

| Metric   | Description  | Target                                      | Threshold                                   | Frequency<br>Collection/<br>Reporting | Prior<br>Quarter<br>Results &<br>Status | 4th<br>Quarter<br>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/<br>Quarterly                 | 0                                       | 1                         |        |
| 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/<br>Quarterly                 | 1                                       | 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/<br>Quarterly                 | 0                                       | 0                         |        |
| Phone Call Response Rate   | Percent (%) of PSR calls answered within 20 seconds  | 90.00%                                      | 85.00%                                      | Monthly/<br>Quarterly                 | 98.23%                                  | 94.08%                    |        |
| Phone Call Abandonment Rate  | Percent (%) of calls offered that are abandoned prior to being answered by an agent  | 2.00%                                       | 5.00%                                       | Monthly/<br>Quarterly                 | 0.13%                                   | 1.08%                     |        |
| 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,<br>Q2 - 27,<br>Q3 - 60,<br>Q4 - 40 | Q1 - 16,<br>Q2 - 23,<br>Q3 - 51,<br>Q4 - 35 | Quarterly/<br>Quarterly               | 62                                      | 35                        |        |
| 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/<br>Quarterly                 | 93.13%                                  | 93.42%                    |        |
| 1 Year FERS Post-separation Retention  | Percentage of participants that retain a balance with TSP one year after separation  | 64.00%                                      | 60.00%                                      | Monthly/<br>Quarterly                 | 64.89%                                  | 67.14%                    |        |
| FERS Full Matching Contribution Rate   | Percentage of FERS participants deferring 5% or greater  | 80.00%                                      | 70.00%                                      | Quarterly/<br>Quarterly               | 77.40%                                  | 77.40%                    |        |
| 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/<br>Quarterly               | 0.53%                                   | 1.52%                     |        |
| 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/<br>Quarterly               | 85.08%                                  | 85.72%                    |        |
| BRS Participation Rate   | Percentage of active duty BRS participants who contribute to TSP   | 90.00%                                      | 85.00%                                      | Quarterly/<br>Quarterly               | 92.80%                                  | 91.84%                    |        |
| Legend   |  |   |   |                                       |   |                           |        |
| N/A: Not Applicable  |  |   |   |                                       |   |                           |        |
| -- : Data with a zero denominator  |  |   |   |                                       |   |                           |        |
| Metric Reported Annually, Status shows current year result.  |  |   |   |                                       |   |                           |        |