Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	2nd Quarter Results	Status
Strategic Goal A: Implement a plexperience	hysical and technology infrastructure that optimizes a	nd supports plan adn	ninistration, agen	cy operations, a	and the evolution	of a new part	icipant
Participant Account Information Availability	Number of days participant account information is not updated on the web by 8 AM, Eastern Time	0 days	l day	Monthly/ Quarterly	0	0	•
Strategic Goal B: Ensure FRTIB	nas the right skills, competencies and leadership at all	levels					
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	Тор 25%	Тор 50%	Annually/ Annually	Top 48%	Тор 48%	•
Strategic Goal C: Optimize busin	ess processes to allow continuous improvement of TS	SP and Agency opera	tions				
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	l day	Monthly/ Quarterly	0	I	•
G Fund Investment	Number of days that daily G Fund investment is not performed by 3 PM, Eastern Time	0 days	l day	Monthly/ Quarterly	0	0	•
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	80.28%	87.84%	•
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	3.24%	1.60%	•
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	QI - 8, Q2 - I2, Q3 - I6, Q4 - I3	Quarterly/ Quarterly	40	20	

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	2nd Quarter Results	Status
Strategic Goal D: Develop a new	participant experience that enables participants to id-	entify and achieve the	eir targeted retir	ement outcome	es		
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	93.29%	94.23%	•
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	68.64%	68.14%	•
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	77.00%	79.20%	
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	0.27%	0.18%	•
BRS Opt-in Full Matching Contribution Rate	Percentage of active duty uniformed service members that optin to BRS deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	85.72%	86.38%	•
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	92.27%	94.31%	•
Legend N/A: Not Applicable - : Data with a zero denominator Metric Reported Annually, Status shows current fear result.				•	,		