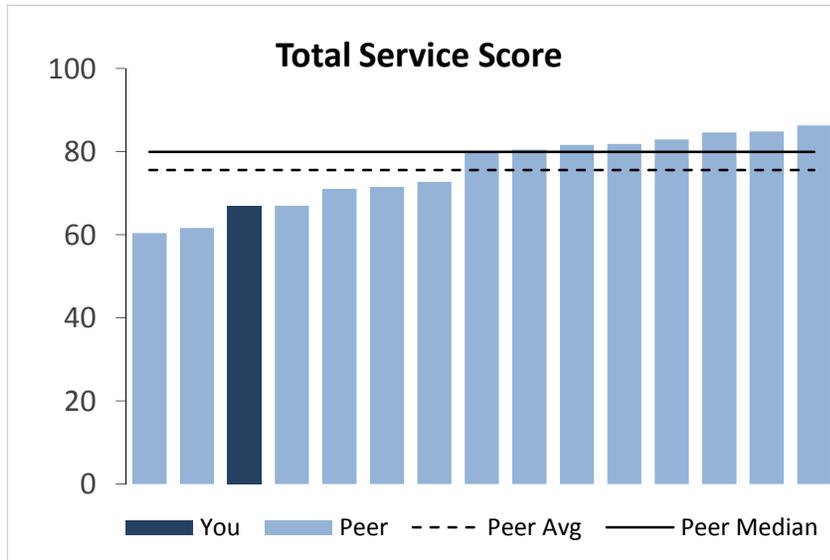
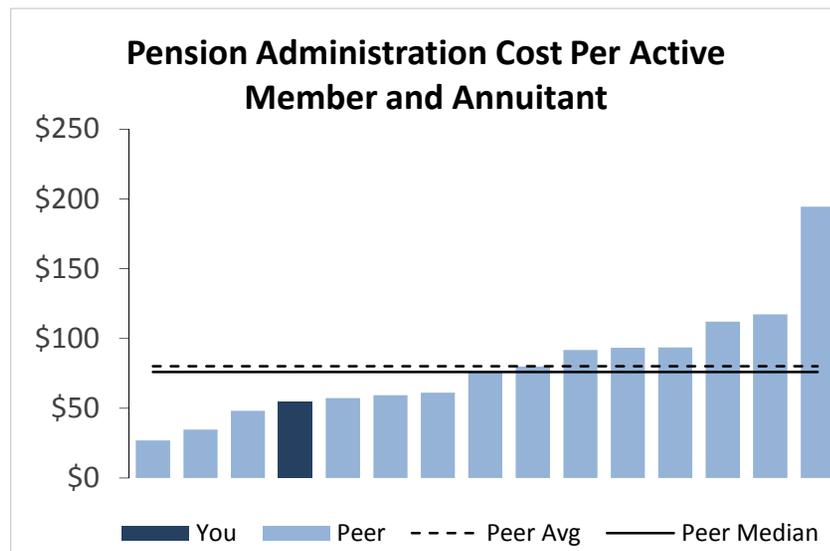


## Key Takeaways:



Your total service score was 67 out of 100. This was below the peer median of 80, but significantly higher than the previous year.

- You improved your total service score by 7 points between 2009 and 2010. This increase was due to improved service scores for your call center, member presentations and written pension estimates.



Your total pension administration cost was \$54 per active member and annuitant. This was \$26 below the peer average of \$80.