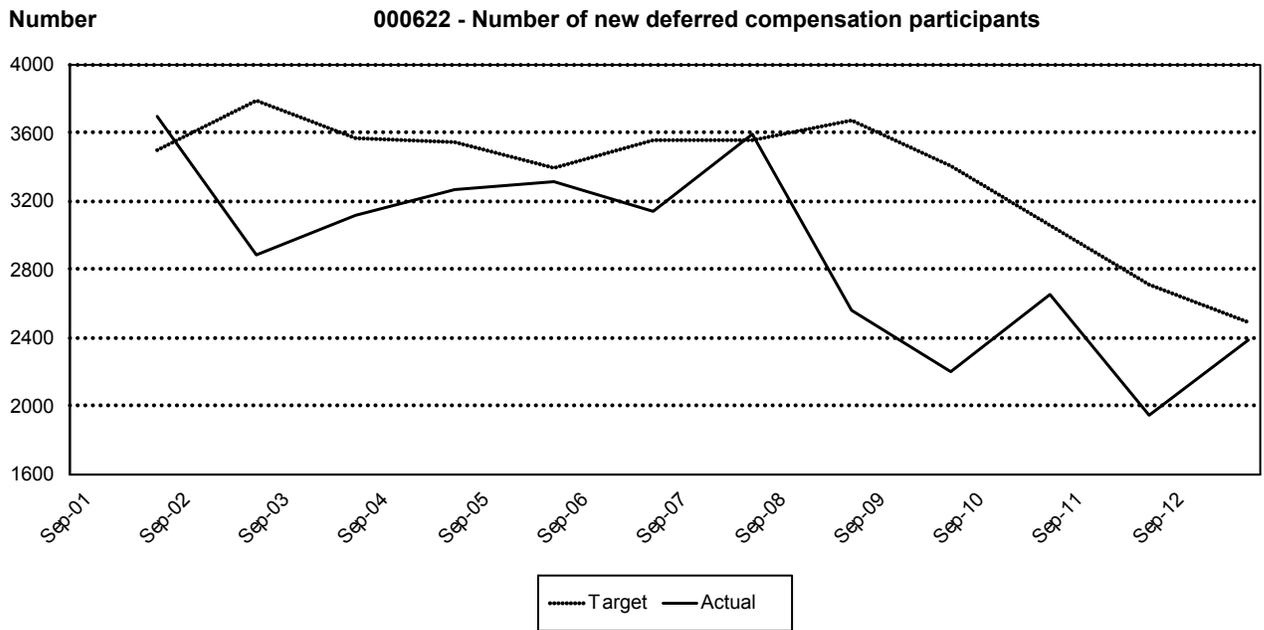
Expected Results

Increase participation in the program. Implement program changes necessitated by changes in federal law.
 Maintain low administrative fees. Maintain high participant satisfaction, as measured by an annual survey.
 Maintain industry standard record keeping for DCP participants. Maintain program compliance with federal law.

000622 - Number of new deferred compensation participants.			
Biennium	Period	Actual	Target
2011-13	Q8	2,388	2,489
2011-13	Q4	1,945	2,713
2009-11	Q8	2,649	3,060
2009-11	Q4	2,194	3,407
2007-09	Q8	2,557	3,670
2007-09	Q4	3,594	3,561

Date Measured: 6/30/2009

Comment: Historically, market conditions impact enrollment.



As of 9/3/2013

002470 - Percent of members interviewed, identifying that DRS met or exceeded their expectations across 10 aspects of customer service.			
Biennium	Period	Actual	Target
2011-13	Q8	88.8%	80%
Performance Measure Status: Under Review			



A004 Member Data Services

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

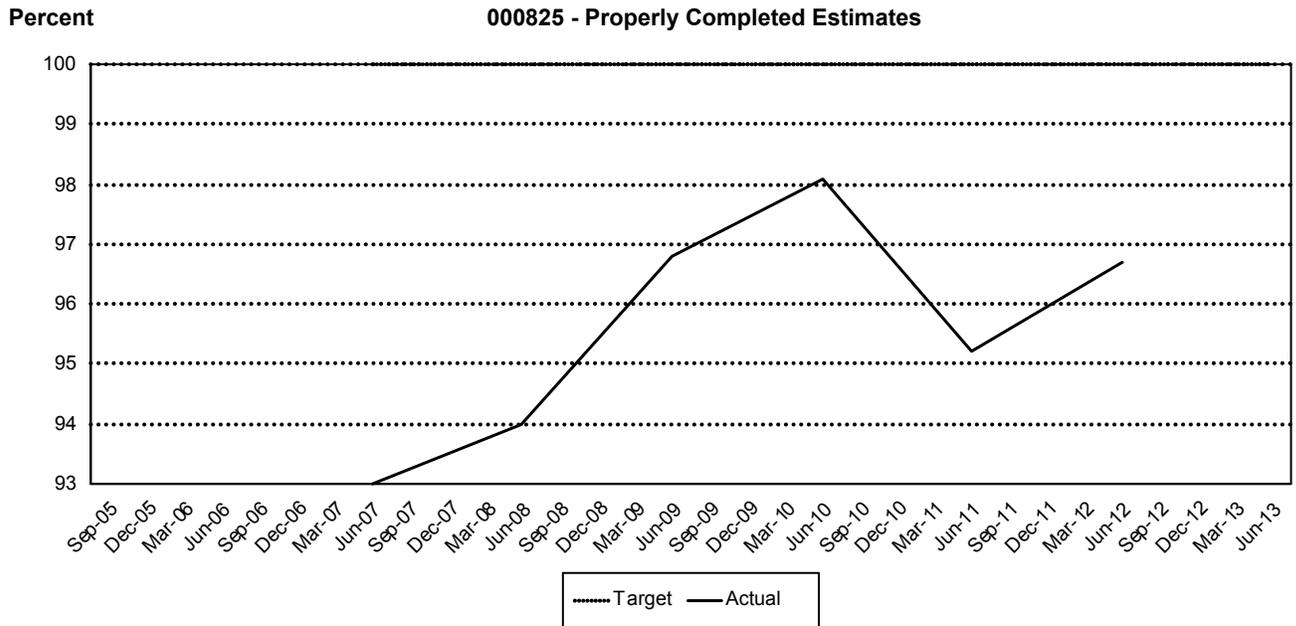
Statewide Strategy: Safeguard and manage public funds

Expected Results

Obtain timely and accurate member contribution and service credit information from employers. Maintain high satisfaction ratings from employers, as measured by an annual survey.

As of 9/3/2013

000825 - Percent of benefit estimates completed properly from available information.			
Biennium	Period	Actual	Target
2011-13	Q8		100%
2011-13	Q4	96.7%	100%
2009-11	Q8	95.2%	100%
2009-11	Q4	98.1%	100%
2007-09	Q8	96.8%	100%
2007-09	Q4	94%	100%



A007 Retirement Customer Services

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Provide a capable workforce to execute government functions

Expected Results

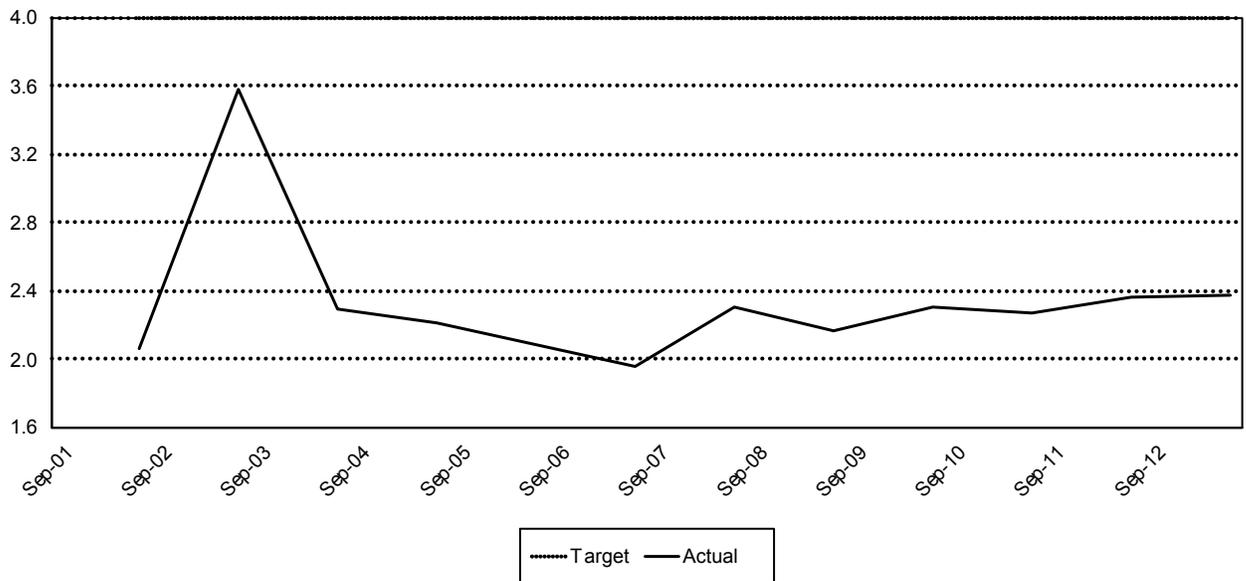
Provide benefit services that are a constitutionally-guaranteed contract between members and the state. Provide prompt service to members, as measured by responsiveness to: walk-in customers, phone calls, and correspondence. Maintain high member satisfaction, as measured by an annual survey.

As of 9/3/2013

000614 - Average number of minutes after arrival that members visiting the Department of Retirement Systems will receive knowledgeable staff service.			
Biennium	Period	Actual	Target
2011-13	Q8	2.37	4
2011-13	Q4	2.36	4
2009-11	Q8	2.27	4
2009-11	Q4	2.3	4
2007-09	Q8	2.16	4
2007-09	Q4	2.3	4

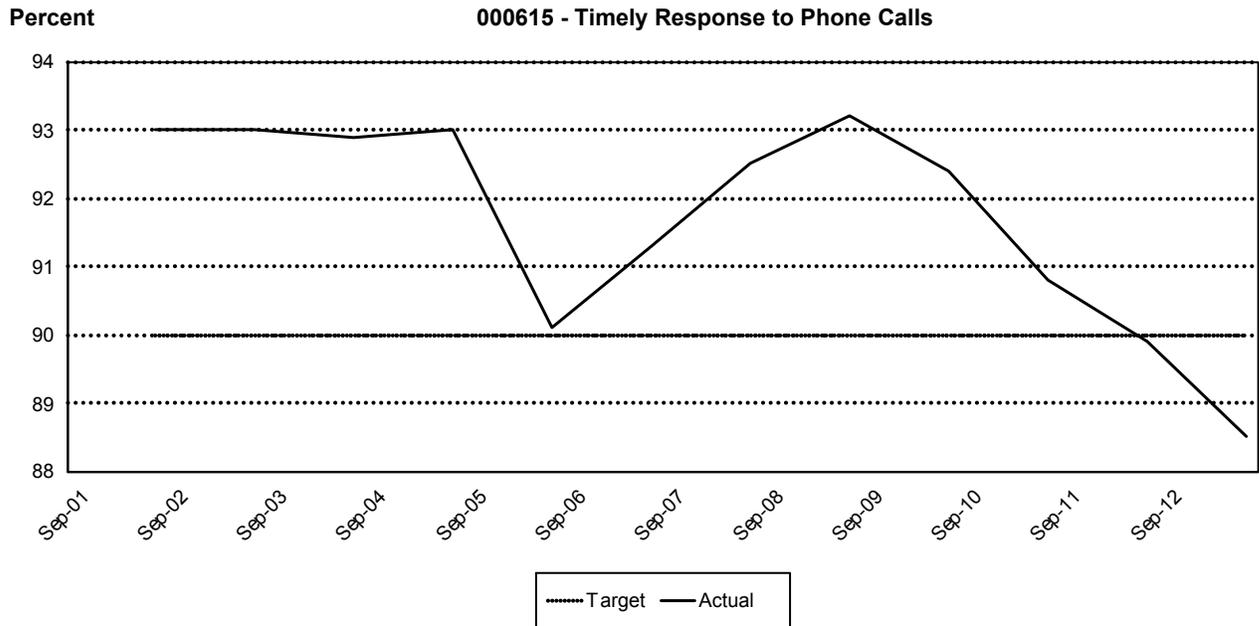
Number

000614 - Timely Response to Walk-In Customers



As of 9/3/2013

000615 - Percent of incoming phone calls to DRS answered within 30 seconds.			
Biennium	Period	Actual	Target
2011-13	Q8	88.5%	90%
2011-13	Q4	89.9%	90%
2009-11	Q8	90.8%	90%
2009-11	Q4	92.4%	90%
2007-09	Q8	93.2%	90%
2007-09	Q4	92.5%	90%



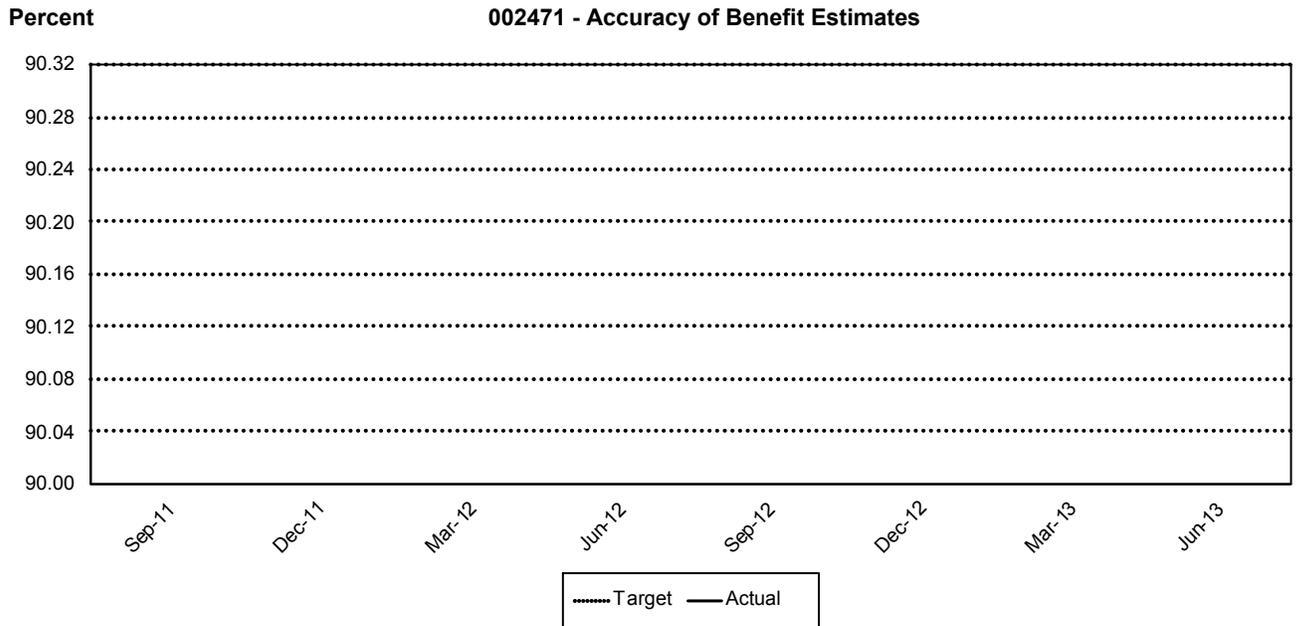
As of 9/3/2013

002470 - Percent of members interviewed, identifying that DRS met or exceeded their expectations across 10 aspects of customer service.			
Biennium	Period	Actual	Target
2011-13	Q8	88.8%	80%
Performance Measure Status: Under Review			



As of 9/3/2013

002471 - Percent of benefit estimates that are within +/- 3% of the final benefit.			
Biennium	Period	Actual	Target
2011-13	Q8	90.3%	90%
Performance Measure Status: Under Review			



A008 Retirement Information Systems

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

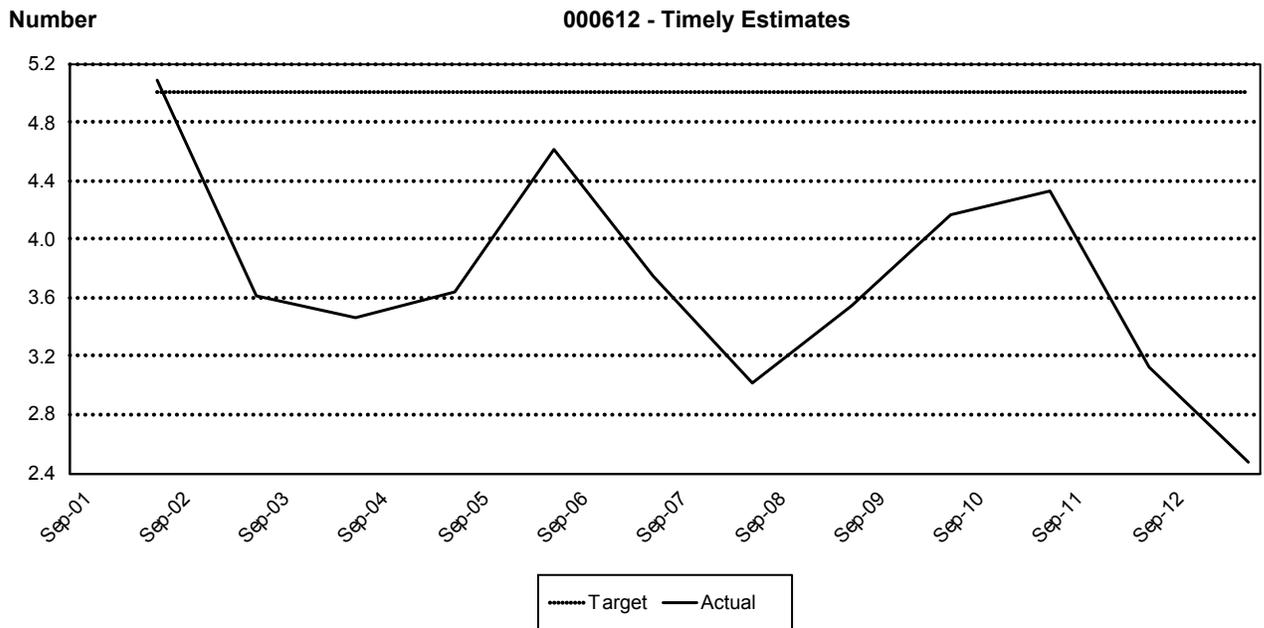
Statewide Strategy: Provide data, information, and analysis to support decision-making

Expected Results

Maintain accurate and efficient pension systems. Secure member information and data. Complete timely and accurate programming associated with legislatively mandated benefit changes, and implementation of new plans.

As of 9/3/2013

000612 - Average number of days to complete requests for retirement estimates.			
Biennium	Period	Actual	Target
2011-13	Q8	2.47	5
2011-13	Q4	3.12	5
2009-11	Q8	4.33	5
2009-11	Q4	4.17	5
2007-09	Q8	3.55	5
2007-09	Q4	3.01	5



A009 Trust Fund Accounting

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Safeguard and manage public funds

Expected Results

Provide timely and accurate pension payments to retirees, and accurate reporting to the Internal Revenue Service. Maintain industry standard record keeping for members participating the Public Employees', School Employees' and Teachers' Retirement Systems Plan 3's.

As of 9/3/2013

000806 - Benefits paid annually in dollars (annuitants, withdrawals, Deferred Compensation and Dependent Care).			
Biennium	Period	Actual	Target
2011-13	Q8	\$3,635	\$3,689
2011-13	Q4	\$3,593	\$3,513
2009-11	Q8	\$3,346	\$3,215
2009-11	Q4	\$3,049	\$3,062
2007-09	Q8	\$2,916	\$3,027
2007-09	Q4	\$2,839	\$2,829

