

2016 FPDR Retiree Survey

Please check your response.

Have you contacted FPDR in the past 12 months? Yes No

If yes,

Did our staff answer your questions to your satisfaction? Yes No

Was our staff courteous and professional? Yes No

How would you rate our customer service in the scale of 1 to 5
(1= the worst you ever experienced, 5=the best)?

1-Poor 2-Below average 3-Average 4-Above average 5-Excellent

Suggestions on
how FPDR can
improve our
service to you?

Have you visited FPDR's website on PortlandOregon.gov in the past 12 months? Yes No

If yes,

What information were you seeking? – Check *all* that apply

- | | |
|--|---|
| <input type="checkbox"/> Active member portal | <input type="checkbox"/> Report or newsletter |
| <input type="checkbox"/> Board agenda, materials, or video | <input type="checkbox"/> Retirement readiness resources |
| <input type="checkbox"/> Disability information or forms | <input type="checkbox"/> Staff directory |
| <input type="checkbox"/> Pension information or forms | <input type="checkbox"/> Just browsing |
| <input type="checkbox"/> Other (please specify) _____ | |

What other information may be useful on the website? _____

How well did the website meet your needs?

- Didn't find what I was looking for
- Found it but it was difficult to find/understand
- I understood it but still had questions
- It was exactly what I needed
- Other (please specify) _____

Are you a Fire or Police member? Fire Police

Name (Optional) _____

2016 FPDR Retiree Survey

PLACE
STAMP
HERE

Bureau of Fire & Police Disability & Retirement
1800 SW First Ave Suite 450
Portland OR 97201

This year we are providing two options for completing our survey. You may fill it out online at www.surveymonkey.com/r/2016Retiree Alternately, fill out the other side and either mail (fold on lines, tape closed and affix stamp), fax or scan and email form to FPDR.

FAX (503) 823-5166
fpdr@portlandoregon.gov

Thank you for taking the time to complete our survey!