



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



City of Los Angeles

Deferred Compensation Plan

Third Quarter 2018 Review





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CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Goals and Metrics



Participant Outcomes: Increase Participation

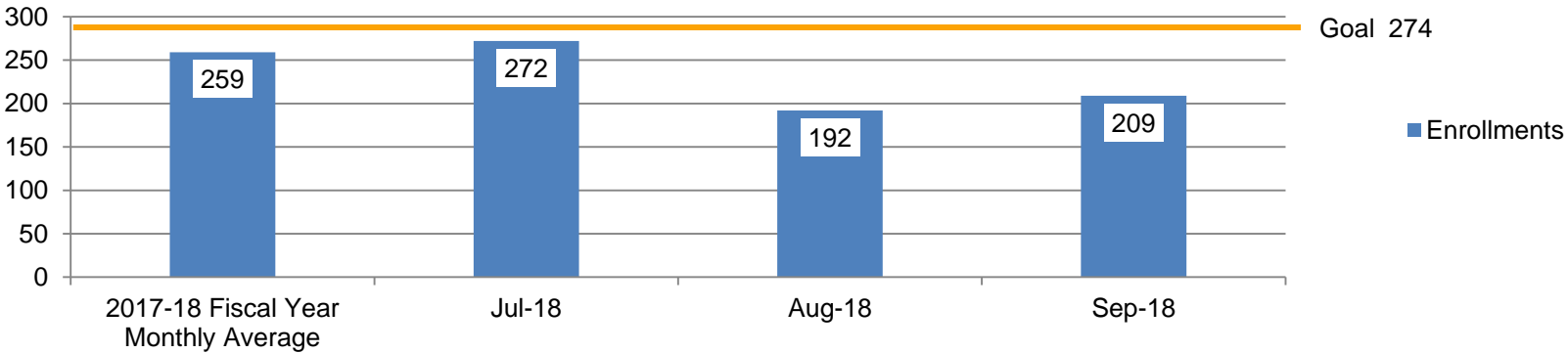
As of September 30, 2018

CITY OF LOS ANGELES

Goal: Increase the number of new enrollments by 6%

For the 2018-19 fiscal year, the Board adopted a goal of increasing the number of new enrollments by 6% versus the prior fiscal year, which translates to 3,292 new enrollments. To meet this goal, the Plan would need to enroll an average of 274 new participants each month. The Plan is not currently on pace to reach this goal, but new enrollments continue to occur at a high level with 673 new enrollments so far this year.

2018-19 Fiscal Year New Enrollments by Month



	Fiscal Year	Total Enrollments	Monthly Average
Prior Year Enrollments	2017-18	3,106	259
	2016-17	2,190	183
	2015-16	1,997	166
	2014-15	1,502	125

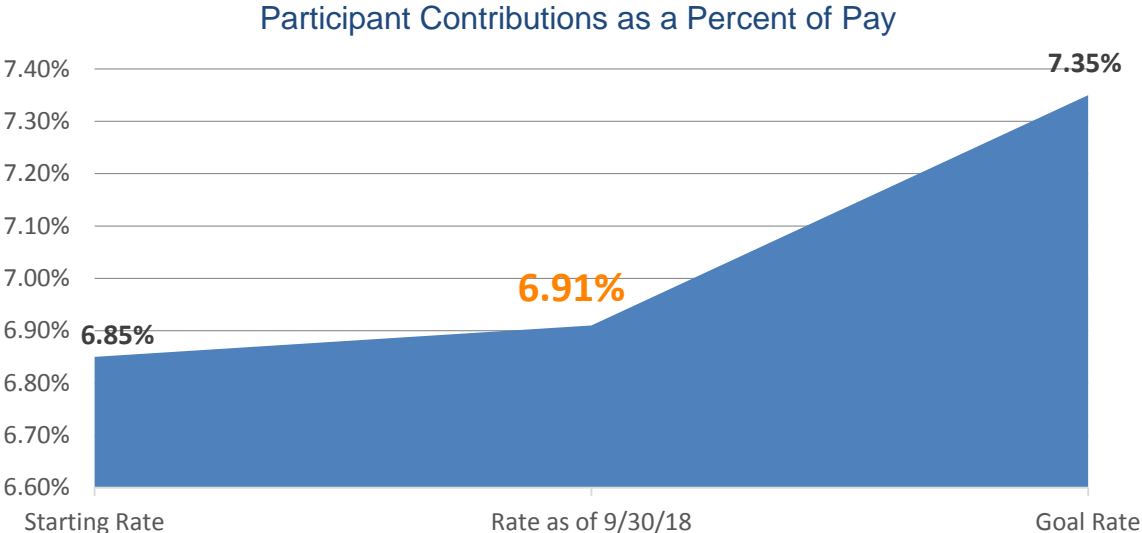
Participant Outcomes: Increase Contributions

As of September 30, 2018

CITY OF LOS ANGELES

Goal: Increase average contribution as a percent of pay by 0.5%

For the 18/19 fiscal year, the Board adopted a goal of increasing contributions as a percent of pay by 0.5%. The fiscal year started with an average contribution rate of 6.85% and the goal is to reach 7.35%.



Thus far, participant contributions as a percent of pay have risen to 6.91%. The Plan is not on pace to reach this goal. Announcement of the annual contribution limits increase will be used to promote use of the percent of pay feature and the percent-of-pay feature will remain a focus throughout 2019.

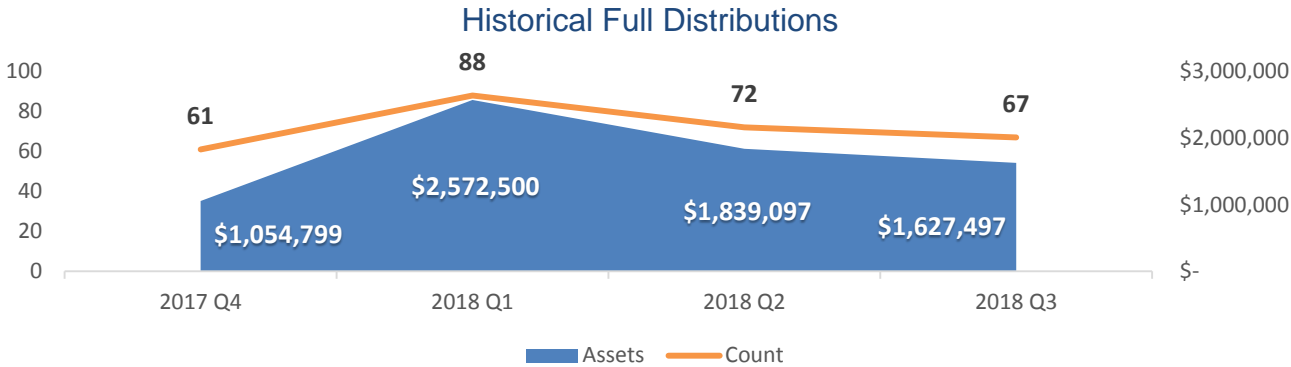
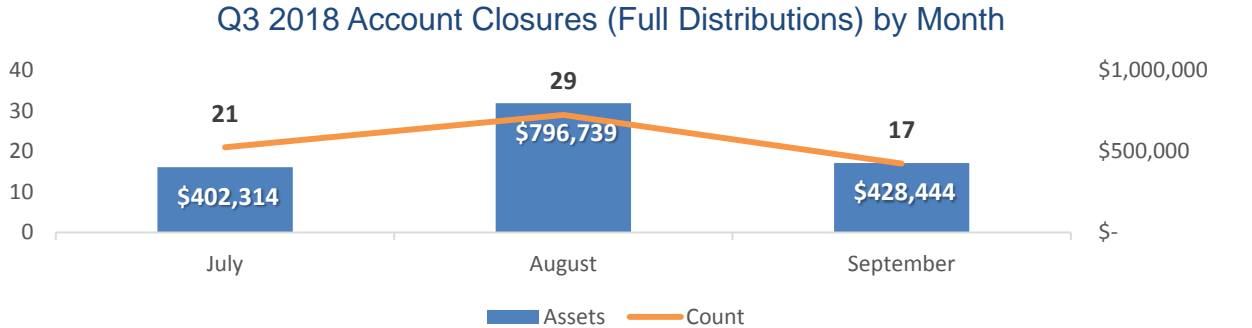
Participant Outcomes: Reduce Distributions

As of September 30, 2018

CITY OF LOS ANGELES

Goal: Reduce the percent of retirees who close their account by 0.5% versus the prior year.

In Fiscal Year 2017/18, 361 individuals took full distributions of their accounts. In Fiscal Year 2018-19, the proposed goal would be to reduce the number of full distributions from 3.1% of the retiree population to 2.6%, or from 361 full distributions to approximately 299. During the quarter, 67 participants took full account distributions representing 0.58% of the retiree population (11,495 retirees). The Plan is on track to reach this goal.



This data excludes closures of beneficiary and QDRO accounts.

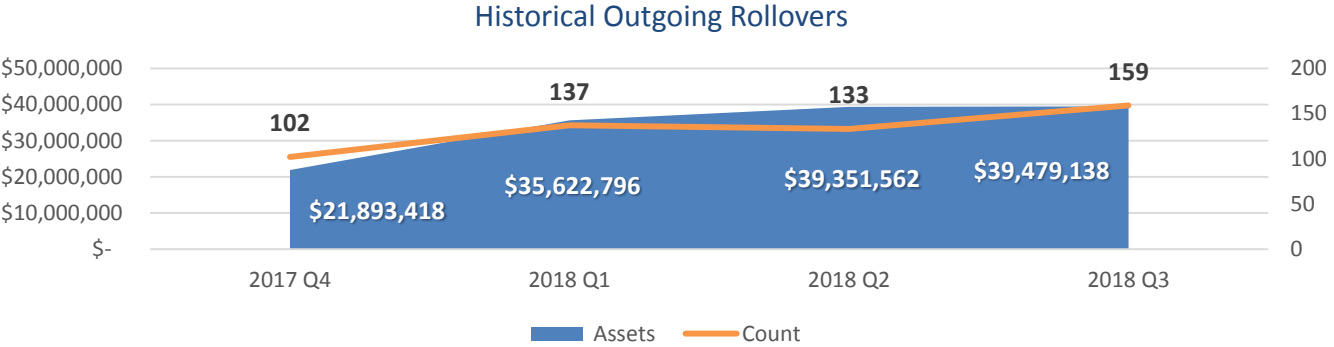
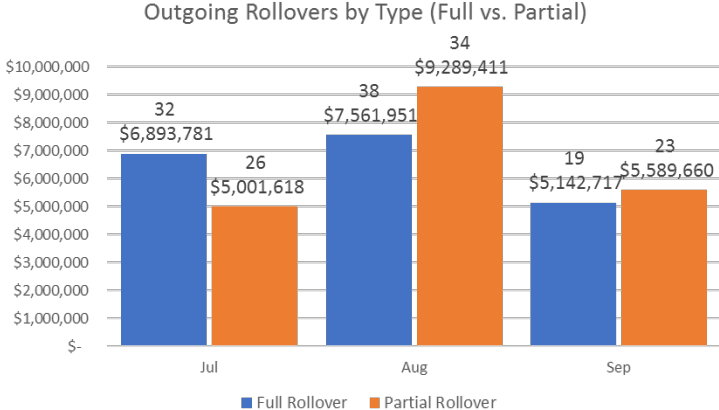
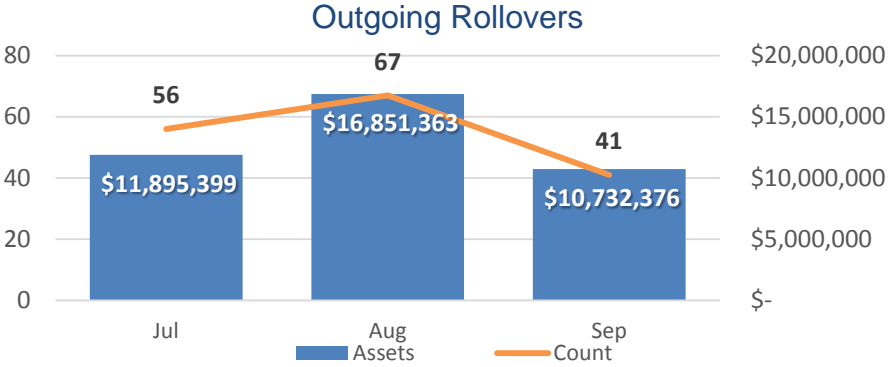
Participant Outcomes: Improve Asset Retention

As of September 30, 2018

CITY OF LOS ANGELES

Goal: Reduce the number of outgoing rollovers as a percentage of retirees by 0.5% versus the prior year.

The Board adopted a goal of reducing the number of retirees who choose to transact full or partial outgoing rollovers by 0.5% versus the prior year (excluding rollovers to the three City pension systems). The 18/19 goal is to reduce this figure to 4.8%, or approximately 465 outgoing rollovers. Thus far, 159 participants have rolled assets out of the Plan, translating to approximately 1.4% of retirees. The Plan is currently not on pace to reach this goal.



This data excludes outgoing rollovers of beneficiary and QDRO accounts, and rollovers to City pension systems.

Plan Highlights

July 1, 2018 to September 30, 2018

CITY OF LOS ANGELES

	Q1 2018	Q2 2018	Q3 2018
Plan assets as of 09/30/2018	\$6,220,471,067	\$6,365,267,927	\$6,623,087,594
Number of participants with a balance	45,537	46,028	46,488
Average participant account balance	\$136,487	\$138,282	\$142,476
Median account balance	\$57,443.67	\$57,662	\$57,941.05
Average outstanding loan balance per borrower	\$14,628	\$14,911	\$14,885
Total contributing participants	31,958	32,236	32,288
Total Participant Rate	65%	75%	75%
Average deferral rate – Pre-Tax	7.66%	7.5%	8.6%
	\$303.90	\$305.30	\$310.56
Average deferral rate – Roth	5.89%	5.5%	5.3%
	\$161.89	\$161.75	\$164.96

Cash Flow Summary

July 1, 2018 to September 30, 2018

CITY OF LOS ANGELES

Cash In

Pre-tax Contributions	60,738,093.48
Roth Contributions	8,502,494.00
Rollover Contributions	21,739,741.91
Loan Repayments	23,793,200.88
Other	9,175,181.71

Total Cash In \$123,948,711.98

Cash Out

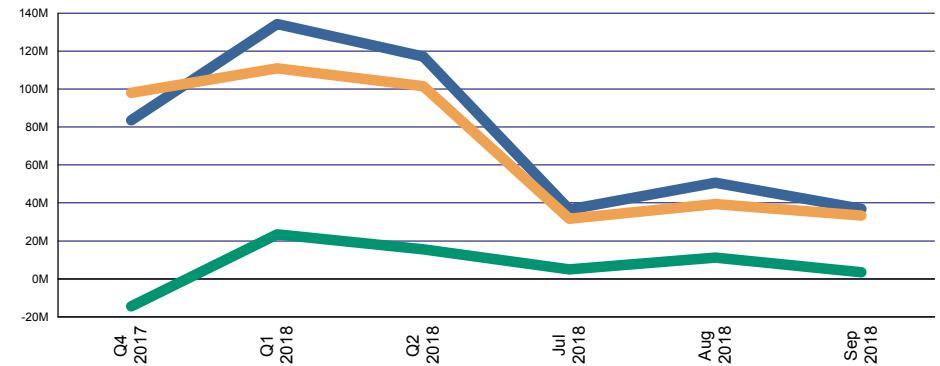
Distributions	29,706,799.78
Rollovers	43,716,786.16
Loans Issued	20,924,040.10
Fees	933,807.50
Other	9,175,181.71

Total Cash Out (\$104,456,615.25)

Net Cash Flow \$19,492,096.73

"Other" activity represents all inter-participant transfer activity, which includes decedent/beneficiary activity, QDRO splits and Alternate participant transfers.

"Distributions" activity represents withdrawals, installments and termination payments.

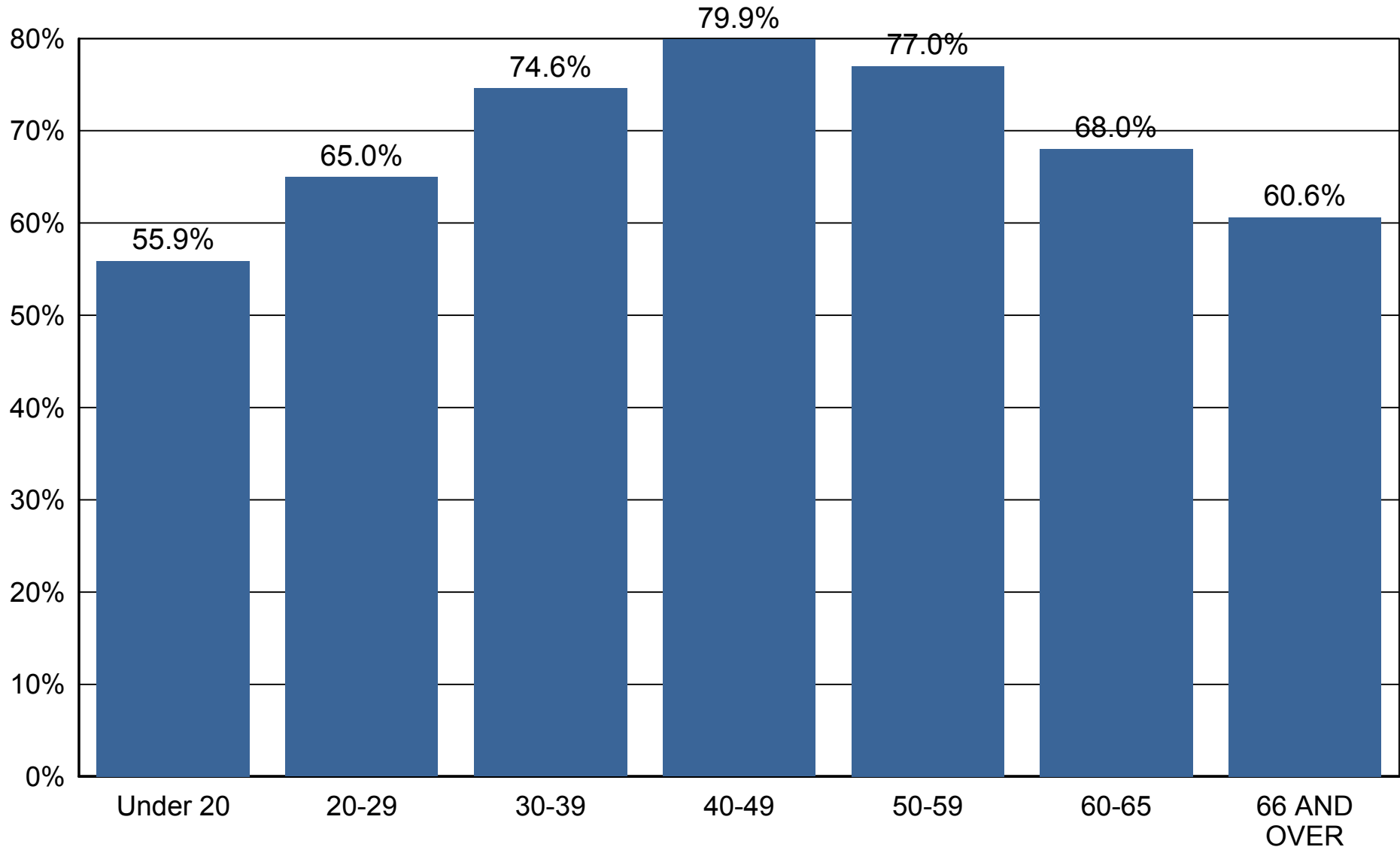


	Cash In	Cash Out	Net Cash
Q4 2017	\$83,535,238.37	\$98,015,473.19	-\$14,480,234.82
Q1 2018	\$134,320,334.48	\$110,891,129.42	\$23,429,205.06
Q2 2018	\$117,114,214.12	\$101,517,515.75	\$15,596,698.37
Jul 2018	\$36,542,766.17	\$31,617,945.96	\$4,924,820.21
Aug 2018	\$50,588,389.32	\$39,467,990.92	\$11,120,398.40
Sep 2018	\$36,807,956.49	\$33,370,678.37	\$3,437,278.12
	\$458,908,898.95	\$414,880,733.61	\$44,028,165.34

Participation Rate - Age (Full-Time Employees)

As of 09/30/2018

CITY OF LOS ANGELES

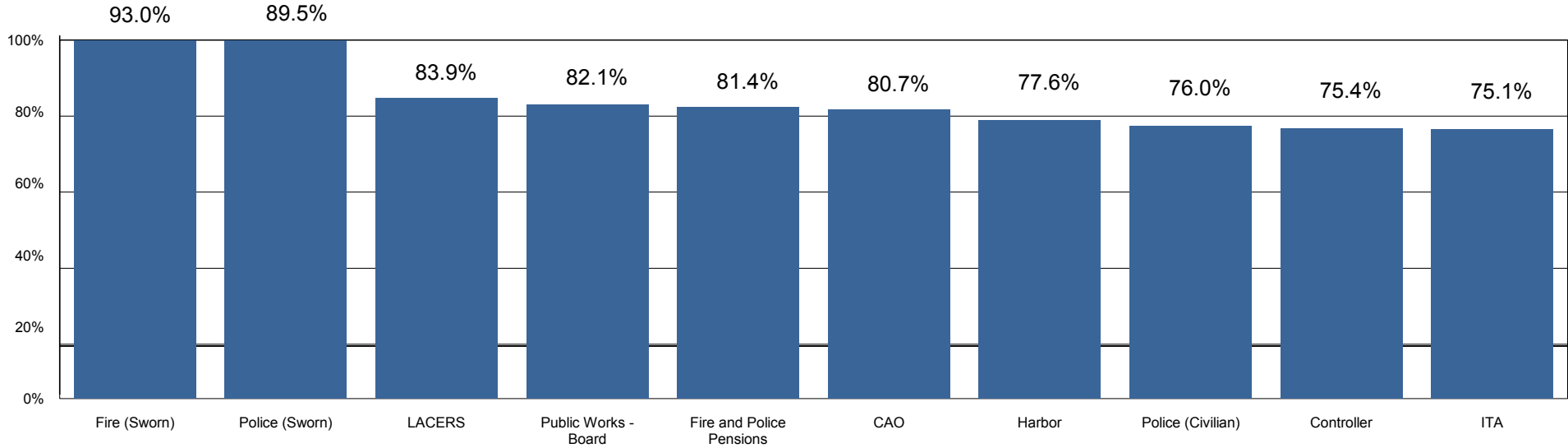


Participation Rate - Department

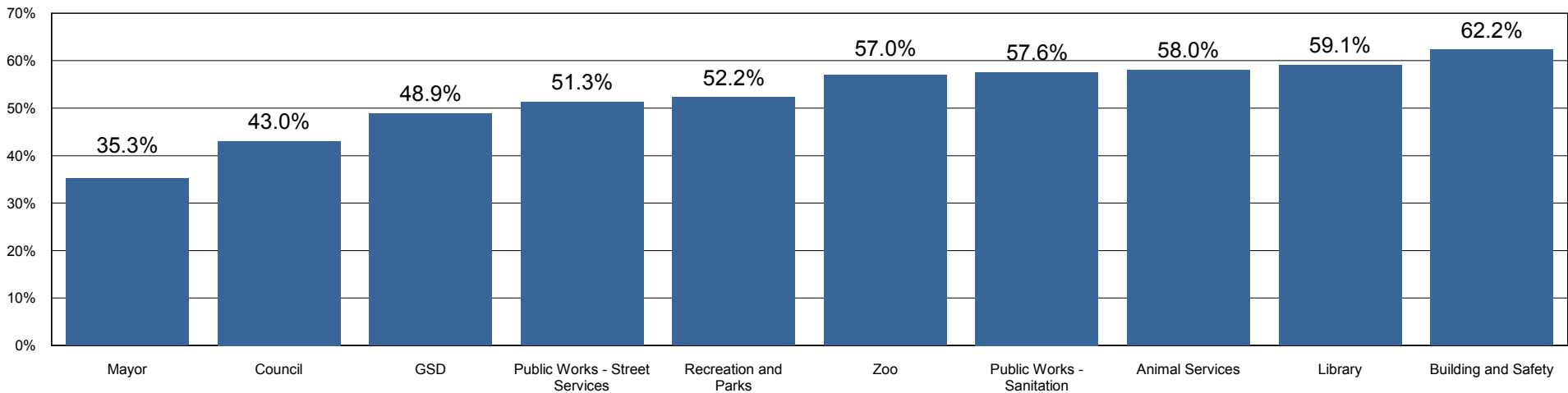
As of September 30, 2018

CITY OF LOS ANGELES

Top 10 Departments by Total Participation (Full-time Employees)



Bottom 10 Departments by Total Participation (Full-time Employees)



With greater than 50 eligible participants

Participation Rate - Department

As of September 30, 2018

CITY OF LOS ANGELES

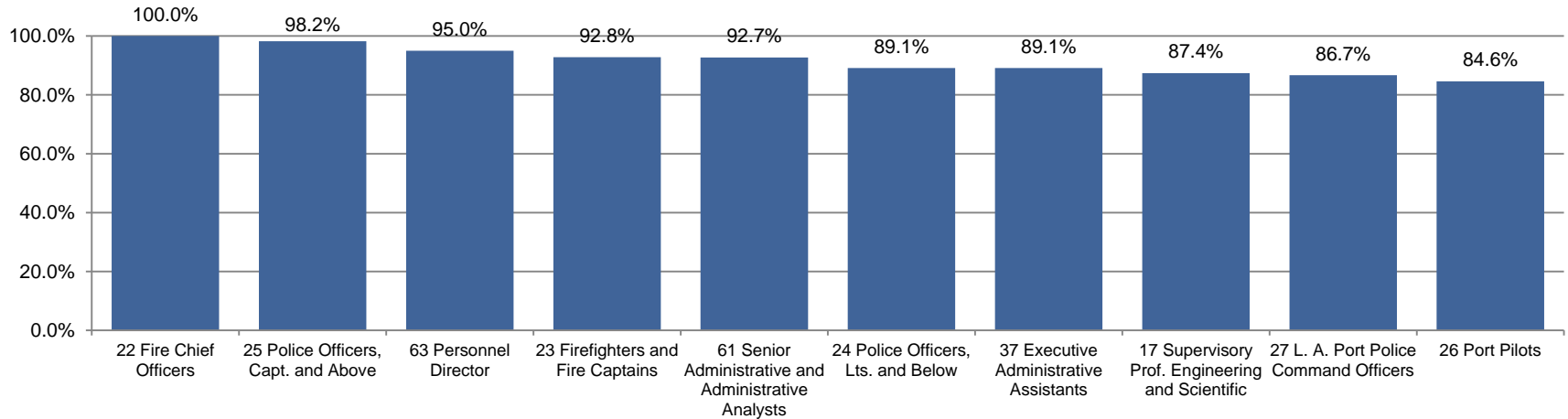
Department	Active	Eligible but not Participating	Total	Participation Rate
Fire (Sworn)	3,160	239	3,399	93.0%
Police (Sworn)	8,889	1,083	9,972	89.1%
Convention Center and Tourism	7	1	8	87.5%
LACERS	115	22	137	83.9%
Public Works - Board	87	19	106	82.0%
Fire and Police Pensions	92	21	113	81.4%
CAO	92	22	114	80.7%
Harbor	698	201	899	77.6%
Police (Civilian)	2,279	718	2,997	76.0%
Controller	107	35	142	75.4%
ITA	290	96	386	75.1%
Transportation	1,015	357	1,372	74.0%
Public Works - Engineering	579	207	786	74.0%
City Attorney	695	266	961	72.3%
Aging	23	9	32	71.9%
Office of Finance	217	88	305	71.1%
City Clerk	78	32	110	70.9%
Personnel	346	143	489	70.8%
Fire (Civilian)	251	106	357	70.3%
Water and Power	7,335	3,126	10,461	70.1%
Public Works - Contract Administration	222	98	320	69.4%
Public Works - Street Lighting	179	83	262	68.3%
Ethics	16	8	24	66.7%
Emergency Management	16	8	24	66.7%
Planning	248	130	378	65.6%
Housing	383	215	598	64.1%
Airports	2,168	1,233	3,401	63.8%
Economic and Workforce Development	77	46	123	62.6%
Building and Safety	559	339	898	62.3%
Library	495	343	838	59.1%
Animal Services	181	131	312	58.0%
Public Works - Sanitation	1,617	1,191	2,808	57.6%
Zoo	127	96	223	57.0%
Neighborhood Empowerment	17	14	31	54.8%
Cultural Affairs	31	28	59	52.5%
Recreation and Parks	761	696	1,457	52.2%
Public Works - Street Services	508	483	991	51.3%
El Pueblo	4	4	8	50.0%
GSD	683	714	1,397	48.9%
Council	164	217	381	43.0%
Disability	7	12	19	36.8%
Mayor	73	134	207	35.3%
Employee Relations	1	2	3	33.3%

Participation Rate - MOU

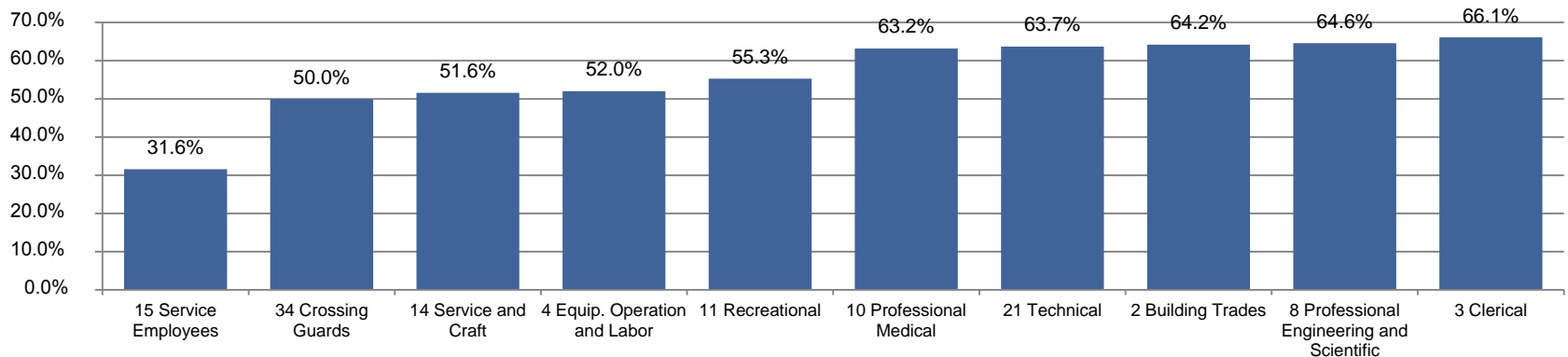
As of September 30, 2018

CITY OF LOS ANGELES

Top 10 MOU by Total Participation (Full-Time Employees)



Bottom 10 MOU by Total Participation (Full-time Employees)



Participation Rate - MOU

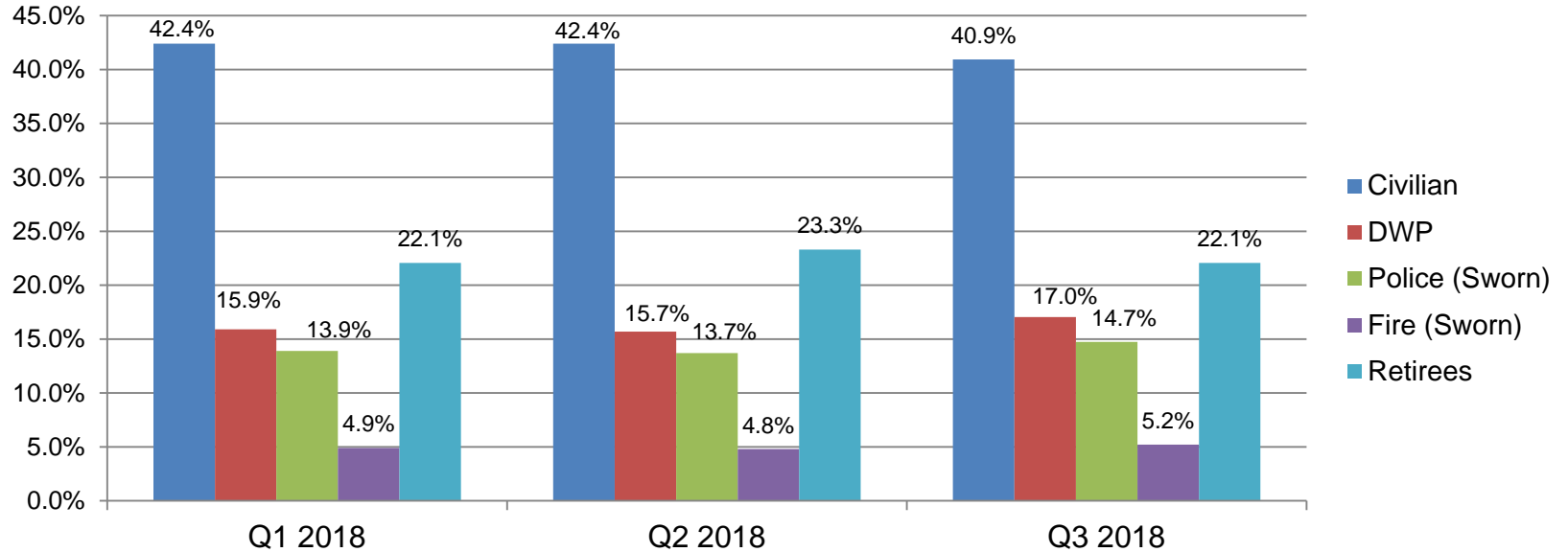
As of September 30, 2018

CITY OF LOS ANGELES

Department	Active	Not Participating	Total	Participation Rate
22 Fire Chief Officers	90	0	90	100.0%
25 Police Officers, Capt. and Above	110	2	112	98.2%
63 Personnel Director	19	1	20	95.0%
23 Firefighters and Fire Captains	3,069	239	3,308	92.8%
61 Senior Administrative and Administrative Analysts	38	3	41	92.7%
24 Police Officers, Lts. and Below	8,781	1,079	9,860	89.1%
37 Executive Administrative Assistants	90	11	101	89.1%
17 Supervisory Prof. Engineering and Scientific	451	65	516	87.4%
27 L. A. Port Police Command Officers	13	2	15	86.7%
26 Port Pilots	11	2	13	84.6%
38 L. A. Port Police Assoc.	95	19	114	83.3%
20 Supervisory Administrative	1,071	220	1,291	83.0%
39 L. A. Airport Supervisory Peace Officers	58	12	70	82.9%
32 Management Attorneys	14	3	17	82.4%
36 Management Employees	545	153	698	78.1%
28 L. A. General Services Police Officers	17	5	22	77.3%
16 Supervisory Librarians	84	25	109	77.1%
19 Supervisory Technical	214	65	279	76.7%
29 Deputy City Attorneys	371	118	489	75.9%
64 Not Represented	2,324	810	3,134	74.2%
01 Administrative	1,556	607	2,163	72.0%
40 Airport Police Command Officers	5	2	7	71.4%
06 Librarians	490	199	689	71.1%
12 Supervisory Blue Collar	585	246	831	70.4%
30 L. A. Airport Peace Officers	301	131	432	69.7%
09 Plant Equip. Operation and Repair	242	107	349	69.3%
13 Supervisory Building Trades	99	45	144	68.8%
31 Confidential Attorneys	24	11	35	68.6%
07 Recreation Assistants	924	429	1,353	68.3%
18 Safety - Security	984	463	1,447	68.0%
05 Inspectors	574	279	853	67.3%
03 Clerical	3,291	1,690	4,981	66.1%
08 Professional Engineering and Scientific	3,763	2,060	5,823	64.6%
02 Building Trades	1,044	583	1,627	64.2%
21 Technical	750	427	1,177	63.7%
10 Professional Medical	48	28	76	63.2%
11 Recreational	182	147	329	55.3%
04 Equip. Operation and Labor	1,812	1,676	3,488	52.0%
14 Service and Craft	473	443	916	51.6%
34 Crossing Guards	1	1	2	50.0%
15 Service Employees	279	605	884	31.6%

Population Composition

As of September 30, 2018 CITY OF LOS ANGELES



	Q1 2018	Q2 2018	Q3 2018
Civilian	42.4%	42.4%	40.9%
DWP	15.9%	15.7%	17.0%
Police (Sworn)	13.9%	13.7%	14.7%
Fire (Sworn)	4.9%	4.8%	5.2%
Retirees	22.1%	23.3%	22.1%



CITY OF *Los Angeles*
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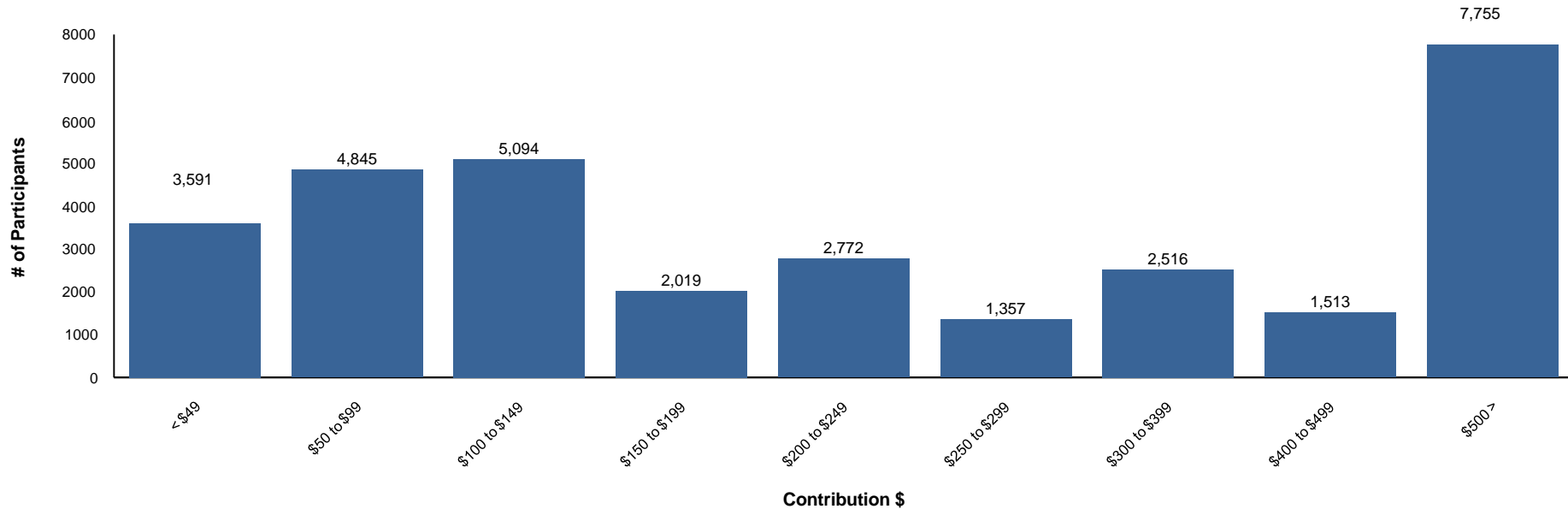
Participant Contributions Analysis



Total Contribution Amount Summary

As of September 30, 2018

CITY OF LOS ANGELES



Total Number of Participants Currently Contributing: 31,462

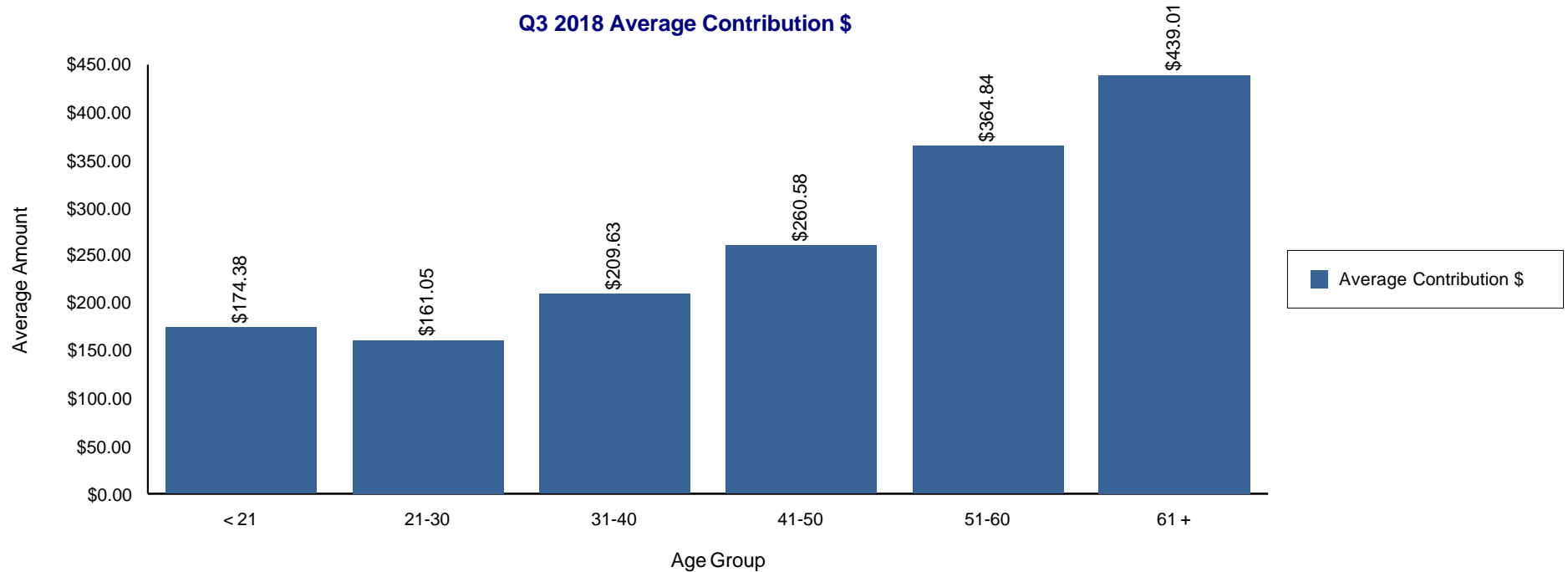
Participant Counts by Quarter

Total Deferral \$	Q1 2018	Q2 2018	Q3 2018
< \$49	3,785	3,767	3,591
\$50 to \$99	4,905	4,919	4,845
\$100 to \$149	5,104	5,103	5,094
\$150 to \$199	2,059	2,068	2,019
\$200 to \$249	2,756	2,779	2,772
\$250 to \$299	1,411	1,382	1,357
\$300 to \$399	2,462	2,489	2,516
\$400 to \$499	1,486	1,488	1,513
\$500 >	7,432	7,732	7,755
Total Participants Contributing	31,400	31,527	31,462

Average Contribution Amount

As of September 30, 2018

CITY OF LOS ANGELES



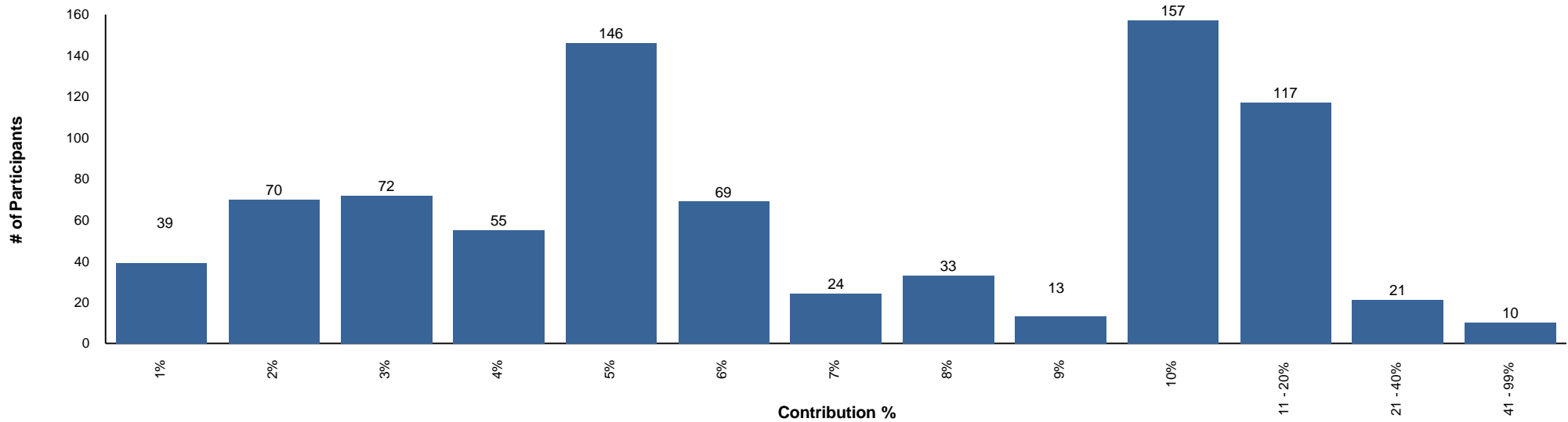
Average Contribution \$ Amount by Quarter

Age Group	Q2 3018	Q3 2018
< 21	\$174.43	\$174.38
21-30	\$156.97	\$161.05
31-40	\$206.99	\$209.63
41-50	\$257.90	\$260.58
51-60	\$358.86	\$364.84
61 +	\$419.88	\$439.01
Overall	\$275.72	\$280.33

Total Contribution Percentage Summary

As of September 30, 2018

CITY OF LOS ANGELES



Total Number of Participants Currently Contributing Q3 2018: 826

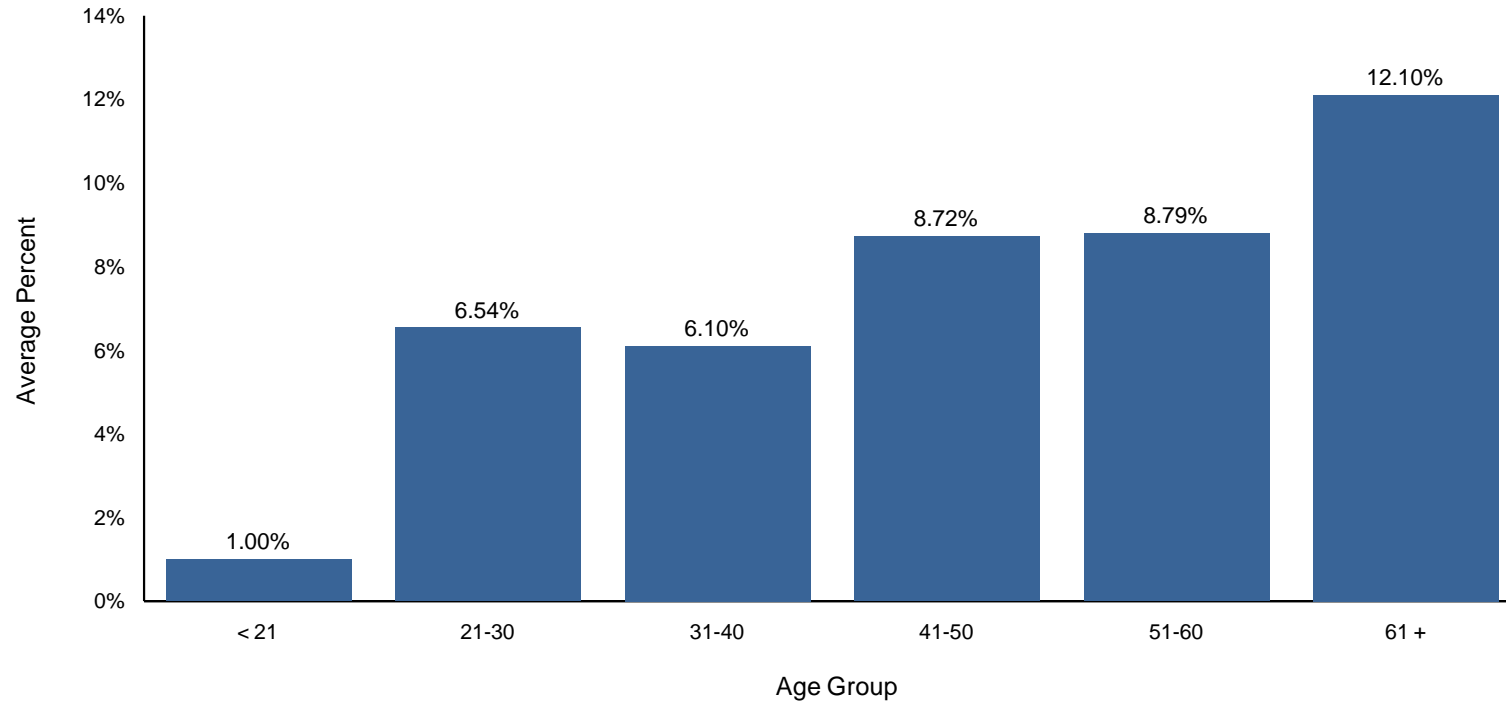
Total Participant Counts by Quarter

Total Deferral %	Q1 2018	Q2 2018	Q3 2018
1%	23	36	39
2%	50	59	70
3%	40	54	72
4%	31	44	55
5%	102	127	146
6%	45	55	69
7%	19	24	24
8%	33	31	33
9%	10	9	13
10%	100	137	157
11 - 20%	78	106	117
21 - 40%	19	19	21
41 - 99%	8	8	10
Total Contributing %	558	709	826

Average Percent of Pay Contribution

As of September 30, 2018

CITY OF LOS ANGELES



Total Contribution % by Quarter

Age Group	Q2 2018	Q3 2018
< 21	2.33	1.00
21-30	7.36	6.54
31-40	6.20	6.10
41-50	5.31	8.72
51-60	8.49	8.79
61 +	14.04	12.10
Overall	6.81%	7.31%



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



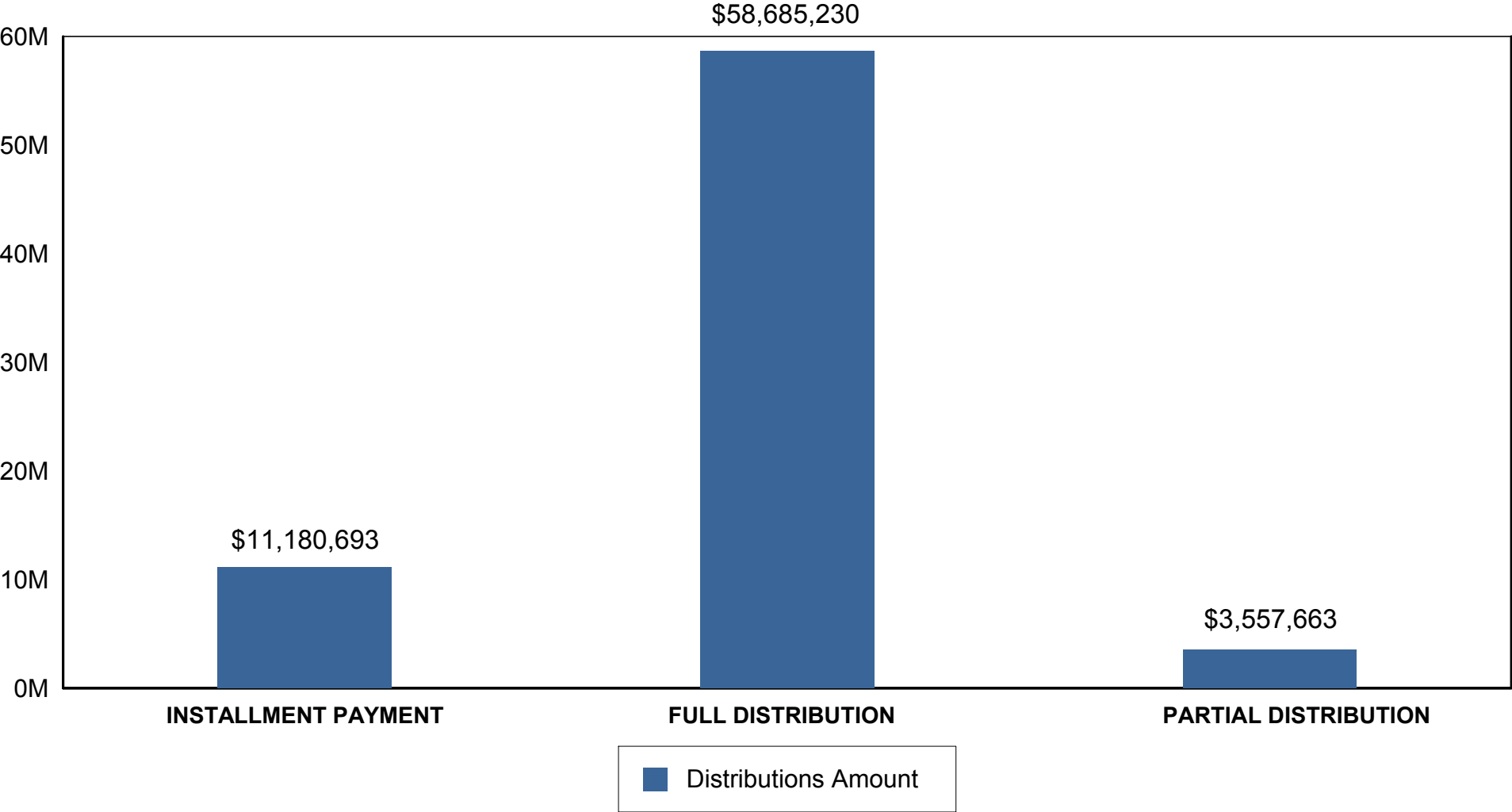
Participant Distributions Analysis



Distributions

July 01, 2018 and September 30, 2018

CITY OF LOS ANGELES



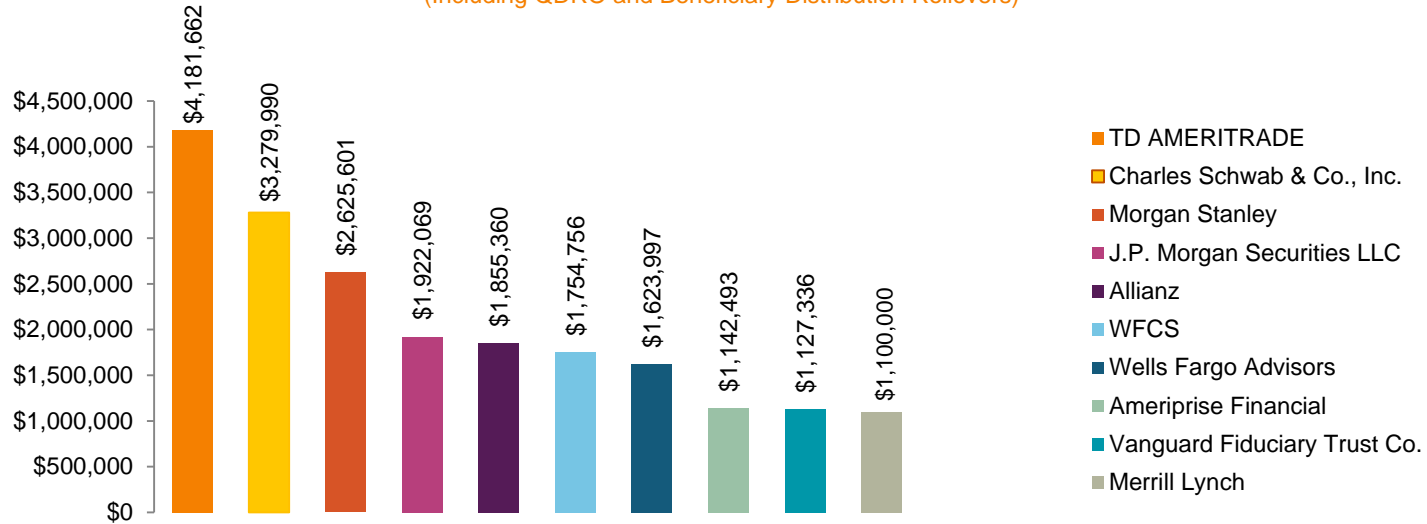
Distributions Type	Number of Distributions	Total Distributions
INSTALLMENT PAYMENT	4,557	\$11,180,693
FULL DISTRIBUTION	1,322	\$58,685,230
PARTIAL DISTRIBUTION	389	\$3,557,663

Rollover Activity

July 1, 2018 to September 30, 2018

CITY OF LOS ANGELES

Top 10 Rollover Providers by Dollar Amount
(Including QDRO and Beneficiary Distribution Rollovers)



Top 10 Rollover Providers by Quarter

	Q4 2017	Q1 2018	Q2 2018	Q3 2018
1	AIG	Charles Schwab & Co., Inc.	Charles Schwab & Co., Inc.	TD AMERITRADE
2	Fidelity Investments	Fidelity Investments	Merrill Lynch - MLPF&S Inc.	Charles Schwab & Co., Inc.
3	UBS	Merrill Lynch	TD Ameritrade	Morgan Stanley
4	Pershing LLC	Morgan Stanley & Co.	LACERS	J.P. Morgan Securities LLC
5	Equity Trust Company	TD Ameritrade	Fidelity Management Trust Co.	Allianz
6	Wells Fargo	Pershing LLC	Pershing LLC	WFCS
7	Trust Company of America	Wells Fargo	Vanguard Fiduciary Trust Co.	Wells Fargo Advisors
8	UMB	Vanguard Fiduciary Trust Co.	Morgan Stanley	Ameriprise Financial
9	National Financial Services	Edward Jones	Edward Jones	Vanguard Fiduciary Trust Co.
10	Edward Jones	Thrivent Financial	Bighthouse Financial	Merrill Lynch

Rollover Activity Historical Data

July 1, 2018 to September 30, 2018

CITY OF LOS ANGELES

Full Rollovers versus Partial Rollovers by Quarter

(Including QDRO and Beneficiary Distribution Rollovers)

Quarter	Full Rollover		Partial Rollover		QTR Total	
Q1 2018	89	\$15,979,606	272	\$24,686,958	361	\$40,666,564
Q2 2018	93	\$19,184,144	309	\$17,863,816	402	\$37,047,960
Q3 2018	105	\$20,791,519	339	\$22,388,891	444	\$43,180,409
YTD Total	287	\$55,955,269	920	\$64,939,665	1207	\$120,894,933

Rollovers to LACERS, LAFPP and WPERP by Dollar Amount by Quarter

(Including QDRO and Beneficiary Distribution Rollovers)

Quarter	LAFPP		LACERS		WPERP		QTR Total	
Q1 2018	131	\$1,525,572	38	\$746,151	8	\$81,821	177	\$2,353,544
Q2 2018	166	\$624,376	54	\$3,272,090	11	\$170,723	231	\$4,067,189
Q3 2018	196	\$693,444	29	\$796,164	7	\$48,064	232	\$1,537,672
YTD Total	493	\$2,843,392	121	\$4,814,405	26	\$300,608	640	\$7,958,405

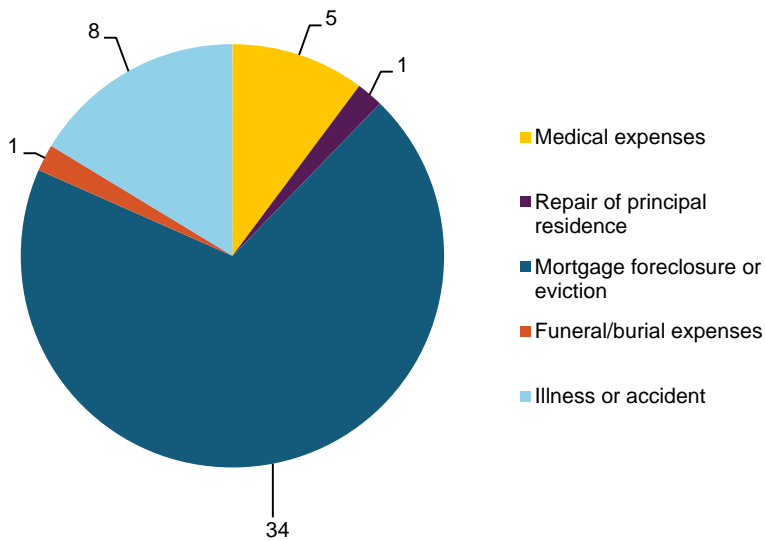
Unforeseeable Emergency Withdrawal Summary

As of September 30, 2018

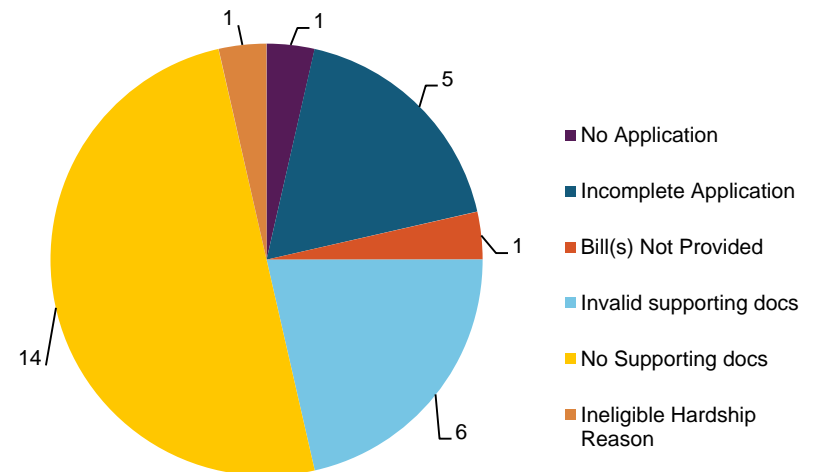
CITY OF LOS ANGELES

Total Participants Requests	112
Approved	85
Denied	27

Withdrawal Reasons
(completed applications)



Rejection Reasons



Unforeseeable Emergency Historical Data

As of September 30, 2018

CITY OF LOS ANGELES

Total Participants Requests	Q1 2018	Q2 2018	Q3 2018
Total Received	116	104	112
Approved	64	86	85
Denied	52	18	27
Withdrawal Reasons (completed applications)			
Medical expenses	9	17	5
Repair of principal residence	3	5	1
Mortgage foreclosure or eviction	41	60	34
Funeral/burial expenses	1	2	1
Illness or accident	10	13	8
Rejection Reasons			
No Application	2	1	1
Incomplete Application	12	3	5
Bill(s) Not Provided	7	6	1
Invalid supporting docs	13	6	6
No Supporting docs	15	2	14
Ineligible Reason	3		1



CITY OF *Los Angeles*
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Asset Analysis



Balances by Investment

As of September 30, 2018

CITY OF LOS ANGELES

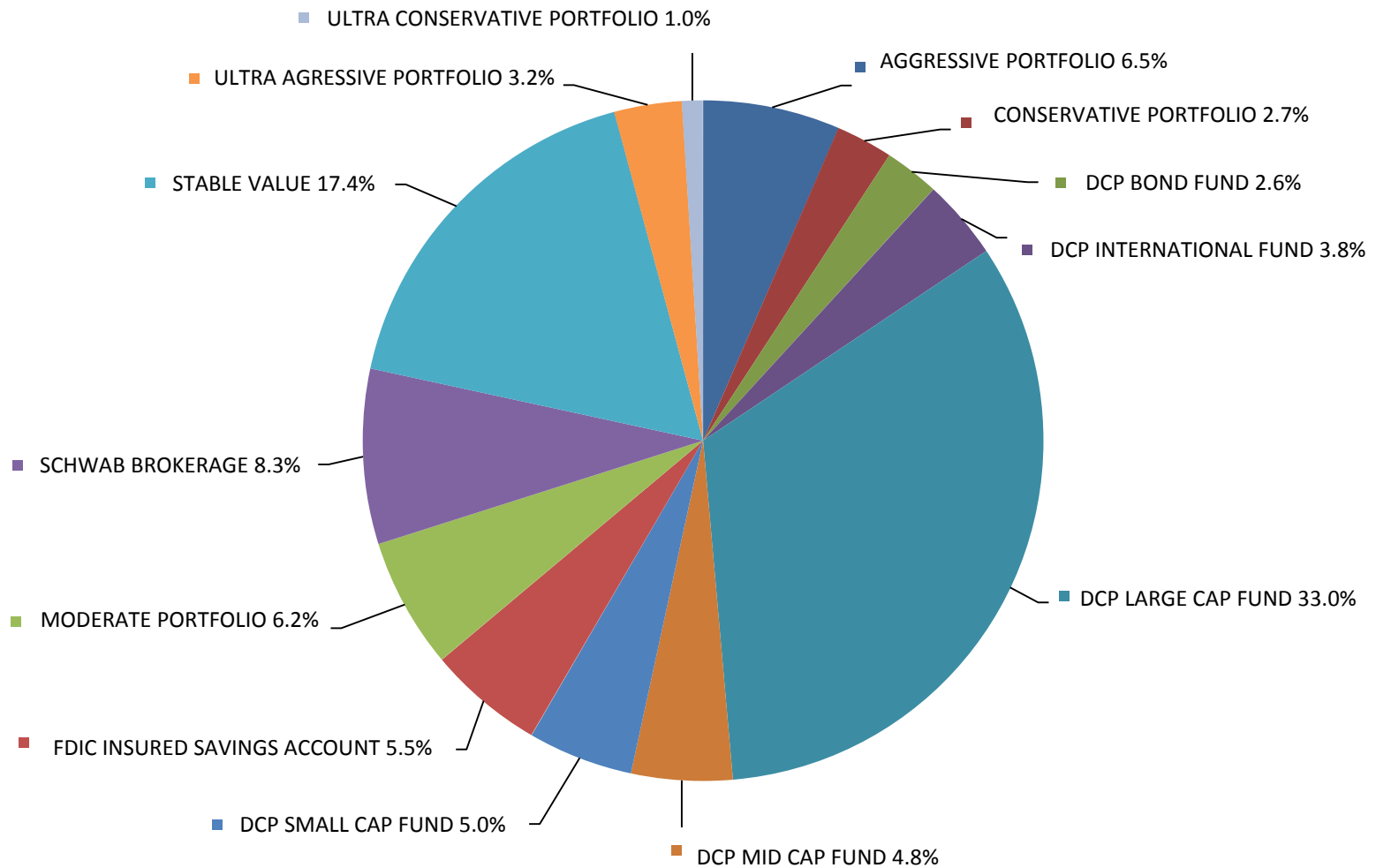
Investment	Investment Balance	Number of Participants	Average Participant	Percentage of Plan Assets
SCHWAB BROKERAGE	\$532,937,211	3,368	\$158,236	8.3%
FDIC INSURED SAVINGS ACCOUNT	\$353,734,284	13,450	\$26,300	5.5%
STABLE VALUE	\$1,116,534,461	13,761	\$81,138	17.4%
ULTRA CONSERVATIVE PORTFOLIO	\$64,795,880	2,005	\$32,317	1.0%
CONSERVATIVE PORTFOLIO	\$171,098,996	4,460	\$38,363	2.7%
MODERATE PORTFOLIO	\$400,946,741	10,979	\$36,519	6.2%
AGGRESSIVE PORTFOLIO	\$418,005,777	13,488	\$30,991	6.5%
ULTRA AGGRESSIVE PORTFOLIO	\$202,737,267	8,624	\$23,508	3.2%
DCP BOND FUND	\$167,176,557	7,438	\$22,476	2.6%
DCP LARGE CAP FUND	\$2,122,986,684	21,630	\$98,150	33.0%
DCP MID CAP FUND	\$311,182,753	8,538	\$36,447	4.8%
DCP SMALL CAP FUND	\$321,555,385	10,400	\$30,919	5.0%
DCP INTERNATIONAL FUND	\$243,540,552	10,288	\$23,672	3.8%
Total Investment Balance:	\$6,427,232,548			
Total Loan Fund:	\$174,498,510.59			

Balances by Investment

As of September 30, 2018

CITY OF LOS ANGELES

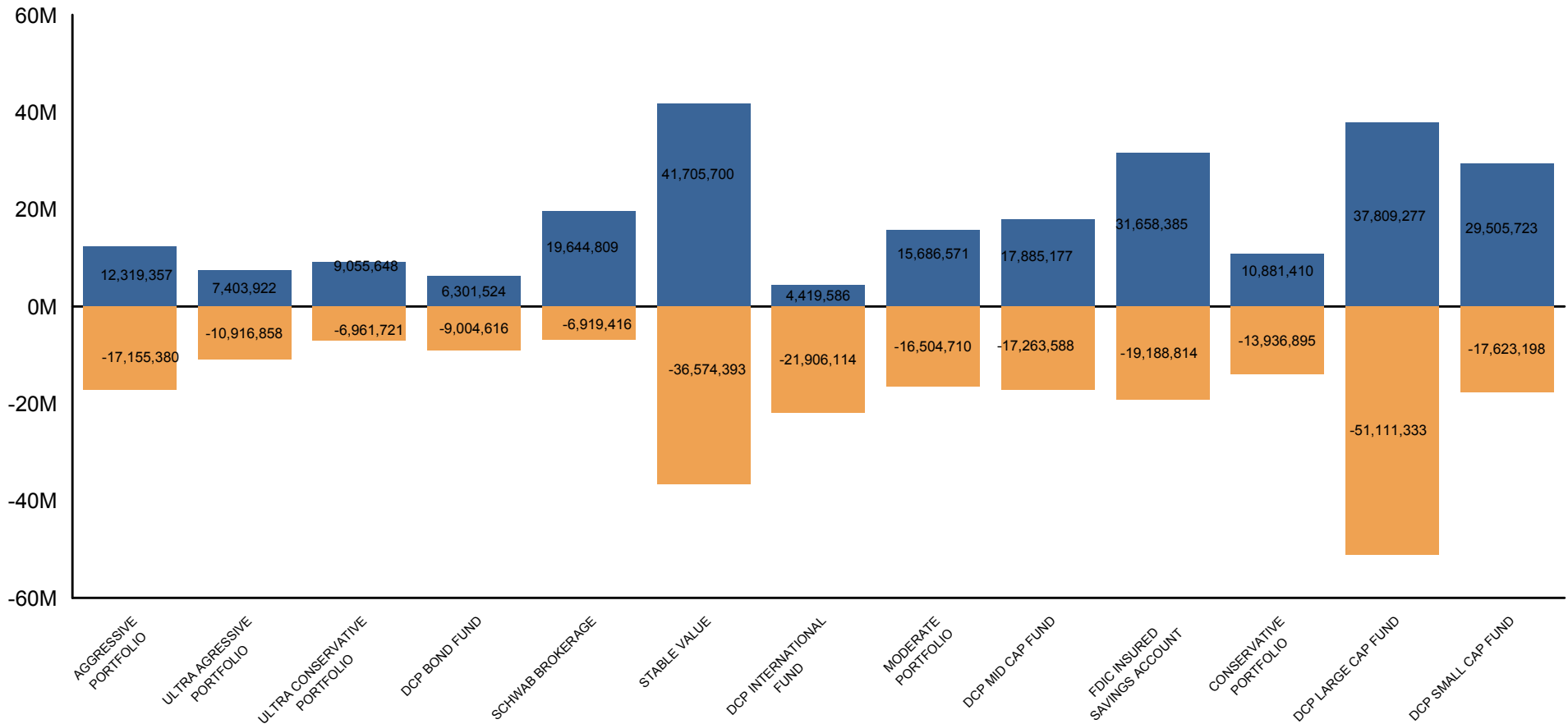
Percentage of Plan Assets



Transfer Activity by Investment

July 1, 2018 to September 30, 2018

CITY OF LOS ANGELES



Transfer Activity by Investment

July 1, 2018 to September 30, 2018

CITY OF LOS ANGELES

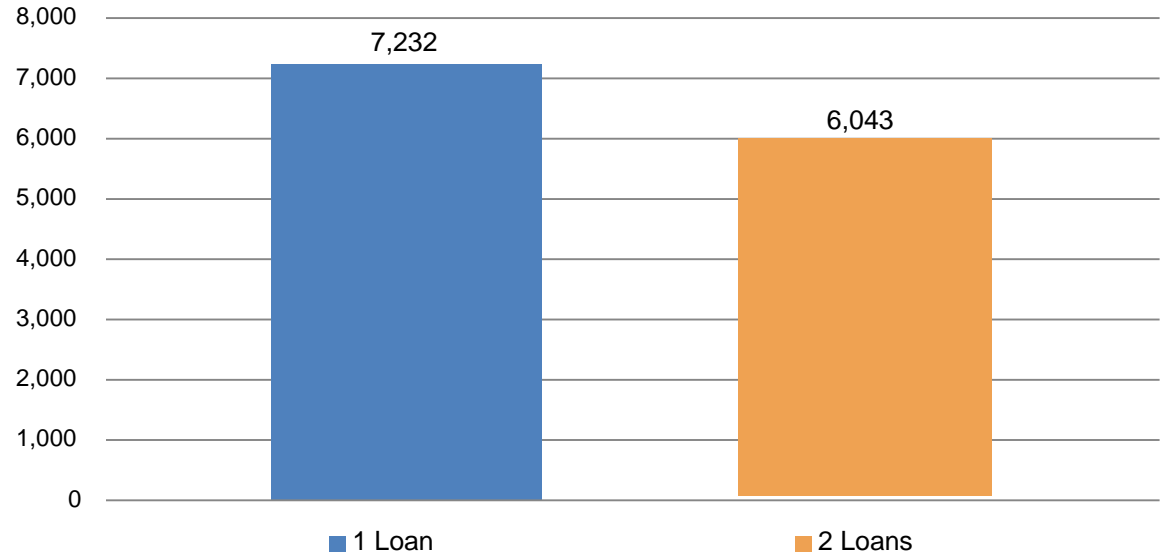
Investment Name	Transfers In	Transfers Out	Net
SCHWAB BROKERAGE	\$19,644,809	\$-6,919,416	\$12,725,393
FDIC INSURED SAVINGS ACCOUNT	\$31,658,385	\$-19,188,814	\$12,469,571
STABLE VALUE	\$41,705,700	\$-36,574,393	\$5,131,308
ULTRA CONSERVATIVE PORTFOLIO	\$9,055,648	\$-6,961,721	\$2,093,927
CONSERVATIVE PORTFOLIO	\$10,881,410	\$-13,936,895	-\$3,055,485
MODERATE PORTFOLIO	\$15,686,571	\$-16,504,710	-\$818,139
AGGRESSIVE PORTFOLIO	\$12,319,357	\$-17,155,380	-\$4,836,023
ULTRA AGGRESSIVE PORTFOLIO	\$7,403,922	\$-10,916,858	-\$3,512,935
DCP BOND FUND	\$6,301,524	\$-9,004,616	-\$2,703,091
DCP LARGE CAP FUND	\$37,809,277	\$-51,111,333	-\$13,302,056
DCP MID CAP FUND	\$17,885,177	\$-17,263,588	\$621,588
DCP SMALL CAP FUND	\$29,505,723	\$-17,623,198	\$11,882,525
DCP INTERNATIONAL FUND	\$4,419,586	\$-21,906,114	-\$17,486,528

Historical Loan Data

As of September 30, 2018

CITY OF LOS ANGELES

Q3 2018

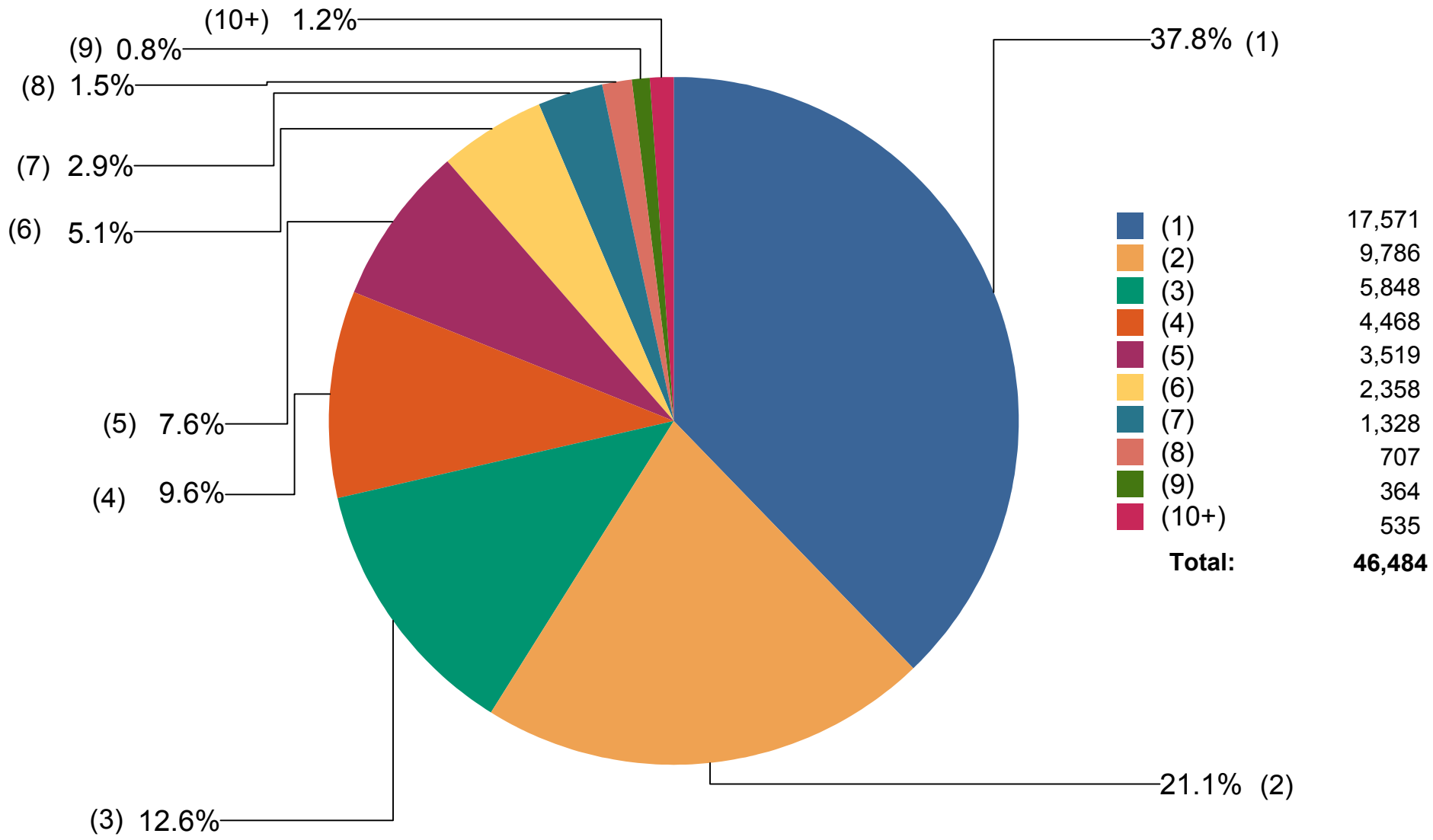


	Q1 2018	Q2 2018	Q3 2018
Total Participants with Loans:	13,406	13,297	13,275
Total Number of Outstanding Loans:	19,681	19,477	19,318
Number of General Loans:	17,780	17,594	17,436
Number of Residential Loans	1,901	1,886	1,885
Total Outstanding Loan Balance	\$195,556,916.38	\$197,308,202	\$196,454,202
General Loan Balance:	\$156,738,931.62	\$162,736,394	\$162,456,220
Residential Loan Balance:	\$33,788,785.76	\$34,571,808	\$33,997,982
Number of Re-amortized Loans during the period:	221	266	185
Number of Loan Defaults during the period:	289	173	171
New Loans Initiated During the period:	1,297	1,627	1,511
New Loans Initiated by Active Participants:	1,232	1,561	1,449
New Loans Initiated by Retirees:	65	66	62

Participants with Balances by Number of Investments

As of September 30, 2018

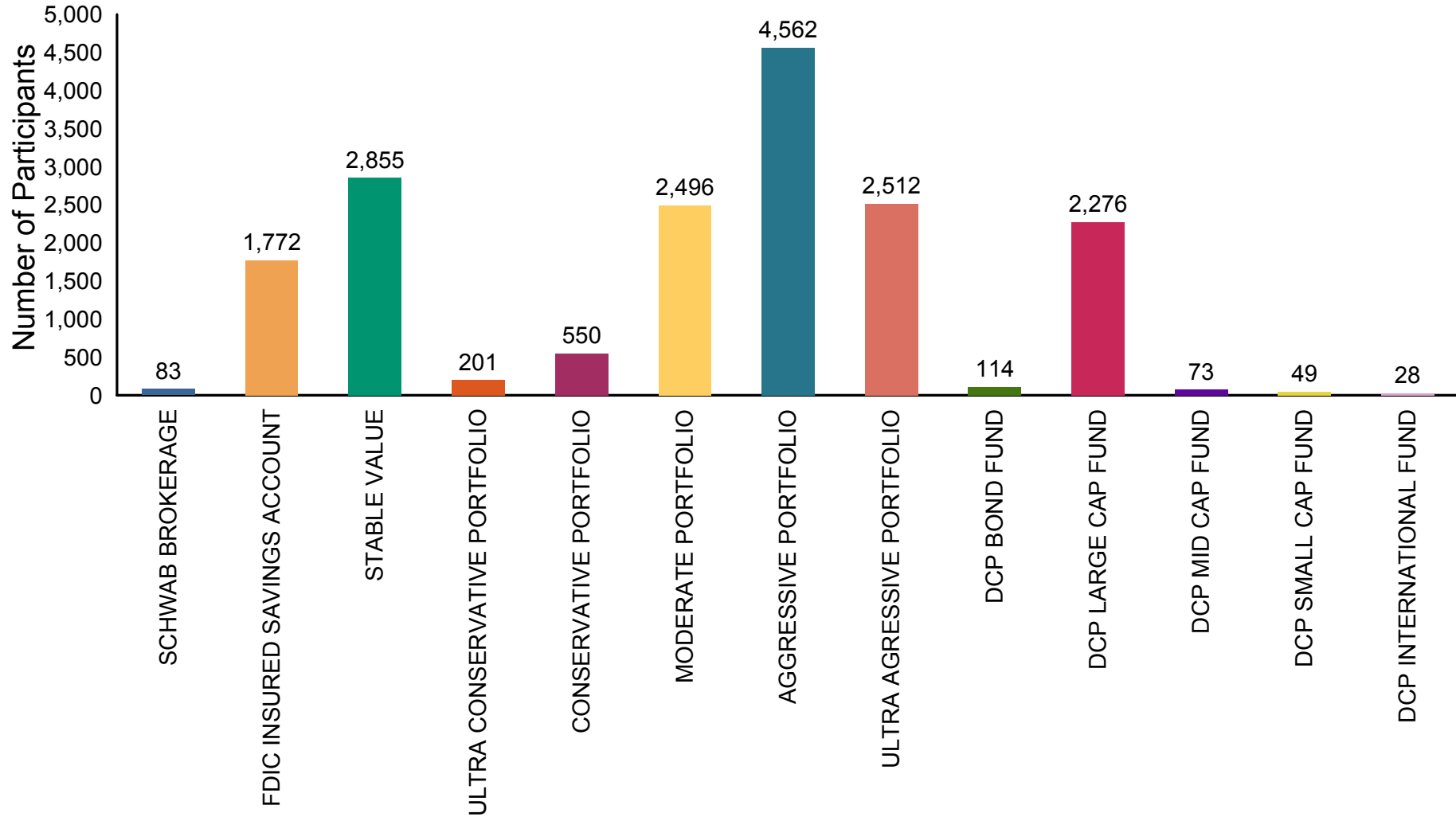
CITY OF LOS ANGELES



Participants with a Balance in a Single Investment

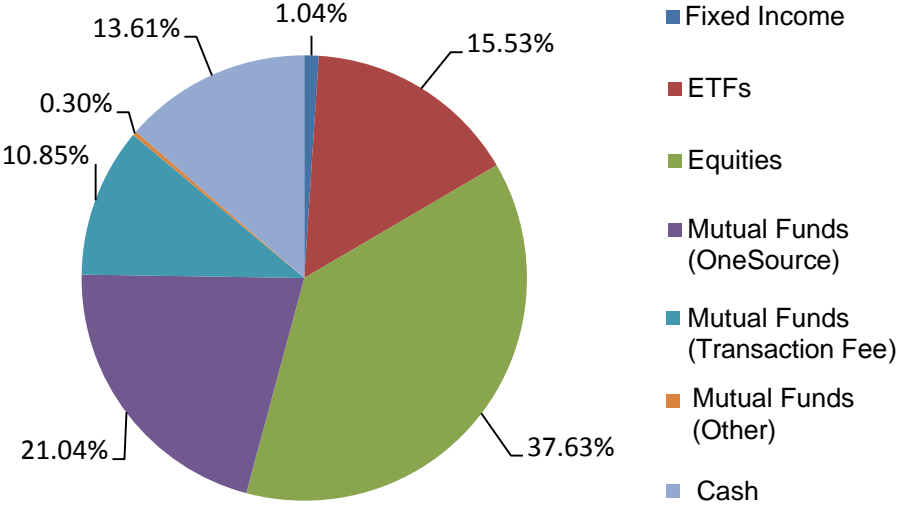
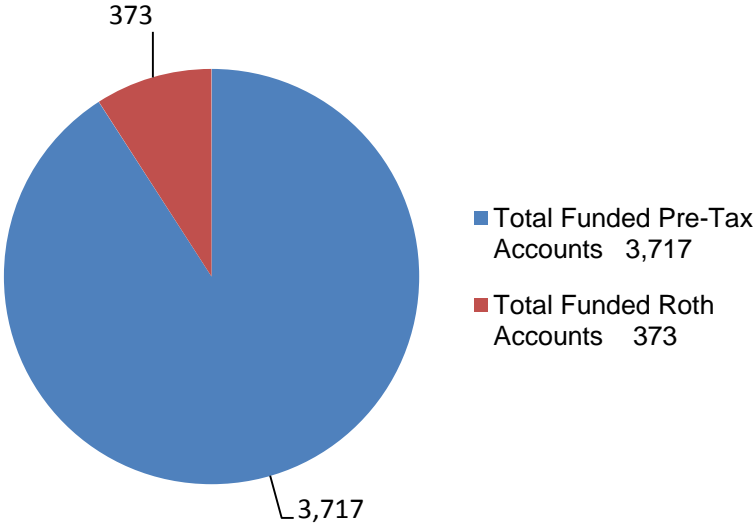
As of September 30, 2018

CITY OF LOS ANGELES



SDBO Summary

As of September 30, 2018 CITY OF LOS ANGELES



Total Funded Pre-Tax Accounts: 3,717
 SDBO accounts opened this quarter: 136
 Total Advisor Managed Funded SDBO Accounts: 752

Historical SDBO Data

As of September 30, 2018

CITY OF LOS ANGELES

Plan Profile Information	Q1 2018	Q2 2018	Q3 2018
Total Funded Pre-Tax Accounts:	3,506	3,592	3,717
Total Funded Roth Accounts	329	346	373
SDBO accounts opened during quarter	118	101	136
Total Advisor Managed Funded	643	689	752
Market Value Allocation - All Assets	Q1 2018	Q2 2018	Q3 2018
Fixed Income	0.81%	0.88%	1.04%
ETFs	15.60%	15.33%	15.53%
Equities	36.21%	37.53%	37.63%
Mutual Funds (OneSource)	21.56%	20.88%	21.04%
Mutual Funds (Transaction Fee)	11.66%	10.85%	10.85%
Mutual Funds (Other)	0.31%	0.30%	0.30%
Cash	13.85%	14.22%	13.61%



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Participant Services



City of Los Angeles DCP Digital Engagement Report

Q3 07/01/2018 - 09/30/2018

Retirement Calculator Engagement

29% of participants took action after using Retirement Calculator

85 participants changed deferral rate: on average from 4.8% to 6.9%

1,390 participants changed deferral amt: on average from \$298 to \$311

714 changed fund allocation

28 participants rolled money into Plan

Activity	# of Participants
Logged in with access to <i>Retirement Calculator</i>	18,657
Viewed <i>Retirement Calculator</i>	12,143 (65%)
Engaged and interacted with <i>Retirement Calculator</i>	6,517 (54%)
Took Action after using <i>Retirement Calculator</i>	1,864 (29%)



Personal Financial Dashboard (PFD) Engagement

23% of participants took action after using PFD

10 participants changed deferral rate: on average from .8% to 7.7%

78 participants changed deferral amt: on average from \$235 to \$250

49 changed fund allocation

1 participant rolled money into Plan

Activity	# of Participants
Used the <i>PFD</i>	452
Created an action plan	144 (32%)
Took action after using <i>PFD</i>	105 (23%)



City of Los Angeles DCP Digital Engagement Report

Q3 07/01/2018 - 09/30/2018

Retirement Calculator Loans

677 participant(s) used the Retirement Calculator loan guidance

281 (42%) participants used loan guidance and didn't take a loan

396 (58%) participants used loan guidance and went on to take a loan

672 participant(s) skipped guidance and clicked on "request a loan"

150 (22%) participants skipped guidance and didn't take a loan

522 (78%) participants skipped guidance and went on to take a loan





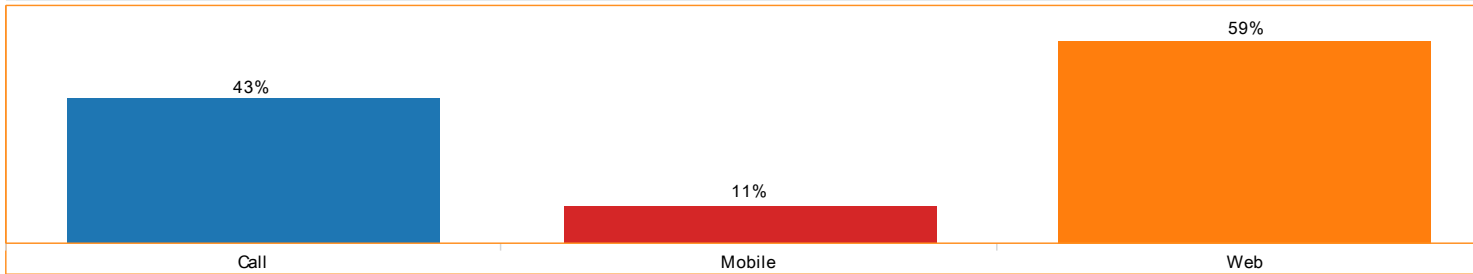
Retirement Metrics that Matter

Engagement

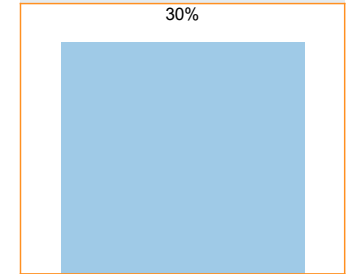
71% of plan participants have engaged (used web, mobile, or called*) over the last 12 months

60% of plan participants have digitally engaged over the last 12 months

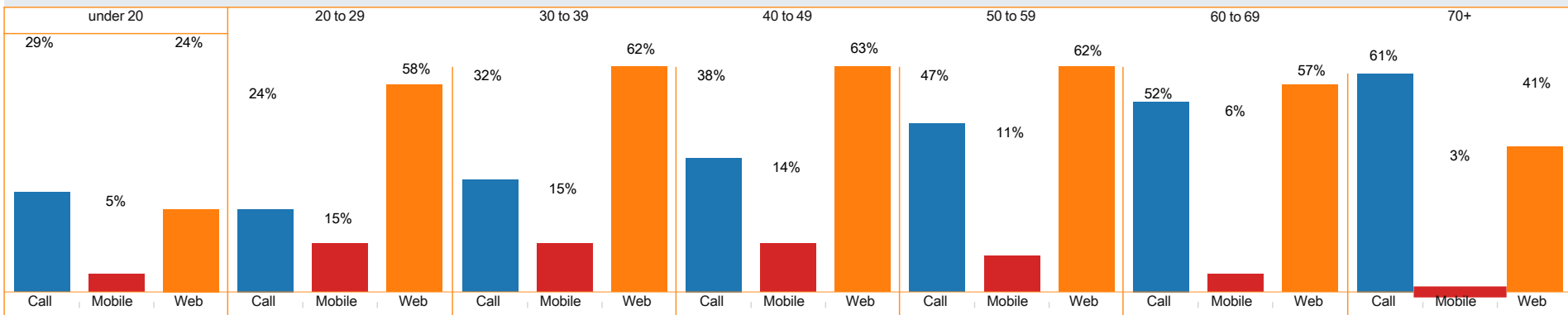
Unique Participant Engagement by Channel



E-Delivery



Engagement by Age



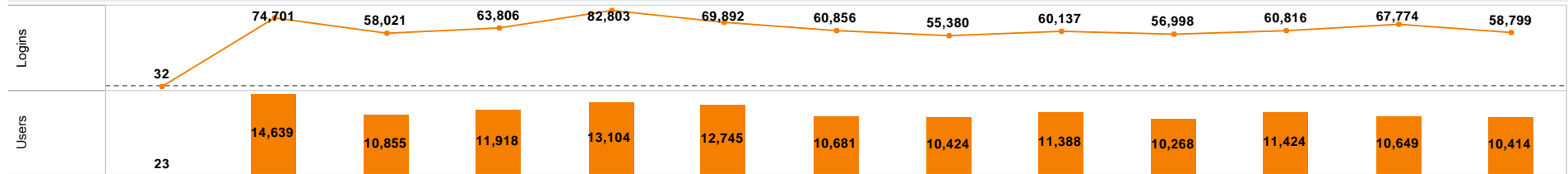


Retirement Metrics that Matter

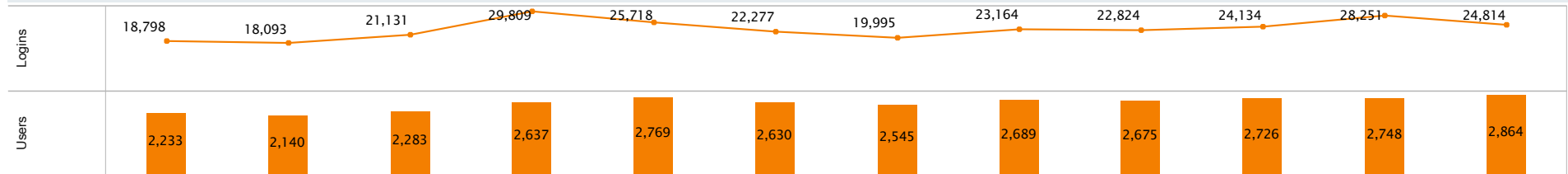
Engagement

Trends

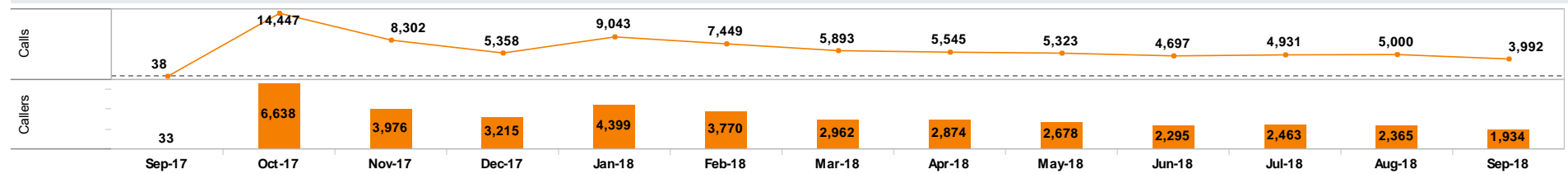
Web Logins



Mobile Logins



Authenticated Calls **

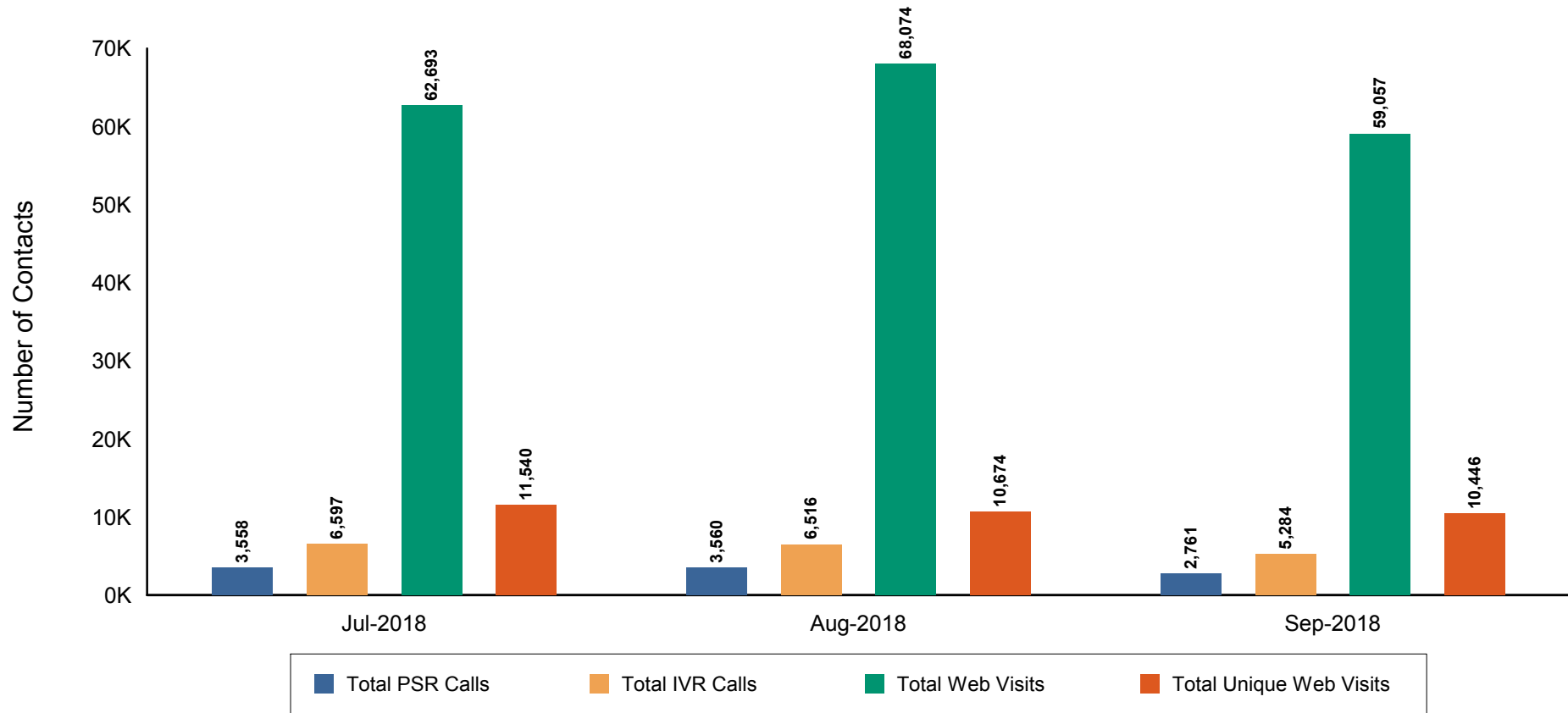


Published by: Digital Solutions | Data as of: 9/30/2018

Participant Contact Summary

July 1, 2018 to September 30, 2018

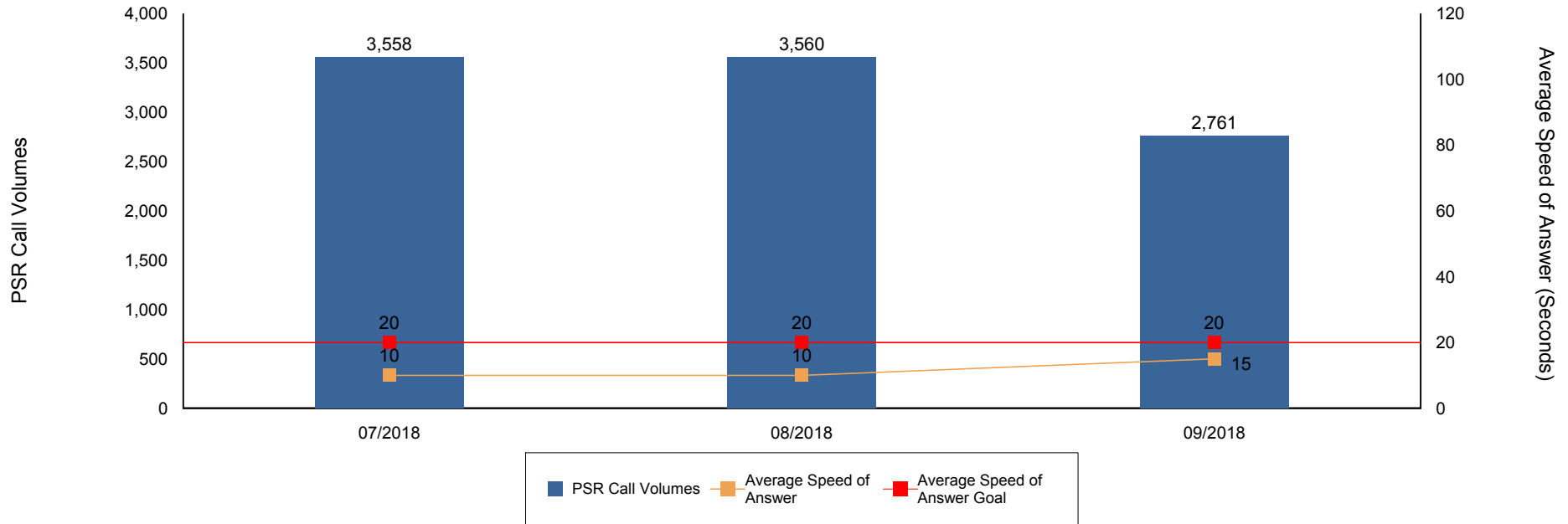
CITY OF LOS ANGELES



Participant Service Representative (PSR) Activity

July 01, 2018 to September 30, 2018

CITY OF LOS ANGELES

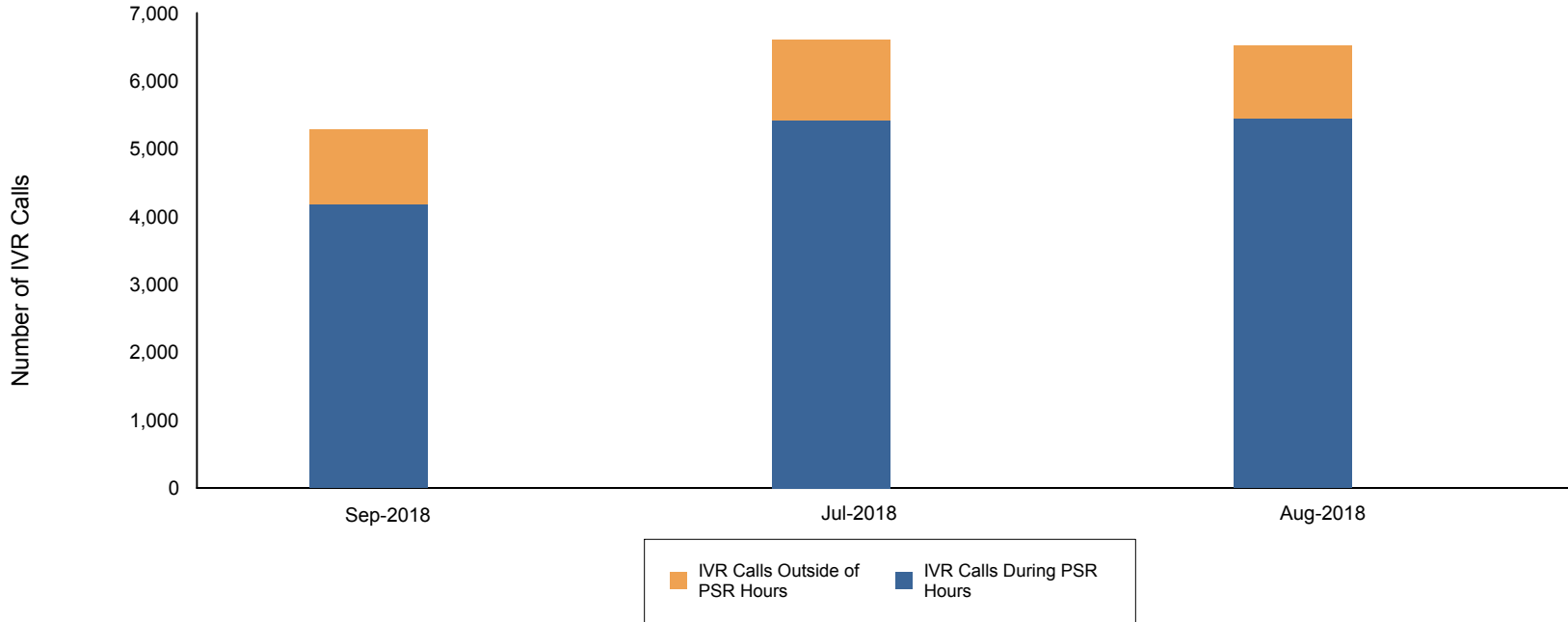


Reporting Period	PSR Call Volume	Average Speed of Answer (Seconds)	Average Call Length (Minutes)
Jul-2018	3,558	10	6.32
Aug-2018	3,560	10	6.40
Sep-2018	2,761	15	6.50

IVR Activity

July 01, 2018 to September 30, 2018

CITY OF LOS ANGELES

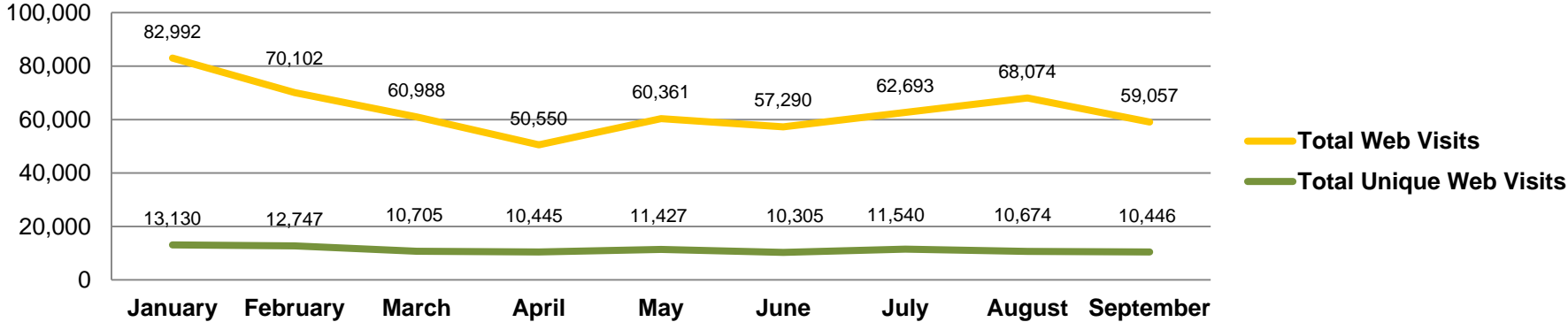
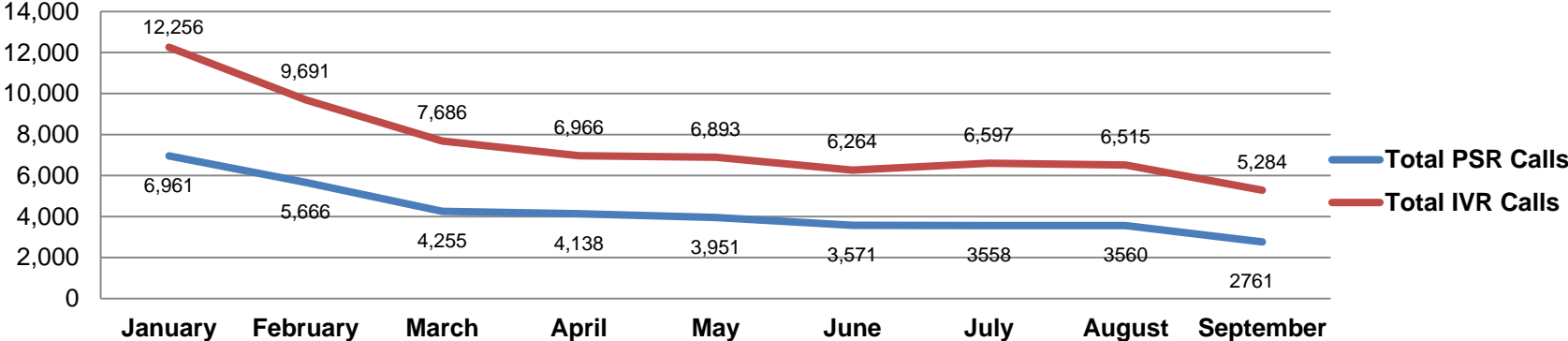


Date	Total IVR Calls	IVR Calls During PSR Hours	IVR Calls Outside of PSR Hours	IVR Calls Transferred to PSR
Jul-2018	6,597	5,416	1,181	3,579
Aug-2018	6,516	5,447	1,069	3,583
Sep-2018	5,284	4,184	1,100	2,787

Participant Contact Trending

As of September 30, 2018

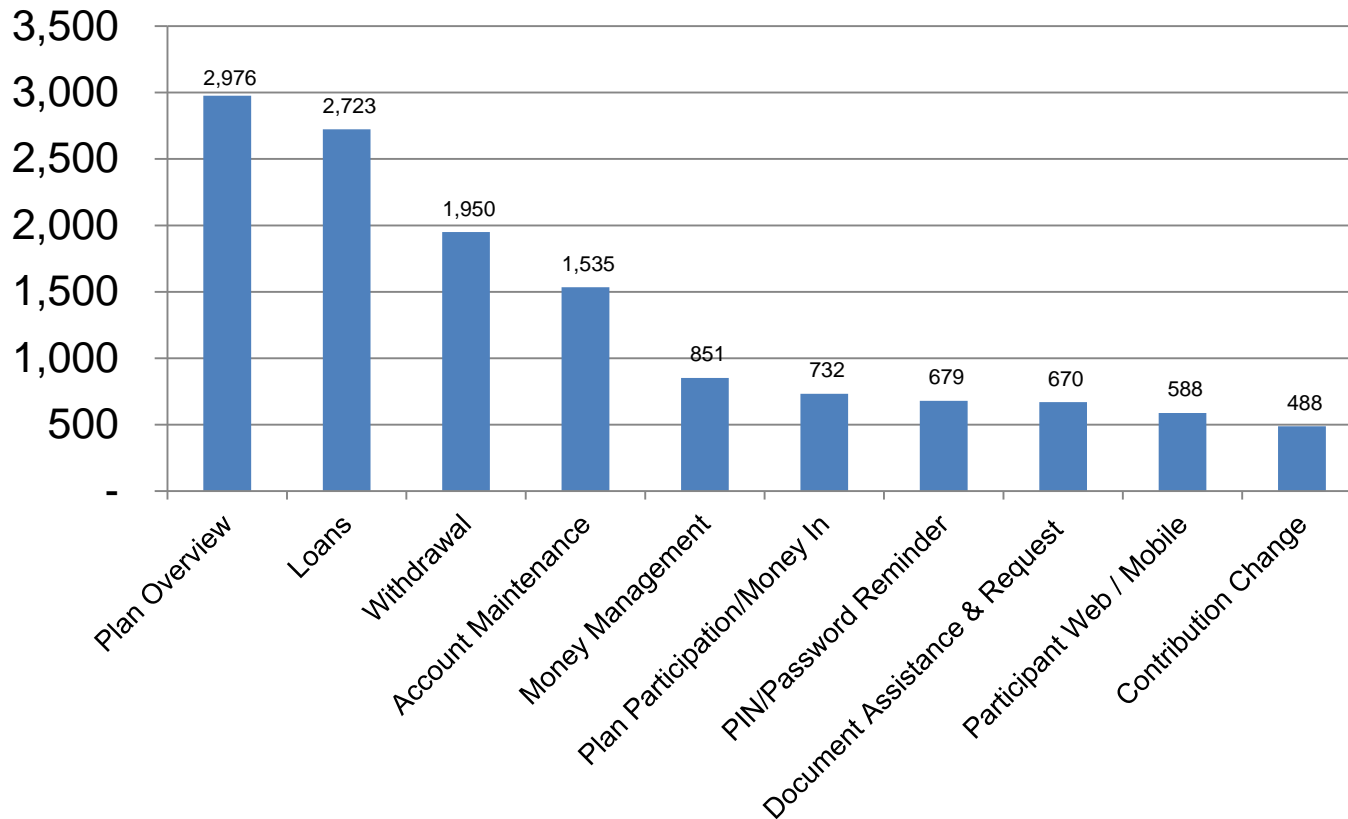
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PSR Activity: Top Ten Call Reasons

As of September 30, 2018

CITY OF LOS ANGELES



PSR Activity: Top Ten Call Reasons Trending

As of September 30, 2018

CITY OF LOS ANGELES

NOTE: Blanks indicate Call Type was not in the top 10 Call Reason for the period

Call Type	Q1 2018	Q2 2018	Q3 2018
Plan Overview	4,982	3,281	2,976
Loans	3,296	2,946	2,508
Withdrawal	2,374	2,133	1,914
Account Maintenance	1,752	1,031	1,168
Plan Participation/Money In		753	732
Document Assistance & Request	482	892	672
Money Management	853	505	577
Participant Web / Mobile	1,365	766	524
PIN/Password Reminder			487
Contribution Change	1,692	507	447
Contact Information	651	572	
Account Balance	430		

PSR Activity

October 31, 2017 to September 30, 2018

CITY OF LOS ANGELES

Reporting Period	PSR Call Volumes	Spanish Call Volumes	Number of Calls Abandoned	Percent of Calls Abandoned
Oct-2017	9,633	74	732	0.07%
Nov-2017	5,980	26	59	0.00%
Dec-2017	6,771	39	21	0.00%
Jan-2018	6,961	49	95	0.01%
Feb-2018	5,666	55	26	0.00%
Mar-2018	4,255	40	87	0.02%
Apr-2018	4,138	26	66	0.01%
May-2018	3,951	45	21	0.00%
Jun-2018	3,571	26	4	0.00%
Jul-2018	3,558	34	21	0.00%
Aug-2018	3,560	27	23	0.00%
Sep-2018	2,761	21	26	0.00%

Service Center Stats

As of September 30, 2018

CITY OF LOS ANGELES

Month	Calls Entered	Calls Accepted	Average Speed Answered	Service Level **	Average Abandoned	Average Handle Time	Customer Satisfaction	First Call Resolution	Number of Surveys	Survey Participation Rate
Oct	10,994	10,228	1:25	72.40%	7.00%	7:06	95.60%	86.20%	2536	24.79%
Nov	6,549	6,481	0:10	92.70%	1.00%	8:44	96.10%	86.80%	1212	18.70%
Dec	7,161	7,135	0:04	98.10%	0.40%	8:14	95.30%	88.60%	1205	16.89%
Jan	7,056	6,961	0:23	86.30%	1.30%	8:30	93.40%	83.50%	480	6.90%
Feb	5,692	5,666	0:09	96.50%	0.50%	8:03	93.20%	87.70%	581	10.25%
Mar	4,342	4,255	0:35	81.10%	2.00%	8:38	98.40%	91.70%	591	13.89%
Apr	4,205	4,139	0:28	85.80%	1.60%	8:19	96.50%	91.50%	406	9.81%
May	3,972	3,951	0:08	95.90%	0.50%	7:44	97.20%	91.60%	583	14.76%
Jun	3,575	3,571	0:03	98.90%	0.10%	7:52	97.50%	92.50%	713	19.97%
Jul	3,999	3,976	0:09	95.70%	0.60%	7:59	97.80%	91.70%	805	20.25%
Aug	3,602	3,579	0:10	95.10%	0.60%	8:06	97.80%	92.80%	741	20.70%
Sep	2,815	2,788	0:15	92.60%	0.90%	8:05	98.00%	92.80%	562	20.16%

** Service Level - % of calls answered within :30 Service Level

Paperless Transactions by Channel (IVR/PSR/WEB/MOB Combined)

July 1, 2018 to September 30, 2018

CITY OF LOS ANGELES

Paperless Transaction Description	Q1 2018	Q2 2018	Q3 2018
Address Change	221	241	236
Banking Information	988	919	811
Beneficiary Election	1,142	825	782
Contribution Rate Change	6,377	4,544	4,969
Contribution Rate Escalator	94	60	55
Enrollments	727	438	484
Form Request	426	348	281
Fund to Fund Transfer	3,748	2,510	2,618
In-service Withdrawal	1,158	986	1,074
Investment Election Change	2,462	1,775	2,079
Investment Reallocation	1,697	1,009	1,142
Rebalance Election	75	51	60
Loan Repayment ACH Election	63	65	45
New Loans Issued	1,218	1,518	1,355
Online Loan Payoff via ACH	2,181	1,908	1,718
Termination Distribution	244	161	175



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Local Service Center



Local Retirement Counselors

July 1, 2018 to September 30, 2018



Vincent Alvarez, Leslie Yoshioka, La Tanya Harris, Carol Say, Steve Harmon

Highlights from 3Q 2018

LAWA

- Attended their Employee Appreciation Day event. The event was held at three different times: **3:00 am, 10:30 am, and 6:00 pm**

LA Zoo & Botanical Gardens

- Attended their Employee Recognition meeting with a 120 Zoo employees.

Public Works

- Visited 5 Public Woks locations including Contracts Administration and Sanitation

Rec & Park

- Visited 12 Rec & Park locations in the 3rd Quarter of 2018

Activity by Quarter

	1Q 2018	2Q 2018	3Q 2018
Total Site Visits	86	115	97
Attendees	2,480	3,132	2,754
Enrollments	207	341	216
Call Totals	3,736	3,606	4,066
Counter Service	1,297	1,108	948
Total Participant Interaction	7,806	8,302	8,081

Local Retirement Counselors

July 1, 2018 to September 30, 2018

Site Visits by Quarter

Location	1Q 2018	2Q 2018	3Q 2018
Animal Services	3	3	-
Building & Safety	-	-	1
City Hall	3	-	2
Council	-	-	1
DOT	6	4	1
DWP	19	20	21
Farmer's Market	-	9	-
Fig Plaza	-	2	-
Fire Maintenance	-	1	-
General Services	-	1	-
LACERS	13	11	11
LAFD	1	1	1
LAFPP	4	6	4
LAPD	5	17	6
LAPPL	4	5	6
LAWA LAX	12	14	15
LAWA Van Nuys	1	-	1
LA Zoo & Botanical Gardens	-	-	1
Library	4	3	1
Marvin Braude Building	-	-	3
Personnel	1	-	-
Port of Los Angeles Harbor	3	3	3
Public Works Building	-	1	1
Public Works –Contracts Administration	1	-	2
Public Works- Engineering	2	-	-
Public Works- Sanitation	1	5	4
Public Works-Street Lightning	1	-	-
Public Works- Street Services	1	1	-
Rec & Park	-	3	12
Wellness Fair (City Hall)	-	1	-
Total On-site Visits	85	111	97



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Thank You





Appendix



CITY OF LA 457 DEFERRED COMP

Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

As of 9/30/2018

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 9/30/2018

Plan Profile Information

Plan Type	457B
Total PCRA Assets	\$532,169,843
Total Funded PCRA Accounts	3,717
Total Roth Assets	\$8,811,172
Total Funded Roth Accounts	373
Total Advisor Managed PCRA Assets	\$154,446,740
Total Advisor Managed Funded PCRA Accounts	752
PCRA Accounts Opened This Quarter	136
PCRA Assets In and Out This Quarter*	\$16,963,258
Average PCRA Account Balance	\$143,172

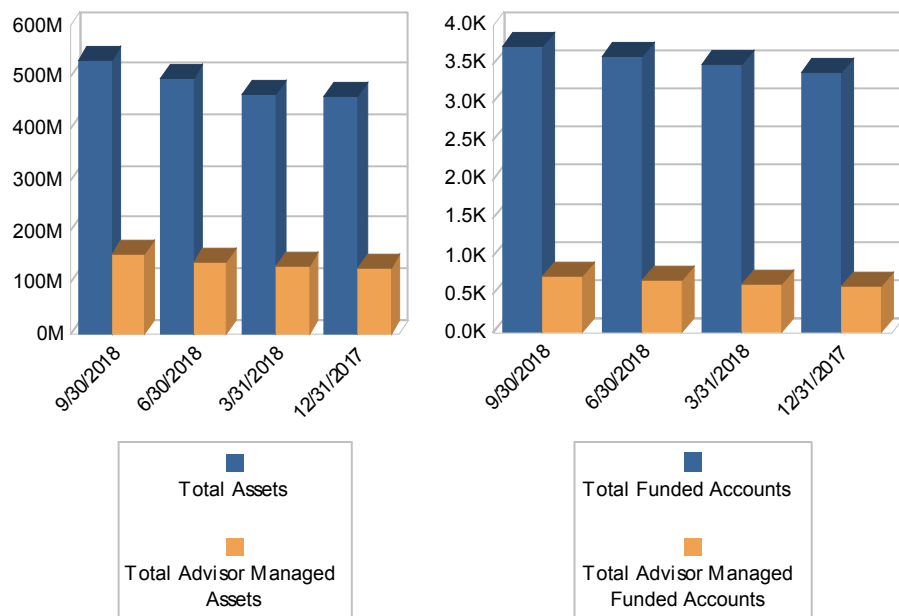
PCRA Participant Profile Information

Average Participant Age	52
Percent Male Participants	83%
Percent Female Participants	17%

Total Assets by Category

Cash Investments	\$72,430,495
Equities	\$200,264,270
ETFs	\$82,663,660
Fixed Income	\$5,561,726
Mutual Funds	\$171,328,131
Other	-\$78,439

Assets and Accounts (Trailing 4 Quarters)



Average Positions Per Account

Cash Investments	1.0
Equities	4.2
ETFs	1.6
Fixed Income	0.1
Mutual Funds	2.0
Other	0.0
Total	8.9

Average Trades Per Account

Equities	3.5
ETFs	1.2
Fixed Income	0.0
Mutual Funds	2.4
Other	0.1
Total	7.2

* Assets In and Out includes contributions and distributions.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 9/30/2018

Top 10 Mutual Fund Holdings**

Name	Category	Symbol	OS*	\$MF Assets	%MF Assets
PROFUNDS ULTRA NASDAQ 100 INV CL	Specialized Funds	UOPIX	Y	\$3,748,554	2.20%
T ROWE PRICE COMM AND TECH FUND INV	Specialized Funds	PRMTX	Y	\$3,181,775	1.87%
DFA GLOBAL ALLOC 60/40 PORT INST CL	Hybrid Funds	DGSIX	N	\$2,979,963	1.75%
DFA US CORE EQTY 2 PORT INSTL	Small Capitalization Stock Funds	DFQTX	N	\$2,920,969	1.72%
JANUS HENDERSON GLBL TECH T	Specialized Funds	JAGTX	Y	\$2,803,286	1.65%
SCHWAB S&P 500 INDEX FD	Large Capitalization Stock Funds	SWPPX	Y	\$2,740,627	1.61%
RISKPRO DYNAMIC 15 TO 25 FD CL R	Hybrid Funds	PFDPX	Y	\$2,715,575	1.60%
RISKPRO PFG AGGRESSIVE 30 PLUS FD CL R	International	PFSUX	Y	\$2,608,169	1.53%
PIMCO INCM INST CL	Taxable Bond Funds	PIMIX	N	\$2,547,709	1.50%
RISKPRO PFG EQUITY 30 PLUS FD CL R	Large Capitalization Stock Funds	PFDEX	Y	\$2,312,091	1.36%

Top 10 Fund Families

Name	\$MF Assets	%MF Assets
DFA	\$21,051,119	12.38%
JANUS	\$12,761,607	7.51%
SCHWAB	\$8,129,966	4.78%
T ROWE PRICE	\$7,888,488	4.64%
VANGUARD	\$6,953,859	4.09%
PROFUNDS	\$5,917,303	3.48%
FIDELITY	\$5,427,844	3.19%
PIMCO FUNDS	\$5,030,208	2.96%
BLACKROCK	\$4,480,329	2.64%
OPPENHEIMER	\$3,516,405	2.07%

**Top 10 Mutual Funds does not include Money Market Funds.

*OS = OneSource, no-load, no transaction fee.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 9/30/2018

Top 10 Equity Holdings

Name	Category	Symbol	\$EQ Assets	%EQ Assets
APPLE INC	Information Technology	AAPL	\$25,267,057	12.62%
AMAZON.COM INC	Consumer Discretionary	AMZN	\$15,621,397	7.80%
FACEBOOK INC CLASS A	Communication Services	FB	\$7,415,830	3.70%
ADVANCED MICRO DEVIC	Information Technology	AMD	\$5,552,447	2.77%
NETFLIX INC	Consumer Discretionary	NFLX	\$4,755,941	2.37%
ALIBABA GROUP HOLDING FSPONSORED ADR	Consumer Discretionary	BABA	\$4,621,848	2.31%
BANK OF AMERICA CORP	Financials	BAC	\$4,550,770	2.27%
BERKSHIRE HATHAWAY CLASS B	Other	BRKB	\$3,779,470	1.89%
NVIDIA CORP	Information Technology	NVDA	\$3,530,066	1.76%
BP PLC FSPONSORED ADR	Energy	BP	\$2,973,533	1.48%

Top 10 ETF Holdings

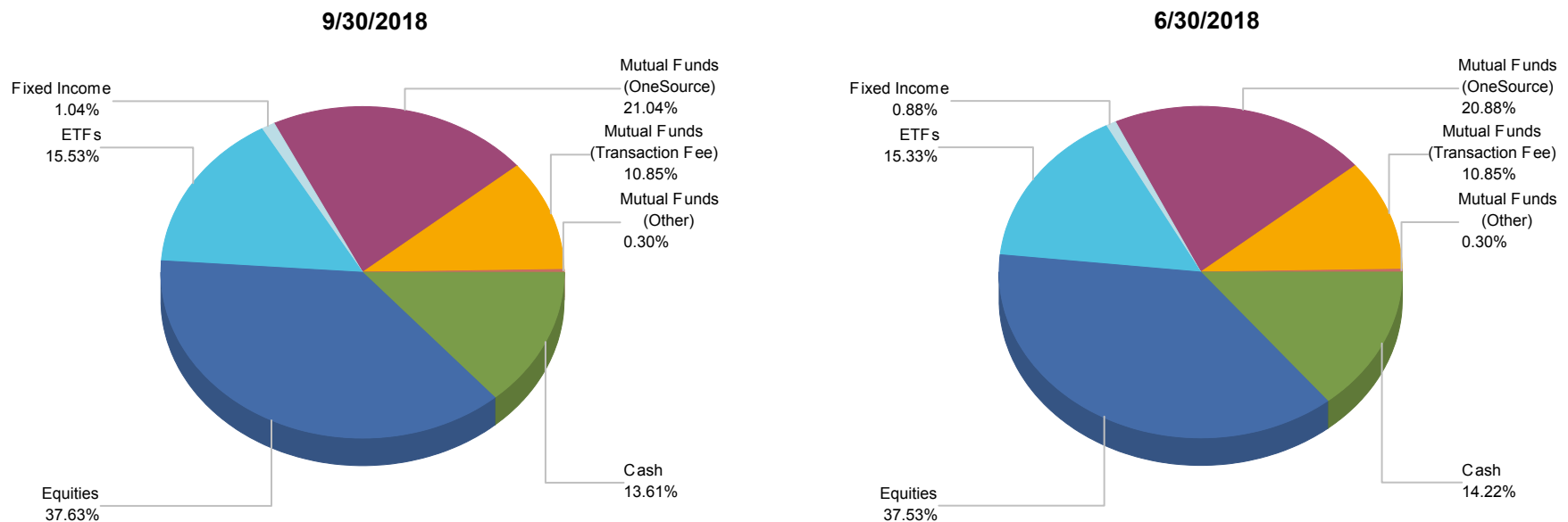
Name	Category	Symbol	OS*	\$ETF Assets	%ETF Assets
SCHWAB US BROAD MARKET ETF	US Equity	SCHB	Y	\$5,935,472	7.18%
SCHWAB INTERNATIONAL EQUITY ETF	International Equity	SCHF	Y	\$4,042,641	4.89%
ISHARES SHORT TERM CORPORAT BD ETF	US FI	IGSB	N	\$3,565,127	4.31%
SCHWAB US SMALL CAP ETF	US Equity	SCHA	Y	\$2,612,547	3.16%
SCHWAB US LARGE CAP GROWTH ETF	US Equity	SCHG	Y	\$2,388,057	2.89%
SCHWAB US LARGE CAP VALUE ETF	US Equity	SCHV	Y	\$2,248,174	2.72%
SCHWAB US AGGREGATE BONDETF	US FI	SCHZ	Y	\$2,237,027	2.71%
ISHARES INTERMEDT TERM CORP BOND ETF	US FI	IGIB	N	\$2,236,731	2.71%
CHARLES SCHWAB US MC ETF	US Equity	SCHM	Y	\$2,058,211	2.49%
SCHWAB US DIVIDEND EQUITY ETF	US Equity	SCHD	Y	\$1,812,017	2.19%

*OS = OneSource, no transaction fee.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

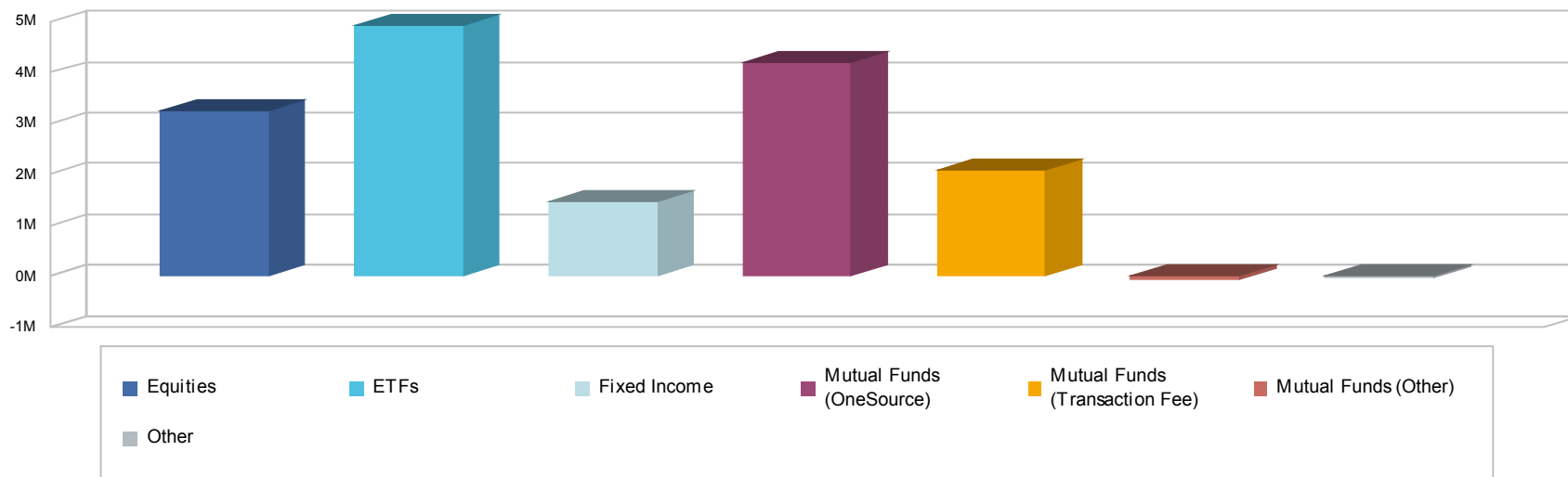
CITY OF LA 457 DEFERRED COMP as of 9/30/2018

Market Value Allocation - All Assets (Quarter over Quarter)



The above charts illustrate the percent of PCRA participant assets in each noted asset class as percentage of total PCRA assets. Percentages are calculated as of quarter-end. Money Market Funds are classified under Mutual Funds.

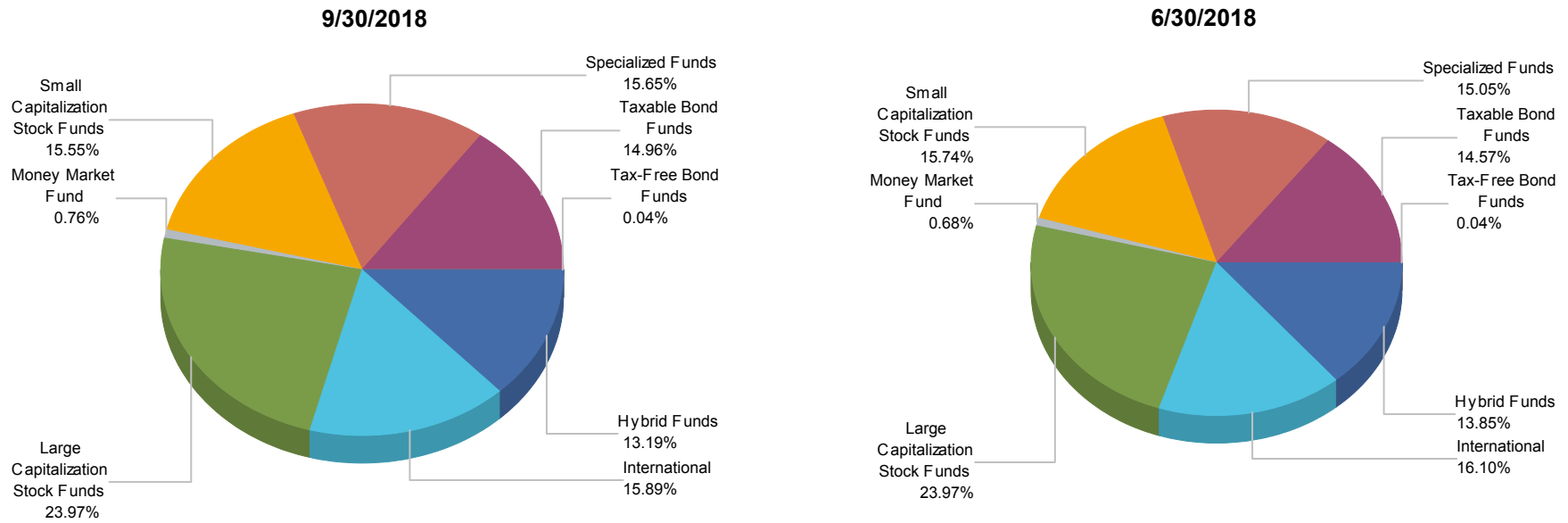
Net Flow - All Non-Cash Assets (3-Month Period Ending 9/30/2018)



Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

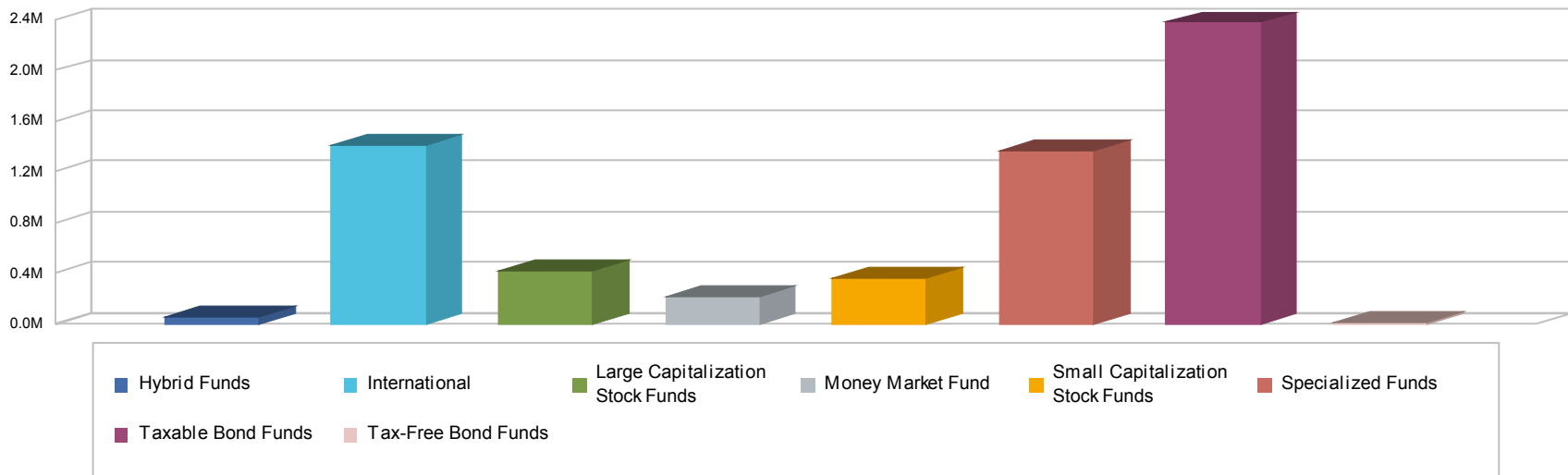
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report CITY OF LA 457 DEFERRED COMP as of 9/30/2018

Market Value Allocation - Mutual Funds (Quarter over Quarter)



The above charts illustrate the percent of PCRA participant assets in each noted asset class as percentage of total PCRA assets. Percentages are calculated as of quarter-end. Money Market Funds are classified under Mutual Funds.

Net Flow by Sector - Mutual Funds (3-Month Period Ending 9/30/2018)

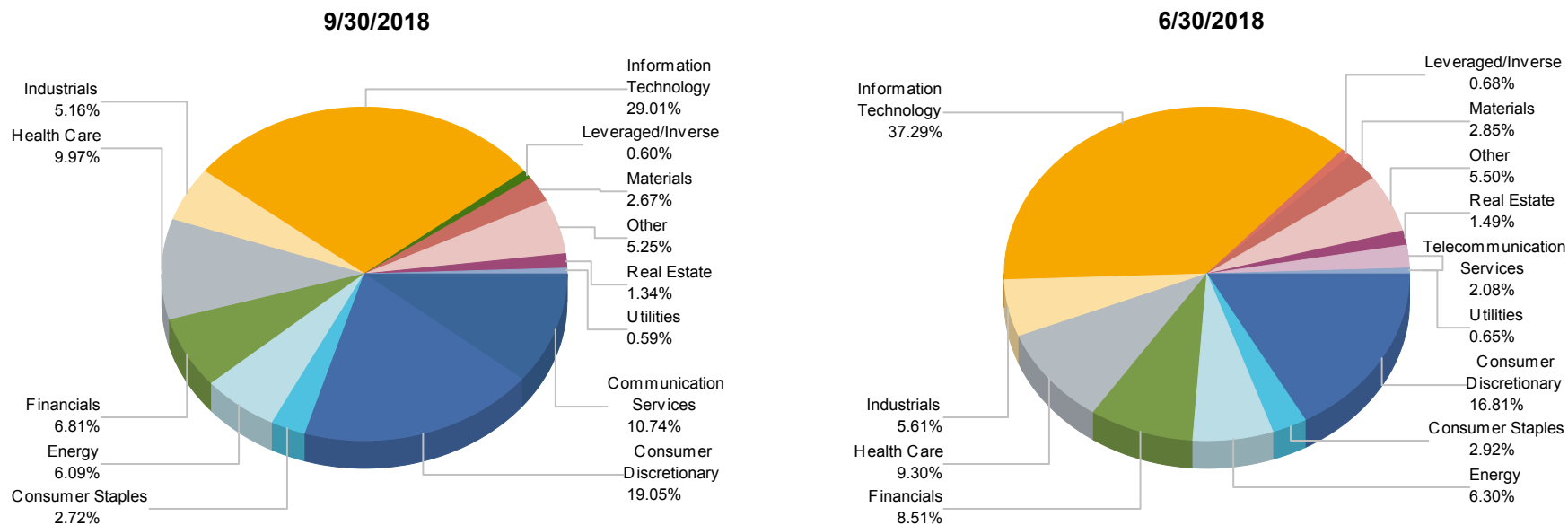


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

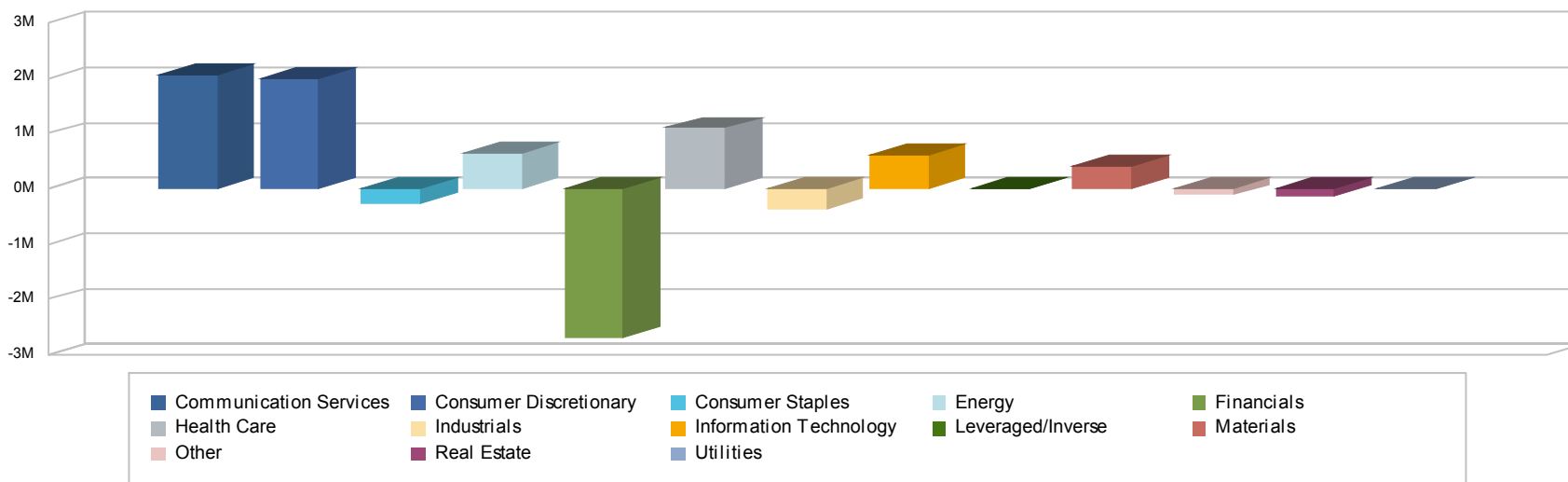
CITY OF LA 457 DEFERRED COMP as of 9/30/2018

Market Value Allocation - Equities (Quarter over Quarter)



The above charts illustrate the percent of PCRA participant assets in each noted asset class as percentage of total PCRA assets. Percentages are calculated as of quarter-end. Money Market Funds are classified under Mutual Funds.

Net Flow by Sector - Equities (3-Month Period Ending 9/30/2018)

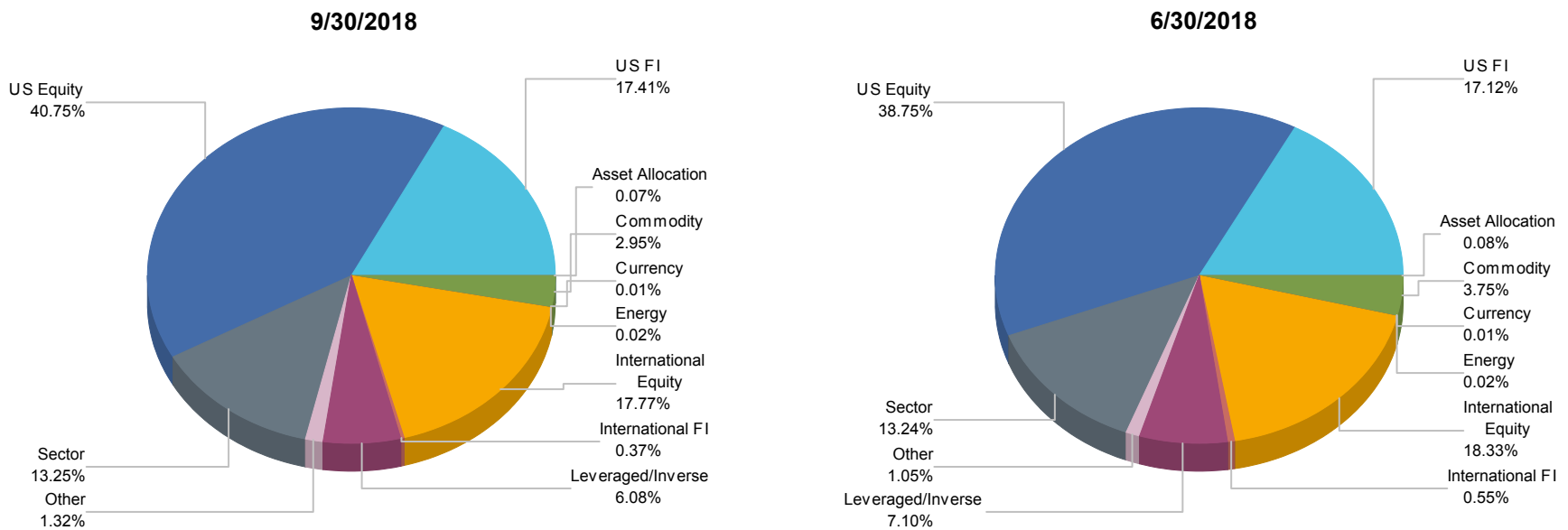


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

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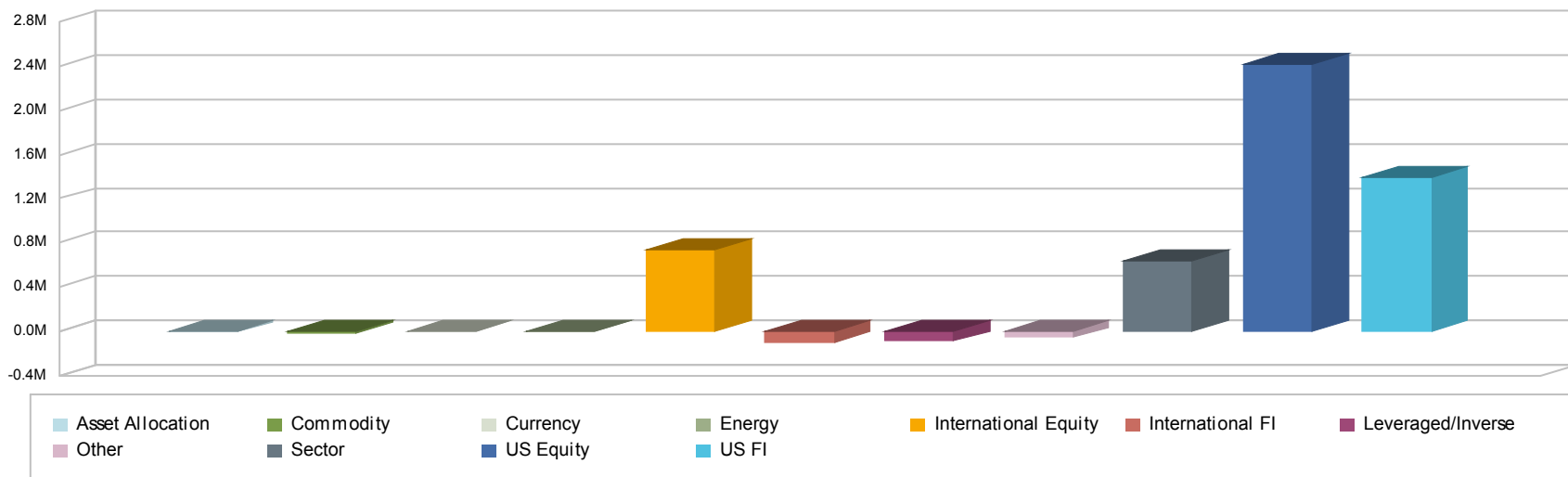
CITY OF LA 457 DEFERRED COMP as of 9/30/2018

Market Value Allocation - ETF (Quarter over Quarter)



The above charts illustrate the percent of PCRA participant assets in each noted asset class as percentage of total PCRA assets. Percentages are calculated as of quarter-end. Money Market Funds are classified under Mutual Funds.

Net Flow by Sector - ETF (3-Month Period Ending 9/30/2018)

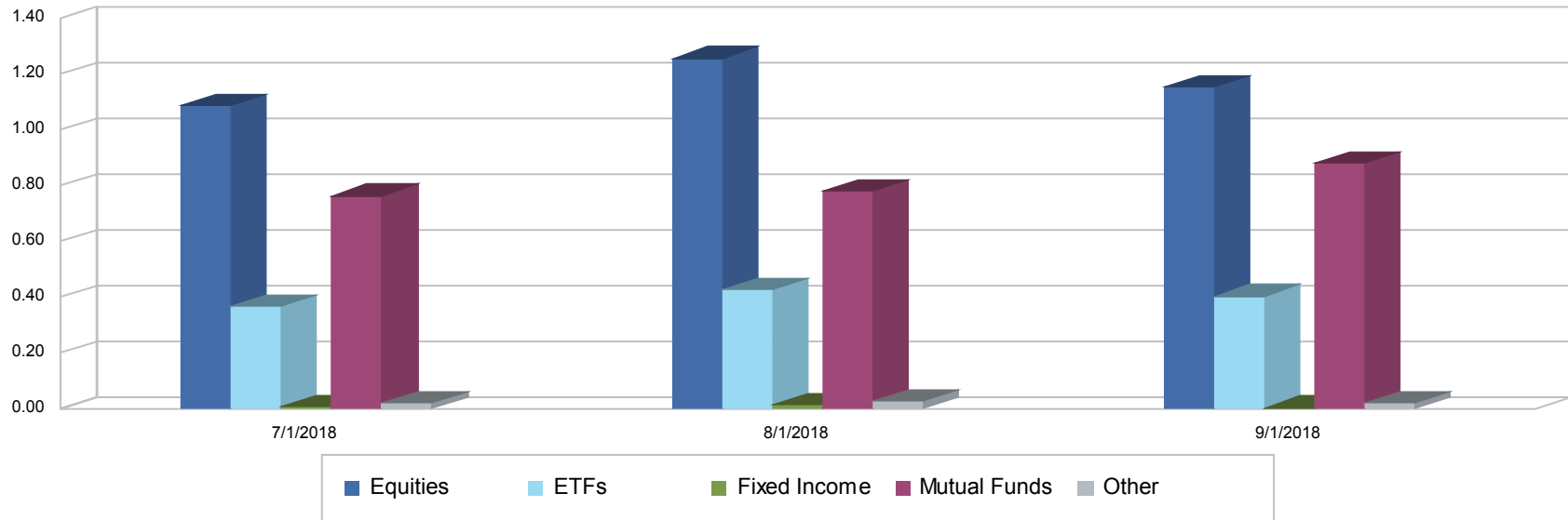


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

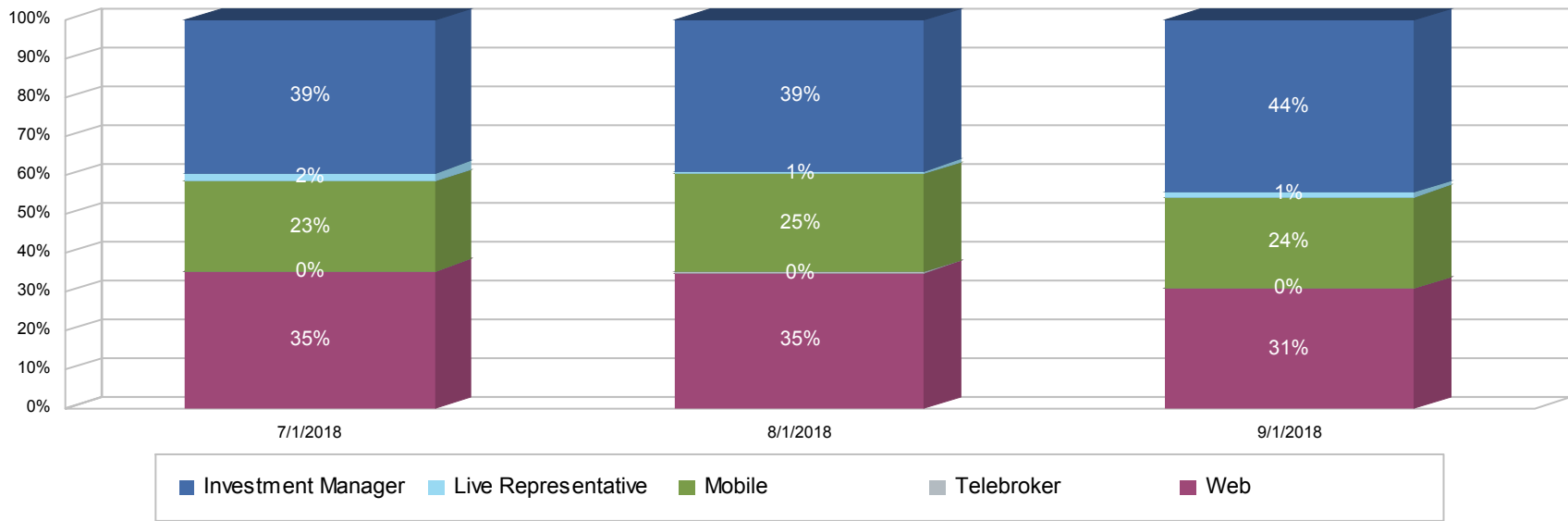
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Average Monthly Trades Per Account (3-Month Period Ending 9/30/2018)



Trading Channel Mix (Month over Month)



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Important Disclosures

Schwab Personal Choice Retirement Account (PCRA) is offered through Charles Schwab & Co., Inc. (Member SIPC), the registered broker/dealer, which also provides other brokerage and custody services to its customers.

For participants who utilize the Personal Choice Retirement Account (PCRA), the following fees and conditions may apply: Schwab's short-term redemption fee of \$49.95 will be charged on redemption of funds purchased through Schwab's Mutual Fund OneSource® service (and certain other funds with no transaction fee) and held for 90 days or less. Schwab reserves the right to exempt certain funds from this fee, including Schwab Funds®, which may charge a separate redemption fee, and funds that accommodate short-term trading.

Trades in no-load mutual funds available through Mutual Funds OneSource service (including Schwab Funds) as well as certain other funds, are available without transaction fees when placed through schwab.com or our automated phone channels. Schwab reserves the right to change the funds we make available without transaction fees and to reinstate fees on any funds. Funds are also subject to management fees and expenses.

Charles Schwab & Co., Inc., member SIPC, receives remuneration from fund companies for record keeping, shareholder services and other administrative services for shares purchased through its Mutual Fund OneSource service. Schwab also may receive remuneration from transaction fee fund companies for certain administrative services.

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