



Seattle City Employees' Retirement System

Results of 2021 Member Satisfaction Survey

Introduction

In December 2021, SCERS conducted a Member Satisfaction Survey to gauge active and retired members' satisfaction with SCERS's services and to identify areas of improvement. The results of the Member Satisfaction Survey offer SCERS the opportunity to improve in areas that are important to our members.

Your feedback comes at a time when we are in a challenging business environment due to the pandemic. SCERS is appreciative of your patience during this time.

Summary of Survey Results

- Retired members are more satisfied with the services they received (96% satisfied or neutral) than Active members (55% satisfied or neutral)
- While members appear to be most satisfied with the information that they receive from SCERS and find staff knowledgeable when they are able to directly connect with staff, there is a significant obstacle to receiving a timely response from SCERS or being able to directly connect with staff.
- The two biggest areas noted for improvement are SCERS's: 1) responsiveness to members, and 2) the speed in which SCERS completes service requests.

Next Steps

SCERS will spend 2022 focusing on its responsiveness and customer service; speed of responses and completed services; and reducing service request backlog.

SCERS's goal is to have the backlog of open service requests closed-out by the end of 2022 and to have reduced turn-around times for estimates down to 2-4 weeks.

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