



TMRS Board Retreat

Enhancing Communication to and Service for Members and Participating Cities

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How TMRS Communicates Today

Member Communications

Communication	To	How	When
Member Account Statement	Members	Mail and MyTMRS	March
Retiree Benefit Statement	Retirees or Beneficiaries	Mail and MyTMRS	February
Member Benefit Guide	Members	Mail and website	Upon enrollment and 24/7 online
Popular Annual Financial Report (PAFR)	Members	Newsletter and website	June
<i>TMRSTimes</i> (Newsletter)	Members	Mail, email and website	Spring and Fall
<i>RetirementWise</i> (Newsletter)	Retirees or Beneficiaries	Mailed, email and website	Spring and Fall
General Member Information	Members, Retirees and Beneficiaries	Website	24/7
Regional Pre-Retirement Conferences	Vested Active Members	In person or virtual	Throughout the year
Benefit Fairs	All Members	In person or virtual	Upon request
Association Conferences (e.g., TCCA, TCAA, CLEAT and TMPA)	Member Association Groups	In person or virtual	Throughout the year

Participating City Communications

Communication	To	How	When
Annual City Conference	City Contacts	Virtual (2021)	July
Annual Rate Letter/Valuation	City Contacts	Email and website	June
GASB 68 Package and GASB 75 Package (if applicable)	City Finance Directors	Email and website	July
Comprehensive Annual Financial Report	City Contacts and Subscribers	Email and website	June
Personal Email Blast	City Managers	Email	March & October
Invited City Visits and Presentations	City Councils, Administrators	In person or virtual	Upon request
<i>TMRS Mainstreet</i> (newsletter)	City Contacts	Mail, email and website	June
Videos (e.g., Introduction to City Services)	City Contacts	Email and website	24/7
Association Conferences (e.g., TML, TCMA, TMHRA, GFOAT)	City Employee Associations	In person or virtual events	Throughout the year
City Correspondent Certification Course	City Correspondents and Others	In person or virtual	Throughout the year
Welcome Letter	City Managers & City Councils	Letter	When a city joins TMRS
News for Cities (electronic e-bulletin)	City Contacts and Subscribers	Email and website	At least quarterly and as needed
General City Information	City Contacts	Website	24/7

Feedback and Thoughts on TMRS Communications

How TMRS Serves Our Members and Cities Today

Member Services

- Benefit Applications
- Member Service Center
 - Answer incoming phone calls and emails
 - Update Member data and provide data security
 - Generate Member retirement estimates
- MyTMRS (Estimates, Account updates, Account information)
- Member Benefit Correspondence (e.g., New Member Confirmation, Vesting and Retirement eligibility notices)
- Member Counseling
- Benefit Fairs
- Pre-Retirement Conferences

Who Provides Member Service

- Chief Service Officer
- Director of Member Services
- Member Service Center Manager
 - Member Service Center Supervisors
 - Member Service Call Center Representatives
 - Member Service Center Regional Managers
- Benefits Administration Manager
 - Active/Inactive Member Team
 - Retirement /Refund Team
 - Beneficiary Team

Participating City Services

- City Portal
 - City Contribution Reporting
 - City Employer Reports
 - Member Retirement Estimates
 - Member Enrollment
- Correspondent Certification Course
- Executive Workshops
- Contribution System Training
- Resource for Plan Administrators
- New City Onboarding
- Plan Changes, Cost Analysis and Education
- SOC-1 Audit

Who Provides City Services

The New City Services Department

- Chief Service Officer
- Director of City Services
- City Services Manager: Administration/Communication
- City Services Manager: Contribution Reporting and Enrollment
- City Contributions Team

Feedback and Thoughts on TMRS Member and Participating City Service

Thank You

