UCRS Advisory Board Meeting

Retirement Administration Service Center Update

June 13, 2025

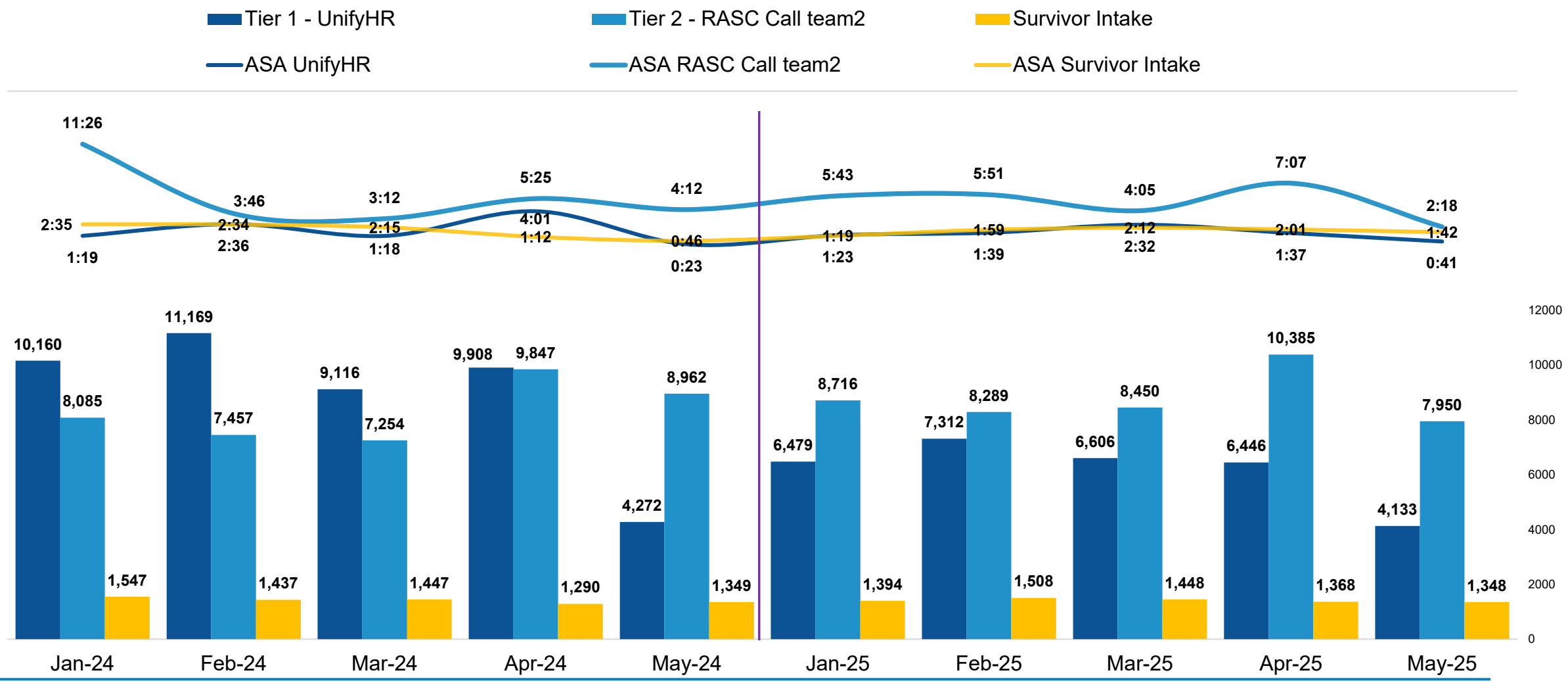
UNIVERSITY OF CALIFORNIA

Systemwide Human Resources

UCRS Advisory Board Meeting

Member Experience Update

Steady performance continues across call teams



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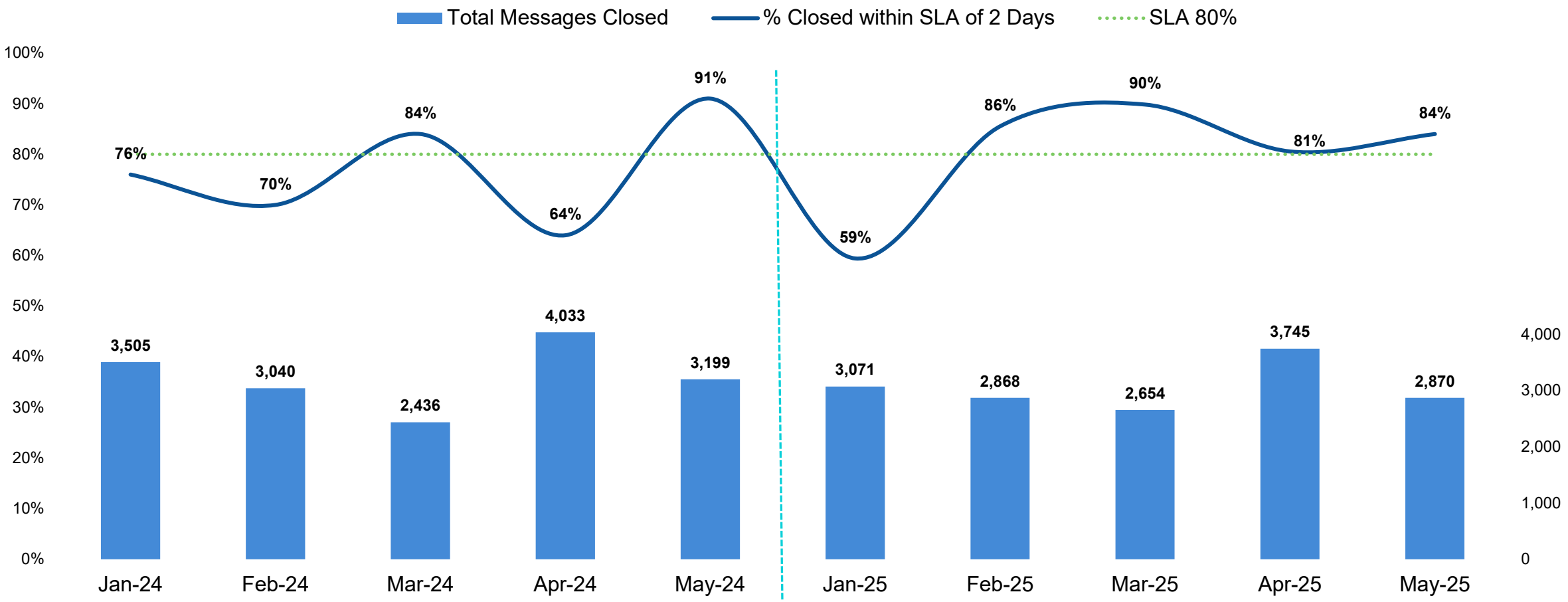
The data represents 2024 and 2025 calendar year through May 31. Performance results are reflected in business days.

Secure messaging consistently hitting SLA since Feb 2025



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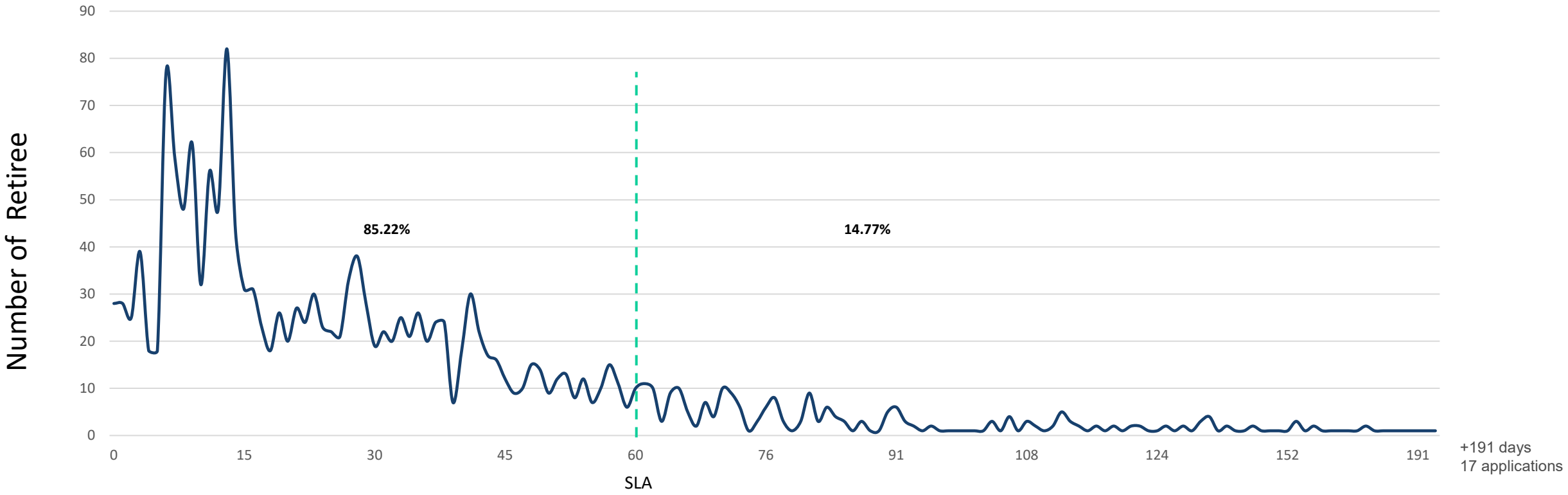
The data represents 2024, 2025 calendar years through May 31. Performance results are reflected in business days.
Metrics restated to only include UCRAYS cases resolved by the secure messages team.

In 2025, 85% of retirements are being processed within the 60 day SLA – a 10% point improvement over prior year

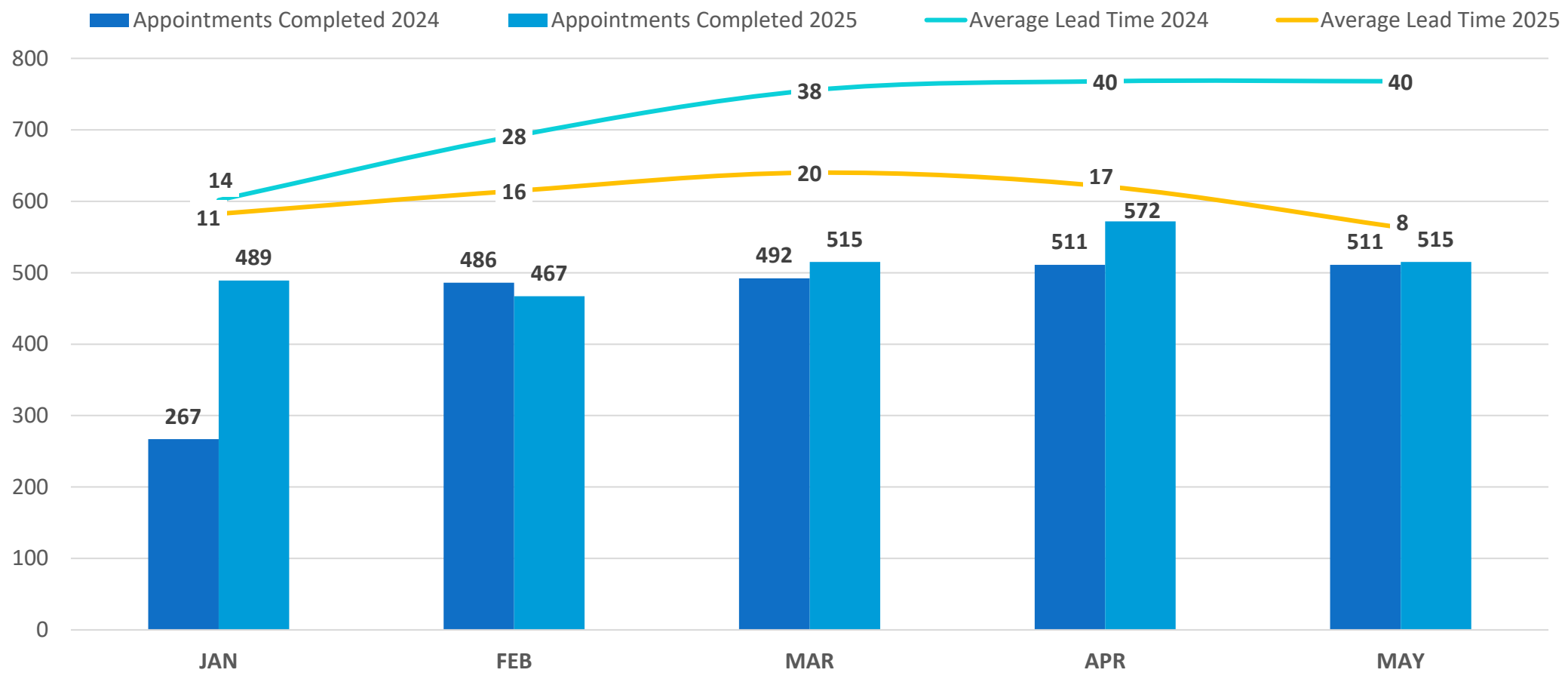
- The remaining 15% were completed in an average of 115 days. 35 days faster than prior year.



Average Days to Process all Retirement accepted to payroll in 2025 as of May 31 (Calendar days)

The data represents 2025 calendar year through May 31. Performance results are reflected in Calendar days.

Retirement Counseling appointment lead time is improving year over year



Average Lead Time is from appointment scheduled date to actual appointment completed date

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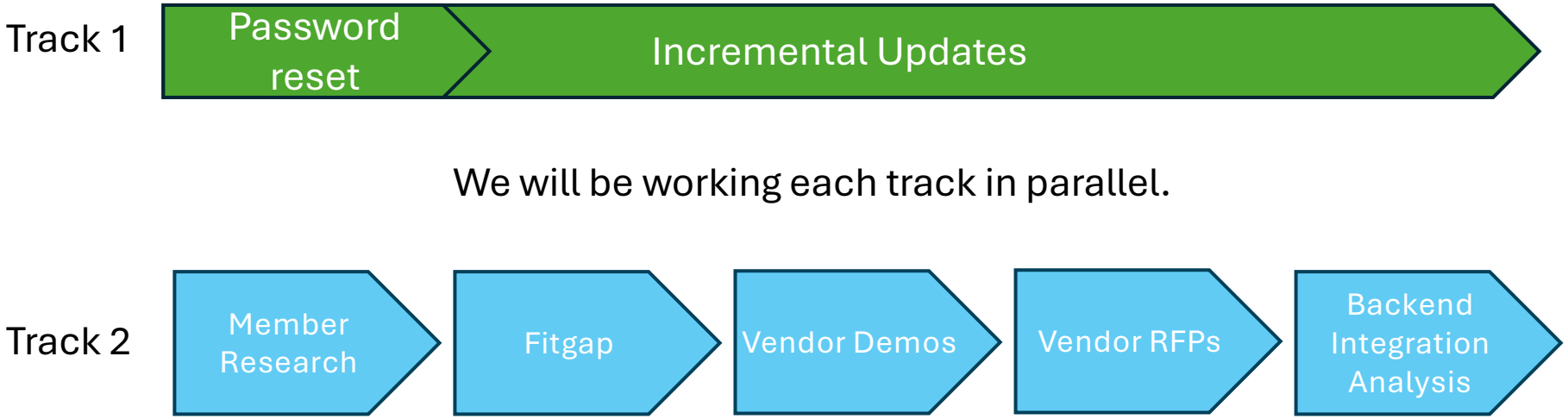
The data represents 2024 and 2025 calendar years through May 31. Performance results are reflected in calendar days.
Early May (1 – 15) Averaged 8 days to complete and May 16-31 averaged 55 days to complete.

UCRS Advisory Board Meeting

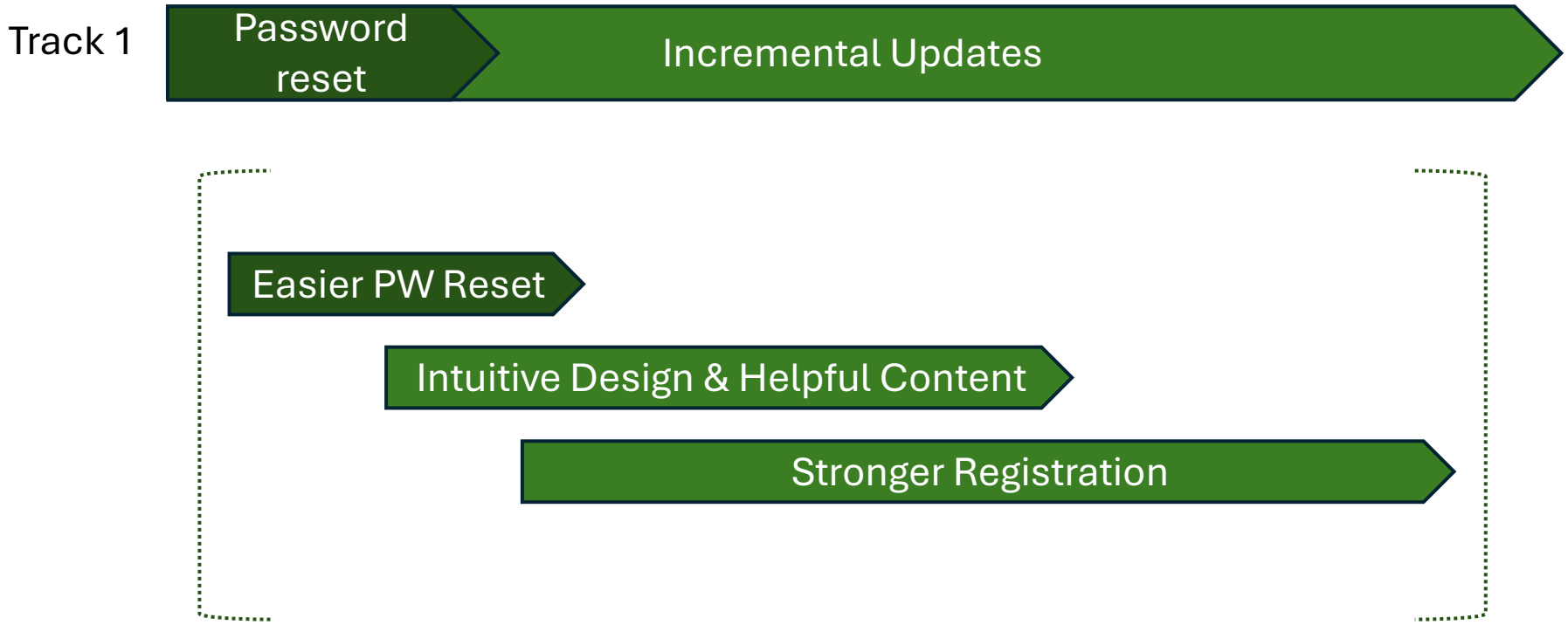
Redwood Applications Updates & Activity

UCRAYS – May Review

- Two-Track Approach to Improving UCRAYS
  - Track 1: Focus on small but meaningful enhancements to the current UCRAYS.
  - Track 2: Understand members' digital needs, explore options, and determine the best path forward.



Password Reset → Front Door Reset

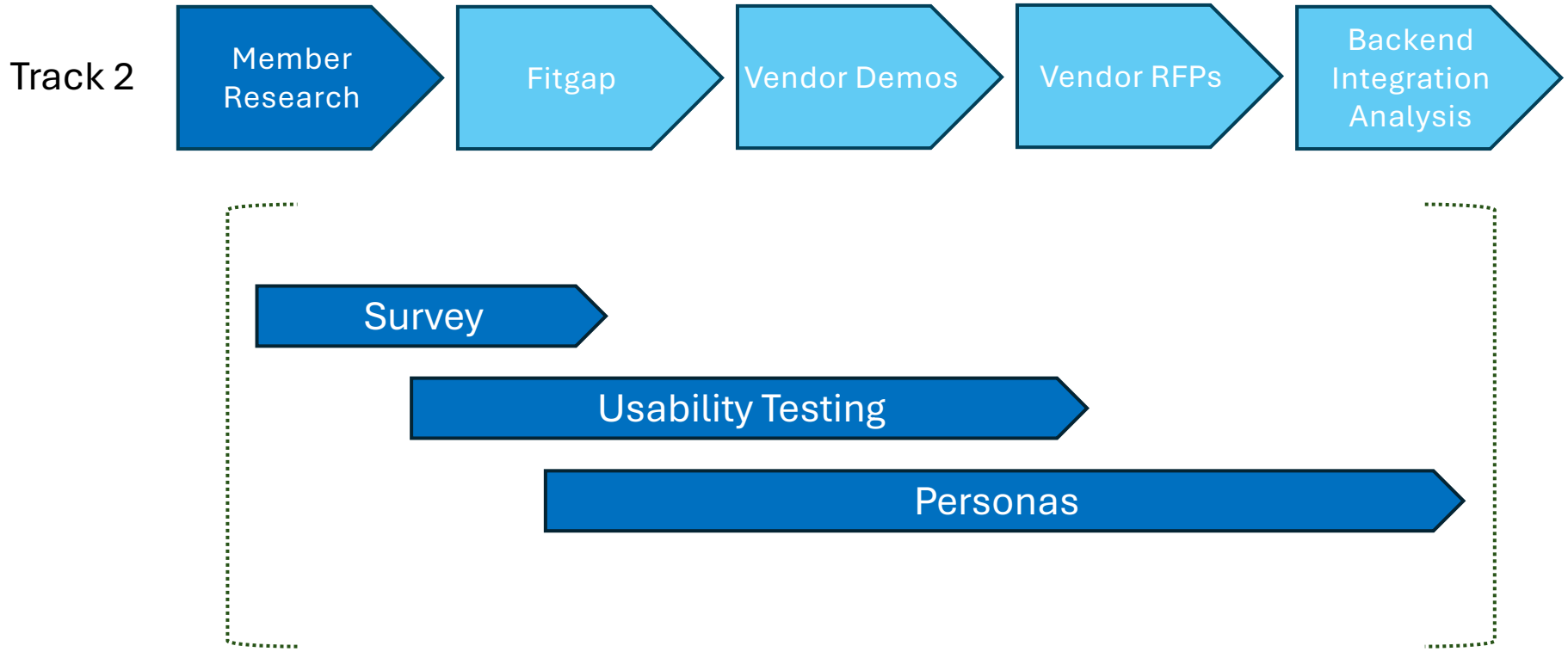


Member Gets:

- Easier password reset by removing quiz questions.
- More intuitive page design and helpful content for Landing, Password Reset, and Initial Registration pages.
- More secure portal through via Stronger Registration Process.

REDWOOD

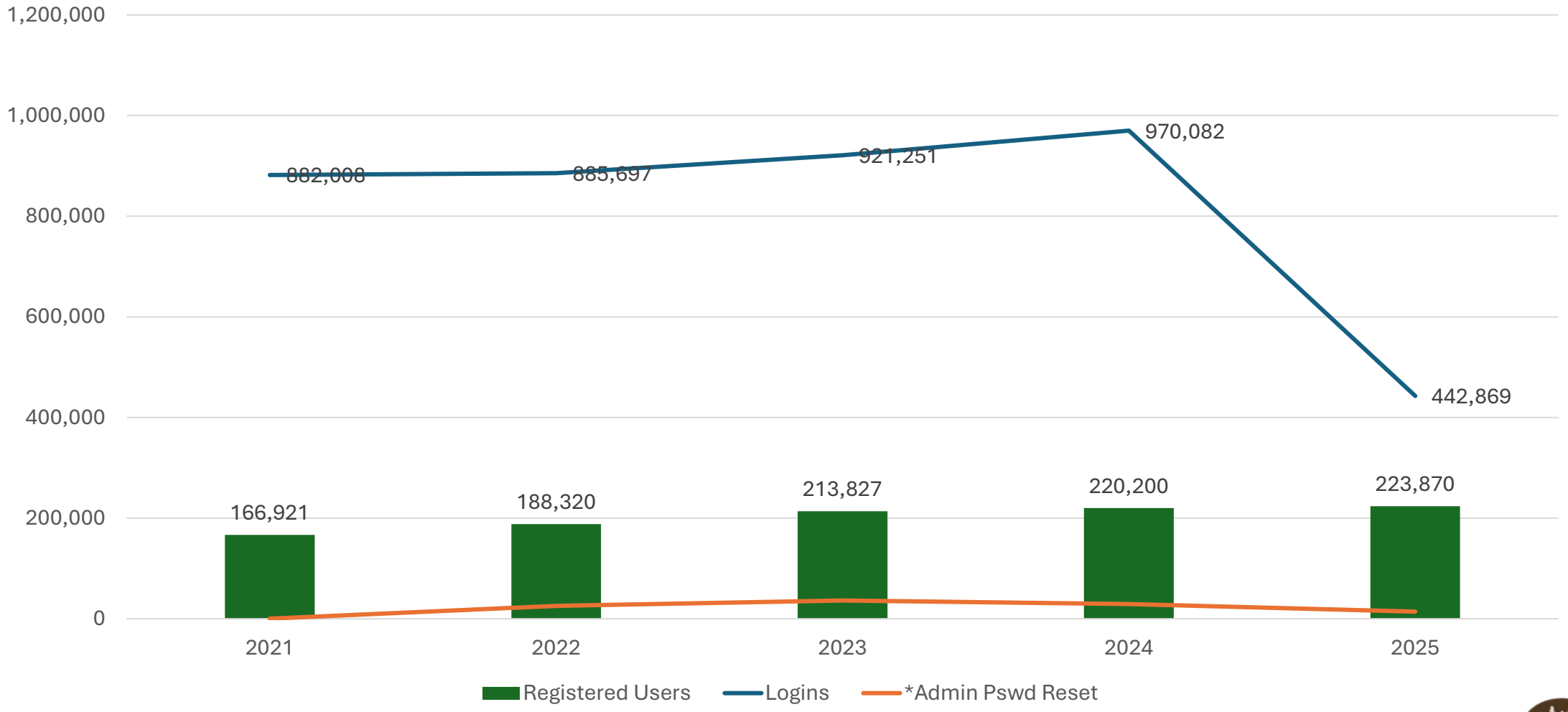
UCRAYS 2.0 Approach



Digital Team Gets:

- Demographic and Psychographic insights.
- Hands on UCRAYS feature feedback in real-time.
- Size, disposition, needs of multiple UCRAYS cohorts.

UCRAYS Login Activity



Data as of May 31, 2025

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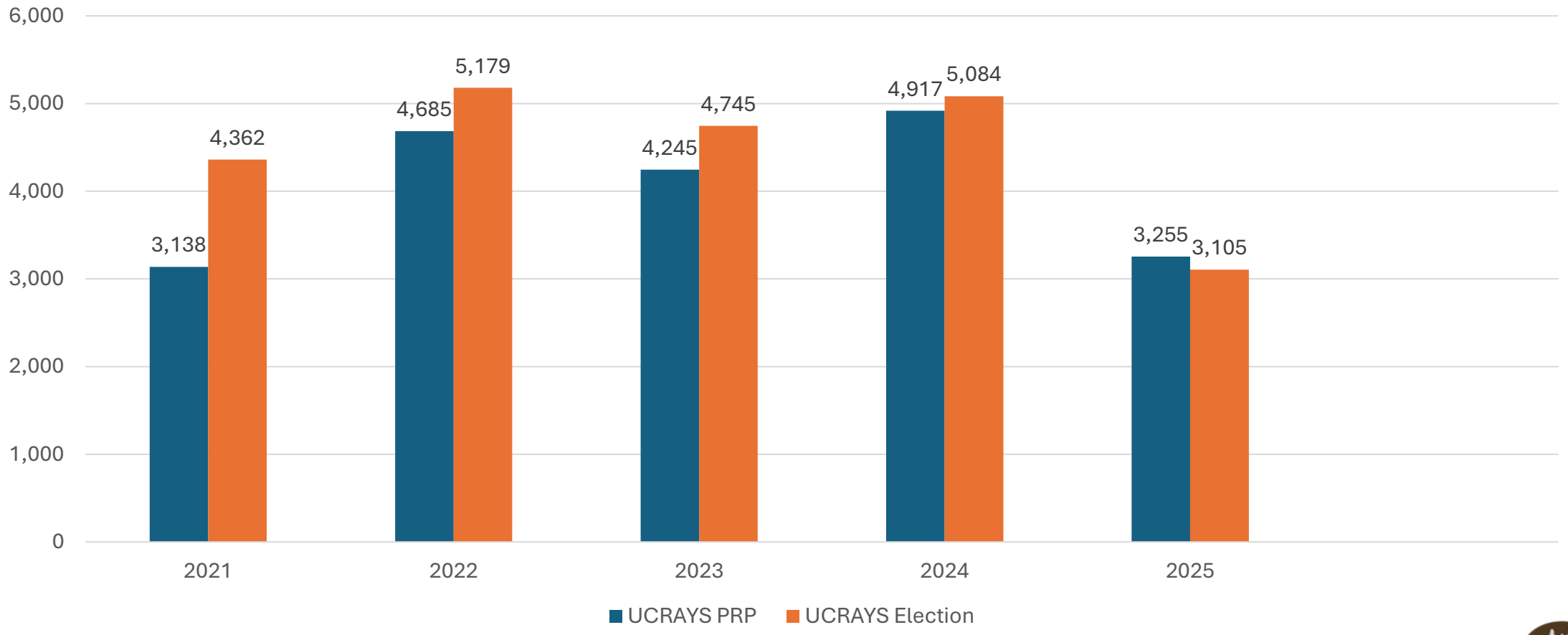
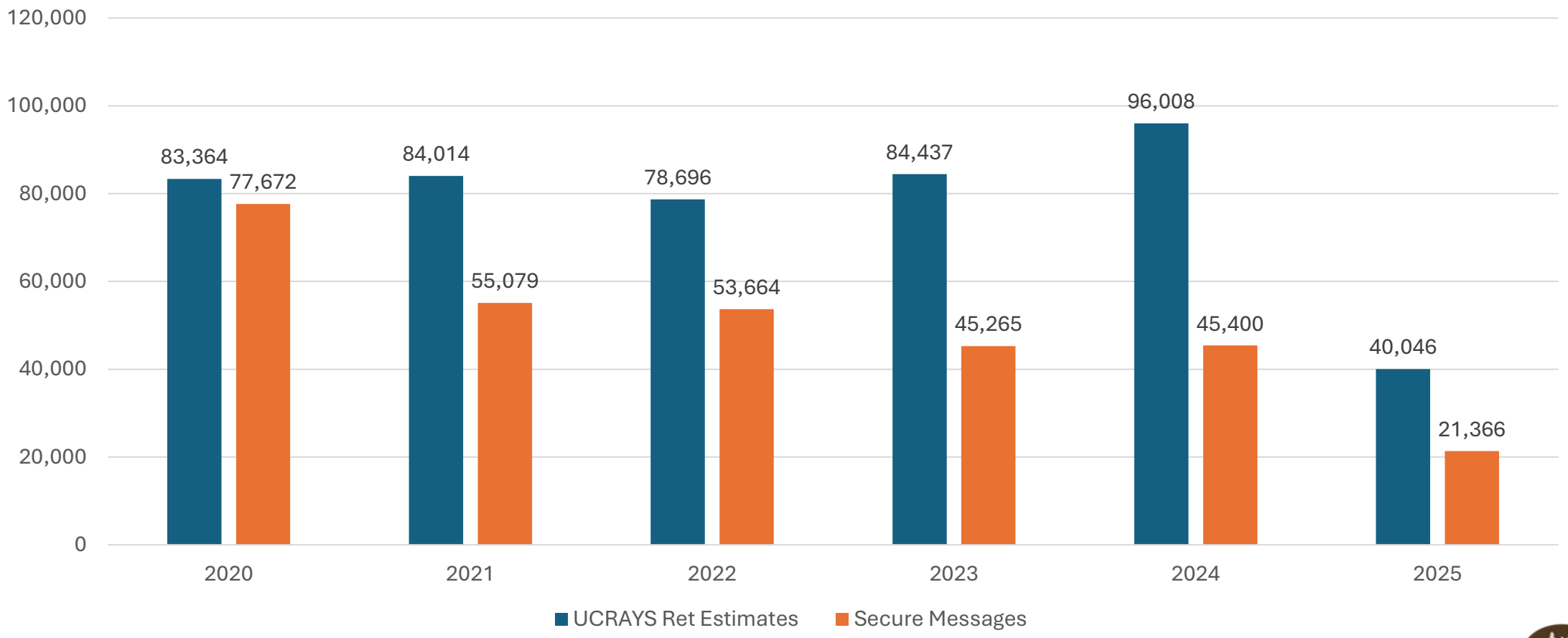
UCRAYS Retirement Activity



Data as of May 31, 2025

REDWOOD

UCRAYS Other Activity



Data as of May 31, 2025

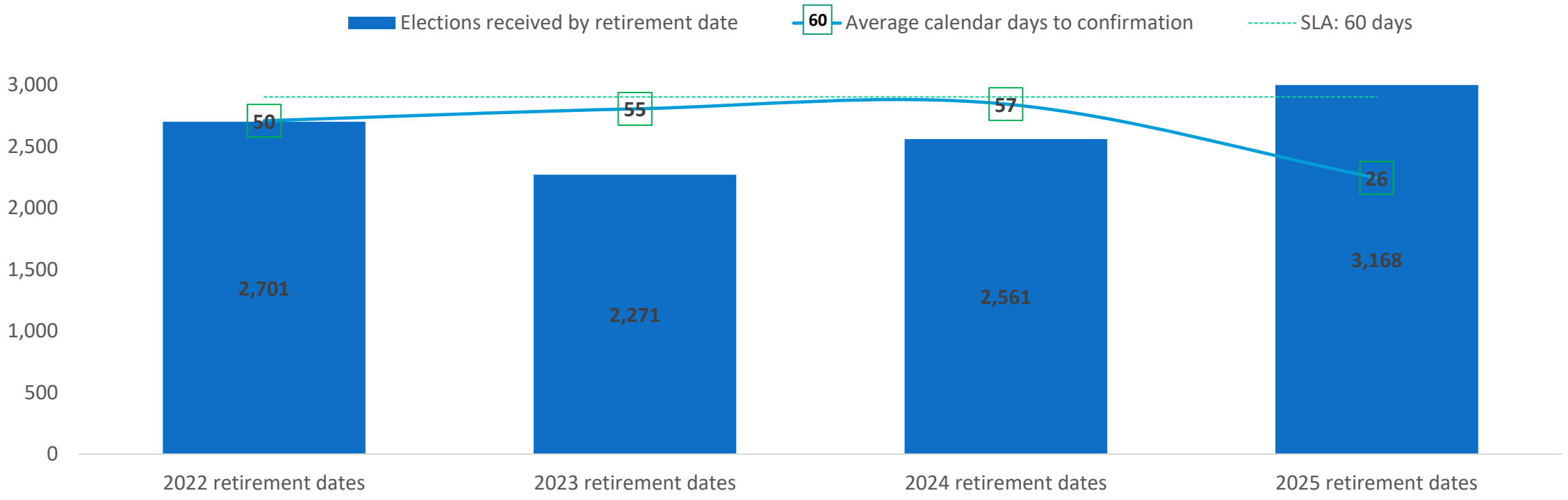
REDWOOD

Thank you

Appendix

Retirement processing time improved by 34 days year over year

Average retirement now takes 27 calendar days, 33 days better than the Service Level Agreement (SLA) despite increase in volume



SLA: 60 calendar days from the election receipt date to generating confirmation of benefits statement

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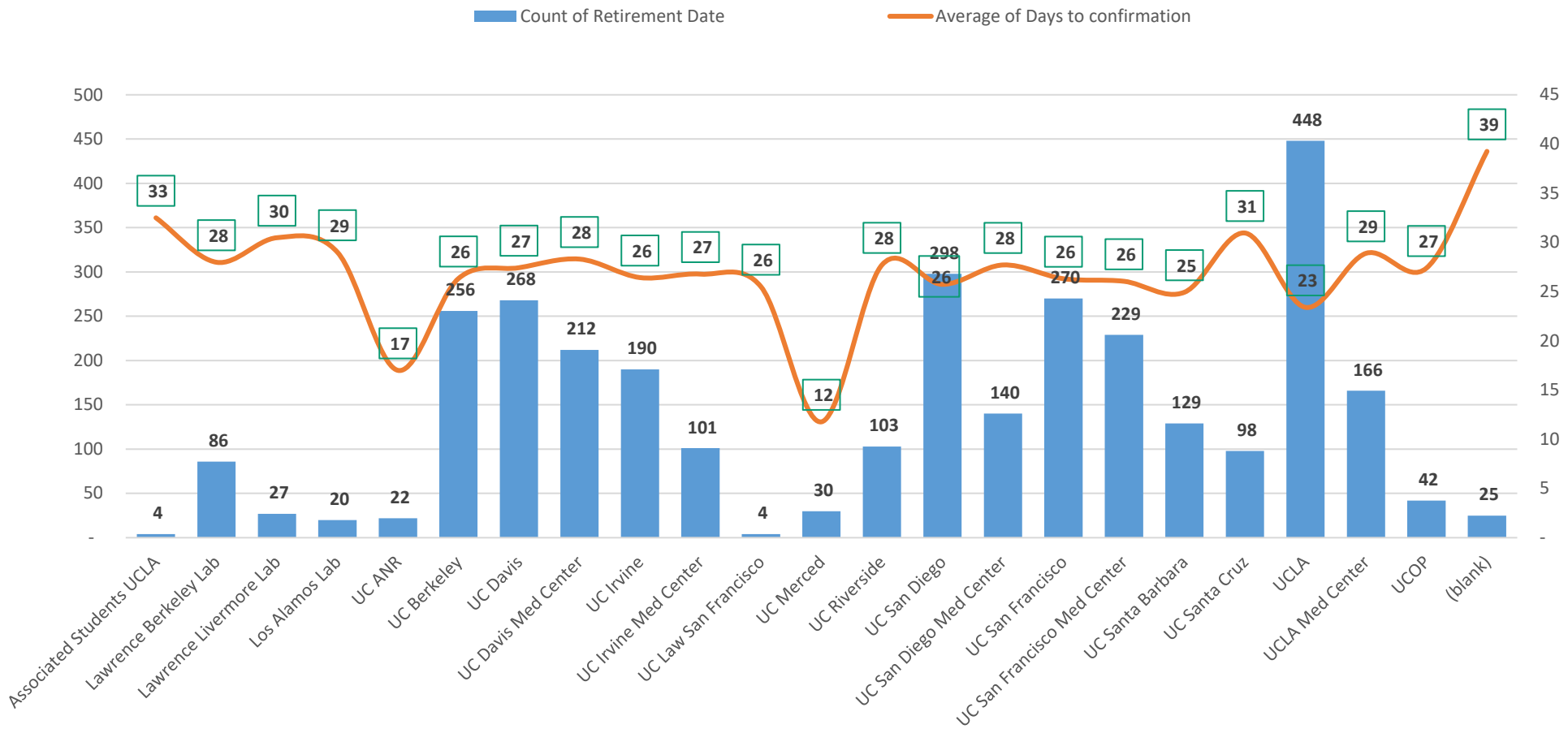
The data represents 2022, 2023, 2024, 2025 calendar years as of January through May 31. Performance results are reflected in Calendar days.

Retirement by Location



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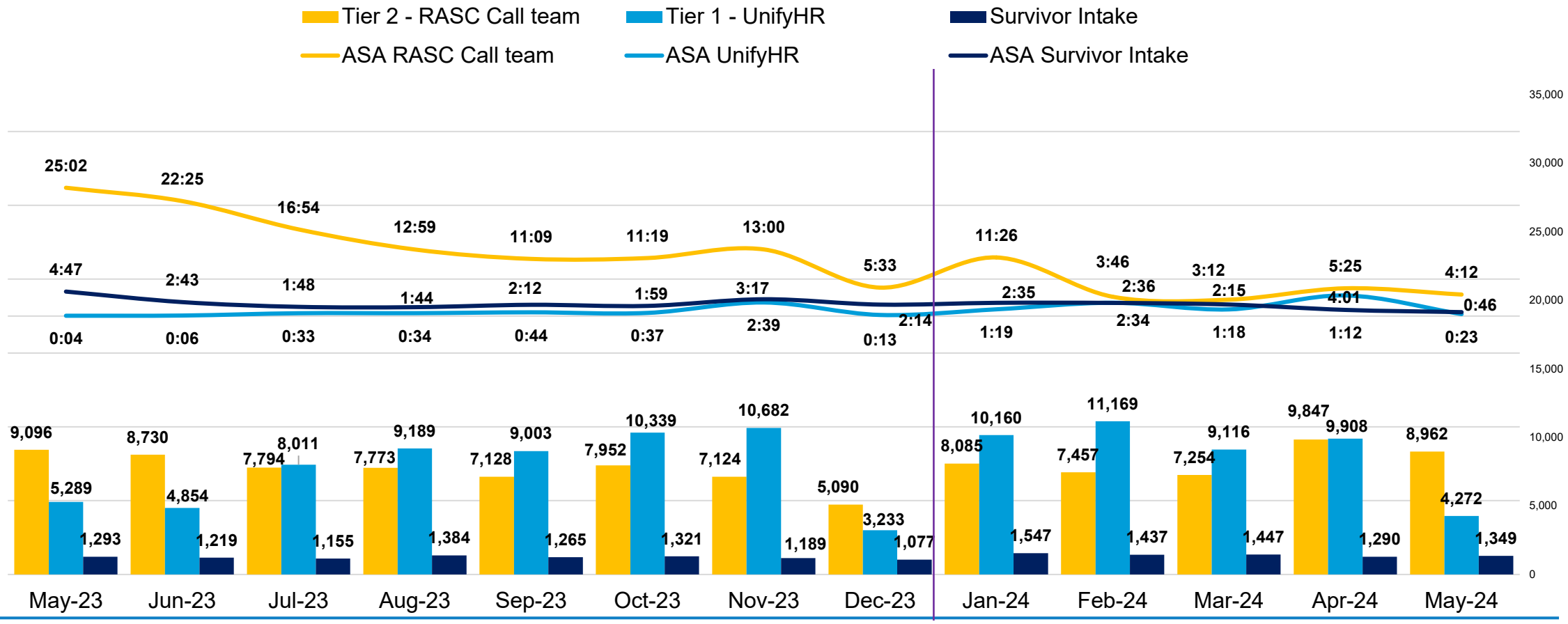
The data represents 2025 calendar year. Performance results are reflected in Calendar days.

Incoming call Avg Speed of Answer (ASA) is trending lower



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The data represents 2023 and 2024 calendar years

Results as of May 31st, 2024

Data sources - Appendix

- *Incoming Calls: Data provided by TalkDesk detailing the volume of incoming calls from January 2024 – December 2024.*
  - *Data received: June 2, 2025*

- *Secure Messaging Data: Data provided by* Redwood *detailing metrics on secure messages processed from January 2025 – April 2025. File received from the Secured Messages Team*
  - *Data received: June 2, 2025*

- *Retirement Counseling Portal: Retirement Counseling appointments statistics from Calendly provided by Deloitte Digital.*
  - *Date received: June 3, 2025*