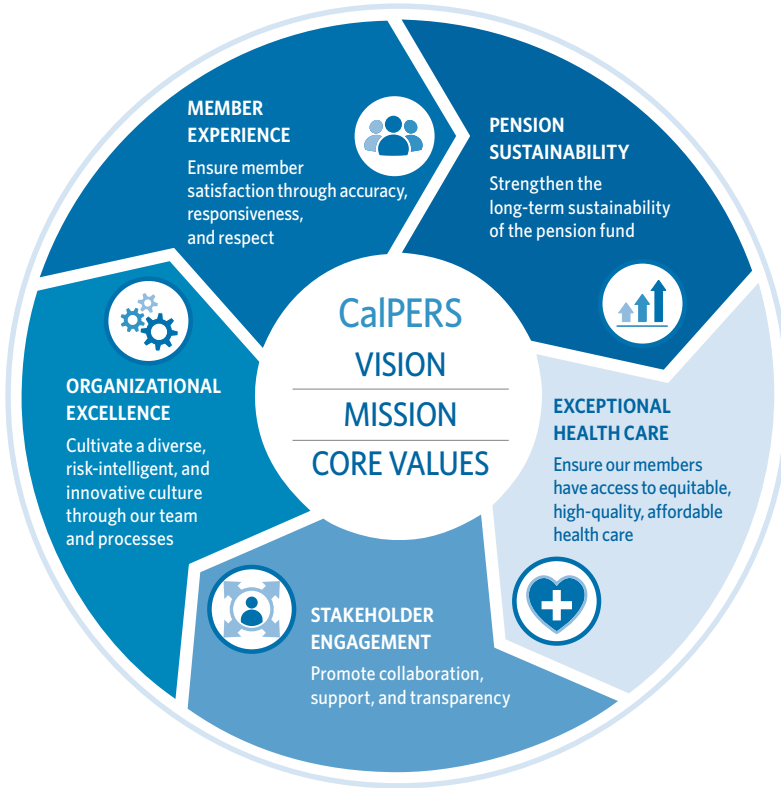


# CalPERS Organization

## Vision, Mission & Core Values Drive Our 2022-27 Strategic Plan



**Our Mission** is to deliver retirement and health care benefits to members and their beneficiaries.

**Our Vision** is to be a respected partner, providing a sustainable retirement system and health care program for those who serve California.

**Our Core Values** Quality, Respect, Accountability, Integrity, Openness, Balance guide us in our work and are woven into the fabric of our daily interaction with our members, employers, and each other.

**CalPERS is about people.**

It's about the dedicated individuals who serve, or have served, California at the state, regional, and local level through a career in public service. For more than nine decades, CalPERS has built retirement and health security for these public servants.

## About CalPERS

### Organization

As the nation's largest public pension fund, CalPERS serves more than 2 million members in the retirement system and more than 1.5 million members in our health program. Learn more about our organization in the links below or at [www.calpers.ca.gov](http://www.calpers.ca.gov).

- » Benefits Overview
- » Strategic & Business Plans
- » Pension & Investment Beliefs
- » Transparency & Accountability
- » CalPERS History & Story

### Board of Administration

CalPERS is governed by a 13-member Board of Administration who are elected, appointed, or hold office ex officio. Learn more about it at [www.calpers.ca.gov](http://www.calpers.ca.gov).

Continued »

## CalPERS Team

### CalPERS Employees *(FY 2023-24)*

2,843

Total number of authorized positions as approved by the CalPERS Board of Administration  
No change from previous FY

### CalPERS Employee Diversity

Our team represents a multitude of races, ethnicities, generations, and cultural backgrounds reflective of the members we serve. [Learn more about diversity at CalPERS on our website in the Commitment to Diversity, Equity & Inclusion Report.](#)

## CalPERS Budget

### CalPERS Budget *(FY 2024-25)*

\$2.4 bil

↑1.1% change from previous FY

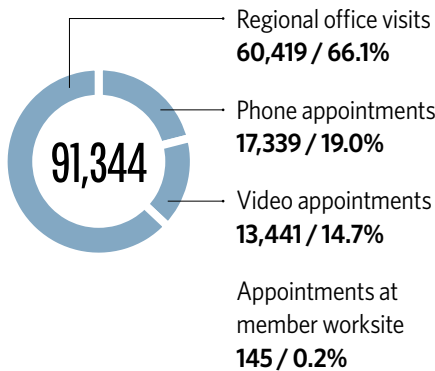
### CalPERS Total Budget *(FY 2024-25, in thousands)*

<b>Subtotal operating costs</b>	<b>\$793,078</b>
Administrative operating costs	\$614,877
Investment operating costs	\$146,735
Headquarters building costs	\$31,466
<b>Subtotal fees</b>	<b>\$1,677,075</b>
Investment external management fees	\$1,428,052
Third-party administrator fees	\$249,023
<b>Total budget</b>	<b>\$2,470,153</b>

## CalPERS Customer Service & Outreach

### One-on-One Member Appointments *(FY 2023-24)*

*(FY 2023-24)*



### Customer Service & Outreach *(FY 2023-24)*

#### Member Customer Service:

Calls and emails received by CalPERS member contact center	1,672,543
Average call wait time to reach an agent	4.8 min
Number of written pension estimates provided	31,490
Members attended 3 in-person & 2 virtual benefit education events	8,682

#### Employer Customer Service:

Calls and emails received by CalPERS employer contact center	114,907
Employer participants attended education event (Ed Forum, 2023)	900

#### Stakeholder Outreach:

Stakeholder meetings & events	41
Stakeholder webinar participants (eight webinars)	3,515