



Vision

Delighted customers, proud staff.

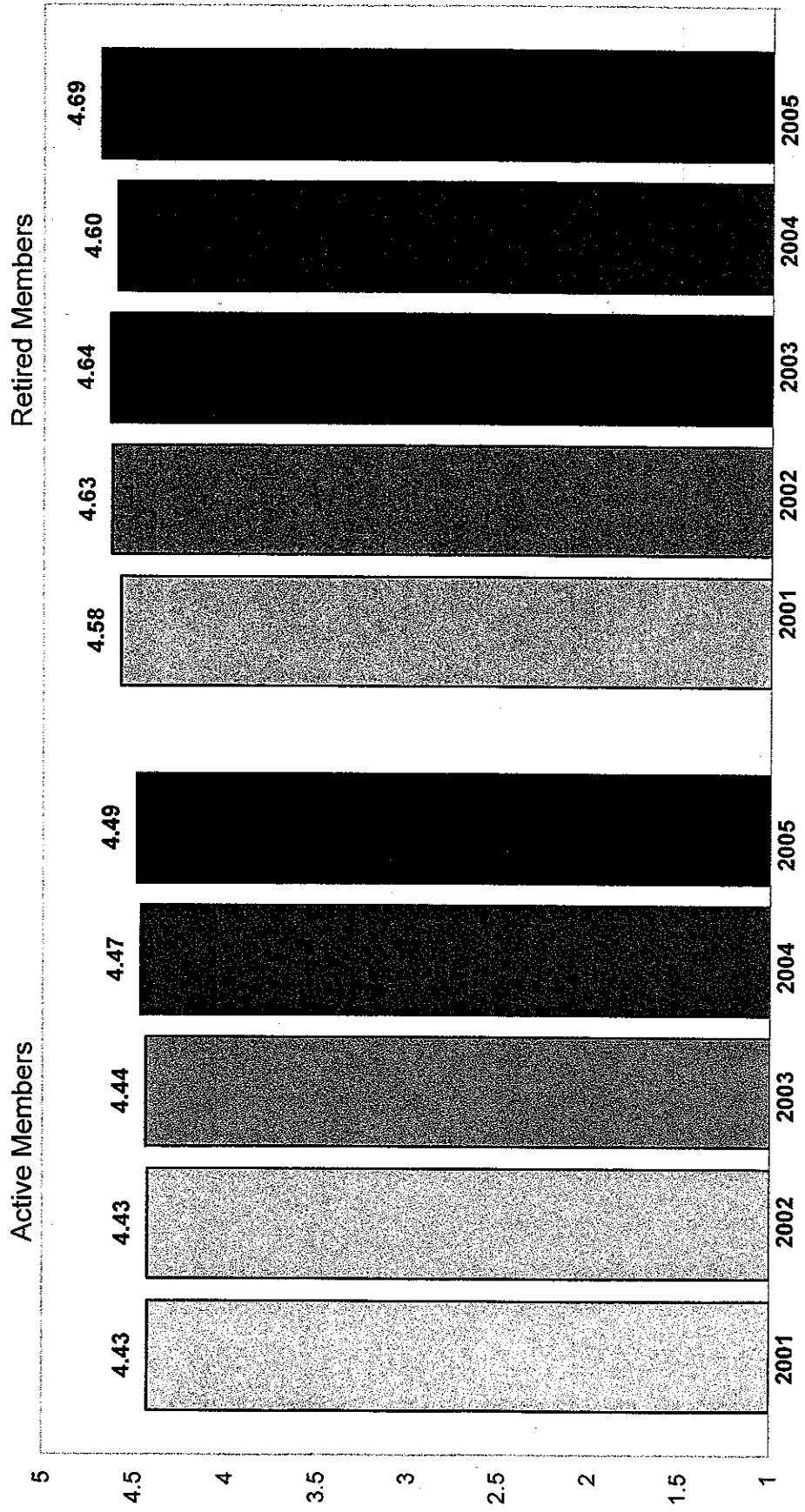
Mission

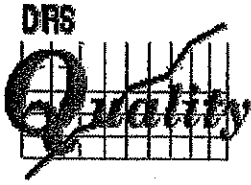
To administer Washington State's public retirement and deferred compensation programs in a manner that creates the highest degree of confidence in our integrity, efficiency, fairness and financial responsibility.

LEOFF 2 Customer Satisfaction Survey Results

***LEOFF 2 Board Meeting
July 27, 2005***

DRS Customer Satisfaction Survey All Systems Combined 2001 - 2005





DRS Customer Satisfaction Report
Active Member
Average Rating/Standard Deviation
All Systems

Customer Survey 2004 - 2005

Date Range: From 07/15/2004 to 05/27/2005

Date Printed: 7/18/2005 8:58:19 AM

	*Average	Standard Deviation
Service		
Overall service	4.49	0.83
Estimate of Benefits		
Time to Receive	4.49	0.84
Explanation of Options	4.38	0.92
Amount of Information	4.40	0.88
Courtesy	4.65	0.77
Category Total	4.48	0.86
Retirement Packet		
Clarity of Information	4.31	0.89
Amount of Information	4.37	0.84
Forms Required	4.34	0.90
Follow Up Interaction	4.41	0.96
Category Total	4.35	0.89

*averages of responses based on a scale of 1-5

Record Count: 1484



DRS Customer Satisfaction Report
 Retired Member
 Average Rating/Standard Deviation
 All Systems

Customer Survey 2004 - 2005

Date Range: From 07/15/2004 to 05/27/2005

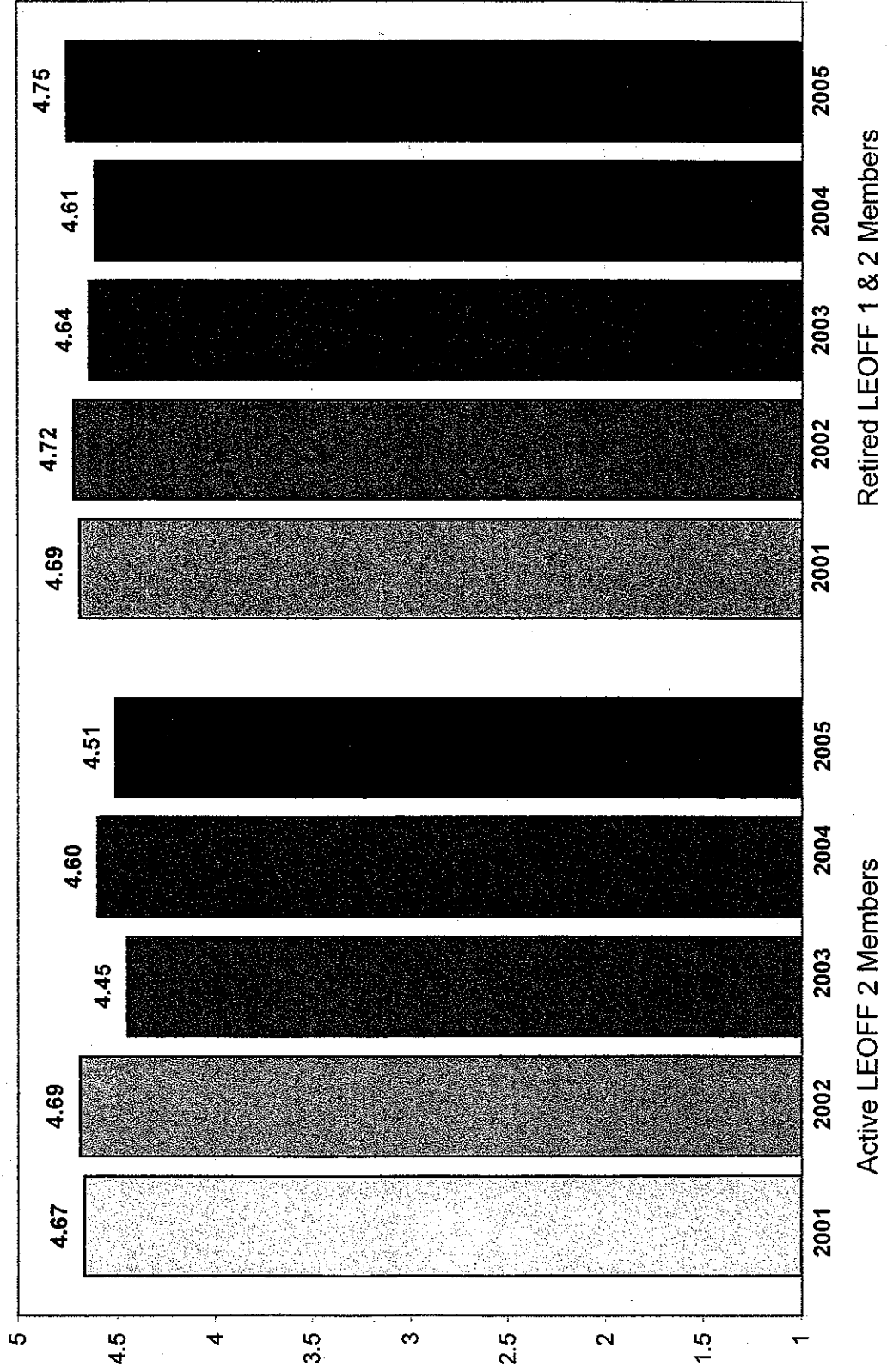
Date Printed: 7/18/2005 9:00:52 AM

	*Average	Standard Deviation
SERVICE		
Overall Service	4.69	0.61
Staff		
Staff Courtesy	4.71	0.61
Inquiries		
Timeliness of Response	4.58	0.73
Completeness of Response	4.60	0.71
Clarity of Response	4.58	0.72
Category Total	4.59	0.72
NEWSLETTERS		
Timeliness of Information	4.41	0.77
Clarity of Articles	4.43	0.76
Length of Articles	4.40	0.77
Print Size/Legibility	4.48	0.77
Frequency of Publication	4.36	0.83
Category Total	4.42	0.78

*averages of responses based on a scale of 1-5

Record Count: 1457

DRS LEOFF Member Survey 2001 - 2005





DRS Customer Satisfaction Report
 Active Member
 Survey Average Rating/Standard
 Deviation
 By System/Plan

Customer Survey 2004 - 2005

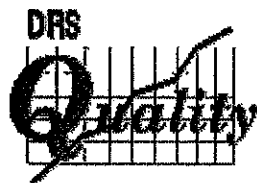
Date Range: From 07/15/2004 to 05/27/2005

Date Printed: 7/18/2005 9:00:10 AM

	*Average	Standard Deviation
LEOFF2		
Service		
Overall service	4.51	0.80
Estimate of Benefits		
Time to Receive	4.78	0.48
Explanation of Options	4.43	0.87
Amount of Information	4.47	0.84
Courtesy	4.97	0.17
Category Total	4.66	0.69
Retirement Packet		
Clarity of Information	4.63	0.66
Amount of Information	4.63	0.55
Forms Required	4.53	0.68
Follow Up Interaction	4.58	0.72
Category Total	4.59	0.64

*averages of responses based on a scale of 1-5

Record Count: 37



DRS Customer Satisfaction Report
 Retired Member
 Survey Average Rating/Standard
 Deviation
 By System

Customer Survey 2004 - 2005

Date Range: From 07/15/2004 to 05/27/2005

Date Printed: 7/18/2005 9:01:45 AM

	*Average	Standard Deviation
LEOFF		
SERVICE		
Overall Service	4.75	0.58
Staff		
Staff Courtesy	4.77	0.57
Inquiries		
Timeliness of Response	4.69	0.61
Completeness of Response	4.71	0.61
Clarity of Response	4.70	0.61
Category Total	4.70	0.61
NEWSLETTERS		
Timeliness of Information	4.40	0.74
Clarity of Articles	4.44	0.73
Length of Articles	4.41	0.75
Print Size/Legibility	4.47	0.76
Frequency of Publication	4.35	0.79
Category Total	4.41	0.76

*averages of responses based on a scale of 1-5

Record Count: 339