EMPLOYER CUSTOMER INQUIRY DASHBOARD #1

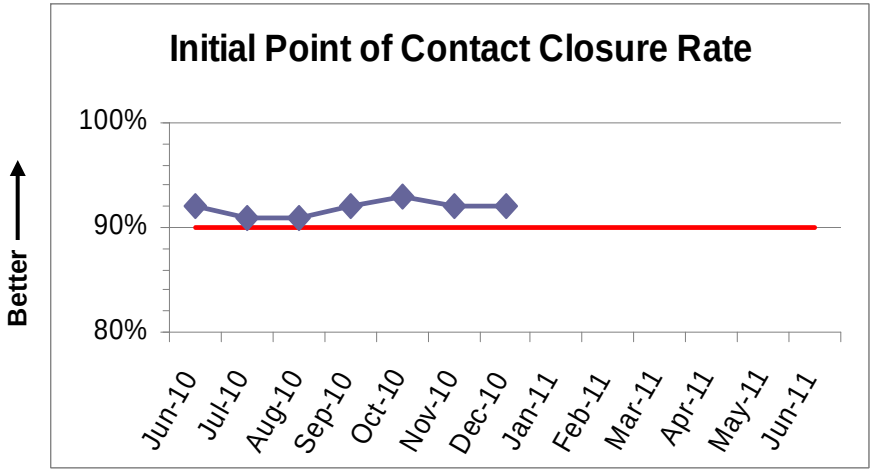
Status

STRATEGIC GOALS

VI. *Administer pension benefit services in a customer oriented and cost-effective manner.*

MEASURE:

% of telephone calls closed at initial point of contact



Initial Contact Closure Rate
Target: *90% 1/1/09*

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010-11	91%	91%	92%	93%	92%	92%						
2009-10	92%	92%	92%	93%	91%	93%	90%	91%	91%	91%	92%	92%

COMMENTS:

- ERCC continues to exceed the initial contact closure rate target.

ATTACHMENT B - 1

2nd Quarter 2010/2011

Legend: = on target or trending to target, = need to watch trend, = senior management attention

EMPLOYER CUSTOMER INQUIRY DASHBOARD #2

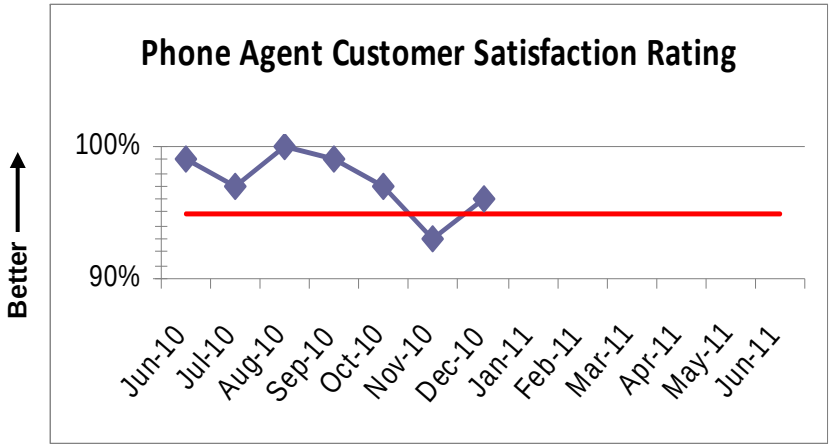
Status

STRATEGIC GOALS

V. *Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.*

MEASURE:

% respondents satisfied with phone agent service.



Phone Agent Customer Satisfaction Rating
Target: *95 %*

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010-11	97%	100%	99%	97%	93%	96%						
2009-10	95%	99%	96%	96%	94%	94%	94%	93%	95%	94%	97%	99%

COMMENTS:

- The average customer satisfaction rating for the 2nd quarter was on target: 95%.
- The customer satisfaction rating can fluctuate depending on the number of survey responses received in a quarter. The response rate for the 1st and 2nd quarters are generally lower than the 3rd and 4th quarters.

2nd Quarter 2010/2011

Legend: = on target or trending to target, = need to watch trend, = senior management attention

ATTACHMENT B - 2

EMPLOYER CUSTOMER INQUIRY DASHBOARD #3

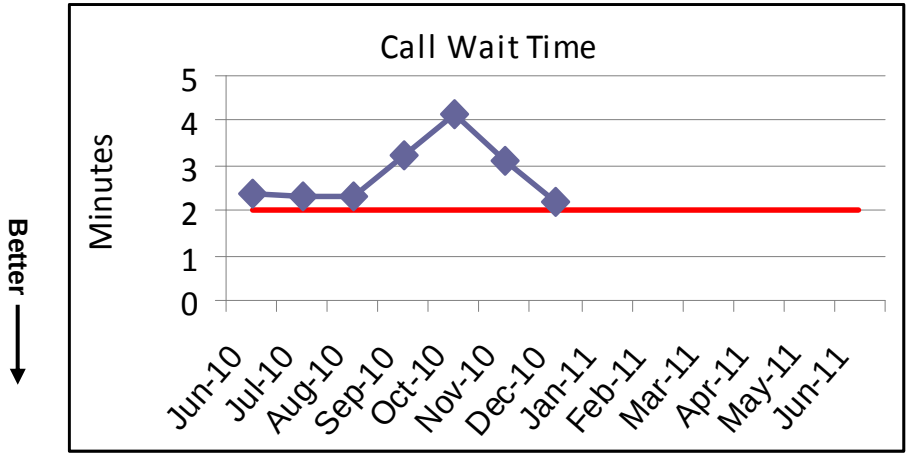
Status

STRATEGIC GOALS

VI. *Administer pension benefit services in a customer oriented and cost-effective manner.*

MEASURE:

The length of time the customer waits for an agent after leaving the IVR and entering the queue.



Average Wait Time

Target: *Monthly Average of <2.0 minutes*

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010-11	2:31	2:31	3:21	4:14	3:10	2:19						
2009-10	1:22	1:36	1:50	2:08	2:22	2:00	2:00	1:17	1:13	1:33	1:57	2:36

COMMENTS:

- The ERCC experiences its highest call volume during the 2nd quarter each year due to Open Enrollment.
- Seven new phone agents were in training during this quarter.
- The increase in calls due to Open Enrollment and staff in new-hire training caused an increase in the average wait time.
- The call volume in January 2011 returned to its normal range and the new hires are fully functioning. The average wait time is trending to target.

2nd Quarter 2010/2011

Legend: = on target or trending to target, = need to watch trend, = senior management attention

EMPLOYER CUSTOMER INQUIRY DASHBOARD #4

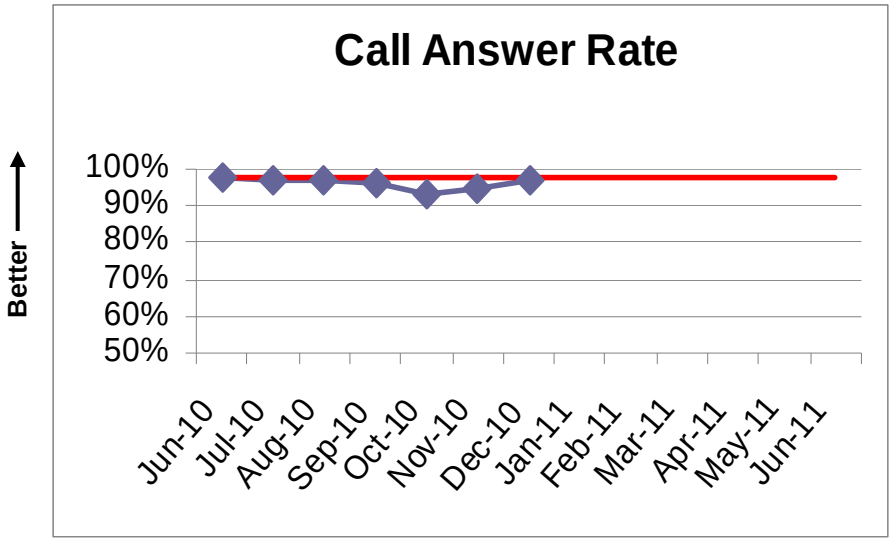
Status

STRATEGIC GOALS

VI. *Administer pension benefit services in a customer oriented and cost-effective manner.*

MEASURE:

% of telephone calls offered that are answered.



Call Answer Rate
Target: *Answer 98% of calls offered*

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010-11	97%	97%	96%	93%	95%	97%						
2009-10	99%	99%	98%	98%	97%	98%	98%	99%	99%	99%	99%	98%

COMMENTS:

- The ERCC experiences its highest call volume during the 2nd quarter each year due to Open Enrollment.
- Seven new phone agents were in training during this quarter.
- The increase in calls due to Open Enrollment and staff in new-hire training caused a decrease in the call answer rate, averaging 95% for the 2nd quarter.
- The call volume in January 2011 returned to its normal range and the new hires are fully functioning. The call answer rate is trending to target.

2nd Quarter 2010/2011

Legend: = on target or trending to target, = need to watch trend, = senior management attention