



# 2023 Members Survey Results

The Members Survey is a valuable tool that shapes the initiatives we undertake each year as we strive to continually meet your needs and provide a pension for life at a reasonable cost. Thank you to all who participated in our second annual survey. Your voice is crucial in our ongoing efforts to serve you.

## TOP SIX PRIORITIES

### What's most important to you?

In 2023, our members remained satisfied with TTCPP, with overall satisfaction levels staying consistent compared to last year. Once again, the top priority for both active and retired members is making sure the Plan provides retirement income that will support them throughout their lives.

- ACTIVE
- RETIRED

**1 1**  
Providing retirement income that will last my lifetime

**2 2**  
Periodically increasing payments to retired members for inflation

**3 3**  
Hiring the best investment professionals to manage the Plan's assets

**4 5**  
Delivering payments to retirees on time

**5 6**  
Providing a survivorship option so my spouse has some income after I pass on

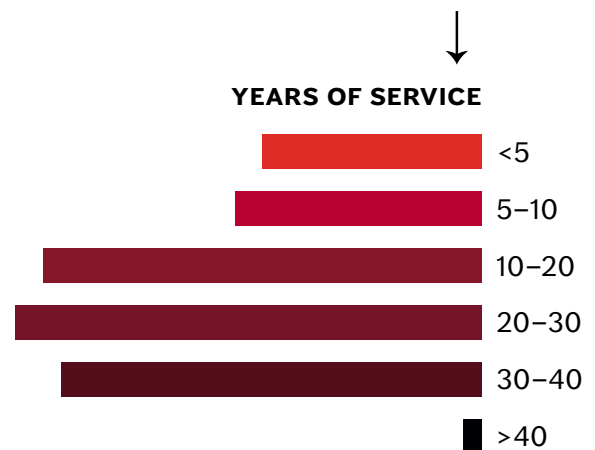
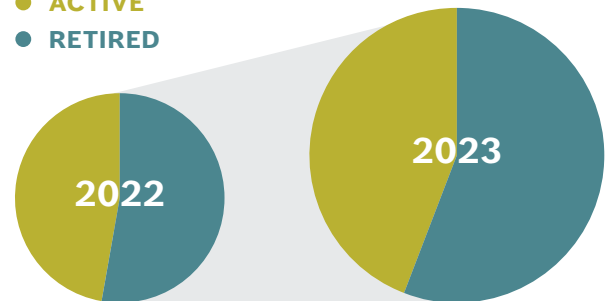
**6 4**  
Making sure TTCPP is viable for future generations of members

## RESPONDENT PROFILE

### Who did we hear from?

In total, 373 members participated in the survey, an increase of nearly 41% from 2022. Respondents included a cross-section of both active and retired members.

- ACTIVE
- RETIRED



**MEMBER SATISFACTION**

# How are we doing?

Retired members maintain their high level of satisfaction from last year. Some members noted that they would like more personal information available online.



**80%** OF RETIRED MEMBERS are “very satisfied” or “somewhat satisfied” with TTCPP.



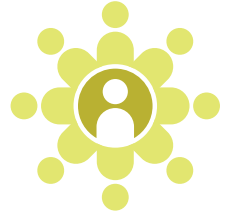
*Pensioners should have online access of all their personal information. TTCPP website can have more interactive functions.*

→ RETIRED MEMBER

**WE'RE RESPONDING**

This year, we're upgrading our back-end support software to ensure a seamless member experience. Stay tuned as we work towards a secure client portal for even greater convenience.

**ACTIVE MEMBERS** remain satisfied with TTCPP. Some members would like to see increased engagement.



*I wish there was more info and interaction in regard to the pension seminars.*

→ ACTIVE MEMBER

**WE'RE RESPONDING**

We're offering more ways for you to access important information.

**Member outreach initiatives for 2024:**

- More targeted webinar presentations based on key member life stages
- 18 one-day retirement seminars
- 12 on-site information sessions
- One-on-one Pension Pop-Ins at work locations

**COMMUNICATIONS**

# Member interactions

75% of respondents rated their overall satisfaction of interactions with TTCPP as either “excellent” or “very good.”



*I have had situations in the past when calls were not returned. Most recently response was excellent, huge and important improvement.*

→ RETIRED MEMBER

**WE'RE RESPONDING**

We continue to improve member engagement.

**Service initiatives for 2024:**

- Reduce processing time for retirement packages
- Respond to calls and emails within 1 business day
- Enhance clarity of our communications
- Expand on-site visits to better reach members
- Ensure proactive and timely email news updates

# Responsible investing

Over half of our members believe reporting on ESG each year is important.



## WE'RE RESPONDING

By incorporating environmental, social and governance (ESG) considerations into our investment strategies, we recognize the broader impact of investments beyond short-term financial returns.

## STRATEGIC PLAN

### Member awareness

Members who were aware of the strategic plan left positive feedback.



“

*Very happy to know that we now have [a strategic plan]. It increases my confidence in the TTCPP.*

→ RETIRED MEMBER

## WE'RE RESPONDING

We're enhancing the ways we communicate with our members.

### Communications initiatives for 2024:

- More topic-specific member communications
- Increased social media presence
- Timely updates on our website
- Expanded member outreach through TTC communications channels, to meet our members where they are

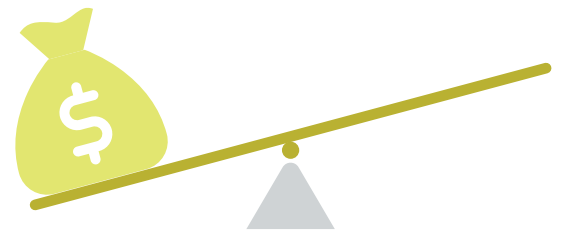
## MEMBERSHIP

### Getting to know our members

Both retired and active members feel a strong sense of financial security related to their retirement or future retirement.



**RETIRED MEMBERS** are generally unstressed in retirement, with the main concern being physical health.



**63%** OF ACTIVE MEMBERS feel “very financially secure” or “somewhat financially secure.”

## Participate in the 2024 Members Survey



Your voice plays a crucial role in helping us ensure that we're providing the best service possible to our members. [Sign up](#) to receive email updates about the 2024 survey and other news from TTCPP.