

Presented by: Jesse Pittman

TMRS Board of Trustees Strategic Plan Draft Reporting Tool Review

December 6, 2018






Agenda

- Overview
- Review Draft Template
- BOT Feedback
- Questions






Overview

- Taskforce
- Objective
- Research
- BOT Feedback
 - Usability
 - Format
 - Recommended Reporting Frequency







Goal 1: Ensure the financial stability and long-term viability of the Plan.

	☑ Achieved 🟡 In Progress 🔴 Off Target ⚙️ Future Initiative				
Goal #	Objective	Desired outcome	Due Date	Status	
1: Ensure the financial Stability and Long-term viability of the plan	A: Educate employers about the rate stabilization tools that are available to them through the current Plan design.	* Provide all employers with educational material on rate stabilization by the end of 2018 * Reach 100% of those employers demonstrating interest.	2020		
	B: Develop a future vision and implementation plan for the investment program.	* Finalize a Board-approved plan by 2019	2019		
	C: Develop and promote legislation and rule amendments to clarify certain aspects of the TMRS Act.	* Finalize and pursue a Board-approved Legislative agenda by Quarter 4, 2018 / early 2019	2019		
	D: Explore the effectiveness of TMRS Plan design in light of changing workforce demographics.	* Design and implement a survey methodology to assess member and employer sentiment by December 2019. * Establish a baseline metric by December 2020. * Provide targeted increase recommendations to the Board for consideration and approval by December 2020.	2020		







Goal 2: Strengthen TMRS through excellent customer service and effective communication.

	✔ Achieved ○ In Progress ● Off Target ⚙ Future Initiative			
Goal #	Objective	Desired outcome	Due Date	Status
2: Strengthen TMRS through excellent customer service and effective communication.	A: Evaluate and present recommendations to the Board regarding the current Pension Administration System's (NextGen, MyTMRS, City Portal, etc.) ability to continue to support TMRS customer service operations in the most comprehensive, cost-effective, efficient, and secure way.	* Present overview to the Board and receive feedback on desired priorities by the end of 2018 * Complete a broader assessment of the Pension Administration System by 2020	2020	
	B: Expand delivery of self-service capabilities.	* Assess capabilities offered versus those desired by members and employers * Increase by 5% per year the adoption rate of self-service capabilities * TMRS capabilities should meet or exceed that of select peers	2021	
	C: Enhance internal systems to improve customer service operational efficiencies.	* Finalize a Board-approved plan by 2019 that contains specific measures for improved efficiencies	2021	
	D: Develop and implement a strategic communication plan to position TMRS with major stakeholder groups.	* Finalize a Board-approved plan by 2019 that contains specific implementation measures for awareness and effectiveness	2019	
	E: Develop and implement new ways to communicate, including through social media, the value of the TMRS benefit among various segments of active and retired members.	Finalize a Board-approved plan by 2019 that contains specific measures for awareness and effectiveness	2019	

Goal 3: Identify and implement the best governance and management structure.

	✔ Achieved 🟡 In Progress 🔴 Off Target ⚙️ Future Initiative			
Goal #	Objective	Desired outcome	Due Date	Status
Goal 3: Identify and implement the best governance and management structure.	A: Enhance Board meeting productivity.	* Majority of Trustees perceive Board materials to be meaningful and effective in informing decisions * Majority of Trustees perceive that meeting time is productive and efficient	2019	
	B: Create and implement a process for the Board to review the role of its current consultants.	* Majority of Trustees perceive the process to be meaningful and effective	2019	
	C: Develop a Board-approved investment fee policy.	* Finalize a Board-approved policy by 2019 * Policy meets or exceeds the standards set by the GFOA Best Practice Advisory on investment fee policies	2018	
	D: Adopt a framework to monitor and report on organization-wide risk.	* Finalize a Board-approved framework by 2021	2021	
	E: Develop and implement a framework for monitoring and managing operational compliance throughout the organization.	* Finalize a Board-approved framework by 2021	2021	
	F: Codify into policy the Board's continuing education philosophy.	* Finalize a Board-approved policy by 2018	2018	

Goal 4: Transform the TMRS culture to one of innovation, collaboration, and open communication.

	<input checked="" type="checkbox"/> Achieved <input type="checkbox"/> In Progress <input type="checkbox"/> Off Target <input type="checkbox"/> Future Initiative			
Goal #	Objective	Desired outcome	Due Date	Status
Goal 4: Transform the TMRS culture to one of innovation, collaboration, and open communication.	A: Develop a short-term (unexpected) and longer-term (planned) succession plan for key leadership positions.	* Finalize a Board-approved plan by 2019	2019	
	B: Create and implement a leadership development plan.	* Finalize a Board-approved plan by 2020	2020	
	C: Elevate employee engagement levels.	* Facilitate action-item recommendations to Leadership and/or the Board * Maintain an overall score of 40% and above for Fully Engaged staff and a score of 10% or lower for Not Engaged staff	2020	
	D: Refine the compensation and performance management philosophy.	* Finalize updated Board-approved philosophy statements by 2020	2020	
	E: Develop policies and procedures that encourage leadership to improve internal communications, support innovation, and reward excellence.	* Continue to exceed the scores of state and local government peers in Leadership/Managing Change * By 2022, increase by 5% employee engagement levels with respect to Leadership/Managing Change and My Work factors/drivers	2019	
	F: Enhance the effectiveness and efficiency of organization-wide decision-making and prioritization processes.	* Continue to exceed the scores of state and local government peers in Leadership/Managing Change * By 2022, increase by 5% employee engagement levels with respect to Leadership/Managing Change and My Work factors/drivers	2019	

BOT Dashboard

Strategic Goal Exceptions List - Sample

Goal	Objective	Performance Measure	Program Summary	Due Date	Status	Owner	Notes
Goal X: Transform the TMRS culture to one of innovation, collaboration, and open communication.	Objective X. Create and implement a leadership development plan.	Finalize a Board-approved plan by 2020.	Conduct discovery meetings.	Q2 18'	Activity start delayed due to availability.	John Smith	To be determined.

BOT Dashboard Reporting Tool

- Reporting Frequency
 - Quarterly Staff Updates
 - BOT Presentation May Session

Questions

