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Report on Survey of **FRS (Other) Retirees** .................................................................... 130
2015 Florida Retirement System Pension Plan Surveys

The Department of Management Services, Division of Retirement (division), has completed the 2015 edition of the surveys of Florida Retirement System (FRS) employers, active members, recent retirees (retired within the last two years), and other retirees (retired more than two years) to measure their satisfaction with the information and service the division provides. Below are copies of the four final reports, each of which include the survey responses.

The information gathered in the surveys will help us improve the information and services we provide. We will not be able to address all of the concerns about which the coordinators, members, and retirees told us in their survey responses, but we will review all of them and share these concerns with legislators and other officials when those issues are beyond the scope of the division.

The division appreciates the time survey respondents took to complete the surveys and the assistance provided by the FRS Retirement Coordinators with this project.

Note regarding changes in measurement scales: In 2009, the five point scale for the surveys ranged from “extremely satisfied (5)” to “extremely dissatisfied (1).” Starting in 2010, the five point scale for the surveys ranged from “very satisfied (5)” to “very dissatisfied (1).”

Survey formatting and mailing, data collection, and reporting services were provided by Infosurv, Inc.
2015 Survey of Participating Employers of the FRS: Results

The survey of participating employers of the FRS is one of four surveys undertaken by the Research & Education Section of the Department of Management Services, Division of Retirement, during 2015. The Division also surveyed active members, recent retirees and retirees who have been retired for more than two years.

The participating employer survey was designed to:

- Evaluate the quality and adequacy of the information and services provided participating employers;
- Identify perceived strengths and weaknesses of services provided; and,
- Determine information needs of participating employers.

The report is divided into the following two sections:

- Survey responses;
- Comments of the survey participants.

Note regarding changes in measurement scales: In 2009, the five point scale for the surveys ranged from “extremely satisfied (5)” to “extremely dissatisfied (1).” Starting in 2010, the five point scale for the surveys ranged from “very satisfied (5)” to “very dissatisfied (1).”

Any other changes to question wording are reflected in the current Figure Titles.
Question 1
Employees Have Access to Internet

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2010</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2011</td>
<td>99.8%</td>
<td>0.2%</td>
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<tr>
<td>2012</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2013</td>
<td>99.5%</td>
<td>0.5%</td>
</tr>
<tr>
<td>2014</td>
<td>97.8%</td>
<td>2.2%</td>
</tr>
<tr>
<td>2015</td>
<td>91.0%</td>
<td>9.0%</td>
</tr>
</tbody>
</table>

Question 2
Agency Captures Employees' Personal Email Addresses

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>44.5%</td>
<td>55.5%</td>
</tr>
</tbody>
</table>

[Diagrams showing the percentage of employees having access to the Internet and the agency capturing employees' personal email addresses over the years 2009 to 2015.]
**Question 3**
All Agency Employees Have Employer Provided Email Addresses

![Bar chart showing the percentage of agency employees with employer provided email addresses from 2013 to 2015.](chart)

- **2013**: Yes - 63.4%, No - 36.6%
- **2014**: Yes - 70.3%, No - 29.7%
- **2015**: Yes - 91.7%, No - 8.3%

**Question 3A**
Percentage of Agency Employees with Employer Provided Email Addresses

![Bar chart showing the percentage of agency employees with employer provided email addresses in different ranges from 2013 to 2015.](chart)

- **2013**:
  - None: 4.5%
  - 1 to 25%: 4.3%
  - 26 to 50%: 26.4%
  - 51 to 75%: 26.4%
  - 76 to 99%: 28.0%
- **2014**:
  - None: 4.3%
  - 1 to 25%: 11.4%
  - 26 to 50%: 26.4%
  - 51 to 75%: 20.7%
  - 76 to 99%: 19.4%
- **2015**:
  - None: 5.9%
  - 1 to 25%: 9.7%
  - 26 to 50%: 35.5%
  - 51 to 75%: 23.7%
  - 76 to 99%: 24.7%
Question 4
All Agency Employees Have Access to a Computer at Work

2013: 66.7% Yes, 33.3% No
2014: 87.3% Yes, 12.7% No
2015: 96.6% Yes, 3.4% No

Question 4A
Percentage of Agency Employees with Access to a Computer at Work

- None: 1.4% in 2013, 1% in 2014, 1% in 2015
- 1 to 25%: 24.1% in 2013, 6.6% in 2014, 6.6% in 2015
- 26 to 50%: 21% in 2013, 7.1% in 2014, 6.2% in 2015
- 51 to 75%: 40.5% in 2013, 35.7% in 2014, 17.6% in 2015
- 76 to 99%: 17% in 2013, 17% in 2014, 68.6% in 2015
Question 5
Employer Has Visited the Division's Website in Last Two Years

<table>
<thead>
<tr>
<th>Year</th>
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<th>No</th>
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<td>2011</td>
<td>99.3%</td>
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<td>2014</td>
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<tr>
<td>2015</td>
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Question 5A
Satisfaction with Information Provided on Website

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<td>2</td>
<td>41.3%</td>
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<td>23.4%</td>
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<td>16.6%</td>
<td>13.3%</td>
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</table>
Question 6
Employer Has Used Online Services to View & Download Lists of Pension Plan & Investment Plan Members, Pension Plan Retirees, & DROP Participants

Question 7
Employer Has Used Online Services to Access Individual Pension Plan Member Annual Statements (MAS) or MAS Information Summary
Question 8
Employer Has Used Online Services to View Employees' Individual Account Information

<table>
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<td>2015</td>
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Question 9A
Satisfaction with FRS Online Performance: Ability to Access Agency Information

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<th>2014</th>
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Question 9B
Satisfaction with FRS Online Performance:
Usefulness of Information

Question 9C
Satisfaction with FRS Online Performance:
Amount of Information
Question 9D
Satisfaction with FRS Online Performance: Ease of Use

Question 11
Overall Satisfaction with Information Provided by the Division
Question 12
Overall Satisfaction with Service Provided by the Division

Question 14
Received FRS Member Handbook* within the past two years

* FRS Member Handbook was referred to as “FRS Today Retirement Guides for Membership Classes” on previous surveys.
Question 14A
Satisfaction with the FRS Member Handbook:
 Provides Useful & Accurate Information Regarding
 Retirement Needs

Question 14B
Satisfaction with the FRS Member Handbook:
 The Material Provided is Easy to Understand
Question 15
Reviewed FRS Bulletin

[Bar chart showing percentages of reviewed FRS Bulletin over the years 2009 to 2015.]

Question 15A
Satisfaction with FRS Bulletin:
Provides Useful & Accurate Information Regarding Retirement Needs

[Bar chart showing satisfaction levels for years 2013, 2014, and 2015.]
Question 15B
Satisfaction with FRS Bulletin:
The Material Provided is Easy to Understand

Question 16
Reviewed FRS Survivor Benefits Guide
Question 16A
Satisfaction with the FRS Survivor Benefits Guide:
Provides Useful & Accurate Information Regarding Retirement Needs

Question 16B
Satisfaction with the FRS Survivor Benefits Guide:
The Material Provided is Easy to Understand
Question 17
Reviewed FRS Disability Benefits Guide

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<td>2015</td>
<td>52.4%</td>
<td>47.6%</td>
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</table>

Question 17A
Satisfaction with FRS Disability Benefits Guide: Provides Useful & Accurate Information Regarding Retirement Needs

<table>
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<th>2014</th>
<th>2015</th>
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<td>0.0%</td>
<td>0.7%</td>
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</table>
Question 17B
Satisfaction with FRS Disability Benefits Guide: The Material Provided is Easy to Understand

Question 18
Received Deferred Retirement Option Program (DROP) Brochure
Question 18A
Satisfaction with DROP Brochure: Provides Useful & Accurate Information Regarding Retirement Needs

Question 18B
Satisfaction with DROP Brochure: The Material Provided is Easy to Understand
Question 19

Received Preparing to Ready. Set. Retire. Guide

Note: Prior to 2013, the information from “Ready. Set. Retire” was included into a separate brochure titled “Preparing to Retire.”

Question 19A

Satisfaction with Ready. Set. Retire.:
Provides Useful & Accurate Information Regarding Retirement Needs

Note: Prior to 2013, the information from “Ready. Set. Retire” was included into a separate brochure titled “Preparing to Retire.”
Note: Prior to 2013, the information from “Ready. Set. Retire” was included into a separate brochure titled “Preparing to Retire.”

Question 19B
Satisfaction with Preparing to Retire Brochure:
The Material Provided is Easy to Understand

Question 20
Satisfaction with Availability of the Division of
Retirement's Publications
Question 21
Employer Has Sponsored a Pre-Retirement Workshop in Last Three Years

![Bar chart showing the percentage of employers who have sponsored a pre-retirement workshop in the last three years.]

Question 21A
Satisfaction with Division Representative who Conducted the Workshop: Courteousness

![Bar chart showing satisfaction with division representatives for 2013, 2014, and 2015.]
**Question 21B**
Satisfaction with Division Representative who Conducted the Workshop: Professional Manner

**Question 21C**
Satisfaction with Division Representative who Conducted the Workshop: Knowledge of FRS Pension Benefits
Question 21D
Satisfaction with Division Representative who Conducted the Workshop: Overall Presentation

Question 21E
Satisfaction with Information Provided in Pre-Retirement Workshop
Question 22
Employer Has Participated in an Employer Training Seminar Sponsored by the Division

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes (%)</th>
<th>No (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>44.7%</td>
<td>55.3%</td>
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<tr>
<td>2010</td>
<td>49.6%</td>
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<td>2011</td>
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<td>50.1%</td>
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<tr>
<td>2012</td>
<td>49.6%</td>
<td>50.4%</td>
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<tr>
<td>2013</td>
<td>42.7%</td>
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<td>2014</td>
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<td>2015</td>
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<td>49.7%</td>
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Question 22A
Satisfaction with Division Staff who Conducted the Seminar: Courteousness

<table>
<thead>
<tr>
<th>Year</th>
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<th>3</th>
<th>4</th>
<th>5</th>
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<tr>
<td>2014</td>
<td>78.1%</td>
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<td>1.4%</td>
<td>0.0%</td>
<td>0.7%</td>
</tr>
<tr>
<td>2015</td>
<td>79.5%</td>
<td>18.5%</td>
<td>1.4%</td>
<td>0.0%</td>
<td>0.7%</td>
</tr>
</tbody>
</table>
Question 22B
Satisfaction with Division Staff who Conducted the Seminar: Professional Manner

Question 22C
Satisfaction with Division Staff who Conducted the Seminar: Knowledge of FRS Pension Benefits
Question 22D
Satisfaction with Division Staff who Conducted the Seminar: Overall Presentation

Question 22E
Satisfaction with Information Provided in Division Employer Training Seminar
Question 23
Employer Has Communicated with the Division's New Contact Center

Question 24
Employer has Contacted the Division's Contact Center Regarding Individuals Receiving a Monthly Benefit
Question 24A
Satisfaction Regarding Individuals Receiving a Monthly Benefit: Courteousness

Question 24B
Satisfaction Regarding Individuals Receiving a Monthly Benefit: Professional Manner
Question 24C
Satisfaction Regarding Individuals Receiving a Monthly Benefit: Knowledge of FRS Pension Benefits

Question 24D
Satisfaction Regarding Individuals Receiving a Monthly Benefit: Ability to Provide Correct Answers and Resolutions Efficiently
Question 24E
Satisfaction Regarding Individuals Receiving a Monthly Benefit: Understanding Your Agency's Retirement Needs

Question 24F
Satisfaction with Overall Service Regarding Individuals Receiving a Monthly Benefit
**Question 25**
Employer Has Contacted the Division's Contact Center for the Purpose of Reporting a Death

- Yes: 31.4%
- No: 68.6%

**Question 25A**
Satisfaction with Division When Reporting a Death: Courteousness

- 5: 80.4%
- 4: 14.3%
- 3: 1.8%
- 2: 1.8%
- 1: 1.8%
Question 25B
Satisfaction with Division When Reporting a Death: Professional Manner

Question 25C
Satisfaction with Division When Reporting a Death: Knowledge of FRS Pension Benefits
Question 25D
Satisfaction with Division When Reporting a Death:
Ability to Provide Correct Answers and Resolutions Efficiently

Question 25E
Satisfaction with Division When Reporting a Death:
Understanding Your Agency's Retirement Needs
Question 25F
Satisfaction with Overall Service When Reporting a Death

Question 26
Employer Has Contacted the Division's Contact Center Regarding FRS Disability Benefits
Question 26A
Satisfaction with Division Regarding FRS Disability Benefits: Courteousness

Question 26B
Satisfaction with Division Regarding FRS Disability Benefits: Professional Manner
Question 26C
Satisfaction with Division Regarding FRS Disability Benefits: Knowledge of FRS Pension Benefits

Question 26D
Satisfaction with Division Regarding FRS Disability Benefits: Ability to Provide Correct Answers and Resolutions Efficiently
Question 26E
Satisfaction with Division Regarding FRS Disability Benefits: Understanding Your Agency's Retirement Needs

Question 26F
Satisfaction with Overall Service Provided by the Division Regarding FRS Disability Benefits
Question 27
Employer Has Contacted the Division's Contact Center Regarding Agency's Monthly Payroll Report or an Invoice

![Bar chart showing 52.0% Yes and 48.0% No in 2015.]

Question 27A
Satisfaction with Division Regarding Agency's Monthly Payroll Report or Invoice: Courteousness

![Bar chart showing 72.5% for a score of 5, 23.1% for a score of 4, 3.3% for a score of 3, and 1.1% for a score of 1 in 2015.]

Question 27B
Satisfaction with Division Regarding Agency's Monthly Paroll Report or Invoice: Professional Manner

Question 27C
Satisfaction with Division Regarding Agency's Monthly Paroll Report or Invoice: Knowledge of FRS Pension Benefits
Question 27D
Satisfaction with Division Regarding Agency's Monthly Payroll Report or Invoice: Ability to Provide Correct Answers and Resolutions Efficiently

Question 27E
Question 27F
Satisfaction with Overall Service with Division Regarding Agency's Monthly Payroll Report or Invoice

Question 28
Employer Has Contacted the Division's Contact Center Regarding Membership Classes or Position
Question 28A
Satisfaction with Division Regarding Membership Classes or Position: Courteousness

Question 28B
Satisfaction with Division Regarding Membership Classes or Position:
Professional Manner
Question 28C
Satisfaction with Division Regarding Membership Classes or Position:
Knowledge of FRS Pension Benefits

Question 28D
Satisfaction with Division Regarding Membership Classes or Position:
Ability to Provide Correct Answers and Resolutions Efficiently
Question 28E
Satisfaction with Division Regarding Membership Classes or Position:
Understanding Your Agency's Retirement Needs

Question 28F
Satisfaction with Overall Service with Division Regarding Membership Classes or Position
Question 29
Employer Contacted the Division's Contact Center Regarding Employee Service Credit, Estimates, Amounts Due, or DROP Entry

![Bar chart showing percentages of employers who contacted the division's contact center.]

Question 29A
Satisfaction with Division Regarding Employees Service Credit, Estimates, Amounts Due, or DROP Entry: Courteousness

![Bar chart showing satisfaction levels for the division's courteousness.]

10.0%  20.0%  30.0%  40.0%  50.0%  60.0%  70.0%  80.0%

Yes No

2015

72.6%  27.4%
Question 29B
Satisfaction with Division Regarding Employees Service Credit, Estimates, Amounts Due, or DROP Entry: Professional Manner

Question 29C
Satisfaction with Division Regarding Employees Service Credit, Estimates, Amounts Due, or DROP Entry: Knowledge of FRS Pension Benefits
Question 29D
Satisfaction with Division Regarding Employees Service Credit, Estimates, Amounts Due, or DROP Entries: Ability to Provide Correct Answers and Resolutions Efficiently

Question 29E
Satisfaction with Division Regarding Employees Service Credit, Estimates, Amounts Due, or DROP Entry: Understanding Your Agency's Retirement Needs
Question 29F
Satisfaction with Overall Service with Division Regarding Employees Service Credit, Estimates, Amounts Due, or DROP Entry

- 59.8% in 2015
- 26.8%
- 10.2%
- 1.6%
- 1.6%
- 0.0%

Question 30
Employer Contacted the Research & Education Section in Last Two Years

- Yes: 24.8%, 30.8%, 31.9%, 28.0%, 18.8%, 23.8%, 18.6%
- No: 75.2%, 69.2%, 68.1%, 72.0%, 81.2%, 76.3%, 81.4%
Question 30A
Satisfaction with Research & Education Section: Courteousness

Question 30B
Satisfaction with Research & Education Section: Professional Manner
Question 30C
Satisfaction with Research & Education Section:
Knowledge of FRS Pension Benefits

Question 30D
Satisfaction with Research & Education Section:
Ability to Provide Correct Answers and Resolutions Efficiently
Question 30E
Satisfaction with Research & Education Section:
Understanding Your Agency's Retirement Needs

Question 30F
Satisfaction with Overall Service Provided by the Research & Education Section
Question 31
Employer Has Contacted the Audit Section in Last Two Years

<table>
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<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
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<td>81.9%</td>
</tr>
<tr>
<td>2015</td>
<td>21.0%</td>
<td>79.0%</td>
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</tbody>
</table>

Question 31A
Satisfaction with Audit Section: Courteousness

<table>
<thead>
<tr>
<th>Score</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
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<td>5</td>
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<td>25.0%</td>
<td>22.4%</td>
<td>23.0%</td>
</tr>
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<td>8.3%</td>
<td>5.2%</td>
<td>6.6%</td>
</tr>
<tr>
<td>2</td>
<td>0.0%</td>
<td>1.7%</td>
<td>1.6%</td>
</tr>
<tr>
<td>1</td>
<td>0.0%</td>
<td>1.7%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Question 31B
Satisfaction with Audit Section: Professional Manner

Question 31C
Satisfaction with Audit Section: Knowledge of FRS Pension Benefits
Question 31D
Satisfaction with Audit Section: Ability to Provide Correct Answers and Resolutions Efficiently

Question 31E
Satisfaction with Audit Section: Understanding Your Agency's Retirement Needs
Question 31F
Satisfaction with Overall Service Provided by the Audit Section

Question 32
Importance of Retirement Benefits in Attracting New Employees
Question 33
Importance of Retirement Benefits in Retaining Employees

2009: 74.5%
2010: 71.4%
2011: 74.7%
2012: 76.6%
2013: 76.2%
2014: 73.1%
2015: 71.4%
2016: 74.7%
2017: 76.2%
2018: 76.6%
2019: 73.1%
2020: 71.4%
2015 Survey of Active Members of the FRS: Results

The survey of active members of the FRS is one of four surveys undertaken by the Research & Education Section of the Department of Management Services, Division of Retirement, during 2015. The Division also surveyed participating employers, recent retirees and retirees who have been retired for more than two years.

The active member survey was designed to:

- Evaluate the quality and adequacy of the information and services provided to active members;
- Identify perceived strengths and weaknesses of services provided; and,
- Determine information needs of active members.

The report is divided into the following two sections:

- Survey responses;
- Comments of the survey participants.

Note regarding changes in measurement scales: In 2009, the five point scale for the surveys ranged from “extremely satisfied (5)” to “extremely dissatisfied (1).” Starting in 2010, the five point scale for the surveys ranged from “very satisfied (5)” to “very dissatisfied (1).”

Any other changes to question wording are reflected in the current Figure Titles.
Question 2
Age

Question 3
Years of Service with the Florida Retirement System
Question 6
Technology Most Frequently Used to Access the Internet

<table>
<thead>
<tr>
<th>Year</th>
<th>Work Computer</th>
<th>Home Computer</th>
<th>Tablet</th>
<th>Smartphone</th>
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<td>2013</td>
<td>29.5%</td>
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</tr>
<tr>
<td>2014</td>
<td>36.7%</td>
<td>38.4%</td>
<td>9.7%</td>
<td>10.6%</td>
</tr>
<tr>
<td>2015</td>
<td>38.2%</td>
<td>28.4%</td>
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<td>16.2%</td>
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Question 7
Member Has Accessed Division’s Website in Last Two Years

<table>
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<tr>
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<th>No (%)</th>
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</thead>
<tbody>
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<td>40.8%</td>
<td>59.2%</td>
</tr>
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<td>2010</td>
<td>51.6%</td>
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<td>53.5%</td>
<td>46.5%</td>
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<td>2012</td>
<td>51.6%</td>
<td>48.4%</td>
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<tr>
<td>2013</td>
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<tr>
<td>2014</td>
<td>51.0%</td>
<td>49.0%</td>
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<tr>
<td>2015</td>
<td>41.4%</td>
<td>58.6%</td>
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</table>
Question 7A
Satisfied with Information Provided on Website

Question 8
Member Has Used FRS Online
Question 9A
Satisfaction with FRS Online Performance:
Ability to Access Personal Information

<table>
<thead>
<tr>
<th>Year</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
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<tr>
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<tr>
<td>1</td>
<td>1.3%</td>
<td>1.7%</td>
<td>0.8%</td>
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Question 9B
Satisfaction with FRS Online Performance:
Usefulness of Information

<table>
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<tr>
<th>Year</th>
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<td>36.4%</td>
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<tr>
<td>1</td>
<td>8.9%</td>
<td>4.9%</td>
<td>3.8%</td>
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</tbody>
</table>

Legend:
- Blue: 2013
- Red: 2014
- Green: 2015
Question 9C
Satisfaction with FRS Online Performance:
Amount of Information

Question 9D
Satisfaction with FRS Online Performance:
Ease of Use
Question 10
Member Has Accessed the My Inbox feature of FRS Online

* My Inbox feature of FRS online was referred to as the “FRS Online Message Center” prior to the 2015 survey.

Question 12
Overall Satisfaction with Information Provided by the Division
* FRS Member Handbook was referred to as the “FRS Today Retirement Guide” prior to the 2015 survey.
Question 15A
Satisfaction with FRS Member Handbook:
Provides Useful & Accurate Information Regarding Retirement Needs

Question 17B
Satisfaction with FRS Member Handbook:
The Material Provided is Easy to Understand
Question 16
Received FRS Bulletin in Past 3 Years

Question 16A
Satisfaction with FRS Bulletin:
Provides Useful & Accurate Information Regarding Retirement Needs
Question 16B
Satisfaction with FRS Bulletin: The Material Provided is Easy to Understand

Question 17
Received Deferred Retirement Option Program (DROP) Brochure in Past 3 Years
Question 17A
Satisfaction with DROP Brochure: Provides Useful & Accurate Information Regarding Retirement Needs

Question 17B
Satisfaction with DROP Brochure: The Material Provided is Easy to Understand
Question 18
Received Ready. Set. Retire. in Past 3 Years

Note: Prior to 2013, the information in the “Ready. Set. Retire.” brochure was included in a separate “Preparing to Retire” brochure.

Question 18A
Satisfaction with Ready. Set. Retire. Brochure:
Provides Useful & Accurate Information Regarding Retirement Needs
Question 18B
Satisfaction with Ready. Set. Retire. Brochure:
The Material Provided is Easy to Understand

![Bar chart showing satisfaction levels for Ready. Set. Retire. Brochure material from 2013 to 2015.]

Question 19
Have an Email Address

![Bar chart showing email address status for 2015: 98.7% Yes, 1.3% No.]

Question 20
Manner of Most Frequent Communication with the Division

Question 21
Contacted the Division's Contact Center by Phone

Note: Question text changed from Member Has Phoned the Division Within Last 3 Years to Contacted Division’s Contact Center by Phone, in 2015.
Question 22A
Satisfaction with Service During Phone Call:
Convenience of Hours

Question 22B
Satisfaction with Service During Phone Call:
Availability of Toll-Free Lines (Not Getting Message to Call Back Later)
Question 22C
Satisfaction with Service During Phone Call:
Wait Time for a Representative

Question 22D
Satisfaction with Service Provided
Question 23A
Satisfaction with Division Representative During Phone Call: Courteousness

Question 23B
Satisfaction with Division Representative During Phone Call: Professional Manner
Question 23C
Satisfaction with Division Representative During Phone Call: Knowledge of FRS Pension Benefits

Question 23D
Satisfaction with Division Representative During Phone Call: Ability to Provide Correct Answers and Resolutions Efficiently
Question 23E
Satisfaction with Division Representative During Phone Call: Overall Service Provided

Question 24
Met With a Division Rep in the Division's Office in the Past Three Years
Question 25A
Satisfaction with Division Representative Service During Visit: Convenience of Hours

Question 25B
Satisfaction with Division Representative Service During Visit: Wait Time For a Representative
Question 25C
Satisfaction with Division Representative Service During Visit: Overall Service Provided

Question 26A
Satisfaction with Division Representative During Visit: Courteousness
Question 26B
Satisfaction with Division Representative During Visit:
Professional Manner

Question 26C
Satisfaction with Division Representative During Visit:
Knowledge of FRS Pension Benefits
Question 26D
Satisfaction with Division Representative During Visit:
Ability to Provide Correct Answers and Resolutions Efficiently

Question 26E
Satisfaction with Division Representative During Visit:
Overall Service Provided
Question 27A
Purpose of Member Contact with Bureau of Retirement Calculations: Request a Written Benefit Estimate

<table>
<thead>
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<th>No (%)</th>
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<tbody>
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<td>2015</td>
<td>22.2%</td>
<td>77.8%</td>
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Question 27A1
Satisfaction with Service/Information from the Bureau of Retirement Calculations: Request a Written Benefit Estimate

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<td>45.1%</td>
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<td>31.4%</td>
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<td>5.6%</td>
<td>20.9%</td>
<td>11.8%</td>
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<td>2</td>
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<td>1</td>
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Question 27B
Purpose of Member Contact with Bureau of Retirement Calculations: Service Credit Audit and/or Vesting Information

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<th>No</th>
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<td>2015</td>
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Question 27B1
Satisfaction with Service/Information from the Bureau of Retirement Calculations: Service Credit Audit and/or Vesting Information

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**Question 27C**

**Purpose of Member Contact with Bureau of Retirement**

**Calculations: Service Credit Purchase**

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<td>15.5%</td>
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<tr>
<td>2015</td>
<td>7.4%</td>
<td>92.6%</td>
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**Question 27C1**

**Satisfaction with Service/Information from the Bureau of Retirement**

**Calculations: Service Credit Purchase**

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<td>16.7%</td>
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<td>23.5%</td>
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<tr>
<td>2014</td>
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<td>23.5%</td>
<td>16.7%</td>
<td>25.0%</td>
<td>23.5%</td>
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<tr>
<td>2015</td>
<td>0.0%</td>
<td>11.8%</td>
<td>0.0%</td>
<td>16.6%</td>
<td>0.0%</td>
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</table>
Question 28A
Satisfaction with Information Provided on the Written Benefit Estimate: Effectiveness

Question 28B
Satisfaction with Information Provided on the Written Benefit Estimate: Presentation of Information
**Question 29A**
Satisfaction with Service Credit Purchasing Process:
Timeliness of the Process

**Question 30**
Member Has Attended a Retirement Seminar Presented by a Division Representative in Last 3 Years
Question 31A
Satisfaction with Division Representative who Conducted the Seminar: Courteousness

Question 31B
Satisfaction with Division Representative who Conducted the Seminar: Professional Manner
Question 31C
Satisfaction with Division Representative who Conducted the Seminar: Knowledge of FRS Pension Benefits

Question 31D
Satisfaction with Division Representative who Conducted the Seminar: Ability to Provide Correct Answers and Resolutions Efficiently
Question 31E
Satisfaction with Division Representative who Conducted the Seminar: Overall Service Provided

Question 32A
Satisfaction with Information Provided by Division Representative who Conducted the Seminar: Provided Useful & Accurate Information Regarding Retirement Needs
Question 32B
Satisfaction with Information Provided by Division Representative who Conducted the Seminar:
Communicated Changes to Retirement Functions in an Easy to Understand Manner

Question 32C
Satisfaction with Information Provided by Division Representative who Conducted the Seminar: Overall Material Provided was Easy to Understand
**Question 33**

Member Received Member Annual Statement (MAS) Last Year

Note: In 2015, this question changed to specifically ask if member logged on to FRS Online to view their annual statement. Therefore, results may not be comparable.

**Question 33A**

Satisfaction with Characteristics of Member Annual Statement: Usefulness of Information
Question 33B
Satisfaction with Characteristics of Member Annual Statement: Layout

Question 33C
Satisfaction with Characteristics of Member Annual Statement: Amount of Information
Question 33D
Satisfaction with Characteristics of Member Annual Statement: Ease of Understanding Information

Question 33E
Satisfaction with Characteristics of Member Annual Statement: Electronic Delivery Method
Question 34
Importance of Retirement Benefits in Deciding to Become Public Employee

Question 35
Importance of Retirement Benefits in Deciding to Change Jobs
**Question 36**  
Period During Which It Is Most Important to be in Contact with the Division

- **Initial year of employment**
  - 2015: 6.7%
  - 2014: 5.1%
  - 2013: 7.1%
- **Once vested**
  - 2015: 12.1%
  - 2014: 15.1%
  - 2013: 13.5%
- **Within 10 years of retirement**
  - 2015: 9.2%
  - 2014: 10.6%
  - 2013: 10.6%
- **Within 5 years of retirement**
  - 2015: 23.2%
  - 2014: 22.3%
  - 2013: 22.3%
- **After retirement**
  - 2015: 0.3%
  - 2014: 0.5%
  - 2013: 0.6%
- **All equally important**
  - 2015: 46.9%
  - 2014: 45.9%
  - 2013: 50.7%

**Question 37**  
Use Social Media

- **2013**
  - Yes: 55.3%
  - No: 44.7%
- **2014**
  - Yes: 56.6%
  - No: 43.4%
- **2015**
  - Yes: 61.4%
  - No: 38.6%
Question 38
Social Media Platforms Used

- Note: Respondents could choose more than one response
2015 Survey of Recent Retirees of the FRS: Results

The survey of recent retirees of the FRS (those retired within the last two years) is one of four surveys undertaken by the Research & Education Section of the Department of Management Services, Division of Retirement, during 2015. The Division also surveyed active members, participating employers, and retirees who have been retired for more than two years.

The recent retiree survey was designed to:

- Evaluate the quality and adequacy of the information and services provided to recent retirees;
- Identify perceived strengths and weaknesses of services provided; and,
- Determine information needs of retirees.

The report is divided into the following two sections:

- Survey responses;
- Comments of the survey participants.

Note regarding changes in measurement scales: In 2008 and 2009, the five point scale for the surveys ranged from “extremely satisfied (5)” to “extremely dissatisfied (1).” Starting in 2010, the five point scale for the surveys ranged from “very satisfied (5)” to “very dissatisfied (1).”

Any other changes to question wording are reflected in the current Figure Titles.
**Question 2**

**Age**

<table>
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<th>2015</th>
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<tr>
<td>81 or over</td>
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<td>0.3%</td>
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</table>

**Question 3**

**Member Has Regular Access to Internet Via Home Computer, Tablet, or Smartphone**

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<td>2015</td>
<td>93.8%</td>
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Question 4
Technology Most Frequently Used to Access the Internet

Question 5
Member Has Accessed Division's Website in Last Two Years
Question 5A
Satisfaction with Information Provided on Website

<table>
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<tr>
<th>Year</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
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<th>2015</th>
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Question 6
Member Has Used FRS Online

Yes
No

<table>
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<tr>
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<th>2011</th>
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<th>2013</th>
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</table>
Question 7A
Satisfaction with FRS Online Performance:
Ability to Access Personal Information

Question 7B
Satisfaction with FRS Online Performance:
Usefulness of Information
Question 7C
Satisfaction with FRS Online Performance:
Amount of Information

Question 7D
Satisfaction with FRS Online Performance:
Ease of Use
**Question 8**  
Payees Has Used FRS Online to Choose Communication Preferences

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
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<tr>
<td>2009</td>
<td>46.7%</td>
<td>53.3%</td>
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<td>2010</td>
<td>26.9%</td>
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<td>23.8%</td>
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<tr>
<td>2013</td>
<td>12.3%</td>
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<td>2014</td>
<td>13.3%</td>
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</tr>
<tr>
<td>2015</td>
<td>11.6%</td>
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</table>

**Question 9**  
Member Has Accessed the My Inbox Feature of FRS Online

<table>
<thead>
<tr>
<th>Year</th>
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<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>45.2%</td>
<td>54.8%</td>
</tr>
<tr>
<td>2010</td>
<td>23.9%</td>
<td>76.1%</td>
</tr>
<tr>
<td>2011</td>
<td>31.8%</td>
<td>68.2%</td>
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<tr>
<td>2012</td>
<td>29.8%</td>
<td>70.2%</td>
</tr>
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<td>2013</td>
<td>36.1%</td>
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<tr>
<td>2014</td>
<td>26.7%</td>
<td>73.3%</td>
</tr>
<tr>
<td>2015</td>
<td>35.0%</td>
<td>65.0%</td>
</tr>
</tbody>
</table>

*My Inbox feature of FRS online was referred to as the “FRS Online Message Center” prior to the 2015 survey.*
Question 11
Overall Satisfaction with Information Provided by the Division Before Retiring

Question 12
Overall Satisfaction with Service Provided by the Division Before Retiring
Question 13
Satisfied with Information Provided While Applying for Retirement

Question 14
Satisfied with Service Provided While Applying for Retirement
Question 15
Overall Satisfaction with Information Provided by the Division Since Retiring

Question 16
Overall Satisfaction with Service Provided by the Division Since Retiring
Question 18
Reviewed FRS Member Handbook in Past 3 Years

* In previous years, the FRS Member Handbook was referred to as the “FRS Today Retirement Guide for Class of Membership.”

Question 18A
Satisfaction with FRS Member Handbook: Provides Useful & Accurate Information Regarding Retirement Needs
Question 18B
Satisfaction with FRS Today Retirement Guide:
The Material Provided is Easy to Understand

Question 19
Received FRS Bulletin in Past 3 Years
Question 19A
Satisfaction with FRS Bulletin:
Provides Useful & Accurate Information Regarding Retirement Needs

Question 19B
Satisfaction with FRS Bulletin:
The Material Provided is Easy to Understand
Question 20
Received Deferred Retirement Option Program (DROP) Brochure in Past 3 Years

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes (%)</th>
<th>No (%)</th>
</tr>
</thead>
<tbody>
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</tr>
<tr>
<td>2010</td>
<td>72.5%</td>
<td>27.5%</td>
</tr>
<tr>
<td>2011</td>
<td>74.0%</td>
<td>26.0%</td>
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<td>2012</td>
<td>71.7%</td>
<td>28.3%</td>
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<tr>
<td>2013</td>
<td>55.3%</td>
<td>44.7%</td>
</tr>
<tr>
<td>2014</td>
<td>52.4%</td>
<td>47.6%</td>
</tr>
<tr>
<td>2015</td>
<td>51.5%</td>
<td>48.5%</td>
</tr>
</tbody>
</table>

Question 20A
Satisfaction with DROP Brochure: Provides Useful & Accurate Information Regarding Retirement Needs

<table>
<thead>
<tr>
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<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>61.5%</td>
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<td>65.4%</td>
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<td>25.2%</td>
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<td>3</td>
<td>11.3%</td>
<td>6.5%</td>
<td>8.0%</td>
</tr>
<tr>
<td>2</td>
<td>1.6%</td>
<td>1.1%</td>
<td>1.4%</td>
</tr>
<tr>
<td>1</td>
<td>0.0%</td>
<td>0.5%</td>
<td>0.0%</td>
</tr>
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</table>
**Question 20B**

Satisfaction with DROP Brochure: The Material Provided is Easy to Understand

![Bar chart showing satisfaction with DROP brochure material over years]

**Question 21**

Received Ready. Set. Retire. Brochure in Past 3 Years

![Bar chart showing Yes and No responses over years]

*Note: Prior to 2013, the information in the “Ready. Set. Retire” brochure was included in a separate “Preparing to Retire” brochure.*
Question 21A
Satisfaction with Ready. Set. Retire. Brochure:
Provides Useful & Accurate Information Regarding Retirement Needs

Note: Prior to 2013, the information in the “Ready. Set. Retire” brochure was included in a separate “Preparing to Retire” brochure.

Question 21B
Satisfaction with Ready. Set. Retire. Brochure:
The Material Provided is Easy to Understand

Note: Prior to 2013, the information in the “Ready. Set. Retire” brochure was included in a separate “Preparing to Retire” brochure.
Question 22
Reviewed the FRS Retiree Newsletter in Past 2 Years

![Bar chart showing the percentage of respondents who reviewed the FRS Retiree Newsletter in the past 2 years, categorized by year and response (Yes/No).](chart1)

Question 22A
Satisfaction with FRS Retiree Newsletter:
Provides Useful & Accurate Information Regarding Retirement Needs

![Bar chart showing the satisfaction levels for the FRS Retiree Newsletter, categorized by year and response level (1-5).](chart2)
Question 22B
Satisfaction with FRS Retiree Newsletter:
The Material Provided is Easy to Understand

Question 23
Receives the Health Insurance Subsidy (HIS)
Question 23A
Satisfaction with Information about HIS:
Provides Useful & Accurate Information

Question 23B
Satisfaction with Information about HIS:
The Material Provided is Easy to Understand
Question 24
Have an Email Address

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>2015</td>
<td>93.9%</td>
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</table>

Question 25
Manner of Most Frequent Communication with the Division

<table>
<thead>
<tr>
<th>Method</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
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</thead>
<tbody>
<tr>
<td>Phone</td>
<td>36.5%</td>
<td>40.1%</td>
<td>32.8%</td>
</tr>
<tr>
<td>Mail</td>
<td>4.7%</td>
<td>3.4%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Email</td>
<td>13.7%</td>
<td>10.2%</td>
<td>24.8%</td>
</tr>
<tr>
<td>FRS Online</td>
<td>28.4%</td>
<td>29.9%</td>
<td>25.3%</td>
</tr>
<tr>
<td>Office Visit</td>
<td>0.6%</td>
<td>0.8%</td>
<td>0.4%</td>
</tr>
<tr>
<td>No Communication</td>
<td>0.6%</td>
<td>0.8%</td>
<td>0.4%</td>
</tr>
<tr>
<td>Other</td>
<td>16.1%</td>
<td>15.0%</td>
<td>11.7%</td>
</tr>
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</table>
Question 27
Member Has Phoned the Division's Contact Center Since Retirement

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>54.5%</td>
<td>45.5%</td>
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<tr>
<td>2010</td>
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<td>2011</td>
<td>50.5%</td>
<td>49.5%</td>
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<tr>
<td>2012</td>
<td>45.8%</td>
<td>54.2%</td>
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<td>2013</td>
<td>36.7%</td>
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<td>2014</td>
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<td>49.1%</td>
</tr>
<tr>
<td>2015</td>
<td>57.7%</td>
<td>42.3%</td>
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</table>

Question 28A
Satisfaction with Service During Phone Call: Convenience of Hours

<table>
<thead>
<tr>
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<th>2013</th>
<th>2014</th>
<th>2015</th>
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<tbody>
<tr>
<td>5</td>
<td>54.4%</td>
<td>60.9%</td>
<td>63.9%</td>
</tr>
<tr>
<td>4</td>
<td>30.4%</td>
<td>27.9%</td>
<td>25.3%</td>
</tr>
<tr>
<td>3</td>
<td>13.4%</td>
<td>10.1%</td>
<td>7.6%</td>
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<tr>
<td>2</td>
<td>1.2%</td>
<td>0.6%</td>
<td>0.3%</td>
</tr>
<tr>
<td>1</td>
<td>0.6%</td>
<td>0.6%</td>
<td>0.3%</td>
</tr>
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</table>
**Question 28B**  
Satisfaction with Service During Phone Call:  
Availability of Toll-Free Lines (Not Getting Busy Signal)

**Question 28C**  
Satisfaction with Service During Phone Call:  
Wait Time for a Representative
Question 28D
Satisfaction with Service Provided During Phone Call

Question 29A
Satisfaction with Division Representative During Phone Call: Courteousness
Question 29B
Satisfaction with Division Representative During Phone Call: Professional Manner

Question 29C
Satisfaction with Division Representative During Phone Call: Knowledge of FRS Pension Benefits
Question 29D
Satisfaction with Division Representative During Phone Call: Ability to Provide Correct Answers and Resolutions Efficiently

Question 29E
Satisfaction with Division Representative During Phone Call: Overall Service Provided
Question 30
Member Has Met with Division Representative in Office in Last 3 Years

Question 31A
Satisfaction with Service During Visit: Convenience of Hours
Question 31B
Satisfaction with Service During Visit:
Wait Time for a Representative

Question 31C
Satisfaction with Overall Service Provided During Visit
Question 32A
Satisfaction with Division Representative During Visit:
Courteousness

Question 32B
Satisfaction with Division Representative During Visit:
Professional Manner
Question 32C
Satisfaction with Division Representative During Visit:
Knowledge of FRS Pension Benefits

Question 32D
Satisfaction with Division Representative During Visit:
Ability to Provide Correct Answers and Resolutions Efficiently
Question 32E
Satisfaction with Division Representative During Visit: Overall Service Provided

Question 33A
Overall Satisfaction with the Division While Applying for Retirement
Question 33B
Satisfaction with the Effectiveness of Correspondence with the Division

- 2013: 64.4%
- 2014: 54.1%
- 2015: 61.4%

Question 34
Member Received 1099-R Package

- Yes: 89.1%
- No: 10.9%
Question 34A
Satisfaction with Retiree Annual Statement Provided by the Division

Question 35
Importance of Retirement Benefits in Deciding to Become Public Employee
### Question 36
Importance of Retirement Benefits in Deciding to Change Jobs During Career

<table>
<thead>
<tr>
<th>Year</th>
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<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
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</table>

### Question 37
Use Social Media

<table>
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<th>Year</th>
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<th>No</th>
</tr>
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<td>2014</td>
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<td>49.9%</td>
</tr>
<tr>
<td>2015</td>
<td>51.1%</td>
<td>48.9%</td>
</tr>
</tbody>
</table>
### Question 38

Social Media Platforms Used

<table>
<thead>
<tr>
<th>Platform</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td>99.3%</td>
<td>93.1%</td>
<td>96.5%</td>
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<tr>
<td>Twitter</td>
<td>14.9%</td>
<td>10.9%</td>
<td>15.5%</td>
</tr>
<tr>
<td>LinkedIn</td>
<td>24.1%</td>
<td>25.7%</td>
<td>27.6%</td>
</tr>
<tr>
<td>Other</td>
<td>5.0%</td>
<td>7.4%</td>
<td>5.3%</td>
</tr>
</tbody>
</table>

- **Note:** Respondents could choose more than one response
2015 Survey of Retirees of the FRS: Results

The survey of retirees of the FRS (those retired more than two years) is one of four surveys undertaken by the Research & Education Section of the Department of Management Services, Division of Retirement, during 2015. The Division also surveyed active members, participating employers, and recent retirees (those retired within the last two years).

The retiree survey was designed to:

- Evaluate the quality and adequacy of the information and services provided to retirees;
- Identify perceived strengths and weaknesses of services provided; and,
- Determine information needs of retirees.

The report is divided into the following two sections:

- Survey responses;
- Comments of the survey participants.

Note regarding changes in measurement scales: In 2009, the five point scale for the surveys ranged from “extremely satisfied (5)” to “extremely dissatisfied (1).” Starting in 2010, the five point scale for the surveys ranged from “very satisfied (5)” to “very dissatisfied (1).”

Any other changes to question wording are reflected in the current Figure Titles.

![Question 1 Gender](chart.png)
Question 2
Age

- 62 or below
- 63 to 70
- 71 to 80
- 81 or over

2013
2014
2015

Question 3
Member Has Regular Access to Internet Via Home Computer, Tablet, or Smartphone

Yes
No

2009
2010
2011
2012
2013
2014
2015
**Question 4**
Technology Most Frequently Used to Access the Internet

- **Home Computer**
  - 2013: 89.4%
  - 2014: 82.7%
  - 2015: 70.8%

- **Tablet**
  - 2013: 7.8%
  - 2014: 10.7%
  - 2015: 17.1%

- **Smartphone**
  - 2013: 2.8%
  - 2014: 6.6%
  - 2015: 12.1%

**Question 5**
Member Has Accessed Division's Website in Last Two Years

- **Yes**
  - 2009: 29.2%
  - 2010: 44.9%
  - 2011: 55.1%
  - 2012: 54.9%
  - 2013: 51.3%
  - 2014: 48.7%
  - 2015: 46.9%

- **No**
  - 2009: 70.8%
  - 2010: 55.1%
  - 2011: 45.1%
  - 2012: 45.1%
  - 2013: 53.4%
  - 2014: 53.1%
  - 2015: 55.1%
Question 5A
Satisfaction with Information Provided on Website

Question 6
Member has used FRS Online
Question 7A
Satisfaction with FRS Online Performance:
Ability to Access Personal Information

Question 7B
Satisfaction with FRS Online Performance:
Usefulness of Information
Question 7C
Satisfaction with FRS Online Performance:
Amount of Information

Question 7D
Satisfaction with FRS Online Performance:
Ease of Use
Question 8
Payees Has Used FRS Online to Choose Communication Preferences

* My Inbox feature of FRS online was referred to as the “FRS Online Message Center” prior to the 2015 survey.
Question 11
Overall Satisfaction with Information Provided by the Division Since Retiring

Question 12
Overall Satisfaction with Service Provided by the Division Since Retiring
Question 14
Reviewed FRS Retiree Newsletter in Past 2 Years

<table>
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<tr>
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<th>No</th>
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</thead>
<tbody>
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<td>93.7%</td>
<td>6.3%</td>
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<tr>
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<td>91.8%</td>
<td>8.2%</td>
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<tr>
<td>2011</td>
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</tr>
<tr>
<td>2012</td>
<td>94.4%</td>
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<tr>
<td>2013</td>
<td>93.9%</td>
<td>6.1%</td>
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<tr>
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<td>12.4%</td>
</tr>
<tr>
<td>2015</td>
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<td>49.5%</td>
</tr>
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</table>

Question 14A
Satisfaction with FRS Retiree Newsletter:
Provides Useful & Accurate Information Regarding Retirement Needs

<table>
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<td></td>
</tr>
<tr>
<td>2014</td>
<td>24.8%</td>
<td>27.6%</td>
<td>29.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>8.2%</td>
<td>4.6%</td>
<td>7.1%</td>
<td>0.2%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>
Question 14B
Satisfaction with FRS Retiree Newsletter:
The Material Provided is Easy to Understand

Question 15
Reviewed the Ready. Set. Retire. Guide Within the Past Two Years

Note: Prior to 2013, the information in the “Ready. Set. Retire” brochure was provided in a separate “After You Retire” brochure.
Question 15A
Satisfaction with Ready. Set. Retire. Guide:
Provides Useful & Accurate Information Regarding Retirement Needs

Note: Prior to 2013, the information in the “Ready. Set. Retire” brochure was provided in a separate “After You Retire” brochure.

Question 15B
Satisfaction with Ready. Set. Retire. Guide:
The Material Provided is Easy to Understand

Note: Prior to 2013, the information in the “Ready. Set. Retire” brochure was provided in a separate “After You Retire” brochure.
Question 16
Member Receives the Health Insurance Subsidy (HIS)

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
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<tr>
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<td>20.2%</td>
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<td>2012</td>
<td>74.9%</td>
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<td>2013</td>
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</tr>
<tr>
<td>2015</td>
<td>71.4%</td>
<td>28.6%</td>
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</table>

Question 16A
Satisfaction with Information about HIS: Provides Useful & Accurate Information

<table>
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<tr>
<th>Score</th>
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<th>2014</th>
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<td>1</td>
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<td>0.4%</td>
<td>1.0%</td>
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</tbody>
</table>
Question 16B
Satisfaction with Information about HIS:
The Material Provided is Easy to Understand

Question 17
Have an Email Address
Question 18
Manner of Most Frequent Communication with the Division

Question 20
Member Has Phoned the Division’s Contact Center in the Past 12 Months
Question 21A
Satisfaction with Service During Phone Call:
Convenience of Hours

Question 21B
Satisfaction with Service During Phone Call:
Availability of Toll-Free Lines (Not Getting Message to Call Back Later)
Question 21C
Satisfaction with Service During Phone Call:
Wait Time for a Representative

Question 21D
Satisfaction with Overall Service Provided in Call
Question 22A
Satisfaction with Division Representative During Phone Call: Courteousness

Question 22B
Satisfaction with Division Representative During Phone Call: Professional Manner
Question 22C

Satisfaction with Division Representative During Phone Call: Knowledge of FRS Pension Benefits

<table>
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Question 22D

Satisfaction with Division Representative During Phone Call: Ability to Provide Correct Answers and Resolutions Efficiently

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Question 22E
Satisfaction with Division Representative During Phone Call: Overall Service Provided

Question 23
Member Has Met with Division Representative in Office in Past 12 Months
Question 24A
Satisfaction with Service During Visit:
Convenience of Hours

Question 24B
Satisfaction with Service During Visit:
Wait Time for a Representative
Question 24C
Satisfaction with Overall Service Provided During Visit

Question 25A
Satisfaction with Division Representative During Visit:
Courteousness
Question 25B
Satisfaction with Division Representative During Visit:
Professional Manner

Question 25C
Satisfaction with Division Representative During Visit:
Knowledge of FRS Pension Benefits
Question 25D
Satisfaction with Division Representative During Visit:
Ability to Provide Correct Answers and Resolutions Efficiently

Question 25E
Satisfaction with Division Representative During Visit:
Overall Service Provided
Question 26
Member Receives Benefit Via Direct Deposit

- Yes: 93.9%, 93.7%, 93.7%, 93.8%, 97.5%, 97.4%, 96.5%
- No: 6.1%, 6.3%, 6.3%, 6.2%, 2.5%, 2.6%, 3.5%

Question 28
Satisfaction with Retiree Annual Statement Provided by the Division

- 2013: 76.5%, 80.3%, 76.6%
- 2014: 15.6%, 15.7%, 15.2%
- 2015: 5.5%, 3.2%, 5.7%
### Question 29
Importance of Retirement Benefits in Deciding to Become Public Employee

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### Question 30
Importance of Retirement Benefits in Deciding to Change Jobs During Career

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Question 31
Use Social Media

- Note: Respondents could choose more than one response

Question 32
Social Media Platforms Used