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## Annual Report: ETF Administrative Costs Low, Service Levels Improving

A new report shows that the Department of Employee Trust Funds (ETF) continues to be a low-cost provider of benefit services compared to other public employee retirement systems and that it continues to improve the level of service offered. ETF recently received the latest benchmarking report on how the administration of Wisconsin Retirement System (WRS) retirement and disability programs compares to similar public pension systems.

The report from CEM Benchmarking, Inc., a global leader in pension administration benchmarking, independently evaluates the administration of the WRS in terms of cost and service compared to similarly-sized pension systems around the country. ETF has participated in CEM's public pension evaluation since 2007.

Other details about the report:

- To evaluate administrative costs and service levels, CEM compared survey responses of 14 similarly-sized public employee retirement systems, including those in Arizona, Colorado, North Carolina, Virginia, as well as programs in the Midwest. ([Executive Summary: Page 3](#))
- The cost to administer the WRS was \$51 per member. This compares to a peer average of \$79 per member. ([Executive Summary: Page 4](#))
- Over the last four years, ETF's per-member cost decreased 3.0% per year, compared to a 0.5% increase in peers' per-member costs. ([Total Cost: Page 5](#))
- ETF has one full-time-equivalent staff member for every 2,100 members. Similar systems average one full-time-equivalent staff member for every 1,500 members. ([Staff Costs and Productivity: Page 2](#))
- The WRS is one of the more complex systems in ETF's peer group. On a scale of 1 to 100, the WRS was assigned a complexity score of 100 (most difficult), compared to our peer median of 69. ([Executive Summary: Page 16](#))
- Recent efforts to improve customer service have paid off: ETF's service score improved from 59 in 2008 to 69 in 2011. The peer median in 2011 was 77. The service score indicates how much customer service flexibility ETF provides. Cited examples of service improvements that could increase the service score include: reducing the call wait time for members and providing more online self-service tools. ETF has strategies in place to implement these service improvements as a part of its 2010-2015 strategic plan. ([Executive Summary: Pages 17-24](#))

[View the full report](#), *Defined Benefit Administration Benchmarking Analysis, Fiscal Year 2011*.