



CITY OF

PORTLAND, OREGON

Dan Saltzman, Commissioner
1221 S.W. 4th Avenue, Room 230
Portland, Oregon 97204
Telephone: (503) 823-4151
Fax: (503) 823-3036

Date: October 1, 2012

To: Office of Management & Finance, Financial Planning Division

From: Commissioner Dan Saltzman

Re: FPDR FY 2012-13 Fall BuMP Submittal

Attached please find the FY 2012-13 fall BuMP submittal from the Bureau of Fire & Police Disability & Retirement.

FPDR has no requests in the fall BuMP.

The following major object categories were addressed in the fund reconciliation report for the FPDR Fund:

- Capital outlay was below budget, because the go live date for the database replatform was moved from summer to October. \$138,000 was expended in FY 2011-12, and FPDR expects to spend \$80,000 in FY 2012-13 to complete the project, within the original budget.
- Bond expense and revenue were below budget, because the actual tax anticipation note issue was less than the budgeted authority.

Tax revenue was \$0.9 million below budget, largely due to the Comcast settlement. Beginning fund balance for FY 2012-13 is \$14.4 million, \$0.5 million above the budgeted amount.

If you have any questions or need more information, you may contact FPDR directly at 503.823.6823.



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Date: October 1, 2012

To: Office of Management & Finance, Financial Planning Division

From: Commissioner Dan Saltzman

Re: FPDR Vacancy Savings

With this memo, I am notifying you of my approval of a blanket exception to the FY 2012-13 vacancy savings process for FPDR. Charter Section 5-103 provides for the FPDR Board of Trustees to transmit to Council the required budget for a given year and for Council to levy taxes sufficient to fund the budget. The Board has set the personnel services budget for FY 2012-13 based on all positions being fully staffed, and the budget should not be changed for temporary vacancies.

FPDR is a small office that expects several retirements during the year and cannot operate with keeping those positions vacant for three months. While this first vacancy will last longer than three months due to a decision to delay the posting to allow bureau management time to work with a vendor to bring medical bill processing in house, some of the work to be done by the vacant position has been handled by a retiree double-filling another position. For at least one other expected retirement, the bureau is expecting to double-fill the position to allow time for knowledge transfer.

If you have any questions or need more information, you may contact FPDR directly at 503.823.6823.

Prior Year Fund Reconciliation Report

	FY 2011-12 Revised Budget	FY 2011-12 Year-End Actuals	Percent of Actuals to Revised
800 - Fire & Police Disability & Retirement Fund			
EXPENDITURES			
Personnel Services	1,718,200	1,704,039	99.18
External Materials and Services	106,606,111	102,280,639	95.94
Internal Materials and Services	5,740,724	5,448,734	94.91
Capital Outlay	275,000	138,934	50.52
Bond Expenses	27,012,042	16,998,192	62.93
Fund Transfers - Expense	1,087,008	1,087,008	100.00
Contingency	9,299,815	0	0.00
TOTAL EXPENDITURES	151,738,900	127,657,546	84.13
REVENUES			
Budgeted Beginning Fund Balance	17,005,428	0	0.00
Taxes	105,700,575	104,761,975	99.11
Charges for Services	0	34	0.00
Interagency Revenue	142,000	142,000	100.00
Fund Transfers - Revenue	753,970	753,970	100.00
Bond and Note	26,799,000	16,922,981	63.15
Miscellaneous	1,337,927	1,291,180	96.51
TOTAL REVENUES	151,738,900	123,872,140	81.64

Fund Reconciliation Narrative

Variances of more than 10% between budget and actuals occurred in the following categories: capital outlay, bond expenses and bond revenues. The variance in capital outlay was due to a shift in the timeline for FPDR's only capital project, the migration of a FoxPro database to SQL server. When the FY 2011-12 budget was adopted FPDR anticipated completing the project in that fiscal year, with go live planned for summer 2012. After vendor selection go live was shifted to fall 2012. Therefore, roughly \$80,000 of the project's budget will be spent in FY 2012-13 rather than FY 2011-12.

FPDR issues tax anticipation notes (TANs) each year to prevent a cash shortfall prior to the receipt of property tax revenue in November. The TAN issue is budgeted in January, based on projected expenses for July through mid-November, less projected beginning fund balance. The size of the actual TAN issue is based on a cash flow analysis completed in June. These timing and methodology differences sometimes result in a variance between budgeted and actual TAN revenues and repayment expenses.

Prior Year Fund Reconciliation Report

	FY 2011-12 Revised Budget	FY 2011-12 Year-End Actuals	Percent of Actuals to Revised
801 - Fire & Police Disability & Retirement Res Fund			
EXPENDITURES			
Fund Transfers - Expense	750,000	750,000	100.00
Contingency	750,000	0	0.00
TOTAL EXPENDITURES	1,500,000	750,000	50.00
REVENUES			
Budgeted Beginning Fund Balance	750,000	0	0.00
Fund Transfers - Revenue	750,000	750,000	100.00
TOTAL REVENUES	1,500,000	750,000	50.00

Fund Reconciliation Narrative

No variances to report.

**FPDR Add Package Report
FY 2012-13 Fall BuMP**

FPDR Technology Upgrade

The FY 2011-12 budget included \$240,000 to rebuild FPDR's FoxPro database in SQL server. The database is used to track all member information and to process all beneficiary-related payments. Migration to a modern platform will bring the database into compliance with City technology standards and reduce operational vulnerabilities.

After vendor selection, the anticipated go live date was shifted from summer 2012 to fall 2012. Go live is currently scheduled for October. Nine of the project's 14 phases were complete by June 30, 2012, and \$138,000 of the project's budget was expended in FY 2011-12. FPDR expects to spend an additional \$80,000 completing the database in FY 2012-13, bringing total projected expenditures through go live to roughly \$220,000.

Capital Program Status Report

Fire and Police Disability and Retirement

CIP Program	FY 2011-12 Adopted Budget	FY 2011-12 Revised Budget	FY 2011-12 Year-End Actuals	Variance \$	Variance %	FY 2012-13 Adopted Budget	Fall BuMP Revised Budget	FY 2012-13 Year to Date Actuals	Variance \$	Variance %
	\$240,000	\$240,000	\$138,934	(\$101,066)	(42%)	\$95,500	\$95,500	(\$2,338)	\$0	0%
Total	\$240,000	\$240,000	\$138,934	(\$101,066)	(42%)	\$95,500	\$95,500	(\$2,338)	\$0	0%

* Prior Year variances compare Year-End Actuals to Revised Budget

** Current Year variances compare Revised Budget to Adopted Budget

Prior Year Variance Description

FPDR's only capital project is the migration of a FoxPro database to SQL server.

There is a variance of more than 10% between the FY 2011-12 budget and actual expenditures. When the FY 2011-12 budget was adopted FPDR anticipated completing the project in that fiscal year, with go live planned for summer 2012. After vendor selection go live was shifted to fall 2012. Therefore, roughly \$80,000 of the project's budget will be spent in FY 2012-13 rather than FY 2011-12.

Current Year Variance Description

N/A

Bureau of Fire & Police Disability & Retirement

Performance Measures

Performance Measure	Type	FY 2010-11 Year-End Actuals	FY 2011-12 Year-End Actuals	FY 2012-13 Revised Budget	FY 2013-14 Performance No Dec Pkg	FY 2013-14 Performance With Dec Pkg
DR_0002 - Administrative cost as a percentage of bureau budget	EFFICIENCY	1.89%	1.90%	1.91%	0.00%	0.00%
DR_0003 - Number of retirements from active service	WORKLOAD	22	74	56	0	0
DR_0004 - Number of pension estimates	WORKLOAD	256	225	256	0	0
DR_0005 - Number of FPDR 1 & 2 pension recipients	WORKLOAD	1,882	1,936	1,985	0	0
DR_0006 - Number of pre-retirement workshop participants	WORKLOAD	56	25	42	0	0
DR_0007 - Percentage of workshop participants who rated workshop helpful	EFFECTIVE	100%	100%	100%	0%	0%
DR_0008 - Percentage of pension estimates processed within one week	EFFICIENCY	79%	80%	84%	0%	0%
DR_0009 - Number of new no-time-loss claims	WORKLOAD	121	116	125	0	0
DR_0010 - Number of new time-loss claims	WORKLOAD	165	142	172	0	0
DR_0011 - Number of members on short-term disability	WORKLOAD	227	196	227	0	0
DR_0012 - Number of medical bills	WORKLOAD	5,657	5,337	6,002	0	0
DR_0013 - Number of long-term disability recipients	WORKLOAD	92	90	70	0	0
DR_0014 - Medical cost savings	EFFECTIVE	\$1,157,980	\$1,171,007	\$1,184,985	\$0	\$0
DR_0015 - Savings as a percentage of total medical costs	EFFECTIVE	32.9%	36.5%	38.1%	0.0%	0.0%
DR_0020 - Percentage of disability claims decisions in 90 days	EFFICIENCY	98%	98%	100%	0%	0%
DR_0021 - Percentage of disability claims decisions in 60 days	EFFICIENCY	86%	89%	91%	0%	0%
DR_0022 - Percentage of disability claims decisions in 30 days	EFFICIENCY	70%	63%	67%	0%	0%
DR_0023 - Percentage of members whose final pay was 99% or more of last estimate	EFFECTIVE	94%	100%	100%	0%	0%

Performance Measure Variance Descriptions

The number of retirements increased from 22 in FY 2010-11 to 74 in FY 2011-12, as members took advantage of two lookback periods with an extra pay date in FY 2011-12. The number of new claims, 258 in FY 2011-12 continued to decline as well as the number of members on both long-term and short-term disability. During the five-year period prior to the Charter change in 2007, the number of new claims averaged about 400. Savings as a percentage of medical costs have increased with FPDR's access to the Oregon Fee Schedule used by the Oregon workers' compensation program. This schedule allows FPDR to receive substantial discounts on members' medical expenses.

Customer Service Advisory Committee

The Customer Service Advisory Committee was created in September 2006 to assist all City bureaus in working collaboratively with their employees to improve customer service. Building a culture of customer service will ensure that the City government is seen, both internally and externally, as a reliable partner and steward in running the City.

In 2005 the Bureau Innovation Project #7 was charged with developing recommendations for improving customer service policies and procedures across all City bureaus. In adopting the BIP #7 recommendations, the City Council endorsed an ongoing process of customer service improvement, beginning with clearly defining a culture of customer service, then ensuring employees have the tools to meet those expectations, then surveying customers to assess the effectiveness of improvement efforts.

The Customer Service Advisory Committee (CSAC) has prepared guidance and collected examples in the three priority areas of **defining the culture of customer service, workforce development, and customer service surveying**. That information can be found in the Customer Service Toolkit page of the CSAC webpage:

<http://www.portlandonline.com/index.cfm?c=44197>

During the FY 2007-2008 budget process, the Mayor asked all bureaus to report on implementation of the BIP #7 recommendations. Each year going forward, the CSAC is requesting a status report on customer service efforts in the three priority areas. The intent is to gather information from bureaus on their activities during the current program year, for an annual report to Council. The status report template is attached.

The CSAC intends to be an ongoing resource to assist bureaus in customer service improvement efforts. Bureaus should feel free to contact any member of their committee site team for assistance. A current list of site team members can be found at

<http://www.portlandonline.com/index.cfm?c=44198>

Questions? Please contact Committee Chair John Dutt, Office of Neighborhood Involvement at (503) 865-2625

Customer Service Improvement Status Report

Bureau: Fire & Police Disability & Retirement
Staff Contact: Nancy Hartline
Phone: 503.823.5501
Date: 9/14/12

Bureau Mission and Goals: Please attach copies of your bureau's mission, goals, and any workplans or other policy documents that specifically address customer service improvement efforts. Please describe how your strategic plans include customer service, and any plans for improvement.

FPDR's mission is to administer disability, death and retirement benefits to Portland firefighters, police officers and their survivors. Our primary effort in 2012 continues to be completing the migration of FPDR's benefits database from FoxPro to SQL server to ensure continuity of operations and better safeguard personal information.

Other efforts need to be integrated into FPDR's overall IT strategy and/or to be coordinated with the Police and Fire Bureau's leadership and the members' labor organizations. At the request of several retirees, however, we are looking to change our pension pay date after January 2013 from the first business day of the month to the first of the month if it is a business day or the last business day of the prior month if the first is not a business day. This change will reduce our 1099-R processing time, so we need to ensure we can produce the 2012 1099-Rs with the new database within the required time.

Customer Service Assessment: Please attach a copy of your most recent customer service survey and survey results. Please indicate how your bureau assesses timeliness, accuracy, helpfulness, expertise, and available information. If you do not currently survey bureau customers, please explain any future plans.

The attached 2012 survey was distributed to retirees in the newsletter; active members received an email with a link to an electronic survey. The response rate of 14% was more than double that of 2010, with a higher response rate from active members than retirees. Overall satisfaction was down, because active members rated their satisfaction much lower than retirees did.

We have point-of-service surveys for pension estimates, the pension workshop and the retirement process. In addition, we have performance measures for the timeliness and accuracy of pension estimates and for the number of days to make a disability claim decision.

Workforce Development: Please describe any efforts you have made to develop customer service competency within your workforce in the areas of recruitment, training, and evaluation. Please share any details you can provide regarding progress in these areas over the past year (training program information, key bureau contacts, recruitment/evaluation material examples, etc.)

N/A

2012 FPDR Member Survey

Please circle your response.

Have you phoned FPDR or visited the FPDR office in the last year? **Yes/No**

If yes,

Was the person who served you courteous and professional? **Yes/No**

Did you receive the information or document you requested? **Yes/No**

Was the information or document you received timely and easy to understand? **Yes/No**

What was your call or visit regarding? **Disability benefits**
Pension benefits
Changing personal information
Other _____

Have you visited FPDR's web site on PortlandOnline in the last year? **Yes/No**

If yes,

Did you find the information you were seeking? **Yes/No**

Was the information you were seeking easily found? **Yes/No**

Was the information helpful? **Yes/No**

If you did NOT find the information, what information were you seeking?

Did you receive any service from FPDR in the last year? **Yes/No**

If yes,

What was your FIRST point of contact for the service you received in the last year? **FPDR staff**
FPDR web site
Fire or Police liaison
Your supervisor
Received mail
Other _____

Overall, how was the service you received from FPDR in the last year? **Excellent**
Satisfactory
Poor

If you filed a disability claim with FPDR in the last year, how was the service you received on your claim? **Excellent**
Satisfactory
Poor
Not applicable

If you retired in the last year, how was the service you received on your pension estimates and application? **Excellent**
Satisfactory
Poor
Not applicable

If you rated the service you received as poor, please tell us why: _____

How well do you understand your FPDR benefits? **Very well**
Pretty well
Not well

If you responded not well, Do you know where to get the information when you need it? **Yes/No**

How could we at FPDR improve our service to you? _____

Are you a Fire or Police member? **Fire/Police**

Are you currently: **Receiving disability benefits**
Receiving pension benefits

Optional: Name _____

2012 FPDR Member Survey

**Thank you for taking the time to complete our survey!
Fold on the lines, tape it closed, and drop it in the mail.**

2012 FPDR Member Survey

Active Members -- Electronic Survey

Retired/Disabled Members -- Mail

All Members

1. Have you phoned FPDR or visited the FPDR Office in the last year?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	45.4%	109	Yes	39.0%	69	Yes	42.7%	178
No	54.6%	131	No	61.0%	108	No	57.3%	239
	answered question	240		answered question	177		answered question	417
	skipped question	0		skipped question	2		skipped question	2

2. Was the person who served you courteous and professional?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	95.0%	95	Yes	95.5%	64	Yes	95.2%	159
No	5.0%	5	No	4.5%	3	No	4.8%	8
	answered question	100		answered question	67		answered question	167
	skipped question	140		skipped question	112		skipped question	252

3. Did you receive the information or document you requested?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	90.0%	90	Yes	95.4%	62	Yes	92.1%	152
No	10.0%	10	No	4.6%	3	No	7.9%	13
	answered question	100		answered question	65		answered question	165
	skipped question	140		skipped question	114		skipped question	254

4. Was the information or document you received timely and easy to understand?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	70.0%	70	Yes	93.7%	59	Yes	79.1%	129
No	22.0%	22	No	6.3%	4	No	16.0%	26
Not applicable	8.0%	8	Not applicable	0.0%	0	Not applicable	0.0%	0
	answered question	100		answered question	63		answered question	163
	skipped question	140		skipped question	116		skipped question	256

5. What was your call or visit regarding?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Disability benefits	56.0%	56	Disability benefits	10.4%	7	Disability benefits	38.7%	63
Pension benefits	29.0%	29	Pension benefits	37.3%	25	Pension benefits	33.1%	54
Changing personal	4.0%	4	Changing personal	22.4%	15	Changing personal	11.7%	19
Other (please specify)	11.0%	11	Other (please specify)	29.9%	20	Other (please specify)	19.0%	31
	answered question	100		answered question	67		answered question	167
	skipped question	140		skipped question	112		skipped question	252

2012 FPDR Member Survey

Active Members -- Electronic Survey

Retired/Disabled Members -- Mail

All Members

6. Have you visited FPDR's web site on PortlandOnline in the last year?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	35.5%	81	Yes	9.8%	17	Yes	24.4%	98
No	64.5%	147	No	90.2%	156	No	75.6%	303
	answered question	228		answered question	173		answered question	401
	skipped question	12		skipped question	6		skipped question	18

7. Did you find the information you were seeking?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	89.9%	71	Yes	92.9%	13	Yes	90.3%	84
No	10.1%	8	No	7.1%	1	No	9.7%	9
	answered question	79		answered question	14		answered question	93
	skipped question	161		skipped question	165		skipped question	326

8. Was the information you were seeking easily found?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	64.6%	51	Yes	86.7%	13	Yes	68.1%	64
No	35.4%	28	No	13.3%	2	No	31.9%	30
	answered question	79		answered question	15		answered question	94
	skipped question	161		skipped question	164		skipped question	325

9. Was the information helpful?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	82.3%	65	Yes	100.0%	14	Yes	48.5%	79
No	7.6%	6	No	0.0%	0	No	3.7%	6
Not applicable	10.1%	8	Not Applicable	0.0%	0	Not applicable	0.0%	0
	answered question	79		answered question	14		answered question	93
	skipped question	161		skipped question	165		skipped question	326

10. If you did NOT find the information, what information were you seeking?

See open-ended answer list

11. Did you receive any service from FPDR in the last year?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	35.4%	79	Yes	54.0%	94	Yes	43.6%	173
No	64.6%	144	No	46.0%	80	No	56.4%	224
	answered question	223		answered question	174		answered question	397
	skipped question	17		skipped question	5		skipped question	22

2012 FPDR Member Survey

Active Members -- Electronic Survey

Retired/Disabled Members -- Mail

All Members

12. What was your FIRST point of contact for the service you received in the last year?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
FPDR staff	46.7%	35	FPDR staff	39.1%	36	FPDR staff	42.5%	71
FPDR web site	0.0%	0	FPDR web site	2.2%	2	FPDR web site	1.2%	2
Fire or Police liaison	20.0%	15	Fire or Police liaison	5.4%	5	Fire or Police liaison	12.0%	20
Your supervisor	24.0%	18	Your supervisor	1.1%	1	Your supervisor	11.4%	19
Received mail	5.3%	4	Received mail	50.0%	46	Received mail	29.9%	50
Other (please	4.0%	3	Other (please	2.2%	2	Other (please	3.0%	5
answered question		75	answered question		92	answered question		167
skipped question		165	skipped question		87	skipped question		252

13. Overall, how was the service you received from FPDR in the last year?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Excellent	48.0%	36	Excellent	76.9%	70	Excellent	63.9%	106
Satisfactory	36.0%	27	Satisfactory	20.9%	19	Satisfactory	27.7%	46
Poor	16.0%	12	Poor	2.2%	2	Poor	8.4%	14
answered question		75	answered question		91	answered question		166
skipped question		165	skipped question		88	skipped question		253

14. If you filed a disability claim with FPDR in the last year, how was the service you received on your claim?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Excellent	17.3%	13	Excellent	10.8%	4	Excellent	15.2%	17
Satisfactory	33.3%	25	Satisfactory	0.0%	0	Satisfactory	22.3%	25
Poor	20.0%	15	Poor	2.7%	1	Poor	14.3%	16
Not applicable	29.3%	22	Not applicable	86.5%	32	Not applicable	48.2%	54
answered question		75	answered question		37	answered question		112
skipped question		165	skipped question		142	skipped question		307

15. If you retired in the last year, how was the service you received on your pension estimates and application?

Answer Options	Response Percent	Response Count
Excellent	19.4%	7
Satisfactory	2.8%	1
Poor	0.0%	0
Not Applicable	77.8%	28
answered question		36
skipped question		143

16. If you rated the service you received [on a disability claim or pension] as poor, please tell us why.

See open-ended answer list

2012 FPDR Member Survey

Active Members -- Electronic Survey			Retired/Disabled Members -- Mail			All Members		
17. How well do you understand your FPDR benefits?								
Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Very well	5.0%	11	Very well	31.9%	53	Very well	16.7%	64
Pretty well	49.5%	108	Pretty well	59.0%	98	Pretty well	53.6%	206
Not well	45.4%	99	Not well	9.0%	15	Not well	29.7%	114
	answered question	218		answered question	166		answered question	384
	skipped question	22		skipped question	13		skipped question	35
18. If you responded not well, do you know where to get the information when you need it?								
Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	44.4%	44	Yes	50.0%	7	Yes	45.1%	51
No	55.6%	55	No	50.0%	7	No	54.9%	62
	answered question	99		answered question	14		answered question	113
	skipped question	141		skipped question	165		skipped question	306
19. How could we at FPDR improve our service to you?								
See open-ended answer list								
20. Are you a Fire or Police member?								
Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Fire	37.1%	79	Fire	46.8%	80	Fire	41.4%	159
Police	62.9%	134	Police	53.2%	91	Police	58.6%	225
	answered question	213		answered question	171		answered question	384
	skipped question	27		skipped question	8		skipped question	35

Active Members -- Electronic Survey

Retired/Disabled Members -- Mail

10. If you did NOT find the information, what information were you seeking?

prior contracts	Proposed charter changes.
Retirement calculations, system was off line at the time.	

15. If you rated the service you received [on a disability claim or pension] as poor, please tell us why.

barely satisfactory. not all the way down to poor though.	Errors in pension calculation causing additional tax filing. Not offering any help or further information
Dealt with <name>. Very unprofessional, did not return calls. When actually reached said she could not talk and would call back but never returned calls. Rude and condescending.	I so appreciate <name> and <name> for fixing the problem of paying my accupuncturist even though she did not follow the rules. My interaction with <name> finds him to be rude rather than kind.
Felt like I had to defend my claim. That it took months to "investigate" even with prior claims by others already approved.	Poor communication, apparent bias. <Name> has poor people skills. Get a second opinion, not just one from your IME employed by you. I was denied disability benefits.
FPDR service uses substandard medical treatment group/provider list that makes the most effective treatment hard or discouragingly difficult to obtain, with extrodinary long delays in approval for treatment and protracted IMEs that effectivly put treatment on hold by holding the member as a financial hostage waiting for approval.of claims.	You continued to deduct my contributions long after it expired causing me extra taxes intevert and and penalties ith the IRS
i contacted FPDR to ask about my claim that they were in the process of closing, i never received a call back to explain to me what was being done.	
I injured myself on duty. I started receiving bills. I called FPDR and provided the bill. A month later I had to repeat the process for the same process as the doctor's office was threatening to send me to claims for non-payment. I re-sent info to FPDR about a week ago and we'll see if the issue is fixed or not. Also, your personnel contacted me regularly up front when the injury was fresh. however, when I started making complaints about the bills I was receiving, no one called me. I had to re-call your people. Not very good customer service. Had similar issues years ago with FPDR so I guess nothing has changed.	
I realize poeple are busy however an extension was required to approve a claim that is listed as a presumptie disability. All the negative I had heard as a PPA board member were experienced by me and my claim. I was schocked when I had to call on the 120th day to find out my claim was approved several days earlier but never received a phone call. I then was told to pay for my prescriptions and submitt forms for reimbursement. Anticipating delays consistant with the first 120 days I asked if there was another way since prescriptions are expensive and I was taking several meds related to the diagnosed disability. The response was, "yes, we will send you information to contact a third party and there will be no out of pocket expense. I wonder why that was not offered without asking?	

2012 FPDR Member Survey

Open-ended Answers

Active Members -- Electronic Survey

Retired/Disabled Members -- Mail

Is it poor service if my legitimate claim was denied, but the people that I spoke with came across as nice? I believe that your organization spent 10x more to fight my claim than the cost of the 48 hours of sick leave that I was asking for; this is poor service to taxpayers and the people that FPDR serves. I was told by <name> that I have just as good of chance of catching MRSA in a grocery store that I do at work. This is not the reality in our job.	
It took multiple calls and contacts to get the information on which doctors or treatments I could get. Not clear on the paperwork.	
Never got a call back, just a denial in the mail.	
Nothing but flaming hoops and lack of support. It was far better when things were done in-house and not contracted out to leeches like Insurance Compensation Investigators etc.	
service was not really satisfactory, but it was not all the way down to poor.	
slow to callback	
The person managing the claim was confrontational and not nice. She repeatedly asked questions that should have been directed to my Dr.	
timeliness of approval	

19. How could we at FPDR improve our service to you?

A little more timeliness.	?
ABIDE BY YOUR MISSION STATEMENT WITH HONOR,HONESTY, & INTEGRITY	? Things have went well.
Approve claims that should be approved instead of forcing members to get an attorney to get them approved. FPDR has taken a very adversarial role lately, and I have no confidence that my valid work related claim will be approved without me having to fight the board to do the right thing.	Ask another retiree!! Angry about the overpayment
Approve injury claims in a timely manner without a burden and additional stress to the person injured	By including "final bell" when guys worked with for 20-30 years pass on.
approve legitimate claims	Contacts prior to last year have been good. Oops this should have been above.
Approve pneumonia which used to be automatic. Your reputation is awful like a ferret or a weasel.	Continue to put forth the good effort
automatic yearly retirement projections	CONTINUE WITH THE SAME SERVICE
Bargain our benefits.	Convince all members to work for the service and support of Fire and Police members rather than serve as politically motivated puppets for <name>. I feel very betrayed and constantly under attack by the other side. There should be only one side. Let's have all members step up to do the right thing. The members are not the bad guys or the enemy.

2012 FPDR Member Survey

Open-ended Answers

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
Basically, we should be treated as customers. My last experience needing service was that the money meant more than my getting better. I'm not angry, just walked away from the experience hoping I don't get hurt on the job and make retirement. It used to not be that way.	Eat the poor math errors and pay back the money.
be honest and open about what is being done to deny our claims. the rules keep changing and no one will give me a straight answer.	End the payback crap
Be more in tune with the needs of the members. I have spoken with many members (over 20+) that feel FPD&R is ineffective and trying to deny legit claims because of past abuses. They feel no one is listening and no one in FPD&R has the power to make a "Common sense" decision. It's more about the process and not the product.	Excellent service. Keep up the good work.
Better communication. Better follow up.	Exceptionally pleasant and effective. Raise the wages of <names> to make sure they don't leave for a better job.
Better education on the process and more opportunities for preventative work.	Good job.
Better explain disability process, when it applies, who we have to notify. I hear the information from word of mouth and usually after something happens.	I find it fascinating that until <name> go there, no one knew about the error in retirement calculations and it only took <name> three months to figure it out when she had the entire system to learn and worry about.
by providing good internal customer service and simplifying all processes.	I have never had one problem with FPDR
care more, or at least act like it.	I haven't visited the office in years but have called for information & tax change forms. Results have been excellent. Courtesy & knowable
Change to policy about spouse benefits if the members dies in a non-duty related accident BEFORE the member would have been eligible to retire, and what the payment amount is!	I think it's just fine. I have always received fine service.
color code forms- i.e. make a purple folder online to coordinate with the folders we get at the station	I think the service is just fine the way it is.
Come visit the precincts and tell us what you are doing	I think you are doing a fine job.
Confused on how injuries that are long term are asked by FPDR to be case closed. FPDR asked my doc if I was released to work, I never missed work but the injury is not 100 % and never will be, it may get worse and if it does I feel it will be a fight with FPDR to get care.	If FPDR makes a mistake in payments, it should cover it, not take it from our payments.
Continuing updates regarding the Board's activities concerning the upcoming pension reform ballot measure.	Jut keep showing me the money and give me parity with my brother <name>'s pension. I always worked harder.
Cover some of the diseases that we come in contact with on a daily basis. I would love to see an FPDR employee come tour a hoarder house and see the kind of calls that we go on. Also, I believe that we could invest more in prevention of some of the more costly injuries.	Keep doing what <names> did and for many years
Disban and put people in who really care and want to see Fire and Police members treated and given the services they need vs trying to avoid paying for anything.	Keep up the good work

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Do things more openly with fire and police and in a much more timely fashion.	Keep up the great work. Excellent service.
don't know	Leave the COLA alone!!!
Don't know.	More details mail
educate so have better understanding of disability benefits.	More info on tier one retirees lawsuit.
expand provider list, and allow referrals to outside providers when necessary in a expiditions fashion.	No change
First, I find it rather insulting that the their is a need for bullet proof glass in the lobby. Second, it is painfully obvious that staff in that office, including tghе director lacks the ability to us common sense, good judgement and serve the police and fire fighters the program is designed for. Never have I seen such a negative bunch of people.	No change necessary. You are doing fine.
FPDR needs to start working for us and not against us.	Nothing
Get a different FPDR DR. regarding aggravated injuries sustained in the line of duty. They are perceived as unknowledgeable ot police work duties and the effects on the human body. Also consider past injury log entries for those of us who have been on a while and were told this was how we documented our injuries in the past. This is not taken into consideration on aggravated injuries and should not be held against the officer who needs to get body parts treated from repetitive abuse in the line of duty.	Occasionally I recieve a notification of direct deposit that indicates a direct deposit on the first of the month. If this is a weekend, my financial institution doesn't post this until after the weekend or holiday. Therefore, your notification is in error and should indicate the proper date this will be posted to my account
Get rid of the "your guilty until proven inocent attitude" towards our injury claims. There has been a dramatic change in the pensions attitude towards our members when they get hurt. In the past the board was there to help us. Now it seems they are there to disprove any injury we suffer or pin it on something else. I understand the need for making sure it is on the job injury but it goes way past that in my experience of 26 years. Dealing with the pension office is a whole new game when you are injured and it shouldn't be that way. You should be there to help us and provide compassion not try to make it look like we are taking advantage of the system. I get the sense that we are now just a number to the pension and how do we limited helping the number. It never was that way in the past....	Provide automatic deductions from our pension checks for organizations such as the Highland Guard/ Z Man foundation
give me a warning e-mail when you are sending additional forms out to my doctor and explain what FDPR needs in plain language	Respond to my note.

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Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
<p>Go back to the "old days" (20+ yrs ago), when FPDR was a support division, rather than an adversarial one. Budgets are tight everywhere, but the current state of affairs, RE the relationship between FPDR and members, is pathetic, beyond all belief. We put our lives on the line for this city and its citizens, and are made to jump through unreasonable hoops just to be provided basic care when we are injured on duty. Reasonable hoops are expected, but for the past 15+ yrs, it always feels as if FPDR tries to deflect responsibility to care for a number of our members, or minimize exposure to costs associated with completely legitimate claims. Sorry, but despite having received decent service from FPDR over the years, that has been the prevailing theme for some time now. I wish I could sign my name, but don't feel I could do so and still provide honest feedback.</p>	<p>Seems very good to me.</p>
<p>have more time for member questions and be specific with answers</p>	<p>Stop threatening to give no cost of living raise. Bring us nearer PERS like you are supposed to.</p>
<p>Have someone explain the benefits and deadlines to submit papers. Ask members what they need and if they are ready to come back to work, instead of forcing doctors appointment at the last minute with threats to cut off benefits.</p>	<p>Thank you for 25 years of great service to me from everyone at FPDR. I am most grateful.</p>
<p>Have the employee's best interest in mind. Processes should be simplified not bureaucratic</p>	<p>Thank you for good work. I had no need to call.</p>
<p>Heave a better understanding of how likely we are to get injured on the job, or have job realated injuries and illnesses. The majority of what we do and who we come into contact with is vastly different from the "normal" public and what they (and you) do.</p>	<p>This was the best newsletter. More retiree benefits</p>
<p>I believe the reputation of the office is in serious decline! I think that most FF's think the they are not doing their job and that is to take care of us! and there are examples to support this. There is a feeling that claims are just automatically denied and then it is up to the member to fight for payment.</p>	<p>You are doing fine. Thanks</p>
<p>I could probably find the info - (last question) but didn't know off hand.</p>	<p>You guys are great, take great care of us</p>
<p>I don't know.</p>	<p>You guys provide pretty good service but please dont make math errors anymore in the benefit calculations. I retired based on your calculations and no I'm receiving less and having to pay back. Don't do that again.</p>
<p>I personally have not needed services yet but feel I could get information if needed. I do think the "injury" packets are well prepared and user friendly. The members do have a responsiblility to make sure things are done properly.</p>	<p>You need to lose our class action lawsuit. Lose our class action lawsuit against you. Surrender</p>

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I think providing the member with an EOB for services covered by FPDR will help the member understand how much he / she is costing the Fund and to ensure what was billed was actually done / used. example - I refused sedation - was the fund charged??	You should have a case supervisor available until 5 pm every day. On a Friday around 4:15 I called and everyone was gone except for the receptionist or no case managers, no supervisors, no director. It would not hurt to have a case manager on call 24 hours. They could take turns as a tight time frame on med refills or denial of benefits due to errors cause problems and no one to reach till Monday. A cell phone and schedule is all you need.
If we have a claim number is their any way we can check on-line to see the forms we sent you. DILD, WSR etc. We send them in and hope that you get them. It would be nice to confirm every document and have to ability to look at those forms on line	
If we weren't here, you wouldn't have a job.	
If you were unable to attend one of the retirement seminars maybe some FAQ's could be mailed to potential retirees.	
i'm not sure	
it seems that contact with staff at FPDR is often in an accusatory or "we don't believe you/your claim" sort of tone. It feels like you have to be on the defense with them.	
It would be nice to have a representative visit roll calls and explain reporting procedures, trends in care, and how to go through the processes- especially if injured on duty.	
its seems like most claims related to occupational illness or injury are rejected without appropriate cause.	
Let Officers know that if they die in their first 10 years that their spouse will not get any benefits.Or, change the charter so members families are covered after 5 years, or some other equitable change.	
Make the injury packets digital and allow access to the website via the MDC and Station computer. Then make that accessable to the medical providers. This might reduce the need for the injury packet.	
Many of my coworkers have complained about the difficulty in recieving owed benefits.	
Minimize the paperwork	
More Exposure, Maybe show up for shift briefing?	
More informationals geared for new and middle of career members, instead of always the retirees.	
More retirement info.	
N A	
N/A	
None. I need to take more time on my end to understand them better.	
Not denie our claims as if we made them up.	

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not sure	
not sure	
<p>Outstanding service. Stories from coworkers had me thinking it would be a nightmare but my experience was surprisingly wonderful. Even exceeded my hopes when I did need help! Great! If members, like myself, knew they would take a pay cut when injured and on disability they might not work so hard to prevent injury. Maybe let them know early on so they can slow down and save themselves and FPDR some money.</p>	
<p>Pleae understand that the pension is written that shows the burden of proof of disability belongs to the Pension. When a claim is made it must be considered to be true unless proven false by the pension. It is not the members duty to prove the claim to be true. Example; if a member steps off the fire engine and turns his ankle, then makes a claim and properly documents the incident the claim is to be approved unless the pension can prove that the claim is false. I have heard many members complain that simple incidents as discribed above turn into a battle trying to prvoe the claim.</p>	
<p>Please protect the Police and Firefighters who serve the City of Portland selflessly and NOT deny claims for service that are proven to be service related.</p>	
<p>police have zero faith in you</p>	
<p>Pretend to work for us and not against us.</p>	
<p>Provide a narrative of how to apply for disability treatment/benefits for on duty injuries.</p>	
<p>Provide accurate benefit assessments. Or allow self assessments via your website.</p>	
<p>provide more education concerning retirement benefit calculation.</p>	
<p>Quicker response, be more personable and understanding of person with claim.</p>	
<p>Quit jerking members around. While the board 'serves the public' they are also there to serve the members. When a member is in need of service it should be rapid, accurate and lean toward the member. Hopefully the pending change in board leadership will be a positive one and reverse a good deal of animosity brought about by the most recent chair.</p>	
<p>quit treating officers like they lie about injuries they suffer on duty/ Scrap the whole organization.</p>	
<p>Reinforce F&P benefits. Since the City switched over to PERS there is concern about the solvency of F&P retirement in the near future</p>	

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Retired/Disabled Members -- Mail

<p>Rule changes impacting firefighters and police officers are not clearly communicated and members do not understand the system (as it changes). The personnel at the pension board do an excellent job assisting injured fire and police, however it has been my experience that the addition of Caremark as a third party entity that attempts to be a judge and dispenser of medical care and procedures injures is nothing more than second guessing the primary care physician based on file notes and statistics, not on physical examination and interviews as performed by the treating physician. In my experience delay in decisions by Caremark have created unecessary delays in approving Dr. ordered procedures that cost additional time off and adds time loss cost to the city, defeating the cost savings. I had one additional week of lost time and almost incurred a second week due to communications breakdown between the primary care physician and Caremark. In short it was much more time effective the last time I was off when FPD&R was able to preview treating physician care orders and make approvals, Most treating physicians know what is best for their patients</p>	
<p>Send information out on what you do and how to access you.</p>	
<p>Staff the board with people who care about us. Get rid of <name>.</p>	
<p>Start becoming more supportivae and facilitating to Members! Until that comes back, I see no positive service change. FPDR members are in very unique poistions that should not be weighed on the same level as Private Insurance Companies and Investigators think they should. Put Board members back in charge of reviewing claims.</p>	
<p>Start paying the ligitimate claims when they come in instead of; Deny first, Fight second, and then maybe pay but usually deny again.</p>	
<p>stop being an arm of the city government and trying save money at our expense.</p>	
<p>Stop denying every claim.</p>	
<p>the printout form could be simplier</p>	
<p>The process could be more streamlined and take less time.</p>	
<p>Treat members as customers and not suspects. Respond ina timely manner and provide complete and accurated direction. I told my claims person thatI received a letter that said we are exercising our right to take an additional 30 days to review your claim and if you do not hear from us in 120 days assume your claim was denied. I was told no one lese ever found that letter offensive.</p>	
<p>When I needed FPDR a little over a year ago, I found you helpful and had my questions answered.</p>	
<p>you are doing fine</p>	

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Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
<p>You could start by fulfilling your mission to take care of police and firefighters. You should be ashamed of how you are treating people. Denying a claim for timeliness? Nice way to avoid taking care of someone using a technicality. I would rather be on the worker's comp plan. In your quest to rightfully get rid of those abusing the system you have hurt honest hardworking people. Do you have any idea how your decisions negatively affect workers? Do you sleep well at night?</p>	
<p>You need to remember that FPDR is here to help our injured police officers and firefighters. While we need to be responsible with taxpayer money, you must not lose sight of the good men and women who serve this community. There is an overwhelming belief that FPDR is not an advocate for us, but rather an adversary.</p>	
<p>Your gaining a reputation for treating Firefighters as if they are trying to game the system. Please treat us as innocent until proven guilty. Take care of us as we'd take care of you. We're not your adversaries. The vast majority of firefighters are honest, please remember that while you do your job.</p>	