

WEST PALM BEACH POLICE PENSION FUND



2011 Pension Satisfaction Survey Results

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WEST PALM BEACH POLICE PENSION FUND

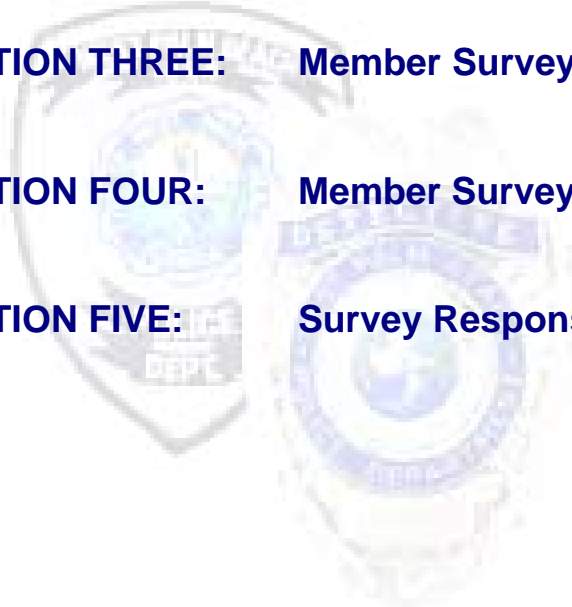
SECTION ONE: Administrator's Narrative

SECTION TWO: Pension Survey Summation

SECTION THREE: Member Survey Letter (Sample)

SECTION FOUR: Member Survey (Sample)

SECTION FIVE: Survey Responses and Analysis



2011 PENSION SATISFACTION SURVEY

Presented: June 15, 2012

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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

TO: The Honorable Board of Trustees

FROM: David M. Williams, Plan Administrator

SUBJECT: 2011 Pension Satisfaction Survey Results

DATE: June 15, 2012

I am pleased to present to you the results of the 2011 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.

As in years past, 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 comments, 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.

As in prior surveys, I have reported the responses received for each question posed to the member in the survey. I am pleased to announce that overall the benchmark of satisfaction has increased from last year when merging all responses received. In 2010 the overall average was 85.68%, while this year the average was valued at an 87.15%.

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

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SECTION TWO

Pension Survey Summation



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WEST PALM BEACH POLICE PENSION FUND 2011 PENSION SATISFACTION SURVEY SUMMATION

1. How would you rate the courtesy & respect you receive from our staff?
Results: 94.23% Very Good to Excellent Rating
2. What would you rate the accuracy of the reports and documents received from the staff?
Results: 88.14% Very Good to Excellent Rating
3. In the area of communication:
 - a. How would you rate the pension newsletter?
Results: 86.89% 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: 82.00% Very Good to Excellent Rating
 - d. How would you rate e-mails received from the staff?
Results: 82.35% 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: 73.47% 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: 89.58% Very Good to Excellent Rating
6. How would you rate the pension forms used by the system?
Results: 89.29% Very Good to Excellent Rating
7. How would you rate the staff knowledge about the pension system?
Results: 90.74% Very Good to Excellent Rating
8. How would you rate the staff in terms of solving your problems?
Results: 90.91% Very Good to Excellent Rating
9. How would you rate the overall performance of the staff?
Results: 90.91% Very Good to Excellent Rating
10. How would you rate the overall performance of the Board of Trustees?
Results: 84.62% Very Good to Excellent Rating

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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

TO: All Retired/DROP Members
FROM: Ed Mitchell, Chairman
SUBJECT: 2011 Pension Member Survey
DATE: March 12, 2012

Dear Member:

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/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 15, 2012. 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 2010 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.

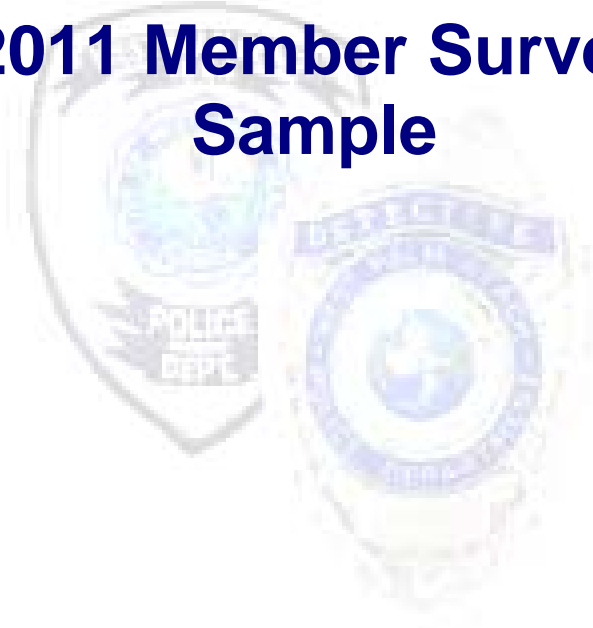
Respectfully,



Edward Mitchell, Chairman
FOR THE BOARD

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SECTION FOUR
2011 Member Survey
Sample



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2011 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

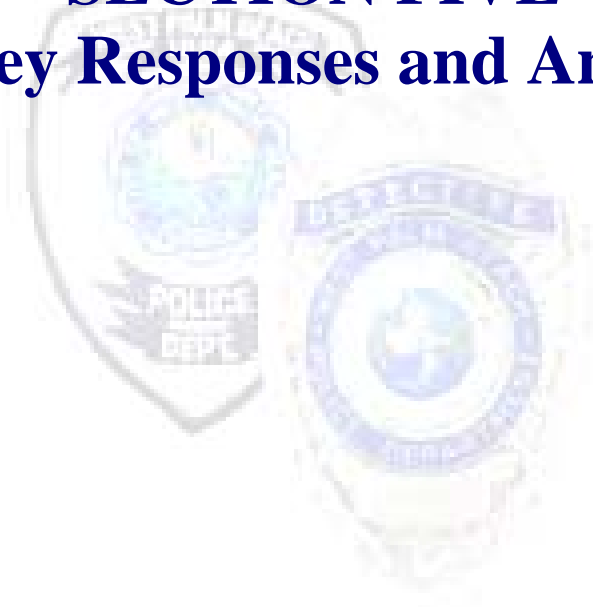
1. How would you rate the courtesy & respect you receive from our staff? _____
2. What would you rate the accuracy of the reports and documents received from the staff? _____
3. In the area of communication:
 - a. How would you rate the pension newsletter? _____
 - b. How would you rate the pension web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

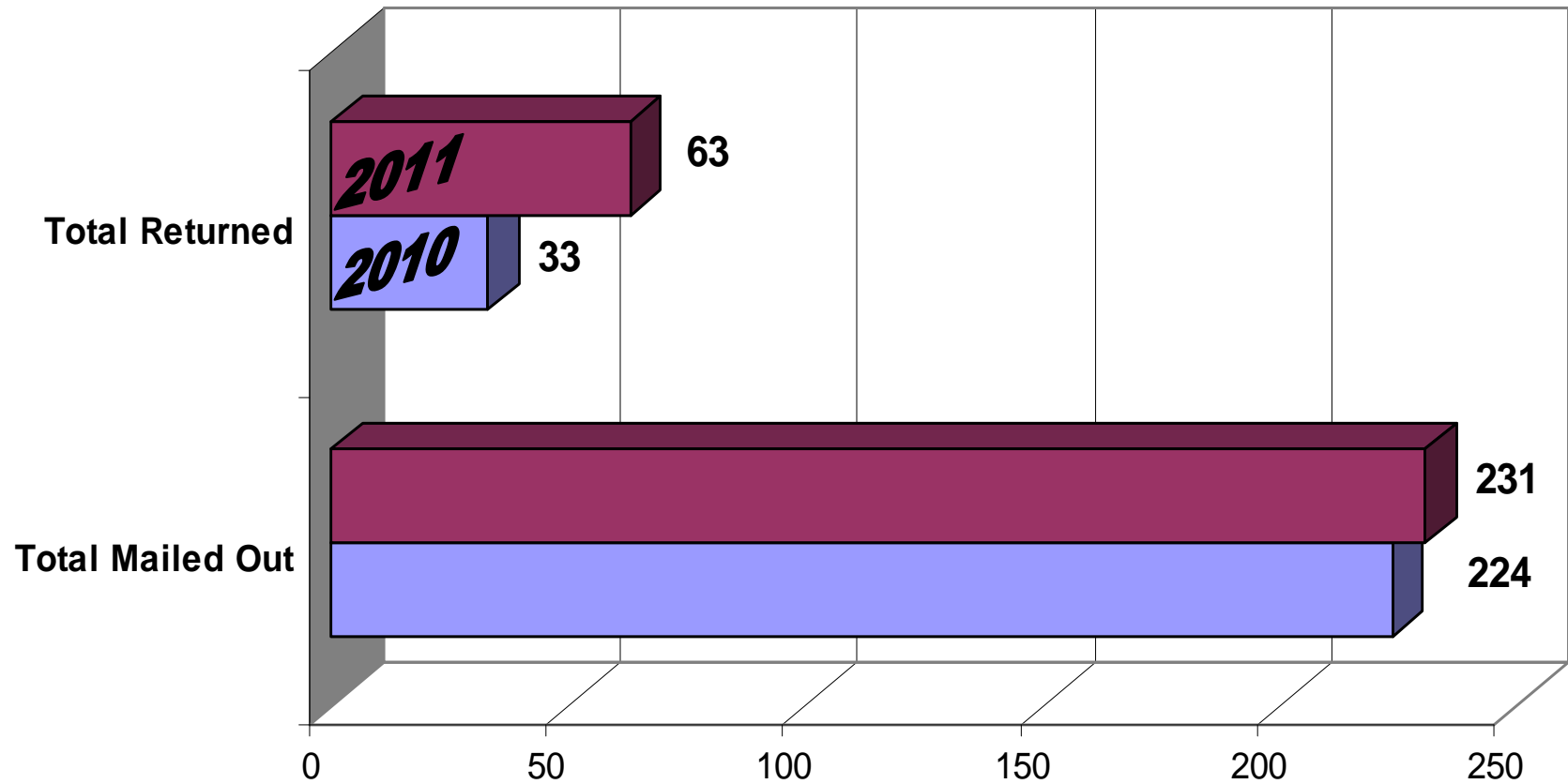
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SECTION FIVE

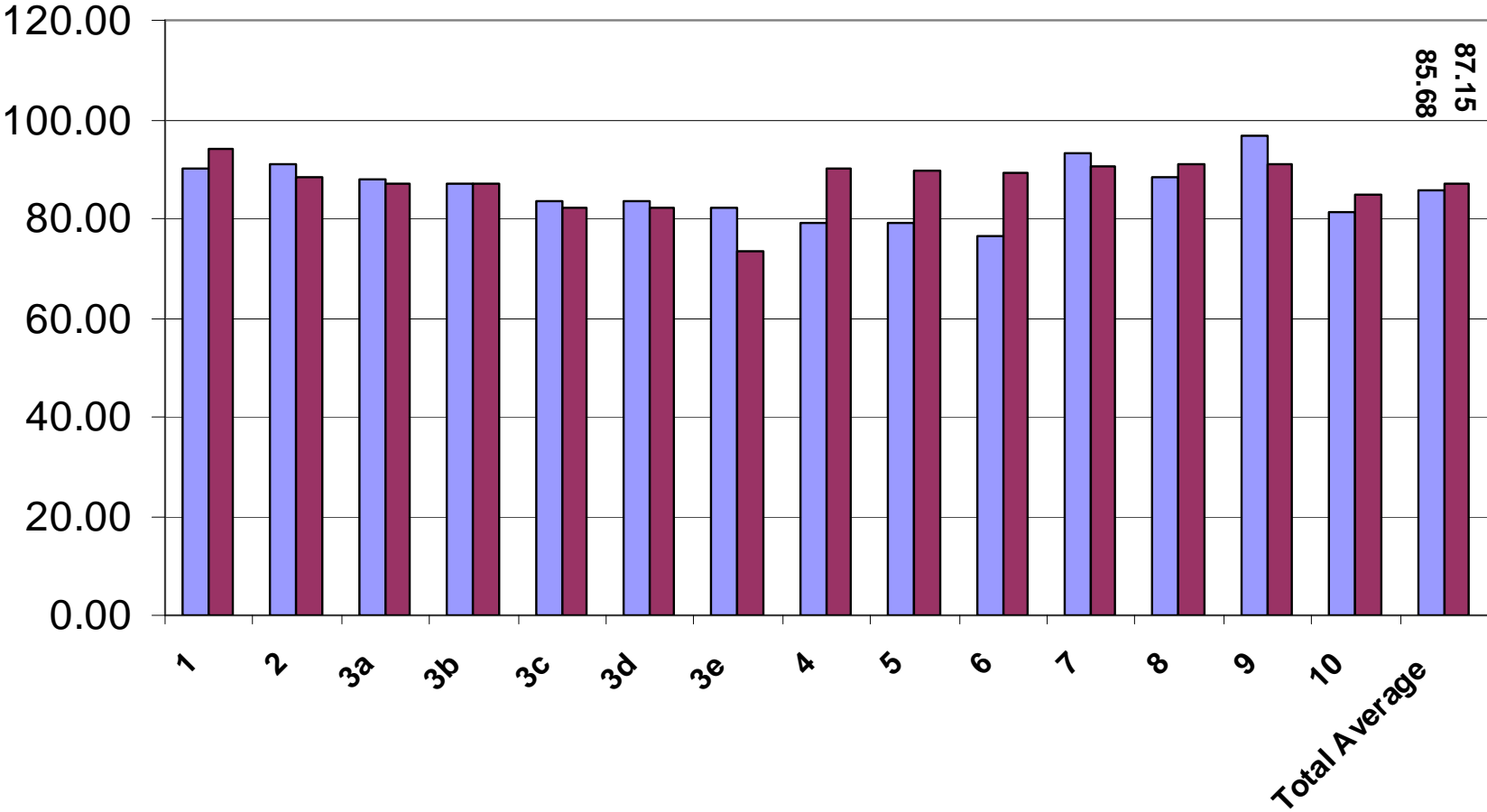
Survey Responses and Analysis



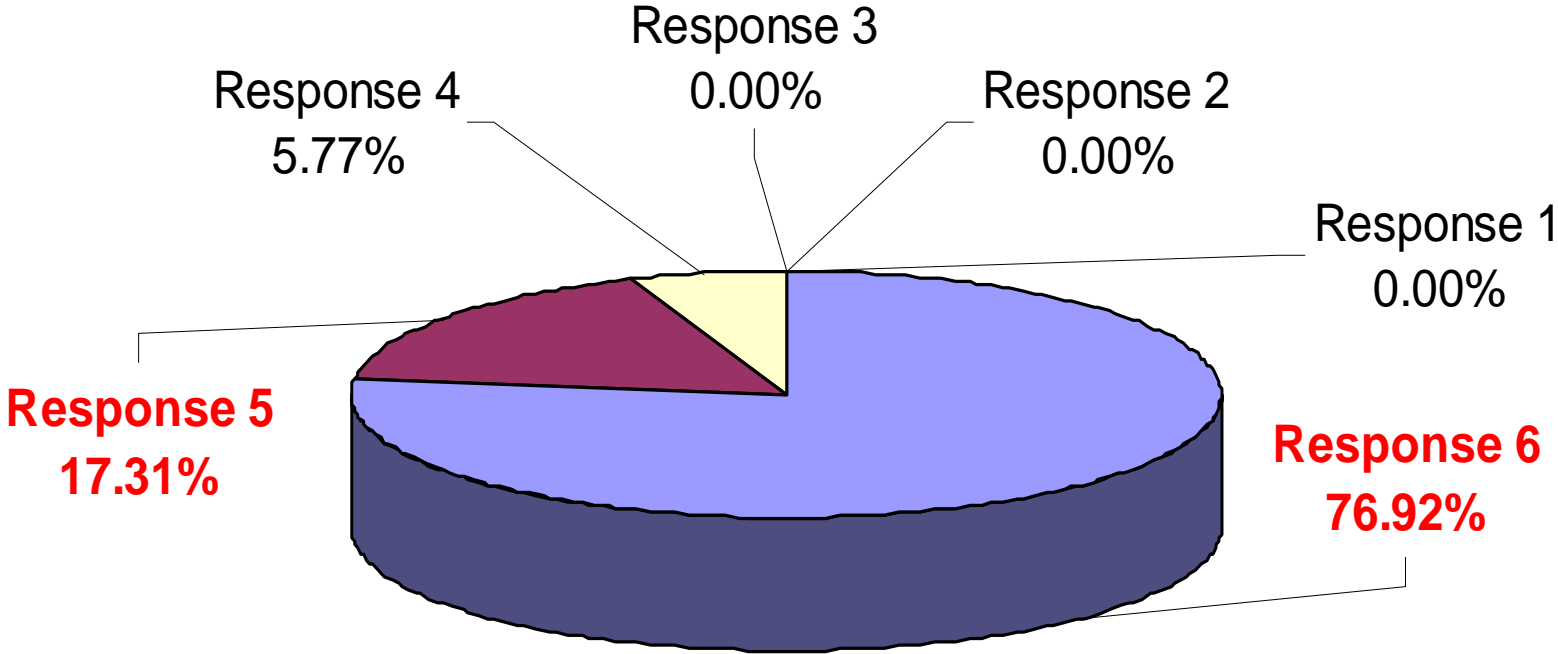
2010/2011 Comparison Mailout vs. Rate of Return



2010 v 2011 Total Satisfaction Average



Question 1

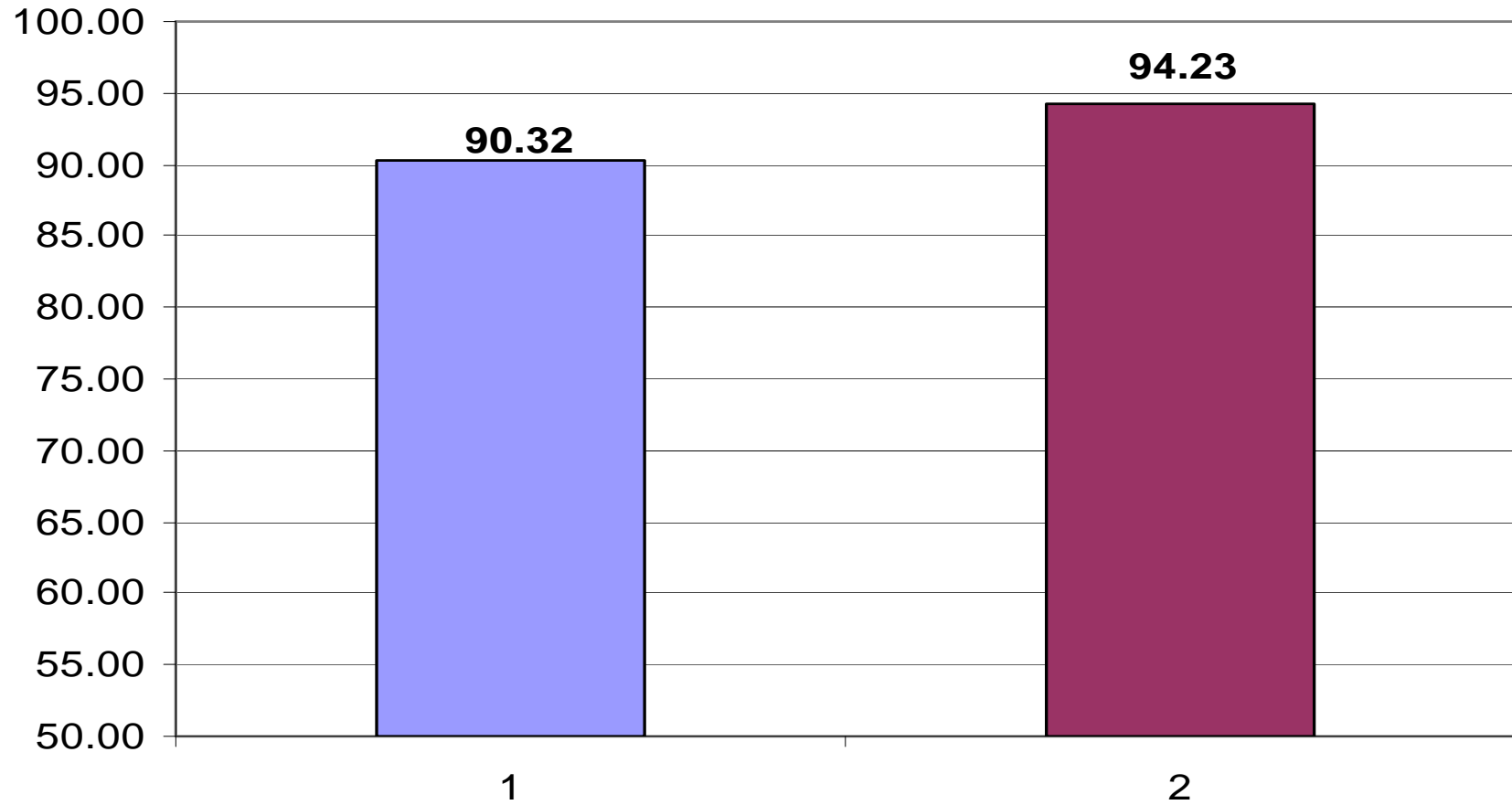


94.23% Very Good to Excellent Rating

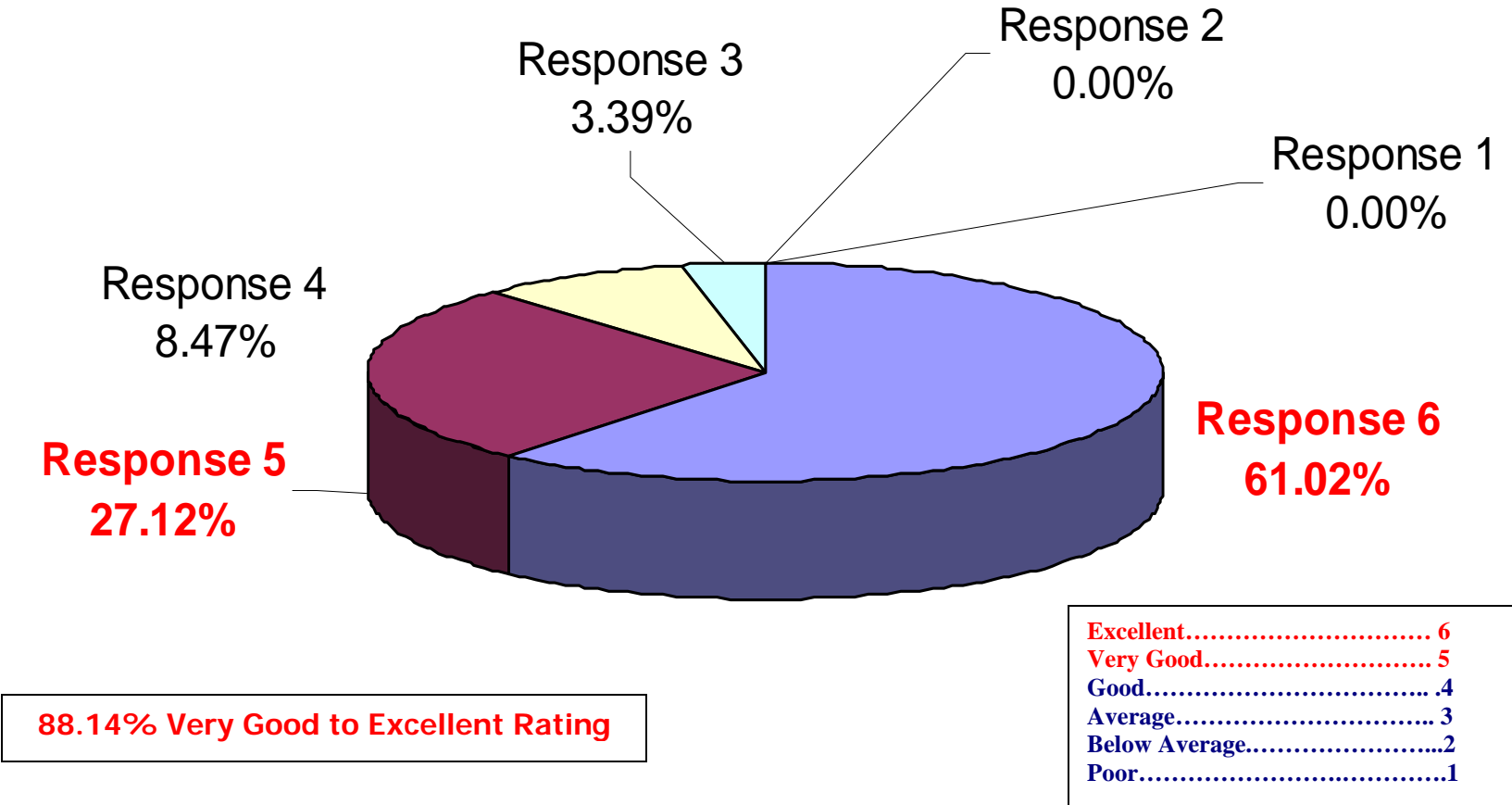
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2010 v 2011 Comparison Question 1

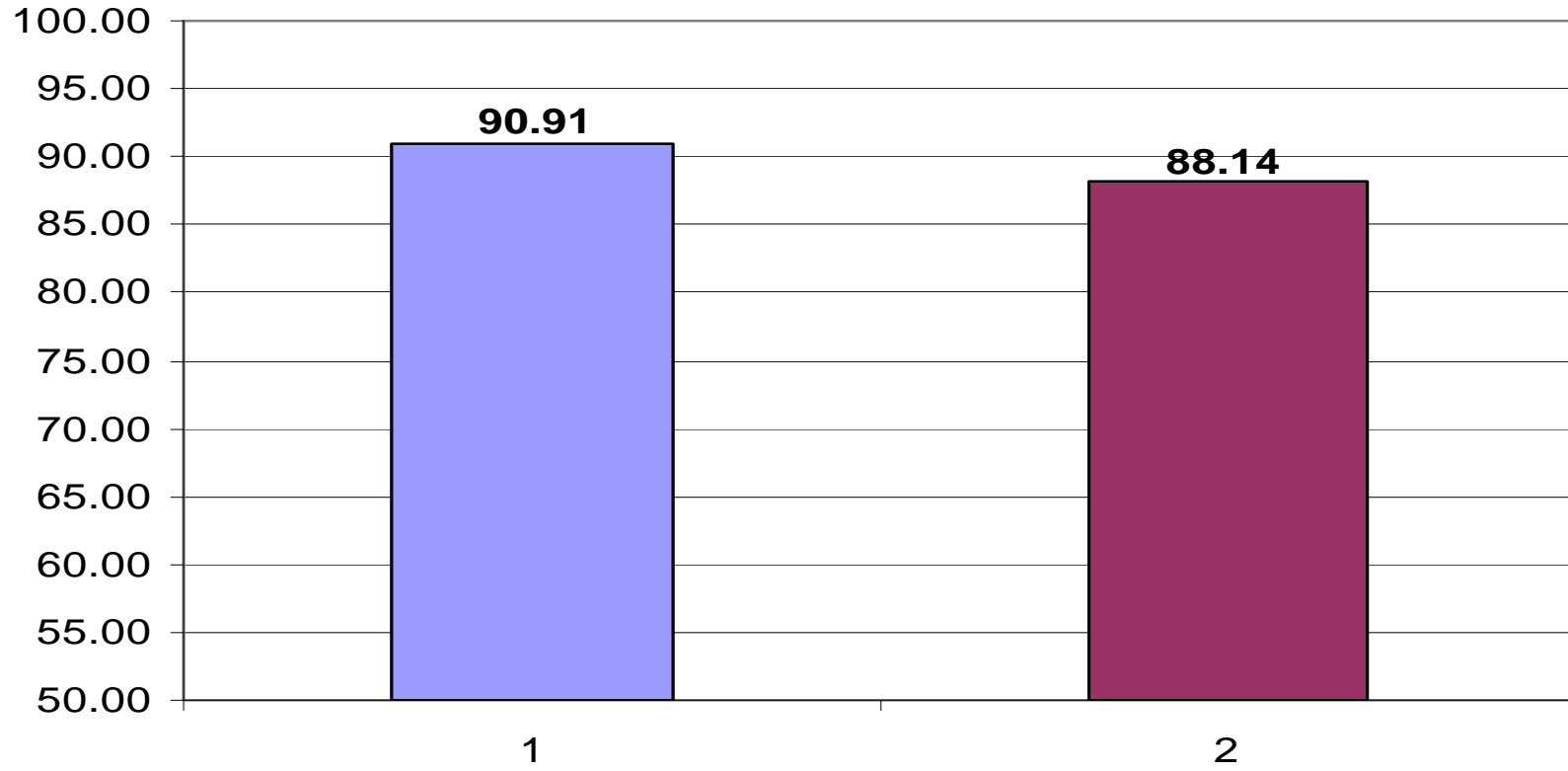


Question 2

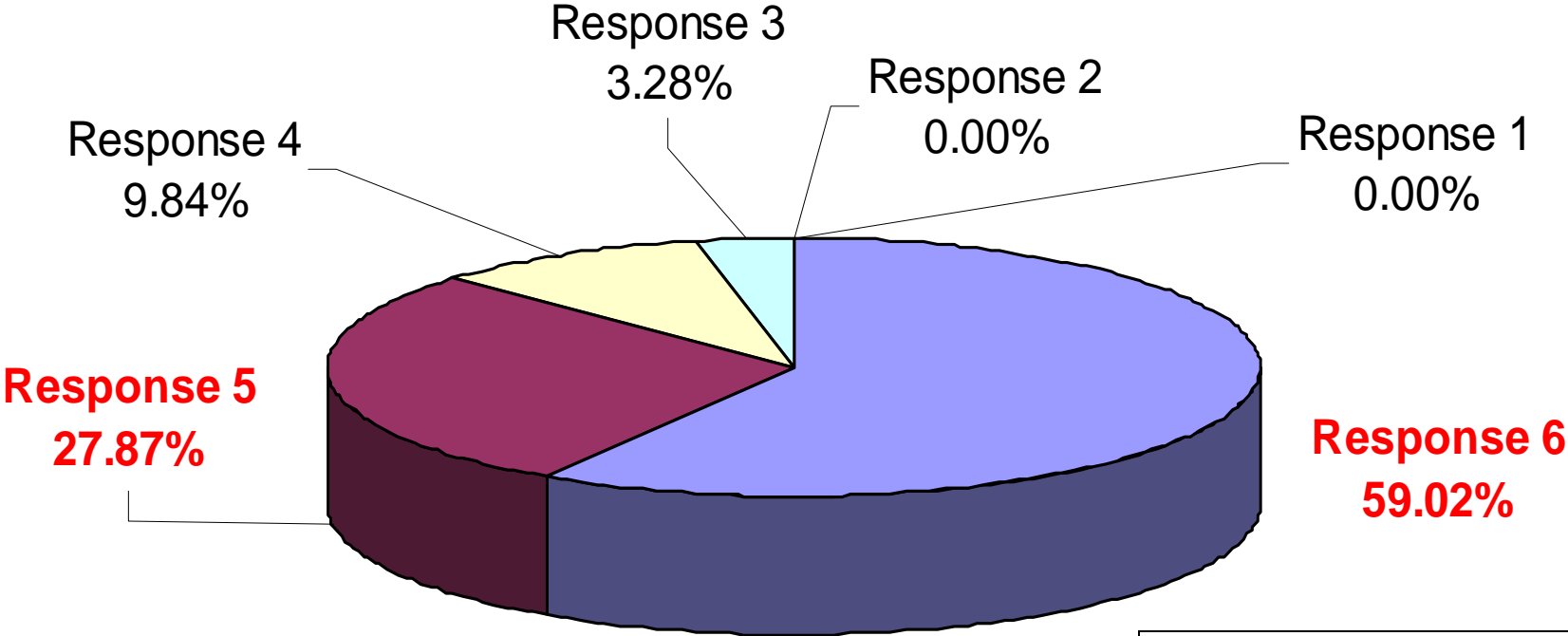


How would you rate the accuracy of the reports and documents received from the staff?

2010 v 2011 Comparison Question 2



Question 3a

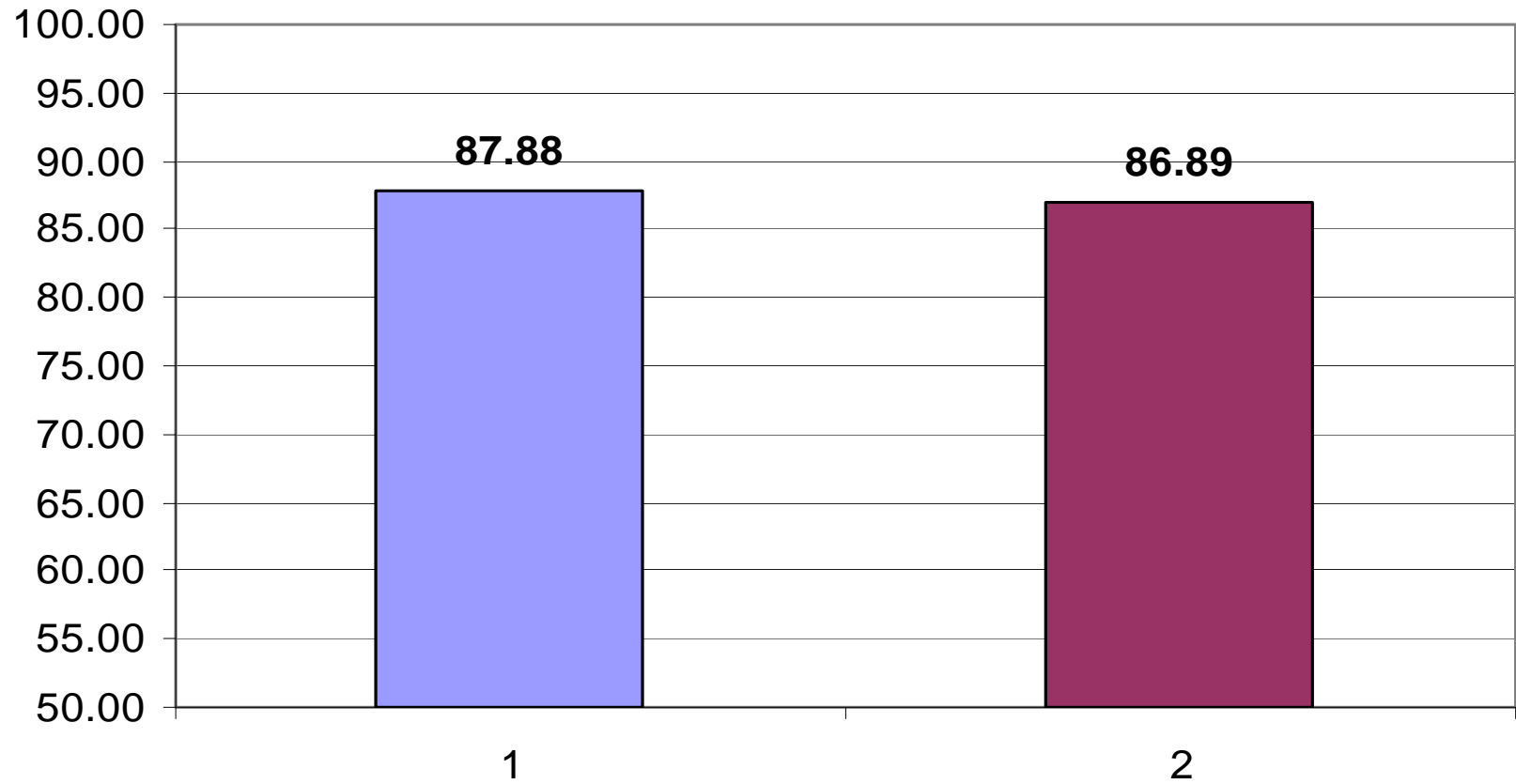


86.89% Very Good to Excellent Rating

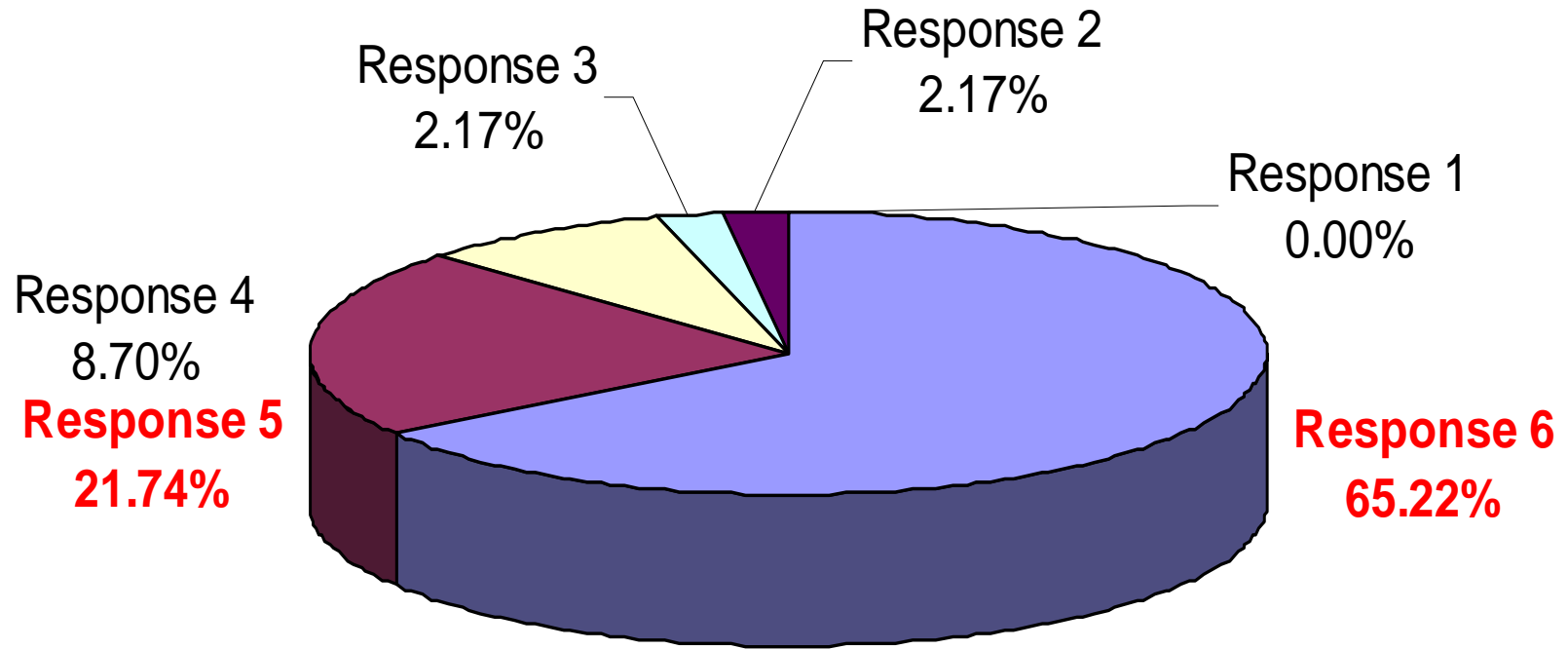
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

How would you rate the pension newsletter?

2010 v 2011 Comparison Question 3A



Question 3b

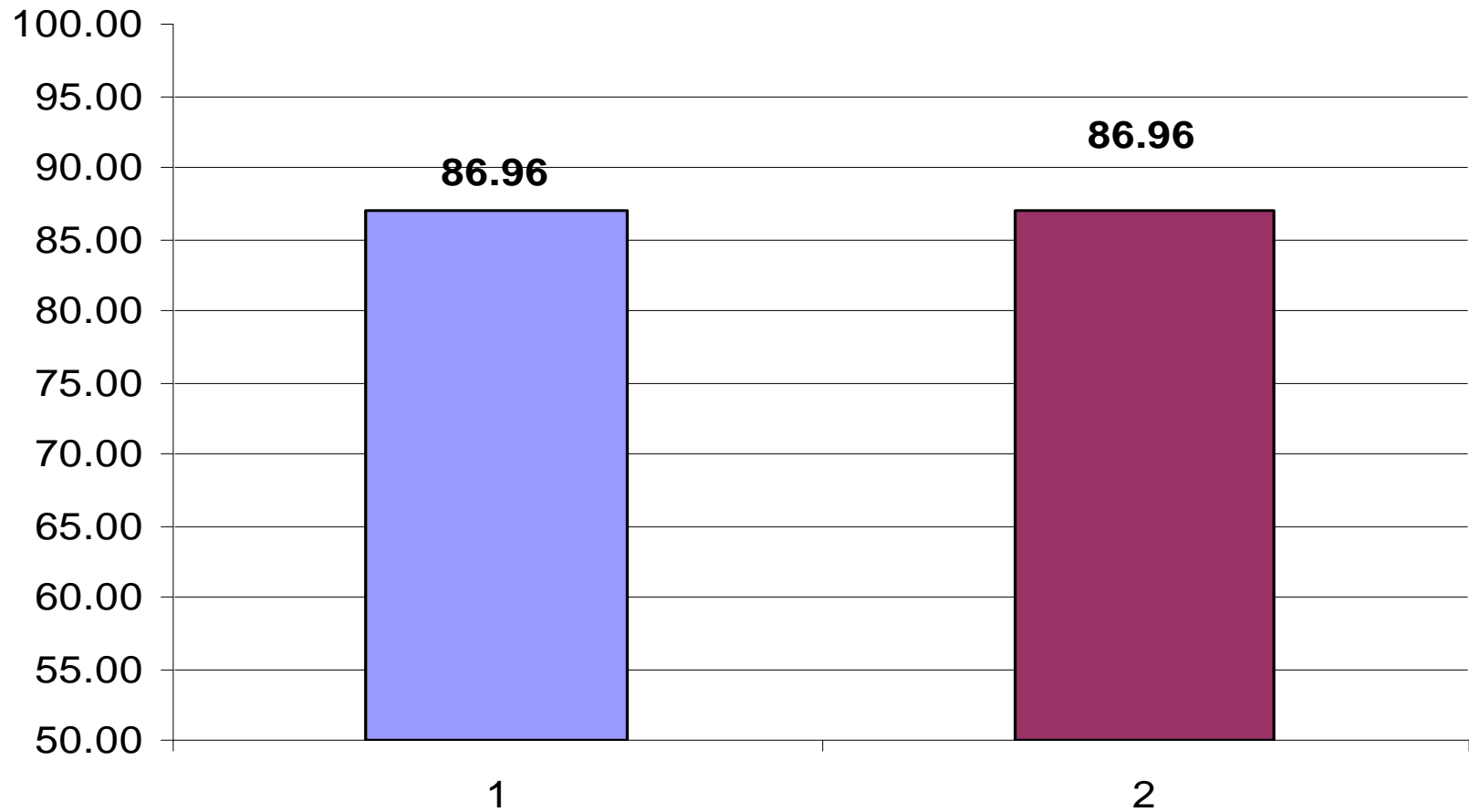


86.96% Very Good to Excellent Rating

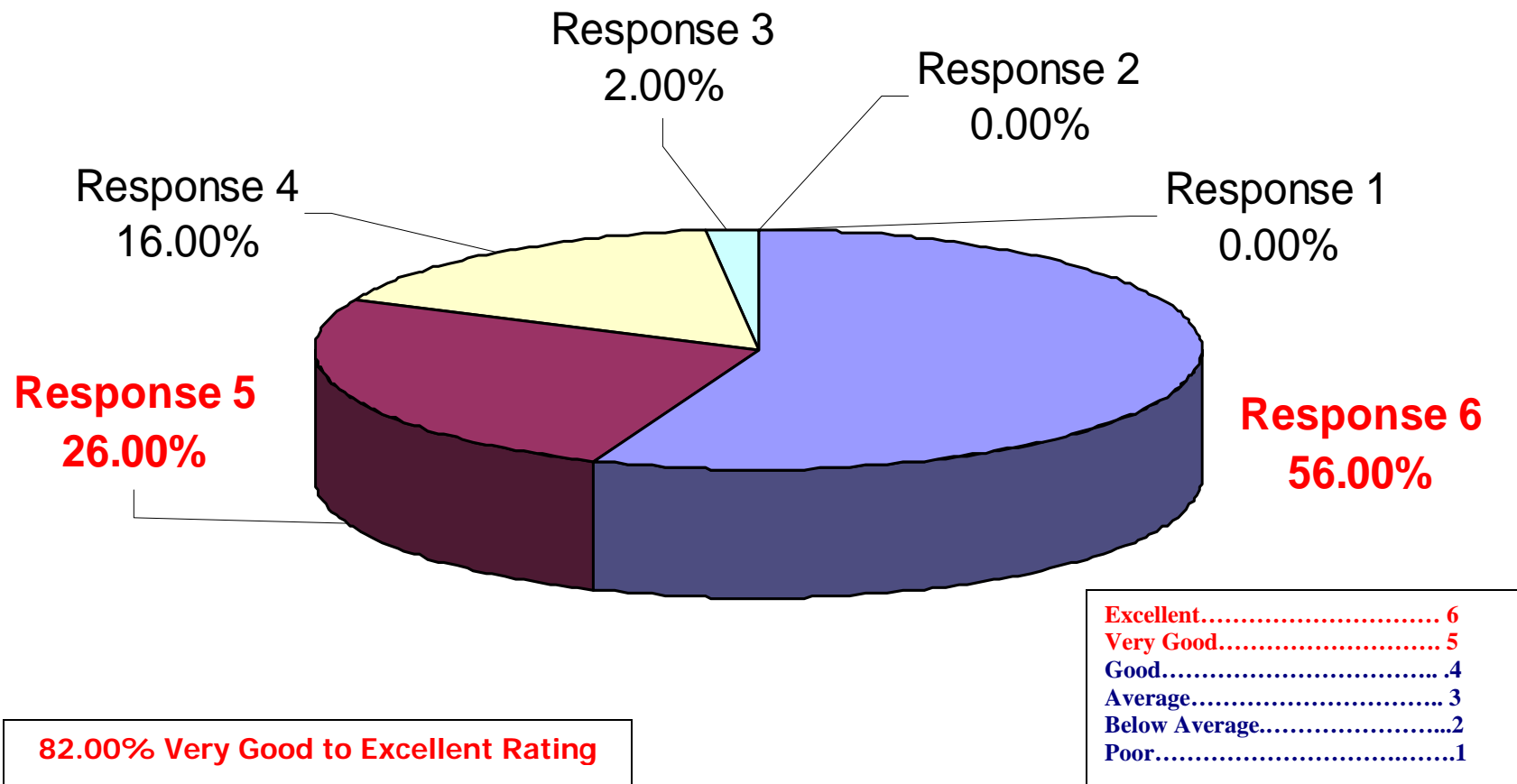
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

How would you rate the pension web site?

2010 v 2011 Comparison Question 3B

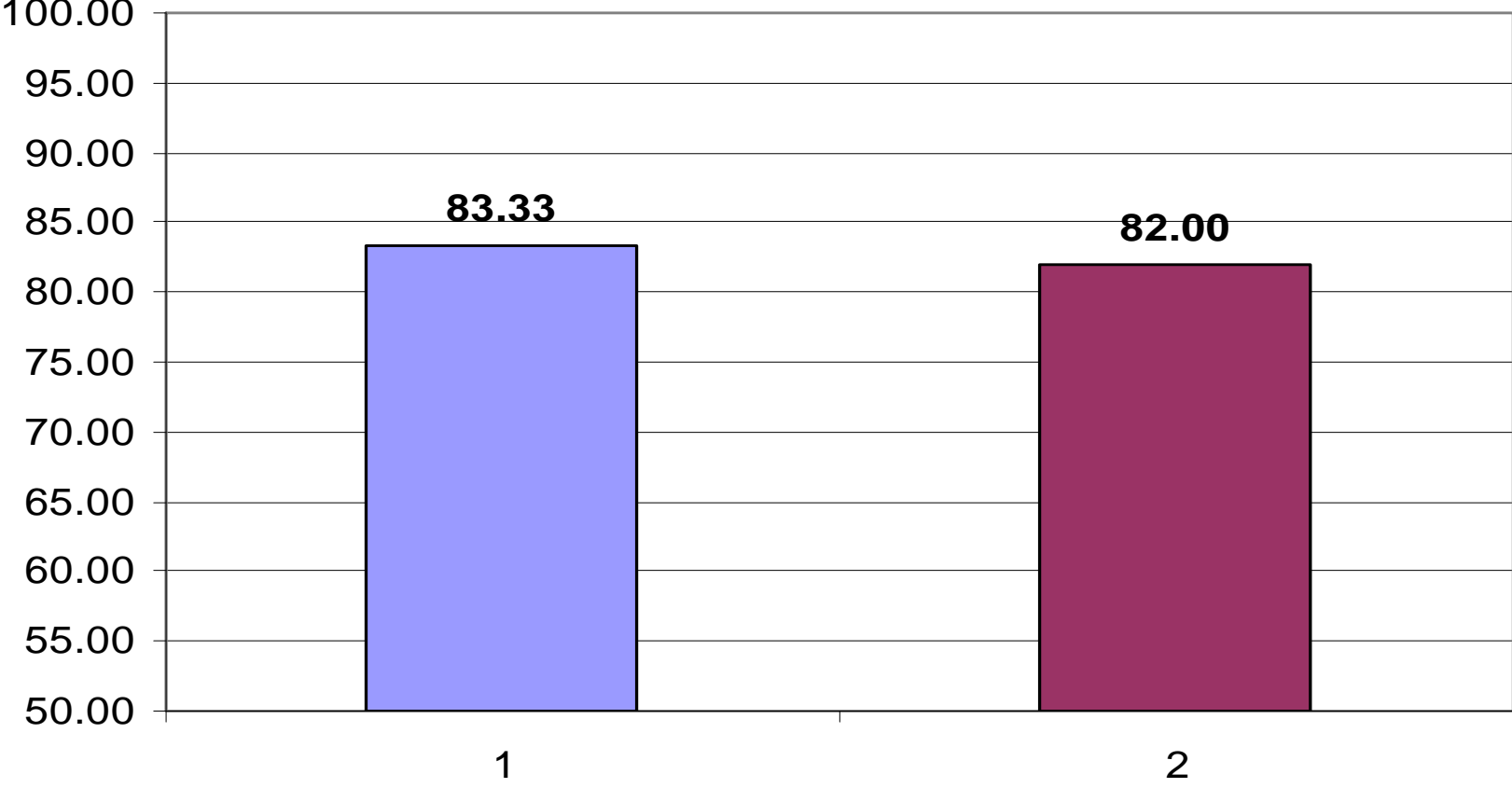


Question 3c

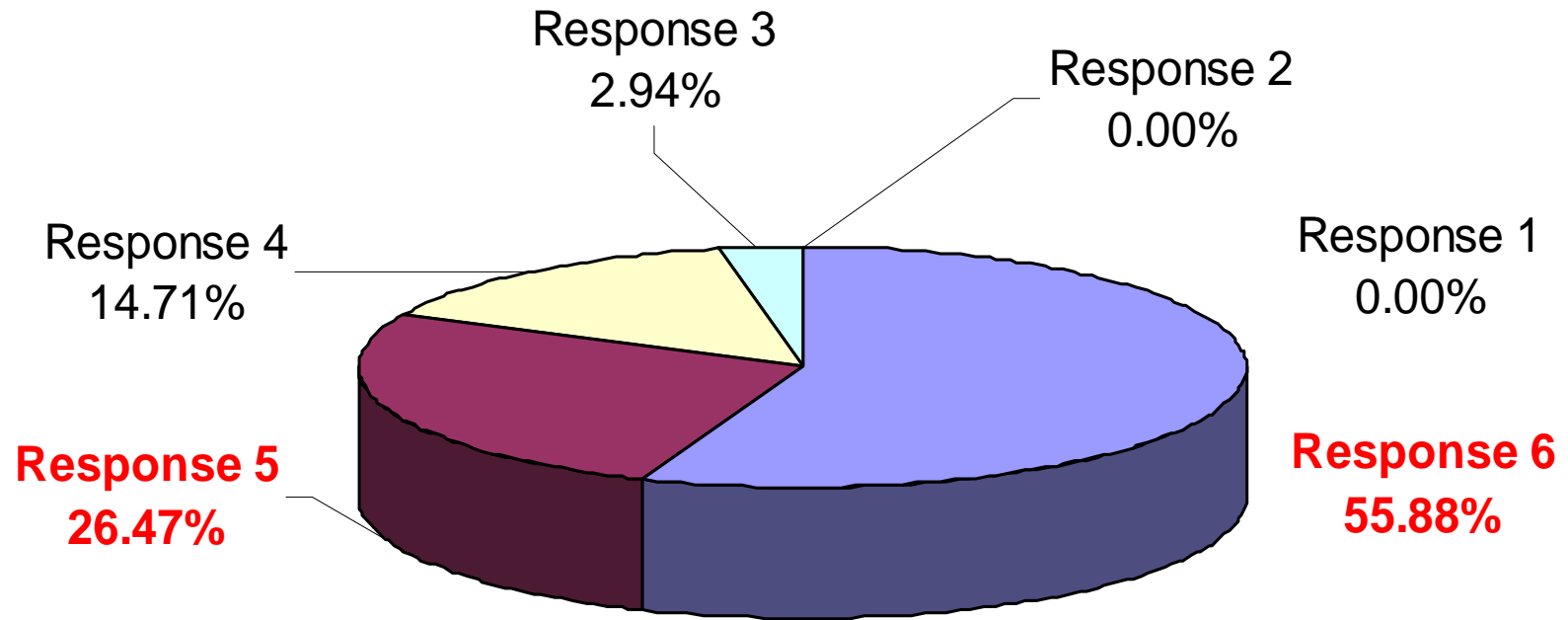


How would you rate written communications received from the staff?

**2010 v 2011 Comparison
Question 3C**



Question 3d

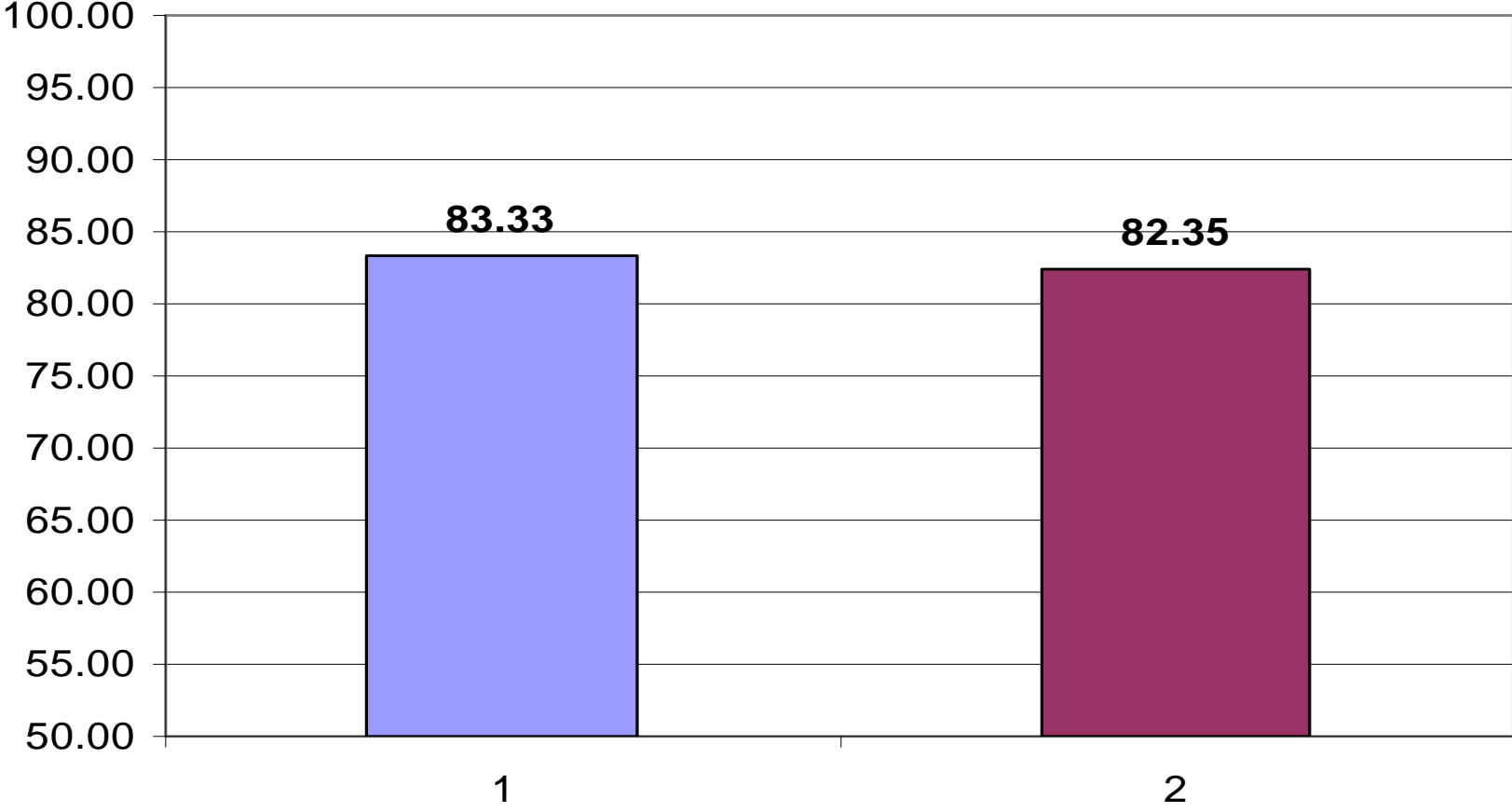


82.35% Very Good to Excellent Rating

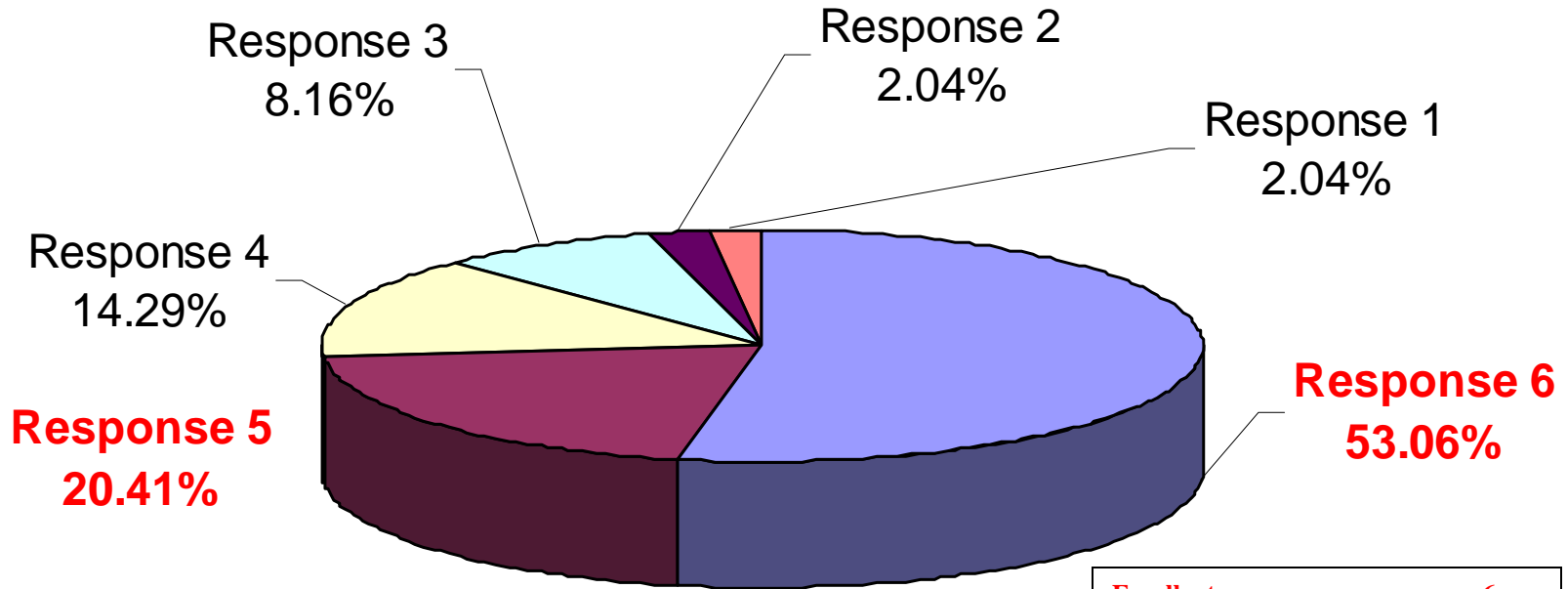
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

**2010 v 2011 Comparison
Question 3D**



Question 3e

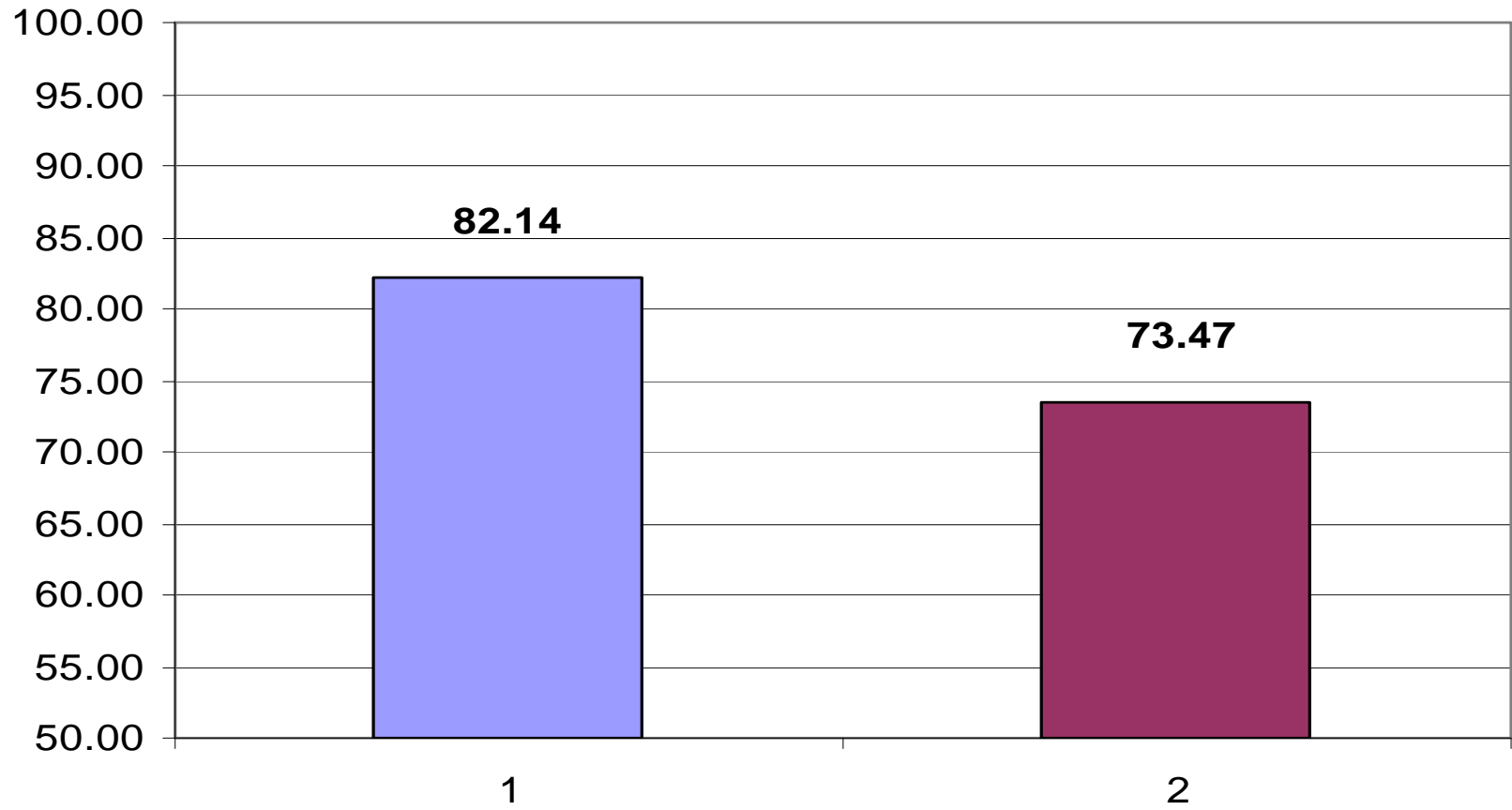


73.47% Very Good to Excellent Rating

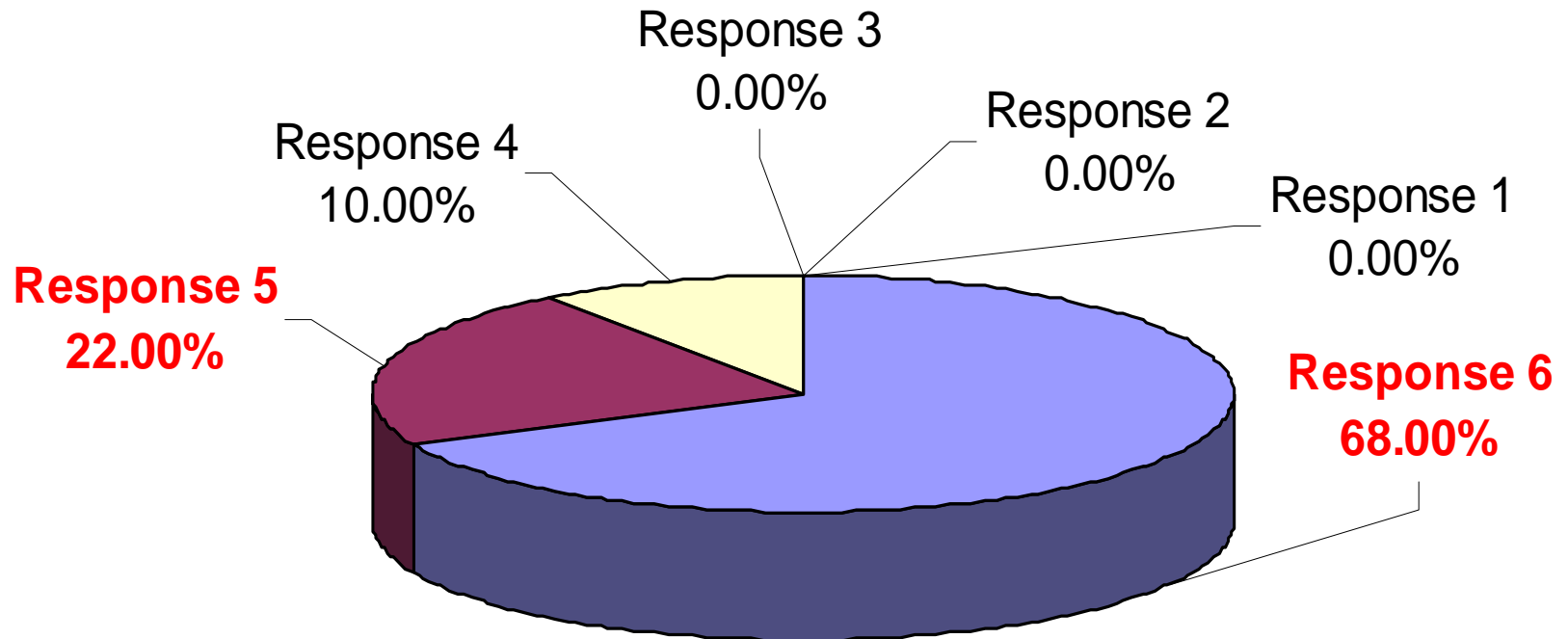
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

**2010 v 2011 Comparison
Question 3E**



Question 4

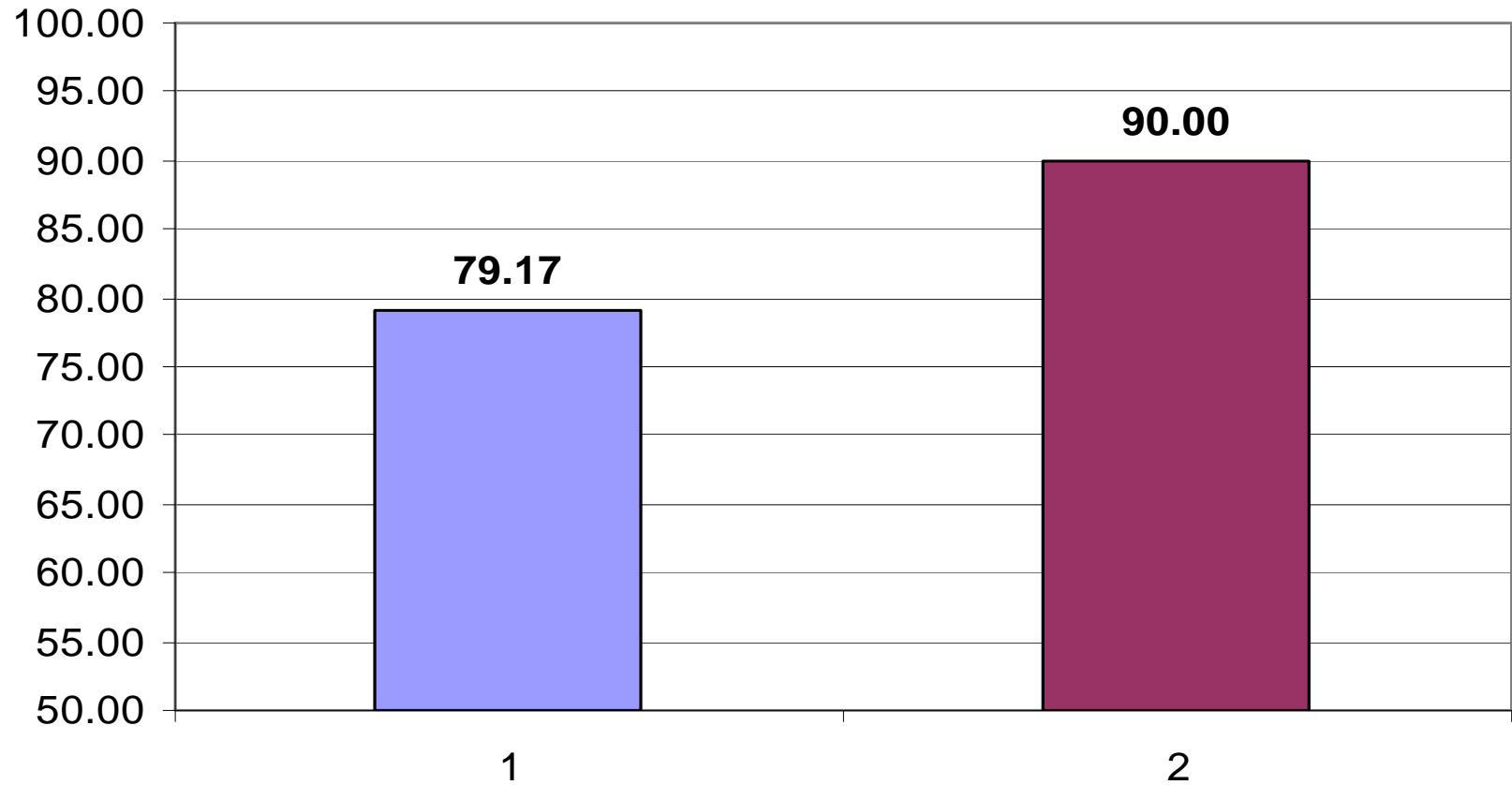


90.00% Very Good to Excellent Rating

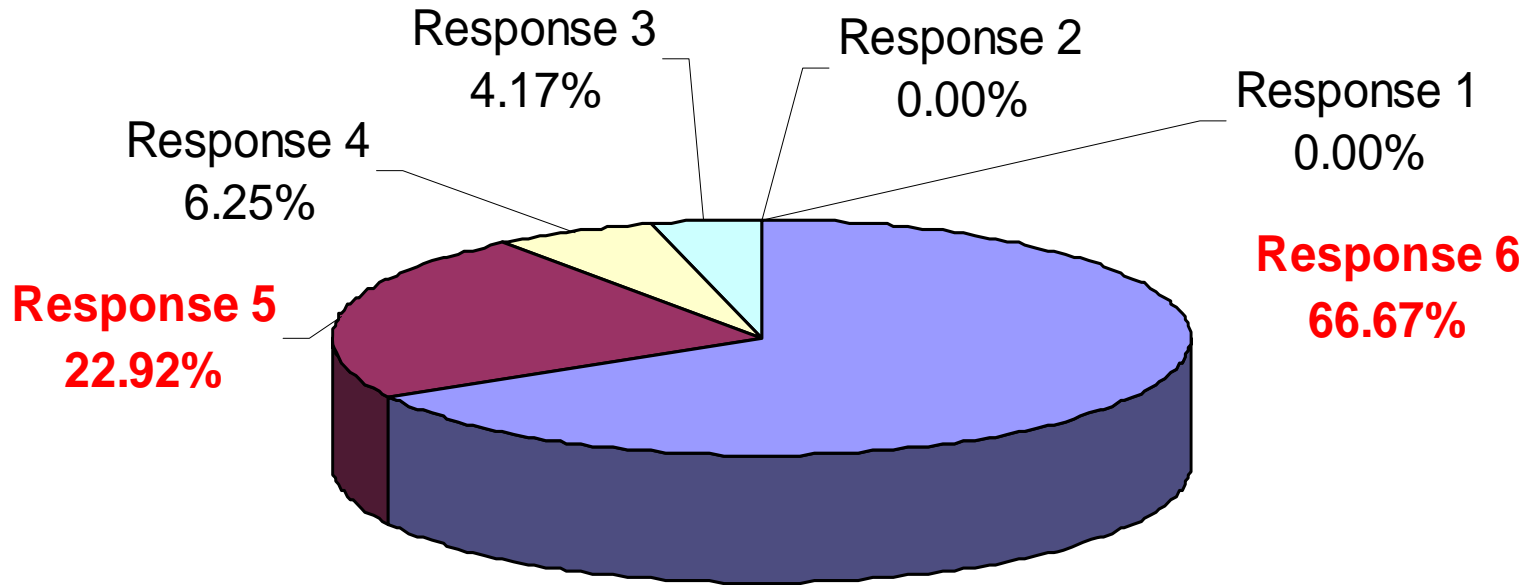
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2010 v 2011 Comparison Question 4



Question 5

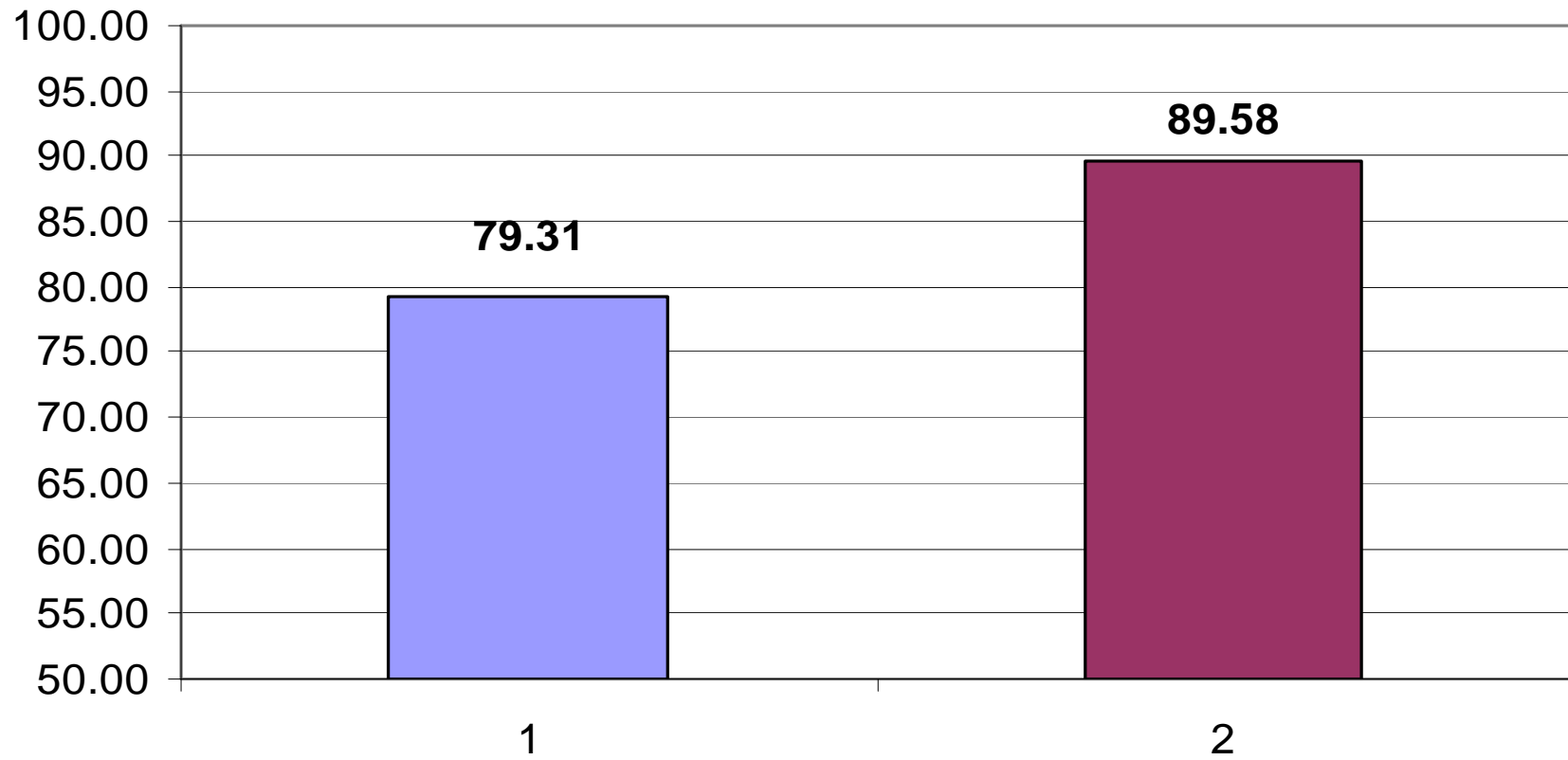


89.59% Very Good to Excellent Rating

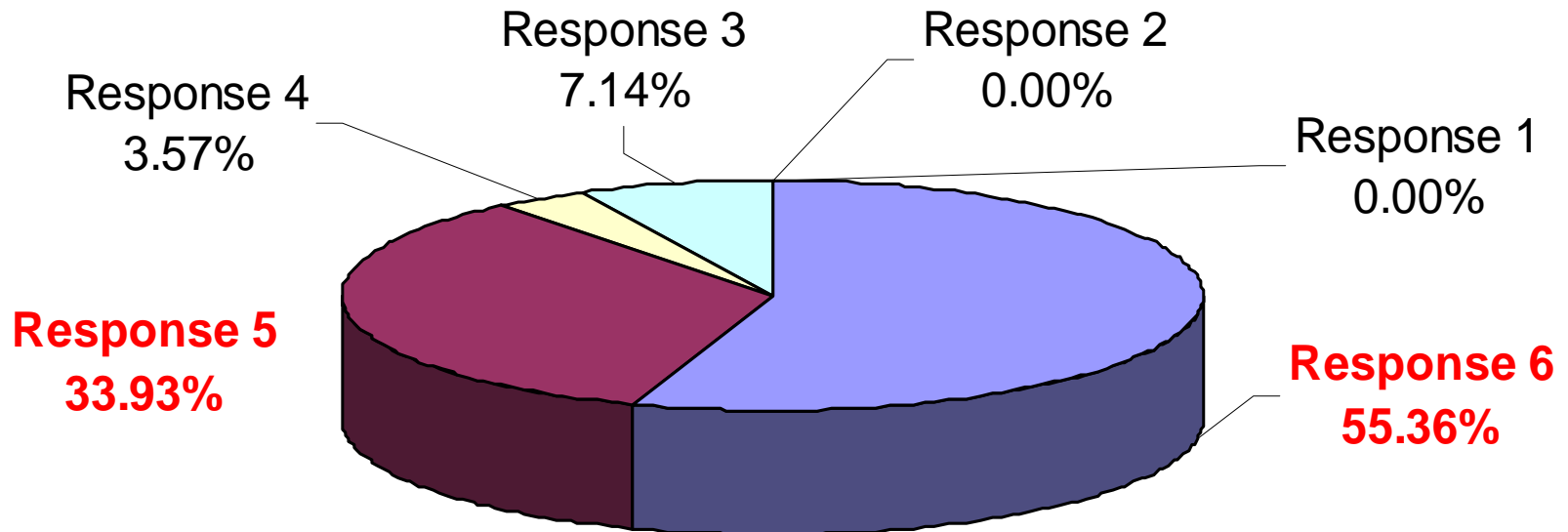
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2010 v 2011 Comparison Question 5



Question 6

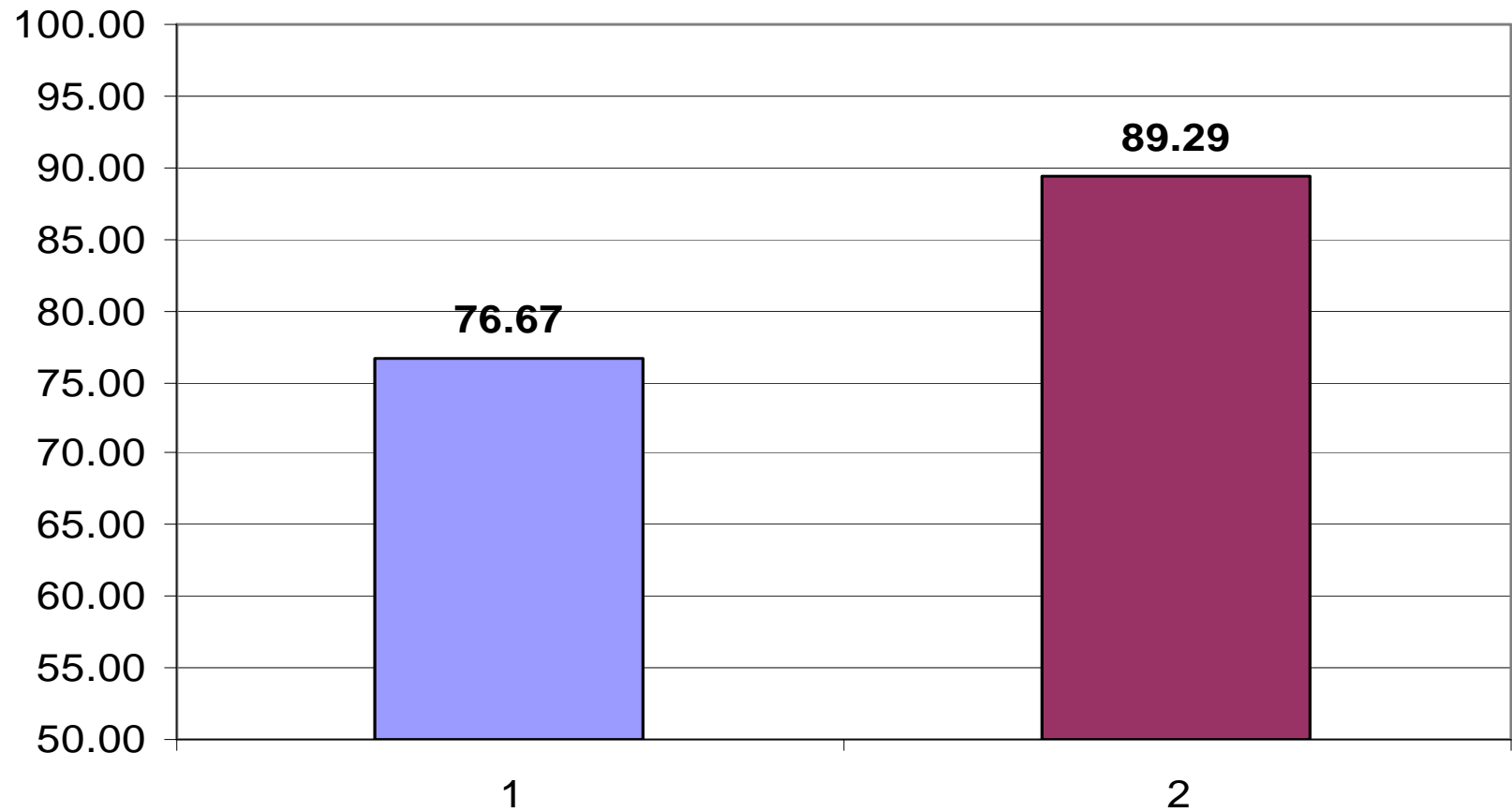


89.29% Very Good to Excellent Rating

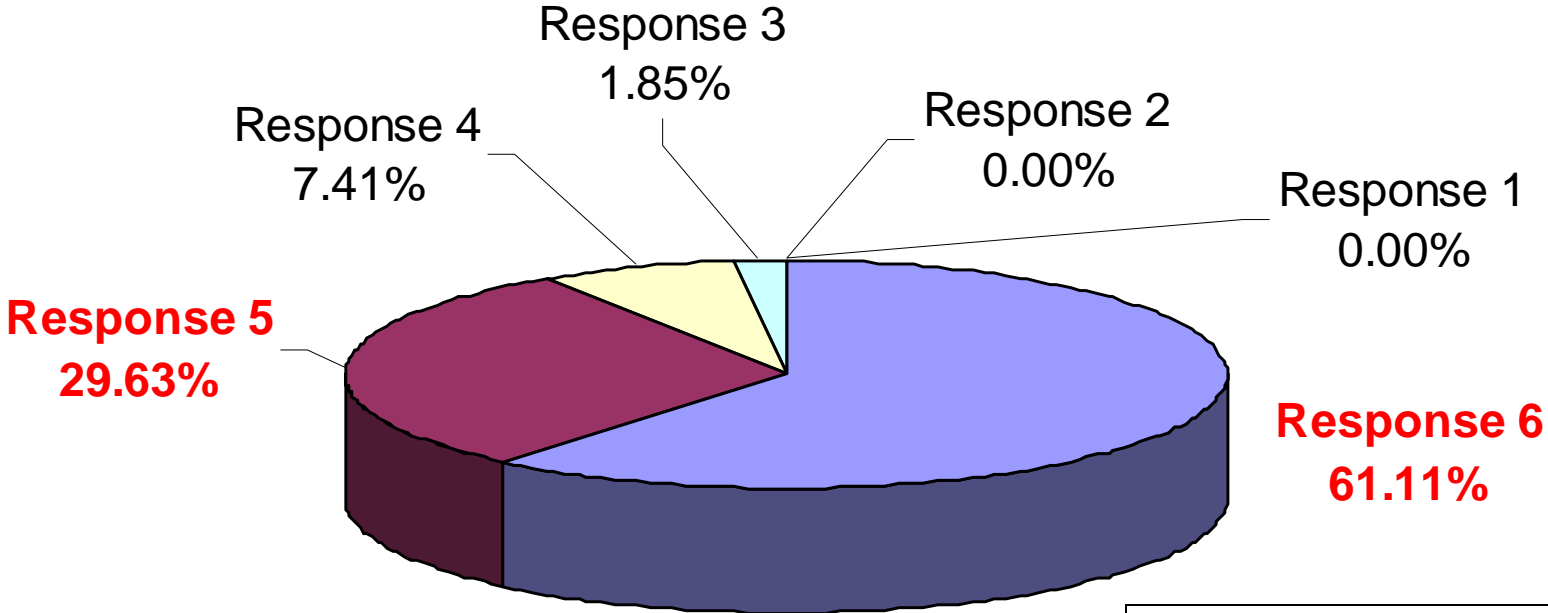
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2010 v 2011 Comparison Question 6



Question 7

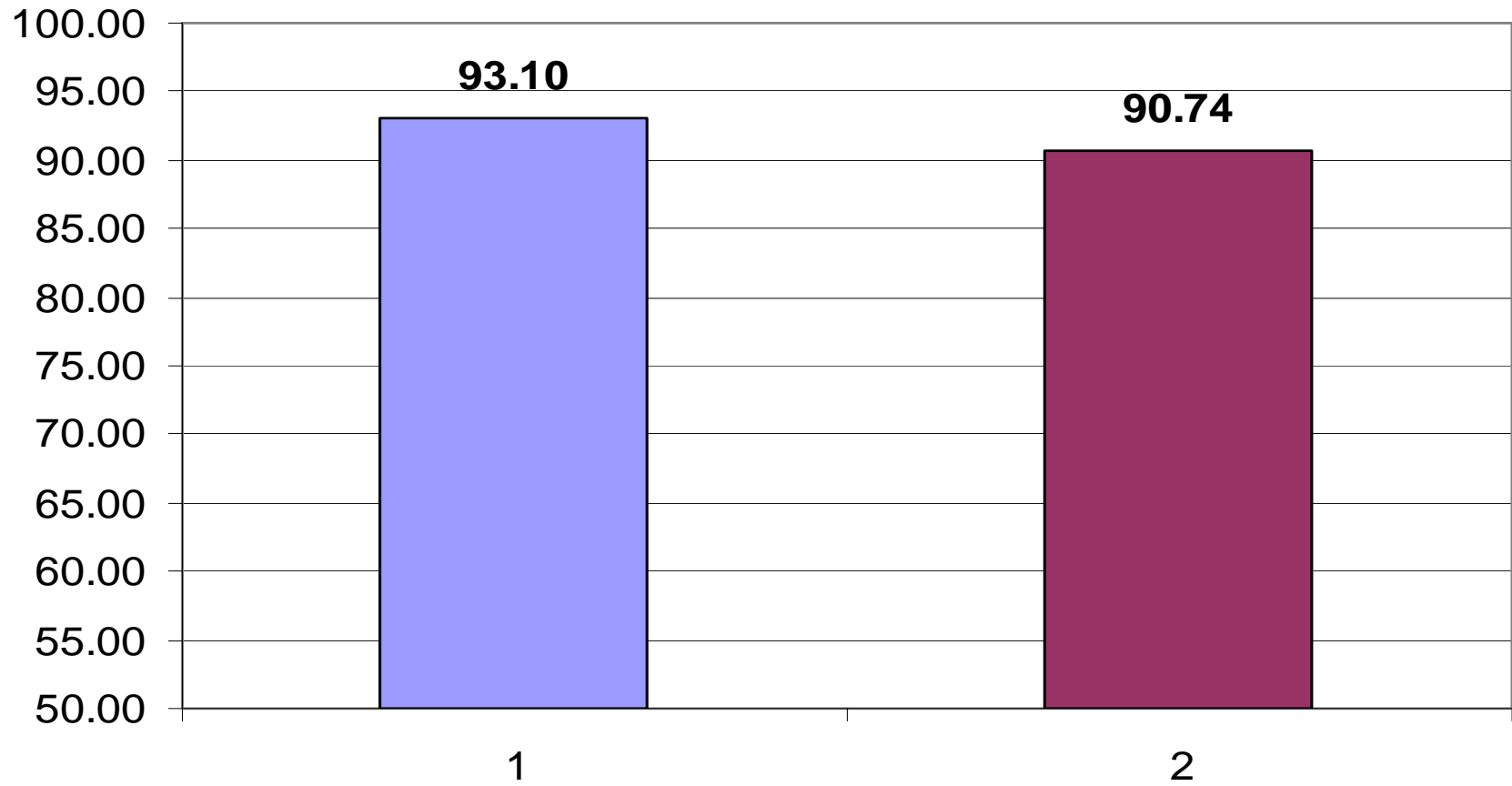


90.74% Very Good to Excellent Rating

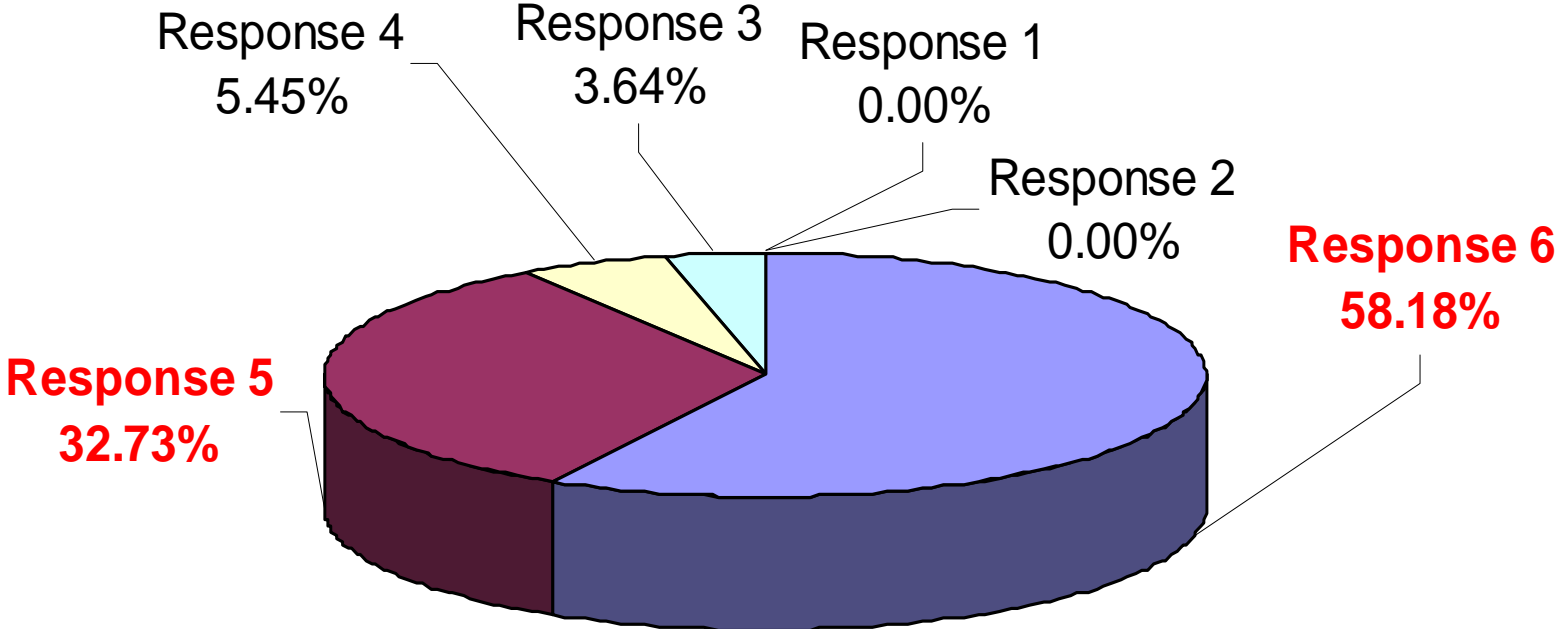
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

**2010 v 2011 Comparison
Question 7**



Question 8

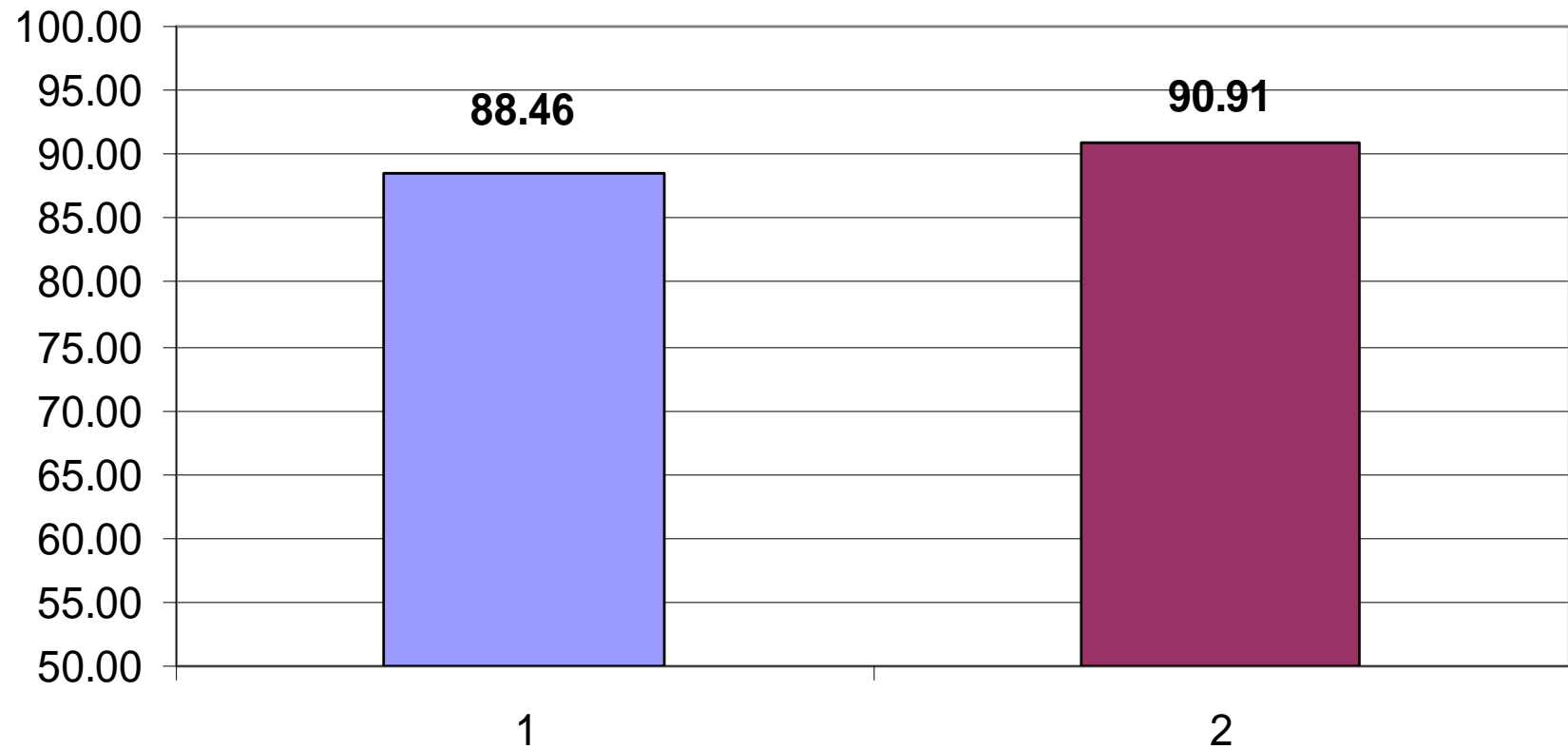


90.91% Very Good to Excellent Rating

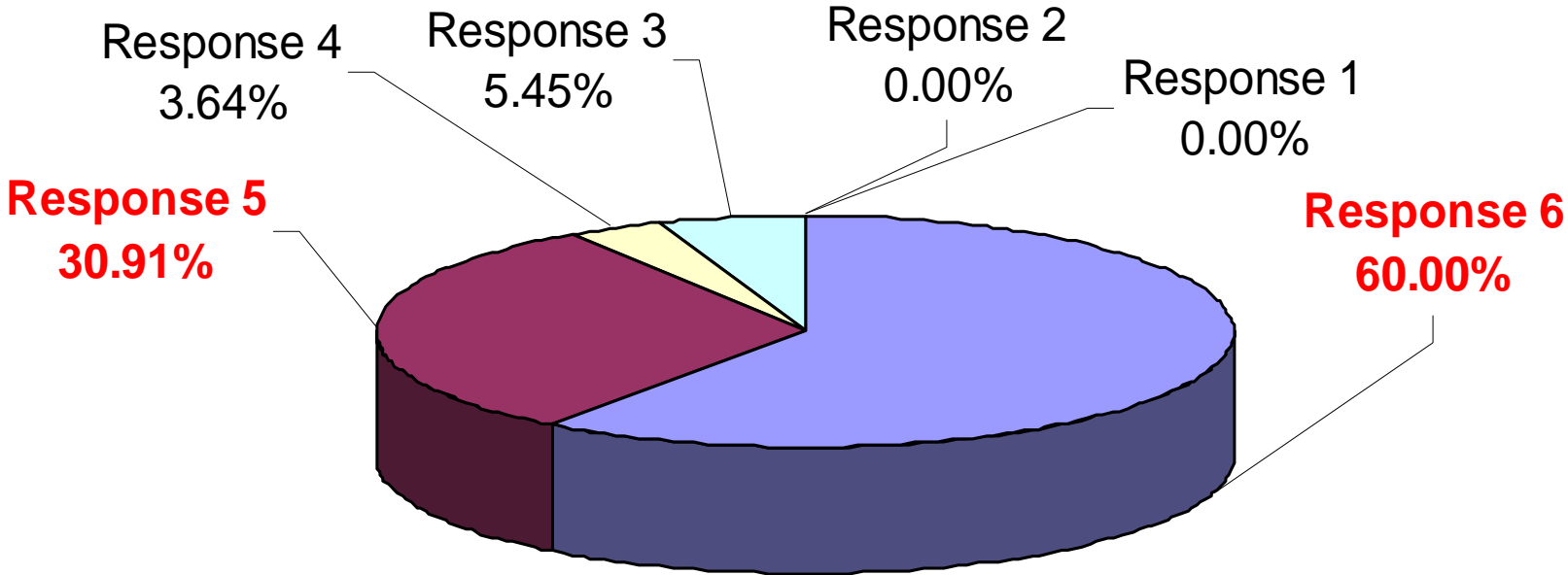
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

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

2010 v 2011 Comparison Question 8



Question 9

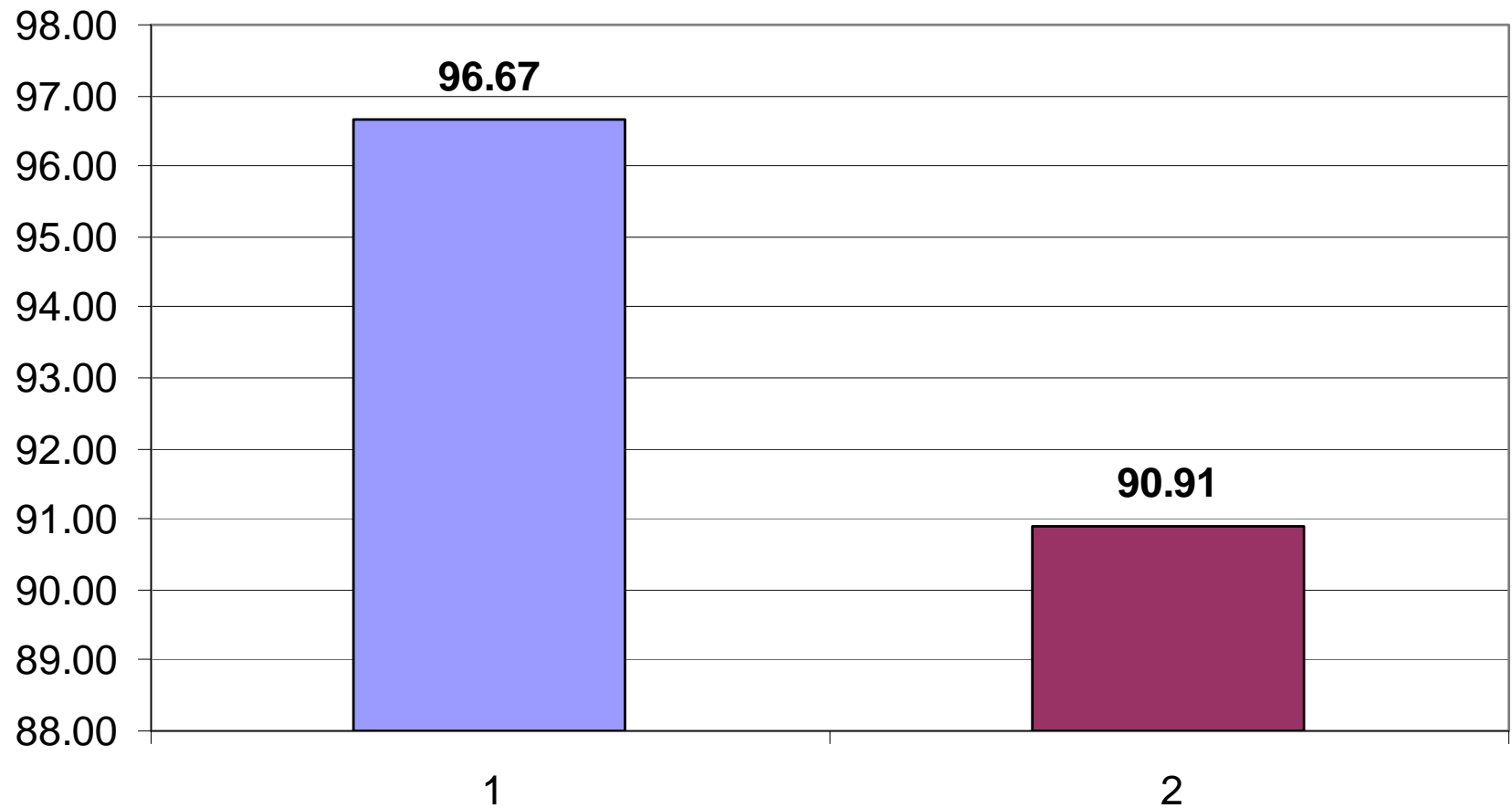


90.91% Very Good to Excellent Rating

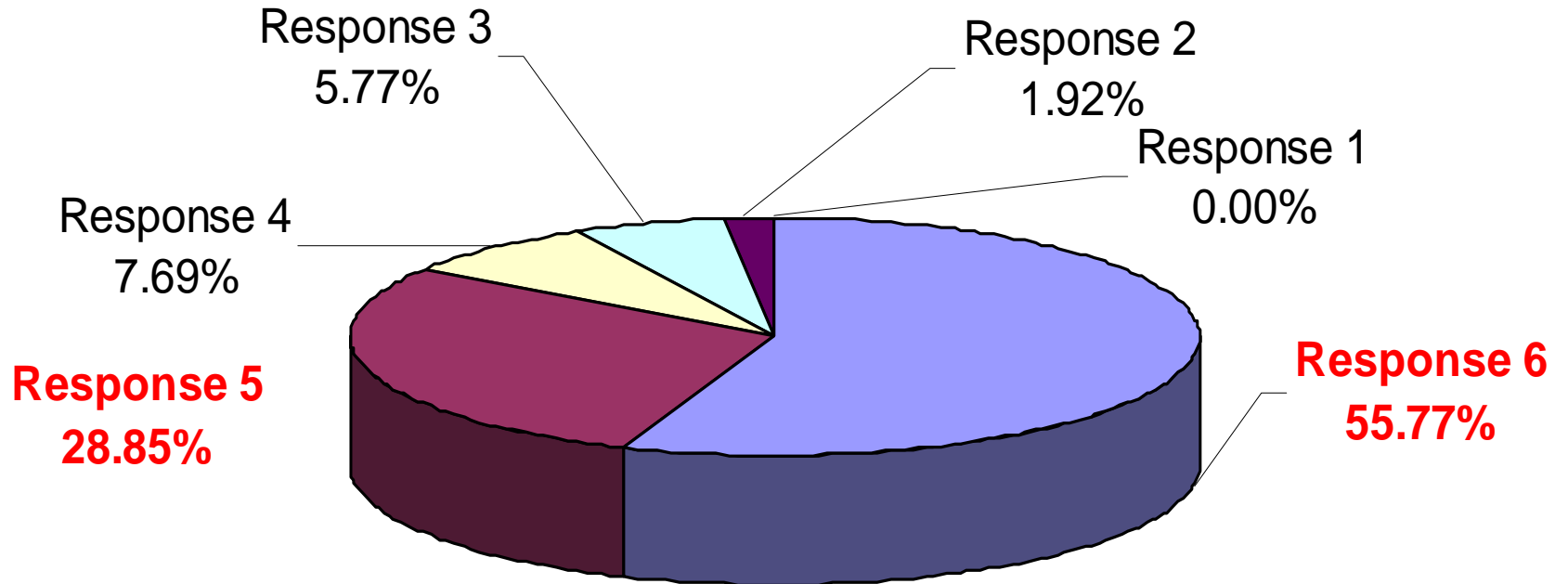
Excellent.....	6
Very Good.....	5
Good.....	4
Average.....	3
Below Average.....	2
Poor.....	1

How would you rate the overall performance of the staff?

2010 v 2011 Comparison Question 9



Question 10



84.62% 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?

2010 v 2011 Comparison Question 10

