











FRTIB Performance Measurement Report: 1st Quarter Fiscal Year 2017

Board Report

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results	1st 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	
Call Center Availability	Percent (%) of time the call center is available during established business hours	100%	98.80%	Monthly/ Quarterly	100%	100%	
Strategic Goal B: Ensure that the FRTIB has the right skills, competencies, and leadership at all levels.							
Employee Skills Index	On average percent of employees providing positive survey responses to the 3 items included in the Employee Skills Index (e.g. ability to recruit people with the right skills, having the necessary knowledge and skills to do job, and improved work unit skill level)	75.00%	70.00%	Annually/ Annually	N/A (new FY2017 metric)	73.67%	
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)	Top 48% out of 29	
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%	Top 35%	





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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	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	
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	95.00%	94.19%	
Budget Execution Rate	Budget Execution Rate against Spend Plan	90.00%	75.00%	Quarterly/ Quarterly	98.16%	97.12%	
KPMG/EBSA Audit Reports	FRTIB responds to 100% of final reports	30 days	45 days	Quarterly/ Quarterly	100% (3 of 3 w/i 30 days)	N/A (no audit reports received in the 1st qtr)	--
Financial Audit Opinion	Opinion on FRTIB financial statements from independent auditor	Unmodified	Unmodified	Annually/ Annually	Unmodified (2015)	N/A	
ETAC Support	Percent of positions in which ETAC provides, at least, 2/3 support	100%	90.00%	Quarterly/ Quarterly	N/A (No positions proposed for spt.)	N/A (No positions proposed for spt.)	--
External Audit Finding Closure Rate	Percent of all open audit findings scheduled to be closed this quarter are closed	90.00%	75.00%	Quarterly/ Quarterly	7.94% (5 of 63)	33.33% (4 of 12)	

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Strategic Goal D: Develop a new participant experience that enables participants to identify and achieve their targeted retirement outcomes.							
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	89.38%	89.07%	
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	61.49%	61.90%	
Active Duty Uniformed Service Member Participation Rate	Percentage of active duty participants in the Plan relative to the eligible active duty population	44.00%	41.00%	Monthly/ Quarterly	44.92%	44.83%	
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	N/A (new FY2017 metric)	71.20%	
Legend	Notes:						
N/A: Not Applicable							
-- : Data with a zero denominator							
Metric Reported Annually, Status shows current year result.							