

MEMORANDUM

Legislative Fiscal Office
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To: General Government Subcommittee
From: John Borden, Legislative Fiscal Office
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Date: May 30th, 2013
Subject: Oregon Public Employees Retirement System – SB 5537
Work Session Recommendations

Public Employees Retirement Board – Agency Totals

Fund-type Positions/FTE	2009-11 Actuals	2011-13 Legislatively Approved	2013-15 Current Service Level	2013-15 LFO Recommended
Other Funds	79,307,909	80,750,830	77,761,634	82,874,172
Other Funds N/L	6,730,356,220	7,437,176,025	9,277,875,000	9,277,875,000
Total Funds	\$6,809,664,129	\$7,517,926,855	\$9,355,636,634	\$9,360,749,172
Positions	368	367	334	367
FTE	361.80	365.70	334.00	365.73

Attached are the recommendations from the Legislative Fiscal Office for the *Public Employees Retirement System*. It contains the following:

- Package 081 – May 2012 Emergency Board (\$965,954)(3.00 FTE)
- Package 091 – Statewide Administrative Savings (<\$1,468,988>)
- Package 092 – PERS Tax Policy (<\$161,673>)
- Package 093 – Other PERS Adjustments (<\$1,291,845>)
- Package 101 – Current Service Levels (+\$5,431,929)(+29.64 FTE)
- Package 102 – Retiree Health Insurance Program (+\$760,879)(+2.84)
- Package 103 – Infrastructure Maintenance and Enhancement (+\$1,260,000)
- Package 811 – Compliance Plan for SB 5701 (2012)(<\$383,718>)(<3.75> FTE)

Adjustments to Current Service Level:

See attached “Work Session Presentation Report” dated 5/30/13.

Move the LFO recommendation to SB 5537.

Performance Measures

See attached “Legislatively Proposed 2013-15 Key Performance Measures” form.

Move the LFO recommendation on Key Performance Measures.

Budget Note

The following proposed budget note is to be included in the SB 5537 budget report:

The Public Employees Retirement System (PERS) is directed to report to the Legislative Fiscal Office (LFO) on the Board's implementation of legislation and administrative actions related to 2013-15 employer contribution rates. PERS is to provide LFO with final employer contribution rates for the 2013-15 biennium and with an updated estimate of the amount of system wide savings generated by major employer group (state agencies and university system; school districts; and local governments). PERS is to report quarterly to LFO on retirement applications by: major employer group, including inactive member retirements, retirement plan, and benefit calculation methodology. PERS is to provide LFO with an annual report on actual retirement activity, including inactive members, for calendar years 2012, 2013, and 2014.

Move the LFO recommended budget note.

PERS is directed to review the healthcare insurance marketplace and report back to the Joint Committee on Ways & Means during the 2015 session on whether the pre-Medicare population within the PERS Health Insurance Program should be combined with other groups in acquiring healthcare coverage under the CoverOregon plans and whether the Affordable Care Act or CoverOregon could provide coverage for the Medicare Plan policy holders under the PERS Health Insurance Program.

Move the LFO recommended budget note.

Recommended Changes to Appropriation Bill:

The Legislative Fiscal Office recommends a budget of \$9,360,749,172 *Other Funds and 367 positions (365.73 FTE)* and that SB 5537 be amended accordingly. Of this amount, \$82,874,172 is Other Funds limited by expenditure limitation and \$9,277,875,000 is Other Funds is NonLimited.

In line 11, delete "\$82,621,356" and insert "\$81,571,322"

SB 5537 Final Subcommittee Action:

Move SB 5537 to the full committee with a "do pass" recommendation, as amended.

Chair to assign carriers:

Full: _____
2nd Chamber: _____

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	79,429,420	-	7,434,012,310	-	7,513,441,730	364	364.08
2011-13 Ebds, SS & Admin Act	-	-	1,321,410	-	3,163,715	-	4,485,125	3	1.62
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	80,750,830	-	7,437,176,025	-	7,517,926,855	367	365.70
2011-13 Leg Approved Budget (Base)	-	-	78,679,420	-	7,434,012,310	-	7,512,691,730	364	364.08
Summary of Base Adjustments	-	-	872,406	-	1,843,862,690	-	1,844,735,096	(30)	(30.08)
2013-15 Base Budget	-	-	79,551,826	-	9,277,875,000	-	9,357,426,826	334	334.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	45,974	-	-	-	45,974	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(1,474,687)	-	-	-	(1,474,687)	-	-
030: Inflation & Price List Adjustments	-	-	(361,479)	-	-	-	(361,479)	-	-
2013-15 Current Service Level	-	-	77,761,634	-	9,277,875,000	-	9,355,636,634	334	334.00
080: E-Boards	-	-	965,954	-	-	-	965,954	3	3.00
Adjusted 2013-15 Current Service Level	-	-	78,727,588	-	9,277,875,000	-	9,356,602,588	337	337.00
Total LFO Recommended Packages	-	-	4,146,584	-	-	-	4,146,584	30	28.73
2013-15 Legislative Actions	-	-	82,874,172	-	9,277,875,000	-	9,360,749,172	367	365.73
Net change from 2011-13 Leg Approved Budget	-	-	2,123,342	-	1,840,698,975	-	1,842,822,317	-	0.03
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	2.6%	0.0%	24.7%	0.0%	24.5%	0.0%	0.0%
Net change from 2013-15 Current Service Level	-	-	4,146,584	-	-	-	4,146,584	30	28.73
Percent change from 2013-15 Current Service Level	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	8.9%	8.5%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	-	-	7,225,836,810	-	7,225,836,810	-	-
2011-13 Ebds, SS & Admin Act	-	-	-	-	23,389	-	23,389	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	-	-	7,225,860,199	-	7,225,860,199	-	-
2011-13 Leg Approved Budget (Base)	-	-	-	-	7,225,836,810	-	7,225,836,810	-	-
Summary of Base Adjustments	-	-	-	-	1,315,024,190	-	1,315,024,190	-	-
2013-15 Base Budget	-	-	-	-	8,540,861,000	-	8,540,861,000	-	-
2013-15 Current Service Level	-	-	-	-	8,540,861,000	-	8,540,861,000	-	-
Adjusted 2013-15 Current Service Level	-	-	-	-	8,540,861,000	-	8,540,861,000	-	-
2013-15 Legislative Actions	-	-	-	-	8,540,861,000	-	8,540,861,000	-	-
Net change from 2011-13 Leg Approved Budget	-	-	-	-	1,315,000,801	-	1,315,000,801	-	-
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%	18.2%	0.0%	0.0%
Net change from 2013-15 Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2013-15 Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 810 LFO Analyst Adjustments

Package Description

LFO Recommendation Approve the budget instruction.

Budget Notes The Public Employees Retirement System (PERS) is directed to report to the Legislative Fiscal Office (LFO) on the Board's implementation of legislation and administrative actions related to 2013-15 employer contribution rates. PERS is to provide LFO with final employer contribution rates for the 2013-15 biennium and with an updated estimate of the amount of system wide savings generated by major employer group (state agencies and university system; school districts; and local governments). PERS is to report quarterly to LFO on retirement applications by: major employer group, including inactive member retirements, retirement plan, and benefit calculation methodology. PERS is to provide LFO with an annual report on actual retirement activity, including inactive members, for calendar years 2012, 2013, and 2014.

Budget Instructions The Public Employees Retirement System is directed to work with the Department of Administrative Services and the Legislative Fiscal Office to conduct a review of the agency's Oregon Budget Information Tracking System structure and to incorporate any recommended changes for the 2015-17 budget cycle.

LFO Analyst Notes SB 5537 (2013)

LFO Recommended

LFO102 - Work Session Presentation Report
2013-15 Biennium

Version: L - 01 - LFO Analyst Recommended
Cross Reference: 45900-200-00-00-00000
Oregon Public Service Retirement Plan

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	-	-	208,175,500	-	208,175,500	-	-
2011-13 Ebds, SS & Admin Act	-	-	-	-	-	-	-	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	-	-	208,175,500	-	208,175,500	-	-
2011-13 Leg Approved Budget (Base)	-	-	-	-	208,175,500	-	208,175,500	-	-
Summary of Base Adjustments	-	-	-	-	528,838,500	-	528,838,500	-	-
2013-15 Base Budget	-	-	-	-	737,014,000	-	737,014,000	-	-
2013-15 Current Service Level	-	-	-	-	737,014,000	-	737,014,000	-	-
Adjusted 2013-15 Current Service Level	-	-	-	-	737,014,000	-	737,014,000	-	-
2013-15 Legislative Actions	-	-	-	-	737,014,000	-	737,014,000	-	-
Net change from 2011-13 Leg Approved Budget	-	-	-	-	528,838,500	-	528,838,500	-	-
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	0.0%	0.0%	254.0%	0.0%	254.0%	0.0%	0.0%
Net change from 2013-15 Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2013-15 Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	78,010,820	-	-	-	78,010,820	364	364.08
2011-13 Ebds, SS & Admin Act	-	-	1,321,410	-	-	-	1,321,410	3	1.62
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	79,332,230	-	-	-	79,332,230	367	365.70
2011-13 Leg Approved Budget (Base)	-	-	77,260,820	-	-	-	77,260,820	364	364.08
Summary of Base Adjustments	-	-	988,156	-	-	-	988,156	(30)	(30.08)
2013-15 Base Budget	-	-	78,248,976	-	-	-	78,248,976	334	334.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	45,974	-	-	-	45,974	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(1,474,687)	-	-	-	(1,474,687)	-	-
030: Inflation & Price List Adjustments	-	-	(361,479)	-	-	-	(361,479)	-	-
2013-15 Current Service Level	-	-	76,458,784	-	-	-	76,458,784	334	334.00
080: E-Boards	-	-	965,954	-	-	-	965,954	3	3.00
Adjusted 2013-15 Current Service Level	-	-	77,424,738	-	-	-	77,424,738	337	337.00
Total LFO Recommended Packages	-	-	4,146,584	-	-	-	4,146,584	30	28.73
2013-15 Legislative Actions	-	-	81,571,322	-	-	-	81,571,322	367	365.73
Net change from 2011-13 Leg Approved Budget	-	-	2,239,092	-	-	-	2,239,092	-	0.03
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%
Net change from 2013-15 Current Service Level	-	-	4,146,584	-	-	-	4,146,584	30	28.73
Percent change from 2013-15 Current Service Level	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%	5.4%	8.9%	8.5%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 081 May 2012 E-Board

Package Description This package has two components related to carrying forward the actions of the Emergency Board in May of 2012: (a) Strunk/Eugene Recovery Project to continue the recovery of overpaid benefits from benefit recipients that resulted from two legal Oregon Supreme Court decisions (\$564,191; 3 limited duration positions/3.00 FTE); and (b) statewide restructuring of government plan (\$401,763).

This policy package total \$965,954 Other Funds and establishes 3 limited duration Accounting Technician 3 positions (3.00 FTE). Personal Services total \$1,096,266 and Services and Supplies total -\$130,312. The package is funded by revenue transfers from retirement programs.

LFO Recommendation Approve the policy package. Also see policy package #811 - Compliance Plan for SB 5701 (2012).

LFO Analyst Notes SB 5537 (2013)

LFO Recommended	-	-	965,954	-	-	-	965,954	3	3.00
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 091 Statewide Administrative Savings

Package Description This package is a placeholder for administrative efficiencies in finance, information technology, human resources, accounting, payroll, and procurement expenditures. The Executive Branch had intended for these reductions to be specified in the Governor's 2013-15 recommended budget. The Department of Administrative Services will continue to work on details of these reductions with agencies and report back during the 2014 session.

LFO Recommendation Approve the policy package.

LFO Analyst Notes SB 5537 (2013)

LFO Recommended	-	-	(1,468,988)	-	-	-	(1,468,988)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 092 PERS Taxation Policy

Package Description This package reflects the policy change in SB 822 that eliminates the increased retirement benefits resulting from Oregon income taxation of payments if the person receiving payments does not pay Oregon income tax on those benefits and is not an Oregon resident. This change reduces state employer contribution rates by approximately 0.30%.

LFO Recommendation Approve the policy package.

LFO Analyst Notes SB 5537 (2013)

LFO Recommended	-	-	(161,673)	-	-	-	(161,673)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 093 Other PERS Adjustments

Package Description This package reflects the policy change in SB 822 that modifies the cost-of-living adjustment under the Public Employees Retirement System. This change reduces state employer contribution rates by approximately 2.2%.

An administrative action by the PERS Board, as directed by a budget note in the SB 822 budget report, will reduce state employer contribution rates by up to an additional 1.9%. However, no employer rate is reduced below its 2011-13 biennium rate.

LFO Recommendation Approve the policy package.

LFO Analyst Notes SB 5537 (2013)

LFO Recommended	-	-	(1,291,845)	-	-	-	(1,291,845)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 101 Current Service Delivery Levels

Package Description This package has four components: (a) the package proposes to move 27 previously classified limited duration positions to permanent full-time; (b) adds two new permanent full-time positions to enhance work on reconciling data issues on primarily retiree and non-active member accounts; (c) adds one new permanent full-time position to focus on enterprise-wide data consistency, reporting, and performance measurement; and (d) adds actuarial (\$385,000) and auditing contract services (\$250,000).

This policy package total \$5,431,929 Other Funds and establishes 30 permanent full-time positions (30.00 FTE). Personal Services total \$4,595,929 and Services and Supplies total \$836,000. The package is funded by revenue transfers from retirement programs.

LFO Recommendation Approve the policy package, as modified, which includes reducing Personal Services by \$23,499 and 0.36 FTE to account for the time three of the positions will be vacant prior to hiring and changing the classification of an Operations and Policy Analyst 2 to a Research Analyst 4.

LFO Analyst Notes SB 5537 (2013)

LFO Recommended	-	-	5,431,929	-	-	-	5,431,929	30	29.64
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 102 Retiree Health Insurance Program

Package Description This package has two components to the administration of the Retiree Health Insurance Program: (a) increased management and financial oversight of the program; and (b) adds consulting and actuarial contract services (\$250,000)

This policy package total \$760,879 Other Funds and establishes 3 permanent full-time positions (3.00 FTE). The positions include a Principle Executive Manager D, a Procurement and Contract Specialist 3, and an Accountant 3. Personal Services total \$476,829 and Services and Supplies total \$284,050. The package is funded by revenue transfers from retirement programs.

LFO Recommendation Approve the policy package, as modified, which includes reducing Personal Services by \$42,817 and 0.16 FTE to account for the time two of the positions will be vacant prior to hiring. Additionally, the Principle Executive Manager E position is moved to a PEM-D per the recommendation of the agency after its consultation with the Department of Administrative Services.

Budget Notes PERS is directed to review the healthcare insurance marketplace and report back to the Joint Committee on Ways & Means during the 2015 session on whether the pre-Medicare population within the PERS Health Insurance Program should be combined with other groups in acquiring healthcare coverage under the CoverOregon plans and whether the Affordable Care Act or CoverOregon could provide coverage for the Medicare Plan policy holders under the PERS Health Insurance Program.

LFO Analyst Notes SB 5537 (2013)

LFO Recommended	-	-	760,879	-	-	-	760,879	3	2.84
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 103 Infrastructure Maintenance & Enhancement

Package Description This package has three information technology components related to the agency's Oregon Retirement Information Online RNetwork (ORION): (a) enterprise-level data reporting (\$460,000); (b) replacement of the agency's production storage area network (\$500,000); and (c) system development to add functionality for select services and for the development and deployment of a module to administer the Individual Account Program, which is currently outsourced by a third party administrator (\$300,000).

This policy package total \$1,260,000 Other Funds. Services and Supplies total \$145,000 and Capital Outlay totals \$815,000. The package is funded by revenue transfers from retirement programs.

LFO Recommendation Approve the policy package, as modified. Reduce by \$600,000 Other Funds the amount requested for bringing the administration of the Individual Account Program in-house.

Budget Instructions This package is recommended as a one-time expenditure and is to be phase-out of the agency's 2015-17 budget.

PERS is directed to submit to the Joint Committee on Ways and Means during the Legislative session in 2014 a fully developed business case for bringing the administration of the Individual Account Program in-house.

LFO Analyst Notes SB 5537 (2013)

LFO Recommended	-	-	1,260,000	-	-	-	1,260,000	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 811 Compliance Plan for SB 5701 (2012)

Package Description This package reflects directed by the Emergency Board in May of 2012, which was part of the legislative plan from the 2012 session to restructure state government business operations. It was the intent of this budget reduction to make permanent changes to the management of agency programs and services.

This package totals \$383,718 Other Funds and three positions (3.75 FTE). The eliminated positions include: two Data Entry Operators (\$127,776), one Information Support Specialist 6 (\$150,840), and one Operations and Policy Analyst 2 (phased out on 01.01.2014) (\$105,102).

LFO Recommendation Approve the policy package. Also see policy package #081 - May 2012 E-Board.

LFO Analyst Notes SB 5537 (2013)

LFO Recommended	-	-	(383,718)	-	-	-	(383,718)	(3)	(3.75)
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	1,418,600	-	-	-	1,418,600	-	-
2011-13 Ebds, SS & Admin Act	-	-	-	-	3,140,326	-	3,140,326	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	1,418,600	-	3,140,326	-	4,558,926	-	-
2011-13 Leg Approved Budget (Base)	-	-	1,418,600	-	-	-	1,418,600	-	-
Summary of Base Adjustments	-	-	(115,750)	-	-	-	(115,750)	-	-
2013-15 Base Budget	-	-	1,302,850	-	-	-	1,302,850	-	-
2013-15 Current Service Level	-	-	1,302,850	-	-	-	1,302,850	-	-
Adjusted 2013-15 Current Service Level	-	-	1,302,850	-	-	-	1,302,850	-	-
2013-15 Legislative Actions	-	-	1,302,850	-	-	-	1,302,850	-	-
Net change from 2011-13 Leg Approved Budget	-	-	(115,750)	-	(3,140,326)	-	(3,256,076)	-	-
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	(8.2%)	0.0%	(100.0%)	0.0%	(71.4%)	0.0%	0.0%
Net change from 2013-15 Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2013-15 Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Legislatively Proposed 2013-2015 Key Performance Measures

Agency: PUBLIC EMPLOYEES RETIREMENT SYSTEM, OREGON

Mission: We serve the people of Oregon by administering public employee benefit trusts to pay the right person the right benefit at the right time.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
1 - TIMELY RETIREMENT PAYMENTS: Percent of initial service retirements paid within 45 days from retirement date.		Approved KPM	33.00	80.00	80.00
2 - TOTAL BENEFIT ADMIN COSTS: Total benefit administration costs per member.		Approved KPM	125.00	135.00	135.00
3 - MEMBER TO STAFF RATIO: Ratio of members to FTE staff.		Approved KPM	970.00	975.00	985.00
4 - ACCURATE BENEFIT CALCULATIONS: Percent of service retirement monthly benefits accurately calculated to within \$5 per month.		Approved KPM	99.00	100.00	100.00
5 - LEVEL OF PARTICIPATION: Percent of state employees participating in the deferred compensation program.		Approved KPM	37.00	38.00	38.00
6 - CUSTOMER SERVICE- Percent of member customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Accuracy	Approved KPM	88.00	95.00	95.00
6 - CUSTOMER SERVICE- Percent of member customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Availability of Information	Approved KPM	89.00	95.00	95.00
6 - CUSTOMER SERVICE- Percent of member customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Expertise	Approved KPM	91.00	95.00	95.00
6 - CUSTOMER SERVICE- Percent of member customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Helpfulness	Approved KPM	90.00	95.00	95.00

Agency: PUBLIC EMPLOYEES RETIREMENT SYSTEM, OREGON

Mission: We serve the people of Oregon by administering public employee benefit trusts to pay the right person the right benefit at the right time.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
6 - CUSTOMER SERVICE- Percent of member customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Overall	Approved KPM	91.00	95.00	95.00
6 - CUSTOMER SERVICE- Percent of member customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Timeliness	Approved KPM	89.00	95.00	95.00
7 - TIMELY BENEFIT ESTIMATES: Percent of benefit estimates processed within 30 days.		Approved KPM	40.00	95.00	95.00
8 - BOARD OF DIRECTORS BEST PRACTICES: Percent of total best practices criteria met by the PERS board.		Approved KPM	100.00	100.00	100.00

LFO Recommendation:

The Legislative Fiscal Office recommends approval of the proposed Key Performance Measures and targets with direction that the agency will work with the Department of Administrative Service and the Legislative Fiscal Office to conduct a review of existing KPMs and targets.

Sub-Committee Action: