



# 2016 ANNUAL SURVEY HIGHLIGHTS

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



3. WEBSITE



**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:

**20%**



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

