

VISION'31

Strategic Initiative 2.4.1

Membership Voice Survey

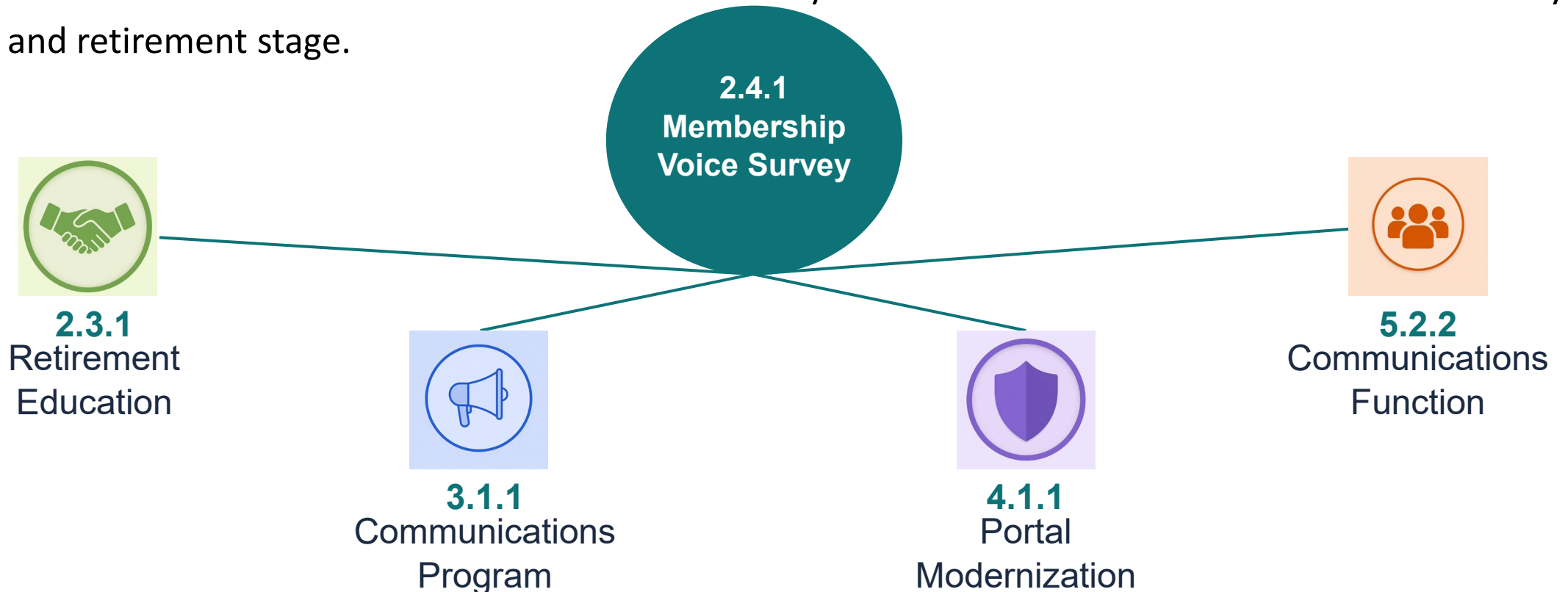
A structured engagement effort across member career and retirement stages

August 2026

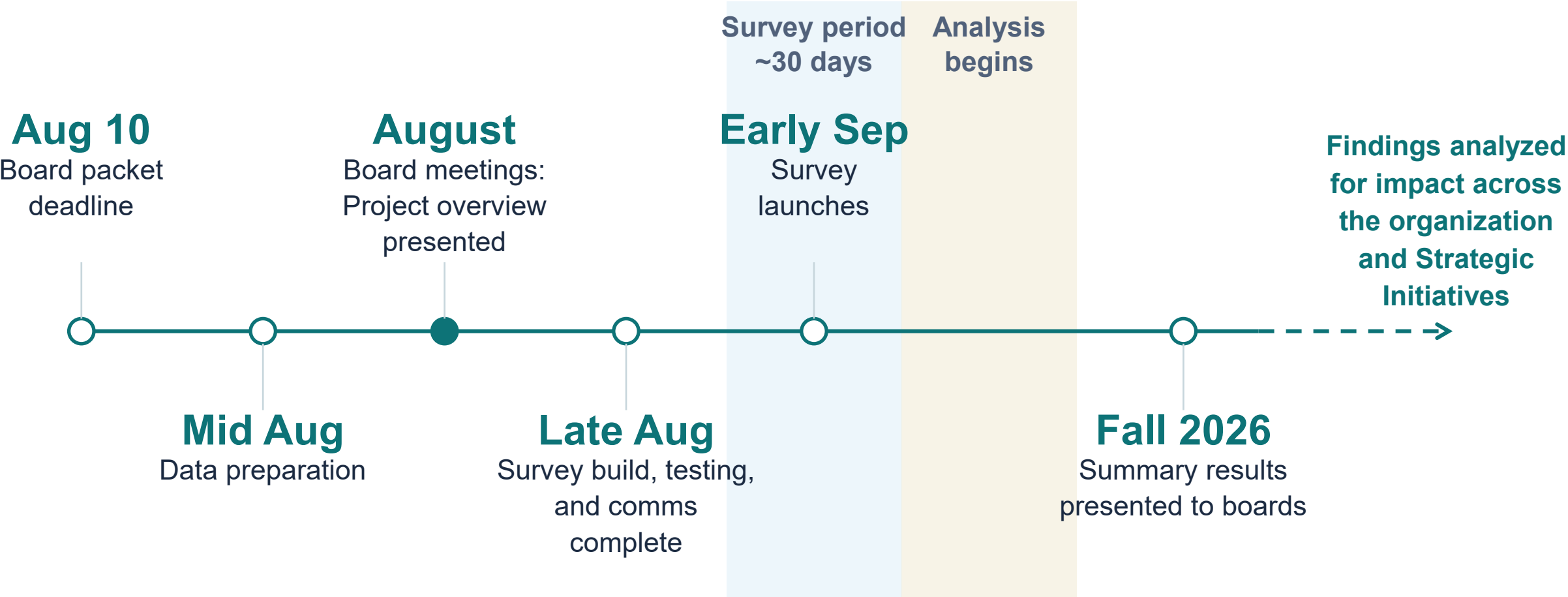
Purpose and Strategic Connections

ORS wants to know its members better.

This survey differs from existing channels, such as workshop follow-up surveys and passive tools like survey links in email footers and on the website. It is ORS's first systematic effort to hear from members at every career and retirement stage.



Project Timeline



Population Segmentation

<i>Survey 1: Active Employees</i>			
Segment	Federated	Police and Fire	Total
Early Active – less than 10 years of service	2,861	854	3,715
Late Active – more than 10 years of service	1,405	808	2,213
<i>Survey 2: Retirees, Beneficiaries, DRO Payees, and Separated Vested Members</i>			
Segment	Federated	Police and Fire	Total
Separated, Deferred Vested – not active, not collecting	2,344	413	2,757
Early Retiree – before age 65	1,073	1,026	2,099
Late Retiree – after age 65	3,131	1,265	4,396
Beneficiary*	687	551	1,238
Total	11,501	4,917	16,418

**The survey will be sent to adult beneficiaries who have not recently experienced the loss of a member.*

Survey Topics



Overall Experience, Trust, and Confidence

Overall satisfaction and where members see room to improve



Service Experience and Expectations

Timeliness, accuracy, and consistency across service channels



Communication Preferences

Preferred channels, frequency, and content



MemberDirect and Self-Service Needs

Current use, desired tasks, and portal priorities



Retirement Education and Engagement

Topics, timing, and preferred formats by career stage

Question Types and Administration

Question Types

Five-point rating scale

Satisfaction and confidence scale

Multiple choice

Select all that apply

Priority ranking

Frequency scale

Conditional follow up

Open ended comment

Survey Administration



Responses are anonymous to ORS and the boards.



Each member may respond once.



The platform follows up with members who have not yet responded.



Website notices, social media, and retiree associations help build awareness.

Board Questions and Feedback

This presentation is for awareness, so trustees, members, and the public understand how this initiative to hear from the membership is taking shape and to invite trustee questions and feedback before the survey is released.



What questions do trustees have about the survey design, process, or timeline before launch?



Are the six analytical groups clear and meaningful?



Are there areas of member experience the boards want emphasized?