

Metric	Description	Target	Threshold	Frequency <small>Collection/ Reporting</small>	Prior Quarter Results & Status	1st 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	●
FISMA Score	Number of FISMA domains achieving at least the recommended maturity level for the current fiscal year *Score may change as scoring methodology continues to evolve *Long term goal is for all domains to reach at least FISMA Level 4, the Managed and Measurable maturity level	6 out of 8 domains (are at least the Defined maturity level)	5 out of 8 domains (are at least the Defined maturity level)	Annually/ Annually	3 out of 8 ●	7 out of 8	●
Strategic Goal B: Ensure FRTIB has the right skills, competencies and leadership at all levels							
Best Places to Work Ranking	Annual ranking received via the Best Places to Work Index based on the Federal Employee Viewpoint Survey for Small Agencies	Top 25%	Top 50%	Annually/ Annually	Top 76% (22 out of 29) ●	Top 68% (19 out of 28)	●
Employee Engagement Index	Ranking of the FRTIB as compared to the government-wide small agency ranking that measures the extent to which employees believe conditions conducive for employee engagement (e.g. effective leadership, work which provides meaning to employees, etc.) are present in the workplace	Top 25%	Top 50%	Annually/ Annually	Top 51% ●	Top 48%	●
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	0 ●	0	●
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	1 ●	0	●
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	98.10% ●	97.23%	●
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	0.68% ●	0.22%	●
External Audit Findings Closure	Total # of external audit findings closed (as determined by OERM) less reversals of previously closed external audit findings. Includes findings from: Dept. Of Labor (EBSA) Financial Statement Audit, GAO, FISMA and 2015/2016 External Assessment	Q1 - 18, Q2 - 27, Q3 - 60, Q4 - 40	Q1 - 16, Q2 - 23, Q3 - 51, Q4 - 35	Quarterly/ Quarterly	64 ●	16	●
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	90.91% ●	91.30%	●
1 Year FERS Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	64.00%	60.00%	Monthly/ Quarterly	64.59% ●	64.84%	●
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	77.16% ●	77.23%	●
BRS Auto-enrolled Opt-out Rate	Percentage of active duty uniformed service members auto-enrolled in BRS that opt-out of auto-enrollment	<3.00%	<5.00%	Quarterly/ Quarterly	0.26% ●	0.25%	●
BRS Opt-in Full Matching Contribution Rate	Percentage of active duty uniformed service members that opt-in to BRS deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	82.82% ●	83.30%	●
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	89.72% ●	90.83%	●
Legend							
N/A: Not Applicable							
-- : Data with a zero denominator							
Metric Reported Annually, Status shows current year result.							