

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results	3rd 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	1	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 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	1	1	
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	73.01%	92.54%	
Budget Execution Rate	Budget Execution Rate against Spend Plan	90.00%	75.00%	Quarterly/ Quarterly	107.14%	119.33%	
KPMG/EBSA Audit Reports	FRTIB responds to 100% of final reports	30 days	45 days	Quarterly/ Quarterly	100% (3 out of 3)	100% (8 out of 8)	
Financial Audit Opinion	Opinion on FRTIB financial statements from independent auditor	Unmodified	Unmodified	Annually/ Annually	N/A	Unmodified	

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ETAC Support	Percent of positions in which ETAC provides, at least, 2/3 support	100%	90.00%	Quarterly/ Quarterly	N/A (No ETAC meetings this quarter)	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	42.86% (3 out of 7)	100% (4 out of 4)	●
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	89.87%	90.08%	●
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	62.53%	62.82%	●
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	45.94%	47.34%	●
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	76.64%	77.57%	●