

City of Los Angeles

Deferred Compensation Plan Participant Survey

Please return your survey using the enclosed postage-paid envelope
by December 9, 2005

Dear Deferred Compensation Plan Participant,

Welcome to the City of Los Angeles Deferred Compensation Plan Survey! You already know what a **powerful role** your account plays in your financial life. Now it's time to **make your voice heard** on important issues affecting the Plan.

This survey was developed as a result of participants asking that their views and opinions be considered before important Plan changes are made. Survey results will be one tool to assess participant preferences and shape future plan services.

The survey was designed by an expert consultant and volunteer Task Force of committed Plan participants. Recognizing the demands on your time, it is structured to be "brief and to the point." The broad theme concerns determining whether participants prefer a Plan with **more education and personalized service** (perhaps with a higher cost) or one that is **simpler and makes decision-making easier** (and perhaps keeps costs lower). Results will be communicated to participants through the Plan website and quarterly newsletter.

The survey takes only a few minutes to complete. **Please let us know your thoughts about this important program which so directly affects you.**

Thank you in advance for your participation!

City of Los Angeles Board of Deferred Compensation Administration

63
62
61
60
59
58
57
56
55
54
53
52
51
50
49
48
47
46
45
44
43
42
41
40
39
38
37
36
35
34
33
32
31
30
29
28
27
26
25
24
23
22
21
20
19
18
17
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1

63
62
61
60
59
58
57
56
55
54
53
52
51
50
49
48
47
46
45
44
43
42
41
40
39
38
37
36
35
34
33
32
31
30
29
28
27
26
25
24
23
22
21
20
19
18
17
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1

MARKING INSTRUCTIONS

- Use black or blue pen or a Number 2 pencil.
- Make solid marks that fill the response completely.
- Do not use pens with ink that soaks through the paper.
- Do not make any stray marks on this form.
- Erase cleanly any marks you wish to change.

INCORRECT MARKS: 

CORRECT MARKS: 

	Strongly Disagree	
	Disagree	
	Neither Agree Nor Disagree	
	Agree	
	Strongly Agree	
The City of Los Angeles is a well-known employer.		5 ● 3 2 1

Your Opinions Are Strictly Confidential

- All surveys are completely confidential. You are not asked to provide any personally identifying information. At the end of the survey, we ask you to provide basic demographics, to help us in combining responses into meaningful results for interpretation.
- No one at the City will see, or have access to, your individual survey responses.
- Mercer Human Resource Consulting, an independent consulting firm, is conducting and processing this survey.
- All surveys are submitted directly to Mercer. Mercer will process the surveys and report only statistical summaries of the data to the Board of the Deferred Compensation Plan, ensuring complete individual confidentiality.

Completing the Survey

- Survey Length - The survey will take approximately 10 minutes.
- Please answer all the questions as best you can.

Getting Help

If you have any questions about the survey, please contact Deferred Compensation Plan Staff by phone at (213) 485-4846, or by email at smontagna@per.lacity.org.

Definitions

City of Los Angeles Deferred Compensation Plan – A voluntary supplementary retirement savings program whereby City of Los Angeles employees may elect to defer a portion of their City wages on a pre-tax basis and invest them with the Plan.

Plan – The Deferred Compensation Plan.

Investment Advice – A service that recommends to participants how to invest account balances. Services are primarily delivered online, often through the use of an online questionnaire. The plan participant needs to implement any account changes. Participants *that choose to use this service* might expect to pay \$25-\$75 per year for such a service, which is automatically deducted from their account.

In-Person Review – An independent investment professional meets with you face-to-face to review your account and makes recommendations on your current plan investment allocations. The investment professional gives investment advice, but the plan participant needs to implement any account changes. Participants *that choose to use this service* might expect to pay \$100-\$150 per year for such a service, which is automatically deducted from their account.

Managed Accounts – A service that includes *Investment Advice* and *In-Person Review*, and also provides independent investment management of your plan account if you desire. With *Managed Accounts*, investment changes to your account can be the responsibility of an independent third-party that makes and implements investment decisions on your behalf. The additional yearly fee for this service ranges from ¾% - 1% of the participant's account balance, which is automatically deducted from their account. For example, a participant with a plan account balance of \$30,000 who chooses this service might expect to pay \$225 to \$300 per year.

Satisfaction with the Plan

	Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied
1. Overall, how satisfied are you with the deferred compensation plan offered by the City of Los Angeles?	5	4	3	2	1
2. How satisfied are you with the investment options offered under the City's deferred compensation plan?	5	4	3	2	1
3. How satisfied are you with the services (such as walk-in centers and telephone help line) available to educate you about and assist you with using the City's deferred compensation plan?	5	4	3	2	1

Plan Services Awareness

	Very Unfamiliar	Unfamiliar	Neither familiar nor unfamiliar - I'm not sure if I've heard about this service	Familiar	Very Familiar
Prior to receiving this survey, how familiar were you with the following deferred compensation plan services?					
4. City Hall walk-in center	5	4	3	2	1
5. Group meetings with a plan representative	5	4	3	2	1
6. Individual meetings with a plan representative	5	4	3	2	1
7. Print materials (plan information, newsletter, quarterly statement)	5	4	3	2	1
8. Plan web site	5	4	3	2	1
9. Customer service telephone line	5	4	3	2	1
10. What deferred compensation plan services have you used in the last 12 months? (select all that apply)					
① City Hall walk-in center					
② Group meetings with a plan representative					
③ Individual meetings with a plan representative					
④ Print materials (plan information, newsletter, quarterly statement)					
⑤ Plan web site					
⑥ Customer service telephone line					

11. What services do you prefer to use to get information about or conduct business relating to your deferred compensation plan? (select up to 3 preferred sources)

- ① City Hall walk-in center
- ② Group meetings with a plan representative
- ③ Individual meetings with a plan representative
- ④ Print materials (plan information, newsletter, quarterly statement)
- ⑤ Plan web site
- ⑥ Customer service telephone line

12. Which is more important to you? (select only one)

- ① Keeping plan costs lower so my returns are higher.
- ② Having more services (i.e., service centers, access to in-person counseling, financial advice, managed accounts).

My Use of the Plan

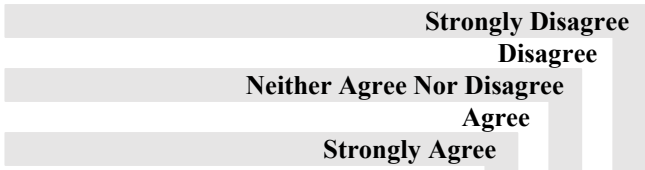
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
13. I am satisfied with my knowledge about retirement savings in general.	5	4	3	2	1
14. I am comfortable making investment decisions regarding my deferred compensation plan on my own.	5	4	3	2	1
15. I think more should be done automatically for City employees to help them save for retirement so that employees don't have to try to become investment experts themselves.	5	4	3	2	1
16. I would like having the Plan automatically invest my money in a broadly-diversified mix of stocks, bonds and savings options consistent with my chosen level of risk.	5	4	3	2	1
17. I would like additional information and education to help me invest my deferred compensation plan assets.	5	4	3	2	1

63
62
61
60
59
58
57
56
55
54
53
52
51
50
49
48
47
46
45
44
43
42
41
40
39
38
37
36
35
34
33
32
31
30
29
28
27
26
25
24
23
22
21
20
19
18
17
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1

63
62
61
60
59
58
57
56
55
54
53
52
51
50
49
48
47
46
45
44
43
42
41
40
39
38
37
36
35
34
33
32
31
30
29
28
27
26
25
24
23
22
21
20
19
18
17
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1

Plan Services Preferences

18. I believe it would be better for City employees if they: (select only one)
- ① were enrolled in the Plan by the City automatically when they first came to work at a level of \$15 per payday, with the ability to “opt out” if they choose.
 - ② are enrolled only when the participants actively choose to start making contributions (as is the case today).



19. Assuming there is no charge for this service, I would value being able to sign up for automatic increases in my Plan contribution amounts at pre-set intervals (i.e., annually based on an amount I have chosen).
20. Assuming there is no charge for this service, I would value having the Plan automatically adjust my investment choices based on changes in my age or how close I am to retirement.
21. Assuming there is an additional charge for this service (\$25-\$75 per participant per year, *for those who use the service*), I would be interested in receiving Investment Advice^o (such as through an online investment preferences questionnaire with personalized results).
22. Assuming there is an additional charge for this service (\$100-\$150 per participant per year, *for those who use the service*), I would be interested in receiving an In-Person Review^o of my plan balance and allocation strategy.
23. Assuming there is an additional charge for this service (¾%-1% of my account balance per year or about \$225 - \$300 for an account balance of \$30,000, *for those who use the service*), I would be interested in having Managed Account^o services for my deferred compensation plan investments.

^oPlease see definitions for a description of this service

Demographic Questions

24. How old are you?
- ① 25 or under
 - ② 26-40
 - ③ 41-55
 - ④ 56-64
 - ⑤ 65 and over
25. How long have you worked for the City of Los Angeles?
- ① Less than 1 year
 - ② 1-4 years
 - ③ 5-9 years
 - ④ 10-14 years
 - ⑤ 15-19 years
 - ⑥ 20 or more years
 - ⑦ No longer an active employee
26. Which status best describes you?
- ① Active civilian
 - ② Retired civilian
 - ③ Active sworn (LAPD, LAFD)
 - ④ Retired sworn (LAPD, LAFD)
 - ⑤ Active DWP
 - ⑥ Retired DWP

If you have additional comments, feel free to write the City of Los Angeles Board of Deferred Compensation Administration, at:

City of Los Angeles
Board of Deferred Compensation Administration
City Hall
Mail Stop #621
200 N. Spring Street, Room 867
Los Angeles, CA 90012