

| Subject | SLA Target | Jan-19 to Mar-19 | |
|-------------------------|------------|------------------------|----------------------------|
| | | Total Number Completed | % Achieved in SLA Deadline |
| Deaths | 95% | 3 | 100.00% |
| Retirements | 95% | 9 | 81.00% |
| Divorce | 95% | | |
| Interfund In | 90% | | |
| Transfer In | 90% | | |
| Interfund Out | 95% | | |
| Transfer out | 95% | | |
| Member Estimate | 90% | 4 | 66.00% |
| HR Estimate | 90% | | |
| Refunds | 95% | | |
| Leavers* | 90% | 4 | 15.00% |
| Re-employments** | 90% | | |
| Totals / Average | | 20 | |

* Frozen, Deferred, Concurrent

** Elect to Separate, Re-emp quote, Re-emp Actual,