Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	4th Quarter Results	Status
Strategic Goal A: Implement a phexperience	nysical and technology infrastructure that optimizes ar	nd supports plan adm	inistration, agend	cy operations, a	nd the evolution	of a new parti	cipant
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 C: Optimize busine	ess processes to allow continuous improvement of TS	P and Agency operati	ons				
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	I day	Monthly/ Quarterly	3	0	•
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	97.96%	95.97%	•
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	0.13%	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 - 10, Q2 - 15, Q3 - 19, Q4 - 15	Q1 - 8, Q2 - 12, Q3 - 16, Q4 - 13	Quarterly/ Quarterly	26	13	•
Strategic Goal D: Develop a new	participant experience that enables participants to ide	entify and achieve the	ir targeted retire	ement outcome	es		
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	94.55%	94.63%	
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	69.75%	70.49%	•
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	80.10%	80.70%	•
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	0.23%	0.62%	•
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	87.39%	87.68%	•
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	94.07%	93.91%	
Legend				-			
I/A: Not Applicable - : Data with a zero denominator 1etric Reported Annually, Status shows current year esult.							