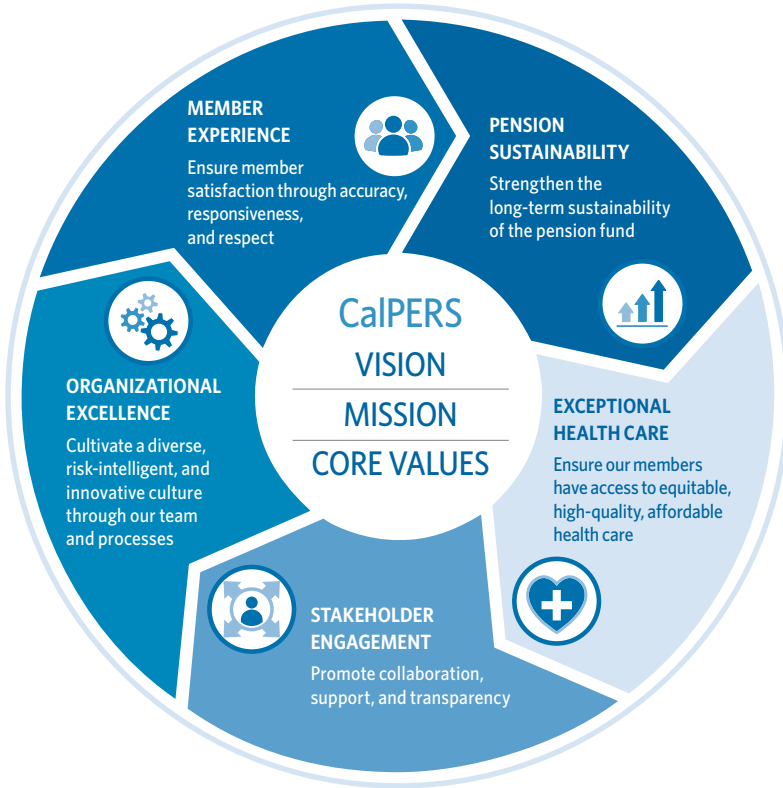


# CalPERS Organization

## 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 nearly 2.4 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 2025-26)*

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 2025-26)*

\$2.7 bil

↑8.5% change from previous FY

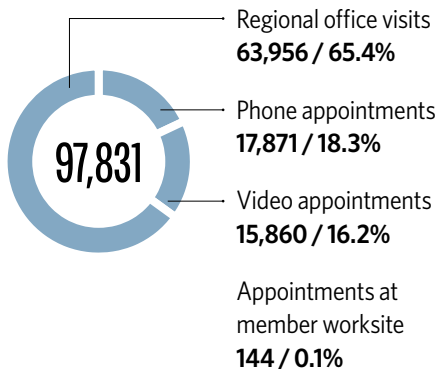
### CalPERS Total Budget *(FY 2025-26, in thousands)*

<b>Subtotal operating costs</b>	<b>\$865,160</b>
Administrative operating costs	\$637,365
Investment operating costs	\$186,417
Headquarters building costs	\$41,378
<b>Subtotal fees</b>	<b>\$1,874,814</b>
Investment external management fees	\$1,569,425
Third-party administrator fees	\$305,389
<b>Total budget</b>	<b>\$2,739,974</b>

## CalPERS Customer Service & Outreach

### One-on-One Member Visits

*(FY 2024-25)*



### Customer Service & Outreach *(FY 2024-25)*

#### Member Customer Service:

Calls and emails received by CalPERS member contact center	1,696,084
Average call wait time to reach an agent	3.75 min
Number of written pension estimates provided	33,265
Members attended benefit education events (five events)	7,675

#### Employer Customer Service:

Calls and emails received by CalPERS employer contact center	111,048
Employer participants attended education event (Ed Forum, 2024)	500

#### Stakeholder Outreach:

Stakeholder meetings & events	40
Stakeholder webinar participants (eight webinars)	5,362