ADMINISTRATOR REPORT
CHARLOTTE FIREFIGHTERS' RETIREMENT SYSTEM **OCTOBER 27, 2022**

TO: **The Board of Trustees**
FROM: **Staff**

- **FINANCIAL STATEMENTS**
  - Estimated 2QFY23
  - Final FY22 Annual Financial Report
- **CONFERENCE APPROVAL**
  - April 2-4, 2023 – Callan Annual Conference (Scottsdale, AZ)
  - May 20-21, 2023 – NCPERS Trustee Educational Seminar (Detroit, MI)
  - May 21-24, 2023 – NCPERS Annual Conference (Detroit, MI)
  - May 21-24, 2023 – GFOA (Portland, OR)
- **CFRS CALCULATOR**
  - Working with CBIZ to update the calculator to include additional holiday accrual allowed by the Act in determining the Final Average Salary
  - Anticipated completion date March 21, 2023
- **MEMBER EDUCATION**
  - Education Series through MySuccess Learning Modules.
    - Education Series previously published for Active Members will roll out again in a sequence of series through the CFD tracking system.
    - Cyber Security Education for retirees currently drafted, reviewed by CFRS IT vendor, and in review stage with in-house legal counsel.
- **OFFICE OPERATIONS**
  - Continued flexible work schedule – 3 days in office, 2 days work from home.
- **CHARLOTTE NATIONAL BUILDING**
  - Building access continues with pass code entry.
- **PUBLIC RECORDS REQUESTS**
  - Investment/Financial Related Requests – (3) Pitchbook, Bloomberg, Institutional Shareholders Service Inc (approximate total time spent to process – 25m)
  - Benefits Related Requests – ( ) (approximate time spent to process – m)
  - Other – (-) (approximate total time spent to process – m)

- **KUDOS**

Matt Westover	"Thank you for what you did for us today. You helped Andrea & I understand what a realistic date & benefit looks like".
Retiree Bob & daughter Darleen Pace	"Ty we appreciate you so much!"
Josh Hines	"Sandra, just wanted to take a second and offer some thanks for your hard work. It's reassuring to know we have you paying attention to the details of our system and how changes effect us. Thanks for your time and effort to send us things like this (Wep update) so we can wisely and adequately plan for our financial future."
BC Robert Fitzgerald	"Thanks for all you do." (in response to WEP update)

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- **OFFICE STATS (EXHIBITS)**

Exhibit A – Security Litigations (Oct- Dec)

Charlotte Firefighters' Retirement System
Status Report

Period from 2022-10-01 to 2022-12-31

Settled Class Action - Claim Status Summary

Status	# Cases	Settlement Fund	# Claims	Total Recognized Loss	Pro Rata Shares	$ Recovered
Newly Filed	8	$463,125,000	8	$0	-	-
Previously Filed	20	$2,984,973,797	24	$868,899	-	-
Total	28	$3,448,098,797	32	$868,899	0	$0

Gross Recovered Since 08/01/2018	$45,630.00
FRT fee 15%	$6,844.75
Net Recovered Since 08/01/2018	$38,785.25

Exhibit B – Phone Metrics (Oct- Dec) (Includes Robo calls that can be identified at onset and not answered)

3,196	34.74	2,061	1,135	35.8%	04:21
Total Calls	Avg. Calls/Day	# Inbound	# Outbound	% Missed (w/VM)	Avg. Handle Time

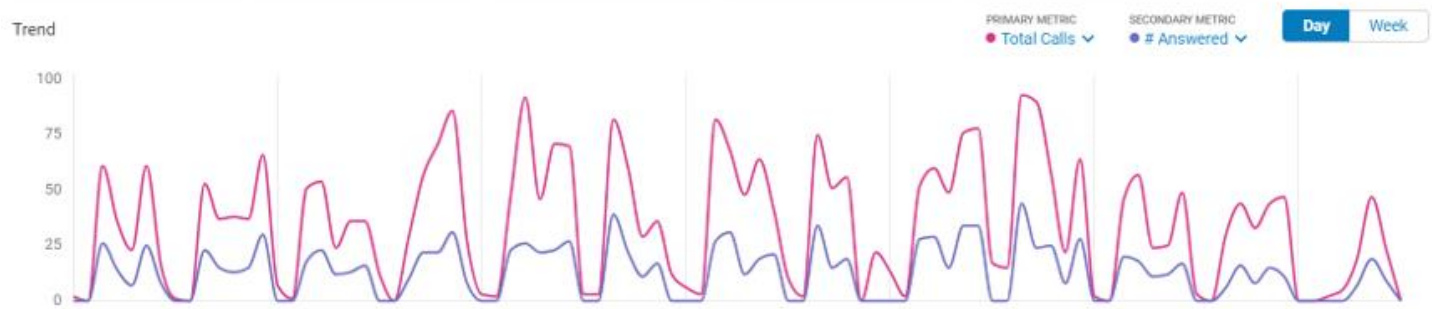

Exhibit C – Employee Portal Metrics (Oct - Dec)

Q4 - 2022			
Measurement	Actual Users	Measurement	Actual Users
Logins	490	Page Visits - Forms	15
Password Changes	55	Page Visits - Related Links	9
Site Self Registration Submitted	26	Page Visits - Glossary	6
Calculations Run	840	Page Visits - Frequently Asked Questions Rolling 12 mth	34
Beneficiary Pre-Retirement Form Downloaded	7	Page Visits - Contact Us	5
Benefit Statement Downloaded	77	Page Visits - Annual Pension Statements Rolling 12 mth	81
Employee Certification Form for Service Purchases Form Downloaded	5	Page Visits - Benefit Summary	419
Page Visits - Personal Data	128	Page Visits - Contribution History Rolling 12 mth	90
Page Visits - Service and Date History	91	Distinct users running calcs Rolling 12 mth	207
Page Visits - Pay History	121	Average calcs per distinct user	4.11
	Average Age	Average Service	
Registration	41.38	14.02	
Calculation	46.02	19.64	