



Santa Barbara County Employees' Retirement System

DATE: June 28, 2023

Agenda Item #9

TO: SBCERS BOARD OF RETIREMENT

FROM: SBCERS Staff

RE: **Customer Service Statistics**

Recommendation

That the Board of Retirement receive a presentation on the results of the SBCERS Member Satisfaction survey sent to members upon retirement.

Summary

Each month upon finalization of the retirement benefit payroll for the month, SBCERS a member satisfaction survey to each member that was put on payroll for that month. The survey several questions using the Likert scale to gauge agreement with several concepts including overall satisfaction, trustworthiness, timeliness in communication, clarity of materials and ease of process, among others.

The presentation will discuss the results of over three years of monthly surveys and what areas of improvement and further investigation have been identified from the survey results.

Attachments

- Member Satisfaction Survey Presentation