

City of Hollywood Police Officers' Retirement System



2004 Pension Satisfaction Survey Results
August 20, 2004



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: August 20, 2004

I am pleased to present to you the results of the 2004 pension satisfaction survey. As you may recall this 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.

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 the members have negative things to say, we want to hear about it so we may improve in that area, if warranted.

While reviewing the results, it should be known that 250 surveys were mailed out to the retired membership (as compared to 246 in 2003). 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. I am pleased to advise you that the participation rate increased this year. A total of 160 surveys were returned this year, as compared to 123 surveys in 2003. This is an overall rate of return increase of 14%.

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

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Survey Results
August 20, 2004

I am proud of the fact that the responses provided in this survey showed an overall improvement in comparison to last year. There were many written comments, which I invite you all to read as time permits. As you might suspect, the responses offered were across the board, but proved to be very worthwhile reading.

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.



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

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

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

May 24, 2004

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

Re: Pension Survey

Dear «FName»:

Enclosed herein, please find a 2004 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, 2004.

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.

We had a great response last year and I hope you will participate once again. I have enclosed the results from the 2003 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

2004 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.

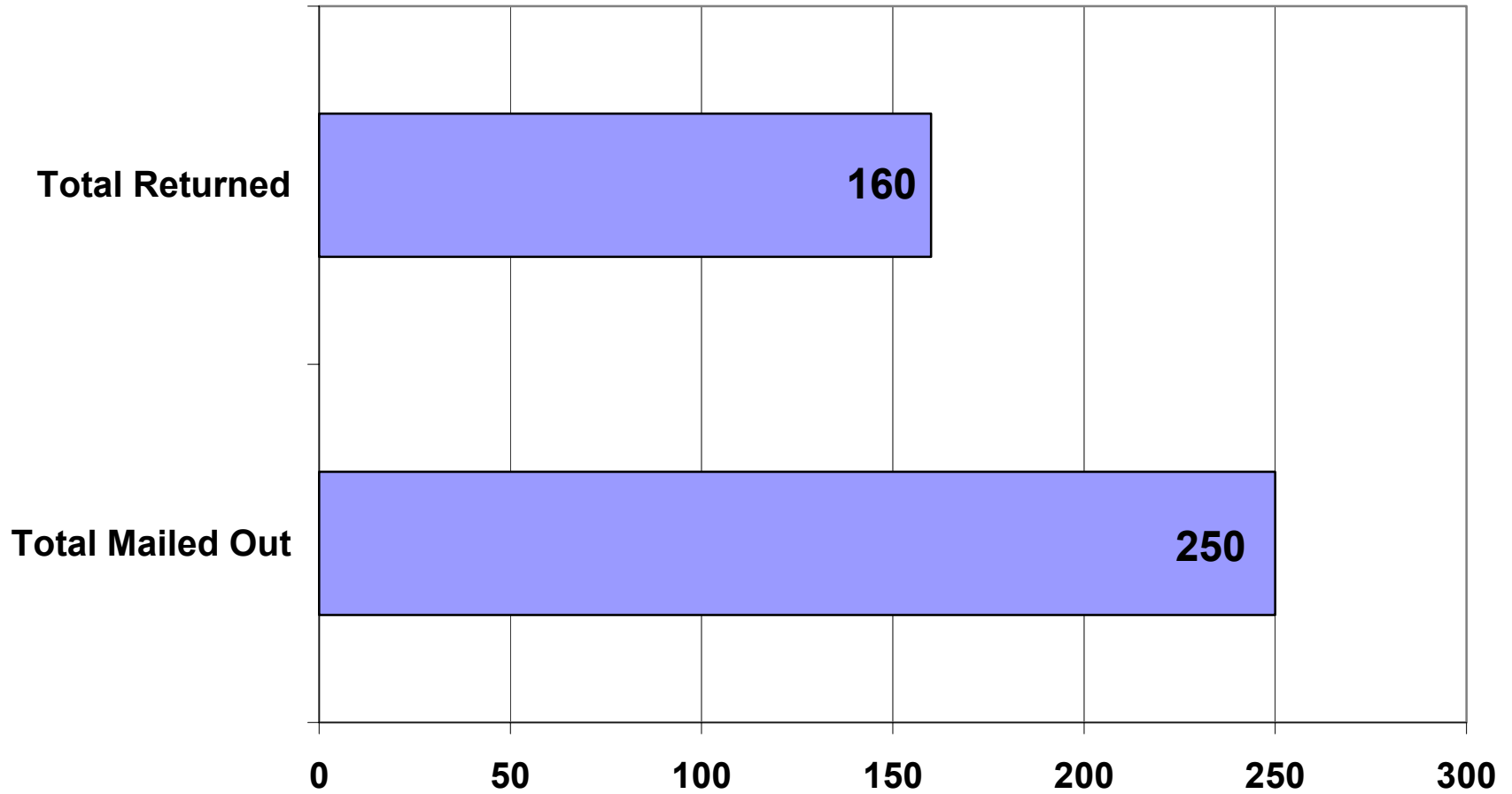
Please use the following rating scale to complete the survey:

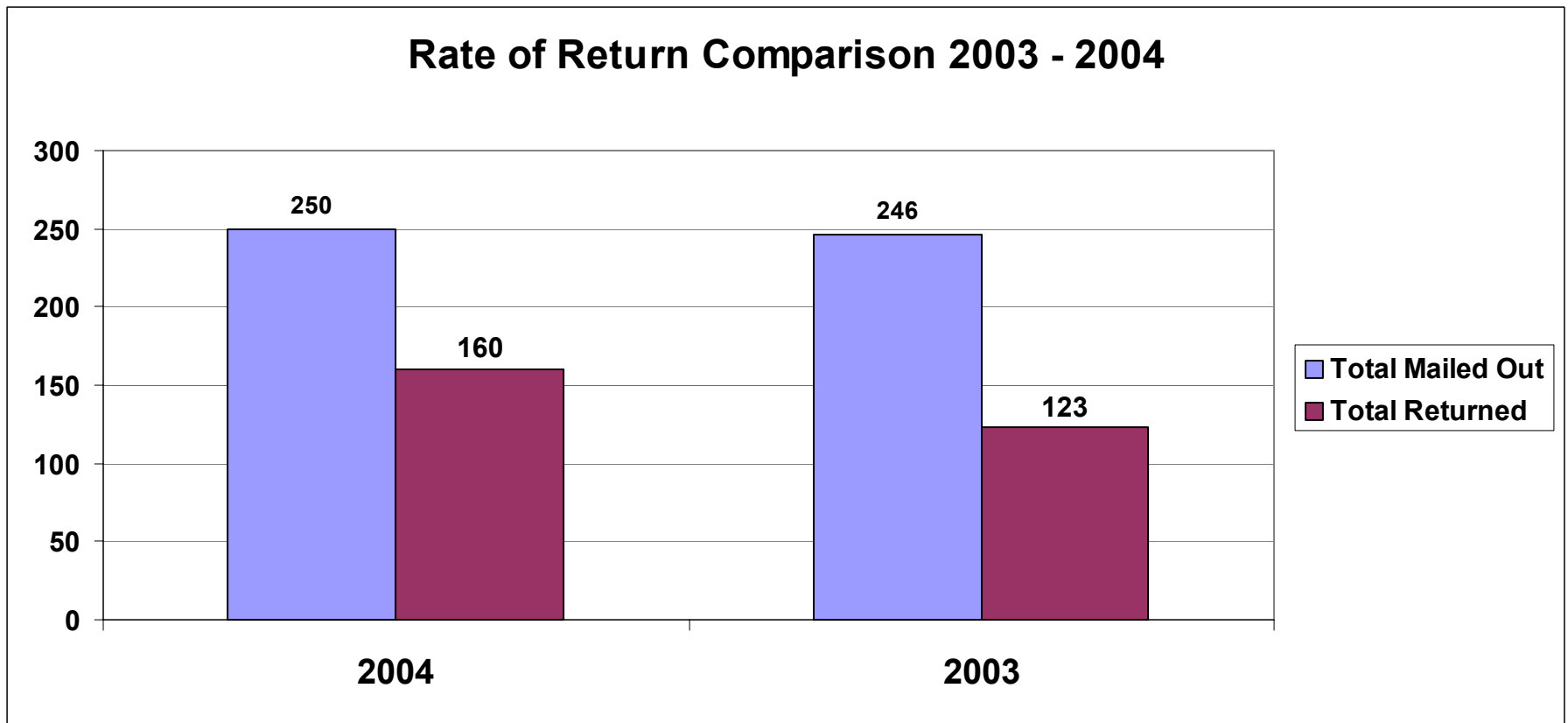
Excellent..... 6
Very Good..... 5
Good..... 4
Average..... 3
Below Average.....2
Poor.....1
Not applicable/ I do not know.....0

1. How would you rate the courtesy & respect you receive from our staff? _____
2. How 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 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) _____

2004 Mail Out/Return Results





The rate of return in this survey increased this year, in comparison to last year by 14%. This was welcomed news, as only four additional surveys were mailed out this year in comparison to last year.

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

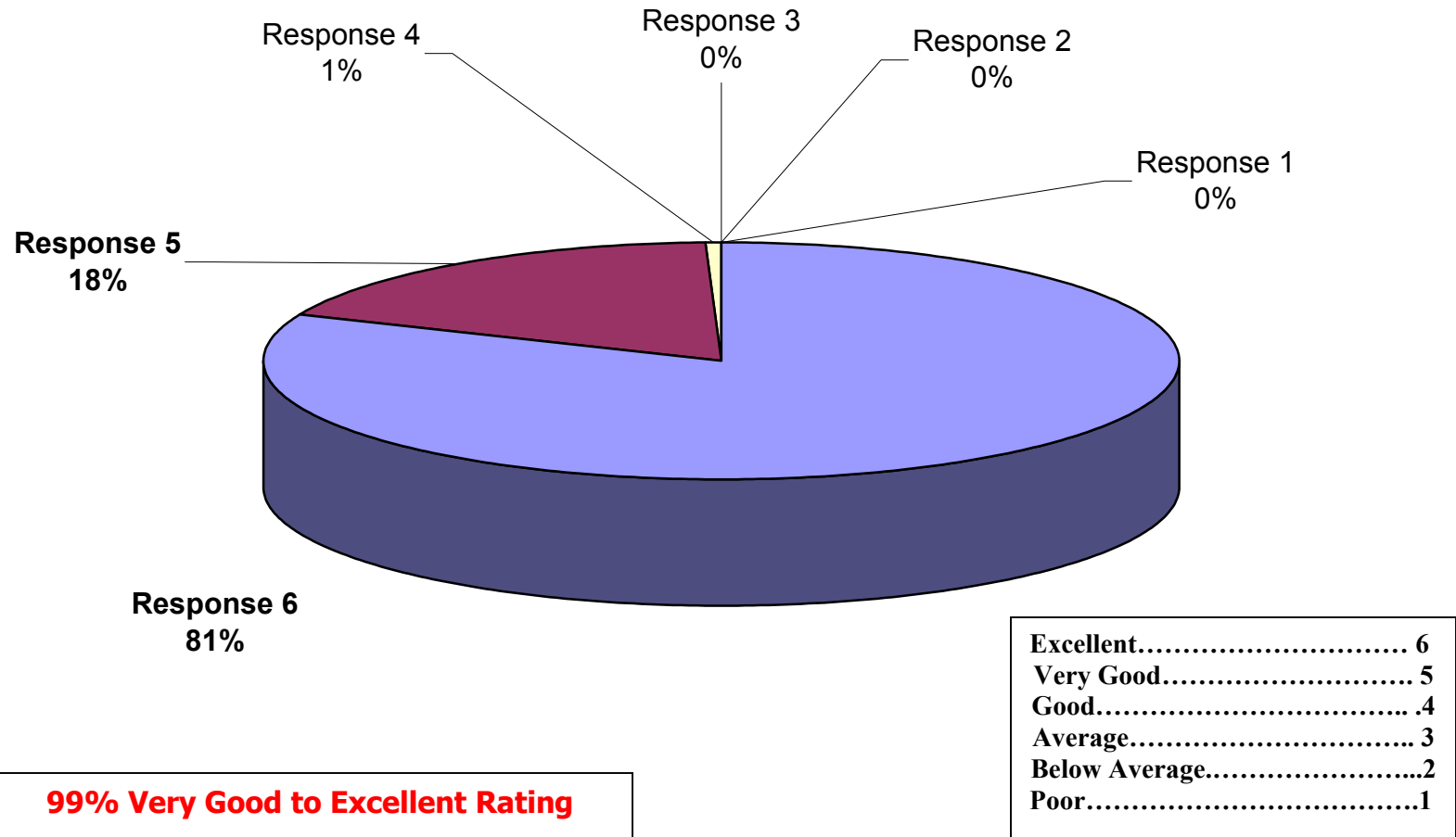
1. How would you rate the courtesy & respect you receive from our staff?
Results: 99% Very Good to Excellent Rating
2. How would you rate the accuracy of the reports and documents received from the staff?
Results: 99% Very Good to Excellent Rating
3. In the area of communication:
 - a. How would you rate the pension newsletter?
Results: 98% 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: 88% 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: 93% 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: 97% Very Good to Excellent Rating
6. How would you rate the pension forms used by the system?
Results: 91% Very Good to Excellent Rating
7. How would you rate the teamwork of the staff?
Results: 98% Very Good to Excellent Rating
8. How would you rate the staff knowledge about the pension system?
Results: 98% Very Good to Excellent Rating
9. How would you rate the staff in terms of solving your problems?
Results: 96% Very Good to Excellent Rating
10. How would you rate the overall performance of the staff?
Results: 99% Very Good to Excellent Rating
11. How would you rate the overall performance of the Board of Trustees?
Results: 94% Very Good to Excellent Rating

Question 1



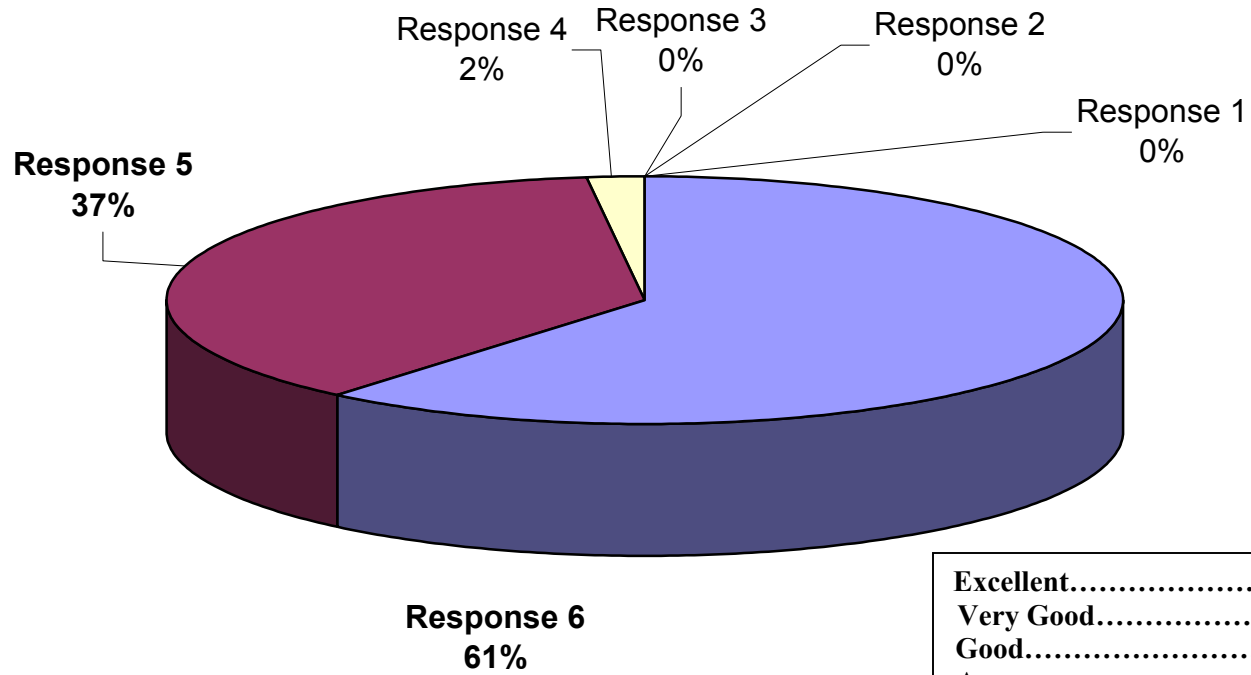
How would you rate the courtesy & respect you receive from our staff?

Question 2



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

Question 3a

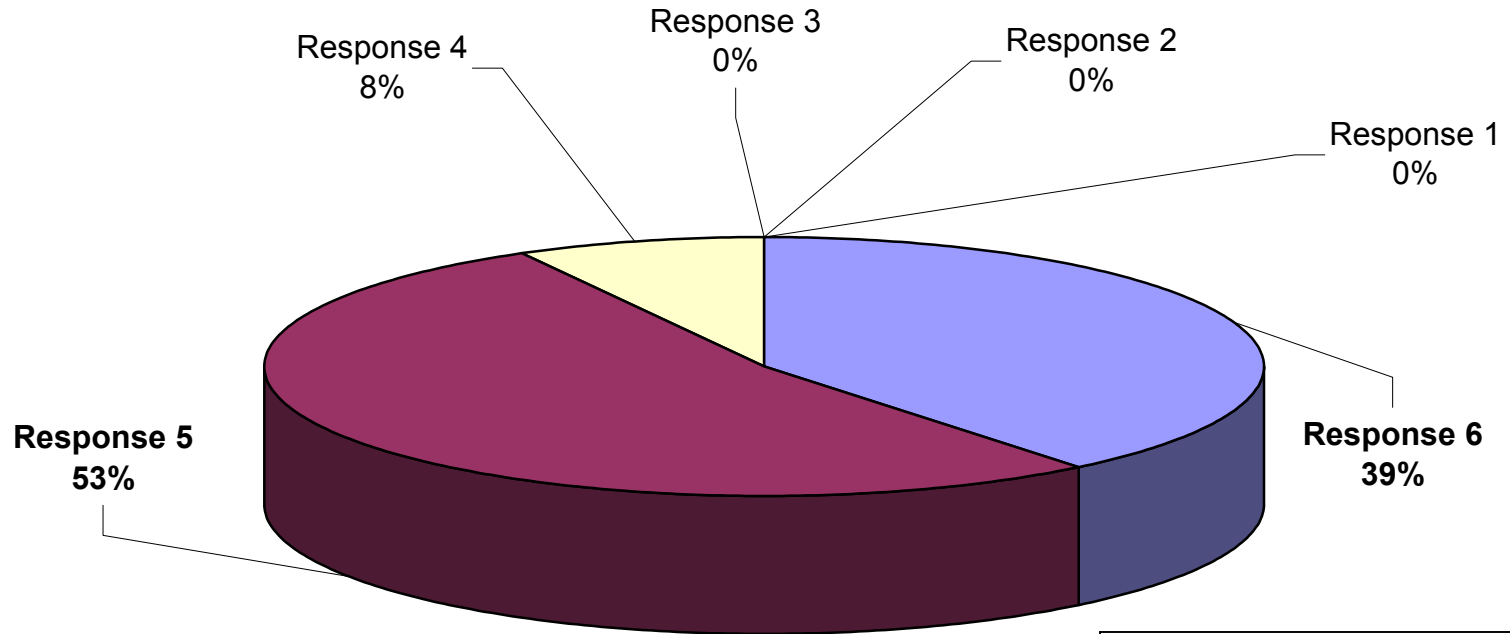


98% Very Good to Excellent Rating

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

How would you rate the pension newsletter?

Question 3b

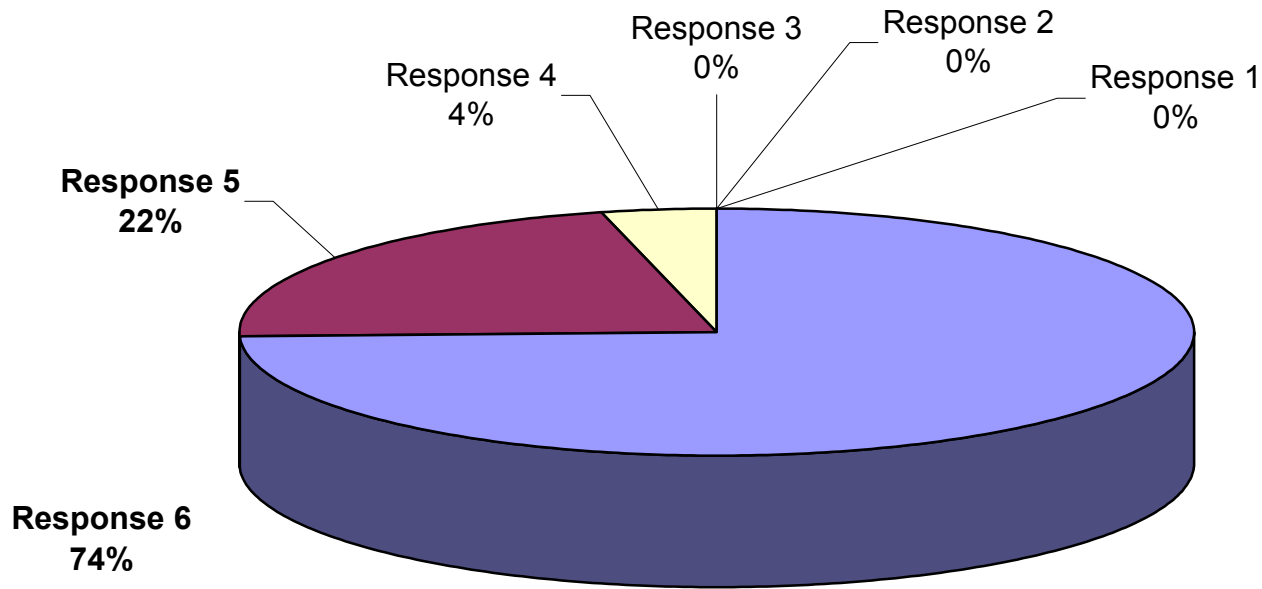


92% Very Good to Excellent Rating

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

How would you rate the pension web site?

Question 3c

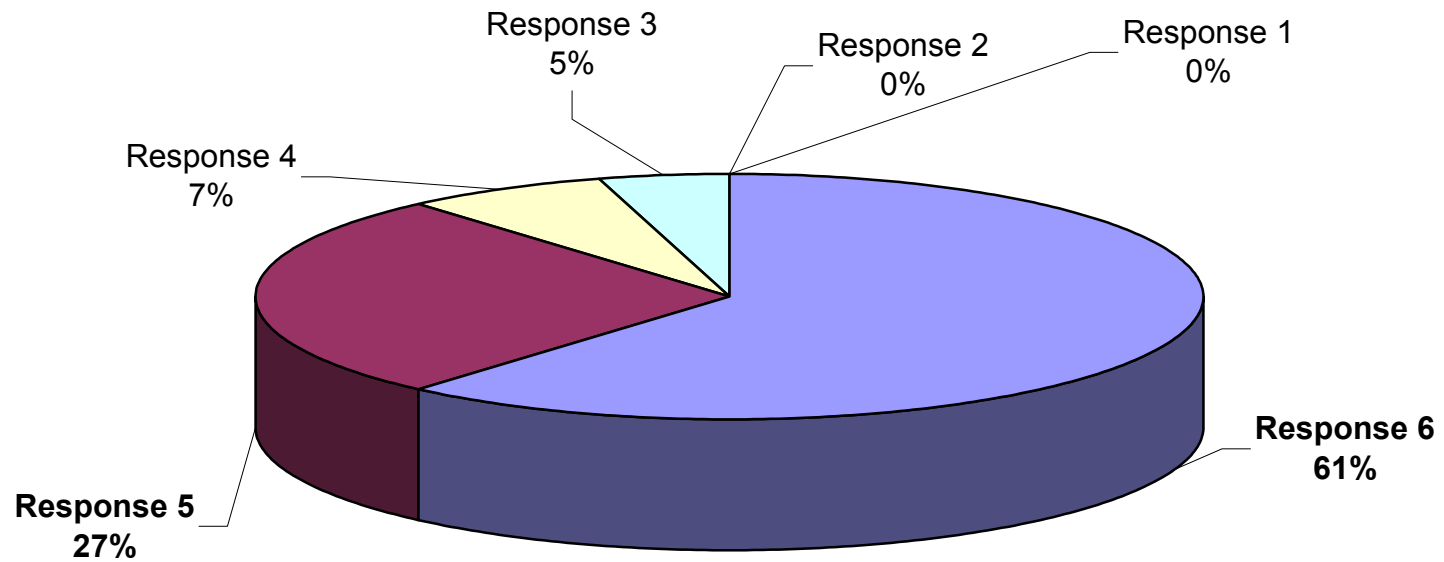


96% Very Good to Excellent Rating

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

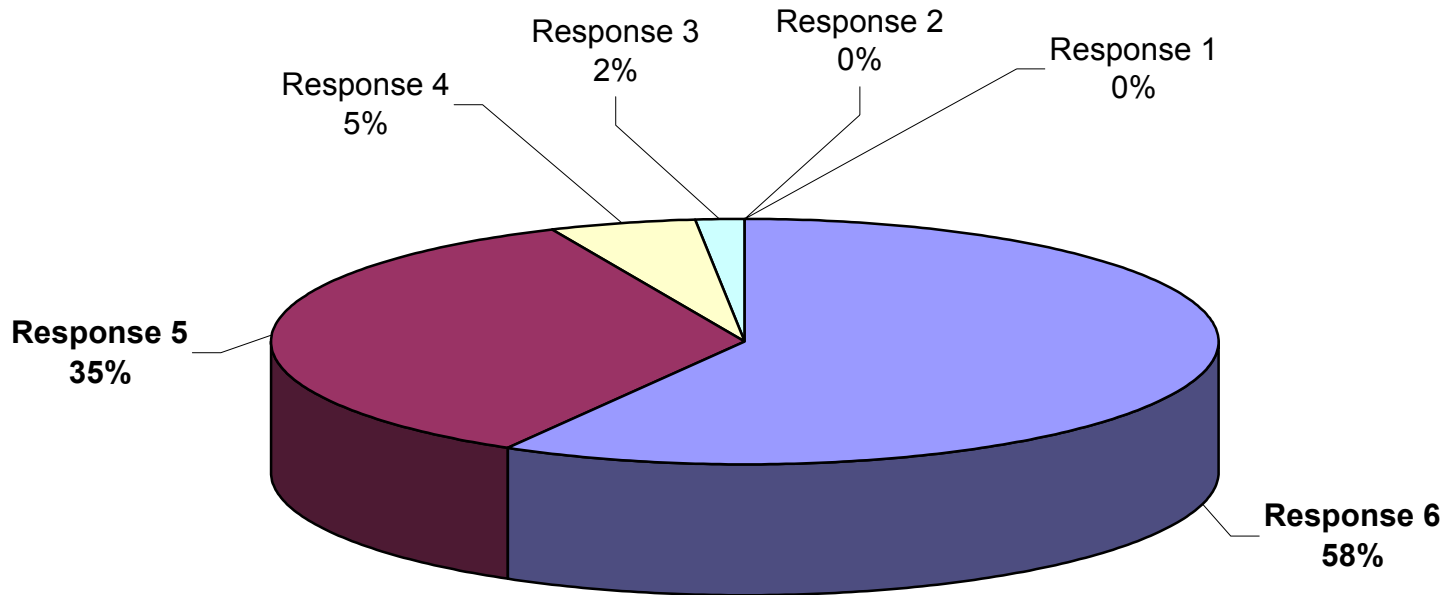


88% Very Good to Excellent Rating

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

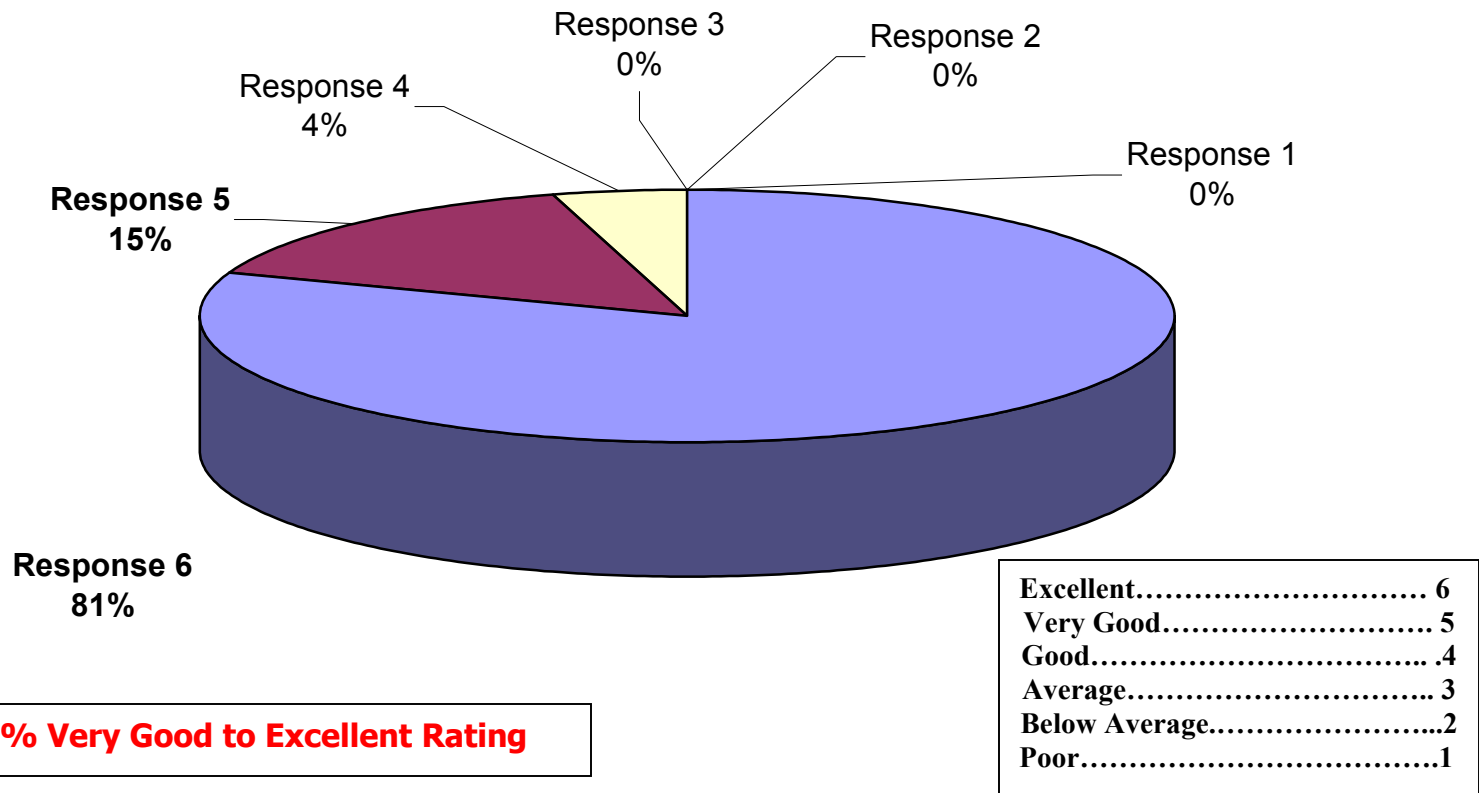


93% Very Good to Excellent Rating

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

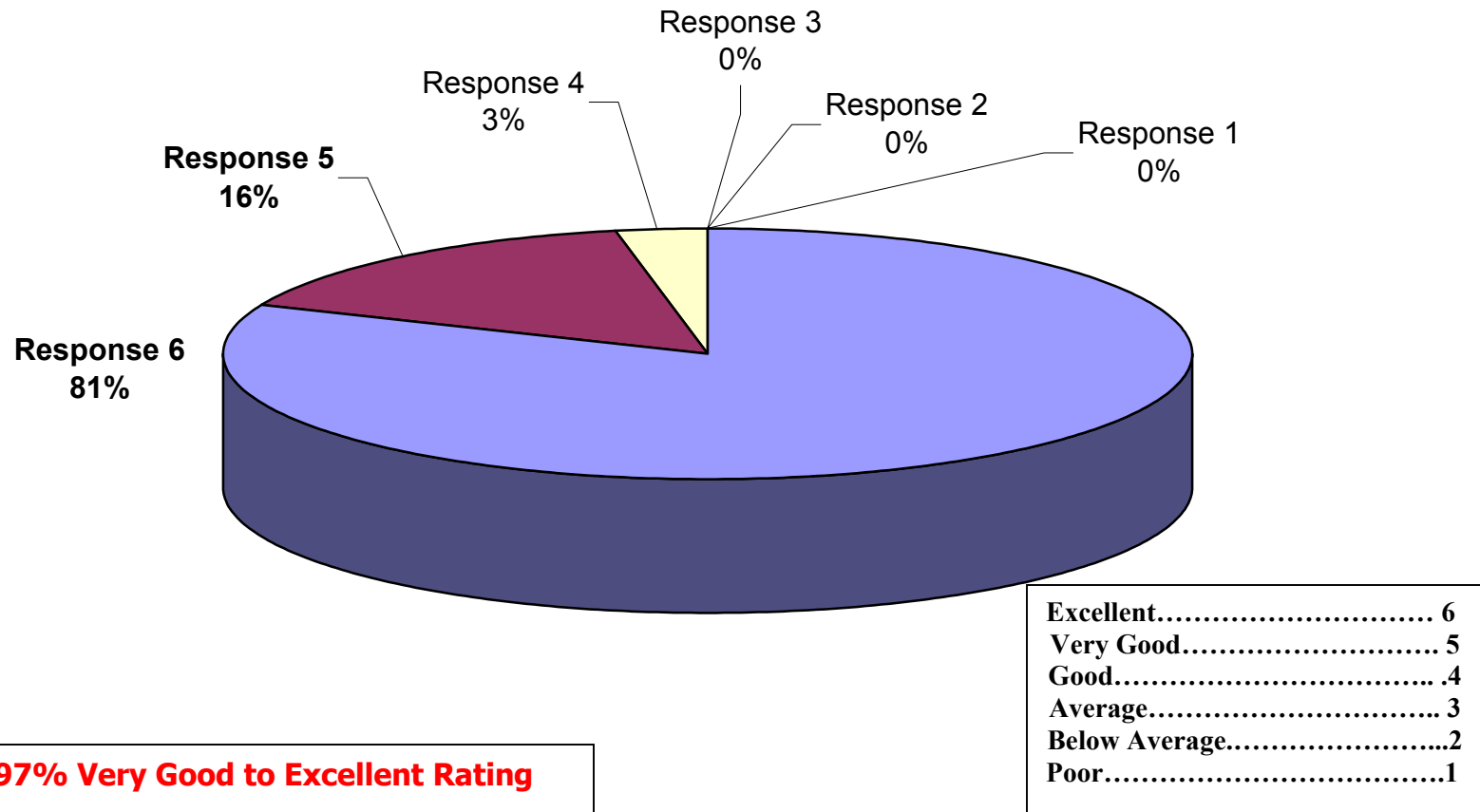
Over the last year, how do you feel about the lines of communication between the membership and the Board?

Question 4



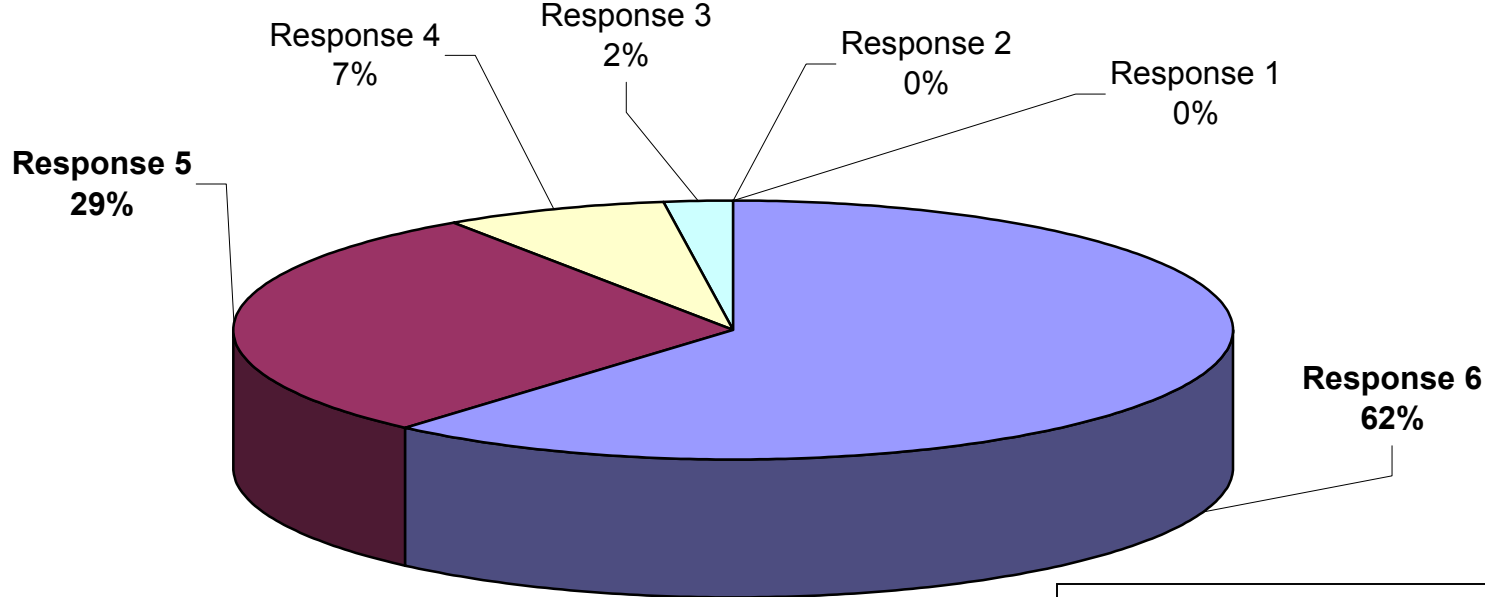
How does the staff listen to you and understand your needs?

Question 5



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

Question 6

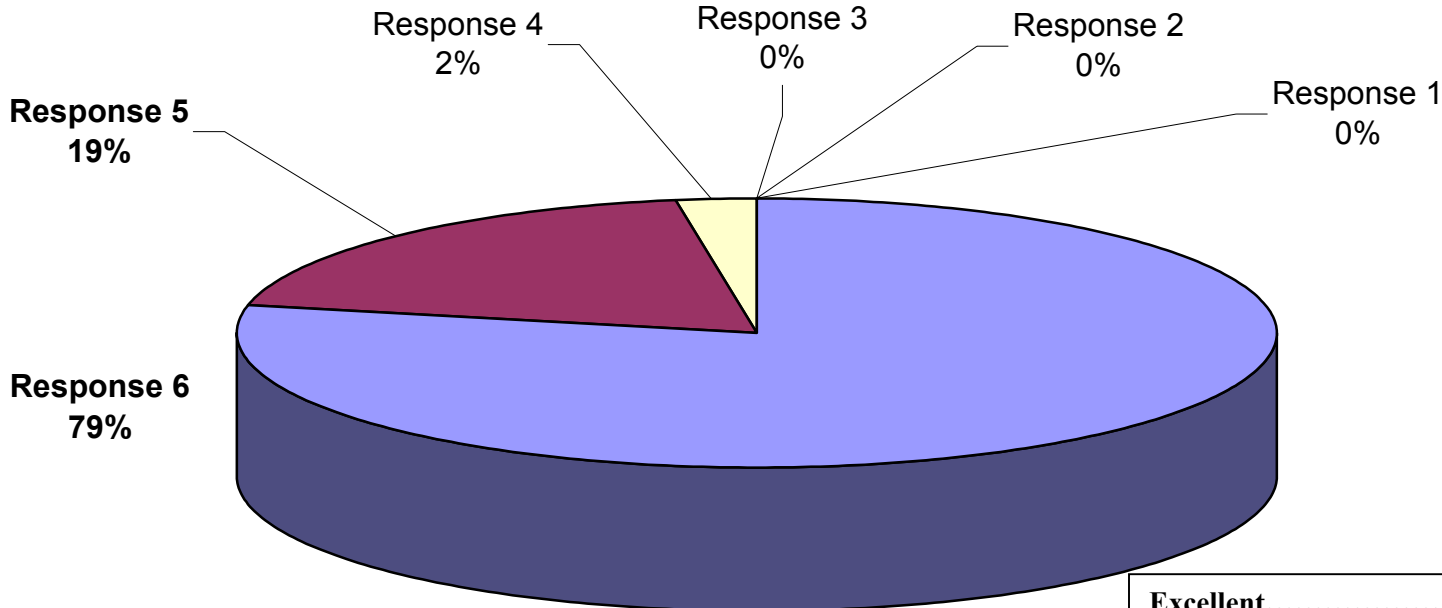


91% Very Good to Excellent Rating

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

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

Question 7

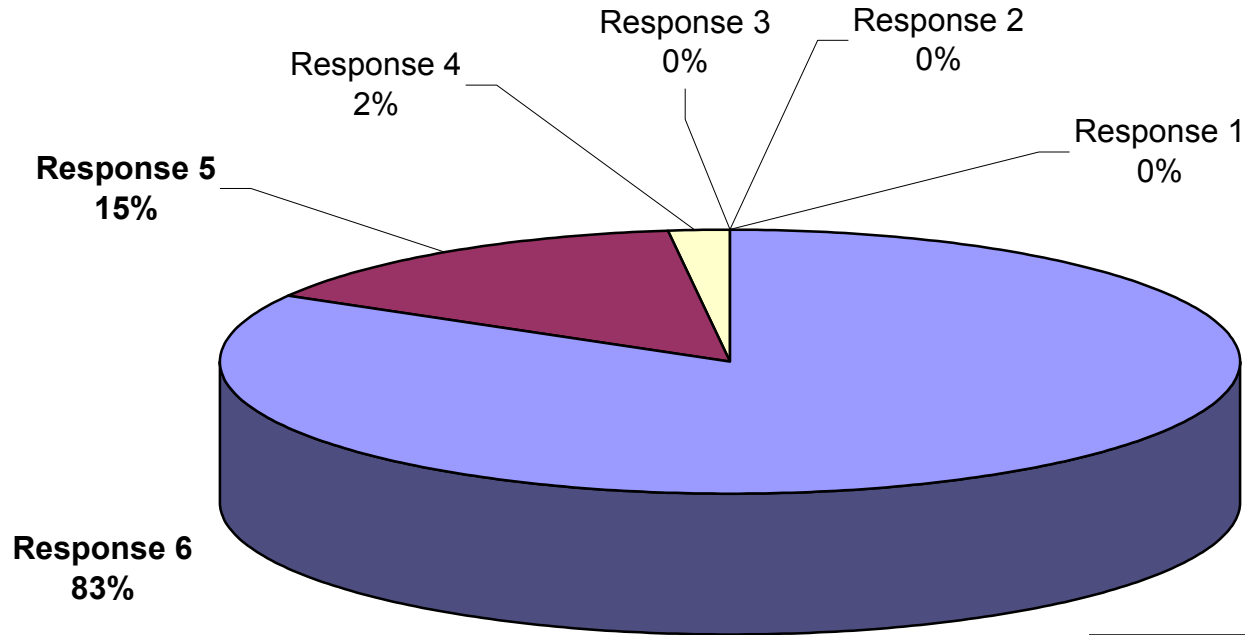


98% Very Good to Excellent Rating

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

How would you rate the teamwork of the staff ?

Question 8

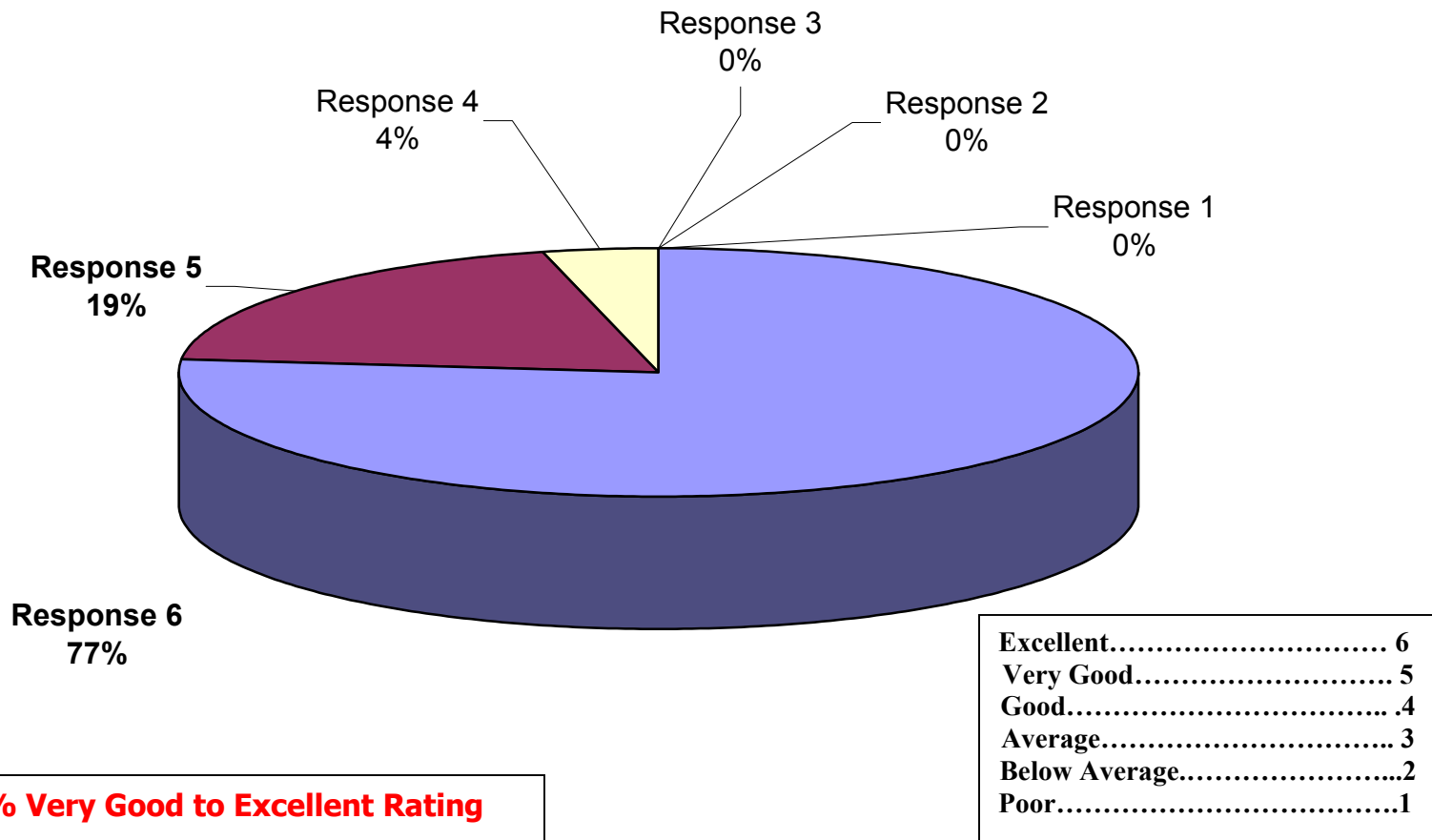


98% Very Good to Excellent Rating

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

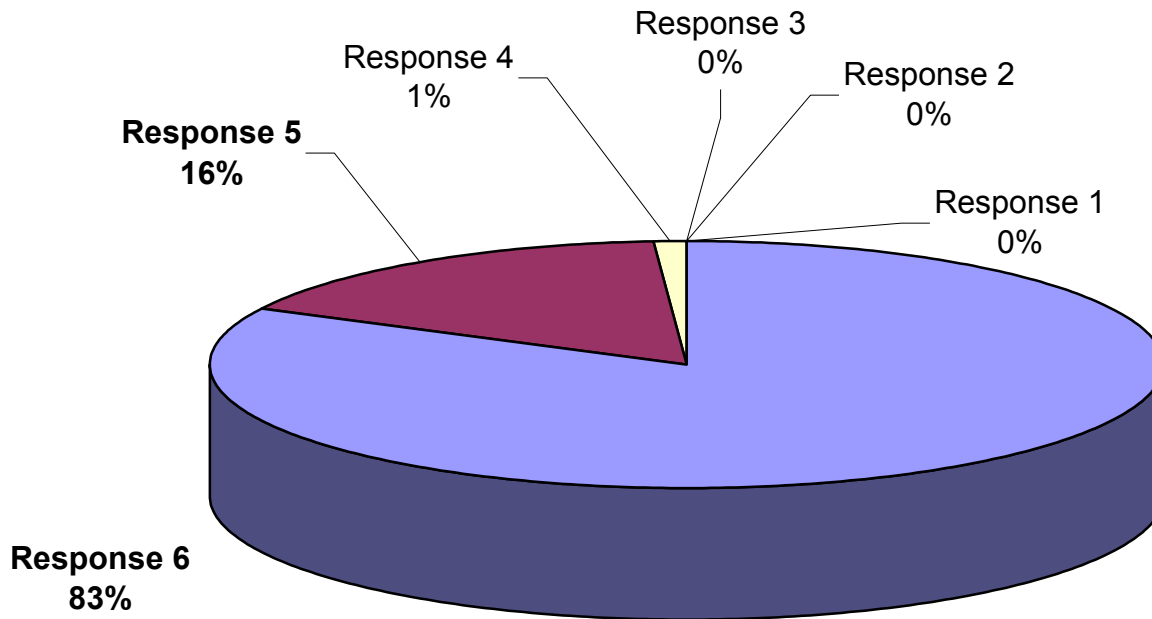
How would you rate the staff knowledge about the pension system?

Question 9



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

Question 10

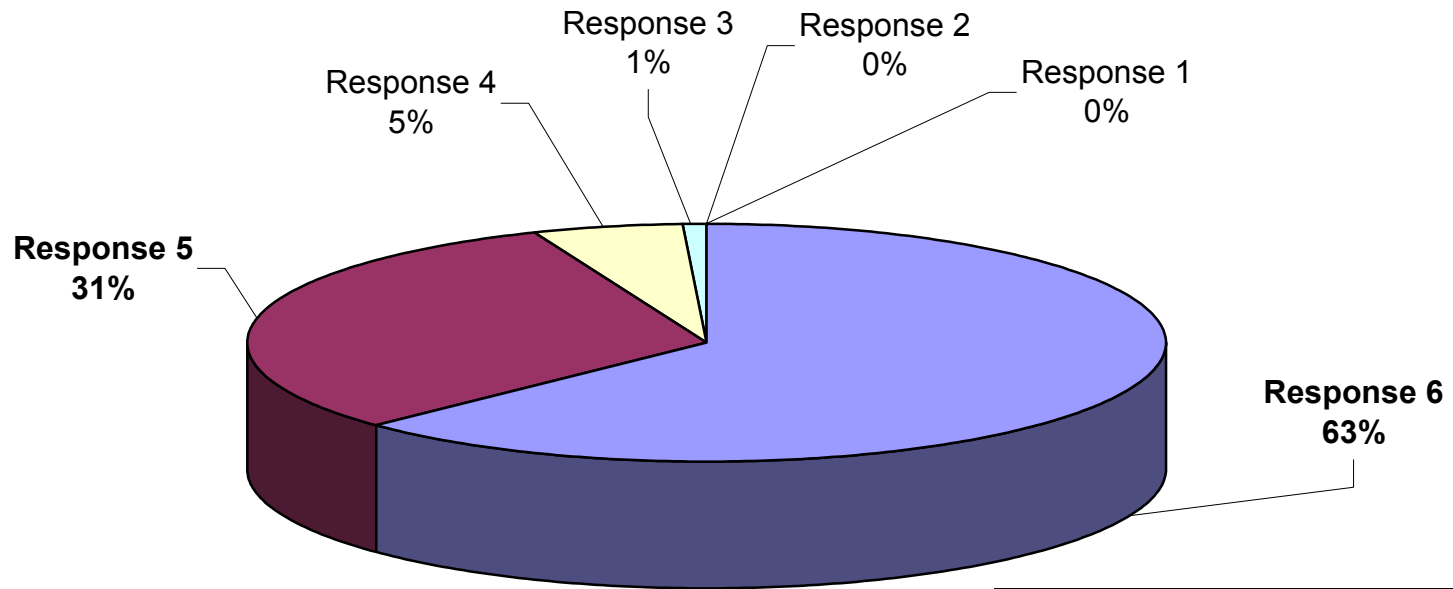


99% Very Good to Excellent Rating

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

How would you rate the overall performance of the staff?

Question 11



94% Very Good to Excellent Rating

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

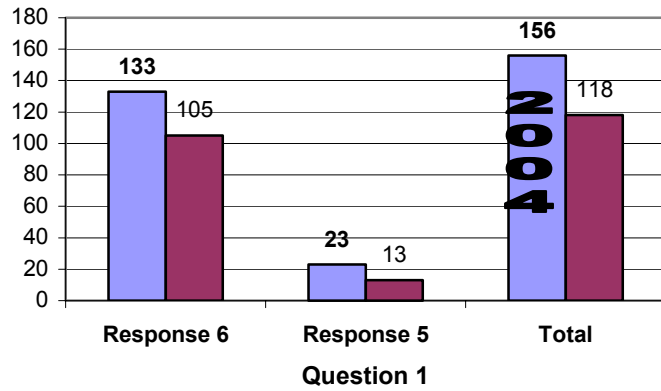
How would you rate the overall performance of the Board of Trustees?

The following section of the report compares the Number (6-*Excellent*) & (5-*Very Good*) responses received in 2003 to 2004.

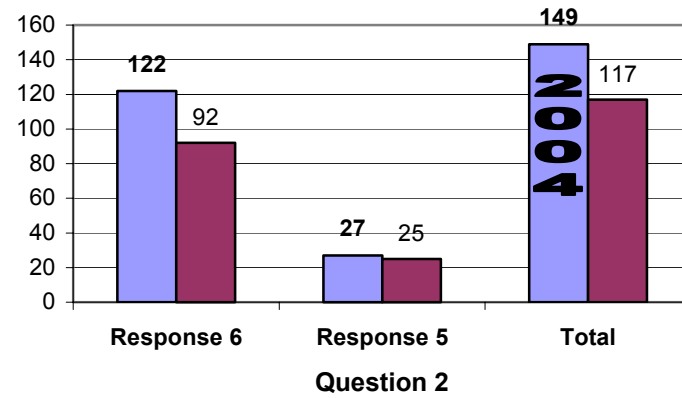
The 2004 responses are in the blue tone bar.

- 1. How would you rate the courtesy & respect you receive from our staff?**
- 2. How 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?**

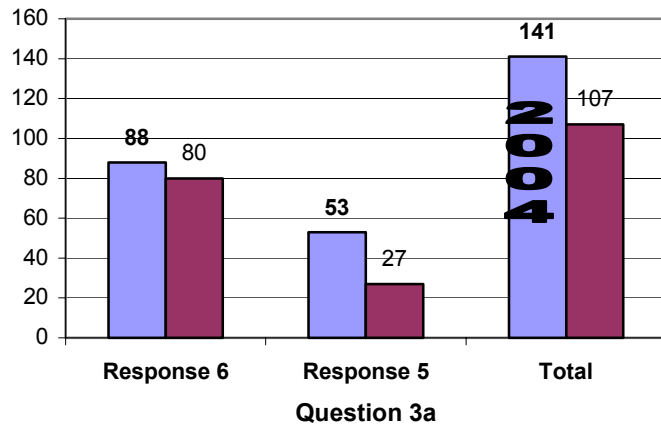
2003-2004 Comparison



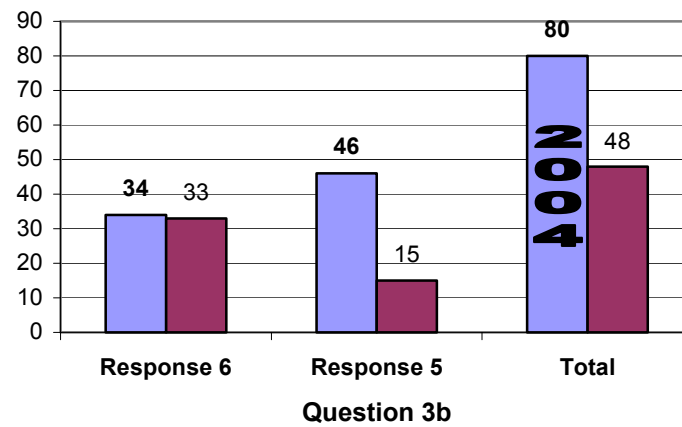
2003-2004 Comparison



2003-2004 Comparison



2003-2004 Comparison

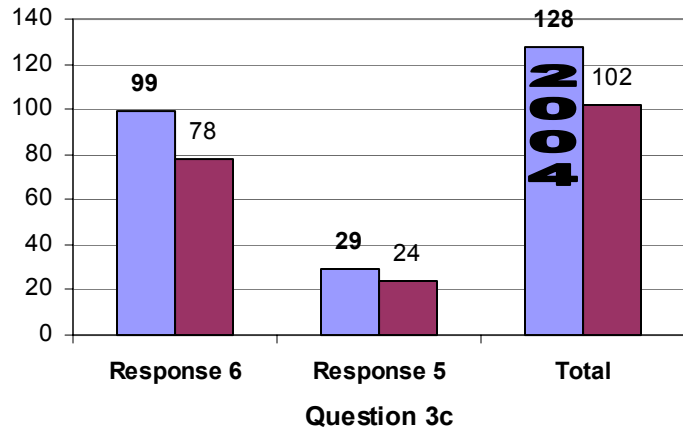


3. In the area of communication:

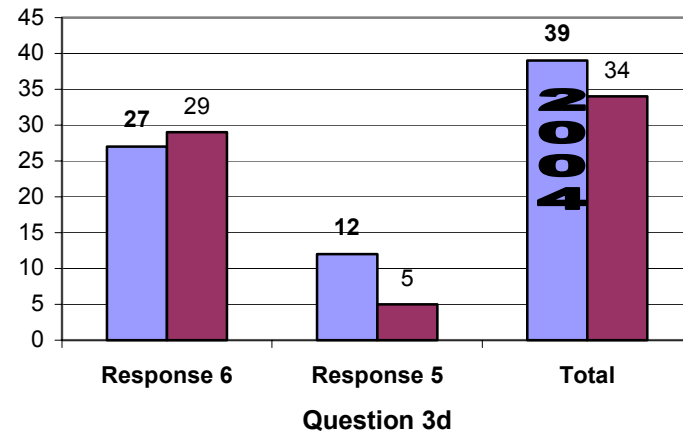
- c. How would you rate written communications received from the staff?**
- d. How would you rate e-mails received from the staff?**
- e. Over the last year, how do you feel about the lines of communication between the membership and the Board?**

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

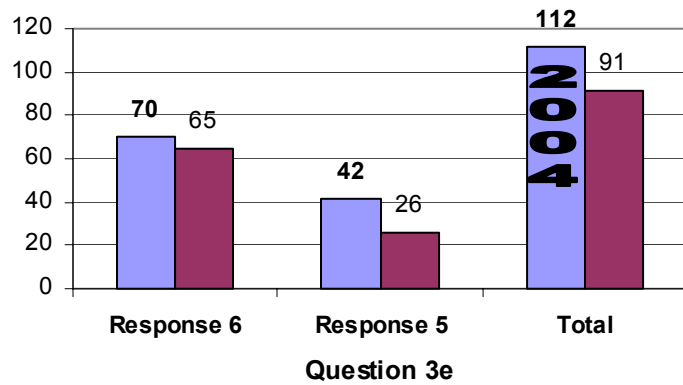
2003-2004 Comparison



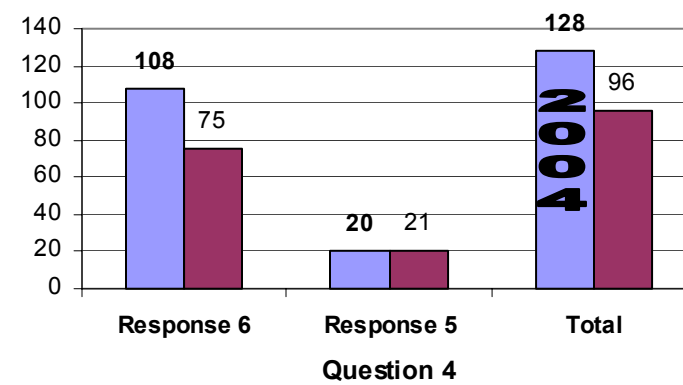
2003-2004 Comparison



2003-2004 Comparison

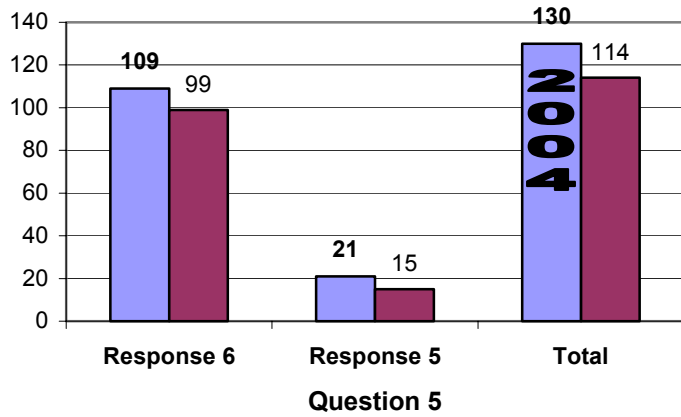


2003-2004 Comparison

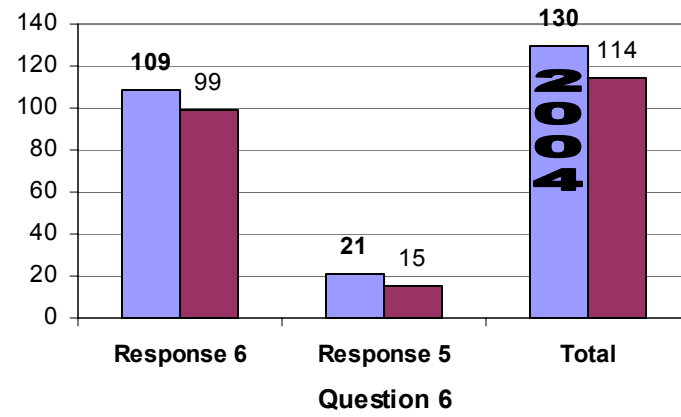


5. How would you rate staff, in terms of being responsive to your requests and completing your objectives in a timely manner?
6. How would you rate the pension forms used by the system?
7. How would you rate the teamwork of the staff?
8. How would you rate the staff knowledge about the pension system?

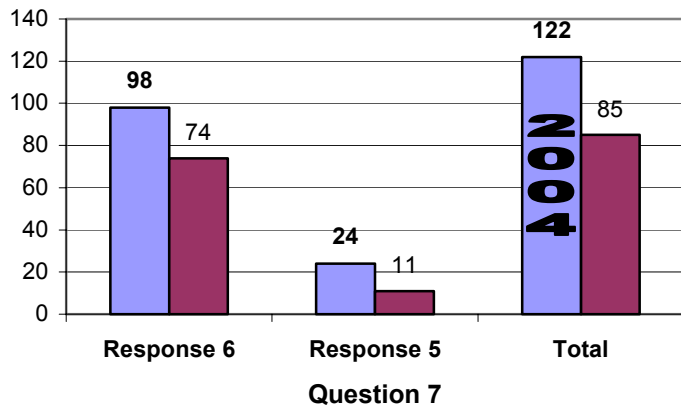
2003-2004 Comparison



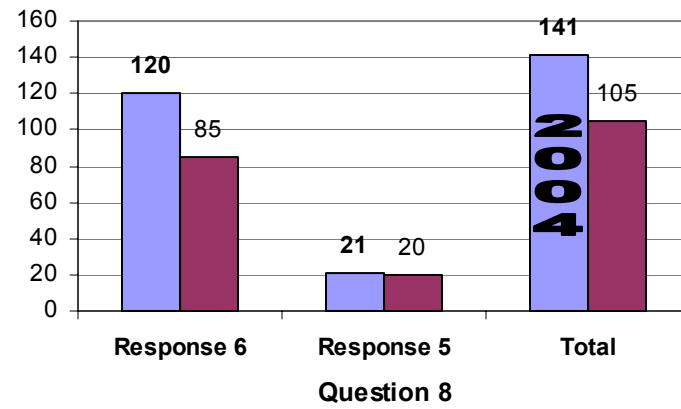
2003-2004 Comparison



2003-2004 Comparison

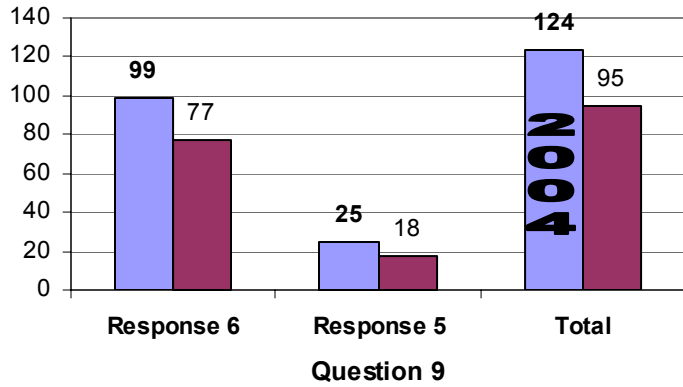


2003-2004 Comparison

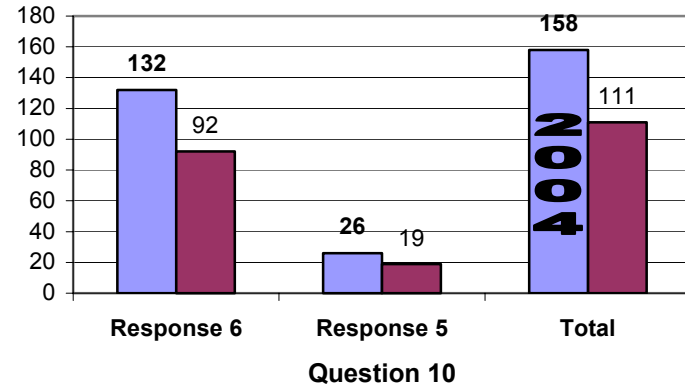


9. How would you rate the staff in terms of solving your problems?
10. How would you rate the overall performance of the staff?
11. How would you rate the overall performance of the Board of Trustees?

2003-2004 Comparison



2003-2004 Comparison



2003-2004 Comparison

