

City of Hollywood Police Officers' Retirement System



Pension Satisfaction Survey Results
May 16, 2003



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

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

Telephone: (954) 967-4395 Fax: (954) 967-4387

TO: The Board of Trustees
FROM: David M. Williams, Plan Administrator
SUBJECT: Pension Satisfaction Survey Results
DATE: May 16, 2003

The following survey was developed to determine the level of satisfaction as gauged by our customers, who are the Retirees of the City of Hollywood Police Officers' Retirement System.

When developing this survey, I contacted several other retirement systems to see if they have ever done such a performance measurement. I was surprised to learn that no such surveys existed. In fact, the Florida Public Pension Trustees Association was also unaware of any plan surveys of this nature when they were contacted.

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 enclosed herein*). It is believed that some members would be intimidated in giving true responses if they had to provide their names. If they had negative things to say, we wanted to hear it and strive to improve in that area, if warranted.

While reviewing the results, it should be known that 246 surveys were mailed out to the retired membership. 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. A total of 123, or 50% of the surveys were returned. In contacting the Broward County Police Benevolent Association (*an organization widely known for conducting surveys*) it was learned that in general, there is normally 40-60% return rate for their surveys.

The range of 0 – 6 was used to solicit a 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 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.

Please Continue

e-mail: info@hollywoodpolicepensionfund.com

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Survey Results
May 16, 2003

For particulars concerning the rating value, please review the sample survey.

Overall, staff was quite proud and appreciative of the comments made by the members. There were many accolades for the Board as well. Of course the responses offered were across the board, but proved to be very interesting reading. I would be remiss if I did not let the Board know that the theme for the older retirees, particularly the widows was a (*COLA*) cost of living allowance. Even though this is certainly a very difficult economic time, this information could be offered to the collective bargaining unit when the time presents itself to be formally addressed.

It is my hope that you find this information helpful. I look forward to your comments and continuing to work together in the best interest of the plan and the members.



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POLICE OFFICERS' RETIREMENT SYSTEM**

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

Telephone: (954) 967-4395 Fax: (954) 967-4387

April 8, 2003

«Name» «Last_Name»
«Street_Address»
«City», «State» «Zip»

Re: Pension Survey

Dear «Name»:

Enclosed herein, please find a 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 May 1, 2003.

Keep in mind that staff is defined as Dave Williams and Cheryl Winton. 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.

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

Respectfully,

David Strauss

David Strauss, *Chairman*
FOR THE BOARD

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/ Do not know.....0

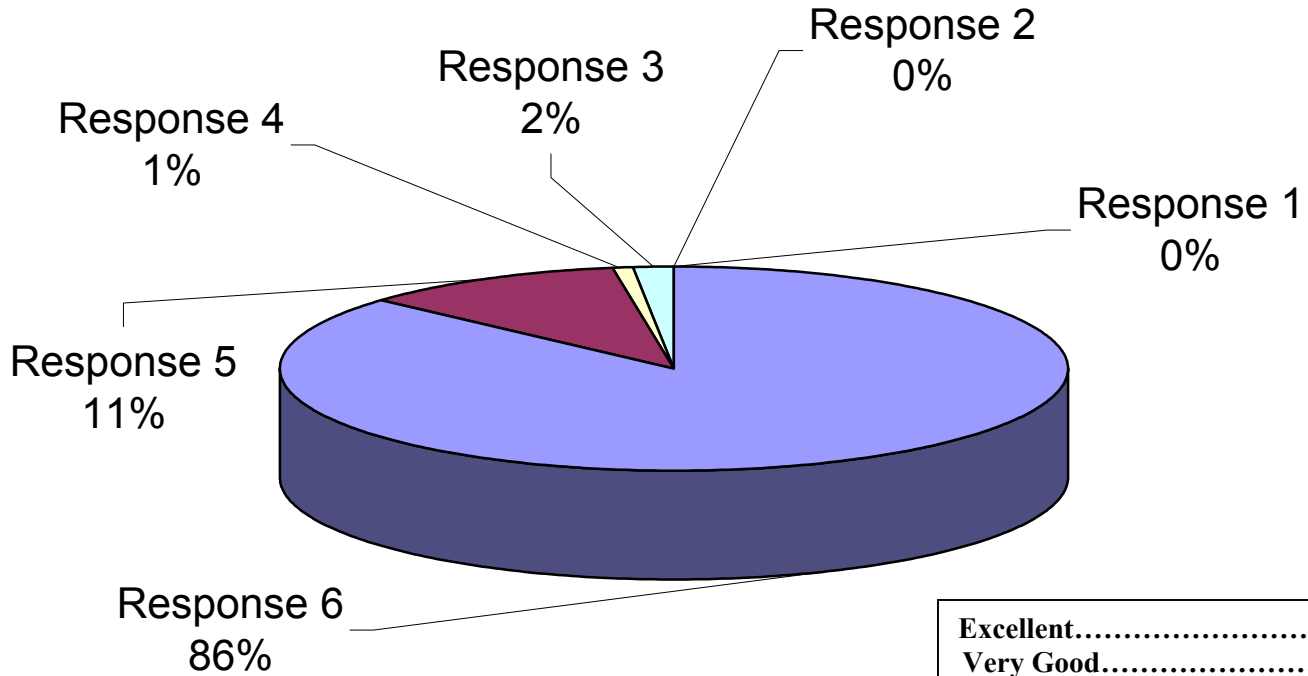
1. How would you rate the courtesy & respect you receive from our staff? _____
2. What would rate the accuracy of the reports and documents received from the staff? _____
3. In the area of communication:
 - a. How would you rate the pension newsletter? _____
 - b. How would you rate the pension web site? _____
 - 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 teamwork of the staff? _____
8. How would you rate the staff knowledge about the pension system? _____
9. How would you rate the staff in terms of solving your problems? _____
10. How would you rate the overall performance of the staff? _____
11. How would you rate the overall performance of the Board of Trustees? _____
12. Please note comments/suggestions: _____

13. Name: (Optional) _____

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

1. How would you rate the courtesy & respect you receive from our staff?
Results: 97% Very Good to Excellent Rating
2. What would 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: 91% Very Good to Excellent Rating
 - b. How would you rate the pension web site?
Results: 89% Very Good to Excellent Rating
 - c. How would you rate written communications received from the staff?
Results: 93% 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: 91% Very Good to Excellent Rating
4. How does the staff listen to you and understand your needs?
Results: 95% 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: 94% Very Good to Excellent Rating
6. How would you rate the pension forms used by the system?
Results: 89% Very Good to Excellent Rating
7. How would you rate the teamwork of the staff?
Results: 97% Very Good to Excellent Rating
8. How would you rate the staff knowledge about the pension system?
Results: 96% Very Good to Excellent Rating
9. How would you rate the staff in terms of solving your problems?
Results: 97% Very Good to Excellent Rating
10. How would you rate the overall performance of the staff?
Results: 96% Very Good to Excellent Rating
11. How would you rate the overall performance of the Board of Trustees?
Results: 91% Very Good to Excellent Rating

Question 1

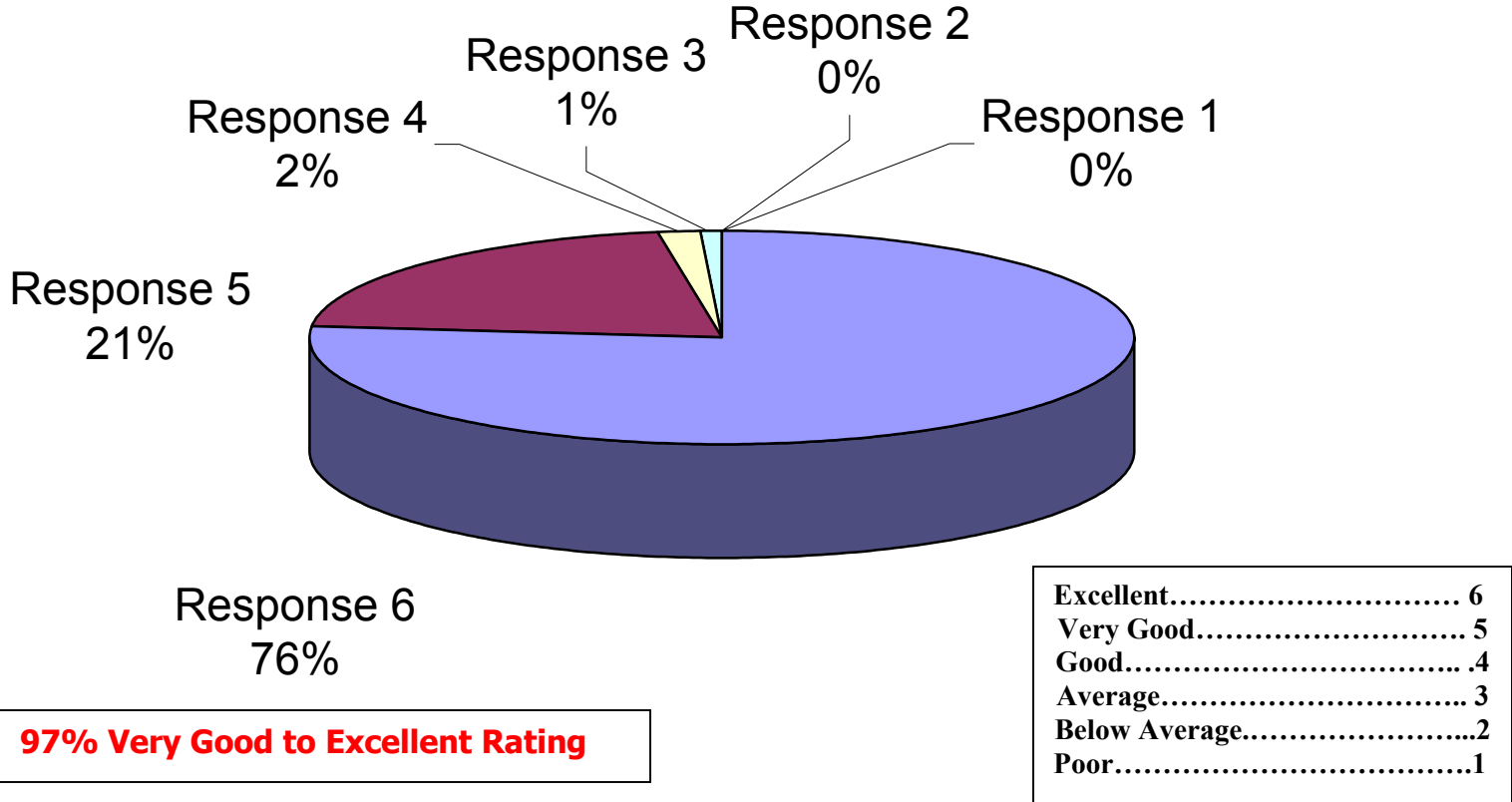


97% Very Good to Excellent Rating

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

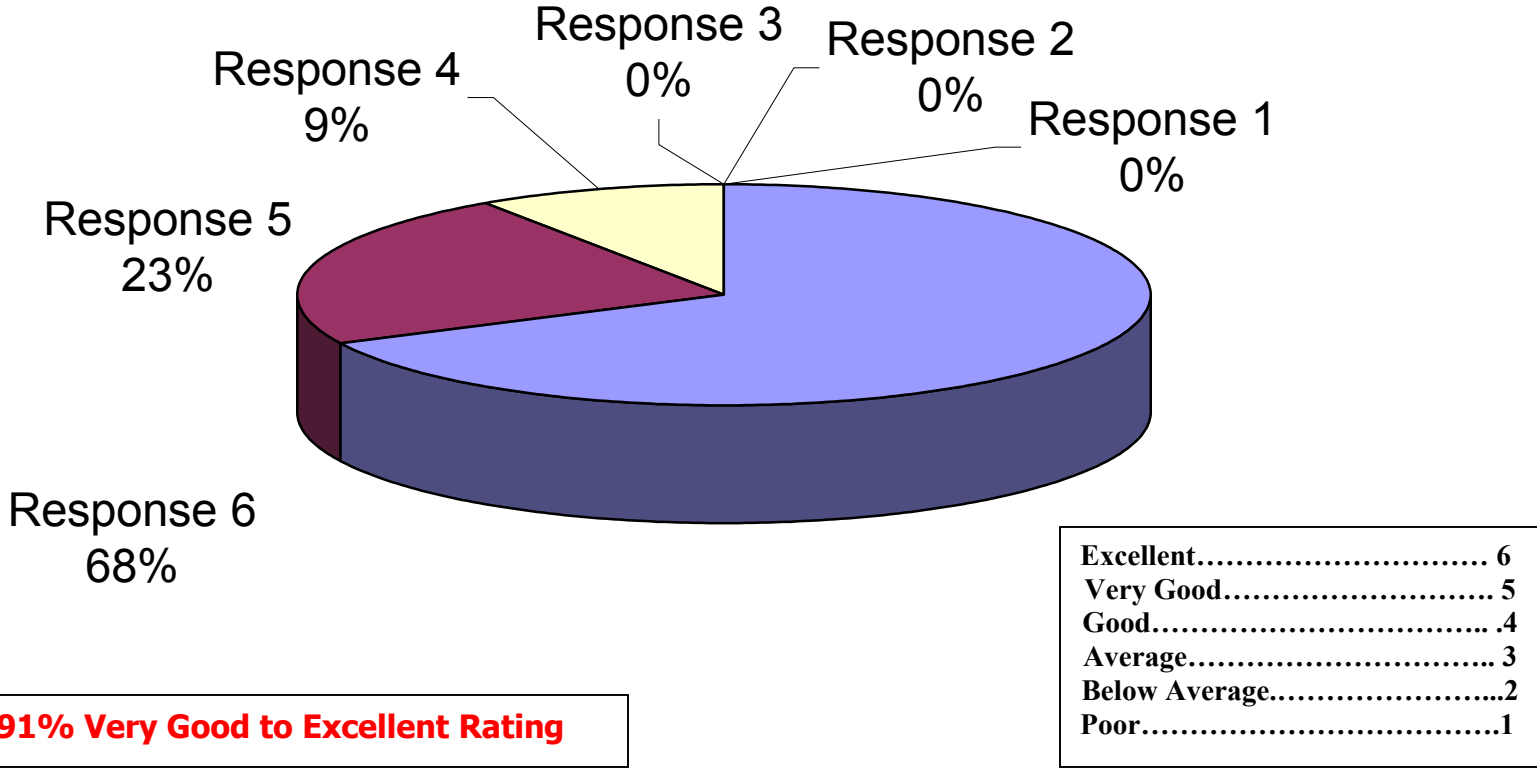
How would you rate the courtesy & respect you receive from our staff?

Question 2



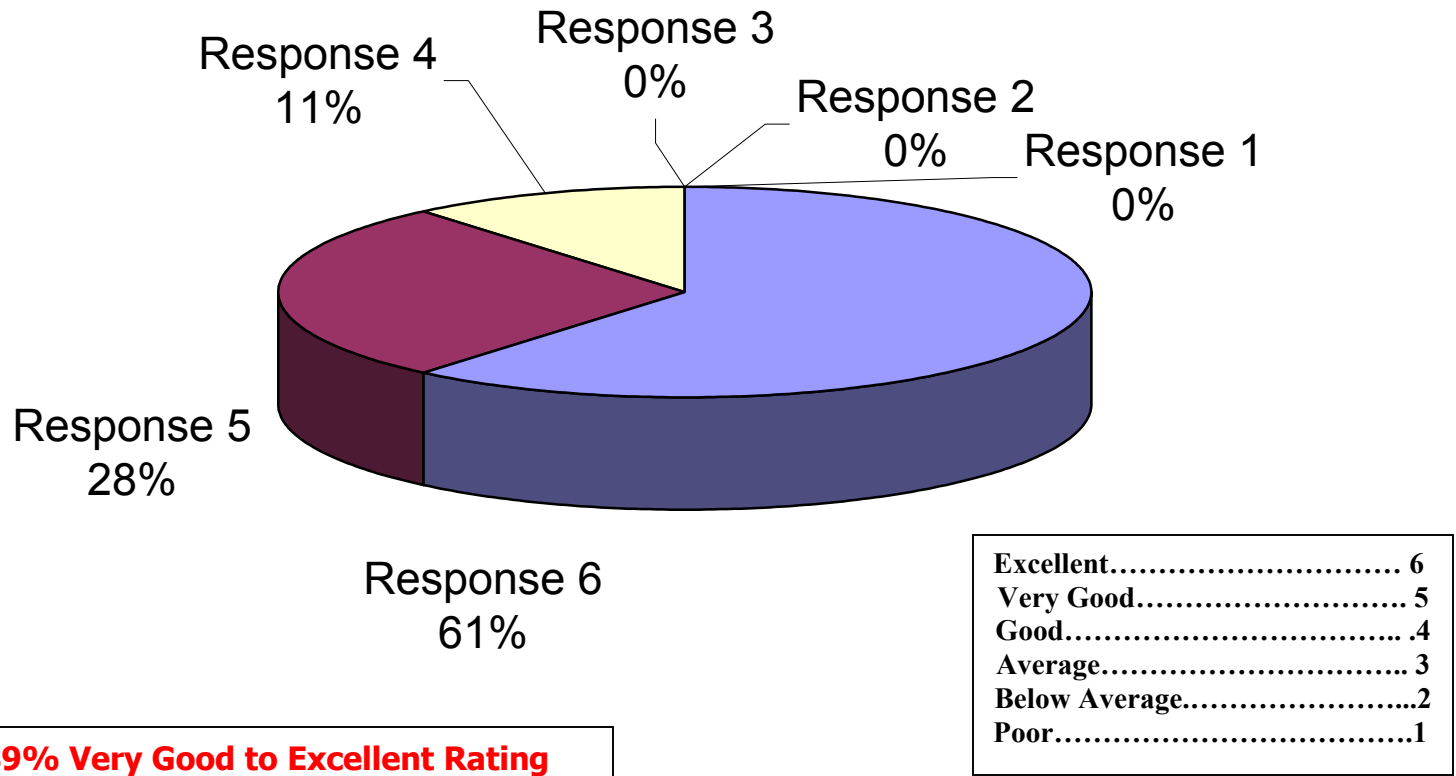
What would rate the accuracy of the reports and documents received from the staff?

Question 3a



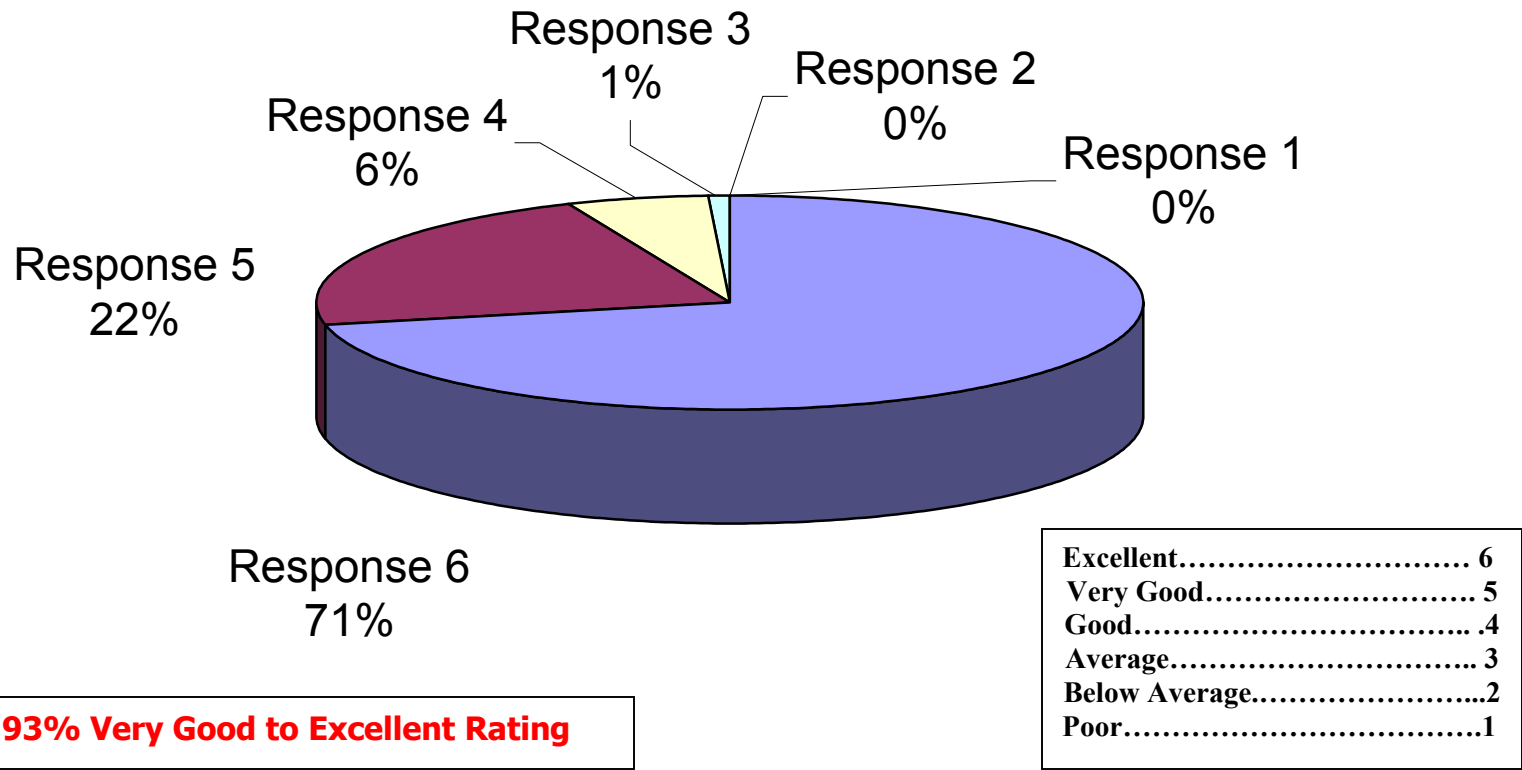
How would you rate the pension newsletter?

Question 3b



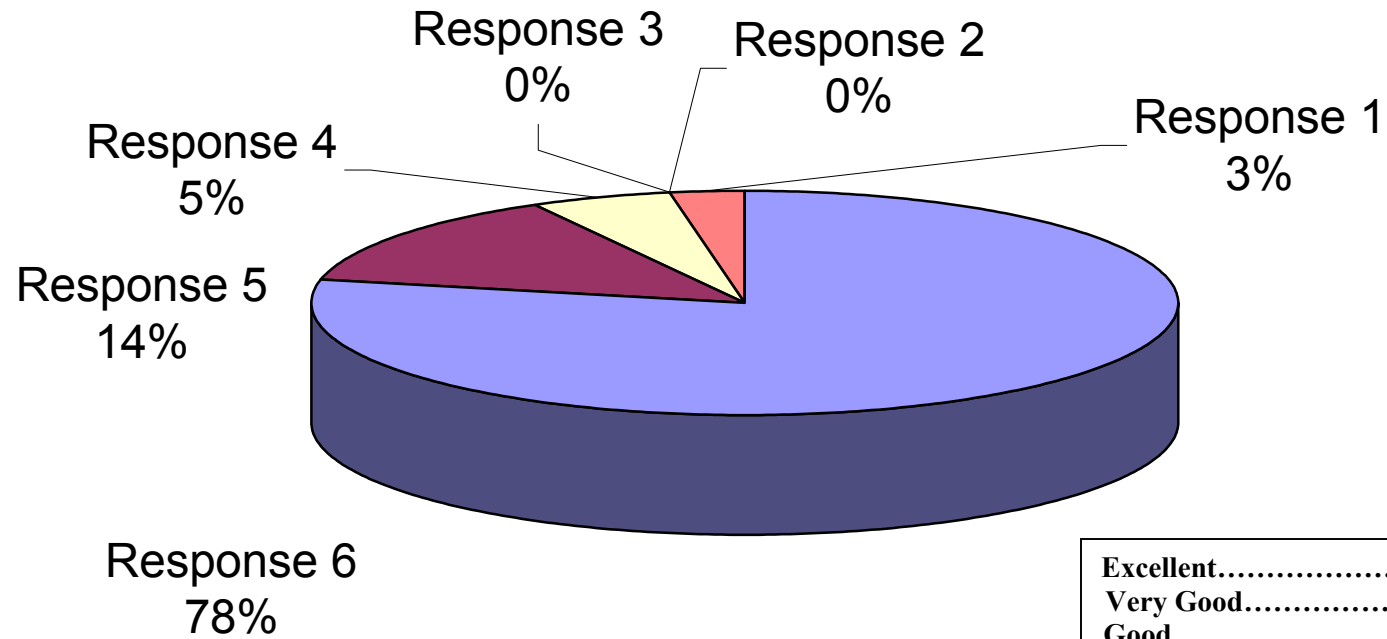
How would you rate the pension web site?

Question 3c



How would you rate written communications received from the staff?

Question 3d

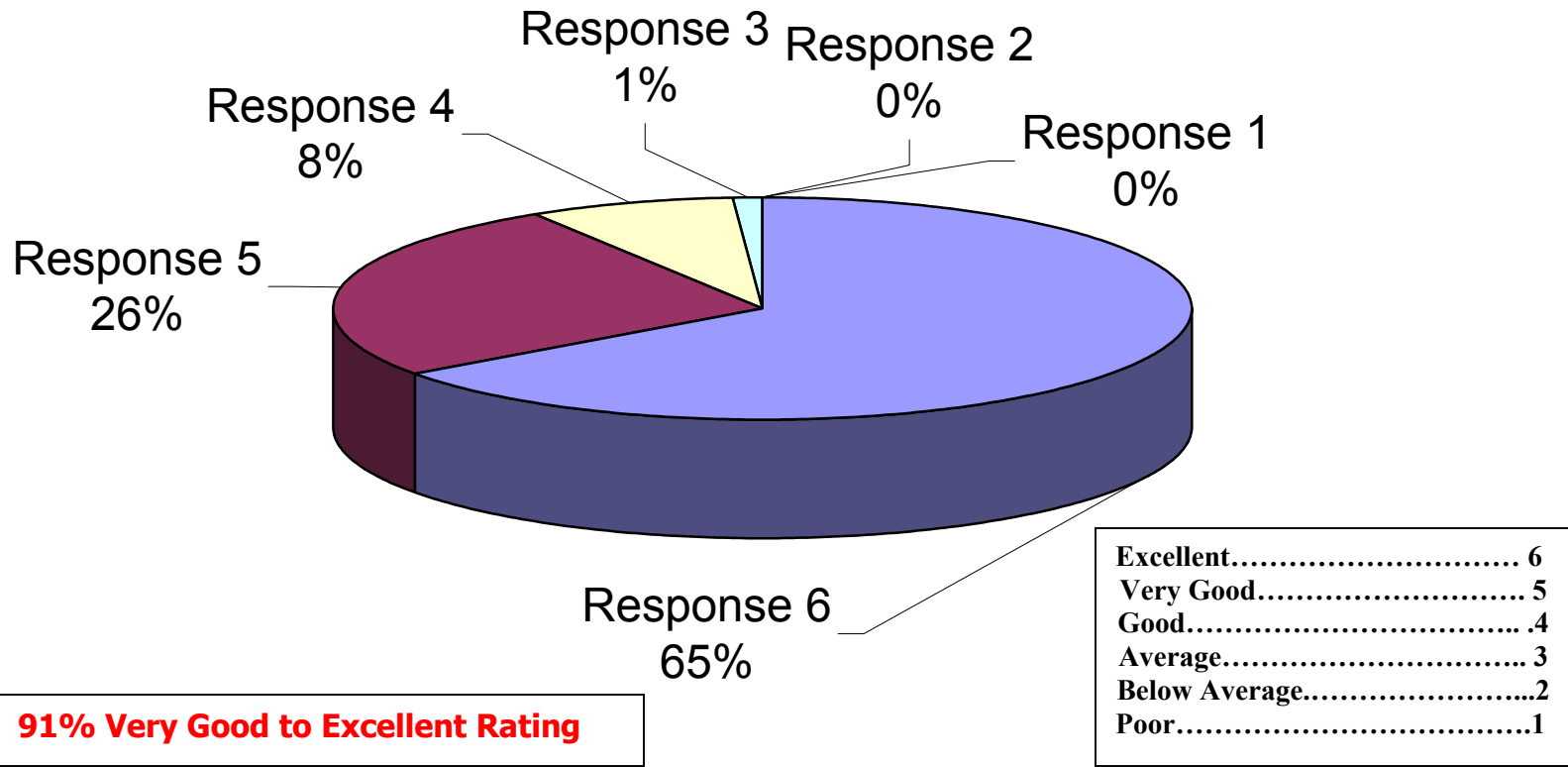


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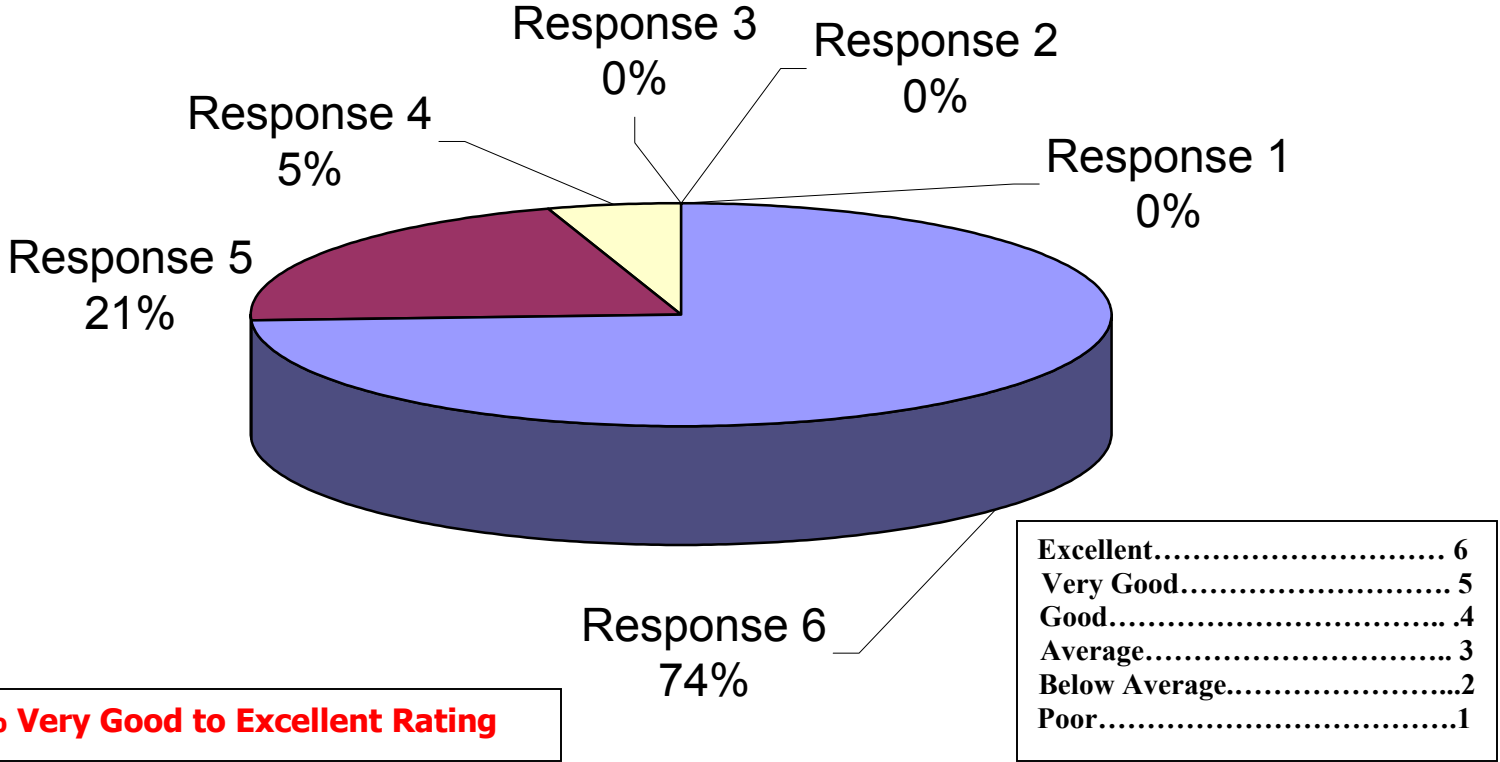
How would you rate e-mails received from the staff?

Question 3e



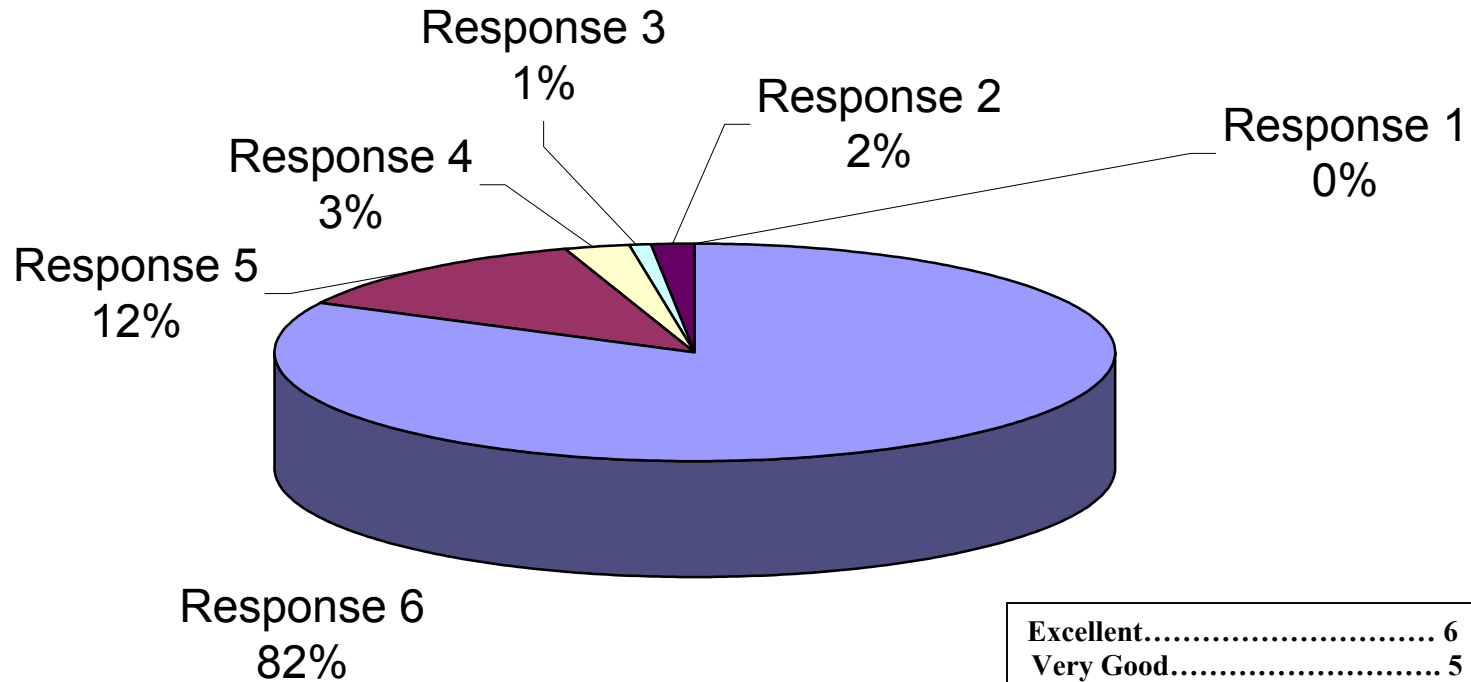
Over the last year, how do you feel about the lines of communication between the membership and the Board?

Question 4



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

Question 5

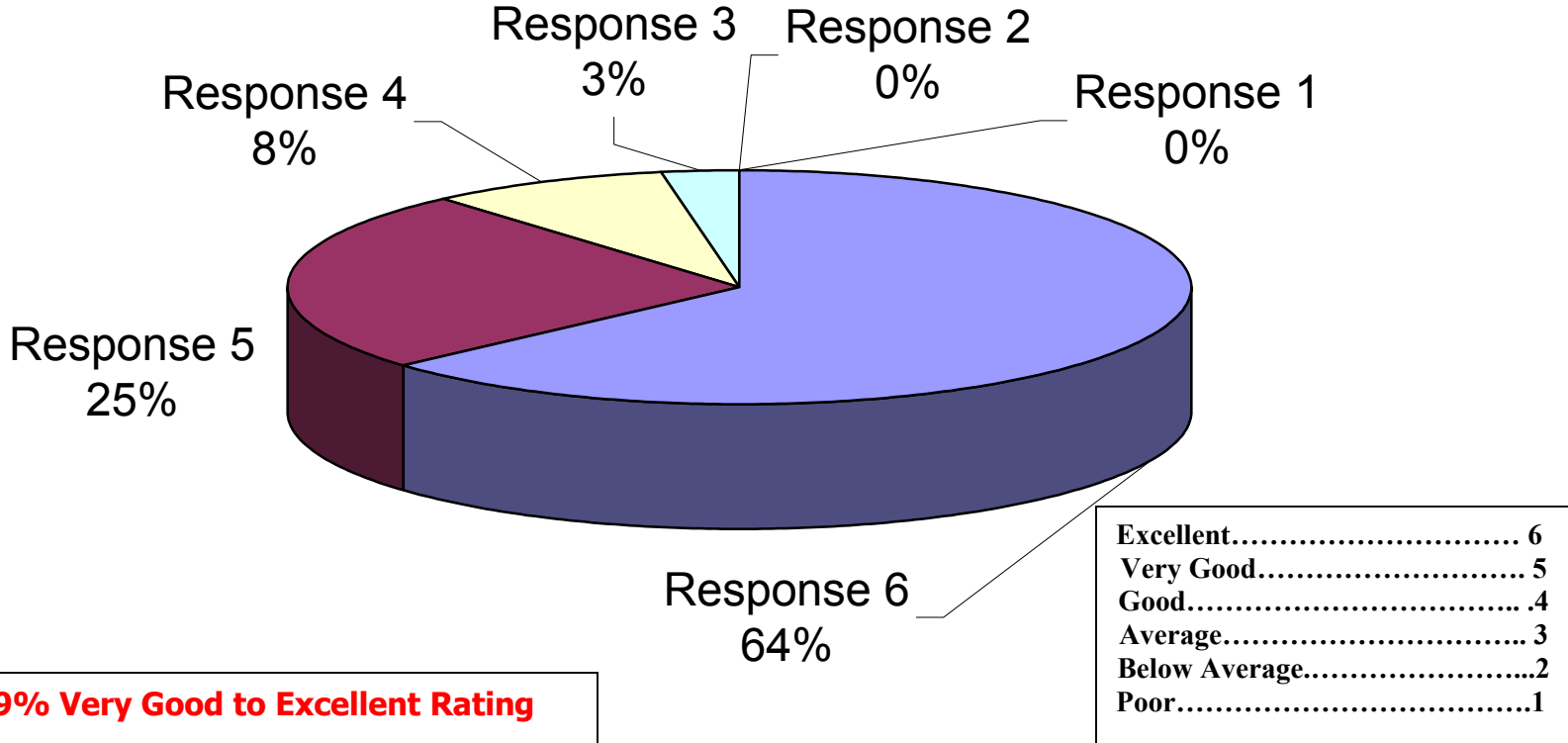


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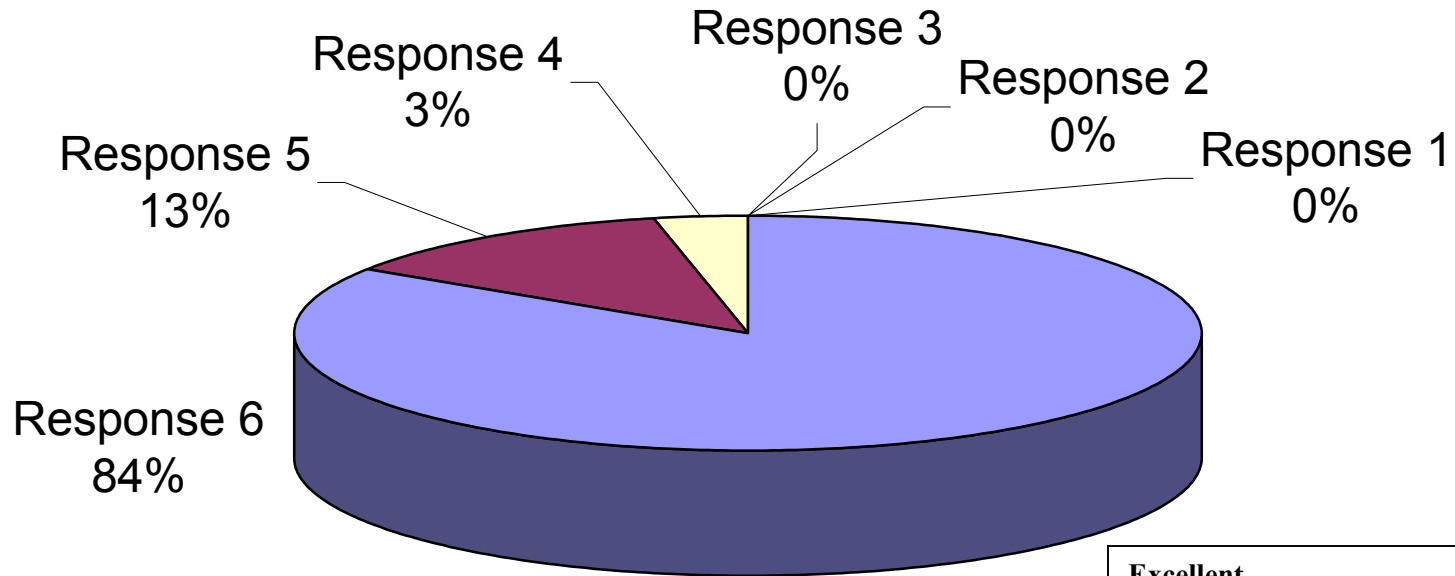
How would you rate staff, in terms of being responsive to your requests and completing your objectives in a timely manner?

Question 6



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

Question 7

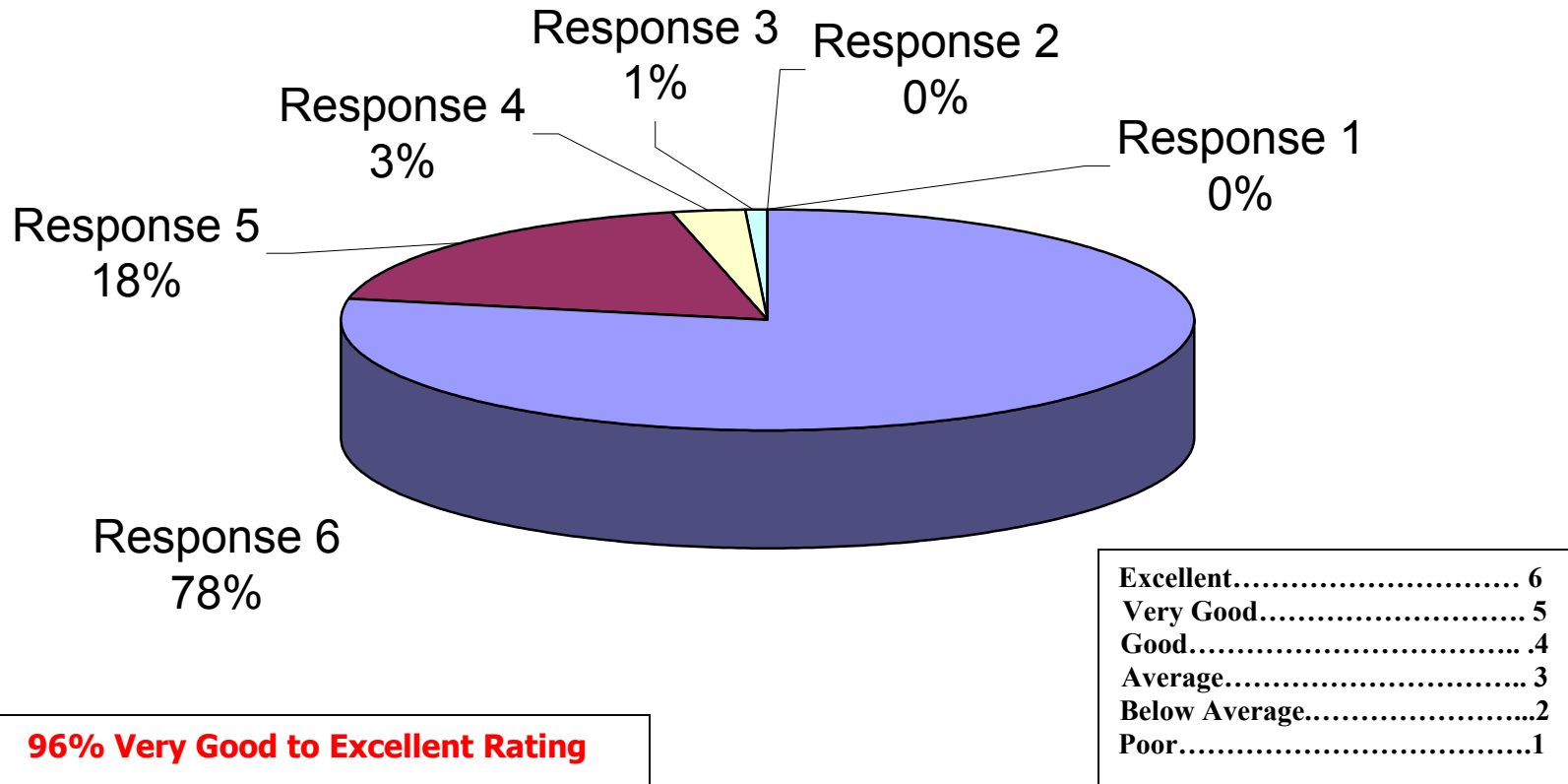


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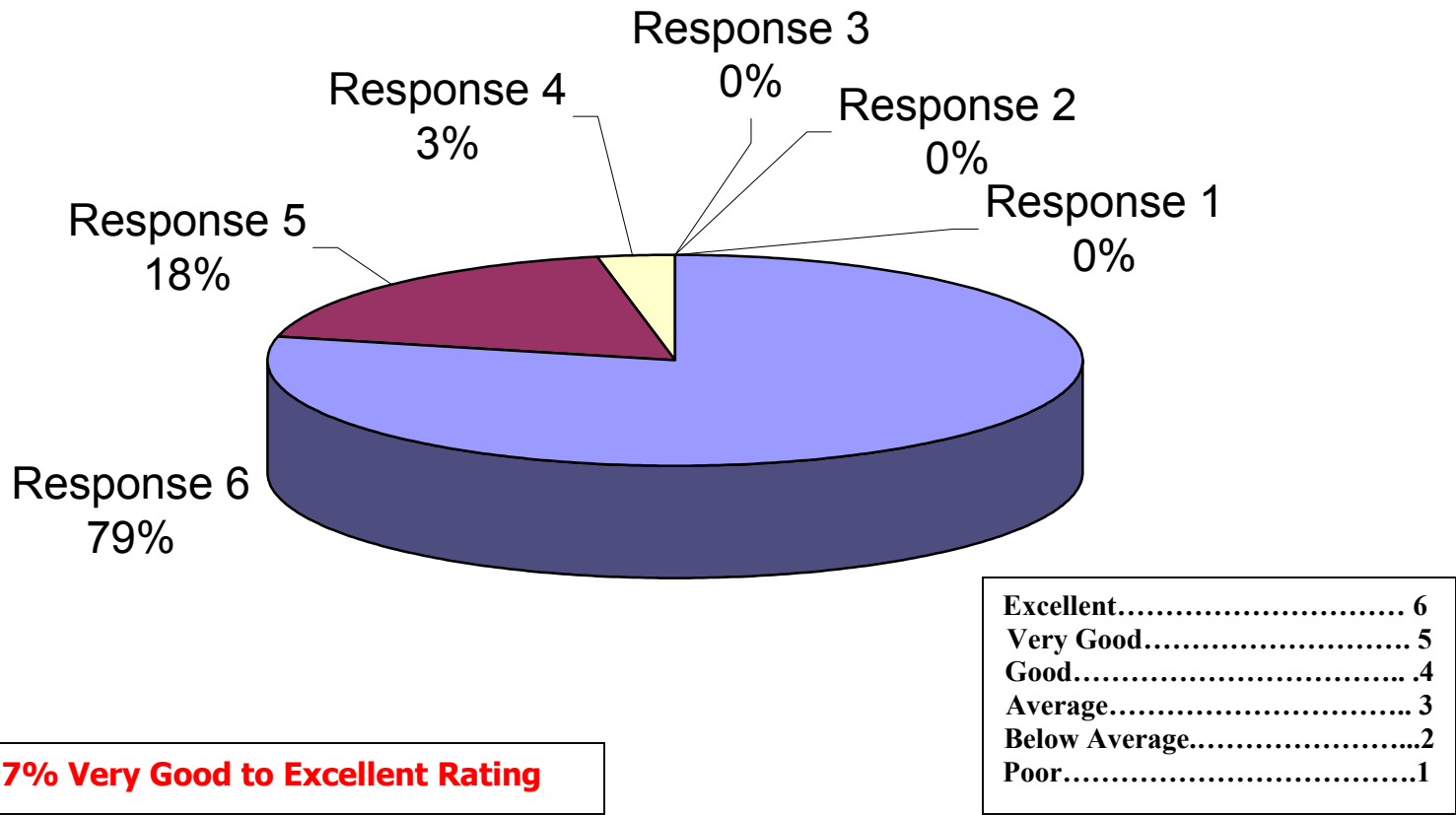
How would you rate the teamwork of the staff?

Question 8



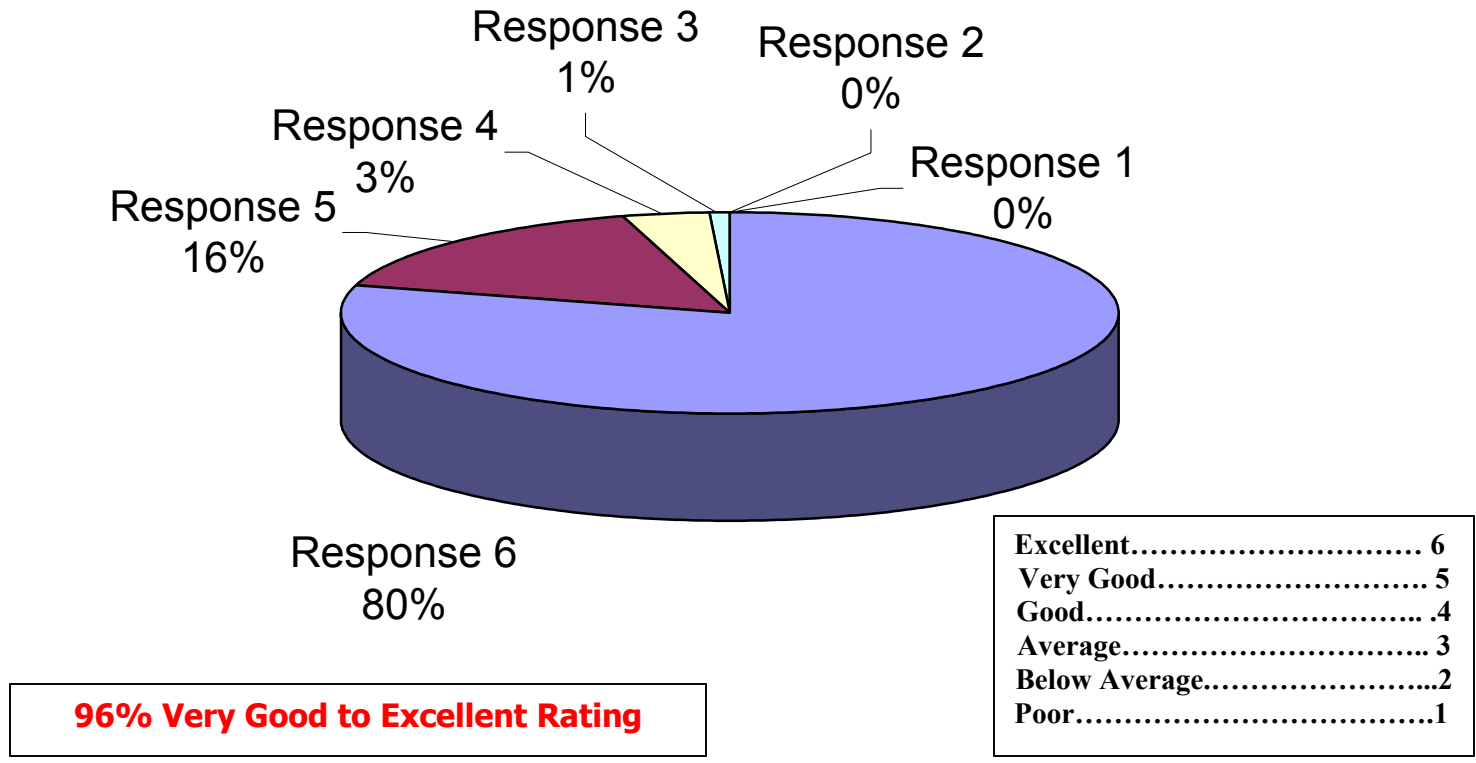
How would you rate the staff knowledge about the pension system?

Question 9



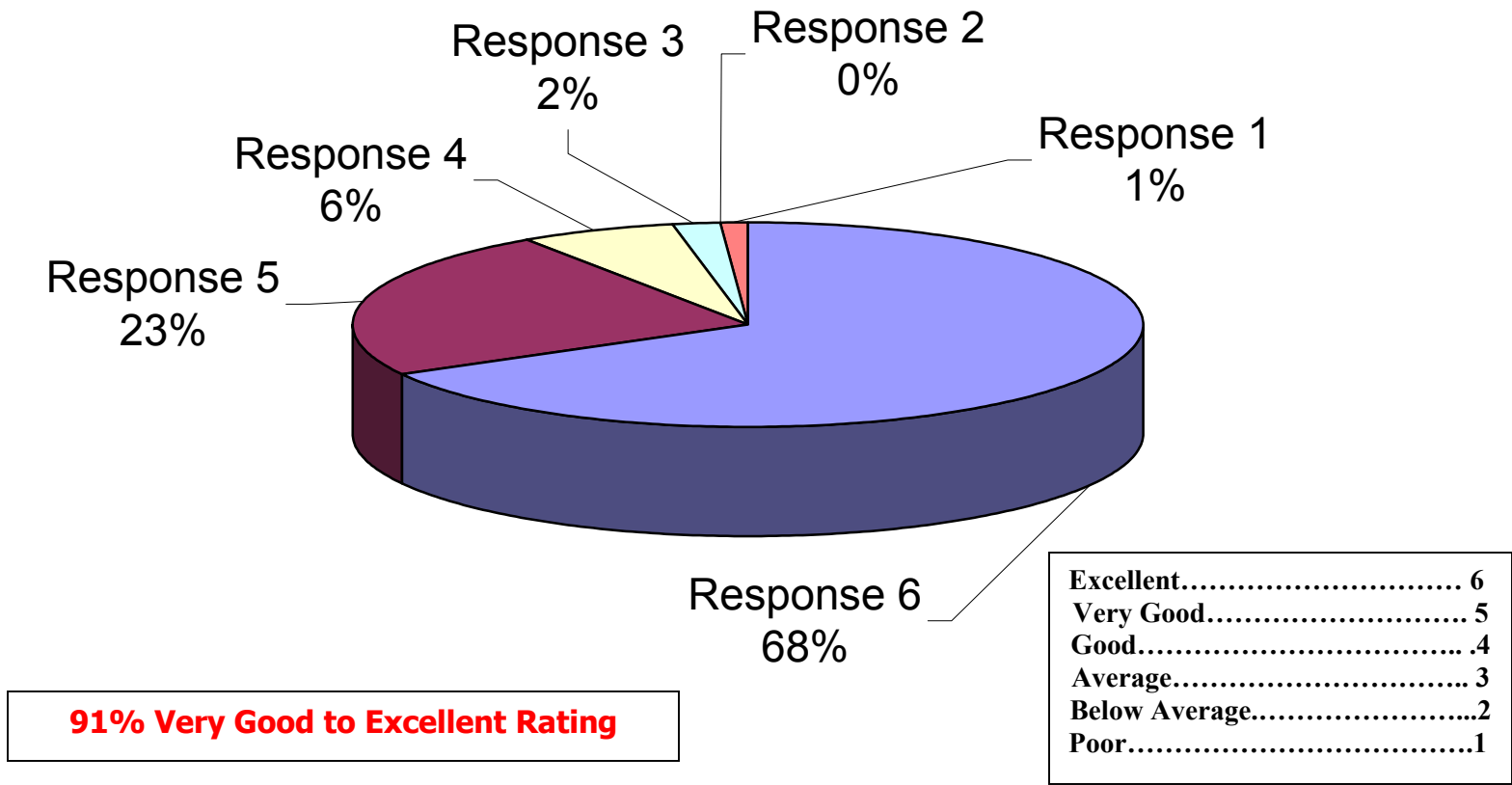
How would you rate the staff in terms of solving your problems?

Question 10



How would you rate the overall performance of the staff?

Question 11



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