

2014 FPDR Member Survey

	Active Members - Electronic Survey		Pension/Disability Members - Mail & Electronic Survey		All Members	
1. Have you phoned FPDR or visited the FPDR Office in the last year?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	46.6%	62	46.7%	86	46.7%	148
No	53.4%	71	53.3%	98	53.3%	169
	<i>answered question</i>	133		184		317
	<i>skipped question</i>	0		0		0
2. Was the person who served you courteous and professional?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	96.6%	56	95.3%	82	95.8%	138
No	3.4%	2	4.7%	4	4.2%	6
	<i>answered question</i>	58		86		144
	<i>skipped question</i>	75		98		173
3. Did you receive the information or document you requested?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	87.9%	51	93.0%	80	91.0%	131
No	12.1%	7	7.0%	6	9.0%	13
	<i>answered question</i>	58		86		144
	<i>skipped question</i>	75		98		173
4. Was the information or document you received timely and easy to understand?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	88.7%	47	95.9%	71	92.9%	118
No	11.3%	6	4.1%	3	7.1%	9
	<i>answered question</i>	53		74		127
	<i>skipped question</i>	81		110		191

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5. What was your call or visit regarding?	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Disability benefits	48.3%	28	4.7%	4	22.2%	32
Pension benefits	31.0%	18	43.0%	37	38.2%	55
Changing personal information	3.4%	2	22.1%	19	14.6%	21
Other (please specify)	17.2%	10	30.2%	26	25.0%	36
	<i>answered question</i>	58		86		144
	<i>skipped question</i>	75		98		173

Other (please specify) Responses

Line of duty injury	INFO FOR TAXES
All the above	INSURANCE INFO
Times and dates of future retirement seminar/planning	6-1-14 MED COST
On job injury.	HEALTH INSURANCE PAYMENT
Claim	HELP WITH KAISER
Ins settlement	CHANGING ACCT BANK
Retirement	NEXT YEAR'S FIREMAN'S CALENDAR
27 pay periods	TO PAY LONG TERM INS
Spoke w/Pension Liaison Sansone re years of service accrued, job analysis for return to duty after injury	PAY RAISE
	CHANGE WITHHOLDING
	POSSIBLE PAY INCREASE
Medications changed but did not know who ordered the change to generic.	FPDR PAY BACK OVERPAID OFFSET PAY
	HEALTH PLAN DEDUCTION
	HEALTH PREMIUM
	HEALTH INSURANCE STUFF
	BANK INFO
	PENSION BENEFITS-HAVE NOT CALLED BACK YET
	TAX ISSUE
	LATE CHECK ON HOLIDAY WEEKENDS
	LONG TERM CARE INSURANCE PAYMENT
	BRACE REPLACED
	Death notification
	Paying my medical insurance

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6. Have you visited FPDR's web site on PortlandOregon.gov in the last year?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	34.9%	45	8.7%	16	19.5%	61
No	65.1%	84	91.3%	168	80.5%	252
	<i>answered question</i>	129		184		313
	<i>skipped question</i>	4		0		4
7. Did you find the information you were seeking?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	81.4%	35	93.8%	15	84.7%	50
No	18.6%	8	6.3%	1	15.3%	9
	<i>answered question</i>	43		16		59
	<i>skipped question</i>	90		168		258
8. Was the information you were seeking easily found?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	65.1%	28	81.3%	13	69.5%	41
No	34.9%	15	18.8%	3	30.5%	18
	<i>answered question</i>	43		16		59
	<i>skipped question</i>	90		168		258
9. Was the information helpful?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	87.5%	35	87.5%	14	87.5%	49
No	12.5%	5	12.5%	2	12.5%	7
	<i>answered question</i>	40		16		56
	<i>skipped question</i>	93		168		261

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

I was plugging in retirement dates.	I COULD NOT DOWNLOAD W4S
Link to email for pension calculations was broken, but sounds like they're working on it.	TAX OFFSET INFO
Change of address form.	
Forms for on-duty injuries.	
Stress Claims	
Retirement benefits	
Dont remember	
Work Status Report	
27 pay period retirement dates	
I asked for a 25 year and 30 year retirement scenario. I signed up for March class which was cancelled. The person I spoke to said they would send me the information after the new contract went into effect. I haven't received it. I would like to sign up for the June retirement class if I can find out the date. I'm headed out on vacation in June...	

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

Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	43.7%	55	54.6%	100	50.2%	155
No	56.3%	71	45.4%	83	49.8%	154
	<i>answered question</i>	126		183		309
	<i>skipped question</i>	7		1		8

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

Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
FPDR staff	38.9%	21	33.0%	33	35.1%	54
FPDR web site	9.3%	5	2.0%	2	4.5%	7
Fire or Police liaison	25.9%	14	2.0%	2	10.4%	16
Your supervisor	18.5%	10	0.0%	0	6.5%	10
Received mail	3.7%	2	16.0%	16	11.7%	18
Other (please specify)	3.7%	2	47.0%	47	31.8%	49
	<i>answered question</i>	54		100		154
	<i>skipped question</i>	79		84		163

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Other (please specify) Responses	
Beth Baisch	I RECEIVED 1 LARGE NEXT YEAR CALENDAR AND A SMALL ONE FOR MY WALLET
Email	EMAIL
	PHONE
	CHECKS
	TAX WITHHELD
	RETIREMENT
	PHONE I CALLED TO CHANGE ADDRESS

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

Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Excellent	74.1%	40	73.5%	72	73.7%	112
Satisfactory	16.7%	9	24.5%	24	21.7%	33
Poor	9.3%	5	2.0%	2	4.6%	7
	<i>answered question</i>	54		98		152
	<i>skipped question</i>	79		86		165

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	Response Percent	Response Count	Response Percent	Response Count
Excellent	33.3%	18	1.0%	1	12.5%	19
Satisfactory	9.3%	5	1.0%	1	3.9%	6
Poor	9.3%	5	0.0%	0	3.3%	5
Not applicable	48.1%	26	98.0%	96	80.3%	122
	<i>answered question</i>	54		98		152
	<i>skipped question</i>	79		86		165

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If you rated the service you received as poor (on your claim), please tell us why.

CURRENT CLAIM....The liaison person I am dealing with has been very helpful. All paperwork and information has been very timely, and all I could ask for from FPDR. However there appears to be a disagreement between the approved doctor and the Board, which is delaying the scheduling of a medical procedure. I don't know the details of the dispute but I appear to be in the middle. This is an 'approved' doctor for an approved claim, so why is there an issue?

Extremely slow responses, or phone calls not returned at ALL.

Claim denied just because it was a stress claim, such is the precedent.

FPDR seems too focused on getting claims closed (making a medically stationary determination) instead of minimally managing an ongoing medical claim while allowing people to continue to work and receive some care to prevent the need to be off of work. I have been made to feel pressured to see doctors to keep claims open or close them even though I otherwise would not go, but don't feel like my injury is "medically stationary". When reoccurrences have happened, it is absurd to have to treat it as if it is a brand new injury and have to prove it is a reoccurrence.

Was given the run around. and told things that were not true

Other responses (Not Applicable)

Person friendly, FPDR a bureaucratic joke. Go after those people that chronically take time off, how about actually trying to take care of people trying to work?

I did not receive the information I asked for. The workshop I signed up for was cancelled.

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	Response Percent	Response Count
Excellent			4.1%	4
Satisfactory			2.0%	2
Poor			0.0%	0
Not Applicable			93.9%	92
<i>answered question</i>				98
<i>skipped question</i>				86

If you rated the service you received as poor (on your pension estimates or application), please tell us why.

Other responses (to Satisfactory or NA)

A LETTER NOTIFYING ME OF COLA CUTS. NOT LOOKING OUT FOR ME. FPDR NEEDS TO KEEP MEMBERS UPDATED ON PENDING COURT ACTION. FOR EXAMPLE I HAD TO CHECK OREGON SUPREME COURT DOCKET TO FIND OUT HEARING FOR OCT.

LEFT 2 VOICEMAIL MSGS WITH NO RETURN CALL - EVER

INFORMATION INCOMPLETE AND I DON'T KNOW IF IT WAS ACCURATE

POOR. BACK FROM LUNCH 1:00PM TO DATE NO RETURN CALL

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16. How well do you understand your FPDR benefits?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Very well	4.8%	6	19.5%	33	13.3%	39
Pretty well	63.7%	79	65.1%	110	64.5%	189
Not well	31.5%	39	15.4%	26	22.2%	65
	<i>answered question</i>	124		169		293
	<i>skipped question</i>	9		15		24

17. If you responded not well, do you know where to get the information when you need it?						
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	38.5%	15	44.0%	11	40.6%	26
No	61.5%	24	56.0%	14	59.4%	38
	<i>answered question</i>	39		25		64
	<i>skipped question</i>	94		159		253

18. How could we at FPDR improve our service to you?	
The previously mentioned delay in getting a procedure scheduled for an approved claim is the only negative I have experienced in the years I have dealt w/FPDR.	CAN NOT ALWAYS GREAT
Not be so quick to deny officers claims. Expedite the process so they are not left in limbo finding out what is going on.	PAY RAISE
I don't know.	KEEP UP THE GOOD WORK
More frequent retirement planning appointments Do retirement seminars more frequently	THANKS FOR A GOOD JOB
Nothing at this time	JUST CONTINUE DOING WHAT YOU'RE DOING
Explain to me what you do...	Enclosed letter about SB 822/861 COLA & tax offset changes
Hire sane people	Enclosed letter about unfunded liability
IMPROVE RESPONSE TIMES AND TRAIN WORKERS TO EXPLAIN DECISIONS BETTER	KEEPING MEMBERS UP TO DATE ON APPEALS AND PENDING COURT PROCEDURES
Bargain changes to benefits.	STRANGE THAT WHEN PERS WAS @ 2% COLA FPDR WAS TRYING TO SEPARATE. HOW CONVENIENT.
I can not think of anything.	
Make website easier to navigate and search. May have been fixed already with City's new platform.	LESS 326!! NOT EASY WITH THAT TAKEN AWAY AFTER ALL THESE YEARS!!

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18. How could we at FPDR improve our service to you? (continued)

I believe there is a disconnect at FPDR and fire bureau regarding address and phone number changes reported. I recieved information that my contact info was out of date, yet it is current with the fire bureau. There may be a procedural breakdown in the process.	I WOULD GREATLY ENJOY A HARDCOPY OF ACTIVE INDIVIDUAL PROVIDERS
Quicker call back	AT TAX TIME I HAVE TROUBLE CALCULATING HOW MUCH I HAVE PAID IN. I WOULD LIKE THE END YEAR TOTALS
None. Please with regular information	HAVE A RETIRED POLICE & FIREFIGHTER ON BOARD
Stop denying claims of our members, such as MRSA, etc.	WEEKLY TACO DELIVERY TO MY HACIENDA
The services I received recently were quite good. I was inquiring about pension estimates.	ALWAYS SUPERIOR SINCE SEPT 1973
Give answers/reasons for your decline Or acceptance of claims	APPLY TO HAVE FPDR RETIREMENT EXEMPT FROM LOCAL TAX MEASURES IN OREGON STATUTES LIKE PERS!
When we get injured I hear that our claims are denied very frequently. This job is hard and we get hurt doing it.	SERVICE IS GOOD, DON'T CHANGE IT
Maybe send out a monthly or quarterly informational page on things that have changed or will be addressed. Also to include an organizational chart as far as who is in what position and phone numbers. Thanks	1.25% IS WORTHLESS. FIGHT FOR OUR RETIREMENT. FOR A FAMILY OF 4 I'M NEAR POVERTY PAY-AFTER 27 YEARS-BULL
Be more visible and informative.	COULD HAVE HANDLED MISCALCULATION OF RETIREE PAY ISSUE MUCH BETTER. THAT WAS BAD! OTHERWISE ALL OK
Keep customer service as the top priority.	I'M HAPPY TO RECEIVE MY HUSBANDS PENSION BELIEVE ME. I THANK YOU VERY MUCH. I WOULD NOT DREAM OF ASKING FOR ANYTHING MORE.
I'm not sure where to find information if I need it, so learning that would be helpful.	REMEMBER WE RETIREES WERE GUARANTEED OUR BENEFITS AT RETIREMENT; IT IS A CONTRACT. AND, REQUIRED BY LAW, FPDR MUST BE "BETTER THAN OR EQUAL TO" PERS
Maybe provide an outreach opportunity to the different fire stations. At that time, provide a "check sheet" of what is covered and what is not, timelines, any other important information.	PROVIDE AN ABBREVIATED SUMMARY OF BENEFITS-OLD AND NEW PLANS
It's hard to improve on Excellence!!! Mine is an ongoing claim - I have not had to file a new claim - I understand that is stressful with a high likelihood of denial. If anything make a change there. The job is stressful enough with out worry about being taken care of when we get hurt.	PLEASE KEEP MAINTAINING THE HIGH QUALITY OF SERVICE
Allow stress claims. Stop treating cops like criminals. We are not fire fighters. We don't have two or three jobs!	YOU ALL ARE A-OK
Make available benefits more clear.	AS THE CITY JUST LEARNED!
Make rules, policy and benefits easily accessible.	SO FAR THE SERVICE HAS BEEN EXCELLENT!
Stop screwing us.	HARD TO IMPROVE ON EXCELLENCE!
Easier submittal process for wsr	IT'S JUST FINE!!
N/A... Service was excellent.	
Stop being so adversarial. No, you haven't denied me benefits yet....	

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18. How could we at FPDR improve our service to you? (continued)

Improve the web site.	YOU ARE DOING A GREAT JOB
Tell me what FPDR does.	IT'S FINE
Stop screwing over members. The 30 day claim rule that allows you to screw people over is shameful. Your job is to take care of cops and firefighters, not save the city money. I honestly would rather be in worker's comp than FPDR. So here's a thought, do another charter change, put us in worker's comp and put yourselves out of a job.	SATISFACTORY
I heard officers involved in shootings have to relive the event all over again by giving a full statement to FPDR in order to get time off covered. I have spoken to an officer in this situation and the officer chose not to relive the event and use their own sick time. This is a traumatic time for them and reliving the event does not help them heal. Is there a way for FPDR to review one of the many recorded statements they make (such as Grand Jury statements) instead of having to tell the horrific story all over again?	ITS THE BEST
More information flyers or newsletters	ITS VERY GOOD. NO PROBLEMS
Since I haven't had to take advantage of the services you offer for quite some time, I can't offer any real feedback in this department. The website looks nice, though.	THE RETIREMENT SEMINAR WE ATTENDED WAS VERY HELPFUL
Work with us and not against us. Get xrays, MRI's and other diagnostic procedures approved in a more timely manner.	AT THIS POINT IN TIME IT APPEARS TO ME THAT SERVICES ARE FINE
Send an occasional newsletter or updates to PF&R email for members to view (Linda Curtis)	I HAVE NO COMPUTER. UPDATES HAVE TO BE MAILED AND UNDERSTANDABLE.
Quit trying to take money out of the pockets of retirees.	The newsletter is helpful. I have no computer.
Continue to do good work.	Allow the widows to keep her husbands 60% if she has no other income
Have not had to use your services for a number of years. When I did in the past it was pretty painless and easy. (The process not the injury!)	Continue the cost of living increases we were promised when we went to the new plan
Provide information to members when they ask for it, even if you don't think you need to.	could use an up date class but as far away as I am and others we certainly can't come to Portland for it
Stop making members feel like they are trying to get one over on the system and expedite the process when a member experiences a reoccurrence which is clearly related to an already approved claim.	Remember that equal to or better than PERS clause in our pension!
Offer an affordable post retirement health ins options citys ins is too expensive and no flexibility	I think you do an excellent job. Any time I call or email, my question is answered immediately
Focus more on handling claims than rejecting them.	I'm happy

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18. How could we at FPDR improve our service to you? (continued)

Relax the time window for doctor visit for initial claim.	
Come to roll calls. Talk about FPDR benefits, pension, etc.	
Please send me a 25 year and 30 year retirement scenarios at my current salary as Lieutenant	
I didn't know there was a website where I could get more information	
Do retirement seminars more frequently	
Thankfully I have not had to work personal with FPDR. All employees I know have had to go outside for serious medical problems due to the slow, rude, judgemental service from FPDR.	

19. Are you a Fire or Police member?

Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Fire	32.0%	39	52.7%	97	44.4%	136
Police	68.0%	83	47.3%	87	55.6%	170
	<i>answered question</i>	122		184		306
	<i>skipped question</i>	11		0		11

Additional Comments

Pension Board,

6-7-2014

First off, let me say that I greatly appreciate having a pension to rely on. There are lots of people in a worse financial position than me.

However, I don't think the pension board is fulfilling its obligation. When returned from the police bureau in June of 2007, your representative sat across the table from me, looked me in my eye and explained how my yearly COLA would be determined.

I was told I would receive the same raise as working officers, with a maximum of 2 percent. Anything working officers received over 2 percent would be put in my "bank" to offset the difference if at some point officers received less than 2 percent.

Obviously, you changed the rules after I retired. When I retired, the standard was PERS or better. At some point it has changed to PERS or less. These changes seem to apply to "New Plan" people only. "Old Plan" retirees seem immune.

On top of this I'm now being fined \$200.00 a month for having the audacity to live outside of Oregon. I know this last item was the legislatures doing, but it adds to my overall unhappiness with how the system is working.

I'd like to think the pension board is on my side and putting up a fight for retirees. I've seen no evidence of this.

Thanks for taking the time to read this. If you can explain any of the above, I'd love to hear from you.

Sincerely,

05-13-2014

Dear FPDR,

I wanted to enclose this note of concern with the survey. My concern is over the unfunded liability of our pension. I know there is a new gentleman who is in-charge of this pension fund. He was qualified to do this as he was formerly with Standard Insurance.

I would like to see him spearhead some investing so that the economic returns help take the cost of the pension fund off the taxpayer's backs.

I feel this would benefit the fund as it would show the taxpayers we are just not money grabbing, over paid, public employees.

That seems to be the current image that we are showing. I know that I'm probably in a very small minority of pensioners who are conscious of our public image and feel this way. I left PERS in 1994 when I transferred to the Police Bureau from the Sheriff's Office because of annexation.

Please keep up your great work. And keep trying to improve our financial situation and public image.

Sincerely,