Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	4th 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	I day	Monthly/ Quarterly	I •	0	•				
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	l day	Monthly/ Quarterly	1 •	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	I •	I					
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	99.54%	98.10%	•				
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	88.09%	5.00%	Monthly/ Quarterly	0.60%	0.68%	•				
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 - 38, Q2 - 37, Q3 - 32, Q4 - 33	Q1 - 33, Q2 - 31, Q3 - 27, Q4 - 29	Quarterly/ Quarterly	35	64	•				

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	4th Quarter Results	Status				
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	90.99%	90.91%	•				
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	64.82%	64.59%	•				
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	76.77%	77.16%	•				
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	0.13%	0.26%					
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	82.80%	82.82%	•				
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	88.86%	89.72%	•				
Legend			•	-							
N/A: Not Applicable											
: Data with a zero denominator											
Metric Reported Annually, Status shows current year result.											