



Pension Administration Service Standards

- 90% or greater events within standard
- ◆ 80% - 89% events within standard
- Less than 80% events within standard

2024 Timelines									
		Q1		Q2		Q3		Q4	
	YTD	Volume	Attainment	Volume	Attainment	Volume	Attainment	Volume	Attainment
Member Transactions	20,688	10,175	●	10,513	●				
Member Transaction Satisfaction	86%	86%		76%		0%		0%	
Member Contact	35,308	16,480	●	18,828	●				
Member Contact Satisfaction	80%	80%		80%		0%		0%	
Employer Contact	3,637	2,129	●	1,508	●				