

**FY 2021 Action Plan Summary**

<b>ACTION</b>	<b>PM</b>	<b>DATE</b>	<b>STATUS/COMMENTS</b>
1. Complete implementation of data security assessment recommendations and continue to enhance IT security.	GPL/FC	6/30/21	This is an ongoing project which is substantially completed.
2. Complete project plan milestones for LRS Pension Gold (PGV3) project.	GPL/CM	6/30/21	This is a four year project plan scheduled for completion in 2023.
3. Enhance customer services through identification and implementation of improved administration of phone, fax, email and walk-in customer contact processes.	GPL/All	12/31/20	We have engaged a consultant who is assisting in developing a requirements document, leading to the development of an implementation plan in the last quarter of FY 2020.
4. Develop and document succession plan at all levels, with particular focus on senior positions.	GPL/RC	12/31/20	We have a plan in place that will be updated in Q1 FY 2021.
5. Manage and implement experience study modification of assumptions and set contribution rates for FY 22 & 23, using the June 30, 2019 valuation.	GPL/GM	9/30/20	Actuarial assumptions to be voted on in June of 2020 and employer contribution rates to be set in September of 2020.