Agenda

- Pension Administration System (PAS) Overview
- Components
- Technical Platform
- Challenges
- Summary & Next Steps
PAS Overview

City Contribution System
Used by internal staff to manage and process city and member contribution funds. Developed by TMRS staff.

NextGen MBS
Used by internal staff to manage city plan provisions, member account information, and retiree information. Developed by TMRS staff with assistance from software development firm.

TMRSDirect
Strategic initiative to implement customer service features and integrate via straight-through-processing with PAS.

- MyTMRS Member / Retiree Portal
  Used by members and retirees to access and update account information. Developed by TMRS staff.

- TMRS City Portal
  Used by city administrative staff to enroll new members, upload contribution data, and access member account information. Developed by TMRS staff.
PAS Timeline

1995
- Jan 2000: City Contribution System
- Nov 2000: MyTMRS
- Jan 2002: NextGen City Plan Management
- Jun 2009: MyTMRS Retirement Estimate
- Aug 2005: NextGen Member & Retirement
- Oct 2010: TMRS City Portal
- Sep 2015: Address Changes
- Sep 2017: City Portal Form Upload
- Jul 2017: Beneficiary Updates
- Apr 2015: New Member Enrollment
- Apr 2017: Identity & Access Management
- Mar 2016: Communication Preferences
- Feb 1997: Member Benefit System
- May 2014 - 2020: TMRSDirect
- Apr 2017: Fund Restructuring
- Jan 2011: Fund Restructuring
- Apr 2015: New Member Enrollment
- May 2016: Withholding Updates
- Sep 2015: Address Changes
- Sep 2017: City Portal Form Upload
- 2014 - 2020: TMRSDirect
- 2020
PAS Components

- City Contribution System
- MyTMRS Member / Retiree Portal
- NextGen MBS City Plan Management
- NextGen MBS Member / Retirement
- TMRS City Portal
City Contribution System

Annual Processing

- $1.2 Billion received from members and employers
- 10,866 individual employer contribution (payroll) reports
  - 6,332 received in electronic form (501 cities)
  - 4,534 received in paper form (374 cities)
- 1.25 Million individual member deposits processed
- 3 Standard file formats (112 file formats submitted by cities)
Registered Users: 70,000 Active / 26,000 Retiree

Ability to Update:
- Contact information
- Retiree withholding
- Beneficiary designations
- Communication preferences

Access to:
- Account balance
- Payment information
- Annual statements
- Retirement estimates
- Tax documents

Additional functionality coming soon
- Direct deposit changes (2018)
- Refund application (late 2018 / early 2019)
- Retirement application (2019)
NextGen MBS: City Plan Management

Repository for plan benefit features

- Deposit rate
- Matching ratio
- Vesting provisions
- Retirement eligibility
- Updated Service Credit
- Annuity increases
- Buy-Back
- Restricted Prior Service

- Military Service
- Supplemental Death Benefit
- Contribution rate (current)
- Contribution rate history
- Plan change history
- Notes regarding interactions with cities
NextGen MBS: Member / Retirement

- Member enrollment
- Beneficiary management
- Payment management
  - Annuity
  - Refund
  - Partial Lump-sum Distributions
- Personal info management
  - Address
  - Email
- Updated Service Credit
- Special purchases
- Cost of Living Adjustments
- Pension estimates
- Retirement setup
- Death processing
- Divorce/QDRO processing
- Annual Statements
- Tax reporting
- HELPS – Healthcare Enhancement for Local Public Safety Officers
TMRS City Portal

- 746 registered cities
- Secure web-based portal
  - User & role administration
  - Report generation (census data, SOC-1, retirement eligibility, service credits, beneficiaries, vesting)
  - New member enrollments
  - View member accounts within city
  - Generate retirement estimates for members
  - Upload files (payroll, forms, etc.)
PAS Technical Platform

- Developed using mainstream software*
  - Web browser-based interface
  - Written in Java
  - Oracle database
  - IBM WebSphere application server
  - Oracle application server

- Viable to support current needs & TMRSDirect initiative

* Except City Contribution System, which is built on 30+ year-old client server technology
Technical components updated routinely
- Database Management System
- Application servers

On average, applications have been updated quarterly
- New features
- Bug fixes
- Security enhancements

Supported & enhanced by a 10 member software development team and 4 network/system administrators
PAS Challenges

City Contribution System
- Unsupported software
- Non-intuitive functionality
- Lack of self-service features

MyTMRS & TMRS City Portal Security
- Improving security
- Maintaining customer service

Centralized Domain Knowledge
- Historically, comprehensive business rules were known by a few employees
- Addressing through:
  - Knowledge transfer to business analysts
  - Formal business process documentation effort
PAS Summary & Next Steps

- Viable solution to meet anticipated needs
  - Built on mainstream, modern technology
  - Provides the functionality needed by TMRS’ Member Services and other departments
  - Enhanced self-service through TMRSDirect

- Next steps
  - Develop options for challenges we’re working to address
  - Pension Administration System Assessment (Strategic Plan Goal 2a)
  - Obtain Board feedback / guidance on options
Questions