









Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results	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	
Contact Center Availability	Percent (%) of time the contact center is available during established business hours	100%	98.80%	Monthly/ Quarterly	100%	100%	
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	3	2	
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	1	
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	63.50%	28.23%	
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	7.40%	21.23%	
Budget Execution Rate	Budget Execution Rate against Spend Plan	90.00%	75.00%	Quarterly/ Quarterly	78.49%	91.99%	
KPMG/EBSA Audit Reports	FRTIB responds to 100% of final reports	30 days	45 days	Quarterly/ Quarterly	66.67% (2 out of 3)	33.33% (1 out of 3)	
External Audit High Priority Findings Closure	Total # of priority 1 (critical risk) and priority 2 (high risk) external audit findings closed (as determined by OERM). Includes findings from the following auditors: DOL/KPMG, CLA, Penetration Testing, FISMA, GAO	Q1 - 0, Q2 - 5, Q3 - 14, Q4 - 23	Q1 - 0, Q2 - 3, Q3 - 9, Q4 - 15	Quarterly/ Quarterly	4	8	