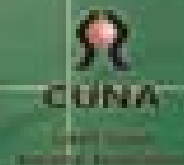


An E-Scan Report

GEOGRAPHIC CUSTOMIZED SALARY SURVEY

For Human Resources Planning | 2009-2010



2009 Geographic Customized Salary Survey

National data have been adjusted to reflect the
labor market of Madison, Wisconsin.

Introduction

Geographically Customized Report

Introduction

CUNA Research Services has developed this customized supplement to the *2009 Complete Staff Salary Survey* to provide your credit union with wage and salary figures adjusted for your local labor market.

A key factor in any wage and salary administration program is the determination of a "market" wage for a given job. Unfortunately, there is no such thing as a single market. This issue is key to the more than 8,000 credit unions that operate in different labor markets and locations. Keep in mind that wages would not be the same for two similar credit unions located in New York City and Madison, Wisconsin. This customized report is designed to provide information that is relevant to the local market in which you compete with other employers for staff. Please note that the overall number of responses indicated in the "N" column on the individual tables reflects the number of credit unions surveyed **nationally -- not** the credit unions surveyed in your area.

CUNA research staff has used economic models provided by the BTA Economic Research Institute for this report. BTA is a national research group with more than 3,500 corporate clients. The BTA database includes wage and salary data from more than 4,000 cities in the U.S. with populations of 9,000 or more. This information was used to adjust the national data collected in the *2009 Complete Staff Salary Survey*. BTA modeling information is derived from sources such as:

- Department of Labor
- Bureau of Labor Statistics
- Chambers of Commerce
- Various regional and national surveys

The BTA database is updated quarterly to maintain a high degree of accuracy. Because of this, a survey customized in July might vary slightly from a survey customized in October of the same year. The benefit is that your credit union will always receive a customized report based on the latest information from BTA.

This econometric approach to regional customization provides your credit union with a good starting point for analyzing the competitiveness of a new or existing compensation program.

How to use this report

This report follows the format of *2009 Complete Staff Salary Survey*.

1. Staff salary tables are detailed in pages 1 through 89.
2. Tables for each position provide the average annual base salary, in addition to the following statistics, which illustrate the range of salaries reported for the position:
 - 25th percentile
 - Median
 - 75th percentile
 - 90th percentile
3. A percentile is a value that a given percentage of the reported salaries are less than. For example, the 90th percentile equals the salary that 90 percent of the reported salaries are less than. Similarly, the median is the actual salary at which half of the reported salaries are lower and half are higher. All are segmented by:
 - Credit union asset size
 - Number of full-time employees
 - Number of services offered
 - Amount of loans outstanding
 - Number of members
4. All are adjusted for your credit union's local labor market according to your request.
5. Asterisks indicate insufficient data.

It is important to use salary data that reflects your compensation philosophy. For any jobs that you would recruit for nationally, please refer to the national data in *2009 Complete Staff Salary Survey*.

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Chapter 8 - Human Resources Salaries

Table 64-1
Human Resources VP/Director Salaries

		N	Average	25th percentile	Median	75th percentile	90th percentile
Overall		241	\$81,806	\$59,072	\$75,978	\$96,286	\$124,493
By credit union asset size	\$20M-\$50M	7	\$49,547	\$44,400	\$48,288	\$54,020	\$62,057
	\$50M-\$100M	36	\$54,392	\$46,605	\$53,605	\$59,429	\$68,402
	\$100M-\$200M	49	\$65,802	\$58,290	\$65,325	\$71,514	\$84,295
	\$200M-\$500M	72	\$83,859	\$73,203	\$82,364	\$93,614	\$104,843
	\$500M-\$1B	45	\$104,126	\$85,425	\$99,137	\$120,062	\$136,382
	\$1B or more	32	\$133,663	\$116,657	\$127,422	\$149,042	\$186,508
By number of full-time employees	5-9	1	*	*	*	*	*
	10-49	55	\$55,227	\$46,642	\$53,400	\$62,892	\$69,152
	50-99	75	\$74,558	\$62,546	\$72,066	\$84,861	\$100,298
	100 or more	110	\$105,571	\$82,409	\$98,399	\$123,857	\$148,746
By number of services offered***	7-8	3	\$51,753	*	*	*	*
	9-10	6	\$96,308	\$64,898	\$80,479	\$105,110	\$159,741
	11-12	95	\$72,316	\$53,389	\$64,241	\$84,300	\$110,328
	13-15	137	\$89,187	\$67,511	\$84,182	\$104,078	\$128,540
By amount of loans outstanding	\$20M-\$50M	24	\$51,640	\$45,274	\$51,664	\$57,643	\$65,206
	\$50M-\$100M	47	\$59,748	\$50,889	\$58,291	\$67,453	\$73,639
	\$100M-\$200M	58	\$74,299	\$63,463	\$74,923	\$84,484	\$88,496
	\$200M or more	112	\$107,149	\$85,425	\$101,658	\$124,058	\$148,283
By number of members	5,000-9,999	12	\$51,527	\$44,469	\$50,252	\$57,669	\$67,480
	10,000-19,999	53	\$58,451	\$50,496	\$56,373	\$65,256	\$72,677
	20,000-39,999	71	\$78,542	\$64,828	\$77,356	\$85,974	\$103,278
	40,000-49,999	26	\$92,690	\$75,985	\$90,499	\$107,868	\$129,984
	50,000-59,999	15	\$88,553	\$76,191	\$84,271	\$90,240	\$123,359
	60,000 or more	64	\$114,607	\$89,680	\$109,080	\$134,513	\$158,281

* Insufficient data.

*** Only the following services are included: Shared drafts/checking, ATM cards, debit cards, auto leasing, credit cards, indirect auto financing, first mortgages, home equity loans, audio response, business loans, Internet banking, PC-based electronic bill payment, Web site, 3rd party savings/investments, and IRAs.

National data have been adjusted to reflect the labor market of Madison, Wisconsin

Chapter 8 - Human Resources Salaries

Table 65-1
Human Resources Manager/Supervisor Salaries

		N	Average	25th percentile	Median	75th percentile	90th percentile
Overall		133	\$59,932	\$48,335	\$57,371	\$68,556	\$84,785
By credit union asset size	\$20M-\$50M	2	\$39,098	*	*	*	*
	\$50M-\$100M	15	\$45,119	\$39,178	\$43,629	\$49,877	\$53,483
	\$100M-\$200M	31	\$51,060	\$42,001	\$51,940	\$56,643	\$61,884
	\$200M-\$500M	37	\$61,237	\$52,906	\$59,121	\$67,886	\$79,146
	\$500M-\$1B	22	\$69,098	\$56,888	\$65,843	\$78,756	\$94,796
	\$1B or more	26	\$74,045	\$62,227	\$79,304	\$85,241	\$92,191
By number of full-time employees	10-49	29	\$46,792	\$38,985	\$47,588	\$53,372	\$60,234
	50-99	36	\$56,896	\$48,182	\$52,943	\$64,388	\$75,106
	100 or more	68	\$68,107	\$56,088	\$65,365	\$82,437	\$89,991
By number of services offered***	5-6	1	*	*	*	*	*
	7-8	2	\$74,997	*	*	*	*
	9-10	6	\$53,363	\$40,742	\$45,311	\$72,096	\$79,867
	11-12	46	\$58,245	\$43,743	\$53,428	\$68,318	\$84,799
	13-15	78	\$61,245	\$50,676	\$57,609	\$67,720	\$83,566
By amount of loans outstanding	\$20M-\$50M	8	\$40,412	\$36,767	\$39,681	\$47,304	\$48,651
	\$50M-\$100M	31	\$48,903	\$41,867	\$50,203	\$53,404	\$59,948
	\$100M-\$200M	25	\$59,098	\$48,341	\$57,584	\$70,350	\$77,609
	\$200M or more	69	\$68,522	\$57,030	\$65,578	\$83,096	\$90,855
By number of members	5,000-9,999	3	\$47,064	*	*	*	*
	10,000-19,999	31	\$48,059	\$39,482	\$46,978	\$54,171	\$64,095
	20,000-39,999	35	\$57,855	\$49,940	\$55,456	\$62,570	\$71,944
	40,000-49,999	14	\$63,431	\$54,996	\$62,285	\$71,362	\$85,370
	50,000-59,999	10	\$65,207	\$54,047	\$57,583	\$78,420	\$88,770
	60,000 or more	40	\$71,052	\$57,761	\$67,072	\$84,421	\$91,912

* Insufficient data.

*** Only the following services are included: Shared drafts/checking, ATM cards, debit cards, auto leasing, credit cards, indirect auto financing, first mortgages, home equity loans, audio response, business loans, Internet banking, PC-based electronic bill payment, Web site, 3rd party savings/investments, and IRAs.

National data have been adjusted to reflect the labor market of Madison, Wisconsin

Chapter 8 - Human Resources Salaries

Table 66-1
Training Director Salaries

		N	Average	25th percentile	Median	75th percentile	90th percentile
Overall		93	\$60,291	\$48,436	\$58,353	\$67,392	\$81,815
By credit union asset size	\$20M-\$50M	1	*	*	*	*	*
	\$50M-\$100M	4	\$45,667	*	*	*	*
	\$100M-\$200M	13	\$49,342	\$43,210	\$47,886	\$52,425	\$61,879
	\$200M-\$500M	24	\$59,708	\$49,538	\$56,151	\$62,957	\$80,321
	\$500M-\$1B	29	\$63,648	\$54,225	\$60,578	\$73,124	\$82,324
	\$1B or more	22	\$69,405	\$61,838	\$67,156	\$76,987	\$83,274
By number of full-time employees	10-49	8	\$46,364	\$41,917	\$44,432	\$49,664	\$53,427
	50-99	22	\$55,908	\$46,805	\$53,555	\$62,018	\$80,074
	100 or more	63	\$64,398	\$53,406	\$61,646	\$74,790	\$84,278
By number of services offered***	9-10	2	\$71,739	*	*	*	*
	11-12	24	\$54,762	\$48,408	\$53,693	\$61,113	\$63,137
	13-15	67	\$62,169	\$48,429	\$60,426	\$75,802	\$83,879
By amount of loans outstanding	\$20M-\$50M	3	\$48,731	*	*	*	*
	\$50M-\$100M	6	\$46,071	\$42,611	\$43,356	\$46,572	\$54,373
	\$100M-\$200M	21	\$54,125	\$47,657	\$52,502	\$60,958	\$77,087
	\$200M or more	63	\$65,189	\$53,959	\$61,856	\$75,818	\$84,303
By number of members	5,000-9,999	1	*	*	*	*	*
	10,000-19,999	7	\$45,961	\$42,815	\$47,886	\$48,842	\$50,290
	20,000-39,999	24	\$56,479	\$47,040	\$53,522	\$62,011	\$79,292
	40,000-49,999	12	\$58,892	\$52,017	\$56,979	\$61,624	\$67,592
	50,000-59,999	8	\$61,545	\$54,149	\$61,906	\$65,698	\$72,824
	60,000 or more	41	\$67,106	\$54,641	\$65,266	\$78,157	\$84,306

* Insufficient data.

*** Only the following services are included: Shared drafts/checking, ATM cards, debit cards, auto leasing, credit cards, indirect auto financing, first mortgages, home equity loans, audio response, business loans, Internet banking, PC-based electronic bill payment, Web site, 3rd party savings/investments, and IRAs.

National data have been adjusted to reflect the labor market of Madison, Wisconsin

Chapter 8 - Human Resources Salaries

Table 67-1
Human Resources Assistant/Specialist Salaries

		N	Average	25th percentile	Median	75th percentile	90th percentile
Overall		165	\$38,594	\$32,295	\$37,402	\$42,350	\$50,150
By credit union asset size	\$20M-\$50M	2	\$37,624	*	*	*	*
	\$50M-\$100M	12	\$33,176	\$32,090	\$33,737	\$35,462	\$37,121
	\$100M-\$200M	29	\$37,013	\$31,162	\$37,297	\$41,686	\$48,144
	\$200M-\$500M	56	\$37,526	\$31,989	\$37,048	\$40,790	\$49,450
	\$500M-\$1B	39	\$41,729	\$34,988	\$39,864	\$48,538	\$52,376
	\$1B or more	27	\$40,520	\$31,641	\$40,126	\$45,512	\$55,968
By number of full-time employees	10-49	22	\$37,082	\$33,248	\$35,556	\$39,127	\$45,700
	50-99	47	\$36,702	\$30,551	\$36,177	\$42,013	\$48,252
	100 or more	96	\$39,849	\$32,500	\$38,737	\$44,995	\$50,469
By number of services offered***	5-6	1	*	*	*	*	*
	7-8	2	\$32,894	*	*	*	*
	9-10	6	\$34,941	\$33,925	\$34,937	\$35,610	\$36,697
	11-12	58	\$37,870	\$31,834	\$37,222	\$42,901	\$48,217
	13-15	98	\$39,583	\$32,968	\$37,975	\$43,800	\$52,260
By amount of loans outstanding	\$5M-\$20M	1	*	*	*	*	*
	\$20M-\$50M	7	\$33,746	\$32,761	\$33,537	\$34,580	\$36,018
	\$50M-\$100M	19	\$35,887	\$31,259	\$35,507	\$37,869	\$48,314
	\$100M-\$200M	44	\$35,995	\$31,277	\$36,212	\$40,608	\$43,339
	\$200M or more	94	\$40,622	\$33,546	\$39,488	\$45,917	\$52,491
By number of members	5,000-9,999	6	\$36,879	\$33,875	\$35,604	\$40,451	\$42,252
	10,000-19,999	23	\$35,070	\$30,884	\$34,194	\$37,359	\$43,944
	20,000-39,999	48	\$37,667	\$32,111	\$37,649	\$42,088	\$47,350
	40,000-49,999	17	\$39,765	\$32,339	\$38,202	\$41,647	\$52,302
	50,000-59,999	16	\$39,107	\$36,383	\$39,553	\$41,391	\$47,526
	60,000 or more	55	\$40,478	\$32,223	\$38,029	\$46,108	\$53,659

* Insufficient data.

*** Only the following services are included: Shared drafts/checking, ATM cards, debit cards, auto leasing, credit cards, indirect auto financing, first mortgages, home equity loans, audio response, business loans, Internet banking, PC-based electronic bill payment, Web site, 3rd party savings/investments, and IRAs.

National data have been adjusted to reflect the labor market of Madison, Wisconsin

Chapter 8 - Human Resources Salaries

Table 68-1
Training Coordinator/Specialist Salaries

		N	Average	25th percentile	Median	75th percentile	90th percentile
Overall		163	\$42,423	\$36,383	\$41,147	\$47,591	\$53,847
By credit union asset size	\$20M-\$50M	2	\$43,549	*	*	*	*
	\$50M-\$100M	13	\$34,473	\$30,633	\$32,957	\$36,641	\$39,181
	\$100M-\$200M	23	\$39,708	\$36,021	\$37,037	\$44,065	\$47,158
	\$200M-\$500M	51	\$40,775	\$34,864	\$39,826	\$45,187	\$53,647
	\$500M-\$1B	44	\$45,022	\$39,334	\$43,297	\$50,250	\$55,565
	\$1B or more	30	\$44,343	\$38,607	\$43,052	\$49,375	\$53,610
By number of full-time employees	10-49	18	\$38,738	\$32,921	\$36,390	\$43,088	\$48,299
	50-99	44	\$38,520	\$34,717	\$37,052	\$42,270	\$48,037
	100 or more	101	\$43,969	\$38,565	\$42,682	\$48,966	\$55,367
By number of services offered***	9-10	6	\$35,736	\$34,258	\$36,551	\$38,312	\$40,280
	11-12	50	\$42,051	\$36,089	\$39,998	\$45,118	\$55,518
	13-15	107	\$42,987	\$37,037	\$42,788	\$48,503	\$52,448
By amount of loans outstanding	\$20M-\$50M	8	\$37,820	\$34,596	\$37,638	\$41,890	\$43,297
	\$50M-\$100M	18	\$36,726	\$32,816	\$35,989	\$38,446	\$47,115
	\$100M-\$200M	40	\$38,882	\$34,526	\$37,514	\$41,947	\$47,136
	\$200M or more	97	\$44,370	\$38,878	\$43,189	\$49,597	\$55,201
By number of members	2,000-4,999	1	*	*	*	*	*
	5,000-9,999	4	\$39,721	*	*	*	*
	10,000-19,999	21	\$37,679	\$33,031	\$36,427	\$42,192	\$46,803
	20,000-39,999	43	\$40,361	\$35,998	\$38,773	\$43,199	\$52,082
	40,000-49,999	21	\$41,945	\$34,717	\$42,773	\$44,784	\$50,375
	50,000-59,999	15	\$43,508	\$37,227	\$42,197	\$53,814	\$55,856
	60,000 or more	58	\$44,254	\$38,757	\$42,777	\$49,367	\$53,866

* Insufficient data.

*** Only the following services are included: Shared drafts/checking, ATM cards, debit cards, auto leasing, credit cards, indirect auto financing, first mortgages, home equity loans, audio response, business loans, Internet banking, PC-based electronic bill payment, Web site, 3rd party savings/investments, and IRAs.

National data have been adjusted to reflect the labor market of Madison, Wisconsin

Chapter 8 - Human Resources Salaries

Table 69-1
Payroll Coordinator/Administrator Salaries

		N	Average	25th percentile	Median	75th percentile	90th percentile
Overall		80	\$41,861	\$33,965	\$39,745	\$47,957	\$57,233
By credit union asset size	\$5M-\$10M	1	*	*	*	*	*
	\$50M-\$100M	2	\$30,124	*	*	*	*
	\$100M-\$200M	7	\$34,778	\$32,556	\$34,819	\$38,228	\$40,077
	\$200M-\$500M	18	\$37,580	\$31,792	\$37,277	\$43,175	\$46,010
	\$500M-\$1B	25	\$44,602	\$36,221	\$42,389	\$49,020	\$60,365
	\$1B or more	27	\$46,712	\$39,705	\$46,586	\$52,833	\$59,902
By number of full-time employees	2-4	1	*	*	*	*	*
	10-49	2	\$33,458	*	*	*	*
	50-99	11	\$34,731	\$29,371	\$36,375	\$39,279	\$41,348
	100 or more	66	\$43,705	\$35,739	\$42,993	\$50,746	\$58,921
By number of services offered***	1-2	1	*	*	*	*	*
	9-10	3	\$43,118	*	*	*	*
	11-12	27	\$41,335	\$33,980	\$39,822	\$47,795	\$53,240
	13-15	49	\$42,243	\$34,630	\$40,173	\$47,763	\$57,473
By amount of loans outstanding	\$2M-\$5M	1	*	*	*	*	*
	\$50M-\$100M	8	\$34,449	\$32,151	\$33,618	\$37,448	\$39,750
	\$100M-\$200M	4	\$34,736	*	*	*	*
	\$200M or more	67	\$43,569	\$36,016	\$42,525	\$49,612	\$58,748
By number of members	1,000-1,999	1	*	*	*	*	*
	10,000-19,999	5	\$34,632	\$31,657	\$34,259	\$38,626	\$40,382
	20,000-39,999	13	\$38,631	\$33,098	\$37,554	\$42,662	\$49,879
	40,000-49,999	11	\$35,581	\$31,879	\$33,179	\$37,099	\$38,886
	50,000-59,999	5	\$42,128	\$42,348	\$43,523	\$44,090	\$44,139
	60,000 or more	45	\$45,935	\$39,348	\$44,143	\$52,447	\$59,961

* Insufficient data.

*** Only the following services are included: Shared drafts/checking, ATM cards, debit cards, auto leasing, credit cards, indirect auto financing, first mortgages, home equity loans, audio response, business loans, Internet banking, PC-based electronic bill payment, Web site, 3rd party savings/investments, and IRAs.

National data have been adjusted to reflect the labor market of Madison, Wisconsin

Chapter 8 - Human Resources Salaries

Table 70-1
Benefits Coordinator/Specialist Salaries

		N	Average	25th percentile	Median	75th percentile	90th percentile
Overall		55	\$46,382	\$36,729	\$45,435	\$51,441	\$59,313
By credit union asset size	\$100M-\$200M	3	\$40,999	*	*	*	*
	\$200M-\$500M	10	\$42,690	\$34,647	\$44,940	\$49,067	\$51,062
	\$500M-\$1B	18	\$46,272	\$39,259	\$44,570	\$48,457	\$59,792
	\$1B or more	24	\$49,082	\$37,159	\$48,067	\$56,889	\$65,983
By number of full-time employees	10-49	1	*	*	*	*	*
	50-99	2	\$33,134	*	*	*	*
	100 or more	52	\$46,967	\$37,089	\$45,604	\$52,511	\$59,721
By number of services offered***	9-10	2	\$47,413	*	*	*	*
	11-12	14	\$45,052	\$37,601	\$44,976	\$49,958	\$56,685
	13-15	39	\$46,865	\$36,830	\$45,604	\$52,171	\$59,172
By amount of loans outstanding	\$50M-\$100M	1	*	*	*	*	*
	\$100M-\$200M	6	\$39,654	\$34,642	\$38,573	\$45,617	\$46,946
	\$200M or more	48	\$47,679	\$37,846	\$45,984	\$54,642	\$60,270
By number of members	10,000-19,999	1	*	*	*	*	*
	20,000-39,999	7	\$42,657	\$34,510	\$42,404	\$48,252	\$52,682
	40,000-49,999	5	\$37,493	\$34,205	\$34,916	\$41,783	\$44,865
	50,000-59,999	6	\$45,583	\$40,225	\$43,997	\$52,893	\$56,897
	60,000 or more	36	\$48,653	\$37,862	\$47,236	\$54,742	\$63,465

* Insufficient data.

*** Only the following services are included: Shared drafts/checking, ATM cards, debit cards, auto leasing, credit cards, indirect auto financing, first mortgages, home equity loans, audio response, business loans, Internet banking, PC-based electronic bill payment, Web site, 3rd party savings/investments, and IRAs.

National data have been adjusted to reflect the labor market of Madison, Wisconsin