Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results	3rd Quarter Results	Status
Strategic Goal A: Implement a phy participant experience	vsical and technology infrastructure that optimizes a	nd supports p	lan administrat	tion, agency ope	erations, and t	he evolution of a	new
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/ Quarterly	0	1	•
Contact Center Availability	Percent (%) of time the contact center is available during established business hours	100%	98.80%	Monthly/ Quarterly	100%	100%	
trategic Goal C: Optimize business	processes to allow continuous improvement of TSP	and Agency op	erations				
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/ Quarterly	2	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/ Quarterly	1	0	
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	28.23%	92.83%	
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	21.23%	0.99%	
Budget Execution Rate	Budget Execution Rate against Spend Plan	90.00%	75.00%	Quarterly/ Quarterly	91.99%	94.14%	
KPMG/EBSA Audit Reports	FRTIB responds to 100% of final reports	30 days	45 days	Quarterly/ Quarterly	33.33% (1 out of 3)	100% (5 out of 5)	
Financial Audit Opinion	Opinion on FRTIB financial statements from independent auditor	Unmodified	Unmodified	Annually/ Annually	Unmodified	Unmodified	•
External Audit High Priority Findings Closure	Total # of priority 1 (critical risk) and priority 2 (high risk) external audit findings closed (as determined by OERM). Includes findings from the following auditors: DOL/KPMG, CLA, Penetration Testing, FISMA, GAO	Q1 - 0, Q2 - 5, Q3 - 14, Q4 - 23	Q1 - 0, Q2 - 3, Q3 - 9, Q4 - 15	Quarterly/ Quarterly	8	11	•

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results	3rd 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	90.57%	90.68%	•				
-	Percentage of participants that retain a balance with TSP one year after separation	64.00%	60.00%	Monthly/ Quarterly	64.07%	64.39%	•				
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	77.90%	78.27%	•				
I RRY AUTO-ENTOLIEG UNT-OUT RATE	Percentage of active duty uniformed service members autoenrolled in BRS that opt-out of auto-enrollment	<3.00%	<5.00%	Quarterly/ Quarterly	N/A (new metric for FY18)	0.06%	•				
-	Percentage of active duty uniformed service members that opt-in to BRS deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	N/A (new metric for FY18)	80.76%					

Legend

N/A: Not Applicable
-- : Data with a zero denominator
Metric Reported Annually, Status shows current
year result.