

Retirement Systems

Mission Statement

COPERS is dedicated to educating and assisting all past, current, and future employees enabling them to make informed decisions concerning their retirement options. Our pledge is to provide comprehensive information and exceptional customer service.

Key Services

Financial and customer services, and training

Overall Member Satisfaction Survey

Target: 3.6 rating

YTD Average: 4.0

Goal:

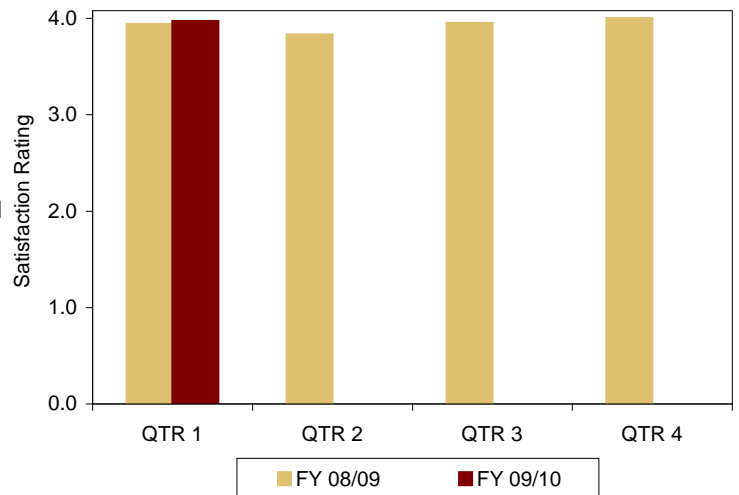
To ensure customer satisfaction with delivered services

Target:

3.6 out of 4.0 (4.0 highest)

Significance:

Retirement offers a variety of services such as retirement counseling, refunds, and service purchases. The surveys provide information on areas for improvement.



Success of Educational Class

Target: 3.6 rating

YTD Average: 3.8

Goal:

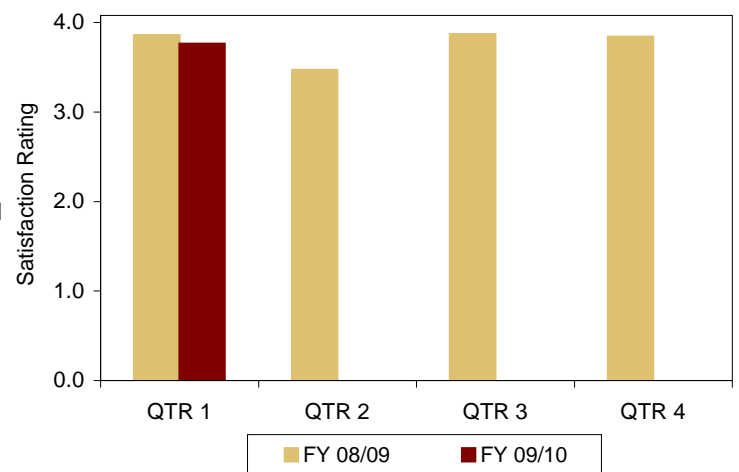
To educate employees on retirement process and benefits

Target:

3.6 out of 4.0 (4.0 highest)

Significance:

To enable employees to make informed decisions concerning their retirement options.



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