














FRTIB Performance Measurement Report: 3rd Quarter Fiscal Year 2016

Board Report

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results	3rd Quarter Results	Status
Strategic Goal 1: We help people retire with dignity.							
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	89.10%	89.37%	
FERS Average Deferral Rate	Annual percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Annually/ Annually	74.37% (year-end 2014)	Awaiting 2015 deferral rates	
1 Year FERS Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	41.00%	40.00%	Monthly/ Quarterly	60.39% (see footnote)	61.08%	
Active Duty Uniformed Service Member Average Participation Rate	Percentage of active duty participants in the Plan relative to the eligible active duty population	44.00%	41.00%	Monthly/ Quarterly	43.14%	44.71%	
Strategic Goal 2: We ensure that FRTIB is a great place to work.							
Performance Management Plans (PmP) Completion Rate	100 Percent (%) of FRTIB staff members in place on 10/1 that have completed PMPs	10/1/2015	10/31/2015	Monthly / Quarterly	100% (by 10/31/2015)	N/A	
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 32% (9 out of 28)	N/A	
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	Top 24%	N/A	




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Strategic Goal 3: We pursue flawless operations.							
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	1	0	
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	0	0	
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	0	
Call Center Availability	Percent (%) of time the call center is available during established business hours	100%	98.80%	Monthly/ Quarterly	99.42%	100.00%	
Call Center Service Level Response Time	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	86.72%	97.06%	
Withdrawals Transactions	Percent (%) of withdrawals processed within five (5) business days of receipt of valid package	95.00%	90.00%	Monthly/ Quarterly	96.83%	98.87%	
Participant Correspondence Response Rate	Percent (%) of written requests for information responded to within five (5) business days	90.00%	85.00%	Monthly/ Quarterly	90.85%	96.05%	

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Strategic Goal 4: We maintain excellent relationships with entities that oversee, regulate, govern, and influence the TSP.													
KPMG/EBSA Audit Reports	FRTIB responds to 100% of final reports	30 days	45 days	Quarterly/ Quarterly	100% (1 of 1 w/i 30 days)	100% (4 of 4 w/i 30 days)							
Financial Audit Opinion	Opinion on FRTIB financial statements from independent auditor	Unmodified	Unmodified	Annually/ Annually	Unmodified (2014)	Unmodified (2015)							
ETAC Support	Percent of positions in which ETAC provides, at least, 2/3 support	100%	90.00%	Quarterly/ Quarterly	N/A (No ETAC mtgs last Qtr.)	N/A (No positions proposed for spt.)	--						
External Audit Finding Closure Rate	Percent of all open audit findings scheduled to be closed this quarter that were closed	100%	90.00%	Quarterly/ Quarterly	0% (0 of 2)	36.36% (4 of 11)							
Legend	Notes: ¹ . An error in the algorithm used to to extract account retention data was discovered in second quarter and has been corrected. The corrected second quarter result of 60.39% is shown in the prior results column.												
N/A: Not Applicable													
-- : Data with a zero denominator													
Metric Reported Annually, Status shows current year result.													