

# *CITY OF HOLLYWOOD POLICE OFFICERS' RETIREMENT SYSTEM*



## *2011 PENSION SATISFACTION SURVEY*



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# **CITY OF HOLLYWOOD POLICE OFFICERS' RETIREMENT SYSTEM**



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- SECTION TWO: Pension Survey Summation**
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## **2011 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:**    2011 Pension Satisfaction Survey Results  
**DATE:**        May 18, 2012

With pleasure I am presenting to you the results of the 2011 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.

As in years 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 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 accurate representation. 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.

I am proud and pleased to let you know that overall, the satisfaction increased from 2010 to 2011. Also, when the overall satisfaction responses are merged, and were compared from 2006-2011, we exceeded the average satisfaction level in 2011.

Historically, since 2003 the results of the survey continue to exhibit a high level of satisfaction, which is what our retirees deserve. Because of that continuum, and unless the Board feels otherwise, I will conduct this survey on a bi-annual basis going forward. I welcome your comments and direction on this matter of mutual concern.

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

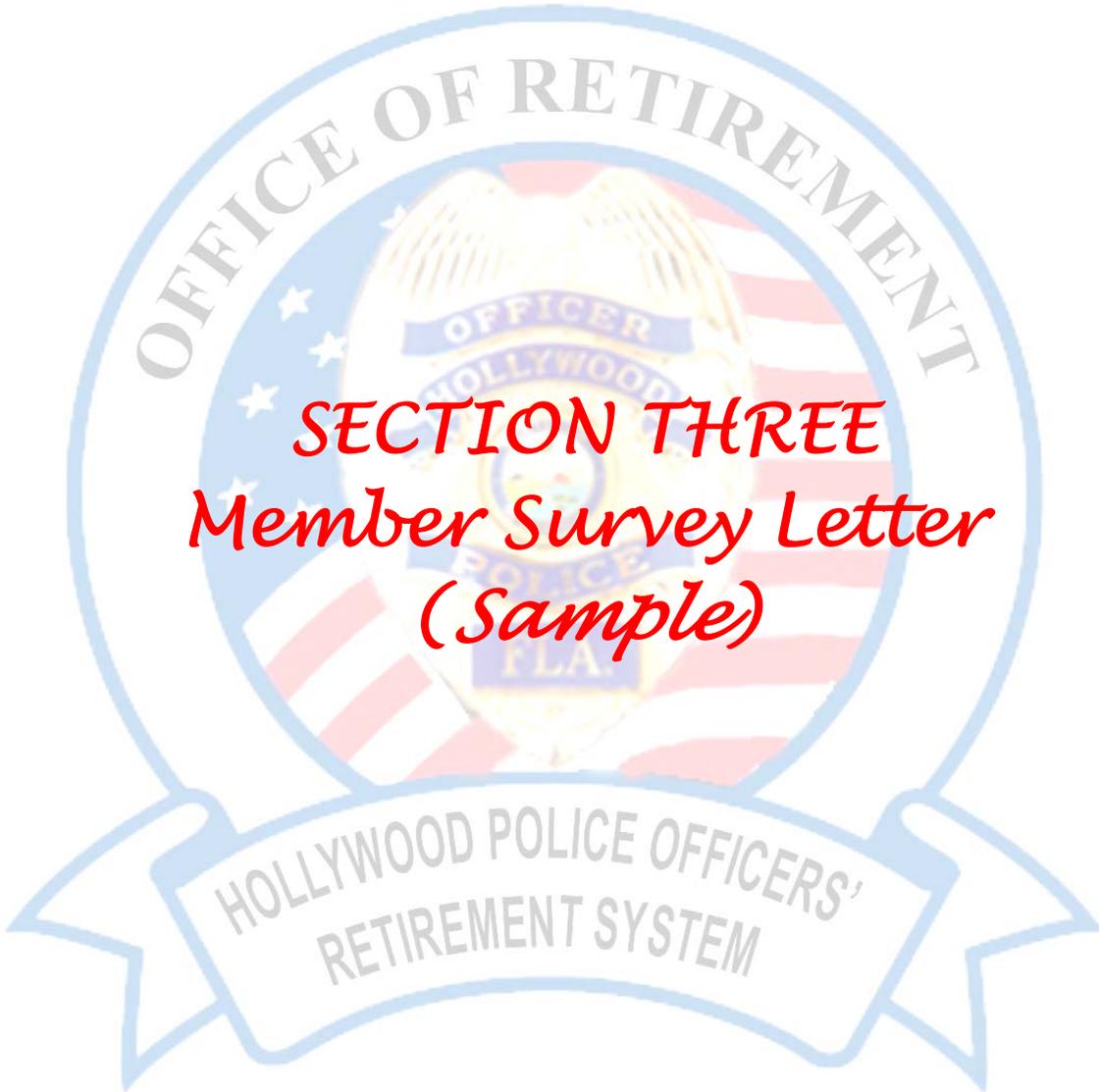
**Telephone: (954) 967- 4395      Fax: (954) 967- 4387      Toll Free: (866) 738- 4776**

## **CITY OF HOLLYWOOD POLICE OFFICERS' RETIREMENT SYSTEM 2011 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: 95% Very Good to Excellent Rating*
  - b. How would you rate the pension web site?  
*Results: 98% Very Good to Excellent Rating*
  - c. How would you rate written communications received from the staff?  
*Results: 95% Very Good to Excellent Rating*
  - d. How would you rate e-mails received from the staff?  
*Results: 95% 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: 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: 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: 97% 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: 97% Very Good to Excellent Rating*

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

November 16, 2011

Re:    2011 Pension Member Survey

Dear Member:

Normally this survey is completed earlier in the year, however due to the many Pension issues we have faced in recent months we were delayed. Please rest assured that the importance of this survey has not diminished and your participation is sincerely appreciated and valued.

Enclosed herein, please find a 2011 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. As in years past, 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 December 15, 2011. 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 2010 survey for your review. A complete report may be viewed on line at [www.hollywoodpolicepensionfund.com](http://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**

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

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***SECTION FOUR***  
***2011 Member Survey***  
***(Sample)***

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## 2011 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**

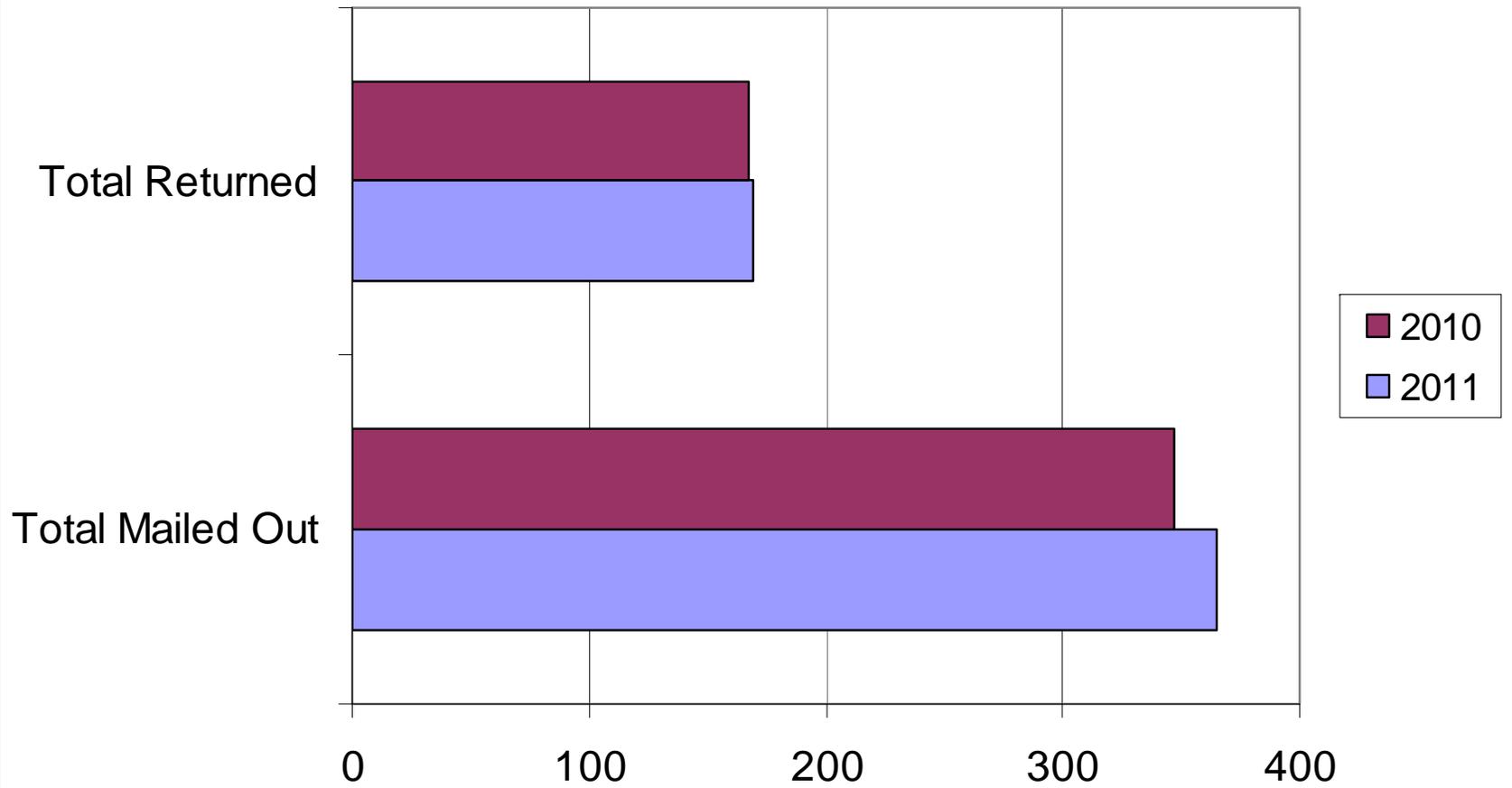
1. How would you rate the courtesy & respect you receive from our staff? \_\_\_\_\_
2. What would you rate the accuracy of the reports and documents received from the staff? \_\_\_\_\_
3. In the area of communication:
  - a. How would you rate the pension newsletter? \_\_\_\_\_
  - b. How would you rate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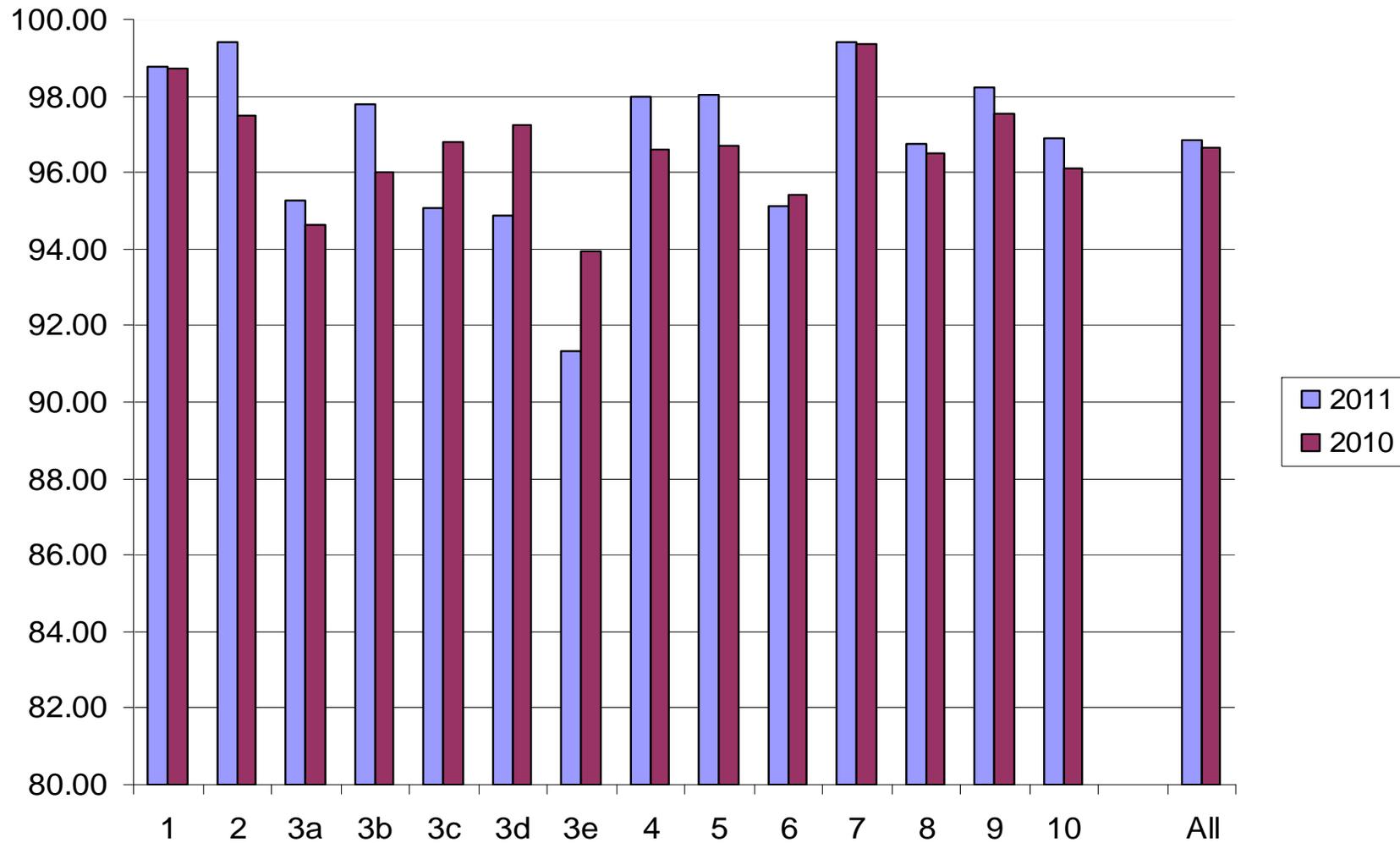


**SECTION FIVE**  
*Survey Responses and  
Historical Comparisons / Analysis*

## 2010/2011 Comparison Rate of Return

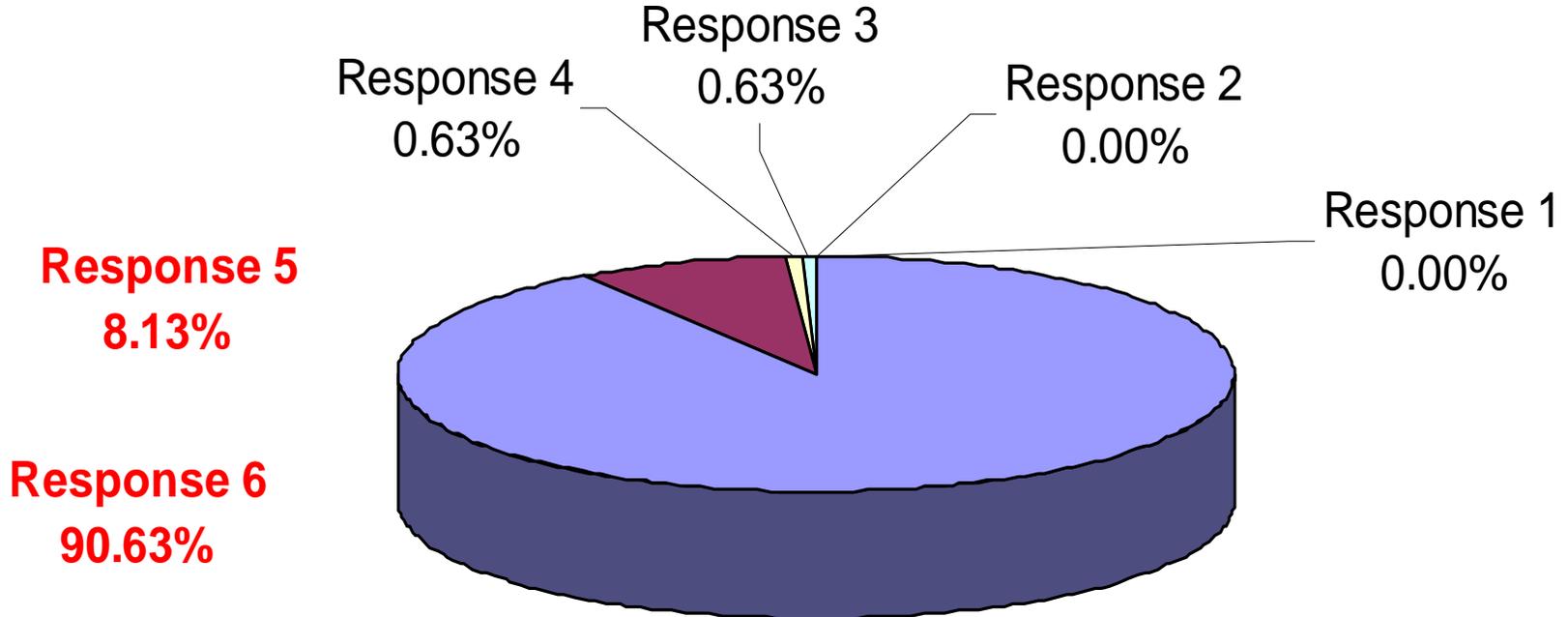


# Survey Comparison 2011 - 2010



*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



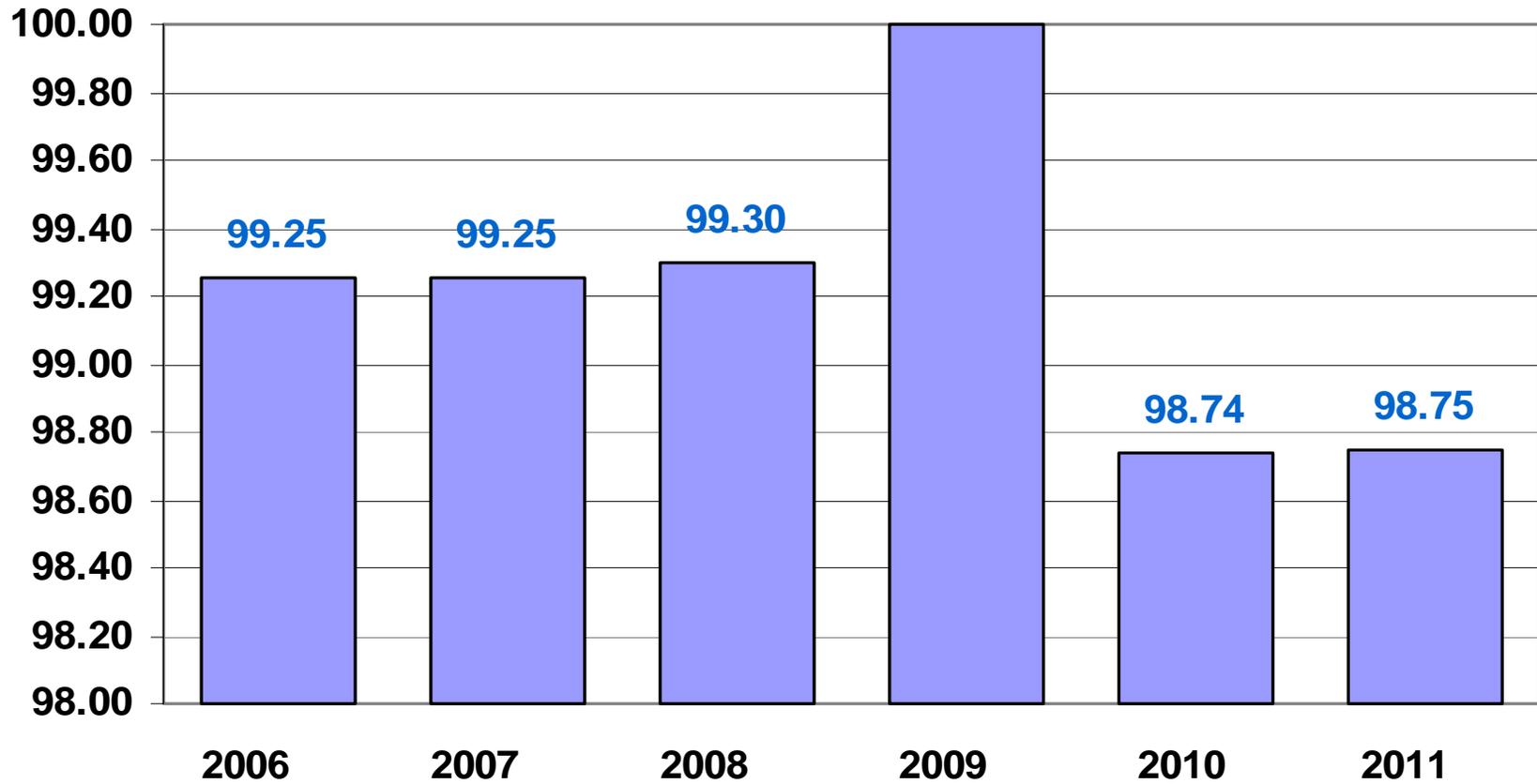
**98.76% Very Good to Excellent Rating**

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

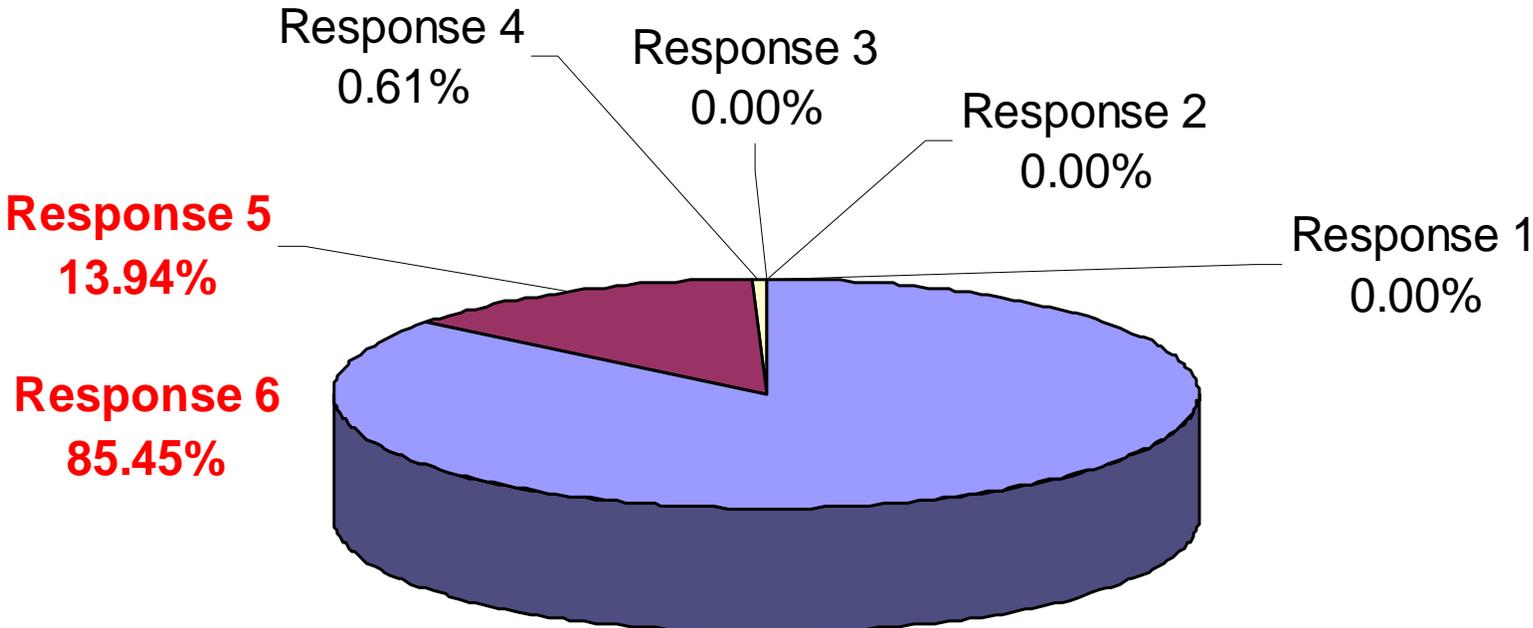
*How would you rate the courtesy & respect you receive from our staff?*

# Historical Comparison 2006 - 2011

## Question 1



# Question 2

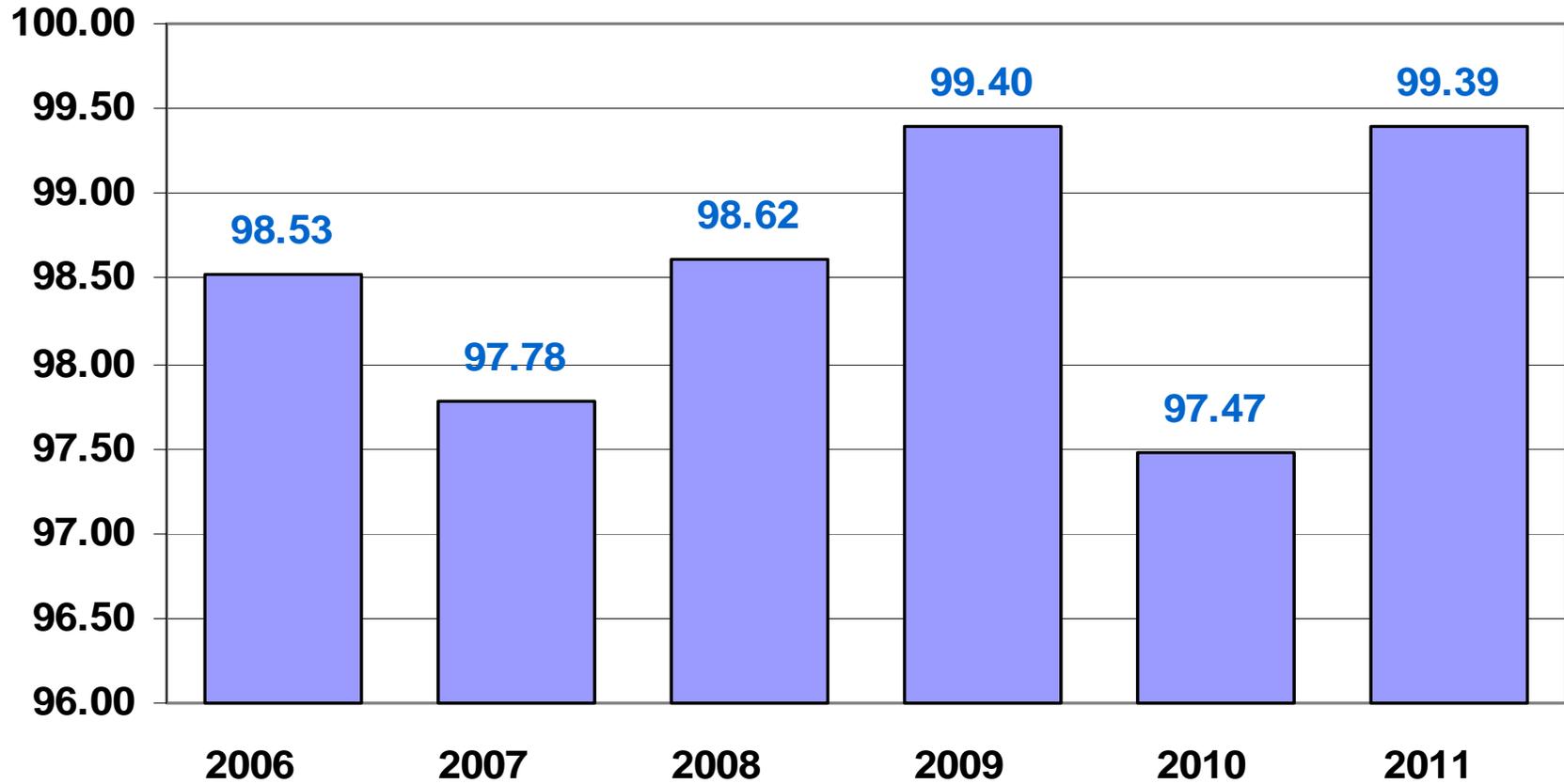


**99.39% Very Good to Excellent Rating**

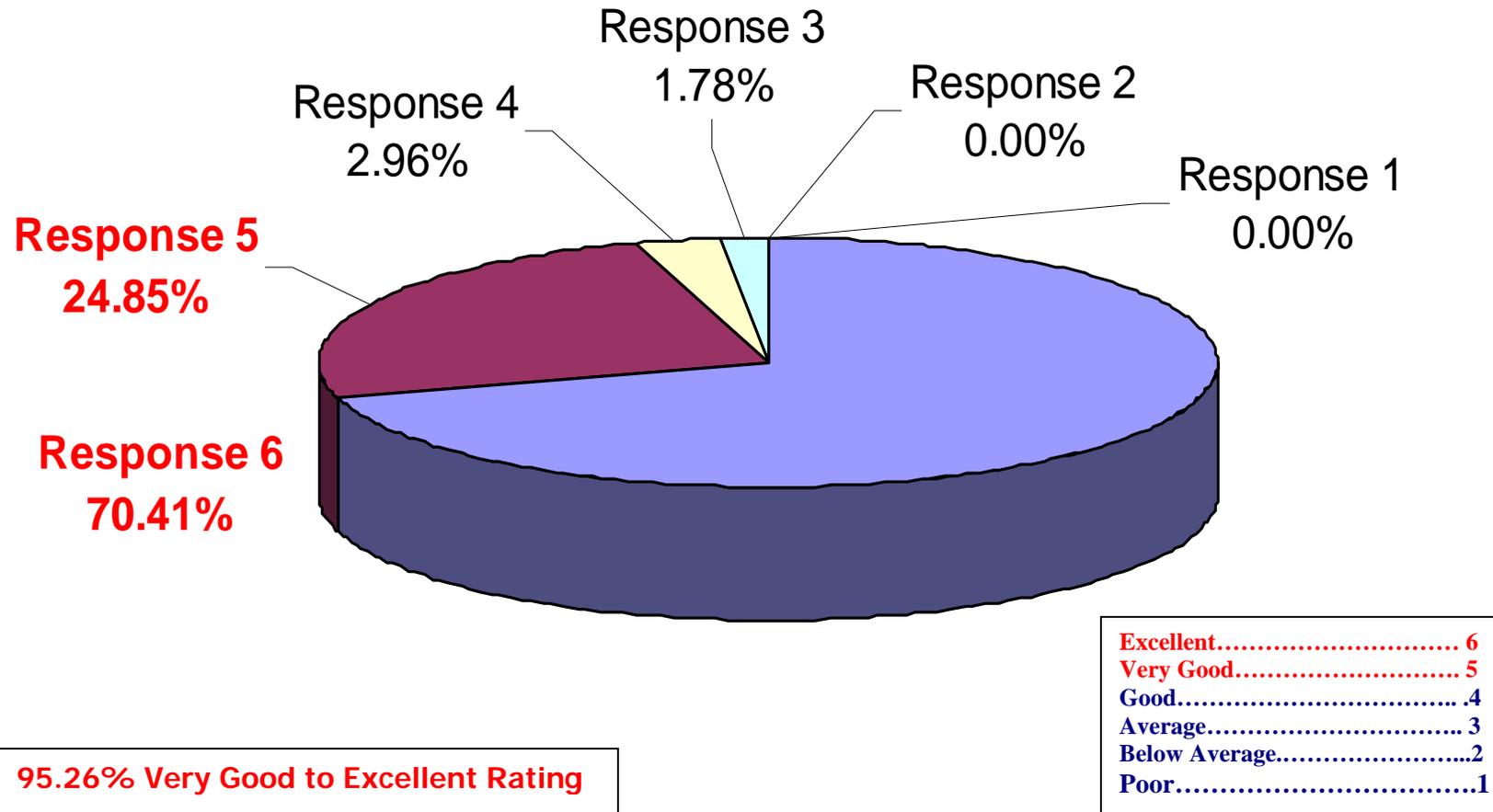
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

## Historical Comparison 2006 - 2011 Question 2

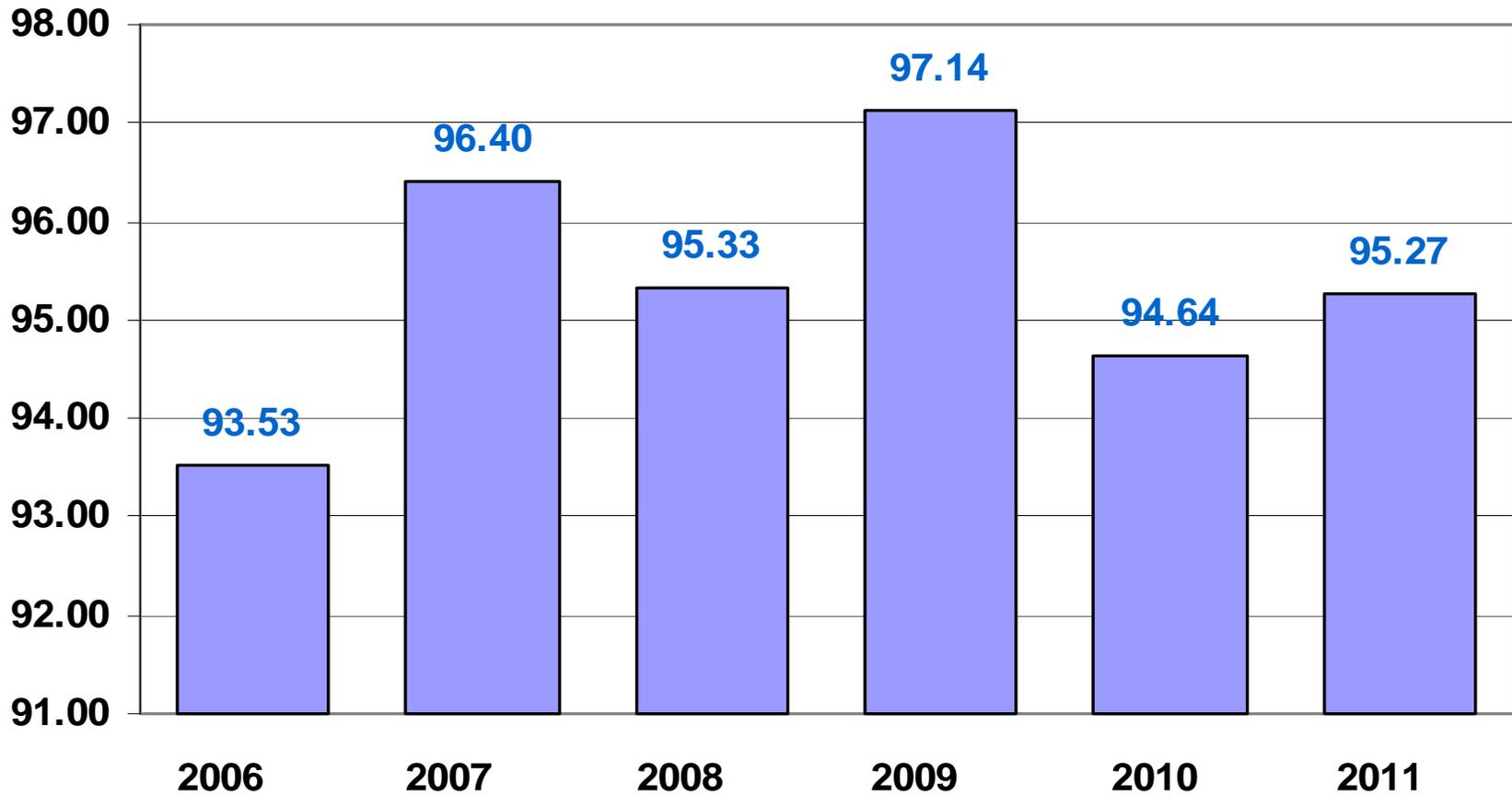


# Question 3a

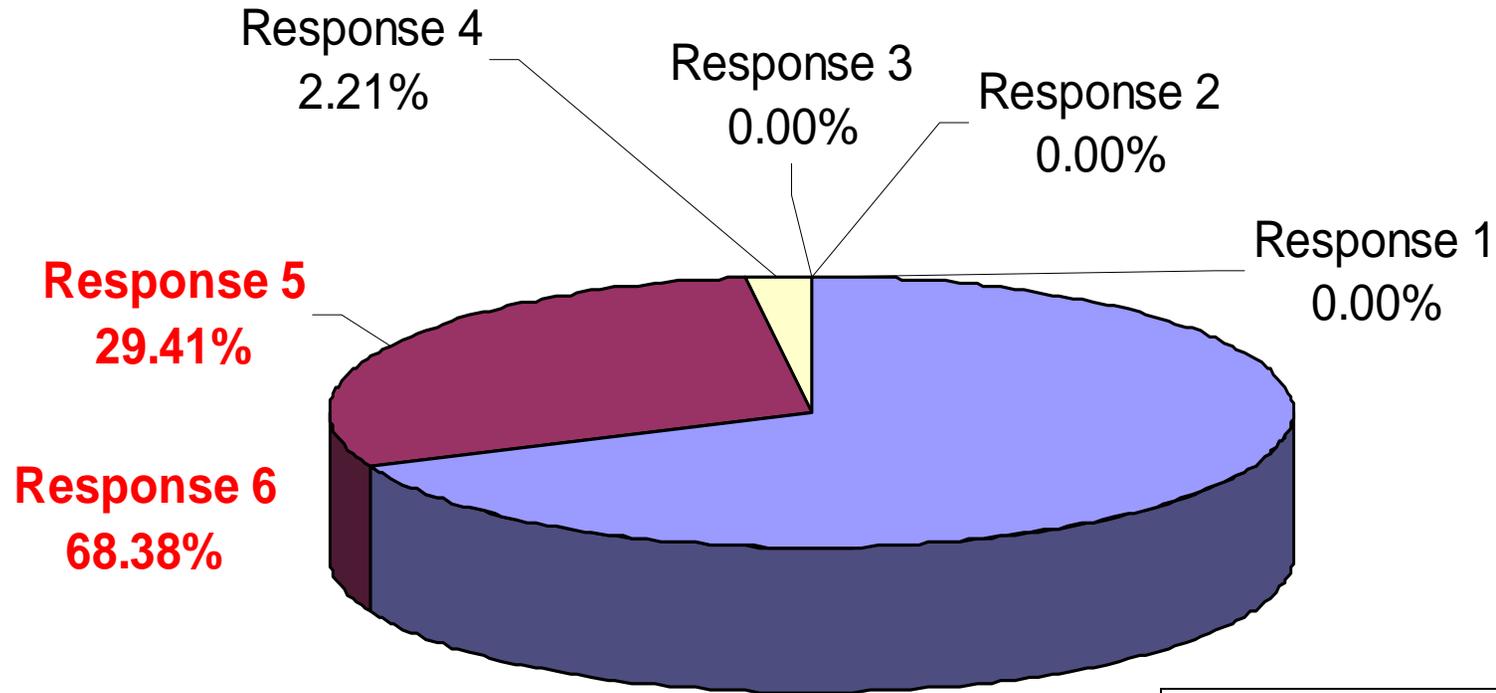


*How would you rate the pension newsletter?*

### Historical Comparison 2006 - 2011 Question 3a



### Question 3b

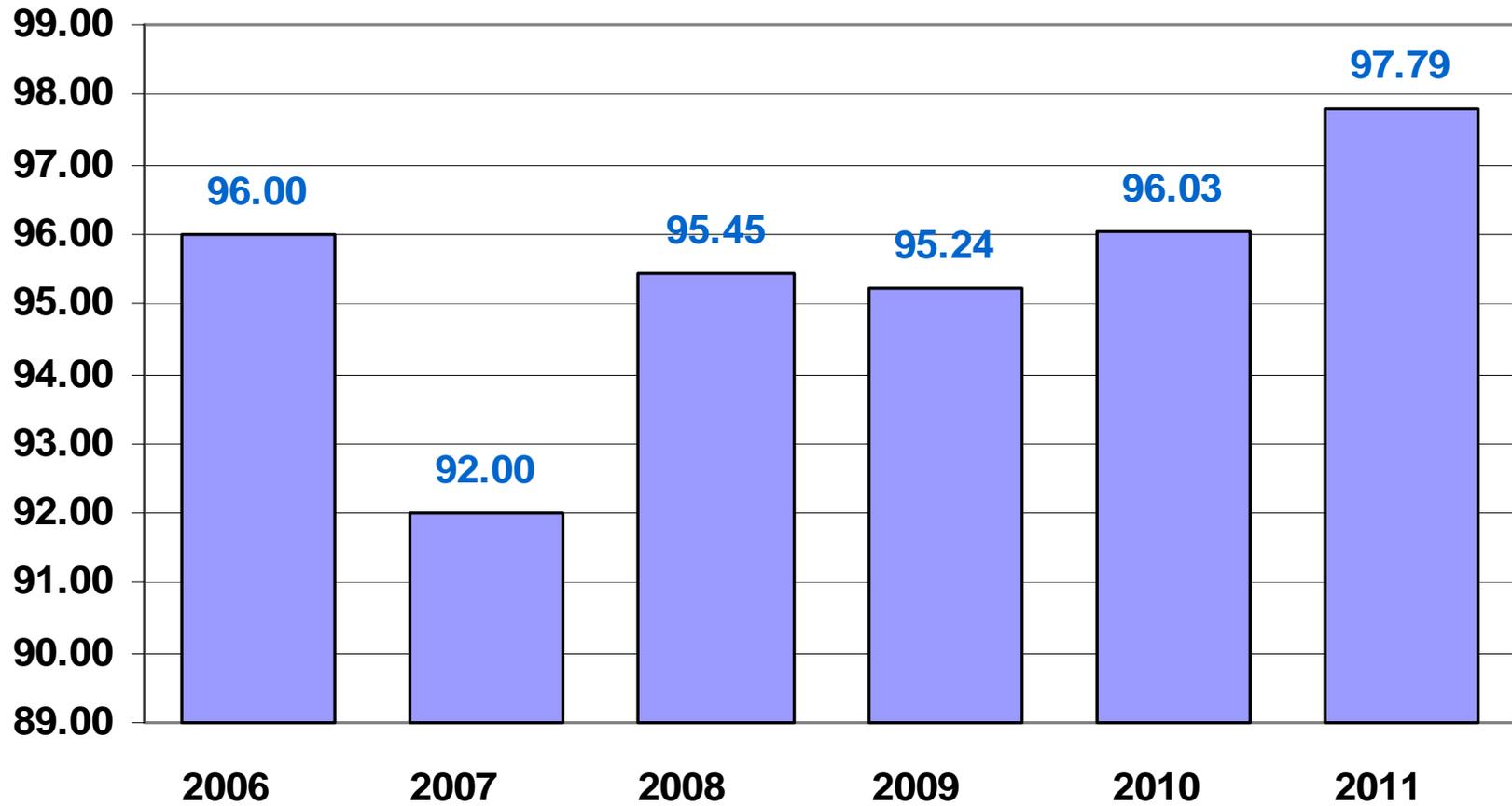


**97.79% Very Good to Excellent Rating**

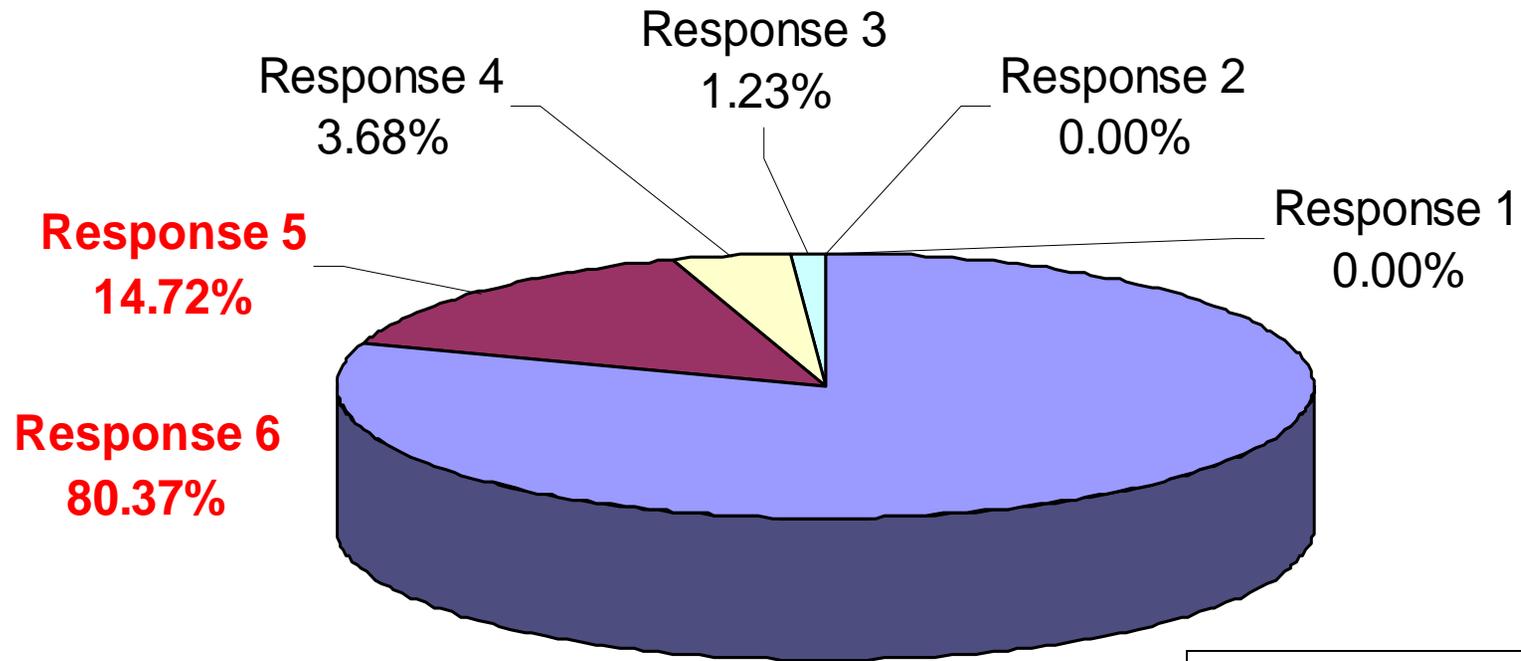
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

*How would you rate the pension web site?*

## Historical Comparison 2006 - 2011 Question 3b



# Question 3c

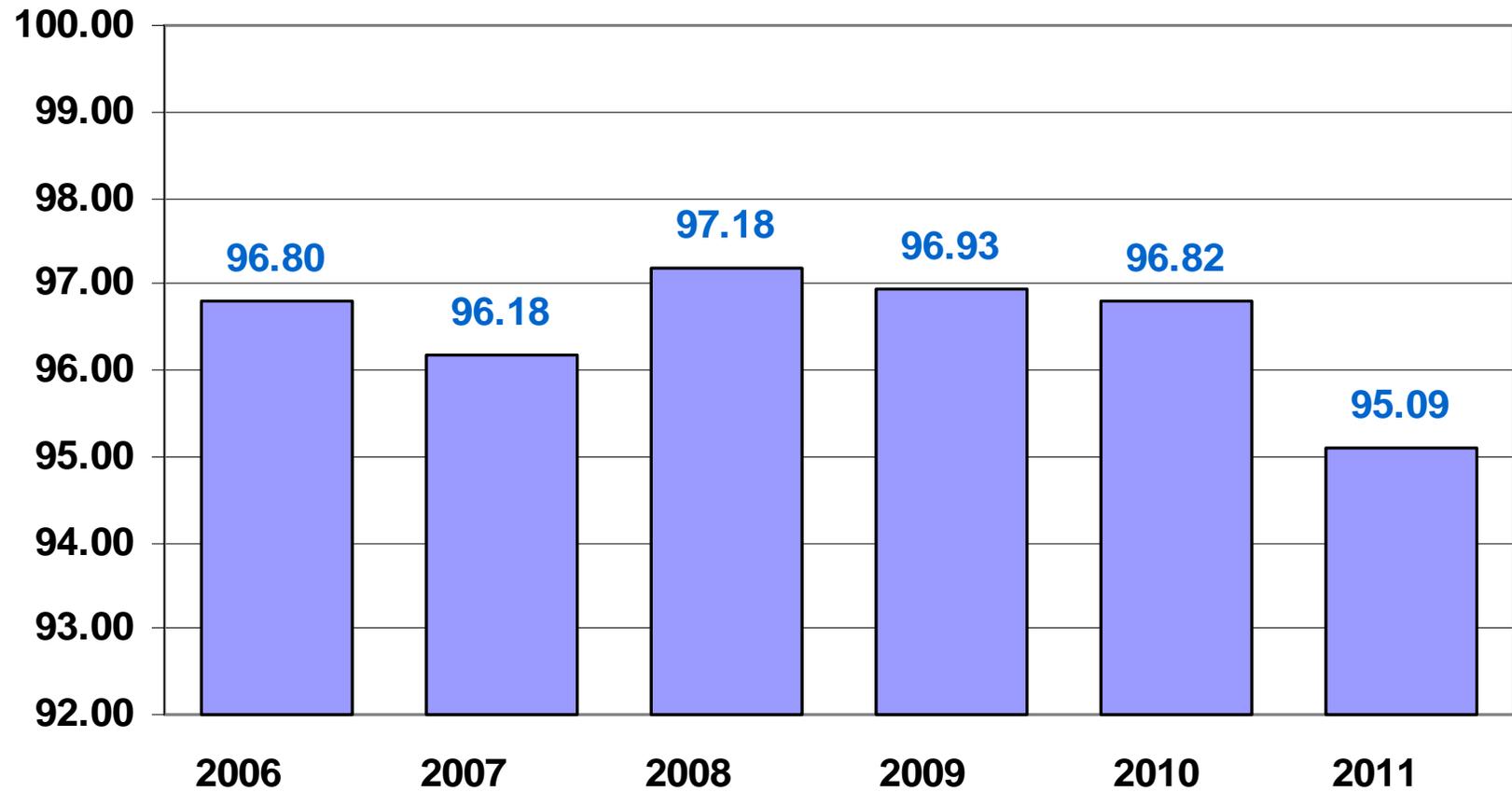


**95.09% Very Good to Excellent Rating**

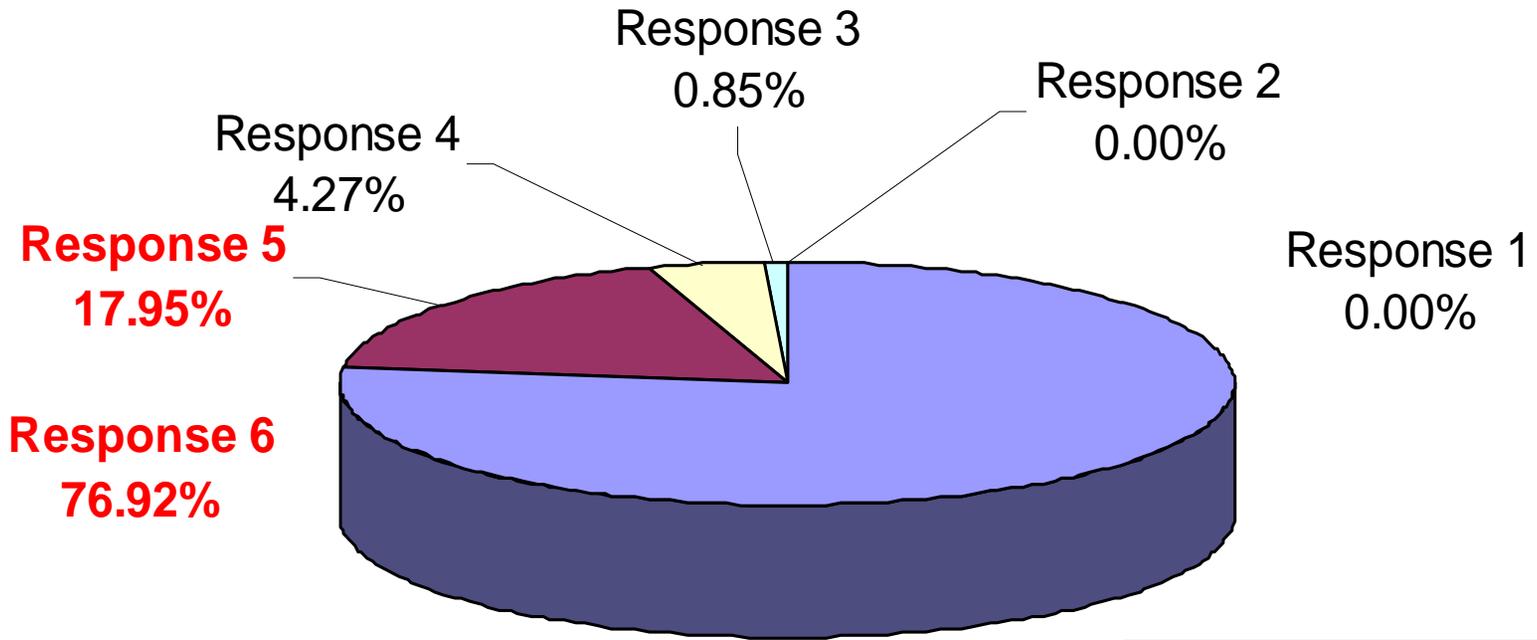
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

## Historical Comparison 2006 - 2011 Question 3c



# Question 3d



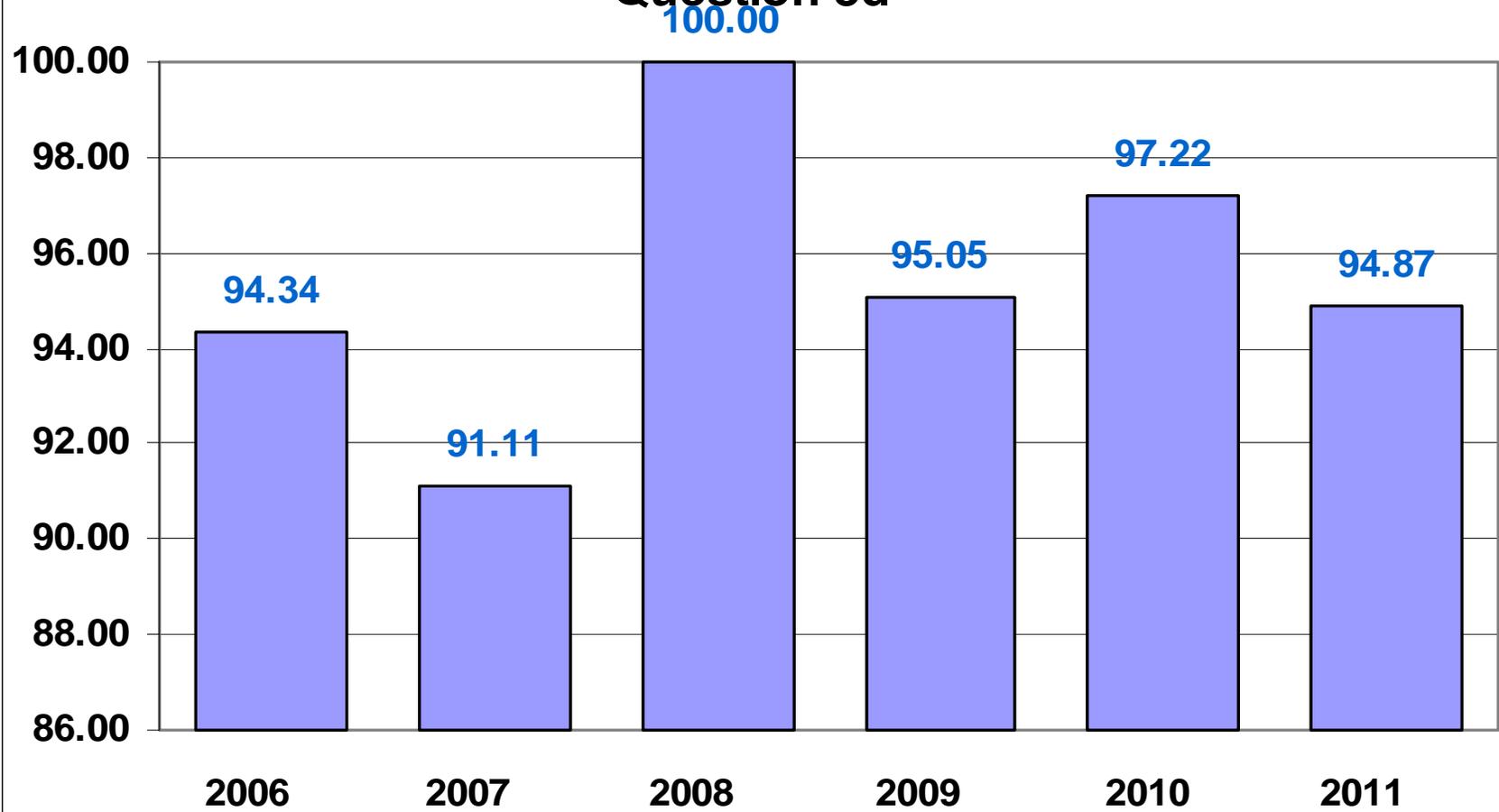
**94.87% Very Good to Excellent Rating**

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

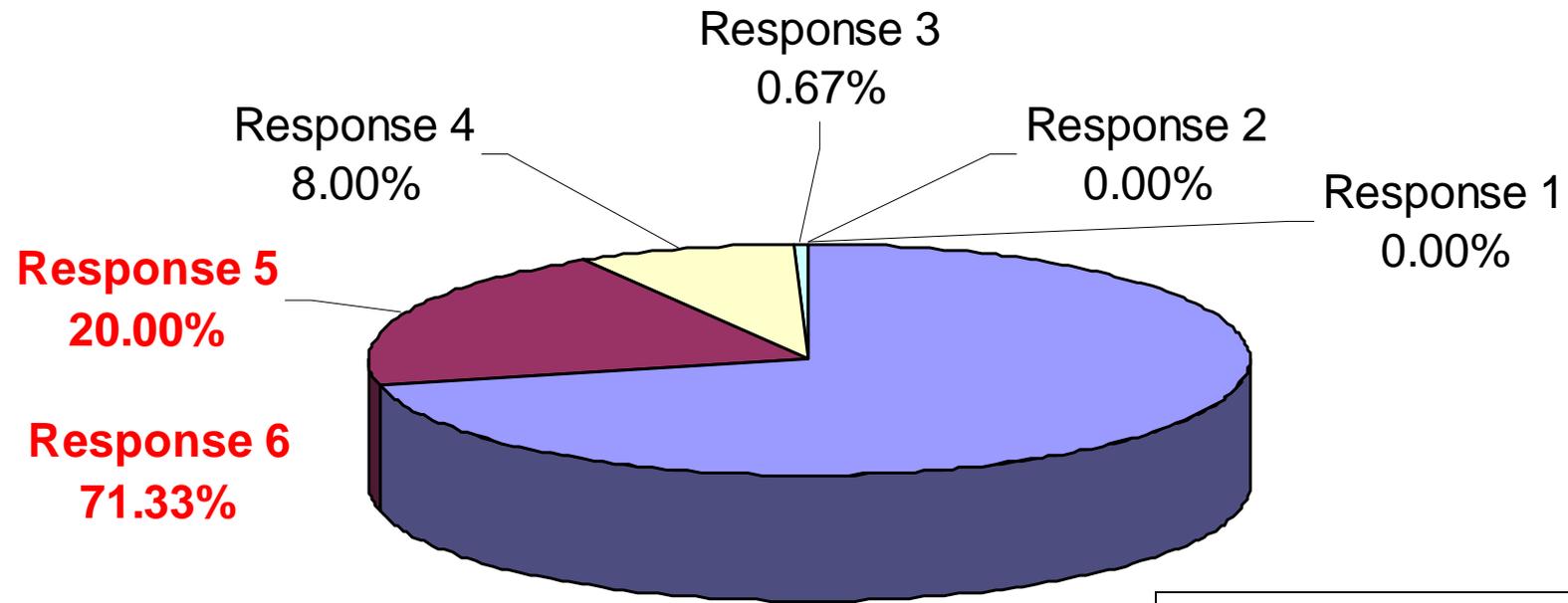
*How would you rate e-mails received from the staff?*

# Historical Comparison 2006 - 2011

## Question 3d



### Question 3e

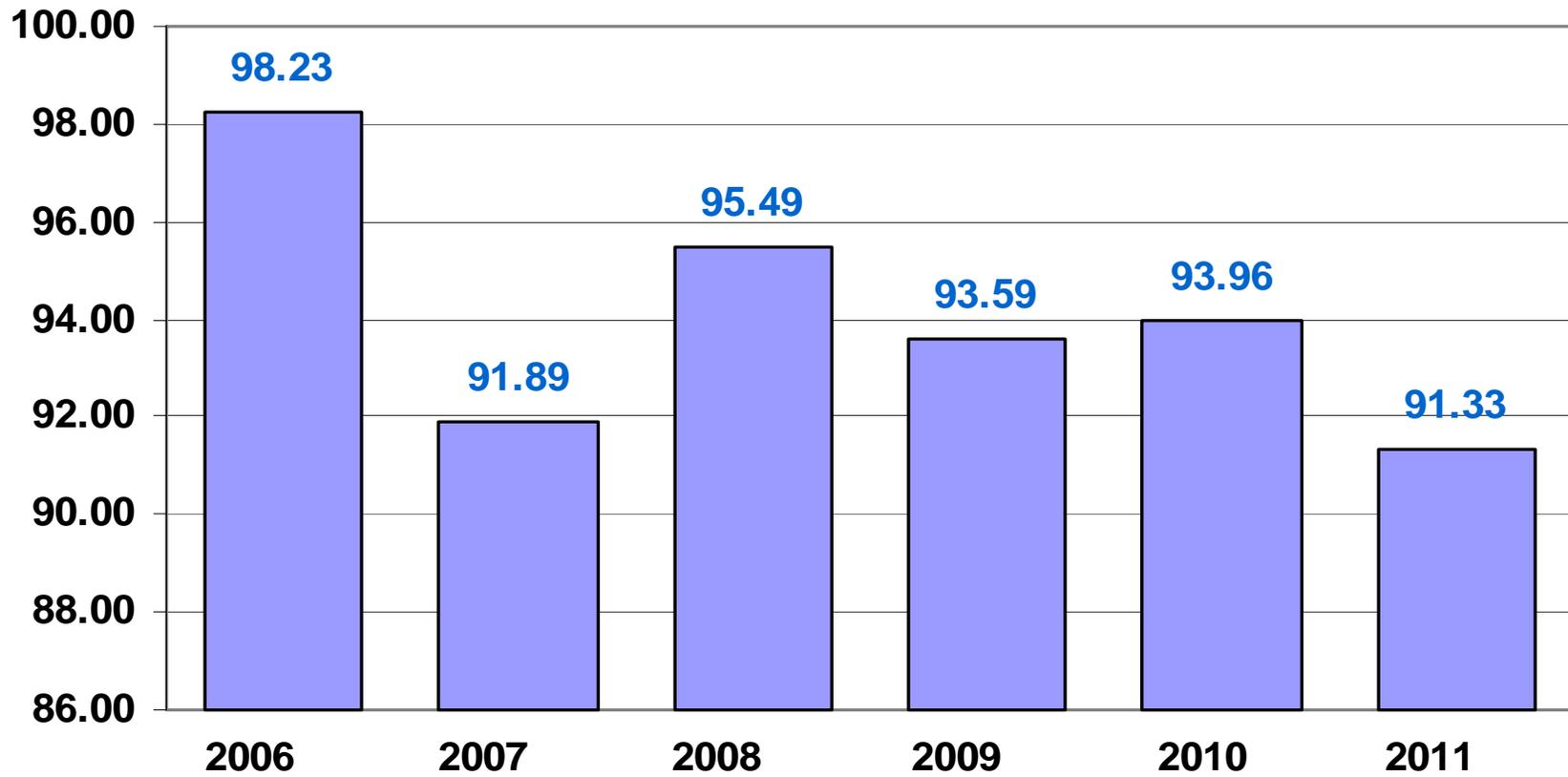


**91.33% Very Good to Excellent Rating**

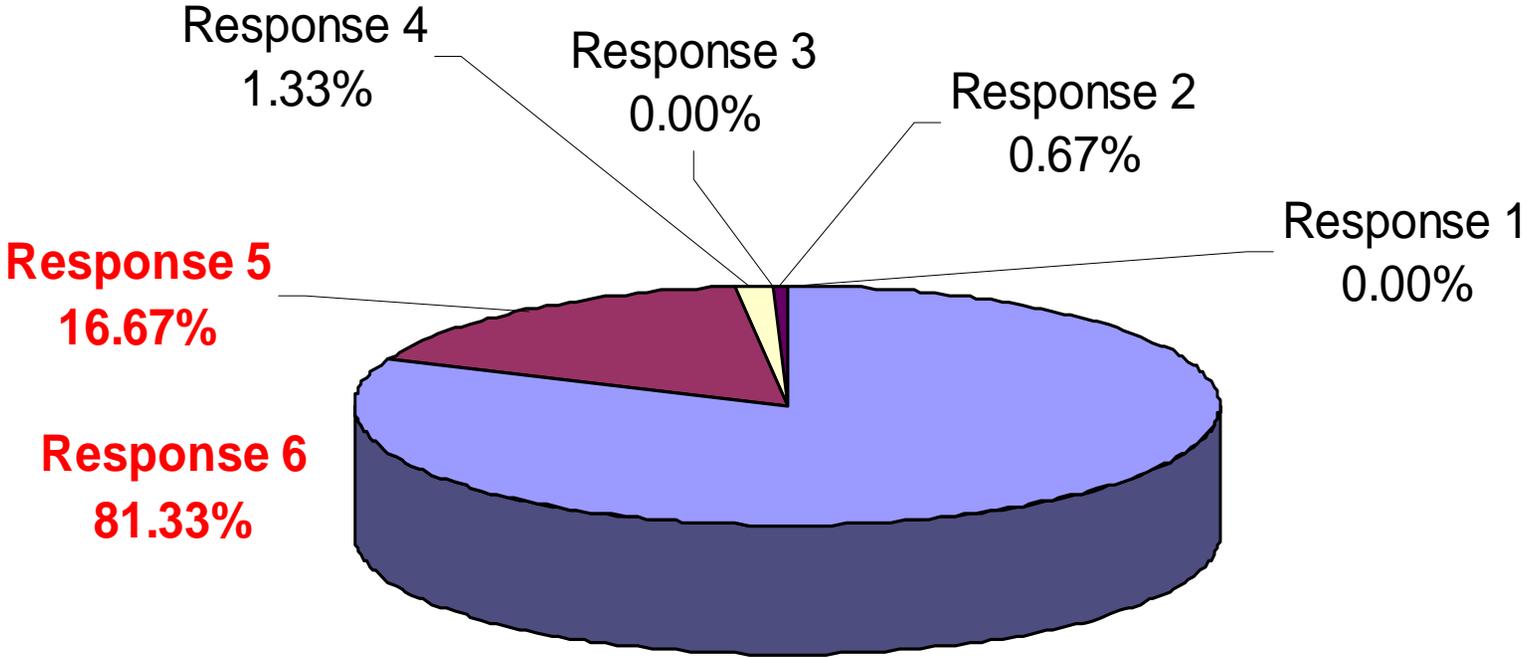
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

## Historical Comparison 2006 - 2011 Question 3e



# Question 4



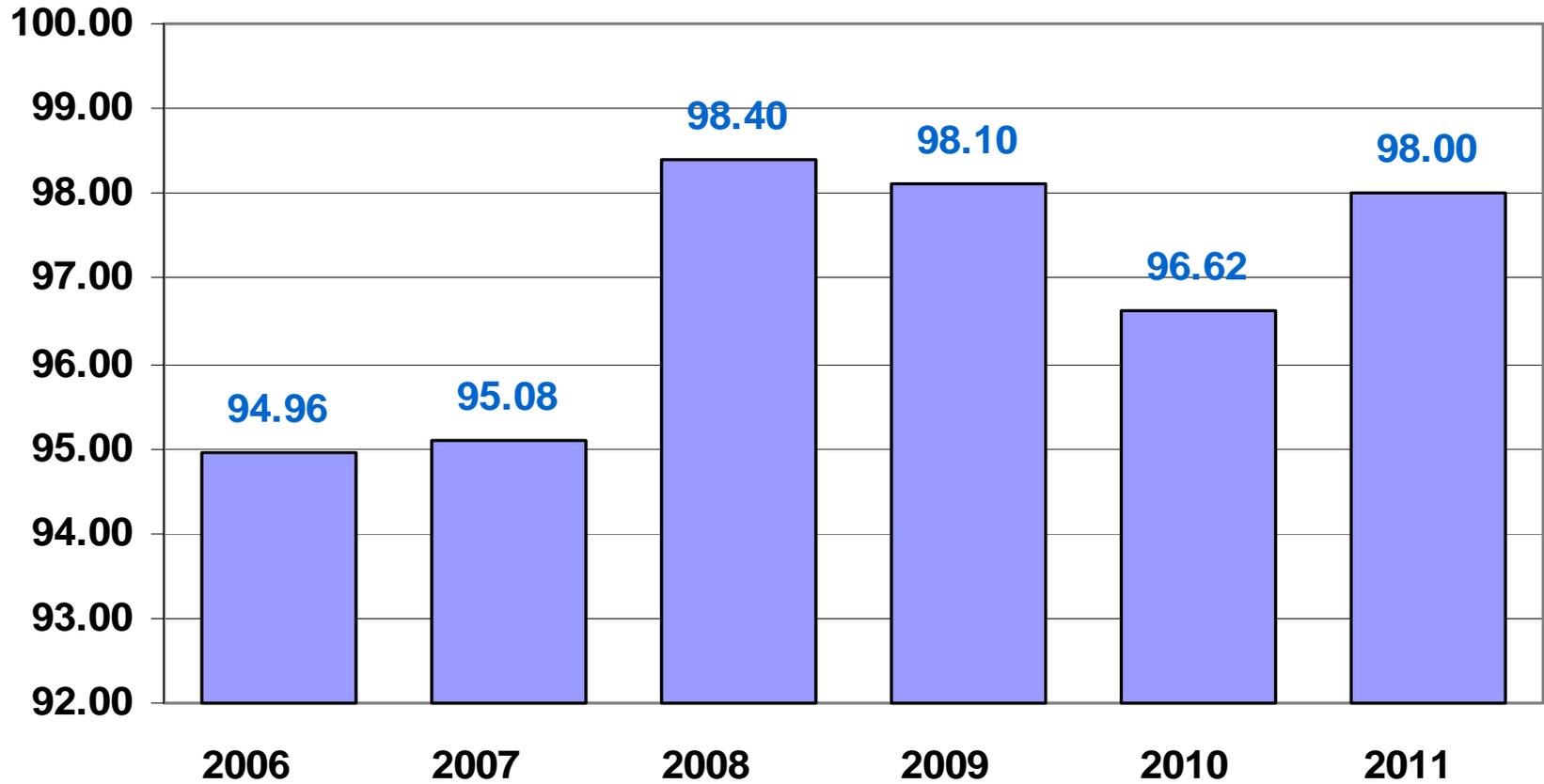
**98.00% Very Good to Excellent Rating**

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

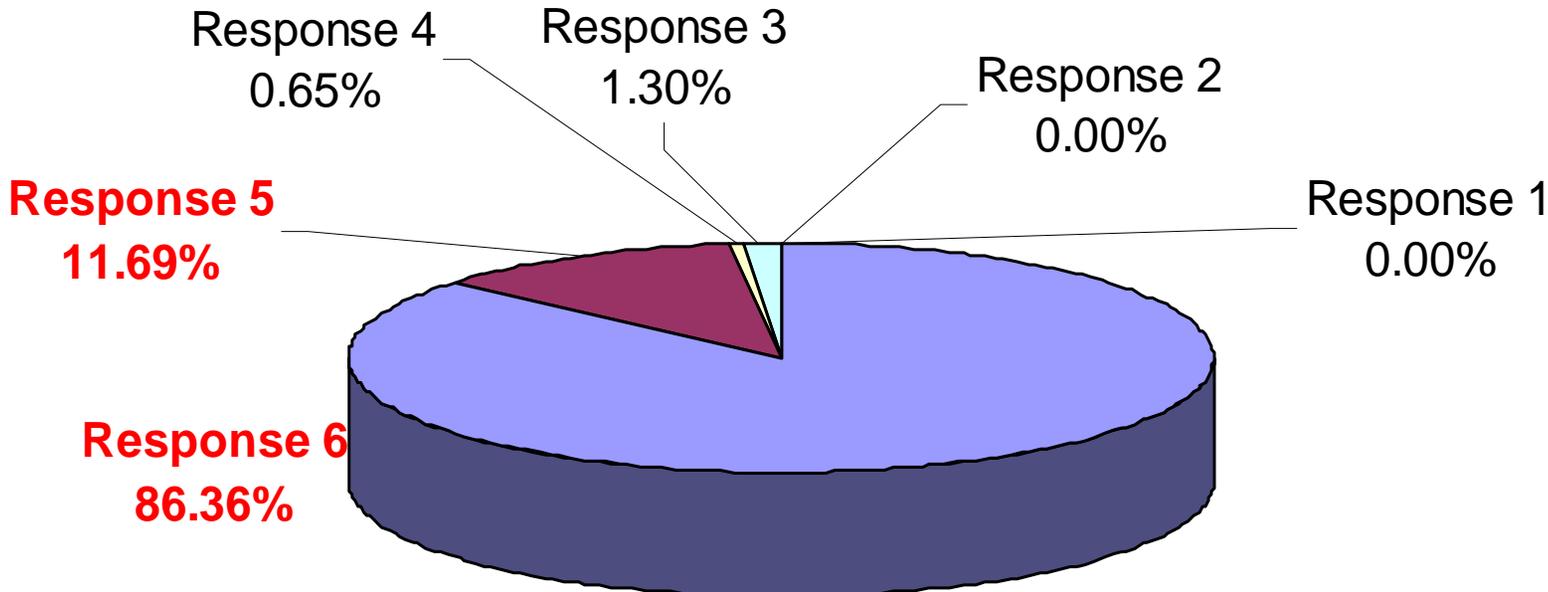
*How does the staff listen to you and understand your needs?*

## Historical Comparison 2006 - 2011

### Question 4



# Question 5



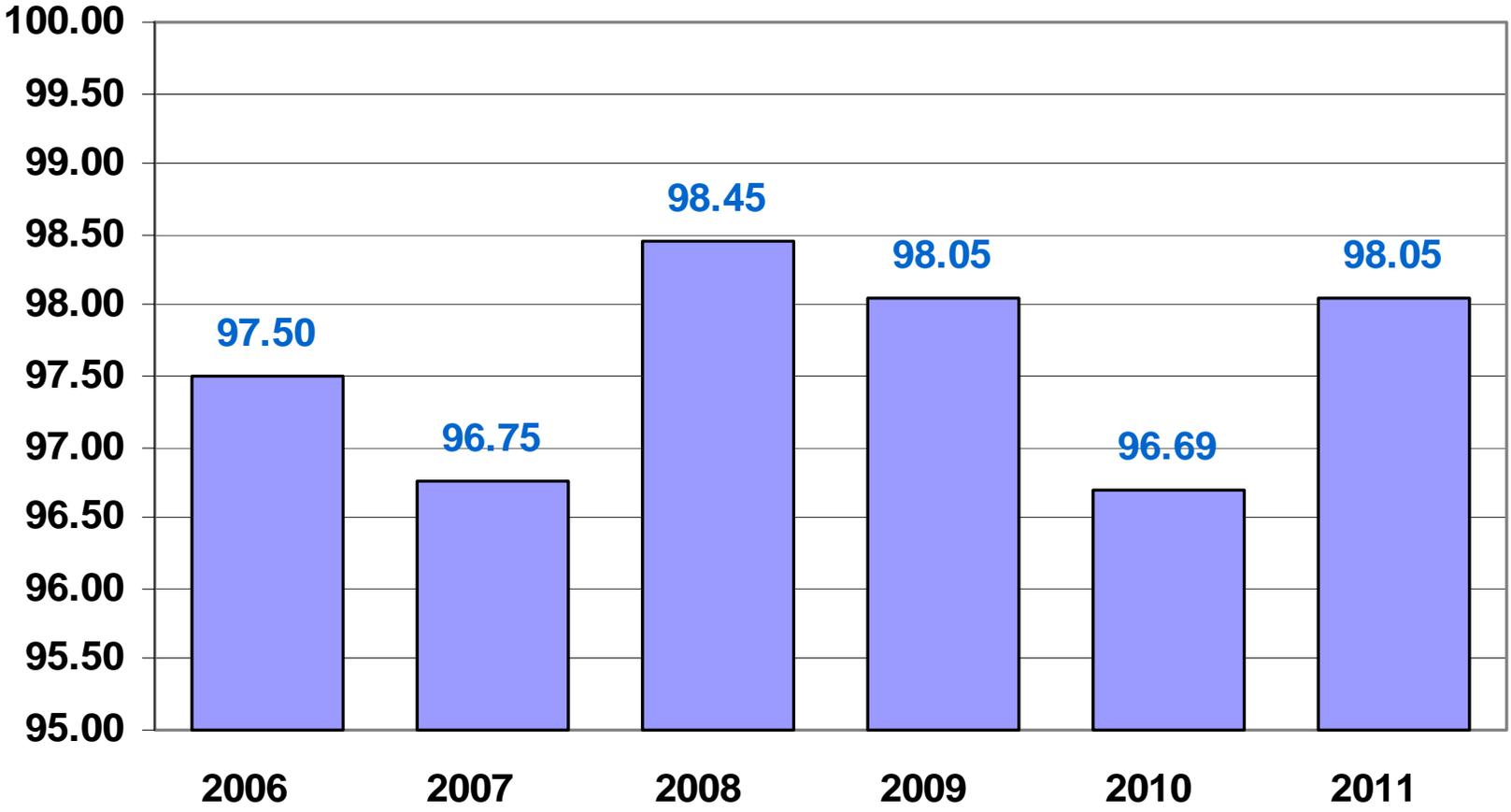
**98.05% Very Good to Excellent Rating**

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

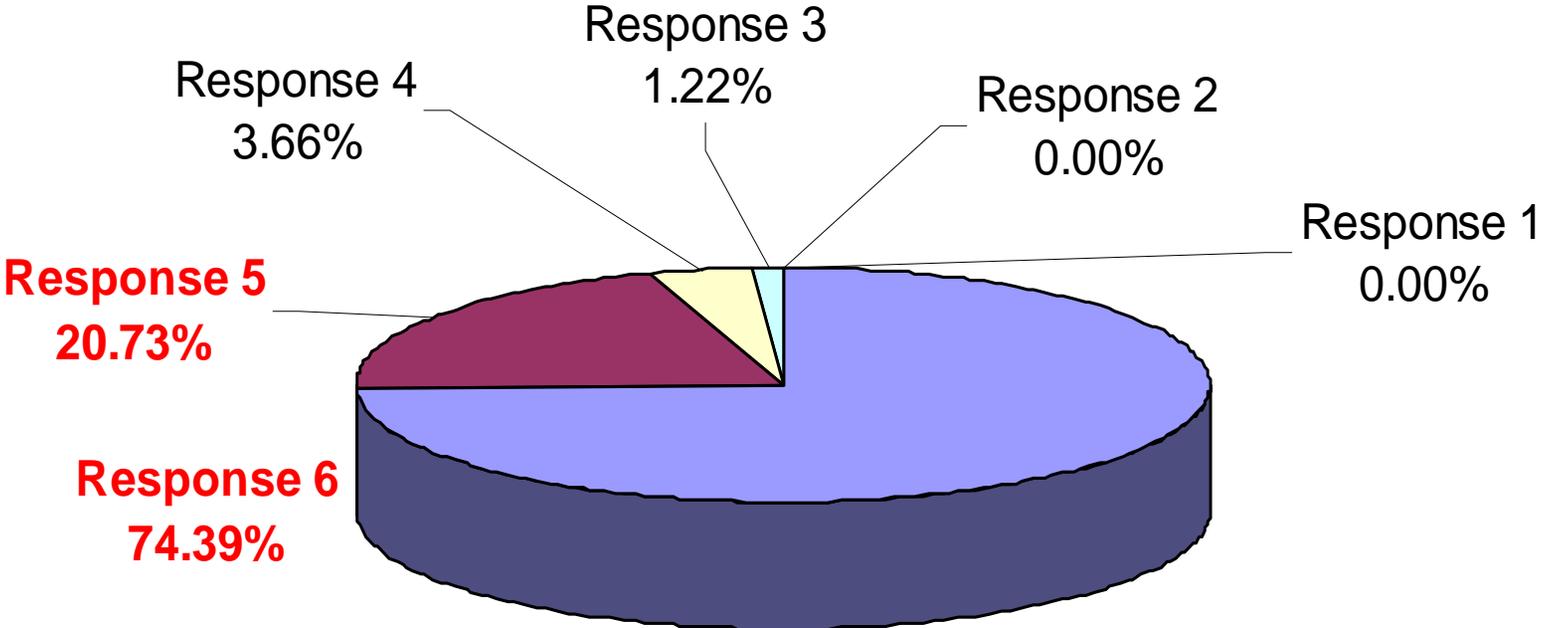
*How would you rate staff, in terms of being responsive to your requests and completing your objectives in a timely manner?*

# Historical Comparison 2006 - 2011

## Question 5



# Question 6



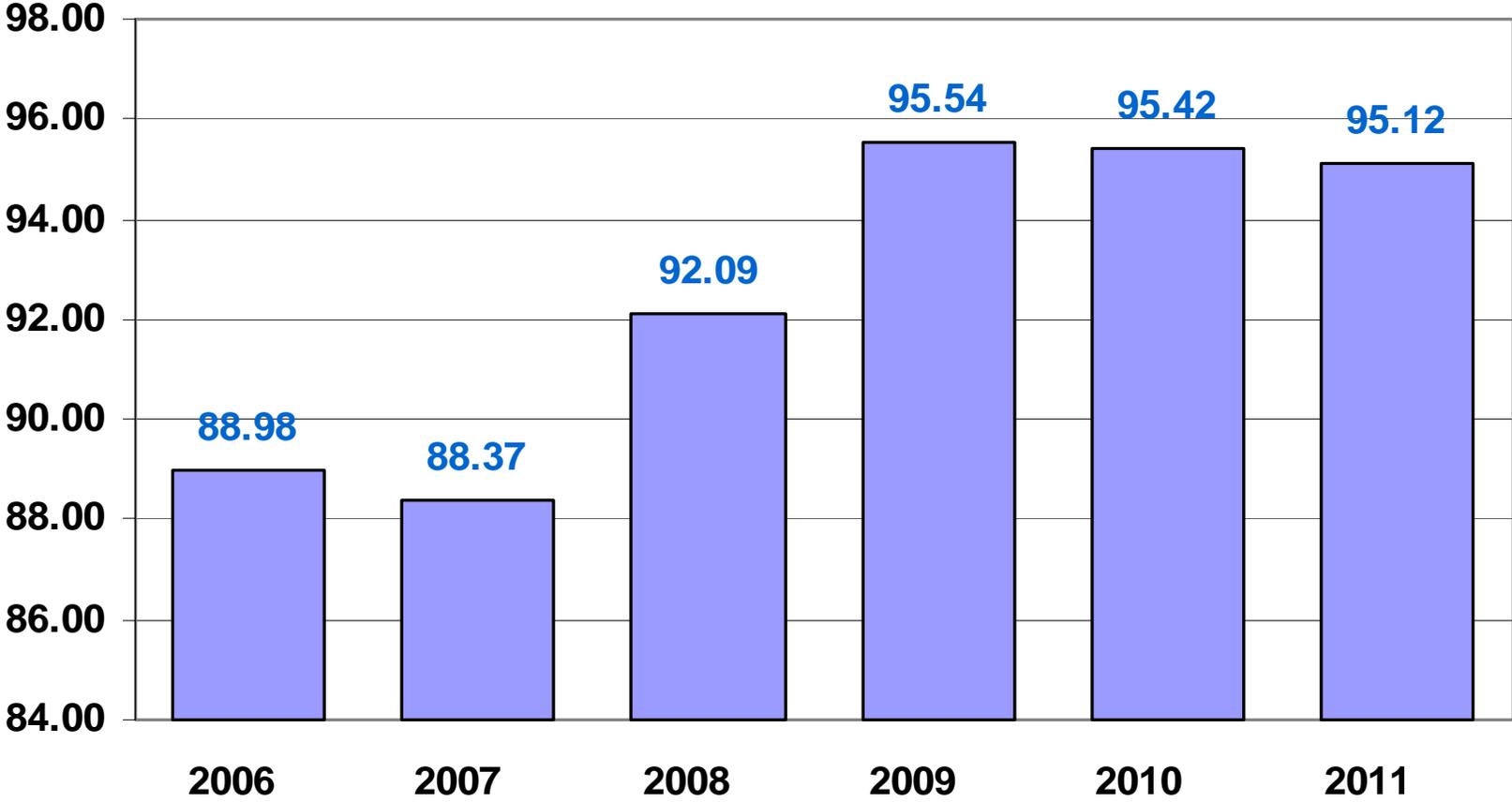
**95.12% Very Good to Excellent Rating**

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

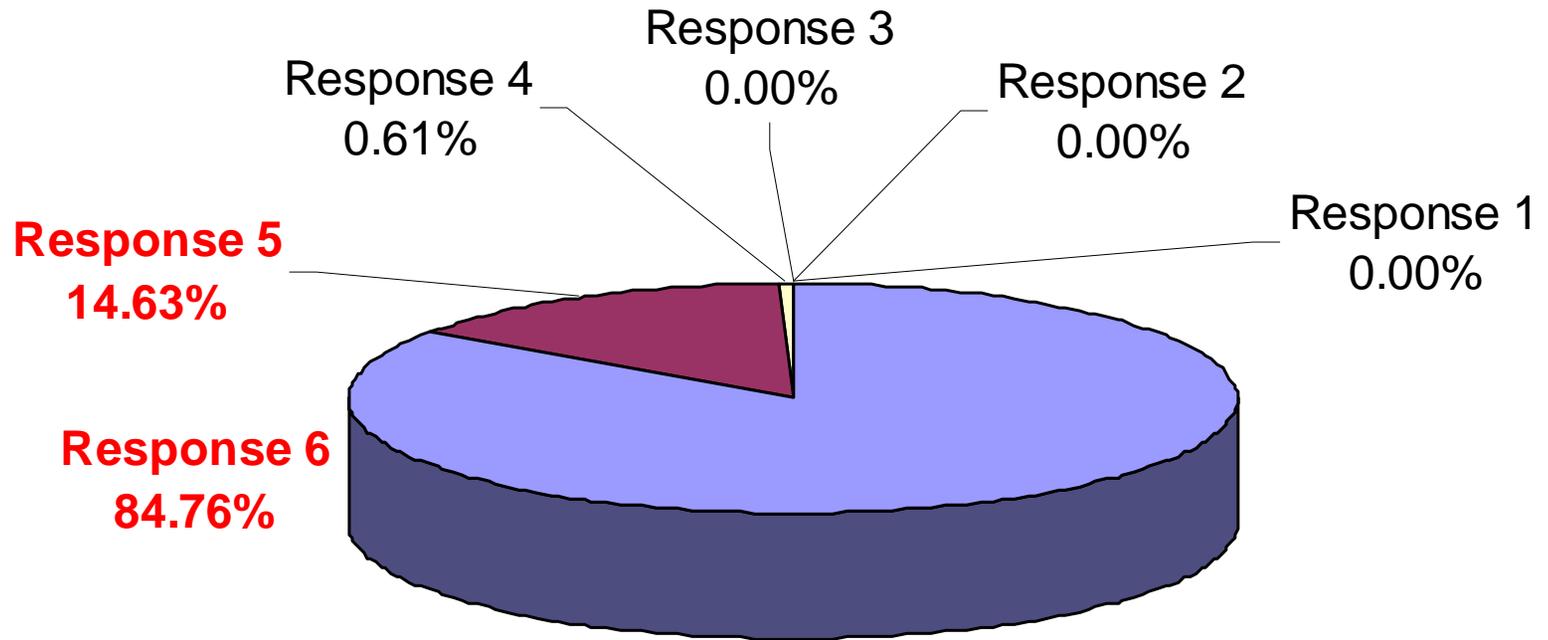
*How would you rate the pension forms used by the system?*

# Historical Comparison 2006 - 2011

## Question 6



# Question 7

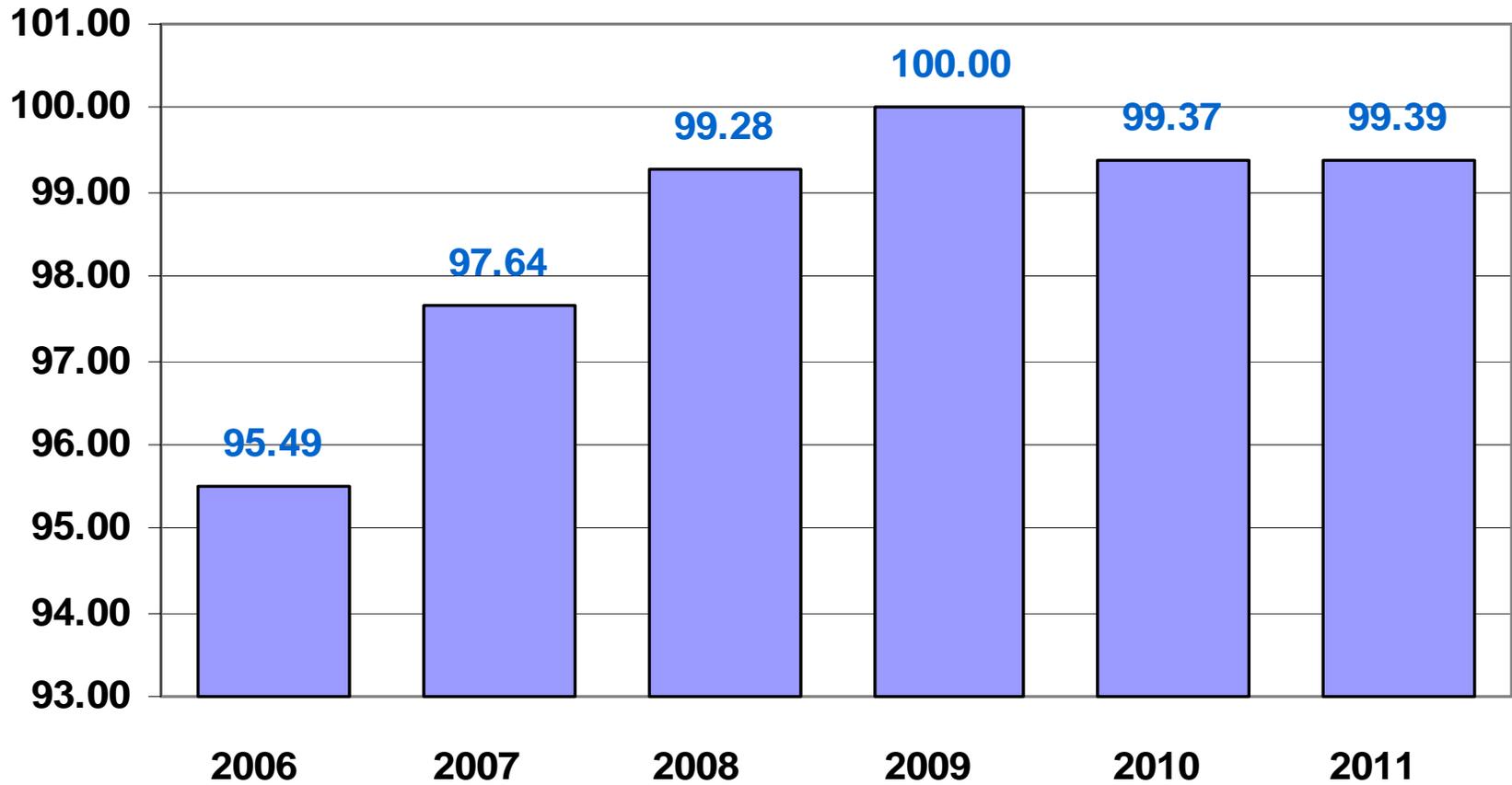


99.39% Very Good to Excellent Rating

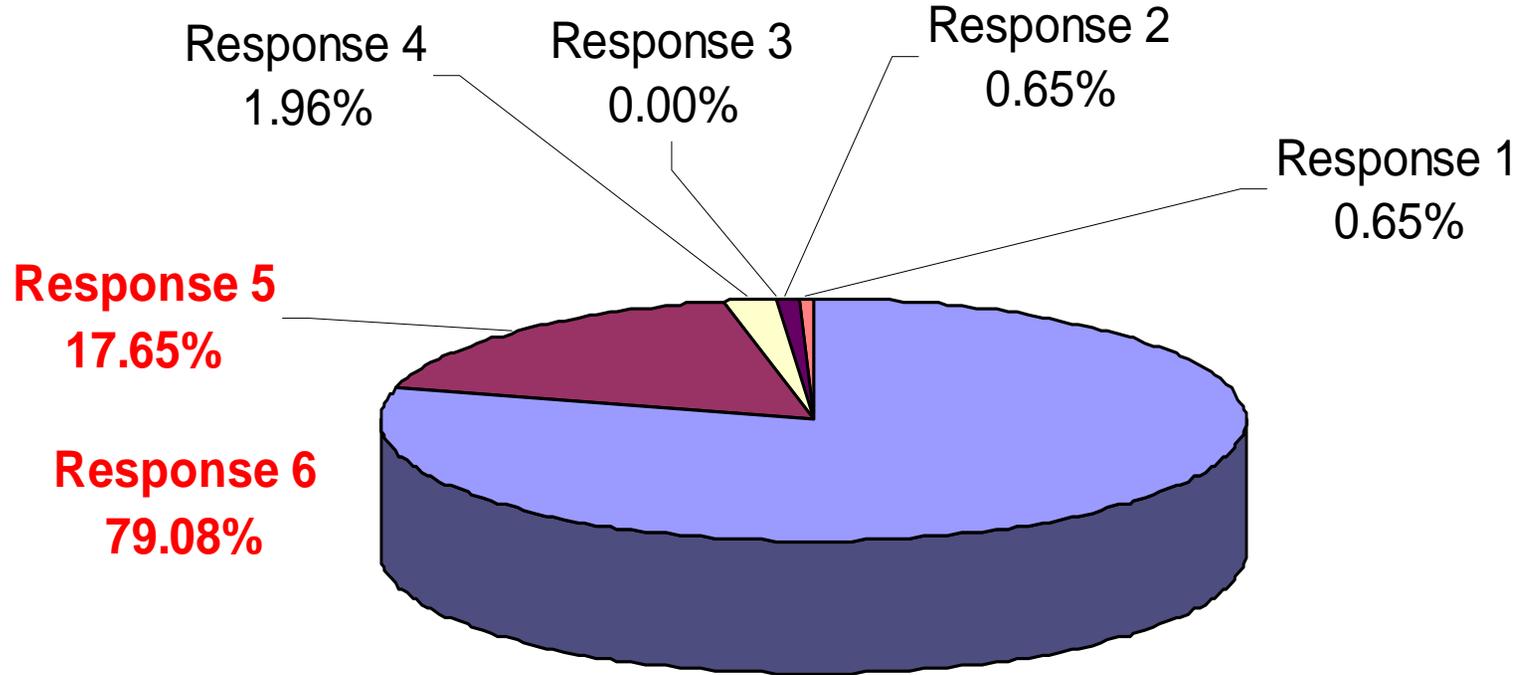
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

## Historical Comparison 2006 - 2011 Question 7



# Question 8

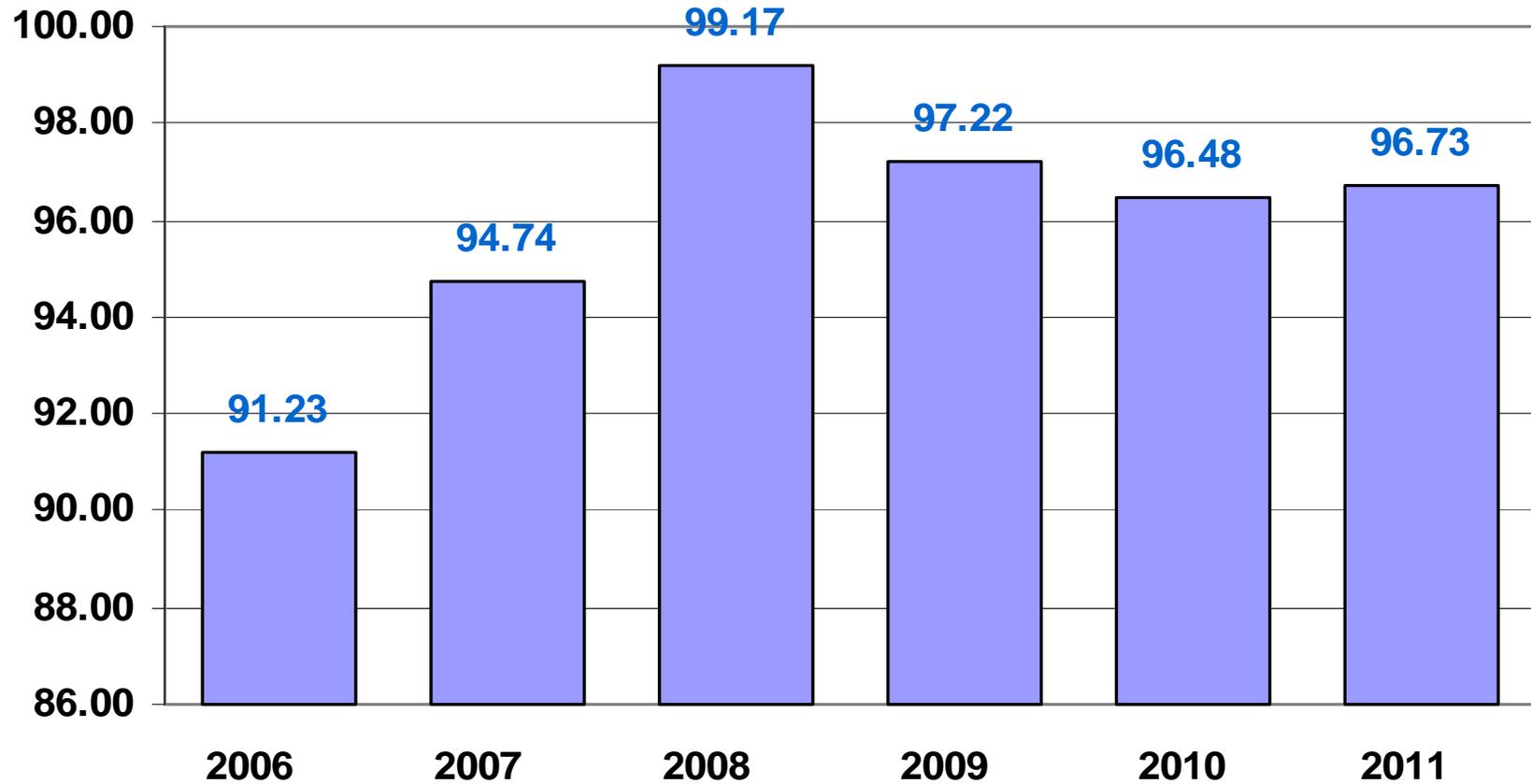


**96.73% Very Good to Excellent Rating**

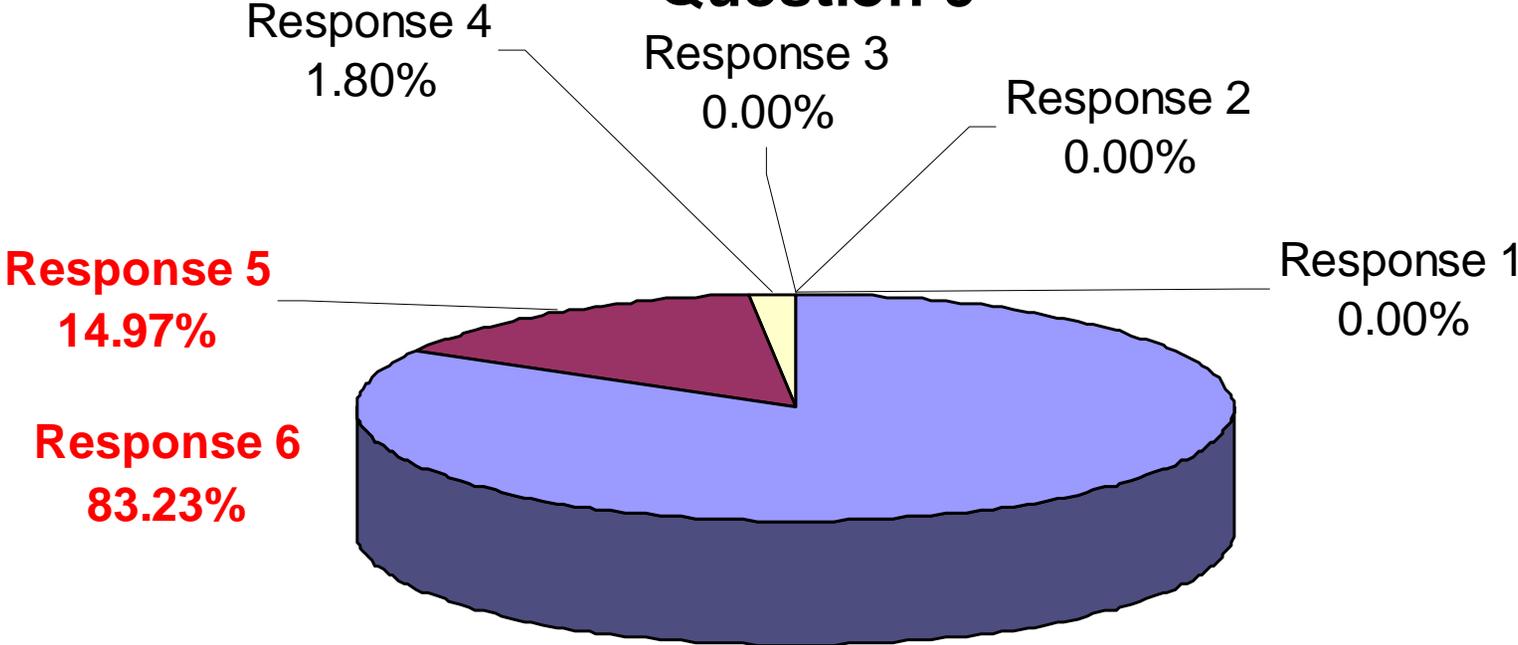
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

## Historical Comparison 2006 - 2011 Question 8



# Question 9

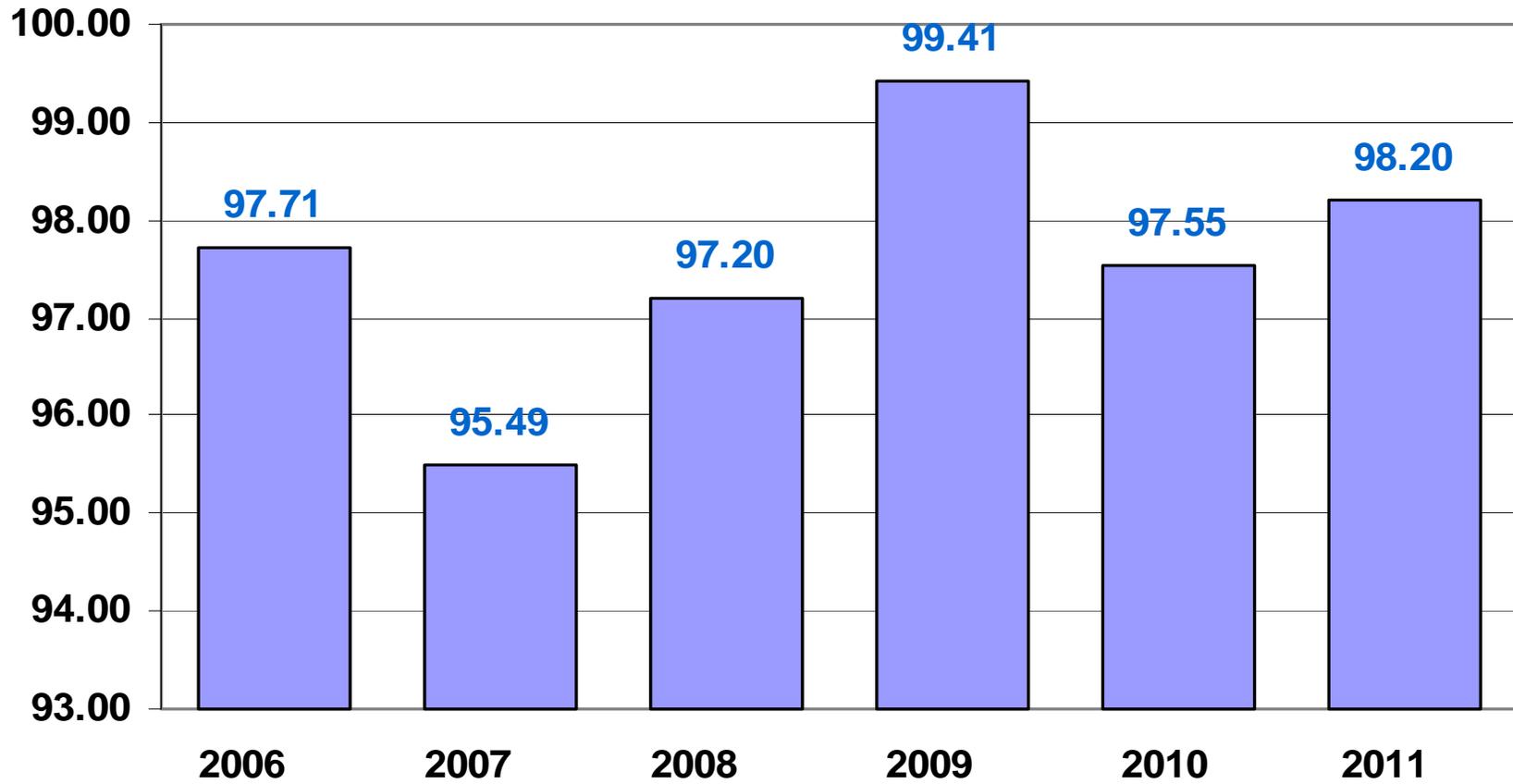


**98.20% Very Good to Excellent Rating**

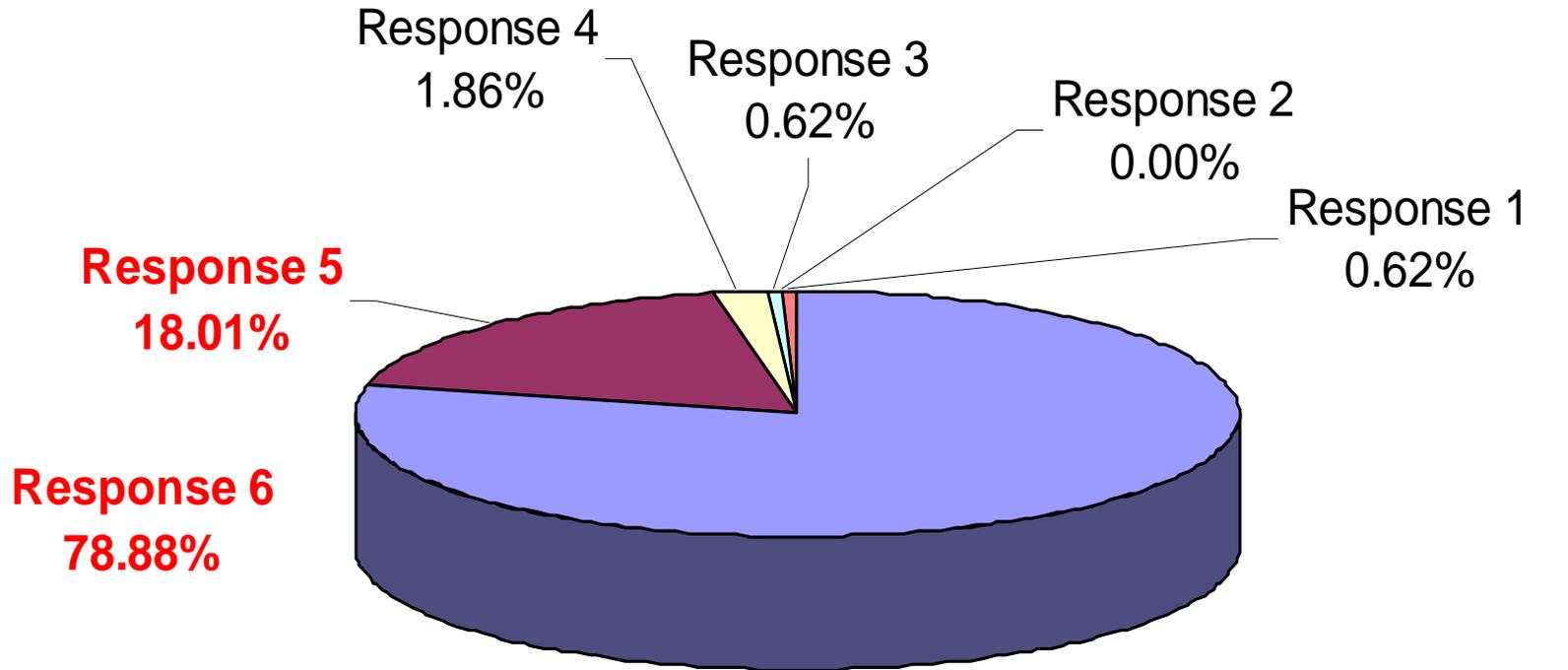
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

## Historical Comparison 2006 - 2011 Question 9



## Question 10

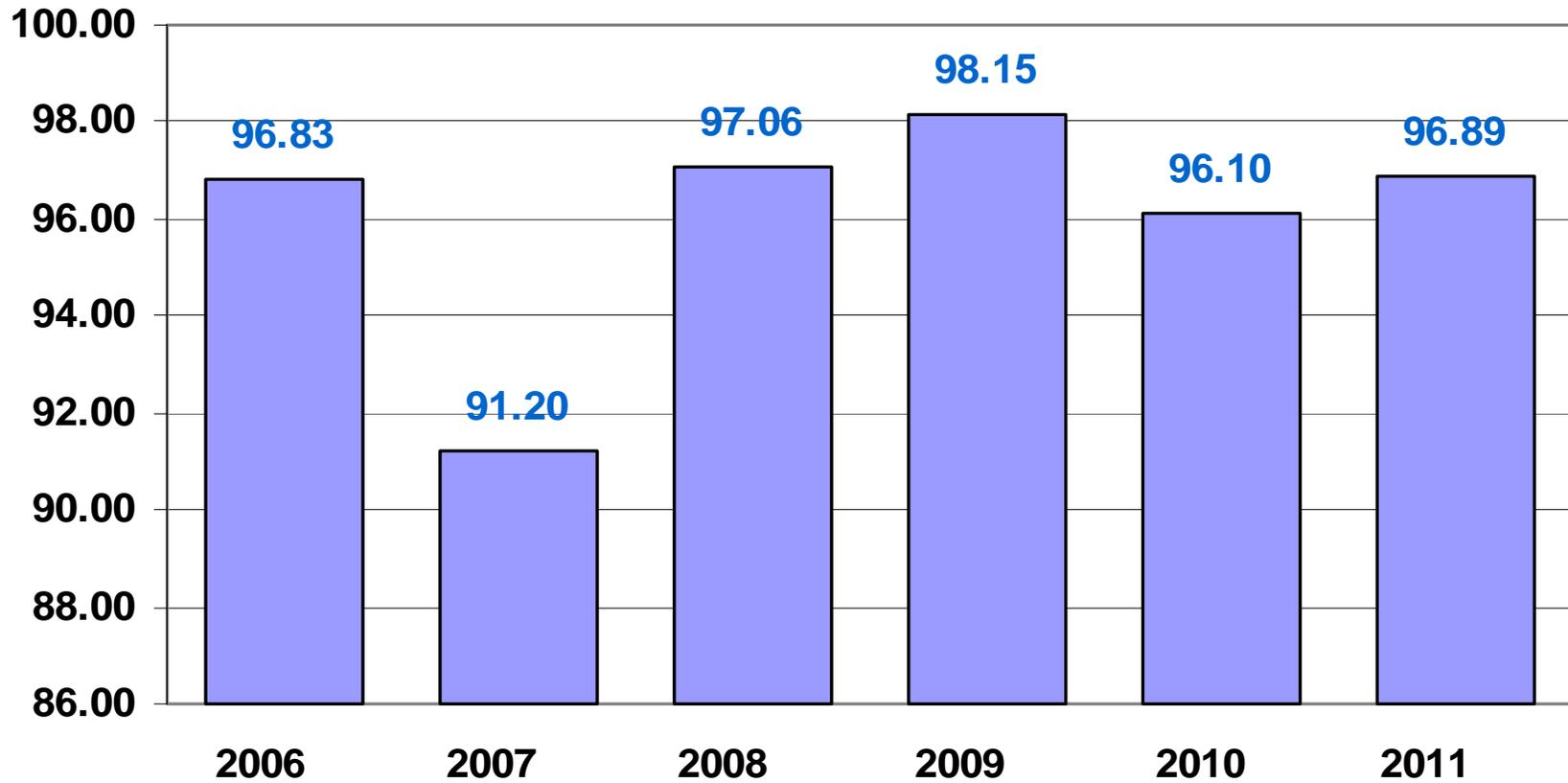


**96.89% Very Good to Excellent Rating**

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 2006 - 2011 Question 10



## Historical Comparison 2006 - 2011 All Questions Merged By Year

