



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	29,157	10,175	●	10,513	●	8,469	●		
Member Transaction Satisfaction	86%	86%		76%		77%		0%	
Member Contact	49,769	16,719	●	18,828	●	14,222	●		
Member Contact Satisfaction	81%	80%		80%		82%		0%	
Employer Contact	5,106	2,129	●	1,508	●	1,469	●		