

As of 7/28/2015

## 124 - Department of Retirement Systems

### A001 Administration

**Statewide Result Area:** Efficient, Effective and Accountable Government

**Statewide Strategy:** Safeguard and manage public funds

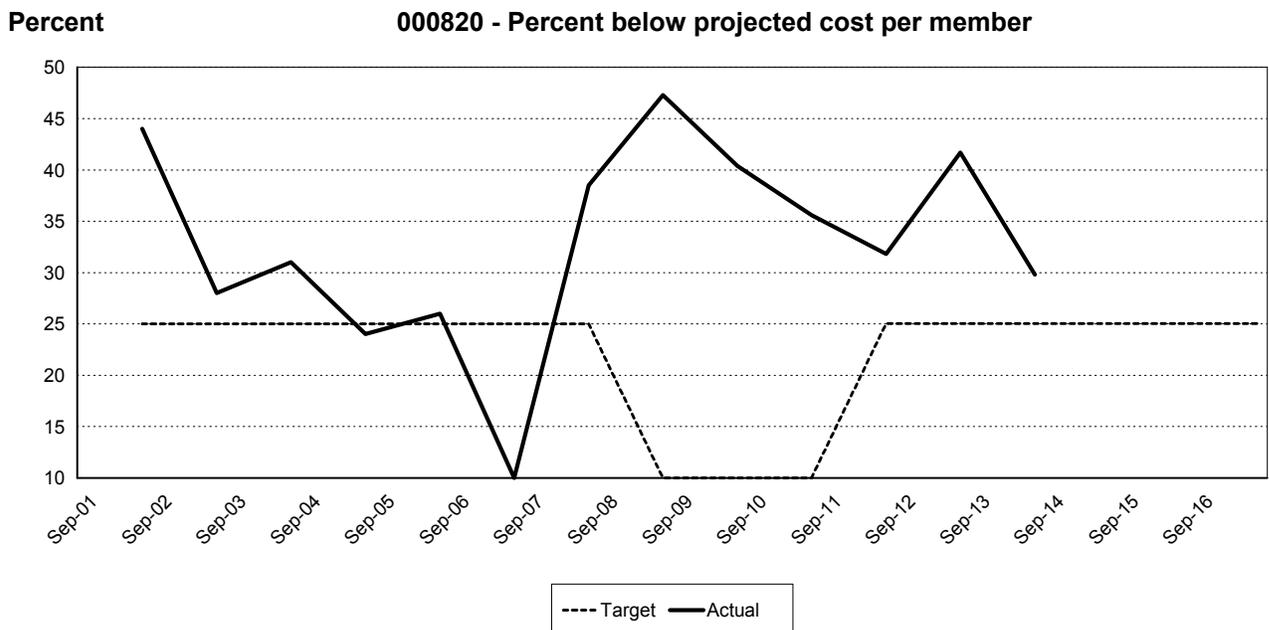
#### Expected Results

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
2015-17	Q8		25%
2015-17	Q4		25%
2013-15	Q8		25%
2013-15	Q4	29.8%	25%
2011-13	Q8	41.7%	25%
2011-13	Q4	31.8%	25%
Performance Measure Status: Approved			

Date Measured: 6/30/2013

Comment: FY 13 data received March of 2014.



### A002 Deferred Compensation Management for Public Employees

As of 7/28/2015

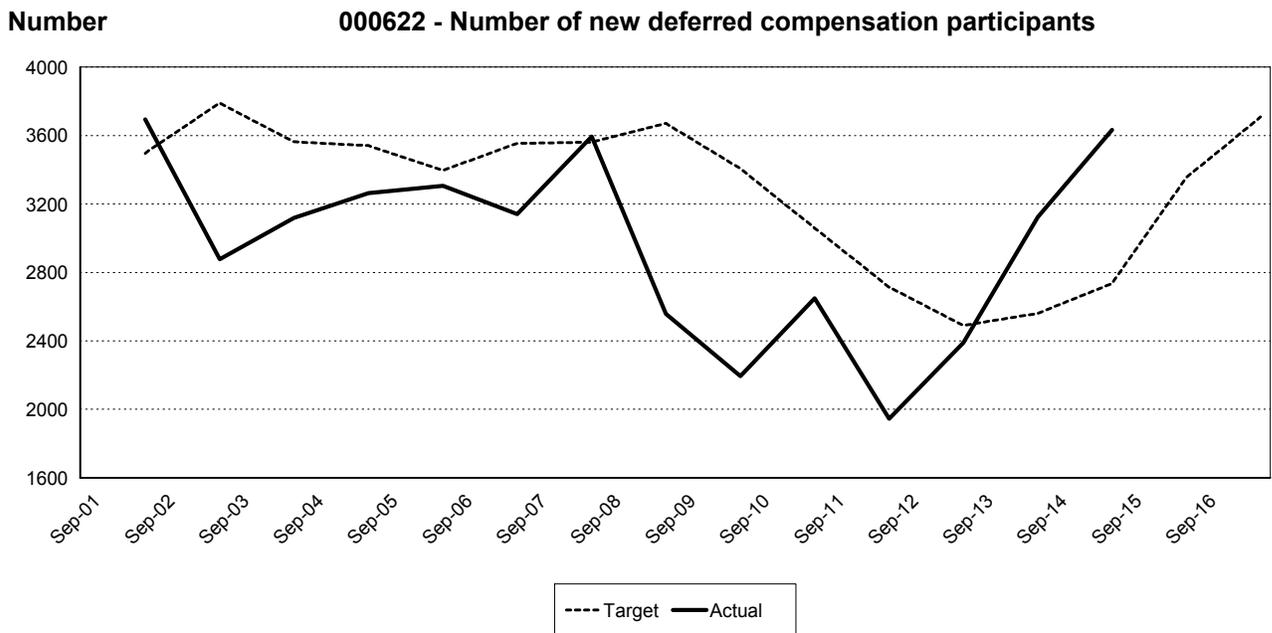
**Statewide Result Area: Efficient, Effective and Accountable Government**  
**Statewide Strategy: Safeguard and manage public funds**

**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.

<b>000622 - Number of new deferred compensation participants.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2015-17	Q8		3,708
2015-17	Q4		3,354
2013-15	Q8	3,634	2,735
2013-15	Q4	3,125	2,560
2011-13	Q8	2,388	2,489
2011-13	Q4	1,945	2,713

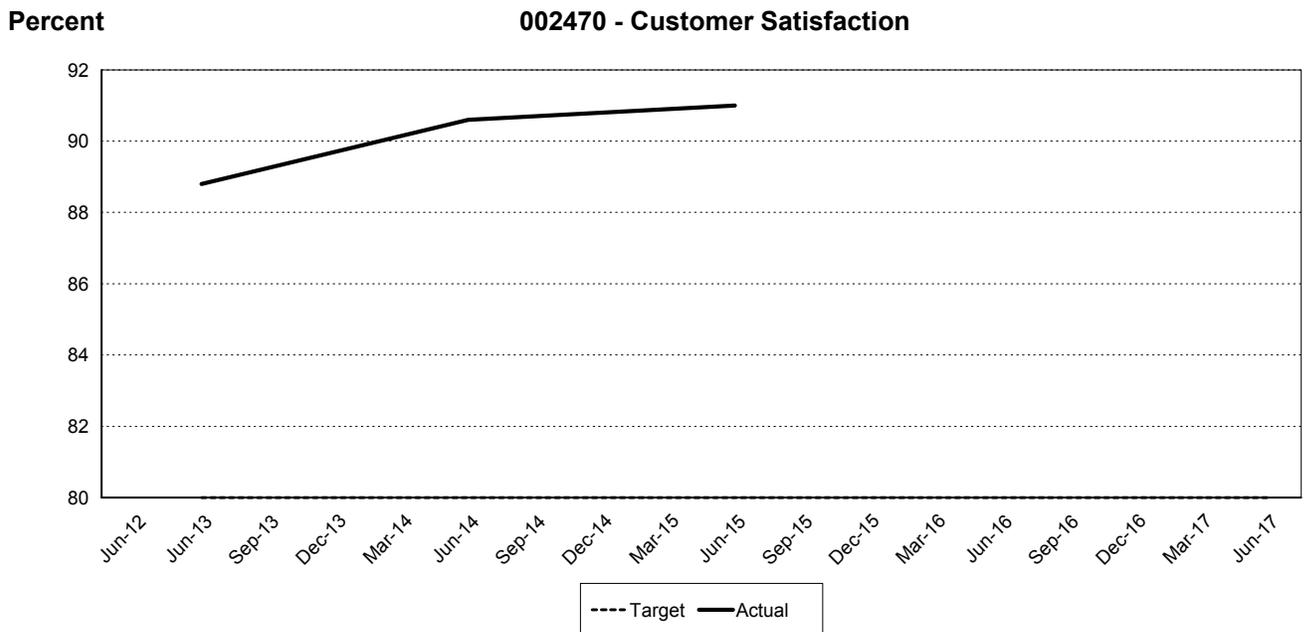
Performance Measure Status: Approved



As of 7/28/2015

<b>002470 - Percent of members interviewed, identifying that DRS met or exceeded their expectations across 10 aspects of customer service.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>	
2015-17	Q8		80%	
2015-17	Q4		80%	
2013-15	Q8	91%	80%	
2013-15	Q4	90.6%	80%	
2011-13	Q8	88.8%	80%	

Performance Measure Status: Approved



## A007 Retirement Customer Services

**Statewide Result Area:** Efficient, Effective and Accountable Government

**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.

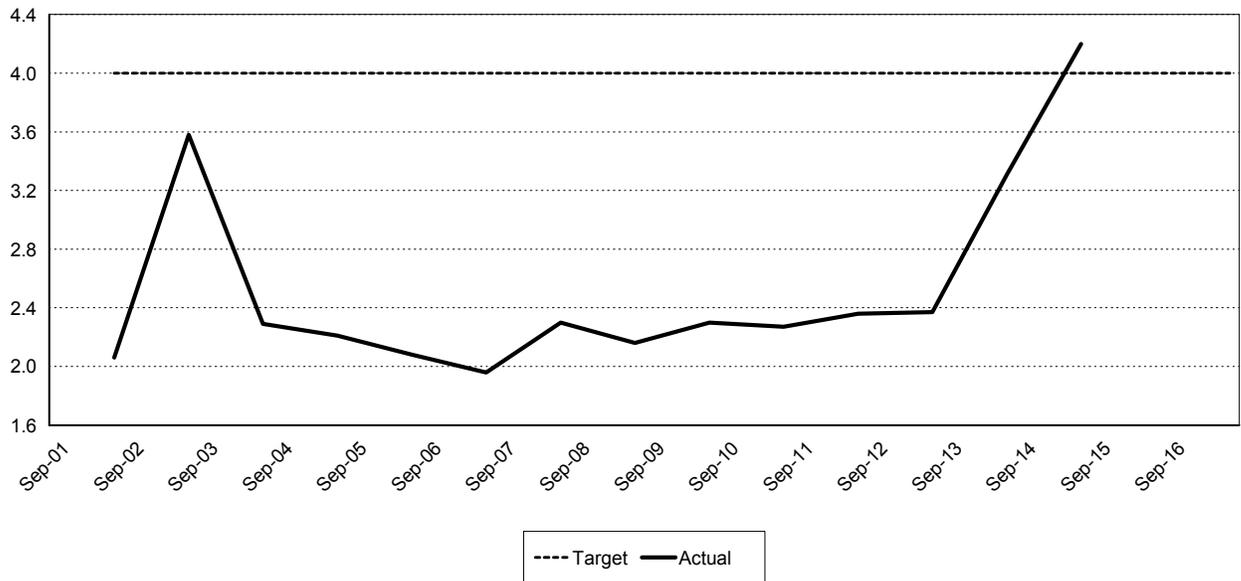
As of 7/28/2015

<b>000614 - Average number of minutes after arrival that members visiting the Department of Retirement Systems will receive knowledgeable staff service.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2015-17	Q8		4
2015-17	Q4		4
2013-15	Q8	4.2	4
2013-15	Q4	3.31	4
2011-13	Q8	2.37	4
2011-13	Q4	2.36	4

Performance Measure Status: Approved

Number

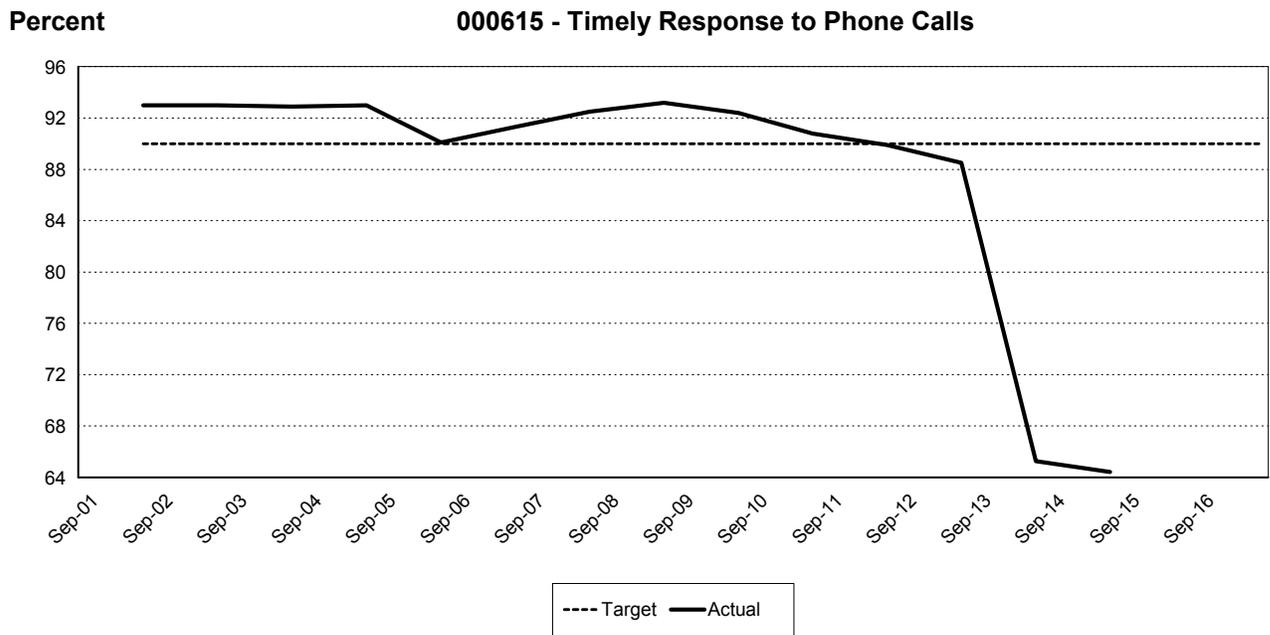
**000614 - Timely Response to Walk-In Customers**



As of 7/28/2015

000615 - Percent of incoming phone calls to DRS answered within 30 seconds.			
Biennium	Period	Actual	Target
2015-17	Q8		90%
2015-17	Q4		90%
2013-15	Q8	64.4%	90%
2013-15	Q4	65.26%	90%
2011-13	Q8	88.5%	90%
2011-13	Q4	89.9%	90%

Performance Measure Status: Approved

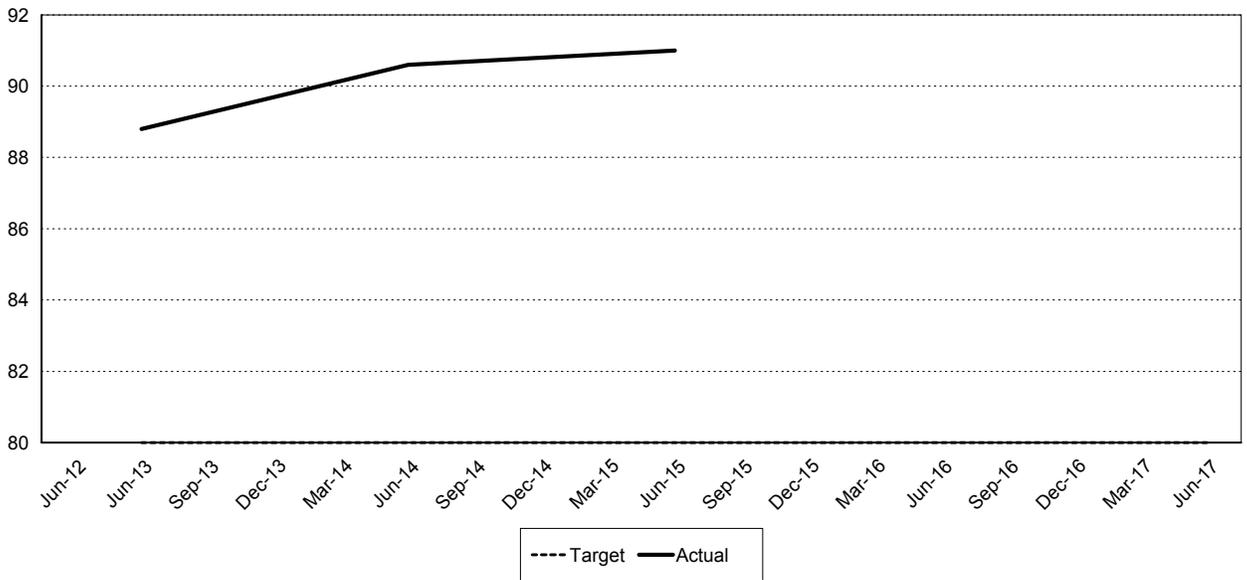


As of 7/28/2015

<b>002470 - Percent of members interviewed, identifying that DRS met or exceeded their expectations across 10 aspects of customer service.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>	
2015-17	Q8		80%	
2015-17	Q4		80%	
2013-15	Q8	91%	80%	
2013-15	Q4	90.6%	80%	
2011-13	Q8	88.8%	80%	

Performance Measure Status: Approved

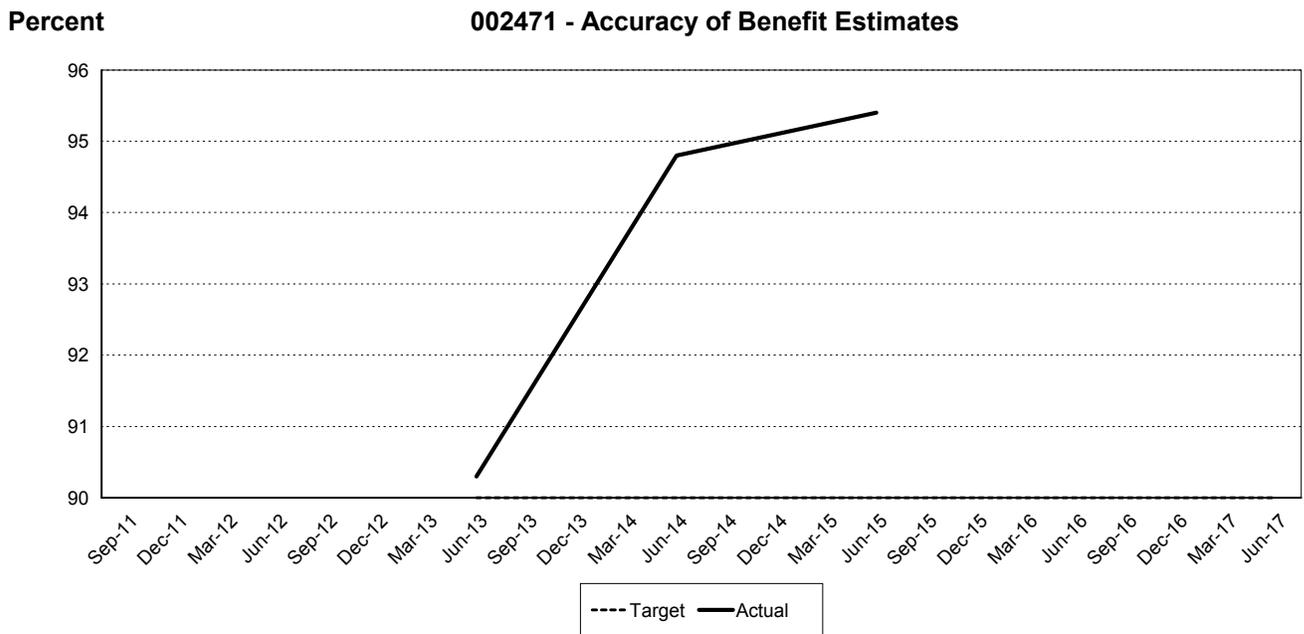
**Percent** **002470 - Customer Satisfaction**



As of 7/28/2015

<b>002471 - Percent of benefit estimates that are within +/- 3% of the final benefit.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2015-17	Q8		90%
2015-17	Q4		90%
2013-15	Q8	95.4%	90%
2013-15	Q4	94.8%	90%
2011-13	Q8	90.3%	90%

Performance Measure Status: Approved



## A008 Retirement Information Systems

**Statewide Result Area:** Efficient, Effective and Accountable Government

**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.

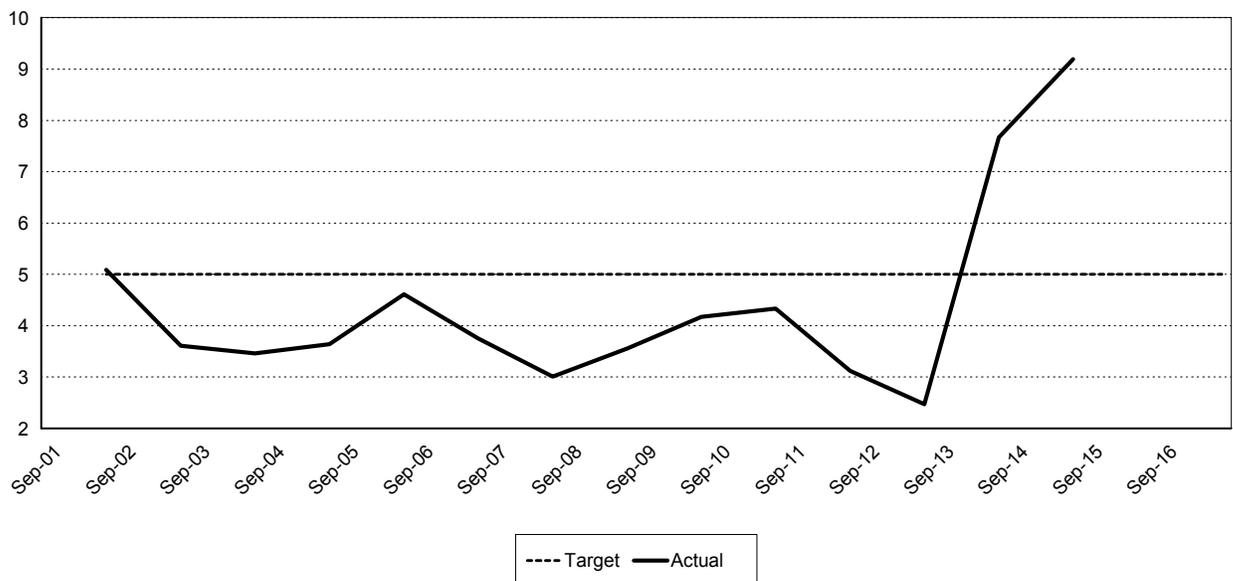
As of 7/28/2015

000612 - Average number of days to complete requests for retirement estimates.			
Biennium	Period	Actual	Target
2015-17	Q8		5
2015-17	Q4		5
2013-15	Q8	9.19	5
2013-15	Q4	7.67	5
2011-13	Q8	2.47	5
2011-13	Q4	3.12	5

Performance Measure Status: Approved

Number

000612 - Timely Estimates



## A009 Trust Fund Accounting

**Statewide Result Area:** Efficient, Effective and Accountable Government

**Statewide Strategy:** Safeguard and manage public funds

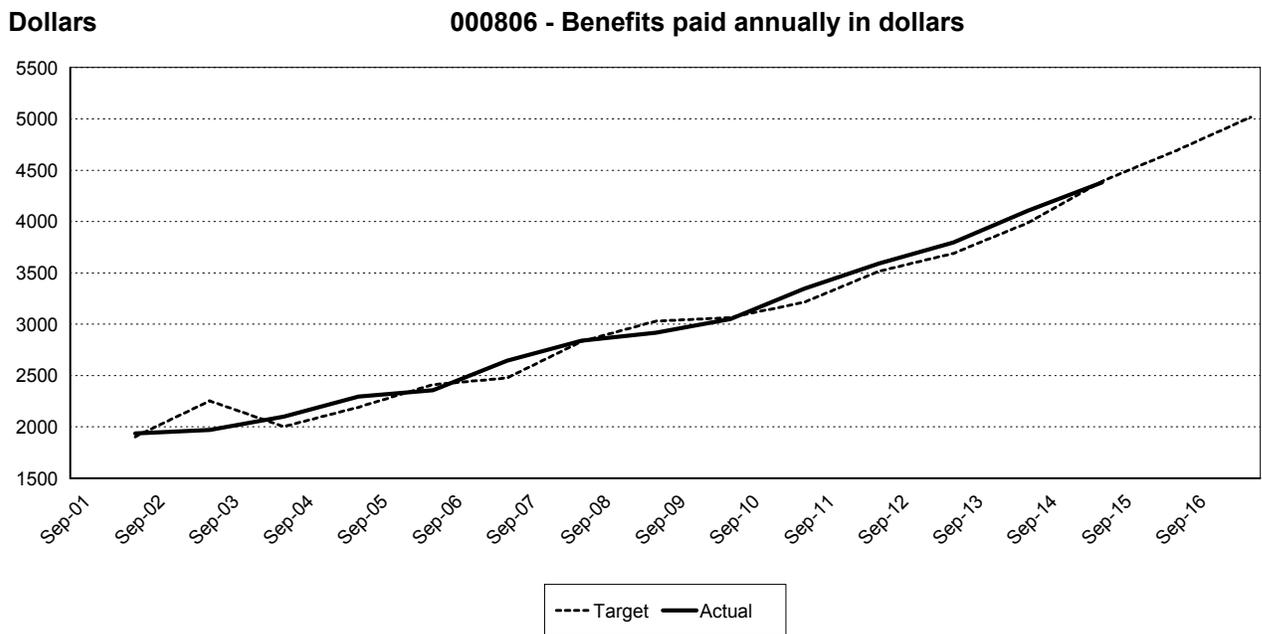
### Expected Results

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 7/28/2015

<b>000806 - Benefits paid annually in dollars (annuitants, withdrawals, Deferred Compensation and Dependent Care).</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2015-17	Q8		\$5,017
2015-17	Q4		\$4,689
2013-15	Q8	\$4,382	\$4,391
2013-15	Q4	\$4,104	\$3,986
2011-13	Q8	\$3,796	\$3,689
2011-13	Q4	\$3,593	\$3,513

Performance Measure Status: Approved



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*As of 7/28/2015*

<b><u>Parameter</u></b>	<b><u>Entered As</u></b>
Budget Period	2015-17
Agency	124
Program	*
Status Preference	Approved
Usage Type	Budget
Event	No Event
Data Table Biennium	2015-17
Include Expected Results Text	Y
Include Trend Line	Y
Include Data Table	Y
Chart Type	Line
User Group	O