

As of 5/27/2009

124 - Department of Retirement Systems

A001 Administration

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

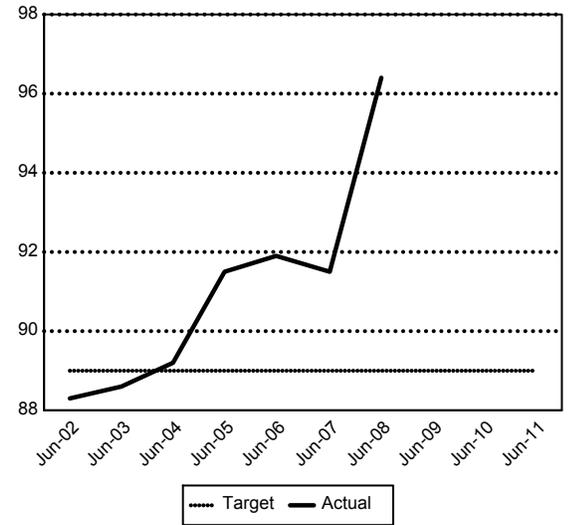
Statewide Strategy: Provide state financial services and resources

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.

By survey, percentage of members responding with a "satisfied" or "very satisfied" rating for overall quality of services provided by Department of Retirement Systems.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	89%		
	4th Qtr	89%	96.4%	7.4%
2005-07	8th Qtr	89%	91.5%	2.5%
	4th Qtr	89%	91.9%	2.9%
2003-05	8th Qtr	89%	91.5%	2.5%
	4th Qtr	89%	89.2%	0.2%

In FY 07, we only surveyed Deferred Compensation participants. Retirement system members/retirees were not surveyed as their ratings have been very consistent year-to-year and we're reviewing the effectiveness of the survey tool.

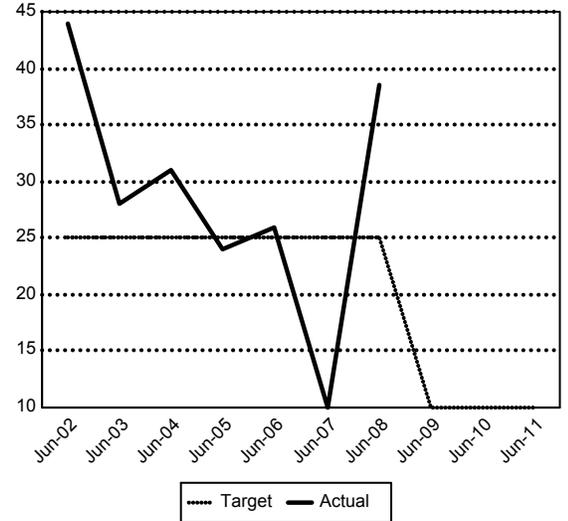


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Percent that DRS' per-member cost is below public sector peer group.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	10%		
	4th Qtr	25%	38.5%	13.5%
2005-07	8th Qtr	25%	10%	(15)%
	4th Qtr	25%	26%	1%
2003-05	8th Qtr	25%	24%	(1)%
	4th Qtr	25%	31%	6%

Benchmarking is performed by a third party provider and factors in corresponding levels of complexity, service and types/volumes of transactions. The "percent below" figure represents the difference between DRS' actual cost and the predicted cost (per member), relative to other public pension administrators. The formula is adjusted each FY based on a statistical analysis of the different factors that drive cost. Final analysis on the prior FY is available the following spring.

Comment: Final benchmarking report on FY 08 data received 3/12/09.



A002 Deferred Compensation Management for Public Employees

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

Statewide Strategy: Provide state financial services and resources

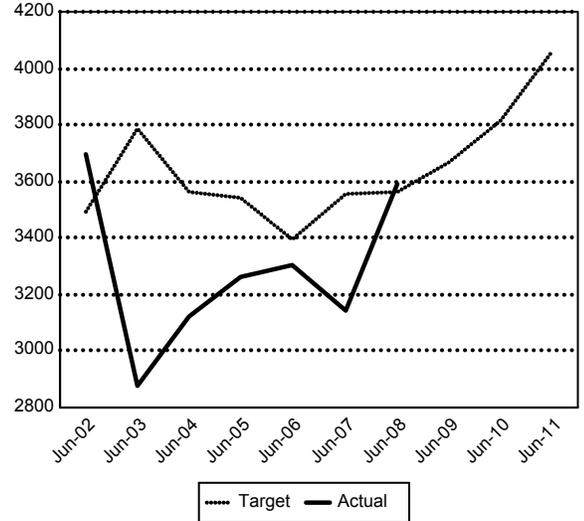
Expected Results

- 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.

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Number of new deferred compensation participants.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	3,670		
	4th Qtr	3,561	3,594	33
2005-07	8th Qtr	3,553	3,141	(412)
	4th Qtr	3,395	3,307	(88)
2003-05	8th Qtr	3,541	3,264	(277)
	4th Qtr	3,563	3,119	(444)

Target goal is based on a 10% increase of new participants above the 3-year average.



A003 Dependent Care Program Management for Public Employees

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

Statewide Strategy: Provide state financial services and resources

Expected Results

Maintain participation levels. Maintain program compliance with federal law.

A004 Member Data Services

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

Statewide Strategy: Provide state financial services and resources

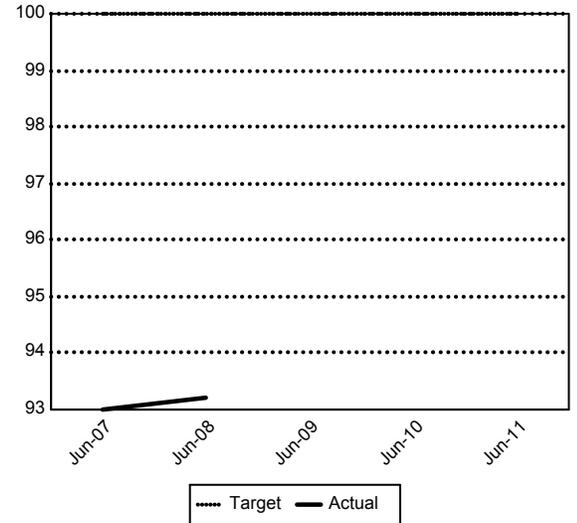
Expected Results

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

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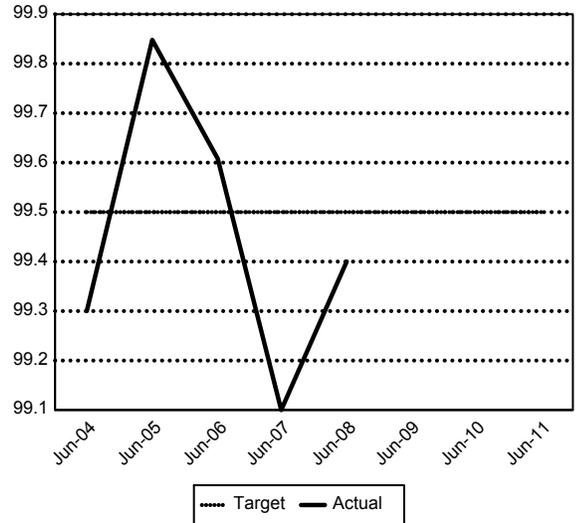
Percent of benefit estimates completed properly from available information.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	100%		
	4th Qtr	100%	93.2%	(6.8)%
2005-07	8th Qtr	100%	93%	(7)%

This new measure takes into account both the accuracy of the benefit estimate, as well as adherence to appropriate procedures.



Percent of retirement contributions collected from employers by the 15th of each month.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	99.5%		
	4th Qtr	99.5%	99.4%	(0.1)%
2005-07	8th Qtr	99.5%	99.1%	(0.4)%
	4th Qtr	99.5%	99.61%	0.11%
2003-05	8th Qtr	99.5%	99.85%	0.35%
	4th Qtr	99.5%	99.3%	(0.2)%

The department collects required employee and employer contributions to the pension trust funds. Timely collection of these funds provides the State Investment Board with the greatest opportunity to maximize the returns on their investment.



A006 One-Time Projects

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

Statewide Strategy: Provide state financial services and resources

Expected Results

As of 5/27/2009

Implement projects on time and within budget.

A007 Retirement Customer Services

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

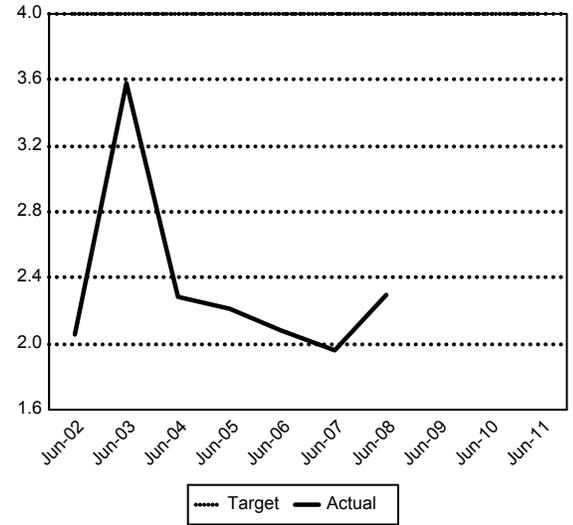
Statewide Strategy: Provide human resources support for government agencies

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.

Average number of minutes after arrival that members visiting the Department of Retirement Systems without an appointment will receive knowledgeable staff service.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	4		
	4th Qtr	4	2.3	(1.7)
2005-07	8th Qtr	4	1.96	(2.04)
	4th Qtr	4	2.08	(1.92)
2003-05	8th Qtr	4	2.21	(1.79)
	4th Qtr	4	2.29	(1.71)

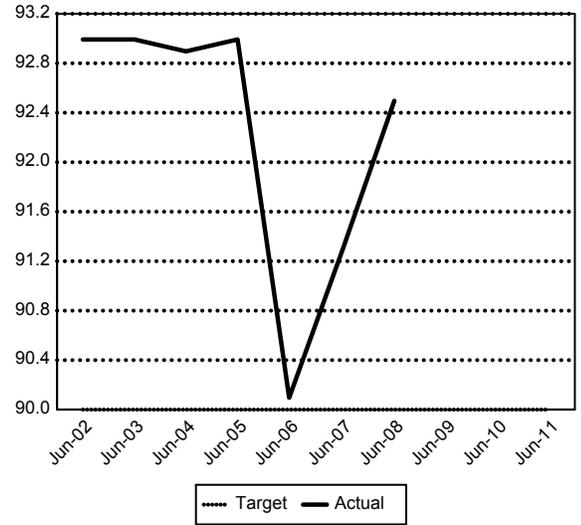
Faced with projected growth in the number of retirements and the number of members, both of which produce workload increases, DRS proposes to sustain its current high standards of customer service without increases in staff.



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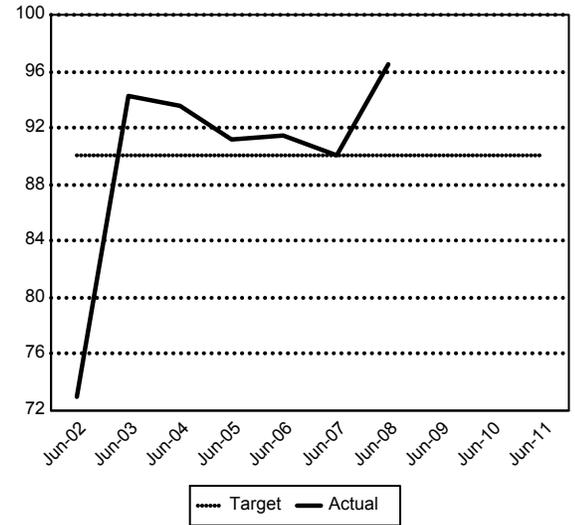
Percent of incoming phone calls to DRS, via an automated call distributor, answered within 30 seconds.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	90%		
	4th Qtr	90%	92.5%	2.5%
2005-07	8th Qtr	90%	91.3%	1.3%
	4th Qtr	90%	90.1%	0.1%
2003-05	8th Qtr	90%	93%	3%
	4th Qtr	90%	92.9%	2.9%

Faced with projected growth in the number of retirements and the number of members, both of which produce workload increases, DRS proposes to sustain its current high standards of customer service without increases in staff.



Percent of routine correspondence having a response within five days.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	90%		
	4th Qtr	90%	96.5%	6.5%
2005-07	8th Qtr	90%	90.1%	0.1%
	4th Qtr	90%	91.5%	1.5%
2003-05	8th Qtr	90%	91.2%	1.2%
	4th Qtr	90%	93.5%	3.5%

Faced with projected growth in the number of retirements and the number of members, both of which produce workload increases, DRS proposes to sustain its current high standards of customer service without increases in staff.



A008 Retirement Information Systems

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

Statewide Strategy: Improve decision support for government decision makers

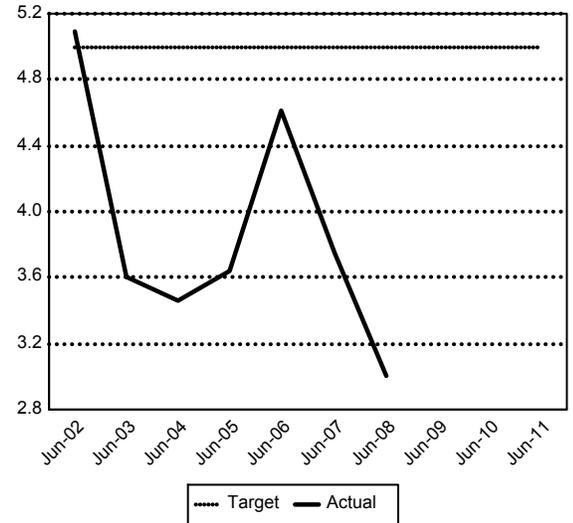
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Expected Results

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.

Average number of days to complete requests for retirement estimates.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	5		
	4th Qtr	5	3.01	(1.99)
2005-07	8th Qtr	5	3.75	(1.25)
	4th Qtr	5	4.61	(0.39)
2003-05	8th Qtr	5	3.64	(1.36)
	4th Qtr	5	3.46	(1.54)

Faced with projected growth in the number of retirements and the number of members, both of which produce workload increases, DRS proposes to sustain its current high standards of customer service without increases in staff.



A009 Trust Fund Accounting

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

Statewide Strategy: Provide state financial services and resources

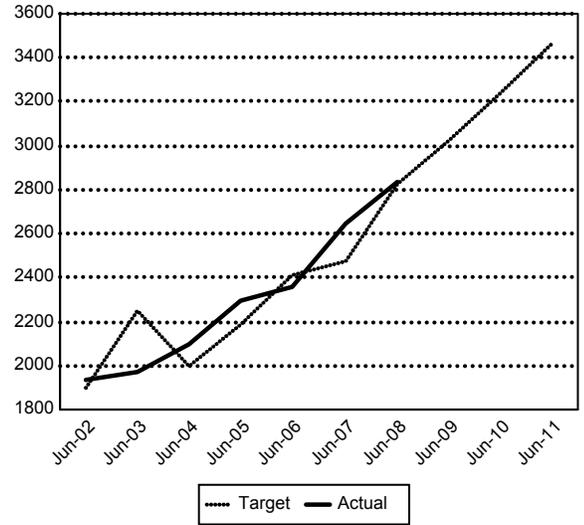
Expected Results

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.

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Benefits paid annually in dollars (annuitants, withdrawals, Deferred Compensation and Dependent Care).				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	\$3,027		
	4th Qtr	\$2,829	\$2,839	\$10
2005-07	8th Qtr	\$2,473	\$2,644	\$171
	4th Qtr	\$2,409	\$2,355	\$(54)
2003-05	8th Qtr	\$2,188	\$2,294	\$106
	4th Qtr	\$2,000	\$2,098	\$98

Dollars are in millions.



ZZZX Other Statewide Adjustments

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

Statewide Strategy: Provide state financial services and resources