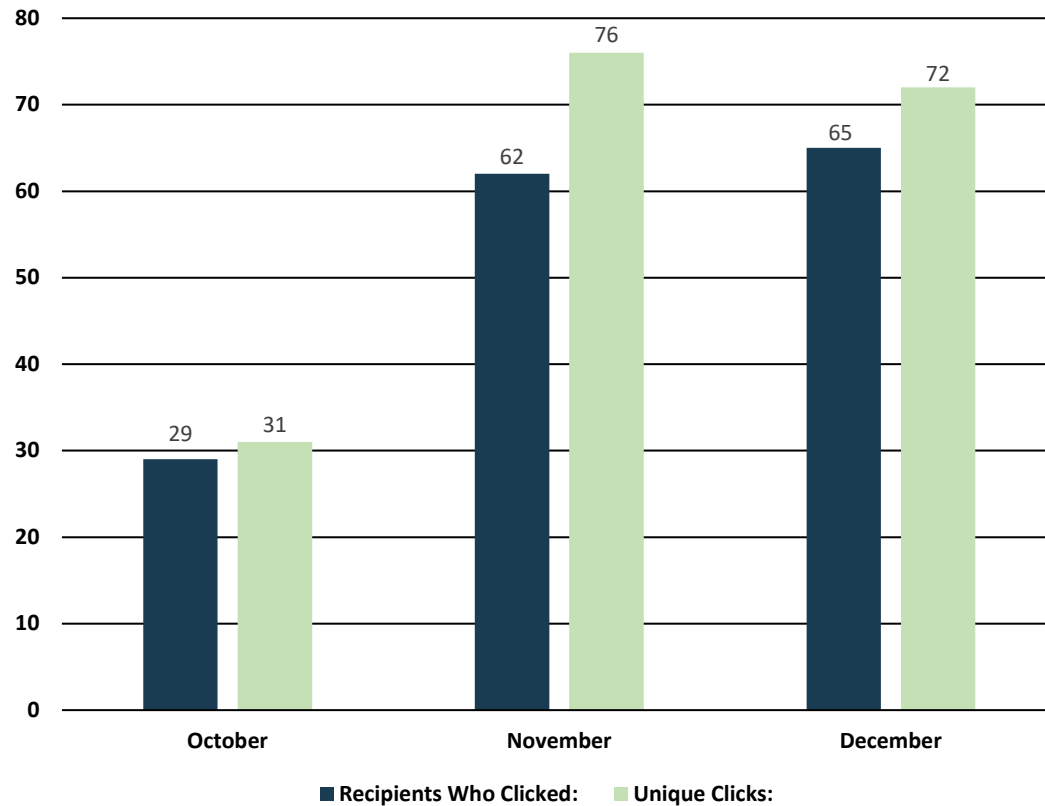


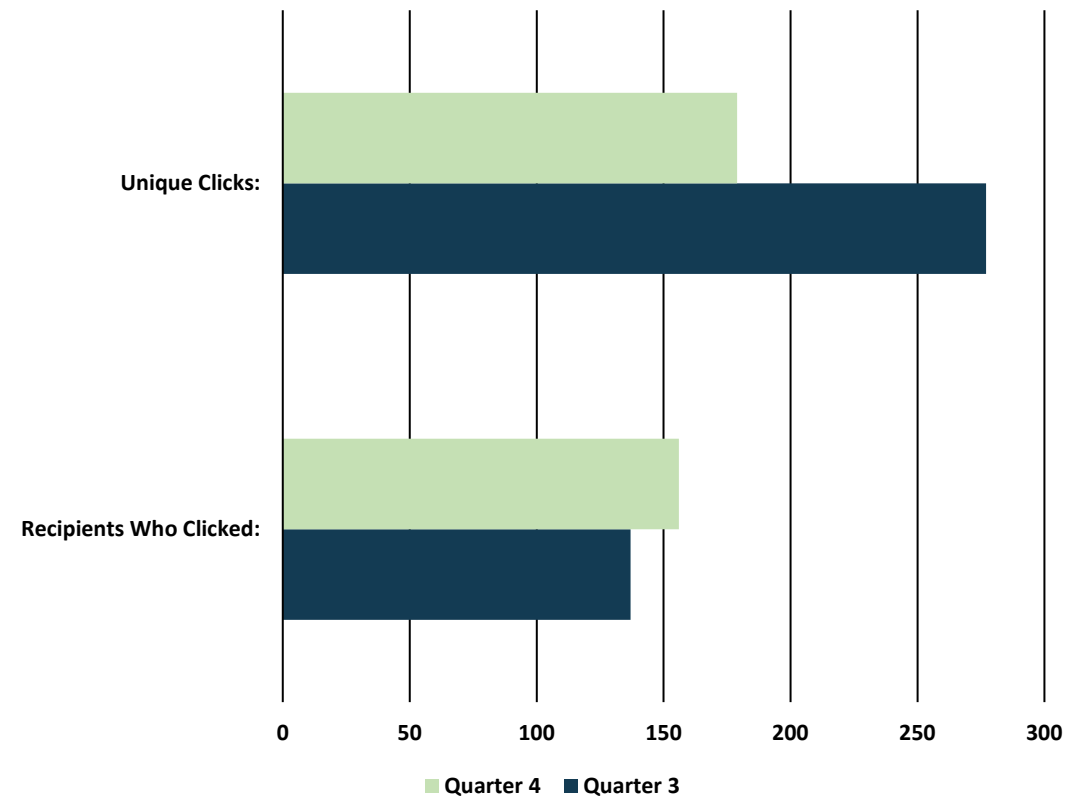
Newsletter Statistics



of Recipients who Clicked (Unique Clicks)



Q3 - Q4 Comparison



Newsletter Content Engagement

Reoccurring Newsletter Links User Engagement

	Oct	Nov	Dec
Newsletter Link	# Unique Clicks	# Unique Clicks	# Unique Clicks
MCERA Home Page	1	0	1
BOR Agendas & Minutes	3	1	6
Retirement Pay Dates	17	11	17
MemberDirect page/login	0	0	17
County Financial Webinars	0	5	0
YouTube MCERA BOR	2	1	2
YouTube Benefit Videos	0	26	0



MCERA

MemberDirect Usage

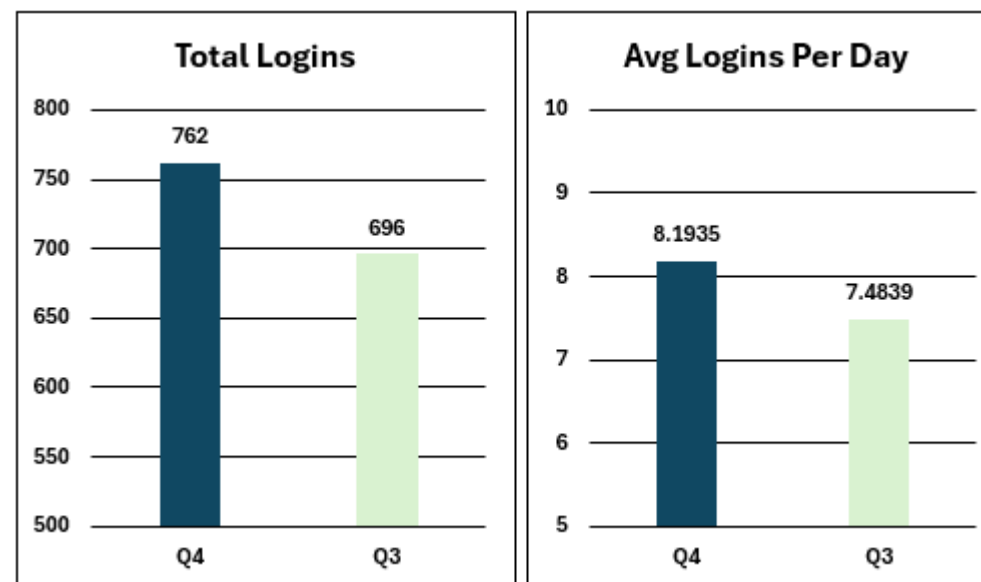
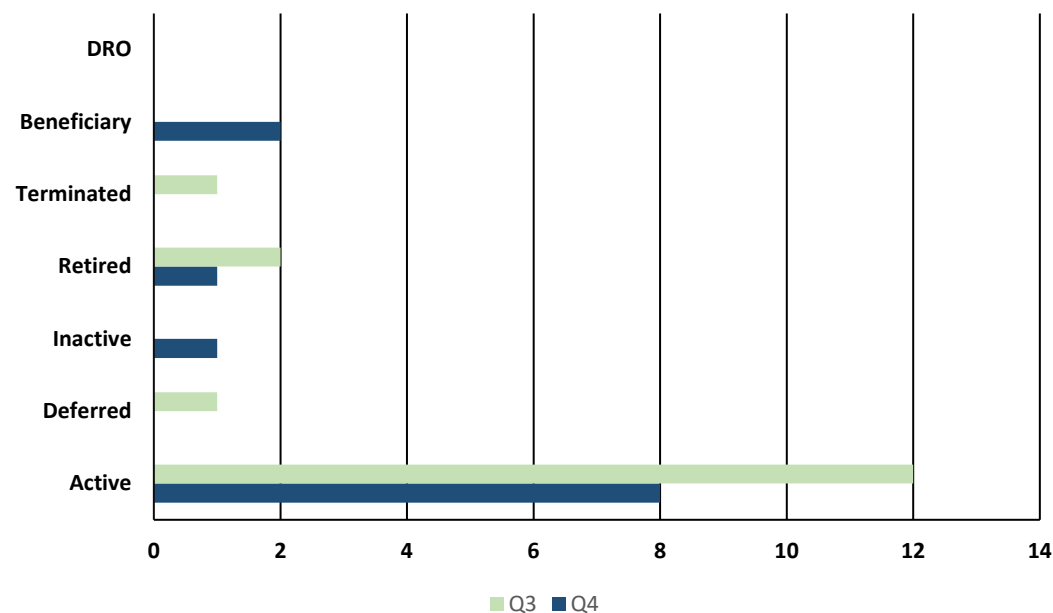


Total MD Accounts: 1785

Q4 New Enrollments: 12

Login Activity

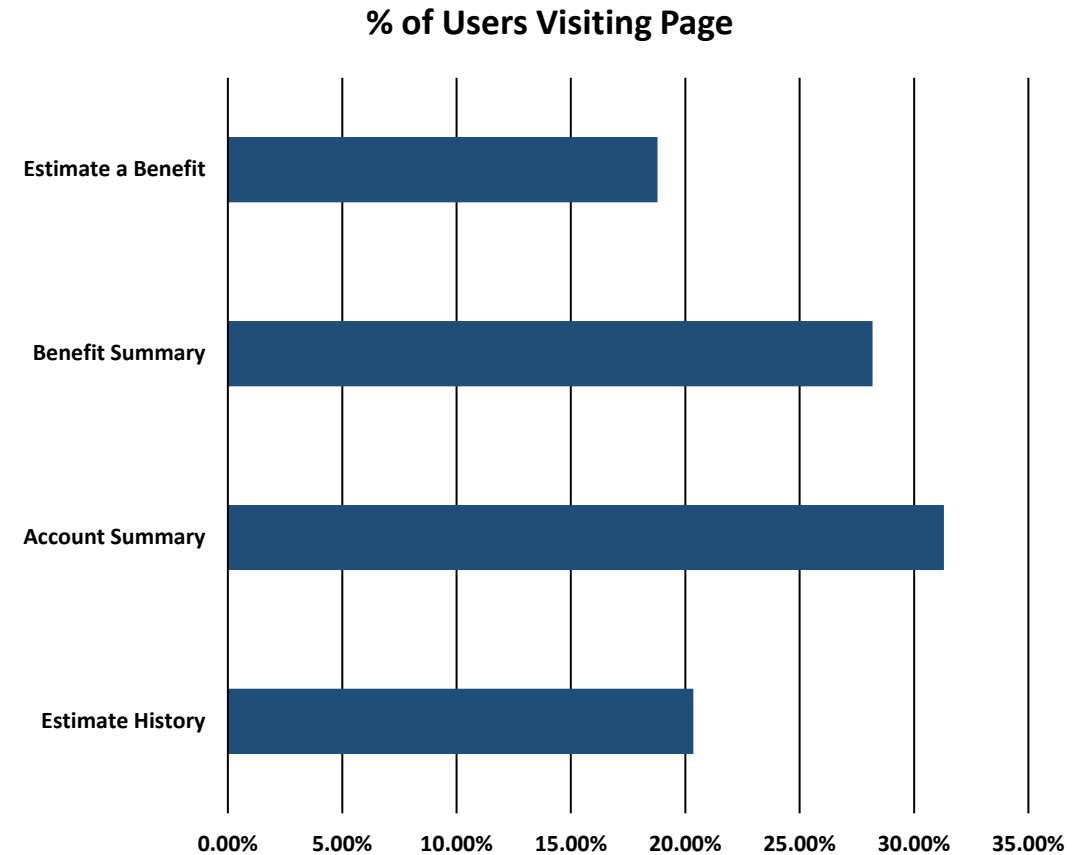
New Account by Type
Q3 - Q4 Comparison



MemberDirect Activity



Login Activity During the Quarter	
Active Users	511
Average Engagement Time	5m 15s
Page Title	# Views
Estimate History	481
Account Summary	438
Benefit Summary	363
Estimate A Benefit	258
Forgot Username	46
Account Settings	96



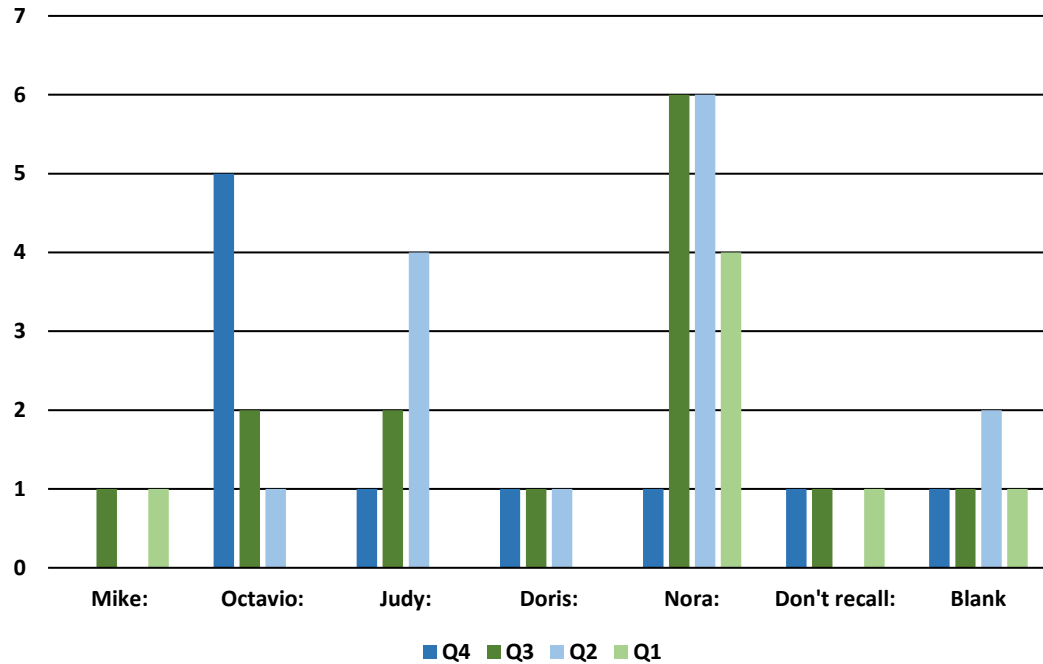
Customer Service Surveys



Current Quarter Y-T-D

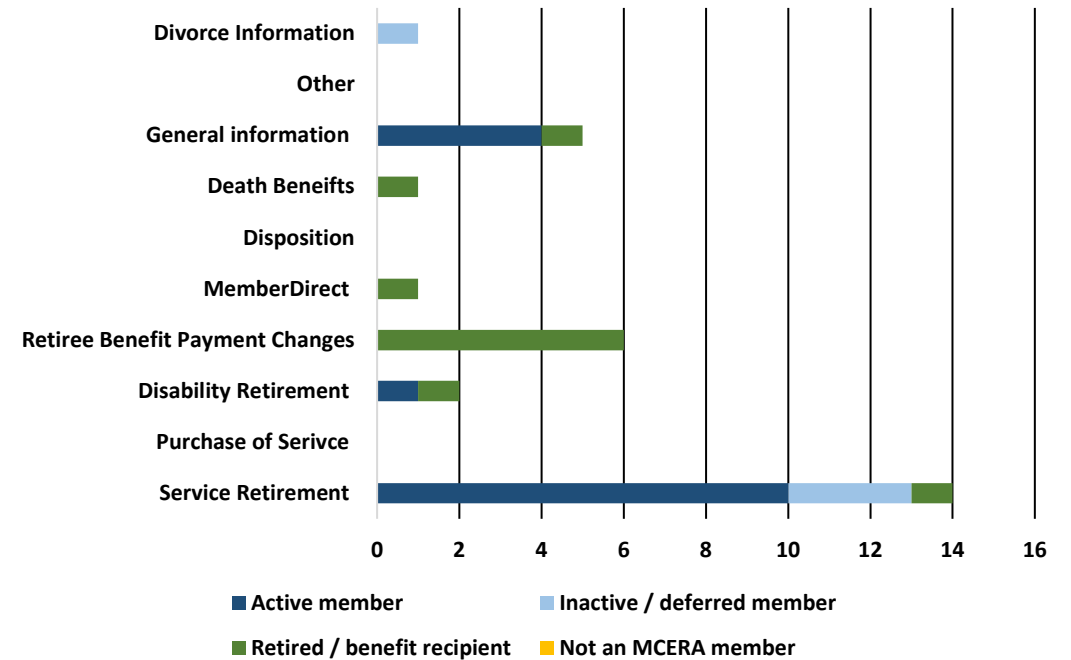
Surveys Received: 10 45

Survey Responses by Quarter and Staff



Reason for Contacting MCERA

by Member Status



Survey Comments



- Octavia was excellent, the whole staff is great
- Octavio was extremely helpful, Please thank him.
- Octavio Quintero contacted me and provided me with the needed information. New forms will be mailed to me where I can make necessary changes, without having to leave home. Staff at MCERA have always been exceptional in providing support and information.
- From Octavia, to every other staff member, they have been excellent helping to provide information, and/or documents I've needed over the years.
- Thank you Judy for your help!
- Thank you so much for how responsive you are! I am very impressed and grateful.
- Nora is, in one word, super!
- Everyone I spoke with was helpful
- I recently worked with Octavio from the County's retirement association while navigating my separation from County employment, and his support was exceptional. Even though I wasn't retiring—just transitioning out and exploring my options for cashing out my retirement contributions—Octavio made the entire process clear and easy to understand. He provided all of the resources I needed, talked me through each step, and explained the implications of every option in a way that was both thorough and accessible. His recommendations were incredibly helpful, and he made sure I felt confident and well-informed before moving forward.
- I have never had a problem with your services, keep up the great work
- Staff has always been exceptional when I have contacted them in the past.

MCERA YouTube Content



Video Title	Publish Date	Views to Date
How Your Benefit Is Calculated	April 25, 2025	265
Understanding Your Benefit Options	June 27, 2025	139
Understanding Reciprocity	Nov. 10, 2025	83
MCERA Board Meeting 10/16/2025	Streamed live	239
MCERA Board Meeting 11/05/2025	Streamed live	96
MCERA Board Meeting 12/17/2025	Streamed live	59

MCERA Website Top Page Views

Page Title	# Views	# Users
Board of Retirement	197	135
Agendas & Minutes	1,144	622
MemberDirect Link	571	324
Investment Reports	405	383
System Overview Benefits	268	190
Financial Reports	312	224
MCERA Home Page	1,459	709

