

FOR ALL MEMBERS OF LOS ANGELES FIRE & POLICE PENSIONS

OCTOBER 2016



Retired Membership: 10,277
Total Retired Respondents: 7%

Active Membership: 12,795
Total Active Respondents: 5%

ABOUT THE SURVEY

Thank you for taking the time to complete our Annual Survey!

We want to serve you in the best possible way, so we appreciate your valuable time and participation to help us to continually improve our services.

Preferred method of correspondence:







1. EMAIL

2. MAIL



Both Active and Retired members prefer to be notified by Email.

Informational Videos:





71% of respondents would like to view informational videos regarding pension benefits.

Topics Preferred:

Active: Health Coverage-Options when moving out of state, Survivor Benefits.

Retired: Medicare Transition, Survivor

Benefits, & Social Security Offset.

Newsletters:



88%

Percentage of members who read the newsletters.

(The rest prefer to receive it online.)

Website:





Percentage of members who visit our website on a regular basis.

(Member Comments: Active: Not yet in a "retirement mind frame"; Retired: Do not have access to the web.)

Social Media:



Top 3 platforms used by our members are Facebook, YouTube and Yelp

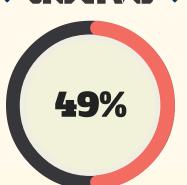
SATISFACTION RATING



***** 93% *****



· active



Percentage of respondents who did not find it necessary to contact LAFPP in the past year.



Member queries handled by department:

Active Member Services Medical & Dental 57% 33% **Medical & Dental Retirement Services** 19% 31% **Accounting DROP/Service Pensions** 16% 11% Other/Don't Recall Other/Don't Recall 8% 25%

