



Participant Satisfaction Survey 2009

Survey Overview



- Survey was conducted online via www.cityofla457.com
- Notification via newsletter and Web site news bulletin
- Launched on October 20, 2009
- Closed on December 21, 2009
- Total responses = 1,166
- Response rate = 2.8%

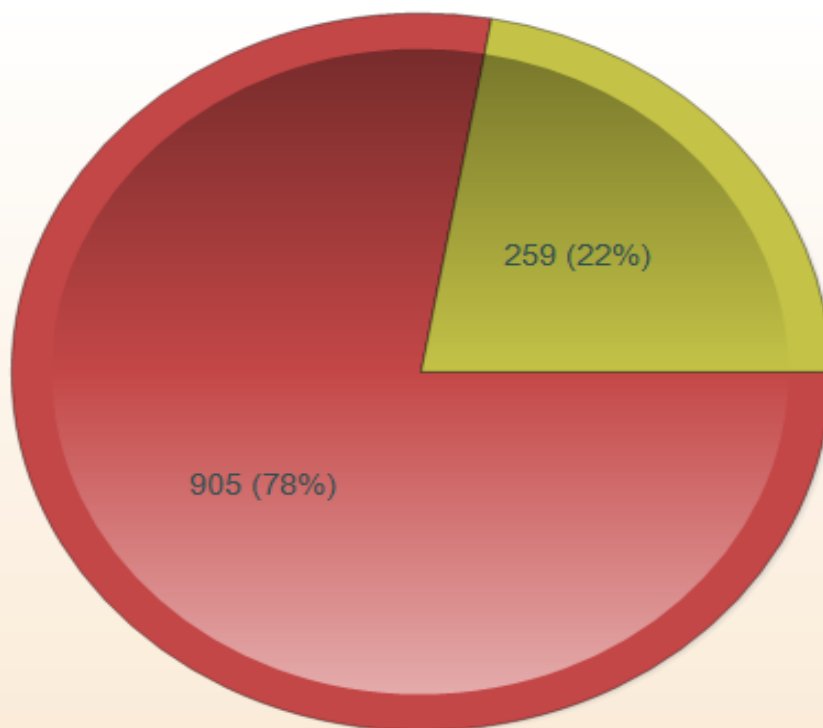


Participation



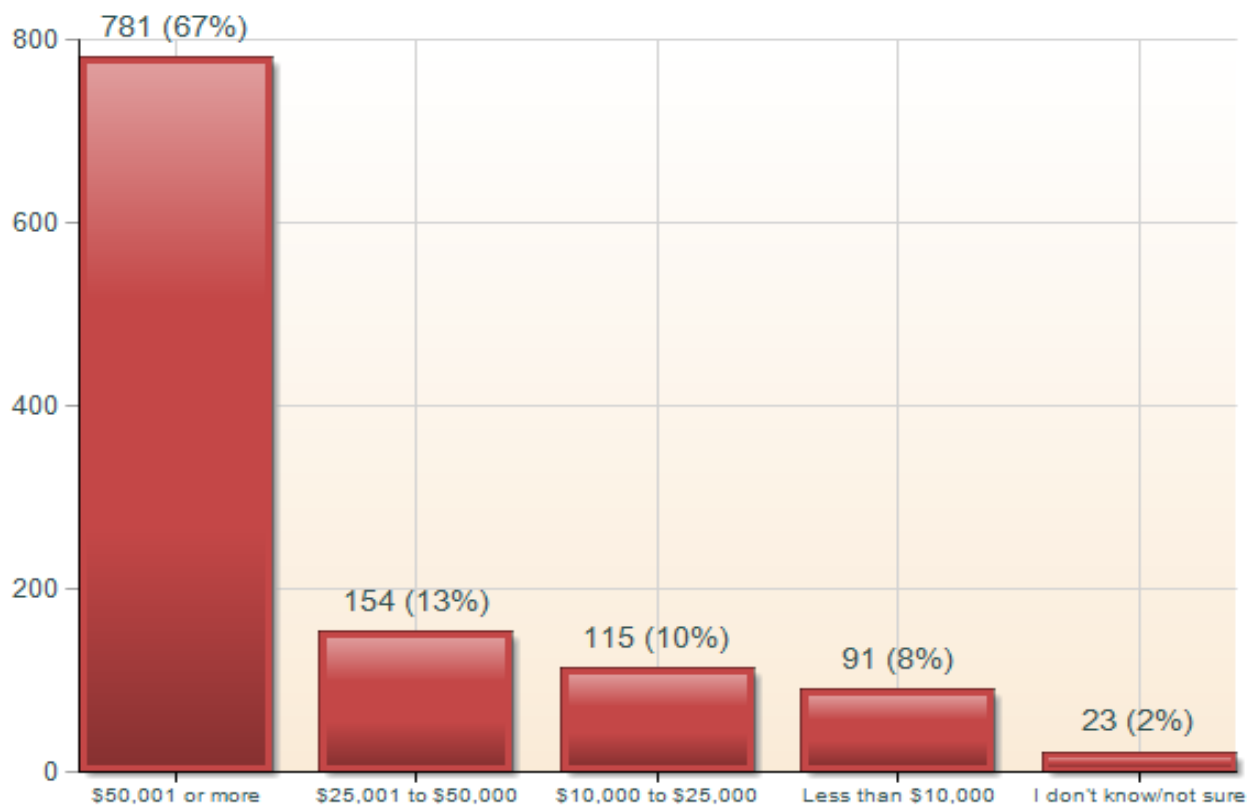
Are you currently contributing to the City of Los Angeles PREMIERE Deferred Compensation Plan?

Yes No



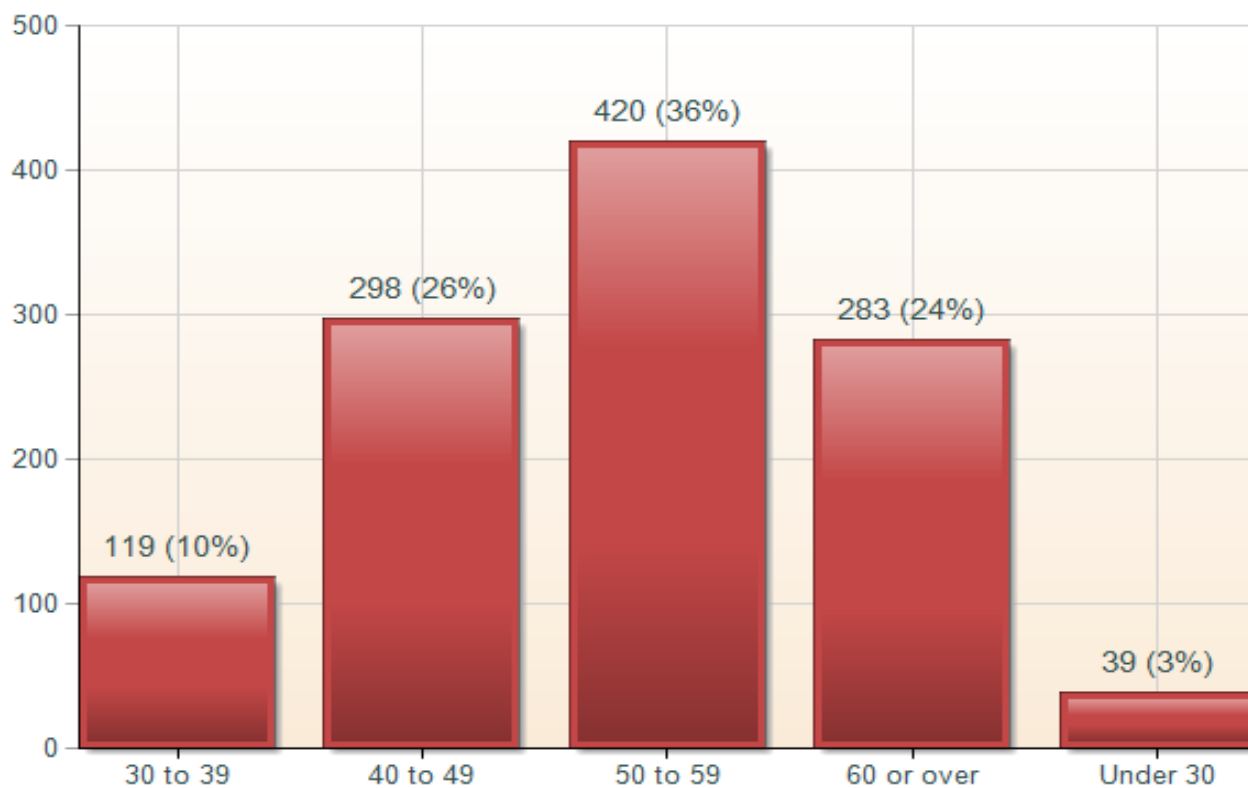


What is your estimated account balance?





Please indicate your age category.





4. With what City department are you currently employed?

Airports		44	4%
Animal Services		2	0%
Building and Safety		30	3%
Chief Legislative Analyst		0	0%
City Administrative Office		6	1%
City Attorney		14	1%
City Clerk		3	0%
City Council		2	0%
Community Development		4	0%
Controller		7	1%
DOT		27	2%
DWP		242	21%
Fire		81	7%
Fire/Police Pensions		87	8%
General Services		41	4%
Harbor		20	2%
Housing		10	1%
ITA		32	3%
LACERS		7	1%
Library		17	1%
Mayor's Office		0	0%
Personnel		14	1%
Planning		14	1%
Police		140	12%
Public Works		105	9%
Recreation & Parks		12	1%
Treasurer/Finance		4	0%
Zoo		2	0%
I no longer work for the City		135	12%
Other View Responses		56	5%
Total		1158	100%

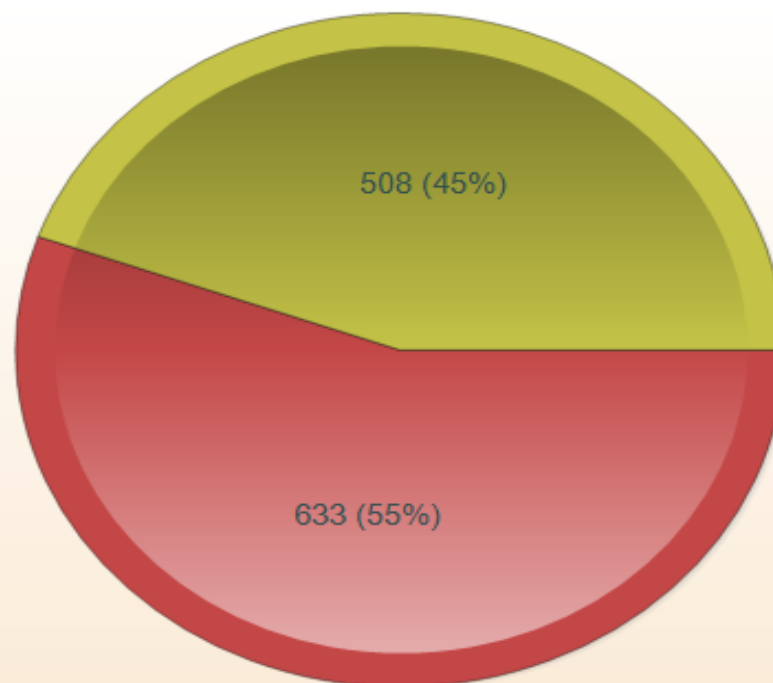


Great-West Retirement Services®



Have you ever performed a transaction or otherwise had an occasion to call the Great-West national call center and talk to a national service representative at (888) 457-9460?

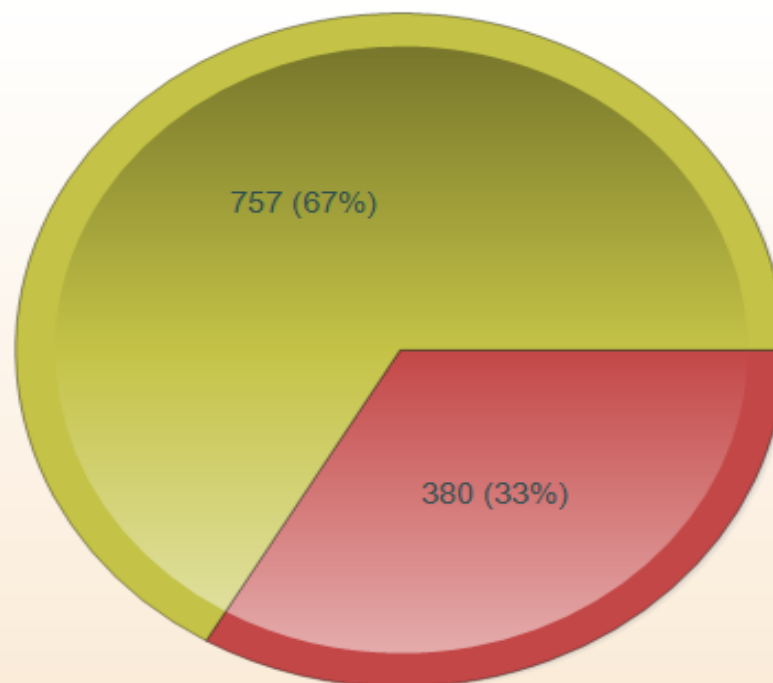
Yes **No (Please skip to question 9)**





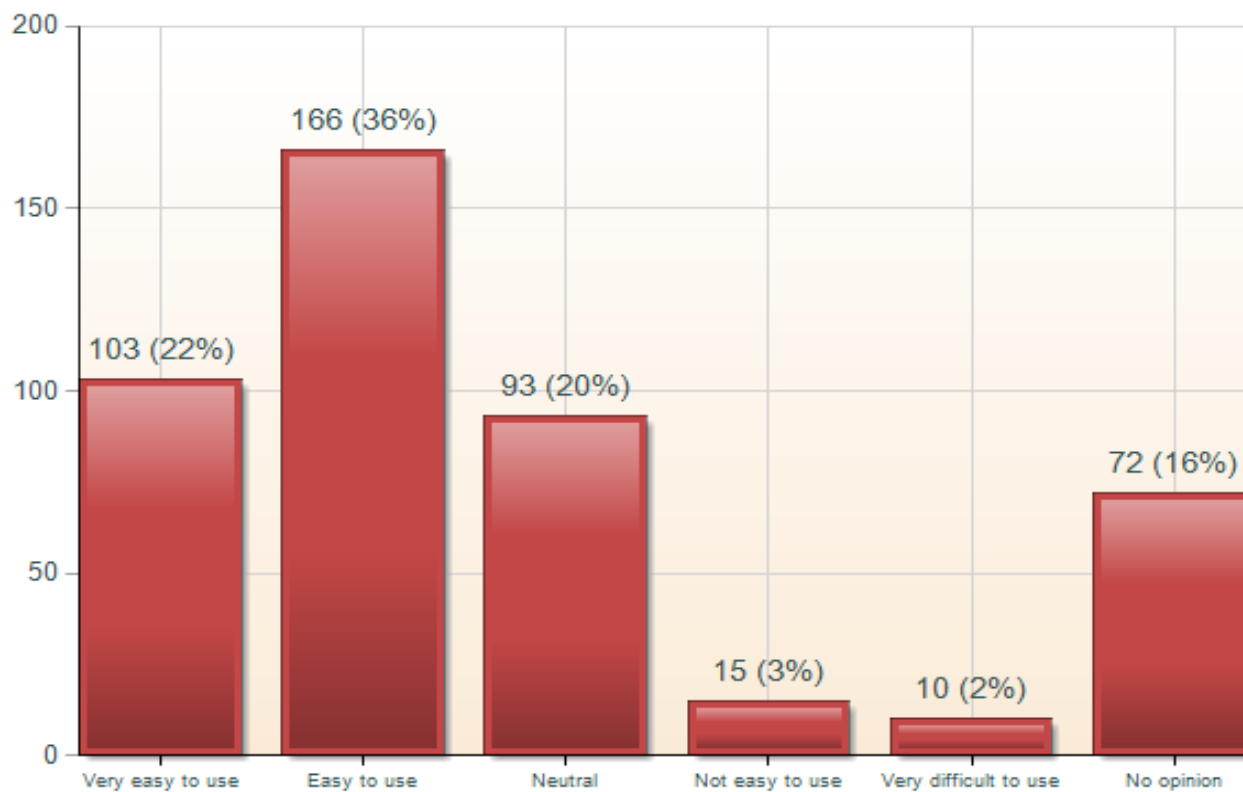
Have you ever used KeyTalk, the toll-free automated voice response system at (888) 457-9460, to help you manage and monitor your account?

Yes No (Please skip to question 11)





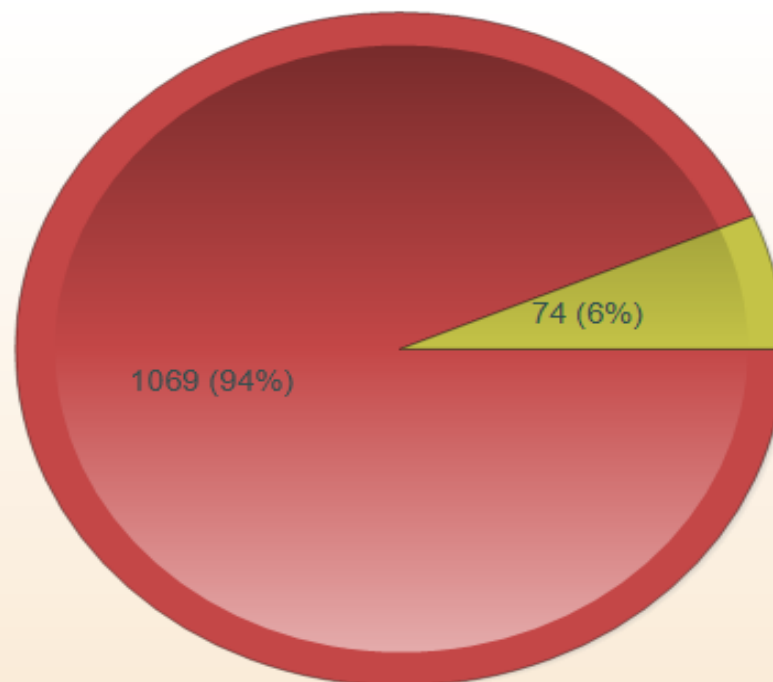
Please rate KeyTalk in terms of how easy it is to use.





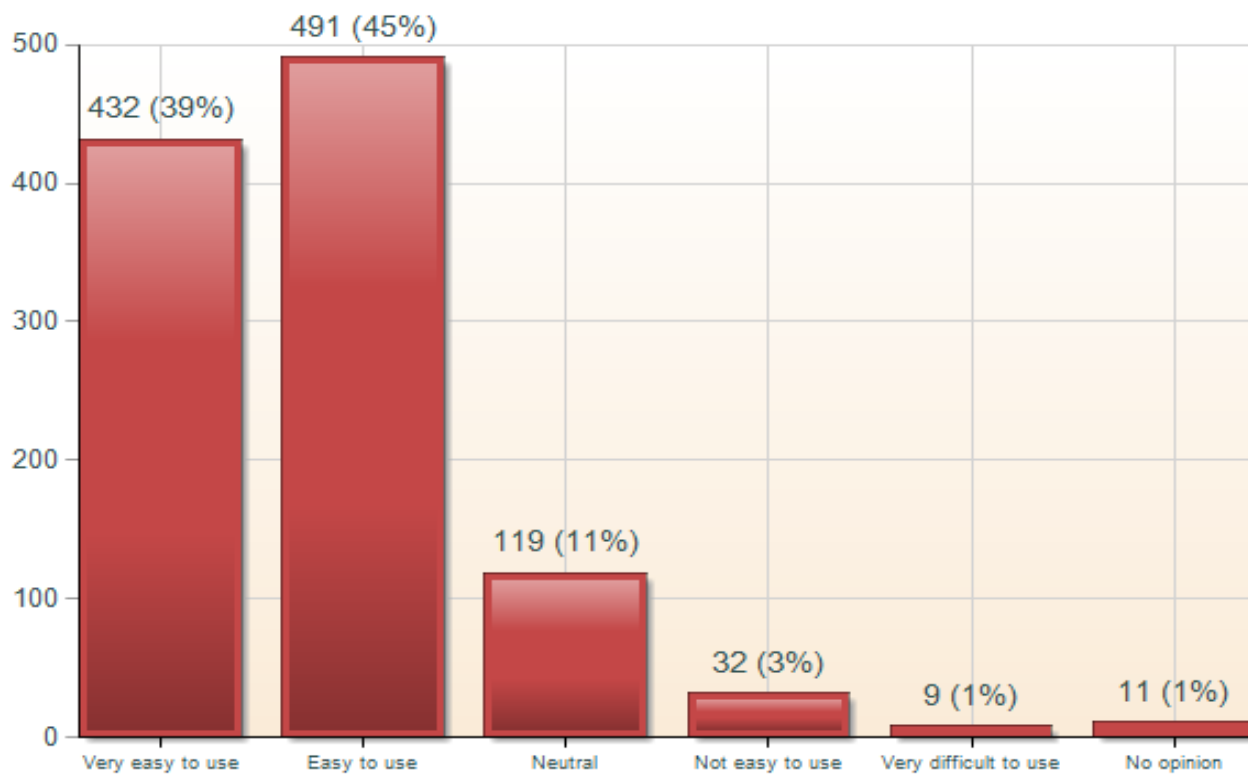
Have you ever visited the City of Los Angeles PREMIERE Deferred Compensation Plan's Web site at www.cityofla457.com?

Yes No (Please skip to question 14)



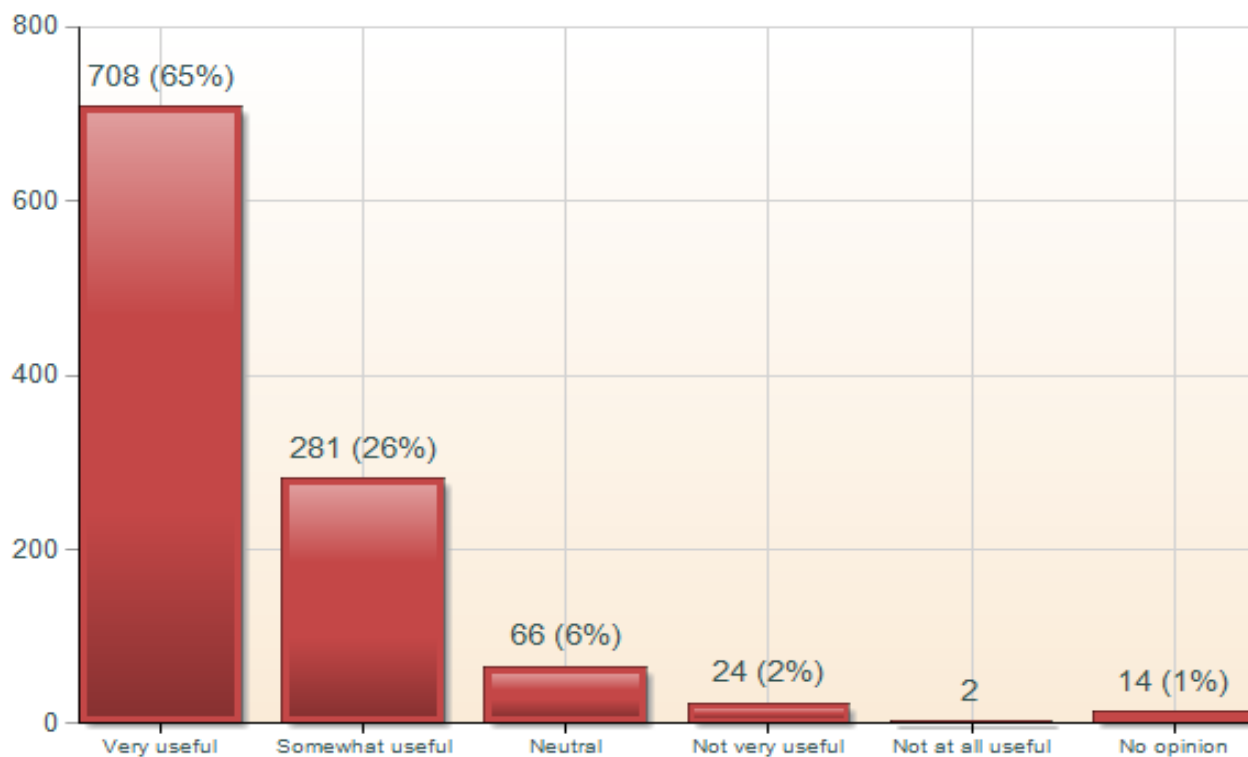


Please rate the City of Los Angeles PREMIERE Deferred Compensation Plan Web site in terms of how easy it is to use.



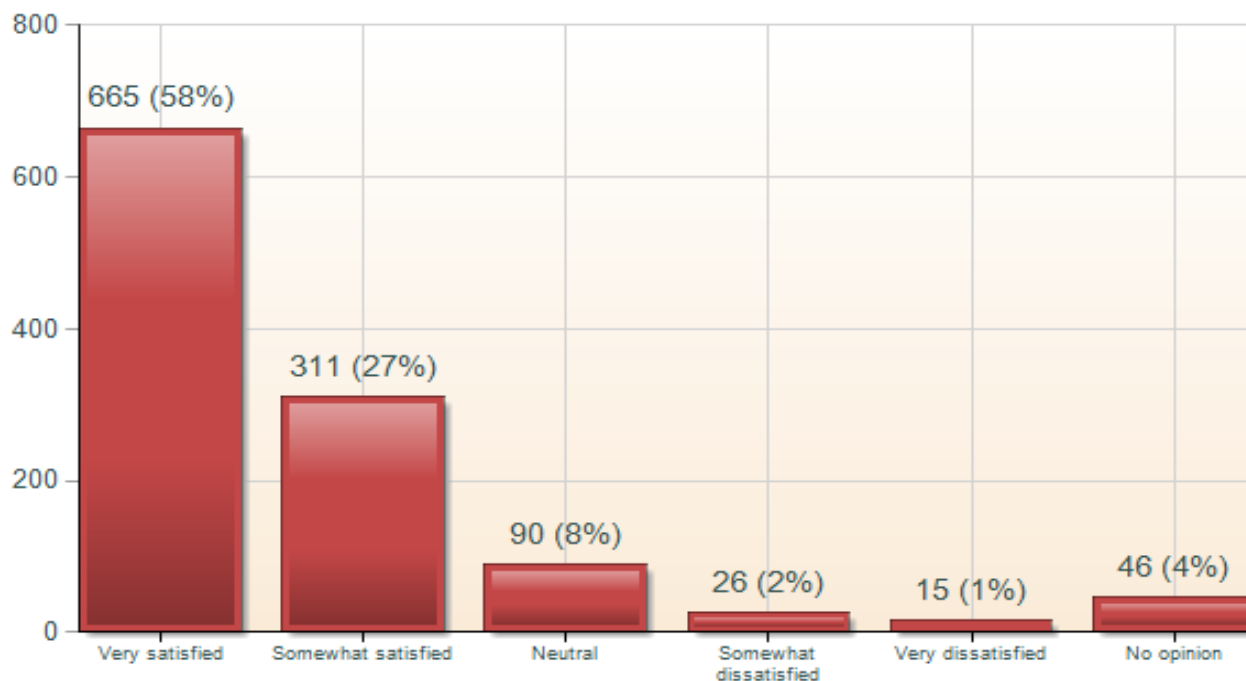


Please rate the City of Los Angeles PREMIERE Deferred Compensation Plan Web site in terms of the account information it provides.



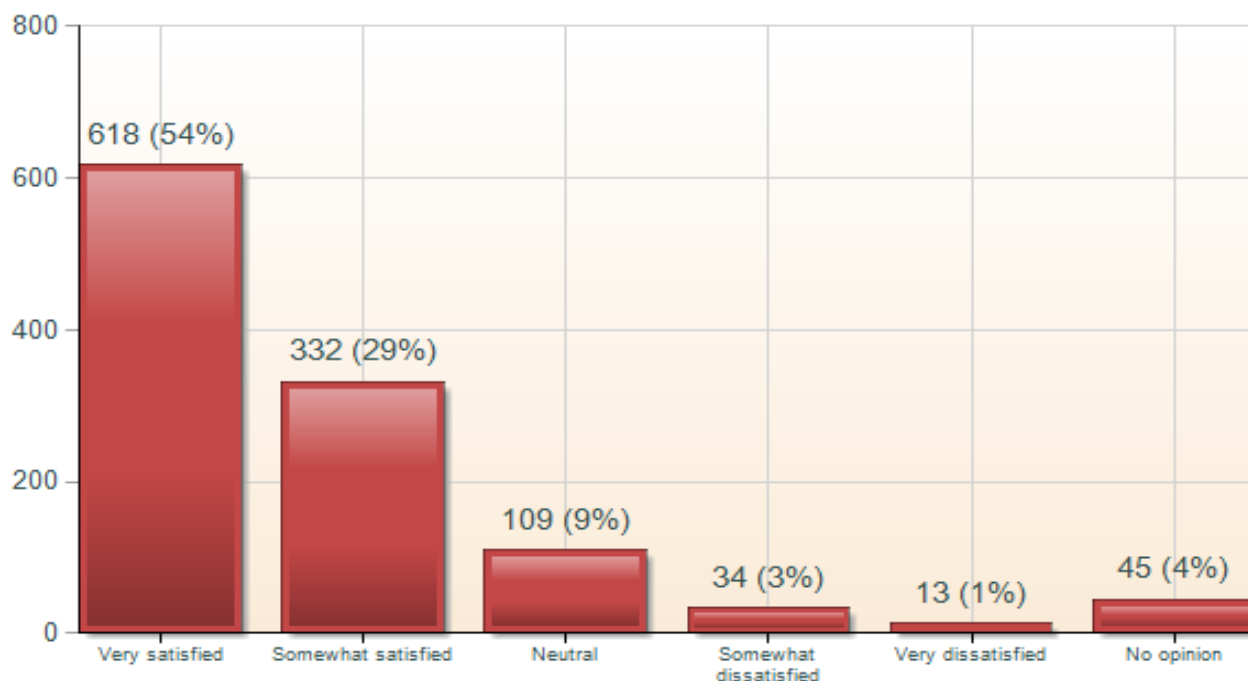


With respect to recordkeeping (transferring funds, changing beneficiaries or otherwise making changes to your City of Los Angeles PREMIERE Deferred Compensation Plan account), please rate your satisfaction with the number of ways available to make such changes.



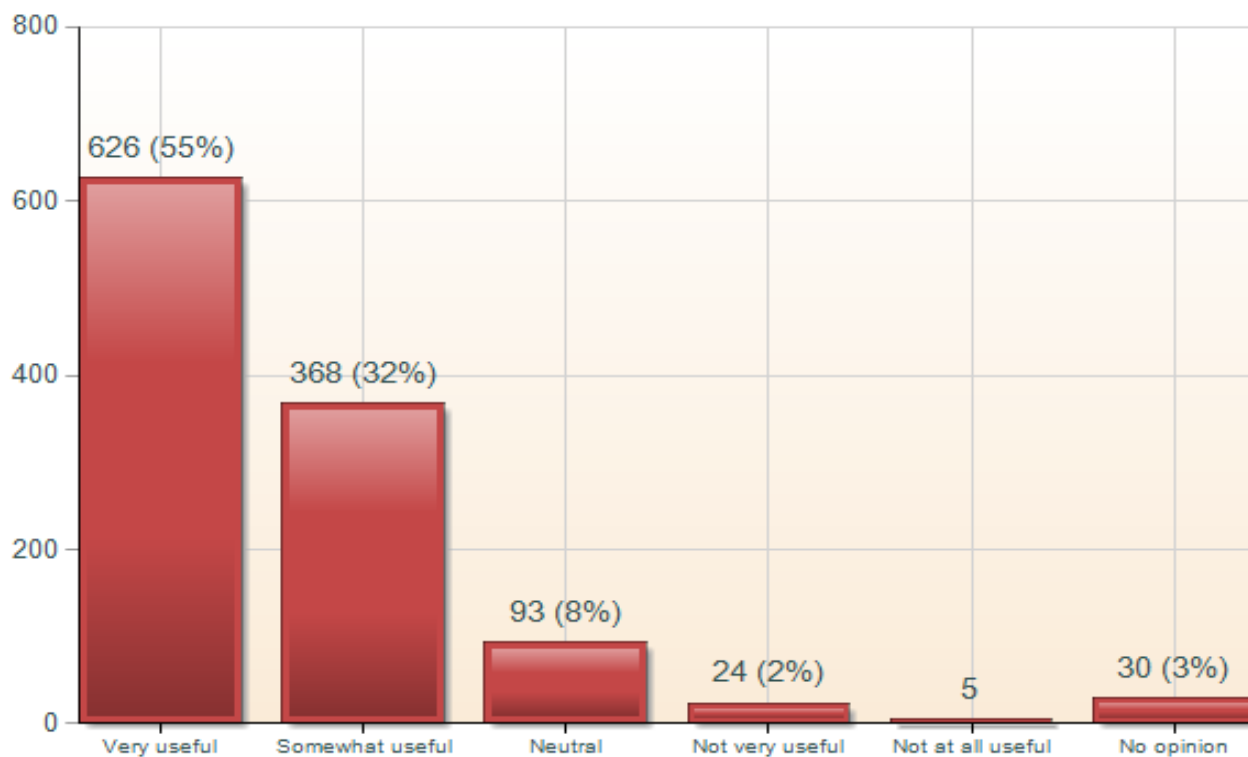


With respect to recordkeeping (transferring funds, changing beneficiaries or otherwise making changes to your City of Los Angeles PREMIERE Deferred Compensation Plan account), please rate your satisfaction with the speed with which those changes are noted/take effect.





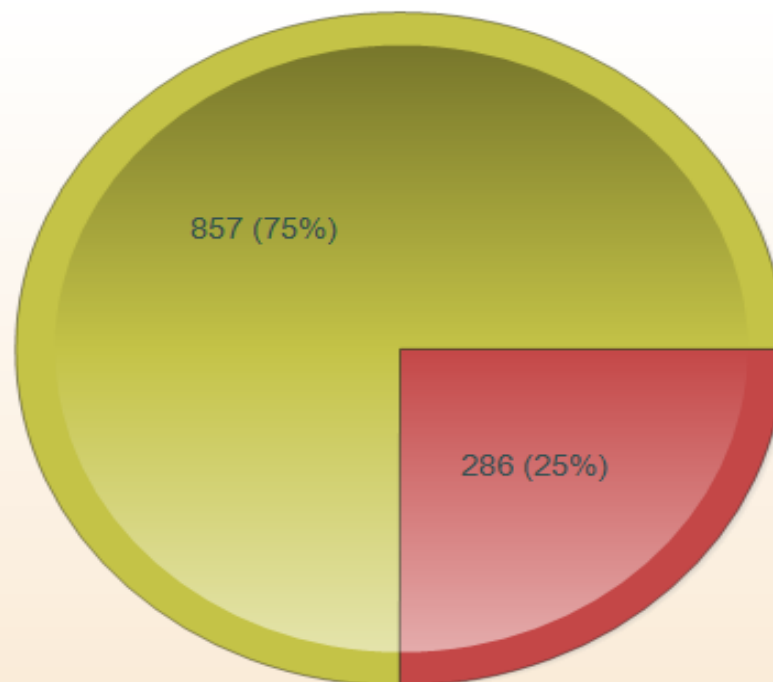
Please rate your City of Los Angeles PREMIERE Deferred Compensation Plan account statement in terms of its content and format.





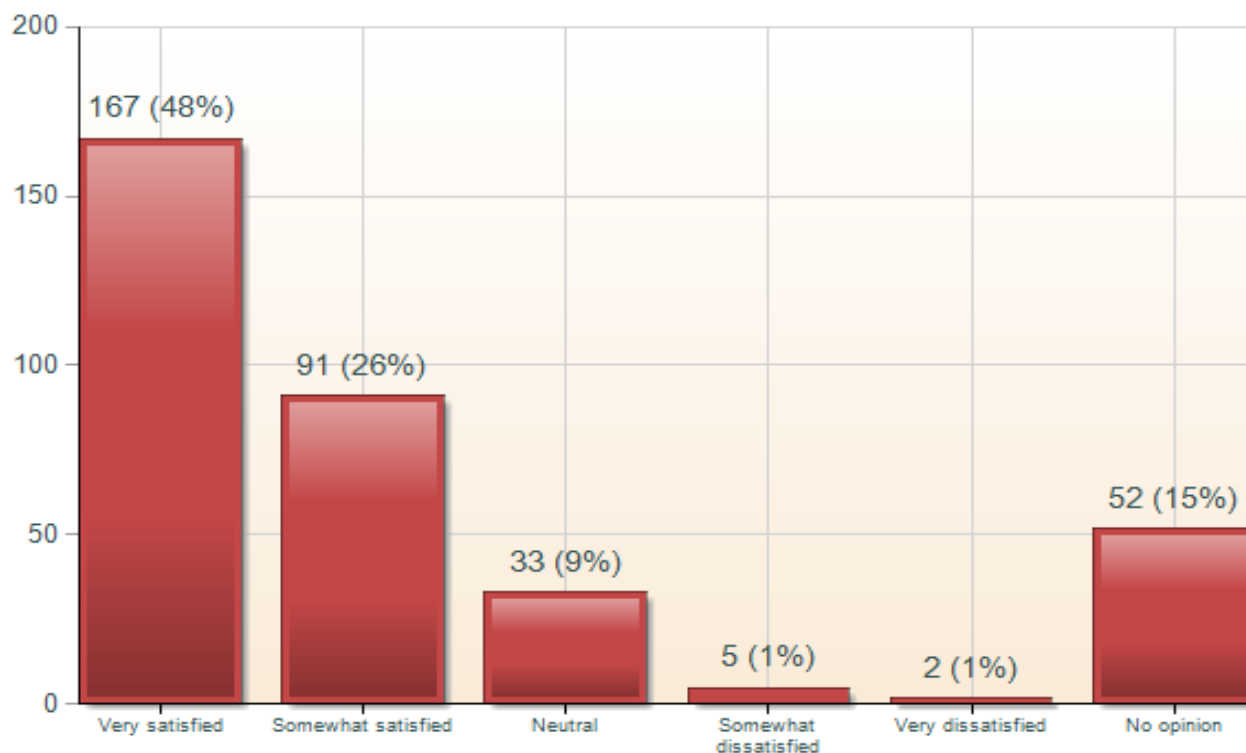
Online File Cabinet® enables you to replace your paper statement with an electronic one. Do you currently use, or have you ever used, the Online File Cabinet?

Yes No (Please skip to question 20)



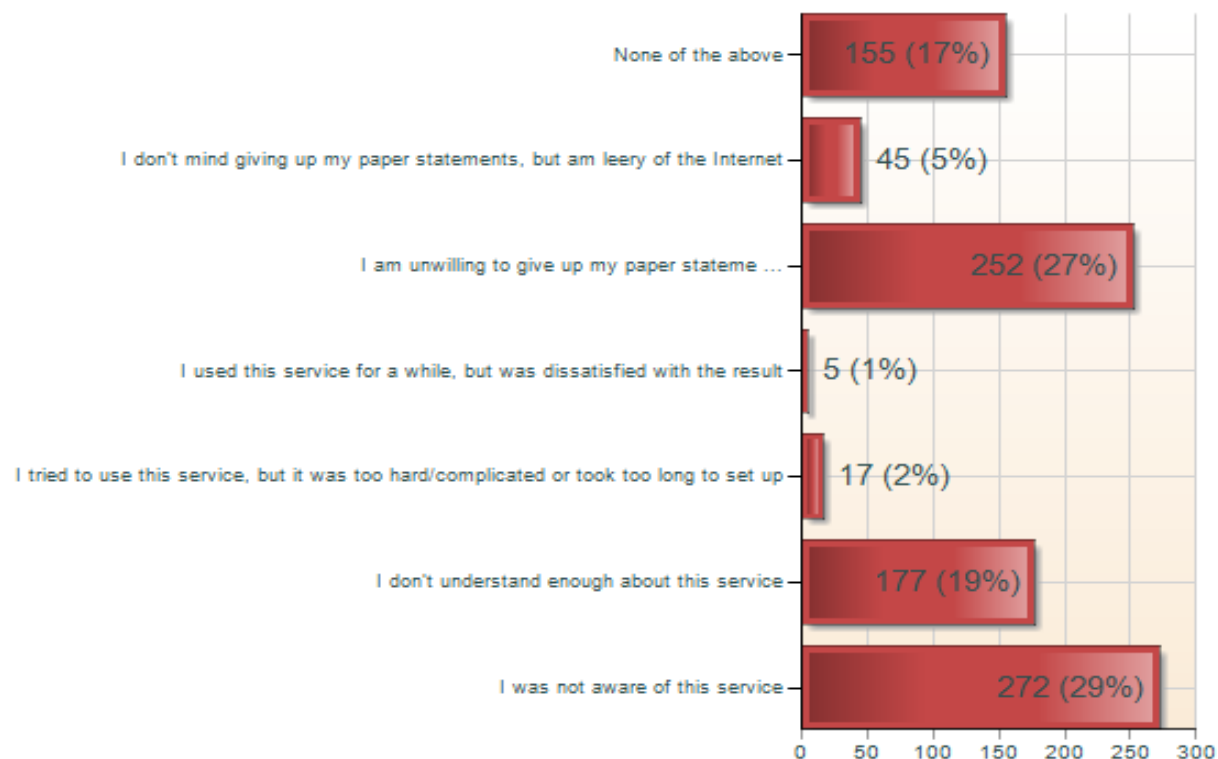


If you currently use, or have ever used, the Online File Cabinet, please indicate your level of satisfaction with this service.





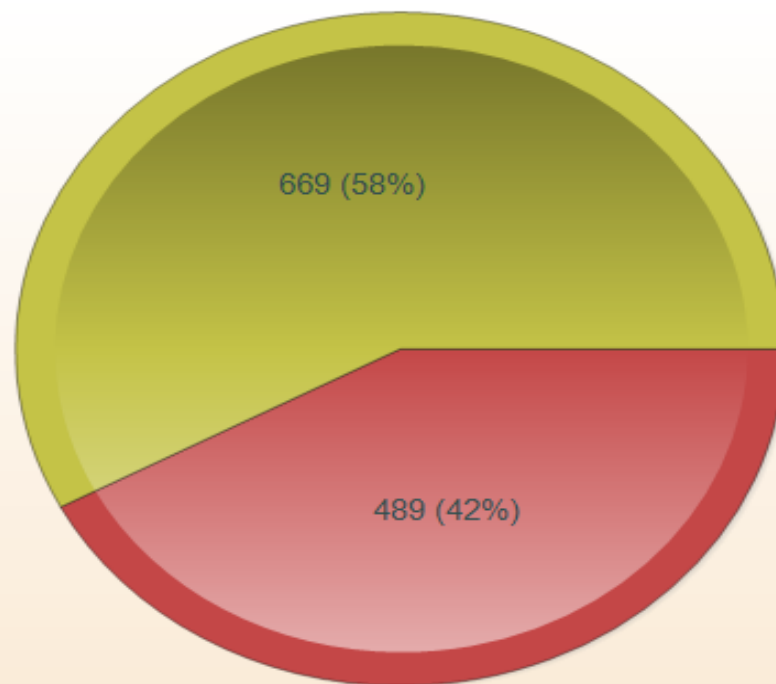
If you do not currently utilize the Online File Cabinet, please indicate the PRIMARY reason why.





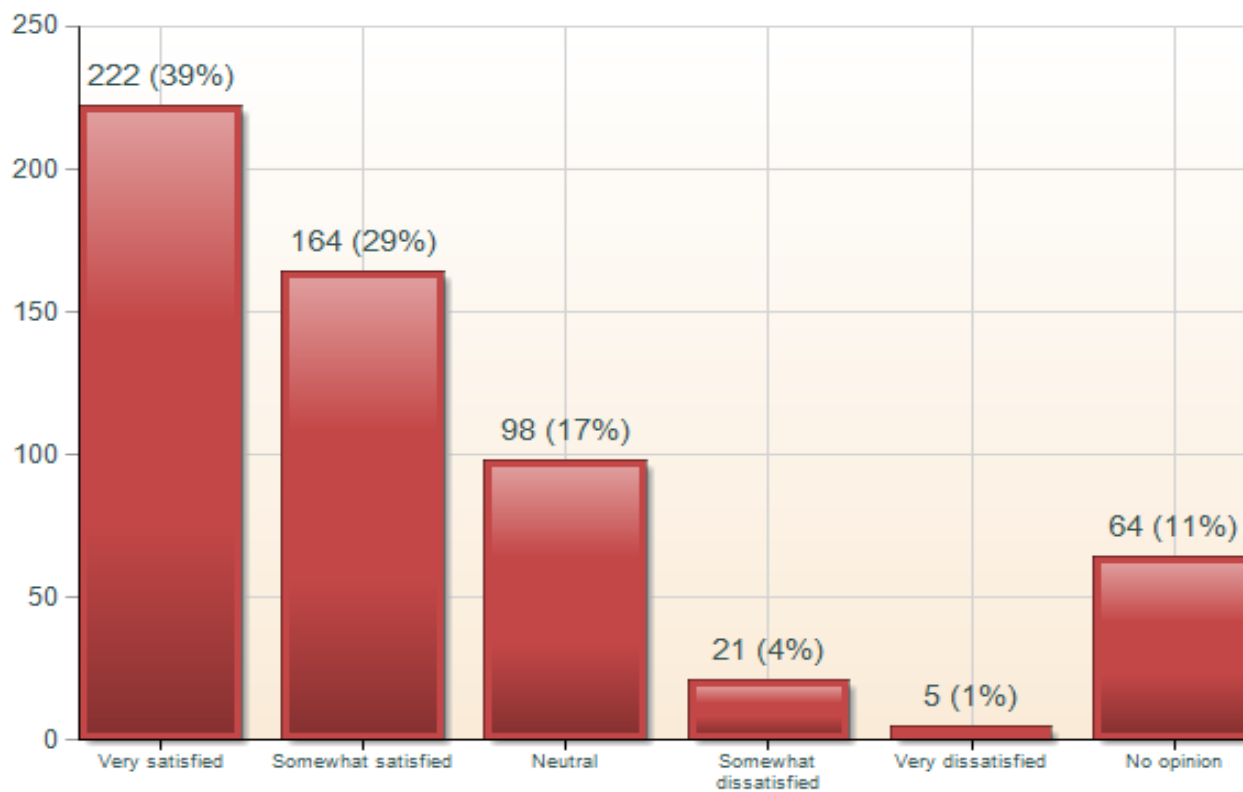
Have you ever met with a local Great-West representative, either for individual counseling and guidance or in a group presentation?

Yes No (Please skip to question 7)





Please rate your satisfaction with your local Great-West representative.





Considering all of the above facets of Great-West's service (questions 5 through 16), how satisfied overall are you with Great-West?

