

CITY OF HOLLYWOOD POLICE OFFICERS' RETIREMENT SYSTEM

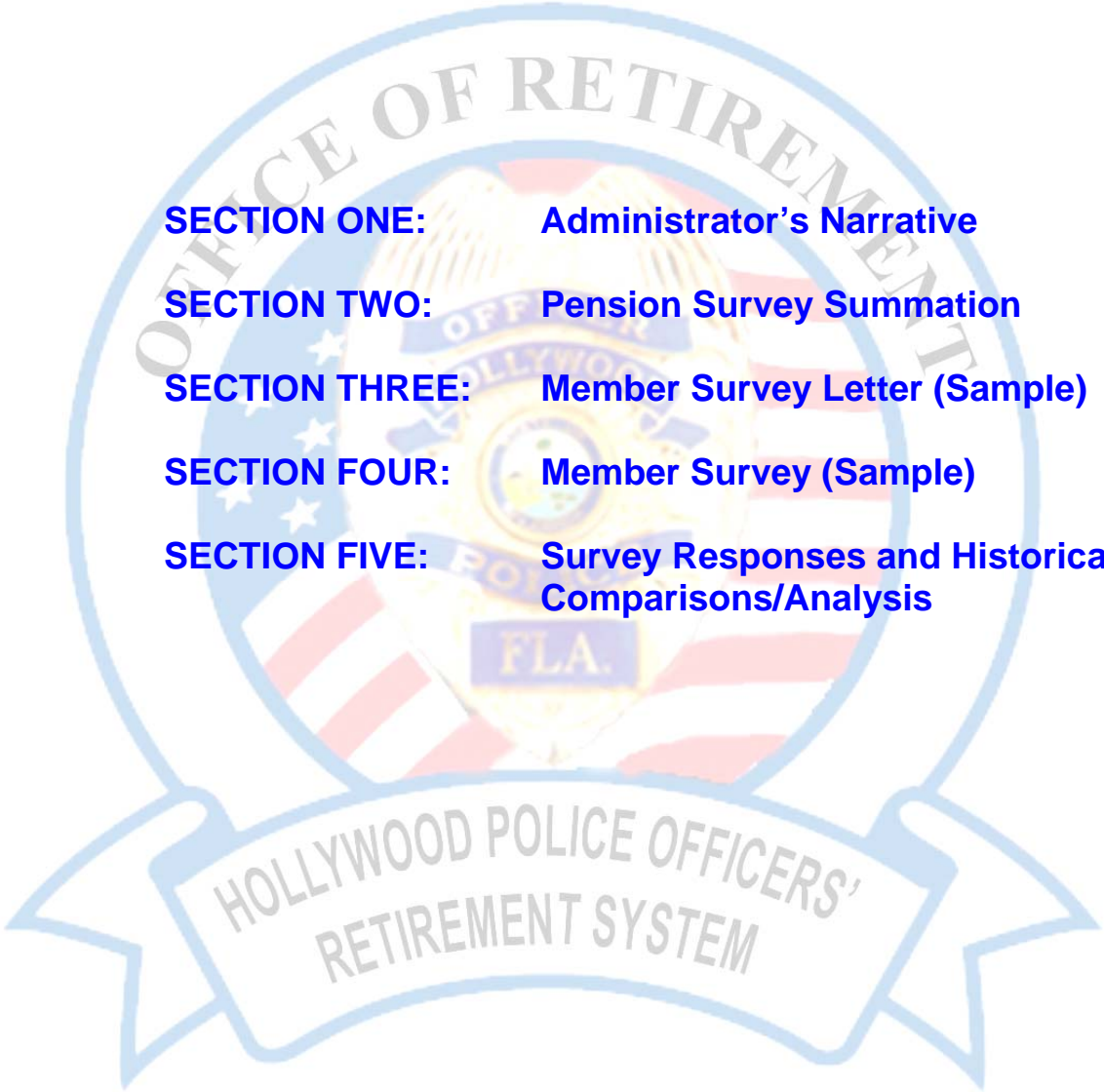


2010 PENSION SATISFACTION SURVEY



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CITY OF HOLLYWOOD POLICE OFFICERS' RETIREMENT SYSTEM

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- SECTION ONE: Administrator's Narrative**
- SECTION TWO: Pension Survey Summation**
- SECTION THREE: Member Survey Letter (Sample)**
- SECTION FOUR: Member Survey (Sample)**
- SECTION FIVE: Survey Responses and Historical Comparisons/Analysis**

2010 PENSION SATISFACTION SURVEY

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SECTION ONE
Administrator's Narrative

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CITY OF HOLLYWOOD, FLORIDA POLICE OFFICERS' RETIREMENT SYSTEM

**4205 Hollywood Boulevard, Suite 4
Hollywood, Florida 33021**

Telephone: (954) 967- 4395 Fax: (954) 967- 4387 Toll Free: (866) 738- 4776

TO: The Honorable Board of Trustees
FROM: David M. Williams, Plan Administrator
SUBJECT: 2010 Pension Satisfaction Survey Results
DATE: September 1, 2010

With pleasure I am presenting to you the results of the 2010 Pension Satisfaction Survey. In review, this survey was developed in 2003, to determine the level of satisfaction as gauged by *our stakeholders*, who are the retirees of the City of Hollywood Police Officers' Retirement System.

This survey was crafted in such a way to allow the members to give their responses anonymously if they wish to, or to provide their names for specific issues or concerns (*sample of the survey is enclosed herein*). It is believed that no response or inaccurate responses may be given if members have to provide their identity to participate. Moreover, if the members have negative things to say, I would like to hear about it, so I may improve in that area of concern. The surveys were accompanied by a cover letter from the Honorable Chairperson Mr. David Strauss, (*enclosed herein*) as well as a self-addressed stamped envelope for trouble-free participation.

In examination of the survey, the range of 0 – 6 was used to solicit an range of accurate selections. The high end of the rating scale was valued at -6- and the low end was valued at -1-. It was also expected that some of the membership could not answer all of the questions. For that reason the proper rating would be -0-. A response such as this was neither counted towards or against the overall results, as the member could not accurately respond. For particulars concerning the rating value, please review the sample survey.

Additionally, I have provided you with a rolling five-year historical comparison for your analysis. As such, when comparing the results from 2010 to the 2005, overall satisfaction increased by 1.77%. In 2009, the survey results showed the highest level of satisfaction over the last five years. While comparing 2010 to 2009, you will see a marginal satisfaction decrease of .61%, from 97.55% (2009) to 96.66% (2010).

In closing, I continue to look forward to working together in the best interest of the System and our members.

e-mail: info@hollywoodpolicepensionfund.com

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SECTION TWO
Pension Survey Summation

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CITY OF HOLLYWOOD, FLORIDA POLICE OFFICERS' RETIREMENT SYSTEM

**4205 Hollywood Boulevard, Suite 4
Hollywood, Florida 33021**

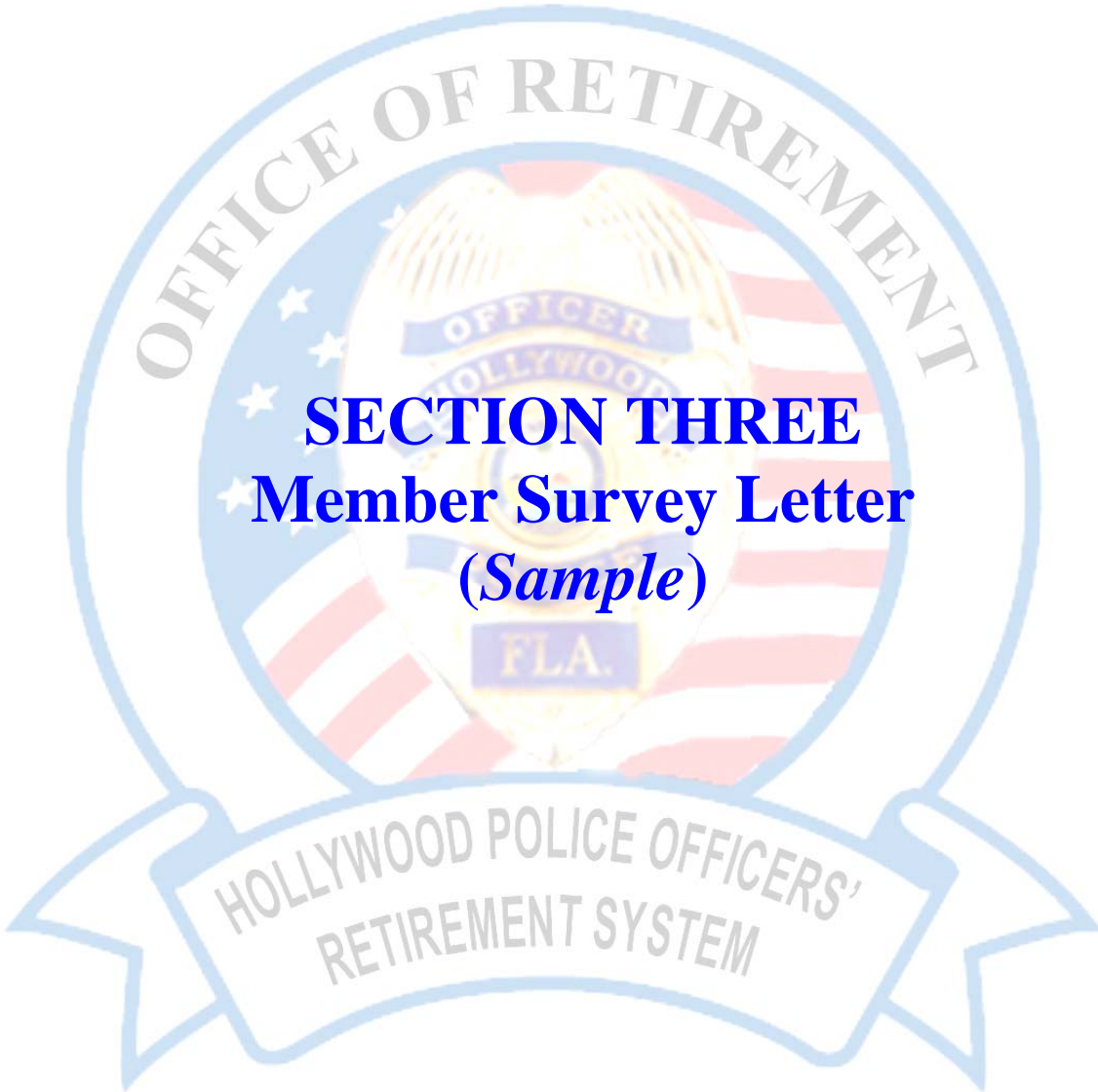
Telephone: (954) 967- 4395 Fax: (954) 967- 4387 Toll Free: (866) 738- 4776

CITY OF HOLLYWOOD POLICE OFFICERS' RETIREMENT SYSTEM 2010 PENSION SATISFACTION SURVEY SUMMATION

1. How would you rate the courtesy & respect you receive from our staff?
Results: 99% Very Good to Excellent Rating
2. What would you rate the accuracy of the reports and documents received from the staff?
Results: 97% Very Good to Excellent Rating
3. In the area of communication:
 - a. How would you rate the pension newsletter?
Results: 95% Very Good to Excellent Rating
 - b. How would you rate the pension web site?
Results: 96% Very Good to Excellent Rating
 - c. How would you rate written communications received from the staff?
Results: 97% Very Good to Excellent Rating
 - d. How would you rate e-mails received from the staff?
Results: 97% Very Good to Excellent Rating
 - e. Over the last year, how do you feel about the lines of communication between the membership and the Board?
Results: 94% Very Good to Excellent Rating
4. How does the staff listen to you and understand your needs?
Results: 97% Very Good to Excellent Rating
5. How would you rate staff, in terms of being responsive to your requests and completing your objectives in a timely manner?
Results: 97% Very Good to Excellent Rating
6. How would you rate the pension forms used by the system?
Results: 95% Very Good to Excellent Rating
7. How would you rate the staff knowledge about the pension system?
Results: 99% Very Good to Excellent Rating
8. How would you rate the staff in terms of solving your problems?
Results: 96% Very Good to Excellent Rating
9. How would you rate the overall performance of the staff?
Results: 98% Very Good to Excellent Rating
10. How would you rate the overall performance of the Board of Trustees?
Results: 96% Very Good to Excellent Rating

e-mail: info@hollywoodpensionfund.com

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SECTION THREE
Member Survey Letter
(Sample)

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**CITY OF HOLLYWOOD, FLORIDA
POLICE OFFICERS' RETIREMENT SYSTEM**

**4205 Hollywood Boulevard, Suite 4
Hollywood, Florida 33021**

Telephone: (954) 967- 4395 Fax: (954) 967- 4387 Toll Free: (866) 738- 4776

June 8, 2010

Re: 2010 Pension Member Survey

Dear Member:

Enclosed herein, please find a 2010 pension survey, which was developed to gauge your level of satisfaction with the efforts being made on your behalf. This survey is being sent out to all retired members. Simply put, the Board of Trustees and our pension staff would like to know how we are doing for you, the member. This is not a popularity contest and there are no hidden agendas! The Board of Trustees would like you to take a few moments to review, complete and return the survey for tabulation, no later than July 10, 2010. A self-addressed stamped envelope has been provided for your convenience.

The rating system goes from "1" being the worst to "6" being the best. If you cannot answer a question because you are not personally aware and unable to rate, please insert "0" in the box to denote that you do not know.

We experienced a great response last year and we hope we can depend upon you to participate once again. I have enclosed the summary results from the 2009 survey for your review. A complete report may be viewed on line at www.hollywoodpolicepensionfund.com.

Thank you in advance for your sincere effort in this matter of mutual concern.

Respectfully,

David Strauss, *Chairman*
FOR THE BOARD

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SECTION FOUR
2010 Member Survey
(Sample)

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2010 PENSION SATISFACTION SURVEY



The City of Hollywood Police Officers' Retirement System, Board of Trustees is conducting the following survey to gauge the progress made over the last year. Your input is very important to us. Kindly take a few minutes to complete this survey and return it to us. Doing so, will help us better understand your needs, and allow us to better serve you, the member.

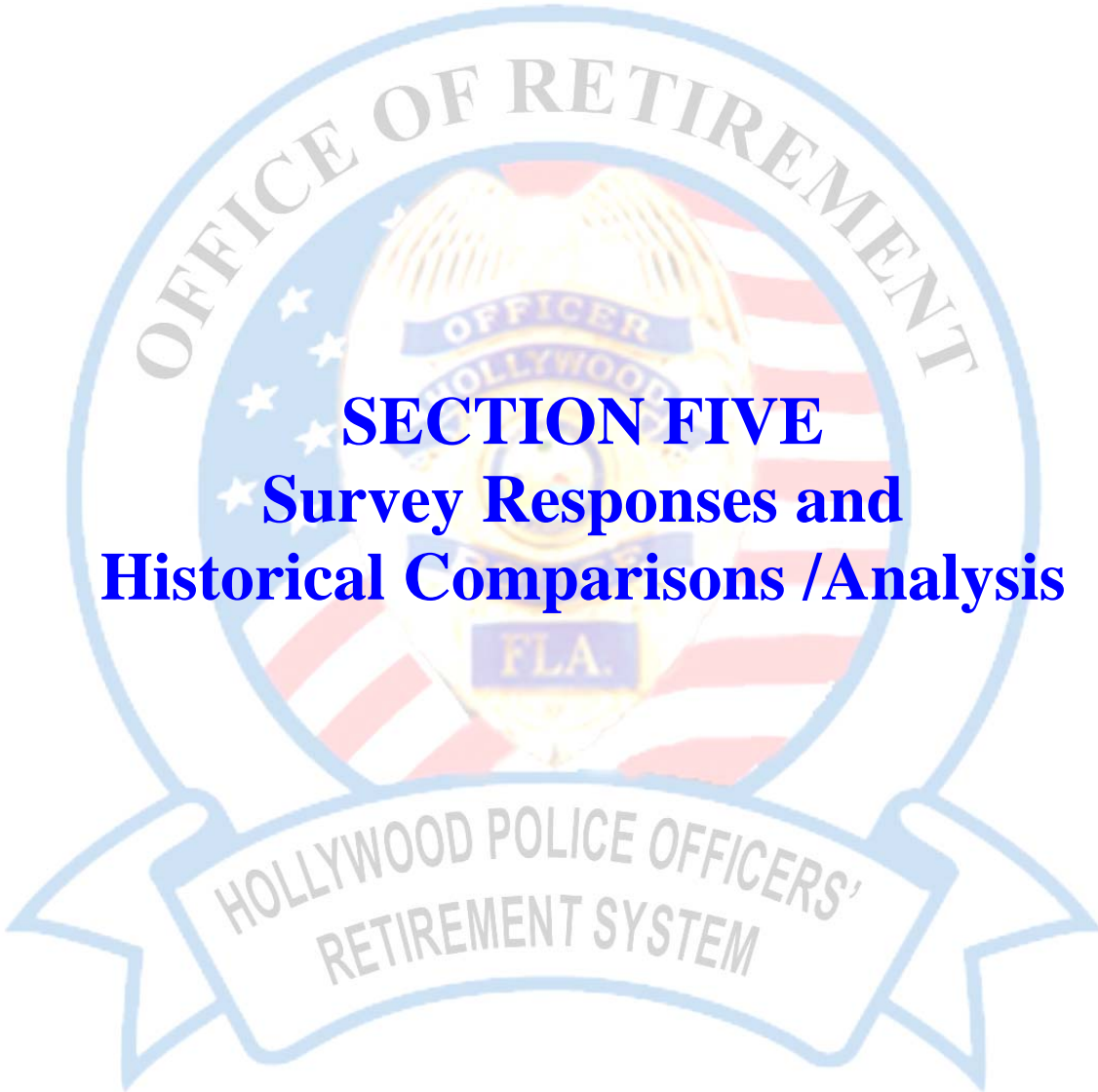
Please use the following rating scale to complete the survey:

Excellent..... 6
Very Good..... 5
Good..... 4
Average..... 3
Below Average.....2
Poor.....1
Not applicable/ I do not know.....0

1. How would you rate the courtesy & respect you receive from our staff? _____
2. What would you rate the accuracy of the reports and documents received from the staff? _____
3. In the area of communication:
 - a. How would you rate the pension newsletter? _____
 - b. How would you rate the pension web site? _____
 - c. How would you rate written communications received from the staff? _____
 - d. How would you rate e-mails received from the staff? _____
 - e. Over the last year, how do you feel about the lines of communication between the membership and the Board? _____
4. How does the staff listen to you and understand your needs? _____
5. How would you rate staff, in terms of being responsive to your requests and completing your objectives in a timely manner? _____
6. How would you rate the pension forms used by the system? _____
7. How would you rate the staff knowledge about the pension system? _____
8. How would you rate the staff in terms of solving your problems? _____
9. How would you rate the overall performance of the staff? _____
10. How would you rate the overall performance of the Board of Trustees? _____
11. Your comments/suggestions are welcomed: _____

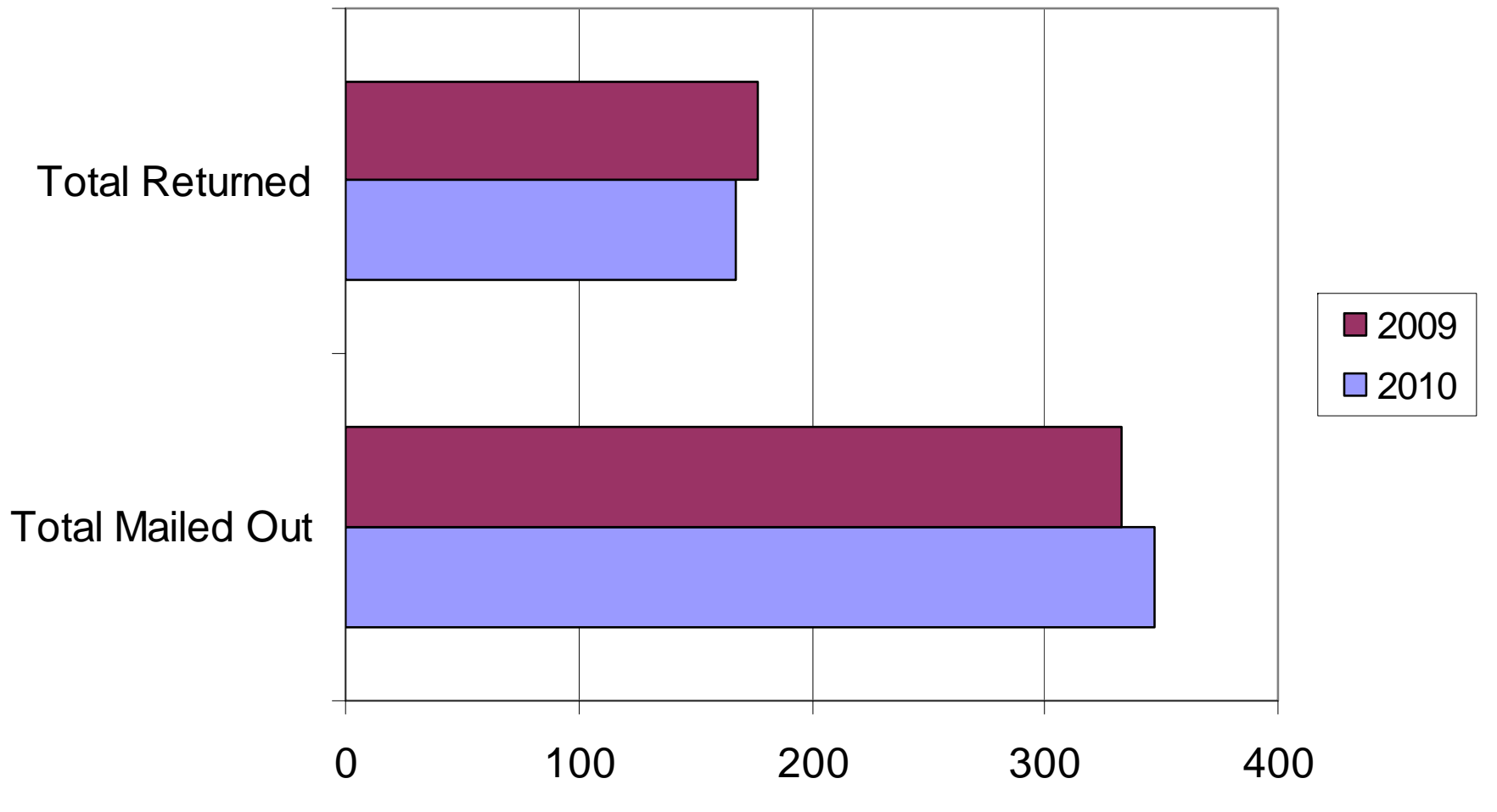
12. Name: (Optional) _____

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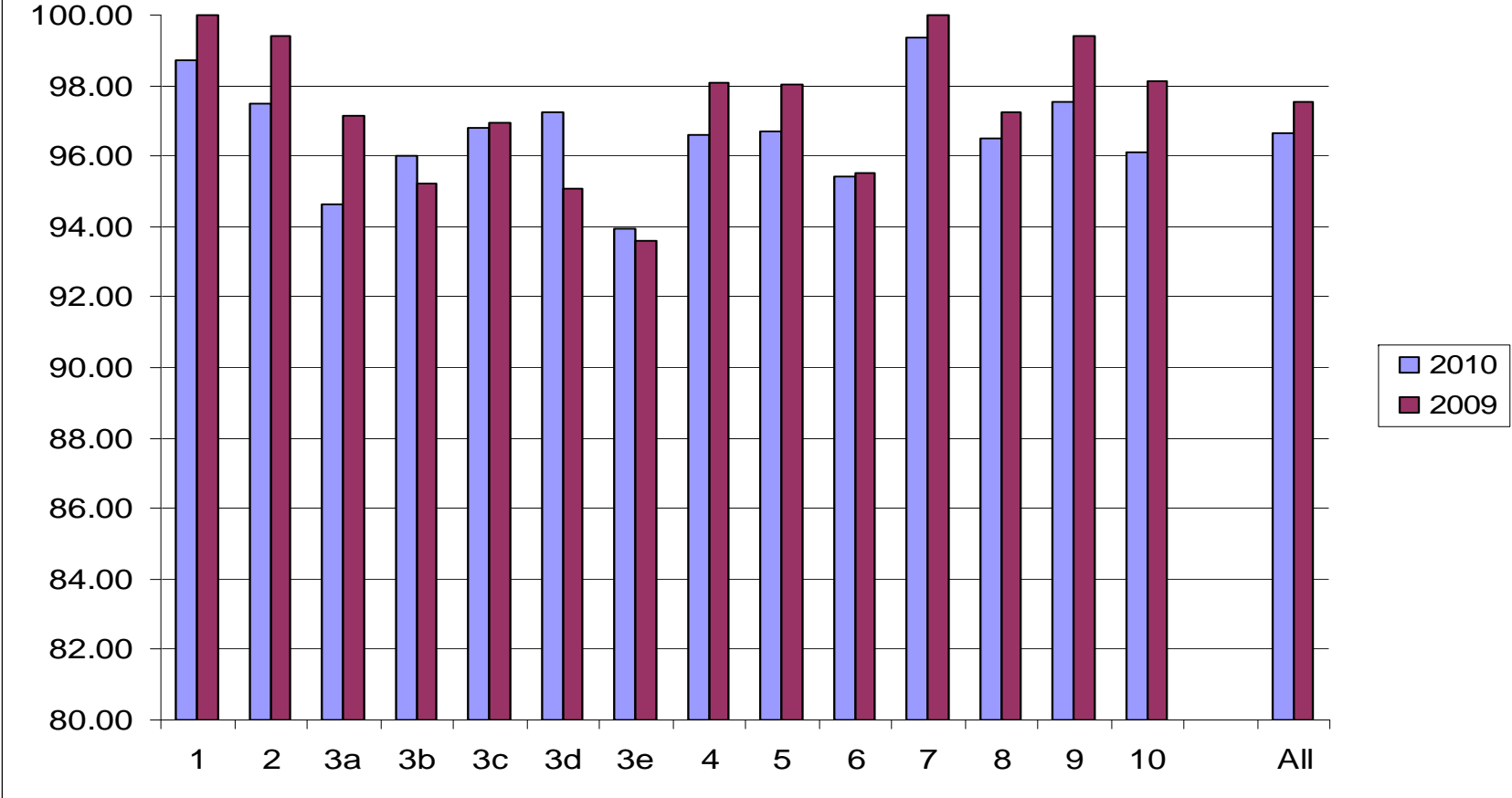


SECTION FIVE
Survey Responses and
Historical Comparisons /Analysis

2009/2010 Comparison Rate of Return

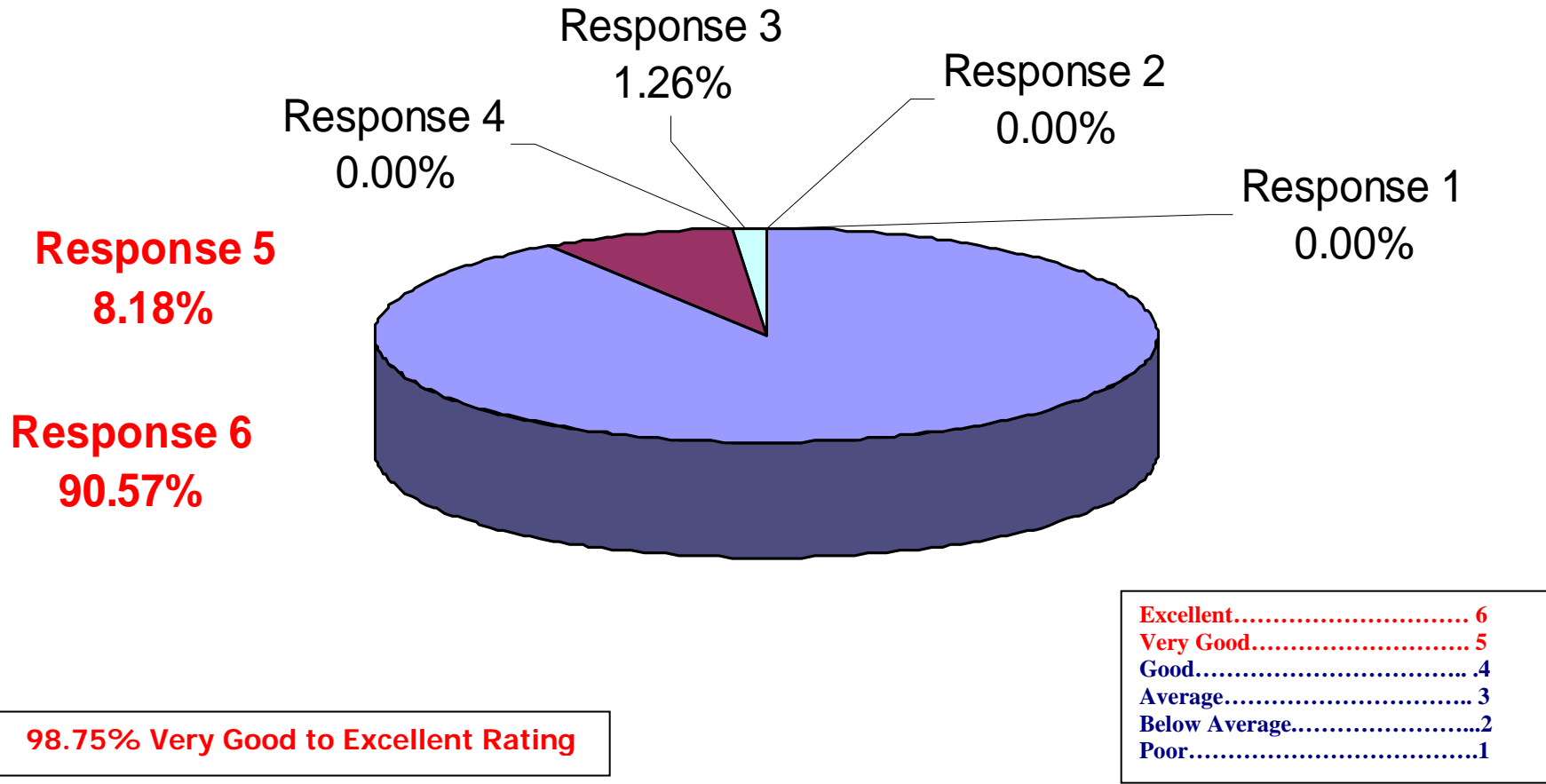


Survey Comparison 2010 - 2009



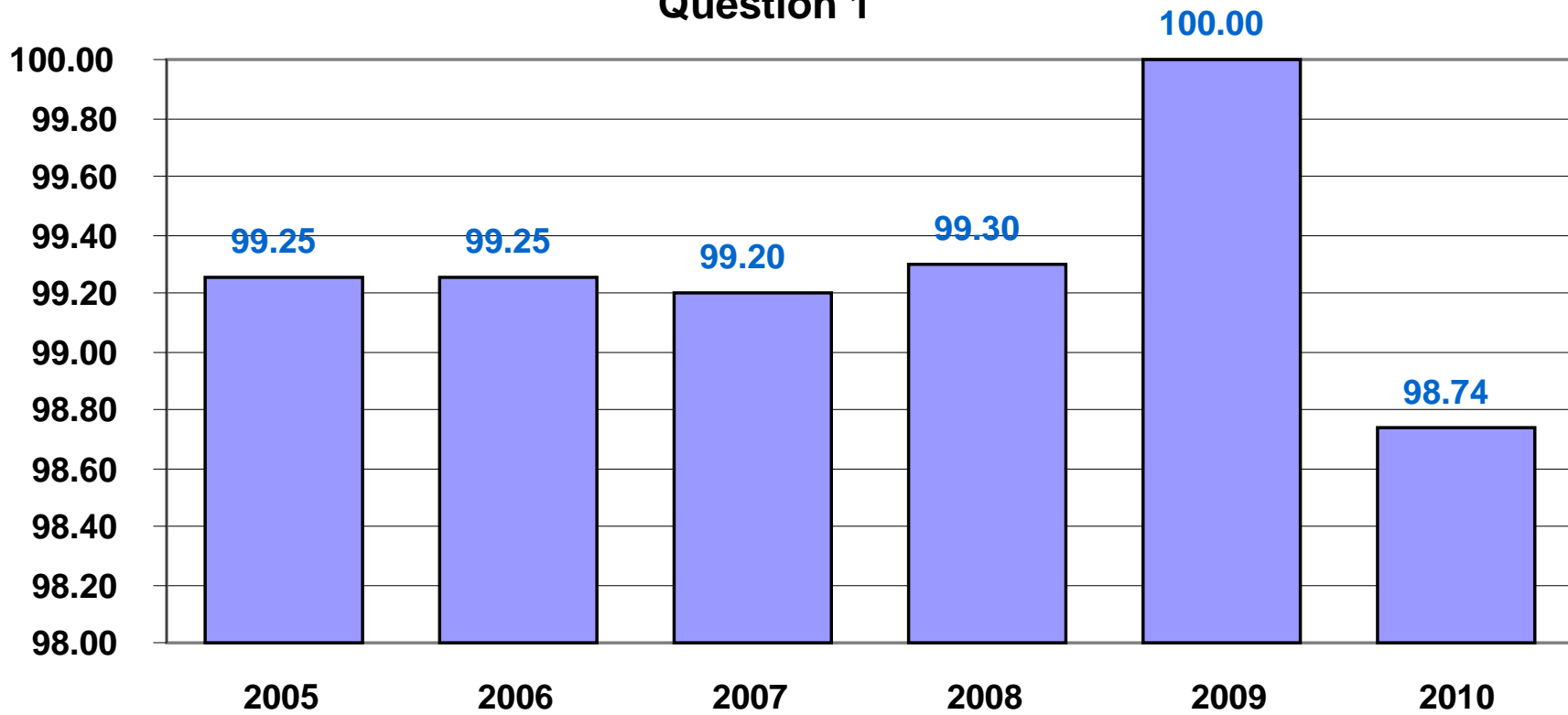
This chart exhibits the percent of satisfaction and the positive increases in responses received in the category of very good (5) to excellent (6) for each question and overall improvement

Question 1



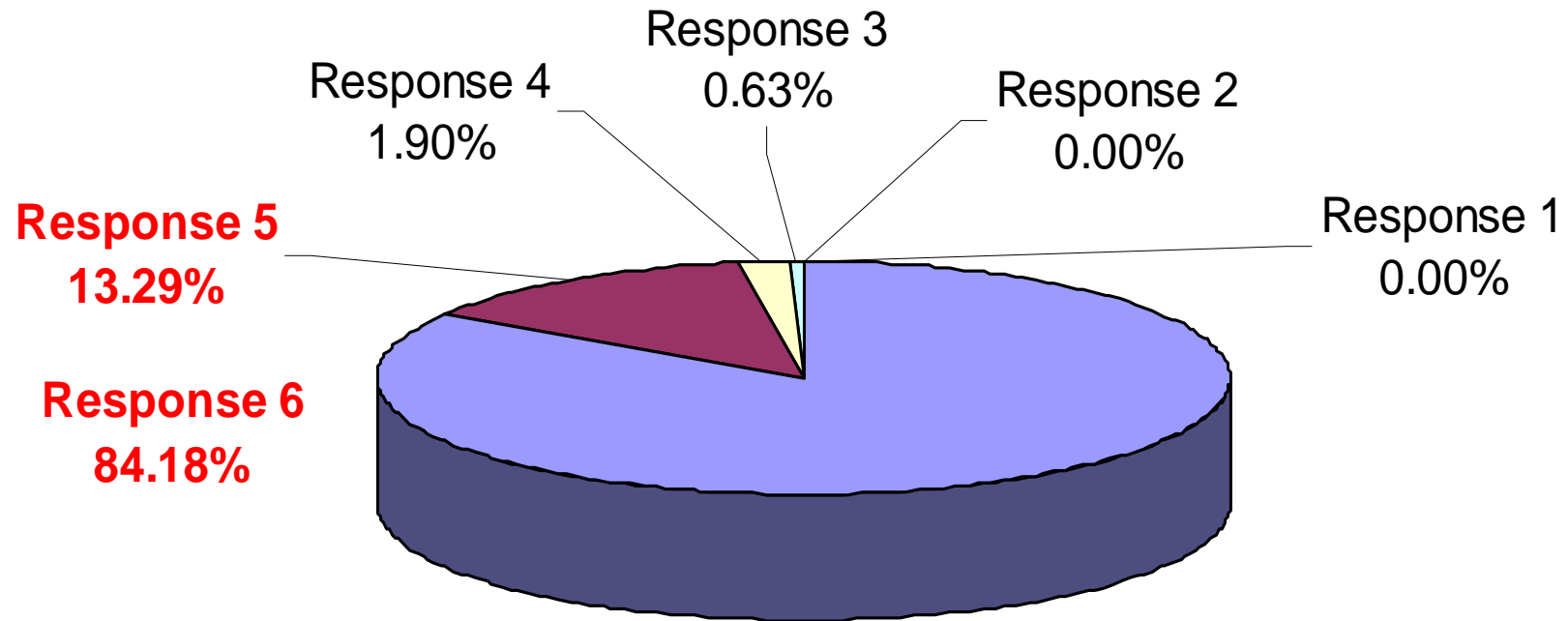
How would you rate the courtesy & respect you receive from our staff?

Historical Comparison 2005 - 2010 Question 1



How would you rate the courtesy & respect you receive from our staff?

Question 2

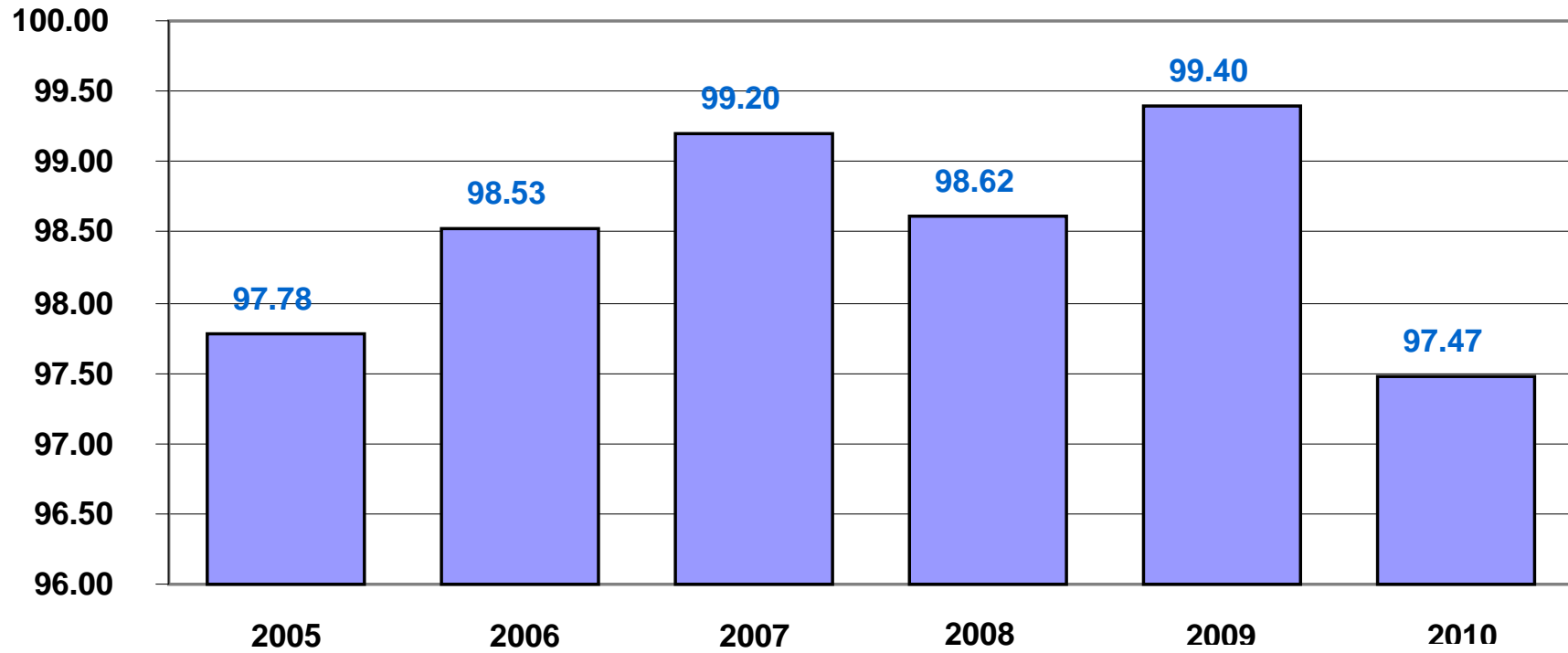


97.47% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

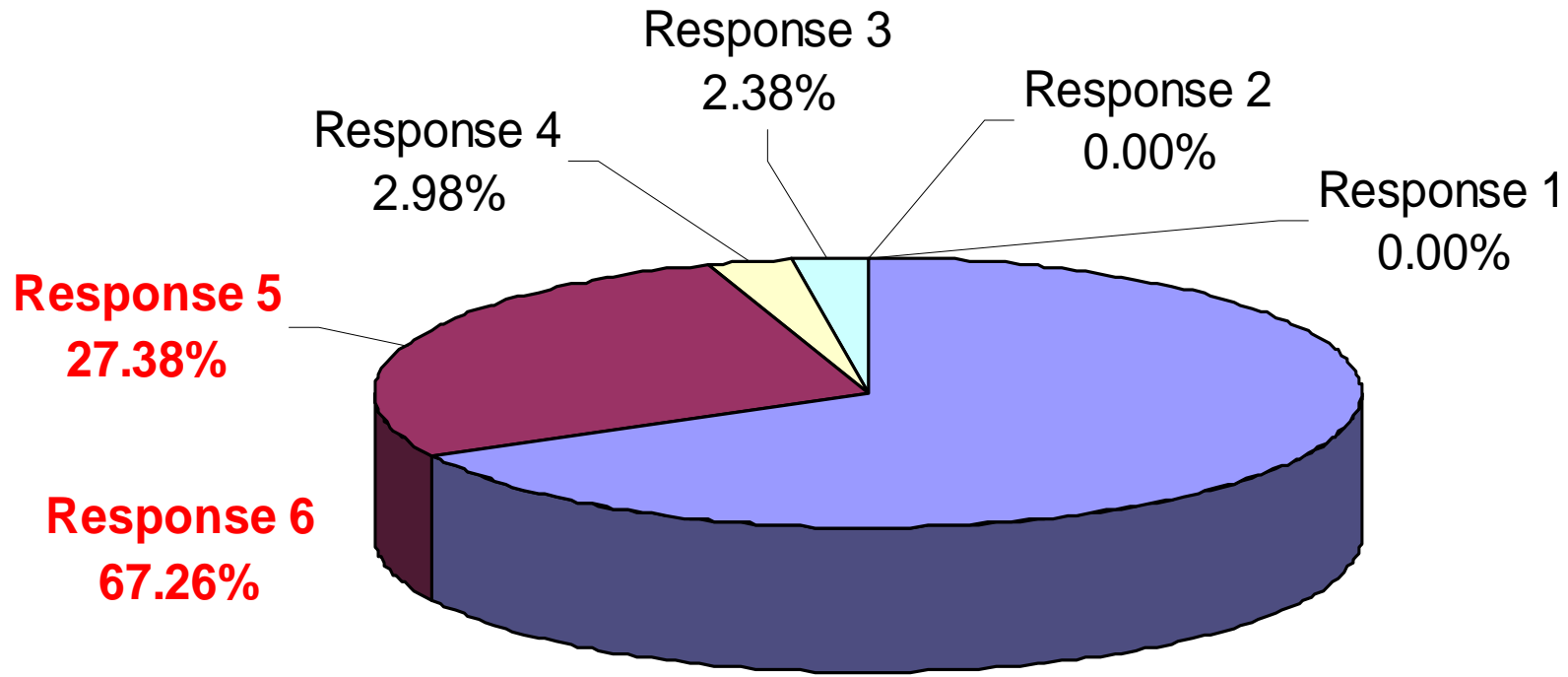
How would you rate the accuracy of the reports and documents received from the staff?

Historical Comparison 2005 - 2010 Question 2



How would you rate the accuracy of the reports and documents received from the staff?

Question 3a

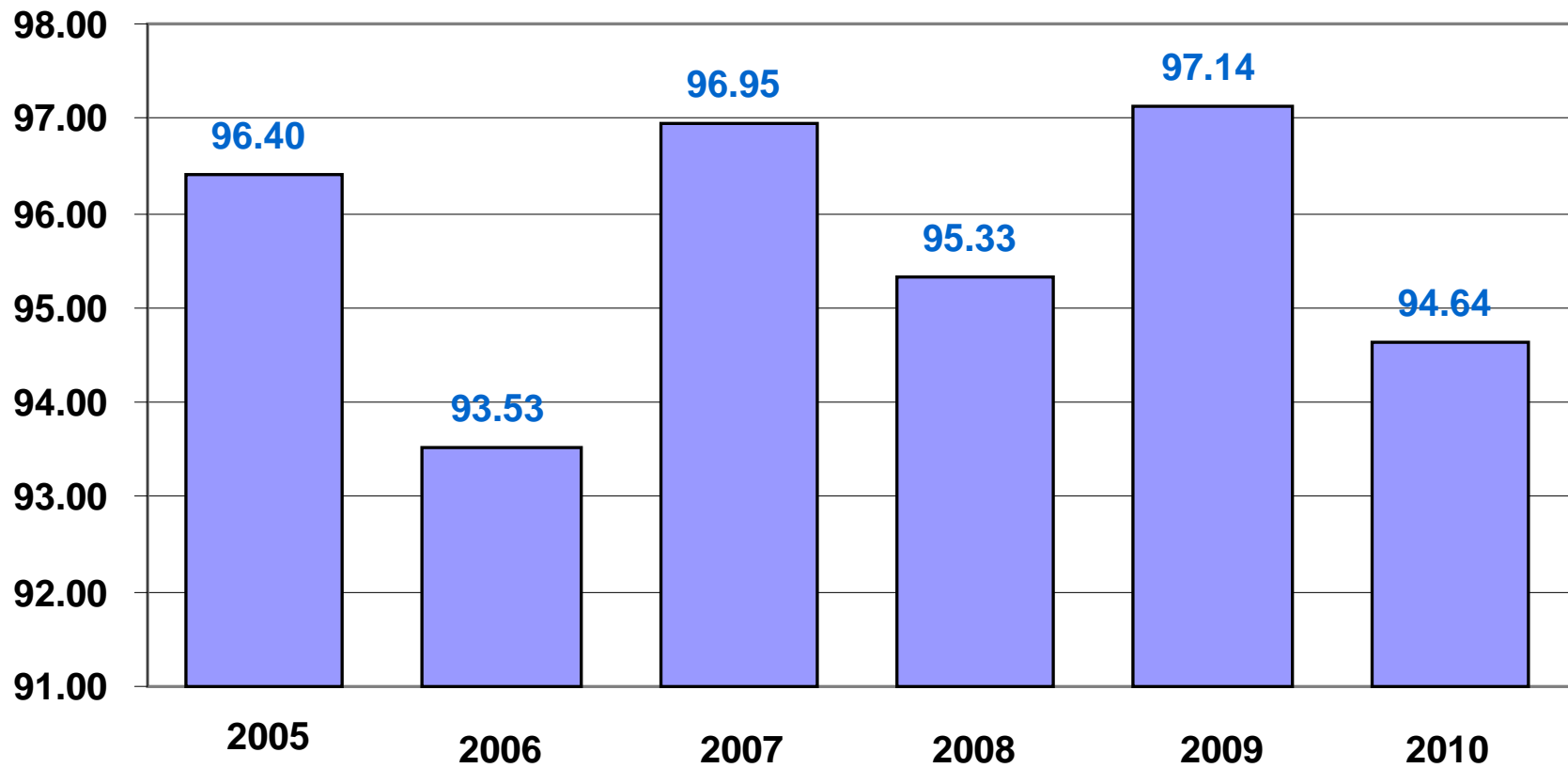


94.64% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	.4
Average.....	3
Below Average.....	2
Poor.....	1

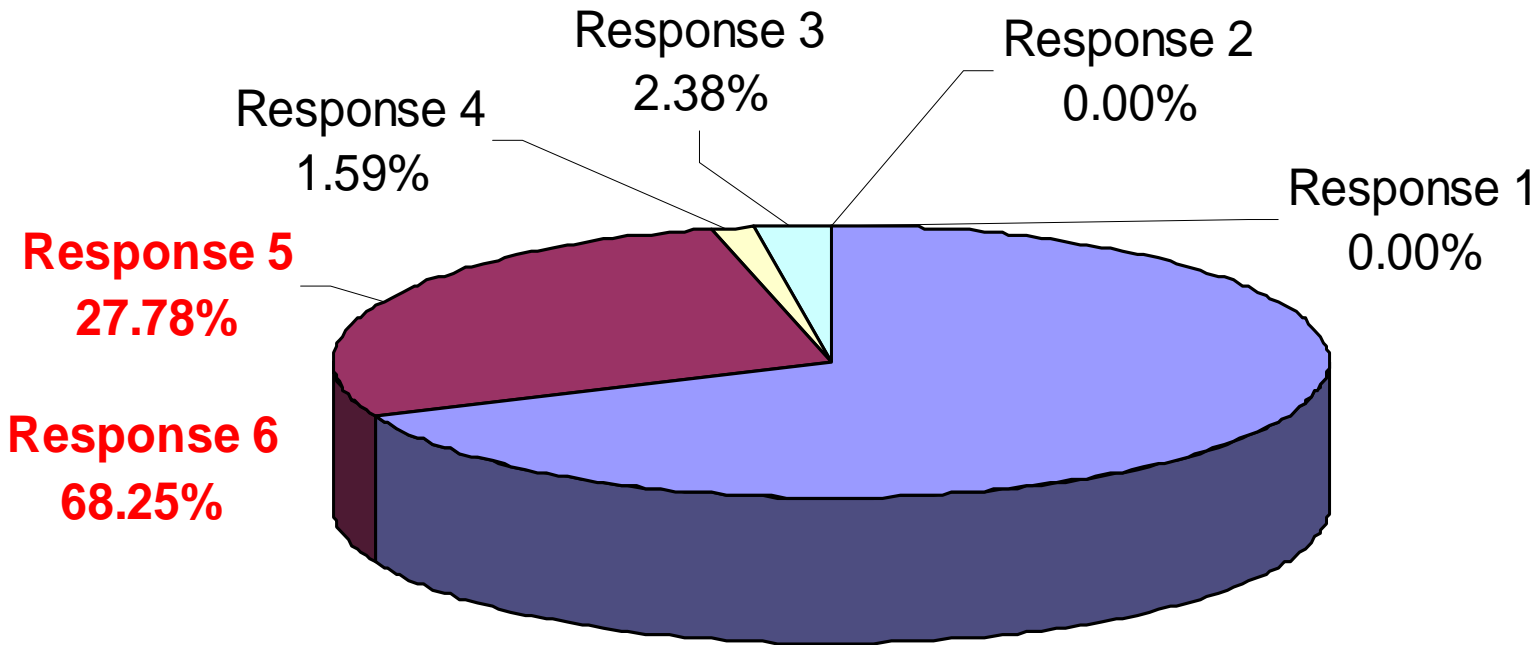
How would you rate the pension newsletter?

Historical Comparison 2005 - 2010 Question 3a



How would you rate the pension newsletter?

Question 3b



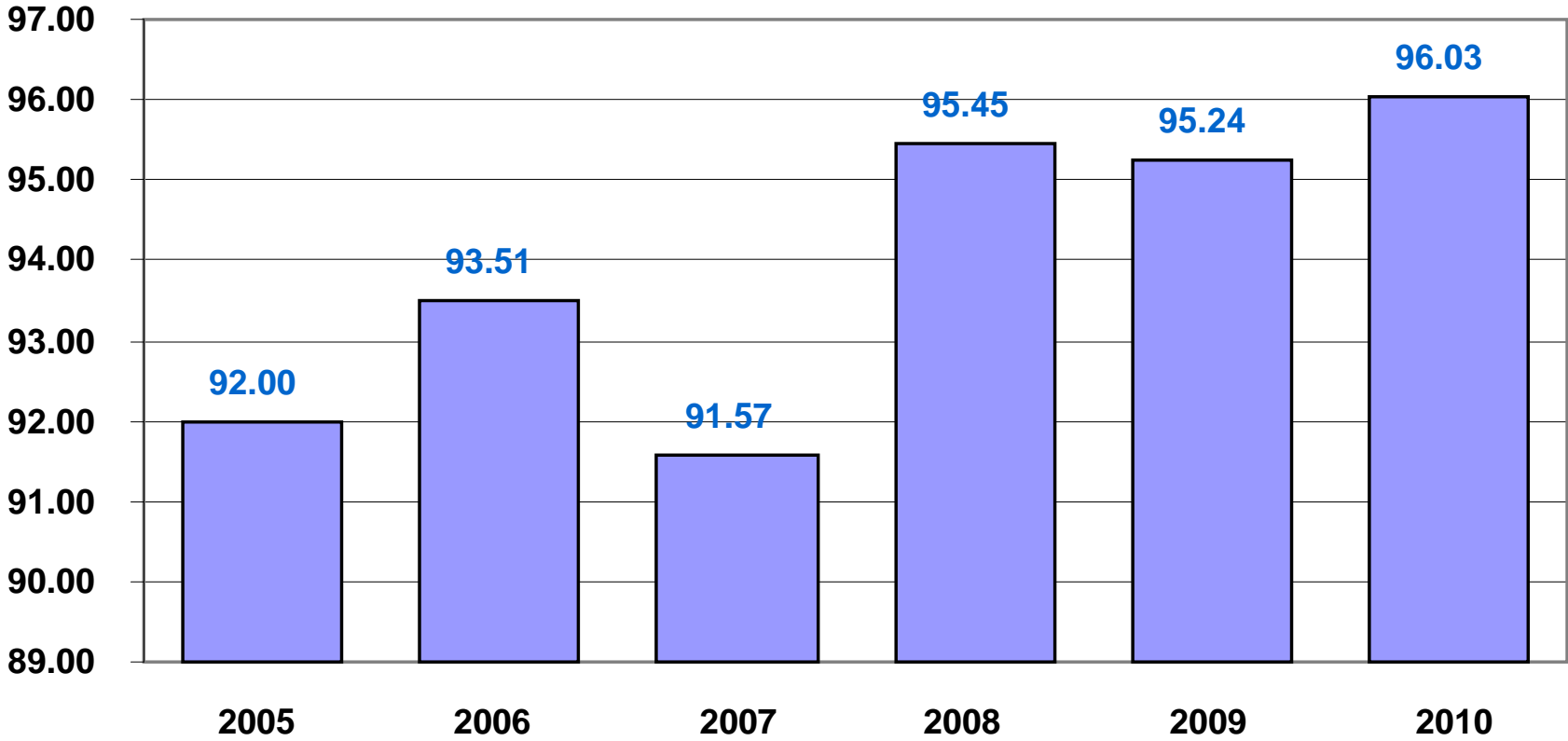
96.03% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	.4
Average.....	3
Below Average.....	2
Poor.....	1

How would you rate the pension web site?

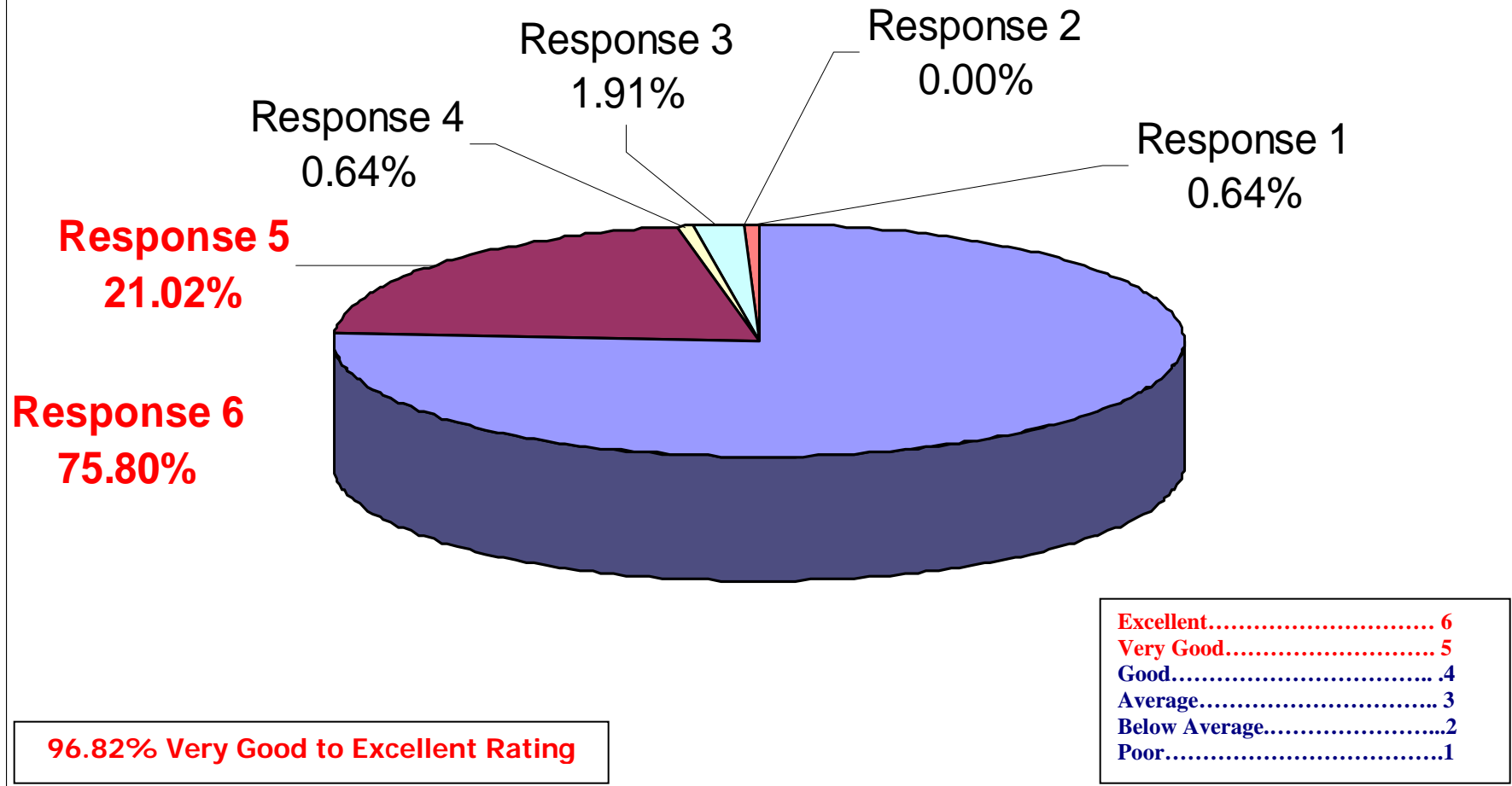
Historical Comparison 2005 - 2010

Question 3b



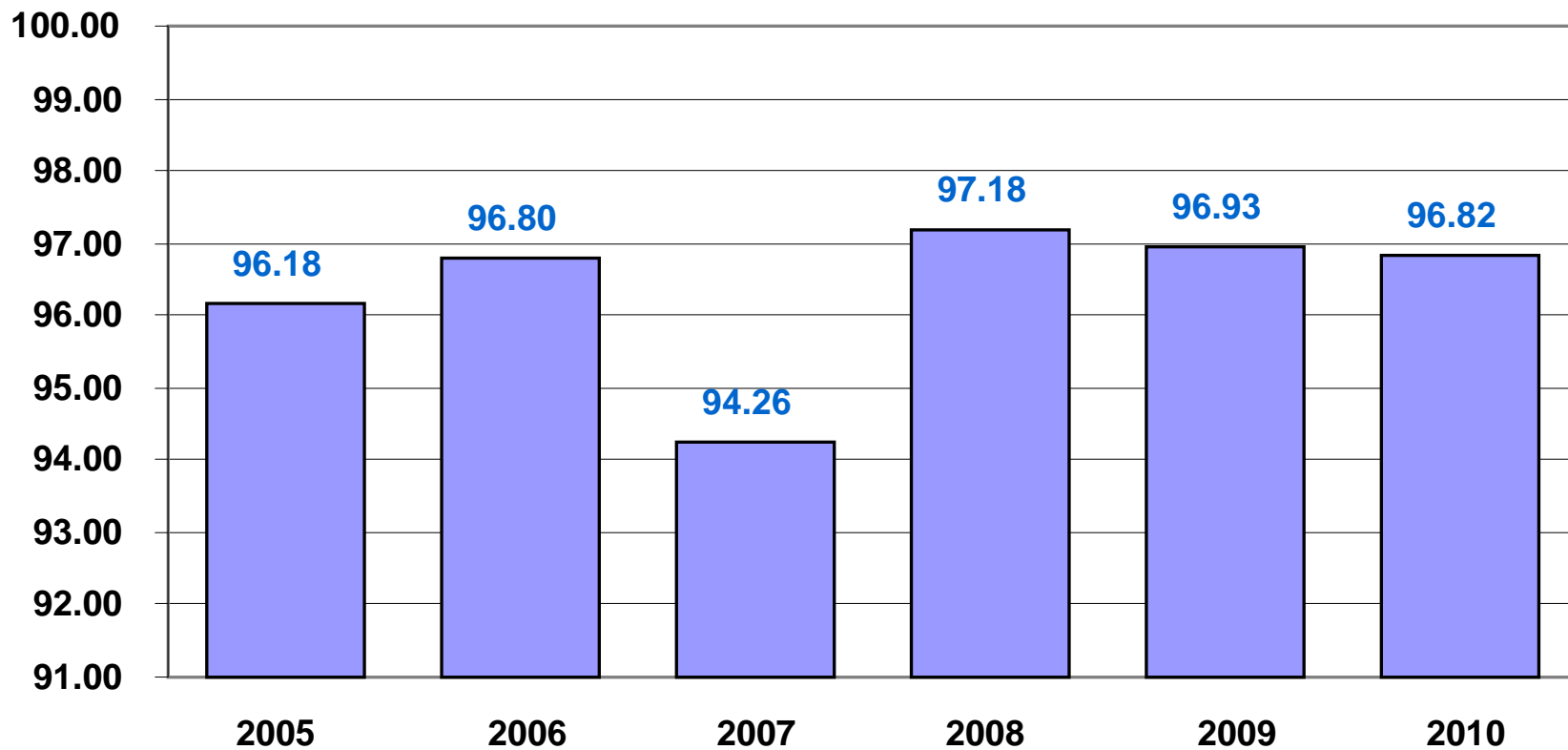
How would you rate the pension web site?

Question 3c



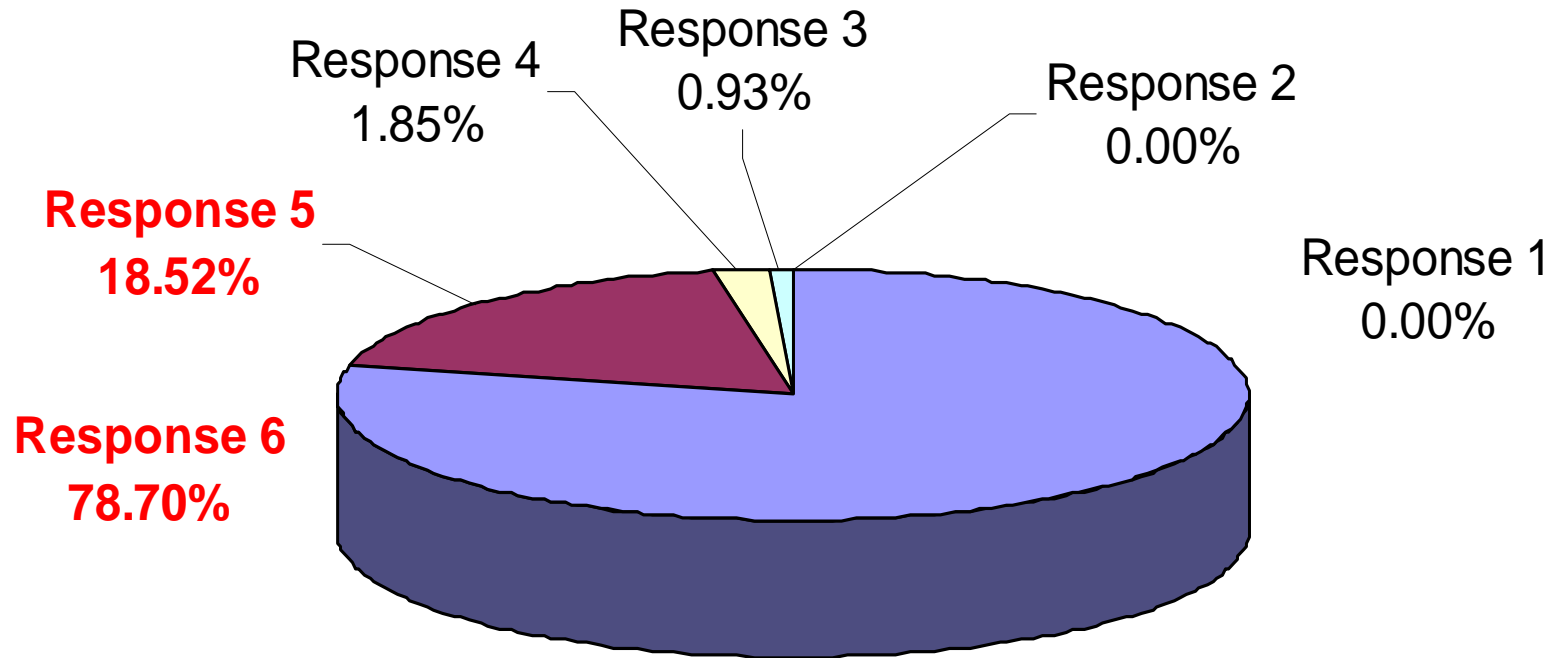
How would you rate written communications received from the staff?

Historical Comparison 2005 - 2010 Question 3c



How would you rate written communications received from the staff?

Question 3d

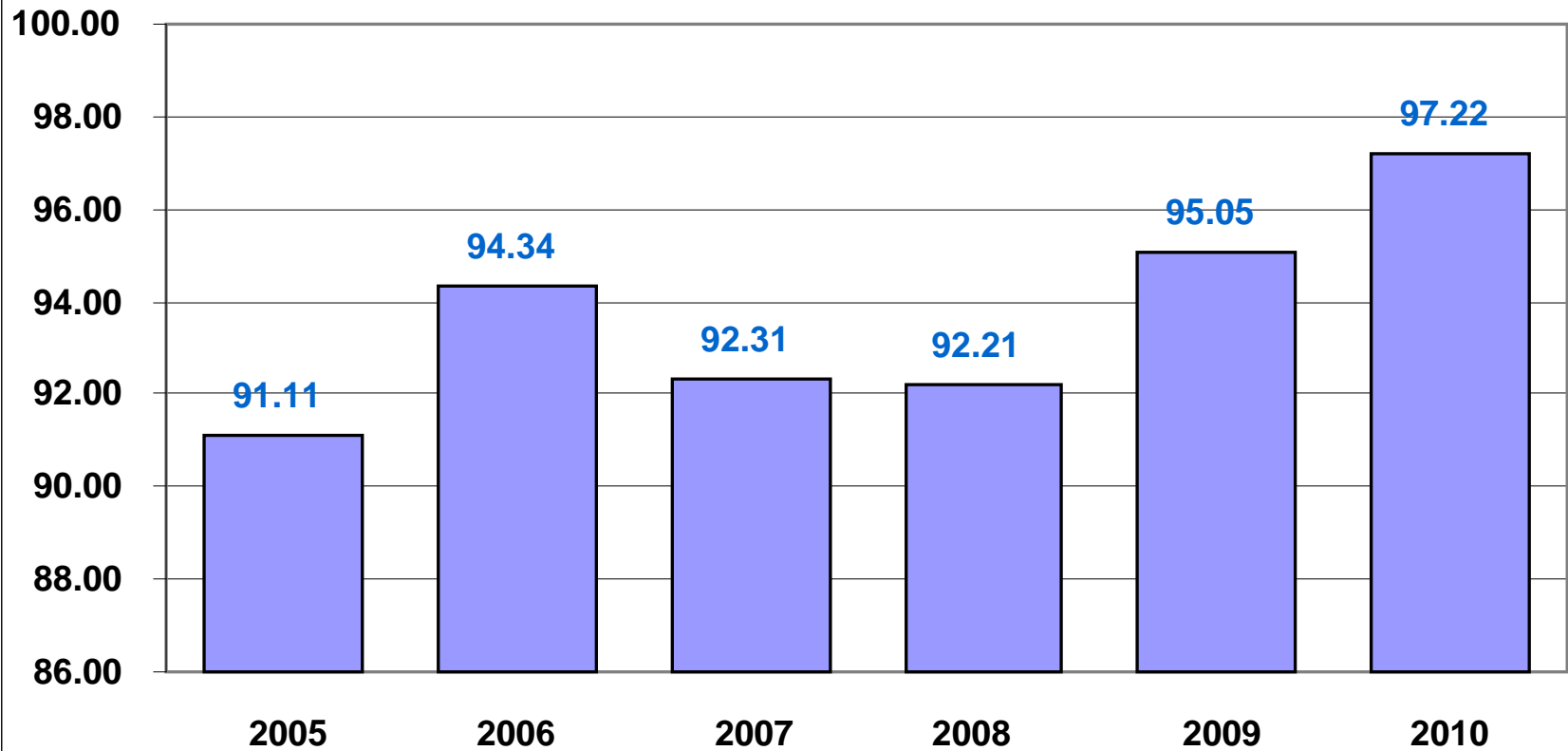


97.22% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	.4
Average.....	3
Below Average.....	2
Poor.....	1

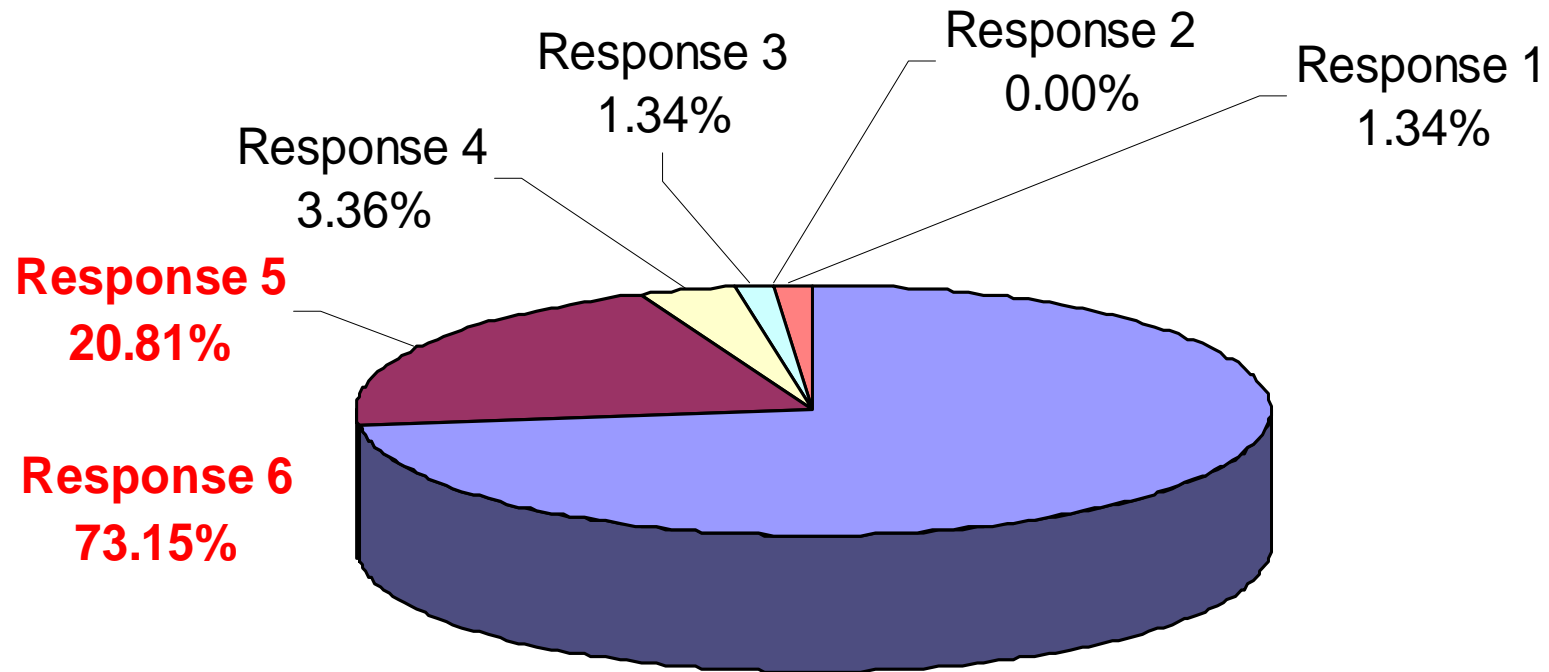
How would you rate e-mails received from the staff?

Historical Comparison 2005 - 2010 Question 3d



How would you rate e-mails received from the staff?

Question 3e

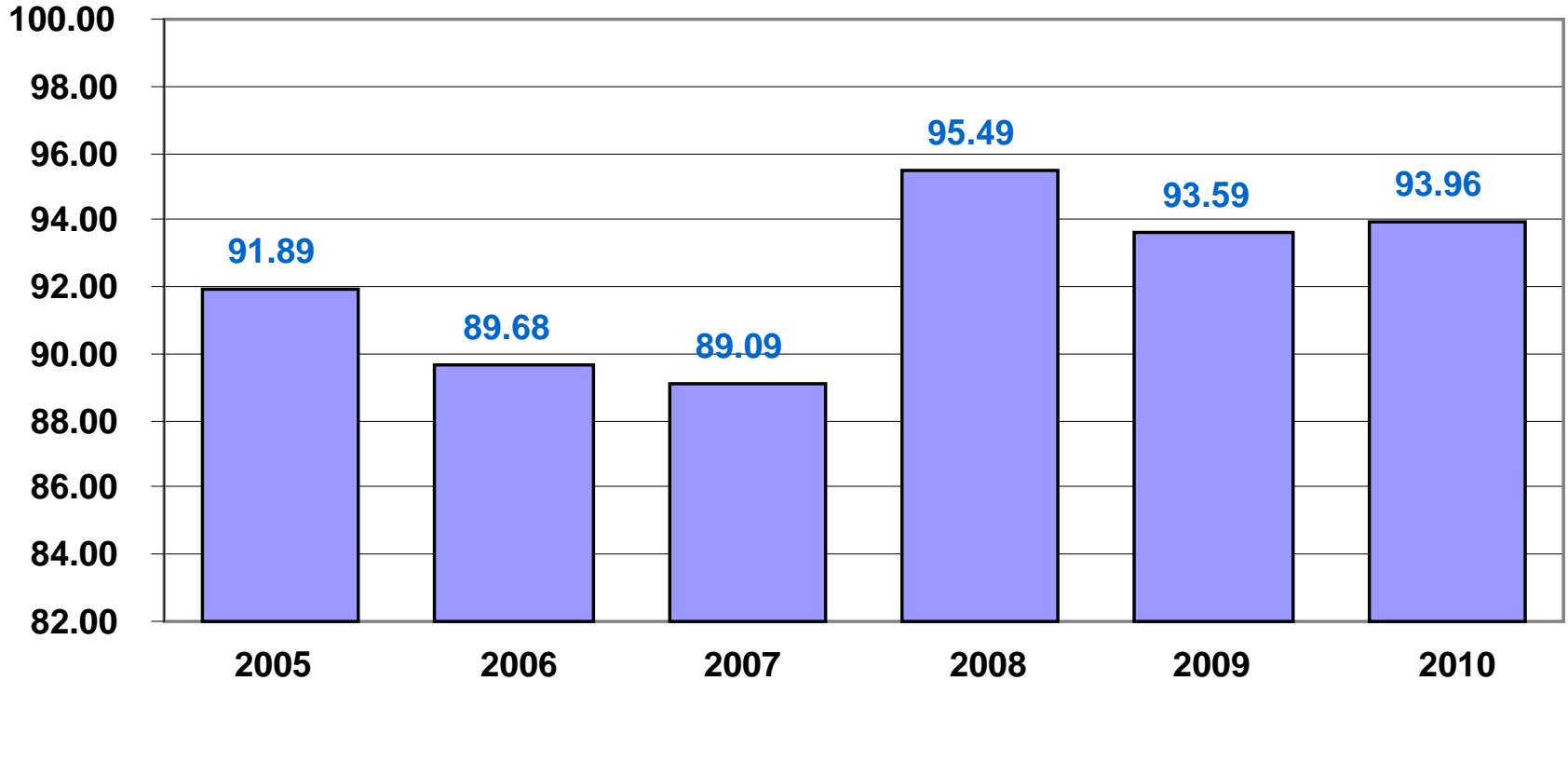


93.96% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	.4
Average.....	3
Below Average.....	2
Poor.....	1

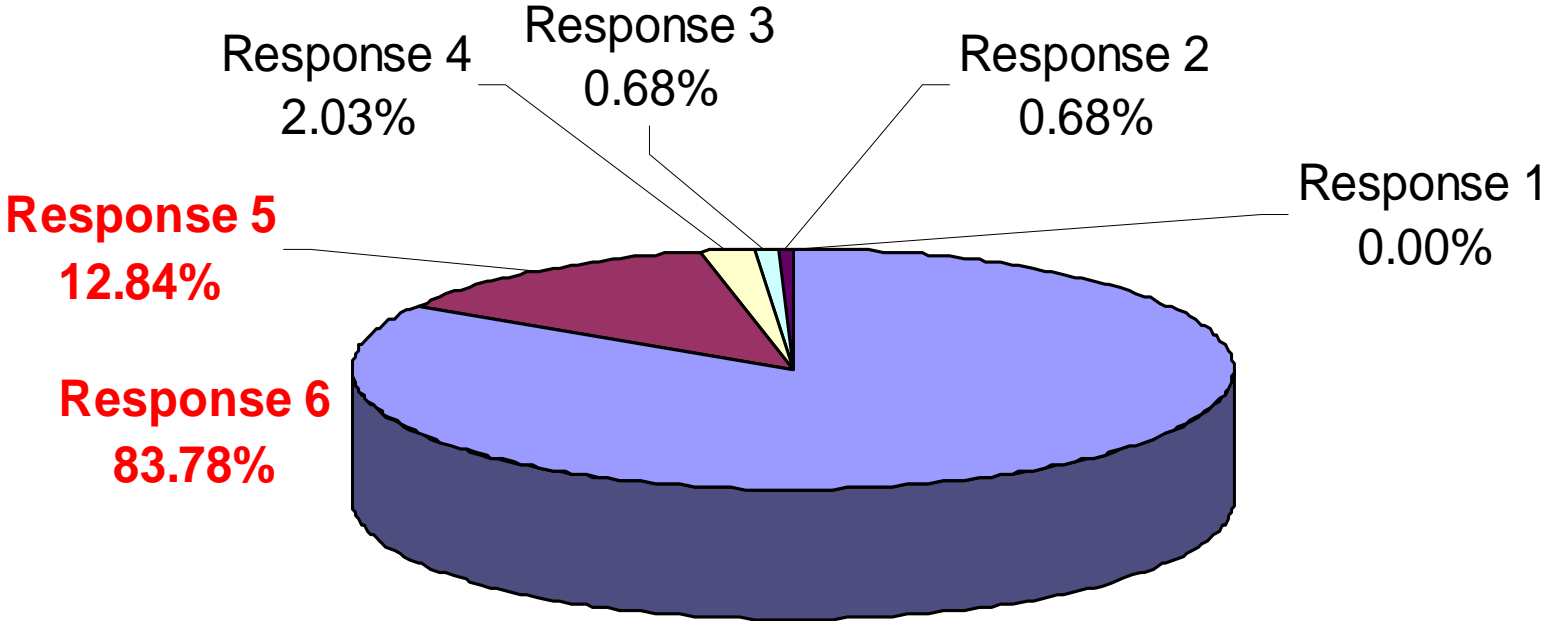
Over the last year, how do you feel about the lines of communication between the membership and the Board?

Historical Comparison 2005 - 2010
Question 3e



Over the last year, how do you feel about the lines of communication between the membership and the Board ?

Question 4

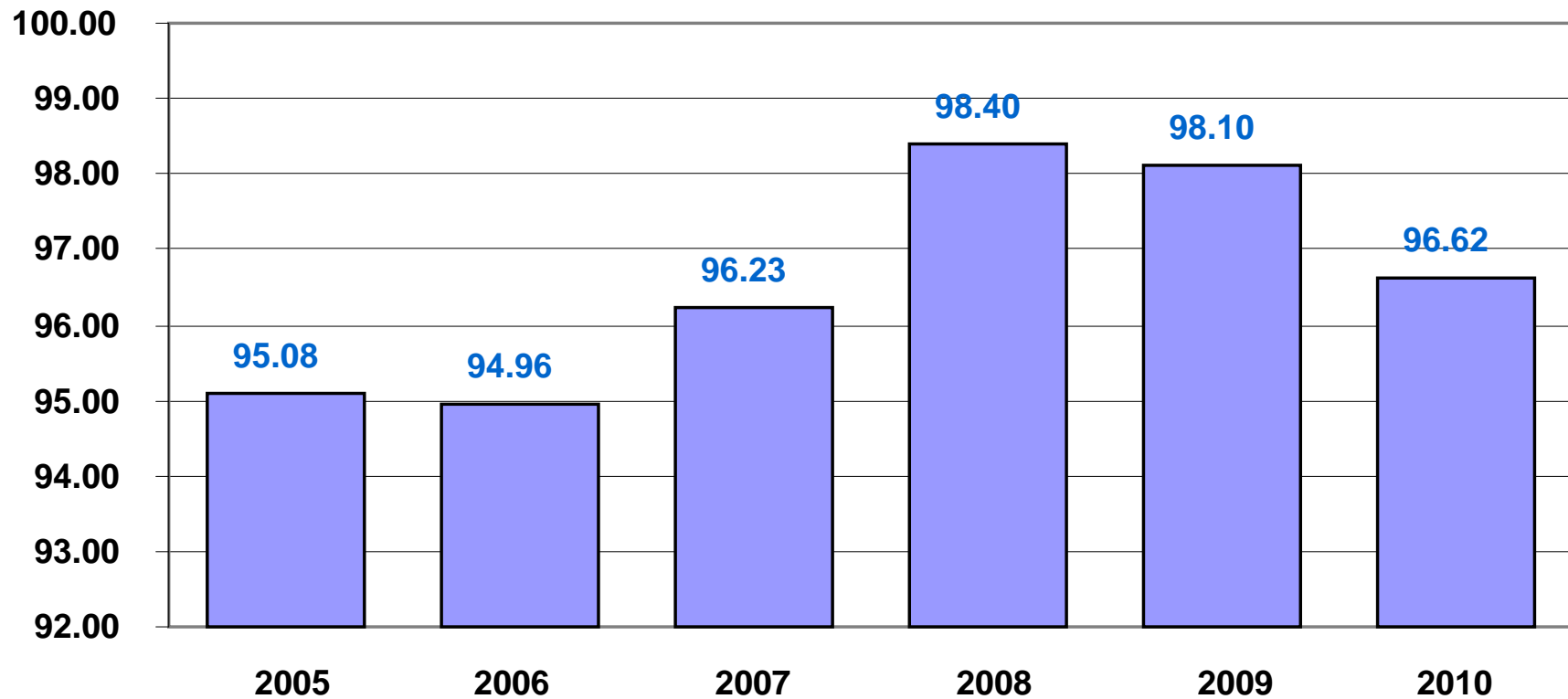


93.96% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	.4
Average.....	3
Below Average.....	2
Poor.....	1

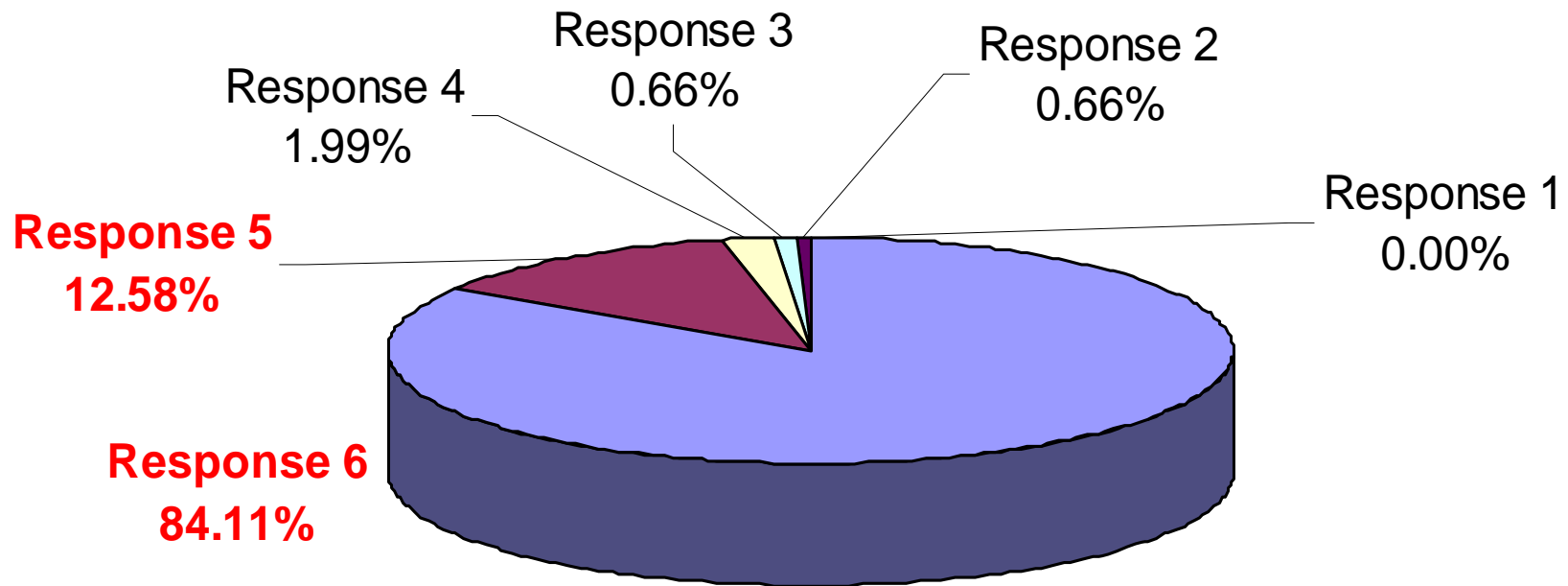
How does the staff listen to you and understand your needs?

Historical Comparison 2005 - 2010 Question 4



How does the staff listen to you and understand your needs?

Question 5

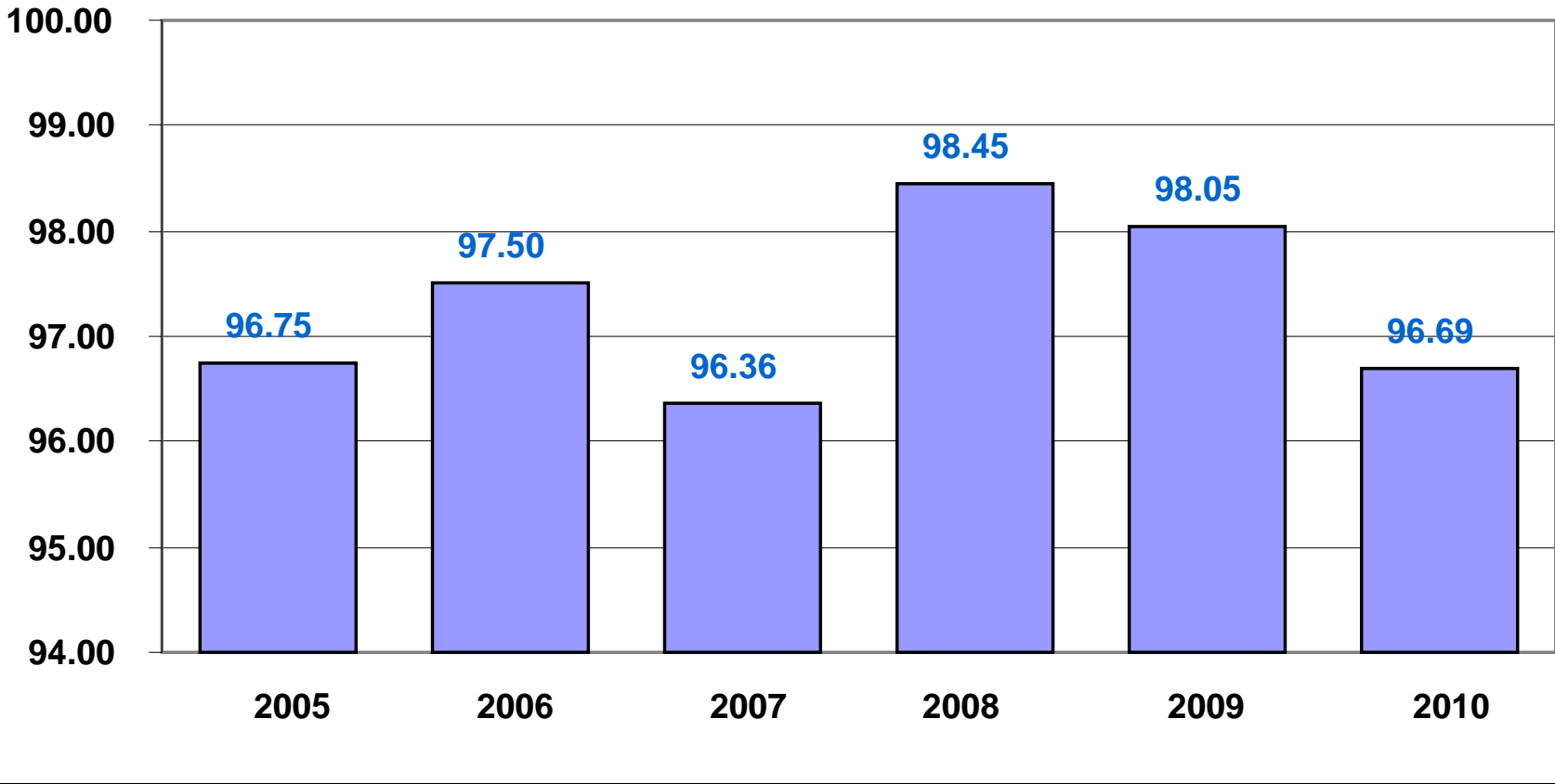


96.69% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

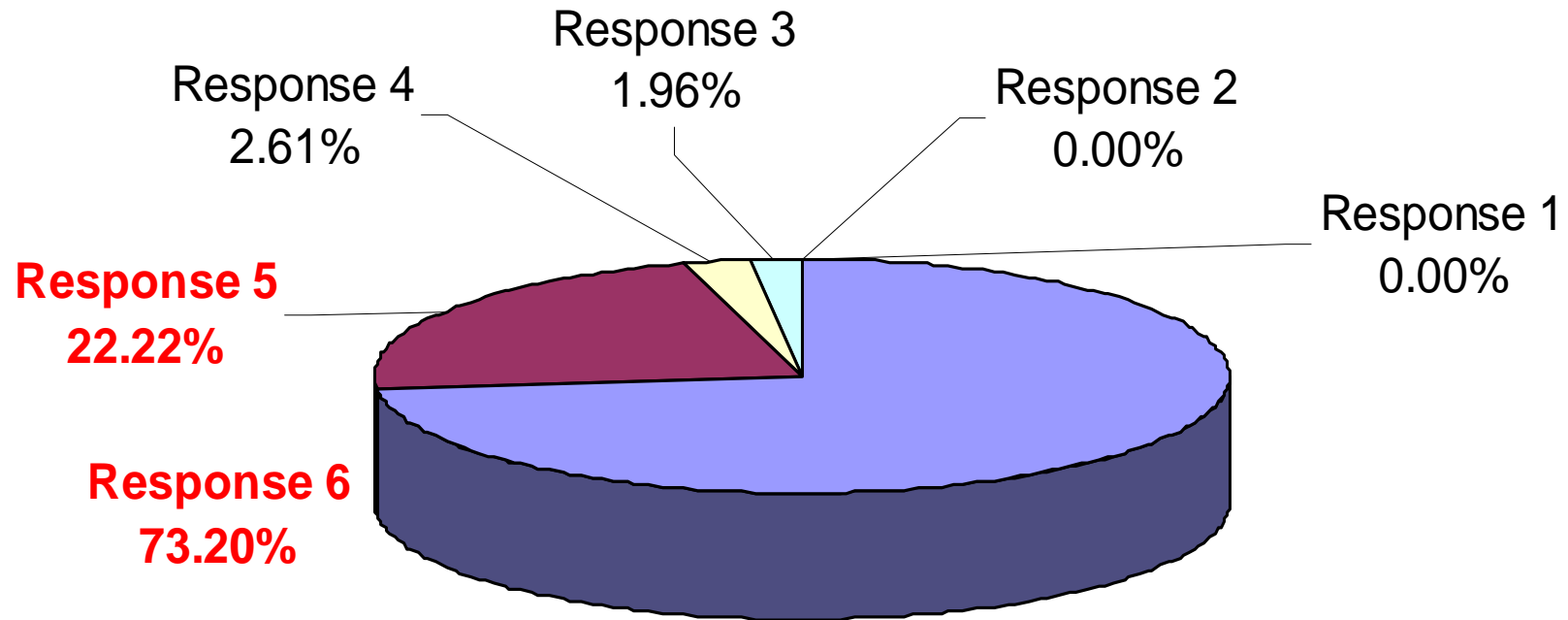
How would you rate staff, in terms of being responsive to your requests and completing your objectives in a timely manner?

Historical Comparison 2005 - 2010 Question 5



How would you rate staff, in terms of being responsive to your requests and completing your objectives in a timely manner ?

Question 6

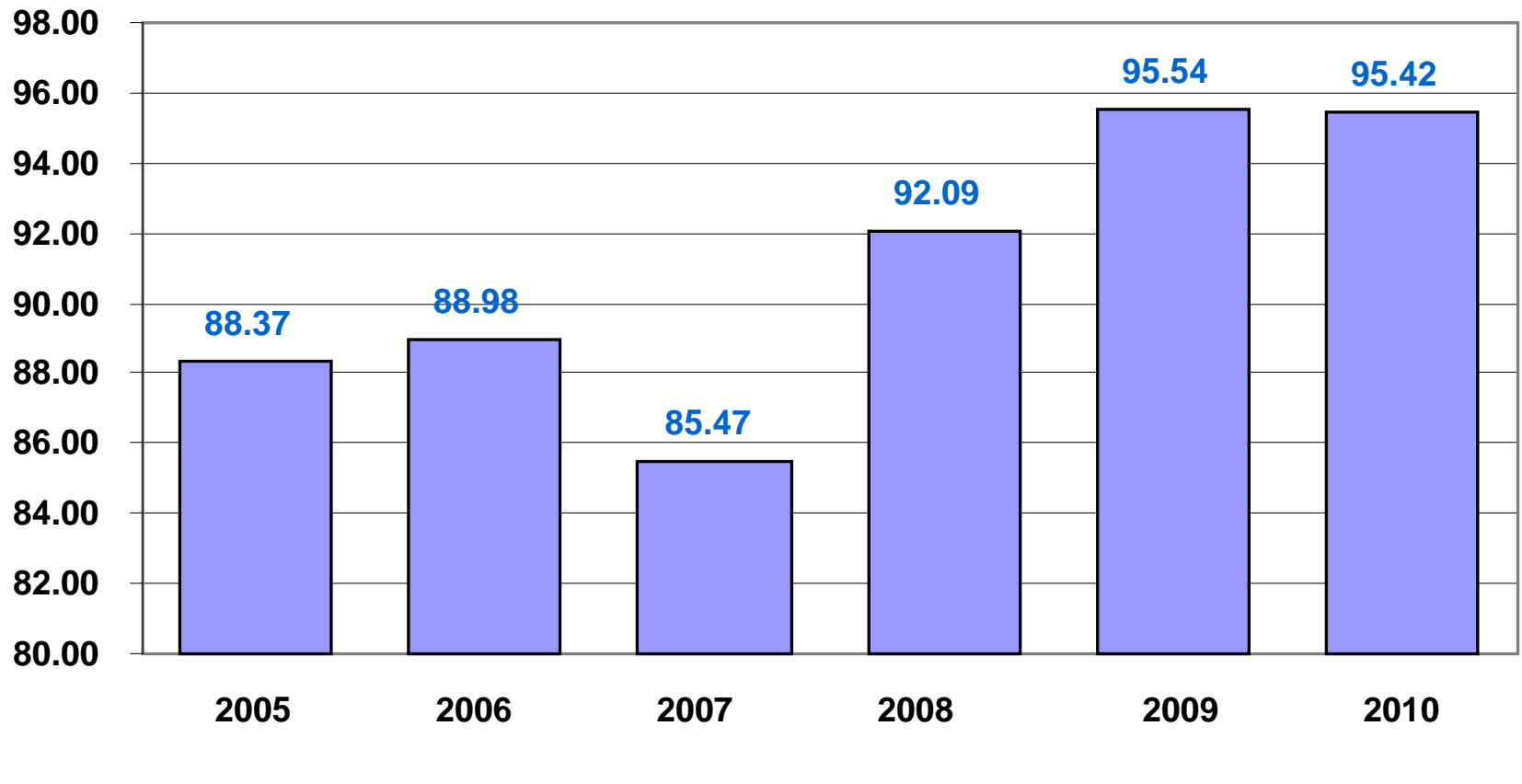


95.42% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

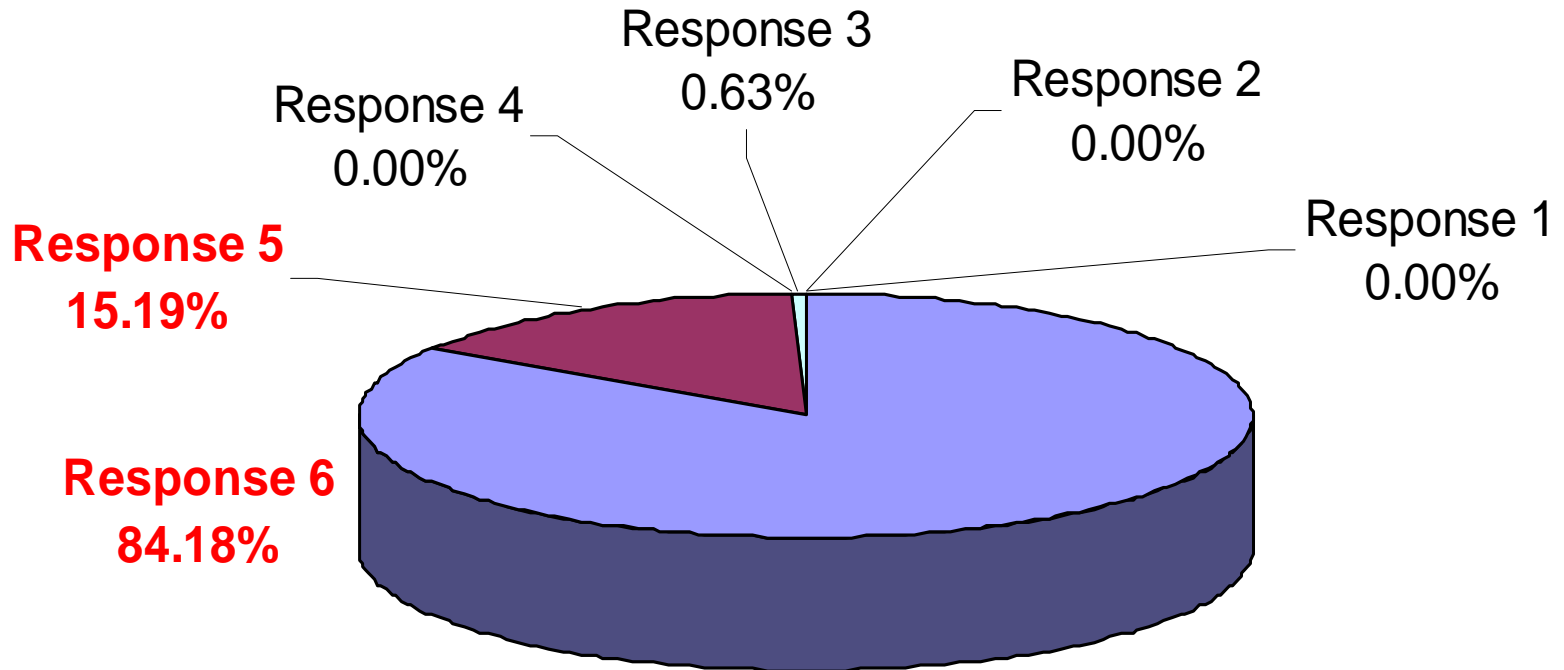
How would you rate the pension forms used by the system?

Historical Comparison 2005 - 2010 Question 6



How would you rate the pension forms used by the system ?

Question 7

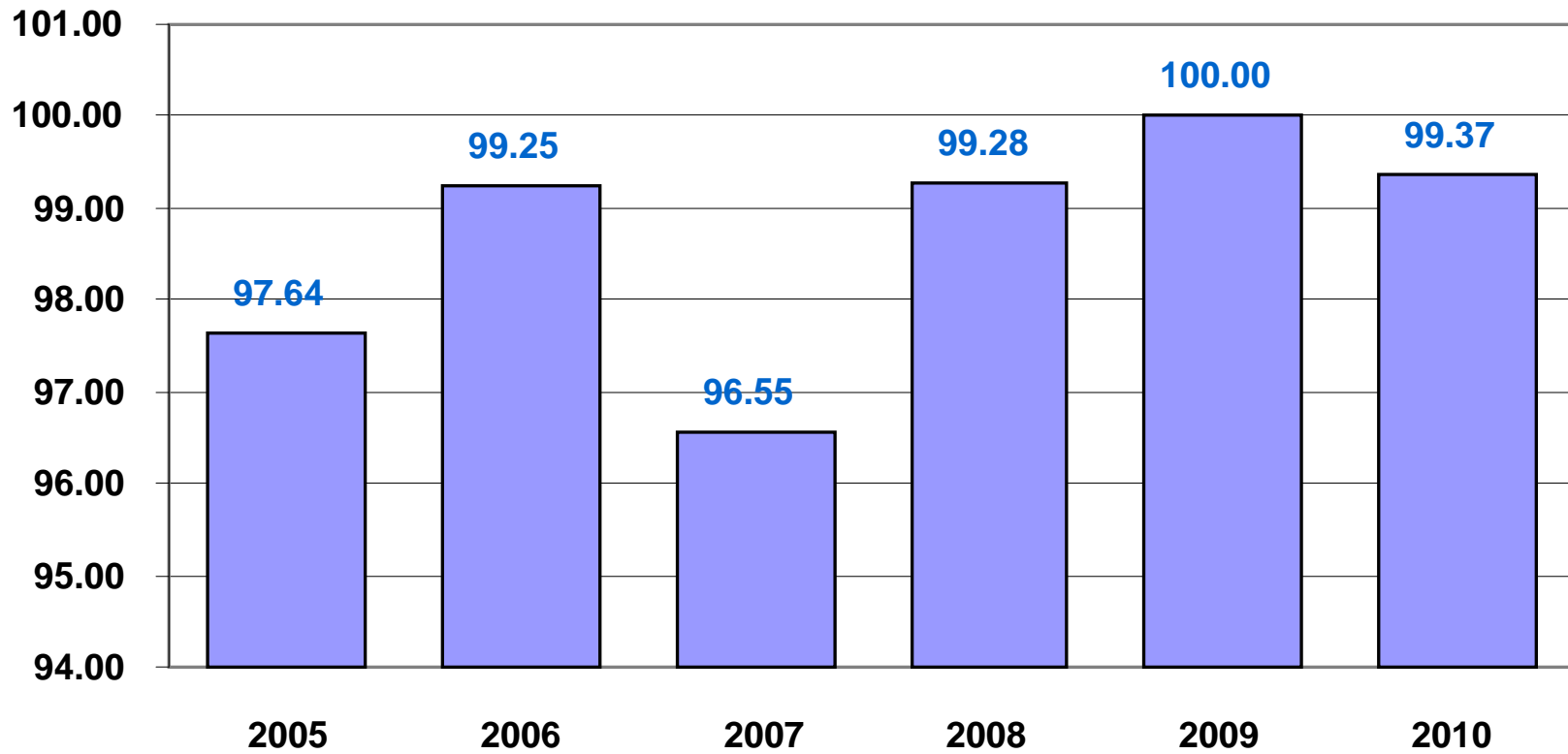


99.37% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	.4
Average.....	3
Below Average.....	2
Poor.....	1

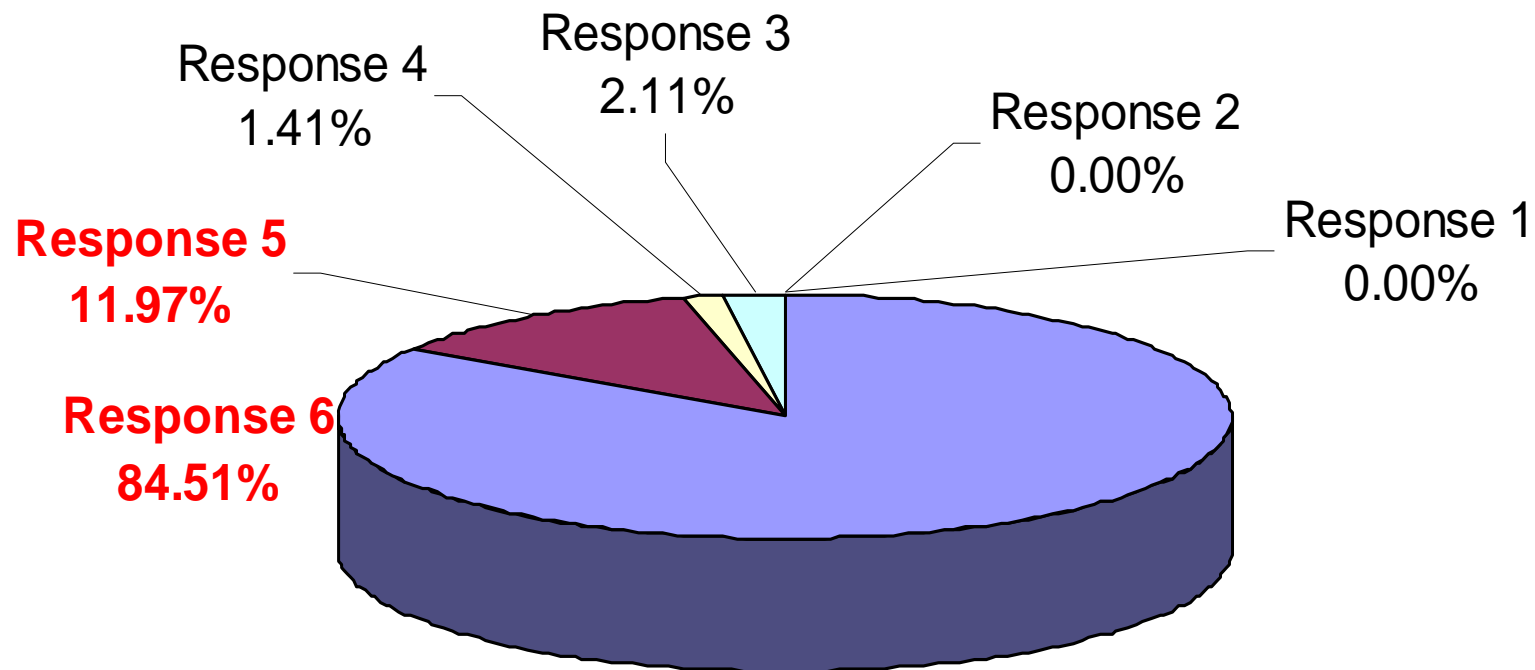
How would you rate the staff knowledge about the pension system?

Historical Comparison 2005 - 2010 Question 7



How would you rate the staff knowledge about the pension system?

Question 8

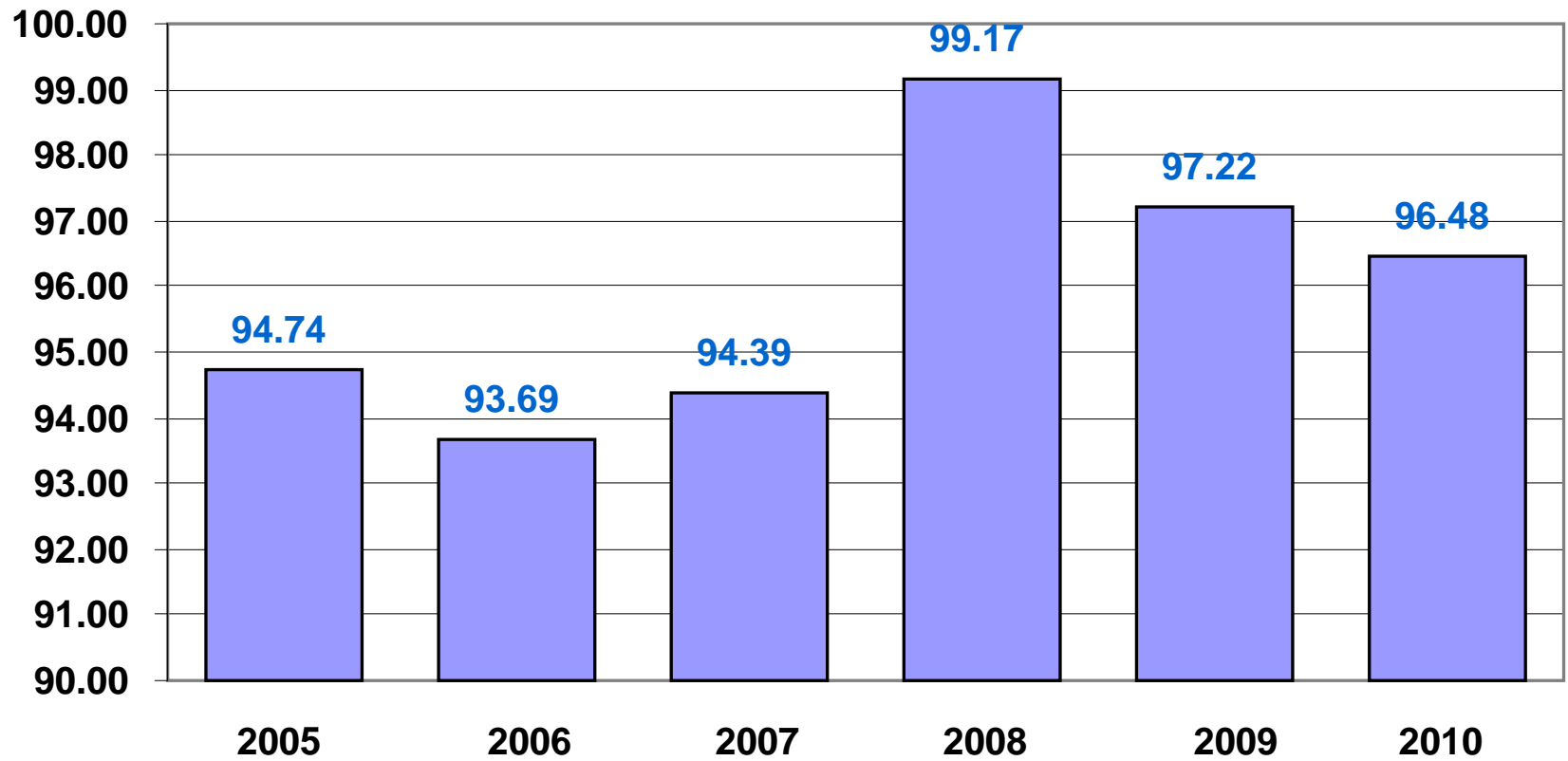


96.48% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	.4
Average.....	3
Below Average.....	2
Poor.....	1

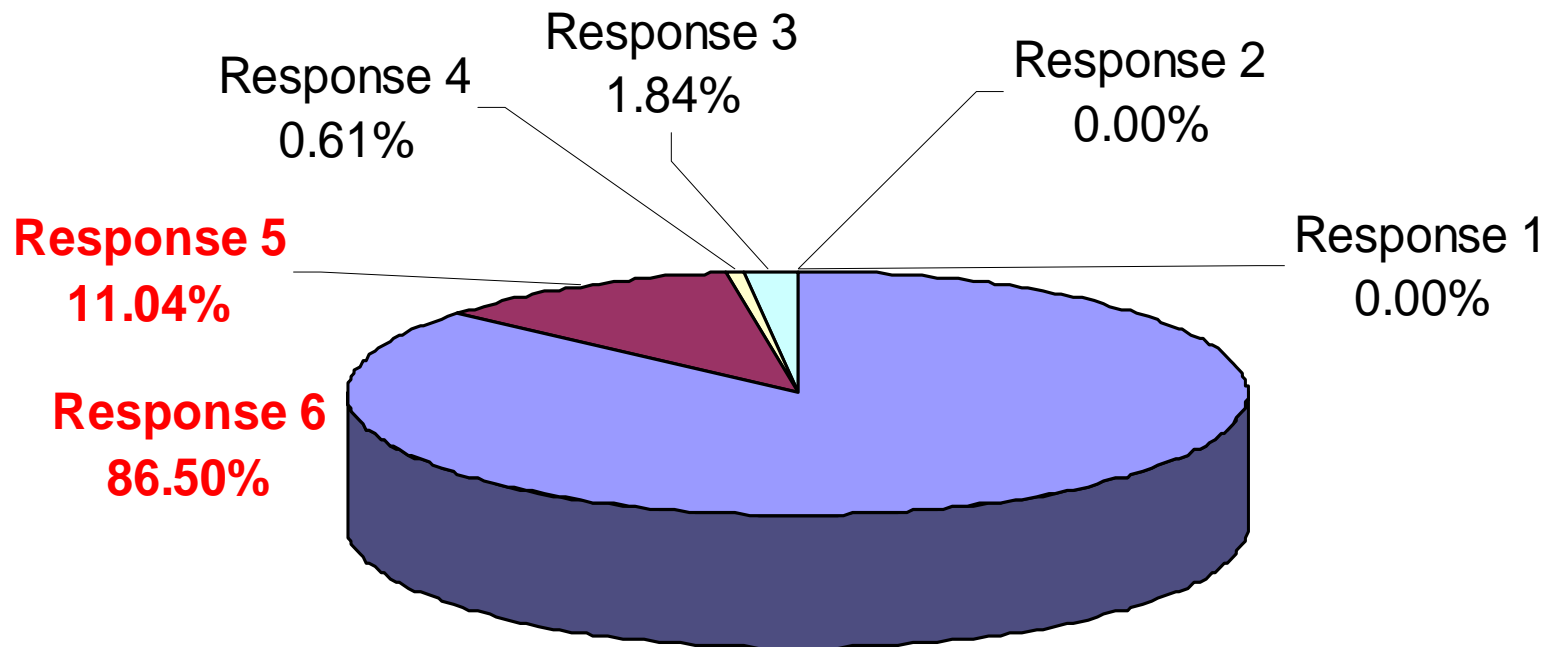
How would you rate the staff in terms of solving your problems?

Historical Comparison 2005 - 2010 Question 8



How would you rate the staff in terms of solving your problems ?

Question 9

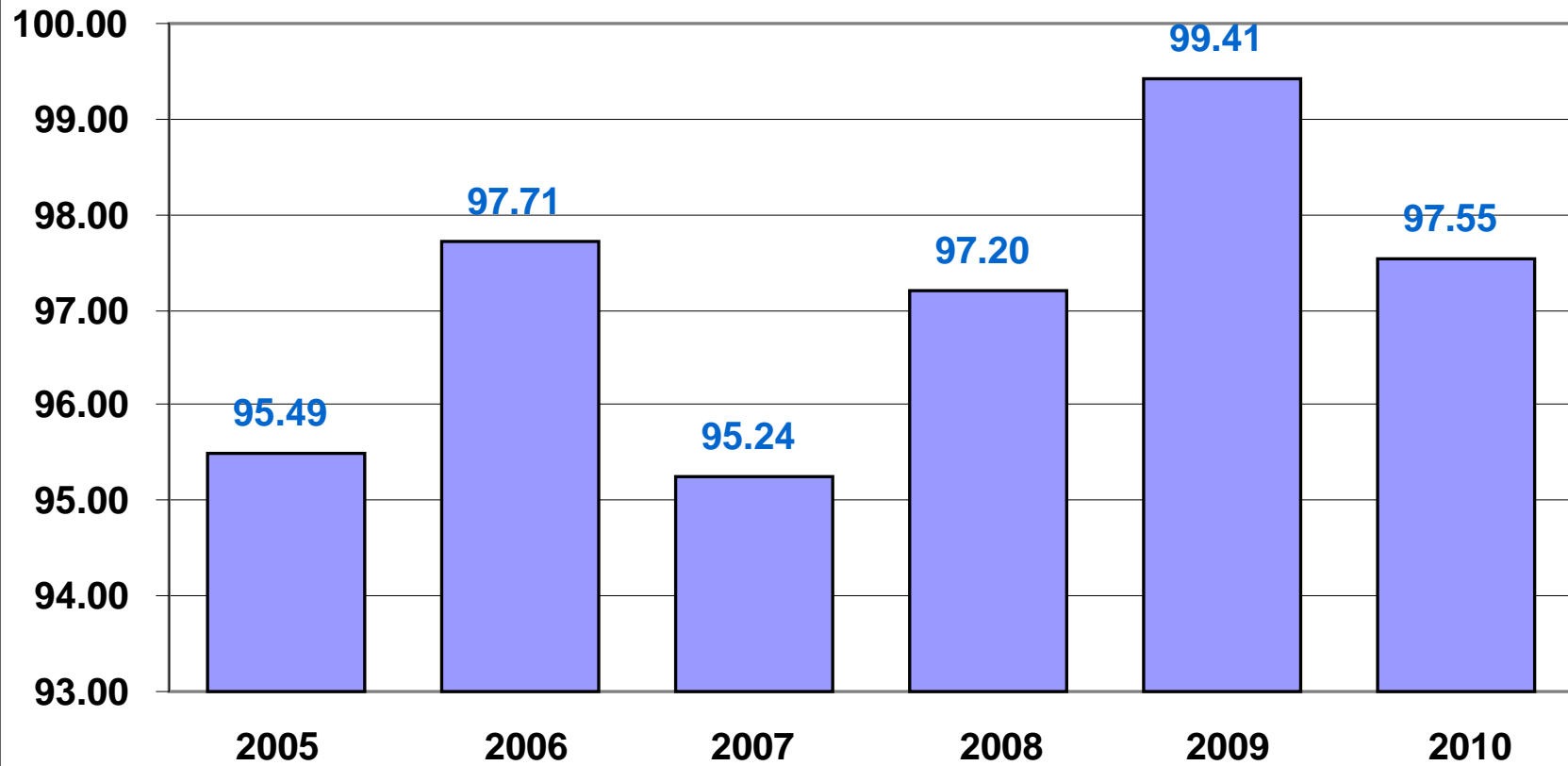


Excellent.....	6
Very Good.....	5
Good.....	.4
Average.....	3
Below Average.....	2
Poor.....	1

97.54% Very Good to Excellent Rating

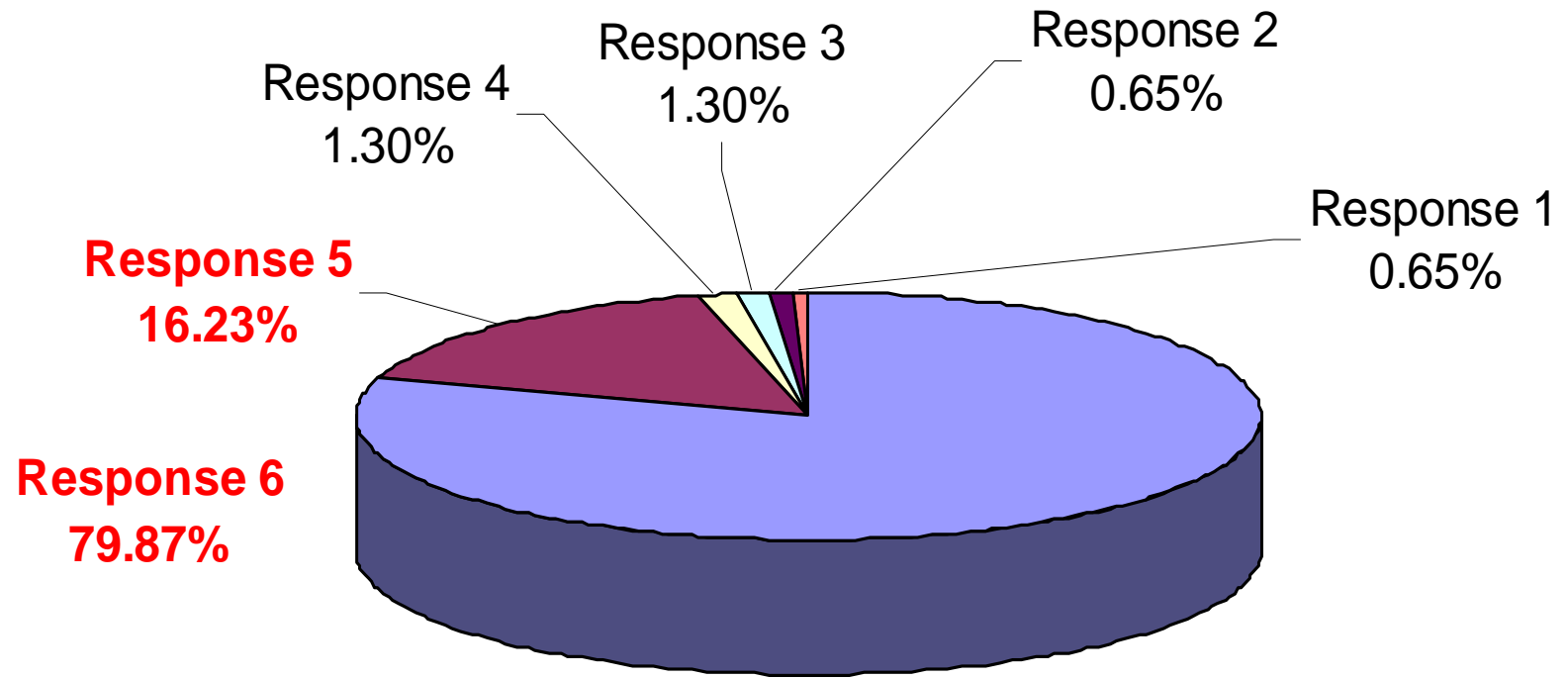
How would you rate the overall performance of the staff?

Historical Comparison 2005 - 2010 Question 9



How would you rate the overall performance of the staff ?

Question 10

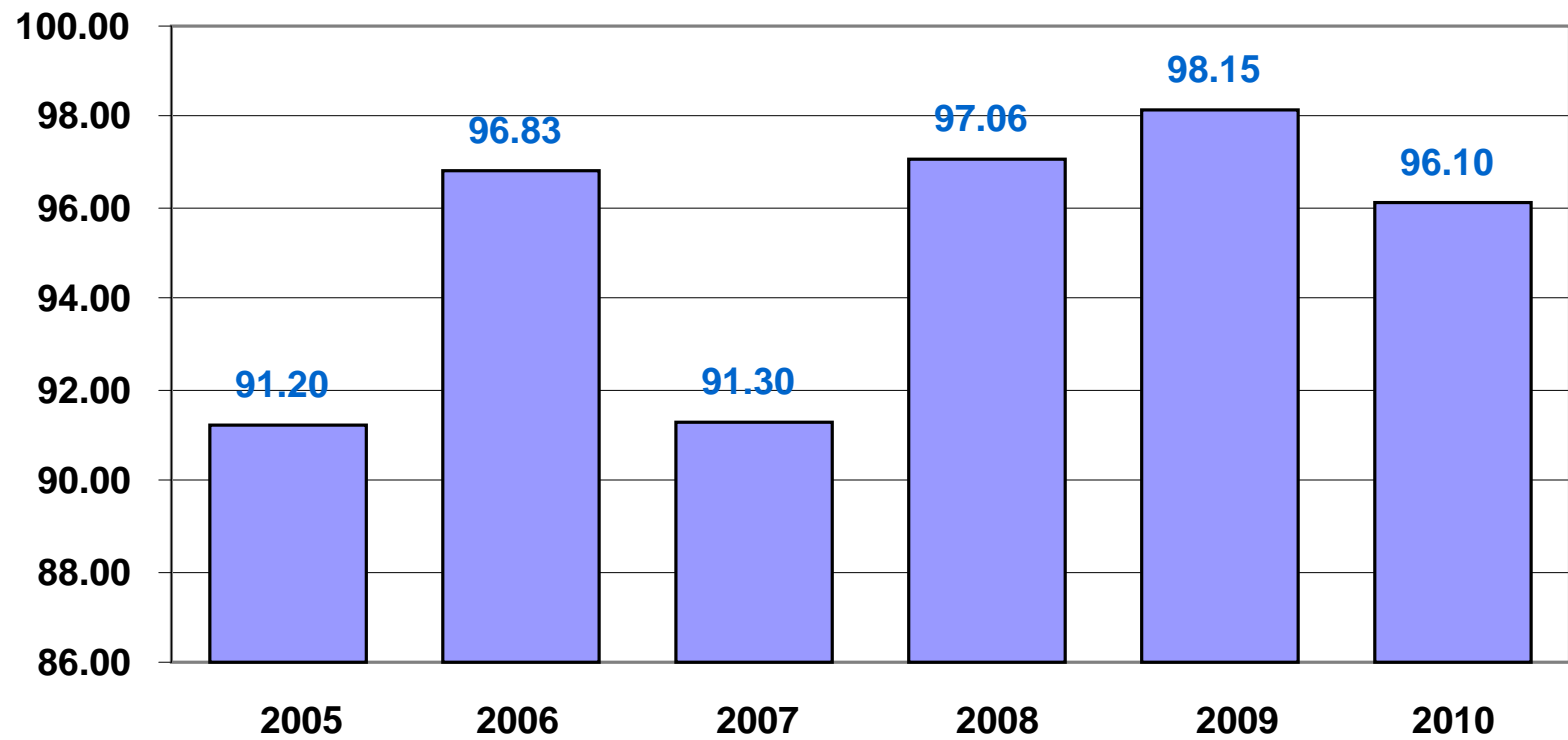


96.10% Very Good to Excellent Rating

Excellent.....	6
Very Good.....	5
Good.....	.4
Average.....	3
Below Average.....	2
Poor.....	1

How would you rate the overall performance of the Board of Trustees?

Historical Comparison 2005 - 2010 Question 10



How would you rate the overall performance of the Board of Trustees ?

Historical Comparison 2005 - 2010 All Questions Merged By Year

