



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	37,827	10,175	●	10,513	●	8,469	●	8,670	■
Member Transaction Satisfaction	86%	86%		76%		77%		67%	
Member Contact	62,655	16,719	●	18,828	●	14,222	●	12,886	■
Member Contact Satisfaction	80%	80%		80%		82%		76%	
Employer Contact	6,815	2,130	●	1,525	●	1,529	●	1,631	●