

# San Bernardino County Employees' Retirement Association 2024 Membership Survey

---

## Results Presentation

March 2024



**Opinion Research on  
Elections and Public Policy**



**PROBOLSKY RESEARCH**  
23 Corporate Plaza Suite 150 Newport Beach CA 92660

**Newport Beach**  
(949) 855-6400

**San Francisco**  
(415) 870-8150

**Washington DC**  
(202) 559-0270

# SBCERA – Membership Survey

## Survey Methodology\*

	Survey Details
<b>Mode</b>	Online (email) and telephone
<b>Language</b>	English and Spanish
<b>Length</b>	10 minutes
<b>Survey Participants</b>	2,642
<b>Survey Fielding</b>	February 14 – March 10, 2024
<b>Margin of Error</b>	+/-1.9%

### Sample

The sample was developed from a membership file provided by the San Bernardino County Employees' Retirement Association comprising contact information for its members.

### Data Collection Explained

Interviews were conducted using online survey methods. Participants were invited by email to access the survey by computer, tablet, or smart phone. Participants could also call in to complete the survey by telephone.

Respondents in all modes chose their preferred language, English (99%) and Spanish (<1%).

Security measures precluded individuals from completing the survey more than once.

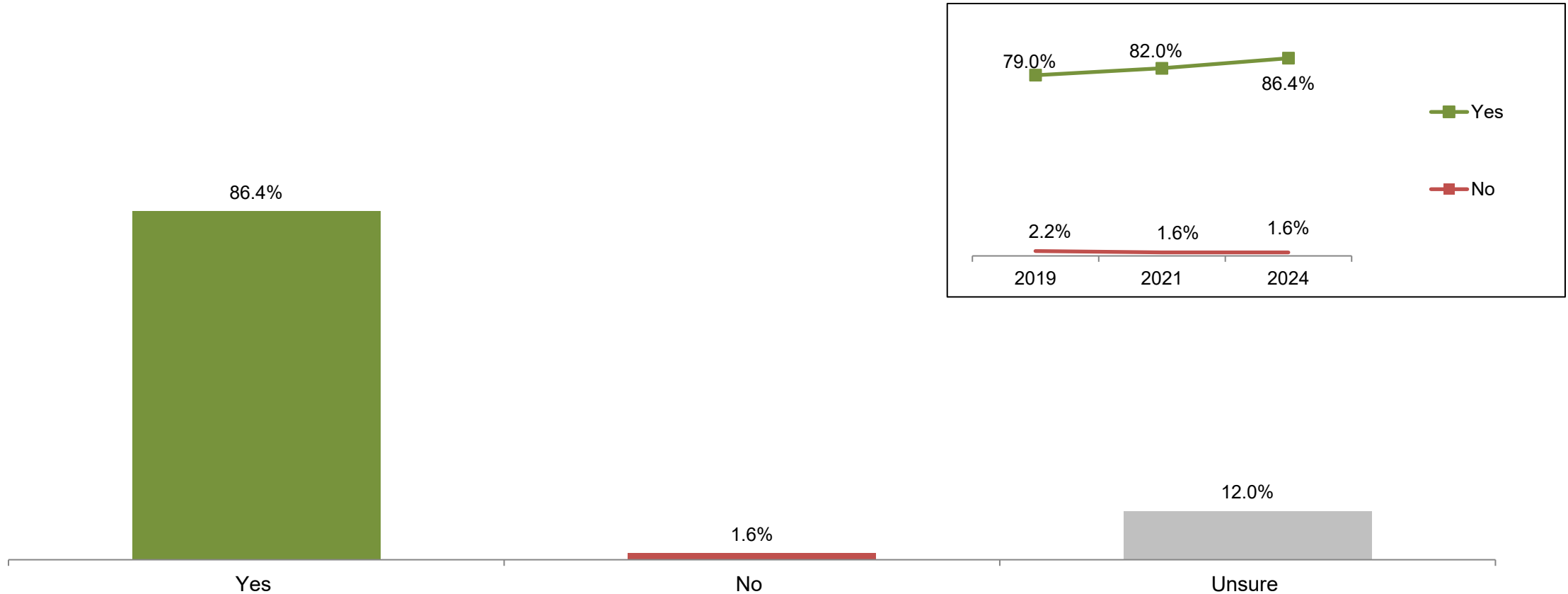


Probolsky Research is a Latina- and woman-owned market and opinion research firm with corporate, election, government, and non-profit clients.

\*Due to rounding, totals shown on charts may not add up to 100%

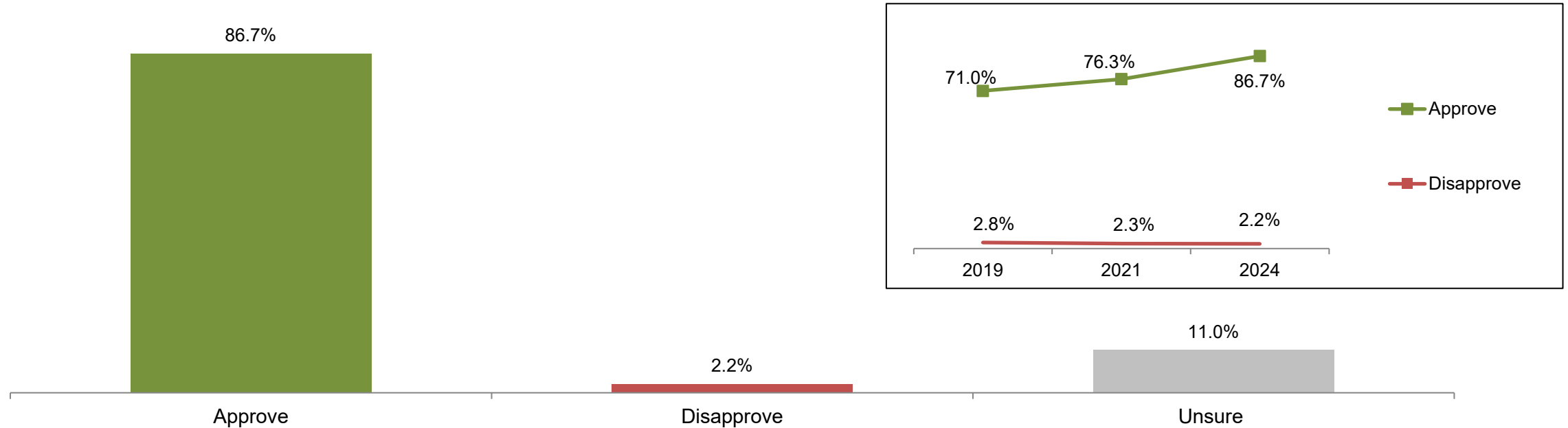
# 86% trust SBCERA to administer their retirement benefits

Question 1: Do you trust SBCERA to administer your retirement benefits?



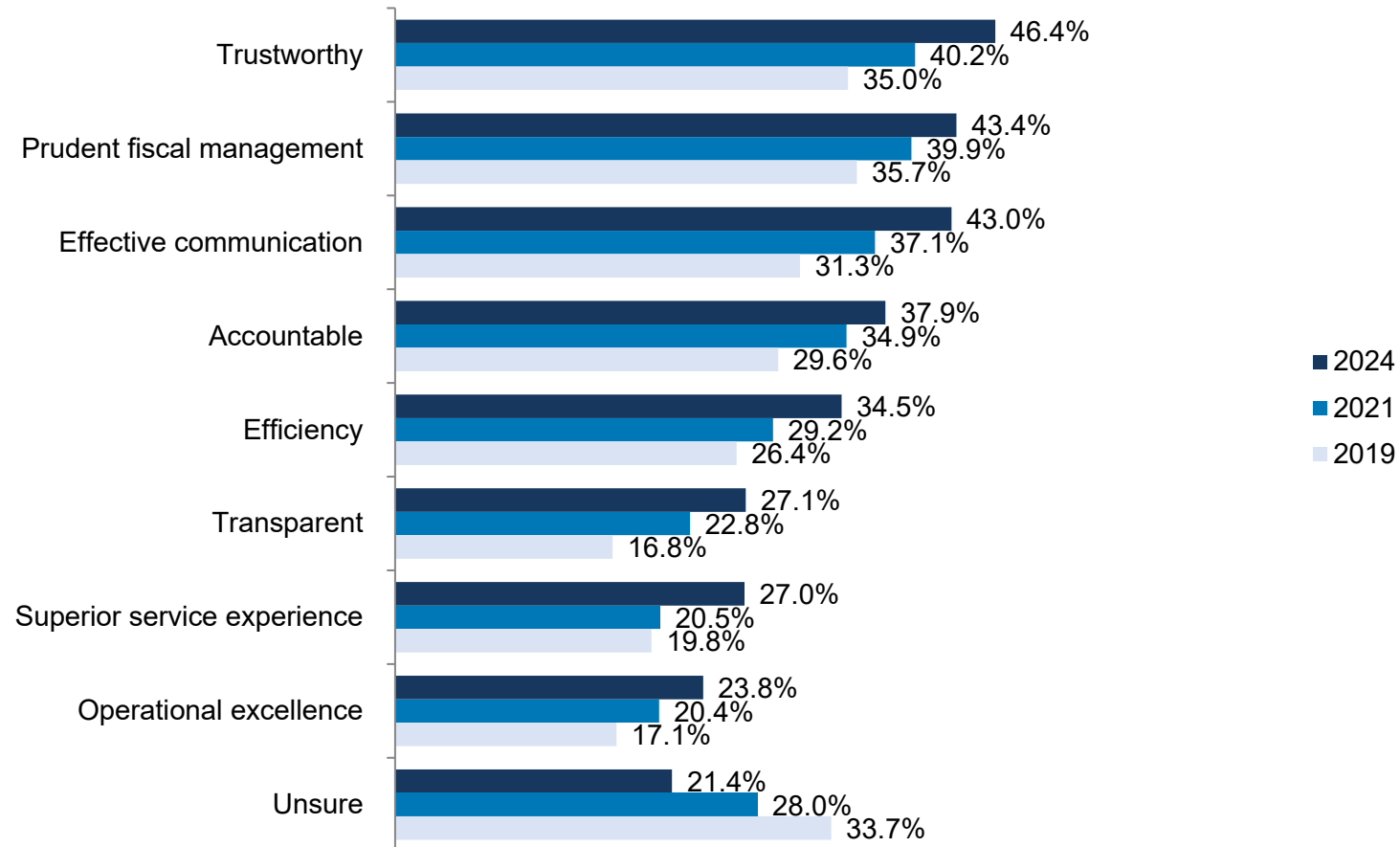
# 87% approve of the job that SBCERA is doing

Question 3: San Bernardino County Employees' Retirement Association (SBCERA) is an independently operated, multi-employer defined benefit pension plan providing retirement, disability retirement, and death benefits for over 48,000 members and beneficiaries. SBCERA has a nine-member board with three alternates that provides direction to a professional management team. Do you approve or disapprove of the job that SBCERA is doing?



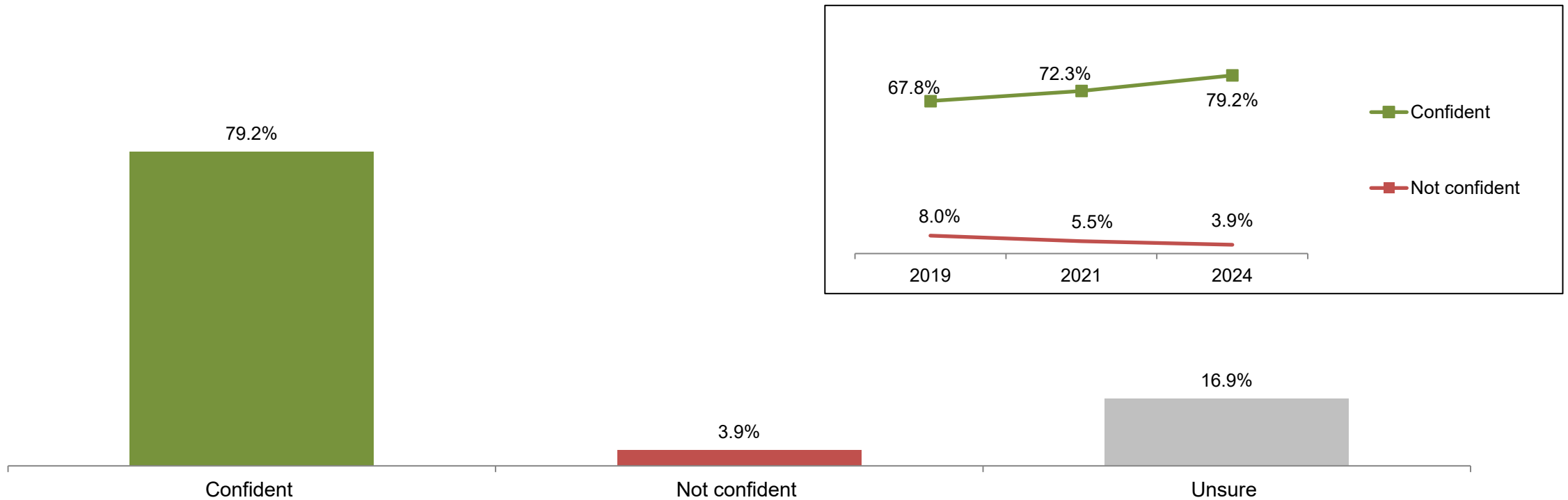
# Positive associations with SBCERA increased since 2021

Question 5: Which of these words and phrases, if any, would you use to describe SBCERA? Select all that apply.



# 79% said they are confident that their SBCERA benefits are safe

Question 6: Are you confident that your SBCERA benefits are safe and will be there for you when you retire/for the remainder of your retirement?

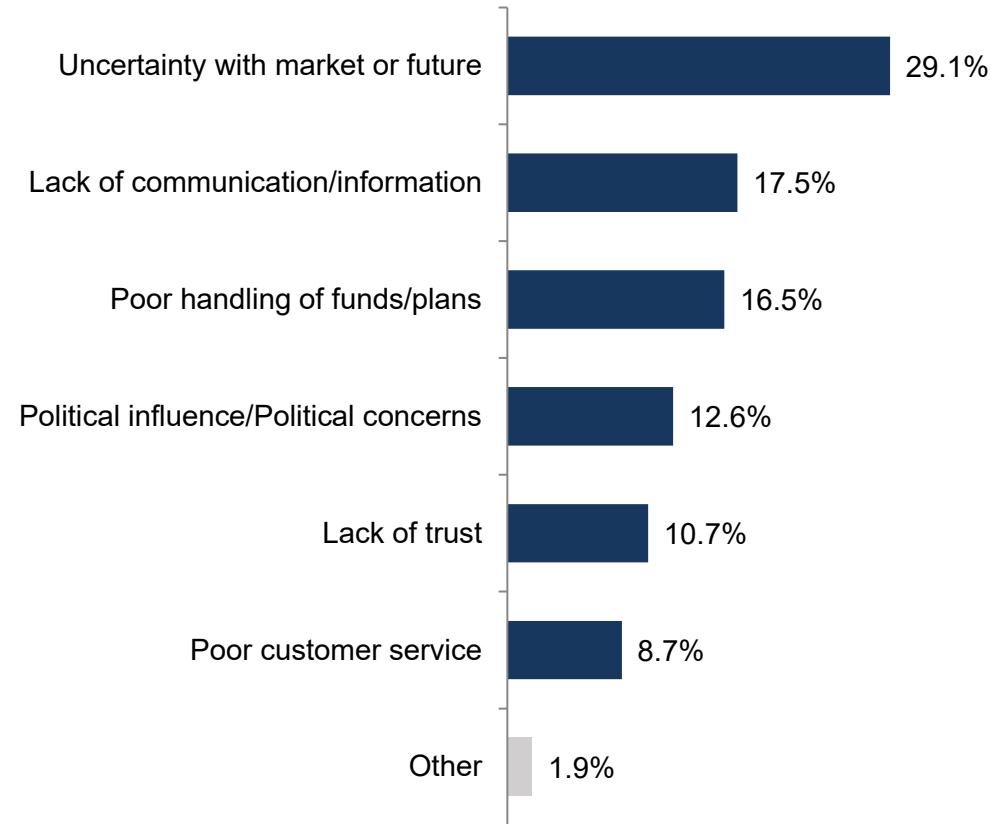


# Uncertainty surrounding the market is the top reason for lack of confidence that SBCERA benefits are safe

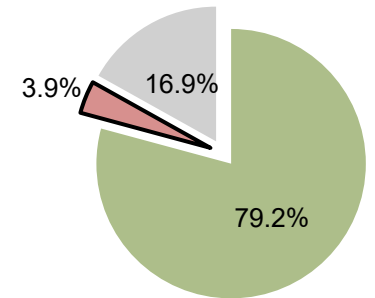
Question 7: Why aren't you confident your SBCERA benefits are safe and will be there for you when you retire/for the remainder of your retirement?

[OPEN-END RESPONSE]

[ASK ONLY OF THOSE WHO ANSWERED 'NOT CONFIDENT' TO Q6]

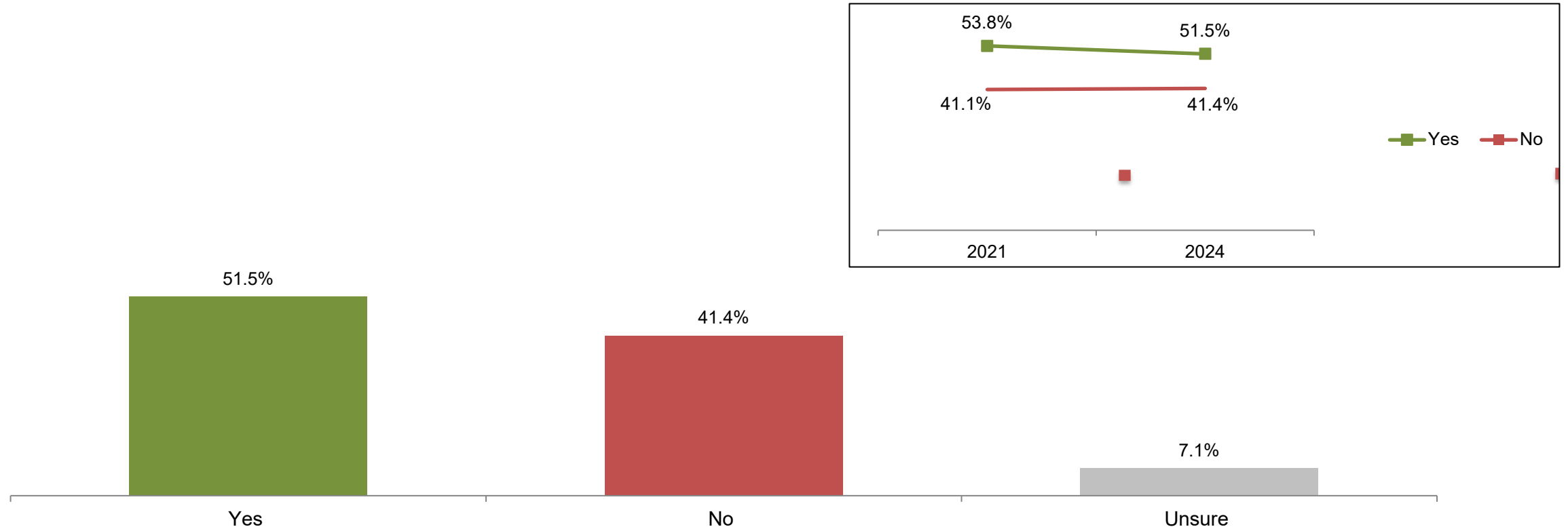


Q6: Confidence in Safety of Benefits



# 52% have used the SBCERA website in the last year

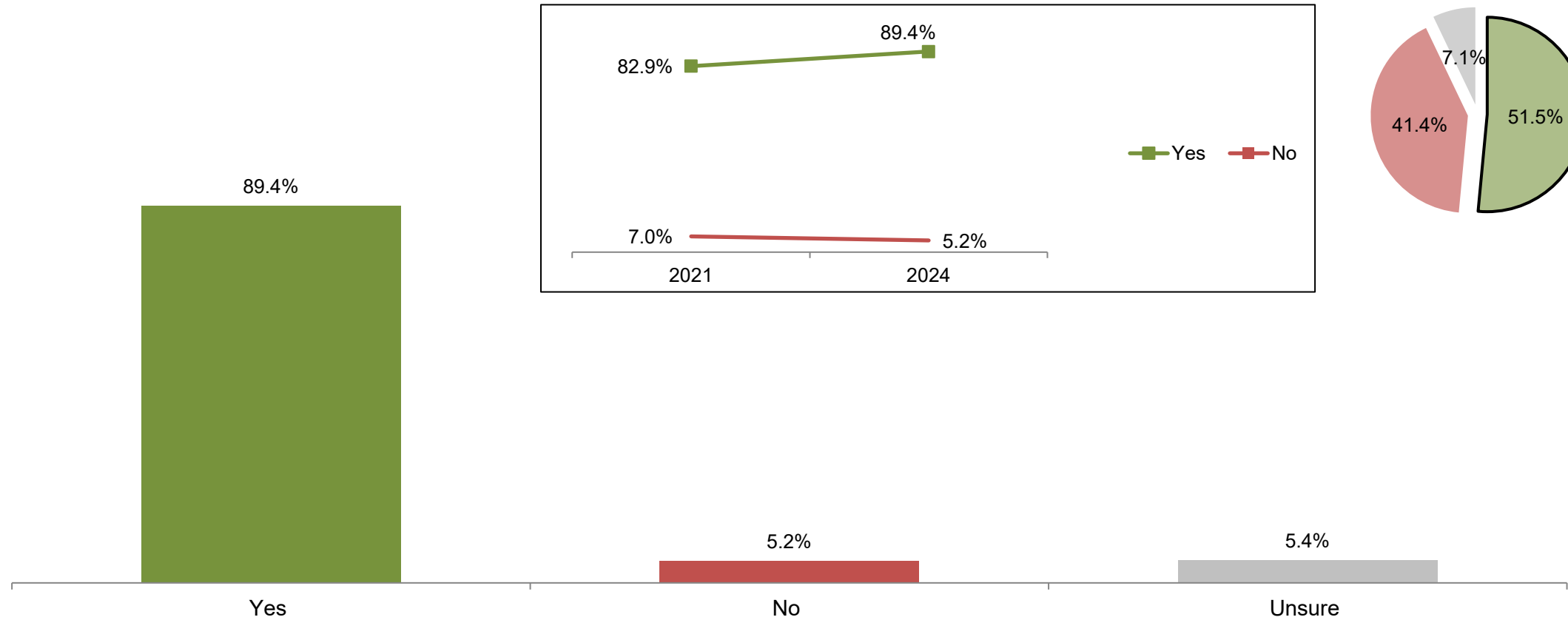
Question 8: Have you used the SBCERA website in the last year? Note: This is the main SBCERA website, not the online member portal.



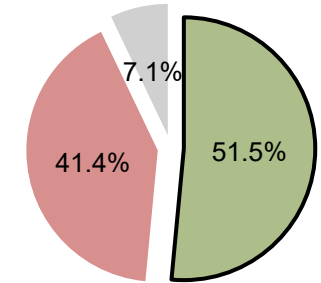


# 89% find it easy to navigate SBCERA's website

Question 9: Was SBCERA's website easy to navigate and user friendly?  
[IF ANSWERED "YES" TO Q8]

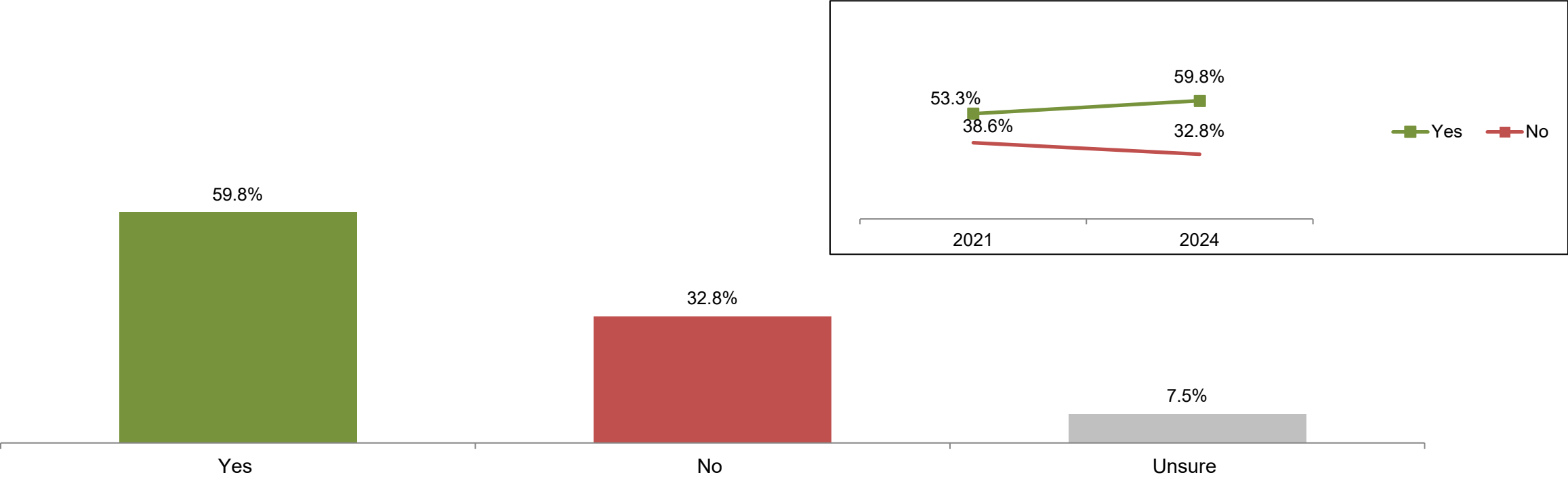


Q8: Used SBCERA's website in the last year



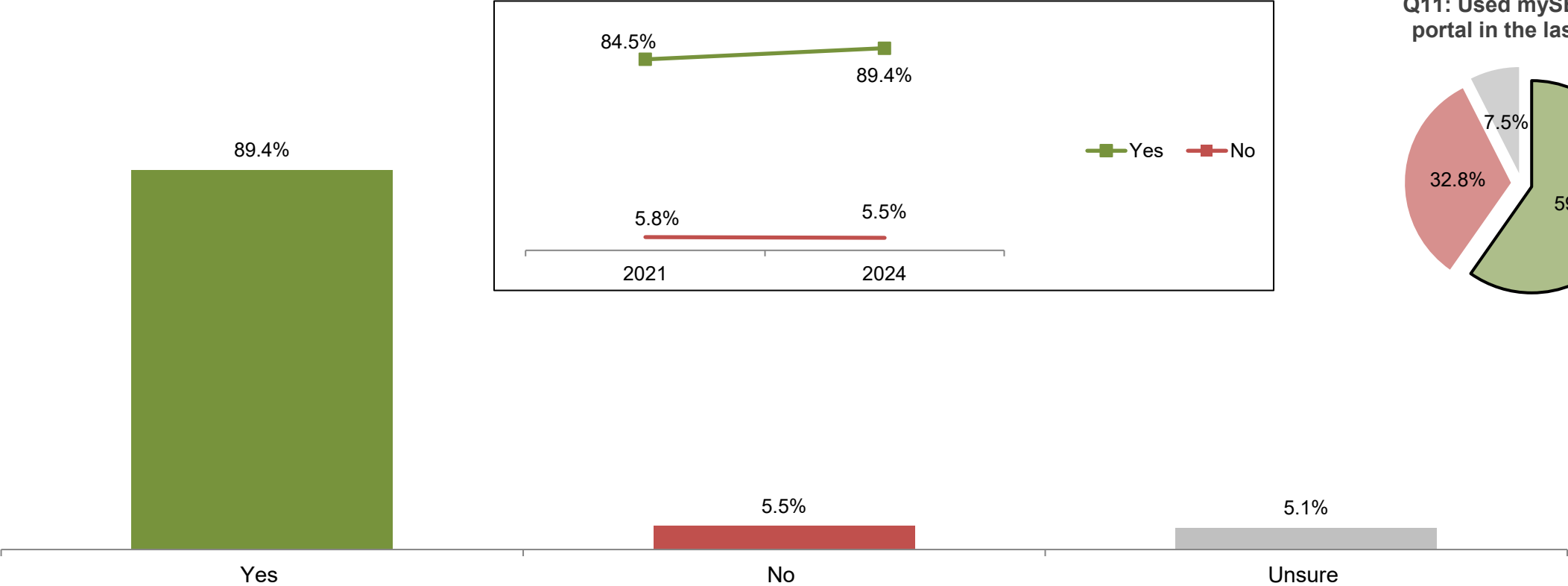
# 60% have used their mySBCERA online member portal in the last year

Question 11: Have you used your mySBCERA online member portal in the last year? Note: This is the member portal, not the main SBCERA website.

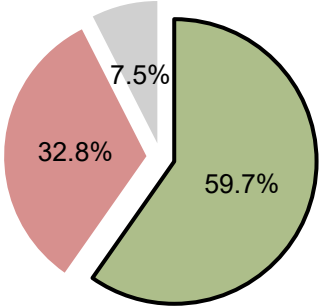


# 89% found mySBCERA easy to navigate

Question 12: In general, was your mySBCERA online member portal easy to navigate and user friendly?  
[IF ANSWERED "YES" TO Q11]

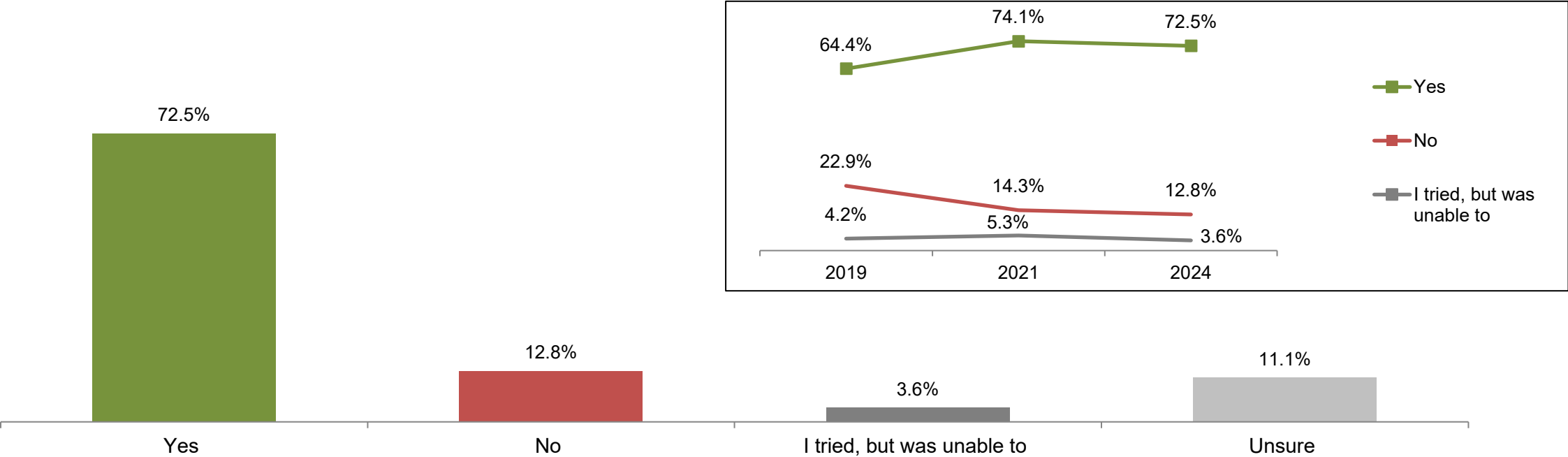


Q11: Used mySBCERA portal in the last year



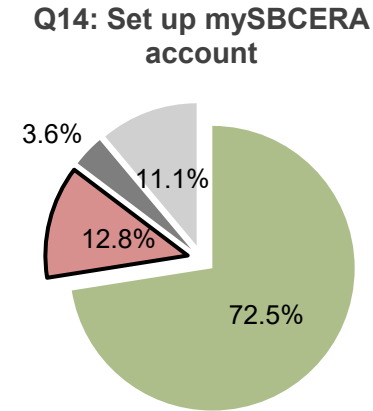
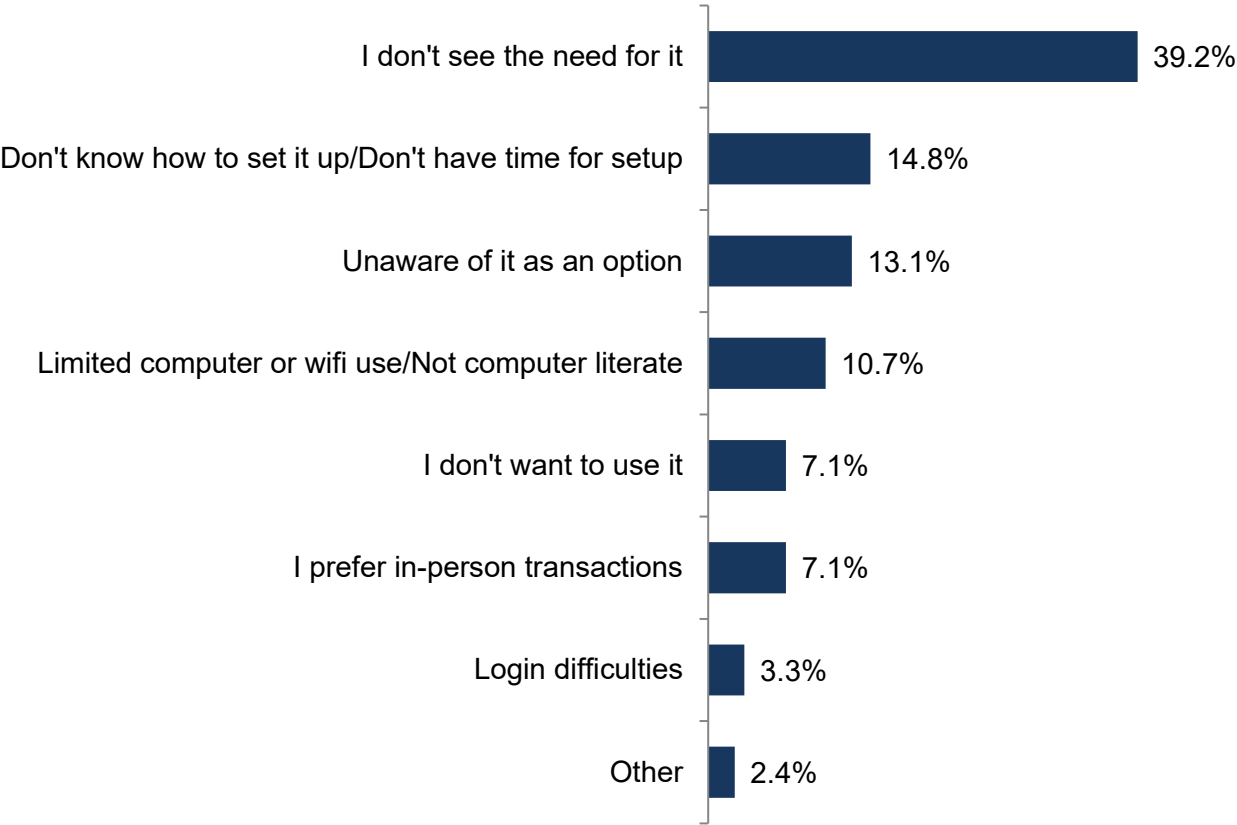
# 73% have set up their online mySBCERA accounts

Question 14: Have you set up an online mySBCERA account to access online services?



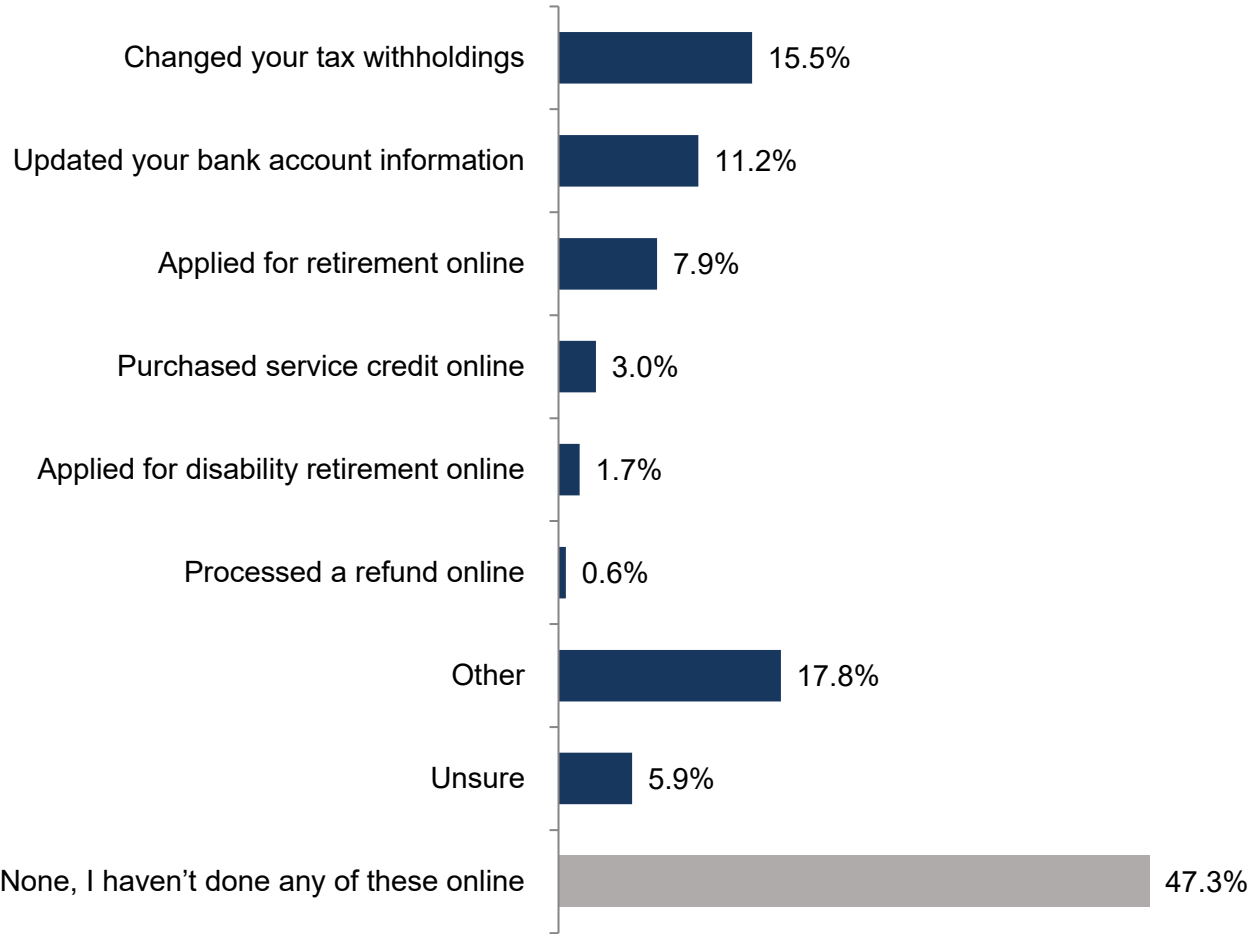
# Many members who have not set up mySBCERA just do not see a need for it

Question 15: Why haven't you set up an online mySBCERA account?  
[OPEN-END RESPONSE]  
[ASK ONLY OF THOSE WHO ANSWERED 'NO' TO Q14]

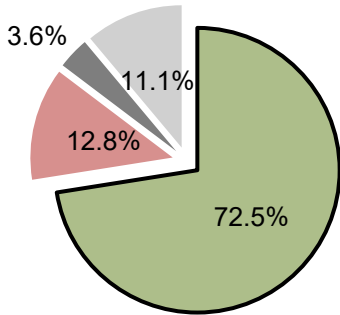


# 47% have already completed at least one online request in mySBCERA

Question 16: Which of the following online requests have you completed in mySBCERA? Select all that apply.  
[IF ANSWERED "YES" TO Q14]



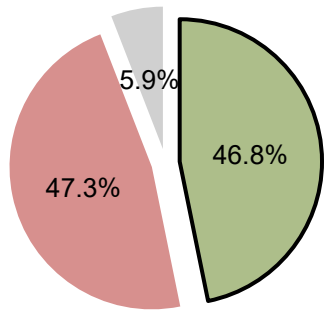
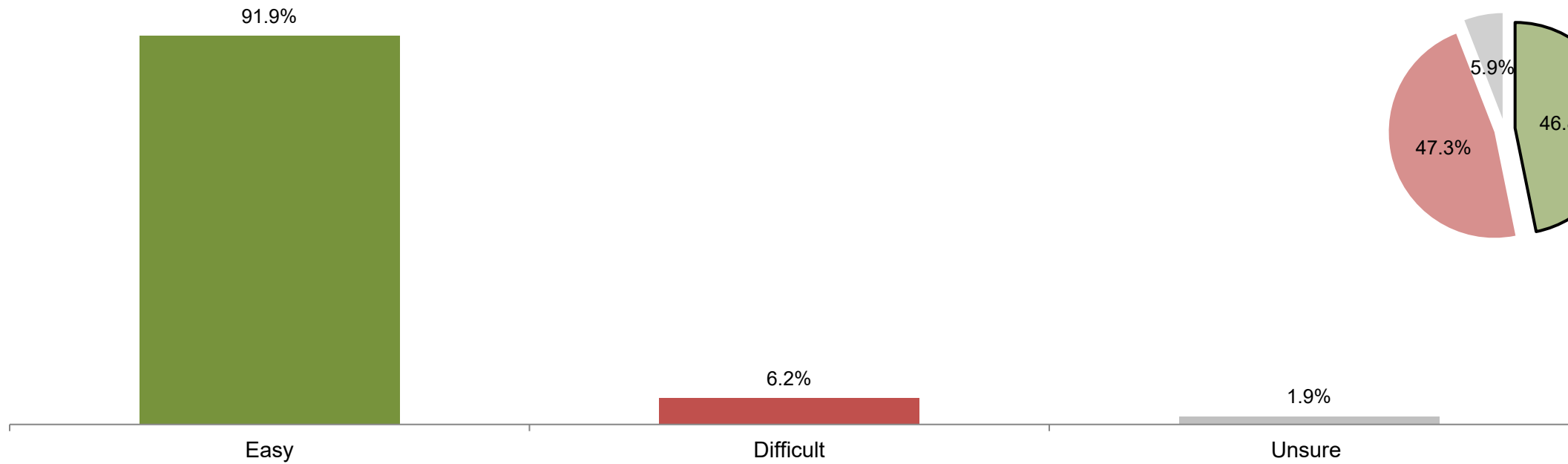
Q14: Set up mySBCERA account



# 92% found the process of completing their online request easy

Question 17: How easy was the process of completing your online request?  
[IF ANSWERED ANYTHING EXCEPT “NONE, I HAVEN’T DONE ANY OF THESE ONLINE” OR “UNSURE” TO Q16]

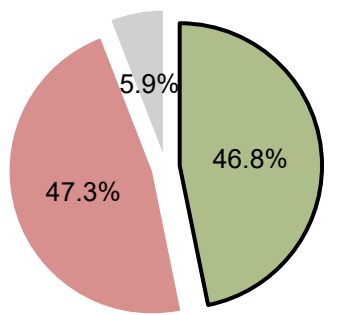
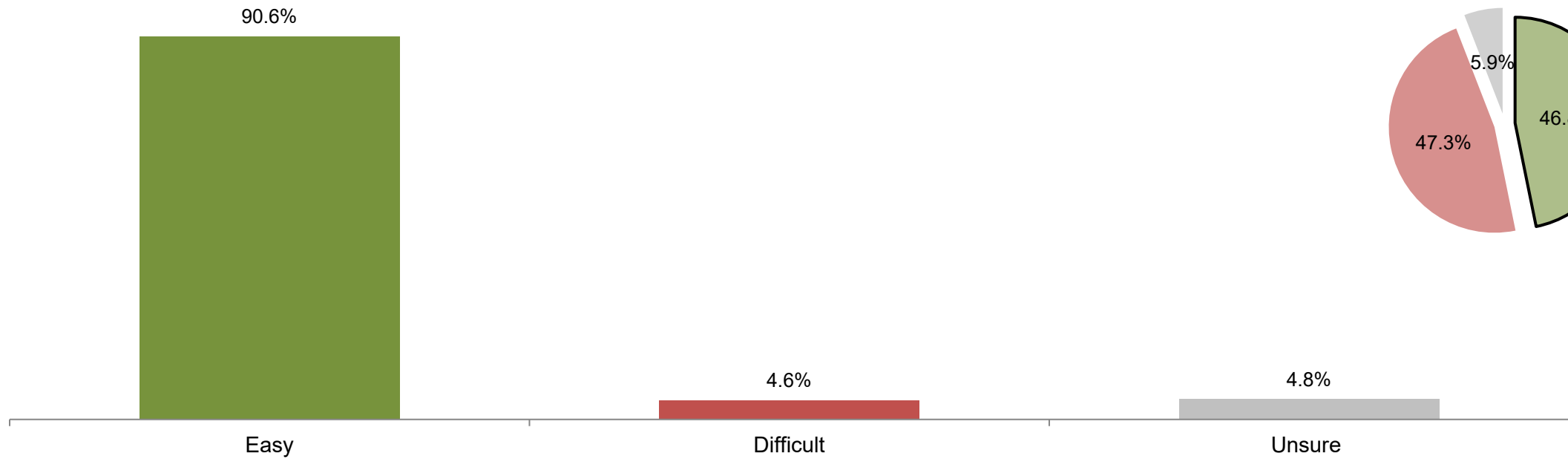
Q16: Completed Online Request on mySBCERA



# 91% found it easy to navigate through the online form

Question 18: How easy was it to navigate through the online form?  
[IF ANSWERED ANYTHING EXCEPT “NONE, I HAVEN’T DONE ANY OF THESE ONLINE” OR “UNSURE” TO Q16]

Q16: Completed Online Request on mySBCERA

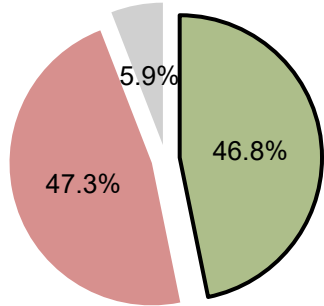
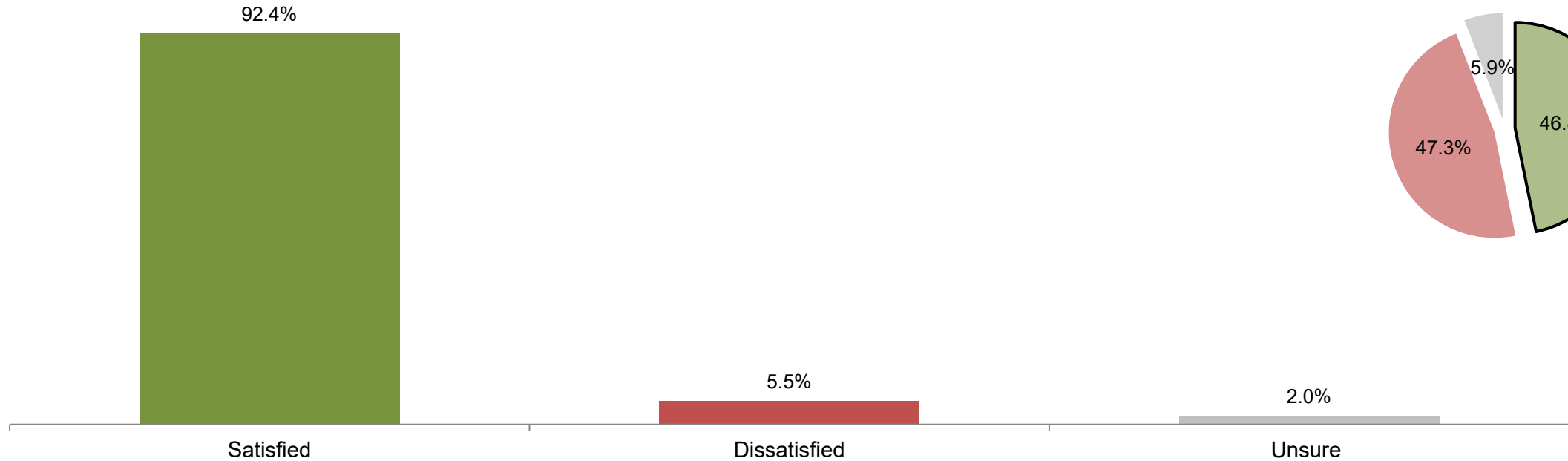




# 92% were satisfied with their experience in completing an online request

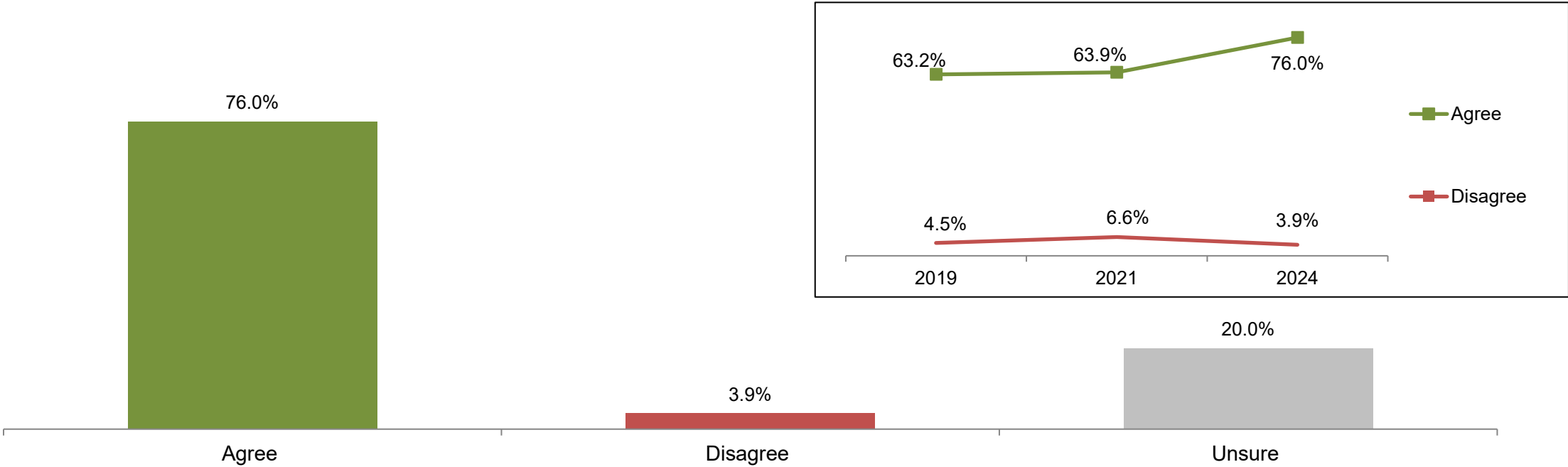
Question 19: Overall, how satisfied were you with your experience in completing your online request?  
[IF ANSWERED ANYTHING EXCEPT “NONE, I HAVEN’T DONE ANY OF THESE ONLINE” OR “UNSURE” TO Q16]

Q16: Completed Online Request on mySBCERA



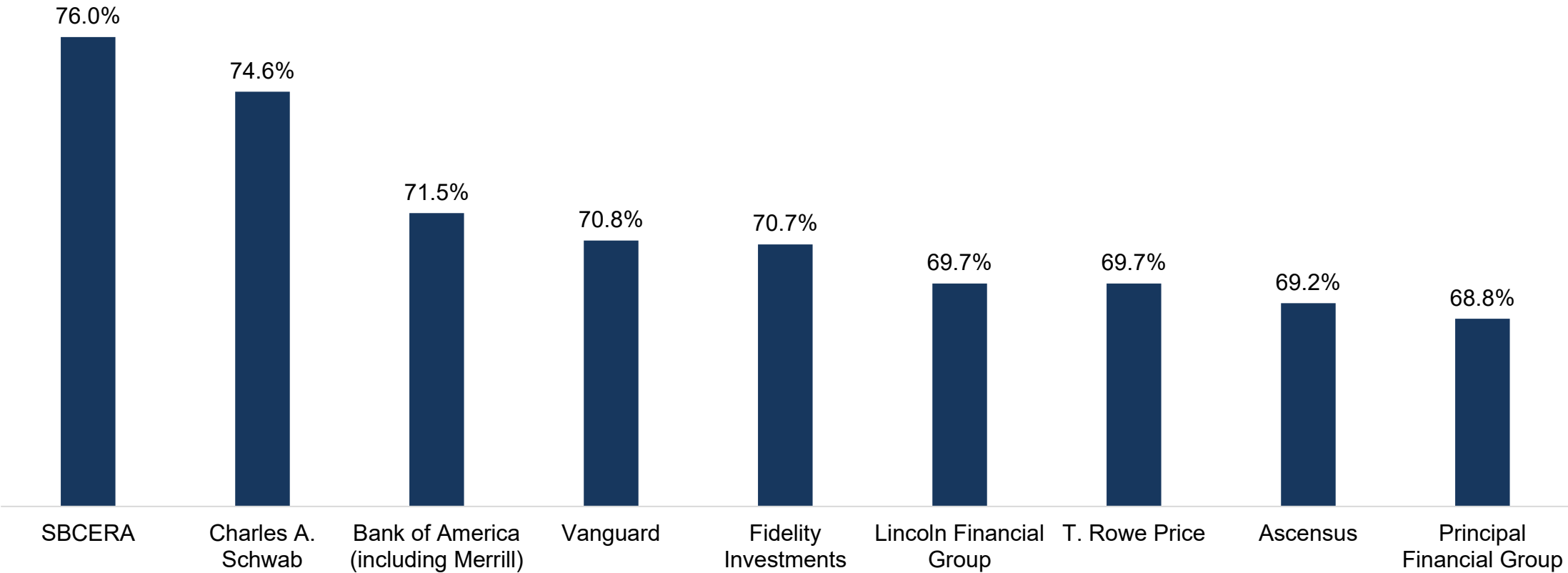
# 76% agree that SBCERA provides good customer service

Question 20: Agree or disagree: SBCERA provides good customer service.



# SBCERA ranks high among other national retirement service providers

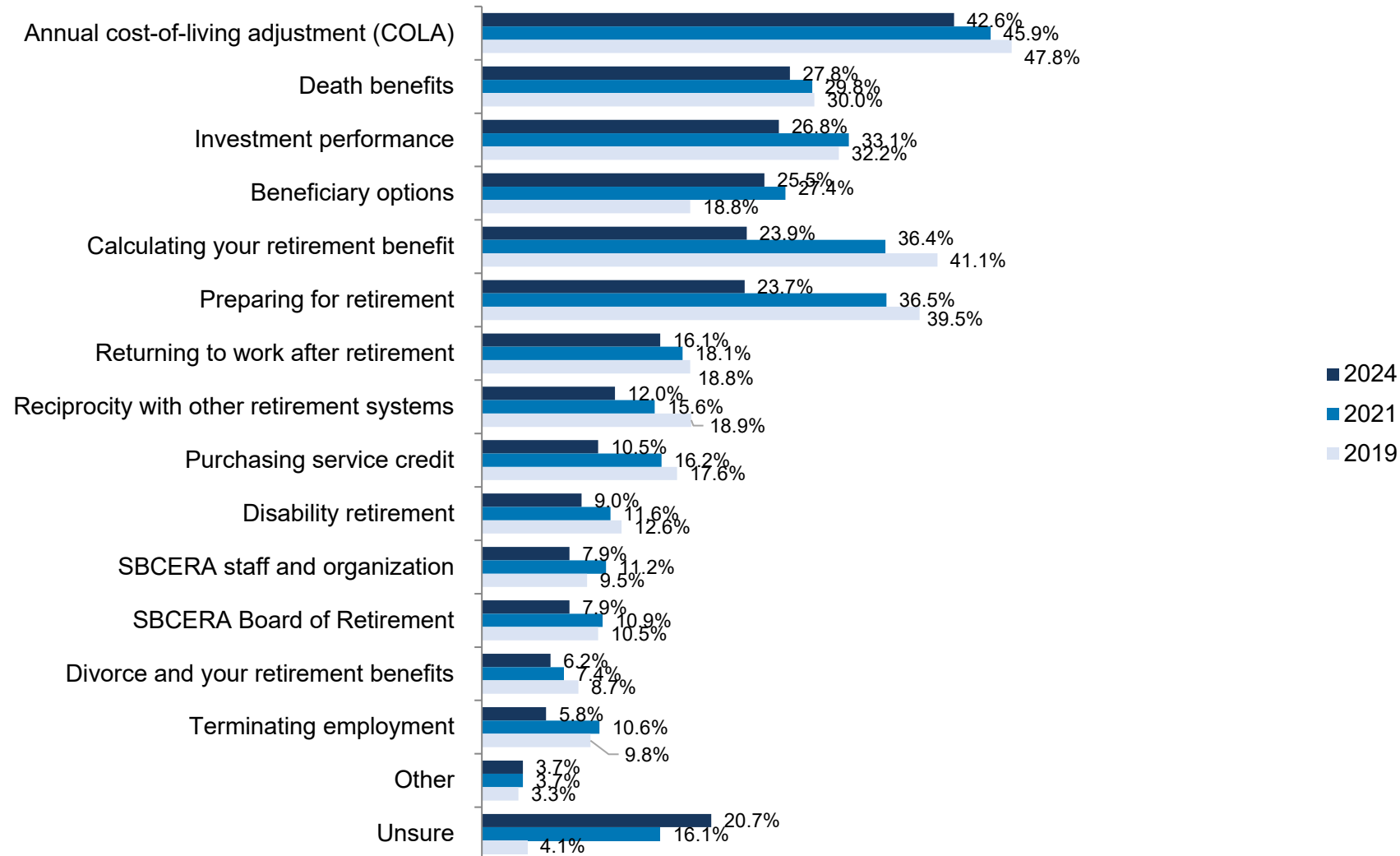
Question 20: Agree or disagree: SBCERA provides good customer service.



*\*Data from Probolsky Research and jdpower.com 2023 U.S. Retirement Plan Digital Experience Study*

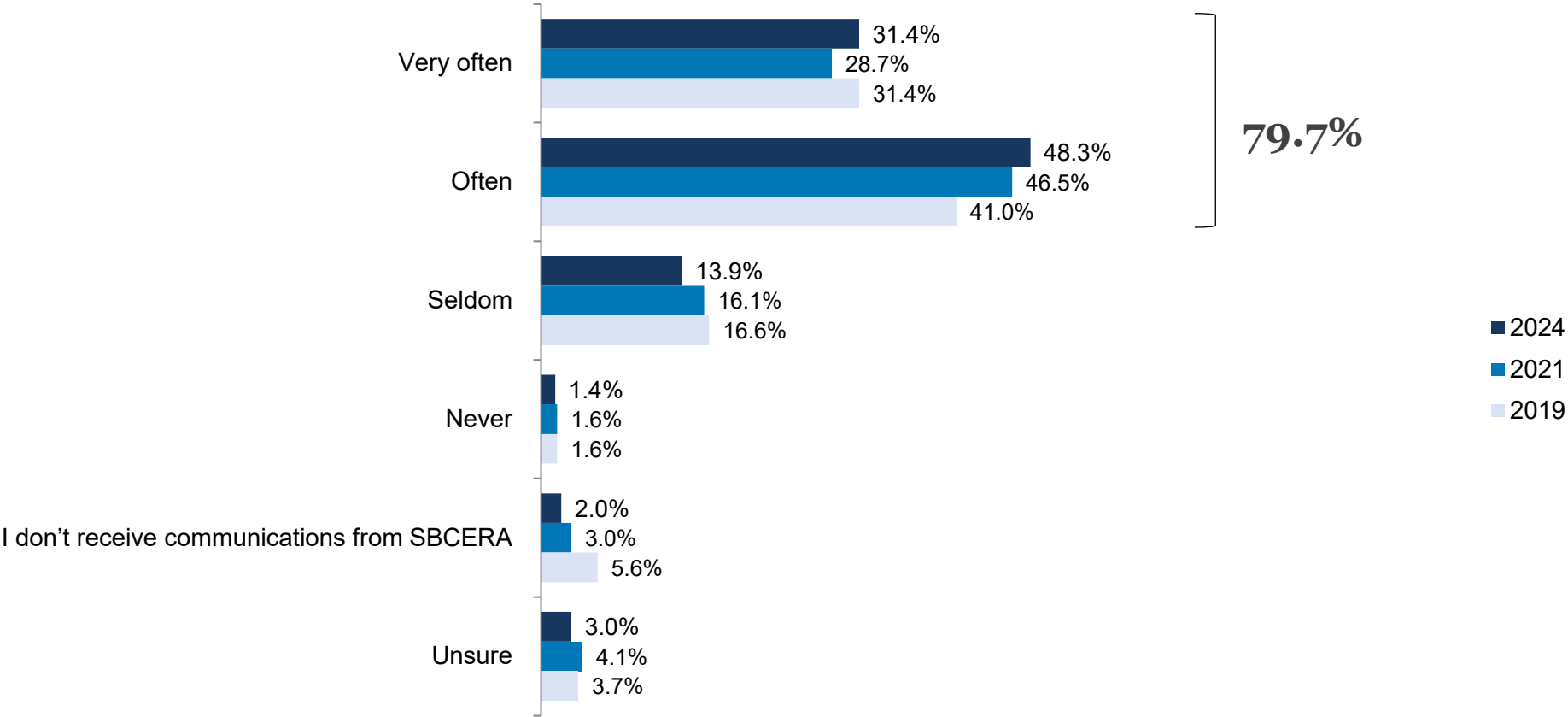
# 43% would like to learn more about annual cost-of-living adjustments

Question 23: Which of the following topics would you like to learn more about from SBCERA? Select all that apply.



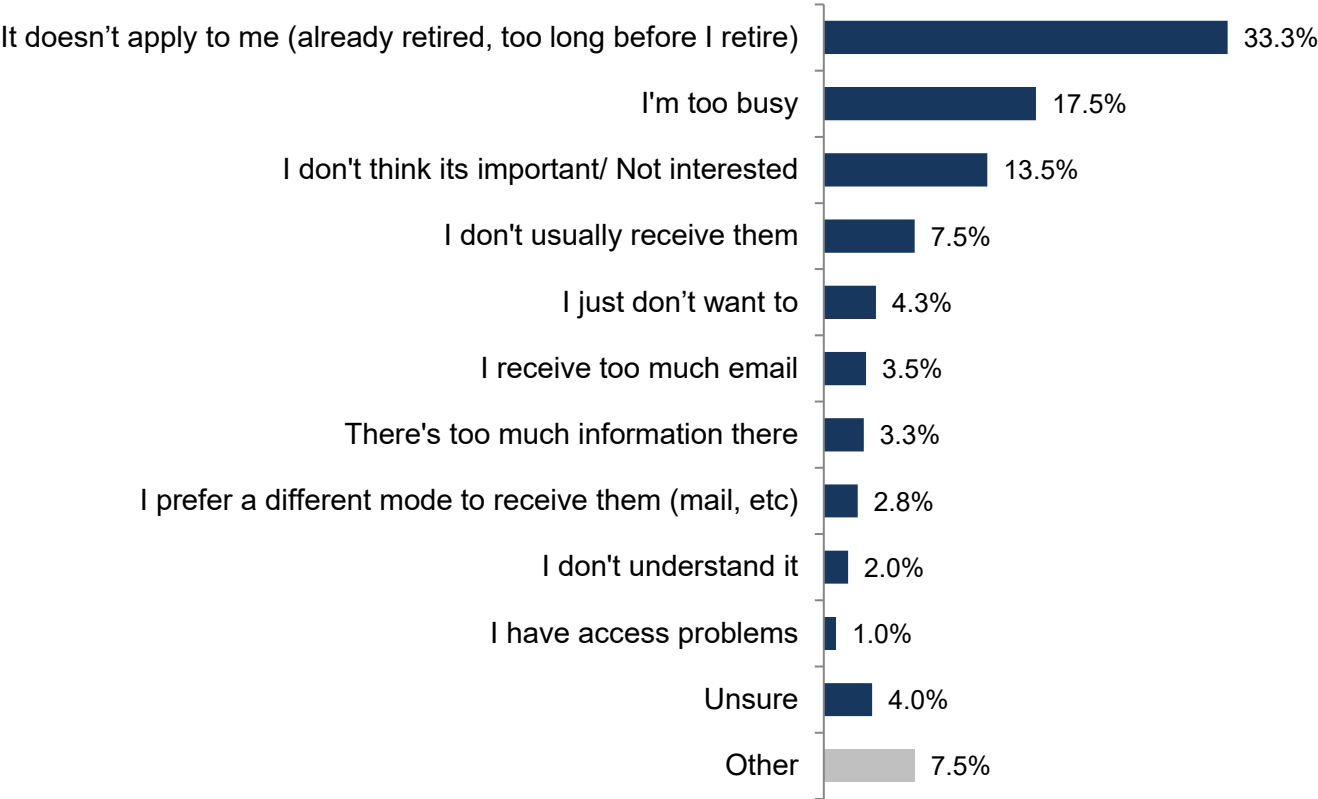
# 80% read communications from SBCERA often or very often

Question 24: SBCERA periodically sends communications to members. How often do you read communications from SBCERA?

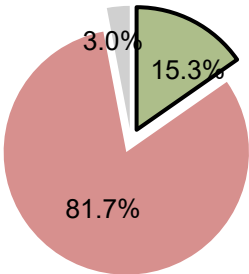


# 33% said they don't read communications from SBCERA because it doesn't apply to them

Question 25: Why don't you read communications from SBCERA more often?  
[OPEN-END RESPONSE]  
[ASK ONLY OF THOSE WHO ANSWERED 'SELDOM' OR 'NEVER' TO Q24]

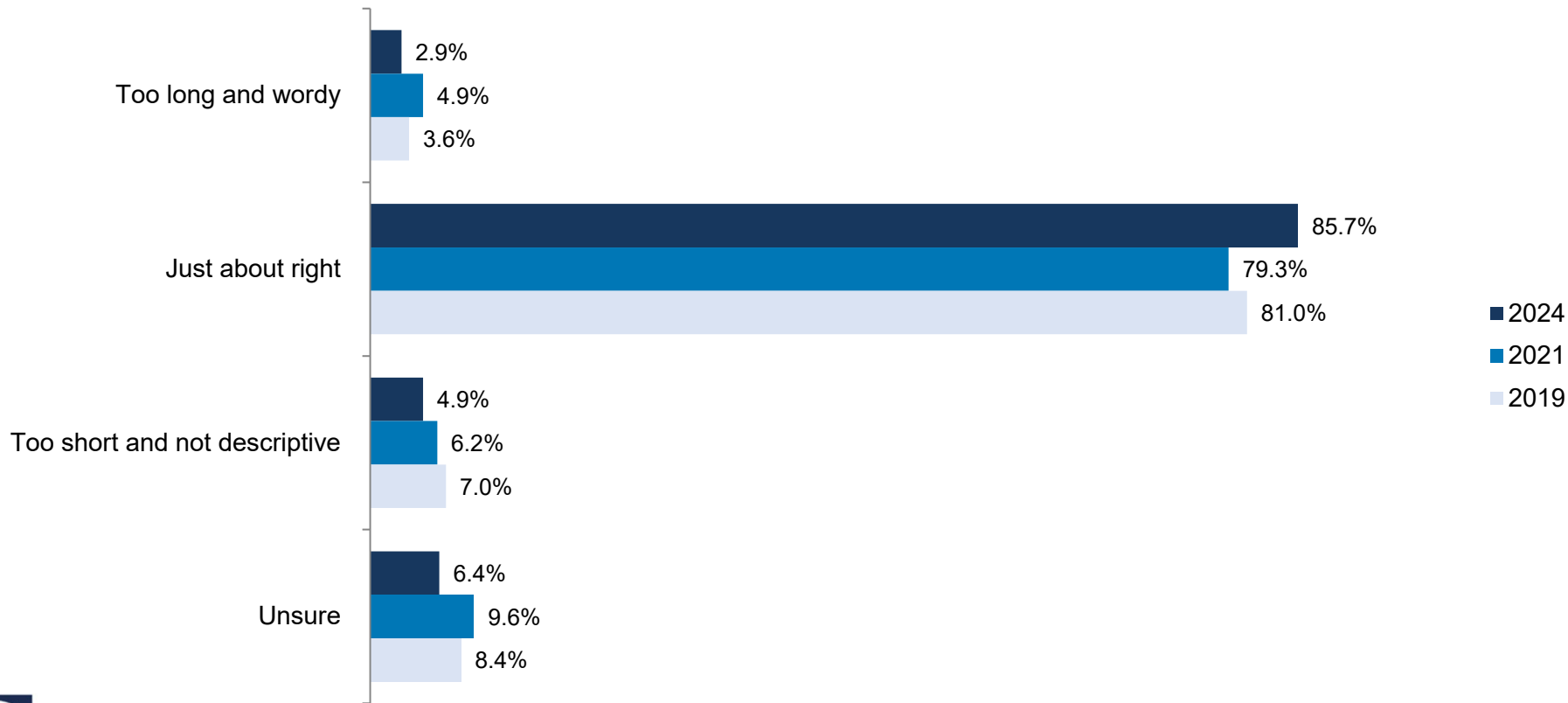


Q24: Read SBCERA Communications Seldom or Never

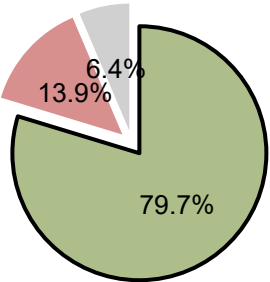


# Of those who read SBCERA communications very often or often, 86% think they are just about right in length

Question 26: Do you think the communications you receive from SBCERA are too short and not descriptive, too long and wordy or just about right?  
[IF ANSWERED VERY OFTEN OR OFTEN TO Q24]

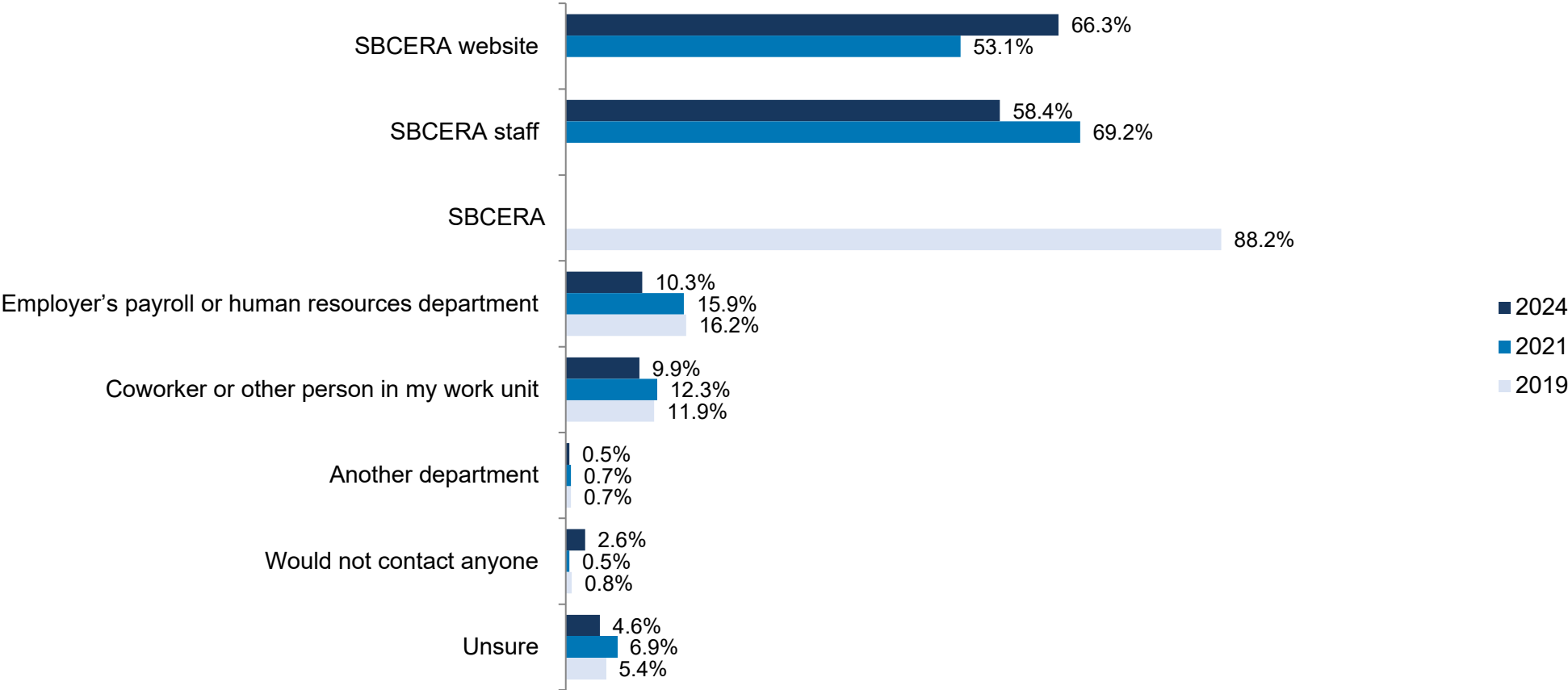


Q24: Read SBCERA Communications Often or Very Often



# 66% would use the SBCERA website if they had a question about retirement benefits

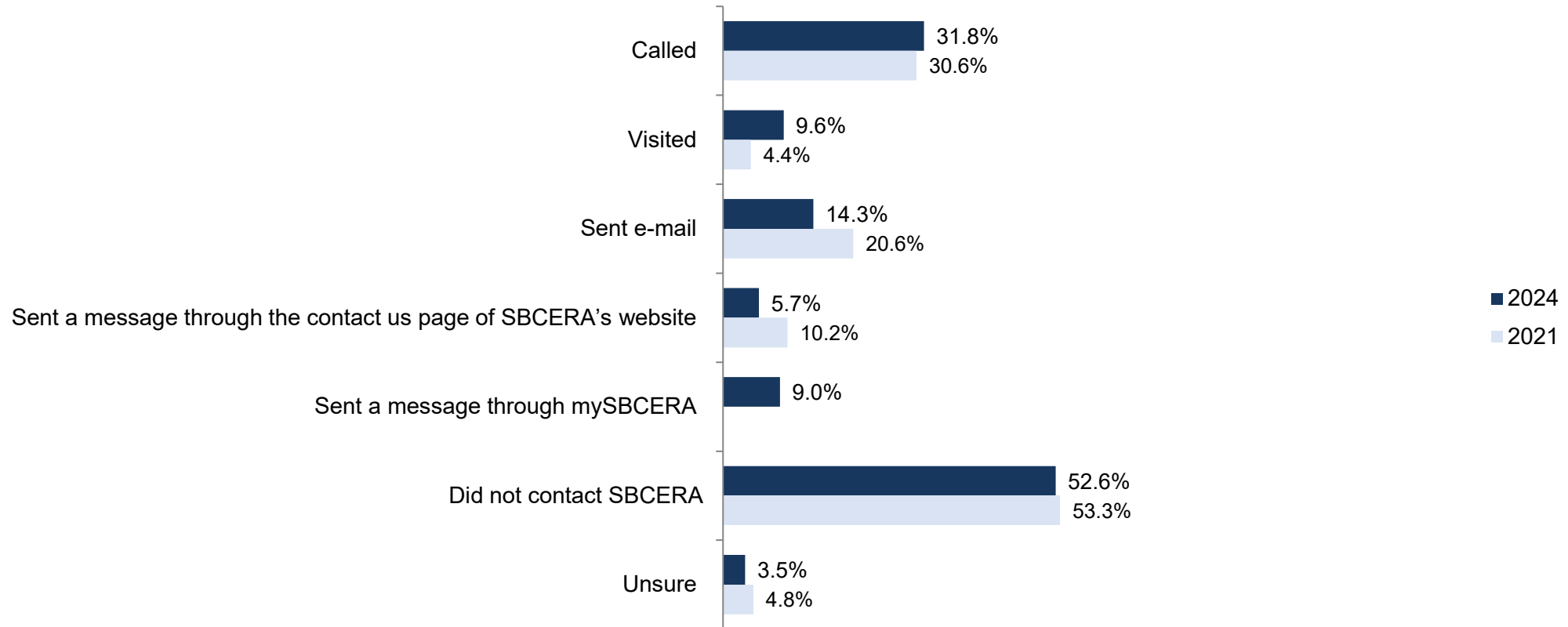
Question 27: If you had a question about your SBCERA retirement benefits, where would you go to find the answer? Select all that apply.





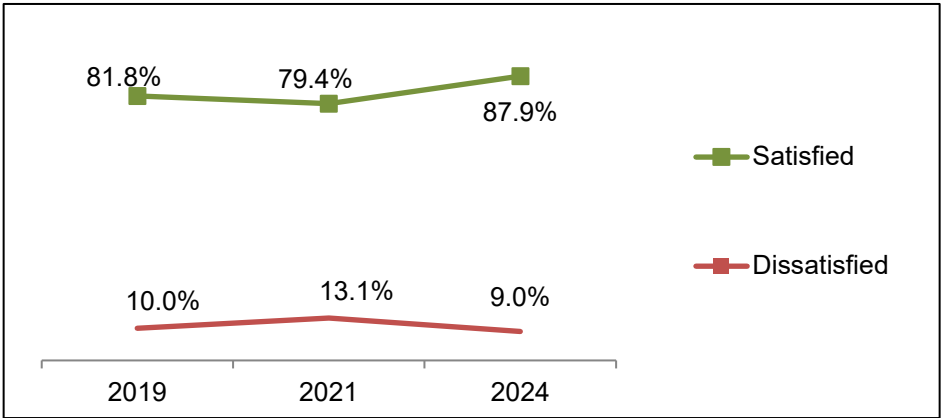
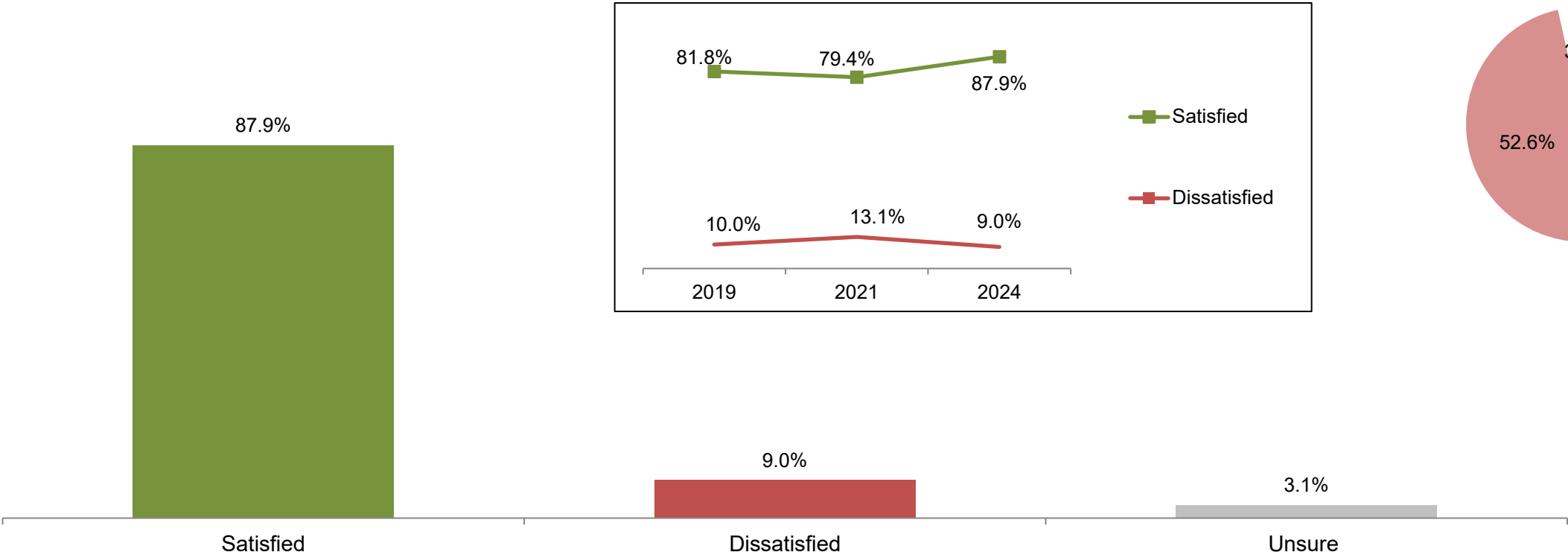
# 32% called SBCERA in the past year; 53% did not contact

Question 28: Over the past year, by which of the following methods, if any, have you contacted SBCERA? Select all that apply.

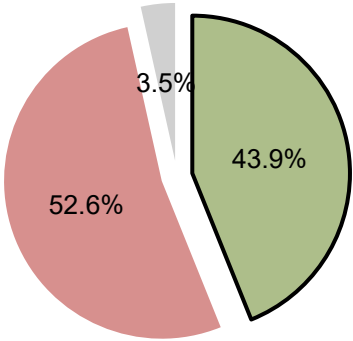


# 88% are satisfied with their most recent contact with SBCERA

Question 29: Thinking about your most recent contact with SBCERA, were you satisfied or dissatisfied?  
[IF ANSWERED CALLED, VISITED, SENT E-MAIL, OR SENT MESSAGE TO Q28]

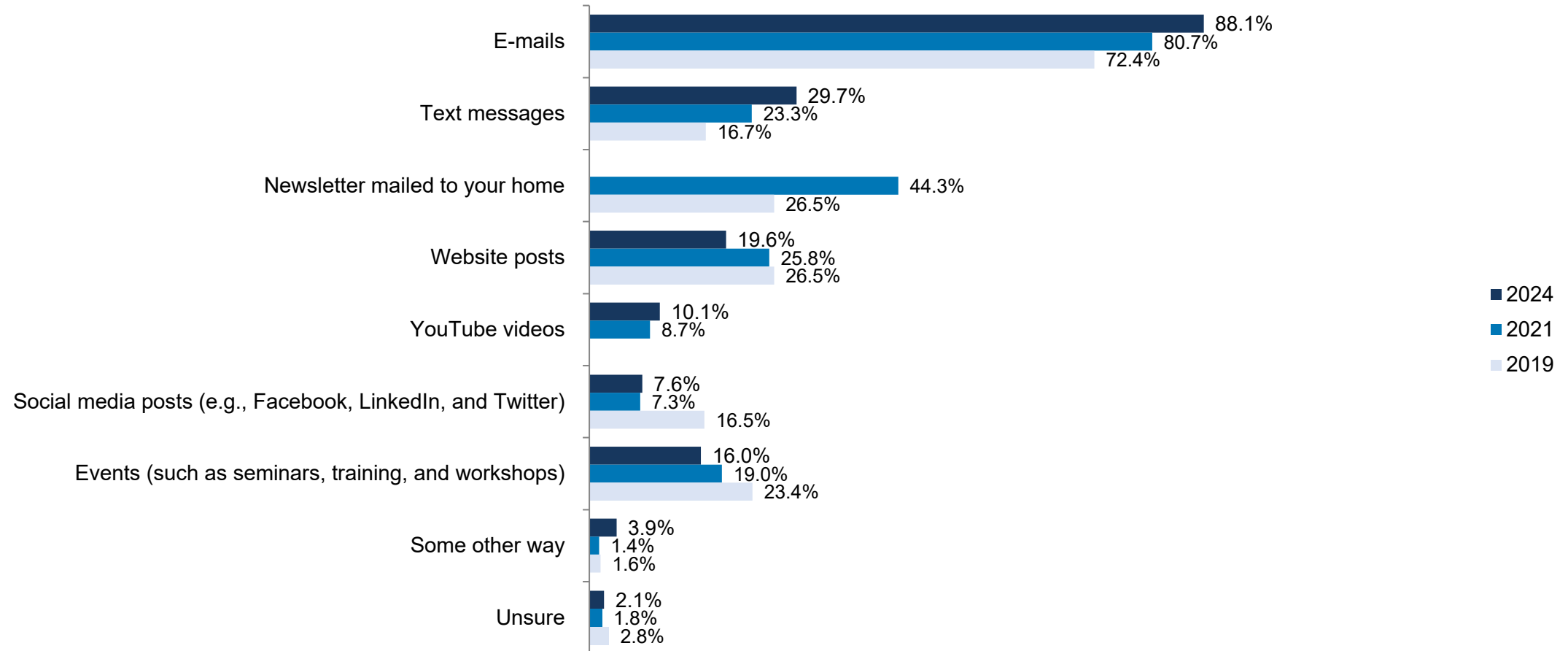


Q28: Contacted SBCERA



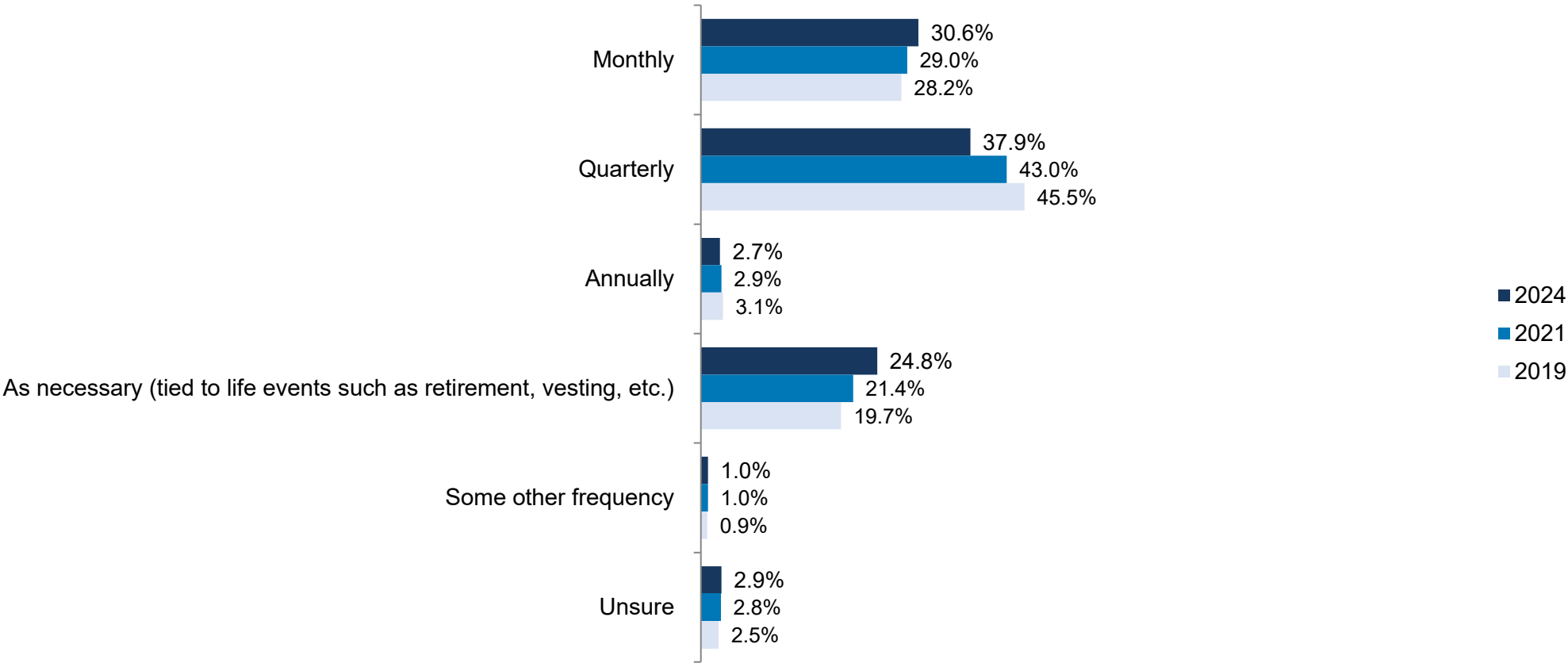
# 88% prefer that SBCERA keep them informed by email

Question 32: How would you prefer that SBCERA keep you informed? Select all that apply.



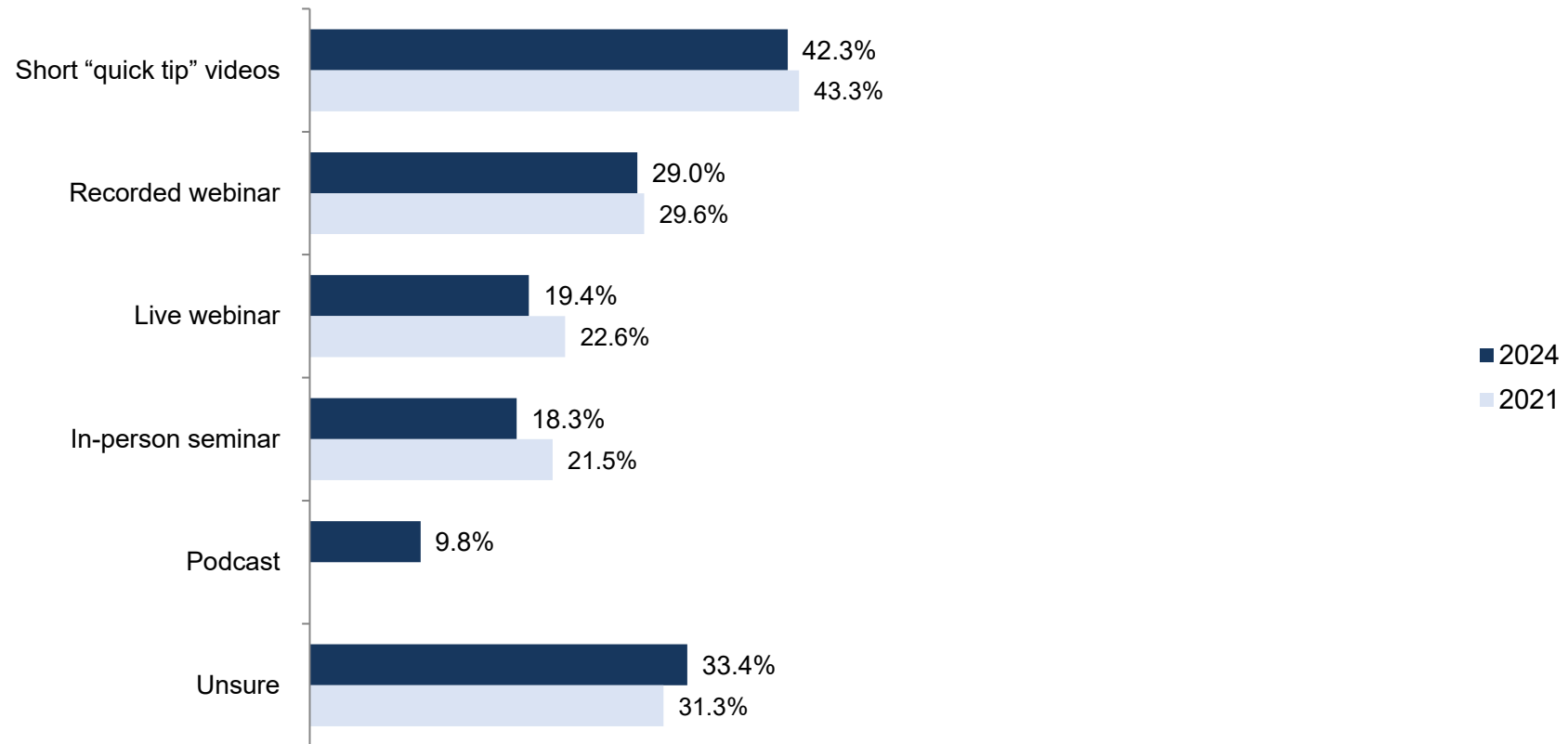
# 38% prefer SBCERA communicate with them quarterly

Question 33: How often would you prefer SBCERA to communicate with you?



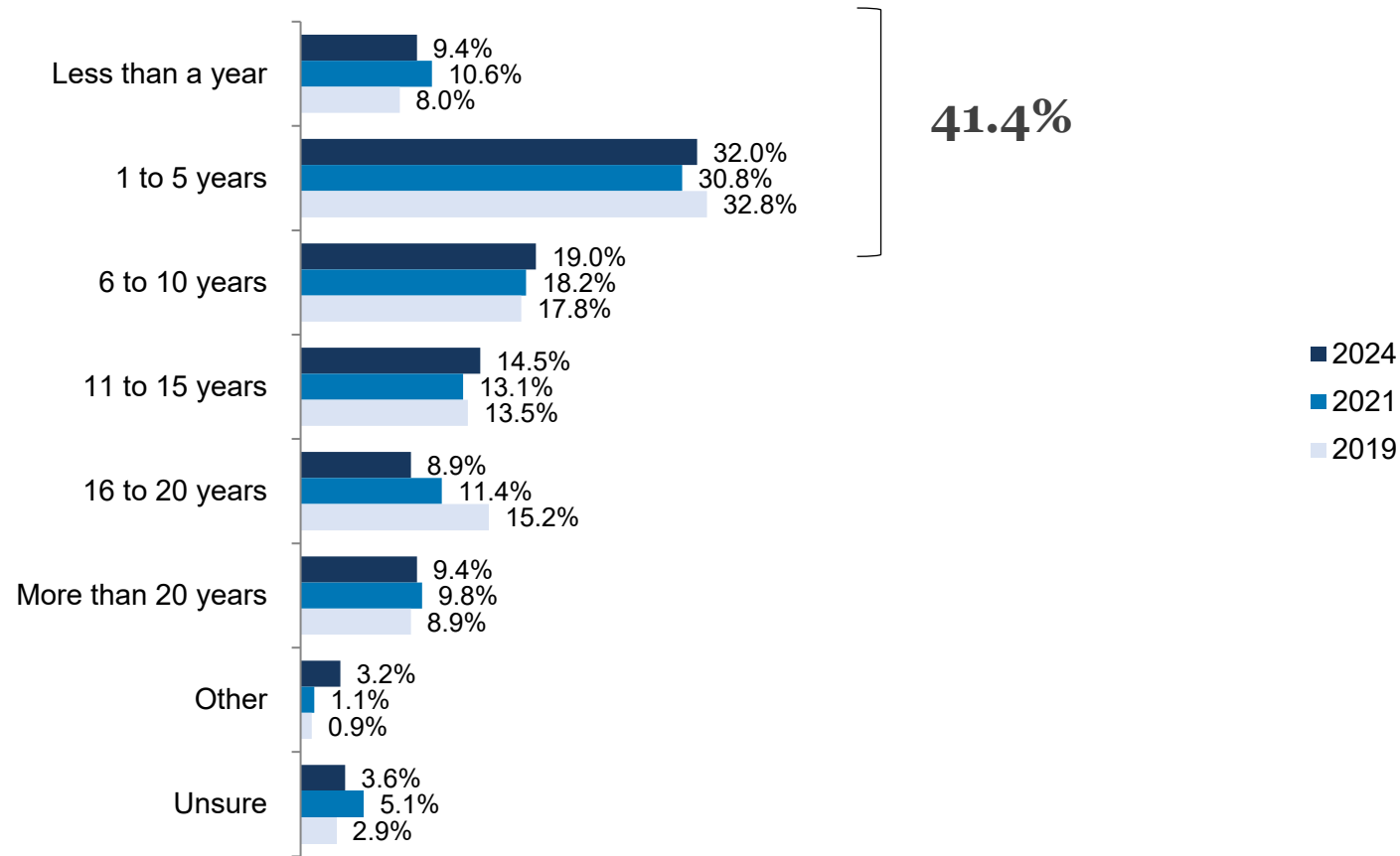
# 42% are most interested in short “quick tip” videos on member education

Question 34: Thinking about member education, which of the following are you most interested in? Select all that apply.



# 41% plan on retiring within 5 years

Question 36: When do you plan to retire?  
[ASK OF ACTIVE, DEFERRED AND UNKNOWN MEMBERS ONLY]

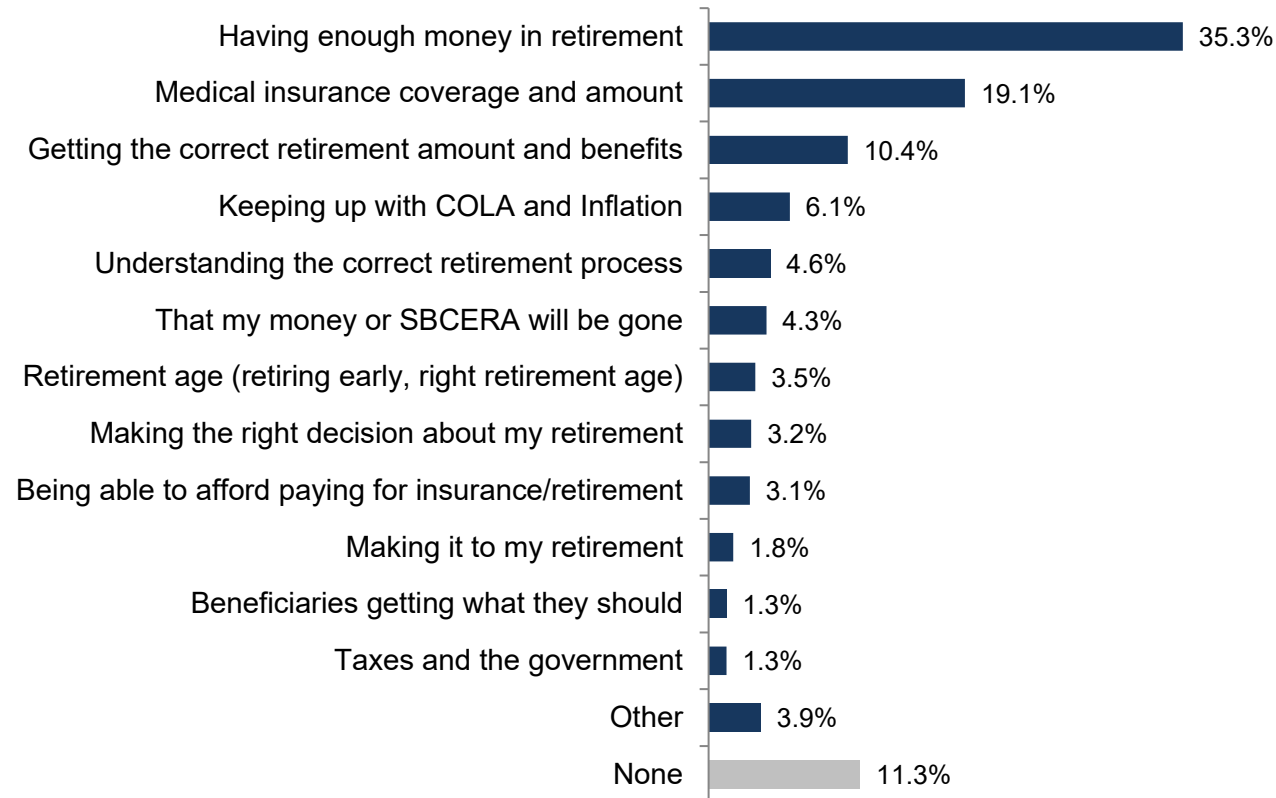


# 35% said that their main concern about retirement is having enough money

Question 37: What is your biggest concern when you think about retirement?

[OPEN-END RESPONSE]

[ASK OF ACTIVE, DEFERRED AND UNKNOWN MEMBERS ONLY]

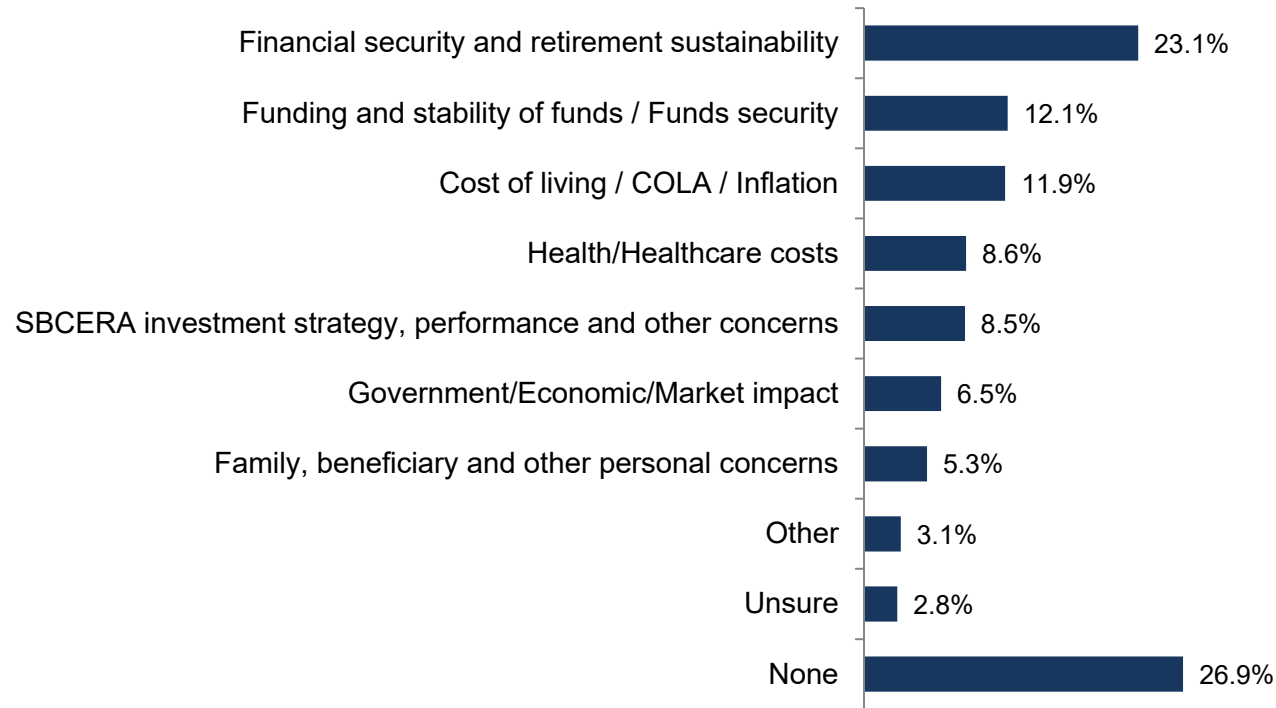


# 23% said that their main concern about the rest of their retirement is financial security and sustainability

Question 38: What is your biggest concern when you think about the rest of your retirement?

[OPEN-END RESPONSE]

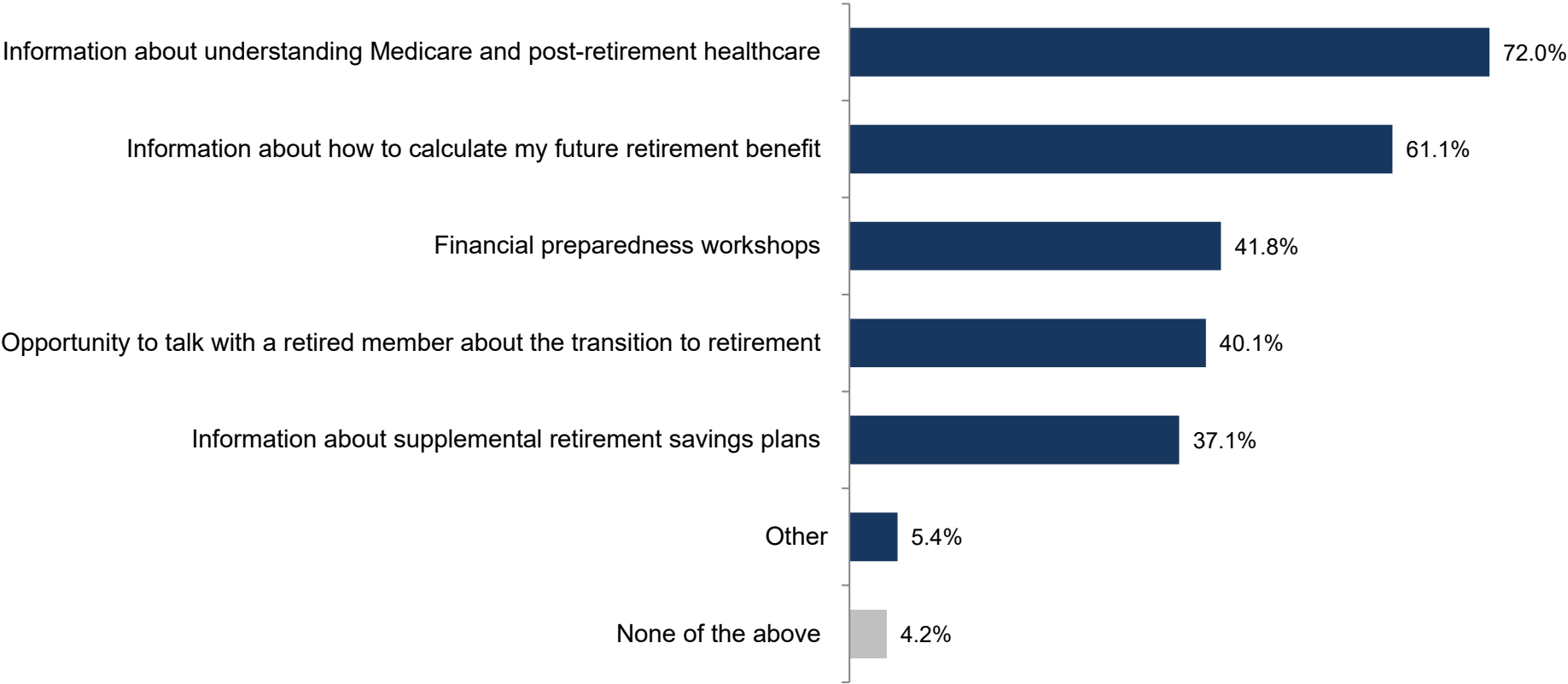
[ASK OF ACTIVE PAYEE, RETIRED AND RETIRED (DISABILITY) MEMBERS]



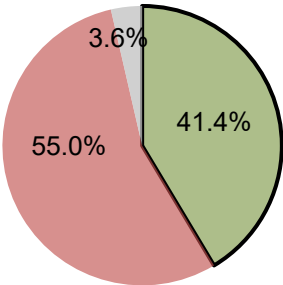


# 72% say they would benefit most from understanding Medicare and post-retirement healthcare

Question 39: What resources would benefit you most as you get close to your planned retirement? Select all that apply  
[ASK ONLY OF THOSE WHO ANSWERED 'LESS THAN A YEAR' OR '1 TO 5 YEARS' TO Q36]

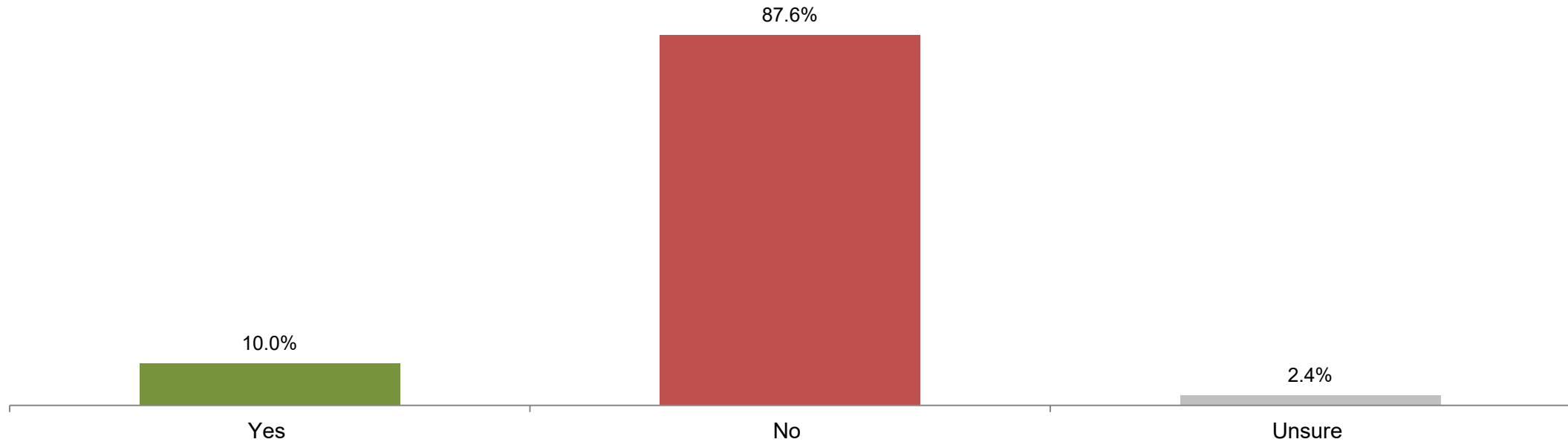


Q36: Retiring within 5 years



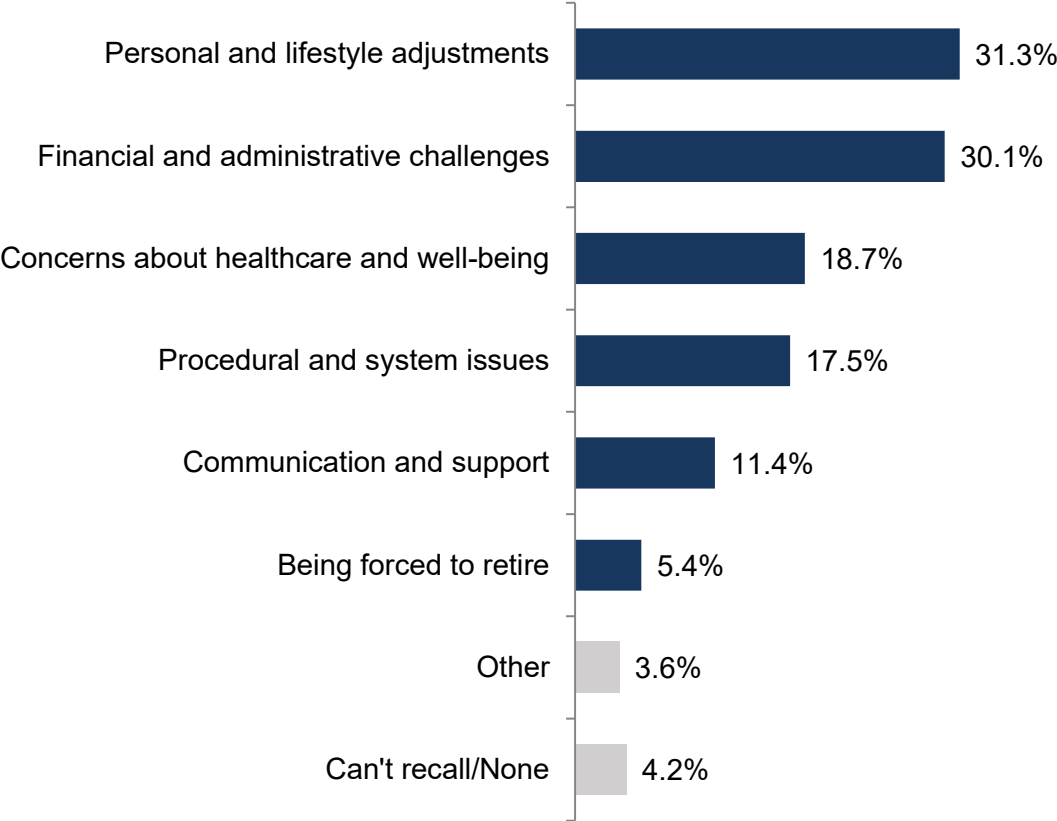
# Only 10% say they experienced difficulty transitioning to retirement

Question 40: Did you experience any difficulty transitioning to retirement?  
[AMONG RETIRED AND RETIRED (DISABILITY) MEMBERS]

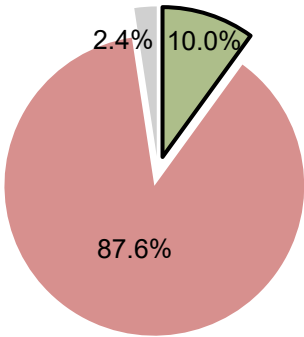


# Personal and lifestyle adjustments and financial challenges are the top difficulties members experienced when transitioning to retirement

Question 41: What difficulties did you experience transitioning to retirement?  
[OPEN-END RESPONSE]  
[ASK ONLY OF THOSE WHO ANSWERED 'YES' TO Q40]

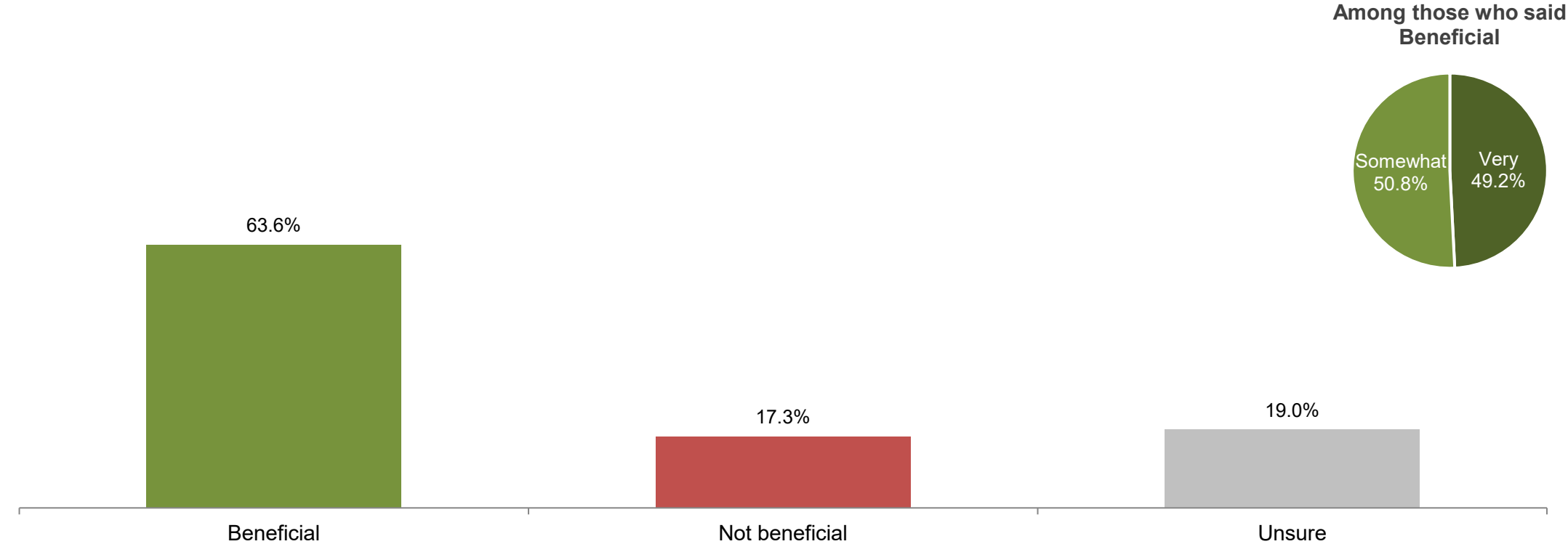


Q40: Experienced Difficulty Transitioning to Retirement



# 64% say it would have been beneficial to talk with retired member about the transition to retirement

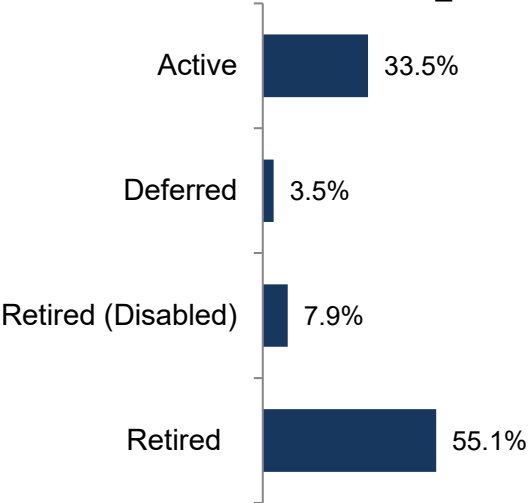
Question 42: How beneficial do you think it would have been to talk with a retired member about the transition to retirement?  
[AMONG RETIRED AND RETIRED (DISABILITY) MEMBERS]



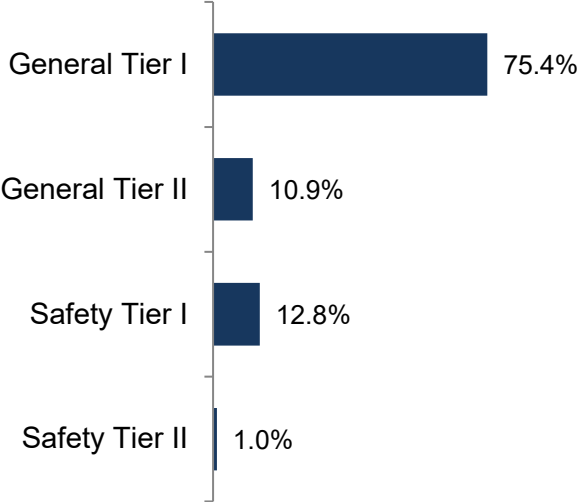
# Demographics

# Sample Demographics

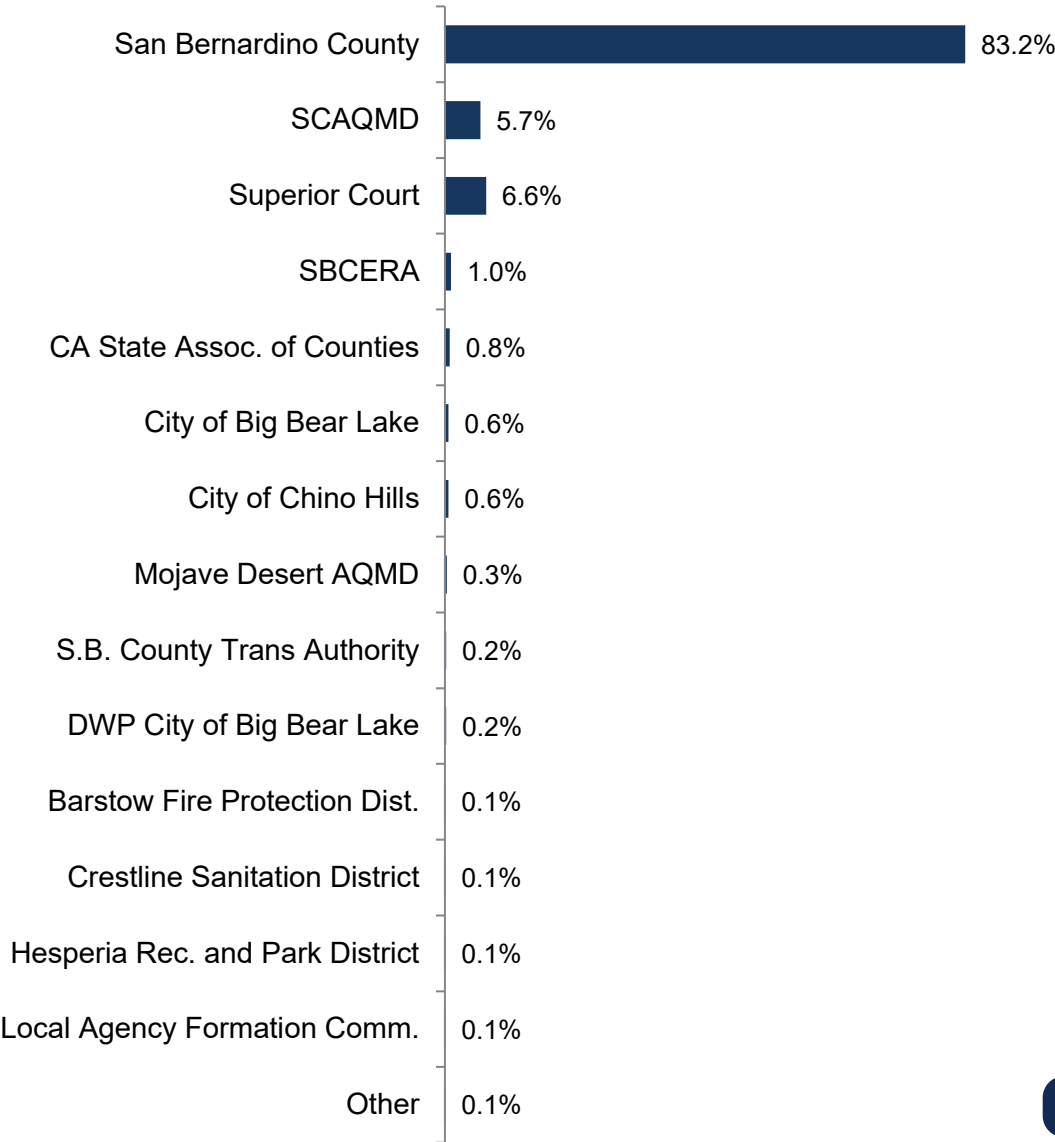
## Membership Status



## Plan Name



## Last Employer



# Questions?

---

**Adam Probolsky, President**

O: 949-855-6400 | M: 949-697-6726

E: adam@probolskyresearch.com

**Alyce Basil, Senior Research Analyst**

E: alyce@probolskyresearch.com



**Opinion Research on  
Elections and Public Policy**



**PROBOLSKY RESEARCH**

23 Corporate Plaza Suite 150 Newport Beach CA 92660

**Newport Beach**

(949) 855-6400

**San Francisco**

(415) 870-8150

**Washington DC**

(202) 559-0270