TO: The Board of Trustees

FROM: Sandy Thiry

- **FINANCIAL STATEMENTS**
  - Annual Financial Report FY2024; Estimated Q2FY2025
- **CONFERENCE APPROVAL**
  - Callan College, virtual session, March 11-13, 2025
  - Callan Annual Conference, Scottsdale AZ, April 27 -29, 2025
  - NCPERS Annual Conference, Denver CO, May 18-21, 2025
  - GFOA National Annual Conference, Washington DC, June 29-July 2, 2025
    - Note: early bird registration due by Jan 31st
  - GFOA Membership – Tony Bass
- **NEW ENTERPRISE RESOURCE PLANNING (ERP) FOR THE CITY**
  - WorkDay Issues
    - Continue to work with City programmers through data issues
- **OFFICE OPERATIONS**
  - Consultations, applications and station visits continue to fill the calendar- booking into May 2025.
  - Staff back to working in office 4 days with everyone wfh on Fridays.
- **PENSION ADMINISTRATION SUSTAINABILITY**
  - CBIZ and USBank contracts are under legal review.
  - Co- sourcing/BCP compliance project with CBIZ was implemented
    - Continue to improve our communications and documenting new processes.
    - Streamlining election forms and adding death letters to automation process has stalled due to resources redirected to managing data issues with WorkDay.
  - Tony transitioned mid-November
- **CHARLOTTE NATIONAL BUILDING**
  - HVAC was replaced in the spring with a refurbished unit which now has performance issues.
  - All Condo owners served with lien for non-payment of HVAC
- **PUBLIC RECORDS REQUESTS**
  - Investment/Financial Related Requests – (3) With Intelligence, Bloomberg, University of Central FL (approximate total time spent to process – 2 hours 15 min)
  - Benefits Related Requests – ( ) (approximate time spent to process – 0 minutes)
  - Other – () (approximate total time spent to process 0 minutes)

- **KUDOS**
  multiple pension applicants - "Thanks for all that everyone does"; "the members really appreciate the CFRS"

- **OFFICE WORK PLAN & STATS (EXHIBITS ATTACHED)**

Administrative Work Plan 2025* (in progress)

IC Projects	(assigned)	CY	1Q 2025	2Q 2025	3Q 2025	4Q 2025
RFP- Investment Consultant	Sandy/IC	Completed				
Scope/Drafting/Posting	Sandy/IC	Completed				
Interviews/Selection/Notification	Sandy/IC	Completed				
Contract	Sandy/Lisa	Completed				
Core Real Estate & Int'l Equity Reviews	Sandy/IC	In progress	In progress			
BC Projects						
Funding Initiative	Sandy/Lisa	In progress	In progress			
Policies						
Business Continuity Plan	Sandy/Lisa	In progress	In progress			
CBIZ Contract	Sandy/Lisa	In progress	In progress			
US Bank contract	Sandy/Lisa	In progress	In progress			
Disability Regulations	Sandy/Lisa/BC	In progress	In progress			
Securities Litigation Policy	Sandy/Lisa	In progress	In progress			
Experience Study		In progress	In progress			
Actuarial Contract		In progress	In progress			
City Projects						
WorkDay Transition HR						
Define reports/testing/Go-live	All staff	Completed				
Issues Resolutions		In progress	In progress			
System Administration Sustainability						
New Hire		Completed				
Training	Sandy/Ty	Completed				
Co-sourcing – CBIZ						
Define Processes, Steps, Role Clarity	Sandy/staff	Completed				
Testing/On site workflow/Go Live- mid Aug	Sandy/staff	Completed				
Process Documentation and streamlining	Sandy/staff	In progress				
Financials – City						
Define Processes, Steps, Role Clarity	Sandy/Tony	Completed				
Testing/Go Live (est July 2025)	Sandy/Tony	In progress				
Disability Cases						
Member 1	Sandy/Desire	In progress	In progress			
Member 2	Sandy/Lisa	In progress	In progress			
Member 3 – subsequent hearing	Sandy/Desire	In progress	In progress			
Process Documentation & Updates						
Process Documentation – all positions	All staff	In progress	In progress			
Efficiency Projects						
ACH/Wire project BofA	Sandy/Tony	Completed				
ACH/Wire project US Bank	Sandy/Tony	Completed				
Records Retention						
Archiving records (paper & electronic)	Sandy/Desire	Impending	Impending			
Paperless pension files	Sandy/Tony/Desire	Impending	Impending			
Updating forms in IPAS (pension admin system)	Sandy/Ty	Impending	Impending			

*Does not include day to day functions

Legend:
- In progress
- Completed
- Pending further action by Board or Committee
- Impending

Exhibit A – Security Litigations (Oct - Dec)

Charlotte Firefighters' Retirement System   Period from 2024-10-01 to 2024-12-31
Status Report

Settled Class Action - Claim Status Summary						
Status	# Cases	Settlement Fund	# Claims	Total Recognized Loss	Pro Rata Shares	$ Recovered
Newly Filed	7	$999,600,000	7	$49,891	-	-
Previously Filed	19	$1,789,104,174	23	$457,518	-	-
Total	26	$2,788,704,174	30	$507,408	0	$0

Gross Recovered Since 08/01/2018	$106,058.00
FRT fee 15%	$15,908.81
Net Recovered Since 08/01/2018	$90,149.19

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

Performance Reports   10/01/2024 12:00 AM – 12/31/2024 11:59 PM   ⬇ Download   💾 Save

Queues	Users	Calls	Meetings

USERS · GROUPS · DEPTS · IVRS   CALL TYPE   QUEUE CALLS   CALL LENGTH
8 of 9 Users   All Types   All Calls   All Length

Total KPIs ⚙ Select KPIs

1,965 Total Calls	21.36 Avg. Calls/Day	1,196 # Inbound	769 # Outbound	23.8% % Missed (w/VM)

04:06 Avg. Handle Time

Trend   PRIMARY METRIC   SECONDARY METRIC   **Day**   Week
                                             ● Total Calls ⌄   ● # Answered ⌄

Exhibit C – Employee Portal Metrics (Oct - Dec)

Q4 - 2024				
Measurement			Measurement	Actual_users
Logins	544		Page Visits - Pay History	133
Password Changes	53		Page Visits - Forms	4
Username Update	34		Page Visits - Related Links	6
Profile Fields Update	1		Page Visits - Glossary	3
Site Self Registration Submitted	13		Page Visits - Frequently Asked Questions	30
Calculations Run	913		Page Visits - Contact Us	5
Accrued Benefit Calculations Run	142		Page Visits - Annual Pension Statements	44
Calculations Viewed	421		Page Visits - Benefit Summary	336
Contact Us Messages Submitted	0		Page Visits - Contribution History	57
Beneficiary Pre-Retirement Form Downloaded	1		Distinct users running calcs	210
Benefit Statement Downloaded	203		Average calcs per distinct user	4.3951
Employee Certification Form for Service Purchases Form Downloaded	0		Distinct users running accrued benefit calcs	88
Page Visits - Personal Data	68		Average accrued benefit calcs per distinct user	1.61683
Page Visits - Service and Date History	56			
	Average Age		Average Service	
Registration	42.64847267		15.822937	
Calculation	46.65973733		20.508307	