



Activity Report to Stakeholders
Municipal Employees' Pension Commission

As at June 30, 2021



ACTIVITY REPORT TO STAKEHOLDERS

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The Public Employees Benefits Agency (PEBA) prepares this report on behalf of the Municipal Employees' Pension Commission (the Commission) to provide the Commission's stakeholders with a summary of activities undertaken by, or on behalf of, the Commission.

The report provides a summary of activities by strategic goals as identified by the Commission in its Strategic Business Plan. Areas that have been identified as key strategic goals include customer service excellence, plan integrity, governance leadership, and transparent accountability.

Due to COVID-19, member services such as one-on-one member consultations with Retirement Information Consultants and Pension Information Officers were available by phone to comply with public health directives. In-person consultations resumed July 5, 2021.

Customer Service Excellence

Member Engagement and Services:

- From April 1, 2021 through June 30, 2021, there were 726 visits to the MORE calculator site. A total of 17.6 per cent of active members are registered to use the MORE calculator.
- During the quarter, Municipal Employees' Pension Plan (MEPP, the Plan) staff handled over 2,800 phone calls, and over 1,100 email inquiries.
- Workshops, Information Sessions, and Overviews:
 - There were 15 webinar workshops or presentations during the period April 1, 2021 to June 30, 2021 with 105 MEPP members in attendance.
- The Spring MEPP Matters Newsletter was sent to members and posted to the [website](#) in May 2021 and included articles on Tax-Free Savings Accounts and Registered Retirement Savings Plans, virtual *Your Path to Retirement* workshops, the review of the composition of the Municipal Employees Pension Commission, and member administration fees.

Employer Engagement:

- Due to COVID-19 there were no in-person meetings, however 31 meetings were held virtually with employers during the quarter.
- An Employer Bulletin, sent and posted to the Plan [website](#) in April, included articles on the 2020 MEPP Employer Satisfaction Survey as well as a reminder to update information about seasonal workers on PLANet.
- An Employer Bulletin, sent and posted to the Plan [website](#) in June, included articles on going paperless, changing pay cycles, disability leave, submitting payments, and webinars.

Plan Integrity

- During the period April 1, 2021 through June 30, 2021, the Commission:
 - Received and reviewed the Quarterly Administration report;
 - Received and reviewed the Investment Monitoring report;
 - Received and reviewed the Quarterly Stakeholder report;
 - Received and reviewed a Cyber Security dashboard;
 - Conducted the annual evaluation of the Plan's private markets consultant; and
 - Conducted the annual evaluation of the Plan's auditor.

Governance Leadership

- In the past three months, the Commission:
 - Received and approved the December 31, 2020 Actuarial Valuation;
 - Reviewed and approved its 2021-2022 Annual Workplan;
 - Approved updates to its Governance Manual; and
 - Received education on investment trends and board governance.

Transparent Accountability

- The Commission reviewed and approved its Strategic Business Plan 2021-2023.
- The 2020 Annual Report was posted to the website.