

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	2nd Quarter Results	Status
Strategic Goal A: Implement a physical and technology infrastructure that optimizes and supports plan administration, agency operations, and the evolution of a new participant experience							
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	●
Strategic Goal B: Ensure FRTIB has the right skills, competencies and leadership at all levels							
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 48% ●	Top 48%	●
Strategic Goal C: Optimize business processes to allow continuous improvement of TSP and Agency 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	0 ●	1	●
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	●
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	80.28% ●	87.84%	●
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	3.24% ●	1.60%	●
External Audit Findings Closure	Total # of external audit findings closed (as determined by OERM) less reversals of previously closed external audit findings. Includes findings from: Dept. Of Labor (EBSA) Financial Statement Audit, GAO, FISMA and 2015/2016 External Assessment	Q1 - 10, Q2 - 15, Q3 - 19, Q4 - 15	Q1 - 8, Q2 - 12, Q3 - 16, Q4 - 13	Quarterly/ Quarterly	40 ●	20	●

