

Annual Stakeholder Perception Survey Summary of Findings

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2023 - Stakeholder Sectors Surveyed

Active Members

Retired Members

Employer Senior
Leaders

Employers at
Operational Level

Stakeholder
Association
Leaders

Environment During Survey Period (Feb-March 2023)

- Fund performance down: negative investment returns, 72% funded status
- Silicon Valley Bank collapse and regional banking sector turmoil
- ESG debate among political parties at all levels
- Fossil fuel divestment calls increasing
- Inflation costs mounting
 - CalPERS retirees see increased COLA
- COVID-19 pandemic receding
- Geopolitical Risks (Russia/Ukraine Conflict, Climate, China)
- Persistent low return environment
- Fed rate hikes/economic uncertainty and slowing

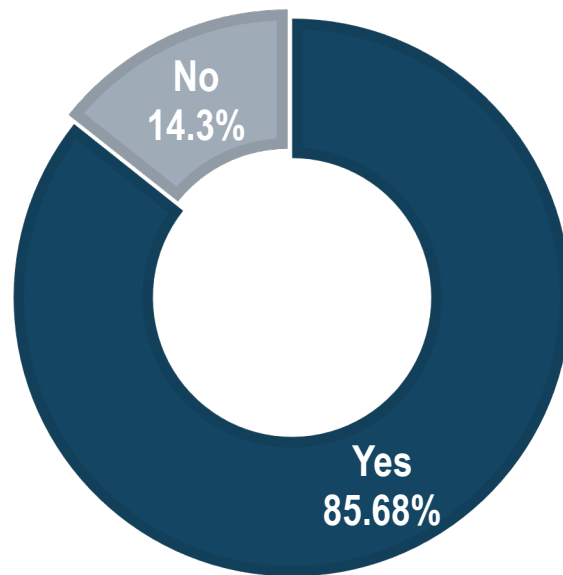
This Year's Survey – Streamlined and Drilling Down

- Shortened survey; eliminated low-value questions
- Addition of open-ended follow-up comments to long-term questions
- Addition of focus groups for qualitative analysis
- Exclusion of inactive members

General Perception of CalPERS - Positive

85.6% of yes/no responses were “yes” across key metrics

GENERAL PERCEPTION

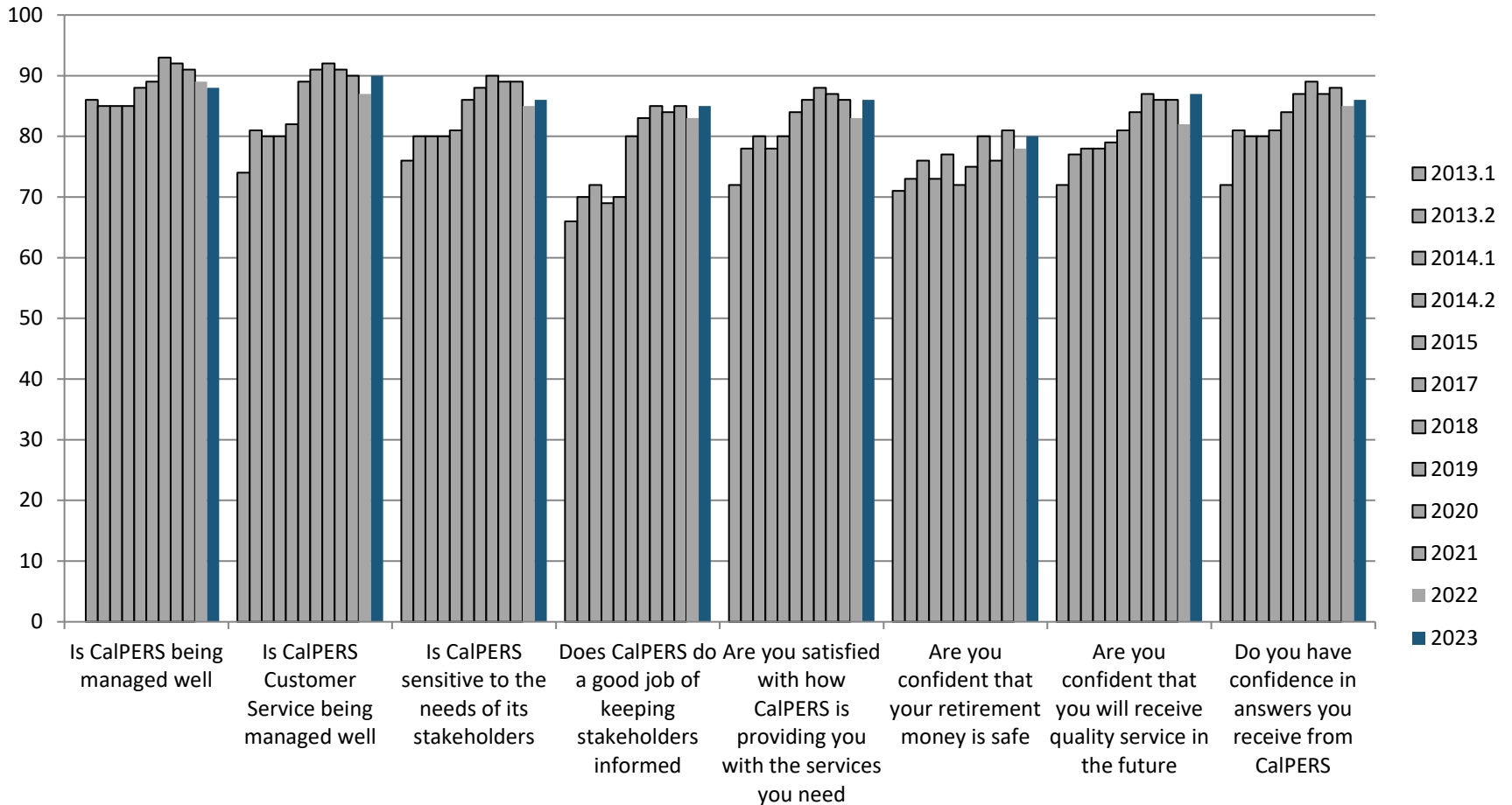


Up from 83% last year

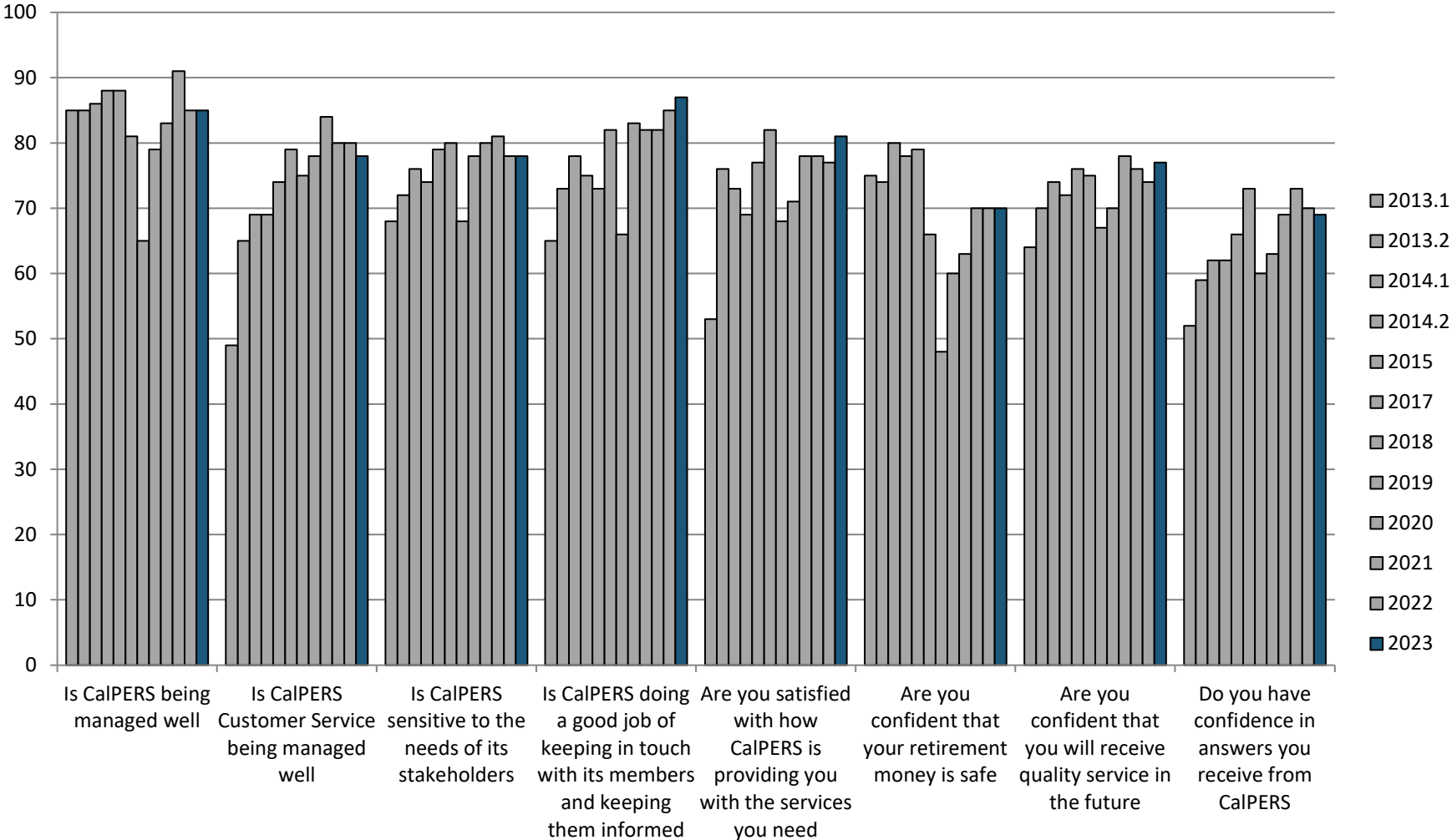
Key Findings

- “Is customer service is being managed well” returns to leading favorability status indicator – 89% say “yes”
 - Last year – “CalPERS being managed well”
- Confidence in retirement security and the balance of cost and quality in health care offerings remains the least favorable ratings – no change from last year
- Highest overall favorability from retired members
- Active members had the second most favorable responses
- Employer senior leaders continue to have least favorable impressions, but still more positive than negative across all questions
 - Pension and health care costs are of high concern

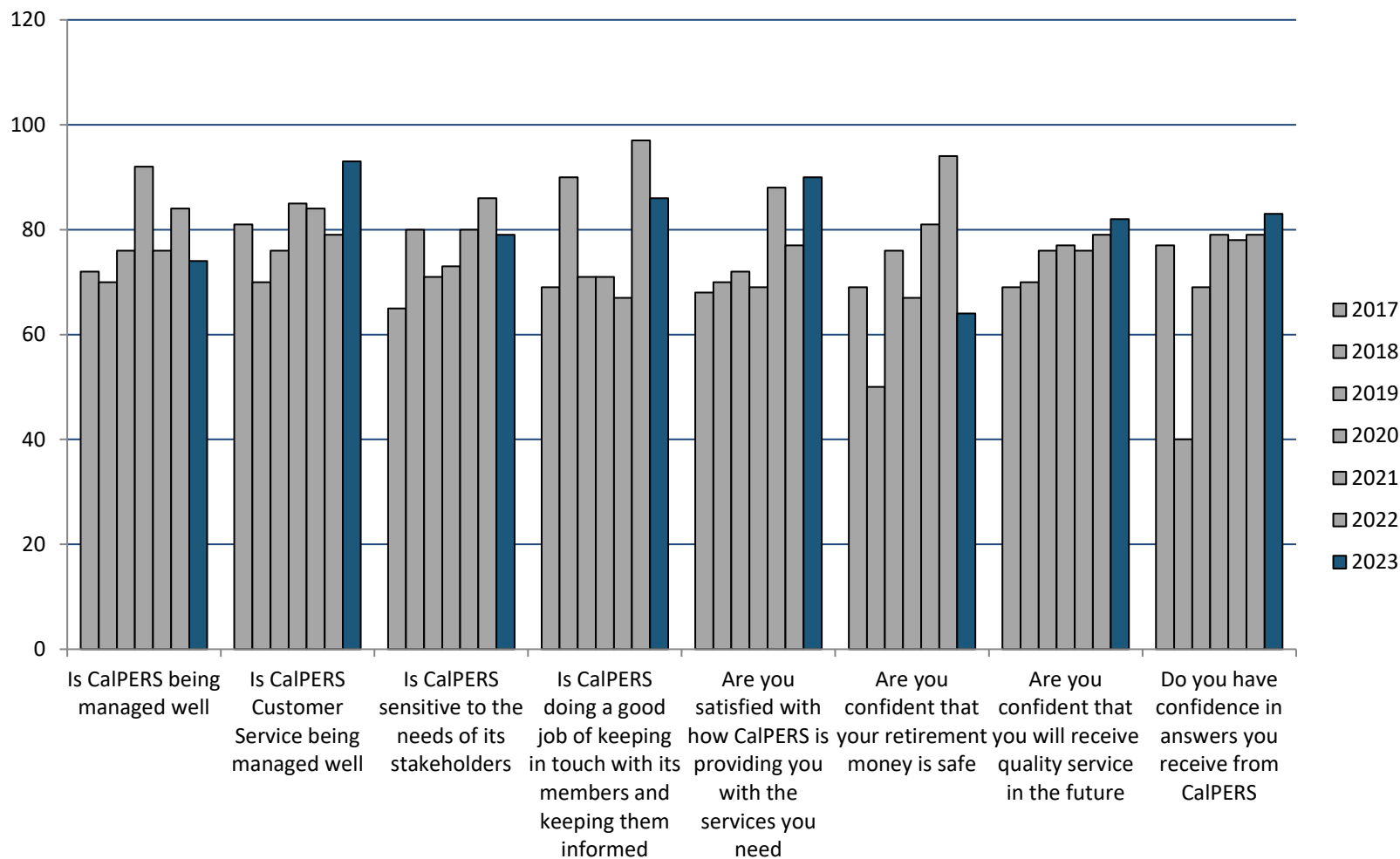
Long-Term Trend Questions – Members



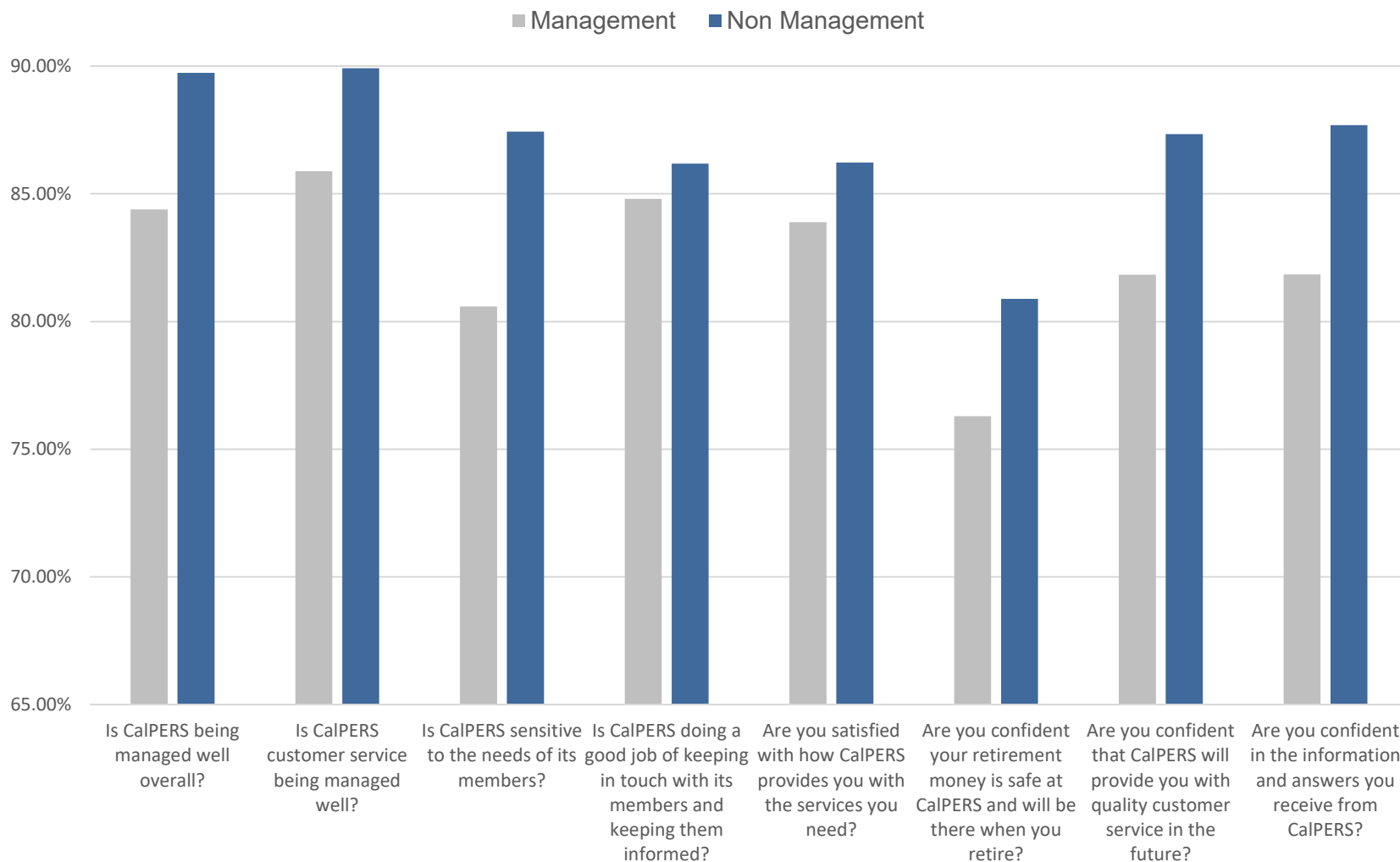
Long-Term Trend Questions – Employers



Long-Term Trend Questions – Stakeholder Leaders



Management vs Non-Management Sentiment



Favorability by Employer Type

School workers – 89%

State workers – 85%

Public agency workers – 84%

Open-Ended Comments Summary

- Politics involved in investment decisions; ESG
- Customer service inconsistencies
- Need for more pre-retirement education; CalPERS website
- Long phone wait times
- Health care costs / Long-Term Care

Commitment to Stakeholders

- Access to CalPERS leadership and team
- Listening and soliciting feedback
- One message to all stakeholder groups
- Providing information and data to inform discussions/decisions
- Elevating issues early and often
- Mutual understanding that we may not always agree
- Continued focus on customer service

Opportunities & Action Steps

- Stakeholder engagement elevated to strategic goal in 2022-27 plan
- Enhance communication and education tools for members and employers
- Demonstrate thought-leadership through ESG education, sustainability strategy, and events like the Catalyst Forum and Pathways for Women
- Offer both in-person and virtual education and outreach opportunities to meet evolving stakeholder needs
- Partner with Health program to promote health equity, affordability and access
- Continue to promote CalPERS Diversity, Equity and Inclusion framework
- Continue to advocate the value of defined benefit plans