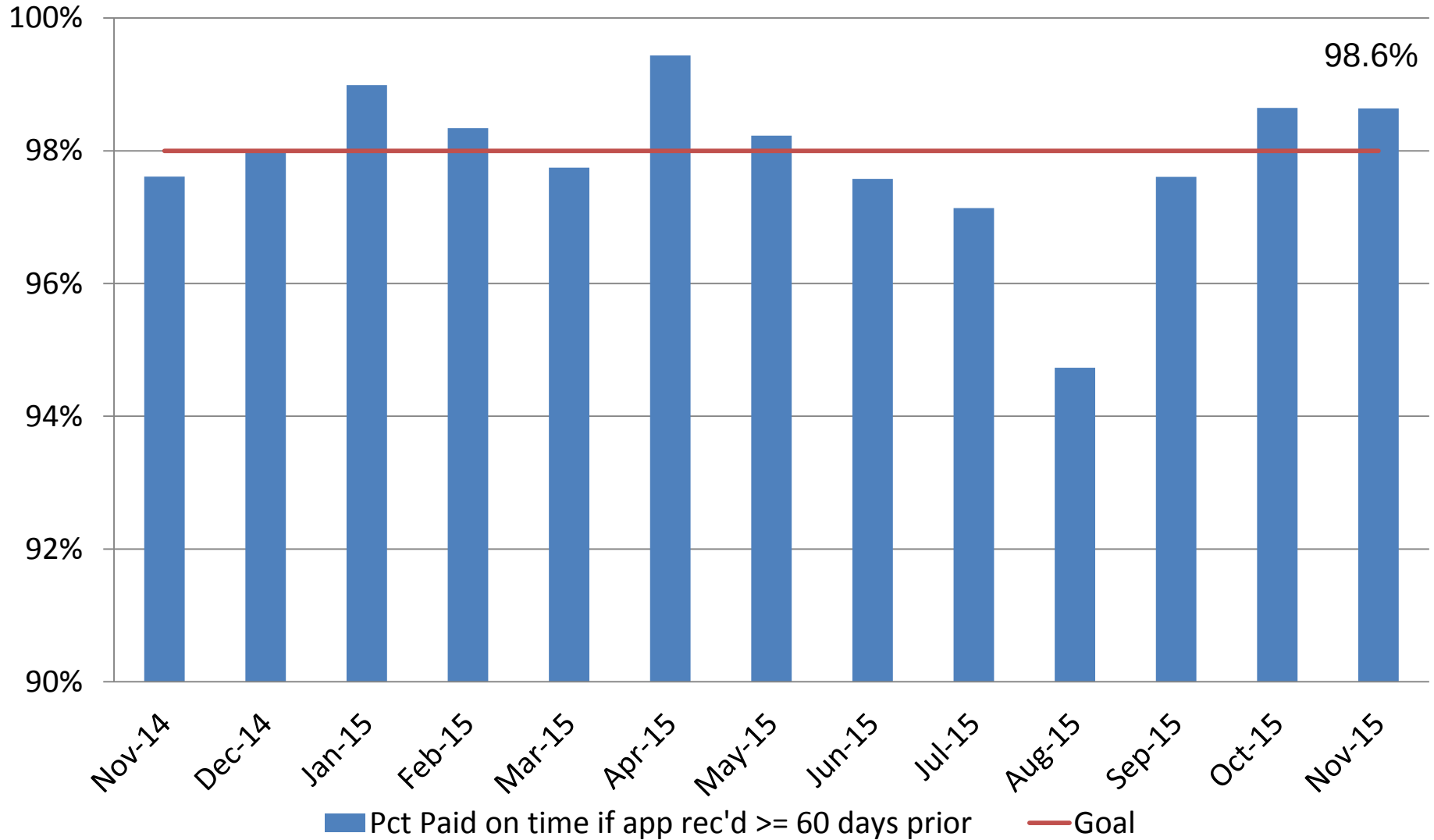
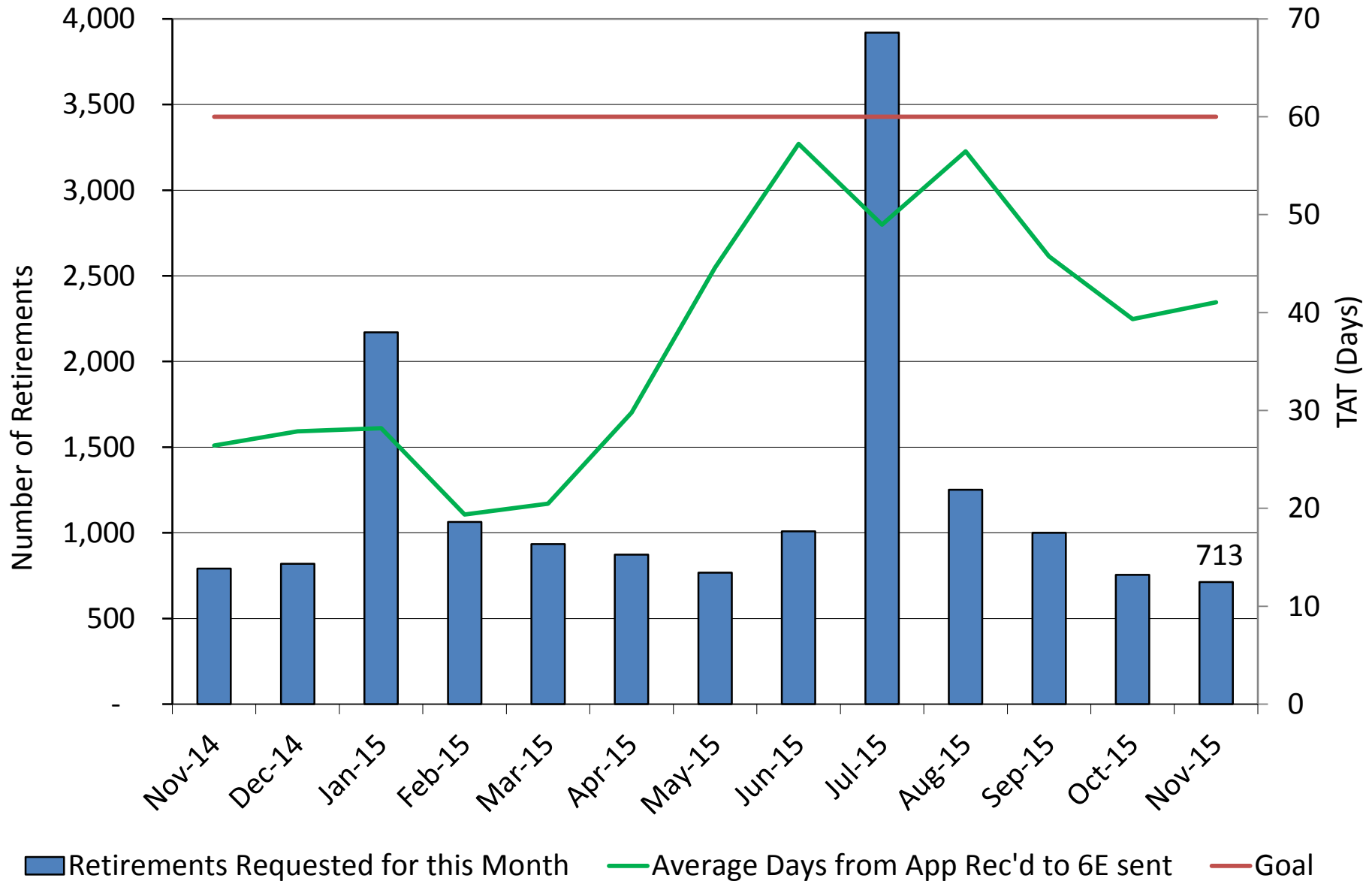


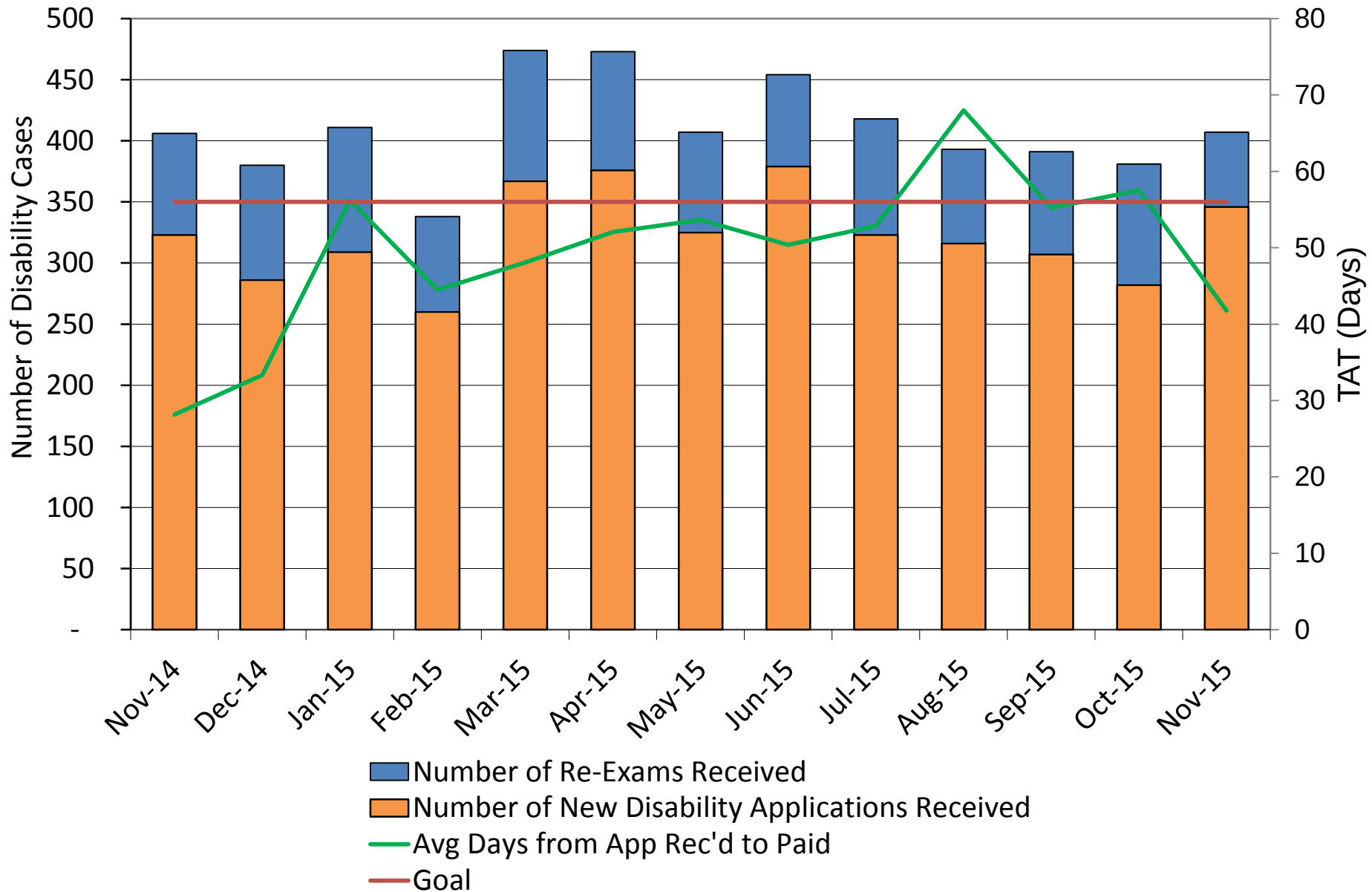
Retirement Processing - 60 Day Paid On Time Rate



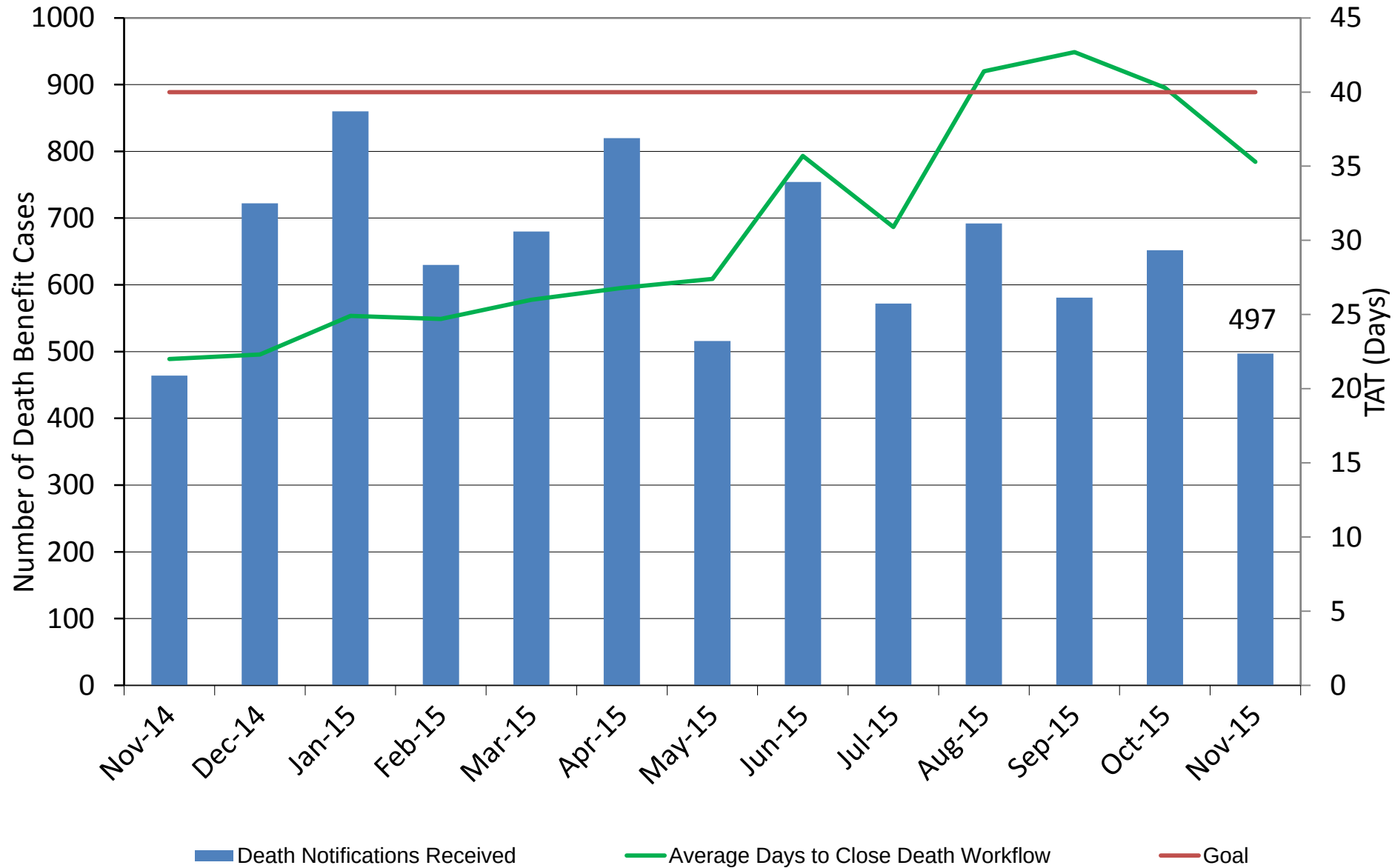
Retirement Processing - Retirements Requested, TAT



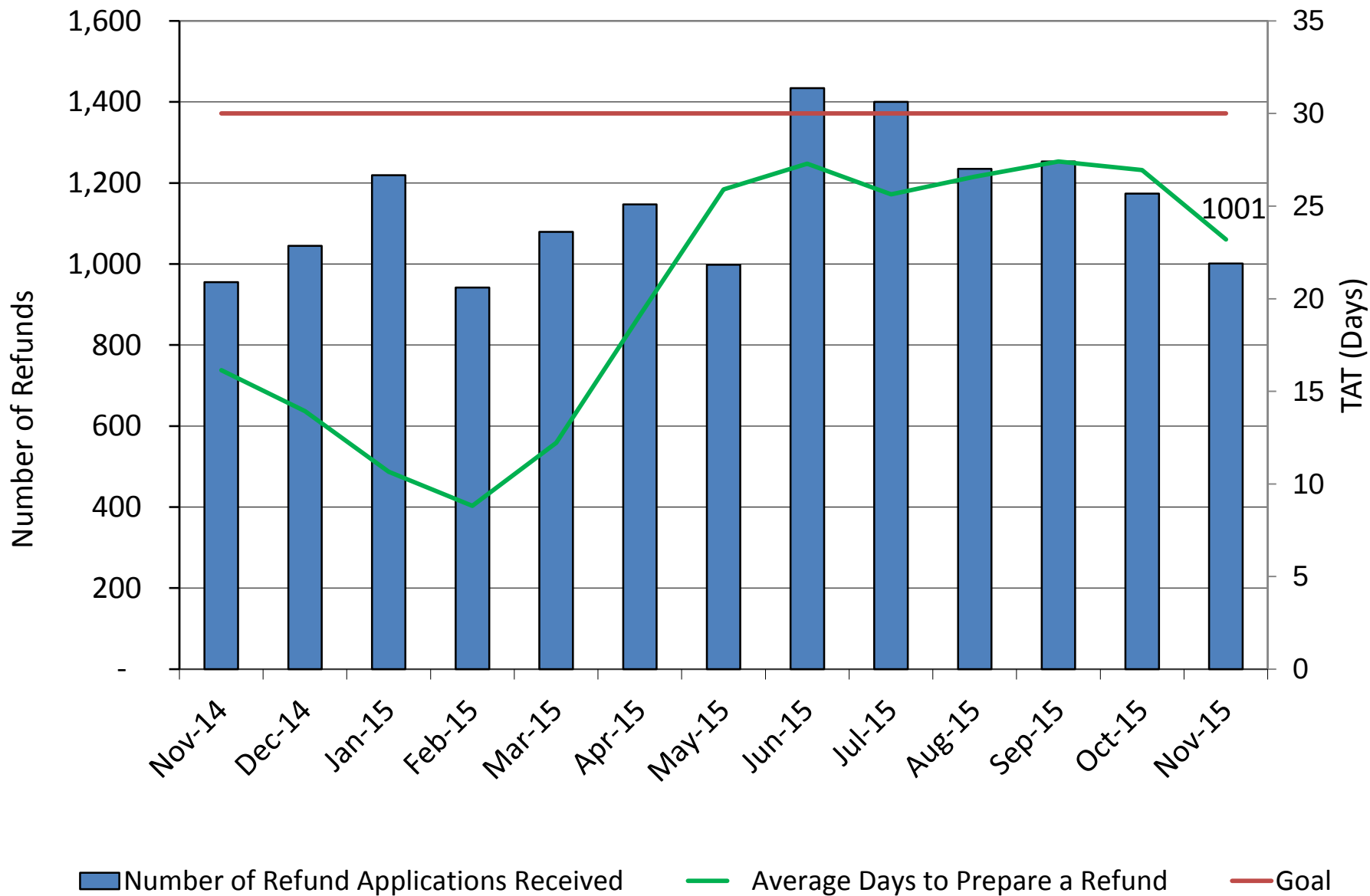
Benefit Processing - Disability Applications



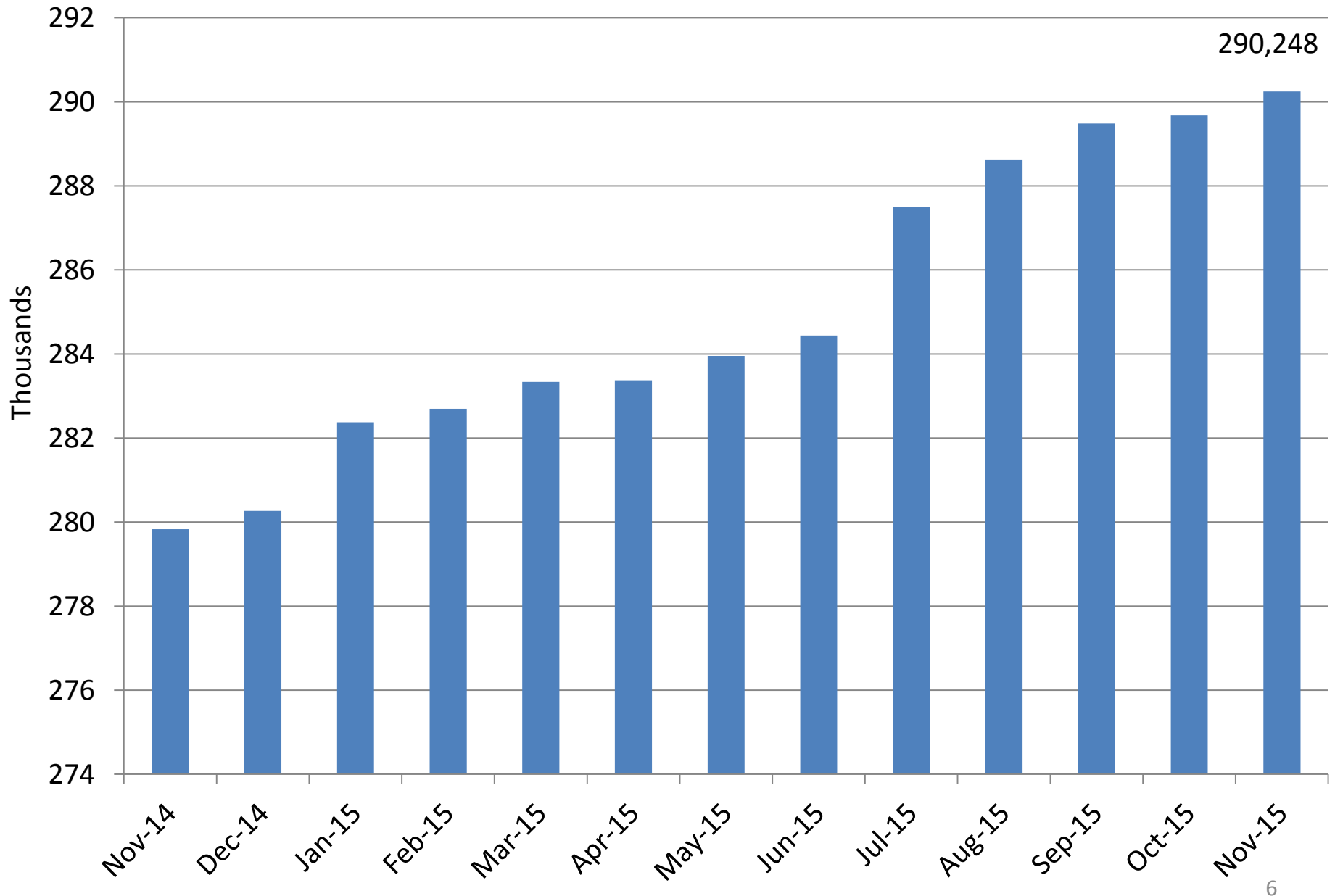
Benefit Processing - Death Notifications



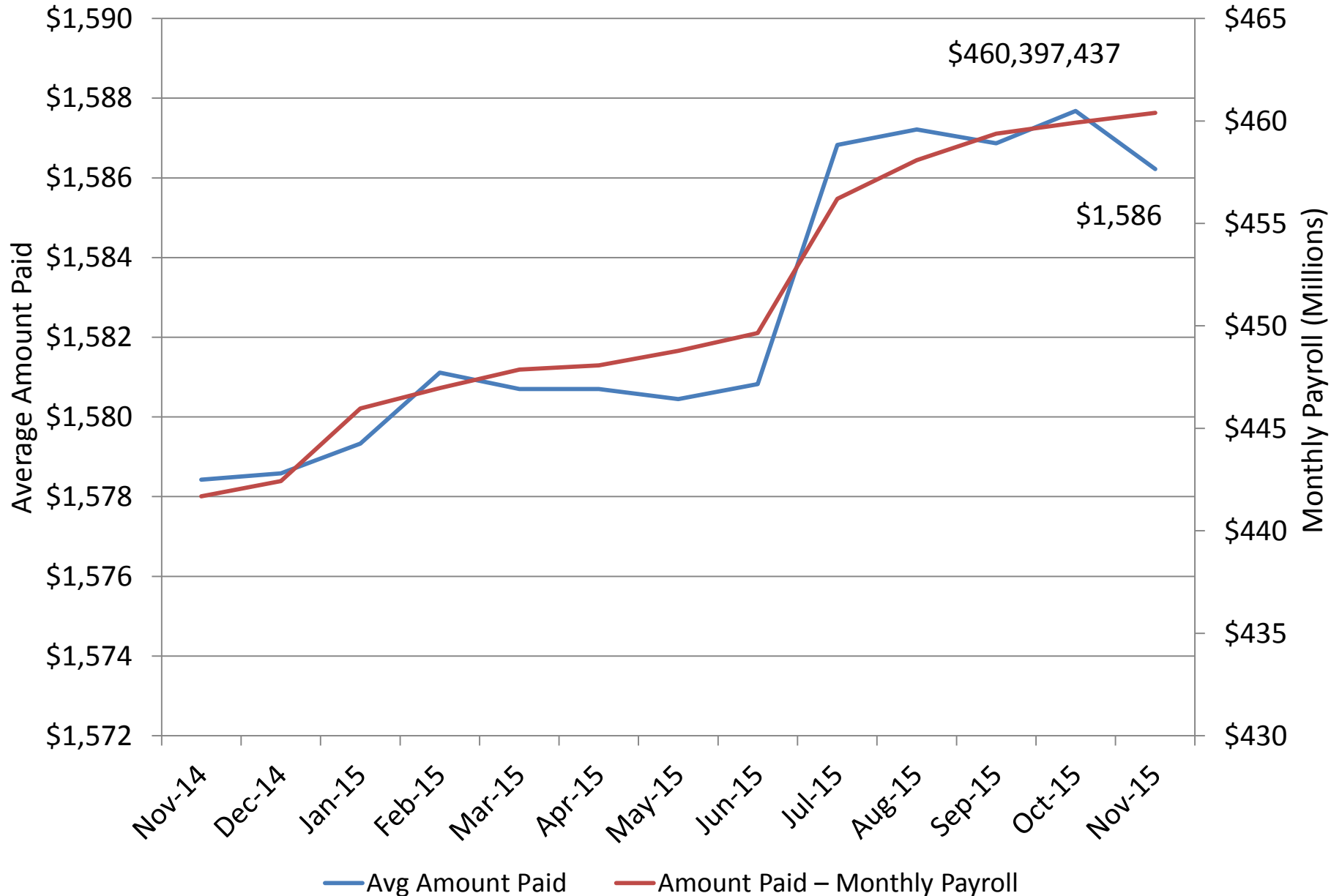
Benefit Processing - Refund Requests



Payroll Processing - Payees

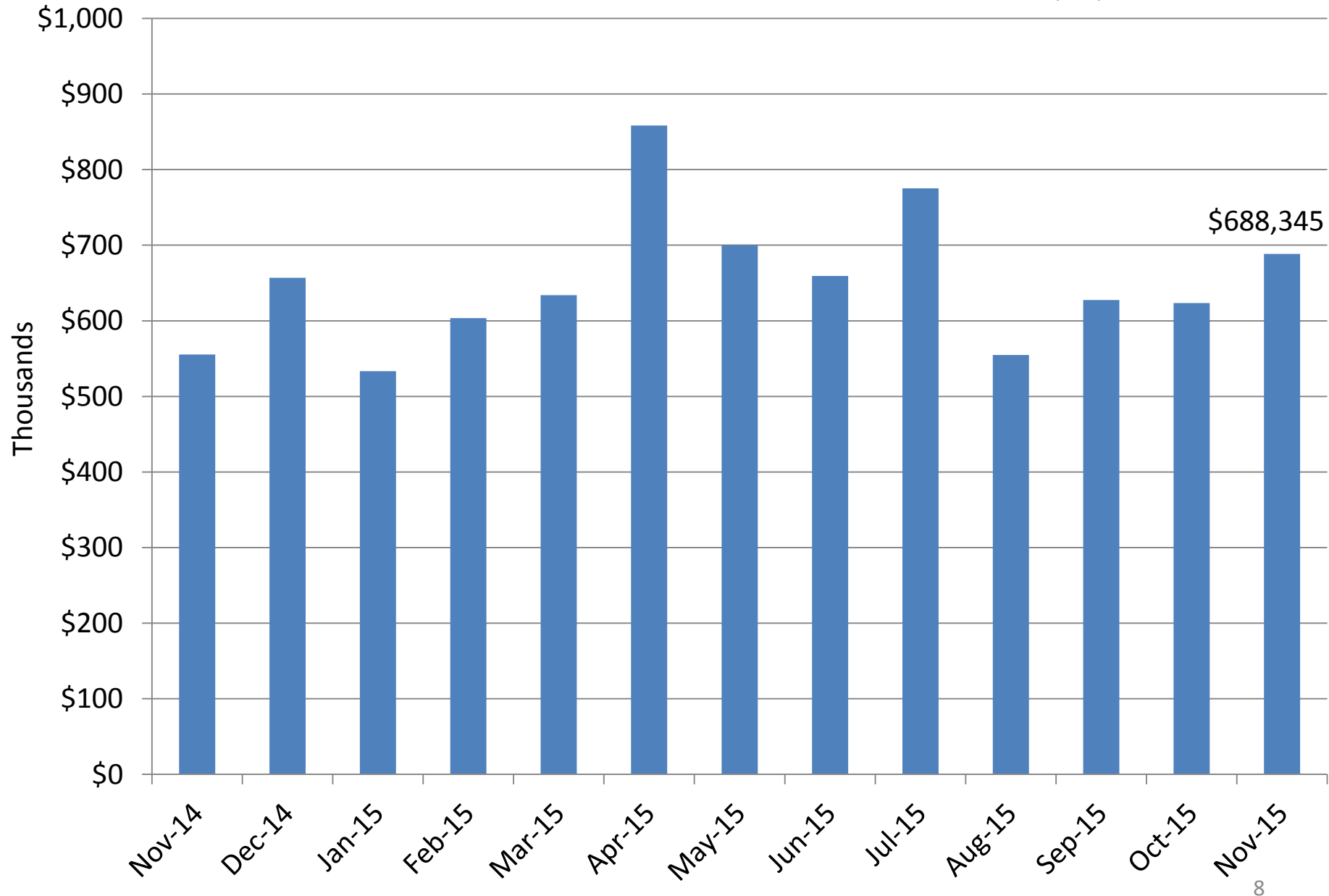


Payroll Processing - Amount Paid



Overpayments - Amount Collected

Collected in past 13 months:
\$8,470,692

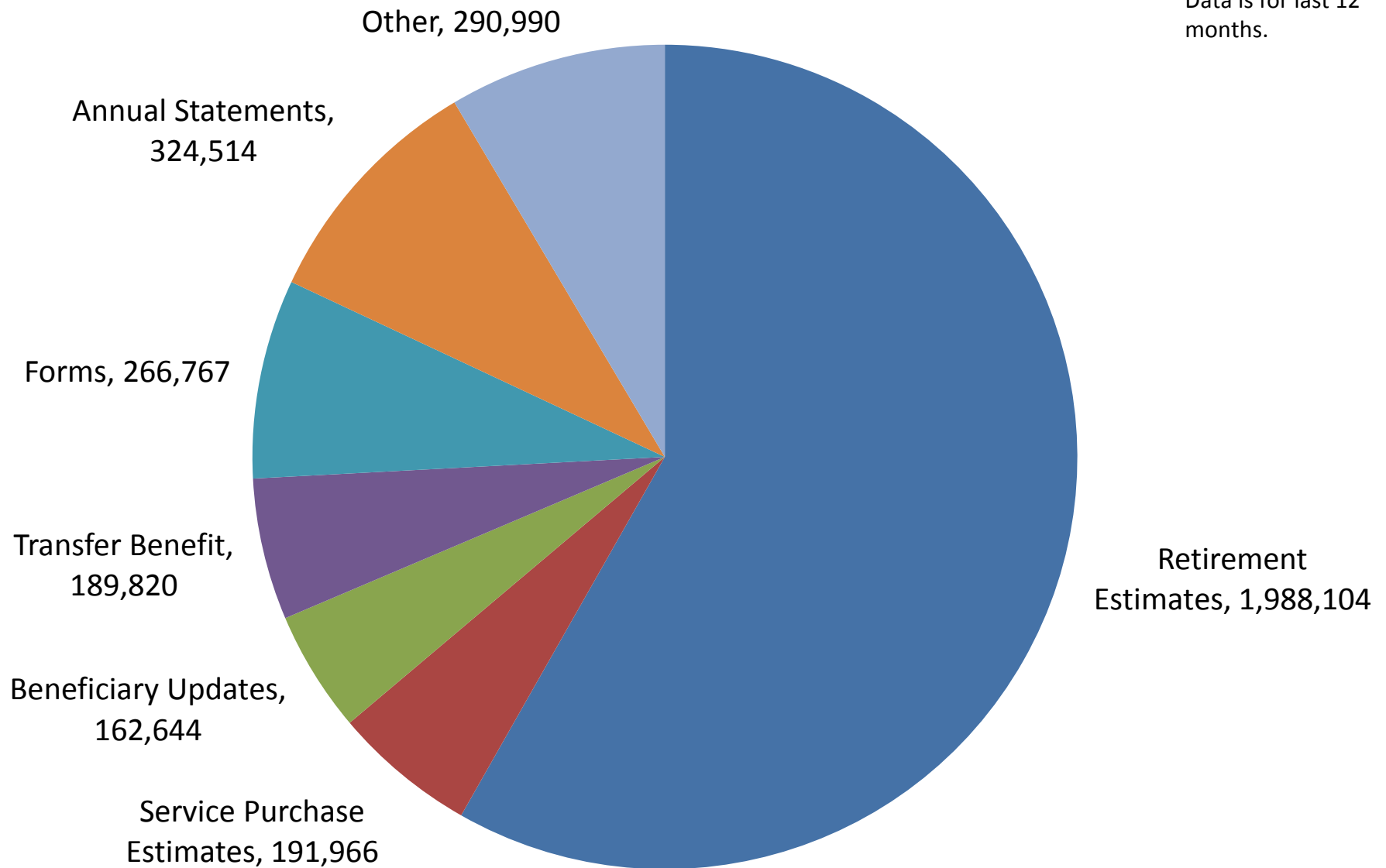


Pension Spiking

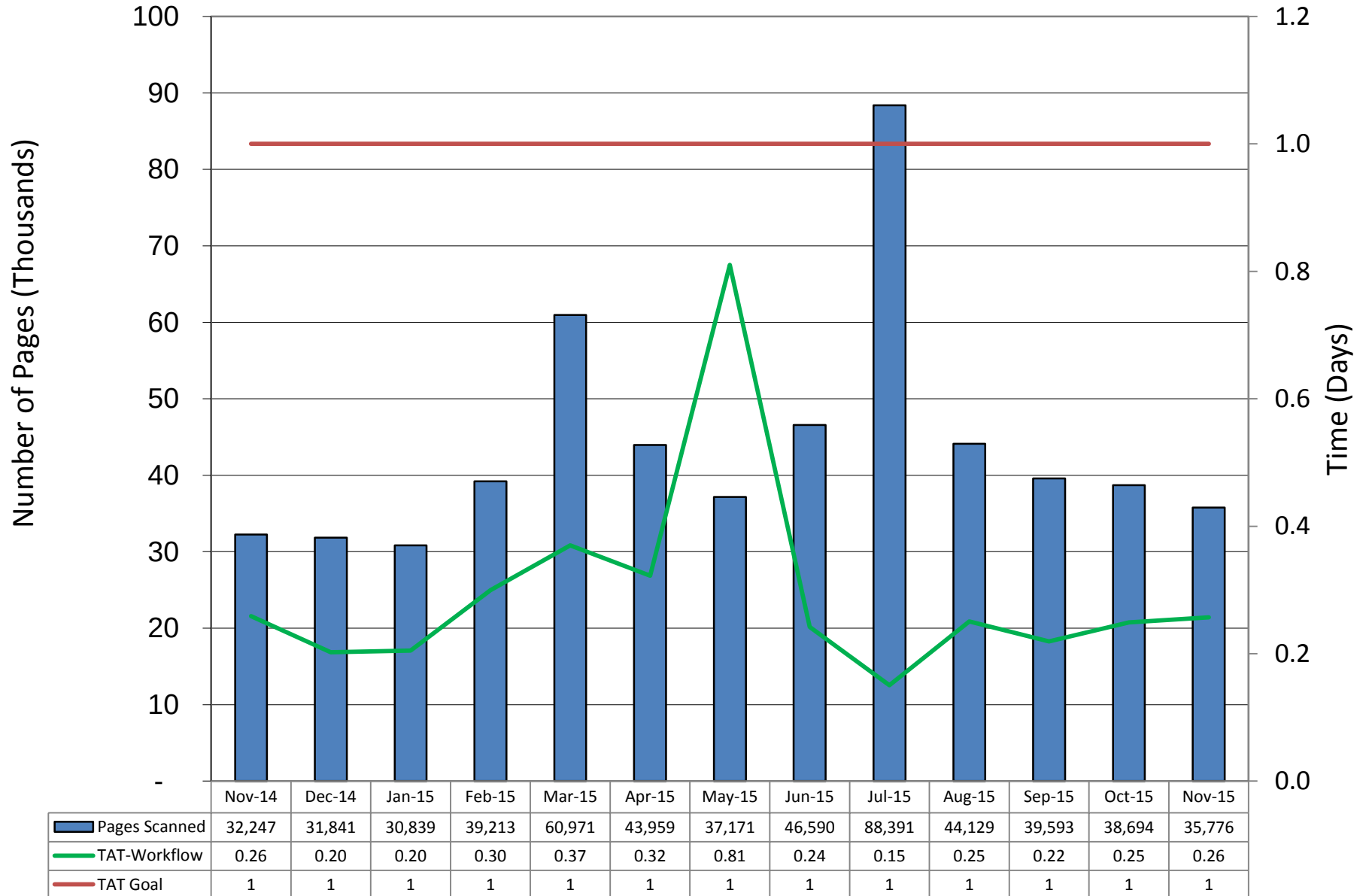
- 28 retirees as of 1/4/2016
- 5 in LGERS and 23 in TSERS
- Average cost \$74,443
- 18 agencies paid in full (exceeds \$1.2 million)
- Total cost to employers exceeds \$2 million

ORBiT Self Service

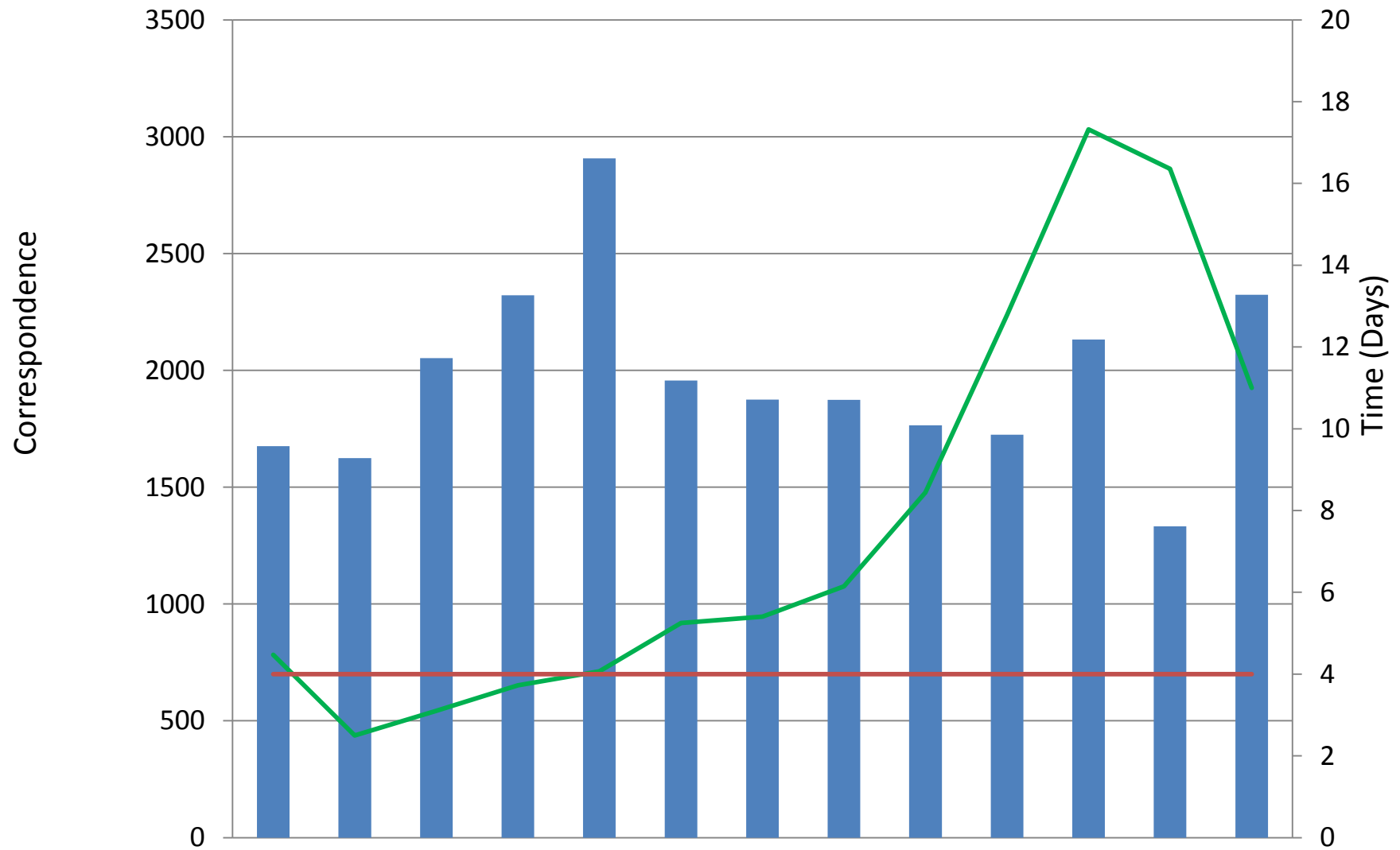
Data is for last 12 months.



Imaging - Pages Scanned

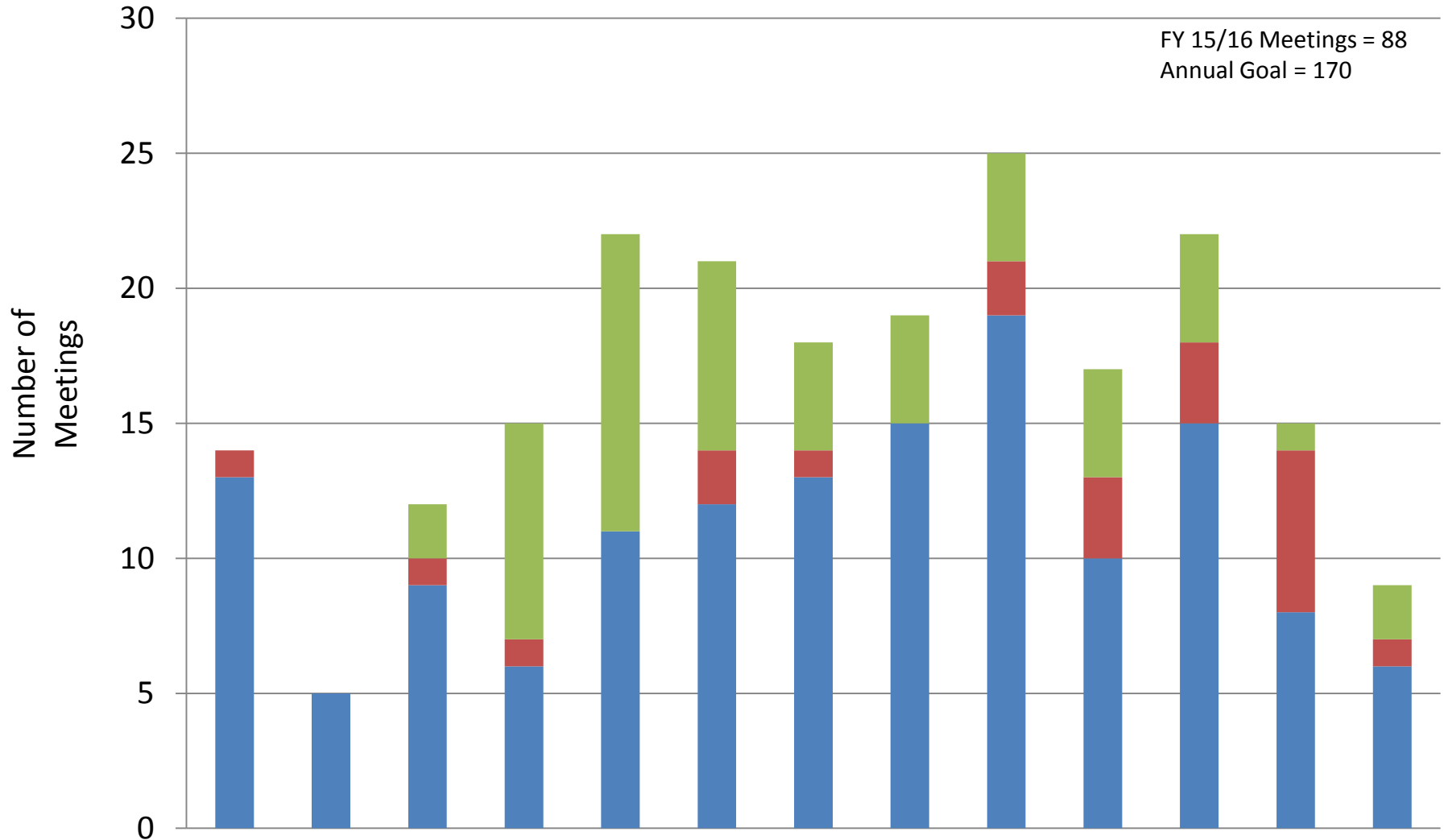


Educational Retirement Group - Correspondence



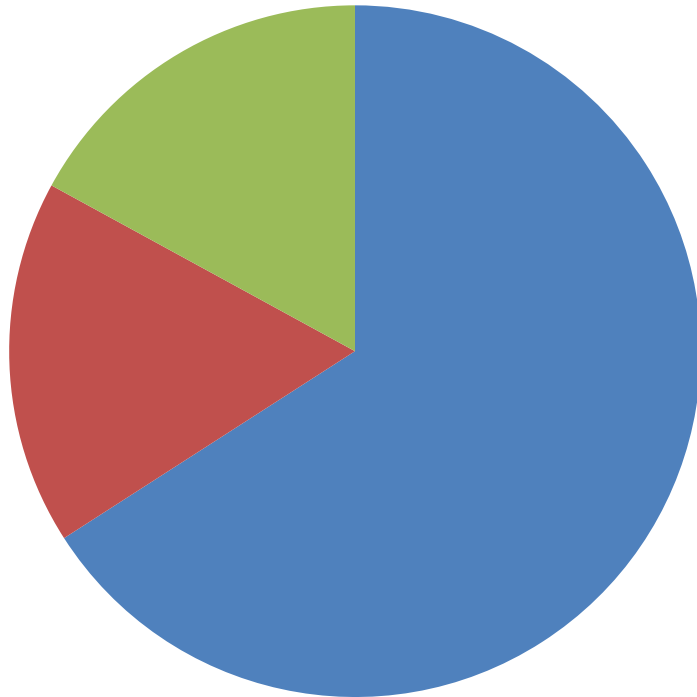
	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Correspondence Answered	1675	1624	2052	2321	2907	1956	1875	1874	1765	1725	2132	1333	2324
TAT	4.5	2.5	3.1	3.7	4.1	5.3	5.4	6.1	8.4	12.8	17.3	16.4	11.0
Goal	4	4	4	4	4	4	4	4	4	4	4	4	4

Educational Retirement Group - Meetings and Webinars



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

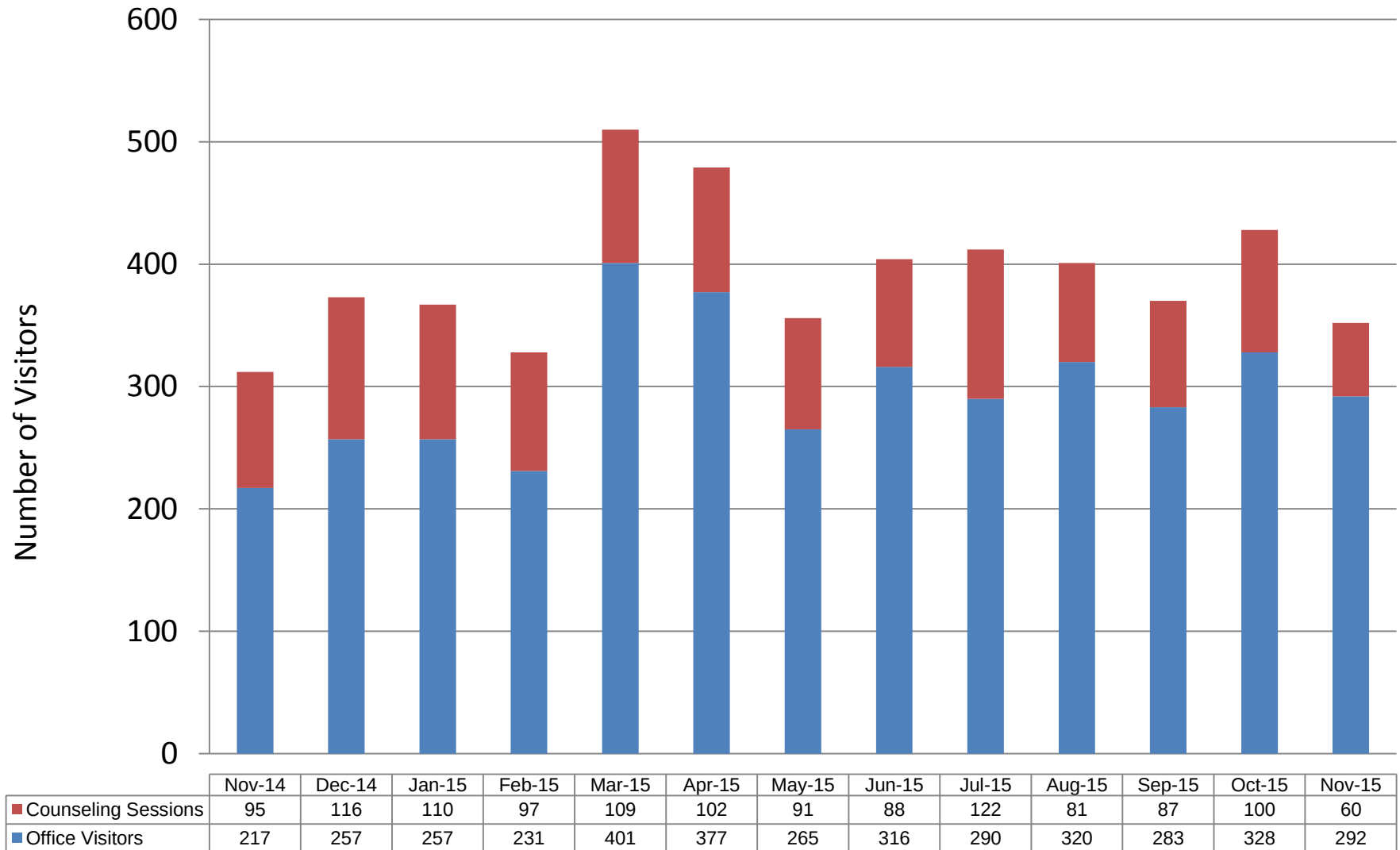
Educational Retirement Group – 2015/2016 Fiscal Year Meetings and Webinars



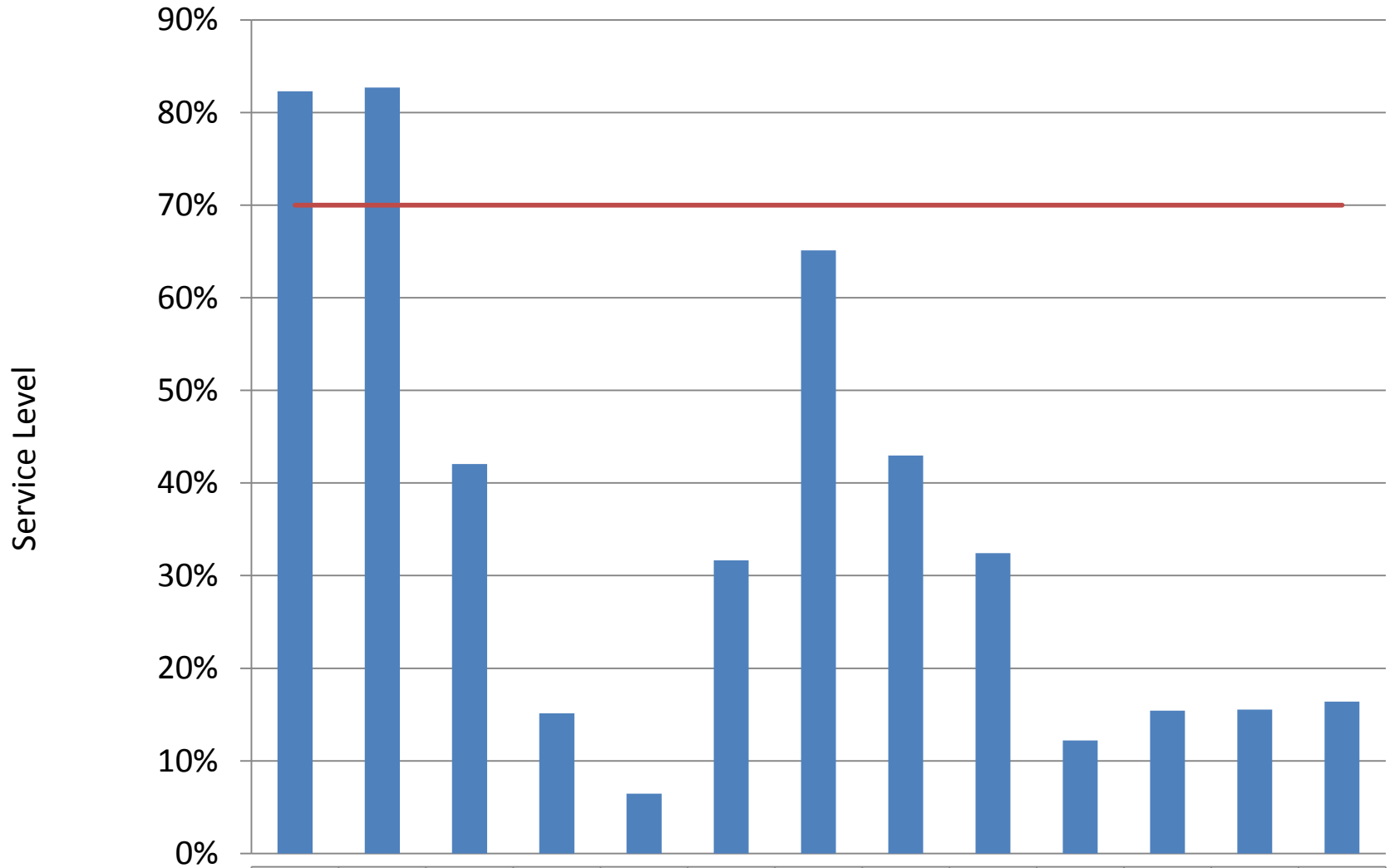
- Employee Meetings
- Employer Meetings
- Webinars

	Count Jul-Nov	Attendees Jul-Nov
Employee	58	4,263
Employer	15	896
Webinar	15	614
Total	88	5,773
Goal	170	

Educational Retirement Group - Visitors and Counseling Sessions



Call Center - Service Level



	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
% Calls Answered in 30 Sec	82.3%	82.7%	42.1%	15.1%	6.5%	31.7%	65.1%	43.0%	32.4%	12.2%	15.4%	15.5%	16.4%
Goal	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
Avg Speed of Answer	0:38	0:38	2:14	9:17	12:11	3:53	1:09	2:14	3:38	5:33	8:57	11:31	10:11
Total Calls Offered	16,873	18,547	27,029	24,304	33,752	24,836	19,027	23,293	24,957	24,590	25,111	28,578	21,021