



# **TEACHERS' AND STATE EMPLOYEES' RETIREMENT SYSTEM & LOCAL GOVERNMENTAL EMPLOYEES' RETIREMENT SYSTEM**

## **Operations Update**

### **December Metrics Results**

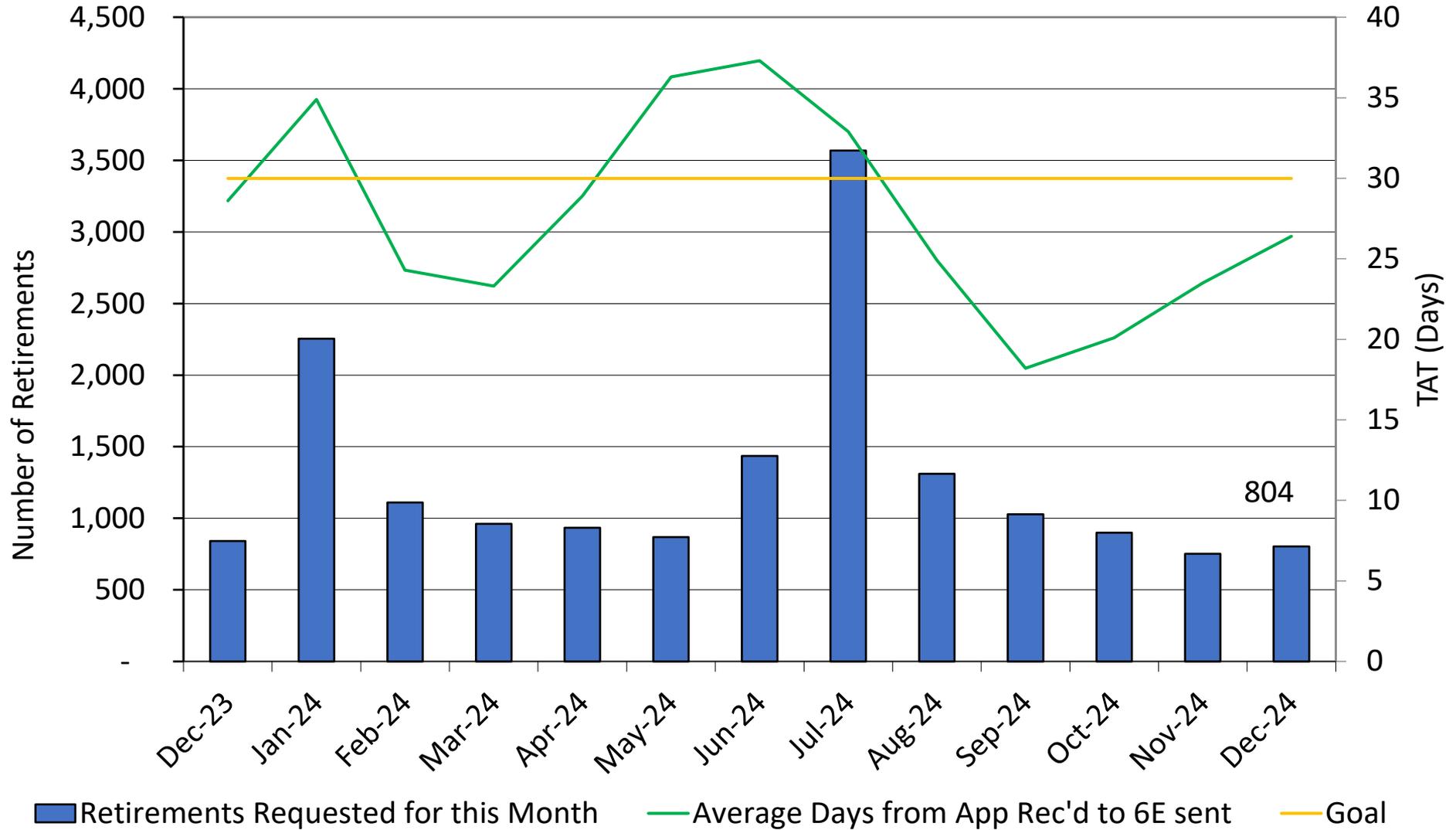




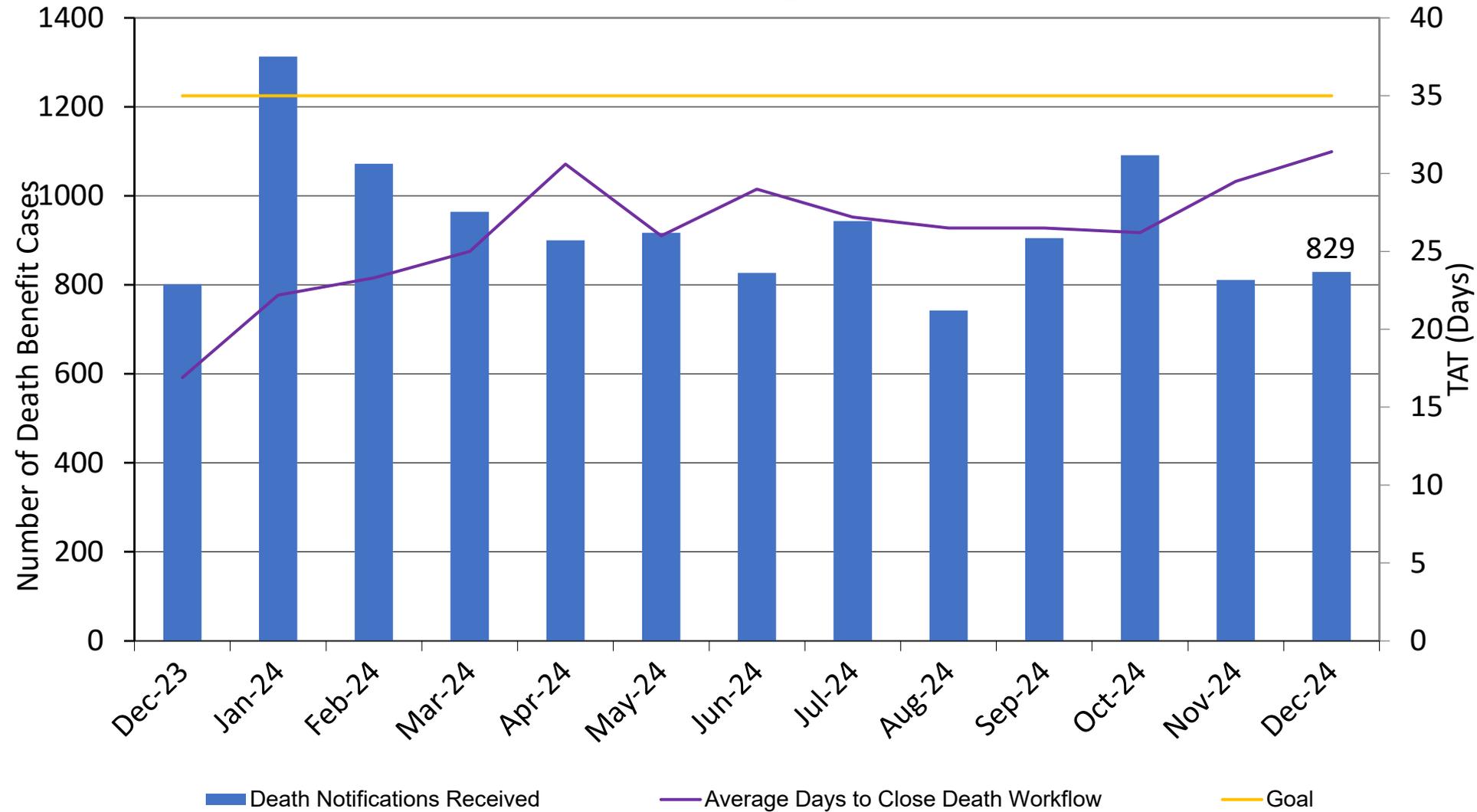
# Operations

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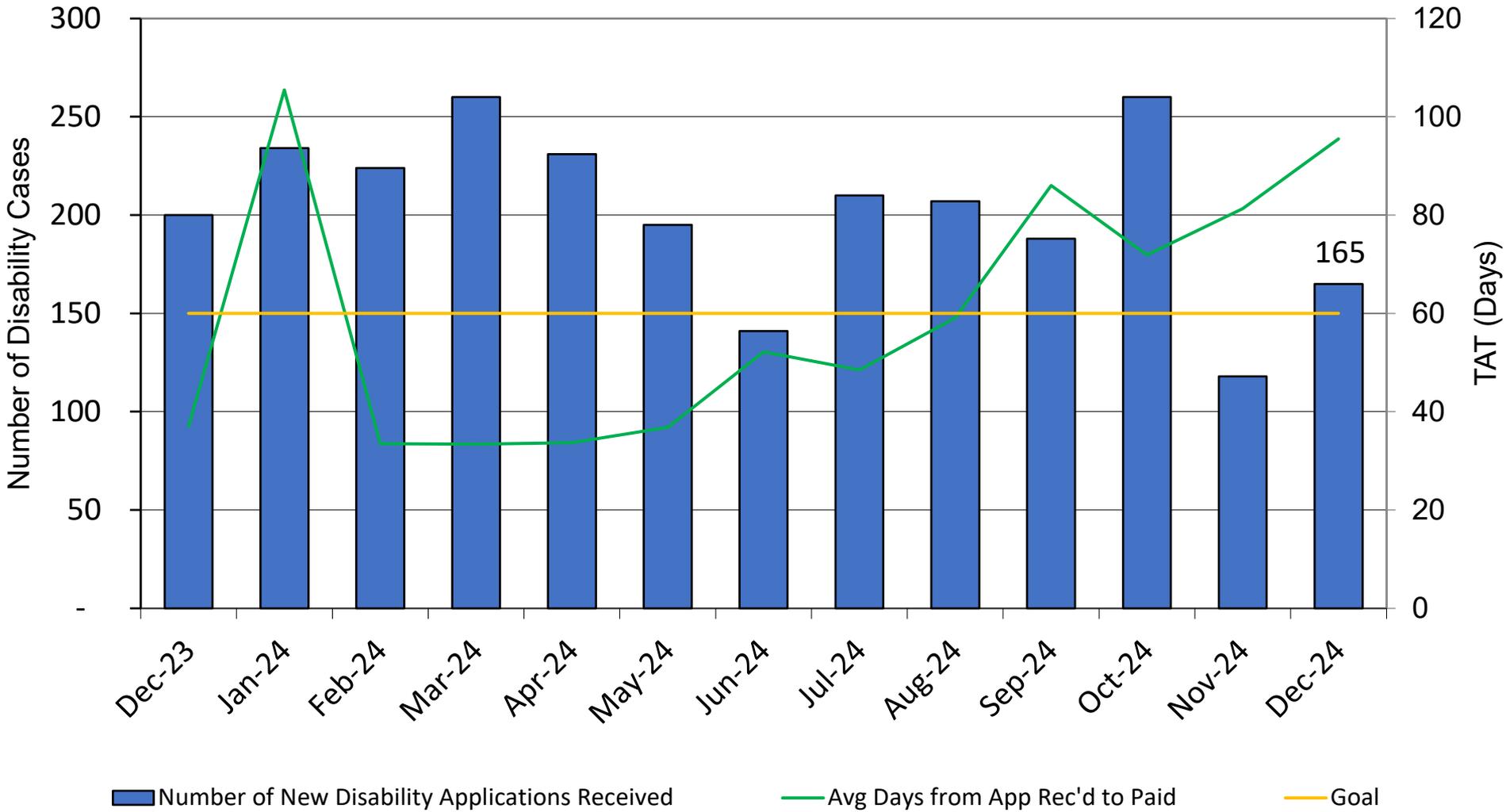
# Retirement Processing - Retirements Requested, TAT



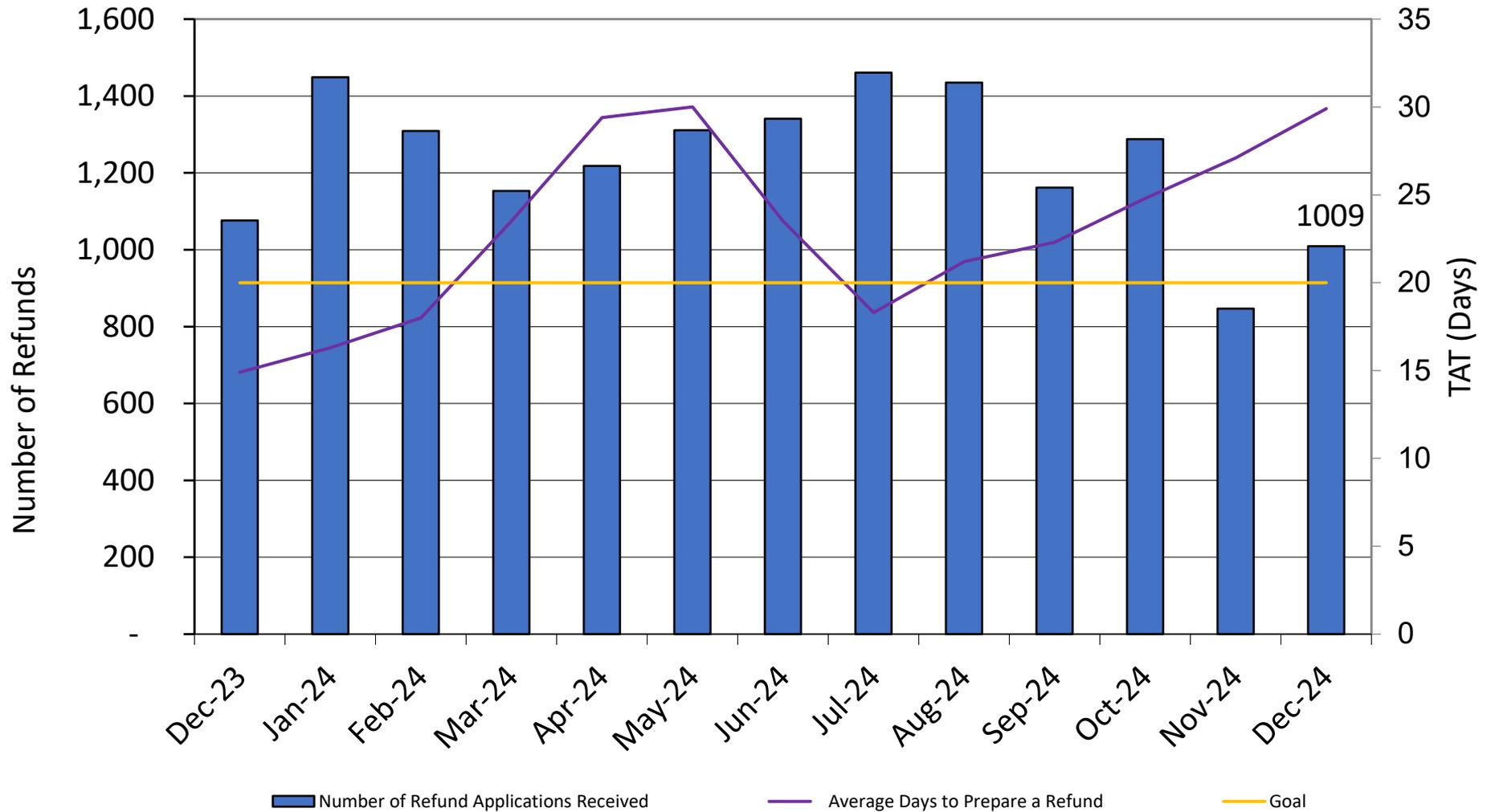
# Benefit Processing - Death Notifications



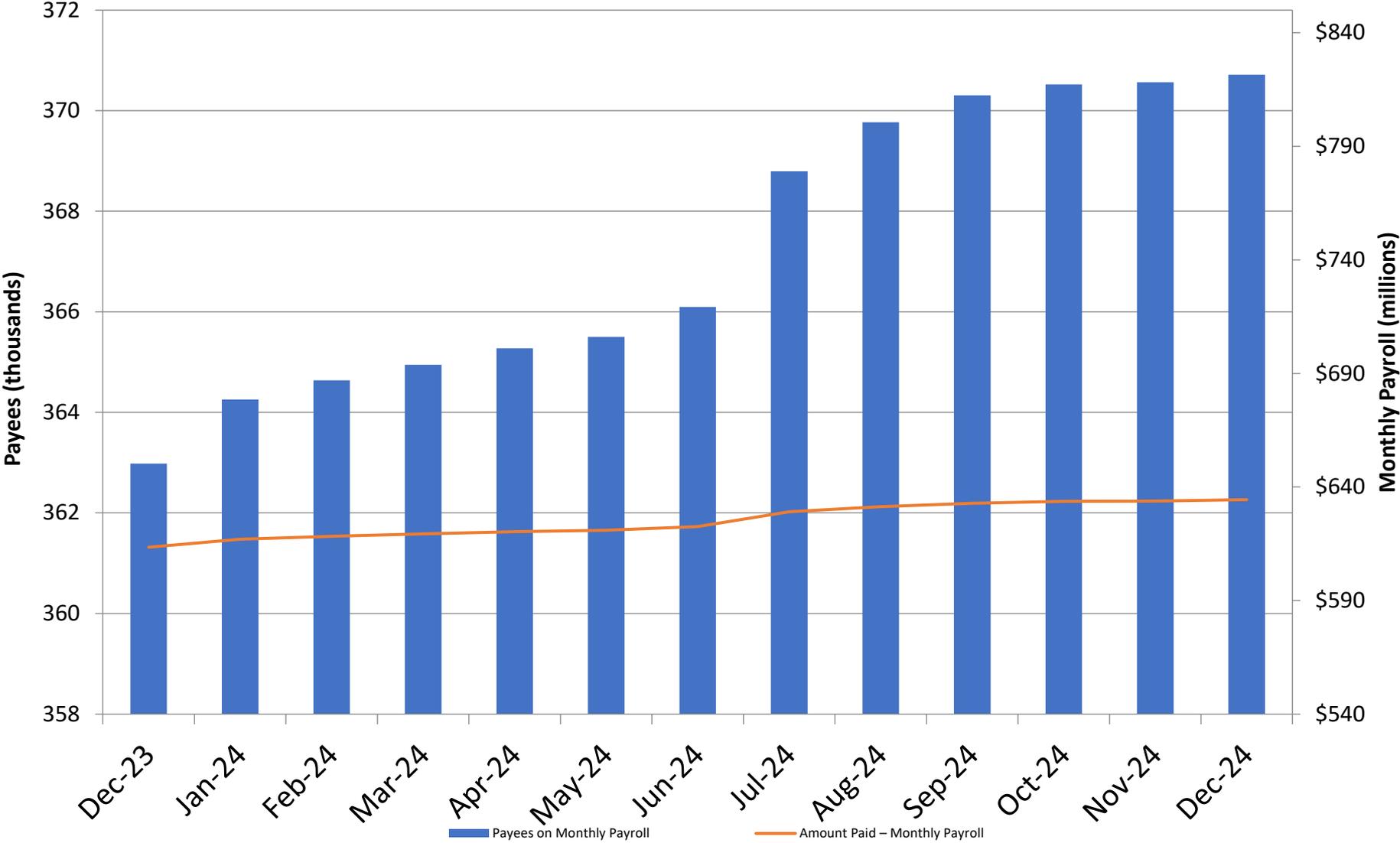
# Benefit Processing - Disability Applications



# Benefit Processing - Refund Requests



# Payroll Processing - Monthly Payroll

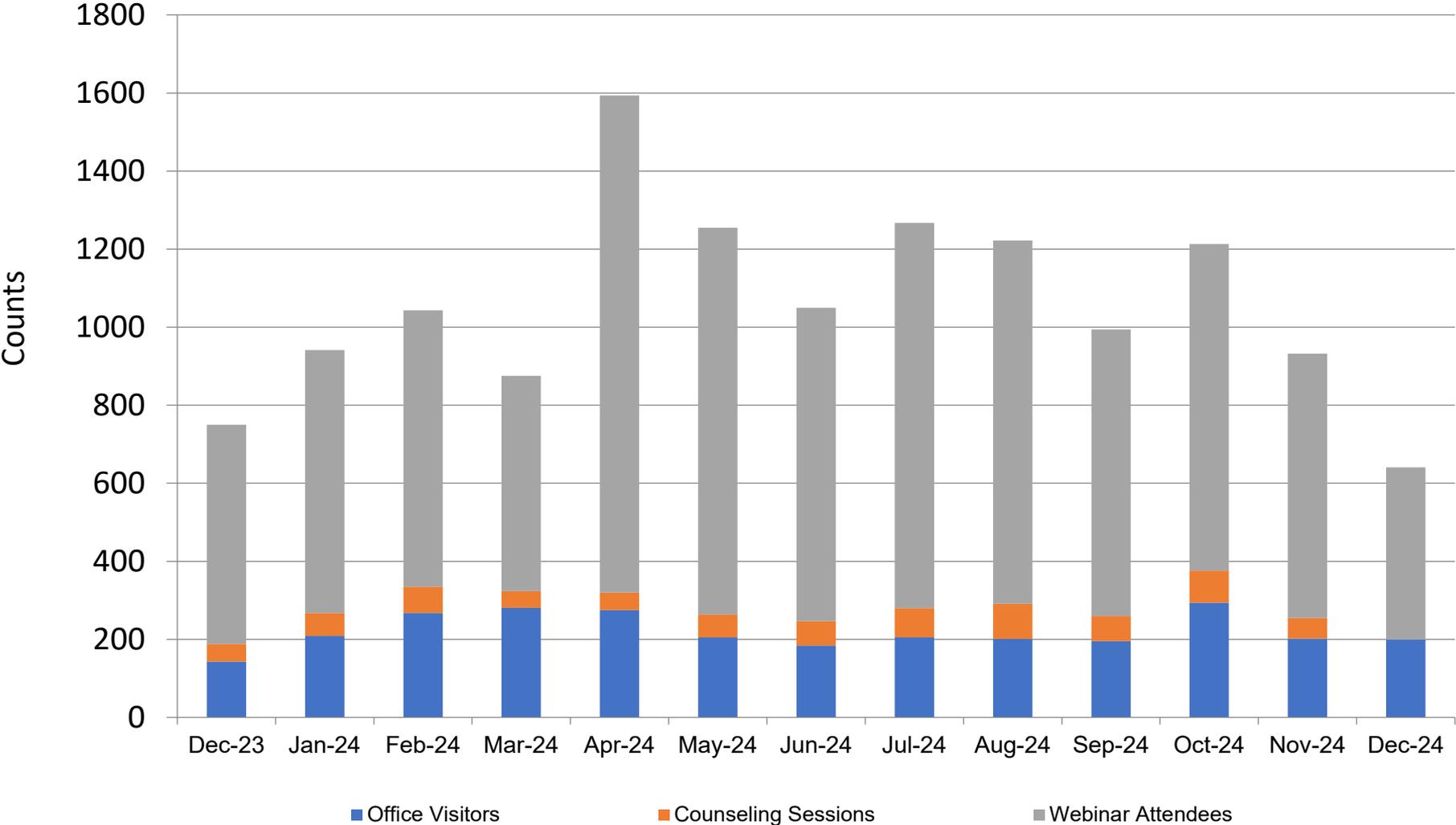




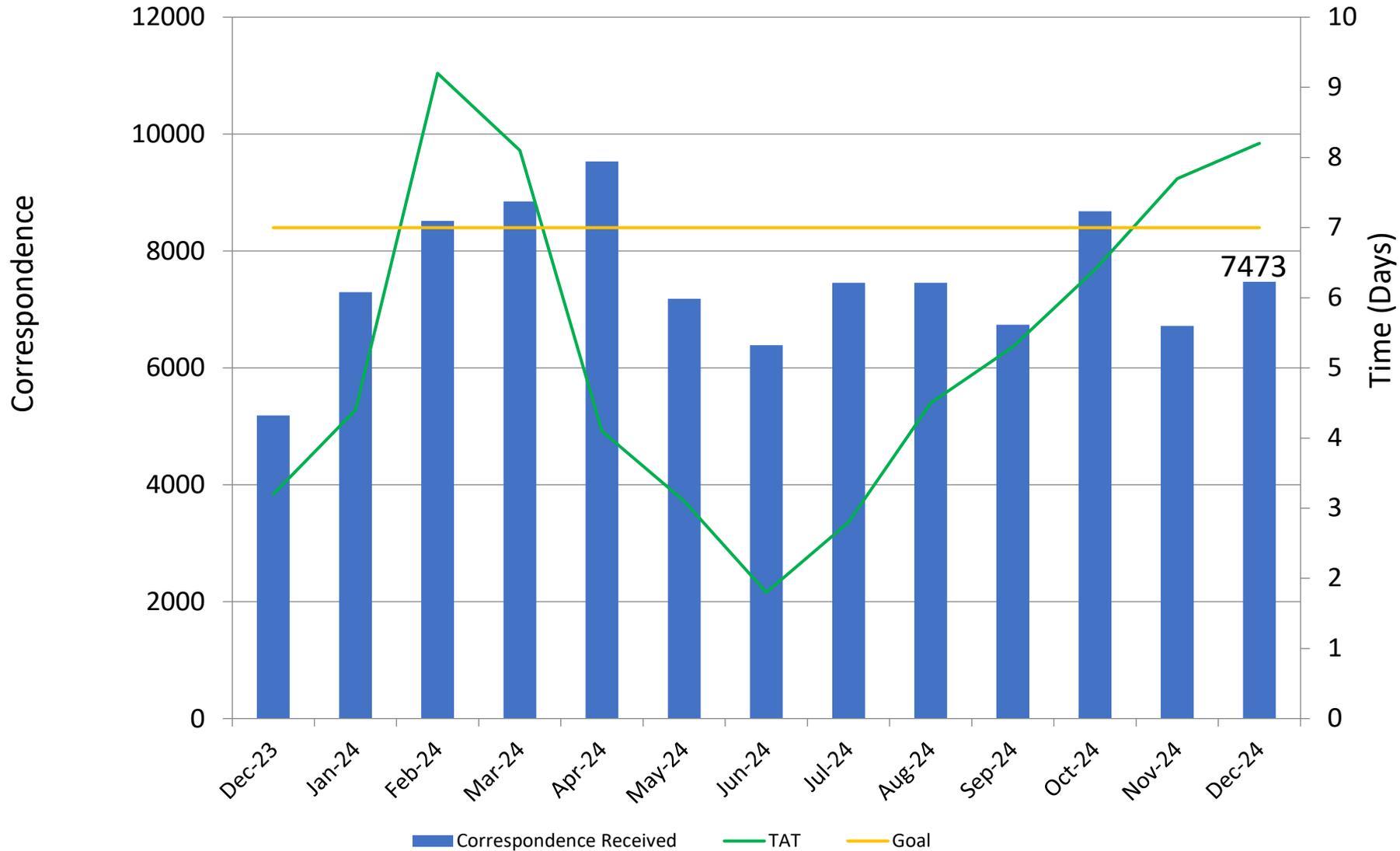
# Member Services

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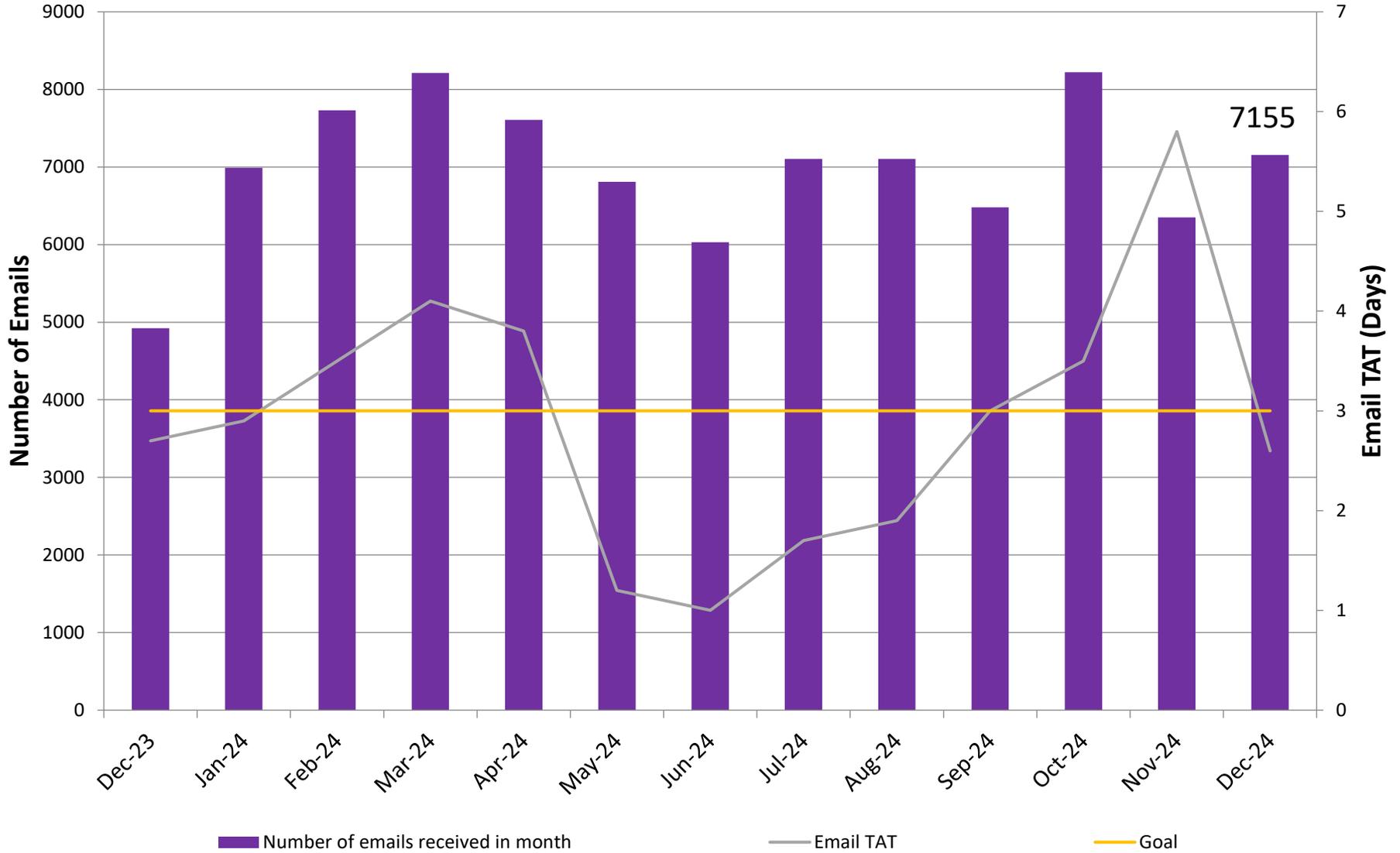
# Educational Retirement Group - Visitors, Counseling Sessions, and Webinars



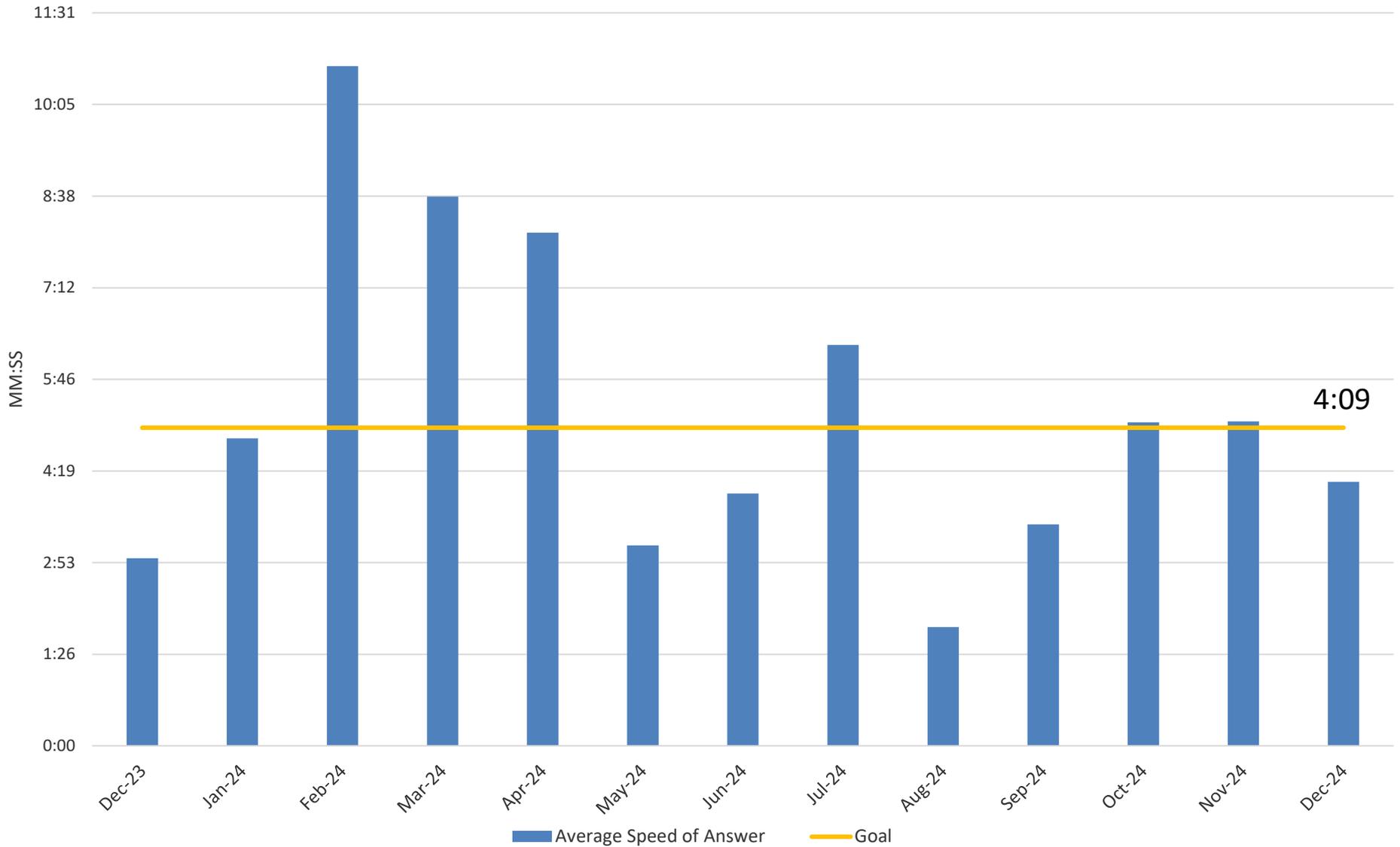
# Educational Retirement Group - Correspondence



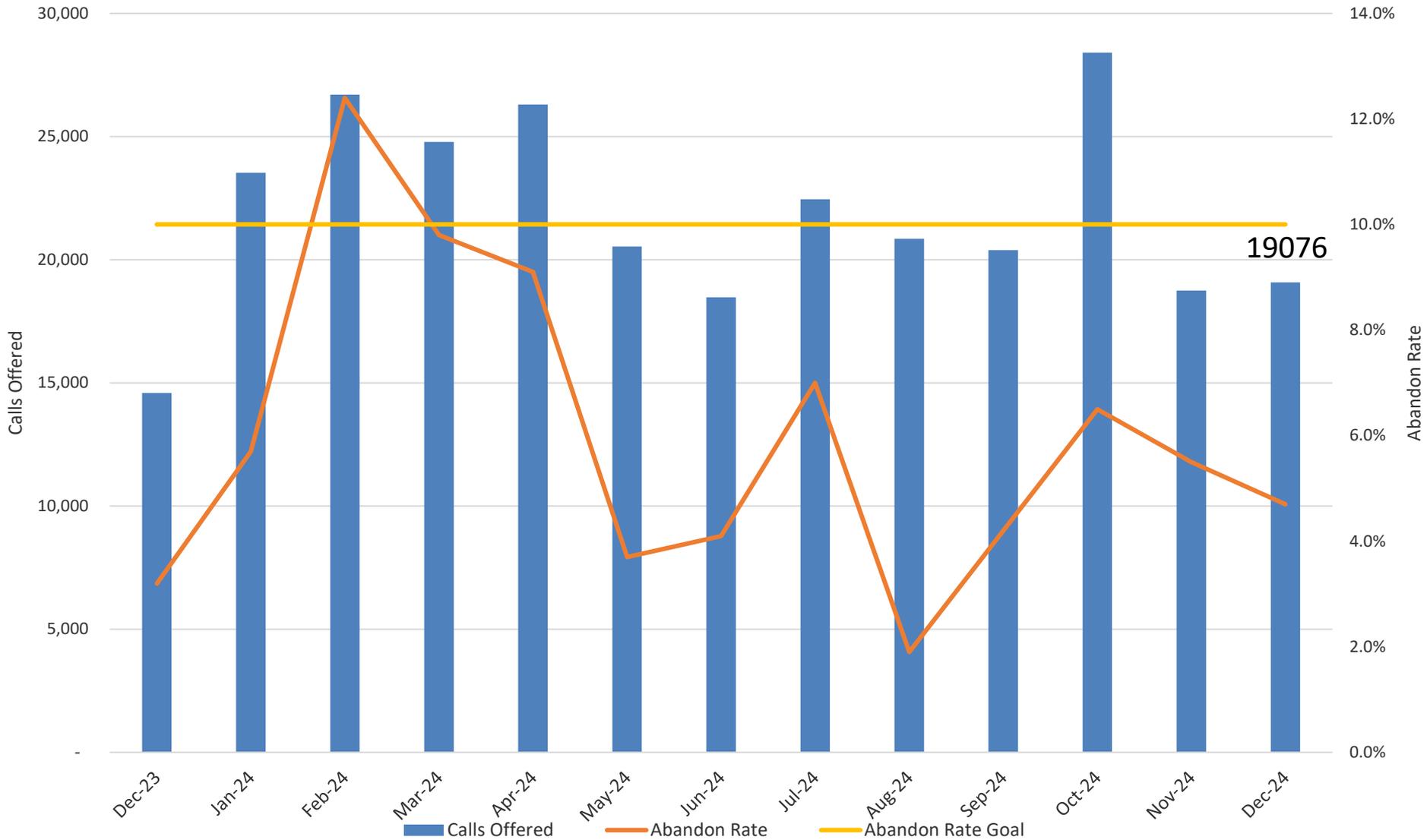
# Member Services - Emails



# Call Center - Average Speed of Answer



# Call Center - Calls Offered and Abandoned





# Thank you.



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