

# City of Hollywood Police Officers' Retirement System



## 2007 Pension Satisfaction Survey Results

# **CITY OF HOLLYWOOD 2007 PENSION SATISFACTION SURVEY**

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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**

**TO:**            The Board of Trustees  
**FROM:**        David M. Williams, Plan Administrator  
**SUBJECT:**    2007 Pension Satisfaction Survey Results  
**DATE:**        August 14, 2007

I am delighted to present to you the results of the 2007 Pension Satisfaction Survey. As you may recall, this survey was developed in 2003, to determine the level of satisfaction as gauged by *our shareholders*, who are the retirees of the City of Hollywood Police Officers' Retirement System.

As in the past, 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 declare, I would like to hear about it, so I may improve in that area of concern, *if deemed warranted*. The surveys were accompanied by a cover letter from David Strauss, Chairman of the Board (*enclosed herein*) as well as a self-addressed stamped envelope.

While reviewing the results, it should be known that 247 surveys were mailed out to the retired membership. I am pleased to declare that the membership participation exceeded the 2006 survey, with a 54.25% response.

In assessment of the survey, the range of 0 – 6 was used to solicit a array 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.

With assurance, it is my feeling that you find this information useful. I look forward to your observations, and continuing to work together in the best interest of the System and the members.

**e-mail: [info@hollywoodpolicepensionfund.com](mailto:info@hollywoodpolicepensionfund.com)**

**CITY OF HOLLYWOOD POLICE OFFICERS' RETIREMENT SYSTEM  
2007 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: 99% Very Good to Excellent Rating*
  
3. In the area of communication:
  - a. How would you rate the pension newsletter?  
*Results: 97% Very Good to Excellent Rating*
  - b. How would you rate the pension web site?  
*Results: 93% Very Good to Excellent Rating*
  - c. How would you rate written communications received from the staff?  
*Results: 94% Very Good to Excellent Rating*
  - d. How would you rate e-mails received from the staff?  
*Results: 94% 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: 89% Very Good to Excellent Rating*
  
4. How does the staff listen to you and understand your needs?  
*Results: 96% 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: 96% Very Good to Excellent Rating*
  
6. How would you rate the pension forms used by the system?  
*Results: 86% Very Good to Excellent Rating*
  
7. How would you rate the staff knowledge about the pension system?  
*Results: 97% Very Good to Excellent Rating*
  
8. How would you rate the staff in terms of solving your problems?  
*Results: 94% Very Good to Excellent Rating*
  
9. How would you rate the overall performance of the staff?  
*Results: 95% Very Good to Excellent Rating*
  
10. How would you rate the overall performance of the Board of Trustees?  
*Results: 91% Very Good to Excellent Rating*



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POLICE OFFICERS' RETIREMENT SYSTEM**

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June 8, 2007

Member Name  
Member Address  
Member City, State and Zip Code

Re: 2007 Pension Member Survey

Dear Member:

Enclosed herein, please find a 2007 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 31, 2007. 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 I hope you will participate once again. I have enclosed the results from the 2006 survey for your review. A complete report may be viewed on line at [www.hollywoodpolicepensionfund.com](http://www.hollywoodpolicepensionfund.com).

We experienced a great response last year and I hope you will participate once again. Thank you in advance for your sincere effort in this matter of mutual concern.

Respectfully,

David Strauss, *Chairman*  
**FOR THE BOARD**

## 2007 PENSION SATISFACTION SURVEY

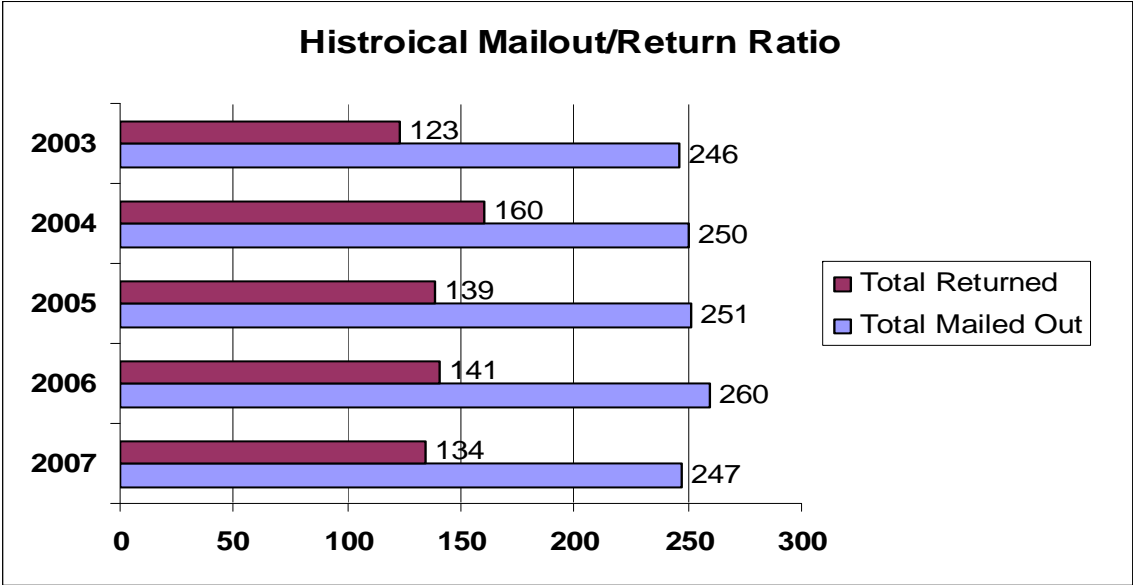


The City of Hollywood Police Officers' Retirement System, Board of Trustees is conducting the following survey to gauge the progress made over the last year. Your input is very important to us. Kindly take a few minutes to complete this survey and return it to us. Doing so, will help us better understand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

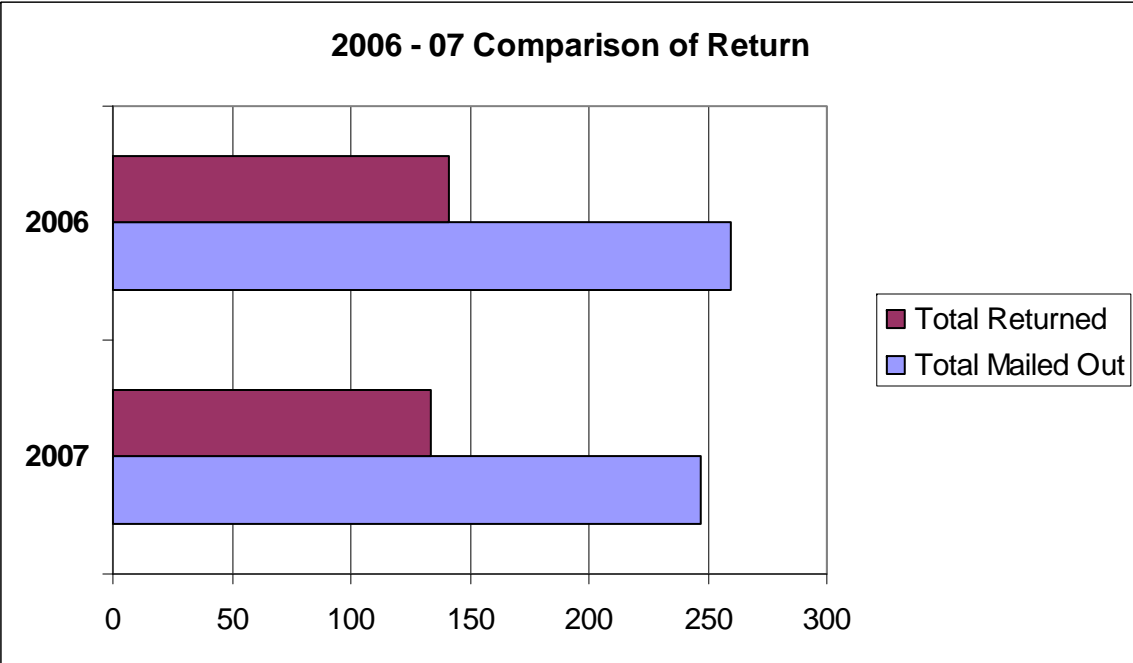
1. How would you rate the courtesy & respect you receive from our staff? \_\_\_\_\_
2. What would you rate the accuracy of the reports and documents received from the staff? \_\_\_\_\_
3. In the area of communication:
  - a. How would you rate the pension newsletter? \_\_\_\_\_
  - b. How would you rate 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. Please note comments/suggestions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
12. Name: (Optional) \_\_\_\_\_



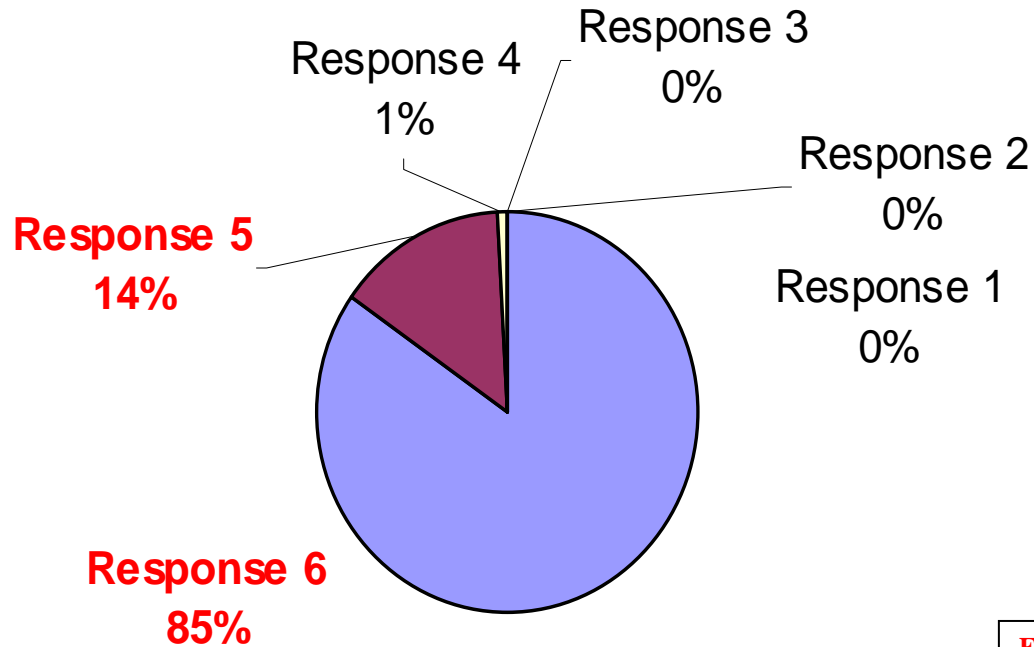
**Notes:**  
 The rate of return ratio for surveys increased to 54.25% this year, vs. 54.23% in 2006.

The highest rate of return ratio was in 2004 and was valued at 64%.

The lowest rate of return ratio was in 2003 and was valued at 50%



# Question 1



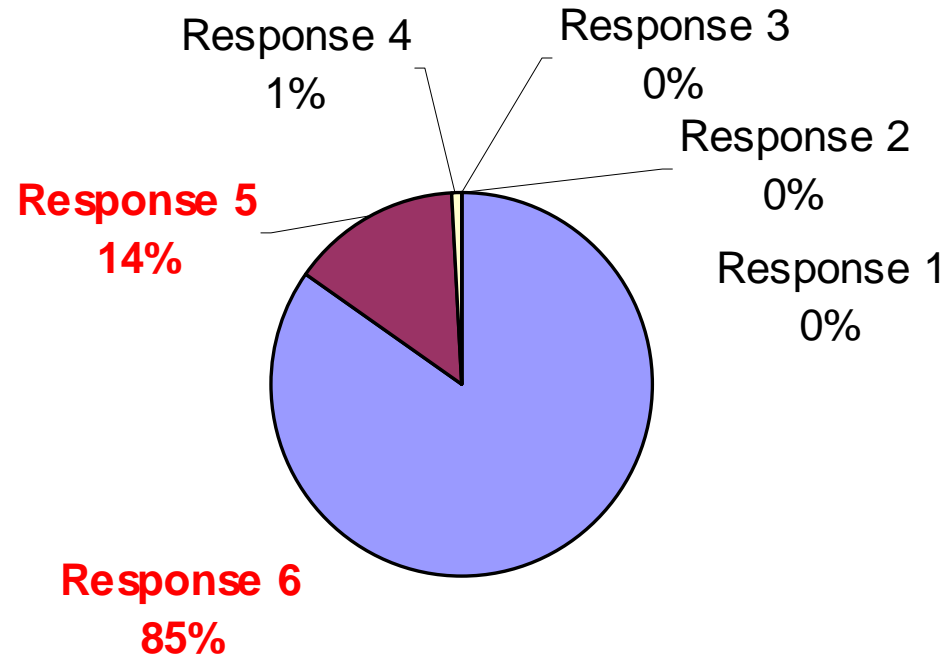
**99% Very Good to Excellent Rating**

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

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



## Question 2

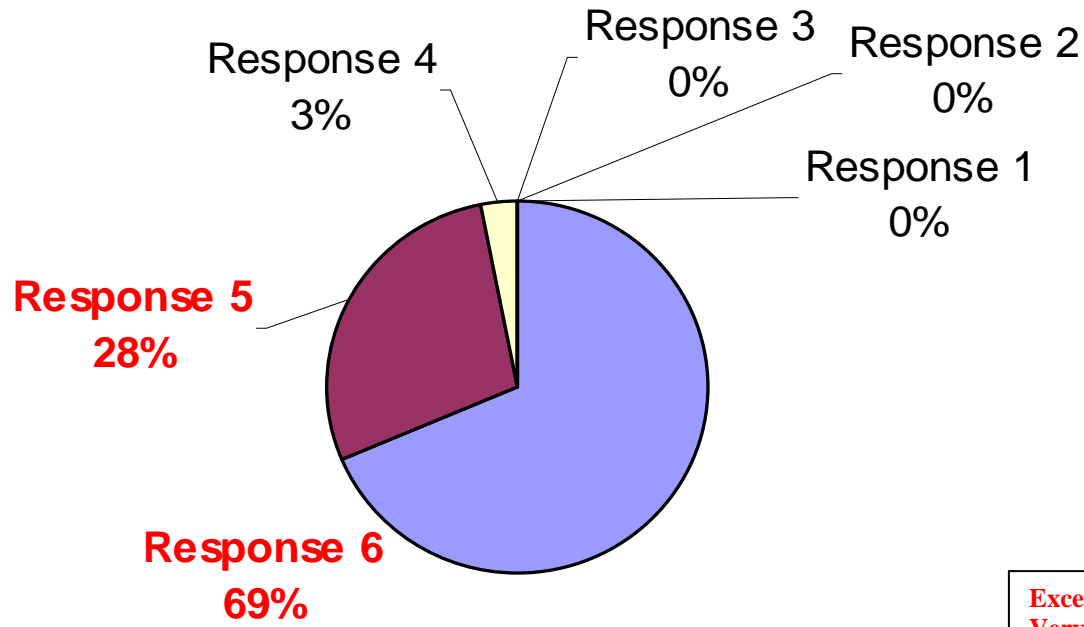


**99% Very Good to Excellent Rating**

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

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

### Question 3 A

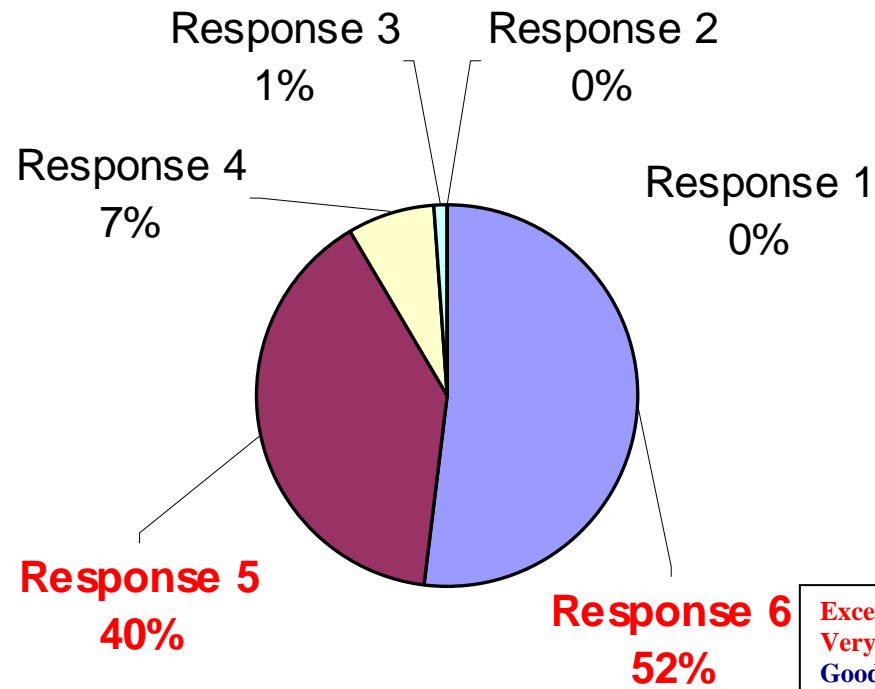


**97% Very Good to Excellent Rating**

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

**How would you rate the pension newsletter?**

### Question 3B

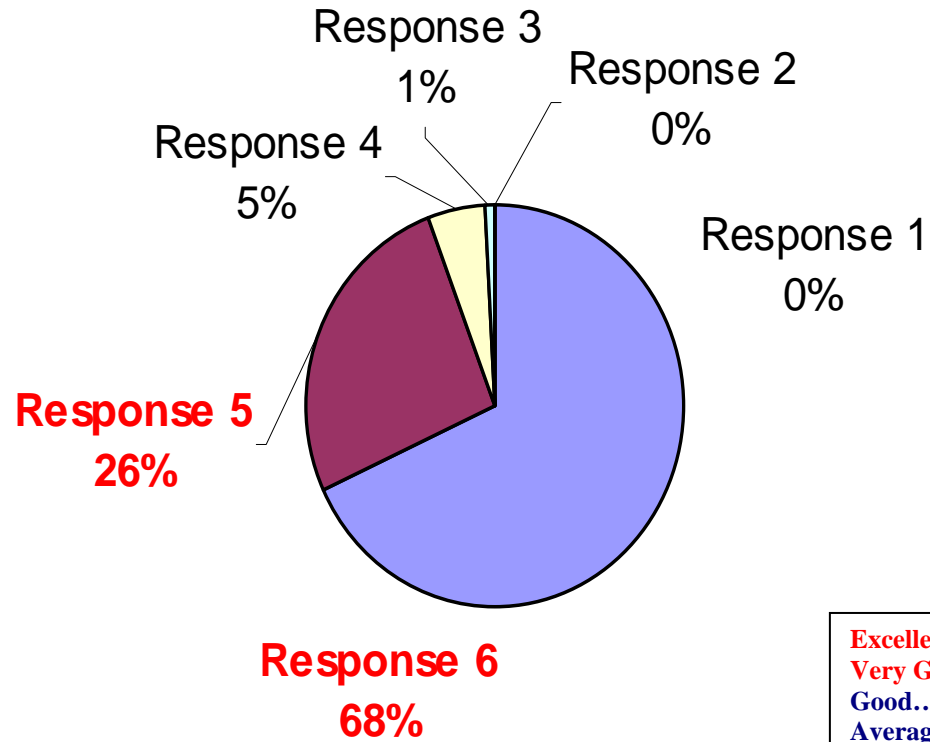


**92% Very Good to Excellent Rating**

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

**How would you rate the pension web site?**

### Question 3C

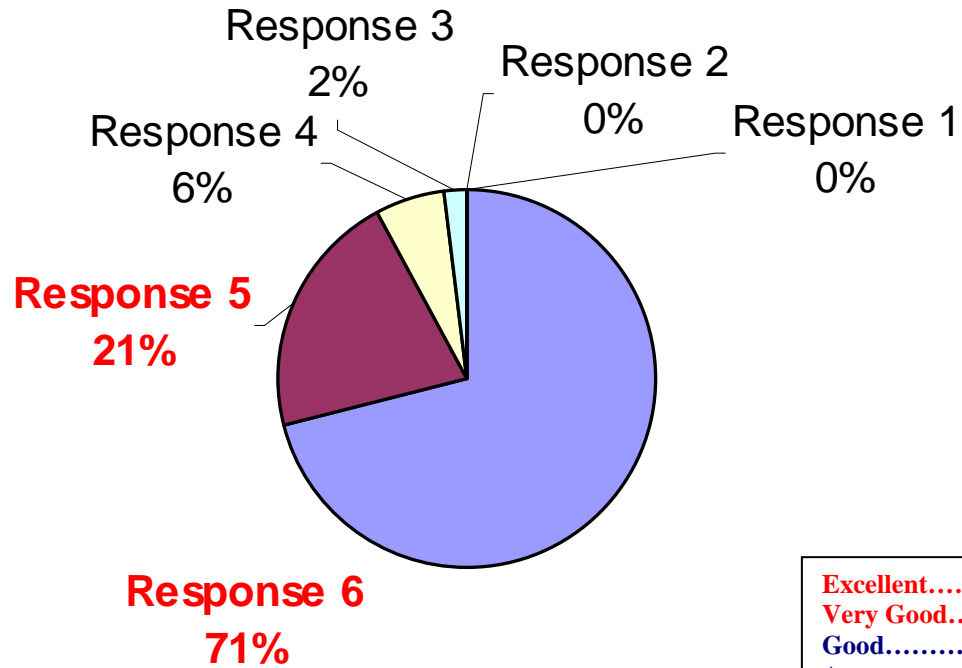


**94% Very Good to Excellent Rating**

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

**How would you rate written communications received from the staff?**

### Question 3D

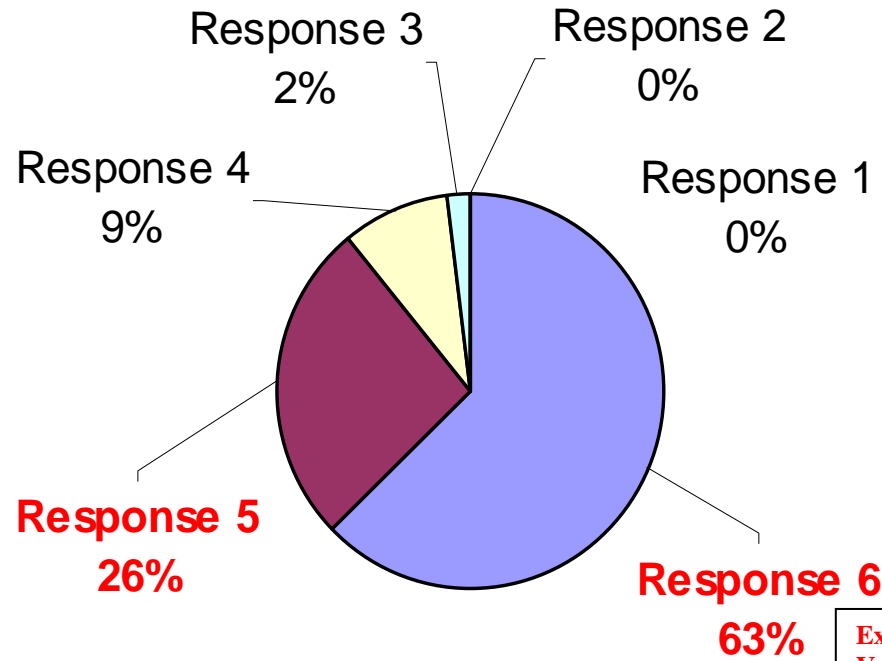


**92% Very Good to Excellent Rating**

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

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

### Question 3E

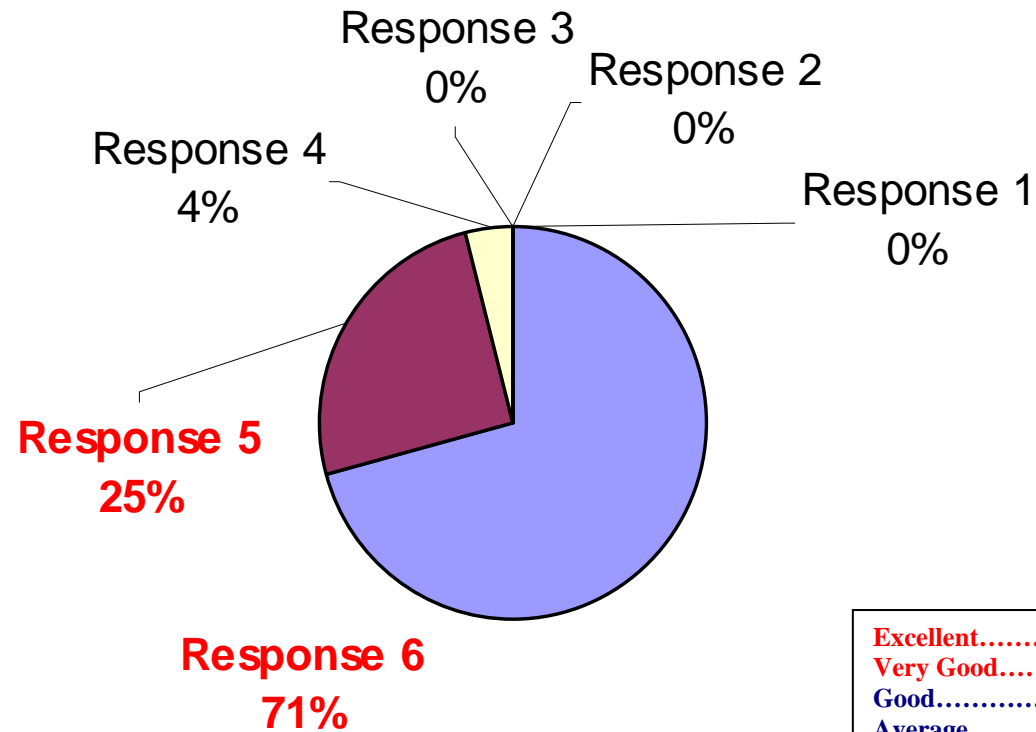


**89% Very Good to Excellent Rating**

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?**

## Question 4

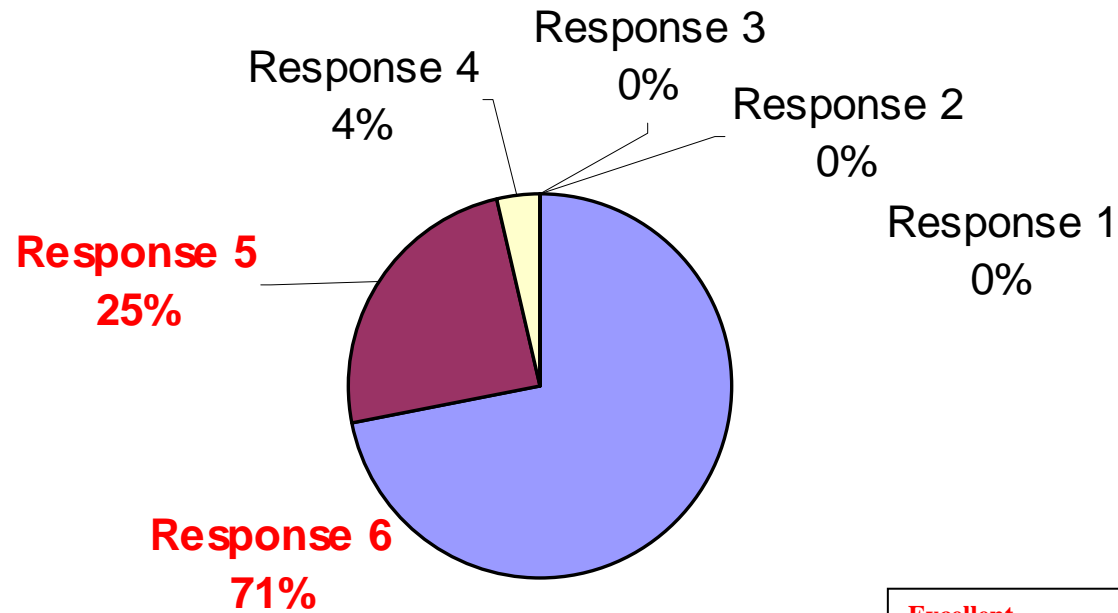


**96% Very Good to Excellent Rating**

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?**

## Question 5



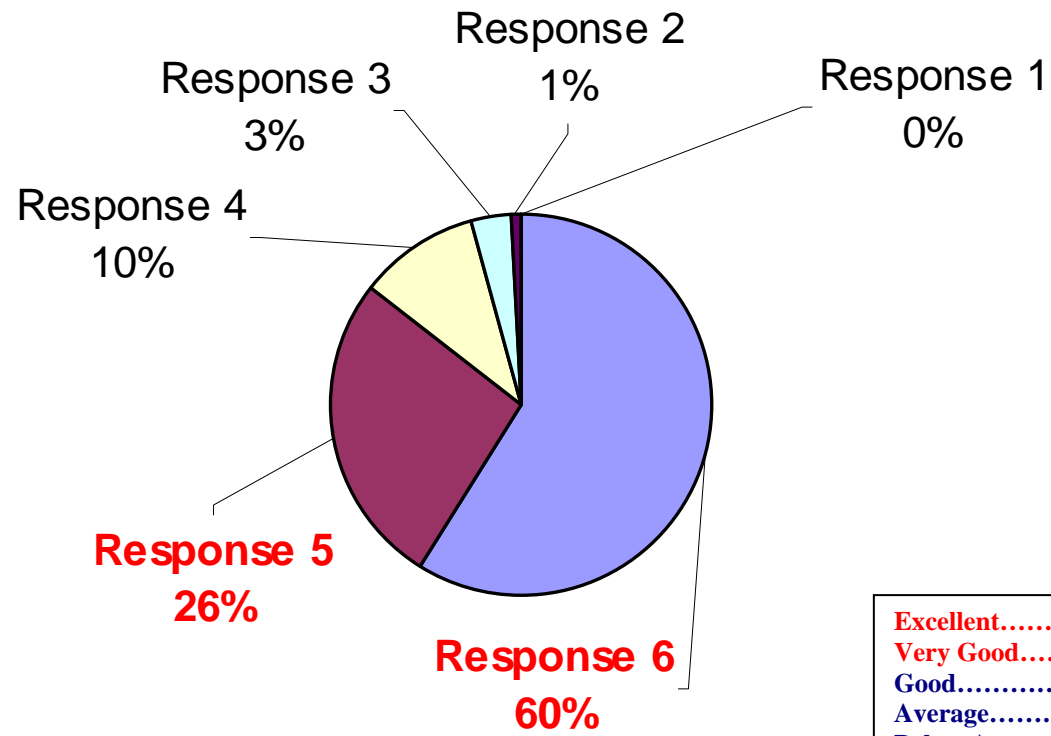
**96% Very Good to Excellent Rating**

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?**



## Question 6

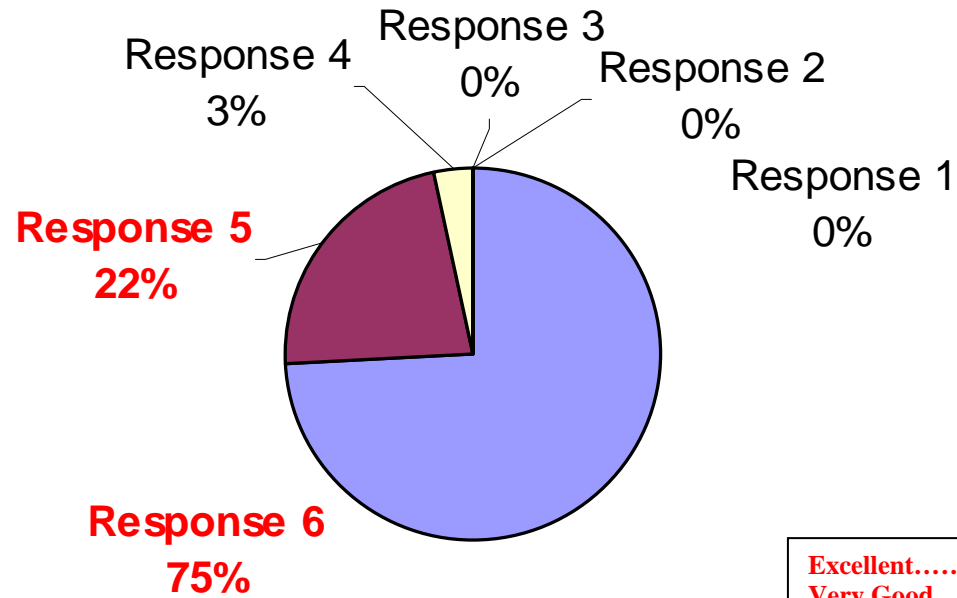


**86% Very Good to Excellent Rating**

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?**

## Question 7

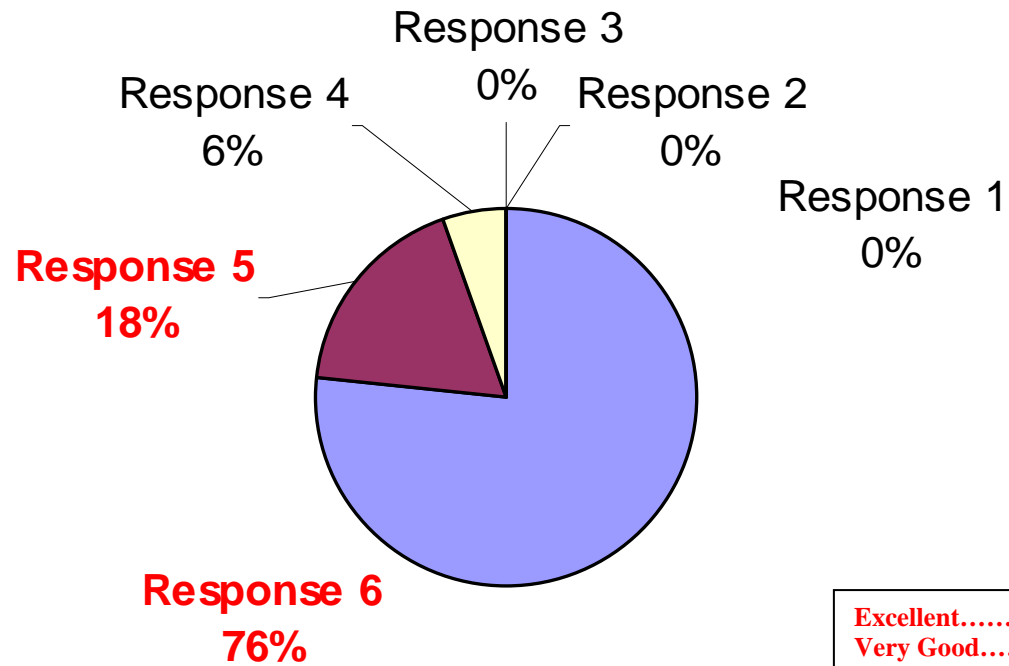


**97% Very Good to Excellent Rating**

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?**

## Question 8

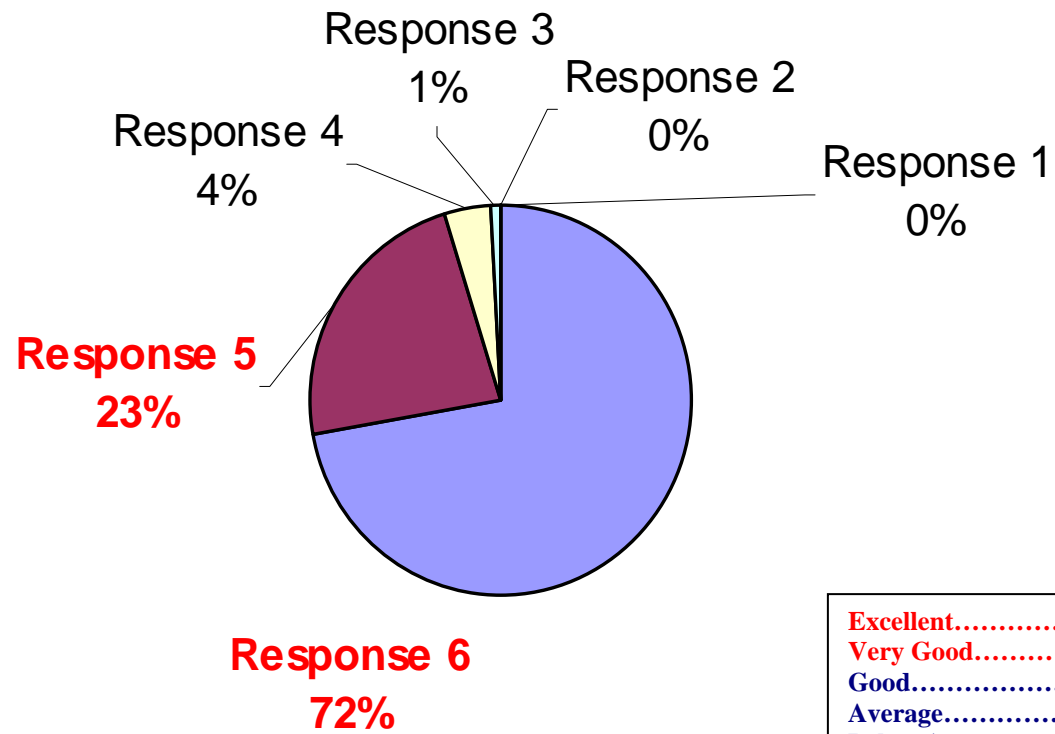


**94% Very Good to Excellent Rating**

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?**

## Question 9

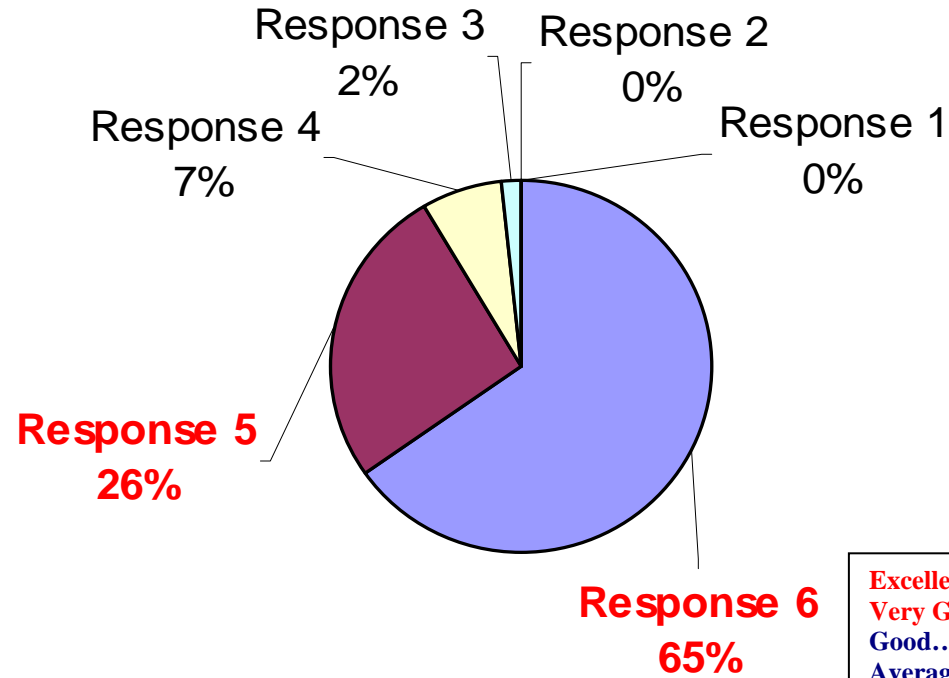


**95% Very Good to Excellent Rating**

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

**How would you rate the overall performance of the staff?**

## Question 10



**91% 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?**