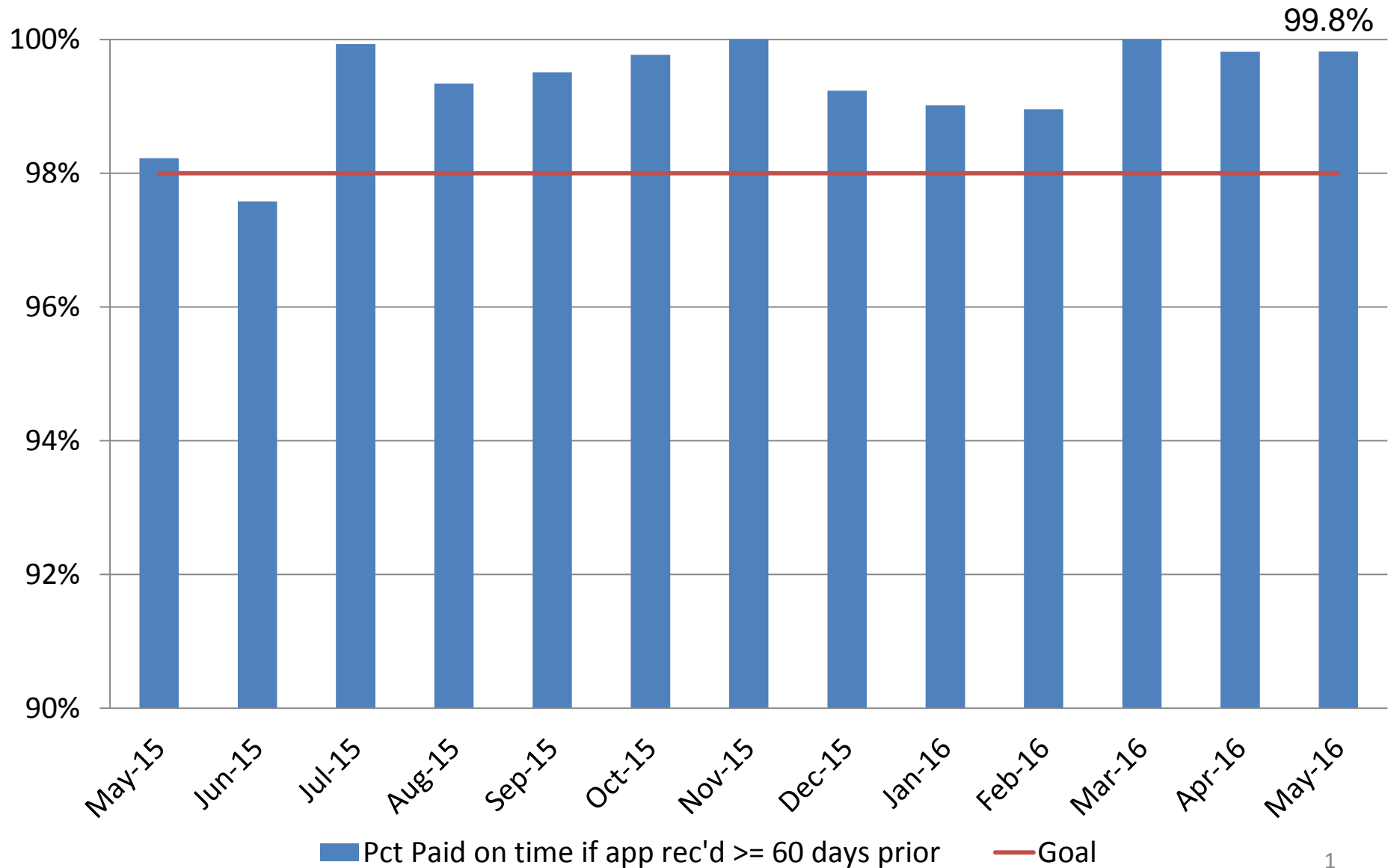
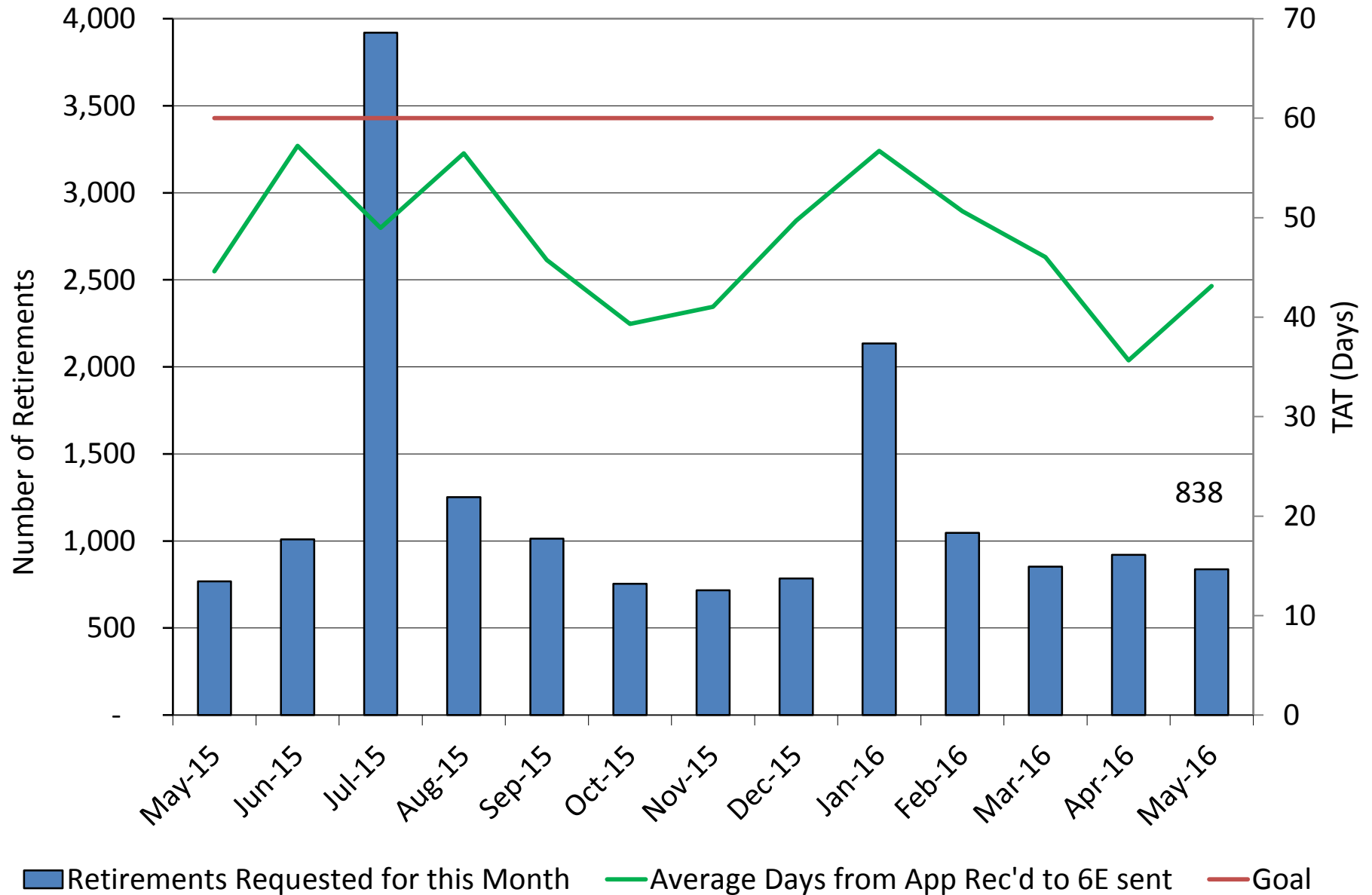


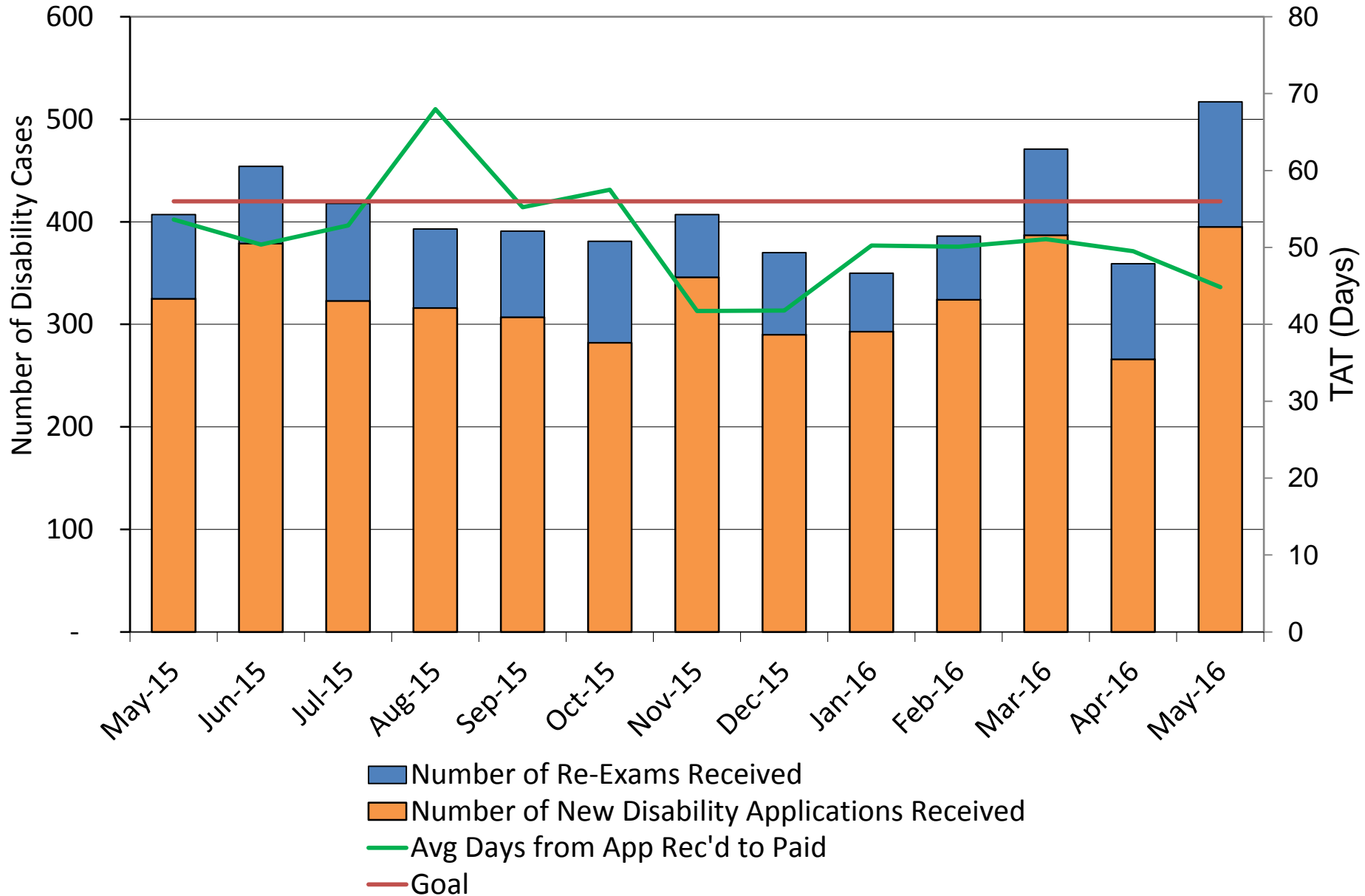
Retirement Processing - 60 Day Paid On Time Rate



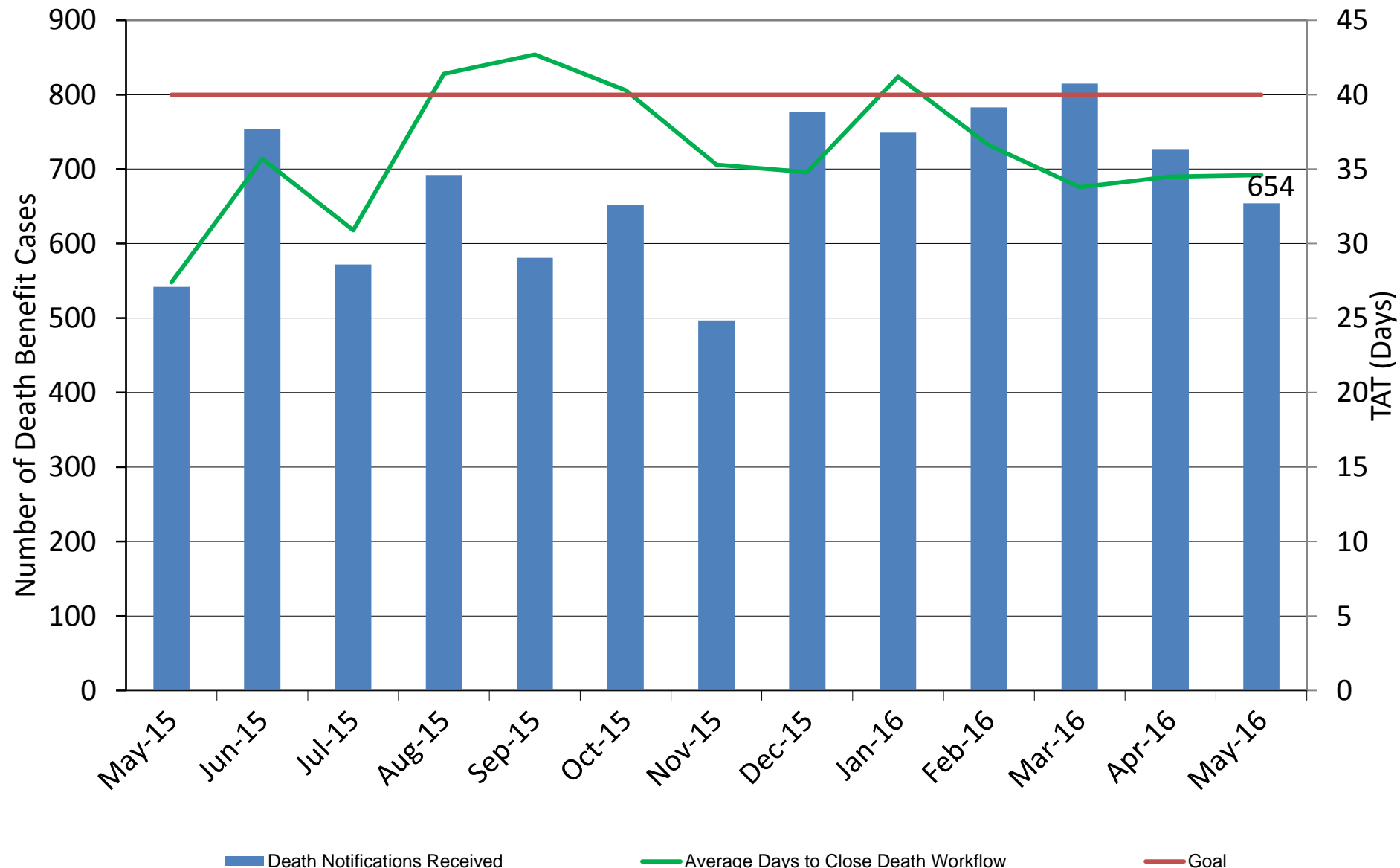
Retirement Processing - Retirements Requested, TAT



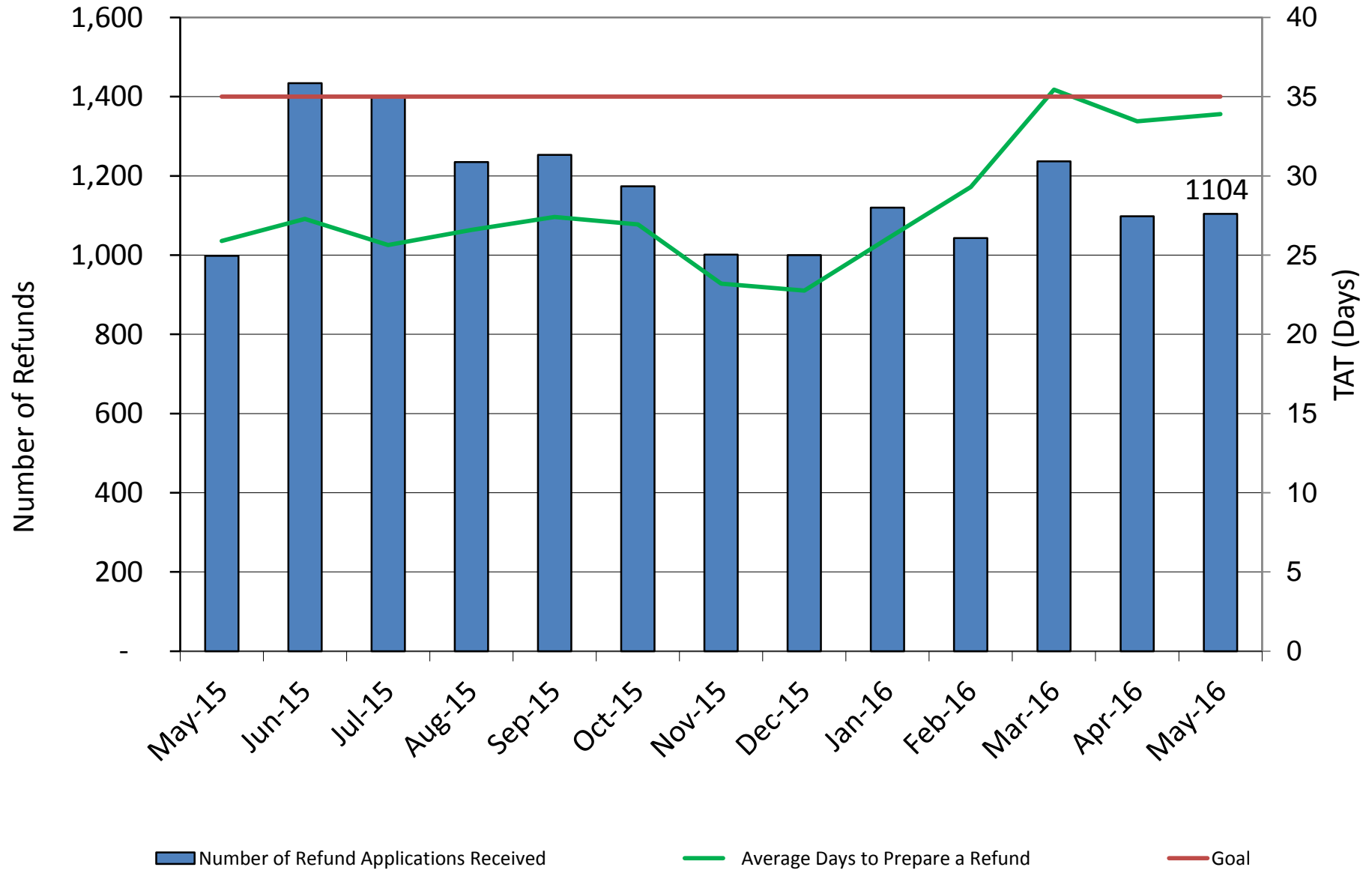
Benefit Processing - Disability Applications



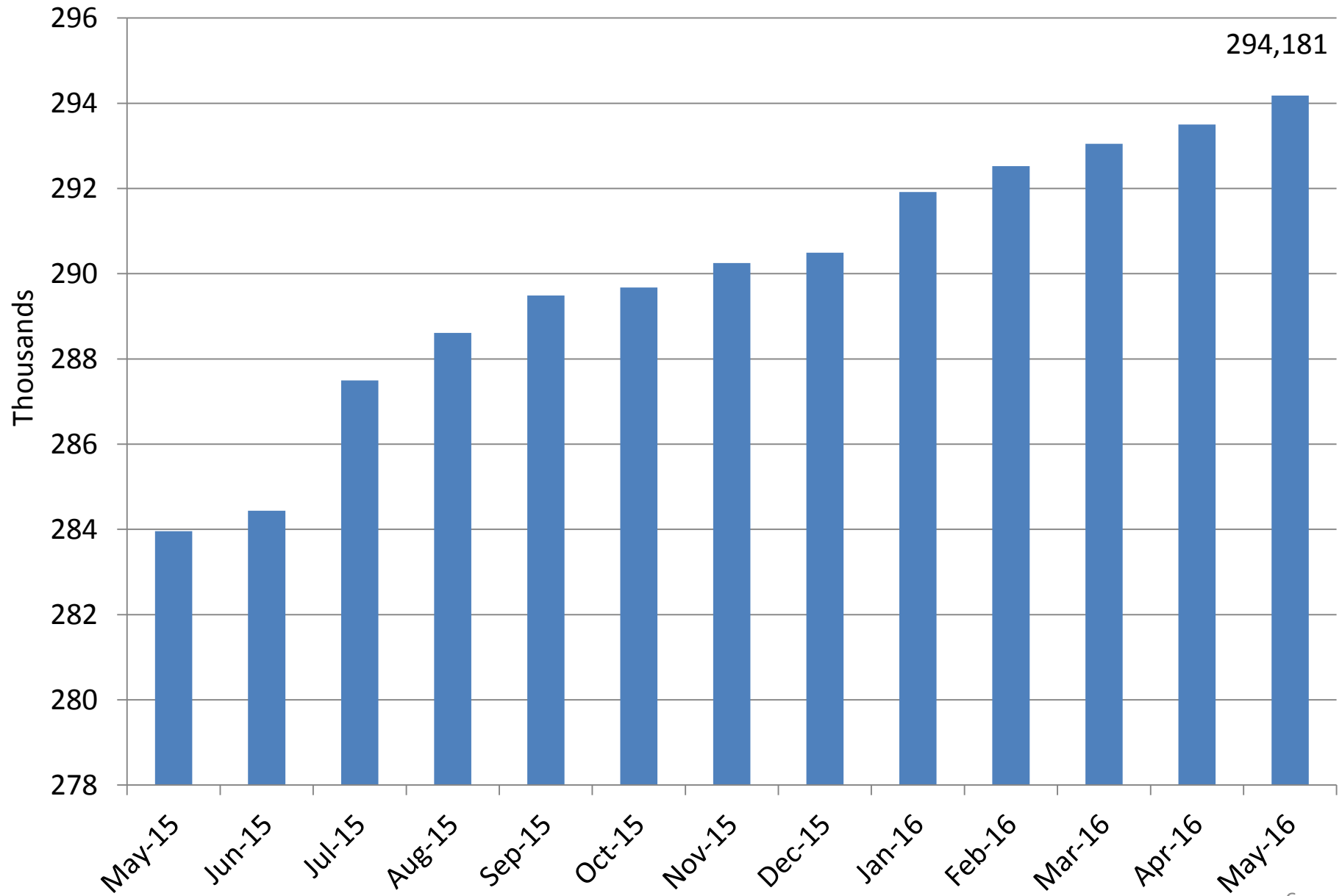
Benefit Processing - Death Notifications



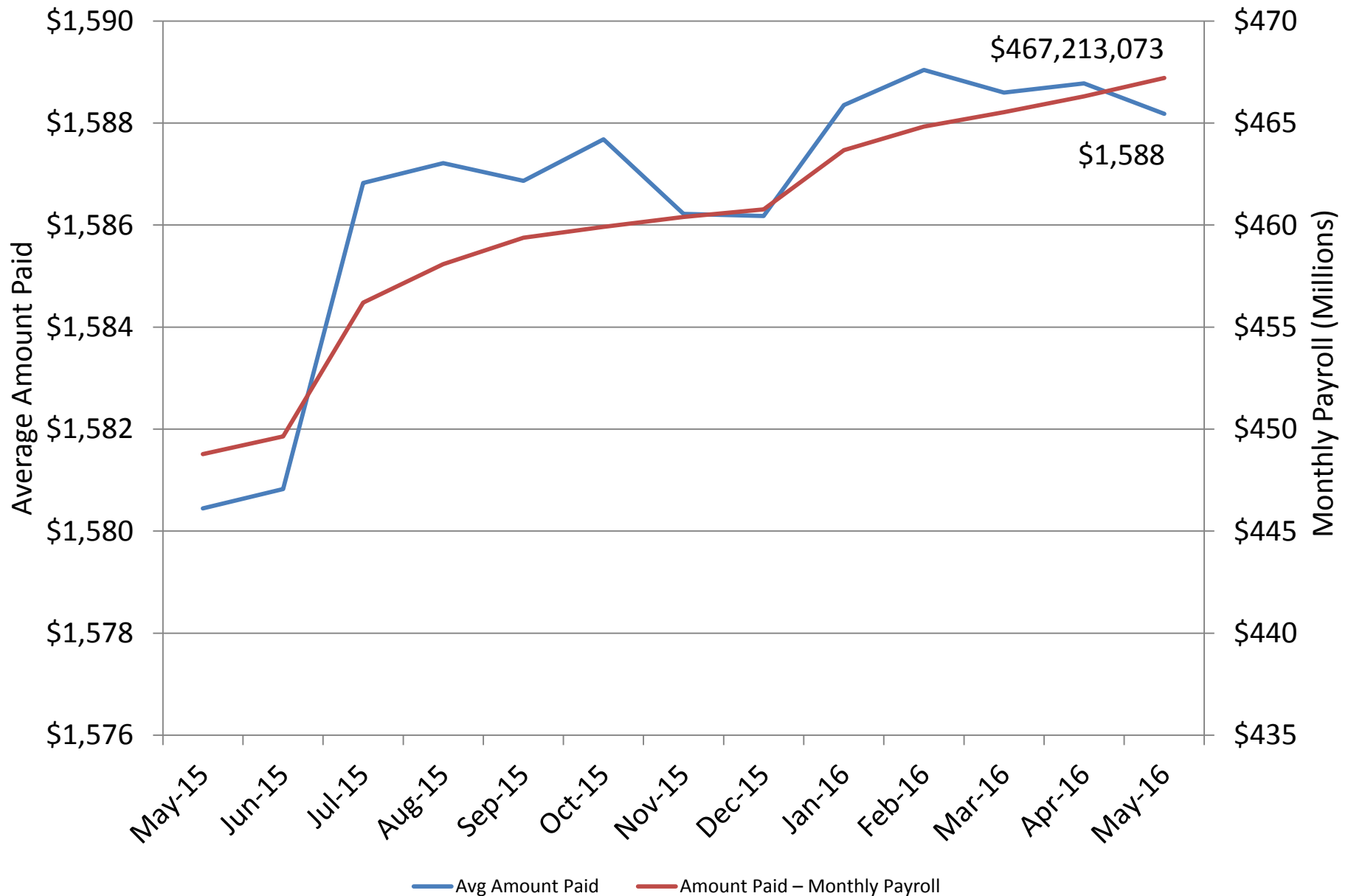
Benefit Processing - Refund Requests



Payroll Processing - Monthly Payees

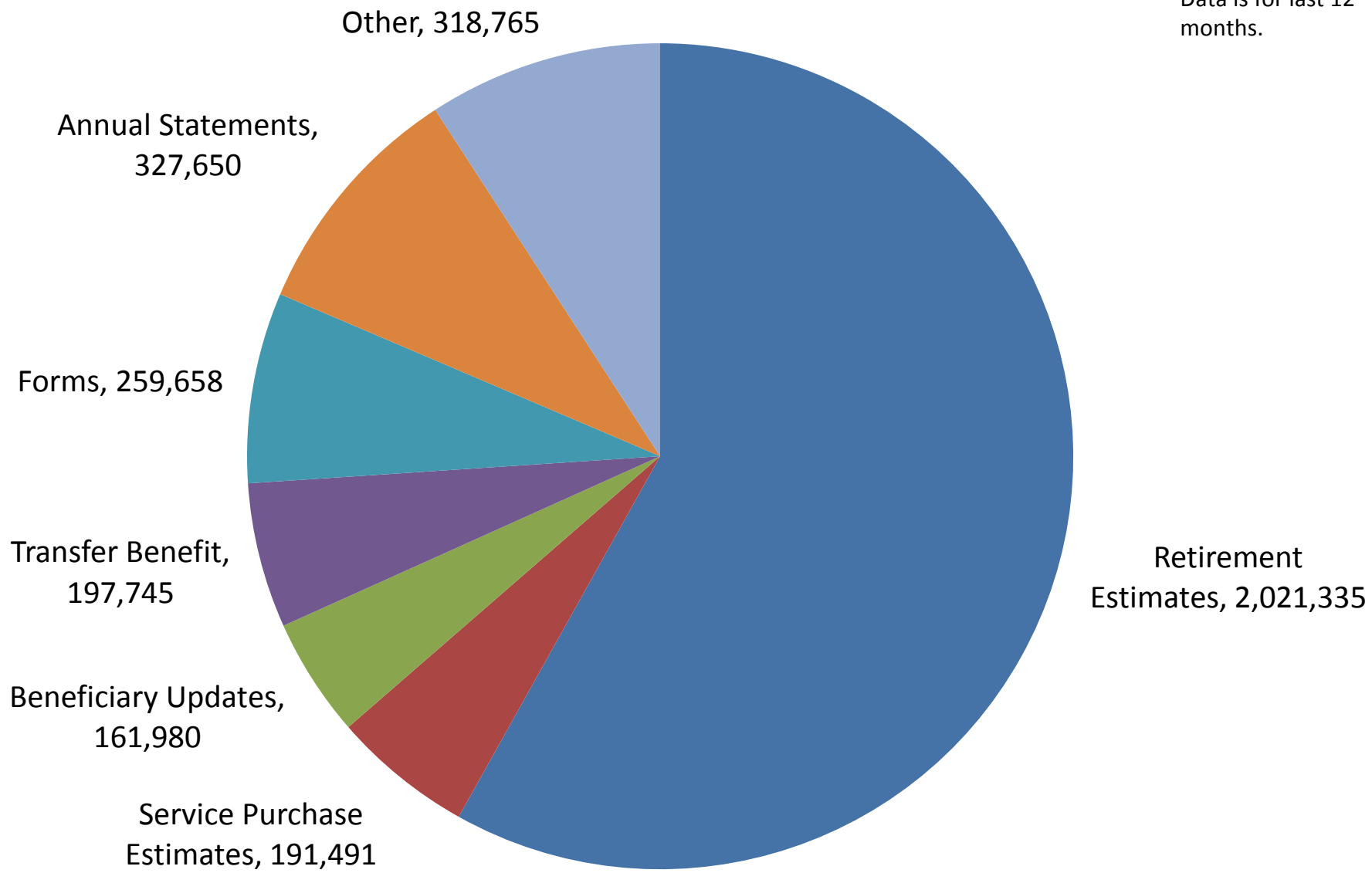


Payroll Processing - Amount Paid

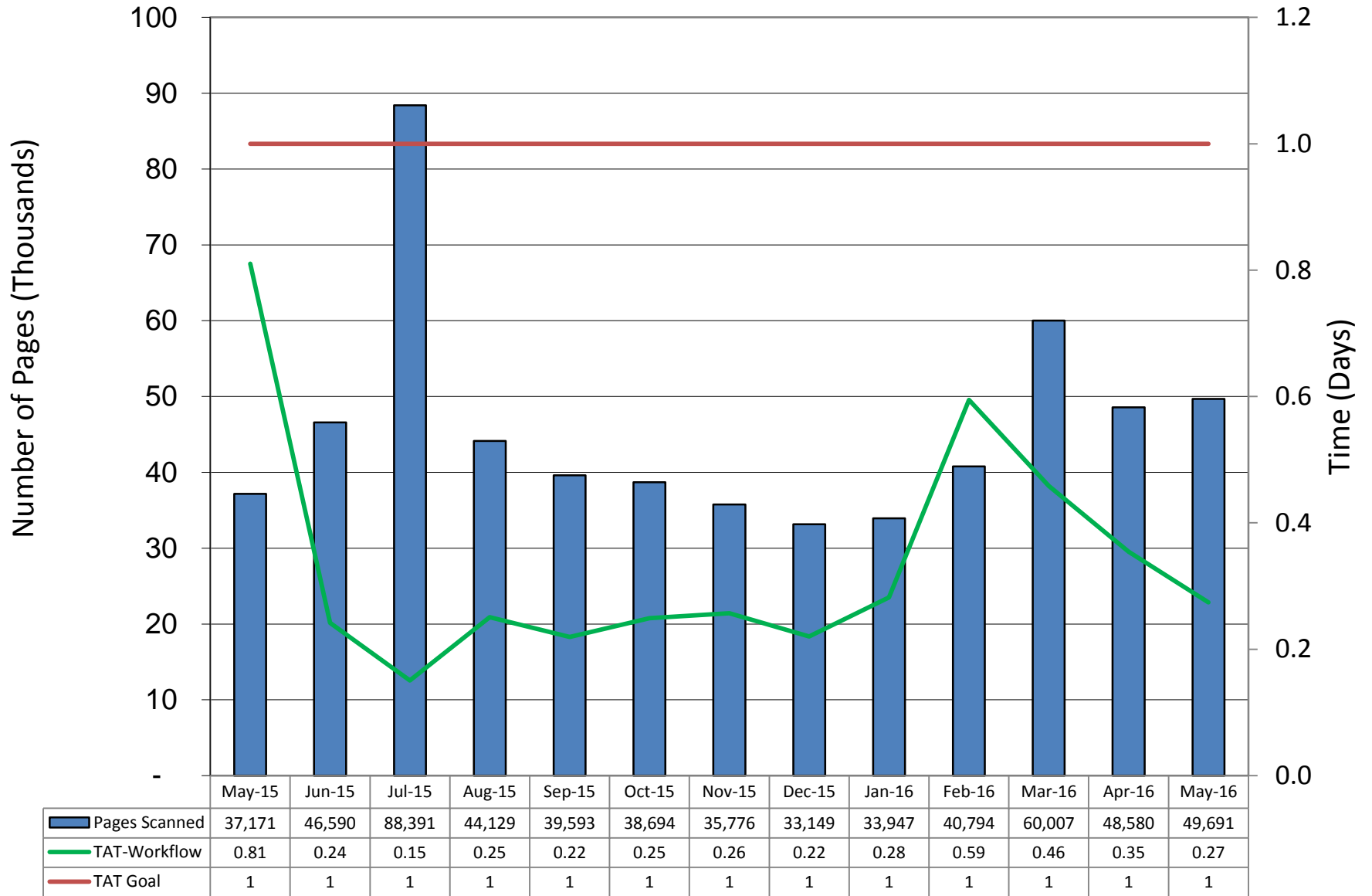


ORBiT Self Service

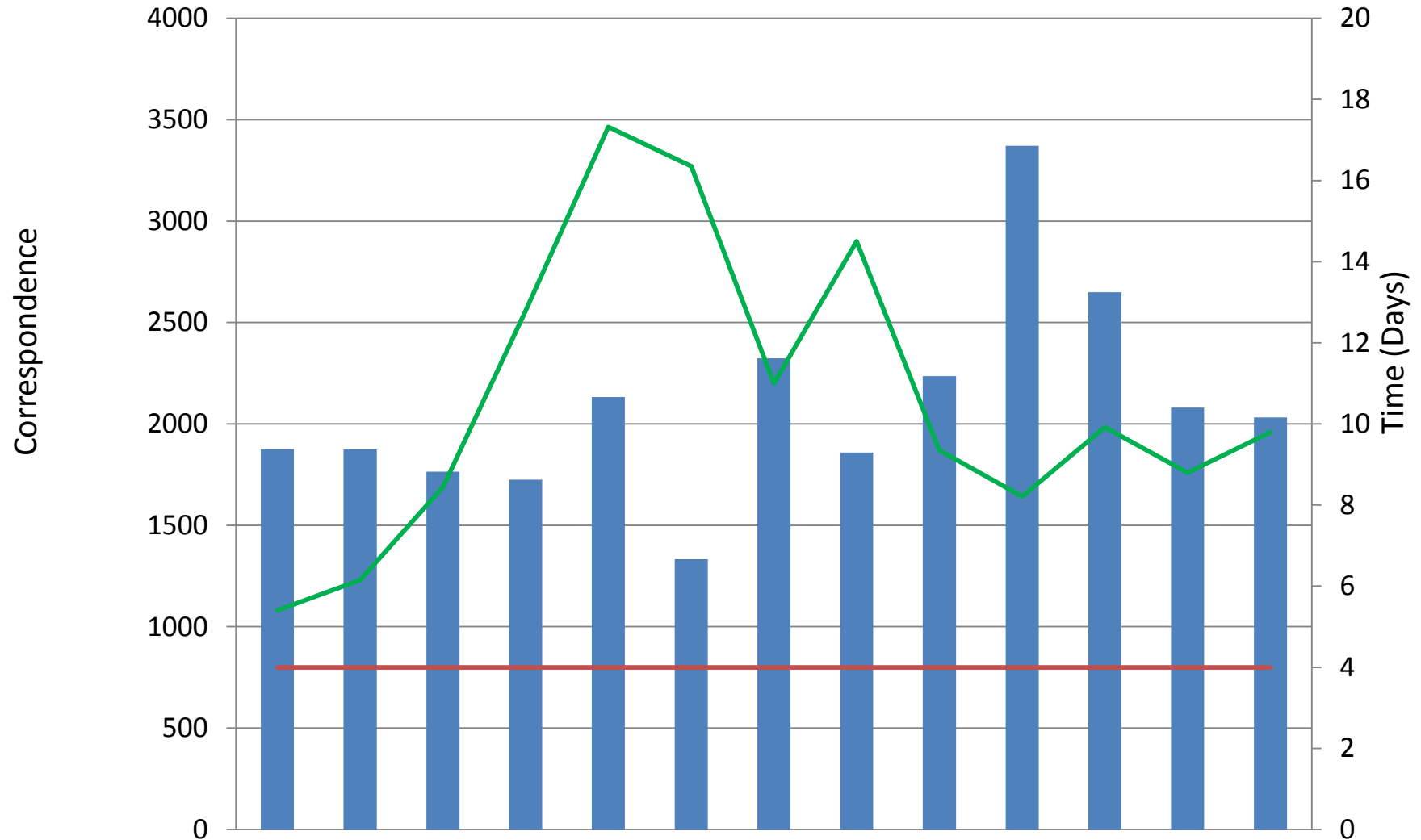
Data is for last 12 months.



Imaging - Pages Scanned

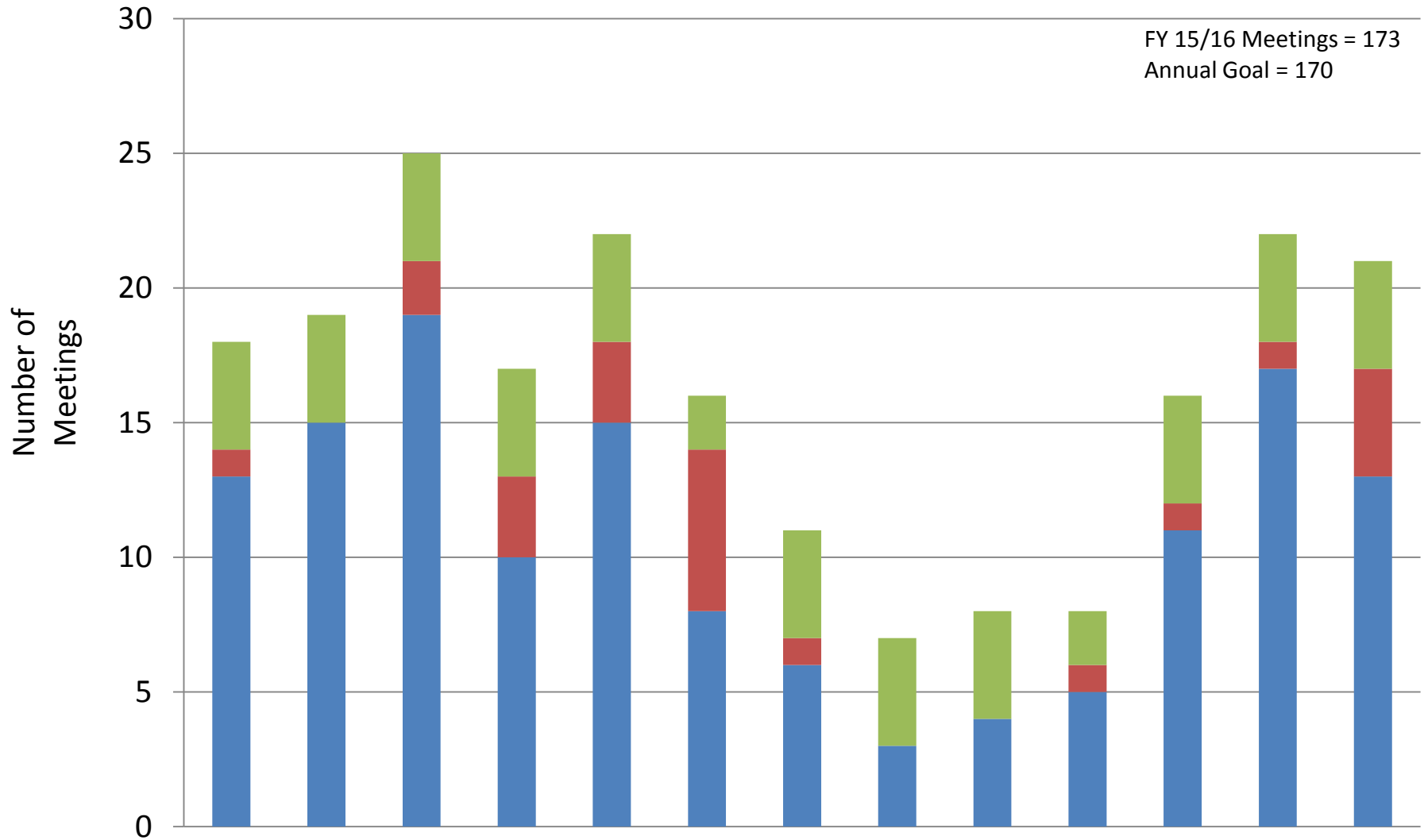


Educational Retirement Group - Correspondence

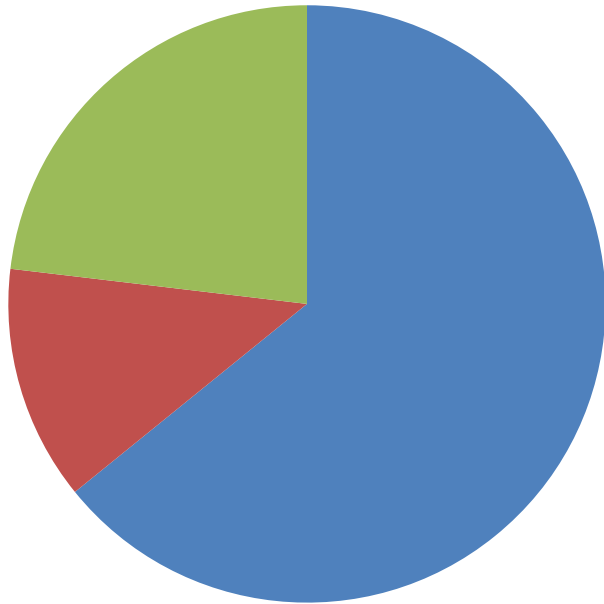


	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Correspondence Answered	1875	1874	1765	1725	2132	1333	2324	1859	2235	3371	2649	2080	2032
TAT	5.4	6.1	8.4	12.8	17.3	16.4	11.0	14.5	9.4	8.2	9.9	8.8	9.8
Goal	4	4	4	4	4	4	4	4	4	4	4	4	4

Educational Retirement Group - Meetings and Webinars



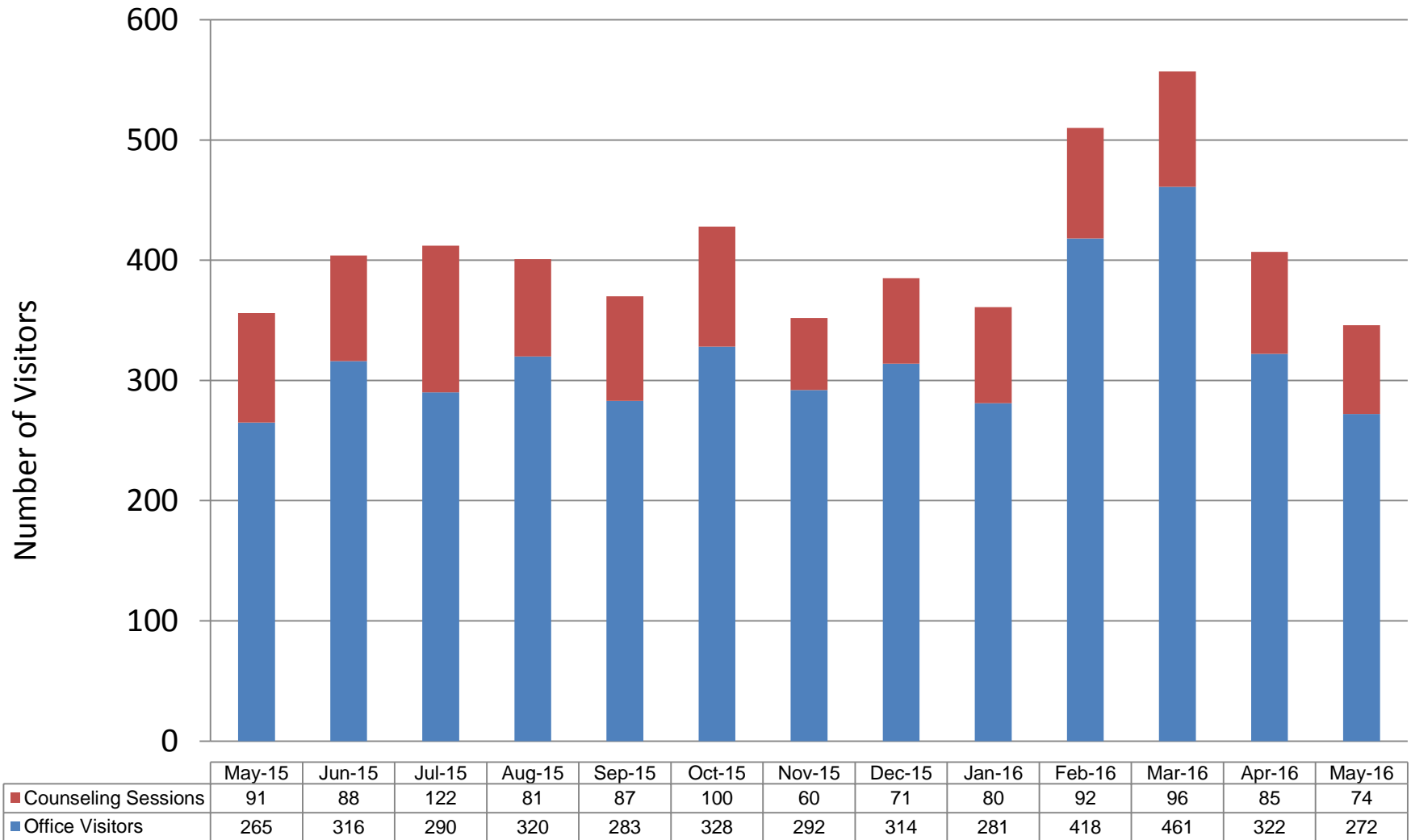
Educational Retirement Group – 2015/2016 Fiscal Year Meetings and Webinars



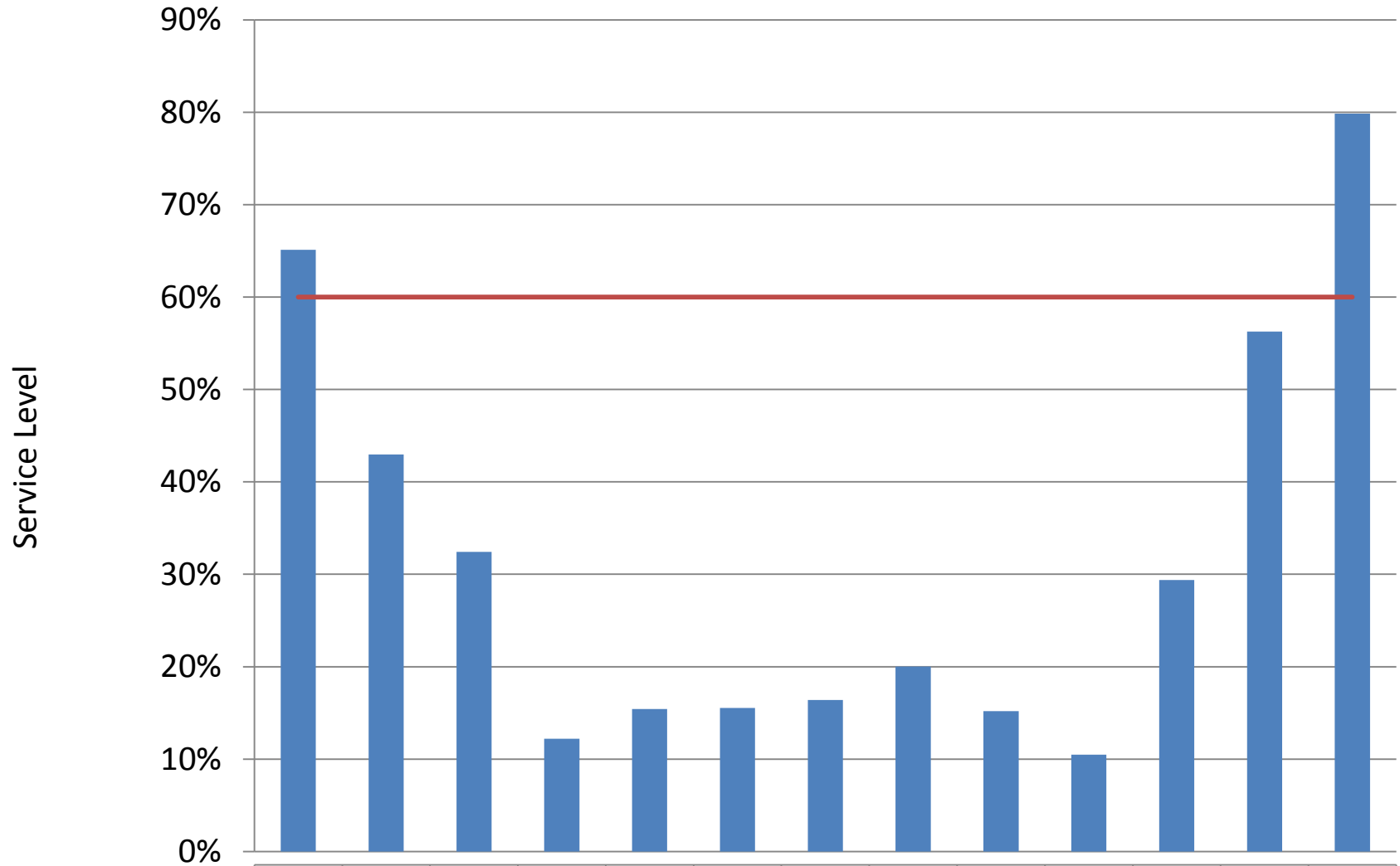
- Employee Meetings
- Employer Meetings
- Webinars

	Count Jul-May	Attendees Jul-May
Employee	111	8,209
Employer	22	989
Webinar	40	1,350
Total	173	10,548
Goal	170	

Educational Retirement Group - Visitors and Counseling Sessions



Call Center - Service Level

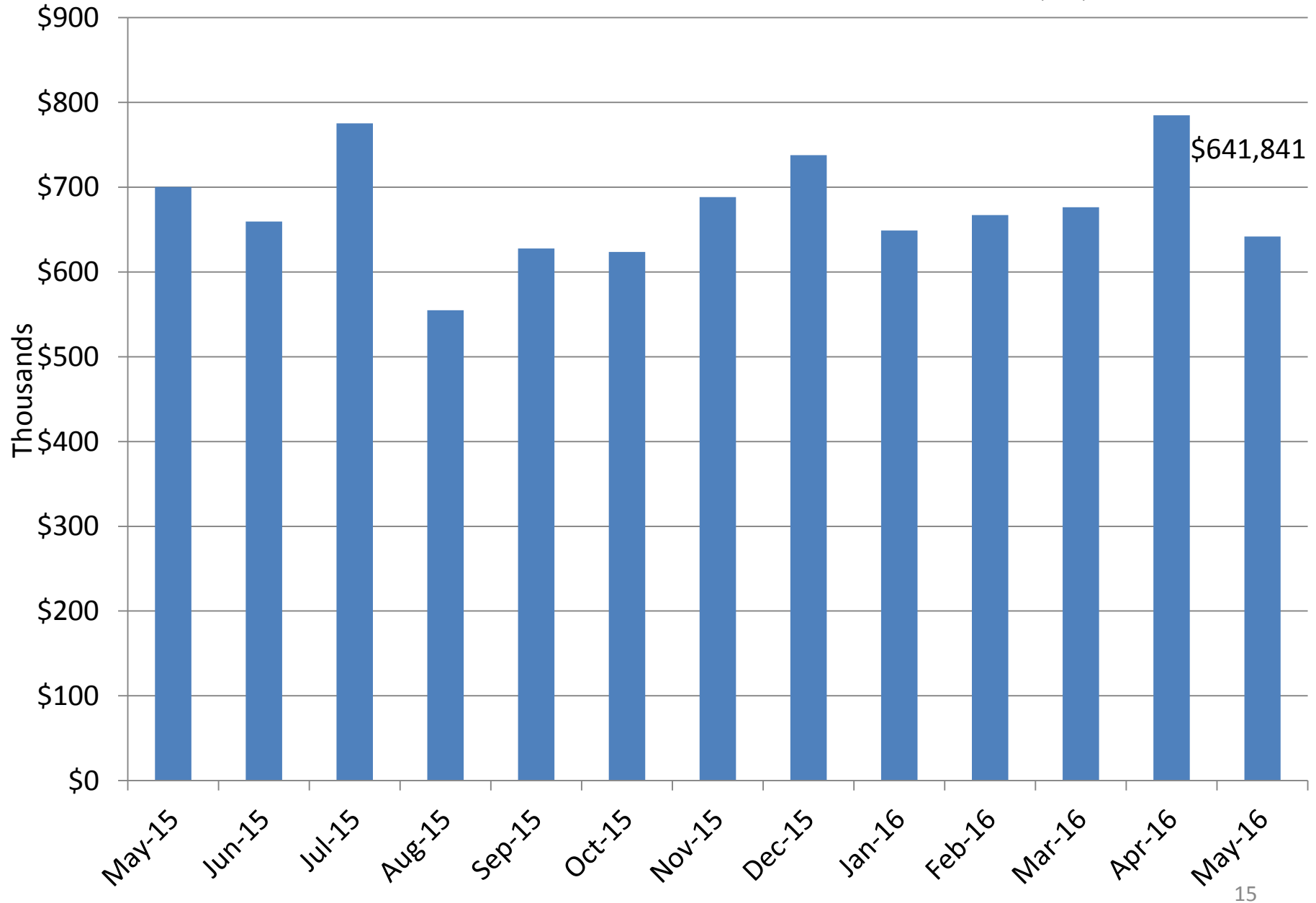


	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
% Calls Answered in 30 Sec	65.1%	43.0%	32.4%	12.2%	15.4%	15.5%	16.4%	20.0%	15.2%	10.5%	29.4%	56.3%	79.9%
Goal	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%
Avg Speed of Answer	1:09	2:14	3:38	5:33	8:57	11:31	10:11	10:27	12:19	13:35	4:43	3:02	0:42
Total Calls Offered	19,027	23,293	24,957	24,590	25,111	28,578	21,021	21,402	25,268	31,973	28,373	24,164	18,820

Overpayments - Amount Collected

Collected in past 13 months:

\$8,786,051





Contribution-Based Benefit Cap (CBBC) Liabilities

- 53 retirees impacted by the CBBC as of 7/12/2016
 - 13 LGERS employers
 - 40 TSERS employers
- Total CBBC liabilities invoiced as of 7/12/2016: \$5.9 million
- Average CBBC liability: \$110,557.27
 - CBBC liabilities range in cost from \$3,577.09 to \$590,694.32
- 36 employers have paid in full
 - One employer is installed on a payment plan
 - Total CBBC liabilities collected: exceeds \$2.7 million