

S
U
R
V
E
Y

City of Hollywood
Police Officers'
Retirement System



2005
Pension Satisfaction
Survey Results





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: Pension Satisfaction Survey Results

DATE: July 29, 2005

I am delighted to present to you the results of the 2005 pension satisfaction survey. As you may recall this survey was developed to determine the level of satisfaction as gauged by *our shareholders*, who are the retirees of the City of Hollywood Police Officers' Retirement System.

This survey was developed 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 no response, or inaccurate responses may be given if members have to provide their identity to participate. Furthermore, if the members have negative things to say, I want to hear about it so I may improve in that area of concern as well, *naturally if warranted*.

While reviewing the results, it should be known that 251 surveys were mailed out to the retired membership (as compared to 250 in 2004). 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.

Participation slightly declined this year compared to last year, but I am pleased to say still exceeded our inaugural survey year in 2003.

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

Please Continue

e-mail: info@hollywoodpolicepensionfund.com

Page Two
Survey Results
July 29, 2005

The responses provided in this survey continue to exhibit a high level of satisfaction from the retired membership. As in years past, there were many written comments, in which I invite you all to read as time permits. As you might imagine, the responses offered were across the board, but proved to be very worthwhile reading.

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



**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

May 23, 2005

«FName» «LName»
«Address»
«City», «State» «Zip»

Re: 2005 Pension Member Survey

Dear Member:

Enclosed herein, please find a 2005 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 1, 2005. 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 2004 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

David Strauss, *Chairman*
FOR THE BOARD

e-mail: info@hollywoodpolicepensionfund.com

2005 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.

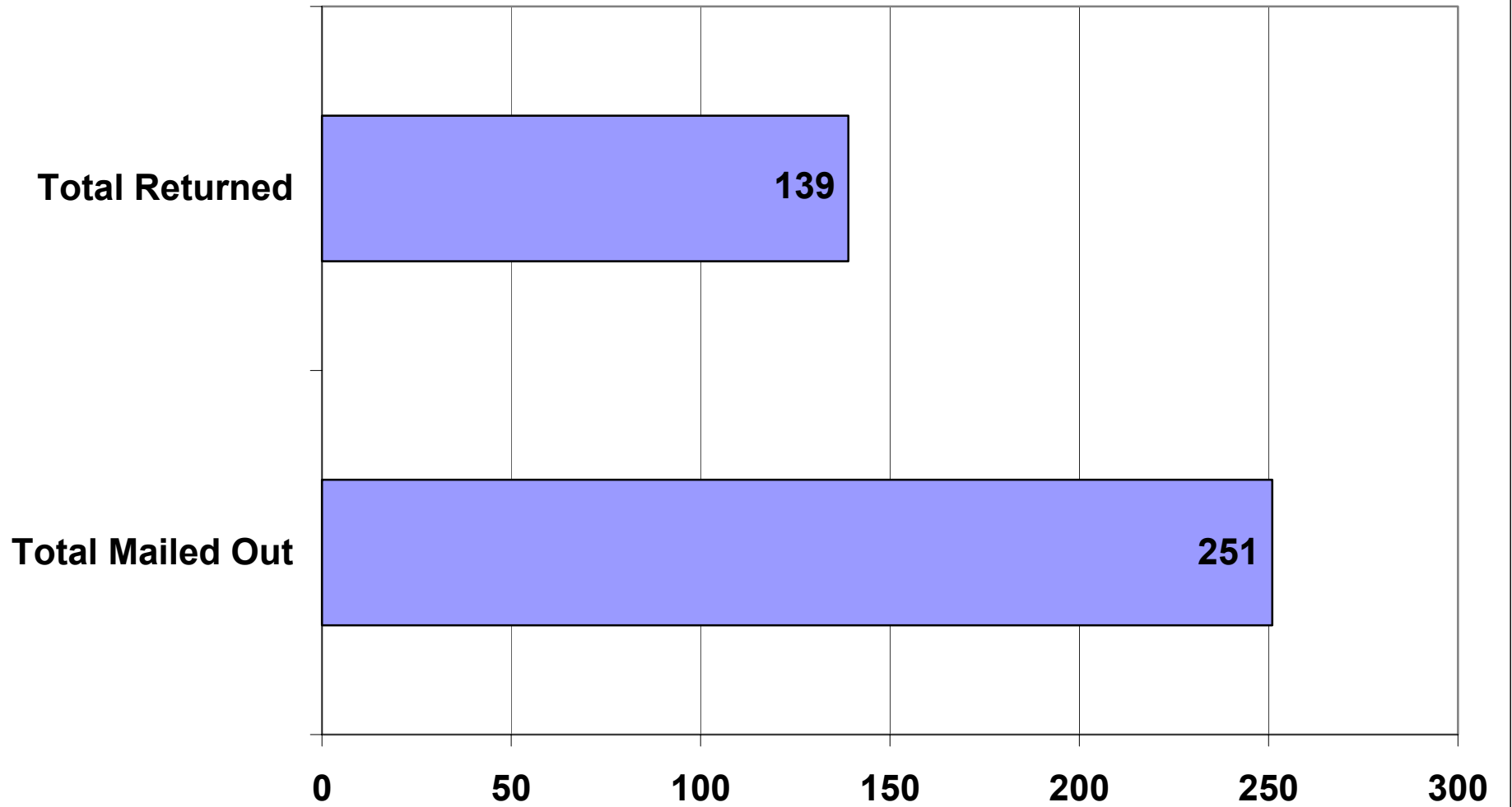
Please use the following rating scale to complete the survey:

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

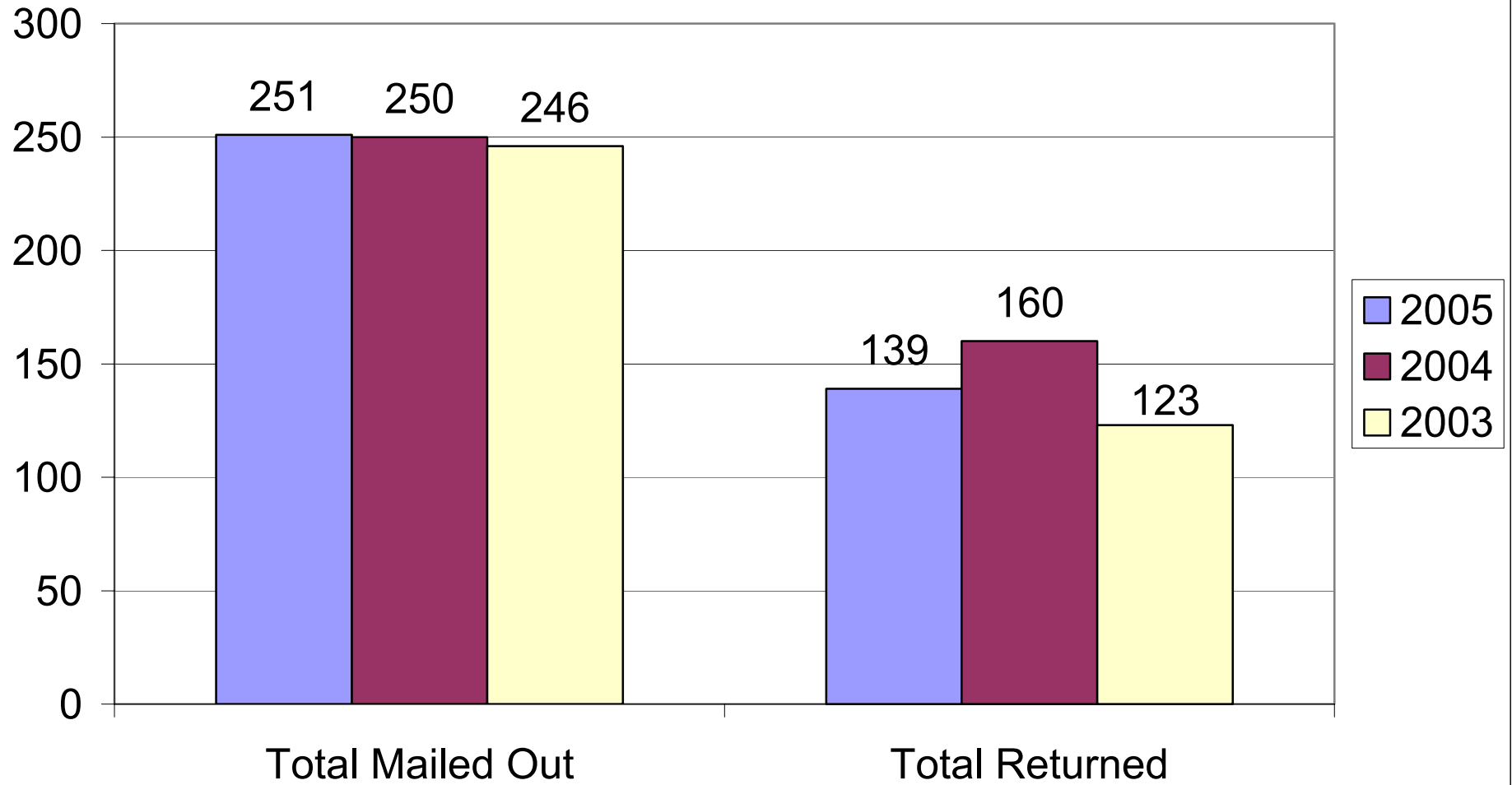
1. How would you rate the courtesy & respect you receive from our staff? _____
2. What would you rate the accuracy of the reports and documents received from the staff? _____
3. In the area of communication:
 - a. How would you rate the pension newsletter? _____
 - b. How would you rate the pension web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

2005 Mail Out - Return Results



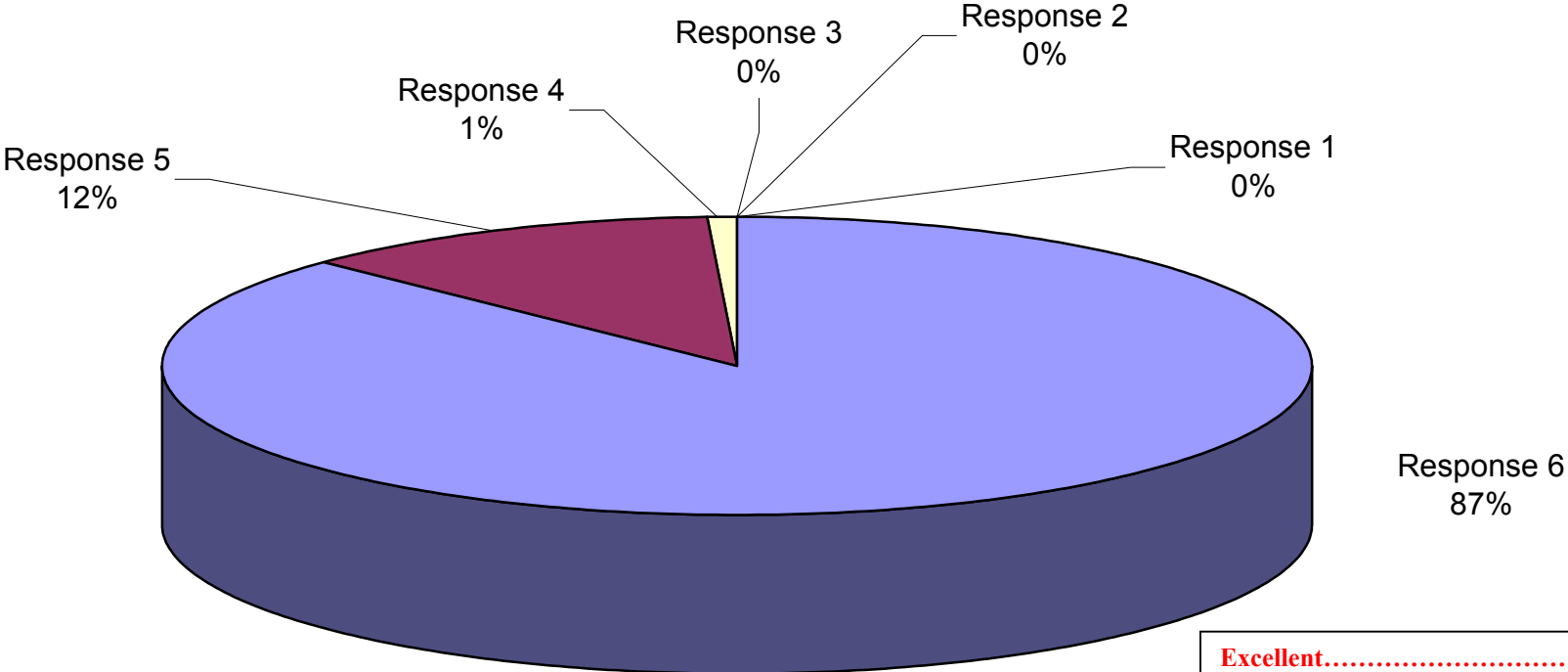
Historical Annual Mail Out - Return Comparison



**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: 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: 96% Very Good to Excellent Rating
 - b. How would you rate the pension web site?
Results: 92% Very Good to Excellent Rating
 - c. How would you rate written communications received from the staff?
Results: 96% Very Good to Excellent Rating
 - d. How would you rate e-mails received from the staff?
Results: 91% 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: 97% Very Good to Excellent Rating
6. How would you rate the pension forms used by the system?
Results: 88% 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: 95% 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: 92% Very Good to Excellent Rating

Question 1

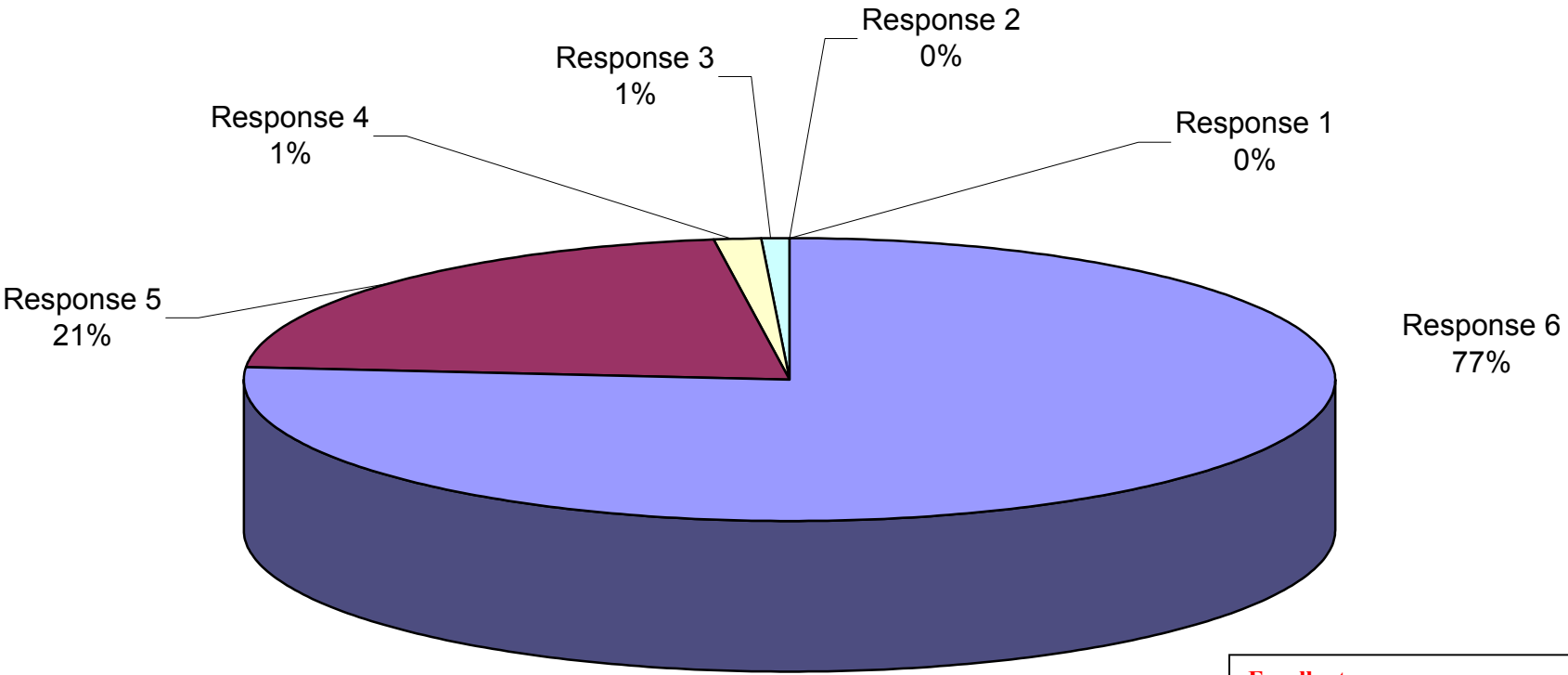


| | |
|--------------------|---|
| Excellent..... | 6 |
| Very Good..... | 5 |
| Good..... | 4 |
| Average..... | 3 |
| Below Average..... | 2 |
| Poor..... | 1 |

99% Very Good to Excellent Rating

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

Question 2

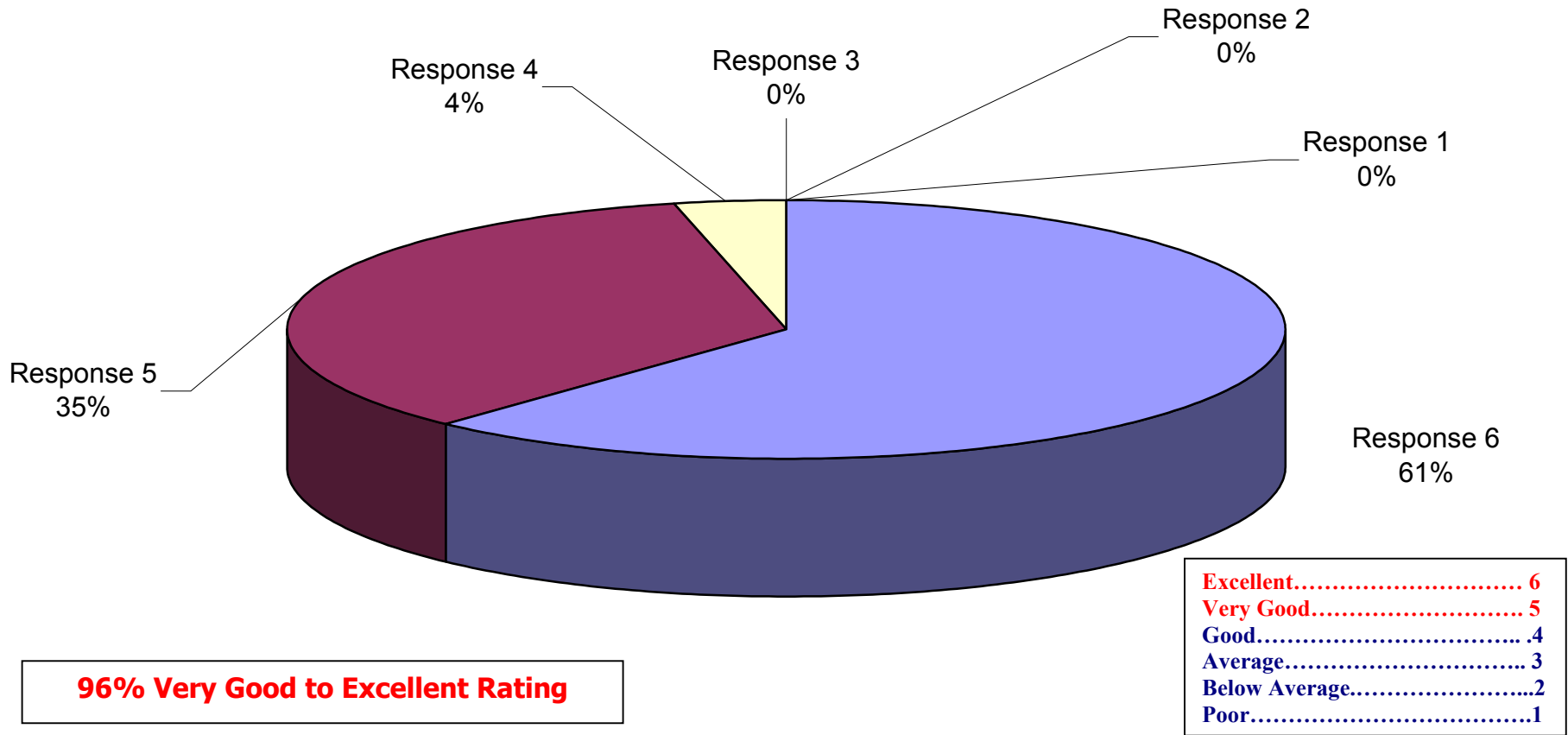


98% Very Good to Excellent Rating

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

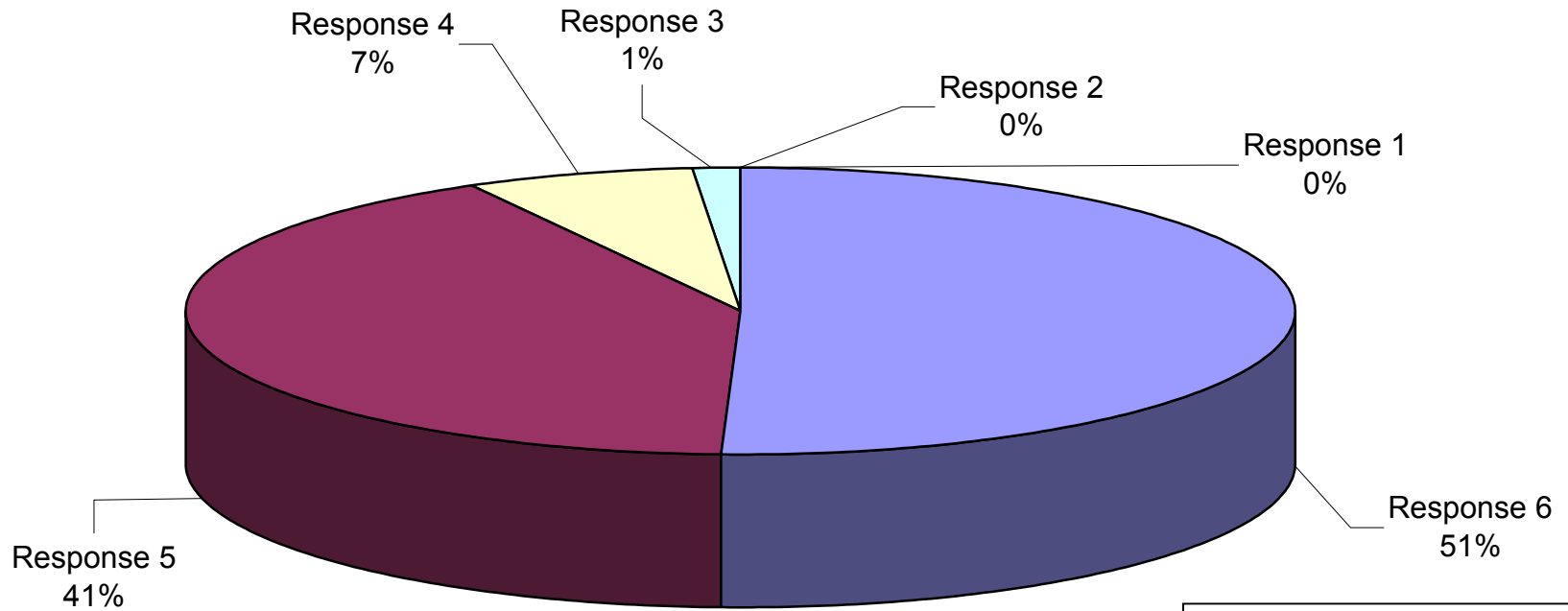
What would you rate the accuracy of the reports and documents received from the staff?

Question 3a



How would you rate the pension newsletter?

Question 3b

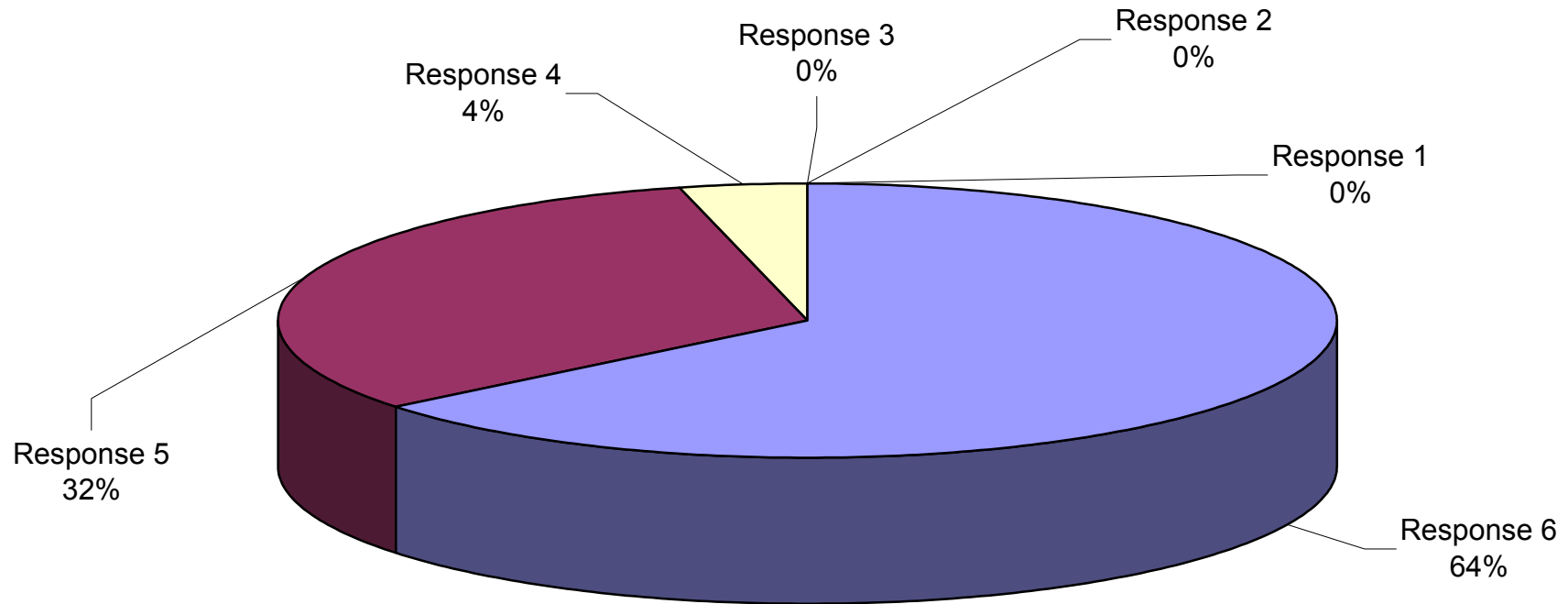


| | |
|--------------------|---|
| Excellent..... | 6 |
| Very Good..... | 5 |
| Good..... | 4 |
| Average..... | 3 |
| Below Average..... | 2 |
| Poor..... | 1 |

92% Very Good to Excellent Rating

How would you rate the pension web site?

Question 3c

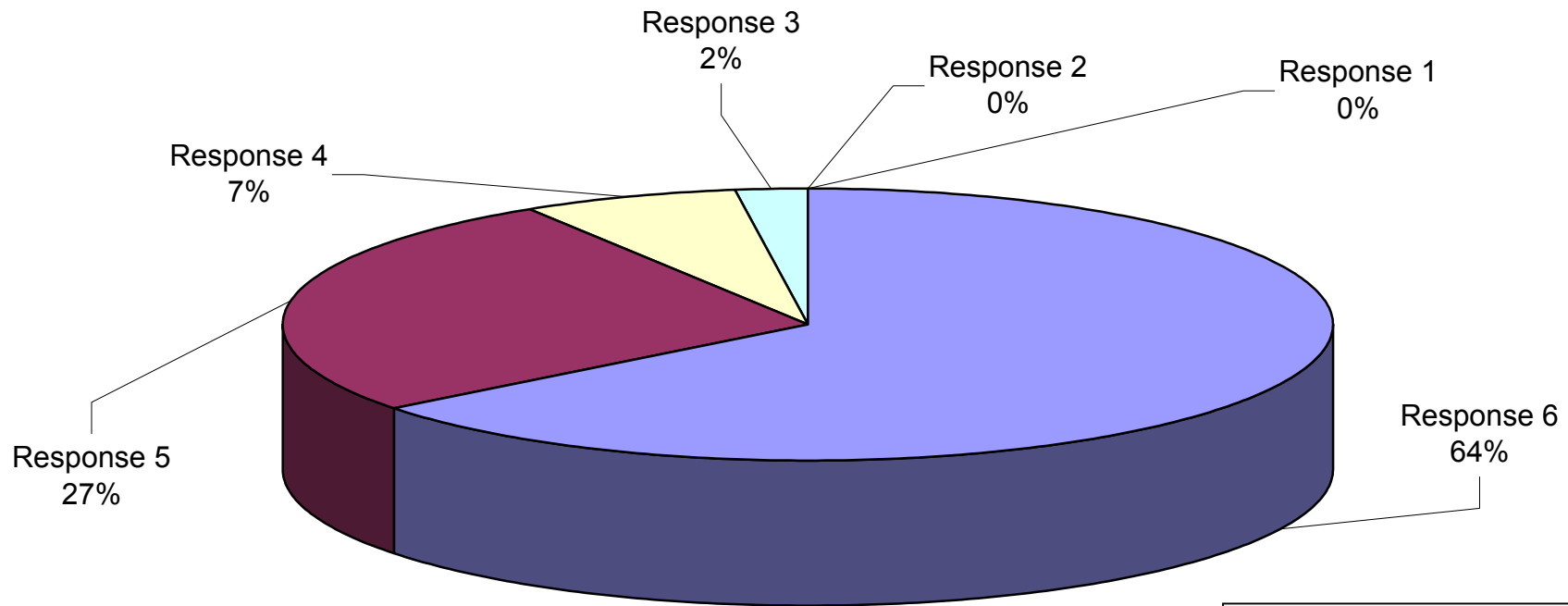


96% Very Good to Excellent Rating

| | |
|--------------------|---|
| 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

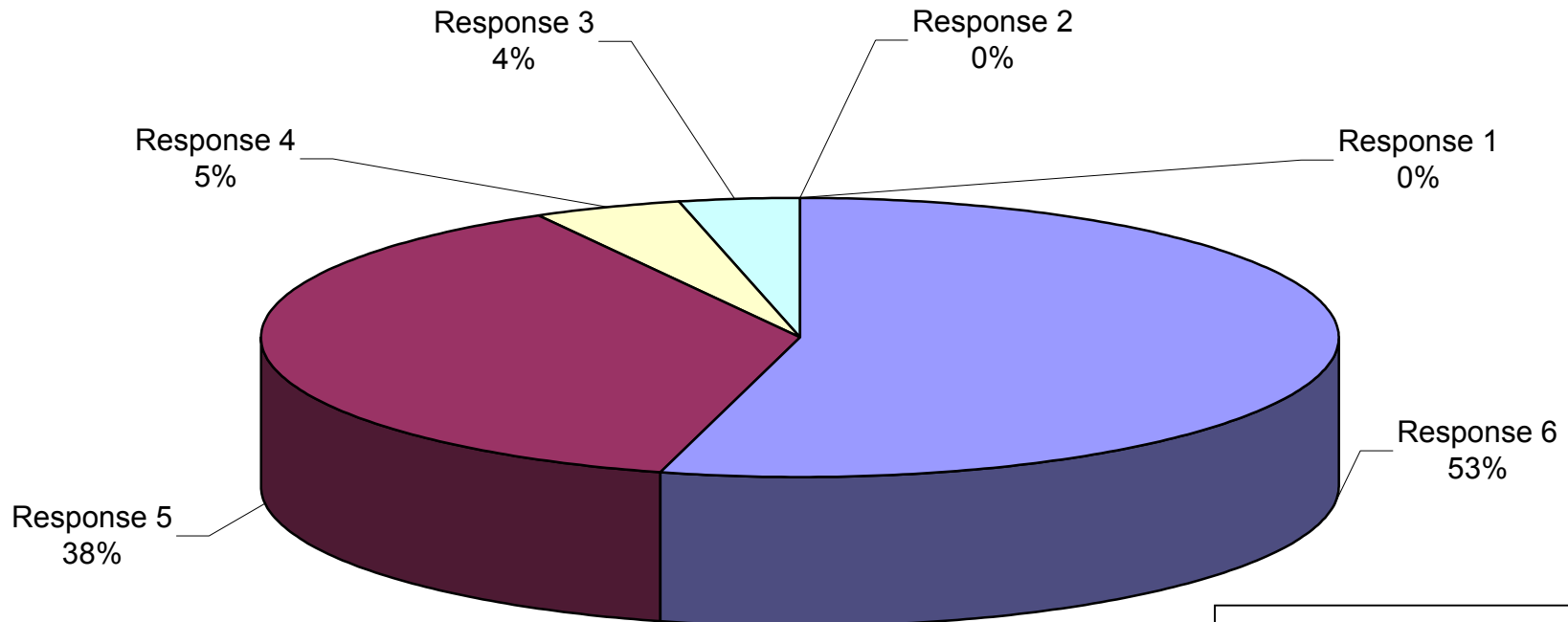


91% Very Good to Excellent Rating

| | |
|--------------------|---|
| 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

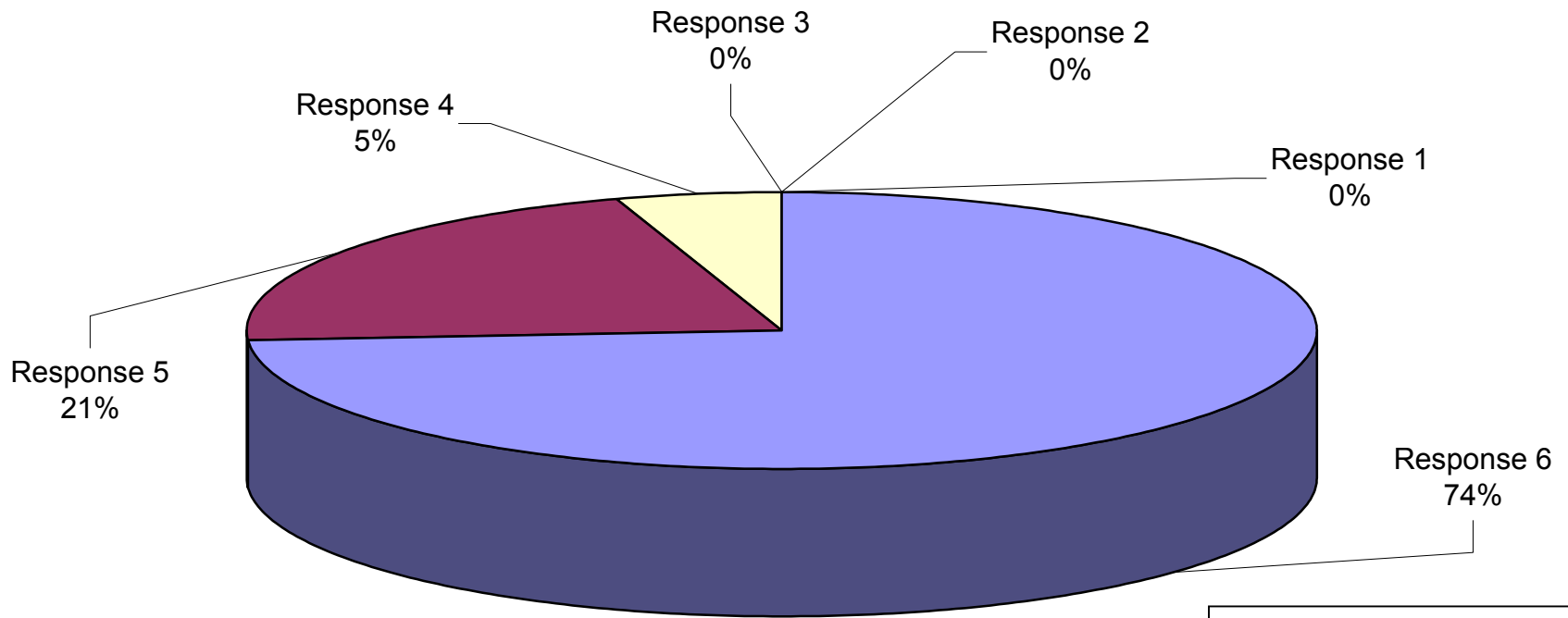


| | |
|--------------------|---|
| Excellent..... | 6 |
| Very Good..... | 5 |
| Good..... | 4 |
| Average..... | 3 |
| Below Average..... | 2 |
| Poor..... | 1 |

91% Very Good to Excellent Rating

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

Question 4

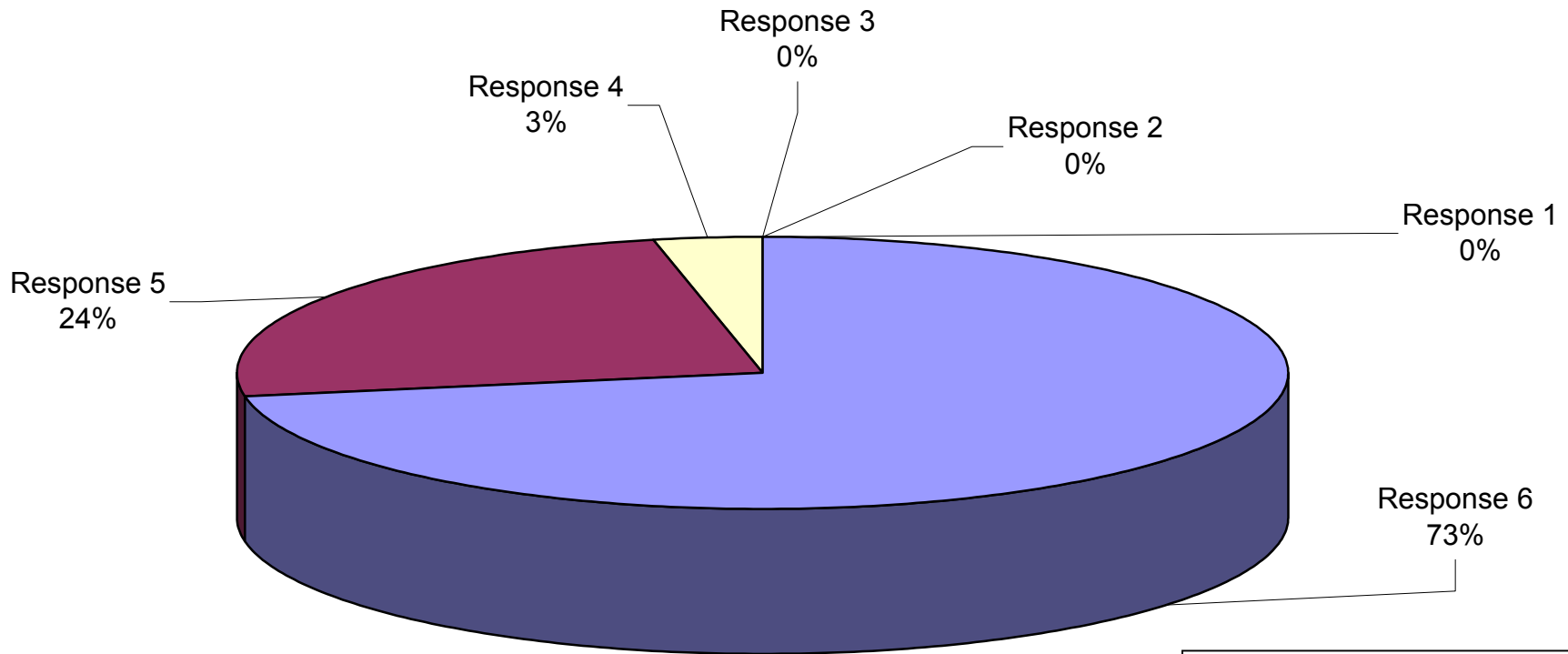


95% Very Good to Excellent Rating

| | |
|--------------------|---|
| 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

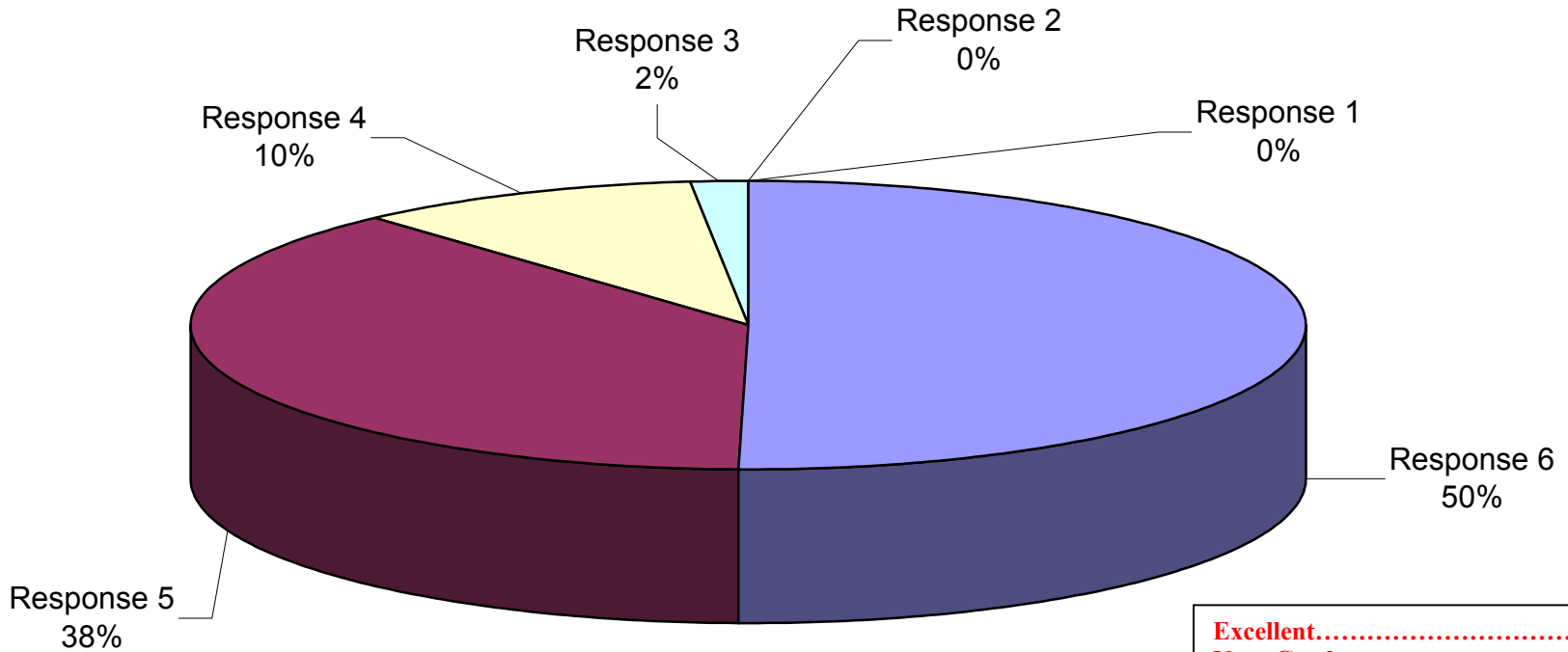


| | |
|--------------------|---|
| Excellent..... | 6 |
| Very Good..... | 5 |
| Good..... | 4 |
| Average..... | 3 |
| Below Average..... | 2 |
| Poor..... | 1 |

97% Very Good to Excellent Rating

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

Question 6

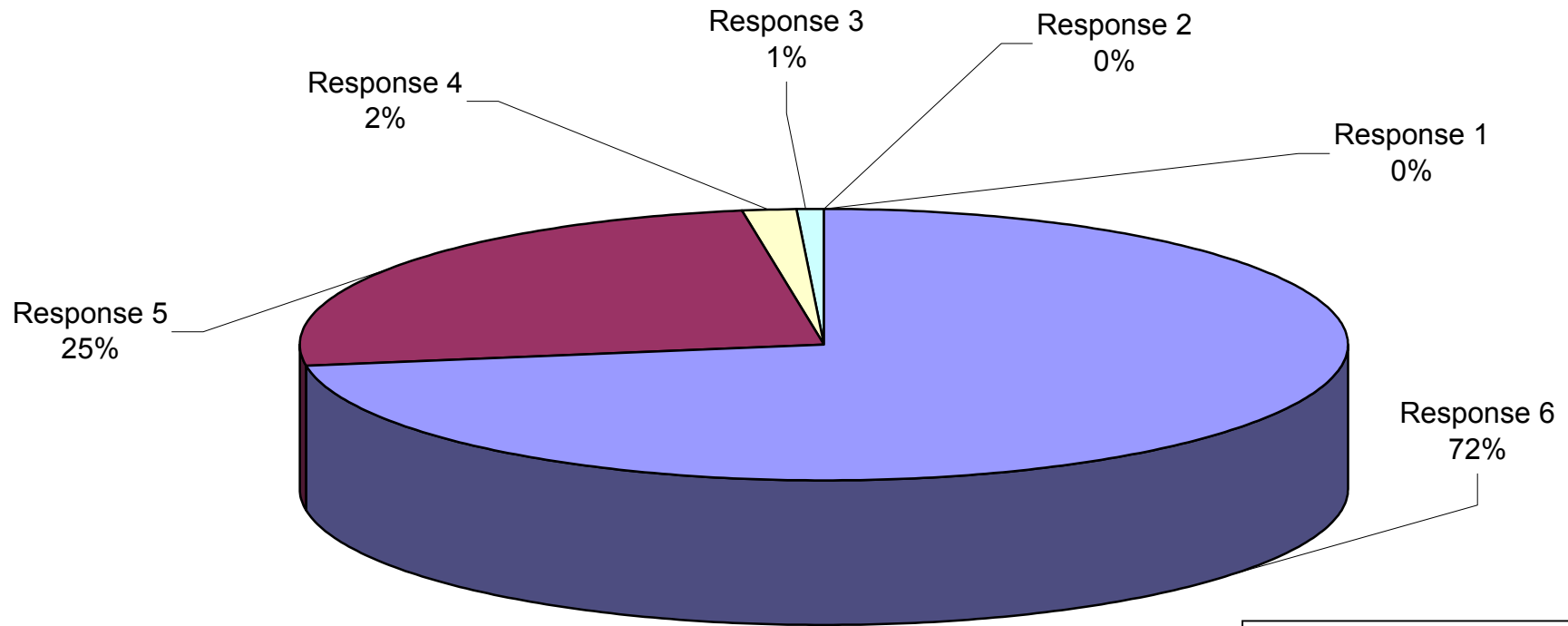


88% Very Good to Excellent Rating

| | |
|--------------------|---|
| 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

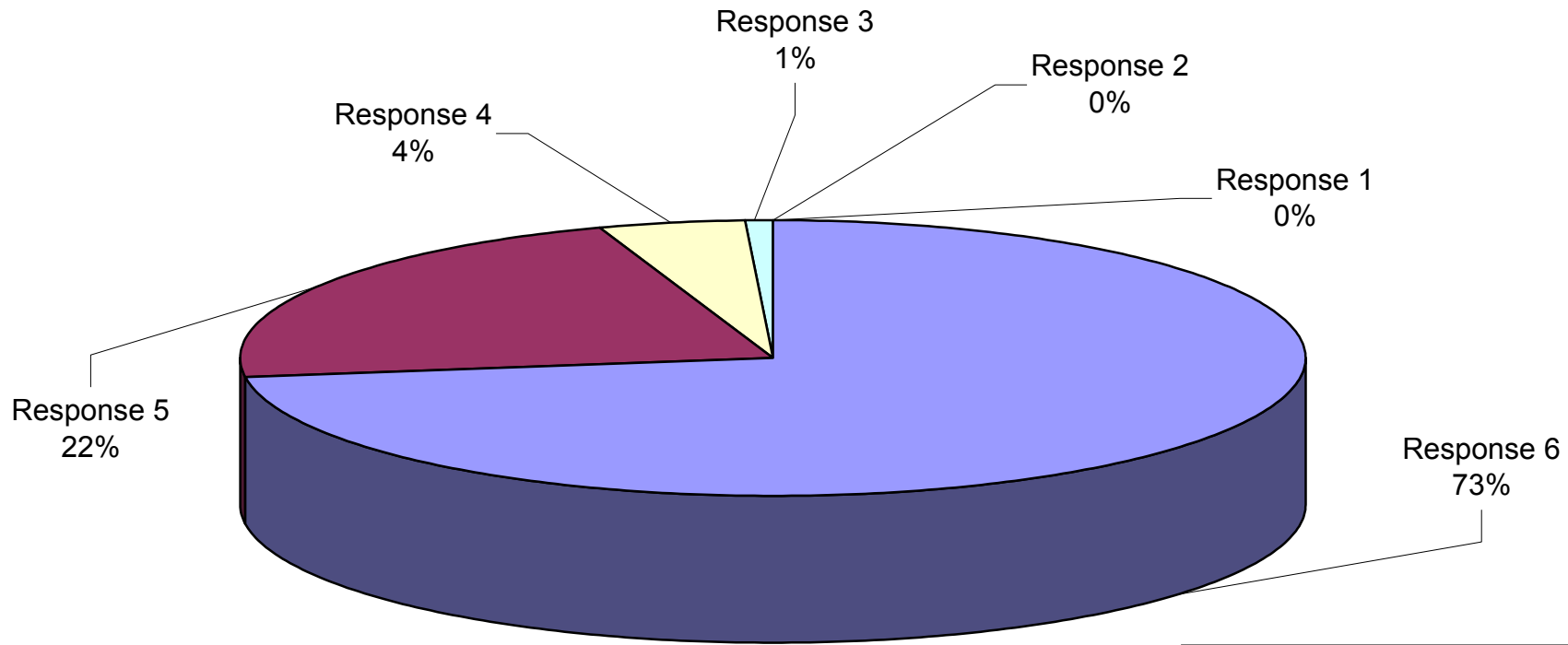


97% Very Good to Excellent Rating

| | |
|--------------------|---|
| 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

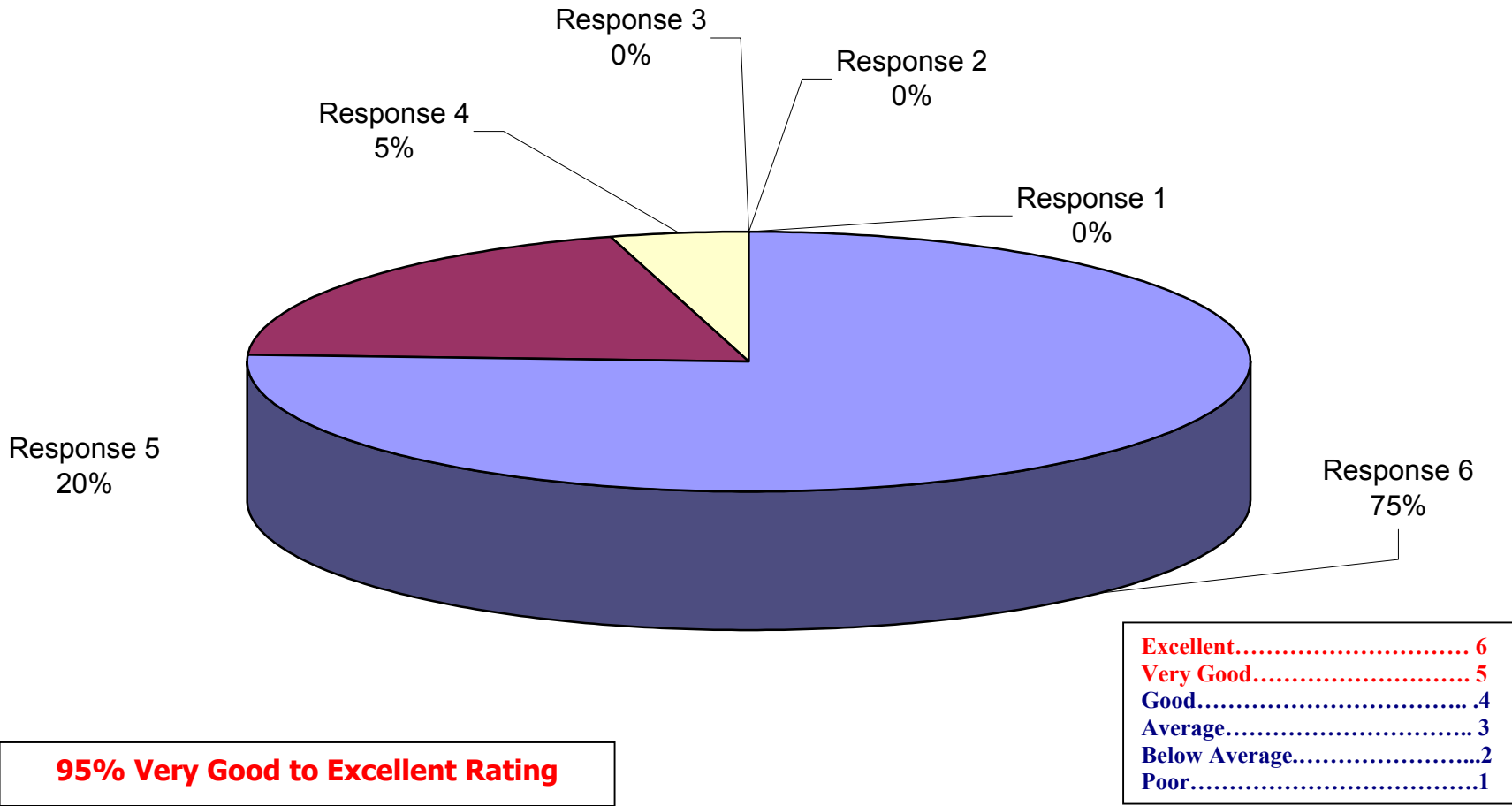


95% Very Good to Excellent Rating

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

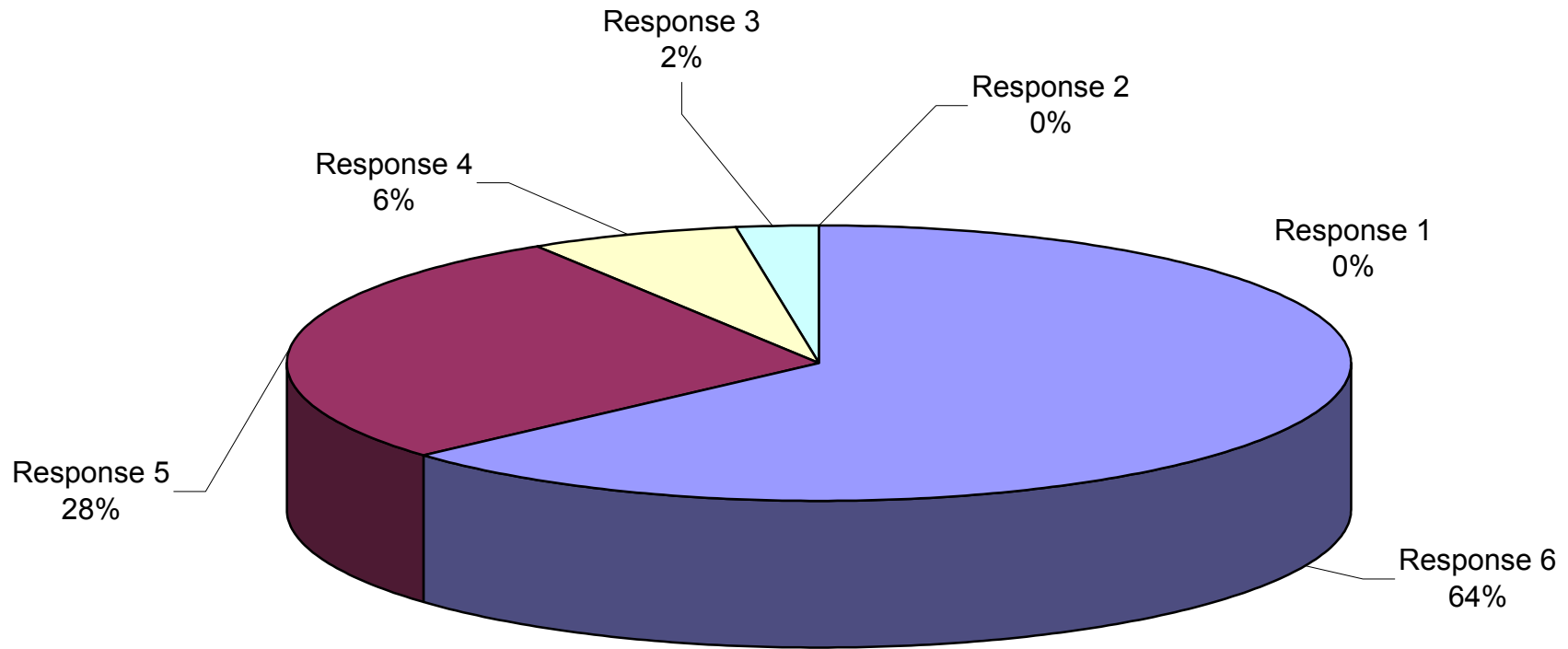
How would you rate the staff in terms of solving your problems?

Question 9



How would you rate the overall performance of the staff?

Question 10

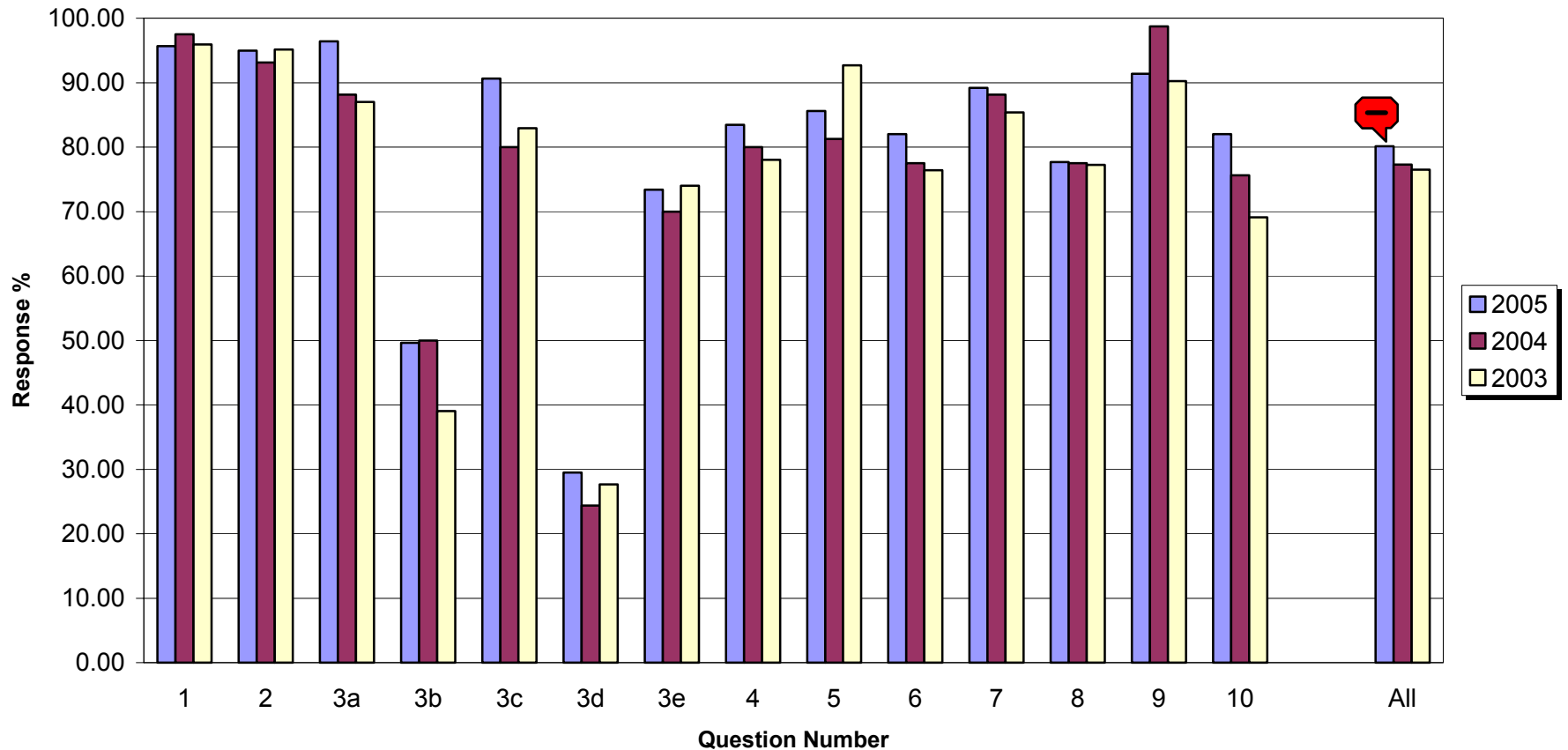


92% Very Good to Excellent Rating

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

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

Annual Comparative Response



Note to the reader: This is a new addition to this year’s report. As historical data is now available, I wanted you to distinguish what the overall level of satisfaction was in all areas by question and combined. As with the other charts provided herein, I have taken the responses given as *very good* and *excellent* to develop this exhibit. Each question is listed annually by year (sorted & colorized). The last column combines all the questions and responses to attain an overall optimal level of satisfaction. As you may recall, questions 3b and 3d are related to e-mails and our web site. Ratings given in this area while generally high are normally limited in the total number of responses given, compared to other areas of the survey.