

Strategic Measures 10 and 11 Fiscal Year 2015-2016 Quarter 1 Performance

<u>Strategic Measure 10</u> Benefit Payments				
Benefit Payment Type	Target	Actual	Weight	Aggregated Score
Service Retirement	98%	92%	30%	92%
Disability Retirement	98%	92%	25%	
Survivor Benefits	98%	91%	25%	
Refunds	98%	96%	20%	

<u>Strategic Measure 11</u> Customer Satisfaction				
Satisfaction Survey Type	Target	Actual	Weight	Aggregated Score
Benefit Payments	95%	90%	30%	91%
Service Delivery	95%	91%	25%	
Employer Interaction	95%	91%	25%	
Member Self Service	95%	94%	20%	