



Regular Meeting

Item number 19d – Open session

Subject: Key Performance Indicators

Presenter(s): Chairperson

Item type: Consent information

Date and time: May 28, 2026– 0 minutes

Attachment(s): None

PowerPoint presentation(s): None

Item purpose

The purpose of this item is to share with the Board the 2025-26 Key Performance Indicators (KPIs). Additionally, this item provides the 2025-26 “Stoplight Chart,” which details performance on the KPIs through first three quarters of the current fiscal year.

Discussion/Summary

KPIs serve as overall representations of CalSTRS' performance in member service delivery. CalSTRS strives to set performance indicators that are balanced. Measuring efficiency against effectiveness, cost against quality, user perception and member satisfaction. KPIs are considered a strategic aid to management, propelling future improvements in member services and set the stage for informed discussions. They are studied, benchmarked with other pension systems, and confirmed annually with each business area before being approved by executives.

KPI performance is reviewed quarterly with executives and directors during the Customer Service Performance Review where discussions are open and frank to gain understanding and knowledge of business areas that perform member-facing transactions in Financial Services, Benefits & Services and the Office of the General Counsel. During these sessions, senior leaders learn about impacts on member service levels and consider new approaches the organization might pursue. CalSTRS believes the awareness and review of KPIs is critical to employee and board alignment and business focus.

The 2025-26 stoplight chart highlights some of impacts to member service areas since the launch of BenefitConnect. There will be no changes to the KPIs in the next fiscal year. Our focus remains on stabilizing the system, working through backlogs, and ensuring we're providing the best service for our members.

CalSTRS FYTD 2026-27 Key Performance Indicators

Business Area	Key Performance Indicators	Target
CalSTRS	Members Expressing a high level of satisfaction with CalSTRS overall (Annual Measure)	75%
	Member online self-service for account transactions	65%
Service Retirement	Members expressing a high level of satisfaction with their service retirement experience	75%
	Payments issued within 45 calendar days of BED or received date	90%
Disability	Eligible applications processed within 150 calendar days of application received date	90%
	Approved applicants expressing a high level of satisfaction with the overall process	75%
	Approved applicants expressing a high level of satisfaction with service received from the disability analyst	75%
Survivor Benefits	Beneficiaries expressing a high level of satisfaction with the Survivor Benefits process overall	75%
	Applications processed within 30 calendar days of receipt of all necessary information	90%
	Ongoing allowances established within 10 calendar days of receipt of all necessary information	90%
Customer Service	Contact Center calls answered within 30 seconds	75%
	Members expressing a high level of satisfaction with service during their most recent Contact Center experience (CALLS)	75%
	Average # of business days to respond to online messages	<2 days
	Paper account maintenance transactions processed within 10 business days of receipt	85%
Financial Services	Service credit purchase requests completed within 25 business days	100%
	Refund applications processed within 25 business days of receipt ¹	95%

Business Area	Key Performance Indicators (continued)	Target
Employer Reporting & Contributions	(FS) Percent of contributions submitted prior to the delinquent date (95%/5th day)	100%
	(ES) Percent of employer reporting submitted prior to the delinquent date, by unit	100%
	(ES) Complete cases of all new retirees that meet threshold within 75 calendar days of the retiree report received date	95%
	(ES) Average quality score of employer inquiries meeting review parameters	85%
	(ES) Employers expressing a high level of satisfaction after a service interaction	75%
	(ES) Average quality score of employer inquiries meeting review parameters	75%
Community Property	Acceptable court orders implemented to member's accounts within 15 calendar days of receipt of all required documentation	90%
	Community Property estimates provided to a member, non-member, or legal representative within 17 calendar days of receipt	90%
	Member submitted draft court orders reviewed and responded to within 10 calendar days of receipt	90%
	Members expressing a high level of satisfaction with Community Property estimate services ²	75%
	Members expressing a high level of satisfaction with Community Property representatives overall	80%
Retirement Readiness	Members expressing a high level of satisfaction with their benefits planning session	75%
	Members expressing a high level of satisfaction with the length of time between scheduling an appointment and attending a benefits planning session	75%
	Members age 44 and younger who receive educational services (annual measure)	4%
	Participants expressing a high level of satisfaction with Pension2 overall (annual measure)	75%
	Annual Pension2 contributions (millions)	5 yr avg + 5%
	New # of 457(b) and 403(b) plan adoptions (annual measure)	5 yr avg +5%
	New account growth	5 yr avg + 5%

CalSTRS 2025-26 FYTD (Q1 through Q3) Key Performance Indicators

Business Area	Key Performance Indicators	Target	FY 25-26
			FYTD
CalSTRS	Members Expressing a high level of satisfaction with CalSTRS overall (Annual Measure)	75%	**
	Member online self-service for account transactions	65%	67%
Service Retirement	Members expressing a high level of satisfaction with their service retirement experience	75%	77%
	Payments issued within 45 calendar days of BED or received date*	90%	98%
Disability	Eligible applications processed within 150 calendar days of application received date	90%	80%
	Approved applicants expressing a high level of satisfaction with the overall process ²	75%	71%
	Approved applicants expressing a high level of satisfaction with service received from the disability analyst	75%	85%
Survivor Benefits	Beneficiaries expressing a high level of satisfaction with the Survivor Benefits process overall	75%	64%
	Applications processed within 30 calendar days of receipt of all necessary information	90%	39%
	Ongoing allowances established within 10 calendar days of receipt of all necessary information	90%	49%
Customer Service	Contact Center calls answered within 30 seconds	75%	22%
	Members expressing a high level of satisfaction with service during their most recent Contact Center experience (CALLS) ¹	75%	95%
	Average # of business days to respond to online messages	<2 days	2.54
	Paper account maintenance transactions processed within 10 business days of receipt	85%	71%
Financial Services	Service credit purchase requests completed within 25 business days	100%	18%
	Refund applications processed within 25 business days of receipt	95%	75% ³
Employer Reporting & Contributions	(ES) Percent of employer reporting submitted prior to the delinquent date, by unit	100%	93%
	(FS) Percent of contributions submitted prior to the delinquent date (95%/5th day)	100%	98%
	(ES) Complete cases of all new retirees that meet threshold within 75 calendar days of the retiree report received date	95%*	81%
	(ES) Employers expressing a high level of satisfaction after a service interaction	75%	87%
	(ES) Employers expressing a high level of satisfaction after a training event	75%	76%
	(ES) Average quality score of employer inquiries meeting review parameters	85%	85%

Business Area	Key Performance Indicators	Target	FY 25-26
			FYTD
Community Property	Acceptable court orders implemented to member's accounts within 15 calendar days of receipt of all required documentation	85%	62%
	Community Property estimates provided to a member, non-member, or legal representative within 17 calendar days of receipt	90%	93% ³
	Member submitted draft court orders reviewed and responded to within 10 calendar days of receipt	90%	52%
	Members expressing a high level of satisfaction with Community Property estimate services ²	75%	65% ³
	Members expressing a high level of satisfaction with Community Property representatives overall	75%	72% ³
Retirement Readiness	Members expressing a high level of satisfaction with their benefits planning session	75%	95%
	Members expressing a high level of satisfaction with session availability	75%	84%
	Participants expressing a high level of satisfaction with defined contribution support service	75%	96%
	Members age 44 and younger who receive educational services (Annual Measure)	4%*	**
	Annual P2 Contributions (millions)	\$108	**
	New Account Growth	5,187*	**

**Annual measure available at the end of the fiscal year

*Annual target and/or verbiage adjusted from previous fiscal years - verbiage and target shown for current fiscal year

¹Quarterly survey results are based on surveyed responses from one month out of the quarter

²Monthly results based on survey responses from previous month

³Some data unavailable in BenefitConnect