

# Federal Retirement Thrift Investment Board



## Strategic Performance Metrics

1st Quarter Fiscal Year 2015

# FRTIB Performance Metrics: 1st Quarter Fiscal Year 2015

## Board Report

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Result	1st Quarter Result	Status
<b>Strategic Goal 1: We help people retire with dignity.</b>							
FERS Average Participation Rate	Percent (%) of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	N/A	<b>87.17%</b>	
FERS Average Deferral Rate	Annual percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Annually/ Annually	74.52% (2013)		
1 Year FERS Post-separation Retention	Increase in the percentage of participants that retain a balance with TSP one year after separation	≥ 1%	≥ 0%	Monthly/ Quarterly	44.49%	<b>52.33%</b>	
Active Duty Uniformed Service Member Average Participation Rate	Increase in the percentage of active duty participants in the Plan relative to the eligible active duty population	≥ .5%	≥ 0%	Monthly/ Quarterly	41.70%	<b>41.76%</b>	
Average Asset Allocation	Increase in the proportion of participant balances allocated to the L Funds	≥ 0.5%	≥ 0%	Monthly/ Quarterly	N/A	<b>16.89%</b>	
<b>Strategic Goal 2: We ensure that FRTIB is a great place to work.</b>							
Performance Management Plans (PmP) Completion Rate	100 Percent (%) of FRTIB staff members in place on 10/1 that have completed PMPs	12/5/2014	12/31/2014	Monthly/ Quarterly	98.7% (by 12/31/2013)	<b>100%</b> (by 12/22/2014)	
Best Places to Work Ranking	Annual ranking received via the Best Places to Work Index based on the Federal Employee Viewpoint Survey for Small Agencies	Top 25%	Top 50%	Annually/ Annually	Top 17% (5 out of 29)	<b>Top 33%</b> (10 out of 30)	
Employee Engagement Index	Ranking of the FRTIB as compared to the government-wide small agency ranking that measures the extent to which employees believe conditions conducive for employee engagement (e.g. effective leadership, work which provides meaning to employees, etc.) are present in the workplace	Top 25%	Top 50%	Annually/ Annually	N/A	<b>Top 24%</b>	

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<b>Strategic Goal 3: We pursue flawless operations.</b>							
F, C, S, I Funds Investment	Number of days that daily investments for the F, C, S, I funds are not performed by 2 PM, Eastern Time	0 days	1 day	Monthly/ Quarterly	N/A	<b>0</b>	
G Fund Investment	Number of days that daily G Fund investment is not performed by 3 PM, Eastern Time	0 days	1 day	Monthly/ Quarterly	N/A	<b>0</b>	
Participant Account Information Availability	Number of days participant account information is not updated on the web by 8 AM, Eastern Time	0 days	1 day	Monthly/ Quarterly	0	<b>0</b>	
Call Center Availability	Percent (%) of time the call center is available during established business hours	99.80%	99.50%	Monthly/ Quarterly	100%	<b>100%</b>	
Call Center Response Time	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	N/A	<b>94.17%</b>	
Withdrawals Transactions	Percent (%) of withdrawals processed within five (5) business days of receipt of valid package	95.00%	90.00%	Monthly/ Quarterly	N/A	<b>99.84%</b>	
Participant Correspondence Response Rate	Percent (%) of written participant correspondence responded to within five (5) business days (except loan correspondence)	90.00%	85.00%	Monthly/ Quarterly	N/A	<b>77.88%</b>	

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<b>Strategic Goal 4: We maintain excellent relationships with entities that oversee, regulate, govern, and influence the TSP.</b>							
Audit Reports	FRTIB management responds to 100% of draft and final reports	30 days	45 days	Quarterly/ Quarterly	100%	—	
Participant Satisfaction	Participant satisfaction with the TSP	90.00%	85.00%	Annually/ Annually	87.01% (2013)		
Financial Audit Opinion	Opinion on FRTIB financial statements from independent auditor	Unmodified	Unmodified	Annually/ Annually	Unmodified (2013)		
ETAC Support	Percent (%) of positions in which ETAC provides, at least, 2/3 support	100%	90.00%	Biennially/ Biennially	N/A	<b>100%</b>	
Performance Audit	Percent (%) of all open audit findings scheduled to be closed this quarter that were closed	100%	90.00%	Quarterly/ Quarterly	50% (4 of 8)	<b>100%</b> (13 of 13)	
<b>Strategic Initiatives</b>							
Decision Intelligence	Completion of projects within the Decision Intelligence Portfolio	90.00%	75.00%	Monthly/ Quarterly	N/A	<b>87.02%</b>	
Enterprise Information Security & Risk Management (EISRM)	System authorizations completed according to schedule	Total assessments and authorizations planned for quarter completed	Total assessments and authorizations planned for quarter completed - 1	Monthly/ Quarterly	2/3	<b>1/1</b>	

Legend
N/A: Not Applicable
-- : Data with a zero denominator