

RETIREMENT FUND SURVEY RESULTS

GENERAL INFORMATION

Which of the following best describes you?

- 32% Active city employee
- 3% Former, non-retired city employee
- 55% Retired city employee
- 10% Survivor of city employee

Which City of Fort Worth department do/did you work for?

What is your age?

- 1% 18-29 23% 50-59
- 5% 30-39 58% 60+
- 13% 40-49 1% Refused

How long have you been employed by the City of Fort Worth (if retired, how long were you employed by the City of Fort Worth)?

- 5% 0-4 Years 22% 30+ Years
- 21% 5-15 Years 0% Refused
- 52% 15-29 Years

OVERALL SATISFACTION

How would you rate your overall satisfaction with the Board of Trustees?

- 26% Excellent 3% Fair
- 45% Good 1% Poor
- 9% Average 16% Undecided/don't know

Why?

How would you rate the Board of Trustees on meeting your needs and concerns?

- 21% Excellent 3% Fair
- 45% Good 2% Poor
- 11% Average 19% Undecided/don't know

Why?

How would you rate your overall satisfaction with the staff of the Retirement Fund?

- 32% Excellent 3% Fair
- 44% Good 1% Poor
- 7% Average 14% Undecided/don't know

Why?

How often have you requested information from the Retirement Fund staff?

- 1% Frequently
- 2% Many times
- 13% Several times
- 45% Occasionally
- 37% Never
- 2% Undecided/don't know

Comments:

How would you rate the staff of the Retirement Fund on meeting your needs and concerns?

- 28% Excellent 3% Fair
- 41% Good 1% Poor
- 8% Average 20% Undecided/don't know

Why?

How often do you attend meetings of the Board of Trustees for the Retirement Fund?

- 0% Many times per year (6+)
- 1% Several times per year (3-5)
- 6% Occasionally (1-2)
- 16% Rarely
- 77% Never
- 1% Undecided/don't know

Why?

COMMUNICATION

How would you rate the Fund's ability to let you know important information?

- 22% Excellent 6% Fair
- 48% Good 4% Poor
- 15% Average 6% Undecided/don't know

Why?

How often would you estimate you read the Fund's quarterly newsletter?

- 45% Every issue, every article
- 36% Skim every issue
- 10% Read newsletter occasionally
- 4% Rarely read newsletter
- 3% Never read newsletter
- 2% Undecided/don't know

Comments:

How would you rate the usefulness of the content of the Fund's newsletter?

- 18% Excellent 4% Fair
- 53% Good 1% Poor
- 16% Average 8% Undecided/don't know

Comments:

What issues would you like to see covered in future newsletters?

- 9% Investments/financial planning
- 1% Technology/website updates
- 5% Legislative/legal updates
- 2% Health/wellness program
- 10% Benefit options
- 3% Human interest stories
- 2% Other
- 70% Undecided/don't know

Comments:

How would you prefer to receive information from the Fund?

- 69% Mail
- 2% Fund website
- 7% Personal email
- 4% Work email
- 0% Automated phonecalls
- 0% Other
- 18% Undecided/don't know

Comments:

In addition to English, would you like to see Fund communications in another language?

- 5% Yes
- 83% No
- 12% Undecided/don't know

RETIREMENT FUND SURVEY RESULTS

How often have you visited the Retirement Fund website (www.fwretirement.org)?

- 3% Frequently (10+ annually)
- 4% Many times (6-9 annually)
- 8% Several times (3-5 annually)
- 25% Occasionally (1-2 annually)
- 50% Never
- 8% Did not know Fund had a website
- 3% Undecided/don't know

Comments: _____

How useful would the following information be on the Fund website?

Personal account information

- 58% Very useful
- 26% Somewhat useful
- 16% Not useful

Board meeting information

- 39% Very useful
- 48% Somewhat useful
- 13% Not useful

Appointment scheduler

- 22% Very useful
- 45% Somewhat useful
- 33% Not useful

Investment articles

- 45% Very useful
- 41% Somewhat useful
- 14% Not useful

Board and staff information

- 32% Very useful
- 54% Somewhat useful
- 14% Not useful

Benefit changes

- 80% Very useful
- 12% Somewhat useful
- 8% Not useful

Other: _____

CUSTOMER SERVICE

How would you rate your overall satisfaction with customer service of the Fund?

- 25% Excellent
- 44% Good
- 10% Average
- 2% Fair
- 1% Poor
- 18% Undecided/don't know

Why? _____

How informed have you been regarding Fund informational sessions?

- 11% Always informed
- 22% Mostly informed
- 34% Somewhat informed
- 16% Never informed
- 17% Undecided/don't know

Comments: _____

How would you rate the informational sessions hosted by the Fund such as retirement seminars, retirement road to success classes, etc.?

- 8% Excellent
- 27% Good
- 8% Average
- 4% Fair
- 2% Poor
- 52% Undecided/don't know

Why? _____

How likely would you be to attend future Fund informational sessions?

- 5% Definitely
- 14% Very likely
- 29% Likely
- 33% Not likely
- 10% Will not attend
- 10% Undecided/don't know

Why? _____

If the Fund informational sessions were changed to the following times, **would you be more likely to attend, less likely to attend or would it not matter?**

Weekend sessions

- 18% More likely to attend
- 32% Less likely to attend
- 51% Would not matter

Evening sessions

- 24% More likely to attend
- 29% Less likely to attend
- 48% Would not matter

Sessions during department/association meetings

- 30% More likely to attend
- 18% Less likely to attend
- 53% Would not matter

Weekday lunch sessions

- 29% More likely to attend
- 20% Less likely to attend
- 51% Would not matter

Comments: _____

What issues would you like to see covered in Fund informational sessions?

- 7% Investments/financial planning
- 0% Technology/website updates
- 2% Legislative/legal updates
- 3% Health/wellness program
- 11% Benefit options
- 1% Other
- 75% Undecided/don't know

Comments: _____

ACTIVE EMPLOYEES ONLY: How would you characterize your supervisor's attitude toward your attending Fund informational sessions?

- 13% Strongly encourages attending
- 23% Encourages attending
- 4% Discourages attending
- 1% Strongly discourages attending
- 17% No opinion about attending
- 25% Never addresses attending
- 18% Undecided/don't know

Comments: _____

BENEFIT OPTIONS

How would you rate your overall satisfaction with the current benefit options of the Fund?

- 43% Very satisfied
- 50% Somewhat satisfied
- 5% Somewhat dissatisfied
- 2% Very dissatisfied

Why? _____

Benefit options:

How would you rate your overall knowledge of the provisions of the defined benefit plan (your pension benefit)?

- 22% Excellent
- 33% Good
- 19% Average
- 8% Fair
- 11% Poor
- 6% Undecided/don't know

How would you rate your overall knowledge of the provisions of the DROP plan?

- 14% Excellent
- 23% Good
- 14% Average
- 9% Fair
- 20% Poor
- 6% Undecided/don't know

How would you rate your overall knowledge of the provisions of the actuarial equivalent?

- 6% Excellent
- 17% Good
- 18% Average
- 15% Fair
- 28% Poor
- 16% Undecided/don't know

RETIREMENT FUND SURVEY RESULTS

How would you rate your overall knowledge of the provisions of the vested termination vs. ReFund option?

7% Excellent 15% Fair
14% Good 29% Poor
14% Average 21% Undecided/don't know

How would you rate your overall knowledge of the provisions of the survivor benefits?

14% Excellent 15% Fair
25% Good 18% Poor
21% Average 8% Undecided/don't know

Comments:

Which Cost Of Living Adjustment (COLA) option did you select?

43% Stayed with guaranteed 2% COLA
44% Elected to receive conditional ad hoc COLA
3% Did not respond
10% Don't know

BOARD OF TRUSTEES

ACTIVE EMPLOYEES ONLY: Nomination of **active members** for election to the Board of Trustees is by petition only with signatures from 75 employees in their respective group. Which of the following best describes your opinion with this nomination process?

52% The nomination process is fair and reasonable
13% Unfair to smaller departments
3% Too many signatures required
4% Too few signatures required
3% Other
25% Undecided

Comments:

RETIRED EMPLOYEES ONLY: Nomination of **retired members** for election to the Board of Trustees is by petition only with signatures from 25 retirees in their respective group. Which of the following best describes your opinion with this nomination process?

60% The nomination process is fair and reasonable
6% Unfair to smaller departments
5% Too many signatures required
2% Too few signatures required
2% Other
25% Undecided

Comments:

Did you vote in the most recent trustee election where your employee group elected a representative?

64% Yes
10% No, I was not informed of the election
15% No, I was informed but did not vote
8% Never received ballot
4% Other

Comments:

How do you prefer to cast your vote in the Trustee election?

5% Telephone
20% Email/computer ballot
3% Fund website
58% Paper ballot via mail
1% Other
13% Undecided

Comments:

How would you describe your familiarity with the members of the Board of Trustees?

1% I know all of them
14% I know most of them
40% I know only the trustee that represents my employee group
42% I don't know any trustees
4% Other

Comments:

Have you ever contacted or attempted to contact a trustee?

20% Yes
78% No
1% Undecided/don't know

Comments:

If you have contacted or attempted to contact a trustee in the past, how would you rate your satisfaction with the trustee assisting you with your needs?

19% Excellent 2% Fair
22% Good 3% Poor
6% Average 49% Undecided/don't know

Comments:

If you needed to contact a trustee, how would you prefer to do so?

17% Email
41% Phone
4% In writing
15% Through the Retirement Fund office
23% Undecided
1% Other

Comments:
