

Public Employees' Retirement Fund

March 09 Results - Version I

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Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

Statewide Initiatives:

- Annual Savings and Efficiency Gains
- One-Time Savings and Efficiency Gains
- Competitive Sourcing Participation

YTD FY 2009

\$0
\$11.7
\$396.7

7/01/08 to Current

- Finance: Procurement savings by utilizing surplus furniture = \$0.7k + \$2.0k
- Finance: Clean up of outstanding check project = \$7.6k
- Finance: W&C keying employers with <24 employees = \$1.4k
- Competitive Sourcing Participation: 125 Building savings = \$11.1k
- Competitive Sourcing Participation: Financial Integrated System Solutions = \$360k
- Competitive Sourcing Participation: Roof repair project for 143 Building = \$20.7k
- Competitive Sourcing Participation: Supplemental Rate Renegotiation = \$3.9k + \$1k

Agency Metrics:

Financial Performance

- Plan Performance
 - 5-year actual return versus target return
- Manager Performance
 - 3-year actual return versus benchmark return

Result

Target

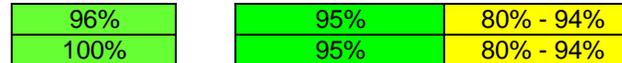
Comments



Customer Service

Benefits

- Percentage of distributions processed in 30 days or less
- Percentage of retirements without payment interruption



Call Center

- Percentage of calls answered in less than 30 seconds



Customer Satisfaction

- Customer satisfaction index



System Measures

- % Automated Account Transactions
 - % of automated transactions



Fundamental Agency Change Initiatives

Internal Controls: Procedures - Since July 1, 2008 Finance has approved 67 and 2 is in-process.

Business Technology Enhancements: On-line Retirement Application, ASA Phase I Completed

Retirement Planning: 90-Day Bridge

Human Resources: Comprehensive Sourcing Plan