

City of Sacramento
Defined Contribution Plans Committee Report
915 I Street Sacramento, CA 95814
www.cityofsacramento.org

File ID: 2026-00711

3/18/2026

Nationwide 2023 and 2024 Participant Survey Results

File ID: 2026-00711

Location: Citywide

Recommendation: Receive, comment, and provide direction.

Contact: Samantha Hardy, Interim Human Resources Director, (916) 808-7657,
shardy@cityofsacramento.org, Department of Human Resources

Presenter: John Steggell, Executive Relationship Manager, Nationwide Retirement Solutions

Attachments:

1-Description/Analysis

2-Nationwide Participant 2023 and 2024 Survey Results

Description/Analysis

Issue Detail: Nationwide conducts participant surveys the fall of each calendar year and has provided a summary of the 2023 and 2024 results for the Committee's review and comment. Nationwide will provide an overview of their standard practices for participant surveys.

While Nationwide has a standard practice for participant surveys, the Committee should discuss any additional types of plan participant surveys they may want to have conducted in the future and how these surveys would be accomplished, including the need to engage with a third party to conduct additional surveys or evaluating if Nationwide has the ability to conduct additional types of surveys on behalf of the City's plans for an additional fee. Costs for additional surveys could be covered by the Administrative Allowance Account.

Policy Considerations: None.

Economic Impacts: None.

Environmental Considerations: None.

Sustainability: None.

Commission/Committee Action: None.

Rationale for Recommendation: None.

Financial Considerations: None.

Local Business Enterprise (LBE): Not applicable.

CITY OF SACRAMENTO

457 Retirement Plan Research

Created for Nationwide by 



Executive Summary

Participant surveys are conducted in the Fall of each calendar year. This information is a summary of 2023 and 2024 results.

Key Take-Aways:

- Plan participants continue to be satisfied with Nationwide overall, with more describing the quality of partner and services delivered as excellent.
- Advocacy and the likelihood to remain with the plan after retirement remain strong.
- As views of the economy have improved, so has assessment of plan performance with more feeling the plan has performed well.

Touchpoint usage, value & satisfaction:

- Participants make frequent use of the resources available to them, both digital (email/website) and plan staff.
- Participants appreciate Plan staff (Retirement Specialists) for their professionalism and ability to explain benefits.

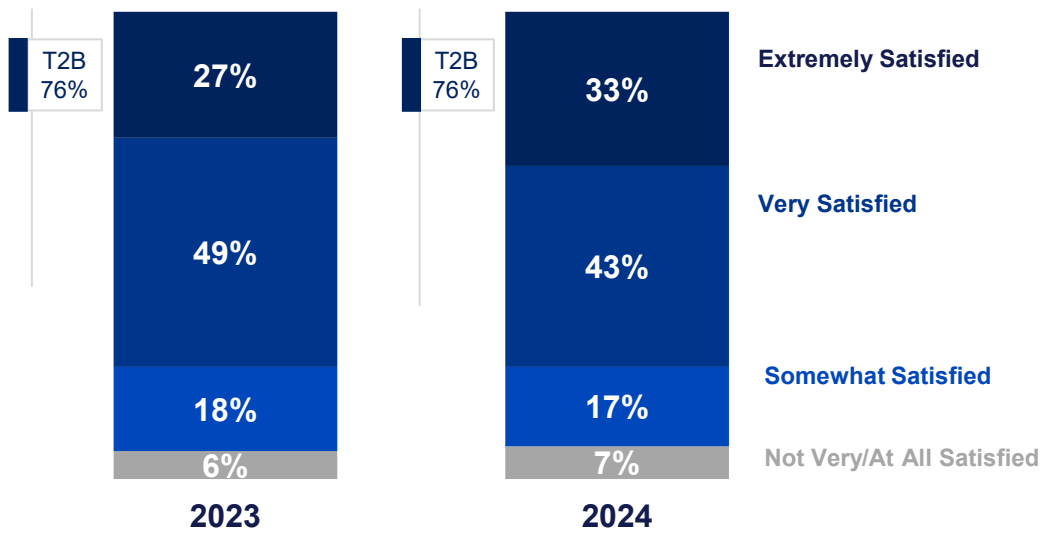
Respondents' population:

- Respondents were required to be current or retired employees of the City of Sacramento
- 155 responses in 2023
- 107 responses in 2024

Overall Plan Satisfaction

Plan satisfaction is measured through five responses: Extremely Satisfied, Very Satisfied, Somewhat Satisfied, Not Very Satisfied, Not at all Satisfied. The top two boxes (Extremely and Very) remained the same from 2023 to 2024. However, the population shifted towards Extremely Satisfied.

Satisfaction with Service Provided by Nationwide

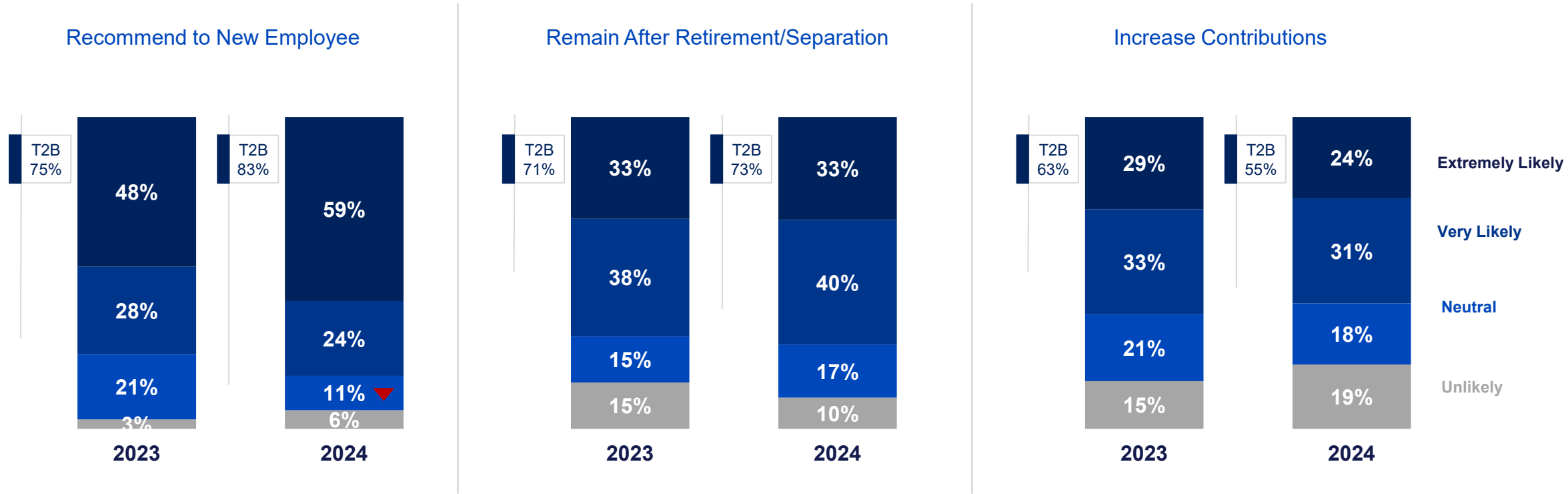


Reasons for Satisfaction	2023	2024
Good quality service	23%	12%
Helpful customer service	10%	11%
Easy to access my account	9%	9%
Low rates and fee structure	3%	8%
Easy to use website	5%	6%
Convenience of making account changes	5%	6%

Reasons for Dissatisfaction	2023	2024
Feel Uninformed	1%	5%
Limited investment options	1%	4%
Lack of guidance or consultation	5%	4%
Lack of growth with investments	1%	3%
Restrictive program benefits (i.e., unable to withdraw funds)	1%	2%

Plan Recommendations and Contributions

Positive improvements are seen in the advocacy measures – recommending the Plan to new members and remaining in the Plan after retirement. Slightly fewer plan on increasing contributions to their deferred compensation plan.



Thank You



Nationwide[®]
is on your side