University of California

UCRS Advisory Board

Meeting of December 1, 2023

AGENDA ITEM F

UCRS – Retirement Administration Service Center (RASC), Redwood Retirement Administration Recordkeeping System and UCRAYS – Update

The RASC efforts to increase staffing levels has resulted in the addition of 80 new team members, with six new teams fully staffed.

The UCRAYS member portal will be moved to a cloud-based service in December, 2023. The migration to Amazon Web Services (AWS) will commence on December 15, 2023 at which time users will not have access to their UCRAYS accounts. Member access to UCRAYS accounts will again become available upon completion of the cloud migration which is scheduled for January 2, 2024.

A portal for employees to schedule appointments with RASC retirement counselors is set to launch on January 2, 2024.

The RASC received 3,717 retirement elections from January 1, 2023 through October 31, 2023. The average days for a confirmation letter for 2023 retirement elections is 38 business days, down from an average processing time of 44 days for retirement dates in 2021 and 2022.

The call center at the RASC received over 172,000 incoming calls from January 1, 2023 through October 31, 2023. The caller wait time to speak to a RASC representative saw a steady decrease in 2023 with an average speed to answer of around 11 minutes in September and October, 2023. The dedicated survivor intake phone line received over 9,900 calls from the point of launch in March, 2023 through October 31, 2023, with an average speed to answer of around two minutes being reached in July and maintained through October 31, 2023.

Further information regarding retirement election processing and call center performance can be found in item attachment 1.

The UCRAYS member portal has seen over 800,000 individual logins, 40,000 secure messages, 78,000 retirement estimates, and 33,000 account registrations from January 1, 2023 through September 30, 2023.

Attachments