2012 FPDR Member Survey

Please circle your response.

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

If yes,

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

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

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

What was your call or visit regarding?
- Disability benefits
- Pension benefits
- Changing personal information
- Other_____

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

If yes,

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

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

Was the information helpful? Yes/No

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

_____

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

If yes,

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

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

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

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

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

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

If you responded not well,

Do you know where to get the information when you need it? Yes/No

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

Are you a Fire or Police member? Fire/Police

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

Optional: Name _____

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