

Federal Retirement Thrift Investment Board



Strategic Performance Metrics

4th Quarter Fiscal Year 2014

FRTIB Performance Metrics: 4thQ FY2014

Board Report

Metric	Description	Target	Threshold	Frequency	4thQ FY13	1stQ FY14	2ndQ FY14	3rdQ FY14	4thQ FY14 /Comments	Status
Strategic Goal 1: We help people retire with dignity										
FERS Participation Rate	Average FERS participation rate	90.00%	85.00%	Quarterly	86.40%	85.90%	87.10%	87.40%	87.50%	
Active Duty Uniformed Service member participation rate	Percentage of active duty participants in the Plan relative to the eligible active duty population	Quarterly increase in active duty participation rate greater than 0.5%	Quarterly increase ≥ 0%	Quarterly	39.90%	39.50%	41.10%	41.40%	41.70%	
FERS Average Deferral Rate	Percent of FERS participants deferring less than 5%	Annual decrease by 1% or more from prior year	Annual decrease ≥ 0%	Annually	25.44% (2010)	24.74% (2011)	24.16% (2012)	25.48% (2013)	N/A	
Average Asset Allocation	Participants elect asset allocations that reflect greater age-based diversification	Quarterly increase greater than 0.5% in proportion of participant balances allocated to the L Funds	Quarterly increase ≥ 0%	Quarterly	15.20%	15.80%	16.20%	16.70%	16.90%	
1 Year Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	Annual increase by 1% or more over prior year	Annual increase ≥ 0%	Annually		54.40% (12/31/13)	N/A	N/A	N/A	
Strategic Goal 2: We ensure that FRTIB is a great place to work										
Performance Management Plans (PmP)	Percent (%) of FRTIB staff members in place on 10/1 that have completed PMPs	100% by 10/31	100% by 12/31	Annually		98.7% (by 12/31)	N/A	N/A	N/A	
Best Places to Work Rankings	Ranking based on overall score which measures performance of agencies related to employee satisfaction and commitment	Top 25%	Top 50%	Annually		5/29 (for 2013)	N/A	N/A	N/A	
Strategic Goal 3: We pursue flawless operations										
Daily Investment	Number of days that daily investments is not performed by 3 PM, Eastern Time	0 days	1 day	Quarterly	0	0	0	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	Quarterly		1	0	1	0	
Call Center Availability	Percent (%) of time a call center is available during established business hours	99.80%	99.50%	Quarterly	100%	100%	96.90%	100%	100%	



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Call Center Response Time	Percent (%) of calls answered within 20 seconds	90.00%	85.00%	Quarterly	98.70%	97.90%	87.30%	96.30%	96.70%	<div></div>
Withdrawal Transactions	Percent (%) of withdrawals processed within five (5) business days of receipt of valid package	95.00%	90.00%	Quarterly	100%	99.00%	97.13%	99.00%	98.30%	<div></div>
Participant Correspondence Response Rate	Percent (%) of written participant correspondence responded to within five (5) business days (except loans)	90.00%	85.00%	Quarterly		99.00%	84.10%	97.30%	95.70%	<div></div>
Emessaging Response Rate	Percent of Emessages responded to within 24 hours (2 business days)	95.00%	90.00%	Quarterly		99.40%	98.30%	99.70%	99.60%	<div></div>
Strategic Goal 4: We maintain excellent relationships with entities that oversee, regulate, govern, and influence the TSP.										
Audit Reports	FRTIB management responds to draft and final reports within the agreed to time standards	100% within 30 days	100% in 45 days	Quarterly		100% (3 of 3 met)	100% (5 of 5 met)	100% (3 of 3 met)	N/A	
Board Satisfaction	Board's satisfaction with the information and interaction with FRTIB	Exceeds Expectations	Meets Expectations	Annually		Exceeds Expectations	N/A	N/A	N/A	
Participant Satisfaction	Participant satisfaction with the TSP	85.00%	80.00%	Biannually		87.00% (2013) A 1% increase over 2011	N/A	N/A	N/A	
Financial Audit Opinion	Opinion on FRTIB financial statements from independent auditor	Unqualified	Unqualified	Annually				Unqualified (2012)	Unmodified (2013)	<div></div>
ETAC Satisfaction	Strong relationship with ETAC and they actively support our positions	2/3 support on 100% of FRTIB positions	2/3 support on 90% of FRTIB positions	Annually		100%	N/A	N/A	N/A	
Performance Audit	New and existing fundamental or significant findings scheduled to be closed this quarter are closed	100.00%	90.00%	Quarterly	88.00% (22 of 25 findings)	50.00% (3 of 6 findings)	75.00% (6 of 8 findings)	60.00% (6 of 10 findings)	62.50% (5 of 8 findings)	<div></div>

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Strategic Initiatives										
Decision Intelligence	Completion of projects within the Decision Intelligence Portfolio	Schedule slack is ≥ 5% of schedule	Schedule slack is < 5% of schedule	Quarterly		30.38% (Benchmarking is the only project in the execution phase)	30.00% (Benchmarking is the only project in the execution phase)	18.00% (Benchmarking is the only project in the execution phase)	(Benchmarking project is complete and was the only project being tracked under this portfolio)	
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	Quarterly	1/1	0/0	2/2	3/3	2/3	
Integrated Acquisition Strategy Index	Establishment and enhancement of contracting and acquisition policies	First draft of contracting and acquisition policies delivered by 12/31/2013	First draft of contracting and acquisition policies delivered by 3/31/2014	Annually		Both draft policies were received by 12/31/2013	N/A	N/A	N/A	