Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status		2nd 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	l day	Monthly/ Quarterly	0	•	0	•
Strategic Goal C: Optimize bus	iness processes to allow continuous improvement of	TSP and Ag	ency operation	s				
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	•	3	•
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	97.23%	•	94.79%	•
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	0.22%	•	0.37%	•
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	16	•	15	•
Strategic Goal D: Develop a ne	w participant experience that enables participants to	identify and	achieve their t	argeted retiren	nent outco	mes		
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	91.30%	•	92.63%	•
Year FERS Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	64.00%	60.00%	Monthly/ Quarterly	64.84%	•	65.32%	•
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	76.10%	•	77.20%	•
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	0.25%	•	0.30%	•
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	83.30%	•	85.65%	•
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	90.83%	•	92.90%	•
Legend								
I/A: Not Applicable : Data with a zero denominator etric Reported Annually, Status shows current								