

Customer Service Strategic Measures 10 and 11

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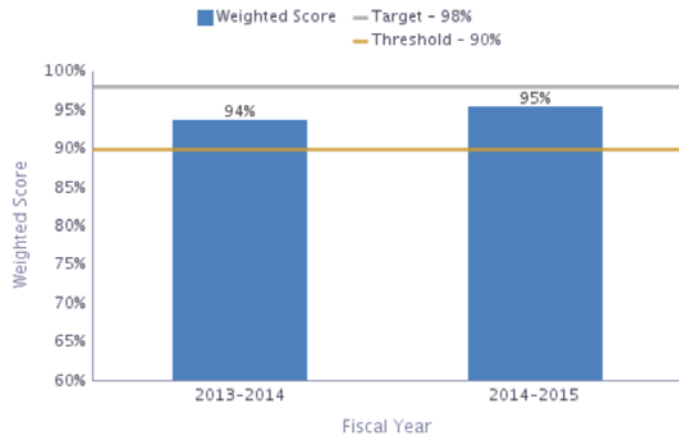
Chief
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Measure 10: Percentage of benefit payments issued to our customers within established service levels

Benefit Payments



Overall Benefit Payment Results



Measure

Percentage of benefit payments issued to our customers within established service levels.

Definition & Purpose

This measure displays the percentage of benefit payments issued to our customers within established service levels.

This measure provides insight regarding the timeliness of the various program areas throughout CSS issuing benefit payments to our customers. Providing timely benefit payments to customers is an essential part of our mission.

Details & Analysis

Where We Are

FY 2014-15: We exceeded exception reporting thresholds in all metrics and progressed towards achieving our target of 98%. We were able to achieve high performance for the year by targeting process improvements and improving customer touch points through several initiatives, for example, the Disability Retirement Lean Six Sigma and Correspondence Revision Projects.

Data Frequency

Data is collected monthly for each benefit payment type.

Thresholds, Targets, and Weights

Thresholds: The threshold for exception reporting on this measure is the issuance of 90% of the identified payments within the established service levels.

Target: The target for this measure is to issue 98% of the identified payments within the established service levels.

Weights: The metrics contained in Strategic Measure 10 are weighted as follows:

- Service Retirement – 30 percent
- Disability Retirement – 25 percent
- Survivor Benefits – 25 percent
- Refunds – 20 percent

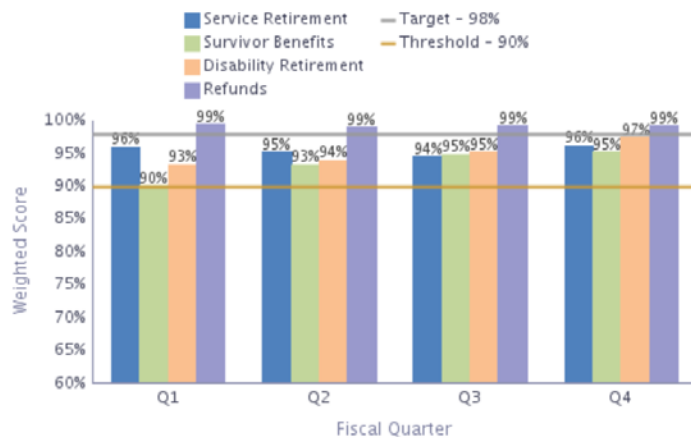
Exception Reporting

We were able to meet or exceed reporting thresholds for all benefit payments throughout Fiscal Year 2014-2015.

Metric Description

Benefit Payments by Categories

Fiscal Year 2014-2015

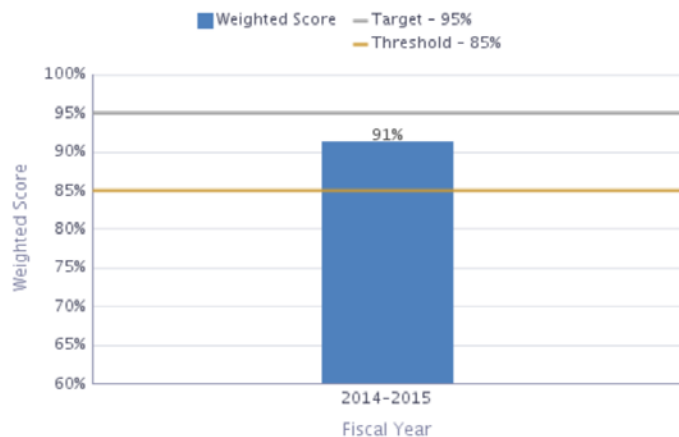


Measure 10: Percentage of benefit payments issued to our customers within established service levels

Customer Satisfaction

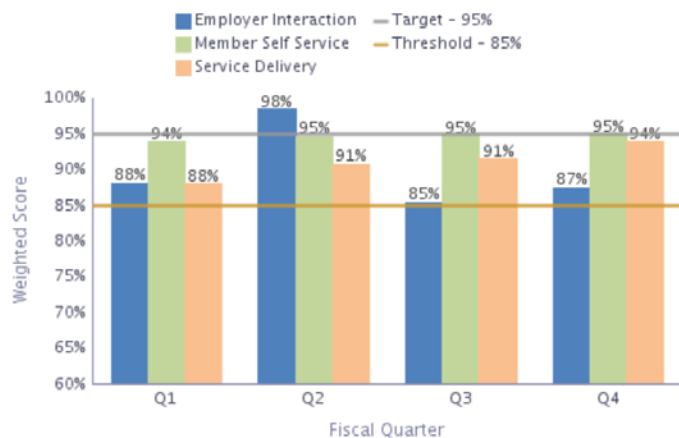


Overall Customer Satisfaction Survey Result



Customer Satisfaction Survey by Categories

Fiscal Year 2014-2015



Measure

Customer satisfaction with CalPERS services as measured by surveys and other feedback methods.

Definition & Purpose

This measure represents the overall customer satisfaction score received by CSS.

Delivering high quality customer service is essential to our mission. Assessing customer satisfaction with our services, transactions and processes enables us to enhance the customer experience.

Details & Analysis

Where We Are

FY 2014-15 Performance: Satisfaction rates exceeded our exception reporting levels throughout the year. Targeted enhancements have streamlined our business processes, improving our customer's experience resulting in high satisfaction scores.

Data Frequency

We gather customer survey data on a monthly basis.

Thresholds, Targets, and Weights

Thresholds: The threshold for exception reporting on this measure is an 85% customer satisfaction rating.

Target: The target for this measure is a 95% satisfaction rating.

Weights: The Strategic Measure 11 satisfaction surveys are weighted according to the following breakdown:

- Benefit Payments – 30 percent
- Service Delivery – 25 percent
- Employer Interaction – 25 percent
- Member Self-Service – 20 percent

Exception Reporting

FY 2014-15 Customer Satisfaction scores were above the established threshold in all categories.

Metric Description