

Mendocino County Employees Retirement Association 2024 Membership Survey

Results Presentation

March 2024



**Opinion Research on
Elections and Public Policy**



PROBOLSKY RESEARCH
100 Pine Street Suite 1250 San Francisco CA 94111

San Francisco
(415) 870-8150

Newport Beach
(949) 855-6400

Washington DC
(202) 559-0270

MCERA– Membership Survey

Survey Methodology*

	Survey Details
Mode	Online and Telephone
Language	English and Spanish
Length	10 minutes
Survey Participants	484
Survey Fielding	February 14 – March 8, 2024
Margin of Error	+/-4.1%

Sample

The sample was developed from a membership file provided by the Mendocino 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 (99%). Participants could also call in to complete the survey by telephone (<1%).

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

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

Recommended Frequency

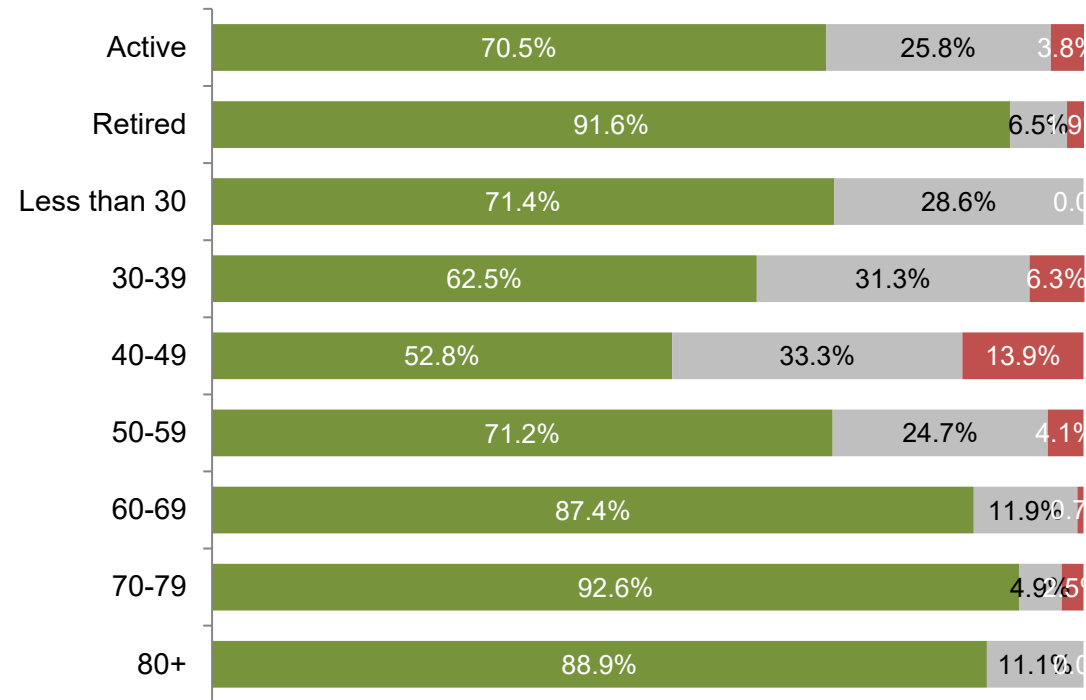
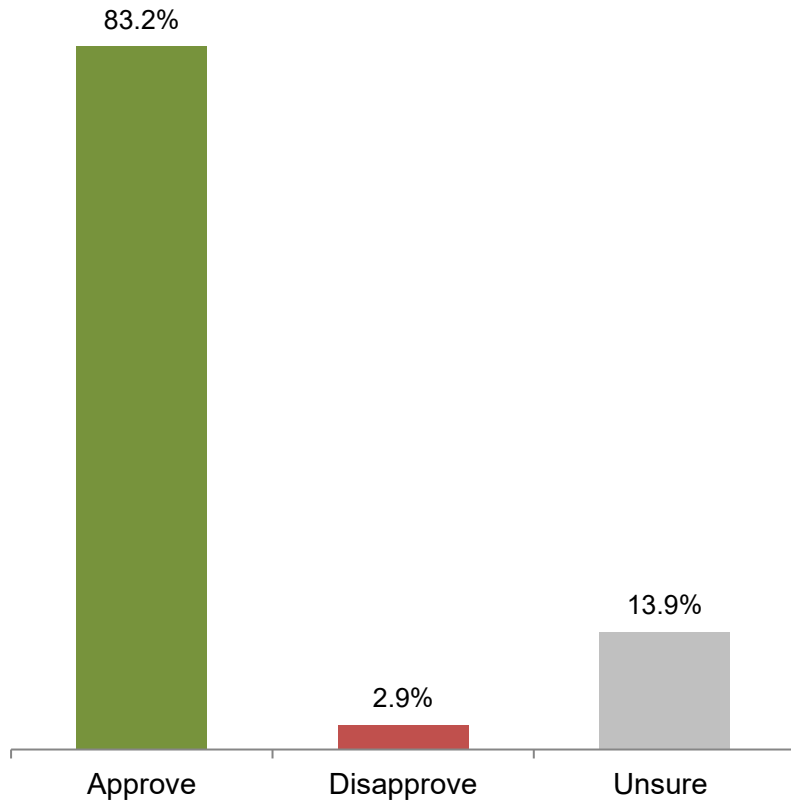
For accurate tracking and the most effective evaluation of the success of MCERA strategic initiatives, we recommend completing the survey at a minimum every third year. Repeating once a year or every other year would increase tracking accuracy.



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%*

83% approve of the job that MCERA is doing

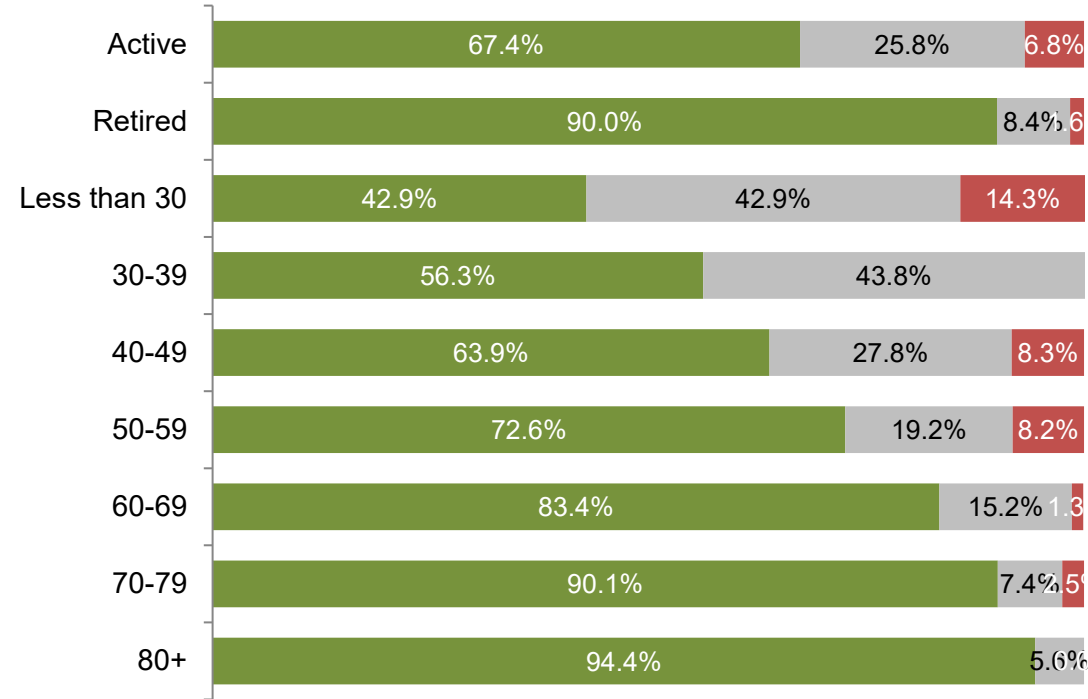
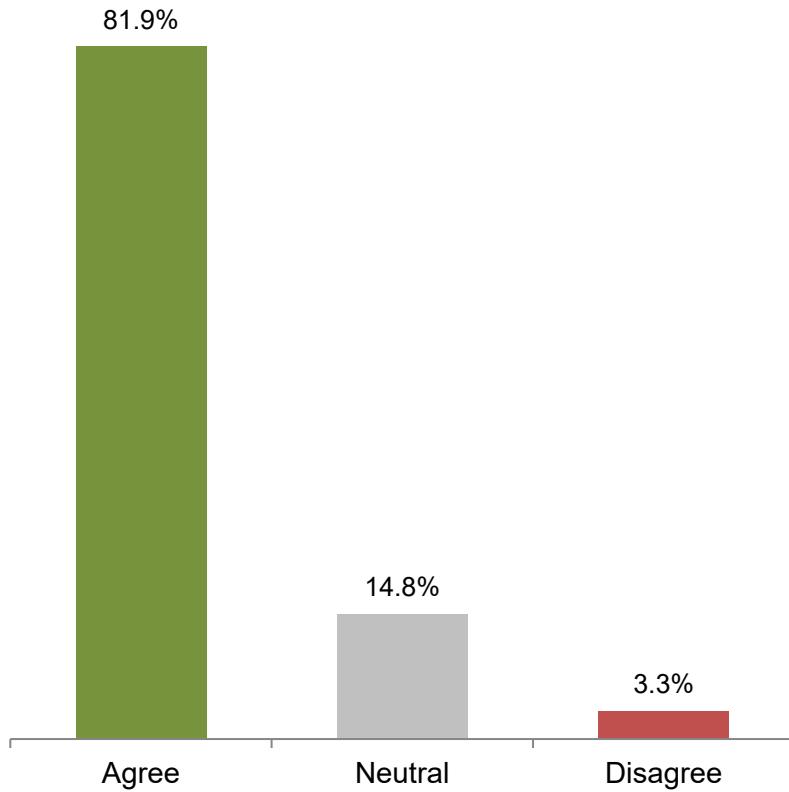


■ Approve
 ■ Unsure
 ■ Disapprove

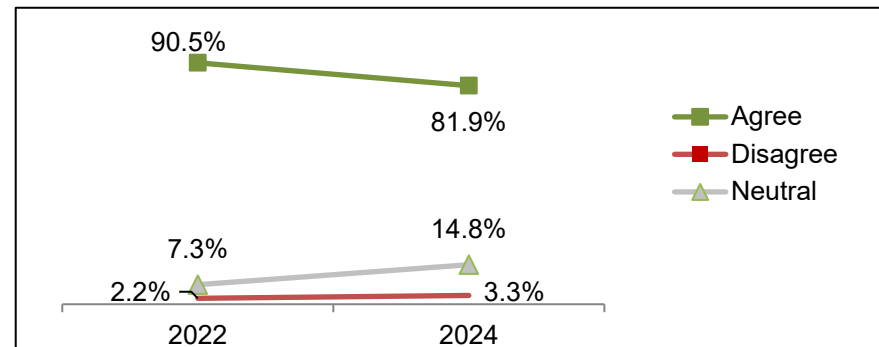


Question 1: The Mendocino County Employees Retirement Association (MCERA) is an independent organization that administers defined retirement plan benefits for Mendocino County, Mendocino County Superior Court, and the Russian River Cemetery District. MCERA is committed to working for active and retired members by providing sustainable pensions, retirement planning education, and professional services to current and future members. Do you approve or disapprove of the job that MCERA is doing?

82% value the benefits provided by MCERA

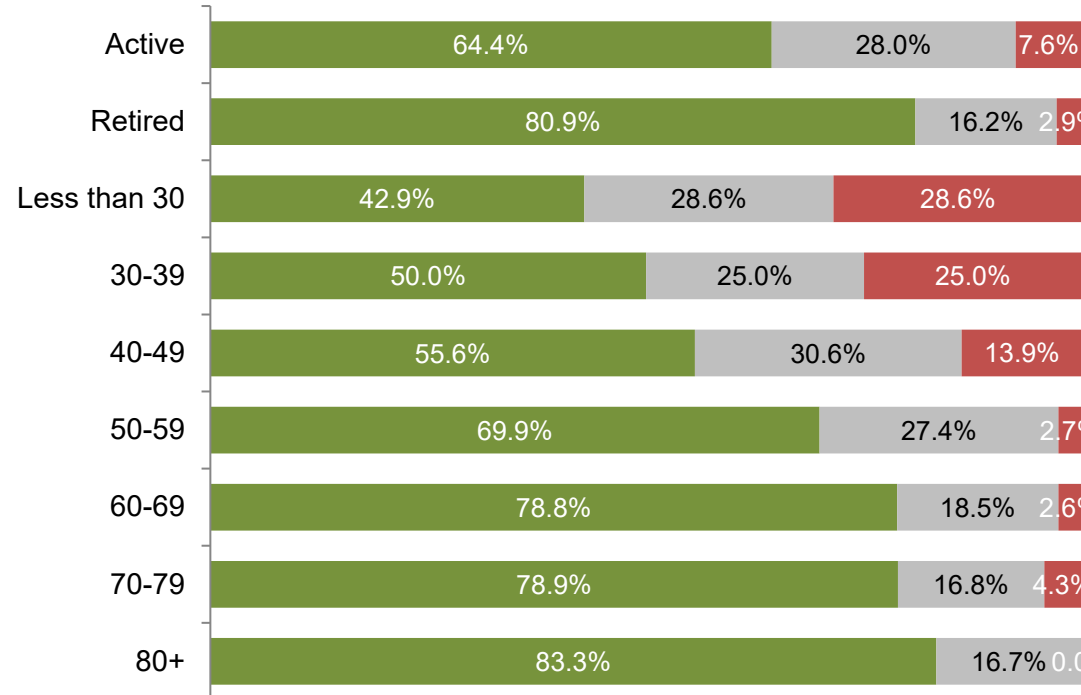
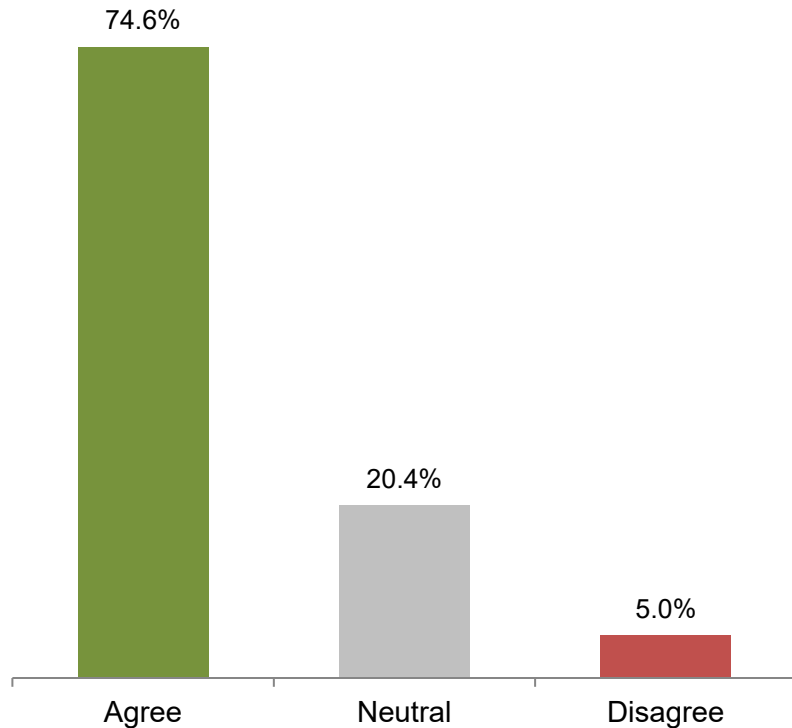


■ Agree
■ Neutral
■ Disagree

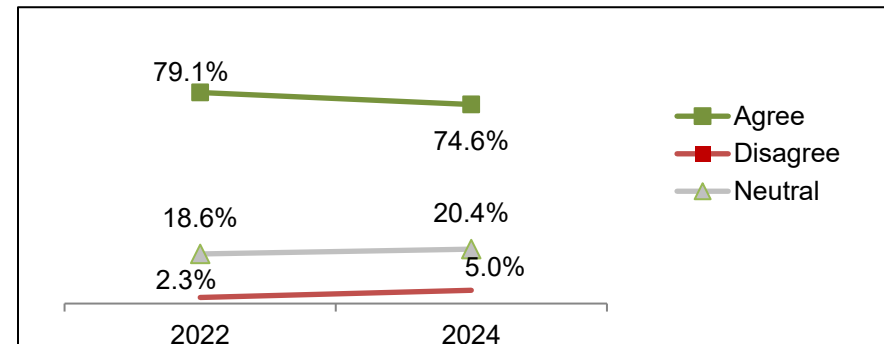


Question 3: Agree or disagree: Overall, I value the benefits provided by MCERA.

75% agree that MCERA sends communications that are relevant to their needs

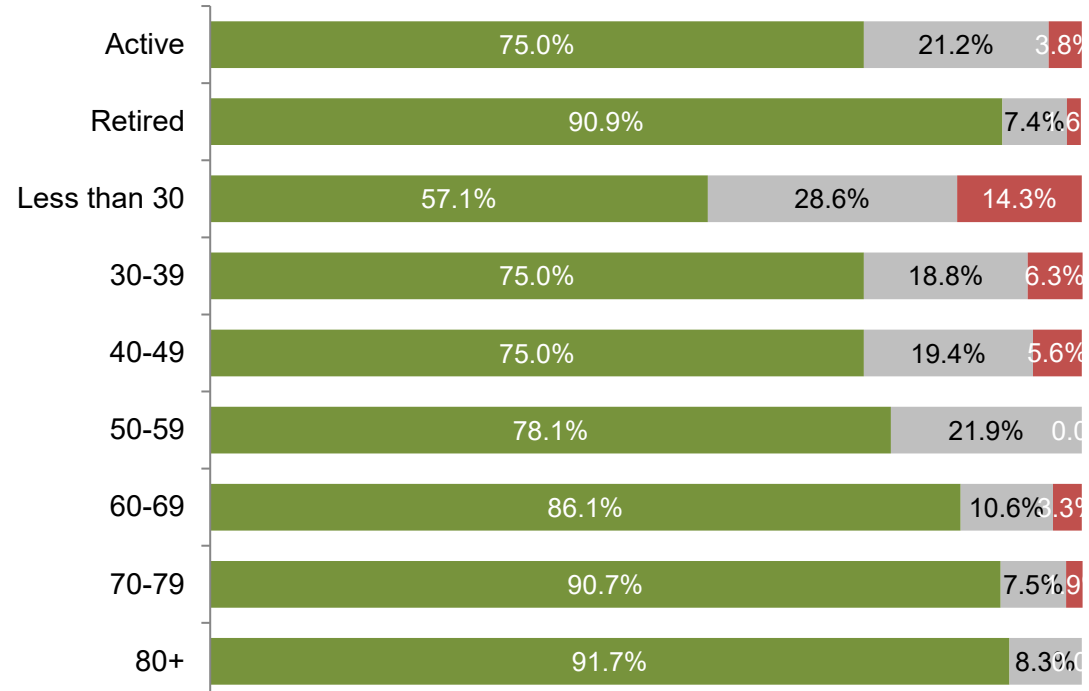
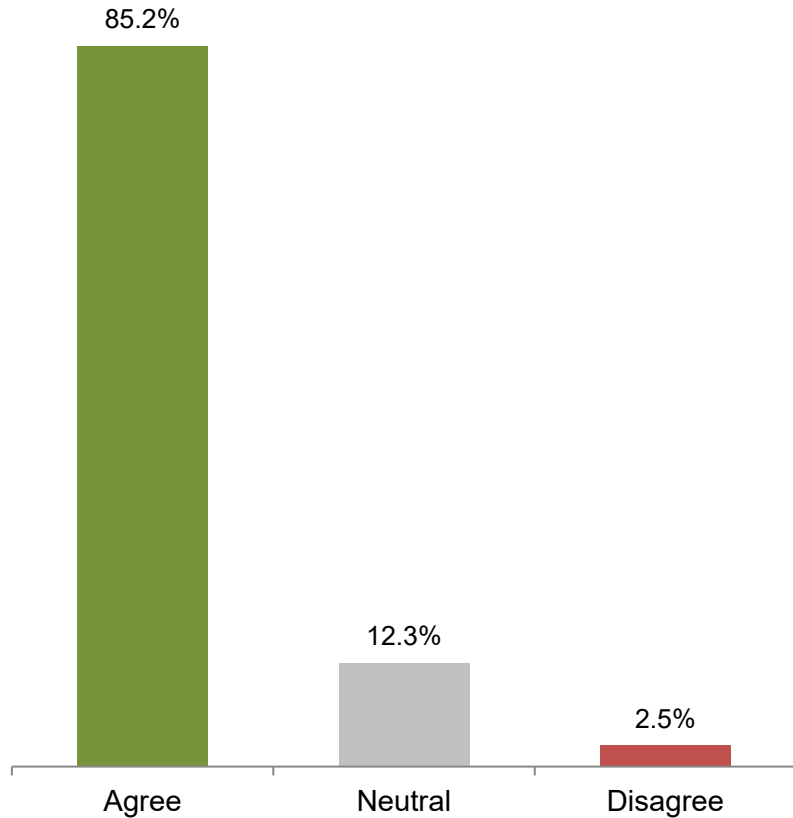


■ Agree
■ Neutral
■ Disagree

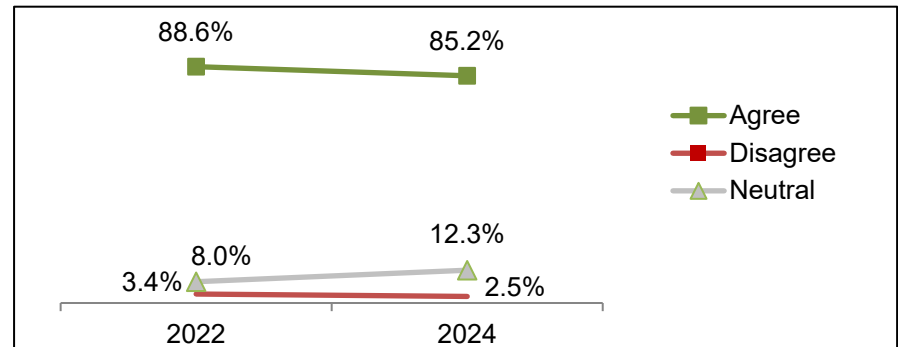


Question 4: Agree or disagree: MCERA sends communications that are relevant to my needs.

85% agree that MCERA communicates with them in the way they prefer



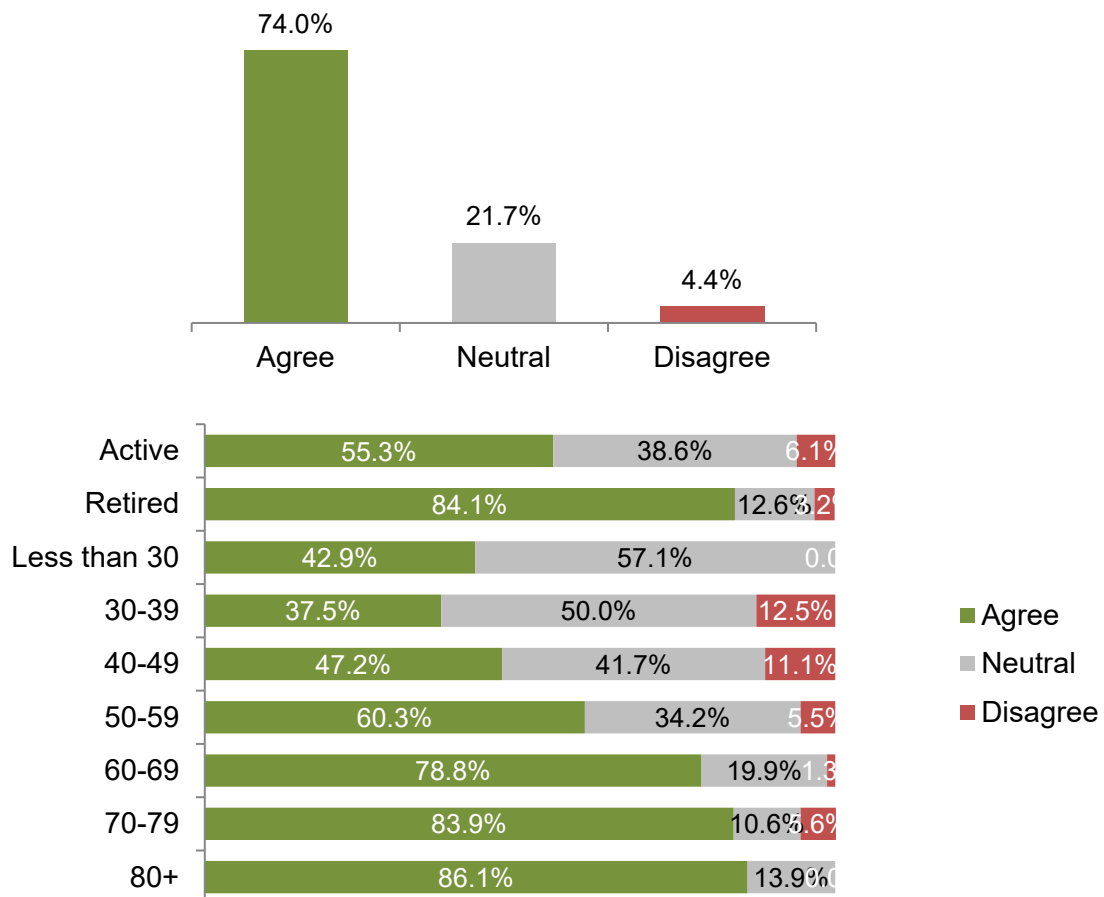
■ Agree
■ Neutral
■ Disagree



Question 5: Agree or disagree: MCERA communicates with me in the way I prefer to receive communications.

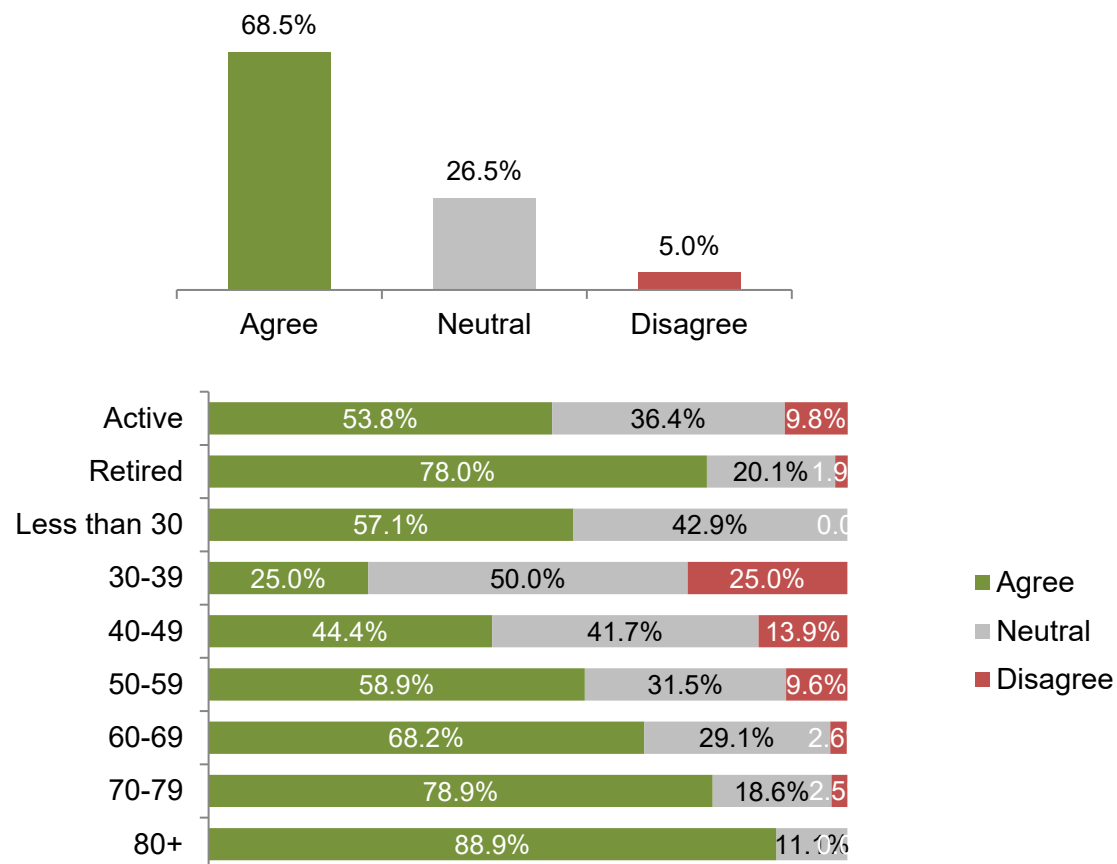
74% trust MCERA to administer their retirement benefits and 69% agree their retirement benefit planning needs are met

Trust in MCERA to Administer Retirement Benefits



Question 6: Agree or disagree: I trust MCERA to administer my retirement benefits.

Retirement Benefit Planning Needs Met by MCERA



Question 7: Agree or disagree: My MCERA retirement benefit planning needs are being met by MCERA.

Members feel that MCERA provides excellent communication and customer service

Areas of success:

- Communication (distributes information effectively and clearly, newsletters, keeps members informed)
- Customer service
- Timely payments

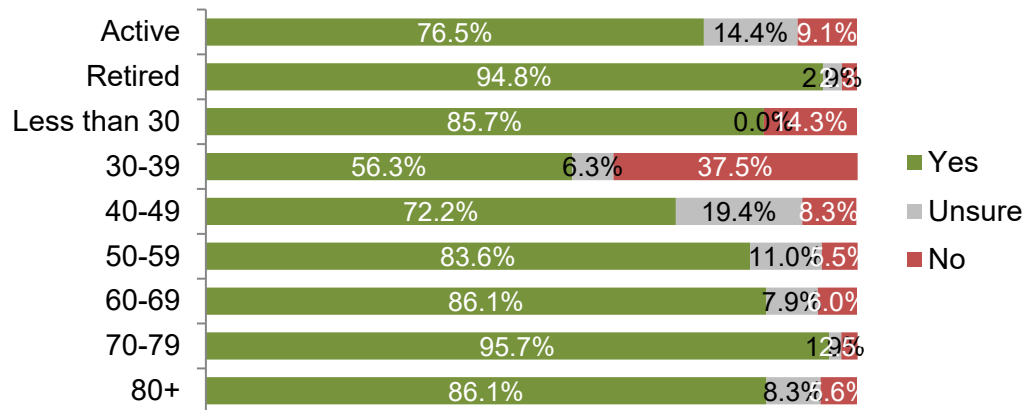
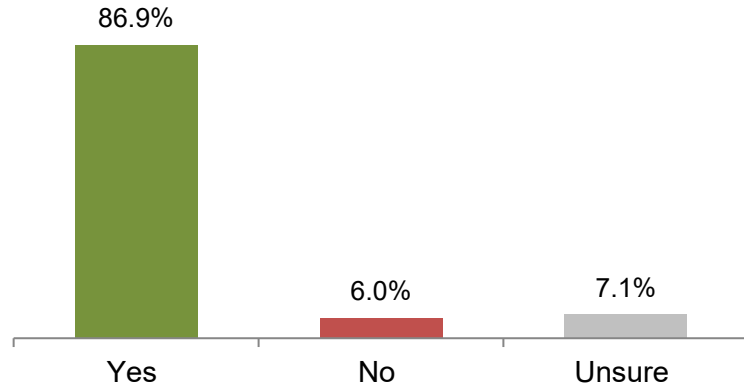
“Customer service. Whenever I have spoken to a staff person, they have been pleasant, attentive, professional and knowledgeable.”

“Appreciate the communication when it happens and simplified terminology when used.”

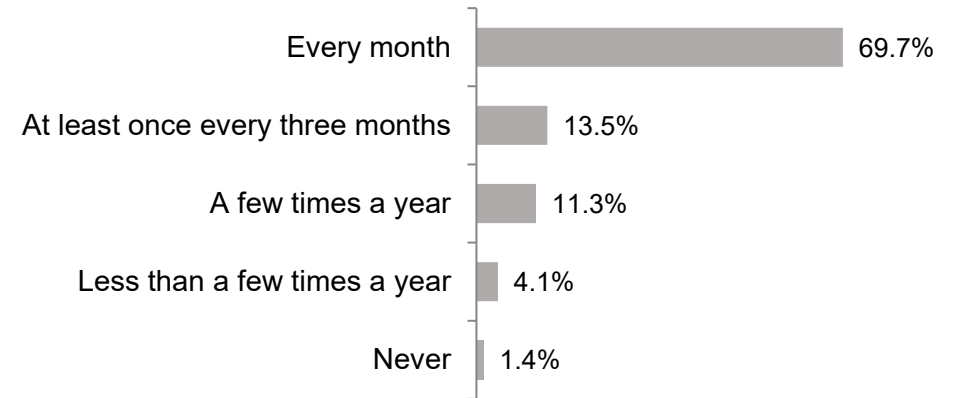
“I have not utilized MCERA very much, but I have found the communication to be very clear. I appreciate the regular newsletters and any instructions I have received have been very easy to follow and get what I needed.”

Of the 87% who receive MCERA's monthly email newsletter, 70% read it on a monthly basis

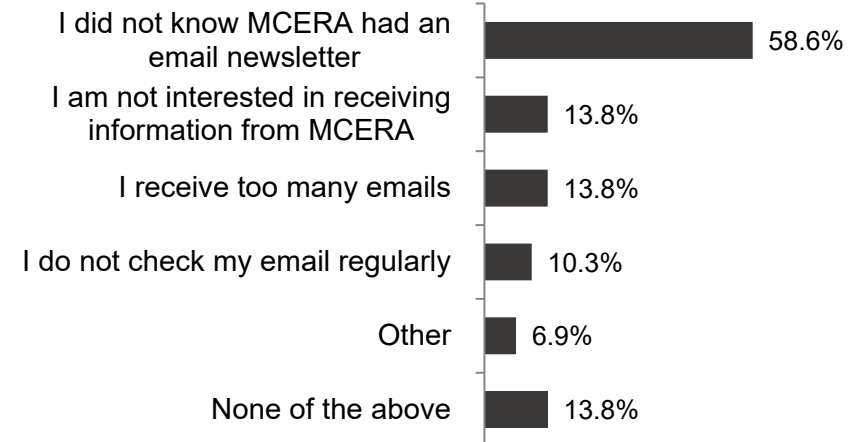
Receive MCERA's Monthly Email Newsletter



Frequency of Reading Email Newsletter

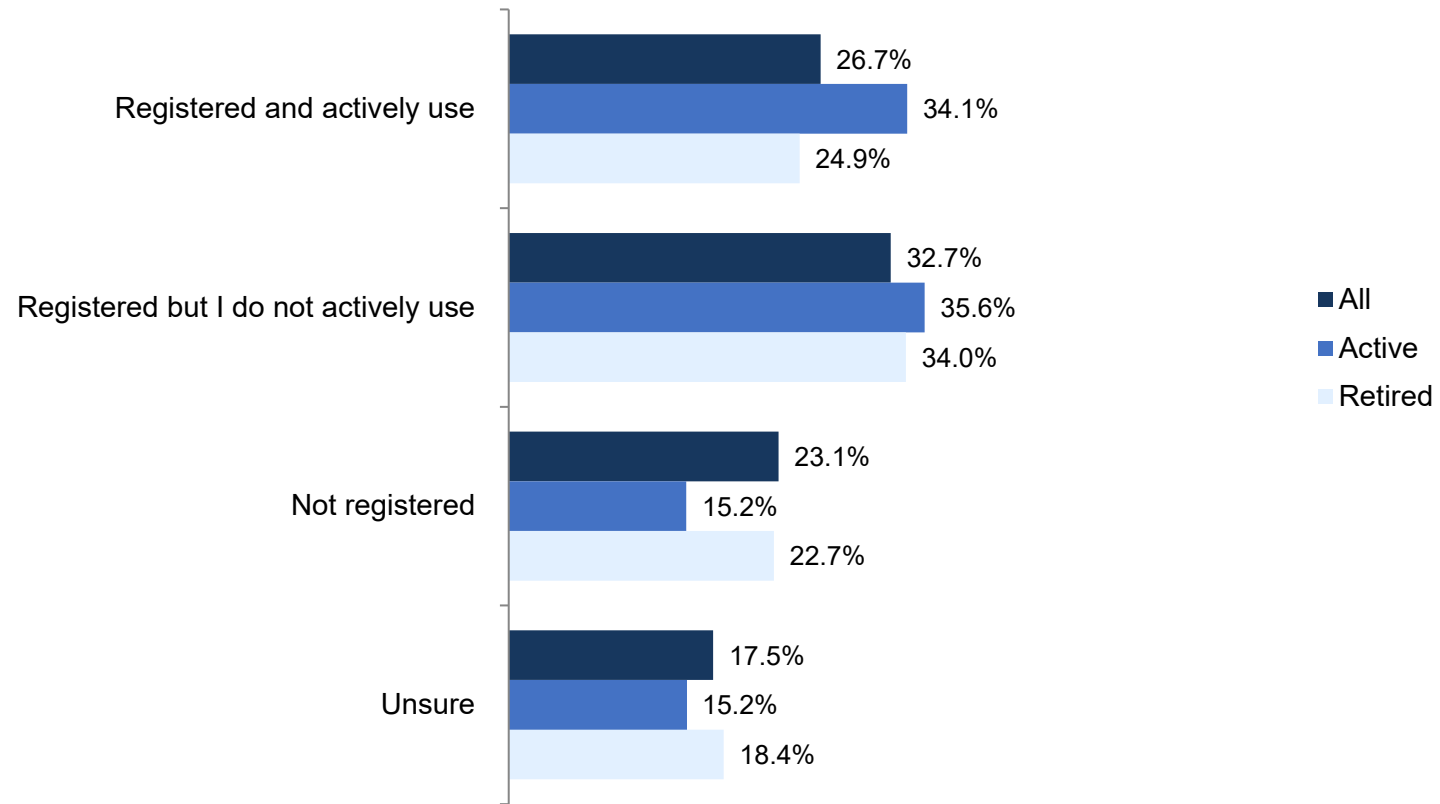


Reasons for not Receiving Newsletter

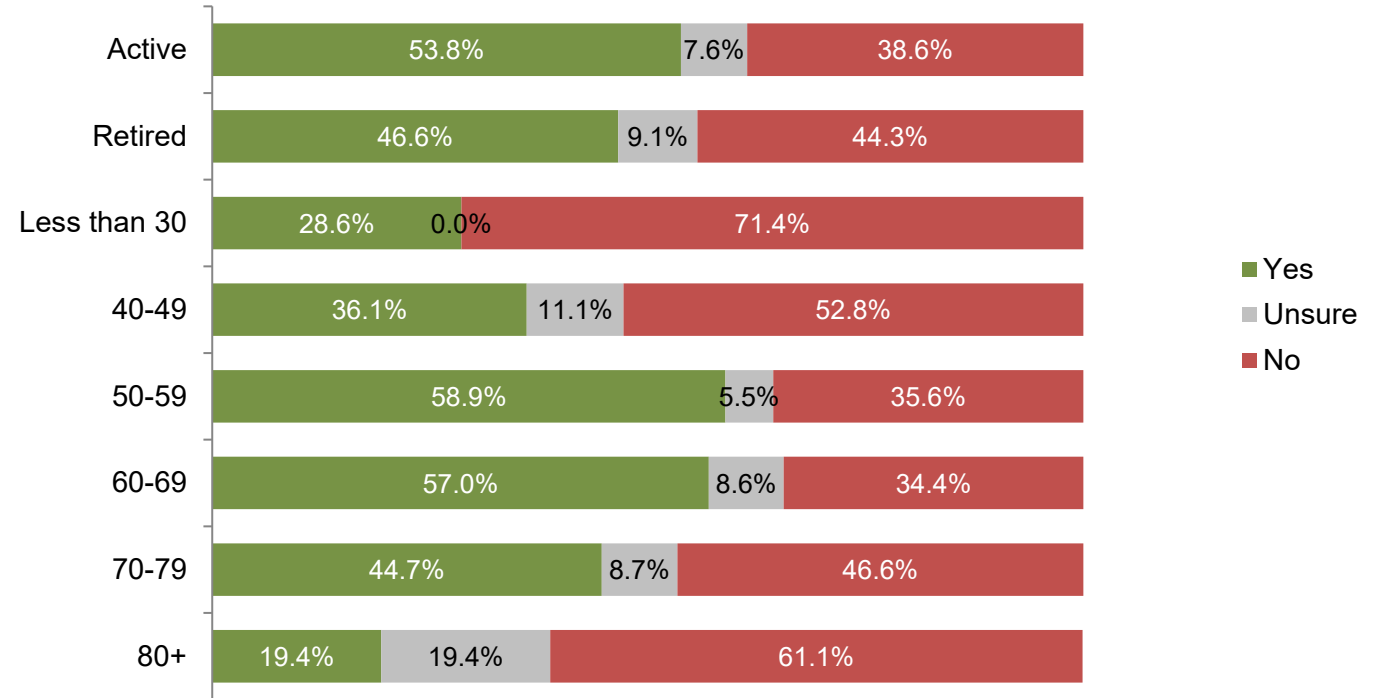
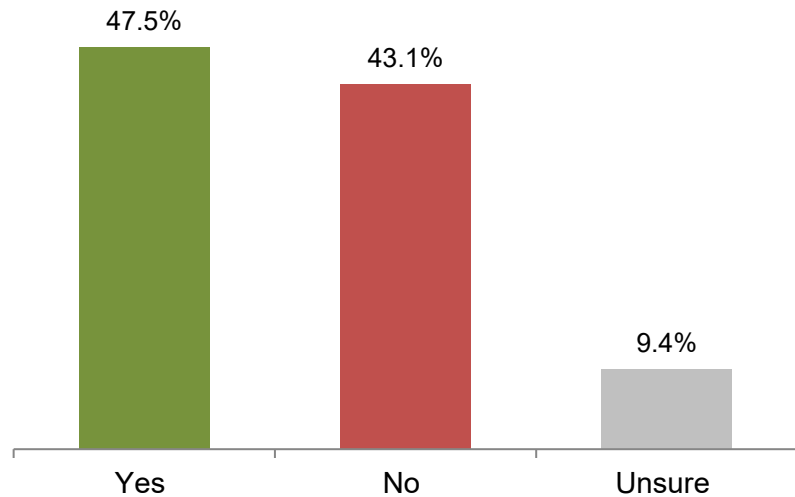


Question 9: Do you receive MCERA'S monthly email newsletter?
 Question 10: How often do you read the monthly newsletter from MCERA?
 Question 11: Why do you not receive MCERA's monthly email newsletter? Select all that apply.

59% are registered on MemberDirect; usage is higher among Active members



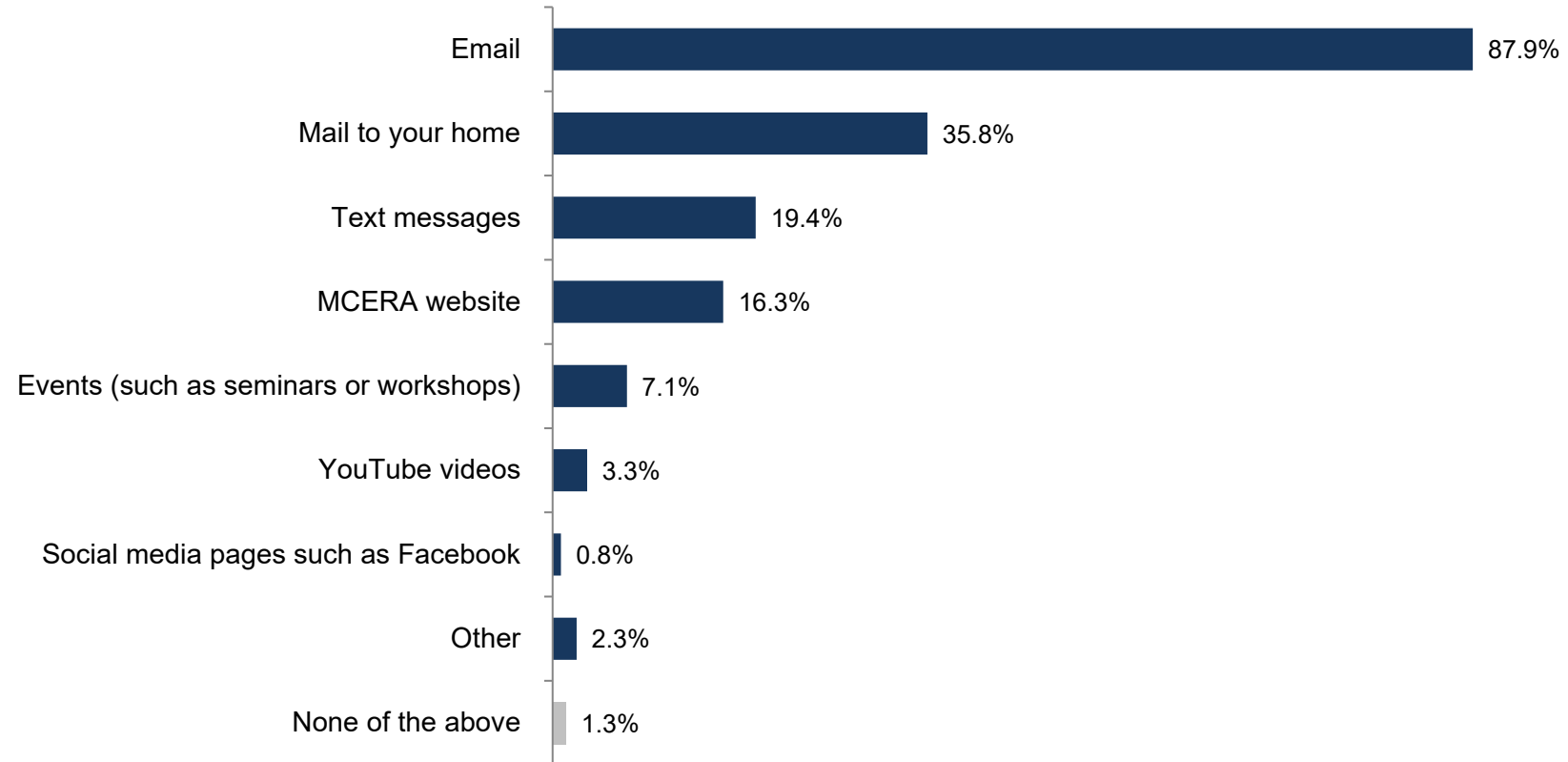
48% have visited MCERA's website in the last year



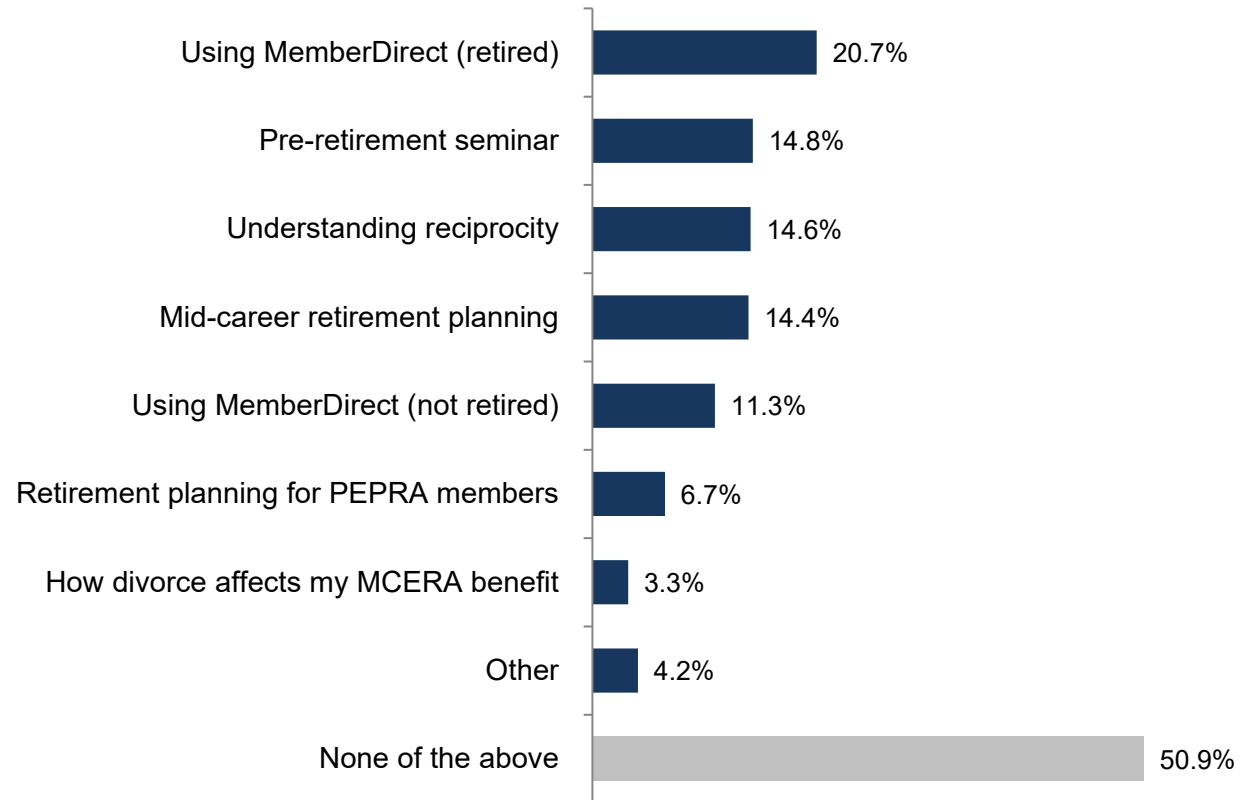
Among members aged 50-69:
 Retired member usage: 56.2%
 Active member usage: 64.3%



88% would prefer to receive emails from MCERA

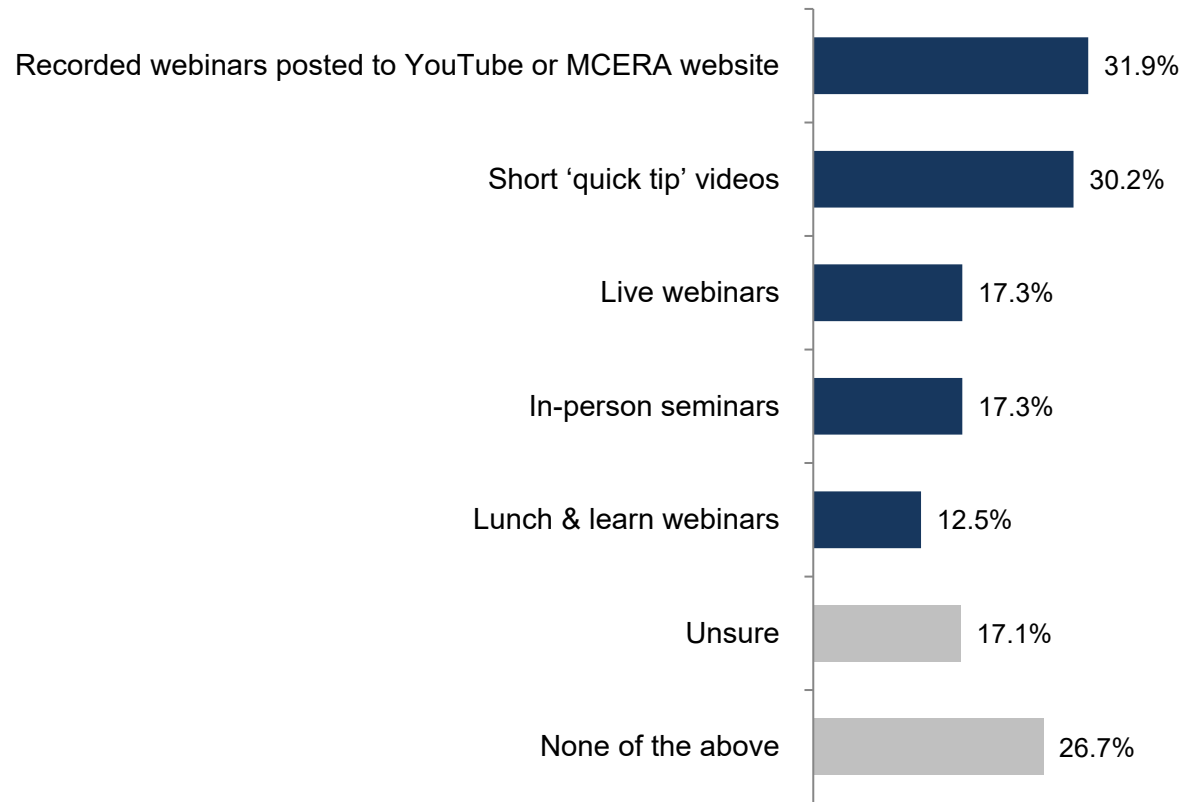


21% would be interested in a “Using MemberDirect” seminar/webinar

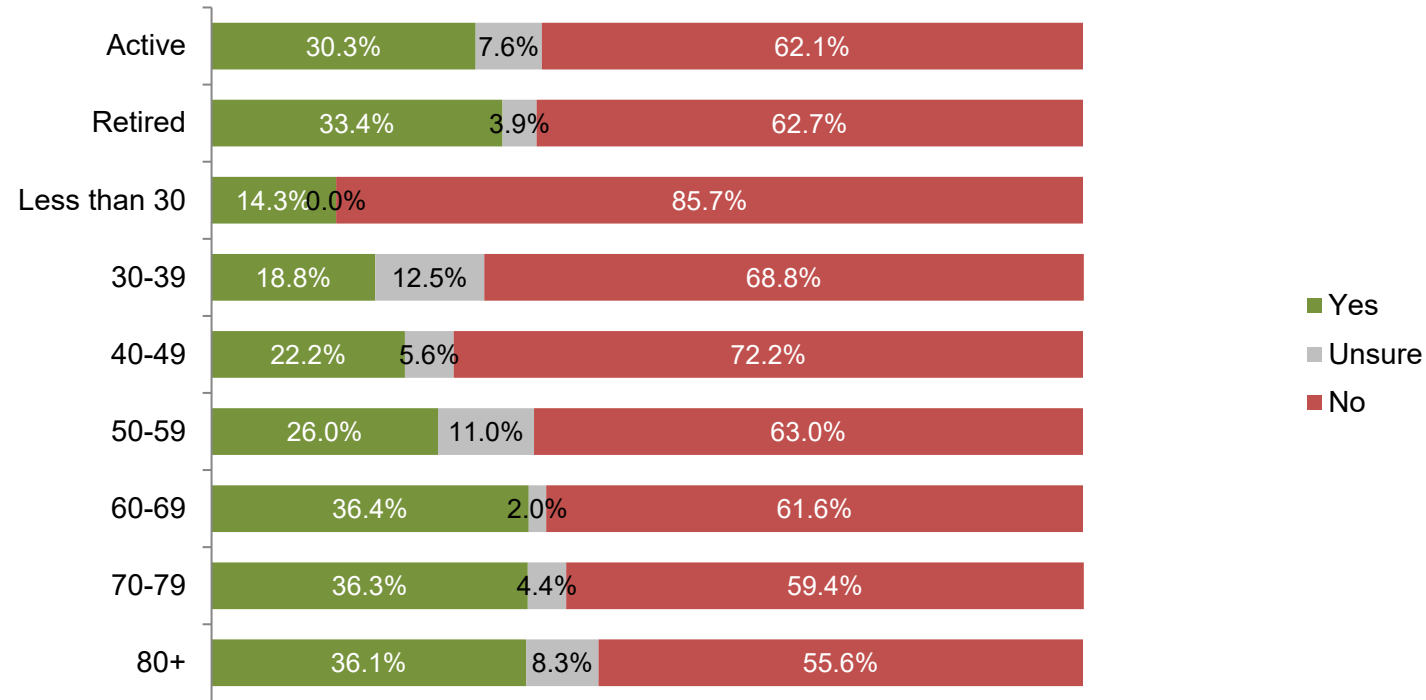
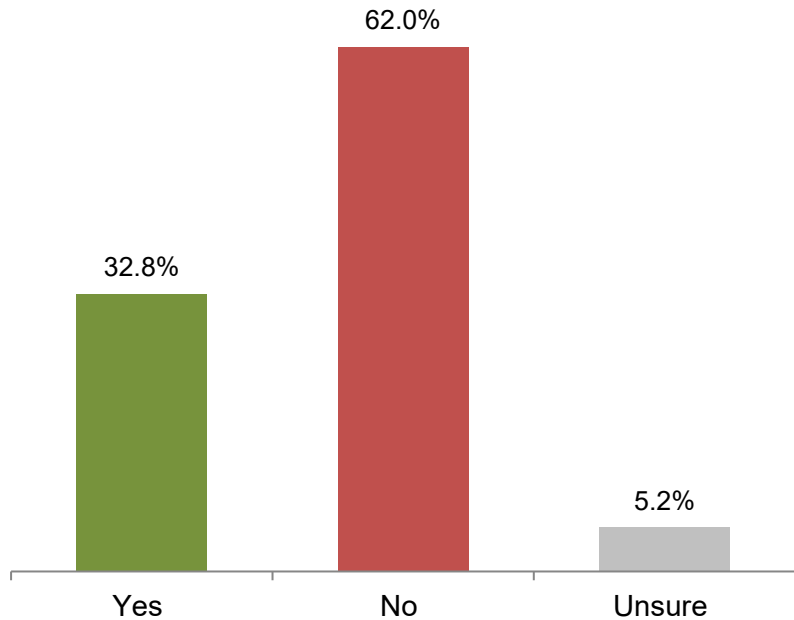


Question 17: Which of the following seminar or webinar topics would you be interested in attending or viewing? Select all that apply.

32% are interested in recorded webinars posted to YouTube or the MCERA website

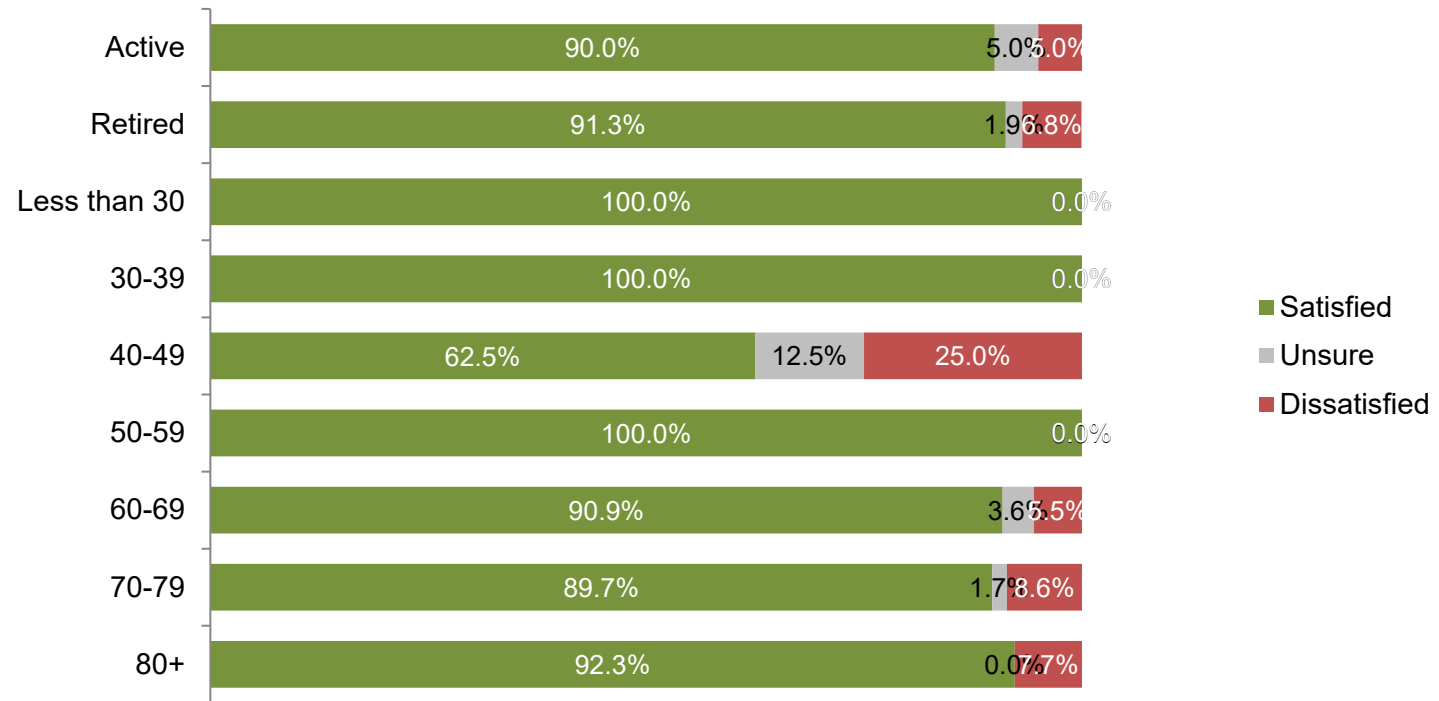
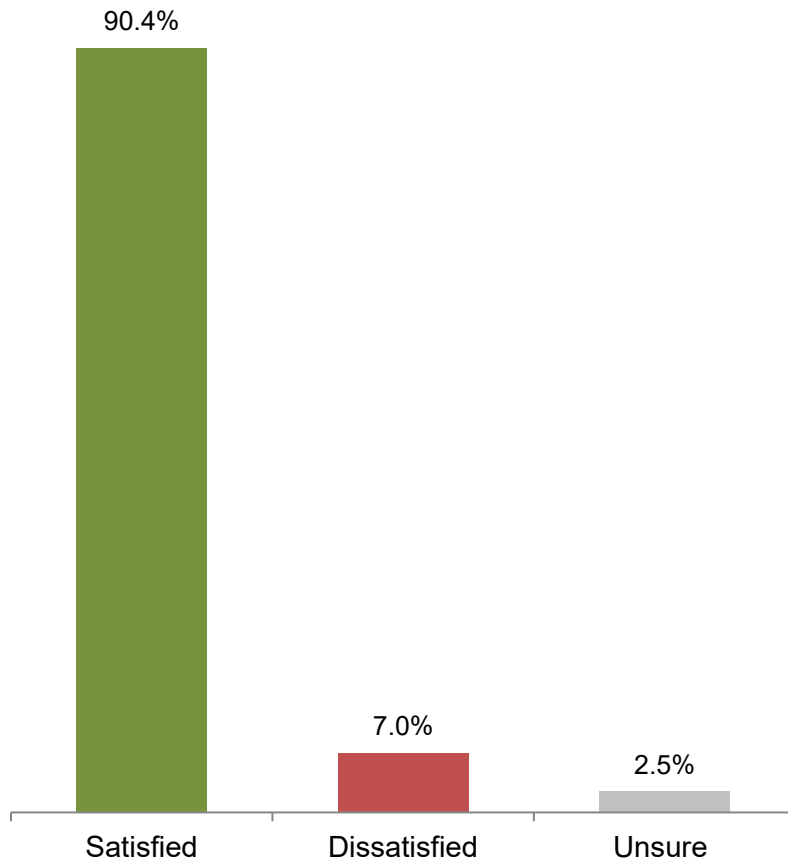


33% have contacted MCERA to receive assistance or information in the past year



Question 19: In the past year, have you contacted MCERA to receive assistance or information?

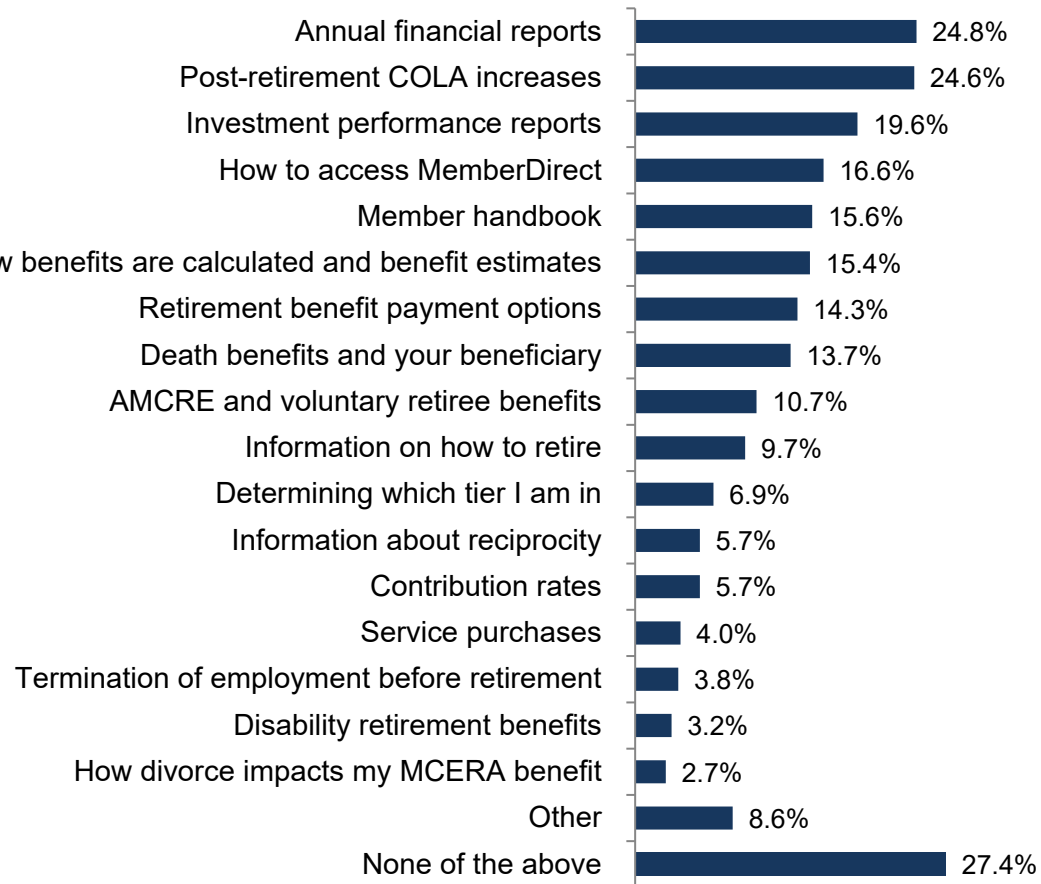
90% were satisfied with the customer service they received from MCERA staff



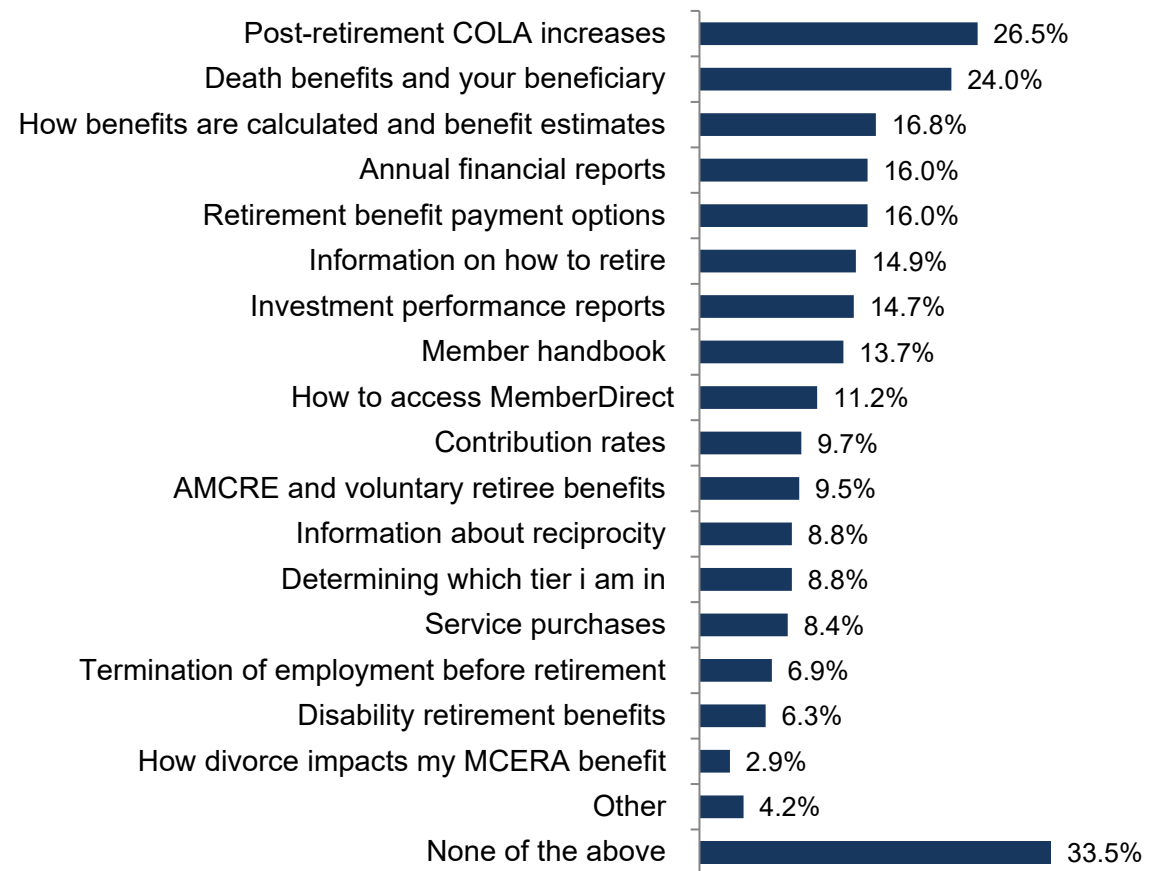
Question 20: Thinking about your most recent interaction with MCERA staff, how satisfied were you with the customer service you received during this interaction?

Popular topics of interest are post-retirement COLA increases, performance metrics, and benefits (death/calculations)

Have Received Information from MCERA



Want to Learn More About from MCERA



Question 22: Which of the following topics have you received information about from MCERA? Select all that apply.

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

Members are most concerned about having enough money to retire

Areas of concern:

- Not having enough money to retire and maintain lifestyle
- Health insurance and medical costs
- Cost of living increases and affordability
- Safety and stability of investments and MCERA

“Cost of living and keeping current lifestyle having enough medical coverage with social security and Medicare.”

“That I will have enough funds for the lifestyle and retirement I want. I think I am covering all my bases but really don’t know for sure that I will be able to replace a large portion of my current income.”

“Never being able to retire due to poor decisions made in the past granting enormously generous benefit packages to baby boomers... Rising cost of living in California making work here, and retiring here, unrealistic.”



Retired members are most concerned about having enough money and the stability of their funds

Areas of concern:

- Not having enough money to last the remainder of their lifetime
- Affordability and cost of living increases
- Stability of MCERA and the retirement fund still being available in the future
- Medical coverage and insurance affordability

“Will MCERA continue to invest wisely so that retired employees are guaranteed a lifetime retirement?”

“The rising cost of living and the pressures facing Social Security and County Retirement systems by politicians who are interested in cutting costs.”

“That the County stays financially viable so that I continue to receive that retirement that I was promised and that I contributed to and not end up losing it.”

Most are satisfied with current MCERA offerings; some would like health insurance and pre-retirement resources

Services suggested:

- Medical insurance plans or resources for retirees
- More targeted information for those further out from retirement (10+ years)
- Social groups or peer-to-peer learning forums

“More education for younger adults who may not understand the ins & outs.”

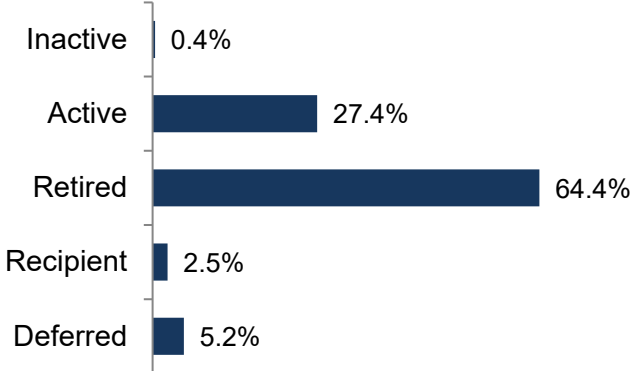
“Possibly Health Benefit Options if you retire early...you don’t get Medicare. What options are there?”

“I think it would be good to have common interest groups for retirees to be able to get together and do things with people that have like interests.”

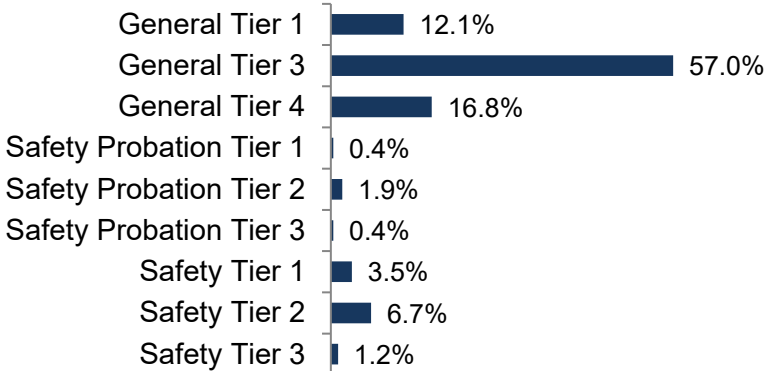
Demographics

Respondent demographics by membership status, plan name, age, years of service, and years to retirement

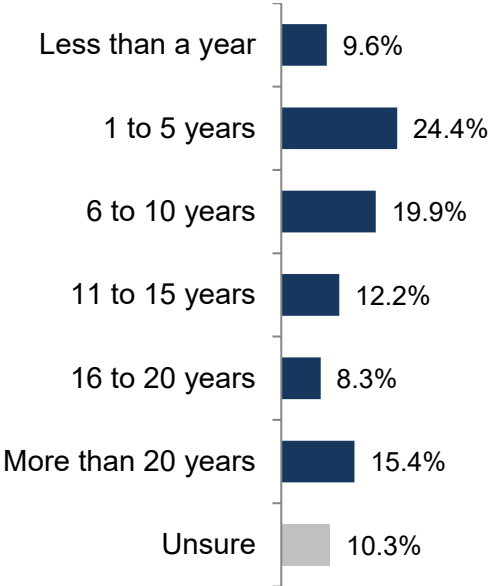
Membership Status



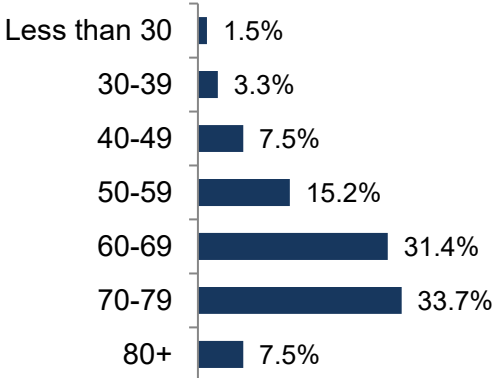
Plan Name



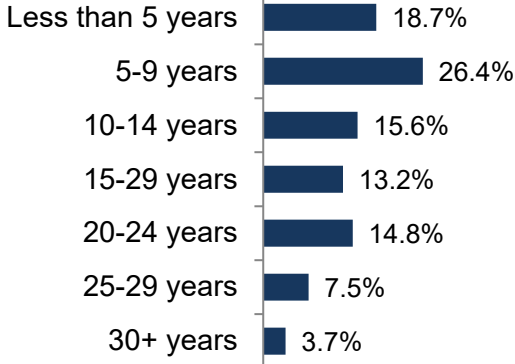
Years to Retirement



Age



Years of Service



Questions?

Adam Probolsky, President

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

E: adam@probolskyresearch.com

Alyce Basil, PhD, Senior Research Analyst

E: alyce@probolskyresearch.com



**Opinion Research on
Elections and Public Policy**



PROBOLSKY RESEARCH

100 Pine Street Suite 150 San Francisco, CA 94111

San Francisco
(415) 870-8150

Newport Beach
(949) 855-6400

Washington DC
(202) 559-0270
