



Seattle Retirement

Seattle City Employees' Retirement System

Administrative Committee Meeting
Pacific Building, 720 3rd Avenue, Suite 900, Seattle, WA
(206) 386-1293

Minutes, Thursday, October 30, 2025

AC Members Present: Judith Blinder (Chair), Sherri Crawford, Joseph Hoffman, Jamie Carnell, Marie Coe

SCERS Staff Present: Jeff Davis, Paige Alderete

Call to Order

Judith Blinder called the meeting to order at 1:00 pm.

Public Comment

There was no public comment.

Minutes

Approved Minutes from the September 25, 2025 Administrative Committee meeting.

Motion: Upon motion by Judith Blinder, seconded by Sherri Crawford, the Administrative Committee approved the minutes from the September 25, 2025 Administrative Committee meeting. The motion passed unanimously (5-0).

Deep Dive 2025 Employee Satisfaction Survey Results

Paige Alderete presented the results of SCERS's annual employee satisfaction survey. Employees continue to be generally satisfied working at SCERS. The survey contained 42 questions that cover 7 different categories. There was 88% survey participation and the average rating across all categories was between "satisfied" and "highly satisfied." Responses to the open-ended survey questions continued to show staff interest in refresher training for various SCERS processes. A new trend this year was more employees interested in leadership and growth training.

Q3 2025 Operations Statistics Update

Paige Alderete presented the operations statistics update for Quarter 3 (Q3) 2025. Retirements, withdrawals, service completion, and expenditures remained normal in Q3 of 2025, and were comparable to Q3 of 2024. There were some improvements seen in the completion time for service credit purchases and processing deaths.

SCERS's 2025 budget is currently projected to be underspent due to delays in starting the V3locity pension system upgrade project. Unspent project funds will get rolled over to 2026.

Progress Update – 2025 Operational Initiatives

Paige Alderete presented a status report out of a variety of operational initiatives that began in 2025. These initiatives focused on customer service and stewardship, including a system upgrade, reducing service times, enhancing member communications, pursuing modernization, and continuing to enhance security.

For the V3locity system upgrade, the project officially started in June 2025 with a target completion date of December 2026. Project staff and consultants have been brought onboard, the base system migration has been completed, and staff are currently working through project sprints.

To reduce service times, SCERS has onboarded one additional temporary staff, automated processes, provided refresher training for staff, and completed data clean-up projects that will reduce manual work at the time of each service request.

To improve member communications, SCERS has been working on building-out its call center functionality, updating existing member guides, and has issued an improved annual report to members. SCERS is also working on creating educational videos to help members.

To modernize, SCERS has automated some member communication processes and is working on providing e-notary services and reducing paper mailings.

SCERS continues to strengthen its security through adding additional control checks for account changes, enhancing contract language with third parties that have access to some SCERS data, and is in the process of contracting additional services that will provide further security enhancements.

Adjourn Meeting

<u>Motion:</u>	Upon motion by <u>Judith Blinder</u> , seconded by <u>Sherri Crawford</u> , the Administrative Committee voted to adjourn the meeting at 2:12 pm. The motion passed unanimously (5-0).
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