



Seattle Retirement

Seattle City Employees' Retirement System

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

Minutes, Thursday, January 29, 2026

AC Members Present: Judith Blinder (Chair), Maria Coe, Joseph Hoffman, Kimberly Loving

SCERS Staff Present: Jeff Davis, Paige Alderete, Nina Melencio

Call to Order

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

Public Comment

There was no public comment.

Minutes

Approved Minutes from the October 30, 2025 Administrative Committee meeting.

Motion: Upon motion by Judith Blinder, seconded by Maria Coe, the Administrative Committee approved the minutes from the October 30, 2025 Administrative Committee meeting. The motion passed unanimously (4-0).

Deep Dive – Member Communications and 2025 Member Satisfaction Survey Results

Paige Alderete presented the SCERS Member Communications Deep Dive and the results of the Member Satisfaction Survey. SCERS annually reviews its communications through the lens of accessibility, clarity & consistency, pro-active, and timely communications. SCERS's 2025 communications were mostly similar to prior years.

The use of SCERS's website and member self-service portal are consistent with the prior year although the number of members using the portal continues to increase every year. The website has high accessibility and quality assurance rating. SCERS is currently working on projects to improve both the website and portal.

In 2025, SCERS provided over 30 educational seminars to hundreds of members. SCERS also re-vamped its annual report to members, making it easier for members to obtain information and understand it.

SCERS also continued to complete a significant number of member service requests in 2025. However, speed and responsiveness remain a high priority improvement area. Staff closed 12,881 service requests from members. On average, benefit estimates are taking 36 days, and service credit purchases are taking 89 days, down from 104 in 2024 and 300 in 2023. Closing members service requests currently require more from staff as there remain many workday data issues that must be resolved before the service request can be completed. Staff are also continuing to work through hundreds of benefits and account adjustments stemming from the City's retroactive pay issued in

2024. While hundreds of adjustments related to this were completed in 2025, progress was impacted by delays in departments submitting the required data to SCERS as well as the substantial effort required for each adjustment, which includes manual research, coordination with department payroll, and manual corrections into SCERS's pension system. It is a slow and tedious process.

The committee asked about hiring another staff member to assist. Ms. Alderete responded that in the Fall of 2025 SCERS added a temporary position to help address its service request backlog. SCERS will consider whether additional staff are needed as part of the upcoming, bi-annual budget process.

Ms. Alderete then reported the results of the annual member satisfaction survey. The survey was sent to a significantly larger pool of members in 2025. Surveys were sent to 577 active members and 334 retired members, of which 105 and 83 responses were received respectively.

2025 saw a slight downward trend in member satisfaction, with active members' average satisfaction being between neutral and satisfied, and retired members' average satisfaction being between satisfied and highly satisfied. Common feedback themes included speed, responsiveness and modernization, e.g., more online, paperless options.

SCERS's 2026 Member Communications goals are to reduce service times and eliminate all backlogs, enhance communications, and pursue modernization.

Q4 2025 Quarterly Operations Statistics

Ms. Alderete reviewed the 2025 4th Quarter Operations Statistics. Q4 retirements, withdrawals, service requests completed, and spending were all comparable to Q4 of the prior year.

SCERS underspent the budget last year primarily due to a slow start to the V3locity pension system upgrade project. Those project funds will be rolled over to the 2026 budget. The project is still anticipated to be on track and on budget with a system go-live in December 2026.

Executive Director Evaluation and Compensation Charter Review

Ms. Alderete presented the Executive Director Evaluation and Compensation Charter for the three-year review. Staff did not have any revisions.

Motion: Upon motion by Judith Blinder, seconded by Maria Coe, the Administrative Committee of SCERS reaffirmed the Executive Director Evaluation and Compensation Charter. The motion passed unanimously (4-0).

Jeff Davis let the committee know that since Jamie Carnell is no longer on the Board, the Board will need to officially name another board member to be on the Administrative Committee.

Between now and the next Administrative Committee, any board members interested in being an official member of Administrative Committee should contact Mr. Davis.

Adjourn Meeting

Motion: Upon motion by Judith Blinder, seconded by Maria Coe, the Administrative Committee voted to adjourn the meeting at 1:45 pm. The motion passed unanimously (4-0).