



### Strategic Measures as Affirmed and in Development

#### Goal A: Improve long-term pension and health benefit sustainability

Measure: Percentage of net annualized investment returns relative to return assumptions and benchmarks

Measure: Percentage of net value added achieved through CalPERS management of the portfolio relative to benchmark data

Measure: Percentage of funding decisions made using an integrated view of pension assets and liabilities

Measure: Difference between CalPERS funded status and average funded status of similar pension systems based upon Market Value of Assets (MVA)

Next Steps: Staff are moving forward with the Actuarial and Investment office staff on process development.

#### Goal B: Cultivate a high-performing, risk-intelligent and innovative organization

Measure: Percentage of pension warrants made to our members within established service levels

Measure: Customer satisfaction with CalPERS services as measured by surveys and other feedback methods

Measure: Turnover Rate

Next Steps: Staff are working with Customer Services and Support and Human Resources staff on process development.

#### Goal C: Engage in State and national policy development to enhance the long-term sustainability and effectiveness of our programs

Measure: Percentage of Board-sponsored legislation enacted into law

Measure: Number of congressional hearings where testimony was given or meetings held with members of Congress or with senior officials or regulators in the Federal Administration regarding CalPERS policy issues

Measure: Number of legislative hearings where testimony was given or meetings held with members of the State Legislature or with senior officials or regulators in the Governor's Administration regarding CalPERS policy issues

Next Steps: These measures require further language and process development and staff are working with External Affairs to make refinements.