

## *Service Standards & Performance*

### Benefits and Service

- The InfoLine staff continued to provide excellent customer service by answering 99 percent of the incoming calls during March and April.
  - 99 percent of calls were handled on first contact.
  
- Monthly retirement benefits of more than \$69 million were distributed to nearly 69,000 retirees and survivors during March and April with virtually all payments made on time.
  
- Approximately 190,600 member annual statements have been distributed to active, inactive and disabled members.
  - Significant improvement in distributing statements earlier, with 81 percent of statements distributed by mid-April compared with 52 percent distributed by that time last year.
  - This process is a collaborative effort involving staff members from KPERS' Administration, Fiscal Services, Information Resources, and Member Services divisions as well as Sagitec staff.
  
- The statewide, annual KPERS and KP&F pre-retirement seminars concluded earlier this month.
  - A total of 5,730 members and their spouses attended (46 locations).

# Retirement Benefits

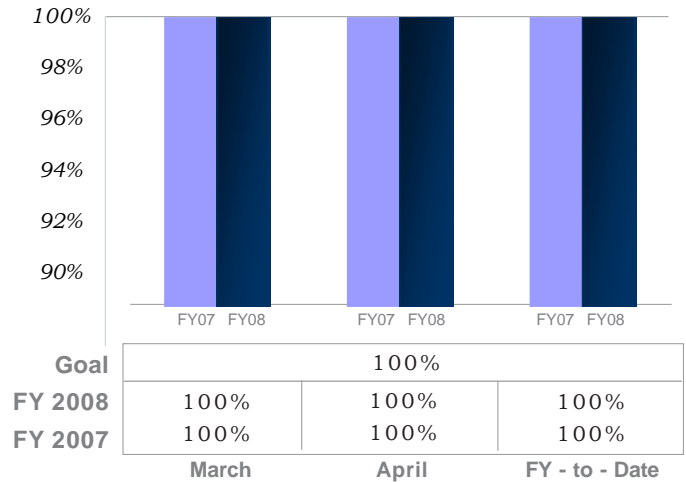
## Pension Inceptions

**Goal** Process 100% of retirement applications within 30 days of receiving the required information.

**Actual** Completed 100% of applications within 30 days of receipt of all necessary information.

**Applications Processed** March 171 retirement applications  
April 322 retirement applications

**Comments** To date, staff have processed 3,882 retirement applications compared with 3,501 at this time last fiscal year.



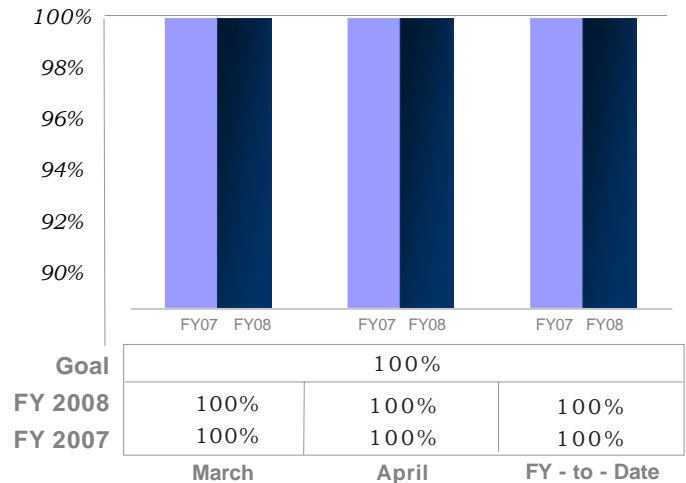
## Pension Payments

**Goal** Initiate 100% of retirement benefit payments by the last working day of the month.

**Actual** Made 100% of benefit payments by the last working day in March and April.

**Payments Processed** 68,540 payments = \$69.3 million for March  
68,638 payments = \$69.6 million for April

**Comments** Continue to emphasize timely and accurate benefit payments and corresponding services to our members.



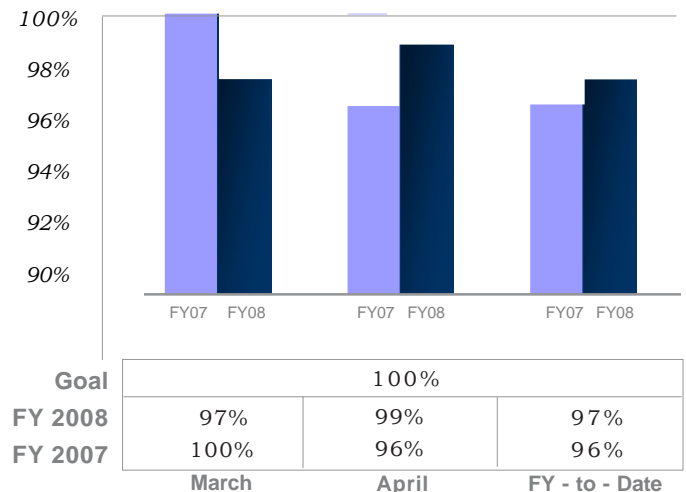
## Pension Estimates

**Goal** Provide 100% of written pension estimates within 30 days of receiving request from member.

**Actual** Processed 97% of March and April estimates and within 30 days of receiving the request.

**Estimates Processed** March 117 retirement estimates  
April 157 retirement estimates

**Comments** The on-line calculator for benefit estimates at [www.kpers.org](http://www.kpers.org) continues to be a popular tool for members.



# Member & Employer Contacts

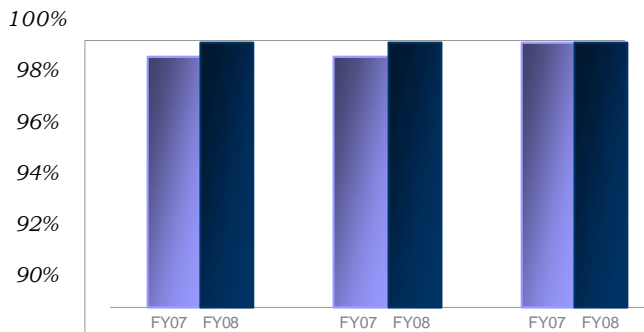
## InfoLine Calls - Answer Rate

**Goal** Answer 99% of all incoming calls.

**Actual** Responded to 99% of incoming calls.

**Calls Received** March 8,797 incoming calls  
April 8,715 incoming calls

**Comments** InfoLine staff responded to 99% of incoming calls during March and April and have maintained 99% answer rate for fiscal year 2008 (through April 30, 2008).



Goal	99%		
FY 2008	99%	99%	99%
FY 2007	98%	98%	99%
	March	April	FY - to - Date

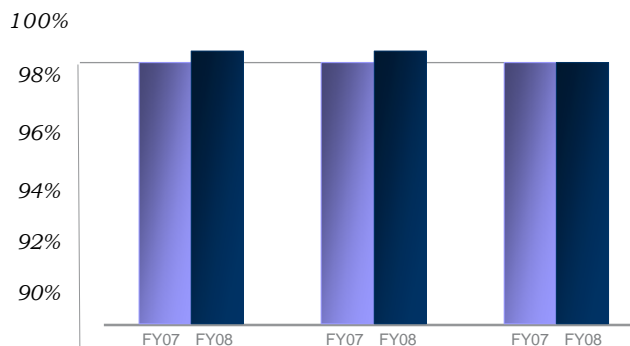
## InfoLine Calls - First Contact

**Goal** Respond to 98% of incoming calls on first contact.

**Actual** On average, InfoLine staff handled 99% of calls on first contact.

**Calls Received** March 8,797 incoming calls  
April 8,715 incoming calls

**Comments** Continue to emphasize the importance of handling calls on first contact to help ensure customer satisfaction and improve operational efficiencies.



Goal	98%		
FY 2008	99%	99%	98%
FY 2007	98%	98%	98%
	March	April	FY - to - Date

## Member Annual Statements

Beginning the week of March 17, employers began receiving Member Annual Statements for distribution to active members.

After approximately 155,250 active member statements were distributed, 35,350 statements were sent to inactive and disabled members.

- 81% of statements distributed by mid-April compared with approximately 52% distributed by that time last year.
- By May 16, nearly 100% of statements should be on the way to members.

Annual statement process is a collaborative effort involving KPERS (Communications, Fiscal Services, Information Resources, and Member Services) and Sagitec staff.

Member Annual Statements  
Active Members  
Inactive Members  
Disabled Members

