

# WEST PALM BEACH POLICE PENSION FUND



## 2010 Pension Satisfaction Survey



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# **WEST PALM BEACH POLICE PENSION FUND**

## **2010 PENSION SATISFACTION SURVEY**

**SECTION ONE: Administrator's Narrative**

**SECTION TWO: Pension Survey Summation**

**SECTION THREE: Member Survey Letter (Sample)**

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

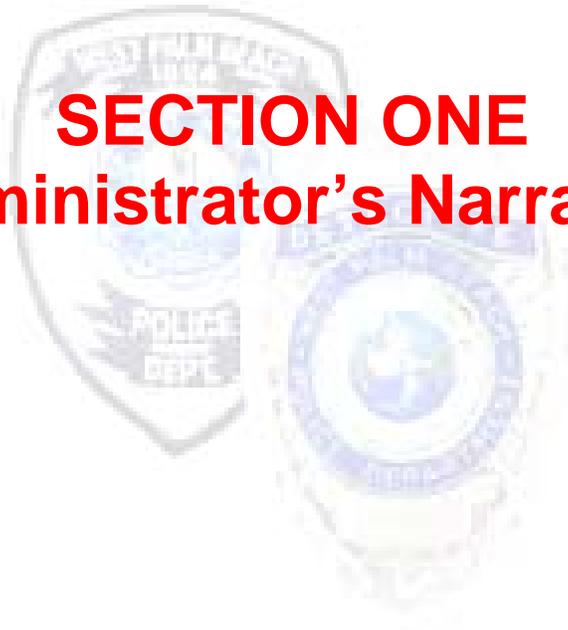
**SECTION FIVE: Survey Responses and Analysis**

**Presented: February 11, 2011**

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# **WEST PALM BEACH POLICE PENSION FUND**

## **SECTION ONE Administrator's Narrative**



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# WEST PALM BEACH POLICE PENSION FUND

2100 North Florida Mango Road  
West Palm Beach, Florida 33409

Phone: 561.471.0802

FAX: 561.471.5027

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TO: The Honorable Board of Trustees

FROM: David M. Williams, Plan Administrator

SUBJECT: 2010 Pension Satisfaction Survey Results

DATE: February 10, 2011

I am pleased to present to you the results of the 2010 Pension Satisfaction Survey. This survey was developed to determine the level of satisfaction as gauged by *our shareholders*, who are the retirees of the West Palm Beach Police Pension Fund.

This survey was designed 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 proclaim, I would like to take notice of it, so I may improve in that area of concern, *if deemed warranted*. The surveys were accompanied by a cover letter from Edward Mitchell, 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-. The benchmark would be the top two responses very good to excellent. 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.

In terms of the membership response, we experienced a decrease of 18.64% in responses this year in comparison to last year's survey. I attribute the decrease in my effort to reduce costs, as I included the survey in the mailing with the last newsletter mail out in 2010. That mailing was during the holiday season, and in retrospect it may not have been the most opportune time of the year to expect member's time and attention. For 2011, I will do a separate mailing after the new year.

Finally, overall satisfaction was examined by taking the benchmarks cited for all the questions into consideration. That average was valued at 86.63% for 2010, which equates to an overall increase of satisfaction of 94 basis points compared to 2009.

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 Fund and the members.

Please visit us at: [www.wpbppf.com](http://www.wpbppf.com)

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# **WEST PALM BEACH POLICE PENSION FUND**

## **SECTION TWO Pension Survey Summation**



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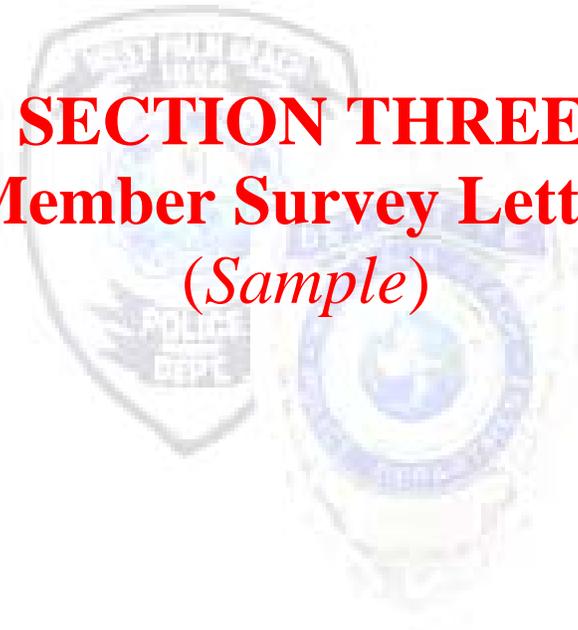
## WEST PALM BEACH POLICE PENSION FUND 2010 PENSION SATISFACTION SURVEY SUMMATION

1. How would you rate the courtesy & respect you receive from our staff?  
*Results: 90.32% Very Good to Excellent Rating*
2. What would you rate the accuracy of the reports and documents received from the staff?  
*Results: 90.91% Very Good to Excellent Rating*
3. In the area of communication:
  - a. How would you rate the pension newsletter?  
*Results: 87.88% Very Good to Excellent Rating*
  - b. How would you rate the pension web site?  
*Results: 86.96% Very Good to Excellent Rating*
  - c. How would you rate written communications received from the staff?  
*Results: 83.33% Very Good to Excellent Rating*
  - d. How would you rate e-mails received from the staff?  
*Results: 83.33% 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: 82.14% Very Good to Excellent Rating*
4. How does the staff listen to you and understand your needs?  
*Results: 79.17% 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: 92.59% Very Good to Excellent Rating*
6. How would you rate the pension forms used by the system?  
*Results: 76.67% Very Good to Excellent Rating*
7. How would you rate the staff knowledge about the pension system?  
*Results: 93.10% Very Good to Excellent Rating*
8. How would you rate the staff in terms of solving your problems?  
*Results: 88.46% Very Good to Excellent Rating*
9. How would you rate the overall performance of the staff?  
*Results: 96.67% Very Good to Excellent Rating*
10. How would you rate the overall performance of the Board of Trustees?  
*Results: 81.25% Very Good to Excellent Rating*

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# **WEST PALM BEACH POLICE PENSION FUND**

## **SECTION THREE** **Member Survey Letter** *(Sample)*



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# WEST PALM BEACH POLICE PENSION FUND

2100 North Florida Mango Road  
West Palm Beach, Florida 33409

Phone: 561.471.0802

FAX: 561.471.5027

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TO: All Retired/DROP Members  
FROM: Ed Mitchell, Chairman  
SUBJECT: 2010 Pension Member Survey  
DATE: December 16, 2010

Dear Member:

Enclosed herein, please find a 2010 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/drop members.

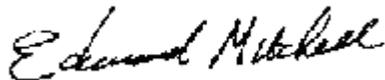
Simply put, the Board of Trustees and our pension staff would like to know how we are doing for you, the member. This is not a popularity contest and there are no hidden agendas! The Board of Trustees would like you to take a few moments to review, complete and return the survey for tabulation, no later than January 31, 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 with the previous survey and we hope we can depend upon you to participate once again. I have enclosed the summary results from the 2009 survey for your review. A complete report may be viewed on line at [www.wpbppf.com](http://www.wpbppf.com).

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

Respectfully,



Chairman  
**FOR THE BOARD**

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# WEST PALM BEACH POLICE PENSION FUND

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



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## 2010 PENSION SATISFACTION SURVEY



The West Palm Beach Police Pension Fund, 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:**

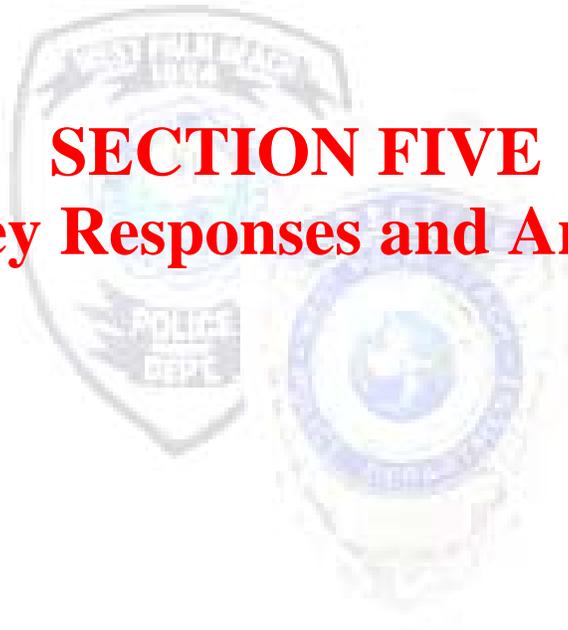
- Excellent..... 6**
- Very Good..... 5**
- Good..... 4**
- Average..... 3**
- Below Average.....2**
- Poor.....1**
- Not applicable/ I do not know..... 0**

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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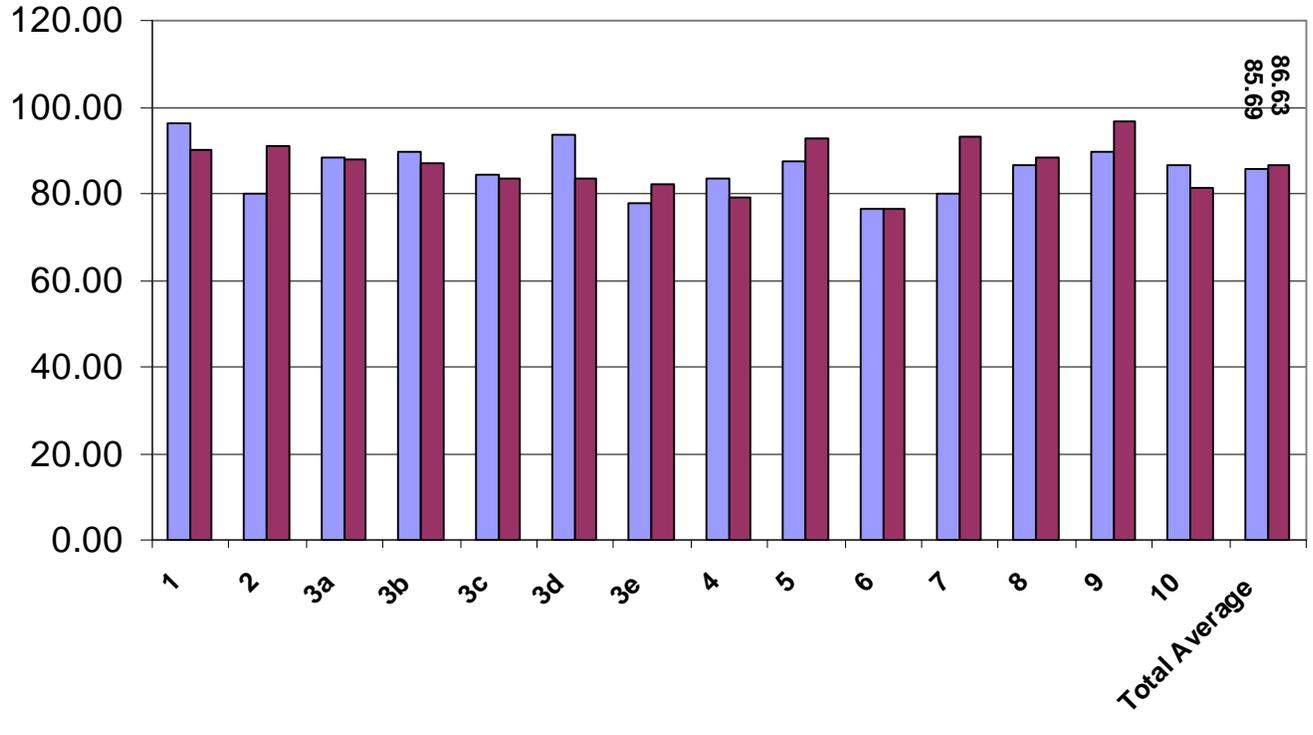
# **WEST PALM BEACH POLICE PENSION FUND**

## **SECTION FIVE Survey Responses and Analysis**



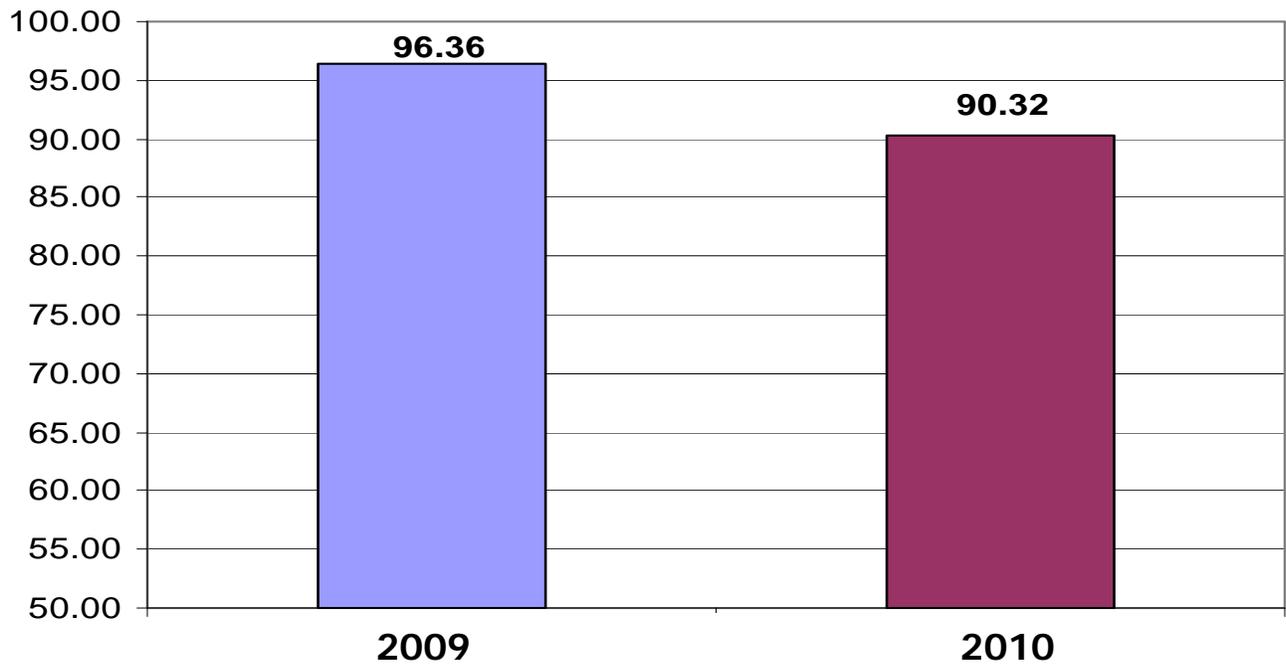
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## 2009 v 2010 Total Satisfaction Average



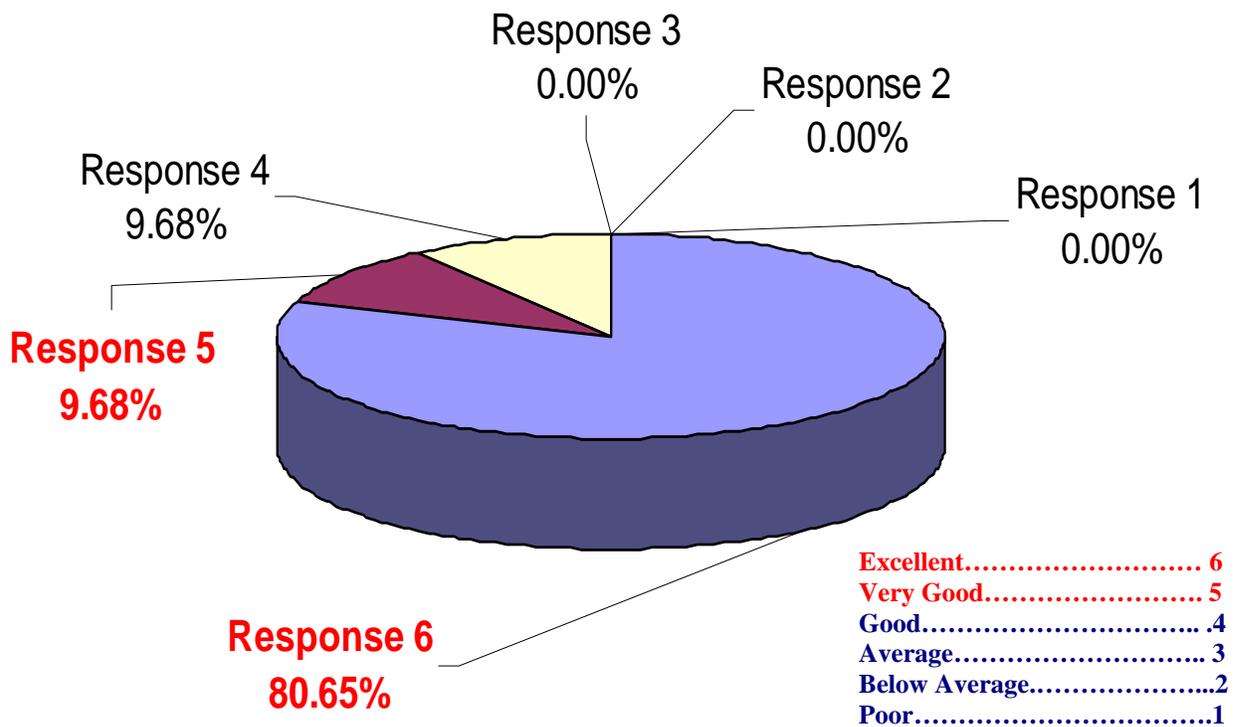
**This chart compares the level of satisfaction based on responses given as very good (5) and excellent (6) for each year. In comparison to 2009, there was an overall increase of satisfaction of 94 basis points.**

### 2009 v 2010 Comparison Question 1



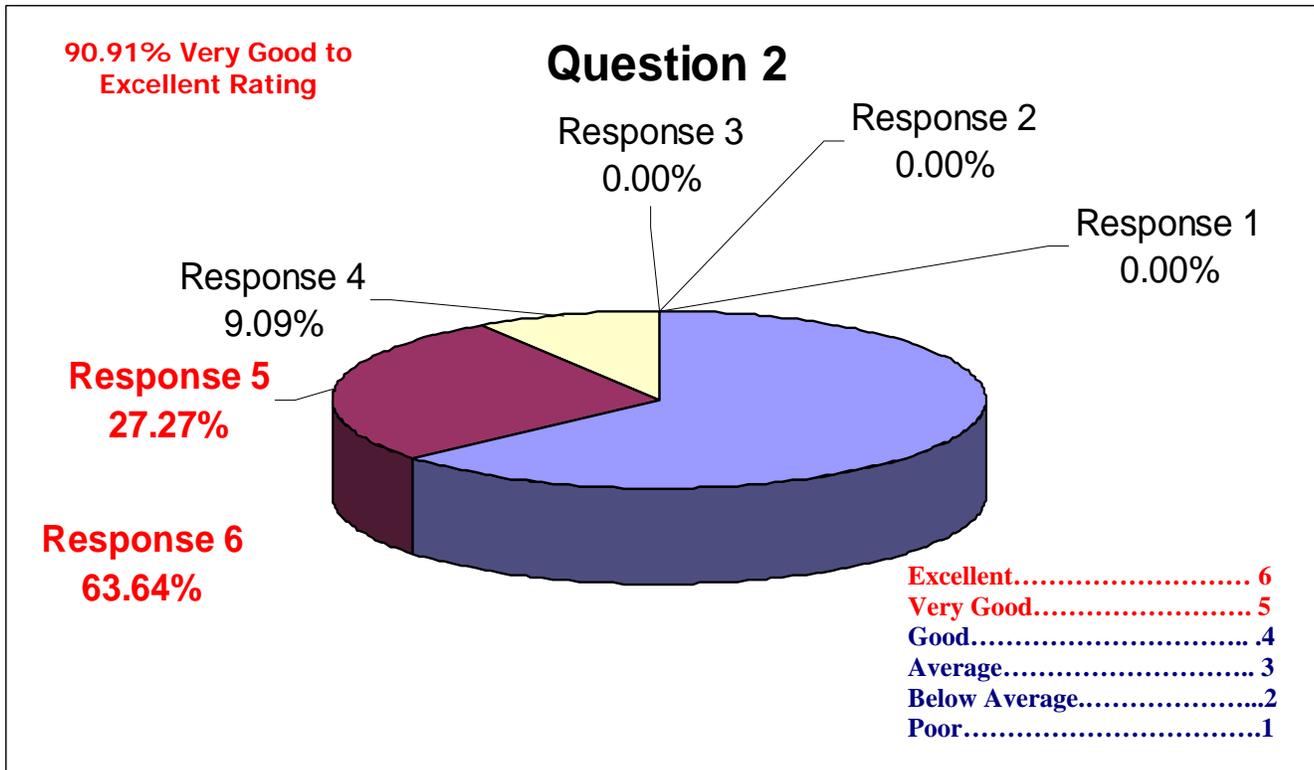
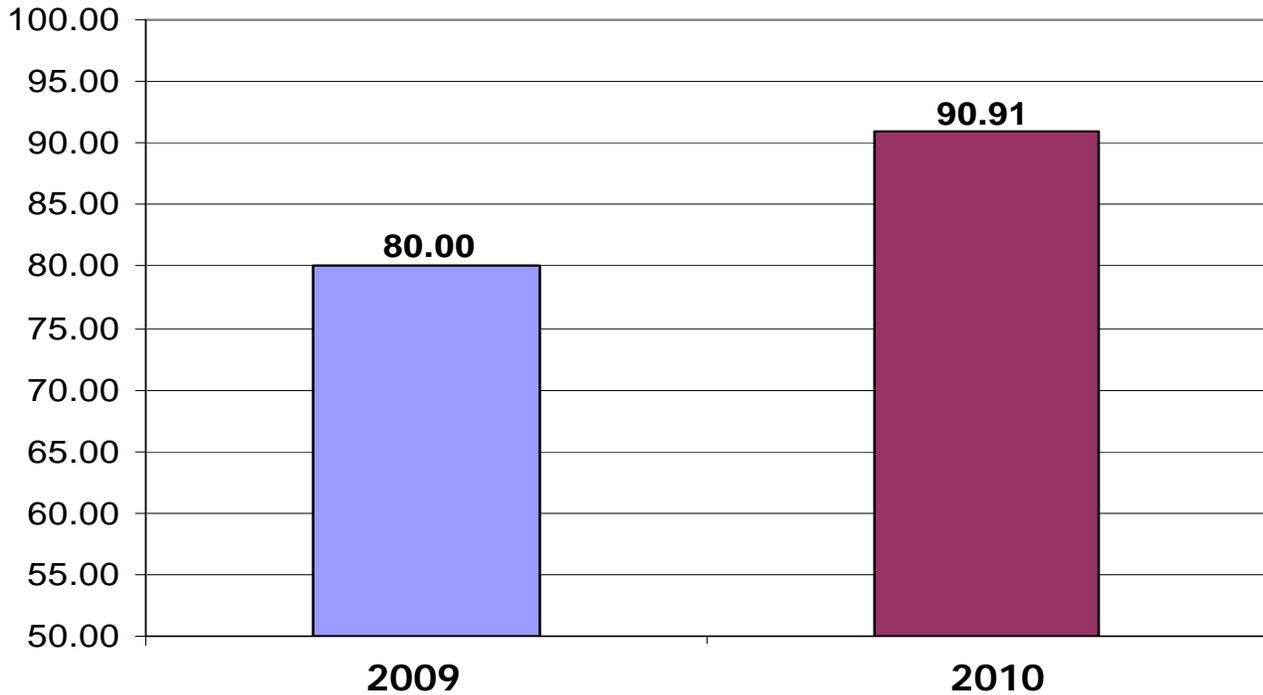
90.32% Very Good to Excellent Rating

### Question 1



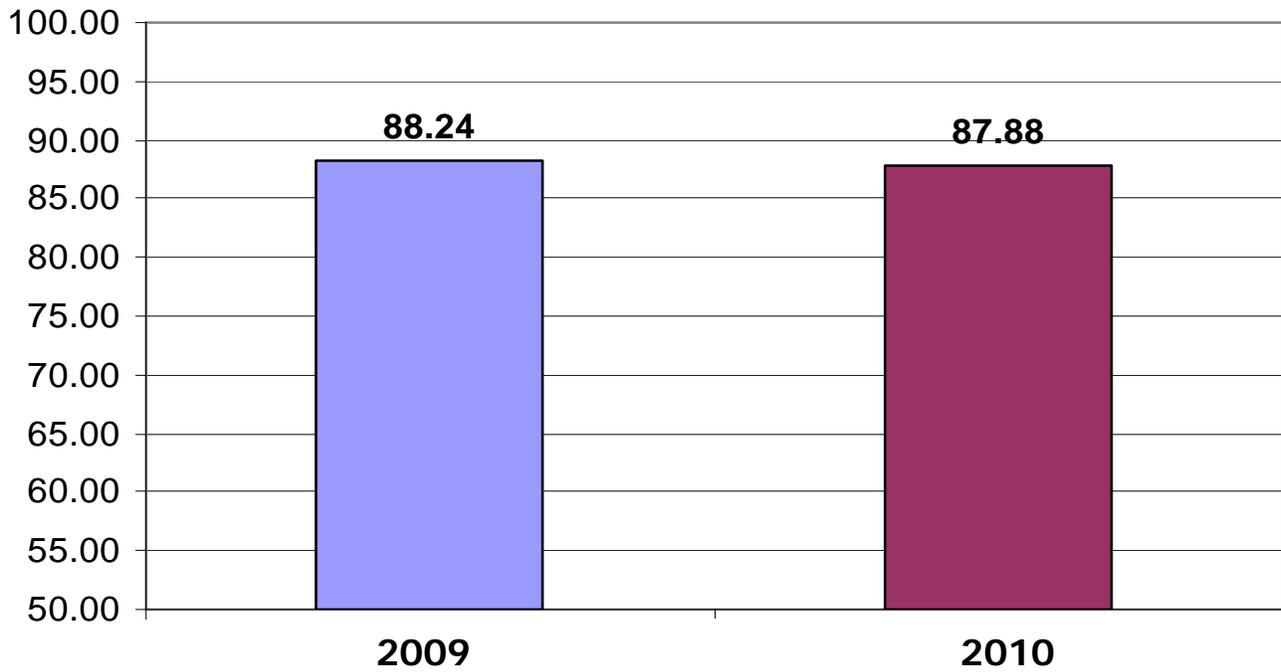
How would you rate the courtesy & respect you receive from our staff?

## 2009 v 2010 Comparison Question 2



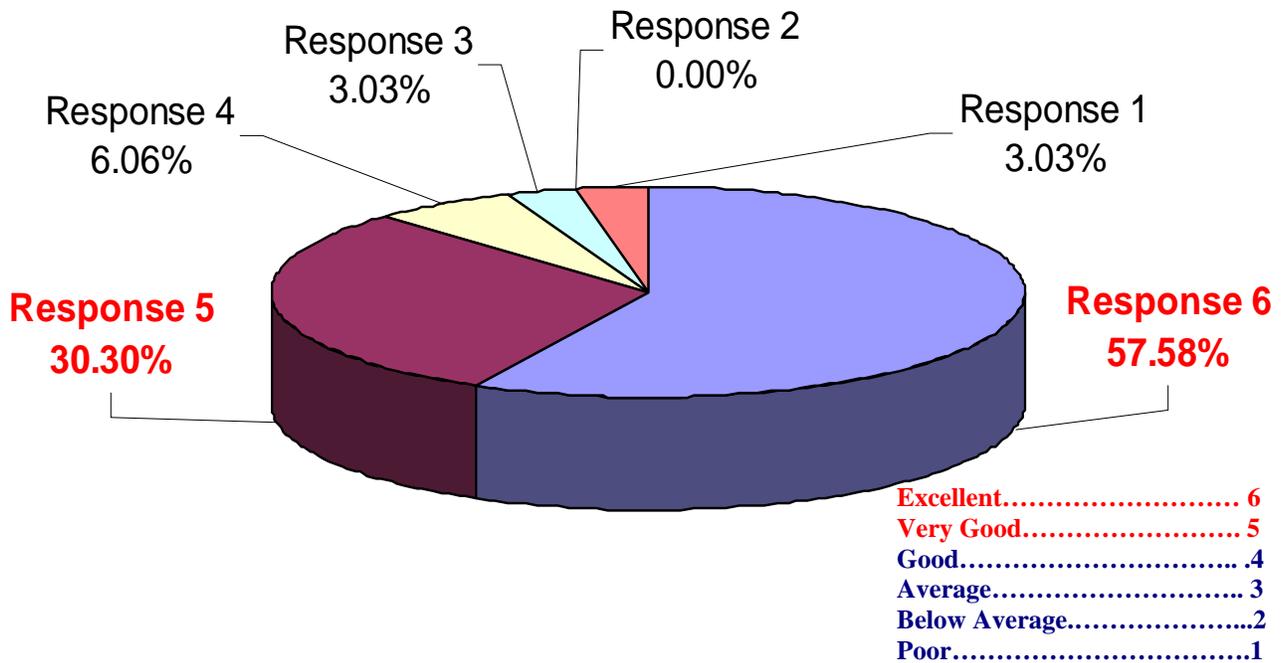
What would you rate the accuracy of the reports and documents  
received from the staff?

### 2009 v 2010 Comparison Question 3A



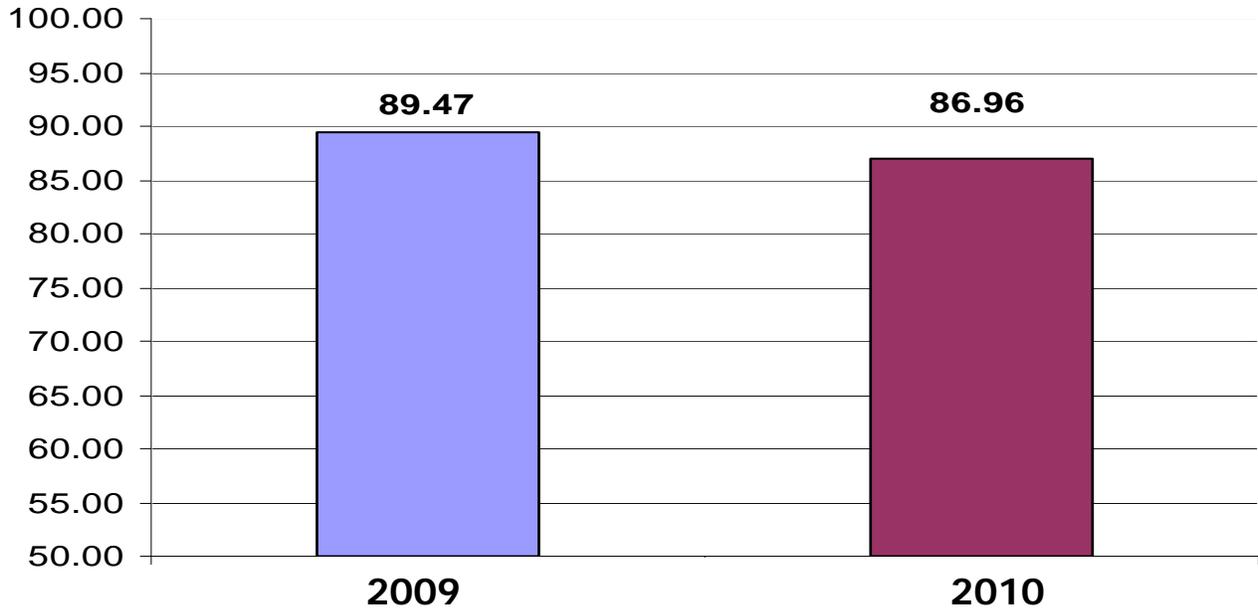
87.88% Very Good to Excellent Rating

### Question 3a



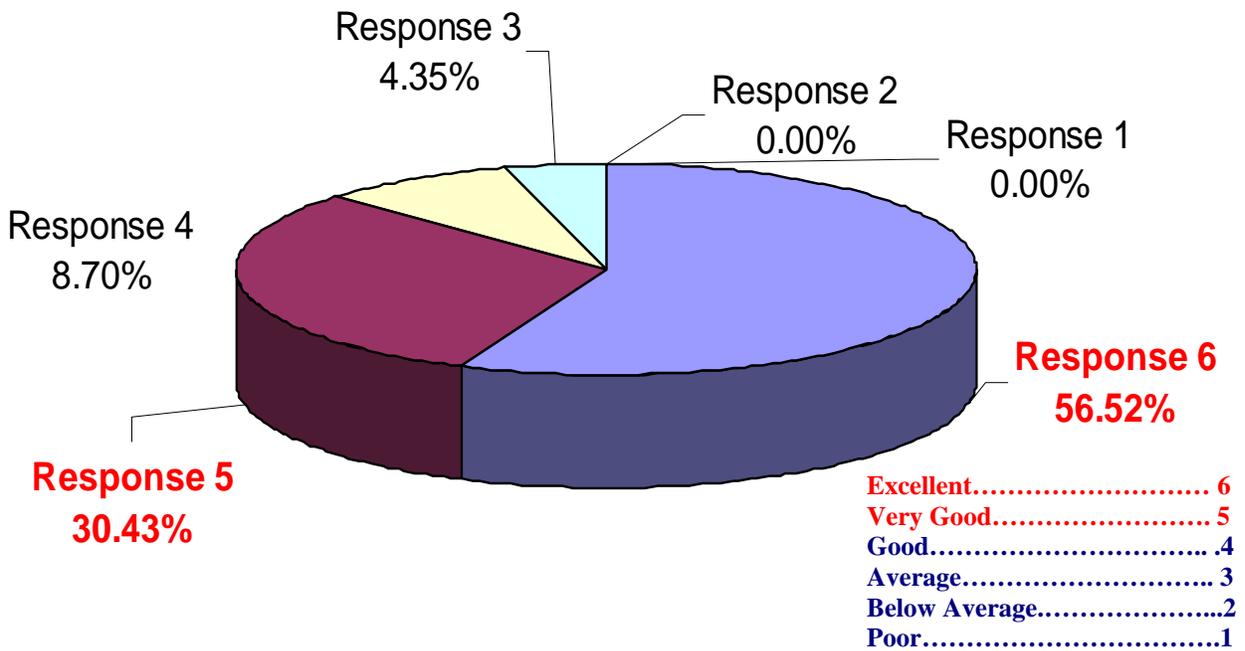
**In the area of communication: How would you rate the pension newsletter?**

### 2009 v 2010 Comparison Question 3B



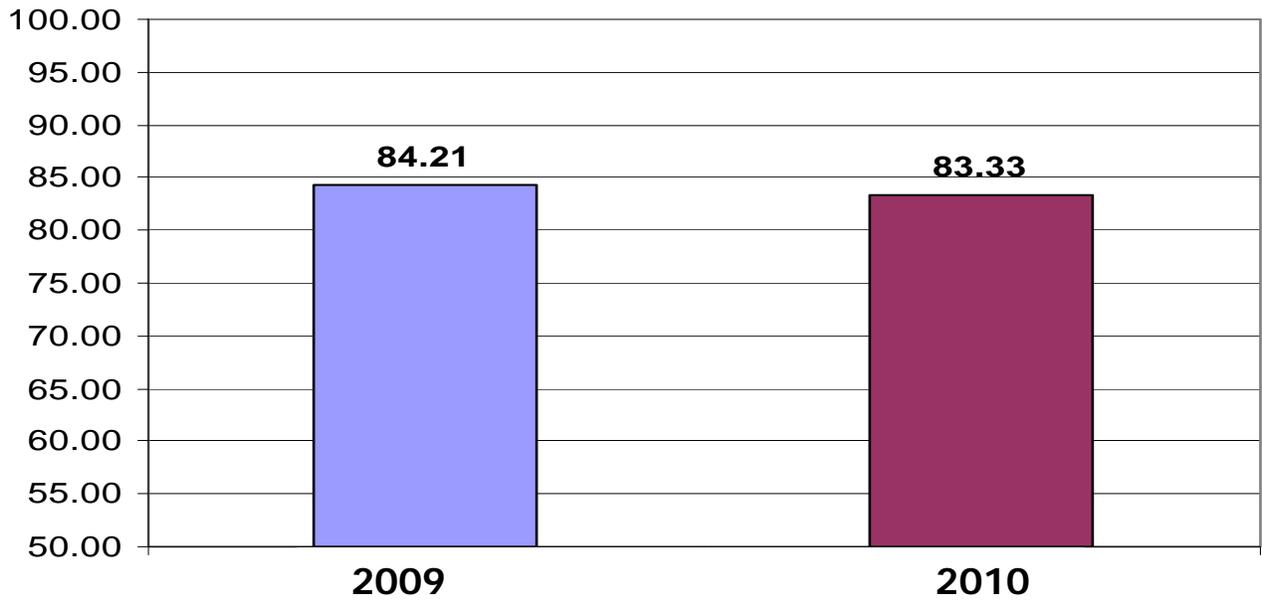
86.96% Very Good to Excellent Rating

### Question 3b



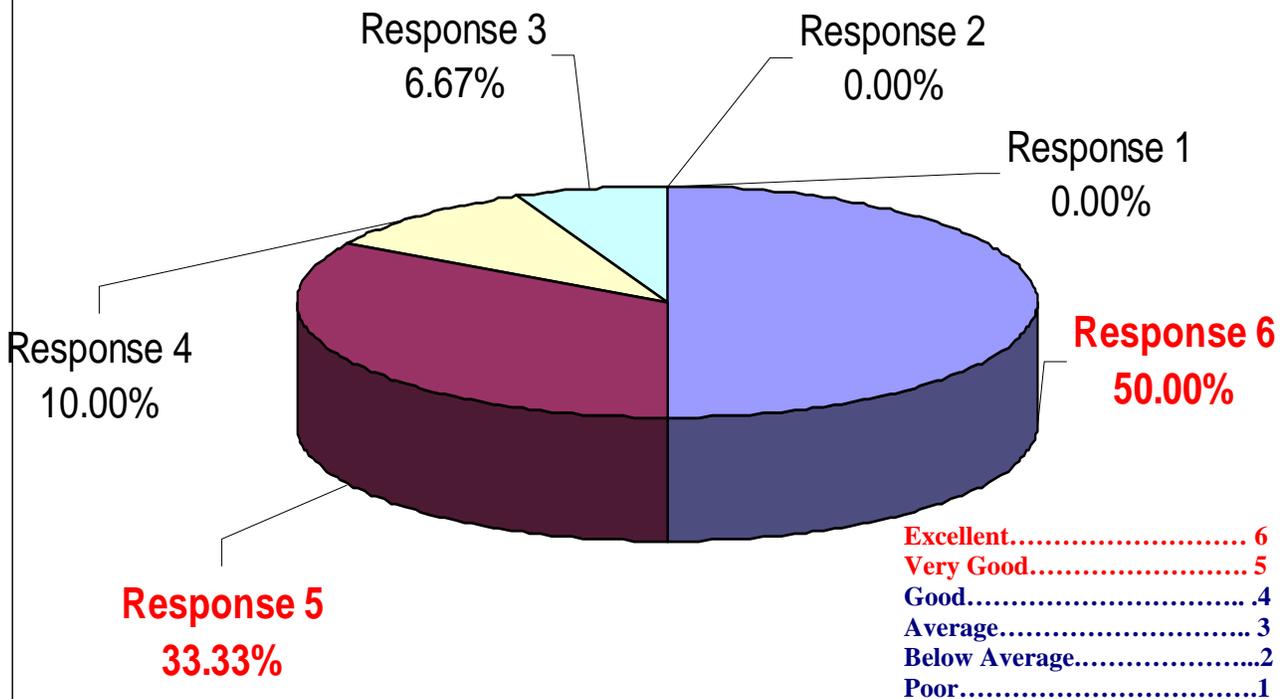
**In the area of communication: How would you rate the pension web site?**

### 2009 v 2010 Comparison Question 3C



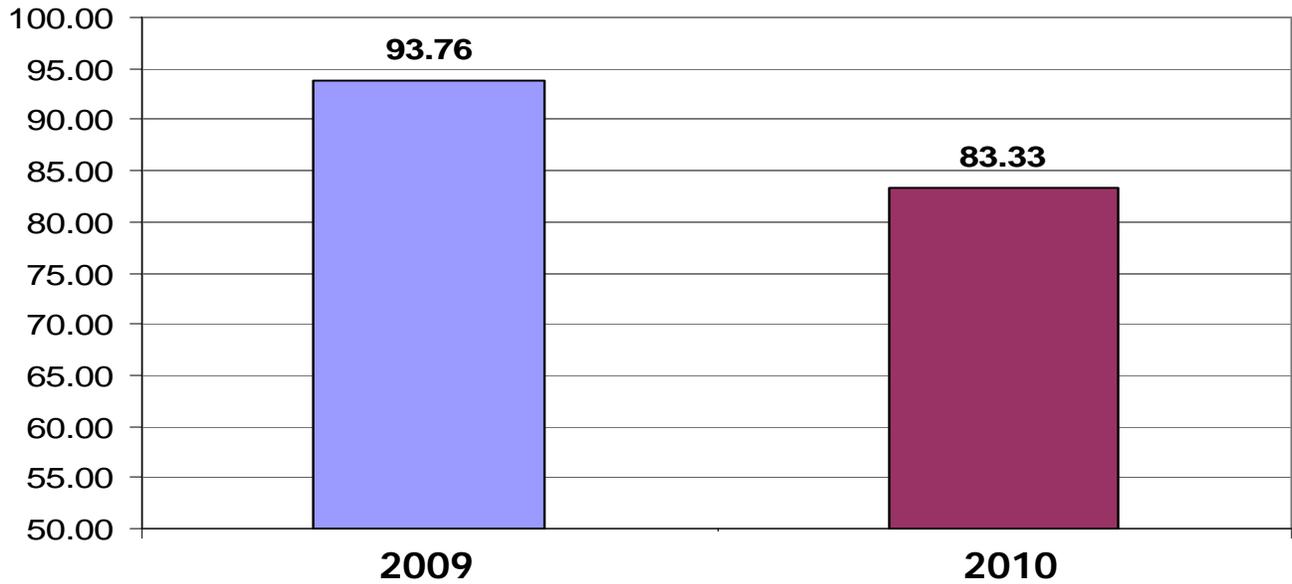
83.33% Very Good to Excellent Rating

### Question 3c



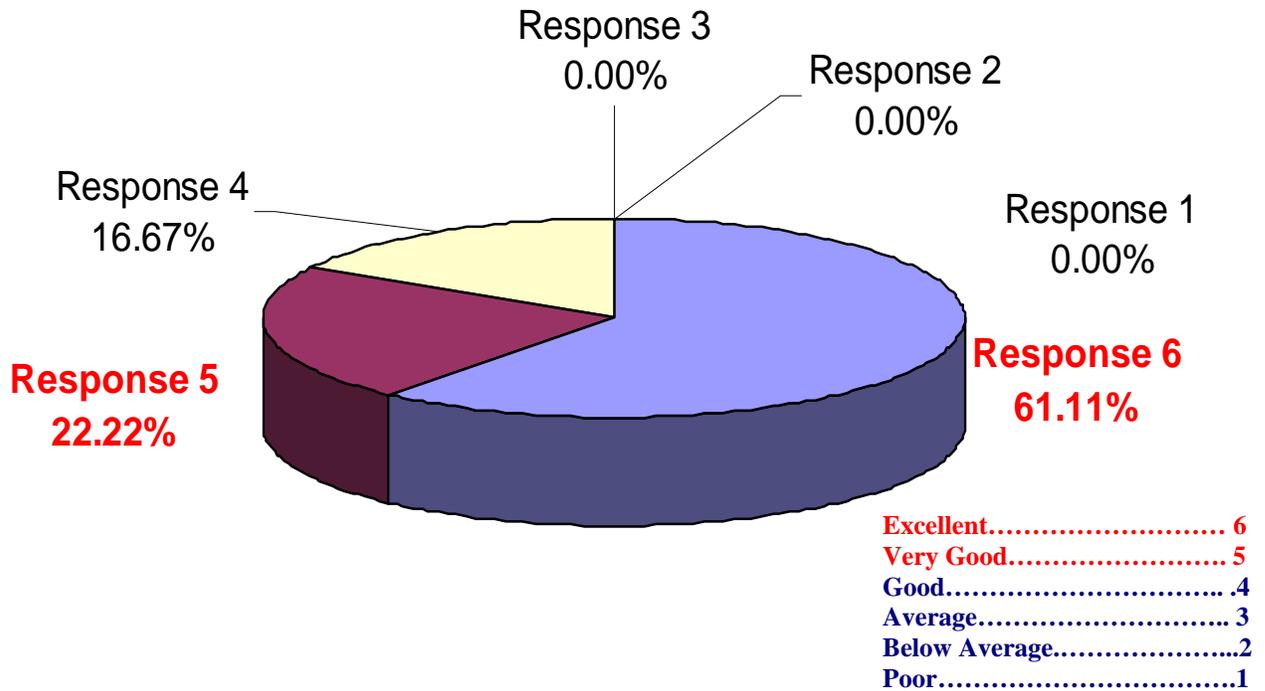
**In the area of communication: How would you rate written communications received from the staff?**

### 2009 v 2010 Comparison Question 3D



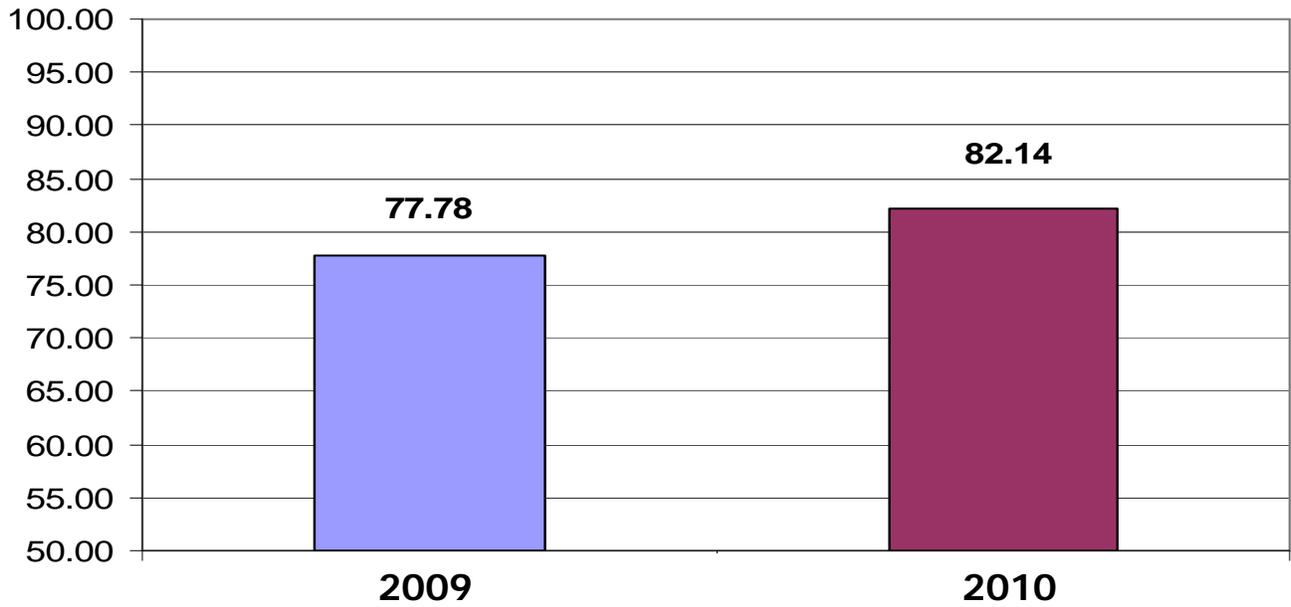
83.33% Very Good to Excellent Rating

### Question 3d



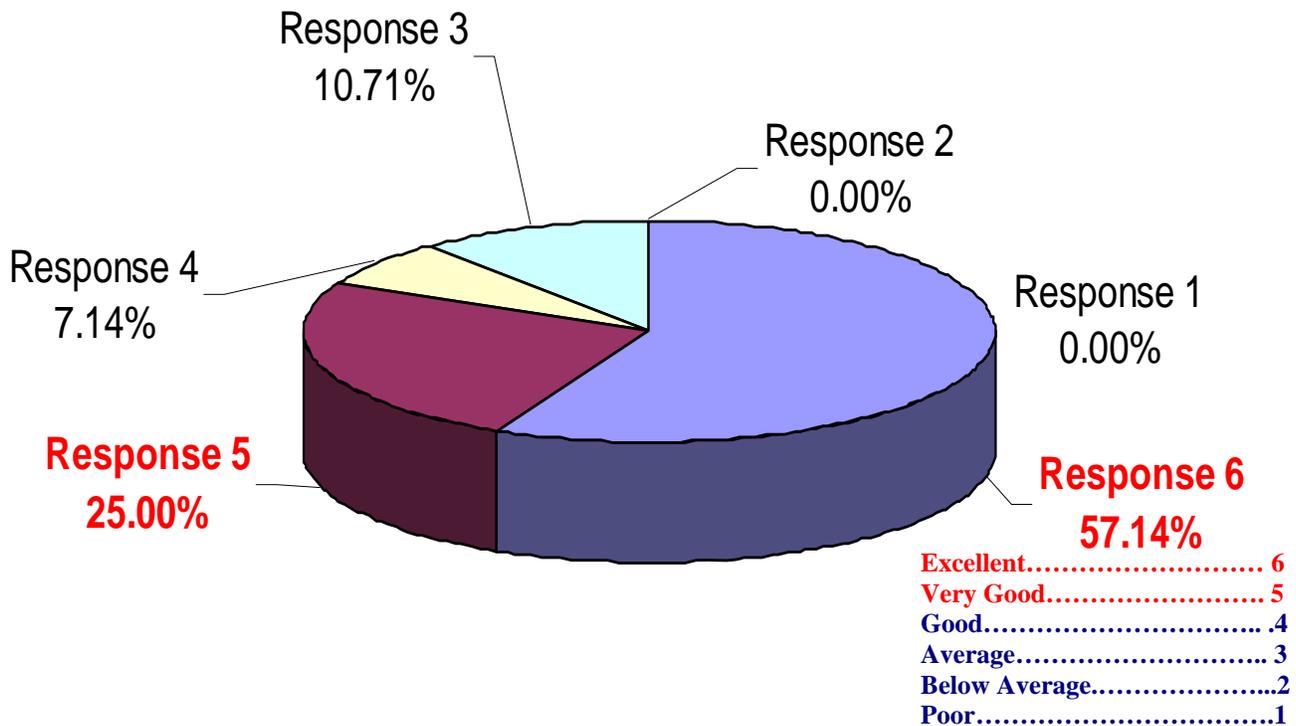
**In the area of communication: How would you rate e-mails received from the staff?**

**2009 v 2010 Comparison  
Question 3E**



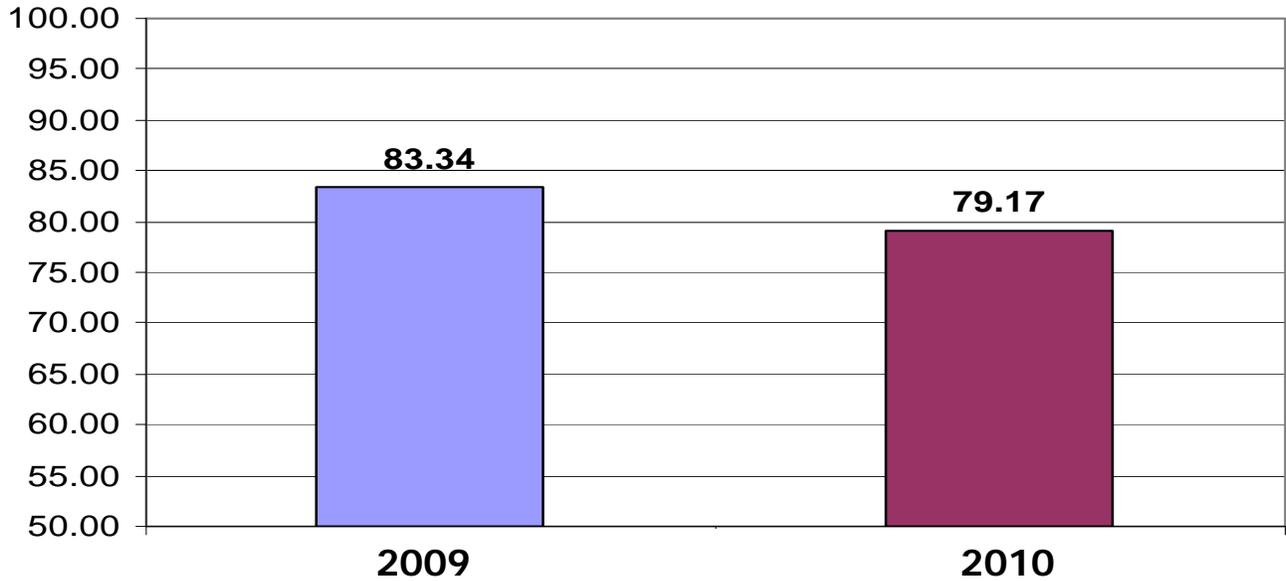
**82.14% Very Good to Excellent Rating**

**Question 3e**



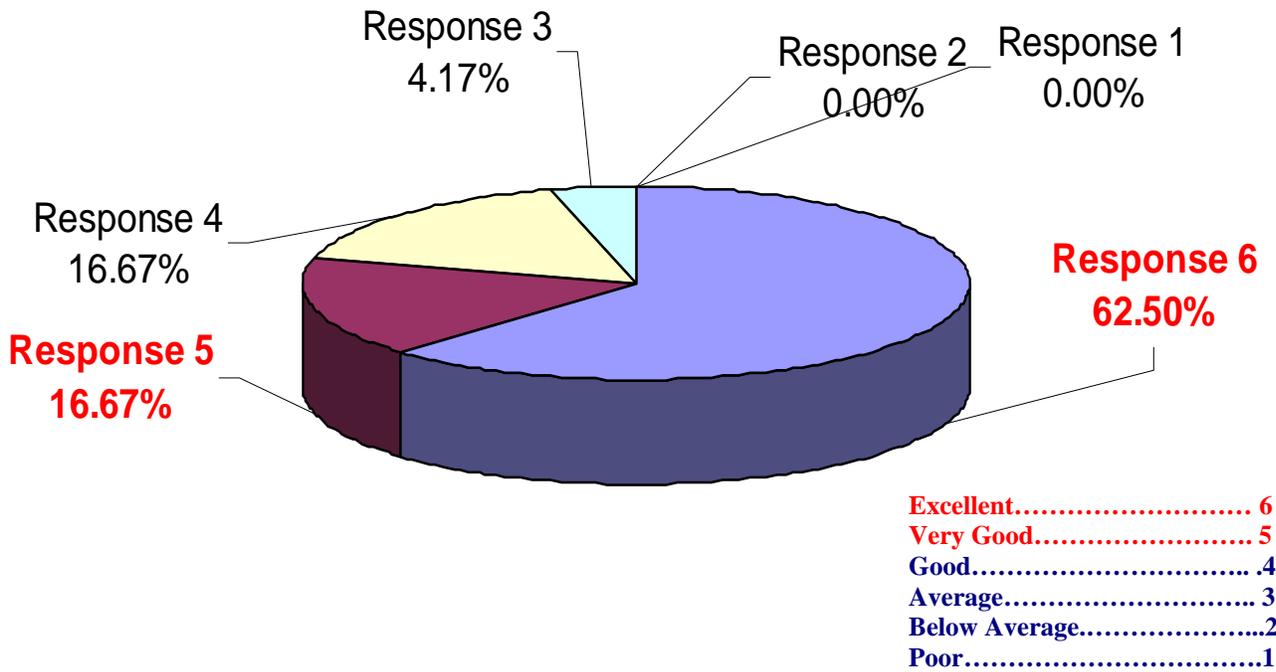
**In the area of communication: Over the last year, how do you feel about the lines of communication between the membership and the Board?**

### 2009 v 2010 Comparison Question 4



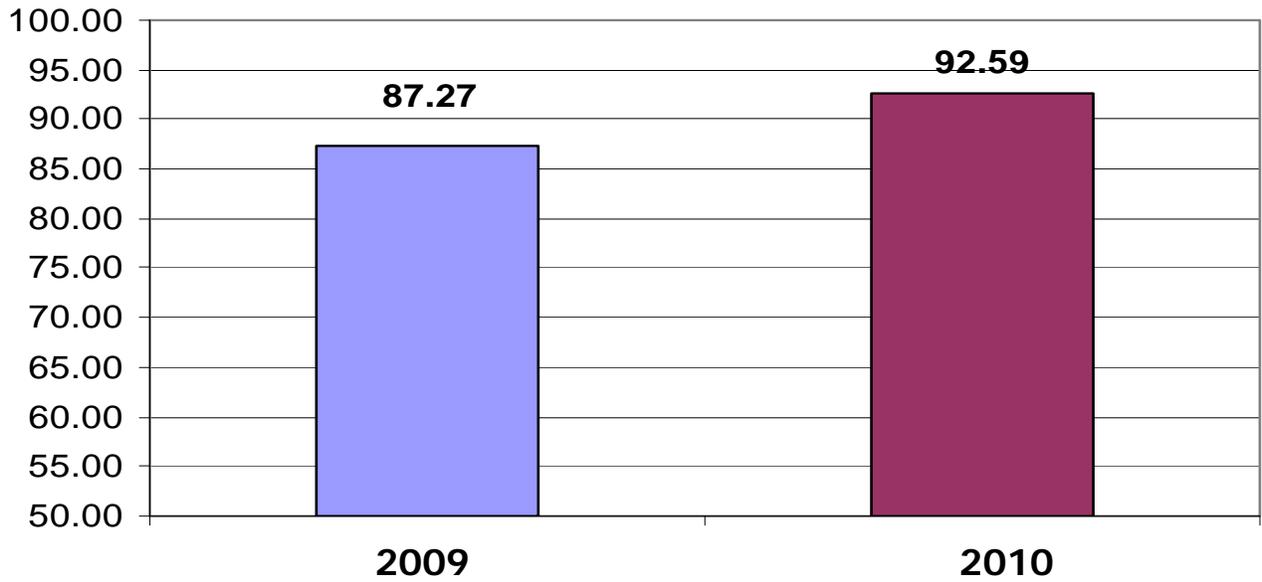
79.17% Very Good to Excellent Rating

### Question 4



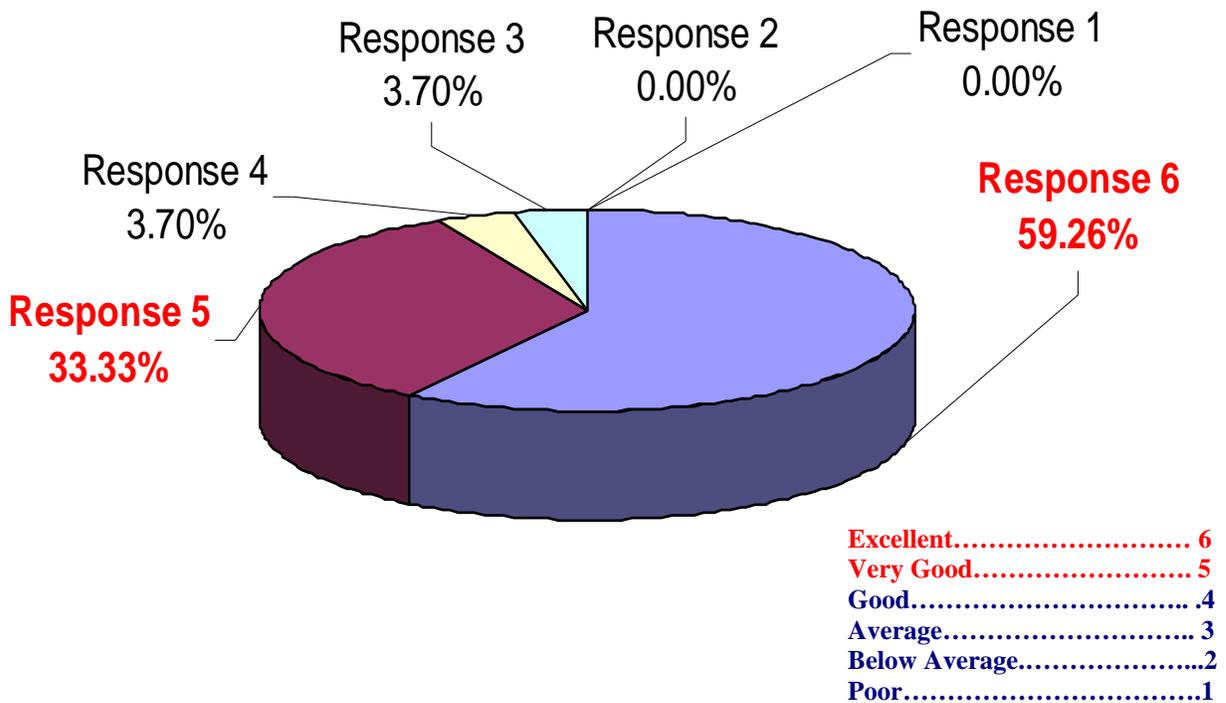
**How does the staff listen to you and understand your needs?**

## 2009 v 2010 Comparison Question 5



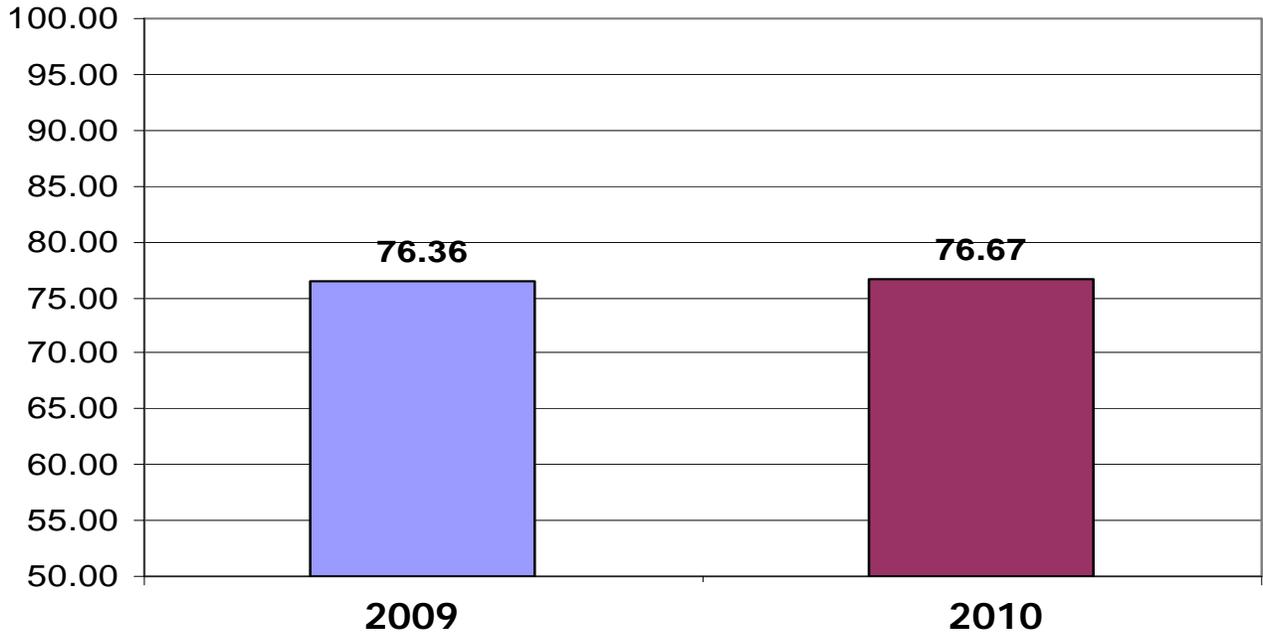
**92.59% Very Good to Excellent Rating**

## Question 5



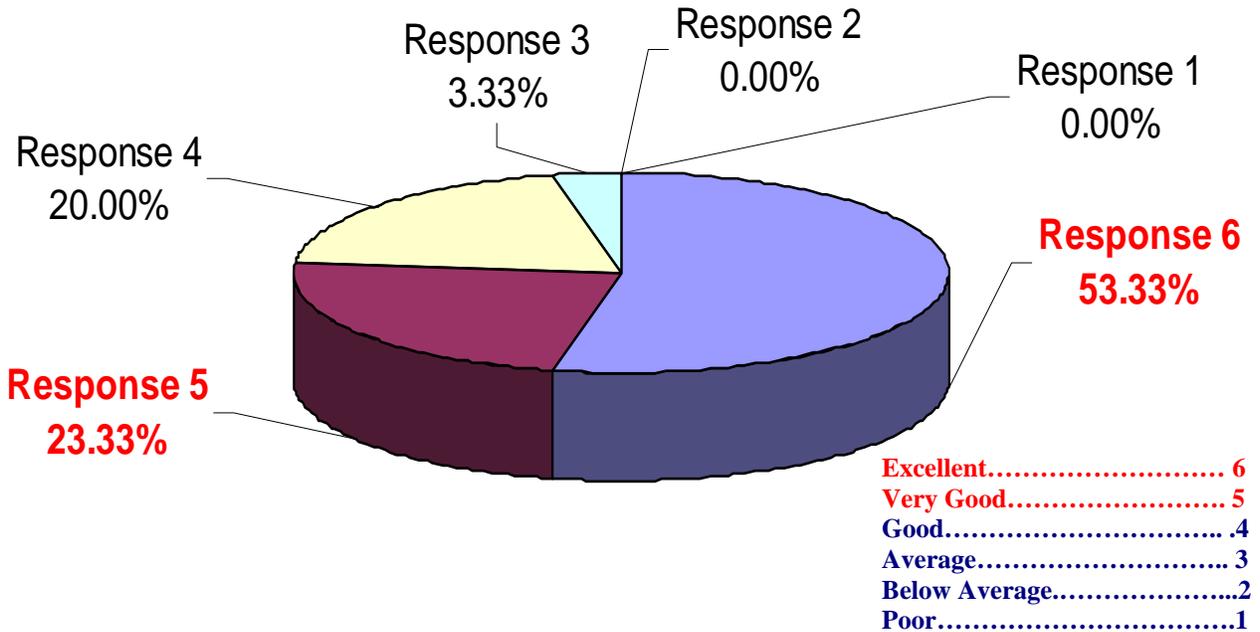
**How would you rate staff, in terms of being responsive to your requests and completing your objectives in a timely manner?**

### 2009 v 2010 Comparison Question 6



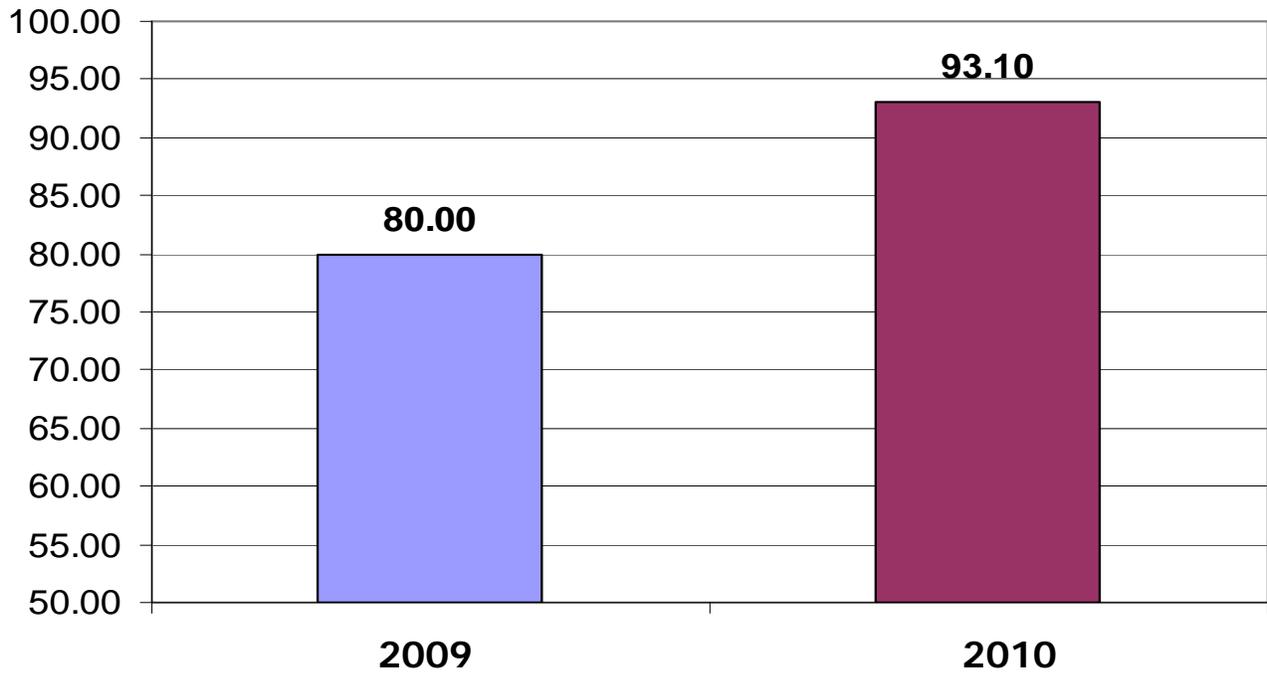
76.67% Very Good to Excellent Rating

### Question 6



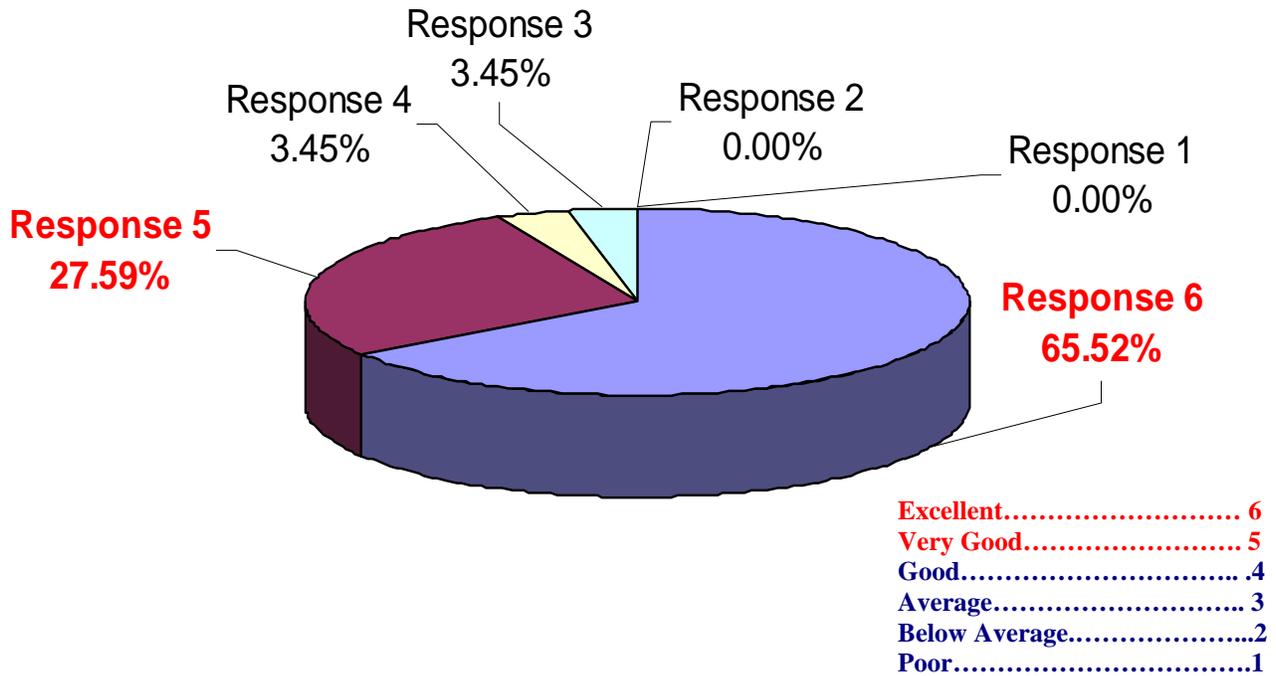
How would you rate the pension forms used by the system?

### 2009 v 2010 Comparison Question 7



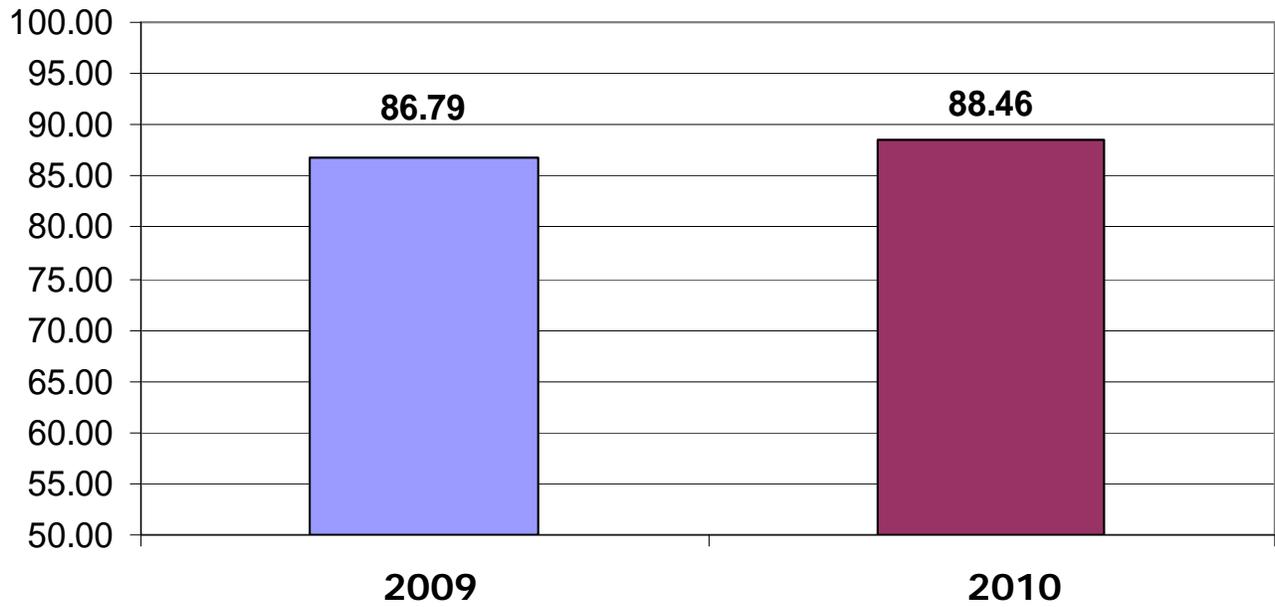
93.10% Very Good to Excellent Rating

### Question 7



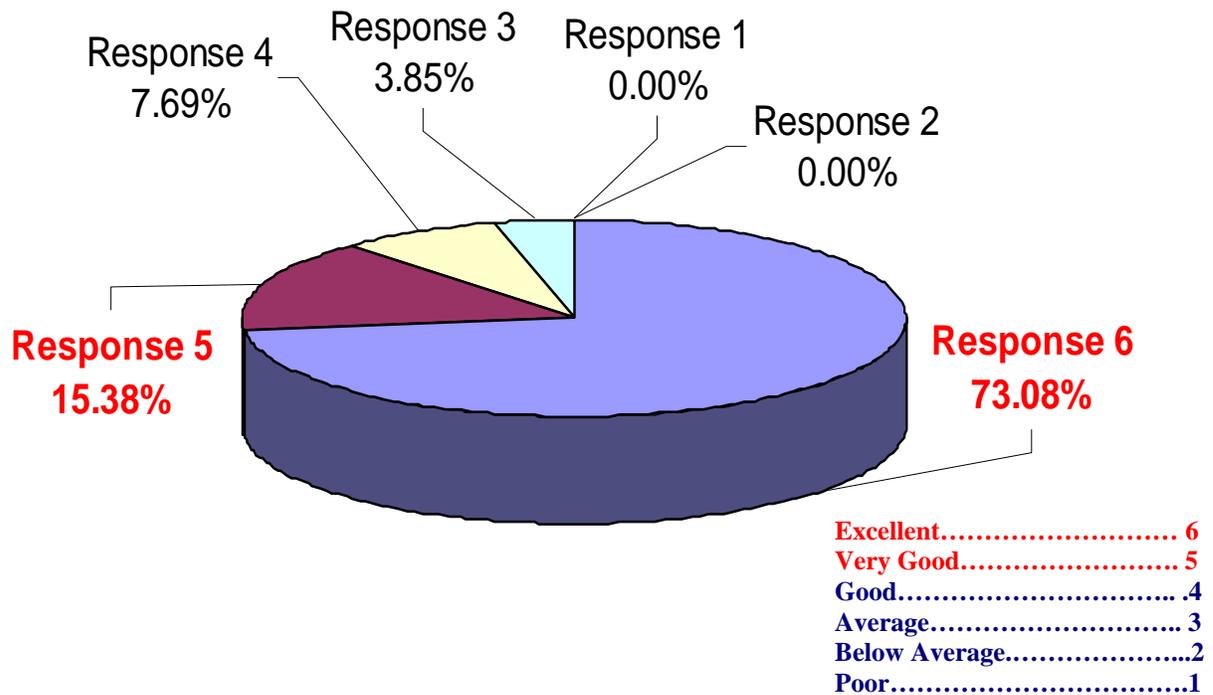
**How would you rate the staff knowledge about the pension system?**

## 2009 v 2010 Comparison Question 8



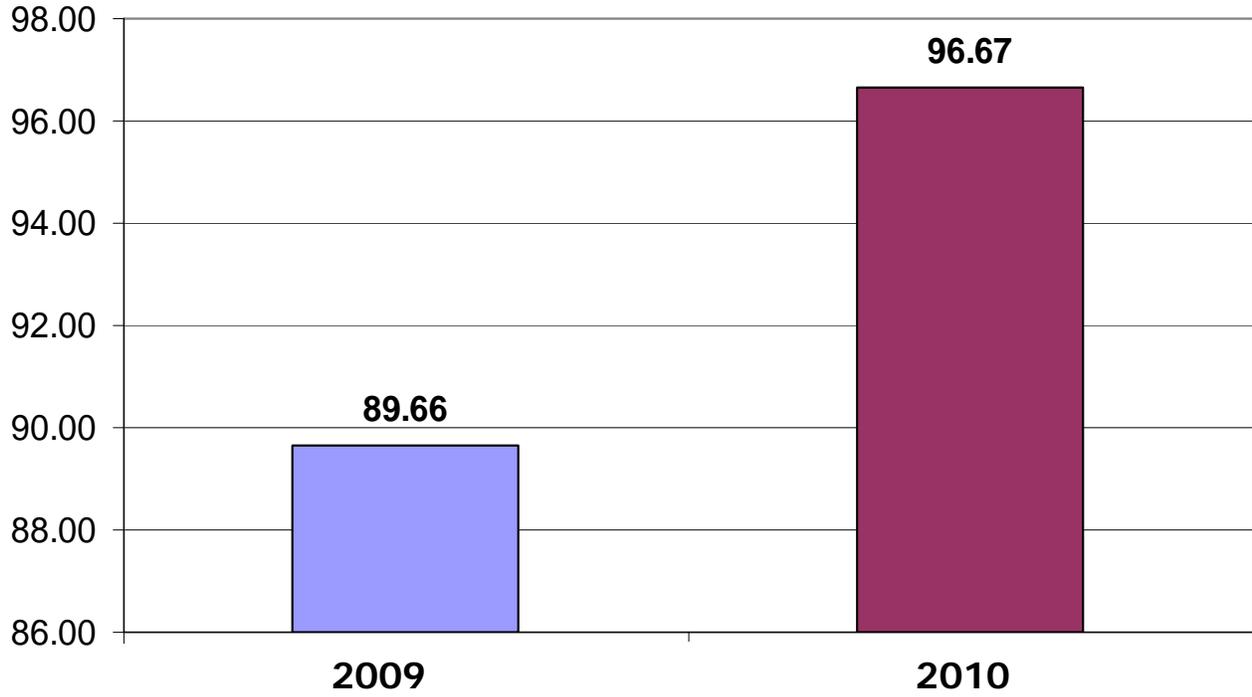
**88.46% Very Good to Excellent Rating**

### Question 8



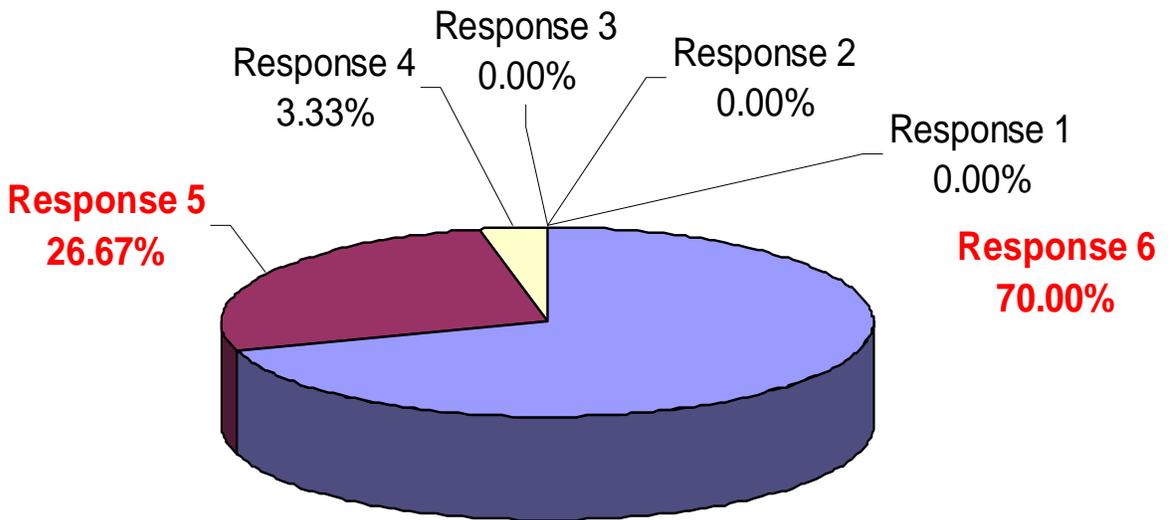
**How would you rate the staff in terms of solving your problems?**

## 2009 v 2010 Comparison Question 9



**96.67% Very Good to Excellent Rating**

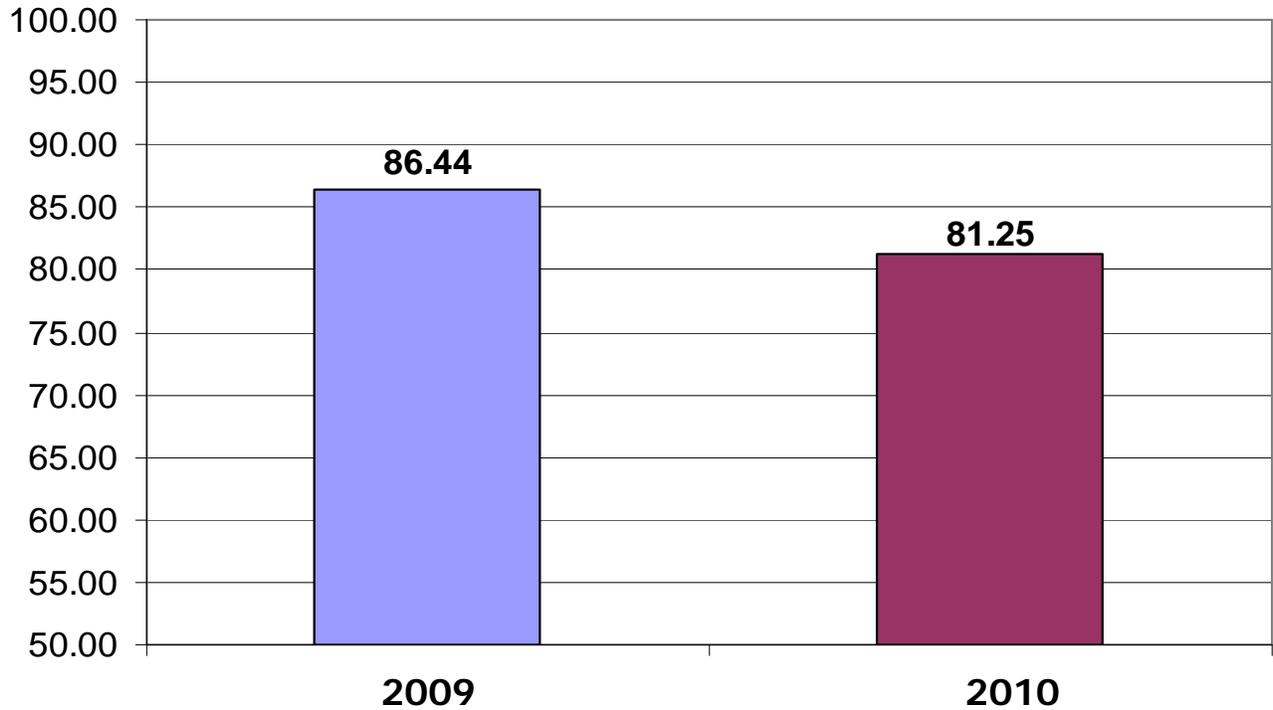
### Question 9



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

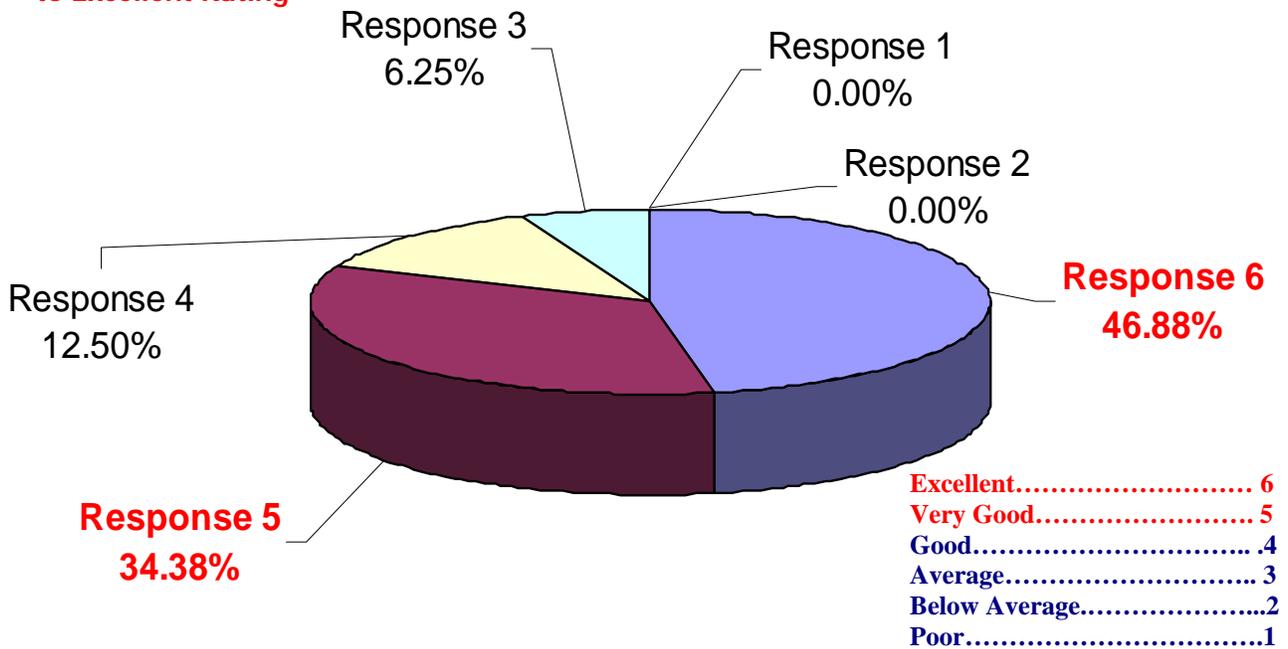
**How would you rate the overall performance of the staff?**

## 2009 v 2010 Comparison Question 10



**81.25% Very Good to Excellent Rating**

### Question 10



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