

# Firefighters' and Rescue Squad Workers' Pension Fund Operations Update

June 3, 2015 Advisory Panel Meeting

## Rosters and Turnaround documents:

January 31, 2015 – 1,688 Rosters were uploaded into ORBIT.

January-April 2015- Received more than 1,400 Turn-Around Document (TAD) packets.

In compliance with the 48 hour depositing time for checks with Financial Operations Division.

All Postings in compliance with the March 31, 2015 deadline were completed by early April 2015.

## Updates:

- Position vacancies
  - 2 temporaries hired into full-time positions April 2015
  - Coordinator onboard in January 2015
  - No vacancies/fully staffed
  - One temporary employee primarily answering phones along with all other Fire/Rescue staff answering calls 2.5 hours a day.
  
- Calls
  - 3.2% abandonment rate
  - 636 calls received in April 2015
  - 20 second wait time
  
- Retirement processing metrics
  - 84.6% of retirements paid in month requested in April 2015 compared to 1.5% in April 2014. Our Goal is 95%.
  - Retirement applications processed within 20.4 days of receipt compared to 243.8 days in May 2014, (Info not captured for April 2014.) Our Goal is 20 days.
  
- Prior service/unpaid contributions purchase processing metrics

- Purchases processed within 16.9 days of receipt compared to 154.7 days in May 2014. Our Goal is 20 days.
- Death processing metrics
  - Death cases processed within 30.6 days compared to 91.7 days in May 2014. Our Goal is 20 days.
- Other processes:
  - Transfers are processed within 24 - 48 hours of receipt
  - Refunds are processed within 24 - 48 hours of receipt
  - Disability files are processed within 24 – 48 hours of receipt.

Challenges:

- Continue to make progress on the Fire/Rescue ORBIT Redesign; will be on hold through the move to new building.
- Data cleanup continues with IT to make the Rosters match the Association numbers in ORBIT for accurate membership service credit added in ORBIT for each member.