UCRS Advisory Board Meeting

Retirement Administration Service Center Update

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Executive Director of RASC

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Best
Better
Good

Strive to be Best in Class!

- RASC has a subscription for Pension Administration Benchmarking.
- RASC mission is aligned with CEM benchmarking, a firm that surveys and benchmarks large public pension systems.
- CEM believes the best measure for value for money is through member services, and that member service is defined from a member's perspective.
- Member service includes more channels, faster turnaround times, more availability, more choice, better content, and higher quality.
- RASC will compare with other pension administration systems within higher education, state of California and their tier.

CEM Benchmarking

CEM's Subscribers

Number of participating systems by geography

Geography	Small[1]	Medium[2]	Large[3]
USA	14	11	9
Canada	7	4	2
Europe	5	3	3
UK	7	8	7
Total	33	26	21

[1] *Fewer than 250,000 active members and annuitants*
[2] *250,000 - 500,000 active members and annuitants*
[3] *More than 500,000 active members and annuitants*

CalPERS
CALSTRS
aps
COLORADO PERA
LACERA
trs nyc
USS UNIVERSITIES SUPERANNUATION SCHEME LIMITED
BC PENSION CORPORATION
ONTARIO TEACHERS' PENSION PLAN
STRS OHIO STATE TEACHERS RETIREMENT SYSTEM OF OHIO
PENSIOENFONDS ZORG & WELZIJN
ARIZONA STATE RETIREMENT SYSTEM
VRS Virginia Retirement System
DRS Department of Retirement Systems
UNIVERSITY OF CALIFORNIA
Royal Mail Pension Plan
apg
ABP

Insights are based on the 70 global pension systems that participate in the benchmarking service.

Systems

United States

Arizona SRS
CalPERS
CalSTRS
Colorado PERA
Delaware PERS
Florida RS
Idaho PERS
Illinois MRF
Indiana PRS
Iowa PERS
Kansas PERS
LACERA
Michigan ORS
Minnesota State RS
Nevada PERS
New Mexico PERA
NYC TRS
NYCERS
NYSLRS
Ohio PERS
Oregon PERS
Pennsylvania PSERS
PSRS PEERS of Missouri
South Dakota RS
STRS Ohio
TRS Illinois
TRS of Louisiana
TRS of Texas
University of California RP
Utah RS
Virginia RS
Washington State DRS

Australia

ESS Super

Denmark

ATP

South Africa

Eskom Pension and Provident Fund

Canada

Alberta Pension Services
Alberta Teachers
BC Pension Corporation
Canadian Forces PP
Federal Public Service PP
LAPP of Alberta
Municipal Pension Plan of BC
Ontario Pension Board
Ontario Teachers
OPTrust
RCMP

The Netherlands

ABP
Metaal en Techniek
PFZW

United Kingdom [1]

Armed Forces Pension Scheme
BSA NHS Pensions
BT Pension Scheme
Greater Manchester PF
Hampshire Pension Services
Kent Pension Fund
Local Pensions Partnership
Lothian PF
Merseyside PF
Pension Protection Fund
Principal Civil Service
Railpen
Royal Mail Pensions
Scottish Public Pensions Agency
South Yorkshire Pensions Authority
Surrey County Council
Teachers' Pensions
Tyne & Wear PF
Universities Superannuation
West Midlands Metro
West Yorkshire PF

1. Systems in the UK complete a different benchmarking survey.

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CEM compares your member service to a custom peer group and shows the improvements that have been made one year later.

Custom Peer Group for UCRP

#	System	Number of members (in 000s)		
		Active Members	Annuitants	Total
1	CalPERS	926	792	1,717
2	CalSTRS	459	329	788
3	Arizona SRS	215	171	386
4	Colorado PERA	240	135	374
5	STRS Ohio	215	159	374
6	Oregon PERS	184	165	349
7	Illinois MRF	175	149	325
8	Iowa PERS	180	134	314
9	TRS Illinois	170	131	301
10	Kansas PERS	152	113	265
11	PSRS PEERS of Missouri	130	107	237
12	**UCRP**	**141**	**87**	**229**
13	TRS Louisiana	95	85	180
14	Utah RS	98	76	174
15	LACERA	97	75	172
	Median	175	134	314
	Average	232	181	412

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CEM timeline

RASC BRAND

Retirement
Administration
Service Center

Strategic
Intentional
Purpose-driven

WE DID IT
SUPPORT
BEST-IN-CLASS
GROWTH
PENSION ADMINISTRATION
BENCHMARKING
THANK YOU
ONE RASC
PERFORMANCE
CUSTOMER SERVICE
MILESTONE
LEADERSHIP
TOGETHER WE CAN
COLLABORATION
ACHIEVEMENT
INNOVATION
JOURNEY
SUCCESS
HOPE
PRODUCTIVITY