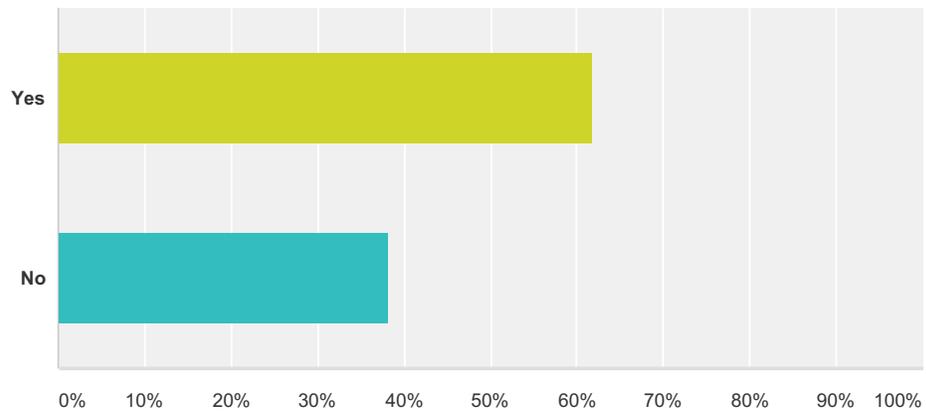


Q1 Have you contacted FPDR in the past 12 months?

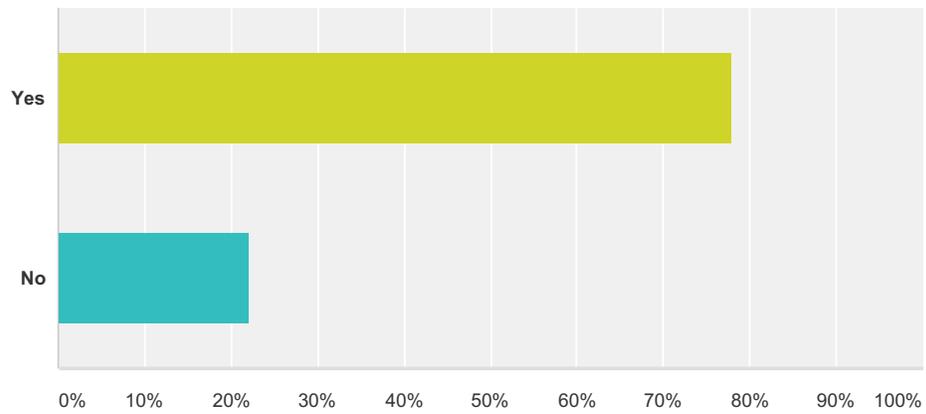
Answered: 202 Skipped: 0



Answer Choices	Responses
Yes	61.88% 125
No	38.12% 77
Total	202

Q2 Did our staff answer your questions to your satisfaction?

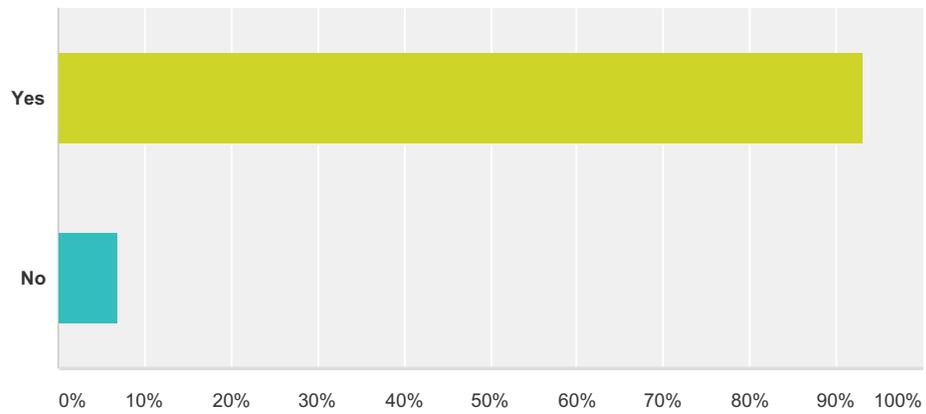
Answered: 117 Skipped: 85



Answer Choices	Responses	
Yes	77.78%	91
No	22.22%	26
Total		117

Q3 Was our staff courteous and professional?

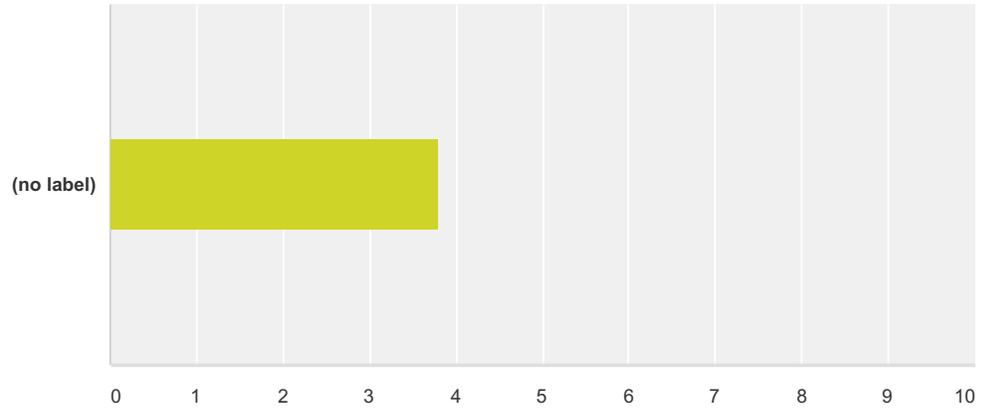
Answered: 117 Skipped: 85



Answer Choices	Responses
Yes	93.16% 109
No	6.84% 8
Total	117

Q4 How would you rate our customer service in the scale of 1 to5 (1= the worst you ever experienced, 5= the best)?

Answered: 117 Skipped: 85



	1-Poor	2-Below average	3-Average	4-Above average	5-Excellent	Total	Weighted Average
(no label)	2.56% 3	12.82% 15	16.24% 19	39.32% 46	29.06% 34	117	3.79

Q5 Suggestions on how FPDR can improve our service to you.

Answered: 48 Skipped: 154

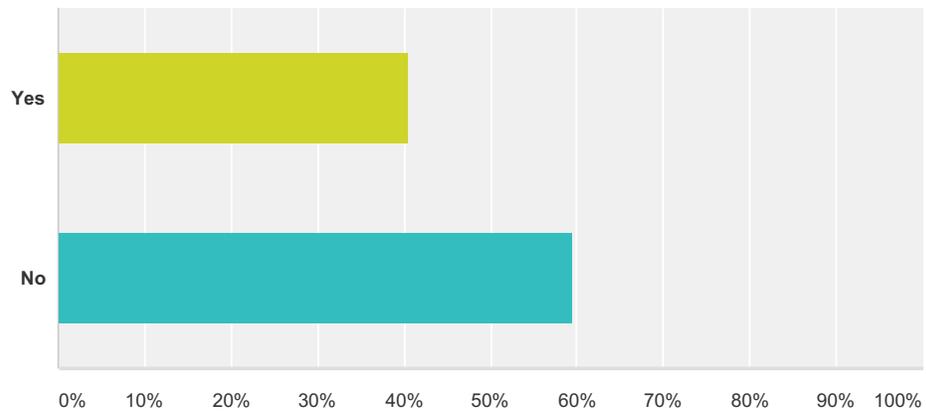
#	Responses	Date
1	Pay for injuries incurred while on the job. Stop contracting with pretending like he is "independent." An independent provider is one that is not employed by the city or frequently contracted by the city. Stop following flow charts to decide when members' return to work date should be. Trust that their doctor's treatment plan is in the member's best interest long term; after all they have the medical degree, not you.	9/7/2016 11:58 AM
2	Fire or at least make her take a lengthy course in customer service. She rarely returns phone calls and never gives a direct answer to any question asked. I thought it was maybe just a personality issue, but I have since spoken with several other Bureau members who have had the same experience.	9/7/2016 11:55 AM
3	Timely service for injured members	4/19/2016 1:20 PM
4	I definitely get the feeling, whenever I've had to file a claim with FPDR, that I am the subject of an investigation and have to prove my injury which is very frustrating. As someone who risks my health, safety, and well being for the city it would be nice to feel as though when I am injured the city has my back (so to speak). Instead there is a lot of paperwork, burden, and hoops to jump through which makes me not want to file a work related claim, even though I legitimately have been injured or had an injury be re-aggravated at work.	4/19/2016 8:23 AM
5	It was Caremark that actually terminated my Physical Therapy prior to full recovery (after surgery). Their idea was a cost saving measure that left me "On my own" at the end and as a result I made it back to roughly 80-85% of normal functionality.	4/19/2016 2:37 AM
6	First time having to deal with FPDR; great, prompt service	4/17/2016 6:36 AM
7	When interviewing claimants, don't ask personal questions about things such as about their family when everything is recorded and play it off as "just curious"....not professional	4/15/2016 3:19 PM
8	Quit denying claims for job related injuries. The FPDR doctors are biased and clearly motivated by saving money by discounting injuries as job related when they have been documented in injury logs. This is a difficult job that wears on the body and causes injuries felt several years down the road. It is difficult to navigate future treatment unless a new, specific injury can be attributed to a claim. Just because a claim has been closed does not mean symptoms aren't felt later. Cumulative damage and wear and tear are areas FPDR could improve on when treatment becomes necessary.	4/15/2016 12:06 AM
9	Based on the limited number of questions on this survey, it appears clear you have no concerns about how well you're doing with your primary purpose, taking care of injured cops and firefighters. Where is the question asking me if the claim process was quick, fair and reasonable? You care only about how nice the staff was and how your web site is doing? You all should be ashamed of yourselves and how you treat cops and firefighters. I know if and when I get hurt again I can count on you all to send me a form letter, tape record an interview with me asking questions designed to get you an excuse not to cover my claim, like "what are your hobbies?", then I can count on you sending me to an IME... then a few months later I'll get the denial letter in the mail	4/14/2016 11:53 PM
10	FPDR presents itself as a supportive unit designed to help and support its members, but, in actuality, the FPDR's goal is to save the City of Portland money even if it means denying benefits to its members.	4/14/2016 12:28 PM
11	Providing members more details as to the reasons why claims are denied, approved, accepted, etc. I recently had a claim that was accepted; however to get the approval for the surgery I required was difficult in understanding. It seemed as though the process was stalling out and I, as the member affected, seemed to be having to do a ton of follow up and phone calling back and forth to make sure the doctors got the necessary paperwork they needed, and reminding FPDR to make calls and send the necessary paperwork. It was very frustrating on my end to be the "middle person" who was also the injured person. Not something you really want to deal with after suffering an injury and having an impending surgery. Both those items are stressful enough.	4/14/2016 11:15 AM
12	It feels like a cross examination when trying to file a injury claim. I preferred when they were advocates not an obstacle to getting medical care.	4/14/2016 8:18 AM
13	Increase the number of offerings for retirement sessions to include a day other than Friday. Update your website to allow members to calculate 27 pay periods. I know the decision was binding...except to FPDR. Actually do your job and look out for the members instead of declining members disability requests.	4/14/2016 6:04 AM
14	Make quicker claims decisions, too much over thinking an easy claim.	4/14/2016 5:59 AM

15	Reach out to KP and other health care providers to educate them that we are not using workers comp forms. Help members understand how to ensure billing is correct for fund covered expenses such as on going prescriptions. If a member is required to have an IME the member should be paid for the hours spent at the doctors office including travel. This should be an automatic payment and not require additional paper work by the member.	4/12/2016 9:06 PM
16	Forms more simple and streamlined that you have to take to your doctor for each visit.	4/12/2016 4:47 PM
17	Serve the members first and the 'public trust' second.	4/12/2016 7:04 AM
18	it would be handy to have a smart phone link or app to aid with forms, contacts etc	4/12/2016 2:10 AM
19	They did everything exactly as I hoped they would. They were efficient and accommodating and very pleasant to work with.	4/12/2016 12:08 AM
20	none	4/11/2016 11:29 AM
21	Understand the mission of FPDR and act accordingly. Rather than searching for technicalities and administrative reasons to deny claims, work harder to perform your role--which is to support police (and fire).	4/11/2016 10:45 AM
22	An email box for scanned documents	4/11/2016 8:50 AM
23	Try having retirement briefings on more than just Friday's. Try not denying member claims for insignificant reasons. Really hurts your reputation when you do these things.	4/11/2016 8:08 AM
24	Customer service was great, dealing with Caremark is terrible and the worst experience ever at no fault to FPDR Staff. Caremark service gets a 0 doesn't even make the 1-5 rating	4/11/2016 7:49 AM
25	More frequent retirement workshops	4/11/2016 7:13 AM
26	be honest	4/11/2016 3:34 AM
27	Send out retirement figures to prospective retiree for review before meeting with retirement coordinator.	4/10/2016 10:34 AM
28	Help calculate the 27 pay period into retirement.	4/9/2016 8:43 PM
29	Do not fight pension disbursement to widows and families that are left behind from members who die before they become age eligible.	4/9/2016 8:01 AM
30	have all needed forms to sign upon retirement ie. health insurance (city), deferred comp etc	4/8/2016 5:12 PM
31	upon retirement have all needed forms to sign in one place ie. health insurance, deferred comp	4/8/2016 5:10 PM
32	I received great service	4/8/2016 4:04 PM
33	calculate our pension estimates WITH the 27 pay period included, now that it has been awarded to us again. Because regardless of where that add'l money comes from (city or FPDR) it should be the same amount.	4/8/2016 2:19 PM
34	Answer questions about the 27th pay period and calculate peoples numbers so they can make decisions about whether to leave tomorrow, next week or later this month. Your refusal to do so is effectively holding people hostage at work. Some of us are beginning to wonder if this is the city's veiled attempt to force police employees to stay. Others would like more information well before they retire but they can't get it because not enough seminars are offered and the existing ones fill up. Many of us expect much better customer service.	4/8/2016 1:07 PM
35	Have FPDR calculate what the retirement benefit would be based on the 27 pay period. If this is your mission statement, "We deliver peace of mind to our fire and police members and their survivors by providing disability and retirement benefits in a timely, compassionate and fiscally responsible manner," you are failing to give us peace of mind.	4/8/2016 12:12 PM
36	Turning in reimbursement forms within 30 days of each expense is unrealistic in our busy lives. If it is a reimbursable expense, then it should be covered whenever.	4/8/2016 11:35 AM
37	Have more retirement classes with the first priorities to people who will retire within 6 months and then opened it up to the rest of the crew.	4/8/2016 10:48 AM
38	Stop denying valid claims and creating unnecessary hassles for our members.	4/8/2016 10:48 AM
39	It would have been nice to receive my Claim number quicker and to have the overall claim reviewed faster.	4/8/2016 10:25 AM
40	speed the process up significantly.	4/8/2016 10:17 AM
41	Obvious-refusal to provide 27 pay period estimates is flat out passive aggressive. Retirement seminars are too few! Your retiring members can't get in to them! For goodness sakes, validate member's parking!!!	4/8/2016 10:09 AM
42	Seems like you used to be more supportive of police. It now feels like you are mistrusting and looking out for yourselves. I feel very unsupported by you.	4/8/2016 10:03 AM

43	Try being there for the member instead of trying to get out of FPDR's responsibilities. FPDR is here for the member! Stop finding frivolous reasons to deny claims. Try holding retirement seminary's on a day other than Friday. Might be news to you all but not everyone works Friday. Only having this on Friday is NOT user friendly. Again, it's about the member.	3/28/2016 12:14 PM
44	Provide a Retirement checklist for FPDR members. The current link goes to a checklist for PERS members.	3/23/2016 12:29 PM
45	FPDR wastes money. I was more or less told to see a doctor for a minor injury that would get better on it's own.	3/19/2016 11:23 AM
46	get back to the old school way of placing the employee first.	3/18/2016 5:40 AM
47	Be knowledgeable and don't deny our claims!	3/17/2016 4:49 PM
48	Your goals have changed from helping us to declining every claim you can.....Heart and cancer, these are under state law to be covered, but still you decline. Do you have any idea of hardship puts on the member and their families? When I first became a member I was told that if anything happen in the line of duty, the city had our back. Not once do I not except the risk.....and now it's your turn and you refuse to help. The public and all of our new members need to know the truth.....you no longer care or have our backs!	3/17/2016 12:45 PM

Q6 Have you visited FPDR's website on PortlandOregon.gov in the past 12 months?

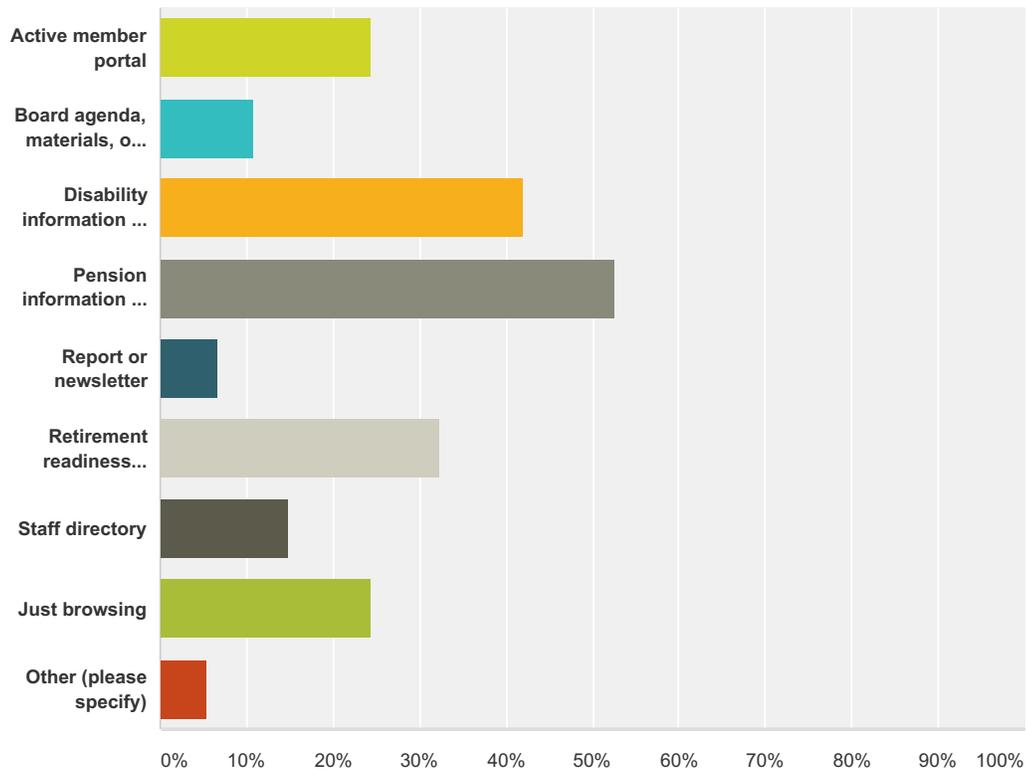
Answered: 193 Skipped: 9



Answer Choices	Responses
Yes	40.41% 78
No	59.59% 115
Total	193

Q7 What information were you seeking? – Check all that apply

Answered: 74 Skipped: 128



Answer Choices	Responses
Active member portal	24.32% 18
Board agenda, materials, or video	10.81% 8
Disability information or forms	41.89% 31
Pension information or forms	52.70% 39
Report or newsletter	6.76% 5
Retirement readiness resources	32.43% 24
Staff directory	14.86% 11
Just browsing	24.32% 18
Other (please specify)	5.41% 4
Total Respondents: 74	

#	Other (please specify)	Date
1	The Administrative Rules	4/11/2016 10:46 AM
2	videos from the Retirement seminar	3/23/2016 12:30 PM
3	To see the changes you set the memo on.	3/19/2016 11:32 AM

4	Classifieds	3/18/2016 7:35 AM
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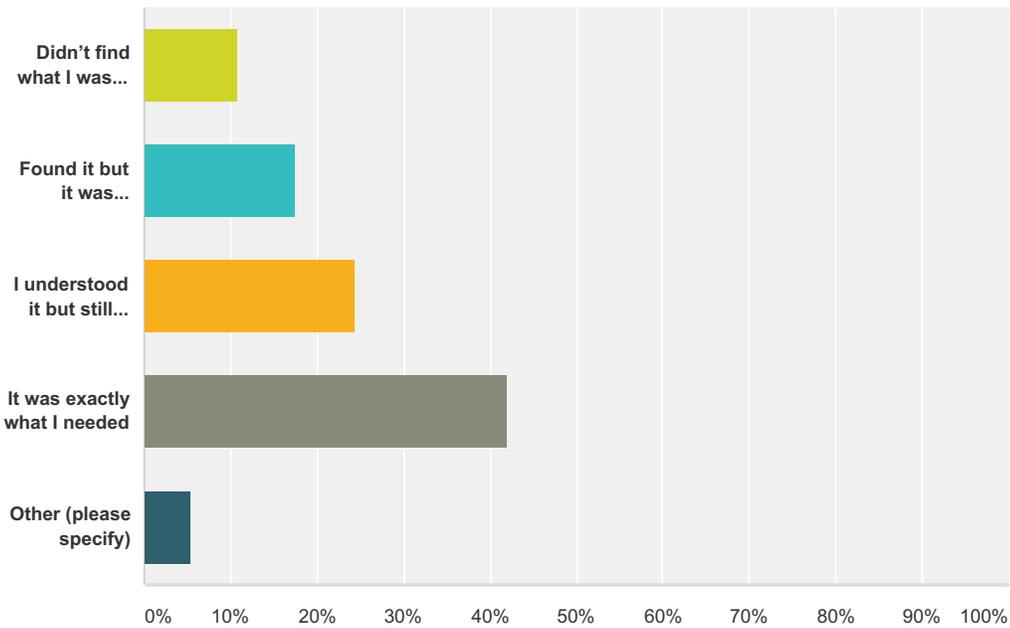
Q8 What other information may be useful on the website?

Answered: 6 Skipped: 196

#	Responses	Date
1	The ability to submit forms and receive ready information in return.	4/11/2016 10:46 AM
2	ability to calculate 27 pay periods	4/11/2016 8:09 AM
3	How to calculate the 27th pay period information so people can actually figure out if they can retire this month or not!	4/8/2016 1:11 PM
4	The formula to calculate the effect of the 27th pay period which the PPA just won in arbitration and you are refusing to answer questions about.	4/8/2016 1:08 PM
5	Explanation as to why you deny legitimate claims.	3/17/2016 4:49 PM
6	A calculator to determine/project final pension numbers.	3/17/2016 2:15 PM

Q9 How well did the website meet your needs?

Answered: 74 Skipped: 128

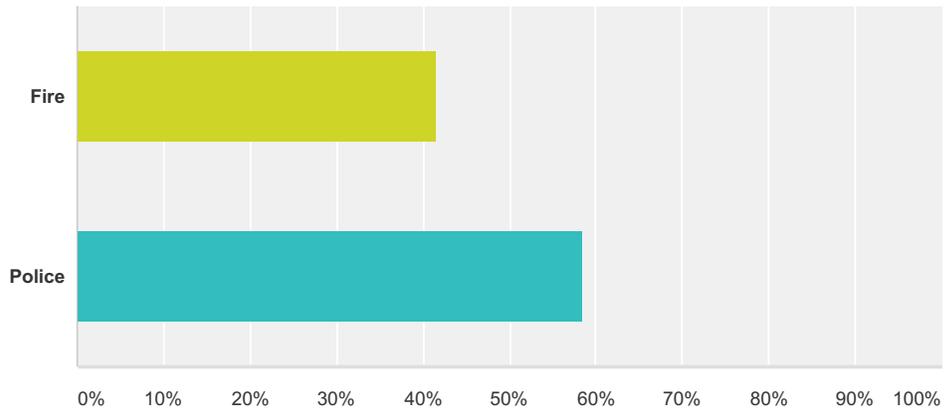


Answer Choices	Responses
Didn't find what I was looking for	10.81% 8
Found it but it was difficult to find/understand	17.57% 13
I understood it but still had questions	24.32% 18
It was exactly what I needed	41.89% 31
Other (please specify)	5.41% 4
Total	74

#	Other (please specify)	Date
1	I found the info, but an over haul is much needed!! This website is plain and not simple to use.	4/14/2016 6:00 AM
2	All COP Websites are difficult to navigatw	4/11/2016 8:51 AM
3	Just checking out the site to see what it offered.	4/8/2016 12:11 PM
4	Your member portal is a joke if it can only be accessed via a city device. Station computers can't even access it unless a person logs on as an individual rather than a station (i.e. ROSE/sta19). That's not an improvement in customer service; don't delude yourselves.	3/19/2016 11:32 AM

Q10 Bureau

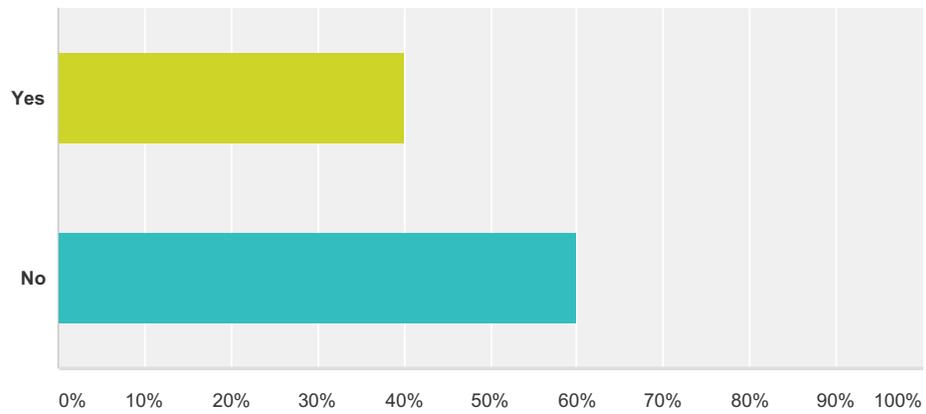
Answered: 185 Skipped: 17



Answer Choices	Responses
Fire	41.62% 77
Police	58.38% 108
Total	185

Q1 Have you contacted FPDR in the past 12 months?

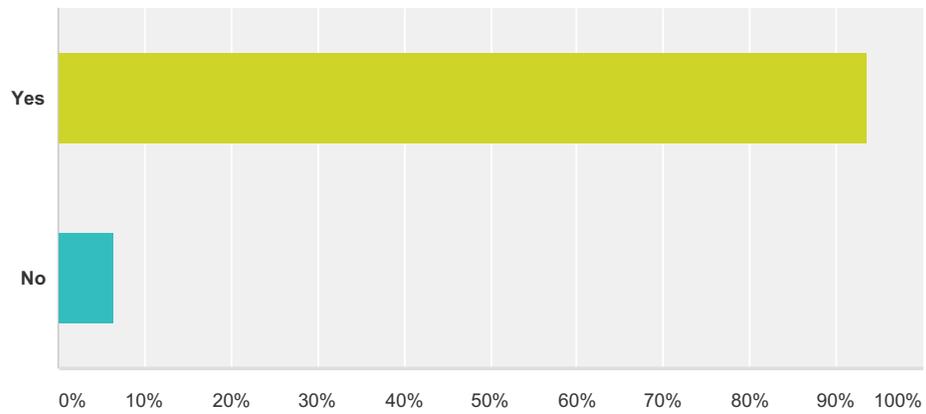
Answered: 157 Skipped: 0



Answer Choices	Responses
Yes	40.13% 63
No	59.87% 94
Total	157

Q2 Did our staff answer your questions to your satisfaction?

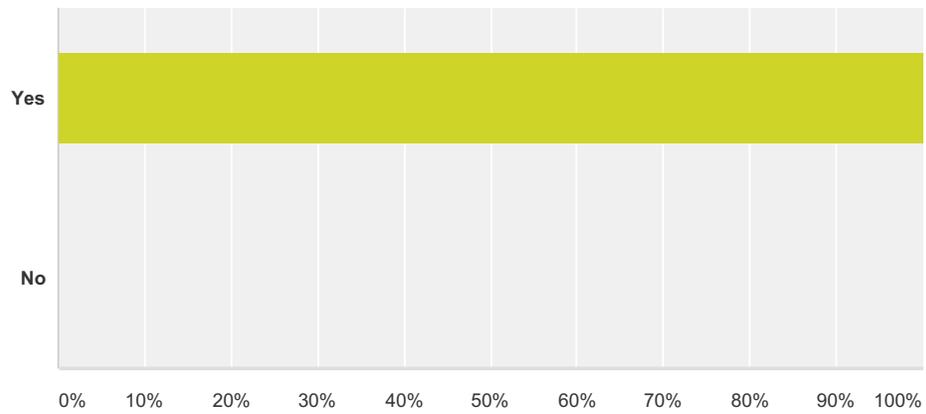
Answered: 61 Skipped: 96



Answer Choices	Responses
Yes	93.44% 57
No	6.56% 4
Total	61

Q3 Was our staff courteous and professional?

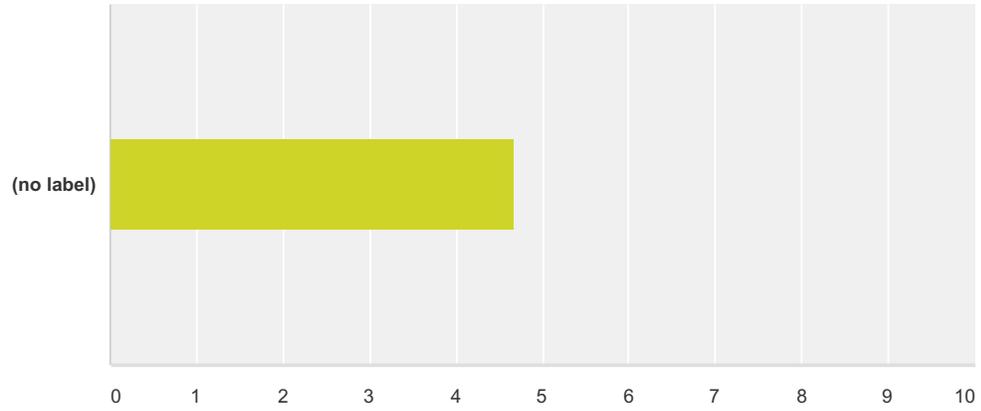
Answered: 61 Skipped: 96



Answer Choices	Responses
Yes	100.00% 61
No	0.00% 0
Total	61

Q4 How would you rate our customer service in the scale of 1 to5 (1= the worst you ever experienced, 5= the best)?

Answered: 61 Skipped: 96



	1-Poor	2-Below average	3-Average	4-Above average	5-Excellent	Total	Weighted Average
(no label)	0.00% 0	1.64% 1	6.56% 4	14.75% 9	77.05% 47	61	4.67

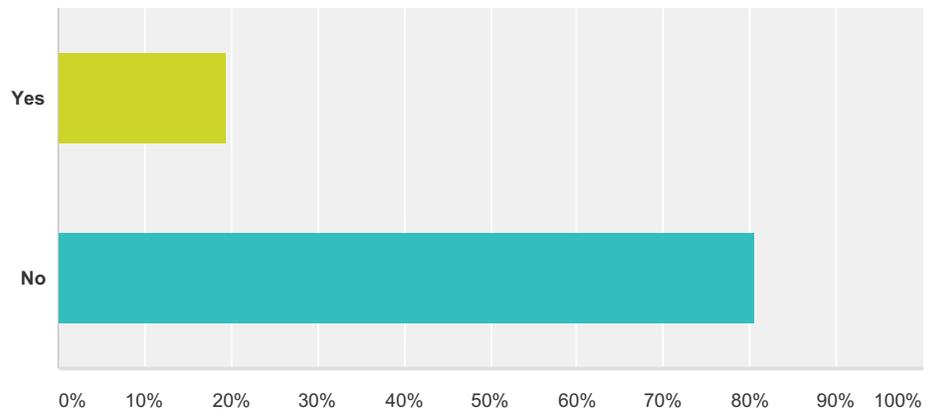
Q5 Suggestions on how FPDR can improve our service to you.

Answered: 20 Skipped: 137

#	Responses	Date
1	I've not had a problem with any of the staff. I mostly deal with and she has been very helpful in all cases.	9/7/2016 1:56 PM
2	Give a raise! She's my hero.	9/7/2016 1:32 PM
3	Be frank with answers. I feel the Board is not looking out for me. They only seem to cut benefits. If you truly want a response, why not pay postage?	7/25/2016 1:49 PM
4	When I retired in 2007 we were pers or better - now it's no better than pers. I feel betrayed or lied to. Pers is a sinking ship - we should cut ties with them.	7/21/2016 11:52 AM
5	None, all is good!	7/15/2016 4:33 PM
6	Try to improve the timeliness of your decisions.	7/15/2016 4:31 PM
7	Have information more readily available when calling. Not put on hold and given a voice mail and it's day before calls are returned.	7/15/2016 4:30 PM
8	Some of us do not have access to the internet so some things need to be printed and sent out.	7/15/2016 4:29 PM
9	Form a network with Veba, supplemental life, and health insurance people to provide a "one stop" clearinghouse for information.	7/15/2016 4:27 PM
10	They do great!!	7/15/2016 4:26 PM
11	Have man answer phones, woman employee didn't know how to transfer money from one account to another, next day man transferred money quick and politely.	7/15/2016 4:21 PM
12	Nothing I can think of.	7/15/2016 4:19 PM
13	None	7/15/2016 4:07 PM
14	I think they do an great job!	7/15/2016 4:06 PM
15	Tell me how a policeman can be disabled on the job, collect disability, but as soon as he turns 65 he is no longer disabled in the eyes of the department. How can that be?	7/15/2016 2:44 PM
16	None	7/15/2016 2:42 PM
17	From where I stand everything has worked just fine.	7/15/2016 2:14 PM
18	online access to benefits, including pension payments. Option for paperless.	7/12/2016 8:09 AM
19	Find a way to allow approved disability claim retirees to obtain prescriptions without having to use out of pocket money.	7/11/2016 12:31 PM
20	none	7/2/2016 1:45 PM

Q6 Have you visited FPDR's website on PortlandOregon.gov in the past 12 months?

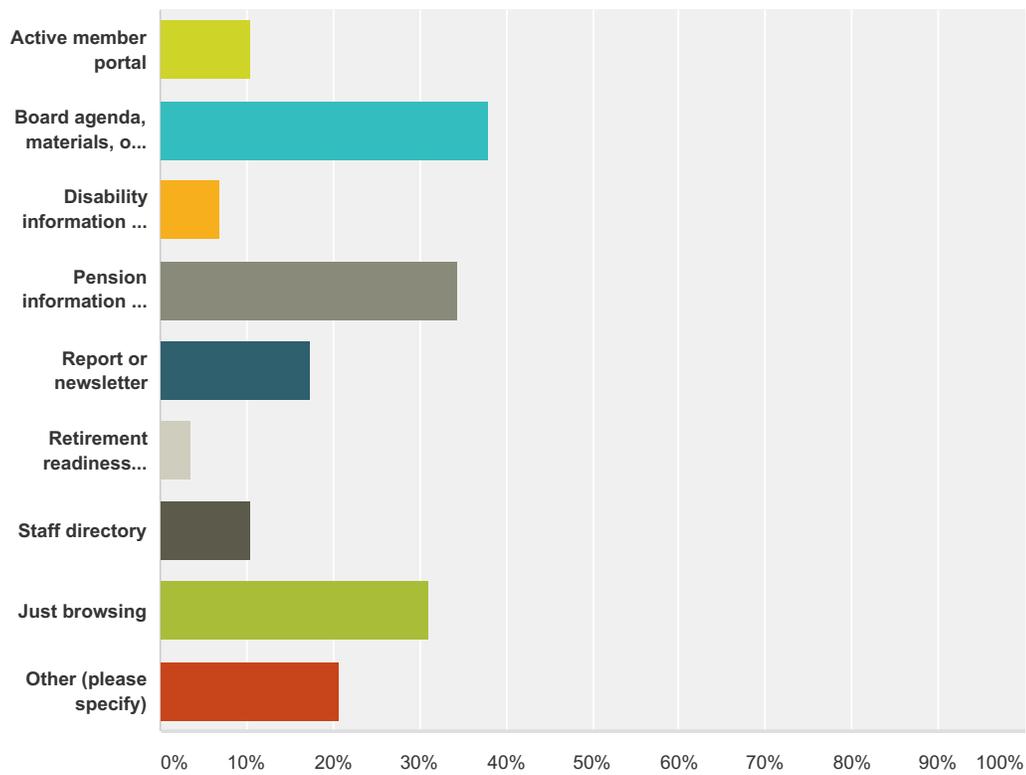
Answered: 155 Skipped: 2



Answer Choices	Responses
Yes	19.35% 30
No	80.65% 125
Total	155

Q7 What information were you seeking? – Check all that apply

Answered: 29 Skipped: 128



Answer Choices	Responses
Active member portal	10.34% 3
Board agenda, materials, or video	37.93% 11
Disability information or forms	6.90% 2
Pension information or forms	34.48% 10
Report or newsletter	17.24% 5
Retirement readiness resources	3.45% 1
Staff directory	10.34% 3
Just browsing	31.03% 9
Other (please specify)	20.69% 6
Total Respondents: 29	

#	Other (please specify)	Date
1	Contact info for board members	7/21/2016 11:53 AM
2	Significant other	7/15/2016 4:12 PM
3	Address update	7/15/2016 4:01 PM

4	CPI info/raise	7/15/2016 3:58 PM
5	Adjust tax withholding	7/15/2016 2:53 PM
6	Mileage and Prescription Reimbursement Form.	7/11/2016 12:33 PM

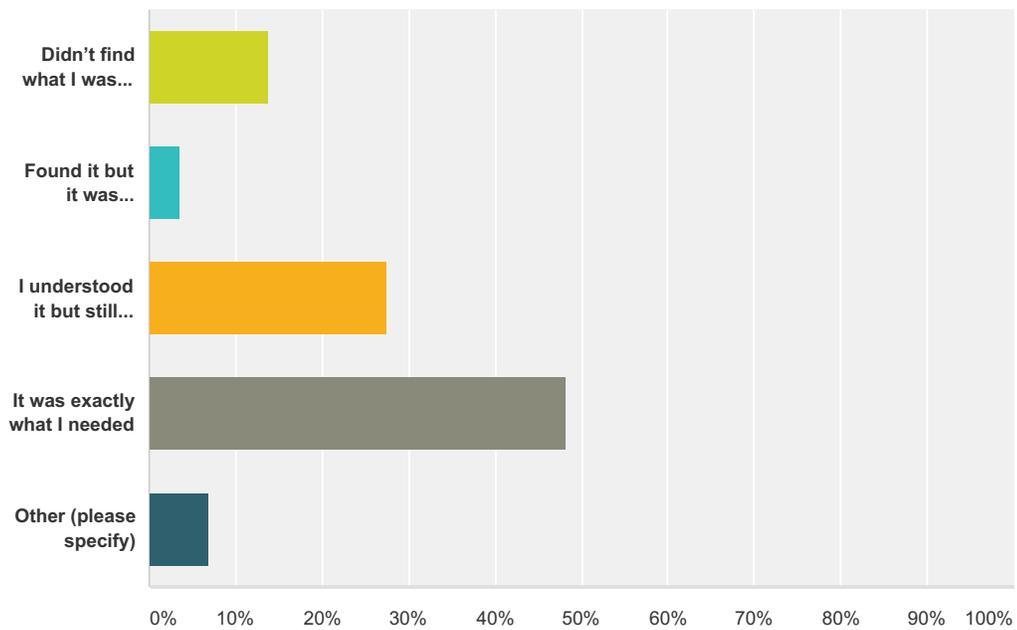
Q8 What other information may be useful on the website?

Answered: 2 Skipped: 155

#	Responses	Date
1	Retiree portal with option for paperless pension information.	7/12/2016 8:10 AM
2	Retired Member Portal allowing similar access and options as the Active Member Portal.	7/11/2016 12:33 PM

Q9 How well did the website meet your needs?

Answered: 29 Skipped: 128

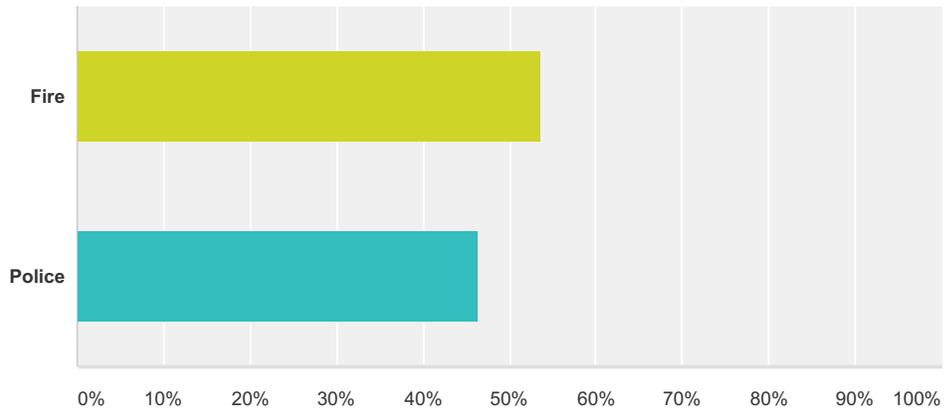


Answer Choices	Responses
Didn't find what I was looking for	13.79% 4
Found it but it was difficult to find/understand	3.45% 1
I understood it but still had questions	27.59% 8
It was exactly what I needed	48.28% 14
Other (please specify)	6.90% 2
Total	29

#	Other (please specify)	Date
1	Didn't find what he was looking for RE CPI - understood but still had questions RE board agenda, materials or video	7/15/2016 3:58 PM
2	*Question not answered*	7/15/2016 3:30 PM

Q10 Bureau

Answered: 153 Skipped: 4



Answer Choices	Responses
Fire	53.59% 82
Police	46.41% 71
Total	153