





















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	1 day	Monthly/ Quarterly	1 	1	
Contact Center Availability	Percent (%) of time the contact center is available during established business hours	100%	98.80%	Monthly/ Quarterly	100% 	100%	
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/ Quarterly	0 	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	0 	0	
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	92.83% 	95.69%	
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	0.99% 	0.71%	
Budget Execution Rate	Budget Execution Rate against Spend Plan	90.00%	75.00%	Quarterly/ Quarterly	94.14% 	94.31%	
KPMG/EBSA Audit Reports	FRTIB responds to 100% of final reports	30 days	45 days	Quarterly/ Quarterly	100% (5 out of 5) 	N/A	
Financial Audit Opinion	Opinion on FRTIB financial statements from independent auditor	Unmodified	Unmodified	Annually/ Annually	Unmodified 	N/A	
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	11 	12	

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	90.68% ●	90.58%	●
1 Year FERS Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	64.00%	60.00%	Monthly/ Quarterly	64.39% ●	64.56%	●
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	78.27% ●	77.39%	●
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	0.06% ●	0.37%	●
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	80.76% ●	85.15%	●
Legend							
N/A: Not Applicable -- : Data with a zero denominator Metric Reported Annually, Status shows current year result.							