

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: PUBLIC EMPLOYEE RETIREMENT SYSTEM

KPMs With Benchmark Linkages

Mission: We are a well-respected organization that serves its members by enabling informed retirement and health benefits decisions and delivering retirement and health benefits effectively and efficiently.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	TIMELY RETIREMENT PAYMENTS: Percent of initial service retirements paid within 45 days from retirement date		New Wording	80%	80%
2	TOTAL BENEFIT ADMIN COSTS: Total benefit administration costs per member		New Wording, New Data	\$120	\$120
3	STAFF TO MEMBER RATIO: Ratio of FTE staff to members		New Wording, New Data	1:825	1:835
4	AVERAGE DOLLARS DEFERRED: Average monthly deferral per state employee deferred compensation participant		New Wording, New Data	\$409	\$430
5	LEVEL OF PARTICIPATION: Percent of state employees participating in the deferred compensation program		New Data	38%	39%
6	CUSTOMER SERVICE- Percent of member customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.		No Change	80%	80%
7	TIMELY BENEFIT ESTIMATES: Percent of benefit estimates processed within 30 days		New Measure	95%	95%
8	BOARD OF DIRECTORS BEST PRACTICES: Percent of total best practices criteria met by the PERS board.		New Measure	TBD	TBD

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
2	TOTAL BENEFIT ADMIN COSTS: Total benefit administration costs per member, not including special projects		
8	EMPLOYER SATISFACTION: Percent of employer customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise and availability of information	New Measure	80%

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For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

LEGISLATIVE FISCAL OFFICE RECOMMENDATION: LFO recommends that there be just one customer service measure, so KPM 6 & 8 should be merged, or the department can elect to report on just one of the measures. For their annual report, this agency can disaggregate the data and report on each segment if they wish

SUB-COMMITTEE ACTION: The Subcommittee approved the LFO recommendation.