

# DRS Operational Performance Tracking

## FY2012 Cumulative Fiscal Year to Date Performance

2011/12

Measure (Location)	Units	Actual	Target	
		Data	Data	Index
A: All ASD 30-second Customer Phone Response (Total Company)	%	92.9%	90.0%	103.2%
A14: Employer Training Survey (Total Company)	Survey score	0.00	4.50	0.0%
A34: Timely Retirement Contributions (Total Company)	0.00%	99.73%	99.50%	100.2%
A36: Employer Transactions Not Rejected (Total Company)	0.00%	99.25%	99.50%	99.8%
A45: Mail Ready by 11 AM (Total Company)	%	100.0%	100.0%	100.0%
B3: Cost Per Member vs. CEM Predicted (Total Company)	\$	\$59	\$99	140.4%
C01: Retirement Outlook Newsletter (Total Company)	Expectations Met	100%	100%	100.0%
D: DCP 30-Second Phone Response (Total Company)	%	85.1%	90.0%	94.6%
D01: DCP New Enrollments (Total Company)	Whole Number	1,004	1,330	75.5%
D02: DCP E-Transactions Rate (Total Company)	%	85.1%	70.0%	121.5%
D03: DCP Mktg Rating (Total Company)	%	89.0%	90.0%	98.9%
D04: DCP Walk-In Customer Wait Time (Total Company)	Minutes	1.32	4.00	166.9%
D07: DCP Voice Mail Percent (Total Company)	%	3.3%	10.0%	167.4%
H01: DRS Performance Evaluations Current (Total Company)	%	79.2%	100.0%	79.2%
H02: DRS Position Descriptions Current (Total Company)	%	66.4%	100.0%	66.4%
H03: DRS Performance Expectations Current (Total Company)	%	68.9%	100.0%	68.9%
I01: Critical Network Systems Availability (Total Company)	%	100.0%	99.5%	100.5%
I02: Systems Development Operational Backlog (Total Company)	Whole Number	61	80	123.8%
I03: ITS Responsiveness (Total Company)	%	98.6%	90.0%	109.6%
I04: Help Phone Response (Total Company)	%	93.7%	90.0%	104.1%
L1a: Open petitions avg age (Total Company)	Months	14.82	6.00	0.0%
L1b: Closed petitions avg age (Total Company)	Months	22.63	6.00	0.0%
R: RSD 30-Second Phone Response (Total Company)	%	90.7%	90.0%	100.7%
R11-3: RSD Estimates Avg Days (Total Company)	Days	3.10	5.00	138.0%
R21: Walk-In Visitor Avg Wait - All RSD (Total Company)	Minutes	2.30	4.00	142.5%
R3: Routine Correspondence 5-Day Response (Total Company)	%	95.0%	90.0%	105.5%
R99: Estimate Accuracy - RSD Total (Total Company)	%	97.9%	100.0%	97.9%
S4: WACs (Total Company)	Expectations Met	100%	100%	100.0%
S5: Contracts Management (Total Company)	Expectations Met	100%	100%	100.0%
S6: Performance Tracking & Reporting (Total Company)	Expectations Met	100%	100%	100.0%