

RSD Operating Goals



Retirement Readiness – 58% of NC public servants age 62 or older on track to replace 80% of their pre-retirement income in retirement. The following sub-goals are being pursued to help us achieve our top-level metric of 58%:

- 457 Participation: 13.2%
- 401(k) Participation: 20.8%
- 457 Average Contribution: \$180
- 401(k) Average Contribution: \$203
- 457 GoalMaker Participation (new/existing): 89.02%/42%
- 401(k) GoalMaker Participation (new/existing): 89.06%/50%

Member Satisfaction – 4.0 member overall satisfaction score (scale of 1 to 5)

- Daily survey results from customer experiences in Retirement Processing, Benefit Processing, and Member Services
- Monthly metric results for turn around time, paid on time percentage, and other key performance measures

Employee Engagement – 3.0 employee overall satisfaction (scale of 1 to 4)

- Annual survey results from employee
- Bi-annual 'pulse' survey results from employees

Fiscal Integrity – success on the following sub-goals:

- Implementation of internal and external reviews
- 100% overall funding percentage
- Fraud detection and prevention

