Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status		3rd Quarter Results	Status
participant experience	hysical and technology infrastructure that optimizes	s and support	s pian auminist	ration, agency (operations,	and t	ne evolution o	n 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	I day	Monthly/ Quarterly	0	•	I	•
Strategic Goal C: Optimize busin	ness processes to allow continuous improvement of	TSP and Age	ncy 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	I day	Monthly/ Quarterly	0	•	ı	•
G Fund Investment	Number of days that daily G Fund investment is not performed by 3 PM, Eastern Time	0 days	I day	Monthly/ Quarterly	0	•	ı	•
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	98.05%	•	99.54%	
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	88.09%	5.00%	Monthly/ Quarterly	0.47%	•	0.60%	
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	23	•	35	•

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	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	90.62%	90.99%	•					
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	64.29%	64.82%	•					
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	77.79%	76.77%	•					
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	0.18%	0.13%	•					
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	81.72%	82.80%	•					
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	88.09%	88.86%	•					
Legend			•	-								
N/A: Not Applicable : Data with a zero denominator Metric Reported Annually, Status shows current year												
result.												