

CALSTRS



Member Service Center Development

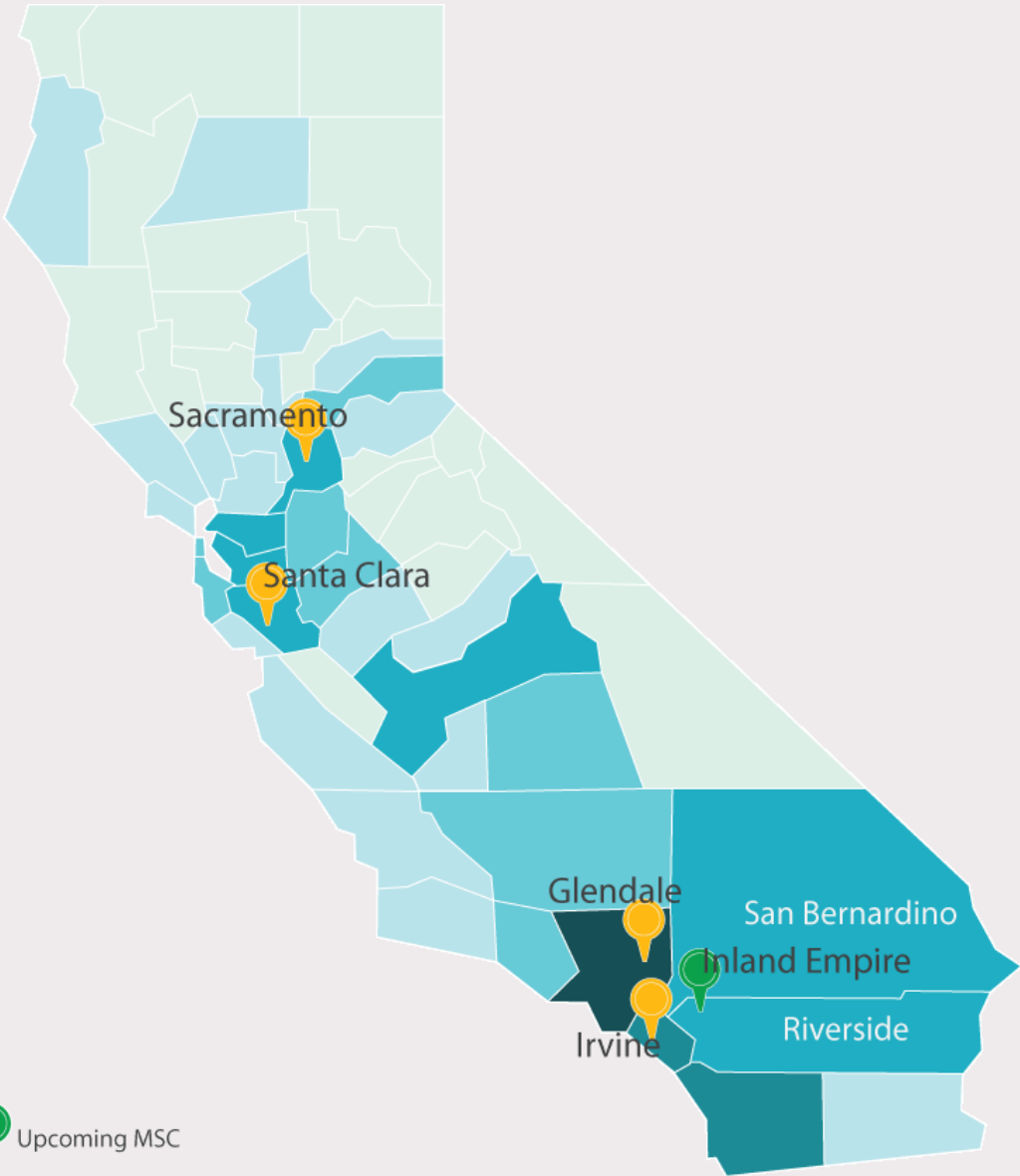
Michael Juric

Employer Advisory Committee

November 20, 2014

CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM

CALSTRS INLAND EMPIRE



 Current MSC  Upcoming MSC

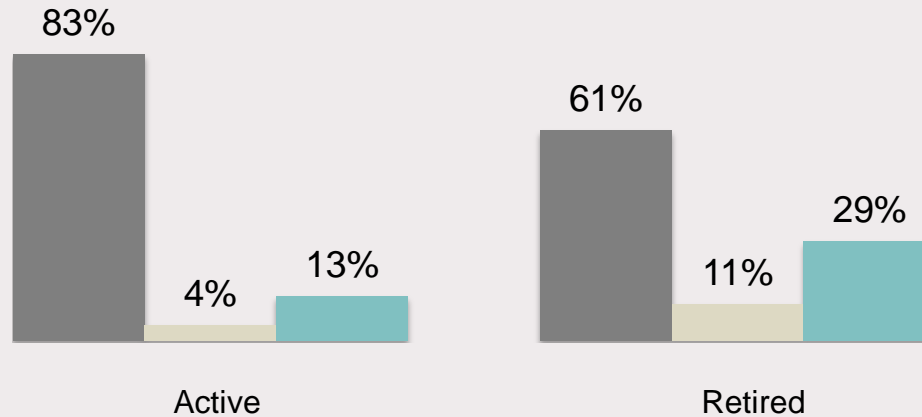
DEMOGRAPHIC ANALYSIS

- **Member Demographics**
- **Employer (School Districts)**
- **Public Transportation**
- **Crime**
- **House Values**
- **Median Household Income**
- **Distance to Other MSCs**
- **Member Survey**

A majority of active and retired members are inclined to use an Inland Empire MSC.

Likelihood of ever visiting an MSC in the Inland Empire

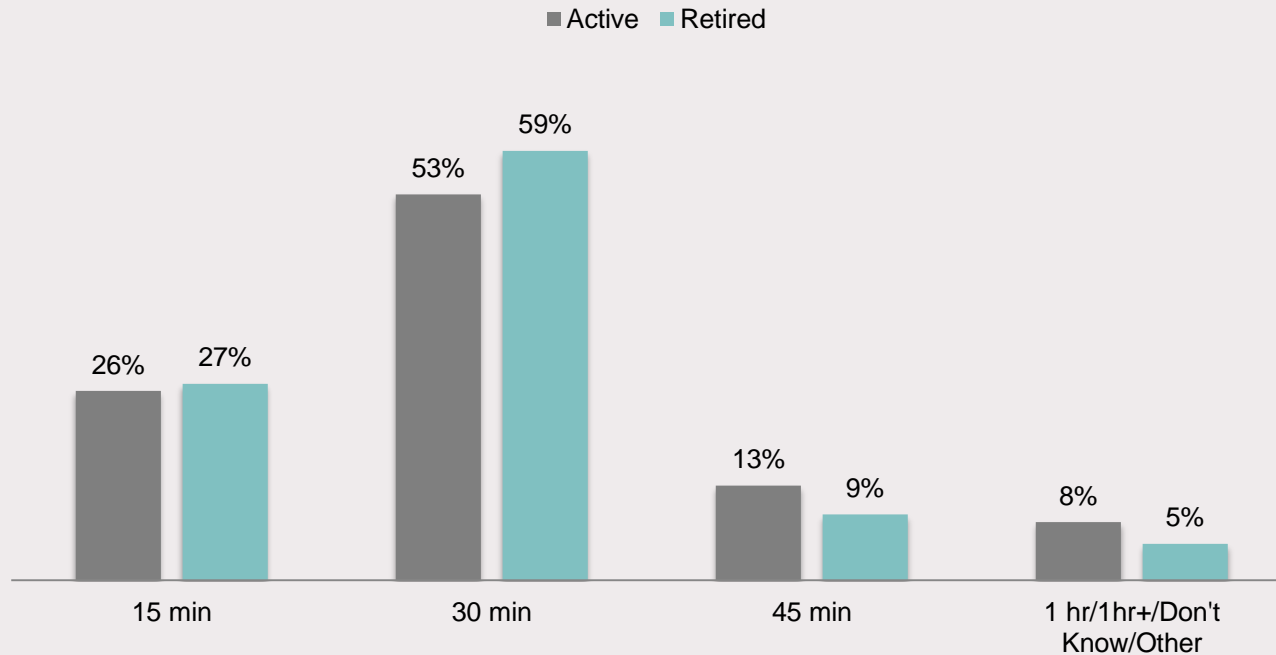
- Somewhat likely to very likely
- Neither likely nor unlikely
- Somewhat unlikely to very unlikely



Q1: How likely is it that you would ever visit a CalSTRS Member Service Center located in the Inland Empire?
 Scale: 1=Very unlikely; 2=Unlikely; 3=Somewhat Unlikely; 4=Neither Likely nor Unlikely; 5=Somewhat Likely; 6=Likely; 7=Very Likely
 Base: Actives N=2,512, Retired N=1,216.

- Active and retired members want no more than 30 minutes travel time each way.**
- **Almost one-third of members want no more than 15 minutes travel time each way.**

Longest acceptable travel time to MSC



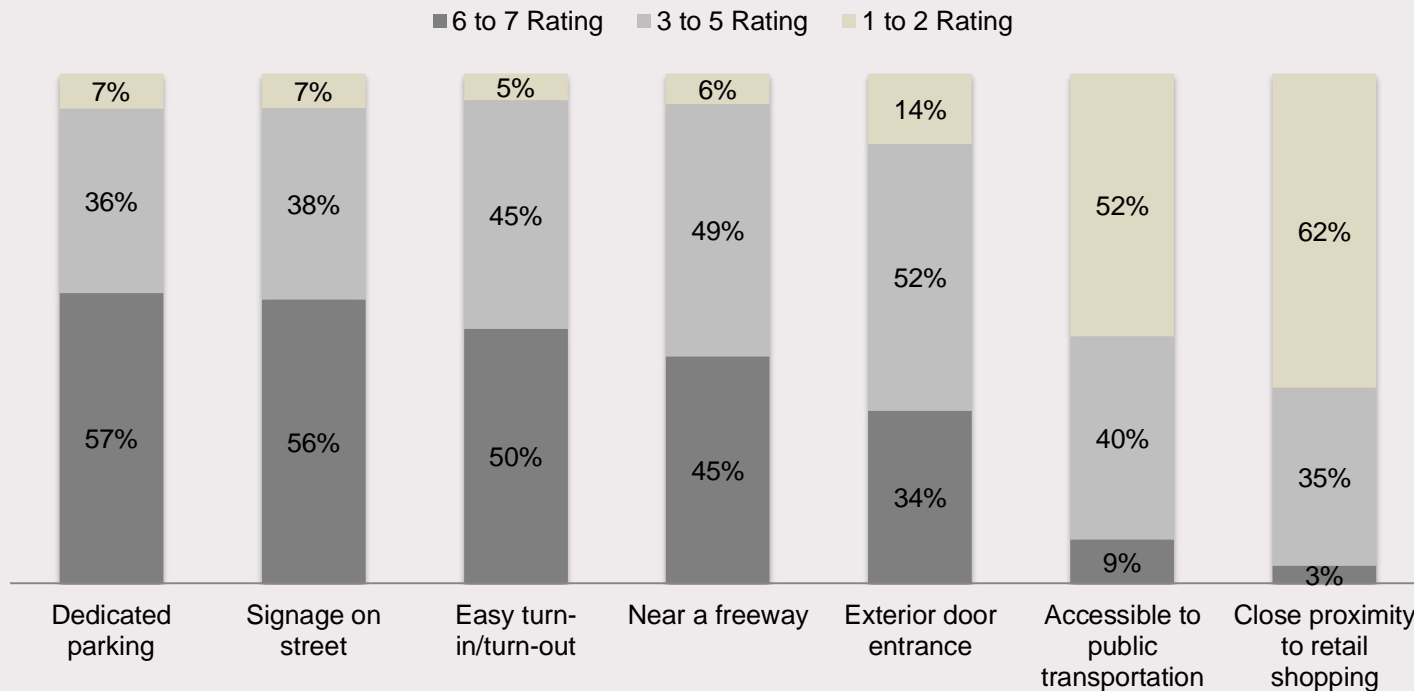
Q3: Select the longest travel time that you would consider acceptable in order to visit the CalSTRS Member Service Center.

Base: Actives N=2,161, Retired N=867.

Almost two-thirds of active members feel dedicated parking is important.

- A majority place importance on street signage and easy access.

Building Characteristics Active

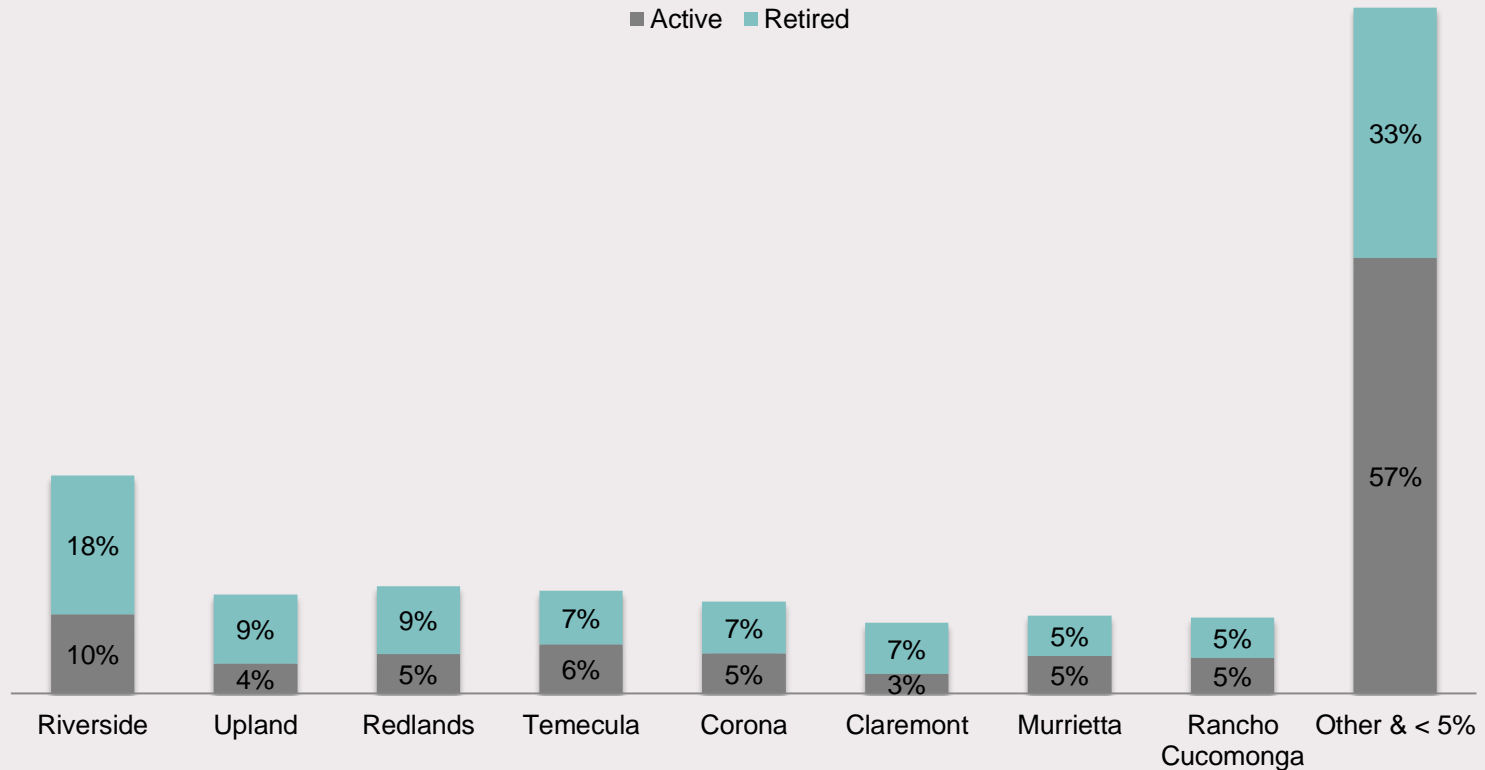


Q5 : In thinking about the building characteristics of a potential Member Service Center, rate the importance of the following:
 Scale: 1=Very Unimportant; 2=Slightly Unimportant; 3=Unimportant; 4=Neither Important nor Unimportant; 5 Slightly Important; 6 Important; 7=Very Important
 Base: Active N=2,067 to 2,093

Active and retired respondents were broadly represented and geographically balanced.

- Percentage of active members response by community reflects CalSTRS statistical data.

Community Residence



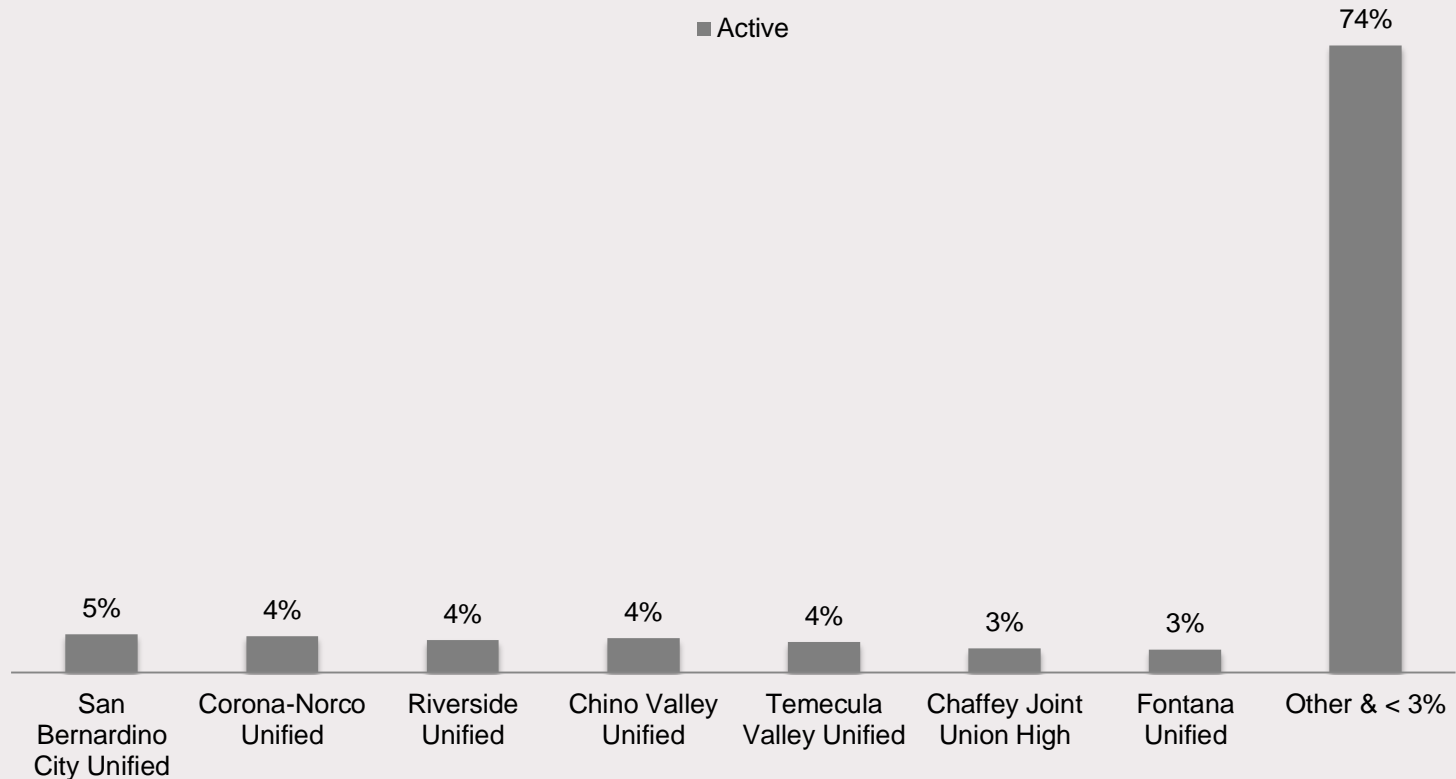
Q6: Indicate the community in which you currently reside. If you do not see your community listed, select OTHER at the bottom of the list.

Base: Active N=2,097, Retired N=812.

Active member respondents were broadly represented.

- Active members response by district employer is consistent with CalSTRS statistical data.

School District of Employment



Q7: Please indicate the school district in which you are currently employed. If you do not see your school district listed, work in multiple school districts or are not employed by a district, select OTHER at the bottom of the list.

Base: Active N=2,096 (Question was not posed to retired members.)

WHERE WE ARE NOW

- **Negotiating Lease**
- **Office Design**
- **Staff Hiring and Training Plan**
- **Communications and Marketing**
- **Anticipated Opening - June 2015**

Next Steps

CALSTRS MEMBERS DISTRIBUTION



Questions

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