Presentation of Membership Survey Results

February 5, 2008

N=277

1042 total surveys mailed
Do you feel you have adequate choices in choosing health care?

Yes 81%
No 19%
What has been impact of Medicare Part B on You?

- Increase in co-pay: 27%
- Annual physical at a cost: 32%
- Wellness check at cost: 4%
- Increase cost for elective procedures: 16%
- N/A: 21%
Do you feel you get enough information on your retirement plan and its associated benefits?

- Yes: 73%
- No: 27%
What info on retirement would you want to know more about?

- Retirement Fund Performance: 16%
- Retirement Benefits: 38%
- Medical Insurance: 36%
- Other: 8%
- N/A: 2%
How would you rate the association's efforts to keep you informed?

47% Excellent
44% Good
9% Fair
20% Poor
How well do you feel you understand the following Retiree benefits?

**Survivorship Allowances**
- Very well: 15%
- Somewhat well: 35%
- A little: 33%
- Not at all: 17%

**COLA**
- Very well: 49%
- Somewhat well: 39%
- A little: 11%

**Medicare Part B**
- Very well: 12%
- Somewhat well: 23%
- A little: 31%
- Not at all: 34%

**SRBR**
- Very well: 24%
- Somewhat well: 43%
- A little: 21%
- Not at all: 12%
Q9a: Do you own a computer?

- Yes: 87%
- No: 13%

Q9b: Do you have access to the Internet?

- Yes: 85%
- No: 15%
How often do you use e-mail?

- Daily: 68%
- Once a week: 12%
- A few times a month: 5%
- Never: 15%
How would you prefer to receive information from the Association?

- Printed in the newsletter: 36%
- Electronic newsletter: 29%
- Both printed & e-newsletter: 32%
- Available on the website: 3%
How often do you visit the Association's website?

- Never: 36%
- Hardly ever: 41%
- Once a month: 18%
- Weekly: 5%
What issues are most important to you in terms of the association keeping you updated?

Priority #1
- Health Plan Changes: 59%
- Pension Issues: 33%
- Police & Fire Issues: 6%

Priority #2
- Health Plan Changes: 40%
- Pension Issues: 52%
- Police & Fire Issues: 3%

Legend:
- Health Plan Changes
- City Politics
- Pension Issues
- Police & Fire Issues
What is your primary source of information for issues related to the Association & your retirement benefits?

- Association Newsletter: 75%
- Association Meetings: 10%
- San Jose Mercury News: 3%
- Association members: 9%
- Association website: 3%
Would you be willing to commit 4 hours of volunteer time to an upcoming city election for a candidate endorsed by the Association?

- Yes: 17%
- No: 67%
- Depends on candidate: 16%
Which volunteer activities would you prefer to perform?

- **High Priority**
  - Staffing campaign office: 19%
  - Walking precincts: 9%
  - Phone banking: 16%
  - Delivering lawn signs: 21%
  - Cooking at Association BBQ: 35%

- **Low Priority**
  - Staffing campaign office: 20%
  - Walking precincts: 28%
  - Phone banking: 37%
  - Delivering lawn signs: 9%
  - Cooking at Association BBQ: 6%
Analysis

• Overall, members feel the Association has done a good job of keeping them informed.

• There’s a high use of computers, e-mail and the Internet amongst members.

• Members expressed interest in receiving more information electronically.

• Members list medical insurance and pension as top priorities for being kept informed.

• Members are the least informed on Survivorship Allowances and Medicare Part B.
Recommendation

• Continue development of website as members’ destination for Association information.

• Utilize e-mail as an effective tool for targeted, timely messages to members.

• Develop informational material on Medicare Part B & Survivorship benefits.

• Continue transition of key information to electronic formats (e-mail, website, etc.).

• Conduct 1-year baseline survey to measure changes.