

# Education, Resources, and Services For Cities

Phone: 512.476.7577 • Fax: 512.476.5576

Need Help? [www.tmr.com/contact.php](http://www.tmr.com/contact.php) • Website: [www.tmr.com](http://www.tmr.com)

TMRS® Mailing address: P.O. Box 149153 • Austin, TX 78714-9153

Toll free:  
800.924.8677  
*Hablamos Español.*

This publication is intended to help you find resources at TMRS to assist you in administering the TMRS program for your employees.

## City Contacts and the City Portal

TMRS operates in partnership with cities, to administer their TMRS benefits. TMRS requires each city to designate a “city correspondent” to serve as TMRS’ authorized point of contact. Additional “authorized city contacts” can be designated to assist with the administration of the TMRS benefits. Authorized contacts can submit the city’s monthly payroll report and contributions to TMRS, certify members’ forms, educate members about plan provisions, and perform other administrative tasks.

The primary tool for TMRS administration is the TMRS **City Portal**, a secure online website that enables authorized city personnel to access member information, run reports, enroll members in TMRS, and perform other functions. Cities are required to designate a primary contact or City Portal Administrator to oversee the access to the City Portal. The City Portal Administrator does not need to be the TMRS City Correspondent but must be an official city representative who can bind the city to a contract. The portal administrator must complete and sign the City Portal Use Agreement and also appoint-authorized portal users to access the portal. Please keep TMRS informed of staff changes so that someone is always in charge of the Portal – email [cityportal@tmr.com](mailto:cityportal@tmr.com) to let us know of these important staff changes. Online training is provided for the City Portal at [tmr.com](http://tmr.com) | [Cities](#) | [City Portal Information](#).

## Monthly City Payroll Submissions

**Each month, every TMRS city is required to submit payroll information and payments to TMRS.** These submissions are handled by the Membership team in the TMRS **Member Services** department. The best way to submit payroll data is through the TMRS City Portal. The TMRS City Portal ensures sensitive employee data such as Social Security numbers and salary information is transmitted securely to TMRS. The best way to submit monthly payroll funds is to set up a monthly ACH transmission to TMRS. Information about submitting data and funds is at [tmr.com](http://tmr.com) | [Cities](#) | [City Payroll](#). If your city needs assistance with payroll reporting or funds transfer, call 800-924-8677.

## Online Resources

Educational and reference material for members is posted on the website at [tmr.com](http://tmr.com) | [Members](#) | [How Do I?](#) and also at [tmr.com](http://tmr.com) | [Cities](#) | [Resources for City Officials](#) | [Benefits](#). The Benefits area includes Guides and topic flyers. In addition, see [tmr.com](http://tmr.com) | [Cities](#) | [Video Training Library](#) for a list of educational videos. **Welcome to TMRS** is good for employee orientation, while other videos, such as **Designating Your Beneficiary** and **Retirement Annuity Options**, may be viewed at different points of an employee’s career. Employees who are thinking about refunding their accounts should view **Refunding Your Account**, and those considering retirement should view **Retirement Annuity Options** and **Returning to Work** before filing their paperwork.

As you enroll new members, be sure to point them to **MyTMRS®** to register for online access to account information. Remind them of the importance of designating a beneficiary (which can be done in MyTMRS in most cases). For general MyTMRS questions, email [MyTMRS-Help@tmr.com](mailto:MyTMRS-Help@tmr.com).

## Resources

### Web Links at [tmr.com](http://tmr.com)

- City Portal
- For City Officials
- Under Cities tab:
  - City Plan Provisions
  - Travel Team
  - City Rate Letters
  - Eye on GASB (GASB 68 and 75)
  - Actuarial Reports
  - Video Training Library
  - Financial Reports

### Publications

- Main Street (newsletter for cities)
- E-bulletin for Cities (email newsletter)
- City Portal Training Manual
- TMRS Electronic Payroll Guide
- Flyers for Cities

### Planned Events

- Annual Seminar
- City Correspondent Certification Course
- Executive Workshops

## Join our Social Networks

TMRS is expanding its social media outreach with regular posts on TMRS information and news. Learn about benefits, retirement processes, and TMRS events on Facebook. Follow our training journey across Texas on Instagram. Read executive news about plan design, investments, and Board activities on LinkedIn. If your city has its own social media pages, please let us know so we can follow. Send a note to [communications@tmr.com](mailto:communications@tmr.com).

Many TMRS cities participate in the Transparency Stars Program administered by the Texas Comptroller of Public Accounts. A resource page about this optional program is available at [tmrs.com | Cities | Transparency Stars Program](https://www.tmrsmain.com/Cities/TransparencyStarsProgram).

## Training and Planned Events for Cities

The best source of comprehensive training for city staff who work with TMRS is the **TMRS City Correspondent Certification Course**, which explains how to help employees throughout all phases of their careers, from enrollment to retirement. The class is a 2-day event at various locations around the state, with the dates posted on the TMRS website. If an individual city needs training, we can also conduct a smaller one-day course on request.

In addition to the certification classes, TMRS offers **Executive Workshops** at cities around Texas. These events typically include educational presentations on investments and actuarial funding as well as other current TMRS issues. Although the workshops are aimed at city decision-makers, other staff may find the information useful. TMRS also holds an **Annual Seminar** each year. The Annual Seminar offers sessions addressing specific topics related to retirement, finance, legislation, and general interest issues. All events are shown at [tmrs.com | Cities | Events and Training](https://www.tmrsmain.com/Cities/EventsandTraining).

## Training Options for Members / Working with TMRS Regional Managers

TMRS has a six-member Travel Team that works directly with cities to educate your employees, your administrative staff, and your city council or commission. Each TMRS city has two **Regional Managers** assigned to provide services. To find your Regional Managers, go to [tmrs.com | Cities | Travel Team](https://www.tmrsmain.com/Cities/TravelTeam).

The TMRS Travel Team conducts approximately a dozen **Regional Conferences** each year aimed at employees within five years of retiring. The Regional Conferences, hosted by a specific TMRS city but open to any TMRS member, also include a presentation by a Social Security expert who can assist your employees if they participate in the federal program. Regional Conferences are advertised in emails, the TMRS website, and social media.

Another event presented by the Travel Team is the **Mid-Career Member Meeting**. These meetings, which may be either for a single city or several neighboring cities, are aimed at employees who are further from retirement and include information useful for early planning. To arrange for one of these meetings at your city, contact your Regional Manager.

In addition to scheduled training events, the Regional Managers also conduct retirement overviews for your employees (with individual retirement counseling), operate booths at benefit fairs and open enrollment meetings, and present TMRS overviews for new employees. Since the funding mechanisms for TMRS benefits can be complex, the Travel Team can meet with your city's executives or council to help leadership understand how the city's plan is actuarially funded. Contact your Regional Manager to schedule, but please allow plenty of lead time to avoid scheduling conflicts. For questions regarding events, email [communications@tmrs.com](mailto:communications@tmrs.com).

## If Your City Is Considering Plan Changes

By law, TMRS cities must adopt some basic plan features, but each city may also modify the plan options available to members. The **Information for Cities** flyer, available at [tmrs.com | Cities | Resources for City Officials](https://www.tmrsmain.com/Cities/ResourcesforCityOfficials), contains a table describing in detail all possible changes to your city plan.

If your city's decision-makers want to compare options for future plan changes, they may contact the City Services or Actuarial Services department (see below) or a Regional Manager to request plan change studies. You can see all TMRS cities' plan provisions on the website at [tmrs.com | Cities | City Plan Provisions](https://www.tmrsmain.com/Cities/CityPlanProvisions).

For City Ordinance drafts (model ordinances), City Plan Change Studies, City Contact and City Information updates, City Portal User Agreements, and City Portal log in issues, contact a **City Services** department representative: City Support Analyst [vescobedo@tmrs.com](mailto:vescobedo@tmrs.com) or Deputy Executive Director [edavis@tmrs.com](mailto:edavis@tmrs.com).

## What about Rate and Actuarial Questions?

Each year, the **Actuarial Services** department provides all cities with Rate Letters for the next calendar year (posted in June on the TMRS website) and Rate Reminder letters (mailed each January, reminding cities of the current year's minimum required contribution). In addition, at your city's request, Actuarial Services can provide an explanation of rate changes, plan change studies and alternative plan options, projection reports, and rate stabilization consultation.

## Resources for Financial Disclosures

Your city Finance Officer will need GASB information and other documents for financial reporting. GASB 68 packages for your city's own GASB 68 financial reporting are available in late June or early July at [tmrs.com | Cities | Eye on GASB](https://www.tmrsmain.com/Cities/EyeonGASB). If your city offers the retiree portion of the supplemental death benefit, you will also need GASB 75 packages, also found under Eye on GASB. If you have GASB-related questions, send a note to [pensionaccounting@tmrs.com](mailto:pensionaccounting@tmrs.com).

Other information including the TMRS SOC-1 Audit report and your city's Census Data for financial reporting is posted only in the secure City Portal.

