SCHEDULE F

TABLE 11

SCHEDULE OF RETIREE MEMBER DATA
AS OF OCTOBER 1, 2016

FIREFIGHTERS' RETIREMENT PLAN
DISTRICT ONLY

Attained Age	Service Retirement		Disability Retirement		Survivors and Beneficiaries		Total	
	No.	Annual Benefits	No.	Annual Benefits	No.	Annual Benefits	No.	Annual Benefits
Under 20	0	$0	0	$0	23	$244,022	23	$244,022
20 to 24	0	$0	0	$0	1	$1,957	1	$1,957
25 to 29	0	$0	1	$24,996	0	$0	1	$24,996
30 to 34	0	$0	5	$152,412	2	$4,465	7	$156,877
35 to 39	0	$0	5	$188,952	0	$0	5	$188,952
40 to 44	0	$0	6	$207,012	3	$82,505	9	$289,517
45 to 49	0	$0	10	$359,028	7	$237,604	17	$596,632
50 to 54	50	$2,276,363	14	$529,440	13	$301,480	77	$3,107,283
55 to 59	167	$7,042,904	10	$194,495	19	$361,888	196	$7,599,287
60 to 64	188	$6,121,739	20	$394,433	20	$457,895	228	$6,974,067
65 to 69	90	$1,731,107	11	$133,677	16	$244,627	117	$2,109,411
70 to 74	32	$381,237	2	$1,587	11	$245,194	45	$628,018
75 to 79	2	$20,551	0	$0	7	$153,726	9	$174,277
80 to 84	0	$0	0	$0	3	$55,452	3	$55,452
85 to 89	0	$0	0	$0	0	$0	0	$0
90 to 94	0	$0	0	$0	0	$0	0	$0
95 & Over	0	$0	0	$0	0	$0	0	$0
Total	529	$17,573,901	84	$2,186,032	125	$2,390,815	738	$22,150,748

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SCHEDULE F

TABLE 12

SCHEDULE OF RETIREE MEMBER DATA
AS OF OCTOBER 1, 2016

FIREFIGHTERS' RETIREMENT PLAN
FEDERAL PLUS DISTRICT

Attained Age	Service Retirement		Disability Retirement		Survivors and Beneficiaries		Total	
	No.	Annual Benefits	No.	Annual Benefits	No.	Annual Benefits	No.	Annual Benefits
Under 20	0	$0	0	$0	24	$343,800	24	$343,800
20 to 24	0	$0	0	$0	2	$7,992	2	$7,992
25 to 29	0	$0	1	$24,996	0	$0	1	$24,996
30 to 34	0	$0	5	$152,412	2	$7,980	7	$160,392
35 to 39	0	$0	5	$188,952	1	$27,840	6	$216,792
40 to 44	0	$0	6	$207,012	3	$90,828	9	$297,840
45 to 49	0	$0	10	$359,028	8	$321,192	18	$680,220
50 to 54	50	$3,584,964	14	$529,440	17	$481,104	81	$4,595,508
55 to 59	167	$12,790,908	17	$528,456	27	$650,400	211	$13,969,764
60 to 64	201	$15,212,436	45	$2,177,040	38	$1,201,608	284	$18,591,084
65 to 69	154	$11,125,140	37	$1,941,132	57	$1,744,248	248	$14,810,520
70 to 74	214	$13,761,288	62	$3,194,340	72	$2,154,610	348	$19,110,238
75 to 79	197	$12,465,648	77	$4,119,276	91	$2,774,280	365	$19,359,204
80 to 84	81	$5,351,580	42	$2,143,164	58	$1,863,744	181	$9,358,488
85 to 89	42	$3,017,304	27	$1,573,200	72	$2,530,248	141	$7,120,752
90 to 94	8	$519,132	13	$821,244	40	$1,366,728	61	$2,707,104
95 & Over	0	$0	5	$323,975	16	$556,884	21	$880,859
Total	1,114	$77,828,400	366	$18,283,667	528	$16,123,486	2,008	$112,235,553

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SCHEDULE G

SCHEDULE OF RETIREES ADDED TO AND REMOVED FROM ROLLS

DISTRICT BENEFIT ONLY
($ IN THOUSANDS)

				Added		Removed			Rolls at End of Year			
			Plan	Number	Annual Allowances	Number	Annual Allowances	Other Changes	Number	Annual Allowances	Percentage Increase in Annual Allowances	Average Annual Allowances
[illegible]	[illegible]	[illegible]	Teachers	204	$4,807	49	$594	$1,198	3,285	$47,407	12.9%	[illegible]
			Police	156	$5,153	43	$476	$343	1,498	$30,592	19.6%	[illegible]
			Fire	78	$2,881	8	$81	$80	541	$12,838	28.9%	[illegible]
[illegible]	[illegible]	[illegible]	Teachers	202	$5,289	39	$436	$706	3,448	$52,966	11.7%	[illegible]
			Police	110	$3,746	24	$248	$302	1,584	$34,392	12.4%	[illegible]
			Fire	64	$2,308	6	$50	$42	599	$15,138	17.9%	[illegible]
[illegible]	[illegible]	[illegible]	Teachers	218	$6,079	65	$955	$597	3,601	$58,687	10.8%	[illegible]
			Police	157	$6,139	34	$399	$139	1,707	$40,271	17.1%	[illegible]
			Fire	80	$3,326	21	$496	$211	658	$18,179	20.1%	[illegible]
[illegible]	[illegible]	[illegible]	Teachers	183	$4,950	66	$822	$84	3,718	$62,899	7.2%	[illegible]
			Police	240	$10,865	24	$189	-$535	1,923	$50,412	25.2%	[illegible]
			Fire	44	$1,953	16	$235	-$95	686	$19,802	8.9%	[illegible]
[illegible]	[illegible]	[illegible]	Teachers	222	$6,844	58	$1,021	$68	3,882	$68,790	9.4%	[illegible]
			Police	381	$15,394	39	$822	-$1,397	2,265	$63,587	26.1%	[illegible]
			Fire	60	$2,811	8	$200	-$262	738	$22,151	11.9%	[illegible]

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SCHEDULE G

SCHEDULE OF RETIREES ADDED TO AND REMOVED FROM ROLLS

FEDERAL PLUS DISTRICT BENEFIT
($ IN THOUSANDS)

		Added		Removed			Rolls at End of Year			
Plan	Number	Annual Allowances	Number	Annual Allowances	Other Changes	Number	Annual Allowances	Percentage Increase in Annual Allowances	Average Annual A
Teachers	218	$8,632	201	$7,421	$7,721	6,130	$257,036	3.6%	
Police	218	$11,195	174	$6,844	$6,412	5,703	$263,202	4.3%	
Fire	106	$5,780	67	$3,087	$2,339	1,974	$102,767	5.1%	
Teachers	390	$7,883	348	$6,676	$5,448	6,172	$263,691	2.6%	
Police	164	$8,218	172	$7,493	$3,572	5,695	$267,499	1.6%	
Fire	80	$4,327	60	$2,896	$1,322	1,994	$105,520	2.7%	
Teachers	245	$10,540	228	$8,792	$4,251	6,189	$269,690	2.3%	
Police	240	$13,009	218	$8,382	$3,689	5,717	$275,815	3.1%	
Fire	121	$6,969	89	$3,880	$1,391	2,026	$110,000	4.2%	
Teachers	197	$8,040	249	$17,224	$7,071	6,137	$267,577	-0.8%	
Police	312	$19,957	168	$9,132	$4,269	5,861	$290,909	5.5%	
Fire	70	$3,988	103	$5,370	$2,006	1,993	$110,624	0.6%	
Teachers	446	$15,992	400	$18,508	$5,143	6,183	$270,204	1.0%	
Police	465	$25,416	216	$9,739	-$1,317	6,110	$305,269	4.9%	
Fire	83	$4,887	68	$3,260	-$16	2,008	$112,235	1.5%	

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SCHEDULE H

ANALYSIS OF FINANCIAL EXPERIENCE

Gains & Losses in Actuarial Accrued Liabilities
Resulting from Difference Between
Assumed Experience & Actual Experience
($ Millions)

Type of Activity	Teachers	Police	Fire	Police and Fire	Total
Age & Service Retirements. If members retire at older ages, there is a gain. If younger ages, a loss.	($8.5)	($0.9)	$4.4	$3.5	($5.0)
Disability Retirements. If disability claims are less than assumed, there is a gain. If more claims, a loss.	($2.8)	$0.9	$0.0	$0.9	$(1.9)
Death-in Service Benefits. If survivor claims are less than assumed, there is a gain. If more claims, there is a loss.	$0.8	$1.1	$0.3	$1.4	$2.2
Withdrawal From Employment. If more liabilities are released by withdrawals than assumed, there is a gain. If smaller releases, a loss.	$5.7	($2.4)	($2.8)	($5.2)	$0.5
Pay Increases. If there are smaller pay increases than assumed, there is a gain. If greater increases, a loss.	$31.4	$53.3	$57.0	$110.3	$141.7
New Members. Additional unfunded actuarial accrued liability will produce a loss.	($30.8)	($7.9)	($7.4)	($15.3)	($46.1)
Investment Income. If there is a greater investment income than assumed, there is a gain. If less income, a loss.	$3.0	$0.3	$0.8	$1.1	$4.1
Death After Retirement. If retirants live longer than assumed, there is a loss. If not as long, a gain.	$8.6	$6.8	$0.7	$7.5	$16.1
COLA/CPI. If inflation is different than expected, gains or losses can occur.	$21.9	$59.8	$16.7	$76.5	$98.4
Other. Miscellaneous gains and losses resulting from changes in valuation software, data adjustments, timing of financial transactions, etc.	$8.5	$(11.5)	$1.4	($10.1)	($1.6)
Gain (or Loss) During Year From Financial Experience	$37.8	$99.5	$71.1	$170.6	$208.4
Non-Recurring Items. Adjustments for plan amendments, assumption changes, method changes or audit changes.	$0.0	$0.0	$0.0	$0.0	$0.0
Composite Gain (or Loss) During Year	$37.8	$99.5	$71.1	$170.6	$208.4

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DISTRICT OF COLUMBIA RETIREMENT BOARD

MOTION:

To accept the Report of the Actuarial Valuations of the D.C. Teacher's Retirement Plan & the D.C. Pol/FF's Retirement Plan, prepared as of October 1, 2016 for FY 2018.

PRESENTED TO THE BOARD ON DECEMBER 15, 2016.

FY 2018 Budget

October 1, 2017 - September 30, 2018

Table of Contents

Executive Summary……3

FY 2015 - FY 2018 Budget Comparison ……4

FY 2012 - 2016 Percent of Budget Spent……5

FY 2015 - 2018 Budget and Actual……6

FY 2018 Proposed Budget Staffing Summary……7

Where the Budget Goes - FY 2018 - Planned Expenditures by Department……8

FY 2018 Proposed Budget by Department……9

FY 2018 Professional Fees and Contracts Detail……10

FY 2018 Funding Estimate Detail……11

FY 2014 - 2018 Funding Estimates……12

Description of Accounting Classifications ……13

Executive Summary

(Dollars in millions)

	FY 2016 Budget	FY 2017 Budget	FY 2018 Budget	Change from FY 2017 Amount	Change from FY 2017 Percent
Personal	$ 8.1	$ 9.2	$ 10.5	1.3	14.3%
Non-Personal	$ 12.3	$ 18.1	$ 19.2	1.1	6.1%
Investment Fees	$ 12.0	$ 11.8	$ 11.9	0.1	1.1%
Total	**$ 32.3**	**$ 39.1**	**$ 41.6**	**2.5**	**6.5%**

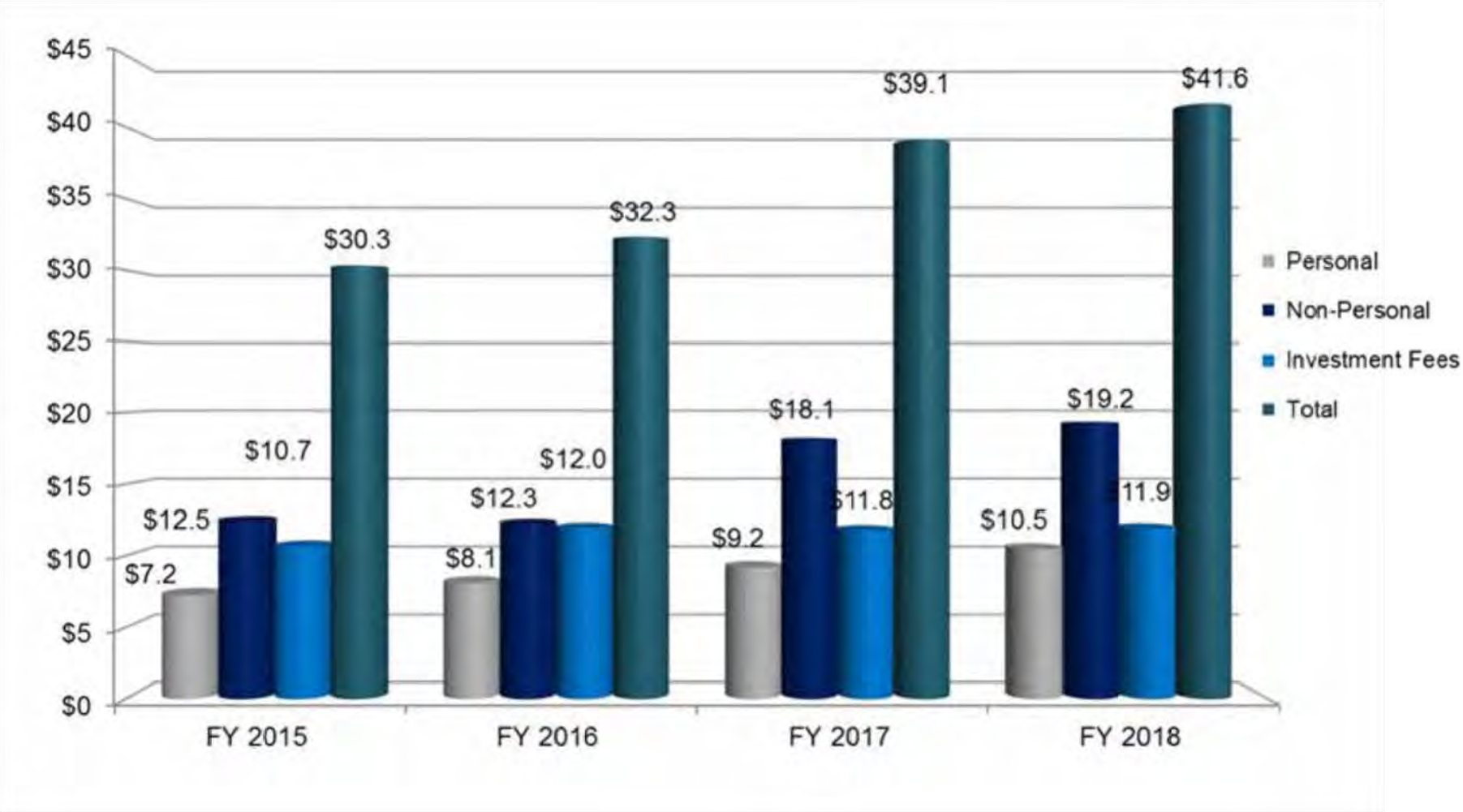
The FY 2018 Proposed Budget of $41.6 million reflects an increase of $2.5 million, or 6.5%, over the FY 2017 Budget.

This includes:

- Approximately half of the $1.3 million increase in Personal Services is for 5 proposed FTEs; FTEs will increase from 69.6 to 74.6.
  - Four of those positions are in the Benefits Department: A PIMS Business Analyst, 2 Retirement Analysts (one would work in Retirement Services and one in Quality Compliance and Projects Management) and a Retirement Services Supervisor.
  - One position for the IT Department, a Systems Developer who will support the next phase of the retirement modernization.
- Approximately 18% or $7.4 million is for DCRB's retirement modernization projects that includes the continuance of implementation of the Pension Information Management System (PIMS), Service Bus (EDQ & ESB), Master Data Management (MDM) initiatives
- Approximately 29% or $11.9 million is for investment related expenses, including manager, advisory and custody fees.

FY 2015 - 2018 Budget Comparison

(Dollars in millions)

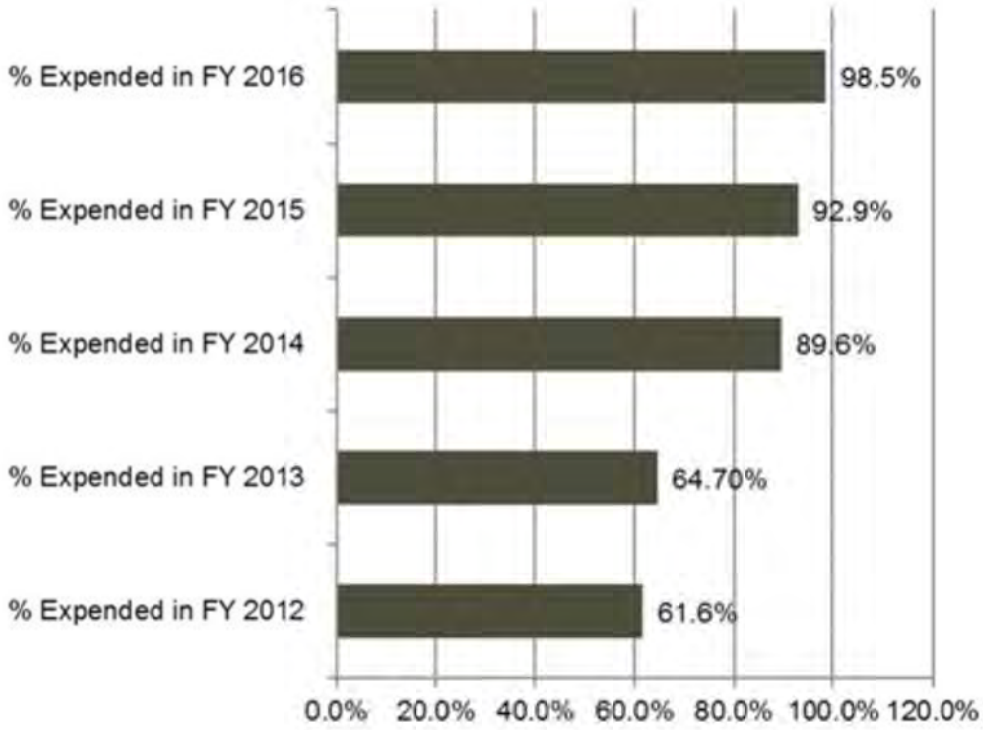


FY 2012 - 2016 Percent of Budget Spent*

	% Expended in FY 2012	% Expended in FY 2013	% Expended in FY 2014	% Expended in FY 2015	% Expended in FY 2016
Personal Services	93.1%	88.20%	85.3%	79.4%	93.0%
Non - Personal Services	62.1%	64.60%	68.7%	97.2%	85.5%
Investment Fees	48.9%	53.60%	116.2%	106.5%	111.6%
Total Budget	**61.6%**	**64.70%**	**89.6%**	**92.9%**	**98.5%**

- Personal expenses have fluctuated over time due to vacancies. However, vacancy rate is currently 14%.
- Non-Personal Services expenditures have increased with DCRB's IT infrastructure and operational duties and responsibilities.
- Several DCRB initiatives, such as the Retirement Modernization Program are responsible for a large portion of the increased expenses over the recent fiscal years.

**Any unexpended budget remains in the Trust.*



FY 2015 - 2018 Budget and Actual

(Dollars in thousands)

	FY 2015		FY 2016		FY 2017	FY 2018	Change from FY 2017	
	Budget	Actual	Budget	Actual	Budget	Budget	Amount	Percent
Personal Services								
Regular Pay - Full Time & Regular Pay	5,523	4,724	6,172	5,625	7,020	8,038	1,018	14.5%
Additional Gross Pay	218	13	221	331	273	299	26	9.6%
Fringe Benefits	1,438	1,301	1,622	1,246	1,843	2,108	265	14.4%
Overtime Pay	24	24	51	9	32	33	1	1.6%
Personal Services Subtotal	**7,203**	**6,062**	**8,066**	**7,211**	**9,168**	**10,478**	**1,310**	**14.3%**
Non - Personal Services								
Supplies and Materials	232	126	121	92	117	137	20	17.3%
Telephone, etc.	75	71	73	89	75	85	10	14.1%
Rentals - Land and Structures & Security Svcs.	1,712	1,635	1,696	1,571	1,679	1,771	92	5.5%
Other Services and Charges & Contracts	20,330	19,877	22,136	18,639	27,730	28,727	998	3.6%
Equipment & Equipment Rental	786	967	208	340	328	445	117	35.5%
Non - Personal Services Subtotal	**23,135**	**22,676**	**24,234**	**20,731**	**29,928**	**31,165**	**1,237**	**4.1%**
Grand Total	**30,338**	**28,738**	**32,301**	**27,942**	**39,096**	**41,643**	**2,547**	**6.5%**

- **FY 2018 Changes by Category**
- **Personal Services:** of the 14% increase in Personal Services, about 8% is attributed to compensation for 5 new FTEs (proposed)
- **Supplies and Materials:** 17% increase to align with spending
- **Rentals - Land and Structures & Security Services:** Rent is 5.5% over FY 2017
- **Other Services and Charges & Contracts:** increase of 3.6% or about $1 million is attributable to professional services related to the Retirement Modernization Program; Data Quality Assurance work related to the hosting and maintenance of members' information
- **Equipment & Equipment Rental:** 35.5% increase mainly due to procurement of IT software and hardware for systems maintenance and implementations

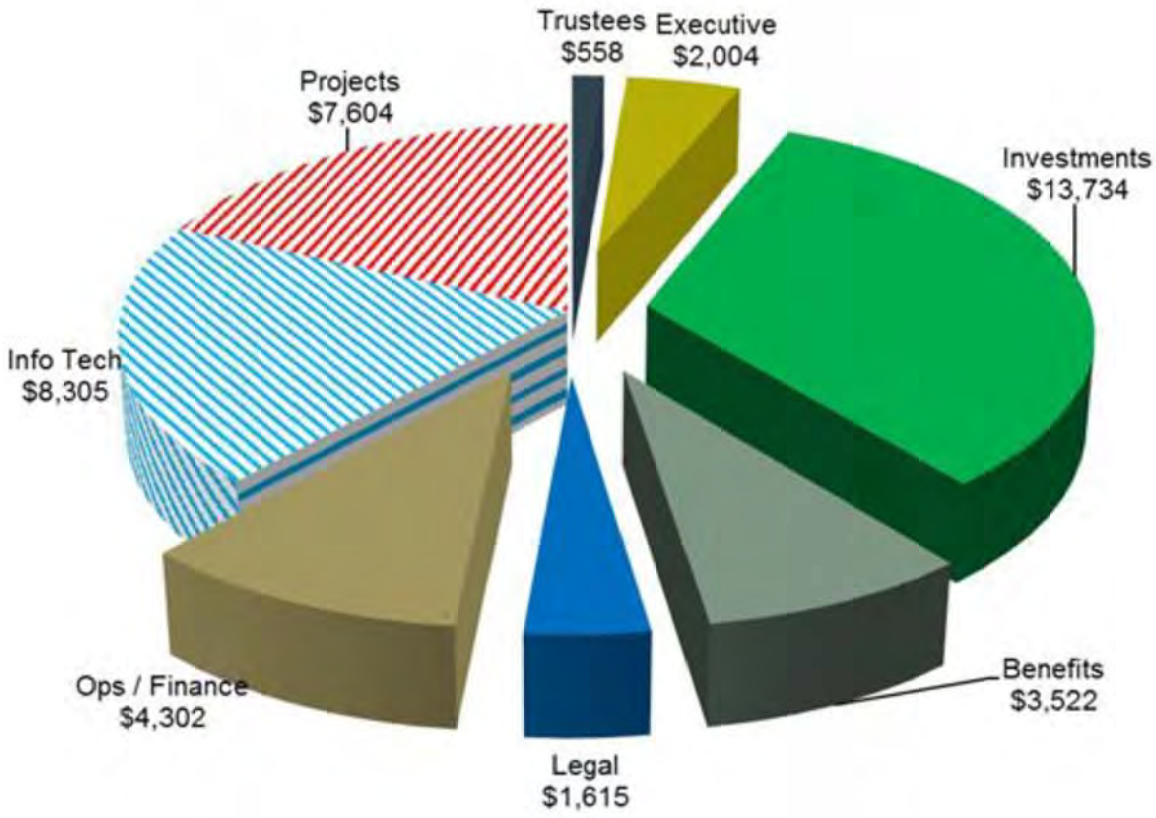
FY 2018 Proposed Budget Staffing Summary

Department	FY 2015 Budgeted FTEs	FY 2016 Budgeted FTEs	FY 2017 Budgeted FTEs	FY 2018 Total FTEs	Variance	FTEs Originally Requested
Executive	9.0	9.0	9.0	9.0	-	
Investments	5.0	6.0	6.0	6.0	-	**0.0**
Benefits	20.6	22.6	26.6	30.6	4.0	**10.0**
Legal	3.0	3.0	4.0	4.0	-	
Operations/Finance	11.0	11.0	11.0	11.0	-	**1.0**
Information Technology	8.0	10.0	12.0	13.0	1.0	**3.0**
Projects	1.0	1.0	1.0	1.0	-	
Total	**57.6**	**62.6**	**69.6**	**74.6**	**5.0**	**14.0**

Where the Budget Goes –

FY 2018 Planned Expenditures by Department

(Dollars in Thousands)



FY 2018 Proposed Budget by Department

(Dollars in thousands)

	Trustees	Executive	Investments	Benefits	Legal	Operations/ Finance	Information Technology	Projects	Total
Personal Services									
Regular Pay - Full Time & Regular Pay		1,169,290	802,188	2,442,446	617,664	1,232,158	1,657,862	116,160	8,037,768
Additional Gross Pay		60,450	50,890	63,605	46,085	32,087	43,174	3,025	299,316
Fringe Benefits	-	319,503	208,903	636,054	160,850	320,875	431,735	30,250	2,108,170
Overtime Pay		2,500		30,000					32,500
Personal Services Subtotal	-	1,551,743	1,061,981	3,172,105	824,599	1,585,120	2,132,771	149,435	10,477,754
Non - Personal Services									
Supplies and Materials	11,000	8,000	67,000	14,000	6,600	28,050	2,500		137,150
Telephone, etc.	-	-	-	-	-	-	85,000	-	85,000
Rentals - Land & Structures & Security Svcs.	-					1,771,205			1,771,205
Other Services and Charges & Contracts	547,300	444,100	12,604,600	316,000	783,700	885,200	5,691,591	7,455,000	28,727,491
Equipment & Equipment Rental	-			20,000		32,100	393,001	-	445,101
Non - Personal Services Subtotal	558,300	452,100	12,671,600	350,000	790,300	2,716,555	6,172,092	7,455,000	31,165,947
Total	**558,300**	**2,003,843**	**13,733,581**	**3,522,105**	**1,614,899**	**4,301,675**	**8,304,863**	**7,604,435**	**41,643,701**

- Actuarial valuation
- Election
- Insurance

- Strategic Planning consulting
- HR Comp Study

- Investment related fees
- Investment Consultant

- New FTEs
- Training

- Outside Legal Counsel

- Audit
- Acquisition System
- Rent
- Accounting Services

- IT Professional Services, PIMS, MDM
- Operations
- IT Software
- Server & Network maintenance

- Oversight Consultant
- Pension System (PIMS)
- SharePoint
- Enterprise Bus

FY 2018 Professional Fees and Contracts Detail

(dollars in thousands)	FY 2016 Budget	FY 2017 Budget	FY 2018 Budget	$ Change FY 2017-2018	% Change FY 2017 - 2018
Board of Trustees					
Actuary	110	160	176	16	10.0%
Board Member Elections	40	75	35	(40)	-53.3%
Fiduciary Insurance	132	150	158	8	5.3%
Trustee Compensation & Consulting Support	120	147	155	8	5.4%
Executive					
Consulting (Strategic & Transition Planning)	216	216	310	94	43.5%
COLA Lookback	200	76	-	(76)	-100.0%
Investments					
Investment Managers	10,862	10,176	10,900	724	7.1%
Custodian	700	550	300	(250)	-45.5%
Investment Consultants	1,103	1,115	698	(417)	-37.4%
Special Project	-	250	250	-	0.0%
Benefits					
Temporary Services	145	167	150	(17)	-10.2%
Legal		-			
Intellectual Property Consultant	200	200	200	-	0.0%
Outside Legal Counsel	420	550	550	-	0.0%
Operations/Finance					
Audit	80	90	90	-	0.0%
Acquisition System , STAR Upgrade		181	339	158	87.3%
Consultants	93	100	265	165	165.0%
Information Technology					
IT Support - Operations & Projects	2,459	2,281	3,072	791	34.7%
STAR Reimbursement	1,200	1,400	1,668	268	19.1%
Projects					
Enterprise Service Bus		468	305	(163)	-34.8%
Data Quality Assurance	200	200	305	105	52.5%
Oversight Consultant	400	580	600	20	3.4%
Pension System	2,800	5,300	5,300	-	0.0%
Master Data Mgmt		234	305	71	30.3%
Member Service, CRM, Business Rules, Mobile		1,200	150	(1,050)	-87.5%
STAR Integration	200	-	-	-	0.0%
Sharepoint	500	500	440	(60)	-12.0%
	22,180	**26,366**	**26,721**	**355**	**1.3%**

FY 2018 Funding Estimate Detail

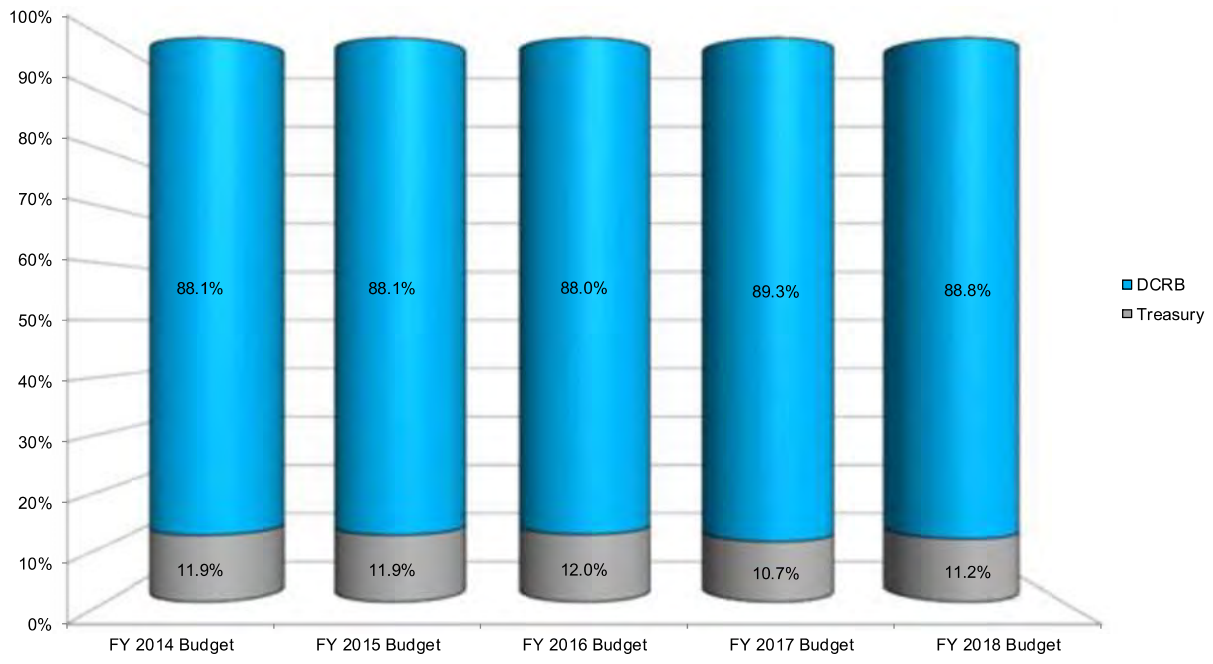
(Dollars in thousands)

	Cost Type					Funding Source			
						DCRB		Treasury	
Department	Personal Services	Professional Services	Other Non-Personal Services	Investments Fees & Custodians	Total	Amount	Percent*	Amount	Percent*
Trustees	$ -	$ 547,300	$ 11,000	$ -	$ 558,300	$ 558,300	100.0%	$ -	0.0%
Executive	1,551,743	$ 444,100	$ 8,000	-	2,003,843	1,158,221	57.8%	845,622	42.2%
Investments	1,061,981	$ 12,604,600	$ 67,000	1	13,733,582	13,733,582	100.0%	-	0.0%
Benefits	3,172,105	$ 316,000	$ 34,000	-	3,522,105	1,518,027	43.1%	2,004,078	56.9%
Legal	824,599	$ 783,700	$ 6,600	-	1,614,899	1,614,899	100.0%	-	0.0%
Finance/Operations	1,585,120	$ 885,200	$ 1,831,355	-	4,301,675	2,486,368	57.8%	1,815,307	42.2%
Information Technology	2,132,771	$ 5,691,591	$ 480,501	-	8,304,863	8,304,863	100.0%	-	0.0%
Projects	149,435	$ 7,455,000	$ -	-	7,604,435	7,604,435	100.0%	-	0.0%
Total	**10,477,754**	**28,727,491**	**2,438,456**	**1**	**41,643,702**				
DCRB Funding									
Amount	$ 7,349,070	$ 27,986,722	$ 1,642,902	$ 1	$ 36,978,696	**$ 36,978,696**			
Percent of Total	**70.1%**	**97.4%**	**67.4%**	**100.0%**	**88.8%**		**88.8%**		
ODCP Funding									
Amount	$ 3,128,684	$ 740,769	$ 795,554	$ -	$ 4,665,006			**4,665,006**	
Percent of Total	**29.9%**	**2.6%**	**32.6%**	**0.0%**	**11.2%**				**11.2%**

*Percentages are based on the FY 2016 MOU, and do not include additional reimbursement requests for costs associated with Federal retirees.

	10,477,754	28,727,491	2,438,456	1	41,643,702

FY 2014 to 2017 Funding Estimates



The reimbursement dollar amount allocation of 4.7$ million or 11.2% of the budget is consistent with the allocations agreed upon in the DCRB and U.S. Department of Treasury Memoranda of Understanding (MOU).

Note that DCRB may make additional reimbursement requests not specified in the MOU that can possibly offset costs associated with Federal retirees (e.g. PIMS).

The percent allocation of 88.8% or $36.9 million funding by DCRB correlates with increased expenses that are normally attributed to DCRB.

Description of Accounting Classifications

The accounting records for the District of Columbia Retirement Board (DCRB) are maintained within its financial system. The summary level at which DCRB reports to the District of Columbia Government can be seen below.

- **Regular Pay**: Total staff salaries including costs of leave, COLA and merit increases.
- **Regular Pay Other**: Total compensation for trustees and summer staff.
- **Additional Gross Pay**: Reserve for severance agreements, plus costs of incentive awards and additional pay.
- **Fringe Benefits**: Employer cost of fringe benefits - FICA, medical insurance, retirement, and other benefits.
- **Overtime Pay**: Overtime pay for eligible employees, in accordance with the Fair Labor Standard Act.
- **Supplies and Materials**: Office supplies, periodicals, on-line services, educational materials, other supplies.
- **Telephone, Telegraph, Telegram, Etc.**: Telecommunications operations, data usage, cell phones and related telephone charges.
- **Rentals – Land and Structures**: Office rent and landlord pass-through of DCRB's share of building operating costs (utilities, taxes, insurance, maintenance, repairs, and other operating costs).
- **Security Services**: Building security paid directly by DCRB.
- **Other Service Charges**: Travel; conference fees; board elections; maintenance & repairs; printing & photocopying; business & fiduciary insurance; postage & deliveries; temporaries & office support; professional membership & dues; tuition for employee training; and professional services including:
  - Actuarial services and actuarial audit
  - Investment advisors
  - IT consulting & outsourcing
  - Management consulting
  - Outside legal counsel
  - Financial custodian
  - IT systems back-up services
  - Annual financial audit & other CPA services
  - Investment consultants
  - Staff recruiting
  - Trainers
- **Contractual Services-Other**: Data processing; systems implementation & modification; server hosting & disaster recovery; video conferencing; reimbursement of US Treasury ODCP for STAR, and other contractual services.
- **Equipment & Equipment Rental**: IT hardware, furniture, fixtures and equipment; rental or lease of equipment and machinery.

FY 2018 Budget

October 1, 2017 - September 30, 2018

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DISTRICT OF COLUMBIA RETIREMENT BOARD

MOTION:

TO APPROVE THE $41.6 MILLION AND 74.6 FTES IN THE

OPERATING BUDGET FOR FY 2018.

PRESENTED TO THE BOARD ON DECEMBER 15, 2016.

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TO: **BOARD OF TRUSTEES**

FROM: **EDWARD SMITH, CHAIRMAN**

DATE: **DECEMBER 15, 2016**

SUBJECT: **BENEFITS COMMITTEE REPORT**

The Benefits Committee met on November 15, 2016. The following report reflects Benefits Department activities and projects that occurred since the November Board meeting.

US Treasury, Office of DC Pensions Audit

The Office of DC Pensions has completed its FY 2016 annual audit of benefits processed by the DCRB Benefits Department. For the second year, their auditors, KPMG, found **no material deficiencies** that would warrant a "Notice of Findings and Recommendations" (NFR**).**

2016 Health Benefits Open Enrollment

The Federal and District Health Benefits Open Seasons ended Monday, December 12, 2016. DCRB hosted four open season fairs this year (December 1, 2, 8, and 9) on the ML level of this building. Over 50 members either visited our office or attended the enrollment fairs to receive Open Season services.

Annual Benefit Statement Project

On Monday, December 12, 2016, the Benefits Department mailed 192 Benefits Statements to a pilot group of active FEMS employees who are members of the Police and Firefighters Retirement Plan. The statements contain member information, and identify accrued and projected benefits as of June 30, 2016. The pilot group was asked to provide feedback on their Benefit Statement via an online survey link. An email notice was also sent to the members alerting them that the statement had been mailed. Follow-up email reminders will be sent to these members weekly until January 10, 2017 or a 70% survey response rate is reached.

Benefits Department Monthly Statistics

Activity	November	October	September
Retirement Claims Received	82	82	119
Processed Retirements	167	171	167
Average Processing Days	63	68	52
Telephone Calls	3,678	3,516	2,695
Walk-in Customers	148	99	124
Scanned Documents	10,375	9,882	10,643
QDROs Approved	7 final	1 final	2 final
Purchase of Service	8 ($59,638)	6 ($11,561)	16 ($279,864)

You will find more details of the Benefits Department statistics in the attached reports.

MEMBER SERVICES CUSTOMER SATISFACTION SURVEY
November 2016

Background

The reported survey outcomes are the results of the September 2016 Member Services Customer Satisfaction Survey. The data collected are from active and retired members of the District of Columbia Police Officers and Firefighters' and Teachers' Retirement Plans, their survivors and beneficiaries. The purpose of the survey is to gather and measure the customer experience, gaging their satisfaction in an effort to improve our service to them, as necessary.

Survey Objective

The resulting feedback will be used to:

- Increase member satisfaction and confidence
- Deliver actionable data to decision-makers
- Reduce caller and in-person wait times for service
- Set reasonable service expectations

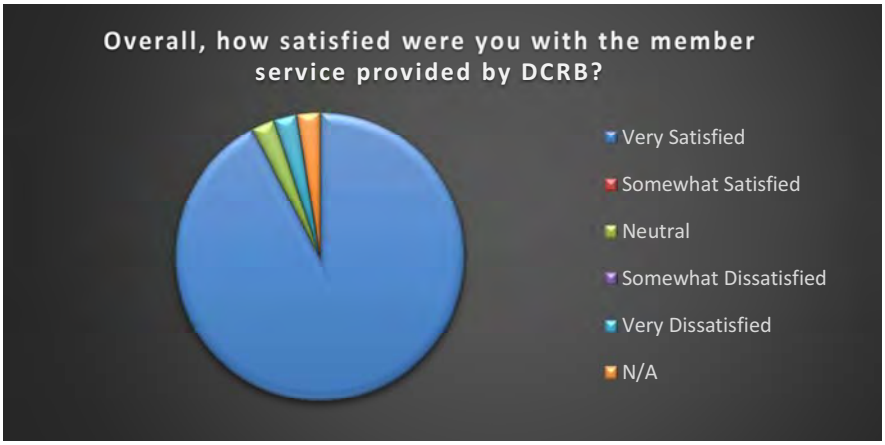
Methodology

- This month, survey participants were Plan members who made onsite visits to the DCRB member Service Center and members who contacted the center by email to the dcrb.benefits@dc.gov address. Some members arrived after having scheduled an appointment; others came in for assistance with updating their member information. The survey participants were randomly selected.

Participants

- 536 surveys were sent.
- 46 responses were received from members.

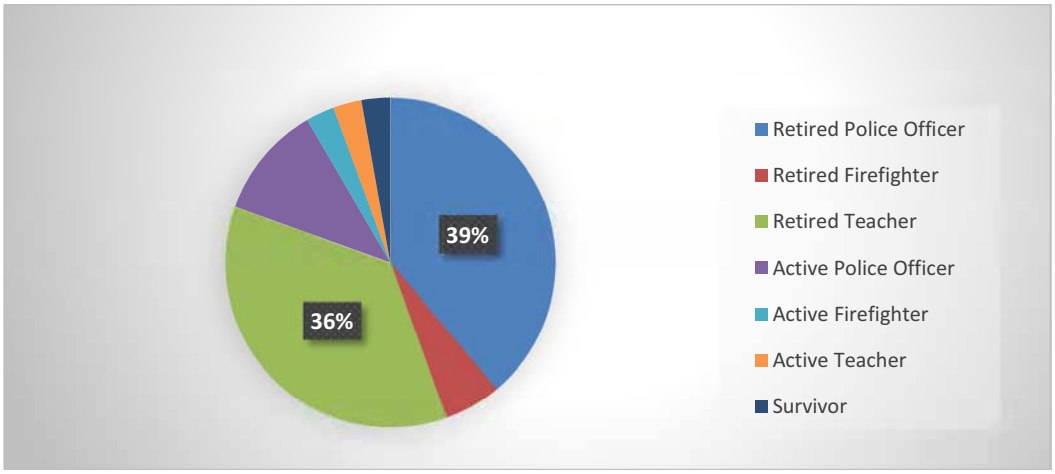
Overall DCRB Member Satisfaction



MEMBER SERVICES CUSTOMER SATISFACTION SURVEY
November 2016

Overall, how satisfied were you with the member service provided by DCRB?		
Answer Options	**Response Percent**	**Response Count**
Very Satisfied	92.1%	35
Somewhat Satisfied	0.0%	0
Neutral	2.6%	1
Somewhat Dissatisfied	0.0%	0
Very Dissatisfied	2.6%	1
N/A	2.6%	1
	answered question	**38**
	skipped question	**8**

Membership Type



Knowledge and Skills

Answer Options	Strongly Agree	Agree	Neither Agree/Disagree	Strongly Disagree	N/A	Response Count
Had the right information.	33	3	0	1	1	38
Understood your questions.	34	2	0	1	1	38
Provided clear answers.	34	2	0	1	1	38
Answered your questions.	33	3	0	1	2	39
Appeared well organized.	33	3	0	1	1	38
					answered question	**39**
					skipped question	**7**

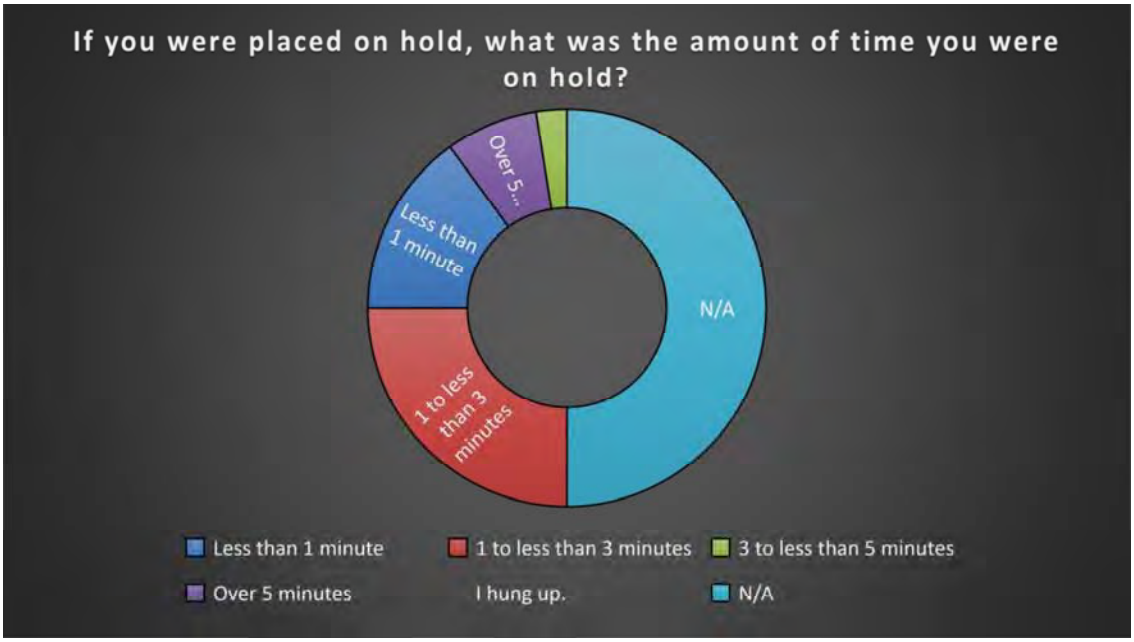
MSC Satisfaction Survey_November.2016

MEMBER SERVICES CUSTOMER SATISFACTION SURVEY
November 2016

Reason for Contact

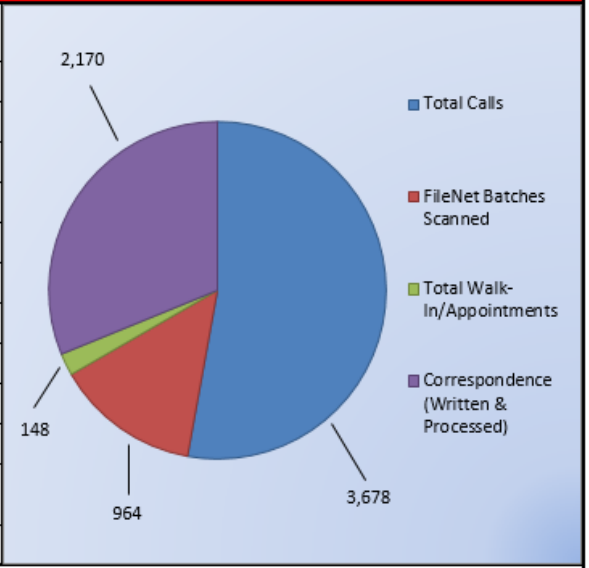
Answer Options	Response Percent	Response Count
Name/Address Change	10.3%	3
Direct Deposit	13.8%	4
Health/Life Insurance	48.3%	14
Redeposit/Purchase of Service	3.4%	1
Student Certification	0.0%	0
Beneficiary Change	13.8%	4
Retirement	13.8%	4
Tax Withholding Election	0.0%	0
Refund	13.8%	4
Death of Annuitant	3.4%	1
Disability	3.4%	1
I did not contact DCRB.	0.0%	0
Other (please specify)		15
	answered question	**29**
	skipped question	**17**

Contact Wait Time



DCRB Member Services Center Statistics for November 2016

Call Center Statistics	
Total Calls	**3,678**
Inbound Calls	2,705
Outbound Calls (Voicemails & Follow-up calls)	973
Average Talk Time	*4:45minutes*
Average Caller Wait Time	*3:37minutes*
Total Walk-In/Appointments	**148**
FileNet Batches Scanned	**964**
Documents Pages Scanned	10,376
Correspondence *(Written & Processed)*	**2,170**
Email & Fax	1,062
Processed Documents (EFTs, address & name changes, tax forms, 1099s, & 2809s , etc.)	1,108
Total	**6,960**



Top 3 Contact Trends	
Health Insurance	1. Questions regarding Open Enrollment 2017 premiums 2. Requests for Health Benefits Enrollment forms (District & Feds) 3. How to report Medicare Parts A & B during Open Enrollment Season 4. Questions about how to apply for Dental & Vision coverage
Life Insurance	1. Request for Beneficiary Forms 2. Valuation of Life Insurance policy 3. Questions about premium reduction at age 65 *(Feds)*
Death Benefits/Notification	1. Notification of a death of a member/annuitant 2. Requests for Designation of Beneficiary forms

Member Services October Statistical Comparison by Year

	2015	2016	Comments
Walk-Ins/Appointments	184	148	
Total Calls *(includes voice mails)*	2,639	3,678	
Emails	393	536	
Total	**2,713**	**4,362**	

Member Services Center_11.2016

RETIREMENT CASE PROCESSING - MONTHLY REPORT
DECEMBER 1, 2016

CASES AVAILABLE FOR PROCESSING	CASES RECEIVED (but may not have been ready for payment)	CASES PROCESSED	CASE TYPE	PLAN		
				Fire	Police	Teacher
72	30	42	Beneficiary (One-Time Payments)	5	6	31
12	9	3	Deferred Annuity	0	1	2
1	0	1	Health/Life Benefit Adjustments	0	1	0
33	13	20	Optional/Voluntary & Involuntary Annuity	1	7	12
3	0	3	QDRO/QMSCO	2	1	0
6	1	5	Survivor Annuity	1	3	1
4	0	4	Student Certifications	0	2	2
8	0	8	Annuity Adjustments	2	4	2
2	0	2	Auto Debt Collections	0	1	1
13	10	3	Octo Review Monetary & Non Monetary Adjustments	0	2	1
5	0	5	Minimum COLA Adjustments	0	2	3
4	0	4	Corrective Action Project	1	3	0
86	19	67	Refund of Contributions*	0	9	58
249	82	167		12	42	113
			Gross Dollar Value of Refunds*	$0	$296,076.56	$1,175,152.02

Retirement Case Processing Report - Prepared by S. Treadwell, Retirement Services Manager

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TO: BOARD OF TRUSTEES

FROM: LYLE BLANCHARD, CHAIRMAN

DATE: DECEMBER 15, 2016

SUBJECT: LEGISLATIVE COMMITTEE REPORT

The following report reflects activities of interest since the October Board Meeting:

COUNCIL OF THE DISTRICT OF COLUMBIA

PR21-1040, "Chancellor of the District of Columbia Public Schools, Antwan Wilson, Confirmation Resolution 2016"

On December 8, 2016, the Council held a public roundtable to confirm the appointment of Mr. Antwan Wilson as the Chancellor of the District of Columbia Public Schools. Witnesses were permitted to provide in-person testimony or written statements.

Status: The Committee on Education held a public roundtable on this proposed resolution on December 8, 2016. Mr. Wilson's confirmation is deemed approved as of March 15, 2017.

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TO: **BOARD OF TRUSTEES**

FROM: **GARY HANKINS, CHAIR**
AUDIT COMMITTEE

DATE: **DECEMBER 15, 2016**

SUBJECT: **AUDIT COMMITTEE REPORT**

The next meeting of the Audit Committee will be in January 2017. In this meeting the auditor will present the fiscal year 2016 audit results and present the audited financial statements.

NO WRITTEN REPORT PROVIDED