

CITY OF HOLLYWOOD POLICE OFFICERS' RETIREMENT SYSTEM



**2008
PENSION SATISFACTION
SURVEY**



2008 CITY OF HOLLYWOOD POLICE PENSION SATISFACTION SURVEY



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SECTION ONE
Administrator's Narrative



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: 2008 Pension Satisfaction Survey Results
DATE: August 14, 2008

With pride I am pleased to present to you the results of the 2008 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.

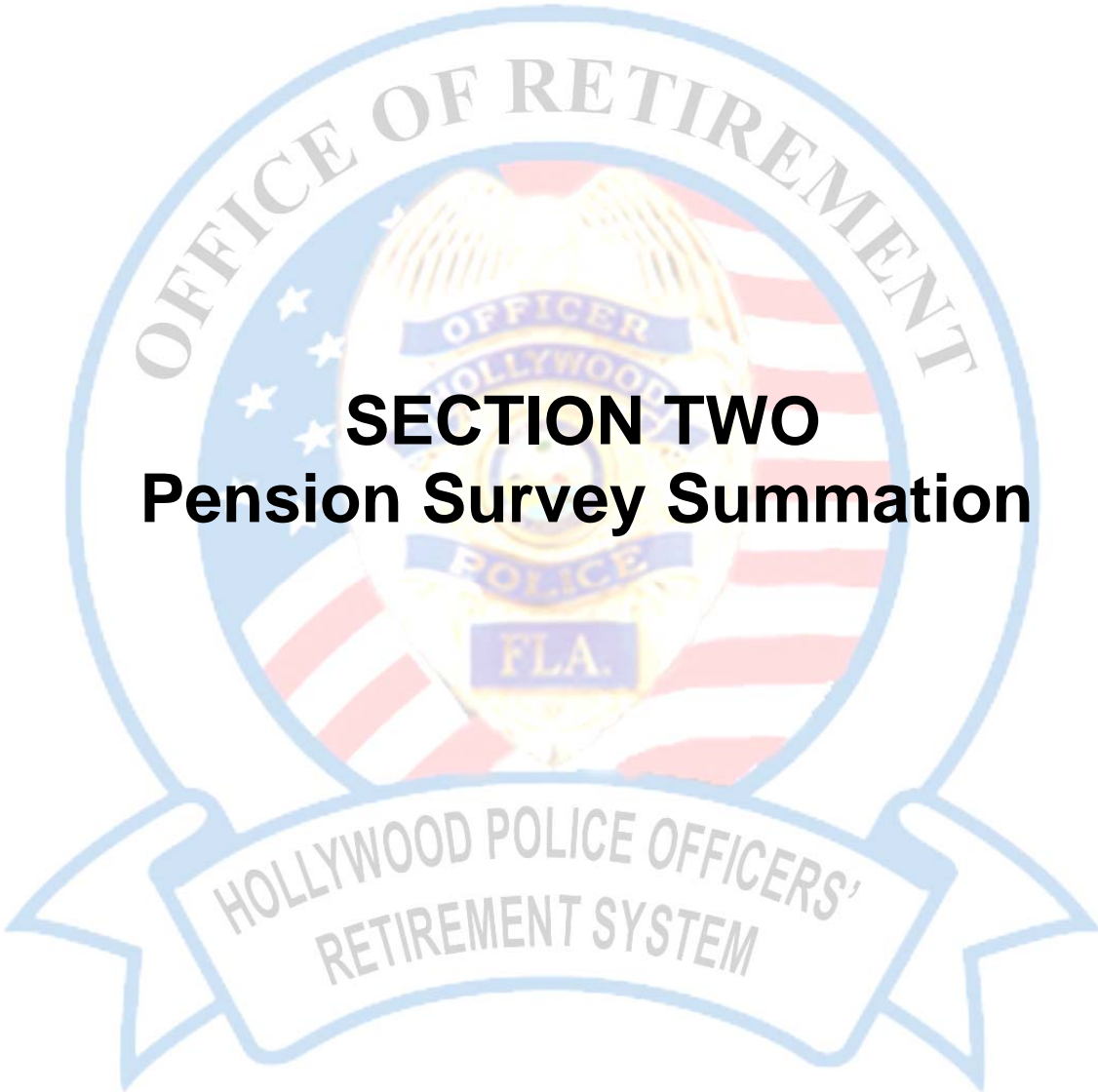
As in the past, this survey was crafted in such a way to allow the members to give their responses anonymously if they wish to, or to provide their names for specific issues or concerns (*sample of the survey is enclosed herein*). It is believed that no response or inaccurate responses may be given if 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, Chairperson of the Board (*enclosed herein*) as well as a self-addressed stamped envelope.

In review of the survey, the range of 0 – 6 was used to solicit an 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.

Additionally, I have provided you with five year historical survey comparisons to review. In brief, comparing 2007 to 2008 overall satisfaction increased by 2.57%, from 94.37% (2007) to 96.94% (2008). When comparing 2008 results to the inaugural year of this survey in 2003, overall satisfaction increased by 3.0%. This survey was instituted one year after a change of administration took place.

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.

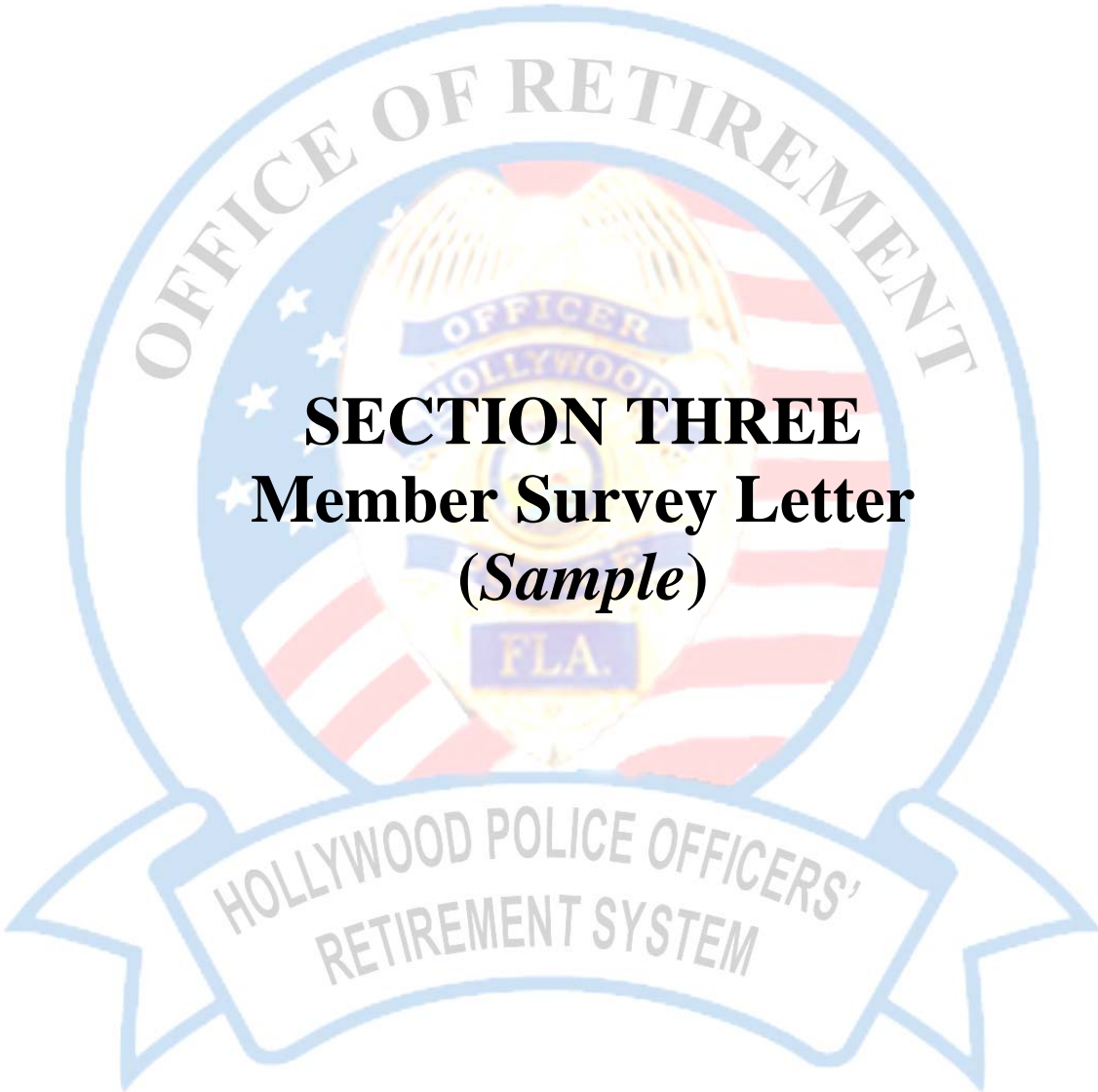
e-mail: info@hollywoodpolicepensionfund.com



SECTION TWO
Pension Survey Summation

**CITY OF HOLLYWOOD POLICE OFFICERS' RETIREMENT SYSTEM
2008 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: 98% 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: 95% 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: 92% 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: 95% Very Good to Excellent Rating
4. How does the staff listen to you and understand your needs?
Results: 98% 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: 98% Very Good to Excellent Rating
6. How would you rate the pension forms used by the system?
Results: 92% 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: 99% Very Good to Excellent Rating
9. How would you rate the overall performance of the staff?
Results: 97% Very Good to Excellent Rating
10. How would you rate the overall performance of the Board of Trustees?
Results: 97% Very Good to Excellent Rating



SECTION THREE
Member Survey Letter
(Sample)



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 2, 2008

Member Name
Member Address

Re: 2008 Pension Member Survey

Dear Member:

Enclosed herein, please find a 2008 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 June 13, 2008. 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 results from the 2007 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,

A handwritten signature in black ink, appearing to read "D. Strauss".

David Strauss, *Chairman*
FOR THE BOARD



SECTION FOUR
2008 Member Survey
(Sample)

2008 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

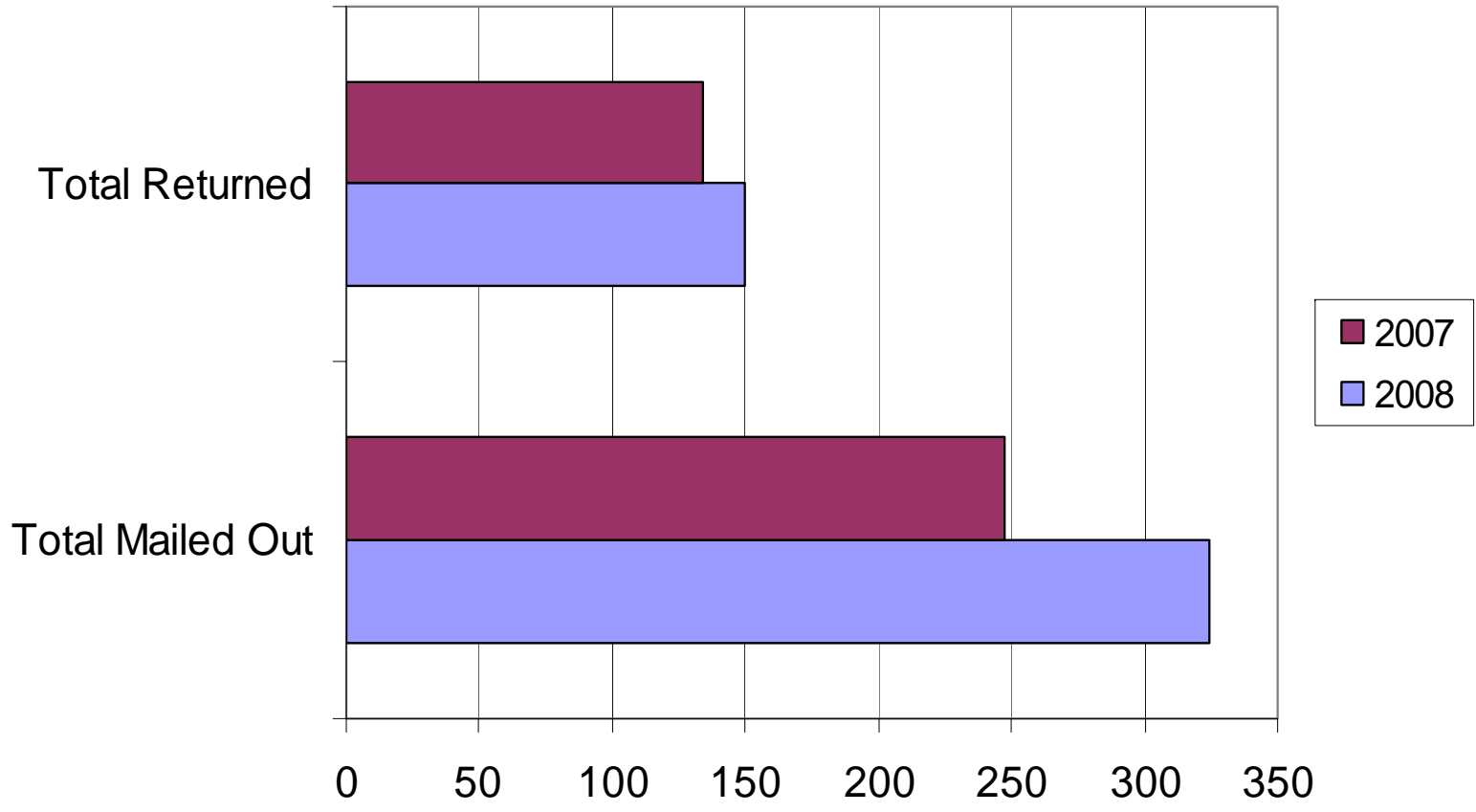
1. How would you rate the courtesy & respect you receive from our staff? _____
2. What would you rate the accuracy of the reports and documents received from the staff? _____
3. In the area of communication:
 - a. How would you rate the pension newsletter? _____
 - b. How would you rate the pension web 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) _____

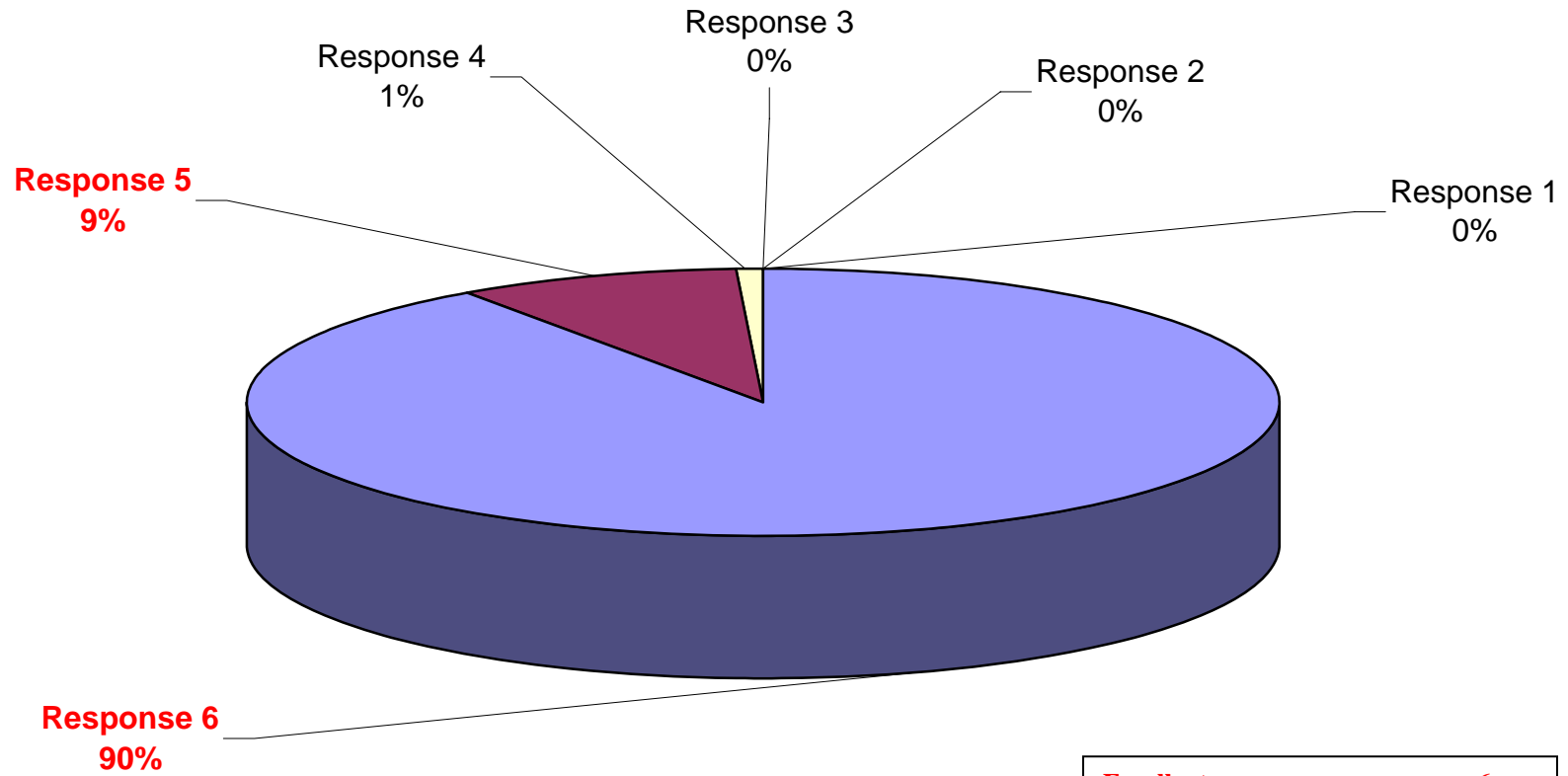


SECTION FIVE
Survey Responses/Analysis

2007/08 Comparison Mail Out - Rate of Return



Question 1

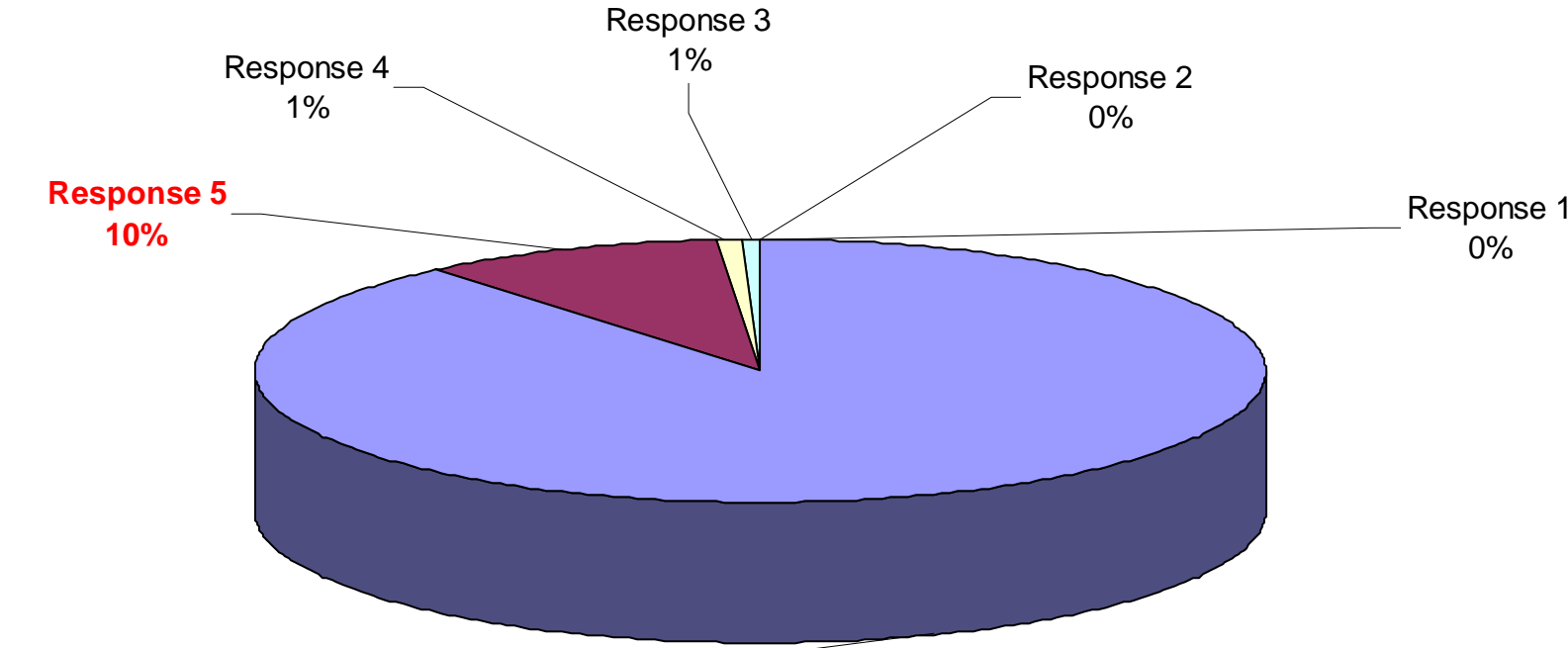


99% Very Good to Excellent Rating

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

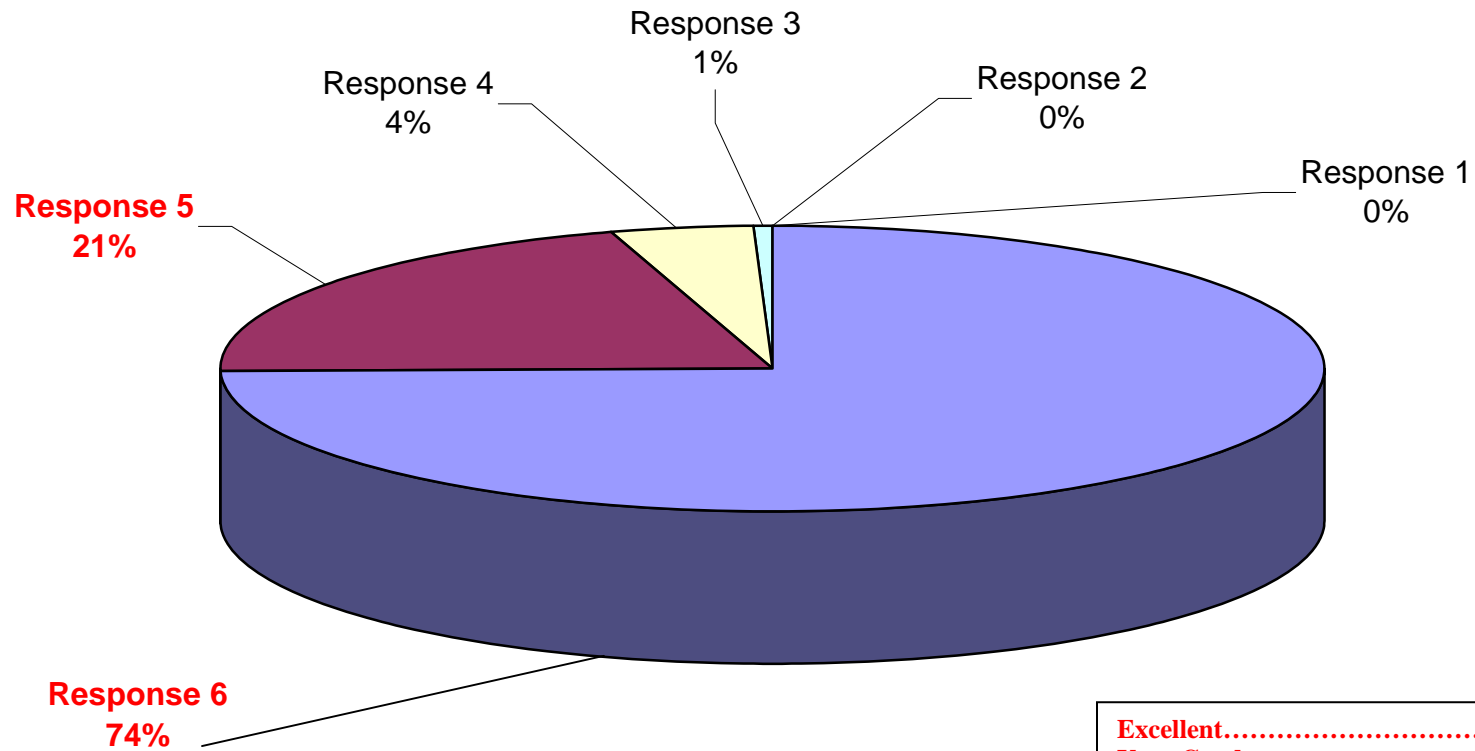


98% Very Good to Excellent Rating

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?

Question 3a

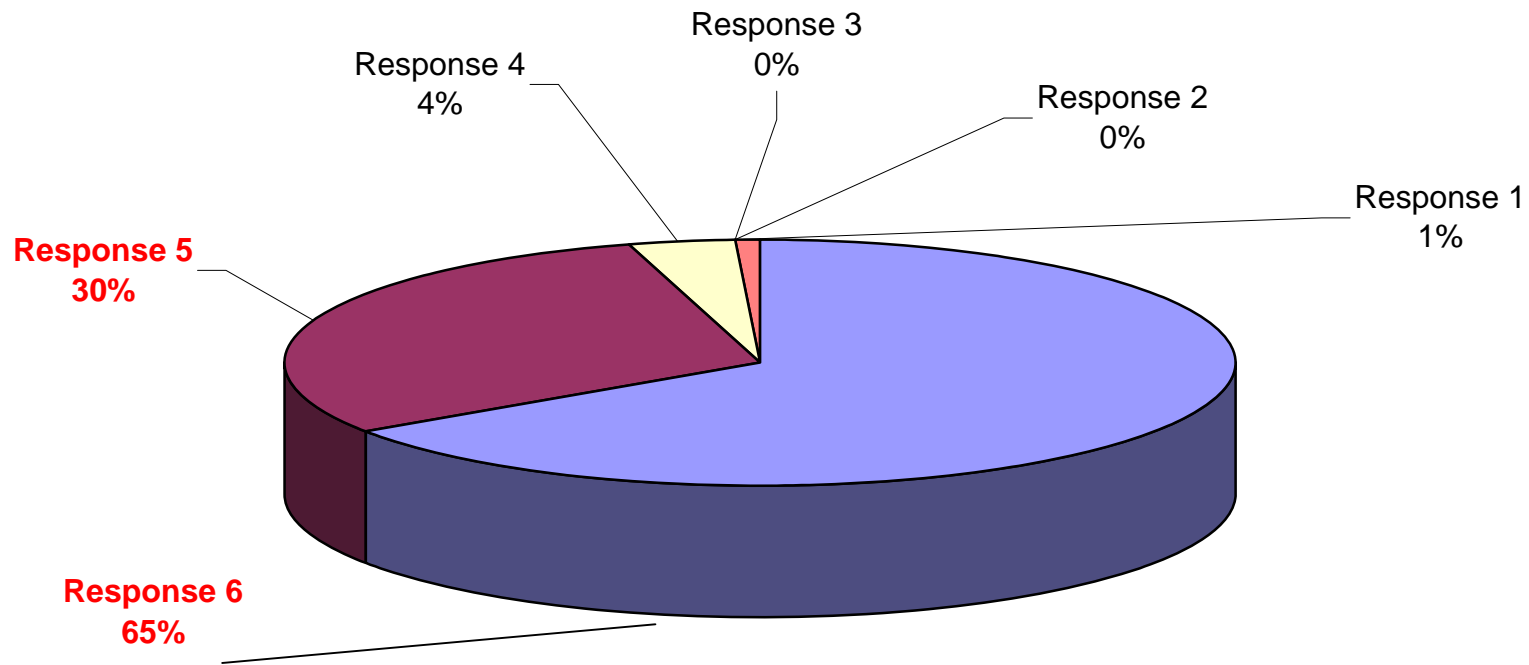


95% Very Good to Excellent Rating

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

How would you rate the pension newsletter?

Question 3b

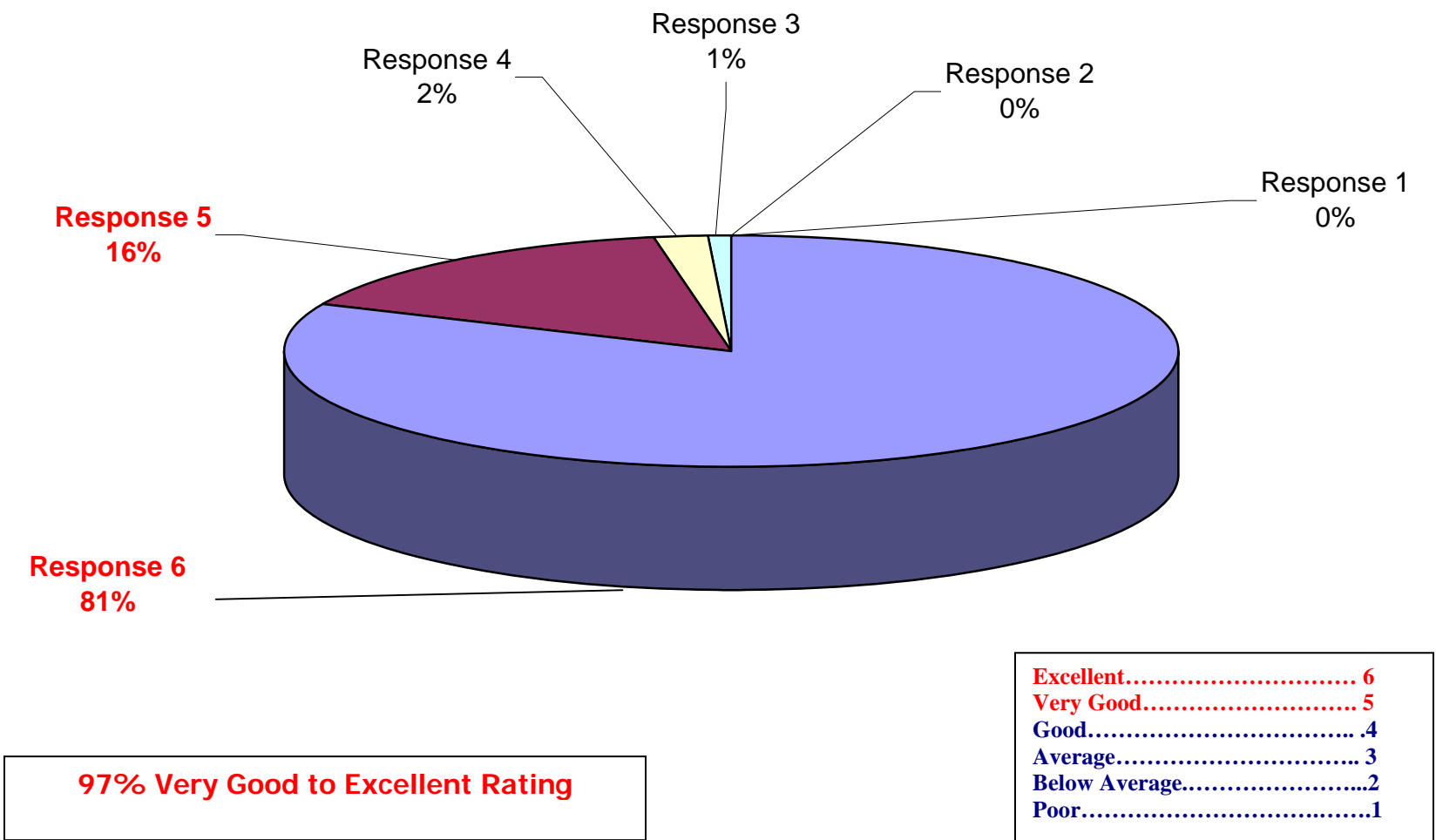


95% Very Good to Excellent Rating

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

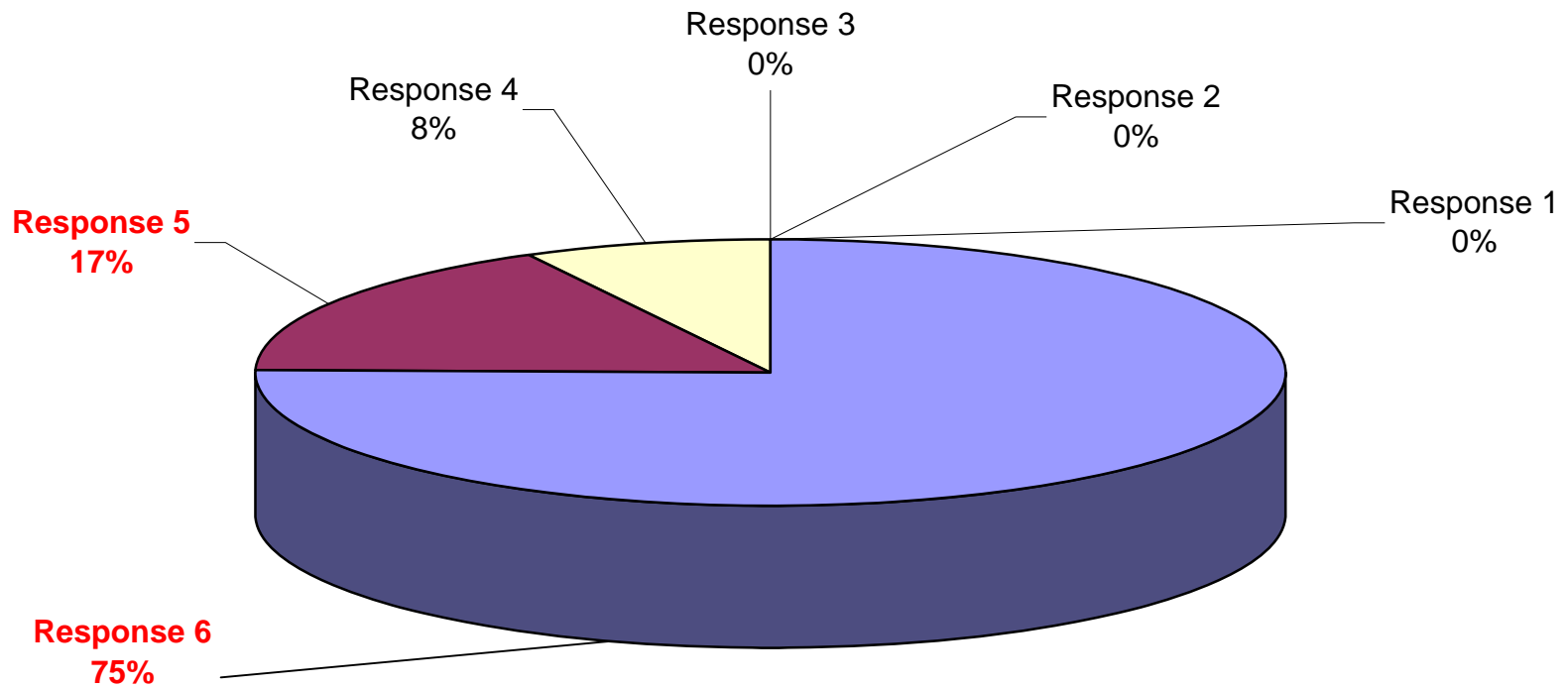
How would you rate the pension web site?

Question 3c



How would you rate written communications received from the staff?

Question 3d

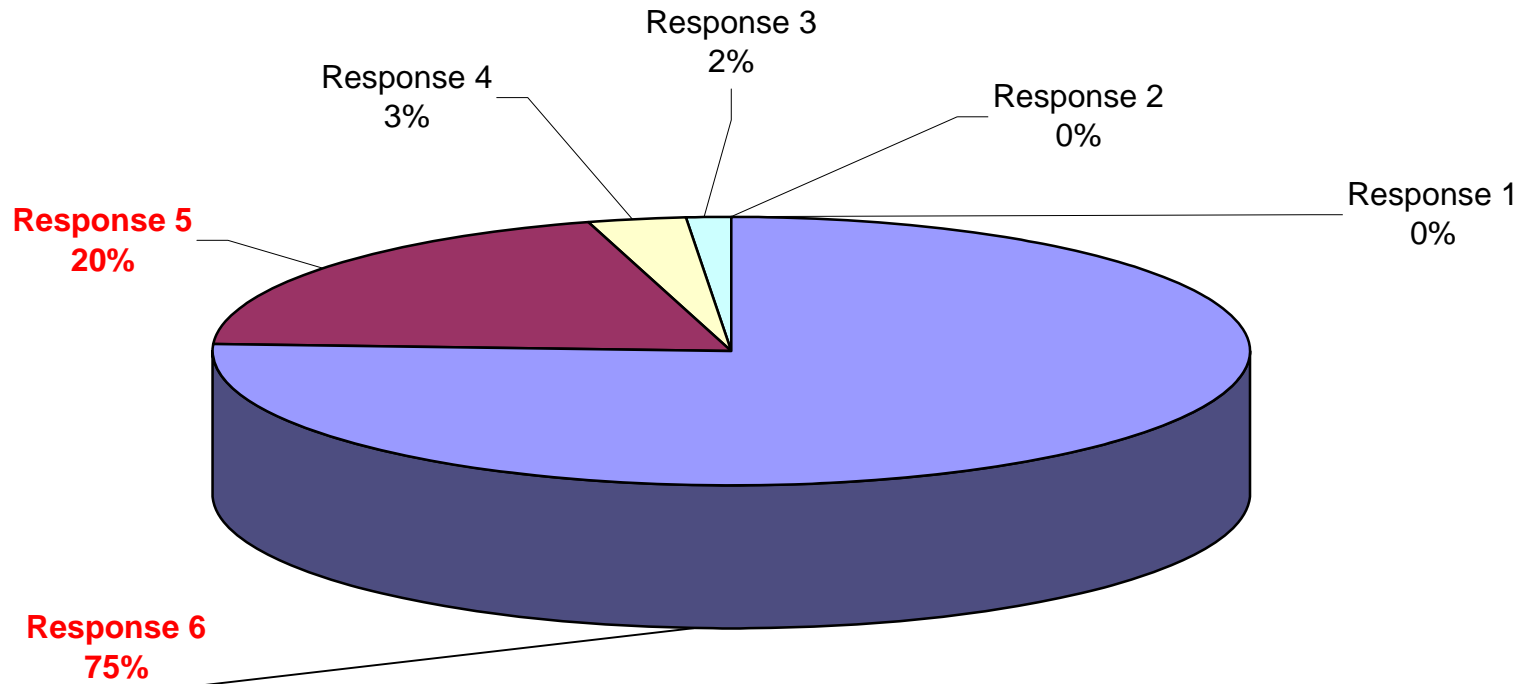


92% Very Good to Excellent Rating

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

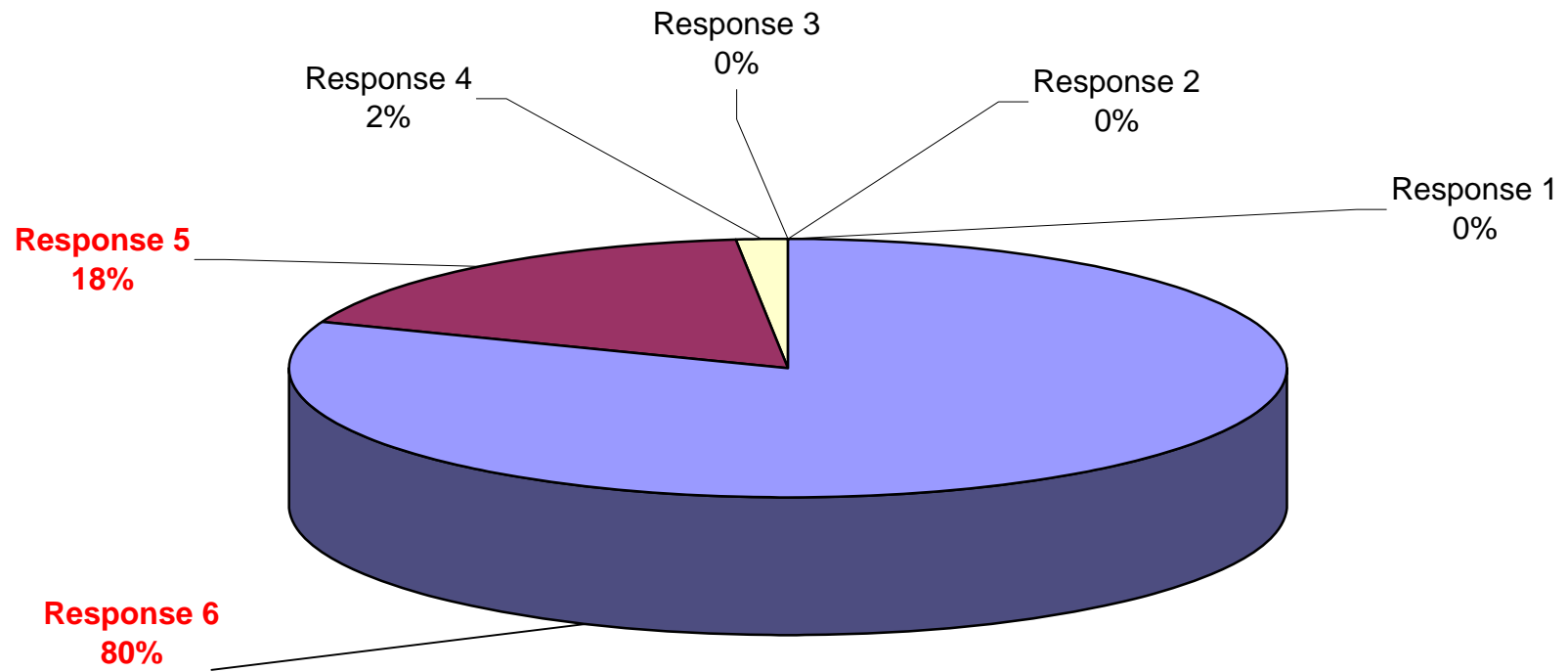


95% Very Good to Excellent Rating

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

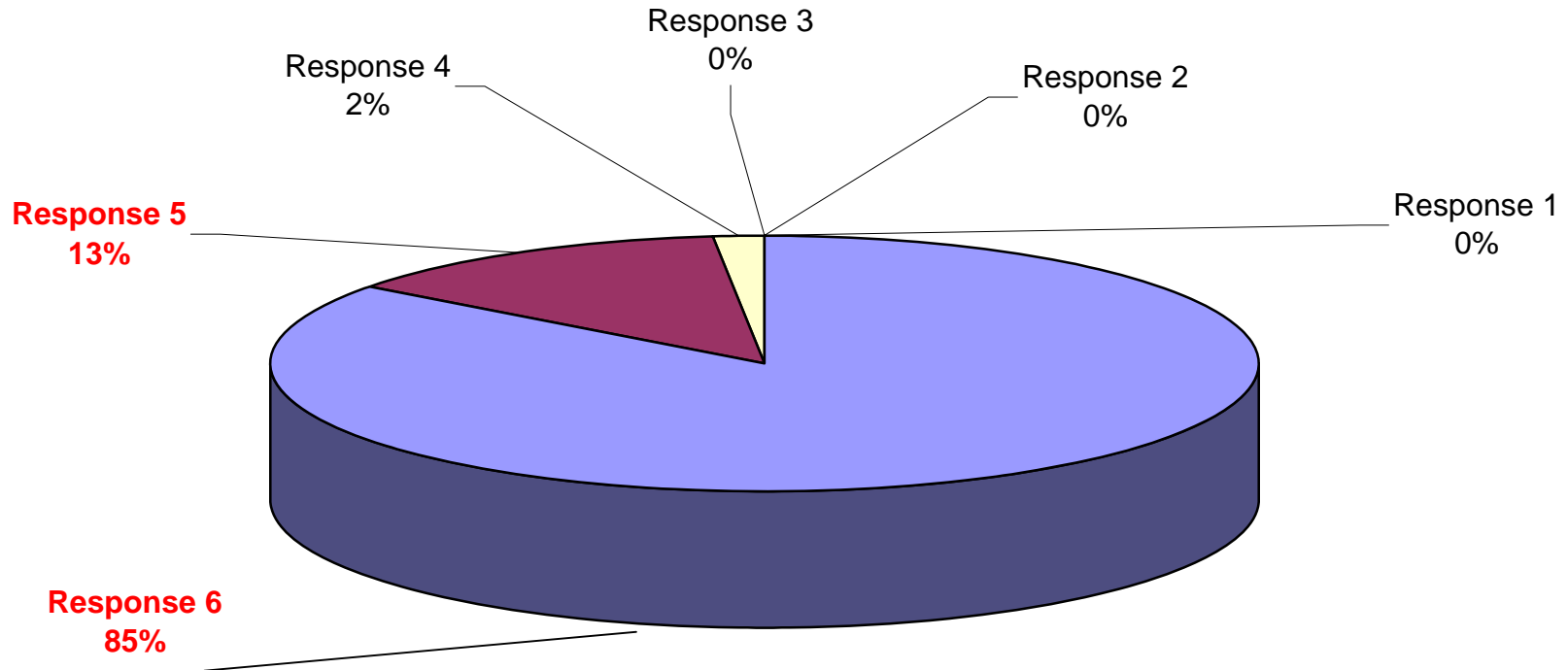


98% Very Good to Excellent Rating

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

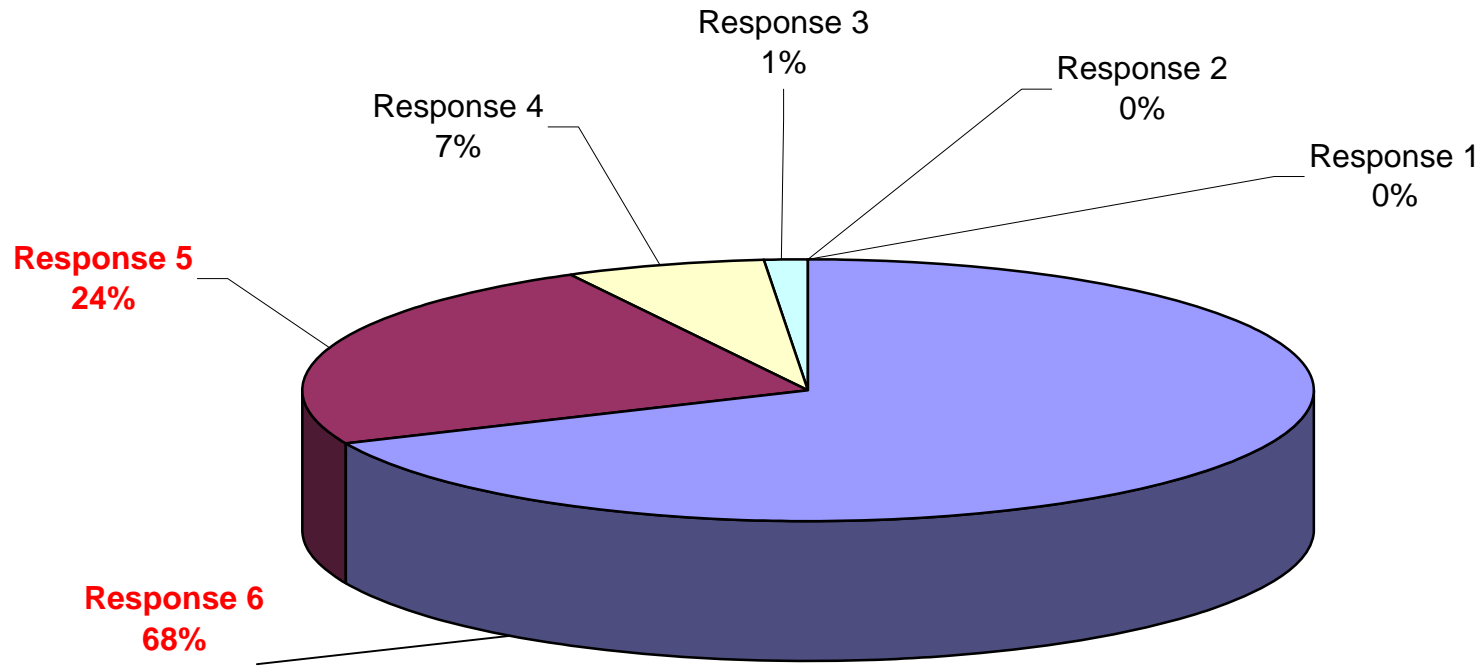


98% Very Good to Excellent Rating

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

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

Question 6

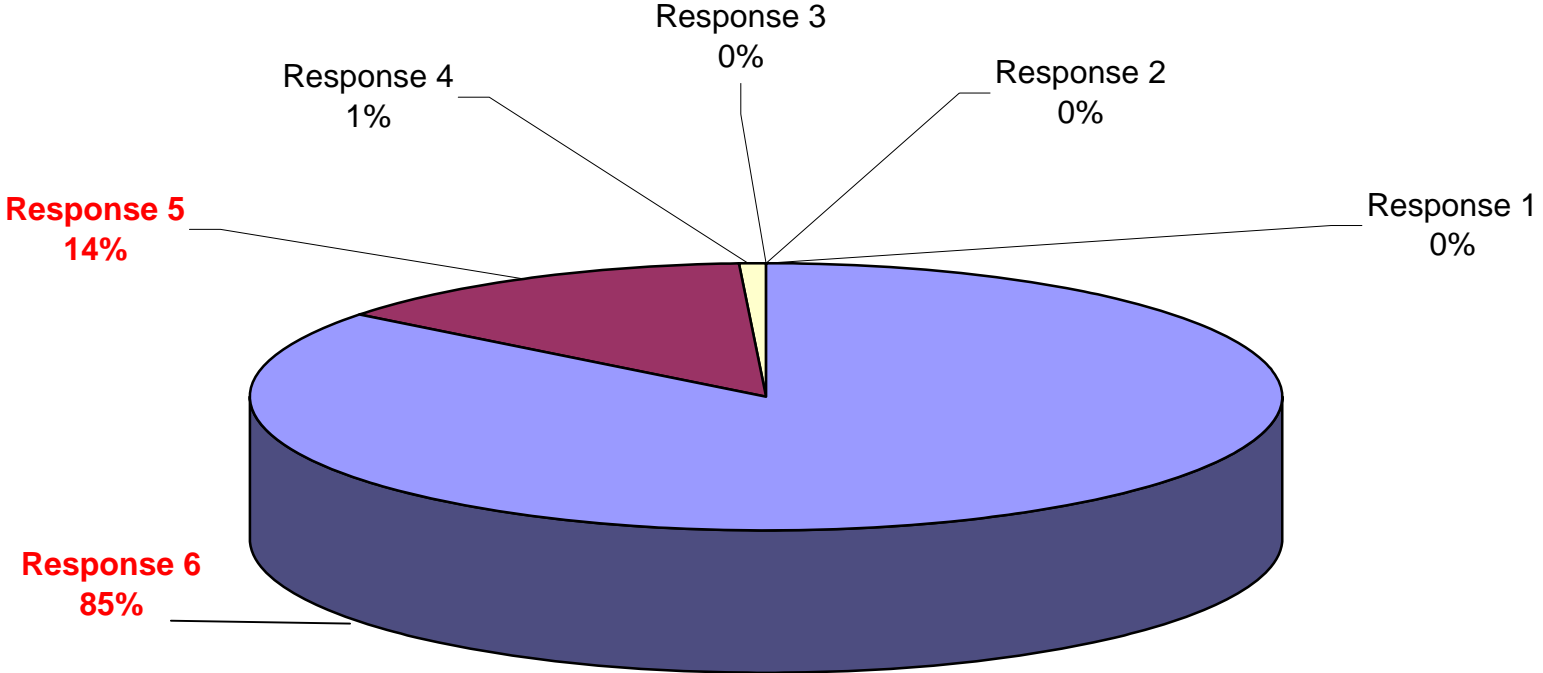


92% Very Good to Excellent Rating

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

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

Question 7

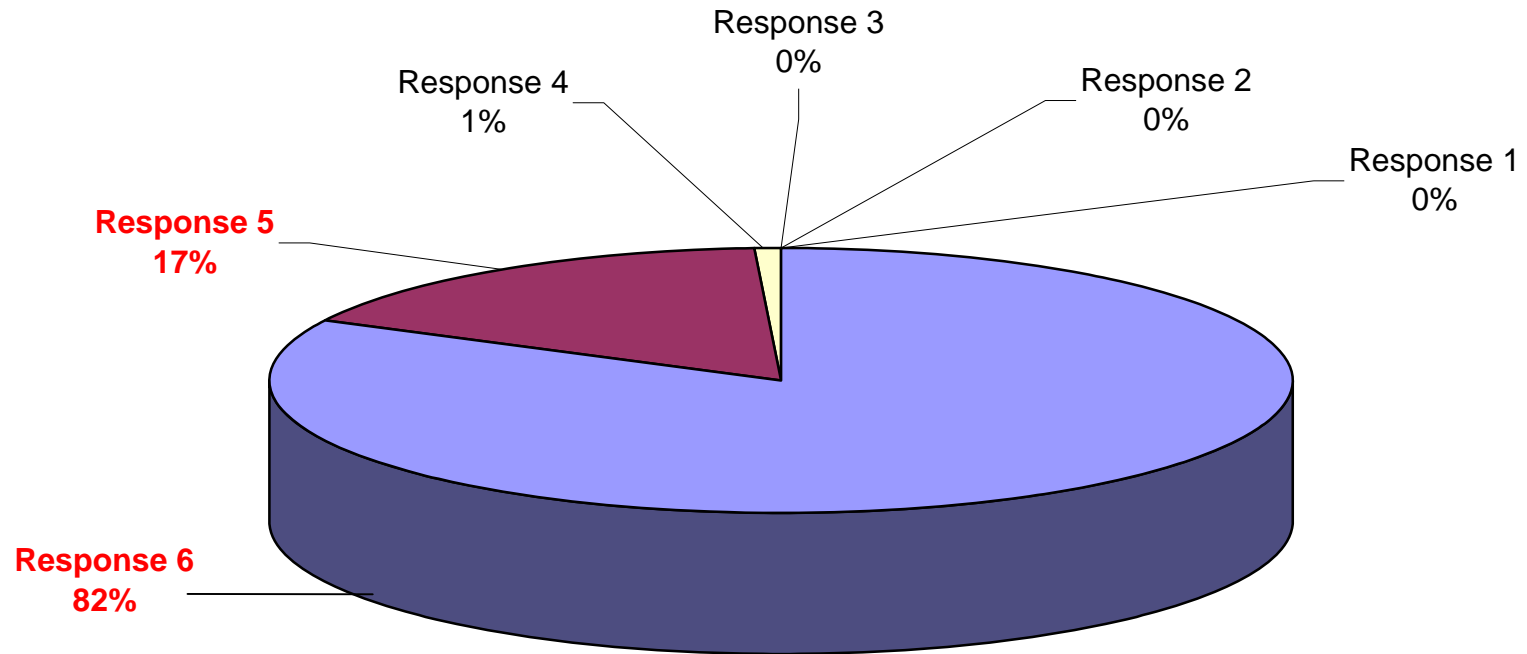


99% Very Good to Excellent Rating

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

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

Question 8

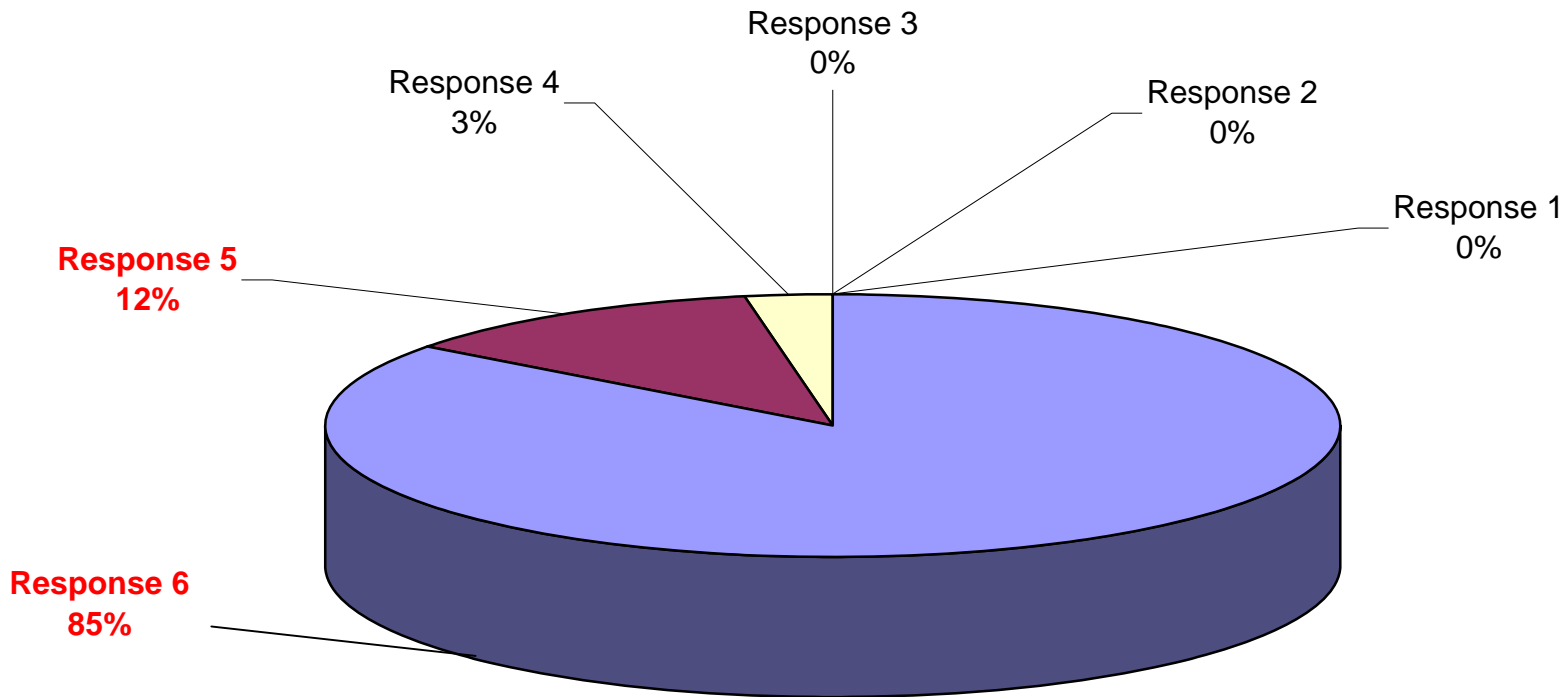


99% Very Good to Excellent Rating

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

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

Question 9

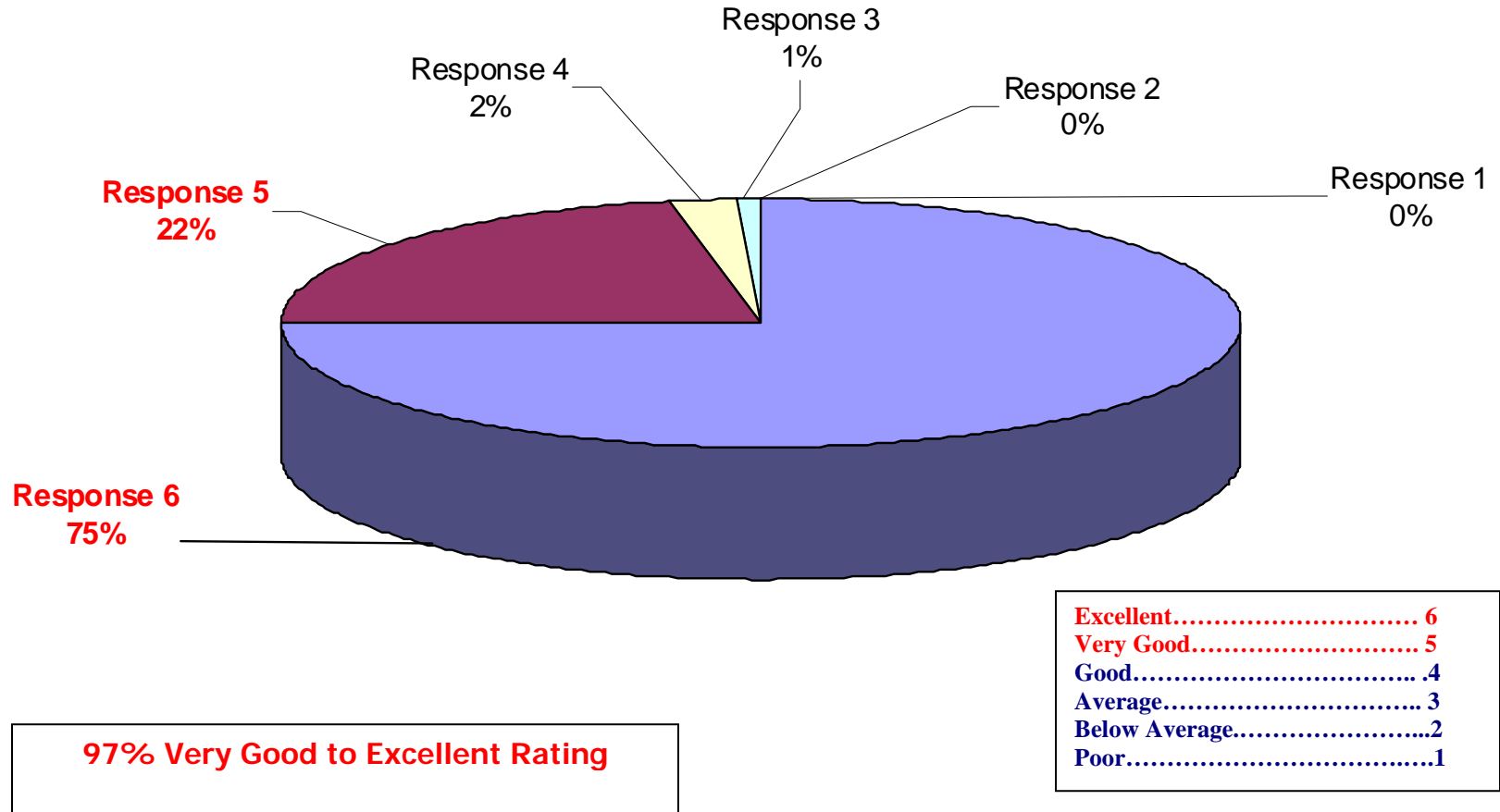


97% Very Good to Excellent Rating

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

How would you rate the overall performance of the staff?

Question 10

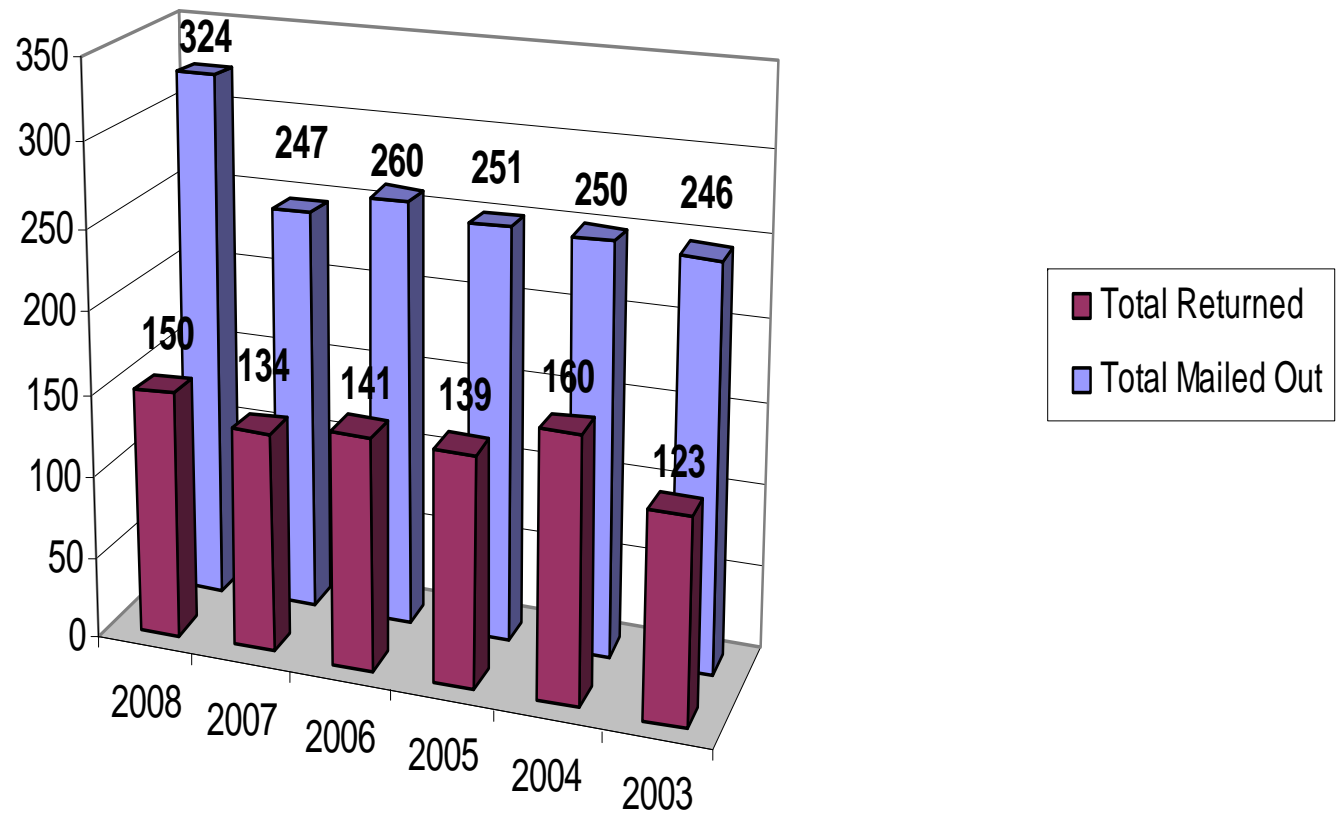


How would you rate the overall performance of the Board of Trustees?

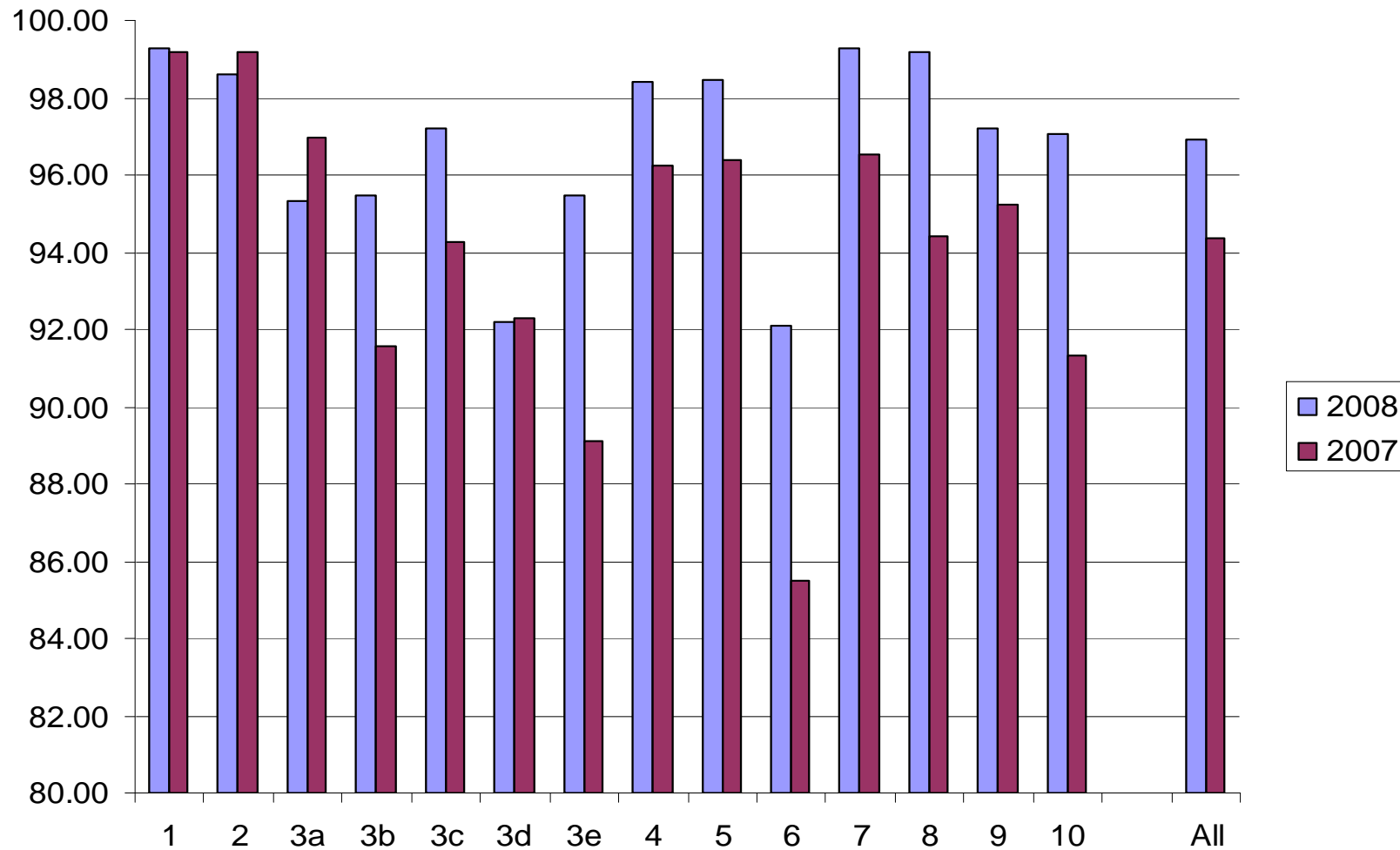


SECTION SIX
Historical Comparisons/Analysis

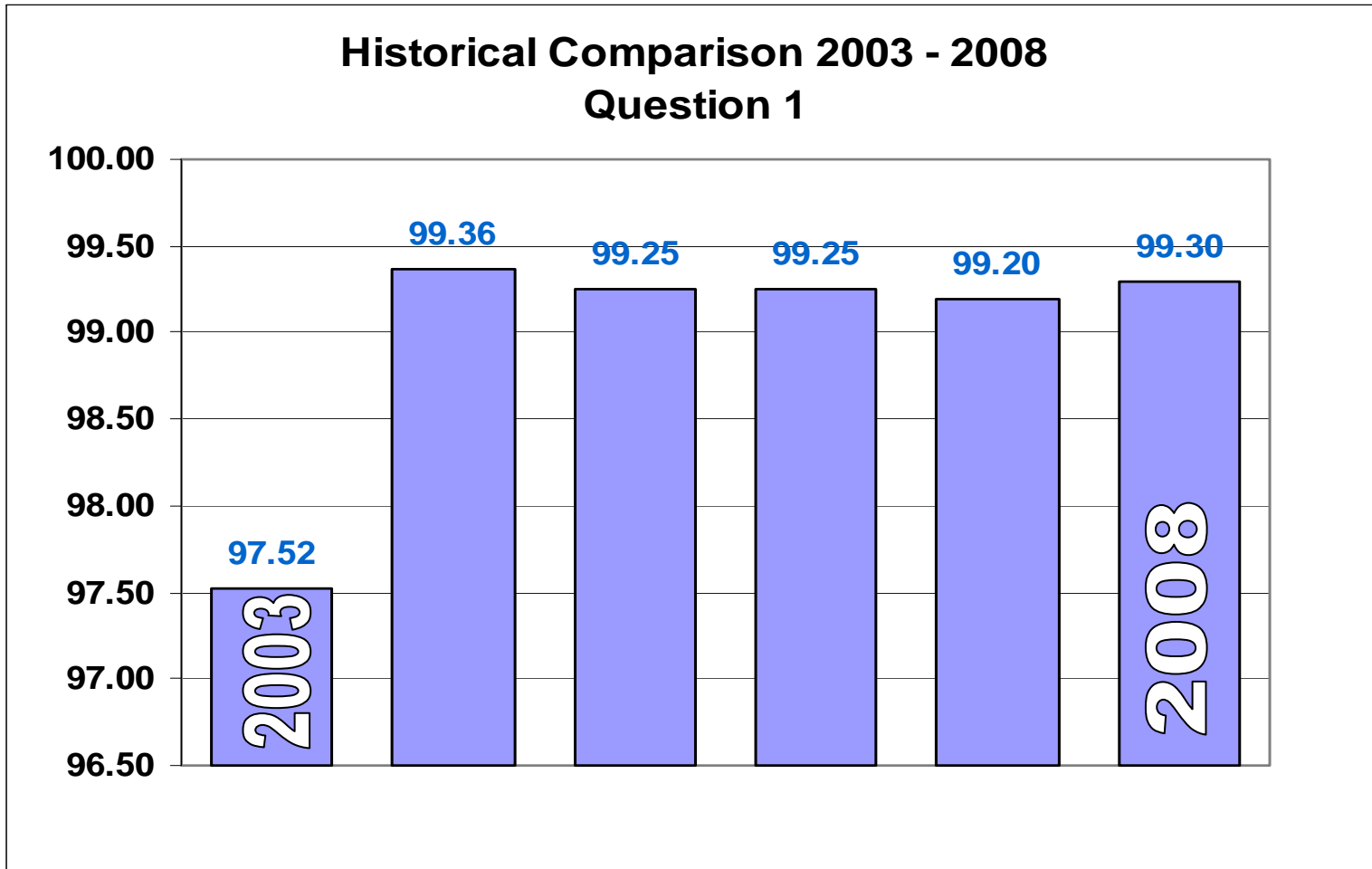
Historical Mail Out - Return Comparison



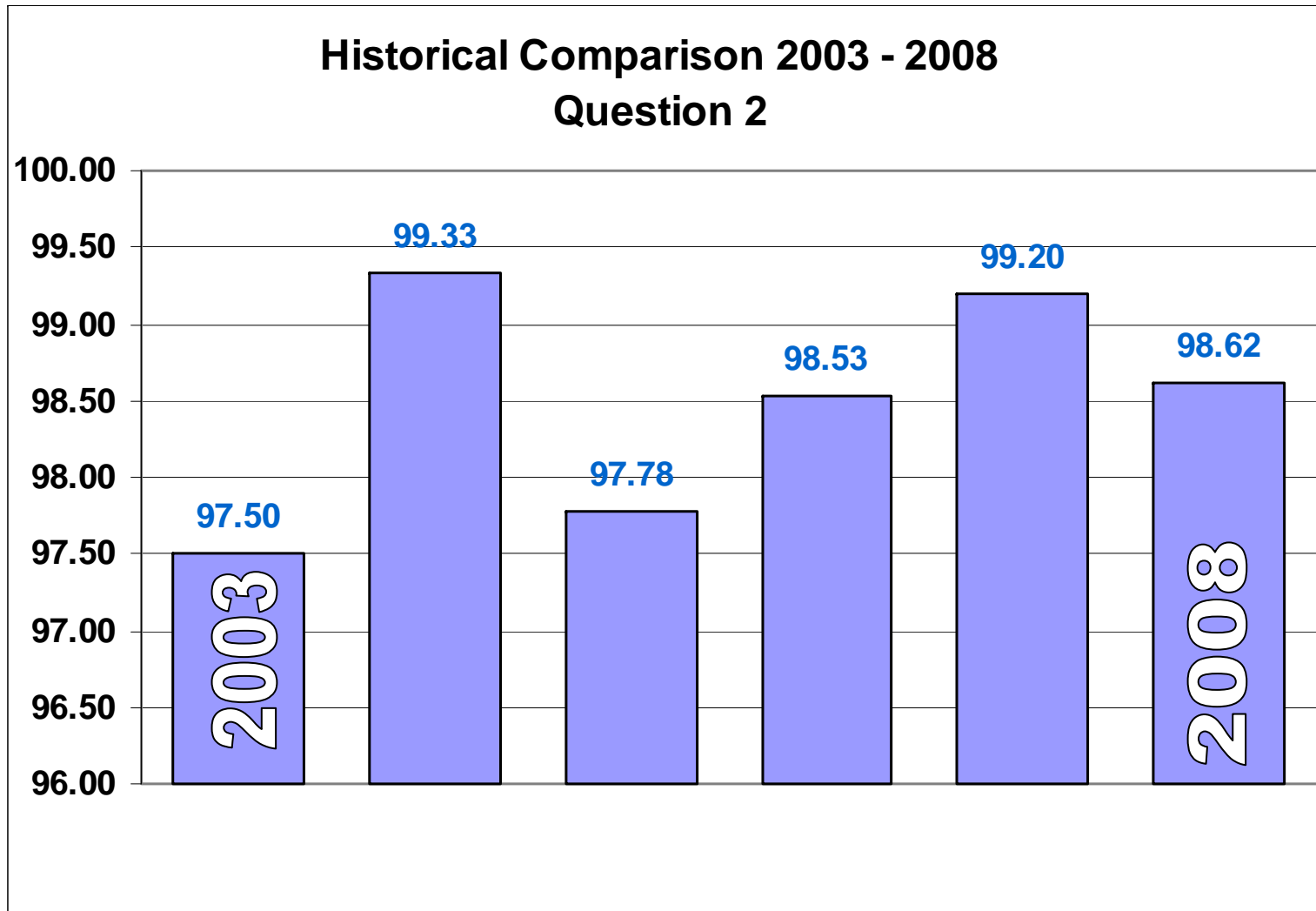
Survey Comparison 2008 vs. 2007



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

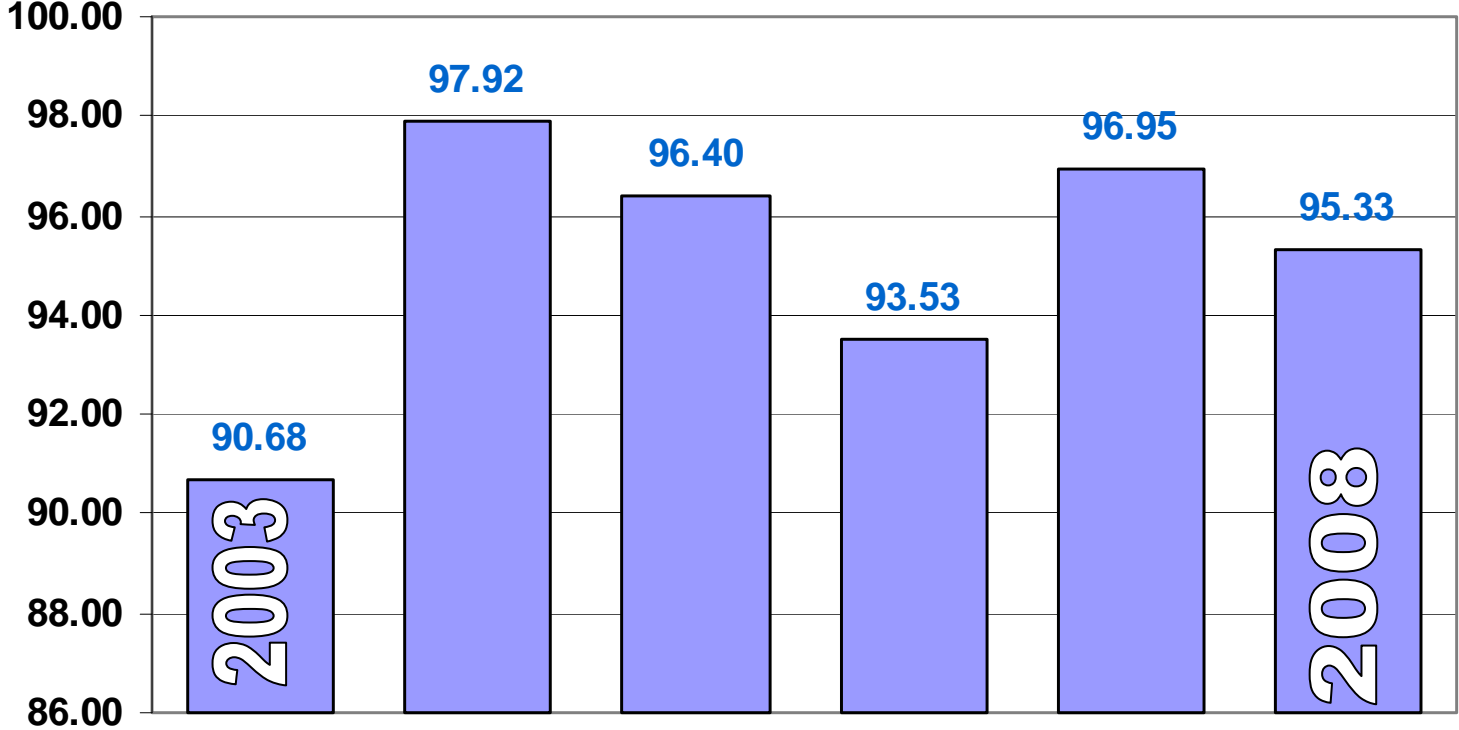


How would you rate the courtesy & respect you receive from our staff?



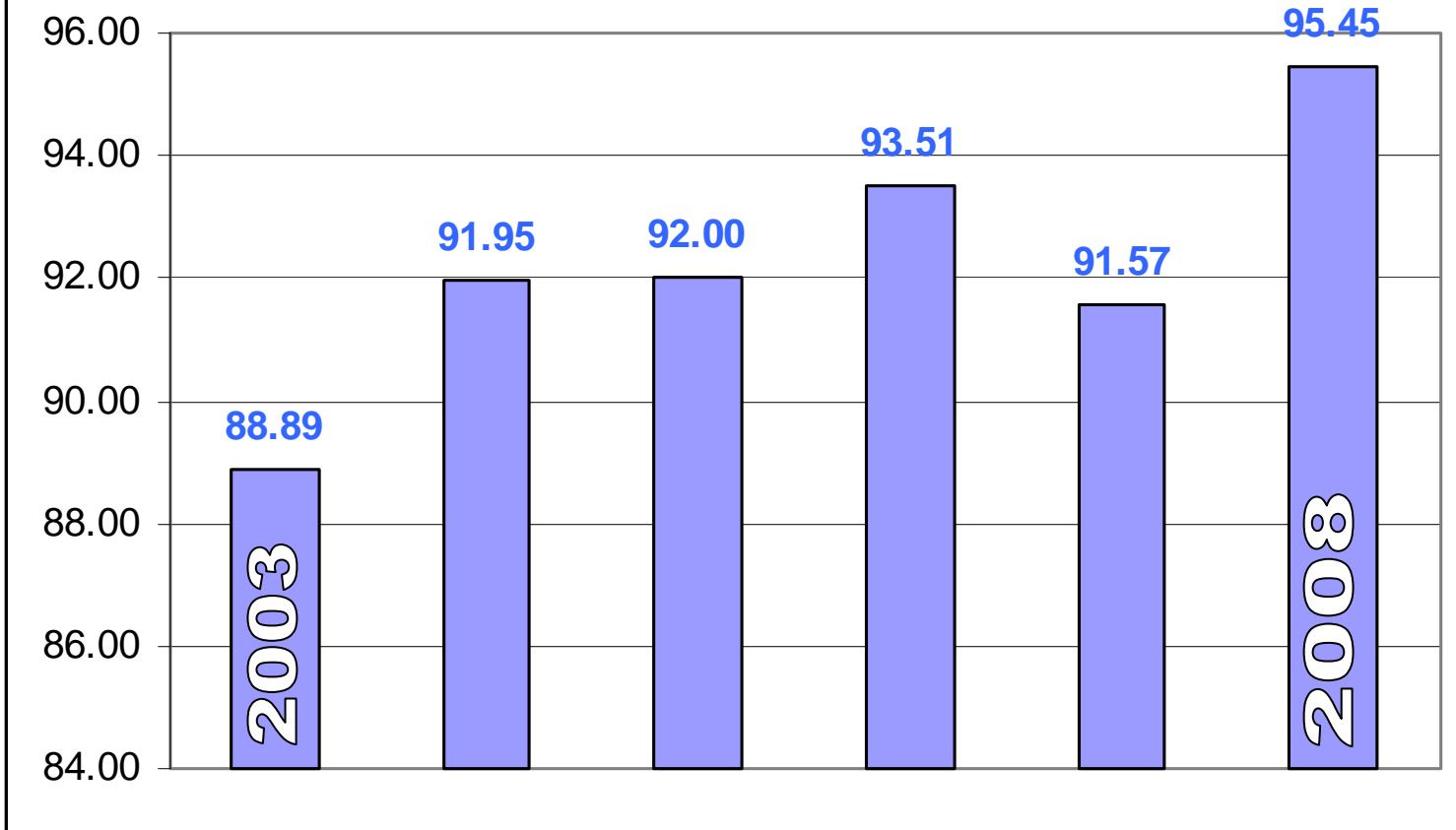
How would you rate the accuracy of the reports and documents received from the staff?

Historical Comparison 2003 - 2008
Question 3a



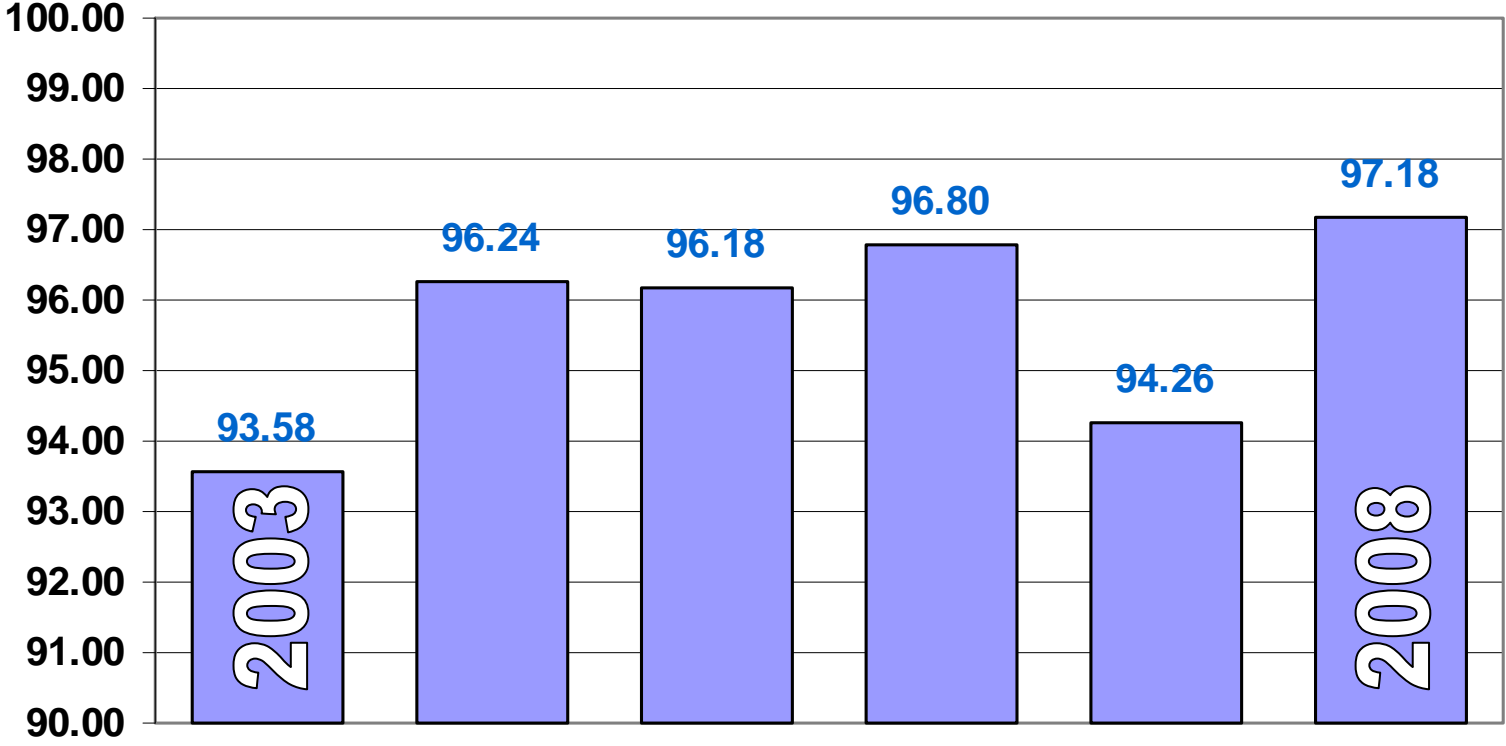
How would you rate the pension newsletter?

Historical Comparison 2003 - 2008 Question 3b



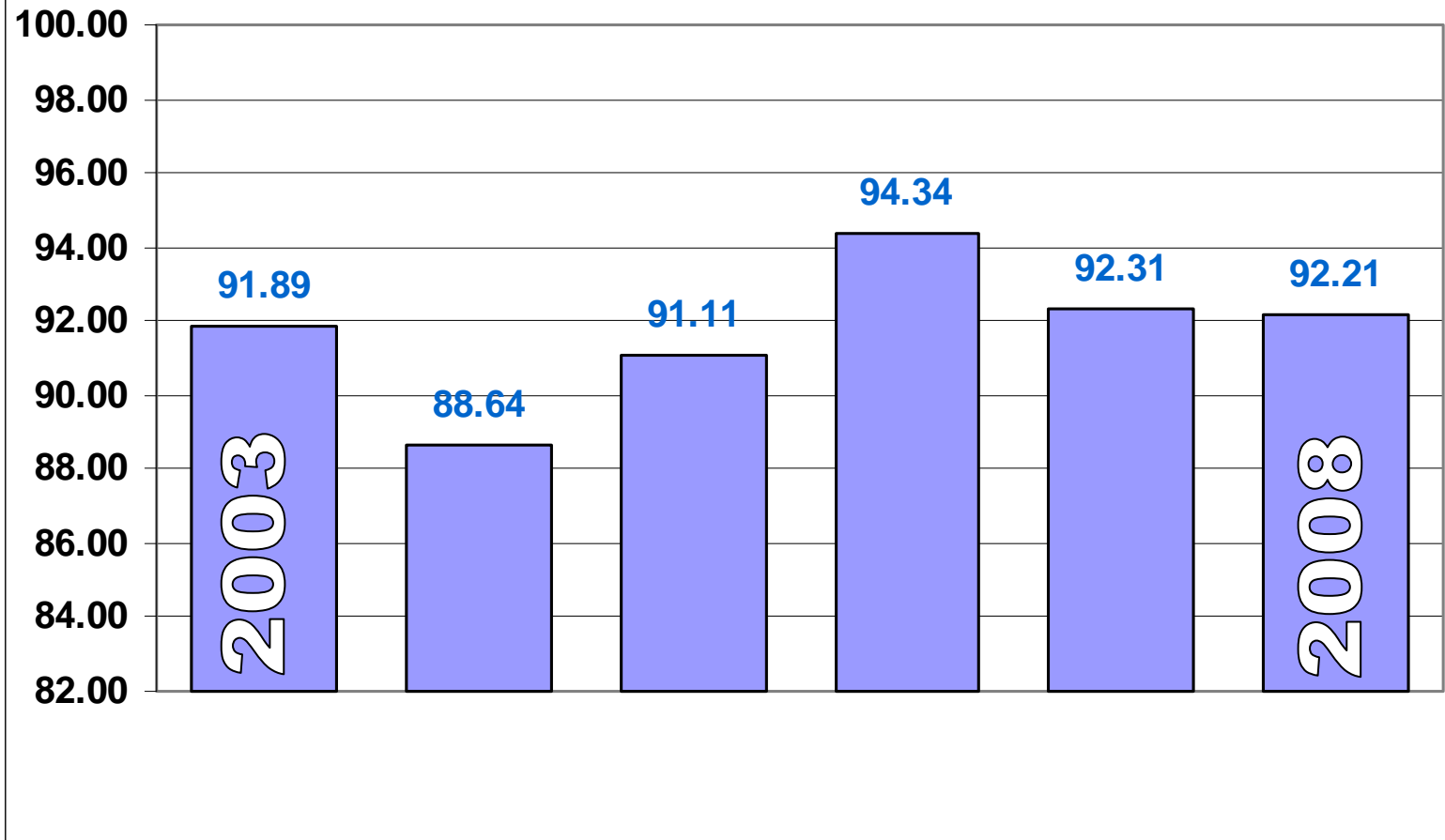
How would you rate the pension web site?

Historical Comparison 2003 - 2008 Question 3c



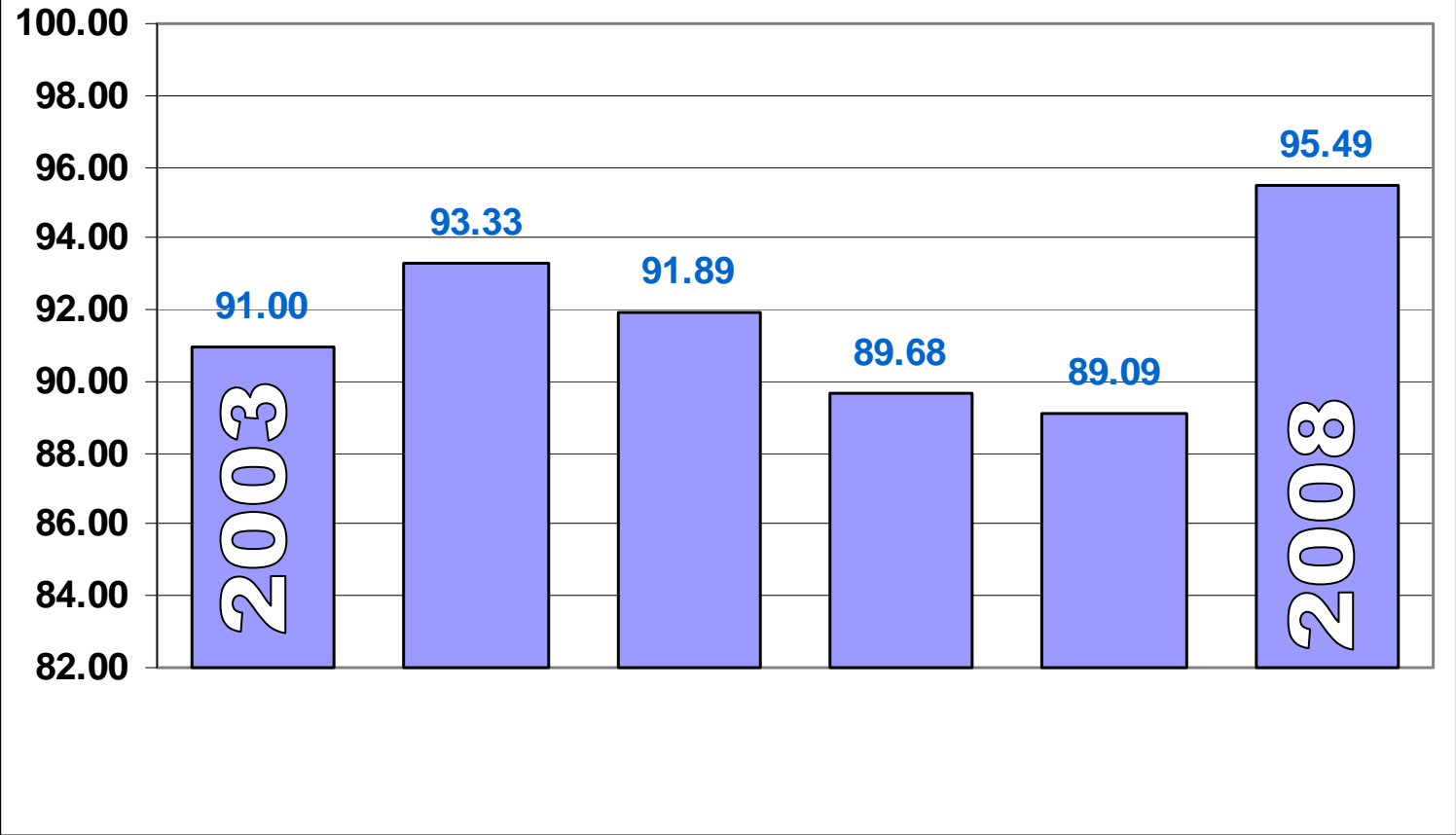
How would you rate written communications received from the staff?

Historical Comparison 2003 - 2008 Question 3d



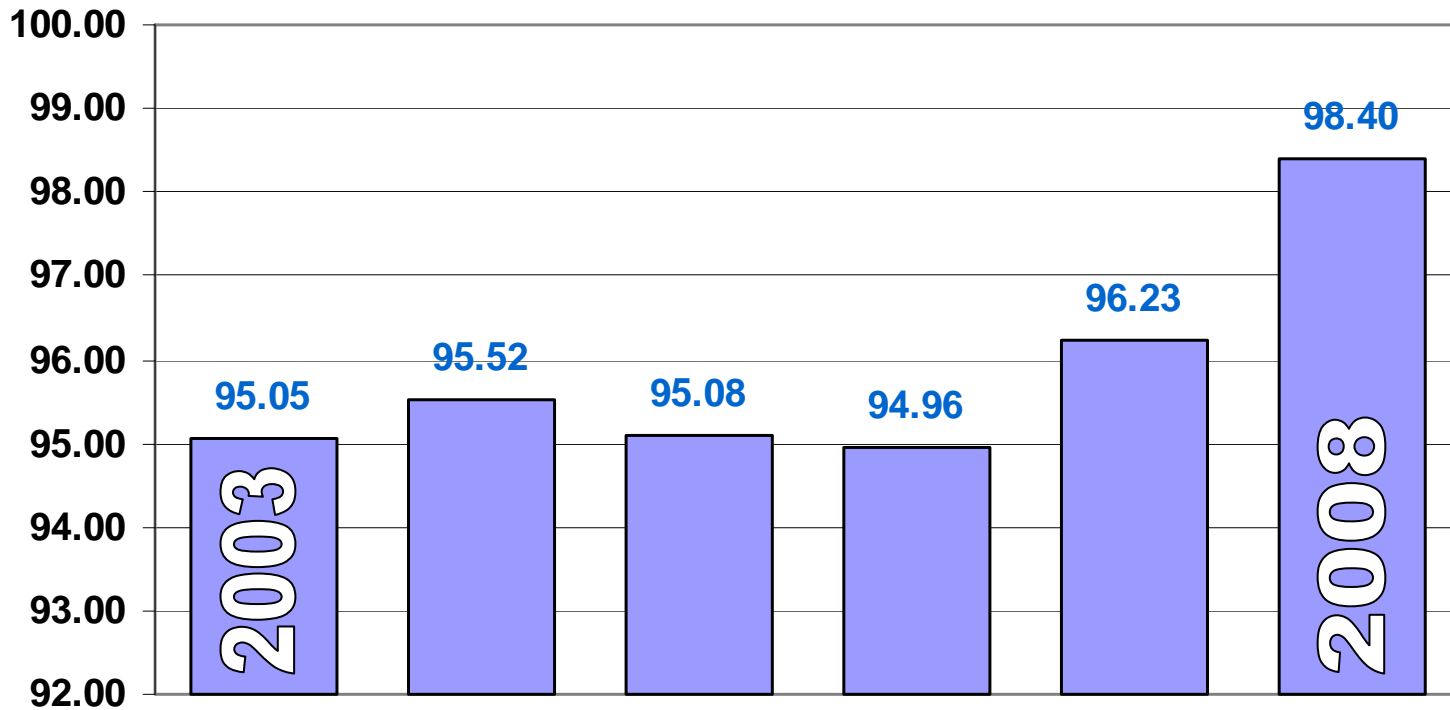
How would you rate e-mails received from the staff?

Historical Comparison 2003 - 2008 Question 3e

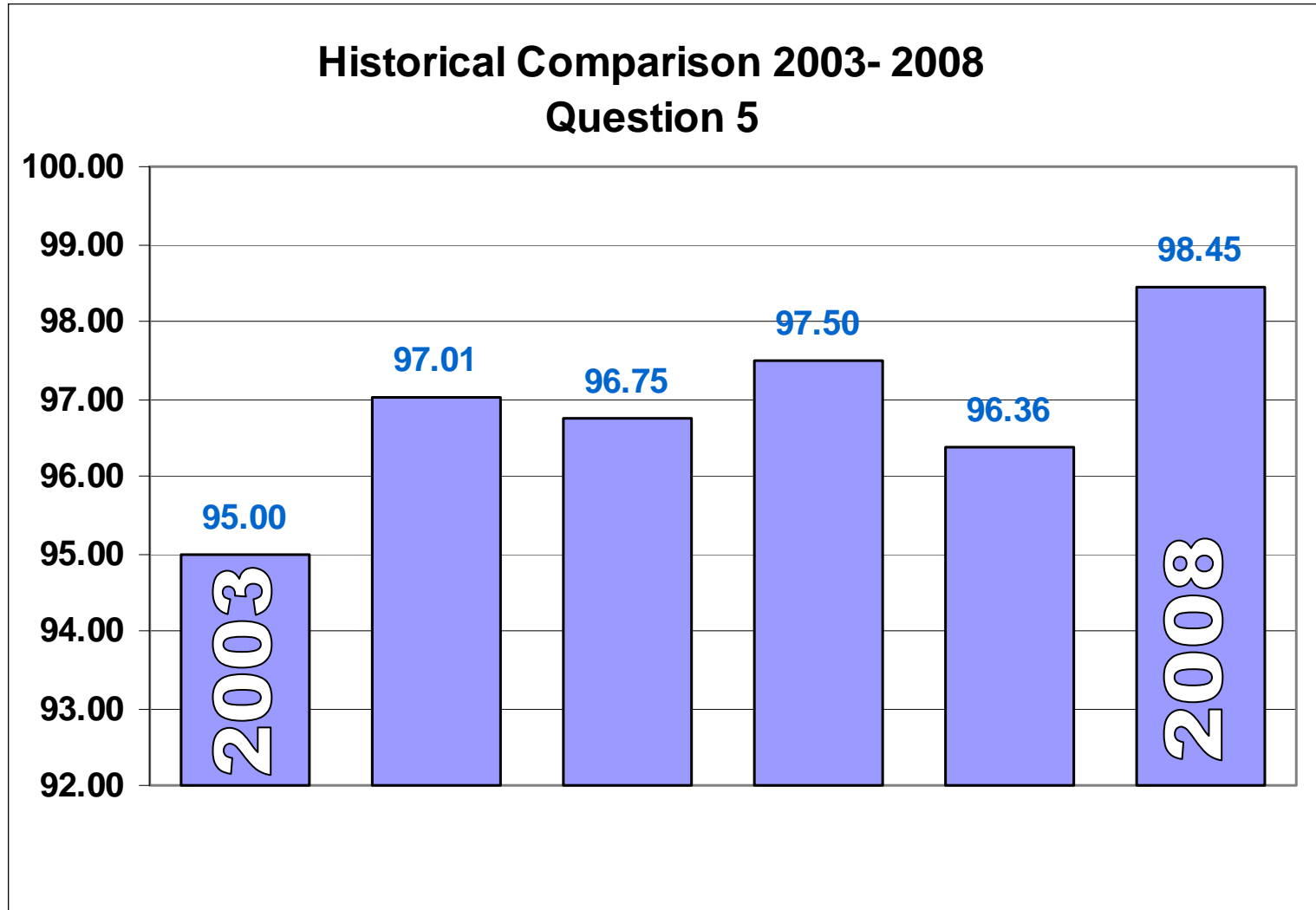


Over the last year, how do you feel about the lines of communication between the membership and the Board?

Historical Comparison 2003 - 2008 Question 4

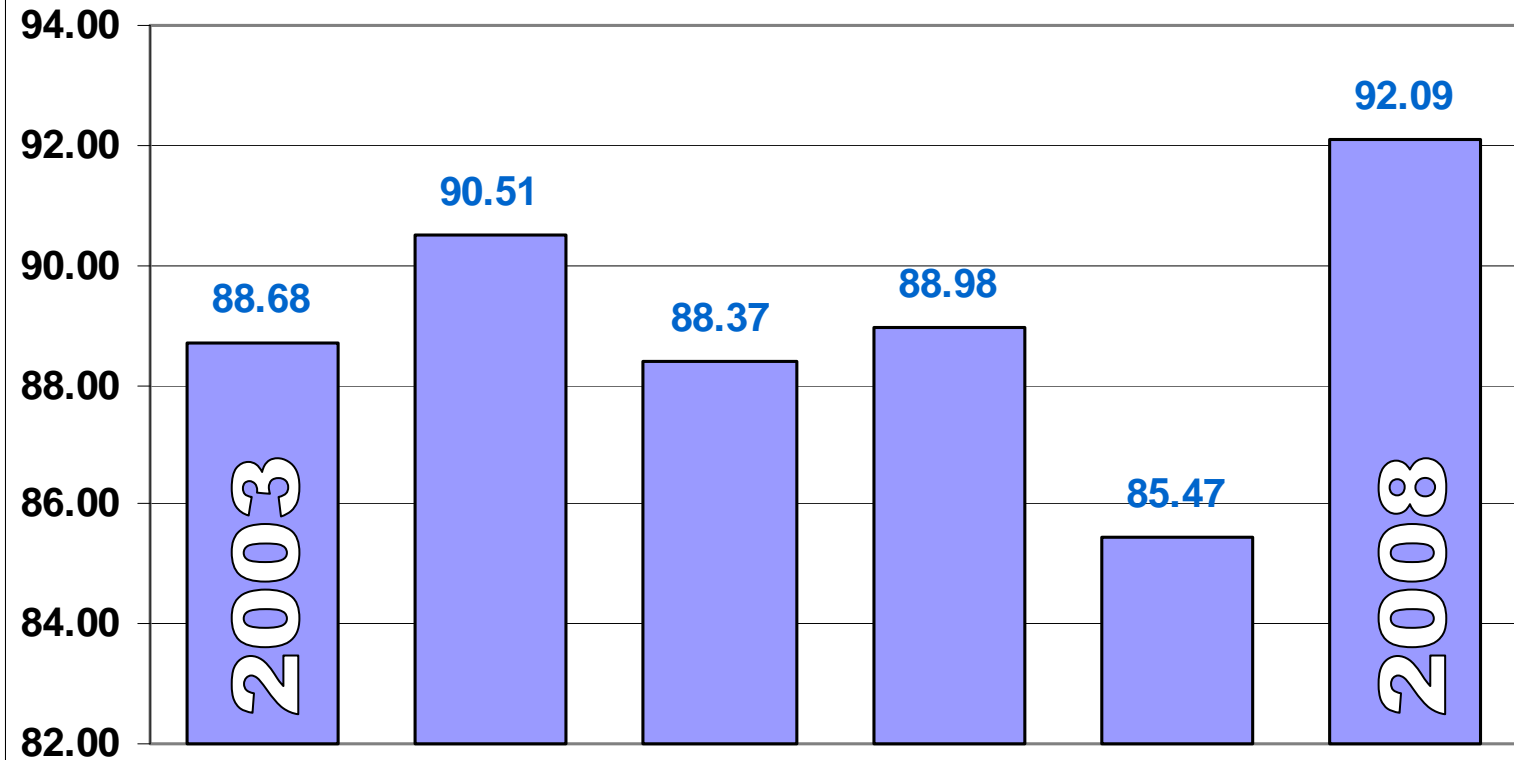


How does the staff listen to you and understand your needs?



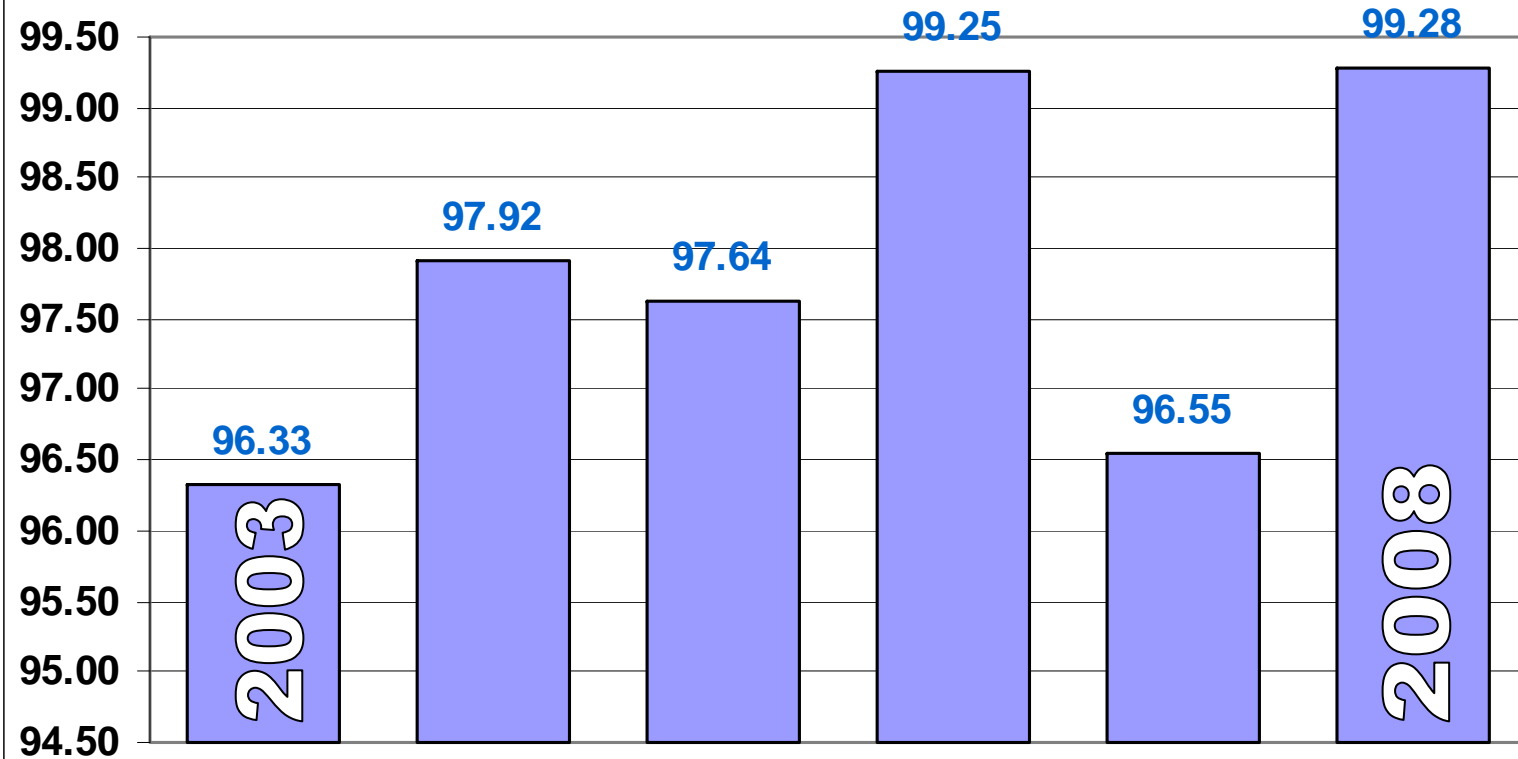
How would you rate the staff, in terms of being responsive to your requests and completing your objectives in a timely manner?

Historical Comparison 2003 - 2008 Question 6



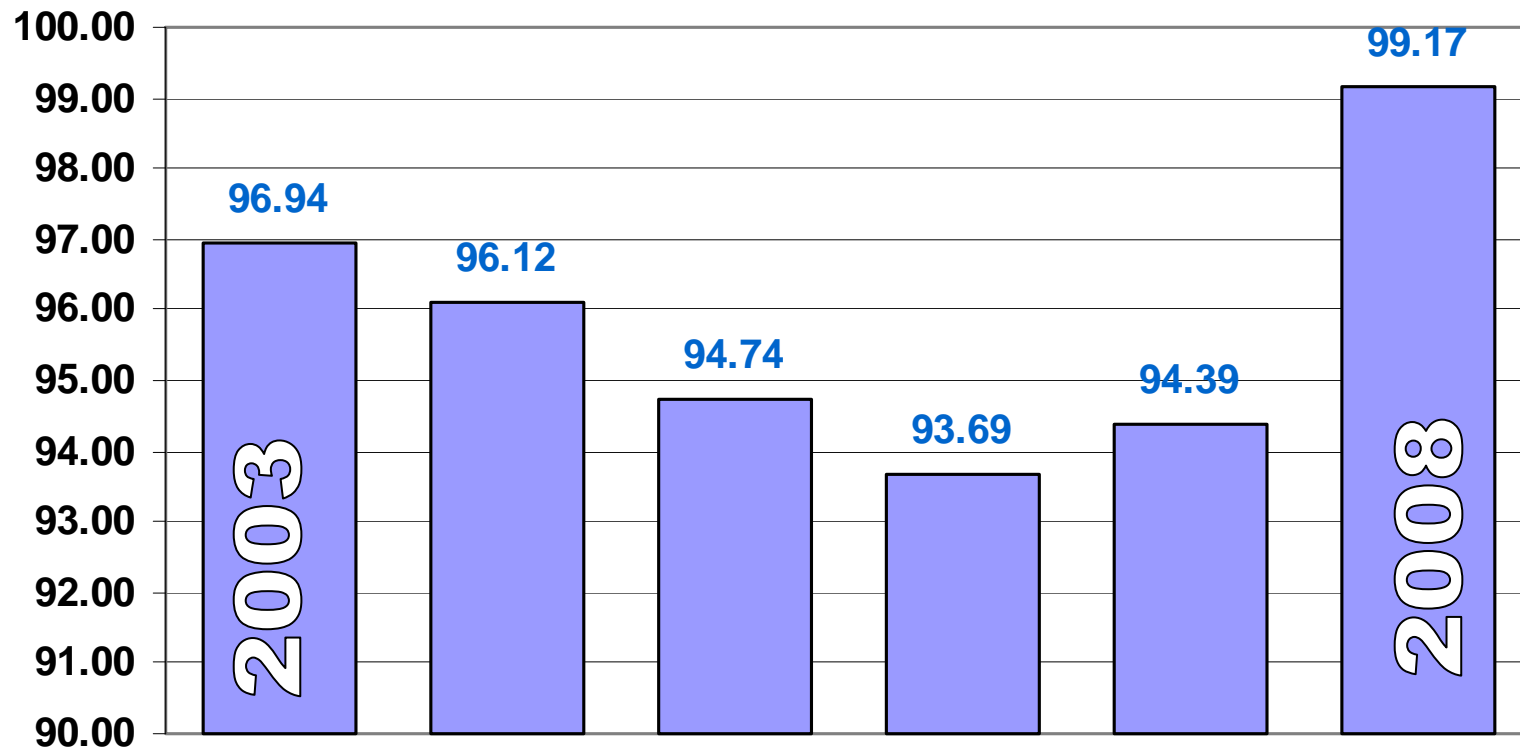
How would you rate the pension forms used by the system?

Historical Comparison 2003 - 2008 Question 7



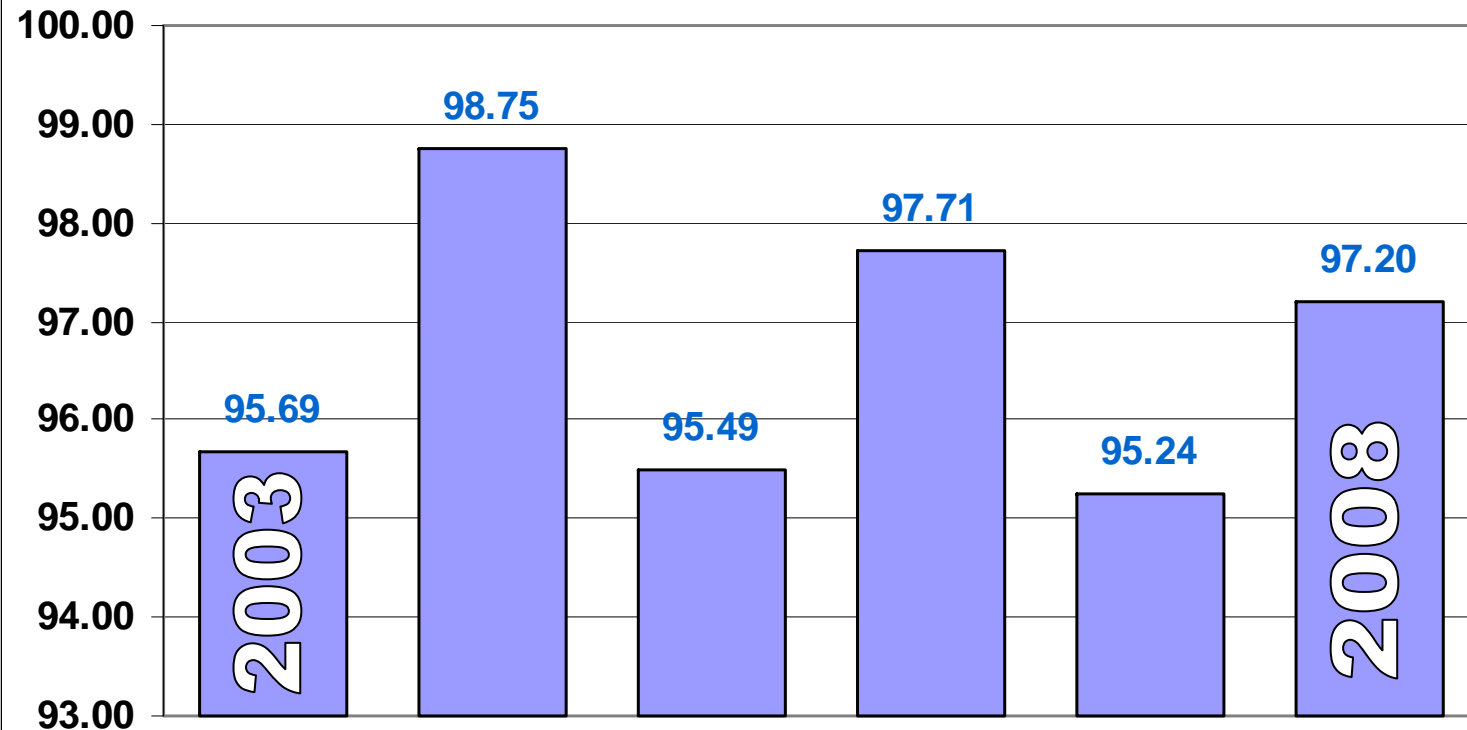
How would you rate the staff knowledge about the pension system?

Historical Comparison 2003 - 2008 Question 8



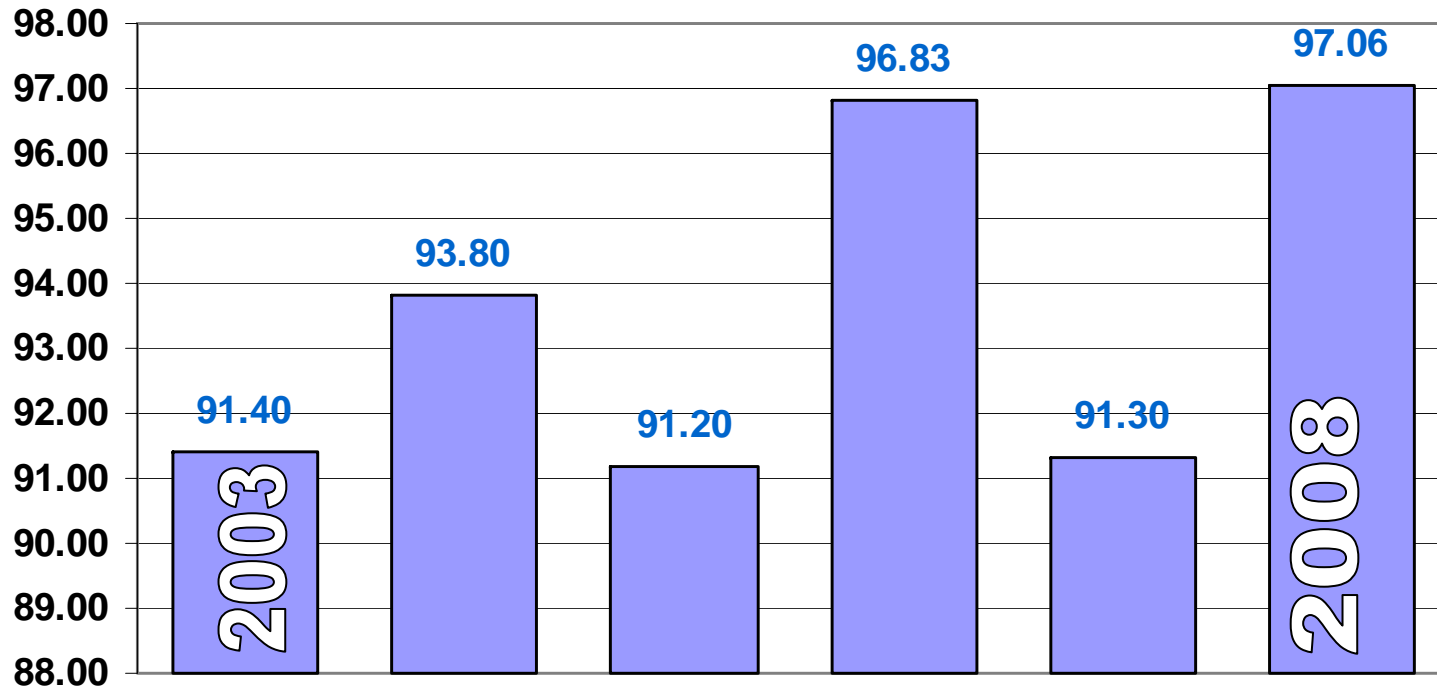
How would you rate the staff in terms of solving your problems?

Historical Comparison 2003 - 2008 Question 9



How would you rate the overall performance of the staff?

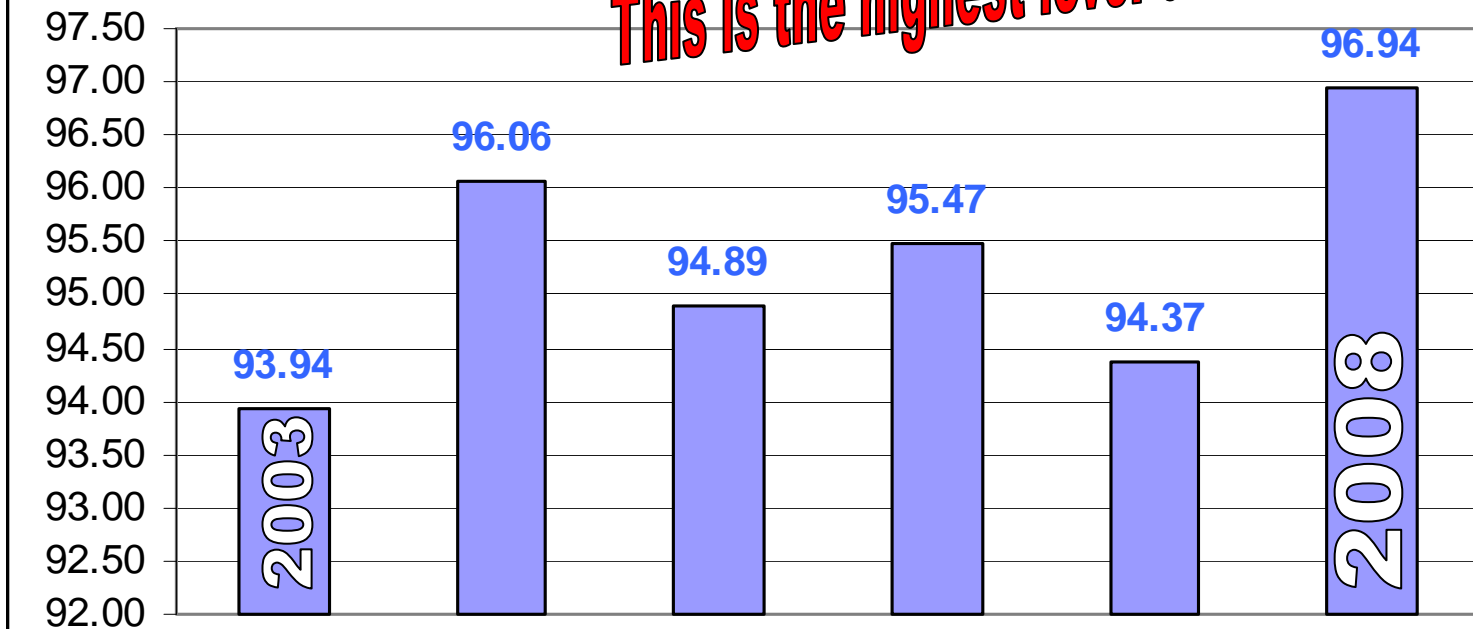
Historical Comparison 2003 - 2008 Question 10



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

Historical Comparison 2003 2008 All Questions Merged By Year

This is the highest level of overall satisfaction !!



This chart merges all of the responses of *very good* (5) to *excellent* (6) for all questions, by year to determine an overall level of satisfaction