

What Our Customers Are Saying...



LEOFF 2 Board
October 25, 2006

Customer Surveys

- Annual Surveys
- Customer Comment Cards
- Feedback Mailers

Annual Surveys

Active Members

- Mailed in July 2005 and January 2006
- Random, 25 percent of customers requesting benefit estimates
- 3,782 surveys mailed

Retired Members

- Mailed in November 2005
- Random, system and plan level data
- 5,829 surveys mailed

Customer Comment Card

We're Listening!

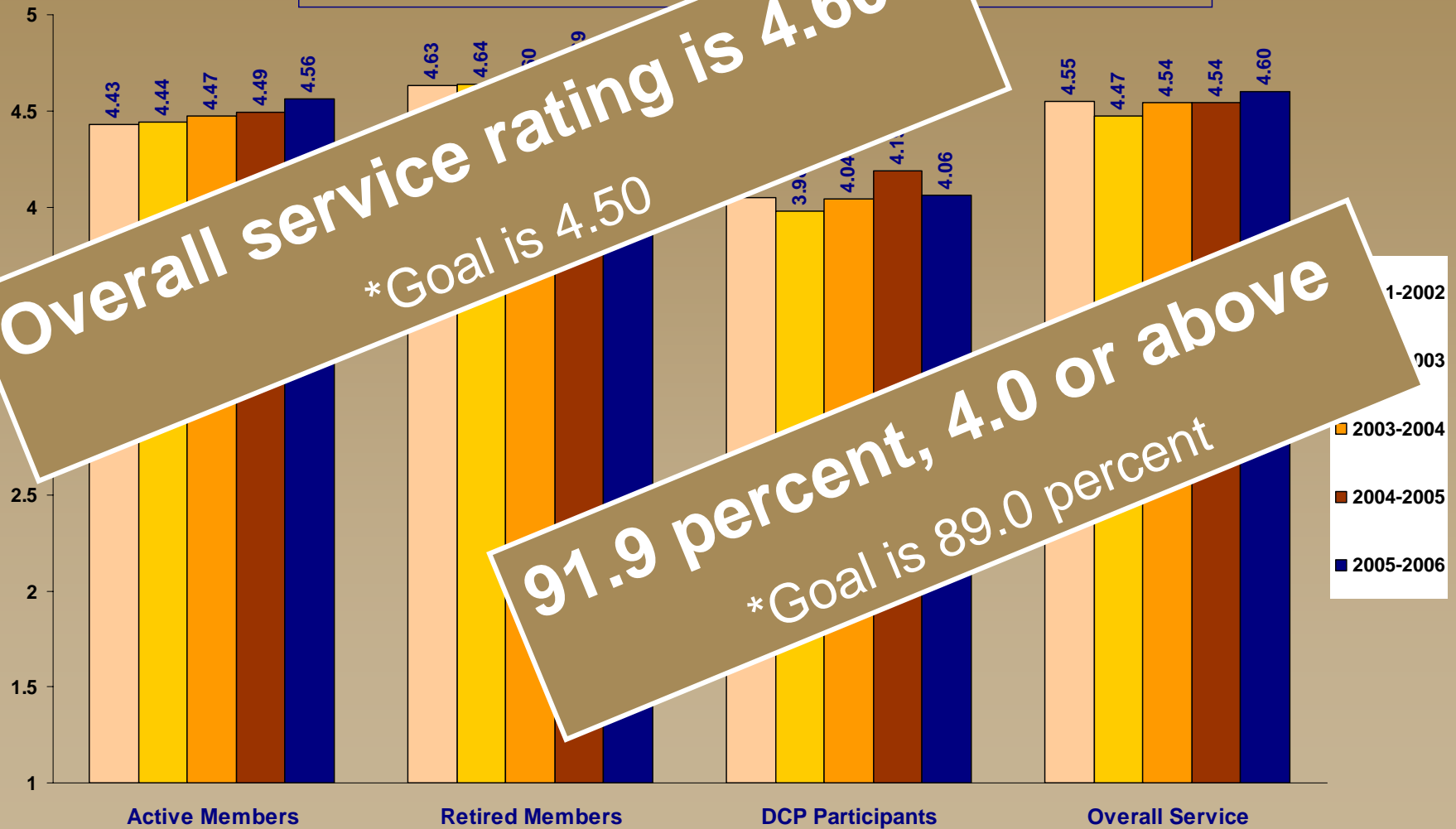
- Initiated January 2001 - feedback from members who visit DRS
- Cards available at main reception desk for all customers
- 2006 – average rating of 4.99 on a 5.0 scale

Expanded Customer Feedback

Customer Feedback Mailer: Collect data from customer population not previously surveyed

- Initiated January 2002
- Survey form similar to Customer Comment Card
- Inserted into outgoing correspondence
 - RSD - Random, by type of business process, one month twice a year
 - DCP – All correspondence, one month twice a year

DRS Customer Satisfaction Report
Overall Satisfaction with Service from All Surveys

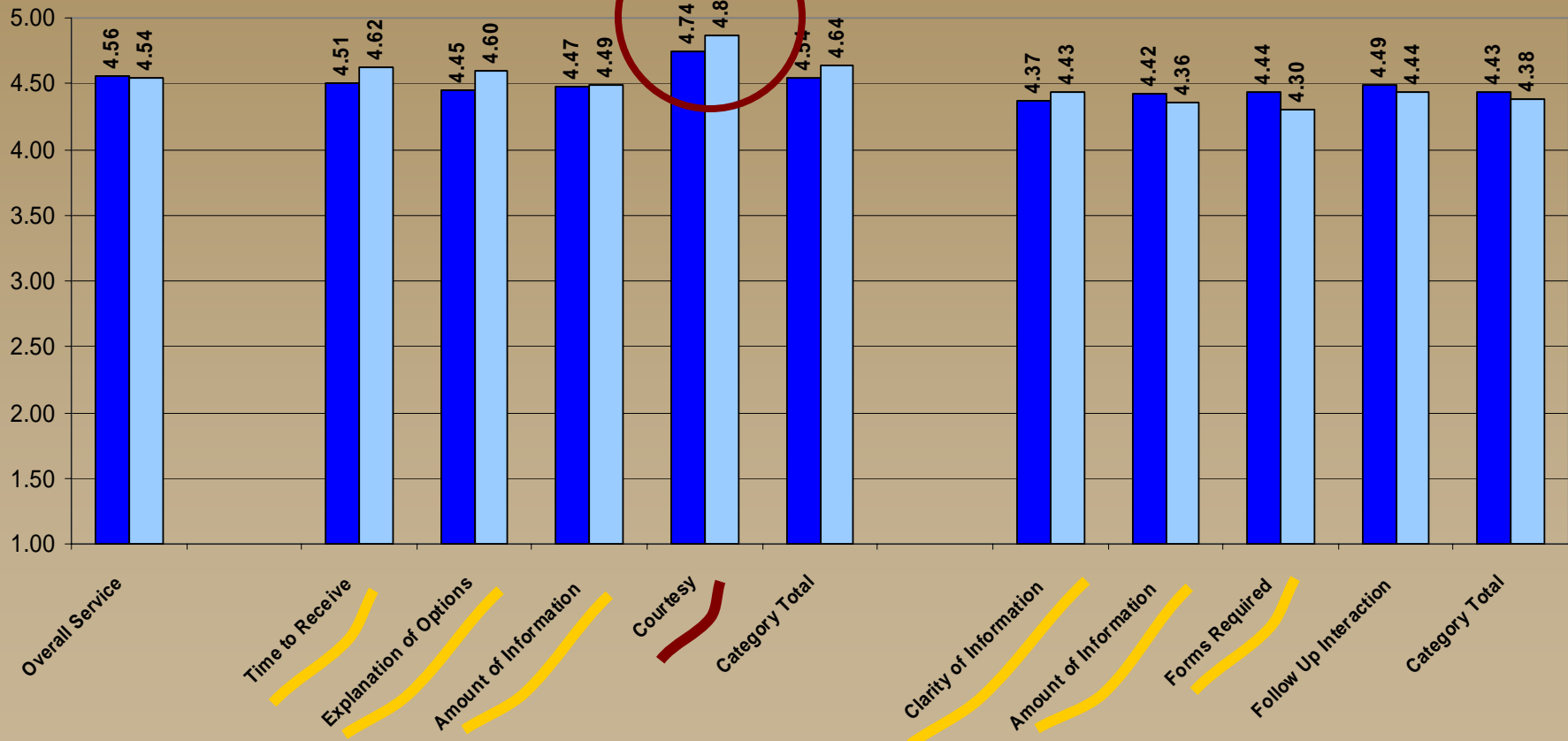


Overall service rating is 4.60
 *Goal is 4.50

91.9 percent, 4.0 or above
 *Goal is 89.0 percent

Active Members Survey Comparative Results 2006

■ 05-06 All □ 05-06 L2



What active LEOFF 2 members are saying...

“Everything seemed well thought out and very informative and helpful. It left me with no additional questions and I cannot think of a way to improve at this time. Wish all government agencies were as efficient as you've proven to be. Thanks.”

“Hard to improve when everything is satisfactory.”

“[Staff] has been extraordinary. She is the true professional, courteous, knowledgeable, helpful. What a pleasure to work with.”

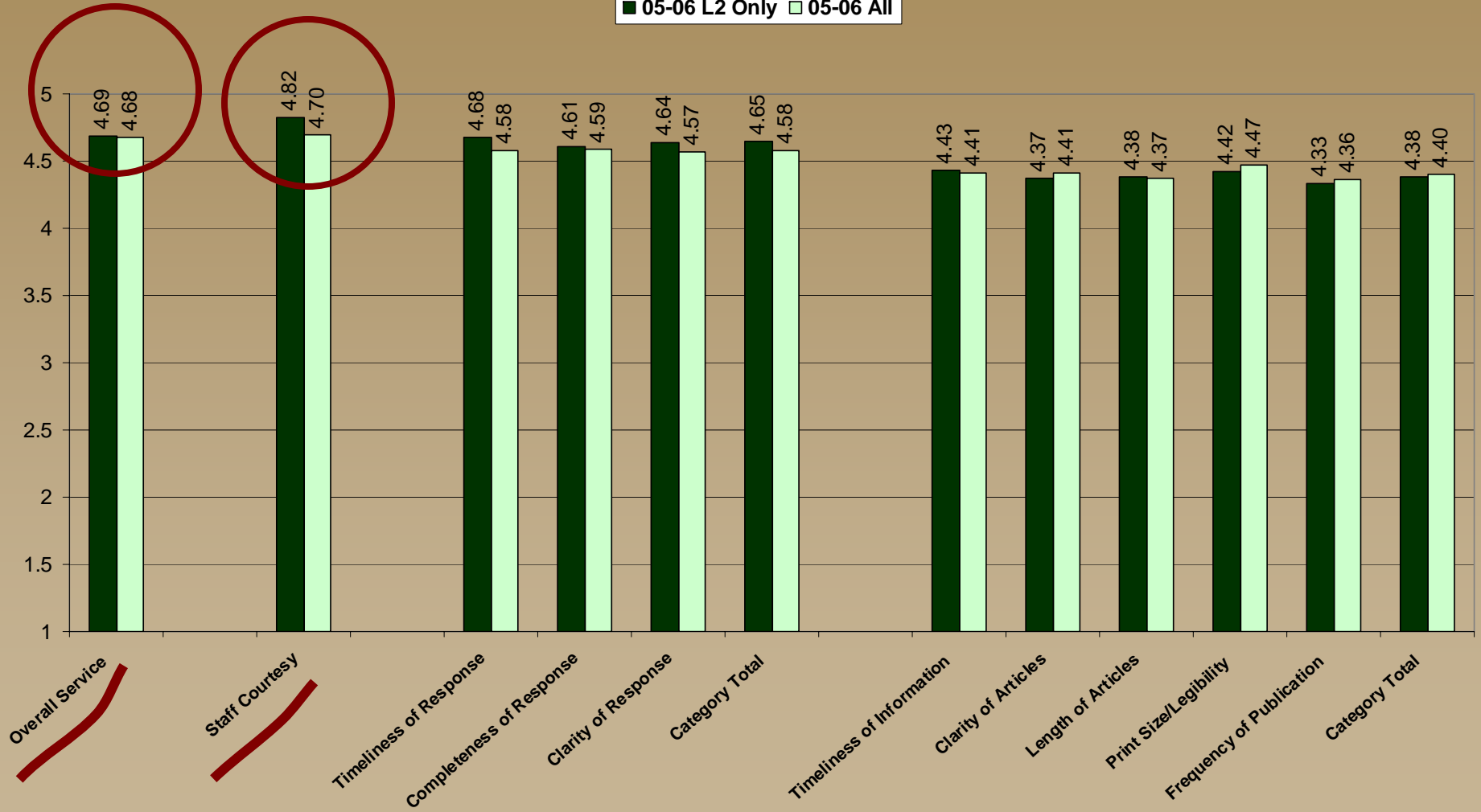
“I am very pleased with the service I received and would like to thank [Staff]. She must be a mainstay at DRS. Thank you [Staff].”

“Pertaining to LEOFF data requested and received. It was text book perfect by the person I dealt with. Thanks.”

“I think the explanation of benefits needs to be worked on. Such a complicated process.”

Retired Members Survey Comparative Results 2006

■ 05-06 L2 Only □ 05-06 All



What retired Leoff 2 members are saying...

“Wouldn't it be great if LEOFF 2 had health insurance benefits like LEOFF 1?”

“Keep Funds wisely invested.”

“Provide summary of legislation and status of legislation introduced each year.”

A raise would be nice.

“Very Satisfied. One of the best state agencies for service, promptness, and courtesy. Keep up the good work.”

“I am very pleased with the service of the DRS. Thank you.”

“As long as my check gets automatic deposit every month I'm happy. Thanks for the good job you all do.”

“When issuing notices of COLA, include clarification on the amount of the COLA received.”

“DRS is the only department in the state I have contacted that had a person answer and knew what I needed. Keep it up.”

“I have to say, I am very impressed with the job everybody is doing. I couldn't ask for more. Keep up the excellent work!”

Annual Survey Summary

- Numerical and comment data is quantified and monitored
- Customer concerns/staff compliments sent to staff for follow up and recognition
- Comprehensive reports to management
- Results analyzed for trends and opportunities

Themes and Messages

- Service is rated high by visitors - including walk-ins
- Staff are exceptionally courteous and knowledgeable
- Many customers see DRS as a “model” for state government in customer focus and service delivery

2006 Service Measures

LEOFF Unit Results

- Answer phone calls within 30 seconds – 96.5%
- Knowledgeable staff person responds to walk-in visitors within 4 minutes – 96%
- Respond to routine correspondence within five business days – 96.3%
- Respond to benefit estimate requests within five business days – 97.5%
- Provide benefit estimates that are within 5% of the initial benefit amount – 95.4%
- Accurately calculate benefit amount – 100%

Planning Seminars:

- LEOFF workshops offered during all day seminars
- Ten LEOFF workshops statewide in 2006
- Announced in *DRS Outlook* newsletter, on Web site and in the *FTE* newsletter
- LEOFF & WSP members welcomed as walk-ins
- E-mail notices sent to employers to encourage attendance

Questions