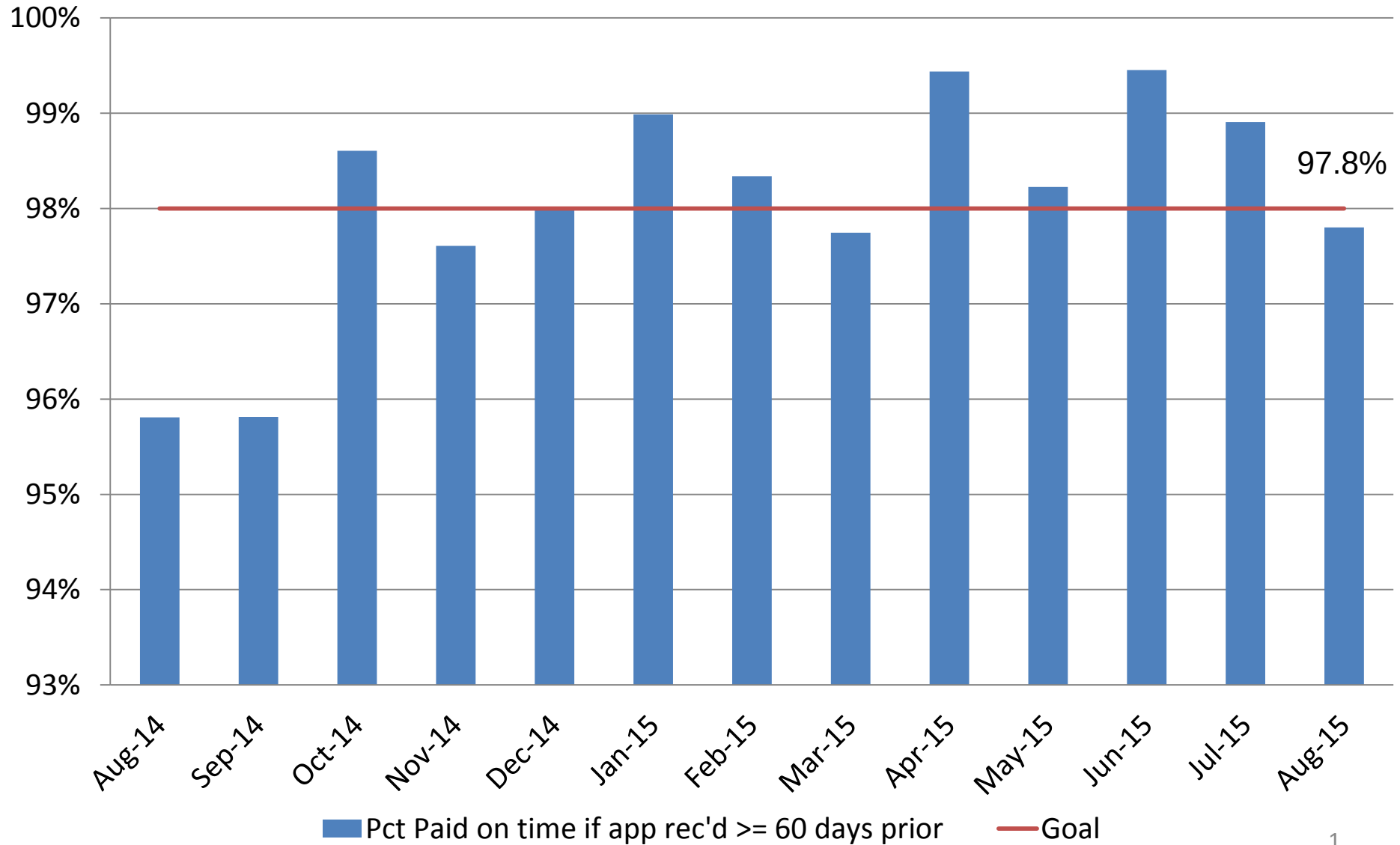
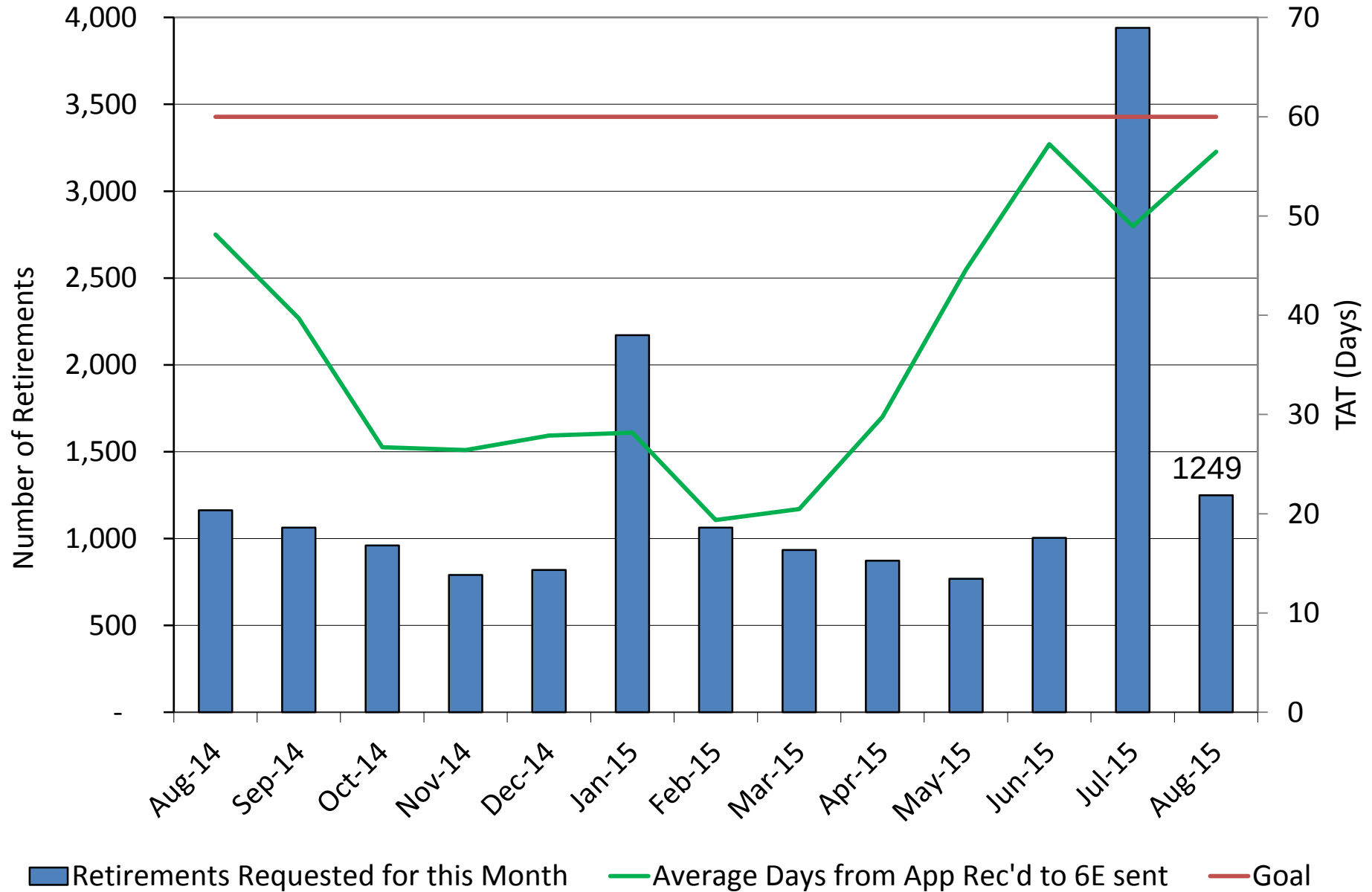


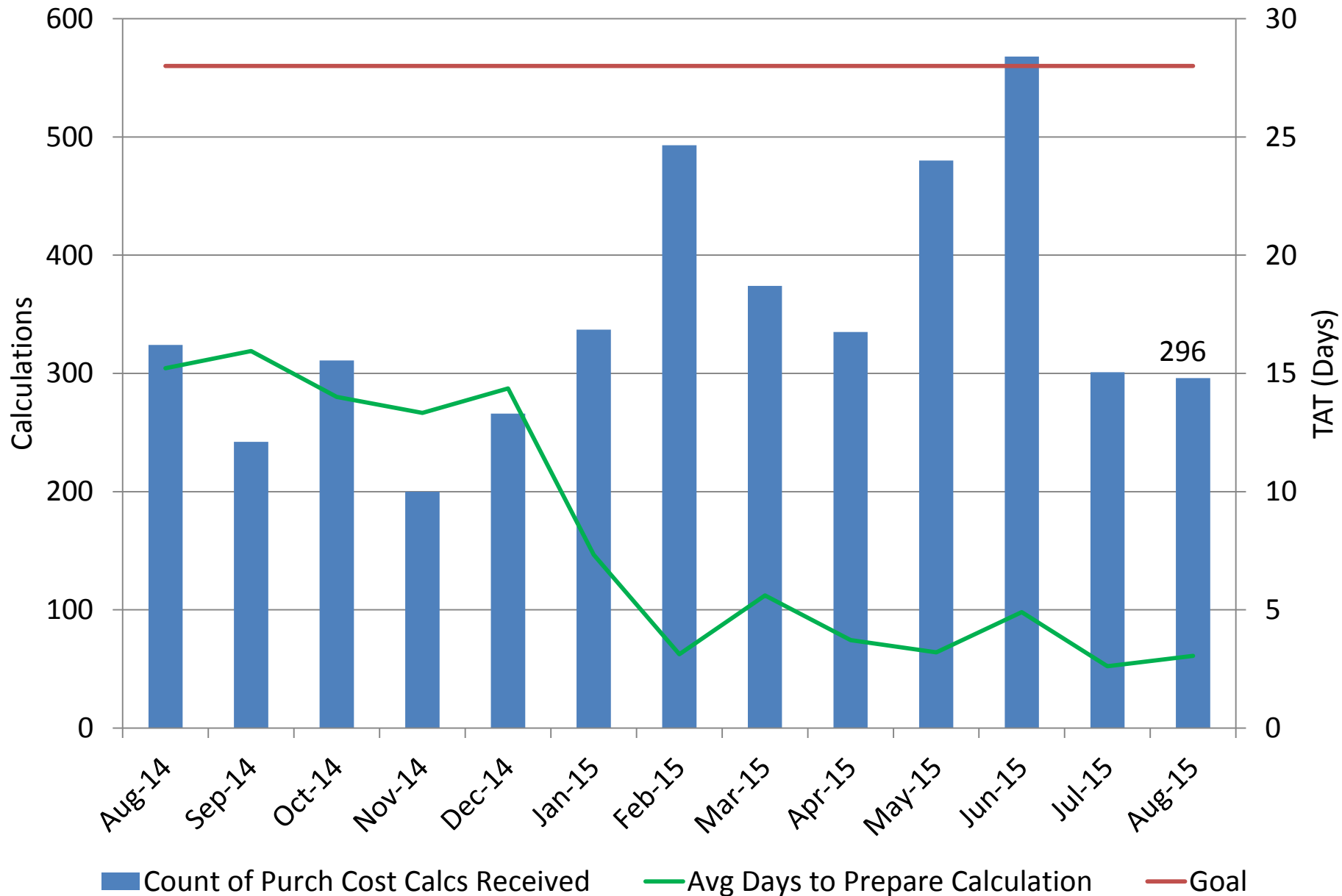
Retirement Processing - 60 Day Paid On Time Rate



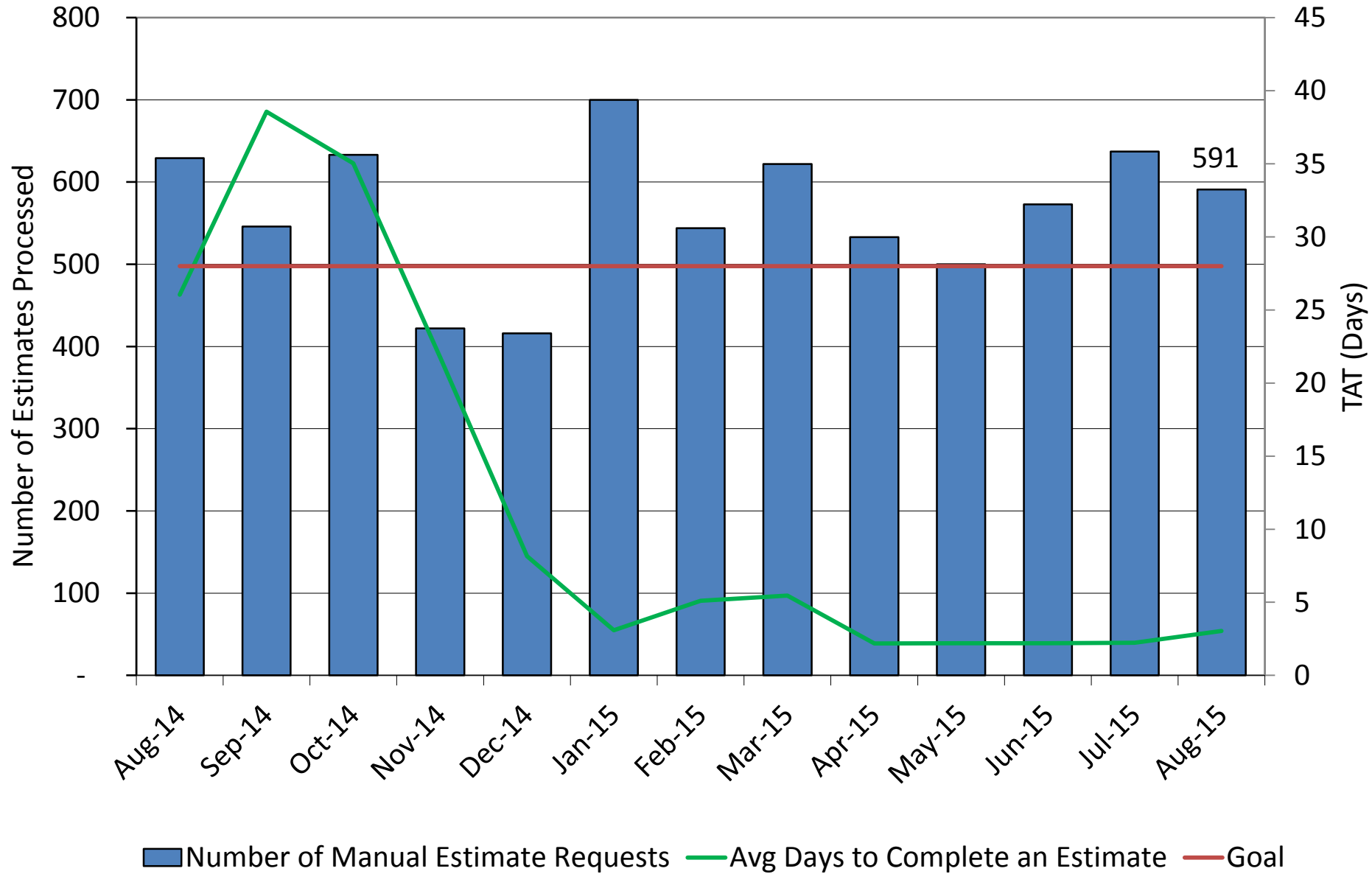
Retirement Processing - Retirements Requested, TAT



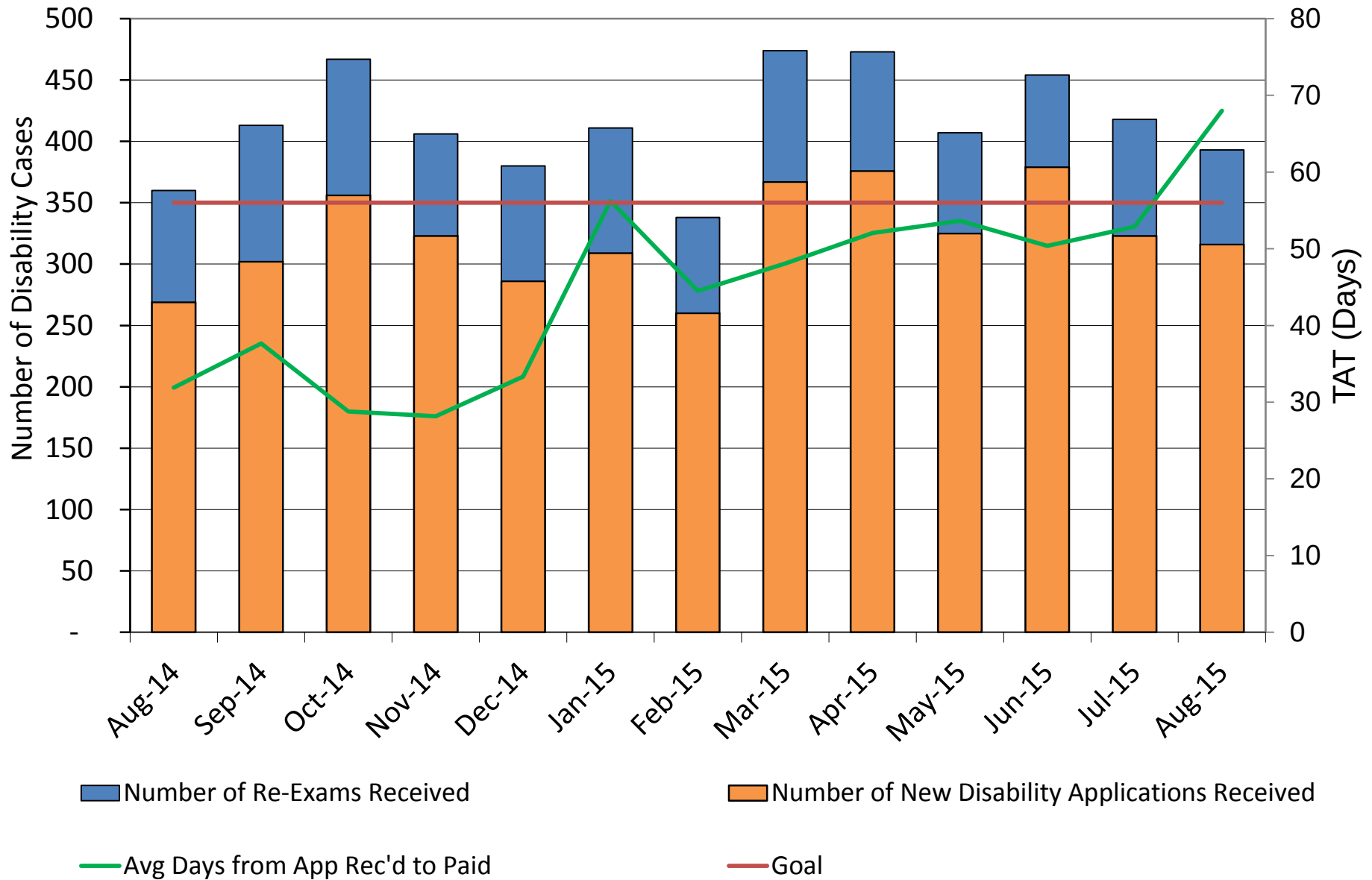
Retirement Processing - Service Purchase Calculations



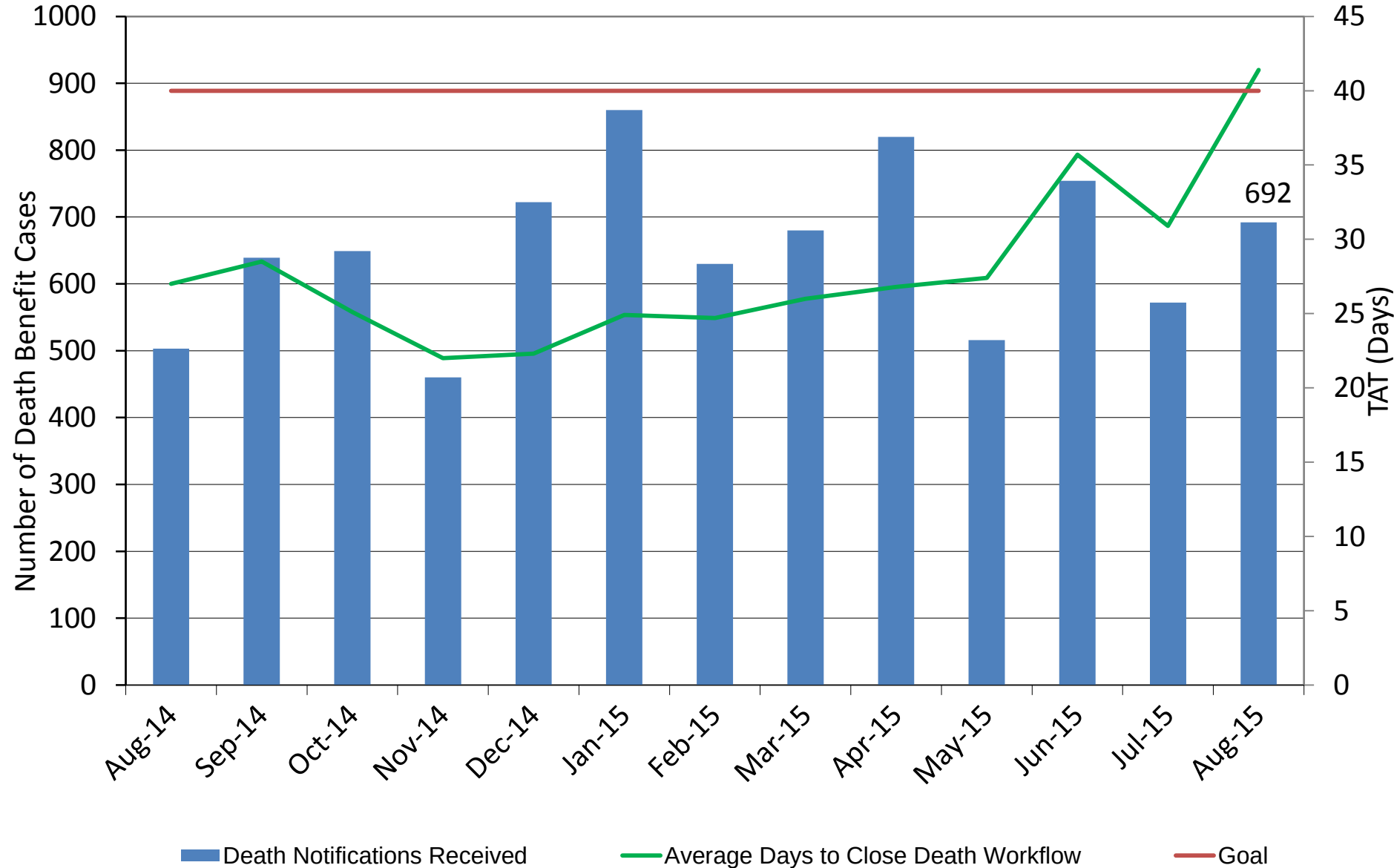
Retirement Processing - Estimates Requested



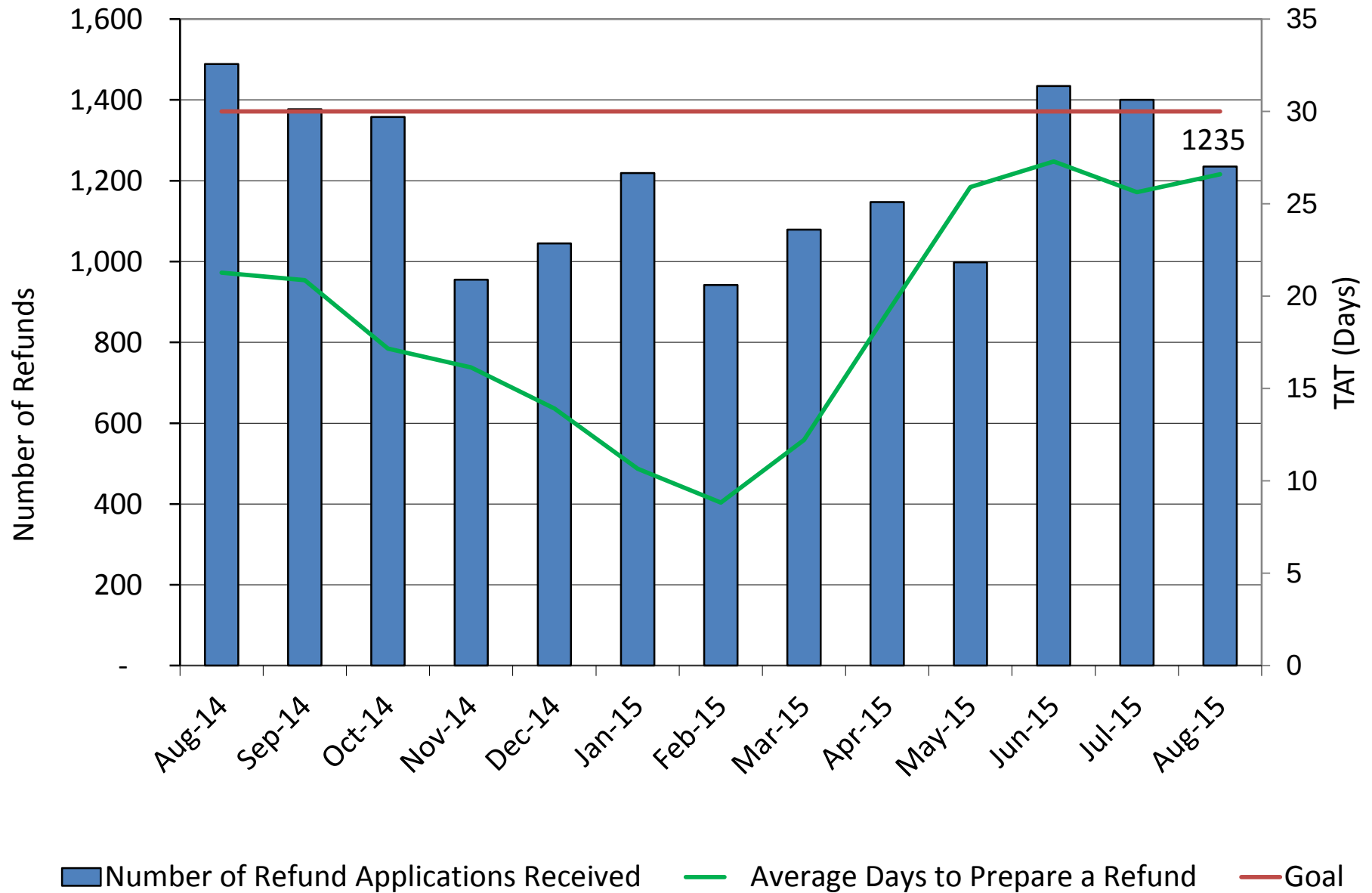
Benefit Processing - Disability Applications



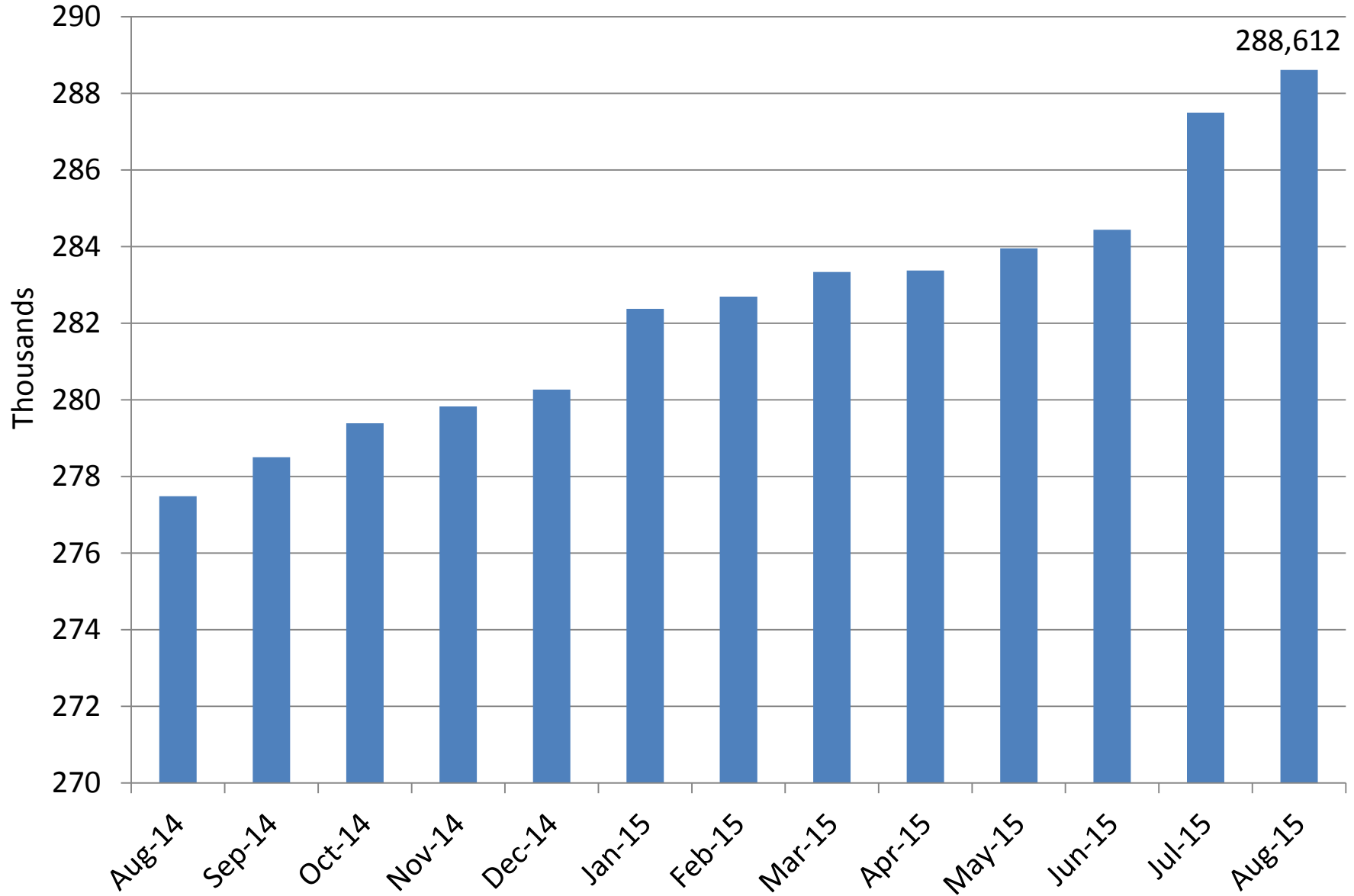
Benefit Processing - Death Notifications



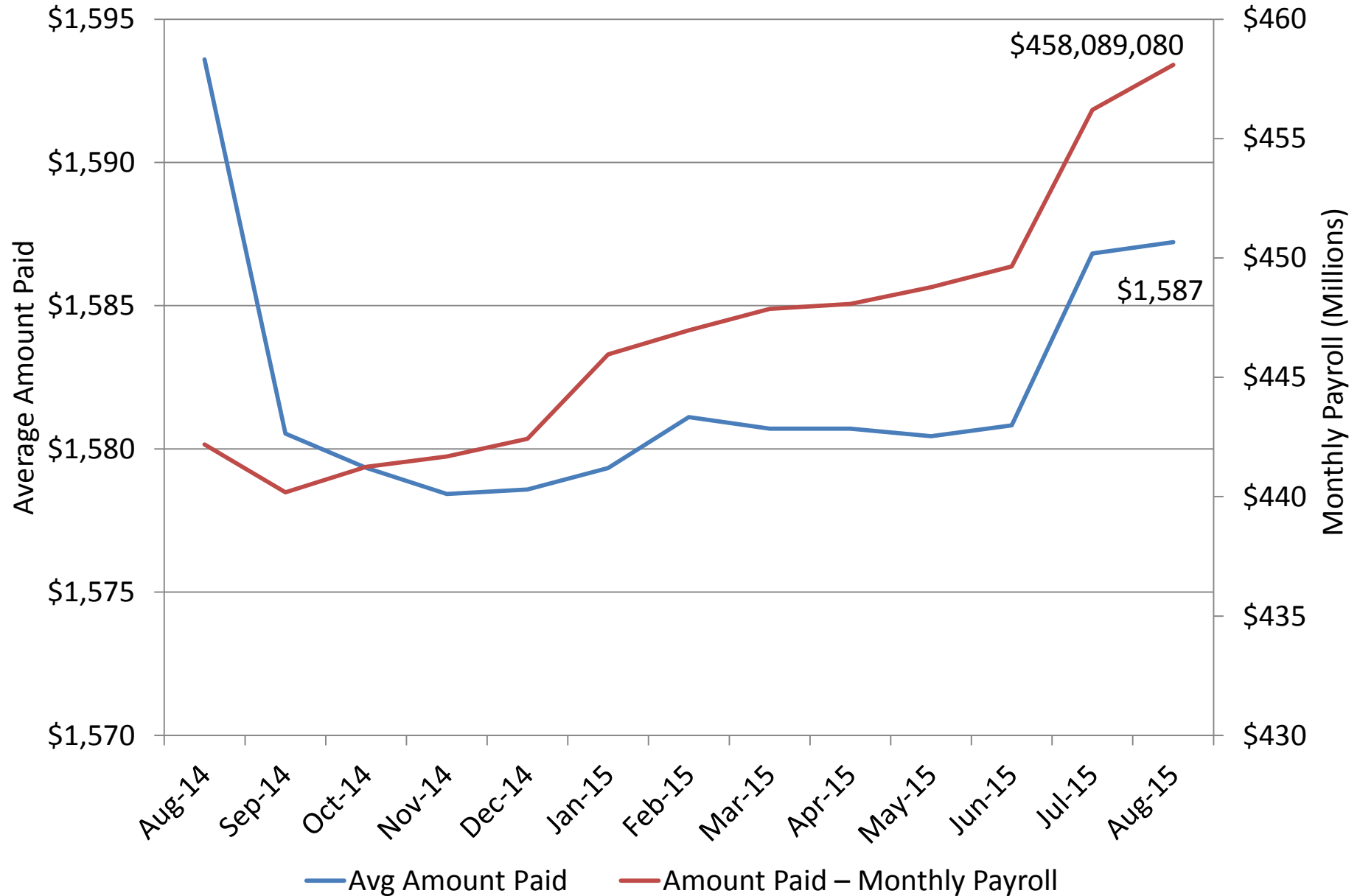
Benefit Processing - Refund Requests



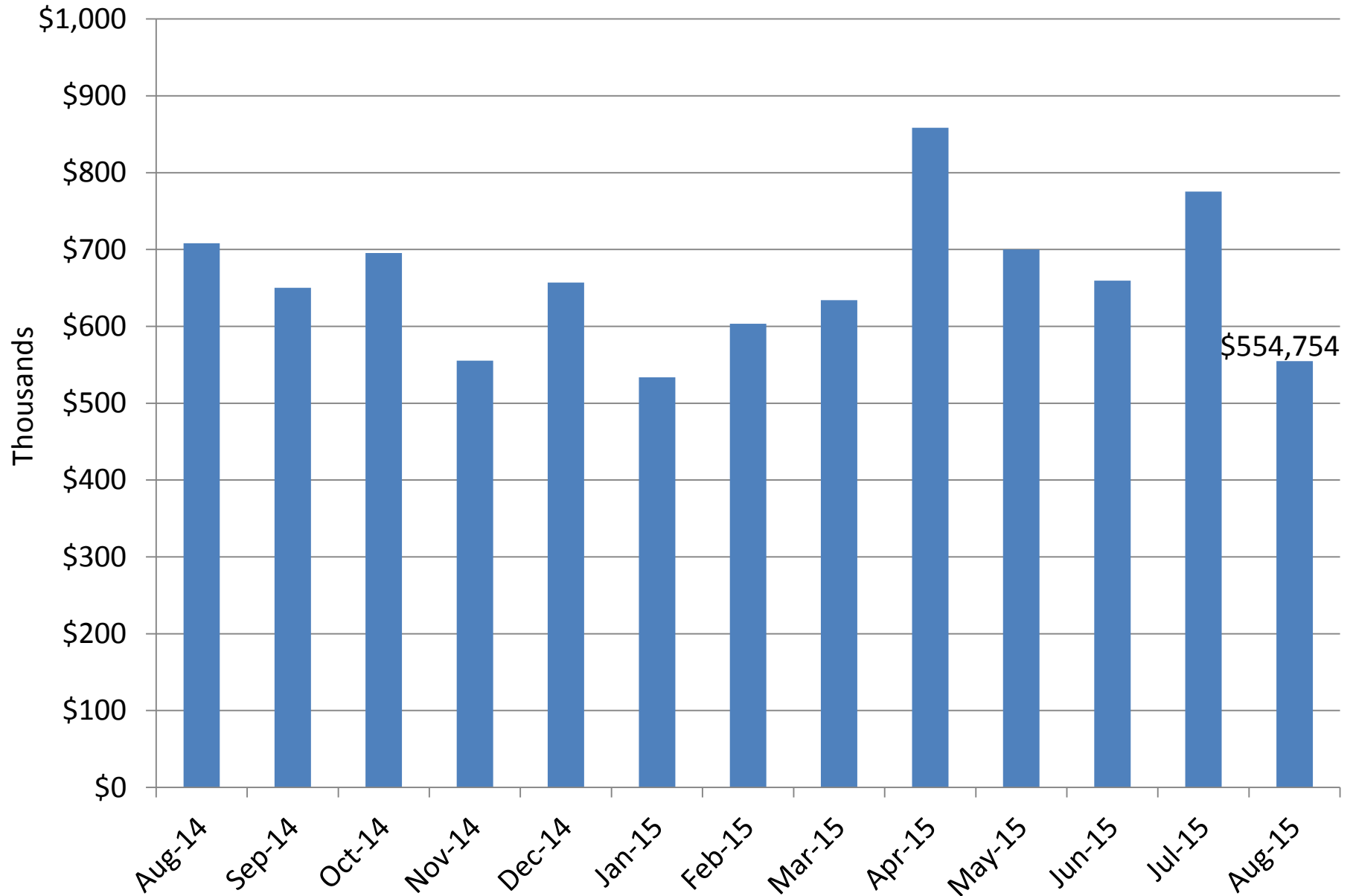
Payroll Processing - Payees



Payroll Processing - Amount Paid



Overpayments - Amount Collected

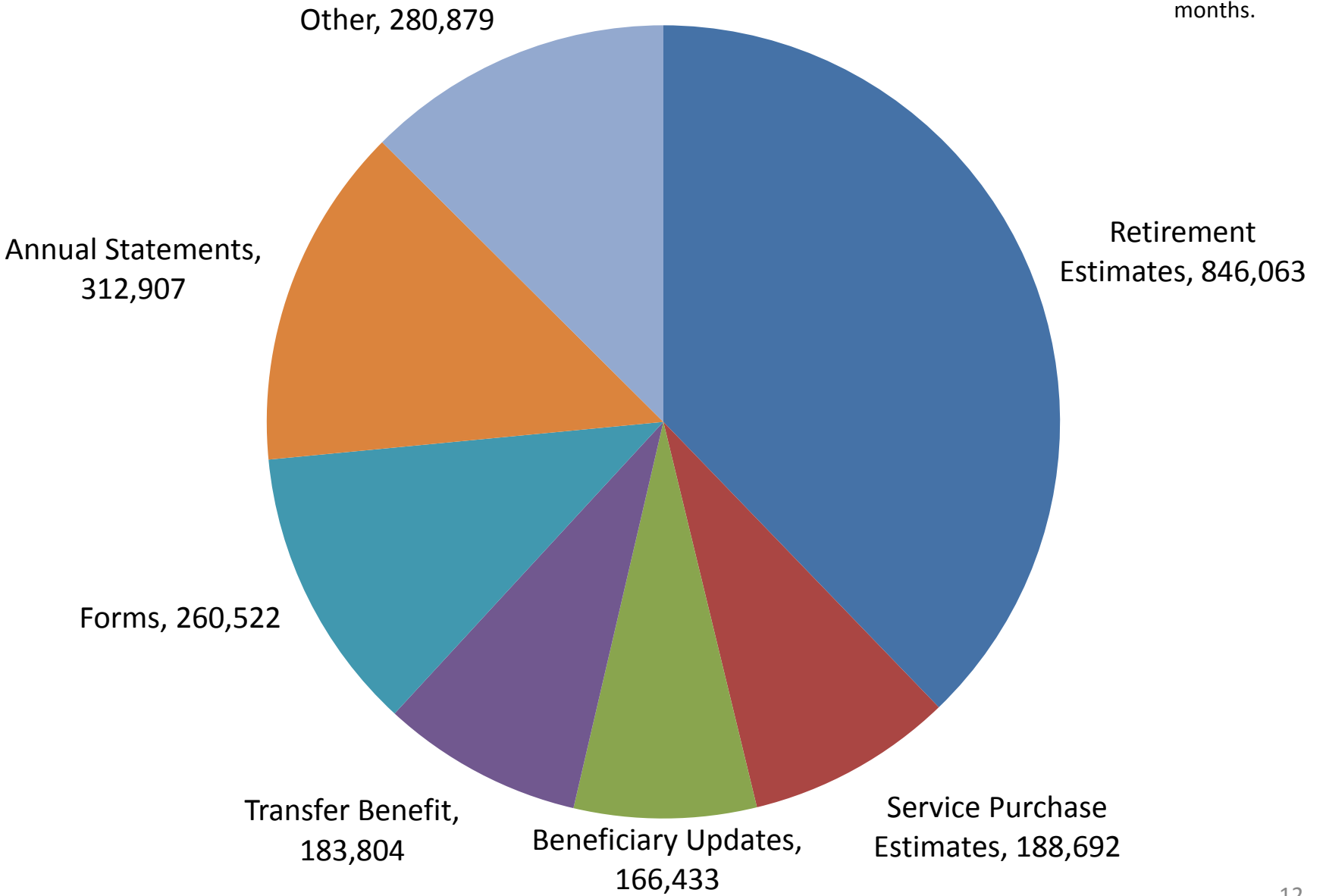


Pension Spiking

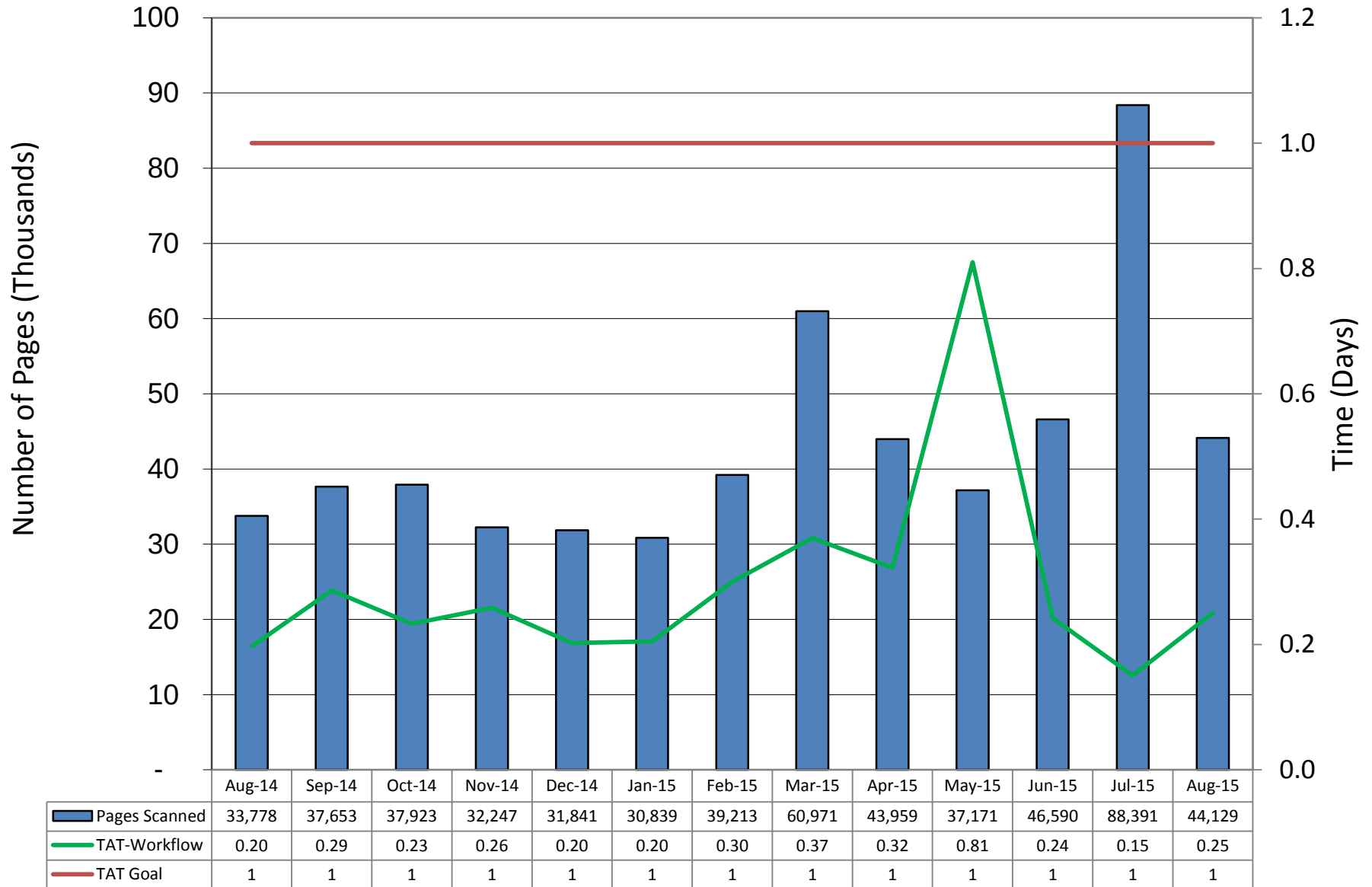
- 22 retirees as of 9/28/2015
- 4 in LGERS and 18 in TSERS
- Average cost \$81,905
- Average AFC \$154,799
- Average service 35.4537
- 7 agencies paid in full (exceeds \$300,000)
- Total cost to employers exceeds \$1.8 million

ORBiT Self Service

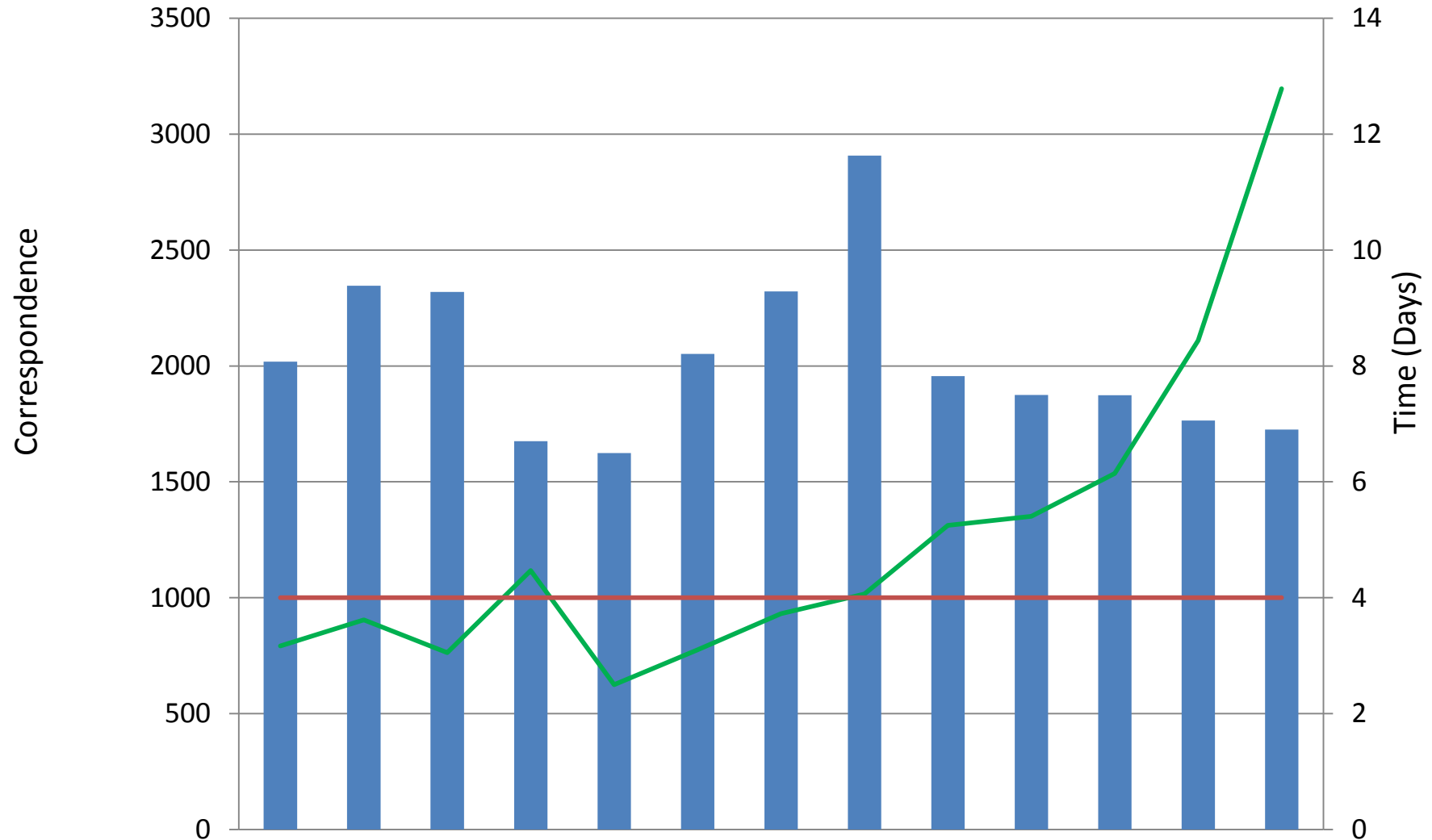
Data is for last 12 months.



Imaging - Pages Scanned

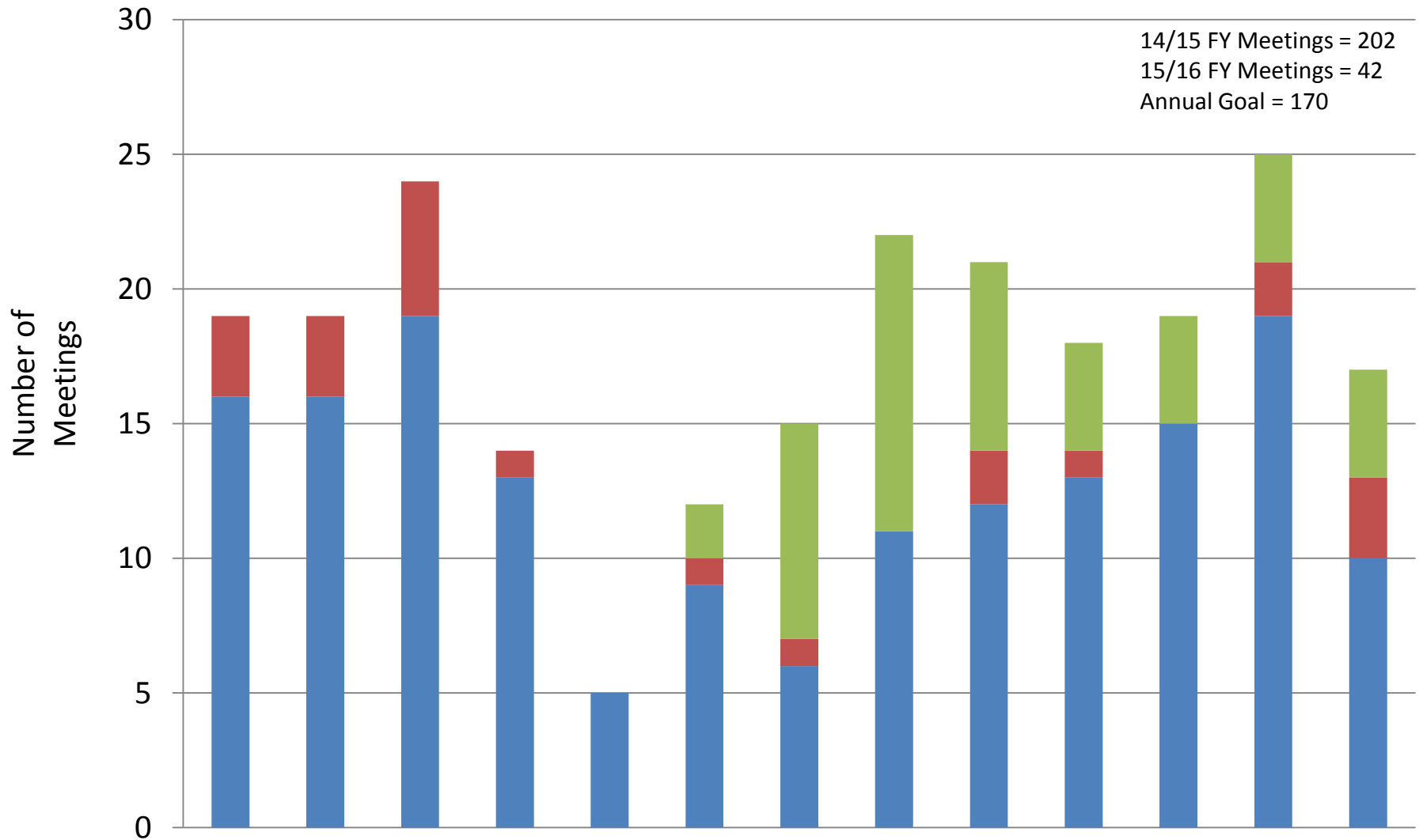


Educational Retirement Group - Correspondence



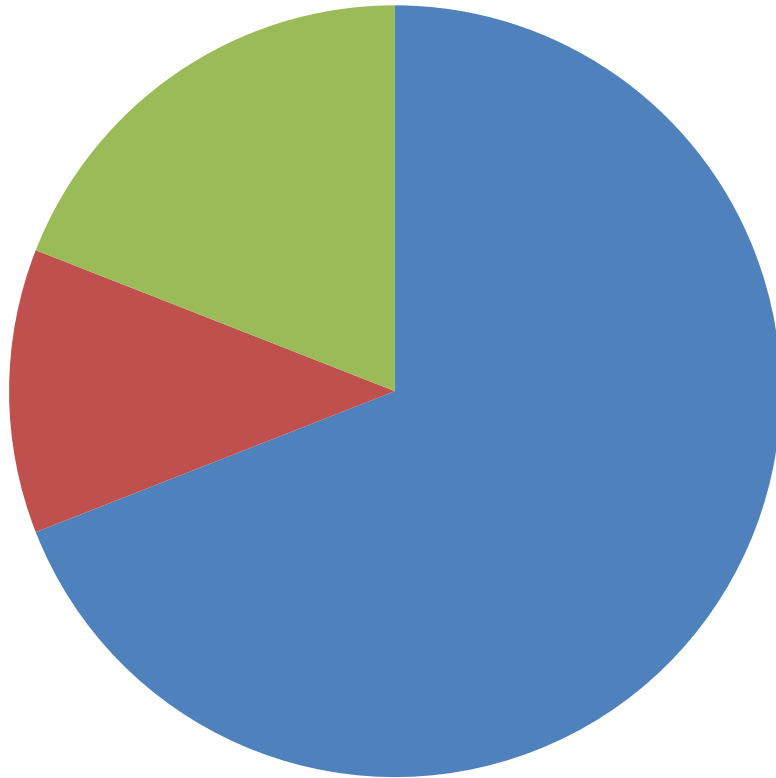
	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Correspondence Answered	2018	2346	2319	1675	1624	2052	2321	2907	1956	1875	1874	1765	1725
TAT	3.2	3.6	3.1	4.5	2.5	3.1	3.7	4.1	5.3	5.4	6.1	8.4	12.8
Goal	4	4	4	4	4	4	4	4	4	4	4	4	4

Educational Retirement Group – Meetings and Webinars



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Webinars						2	8	11	7	4	4	4	4
Employer Meetings	3	3	5	1	0	1	1	0	2	1	0	2	3
Employee Meetings	16	16	19	13	5	9	6	11	12	13	15	19	10

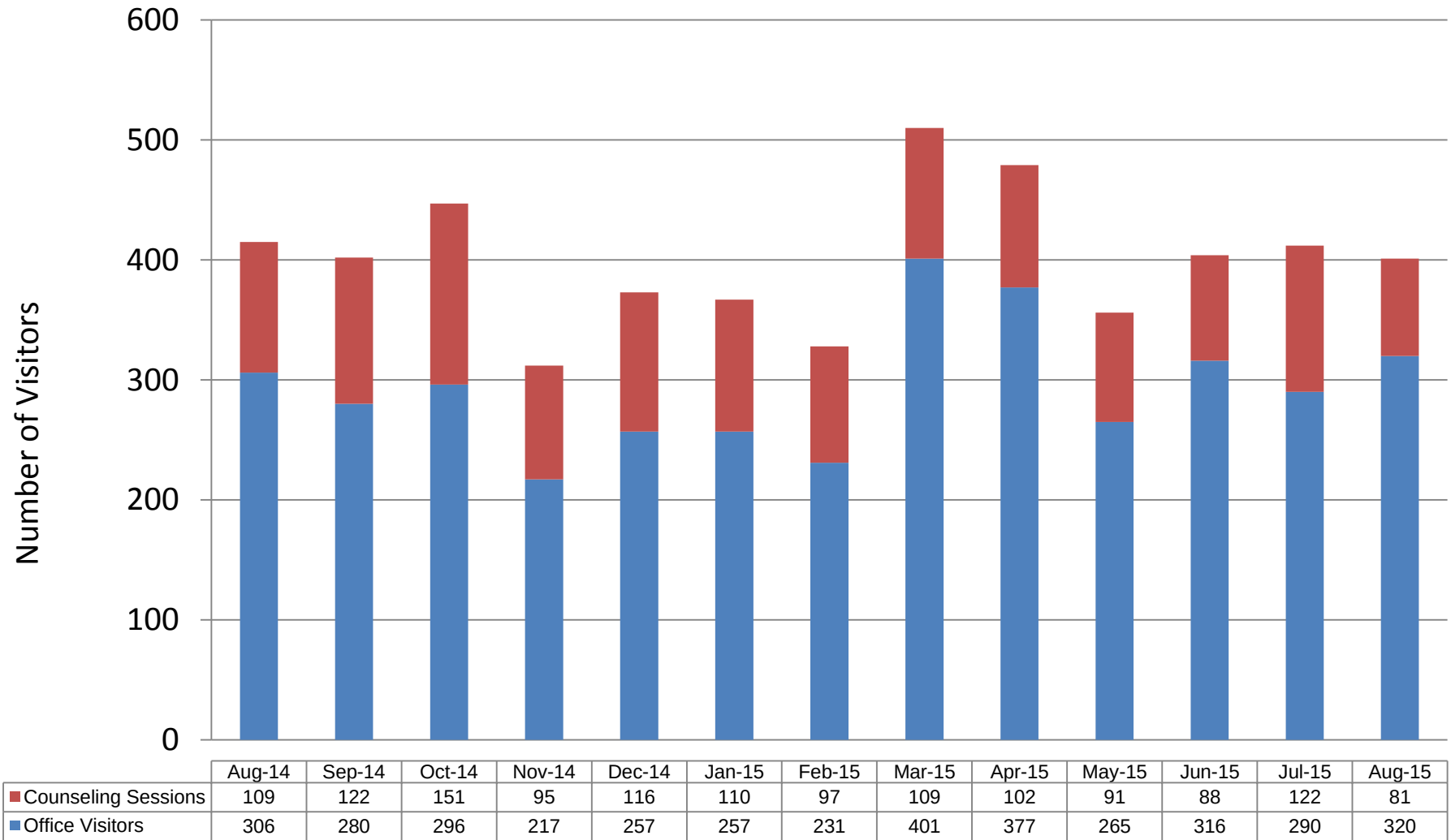
Educational Retirement Group – 2015/2016 Fiscal Year Meetings and Webinars



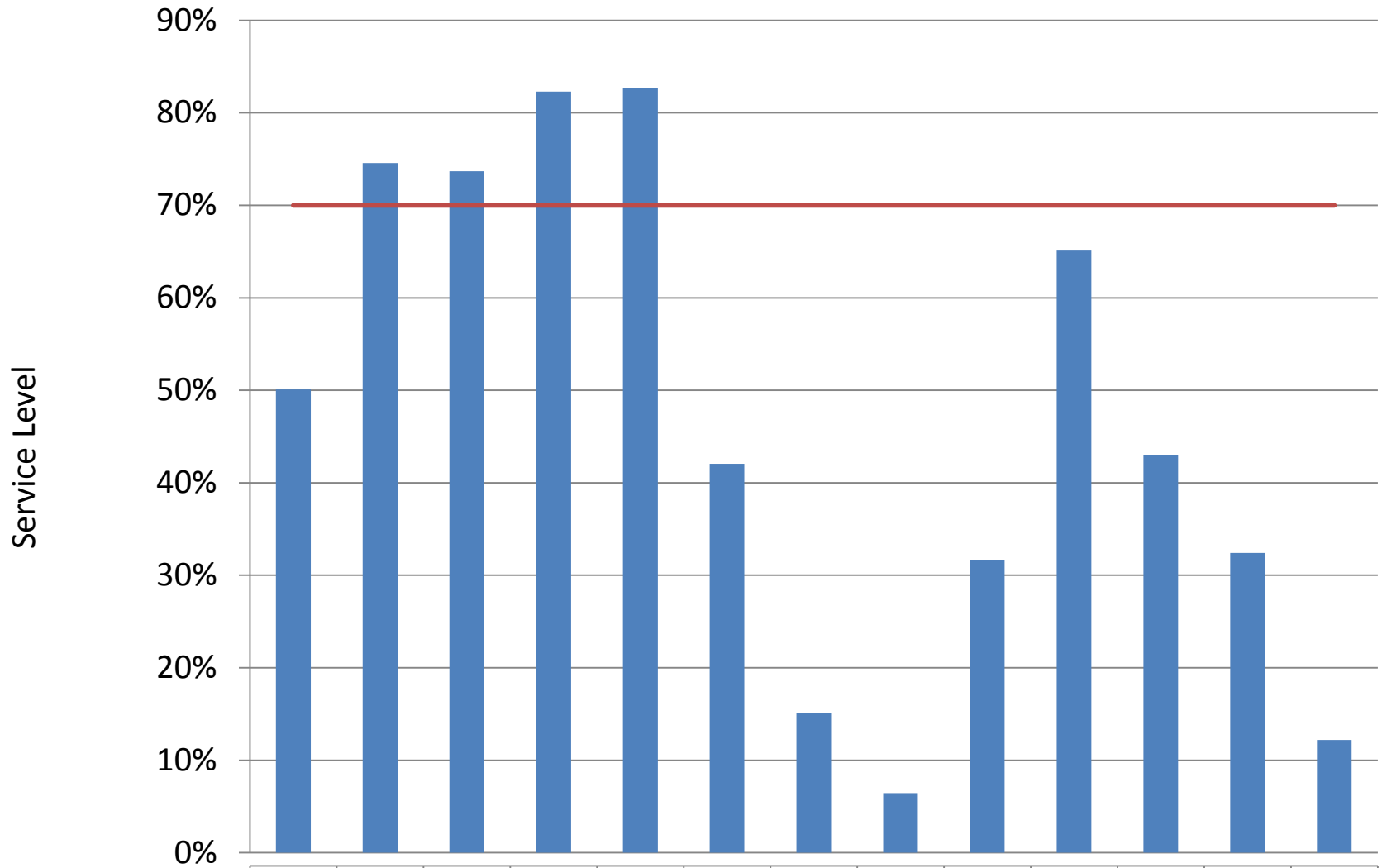
- Employee Meetings
- Employer Meetings
- Webinars

	Count Jul-Aug	Attendees Jul-Aug
Employee	29	1,149
Employer	5	88
Webinar	8	283
Total	42	1,520
Goal	170	

Educational Retirement Group - Visitors and Counseling Sessions



Call Center - Service Level



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
% Calls Answered in 30 Sec	50.1%	74.6%	73.7%	82.3%	82.7%	42.1%	15.1%	6.5%	31.7%	65.1%	43.0%	32.4%	12.2%
Goal	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
Avg Speed of Answer	2:10	0:56	0:46	0:38	0:38	2:14	9:17	12:11	3:53	1:09	2:14	3:38	5:33
Total Calls Offered	24,255	23,144	25,480	16,873	18,547	27,029	24,304	33,752	24,836	19,027	23,293	24,957	24,590