
We Want to Hear From You – ORS Member Voice Survey

From retirement.dept@sanjoseca.gov via SurveyMonkey <member@surveymonkeyuser.com>

Date Mon 9/28/2026 10:52 AM

To Retirement.Dept <Retirement.Dept@sanjoseca.gov>

ORS Membership Voice Survey

Dear ORS Member,

The Office of Retirement Services (ORS) would like to hear from you. We are launching our Member Voice Survey to better understand your experience with ORS and identify opportunities to improve the programs and services we provide.

Earlier this year, the Boards adopted ORS's first Strategic Plan, establishing a long-term vision for improving our programs, services, and member experience. An important part of that work is understanding what matters most to our members. Your feedback will help ORS prioritize future improvements and guide initiatives that better meet member needs.

The survey:

- Takes approximately 5 minutes to complete.
- Is voluntary.
- Is confidential, with responses reported only in summary form.
- Will be administered through SurveyMonkey.

Please use the survey link in this email to share your feedback by October 16.

Your perspective is important to us, and we appreciate you taking the time to help shape the future of ORS services.

Thank you for your participation.

Office of Retirement Services
City of San José
(408) 794-1000
Retirement.Dept@sanjoseca.gov