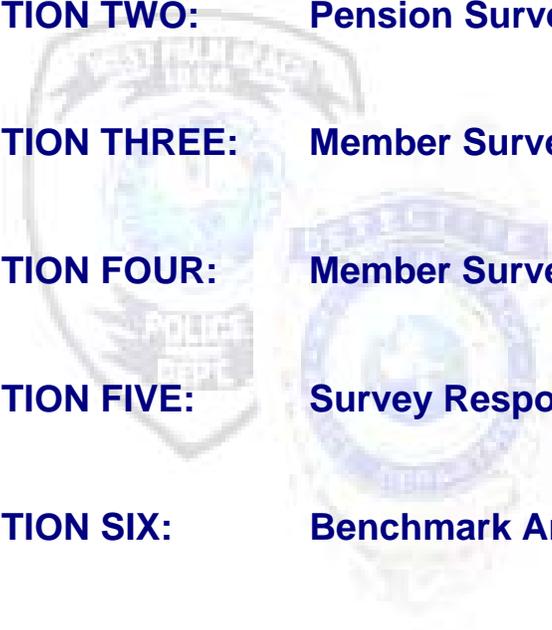


WEST PALM BEACH POLICE PENSION FUND



2012 PENSION SATISFACTION RESULTS

WEST PALM BEACH POLICE PENSION FUND 2012 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 & Analysis**
- SECTION SIX: Benchmark Analysis**
- 

Presented: June 14, 2013

SECTION ONE: Administrator's Narrative



WEST PALM BEACH POLICE PENSION FUND

2100 North Florida Mango Road
West Palm Beach, Florida 33409

Phone: 561.471.0802

FAX: 561.471.5027

TO: The Honorable Board of Trustees

FROM: David M. Williams, Plan Administrator

SUBJECT: 2012 Pension Satisfaction Survey Results

DATE: June 14, 2013

I am pleased to present to you the results of the 2012 Pension Satisfaction Survey. This survey was developed to determine the level of satisfaction as gauged by *our shareholders*, who are the retirees/drop members of the West Palm Beach Police Pension Fund.

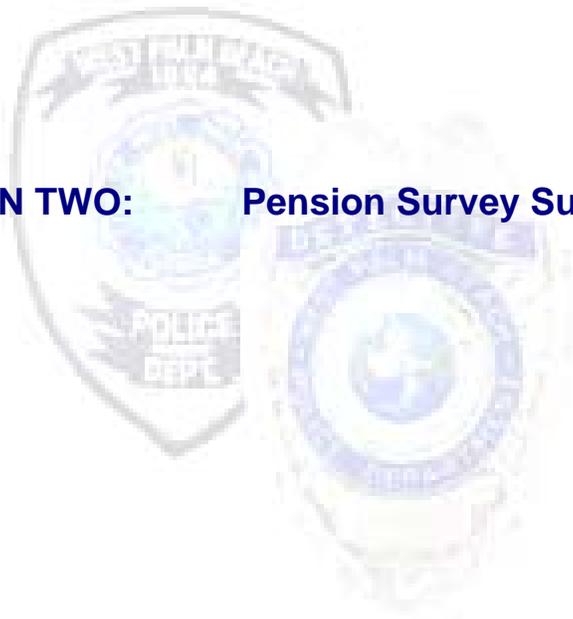
In review, this survey was designed in such a way to allow the members to give their responses anonymously if they wish to, or to provide their names for specific issues or concerns (*sample of the survey is enclosed herein*). It is believed that no response or inaccurate responses may be given if members are mandated to provide their identity in order to participate. Moreover, if the members have negative comments, I would like to know why, so I may improve in that area of concern, *if deemed warranted*. The surveys were transmitted via US Mail along with a cover letter from Edward Mitchell, Chairperson of the Board (*enclosed herein*), as well as a self-addressed stamped envelope.

The survey responses range from 0 – 6 in order 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 of -0- 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.

As in prior surveys, I have compiled the responses received for each question posed to the member. Additionally, I have provided a historical chart for each question which shows the overall satisfaction by year and the average since inception. Finally, this year I have added a section of charts (see section 6) which take the benchmark responses received each year by question and overall. I am pleased to advise that for each question, we have received the highest benchmark response since inception.

I continue to look forward working in the best interest of Fund, its Members and the Plan Sponsor.

SECTION TWO: Pension Survey Summation



WEST PALM BEACH POLICE PENSION FUND 2012 PENSION SATISFACTION SURVEY SUMMATION

1. How would you rate the courtesy & respect you receive from our staff?
Results: 92.31% Very Good to Excellent Rating
2. What would you rate the accuracy of the reports and documents received from the staff?
Results: 84.15% Very Good to Excellent Rating
3. In the area of communication:
 - a. How would you rate the pension newsletter?
Results: 77.91% Very Good to Excellent Rating
 - b. How would you rate the pension web site?
Results: 76.56% Very Good to Excellent Rating
 - c. How would you rate written communications received from the staff?
Results: 85.18% Very Good to Excellent Rating
 - d. How would you rate e-mails received from the staff?
Results: 89.36% 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: 76.06% Very Good to Excellent Rating
4. How does the staff listen to you and understand your needs?
Results: 90.0% 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: 88.89% Very Good to Excellent Rating
6. How would you rate the pension forms used by the system?
Results: 76.54% Very Good to Excellent Rating
7. How would you rate the staff knowledge about the pension system?
Results: 90.79% Very Good to Excellent Rating
8. How would you rate the staff in terms of solving your problems?
Results: 88.00% Very Good to Excellent Rating
9. How would you rate the overall performance of the staff?
Results: 84.81% Very Good to Excellent Rating
10. How would you rate the overall performance of the Board of Trustees?
Results: 79.41% Very Good to Excellent Rating

SECTION THREE: Member Survey Letter (Sample)



WEST PALM BEACH POLICE PENSION FUND

2100 North Florida Mango Road
West Palm Beach, Florida 33409

Phone: 561.471.0802

FAX: 561.471.5027

TO: All Retired/DROP Members
FROM: Ed Mitchell, Chairman
SUBJECT: 2012 Pension Member Survey
DATE: March 15, 2013

Dear Member:

Enclosed herein, please find a 2012 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*.

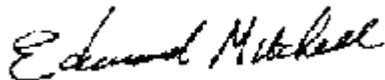
Simply put, the Board of Trustees and our pension staff would like to know how we are doing for you, the member. *This is not a popularity contest and there are no hidden agendas!* The Board of Trustees would like you to take a few moments to review, complete and return the survey for tabulation, no later than April 30, 2013. 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 2011 survey for your review. A complete report may be viewed on line at www.wpbppf.com.

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

Respectfully,



Edward Mitchell, Chairman
FOR THE BOARD

SECTION FOUR: Member Survey (Sample)



2012 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

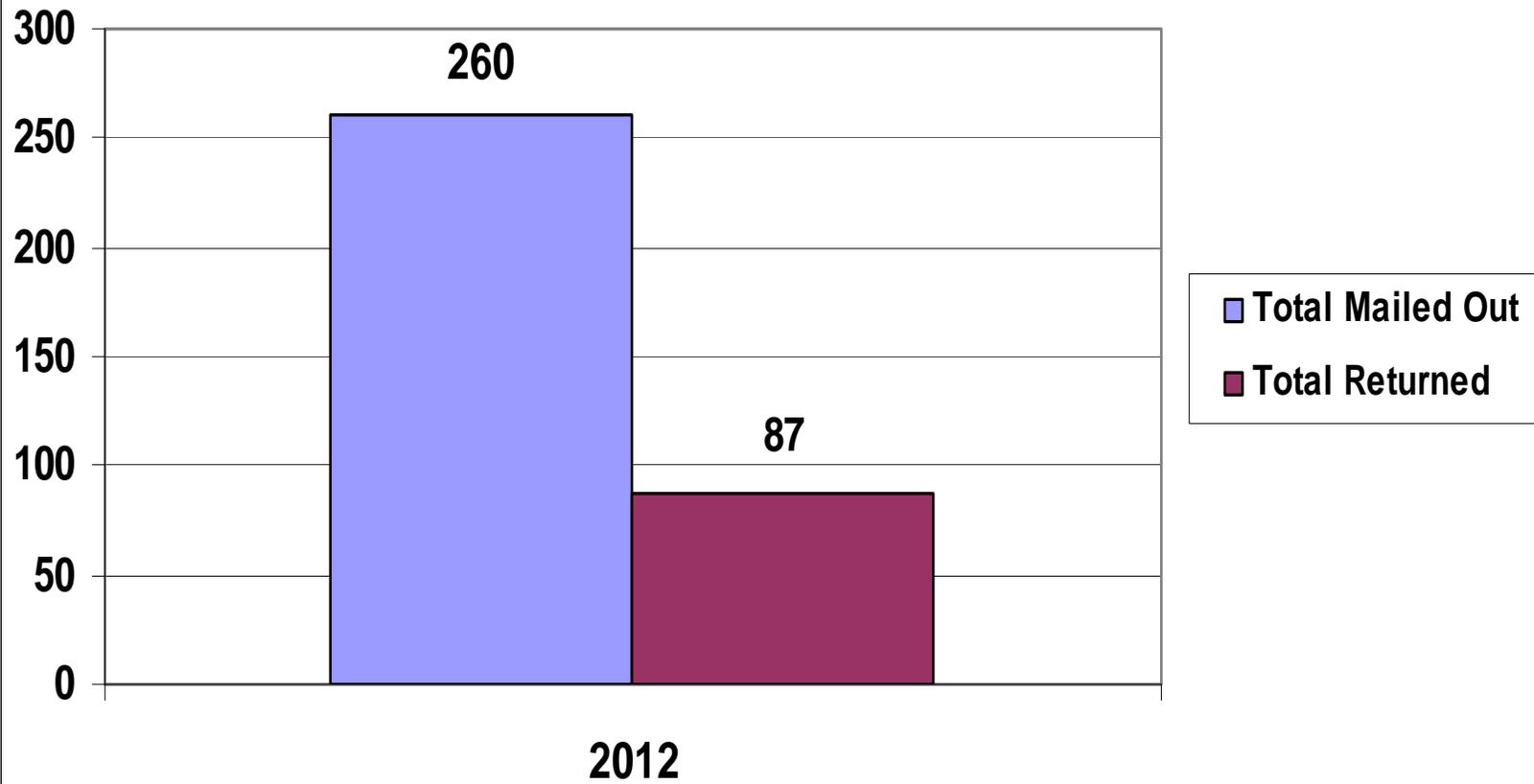
1. How would you rate the courtesy & respect you receive from our staff? _____
2. What would you rate the accuracy of the reports and documents received from the staff? _____
3. In the area of communication:
 - a. How would you rate the pension newsletter? _____
 - b. How would you rate the pension web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

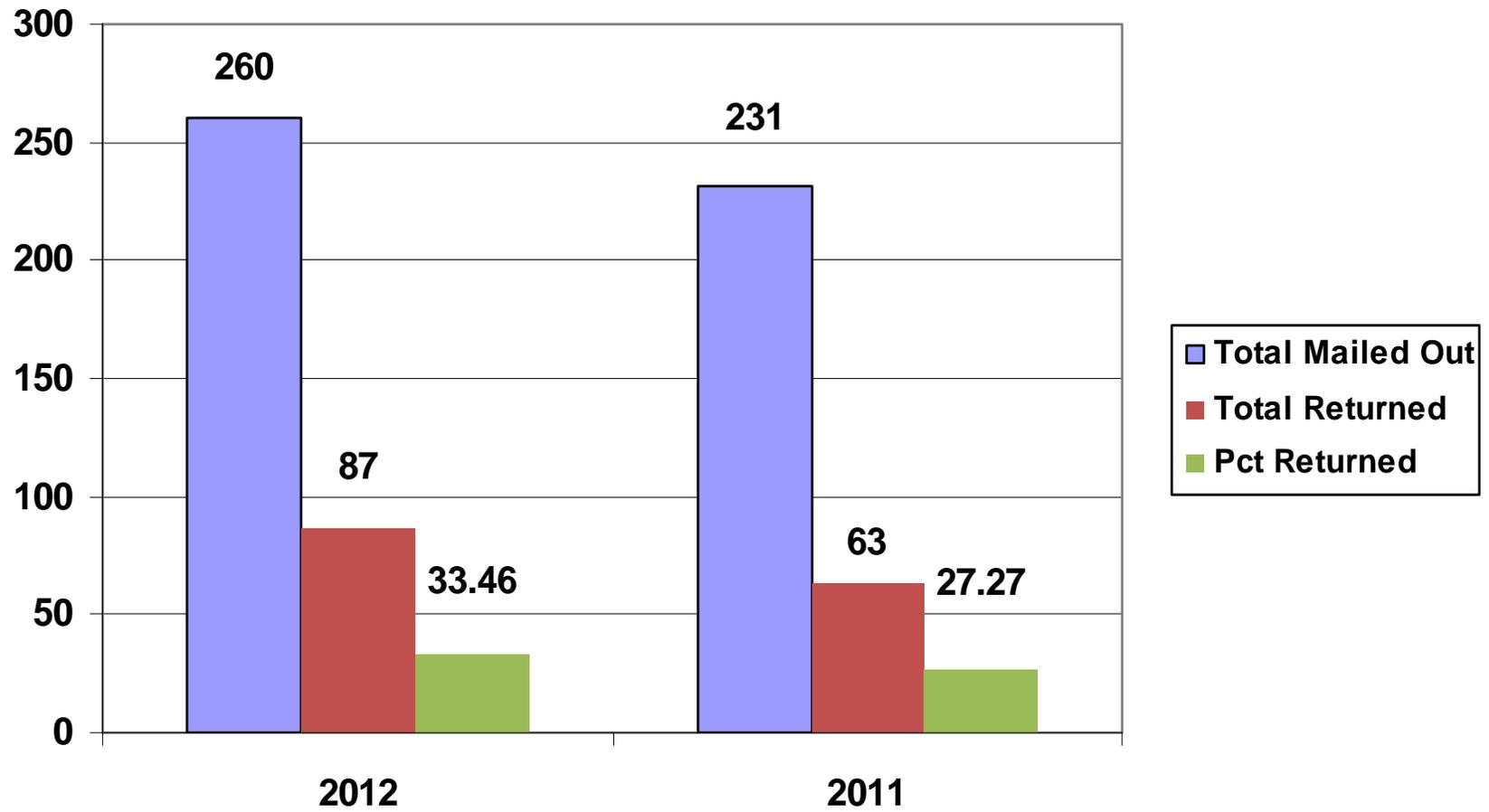
SECTION FIVE: Survey Responses & Analysis



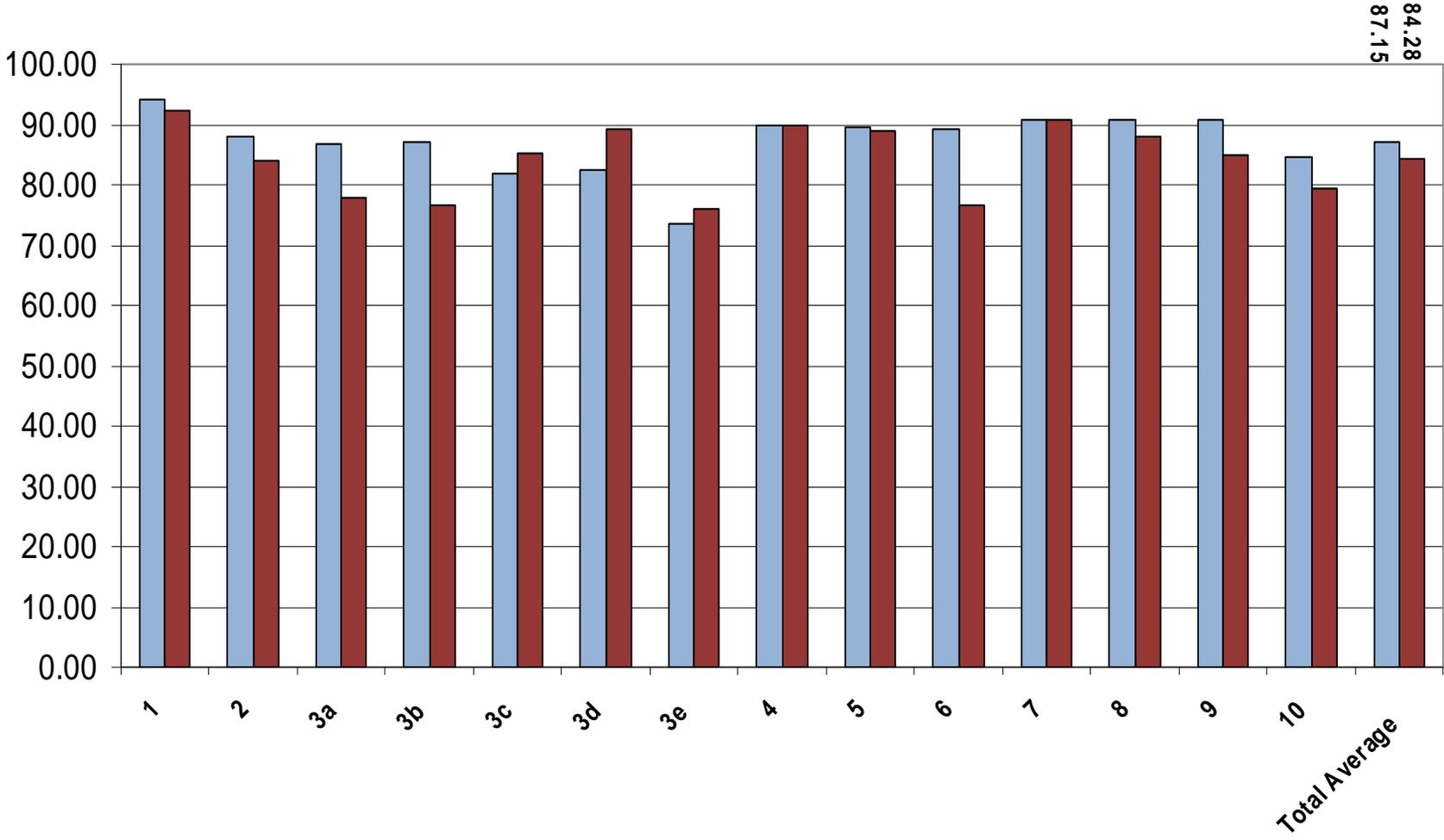
Rate of Return Comparison 2012



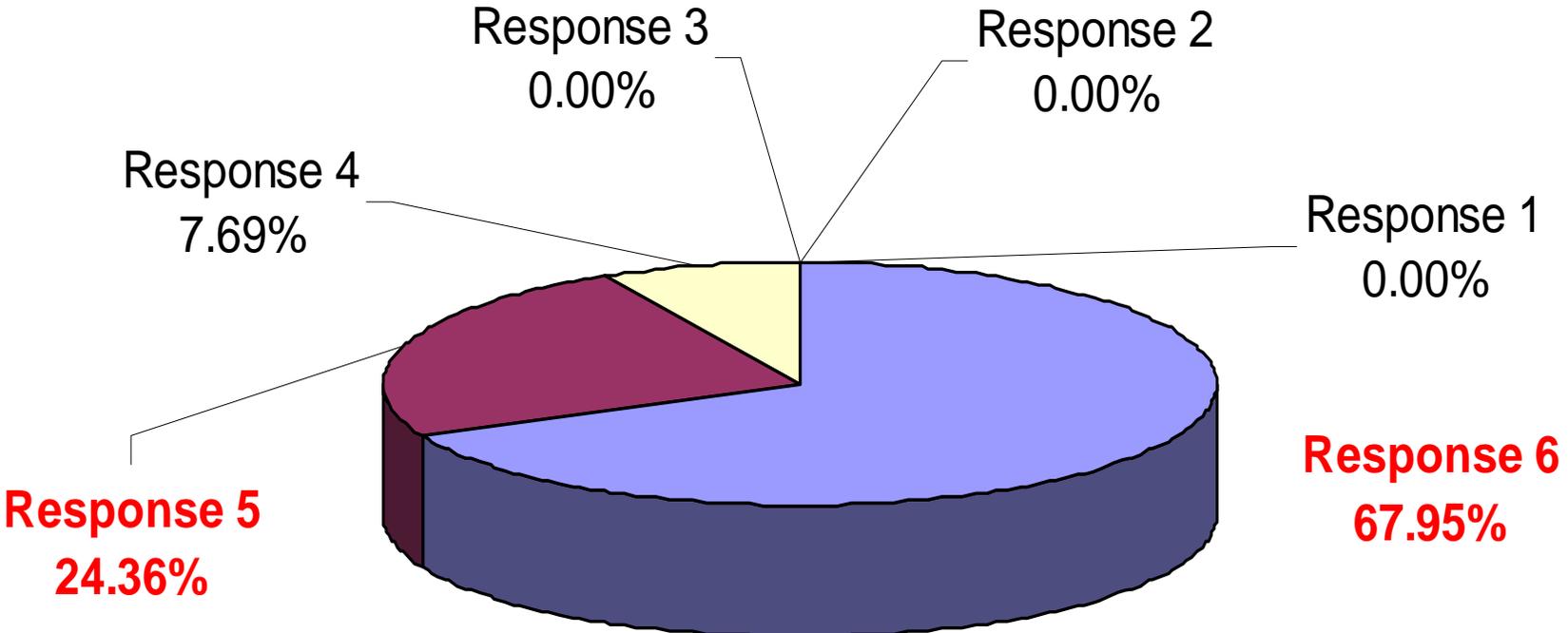
2011/2012 Mail Out - Return Results



2011 v 2012 Total Satisfaction Average



Question 1

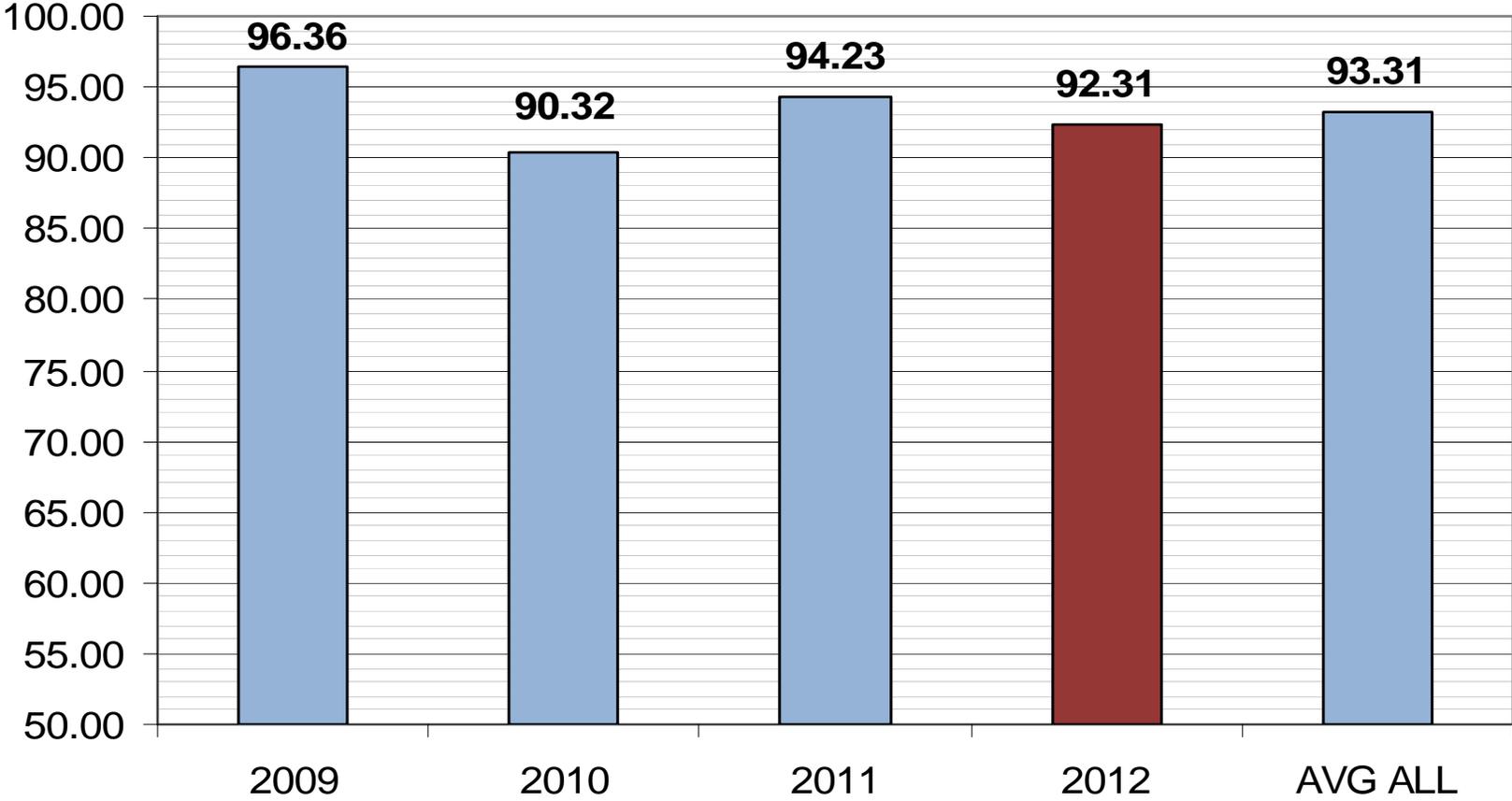


92.31% Very Good to Excellent Rating

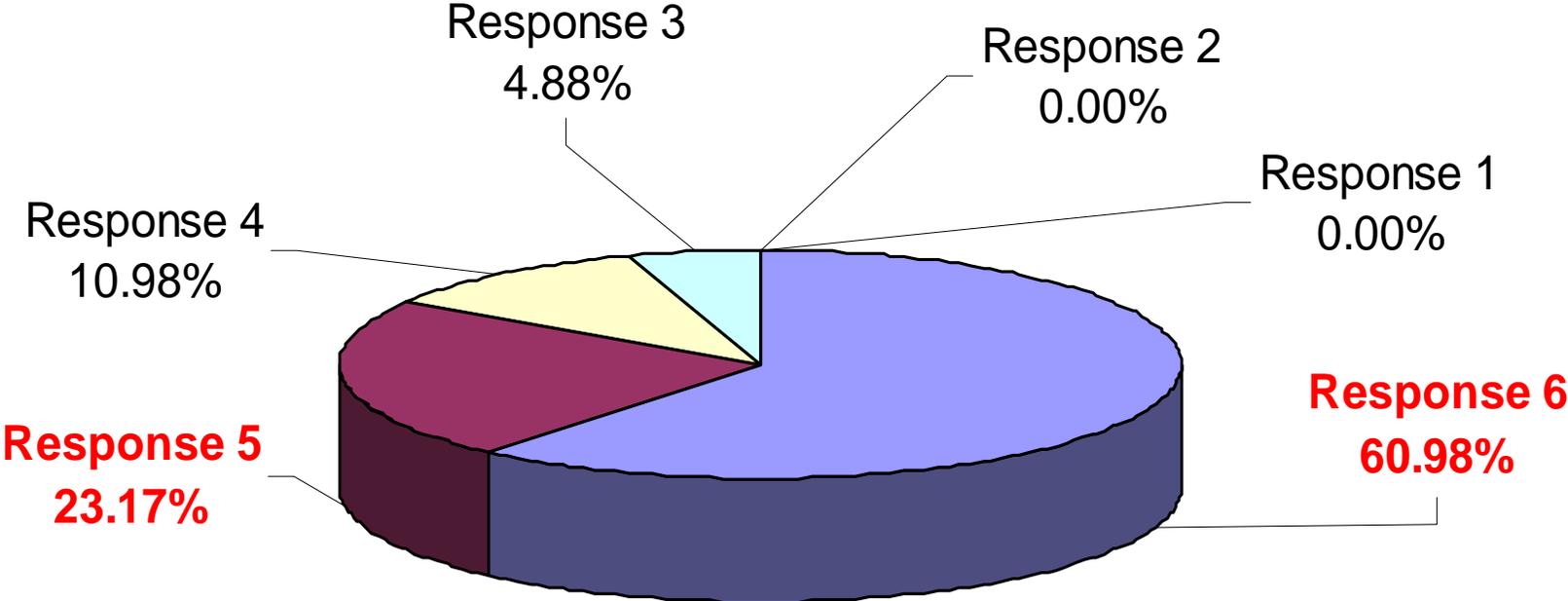
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

**2009 - 2012 Comparison w/Average
Question 1**



Question 2

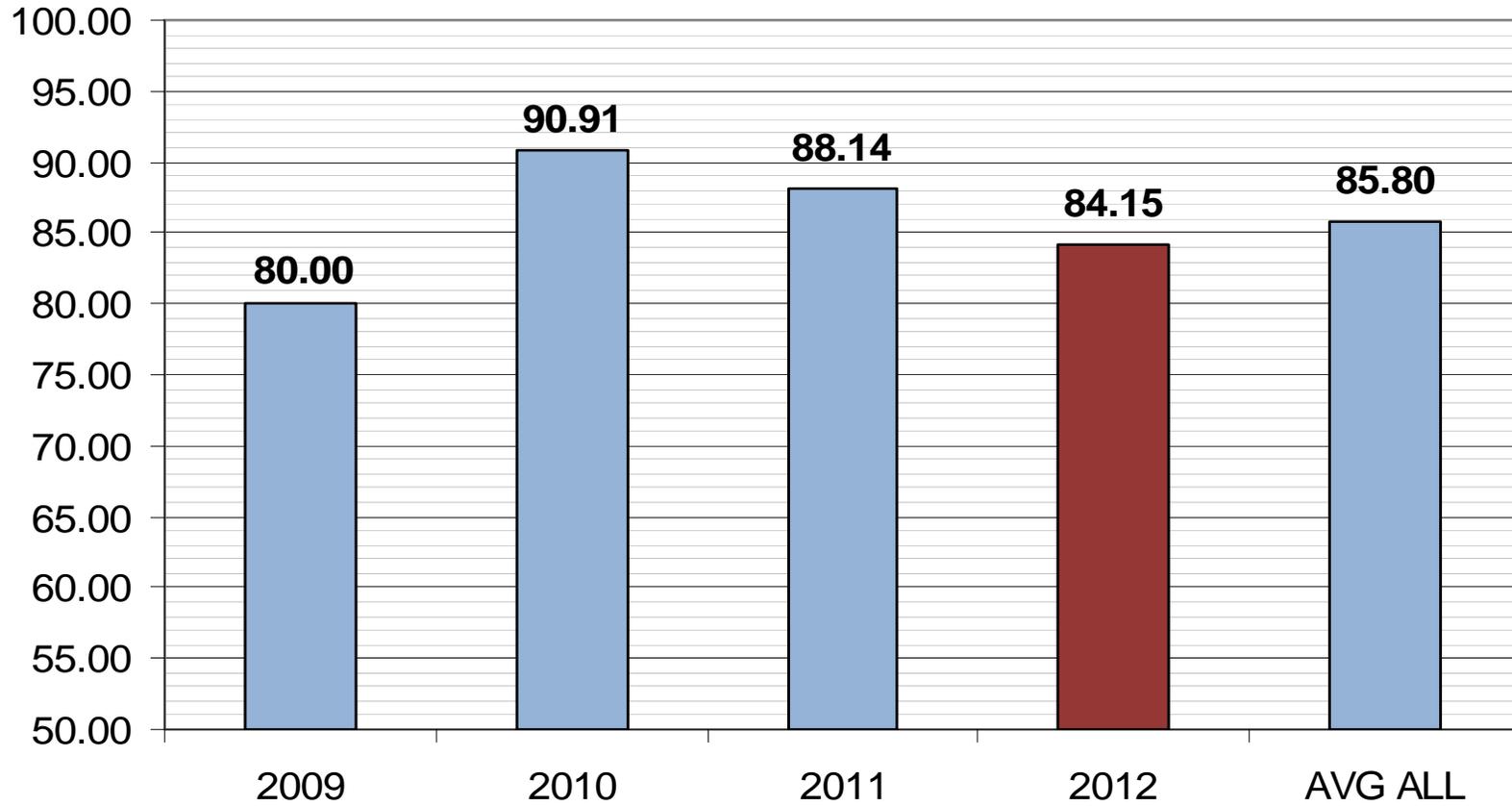


84.15% Very Good to Excellent Rating

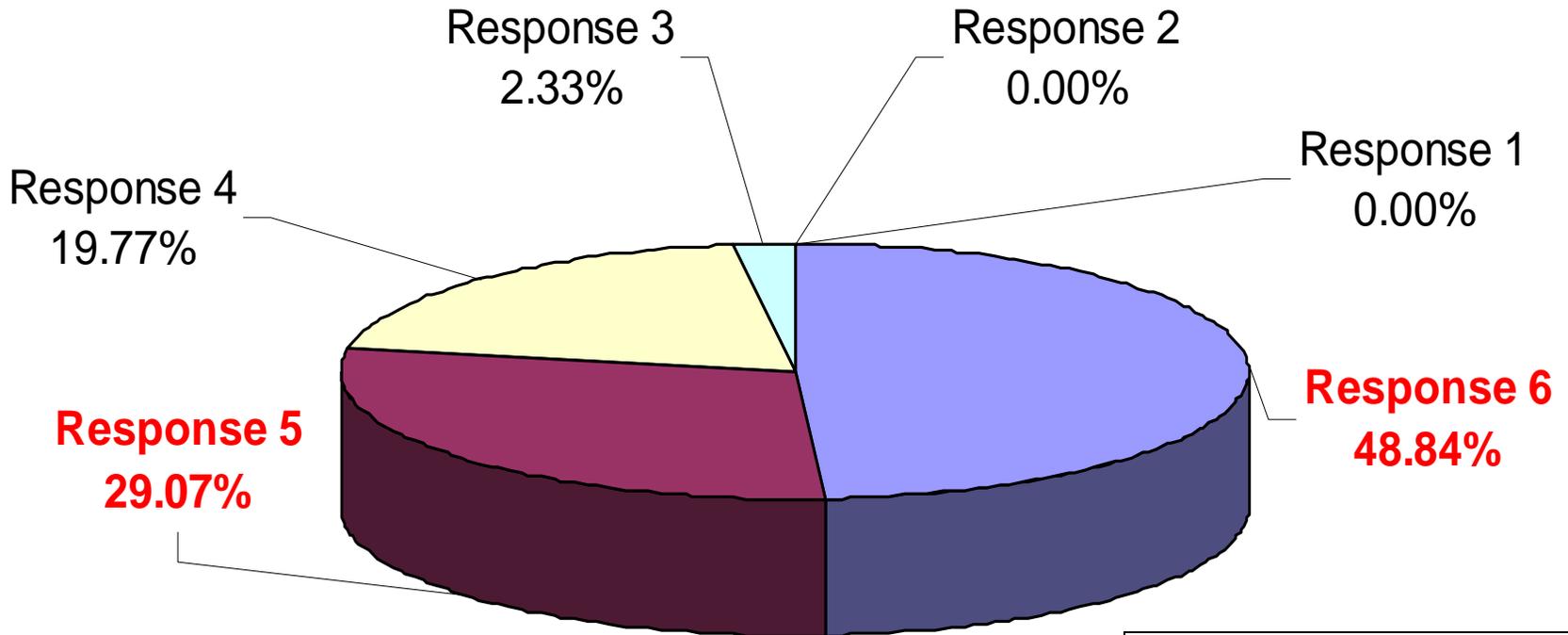
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2009 - 2012 Comparison w/Average Question 2



Question 3A

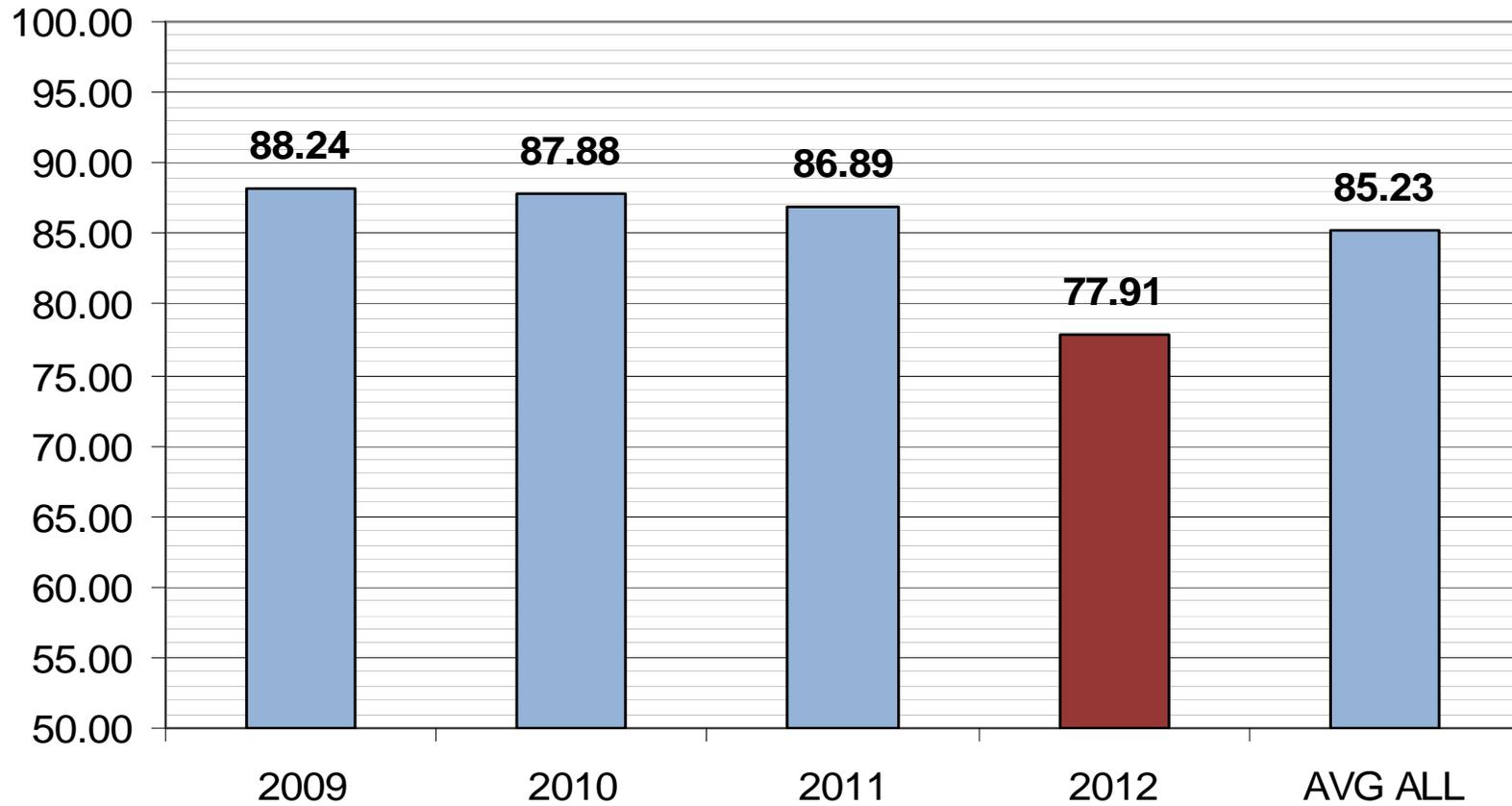


77.91% Very Good to Excellent Rating

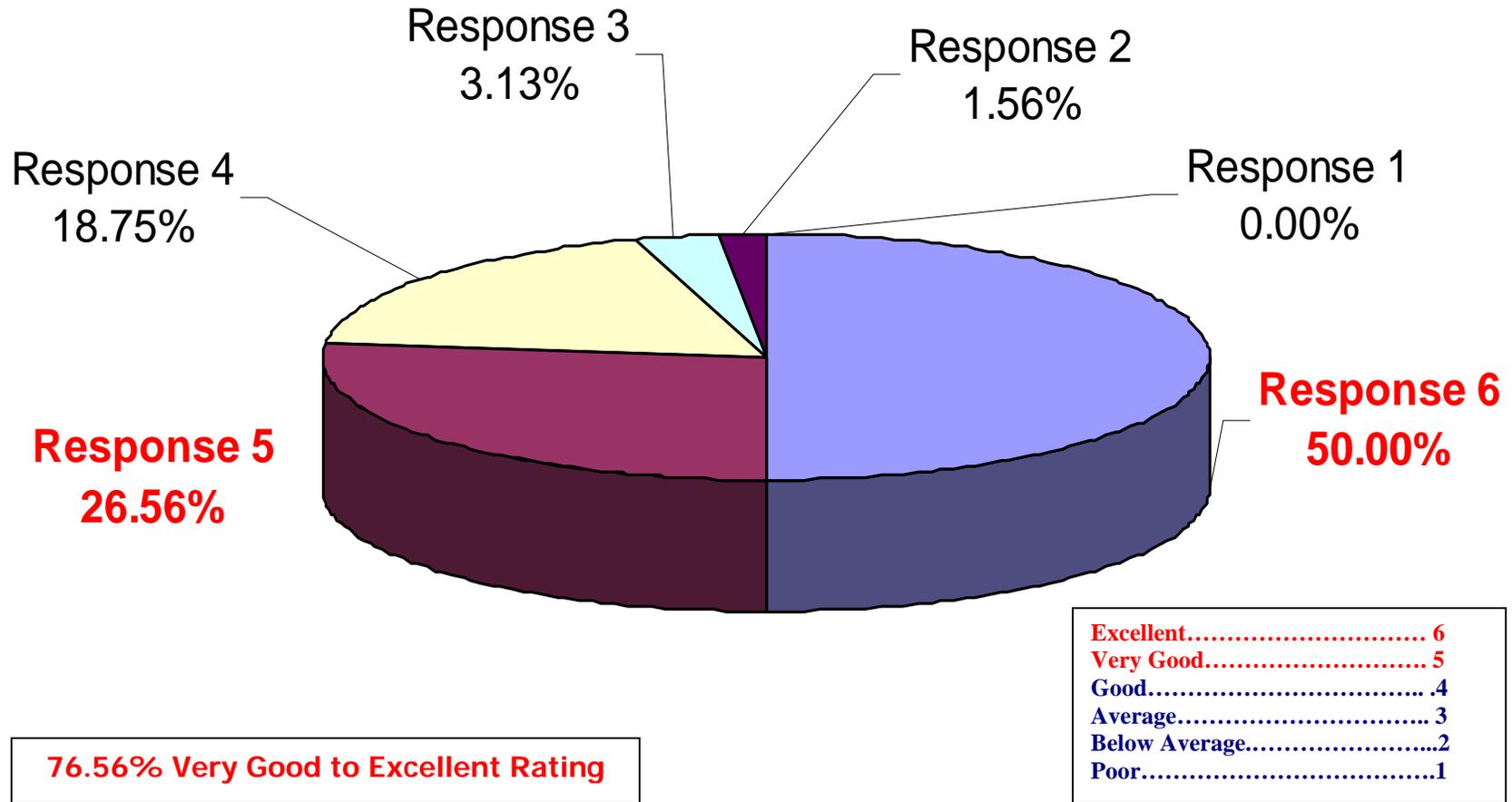
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

How would you rate the pension newsletter?

2009 - 2012 Comparison w/Average Question 3A

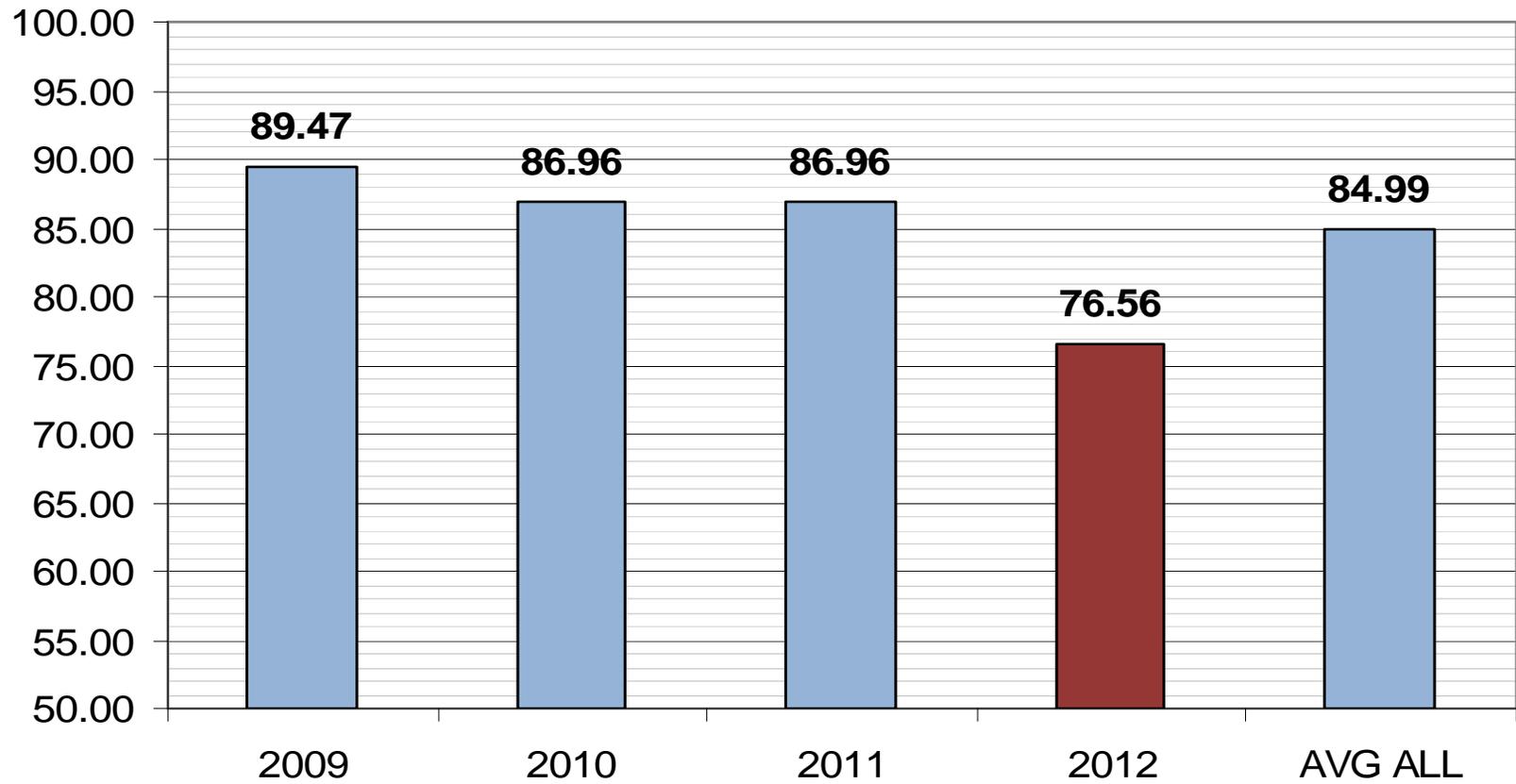


Question 3b

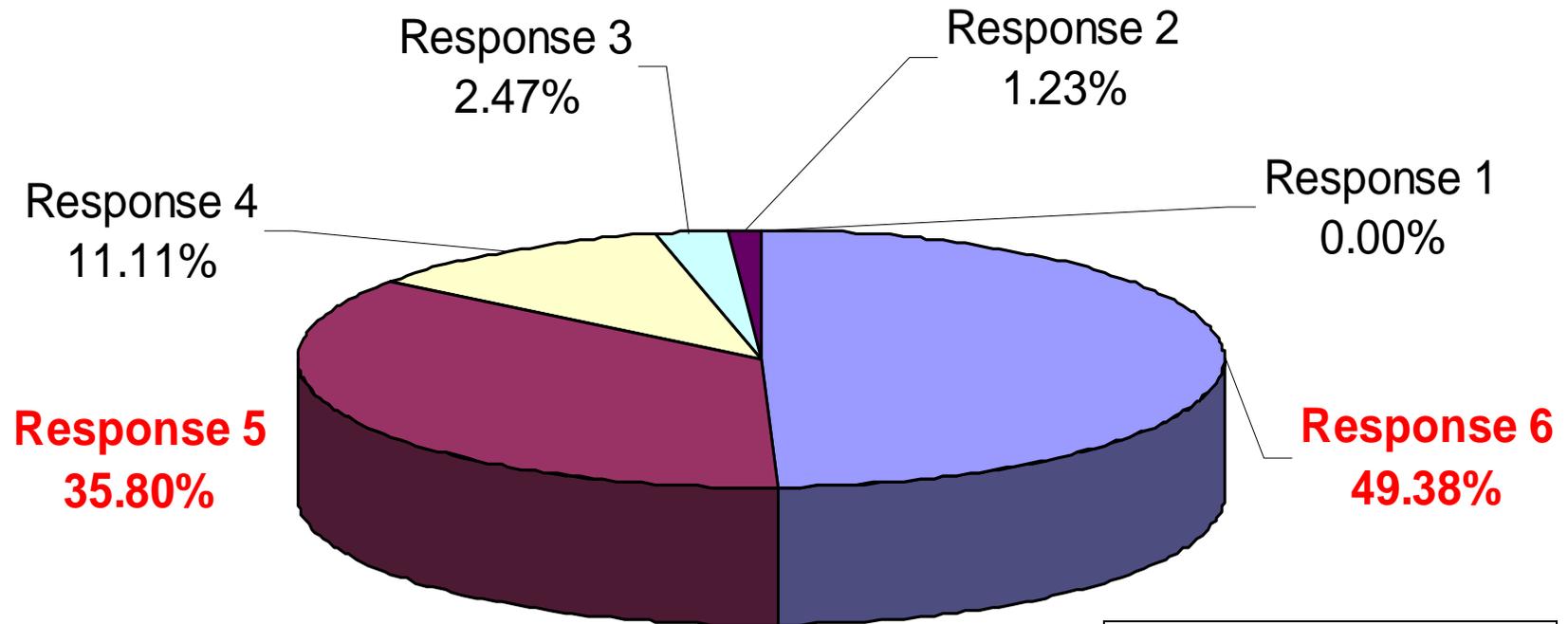


How would you rate the pension web site?

2009 - 2012 Comparison w/Average Question 3B



Question 3C

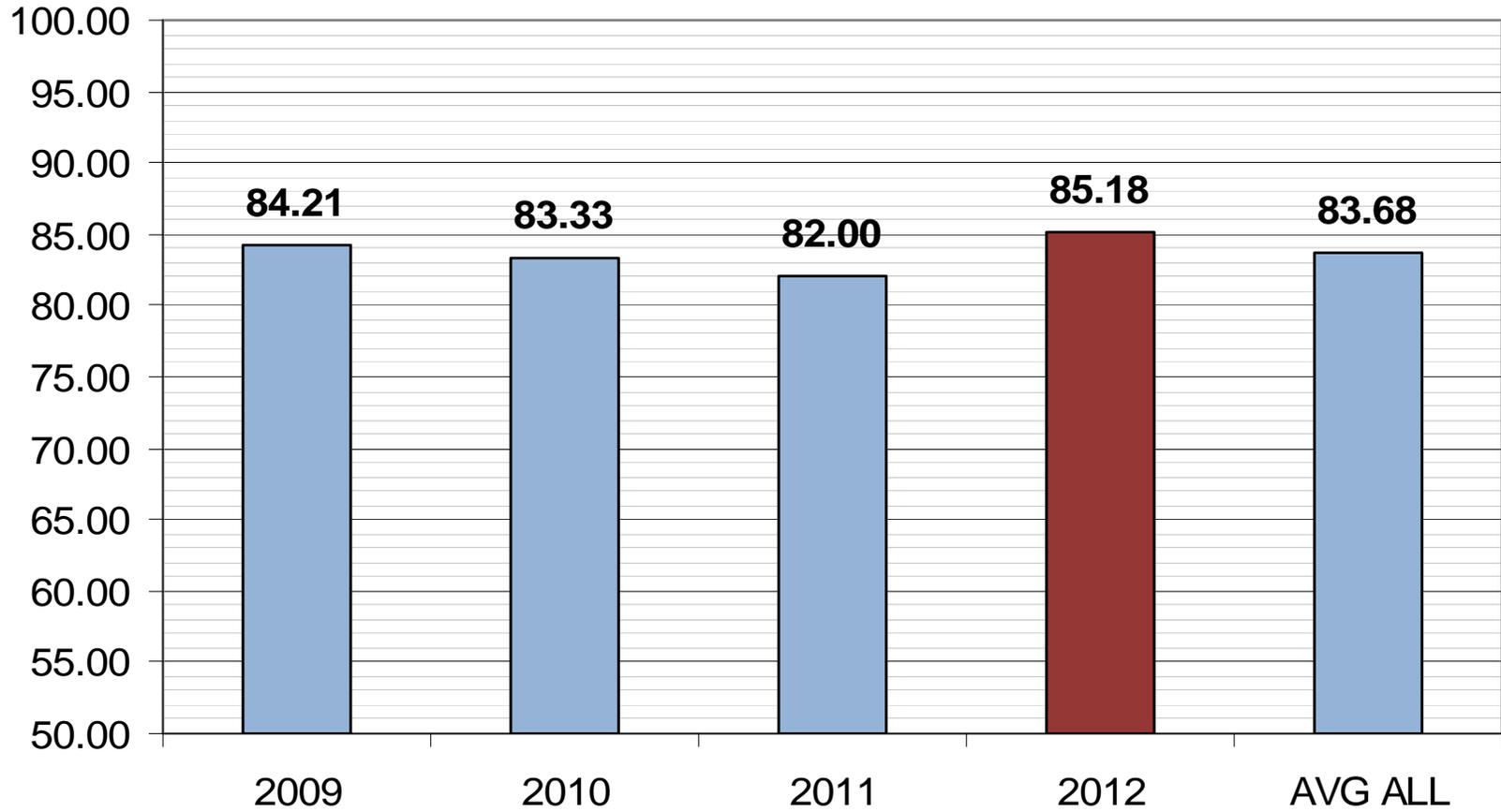


85.18% Very Good to Excellent Rating

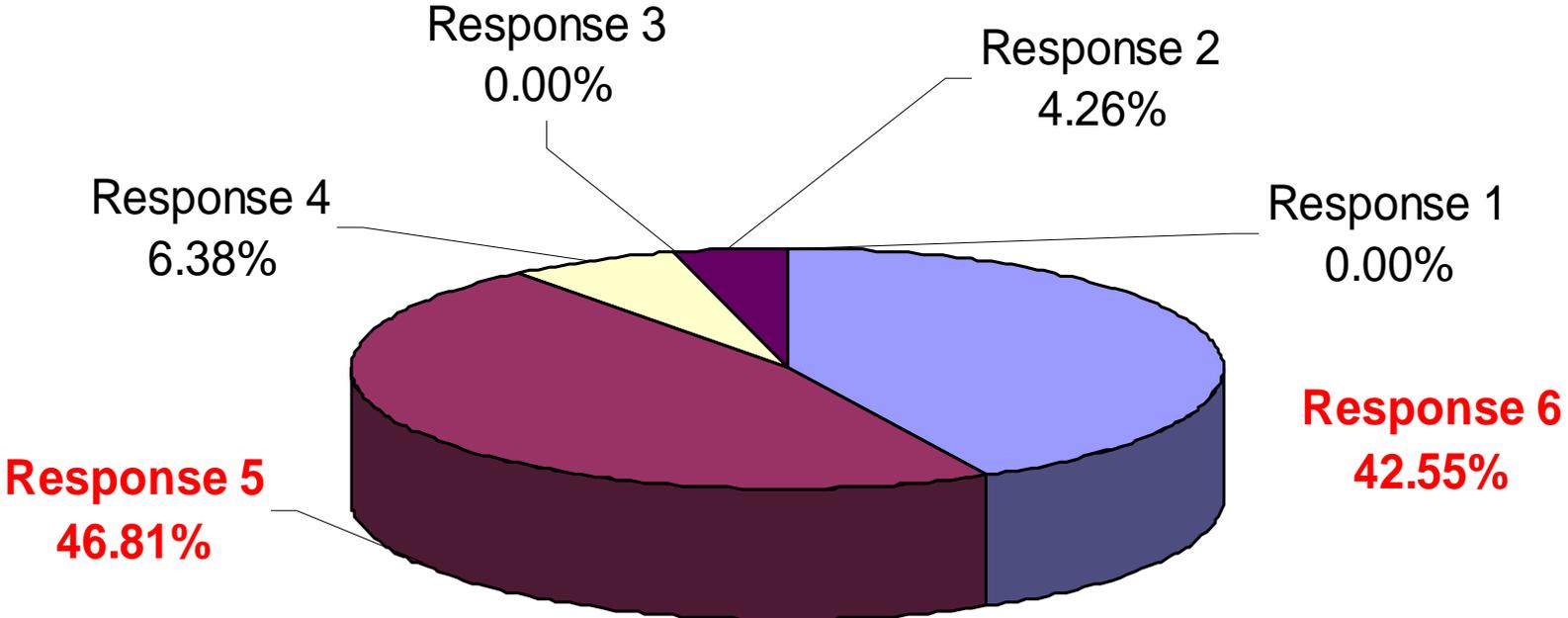
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

How would you rate written communications received from the staff?

**2009 - 2012 Comparison w/Average
Question 3C**



Question 3D

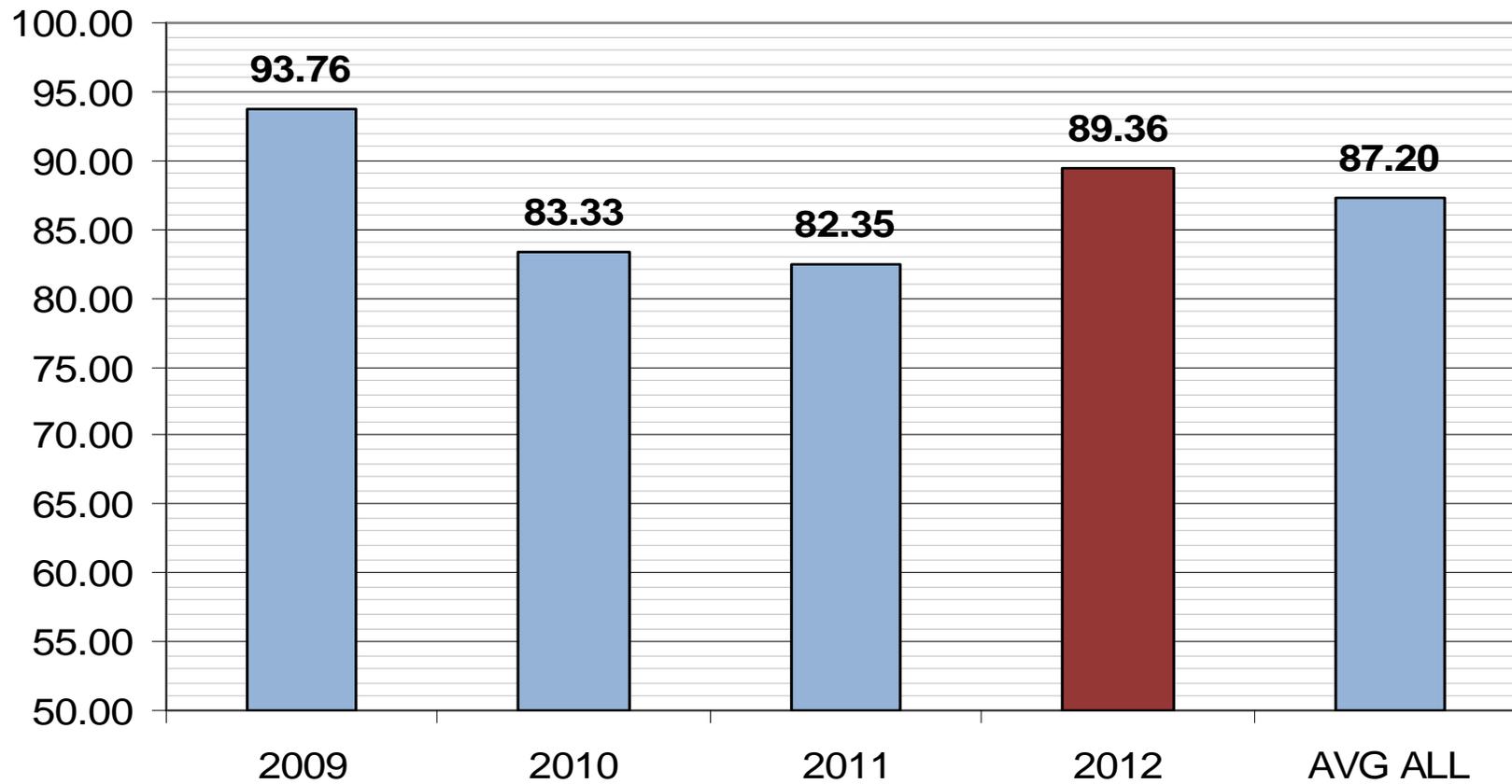


89.36% Very Good to Excellent Rating

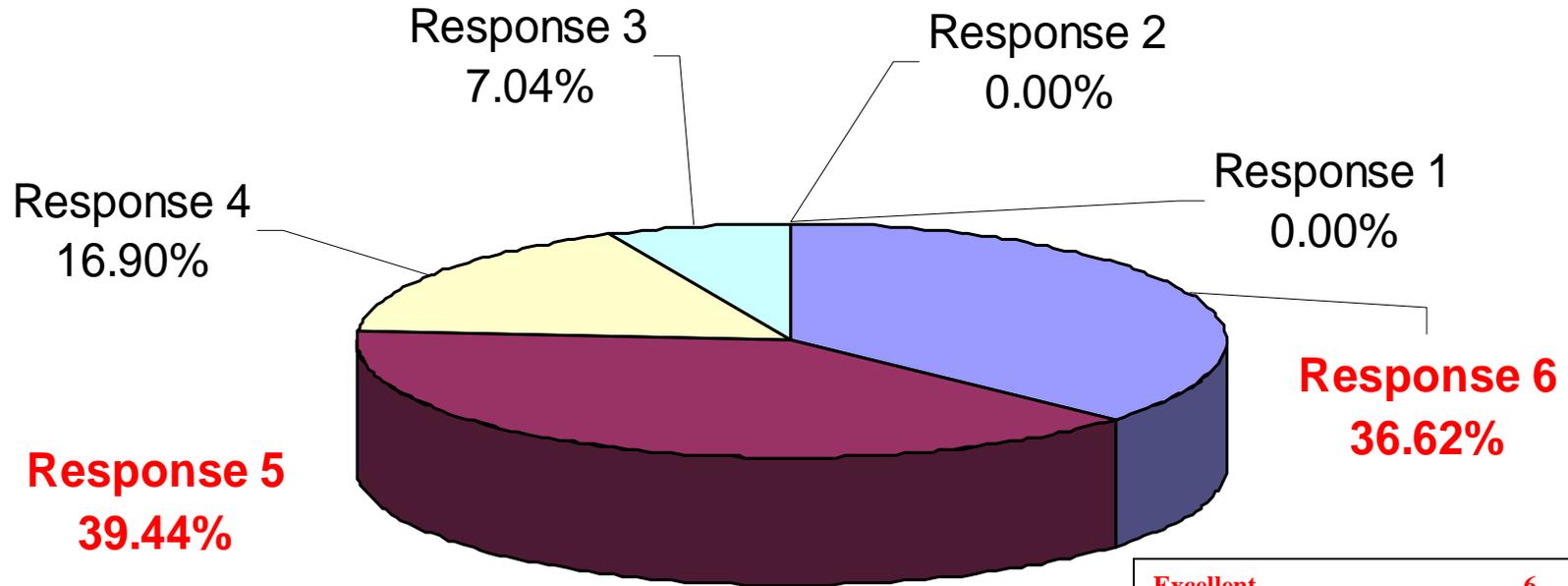
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2009 - 2012 Comparison w/Average Question 3D



Question 3E

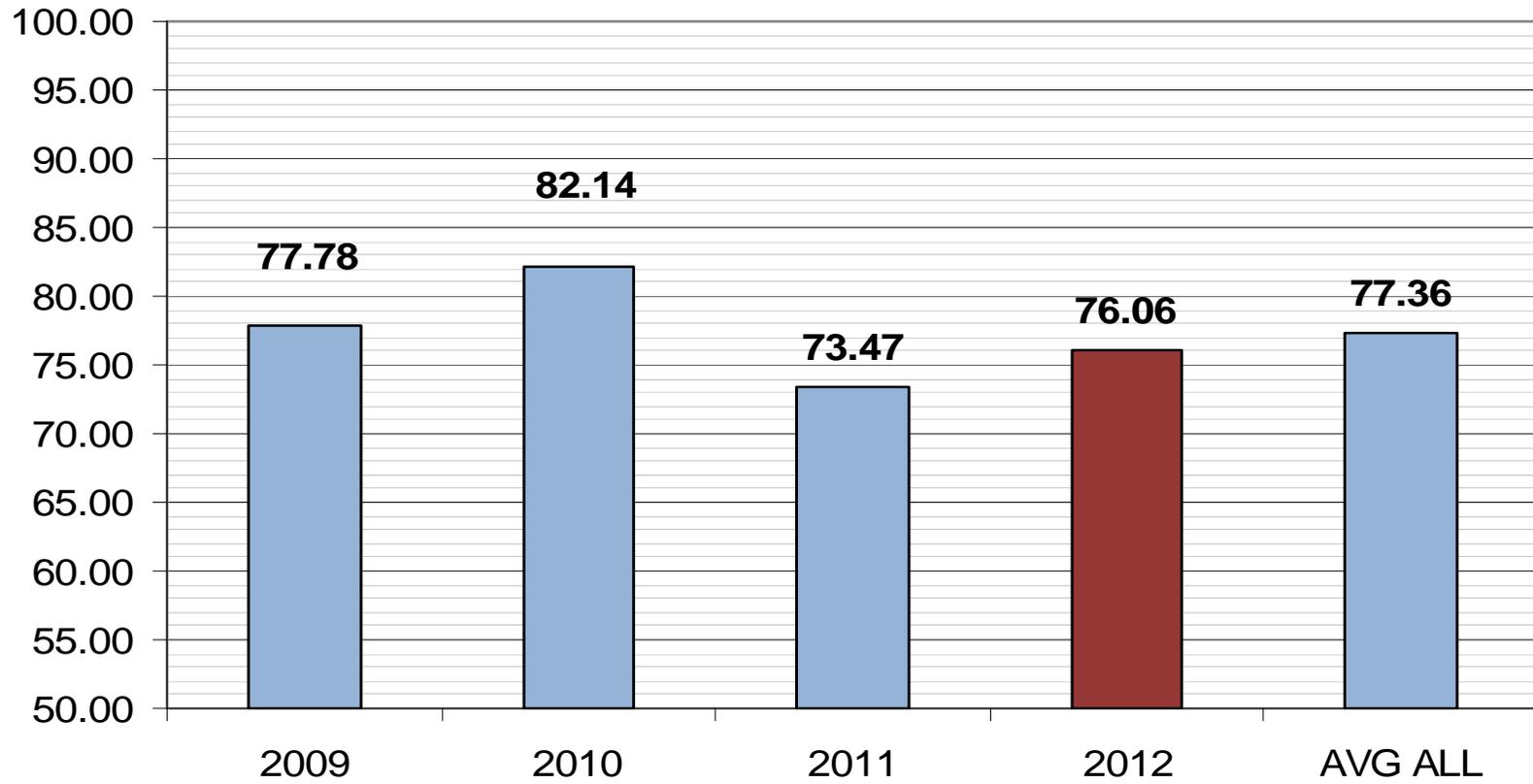


76.06% Very Good to Excellent Rating

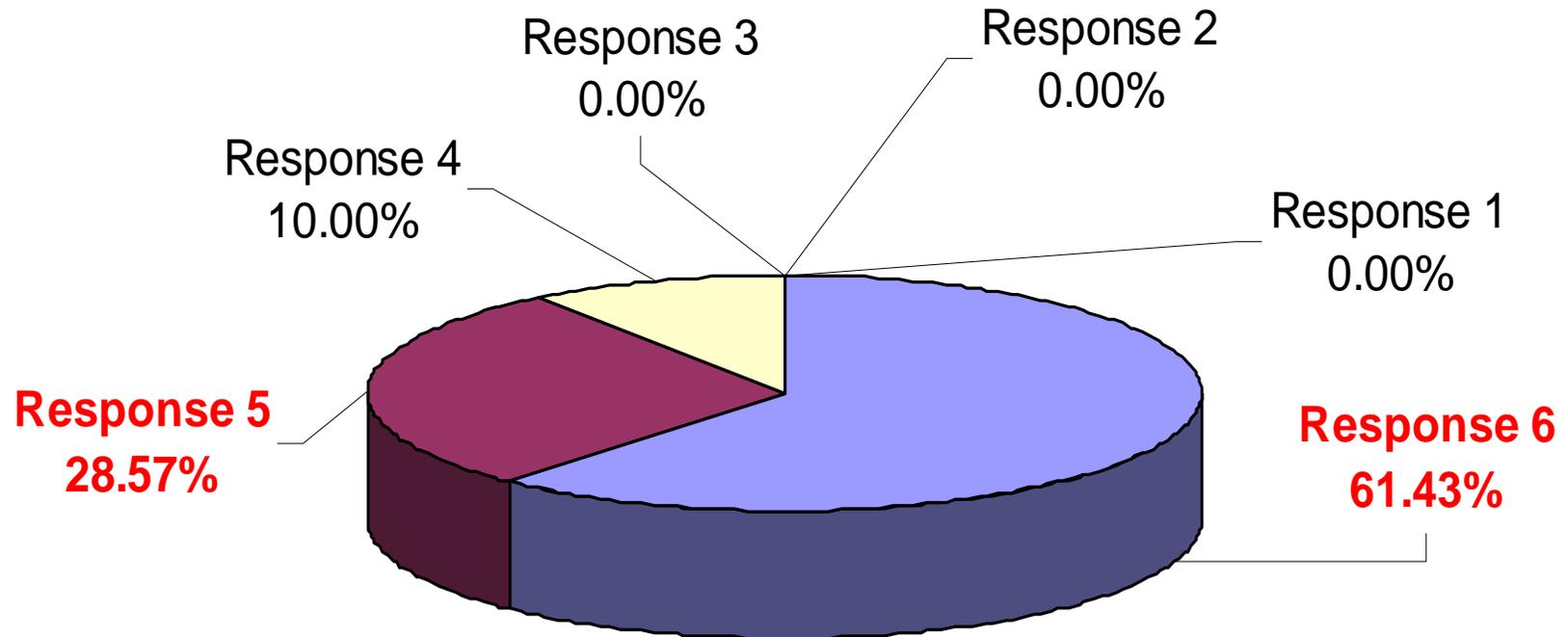
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2009 - 2012 Comparison w/Average Question 3E



Question 4

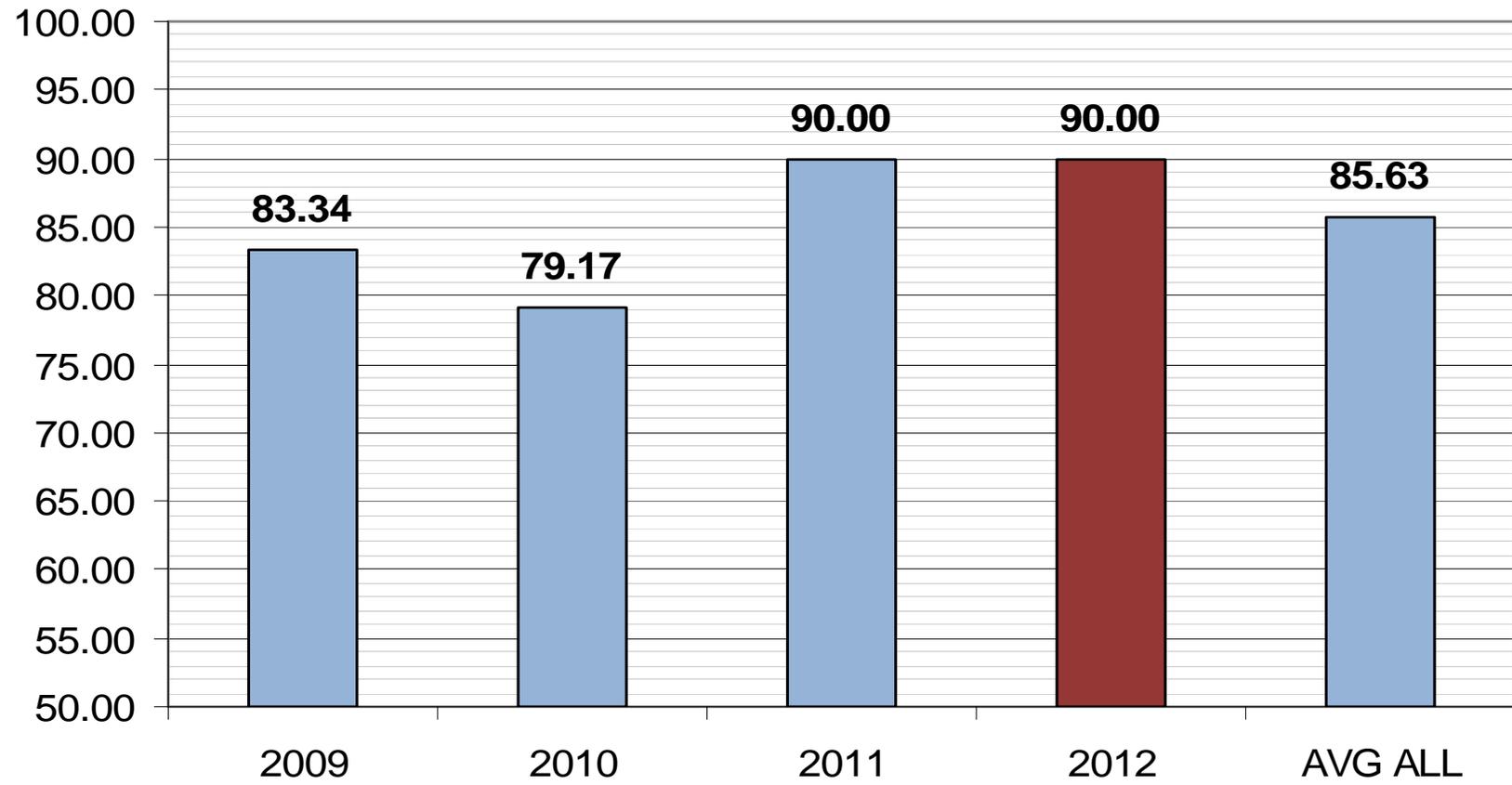


90.00% Very Good to Excellent Rating

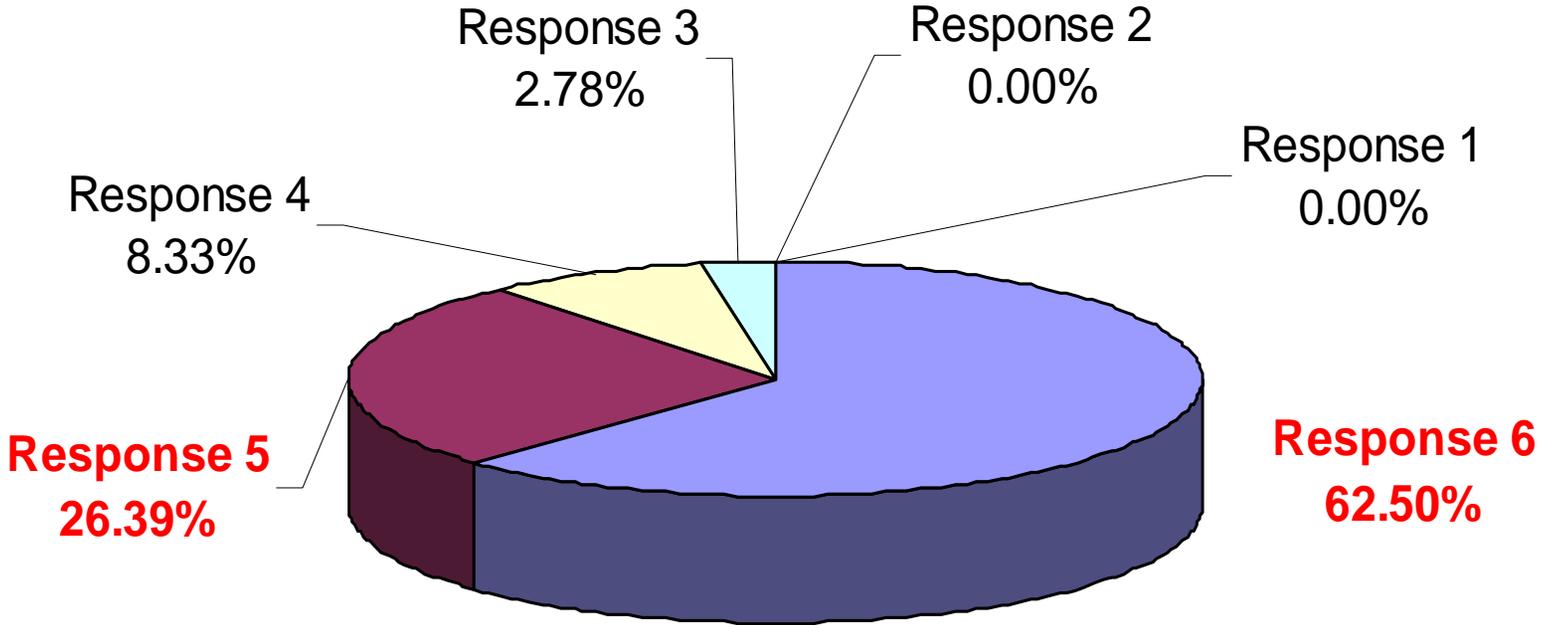
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2009 - 2012 Comparison w/Average Question 4



Question 5

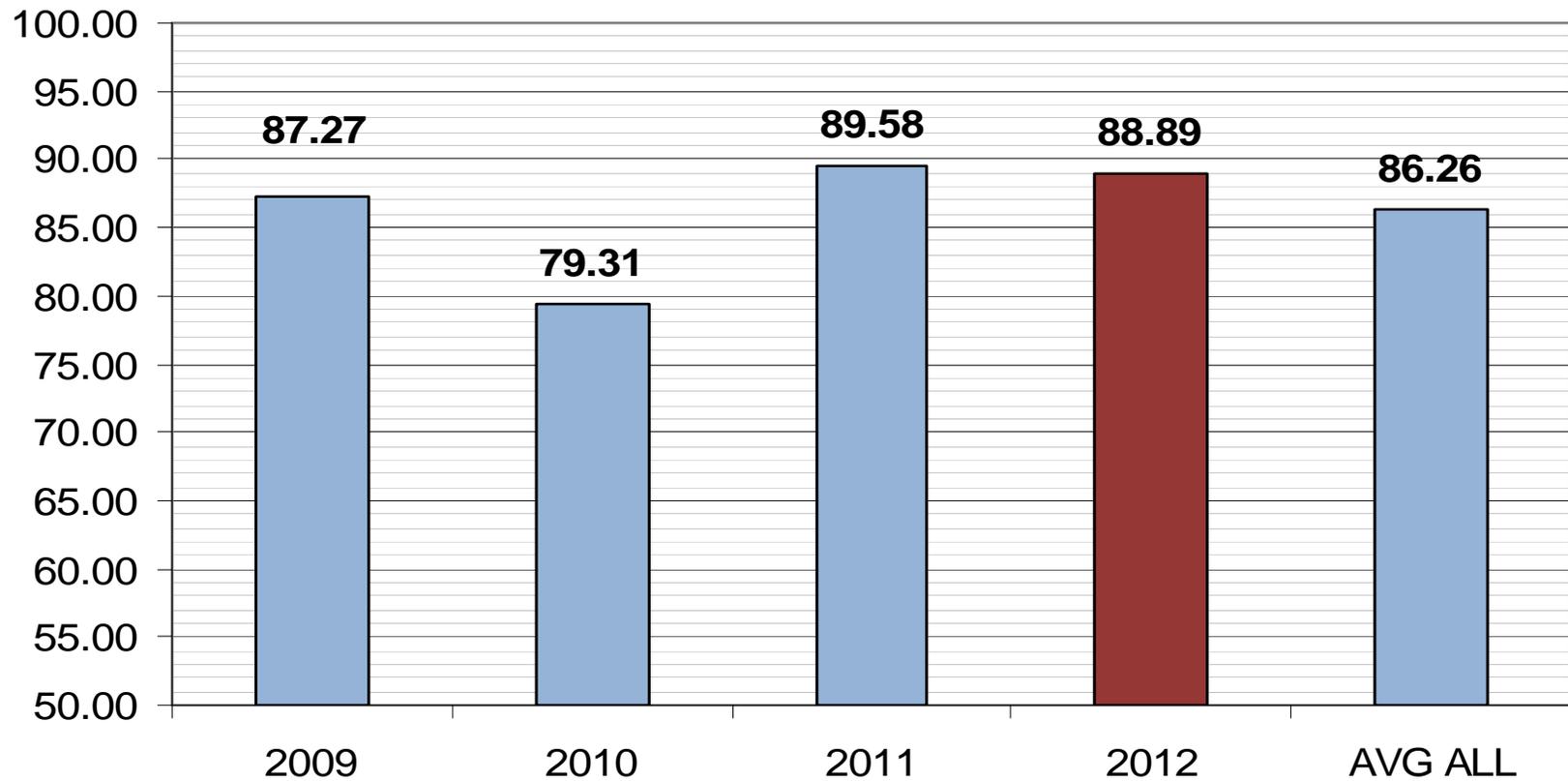


88.89% Very Good to Excellent Rating

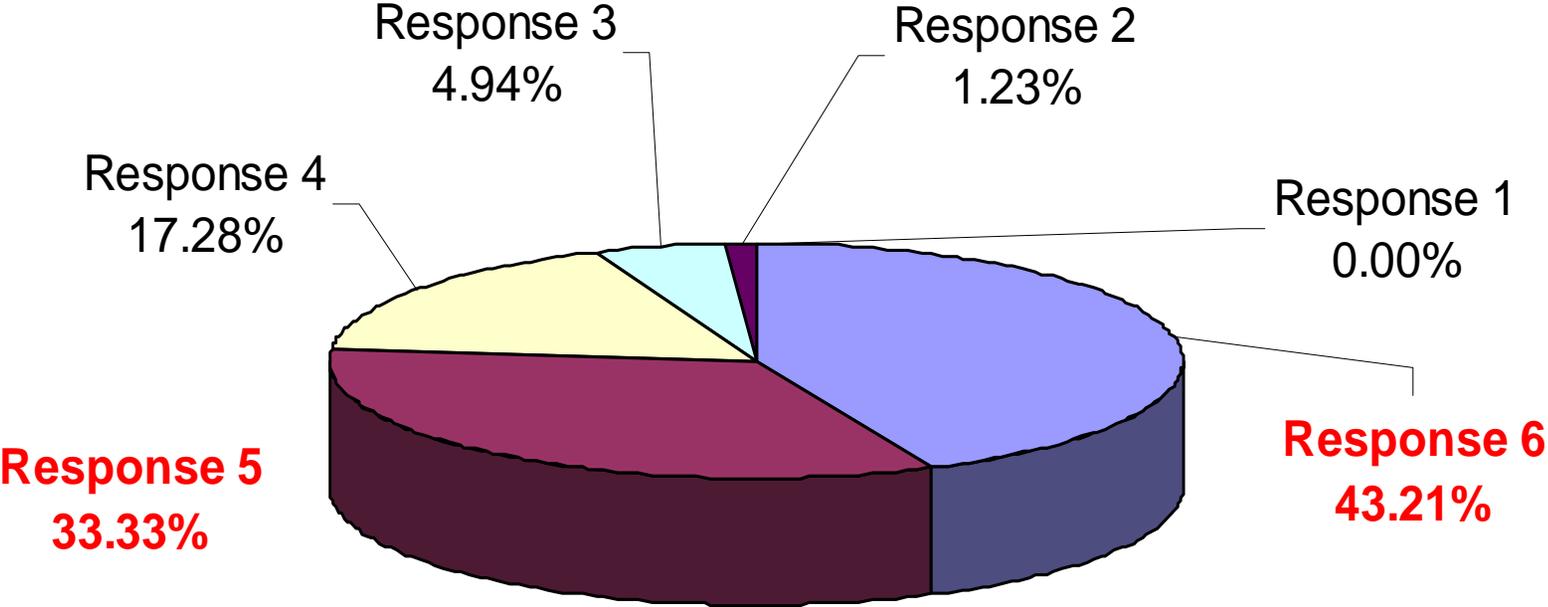
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2009 - 2012 Comparison w/Average Question 5



Question 6

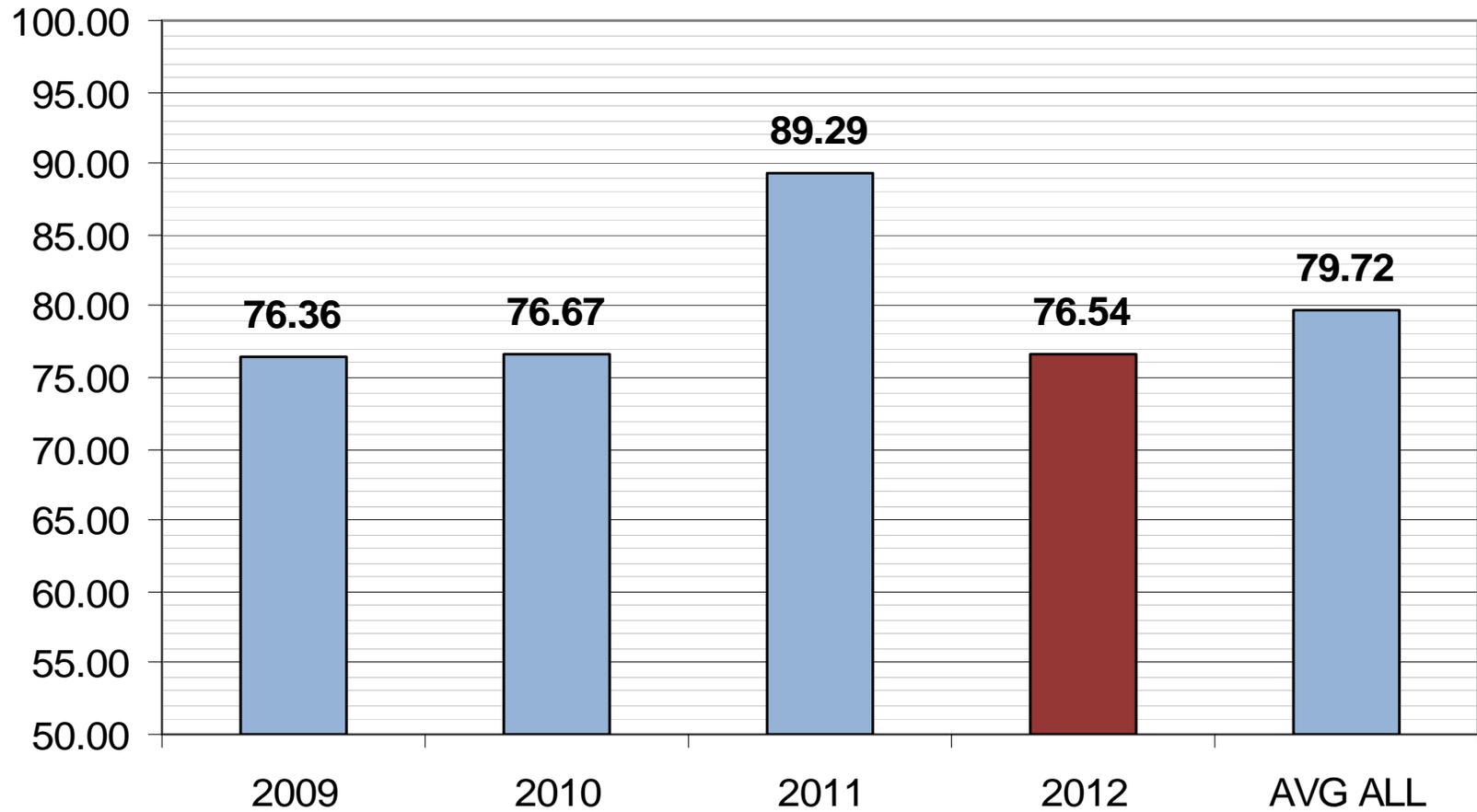


76.54% Very Good to Excellent Rating

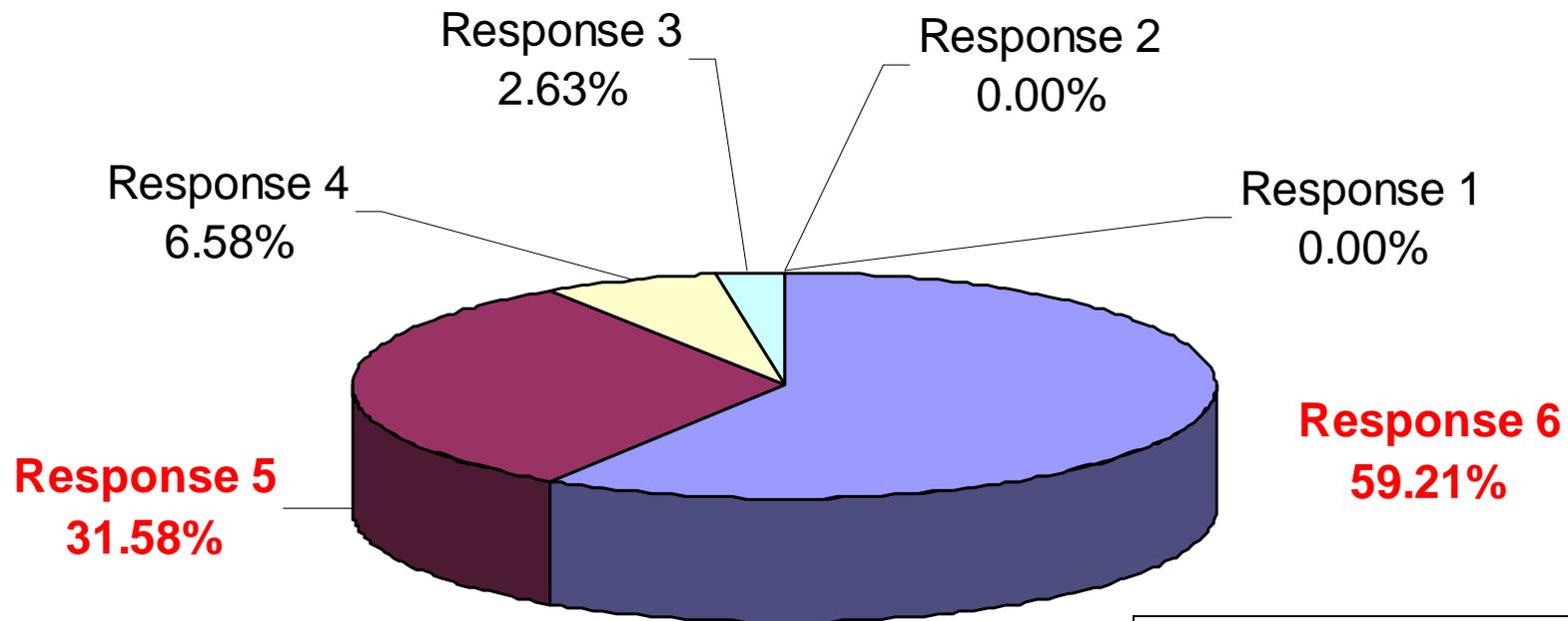
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2009 - 2012 Comparison w/Average Question 6



Question 7

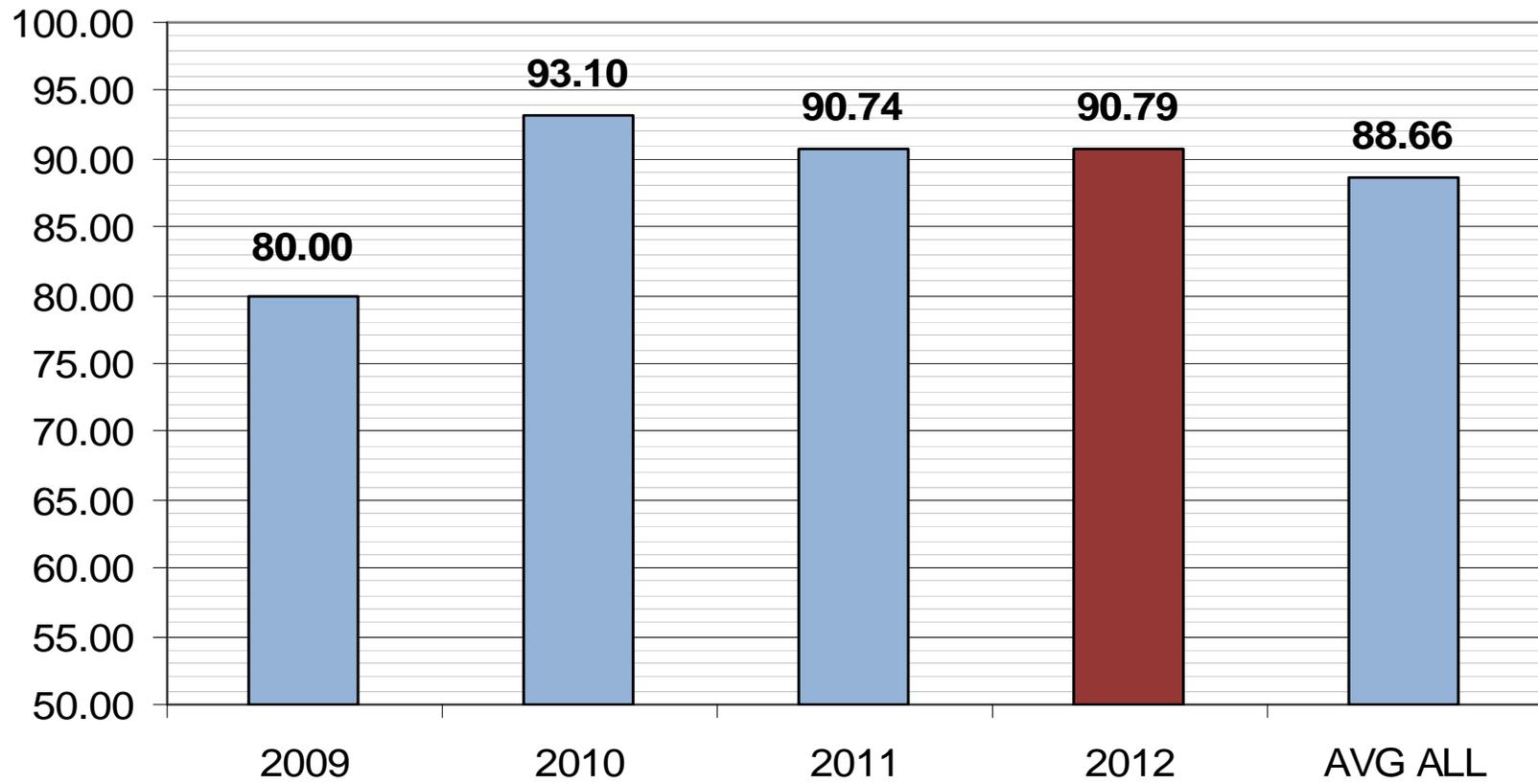


90.79% Very Good to Excellent Rating

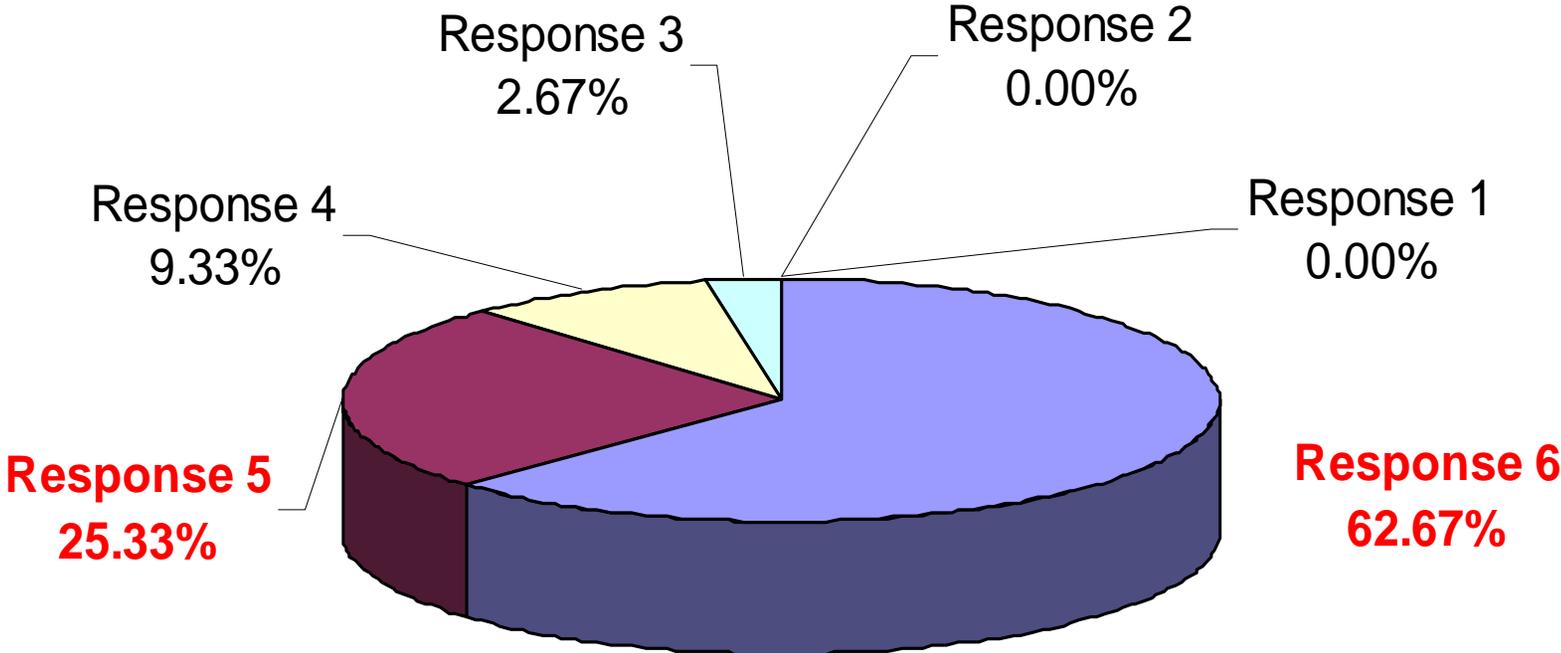
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2009 - 2012 Comparison w/Average Question 7



Question 8

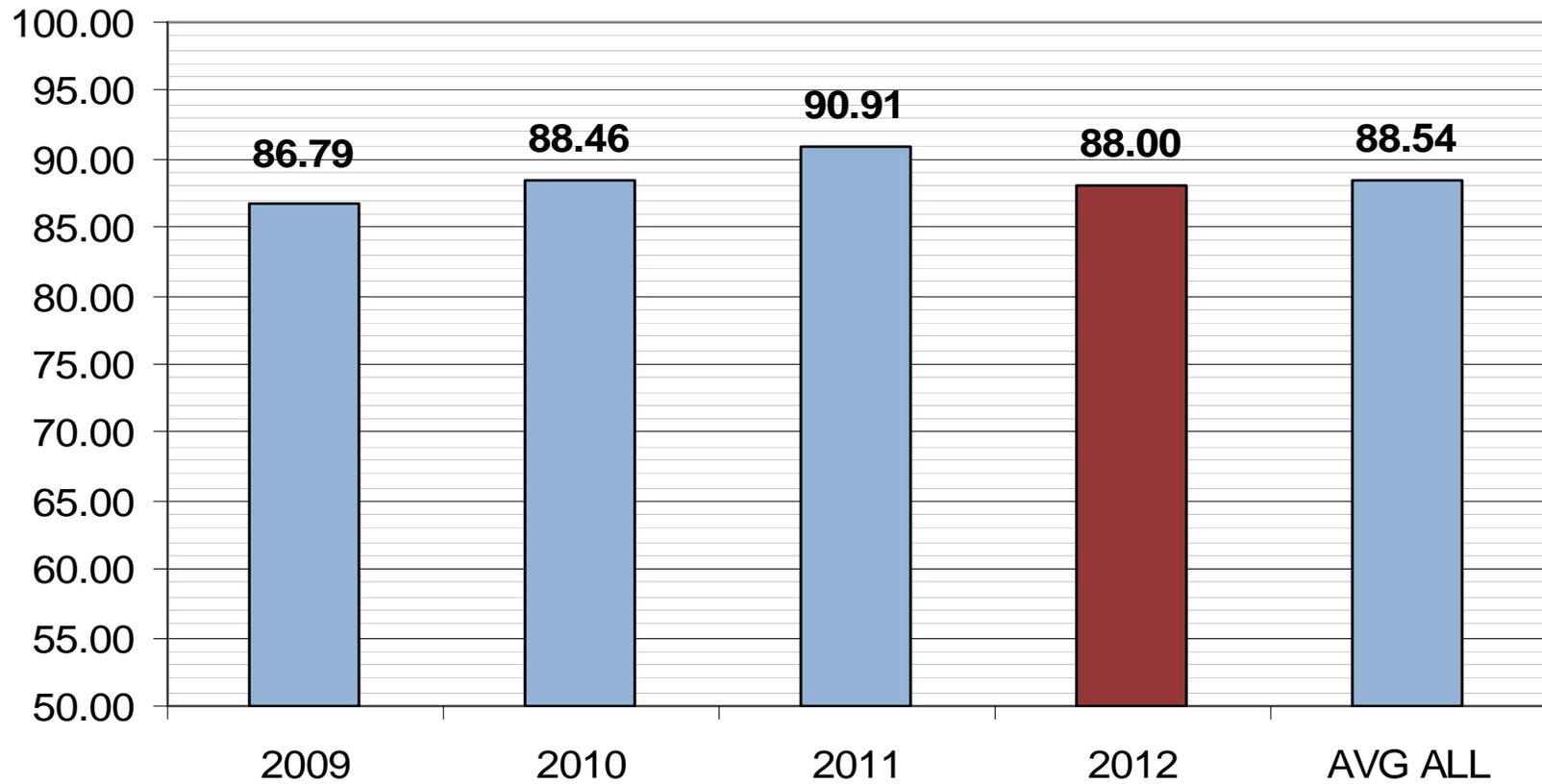


88.00% Very Good to Excellent Rating

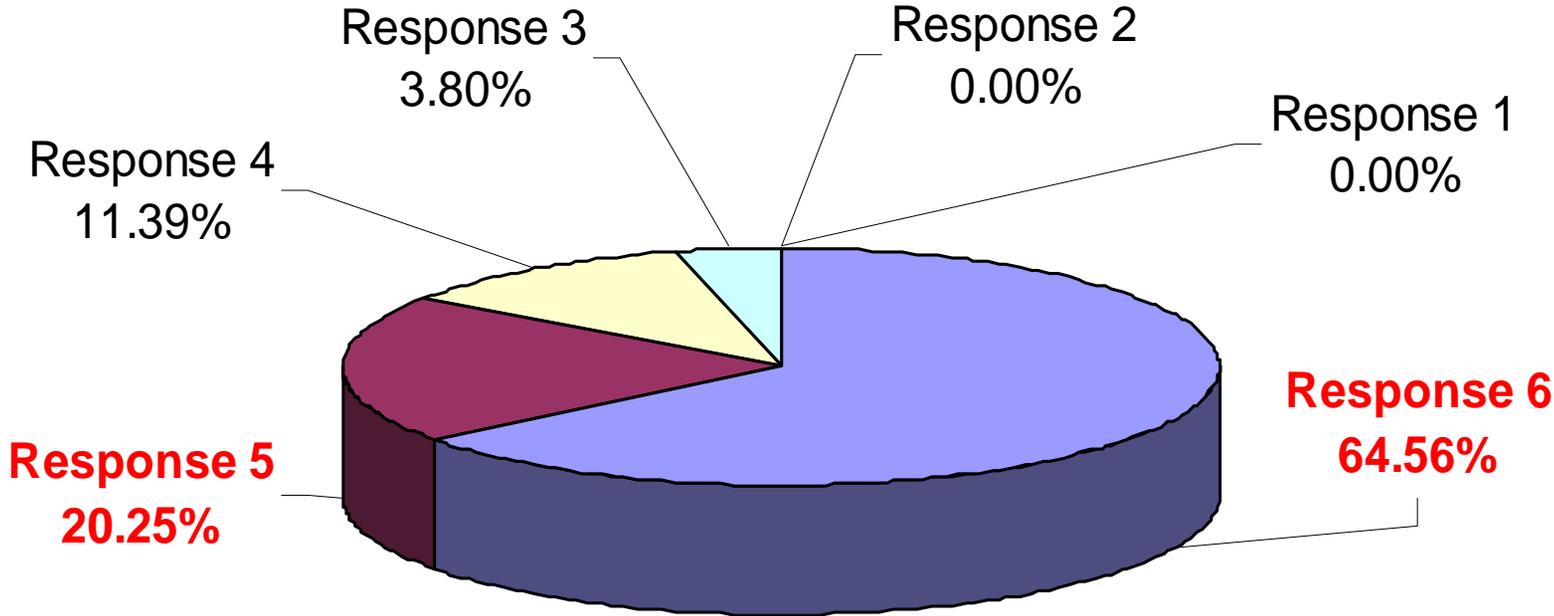
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2009 - 2012 Comparison w/Average Question 8



Question 9

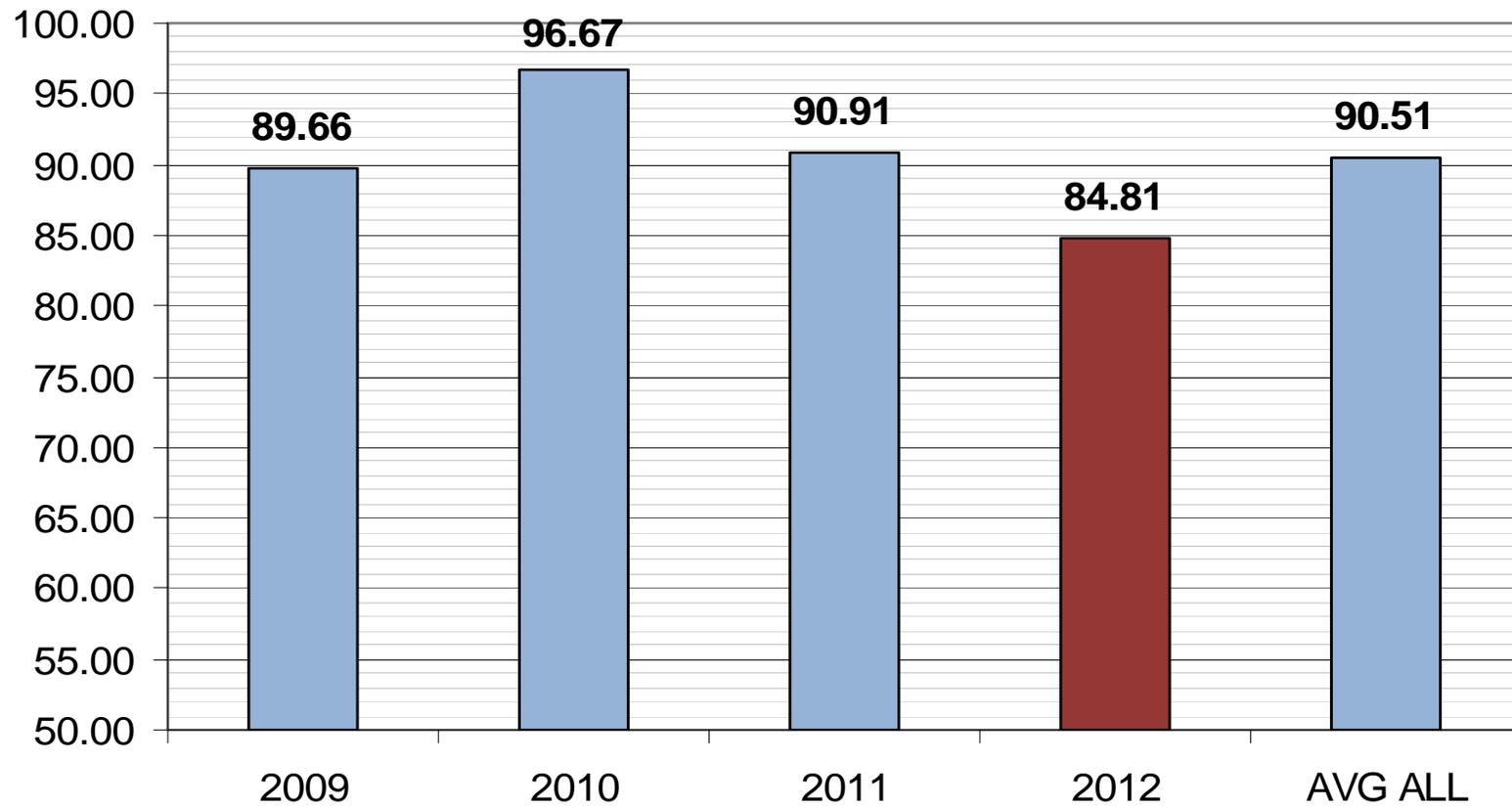


84.81% Very Good to Excellent Rating

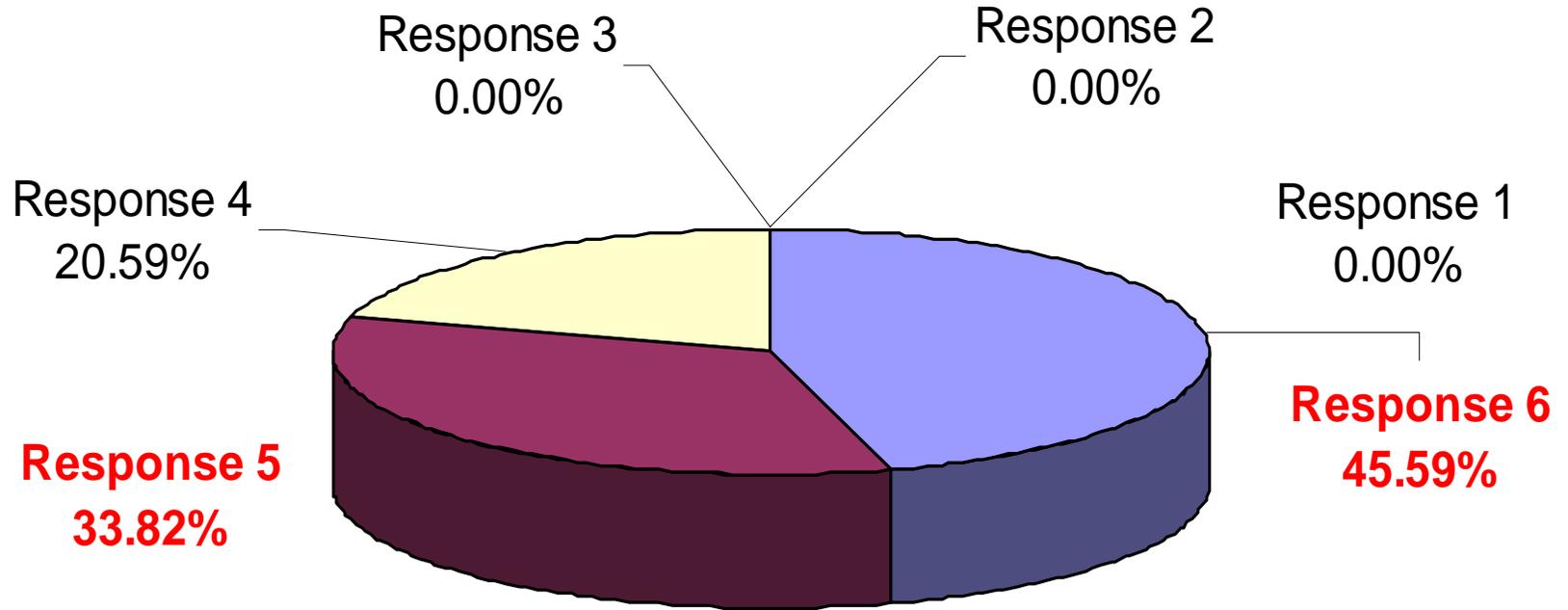
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

How would you rate the overall performance of the staff?

2009 - 2012 Comparison w/Average Question 9



Question 10

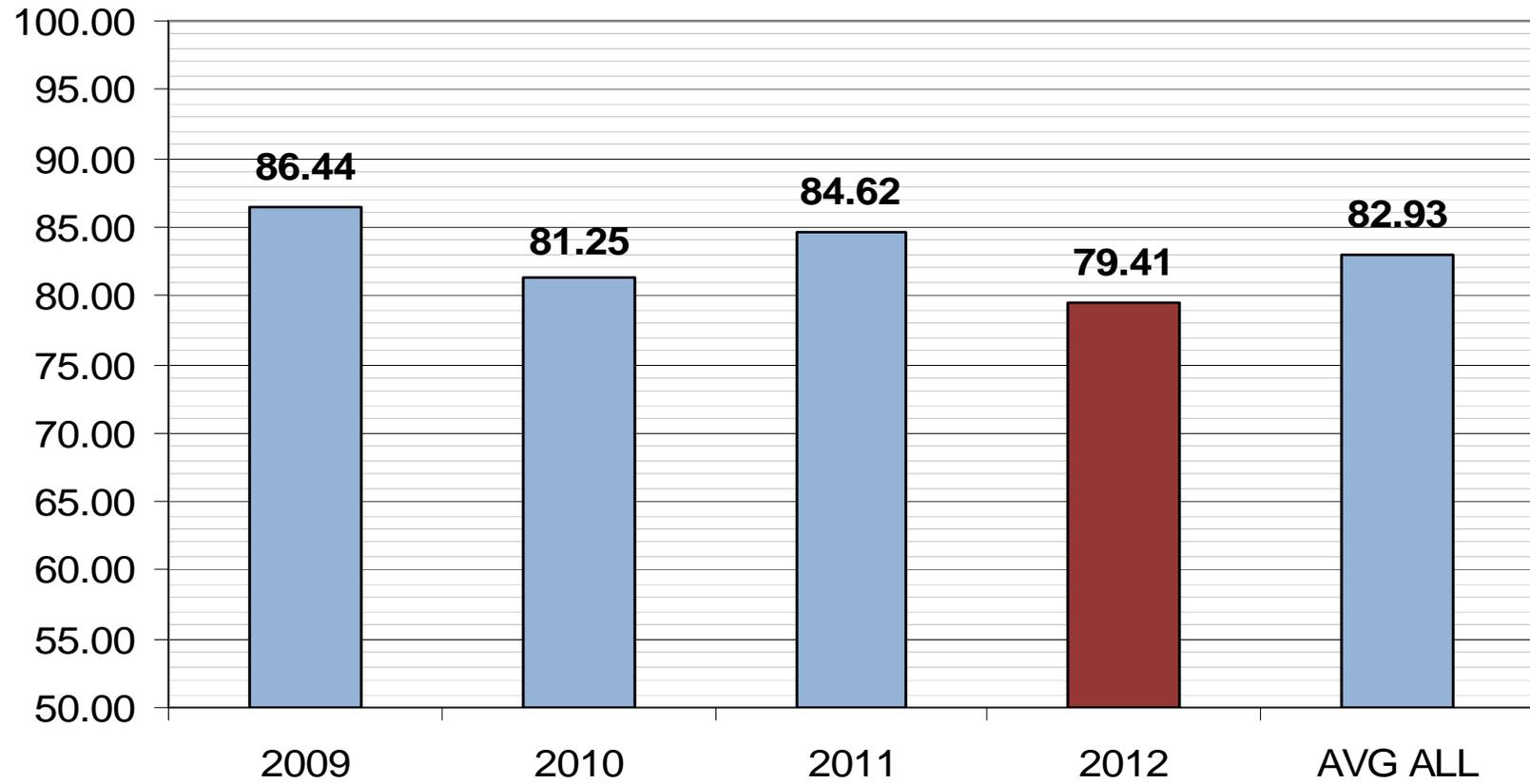


79.41% Very Good to Excellent Rating

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?

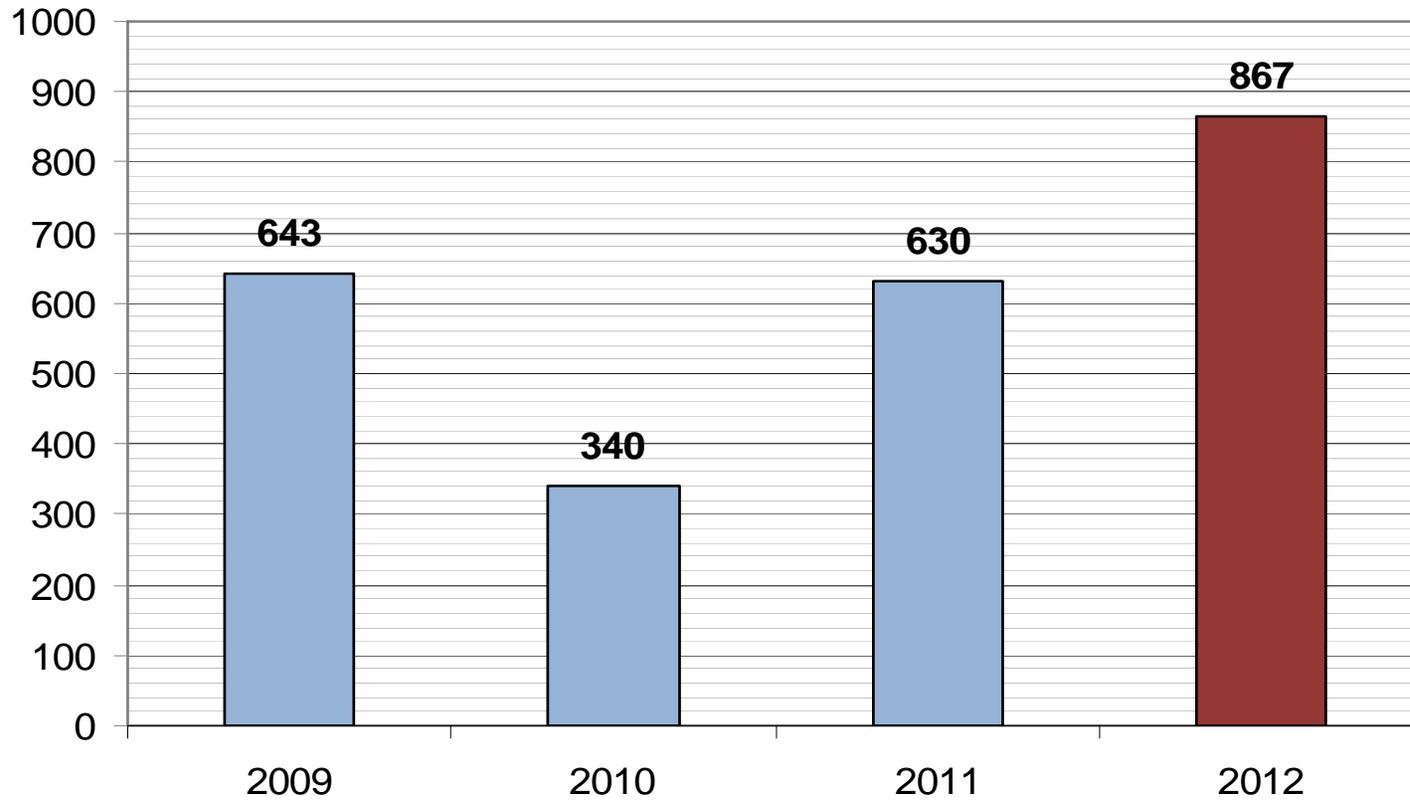
2009 - 2012 Comparison w/Average Question 10



SECTION SIX: Benchmark Analysis

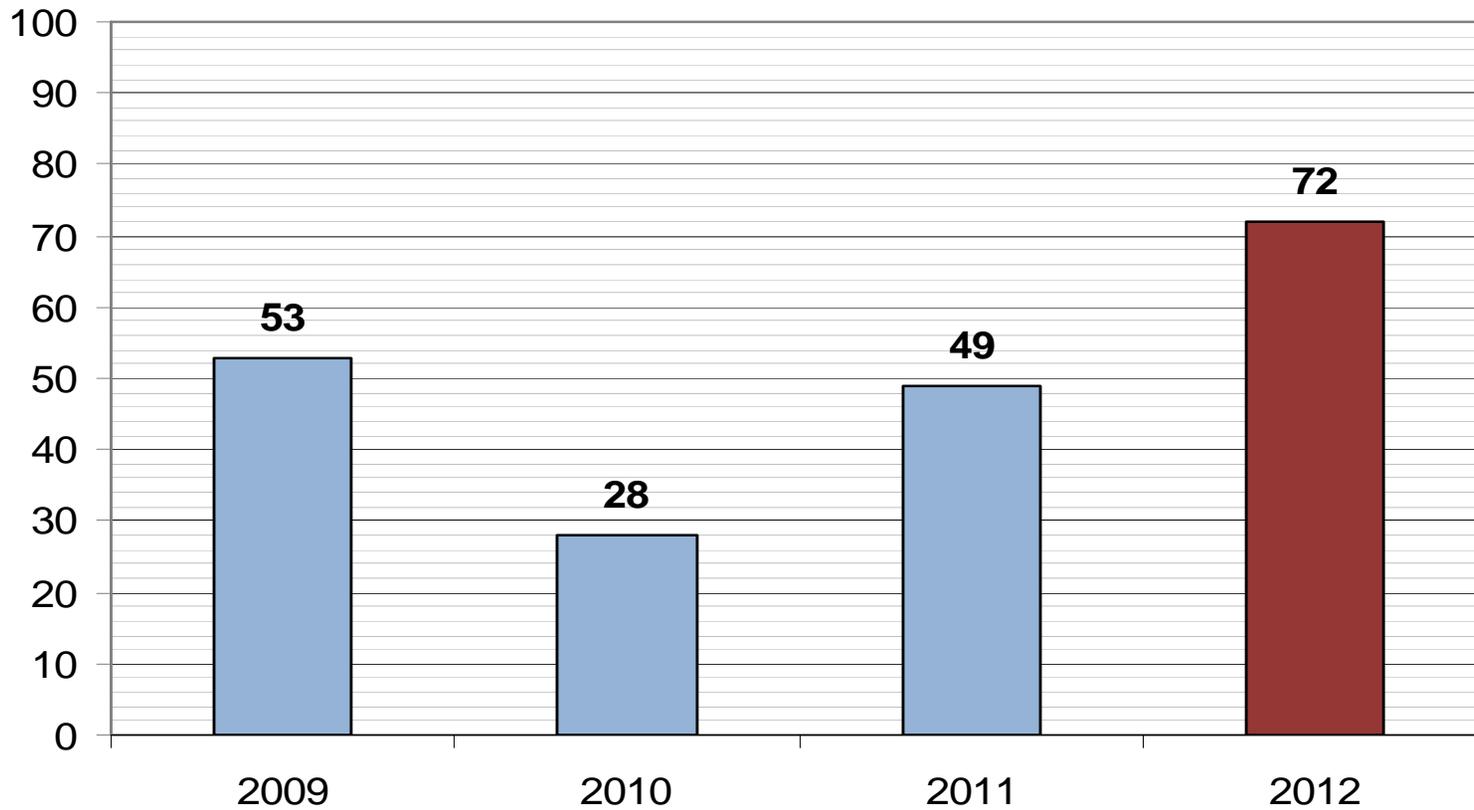


**2009 - 2012 : # of Top Responses
Overall Totals**



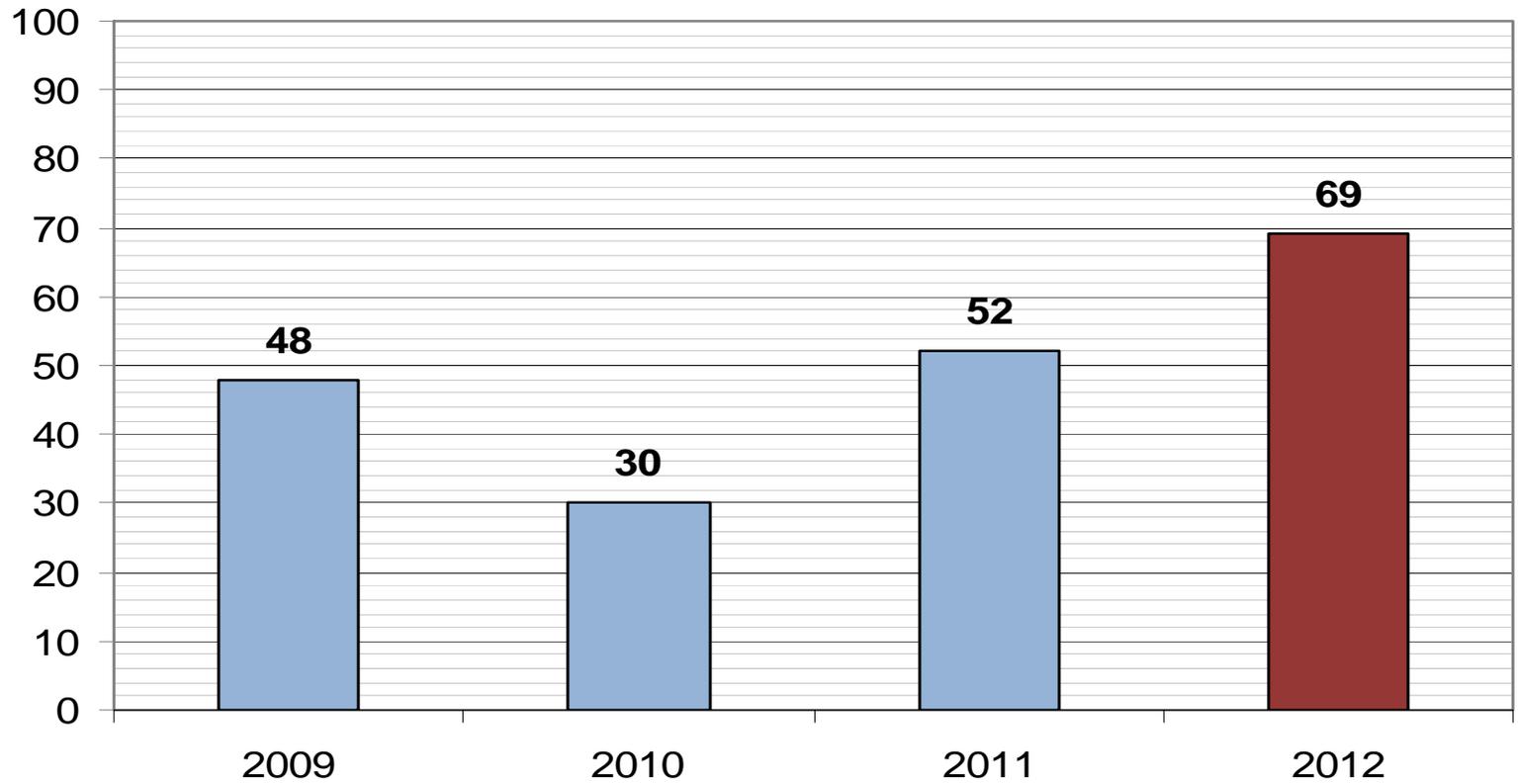
Top responses provided each year

2009 - 2012 : # of Top Responses Question 1



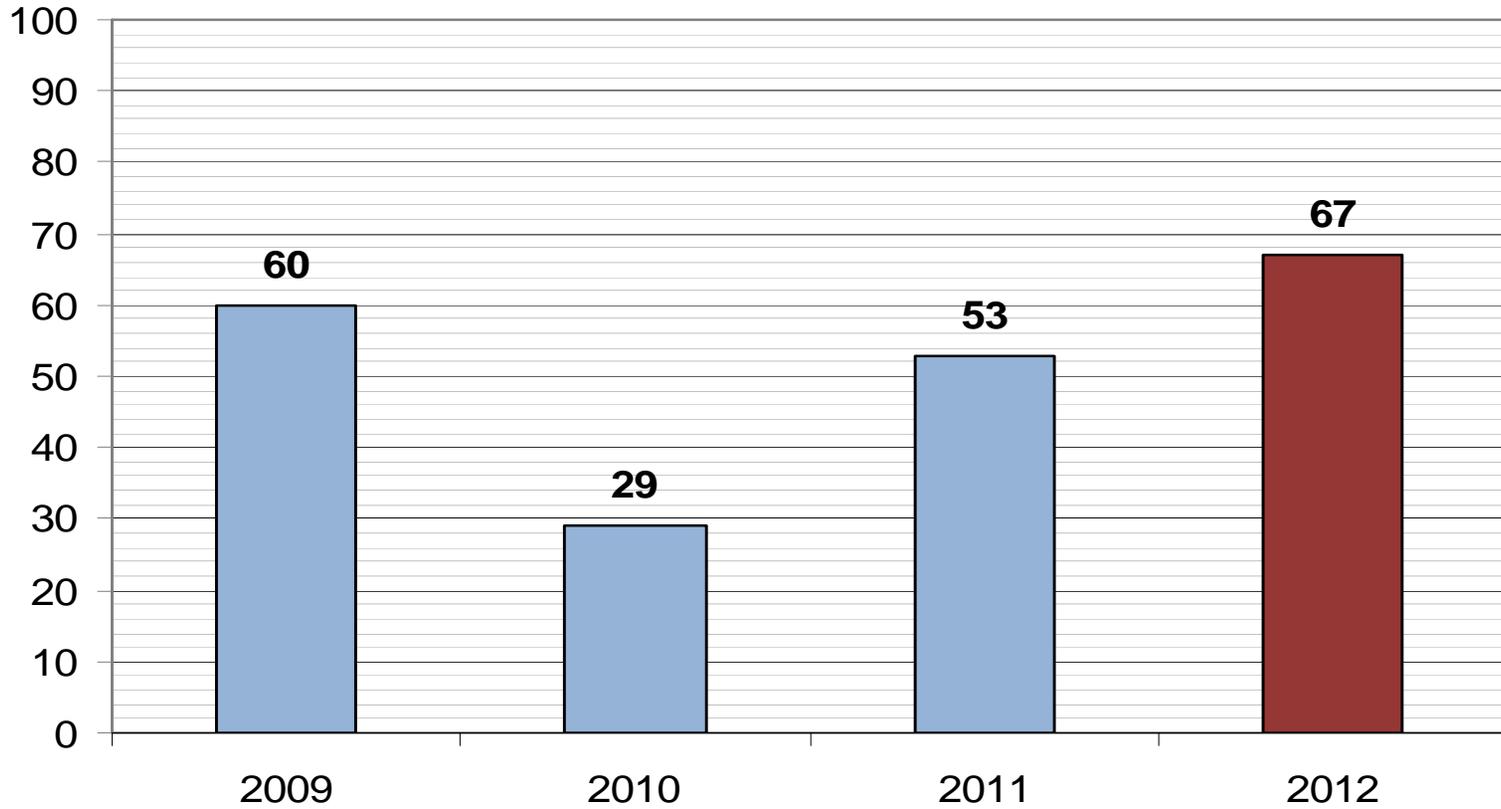
How would you rate the courtesy & respect you receive from our staff?

**2009 - 2012 : # of Top Responses
Question 2**



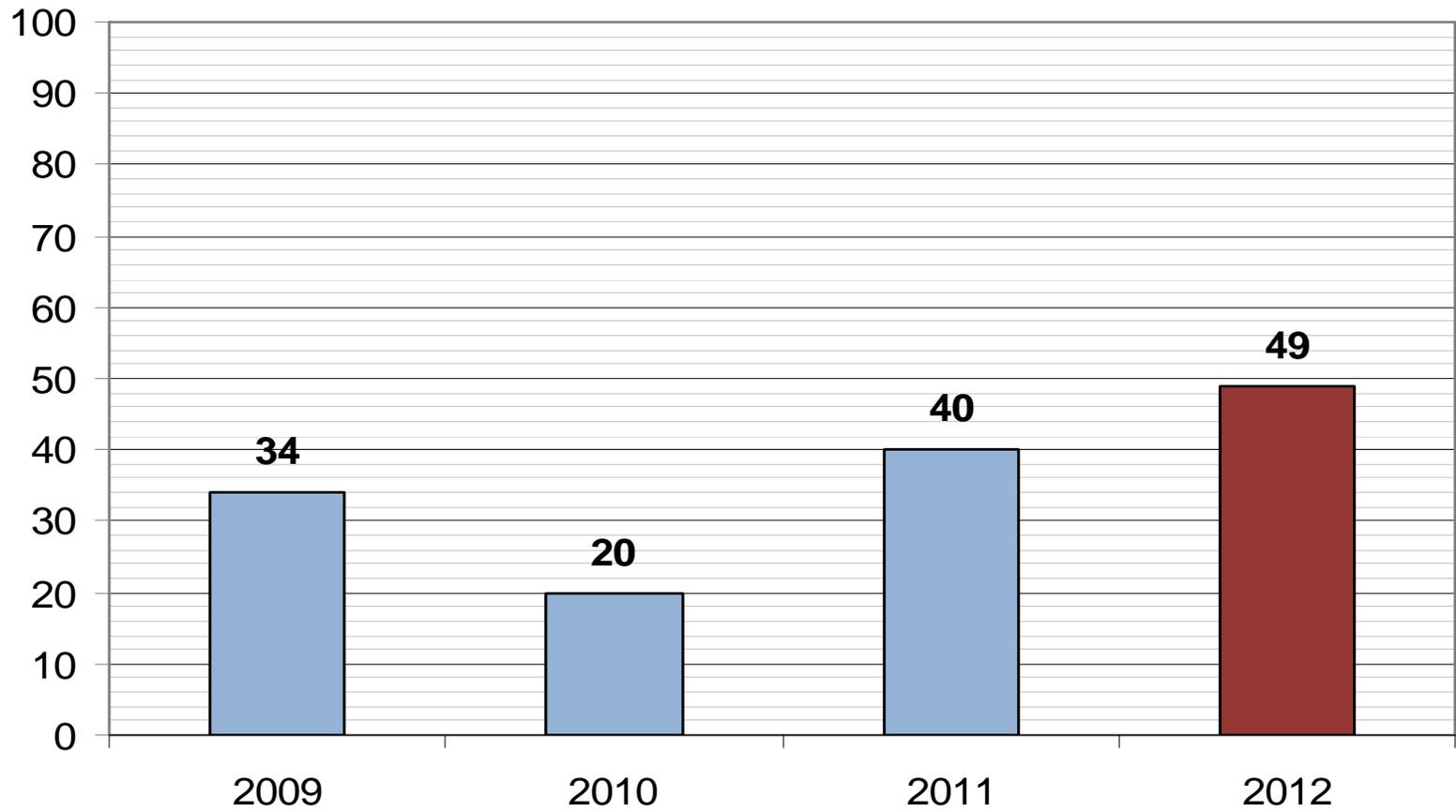
How would you rate the accuracy of the reports and documents received from the staff?

**2009 - 2012 : # of Top Responses
Question 3a**



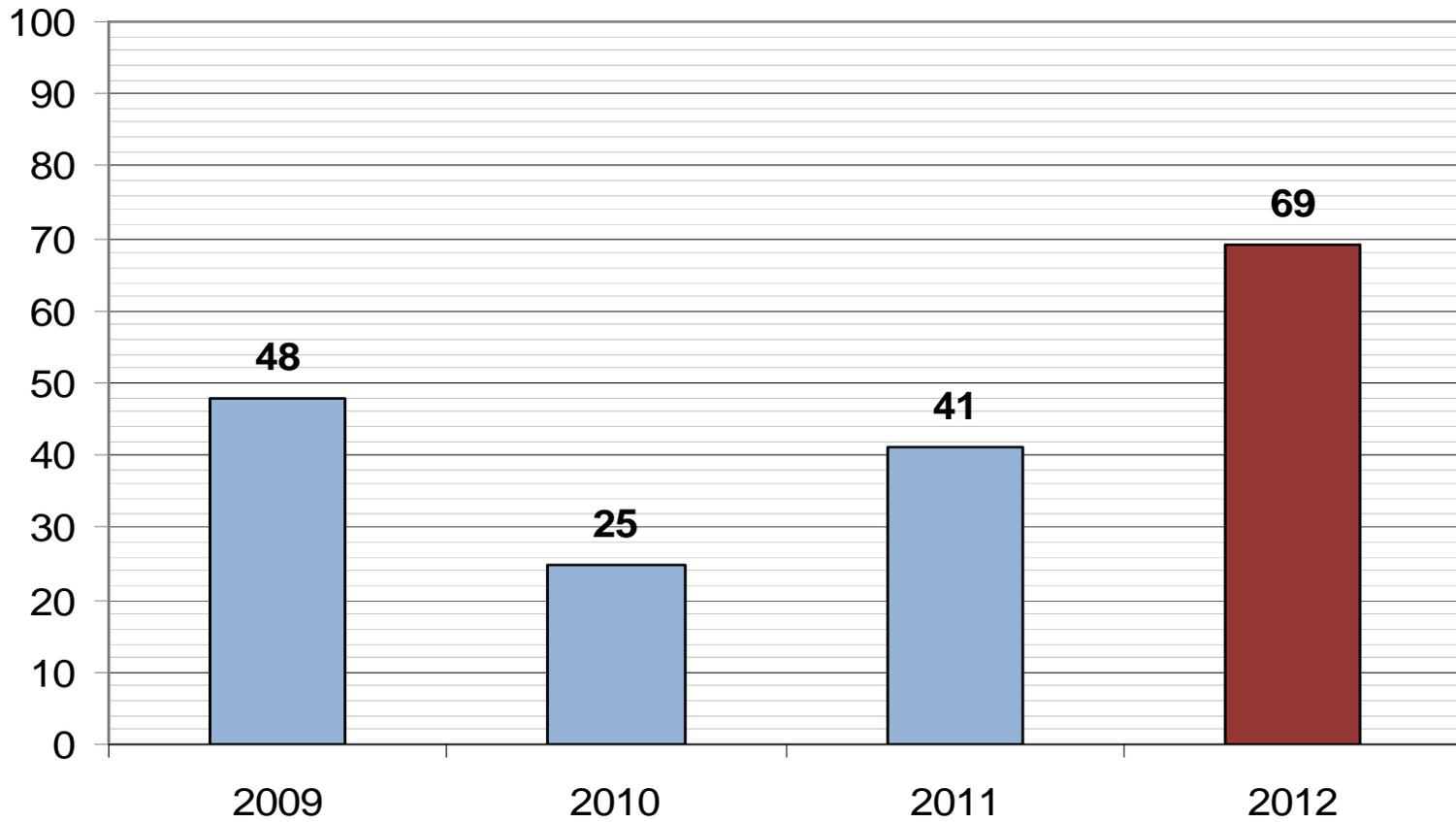
How would you rate the pension newsletter?

**2009 - 2012 : # of Top Responses
Question 3b**



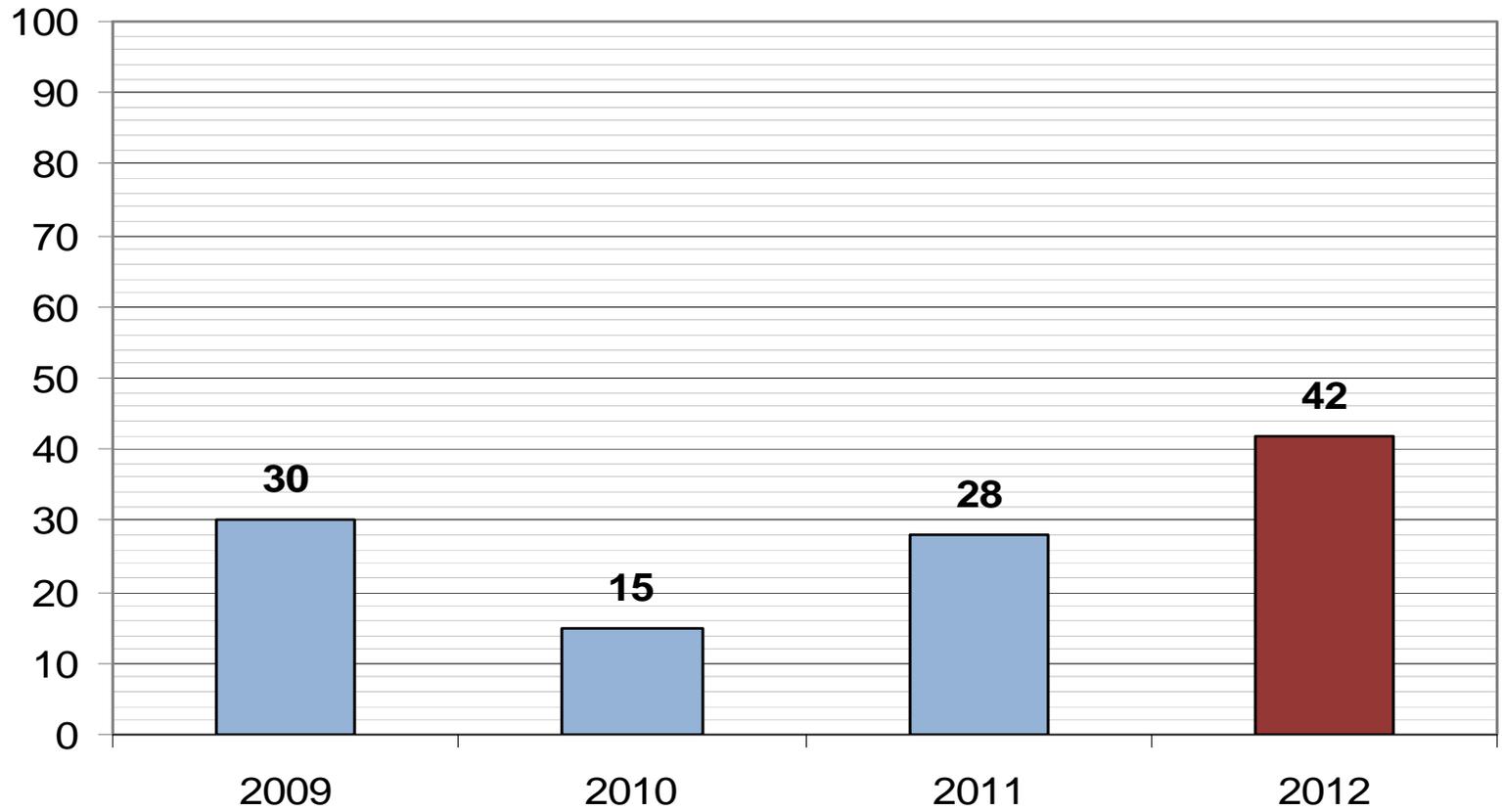
How would you rate the pension web site?

**2009 - 2012 : # of Top Responses
Question 3c**



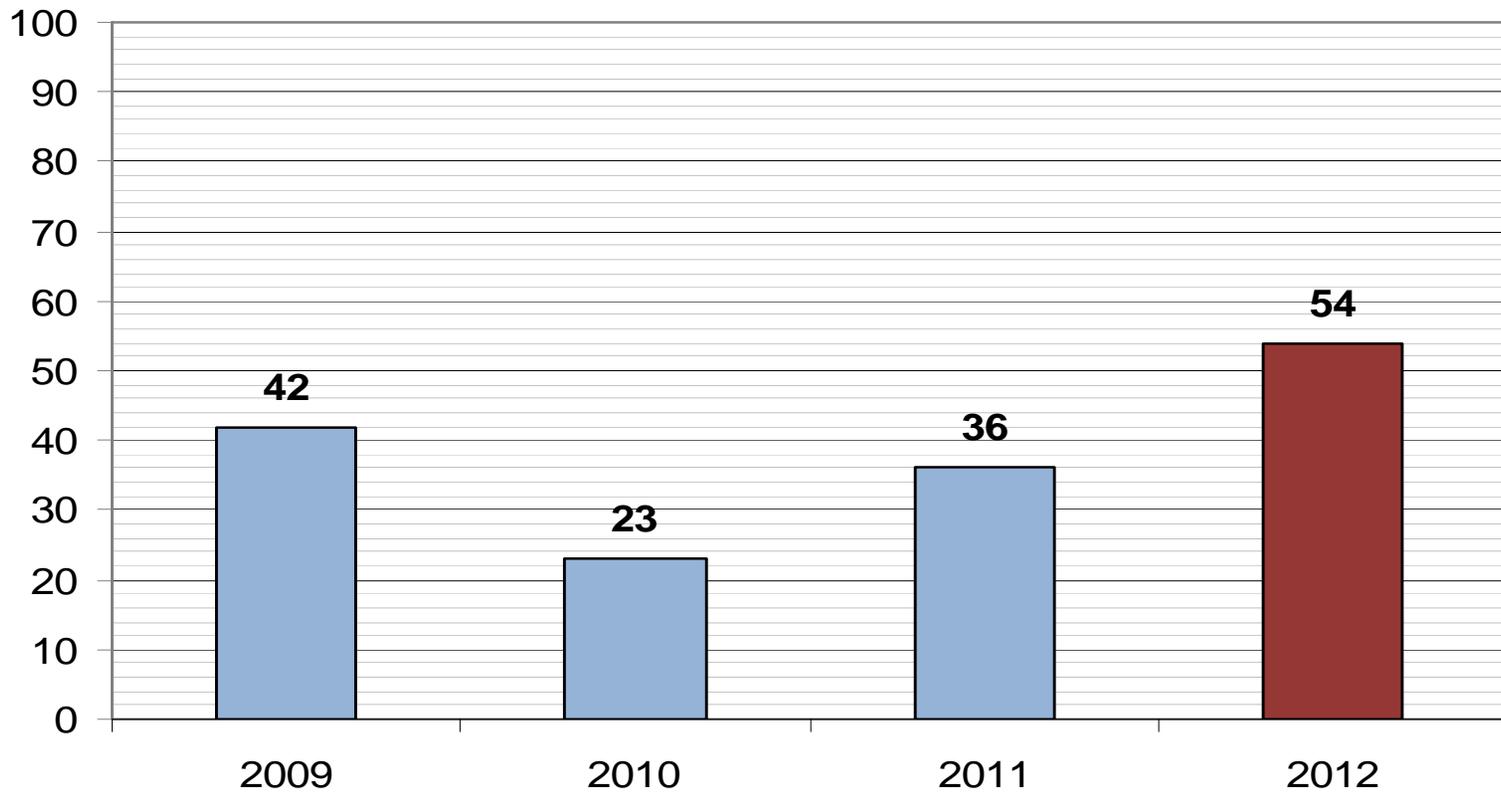
How would you rate written communications received from the staff?

**2009 - 2012 : # of Top Responses
Question 3d**



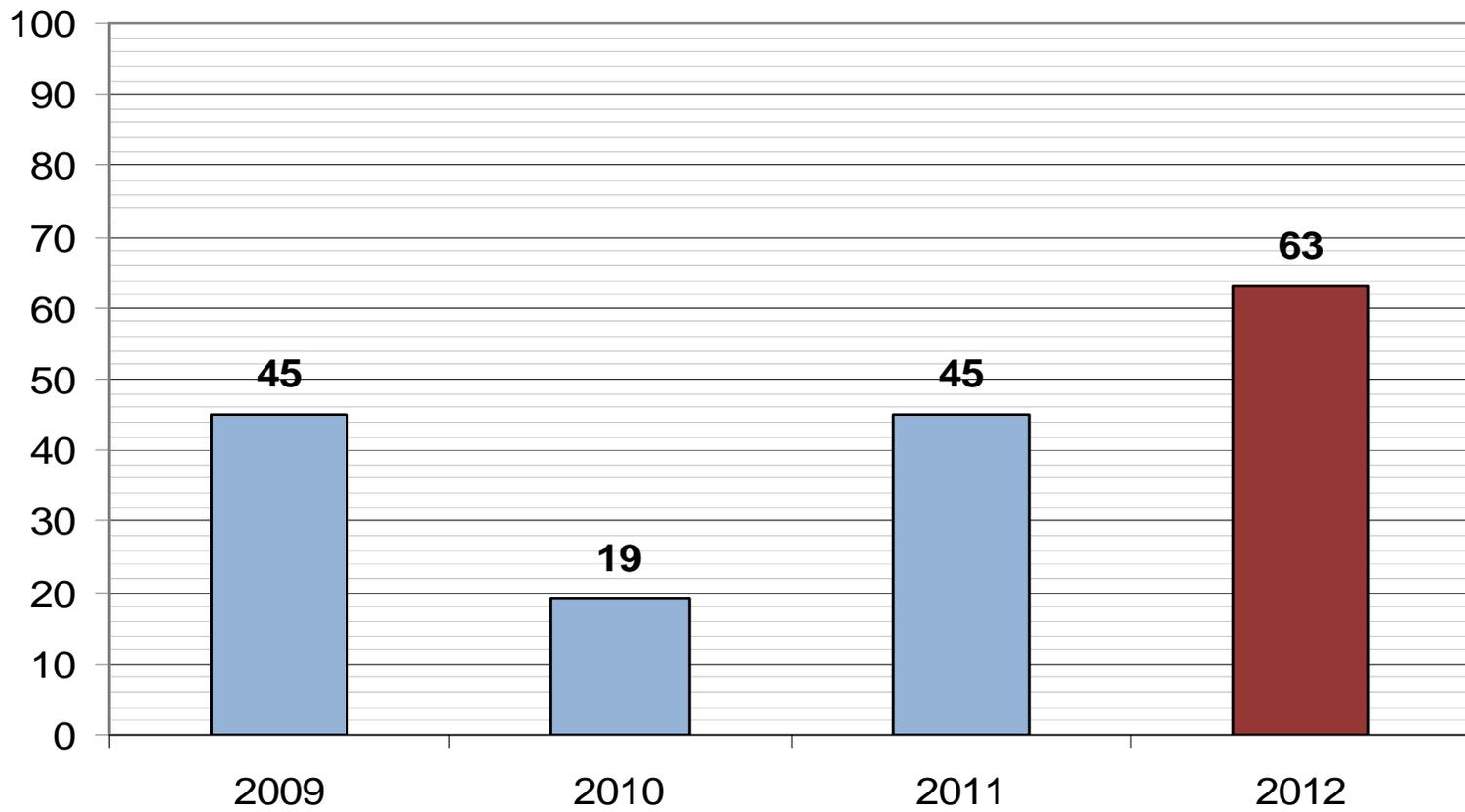
How would you rate e-mails received from the staff?

**2009 - 2012 : # of Top Responses
Question 3e**



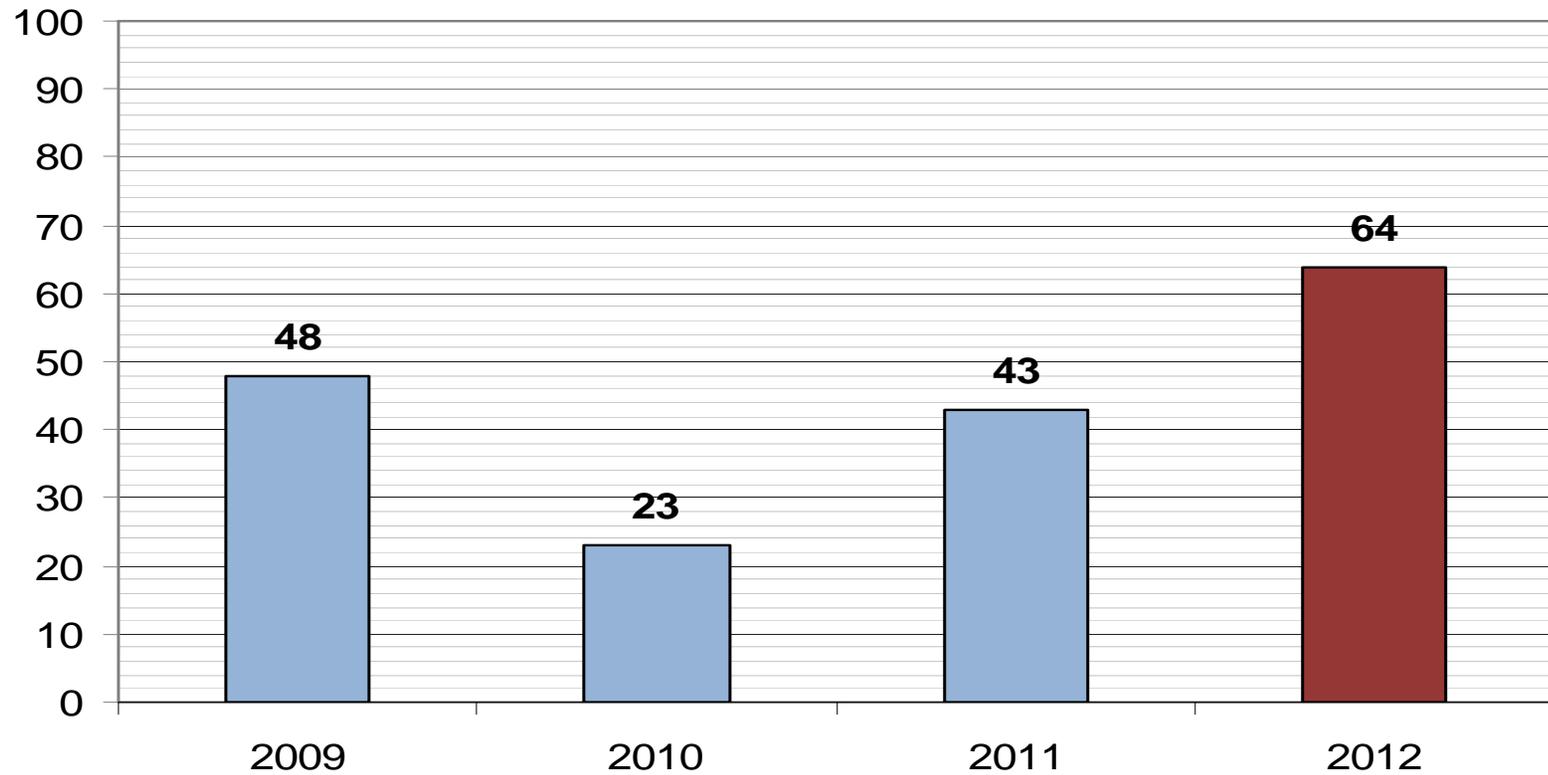
Over the last year, how do you feel about the lines of communication between the membership and the Board?

**2009 - 2012 : # of Top Responses
Question 4**



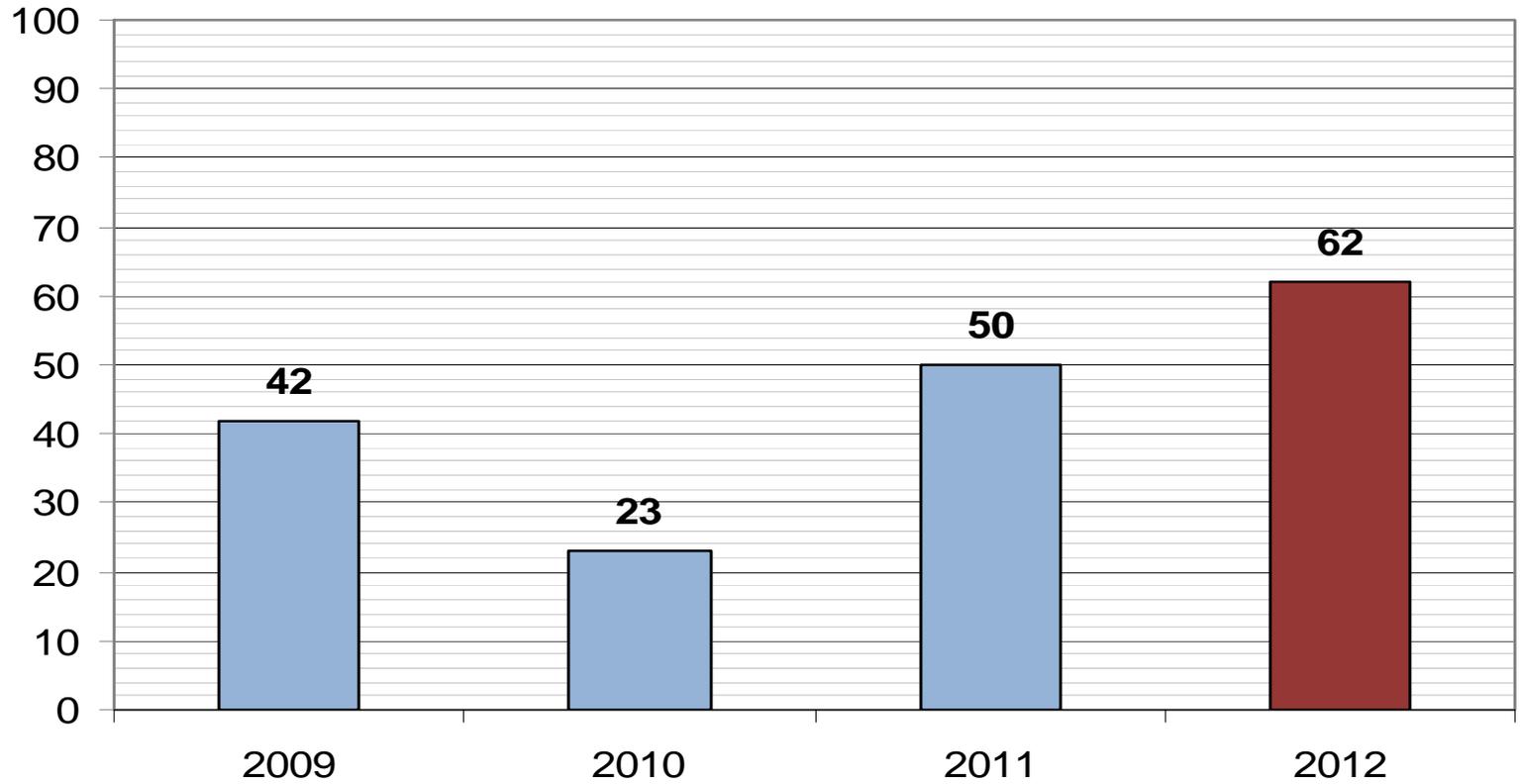
How does the staff listen to you and understand your needs?

**2009 - 2012 : # of Top Responses
Question 5**



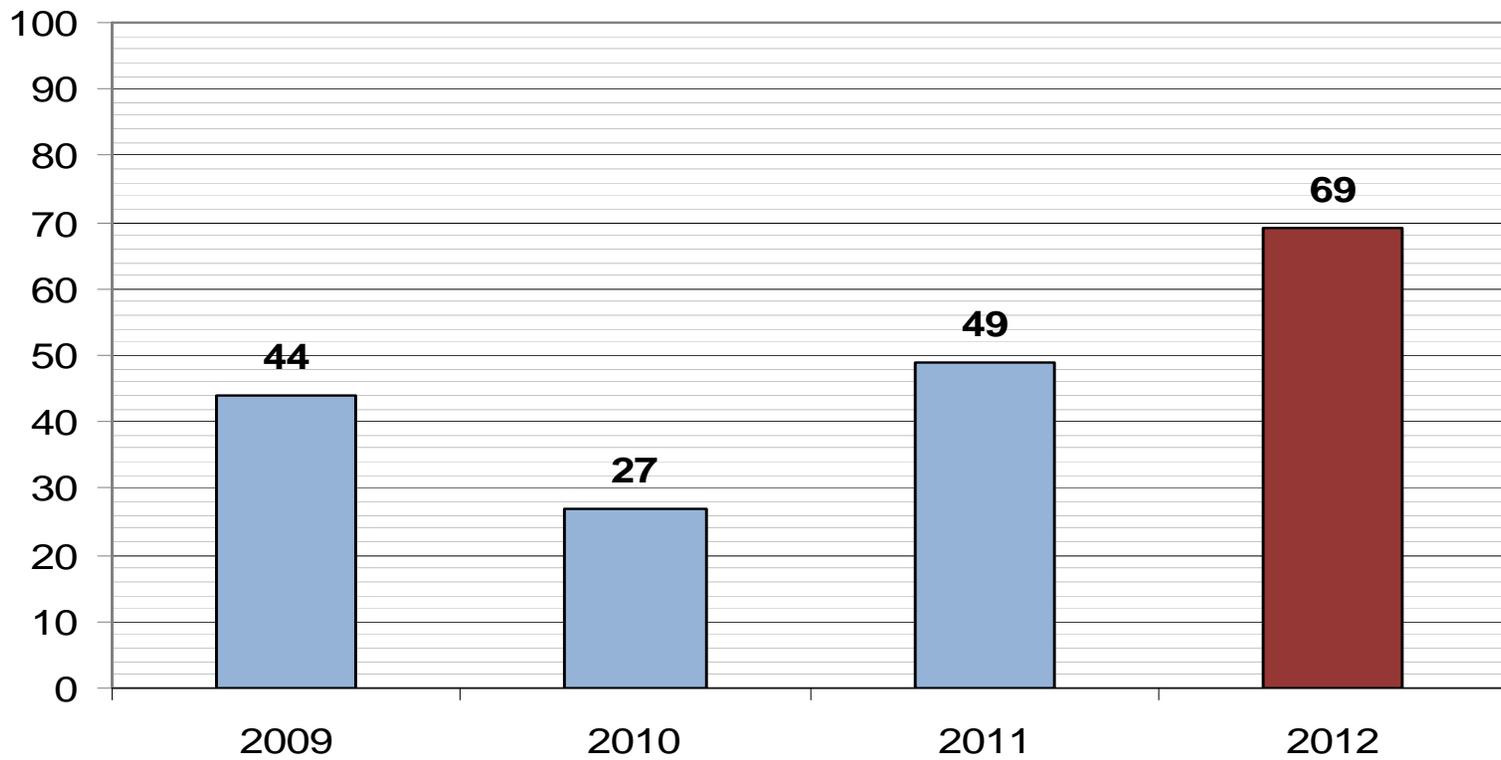
How would you rate staff, in terms of being responsive to your requests and completing your objectives in a timely manner?

**2009 - 2012 : # of Top Responses
Question 6**



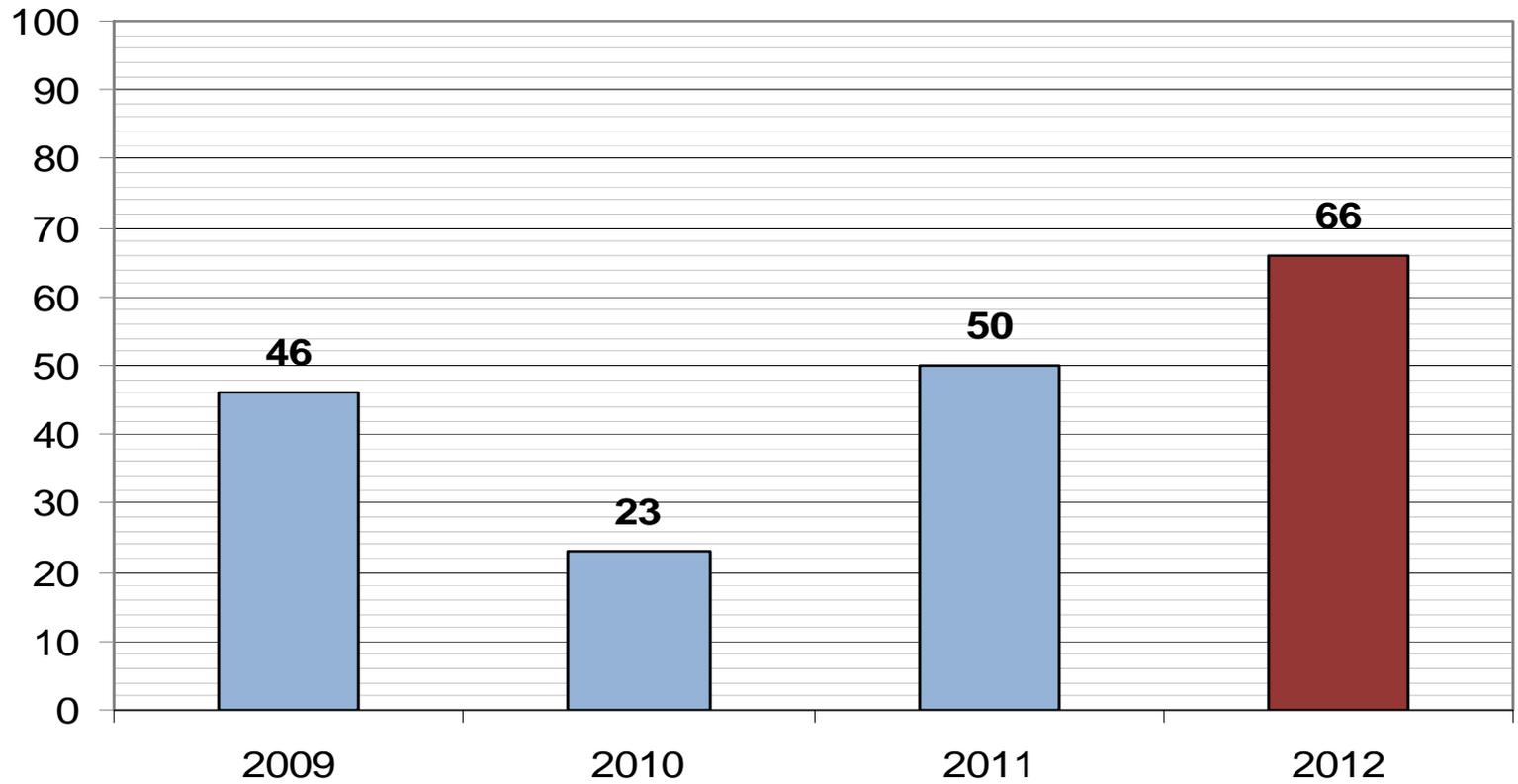
How would you rate the pension forms used by the system?

**2009 - 2012 : # of Top Responses
Question 7**



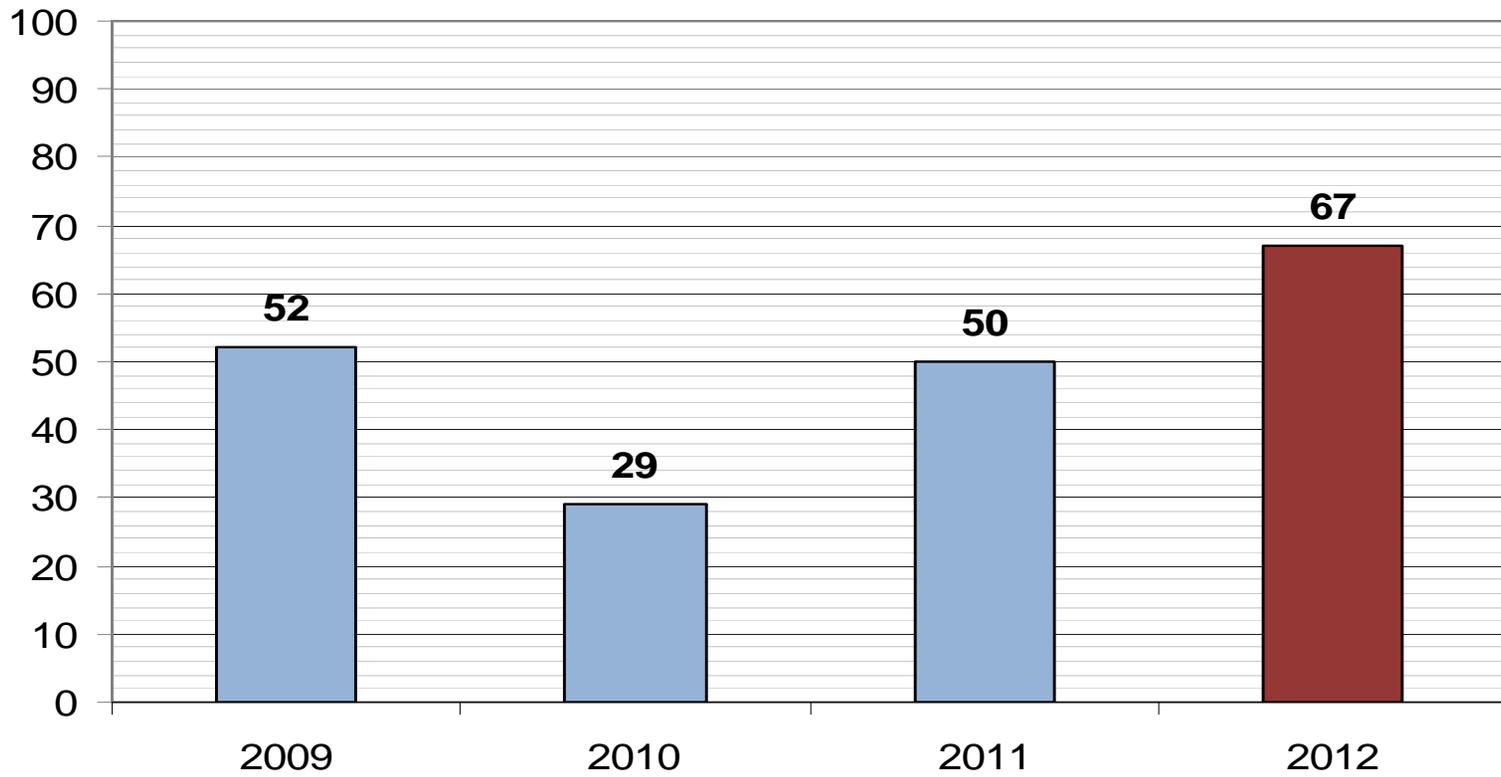
How would you rate the staff knowledge about the pension system?

**2009 - 2012 : # of Top Responses
Question 8**



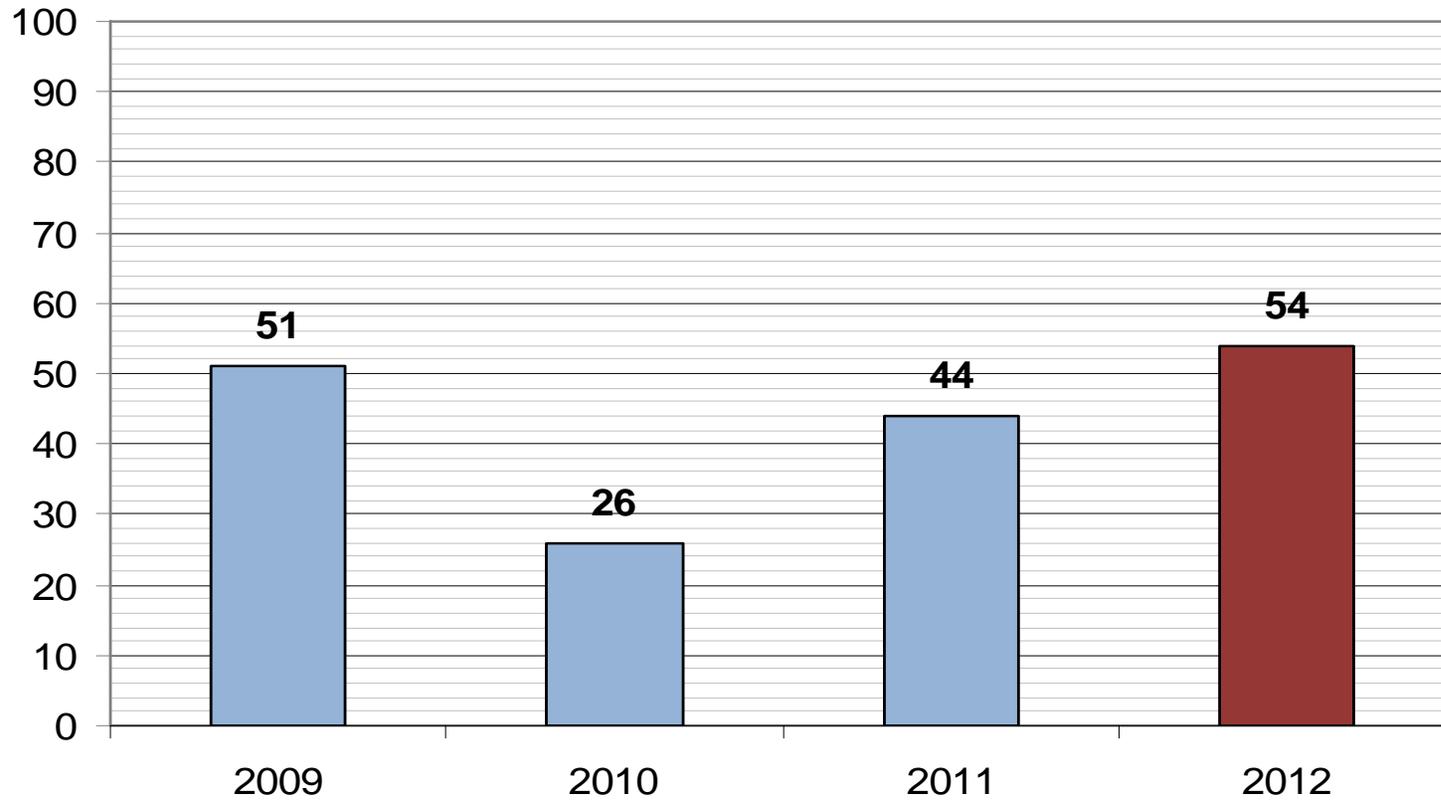
How would you rate the staff in terms of solving your problems?

**2009 - 2012 : # of Top Responses
Question 9**



How would you rate the overall performance of the staff?

**2009 - 2012 : # of Top Responses
Question 10**



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