

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	3rd Quarter Results	Status
<b>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</b>							
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	●
<b>Strategic Goal B: Ensure FRTIB has the right skills, competencies and leadership at all levels</b>							
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 68% (19 out of 28) ●	Top 48% (14 out of 29)	●
<b>Strategic Goal C: Optimize business processes to allow continuous improvement of TSP and Agency operations</b>							
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 ●	3	●
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	87.84% ●	97.96%	●
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	1.60% ●	0.13%	●
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 - 10, Q2 - 15, Q3 - 19, Q4 - 15	Q1 - 8, Q2 - 12, Q3 - 16, Q4 - 13	Quarterly/ Quarterly	20 ●	26	●

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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	94.23% <span>●</span>	94.55%	<span>●</span>
I Year FERS Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	64.00%	60.00%	Monthly/ Quarterly	68.14% <span>●</span>	69.75%	<span>●</span>
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	79.20% <span>●</span>	80.10%	<span>●</span>
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	0.18% <span>●</span>	0.23%	<span>●</span>
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	86.38% <span>●</span>	87.39%	<span>●</span>
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	94.31% <span>●</span>	94.07%	<span>●</span>
Legend							
N/A: Not Applicable							
-- : Data with a zero denominator							
Metric Reported Annually, Status shows current year result.							