

1. CUSTOMER SERVICE

Goal: To provide outstanding customer service.

LACERS places great importance on always delivering a high level of customer service to its Members by assisting them with retirement and health plan enrollment processes, as well as by accurately answering questions and addressing concerns related to their benefits.

DESIRED OUTCOMES

To increase Members' knowledge of LACERS' benefits and services; to enhance the quality and consistency of Member services; to effectively measure our Members' satisfaction with LACERS and to provide consistently outstanding service, externally and internally.

INITIATIVES

CUSTOMER SERVICE INITIATIVE

MEMBERSHIP SURVEYS

TRAINING

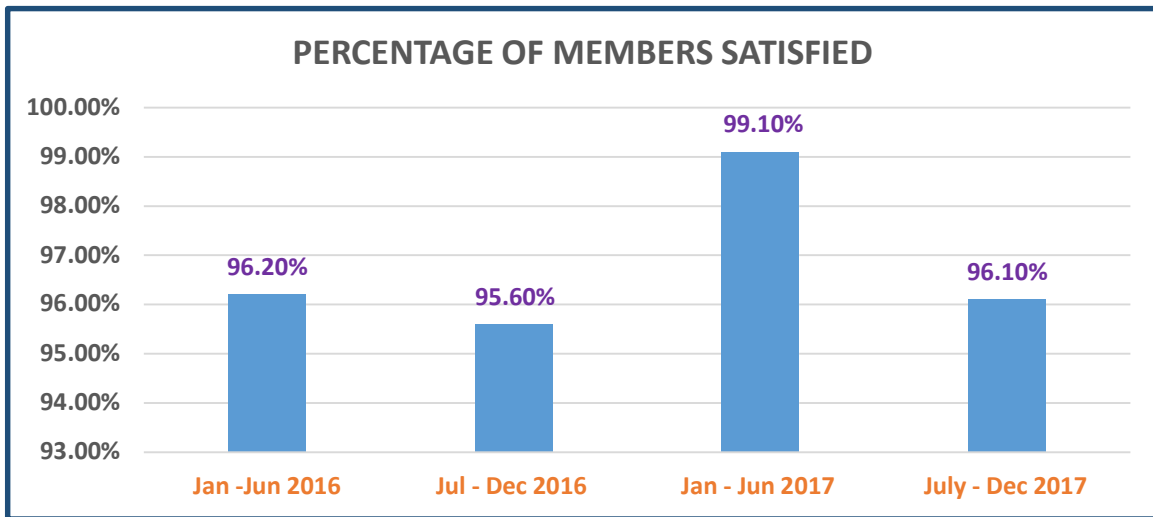
CUSTOMER SERVICE COMMITTEE

- Distribute satisfaction surveys after retirement counseling sessions and seminars/workshops
- Make satisfaction surveys available to LACERS visitors
- Review survey results and discuss identified issues with a Customer Service Committee quarterly
- Provide training to enhance customer service
- Assess Member experience

2017 RESULTS

- An onsite two-day business writing class was held for staff in November of 2017 with an attendance of **17**.

- Member satisfaction among those attending LACERS Planning for Retirement seminars, group counseling sessions, Open Enrollment meetings, Medicare workshops, and “walk-ins” was in the **mid to high 90%** range.



CONTINUING/NEW INITIATIVES FOR 2018

MEMBER SATISFACTION SURVEYS

- Surveys will continue to be distributed in all areas where LACERS comes into contact with Members and results will be reported on a quarterly basis
- Survey comments will be shared with staff
- A Customer Service Committee reviews surveys to address any identified issues and find new ways to enhance customer service

TRAINING

- In 2018, basic and intermediate business writing courses will be scheduled for staff
- Member Service Center staff will receive regular training on specific topics by subject matter experts

SERVICES FOR MEMBERS

- Seminars and Meetings:
 - Planning for Retirement Seminars
 - Active Member Retirement Group Counseling Sessions
 - Medicare Requirements Workshops
 - Open Enrollment Meetings

- Member Service Center Response Goals:



- Less than **15 Seconds** of Wait Time
 - 2017: 1 minute, 8 seconds (68 seconds)
 - Q4, 2017: 1.5 minutes (93 seconds)
- Less than **5 Percent** Abandoned Call Rate
 - 2017: 5%
 - Q4, 2017: 7%

TECHNOLOGY

Explore technology to increase Member access:

- **Kiosk at the Front Desk** – Members can access the LACERS website and print forms/information
- **Video Appointments** – schedule video appointments for easier access to a LACERS representative
- **Wi-Fi** – explore adding Wi-Fi in the offices so Members can access information or loved ones more easily
- **SMS Capabilities** – text business-related updates to Members